

Key information for physiotherapists working under the Cost of Treatment Regulations

From 1 December 2009 there will be changes to the ACC process for requesting prior approval of further treatment (the ACC32 process) for physiotherapists working under the Cost of Treatment Regulations (regulated physiotherapists).

To help you with some of the process-related issues we've put together the following information, which we hope will assist in the transition period.

Key changes:

1. From 1 December 2009 ACC will no longer pay Regulated Physiotherapists a separate fee for completion of ACC32 forms.
2. From 1 January 2010 physiotherapists working under the Cost of Treatment Regulations must evaluate treatment outcomes using outcome measures for all ACC clients.
3. Applications for a Request for Prior Approval of Further Treatment via telephone or email approval are no longer available from 1 December.

New forms will support these changes shortly. We are currently trialling their use with a number of practices. Meanwhile, please continue to use the existing ACC32 until the re-designed forms are available, ensuring you tick the appropriate box on the ACC32 form to identify whether you intend to submit an ACC32A or an ACC32R. When these forms are finalised, they will be sent to you in a starter pack which will include a guide to the completion of the new forms. We will also ensure that this information is available on our website.

Requirement to utilise outcome measures

Outcome measures are a tool for measuring the outcomes of healthcare interventions over time. ACC seeks to better understand the outcomes achieved from purchasing outpatient physiotherapy services for ACC-covered injuries.

Outcome measurement assists physiotherapists to reflect on their clinical practice, which impacts positively on the quality of the service that physiotherapists deliver to ACC clients.

From 1 January 2010, physiotherapists working under the Cost of Treatment Regulations must evaluate treatment outcomes for all ACC clients using outcome measures.

Physiotherapists are required to use an evidence-based outcome measure and two measures have been recommended for routine use: the Patient Specific Functional Scale (PSFS) outcome measure and the Numeric Pain Rating Scale (NPRS).

However an alternative standardised, evidence-based outcome measure can be used if this is more appropriate to the client's condition.

Please refer to the ACC “Guide to Outcome Measure Reporting” available on our website. This document provides guidance on using an evidence-based outcome measure for ACC clients. In particular, we focus on the PSFS and NPRS because of their utility and widespread acceptance among physiotherapists and other clinicians.

When to use an outcome measure

ACC requires that you record a validated outcome measure at the initial consultation and upon discharge, for all ACC clients from 1 January 2010. ACC recommends that you also record outcome measures at the 6th treatment as part of good clinical practise.

You must also record an outcome measure at the consultation where a Request for Prior Approval of Further Treatment (ACC32R) is submitted (if applicable) from 1 January 2010.

Prior Approval Process

Request for Prior Approval of Further Treatment

You can treat up to the treatment profile trigger before you must submit a Request for Prior Approval of Further Treatment (ACC32R). Where there is no treatment profile, you are required to submit the request after 6 treatments.

Please refer to the “Physiotherapy – Interim Manual Process” map at the end of this document for details of requirements.

We will let you know when the new forms are available. In the interim, you should continue to use the current ACC32R form until the new form is released.

As the ACC32R form does not have space to record outcome measures, please also complete the Physiotherapy Outcome Measures form – this is available on our website and at the end of this document.

When submitting a Request for Prior Approval of Further Treatment (ACC32R) you are required to send ACC:

1. the completed ACC32R form; and
2. the completed Physiotherapy Outcome Measures form (from 1 January 2010, or earlier if you wish); and
3. your clinical records (including your initial assessment) and other supporting information relating to the treatment of the injury.

Where this information is not provided your request for treatment will be returned to you

ACC will approve up to 6 treatments and (as long as you invoice ACC in the order that the services are delivered) this will be in addition to the Treatment Profile Trigger.

From 1 December 2009 ACC will no longer pay regulated physiotherapists a fee for completion of the ACC32R form.

Request for Prior Approval of Further Treatment where client has not been seen by a physiotherapist for more than 12 months

Where a client presents for treatment of an injury and they have not been seen by a physiotherapist for treatment of the injury for more than 12 months, you are required to submit Request for Prior Approval of Further Treatment.

Please refer to the “Physiotherapy – Interim Manual Process” map for details of requirements – this is available on our website and at the end of this document.

As above, the new forms are still being developed so you should continue to use the current ACC32A form until the new forms are released.

When requesting a Request for Prior Approval of Further Treatment (ACC32A) you are required to send ACC:

1. the completed ACC32A form; and
2. the completed Physiotherapy Outcome Measures form (from 1 January 2010, or earlier if you wish); and
3. your clinical records from the consultation (including your initial assessment)

Where this information is not provided your request for treatment will be returned to you

If you provide adequate information to ACC to allow us to make an informed decision and can demonstrate that the treatment requested is necessary, appropriate, and directly relates to the covered injury, ACC will approve up to 6 further treatments.

From 1 December 2009 ACC will no longer pay regulated physiotherapists a fee for completion of the ACC32A form.

If moving to the Cost of Treatment Regulations

Physiotherapists may elect to change from the EPN contract and invoice ACC under the Cost of Treatment regulations rather than under the new interim contract for Physiotherapy Services.

If you are a former EPN physiotherapist now working under the regulations and had a Request for Prior Approval for Further Treatment (ACC32) approved under the EPN, you should bill using the “PHY3” Regulations code rather than the “old” EPN codes (PT02 and PT04).

This applies both to providers who invoice at a flat rate and those who bill on an hourly basis.

Telephone and Email Approvals

With the additional outcome measurement information and a change to our prior approval process, you will no longer be able to submit a Request for Prior Approval of Further Treatment via telephone or email approval from 1 December 2009.

Outcome Measures form (V.1)

Note/double click to open document



Physiotherapy Outcome Measures

Please complete the PSFS and NPRS or other outcome measures

Section 1 – Client details

ACC45 number or claim number:

Name: Surname First name(s)

Date of birth: D M Y

Section 2 – Evaluation

Please identify three to five important activities that the patient is unable to do or is having difficulty with. If the client is off work, 1 activity must relate to return to work.

Patient Specific Functional Scale (PSFS)

0 1 2 3 4 5 6 7 8 9 10

Unable to perform activity at the same level as before injury or problem

Able to perform activity at the same level as before injury or problem

First visit	D	M	Y
Second visit	D	M	Y
ACC45 visit	D	M	Y
Second ACC45 visit	D	M	Y

Activity <small>Please refer to the guidelines for correct wording of PSFS</small>	Rate performance ability from 0 - 10			
PSFS 1:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PSFS 2:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PSFS 3:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PSFS 4:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PSFS 5:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Calculate rating for each column and put average score here	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Physiotherapy – Interim Manual Process

