

The beginners guide to ACC for physiotherapists

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Hosted by

Kate Holmes

Engagement and Performance Manager

Chao-Fu Wu

Clinical Advisor



**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

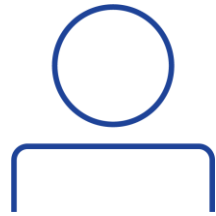
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

Welcome

Welcome to 'The beginner's guide to ACC for physiotherapists' webinar



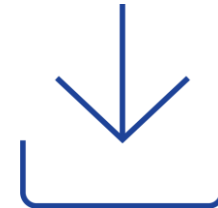
People

Kate Holmes
Chao-Fu Wu
Codie Bedford
Matt Chapman



Questions

Please put your questions in
the Q&A and we will answer
them as we go, or at the end of
the presentation



Download

Download
this webinar and
side deck.

Agenda

1 About ACC

2 Cover and causation

3 Lodging a claim

4 How to work with us

5 Working with our clients

6 Roles and responsibilities

7 Digital services

8 Resources

About ACC

1

What is ACC?

- ✓ we are a Crown entity
- ✓ we provide no-fault personal injury cover
- ✓ support 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.

[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)



Motorist levies

Workers levies

Business owner levies

**Funded by all
New Zealanders**

Cover & causation

2

What is cover?

Cover means:

- ✓ the claim meets the criteria set out in legislation,
- ✓ 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
 - ✓ mental injuries caused by physical injuries, traumatic events at work or criminal acts eg, 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).

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

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

Cover – what we can't cover

The legislation excludes:

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

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

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.

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



Cover – what is a physical injury?

- ✓ a physical injury has evidence of physical damage
- ✓ Personal Injury Caused By Accident (PICBA)
- ✗ Symptoms alone.

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



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
- ✓ correlation is not causation.

The screenshot shows a document titled "Understanding causation" from a "Provider Quick Guide" series. It includes a page number "1 of 2" and a "Read time: 3 mins" indicator. The main heading is "The core of causation". Below this, a summary 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: "Defining causation" and "Causation in a clinical context".

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?

Causation – clinical considerations

- ✓ When was the accident?
 - ✓ What was the mechanism of the injury?
 - ✓ Is my patient presenting symptoms related to the injury?
- ✓ Is how my patient presenting now related to the covered injury?
 - ✓ What issues are there that may impact on the recovery?

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



Activity – accident and injury and causation

- 3 Bob just returned from a three-day hiking trip. He remembers stepping off a curb funny and felt a twinge in his right ankle about a week ago. He now has right calf and ankle pain.



Lodging claims

3

Lodging claims – use an ACC45

Please make sure:

- ✓ diagnosis is within your scope
- ✓ patient's details are complete and correct
- ✓ there is an identifiable accident and an injury.

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



Lodging claims

What injury was caused by the accident?

- ✓ use the read code that best represents that injury
- ✓ a physical injury (not just symptoms)
- ✓ consistent with the accident event(s).

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



Making sure clients get the right cover

If a patient's diagnosis changes:

Use an ACC32 – or '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.



Treatments

Support

Updating claims

How to work with us

4

Registering as a provider

You need an ACC provider ID.

To get a number you'll need to:

- ✓ complete the ACC24
- ✓ include annual practicing certificate
- ✓ submit and verify your email address.

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



Ways to provide treatment services

Cost of Treatment Regulations:

- ✓ paid per consult or by time
- ✓ 16 treatments and then prior approval required
- ✓ prior approval required for all equipment

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



Ways to provide treatment services

Allied Health Contract

- ✓ flat fees for consultations
- ✓ clinical review prior to the 16th treatment
- ✓ Clinical Director required
- ✓ clinical accreditation required
- ✓ professional body membership required
- ✓ equipment codes included.



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

Clinical director and accreditation

Clinical Director

- orientate and induct new staff
- ensure clients' treatment remains appropriate
- ensure compliance with the Allied Health Services Contract.

Contracted practices must be certified against:

- ✓ Allied Health Services Sector Standard,
or
- ✓ The ACC requirements for Physiotherapy, Hand Therapy and Podiatry.

Rehabilitation services with physiotherapy

Contracted services

- ✓ Vocational Rehabilitation
- ✓ Training for Independence
- ✓ Concussion Services
- ✓ Pain Management Service
- ✓ Assessment Services



Working with our clients

5

Treatment – expectations

- ✓ treat the covered injury
- ✓ consider causation
- ✓ meet the criteria
- ✓ refer on to other providers.

[Referring a patient for rehabilitation \(acc.co.nz\)](http://acc.co.nz)



Treatment extensions & updating diagnosis

You need to contact us when:

- ✓ the treatment trigger number is about to be reached
- ✓ it's been over a year since first treatment
- ✓ you're adding or changing a diagnosis
- ✓ you're requesting equipment.

Your clinical records must be able to evidence the reason for your request.



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

Treatment extensions & updating diagnosis



Standard - immediate decision

- ✓ for a covered injury
- ✓ within 12 months injury or most recent surgery
- ✓ It's the first request
- ✓ It's for the original diagnosis.



Complex

- ✓ over 12 months since injury or surgery
- ✓ it's a subsequent request
- ✓ over 50 treatments (contract)
- ✓ **the diagnosis has changed**

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

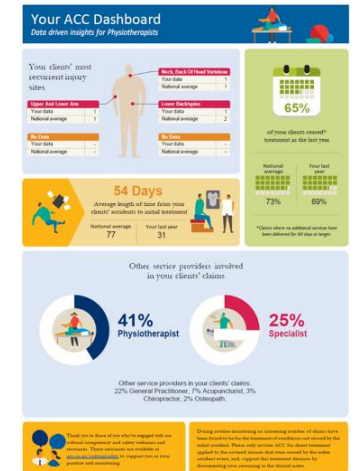
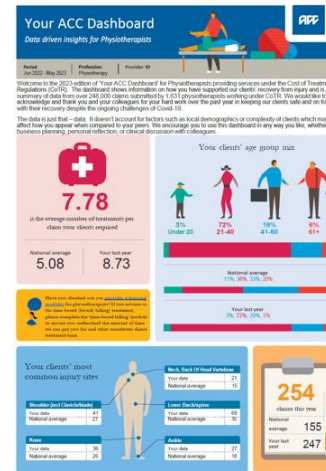
[ACC32 Treatment Extension Request](#)

Roles and responsibilities

6

How we give feedback

- ✓ receive your dashboard annually
- ✓ allows you to compare with peers
- ✓ our performance
- ✓ view statistical information on practice.



ACC's responsibilities

- ✓ ensure our clients get the support they need
- ✓ support you to understand our legislation, policies and procedures
- ✓ give feedback
- ✓ pay you for your services.



Your responsibilities

- ✓ be familiar with ACC
- ✓ provide our clients with services for their injury
- ✓ comply with your professional standards and ethics
- ✓ maintain privacy
- ✓ follow our position statements
- ✓ be culturally safe.



Clinical records

You need to include:

- ✓ the claim number
- ✓ the accident and the injury
- ✓ a diagnosis
- ✓ a treatment plan that relates to the covered injury
- ✓ requirements of position statements

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

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

Cultural Safety

Kawa Whakaruruhau – ACCs Cultural Safety Policy

- ✓ introduced April 2023
- ✓ weaves together te ao Māori and non-Māori worldviews, knowledge and practices
- ✓ supports providers to deliver culturally safe care to our kiritaki (clients) and whānau.



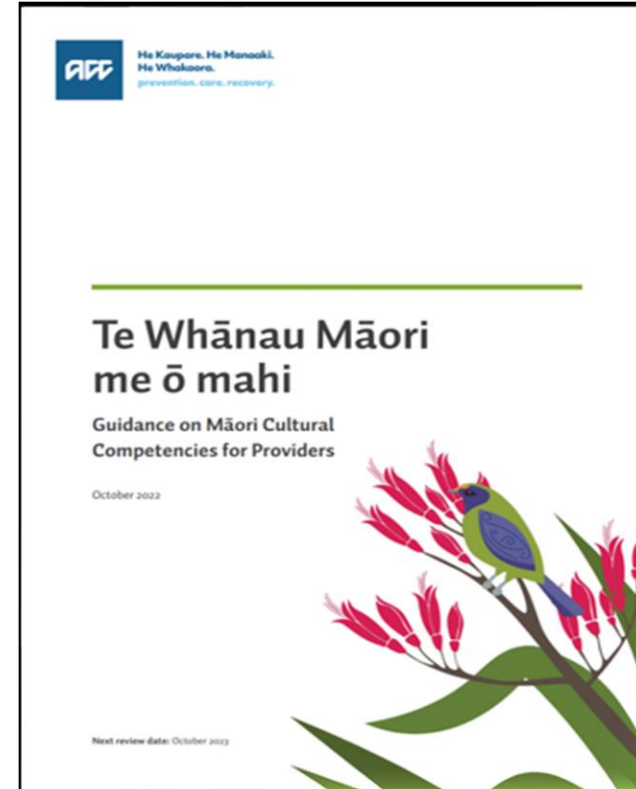
Cultural Safety and you

- ✓ Te Whānau Māori me ō mahi competency guidance
- ✓ Aligned with 'He kawa whakaruruhau ā matatau Māori - Māori cultural safety and competency Standard'

[Cultural Safety and competencies \(Cultural safety and competencies acc.co.nz\)](https://acc.co.nz/cultural-safety-and-competencies)



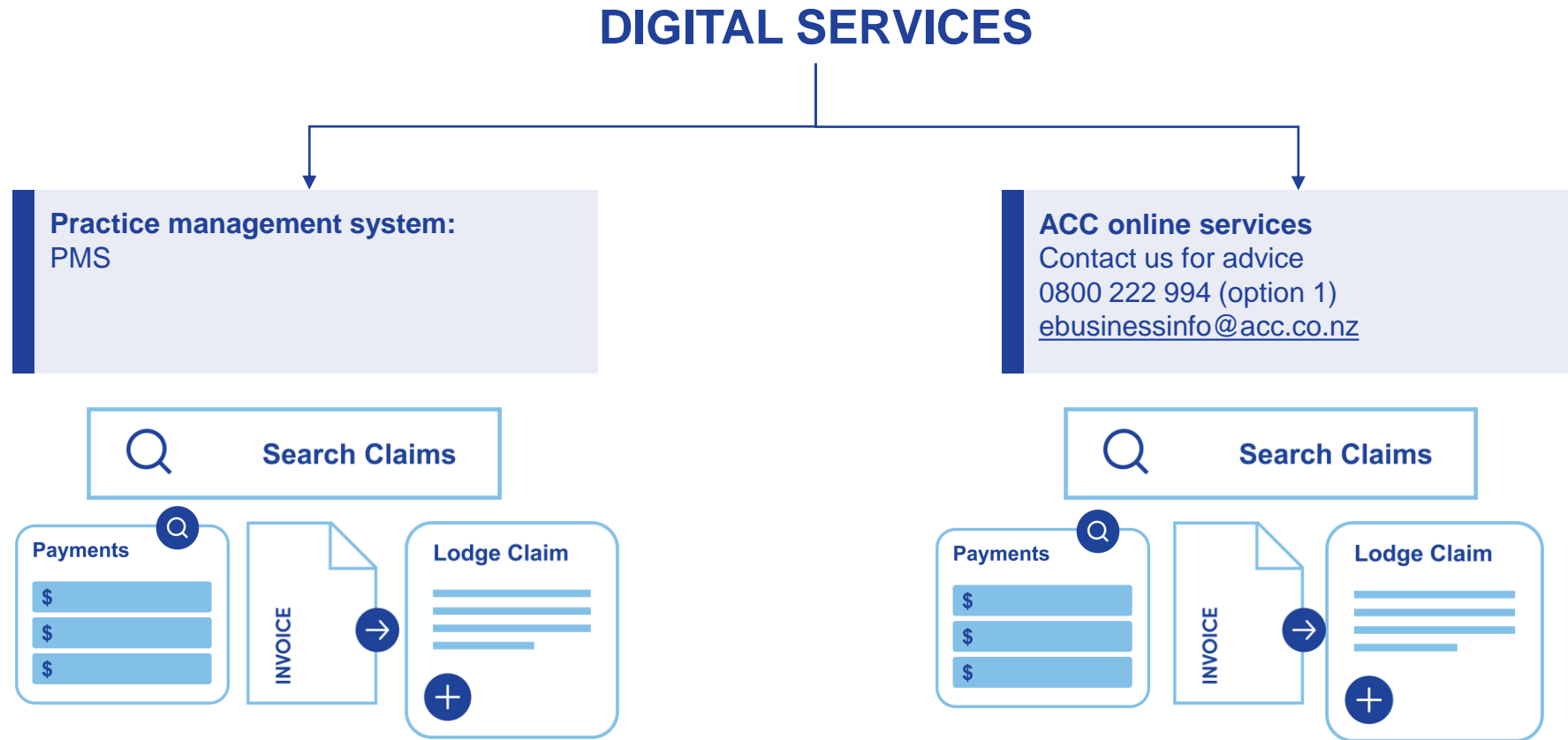
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Digital Services

7

Digital Services – options



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

Getting paid

- ✓ submit electronically – usually paid on the 6th working day
- ✓ email or paper takes longer for ACC process and pay
- ✓ invoice within 12 months of treatment, ideally within 2 months of service.



Resources



Resources for you

The screenshot shows the ACC website's 'Getting started' page for health providers. The header includes the ACC logo, navigation links (About us, Preventing injury, Resources, Contact us), and a search bar. The main content area features a blue banner with the text 'Getting started Hei timatanga' and a sub-header '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 is a video player titled 'Welcome to ACC 101' featuring Megan Main, Chief Executive Officer. The video player includes a 'Watch on YouTube' button and a 'Video transcript for Welcome to ACC' link. A 'Watch more provider videos' button is also visible.

This is a 'PROVIDER QUICK GUIDE' titled 'Understanding causation'. The main heading is 'The core of causation'. It includes a 'Read time: 3 mins' indicator and a '1 of 2' page indicator. The content begins with the text: 'Before deciding on cover the person's injury was caused appropriate support'.

This is a 'PROVIDER QUICK GUIDE' titled 'How to invoice'. The main heading is 'Invoicing essentials'. It includes a 'Read time: 3 mins' indicator and a '1 of 2' page indicator. The content begins with the text: 'Defining causation Causation is a medico-legal or we use to determine whether a claim and fund the right treat support. It means the accident experienced meets the legal and that the accident has caused injury. A temporal association injury and an accident is often but not sufficient evidence of a patient has symptoms following doesn't automatically mean its caused an injury.'

This is a 'PROVIDER QUICK GUIDE' titled 'Culturally safe care'. The main heading is 'Our approach to cultural safety'. It includes a 'Read time: 3 mins' indicator and a '1 of 2' page indicator. The content begins with the text: 'When a claim has been you provide. Here's to send us one.' Below this is a 'Sign up digitally' section with the text: 'Getting set up with our digital services is the best and easiest way to do business with us lets you send claims, track and medical certificates and more securely. acc.co.nz/digital-services'. The bottom section is titled 'Cultural safety for our kiritaki' and 'Your role in cultural safety'.

This page is titled 'Understanding claims and cover'. It includes a sub-header: '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.' Below this is a 'On this page' section with a list of links: 1. What ACC covers, 2. About cover and causation, 3. Quick guide: Causation, 4. Making cover decisions, 5. Cover and support, 6. Change in diagnosis, 7. Types of claims we cover, 8. Criteria for cover. The main content area features a video player titled 'What ACC covers' with a 'Watch on YouTube' button and a 'Video transcript for What ACC covers' link.

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

[Online learning modules \(acc.co.nz\)](https://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 the Allied Health
contract 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 relationshipteam\(acc.co.nz\)](mailto:Contactourproviderrelationshipteam@acc.co.nz)

ACC Health Partner – Physiotherapy
HealthSectorPartnerships@acc.co.nz



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 Q&A 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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Thank you

We'd like to acknowledge the support from Auckland University of Technology and Physiotherapy NZ in the creation of this webinar