

Information for Providers:



Injured worker transition from CGU under the Victoria's worker's compensation scheme

CGU informed WorkSafe Victoria (WorkSafe) in December 2020 that they were transitioning out of their role as an Authorised agent in the Victorian workers compensation scheme. WorkSafe has been working closely with CGU to transition injured worker claims to the new agents, with as little disruption as possible. This information outlines what you need to know as a provider to workers affected by this transition.

FAQ's

Who has been affected by CGU transitioning out of their role as an authorised agent in the Victorian workers compensation scheme?

Employers and affected clients have recently transitioned from CGU to one of the four ongoing agents (Xchanging, Gallagher Bassett, Allianz and Employers Mutual Limited (EML)) between the end of March and the end of May.

Close to 510 claims of long-term injured workers have been transferred from CGU to WorkSafe to directly manage.

How will the WorkSafe managed injured workers be supported going forward?

WorkSafe has a specialist team to support these injured workers and manage their claims, ensuring they continue to receive the support, treatment and care they need.

How have injured workers been informed of this change?

Injured workers have been sent a letter to inform them of who (agent or WorkSafe) will be managing their claim and their transition date.

What does this mean for providers who are servicing these injured workers?

Invoices directed by mail to a CGU address will continue to be paid. Please ensure the claim number is on the invoice to facilitate prompt processing. Current mail boxes will remain open for a few months and invoices with claim numbers will be routed to the correct managing agent.

Providers who are sending mail to CGU addresses will be contacted by WorkSafe. WorkSafe will provide updated contact details, including the new agent postal address. Invoices that do not contain claims numbers will need further review to ensure the correct information can be communicated to providers about the receiving agent. We encourage all providers to include claim numbers on their invoices to ensure prompt processing.

Any emails sent by providers from this week will receive a bounce back. Bounce back emails have been in effect since 30 April 2021 to advise of the upcoming change. Please contact the worker directly to confirm which agent they are now being managed by.

A provider should be notified by the new agent through a courtesy call. In the absence of this, the injured worker should be able to inform the provider of which agent will be managing their claim or policy going forward.

Further information

If you have any questions about regarding the transition in general please contact medicalandlike@worksafe.vic.gov.au.

