



workers insurance

FACT SHEET

Claims transfer information

ADDITIONAL HEALTHCARE PROVIDER Q&As

Will the claims service provider I send invoices to change?

If you have been involved in a workers claim that is transferring from CGU or QBE, you should receive written correspondence from the current claims service provider in the weeks prior to transfer to advise of the transfer of claim including contact details for the new claims service provider.

We have made arrangements to ensure mail and other communications are redirected if sent to the incorrect claims service provider.

Please ensure you include the worker's claim number on all invoices and correspondence to ensure the invoice reaches the correct claims service provider as quickly as possible. To expedite payment of invoices by GIO or EML after the claim transfer date, please ensure these are addressed to the correct entity and include the Nominal Insurer ABN 83 564 379 108.

Who should I contact to discuss a workers treatment during this transition period?

You should continue to contact the worker's current case manager to discuss treatment and issue reports and invoices.

If a worker's claim is transferring to GIO or EML, please send correspondence to the new claims service provider following the date of transfer.

The new claims service provider will receive the worker's claim file from the exiting claims service provider. When the worker is advised of their case manager's name they will be able to provide you with this information. If you need to speak to the claims service provider sooner, please contact them through the general contact details provided on the notice of transfer letter.

Will appointments and services approved by current claims service providers remain valid?

Appointments and services that have been approved by the current claims service provider will remain valid even if the claim for the worker you are treating is moved to a different claims service provider.

A normal part of any claims service provider's role is to regularly review the progress of a claim. The new claims service provider may therefore make subsequent decisions that adjust how the claim is managed.

Further information

If you have general enquiries about the new icare workers insurance claims service provider arrangements please contact your current case manager to discuss. You may also contact icare workers insurance on 13 77 22.