

Sensitive Claims Service Supplier Drop In Transition

28 March 2025



We've made some internal changes

As we near the end of the transition period, and the delivery of the Sensitive Claims Service moves to 'business as usual' we've made some changes to our structure at ACC.

With the ISSC Evolution Team coming to an end, Selena Dominguez has now moved into a new role Manager Mental Injury.

Selena is responsible for the management of mental injury claims within Client Recovery and will continue to have oversight of the Sensitive Claims Service from a frontline perspective. Our Mental Health Portfolio Team are responsible for the contract.

How we are tracking with transition

We have 27,337 kiritaki to transition to the Sensitive Claims Service from the ISSC.

Since 1 December 2024 we have transitioned 50% (13,716) of these kiritaki.

This means we still have 50% of kiritaki to transition before 31 May 2025.

The majority of these kiritaki have a purchase order that expires 31 May 2025, however, the focus must now be transitioning those kiritaki to the Sensitive Claims Service.

There is 8 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.



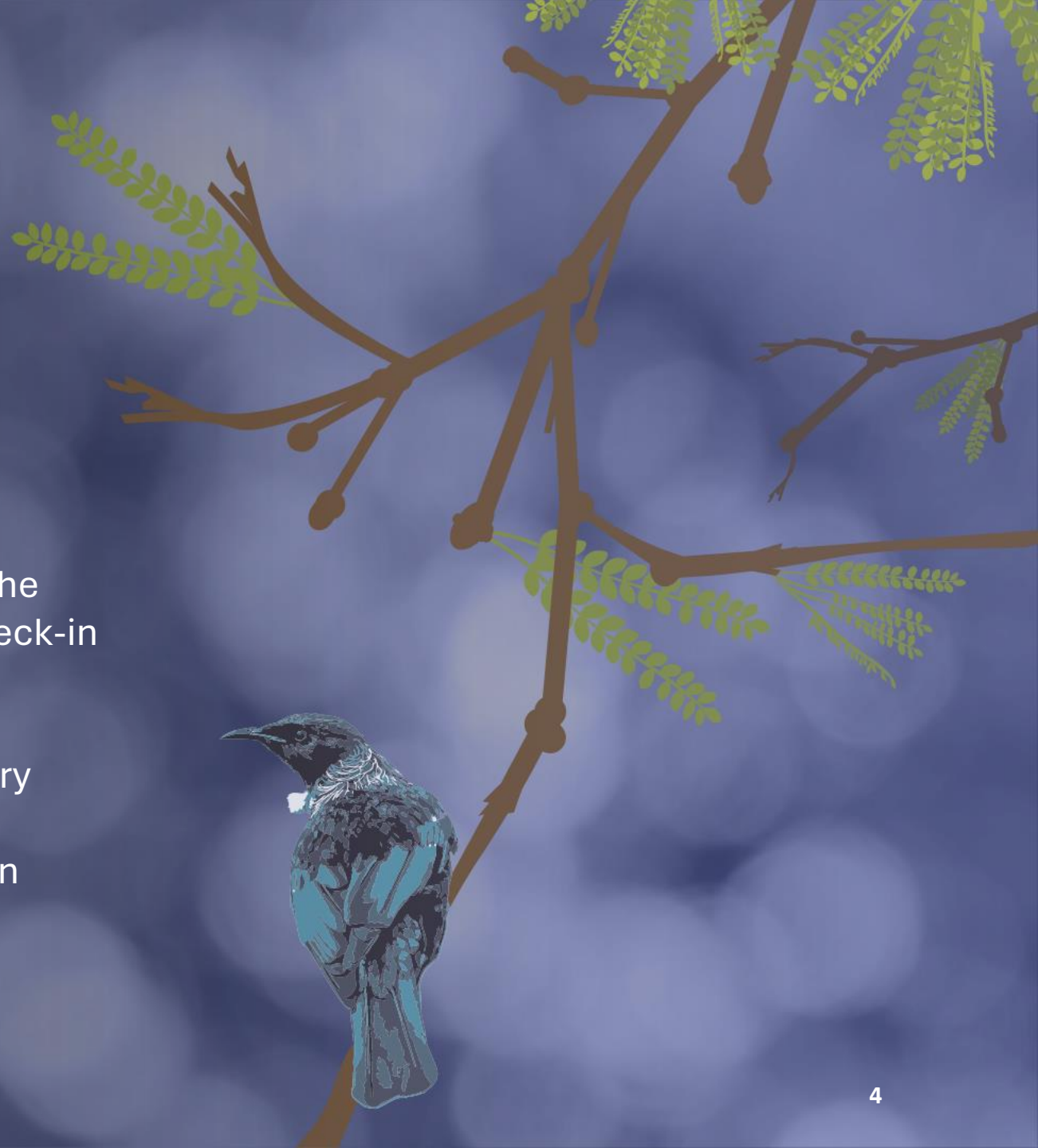
Reminder: Requests to add hours or extend an ISSC purchase order

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

The close off date for any further requests to ISSC purchase orders is 31 March 2025.

All remaining claims must now be transitioned to the Sensitive Claims Service at the next scheduled check-in or reporting point.

If this is not possible you must contact the Recovery Partner or Recovery Team managing the claim immediately to discuss options to ensure transition before 31 May 2025.



Reminder: 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 the Recovery Partner or Recovery Team managing the claim so they can work with you to transition the claim now and approve a new purchase order for a specialist cover assessment.

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

The [Transition Guide](#) has now been updated with this new guidance.



What is a Function Assessment?

This service assesses the impact of the mental injury on the capacity of kiritaki to work in their pre-injury role or to commence work in roles deemed suitable by reason of experience, education or training.

The Function Assessment gathers the information we need to make an entitlement decision based on key questions in the AC Act:

- **Weekly Compensation**

Are kiritaki unable, because of their personal injury, to engage in employment in which they were employed when the personal injury occurred (Section 103 of the Act).

- **Loss of Potential Earnings**

Are kiritaki unable, because of their personal injury, to engage in work for which they are suited by reason of experience, education, or training, or any combination of those things (Section 105 of the Act).



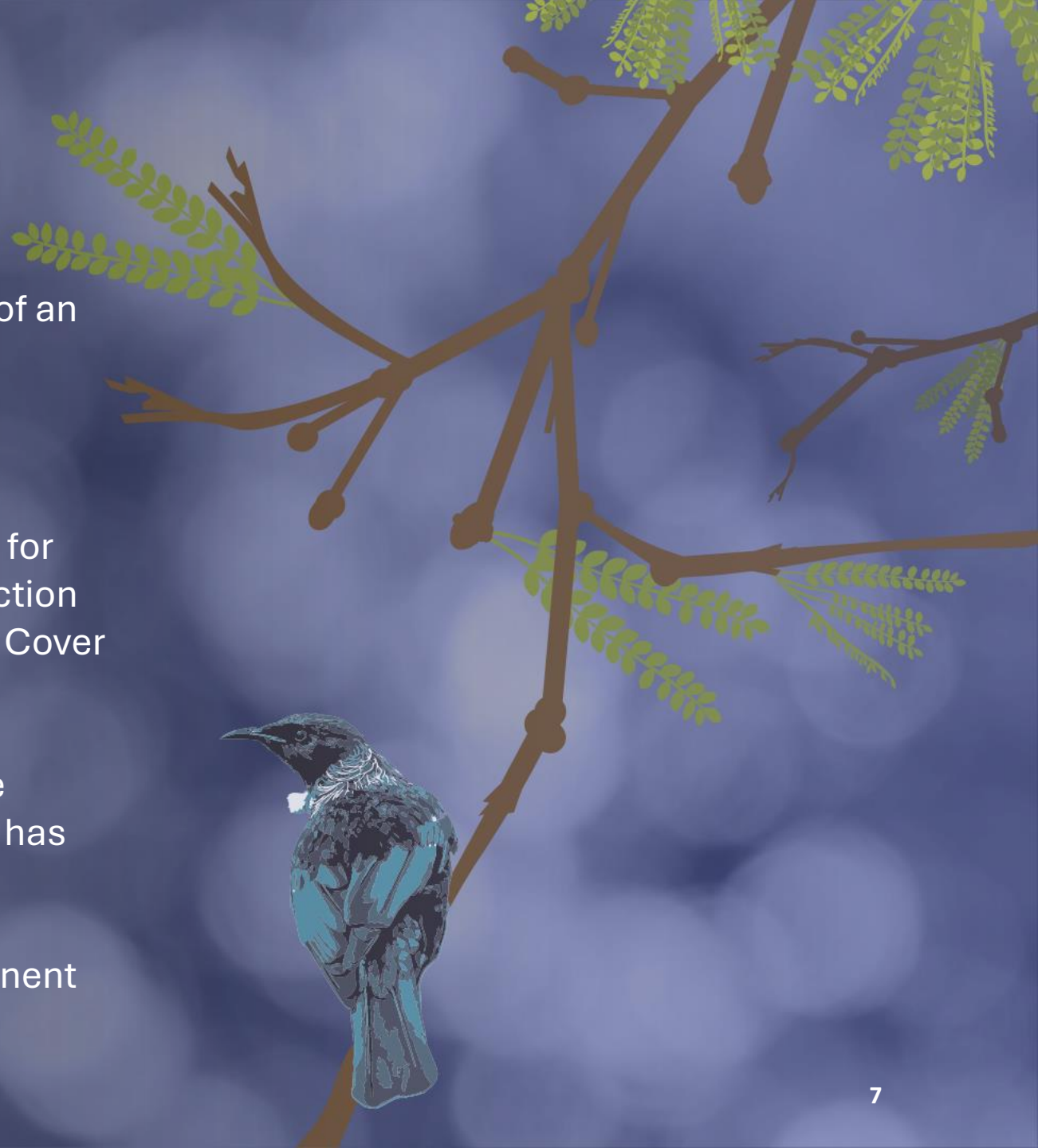
Requesting a Function Assessment through an Early Supports Plan

A Function Assessment can be requested as part of an Early Supports Plan if the Lead Service Provider or kiritaki think a weekly compensation or LOPE application should happen.

However, ACC is still required to confirm eligibility for any financial entitlements before approving a Function Assessment to be completed as part of Specialist Cover Assessment or as a standalone assessment.

A Function Assessment cannot be delivered (or be added to a purchase order) until this confirmation has been given.

A Function Assessment is NOT required for Permanent Injury Compensation"

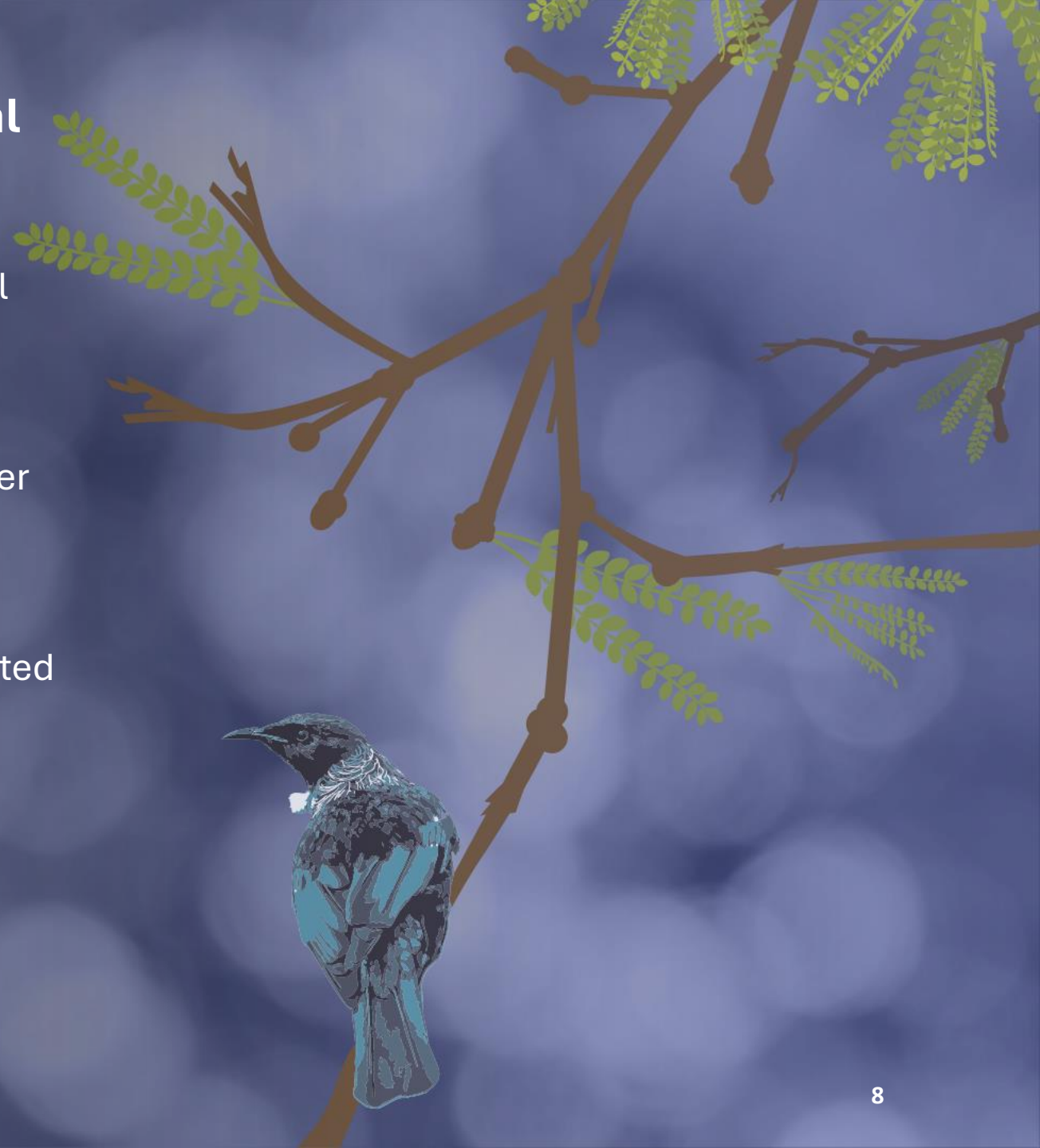


Cover and Wellbeing Plan – additional diagnosis

Lead service providers must not provide additional diagnoses as part of a Cover and Wellbeing Plan.

If a specific injury diagnosis is needed to safely provide treatment and support, the Specialist Cover Assessment pathway must be used.

Under a Cover and Wellbeing Plan the covered injury will be 'Unspecified Trauma or Stressor Related Disorder', indicating that ACC has confirmed a mental injury caused by sexual abuse or assault is present but that a more specific diagnosis is not needed to safely provide treatment and support.



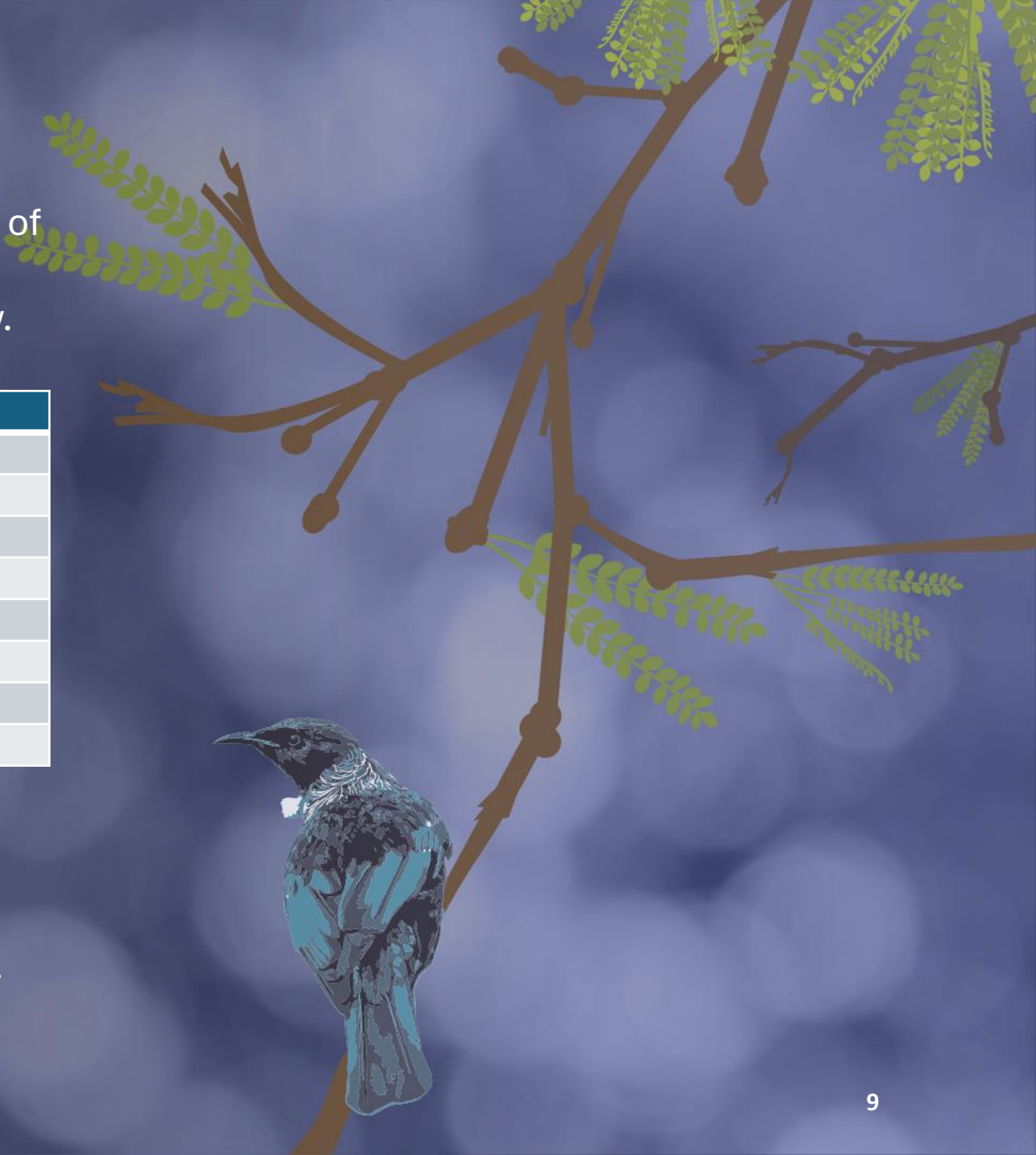


Accepted vs Returned Reports

We are continuing to see a decrease in the number of reports being returned as familiarity with the contract, report templates and quality criteria grow.

Month	Reports	% of total reports
December 2024	Accepted	66%
	Returned	34%
January 2025	Accepted	69%
	Returned	31%
February	Accepted	78%
	Returned	22%
March (to date)	Accepted	83%
	Returned	17%

This is fantastic progress and we thank everyone for their continued perseverance as we manage the change.



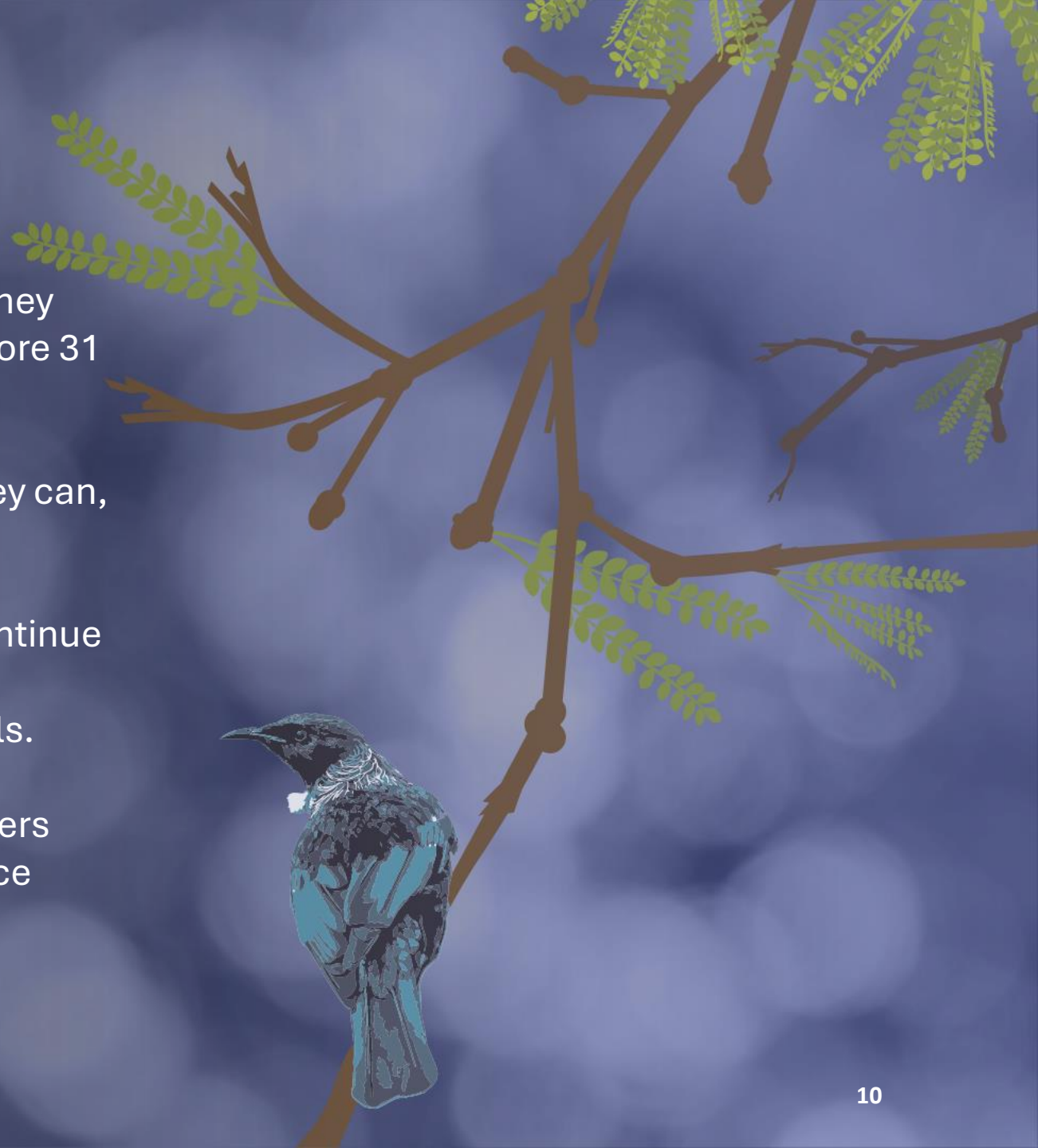
Issuing of purchase orders following submission of a report

We request that reports continue to be sent in as they are ready to ensure claims can be transitioned before 31 May 2025.

Our teams are processing reports as quickly as they can, we acknowledge there is about a week's delay.

We request that suppliers and providers do not continue to phone the teams to follow these up, as this is contributing further to the delays to field these calls.

We can confirm, once approved, the purchase orders will be backdated to the date of the last face-to-face session with the kiritaki.



Resubmitting amended reports

When a report is required to be amended and resubmitted, it's important that **'Amended Report'** is written in the subject line of the email.

This means we can more easily identify resubmitted reports and have them put into the correct queue for processing. This allows those resubmitted reports to be prioritised rather than being placed at the back of the queue along with all the new reports being submitted.



Rongoā Māori

Rongoā Māori is managed and funded separately to the Sensitive Claims Service.

A kiritaki must have a covered injury, before rongoā Māori can be approved as part of their rehabilitation.

A request must be made and approved by the Recovery Team member managing their claim before accessing the service. The hours available for rongoā Māori do not come from the Sensitive Claims Service.

For more information about Rongoā Māori, including a list of practitioners who are registered to deliver services for kiritaki, refer to the ACC website: [Using rongoā Māori services](#)



Who to contact with queries?

Type of query	Who in ACC?	Email Address
Claim specific requests	ACC Recovery Team Members/ Team	Partnered Recovery: Specific Recovery Partner email as per their contact details Assisted Recovery: assistedrecovery1@acc.co.nz
Contract queries	Health Procurement	Health.procurement@acc.co.nz
Service delivery, application of the contract and performance	Provider Relationship Team	<u>Web link:</u> Contact our provider relationship team
General provider or supplier queries	Provider Contact Centre	providerhelp@acc.co.nz
General queries about the service and group-based therapy	Mental Health Portfolio Team	mentalhealth@acc.co.nz

A full list of contacts at ACC is available on our [website](#) and in the [Sensitive-Claims-Service-Operational-Guidelines.pdf](#)

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.

Where to find key resources

There are resources available to support you to deliver the Sensitive Claims Service. Check these first if you have a question about the service.

All key resources are now centrally located, go to:

Resources

On here you will find key documents like:

- All report templates for the Sensitive Claims Service
- The Service Schedule and Operational Guidelines for the Sensitive Claims Service
- Report Guidelines and SMART goal examples
- Annual Declaration
- Contract Amendment request template.

There is also key information on our Working under the Sensitive Claims Service

The list of approved groups to deliver group-based therapy is now available.



Psychology Advisor Forum

Friday 11 April, 12pm

Topic: SMART GOALS

*More information in the April Provider
Update Newsletter*

Scheduled Supplier Drop In Session

Friday 2 May, 12pm

Friday 16 May, 12pm