

Sensitive Claims Service Supplier Drop In Transition

14 March 2025



Role of Supplier through transition

All suppliers who currently hold an ISSC contract are responsible for managing all kiritaki being supported under their contract to move to the Sensitive Claims Service.

Suppliers:

- are responsible for kiritaki supported by providers named on their contract under the ISSC
- must have visibility of all claims being managed under their contract and at what stage of service each claim is at
- must support the completion or transition of services for all kiritaki under their ISSC contract before 31 May.

During the transition period it is important that the supplier can implement their business continuity and transition plans to ensure kiritaki can continue to be supported with as little disruption to their care as possible.

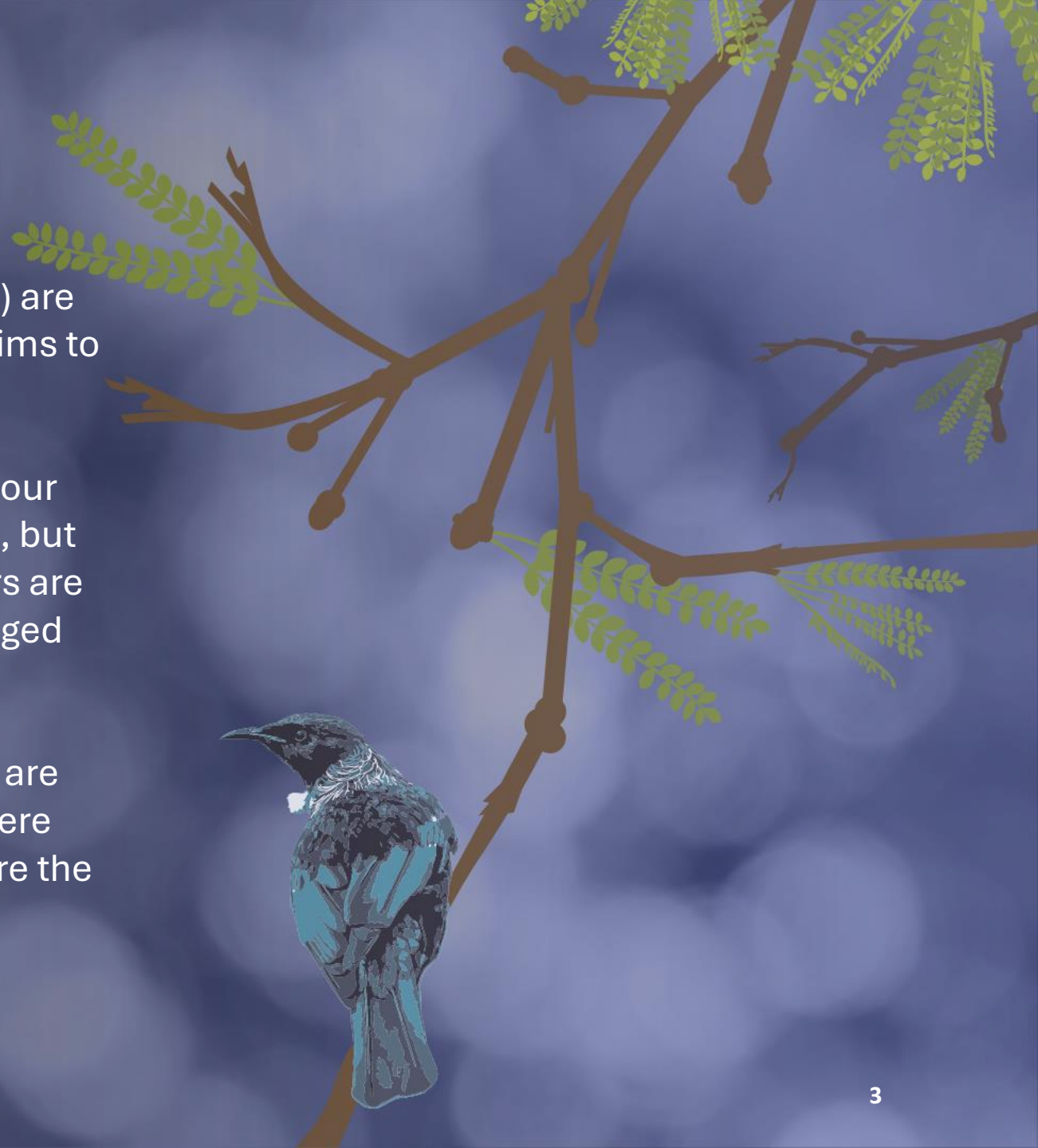


We are contacting Suppliers and Providers

Our Engagement and Performance Managers (EPM) are now contacting suppliers with high numbers of claims to transition to confirm transition arrangements.

The EPM can discuss the overall number of claims our system is showing that still need to be transitioned, but they will not be supplying an itemised list. Suppliers are expected to have visibility of all claims being managed under their contract

We're also contacting named service providers we are aware of that missed the application process, or were not named on a supplier's contract. This is to ensure the necessary steps are completed before 31 May.



How we are tracking with transition

We have 27,281 kiritaki to transition to the Sensitive Claims Service from the ISSC.

Since 1 December 2024 we have transitioned 43% (11,861) of these kiritaki.

This means we still have 57% (15,420) of kiritaki to transition before 31 May 2025.

The majority of these kiritaki have a purchase order that expires 31 May 2025, however, they must be transitioned at their next check in or progress report being due.

There is 11 weeks left to transition – it is critical suppliers are working with their providers to ensure they can complete all the necessary steps to transition their kiritaki.



ISSC Purchase Orders expiring 31 May

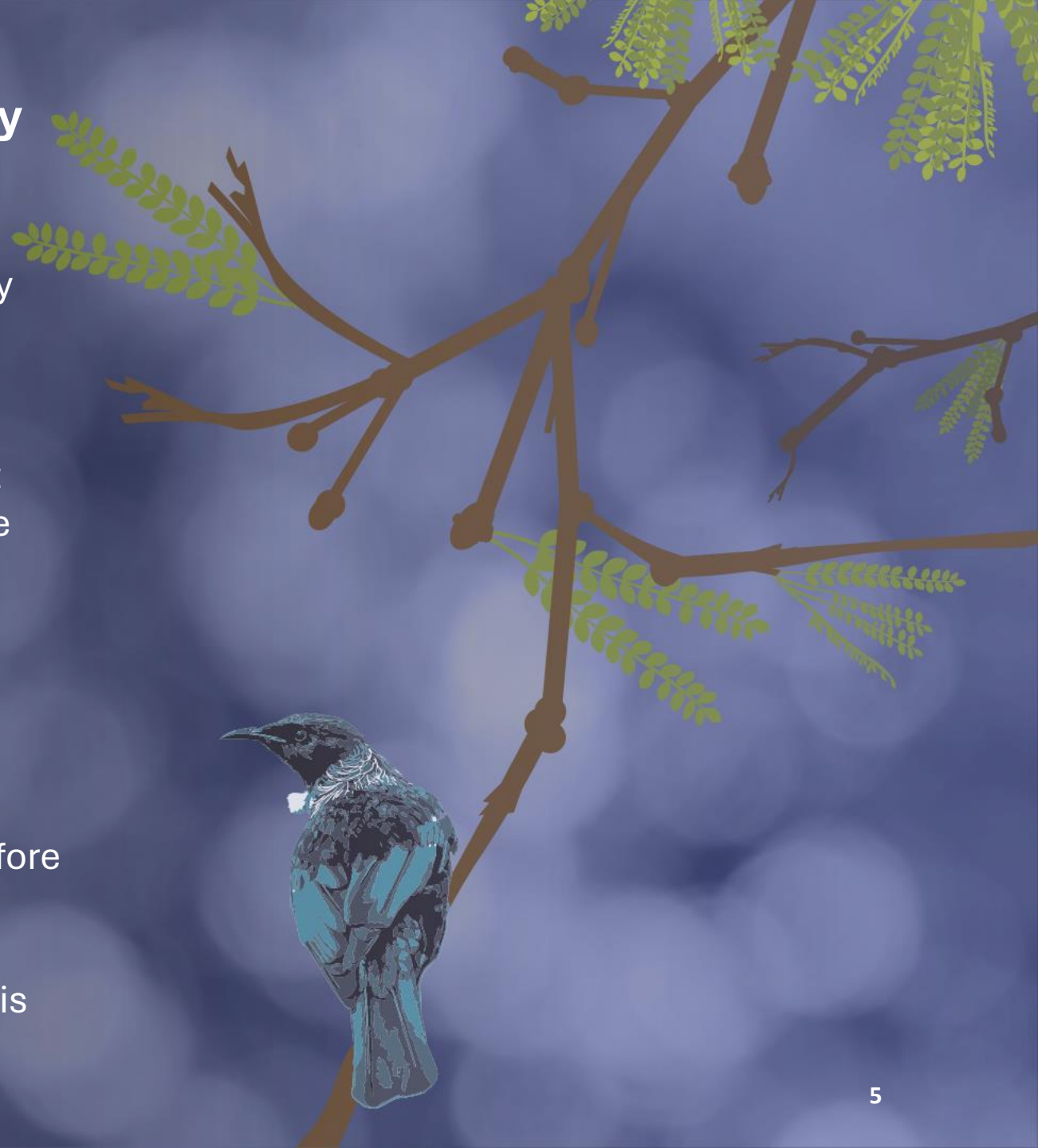
If you have a purchase order that expires on 31 May 2025, you must transition your kiritaki before that purchase order expires.

Transition should occur at the next scheduled next check-in or reporting point. Where the needs of the kiritaki require earlier transition, the lead service provider can initiate transition early.

Please see the Transition Tool for further guidance

All kiritaki must either be transitioned to the new Sensitive Claims Service, or complete services before 31 May 2025.

No ISSC purchase orders can be amended after this date.



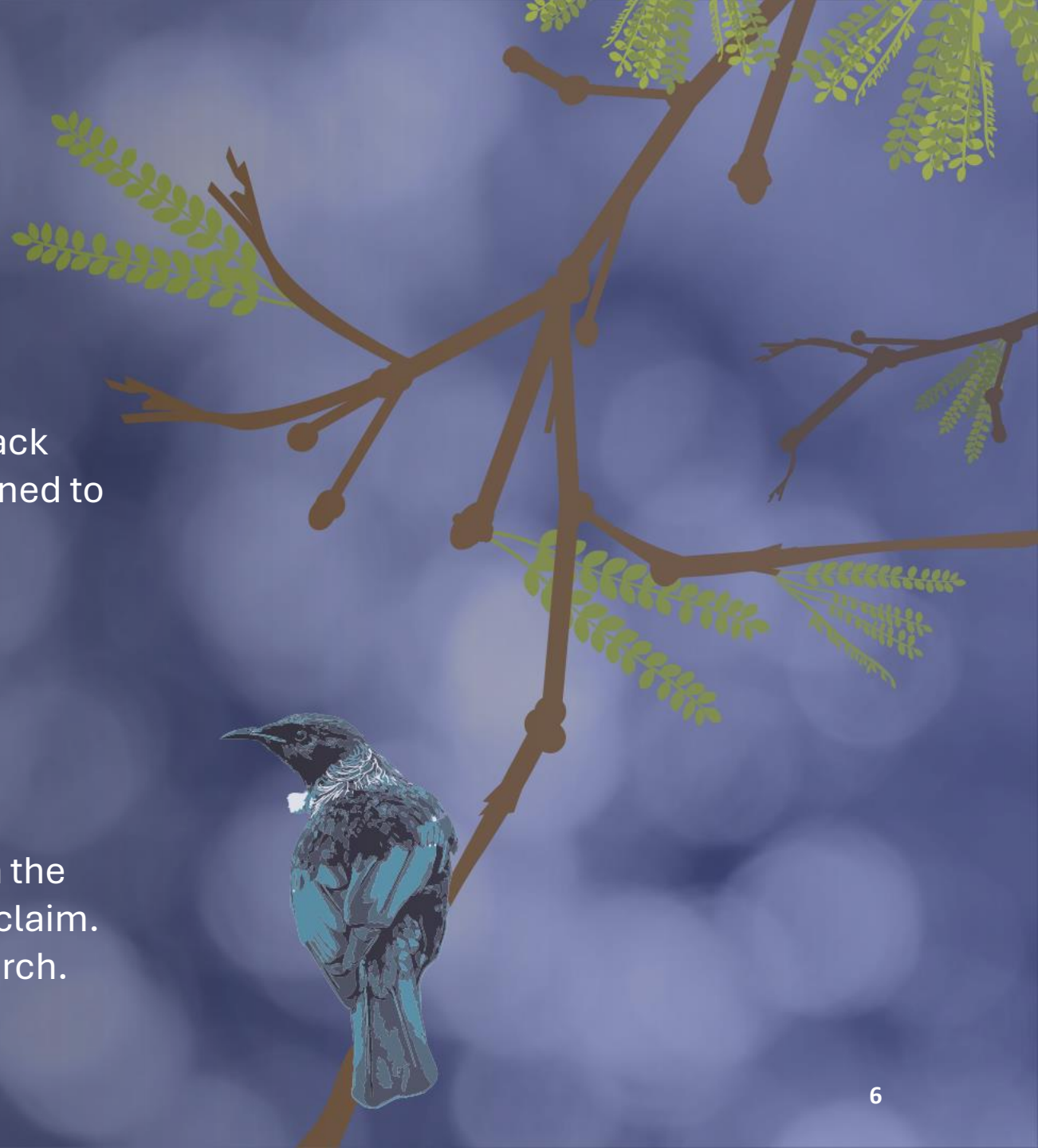
Requests to add hours or extend an ISSC purchase order

These requests have been managed by the ISSC Evolution team since December 2024.

Any further requests will now start to be pushed back where it is feasible that the kiritaki can be transitioned to the Sensitive Claims Service.

There is now the expectation that transition is considered first, where that is not possible an amendment to the ISSC purchase order will be considered.

These requests must continue to be made through the Recovery Partner or Recovery Team managing the claim. The close off date for any further requests is 31 March. Beyond that date, the claim must be transitioned.

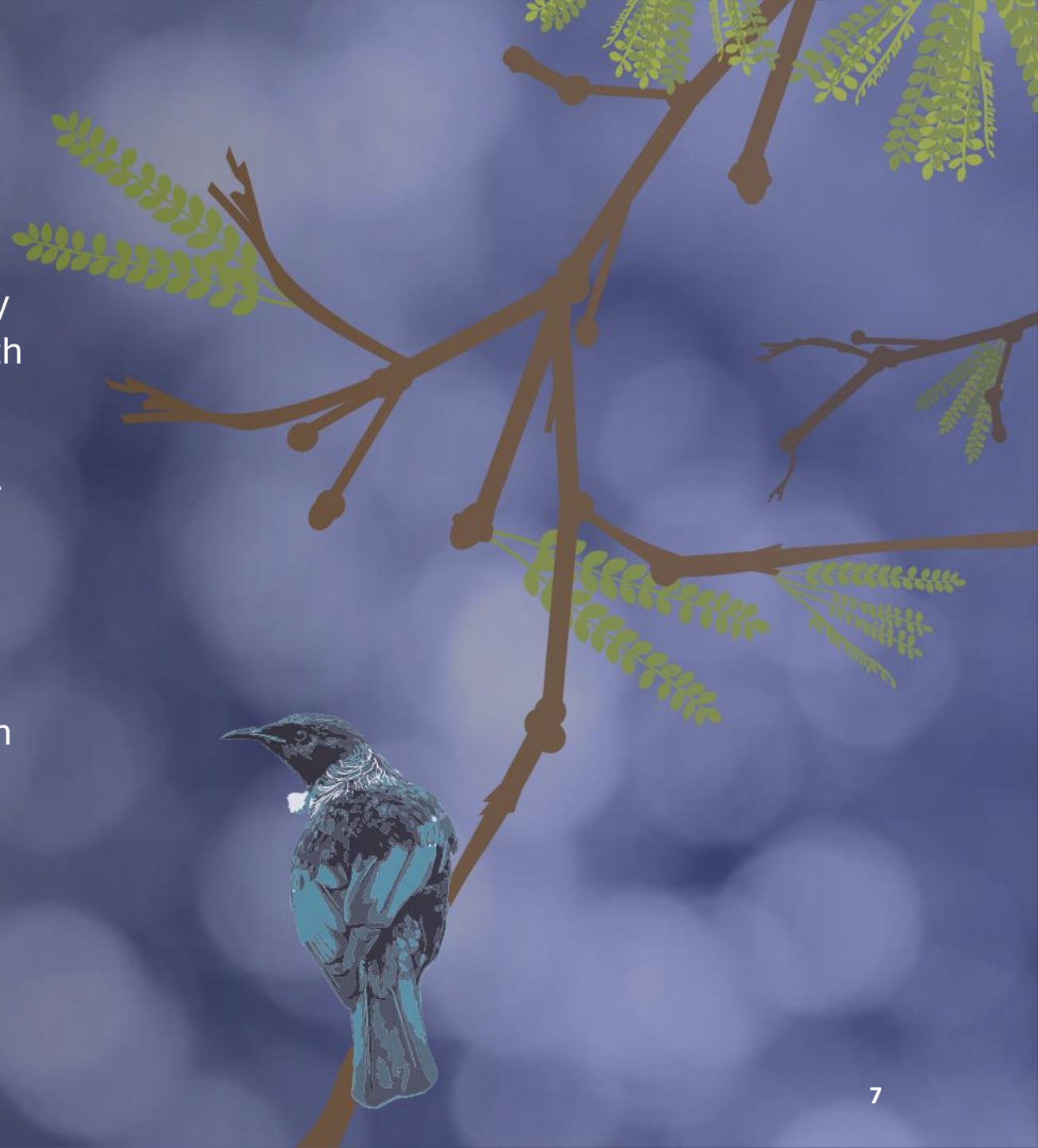


Transition – Supported Assessment

If a supported assessment under the ISSC has not yet begun and will not be completed before 31 May 2025, you need to contact ACC so we can work with you to transition the claim now and approve a specialist cover assessment to ensure kiritaki are successfully transitioned to the new contract prior to 31 May 2025.

This is an exception to the previously issued transition advice. However, it is now unlikely that a supported assessment that has not yet started can be completed and approved before 31 May 2025.

Instead, the claim will be transitioned and a purchase order set up to complete a specialist cover assessment.



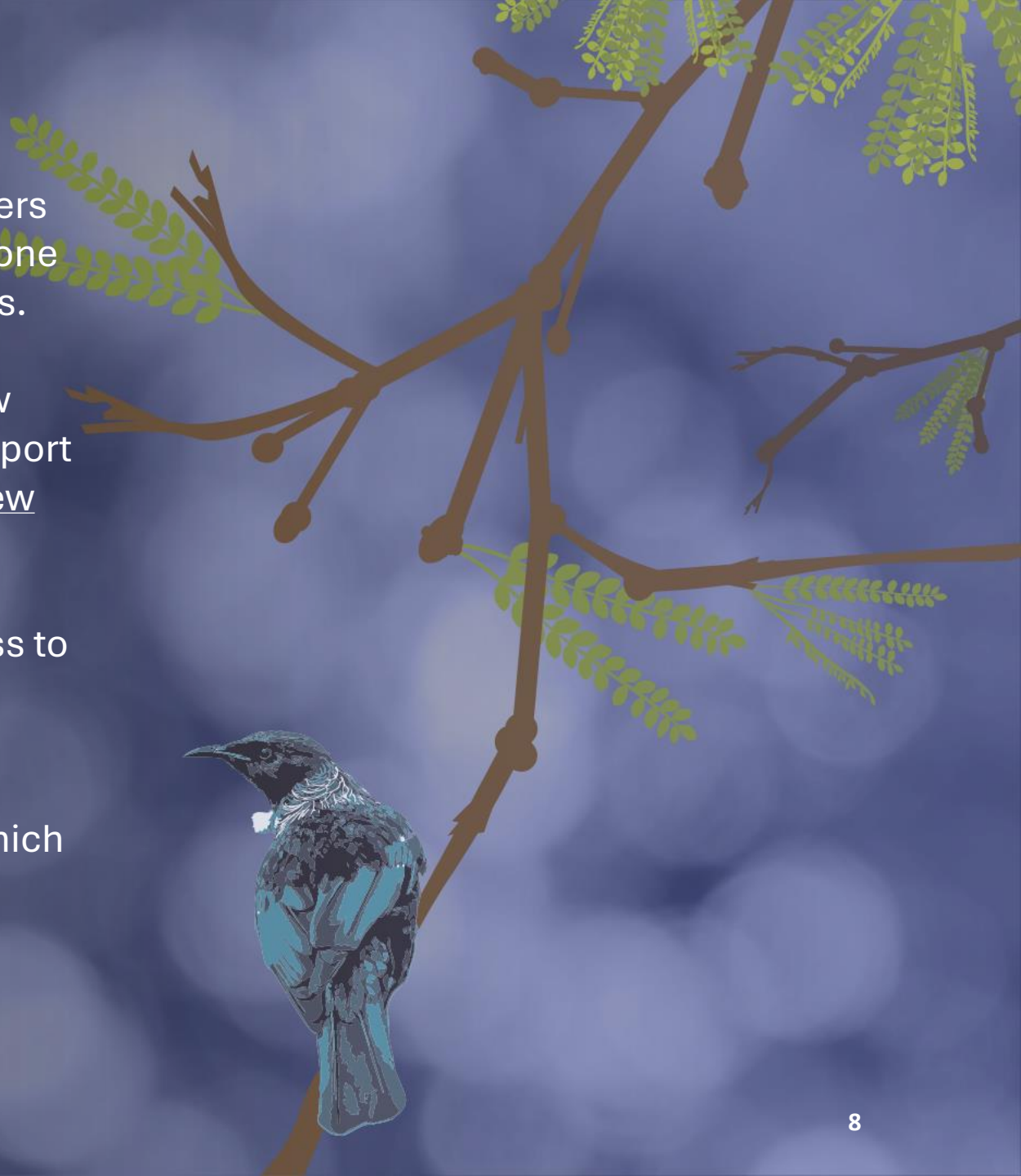
Contract Amendment Requests

It is critical that if you have any named service providers to be approved and named on your contract, this is done now to ensure sufficient time to then transition claims.

In some instances this will require a request for a new geographical area to your contract. A template to support these requests is available on [How to apply for the new Sensitive Claims Service contract](#)

Please allow sufficient time for all steps in the process to be completed:

- A named service provider to be approved through Business Connect (where not already done)
- Request to name the provider on your contract (which may include a request to add a geographical area)
- Transition the kiritaki from the ISSC to the new contract (and potentially a new supplier).



Providers changing suppliers during transition

If there are named service providers requesting to come under your new contract they must be named on your new Sensitive Claims Service contract.

1. Before the next plan/report is due, submit a new engagement form, indicate the lead service provider is unchanged, but there is a change of supplier and provide the next report/plan on the new report template.
2. Discuss the change of supplier with the kiritaki. They must be notified and agree to the change.
3. Notify the appropriate Recovery Team managing the claim of the change of supplier.
4. On receipt of the engagement form and next report/plan, ACC will confirm next steps and set up the purchase order under the new contract (which will include the report/plan that was submitted).



Is a new Engagement Form needed if a kiritaki is moving to a new provider under the same supplier?

When kiritaki transition from the ISSC to the Sensitive Claims Service, a new engagement form is only required if kiritaki are transitioning to a new supplier.

If kiritaki are continuing with their current supplier, a new engagement form is not required, even if they are changing lead service providers.

If kiritaki are changing lead service providers, notify the ACC Recovery Team supporting the kiritaki with confirmation of the new provider.



Can I continue to deliver services under the ISSC after 31 May 2025?

From the 1 June 2025, no further services can be delivered under any ISSC purchase orders. All claims must be transitioned to the Sensitive Claims Service and a new purchase order set up. No further amendments will be made to ISSC purchase orders after 31 March 2025.

Can I invoice for services under ISSC after 31 May 2025?

Suppliers and providers can invoice for services delivered prior to 31 May under an ISSC purchase order after 1 June 2025. Providers and suppliers are expected to invoice ACC within two months of the date of service. All invoicing must be submitted to ACC within 12 months of the service provided.



What happens if an ISSC claim is not transitioned by 31 May 2025?

If there are any claims that have not transitioned by 31 May 2025, it will be critical that the supplier and provider submit the necessary report to transition the kiritaki and set services up under the Sensitive Claims Service as soon as possible.

No further services can be delivered under the previous ISSC purchase order, and no amendments or additions can be made to that purchase order.



What happens if I submitted the report on or before 31 May and ACC has not processed it and set up the new purchase order?

If a report has been submitted on or before 31 May, but there is a delay in setting up the new purchase order, ACC will backdate the purchase order to ensure continuity of services.



Reminder: Who to contact with queries?

Type of query	Who in ACC?
Claim specific requests	ACC Recovery Team Members/ Team
Contract queries	Health Procurement
Service delivery, application of the contract and performance	Provider Relationship Team
General provider or supplier queries	Provider Contact Centre
General queries about the service and queries about Group-based therapy	Mental Health Portfolio Team

A full list of contacts at ACC is available on our [website](#).

Any **claim specific requests**, e.g. requests for travel, use of telehealth, out of area delivery of services – must be made to the Recovery Partner or Recovery Team managing the claim, not to the Evolution Team.

Do not send the same query to multiple places across ACC. This creates inefficiencies and delays in our ability to respond, and increases the risk of variation in advice provided.