

22 September 2023



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-027384

Thank you for your email of 30 August 2023, asking for the following information under the Official Information Act 1982 (the Act):

I just want to clarify, I was actually wanting to know, what ACC does in a case like this, where clearly medical practitioners have failed to lodge a claim, when clearly they should've known there was a claim to be made, for example; they knew and acknowledged there was a severe injury but still didn't lodge a claim.

Our response

If a person tells us about an injury and that a claim had not been lodged for it, we would advise them that they could see a medical practitioner to do so.

If a treatment injury claim was lodged well after the event, we would still consider cover. The primary way we try to ensure that injuries are correctly lodged is through education and support. We have resources available online for medical providers about when to lodge claims. Some of these are linked in the appendix below.

As this information may be of interest to other members of the public

ACC may decide to publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Sara Freitag', written over a light blue horizontal line.

Sara Freitag

Acting Manager Official Information Act Services
Government Engagement

Appendix: links to online information

Webpages (Health Provider)

<https://www.acc.co.nz/for-providers/getting-started/>
<https://www.acc.co.nz/for-providers/lodging-claims/lodging-a-claim-for-a-patient/>
<https://www.acc.co.nz/for-providers/lodging-claims/understanding-claims-and-cover/>
<https://www.acc.co.nz/for-providers/provider-contracts-and-services/maternal-birth-injuries/>

Resources

<https://www.acc.co.nz/assets/provider/accident-services-a-guide-for-dhb-and-acc-staff.pdf> (See pages 64 and 65)
<https://www.acc.co.nz/assets/provider/acc7909-working-together-cotr-providers.pdf>
<https://www.acc.co.nz/resources/#/subcategory/100>
<https://www.acc.co.nz/assets/provider/405074f420/treatment-injury-claim-lodgement-guide.pdf>
<https://www.acc.co.nz/assets/provider/c7caddf52a/treatment-injury-lodgement-flowchart.pdf>
<https://www.acc.co.nz/assets/provider/complex-cover-treatment-injury-quick-guide-.pdf>

Quick Guides – available on website

<https://www.acc.co.nz/assets/provider/gp-nurse-practitioner-quick-guide.pdf>
<https://www.acc.co.nz/assets/provider/medical-specialist-quick-guide.pdf>

Videos

<https://www.acc.co.nz/for-providers/getting-started/provider-video/>

Webinars

<https://www.acc.co.nz/for-providers/provider-news-and-events/watch-and-learn-webinars/>
<https://www.youtube.com/watch?v=BHxZtbyUegs&list=PLL8nC8MhKPx763O2y-6gYbRu3x6JbWuiV&index=11&pp=iAQB> <https://youtu.be/2cR1Pu7n6Mk>

Online learning modules

<https://learning.acc.co.nz/login/index.php> – anyone can create a user log in. There is a page for medical practitioners that has a module on cover.

Provider Updates

<https://www.acc.co.nz/for-providers/provider-news-and-events/provider-updates/> (Primary care)