

WELCOME TO THE TEAM AT ACC

Welcome | Haere mai

The webinar will start shortly.

Please ensure your camera is off and your mic is muted.

Welcome to the team

21 FEBRUARY 2023

Hosted by

Simon, Senior Comms & Engagement Advisor
Maggie & Aaron, Health Partners



**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

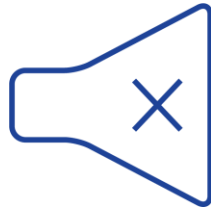
That it may improve the lives of all

Welcome | Haere mai



People

Simon, Communications
Maggie, Health Partner
Aaron, Health Partner



Microphone

Please mute your
microphone.



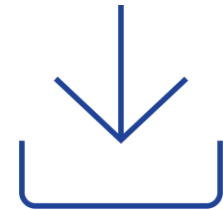
Chat

Submit questions
direct to hosts via
the chat.



Questions

Questions will be
answered through
session as well as
Q&A at the end.



Download

Download
this webinar.



This session is being recorded

Welcome to the team

1

Helping you get set-up
and paid

2

Supporting our shared
clients

3

Supporting quality and
resolving issues

4

Working with the health
sector

Getting set up and paid

1

Getting set up

To work with us providers need to have an ACC provider ID.

- ✓ complete registration form
- ✓ attach your annual practicing certificate
- ✓ choose how you'd like to be paid (time-based or per patient) if applicable
- ✓ submit and verify email address.

Please read and complete relevant onboarding resources:

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

Contact us

Provider helpline:

0800 222 070 (Mon to Fri, 8am to 6pm)

Registrations Authority helpline:

0800 117 590 (Mon to Fri, 8am to 5pm)

Registrations@acc.co.nz

[Online form to register as a health provider](#)

[Find out more about getting started](#)

Rongoā Māori providers

You must register with us as a vendor to provide rongoā Māori services.

We will ask you for:

- ✓ the whakapapa (genealogy) of your mātauranga (knowledge)
- ✓ evidence of support for the services you provide from mana whenua (tribal authority) of the rohe (region) you work in
- ✓ endorsement from your rongoā mentor
- ✓ details relating to a Police check.

Fill out the form on our website:
[Providing Rongoā Māori services](#)

Or email:
maorihealth@acc.co.nz

[Find out more about working with us as a rongoā Māori practitioner](#)

Getting paid

The fastest way to get paid is electronic invoicing.

Make sure your invoice has the right information to avoid delays:

- ✓ Client details
- ✓ Tax requirements
- ✓ Service codes and description
- ✓ GST details

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

For help or advice with invoicing, contact our Provider Helpline in the first instance:

0800 222 070 (Mon to Fri, 8am to 6pm)

Provider.Help@acc.co.nz

Getting in touch

Our Provider Helpline is your first point of contact for:

- ✓ Claim information
- ✓ Invoicing queries
- ✓ Help with our online services
- ✓ Amending errors on held invoices
- ✓ Connecting you with our other teams.

Contact us

Provider helpline:

0800 222 070 (Mon to Fri, 8am to 6pm)

Provider.Help@acc.co.nz

Have your ACC Provider ID and any relevant client details handy.

Questions | Pātai

1

Recovery teams

2

← MyACC: an online tool for clients to manage their claim →

Matching clients' needs to the right level of support



Recovery Teams

Enabled Recovery

Mostly self-managing

Assisted Recovery

Our people: Recovery Assistants

Supported Recovery

Our people: Recovery Coordinators

Partnered Recovery

Our people: Recovery Partners

Administration: specialised support for all teams

Providers work with all clients to support their recovery

← Clients transition between teams as their needs change →

Recovery Team – Assisted

- ✓ For clients who need basic support from us, or are stable.
- ✓ Our teams look after pools of clients.
- ✓ Largest group of ACC clients we directly interact with.



Contact us

0800 222 435 (Mon to Fri, 8.30am to 5pm)

AssistedRecovery@acc.co.nz

(include the claim number in the subject line)

Recovery Team – Supported

Clients and their whānau who:

- ✓ need 1:1 support to navigate multiple services
- ✓ face a challenging recovery, at work or home.



Contact:

Your client's **Recovery Coordinator** directly

Call the Supported team on
0800 101 996 (Mon to Fri, 8.30am to 5pm)

Provider helpline:

0800 222 070 (Mon to Fri, 8am to 6pm)

Provider.Help@acc.co.nz

Recovery Team – Partnered

Clients and their whānau who need 1:1 support with highly complex claim needs, usually:

- ✓ mental injury
- ✓ TBI
- ✓ spinal cord
- ✓ some tamariki & their whānau.



Contact:

Your client's **Recovery Partner** directly

Call the Partnered team on
0800 222 175 (Mon to Fri, 8.30am to 5pm)

Provider helpline:

0800 222 070 (Mon to Fri, 8am to 6pm)

Provider.Help@acc.co.nz

Administration

We support our recovery colleagues by:

- ✓ creating purchase orders, referrals and medical note requests
- ✓ confirming provider capacity
- ✓ responding to requests for files and information.



Contact us for information about availability in response to a referral request:
recoveryadmin@acc.co.nz

Or for sensitive claims:
recoveryadmin1@acc.co.nz

(include claim number in subject line)

Questions | Pātai

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Supporting quality and resolving issues

3

Engagement & Performance Managers

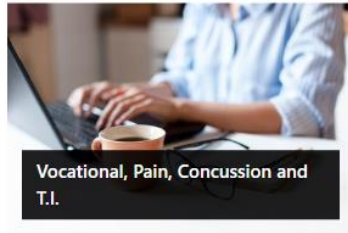
Engagement and Performance Managers work with our contracted suppliers and their providers.



Find an EPM or learn more about what we do on our website:

[Contact our provider relationship team](#)

Recovery Services (Portfolio)



Contact us

Health.Procurement@acc.co.nz

Through your Engagement and Performance Manager

Provider helpline:

0800 222 070 (Mon to Fri, 8am to 6pm)

Provider.Help@acc.co.nz

[Working under a contract](#)

[Government Electronic Tender Service](#)

Provider Performance

- ✓ Evaluate contracted health services
- ✓ Manage issues with professional conduct, competency and quality
- ✓ Provider dashboards (COTR)
- ✓ Monitor invoicing
- ✓ Early intervention and education.

Contact us

Via an EPM

Or email

ProviderPerformanceReportingTeam@acc.co.nz

Integrity Services

We look after the integrity of the ACC Scheme and review any concerns around fraud, waste or abuse.

Contact us if you see or hear something that doesn't sound quite right.

Contact us

Raise a concern online by searching “fraud” on the ACC website and [fill in the form](#)

0508 ACCFRAUD (222 372)

integrity.insights@acc.co.nz

or contact your Engagement and Performance Manager for more information.

Questions | Pātai

3

Health Sector Engagement

4

Māori Health

Improving equitable access, experience and outcomes for our kiritaki Māori including:

- ✓ Rongoā
- ✓ developing kaupapa Māori solutions
- ✓ cultural safety mahi.



Contact us

Find more information and resources on the website

[Kaupapa Māori health services](#)

Or email

maorihealth@acc.co.nz

[Provider cultural competency guidance](#)

Health Sector Partners

We look after the relationship between ACC and:

- ✓ professional and regulatory bodies
- ✓ large sector organisations & tertiary institutes
- ✓ conference sponsorships.

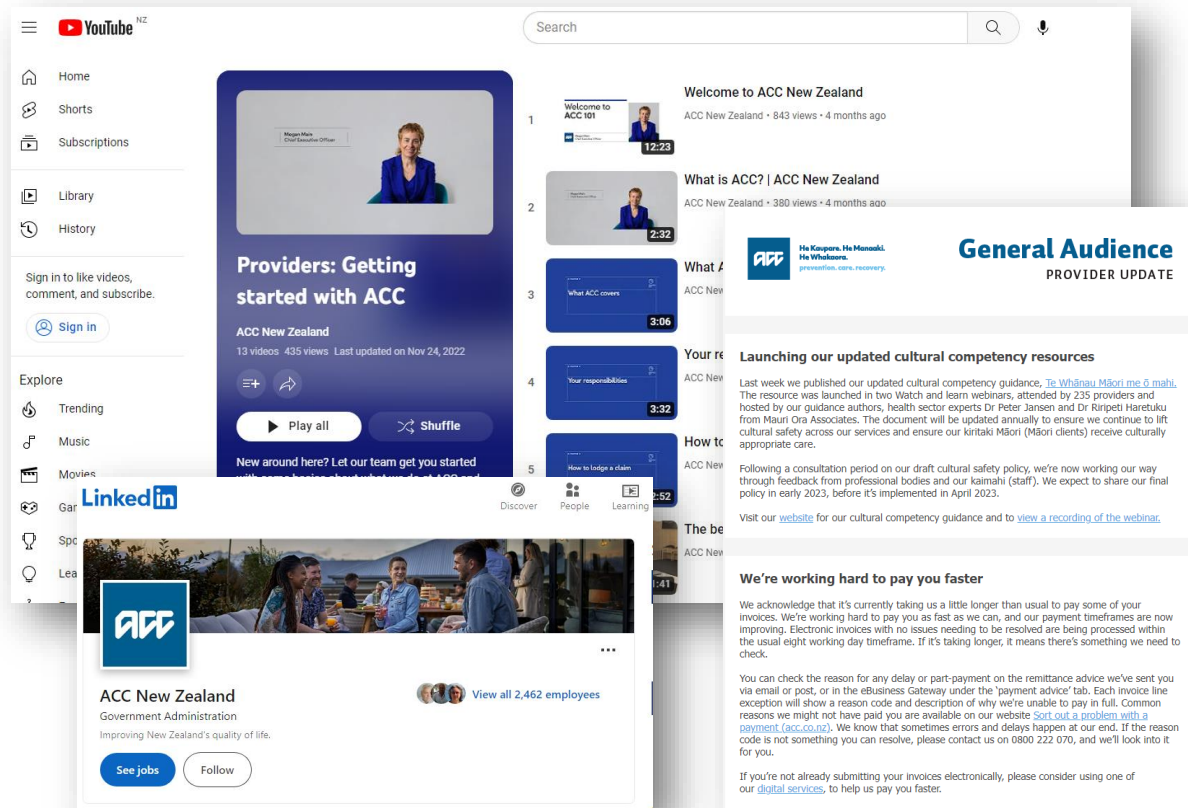


Contact us

Via your professional body, EPM,
or email

HealthSectorPartnerships@acc.co.nz

Communications



Contact us

Provider.Engagement@acc.co.nz

Sign up to Provider Update

[Subscribe to our provider email updates \(acc.co.nz\)](https://acc.co.nz)

[2023 webinar schedule](#)

Follow us on

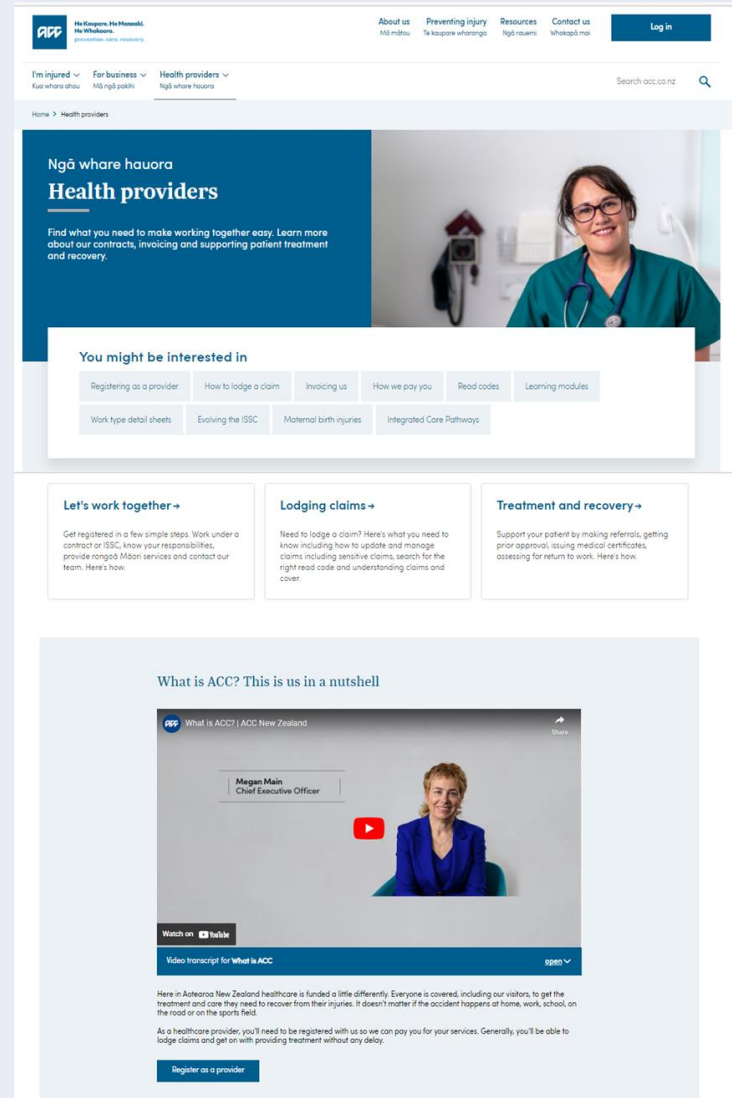


Questions | Pātai

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Find out more

On our website
acc.co.nz/health-providers



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.

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Thank you | Ngā mihi nui