

ACC Information Package.

- [Webinar Beginners Guide to ACC for nurses](#) 60 mins
- [How to invoice us under Cost of Treatment Regulations for medical practitioners](#) 30 mins

And the key document for your teams is our '[Working Together Handbook](#)'

There is also a quick guide to support invoicing <https://www.acc.co.nz/assets/provider/general-practice-invoicing-quick-guide.pdf>

Onboarding check list, key points and resources.

<p>Be familiar with ACC</p>	<p>ACC is a no-fault insurance type scheme that provides individualised cover for everyone injured in New Zealand including our visitors.</p> <p>Having ACC means that there is no right to sue for injury including for when treatment goes wrong or is not provided or equipment fails.</p> <p>Working as an ACC registered nurse means ACC can pay you for your services.</p>	<p>Watch Video Welcome to ACC101 ACC New Zealand: Who we are. (2 mins)</p> <p>Find Getting Started</p>
<p>Cover and Causation</p>		
<p>Know what ACC covers for your patient</p>	<p>ACC provides cover for personal injuries caused by accident.</p> <p>An accident is described in the legislation as:</p> <ul style="list-style-type: none"> • An external application of force, a sudden movement, a series of related events over a short time frame or inhaling or swallowing something. <p>Events causing injury are also include:</p> <ul style="list-style-type: none"> • Workplace tasks or environment • Adverse results or omission of treatment by a registered health provider. Failure of medical equipment • Birthing • Extended exposure to the elements. • criminal events – including sexual assault. <p>Injuries are:</p> <ul style="list-style-type: none"> • Physical • Mental • gradual process disease or infection caused by occupation. • Hearing loss (over 5%) caused by occupation or trauma. • Maternal birth • Death 	<p>Read Web page Understanding claims and cover (acc.co.nz)</p> <p>Watch Video what ACC covers. An introduction to mental injury Understanding Treatment Injury Understanding work-related gradual process cover</p> <p>Quick Guides: Mental Injury Cover Treatment Injury Cover</p>
<p>Understand causation</p>	<p>Causation is a medico-legal concept important to ACC.</p> <p>To meet cover criteria the accident must meet the legislative description and has caused an identifiable injury. For cover, ACC needs to be confident the accident has caused the injury.</p> <p>ACC commonly seeks additional information when causation is not clear.</p>	<p>Watch Understanding causation</p> <p>Download complex-cover-causation-quick-guide.pdf (acc.co.nz)</p>
<p>Know what ACC can't cover</p>	<ul style="list-style-type: none"> • Pathology caused by the ageing process (degeneration) • Pre-existing developmental or bio-mechanical abnormalities • Pain where there is no identifiable physical injury or accident • Necessary parts or ordinary consequences of treatment 	<p>Read Web page Understanding claims and cover (acc.co.nz)</p>

	<ul style="list-style-type: none"> • Accidents that happened outside of New Zealand. Unless they are usually a resident • Injury where there is no identifiable accident • Sunburn • Most hernias 	
Update a diagnosis	<p>Your patient has cover for the injuries identified on the ACC45. If that changes you need to let ACC know.</p> <p>You can update or amend a patient’s diagnosis using the ‘Change of diagnosis form’ in your PMS. Or by contacting us.</p>	<p>Read Webpage Updating or changing a claim (acc.co.nz)</p>
Claim lodgement		
Lodge a claim using an ACC45	<p>All claims start with an ACC45. Claims lodged after 12 months of the accident can be considered but will require investigation by ACC. Registered nurses can lodge within their scope of practice.</p> <p>Only medical practitioners can lodge work related gradual process disease and infection and Treatment Injury claims. Hearing loss claims can be lodged by an Audiologists.</p>	<p>Watch Video How to lodge a claim</p>
Identify an accident and the resulting injury	<p>To meet criteria for cover the ACC45 must document the accident and the injury/ injuries.</p> <p>For sexual assault simply note ‘sensitive claim’ as the accident</p>	<p>Read Webpage Lodging a claim for a patient (acc.co.nz)</p>
Find the right Read code(s)	<p>A Read code identifies the diagnosis.</p> <p>Using the right read code is important to make sure the patient gets the right cover.</p> <p>Use injury codes that best match your diagnosis, do not use codes that relate solely to symptoms.</p>	<p>Read Webpage Using the right read code (acc.co.nz)</p> <p>Download Quick Guide – How to use read codes</p>
Supporting your patients		
Know how to support those who have experienced sexual assault	<p>These are called sensitive claims. There is no need for the patient to formally report or prove the abuse. The event(s) may be historical, but after 1974 and in New Zealand.</p> <p>The sexual assault and treatment services (SAATS) can provide immediate forensic, medical, and therapeutic assessment.</p> <p>Claims can be lodged by you, SAATS or by ACC’s specialised Integrated Services for Sensitive Claims (ISSC).</p> <p>You and your patient can get the information about ISSC, and the services they provided on ACC’s dedicated website.</p> <p>Patients can self-refer to ISSC, the providers will provide therapy for the client whilst assessing the claim. If you lodge the claim, then ACC will make initial contact. Patients may need to be aware that this will happen.</p>	<p>Website www.findsupport.co.nz</p>
Know how to access allied health and rongoā māori	<p>Patients can self-refer or be referred to private physiotherapists, chiropractors, osteopaths, podiatrists, and acupuncturists.</p> <p>They may be charged a co-payment.</p> <p>Rongoā māori is available in most regions. Patients or the Rongoa practitioner need to seek funding approval from ACC.</p>	<p>Read Webpage Using rongoā Māori services (acc.co.nz)</p>
Know how to refer for ACC specialist services	<p>All acute specialist needs are met by Te Whatu Ora.</p> <p>ACC has contracts with all commonly required medical specialists.</p> <p>You can also refer directly for concussion and pain management services.</p> <p>Your Practice Manager, colleagues, BPAC or PMS will help you identify who these are.</p> <p>There is no co-payment for your patient for these services.</p>	<p>Overview of concussion/mTBI management for primary healthcare professionals (BPAC)</p>
Responsibilities and policies		
Find out about your responsibilities	<p>As an ACC provider, you need to be aware of your responsibilities.</p> <p>There are position statements that clarify ACC’s expectations around:</p> <ul style="list-style-type: none"> • treatment of family • treatment of colleagues 	<p>Read Understanding your responsibilities</p>

	<ul style="list-style-type: none"> • treating clients in a sports setting • same day allied health treatment (where a client receives more than one treatment in a day) • treatment by allied health students. 	
Know the cultural safety expectations	Aligned with those of nursing council ACC also has specific expectations about how cultural safety should be applied when treating our clients.	Policy Kawa Whakaruruhau (Cultural Safety) policy (PDF 252 KB) Resource Te whānau Māori me ō mahi: Guidance on Māori cultural competencies for providers (PDF 811 KB) Webinar (60mins) Cultural safety policy – Kawa Whakaruruhau
	<p>Keeping good clinical records, and accurately completing ACC documents is important for your patient, you, and your practice.</p> <ul style="list-style-type: none"> • Your ACC patients claim acceptance and access to services are dependent on health provider information. • Your practice may also use your records for invoicing purposes. Documenting the injury, the clinicians attending, the time taken (for contracted services) and any procedures/products decreases the amount of missed funding. • There are specific pieces of information that ACC needs to be included: claim number, accident, injury and can see how the treatment your providing relates to the covered injury. • ACC can request your records to assess cover and support requests. 	Webinar (60 mins) Clinical Records What you must include for ACC clients
Know how your services are funded.	Nurses working in small practices, school clinics and aged care may also be responsible for invoicing. In these instances, you'll likely be working under Cost of Treatment Regulations.	Paying you for your services (acc.co.nz)
Know what to invoice for	<p>There are consult and procedure codes knowing which ones to invoice for means you or your practice won't miss out on funds.</p> <p>Consult codes vary depending on the patient's age and financial circumstances.</p>	Read Nurse and Nurse practitioner costs General practice invoice guide(COTR)
Know where to get help and more information	<p>ProviderHelp <u>Monday-Friday 0800-1800h</u> 0800 222 070 email providerhelp@acc.co.nz</p> <p>There are more resources and information on our website.</p> <p>You can sign up for the ACC Provider Update</p>	