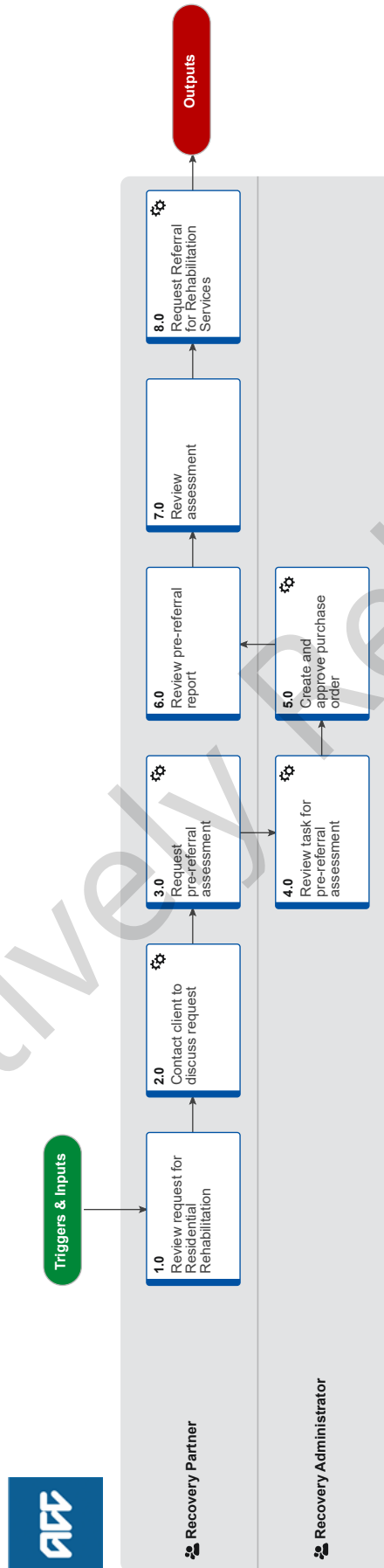


Assess and Arrange Residential Rehabilitation Services for Sensitive Claims v14.0



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Summary

Objective

To assess and arrange Residential Rehabilitation Treatment for Complex Mental Injury clients.

Background

Clients with complex mental injuries may need residential rehabilitation services support to help with their recovery, but before this is put in place the client must meet a criteria.

Residential Rehabilitation is inpatient rehabilitation used for clients who need around-the-clock therapeutic care for mental health issues.

Owner Name Withheld

Expert Name Withheld

Procedure


1.0 Review request for Residential Rehabilitation

Recovery Partner

- a** Review request for Residential Rehabilitation.

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

- b** Review the claim.

NOTE **What should you be checking for in the claim?**

- The client has an accepted claim for mental injury caused by sexual abuse/assault
- The current mental injury is clearly related to the event(s)
- Evidence that client has not improved with outpatient or community based treatment and/or persistent concerns for safety
- Whether there are other sensitive claims, or open physical injury claims.
- Whether a current ACC6300 form is on file.

NOTE **What if the cover status is 'Held' or 'Declined'.**

Issue an ENT05 Cover Decision Pending letter to the client and refer the client for a psychiatric assessment for cover and residential treatment. Go to Arrange Psychiatric Assessment process. Return to this process once report is received.

 **PROCESS** Arrange Psychiatric Services

- c** Send the client a notification acknowledging receipt of the request.

2.0 Contact client to discuss request

Recovery Partner

- a** Contact the client or ATA to discuss their request for Residential Rehabilitation.

NOTE **What if you are unable to contact the client?**

1) Attempt a maximum of two contacts over two full working days before leaving a voicemail or sending a notification to request client contact.

2) If you are unable to reach the client, extend the task for an additional two working days and note in the task description that this is the second attempt to contact the client.

3) On the task due date and if there has been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach them by phone letter. The CM04 letter will be populated with client injury details, however you need to update the letter as follows:

'We recently tried to contact you about your injury that happened on [date of accident auto]. I tried calling you to talk about how we may be able to help you recover from your injury/injuries, but haven't managed to get in touch. It would be good to hear from you on how you are progressing or discuss what other support we could offer, please give me a call or email me to arrange a convenient time for me to call you back.'

4) Extend the task date as appropriate to take into account postal delivery and note in the task description this is the third attempt to contact the client and the CM04 letter has been sent.

5) On the task due date and if there has been no contact from the client and they are continuing to receive support, seek internal guidance to determine next steps.


6) If you're in Partnered and no contact is made with the client after 3 attempts, you must contact the provider, GP or other verified contact on the claim.

- b** Complete the relevant security questions to confirm you are speaking with the correct person.

 Identity Check Policy

NOTE **What if the client would like you to talk with another person, but there is no ATA on record?**

Go to Obtain Authority to Act (ATA), then return to this process.


 **PROCESS** Obtain Authority to Act (ATA)

- c** In Eos, check the claim for client consent to collect and share information.

 View Client Consent

NOTE **What if the client hasn't provided consent?**

Go to Obtain Client Authority to Collect Information and return to this process.

 **PROCESS** Obtain Client Authority to Collect Information


3.0 Request pre-referral assessment

Recovery Partner

- a Contact the residential care facility to discuss the appropriateness of the client requiring services provided through their facility.

NOTE How do you find a residential care facility?

Go to MFP and search by Contract and then Contract Class: Sensitive Claims Residential Rehab Service,

-  Service Contracts and Contracted Providers - MFP spreadsheet

- b In Salesforce, add a contact to record the conversation with the residential care facility and their acceptance of the pre-referral assessment.


- c In Eos, at Recovery Plan level, 'Add Activity' and select 'NGCM Admin Request' task.

NOTE What should you include in the task?

Include the following:


- Supplier (Residential Care Facility Name)
- Service Code - CR10 (Comm & Resident Sensitive Claims Pre-referral assmnt - Residential/ Inpatient Care - Social)
- any agreed travel and accommodation (refer to the contract for service codes and pricing)
- Start Date of Approval: *Date of Pre-referral Case Conference*
- End Date: 1 Month
- Approval letter to the Vendor, use the GT01a - Generic Letter price per unit.

Link any documents or referral forms to the task.

-  Service Schedule - Sensitive Claims Residential Rehabilitation
<https://www.acc.co.nz/assets/contracts/scrr-service-s>

NOTE What if the client has a Care Indicator?


You need to clearly outline this in the referral. Refer to the 'Disclosure of Care Indicator to third parties' policy below for more information on how the information is disclosed.

-  Disclosure of Care Indicator Information to Third Parties Policy

- d Add the residential facility as a participant on the claim.

NOTE How do you add a participant to the claim?

Refer to the Add a participant system steps below.

-  Add a participant



4.0 Review task for pre-referral assessment

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.



5.0 Create and approve purchase order

Recovery Administrator

- a In Eos, create a purchase order as specified in the task.
 -  Creating purchase orders using general + QE
 -  Purchase Order - Handy Hints on how to create and edit POs
- b Identify and select the vendor as specified in the task.
- c Approve the purchase order.

NOTE What if the purchase order requires a higher delegation?

Save the purchase order and refer to the system steps below for further guidance.

-  Request Authorisation for a Purchase Order - System Steps
- d Email the residential facility using the email template (ensure to include a screenshot of the Purchase Order, which shows the Unit Price and Total Value of the Purchase Order).
 -  Emailing from Eos using a template - System Steps


6.0 Review pre-referral report

Recovery Partner

- a Review the pre-referral report from the residential care facility.
- b Arrange a Psychiatric Assessment for Residential Treatment.

NOTE How do you arrange and Psychiatric Assessment for Residential Treatment?

Go to the Arrange Psychiatric Services process - return to this process.

-  **PROCESS** Arrange Psychiatric Services

7.0 Review assessment

Recovery Partner

- a Review the assessment and confirm the following:
 - There is a clear link between the event and diagnosis and/or symptoms disorders or symptoms relating to or not relating to the event
 - Current situation
 - Treatment to date
 - The three most appropriate treatment optionsIf inpatient treatment is recommended, what is the expected treatment goals and expected timeframe for the client to be in the facility.

NOTE What if the assessment report does not recommend residential rehabilitation?

Go to Seek Internal Guidance, Activity 4.0

-  **PROCESS** Seek Internal Guidance

- b Contact the client or authorised representative to discuss the support.

8.0 Request Referral for Rehabilitation Services

Recovery Partner

- a Contact the Residential Facility to let them know the outcome of the psychiatric assessment.

NOTE What do you need to confirm when contacting the Residential Facility?

When contacting the Residential Facility:

- Confirm when the client can be admitted - this admission date will be the start date of your Purchase Order.
- Confirm the Level for Service (1, 2, or 3).

You must advise the Residential Facility that the Purchase Order will be initially approved for a period of 12 months. If further services are required beyond the initial 12 month approval, an extension will be made closer to the expiry of the initial approval.


Advise the Residential Facility that a copy of the assessment will be sent together with the approval, along with any relevant Internal Guidance comments.

- b** Contact the client to discuss the admission, and arrange travel based on the client's requirements.
- c** In Eos, at Recovery Plan level, 'Add Activity' and select 'NGCM Admin Request' task to request the referral for rehabilitation services.

NOTE What do you need to included or attach to the referral task?

Include the following:

- the Pre referral assessment report
- Current treatment reports such as the most recent ACC6428 Wellbeing Plan and any recent Progress Reports.
- an assessment report by an independent psychiatrist confirming the client meets the specifications for access to the service
- recommendation of the Service Level
- the client's Cover Report or equivalent document
- a completed ACC6300 consent for the collection and release of information
- If you are referring to Te Whare Mahana, you will also need to complete their referral pack. This can be found online.
- If you are referring to Ashburn Clinic, you will need to complete their initial referral form. This is linked below.


 Service Schedule - Residential Rehabilitation Services for Sensitive Claims
<https://www.acc.co.nz/assets/contracts/scrr-service-s>

 Te Whare Mahana Online Referral Pack
<https://www.twm.org.nz/national-dbt-service/referrers>

 Ashburn Clinic Initial Referral Form

NOTE How do you arrange travel for the client?

Refer to the relevant ancillary processes - Arrange Ancillary Flight Services

-  **PROCESS** Arrange Ancillary Flight Services