

Sensitive Claims Service Supplier Drop In Transition

2 May 2025



Total number of providers now under the new contract

Since the start of the contract and reopening the application process on 3 February 2025, we now have **2,622** individual named service providers named on a supplier's Sensitive Claims Service Contract.

In March, 33 brand new named service providers were approved and named on a Sensitive Claims Service contract.



How we are tracking with transition

We have approximately 27,300 kiritaki to transition to the Sensitive Claims Service from the ISSC.

Since 1 December 2024 we have transitioned 70% (18,865) of these kiritaki.

There are only 4 weeks left to transition, the focus must now be transitioning any remaining kiritaki to the Sensitive Claims Service.

Note: *We are now making targeted contact with Suppliers who have providers with a significant number of claims left to transition, to request a detailed plan on how they will support that transition.*

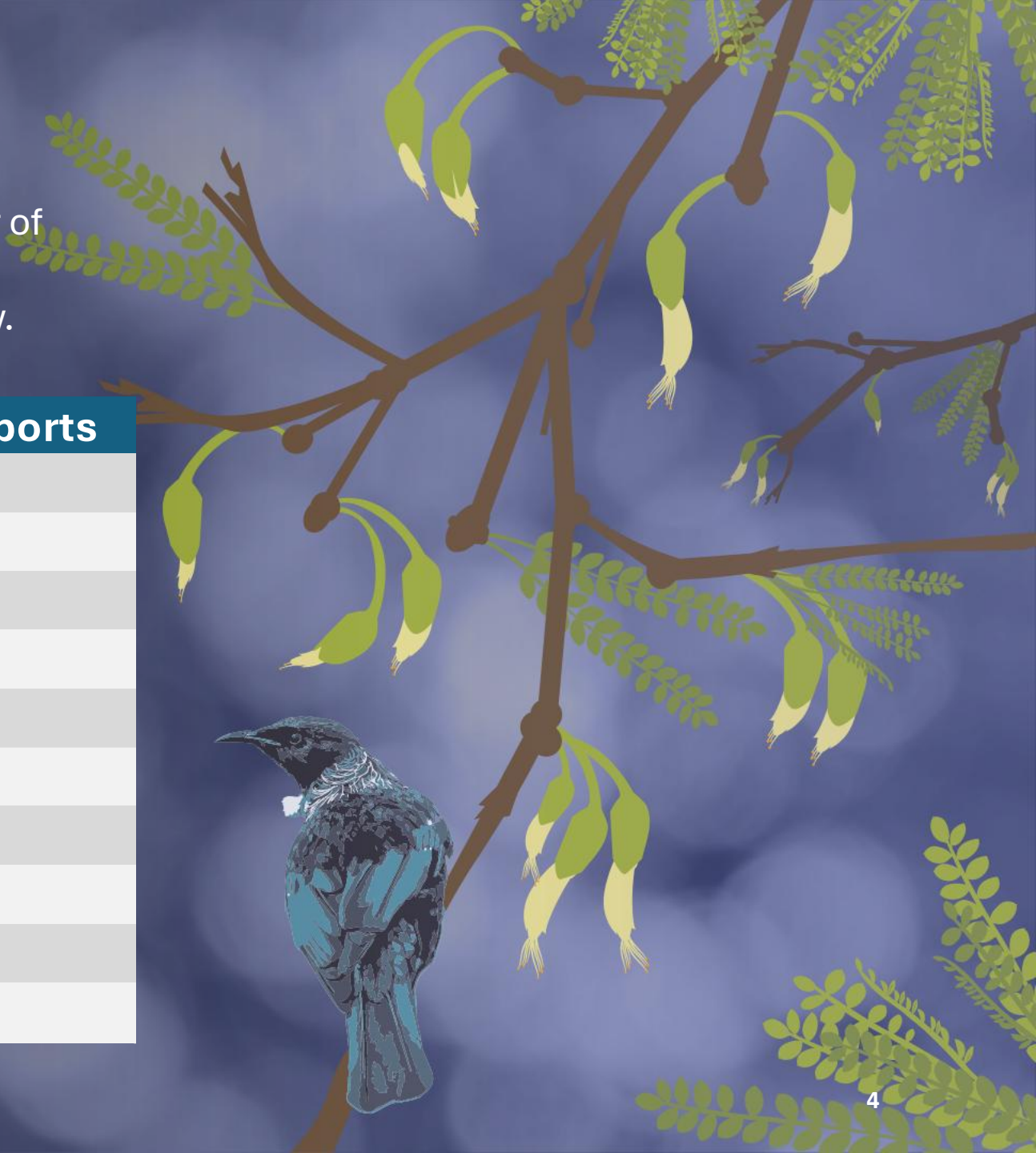




Accepted vs Returned Reports

We are continuing to see a decrease in the number of reports being returned as familiarity with the contract, report templates and quality criteria grow.

Month	Reports	% of total reports
December 2024	Accepted	66%
	Returned	34%
January 2025	Accepted	69%
	Returned	31%
February 2025	Accepted	78%
	Returned	22%
March 2025	Accepted	83%
	Returned	17%
April 2025 (to date)	Accepted	85%
	Returned	15%



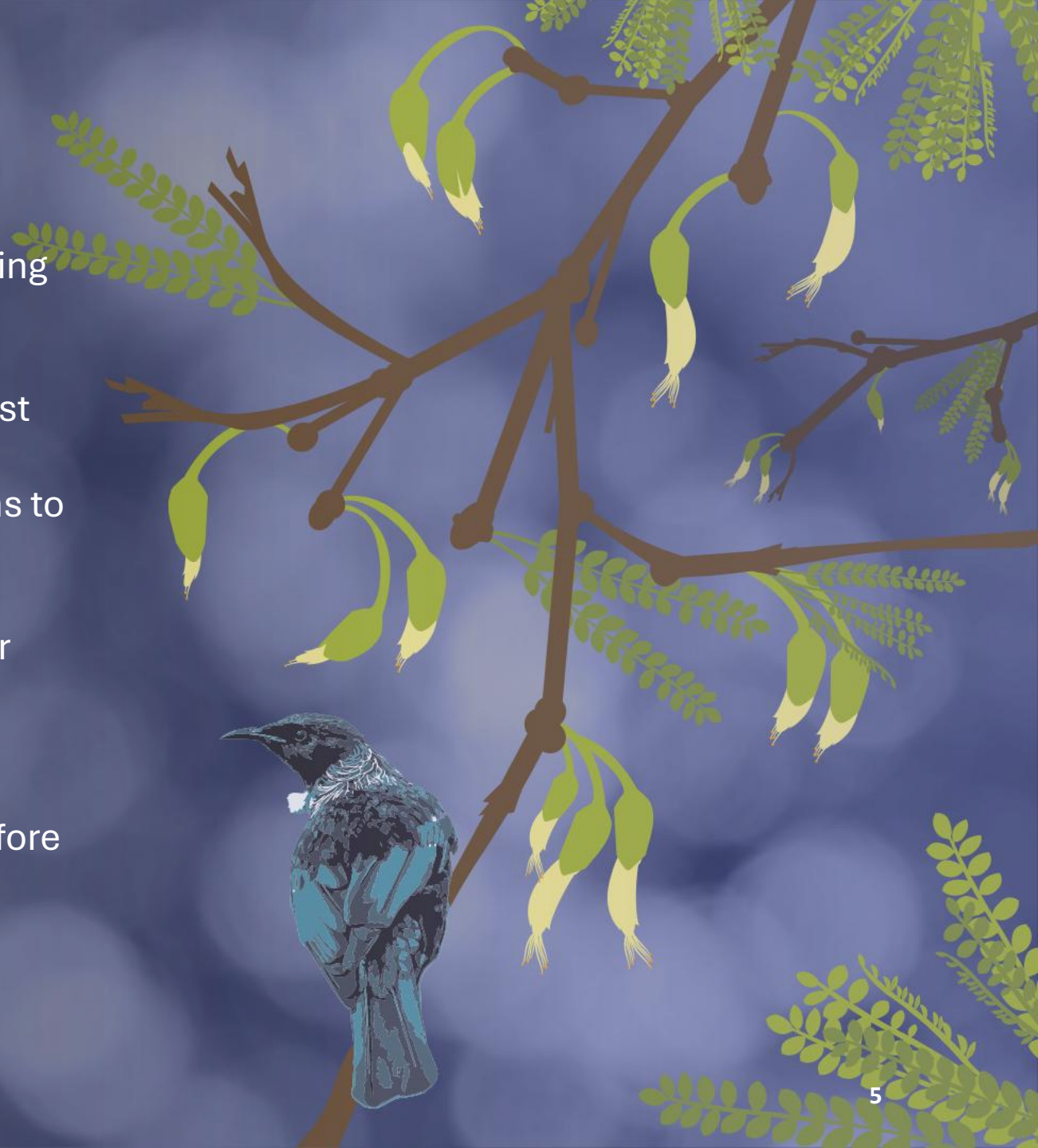
Suppliers supporting transition

All remaining claims must now be in process of being transitioned to the Sensitive Claims Service.

If a provider indicated this is not possible, they must contact the Recovery Partner or Recovery Team managing the claim immediately to discuss options to ensure transition before 31 May 2025.

It is important as Suppliers you are supporting your providers with any remaining transitions.

All kiritaki must either be transitioned to the new Sensitive Claims Service, or complete services before 31 May 2025.



Issuing of purchase orders following submission of a report

We request that reports continue to be sent in as they are ready to ensure claims can be transitioned before 31 May 2025.

Our teams are processing reports as quickly as they can. We have approved overtime for our Recovery Teams to process reports to minimise any delays as much as possible.

We request that suppliers and providers do not continue to phone the teams to follow these up, as fielding these calls will contribute further to any delays.

We can confirm, once approved, the purchase orders will be backdated to the date of the last face-to-face session with the kiritaki.



If a report to transition a claim will not be completed by 31 May

If your providers will not get the necessary report into ACC before the end of the transition period, please do not submit a Closure Notice, with the intent to lodge a new engagement form after 1 June 2025.

We have heard some suppliers recommending this approach. This approach is not supported by ACC and will create unnecessary work for all parties involved.

Instead, the provider should be working to get the necessary report submitted as soon as possible. If there will be a significant delay for reasons outside their control, you must contact the Recovery Partner or Team managing the claim.

It's important to remember purchase orders will be backdated to the date of the last face-to-face session with the kiritaki.



Delivery of services under the ISSC cease on 1 June 2025

From 1 June 2025, no further services can be delivered under any ISSC purchase orders. All claims must be transitioned to the Sensitive Claims Service and a new purchase order set up. No amendments can be made to ISSC purchase orders.

However, suppliers and providers can invoice for services delivered prior to 31 May under an ISSC purchase order after 1 June 2025.

Providers and suppliers are expected to invoice ACC within two months of the date of service. All invoicing must be submitted to ACC within 12 months of the service provided.



Use of Artificial Technology (AI)

ACC contracts do not currently provide for the use of AI tools in a clinical setting. ACC is currently reviewing all AI tool uses and will advise very soon.

The new Sensitive Claims Service contract specifically does not provide for the use of AI tools to transcribe services to process claimant information.

The use of AI tools poses several risks for ACC and kiritaki which need to be carefully considered.

ACC is preparing an ACC wide position statement on the use of AI in a clinical setting. In the interim, AI tools shouldn't be used to process kiritaki information.



Paying Service Providers

The supplier responsible for the kiritaki must manage payment to:

- Named service providers on their contract; and
- All service providers and other third parties (such as cultural advisors) even if they are from another organisation.

Purchase orders sent by ACC will not contain the suffix that specifies the profession of the named service provider or service provider who delivered the service. Suppliers must add this when invoicing ACC.

How suppliers manage payment to a Service Provider is at their discretion as the supplier and on agreement with that provider (and any organisation they are affiliated with).



Invoicing for cultural support and advice

A supplier can engage a third-party provider to support the named service provider or service provider to remove any cultural barriers that exist and are hindering recovery or engagement in support for kiritaki

As a third-party provider is used, a Provider ID is not required for ACC to release payment for this service.

The supplier would invoice ACC for the cultural support and advice and then pay the third-party provider directly (how this payment is made is between you as the supplier and the third-party provider).



Use of Support Services during Post-Cover

We have identified that in the Service Schedule we have not been explicit about access to Supporting Services and the non-attendance fee during the development of a Wellbeing Plan (which sits under Post-Cover services).

As part of the next scheduled variation to the Service Schedule, and update to the Operational Guidelines, this will be amended to:

- allow access to remaining support service hours (and DNAs) under pre-cover, to be used during the period from approval to develop the Wellbeing Plan through to approval of a Package of Care.



Updating an Early Supports Plan to proceed to assessment from Short-term support to Wellbeing

Under the ISSC, the Operational Guidelines allowed for providers to invoice ACC for up to 30 minutes to update an Early Planning Report if the kiritaki decided to proceed to a Supported Assessment during the service.

This provision had not been factored into the Sensitive Claims Service.

As part of the next scheduled variation to the Service Schedule, and update to the Operational Guidelines, this will be included to cover:

Suppliers being able to invoice for up to 30 minutes for an updated Early Supports Plan if a kiritaki decides to proceed with an assessment following Short-term Support to Wellbeing.



Who can be approved to deliver a functional assessment

We have had questions about which professions can be approved for Functional Assessments and why.

When developing the Sensitive Claims Services, we confirmed that we could be confident Clinical Psychologists have the required training and scope to determine the functional consequences of Mental Injury.

Individual psychologists in other scopes could potentially have the required competencies, but determining this would require intensive appraisal of individual applications. To best support kiritaki, the decision was made to only allow Psychiatrists and Clinical Psychologists to complete Functional Assessments.

Reminder: it is a Supplier's responsibility to ensure a Function Assessment is provided by an approved Named Assessment provider approved by ACC to complete the Function Assessment (Part B, Clause 4.11)

Supplier reporting – Annual Declaration

We have previously communicated that you would receive an invitation to submit your Annual Declaration by 1 May each year.

You haven't received this invitation yet as we are currently working on digitising the process to make it easier to submit.

The requirements of the declaration have not changed, so you can access the [version on our resources page](#) to help you prepare.

We will be in touch via email once the digital solution is ready, and you will have ample time to complete the declaration.

Sensitive Claims Service Supplier Drop In

16 May 2025



How we are tracking with transition

We have approximately 27,000 kiritaki to transition to the Sensitive Claims Service from the ISSC.

Since 1 December 2024 we have transitioned 80% (21,627) of these kiritaki.

There are only **2** weeks left to transition, the focus must now be transitioning any remaining kiritaki to the Sensitive Claims Service.



Suppliers not continuing under the Sensitive Claims Service (and movement of providers)

We know some Suppliers are not continuing under the Sensitive Claims Service and as a result some providers have moved to new Suppliers.

If you have new providers named on your contract who have moved from another Supplier, can you please check in with your new providers to ensure they have transitioned or completed reporting on all their claims from their previous supplier.

We acknowledge that this is not the new Supplier's responsibility, but we ask for your assistance with this so we can ensure all kiritaki are moved to the new service as needed.



If a report to transition a claim will not be completed by 31 May

If your providers will not get the necessary report into ACC before the end of the transition period, please do not submit a Closure Notice, with the intent to lodge a new engagement form after 1 June 2025.

We have heard some suppliers recommending this approach. This approach is not supported by ACC and will create unnecessary work for all parties involved.

Instead, the provider should be working to get the necessary report submitted as soon as possible. If there will be a significant delay for reasons outside their control, you must contact the Recovery Partner or Team managing the claim.

It's important to remember purchase orders will be backdated to the date of the last face-to-face session with the kiritaki.



Wellbeing Plans quick guide

A short video is now available on our website about how to complete Wellbeing Plans as part of the Sensitive Claims Service.

You can access the video here:

[Working under the Sensitive Claims Service](#)



Content warning: for learning purposes, this video discusses the symptoms of a fictional kiritaki who has experienced sexual abuse or assault, and mentions suicide.

REMINDER: Delivery of services under the ISSC cease on 1 June 2025

From 1 June 2025, no further services can be delivered under any ISSC purchase orders. All claims must be transitioned to the Sensitive Claims Service and a new purchase order set up. No amendments can be made to ISSC purchase orders.

However, suppliers and providers can invoice for services delivered prior to 31 May under an ISSC purchase order after 1 June 2025.

Services must be completed if Kiritaki are not requiring any further services beyond 31 May 2025 and a Completion Report or Closure Notice must be submitted.

Providers and suppliers are expected to invoice ACC within two months of the date of service. All invoicing must be submitted to ACC within 12 months of the service provided.

REMINDER: Out of area approval prior to engaging a kiritaki

A Supplier must get approval from ACC prior to confirming with the kiritaki acceptance of the referral and lodgement of an Engagement Form to deliver services outside of their approved geographical areas.

We continue to see a number of Engagement Forms lodged where this approval has not been given.

Any requests made prior to the lodgement of an Engagement Form must be sent to sensitiveclaims@acc.co.nz

Full guidance is available in the [Sensitive-Claims-Service-Operational-Guidelines.pdf](#)

There is also guidance on delivery of services through telehealth and travel outside an approved geographical area.



REMINDER: Supplier reporting – Annual Declaration

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You haven't received this invitation yet as we are currently working on digitising the process to make it easier to submit.

The requirements of the declaration have not changed, so you can access the [version on our resources page](#) to help you prepare.

We are completing the final testing on the digital solution and will know by the end of next week if we will need to run this process manually to start off with or the digital solution will be ready.

We will be in touch to confirm how it will be submitted and the due date.

Use of Artificial Technology (AI)

- As you'll be aware, AI is a rapidly evolving field and there can be risks to privacy, inaccuracies in the output that AI generates, bias and a lack of transparency.
- Ensuring kiritaki privacy and safety are key priorities for ACC. This requires we take a precautionary approach to their use and until we know more about them.
- This is an issue that governments worldwide are currently grappling with and we're working to keep abreast of all developments around privacy, safety and security so that we can support you.
- The new Sensitive Claims Service contract specifically does not provide for the use AI tools to transcribe services to process claimant information – this means AI must not be used to generate clinical decisions or reports.

See next slide...

Use of Artificial Technology (AI)

- In addition, all providers must comply with all applicable laws and regulations including the Privacy Act 2020 and the Health Information Privacy Code 2020, and the Health Practitioners Competence Assurance Act 2003 as well as meet all current clinical, ethical and professional standards and guidelines and follow good practice at the level expected from a leading supplier in the relevant profession or industry.
- **In the interim**, please follow advice from your professional body and/or Health NZ's guidance [Generative AI and Large Language Models – Health New Zealand | Te Whatu Ora](#)
- Finally, kiritaki must provide informed consent, which includes knowing and agreeing to how and where their information will be collected and stored.



REMINDER: Police Vetting

Under the contract, a Supplier must ensure all Named Service Providers, Service Providers and Personnel have undertaken a Police Vetting process prior to undertaking any Services under their Sensitive Claims Service Contract.

We have been asked if a separate Police Vet needs to be completed for every provider irrespective if one has been completed under another supplier.

The advice regarding sharing of vetting results is based on the organisation that provide the vetting.

NZ Police and **CV Check** each have their own rules around how results can be shared and you must check this to confirm whether they can be shared or not.



Developing a new pathway into the Sensitive Claims Service

We're beginning the next stage of our partnership with Whakarongorau and MSD to develop a new pathway to the Sensitive Claims Service via Safe to talk, the national sexual harm helpline.

The goal is to create a central point of entry through Safe to talk for all survivors where they can find information, be referred to an appropriate service, get help finding an ACC supplier and feel supported while waiting to see a provider.

The new pathway to the Sensitive Claims Service on Safe to talk will launch later this year, and the service will continue to be enhanced over the next three years.

We are taking a gradual approach to build this service. This provides an opportunity to deliver functionality and continue to build and strengthen how the service will work over time.



The proposed components of the service

When we first go live, we are looking at the service being able to:

- provide a multi-channel approach: survivors will be able to visit the Safe to talk website, call the 0800 number, or contact Safe to talk via text, email or webchat.
- navigate survivors to information, support or services based on the request or needs of the survivor.
- support survivors, where required, to find an available Named Service Provider (via the ACC approved Supplier) to engage with the Sensitive Claims Service.
- offer and manage a waitlist, where survivors who cannot be immediately referred to an available Named Service Provider can be added to the waitlist.
- offer survivors on the waitlist, access to a Wait Service (brief check ins) until they are either referred to a Supplier or no longer require assistance.



Moving the Sensitive Claims Service to business as usual within ACC

- As we near the end of the transition period, and the delivery of the Sensitive Claims Service moves to 'business as usual' we have different teams responsible for different components.
- Selena Dominguez is responsible for the management of mental injury claims within Client Recovery and will continue to have oversight of the Sensitive Claims Service from a frontline perspective.
- Our Mental Health Portfolio Team, led by Ruby Meres are responsible for the contract.



Where to find key resources

There are resources available to support you to deliver the Sensitive Claims Service. Check these first if you have a question about the service.

All key resources are now centrally located, go to:

Resources

On here you will find key documents like:

- All report templates for the Sensitive Claims Service
- The Service Schedule and Operational Guidelines for the Sensitive Claims Service
- Report Guidelines and SMART goal examples
- Annual Declaration
- Contract Amendment request template.

There is also key information on our Working under the Sensitive Claims Service

The list of approved groups to deliver group-based therapy is now available.



Who to contact with queries?

Type of query	Who in ACC?	Email Address
Claim specific requests	ACC Recovery Team Members/ Team	Partnered Recovery: Specific Recovery Partner email as per their contact details Assisted Recovery: assistedrecovery1@acc.co.nz
Contract queries	Health Procurement	Health.procurement@acc.co.nz
Service delivery, application of the contract and performance	Provider Relationship Team	Web link: Contact our provider relationship team
General provider or supplier queries	Provider Contact Centre	providerhelp@acc.co.nz
General queries about the service and group-based therapy	Mental Health Portfolio Team	mentalhealth@acc.co.nz

A full list of contacts at ACC is available on our [website](#) and in the [Sensitive-Claims-Service-Operational-Guidelines.pdf](#)

Any **claim specific requests**, e.g. requests for travel, use of telehealth, out of area delivery of services – must be made to the Recovery Partner or Assisted Recovery Team managing the claim, not to the Evolution Team or Recovery Admin.

What's coming up?

PA Forum Report Templates And Guidelines

Tuesday 10 June, 12pm

[Microsoft Virtual Events Powered by Teams](#)

Please note:

- The Evolution Inbox will remain open and monitored for the next six months (then we will reassess).
- Work is now underway about ongoing communication and engagement as the Sensitive Claims Service contract moves back to BAU.