



Lymphoedema Services for ACC Clients

A guide for Providers requesting support

ACC funds lymphoedema services for clients who have injury-related lymphoedema. How it is funded will depend on whether your facility holds a contract for each of these services.

Service Required	How is it funded?		How to Request?
	Regulations	Contracted Service	
Medical Specialist Review	Yes	Clinical Services Contract	Prior approval is not required for this service. Providers should invoice using the relevant Regulations or Contracted service items.
Nursing Services	Yes	Nursing Services Contract	<p>Providers should invoice using the relevant Regulations or Contracted service items.</p> <p>If invoicing under the Nursing Services contract, prior approval may be required - refer to the Nursing Services Operational Guidelines for further information.</p> <p>Consumables used in the delivery of Nursing treatment can be ordered online from Onelink or invoice for high cost¹ consumables using the NS10 code as per the Nursing Services contract.</p>
Allied Health Services	Yes	<p>Allied Health Services contract (physio, hand therapy and podiatry)</p> <p>Orthotic Services Contract</p>	Prior approval is not required for treatment. If treatment limits (under either Regulations or Contract) have been reached you may need to request additional treatment. See below for more information on treatment limits.
Pressure Garments and/or Customised Consumables	Yes (via Specified Treatment Provider)	<p>Allied Health Services contract (physio, hand therapy and podiatry, or Orthotic Services Contract)</p> <p>Nursing Services Contract</p>	<p>Prior approval is required. Submit your request to ACC via an ACC7428 (Application for approval of orthoses) form.</p> <p>Prior approval is required. Submit your request to ACC via an ACC178 (Medical Consumables Order) form.</p>
Consumables	Yes	<p>Nursing Services Contract</p> <p>Medical Consumables Contract</p>	<p>Nursing Services can arrange the purchase of injury-related consumables.</p> <p>Registered Health Professionals can submit medical consumables requests via www.communityclient.co.nz, however, they will first need to register for access and ACC will need to prior approve all items. Alternatively, consumables requests can be sent directly to ACC using the ACC178 form on our website.</p>
Medical Devices	No	No	These require prior approval from ACC. Please submit all requests via email to claims@acc.co.nz (or the Recovery Team if known) including a quote and outlining rationale for purchase or hire.

¹ **High cost consumables** are items that have a total cost of at least \$25 per consultation with a minimum cost per unit of \$10 excl. GST. Consumables that don't meet this threshold are included in the price of Nursing Services packages, Extended Nursing and treatment of subsequent injury consults.

Lymphoedema Services for ACC Clients

Frequently asked questions

General

1. Will ACC cover treatment costs for all clients with Lymphoedema?

ACC will cover the costs of treatment and rehabilitation as long as the client's lymphoedema is the result of a covered injury. If you're not sure whether the client has ACC cover for lymphoedema, please call our Contact Centre on 0800 222 070.

2. How does ACC pay for treatment?

ACC purchases rehabilitation services via two mechanisms:

- **Cost of Treatment Regulations (“Regulations”)**
This is a schedule of rates agreed in the Accident Compensation Act 2001 (AC Act) prescribing how much ACC will contribute towards treatment. The regulations set the amount of the payment made to providers by ACC on behalf of the claimant for rehabilitation services. How the treatment is provided may differ between providers of the same service. Providers have discretion to set what they charge claimants, so in most cases claimants need to make an additional payment directly to the treatment provider (referred to as a co-payment) to cover the portion of the cost of the treatment not met by ACC.
- **Contracted Services**
ACC contracts with rehabilitation providers to support clients with injuries. These contracts may include paying for treatment at a different rate to Regulations and may include specific details about the amount of treatment approved.

It's important to understand whether your facility holds contracts or is working under Regulations when considering how treatment is delivered and paid for.

Medical Specialist Reviews

1. What if my clients need to be seen by a Medical Specialist for their Lymphoedema?

If your facility holds the [Clinical Services contract](#) you can invoice ACC under this contract for treatment. If you do not hold the contract, you can still invoice ACC through [Cost of Treatment Regulations](#).

2. Do we need prior approval before the client can be seen by a Medical Specialist?

Prior approval from ACC is not required under either the Clinical Services contract or Regulations.

Nursing Services

1. My client needs nursing services on a regular basis for their lymphoedema. How do I arrange this?

If your facility holds the [Nursing Services contract](#), you don't need prior approval before starting treatment. However, if Long Term, Extended or Ongoing Nursing services are required, you will need to request approval for these service items by submitting an [ACC179](#) (Nursing Services Notification) form.

If your facility is operating under Regulations, you can see the client using the [rates under Regulations on a fee for service basis](#).

2. Can I charge our client a co-payment for nursing treatment?

The Nursing Services contract is fully funded, meaning that no co-payment can be charged to the client.

3. My client has approval for a package of care under the Nursing Services contract. Can allied health providers provide treatment under a Nursing Services package?

Contracted Nursing Services may only be provided by Nurse Practitioners, Registered Nurses or Enrolled Nurses working within their scope of practice. Information about how we pay for allied health treatment is included below.

Allied Health Treatment

Allied Health encompasses several health providers including physiotherapists, hand therapists, podiatrists, occupational therapists, orthotists, speech language therapists, osteopaths, chiropractors and more.

1. My client needs allied health treatment for their lymphoedema, will ACC cover this?

ACC will cover allied health treatment so long as the client's lymphoedema is the result of a covered injury. If you're not sure whether the client has ACC cover for lymphoedema, please call our Contact Centre on 0800 222 070.

2. How will you pay us for allied health treatment?

This will depend on whether your facility holds one of ACC's contracts or is providing treatment under our Cost of Treatment Regulations.

Contracts

ACC has several contracts which include Allied Health professionals. These include (but are not limited to):

- [Allied Health Services](#) contract - which includes physiotherapists, hand therapists and podiatrists
- [Training for Independence](#) contract – which allows for a multidisciplinary team approach

How we pay for treatment will depend on what the client needs. For example, if the client only needs physiotherapy treatment, and your facility holds the Allied Health Services contract, you can see the client and invoice ACC using your contracted rates.

If the client is being treated under the Allied Health Services contract, you can see the client up to 50 times over the lifetime of their claim before needing to seek an extension of treatment. Treatment can commence at any time (i.e. does not have to be within 12 months of the accident). If you need to see the client more than 50 times, you can submit a request for an extension (see 3. Below – ACC32).

If the client needs more intensive rehabilitation, with multiple allied health professionals, you may need to request a Training for Independence programme by contacting the client's Recovery Team.

A Training for Independence programme will have agreed treatment limits.

Cost of Treatment Regulations

If your facility does not hold an ACC contract which includes allied health professionals, you can still provide services under the [Cost of Treatment Regulations](#).

Clients receiving treatment under Regulations have different treatment limits to those under Contracted providers. If the client is seeking treatment outside 1 year from the date of their accident (original accident, not the date that lymphoedema was diagnosed), or if they have reached 16 treatments, you will need to seek approval to continue to treat them. (see 3. Below – ACC32).

3. How do I request an extension or continuation of treatment?

Treatment extension requests can be submitted electronically through our [online portal](#), or you can email your request to acc32@acc.co.nz. Please include details about treatment frequencies and duration in the "Treatment Plan" section of your submission. For example, if you are seeing the client once for the next year, request 12 additional treatments with an expected completion date of 24 months from the request. ACC will confirm with you how long the approval has been raised for and the purchase order (if required) for use.

4. Can I charge the client a co-payment for allied health treatment?

Public hospitals do not allow for client co-payment for treatment. Private facilities/providers may choose to charge the client a co-payment.

Pressure Garments and/or Customised Consumables or Orthotics

1. My client needs a pressure garment, how do I arrange this?

If your facility holds suitable pressure garments in stock, the client can be provided the pressure garment during their treatment. We recommend that this is issued to the client immediately to avoid further health complications.

There is no mechanism for direct invoicing ACC for these items and approval (a purchase order) will be needed. To request funding/reimbursement please submit an [ACC7428 form \(for allied health providers\)](#) or [ACC178 form](#) (for nurses) outlining the item details and cost. Where appropriate, ACC will then raise a purchase order and send you the details. The purchase order number must be quoted when you submit your invoice.

2. What can I order using the ACC7428 form?

This form can be used to order items such as braces, orthoses, pressure wear or any other rehabilitation orthotic required to treat lymphoedema. This form should not be used for ordering medical devices (see below).

3. My client requires a standard pressure garment (such as a pressure stocking) which needs to be replaced frequently/yearly. Can this be arranged?

As we require prior approval for each of these purchases, we are not able to arrange a recurring order. If the client is able to self-fund through a chemist or other supplier they can do so and seek reimbursement, or alternatively you can re-submit a new request.

Consumables (i.e. wound dressings, bandages)

1. Our client needs wound dressings and/or other medical consumables. How do we order these?

If the client has ongoing nursing needs, we recommend that you arrange Nursing Services (see above). Nursing services can arrange the purchase of injury-related consumables and monitor these for the client.

If there is no need for ongoing nursing services or if the client needs a supply of consumables to self-manage their injury, clinicians can submit medical consumables requests via www.communityclient.co.nz, however they will first need to register for access and ACC will need to prior approve all items. You can register on the community client website.

Any registered Health Professional can register with Community Client and arrange consumables.

If you are unable to complete an online application, you can complete an [ACC178 Consumable Request form](#) and send this to ACC to order.

Medical Devices

1. I'd like to prescribe a medical device (e.g. pneumatic compression device) for my client. Will ACC pay for this?

ACC considers requests for medical devices on a case-by-case basis. Please email us at claims@acc.co.nz with the client details and your rationale for prescription. If you have a quote for the device, please also attach this.