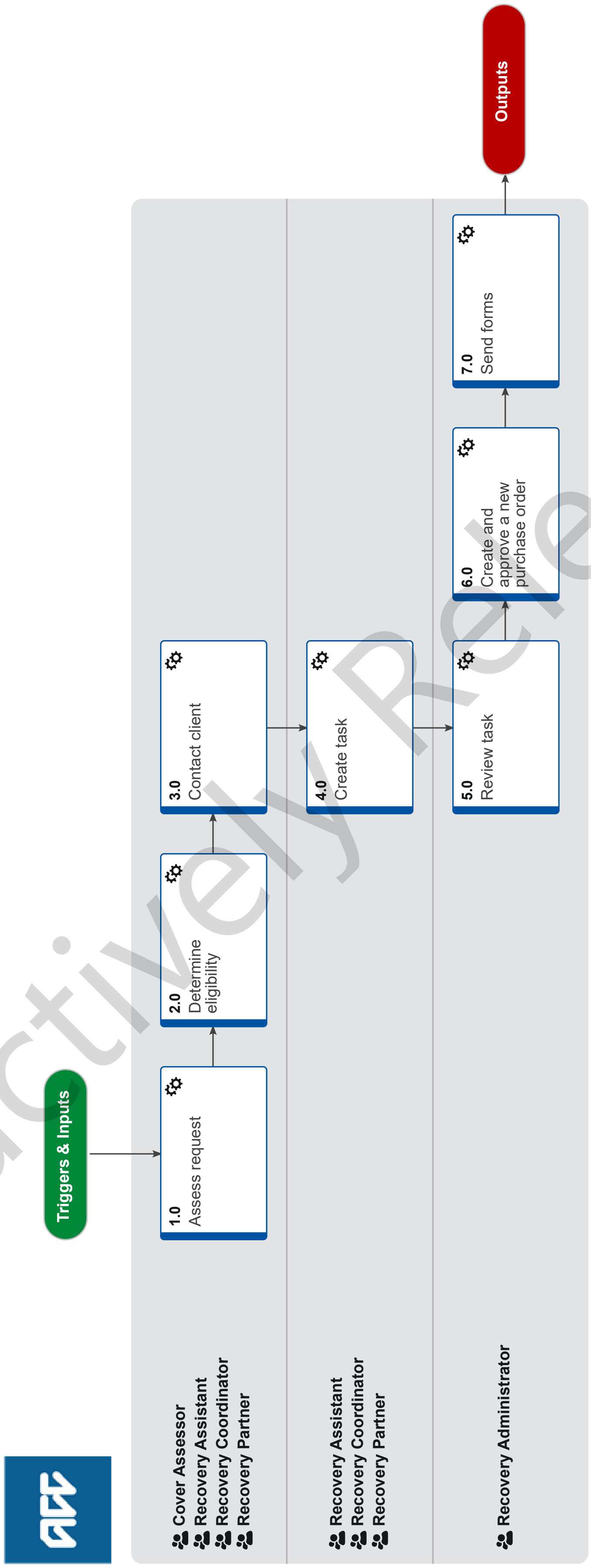
Manage Non-Contracted Purchasing v4.0



Summary

Objective
To determine if a discretionary payment to Providers and Vendors is appropriate by ensuring:

• There isn't a contracted purchasing option available to you
• The provider is ACC registered and is qualified to deliver the service
• The price is fair when compared to that of a similar contracted service
• You set the following expectations with the Non-Contracted Provider - agreed price, timeframe, quality and whether a non-attendance fee will be included.

Background
We fund treatment and rehabilitation services for clients with an annual spend of over one billion dollars per year, which is why we have set contracts for purchasing these services so we're able to ensure the appropriate price, quality, and timeliness for our clients. It also means we can ensure the provider has the right qualifications for the job.

On rare occasions you may find that there isn't a contract or Cost of Treatment Regulations funding option for the service that you wish to purchase for your client. In these cases, you may consider using a non-contract service code with a non-contracted provider (NCP) to purchase the service your client needs.

Because we don't have the same amount of oversight when using NCPs, it's important that you consider the below purchasing tips to protect your client (and ACC). It's also important you use the correct code, so we're able to accurately track what codes are being used and why.

In short, your purchasing should meet the following principles - right time, right place, right price, right funding method and right source.

All of the above need to be documented in the purchase order. Each purchase order raised is a legal contract, so it is important to check the details before approving and sending.

If you are using a non-contract service code due to a service gap, ensure that you discuss this with your Team Leader and local Engagement and Performance Manager so that this can be addressed.

Find the quick reference guide on this process, to confirm what code to use.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Assess request

Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Check if a contracted provider is appropriate for the type of service.

NOTE **How do you check this?**
Review the list of Contracted Suppliers by Geographic Area of Coverage. Also refer to the Service Contracts and Contracted Providers - MFP spreadsheet.

Consider if contracted providers are available for the referral within reasonable time frames. If there are no suitable contracted providers then consider alternative options such as non-contracted options.

- Contracted Suppliers by Geographic Area of Coverage
- Service Contracts and Contracted Providers - MFP spreadsheet

b Review the Non-Contract Purchasing Quick Reference Guide to determine appropriate code.

- Non-Contract Purchasing Quick Reference Guide

NOTE **What do you do if there is no appropriate non-contracted code available?**
Seek confirmation of the code from the provider, speak with your Team Leader or seek guidance from a Practice Mentor.

If there is no appropriate code after the above actions have been taken then look at alternative options and issue decision to client.

PROCESS Seek Internal Guidance

2.0 Determine eligibility

Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review the request for non-contracted purchasing and the claim to understand the client's current circumstances.

b Check the Delegations Framework to ensure that your role has the appropriate authority for processing the request.

- Delegations Framework

c Determine if a discretionary payment is appropriate by ensuring:

• There isn't a contracted purchasing option available to you
• The provider is ACC registered and is qualified to deliver the service
• The price is fair when compared to that of a similar contracted service
• You set the following expectations with the Non-Contracted Provider - agreed price, timeframe, quality and whether a non-attendance fee will be included

NOTE **What if the client is requesting reimbursement?**
Go to Request for Client Reimbursement to consider reimbursement. This process ends.

PROCESS Request for Client Reimbursement

NOTE **What if a contracted purchasing option is available?**
Use contracted provider in most if not all cases.

Determine why client would prefer the non-contracted option.

NOTE **What if there is no appropriate contracted purchasing option?**
Use non-contracted purchasing when there is no contracted option, and;
• meeting that need would help clients achieve their rehabilitation goals
• not meeting that need would create a barrier to achieving client rehabilitation goals.

You must consider whether the benefit of making the discretionary payment outweighs the cost.
Benefits may be:
• monetary
• non-monetary

Refer to the Non-Contracted Services (NCA01) Policy, Branch Intervention Payments (BINTV01) Policy, and Guidelines for other social rehabilitation for further guidance.

Non-Contracted Services (NCA01) Policy

Branch Intervention Payments (BINTV01) Policy

Guidelines for other social rehabilitation (Te Whāriki)

Other Social Rehabilitation

NOTE **What if you require mental health services from a non-contacted provider?**
Follow steps below to engage a non-contracted provider of mental health services. Contact the Mental Health Services Portfolio Advisor for any clarification.

1) Ascertain the need for a non-contracted provider of mental health services.
Refer to the Background information in the Engaging a non-contracted provider of mental health services document. If you're unsure if this is the right intervention for your client or you need assistance, contact a Psychology Advisor through Recovery Support following the Seek Internal Guidance process.

2) Check that the provider is qualified to deliver the service.
To provide counselling services or therapy for mental or physical injuries, refer to the bulleted points listing the minimum requirements in the below link. Register as a counsellor for mental or physical injuries'.
If unsure or if the provider does not have the required level of experience, skills and qualifications, contact the Mental Health Services Portfolio Advisor.

3) Liaise with the required parties to complete the Engaging a non-contracted provider of mental health services document and follow the instructions outlined within.

4) Wait for email confirmation from the Mental Health Services Portfolio Advisor on the provider application status before proceeding with next steps.

PROCESS Seek Internal Guidance

Engaging a non-contracted provider of mental health services (Te Whāriki)

Register as a counsellor for mental or physical injuries (acc.co.nz)

NOTE **What if the provider is not registered with ACC or not qualified to deliver the service?**
If the provider is not qualified to provide the service then decline the request and proceed to look at alternative options. This process ends.

If the provider is qualified but not registered with ACC then follow the Register Vendor process.

If the provider does not wish to be registered with ACC and there are no contracted options, consider alternative options such as reimbursement. This process ends.

PROCESS Register Vendor

About provider registration Policy

NOTE **How would you know if the non-contracted price is fair against the contracted service?**
Pricing should be similar to that which ACC pays a contracted supplier. You could refer to the Service Contracts and Contracted Providers - MFP spreadsheet which contains service price details.

If unable to determine if cost is appropriate seek internal guidance from your Team Leader in the first instance then Practice Mentor.

PROCESS Seek Internal Guidance

Service Contracts and Contracted Providers - MFP spreadsheet

NOTE **How do you check if a provider or vendor is registered?**
Providers and vendors can be looked up using Eos and MFP. In MFP you can navigate to see which contract they hold.

You could also contact the provider to check their Vendor ID or Provider ID registered with ACC.

3.0 Contact client

Cover Assessor, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Contact the client and confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

b Advise the client their request for support has been approved. Discuss the approved support, hours approved and the timeframe that has been approved.

NOTE **What if the request has been declined?**
Advise the client why the support has been declined and issue the appropriate letter below with the ACC255 Working Together factsheet:
• TMT999 Treatment decline decision - PO - client
• HCS999 Social Rehab decline decision - client

In Salesforce, record your conversation with the client as a contact on the claim. This process ends.

Client Legislative Rights and Responsibilities Policy

c In Salesforce, record your conversation with the client as a contact on the claim.

d Update the Recovery Plan life areas.

NOTE **What parts of the Recovery Plan need updating?**
Recovery Plan life area notes and actions.

Refer to Create or Update Recovery Plan '2.1 Create or update life area notes' and '2.2 Add or update actions' for more details.

PROCESS Create or Update Recovery Plan

e In Salesforce, add a contact to document the decision (approval or decline) and your rationale.

NOTE **What details would you include?**
For approvals, add information on how the identified need will help the client achieve a specific rehabilitation goal, or how not meeting that would create a barrier for the client to achieve a goal.

4.0 Create task

Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Eos, add activity in the Recovery Plan sub-case to create an NGCM - Admin Request task.

Creating Entitlement Requests Tasks - System Steps

NOTE **What if your request is for non-contracted home help?**
Go to the Set Up Home & Community Support Services - Non-contracted process.

PROCESS Set Up Home & Community Support Services - Non-contracted (Private contractors and family support)

NOTE **What if your request is for non-contracted medical assessment?**
Go to the Arrange Medical Single Discipline Assessment process.

PROCESS Arrange Medical Single Discipline Assessment

b Complete the task details:

- Appropriate Vendor Code
- Purchase Order Code
- Date range approved
- Agreed cost
- Attach invoice/receipt
- Preferred payment method
- Any other specific information required.

NOTE **What other useful information could you include?**
- written or hotline guidance received
- provide details of unusual circumstances and/or special requirements
- forms for client to complete
- state if the client has a care indicator
- note to the Recovery Admin if they are wanting approval letters sent to the client and/or approver
- note to Recovery Admin to make a note of what the service is for

See the Referring Tasks to Recovery Administration - Principles for more guidelines.

Disclosure of Care Indicator Information to Third Parties Policy

Referring Tasks to Recovery Administration - Principles

NOTE **What other non-contract codes could you consider?**
Refer to codes for Nerve Conduction Studies (NCS) and Non-contracted/Short-Term Residential Support codes in their respective processes if relevant.

Assess and Fund Nerve Conduction Studies (NCS)

Assess and Set Up Short-Term Residential Support

c Using the drop down boxes select the type of support/ treatment needed, select whether it is a new or extension and the type of current purchase order.

5.0 Review task

Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select Do Task from your task queue.

b Check the task provides the required information:

- Appropriate Vendor Code
- Purchase Order Code - see the Non-Contract Purchasing Quick Reference Guide
- Date range approved
- Agreed cost
- Attach invoice/receipt
- Preferred payment method
- Any other specific information required.

NOTE **What if there is information missing?**
Go to the Task clarification section in NG PRINCIPLES Working in the Administration Team for instructions.

Non-Contract Purchasing Quick Reference Guide

Principles of Working in the Administration Team

6.0 Create and approve a new purchase order

Recovery Administrator

a In Eos, generate a purchase order.

Non-Contract Purchasing Quick Reference Guide

Purchase Order - Handy Hints on how to create and edit POs

Creating purchase orders using general + QE

b Approve the purchase order.

NOTE **What if the purchase order requires a higher delegation to approve?**
Save the purchase order and request authorisation for a purchase order.

Request Authorisation for a Purchase Order - System Steps

c Based on the type of service, generate the appropriate letters and forms by selecting Add Documents.

NOTE **What if the Vendor hasn't been added as a participant?**
Add the Vendor as a participant.

Manage Participants (Eos Online Help)

NOTE **What if there are no forms generated or no forms to send?**
This process ends.

7.0 Send forms

Recovery Administrator

a Complete the documents and convert them into non-editable PDFs.

b Perform privacy checks. Check the documents are accurate, do not contain any third-party information and do not contain any other information that needs to be withheld. Refer to Inbound and Outbound Document Checks.

- NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- Send letters from Client Recovery and Claims Assessment

c Check the client's preferred method of communication in the party record. Consider the policy below.

- Email and Instant Messaging Policy

NOTE **What if this is for a sensitive claim?**
Check if the client has a safe contact. If there is a safe contact send the documents to this person.

- View a safe contact (Eos Online Help)

d Based on the type of service send the appropriate letters and forms.

NOTE **What if the client has chosen a non-contracted provider/agency?**
Create an email using 'Purchase Order Approval / Extension' template and attach the documents.

If the forms are being posted, send a return envelope with the documents.

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

e In Salesforce, close the assigned referral task.