

Assessing Overseas Clients For Non-contracted Care Service Page v12.0



Summary

Objective

We can provide attendant care to clients who are overseas if they:

- visit an assessor with qualifications and experience acceptable to ACC
- pay for and send us a copy of the assessment report which meets the attendant care requirements.

Owner [Name withheld]

Expert [Name withheld]

Procedure

1.0 Preparing for an overseas assessment

- a** Before a client can be assessed, we need to send them any relevant information their assessor will need to review prior to the assessment.

We also need to advise the assessor that the assessment report needs to include:

- a specific daily diary of activities the client needs assistance with, as a result of the covered injury
- options to address these needs, such as attendant care, environmental control, alarm or mobile
- the specific length of time needed to assist with these activities
- details of the assessor's experience in performing this type of assessment.

2.0 Evaluating an assessment

- a** Consider whether the qualifications of the assessor are acceptable to ACC.

- They will need to be equivalent to a NZROT, NZRCPN or NZRGON who is experienced in this type of assessment and preferably contracted to similar insurers

- If unsure, check with Clinical Advisors or phone the local nurses' or occupational therapy associations

Check that the assessment contains the necessary information. If not, you'll have to ask the client to obtain another report at their own cost.

3.0 Using an ACC-contracted assessor

- a** Some contracted assessors may be willing to undertake an assessment overseas if they are already planning an overseas visit. Recovery Team Members, can contact appropriate contracted assessors to ask about planned overseas visits.

ACC is not responsible for paying rehabilitation costs incurred outside of New Zealand other than attendant care. The client is responsible for the cost of assessments carried out overseas, even when carried out by an ACC contracted provider.

4.0 Returning to New Zealand for assessment

- a** The client may choose to come back to New Zealand for an assessment. ACC will pay for reasonable costs associated with the assessment that are likely to have been incurred had the client remained in New Zealand, eg ACC can pay for the cost of the report.

The client must pay for their return travel costs to New Zealand and accommodation costs while in New Zealand. Clients should only choose this option when all other options have been explored.

ACC should try to coordinate the assessment with any planned visit by the client.

5.0 When to reassess overseas clients

- a** All overseas clients should be contacted and their files reviewed at least once a year to determine whether they believe their attendant care needs are being sufficiently met.

If there is any doubt that a client's current attendant care reasonably reflects their injury-related needs, consider reassessing their needs.