



28 November 2023

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-028922

Thank you for your email of 8 November 2023, to [REDACTED], asking for the following information under the Official Information Act 1982 (the Act):

- *Can you 100% say ACC has never replaced a vehicle that is worn out for a client?*
- *Provide information to confirm "if ACC looks at every car ever purchased by someone claiming this help*
- *ACC's policy on peer review of medical information*

Due to the nature of your request, it was transferred to my team for response.

The requested information

We refer you to our response under ref: GOV-028469 where we provided you with our Vehicle Grants Policy. This Policy includes information about when ACC may fund subsequent vehicles.

Policy on peer review of medical information

The only Peer Review policy ACC has is attached as Appendix 1:

- Arrange Whole Person Impairment Assessment peer review

As staff names were not requested, they have been deemed out of scope of your request and removed.

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

ACC may decide to release 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

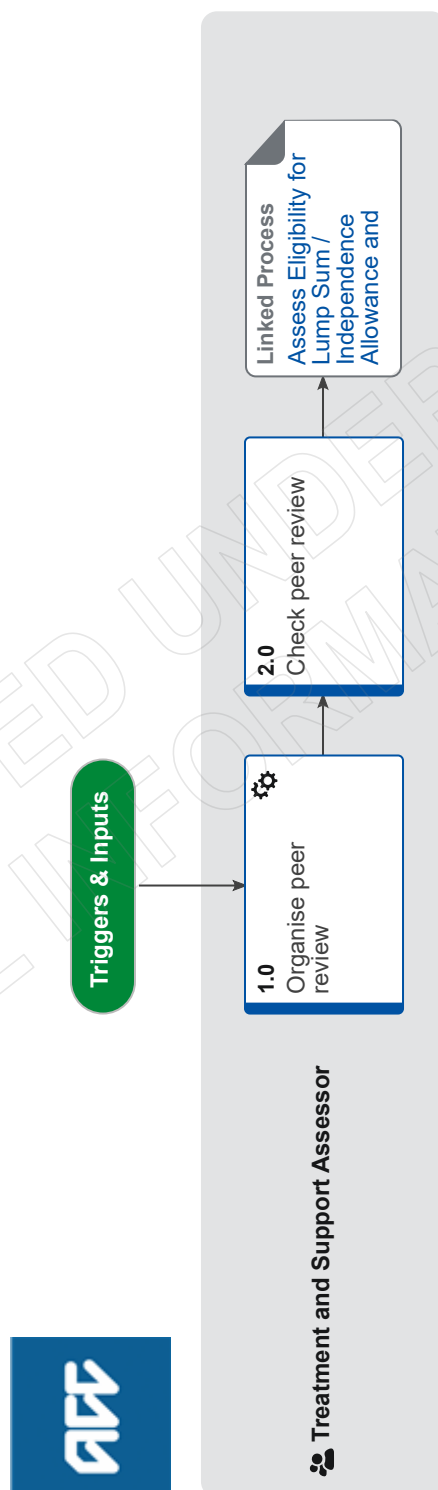
You can email me at GovernmentServices@acc.co.nz

Ngā mihi

Sara Freitag
Acting Manager Official Information Act Services
Government Engagement

Arrange Whole Person Impairment Assessment peer review

v16.0



Arrange Whole Person Impairment Assessment peer review

v16.0



PIC10 Seeking peer review - Client

Summary

Objective

To refer an American Medical Association Whole Person Impairment assessment report for peer review.

Background

When a Whole Person Impairment assessment report is received from a contracted assessor it is sometimes necessary to request that it be peer reviewed. A request might be initiated by the original assessor, client, advocate or by Resolution Services where a decision is at review.

Owner [Out of Scope]

Expert

Procedure

1.0 Organise peer review

Treatment and Support Assessor

- a** Choose a peer reviewer with the credentials to assess the client's particular injury type from the PIC Impairment Assessment Referral Tool

PIC Impairment Assessment Referral Tool
<https://accnz.sharepoint.com/sites/Group-PermanentInjuryCompensation>

NOTE What credentials are required for peer review?

The peer reviewer must be a senior assessor with the appropriate physical injury and mental injury (Chapter 14 Assessor) credentials.

Requirements for an assessor to perform an impairment assessment peer review

Impairment assessment peer review requirement

- b** Open the PIC Peer Reviews page in sharepoint and update the 'Peer Reviewer' and 'Sent this week' columns as required.

PIC Peer Reviews
<https://accnz.sharepoint.com/sites/Group-PermanentInjuryCompensation>

- c** From the ACC45 in Eos, create and authorise a purchase order for the impairment assessment peer review from the 'General + QE' tab using code IA20.

NOTE What if I need to add an additional entitlement to the purchase order?

Refer to the "add a new entitlement to a claim and add to an existing PO" system steps below and follow step 3 onward.

Create Purchase orders using general + QE

Add a new entitlement to a claim and add to an existing PO

- d** Generate, edit and send the relevant letter and documents to the peer reviewer.

NOTE What documents are required?

- A completed 'PIC26 Peer Review Request - vendor' letter, including any specific instructions as required.
- The impairment assessment report(s).
- Any relevant medical records.

PIC26 Peer Review Request - Vendor

- e** Create and send the 'PIC10 Seeking peer review' letter to the client.

2.0 Check peer review

Treatment and Support Assessor

- a** Receive peer review and check that it is complete.

NOTE What is required for completeness?

- The peer reviewer has accepted or disputed the impairment percentage.
- The peer reviewer has combined the impairment percentages if there was more than one impairment assessment report (e.g. a Chapter 14 and a physical assessment).
- The peer reviewer has sent a copy of their findings to the impairment assessor and signed off on any recommended amendments.

NOTE What if the peer review is not complete?

Return it to the peer reviewer asking them to provide any missing information.

NOTE What if the peer reviewer states the report is valid and should be accepted by ACC?

Proceed to 'Assess Eligibility for Lump Sum / Independence Allowance and Election Offer'.

PROCESS Assess Eligibility for Lump Sum / Independence Allowance and Election Offer

NOTE What if the peer reviewer states the original report is invalid and amendments should be made by the impairment assessor?

- The peer reviewer will discuss their concerns with the impairment assessor in the first instance and suggest any amendments they believe are necessary.
- The impairment assessor must consider the peer reviewer's comments, and where appropriate provide an amended report.
- If there is disagreement, you may recommend that the peer reviewer and impairment assessor seek external advice from the impairment assessor trainer to arbitrate their discussion.
- The peer reviewer must give final sign-off on the report once any amendments have been made by the impairment assessor.

NOTE What if, after the peer reviewer suggests amendments, an impasse is reached and the impairment assessor refuses to amend their report?

- Request a clinical comment on the impairment assessment and peer review via the 'Seek Internal Guidance' Process.
- Ask the clinical advisor to comment on whether or not the impairment assessment report is flawed or should be accepted by ACC.

PROCESS Seek Internal Guidance

NOTE What if the clinical advisor's opinion is that the impasse report is valid and should be accepted by ACC?

Proceed to 'Assess Eligibility for Lump Sum / Independence Allowance and Election Offer'.

PROCESS Assess Eligibility for Lump Sum / Independence Allowance and Election Offer

NOTE What if the clinical advisor's opinion is that the impasse report is flawed and should not be accepted by ACC?

Provide the report and comment to your team leader to make a decision on whether or not the risk of accepting the report outweighs the costs and difficulties associated with restarting the impairment assessment process.

NOTE What if my team leader recommends the impasse report is accepted?

Proceed to 'Assess Eligibility for Lump Sum / Independence Allowance and Election Offer'.

 **PROCESS** Assess Eligibility for Lump Sum / Independence Allowance and Election Offer

NOTE What if my team leader recommends we arrange a new assessment to resolve the impasse?

Return to 'Arrange a Whole Person Impairment Assessment'

 **PROCESS** Arrange Whole Person Impairment Assessment

- b** Close the 'At Assessment' task in the Permanent Injury Compensation subcase.

 **PROCESS** **Assess Eligibility for Lump Sum / Independence Allowance and Election Offer**
Treatment and Support Assessor
