

Submission 23

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	[REDACTED]
Authorised delegate/contact person	[REDACTED]
Position	Injury Management Coordinator
Organisation	[REDACTED]
Postal address	[REDACTED]
Email	[REDACTED]
Phone number	[REDACTED]
Policy number (if applicable)	[REDACTED]
Claim number (if applicable)	[REDACTED]
Insurer (icare, Allianz, EML, GIO)	[REDACTED]
What has been your experience with workers compensation	I have several claims for different employers- all have poor communication and poor

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<p>premiums issued by the Nominal Insurer (icare)?</p>	<p>management.Takes forever for anyone to contact you once you lodge a claim if at all.</p> <p>You can never talk to the same person twice and no one seems to know what is going on.</p> <p>Constantly chasing and following up</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) be doing more of?</p>	<p>Doing everything better</p> <p>Better case management- proactive</p> <p>better communication hire people that know what they are doing and have one case manager allocated to a claim</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) be doing less of?</p>	<p>Providing a poor service</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 premiums?</p>	<p>manage claims better then premiums would be better</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>

Question	Answer
<p>What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?</p>	
<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>
<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>Appalling took me 6 months of arguing and complaints to get an IME for someone who was fully unfit with no clear diagnosis and no treatment</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<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>Very negative there is no structure or consistency no one knows whats going on</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?</p>	<p>been better</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>

Question	Answer
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing less of?	Poor service
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding claims management?	One claim, one case manager
Please attach any evidence to support your statements.	No file uploaded
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).	Not applicable
Are there other matters or areas you would like to comment on?	already stated
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest in these areas?	already stated
Please attach any evidence to support your statements.	No file uploaded

Question	Answer
Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?	Urgent review of case management practices

Please attach any evidence to support your statements.

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