



## Summary

### Objective

To ensure the claim information is up to date, allowing for effective management of clients who have entered the Secondary Care Concussion Service Proof of Concept Pathway.

For clients in the BAU concussion pathway, see the 'Set up Concussion Service' Process.

### Background

The Concussion Service is a clinical assessment and rehabilitation service for clients with a 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. It is intended for clients who have sustained a brain injury, or are suspected of having a brain injury that needs investigation.

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 their everyday life, including work or school.
- Reduce the long-term consequences such as persistent concussions 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 that they no longer require services.

The Concussion Service Proof of Concept differs from the BAU concussion process in that no referral is sent for approval by ACC, and providers treat the client using 'bundles' rather than fee for service. This Proof of Concept is being run with Habit and ABI only.

**Owner** Name Withheld

**Expert** Name Withheld

## Procedure

### 1.0 Review referral and determine eligibility

Recovery Assistant, Recovery Coordinator, Recovery Partner

- Review the Concussion Pilot Notification form.
- In EOS, Ensure the document description is recorded as "Concussion Pilot Form"

**NOTE** **What if we have not received a Concussion Pilot Notification Form?**

The client has not entered the Secondary Care Proof of Concept and is either:

- being managed by GP within Primary Care
- on the BAU concussion pathway

**PROCESS** Set Up Concussion Service

- In Salesforce, go to the claim and open Te Kete.
- Review the claim to understand the client's current circumstances.
- Verify that the client meets the concussion service eligibility criteria.

**NOTE** **What is the Concussion Service eligibility criteria?**

- client has been diagnosed by a Medical Practitioner (or be suspected by a Medical Practitioner) as having a:
  - mild traumatic brain injury; or
  - moderate traumatic brain injury; or
  - persisting concussion symptoms; or
- it has been determined by ACC case review that 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; and
- have additional risk factors as outlined in the 'Ongoing signs and Risk factors' PNG below. (image below)

For additional information and considerations, refer to the following Service Page.

**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 concussion service provider and advise the client is not eligible for this service. Record these conversations as contacts on the claim. This process ends.

**NOTE** **What if you are unable to confirm the eligibility criteria has been met?**

Contact the client and/ provider to gather more information. Determine whether we need to obtain further medical information?

**PROCESS** Request Clinical Records

- Ensure the Concussion diagnosis is recorded 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

### 2.0 Update claim

Recovery Assistant, Recovery Coordinator, Recovery Partner

- Ensure the Concussion Service provider has been added as a participant on the claim.
  - Manage Participants (Eos Online Help)
- Review the Concussion Pilot Notification form to ensure all required sections have been completed.

**NOTE** What if the provider request TI, VRS, or other ACC service?

Refer to BAU vs POC support guide for more information.

 BAU vs POC Support guide

**NOTE** What if the provider is notifying us of either TBIPA, TBIP1, TBIP2 or TBIPR?

These codes are for the funding bundles, which are directly billable without the need for a purchase order. You are therefore not required to make an approve/decline decision or to send a task to Recovery Administration.

 Concussion Primary Care Pilot Secondary Care Proof of Concept

**NOTE** What if the provider is asking for an old code?

Advise the provider we do not accept the old codes for this pilot and to refer to their guidelines for this

**NOTE** What if TBIPR has been requested during TBIPA?

You can approve this and arrange for a purchase order to be set up. If approved, send a task to Recovery Administration to create the purchase order.

**NOTE** What if TBIPR has been requested for services outside of the scope of the Service bundles and /or the Recovery at Work services ie Functional Capacity Evaluation, Audiology?

You can approve this and arrange for a purchase order to be set up. If approved, send a task to Recovery Administration to create the purchase order.

**NOTE** What if TBIPR is requested at the conclusion of the concussion?

You must seek internal guidance

 Seek Internal Guidance

**NOTE** What if you are approving TBIPR or TBIPRE?

If you are approving either "TBIPR - Exceptional" or "TBIPRE - Recovery at Work Exceptional", in Eos, generate a NGCM - Admin Request task and state the following within the task description:

This includes in the TBIPR bundle TBI23, TBI30, TBI25 and TBI26

Secondary Care Concussion Pilot – Please create/update Purchase order

Vendor

Purchase Order code

Quantity of hours and end date

For further information refer to Concussion Pathways FAQs.

 Concussion Pathways FAQs RTMs

**NOTE** What if you have not had agreement from the client?

During this pilot the agreement is obtained both by the GP and the Secondary Care provider, so there is no need to obtain separate agreement from the client.

**NOTE** What if the provider has not completed all required fields?

Get in touch with the provider to request the sections be completed and the form re-sent.

 Referring Tasks to Recovery Administration - Principles

 Creating Manage Referral Tasks - System Steps

**NOTE** What if the Provider advised they failed to attend?

1 DNA is included within bundled funding and providers should not be requesting additional DNAs under normal circumstances. However, under ACCs COVID-19 response, we are allowing 1 additional DNA to be billed under ORANGE and RED traffic light settings. The billing code used is CSDNA.

Go to Manage Non-Compliance process for information on how to manage the client.

 **PROCESS** Manage Non-Compliance

**NOTE** What if the Provider is notifying us of discharge?

In Salesforce, update the recovery plan and life areas.

**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

**C** In Salesforce, add/update the Agreed Intervention to the Recovery Plan and update Life Areas. Ensure you make clear that the client is in the Concussion Pilot pathway.

**NOTE** What if you are unsure how to add/update an Agreed Intervention?

Go to Create or Update Recovery Plan, then return to this process.

 **PROCESS** Create or Update Recovery Plan

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### 3.0 Create purchase order

#### Recovery Administrator

**a** In Eos, search for existing purchase orders.

**NOTE** What if there is an existing purchase order?  
Go to step 3.1 to update the purchase order.

 Search for a purchase order

**b** Create a new purchase order using referral type Concussion Services.

 Create Purchase orders using general + QE

**c** Add the Purchase Order Code as requested in the task description.

**d** Approve the Purchase Order.

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

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

**NOTE** What do you need to say within the email?

We have approved Concussion Services for:

Client Name:

Service: Concussion POC Pathway

Code(s) approved:

Client mobile:

**NOTE** What documents should you attach to the email?

If an ACC883 has been completed, this should be attached. If no ACC883 is on file then send the email without any attachments.

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**3.1 Edit purchase order**

**Recovery Administrator**

- a** Update the purchase order using the following instructions.
  -  Add new entitlements within a purchase order
- b** Approve the Purchase Order.
- c** Create and send an email using the 'Purchase Order Approval and Extension' template.
  -  NGCM - FINAL Emailing from Eos using a Template - System Steps

**NOTE** What do you need to say in the email?

We have approved Concussion Services for:

Client Name:  
Service: Concussion POC Pathway  
Code(s) approved:  
Client mobile:

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

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