



IN THIS ISSUE:

- Weekly compensation available for 'selected duties'
- E-learning for nurses
- Simplified client referral process
- Changes to the ACC eForm website
- Upcoming conferences and events
- Sending hard copy invoices?
- Pilot to prevent re-injury kicks off
- Outcome measures' workshops for physiotherapists
- Vitamin a proven 'D-fence' against falls
- Practice makes better drivers

Weekly compensation available for 'selected duties'

A reminder to GPs that ACC clients certified as 'fit for selected duties' who can safely do some form of work may qualify for loss-of-income payments when they go back to work. That is, they can return to work part time and still receive weekly compensation.

Clients can be paid up to 100% of their normal weekly earnings (80% weekly compensation from ACC and up to 20% that can be paid by their employer) before their weekly compensation entitlement is abated (ie reduced).

For example, if a client earned \$1000 a week before their injury, their ACC weekly compensation would not be abated until their employer paid them more than \$200 per week.

When this type of financial support is added to the clinical and social benefits of workplace rehabilitation, it's clear that our Stay at Work and Better@Work services can be relied on to meet your patients' needs. By certifying them as 'fit for selected duties' you can have a valuable role in their effective rehabilitation.

E-learning for nurses

Primary care nurses can now earn certificates of completion towards their professional development by completing online case studies at the Goodfellow Club website.

Visit www.goodfellowclub.org and you'll get free access to interactive quizzes on five injury-related topics: wounds and bites; hip fractures in the elderly; acute low back pain; knee injuries; and shoulder injuries.

Simplified client referral process

ACC has introduced a new approach to how we make referrals to providers that aims to reduce confusion among ACC clients and ensure they see the right providers for their needs.

The new approach applies to clients who require:

- assessments to help in determining their ACC cover or ongoing entitlements
- rehabilitation services and programmes, such as vocational services .

Until now, there were often significant delays before clients selected their providers, with a likely flow-on affect on rehabilitation outcomes. In many cases, clients relied on our advice when it came to selecting a provider anyway, so the new approach will simply help us ensure that clients receive the most appropriate and most timely assistance possible.

Under the new approach, ACC staff will refer these clients to providers, taking into consideration the following factors:

- the clients' cultural and specific needs, such as whether they have a disability or are non-English speaking
- the clients' and providers' geographic locations

- the providers' skills and competencies relative to the clients' needs
- whether the providers have contracts with ACC
- cost effectiveness.

Note the new approach doesn't apply to:

- treatment that clients receive from health providers such as GPs, physiotherapists, acupuncturists, chiropractors and osteopaths
- home-based care, such as home help and attendant care
- audiologists fitting hearing aids
- counselling.

If a client has genuine and reasonable concerns about the provider to whom they've been referred, we'll recommend another two options (if two are available). We'll also be monitoring referrals to make sure that all appropriate providers are being considered and that correct processes are being followed.

If you have any questions about referrals, contact your Relationship and Performance Manager or the Provider Helpline on 0800 222 070.

ACC NEWS feedback:

We would appreciate your feedback about ACC News.

Please email us at accnews@acc.co.nz.

Changes to the ACC eForm website

You may have already noticed (or learned via email about) recent changes to the ACC eForm website. The key changes relate to:

Claim status queries

Results for ACC45s or claim numbers now include diagnostic codes and descriptions, as well as whether a claim has been accepted or declined. Here's an example:

Claim	Cover Status	Diagnostic Code	Diagnostic Code Description	Side	Part NHI Number	Date of Accident
	Accept	N2131	Medial epicondylitis of the elbow	Right	CUE7	23/01/2009

You can also now search by NHI (National Health Index) Number in conjunction with Date of Birth.

Schedule payment status queries

Results now include withholding tax amounts for vendor organisations that have trust status.

Entering eForms (eSchedules):

- Provider ID is now only mandatory for services that require these IDs to show on invoices.
- A 'claimed units' field has been included to specify units for providers who have contracts using unitary billing methods.

If you're not sure whether you need to specify your provider ID or specify units on your invoices, simply check your contract or contact the eBusiness team on 0800 222 994 (option 1) or at ebusinessinfo@acc.co.nz.

Other services

If you send your invoices via Healthlink, you can query payments using the query option – Query Parameters – Schedules/invoices. All you need is a Vendor ID and schedule number.

Online remittance advice

If you invoice ACC electronically via the eForm website or an eSchedule-compatible practice management system (PMS), you can also access your remittance advices online using the 'Online Remittance Advice' (ORA) service. Just click on the 'Query Remittance Advice' link on the ACC eForm home page. You'll be able to:

- query remittances by advice number and date
- access remittances for the previous six months
- view remittances and print or save them in a print-ready format (PDF file)
- download remittances (CSV files) for reconciliation. Some health sector software vendors have developed automatic reconciliation systems using these files.



ACC eForm Home Page

This system allows you to manage your ACC forms electronically.
Select an option from the list below:

- ▶ Enter an eForm:
 - [eSchedule \(ACC47e\)](#)
- ▶ Query:
 - [Query Schedule Payment Status](#)
 - [Query eForm Transfer Status](#)
- ▶ [Upload All eForms](#)
- ▶ [Query Remittance Advice](#)
- ▶ [Claim Status Query](#)
- ▶ [Read Online Help](#)

We're currently working with Healthlink vendors on making their systems eSchedule compatible and therefore able to access ORA. If you'd like more information, please contact your PMS vendor.

For access to the eForm website and ORA, or for any further queries, please contact the eBusiness team on 0800 222 994 (option 1) or at ebusinessinfo@acc.co.nz.

Upcoming conferences and events

11–14 March — **Rural New Zealand General Practice Network 2010 Conference**, Christchurch.
www.conference.co.nz/index.cfm/rgpn10

26–28 March — **Goodfellow Symposium 2010**, Auckland. www.goodfellowsymposium.org/

26–30 March — **The New Zealand Association of Musculoskeletal Medicine Conference 2010**, Auckland. www.musculoskeletal.co.nz/content/conference-2010

Sending hard copy invoices?

If you send your invoices to ACC in hard copy, here's a quick summary of how your payment options work.

We usually make payments to the legal entity named on the invoice. Your legal entity needs to be registered as an ACC vendor – if it isn't, you need to complete an ACC111 vendor registration form. If you're not sure whether you need to fill out an ACC111, contact Provider & Vendor Registrations via email at registrations@acc.co.nz or on 04 918 7782.

If your business is registered as an ACC vendor in the name of the business owner rather than the business's trading name, make sure you issue your invoices in the

owner's name. Alternatively, you can add 'Please pay to' in front of the provider's name and supply their provider number. This gives us authority to pay someone other than the legal entity.

Are you still sending in single invoices for your medical reports and notes? You can add these services to your bulk billing schedule using service codes MEDR and COPY.

You can find more information about invoicing ACC at www.acc.co.nz under 'For Providers > Invoicing & Payment' – or contact the Provider Helpline at provider.help@acc.co.nz or 0800 222 070.

Pilot to prevent re-injury kicks off

The four month pilot of the Preventing Re-injury (PRI) programme started 1 February 2010. The pilot is running in ACC's Midlands region, which includes the Midlands Short Term Claims Centre and the Whakatane, Tauranga, Thames, Gisborne, Waikato (Hamilton), Hawke's Bay and Rotorua ACC branches. The programme offers existing injury prevention services to clients with a high

risk of being re-injured.

Meanwhile, we've also started sending information about preventing re-injury to clients nationwide who have active ACC claims that meet the PRI criteria.

If you'd like more information about the PRI programme, please email preventingreinjury@acc.co.nz or phone 0800 222 070.

Outcome measures' workshops for physiotherapists

ACC and the New Zealand Society of Physiotherapists are organising a series of workshops for physiotherapists on the use of clinical outcome measures.

To be held between February and April 2010, the workshops will be facilitated by qualified physiotherapists and academic staff from both the Auckland University of Technology and the University of Otago Schools of Physiotherapy.

They will be 3.5 hours long and free to all ACC-registered physiotherapists. Supporting materials will also be provided online and in hard copy.

To find out more about, or register for, these workshops, contact Amy Macklin on 04 801 6500 or at nzsp@physiotherapy.org.nz using the subject line 'Outcomes workshop registration'.

Vitamin a proven 'D-fence' against falls

Evidence shows that Vitamin D supplementation can have a key role in preventing falls among older adults living in residential care.

As many as 18,000 of this group will fall each year. They're reported to have a considerably higher fall frequency than those living in their own homes and are more likely to sustain fall-related injuries such as fractures.

People in this group commonly have low levels of vitamin D, which can lead to:

- muscle weakness and atrophy, particularly in fast-twitch muscle fibres

- an increase in postural sway
- impaired psychomotor function.

Vitamin D supplementation can significantly improve muscle strength and reduce bone turnover (which results in osteoporosis) – in turn reducing the risk and likelihood of falls and injury for these vulnerable people.

For more information about vitamin D supplementation please visit www.acc.co.nz/vitamin-d

Practice makes better drivers

Getting a driver licence is an important step for many youngsters. It's a step towards independence and freedom but it can also lead to horrific consequences. That's why ACC and the New Zealand Transport Agency have developed Practice.

Practice is a user-friendly programme designed for 15 – 19 year old learner drivers and their driving supervisors. It helps new drivers become safer and more competent by guiding them and their supervisors through the range of skills and different driving conditions that all new drivers need to master. In short, by encouraging learner drivers to gain experience in a range of conditions and situations, Practice helps make learning to drive easier and safer.

The features on the website (www.practice.co.nz) include:

- Driving hours log
- Online videos showing how to do key driving skills

- Useful driving tips from professional driving instructors
- At-a-glance progress chart
- Opportunity to win stuff.

An information pack about Practice is sent out to the young person as soon as they get their learner licence and all they have to do then is sign up at www.practice.co.nz. The 'Do it' driving manual and 'Read it' booklet will then be sent to the parent / adult who has agreed to be their supervisor, so they can get started.

Once they have signed up, the learner is automatically entered into a prize draw to win a \$20 voucher. There are twenty to be won each month. But that's not their only chance to win. Once they've signed up there are three more chances to win, including an annual prize draw to win \$200 of vouchers for Giftstation.co.nz once they have logged 120 hours.

To find out more, or to sign up, visit www.practice.co.nz.