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He Whakaora.
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Travel guidelines 2021

For supplier/provider road travel

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Introduction

ACC contributes towards provider travel where it is needed to deliver services to clients and is part of a contract with us, and/or has prior approval by our claim's management staff. Where travel is included in a service schedule, ACC's contribution for providers includes travel distance for road travel (mileage) and service provider travel time.

This document does not provide information about client travel to treatment.

Purpose

This document sets out ACC's provider travel policy and describes our expectations and the responsibilities of suppliers (contract holders) and service providers who claim for travel costs. It explains when and how to claim for travel costs. The amount we'll pay will be specified in the service schedule you are providing services under.

This document is a guide, which may be updated by ACC. If there is any conflict or inconsistency between this document and a contract, the contract takes precedence.

Your responsibilities as a supplier

As a supplier of services, unless the applicable service schedule provides otherwise, we expect you to:

- have enough service providers in each geographical area to provide services to ACC clients in that geographical area
- obtain prior approval from ACC client service staff for any service provider travel between regions and Territorial Authorities/districts
- make sure your service providers understand ACC's expectations regarding travel including:
 - using and invoicing only for the shortest route practicable
 - co-ordinating client appointments to optimise travel
 - consider the use of telehealth where this is available and clinically appropriate
 - only invoice us for the actual time spent travelling
- have systems and processes in place to ensure that travel invoiced to ACC meets the eligibility criteria and is accurate
- on request, provide ACC with information to support invoicing for service provider travel including receipts for any air, ferry/bus/train travel claimed
- where your service schedule does not include travel service items you must obtain ACC's agreement before the service is delivered and you invoice us for travel. ACC's purchase approval letter will specify what travel services can be invoiced and how much we will pay.

When we'll pay for travel costs

ACC contributes to service provider travel costs when travel is:

- included in the service schedule you are providing services under
- needed to deliver services to ACC clients
- by the most direct route practical from the facility, base or providers home (whichever is closest)
- in excess of 20km or 30 minutes unless otherwise stated in a specific service schedule
- only for actual time spent travelling to see clients i.e. not for any down time or breaks between appointments/visits.

What to invoice us for travel

The amount ACC contributes to service provider travel is specified in the service schedule. There may be some difference in rates and eligibility criteria depending on the service. Please refer to the specific service schedule for the correct rates and service item codes.

How to invoice us for travel distance

If travel distance is included in the service schedule, we recommend that you/your service providers use a distance calculator or app to accurately calculate travel distances¹.

Step One: Determine start and end point for travel.

The start and end point for service provider travel is the place with the shortest travel distance between the supplier base, provider home or facility location and the first and last client.

Step two: Calculate distance and time spent travelling

To calculate distance:

- total all kms travelled for all clients for the travel period
- deduct the first 20 kms from this amount
- divide balance by total number clients (including non-eligible clients) to get the kms per client
- multiply the kms per client by the current payable kilometre rate e.g. 63 cents/Km and invoice this amount against each eligible client
- do not invoice ACC for non-eligible travel services e.g. non-ACC clients, services where travel is not paid or is included in the service pricing.

¹ ACC will use a distance calculator to determine the shortest route during supplier/provider travel monitoring activities.

Example A – calculating travel distance

Provider visits 6 clients and travels a total of 58 kms. Services provided to three of the clients do not include travel i.e. are not eligible. The travel rate is 63 cents per km.

$$58 \text{ kms} - 20 \text{ kms} = 38 \text{ kms}$$

$$38 \text{ kms} \div 6 = 6.3 \text{ kms}$$

$$6.3 \text{ km} @ \$0.63 = \$3.92 \text{ per eligible client from start point.}$$

$$\$3.92 \times 3 \text{ clients} = \$11.76 \text{ travel distance}$$

How to invoice us for travel time

Step One: Identify the total time spent travelling to and from all clients (including non-ACC clients) during the travel period. Do not include any time not spent traveling such as time spent eating lunch or time spent waiting due to arriving early.

Step two: Calculate travel time per client

- a. Calculate the portion 'First Hour' for each client by:
 - dividing 60 minutes by number of clients
 - if total travel time is less than 60 mins use this number instead and skip
- b. Calculate the portion of the 'Subsequent Hour/s' for each client by:
 - subtracting 60 minutes (the first hour) from the total eligible minutes and
 - divide the remaining minutes by the number of clients.

Step three: Calculate invoice per client

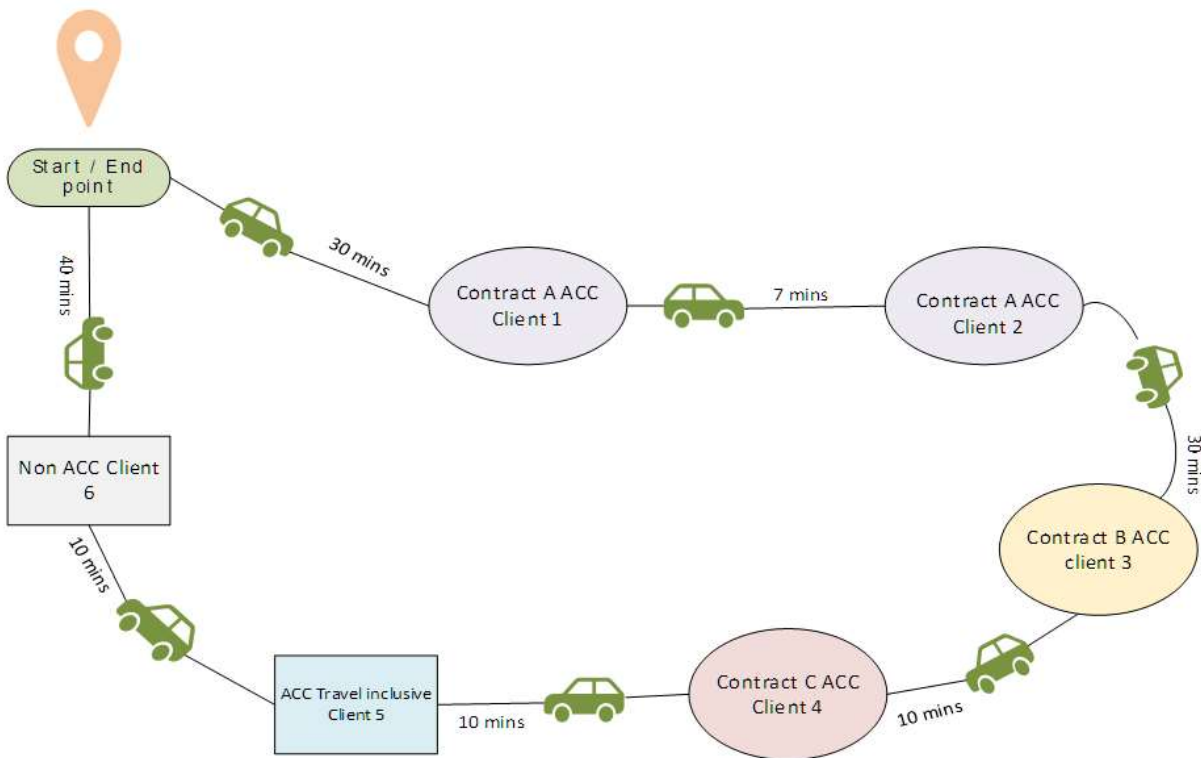
For each client:

- multiply the 'First Hour' portion (2a) by the 'First Hour' rate
- multiply the 'Subsequent Hour/s' portion (2b) by the 'Subsequent Hour' rate
- sum and invoice for each eligible client.

Remember you cannot invoice us if the total time spent travelling is less than 30 minutes and you cannot include costs for non-eligible clients in your invoice.

You can find and download a tool for calculating travel time at acc.co.nz.

Example B – Calculating travel time



Using the example on above, travel time is calculated as follows:

First hour

Subsequent hour

$$137 \text{ mins} - 60 \text{ mins (first hour)} = 77 \text{ mins}$$

$$60 \text{ mins} \div 6 \text{ clients} = 10 \text{ mins per client}$$

$$77 \text{ mins} \div 6 \text{ clients} = 12.83 \text{ mins per client}$$

$$\text{First hour rate} \div 60 \text{ (to give rate per minute)} \\ \times 10 \text{ minutes}$$

$$\text{Subsequent hour rate} \div 60 \text{ (to give rate per minute)} \\ \times 12.83 \text{ minutes}$$

If your service schedule has a single rate for travel services the calculation is the same as the “total hours” spent travelling but the multiplier would be $137 \div 6 = 22.83 \text{ mins}$, $22.83 \div 60 \times \text{hourly rate}$.

Information to include on your invoice for travel

All invoices must be provided in accordance with the contract. When invoicing for travel, your invoice needs to contain:

- the purchase order, if one has been issued

- the service provider's ACC Provider ID
- names of all clients and the correct claim numbers
- date(s) on which travel occurred
- the correct travel code prefix and suffix for the contracted service e.g. TITD10, TITT5, TITT1
- the correct service fee and time and/or Kms travelled applying any exclusions e.g. first 20 kms.

For more information about invoicing please visit:

[How to invoice ACC](#)

GST

ACC contracted services and Cost of Treatment Regulation services are priced exclusive of GST.

It is the supplier's responsibility to ensure that GST is claimed correctly. If a service is already inclusive of GST ensure that you do not add this again.

To be eligible to claim GST on any service including km rate, you must be GST registered with IRD and submit an invoice with GST number clearly shown.

Some contracts don't have travel as a listed service item

If the contract does not include travel service items, ACC may agree that you can invoice for travel. In this instance ACC will specify in your purchase approval letter what travel services you can invoice for and how much we will pay.