

Submission 20

Question	Answer
Agreement	I have read the SIRA submission procedure *
Can we publish your submission?	Yes, but I prefer to remain anonymous
Name of organisation or individual making this submission	████
Authorised delegate/contact person	██████████
Position	
Organisation	
Postal address	██
Email	████████████████████
Phone number	
Policy number (if applicable)	
Claim number (if applicable)	
Insurer (icare, Allianz, EML, GIO)	

Question

Answer

What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?

Please attach any evidence to support your statements.

No file uploaded

What should the Nominal Insurer (icare) be doing more of?

Please attach any evidence to support your statements.

No file uploaded

What should the Nominal Insurer (icare) be doing less of?

Please attach any evidence to support your statements.

No file uploaded

Are there any improvements you would like to suggest regarding premiums?

Please attach any evidence to support your statements.

No file uploaded

What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?

Question	Answer
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<p>Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).</p>	<p>Not applicable</p>
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<p>What has been your experience with the management of claims by the Nominal Insurer (icare) and scheme agents EML, Allianz and GIO?</p>	<p>EML have been horrendous to deal with. Having a call centre look after the claims until 4 weeks is not ideal, not having a dedicated case manager is ridiculous. I have dealt with GIO with their model of care and it makes a huge difference to managing claims having a dedicated case manager for certain claims (medical, time lost etc).</p>
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<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
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<p>From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?</p>	<p>The EML system has had a negative effect on the experience for customers, both employers and employees. With no one specific to talk to, you feel like a number.</p>
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<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
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<p>What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?</p>	<p>EML should have dedicated claims managers from day 1 of the injury and the GIO system should be implemented across all scheme agents for better customer service and results.</p>
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<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
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<p>What should the Nominal Insurer (icare) and/or its</p>	
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Question	Answer
<p>scheme agents EML, Allianz and GIO be doing less of?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>Are there any improvements you would like to suggest regarding claims management?</p>	<p>Implement the GIO claims model as a base for customer service, have dedicated case managers not call centres with inexperienced staff. Allow employer to choose between Allianz, GIO and EML and not have to all go with EML.</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>Please rate your experience with the management of claims by the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO from 5 (excellent) to 1 (poor).</p>	<p>Not applicable</p>
<p>Are there other matters or areas you would like to comment on?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>Are there any improvements you would like to suggest in these areas?</p>	

Question

Answer

Please attach any evidence to support your statements.

No file uploaded

Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?

Please attach any evidence to support your statements.

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