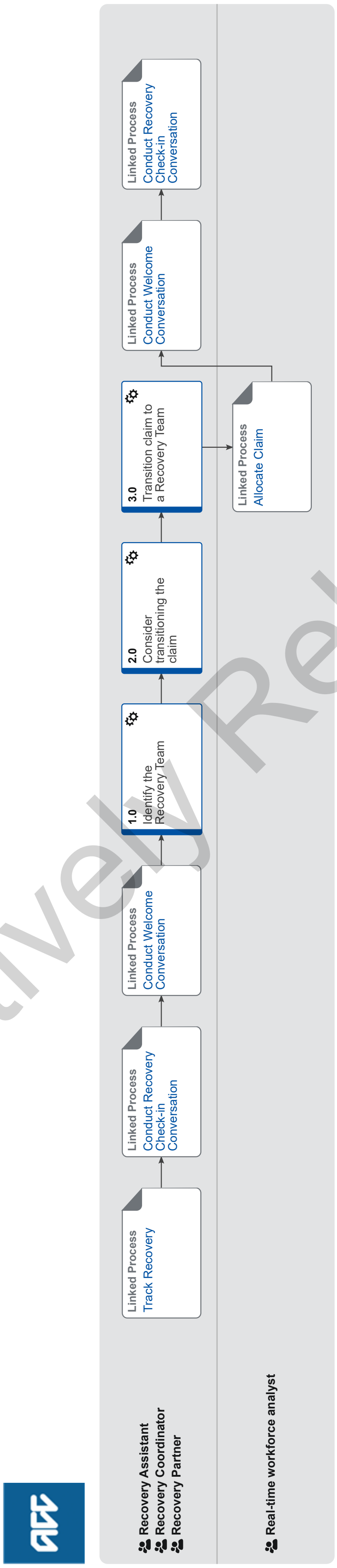
Transition Claim [Historical] v89.2



Summary

Objective
To review and consider transitioning a clients to another recovery team so that they receive the right level of support for their needs, at the right time.

Background
Clients will transition between recovery teams throughout the life of their claim. This might happen when:
• they progress with their recovery
• their situation changes
• new information becomes available.

Transitioning a client to a new recovery team takes place when the current team is no longer the best option for supporting their needs. Recovery team members should use their discretion when making this decision, drawing on Promapp guidance, provider feedback, and recovery support as required.

Owner [Name withheld]

Expert

Procedure

PROCESS **Track Recovery**
Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Conduct Recovery Check-in Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Conduct Welcome Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Identify the Recovery Team
Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review the claim for information about a change in the client's circumstances and support needs.

NOTE **What if the claim is due to be closed within the next week?**
The claim does not need to be transitioned. This process ends.

NOTE **What if the client has another claim open with Integrated Care Pathways?**
Where a client has an Integrated Care Pathways (ICP) claim, all other claims should be managed by this team as well (With the exception of Assisted Mental Injury).

The ICP Team will usually identify and transfer other claims to their queue. If you notice an open claim where another claim is in Integrated Care Pathways, please transfer it to the 'Integrated Care Pathways - MSK' queue.

NOTE **What if the client has another open claim with Escalated Care Pathways?**
If the claim is not a musculoskeletal injury then the claim should continue to be managed by a Recovery Team Member. If it is for a musculoskeletal injury, contact the ECP Team on 77097 to discuss.

The ECP Team will review with you, and may contact the ECP Provider managing the other claim to see if they also need to manage the additional claim. If they are going to do this, they will create a general task in EOS to track the progress and outcome. While you are waiting for an outcome, you should refrain from transitioning the claim unless there is an urgent request that needs assessment by a particular Recovery Team Member skillset.

If the ECP Provider needs to manage the additional claim, the ECP Team will update and transfer the claim to the ECP queue in EOS. If the Provider does not need to manage the additional claim, the ECP Team will update the task description to reflect this and close the general task. The claim can be transitioned if the ECP Provider is not going to take on the claim.

NOTE **What if you are in Assisted Recovery and need to determine which Assisted Recovery cohort should manage the claim?**
See Transition Guidelines between Assisted Recovery Cohorts. This is for claim transitions between Assisted Recovery cohorts only. For transitions into Assisted Recovery, see step 1.0 b.

Transition Guidelines Between Assisted Recovery Cohorts

NOTE **What if you are a Recovery Partner considering transitioning a client into or out of a capability stream?**
Transition to the engaging in work team, will happen after the Recovery Team member has had a conversation with their Team Leader. Transitions are required to have Team leader agreement and this be noted on the claim.
See Partnered Recovery Capability Streaming for points to be discussed with Team Leader.

Partnered Recovery Capability Streaming

b To enable you to make an informed decision on which is the correct Recovery Team review GUIDELINES Choosing the Right NG Recovery Team and NG GUIDELINES Whole of Person Guidelines and Allocations Rules.

GUIDELINES Choosing the right Recovery Team

Whole of Person Guidelines

NOTE **What if your client is newly injured?**
Hold off on considering a transition until more information is available, sometimes injuries are not as significant as first thought or clients make faster recoveries and may not need to transition to a different recovery team.

NOTE **What if a treatment injury claim is accepted for cover for a mesh injury?**
• If the Engagement Model Decision results state to send to Partnered, this claim will be transferred to Te Ara Tika.
• If the Engagement Model Decision results state to send to Assisted, Enabled or Supported, this claim will be transferred to Supported Recovery.
• For existing clients in Assisted Recovery - unless it is determined the client needs a higher level of support, these claims can remain in Assisted Recovery. If the client does require 1:1 support then normal transition guidelines should be followed.
• For existing clients in Supported Recovery or Partnered Recovery - if it is determined that the client needs some specialised support then the Recovery Team Member can discuss this with their Team Leader before the claim is transitioned to:
- if transitioning to Supported Recovery, the claim will be assigned to a Recovery Coordinator who has been identified to manage mesh injury claims.
- if transitioning to Partnered Recovery, the claim will go to Te Ara Tika.

NOTE **What if there are claims managed by Third Party Administrators either through the Accredited Employer Programme or TPA Non-Work Service?**
ACC should not be proactively offer to manage these alongside other ACC claims:

• For work related injuries managed under the Accredited Employer Programme, these claims will continue to be managed by the Accredited Employer or their nominated Third Party Administrator.

• For non-work related injuries managed by Third Party Administrators, these claims will continue to be managed by the nominated Third Party Administrator, however clients can opt out of this at any point and ACC can assume management of the claim if the clients wishes to opt out contact tpasupport@acc.co.nz or DDI 45394 they will facilitate the opt out and claim return.

NOTE **What if it is a Work-Related injury and claimant is employed by an Accredited Employer**
Go to the Identify and Transfer Work-Related Injury Claim to Accredited Employer (AE) Process.
PROCESS Identify and Transfer Work-Related Injury Claim to Accredited Employer (AE)

NOTE **What if it is a Non-Work-Related injury and the claimant is employed by an Accredited Employer**
Go to the Identify and Transfer Non-Work-Related Injury Claim to Third-Party Administrator (TPA) process.
PROCESS Identify and Transfer Non-Work-Related Injury Claim to Third-Party Administrator (TPA)

NOTE **What if the client has an actively managed Physical Injury claim and Complex Mental Injury claim in Assisted?**
• If the client's needs are stable or require minimal support, both claims can be effectively managed by Assisted Recovery. The client does not need to be transitioned. For further information refer to the Whole of Person Guidelines and Allocation Rules.

• If the client's mental health deteriorates and their needs change and they require one on one support, this claim could be considered for transition and Whole of Person may apply. Refer to the Whole of Person Guidelines and Allocation Rules below.

NOTE **What if the client has an actively managed Complex Mental Injury claim and Complex Physical Injury claim?**
Both claims need to be managed by the Recovery team member managing the Complex Physical Injury.

NOTE **What if the client has multiple claims requiring management?**
All claims need to be managed by the individual or team that can best support their needs. For further information refer to the Whole of Person Guidelines and Allocation Rules.

NOTE **What if the client is to remain with the same team but has a request related to their Recovery Team member's location?**

For CMI claims: if at any time (including migration) the client identifies that they do not wish to be managed by their geographically located team record the conversation in a future dated contact. As this is customer engagement also record it in the Cultural area of the Recovery Plan with the client's preferred method of communication. The client can also be transferred to their local region if they move and request local management. Send an email to WFM@acc.co.nz requesting a change of Recovery Team member in addition to completing this process.

For Physical Claims - These will only be transferred if it will result in the best possible outcome for the client. The decision to transfer a client is based on their need and is made by Recovery Team Members with team leader approval. On the agreement that a claim can be allocated locally, rationale is noted on the claim and the Team Leader should agree on the named Recovery Team Member to receive the allocation, they then complete the Submit Claim Movement survey located in the WFM-Supported sharepoint this will ensure that claims go via the capability streaming tool.

NOTE **What if the client has an active Care Indicator?**

Recovery Team Member to review the Care Indicator prior to transition and discuss with their Team Leader as required to ensure any risks are identified and appropriate action taken.

NOTE **What if the client has an active Vulnerable indicator?**

Recovery Team Member to review the Vulnerable indicator and discuss with their Team Leader as required to ensure any risks are identified and appropriate action taken. Clients with Vulnerable indicators cannot be managed in Assisted or Enabled.

NOTE **What if you are considering transitioning a kiritaki into Hāpai?**

Notify your Team Leader if you believe your Māori clients will be best supported in Hāpai.
Your Team Leader will contact the Hāpai Team leader to discuss availability and potential transition to a Kaihāpai.

· If availability is confirmed - the kaihāpai and existing recovery team member will discuss and agree who will call the kiritaki to offer Hāpai – see step 2.0

· If the kaihāpai has no availability at that time, the claim is added to the site waitlist spreadsheet and a Team Leader will allocate the claim when there is availability.

· Note: Transition conversations can only be completed once Kaihāpai availability is confirmed, and recovery team members should support kiritaki as usual until then.

Hāpai - Transition Claims

Add a Hāpai Indicator

2.0 Consider transitioning the claim

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Contact the client to discuss moving their claim to another team and understand the clients preference.

For guidance on how to conduct this conversation refer to NG SUPPORTING INFORMATION Having Recovery Team Transition Conversation and NG FAQ Transitioning a Client to Another Recovery Team.

NOTE **What if there is another claim being managed by another team/person?**

Consider Whole of Person management and follow the process as set out in the Whole of Person Guidelines.

Whole of Person Guidelines

NG FAQ Transitioning a Client to Another Recovery Team

NG SUPPORTING INFORMATION Having Recovery Team Transition Conversations

NOTE **What if you are unsure a transition is needed?**

Make sure you have a conversation with your team leader to clarify if a transition is needed BEFORE you discuss with the client.

NOTE **What if the client doesn't agree to be transitioned?**

• Record your conversation with the client as a contact on the claim.
• Discuss with your leader how to approach the transition conversation at the next Recovery Check In.
• Add a note in the description field to the next Recovery Check In to remind you to if appropriate considering revisiting transitioning the client.

This process ends.

NOTE **What if you are a Recovery Coordinator or Partner and are unable to contact the client?**

• Attempt a maximum of 2 contacts over 2 full working days before leaving a voicemail or sending a notification to request client contact.
• If you are unable to reach the client, extend the task for additional 2 working days and note in the task description that this is the 2nd attempt to contact the client.
• On the task due date and if there is been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach then by phone letter.
• Extend the task date as appropriate to take into account postal delivery and note in the task description this is the 3rd attempt to contact the client and the CM04 letter has been sent.
• On the task due date and if there is no contact from the client and they are continuing to receive support, discuss with your team leader to determine next steps. You may also consider seeking internal guidance.
• If you're in Partnered and no contact is made with the client after three attempts, you must contact the provider, GP or other verified contact on the claim.

NOTE **What if you are a Recovery Assistant and are unable to contact the client?**

Recovery Assistants must make at least one attempt to contact the client to discuss the transition. If contact is unsuccessful this needs to be documented in the reminder action created in the steps 3.0b

NOTE **What if the client has a Complex Mental Injury and is being transitioned from Partnered to Assisted Recovery?**

• Client has an accepted claim
• The client does not have an active vulnerable indicator
• There are no risks noted in the report or by the provider
• The client is actively engaged in their therapy and well supported
• The client is receiving non complex supports and not financial support i.e. weekly compensation
• The client is not under 18 years of age

The decision to transition the claim is done collaboratively and must be discussed with the client and/or provider prior to transition.

NOTE **What if you are considering a transition from Assisted 1:1 to Supported Recovery?**

To view the considerations from transitioning from Assisted 1:1 to Supported Recovery, review 'Choosing the Right Recovery Team'.

Choosing the Right Recovery Team

b Based on the discussion you have had with the client, determine if they should be transitioned to a different Recovery Team which can better support their needs.

NOTE **What if the client is in Supported or Partnered Physical Injury and is 16 years or younger?**

Team Leader approval for the transition must be obtained prior to the transition to Assisted Recovery. Email your Team Leader the claim number, summary of the client situation and rationale for transition, with clear evidence that you have considered:

• The client’s whole situation including ease of communication with parents/guardians, current living situation and other indicators described in Note 1a of Referring children in potentially vulnerable situations.
• The stability of the current injury must be clear, with Clinical Services hotline input if the injury is not clearly progressing / resolving Seek Internal Guidance.

Team Leaders will consider the clinical needs, social needs and likelihood of a stable and sustainable return to independence for the child. Team Leader will respond by email with Approval or Declinature and recommended next steps.

If approved, update Life Areas in Salesforce with the date of the approval noting “Transition to Assisted Recovery Approved”. File the email away to the claim.
If declined, update the Recovery Plan to include recommended next steps.

Referring children in potentially vulnerable situations

Seek Internal Guidance

NOTE **What if you have determined the doesn't need to be transitioned?**

The client remains with the current Recovery Team. This process ends.

NOTE **What if there is an unmanaged Mental injury claim that is impacting the current managed claim?**

If recommendations have be made for support to be provided or considered on a claim with a sensitive indicator, follow the below steps:

1) The Recovery Team Member managing the physical injury claim should contact the client and discuss the recommendations.
2) Offer the client an opportunity to speak with a Recovery Partner to discuss what ACC support could be considered under the sensitive claim.
3) If the client agrees to having this conversation with the Recovery Partner, create an NGCM call back request task on the client's party record with the follow details
a. What has prompted this contact request
b. Brief summary of the client's situation
c. Contact to be made with client to discuss supports under sensitive claim and re-opening this.
4. Link the claim number to the task and transfer to the Partnered Recovery Department queue for allocation.

For the Recovery Partner:
5) Contact the client to discuss support and re-engaging under the sensitive claim.
6) If the client agrees to engage in support or wishes to continue with agreed next steps under the sensitive claim, the Recovery Partner should then consider whether whole of person conversation is appropriate now or once an engagement form has been received.
See Whole of Person Guidelines below.
7) Ensure the claim is open and assign to you if the client has agreed to engage in support.

If the client does not wish to engage with support under the sensitive claim, advise the Recovery Coordinator or Recovery Assistant of this outcome. Record your contact and close the task. Claim can be transfer into Actioned cases.

NOTE **What if you consider the claim should transferred to the Remote Claims Unit (RCU)?**

Go to (NGCM) Transition claim into Remote Claims Unit (RCU) process.

PROCESS Transition client into Remote Claims Unit (RCU)

NOTE **What if you consider the claim should be transferred to the Wellington Central Branch/Te Ara Tika team?**

Go to (NGCM) Transition Claim to Te Ara Tika.

PROCESS Transition Claim to Te Ara Tika

Whole of Person Guidelines

NOTE **What if you have received a 'General' task requesting a claim be transferred to Escalated Care Pathway (ECP)?**

Close open tasks on the Recovery Plan. Transition the claim and the 'General' task received from ECP to 'Escalated Care Pathway' department queue for the ECP team to manage using the following system steps.

If you need to contact or transfer a call to the ECP team you can call 07 848 7097 or email ECPTeam@acc.co.nz

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3.0 Transition claim to a Recovery Team

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Prepare the claim for transition. Follow the below appropriate note, these steps must be completed:

NOTE **What if you are preparing the claim to transition to Supported or Partnered?**

- Check shared inbox and file away any emails (see system steps below)
- Ensure no outstanding emails on the claim
- Ensure filing away is completed and document list is tidy
- Complete all actions due
- Complete all urgent or overdue work required (Including referrals and emails)
- Life Areas updated
- Recovery goal updated
- Client is aware of and happy to transition (if not successfully able to contact this is noted in the task)

NOTE **What if you are preparing a claim to transition from Assisted 1:1 Management to Supported?**

- Earner status & Fund code is correct.
- Cover is correct & there are no outstanding additional diagnosis to consider (if there are, ensure additional diagnosis process is underway, 'health' life area is updated, and appropriate cover decision task is on file).
- Consent accurate and is loaded in the consent tab (ACC6300 required after 12 months) – For further information please see the ACC Guidelines to obtain verbal or written authority
- All emails have been filed away to the claim and actioned/responded to.
- Filing away is updated and document list tidy (contact description, document description & properties)
- Complete any urgent or due actions (including referrals)
- Recovery goal is updated and accurate based on the information available.
- There is a Recovery Check in task on file, set for the next appropriate milestone.
- Agreed Intervention tasks are on file and target date is set correctly (if applicable)
- Provider has been made aware of transition (phone call or email).
- Client is aware and understands transition (if contact has been unsuccessful this needs to be clearly documented)

ACC Guidelines to obtain verbal or written authority

NOTE **What if you are preparing the claim to transition to Assisted?**
• Filling away completed and documents are tidy (see system steps for filing away below)
• All actions completed.
• All urgent or overdue work required is complete (including referrals and emails).
• Life areas updated.
• Recovery goal updated.
• No tasks overdue or due within 48 hours.
• Stakeholders (employer, provider etc) informed and information is updated i.e. participants.
• Remove any unnecessary Reminder tasks (i.e. waiting for report to arrive).
• Client is aware of and happy to transition.

If the client requires no further rehabilitation go to 'Identify a Client for No Further Vocational Rehabilitation'.
PROCESS Identify a Client for No Further Vocational Rehabilitation

NGCM Filing Away - System Steps

NOTE **What if the Recovery Plan requires updating?**
Go to the Create or Update Recovery Plan process
PROCESS Create or Update Recovery Plan

b Complete transition by following the below appropriate note:

NOTE **What if the kiritaki is being transitioned to Hāpai?**
Once availability has been confirmed, contact the kiritaki to offer Hāpai Hāpai conversation guide.pdf

Kaihāpai will then add the Hāpai indicator once they have been allocated the claim per Add Hāpai Indicator (sharepoint.com)

Add Hāpai Indicator
https://accnz.sharepoint.com/sites/TeWhariki/SitePages/Add-a-H%C4%81pai-Indicator.aspx

NOTE **What if you are transitioning a claim to Supported or Partnered**
From the Salesforce Recovery Plan, add a Reminder Action and set the action due date to today then enter the following information into the description field:

• Send a notification to the client advising them of your contact details (Management team change notification).
• Provide your rationale for transitioning the claim.
• If applicable, state next actions.
• In Eos, transfer the claim to the appropriate department queue. See Transfer a claim system steps below.
*If the information exceeds the reminder character limit of 1500 characters then record the rational for the transition in the 'Engagement' life area and note this in the reminder action.

If you are transitioning the claim to Partnered Recovery and need to advise if the claim needs to be allocated to the Mental Injury or Physical Injury team please email WFM@acc.co.nz

NOTE **What if you are transitioning a claim to Assisted**
• Notify provider/employer (if appropriate) of the transition and provide Assisted Recovery's details.
• In Salesforce, in the engagement life area record the transition rationale.
• In Eos, transfer the claim to Assisted Recovery.
• Ensure you have provided the client with Assisted Recovery's contact details either via phone, email or text notification.

NOTE **What if you are transitioning a claim from Assisted 1:1 to Supported?**
In Salesforce, from the recovery plan, create a reminder action task and copy and paste in the below template (edit the template with client contact and your rationale).

General Criteria transition:

TRANSITION FROM ASSISTED 1-1 TEAM

RATIONALE:

CLIENT ADVISED: YES/NO

PROVIDER ADVISED: YES/NO (if yes, note provider details)

Send notification or contact client (and provider, if applicable) to advise of your contact details.

90 day Criteria Transition:

TRANSITION FROM ASSISTED 1-1 TEAM

This claim meets the over 90 WCDP guidelines

RATIONALE:

CLIENT ADVISED: YES/NO

PROVIDER ADVISED: YES/NO (if yes, note provider details)

Send notification or contact client (and provider, if applicable) to advise of your contact details.

• In Salesforce, copy and paste your transition rationale into the ‘Engagement’ area
• In Eos, transfer the claim to the Supported Recovery department queue. For System Steps to do this, • please review Transfer a claim (Eos Online Help)

Transfer a claim (Eos Online Help)

Create a Notification - System Steps

NOTE **What if the client is continuing to receive one to one management but being transitioned to a new Recovery Coordinator/Partner?**
Prepare the claim for transition as per the above preparation note.

From the Salesforce Recovery Plan, add a Reminder Action and set the action due date to today then enter the following information in the description field:

• Send 'Management team change' notification to the client
• Provide your rationale for transitioning the claim
• If applicable, state next actions.
• Email WFM@acc.co.nz if there are any allocation requirements (eg. location, gender, cultural capability)

NOTE **What if your client is transitioning from Supported or Partnered Recovery and receives Medical Consumables through Community Client/Onelink?**
Ensure any 'work items' awaiting approval are processed prior to transitioning the claim and that relevant Providers/ Assessors are aware of the change of Recovery Team to ensure they select the correct approver for future requests.

NOTE **What if the client is being transitioned from Enabled to Assisted?**

I am a Recovery Administrator:

• In Eos, transfer the claim to the Assisted Recovery Department queue.

• Send 'Management team change' notification to the client with Assisted's contact details.

• If the claim has been incorrectly put in Enabled Recovery and a Welcome Conversation is required to complete the initial set up, create a NGCM Welcome Conversation task in Eos. Note in the description the reason for the transition.

• If the claim needs to be transitioned due to no longer meeting Enabled criteria (refer to Choosing the right Recovery Team), create the Recovery Plan in Salesforce. Add a Recovery Check In action (see create or update Recovery plan) and note in the description the reason for the transition.

I am a Recovery Assistant:

• In Eos, transfer the claim to the Assisted Recovery Department queue.

• Send 'Management team change' notification to the client with Assisted's contact details.

• If the claim has been incorrectly put in Enabled Recovery and a Welcome Conversation is required to complete the initial set up, attempt Welcome Conversation and set up the Recovery Plan accordingly.

• If the claim needs to be transitioned due to no longer meeting Enabled criteria (refer to Choosing the right Recovery Team), attempt a full Recovery Check in, if the client is an earner collect all Employment information e.g. Job title, job tasks and contact details for Manager and update the Recovery Plan accordingly.

• If the client is an earner attempt Employer Welcome Conversation and update life areas with relevant information.

PROCESS Create or Update Recovery Plan

NOTE **What if the client is being transitioned to Enabled?**

• In Salesforce, complete all actions on the Recovery Plan timeline and mark as 'complete' or 'no longer relevant' (it is preferred that there are No open tasks for on-going claims management for clients with claims in Enabled Recovery).

• In Eos, transfer the claim to Enabled Recovery Department queue.

• Send 'Management team change' notification to the client.

Transfer a claim (Eos Online Help)

NOTE **What if you're transferring a claim from BAU to a Recovery Team?**

In Eos, transfer the claim.

Move a claim from BAU to NGCM

Run or Edit Engagement Model Decision (EMD)

PROCESS **Allocate Claim**
Real-time workforce analyst

PROCESS **Conduct Welcome Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Conduct Recovery Check-in Conversation**
Recovery Assistant, Recovery Coordinator, Recovery Partner

Timeframes

Activity	Incl.	Active Time	Wait Time
Track Recovery	✕	-	-
Conduct Recovery Check-in Conversation	✕	-	-
Conduct Welcome Conversation			

	✕	-	-
Allocate Claim	✕	-	-
Conduct Welcome Conversation	✕	-	-
Conduct Recovery Check-in Conversation	✕	-	-