

Summary

Objective

Explanation of how artificial limbs are repaired

Owner Name withheld

Expert Name withheld


Procedure

1.0 Costs ACC will pay

- a** ACC will pay the full cost of repairing limbs for clients who meet all of the following criteria:
 - the limb is required due to injury
 - the claim has been accepted for cover
 - the repair has been done by a contracted limb centre
 - repair is part of treatment for a new personal injury. See Cover criteria for dentures and prostheses.

Repairs include, but are not limited to:

- remodelling of a new socket to ensure correct fit (labour and materials)
- replacement of components (labour and materials)
- adjustment of the limb (labour only)

 [Cover criteria for dentures and prostheses Policy](#)

2.0 Costs ACC will not pay

- a** ACC is not liable for any repair costs from neglect, abuse or misuse of the artificial prosthesis. We need to be certain that there is clear evidence of neglect, abuse, or misuse.

See Aids and appliances - decision-making factors.

However, ACC may be responsible for treatment costs of damage covered as a new personal injury. Each case needs to be decided on its own merits

 [When to Provide an Aid or Appliance Policy](#)

3.0 Payments within and outside of the three-month warranty period

- a** The case owner must check the warranty period before payment.

ACC will not pay for any repairs to the prosthesis, due to faulty components, within three months of a fitting as these repairs will be paid under warranty. ACC will pay for repairs after the warranty period has expired

4.0 Arranging for repairs to limbs

- a** If a repair costing over \$1000 (excluding GST) is needed
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 - a rehabilitation report is not required, but
 - approval to undertake the repair is necessary

If there is insufficient information on the client's EOS claim file to support your decision making and there is an existing archive file, request the file (see link below)

- approves or declines the request
- updates the client's IRP, if appropriate
- pays the invoice within 30 days of the invoice date.

NOTE Click the link below to 'Retrieve Archived Physical Claim Files'.

 **PROCESS** [Retrieve Archived Physical Claim Files](#)