





## Summary

### Objective

To capture ACC45, ACC46 and ACC46N manual claim forms received via email into Eos on behalf of the provider and then prepare the forms for further document management. This can also include forms that a Provider faxes to ACC which are received as an email.

### Background

A Provider has submitted a claim form to ACC manually by emailing it directly to ACC.

Emailed manual claims are completed in a priority order of:

1. Accidental Death Unit Requests (ACC21)
2. Maternal Birth Injuries
3. Early Cover Requests (ACC7422)
4. Pre-1982 Claims
5. Treatment Injury (ACC2152)
6. Sensitive Claims
7. Assistance Required/Time Off (ACC18)

**Global Process Owner** Name Withheld

**Global Process Expert** Name Withheld

**Variation Expert** Name Withheld

## Procedure

### 1.0 Receive claim

#### Lodgement Administrator

- a** Filter the Registration Inbox to prioritise the processing order.
- b** Read the email content and attachments.

**NOTE** What if the email has no attachments?

Respond to the email and/or request the claim form from the sender.

**NOTE** What if it's a returned Accredited Employer claim?

Go to Action Returned Accredited Employer Claim. This process ends.

**PROCESS** Action Returned Accredited Employer Claim

**NOTE** What if the email is from MFAT (Ministry of Foreign Affairs & Trade) or an Embassy?

If the email is from a staff member posted overseas, we still need to register their claim. We will also register claims on behalf of their family members – usually the email will still come from the MFAT staff member

- Lodge the claim using a dummy number

- If there is insufficient information on the email from the client regarding their personal details (eg. Date of birth, Middle name etc.), Please respond to the email and get clarifying details.

If the client has not attached enough information about the accident – please clarify this, this could be done by requesting a medical certificate or doctors notes to show they have sought treatment.

If the client has supplied an address, then please update their details otherwise leave all information as it is.

- Let the claim stream to Cover Triage for assessment and suppress the letters

**NOTE** What if I'm unable to resolve the email without gathering further information?

Contact the relevant party to gather the necessary information, to update the next person in the team who may pick up the follow up action on the email edit the email adding the reason it is flagged so it's clear about what action was taken and why. Steps to edit the email are: Open email (double click) > Actions > Edit email > Write and highlight reason email is flagged > Close. Once the email has been processed and completed repeat previous steps but erase comment added. This process then continues.

**NOTE** What if we have received a ACC2152 (Treatment Injury) with no ACC45/42 form attached?

Please respond back to the email/task sender to request a copy of the ACC45/42 as we cannot lodge a treatment injury claim without this.

- c** Go to step 2.0 Input claim data if the email has an attached ACC45, ACC45+ACC18, ACC46 or ACC46N.

**NOTE** What if it's an ACC18 Medical Certificate only?

Go to Complete ACC18 Medical Certificate Request process.

**PROCESS** Complete ACC18 Medical Certificate Request

**NOTE** What if it's an ACC42 Dental claim form?

Go to Receive and Input Manual Claim: Dental process variation.

**PROCESS** Receive and Input Manual Claim :: Dental

**NOTE** What if it's an Early Cover request (ACC7422 Early cover application form)

Go to Receive and Input Manual Claim: Early Cover process variation.

**PROCESS** Receive and Input Manual Claim :: Early Cover

- d Go to step 3.0 Complete claim lodgement if the email has an attached ACC2152.

## 2.0 Input claim data

### Lodgement Administrator

- a In Eos, attribute the client (if you can), using Identify Client process.

 Identify Client

- b Enter the remaining information on the claim form into the relevant fields.

 Complete claim intake form

**NOTE What if you can see information or inconsistencies on the claim form that you can correct now so that they don't trigger an IR?**

Correct the information when you're entering it in Eos.

Corrections can include:

- when the diagnosis side isn't selected - but the injury description makes it clear what the selection should be.
- if the formatting of the address is wrong, (eg St used instead of Street) or address information has been entered in the wrong fields in the form.

**NOTE What if it is a request from an Overseas worker or a Lawyer**

- Request Dummy Number to lodge
- Complete ACC45 registration as best as you can from the information that is provided in the email
- Default provider as this will ensure that it is held for assessment.

If you do not have enough clarifying details to match to an existing client party record, please respond back to the email request for more details so we can match to the correct party.

**NOTE What if there is no accident description listed on the claim form?**

This will not drop out as an Information Required Task.

Please follow up with the provider or the client at the time of registration as we need to know how the accident occurred.

If this has been picked up with another IR task then please confirm before completing the outstanding IR.

**NOTE What if the claim form was lodged with ACC (ie received) prior to the date of claim intake?**

Amend the date of lodgement in the claim intake form to the date that the claim form was received by ACC.

**NOTE What if the answer to "Is this a work-related gradual process, disease or injury?" is Yes?**

Add 'WRGP' to [Additional Injury Comments] to ensure that it matches to the Gradual Process team.

**NOTE What if the Provider hasn't signed the claim form? (eg they've stamped the form instead)**

Tick the 'Claimant/representative has not signed the form' box to No and leave the Provider ID field blank.

Even though this tick box is typically used for when clients do not sign the form, this will raise a Missing Signature IR as opposed to a Provider Invalid for Registration IR.

**NOTE What if the Provider has signed the form, however there are no other provider details?**

We must investigate who the provider is as we need to check for provider competencies. Leave the Provider ID field blank and push through as this will raise a Provider Invalid for Registration IR and then try the following:

- Check inFact reporting to check the batch numbers to see if we can see a provider trend/match signature
- Check claim numbers before and after your claim to see if the provider details are the same
- Call the client to confirm where they were seen

**NOTE When is it appropriate to use the Default Provider (J99966) ID?**

- When it is a Sensitive Claim/Sensitive Engagement Form
- When it is a Treatment injury but there isn't any additional information as to where they were seen
- When it is an Additional Claim for Lodgement.
- Helicopters - with the appropriate vendor ID in the vendor ID box.
- Prisons – make a registration note on the general screen with the prison and provider that the client was seen by (eg: Christchurch Men's Prison, Dr John Smith).

**NOTE What if more than one ethnicity has been selected on the claim form?**

Please select all ethnicities listed on the ACC45/ACC42 form

- c Click [NEXT] on the claim intake form to save the changes.

**NOTE What if the ACC45 is for a Sensitive Claim?**

The date of accident should be the date of consultation.

 **PROCESS Identify Client**  
Lodgement Administrator

## 3.0 Complete claim lodgement

### Lodgement Administrator

- a Check there is no Missing Information for Cover task once the claim has progressed through automation.

**NOTE What if there is a Missing Information for Cover task?**

Resolve the information requirements in the task using the relevant Validate Claim processes.

- b Close out of the Eos screen and out of the PDF attachments.

- c Determine what to do with the email.

**NOTE How do you determine what to do with the email?**

- For ACC45/ACC42 attachments only, forward email to dmthamilton@acc.co.nz.
- For ACC2152 attachments (email may also include ACC45), forward email to vcfdundedinscanunitti@acc.co.nz.
- For ACC18 requests, go to Complete ACC18 Medical Certificate Request process.

 **PROCESS Complete ACC18 Medical Certificate Request**

**NOTE** What if the claim number of client party details aren't clear in the body of the email or attachment that you're forwarding on to be processed?

To assist with ease of processing, please add these details to the body of the email which you forward on.

- d** Move email into Completed [current year] sub-folder in the Registration Email Inbox.
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