



Summary

Objective

To cover requests for Artificial Limb Services to provide clients who have lost a limb with an artificial limb or prosthetic appliance to meet their individual needs and restore their independence to the maximum extent practicable.

The key aims of the service are to:

- support and guide clients through their recovery
- provide an artificial limb that meets their injury related needs
- regular reviews and repairs as needed
- identify community supports and services to aid rehabilitation.

This process covers new limb requests via the ACC115 form and not repairs.

Background

The Artificial Limb Service is for clients who have had limbs or fingers amputated as a result of an injury.

The New Zealand Artificial Limb Service (NZALS) is the sole contracted supplier of prosthetics to ACC.

NZALS source limb components from local and international suppliers, fabricate limbs, fit them to clients and provide support and training in how to use the limb.

Referrals for Primary Limbs must be made by a Medical Specialist.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Receive and review artificial limb service assessment

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Receive the ACC115 Artificial Limb Service Assessment Report, including the attached quotes for the limb and, if relevant, the Complexity Framework Tool results.

NOTE What is the Complexity Framework Tool?

The Complexity Framework Tool is used to determine assessment complexity and must be completed if the supplier is requesting a complex top-up. It allows for appropriate funding to be allocated to the client's rehabilitation.

- It must be completed at the same time as the Primary Limb Assessment by the Supplier
- It must be completed and returned to ACC together with the Limb Assessment
- The clients' score must be at least 12 out of a possible 36, in order for the assessment to be paid as complex
- If you are satisfied that the assessment is confirmed as complex, add 1 x unit of ALPL1C (complex top-up) to the purchase order

NOTE What if you have received an ACC114 Artificial Limb Rehabilitation report?

The ACC114 Artificial Limb Rehabilitation report is a detailed plan which should outline ongoing support that will be provided to the client beyond the primary limb assessment. This should be developed in consultation with the client and ACC before the primary limb fitting takes place.

The ACC114 should be received within 10 working days of the Limb Centre receiving ACC's approval of the ACC115.

If you are satisfied with the rehabilitation plan outlined on the ACC114, email the limb centre to confirm this and update the client's life area (social) in the Recovery Plan as required.

- b** Perform privacy and relevancy checks on the report.
- NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- c** Refer to the documents and links below to get familiar with the artificial limbs services.
- Artificial Limb Services Service Page
 - Limb Centres Service Page
 - Primary Limbs Service Page
 - Support Services Service Page
 - Goals of the Artificial Limb Service
 - When to provide an aid or appliance - Policy
 - Cover criteria for dentures and prostheses Policy
 - ALS Operational Guidelines FINAL.pdf
 - Artificial Limbs Service Schedule
- d** Confirm the client's eligibility for the supports recommended.

NOTE What are the eligibility criteria for artificial limbs?

ACC will pay the full cost of providing a prosthetic for clients who meet all of the following criteria:

- the prosthetic is required as a result of an injury
- the claim has been accepted for cover
- the client has been assessed as needing the prosthetic by the NZALS Limb Centre Clinical Team
- the prosthetic is necessary, appropriate, and of the required quality to help the client regain their independence.

ACC can provide silicone prosthetic fingers for clients who have lost fingers as a result of an injury.

NOTE What do you need to consider when the entitlement request is received and deemed cover exists?

Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

- Deemed Cover and Entitlements Policy
- Identify Claims for Rapidly Deteriorating Clients

- e Review the ACC115, including attachments eg quotes from the provider and any supporting clinical notes ie GP, Physio or specialist notes.

NOTE What should you consider when reviewing the assessment?

The client's lifestyle needs to be considered when deciding whether to fund an artificial limb or prosthetic finger. A person with an active lifestyle will need a more durable limb. Similarly, prosthetic fingers may not be suitable for all clients and funding decisions should consider the client's lifestyle and occupation. An artificial limb may not be appropriate for some clients, in which case alternative assessments or aids and appliances such as seating and wheelchair solutions may be required.

ACC may consider purchasing a limb for the purpose of sporting or recreational activities, where a request has been made for a recreational limb.

NOTE What if you receive a request for a Replacement Limb?

The request should be received via a Replacement Limb Assessment Report supplied by the Supplier. This is used to make a funding decision.

Refer to the Replacement Limbs Service Page for more information on need for limb replacement.

 Replacement Limbs Service Page

- f Approve or decline the request.

NOTE What if you need guidance to make a decision?

Talk to your Team Leader first, then refer to the Recovery Support Decision Tree to help decide on next steps.

 Recovery Support Decision Tree

NOTE What if you decline the request?

- Advise the provider via email
- Contact the client and then issue the TMT999 Treatment decline decision - PO - client decision letter along with the ACC255 Kōrero Mai - Working Together factsheet.
- This process ends

 TMT999 Treatment decline decision - PO - client

 ACC255 Kōrero mai - Working together

2.0 Contact client to discuss the assessment

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Confirm you are speaking with the right person by asking ACC's identity check questions.

 Identity Check Policy

- b Explain the support and advise them of the decision to fund the support. Explain their rights and responsibilities.

NOTE What do you have to do to document your decision?

To document your decision, refer to the process below.

 **PROCESS** Issue Recovery Decision

- c In Salesforce, add a contact to record the conversation with the client.

- d Add the approved artificial limb details in the life area (social) of the Recovery Plan.

NOTE How do you update the Recovery Plan?

Go to the Create or Update Recovery Plan process.

 **PROCESS** Create or Update Recovery Plan

3.0 Request support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a In Eos, at Recovery Plan sub case level, 'Add Activity' and select 'NGCM Admin Request' task.

NOTE How do you refer a task to Recovery Administration?

Please see the 'Referring Tasks to Recovery Administration - Principles' document link below for further information and guidance.

 Referring Tasks to Recovery Administration - Principles

- b Enter task details and attach the ACC115 assessment.

NOTE What should you include in the task details?

Note in the task whether the request is for a Primary, Secondary, Replacement or recreational limb. If any unusual circumstances apply provide the appropriate codes.

NOTE What if your client has a Care Indicator?

You need to clearly outline this in the e-form.

Refer to the 'Disclosure of care indicator information to third parties' policy below for more information on how information is disclosed.

 Disclosure of Care Indicator Information to Third Parties Policy

NOTE What if the request is urgent and needs to be completed that day?

- Call Recovery Administration
- Give the Recovery Administrator who answers the call the claim number
- The Recovery Administrator will open the claim in Eos and find the task on the claim
- Transfer the task into the Recovery Administrator's name. This will move it to their personal Eos queue and stop it from being reallocated by Salesforce.

4.0 Review task

Recovery Administrator

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

- b Review the task to ensure it has all the information you need to proceed.

NOTE What if you don't have all the information you need?

If required information is missing from the task, or you need guidance on working within the Administration Team, refer to the document below.

 Principles of Working in the Administration Team

5.0 Create and approve purchase order Recovery Administrator

- a** In Eos, generate a purchase order using the entitlement type "Artificial Limbs/Prosthetic Services - Social"

Load each line from the ACC115 form into the purchase order

Refer to the purchase order documents below for more information.

 Creating purchase orders using general + QE

NOTE What purchase order fields need to be completed?

Rehabilitation Action: Social Rehab
Intervention: Artificial Limbs/Prosthetic Services - Social
Purchase Method: Contracted
Start date: Assessment date on the ACC115 for a one quarter timeframe
Approved codes: Initial package line plus Technical service lines
Total:

NOTE What are the service codes?

ALPL1 - Primary Amputee Package - No Rehabilitation
ALPL1S - Primary Amputee Rehabilitation Package - Standard
ALPL1C - Artificial Limbs: Primary Amputee Rehabilitation Package - Complex top-up
ALPL2A - Artificial Limbs: Primary Limb Cost - Components
ALPL2B - Artificial Limbs: Primary Limb Cost - fabrication and fitting
ALPL4 - Artificial Limbs: Primary Limb - Psychologist

NOTE What happens if a service has been invoiced already?

You will be able to add a new line but will be unable to remove the invoiced line

NOTE What if the request is to update an existing purchase order?

- In Eos, click on "Search for a claim"
- Search for the existing purchase order
- Select the "Purchase Order / ACC32 Number" tab and paste the purchase order number into the purchase order number box
- Select "Open"
- Edit the purchase order according to the task by selecting "Edit All" or if you are adding new codes Select "Add" to add a new line
- Change the amount (if required)
- Amend the date

The extension date is taken from the day after the extension finishes unless stated in the task.

- b** Approve the Purchase Order.

NOTE What if you do not have the delegation to approve the Purchase Order?

Save the Purchase Order, create a request authorisation task and fill out the e-form.

Refer to the System Steps link below for further information.

 Delegations Framework

NOTE If the request is over \$25,000 (excl GST)?

Approval should be sought from Clinical Services via the Seek Internal Guidance process.

 **PROCESS** Seek Internal Guidance

 Request Authorisation for a Purchase Order - System Steps

NOTE What if you get a limited payment error message when authorising the amended Purchase Order?

If you have received a request to amend a Purchase Order or create a Purchase Order for client reimbursements, then you will need to change the limited payment indicator.

- 1) In Eos, go to the 'Validations' tab, select 'Edit' and update the Limited Payment List Indicator to 'No'.
- 2) Select 'Ok'.
- 3) Go back to the Purchase Order to authorise.

Once you have authorised the Purchase Order and notified the vendor, please remember to change the Limited Payment List Indicator to "Yes".

If you have received a request to set up or extend, taxis, equipment, home help or a referral for vocational or social supports, contact the Recovery team member advising they will need to re-open the claim so you can complete the request.

 Service Contracts and Contracted Providers - MFP spreadsheet

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

- c** Create approval letters and documents.

NOTE What letters and documents do you need to create?

ART01 - Approve Artificial Limb - Claimant
ACC255 Working Together
FSREB12 - Artificial - Supporting your independence
ART01 - Approve Artificial Limb - Vendor

6.0 Notify provider and client Recovery Administrator

- a** Perform privacy checks ensure that the documents are accurate, do not contain any third-party information and do not contain any other information that needs to be withheld.

 Privacy Check Before Disclosing Information Policy

NOTE What do you need to check?

For details on what checks you need to complete before sending documents out, refer to the link below:

 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

- b** Check the client's preferred communication channel (email or post) under the party record.

 Email and Instant Messaging Policy

NOTE Is this a sensitive claim, if so confirm if the client has a safe contact?

Refer to the system steps below.

 View a safe contact (Eos Online Help)

c Confirm support with the client via email or post.

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

NOTE What should be sent to the client?

If support is approved:

Send email to the client using Send Letter on
Behalf Email template:

Kia ora xxx,

As per your request for ACC to fund xxx, please
find attached;

- ART01 - Approve artificial limb - client
- ACC255 Working Together
- FSREB12 - Artificial Limbs - supporting your
independence

If you have any queries, please do not hesitate
to email xxx or call xxx

Kind regards

xxx

Letters and factsheets to attach:

- ART01 - Approve artificial limb - client
- ACC255 Working Together
- FSREB12 - Artificial Limbs - supporting your
independence

d Confirm support with the provider via email or letter.

NOTE What template do you use?

Refer to the system steps below.

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

NOTE What should be sent to the Provider?

If support is approved:

Send email to the Providing Limb Centre as per
the ACC115.

Email format template:

Good xxx

We have approved your ACC115 request as fol-
lows:

Name:

Date of Birth:

ACC claim number:

Job number:

Service codes approved:

Purchase order number:

Kind regards,

xxx

Letters and factsheets to send:

- ART01 - Approval for artificial limb - Vendor

 **PROCESS**

Create or Update Recovery Plan

Recovery Assistant, Recovery Coor-
dinator, Recovery Partner
