



Review Specialist



## Summary

### Objective

The objective of this process is to discuss the review application with the customer, or their representative, check their understanding of the review matter, and of ACC's decision so that we can begin to resolve the matter or continue towards a review hearing.

### Background

After completing the background review the customer/representative must be contacted by phone to discuss the review application, any new information and the process moving forward.

Owner

Name withheld

Expert

## Procedure



### PROCESS

### Complete Background Review Review Specialist

## 1.0 Validate customer understanding of decision

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- a** If intending to call a representative, check if there is a current Authority to Act (ATA).

**NOTE** What if there is no current ATA on file?

By phone, contact the representative and request the form is returned.

**NOTE** What if the ATA is never returned?

No details can be discussed with the representative. Proceed to Prepare and Attend Case Conference.


-  **PROCESS** Prepare and Attend Case Conference (CC)

- b** By phone, contact the customer/representative within 7 days of the receipt of the review application. Use the appropriate authorisation process to confirm you are speaking to the right person.

**NOTE** Best practice is to contact the customer by phone within 48 hours of the review allocation.

**NOTE** What if a translator is required to speak with the client?


Use ACC's policy to obtain guidance on engaging with an interpreter.

-  When to use an Interpreter Policy

-  Advocate Communications Policy


**NOTE** What is the authorisation policy for decisions on claims?

Read the Advocates and Holders of Authority Policy to Act policy.

-  **PROCESS** Advocates and holders of authority to act Policy


**NOTE** What is the authorisation process for levy decisions?

Follow the Perform Authorisation Check - Business Customer process

-  **PROCESS** Perform Authorisation Check - Business Customer

**NOTE** What if you need to update an authorised business customer?

Follow Add or Update Business Customer Authorised Party.


-  **PROCESS** Add or Update Business Customer Authorised Party

- c** Confirm ACC has the correct customer/representatives contact details. Include both the telephone number and email address.

**NOTE** What if the email address has not been verified?

If the email address has been added to Eos but not yet verified - ask the applicant to check their emails and return the verification as soon as possible.

If the email address has NOT been added to Eos, follow the steps outlined in the 'Update Client's Party Record' policy.

-  **PROCESS** Update Client Party Records

- d** Tell the customer/representative:

- the reason for the call
- what will be discussed during the phone call
- the review process, including the focus for ACC on seeking resolution
- the role of the Review Specialist.

- e Ask the customer/representative, in their own words, to explain:
  - their understanding of the disputed decision
  - why they believe ACC decision is incorrect
  - what they are hoping to achieve through the review process.

**NOTE What is the expected outcome of the conversation?**

The outcome of this conversation is to understand the customer's point of contention or grievance, and help the Review Specialist determine whether conciliation or a resolution offer may be appropriate.

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## 2.0 Explain the ACC decision

### Review Specialist

- a Explain why ACC made its decision. This may include an explanation of the legislation and/or medical reports that were instrumental to the decision.

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## 3.0 Seek new/relevant supporting information

### Review Specialist

- a Discuss any information that was received after the decision date and included with the written application for review.
- b Ask the customer/representative if they have any new information that was not included in the written application to support the review application.

**NOTE What if the customer/representative has new information?**

- Then ask the customer/representative to explain what the new information is and how they believe it is relevant.
- If possible, ask them to send the information via email directly to the Review Specialist and advise they will be contacted again once the information has been considered.

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## 4.0 Re-evaluate potential resolution options

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- a If new information has been provided by the client/representative, check if further advice is needed to identify or re-evaluate potential resolution options to discuss with the customer/representative.

**NOTE What type of advice would be useful?**

- Comments from Medical or Psychology Advisors
- Advice from the Clinical Advice Panel
- Additional information from the customer/representative
- Additional information from the treating specialist
- A Medical Case Review
- Comments from a radiologist
- Comments from Technical Services
- Comments from Technical Accounting Services
- Advice from Levy Classification

**NOTE What if advice or guidance is needed from Clinical Services?**

To obtain instruction on how to seek the required clinical advice/guidance Refer to Clinical Referral Instructions

 Clinical Referral Instructions

 Reference Guide for Review Specialists when deciding whether to refer a task to Technical Accounting Specialist (TAS)

**NOTE Should permission be sought from the client prior to seeking further external clinical comments or notes?**

Yes - you must have a conversation with the client/ATA on what you are wanting to do and why (e.g. releasing and seeking medical information with a view of reconsidering ACC position on the matter at review). This is to ensure there is no objection. Once you have obtained a verbal permission make a note in your Eos contact reflecting the conversation.

**NOTE Who's role is it to conduct further investigation when required?**

When a client has an active review, a Review Specialist can request medical notes and clinical specialist reports including/not limited to Medical Case Reviews. Review Specialists can request these directly from the Clinic, DHB or Specialist unless a collaborative approach or specific input is required from a Recovery team member or Specialist Cover assessor.

- b Check that the potential resolution options identified in the background review are still relevant.

**NOTE What if the potential resolution option has changed from the background review?**

In Eos, update the PRC REV: Complete Admin Review 'Additional information' box.

**NOTE What if the matter at review relates to an Individual Rehabilitation Plan (IRP)?**

First and foremost consider an Internal Resolution Consultation (IRC) with the decision maker. If the relationship is strained it might be more useful to attend Conciliation (under the Alternative Dispute Resolution process) with the decision maker as an alternative to an IRC. Please note there must be a sound reason for proceeding straight to review as these can often be resolved.

## 5.0 Discuss resolution options with customer/representative

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- a** Discuss with the customer the possible pathway and proceed as appropriate:
  - on a resolution option, or
  - a withdrawal and review closure (based on your explanation of the decision), or
  - whether to proceed to an internal resolution consultation.
- b** Add a contact in Eos, or interaction in Juno\_CRM, as appropriate, to record the main points from the conversation.
- c** Proceed to Step 6.0, if the above pathways (listed under 'a') are agreed to be unsuitable.

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## **PROCESS** Implement Resolution Outcomes

### Review Specialist

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## **PROCESS** Prepare and Lead an Internal Resolution Consultation (IRC)

### Review Specialist

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## 6.0 Discuss and agree on the documents relevant to the review

### Review Specialist

- a** Identify and agree the relevant documents with the customer/representative.

#### **NOTE** What if the client wants the full file?

Explain to the client that ACC has made a move to providing relevant document as a preference to the full file. This ensures the reviewer doesn't receive large amounts of information that has no relevance to the disputed decision. If the client has any doubts about the correct information being provided then the Case Conference serves as an opportunity for this to be discussed and corrected if necessary.

If the client still wants the full file - then relevant documents must be correctly selected. Note in the initial customer contact on Eos the clients request for the full file.

#### Relevant Document Guidelines

#### **NOTE** What if an employer is an interested party?

- Firstly, we should check if the employer is interested in attending the review or requires a copy of relevant documents. If they aren't interested in being involved in the review, then you do not need to send the employer any documents.

- If the employer does want a copy of the documents as an interested party, the most straight-forward way to tackle any issues with files is to contact the customer, explain that the employer is entitled to information about ACC's decision. Discuss the relevant documents with the customer and ask if the customer is happy for us to send a full copy of these documents to the employer.

- If the customer is not happy for the full file to go, we should discuss with the employer what information they require. If they are happy with the ACC45 and ACC33 Review Application, these can be easily sent by email with some information about the customer redacted. If there is other information that the employer believes that they require, redactions must be made in line with the redaction process.

- If we can't contact the customer to discuss the review documents or the customer is not wanting any information to be provided to the employer, follow the instructions as if the employer is the applicant.

#### **NOTE** What if the employer is the applicant?

- The easiest way to tackle any issues with files is to contact the customer, explain that the employer is entitled to information about ACC's decision. Discuss the relevant documents with the customer and ask if the customer is happy for us to send a full copy of these documents to the employer and reviewer. It is important that there is discussion with the customer about the information contained in their file and if possible, a copy of the file should be sent to customer to check before releasing to the employer. If the customer provides permission for ACC to do this, then information will not need to be redacted.

- If the customer is not happy for us to send the full unredacted documents, then we will need to follow the process for collating information for an employer file and organise information that is not relevant to the review be redacted. Ideally, we will send the file to the customer to check they are happy with it before releasing it to the employer.


- The customer may advise ACC that they do not want any of their information to go to the employer or Reviewer. In these situations, we would advise the customer that the employer and Reviewer are entitled to receive certain information about the claim (such as information relating to the accident itself and causal link between the accident and the personal injury) because it has been lodged as a work-related personal injury. We can reassure the customer that personal information not relating to whether the injury occurred at work will be removed from the file and still give them the opportunity to review the information before proceeding.

- If we are unable to contact the customer to discuss the provision of documents, we must still provide relevant documents to the employer and Reviewer with careful redaction. We must give the customer adequate opportunity to communicate with ACC by making multiple attempts to contact them including sending them a letter if possible.

- b** Discuss with the customer/representative the methods of delivery for the relevant documents. Then go to 'Create Bulk Print and Send CIR task' to arrange the preparation and release of these documents.

**NOTE What are the delivery options?**

- Electronic documents:
  - By email (ACC's preferred method)
  - By USB
  - By CD
- Paper documents:
  - By courier to home address - read client the ACC6181
  - By courier to rural delivery address (requires pre alert) - read client the ACC6181
  - By courier to local ACC branch

 ACC6181 Receiving personal information by courier

- c** Proceed to one of the following processes:

- Prepare for Alternative Dispute Resolution (ADR)
- Prepare and Attend Case Conference as agreed with the customer/representative.



**PROCESS**

**Create Bulk Print and Send CIR Task**

Review Specialist



**PROCESS**

**Prepare and Attend an Alternative Dispute Resolution (ADR)**

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**PROCESS**

**Prepare and Attend Case Conference (CC)**

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