



26 January 2024

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-029836

Thank you for your email of 8 January 2024, asking for the following information under the Official Information Act 1982 (the Act):

I am seeking information please on the rules and process all providers receive in regard to them lodging a claim on behalf of a claimant (as per section 49 of the AC Act 2001).

Please provide all training manuals or correspondence that is provided so the treatment providers can complete their side of the process.

If there is specific instructions for each body of registered treatment providers (eg registered medical council GP, registered psychiatrist, registered dentist, registered physiotherapist, registered osteopath etc), and limitations due to their scope of expertise and what they can and cannot diagnose, please provide.

How ACC supports and educates treatment providers on claim lodgement

ACC's claims lodgement process, and what ACC covers, are two topics that treatment providers need to be aware of and understand. In the last two years, ACC has increased the amount of support given to providers (new and experienced) to educate them on these topics.

This support includes:

- Extended website content on what ACC covers, including quick guides (online)
- Online webinars
- Short videos on what we cover and on lodging claims (online)
- An onboarding letter for all medical practitioners registering with us that enables them to navigate to key resources and where to find our online learning modules.

This information is provided with this letter

You can find links to the online material in the appendix below. In addition, we have attached the following documents:

- ACC letter to new registered providers (onboarding letter)
- Email to new registered providers (onboarding email)
- PowerPoint presentation (converted to PDF) - General Practice Education Programme (May 2023). - The video can be found here: www.youtube.com/watch?v=pt2ZeWCJKOY&t=5s.

Note: Similar presentations are sent to other provider groups. The overall message about lodging claims is the same, including that the diagnosis must be within their scope of practice.

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

ACC may 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



Jason Hope

Acting Manager Official Information Act Services

Government Engagement

Appendix: links to online information

Webpages (Health Provider)

www.acc.co.nz/for-providers/getting-started/ for all new providers
www.acc.co.nz/for-providers/lodging-claims/understanding-claims-and-cover/
www.acc.co.nz/for-providers/lodging-claims/lodging-a-claim-for-a-patient/
www.acc.co.nz/for-providers/provider-contracts-and-services/maternal-birth-injuries/
www.acc.co.nz/for-providers/lodging-claims/read-codes/ – this page has information about which types of providers can lodge different types of claims.

Resources

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

Quick Guides – available on website

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

Videos and webinars

www.acc.co.nz/for-providers/getting-started/provider-video/ (Specifically, ‘What ACC Covers,’ ‘How to Lodge a claim,’ ‘Understanding Causation,’ and the Lodging Complex Claims section.
www.acc.co.nz/for-providers/provider-news-and-events/watch-and-learn-webinars/
www.youtube.com/watch?v=F_sD_tES5h8&list=PLL8nC8MhKPX763O2y-6gYbRu3x6JbWuiV&index=22 (How to complete an ACC45 form)
www.youtube.com/watch?v=BHxZtbyUegs&list=PLL8nC8MhKPX763O2y-6gYbRu3x6JbWuiV&index=12 (Beginners guide to ACC)

Online learning modules

www.learning.acc.co.nz/login/index.php – anyone can create a user login. There is a page for medical practitioners that has a module on cover.

Provider Updates

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

[Insert Full Name and Address Block]

16 January 2024

Congratulations, you're now a registered ACC provider

Dear [Insert First NAME]

Nau mai, haere mai and thank you for your application. We're pleased to confirm you're now an ACC-registered [Insert PROVIDER TYPE]. We're glad to have you on board to help in our shared goal of supporting and caring for injured New Zealanders.

You're joining more than 30,000 health professionals across the motu (country) who are already partnering with us successfully to get injured New Zealanders back to independence.

Your ACC Provider ID: [Insert ACC provider number]

This is your unique ACC Provider ID – it's important, so keep it handy. You'll need it every time you interact with us, including for medical treatment invoices, documentation, and correspondence. It also means we'll be able to help you more quickly when you get in touch with a query. Your Provider ID is for your use only and shouldn't be used by anyone else.

Getting Started

To learn about who we are and what we do, visit acc.co.nz/getting-started. Here you'll find the information you need for how we can work together to deliver the best health outcomes for our clients. You'll find helpful topics, including:

- How to lodge a claim
- How to use Read Codes
- How to invoice

You'll also find our **Working Together handbook** for providers working under Cost of Treatment Regulations. This handbook is important to get to know because it's one of the key resources if you'll be providing services to our clients under the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) Regulations 2003.

Find helpful resources at acc.co.nz/getting-started.

Your Annual Practising Certificate

It's important your Annual Practising Certificate (APC) remains current while you provide treatment on ACC's behalf. This is a requirement of working with us and helps maintain service quality and protect the interests of clients.

Please ensure you renew your APC with the relevant responsible authority, e.g., Medical Council of New Zealand. If you don't hold a current APC we may not be able to pay you for services provided beyond the date your certificate expired.

ACC contracts

Please note, your registration does not mean you're an approved ACC contract holder. If you'd like to apply for a contract or receive more information about ACC's contracts, please visit acc.co.nz/for-providers. Or you can contact Health Procurement at 0800 400 503 or health.procurement@acc.co.nz.

Stationery

In most instances, you'll find the forms and documents you need in our online library of resources (acc.co.nz/resources). However, if you're unable to work electronically with us you can order essential ACC documents through the ECOS website (ecos.co.nz). To register for ECOS please call 0800 878 366.

If you don't have access to the internet, you can call 0800 802 444 between 8am and 5pm Monday-Friday for personal assistance.

Rate of Payment

Your elected rate of payment determines whether you intend to invoice ACC for the services you've provided on a per treatment or per hour basis. If you're an Allied Health Provider, and you wish to switch payment methods, send your request in writing to registrations@acc.co.nz. Any subsequent requests to switch payment methods should also be made in writing and include an explanation supporting your request. Subsequent requests will be considered by ACC.

Confirm your details

Attached is your *ACC5932 Provider Details* form confirming your contact and rate of payment details. **Please double check everything is correct.** If something's not right, you can amend your details on the attached form and return it to us by email at registrations@acc.co.nz.

We're happy to answer your questions

There's plenty more useful information about working with us on our website, and our 'Getting Started' webpage is a great place to start.

If you have any pātai, queries or require further information, you can call the Provider Helpline on 0800 222 070, or email registrations@acc.co.nz.

Ngā mihi nui,

...

ACC Provider & Vendor Registrations



Provider details



Te Kaporeihana Āwhina Hunga Whara

Please review the information on this form and amend any incorrect details. Email the corrected form to registrations@acc.co.nz.

1. PROVIDER DETAILS		This form was completed on: 16/01/2024
Provider name:		Provider ID Number:
Classification:		Rate of Payment:
Physical address:	Postal address:	
Work phone:	Mobile phone:	
Email:	Fax number:	
Preferred contact method:		

The information collected on this form will only be used to fulfil the requirements of the Accident Compensation Act 2001. In the collection, use and storage of information ACC will at all times comply with the obligations of the Privacy Act 1993 and the Health Information Privacy Code 1994.

Kia ora [name]

Welcome on board, your ACC provider registration confirmation is attached.

Save and keep this important document. It contains:

- your unique ACC Provider ID which you will need every time you interact with us
- information about working together
- information about payments
- our contact details.

Getting started

Now that you're registered, the next step is to visit our website for the essentials of working with us. You'll find all the information and resources you need to get started, including:

- a short video on the essentials of working together
- how to lodge a claim through to invoicing and getting paid
- quick guides tailored to your profession
- learning modules

and many more helpful resources.

[Get started now](#)

Bookmark it for future reference!

Stay up to date

Make sure you're signed up to our provider update emails. Sent monthly and delivered straight to your inbox, these updates can be tailored to your health profession.

[Subscribe to our provider email updates](#)

Did you register on behalf of a health practitioner?

Our Getting Started website contains essential resources to enable them to work with us. Forward this email to them, and ensure their email address is subscribed to receive our monthly updates

We're looking forward to working with you.

Ngā mihi

[NAME]

[INSERT YOUR ACC SIGNATURE]

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Medical Practitioners & ACC

Working together

General Practice Education Programme

DATE: May 2023



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



Understanding claims and cover

Basics of cover – 2 minute animation



Video will open in a browser window

Personal injuries caused by accident (PICBA)

Straight forward:

Easy to determine causation

- Sprains or strains
- Wounds – cut broken or bruised skin
- Burns
- Fractures
- Dislocations
- Concussion & LOC
- Dental (not biting into food)

Complex:

Maybe more difficult to determine causation

- Mental injuries- from covered injury, criminal act or workplace traumatic events.
- Injuries caused by treatment.
- Workplace Gradual process disease or infection.
- Work related hearing loss.
- Injuries that could have many causes.

Lodging claims

How to lodge a claim

Always use ACC45:

- What is the accident?
- Where was the accident?
- What is the injury diagnosis?
- Impact on ability work?
- What support do they need?

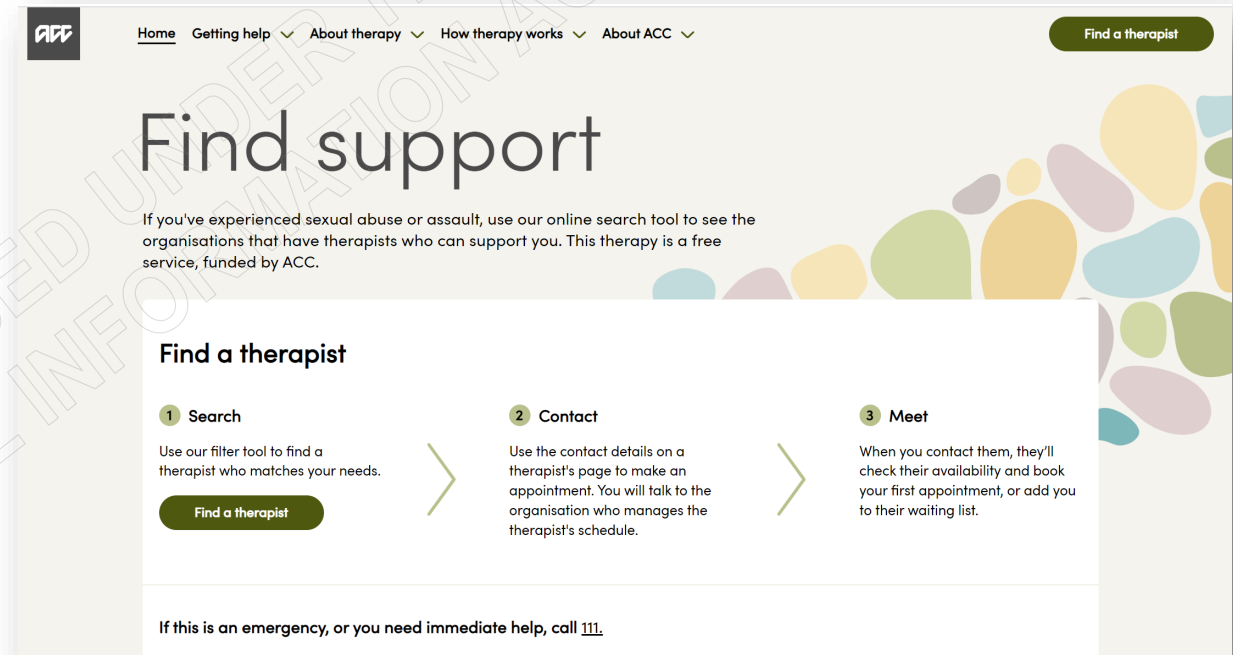
Additional information is needed to establish causation for:

- Delayed lodgement (12 months)
- Treatment Injury
- Work related gradual process
- Mental injury
- Hearing loss

[Resource - Lodging claims](#) This page guides you through the ACC45 and supporting information

Lodging sensitive claims - sexual assault or abuse

- Does not matter if event happened a long time ago
- Support services - are for person and whānau
- May go on to supported assessment for mental injury claims
- Preferable to guide client to support services rather than lodging ACC45
- www.FindSupport.co.nz



Resources - How to lodge a claim

www.acc.co.nz

- Health providers
- Lodging claims

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

About us Resources Contact us Online services

I'm injured ▾ For business ▾ Health providers ▾
Kua whara ahau Mā ngā pakihī Ngā kaituku hauora me ngā kaituku ratonga

Search acc.co.nz

Home > Health providers > Lodging claims > Lodging a claim for a patient

Lodging claims

Lodging a claim for a patient

Using the right Read code to lodge and update claims

Sending patient notes

Updating or changing a claim

Getting a decision on your patient's claim

Using SNOMED Clinical Terms

Understanding claims and cover

Lodging a claim for a patient

As a registered provider, you can lodge claims on behalf of your patient if you think they have an injury we cover. You'll need to check you're lodging the right type of claim, and following the right process.

It's best to complete the forms with your patient during their first visit.

On this page

1. [Check you can lodge a claim](#)
2. [Information you'll need](#)
3. [How to lodge a claim](#)
4. [Completing an ACC45 form](#)
5. [Information for specific injury types](#)
6. [Completing an ACC42 form - dentists](#)
7. [After you've lodged the claim](#)
8. [Contact us](#)

Maternal Birth Injuries What do I need to know?

ACC cover extends to **specific maternal birth injuries**
(see quick guide)

Incurred on or after **12am 1 October 2022**

Can mean increased options for your patients with
funding/support

Clinical care remains the priority

Patients can access pelvic health physiotherapy - a
good first step for most

Or if they have puzzling or persisting symptoms, refer
to gynaecology or other relevant discipline

