

icare[™]

workers insurance

Business as Usual for Providers

New Scheme Agent Arrangement

Earlier this year, icare announced that it will be transforming the service delivery of the NSW Workers Compensation Scheme beyond 2017 to deliver a better experience for both employers and workers. icare workers insurance has selected EML, GIO and Allianz to continue as Claims Service Agents beyond 31 December, 2017. These organisations will work closely with icare and our customers to transition to the new claims service model over the next six months.

icare is keen to provide customers with a smooth and uncomplicated transition and to this end there are no planned changes to its existing provider relationships during this period, other than an administrative update, detailed below.

Administrative change only

To date, icare workers insurance has had indirect arrangements with a number of providers (who are directly and individually contracted with Scheme Agents on behalf of icare). For transparency and consistency, from 1 July 2017 these contractual arrangements have been transitioned to be direct with icare workers insurance. *Scheme Agents are therefore no longer managing their own panels for rehabilitation, investigation and medico-legal services or contracting these categories of providers on behalf of icare from 1 July 2017.*

Next Steps

Following the administrative change (effective 1 July 2017):

- Providers who were previously contracted to icare via one or more of the Scheme Agents continue to be contracted directly to icare under a standard Deed.
- Those providers who are not currently contracted continue to operate within the Scheme as they do now in line with regulatory requirements,
- Should these circumstances change icare will inform the market.

icare understands in the meantime that providers may have feedback about icare's future service model and we invite you to submit your feedback [here](#).