

# CLIENT ALERT

## icare ANNOUNCES NEW NSW WORKERS COMPENSATION CLAIMS SERVICE MODEL

ON 26 APRIL 2017, icare ANNOUNCED THAT EML WILL BECOME THE SOLE CLAIMS SERVICE AGENT FOR NEW CLAIMS FROM 1 JANUARY 2018. GIO AND ALLIANZ HAVE ALSO BEEN APPOINTED TO MANAGE RUN OFF CLAIMS ONLY. icare ALSO ADVISED THAT QBE WOULD CEASE TO BE AN AGENT AS OF 31 DECEMBER, 2017.

The decision follows CGU's 1 March announcement that it will be withdrawing from the scheme as of 31 December 2017.

As GIO and Allianz will be managing run off claims only (from 1 January 2018), the icare announcement has essentially created a single claims service agent for the NSW scheme. For organisations that cross jurisdictions this could mean they have multiple agents/insurers on their workers compensation programs and this may add complexity to the ongoing management of claims and premium management.

At this stage icare has recommended that portfolios remain with your current scheme agent until further notice.

Until 31 December 2017 the current scheme agent panel will continue to deliver services to injured workers and employers.

icare will contact any employees who have active claims in mid-June to discuss the transition of the new model, employers are encouraged to inform their staff of the forthcoming changes.

For the remainder of 2017 Marsh will work with you in facilitating a smooth transition to the new claims service model. Marsh will continue to provide updates as the transition process progresses.

If you have any concerns or questions, please contact your Marsh client executive.

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