



# Assess Request for Traumatic Brain Injury Residential Rehabilitation

v9.0



## Summary

### Objective

To receive notification of a client being referred to the Traumatic Brain Injury Residential Rehabilitation (TBIRR) Service and approve any services.

### Background

Prior to the client being referred to the TBIRR Service, eligibility is determined by the referring supplier.

When the client is referred they must:

- have an accepted claim for a moderate to severe traumatic brain injury
- have been assessed as needing high intensity residential rehabilitation by an acute services specialist and the rehabilitation supplier
- be at least 16 years old (or of a suitable maturity)
- be medically stable and safe to transfer to the service.

Owner

Name Withheld

Expert

Name Withheld

## Procedure

### 1.0 Receive notification of client into TBIRR Service Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Review the notification (ACC1151) Referral to TBIRR Service form and TBIRR Service Pages to determine the action you need to take.

- TBIRR Referrals Service Page
- Traumatic Brain Injury Residential Rehabilitation (TBIRR) Service Overview Service Page

**NOTE** What do you need to consider when the entitlement request is received and deemed cover exists?

Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

- Deemed Cover and Entitlements Policy

### 2.0 Approve Request and notify Supplier Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Approve the service request based on the following rules:

- Approval Only
- Emerging Consciousness
  - Community Referral

Approval and Purchase Order

- Residential Rehabilitation - Extension of Time (beyond initial 180 days)
- Day Rehabilitation - Extension (beyond initial 14 days)

**NOTE** What if you're unsure whether to approve the request?

Go to Seek Internal Guidance.

- PROCESS** Seek Internal Guidance

**NOTE** What if you need to request a purchase order?

Create a NGCM Admin Request task to request a purchase order. Add the Service Codes: Residential Rehabilitation - Extension Time (beyond 180 days) use code TRR06 and Day Rehabilitation Extension (if more than 14 days) use code TRD01.

- b** Document your decision to approve.

- NG Principles Decision Making

- c** Add the TBIRR supplier as a participant on the claim.

- Contracted Suppliers by Geographic Area of Coverage

- d** Email the Supplier advising them of the approval for the requested service.

### 3.0 Create and approve purchase order Recovery Administrator

- a** In Eos, generate a Purchase Order for the Residential Rehabilitation - Extension of Time or Extension for Day Rehabilitation.

- Purchase Order - Handy Hints on how to create and edit POs
- Creating purchase orders using general + QE

**NOTE** What service codes do you apply?

For Residential Rehabilitation - Extension Time use code TRR06 and Extension for Day Rehabilitation (if more than 14 days) use code TRD01.

- b** Locate contracted vendors via the Geographic Location search.

- Service Contracts and Contracted Providers - MFP spreadsheet
- Search for a Party

- c** Approve the Purchase Order.

**NOTE** What if you do not have the delegation to approve the Purchase Order?

Save the Purchase Order. Refer to the system steps below.

- Request Authorisation for a Purchase Order - System Steps

- d** Email the supplier using the Purchase Order Approval/ Extension Email template advising them of the approval to the extension and the Purchase Order number.

- NGCM - FINAL Emailing from Eos using a Template - System Steps

### PROCESS

#### Create or Update Recovery Plan Recovery Assistant, Recovery Coordinator, Recovery Partner