

Transferring to CTP Care

CTP Care pays for treatment and care if you have a long-term injury caused by a motor accident in NSW and have an accepted claim with a CTP insurer.

Five years from the date of your motor accident injury CTP Care becomes responsible for paying for your reasonable and necessary treatment and care instead of your CTP insurer.

You may be able to transfer earlier than five years in consultation with your CTP insurer. Please make sure you meet the criteria for transfer to CTP Care by speaking with your CTP insurer or reading about who can access CTP Care on the icare website.

Your transfer happens in accordance with the *Motor Accident Injuries Act, 2017* and ensures your long-term treatment and care needs are met.

When will I transfer to CTP Care?

Transfer at five years

Five years from the date of your motor accident injury you will transfer to CTP Care from your CTP insurer.

Following your transfer, CTP Care takes on responsibility for payment of your treatment and care from your CTP insurer. Your CTP insurer will contact you before transfer to CTP Care.

Early transfer

Your CTP insurer may contact you about early transfer to CTP Care when it's clear that you will have long-term treatment and care needs under your CTP claim. An early transfer happens when there is agreement between you, your CTP insurer and CTP Care.

We keep your CTP insurer updated about your treatment and care needs up until five years from the date of your motor accident injury.

An early transfer means we can start planning and supporting your long-term treatment and care needs sooner.

How will I know when my transfer is happening?

Your CTP insurer will contact you six months prior to your transfer to notify you of the confirmed transfer date. Shortly before this date a member of the CTP Care team will be in touch with you to answer any questions you may have.

How will I know that my transfer to CTP Care is confirmed?

You will receive confirmation in writing from us with your date of transfer and an introduction to your dedicated CTP Care contact.

Your dedicated CTP Care contact will guide you and answer any questions you may have.

What if I'm currently receiving treatment?

Your CTP insurer will let us know and we'll contact your service providers to notify them of your transfer to us.

What happens after my transfer to CTP Care?

After your transfer is confirmed, we'll work with your CTP insurer to obtain your treatment and care history.

Together with you and your service providers, we'll seek to understand your injury-related needs, plan your supports and pay for your reasonable and necessary expenses under the *Motor Accident Injuries Act, 2017*.

From your date of transfer, please call or email your dedicated CTP Care contact for any questions or if your needs change.

We'll ask you to provide your written consent allowing us to communicate freely with your service providers and understand your treatment and care needs.

What happens to my weekly benefits?

Your CTP insurer remains responsible for payment of your weekly benefits if you are receiving them. Please contact your CTP insurer if you have any questions about your CTP claim.

What happens to my claim for damages?

Your CTP insurer remains responsible for your claim for damages. Please contact your CTP insurer if you have any questions about your CTP claim.

State Insurance Regulatory Authority

For general information and support about your CTP claim, or to access the *Motor Accident Injuries Act, 2017* and all State Insurance Regulatory Authority (SIRA) Motor Accident Guidelines please contact the SIRA help centre, CTP Assist:

Phone: 1300 656 919

Email: ctpassist@sira.nsw.gov.au

Website: www.sira.nsw.gov.au

Getting more information

If you have any questions about transferring to CTP Care, please speak to us directly:

CTP Care

GPO Box 4052, Sydney, NSW 2001

General Phone Enquiries: 1300 738 586

Email: ctpcare@icare.nsw.gov.au

www.icare.nsw.gov.au