



Summary

Objective

To pay for a delivery of a meal service or online groceries if our client can't prepare their main meal or travel to the supermarket when the reason is due to their injury.

Online grocery shopping may be a cost effective option compared to a meal service.

We can pay the client or their non-contracted carer directly as a continuous payment.

Background

In most cases, supports are set up as a result of an assessment.

This can be either a short term assessment or if the client still needs assistance with meals after six weeks, it will be a Social Rehabilitation Assessment.

However, a request for social support may be received directly from the client using MyACC, via email, or a phone call.

The District Health Board (DHB) will assess the client's post-discharge needs, and then may refer them to their chosen SIP supplier by sending the supplier an ACC705 and informing the ACC Recovery Team Member.

Owner Name Withheld

Expert Name Withheld

Procedure

1.0 Receive request for social support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Review the request. If the request comes through MyACC you can refer to the information below for further guidance

Supporting Information MyACC Tasks

- b** Consider the following information below to better understand the support.

Delivered Meal Services And Online Grocery Shopping Service Page

Non-contracted Home and Community Support Services (HCSS) Service Page

2.0 Determine social support required

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Confirm the client's eligibility.

NOTE What are the eligibility criteria?

- Client can't make their main meal because of injury.
- Client lives alone or in a situation where they are responsible for preparing their own meals.
- The client is able to prepare their own meals but cannot access a supermarket without additional support, such as ACC funded transport or through Home and Community Support Services.
- Other family or household members are not able to provide meal preparation or shopping assistance for the client, including delivering ready-made meals to the client. For more information, refer to Using natural supports.
- A delivered meal service or online grocery shopping has been assessed as being suitable to meet the client's injury-related needs, eg the client is able to heat up, carry and eat the meal safely without the need for assistance.
- A delivered meal service or online grocery shopping is a cost-effective option compared to meal preparation and/or shopping assistance provided by a home and community support services provider.

Reimbursement for the delivery fee for online grocery shopping is not appropriate if the client:

- can safely access a supermarket
- has natural supports available and was not responsible for grocery shopping prior to their injury
- cannot safely prepare their meal ie elderly or clients without natural support. Short term (6 weeks) Meals on Wheels can be approved on a case by case basis depending on the client's needs and circumstances e.g for evening meal and a carer might do a bit of breakfast and make a sandwich under IHCS. If clients require an extension after 6 weeks then a referral for a SRNA can be sent to assess the needs.

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

- b** Review the different types of meal delivery.

NOTE What are the different types of meal delivery and payment options?

- Non-contracted vendor
- On-line ordering.

NOTE What service items can we set up to pay the client or their non-contracted carer as a continuous payment?

If the client requires Meal delivery support for more than two weeks, then the following items can be set up:

- HBRN23 - Meals on Wheels
- HBRN24 - Grocery Delivery Costs for Online Grocery Orders

- c** Consider what support is available. If the support request indicates that an external assessment is required, go to Manage Social Interventions / Supports

Manage Social Interventions / Supports

- d** Approve or decline the request. Refer to the 'NG Principles Decision Making'.

 NG Principles Decision Making

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

- b** Explain the support and advise what their rights and responsibilities are.

 Client Legislative Rights and Responsibilities Policy

- c** Advise if the support is being approved/partially approved or declined.

NOTE What if the support is being declined?

Send client:

- HCS999 - Social Rehab decline decision - client

- ACC255 Kōrero mai Working together

This process ends.

 ACC255 Kōrero mai - Working together

NOTE What other support information should be discussed?

- A delivered meal service or reimbursement for online grocery shopping is for the first six weeks after the client's injury. If it is needed beyond six weeks, a Social Rehabilitation assessment will be needed.

- If the support is for reimbursement for online grocery shopping, advise ACC will only pay for the delivery fee. Encourage your client to organise weekly deliveries. Refer to Manage Client Reimbursement process for more information.

- If the support is for delivered meals, ACC will pay the provider directly

- If the client prefers a family member to make meals, they can be either set up as a provider and paid directly or payment can be made directly to the client as a continuous payment, who then in turn pays the family member. Refer to Set Up Home & Community Support Services - Non-contracted.

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

- d** Confirm if the client has a preferred vendor and check that the vendor selected has an active ACC vendor ID.

NOTE What if the client does not have a preferred vendor?

The Recovery Team Member will need to search for a vendor in the client's local area.

NOTE How do you find an ACC vendor ID?

You may need to search via Google to find possible vendors in the client's geographical area and check that they have a vendor ID with ACC.

- e** Contact the vendor to determine if they have capacity to accept the referral before generating the requesting the service.

NOTE What if the vendor does not have capacity to accept the referral?

Locate another vendor with capacity.

- f** Add the vendor as a participant on the claim.

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)

- g** 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 extension of support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** In Eos, at Recovery Plan level, select [Add Activity].

NOTE What do you need to know when creating an entitlement task?

Refer to the system steps below.

 Creating Entitlement Requests Tasks - System Steps

NOTE What if the request is to extend the support?

Select the activity NGCM - Extend Meal Delivery task and include the necessary information.

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** Complete the relevant fields on the eform and attach any required documents.

NOTE What information do you include in the eform?

- Number of weeks of support
- Vendor code including non-contracted vendor
- Meal selection ie Breakfast/Lunch/Dinner
- Dietary requirements
- Associated Risks ie Care Indicator details, refer to Disclosure of Care Indicator Information to Third Parties Policy on how information is disclosed.
- Other comments ie hearing impaired.

 Disclosure of Care Indicator Information to Third Parties Policy

NOTE How many meal deliveries can you approve for the client?

The number of meals required per day will be determined based on the client's injury. A main meal is considered as lunch or dinner. If more than one meal is approved, the rationale will need to be recorded as a contact on the claim. Refer to the Issue Recovery Decision process for directions.

 **PROCESS** Issue Recovery Decision

- c Consider the timing of the task as 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?

- 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.

NOTE What if the request is required in the future?

If the support is required in the future, set a reminder task for the future date when the support will be required.
When the reminder task comes up, restart 4.0 to Request new or extension of support.

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 NG PRINCIPLES Working in the Administration Team.

-  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 'Meal Delivery'.
-  Purchase Order - Handy Hints on how to create and edit POs
-  Creating purchase orders using general + QE

NOTE Where can you find the service code for Meal Delivery?

Refer to the NG GUIDELINES Purchase Order Details - Meal Delivery below.

-  NG GUIDELINES Purchase Order Details - Meal Delivery

NOTE What if the request is to extend the Meal Delivery?

Go to 8.0 Edit or extend purchase order.

- 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 eform.

Refer to the System Steps link below for further information.

-  Request Authorisation for a Purchase Order - System Steps

7.0 Notify provider and client

Recovery Administrator

- a Generate and complete the HCS07 Client Decision Letter to the client (sent initially and every subsequent re-approval or extension), noting it will need to be modified for Meal Delivery Services. Include the ACC255 Kōrero mai - Working together and the HCS06 for the Vendor.

-  HCS07 Home and community support services approved non-contracted agency - PO -client
-  ACC255 Kōrero mai - Working together
-  Admin Template - HCS06 Home and Community support services approved non-contracted agency PO vendor

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

- c Complete a privacy check.

-  Privacy Check Before Disclosing Information Policy

NOTE What else do you need to check?

For details on what checks you need to complete before sending documents out, refer to NG SUPPORTING INFORMATION Inbound and Outbound Document Checks or Send letters from Client Recovery and Claims Assessment.

-  NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
-  Send letters from Client Recovery and Claims Assessment

- d Send HCS06 letter to the vendor using the email template 'Purchase Order Approval/Extension' email.

- e Check the client's preferred communication channel (email or post) under the party record, referring to the Email and Instant Messaging Policy.

-  Email and Instant Messaging Policy

NOTE Is this a sensitive claim that will need to have a safe contact confirmed?

Go to View a safe contact (Eos Online Help) system steps.

-  View a safe contact (Eos Online Help)

- f Email or post confirmation to the client using the 'Send Letter On Behalf' template with any attached documents to the verified address.

NOTE What template do you use?

Choose the relevant template, refer to NGCM - FINAL Emailing from Eos using a Template - System Steps.

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

- g In Salesforce, close the assigned referral task.

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

Go to Activity 6.0 (a) and complete a re-referral.

8.0 Edit or extend purchase order

Recovery Administrator

- a In Eos, locate the purchase order.

- b** Update the purchase order using the following instructions:

Add new line:

- select [Add] to add a new line or [Edit] to extend
- select the [Intervention] then [Ok]
- search for the purchase order code
- select [Add to list] then [Ok]
- add the information provided in the task then [Ok].

Extend PO

- select [Edit] to extend
- update the required fields ie date/unit/quantity
- select [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 using the 'Purchase Order Approval and Extension' template and include the following:

Meal Delivery extension:

We have extended Purchase Order number (enter number) for:

Client Name:

Service Code:

Date From:

Date To:

Hours per week:

Client mobile:

- e** If sending an extension to a DHB, where possible include the NHI number in the subject line.

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

- f** In Salesforce, close the task.

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