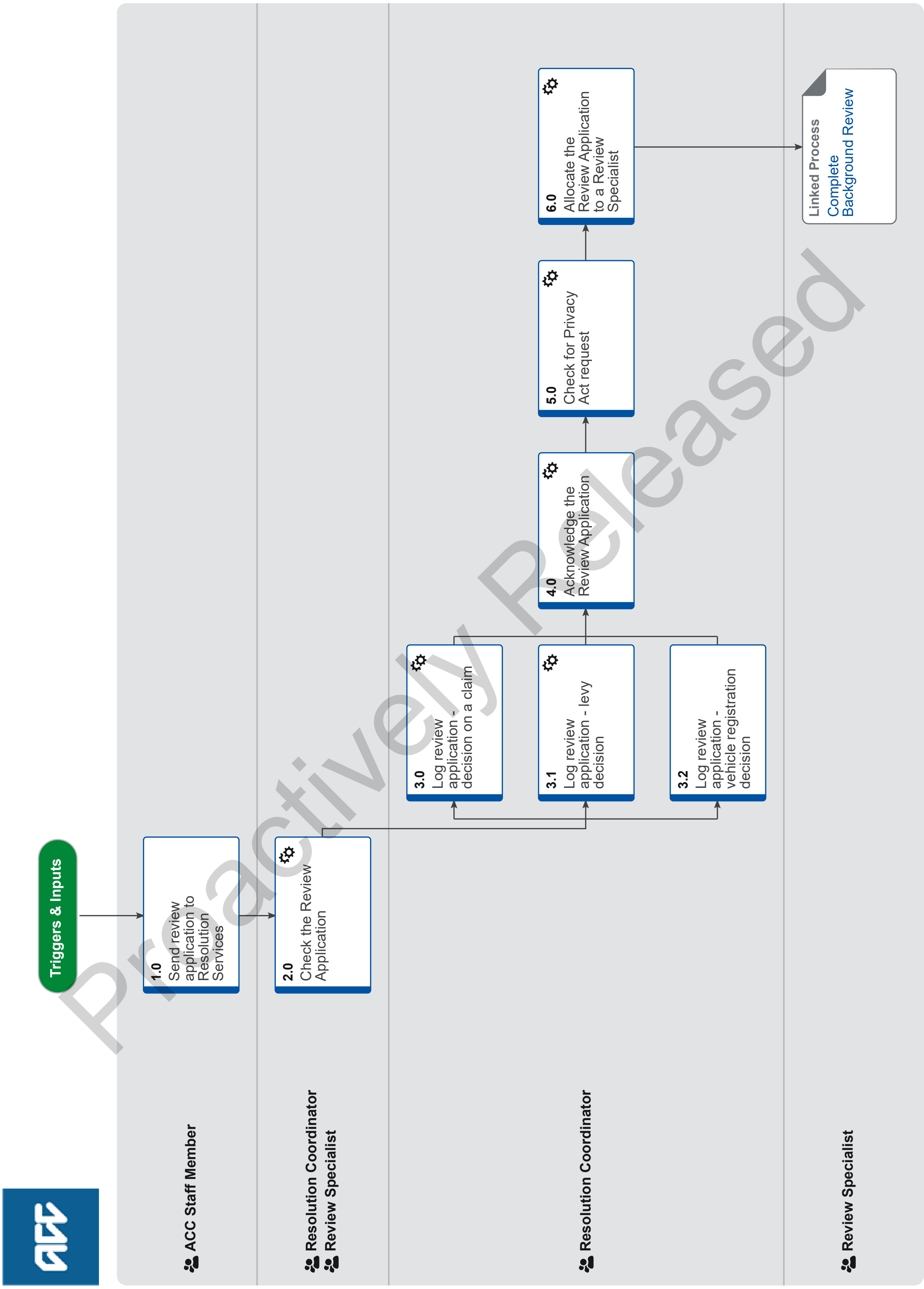
# Receive, Log and Allocate Review Application v31.0



# Receive, Log and Allocate Review Application v31.0

## Summary

**Objective**
To record and acknowledge the receipt of the review application to the applicant, acknowledge the receipt of the review application and to allocate it to a Review Specialist so that the ACC decision can be reviewed.

**Background**
Customers or their representatives can seek an independent review of a decision ACC has made. The review application must be in writing and received within 3 months of the decision.

**Owner** [Name withheld]

**Expert**

## Procedure

### 1.0 Send review application to Resolution Services
**ACC Staff Member**

**a** Forward the application for review to accreviewapplication@acc.co.nz within 24 hours of receipt.

**NOTE** **What constitutes a review application?**
A application for review must be:
1) in writing (e.g. via letter, email, e-text or ACC33)
2) identify the decision or decisions in respect of which it is made (e.g. by stating the date or subject)

If there is uncertainty as to what the client is reviewing (or whether it is in fact a valid review application) it is important to clarify with the client/advocate in the first instance (and confirm the decision they are challenging) - and then forward it to accreviewapplication@acc.co.nz inbox . This will mitigate the risk of the review becoming deemed.

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### 2.0 Check the Review Application
**Resolution Coordinator, Review Specialist**

**a** Open the accreviewapplication.co.nz inbox and review each unread email to determine if a new review application has been received.

**NOTE** **What if the email is not an application review for review?**
• If the email has information about an existing review, forward the email to the allocated Review Specialist.

• If the email relates to a decision about claim, file it in Eos, and send to the Decision Maker for action and copy in the Decision Maker's Team Manager to ensure the correspondence is addressed.

• If the email relates to a decision about a levy, in Juno_CRM, create an interaction on the customer's account and attach the email to the interaction.

• If the email is from an Accredited Employer (AEP) or Third Party Administrator (TPA) acknowledging the receipt of a review application then file the email into the AEP/TPA folder in Outlook, and file away in Eos.

• If the email is about a complaint, then forward the email to customerfeedback@acc.co.nz.

**NOTE** **What if it is review that needs to be reopened as a result of a settled appeal or court decision?**
The original review will be closed so a new review cog needs to be generated in Eos. There will be no new 'review application' per se, so the original review application will be need to be used as the ACC33 to 're-log' it. There should be the ‘settlement’ letter from Legal Services to the client, and the client’s acceptance of the settlement, and preferably the District Court confirmation that the appeal has been withdrawn.

**NOTE** **What if the review is about a fatal claim on behalf of the estate?**
If the application concerns a fatal claim on behalf of the estate, an additional process needs to be carried out before a review can be made/proceed. Note that the review relates to a fatal claim on behalf of the estate in the allocation task.

**NOTE** **What is a fatal claim on behalf of the estate?**
These claims include:
1. Cover issues concerning the deceased.
2. Entitlements that the claimant was eligible for before death such as permanent injury compensation or treatment.
3. Entitlements, such as the funeral grant, that explicitly state the estate is the recipient.

Claims where a party is requesting entitlements for themselves, such as spousal grant or childcare, are not fatal claims on behalf of the estate.

**b** Ensure the information in the review application is legible and complete.

**NOTE** **What if there is an issue with the application?**
If the review application form is:

• Illegible: return the application to the sender with a note highlighting which part cannot be read.

• Unsigned: Carry on with the process. Unsigned application are acceptable.

• Unclear on what decision the client wants to review (eg the dates do not match or there is no decision noted in the correspondence): Contact the customer and clarify the decision that they are wanting to review. If the applicant cannot be contacted, or does not respond to a request for further information within 48 hours, consider whether the correspondence meets the requirements for a review application.

• Unclear that the customer wants to apply for a review: Contact the customer and clarify their intention. If they do not want a formal review, contact the decision maker so they can work on the applicant's request. If the applicant cannot be contacted, or does not respond to a request for further information within 48 hours, continue with this process.

**NOTE** **What if the customer/representative is submitting an application which they had previously withdrawn?**
Refer to Managing Withdrawn and then Re-submitted Review Applications Policy.

Managing Withdrawn and then Re-submitted Review Applications Policy

**c** Establish who submitted the review application to understand how to proceed as some applications cannot be considered.

**NOTE** **What types of applications cannot be considered?**
• Review applications from employers about work related personal injury entitlements cannot be considered. In these cases, lodge the application and instruct the allocated review specialist to speak with the application about the matter being jurisdictional.

• Review applications received from registered health professionals about a patient's cover and/or support cannot be considered. In these cases - lodge the application, and instruct the allocated review specialist to contact the client directly to ask whether it was their intention to go down the review channel and that they authorise the provider to lodge the review on their behalf.

**d** Ensure that the claim or ACC number is correct.

**NOTE** **What if the claim or ACC number is incorrect?**
• If the application requires a claim number, in Eos search for the client through the party record. If this is unsuccessful, contact the client or client's representative and ask them to provide the correct number.
• If the application requires an account number, in Juno_PolicyCenter search for the business customer.

**e** Determine whether application is for a claim with an active Accredited Employer (AEP) or Third Party Administrator (TPA).

**NOTE** **What if the application is for a claim with an active AEP or TPA?**
Then forward the review application to the correct AEP or TPA and request they acknowledge that they have received the application. Generate a general task on the relevant claim as a reminder to await an acknowledgement from the AE and follow up at two day intervals. This process ends.

**NOTE** **Contact details for Accredited Employers or Third Party Administrators can be found under the relevant employer in the following lists:**

Participating Accredited Employers (Non-work claims only)

Accredited employers list (for work-related claims only)

**f** Ensure there is a current Authority to Act (ATA) on the claim or account if required.

**NOTE** **What if there is no current ATA?**
• If the review is a decision about a claim then send the customer/representative the ACC5937 to complete and request it is returned to resolutionservices@acc.co.nz.
• If the review is about a levy decision then send the customer/representative the ACC1766 to complete and request it is returned to resolutionservices@acc.co.nz.

ACC5937 Authority to act - Client

ACC1766 Giving Access Levy Information

**g** Check whether there is a Review Provider listed as a claim participant. If there is a Review provider listed and no active review – remove the Review provider as a claim participant.

**h** Ensure there is only one decision per review application.

**NOTE** **What if there is a levy decision which covers multiple years?**
Log the application. Only one application is required in this circumstance.

**NOTE** **What if there are multiple decisions contained within one decision letter?**
Where multiple decisions are made within one decision letter, and the outcome of one decision is related to the outcome of the other decision, log one review application with a secondary review cog.

**NOTE** **What if the decision letter has only one decision, but the review application seeks two different outcomes?**
Proceed to log one application for review.

**i** Ensure any documents supporting the review application are for the customer's review.

**NOTE** **What if the supporting documents are not for the customer's review?**
Contact the external party who sent the application immediately, let them know their error, and destroy the information.

**j** Ensure the application is not a duplicate of another review application.

**NOTE** **What if the application is a duplicate?**
• If the application relates to a claim, locate the claim in Eos, and upload the application and update the description to say 'duplicate review application'. If the review application has any differences to the initial application - send a general task to the RS to draw their attention to the newly submitted application that you consider a duplicate.

• If the application is for a business customer, in Juno_CRM, upload the application and create a new interaction to say 'duplicate review application'.

**k** Ensure that the Care Indicator has been updated within the previous four months if required.

**NOTE** **What if the Care Indicator has not been updated in the previous four months?**
Contact the decision maker (DM) and their Team Leader (TL) using the Client Care Indicator Template to update the Care Indicator.

Email Template - update Client Care Indicator

Care indicated clients

**l** Add a colour category or tick to the email once it has been actioned.

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## 3.0 Log review application - decision on a claim

**Resolution Coordinator**

**a** In Eos, start the [Review Process] workflow through the [PRC REV: Receive & Log Review] task.

**NOTE** **What information needs to be included?**
• lodgement date (date ACC received the application)
• name of applicant
• decision category (in the decision letter)
• code description
• disputed decision date
• business unit responsible or where the decision was made.

Review Codes.docx

Create PRC REV task

**b** Close the task after the above information has been populated to generate the next task in the COG.

**c** Upload the review application, Authority to Act (if applicable) and any other supporting documentation and use the correct naming conventions.

Display Removed Documents

| Document Type | Description |
|---|---|
| ACC6239 Review - ADR file cover sheet | Rev [redacted] Surgery |
| REV18 Acknowledge review application - client | Rev [redacted] Surgery |
| REV18 Acknowledge review application - client | Rev [redacted] Entitlements |
| ACC6239 Review - ADR file cover sheet | Rev [redacted] Entitlements |
| Review Lodgement Details form | Rev [redacted] Surgery |
| Review Lodgement Details form | Rev [redacted] Entitlements |
| ACC33 Review Application | Rev [redacted] Surgery |
| ACC33 Review Application | Rev [redacted] Entitlements |

Naming Conventions.JPG

**NOTE** **What needs to happen to the documents so that they can be uploaded correctly?**
• If an application form (ACC33) was received by email, convert the email message to a PDF file, and attach this to the front of the application. This will be the official date stamp.
• If an application was received by post and has no date stamp, use the Adobe Pro watermark feature to add a watermark.
• If an ATA document is attached and combined with a review application, these will need to be uploaded separately.

Use Adobe Pro to add a Watermark

Convert to PDF, combine, split, and email to Eos

**d** Update any relevant customer and/or advocate information.

**NOTE** **What information needs to be added?**
If an ATA is included with the application, add an advocate/representative as a participant to the claim.
If an email address was included with the application, ensure this is correctly recorded at the party record.
Go to step 4.0

Manage Participants (Eos Online Help)

## 3.1 Log review application - levy decision

**Resolution Coordinator**

**a** In the Levy Spreadsheet, \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington\Levy Review Spreadsheet, start the Review Process workflow.

**NOTE** **What information needs to be included?**

- Review Specialist name
- ACC number
- Review number
- Review issue
- Date of ACC decision
- Date review application received

**b** In the I:Drive, set up the customer folder in \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington \Levy Reviews

**NOTE** **What should be stored in the folder?**

- The type of application i.e. Classification Units, CPX. Multiple CU.
- A sub folder with the Review number, Customer name, ACC number
- The application for review

**c** In Juno_CRM, add a flag to the customer's account. The comment in the flag is 'active review'.

Create a Flag

**d** In Juno_CRM, create an interaction and upload the application, ACC1766 Giving access to your ACC Information (if applicable), and any other supporting documentation.

## 3.2 Log review application - vehicle registration decision

**Resolution Coordinator**

**a** In the Levy Spreadsheet, start the Review Process workflow.

**NOTE** **What information needs to be included?**

- Review Specialist name
- Vehicle registration number
- Review number
- Review issue
- Date of the decision
- Date review application received

**b** In the I:Drive, set up the customer folder in \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington \Levy Reviews

**NOTE** **What should be stored in the folder?**

- The type of application i.e. vehicle registration decision.
- A sub folder with the Review number, Customer name, Vehicle registration number.
- The application for review and a copy of the letter from the NZTA.

## 4.0 Acknowledge the Review Application

**Resolution Coordinator**

**a** Check that the application has been received within the three-month timeframe.

**NOTE** **What if the application was received outside the three-month timeframe?**
Generate the Acknowledgement of a review application letter (REV18) to the applicant and select the option that explains that a review specialist will be in contact to discuss the reasons the review application was late.

**NOTE** **What if it is not clear that the review was lodged within the three-month timeframe?**

- Allocate the review application to the selected Review Specialist and notify them in the allocation task that is has not been established whether the application is late.
- Also advise the Review Specialist that they will need to update and send the Acknowledgement of a review application letter (REV18) once they have established if the application is late or not.

**b** Generate the REV18 Acknowledgement of a review application letter to the applicant, and if in Eos leave the document as incomplete.

REV18 - Acknowledge Review

REV50 - Acknowledge review application - Levy (Business)

**NOTE** **What if the review is reopened review as a result of a settled appeal or court decision?**
Tailor the Rev18 'Acknowledge of review application' to state something similar to:
"Further to the settlement agreement of XX date - we have now reopened the review and allocated the following review number: "

**c** Check to see whether there is an interested party to the review.

**NOTE** **Who are interested parties?**
• Employers are interested parties where the client (employee) has put in a review to challenge the decline of cover for a work related PICBA and WRGPDI.
• Clients are interested parties where the employer has lodged a work injury dispute review.

**NOTE** **What if there is an interested party?**
Generate REV021 Acknowledgement to Interested Party to notify the interested party of the application.

REV21 Acknowledge review to interested party

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## 5.0 Check for Privacy Act request
**Resolution Coordinator**

**a** Read through the information submitted and identify whether the client has requested a full copy file.

**b** In Eos, complete a 'Complete Request for Copy of Clients Information' task if a full copy file was requested.

**NOTE** **What should be recorded on the 'Complete Request for Copy of Clients Information' task?**
Record 'Privacy Act Request received via (email/ACC33/client letter) on (insert date).

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## 6.0 Allocate the Review Application to a Review Specialist
**Resolution Coordinator**

**a** In the Resolution Coordinator Calculator tool, enter details.

Review Allocation Calculator

**NOTE** **What details should be entered?**
• Customer Name
•The review number that has been generated from Eos, or the Levy Spreadsheet
•The date the review was received
•Whether this is a privacy act request
•Whether the review was lodged outside the three-month time frame
•Whether the customer has a representative/advocate and a current Authority to Act on file (or is being requested)
•Any interested parties – such as an employer

**b** Copy the information generated in the calculator tool and paste into the PRC REV: Complete Admin Review task if the review is about a decision on a claim in Eos.

**NOTE** **What if the review is about a levy decision?**
Copy the information generated in the calculator tool and paste into an email, along with the review application email and supporting documents and send to the allocated Review Specialist.

The process ends.

**c** Mark the task as a high priority, change the target date of the task to 'todays date' and transfer to the allocator's work queue who will allocate the work out to the Review Specialist.

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**PROCESS** **Complete Background Review**
**Review Specialist**

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