

How to make an ACC32 treatment request



- Choose the channel that best suits your client's injury and your preferences
- Ask for the number of treatments your client needs
- Receive a decision within three business days for written requests or an instant decision via phone.

Types of request

Channels you can use

Make a standard request when:

- ✓ This is the **first** additional treatment request from your clinic for this claim and
- ✓ It is **within 12 months** of the date of the injury (there are no exceptions to this requirement) and
- ✓ There is **no change/addition** to the diagnosis or
- ✓ **Hand splinting** costs do not exceed \$300 (excl. GST).



Web Form

- Complete the form via <https://forms.acc.co.nz/ACC32>

OR



PMS or Paper Form

- Only complete the client, treatment and provider sections of the ACC32 form
- Include the diagnosis

OR



Phone

- Phone the Provider Contact Centre on 0800 222 070
- Receive an instant verbal decision and purchase order number

Make a standard change or add diagnosis request when:

- ✓ It is **within 12 months** of the date of the injury and
- ✓ The change or addition is on the **Standard Read Code list** (see below).



Web Form

- Complete the form via <https://forms.acc.co.nz/ACC32>

OR



PMS or Paper Form

- Only complete the client, treatment and provider sections of the ACC32 form
- Include the diagnosis and the Read Code changes

Make a non-standard request when:

- The request is **outside 12 months** of the date of the injury or
- This is the **second or subsequent** additional treatment request from your clinic for this claim or
- The request is for **hand splinting over \$300** (excl. GST) or
- The **change or addition** to diagnosis is not included in the Standard Read Code list (see below) or
- You have used the post-surgery code(s).



Web Form

- Complete the form via <https://forms.acc.co.nz/ACC32>

OR



PMS or Paper Form

- Complete the full ACC32 form
- Attach your clinical notes and outcome measures

ACC32 Standard Read Code list

- Here are the Read Codes you can use to submit a standard change or to add a diagnosis within 12 months of the date of injury.
- The Read Codes you select must be within your scope of practice (which hasn't changed).

UPPER LIMB		LOWER LIMB		SPINE AND TRUNK	
Read Code	Read Code Description	Read Code	Read Code Description	Read Code	Read Code Description
S50..	Sprain of shoulder and upper arm	S53..	Thigh sprain	S570.	Neck sprain
S500.	Sprain, acromio-clavicular ligament	S530.	Iliofemoral sprain	S571.	Thoracic sprain
S503.	Sprain, infraspinatus tendon	S532.	Sprain, hip joint	S572.	Lumbar sprain
S504.	Rotator cuff sprain	S533.	Sprain, quadriceps tendon	S573.	Sacrum sprain
S507.	Sprain, shoulder joint	S535.	Sprain, hamstring tendon	S574.	Coccyx sprain
S508.	Sprain, biceps tendon	S53y.	Hip sprain NOS	S5y3.	Rib sprain
S50y.	Shoulder sprain NOS	S54..	Sprain of knee and leg	SE0..	Contusion of face, scalp and neck, excluding eye(s)
S51..	Sprain of elbow and forearm	S540.	Sprain or partial tear, knee, lateral collateral ligament	SE2..	Contusion, trunk
S510.	Sprain, elbow joint, radial collateral ligament	S5400	Sprain, knee joint, lateral collateral ligament	SE21.	Contusion, chest wall
S51x.	Other forearm sprain	S541.	Sprain of medial collateral ligament of knee	SE22.	Contusion, abdominal wall
S51y.	Elbow sprain NOS	S5410	Sprain, knee joint, medial collateral	SE222	Contusion, groin
S52..	Sprain of wrist and hand	S542.	Sprain of cruciate ligament of knee	SE23.	Contusion, back
S520.	Sprain wrist ligament	S54x1	Torn gastrocnemius	SE230	Contusion, interscapular region
S5204	Sprain radial collateral ligament	S54y.	Knee sprain NOS	SE232	Contusion of lower back
S520z	Wrist sprain NOS	S55..	Sprain of ankle and foot	SF560	Sprain lumbosacral ligament
S522.	Sprain thumb	S550.	Ankle sprain	SF561	Sacroiliac ligament sprain
S523.	Sprain finger	S5500	Ankle sprain, unspecified		
S5231	Sprain finger, metacarpophalangeal joint, non specific	S5502	Sprain, ankle joint, lateral		
S5237	Sprain finger, distal interphalangeal joint, non specific	S550z	Ankle sprain NOS		
S524.	Sprain tendon wrist or hand	S551.	Foot sprain		
S52z.	Wrist and hand sprain NOS	S5511	Sprain, tarso-metatarsal joint		
SE3..	Contusion, upper limb	S5512	Sprain, metatarso-phalangeal joint		
SE30.	Contusion, shoulder or upper arm	S5513	Toe sprain		
SE300	Shoulder bruise	SE40.	Contusion, hip and thigh		
SE301	Contusion, scapular area	SE400	Contusion, hip		
SE31.	Contusion, elbow or forearm	SE401	Contusion, thigh		
SE310	Contusion, forearm area	SE41.	Contusion, knee and lower leg		
SE311	Contusion, elbow area	SE410	Contusion, lower leg		
SE32.	Contusion wrist or hand	SE411	Contusion, knee		
SE320	Contusion, hand, excluding finger	SE42.	Contusion, ankle and foot, excluding toe(s)		
SE321	Contusion, wrist	SE420	Heel bruise		
SE323	Contusion hand, dorsum	SE43.	Contusion, toe		
SE33.	Contusion, finger	SE44.	Contusion, lower limb, multiple sites		
SE331	Contusion, thumb				
SE332	Contusion, fingernail (includes subungual haematoma)				

MISC	
Read Code	Read Code Description
SE4z.	Intramuscular haematoma NOS
SE330	Subungual haematoma