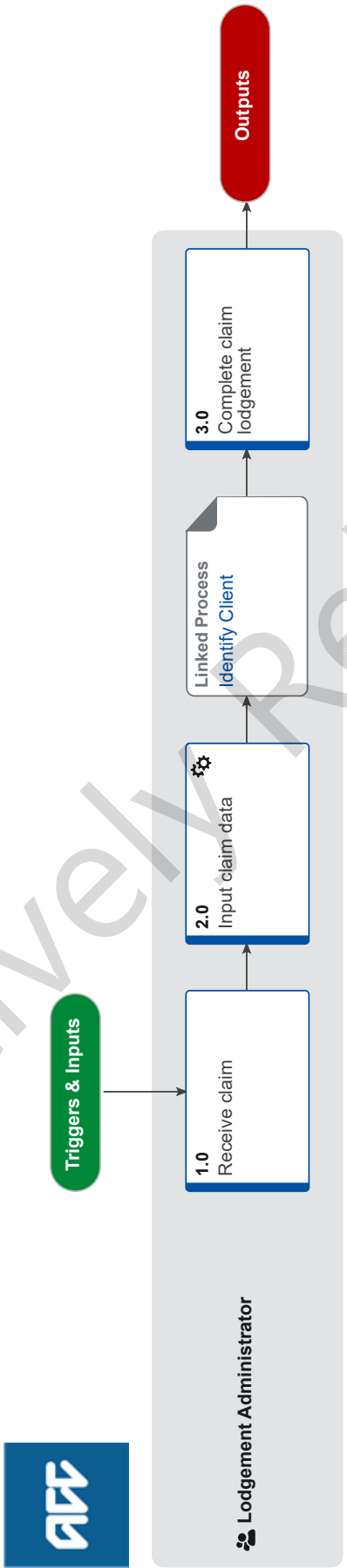




Proactively Released





## Summary

### Objective

To capture ACC42 dental claim forms into Eos on behalf of the provider and then prepare the forms for further document management.

### Background

A Provider has submitted an ACC42 claim form to ACC manually by:

- posting it to the Mailhouse
- emailing it directly to ACC
- faxing it directly to ACC
- the client delivering the form completed by the provider into an ACC branch.

Manual claim forms are completed in a priority order of:

- 1) Assistance Required and/or Time Off
- 2) Work
- 3) Dental
- 4) Treatment Injury

**Global Process Owner** Name Withheld

**Global Process Expert** Name Withheld

**Variation Expert** Name Withheld

## Procedure

### 1.0 Receive claim

Lodgement Administrator

- a** Prepare ACC42 paper and emailed forms for data input.

**NOTE** What if the claim form was received via fax?

- Open the 'W:\Public\RAWC\Registration\Electronic Documents\Faxes' folder.
- Starting with the oldest, move the claim form into your own folder.

**NOTE** For background information about Dental claims, refer to Forms Required to Register a Dental Injury policy.

- PROCESS** Forms Required to Register a Dental Injury

**NOTE** What if the ACC45/ACC42 has previously been used?

Go to Assign New ACC45 Number  
Once you have completed the tasks within this process you will need to return to this process for completion.

- PROCESS** Assign New ACC45 Number

### 2.0 Input claim data

Lodgement Administrator

- a** In Eos, attribute the client. Go to Identify Client process below. Once you have completed this you will need to return to this process.

- Identify Client

- b** Enter the remaining information on the claim form into the relevant fields. In Part B, also click the 'dental claim' checkbox so that the additional part of the intake form is available.

**NOTE** What if you need more information about inputting dental claims?

Refer to ACC42 Dental Claim Additional Information guide below.

- ACC42 Dental Claim Additional Information

**NOTE** What if you can see information or inconsistencies on the claim form that you can correct now so that they don't trigger an IR?

Correct the information when you're entering it in Eos.

Corrections can include:

- if the formatting of the address is wrong. (E.g. St used instead of Street) or address information has been entered in the wrong fields in the form.
- if C/- Parent or Guardian for the client appears within the address, remove this.
- Ensure that the address begins from the address line 1 field.

**NOTE** What if there is no accident description listed on the claim form?

This will not drop out as an Information Required Task.

Please follow up with the provider or the client at the time of registration as we need to know how the accident occurred.

If this has been picked up with another IR task then please confirm before completing the outstanding IR.

**NOTE** What if the claim form was lodged with ACC (i.e. received) prior to the date of claim intake?

Amend the date of lodgement in the claim intake form to the date that the claim form was received by ACC.

**NOTE** What if the Provider hasn't signed the claim form? (E.g. they've stamped the form instead).

Tick the 'Claimant/representative has not signed the form' box to No and leave the Provider ID field blank.


Even though this tick box is typically used for when clients do not sign the form, this will raise a Missing Signature IR as opposed to a Provider Invalid for Registration IR.

**NOTE** When is it appropriate to use the Default Provider (J99966) ID?

- When it is a Sensitive Claim/Sensitive Engagement Form
- When it is a Treatment injury but there isn't any additional information as to where they were seen
- When it is an Additional Claim for Lodgement.
- Helicopters - with the appropriate vendor ID in the vendor ID box.
- Prisons – make a registration note on the general screen with the prison and provider that the client was seen by (eg: Christchurch Men's Prison, Dr John Smith).

**NOTE** What if the accident description confirms that the accident occurred at work?

In Part B of the ACC45 Claim Form intake - locate the box [Did the accident happen at work], select [yes] and follow Identify Client's Employer process as linked below.

 **PROCESS** Identify Client's Employer

**NOTE** What if any of the Injury Diagnosis fields are ticked on Part D?

Add the relevant information from the list below in the diagnosis field:

Tooth Injuries

- Tooth number – 191Z. (only needs to be added once)

Soft-Oral Tissue

- Gingiva Laceration - S8362
- Gingiva Abrasion - S8362
- Gingiva Contusion -SE04.
- Mucosa Laceration - S8361
- Mucosa Abrasion - S8361
- Mucosa Contusion - SE04
- Lip Laceration - S8344
- Lip Abrasion - S8344
- Lip Contusion - SE03.
- Lower Labial Sulcus - S837.
- Upper Labial Sulcus - S837.

Jaw/Alveolus/ TMJ

- Alveolar socket # - S02x0
- Alveolar process # S02..
- Maxilla # - S02..
- Mandible # - S02..
- Left side TMJ injury - S5y11
- Right side TMJ injury - S5y11

Prosthesis

- Prosthesis damaged = 'Yes' - SP047

Treatment Injury

- [X]Complications of medical and surgical care - U6...

**NOTE** What if a tooth number is noted, but no injury is selected?

Select [Unclear] or [Not Specified] in Eos and select tooth number, then click the [Missing Mandatory] tick box so that the claim is held and sent to the Dental team to be assessed.

**NOTE** What if there is no tooth selected in the tooth fields?

Highlight the missing tooth on the form and click the [Missing Mandatory] tick box so that the claim is held and sent to the Dental team to be assessed.

**NOTE** What if there is a prosthesis listed but does not specify what type

In the prosthesis tab, choose 'restoration' and add any additional comments in the free text box.

**NOTE** What if there are comments in the Additional Injury section on the second side of the ACC42?

Copy and paste them across to the Additional Injury Comments field on the intake form.

**NOTE** What if I have forgotten to input the dental information during intake?

Once the claim has been fully registered go to the Injury tab and click on 'Dental' underneath this tab and this will take you to the dental lodgement intake form and fill out the form as per process.

**NOTE** What if more than one ethnicity has been selected on the claim form?

Please add all ethnicities listed on the ACC42 form

**NOTE** What if the client hasn't been attributed to the claim (i.e. a Client Not Found information requirement has been raised)?

Resolve the Information requirement and any other(s) that come up after going through automation again.

---

 **PROCESS** Identify Client Lodgement Administrator

---

**3.0 Complete claim lodgement**  
Lodgement Administrator

- a** Place the paper claim form in the appropriate scanning folder.

**NOTE** What if the claim form was received via email?

- Forward the email with attachment to DMTHamilton@acc.co.nz.
- Move email into Completed [current year] sub-folder in the Registration Email Inbox.

**NOTE** What if the claim form was received via fax?

Save the PDF into the 'I:\PUBLIC\Scan Unit \Electronic Documents\ - Fax to upload\z ACC45 from Rego' folder.

---