

Workers Compensation Claims Service Provider Announcement: Employer FAQ's

October 2022

A woman with short grey hair, wearing a dark blue blazer over a white top with black polka dots, is smiling and looking towards a man whose back is to the camera. She is holding a white document. They are sitting at a table in a bright office setting with large windows in the background. On the table, there is a black folder, a blue cup, and some papers.

October 2022

General FAQs about the changes to claims management

What are the changes to the way claims are managed?

The way we manage claims (also known as the claims model) is changing. The new model will have a greater range of Claims Service Providers (CSPs), and eligible employers can choose between a generalist Claims Service Provider or one with additional specialist capabilities, which includes service providers with expertise in managing psychological claims. Specialised providers offer a tailored approach to particular types of claims which is expected to lead to better quality service for injured workers and employers. With the rise in mental health issues we are providing specialist care for psychological claims to ensure workers with mental health claims get back to health and work as quickly as possible.

What does this change mean for employers?

We're improving our claims model to help injured workers return to health and work faster by increasing the range of service providers, including those with specialisation in mental health claims. This will provide more choice for employers over time and deliver a service more aligned to injured worker needs.

What do I need to do?

Nothing, we will let you know in advance and keep you informed every step of the way if your claims are to be moved and by when. If they are moving to a new Claims Service Provider, your current provider will continue to manage the claim and your Claims Manager will continue to support you, up until the day of the move.

Who are the successful Claims Service Providers?

The successful providers, Allianz, DXC, Employers Mutual Limited (EML), Gallagher Bassett (GB), GIO, and QBE, bring a mix of capabilities to improve outcomes for both the growing number of workers with psychological injuries as well as those with physical injuries.

Four providers (Allianz, DXC, EML and GB) will provide specialist psychological claims capability as well as general claims capability, and GIO and QBE will manage general injury claims.

Appointing this mix of quality Claims Service Providers is a key step towards providing a more targeted response to the growing number of psychological claims, driving competition between providers, and providing more choice for NSW businesses.

icare is committed to having a specialist only provider on the panel as we progress from transition to the new model. Further providers may be included in the panel at a future date.

How will these changes improve return to work rates?

As we implement these changes, our goal is to ensure scheme performance remains stable and there are minimal disruptions for injured workers and businesses. icare will continue to monitor Claims Service Provider performance and drive return to work activities to ensure injured workers are getting the treatment and care they need when they need it. As such, the new Claims Service Providers will gradually start operating over the next 18-24 months to ensure they have the capacity and capability to manage claims effectively and to ensure minimal disruption to claims.

Employer choice & claims changes

Do all employers get a choice of Claims Service Provider?

No, only those larger employers with the Average Performance Premium of above \$500,000 will be able to choose their Claims Service Provider initially. This helps to ensure there is stability in the scheme as new providers come on board. The expansion of employer choice is a key part of icare's strategy. In line with recommendations from the McDougall review, icare is adopting a measured, staged implementation to the new claims model. icare's intention is to reduce the threshold from over \$500,000 over time to enable choice for a larger number of employers. The timing of reducing the threshold will be assessed once new Claims Service Providers are onboarded in 2023.

What happens if I want my claim managed by a new Claims Service Provider?

Employers with choice (above \$500k Average Performance Premium) can choose to have their claims managed by a new Claims Service Provider as soon as they are onboarded.

New Claims Service Providers are expected to be onboarded in a staged manner from the second quarter of 2023.

The expansion of employer choice is a key part of icare's strategy, and we are adopting a measured, staged implementation to the new claims model. Initially larger employers with an Average Performance Premium of above \$500,000 will be offered choice with the aim of reducing this threshold to include more employers over time. The timing of reducing the threshold will be assessed once new CSPs are onboarded.

How will I know who to contact once my claims have moved?

Your new Claims Service Provider will be responsible for contacting you and your injured worker advising details of the new claim's manager. Your new Claims Service Provider team will be able to assist you from the date of the move.

If my claim moves between Claims Service Providers, what is the process?

If claims do move, there will be a process in place to ensure minimal disruption to the injured worker and adequate notice is provided to the worker and employer before any transfer. Further detail about this will be shared in future.

What types of claims will be moved?

Both open and closed claims could be moved to a new claims service provider. The types of claims include specialised claims, support segment claims, notification only claims and active claims as well as medically complex, and fatality claims.

How will I be informed that my legacy claims (OPEN and CLOSED) have been migrated to my current Claims Service Provider?

We will communicate well ahead of time with relevant employers and brokers on any transition (a claim moving between Claims Service Providers either via choice, or through icare allocation) of open and closed claims between Claims Service Providers.

How quickly will my claims service provider be able to review and start management of my claims after they move?

One of the most meaningful benefits of icare's system is that the claim history and all information on the claim file will be available to your Claims Service Provider of choice immediately after moving.

Will there be any impact to the reporting I receive from icare or my claims service provider?

No, your Cost of Claims report from icare will automatically update with the relevant details in the managing entity field for claims that are moved.

Who will contact the injured worker to notify them their claim will move?

If claims are being moved, then the existing Claims Service Provider will be in touch to let them know what provider will be managing their claim in the future and the date that their claim will be moved.

Who will take care of my worker(s)?

Our priority is to continue to support employers' injured workers return to work and health. icare and the Claims Service Providers will ensure workers continue to receive any payments and medical treatments as usual.

Who do injured workers contact if they have an issue?

Injured workers should first contact their Case Manager if they have any questions or concerns about changes impacting their claim.

How will I receive updates on any changes to my claims?

icare is committed to keeping you informed if your claims are impacted. Any transition of claims (a claim moving between Claims Service Providers either via choice, or through icare allocation) activity will be communicated with employers and injured workers well ahead of time.

Will there be a website with information I can access about these changes to claims management?

The icare website will have update to date information regarding these current and future changes, including FAQs and contact details if you have questions.

As a small employer, can I move Claims Service Providers?

Not currently. Choice of Claims Service Providers is currently offered only to large employers (above \$500k Average Performance Premium). This helps to ensure we have stability in the scheme as new providers come on board. However, icare's intention is to provide more choice in future so smaller employers can select the Claims Service Provider they want.

What is icare doing to assist small employers?

Choice of Claims Service Providers is currently offered only to large employers (above \$500k Average Performance Premium). This helps to ensure we have stability in the scheme as new providers come on board. However, icare's intention is to provide more choice in future so smaller employers can select the Claims Service Provider they want.

Will employers have an opportunity to provide feedback about the new claims model?

We encourage you to share your feedback through the channels you currently use and we will provide further opportunities to share your feedback with us.