



Insurance Code of Practice Transition Plan

June 2020

Insurance Code of Practice Transition Plan

CareSuper supports the Insurance in Superannuation Voluntary Code of Practice (Code) and has adopted it from its commencement date of 1 July 2018.

This plan outlines our commitment to the Code and provides an update of our plans to meet all aspects of the Code.

Under the terms of the Code, CareSuper has until 30 June 2021 to comply. CareSuper expects to fully comply from 31 December 2020. The provisions of the Code are comprehensive and cover key areas including the insurance benefit design offered to members, rules around the cessation and reinstatement of cover, the level and quality of insurance communications and the claims handling process.

CareSuper will need to carefully consider the contractual arrangements with our insurer(s) and administrator to ensure the requirements of the Code are implemented. We will continue to work closely with our service providers to ensure that our processes comply with the provisions of the Code.

Under the terms of the Code, CareSuper published our initial transition plan online on 31 December 2018 and will make any material changes to the plan as we work through the transition with our service providers. This is our third version of the plan, updated in May 2020. Changes to dates have resulted from changes to government legislation in addition to recent developments in relation to the COVID-19 outbreak. This will allow us to focus resources on supporting our members during a difficult period.

The transition plan is as follows:

Date	Section of the code
31 December 2019	Benefit design and premiums CareSuper will comply with the benefit design standards of the Code. We worked closely with our insurer and advisers to determine what changes were required by this date to reflect the Code provisions.
31 December 2019	Section 7 Handling claims CareSuper complies with the provisions of the Code that deals with the claims handling process. While acknowledging the intent of the Code when dealing with the denied claims review process, CareSuper adopts a rigorous approach that permits the Fund to challenge decisions of our insurer when a claim is considered to have a reasonable prospect of success. Every attempt will be made to conduct timely reviews; however, the Fund may finalise the review of a denied claim after 15 business days where it is in the best interests of members. The Fund may therefore seek to modify this requirement and will advise members accordingly of its process via the CareSuper website
1 April 2020	Automatic cessation of cover and recommencement (Sections 4.21, 4.22, and 4.23) CareSuper complies with the automatic cessation and recommencement of cover standards of the Code. The Commonwealth Government announced significant changes to insurance in superannuation, which have affected the insurance benefit design of funds within the industry. The Treasury Laws Amendment (Protecting Your Superannuation Package) Bill 2018 was implemented in July 2019 and the Treasury Laws Amendment (Putting Members Interests First) Bill 2019 was implemented on 1 April 2020. The legislation has had significant implications for when cover will cease for members and contains provisions that impacted existing requirements under the Code. The Code was updated in April 2020 to align these provisions with legislation, and CareSuper implemented these changes with effect 1 April 2020.
31 December 2020	Section 5 Helping members to make informed decisions Section 6 Supporting vulnerable consumers Section 8 Premium Adjustments Section 9 Promoting our insurance cover Section 10 Changes to cover Section 11 Refunds Section 12 Staff and Service Providers Section 13 Making enquiries and complaints Section 14 Promoting, monitoring and reporting on the Code In consultation with our service providers we will deliver training programs so that all parties understand their Code obligations and comply with the Code. This will include enhanced reporting to permit Code compliance to be monitored and reported by CareSuper, on an annual basis. It is anticipated that CareSuper will progressively move to implement many of the changes identified within the Code over the 2020 calendar year with an expectation to be fully compliant by 31 December 2020 in respect of the relevant provisions of the Code outlined above.

A copy of the Insurance in Superannuation Voluntary Code of Practice can be found [here](#).