

Summary

Objective

To ensure recovery team members consistently make accurate decisions on funding requests for interventional pain management.

Background

Interventional procedures are a range of techniques used in the treatment and management of persistent pain. These interventions are often invasive and could include injections into joints, nerves and sometimes the implantation of devices that deliver pain medication or send electrical signals to block pain.

A multidisciplinary pain management programme must be in place before interventional procedures under the pain management service can be considered. There are interventional procedure management coordination and follow up codes that can be used by the supplier to ensure that the clinician performing the procedure becomes part of the interdisciplinary team (IDT).

The following terms are used to describe the purpose of Interventional procedures:

- diagnostic
- early intervention
- persistent pain.

This process relates solely to interventional procedures for persistent pain under the the pain management service. All other interventional procedures should be considered under Clinical Services or High Tech Imaging contracts.

Select interventional pain procedures may be delivered as part of a Client's Care Plan where the Interdisciplinary Team determines that they are necessary and clinically appropriate. ACC prior approval is required and will be sought via an ARTP.

Owner

[Name withheld]

Expert

Procedure

PROCESS **Set Up Pain Management Triage Assessment**
Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Set Up Pain Management Service Support**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Determine eligibility for Interventional Pain Management (IPM)

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Receive notification that an Interventional pain management Assessment Report and Treatment Plan (ARTP) has been attached to the claim.

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

NOTE **What if the ARTP has been sent to the Elective Services Unit?**

Send a task to the appropriate recovery team member advising them an ARTP has been received.

NOTE **What if the provider has emailed the request to you directly?**

Perform Privacy and Relevancy checks on the ARTP. For details on what checks you need to complete before filing documents away, refer to NG SUPPORTING INFORMATION Inbound and Outbound Document Checks. File away the ARTP to Eos. When Filing Away, include a description for the document.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

NOTE **What if you find information that needs to be redacted?**

Send an email to Recovery Administration (recoveryadmin@acc.co.nz) or (recoveryadmin1@acc.co.nz for complex mental injury) and include the document to be redacted plus your redaction instructions.

- b** Check to ensure client is engaged in community or tertiary pain management before proceeding.

NOTE **What if the client is not currently engaged in a pain management stage two or tertiary service?**

Decline the request under interventional pain management and request that the provider re-submits their request under the appropriate service.

Clinical Services Assessments and Procedures Service Page


- c** Review the ARTP for relevant information.

NOTE What should you be reviewing for?

- Details of diagnostic tests undertaken.
- The impact of the personal injury on the client's ability to work.
- Any pre-existing conditions unrelated to, but having an impact on, the personal injury.
- The recommended treatment.
- Expected outcomes.

Refer to Operational Guidelines for guidance.

 Pain Management Services - Operational Guidelines

 Interventional Procedures in the Pain Contract Service Page

NOTE What if the requested intervention is to be declined?

Generate the TMT999 Treatment Decline letter, modify as needed and send to the client as per their communication preference.

Advise the provider of your decision.

NOTE What if information is missing?

Contact the specialist to request the missing information.

NOTE What if the request is for neuromodulation, intrathecal pump, spinal cord stimulator assessment or implantation?

Patient selection for these interventions must be determined by an interdisciplinary assessment to ensure that selected patients meet all criteria for spinal cord stimulator implantation. Approval for spinal cord stimulation is considered in two phases:

- Interdisciplinary Assessment
- Implantation Phase

If the Interdisciplinary Summary reports returns recommending proceeding to implantation, the provider will submit a Surgical Non-core ARTP including estimated costs.

Neuromodulation and Spinal Cord Stimulators (SCS) require written Principal Clinical Advice.

Written Guidance tasks for Neuromodulation or SCS need to be sent to the Medical Advisor Queue and clearly marked as "SCS" or "Neuromodulation"

 **PROCESS** Seek Internal Guidance

NOTE What if the request is for Intravenous infusion of Pamidronate?

A maximum of three Intravenous infusion of Pamidronate procedures can be completed without prior approval from ACC if all of the following criteria are met:

- The client has cover for Complex regional pain syndrome type 1 (CRPS-1) diagnosed according to the Budapest criteria; and,
- The procedure is within 12 months of the onset of the condition; and,
- Infusion is delivered by or under direction of a vocationally registered specialist pain medicine specialist; and,
- The administering clinician works according to the procedures in the pain medicine clinical care standard IP (PM) 2020; and,
- Contraindications and relative contraindications have been considered; and,
- The infusion is provided as part of an interdisciplinary team (IDT) pain management service


A Pre-Pamidronate dental fitness check is required as part of this process. This dental fitness check must be completed under dental regulations

 **PROCESS** What We Can Pay for Dental Treatment Policy

- d** Refer to the delegations framework to check who can approve the requested interventions.

 Delegations Framework

- e** Seek internal guidance to confirm that the requested intervention is appropriate to treat the covered condition and whether cover should be investigated further.

 **PROCESS** **Seek Internal Guidance**
Recovery Assistant, Recovery Coordinator, Recovery Partner

2.0 Contact client to discuss the Interventional Pain Management 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

- b** Check that the client has provided consent to collect and share information.

NOTE What if the client has not provided consent?

If the client has not provided consent, go to the process below.

 **PROCESS** Obtain Client Authority to Collect Information

- c Explain to the client that a request for IPM has been received from their pain specialist and provide them with a reminder of their rights and responsibilities.
- d Request that they advise ACC of the intervention date once scheduled.
- e In Salesforce, record the conversation as a contact on the claim.

3.0 Request service referral

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Ensure Pain Management Service Agreed Intervention is on the recovery plan.
- b In Salesforce, update life area to show that intervention has been approved.
- c In Eos, at Recovery Plan level, Add Activity, select Choose Activity and create "NGCM - Admin Request" Task.

NOTE What information do you need to include in the referral task?



- Procedure and coordination codes (With procedure dollar value)
- Date range (at least twelve months)
- Vendor and code

This information should be found on the Assessment report and treatment plan (ARTP).

NOTE What if your client has a Care indicator?

You need to clearly outline this in the e-form

Refer to Disclosure of Care indicator information to Third Parties Policy for more information on how information is disclosed

-  Disclosure of Care Indicator Information to Third Parties Policy
-  Interventional Procedures in the Pain Contract Service Page

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 information is required?

- Procedure and coordination codes (With procedure dollar value)
- Date range (Should be twelve months)
- Vendor & code.

NOTE What if there is information missing?

Go to the 'Task clarification' section in the NG PRINCIPLES Working in the Administration Team for instructions.

-  Principles of Working in the Administration Team

5.0 Create and approve purchase order

Recovery Administrator

- a In Eos, generate a Purchase Order for the service referral using the guideline below.

-  Creating purchase orders using general + QE




- b Locate contracted vendor from the admin request.

- c Approve the Purchase Order.

NOTE What if the Purchase Order requires a higher delegation?

Save the Purchase Order. Create and send a Request Authorisation task to a Recovery Leader for a Purchase Order approval.

Refer to the link below.

-  Request Authorisation for a Purchase Order - System Steps
-  Purchase Order - Handy Hints on how to create and edit POs
-  Service Contracts and Contracted Providers - MFP spreadsheet

6.0 Create and send referral documents

Recovery Administrator

- a Perform privacy checks using Inbound and Outbound Document Checks guidance.

-  NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

- b Create and send an email to the Provider attaching the TMT13 Approve Treatment letter.

c Create and send an email to the client attaching the TMT12 Approve Treatment letter and the ACC255 Kōrero Mai - Working together.

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

d In Salesforce, close the assigned referral task.

Proactively released