

## Summary

### Objective

Artificial Limb Services provide clients who have lost a limb with an artificial limb or prosthetic appliance to meet their individual needs and restore their independence to the maximum extent practicable.

The New Zealand Artificial Limb Service (NZALS) is the sole contracted supplier of prosthetics to ACC. NZALS source limb components from local and international suppliers, fabricate limbs, fit them to clients and provide support and training in how to use the limb.


**Owner** Name withheld

**Expert** Name withheld

## Procedure

### 1.0 Who is this service for?

- a The Artificial Limb Service is for clients who have had limbs or fingers amputated as a result of an injury. NZ Artificial Limbs Service has branches throughout NZ. The NZALS website provides all the contact details.

 NZ Artificial Limbs Service website  
<https://www.nzals.co.nz/about-us/>

### 2.0 Key features

- a The key features of the Artificial Limb Service are:
  - assessment reports
  - supply and fitting of new artificial limbs and prosthetic fingers
  - replacement of existing artificial limbs and prosthetic fingers
  - repair of artificial limbs and prosthetic fingers
  - managing clients' individual rehabilitation plans.

 Goals of the Artificial Limb Service

 Amputation abbreviations for artificial limbs

### 3.0 Eligibility criteria for purchasing prosthetics

- a Referrals for primary limbs must be made by a medical specialist. Where a client has already made contact with the Artificial Limbs Service, ALS will work with the client to facilitate an appropriate referral pathway.
- b ACC will pay the full cost of providing a prosthetic for clients who meet all of the following criteria:
  - the prosthetic is required as a result of an injury
  - the claim has been accepted for cover
  - the client has been assessed as needing the prosthetic by the NZALS Limb Centre Clinical Team
  - the prosthetic is necessary, appropriate, and of the required quality to help the client regain their independence.

ACC will pay the full cost of repair or replacement if a limb is damaged and the damage is a new personal injury accepted for cover, i.e. a new claim.

 Cover criteria for dentures and prostheses Policy

- c Prosthetic fingers

ACC can provide silicone prosthetic fingers for clients who have lost fingers as a result of an injury.

### 4.0 Extent of ACC's liability fund


- a Delegations and prices for artificial limbs

 Claims Management Delegations  
<https://accnz.sharepoint.com/sites/ClientManagement>

 When to Provide an Aid or Appliance Policy

### 5.0 Payment rates for reports and services

- a The Artificial Limb Service Schedule is available for download and includes all service item codes.

 Artificial Limbs Service Schedule

### 6.0 Payment for new or replacement artificial limbs

- a Use the following notes to determine the action after receiving an invoice for artificial limbs;

**NOTE** What if the invoice for a new or replacement artificial limb is the same as or less than the approved amount?

Pay the invoice within 30 days of the invoice date.

**NOTE** What if the invoice for a new or replacement artificial limb is higher than previously approved?

The case owner must gain a written explanation from the limb centre prior to payment

- the invoice must be paid within 30 days of receiving a satisfactory explanation.

### 7.0 Approvals

- a Approval must be obtained from ACC for all artificial limb services prior to any services being provided to clients. ACC also requires that any requests for non-contracted artificial limbs services are forwarded to the ACC Portfolio Team for consideration. This is to ensure that the correct processes have been followed to identify and resolve any issues between the client and the contracted supplier of artificial limb services prior to other options being explored.
- b ACC114 Rehabilitation Plan: this is a detailed plan which should outline ongoing support that will be provided to the client beyond the primary limb assessment. This should be developed in consultation with the client and ACC before the primary limb fitting takes place.
- c When the ACC114 is received from the Artificial Limbs Centre, the Recovery Team Member should send an email approving the plan, or contact the Artificial Limbs Centre with any queries if the plan requires further discussion.

## 8.0 Approval for High Technology Artificial Limb Applications

- a** Requests where any one component is more than \$15,000 must be sent to [prior.approval@acc.co.nz](mailto:prior.approval@acc.co.nz) for approval.

Emails are titled "High Technology Artificial Limb Request" in the subject line. The email must have the following documents attached:

- High Technology Application
- ACC114 Artificial Limbs Rehabilitation Report
- ACC115 Artificial Limbs Assessment Report

Requests will be managed by a centralised Treatment and Support team across Hamilton and Dunedin

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Proactively released