

Summary

Objective

The Accredited Employers Programme is offered to employers to encourage them to take responsibility for and manage their own:

- workplace health and safety
- workplace injuries, including rehabilitation
- employees' work injury claims.

Accredited employers contract with us to manage their employees' work injuries through the programme. Sometimes claims are transferred back to us to manage. The following background information for branch staff includes:

- an overview of the Accredited Employer Programme
- the key claims management responsibilities of accredited employers
- how to manage queries regarding accredited employers.

Owner Name Withheld

Expert Name Withheld

Policy

1.0 What is an accredited employer?

- a** An accredited employer:
 - is an employer who meets, or continues to meet, the entry requirements of the Accredited Employers Programme
 - is responsible for managing their workplace injury claims and providing support to their employees
 - receives levy discounts from ACC when taking on the self-management of claims.

2.0 Criteria for becoming accredited

- a** To become accredited, employers must:
 - have robust policies, procedures and resources for injury prevention, claims management and rehabilitation
 - have systems and processes in place to make sure injured employees can access the support they are legally eligible for
 - show that they're able to meet their expected ongoing financial obligations
 - show senior management commitment to the Accredited Employers Programme
 - meet at least primary level of the Accredited Employers Programme audit standards.

3.0 How to become accredited

- a** After discussion with a Relationship Manager about becoming an accredited employer, employer's are provided with the ACC780 (Accredited Employers Programme Application). The employer completes this and submits it to the Accredited Employers Programme Team along with a range of supporting information for consideration.

If everything is in order, we'll write to the employer telling them where the on-site audit will take place.

We have a panel of independent auditors to confirm whether an applicant employer meets the required standards for accreditation. The standards are set at the following levels:

- Primary, programme entry level requirements
- Secondary, consolidation of good practice
- Tertiary, continuous improvement, best practice framework.

Accreditation means the employer conforms to all the required Accredited Employers Programme audit standards for at least the primary level.


Tertiary level accreditation offers the greatest discount on levies for the employer. We expect all accredited employers to progress from primary through to tertiary level accreditation over time.

4.0 Product options

- a** Accredited employers have two main plan options under the Accredited Employers Programme. They are:
 - Partnership Discount Plan
 - Full Self Cover

The attached table outlines the main differences between each product.

Partnership Discount Plan	Full Self Cover
12 or 24 month claim management period	24, 36 or 48 month claim management period
Ongoing claims are transferred to ACC at the end of the claims management period. Some residual liability may exist for gradual process claims	Ongoing 'active' claims are transferred to ACC at a price calculated based on likely future entitlements related to that claim. This includes allowance for case management expenses. Once the claim management period has expired there may still be claims relating to that cover period that are: <ul style="list-style-type: none"> • new claims • reactivations • subsequent injuries If these occur we'll manage the claim but invoice the AE for costs
ACC assesses and pays lump sum compensation on an accredited employer's behalf	ACC assesses and pays lump sum compensation on behalf of an accredited employer. ACC invoices the accredited employer for the assessed amount
Entitled to a downward levy adjustment	The downward levy adjustment is much greater for the Full Self Cover than it is for the Partnership Discount Plan

 ACC Accredited Employer Programme Policy Products.PNG

5.0 Responsibilities – Accredited employers

a All accredited employers must:

- decide on claim cover and provide the support their employee has statutory eligibility for as specified in the ACC legislation and associated regulations, as a minimum, for work related injuries and illnesses
- stay directly involved with the injured employee during their injury management and rehabilitation
- make sure every injured employee is regularly and fully informed of what is happening in relation to their claim
- pay treatment providers promptly for liable costs, eg by the 20th of the month following the month an invoice is received
- give specified monthly data to ACC
- deliver services to injured employees in a manner consistent with the Code of ACC Claimants' Rights
- meet their obligations under the Accredited Employers Programme Accreditation Agreement.

6.0 Extent of support

a Accredited employers must meet the minimum level of support provided for within ACC's legislation, but can pay a level of support to their injured employees greater than the levels provided by the legislation.

For example, some may choose to pay the 'co-payment' amounts for employees receiving treatment, or provide weekly compensation plus a top-up to 100% of an employee's salary.

7.0 Use of third party administrators

a Accredited employers may, with ACC's approval, sub-contract a third party administrator (TPA) to assist them with their injury and claims management obligations. In this case, the TPA may be the nominated point of contact for claims, rehabilitation and the receipt of provider invoices for the accredited employer.

Accredited employers remain ultimately responsible for the services provided to their injured employees by their TPA.

8.0 Responsibilities – ACC

- a The Accredited Employers Programme team is responsible for:
 - managing the accredited employer application, annual audit process, and annual contract renewal process
 - managing the ACC-approved auditor panel
 - governance of the Accredited Employers Programme
 - transferring claims to ACC at the end of the accredited employer's claims management period
 - monitoring accredited employers performance
 - providing accredited employers with technical support and customer service
 - collecting accredited employer claim data.

9.0 Working with accredited employers

- a Occasionally, accredited employers and TPAs will need to work through operational issues with the ACC network. Common issues include:
 - inquiries about work injury and claims management
 - non-work injury rehabilitation for accredited employer employees (some employers have contracted with ACC to have their non-work injuries managed by their TPA)
 - transfer or hand over of work-injury claims to ACC.

Accredited employers and TPAs have been instructed to approach the Accredited Employers Programme team, their Relationship Manager, or the TPA Support Team if they have any queries regarding the programme.

10.0 Rehabilitation of non-work injuries for accredited employer employees

- a • Accredited employers must be committed to the rehabilitation of their injured employees, including both their work and non-work injuries
 - ACC continues to manage non-work injury claims for injured employees unless the employer has contracted with ACC to have their non-work injuries managed by their TPA. However, accredited employers should be involved, wherever practical, in ongoing workplace rehabilitation planning
 - Contact accredited employers early on to discuss return to work options, if appropriate
 - Contact the Relationship Manager for help liaising with an accredited employer about rehabilitation for non-work injury claims.







11.0 Accredited employer claim management



- a • Accredited employers may choose to manage claims for 12, 24, 36 or 48 months, depending on whether they have selected a Partnership Discount Plan or Full Self Cover Plan product option
 - All 'active' claims must be transferred back to ACC before 31 March, following the expiry of the accredited employer's claims management period.

12.0 Negotiating the early return of claims

- a ACC may unilaterally assume management of accredited employer work injury claims, before the end of the claims management period if:
 - an accredited employer leaves the Accredited Employers Programme before the end of their claim management period
 - an employee is fatally injured, suffers a serious ongoing injury, or has a sensitive claim
 - in the case of a work-related gradual process claim, ACC has agreed to transfer on the basis that 100% of costs are apportioned to ACC
- OR
- the accredited employer agrees that ACC may assume sole management of any claim - on a case-by-case basis

13.0 Related business rules

-  Claim lodgement: accredited employer claim
-  Claim lodgement: non accredited employer claims
-  Accredited employer claim definition
-  Accredited employer reporting
-  Accredited employer cover decision
-  Cover decision by accredited employer

-  Streaming accredited employer claims
 -  Accredited employers: assistance required
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Proactively released