











ALLIANZ WORKERS COMPENSATION VIC

Frequently asked questions

Question	Statement	More information
Why is Allianz managing my workers compensation claim?	<p>Allianz is appointed by WorkSafe Victoria to manage employers' WorkCover Insurance and injured workers' compensation claims.</p> <p>Your employer chooses their workers compensation agent, and your claim will be managed by that agent.</p>	<p>If you have been injured or become ill at work the first thing you should do is seek medical help.</p> <p>Notify your employer about your injury or illness and speak to them about lodging a workers compensation claim.</p>
Am I entitled to workers compensation?	If you are injured at work and require medical treatment or time off work, you may be eligible for compensation.	Visit the Worksafe Website >
How do I make a claim?	Complete a claim form and give it to your employer.	Claim form >
What happens when I make a claim?	<p>Talk to your employer to find out when they have sent your claim form to Allianz.</p> <p>You can expect to hear from an Eligibility Officer from Allianz within 7 days once we have received the claim form from your employer.</p>	Visit the Worksafe Website >
Who can I contact if I have questions?	<p>While your claim is being assessed, contact the Eligibility Officer.</p> <p>Once your claim has been accepted, you will be advised of your Case Manager's contact details.</p>	Your Allianz case manager is your go-to person to raise queries with. If they are not available you can always speak to another member of the Allianz team. Most likely they will be able to answer your query, if they can't help you they'll pass the details on to your case manager to follow up.
How can I provide feedback about my experience with Allianz?	Use our on-line contact form, or write to us at vicwccustomerservice@allianz.com.au	Contact Allianz >
What are pre-injury average weekly earnings (PIAWE)?	Weekly payments are calculated based on your pre-injury average weekly earnings (PIAWE). PIAWE is the average weekly earnings for you for the previous 52 weeks – or less if employed continuously by the same employer for a shorter period of time.	Visit the Worksafe Website >

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What is a certificate of capacity?	If you wish to access compensation for your time off work you will need to supply a certificate of capacity before payments can be issued.	<p>Your doctor can provide you with certificates of capacity during your appointment. Your first certificate can cover a maximum of 14 days and can only be obtained from a doctor.</p> <p>Ongoing certificates can be obtained from a variety of treatment providers (such as a doctor, physiotherapist, chiropractor or osteopath) and can cover a maximum of 28 days.</p> <p>It is your responsibility to ensure that you obtain ongoing certificates prior to the expiry of the previous certificate. It's also important that you ensure your certificate is valid. We recommend that you check your certificate before you leave the doctor's office.</p> <p>A valid certificate of capacity must:</p> <ul style="list-style-type: none"> • Be signed and completed by a registered treatment provider. Include a completed, signed patient declaration on the back of the certificate. • Specify the clinical diagnosis, nature of injury and bodily location. • Certify your capacity for work. Specify the expected duration of your incapacity ('from and to dates').
How do I get approval of treatment I'm undergoing?	You may need fast access to treatment to help you recover and return to work. Because of this WorkSafe has approved a number of services which you can access without a doctor's referral or initial approval from Allianz.	<p style="text-align: center;">Visit the Worksafe Website </p>
What types of treatment are approved?	As well as accessing services that don't require a referral or approval from Allianz, there are other types of treatment that you can access under your claim. We won't be able to pre-approve these services over the phone in most circumstances and will require a request to be submitted to Allianz in writing.	<p style="text-align: center;">Visit the Worksafe Website </p> <p style="text-align: center;">Injury support provider search </p>
How do I claim for reimbursements?	When submitting medical expenses for reimbursement, it's important that you claim them as soon as you can so that you're not out of pocket for long.	<p>To submit a request to claim reimbursement of medical costs, send your invoices/receipts to Allianz along with a completed copy of the Worker Reimbursement Form by email at contact@allianz.com.au</p> <p>If you have a smartphone or tablet, you can download the VicClaim app which will offer you the convenience of submitting your expenses via photograph from your device where they will be sent directly to Allianz for payment.</p> <p style="text-align: center;">Worker Reimbursement Form </p> <p style="text-align: center;">VicClaim - Worker Step by Step Reference Guide </p> <p style="text-align: center;">VicClaim – iTunes </p> <p style="text-align: center;">VicClaim – Google Play </p>

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<p>Why is Allianz managing my workers compensation claim?</p>	<p>Allianz is appointed by WorkSafe Victoria to manage employers' WorkCover Insurance and injured workers' compensation claims.</p> <p>Your employer chooses their workers compensation agent, and your claim will be managed by that agent.</p>	<p>WorkSafe Victoria provide information for both workers and employers relating to WorkCover Insurance and workers' compensation claims.</p> <p>The links below will take you to the appropriate WorkSafe Victoria webiste page.</p>
<p>What are independent medical examinations?</p>	<p>An independent medical examiner will give a medical opinion in the form of a report that will assist Allianz make decisions regarding the ongoing management of your claim.</p>	<p>Independent medical examinations are a regular part of the claims process.</p> <p>Your case manager will contact you within 7 days of Allianz receiving the report to go through the examiner's medical opinion with you and discuss whether there will be a change to your entitlements as a result of the examiner's medical report.</p> <p>A copy of the report will also be sent to your doctor for their consideration.</p>
<p>What is my role in returning to work?</p>	<p>You don't need to be fully recovered to come back to work following a work-related injury - you can return to work on reduced hours in your normal job or on modified or alternative duties. You should talk to your doctor about the kind of work and activities that will best support your recovery.</p>	<div data-bbox="1027 734 1286 801" style="text-align: center;"> <p>Return to Work </p> </div>