



## Summary

### Objective

The objective of this process is to:

- identify providers whose annual practising certificate (APC) needs renewing
- confirm a provider's current status with the relevant registration authority
- update a provider's status in Medical Fees Processing (MFP)
- identify Rongoā Providers whose annual declaration needs renewing

Before you begin:

APCs are not current when a provider:

- isn't practising anymore
- hasn't renewed their certificate
- is overseas
- is deceased
- is on maternity leave

Rongoā Providers annual declarations:

- all expire on 30 September each year
- communicated by email confirmation from Portfolio Manager on status of Rongoā Providers

### Background

ACC registered Providers must hold a Annual Practising Certificate (APC) with their relevant Professional Registration Authority. As APCs must be renewed annually, ACC need to review and update providers APC status each year. Different vocational classes APC's expire at different time years, eg Physio's, Chiropractors all expire 31 March each year. Rongoā Providers annual declaration expires on 30 September each year.

Exceptions:

Providers registered under the Voc Class of Assessor under Initial Occupational and Vocational Independence Occupational service contract do not require an APC

**Owner** Name Withheld

**Expert** Name Withheld

## Procedure

### 1.0 Identify providers due for Annual Practising Certificate (APC) expiry

Provider Vendor Administrator

- Open the Medical Fees Processing (MFP) '6a Full provider list' report.
- Filter the list by the provider's APC expiration date.

#### NOTE How do I filter the list?

- go to Data > Filter > AutoFilter. Filter the 'Provider Status' column by 'Active' only
- under 'Provider Valid To', click 'Custom'
- set parameters to cover APCs expired in the last two months.

- Create a new spreadsheet for the relevant month and save to W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Databases\APC Checks

#### NOTE What if Provider is Rongoā and due for Rongoā Declaration Expiry

- Step 1.0b will use separate report filters for identification of Rongoā using "Provider Type"

#### NOTE What if Rongoā Practitioner is also registered as another Provider e.g Physio?

- Rongoā Practitioner will have two Provider IDs with separate APC expiry dates in MFP

### 2.0 Determine provider Annual Practising Certificate (APC) status

Provider Vendor Administrator

- Review the responsible authority's online register to check that the provider's APC is current.

#### NOTE What if the responsible authority doesn't have an online register?

Email the relevant registration authority to check. If they don't respond within a week, escalate to your team manager.

#### NOTE What if the registration authority confirms the provider's certificate is current?

Go to Activity "Update provider record to confirm status".

#### NOTE What if the providers certificate is not current but the provider is continuing to practise?

- Generate an APC expired letter in MFP.
- Confirm with Team Manager what return date to put on the "APC Expired" Letter (normally 2 weeks)
- Send the APC expired letter to the provider.
- Update the 'APC expired' spreadsheet in the Provider Vendor Registration team database APC's folder.
- Record that you have sent the letter on the APC spreadsheet.
- If the provider doesn't supply an APC by the return date go to Activity "Remove provider record".
- If the provider does supply their APC by the return date, go to "Update provider record to confirm status"

#### NOTE What if the provider has let you know that they have an application pending?

If the provider has let you know they have an application for renewal pending or the relevant registration authority website states "working under section 30 of the Health Practitioners Competence Assurance Act", then we consider that the provider holds a current APC. Written or online confirmation from the registration board that an application is in progress is required

- Notebook in MFP
- Update the APC expiry to end of following month to recheck status of APC

 Health Practitioners Competence Assurance ACT.pdf

#### NOTE What if the registration authority confirms the APC isn't current?

go to "Remove provider record"

#### NOTE What if the provider will not be continuing to practice?

go to "Remove provider record"

**NOTE What if you are unable to confirm the providers APC status?**

Re-check the relevant authority's online register within two days to determine if the provider's APC is current.

 Registration Authority.docx

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### 3.0 Remove Provider record from MFP

#### Provider Vendor Administrator

- a Ensure you have made every possible attempt to get confirmation from the appropriate registration authority before removing the APC status in MFP.
- b Open the providers record in Medical Fees Processing (MFP).
- c Set the provider's status to 'Removed' and select the appropriate reason

**NOTE How do I determine the appropriate reason?**

If the registration authority confirms the provider:

-does not hold a current Annual Practising Certificate (APC) select 'No current annual practice cert'

-is overseas select either:  
-Going overseas for 3-6 months'  
-Going overseas permanently'

-is not currently practising and does not have an APC select 'Not practising'

-has been struck off select 'Struck off register'

-is retired select 'Retired'

-is deceased select 'Deceased'

- d Update the MFP 'Risk management' tab and:
  - note 'zero' treatments from the date of the expiry of the current APC- leave the 'End date' blank
  - remove the electronic transaction indicator.
- e Remove the 'Annual Practice Cert' indicator tick in the 'Provider management' screen
- f Save and close the provider record.

**NOTE What if there is a prompt to update the linked vendor record?**

Click 'Yes' and remove the vendor record with reason "No longer dealing with this vendor"

**NOTE What if the provider is a 'Named Provider' on a current contract?**

Email the provider's name and contract number to Health Procurement and let them know the record has been removed because the provider has no APC.

- g Update the 'APC expired to' spreadsheet to record that you've sent the 'Annual Practising Certificate removed' letter to the provider.  
This process ends.

**NOTE How do I determine the action required?**

To determine the action required, review the APC indicator in MFP. If the APC indicator in MFP is:

- ticked and the 'Provider valid to' date reflects the future APC extension date, this process ends.

- ticked and the 'Provider valid to' date is the past expiry date, go to step b.

-not ticked and the 'Provider valid to' date reflects the future APC extension date, tick the APC indicator and save the change. This process ends.

d) not ticked and the 'Provider valid to' date is the past expiry date, tick the APC indicator then go to step b.

- b In MFP check for multiple records to ensure you are updating the correct one.
- c Update the 'Provider valid to' date in the 'General' tab of the 'Provider management' screen.
- d Add an MFP 'Notebook' entry showing the provider has a current APC confirmed online or in writing from the relevant registration authority.
- e Save and close the provider record. If prompted to view the linked vendor record, click No if there's been no change to details. This process ends.

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### 3.1 Update provider record to confirm status

#### Provider Vendor Administrator

- a Open the provider record in Medical Fees Processing (MFP) and determine the action required.