

GUIDE FOR HEALTH LIABILITY CLAIMS

What you'll need to make a claim

You will need to include the following mandatory information when submitting a claim:

- Select claim type (Medical or non-Medical)
- Agency name
- Policy number
- Date of incident
- Claimant name
- Claim contact name
- Claim contact email address
- Claim contact phone number.

Lodging a claim

Claim information can be completed via an online form, or by using a PDF form if your organisation requires a signature or other authorisation before submission. PDF forms can be submitted online, by email, mail or fax.

Lodging a notification

All claims forms can also be used to notify incidents that have not yet progressed to a claim but may in future. Select 'notification only' at the top of the form in this instance.

How to lodge a claim or notification *online*

1. Log into the Insurance for NSW portal at my.icare.nsw.gov.au.
2. Select the 'make a claim' tab, then select 'Health Liability' to be directed to the online Health Liability claim form.
3. Select the tick box to complete a quick submission, or leave the box unchecked to complete the full form.
4. For **quick submission**, complete the short online form. You can choose to attach a completed PDF claim form with your submission.
5. If you do not select 'quick submission', you will see a longer version of the online claim form. Enter all information into the online form, attach any relevant files and submit.
6. Once you have submitted, you will receive an email within 5 minutes which will provide you with a claim number.
7. If you have provided all the required information (either in the full online form, or by attaching a PDF form to the quick submission) your claim will be progressed immediately by Gallagher Bassett. If anything is missing they will contact you by phone with 2 business days.

How to lodge a claim or notification *by email*

1. Complete a PDF Health Liability claim form. This should be available via your agency's intranet or shared drive. If you can't find the form, call Gallagher Bassett on [1300 407 022](tel:1300407022).
2. Email the completed form and any relevant attachments to Gallagher Bassett at generalclaims@icare-gb.com.au.
3. Once you have submitted the form, you will receive an acknowledgment of receipt and claim number from Gallagher Bassett within 2 business days.

How to lodge a claim or notification *by phone*

1. Call Gallagher Bassett on [1300 407 022](tel:1300407022).
2. Provide claim information to a Gallagher Bassett claim consultant.
3. If you can provide all necessary information, your Gallagher Bassett consultant will give you a claim number at the end of the call.

How to lodge a claim or notification *by mail*

1. Print and complete the PDF Health Liability claim form. This should be available via your agency's intranet or shared drive. If you can't find the form, call Gallagher Bassett on [1300 407 022](tel:1300407022).
2. Post the PDF and any relevant supporting material to Gallagher Bassett at: GPO Box 5474, Sydney NSW 2001.
3. Once you have submitted the form, you will receive an acknowledgment of receipt and claim number from Gallagher Bassett within 2 business days.

How to lodge a claim or notification *by fax*

1. Print and complete the PDF Health Liability claim form. This should be available via your agency's intranet or shared drive. If you can't find the form, call Gallagher Bassett on [1300 407 022](tel:1300407022).
2. Fax the PDF and any relevant supporting documents or material to Gallagher Bassett at: [\(02\) 9464 7451](tel:0294647451).
3. Once you have submitted the form, you will receive an acknowledgment of receipt and claim number from Gallagher Bassett within 2 business days.

What will happen after you lodge a claim

- If you have provided all required information, your claim will be progressed immediately by Gallagher Bassett. If anything is missing they will contact you by phone with 2 business days.
- Once lodged, Gallagher Bassett will;
 - a. Review the matter for confirmation of cover and advise you with in 2 business days (given all information is received),
 - b. Investigate and appoint suppliers as required
 - c. Determine liability and raise claim reserves
- If you have any trouble completing or submitting a claim form, call Gallagher Bassett on [1300 407 022](tel:1300407022).