





Summary

Objective

To capture ACC45, ACC46, ACC46N and ACC42 claim forms received via fax into Eos on behalf of the provider and then prepare the forms for further document management if required.

Background

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

Manual claims are completed in a priority order of:

1. Early Cover and Urgent
2. Assistance Required and/or Time Off
3. Work
4. Treatment Injury/Sensitive Claim
5. Dental

Global Process Owner Name Withheld

Global Process Expert Name Withheld

Variation Expert Name Withheld

Procedure

1.0 Receive claim

Claims Officer - Client Information, Clerical Assistant

- a** Open the following folders:
 \\ACCFILES\Data\BranchServers\DunedinRegion
 \PUBLIC\Scan Unit\Rightfax\0800844849
 \\ACCFILES\Data\BranchServers\DunedinRegion
 \PUBLIC\Scan Unit\Rightfax\0800844850
- b** Re-label each faxed claim with the claim form number and the client's last name.
- c** Save the claim forms into the following folder:
 W:\Public\RAWC\Registration\Electronic Documents
 \Faxes

NOTE What if the ACC45 has previously been used?

Go to Assign New ACC45 Number process. Once you have completed the tasks within this process you will need to return to this process for completion.

PROCESS Assign New ACC45 Number

2.0 Process claim

Lodgement Administrator

- a** Open the following folder:
 W:\Public\RAWC\Registration\Electronic Documents
 \Faxes

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

Go to the Receive and Input Manual Claim: Dental variation by following the link below.

PROCESS Receive and Input Manual Claim :: Dental

NOTE What if I receive a faxed document that is not a claim form?

Sometimes documents that are not claim forms are included in the fax folder e.g. ACC18, Work and Referral form, Patient Declaration form. To register the claim we need to obtain a copy of the claim form. If you identify a faxed document that is not a claim form please contact the provider and request they submit a claim form to ACC, then go to Step 4.0 b

- b** Starting with the oldest, move the claim form into your own folder.

3.0 Input claim data

Lodgement Administrator

- a** In Eos, attribute the client. Go to Identify Client process by following the link below. Once you have completed this you will need to return to this process.

Identify Client

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

Complete claim intake form

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

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, (E.g. St used instead of Street) or address information has been entered in the wrong fields in the form.
- if C/- Parent or Guardian for the client appears within the address, remove this.
- Ensure that the address begins from the address line 1 field.

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 (i.e. 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 streams to the Gradual Process team.

NOTE What if the Provider hasn't signed the claim form? (E.g. 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 the ethnicities listed on the ACC45/ACC42 form.

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

NOTE What if the claim form states work accident yes?

Use the below identify client's employer process to attribute the employer

PROCESS Identify Client's Employer

NOTE What if the ACC45 is for a Sensitive Claim?

The date of accident should be the date of consultation.

4.0 Complete claim lodgement

Lodgement Administrator

- a** Once the claim has progressed through automation, check there is no Missing Information for Cover task.

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** Save the PDF into the following folder:
\\ACCFILES\Data\BranchServers\DunedinRegion
\PUBLIC\Scan Unit\Electronic Documents\ - Fax to upload
\z ACC45 from Rego