



Summary

Objective

How Lodgement Administrators should handle a ACC18 medical certificate request when it arrives in the Lodgement space and if required, forward to the correct person or team.

Background

When Lodgement Administrators receive an ACC18 via:

- Fax Folder (Edocs)
- Hamilton.Registration@acc.co.nz
- Task

The Lodgement team checks the purpose of the request and depending on the purpose, updates the status of the diagnosis, or forwards to the more appropriate team.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Determine the reason for ACC18

Lodgement Administrator

- a** Check the claim number on the ACC18 is registered by entering the number into Eos.

NOTE What if the claim is not yet registered?

Identify the client's party record using details from the ACC18 request. Check the Documents tab for an unlinked claim form.

If the ACC18 is received via fax or inbox from an external party:

- Contact Provider/Client advising the claim has not been registered yet with ACC.
- If the request was sent by the same provider who initially consulted the client, request they send both the ACC45 claim form and the ACC18 form together so the claim can be registered and uploaded/filed away appropriately.
- If the request was sent by a different provider, contact the client to obtain a copy of the ACC45 Claim form via e-mail, or otherwise to get the details of the lodging provider. Then make contact as per the first point.

 **PROCESS** Contact Client or Provider for Information at Lodgement

- b** Review the Rules for Medical Certificates for Incapacity and Medical Certification for non-Serious Injury claims Policies, if required.

 Rules for medical certificates for incapacity Policy

 Medical Certification for non-Serious Injury claims Policy

2.0 Assess the ACC18 request

Lodgement Administrator

- a** In Eos, search for the claim and add the additional diagnosis code(s).
- b** If the claim is or has been managed in another unit:
- Change the Outcome Status field to Investigating.
 - Create a General Task saying 'Please assess additional diagnosis' and send the task to that managing unit/team. Then go to Step 3 Complete ACC18 request.

- c** If the claim has not been managed in another unit: Confirm the additional diagnosis is acceptable using the traffic light rules in the Registration Reference Book.

 Registration Reference Book Spreadsheet

NOTE What if the additional diagnosis is not acceptable?

- In Eos, change the Outcome Status field of the diagnosis to Investigating.
- Create a NGCM Action Medical Certificate task saying 'please assess additional diagnosis' and send it to 'Cover assessment - General cover'.
- Go to step 3.0. Complete ACC18 request.

NOTE What if the additional diagnosis has been made more than 12 months from the date of accident?

Transfer the ACC18 task to the appropriate team for assessment ie Cover assessment - General cover

NOTE What if this is for a Maternal Birth Injury claim in Actioned cases or any other Recovery Teams?

Create an NGCM Action Medical Certificate task and transfer the claim to the MBI queue.

NOTE What if this is for a Maternal Birth Injury that is Actively managed by the MBI Supported Recovery team?

Create an NGCM Action Medical Certificate task and transfer to the MBI Supported Recovery team.

- d** In Eos, change the injury [Outcome Status] field to 'Provisional'.

3.0 Complete ACC18 request

Lodgement Administrator

- a** Forward the request to the Document Management team.

 ACC45s for Document Management Team

NOTE What if the request has been received via email or fax?

- Forward the email to claimsdocs@acc.co.nz.
- Move the email into Completed [current year] sub-folder in the Registration Email inbox.

• If received by fax, please transfer the file to "z ACC45 from Rego" folder to be uploaded by DMT.