

# The beginner's guide to ACC

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Hosted by

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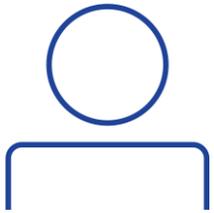
**He Kaupare. He Manaaki.  
He Whakaora.**

[prevention.care.recovery.](https://www.acc.co.nz)



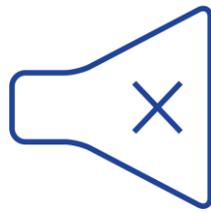
# Welcome

## Welcome to The Beginner's Guide to ACC for Practice Managers and Administrators



People

Mary Higham  
Ally Emmerson



Mute

Please mute  
your microphone



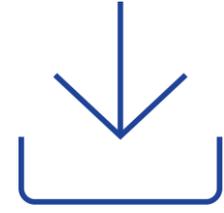
Chat

Use chat to  
ask questions



Questions

Question time at the  
end of each section



Download

Download  
this webinar

# 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

# Agenda

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1 About ACC

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2 Cover

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3 Lodging claims

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4 Digital services

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5 Getting paid

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6 Registering

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7 Resources

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8 Contact us

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# About ACC

# 1

# What is ACC?

- ✓ We are a Crown entity.
- ✓ We provide no-fault personal injury cover.
- ✓ For 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 prevent injuries:

- ✓ at work
- ✓ at home
- ✓ during sport and recreation
- ✓ on the road
- ✓ or injuries caused by treatment.

We reduce the physical, emotional and social impacts of people's injuries.

We contribute to treatment costs and pay compensation to people unable to work because of their injuries.

[Preventing injury \(acc.co.nz\)](http://acc.co.nz)

# 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 that money 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**



Any questions?

1

# Cover

# 2

# What is cover?

## Cover means:

The claim meets the criteria set out in legislation.

If it does, we'll contribute to or fully fund the treatment and support needed by our clients.



Treatments

Support

Contribute to  
or fully fund

# Cover – who's at fault?



**There is no fault:**

Regardless of what someone was doing at the time of accident.

# Cover – what we can cover

## We provide cover for:

- ✓ physical injuries as a result of an accident
- ✓ mental injuries relating to physical harm, traumatic events at work or criminal acts – for example sexual assault
- ✓ treatment injuries – caused by a registered health practitioner during the course of treatment
- ✓ gradual process diseases or infections relating to work or work environments.

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

# Cover – what we can't cover

## The legislation excludes:

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

# Cover – for a specific injury or injuries

**When we accept cover for a claim and provide support it means we can see that:**

- ✓ there is an accident that meets the legislative description
- ✓ that accident caused an identifiable injury
- ✓ the treatment or support to be funded by us are needed as a direct result of the covered injury
- ✓ the covered injuries are identified by READ (or ICD10 codes in some public and private hospitals) on the ACC45.

# Cover – making sure our clients get the right cover

## If a patient's diagnosis changes:

The GP or nurse practitioner uses a Medical Certificate (ACC18) 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

# Activity – identify the accident and injury

- 1 Garry was running on a bush track on a peaceful Sunday morning. He tripped and fell, dislocating his left shoulder.



# Activity – identify the accident and injury



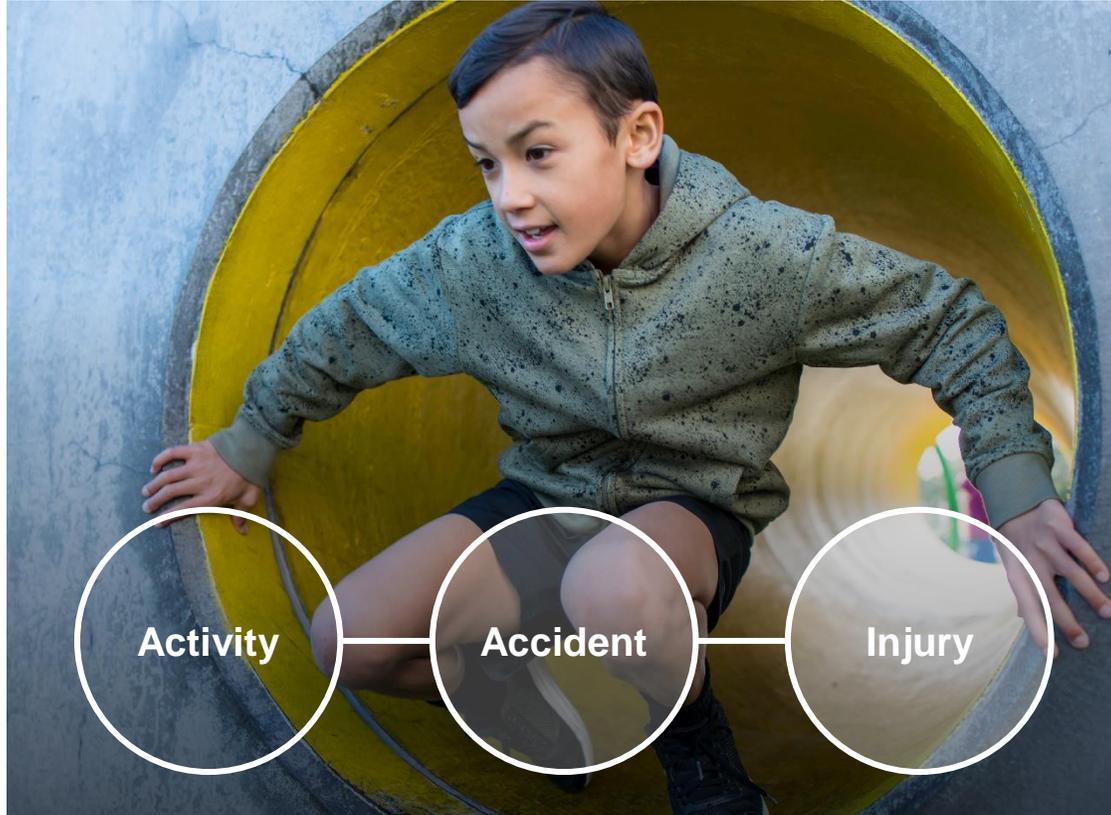
2 Jenny has a minor car accident and came into the practice for a check over. The nurse practitioner examines her. No injury is identified, and Jenny went home.

# Activity – identify the accident and injury

3 Chris was reaching up to hang new kitchen cupboards when he dropped the drill which landed on his foot. That night he noticed a large bruise.



# Activity – identify the accident and injury



- 4 Tama is stung by a bee and needs treatment for a severe allergic reaction. It is the first time he's had this kind of response.

Any questions?

2

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# Lodging claims

# 3

# Lodging claims – using an ACC45

**The ACC45 form is important to help us decide if an injury will be covered and under which category.**

If you're checking claims before they are submitted/released, make sure:

- ✓ the patient's details are completed
- ✓ there is an identifiable accident and an injury
- ✓ the treatment injury box is only ticked if the injury was caused by a health practitioner whilst providing treatment.

ACC45

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

# Lodging claims – complex claims

Most claims are straight forward.

But for more complex claims we'll ask the clinician for more information.

More complex claims can involve things like workplace gradual process and treatment injuries.



Workplace gradual process

Treatment injuries

## Complex claims

# Lodging claims – accredited employers



If patient has a workplace accident and is employed by an accredited employer (AEP), the claim is managed and paid for by the employer, not ACC.

You can find out where to send them on our website.

[List of AEP's, their contacts and where to send the claim. \(acc.co.nz\)](https://acc.co.nz)

Any questions?

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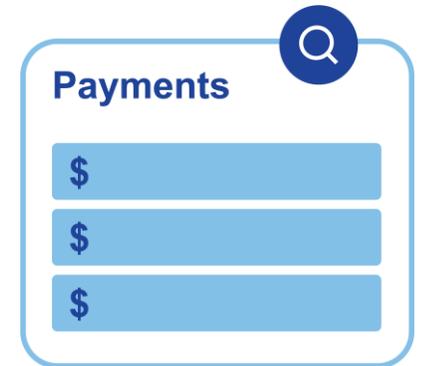
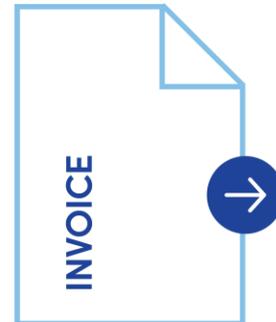
# Digital services

# 4

# Using our digital services

## Our digital services enable you to:

- ✓ lodge claims
- ✓ look up claims information
- ✓ send invoices
- ✓ check on your payments
- ✓ submit medical certificates (ACC18s).

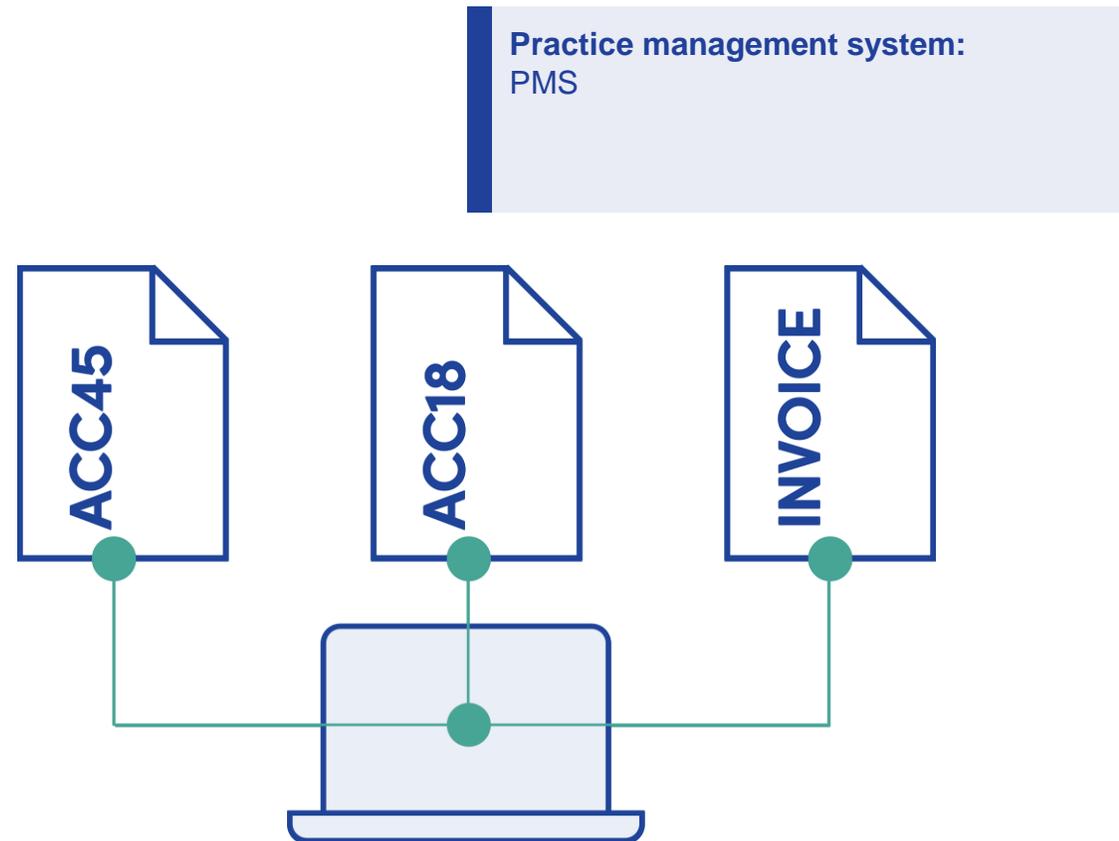


Digital services:  
Features

# Using our digital services – PMS

Your practice management system (PMS) will be the main way to generate and send your ACC45 claims, Medical Certificates (ACC18) and your invoices to us directly.

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



# Using our digital services – online

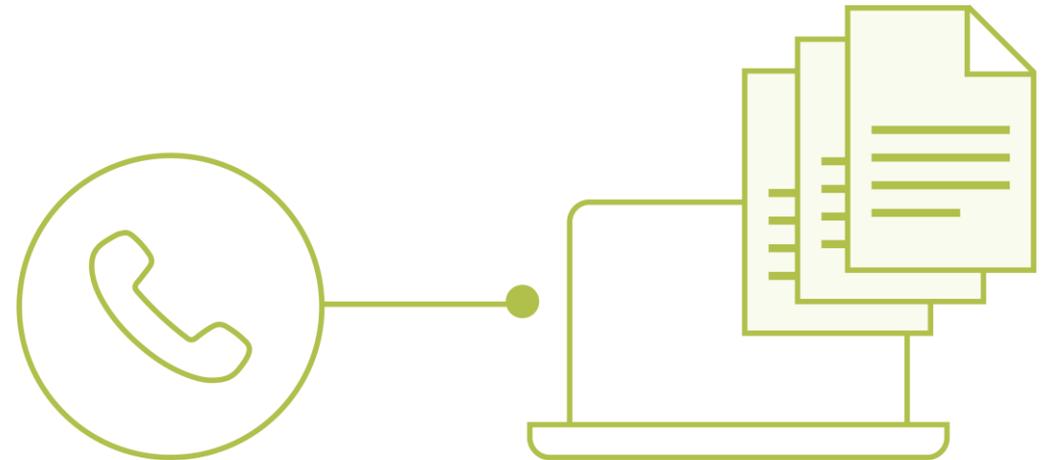
If you don't use a PMS, contact us to talk through what you want to do. We can advise you of the most suitable digital option.

[Finding claim details on eBusiness Gateway \(PDF 556 KB\)](#)

[Find invoice details on eBusiness Gateway \(PDF 712 KB\)](#)

[Guide for payment remittance advice access on eBusiness Gateway \(PDF 312 KB\)](#)

**Digital services:**  
Contact us for advice



# Using our digital services – digital certificate

**To use our digital services, you must be registered as a health provider or vendor with us.**

Your practice must have a HealthSecure digital certificate, which gives you access to our digital services.

- ✓ Your digital certificate belongs to you and shouldn't be shared.
- ✓ Digital certificates are issued by HealthLink and are valid for one year.

- ✓ You must renew it annually if you intend to keep using ACC's digital services.
- ✓ The cost of the digital certificate and the renewal is covered by ACC.

Using an active digital certificate to access the Ministry of Health's network? Email your request to our Digital Operations eBusiness team.

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

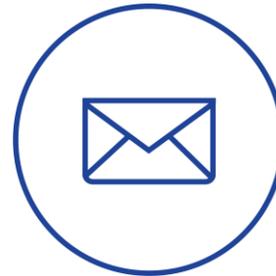
# Using our digital services – support

Issues using your system?  
Please contact your PMS Vendor directly.

Issues with ACC ID numbers?  
Issues with our online services?



0800 222 994 Option 1  
to speak to someone at  
our call centre.



[ebusinessinfo@acc.co.nz](mailto:ebusinessinfo@acc.co.nz)  
Quote the ID number and  
the error message.

Any questions?

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# Getting paid

# 5

# Getting paid – invoicing

## When to invoice:

- ✓ generally within two months
- ✓ maximum 12 months
- ✓ for Treatment Injury it is from the date injury was determined.

## What to include:

- ✓ all invoices need to meet Inland Revenue tax invoice standards and include the claim/ACC45 number.

## How to submit:

- ✓ you can submit via your PMS vendor or our online services
- ✓ we generally take eight days to pay if you submit them electronically.

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

# Getting paid – what we can pay you for

How much we can pay your practice depends on if your providers are working under:

- ✓ Cost of Treatment Regulations (CoTR)  
or
- ✓ on our Rural GP or Urgent Care Contracts.

## CoTR

Contributes specific rates towards the cost of consultations and any procedures completed by GPs, Nurses or in a combined consultation.

## Contracts

Pay dependent on the amount of time taken with the patient, and any relevant procedure. The time should be noted in the clinical records.

[General practitioners', nurse practitioners' and nurses' costs, from 1 May 2021 \(ACC1520\) \(PDF 278 KB\)](#)

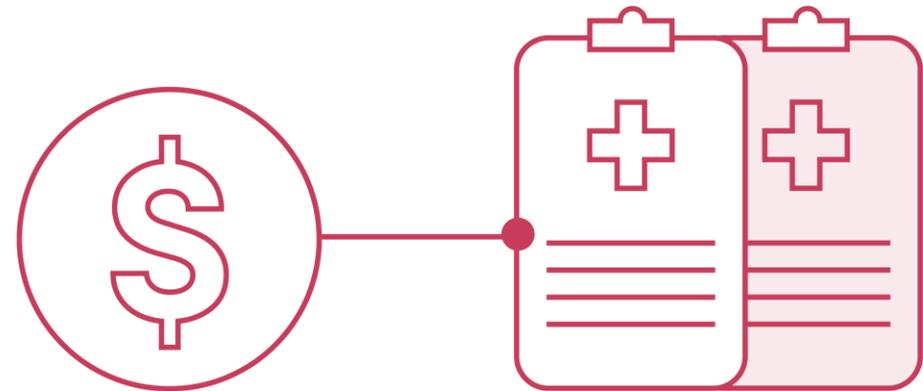
[General practice invoicing guide \(ACC8239\) \(PDF 288 KB\)](#)

# What we can pay you for – medical notes & additional information

If you are registered with SureMed – Konnect net, most requests for patient records will come to you this way.

We can also pay towards the additional information needed for treatment injury claims and some others.

**Payments towards:**  
Additional information requests



Any questions?

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# Registering

# 6

# Registering your providers

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

You'll need to:

- ✓ complete the ACC24
- ✓ use a unique email address
- ✓ include annual practising certificate
- ✓ GPs or nurses will need their HPI
- ✓ submit and verify email address
- ✓ encourage all new providers to read and complete relevant onboarding resources.

If we have all the information we'll confirm the number in 1 – 2 days.



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

Online forms:

[ACC24 Register as a health provider](#)

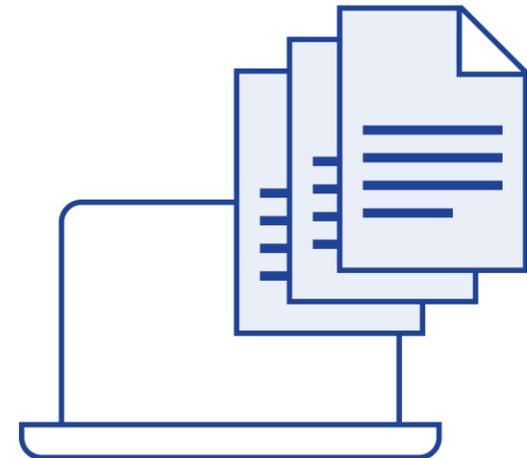
[ACC111 Register as a vendor](#)

# Registering your providers – updating a nurse-to-nurse practitioner

When a nurse becomes a nurse practitioner, we need to update their scope as they can now complete ACC18 medical certificates.

Contact the registration team by phone or email. We'll confirm with the Nursing Council and update our details.

Registering your providers:  
Process updating practitioner



# Registering your providers – provider numbers for locums

To employ or contract a health provider for ad-hoc relief work, you need a locum number.

To register, fill out the ACC317.

New health providers working under your locum number need to complete the ACC5935.

An individual health provider can only work under a locum number for three months at a time.

# Registering your providers – when a provider moves to a different practice

The new practice manager (or provider) should fill out an ACC24. We will process the application.

If there are delays due to payments issues, we recommend the new practice use a locum number for the provider in the interim.

If outstanding payments are unresolved after three months, we'll issue a new ACC provider code.

Registering your providers:  
Process for relocation



# Supporting your injured staff to recover at work

Supporting staff to recover at work is best because:

- ✓ engagement in meaningful work is good for health and wellbeing
- ✓ people generally recover more quickly
- ✓ staying in contact with colleagues and what's happening the practice keeps people feeling part of the team
- ✓ retention of work habits, routines, skills and confidence
- ✓ your staff member feels valued and cared for
- ✓ no financial loss
- ✓ benefit to business.

[Supporting your injured employee \(PDF 96 KB\)](#)

# Supporting your injured staff recover at work – resources for you

## Supporting your injured employee

A simple, straight forward and practical information for employers.

## Conversation guides for practice manager and injured employee

Helps to frame the conversation: what to ask, what to expect, setting the scene.

## MyACC for Business

Keep track of your work injury claims and their latest work capacity details to help.

Conversation guides:

[Supporting your employee \(PDF 136 KB\)](#)

[Recovering at work after an injury \(PDF 136 KB\)](#)

[MyACC for Business - Login \(acc.co.nz\)](#)

Any questions?

6

# Resources

7

# Resources for you and your providers

We've developed some great new resources and updated our website to become the go-to area for you.

These cover the basics of working with us and will include more information over time.

- ✓ Easy to use Quick Guides including how to invoice, how to use Read Codes and how to register as a provider.
- ✓ There's an introductory video to get you started with some basics about what we do and how we'll work together.
- ✓ And webinars like this one, that are tailored and talk directly to providers.

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

# Resources for you and your providers – online learning modules

There's plenty more to learn and we're always developing new resources.

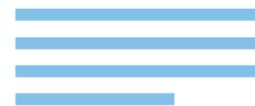
Our online learning modules are useful for any level of experience or role.

There's interactive learning about us, cover and medical certification.

[Online learning modules \(acc.co.nz\)](https://acc.co.nz)

Online learning modules:  
For all levels

About us



Learn more

Cover



Learn more

Medical  
certification



Learn more

# What's next?

You'll receive an email with a link to the recording of this webinar, where you can also download slides.

## **We want your feedback**

We're keen to make sure future webinars are engaging, helpful and informative for you and other health providers.

Please email your feedback about today's session, and ideas for future webinars to [provider.engagement@acc.co.nz](mailto:provider.engagement@acc.co.nz)



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Striving to do what is right

Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

# Contact us

## **Provider help and general billing:**

Call 0800 222 070 (Mon to Fri 8am to 6pm)  
[providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)

## **Provider registration:**

Let us know when any contact details change – [registrations@acc.co.nz](mailto:registrations@acc.co.nz)

## **Electronic billing enquiries:**

Call 0800 222 994 (option 1)  
[ebusinessinfo@acc.co.nz](mailto:ebusinessinfo@acc.co.nz)

## **Find what you need at:**

[acc.co.nz/health-providers](https://acc.co.nz/health-providers)

[Contact our provider relationship team \(acc.co.nz\)](https://acc.co.nz)

[Resolving issues together \(PDF 64 KB\)](#)

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Thank you