

The beginner's guide to ACC for Allied Health providers

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**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

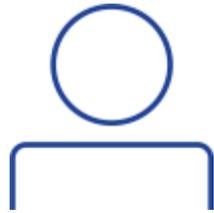
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

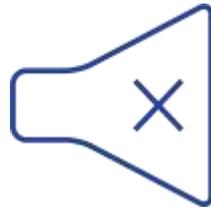
Welcome

Welcome to 'The beginner's guide to ACC for Allied Health providers' webinar



People

Kate Holmes
Nigel Gardiner



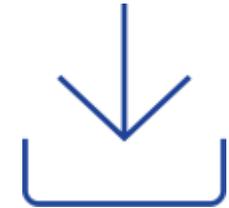
Mute

Please mute
your microphone



Questions

Thank you for sending in
your questions. Question
be answered periodically
through session as well as
Q&A at the end.



Download

Download
this webinar

Agenda

1 About ACC

2 Cover & Causation

3 Regulations vs Contracts

4 Registering as a Provider

5 Lodging Claims

6 Clinical Records

7 Digital Services

8 Resources

About ACC

1

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 \(acc.co.nz\)](http://acc.co.nz)



What do we do?

We help reduce the impact of injuries by:

- ✓ Educating people on injury prevention
- ✓ Contributing towards treatment
- ✓ Compensating people who can't work
- ✓ Working with communities to improve health literacy.

We create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

[What We Do \(acc.co.nz\)](#)

[Preventing injury \(acc.co.nz\)](#)

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 money collected by levies to pay for future costs of the scheme.

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



Cover & Causation

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 by our clients.

Our no-fault scheme covers everyone, including visitors, who are injured in an accident in New Zealand. The scheme covers children, beneficiaries, students, if you're working, unemployed, or retired.



Cover – what we can cover

We provide cover for personal injuries:

- ✓ physical injuries caused by an accident
- ✓ mental injuries caused by physical injuries, traumatic events at work or criminal acts – for example sexual assault
- ✓ treatment injuries – caused by a registered health practitioner during the course of treatment
- ✓ gradual process diseases or infections relating to work or work environments.

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

Cover – what we can't cover

The legislation excludes:

- ✘ illness, sickness, or contagious diseases e.g. measles
- ✘ stress, hurt feelings or other emotional issues unless they're linked to an injury we already cover
- ✘ conditions related to ageing e.g. arthritis
- ✘ injuries that happen over time unless an activity at work is causing it
- ✘ most hernias.

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

A slow or open-ended process does not count as a series of events.

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

Cover – what is an injury?

- ✓ An injury is a physical injury (physical damage).
- ✓ When caused by an accident (especially a sudden excessive force) healing will occur over a finite period.
- ✗ Symptoms alone (pain, numbness, weakness) are not physical injuries.
- ✓ Treatment and support can only be provided by ACC for symptoms such as these, so long as they themselves are caused by a covered physical injury.

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

Cover – what is causation?

- ✓ This means that the accident has caused the injury.
 - ✓ There needs to be a plausible explanation, based on the mechanism of the accident event, and the presenting physical injury, as to how one caused the other.
- ✗ Sometimes the initial symptoms of a condition coincide with an accident event however correlation is not causation.
 - ✓ The nature of the physical injury identified needs to be consistent with the claimed accident event/series of events.

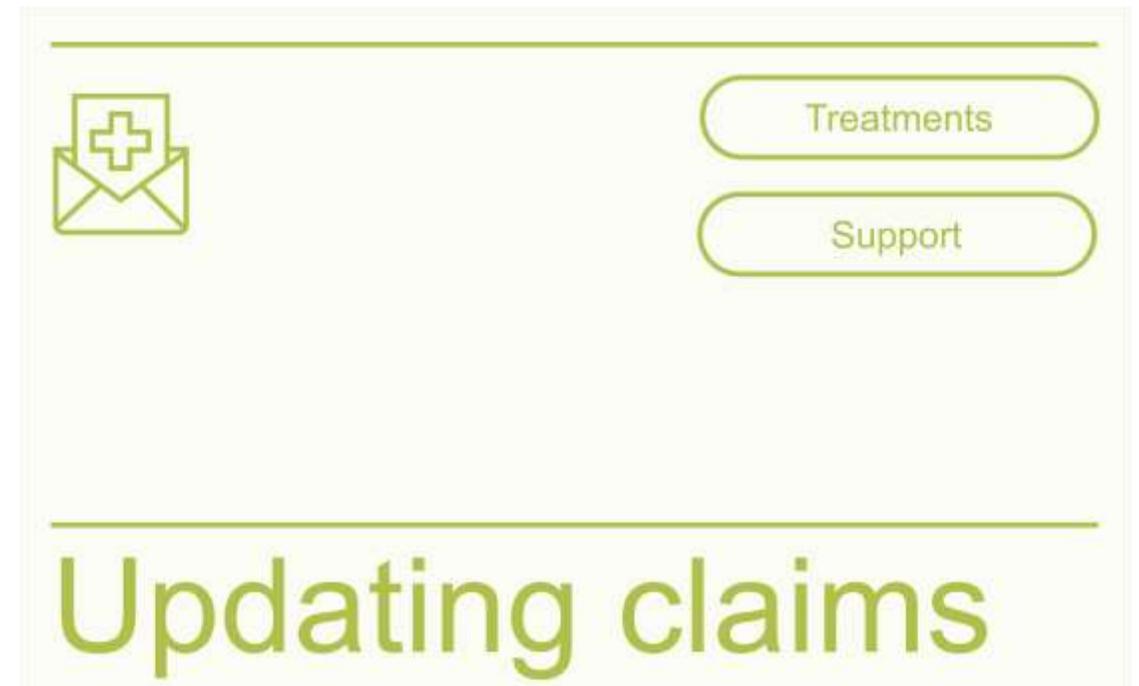
[Understanding claims and cover \(acc.co.nz\)](http://acc.co.nz)

Cover – making sure clients get the right cover

If a patient's diagnosis changes:

The practitioner uses an ACC32 – 'change of diagnosis' form to let us know, so we can update the claim.

This means we can make sure the right supports are in place and pay you for the treatment provided.



Activity – accident and injury and causation

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



Activity – accident and injury and causation



- 2 Jenny has a minor car accident and came into the practice for a check over. The GP examines her. No injury is identified, and Jenny went home.

Activity – accident and injury and causation

3 Ruth presents with an eight-week history of shoulder pain and stiffness, after pulling out a stubborn weed.



Any questions?

Cost of Treatment Regulations vs Contracted

3

Ways to provide services

Cost of Treatment Regulations

Specified Treatment Providers include:

- Acupuncture
- Chiropractic
- Occupational Therapy
- Osteopathy
- Physiotherapy
- Speech Language Therapy
- Podiatry
- Audiology

[Working Together – A handbook for Cost of Treatment Regulations Providers \(PDF 703KB\)](#)

ACC contracts include:

Allied Health Services

- Hand Therapy
- Physiotherapy
- Podiatry

Orthotist Services

- Orthotists

Other Contracts

- Training for Independence, Vocational Rehabilitation, Pain Management

Difference between Regulations and Allied Health Services Contract

	Regulations	Contract (Allied Health)
Payment Rate	Per consult or per hour (calculated by minute) eLearning: Time based billing module	Flat fee for consultations
Orthotics	Apply for prior approval for all orthotics	Some included in contracts which do not require prior approval
Treatment Limits	16, then prior approval required for more	50 treatments for the life of the claim
Clinic Accreditation	Not Required	Required
Clinical Director	Not Required	Required

[Specified treatment providers' costs effective from 1 May 2021 \(ACC1523\) \(PDF 166 KB\)](#)

[Allied Health Services Service Schedule \(PDF 273 KB\)](#)



Registering as a Provider

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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 practising certificate
- ✓ submit and verify email address.

We encourage all new providers to read and complete relevant onboarding resources.

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



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

Online forms:

[ACC24 Register as a health provider](#)

[ACC111 Register as a vendor](#)

Any questions?

Lodging Claims

5

Lodging claims – using an ACC45

The ACC45 form is important to help us decide if an injury will be covered and under which category.

If you're lodging claims, make sure:

- ✓ the diagnosis is within your scope of practice
- ✓ the patient's details are completed and correct

- ✓ there is an identifiable accident and an injury
- ✓ the treatment injury box is only ticked if the injury was caused by a health practitioner whilst providing treatment.

ACC45

[Lodging a claim for a patient \(acc.co.nz\)](https://acc.co.nz)

Lodging Claims – What injury to lodge?

What injury do you suspect was caused by the accident event?

Use the Read Code that best represents that injury.

- ✓ Must be a physical injury (not symptoms such as 'pain in lumbar spine').
- ✓ Must be consistent with the claimed accident.

If you suspect structural physical injury that is not yet proven (but may be with imaging), choose the sprain code that best matches that injury.

E.g. use '**S542. Sprain of cruciate ligament of knee**' instead of claiming '**S53C. Complete tear anterior cruciate ligament of knee**' until imaging confirms this injury.

[Using the right read code \(acc.co.nz\)](http://acc.co.nz)

Treatment Extensions & Updating Diagnosis

Allied health providers need to get in touch with us when:

- ✓ the treatment trigger number of 16 (or 50 if contracted) has been, or is about to be, reached
- ✓ it's been more than a year since an allied health provider treated your patient for the first time
- ✓ you're adding or changing a diagnosis.

Acupuncture providers need to get prior approval from us when:

- ✓ the treatment trigger number of 12 has been, or is about to be, reached
- ✓ it's been 12 weeks since the client's first treatment.

You can call us or complete an ACC32 

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

Treatment Extensions & Updating Diagnosis



Standard: by phone for immediate decision

Your request is made within 12 months of the date of the injury or most recent surgery (COTR).

It's for an injury we've already covered.

It's the first request for further treatment from your clinic for the claim.

It's for the original diagnosis.

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



Complex: use ACC32

It has been more than 12 months since the date of your patient's first treatment after the injury or most recent surgery.

It's not your first request for further treatment, or you are contracted and you've exceed the profile of 50 treatments.

It's a request for hand splinting that exceeds \$304.89 excluding GST.

The request for treatment includes acupuncture.

It's for changing or adding a diagnosis

[ACC32 Treatment Extension Request](#)

Clinical Records

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Clinical Records

The services you provide and invoice us for must be supported by clinical records that meet the standards of your professional body, and that meet our requirements:

- ✓ have informed consent to lodge claim
- ✓ detail the accident and the injury
- ✓ Have a diagnosis – TCM
acupuncturists must include Western biomedical diagnosis
- ✓ include the claim number
- ✓ describe the injury impact on the client's ability to work or complete activities of everyday life.

[Understanding your responsibilities \(acc.co.nz\)](https://www.acc.co.nz/understanding-your-responsibilities)

Clinical Records

- ✓ Have a treatment plan that clearly links to the covered injury/injuries.
- ✓ Show objective assessment and review of the symptoms and treatment duration in relation to the covered injury/injuries.

- ✓ Be consistent with invoicing.
- ✓ Accurately record the time taken to provide the injury related treatment when applying time based billing.

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

Clinical Records – Position Statements

We've developed position statements that align with many professional standards and our legislation.

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

- ✓ treatment of family.
- ✓ treatment of colleagues.
- ✓ treatment by allied health students.
- ✓ treating in a sports setting.
- ✓ same day allied health treatment (more than one treatment in a day).

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

Any questions?

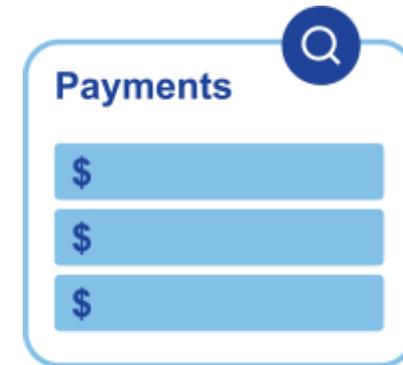
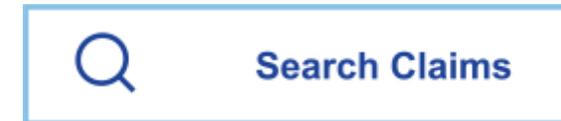
Digital Services

7

Using our digital services

Our digital services enable you to:

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

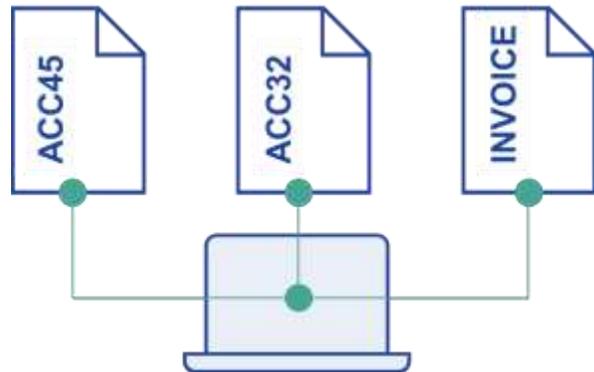


Digital services:
Features

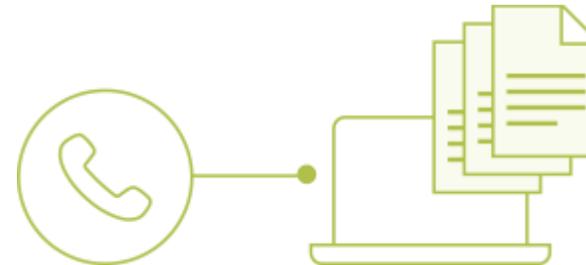
Digital services options

DIGITAL SERVICES

Practice management system:
PMS



eBusiness Gateway
Contact us for advice
0800 222 994 (option 1)
ebusinessinfo@acc.co.nz



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

Resources



Resources for you

We've developed some great new resources and updated our website to become the go-to area for you.

These cover the basics of working with us and will include more information over time.

There's plenty more to learn and we're always developing new resources.

Our online learning modules are useful for any level of experience or role.

- ✓ Easy to use Quick Guides including How to invoice, How to use Read Codes and How to register as a provider.
- ✓ There's an introductory video to get you started with some basics about what we do and how we'll work together.
- ✓ And webinars like this one, that are tailored and talk directly to providers.

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

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



Any questions?

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

Allied Health Portfolio

General questions about contracts or services – alliedhealth@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 \(PDF 64 KB\)](#)



What's next?

We want your feedback.

We want to make sure future webinars are engaging, helpful and informative for you and other health providers.

Please click on the survey link in the chat and share your feedback for today's webinar.

You'll receive an email with a link to the recording of this webinar, where you can also download slides.

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Whāia te Pono

Whāia te Aroha

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Thank you