



Workers Insurance

Level 15, 321 Kent Street
Sydney NSW 2000

Customer Service Centre
13 77 22

icare.nsw.gov.au

If received in error, please
return this letter to:
GPO Box 5429
Sydney NSW 2001

Important changes to Workers Insurance

Claim number:

Hello

icare Workers Insurance is making changes to the way your claim is managed.

Who is icare Workers Insurance?

icare Workers Insurance protects, insures and cares for over 290,000 employers and 3.3 million workers in NSW.

Since 2015, we have been dedicated to the task of improving customer service and building a simpler, more transparent and more supported claims experience for workers and employers. To achieve that, it's necessary to make a number of changes – one of which will affect your claim.

What does this mean for you?

Your claim is currently managed by Allianz, however we will soon begin gradually transferring claims, including yours, to a new claims service provider, GIO. Rest assured we will be keeping you fully informed every step of the way – no matter how simple or how complex your claim.

Any payments and medical treatments you have been receiving will continue as usual and icare Workers Insurance will work closely with Allianz to ensure the quality of service you are receiving is maintained during this period. We have a dedicated team working with Allianz to ensure a smooth transition to GIO to minimise any impact on both you and your employer.

What do you need to do?

Nothing. Allianz will continue to manage your claim in the interim and will be in touch to update you on when your claim will be transferred.

We are here to help

For questions relating to your current claim please contact your existing Allianz Case Manager. If you are unsure who your Allianz Case Manager is, please call Allianz on **1300 130 664**.

If you have more general questions about the claims transfer process, please call icare Workers Insurance on 02 8378 0508; our dedicated transition team is available to take your call from Monday to Friday between 8:30am and 5pm, excluding public holidays. Alternatively, you can visit our website **icare.nsw.gov.au** for more information.

Regards,

Elizabeth Uehling

Acting Group Executive
icare Workers Insurance



Workers Insurance

Workers – frequently asked questions

Who is icare Workers Insurance?

icare Workers Insurance supports long-term care needs to improve quality of life outcomes, including helping people who have had an injury at work return to work.

Who is GIO?

GIO is a provider of claim services on behalf of icare Workers Insurance.

What changes are happening?

Workers compensation services are changing to better meet the needs of workers, employers and the healthcare system. Since 2015, we have been dedicated to the task of improving customer service and building a simpler, more transparent and more supported claims experience for workers and employers.

What do these changes mean for workers with injuries?

There will be a change in who manages your claim. Your claim is currently managed by Allianz and it will be moved to GIO.

Who will take care of my claim?

Your claim will continue to be managed as usual until it is transferred to your new service provider. Allianz will let you know in advance when your claim will be transferred to GIO. Rest assured that no matter how simple or how complex your claim is, you will continue to be at the centre of any decisions made and your care will continue seamlessly. Any history and previous decisions about your claim will be carried over to your new service provider during the transition period. The payments and medical treatments you have been receiving will continue as usual.

Does my employer know this is happening?

Yes, we've also been in touch with your employer. icare Workers Insurance is working closely with current service providers to make sure the transition of your claim happens smoothly to minimise any impact on you and your employer.

What should I do now?

Nothing. We'll keep you fully informed every step of the way and Allianz will be in touch with you well before your claim is transferred to let you know when your claim will be moved to GIO.

I'd like to talk to someone about this.

Who should I contact?

For questions relating to your current claim please contact your existing Allianz Case Manager. If you are unsure who your Allianz Case Manager is, please call Allianz on **1300 130 664**.

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