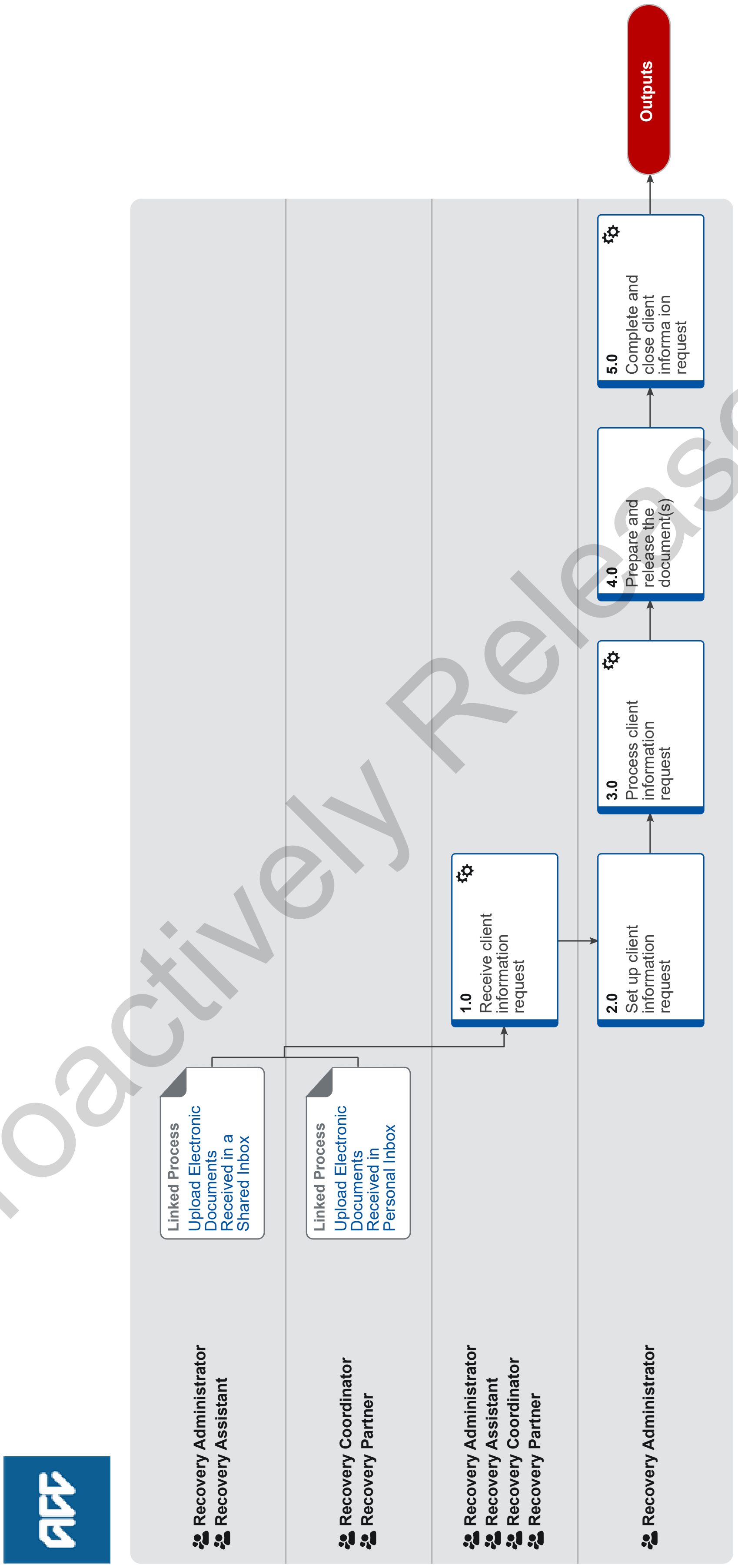
Complete Client Information Requests v22.0



Complete Client Information Requests v22.0

Summary

Objective
The purpose of this process is to manage requests for client information so that the information is provided to the requestor.

Background
A request for client information can come from the client, client advocate or an external party. A request can be received in a variety of ways such as shared email/fax, personal email, phone call or in person at an ACC office. A request can be for personal information (such as client files, client related emails and call recordings) or for other information we hold (such as official information).

Owner [Name withheld]

Expert

Procedure

PROCESS **Upload Electronic Documents Received in a Shared Inbox**
Recovery Administrator, Recovery Assistant

PROCESS **Upload Electronic Documents Received in Personal Inbox**
Recovery Coordinator, Recovery Partner

1.0 Receive client information request
Recovery Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

a If required, in Outlook acknowledge receipt of the email request with the requestor.

NOTE **If email is not the requestor's preferred method of communication send an INP01 Acknowledge Information Request letter.**

INP01 Acknowledge Information Request

b Determine if the request for information is simple or complex.

NOTE **What is considered a simple request?**
Simple requests will be actioned by the recovery team members.

A simple request for information is a request made by the client for a single non-sensitive document to be sent via Email (this may include a non-sensitive document on a sensitive claim e.g. a payslip) or post (not courier). If sending a simple request, ensure that the client's email address is verified and privacy checks are complete before sending the requested document.

Any other requests, including sensitive documents, couriered documents, and pre-employment checks are considered complex. Complex requests are sent to the administration team for action. See steps below.

c In Eos, create the “Complete Request for Copy of Clients Information” task.

Complete Client Information Request Form

NOTE **What if the request does not contain sufficient information?**
Refer to the guidelines for 'Confirming requirements for client information requests' and obtain the additional information required.

Confirming requirements for client information requests

NOTE **What if more than one claim is requested?**
Select on the e-form , under “What information is being requested”, the field “Other” and in the additional notes box , complete it with the different claim numbers.

NOTE **What if the request contains a sensitive claim?**
Link task to sensitive claims.

d Complete the e-form in the document tab of the task with the client.

NOTE **Ensure that all delivery methods are verified, including mobile numbers if passwords are being sent by e-text.**

2.0 Set up client information request
Recovery Administrator

a In the Client Information Requests queue, review the task in the additional info tab.

NOTE **What if you need further information?**
Contact the requestor and refer to e-form fields.

Complete Client Information Request Form

b Record the requests in the CIR work register for your location.

NOTE **Where is the register located?**
Dunedin: \\DUNWMG0001\TempCIT\DunedinRegional\register

c Setup up the file by following the CIR Map.

CIR Map
https://accnz.sharepoint.com/:x:/r/sites/Group-ClientAdministrationTeamSite/Shared%20Documents/Client%20Information

d If required, gather any information that is needed from relevant business units.

e Update the 'Complete Request for Copy of Clients Information' task with further information at this point (such as file size, due date for the request to be closed).

f Determine if the client information request meets the criteria for a 'small', 'large' or 'complex' file.

g Allocate the task to the small or large/complex file queue.

3.0 Process client information request

Recovery Administrator

a Follow the CIR Map to process the information request from the relevant file queue.

NOTE **What if the request is for a client managed by the Remote Claims Unit (RCU)?**
Refer to CIT RCU Dispatch Process below.

CIT RCU Dispatch Process

b Conduct a privacy check.

Privacy Check Before Disclosing Information Policy

c Assess the redactions that are required to the documents under sections 49 to 53 of the Privacy Act and complete any deletions and redactions.

Privacy Act 2020
https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23398.html

d Replace the original document(s) in Eos with the redacted version to ensure that this is the only version that is sent out in the future.

NOTE **Why do you need to replace the original document(s) in Eos?**
This ensures the redactions and deletions to the document(s) are reflected on the claim file and prevents the original document from being sent out in future without the redactions and deletions.

4.0 Prepare and release the document(s)

Recovery Administrator

a Check whether the release method is by email, internal release, paper, CD or USB.

b Follow the CIT Map to prepare and release the document(s).

NOTE **What if its a complex request or frequent requestor?**
Complete the ACC6173 Information Disclosure Checklist and upload it to the client’s claim.

ACC6173 Information Disclosure Checklist

c Complete a final dispatch check to ensure the documents are ready for release. This includes checking the client address is correct, any labelling is correct and the release method is correctly prepared.

d Release the document(s) using the identified release method in task a.

NOTE **What if you are sending the document(s) via courier package?**
Go to Prepare and Send Client Information by Courier process before continuing to Activity 5.0.
PROCESS Prepare and Send Client Information by Courier

NOTE **What if you are sending the document(s) via courier using Pre-alert?**
Go to the 'Send Confidential Information by Courier using Pre-Alert' process before continuing to Activity 5.0.
PROCESS Send Confidential Information by Courier using Pre-alert

5.0 Complete and close client information request

Recovery Administrator

a Follow the CIT Map to complete final administration including saving relevant emails.

b If used, complete the redaction spreadsheet so that there is a record of the redactions that have been made to the documents against the claim.

c In Eos, close the 'Complete Request for Copy of Clients Information' task.