



## Summary

### Objective

To set up Rongoā Māori services following a client/practitioner or other party request to support a client in their rehabilitation journey.

### Background

Rongoā Māori (Traditional Māori healing) is "a holistic system of healing comprising a range of diagnostic and treatment modalities and embodying wairuatanga alongside physical, mental, and social aspects of health. Rongoā may encompass ritenga and karakia (rituals and incantations/prayer), plant medicines, mirimiri (massage or bodywork), or use of water, among many other types of healing.

This is service available to all clients eligible to "other social rehabilitation"

Rongoā Māori is an element of rehabilitation from injury and is a key element of ACC's Whāia Te Tika journey. Requests for Rongoā/traditional Māori healing modalities is considered under "other social rehabilitation" rather than treatment. Because Rongoā practitioners are not Treatment Providers as defined in the Accident Compensation Act 2001, any requests for Rongoā Māori should be considered under Section 82, as "other social rehabilitation".

**Owner** Name Withheld

**Expert** Name Withheld

## Procedure

### 1.0 Determine eligibility for Rongoā Māori as other Social Rehabilitation

Recovery Assistant, Recovery Coordinator, Recovery Partner

**a** Review the following information to better understand the service.

-  Māori Health Hub - How to find a Practitioner and Service Resources
-  ACC Rongoa Practitioners
-  Rongoā Māori FAQs - Internal Use Only
-  Guidelines for other social rehabilitation (Te Whāriki)
-  Other Social Rehabilitation
-  Te Whare tapa whā framework  
<https://www.health.govt.nz/our-work/populations/maori>

**b** Determine if this is a new request or an extension of a previous purchase order.

**NOTE** **What if the request is for an extension of service?**

Ensure you have received the ACC7426 Rongoā hauora report from the Rongoā Māori practitioner outlining their plan. Go to activity 5.0 and continue.

-  ACC7426 Rongoā Māori hauora report

**NOTE** **What if you are unsure if Rongoā Māori services are appropriate for your client?**

- Check the client has an accepted claim for cover of a personal injury.

- Obtain internal guidance. Determine which Recovery Support Advisor you need support from to assist with your decision, consider the Recovery Support Decision Tree prior to requesting clinical comment:

- Technical can assist with legislation and policy and extensions for Rongoā Māori
- Clinical can assist with questions regarding injury related needs or if the covered injury has resolved but is not appropriate for Rongoā specific queries
- Practice Mentor can assist with claim direction and best practice guidance
- Māori Health Team can assist with considering cultural needs (email: [MaoriHealth@acc.co.nz](mailto:MaoriHealth@acc.co.nz)).

 **PROCESS** Seek Internal Guidance

 Recovery Support Decision Tree

**c** Review the request for Rongoā Māori and the claim to understand the client's current circumstances and check that the requester has specified the rehabilitation need and how the proposed Rongoā Māori services will address this need.

**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 request is for consumables ie balms?**

The service fee rate does not cover herbal balms, tonics or equipment (tools). If a client chooses to purchase or use a balm at home, this would not be funded by ACC.

**NOTE** **What if there is information missing on the request?**

Contact the requestor to obtain the information.

**NOTE** **What if the Rongoā Service is for a Maternal Birth Injury (MBI) client?**

- MBI clients once approved by their case owner can access up to 16 sessions without the need for the ACC7426 request.
- The coding for MBI Rongoā sessions are RS01 and RS04.
- Client needs to reach out to ACC case owner following their claim being approved to discuss Rongoā and have approval from their case owner prior to treatment.
- Client to specify their preferred practitioner and the case owner will contact practitioner to gauge availability.
- Practitioner must be registered with ACC, if not registered ACC can assist with becoming registered – this must be completed prior to treatment.
- Clients can access the ACC website to view a list of registered practitioners in their area.

## 2.0 Contact client to discuss the request

Recovery Assistant, Recovery Coordinator, Recovery Partner

 Recovery Support Decision Tree

- a** Contact the client or ATA by their preferred method of communication.

**NOTE** What if you are unable to contact the client?

1) Attempt a maximum of two contacts over two full working days. If appropriate, leave a voice mail or send a client notification requesting contact after each attempt.

2) If you are unable to reach the client, extend the task for an additional two working days and note in the task description that this is the second attempt to contact the client.

3) On the task due date and if there has been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach them by phone letter. The CM04 letter will be populated with client injury details, however you need to update the letter as follows:

'We recently tried to contact you about your injury that happened on [date of accident auto]. I tried calling you to talk about how we may be able to help you recover from your injury/injuries, but haven't managed to get in touch.

It would be good to hear from you on how you are progressing or discuss what other support we could offer, please give me a call or email me to arrange a convenient time for me to call you back.'

4) Extend the task date as appropriate to take into account postal delivery and note in the task description this is the third attempt to contact the client and the CM04 letter has been sent.

5) On the task due date and if there has been no contact from the client and they are continuing to receive support, seek internal guidance to determine next steps.

6) If you're in Partnered and no contact is made with the client after 3 attempts, you must contact the provider, GP or other verified contact on the claim.

Confirm you are speaking with the right person by asking ACC's identity check questions.

 Identity Check Policy

- b** Discuss the decision with the client:

- Whether the client is eligible for Rongoā Māori as Other Social Rehabilitation.
- Whether the client has a preferred Rongoā Māori practitioner.
- If the Rongoā Māori practitioner is not registered with ACC, there will be a delay in services commencing while the practitioner completes the registration process.
- The Rongoā Māori practitioner may charge a fee in addition to ACC's contribution, ACC is unable to reimburse this fee..
- ACC have approved four hours (or up to 16 sessions in Enabled/Assisted and Supported Recovery or 30 in Partnered Recovery and Hāpai Recovery teams) prior to seeking further approval from Technical Specialist), if additional hours are required the Rongoā Māori practitioner will submit a report outlining their needs. ACC will make contact again to discuss the support and requested hours.
- Obtain the clients consent to provide their injury details with the Rongoa Practitioner.

 Client Legislative Rights and Responsibilities Policy

 NG Principles Decision Making

**NOTE** How do you find registered Rongoā Māori Practitioners?

Go to the ACC Rongoā Practitioners page via the link below.

 ACC Rongoa Practitioners

**NOTE** What if the Rongoā Māori practitioner is not registered?

Practitioners must be registered before providing Rongoā Māori services. Refer to the Register Vendor process.

 **PROCESS** Register Vendor

**NOTE** What if the client has indicated they are in receipt of treatment for a mental injury?

Mental injury claims require additional consideration to ensure treating providers or clinicians are aware of complimentary supports in place to ensure holistic care is provided.

See the document below to guide your conversation with the client.

 Rongoā Māori and Mental Injury claims

**NOTE** What if travel support is needed?

Refer to the Arrange Ancillary Other Travel Services process below. Provisions are available for Recovery Team Members to pre approve travel for the purpose of attending treatment and rehabilitation appointments.

 **PROCESS** Arrange Ancillary Other Travel Services

**NOTE** What if the client doesn't request a face to face meeting?

- Consider if Telehealth is an option, no purchase order approval or pre-approval is required up to a maximum of eight sessions
- If more than 8 sessions are required, in Eos, create an 'NGCM Admin Request' task
- Add the following information into the task:
  - Service code: MTH10T
  - Vendor number and ID
  - Number of sessions
  - Date range: ie 12 months from approval date.

- c** Approve initial sessions.

**NOTE** What if your decision is to decline the request?

- Obtain appropriate guidance from Clinical and Technical guidance from Recovery Support
- Email the Māori Health Team (email: MaoriHealth@acc.co.nz) to discuss your decision and consider whether a cultural lens needs to be applied.
- Contact the client and explain how this decision was made.
- Discuss other options, ie support from Ministry of Health (link below).
- Advise the client their right to review the decision and the time-frames for this.
- They can contact the Citizen's Advice Bureau for information on alternative funding pathways.
- Create the HCS999 Social Rehab decline decision - client letter
- Email the client the letter or task Admin to send via the 'NGCM Send letter' task

The process ends.

 **PROCESS** Issue Recovery Decision

 Ministry of Health - Rongoā  
<https://www.health.govt.nz/our-work/populations/maori>

 HCS999 Social Rehab decline decision - client

**NOTE** What if you need assistance with wording the proposed decision letter?

Request Technical Services guidance on updating the wording in the decision letter.

 **PROCESS** Seek Internal Guidance

- d** In Salesforce, record your conversation with the client as a Contact Action.
- e** Add the approved support in the Social Life Area eg "Rongoā Māori approved". Then update the Cultural Life Area eg "the support relates to the clients connection to Te Ao Māori".
- f** Add an agreed intervention to the Recovery Plan, where appropriate ie Social Rehabilitation > Other Social Rehabilitation. Add Rongoā Māori services, add the number of sessions and the name of the Rongoā Māori practitioner.

---

### 3.0 Contact Rongoā Māori practitioner

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Confirm that the Rongoā Māori practitioner is registered by searching for vendor in MFP or EOS.

 Service Contracts and Contracted Providers - MFP spreadsheet

**NOTE** What if the practitioner is not registered?

Practitioners must be registered before providing Rongoā Māori services. Refer to the Register Vendor process.

 **PROCESS** Register Vendor

- b** Contact the Rongoā Māori practitioner to confirm their availability to accept the referral.

**NOTE** What if the practitioner has identified themselves as an household member?

This is a conflict of interest, you will need to source another Rongoā Māori practitioner. Refer to the vendor list.

 ACC Rongoa Practitioners

**NOTE** When is the Rongoā Māori practitioner required to submit an ACC7426 Rongoā hauora report?

- At the completion of all approved hours.
- If an extension is required.
- When requested by ACC Kaimahi.

 ACC7426 Rongoā Māori hauora report

- c** Add the Rongoā Māori practitioner as a participant on the claim.

**NOTE** How do you add a participant on the claim?  
Refer to Manage Participants (Eos Online Help)

The Recovery Team Member must ensure all known participants are loaded on a claim and then removed when they are no longer relevant.

 Manage Participants (Eos Online Help)

- d** In Salesforce, record the conversation as a Contact Action.

---

### 4.0 Determine if this is a new request or an extension of a previous purchase order.

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Determine this is a new request.

**NOTE** What if the request is for an extension of a previous purchase order?

Go to Activity 8.0 'Contact client to discuss the request for additional support' and continue.

- b** Create an 'NGCM Admin Request' task and include the following information:

- Entitlement code: MTH10 or MTH10T for telehealth
- Date range of approval of services: 12 months from approval date
- Number of sessions being approved (please refer to the Delegation Framework for approval limits prior to TS input)
- Vendor ID and vendors name: practitioner name or organisation
- Provide any details relevant to the client accessing the service (ie client mobility, in wheelchair, etc)
- Provide accepted injury details with exclusion of sensitive claims
- For sensitive claims, client consent to release information required

**NOTE** What if the client has a care indicator?

Refer to 'Disclosure of care indicator information to third parties' policy for information about when this needs to be shared.

 Disclosure of Care Indicator Information to Third Parties Policy

**NOTE** How many sessions can you approve?

ACC will approve up to 16 (or 30 hours for Partnered and Hāpai Recovery teams) initially. If further sessions are requested, the Rongoā Māori practitioner must provide an ACC7426 Rongoā hauora report, prior to extending additional hours.

Technical Specialist delegation is required for this approval of additional hours, this is done in blocks of 6 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) Ask the Recovery Administrator to 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.

## 5.0 Review Admin request 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 Create Purchase Order.

**NOTE** What information do you need to create the Purchase Order?

- Entitlement Code MTH10 or MTH10T (for telehealth)
- Quantity Approved: as per task
- Frequency: Year
- Purchase method: non contracted
- Vendor details as per task

Refer to the 'Creating purchase orders using general + QE System Steps' document below.

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

- b Approve the Purchase Order.
- c Create the client and vendor letters.

**NOTE** What documents do you create for the client?

- GT01a – Generic Letter price per unit – Claimant
- ACC255 Working Together.

**NOTE** What document do you create for the Vendor?

- GT01a – Generic Letter price per unit – Vendor

Remove any injury descriptions from letter if client consent is NOT obtained for a sensitive injury.

- d Complete the document to convert it into a non-editable PDF.

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

- e Create and send an email to the vendor using 'Requests and referrals' template, attach the GT01a Vendor letter.

-  NGCM - FINAL emailing from Eos using a template - System Steps

- f Send the client the approval letter, check the client's preferred communication channel (email or post) under the party record and consider the policy below.

-  Email and Instant Messaging Policy
-  Send letters from Client Recovery and Claims Assessment

**NOTE** What if this is a sensitive claim?

Confirm if the client has a safe contact.

Refer to the system steps below - View a safe contact (Eos Online Help).

-  View a safe contact (Eos Online Help)

- g In Salesforce, close the referral task.

## 7.0 Receive ACC7426 Rongoā hauora report

### Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Perform Privacy and Relevancy checks on the received ACC7426 Rongoā hauora report.

-  NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

- b Review the ACC7426 Rongoā hauora report.

**NOTE** What if more than 16/30 hours is requested?

If you are satisfied that the extension aligns with the recovery pathway and goals, then obtain Technical Specialist approval.

If it is unclear and you require further support with the decision making seek guidance from Recovery Support.

-  **PROCESS** Seek Internal Guidance

-  Delegations Framework

**NOTE** What if you need to contact the Rongoā Māori Practitioner to discuss any questions?

Contact the Rongoā Māori practitioner to discuss any questions you have and agree on a time-frame for completing an amended report. In Salesforce, record the conversation as a Contact Action.

**NOTE** What if the ACC7426 Rongoā hauora report indicates Rongoā Māori support has concluded?

- 1) Contact the client to discuss
- 2) In Salesforce, update the Life Area with the outcome
- 3) Add a Contact Action of the discussion.

This process ends.

**NOTE** What if you are considering declining the request for additional services?

Obtain Technical Specialist guidance prior to issuing your decision.

-  **PROCESS** Seek Internal Guidance

-  Recovery Support Decision Tree

-  NG Principles Decision Making

## 8.0 Contact client to discuss the request for additional support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Contact the client or ATA by their preferred method of communication.

### **NOTE** What if you are unable to contact the client?

1) Attempt a maximum of two contacts over two full working days. If appropriate, leave a voice mail or send a client notification requesting contact after each attempt.

2) If you are unable to reach the client, extend the task for an additional two working days and note in the task description that this is the second attempt to contact the client.

3) On the task due date and if there has been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach them by phone letter. The CM04 letter will be populated with client injury details, however you need to update the letter as follows:

'We recently tried to contact you about your injury that happened on [date of accident auto]. I tried calling you to talk about how we may be able to help you recover from your injury/injuries, but haven't managed to get in touch. It would be good to hear from you on how you are progressing or discuss what other support we could offer, please give me a call or email me to arrange a convenient time for me to call you back.'

4) Extend the task date as appropriate to take into account postal delivery and note in the task description this is the third attempt to contact the client and the CM04 letter has been sent.

5) On the task due date and if there has been no contact from the client and they are continuing to receive support, seek internal guidance to determine next steps.

6) If you're in Partnered and no contact is made with the client after 3 attempts, you must contact the provider, GP or other verified contact on the claim.

Confirm you are speaking with the right person by asking ACC's identity check questions.

 **PROCESS** Identity Check Policy

- b** Discuss the report including:
- What progress or improvements (if any) they've seen since starting Rongoā sessions.
  - The request for additional hours has been received
  - Whether they continue to be eligible for Rongoā Māori as other Social Rehabilitation
  - The number additional hours requested and approved
  - The practitioner may charge a fee in addition to ACC's contribution.

### **NOTE** What if you are issuing a decision to decline Rongoā Māori?

- 1) Explain how this decision was made discussing:
  - Their options, ie getting support from Ministry of Health (link below)
  - Their right to review and the time-frames for this
  - They can contact the Citizen's Advice Bureau for information
- 2) Create the HCS999 Social Rehab decline letter enclosed with the working together fact-sheet to the client.
- 3) Email the client the letter or task Admin to send via the 'NGCM Send letter' task.

Refer to 'Issue Recovery Decision' process and links below.

 **PROCESS** Issue Recovery Decision

-  NG GUIDELINES Client Legislative Rights and Responsibilities
-  Ministry of Health - Rongoā  
<https://www.health.govt.nz/our-work/populations/maori>

- c** Create an 'NGCM Admin Request' task and include the following information:

- Purchase order (mandatory if extending services)
- Entitlement code: MTH10 or MTH10T for telehealth
- Date range of approval of services: 12 months from approval date
- Vendor ID and vendors name: practitioner name or organisation (specify if the Rongoā Practitioner has changed)
- Provide details of unusual circumstances and/or special requirements.

---

## 9.0 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.

- If it is a new support or an extension.
- The providers ACC vendor code.
- Purchase order code.

### **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

---

## 10.0 Edit or extend existing purchase order

Recovery Administrator

- a** Search for the purchase order.

### **NOTE** How do you search for a purchase order?

- 1) Click on [Search for a claim]
- 2) Select the [Purchase Order / ACC32 Number] tab and paste the purchase order number
- 3) Select [Open].

- b** Update the purchase order.

**NOTE** How do you edit or extend the purchase order?

- 1) Select [Add] to add a new line
- 2) Select the [Intervention} then click [OK]
- 3) Select [Add to list] then click [OK]
- 4) Add the information provided in the task then click [OK].

TIP: If you get a duplicate error select 'ignore duplicate entitlement' and select [OK].

**c** Approve the purchase order.

**NOTE** What if you do not have the delegation to approve the Purchase Order?

Save the Purchase Order and refer to the system steps below for guidance.

 Request Authorisation for a Purchase Order - System Steps

**d** Create the GT01a Client - Generic Letter price per unit - Claimant letter and the ACC255 Working Together fact sheet.

 GT01a - Generic Letter price per unit - claimant

**e** Complete the document to convert it into a non-editable PDF.

**f** Create an email to the Vendor using the 'Purchase Order Approval/Extension' email template.

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

**NOTE** What if there has been a change of Rongoā Practitioner?

Create the GT01a letter for vendor.

Remove any injury descriptions from letter if client consent is NOT obtained and for a sensitive injury.

 GT01a - Generic Letter price per unit - vendor

**g** Send the client the approval letter, check the client's preferred communication channel (email or post) under the party record and consider the policy below.

 Email and Instant Messaging Policy

**NOTE** What if this is a sensitive claim?

Confirm if the client has a safe contact.

Refer to the system steps below - View a safe contact (Eos Online Help).

 View a safe contact (Eos Online Help)

**h** In Salesforce, close the task.

---