

Welcome | Haere mai

The webinar will start at 7pm.

Please ensure your camera is off and your mic is muted.

The beginner's guide to ACC for acupuncturists

10 MAY 2023

Hosted by

Tina Nikoia

Engagement & Performance Manager

Chao-Fu Wu

Clinical Adviser



**He Kaupare. He Manaaki.
He Whakaora.**

prevention. care. recovery.



Karakia

Whāia, whāia

Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

Kia puta ki te whai ao

Ki te ao mārama

Haumi e, hui e

Tāiki e

Striving to do what is right

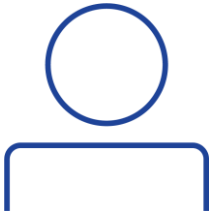
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

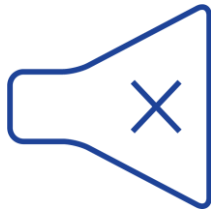
Welcome

Welcome to 'The beginner's guide to ACC acupuncturists' webinar



People

Chao-Fu Wu
Tina Nikoia
Benjamin Penniket



CPD

Listen for the
questions and
instructions



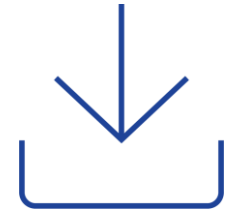
Chat

Use chat to ask
questions.



Questions

Question time at the
end of each section.



Download

This webinar is being
recorded and will be
available to watch later.

Agenda

1

About ACC

2

Cover

3

Working with our clients

4

Clinical records

5

Requesting prior approval

6

Supporting quality and
resolving issues

7

Getting set up and paid

8

Getting help & contacting us

About ACC

1

Why do we have ACC?

We help prevent injuries:

- ✓ at work
- ✓ at home
- ✓ during sport and recreation
- ✓ on the road
- ✓ or injuries caused by treatment.

We reduce the physical, emotional and social impacts of people's injuries.

We contribute to treatment costs and pay compensation to people unable to work because of their injuries.

[Preventing injury \(acc.co.nz\)](https://acc.co.nz/preventing-injury)

What is ACC?

- ✓ We are a Crown entity.
- ✓ We provide no-fault personal injury cover.
- ✓ For New Zealanders and our visitors.
- ✓ As set out in the Accident Compensation Act 2001 (AC Act).

[About ACC \(acc.co.nz\)](https://acc.co.nz)



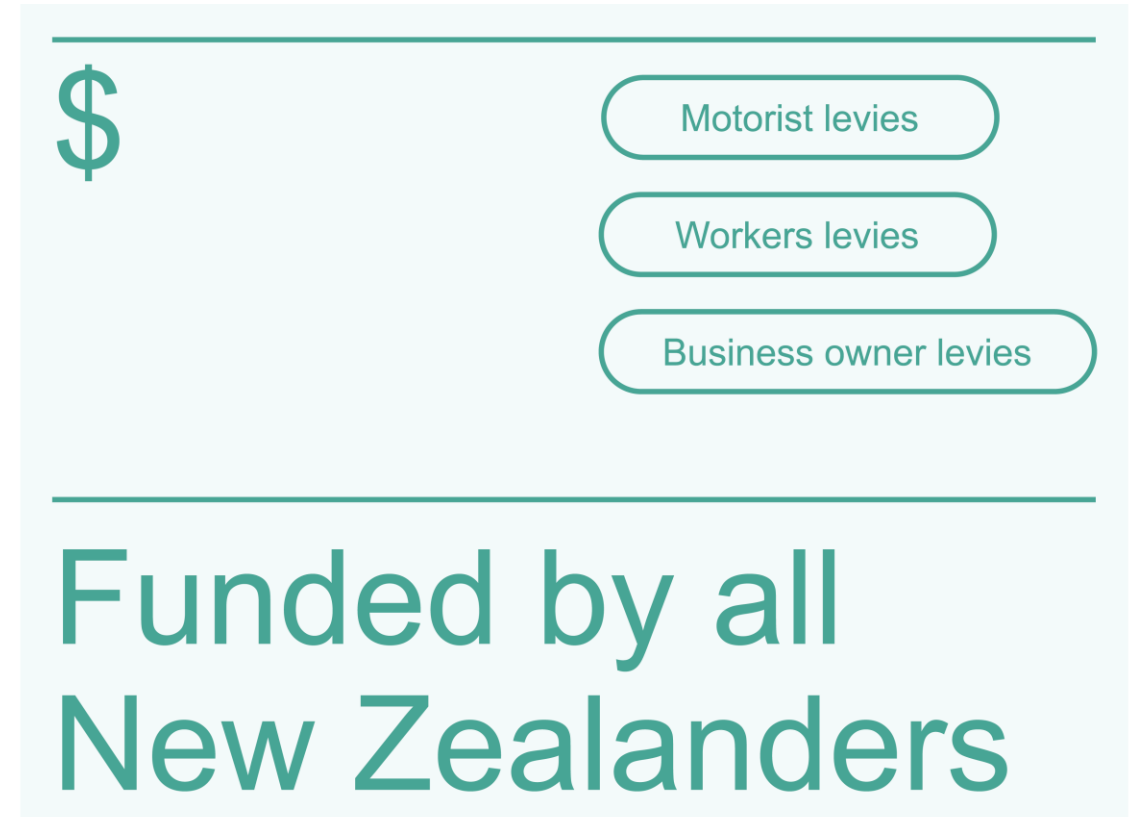
How are we funded?

We're funded by all New Zealanders through different levies for motorists, workers, and business owners.

The Government pays for non-earners, including visitors.

We re-invest that money to pay for future costs of the scheme.

[Our levies \(acc.co.nz\)](https://acc.co.nz)



Cover

2

What is cover?

Cover means:

The claim meets the criteria set out in legislation.

If it does, we'll contribute to, or fully fund the treatment and support needed.



Treatments

Support

Contribute to
or fully fund

Cover – what we can cover

We provide cover for:

- ✓ physical injuries as a result of an accident
- ✓ mental injuries relating to physical harm, traumatic events at work or criminal acts – for example sexual assault
- ✓ treatment injuries – caused by a registered health practitioner during treatment
- ✓ gradual process diseases or infections relating to work or work environments
- ✓ maternal birth injuries (Oct 2022).

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz/understanding-claims-and-cover)

Cover – what we can't cover

The legislation excludes:

- ✗ illness, sickness, or contagious diseases e.g., measles
- ✗ conditions related to ageing e.g., arthritis
- ✗ injuries that happen over time unless an activity at work is causing it
- ✗ stress, hurt feelings or other emotional issues.

Cover – what is an injury?

- ✓ An injury has evidence of physical damage.
- ✓ Clinically significant behavioural, cognitive or psychological dysfunction (mental injury).
- ✓ Birthing parent injury.

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz)

Cover – what is an accident?

An event, or series of events*, that involves:

- ✓ an application of a force external to the body (including gravity)
- ✓ a sudden movement of the body to avoid a force (including gravity)
- ✓ a twisting movement.

*A series of events over a set period of time can cause a one-off physical injury.

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz)

Cover – for a specific injury or injuries

When we accept cover it means:


- ✓ there is an accident that meets the legislative description
- ✓ that accident caused an identifiable injury
- ✓ the treatment or support are needed as a direct result of the covered injury.

The covered injuries are identified by a READ code on the ACC45.

Cover – causation

- ✓ We need to be confident it's more likely than not the person's injury was caused by their accident.
- ✓ Causation is the link between the injured person's personal injury and the accident.

Sometimes the initial symptoms of a condition coincide with an accident event however correlation is not causation.

 PROVIDER QUICK GUIDES


1 of 2 →

Understanding causation

The core of causation


🕒 Read time: 3 mins

Before deciding on cover, we need to be confident it's more likely than not the person's injury was caused by their accident. This means our client can get appropriate support for their recovery as soon as possible.



Defining causation

Causation is a medico-legal concept which we use to determine whether we can cover a claim and fund the right treatment and support. It means the accident the person experienced meets the legislative description and that the accident has caused an identifiable injury. A temporal association between an injury and an accident is often necessary, but not sufficient evidence of causation. If a patient has symptoms following an accident, doesn't automatically mean the accident caused an injury.



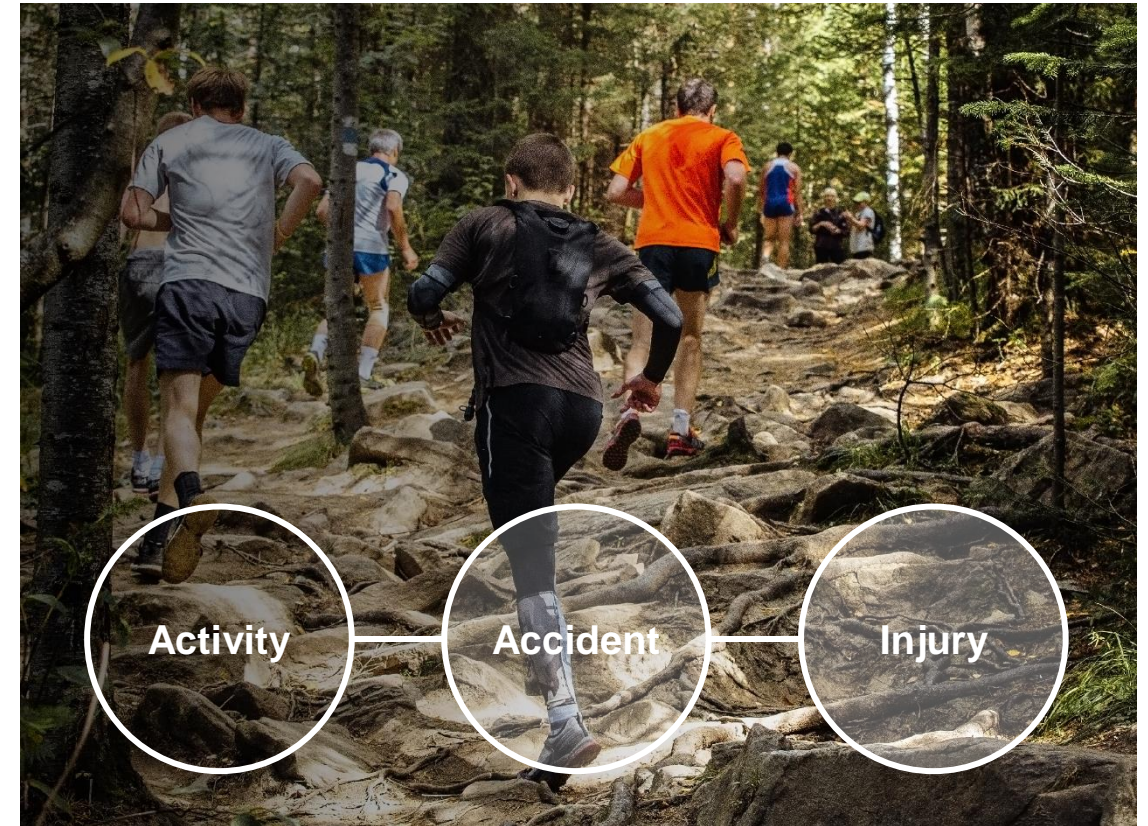
Causation in a clinical context

When thinking about causation, you should consider and document the following:

- What is the accident?
- What was the mechanism of the injury? e.g. an uncontrolled fall
- What were the initial consequences as described by the patient?
- How are the presenting symptoms related to the injury?
- Are there any pre-existing issues and how might this impact their recovery?

Example – identify the accident and injury

- 1 Garry was running on a bush track on a peaceful Sunday morning. He tripped and fell, dislocating his left shoulder.



Example – identify the accident and injury




2 Jenny was driving when she was bumped from behind. She has a bruised shoulder from the seatbelt and a sore lower back.

Example – identify causation



- 3 Tama wakes up with a sore neck. He tells you it must be due to the accident he had 3 weeks ago when he twisted his neck playing rugby, even though it's been fine for a while.

CPD – question

 PROVIDER QUICK GUIDES


Understanding causation

1 of 2 →

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1 What does causation mean?

Any questions?

1

Working with our clients

3

Find out what your patient has cover for

You'll need to have some basic information:

- ✓ The claim number
- ✓ When was accident
- ✓ What injury/injuries are covered
- ✓ Have they had any other treatment – by another acupuncturist?

Call us

Use your PMS service

Our online services

Providing treatment – pre-approved



- ✓ Within 52 weeks of the accident, you can get on and provide.
- ✓ Up to 12 treatments in 12 weeks.

Treatments we pay for

We can fund:

- ✓ acupuncture
- ✓ electroacupuncture
- ✓ auricular acupuncture
- ✓ moxibustion
- ✓ cupping
- ✓ laser acupuncture
- ✓ gua-sha (scraping)
- ✓ tui-na (Chinese therapeutic massage)
- ✓ acupressure.



Treatments we can't pay for

Patients need to self-fund:

- ✗ liniments
- ✗ herbal plasters herbs and supplements
- ✗ ion-pumping cords
- ✗ time spent dispensing the above
- ✗ non-injury related treatment.



Clinical records

4

Clinical Records

You need to provide us with:

- ✓ the claim number
- ✓ detail the accident and the injury
- ✓ a diagnosis – both western and TCM
- ✓ a treatment plan that relates to the covered injury
- ✓ amount of time with the patient
- ✓ written in English.

The services you invoice us for must be supported by clear clinical records.

[Understanding your responsibilities \(acc.co.nz\)](http://acc.co.nz)

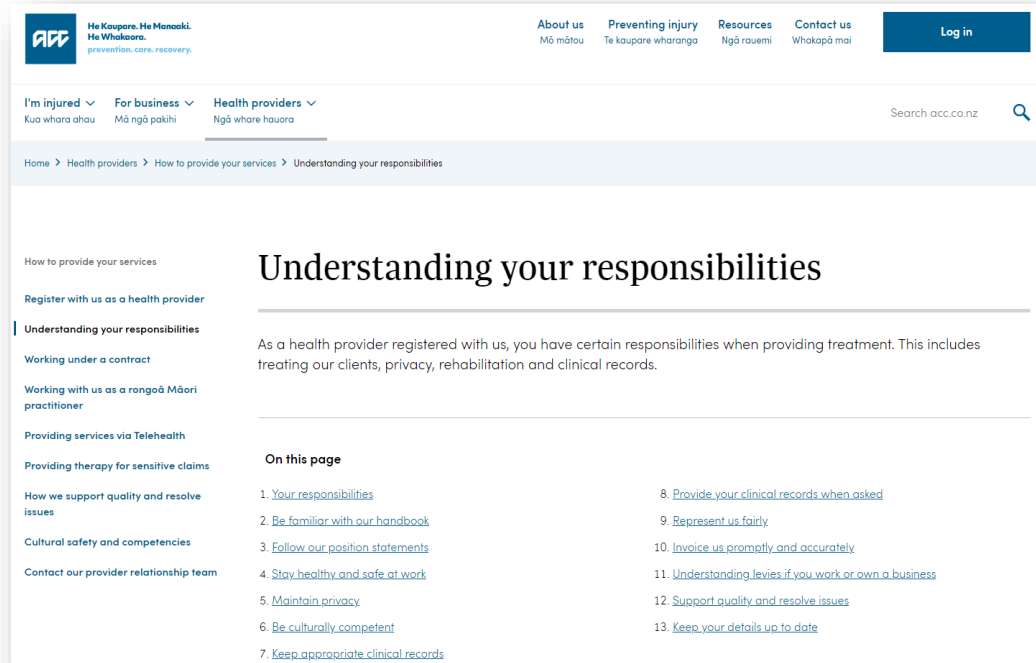
Clinical Records – Position Statements

Considerations required by the statements must be documented in your clinical records.

- ✓ Treatment of family (or those close to you).
- ✓ Treatment of colleagues.
- ✓ Same day allied health.
- ✓ Treatment in a sport setting.
- ✓ Allied health students.

[Understanding your responsibilities \(acc.co.nz\)](http://acc.co.nz)

CPD – questions

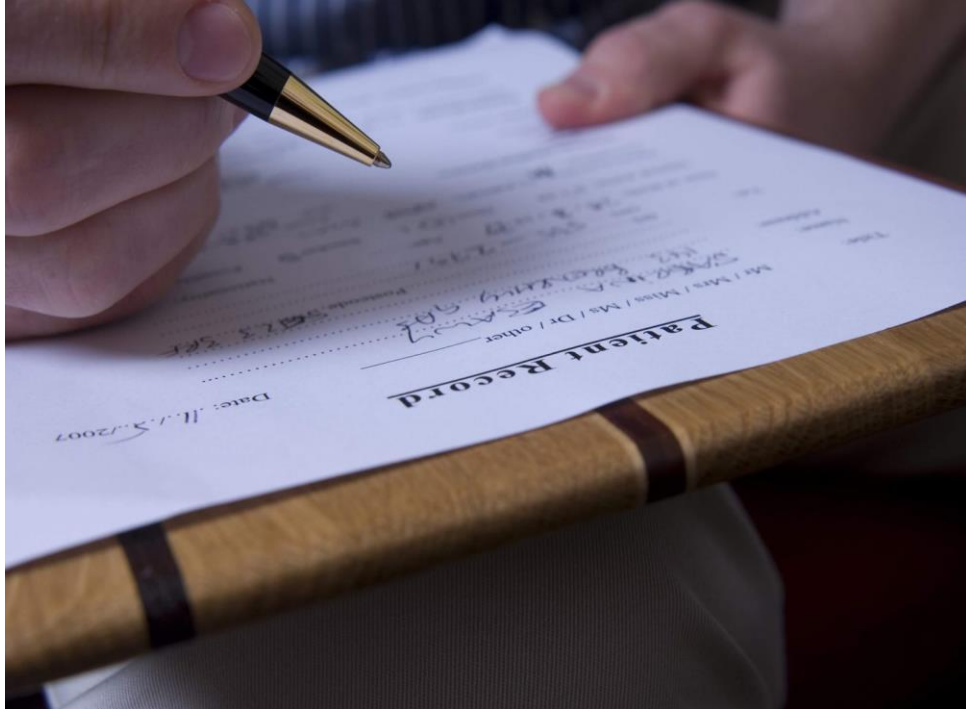


2 Why should you not provide ACC funded treatment to your family or those close to you?

Where can you find ACC's position statement?

[ps-treatment-family.pdf \(acc.co.nz\)](#)

CPD – question



3 What are the three reasons we can ask you for your clinical records?

Requesting prior approval

5

Treatment extensions – ACC32's

A request for further treatment is needed when:

- ✓ 12 sessions have been used
- ✓ it has been 12 or more weeks since the first treatment by an acupuncturist
- ✓ treatment hasn't started but the date of accident was more than a year ago.

Treatment extensions – ACC32's

What you need to include with your request:

- ✓ your clinical records
- ✓ outcome measures
- ✓ patient treatment plan
- ✓ any other relevant medical information.

When and how to complete an ACC32 request

Beyond the 12 sessions in 12 weeks

Requests are assessed on a case by case basis for clients that have one or more of the following:

- ✓ recently had surgery to address an ACC covered injury
- ✓ sustained a covered mental injury
- ✓ covered serious injury - traumatic brain injury, spinal cord injury.

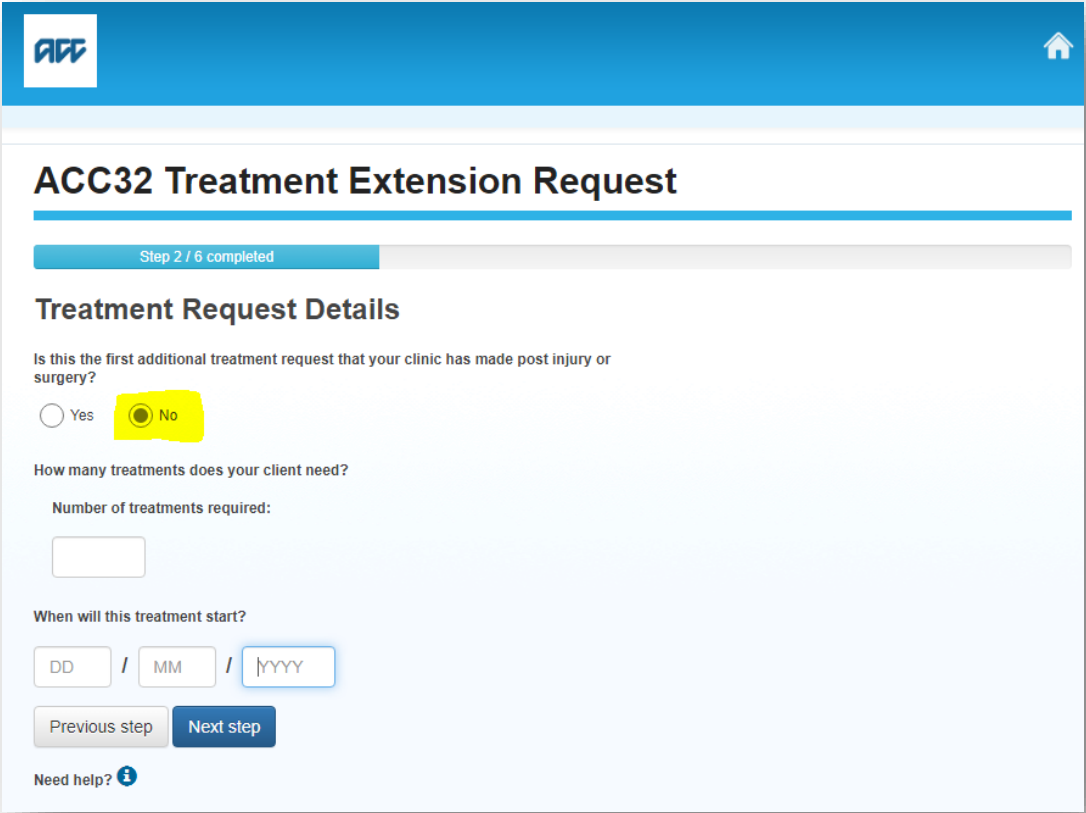
If a client doesn't fit these criteria: GP or another provider referral may be warranted.

[Getting prior approval for further treatment for allied health providers \(acc.co.nz\)](https://acc.co.nz)

[ACC32 Treatment Extension Request](#)

Using the online form

- ✓ Please ALWAYS select NO (even if it is the first request).
- ✓ This gives access to the next step allowing clinical rationale and notes to be added.



The screenshot shows the 'ACC32 Treatment Extension Request' form. At the top, there is a blue header with the ACC logo and a home icon. Below the header, the title 'ACC32 Treatment Extension Request' is displayed. A progress bar indicates 'Step 2 / 6 completed'. The main section is titled 'Treatment Request Details'. It contains the following fields:

- A question: 'Is this the first additional treatment request that your clinic has made post injury or surgery?' with radio buttons for 'Yes' and 'No'. The 'No' button is highlighted in yellow.
- A question: 'How many treatments does your client need?' with a text input field labeled 'Number of treatments required:'.
- A question: 'When will this treatment start?' with date pickers for 'DD', 'MM', and 'YYYY'.
- Navigation buttons: 'Previous step' and 'Next step'.
- A link: 'Need help?' with an information icon.

Examples of when to request further treatment

- ✓ You supported your client with 4 sessions for a back sprain 2 years ago.
- ✓ The client had injury related back surgery recently and called you asking for some further treatment.

Each claim is unique and considered on its own merits.

Examples of when requests will be declined

- ✗ Clinical records were not submitted.
- ✗ Causation is not demonstrated.
- ✗ It's a not a covered injury issue.

6 months after their 12th session with you, your patient calls to book in another session as their sprained ankle is still really sore.

Any questions?

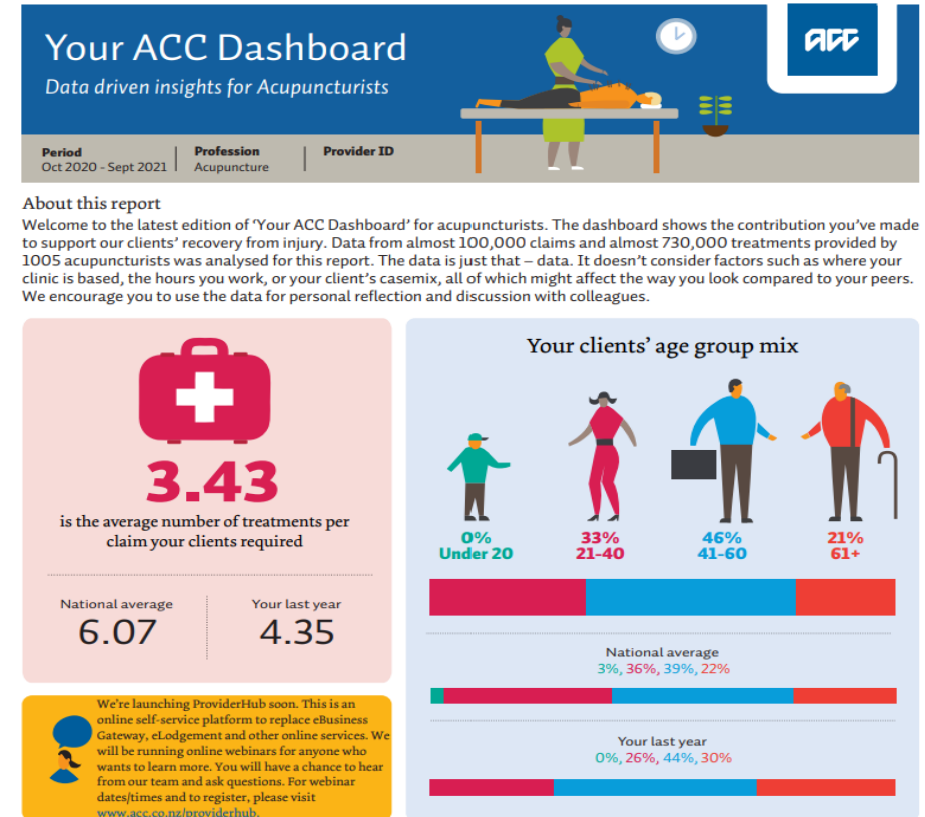
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Supporting quality

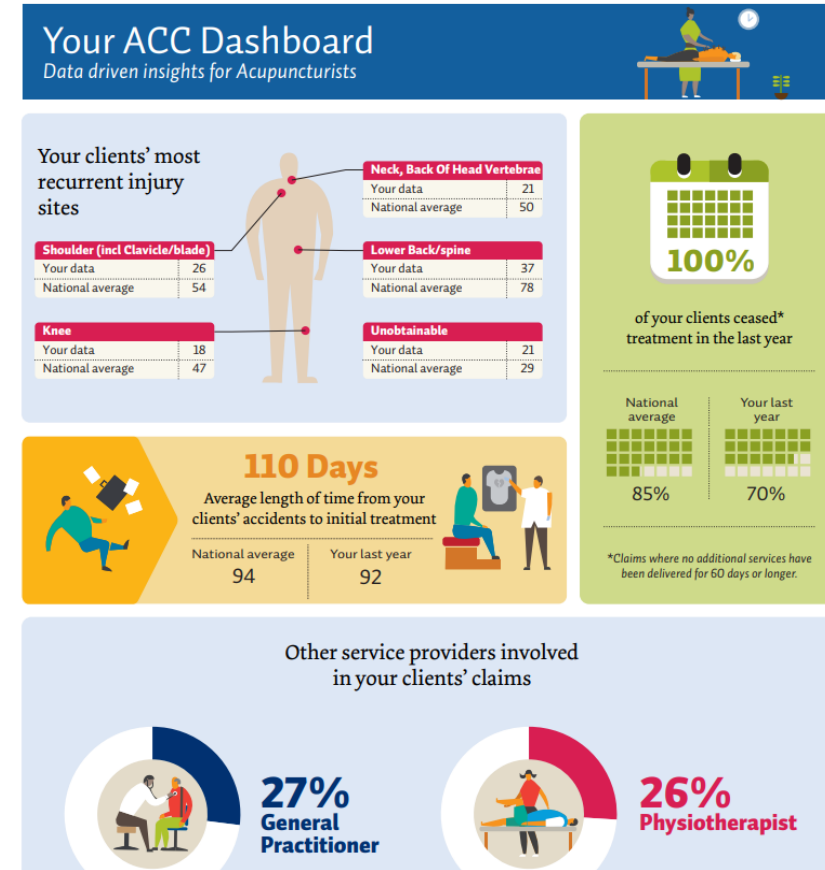
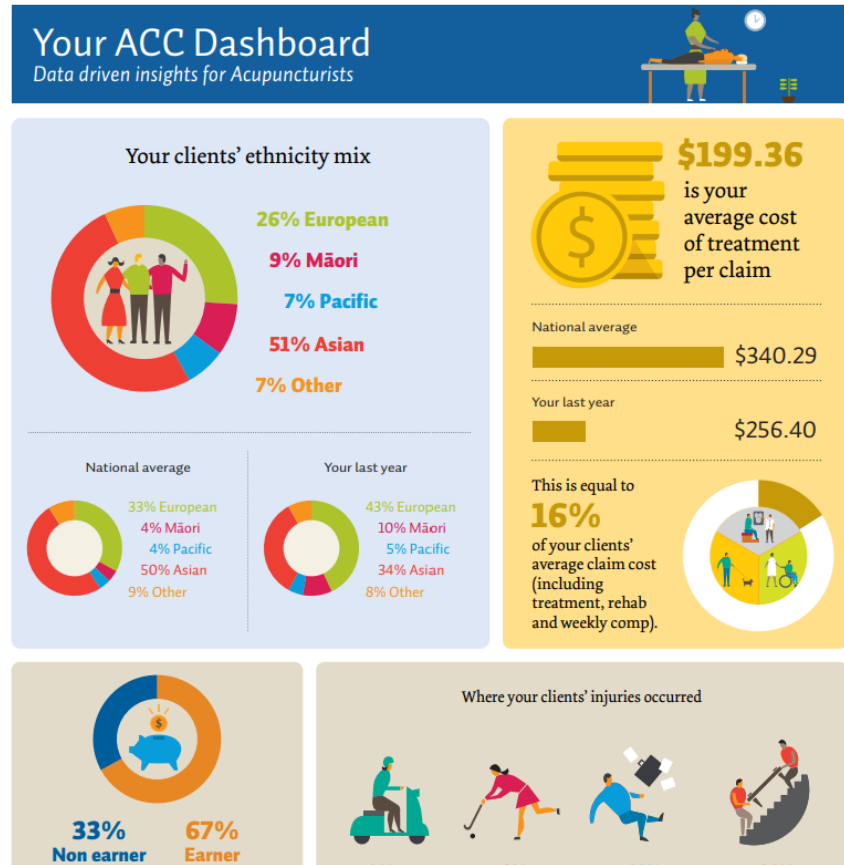
6

How providers receive feedback

- ✓ All providers receive their dashboard annually.
- ✓ Allows provider to compare their billing with peers.
- ✓ Provides feedback on performance, information provision.



What's on the dashboard



When we'll make contact

We'll send a letter to the 'top' % of the providers.

Based on specific scenarios, like treatments per day and cost per claim.

Your opportunity to see the data we have about you and your patient group.

We may make further contact if we need additional information.

Example:

Your average number of treatments per patient is significantly higher than other acupuncture providers

Getting set up and paid

7

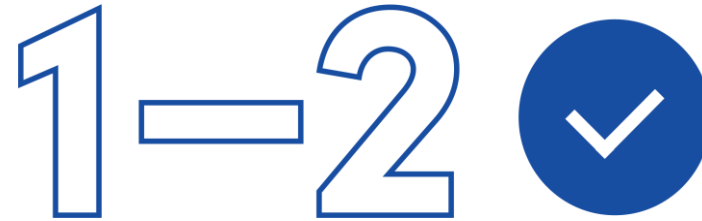
Registering as a provider

To work with us providers need to have an ACC provider ID.

You'll need to:

- ✓ complete the ACC24
- ✓ use a unique email address
- ✓ include annual practicing certificate
- ✓ submit and verify email address
- ✓ to read and complete relevant onboarding resources.

If we have all the information, we'll confirm the number in 1 – 2 days.



[Register with us as a health provider \(acc.co.nz\)](https://acc.co.nz/register-with-us-as-a-health-provider)

Online forms:

[ACC24 Register as a health provider](#)

[ACC111 Register as a vendor](#)

What we can pay you

All acupuncturists are paid under Cost of Treatment Regulations. You choose:

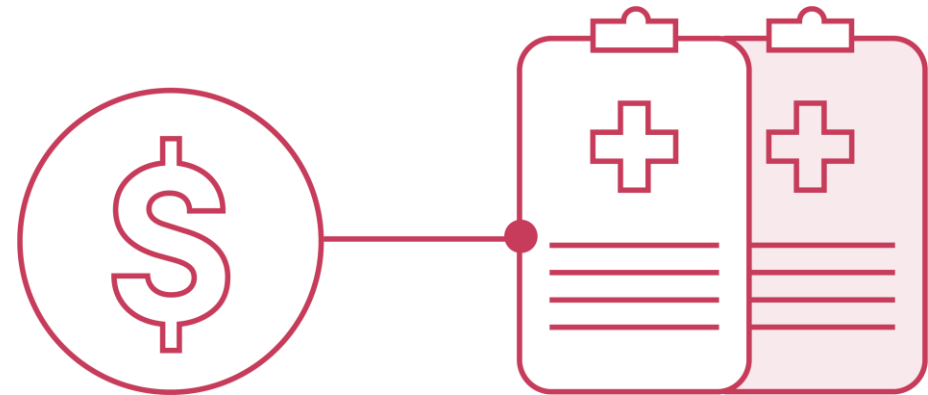
Paid per treatment

- ✓ fixed rate
- ✓ one claim only.

Time-based billing

- ✓ up to 60 mins
- ✓ is face to face with the patient
- ✓ to nearest 5 minute.

Providers can ask patients for a co-payment



Using our digital services

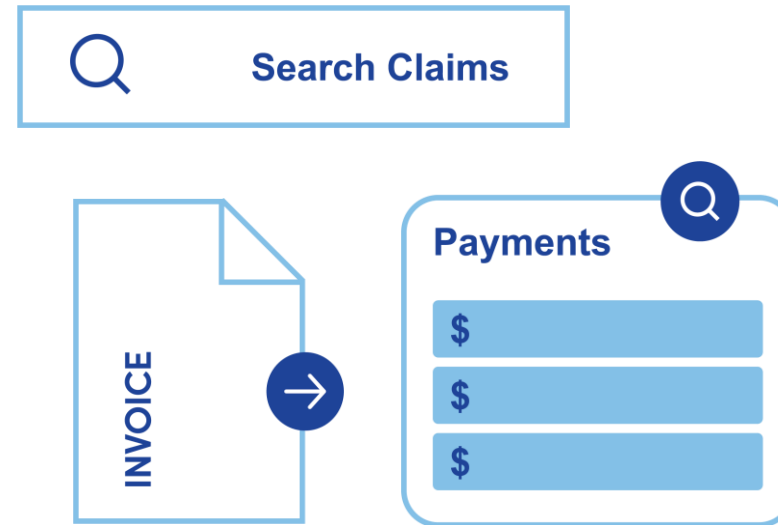
Our digital services enable you to:

- ✓ look up claim information
- ✓ send invoices
- ✓ check on your payments.

Available in your PMS or online.

[Working with us using our digital services \(acc.co.nz\)](https://acc.co.nz)

Digital services: Features



Getting help and contacting us



Resources for you

The screenshot shows the ACC website homepage. At the top, there's a navigation bar with links like 'About us', 'Preventing injury', 'Resources', and 'Contact us'. Below this, a search bar and a 'Log in' button are visible. The main heading is 'Getting started' with the Māori phrase 'Hei timatanga'. A sub-heading reads: 'Whether you've recently registered with us as a health provider, have a new employee joining your practice or simply need a refresher, you'll find all the information and resources you need to get started with us, quickly.' Below this, there's a section titled 'Let's work together. Here's how.' featuring a video player for 'Welcome to ACC 101' with Megan Main, Chief Executive Officer, as the presenter. A 'Watch on YouTube' button and a 'Video transcript for Welcome to ACC' link are also present. At the bottom, it states: 'This educational video is designed to give you the information you need in four short chapters, including what we do, your responsibilities as a health provider, cover, and lodging claims.' and a 'Watch more provider videos' button.

This block is a collage of three ACC quick guides. The top guide is 'Understanding causation' with the title 'The core of causation' and a 'Read time: 3 mins' indicator. The middle guide is 'How to invoice' with the title 'Invoicing essentials' and a 'Read time: 3 mins' indicator. The bottom guide is 'Getting started as an acupuncturist' with the title 'Welcome to the team' and a 'Read time: 3 mins' indicator. Each guide includes a brief introduction and a 'Sign up digitally' section with a link to acc.co.nz/digital-services.

Understanding claims and cover

When we accept a claim for cover it means there's been an identifiable accident causing personal injury. Find out more about how we make cover decisions.

On this page

1. [What ACC covers](#)
2. [About cover and causation](#)
3. [Quick guide: Causation](#)
4. [Making cover decisions](#)
5. [Cover and support](#)
6. [Change in eligibility](#)
7. [Types of claims we cover](#)
8. [Criteria for cover](#)

What ACC covers

The video player shows a blue screen with the title 'What ACC covers' and a red play button. Below the video, there's a 'Watch on YouTube' button and a 'Video transcript for What ACC covers' link. The video player interface includes a progress bar and a 'Watch time 0:05' indicator.

[Getting started with ACC \(acc.co.nz\)](https://acc.co.nz)

[Online learning modules \(acc.co.nz\)](https://acc.co.nz)

Contact us

Provider help and general billing:

Call 0800 222 070 (Mon to Fri 8am to 6pm)
providerhelp@acc.co.nz

Provider registration:

Let us know when any contact details change – registrations@acc.co.nz

Electronic billing enquiries:

Call 0800 222 994 (option 1)
ebusinessinfo@acc.co.nz

Find what you need at:

acc.co.nz/health-providers

[Contact our provider relationship team \(acc.co.nz\)](https://acc.co.nz)

[Resolving issues together \(PDF 64 KB\)](#)

Any questions?



Reflective CPD questions – choose one

After this presentation how might you work with ACC differently?

Or

Describe one thing you found surprising and why?

Or

Describe something that you'll now do differently in practice and why.

What are the key learnings from this webinar you would tell another acupuncturist about? Why are they important?

Or

Give a clinical example of how you would explain cover & causation to a patient.

CPD – registering your learning

Answer the three questions and one reflective question.

We'll send a 'confirmation of attendance email' to you.

Send your answers and copy of the email to either Acupuncture NZ or NZASA.



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Whāia te Pono

Whāia te Aroha

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Thank you