Arrange Behaviour Support Service v21.0

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ACC > Claims Management > Manage Claims > Manage Social Interventions / Supports > Arrange Behaviour Support Service
Uncontrolled Copy Only : Version 21.0 : Last Edited Thursday, 23 November 2023 1:35 PM : Printed Friday, 8 December 2023 10:23 AM
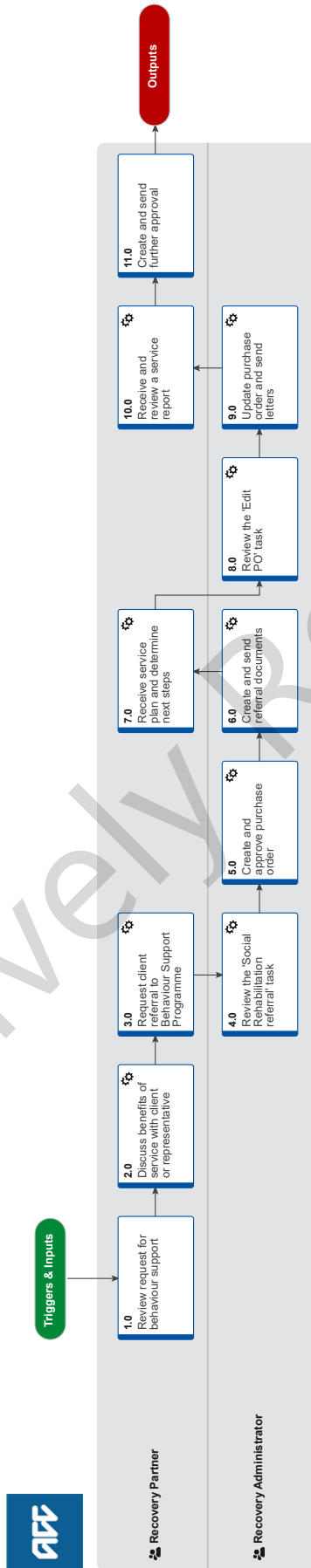
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Arrange Behaviour Support Service v21.0

Summary

Objective
To arrange a Behaviour Support Services programme.

The service is designed to prevent and reduce significant behaviours of concern by providing a specialist interdisciplinary psychological programme of support to the client, their family, whānau and carers with the goal of increasing their resilience and enhancing their quality of life.

Background
The service is for clients struggling with the behavioural consequences of their injury.

The behaviours of concern can lead to situations that go from unwelcome and disturbing to unmanageable and intolerable.

Behaviour Support Service is delivered by specialist psychologists leading and interdisciplinary team of occupational and speech language therapist and social workers.

They work with both the client and the people around them to
- identify events or circumstances that trigger undesirable behaviours
- devise strategies to minimise exposure to trigger events and moderate the response to trigger events.

The service includes coaching in positive behaviour support skills and strategies.

Owner   Name Withheld
Expert   Name Withheld

Procedure

1.0 Review request for behaviour support
Recovery Partner

a Review the request for behaviour support.

> **NOTE** **What types of requests may be received?**
> • ACC4202 - Support Needs Assessment - Adult
> • ACC4501 - Support Needs Assessment - Child & Youth
> • Assessment describing behaviours of concern which could include Neuropsychological, Psychiatric, Education, discharge or other medical or rehabilitation assessment/report.

> **NOTE** **If people other than clinicians identify behaviours of concern, seek the advice of your team leader.**

b Confirm the client's need for the support by understanding the benefits of this service and considerations for initial discussions with client and family.

> **NOTE** **If you need more information about Behaviour Support Services, go to the Behaviour Support Service page or the Service Schedule for Behaviour Support Service link below.**

📄 Behaviour Support Service Service Page

📄 Service Schedule for Behaviour Support Services

c Confirm the client's eligibility for the Behaviour Support Assessment.

> **NOTE** **What are the criteria for this service?**
> ACC clients who have sustained an injury including but not limited to a brain injury or comparable injury and there is evidence of behaviours of concern.

> **NOTE** **What do you need to consider when the entitlement request is received and deemed cover exists?**
> Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

📄 Deemed Cover and Entitlements Policy

2.0 Discuss benefits of service with client or representative
Recovery Partner

a Contact the client or nominated representative, eg, family/whanau.

b Confirm you are speaking with the right person or representative by asking ACC's identity check questions.

📄 Identity Check Policy

> **NOTE** **What if the client requests the Recovery Team Member to discuss the treatment request with another person?**
> Go to Obtain Authority to Act (ATA).
> 📄 **PROCESS** Obtain Authority to Act (ATA)

> **NOTE** **If the client is a child, ensure you are speaking with the child's guardian ie Parent, Oranga Tamariki.**

c Check that the client has provided consent to collect and share information.

📄 View Client Consent

> **NOTE** **What if the client has not provided consent?**
> Go to Obtain Client Authority to Collect Information.
> 📄 **PROCESS** Obtain Client Authority to Collect Information

d Explain that you are referring the client for the Behaviour Support Service, the reasons for the programme and how the programme could assist them.

> **NOTE** **What if the client is in a vulnerable situation?**
> If you know your client is currently in a vulnerable situation, you can set up a case conference with relevant service suppliers.
>
> Bring everyone up to date on your client's vulnerable situation, so everyone can collectively decide how best to proceed.
>
> To pay the supplier for attending the case conference, set up a Purchase Order using the case conference code CASEC.

NOTE **How do you explain why the services are needed?**

ACC has received a report that suggested the client and family would benefit from the service because there are some behaviours that are causing concern and making life difficult.

NOTE **What does the Behaviour Support Service do?**

The service provides psychological services and is delivered by psychologists and where needed occupational therapists, speech-language therapists, and social workers. All have specialised in behaviour support services.

NOTE **What parts of the service do you need to discuss with the client?**

The psychologist will meet with the client, their family and other key people in their support circle to
• determine what might be causing the behaviours of concern, and
• develop a support plan to help reduce or remove the behaviours of concern.

Sometimes everyone needs to learn new ways of behaving.

Once the plan is agreed with the client and their family the psychologist's shares it with ACC to ensure the services are approved and funded. The services are then delivered.

The psychologist has to report to ACC every three months.

The Behaviour Support Service is very specialised, and ACC respects the psychologist and the team's expertise.

e Check that the client or representative understands the benefit of the service, along with the client's rights and responsibilities.

NOTE **If the client or their family don't want the service, seek the advice of your team leader.**

📄 Client Legislative Rights and Responsibilities Policy

f In Salesforce, add a Contact Action as a record of the conversation with the client or representative.

g Add the agreed intervention to the Recovery Plan.

NOTE **How do you update the Recovery Plan?**

Go to Create or Update Recovery Plan.

📄 **PROCESS** Create or Update Recovery Plan

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3.0 Request client referral to Behaviour Support Programme
Recovery Partner

a Identify suppliers in the clients area from the BSS Suppliers Locations Map.

NOTE **How do you give the client a choice?**

Talk with the client and the family about the available suppliers. Provide them with a list. If they are interested, they can contact each supplier prior to the referral being sent. Once they are sure a referral can be sent.

NOTE **What if the client has had BSS before?**

If the client has received a BSS service within the last 12 months and they insist that they continue with the same supplier, then we will honour their request and send the referral to the previous supplier.

If it has been longer than 12 months, the client and/or their representative must choose from the available local suppliers.

📄 Behaviour Support Service Supplier Locations Map NZ

b In Eos, add the vendor as a participant on the claim. This enables Recovery Administration to validate the email and then email the Purchase Order directly from Eos if required.

📄 Manage Participants (Eos Online Help)

c Create a document group called 'Behaviour Support Services Referral' and add the month/year.

📄 Manage document groups

d Find all the documents that need to be sent along with the referral.

NOTE **What documents do you send with the referral?**

• Training for Independence/Training for Advisory Services report progress/completion
• Support Needs Assessment report
• School reports (if on file for child)
• Psychology reports (if on file)
• Recovery Plan (RP) and/or prior to 01/08/19 Individual Rehabilitation Plan (IRP).

Make sure you exclude any unnecessary sensitive personal information.

NOTE **What do you do if you don't have all the information to complete the referral?**

To request further information, go to Gather Additional Information or Advice.

Once you have requested the information required, create a reminder action, set the target date for when you expect to receive the information.

📄 Gather Additional Information or Advice

e Perform privacy checks on documents.

📄 Privacy Check Before Disclosing Information Policy

NOTE **What do you need to check?**

Ensure documents:
• are relevant to the referral
• do not contain any third-party information
• do not contain any unnecessary sensitive personal information.

For details on what checks you need to complete before sending documents out, refer to NG SUPPORTING INFORMATION Inbound and Outbound Document Checks.

📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

NOTE **What if you find information that needs to be redacted?**

Send an email to Recovery Administration (recoveryadmin@acc.co.nz) and include the document to be redacted plus your redaction instructions, before adding the document to the document group.

📄 NGCM - Redact information from PDF documents

f Add the documents to the document group.

NOTE **What if there are documents from other claims that are relevant to the assessment?**

When a request for a referral is required and the supporting documents are on another claim, it is important to transfer the documents to the relevant claim. This will ensure the right documents support the recovery decisions for each claim. To transfer documents from one claim to another:

• Create a bulk print of all documents on the other relevant claim and complete mandatory fields and description
• Open PDF document from email link
• File the PDF away to the relevant claim
• Repeat these steps if there is relevant documents on multiple relevant claims

The PDF should also be renamed something short but relevant, and identify which claim number the information came from, so it is included/printed in further referrals or copy files. E.g. Medical records and reports from claim: 100XXXXXXXX

Please do not create a bulk print on one claim and then move it to another claim, renaming it and using it in a referral for advice as it will not appear in any file copy subsequently used.

g Generate a 'Social Rehabilitation referral' task to Recovery Administration for a 'Behaviour Support service', refer to the system steps below.

📄 Creating Manage Referral Tasks - System Steps

NOTE **What information do you need to include in the task/e-form?**

Refer to the 'Manage Referral Task Templates' document.

📄 Manage Referral Task Templates

📄 Disclosure of Care Indicator Information to Third Parties Policy

NOTE **What do you do if Mental Injury Claim information needs to be sent with a Referral from a Physical Injury Claim?**

In Eos, manually transfer the Referral Task generated to the Recovery Administration department with the Sensitive Claims Administrator Role

📄 Referring Tasks to Recovery Administration - Principles

NOTE **What are the SLAs?**

The referral tasks route to the Administration team with an SLA of 24 hours.

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4.0 Review the 'Social Rehabilitation referral' task
Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select 'Do Task' from your task queue.

b Review the task to ensure it has the required information to complete the referral form.

NOTE **What if you don't have all the information you need?**

If required information is missing from the task, or you need guidance on working within the Administration Team, refer to the link below

📄 Principles of Working in the Administration Team

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5.0 Create and approve purchase order
Recovery Administrator

a In Eos, generate a Purchase Order for the BSS referral.

📄 NG GUIDELINES Purchase Order Details - Behaviour Support Service

b Identify the selected vendor as specified by the Recovery Team member.

NOTE **What if a vendor has not been specified?**

It is essential that the referral is discussed with the provider prior to sending a referral. If this information is missing you'll need to confirm with the RTM See Principles of Working with the Administration Team linked below.

📄 Principles of Working in the Administration Team

📄 Contracted Suppliers by Geographic Area of Coverage

c Approve the Purchase Order.

📄 Service Contracts and Contracted Providers - MFP spreadsheet

📄 Purchase Order - Handy Hints on how to create and edit POs

📄 Update Limited Payment List Indicator to Authorise Purchase Order - System Steps

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6.0 Create and send referral documents
Recovery Administrator

a In the Purchase Order, generate the ACC7993 Behaviour Support Service referral and add information into sections 1-15 as per the task.

📄 ACC7993 Referral to Behaviour Support Service

b Create SIS46 letter for the vendor and the SIS47 letter for the client.

📄 SIS46 Behaviour Support Service funding approved letter - vendor

📄 Admin Template - SIS46 VEN - Approval of Behaviour Support Service

📄 SIS47 Behaviour Support Service referral confirmation letter - client

📄 Admin Template - SIS47 Behaviour Support Service - Client

c Perform privacy checks using Inbound and outbound document checks.

📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

📄 Privacy Check Before Disclosing Information Policy

d Create email using the Requests and referrals template and attach the referral and document group, ensuring the ACC7993 is included in the document group.

📄 NGCM - FINAL emailing from Eos using a template - System Steps

e Send the SIS46 letter and document group to the vendor.

NOTE **What if the Vendor requires the documents to be sent via courier?**

Go to Prepare and Send Client Information by Courier process.

📎 PROCESS Prepare and Send Client Information by Courier

f Send the SIS47 Behaviour Support Service referral confirmation letter to the client.

📄 Email and Instant Messaging Policy

g In Salesforce, close the assigned referral task.

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7.0 Receive service plan and determine next steps
Recovery Partner

a Review the ACC7994 Behaviour Support Assessment and Plan to be sure that the proposed actions will actively help your client and others they live with.

NOTE **What if the Behaviour Support Plan is too vague or you're not sure how the proposed actions will help your client?**

Contact the supplier and ask them to improve the clarity and detail in the Behaviour Support Plan and to resubmit. The time spent is at supplier's cost.

NOTE **What if you need help make a decision to approve the services recommended?**

Talk to your Team Leader first, then use the Recovery Support Decision Tree to help with next steps.

📄 Delegations Framework

b Perform privacy and relevancy checks on the received report.

📄 NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

c Check travel costs including e-tickets for any air travel when the service supplier has completed all travel associated with the assessment.

NOTE **What if you are unsure whether to approve?**

1) Compare the price shown on the e-ticket with the air travel estimate from the service supplier.
2) Call the service supplier for an explanation of any significant variance between the original estimate and the actual price shown on the e-ticket.
3) Upload the e-ticket to the client's claim file - enter the document tag as [Air travel e-ticket for BSS].
4) Record the reasons for the price variance using the Contacts feature in Eos if required.

📄 Recovery Support Decision Tree

d Send the client or representative a copy of the ACC7994 Behaviour Support Combined Report.

NOTE **What if you think there is information in the report that needs to be discussed with the client or representative before sending?**

Contact client/representative to discuss.

e Check and update the agreed intervention dates in the Recovery Plan.

f In Eos, create and send a NGCM - Edit Manage Referral Purchase Order Task to Recovery Administration and include the following information:

• purchase order number
• date range
• service item codes
• provide the key worker name, if known
• advise Admin to generate the SIS45 approval letter to the client with the goals clearly specified in the ACC7994 Behaviour Support Combined Report.

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8.0 Review the 'Edit PO' task
Recovery Administrator

a Following the task assignment in Salesforce, navigate to Eos and select 'Do Task' from your task queue.

b Review the task to ensure it has all the information you need to proceed.

NOTE **What if you don't have all the information you need?**

If required information is missing from the task or you need guidance on working within the Administration Team, refer to the link below.

📄 Principles of Working in the Administration Team

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9.0 Update purchase order and send letters
Recovery Administrator

a In Eos, update the purchase order as per the task instructions.

b Approve the Purchase Order.

NOTE **What if you do not have the delegation to approve the Purchase Order?**

Save the Purchase Order. Create and send a Request Authorisation task to a Recovery Administration Leader for a Purchase Order approval.

Refer to the link below for further information.

📄 Request Authorisation for a Purchase Order - System Steps

c Send the vendor an email using the Purchase Order Approval / Extension template in the systems steps below.

📄 Emailing from Eos using a template - System Steps

d Generate the SIS45 letter to the client unless advised NOT to by the Recovery Team Member.

NOTE **How do you prepare the Behaviour Support Service funding approval letter?**

Prepare the SIS45 Behaviour Support Service funding approval letter to the client advising them of
• their agreed goals as outlined in the ACC7994 Behaviour Support Plan.
• the approved hours of service they will be receiving including any additional service codes.

Ensure the letter shows the correct vendor.

Upload the completed letter into your client's claim file in Eos, the name to select for uploading is 'Behaviour Support Funding Approved - client letter'.

📄 SIS45 Behaviour Support Service funding approved letter - client

📄 Admin Template - SIS45 CLT - Approval of Behaviour Support Service Plan

e Send SIS45 letter to the client.

📄 Email and Instant Messaging Policy

f In Salesforce, close the assigned referral task.

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10.0 Receive and review a service report
Recovery Partner

a Receive notification of a Behaviour Support Service report.

NOTE **What if the report is loaded to Eos as an ACC7994 Behaviour Support Assessment and Plan but is actually a Progress report (ACC7995) or a service review report (ACC7996)?**
Re-label the report in Eos.

It's important that the reports are loaded under the correct ACC form number as we use that as part of our performance monitoring of timeliness and frequency.

b Read the report and consider any recommendations made by the service provider.

NOTE **What if a ACC7996 Behaviour Support Service Review report has further recommendations?**
Determine whether the recommendations are appropriate.

The following recommendations can be considered:
• extension to the current Behaviour Support Programme
• approval of a Outcome Support and Monitoring service to be provided.

NOTE **What if a ACC7997 Behaviour Support Rapid Intervention report has further recommendations?**
Determine whether the recommendations are appropriate.

The following recommendations can be considered:
• approval of a new Behaviour Support Programme
• approval of a Outcome Support and Monitoring service to be provided.

NOTE **What if a ACC8000 Behaviour Support Ongoing Support and Monitoring Completion report has further recommendations?**
Determine whether the recommendations are appropriate.

The following recommendations can be considered:
• approval of a new Behaviour Support Programme.

c Contact the client or the representative to discuss the progress. Confirm you are speaking with the right person or representative by asking ACC's identity check questions.

NOTE **What if the client or their representative disagrees with the supplier's recommendation?**
Contact the supplier to refer the disagreement back to them. The supplier should not submit a report when the client or their representative disagrees with any recommendation.
Continue to Task d.

If the disagreement continues to be unresolved seek advice from your team leader.

Do not create or amend the purchase order until an agreement is reached.

NOTE **If the client or their representative continues to disagree with the supplier's recommendation, consult with your Team Leader.**

📄 Identity Check Policy

d In Salesforce, add a contact to record the conversation with the client.

e Update the agreed intervention in the Recovery Plan where appropriate.

NOTE **If there are no further recommendations, this process ends.**

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11.0 Create and send further approval
Recovery Partner

a Generate a NGCM - Edit Manage Referral Purchase Order Task requesting Admin amend the purchase order to reflect any agreed changes and include the following information:

• purchase order number
• date range
• service item codes
• advise Recovery Admin whether or not they need to send the client the SIS45.

The process will flow back to Activity 8.0.

NOTE **When should the SIS45 letter be sent?**
A letter is required when the
- Behaviour Support Service timeframe is extended
- Client has been approved to receive the BSS Outcome Support and Monitoring Service.

NOTE **When should the SIS45 letter not be sent?**
A letter is not required when
- The support hours in the service have been increased but the end date stays the same.
- Additional codes covering different providers have been added.
- The supplier's air travel and accommodation has been approved.

NOTE **If you need to set up a new Behaviour Support Programme, go to Activity 1.0 to set up a new BSP for the client.**

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