

# icare<sup>™</sup>

# workers insurance

Dear Provider

As you are aware, the transition of open claims from CGU and QBE to GIO and EML is currently underway with the first two cohorts now completed. More claims are due to transition in batches over the coming months.

We wish to provide you with some further detail about claims transfer and how you may be affected during this period. We acknowledge that there may be disruptions to claims management but we aim to minimise any impact and appreciate your understanding.

- Once a claim is identified for transfer, CGU or QBE will send a notice of transfer letter to you as a Provider/Key Stakeholder on the claim advising the date the claim will transfer to either GIO or EML.
- Providers will receive notice of transfer letters at least a week prior to the claim transfer; however you should continue to liaise with CGU and QBE up until the transfer date provided in the letter.
- Claims transfer at the start of each month. Therefore if you have not received a notice of transfer letter from CGU or QBE, the claim is not due for transfer and you should continue to liaise with the current Case Manager and/or CGU/QBE.
- Upon receiving the claim, GIO/EML will review the claim and allocate a case manager. Subsequently, the allocated case manager will be in contact with you in the weeks following the claim transfer.
- CGU/QBE and GIO/EML will be working together during the transfer period to resolve any issues and will be able to take action on urgent matters. Specific concerns should be escalated to the relevant provider management contact at each agent.
- 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.

Thank you for your continued support and cooperation while icare workers insurance delivers a more sustainable and supported claims experience for workers to achieve improved health and work outcomes.