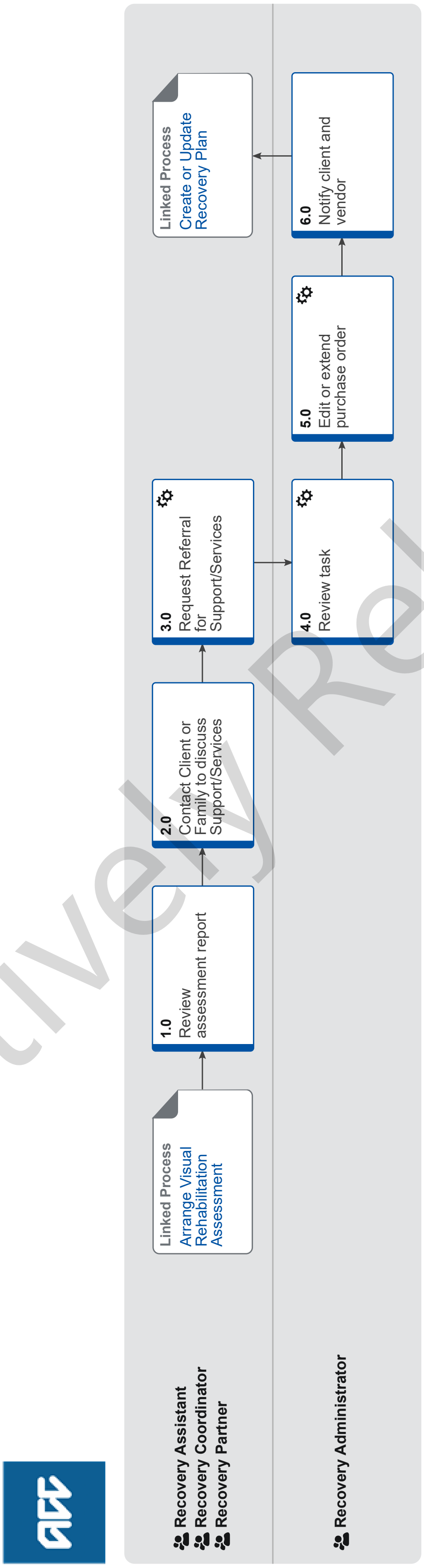
Set Up Visual Rehabilitation Support v7.0



Set Up Visual Rehabilitation Support v7.0

Summary

Objective
The purpose of this process is to action a request or need for support so the client receives it at the right time during their recovery journey. In many cases setting up supports takes place after a social assessment has been completed.

Social supports provide assistance to restore a client's independence to the maximum extent practicable. This assistance may include providing non-acute rehabilitation, residential support, aids and appliances, attendant care, housing modifications or transport for independence. We contract with providers to assess clients' needs for social rehabilitation assistance.

Owner Name Withheld

Expert Name Withheld

Procedure

PROCESS **Arrange Visual Rehabilitation Assessment**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Review assessment report
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review the ACC075 Services for the Blind - initial needs assessment report and the recommended supports/ services.

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 services are available for Visually Impaired Rehabilitation?**
Services that are available through RNZFB are:
- Activities of Daily Living Services
- Orientation and Mobility Services
- Literacy and Communication Services
- Counselling
- Equipment for Independence
- Specialised Equipment
- Transcription Services

For more information on these services refer to the Types of Visually Impaired Rehabilitation Services Service Page

Types of Visually Impaired Rehabilitation Services Service Page

NOTE **What if support has been requested and there is no ACC075 on file?**
A client can still be eligible for Visual Impairment Support without an ACC075 on file. This can happen when a client has an established visual impairment and only needs one service.:

Complete the ACC076 Services for the blind - RNZFB rehabilitation services form to complete the purchase.

NOTE **What if the request is for further funding for existing service supports?**
Additional funding requests must be received two weeks prior to the completion of the rehabilitation service.

All funding requests should include:

- What the rehabilitation services have achieved to date
- the reason why additional rehabilitation services are necessary
- the objectives of the additional rehabilitation services
- the recommended number of hours required and the expected timeframe for the additional rehabilitation.

A notification must be sent to the provider advising of the outcome.

If approved, create an "NGCM Admin request" task requesting Recovery Administration to update the current purchase order. This process ends here.

NOTE **What if the support is for Equipment of Independence and exceeds $450?**
The Equipment for Independence is determined by RNZFB and can be purchased under the service agreement, Where the cost of equipment exceeds $450 excluding GST, RNZFB needs to provide the price of the equipment for prior approval. If approved a purchase order will be raised and the RNZFB will be informed of the decision.

NOTE **What if the supports include Assistive Technology?**
RNZFB cannot provide equipment included under the Assistive Technology Service.

Services for the blind visual impairment service schedule
https://www.acc.co.nz/assets/contracts/b1a973a50a/S

2.0 Contact Client or Family to discuss Support/ Services
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Contact the client or legal guardian. Confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

NOTE **What else do you need to discuss with the client?**
Advise the client that the provider will be in touch to arrange the support.

b Explain you are referring them for the specified support/ services why the support/services is/are recommended and what their rights and responsibilities are. Make sure the client or legal guardian understands and agrees with the support(s).

Client Legislative Rights and Responsibilities Policy

NOTE **What if the client requests the Recovery Team Member to discuss the supports with another person?**

Refer to the process below

PROCESS Obtain Authority to Act (ATA)

c Add the agreed support(s) as an intervention in the Recovery Plan.

NOTE **How do you update the Recovery Plan?**

Refer to the process below.

PROCESS Create or Update Recovery Plan

3.0 Request Referral for Support/Services

Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Eos, generate and complete the ACC076 Services for the visually impaired rehabilitation services request form and select the Service(s) being purchased.

b Create a referral-specific document group. In the document group description field enter 'Visual Impairment Supports' and todays date. Refer to the system steps below to confirm how to create a document group.

Manage document groups

NOTE **What documents do you need to include?**

The completed ACC076 Services for the visually impaired rehabilitation services request form and the following:

• the initial assessment report (ACC075)
• a copy of the client's signed authority to collect relevant records
• recent GP or specialist reports
• a recent ophthalmic report.

c Perform privacy checks to ensure that the documents:
• are relevant to the referral
• do not contain any third-party information
• do not contain any other information that needs to be withheld.

Privacy Check Before Disclosing Information Policy

NOTE **What other checks are needed?**

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

NOTE **What if information needs to be redacted?**

Send a NGCM admin request task to say please call when available- redactions needed to be applied to referral file/document.

NGCM - Redact information from PDF documents

d Check the Provider is 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)

e Generate a 'NGCM - Admin Request' task for Visual Rehabilitation Services.

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

• Service Type & Service Codes, existing purchase order number (the one created for the Initial Rehabilitation Assessment)
• Additional information relevant to the specific service type.
• Details of any vocational rehabilitation programs the client is or will be referred to
• Current assistance provided to the client e.g. home help

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

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 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 send a task to Recovery Administration to continue with the process. Consider the contract timeframes and SLAs as specified in the service page

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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 check it has all the information you need to proceed.

NOTE **What if you don't have all the information you need?**

If information is missing or you need guidance on working within the Administration Team, refer to the link below.

Principles of Working in the Administration Team

5.0 Edit or extend purchase order

Recovery Administrator

a In Eos, locate the purchase order:

• 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 using the following instructions:

- 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 then 'Ok'.

Service Contracts and Contracted Providers - MFP spreadsheet

Purchase Order - Handy Hints on how to create and edit POs

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.

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

e In Salesforce, close the task.

6.0 Notify client and vendor

Recovery Administrator

a Check the client's preferred communication channel (SMS, email, etc), and if the client has a safe contact (if this has not been included in the referral task). Consider the email and instant messaging policy below.

Email and Instant Messaging Policy

NOTE **How do I confirm if the client has a safe contact?**
Refer to the process below

View a safe contact (Eos Online Help)

b Send a notification to the client and attach the referral letter.

NOTE **How do you send a notification to a client?**
Refer to the link below.

Create a Notification - System Steps

c Notify the vendor.

Create an email using the relevant email template, ensure you attach any relevant documents/document groups if required.

Select the most appropriate email address.
TIP: 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 if the vendor requires the documents to be sent via courier?**
Refer to the packing guide below.

Packing guide.docx

d Close the referral task

NOTE **What if you are advised by a Provider they are unable to accept a referral?**
Go to Activity 5.0 (a) and complete a re-referral.

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