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## icare announces new claims management choice for large business customers

Insurance and Care NSW (icare) has today announced three claims management providers will be available for eligible large business customers under its Authorised Provider model.

From early next year, eligible businesses will have the choice to engage Allianz, GIO and QBE for workers compensation new claims management services.

icare NSW CEO and Managing Director John Nagle said the move was a natural progression in ensuring icare continued to deliver a consistent claims service model, while also responding to customers' desire for choice.

"icare has undertaken one of the largest transformations of workers compensation ever in NSW to provide fairer outcomes for its customers. The claims service model is designed to deliver a consistent, transparent and empathetic claims management approach," Mr Nagle said.

"After considerable development, testing and refinement, we are now phasing in the option for our largest customers to choose from a range of providers to deliver claims management services, which will be delivered consistently with the principles of icare's claims service model.

"As always, we will continue to listen to customers and deliver fair and sustainable outcomes for employers and workers. We are also currently reviewing an industry-based approach to support small to medium-sized businesses and will provide more detail on this option in the new year," he said.

The following customers able to choose an Authorised Provider for new claims management:

From 1 February 2020:

- Customers where APP (Average Performance Premium) or BTP (basic tariff premium) exceeds \$1,000,000 for the most recently issued renewal period or;
- Customers that are part of a Group, where its Group APP (Average Performance Premium) or BTP (basic tariff premium) exceeds \$1,000,000 for the most recently issued renewal period.

From 30 June 2020 at the next renewal date:

- Customers where APP (Average Performance Premium) or BTP (basic tariff premium) exceeds \$500,000 or;
- Customers that are part of a Group, where its Group APP (Average Performance Premium) or BTP (basic tariff premium) exceeds \$500,000+.

Allianz and GIO will offer new claims management services for eligible customers from 1 February 2020, with QBE to start by mid-2020, with EML to continue to provide claims management service for new claims for more than 320,000 employers across NSW.

More information is available at [www.icare.nsw.gov.au/authorisedprovider](http://www.icare.nsw.gov.au/authorisedprovider)

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