

memorandum



PREVENTION. CARE. RECOVERY.

Te Kaporeihana Āwhina Hunga Whara

To *The GP Liaison Group*

From *Phillippa Greer, Levy and Scheme Operations Manager (Acting)*

Louise Campbell, Manager Relationship & Service Performance

Nadine Geddes, Manager Employer Injury Management,

George Rabe and Claire McQuilken, Senior Account Managers

Date *4th July 2007*

Subject *Accredited Employers*

Thank you for the presentation at the Liaison Group meeting on the 21st of June 2007, "**Accredited Employers, Problems at the Coalface**". The relationship between ACC, employers and providers is important. ACC is committed to providing all the support we can to foster good relationships. Below are some of the activities ACC is completing to develop the programme, address gaps and some communication channels providers can use when assistance is needed.

Review of the Partnership Programme

We appreciate the time you have taken to present your problems with the programme and will table the information as a part of the partnership programme review. We may also come back to the group to request further input.

Payments and points of submission

Accredited employer contractually must pay providers on 20th month following receiving the invoice. This is standard commercial practice and will remain the same without contractual change. There is currently a Partnership Programme review into which your comments from the liaison meeting of the 21st of June 2007 will be fed. At this time all the invoicing is paper based which would be similar to all commercial insurance company work. ACC are looking favourably at providing a service whereby accredited employer invoices can be electronically lodged with ACC and then sent directly to accredited employers. This has not been budgeted in the 2007 /08 year or negotiated with accredited employers at this point.

There was also a concern raised in regard to payments not being made when there is a dispute about whether the injury is work related or not. In principle the receiving insurer (either the accredited employer or ACC) should pay until the dispute is resolved. ACC are currently developing a policy to address this issue.

Channels available to Providers for resolving accredited employer concerns

In addition to the below channels available ACC has initiated some initiatives that have proved very helpful. An example is some recent work in Darfield. ACC, Employers and Providers got together to talk about how they could work better together. This was a successful initiative and resulted in an improved working relationship. We are happy to

support replicating meetings such as this across the country. If this is something you are interested in please speak with your ACC relationship manager.

Name	What they do?	Key ACC Contact
Provider Relationship Managers	<p>Provider Relationship Managers are the key relationship managers for providers across New Zealand. They provide a nationwide advisory and information service to GPs, nurses, physiotherapists, counsellors and primary health care provider groups.</p> <p>Note, the provider Relationship Management Team and the Provider Monitoring team are joining which will mean increased availability for individual providers. Please see the latest ACC News for details.</p> <p>First point of contact</p> <ul style="list-style-type: none"> • North Island – Vanessa Thompson • South Island- Nicola Hearn 	<p>Louise Campbell, Manager Relationship & Service Performance</p> <p>0800101996</p>
ACC Accredited Employer Monitoring Team	For accredited employers where systemic performance issues are identified the ACC accredited employer monitoring team are keen to be informed in these cases GP's or their practices nurses are encouraged to contact either the provider relationship or the accredited employer team.	Phillippa Greer, Levy and Scheme Operations Manager
Complaints	Individual accredited employer claimants are able to utilise the same complaints procedures as ACC claimants initially by telephoning 0800 650 222 and are encouraged to do so if they or you do not believe they are not being treated appropriately.	0800 650 222
Accredited employer Disputes Manager	All accredited employers have a disputes manager who must be available to address any issues that your patient may have about cover or their treatment by an accredited employer. This is another avenue that can be pursued by your patients who work for accredited employer.	Employer Specific – contact the employer directly.
Union Delegates	The majority of accredited employers are unionised and the union are available to be involved in the rehabilitation process, therefore it is worthwhile encouraging your patient to contact their union delegate.	Employer Specific
Provider Helpline	For general Health Professional queries.	0800 222 070

ACC Account Managers	All accredited employers are visited regularly by an ACC account manager. The account manager liaises with them on all aspects of their relationship with ACC.	0800101996
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Regards

Nadine Geddes
Manager Employer Injury
Management

Phillippa Greer
Levy and Scheme Operations
Manager (Acting)