

DHB Outpatient Burns Treatment & Burns Scar Management Purchasing

And

Non-Burns Scar Management Purchasing

Operational Guidelines

Effective 1 July 2021

This is living document and will be updated as required; the latest version is available on www.acc.co.nz

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Introduction

Welcome to the Outpatient Burns Treatment & Burns Scar Management Operational Guidelines. This document is intended as a guide for you to deliver this Services as defined in the Outpatient Burns Treatment & Burns Scar Management Contract (the Outpatient Burns Treatment & Burns Scar Management [Service Schedule](#) and the [Standard Terms and Conditions](#)). If there is any conflict or inconsistency between these Guidelines and your Contract, your Contract takes precedence.

This is a living document and updated versions will be made available on the ACC provider website as need arises. More information can be found at www.acc.co.nz.

What is in this document

[Section 1](#) of this document covers purchasing burns treatment services and related scar management treatment.

[Section 2](#) covers purchasing scar management treatment for Clients for whom their injury is not the result of a burn.

This contract is used to fund:

- Medical treatment
- Nursing treatment
- Occupational Therapy
- Physiotherapy
- Pressure garments
- Scar management consumables and
- Burns splinting.

ACC supports best practice for the assessment of all clients. To ensure that all providers are aware of the process for funding assessments, the services are clearly outlined in this document.

For Quick Reference information see:

[Appendix 2 - Purchasing DHB outpatient treatment for burns clients, and](#)

[Appendix 3 - Purchasing DHB outpatient consumables, splints and garments for burns clients.](#)

These can be printed off as quick reference guides.

Key contact details

Your role in undertaking burns treatment and burns scar management on ACC's behalf is likely to involve contact with a number of our teams. Here are their contact details.

ACC Provider Helpline	Ph: 0800 222 070	Email: providerhelp@acc.co.nz
ACC Client/Patient Helpline	Ph: 0800 101 996	
Provider Registration	Ph: 04 560 5211	Email: registrations@acc.co.nz
	Fax: 04 560 5213	Post: ACC, PO Box 30 823, Lower Hutt 5040
ACC eBusiness	Ph: 0800 222 994, option 1	Email: ebusinessinfo@acc.co.nz
Health Procurement	If you have a question about your contract or need to update your details, please contact the ACC Health Procurement team: Email: health.procurement@acc.co.nz Ph: 0800 400 503	
Engagement & Performance Managers	Engagement & Performance Managers can help you to provide the services outlined in your contract. Contact the Provider Helpline for details of the Engagement & Performance Manager in your region; or visit the ACC website.	
Website	The ACC website can provide you with a lot of information, especially our "for providers" section. Please visit www.acc.co.nz/for-providers	

Information Sources

Operational Queries	These Operational Guidelines can be found on the ACC website.
Provider Updates	This monthly publication updates Suppliers, Providers and Vendors on what's happening across ACC's business. https://www.acc.co.nz/for-providers/provider-updates/

Section 1: DHB Outpatient Burns Treatment and Burns scar management purchasing

Client Eligibility

A client is eligible for help with their burns when the definition of accidental burn or exposure to radiation or rays applies to their injury. The injury must meet the following criteria:

- a single occurrence at an identifiable time and place
- not a burn or exposure caused by exposure to the elements
- considered to be an accident under the Accident Compensation Act 2001.

If the injury was caused by either of the following on a specific occasion, it can be considered an accident:

- any kind of burn (for example, a burn caused by fire, contact with a hot object, friction such as a rope burn, burnt retina from welding arc, electrical burns, ice burn), or
- exposure to radiation or rays of any kind (for example, x-rays, nuclear radiation, laser beams)

This service is to provide specialist treatment for burns in DHB outpatient clinics following Clients receiving Public Health Acute Services (PHAS).

Burn Scar Management

Regular scar therapy may include:

- medical assessment and treatment, nursing assessment and treatment, occupational therapy or physiotherapy treatment, particularly in the six months following a significant burn
- burns garments to reduce scarring and loss of function
- consumable products to help healing and reduce itching
- thermoplastic splints to help them maintain range of motion.

Invoicing under this agreement

- Under this contract DHBs may only invoice for burns outpatient services provided to burns Clients using the codes specified in this contract. DHBs cannot also charge against Cost of Treatment Regulations or the Clinical Services contract for these services.
- For the six weeks immediately following a Client's discharge from inpatient services or Emergency Department (ED) presentation, Medical Specialist consultations are paid for under the Public Health Acute Services (PHAS) Agreement or the Elective Surgery Agreement therefore cannot be charged under this contract.
- Registered Nurse, Physiotherapist and Occupational Therapist assessment and treatment may be invoiced under this contract immediately following discharge from inpatient or ED services.

Medical Specialist assessment and treatments for burns

Medical consultations are carried out by a specialist who holds the appropriate registration to enable them to provide the consultation/assessment/procedure.

The PHAS period is considered to be six weeks following discharge from acute admission or Emergency Department (ED) presentation.

Medical Specialist outpatient consultations within the six-week post discharge period are unable to be invoiced to ACC, as these are covered under the PHAS agreement or Elective Surgery Agreement.

Service Codes

After the PHAS period, Medical Specialist consultations can be invoiced under BT11 or BT12 for initial consultations, and BT13 or BT14 for follow up consultations – refer to [the Contract](#) and [Appendix 2](#).

Specialist Nurse treatment for burns

Specialist Nurse consultations are carried out by a Registered Nurse who holds the appropriate registration to enable them to provide the consultation/assessment/procedure.

This is a Registered Nurse working within their scope of practice who has experience in the specialist field of burns care.

Service Codes

Nursing treatment can be invoiced under code BT26. This is an hourly rate that can be invoiced pro-rated.

Home-based Registered Nurse treatment can be provided at the same time via the DHB Community Nursing Service or private supplier and purchased using the Nursing Services Contract.

Specialist Nurse treatment may be provided under this contract immediately after the Client has been discharged from the DHB inpatient service and invoiced accordingly.

Prior Approval

Prior approval for Specialist Nurse treatment is required 3 years after the date of first billing. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Occupational Therapy treatment for burns

Occupational Therapy is carried out by an Occupational Therapist that holds the appropriate registration to enable them to provide the assessment and treatment.

This is an Occupational Therapist working within their scope of practice and who has experience in the specialist field of burns care.

Service item codes

Occupational Therapy is purchased using code BT24. This is on an hourly rate that can be invoiced pro-rated– refer to [the Contract](#) and [Appendix 2](#)

Occupational Therapist consults may be invoiced immediately after the client has been discharged from the DHB inpatient service.

Prior Approval

Prior approval for Occupational Therapy is required 3 years after the date of first billing. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Physiotherapy treatment for burns

Physiotherapy is carried out by a Physiotherapist who holds the appropriate registration to enable them to provide the assessment and treatment. This is a physiotherapist working within their scope of practice and who has experience in the specialist field of burns care.

Service item codes

Physiotherapy is purchased using code BT25. This is on an hourly rate that can be invoiced pro-rated – refer to [the Contract](#) and [Appendix 2](#)

Physiotherapy may be invoiced immediately after the client has been discharged from the acute inpatient service.

Prior Approval

Prior approval for Physiotherapy is required 3 years after the date of first billing. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Burns garments

Pressure garments are key to managing scars and require frequent replacement. The fitting of garments is carried out by specially trained staff in the outpatient setting. ACC will pay for the cost of the garment and the postage from overseas but will not be responsible for the cost of the postage in New Zealand as this is considered a normal cost of business for the DHB. [See also, Appendix 3: Purchasing DHB Appendix 3: Purchasing outpatient consumables, splinting and garments outpatient consumables for burns clients](#)

Service item codes

Burns garments can be invoiced under code BT04 – refer to the [Service Schedule](#) and [Appendix 3](#).

Prior Approval

Prior approval for burns garments is required for garments after 18 treatments/items have been submitted to ACC. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Burns splinting

Splinting means the application and /or manufacture of a removable, solid/semi-solid, static/dynamic support that tends to rely on fastening for stability.

Service item codes

Burns splinting is purchased using code BT05 - refer to [the Contract](#) and [Appendix 3](#).

Prior Approval

Prior approval for burns splinting is required for splinting after 2 treatments/items have been submitted to ACC. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Burns scar management consumables

Consumables can be sourced from your usual supplier with reimbursement from ACC using code BT03 or via Onelink. Refer to [the Contract](#) and [Appendix 3](#).

Prior Approval

Prior approval for reimbursement of consumables is required consumables after 18 treatments/items have been submitted to ACC. Please refer to [Requesting Prior Approval for Burns Treatment](#) for more detail on how to request prior approval.

Process for Onelink consumables

Onelink scar management consumables are purchased from the [Onelink Medical Consumables Catalogue](#), using the medical consumables catalogue code found under Skincare & Wound care Products respectively. Requests for consumables are submitted to ACC on the ACC178 Consumables Order Form.

Exceptions to funding

ACC does not fund cosmetic products for scar coverage, eg Microskin.

Requesting Prior Approval for Burns Treatment

To request prior approval, please complete the [ACC1855 Burns Outpatient Treatment & Consumables – Prior Approval Request form](#) and send this to ACC via prior.approval@acc.co.nz.

To enable ACC staff to assess if additional treatment is necessary and appropriate, document the following information in the prior approval request:

- a summary of the clinical course to date, including outcomes achieved
- an indication of how long the therapy or treatment will be required, and why
- a plan for the scar management including frequency of treatment, garments, and consumables required to support treatment
- expected outcomes and how they will be measured.

It is valuable to provide comment from the Burns Consultant or Plastic Surgeon confirming that scar management and treatment continues to be essential.

Incomplete forms will be returned to you for more information. If a section of the form is not applicable, please record 'n/a' in that section.

ACC may seek additional information prior to making a decision on approving the request.

Section 2: Purchasing DHB Scar Management treatment for Non-Burn injuries

Eligibility criteria

ACC funds scar management treatment for clients who do not have a burn injury, but due to treatment injury, or other covered injury still need:

- scar management treatment
- scar management consumables, or
- pressure garments.

This treatment cannot be purchased via the Outpatient Burns treatment & Burns Scar management services contract as described in Section 1 of this document.

Scar management purchasing mechanism for non-burn injuries.

When providing...	use the...
outpatient treatment by a Medical Specialist (outside of the PHAS or elective surgery period) or Nurse	<ul style="list-style-type: none"> • Cost of Treatment Regulations. • DHB contract relevant for the Client such as the Nursing Service Contract or Clinical Services.
treatment by Physiotherapists, or Occupational Therapists	<ul style="list-style-type: none"> • Cost of Treatment Regulations and DHBs will elect the hourly rate, or the flat rate. • DHB contract relevant for the Client such as Hand Therapy or Physiotherapy Services.
scar management consumables	<ul style="list-style-type: none"> • Cost of Treatment Regulations. • Onelink mechanism. • Service item code CONC (Customised Consumable) for non-contracted consumables - this code requires prior approval. • Relevant contract such as the Nursing Service Contract. Consumables under \$25 are included in the nurse consultation, consumables over \$25 are paid using the service item code NS10. <p>Note: ACC will not pay for postage within NZ to send consumables to Clients as this is considered a normal cost of business to the DHB.</p>
scar management pressure garments	<ul style="list-style-type: none"> • service item code CONC (Customised Consumable) for non-contracted pressure garments - this code requires prior approval. <p>Note: ACC will pay freight associated with garments coming from overseas but will not pay for postage within NZ to Clients as this is considered a normal cost of business to the DHB.</p>
Thermoplastic splints for scar management	<ul style="list-style-type: none"> • service item code CONC (Customised Consumable) for non-contracted splinting - this code requires prior approval. • DHB's Hand Therapy contract.

Process for Onelink consumables

Onelink scar management consumables are purchased from the Onelink Medical Consumables [Catalogue](#), using the medical consumables catalogue code found under Skincare & Wound care Products respectively. Requests for consumables are submitted to ACC on the ACC178 Consumables Order Form.

Telehealth Consultations

A Telehealth consultation replaces an in-person consultation. This means that providers should not hold a Telehealth consultation and then require an in-person consultation to undertake a physical examination as part of the initial consultation. Clinical appropriateness (including the potential need for a physical examination) needs to be determined to ensure that a Telehealth consultation is appropriate.

Requesting Prior Approval

Burns treatment, consumables and splinting

Complete the [ACC1855 Burns Outpatient Treatment & Consumables – Prior Approval Request form](#) and send this to ACC via prior.approval@acc.co.nz.

Non- Burns treatment, consumables and splinting

To request prior approval, please complete the [ACC1856 Scar Management Treatment & Consumables – Prior Approval Request form](#) and send this to ACC via prior.approval@acc.co.nz.

Other Considerations for requesting prior approval

To enable ACC staff to assess if additional treatment is necessary and appropriate, document the following information in the prior approval request:

- a summary of the clinical course to date, including outcomes achieved
- an indication of how long the therapy or treatment will be required, and why
- a plan for the scar management including frequency of treatment, garments, and consumables required to support treatment
- expected outcomes and how they will be measured.

It is valuable to provide comment from the Burns Consultant or Plastic Surgeon confirming that scar management and treatment continues to be essential.

Incomplete forms will be returned to you for more information. If a section of the form is not applicable, please record 'n/a' in that section.

ACC may seek additional information prior to making a decision on approving the request.

Invoicing and Payment – Burns Treatment

Bulk invoice schedules for burns treatment can be sent electronically in your usual manner.

When e-billing for garments, consumables or splints:

- use only one schedule line with the total value of the individual garments or consumables being claimed
- use the comments to quote how many garments are being supplied
- do not bulk together requests from more than one treatment session over a period of weeks. Each schedule line should only reflect garments or consumables from one visit
- use one schedule line for garments and one for consumables, when garments and

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consumables for the same client are invoiced

- include the purchase order approval number
- ensure that copies of the individual invoices are available should ACC require them.

All schedules must be submitted within 12 months of the treatment, garments, or consumables being provided.

The provider helpline will answer any invoicing queries: Free phone 0800 222 070.

APPENDICES

Appendix 1 - Frequently asked questions (FAQs)

Q1 Can DHBs still invoice for services through other contracts?

A. If clinically necessary, other treatment may be requested through the appropriate discipline-specific contracts held by your DHB.

Q2 Can we still use the Clinical Services contract assessment codes for burns Clients?

A. No. The outpatient codes BT11, 12, 13, 14, 24, 25 and 26 must be used for all burns outpatient Client assessments and treatment. Invoices using the Clinical Services codes will be returned and a request will be made for an invoice with the correct BT code(s).

Q3 Is there a restriction on the number of additional treatments that can be requested?

A. There is no restriction on the number of additional treatment sessions, however requests will be approved or declined based on the clinical information that is supplied to the ACC32 Clinical Advisor team.

Q4 Can we invoice ACC for indirect patient time (phone calls, documentation)?

A. No. This is included within the overall treatment price.

Q5 Can a Client access more than one discipline per day? How would we invoice for this?

A. Yes, however each BT code may only be invoiced once per day for each Client.

Q6 If treatment is provided by two therapists in the same session can we request two payments?

A. Yes. This contract intends to pay for specialist care only. If two Specialist Nurses, Occupational Therapists or Physiotherapists are needed for one Client then the time may be added together, and an invoice submitted. However, it must be evident within the patient record that the use of these two staff members was clinically justified and the time for each is recorded in the patient record.

Q7 Can a Client's outpatient treatment be transferred between DHBs?

A. Yes. If the referring DHB is unable to identify the number of outpatient treatments provided, contact the provider helpline for this information.

Q8 My Client does not have a delegated Client Service Staff member and needs further help from ACC. Who do I contact?

A. Contact the Provider Helpline on 0800 222 070

Q9 Do treatment limits start again after elective surgery?

A. No. Treatment limits are for the life of the claim. If you are unsure whether prior approval will be required, contact the provider helpline. An ACC 1855/856 will need to be completed etc.

Q10 Can I send my invoices electronically?

A. Yes, this is ACC's preferred option. For more information contact the e-business team 0800 222 994 (option 1) or email ebusinessinfo@acc.co.nz

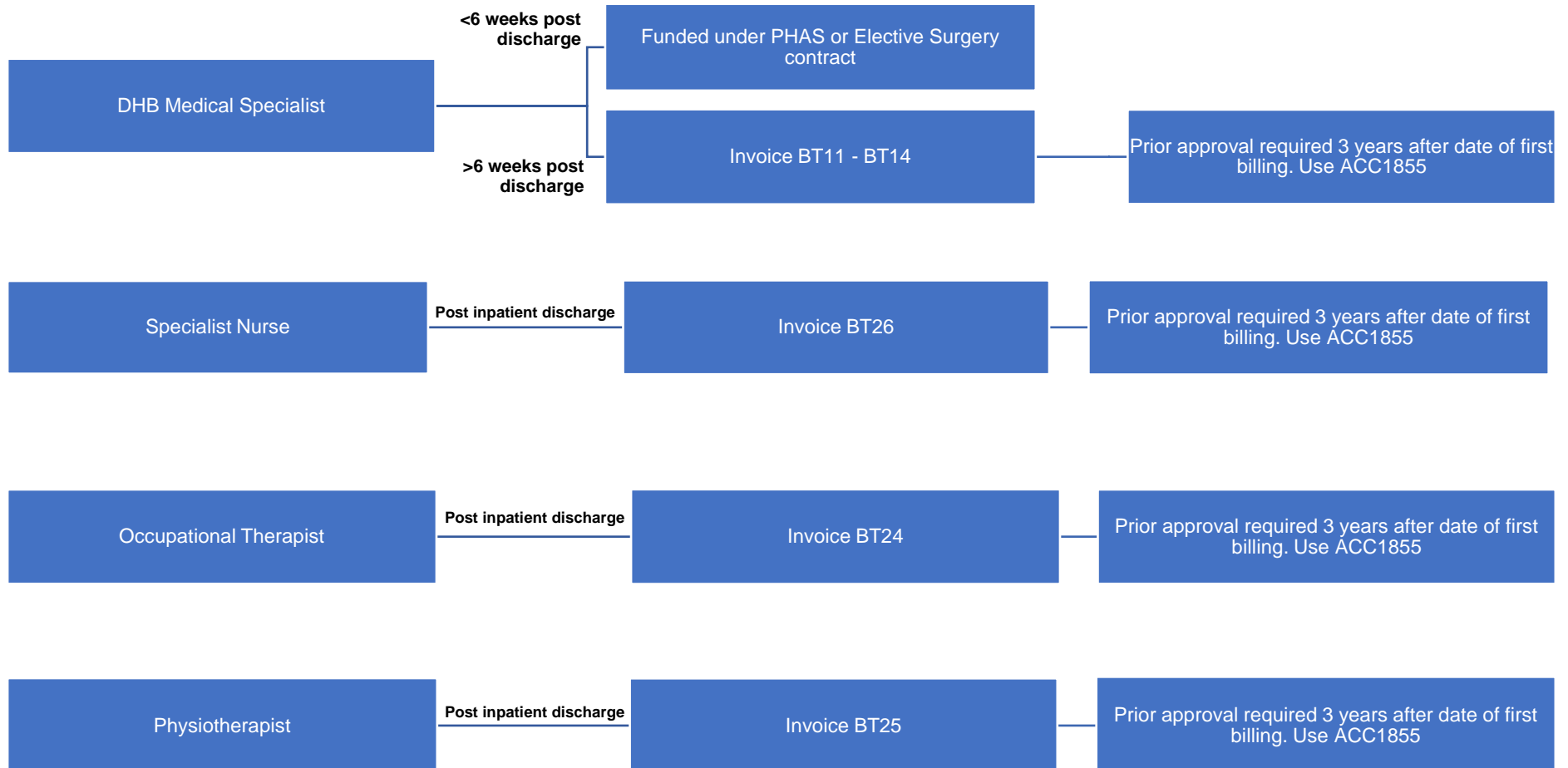
Q11 If billing ACC electronically, do I provide a copy of the supplier invoice for burns garments?

A. No. Please hold copies of the individual invoices on the Client's file and provide a copy upon request from ACC.

Q12 If I am unsure of which vendor ID number the DHB should be using for burns invoices, who can help me?

A. Please contact Health Procurement on 0800 400 503 or health.procurement@acc.co.nz

Appendix 2 – Purchasing outpatient treatment



Appendix 3: Purchasing outpatient consumables, splinting and garments

