



23 March 2022

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-016939

Thank you for your email of 25 February 2022, asking for the following information under the Official Information Act 1982 (the Act):

1. *I am seeking the information regarding these policy/procedure/process rules that ACC have for Collecting claim information at registration:*
 - *Snapshot of Registration; and*
 - *Storage of Claim information; and*
 - *Claim information for a claim; and*
 - *Inbound documentation.*
2. *This information is described under 4.0 of the Claim Lodgement Process document v10.0*

Our response

The sub-headings that you have requested do not contain substantial information. We have included a copy of the landing pages of each of the four sub-headings, as follows:

- *Snapshot of Registration*
- *Storage of claim information*
- *Claim information for a claim*
- *Inbound documentation*

Additionally, we have included the process(s) links that are within those pages, including:

- *Register a claim*
- *Receive and input manual claim: Accidental Death*
- *Receive and input manual claim: Dental*
- *Receive and input manual claim: Early Cover*
- *Receive and input manual claim: Email*

Note that we have removed staff names, as they are out of scope of this request.

If you're concerned about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. You can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602 if you are not happy with this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz

Ngā mihi

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement & Support



Business Rules Portal

[Back to search results](#)[↓ Export](#)

Rule Name

Snapshot of registration

Statement

The **Accident Compensation Corporation** must retain a copy of the **claim information** the **Accident Compensation Corporation** collected about the **claim** after **registration** is complete.

Motivation

This ensures a record of the claim information collected is retained for future reference in case of any follow-up questions.

Rule ID

CovDec-036

Process(s)

[Manage Claim Documents](#) 

[Receive and Input Manual Claim](#) 

[Receive Electronic Claim](#)

Owner(s)

[Manager Claims Assessment](#) 


Business Term(s)

[Accident Compensation Corporation](#) [claim](#) [claim information](#)

Business Rule Group(s)

[Cover Decision](#)

Source(s)

[Business Decision: Cover Decision Service - Client Front End Establishment Project](#) 

Additional Information



Approver

Manager Lodgement & Triage

Activation Date

15/09/2018

Author

Rule Type

Obligation

Approval Date

10/09/2018

Contact

If you have any comments or require any clarification, contact EBR@acc.co.nz.



Business Rules Portal

[Back to search results](#)[!\[\]\(74d4806277d7e73349d8e8c0897931e9_img.jpg\) Export](#)

Rule Name

Storage of claim Information

Statement

Claim information for a lodged **claim** must be stored on a **claim record**.

Motivation

This ensures ACC stores the information it receives regarding Claims in an orderly fashion that can be looked up at a later date. It also ensures claim information is not mixed up between clients and claim records.

Rule ID

RegClm-007


Linked Rule(s)

Claim information for a claim


System(s)

Eos

Process(s)

Register Claim 

Owner(s)

Manager Claims Assessment 

Business Term(s)

claim claim information claim record

Business Rule Group(s)

Registration

Source(s)

Business Decision: Claim Registration - Lodgement & Triage

Additional Information



Approval Date

17/08/2018

Author

[REDACTED]

Rule Type

Obligation

Approver

[REDACTED] Manager Lodgement & Triage

Activation Date

19/09/2001

Contact

If you have any comments or require any clarification, contact EBR@acc.co.nz.



[Back to search results](#)

 [Export](#)

Rule Name

Claim information for a claim

Statement

A **claim form** for a lodged **claim** must contain **claim information**.

Motivation

This ensures the claim contains the information required to make a cover decision.

Rule ID

RegClm-005


Linked Rule(s)

[Storage of claim Information](#) [Claim lodged using claim form](#)


System(s)

Eos

Process(s)

Register Claim 

Owner(s)

Manager Technical Services 

Business Term(s)

claim claim form claim information

Business Rule Group(s)

Registration

Source(s)

Business Decision: Lodge & Validate Claim and Make Cover Decision 

Additional Information



Approval Date

21/08/2018

Author

[REDACTED]

Approver

[REDACTED] Technical Policy Team Manager, Technical Services

TBR

Yes

Rule Type

Obligation

Activation Date

04/02/2016

Contact

If you have any comments or require any clarification, contact EBR@acc.co.nz.



Business Rules Portal

[Back to search results](#)[↓ Export](#)

Rule Name

Inbound documentation

Statement

Inbound documentation the **Accident Compensation**

Corporation receives must be attached to a **claim record** if all of the following are true:

- the inbound documentation is regarding any of the following:
 - an existing **claim**.
 - an existing **client**.
- the inbound documentation contains **claim information** that is relevant to the client's claim.
- the inbound documentation contains claim information that is necessary for the **claim management** of the client's claim.

Motivation

This ensures an ACC staff member can view the paper/email/fax that was received, and that only relevant information is attached.

Rule ID

RegCIm-016

System(s)Eos**Process(s)**Manage Claim Documents ☒**Owner(s)**Manager Technical Services ☒**Business Term(s)**Accident Compensation Corporation claim claim information claim record client inbound document**Business Rule Group(s)**Registration**Source(s)**

Business Decision: Claim Registration - Lodgement & Triage
CHIPS: Virtual Claim Folder (VCF) and locally uploaded documents

Additional Information



Rule Type

Obligation

Approver

[Redacted] Technical Policy Team Manager, Technical Services; [Redacted] Principal Solicitor AC
Law

Approval Date

21/08/2018

Author

[Redacted]

Activation Date

27/09/2018

Contact

If you have any comments or require any clarification, contact EBR@acc.co.nz.

EOS ONLINE HELP

Register a claim

Published 21/10/2021

Introduction

Use these instructions to register a manual ACC45 claim into Eos.

How to: Register a manual claim

- [Register a manual claim](#)
 - [Quick steps](#)

Register a manual claim

Quick steps

1. Click **Create a new ACC45 Claim**
2. Enter ACC45 number in **Confirm ACC45 Number** field. Click **Create**

If the number isn't in use, the **Person** tab on the **Case Search** screen displays

1. Complete as much info as you can. Click **Search**
2. If the Add button appears, click it to add the party record
3. Once added, continue registering claim. When you get matches, confirm correct party. Click **Add Claim**
4. Select **Registration type**
5. Enter the ACC45 details in the fields
6. Select **Yes** in the **Submit Form with Missing Mandatory Data?** field if the ACC45 has missing data. Click **OK**
7. Check details. Select reason for change. Click **OK**

Step 1

Click **Create a new ACC45 Claim** on the operational toolbar.

Create Claim - Claim Search TS102153

Step 2

Enter the same ACC45 number in the **Confirm ACC45 Number** field and click **Create**.

- If the ACC45 number is already in use, the **Case Search** screen displays.
- If the ACC45 number is not in use, the **Person** tab on the **Case Search** screen displays to enable you to continue the registration.

Step 3

Fill out as much information on the **Person** tab as possible and click **Search**.

Step 4

If no matches are returned, or you're sure the party record doesn't exist, the Add button will appear. Click **Add** to add the party record. See [Add a party](#).

Once the party has been added, continue registering the claim. When matches are returned, confirm the correct party and click **Add Claim**.

Step 5

Select the **Registration type** ('Full' or 'Rapid') in the Claim Summary section.

Step 6

Enter the details from the ACC45 in the remaining fields, as appropriate.

Step 7

Select **Yes** in the 'Submit Form with Missing Mandatory Data?' field if the ACC45 has missing data. Click **OK**. If no mandatory data is missing, the Summary Screen will display.

Claim Summary TS102159

ACC45 FORM

* Mandatory Fields

Claim Summary

ACC45 Number [REDACTED]

Registration type Full

Management Site Wellington Branch

Lodgement Date * 30/10/2018

Registration Users Name [REDACTED]

Part A: Personal Details

National Health Index (NHI) Number

Middle Name

Preferred Name

Gender * Please Select

Address Line 1 *

Suburb

Post Code

Work Phone

Claimant

First Name *

Last Name *

Date of Birth * DD/MM/YYYY

Ethnicity * Please Select

Address Line 2

Town/City *

Country New Zealand

Home Phone

Personal Details

Ethnicity Details

Middle Name

Preferred Name

Gender * Please Select

Address Line 1 *

Suburb

Post Code

Work Phone

Claimant

Last Name *

Date of Birth * DD/MM/YYYY

Ethnicity * Please Select

Address Line 2

Town/City *

Country New Zealand

Home Phone

Personal Details

Ethnicity Details

Please give a brief description of how the accident happened

Did the accident happen in New Zealand? * Yes

Prior Activity * Please Select

Accident Contact Not Selected

Did the Accident happen on a road? * No

Off Road Agency * Please Select

Did the Accident happen at work? * No

Earner Status at Date of Accident * Please Select

Claimant Occupation

Department

Missing Mandatory Data for Dental Claim

Accident Cause Not Selected

What type of work do you do? * Please Select

Employer Details

Employer Name

Employer Address 1

Employer Address 2

Suburb

Town or City

Postcode

Country

Part C: Injury Diagnosis and Assistance

Code

Additional Injury Comments

Is this claim for Treatment Injury?

☐ Yes

☒ No

Has the patient been admitted to Hospital?

☐ Yes

☒ No

Fatal Claim Type *

☐ Yes

☒ No

Referral 1 Type

Not Selected

Referral 3 Type

Not Selected

Referral 5 Type

Not Selected

Referral 2 Type

Not Selected

Referral 4 Type

Not Selected

Suggested Treatment or Objectives

Submit Form with Missing Mandatory Data?

☒ Yes

☐ No

Pause

Previous

Step 8


Check the details on the **Summary Screen** (details are system-generated based on information that has been entered).Change the details if necessary.
Note: You're unable to return to the registration screen and must change details on this screen only.

Step 9


Select the reason for the change, adding more information about the reasons for change when required.
Click **OK** to return to the **Claim Search** screen to start another registration.

Related Content


12 results




[Link duplicate claims during registration](#)




[Registering engagement form](#)




[Sensitive claims functionality](#)




[Complete an abnormal \(incomplete\) claim registration](#)




[Re-Entry Engagement](#)




[Search for a party](#)




['Safe Contact' when registering an engagement form](#)



[Extend cover decision due date](#)



[Updating client's 'safe contact' record](#)



[Cover status and cover status reasons](#)

https://accnz.sharepoint.com/sites/TeWhariki/SitePages/Register-a-claim.aspx

4/5

Page Details

Content Owner



Content Experts



Topic

Claims

EOS Online Topic

Specialist Functions Registering a claim

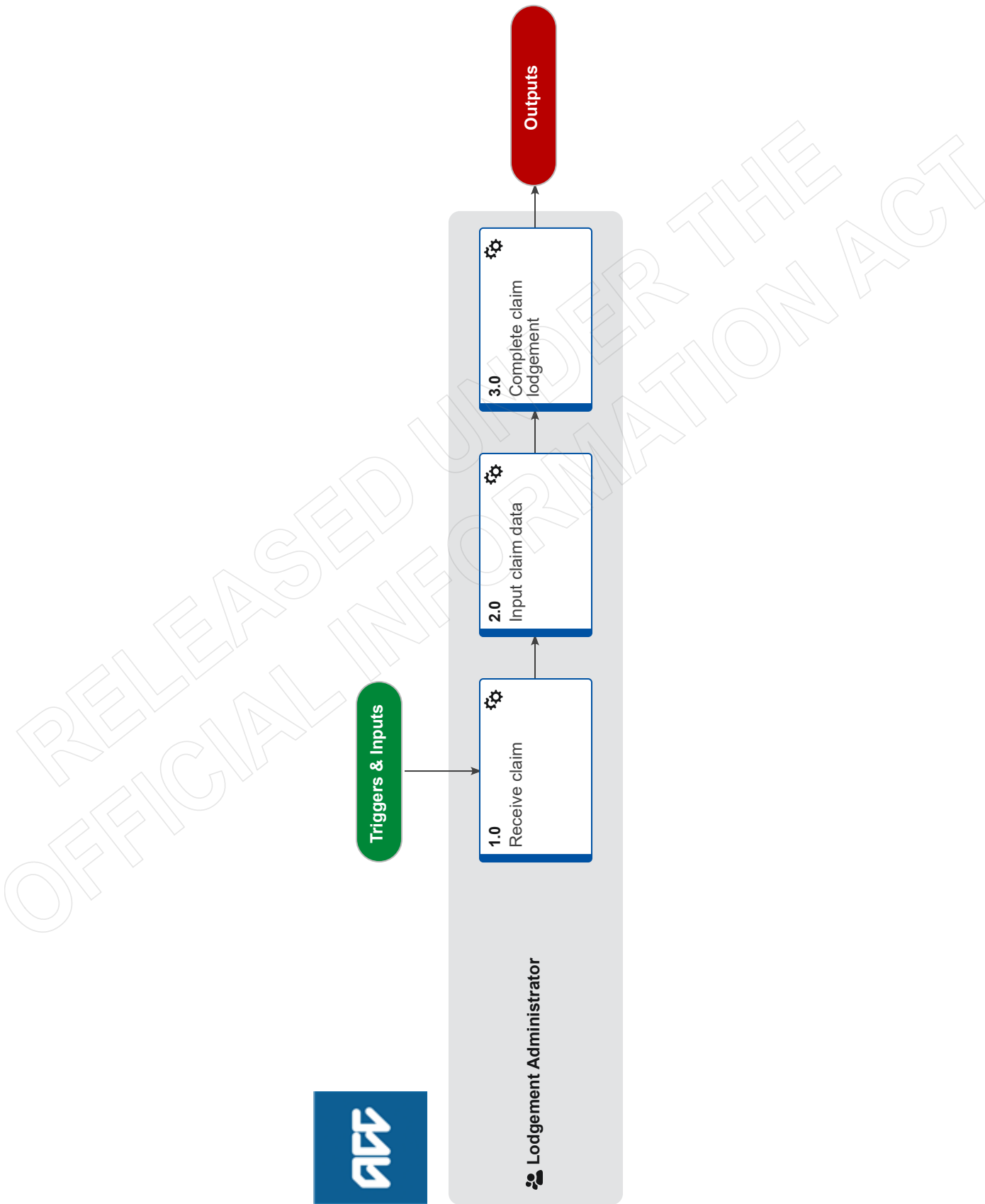
Information Type

System Steps

Relates To

Claim

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Summary

Objective

To capture ACC21 Accidental Death claim forms received manually into Eos on behalf of the submitter and then prepare the forms for further document management.

Background

An Accidental Death claim form has been submitted to ACC because a client has died from injuries they received as result of an accident. The form has been submitted manually by:

- posting it to the Mailhouse
- someone delivering the form into an ACC branch.

Owner

Expert

Procedure

1.0 Receive claim

Lodgement Administrator

- a** If necessary, review information about accidental death by following the link below to the Accidental Death Claim Policy in CHIPS.

 [Accidental death claims Policy](#)

- b** Prepare ACC21 form for data input.

NOTE Where can I find the ACC21 form for data input?

2.0 Input claim data

Lodgement Administrator

- a** Request a Dummy ACC45 number using the Request Dummy 45 tool.

 [Request Dummy 45 spreadsheet](#)

- b** In the reason for request box in the Request Dummy 45 tool, type 'ACC21'.

- c** In Eos, enter the accidental death claim information into the relevant fields.

NOTE What if you can see information or inconsistencies on the ACC21 form that you can correct now so that they don't trigger an IR?

NOTE What information should you enter and where?

 [Record Date of Death](#)

<https://go.promapp.com/accnz/Process/9bc4f925-8d2e-4566-99a5-eedb41b603f6?force=False>

NOTE What if more than one ethnicity has been selected on the claim form?

- d** Click NEXT on the claim intake form to save the changes.

3.0 Complete claim lodgement

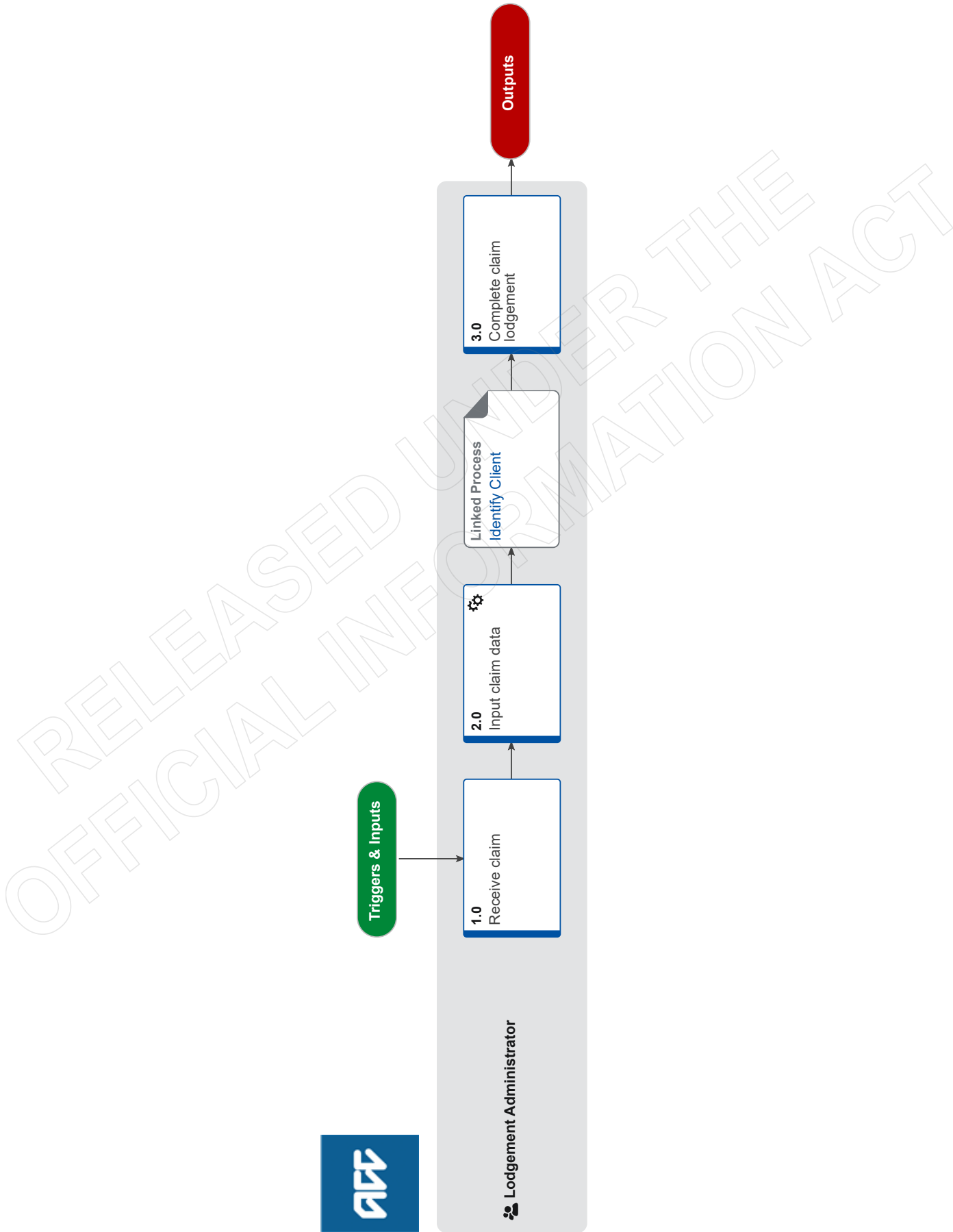
Lodgement Administrator

- a** Close out of the Eos screen and any related documents.

- b** Forward any related email(s) back to the sender of the email

- c** Move any related email(s) into Completed [current year] sub-folder in the Registration Email Inbox.

NOTE What if there's a paper claim form?



Summary

Objective

To capture ACC42 dental claim forms into Eos on behalf of the provider and then prepare the forms for further document management.

Background

A Provider has submitted an ACC42 claim form to ACC manually by:

- posting it to the Mailhouse
- emailing it directly to ACC
- faxing it directly to ACC
- the client delivering the form completed by the provider into an ACC branch.

Manual claim forms are completed in a priority order of:

- 1) Assistance Required and/or Time Off
- 2) Work
- 3) Dental
- 4) Treatment Injury

Owner

Expert



Procedure

1.0 Receive claim

Lodgement Administrator

- a Prepare ACC42 paper and emailed forms for data input.

NOTE What if the claim form was received via fax?

NOTE For background information about Dental claims, refer to Forms Required to Register a Dental Injury policy.

NOTE What if the ACC45/ACC42 has previously been used?

2.0 Input claim data

Lodgement Administrator

- a In Eos, attribute the client. Go to Identify Client process below. Once you have completed this you will need to return to this process.

 Identify Client

- b Enter the remaining information on the claim form into the relevant fields. In Part B, also click the 'dental claim' checkbox so that the additional part of the intake form is available.

NOTE What if you need more information about inputting dental claims?

 ACC42 Dental Claim Additional Information

NOTE What if you can see information or inconsistencies on the claim form that you can correct now so that they don't trigger an IR?

NOTE What if there is no accident description listed on the claim form?

NOTE What if the claim form was lodged with ACC (i.e. received) prior to the date of claim intake?

NOTE What if the Provider hasn't signed the claim form? (E.g. they've stamped the form instead).

NOTE When is it appropriate to use the Default Provider (J99966) ID?

NOTE What if the accident description confirms that the accident occurred at work?

NOTE What if any of the Injury Diagnosis fields are ticked on Part D?

NOTE What if a tooth number is noted, but no injury is selected?

NOTE What if there is no tooth selected in the tooth fields?

NOTE What if there is a prosthesis listed but does not specify what type

NOTE What if there are comments in the Additional Injury section on the second side of the ACC42?

NOTE What if I have forgotten to input the dental information during intake?

NOTE What if more than one ethnicity has been selected on the claim form?

NOTE What if the client hasn't been attributed to the claim (i.e. a Client Not Found information requirement has been raised)?



PROCESS

Identify Client

Lodgement Administrator

3.0 Complete claim lodgement

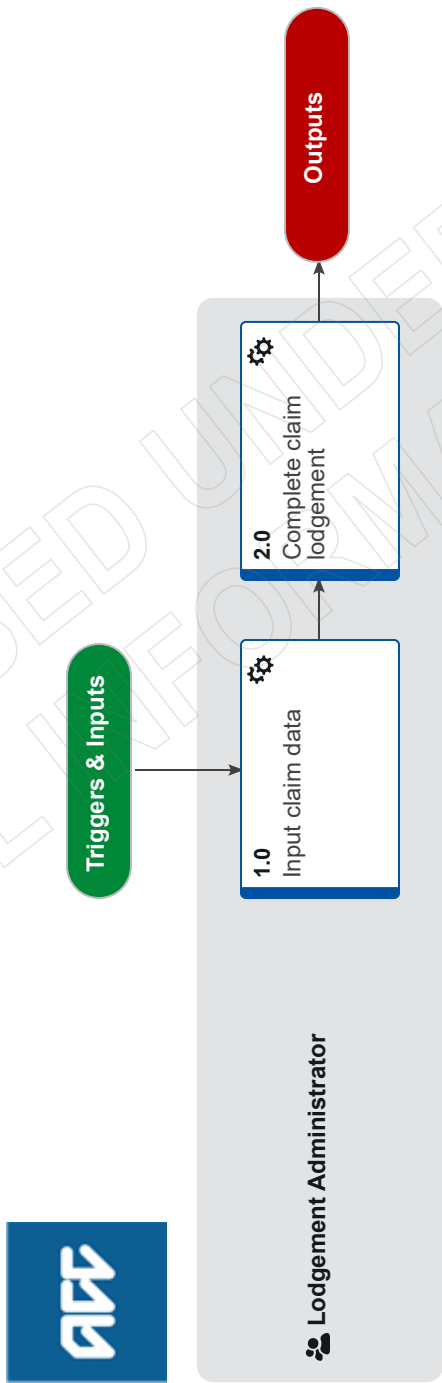
Lodgement Administrator

- a** Place the paper claim form in the appropriate scanning folder.

NOTE What if the claim form was received via email?

NOTE What if the claim form was received via fax?

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Summary

Objective

To capture Early Cover requests received manually in a claim intake form, and submit the claims to Eos on behalf of the provider and save the relevant information to the claim in Eos.

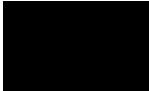
Background

A Provider has submitted an Early Cover request by emailing ACC an ACC7422 Early Cover form that needs to be entered manually:

Manual claims are completed in a priority order of:

1. Early Cover and Urgent
2. Assistance Required and/or Time Off
3. Work
4. Treatment Injury/Sensitive Claim
5. Dental

Owner






Expert

Procedure

1.0 Input claim data

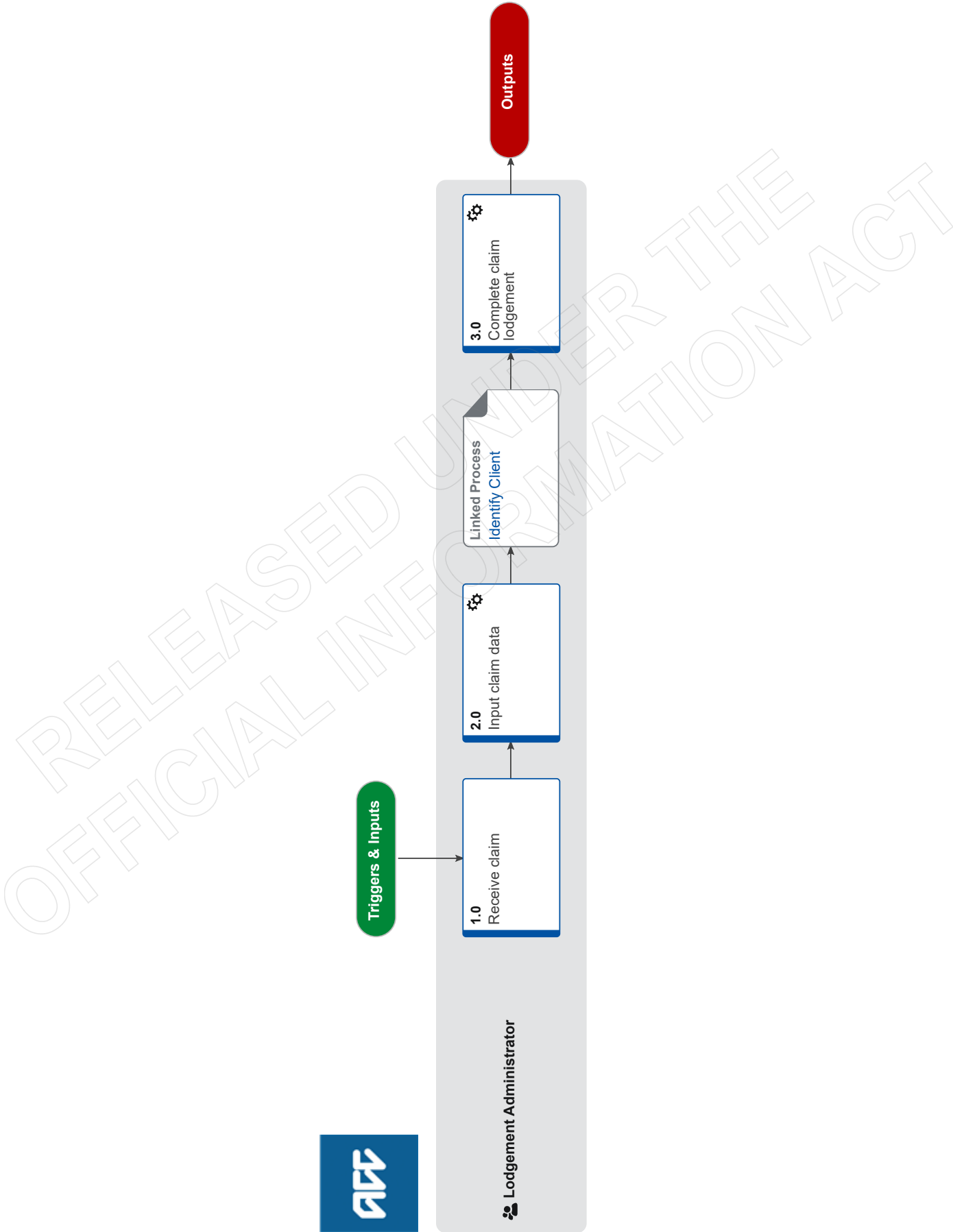
Lodgement Administrator

- a** In the Registration Inbox, access the Early Cover request.
- b** In Eos, attribute the client. Go to the Identify Client process by following the link below.
 -  Identify Client
- c** Turn off notifications on the client's party record.
 -  Stop notifications
- d** Enter the information on the claim form into the relevant fields.
 - NOTE** What if I can see information or inconsistencies on the claim form that I can correct now so that they don't trigger an IR?
 -  Complete claim intake form
 - NOTE** What if the claim form was lodged with ACC (i.e. received) prior to the date of claim intake?
 - NOTE** What if the diagnosis code is a Z code or there are no diagnosis codes given
 - NOTE** What if the answer to "Is this a work-related gradual process, disease or injury?" is Yes?
 - NOTE** What if the Provider hasn't signed the claim form? (E.g. they've stamped the form instead).
 - NOTE** What if more than one ethnicity has been selected on the claim form?
- e** Click NEXT on the claim intake form to save the changes.
- f** Reopen the Early Cover claim and
 - Close any information requirements and tasks
 - Reinstate the original diagnosis code if applicable.
 - NOTE** What if the claim has been streamed to a specialist department?
- g** Open the client's party record and turn notifications on.

2.0 Complete claim lodgement

Lodgement Administrator

- a** In Eos, upload the Early Cover email to the claim.
- b** Amend the contacts and document description to "ACC7422 Early Cover Form" to clearly reflect the description of the information uploaded to the claim.
- c** Close out of the Eos screen and any related documents.
- d** Respond to the email received from the Early Cover Inbox to confirm that the claim has been registered and transfer the task
 - NOTE** Where do I transfer the claim to?
- e** Move email into Completed [current year] sub-folder in the Registration Email Inbox.



Summary

Objective

To capture ACC45, ACC46 and ACC46N manual claim forms received via email into Eos on behalf of the provider and then prepare the forms for further document management. This can also include forms that a Provider faxes to ACC which are received as an email.

Background

A Provider has submitted a claim form to ACC manually by emailing it directly to ACC.

Emailed manual claims are completed in a priority order of:

- 1) Fataals/Accidental Death Unit (ACC21)
- 2) Early Cover (ACC7422) and Urgent
- 3) Pre-1982 claims
- 4) Treatment Injury (ACC2152) & Sensitive Claims
- 5) Assistance Required/Time off (ACC18s)

Owner

Expert

Procedure



1.0 Receive claim

Lodgement Administrator

- a** Filter the Registration Inbox to prioritise the processing order.
- b** Read the email content and attachments.
 - NOTE** What if the email has no attachments?
 - NOTE** What if it's a returned Accredited Employer claim?
 - NOTE** What if the email is from MFAT (Ministry of Foreign Affairs & Trade) or an Embassy?
 - NOTE** What if I'm unable to resolve the email without gathering further information?
 - NOTE** What if we have received a ACC2152 (Treatment Injury) with no ACC45/42 form attached?
- c** Go to step 2.0 Input claim data if the email has an attached ACC45, ACC45+ACC18, ACC46 or ACC46N.
 - NOTE** What if it's an ACC18 Medical Certificate only?
 - NOTE** What if it's an ACC42 Dental claim form?
 - NOTE** What if it's an Early Cover request (ACC7422 Early cover application form)
- d** Go to step 3.0 Complete claim lodgement if the email has an attached ACC2152.

2.0 Input claim data

Lodgement Administrator

- a** In Eos, attribute the client (if you can), using Identify Client process.
 -  Identify Client
- b** Enter the remaining information on the claim form into the relevant fields.
 -  Complete claim intake form
 - NOTE** What if you can see information or inconsistencies on the claim form that you can correct now so that they don't trigger an IR?
 - NOTE** What if there is no accident description listed on the claim form?
 - NOTE** What if the claim form was lodged with ACC (ie received) prior to the date of claim intake?
 - NOTE** What if the answer to "Is this a work-related gradual process, disease or injury?" is Yes?
 - NOTE** What if the Provider hasn't signed the claim form? (eg they've stamped the form instead)
 - NOTE** What if the Provider has signed the form, however there are no other provider details?
 - NOTE** When is it appropriate to use the Default Provider (J99966) ID?
 - NOTE** What if more than one ethnicity has been selected on the claim form?
- c** Click [NEXT] on the claim intake form to save the changes.
 - NOTE** What if the ACC45 is for a Sensitive Claim?

3.0 Complete claim lodgement

Lodgement Administrator

- a** Check there is no Missing Information for Cover task once the claim has progressed through automation.

NOTE What if there is a Missing Information for Cover task?

- b** Close out of the Eos screen and out of the PDF attachments.

- c** Determine what to do with the email.

NOTE How do you determine what to do with the email?

NOTE What if the claim number of client party details aren't clear in the body of the email or attachment that you're forwarding on to be processed?

- d** Move email into Completed [current year] sub-folder in the Registration Email Inbox.
-