

General Provider Service Level Agreement

To allow for inclusion (new or on-going) on InjuriesBoard.ie's general provider panels (not a guarantee of referrals) providers must;

- Where appropriate / requested, be willing to accept instructions from InjuriesBoard.ie over the phone
- Where requested, comment in writing in reports on all matters relevant / appropriate to the referral from InjuriesBoard.ie
- Always ensure secure methods of transfer of documents to InjuriesBoard.ie
- Comply fully with the provisions of the Data Protection Acts 1998 & 2003 in performing services for InjuriesBoard.ie
- Facilitate telephone enquiries subsequent to the referral / provision of a written report
- In respect of motor engineer, photographic and translation / interpreter referrals achieve a seven day turnaround for return of documents / reports to InjuriesBoard.ie
- In respect of Actuarial and Loss Adjuster referrals, submit final reports in a timely manner
- In respect of Actuarial referrals;
 - Where requested by InjuriesBoard.ie obtain directly from the claimant / claimant advisor the necessary data
 - Reports always to be submitted in a narrative report style
- In respect of medical diagnostic referrals facilitate direct billing to InjuriesBoard.ie
- Submit an invoice to InjuriesBoard.ie (Finance Department, InjuriesBoard.ie, PO Box 9732) at the same time as the report and in the following format;
 - On headed paper to include provider's name and address
 - InjuriesBoard.ie, Tallaght, Dublin 24 detailed as payer
 - Service provided titled / detailed
 - No references to medico-legal or court attendance
 - InjuriesBoard.ie claim reference, claimant name, invoice date, invoice number, tax registration number (if applicable) included
 - Confirmation of fee amount (& rate if appropriate) detailed

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