

Nominal Insurer Claims & Injury Management Service Request for Proposal (RFP) - FAQs

Why is icare doing this Request for Proposals (RFP)?

icare is running the RFP for the procurement of claims and injury management services for the Nominal Insurer with the aim of improving the way claims are managed and providing simpler, better care for injured workers and support for businesses.

The new claims model aims to create a competitive marketplace, enabling more choice, innovation and continuous improvement to support injured workers and offer better support for businesses.

What does this RFP cover?

icare has issued an RFP for claims and injury management services for workers compensation claims under the Nominal Insurer, which covers more than 326,000 employers and 3.6 million workers in the private sector in NSW. This RFP does not cover workers employed in NSW Government agencies.

Has icare consulted with injured workers and employers prior to issuing the RFP?

The RFP announcement follows an extensive consultation process in 2021 on a new claims model, which included a Market Study on potential service providers, a survey on the NSW Government Have Your Say website, and interviews and focus groups, with input from injured workers, businesses, unions, industry groups, service providers and the community.

What benefits is the new claims model expected to bring?

The changes to the claims model and the delivery of claims and injury management services are expected to have direct positive benefit for all stakeholders. The aim is to improve the way claims are managed and provide simpler and better care for injured workers, such as specialisation of mental health claims. The aim is also to provide better support for businesses, with a dedicated focus on smaller employers.

What does this mean for injured people with existing claims?

icare will look at the options available to minimise disruption for existing and new claimants. More details about this will be provided in due course.

If there are changes to claim service providers, will there be any disruption to claims services?

icare is planning for a seamless transition.

What does this mean for employers?

The procurement for claims and injury management services is geared to enhance service levels for employers and claimants alike. More details about this will be provided in due course.

What procurement process is being used?

The procurement process will follow NSW Procurement Policy Framework and is being supported by an independent organisation. Providers intending to bid for a contract with icare will receive procurement details under a Confidential Deed Poll. Notification for this RPP has been made available on the NSW Government eTender website.

Will icare consider expanding the number of claim service providers?

While the object of the RFP is to establish a panel of claim service providers, icare is not committed to any particular number of Claim Service Providers (CSPs) and will base any final decision on the responses received through the procurement process.

Importantly, icare is seeking to make the most of a competitive marketplace, enabling choice, innovation, and continuous improvement to support injured workers and employers.

What is happening with existing claims service providers?

Today's announcement follows the final 12-month extension to icare's existing contract with EML and Allianz to 31 December 2022, which aligns with the end dates of icare's agreements with GIO and QBE, and ensures stability of claims and injury management services.

Until any change to the claims model is implemented, icare remains focused on helping injured people recover and return to work.

Any other questions about the procurement process should be directed to
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Media questions should be directed to
media@icare.nsw.gov.au

Further updates will be provided in due course.

