



Editorial for Health and Return to Work Providers

IMPROVING THE NSW WORKERS COMPENSATION SCHEME

The NSW workers compensation Scheme is changing for the better.

The NSW Government is implementing reforms to the NSW workers compensation Scheme that aim to improve services and outcomes for injured workers and employers.

New insurance arrangements

A new workers compensation insurance entity, the WorkCover Scheme, began operating from 1 July 2005. As a result, the licensing arrangements that previously applied to insurers who offer workers compensation services have changed.

WorkCover NSW has appointed Agents to provide workers compensation claims and policy services under commercial contracts.

In March 2005, WorkCover NSW released a tender for suitable organisations to provide workers compensation claims and policy services in NSW under commercial contracts.

The seven organisations, including two new entrants to the NSW workers compensation system, will operate as agents in the Scheme and deliver claims and policy services under commercial contracts. The Agents are:

- Allianz Australia Pty Ltd
- Cambridge Integrated Services Pty Ltd
- CGU Insurance Ltd
- Employers Mutual Ltd
- GIO Insurance Ltd
- Gallagher Bassett Services Workers Compensation New South Wales
- QBE Insurance Ltd

The seven Agents have been selected following an open tender process during which they were required to demonstrate capability, capacity and performance in claims and policy management.

More competition, better service

Agents will be operating under commercial contracts in a competitive environment ultimately raising the levels of service provided to employers and injured workers.

Claims transfers

As new entrants have entered the market, the allocation of portfolios in the NSW has changed, resulting in a portion of existing claims and policies being transferred to the new Agents.

The market allocation method has been designed with the aim to minimise market disruption and generate a smooth transition to the new arrangements.

As a result, from January 2006, some claims will be transferred to a new Agent. Claims selected for transfer will be more than 18 months old with an injury date prior to January 1 2004.



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The exiting Agent will advise service providers involved in a transferred claim, two weeks in advance of the transfer date.

To prepare for these transfers, all outstanding invoices will need to be finalised, so WorkCover can transfer claims without any outstanding debts. This will also ensure you do not encounter unnecessary delays in the payment for services.

New Requirements for Invoices

As part of the changes WorkCover NSW is implementing a new payment system that requires itemised invoices.

The new system will enable consistent data to be collected from Agents and service providers and ensure accurate payments in accordance with gazetted fee schedules.

Your invoices will need to include the following:

- worker's first name and last name and claim number
- payee details
- ABN
- name of the medical practitioner or service provider who provided the service
- WorkCover NSW accreditation/approval number or medical practitioner's Medicare Australia Provider number (where appropriate)
- date of service
- WorkCover NSW payment classification code or AMA item number (where applicable)
- service cost for each WorkCover NSW classification code
- service duration (for time based services)

To prevent delays in payment, these details will need to be provided on all future invoices.

More information about the invoicing requirements or fees is available from www.workcover.nsw.gov.au or by calling:

- WorkCover's Doctors' Hotline on 1800 661 111
- WorkCover's Provider Services Hotline on 1800 801 905