

David Berlusconi

From: Tash Hutchin <Tash.Hutchin@IHGroup.com.au>
Sent: Thursday, 17 September 2020 3:53 PM
To: David Berlusconi
Cc: Stephen Vaughan; Peter Bader
Subject: RE: 3027323 Gregory Hollier
Attachments: FW: Greg Hollier Surgery Request

Dear David,

Thank you for providing the below & also your time for our brief chat this morning.

We discussed that Greg would need to agree with any change in rehabilitation consultant as is his right under the legislation & you advised that you are awaiting a response from Beneco as to whether or not they have an office/OT's on the Central Coast. We discussed that I am happy to discuss this with EML, which you advised that you were planning on dealing with it & that you will keep me in the loop.

I also note that you advised that you will await until close of business this afternoon to receive a response from EML prior to lodging complaints with the HCC &/or icare. As your claims consultant I would advise against this strategy due to it being quite aggressive. I would wholeheartedly support this strategy if the claim were not or had not been managed appropriately.

As Apollo's Claims Consultant, part of the benefit Insurance House provides is that we have an extensive network & numerous escalation points when claims aren't being managed correctly, or in a timely fashion. As it stands, Greg's claim has been managed correctly in line with all available medical evidence on file (I have attached the email sent to Peter & Ardiana regarding the evidence EML relied upon to approve the surgery, that we discussed this morning also.)

Over the past few months, I have an established relationship with the case manager and Insurance House has a strong relationship with ORS Group & we liaise with the State Manager frequently regarding our clients objectives. It was for this reason that the initial referral went to ORS Group, upon the surgery being approved. Greg has not shown any indication that he wants to change to another provider, so we may very well be best to stay with ORS Group, so that we can still influence the management of this claim & the RTWP.

I understand from your prior emails that when you spoke with Greg, you proposed light duties to him, which he declined. Greg is within his rights under the legislation, as it stands, to decline these duties as he is currently certified unfit. In order to upgrade Greg's capacity, we will need the surgeon to change his recommendations &/or timeframes. In order to do this, I agree with requesting EML to bring forward the worksite assessment to identify those duties. But we cannot simply override the existing referral without Gregs agreeance, or force a different provider onto the claim.

I do still recommend regular 'check in' calls to Greg, whether that be from yourself, or Greg's direct manager. Being that Greg has shown his dedication to the company, in working all the way up until his surgery, it is in the best interest of the claim to ensure Greg feels supported, not pressured.

As an alternative, if you wish for the ongoing management to move the Beneco, I propose the following in order to reach the objectives we discussed today;

1. Please let me know once you have heard back from Beneco regarding their ability to service the Central Coast without incurring high travel costs for a consultant to come to the Central Coast from a Sydney location.
2. Once step one is confirmed, I will call the case manager & discuss your preference with them, so that they can put this to Greg in a way that he will hopefully agree. (Being that Greg has the right to choose his own rehab consultant, it is imperative that this request is delivered the right way)

3. If Greg agrees, we move the referral for rehab to Beneco.
4. Concurrent to the above, I request EML to bring forward the WSAX (worksites assessment) so that we can have a list of very light duties sent to the surgeon for approval & timeframes. Being that Greg has been instructed to stay in a sling for 6 weeks may impede this, it is worth a shot.
5. Once the WSAX has been completed & report issued, we can then have this sent to the GP & Surgeon for approval.
6. If not approved by the surgeon or GP, we can follow the SIRE guidelines & have this referred to an IMC for a stage 3 review.

If you would like, In lieu of the above & for expediency, I can call EML & ask them to bring the WSAX with ORS Group forward, based on Apollo's ability to provide extremely light duties, which you have outlined. This will save a lot of time, maintain the existing relationships & will help us achieve the desired outcome faster, without the risk of Greg opting to go to a rehab consultant that neither of us have a relationship with.

As we discussed today, all parties working together is what is going to get Greg back to work sooner rather than later.

Should this claim hit a point where it is not being managed in a timely or effective way, I will not hesitate to escalate this to the leadership triangle of the case manager & our internal BRM.

I look forward to receiving your response to the above suggestions on strategy.

Have a great afternoon ahead all!

Tash Hutchin

Workers Compensation Consultant



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From: David Berlusconi <David.Berlusconi@apollokitchens.com.au>
Sent: Thursday, 17 September 2020 11:16 AM
To: Tash Hutchin <Tash.Hutchin@IHGroup.com.au>
Cc: Stephen Vaughan <stephenv@apollokitchens.com.au>
Subject: FW: 3027323 Gregory Hollier

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Hi Tash,

Please find the below email I sent to EML.

I have cc'ed Stephen on this email as there were issues with the cheques (Which I think were EFT Payments, not cheques) but I guess EML can figure it out.

David Berlusconi
Group Legal and Human Resource Manager

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From: David Berlusconi <David.Berlusconi@apollokitchens.com.au>

Sent: Wednesday, 16 September 2020 5:19 PM

To: Stephen Vaughan <stephenv@apollokitchens.com.au>; Rachel Harris <R.Harris2@eml.com.au>

Subject: RE: 3027323 Gregory Hollier

Hi Rachel,

I did try calling a number times late last week but I was unable to get through to you, So I guess I will confine all correspondence to email until we can touch base,

With Greg, I am not satisfied with the Dr's diagnosis. All too often, Doctors are the weakest link in the chain with respect to meeting both SIRA's guidelines and objectives in the Workers Comp Rehab and Injury Management Act.

Given my RTWP only initially involved light duties which were sitting in front of his home computer, reading material on our behalf for short periods of time, I would like to have his assessment revisited by our preferred occ therapist Nella Clarke at Beneco and have OSR Group removed. I have used Ms Clarke from Beneco (formally Reepod) in the

past with many other WC claims over the many years and find their conduct is much more consistent with SIRA's guidelines.

I don't believe we need to wait until the end of the month before a workplace assessment can be done and I also believe the assessment the surgeon had given should be questioned as it does not appear on face value to be facilitate a safe and quick return.

Also with the reimbursements, please cancel the cheques if it has already been sent.

We are not claiming lost wages from the date of the injury. Greg worked regular hours (including overtime) until the day before the surgery and was paid as such. Please recalculate it from the date of the surgery onwards and confirm those dates with me.

David Berlusconi
Group Legal and Human Resource Manager

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From: Stephen Vaughan <stephenv@apollokitchens.com.au>

Sent: Tuesday, 15 September 2020 5:46 PM

To: Rachel Harris <R.Harris2@eml.com.au>

Cc: David Berlusconi <David.Berlusconi@apollokitchens.com.au>

Subject: RE: 3027323 Gregory Hollier

Importance: High

Good Afternoon Rachel,

Thank you for the attached email. I believe the information has been forwarded.

Would you please add David Berlusconi as an authorized person to deal with matters pertaining to EML.

David will now be the main contact for all Injury /Workers Compensation claims.

Please acknowledge by return email.

Thanks.

Regards,

Stephen Vaughan
Group Chief Financial Officer

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From: Rachel Harris <R.Harris2@eml.com.au>
Sent: Wednesday, 9 September 2020 11:01 AM
To: Stephen Vaughan <stephenv@apollokitchens.com.au>
Cc: tash.hutchin@ihgroup.com.au; Pi Claims <piclaims@icare.nsw.gov.au>
Subject: 3027323 Gregory Hollier

Good Morning Stephen,

To ensure we are paying the correct amount of weekly benefits whilst Gregory is recovering post surgery, we need to calculate the pre injury average weekly earnings.

To calculate pre-injury average weekly earnings (PIAWE), we will require the attached PIAWE form to be completed and a full summary of Gregory's pay history and leave report for the 52 weeks before the injury. I have also attached FAQ's to assist with understanding why we need the information requested.

You can send this information, along with any other documents or invoices received to piclaims@icare.nsw.gov.au with the claim number in the subject line.

Please do let me know if I can be of any further assistance.

Kind regards,

Rachel Harris | Case Management Specialist, SME

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You may receive a survey from icare about your experience. Completing this survey gives our team invaluable feedback and helps us to better understand how we can improve our customer service, so I encourage you to respond.



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