

# FREQUENTLY ASKED QUESTIONS

## About transitioning to EML – for workers

June 2016

### **With my claim moving to EML, will my claim number change?**

No, your claim number(s) will stay the same.

### **If I am entitled to weekly payments, will I continue to receive them?**

Yes, weekly payments are paid in accordance with Victorian workers compensation legislation. If you usually receive these from your employer, this will continue to happen. If you usually receive payments from QBE, EML will take over these payments post 1 July.

### **Where do I send my Certificates of Capacity?**

If you currently send your Certificates of Capacity to your employer, please continue to do this. If you send documents related to your medical and like services to your employer, such as invoices or receipts, also continue doing this. If you have been sending these documents direct to QBE, please start sending them to us from 1 July. You can do this by:

Fax: 03 7000 0701

Email: [claimsvic@eml.com.au](mailto:claimsvic@eml.com.au)

Mail: GPO Box 4695, Melbourne VIC 3001

### **What about any certificates that I have already sent to QBE?**

Certificates of Capacity that you have already provided to QBE will be forwarded to us, however from 1 July, please send your new certificates to us.

### **Some of my payment has come from QBE, and some from EML, why is this?**

The changeover means that in July you may see payments partly made by QBE and partly by EML. After this, your payments will be made by EML.

### **When will I know who my case manager will be?**

Your new EML case manager will contact you in July. We included a contact card with the welcome letter we mailed to you in June, so that you can note down the details of your new case manager when they contact you.

### **Is my employer aware of this change too?**

Yes, we wrote to employers in June too, advising that their new case manager will contact them in July and providing our contact details for any queries in the meantime. This letter follows on from WorkSafe Victoria's communication to workers and employers in late April announcing the agent change.

### **How will my doctor, or health provider, know that EML is my new agent?**

Please use the contact card included with the letter we mailed to you in June when you visit any providers, so they know where to send any paperwork after 1 July.

If your provider has any queries, they can contact us direct via email: [providersvic@eml.com.au](mailto:providersvic@eml.com.au) or they can also call our general number 1800 365 842 (toll free).

### **Will I have to change my appointments for services that have already been approved by QBE?**

No, any appointments or services already approved by QBE will remain valid, including those scheduled for after 1 July. As a normal part of our role as an agent, EML will regularly review your claim's progress and may therefore make alternate decisions in the future.

### **Will I have to change my occupational rehabilitation provider?**

No, it's your choice which provider you want to see, so any relationships you have will continue as usual.

### **My claim hasn't been accepted yet, but my employer is with QBE so who will be making the decision?**

If a decision about your claim is made before 1 July, then QBE will contact you to let you know the outcome of their assessment. If a decision about your claim hasn't been made by 1 July, EML will take over the assessment of your claim. We will contact you in July to let you know the outcome, and discuss any next steps.

### **If still have other questions, who can I call?**

Please call us toll free on 1800 EML VIC (1800 365 842). You can also visit our website at [eml.com.au](http://eml.com.au)