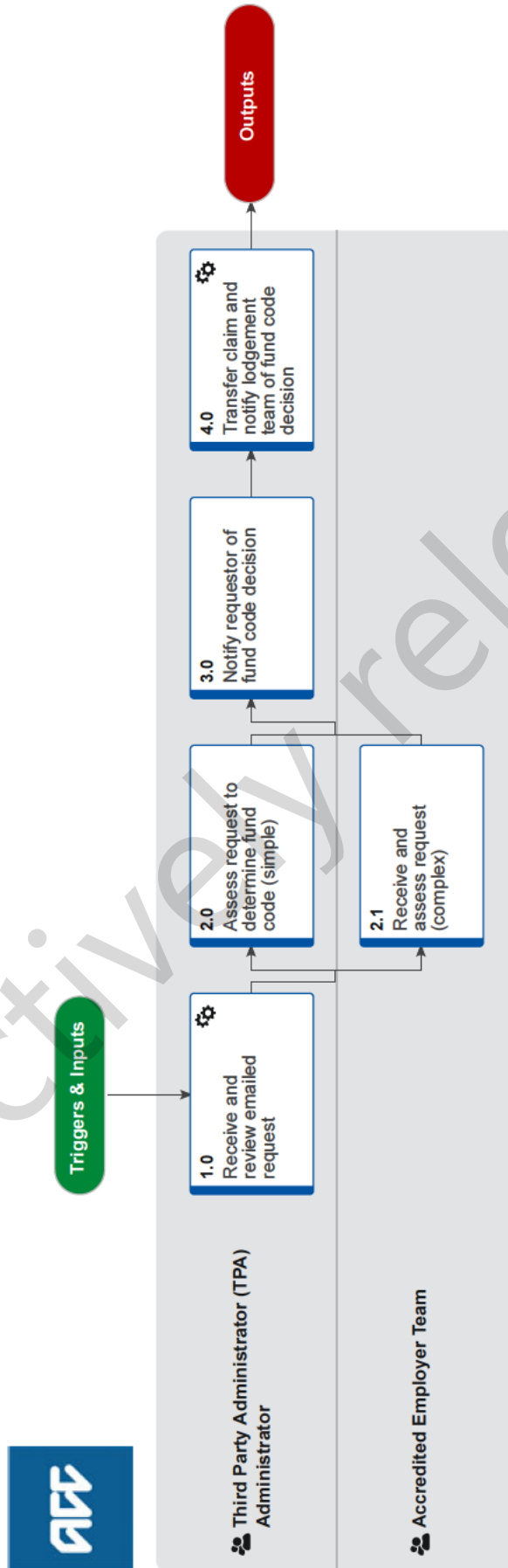


# Review and Update Fund Code for an Accredited Employer (AE) Claim v6.0



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## Summary

### Objective

To consider a request for a claim to be transferred back to ACC from an Accredited Employer (AE) and determine appropriate fund code.

### Background

Work injury claims being managed by an Accredited Employer (AE) are transferred back to ACC if we have incorrectly transferred the claim to the AE. ACC need to determine the appropriate fund code for the claim prior to accepting cover for the injury.

### Owner

Name withheld

### Expert

Name withheld

## Procedure


### 1.0 Receive and review emailed request

Third Party Administrator (TPA) Administrator

- a** In Outlook, receive email from Accredited Employer and review request to ensure there is enough information to make the decision.

**NOTE** What if there is insufficient information to make the decision?

Advise the requestor that their request is declined due to insufficient supporting information and attach the Fact Sheet - request to amend fund code. This process ends.

 Fact Sheet - request to amend fund code

- b** Determine if the request is simple or complex, refer to the decision making tool.

 Fund Code Decision Tree

**NOTE** What if the request is complex?

Forward the request to AEPQueries@acc.co.nz for Risk Sharing Team to make fund code decision and await their decision.

### 2.0 Assess request to determine fund code (simple)

Third Party Administrator (TPA) Administrator

- a** Determine which fund code the claim should be assigned to.

**NOTE** How do you know which fund code is appropriate?

Refer to Fund Codes Policy

 **PROCESS** Fund Codes Policy

### 2.1 Receive and assess request (complex)

Accredited Employer Team

- a** Receive email from Insurer Liaison Team and review information included to determine which fund code the claim should be assigned to.

**NOTE** How do you know which fund code is appropriate?

Refer to Fund Codes Policy

 **PROCESS** Fund Codes Policy

- b** Respond to Insurer Liaison advising of your decision.

### 3.0 Notify requestor of fund code decision

Third Party Administrator (TPA) Administrator

- a** Email requestor to advise of ACC's decision.


**NOTE** What if the request is accepted?

Include a request for any claim related information held by the Accredited Employer that has not been received and file away this email.

**NOTE** What if the request is declined?

File away the response from AEPQueries@acc.co.nz if applicable and file away email declining the request. This process ends here.

- b** File away the email with the decision.

 NGCM Filing Away - System Steps

### 4.0 Transfer claim and notify lodgement team of fund code decision

Third Party Administrator (TPA) Administrator

- a** Email Hamilton.registration@acc.co.nz using Fund Code Change Email Template to Hamilton Registration.

 Templates - Standard Contacts Tasks Emails

**NOTE** What if the employer is a part of the TPA non-work service?

In Eos, transfer the claim to Dunedin SC - Quality Assurance department queue.