

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 Nurses

9 MAY 2023

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Hosted by

Ally Emerson  
Mary Higham (NZRN)  
**Engagement & Performance Managers**

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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

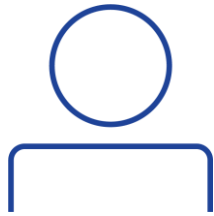
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

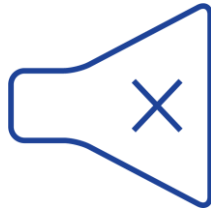
# Welcome

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



People

Ally Emerson  
Mary Higham  
& Leigh Aston



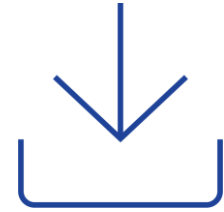
Mute

Please mute  
your microphone



Questions

Please put questions in the  
chat. They will be answered  
throughout the session



Download

This webinar is being  
recorded and will be  
available to watch on  
demand afterwards

# Agenda

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About ACC

2

Cover & Causation

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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)



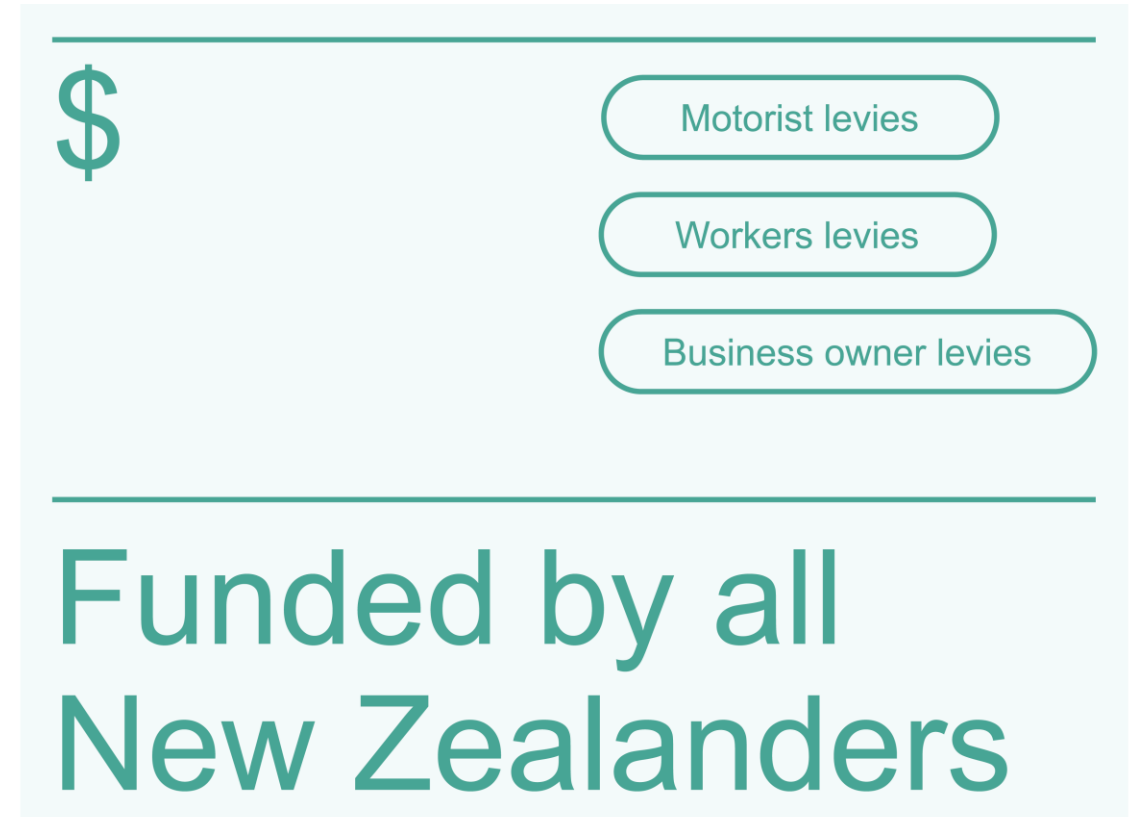
# How are we funded?

**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)



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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
- ✓ Our no-fault scheme covers everyone, including visitors, who are injured in an accident in New Zealand.

\$

Treatments

Support

Contribute to  
or fully fund

# 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
- ✓ gradual process diseases or infections relating to work or work environments
- ✓ treatment injuries – caused by a registered health practitioner during the course of treatment
- ✓ maternal birth injuries (Oct 2022).

[Maternal birth injuries \(acc.co.nz\)](https://acc.co.nz/maternal-birth-injuries)

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

# Cover – what we can't cover

## The legislation excludes:

- ✗ Pre-existing developmental or bio-mechanical abnormalities
- ✗ Injuries not caused by an accident, eg coughing – an internal force – which causes a strain
- ✗ conditions related to ageing
- ✗ injuries that happen over time unless an activity at work is causing it
- ✗ Most hernias
- ✗ Sunburn
- ✗ Pain where there is no identifiable physical injury or accident.

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

# Cover – what is an accident?

An event 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 related events within a defined timeframe, which is not usual for that person eg digging the garden over the weekend.

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

# Cover – what is an accident event?

An event can also involve:

- ✓ inhaling or swallowing something
- ✓ some allergic reactions
- ✓ birthing.

[cover-allergic-reaction-acc7822.pdf](#)

[Understanding claims and cover \(acc.co.nz\)](#)

[Maternal birth injuries \(acc.co.nz\)](#)



# Cover – what is an injury?

**An injury is evidence of physical damage.**

- ✓ Sprain
  - ✓ Bruises
  - ✓ Lacerations
  - ✓ Abrasions
  - ✓ Amputations
  - ✓ Dislocation
  - ✓ Fractures
- ✓ Concussion
  - ✓ Foreign body in eye
  - ✓ Burns (excluding Sunburn)
  - ✓ Poisoning
  - ✓ Self-inflicted harm (Rx only)

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



# Cover – what is 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 accident and the injury.
- ✓ Sometimes the initial symptoms of a condition coincide with an accident event however correlation is not causation.

The screenshot shows a document titled "The core of causation" from the AFF Provider Quick Guides. The document is 1 of 2 pages and has a read time of 3 minutes. The main heading is "The core of causation". Below the heading, a paragraph states: "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." The document is divided into two columns. The left column is titled "Defining causation" and contains a paragraph explaining that causation is a medico-legal concept used to determine whether a claim can be covered. The right column is titled "Causation in a clinical context" and contains a list of questions to consider when thinking about causation.

**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?

# Activity – 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.



# Activity – identify the accident and injury



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



# Activity – identify the accident and injury

- 3 Chris was reaching up to hang new kitchen cupboards when he dropped the drill which landed on his foot. That night he noticed a large bruise.



# Activity – identify the accident and injury



- 4 Tama is stung by a bee and needs treatment for a severe allergic reaction. It is the first time he's had this kind of response.

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# Any questions?

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# Lodging Claims

# 3

# Lodging claims – use an ACC45

**The ACC45 helps decide if an injury will be covered**

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?

## READ codes & SNOMED

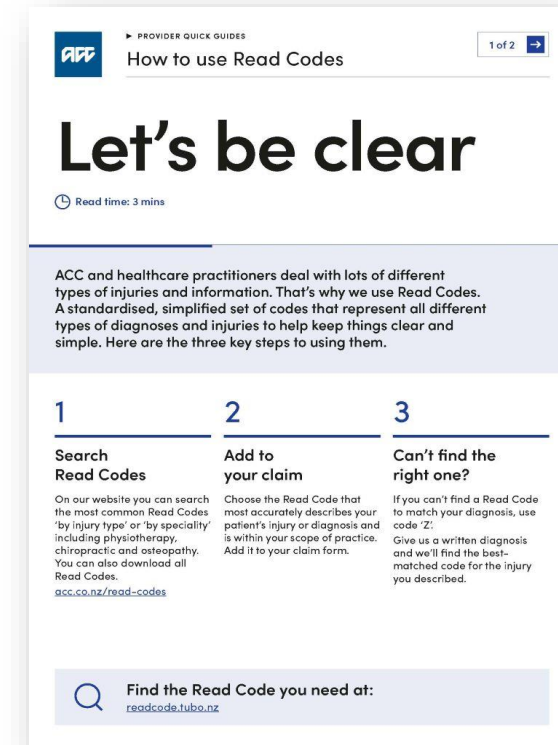
- ✓ Use the code that best represents that injury based on your clinical assessment.
- ✓ Must be a physical injury (not symptoms such as 'pain in lumbar spine').
- ✓ Injury is consistent with the accident.



# Lodging Claims – finding read codes

Commonly used codes by injury type are on our website.

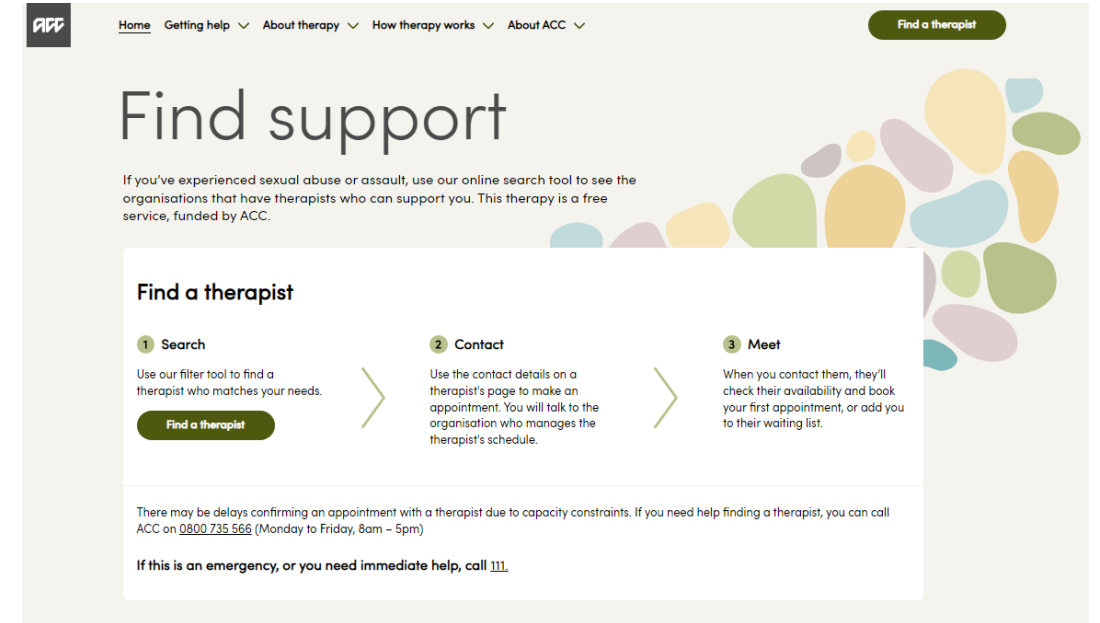
Or suggest using [readcode.tubo.nz](https://readcode.tubo.nz).



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

# Lodging Sensitive Claims

- ✓ Read code SN571 (Sexual Abuse), or use 'Z' and add any relevant injury codes.
- ✓ Write 'sensitive claim' in the accident description field.
- ✓ ACC will then contact the patient to refer to a provider.
- ✓ Clients can self refer to one of our ISSC contracted suppliers who can also lodge a claim.



[Find Support](#)

# Cover – making sure our clients get the right cover

## If a patient's diagnosis changes:

Use a Medical Certificate (ACC18) or 'change of diagnosis' form to let us know.

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



Treatments

Support

## Updating claims

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# Supporting your patient

# 4

# How we fund nursing treatment



- ✓ Cost of Treatment Regulations
- ✓ Rural GP Contract/PRIME
- ✓ Urgent Care Contract
- ✓ Nursing Services
- ✓ Integrated Home and Community Support contract.

# Cost of Treatment Regulations

## General Practitioner, Nurse and Nurse Practitioner costs.

### Consultation rate

- ✓ Includes treatment for minor injuries and follow up.
- ✓ Higher rates for CSC and under 14's.

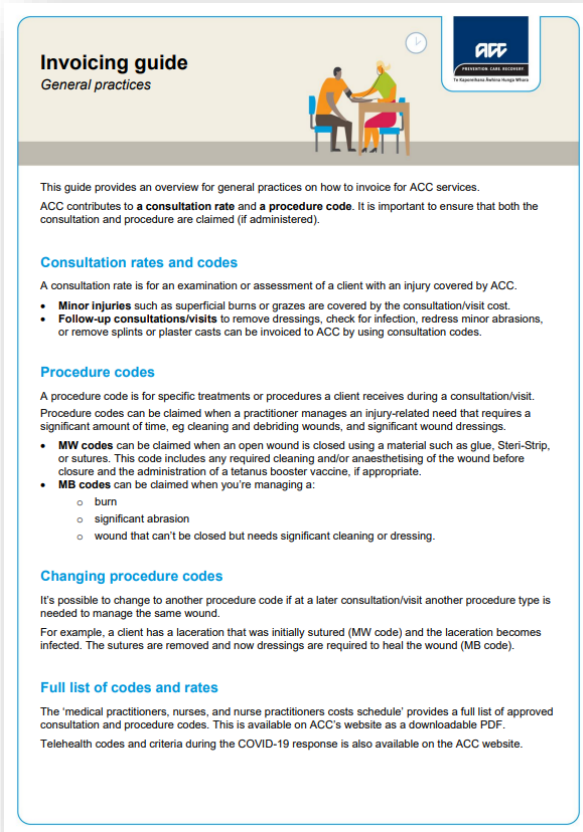
### Procedure code (MB/MW)

- ✓ Claimed in addition when the injury requires a significant amount of time and/or a significant dressing.



[General practitioner, nurse and nurse practitioner costs](#)

# Cost of Treatment Regulations



## Tips for invoicing:

- ✓ Always invoice combined GP/Nurse consults under the GP's provider ID
- ✓ Procedure codes should always be invoiced in conjunction with a consultation code.

Invoicing Guide for General Practices:

[gen-prac-invoicing-guide-acc8239.pdf](https://www.acc.co.nz/invoicing-guide-acc8239.pdf)



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# Practical examples

# 5

# Community Services Card holder

78 year old resident Molly walked into a coffee table resulting in injuries to both lower limbs.

You clean and debride the wounds, apply steri-strips to close a left sided laceration and apply a dressing to a right sided graze.

You complete an ACC45 using the READ code for 'laceration/abrasion lower leg'.

**Claim:** NCCS plus MW1 plus MB3 (50% as it is the lesser cost).



# Adult - simple injury

John stepped on a nail at work, resulting in a puncture wound on his right foot.

You clean the wound, apply a band aid and administer a tetanus injection.

You complete an ACC45 using the READ code for 'laceration of the foot'.

**Claim:** NCON only.

Tetanus vaccine is covered by the Ministry of Health.



# Under 14 years injury

5 year old Nixon presents with a 1 cm laceration (right knee).

You clean and debride the wound, apply steri strips to close it, and small dressing.

You complete an ACC45 using the READ code for 'open wound knee'.

**Claim:** NC14 & MW1



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# Any questions?

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# Clinical Records

# 6

# Clinical Records

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

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

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

# 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.

[Understanding your responsibilities \(acc.co.nz\)](http://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
- ✓ more than one treatment in a day.

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

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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 practicing certificate
- ✓ need your HPI
- ✓ submit and verify email address.

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)

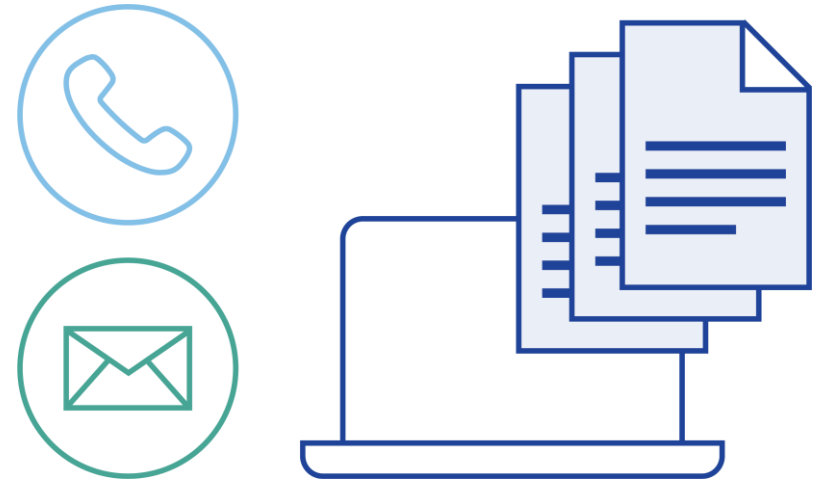
Online forms:

[ACC24 Register as a health provider](#)

[ACC111 Register as a vendor](#)

# Updating registration from nurse to nurse practitioner

- ✓ When a nurse becomes a nurse practitioner, we need to update your scope.
- ✓ Contact the registration team by phone or email.
- ✓ We'll confirm with the Nursing Council and update our details.



# Registering provider locums

- ✓ To employ or contract a health provider for ad-hoc relief work, you need a locum number.
- ✓ To register, fill out the ACC317.
- ✓ New health providers working under your locum number need to complete the ACC5935.

An individual health provider can only work under a locum number for three months at a time.

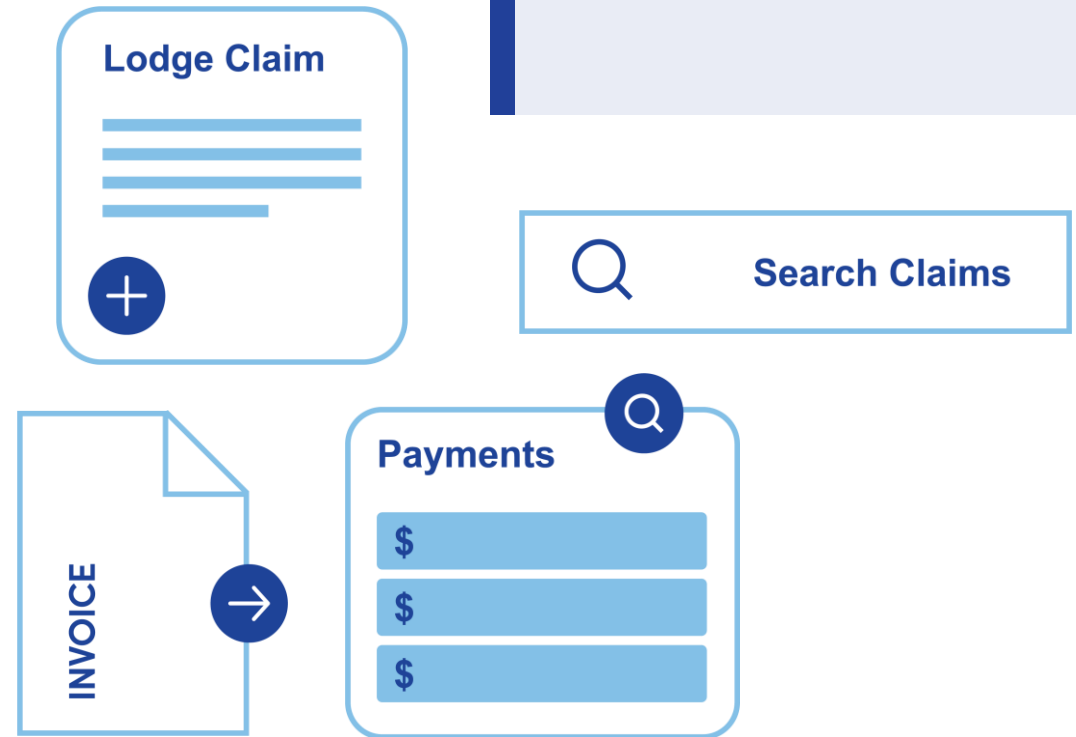
# Using our digital services

## Our digital services enable you to:

- ✓ lodge claims
- ✓ 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)



# Getting paid - invoicing

## When to invoice:

- ✓ within two months
- ✓ maximum 12 months
- ✓ for Treatment Injury it is from the date injury was determined.

## What to include:

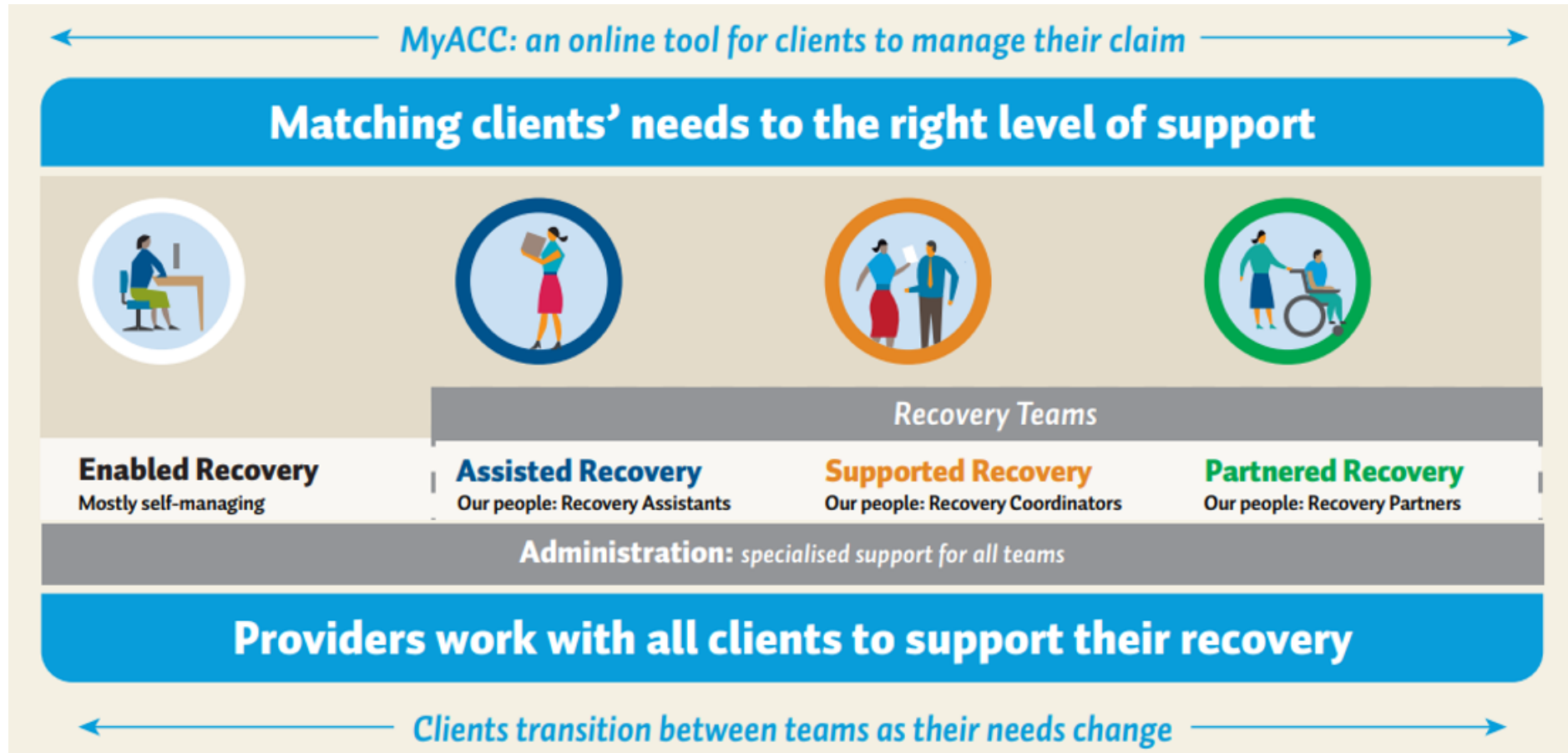
- ✓ all invoices need to meet Inland Revenue tax invoice standards and include the claim/ACC45 number.

## How to submit:

- ✓ you can submit via your PMS vendor or our online services
- ✓ we generally take eight days to pay if you submit them electronically.

[How to invoice us \(acc.co.nz\)](https://acc.co.nz)

# Our teams





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# Resources



# Resources for you

The screenshot shows the ACC New Zealand website. At the top, there's a navigation bar with links like 'About us', 'Preventing injury', 'Resources', 'Contact us', and 'Log in'. Below this, there's a search bar and a breadcrumb trail: 'Home > Health providers > Getting started'. The main heading is 'Getting started' with the Māori phrase 'Hei timatanga'. A sub-heading says '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 video player titled 'Welcome to ACC 101' featuring Megan Main, Chief Executive Officer. A 'Watch on YouTube' button is visible. Below the video, there's a 'Video transcript for Welcome to ACC' and a 'Watch more provider videos' button.

This block shows three overlapping 'Provider Quick Guides' from ACC. The top guide is 'Understanding mental injury cover' with the title 'Mindful about mental injury' and a 3-minute read time. The middle guide is 'Culturally safe care' with the title 'Our approach to cultural safety' and a 3-minute read time. The bottom guide is 'Getting started as a GP, nurse, or nurse practitioner' with the title 'Welcome to the team' and a 3-minute read time. Each guide includes a brief introduction and a list of topics covered.

This block shows the 'Provider Education Webinars' page on the ACC New Zealand website. It features a list of 10 videos with their titles, view counts, and upload dates. The videos are:

- 1. Webinar: Welcome to the team - for health providers (ACC New Zealand • 251 views • 1 month ago)
- 2. Webinar: The Beginner's Guide to ACC for Health Providers (ACC New Zealand • 491 views • 6 months ago)
- 3. Webinar: Cultural Competency Guidelines for Providers (ACC New Zealand • 948 views • 5 months ago)
- 4. Webinar: Introduction to ACC for Mental Injury Providers - Part 1 (ACC New Zealand • 419 views • 6 months ago)
- 5. Webinar: The Beginner's Guide to ACC for Mental Injury Providers - Part 2 (ACC New Zealand • 339 views • 5 months ago)
- 6. Webinar: The Beginner's Guide to Maternal Birth Injury for Hospitals (ACC New Zealand • 81 views • 5 months ago)
- 7. Webinar: A Midwife's Guide to ACC's Maternal Birth Injury Cover (ACC New Zealand • 104 views • 5 months ago)

The page also includes a 'Play all' button and a 'Shuffle' button. A description of the webinars is provided: 'Our provider education webinars are for health providers looking for an informal way to keep up to date and learn more about working with us. Hear from the experts, ask questions and earn CPD points on specific topics. These popular webinars cover a range of topics from beginner's guides to working with us through to cultural safety and understanding complex cover. We have more information and resources for health providers on our website: <https://www.acc.co.nz/for-providers/>

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

[Online learning modules \(acc.co.nz\)](https://www.acc.co.nz/for-providers/)

# Contact us

## **Provider help and general billing:**

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)

## **GP and Nursing Portfolio**

General questions about contracts or services - [primarycare@acc.co.nz](mailto:primarycare@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 \(acc.co.nz\)](#)

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



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# Any questions?

# 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.

# 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

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# Thank you