

Sensitive Claims Service Supplier Drop In

22 November 2024



Questions – Timing of Transition

Can I start transitioning kiritaki to my new contract before 1 Dec?

No, the new contract does not go live until 1 December 2024.

Can I transition existing kiritaki to the new Sensitive Claims Service on 1 December 2024?

We strongly encourage providers to transition existing kiritaki at their natural transition point to ensure continuity of care and to manage the flow of kiritaki transitioning.

Please use the interactive Transition Guide on our website to identify when to transition kiritaki and what is required, based on their individual circumstances.



Question – Transition

What are the steps if kiritaki are changing suppliers when they transition to the new contract?

There are additional steps required for each kiritaki if they are transferring suppliers during transition. We strongly encourage providers to transition existing kiritaki at their individual natural transition point to ensure continuity of care.

- After 1 December, at the transition point, you also need to send a new Engagement Form. Indicate in the form that the Lead Service Provider remains unchanged, and it is simply a change of supplier.
- Submit the next Sensitive Claims Service report/ plan as per the transition guide (this can be sent simultaneously).
- Email the Recovery Team managing the claim to notify the change of supplier. The kiritaki and the previous supplier must agree to the transfer, and you need to include this confirmation in the email.



Question – Invoicing for report writing during transition

Do providers invoice using the current report writing code on the purchase order, or will the new purchase order include the new code against which to invoice?

Through the transition period when a report is submitted to initiate transition (on the new reporting templates), this will be added to the new Purchase Order raised under the Sensitive Claims Service. This can then be invoiced for under the new purchase order.



Question – Named Service Providers

Can I add new Named Service Providers on my contract?

Unfortunately, no the cutoff date to add new Named Service Providers has passed.

On 3 February 2025 the process to request approval for the following changes to your contract will reopen:

- Add or remove approved Named Service Providers
- Add or remove Geographical Areas
- Request approval for group based therapy

The Named Service Provider application will also reopen on 3 February 2025.

Question – New Report Templates

When will the new report templates be available to use?

The final report templates will be available from our resources page the week of 25 November 2024 in preparation for use from 1 December 2024.

Each report template will be a separate word document.

The new templates cannot be submitted before 1 December 2024.

www.acc.co.nz/resources#/subcategory/372



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When a kiritaki is being transitioned, what needs to be sent through to ACC?

At the next natural transition point, a new report or plan on the new Sensitive Claims template is submitted to ACC.

A new Engagement Form is only required if the lead service provider is changing supplier at the transition point.



As a supplier, how do we manage providers wanting to change suppliers during the transition period, and when should it happen?

Our recommendation is that if providers are transferring suppliers during the transition to the new Sensitive Claims Service that this happens at the next natural transition point (report or check-in) for each kiritaki.

This is to ensure continuity of care. It is paramount that the needs of kiritaki are at the forefront of transition arrangements (including the transfer between suppliers).

ACC strongly encourages suppliers to support existing providers to change suppliers and agree to the transfer of kiritaki during transition where required and requested.

When a provider transfers supplier at transition, what's needed and how do I invoice?

At the transition point send a new Engagement Form indicating a change of supplier only, and the new report/ plan as per the transition guide.

You cannot bill for the two getting started sessions (where the lead service provider remains the same).

The purpose of the new Engagement Form is to confirm the change of supplier. The provider would not be completing the two Getting Started sessions.

The hours to meet with the kiritaki in preparation for the plan/ report will be covered in the existing ISSC PO with their current supplier.

The hours to complete and write the report or plan will be included under a new Purchase Order set up under the new contract once it has been submitted (with the new supplier). This report or plan is to be submitted on the new Sensitive Claims Service template.

As a supplier, how do we manage Providers wanting to change suppliers after the transition period?

There will be times when a lead service provider changes suppliers and will transfer their kiritaki to that new supplier. As stated, continuity of service for kiritaki is paramount.

As it states in the Operational Guidance, the lead service provider must:

- Ensure the kiritaki is fully informed and agree to the change of supplier; and
- The original supplier agrees to the transfer
- Confirm with ACC the kiritaki and previous supplier agree.

Contract Amendments

From 3 February 2025, the following amendments to contracts can be requested:

- Applications to be a new named service provider
- Add an approved named service provider or existing named service provider to your contract
- Increase the number of named service providers on your contract (beyond the approved limit)
- Add geographical areas to your contract
- Named service provider adding another type of service component.

Applications to set up Group-based therapy will also re-open on this date.

Service Providers

The service provider application remains open. This is for any service provider who doesn't already have an active ACC provider ID.

Service providers don't need to be named on your contract.

Before they deliver services, you need to ensure they meet the qualification, experience and safety screening requirements of the contract.

You will also need to update your Service Provider List. You don't need to send the update through to us now, but you will need to send it as part of the annual declaration process in June.



What purchase order do I invoice under during the transition period?

The hours to meet with the kiritaki in preparation for the plan/report will be covered in the existing ISSC purchase order.

The hours to complete and write the report or plan will be included under a new Purchase Order set up under the new contract. This report or plan is to be submitted on the new Sensitive Claims Service template.

The only exception is where a Supported Assessment started prior to 1 December, we will accept the assessment on the old ISSC Supported Assessment template until 31 May 2025. It will be considered as if it was a Specialist Cover Assessment.



When will I receive my counter signed contract?

Return letters and Counter-signed contracts are in the process of being sent.

Your return letter will include your second contract number to allow you to invoice for services delivered by service providers.



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Find Support website

A small number of suppliers have regions they don't currently hold under the Sensitive Claims Service showing on Find Support.

We understand the cause of this, and there is no work around.

This issue will be resolved when the transition period ends. To allow suppliers to deliver and invoice for ISSC services through the transition period, these regions will show on FindSupport.

We have updated our process internally, so any inaccurate regions are removed from all ACC referrals.

You may still receive referrals from survivors, please support them to find another suitable supplier as you would any other referral that you couldn't meet due to suitable availability.



Engagement Form

A reminder that there has been no change to how claims are lodged. Please use the same links to access the Engagement Form.

Providers who have changed suppliers between the ISSC and Sensitive Claims Service will still see the ISSC supplier in the Supplier ID drop down on the form. They need to ensure they are selecting their new Sensitive Claims Service supplier in the engagement form.

The ISSC suppliers will stop appearing at the end of the transition period, once all remaining ISSC services have been delivered and invoiced.

Purchase Orders

Please remind your providers that no ISSC purchase order requests or amendments will be approved.

If kiritaki needs have changed, then you need to consider transition to the new service if you are unable to deliver services under the ISSC purchase order.

We have communicated our purchase order deadline since September.

We actioned 1000 last minute requests between 20th - 30th November and since then, we are still receiving over 60 requests a day.

Specialist Cover Assessment transition guidance

We have made an update to the Transition Tool to when a supported assessment would have started on or after 1 December 2024.

Where a supported assessment was due to start, and a Specialist Cover Assessment is required, proceeded with the assessment and complete this on the new template.

We have removed the need for an Early Supports Plan.

The Transition Tool has been updated to reflect the change.



Specialist Cover Assessment training module

We have made a minor wording update to the Sensitive Claims Service eLearning module.

The module incorrectly stated that when the Lead Service Provider is also an assessor, they must complete the Specialist Cover Assessment. This has been updated to indicate they **CAN** complete the assessment.

Please note that the Service Schedule and Operational Guidelines were correct.



Update: Report Quality

Reports are being return for not meeting the quality criteria, the common reasons we are seeing:

- Reports are being received, with ‘see last report’ instead of the required information.
 - These will not be accepted; reports and plans must meet the quality criteria outlined.
- Sending progress report instead of the correct report for transition.
 - Please advise providers to use the transition information and interactive transition guide. This will advise the new report or plan that is required.
- Sending reports on old templates
 - All reports and plans should now be sent on the new templates. All ISSC report templates have been removed from the website. The only exception is Supported Assessments started prior to 1 December.



Outcome measures at completion

We have some additional guidance regarding outcome measures when a completion report is the transition point for a kiritaki.

- In just this instance, providers do not need to ‘pull’ and complete an outcome measure. We have updated our website where the link is accessed from, to make this clear.
- Providers may receive an email prompt from ACC when we receive the completion report. They do not need to complete this outcome measure in this instance. They should receive a reminder from the Recovery Team member about this, however if they do send in an outcome measure it’s ok.

Service Schedule update

We have identified an error in the Service Schedule to two codes in the pricing table for a Level 6 Counsellor under SCSAA and SCSAP. These are the codes relating to completing a Specialist Cover Assessment.

We are in the process of amending this through a variation to the contract.

Key points to note:

- The SCSAA code listed a payrate for a Level 6 Counsellor, however they cannot complete a Specialist Cover Assessment, so it will be removed.
- The SCSAP code is available, but the payrate for a Level 6 Counsellor was excluded where they are the Lead Service Provider supporting kiritaki through a Specialist Cover Assessment, the rate will be added.

Making contract changes

A further reminder that any requests for contract related changes can be made from 3 February 2025.

This includes:

- requests to add or remove named service providers
- increase the number of named service providers on the contract (beyond the initial limits)
- add geographical areas to a contract

Changes that do not directly impact your contract can be requested at any time, this includes changes to supplier or provider contact details.

The Named Service Provider application process through Business Connect, and applications to establish group-based therapy also reopen from 3 February 2025.



Queries to our inbox

To help us respond quickly to your email we ask the following:

- Please remind your providers of the escalation process, they should be coming to you first in most instances.
- If you have questions about a technical issue, please try to take a screen-shot and send it through.
- Provide sufficient context for your question, the more context we have the better able we are to provide the information you need first time.
- If you need to send information about a specific kiritaki, please only send the claim number and a clear description of the context.

