How to invoice for Elective Surgery

22 FEBRUARY 2024

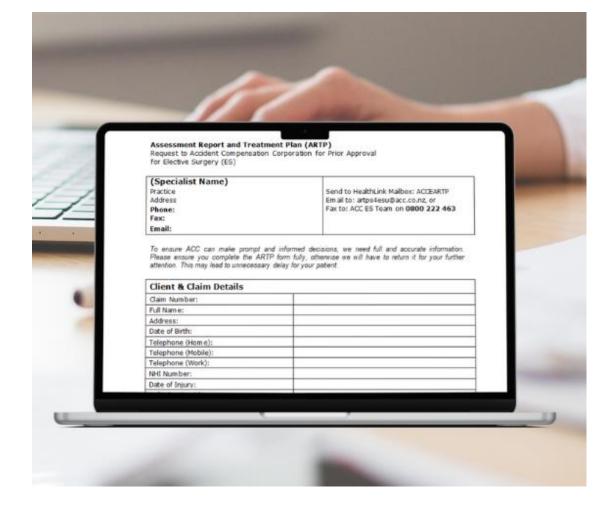
Hosted by

Kylie Brown Portfolio Advisor Secondary & Tertiary Services

Darrel Read Clinical Service Leader Treatment & Support

ALL

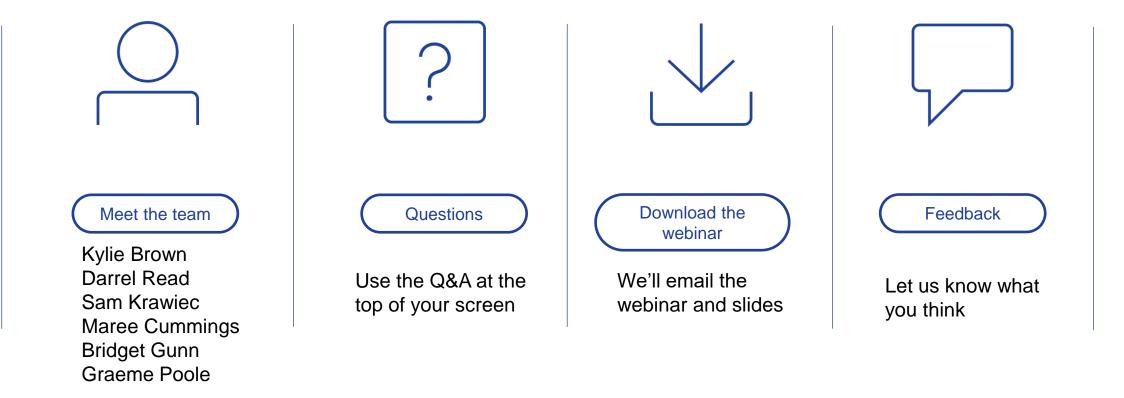
Sam Krawiec Team Leader Treatment & Support (Surgery)



He Kaupare. He Manaaki. He Whakaora. prevention. care. recovery.

Nau mai, haere mai. Welcome to:

How to invoice for Elective Surgery





► HOW TO INVOICE FOR ELECTIVE SURGERY

Agenda 5 1 Service overview Our Clinical advisors 2 6 How to invoice Questions 3 7 Common issues Resources **Declined** invoices

Service overview How it works

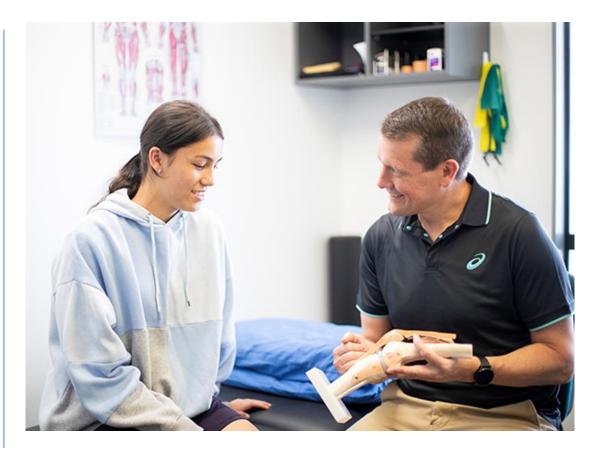


Delivering services by contract

Elective Surgery

- ✓ hospital-based surgical treatment
- ✓ package of care
- ✓ named providers
- ✓ red-list procedures

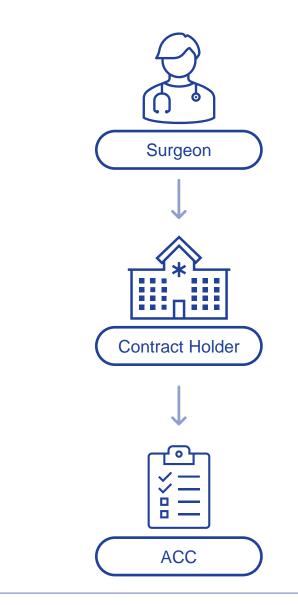
Non-prior approval (NPA) – do not require an Assessment Report and Treatment Plan (ARTP)





Prior approval

- ARTP used to obtain prior approval for surgery
- Completed by specialist rooms
- ✓ Submitted by contract holder
- ✓ We triage, assess, and make a decision





Core procedures

Set prices for a package of care.

- Specific codes for over 500 surgical procedures
- Contract holder responsible for ensuring correct coding is selected
- Contract holder decides how to distribute the funding

1.1720	Procedure Description
Procedure	Complex 3 TFCC injury
Code	Wrist arthroscopy - Complex)
WAH152	Wrist arthroscopy - Complex) (triangular fibrocartilage complex) Includes: - diagnosis and TFCC (triangular Includes: - tilage complex) debridement
	(Inaliguitation diagnosis and IFCC (Inters
	Includes: - diagnosis and Tree (and the fibrocartilage complex) debridement fibrocartilage complex 3
	fibrocarinage complex 3
WAH153	Wrist arthroscopy . 1 heidement & repair of
WAHISS	Includes: - diagnosis, debitements) tear (triangular fibrocartilage complex) tear (triangular fibrocartilage complex) tear complex 3
	(triangular fibrocarthage coord to open - Complex 5
	and throscopy and i
WAH154	Trabudes: - diagnosis, debridementer (in a complex) tear
	Wrist arthroscopy and proceed to open - Complex 3 Wrist arthroscopy and proceed to open - Complex 3 Wrist arthroscopy and proceed to open - Complex 3
	IFCC (under groceed to open complex)
WAH155	Wrist arthroscopy and proceed to open - Cong Wrist arthroscopy and proceed to open - Cong - Open TFCC (triangular fibrocartilage complex)
WAIII	
	1 a 2 Open 11 CC
WAH156	(triangular fibrocartilage compared on TFCC
	Wrist open surgery - Complex 3 - Open TFCC Wrist open surgery - Complex 3 - Open TFCC (triangular fibrocartilage complex) reconstruction
WAH157	Whist open fibrocartilage complex) received
WILLIAM	(triangular north



Non-core procedures

What they are:

- procedures which do not have core codes, or
- a combination of three or more core procedures, or
- a core procedure requiring a high level of additional supports

What they are not:

✗ procedures where the hospital or surgeon disagree with the funding under a core code



Hybrid procedures (core + non-core)

Main component of the procedure is a core code, but there are additional inputs:

- ✓ anaesthetic modifiers
- ✓ theatre time, second surgeon
- ✓ unique supplies
- ✓ unusual or unspecified costs

Note:

Supporting documentation and rationale are required for invoicing hybrid procedures.



Specific non-core codes

ESRNC	Includes theatre set up, base supplies & recover fee	\$1,443.27
Theatre set up	Base rate	\$547.12
Base supplies	Base rate	\$726.98
Recovery suite	Base rate	\$169.17

ESR01	Theatre time (<120mins)	\$52.48
Surgeon	Per minute	\$29.54
Nurse & theatre	Per minute	\$17.76
Anaesthetist	Per minute	\$5.18

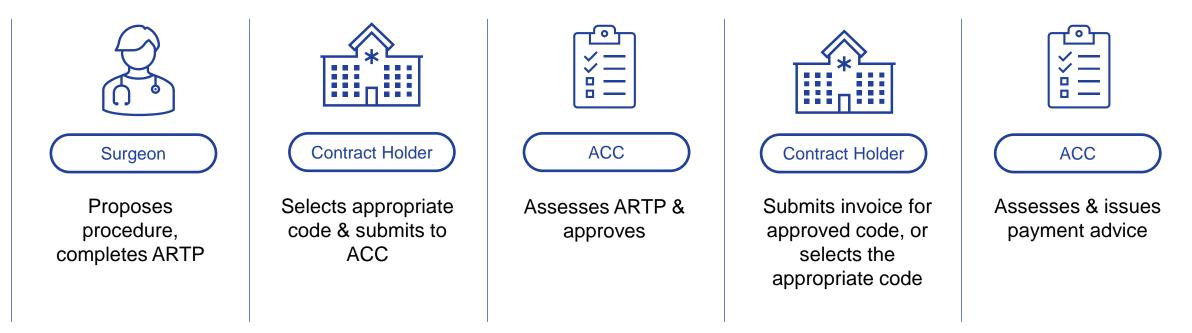
Anaesthetist's costs calculation

NZ Society of Anaesthetists RV Guide: 1 RVU (\$77.61) per 15mins in theatre

4 x RVU rate (\$310.44) divided by 60 = \$ per minute (\$5.18)



How do we fund?



- ✓ ACC funds on actuals what was performed, not what was approved
- ✓ Change in procedure? Submit supporting documentation



HOW TO INVOICE FOR ELECTIVE SURGERY

How to invoice What we need & how to do it



The basics are important

- ✓ One schedule per client
- ✓ Claim & Purchase Order number
- ✓ Dates admission, surgery, discharge
- ✓ Documentation
- ✓ Number of units

More information on our website:

Invoicing us (acc.co.nz)



Electronic vs. manual invoices

E-billing is electronic billing submitted via your system to ours.

- ✓ Faster for our staff to process
- ✓ Faster release of payment
- ✓ Contractual requirement

Manual billing – only when it's not listed in your service schedule.

- <u>ebusinessinfo@acc.co.nz</u>
- How to invoice us (acc.co.nz)



Supporting information

- Operation notes
- ✓ Discharge summaries
- Supplier invoices implants, orthotics, hire costs
- Documentation theatre times, ward notes



Getting invoicing right



Where to go for help

Provider Help can assist with most things. For surgery payment issues please contact us directly:

electivesurgeryinvoices@acc.co.nz

Significant or thematic issues can be escalated to your EPM who may be able to help.



Common issues

- × Operation notes not submitted
- X Invoicing for add-ons when core code/main service not yet received
- X Missing fields, e.g. dates, units
- × Accredited Employer claims
- × Expired purchase order
- × Incorrect coding
- X Check the invoice for these common issues before you send

Example:

If an ACL reconstruction was undertaken (KNE81) and a code was billed for the ACL reconstruction and a meniscal tear (KNE91) the invoice would be declined with a payment advice saying "Declined – please resubmit as KNE81 as no meniscal repair noted in operation notes"



Non-core codes

ESR01/02 – Theatre time:

✓ provide theatre times

ESR03/04 – Anaesthetist setup/modifiers:

- align with RV guide & appendix 1 of operational guidelines for requesting anaesthetic modifiers
- ✓ provide rationale for costs

ESR11 – Splints/orthotics:

 \checkmark specify what is included

ESR12 – Unique supplies (extra to base):

- ✓ invoicing with no supplies list
- ✓ not removing the base supply cost

ESR13 – Unusual/unspecified costs:

✓ provide supporting documentation



Non-prior approval (NPA) codes

- Proceeding with (and invoicing for) NPA procedures that don't meet the criteria
 e.g. no cover updated
- Not providing supporting documentation for additional inputs (ESR non-core codes)

Example:

KNE81 (NPA) surgery gone ahead. During surgery, KNE66 (needs approval) identified the root repair but not covered*. Please send in rationale at invoicing otherwise this would be declined due to insufficient information. *Not a NPA code or no prior approval sought.



Tips & Tricks

- Create invoicing instructions/checklist
- Keep a list of declined ESR12/13 items to avoid submitting them again
- Use the contact information (pg. 5
 Operational Guidelines)



HOW TO INVOICE FOR ELECTIVE SURGERY

Declined invoices



Troubleshooting

- ✓ Check payment advice
- ✓ Use contract, operational guidelines
- ✓ Review supporting documentation

Invoicing us (acc.co.nz)

Sort out a problem with a payment (acc.co.nz)



Resubmitting invoices

After troubleshooting:

- \checkmark amend invoice
- ✓ add supporting information
- ✓ resubmit electronically
- \checkmark we'll reassess when we receive it



What to do if we disagree

Steps to take:

- check the contract, operational guidelines
- email <u>electivesurgeryinvoices@acc.co.nz</u>
 with rationale for reassessment or
 invoicing queries.
- ✓ we'll review your request



Our clinical advisors Their role



Clinical advisors - surgery

Our role:

- ✓ Support for our invoicing teams
- ✓ Clinical & coding queries
- ✓ Core vs. non-core
- Navigating tricky situations & complex cases

What we can't do:

- × A hotline for direct advice
- ★ Trainers for new suppliers/staff

Contact our provider relationship team (acc.co.nz)



Questions / pātai?



Resources Where to go for help





Elective Surgery Invoicing Team electivesurgeryinvoices@acc.co.nz

Secondary & Tertiary Services Portfolio: Elective.Services@acc.co.nz

For more helpful contacts – see page 5 of the Elective Surgery Operational Guidelines Provider Help: Call 0800 222 070 providerhelp@acc.co.nz

Suggestions & feedback: Contact Maggie Robson Provider Education Lead Provider.Education@acc.co.nz

Contact our provider relationship team



Resources for you

Resources

Search for forms, publications, guides, reports, research, contracts and Official Information Act responses. You can also order resources.

If you would like to discover our data, we make our datasets available to use and share.

<u>Use our claims data</u> View our statistics Filter by c Contrac Subcateg Elective

Search
Search by resource name or description Q
- Search

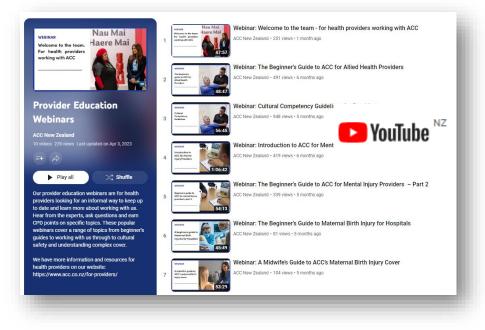
Resources (acc.co.nz)

D		Description		8th Edition I	Block	8th Edition ACHI Number	8th Edition -	Description			
Ankle Arthro	odesis Simple - O	Open, includes minor bone graft		1543		4971200	Arthrodesis				
Ankle Arthro Ankle Arthro	odesis Simple - A odesis Complex:	Arthroscopic, includes minor bone graft Open- includes iliac crest graft, structural	raft,	1543		4971200	Arthrodesis				
Tendo Achille	lles (TA) procedu	res ostentomy for access removal metalw	re.	1543		4971200	Arthrodesis	of ankle			
Ankle Arthro	odesis Complex:	Arthroscopic- includes iliac crest graft, str for access, removal metalware	ctural graft, Tendo Achilles	1543		4971200	Arthrodesis	of ankle			
		Includes bone graft, Tendo Achilles (TA) pr	cedures, removal metalware	1543		4971200	Arthrodesis	of arikle			
Subtalar Arti	throdesis Simp			1							OFF
Subtalar Arti	throdesis Simp	-									NN
Subtalar Arti	throdesis Com	Assessmer Request to	t Report and T Accident Compen	eatment Pla	ation for	P) r Prior Apr	roval				PREVENTION CARL DECOMMENT
Subtalar Arth	throdesis Revi:	for Elective	Surgery (ES)	sauon corpor	adon foi	FIOLADD	n ovar				To Reportificato Anthias Monty What
Triple Arthro	rodesis Simple										
	rodesis Simple	(Speciali	t Name)								
Triple Arthro	rodesis Comple	Practice				Send to H	ealthLink	K Mailbox: ACCEARTP			
Triple Arthro	rodesis Revisio	Address				Em ail to: a	artps4es	u@acc.co.nz, or			
Talonavicula	lar Arthrodesis	Phone:				Fax to: AC	C ES Tea	am on 0800 222 4(
	lar Arthrodesis	Fax:									
Talonavicula removal	lar Arthrodesis	Email:									
Talonavicula	lar Arthrodesis										
Calcaneocub	boid Arthrode	To ensure A	CC can make pro	m							
Calcaneocub	boid Arthrode	Please ensu attention Th	e you complete th may lead to unnee	9							
Calcaneocub removal	boid Arthrode	accordon. Th		1							
	boid Arthrode	Client 9.4	laim Details	-							Elective Surgery
	hrodesis Simple			-		EDVICE	SCHE	DULE FOR ELECTIV	ESUDCE	DV SEDVICES	
	hrodesis Simple	Claim Numb	a.	-	S	ERVICE	SCHE	DULE FOR ELECTIV	L SURGE	K1 SERVICES	Operational Guidelines
Double Arthr	hrodesis Comp	Full Name:		-				CONTRACT N	0.		
Double Arthr	hrodesis Revisi	Address:		-				CONTRACT N	0.		Effective 1 July 2023
	alcaneal (TTC)	Date of Birth		-	А.	OUICK	REFER	RENCE INFORMATIO	ON		
	alcaneal (TTC)	Telephone (-							
	alcaneal (TTC)	Telephone (lobile):	-	1.	TERM FOI	R PROVI	DING ELECTIVE SURGE	RY SERVICES	5	
-	Non-Co	re Pricing from 1 July	2023								
Land Supplier Man		ite i neing ironi i oury			1.1.	The term for	the prov	ision of Elective Surgery Serv e close of 31 October 2024 ("F	tees is the peri	od from 1 November 201	📕 📕 🎽 Y
Specialist Name:						(Start Date' the period is	j until the	e close of 31 October 2024 ("E terminated or cancelled.	and Date") or st	ion earner date upon white	
N2VC Number:											
Clert Name					1.2.	ACC may in	its sole o	discretion offer the Supplier a	n extension of u	up to 24 months and, if th	
Claim Number						Supplier age	ees, the te	rm will be extended by writter	agreement bet	ween the parties.	
Proposed facility/h	hospitel:					CED LICE		ON CONTRACT OF STREET			
Proposed date of a					2.	SERVICE	LOCATI	ON (PART B CLAUSE 4)			
Description of prop		s				Facility Na	ime	Location	Certificat	tion/Accreditation Type	1
											1
-				-							
Price:			LDD EX GBT	-							
Will this be part of		dure? A A	J	-	3.	NAMED PI	ROVIDE	RS			
r yes, please indic	acele Current steps	o bibliota (e), experient of the earlichted experi):		-	3.1	Named Prov	iders (PA	RT B CLAUSE 17).			
ESTIMATEO	OF SERVICE	S TO BE DELIVERED			5.1.			.,	North Tank		
						Last Name	First Name	Specialty or Category of Professional	New Zealan Medical Cor	d ACC meil Provider	
ESR CODE	DESCRIP	TION	UNIT OF MEASURE	N			. tame	Registration	Number or l		
_				-					Council of N		
EBRNC	Includes 7	Freeline cellug, Dece Suggines and Recovery Fee	Fiet Fee			L	<u> </u>	+	Zealand Nu	mber	
ESR01			Per minute < 120 mins	-		L	I		1		
	Theatre ti	ine		-	3.2.	Named Red	List Provi	iders (PART B CLAUSE 17) [where applicab	le].	
EBR02			Per minute > 121 mins			Last	First	Specialty or Category of			
E8R03		tatis set up RVU	Per RVU			Name	Name	Specialty or Category of Professional	Medical Cou		
EBR04 EBR05	Ansesthet Ward stay	tic other (for adding Modifyling units)	Per RVU No. of Days	-				Registration, including	Number or l	Dental Number	red the latest version is available ACCI-
ESRO		rdency unit	No. of Days	-				Red List accreditation	Council of N		red – the latest version is available on ACC's
EBR07	OU.		No. of Days						Zealand Nu	mber	
EBROS EBROS	Plain X-ra	son - consultant	Per X-rey Per minute	-		L		1	1		
EBR10		ton - essistent	Perminute	-	4.	SERVICE	TEMS 4	ND PRICES (PART B CLA	USE 32)		
EBRII	SpintsiOn	thatics	Actual Cost	3	.	SERVICE	L MS A	AND I KICES (FART B CLA	032 32)		
EBR12 EBR13	Unique su	(CDRS (concernables, drops - errie to bace)	Actual Cost	1				Items and Prices			
		Inspecified Costs opic/Endoscopic supplies	Actual Cost Actual Cost	-		Procedure Code	Pro	cedure Description		2023 Pricing (excl. GST)	
	Day stay o	only	Per Dey			3DIMAGEI	Full	Price use of 3D Intraoperative in	naging within	\$1,254.73	
EBR14 EBR10		alled health	Pervisit				The	atre for a total surgery time of 0 -	- 1 hour.		
E8R14 E8R16 E8R17			Pervisit	-		3DIMAGE2	Full	1 Price use of 3D Intraoperative in	naging within	\$1,354.15	
EBR14 EBR16 EBR17 EBR13	Follow up			-		3DIMAGE3	fhe Full	atre for a total surgery time of 1 Price use of 3D Intraoperative in	 2 nours. naging within 	\$1,652.39	
E0R14 E0R10 E0R17 E0R10 INIAGE1	Follow up Use of im	age intensifier within Theatre for up to 30 minu age intensifier within Theatre for induced 31 a					The	atre for a total surgery time of 2	- 4 hours.		
ESR14 ESR10 ESR17 ESR13 IMAGE1 IMAGE2	Follow up Use of Im 00 minute	age intensifier within Thestre for between 31 a 5.	" Flat Fee	-		3DIMAGE4	Full	Price use of 3D Intraoperative in	naging within	\$1,950.63	
EBR14 EBR16 EBR17 EBR15 INAGE1 INAGE2 INAGE3	Follow up Use of im 60 minute Use of im	ege intensifier within Theatre for between 31 a see intensifier within Theatre for between 01 a	Flet Fee	_				atre for a total surgery time of 4	a more nours		
EBR14 EBR10 EBR17 EBR18 INAGE1 INAGE2	Follow up Use of im 60 minute Use of im 20 minute Use of im 120 minute	age intensifier within Theathe for between 31 e spe intensifier within Theathe for between 51 e age intensifier within Theathe for between 31 e es.	Flet Fee	-			110				
EBR14 EBR10 EBR17 EBR15 IMAGE1 IMAGE2 IMAGE3 IMAGE4	Follow up Use of im 60 minute Use of im 90 minute Use of im 120 minut Use of im	ege intensifier within Theatre for between 31 a see intensifier within Theatre for between 01 a	Flet Fee	-			115				
EBR14 EBR15 EBR17 EBR18 IMAGE1 IMAGE2 IMAGE3 IMAGE4 IMAGE5	Follow up Use of im 60 minute Use of im 20 minute Use of im 120 minute Use of im minutes	age intensifer within Theathe for between 31 a a age intensifer within Theathe for between 31 a age intensifer within Theathe for between 31 a age intensifer within Theathe for 121 and 150	Flet Fee Flet Fee Flet Fee	-	Service Sci			rivices - Part A - July 2023		Page 1 of 60	
EBR14 EBR16 EBR15 INAGE1 INAGE2 INAGE3 INAGE4 INAGE5 Implants: (Feid e	Follow up Use of im 60 minute Use of im 20 minute Use of im 120 minute Use of im minutes	age intensifier within Theathe for between 31 e spe intensifier within Theathe for between 51 e age intensifier within Theathe for between 31 e es.	Fist Res Fist Res Fist Res Fist Res	-	Service Sci			rvices – Part A – July 2023		Page 1 of 60	
EBR14 EBR15 EBR15 EBR15 ILLAGE1 ILLAGE1 ILLAGE2 ILLAGE3 ILLAGE3 ILLAGE4 ILLAGE5 Implants: (Peld e Bignature:	Follow up Use of im 60 minute Use of im 20 minute Use of im 120 minute Use of im minutes	age intensifer within Theathe for between 31 a a age intensifer within Theathe for between 31 a age intensifer within Theathe for between 31 a age intensifer within Theathe for 121 and 150	Fist Res Fist Res Fist Res Fist Res Date:		Service Sc			rvices – Part A – July 2023		Page 1 of 66	
EBR14 EBR19 EBR17 EBR17 EBR18 INA061 INA062 INA063 INA064 INA065 Implants: (Peld # Bigneture: Bignet by:	Follow up Use of im 00 minute Use of im 20 minute Use of im 120 minute Use of im 120 minut Use of im minutes at cast in addition	age rifertation whith Theshe for between 31 a age rifertation which Theshe for between 31 a age rifertation which Theshe for between 31 a age rifertation which Theshe for 121 and age rifertation which Theshe for 121 and 150 to total price offer): Jacoma prive k type	First Rec Image: Prest Rec Image: Prest Rec First Rec Date: Lead Bupplier:	-		hodule for Electiv	e Surgery Se	rvices – Part A – July 2023		Page 1 of 60	_
EBR14 EBR19 EBR17 EBR17 EBR18 INA061 INA062 INA063 INA064 INA065 Implants: (Peld # Bigneture: Bignet by:	Follow up Use of im 00 minute Use of im 20 minute Use of im 120 minute Use of im 120 minut Use of im minutes at cast in addition	age intensifer within Theathe for between 31 a a age intensifer within Theathe for between 31 a age intensifer within Theathe for between 31 a age intensifer within Theathe for 121 and 150	First Rec Image: Prest Rec Image: Prest Rec First Rec Date: Lead Bupplier:			hodule for Electiv	e Surgery Se	rvices – Part A – July 2023		Page 1 of 60	
EDR14 EDR16 EDR16 EDR16 EDR16 EDR16 INAGE1 INAGE1 INAGE5 INAGE5 Implants: (Peld # Bignature: Bigned by:	Follow up Use of imit 60 minute Use of imit 00 minute Use of imit 120 minute Use of imit minutes. Int cost in addition	age rifertation whith Theshe for between 31 a age rifertation which Theshe for between 31 a age rifertation which Theshe for between 31 a age rifertation which Theshe for 121 and age rifertation which Theshe for 121 and 150 to total price offer): Jacoma prive k type	Pat Fee Pat Fee Pat Fee Pat Fee Pat Fee Date: Leed Buppiler: Reditives, and Compensation Lie		istaga sfiritana	hodule for Electiv	e Surgery Se	rvices – Part A – July 2023		Page 1 of 66	_



Resources for you

	apare. He Manaaki. Jokoona. Han. care. recovery.			About us Mô mátou	Preventing injury Te kaupare wharango	Resources Ngå rauemi	Contact us Whatapà mai	Log in	
	For business 🗸 Mà ngà pakihi	Health providers ~ Ngà whare hauara						Search acc.co.nz	٩
re > Health pro	viders > Getting star	ted							
			the second second		san:				
			Getting	star	ted				
			Hei tīm	natanga					
	Wheth		red with us as a health provide find all the information and res					ied a	
	I	et's work toget	her. Here's how.						
		-							
		Welcome to ACC N							
		•					-		
		We	lcome to		-				
		We			(e				
		We	lcome to	•					
		We AC	lcome to C 101	•	_	6			
		We	lcome to	•	_				
		We AC	lcome to C 101	•					
		We AC Pfr (Icome to C 101	2		5			
		We AC	Icome to C 101	2			spen V		
	T	We AC	Icome to C 101	ou need in fo	er short chapters, ind	uding what we			
	T	We AC	Iccome to C 101 C Regen Main Intel Executive Officer	ou need in fo	ar short chapters, ind	uding what we			



<u>Getting started with ACC (acc.co.nz)</u> <u>Online learning modules (acc.co.nz)</u>



THANK YOU

Ngā mihi nui