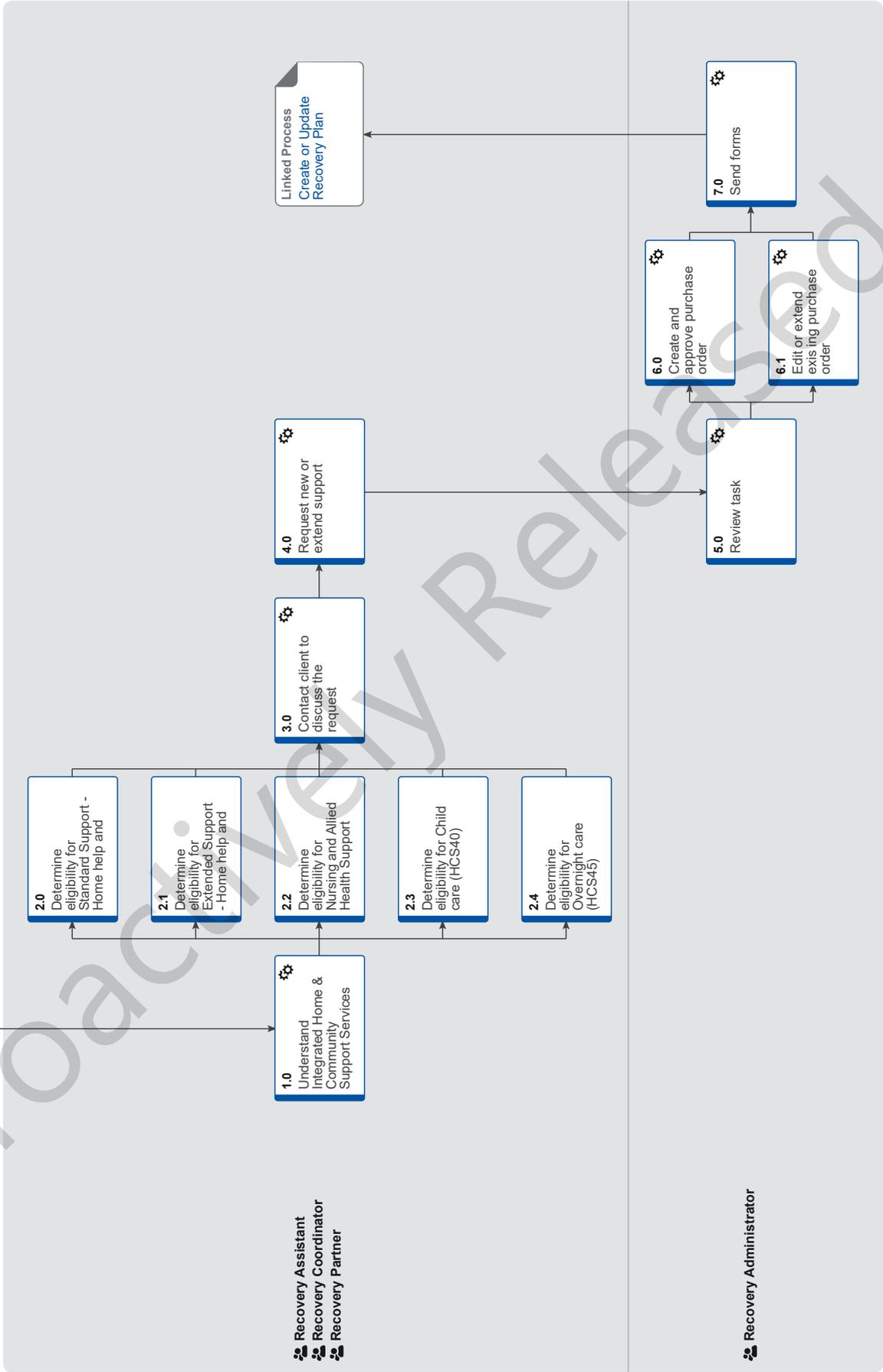


Set Up Integrated Home & Community Support Service - Contracted

v12.0



Triggers & Inputs



Summary

Objective

The purpose of Integrated Home and Community Support Services (IHCS) is to provide high quality, flexible home and community support services to meet the assessed needs of the Client.

Background

IHCS promotes rehabilitation and injury prevention and encourages the Client's autonomy and self-determination. Enables the Client to improve and/or maintain function, activity and participation in their home and community. It is delivered as an integrated service, at the right time, that minimises duplication and disruption to the Client. It adopts a holistic, person-centred approach, working in a culturally responsive partnership with the Client, their whanau/family and other treatment and rehabilitation service providers to ensure an integrated service experience.

Owner

Name Withheld

Expert

Name Withheld

Procedure

1.0 Understand Integrated Home & Community Support Services

Recovery Assistant, Recovery Coordinator, Recovery Partner

- In Salesforce, open Te Kete and review the client's claim history and current circumstances.
- Review the following to understand how IHCS Services would benefit your client.
 - Integrated Home And Community Support (IHCS) Services Service Page
 - IHCS Home Help Service Page
 - IHCS - Casemix Service Page
- Consider whether family members might reasonably be expected to provide home help, attendant care or child care for the client. Refer to Using Natural Supports Policy and links to Supervisory Care within this policy.

NOTE What if you have determined using Natural Supports is appropriate for your client?

Go to Activity 3.0 Contact the client.

Using Natural Supports Policy

NOTE What if the client advises they would like someone they know to complete the cares they require as private home help, private attendant care or private childcare?

Consider if it is appropriate for family members to be funded by ACC to provide support e.g. when one parent is injured it is reasonable to consider whether a child's needs may appropriately met by their other parent who also has parental responsibility for the children etc.

Go to 'Set Up Home & Community Support Services - Non-contracted' process.

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

Using Natural Supports Policy

What is reasonable for family members to provide without payment?

2.0 Determine eligibility for Standard Support - Home help and Attendant Care (HCS20)

Recovery Assistant, Recovery Coordinator, Recovery Partner

- Check if the client meets one or more of the following eligibility criteria for Standard Support:

- requires support with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL);
- lives alone or have no Natural Support to help with everyday living activities
- requires support for a maximum of 12 months and
- level of support required can be provided by a Support worker with a National Certificate in Community Support Services (Foundation Skills)

NOTE What if a request is received and deemed cover exists?

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

Deemed Cover and Entitlements Policy

NOTE What if the eligibility criteria is not met?

Consider alternative support(s). This process ends.

NOTE What if an assessment or discussion with the client has identified a need for Nursing and Allied Health Support and/or Overnight care?

Confirm eligibility for Standard or Extended Support, then proceed to determine eligibility for additional supports as required.

- Refer to the Delegations framework to check who can approve this entitlement at different levels.

Delegations framework - sharepoint

NOTE What if the approval needs a higher delegation to approve?

Refer to the Delegations to find out who can approve the support. If approval is needed from Technical Services, go to Seek Internal Guidance Activity 4.0 Request Written Guidance

PROCESS Seek Internal Guidance

2.1 Determine eligibility for Extended Support - Home help and Attendant Care (HCS30 and HCS31 (complex))

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Check if the client meets one or more of the following eligibility criteria for Extended Support:

- requires support with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL);
- lives alone or have no Natural Support to help with everyday living activities
- requires support for more than 12 months;
- an independent assessor has identified their support needs as complex;
- an independent assessor has Exceptional Medical Support is required;
- an independent assessor has identified Behaviours of Concern.

NOTE What if the eligibility criteria is not met?

Consider alternative support(s). This process ends.

NOTE What if an assessment or discussion with the client has identified a need for Nursing and Allied Health Support and/or Overnight care?

Confirm eligibility for Standard or Extended Support, then proceed to determine eligibility for additional supports as required.

- b** Refer to the Delegations framework to check who can approve this entitlement at different levels

 Delegations framework - sharepoint

NOTE What if the approval needs a higher delegation to approve?

Refer to the Delegations to find out who can approve the support. If approval is needed from Technical Services, go to Seek Internal Guidance Activity 4.0 Request Written Guidance

 **PROCESS** Seek Internal Guidance

2.2 Determine eligibility for Nursing and Allied Health Support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Check if the client meets the eligibility criteria for Nursing and/or Allied Health Support:

NURSING:

- must be eligible for Standard or Extended support to receive Nursing Support services
- must have injury related needs that cannot be reasonably managed by their General Practice (GP) team because the Client:
 - is physically unable or unsafe to attend their GP team;
 - requires service provision outside the opening hours of their GP team;
 - the GP team consider the injury complexity is best managed outside of their services.

ALLIED HEALTH:

- must be eligible for Standard or Extended support to receive Allied Health (Physiotherapy/Occupational Therapy) services
- requires either Occupational Therapy or Physiotherapy to work alongside IHCS support workers to support improved client outcomes;
- is not receiving services under the Training for Independence programme.

NOTE What if the eligibility criteria is not met?

Consider alternative service(s) to help support the client.

2.3 Determine eligibility for Child care (HCS40)

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Check the child meets the definition of a child:

- under age 14 or under age 18 and needing care because of a physical or mental condition (Under the Accident Insurance Act 1998, this was age 21)

- either one or more of the following:

- a natural child of the client
- an adopted child of the client
- a child of the client's spouse, for whom the client acts as a parent
- a child who ordinarily lives with the client, is raised as a child of the client, and for whom the client acts as a parent. (This can include a foster child.)

NOTE What if the child does not meet the definition?

Consider alternative service(s) to help support the client.

NOTE What if the claim is for a child?

This code should not be used for a claim where the child is the claimant. Please consider using an alternative code for any injury related supports.

 Purpose of Childcare Policy

 Whether to provide childcare Policy

- b** Check if the client meets the eligibility criteria for Child-care:

- their injury prevents them from undertaking care activities for their child/children and;
- there are no Family/Whanau or other Natural Supports who can reasonably be expected to provide childcare for the client or;
- the need has been identified via a Support Needs Assessment or Social Rehabilitation Needs Assessment.

NOTE: This service may be purchased either as additional hours alongside Standard or Extended Support, or as a stand-alone service if the Client does not need any other assistance.

For further information refer to the following Child Care Policy and Service Pages.

 IHCS – Childcare Services Service Page

 Purpose of Childcare Policy

NOTE What if the eligibility criteria is not met?

Consider alternative service(s) to help support the client.

- c** Refer to the Delegations framework to check who can approve this entitlement at different levels

 Delegations framework - sharepoint

NOTE What if the approval needs a higher delegation to approve?

Refer to the Delegations to find out who can approve the support. If approval is needed from Technical Services, go to Seek Internal Guidance Activity 3.1 Request Written Guidance

 **PROCESS** Seek Internal Guidance

2.4 Determine eligibility for Overnight care (HCS45)

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Check if the client meets the eligibility criteria for Overnight care:

- all other options have been considered, including but not limited to specialised beds, environmental controls, security alarms and companion car phones
- clear rationale why other strategies are not appropriate has been provided
- a Support Needs Assessment has been completed and identified the need for Overnight care

For further information refer to the following Overnight care Policy.

 Contracted Overnight Care Service Page

NOTE What if the eligibility criteria is not met?

Consider alternative service(s) to help support the client.

b Determine the type overnight care which best meets your client's needs:

• Continual attendant care - is when the client needs direct injury-related assistance throughout the night on a regular and consistent basis. Continual attendant care requires the carer to be fully awake for the entire shift.

• Overnight care - is when a Client needs someone in the house overnight as they have been assessed as unsafe to be left alone, due to the nature of their injury. The Client may also require sporadic care throughout the night.

• Sporadic care - is when a carer needs to briefly help a client with their injury-related needs. Unlike continual attendant care, the carer does not need to remain awake overnight, but they need to get up and help the client when necessary. Sporadic care includes situations where there is a temporary change in the client's condition, eg additional help needed for a urinary tract infection, chest infection or other period of ill-health. A reassessment may be required if the client requires sporadic care on a frequent basis, eg seven days a week over a long-period of time. Alternative options should be explored to improve the client's sleep patterns, eg a continence assessment.

c Refer to the Delegations framework to check who can approve this entitlement at different levels

 Delegations framework - sharepoint

NOTE What if the approval needs a higher delegation to approve?

Refer to the Delegations to find out who can approve the support. If approval is needed from Technical Services, go to Seek Internal Guidance Activity 4.0 Request Written Guidance

 **PROCESS** Seek Internal Guidance

3.0 Contact client to discuss the request

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

 HCS999 Social Rehab decline decision - client

b Explain the support and advise if it is being approved/partially approved/declined, and what their rights and responsibilities are.

If the client wants a non-contracted agency, family caregiver or privately engaged carer refer to - Non-contracted support.

If approved/partially approved, advise the client that the vendor will be in touch to arrange the support.

For guidance on how to discuss the support with your client, refer to the below.

 Client Legislative Rights and Responsibilities Policy

NOTE What does home help include and exclude?

Home help can include:

- grocery shopping for food, cleaning products and similar necessities
- meal preparation and cooking
- cleaning, including kitchen surfaces and dishes
- bathroom and laundry
- vacuuming and mopping floors
- dusting
- bed making
- rubbish disposal.

Home help excludes:

- exterior home maintenance services
- lawn moving
- gardening
- in any hospital, hostel, rest home, hotel, motel or other institution
- interior cleaning where there is no risk to the client's health, safety of hygiene, eg spring cleaning or preparation for interior decorating
- home help for clients currently residing outside of New Zealand.

Refer to the Policy pages above.

NOTE How do you manage participants on a claim?

The Recovery Team Member must ensure all known participants are loaded on the claim and then removed when they are no longer relevant. For information on how to manage participants, refer to Manage Participants (Eos Online Help).

 Manage Participants (Eos Online Help)

c In Salesforce, record the details of the discussion with the client regarding the decision to approve/partially approve/decline the request.

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

To document your decision refer to the process below.

 **PROCESS** Issue Recovery Decision

4.0 Request new or extend support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** In Eos, generate a new or extend "NGCM Entitlement request" task under 'add activity'.

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](#)

NOTE How is the task created for the support?

Refer to the system steps below.

-  [Creating Entitlement Requests Tasks - System Steps](#)

NOTE What do you select from the drop down boxes?

- Home Help
- Attendant Care
- Home Help/Attendant Care

Then select

- new or
- extend

Then select

- contracted.

- b** Complete the relevant fields of the eform.

NOTE What other comments need to be included?

If any unusual circumstances apply, ensure you supply Recovery Admin with the appropriate codes.

If Attendant care is required, remember to advise Recovery Admin if it is Standard Support (HCS20) or Extended Support (HCS30 and HCS31)

If extending the P/O add the Purchase Order number to be extended.

To cover costs associated with the initial set up of services for a claim (including but not limited to, the initial screening and assessment, documentation, arranging staff, administration and coordination of Services) ensure you add a one-off of HCS25 x 1 unit for a quarter for Standard Support, Childcare and Overnight Care and HCS35 x 1 for a quarter for Extended Support.

Ensure you note the selected vendor.

Provide the correct service code. Refer to the Purchase Order guidelines.

The ACC5972 - Referral for home & community support services form is auto completed by Recovery Admin at purchase order creation time. However it also requires manual entry of additional information.

Refer to ACC5972 Admin Template and Principles Referring Tasks to Recovery Administration documents to identify additional information required to complete the form.

-  [NG GUIDELINES Purchase Order Details - Integrated Home & Community Support Services](#)

-  [ACC5972 Admin Template - Integrated Home & Community Support Services referral](#)

-  [Contracted Suppliers by Geographic Area of Coverage](#)

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](#)

- c** Consider the timing of the task. The tasks route to the Recovery Administration team with an SLA of 24 hours.

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

- 1) Call Recovery Administration
- 2) Give the Recovery Administrator who answers the call the claim number
- 3) The Recovery Administrator will open the claim in Eos and find the task on the claim
- 4) 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.

NOTE What if the request is required in the future?

If the request is required in the future, set a reminder task for the future date when the service will be required. When the reminder task comes up complete Request new or extend support process (4.0 step a). Consider the contract timeframes and SLAs as specified in the service page.

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** 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 link below.

-  [Principles of Working in the Administration Team](#)

6.0 Create and approve purchase order

Recovery Administrator

- a** In Eos, generate a purchase order using the entitlement type 'Social Rehabilitation'.

-  [Purchase Order - Handy Hints on how to create and edit POs](#)

-  [Creating purchase orders using general + QE](#)

-  [NG GUIDELINES Purchase Order Details - Integrated Home & Community Support Services](#)

- b** Provide the Set Up Fee for initial purchase order and use 1 unit and set a 3 month date range on the relevant code as per 4.b.

NOTE Set Up Fee's are required for all IHCS purchase orders including stand alone Child Care and Overnight Care.

- c** Locate contracted vendors via the Geographic Location search.
This must be done even if the vendor details are provided in the task.

Once selected add the vendor as a 'Vendor - Contracted' participant in Eos.

-  Service Contracts and Contracted Providers - MFP spreadsheet
-  Contracted Suppliers by Geographic Area of Coverage
-  Manage Participants (Eos Online Help)

- d** If the Purchase Order is to extend the support, then Open the NGCM - Extend Home Help/Attendant Care task using 'do task'.

Review the task.

NOTE How do you update the 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.

- e** Set the extension date from the day after the extension finishes, unless the extension date is stated in the task.

- f** 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.

-  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.

- g** Complete the ACC5972 - Referral for Home and Community Support Services and delete any old information from prior approvals and only include the details of the current approval.

The ACC5972 Referral for Home & Community support services form is populated during PO creation.

This is the referral to the contracted agency and is always provided.

NOTE What does a quality referral look like?

Refer to the 'Admin Template - Referral for home & community support services template.

-  ACC5972 Admin Template - Integrated Home & Community Support Services referral
-  Send letters from Client Recovery and Claims Assessment

- h** Create the forms.

NOTE What documents are required for the contracted provider?

Ensure the appropriate decision letter/factsheets are sent to the relevant parties.

This will provide ACC with the ability to query this information for specific reporting purposes.

If approved:

- ACC5972 - Referral for Home and Community Support Services
- ACC45 - Claim form (not appropriate for sensitive claims, please liaise with your team leader if you are unsure)

-  ACC45 ACC Injury claim.pdf

NOTE What documents are required for the client?

Ensure the appropriate decision letter/factsheets are sent to the relevant parties.

This will provide ACC with the ability to query this information for specific reporting purposes.

If approved:

- HCS01 - Client Decision Letter (sent initially and every subsequent re-approval or extension)
- ACC255 Working Together Factsheet (sent initially and every subsequent re-approval or extension)
- HCSIS03 - All about - Home and Community Support Services Fact Sheet (sent initially) or if approval is being sent via email please include the below link directly to the document on acc.co.nz on the email:
<https://www.acc.co.nz/assets/im-injured/ihcs-is-hcsis03.pdf>
- EQPIS01 - All about using rehabilitation equipment (if required)

All forms are required for contracted care for the client.

-  HCS01 Home and community support services approve (contracted agency) - client
-  EQPIS01 Using rehabilitation equipment – client (Information Sheet)
-  Admin Template - HCS01 Client Approved Home Support Services

-  ACC255 Kōrero mai - Working together
 -  HCSIS03 All about Home and Community Support Services
- i** Check the forms used and ensure they have the correct ACC contact details.
-  Send letters from Client Recovery and Claims Assessment

6.1 Edit or extend existing purchase order

Recovery Administrator

- a** In Eos, locate the purchase order number:
- Click on "Search for a claim"
 - select the "Purchase Order / ACC32 Number" tab
 - paste the purchase order number into the "purchase order number" field
 - select "Open".
- b** Update the purchase order:
- Select "Add" to add a new line
 - select the "Intervention" then 'OK'
 - search for the purchase order code
 - select "Add to List" then 'OK'
 - add the information provided in the task and then 'OK'.
- 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 to the provider using the 'Purchase Order Approved Email - PO' template.

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

NOTE What if you have been advised by a Provider they are unable to accept a referral?

Go to activity 6.0a and complete a re-referral.

- e** Create the document to confirm the extension to both the client and the provider.

NOTE What documents are required for a purchase order extension?

You must send to the client

- HCS01
- ACC255

You must send to the provider

- Extension details via email.

-  HCS01 Home and community support services approve (contracted agency) - client

-  Admin Template - HCS01 Client Approved Home Support Services

-  ACC255 Kōrero mai - Working together

-  Send letters from Client Recovery and Claims Assessment

7.0 Send forms

Recovery Administrator

- a** Ensure you have completed all the documents.
- b** Convert all documents into a non-editable pdf.
- c** 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

-  Send letters from Client Recovery and Claims Assessment

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

Consider the policy below.

-  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)

- e** Confirm support with the client via email or post for a new purchase order.

Create an email using the 'Send Letter On Behalf' template and attach the documents.

Select the most appropriate email address.

NOTE It is common for the applicable email address to be listed under General Purchasing.

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

NOTE What documents do you send to the client?

If approved:

- HCS01
- ACC255
- HCSIS03
- EQPIS01
- Assessment report.

- f** Confirm support with the provider via email for a new purchase order.

Create an email using the template 'request and referrals' and attach the documents.

Select the most appropriate email address.

TIP: It is common for the applicable email address to be listed under General Purchasing.

NOTE What template do you use?

Chose the relevant system steps below.

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

NOTE What documents do you send to the contracted provider?

If approved

- ACC5972
- ACC45 - Claim form (not appropriate for sensitive claims, please liaise with your team leader if you are unsure)
- Assessment report (if relevant)

- g** If you are extending an existing purchase order.

NOTE What documents do you send the client if extending a purchase order?

You must send to the client

- HCS01
- ACC255

NOTE What email template do you use to notify the provider if extending a purchase order?

Select the 'Purchase Order Approval and Extension' template.

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

h In Salesforce, close the assigned referral task.

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

Proactively Released