Set Up Concussion Service v29.0

Triggers & Inputs

Recovery Assistant / Recovery Coordinator / Recovery Partner

1.0 Determine eligibility for Concussion Service

2.0 Request referral

5.0 Review report

Linked Process Create or Update Recovery Plan

Recovery Administrator

3.0 Review task

4.0 Create purchase order

6.0 Edit or extend purchase order

Linked Process Set up Proof of Concept Concussion Service

Recovery Administrator / Recovery Assistant / Recovery Coordinator / Recovery Partner

Proactively Released

ACC > Claims Management > Manage Claims > Manage Social Interventions / Supports > Set Up Concussion Service
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Summary

Objective
To refer a client for concussion service who has sustained a brain injury, or is suspected of having a brain injury, that needs investigation.

Background
The Concussion Service is a clinical assessment and rehabilitation service for clients with mild to moderate traumatic brain injury (TBI). The service is delivered by an interdisciplinary team of professionals specialised in the diagnosis and rehabilitation of TBI.

The service aims to prevent long-term consequences, such as concussion, by identifying clients at risk and delivering effective assessments, education, triage and rehabilitation.

The Concussion Service is a flexible service and can be adapted to client needs.

The Concussion Service deals with:

• moderate traumatic brain injury (TBI)
• mild traumatic brain injury (MTBI)

The purpose of the service is to:

• Support clients' recovery and prompt return to everyday life, including work or school.
• Reduce the long-term consequences, such as persistent concussion symptoms, by identifying clients likely to develop long-term consequences and provide them with effective interventions and education.
• Provide assessments and treatments to help clients achieve long-term recovery, so they no longer require services.

The Concussion Service must be delivered within six months - and ideally, should be completed within four months.

Owner	Name Withheld
Expert	Name Withheld

Procedure

1.0 Determine eligibility for Concussion Service
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review the Concussion Service referral.

NOTE **What if you are a Recovery Team member (RTM) and think the client could benefit from this service?**
Continue with this process. If you determine the client is eligible, generate an ACC883 and populate with the information you have available.

NOTE **What if the treating provider has not referred the client by completing an ACC883?**
If the treating provider has sent a letter accompanied by clinical notes outlining presenting symptons, pre-injury health status and other potential rehabilitation impact, this can be accepted as a referral. If not, contact the treating provider and request this additional information, otherwise a completed ACC883 is required.

NOTE **What if a Concussion Pilot Notification Form has been received?**
The client is being managed under the Secondary Care Proof of Concept Pathway. Go to 'Proof of Concept Concussion Service' Process.
📄 **PROCESS** Set up Proof of Concept Concussion Service

NOTE **How long do we have to do the referral?**
A referral decision must be within two business days of receiving a completed referral form.

b In Salesforce, go to the claim and open Claim On A Page.

c Review the claim to understand the client's current circumstances.

d Ensure the client meets the cover criteria for concussion services

NOTE **What is the criteria?**
• Has been diagnosed by a Medical Practitioner (or be suspected by a Medical Practitioner) as having:
- Mild traumatic brain injury; or
- Moderate traumatic brain injury; or
- Persisting concussion symptoms; or
• It has been determined by ACC case review the client is likely to have a mild or moderate traumatic brain injury; and
• Was injured within the last 12 months; and
• Has an accepted claim with ACC; and
• Have continued signs and symptoms of brain injury that require investigation and treatment

NOTE **What if the client doesn't meet the eligibility criteria?**
Contact the client and advise they are not eligible for this service and issue the TBI02 Concussion Services decline - claimant letter to the client.

Contact the treating provider if they sent the referral and advise the client is not eligible for this service.

Record these conversations as contacts on the claim. This process ends.

📄 Concussion Service Assessments Service Page

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2.0 Request referral
Recovery Assistant, Recovery Coordinator, Recovery Partner

a In EOS, check if the ACC883 and updated medical notes are on file.

NOTE **What If the ACC883 is missing?**
The Recovery Team Members will need to generate the ACC883 in EOS and fill it in with as many claim details as possible. The ACC883 will then need to be included as part of the relevant document group prior to the referral task being sent to Recovery Admin to process. Make sure the ACC883- Vendor option is used.

The recovery team member can accept a letter from the GP, but an ACC883 will need to be completed by the recovery team member.

NOTE **What if you receive a ACC7988 -Concussion Service Direct Referral?**
The ACC7988 is a direct referral to concussion service form for Te Whatu Ora (Health NZ) District Hospitals to use. Nothing needs to be done admin will receive the referral and process the PO.

NOTE **What if a provider does not accept the ACC7988 Concussion Service Direct Referral from the hospital?**
The RTM would create a new concussion referral as per the normal process.

NOTE **What if there is medical information missing?**
Go to Request Clinical Records. Once received, return to this process.

📄 **PROCESS** Request Clinical Records

NOTE **What if the referral has been sent directly to the provider by Middlemore hospital?**
The client is under the TBI Pathways pilot programme which removes the need for prior approval for concussion services.

b Check if there are documents on other claims relevant to the referral.

NOTE **What if there are documents on other claims?**
Create a copy and transfer to the other claim:

• Create a bulk print of documents on the other claim and complete mandatory fields and description
• Open PDF document from email link
• File the PDF away to the claim you are creating the referral on
• Repeat these steps if there are documents on other claims

Provide a short and descriptive title to the document properties in the PDF and state the claim number the information came from eg. Medical records and reports from claim: 100XXXXXXXX

Do not create a bulk print on one claim and move it to a different claim as it will not appear in any file copy requested by the client.

c Perform privacy checks on the documents.

📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

📄 Privacy Check Before Disclosing Information Policy

NOTE **What if you find information that needs to be redacted?**
Send an email to Recovery Administration (recoveryadmin@acc.co.nz) and include the document to be redacted plus your redaction instructions. Once returned, add to the document group.

d In Eos, create a document group titled 'Concussion Services' and add the documents to the group.

NOTE **What if ACC initiated the referral?**
Add the ACC883 located in the documents tab to the document group.

📄 Manage document groups

e In Eos, generate a Treatment Assessment referral task for Concussion Services.

📄 Creating Manage Referral Tasks - System Steps

📄 Referring Tasks to Recovery Administration - Principles

NOTE **What if no purchase order for concussion services exists?**
Confirm that the client is under the Middlemore hospital TBI pathways pilot programme. Use an NGCM Admin Request task to request a purchase order to be generated for the relevant provider with all of the requested codes. Follow the process to refer for any other services recommended in the report.

f Provide the relevant information in the task

NOTE **What information do you need to include in the task/e-form?**
Refer to the 'Manage Referral Task Templates document'

📄 Manage Referral Task Templates

📄 Disclosure of Care Indicator Information to Third Parties Policy

📄 Service Contracts and Contracted Providers - MFP spreadsheet

g Add Concussion Agreed intervention onto Salesforce. Refer to Update Recovery Plan.

NOTE **What if you are unsure how to add a concussion agreed intervention?**
Refer to Create or Update Recovery Plan and then link the process to Create or Update Recovery Plan under this.

📄 Create or Update Recovery Plan

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3.0 Review task
Recovery Administrator

a Review the tasks to ensure it has the required information to complete the referral form

NOTE **What if this is a NGCM - Admin Request task?**
Go to Activity 6.0 Edit or extend the purchase order.

b Check the task has the geographic location and reason for referral

NOTE **What if the referral is for a child?**
Go to the Concussion Service Providers link and choose a provider who offers child and youth service.

📄 Concussion Service Providers

NOTE **What if the request is an NGCM - Admin request task to generate a purchase order?**
The client is under the TBI Pathways pilot programme, which removes the need for prior approval for concussion services. Generate the PO as per step 4.0 and notify the relevant provider by email. No referral document is required.

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 link below

📄 Principles of Working in the Administration Team

NOTE **What if you receive an NGCM - Admin Request task for a re-referral if a Provider cannot accept a referral?**
If the provider was chosen by the RTM in the original referral, go back to the RTM to advise of the decline. If the provider was chosen by admin then you need to choose an alternate provider

4.0 Create purchase order
Recovery Administrator

a In Eos, create a Purchase Order using referral type Concussion Services.

- 📄 Creating purchase orders using general + QE
- 📄 NG GUIDELINES Purchase Order Details - Concussion Services

NOTE **What if this is a re-referral?**
Locate the original Purchase Order and continue with this process.

NOTE **What if you are sending the referral to Habit or ABI?**
These providers are participating in the Secondary Care Proof of Concept. Do not set up an initial purchase order. Instead:

In EOS, generate email template 'Purchase Order Approval/Extension Email' and amend email content to the following:

We have approved Concussion Services for:

Client Name:
Service: Concussion POC Pathway
Client mobile:

b Identify and select a contracted provider in the client's geographic area.

NOTE **What if this is a re-referral?**
Update the original Purchase Order with the new Provider and continue with this process.

NOTE **What if a preferred provider has been specified in the task?**
Select the vendor from the Contracted Supplier by Geographic Area Coverage list. Go to task (d).

- 📄 Contracted Suppliers by Geographic Area of Coverage

c Add the selected Provider as a participant on the claim.

- 📄 Manage Participants (Eos Online Help)

d Approve the purchase order.

NOTE **What if the purchase order requires a higher delegation?**
Refer to the system steps below.

- 📄 Request Authorisation for a Purchase Order - System Steps

e Select 'Add documents' and generate the TBI01 – Concussion Service Approve – Vendor letter.

NOTE **What if you have additional information?**
Add the additional information received in the task for the referral

- 📄 Admin Template - TBI01 Concussion service approve - vendor

f Perform privacy checks on the documents.

- 📄 Privacy Check Before Disclosing Information Policy
- 📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- 📄 Send letters from Client Recovery and Claims Assessment

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

h Create and send an email to the Provider using 'Requests and referrals' template.

NOTE **What if there is a document group?**
Open document group and link the provider letter and ACC883 to the group and send email.

NOTE **What if the document is too large to send in a single email?**
Contact the vendor and ask if the referral can be sent by courier. If yes, confirm correct physical address then go to Prepare and Send Client Information by Courier then return to this process. Otherwise, send by email.

- ➦ **PROCESS** Prepare and Send Client Information by Courier

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

i In Salesforce, close the referral task.

NOTE **What if you are advised by a Provider they are unable to accept a referral?**
Go to Activity 5.0a and complete a re-referral.

- 📄 Purchase Order - Handy Hints on how to create and edit POs
- 📄 Service Contracts and Contracted Providers - MFP spreadsheet

5.0 Review report
Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Eos, open the ACC884 Client Summary report.

NOTE **What if the Provider or client advised they failed to attend?**
Go to Manage Non-Compliance process.
- ➦ **PROCESS** Manage Non-Compliance

NOTE **What if we have received a Concussion Pilot Notification Form?**
The client is being managed under the Secondary Care Proof of Concept Pathway. Please go to 'Proof of Concept Concussion Service' Process.
- ➦ **PROCESS** Set up Proof of Concept Concussion Service

b Perform privacy checks on the report.

- 📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- 📄 Privacy Check Before Disclosing Information Policy

c Review the report to identify what recommendations have been made.

NOTE **What if additional components of the service are required?**
Create an ' NGCM- Edit manage referral purchase order' task in EOS.
Ensure that all codes that are added to the costing sheet from the initial concussion report are noted.

NOTE **What if other ACC services outside of this service have been recommended?**
Action the recommendation by following appropriate process in Promapp. If you are unsure about a recommendation, refer to the Recovery Support Decision Tree to determine how to seek internal guidance.

- 📄 Recovery Support Decision Tree

NOTE **What if the Provider has recommended the client have an Optometry Assessment?**
Refer to the Assess and Fund Request for Visual Aids/Therapies in Mild Traumatic Brain Injury.

> **PROCESS** Assess and Fund Requests for Visual Aids/Therapies

d Review Section 6 of the ACC884 to establish what diagnosis has been made by the Provider.

e Check if concussion/brain injury is an accepted diagnosis on the claim.

NOTE **What if it is not an accepted diagnosis on the claim?**
Go to Assess Cover for an Additional Injury or Change in Diagnosis.

> **PROCESS** Assess Cover for an Additional Injury or Change in Diagnosis

f Update concussion intervention. Refer to system steps for updating recovery plan.

📄 Create or Update Recovery Plan

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6.0 Edit or extend purchase order
Recovery Administrator

a In Eos, locate the purchase order.

📄 Create a purchase order

b Update the purchase order.

📄 Create Purchase orders using general + QE

c Approve the Purchase Order.

NOTE **What if the purchase order requires a higher delegation?**
Refer to the system steps below.

📄 Request Authorisation for a Purchase Order - System Steps

d Create and send an email using the 'Purchase Order Approval and Extension' template.

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

e In Salesforce, close the task.

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> **PROCESS** **Create or Update Recovery Plan**
> **Recovery Assistant, Recovery Coordinator, Recovery Partner**

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> **PROCESS** **Set up Proof of Concept Concussion Service**
> **Recovery Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner**

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