

Welcome | Haere mai

The webinar will start shortly.

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

# The beginner's guide to ACC for dentists

Supported by

**New Zealand**  **Dental Assoc.**

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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

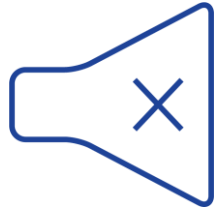
# Welcome

## Welcome to 'The beginner's guide to ACC for dentists' webinar



People

Rosemary Kennedy  
Leigh Aston  
Megan Thomas  
Maggie Robson



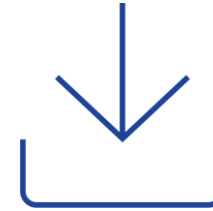
Mute

Please mute  
your microphone



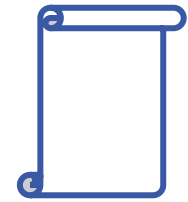
Questions

Questions will be  
answered periodically  
through session as  
well as Q&A at the end



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# Agenda

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# 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 \(acc.co.nz\)](https://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 \(acc.co.nz\)](https://acc.co.nz/what-we-do)

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



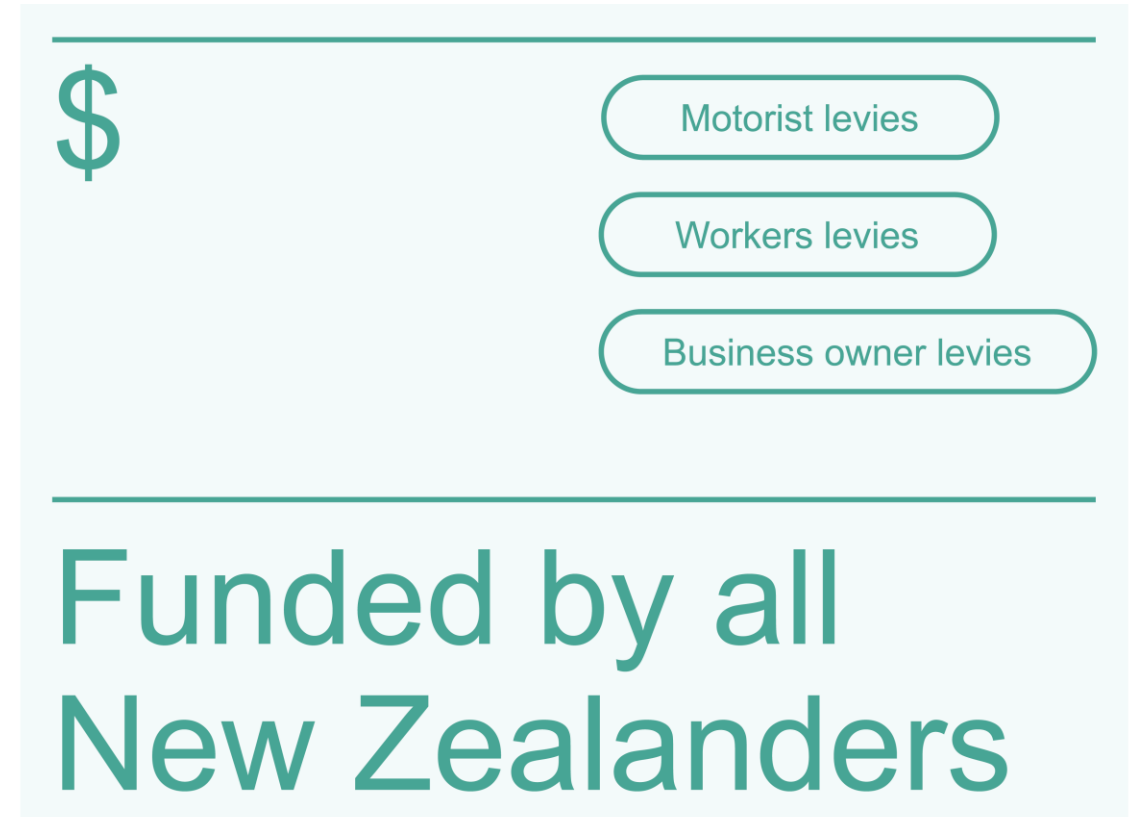
# How are we funded?

**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/our-levies)



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# 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.

\$

Treatments

Support

Contribute to  
or fully fund

# Cover – what we can cover

## **We provide cover for personal injuries:**

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

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

# Cover – what we can't cover

## The legislation excludes:

- ✗ conditions related to ageing eg wear and tear
- ✗ illness, sickness, or contagious diseases eg periodontal disease
- ✗ natural use of teeth – like biting into peach stone
- ✗ injuries that happen over time unless an activity at work is causing it
- ✗ stress, hurt feelings or other emotional issues unless they're linked to an injury we already cover.

[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) resulting in damage to teeth or jaw
- ✓ A twisting movement.

\*Series of events within a short time frame.

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

# Cover – what is an injury?

- ✓ An injury is evidence of physical damage

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

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



# Example – accident and injury and causation

1 Garry was running on a bush track on a peaceful Sunday morning.

He tripped and fell, fracturing tooth 21.



# Example – accident and injury and causation

1 Garry was running on a bush track on a peaceful Sunday morning.

He tripped and fell, fracturing tooth 21.





# Example – injury but no accident



2 Jenny was eating some wild duck, when she bit down onto something hard.

She could feel a part of her tooth had come off and found a piece of metal shot in her food.

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# Any questions?

# Working with us and our clients

3

# Ways to provide services

## Cost of Treatment Regulations

General dental practitioners provide services through Dentists' Cost of Treatment Regulations.

Dentists' costs [ACC Form 1522](#)

This sets out the maximum contribution that can be claimed for treatment.

The government sets the level of contribution which is about 60% of average market rates.

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

# Contracted Dental Specialists

- ✓ Orthodontics provided by registered orthodontists.
- ✓ Dental Implant surgery provided by OMFS, OS and periodontists.
- ✓ The superstructures for implants come under Regulations.

Orthodontics and dental implant surgery are paid via contracts and one off agreements outside of Cost of Treatment Regulations.

# Public health dentistry – and children

- ✓ Community Dental Service/School Dental are unable to provide ACC treatment.
- ✓ If you're unable to treat a child, refer to an ACC registered dentist.
- ✓ Children can be referred to Te Whatu Ora hospitals.



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# Lodging Claims

# 4

# Lodging claims for dento-alveolar trauma

If you're lodging claims, make sure :

- ✓ It's within your scope of practice
- ✓ the patient's details are full and correct
- ✓ there is an accident and an injury
- ✓ only tick the treatment injury if was caused by a health practitioner whilst providing treatment.

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

Dental claims are lodged on an ACC42.

# Lodging claims for dento-alveolar trauma

- ✓ The ACC42 guides you through what is needed.

## Specific required about:

- ✓ periodontal health
- ✓ TMJ
- ✓ caries
- ✓ oral hygiene.

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

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# Our dental unit

# 5

# Introducing our dental team

Our dental units look after requests for:

- ✓ Implants
- ✓ Surgical requests
- ✓ Orthodontics
- ✓ Prior approval.

Part of our Treatment & Support services

- ✓ Based in Hamilton and Dunedin

# Prior approval

Prior approval is required when:

- ✓ There is a need for further, or enduring treatment after the initial injury
- ✓ You don't have the ACC history for the patient
- ✓ Where you have added a diagnosis to an older claim
- ✓ Considering dental implants.

# Using the ACC1345 – Simple requests

- ✓ Describe the treatment plan.
- ✓ Attach diagnostic evidence.
- ✓ Consider causation.
- ✓ We'll inform you and patient of the decision.

Find it on the website [here](#)

Scan and send to [hndental@acc.co.nz](mailto:hndental@acc.co.nz)

ACC Dental Assessment Report and Treatment Plan (DARTP) are used for implants

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# Clinical Records

# 6



# Clinical Records

- ✓ Have informed consent to lodge claim.
- ✓ Detail the accident and the injury.
- ✓ Have a diagnosis and diagnostics.
- ✓ Include the claim number .
- ✓ Describe the injury impact for the client.
- ✓ Date x-rays and photos.

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

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

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

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# Any questions?

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# 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 practice certificate
- ✓ submit and verify email address.

Keep your details up to date.

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



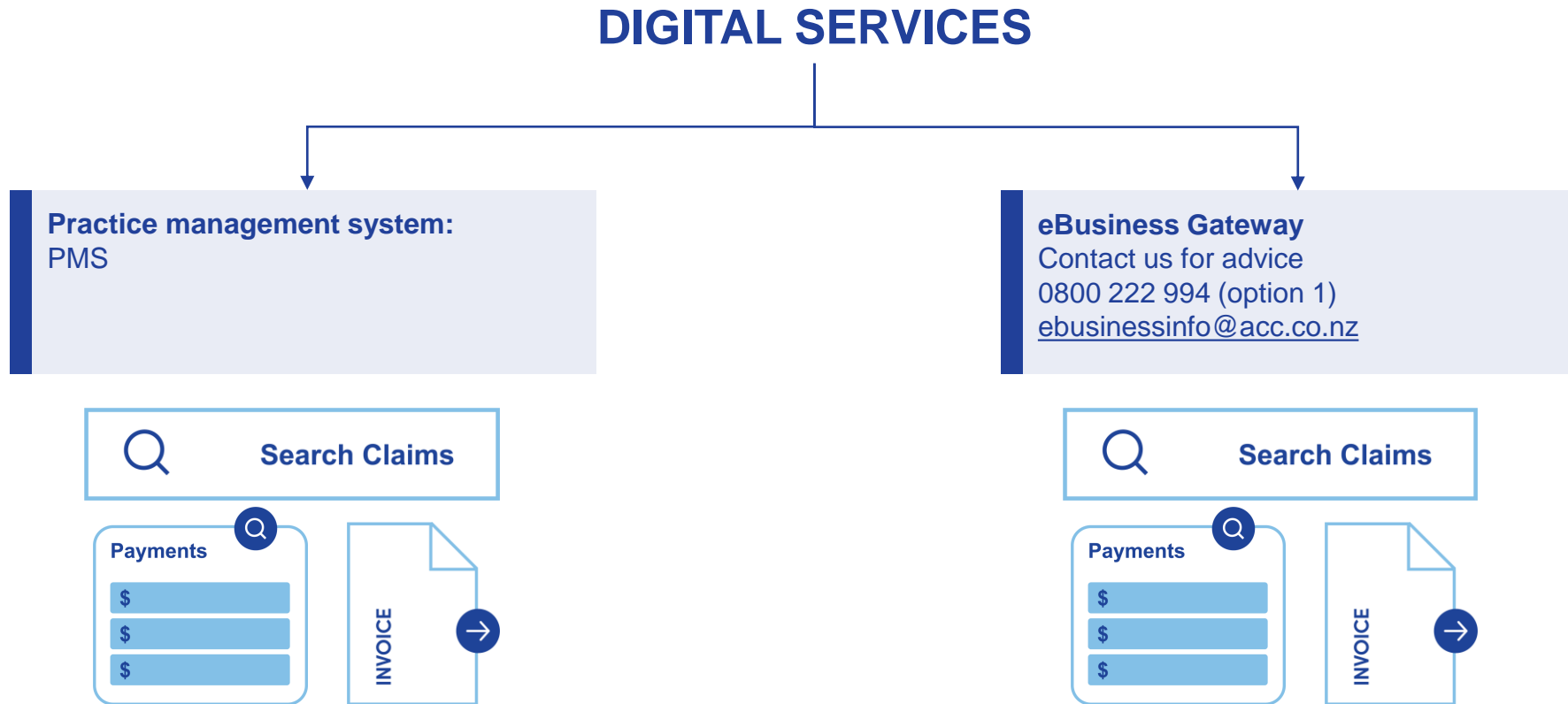
[Register with us as a health provider \(acc.co.nz\)](https://acc.co.nz)

Online forms:

[ACC24 Register as a health provider](#)

[ACC111 Register as a vendor](#)

# Digital services options



# Getting paid

- ✓ Submit electronically – paid usually within 8 days.
- ✓ Submitting ACC37 via email remains a manual process, takes longer.
- ✓ Within 12 months of treatment, ideally within 2 months.



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# Any questions?



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# Resources



# Resources for you

We've developed some great new resources and updated our website to become the go-to area for you, covering the basics of working with us.

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.
- ✓ We have a [quick guide to working with us](#) tailored specifically for you as a dentist.
- ✓ An [introductory video](#) to get you started with some basics about what we do and how we'll work together.
- ✓ [More webinars like this one.](#)

# 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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NZDA verifies, that based on the information provided to NZDA, this activity meets the Dental Council policy requirements for CPD. NZDA CPD verification does not imply promotion or endorsement of the contents of any course. Attendees need to use professional judgment to assess the validity and usefulness of techniques, materials or therapeutic products to their own practice



# Contact us

## Existing claim enquiries:

[dentalquery@acc.co.nz](mailto:dentalquery@acc.co.nz)

## General and billing enquiries:

Call 0800 222 070 (Mon to Fri 8am to 6pm)

[providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)

## Provider registration:

Let us know when any contact details change – [registrations@acc.co.nz](mailto:registrations@acc.co.nz)

## Electronic billing enquiries:

Call 0800 222 994 (option 1)

[ebusinessinfo@acc.co.nz](mailto:ebusinessinfo@acc.co.nz)

## Find what you need at:

[acc.co.nz/health-providers](https://acc.co.nz/health-providers)

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

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

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# Any final questions?

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# Thank you