



Welcome to the team

 Read time: 3 mins

Nau mai, haere mai, we're glad to have you on board. This quick guide has information specific to your profession to help you start working with us successfully, including where to get information, when you need it.

Delivering your services

Your ACC patient will have an existing covered claim and are referred to you by a GP or other ACC registered health provider.

After the consultation you should submit your clinical records, including any change of diagnosis to us.

acc.co.nz/understanding-claims-and-cover

acc.co.nz/updating-changing-claims

Assessment Report & Treatment Plans (ARTPs)

If a patient requires surgery then an ARTP should be sent to an appropriate ACC elective surgery supplier for which you are a named provider.

You must describe causation, this is the link between the covered accident, injury and requested surgery.

Include your expectations for the patient's recovery and any supports they may require.

Make sure that all relevant clinical records, diagnostic tests, and imaging are attached.

You can find our ARTP templates on our website.

acc.co.nz/cac-quick-guide



Getting started as a medical specialist

Paying for your services

You can either work under Cost of Treatment Regulations (COTR) or a contract. What we pay under COTR is decided by the government, whereas the rate for contracted providers depends on the contract held. You can also use Telehealth where clinically appropriate.

acc.co.nz/paying-patient-treatment

Do more online

Submit invoices online and keep track of them using our online services or your practice management system (PMS). Our digital services are easy to use, and you'll get paid faster than doing it manually.

acc.co.nz/invoicing-us

There's always something new to learn about working with us. Sign up to our monthly provider update email to stay up to date.

acc.co.nz/provider-updates

Issuing medical certificates

If your patient needs to reduce their work hours or adjust their work duties because of an injury, you can issue a 'fit for selected work' medical certificate. Remaining connected to the workplace is good for an injured person's physical and mental health.

There will be times where you need to certify a patient as 'fully unfit' to work, where they are not functionally able to engage in any type of work or rehabilitation.

They may:

- need to be admitted to hospital or are confined to a bed
- need to isolate because of an infection risk because of their ACC covered injury and can't work remotely
- or pose a specific health and safety risk to themselves, their co-workers, or the general public.

To find out more visit our website or complete our free learning module.

acc.co.nz/issuing-medical-certificates



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.



Need more info? Scan the QR code or...

visit acc.co.nz/health-providers. If you can't find what you're after, email our team at providerhelp@acc.co.nz or call 0800 222 070 between 8am and 6pm Monday to Friday.