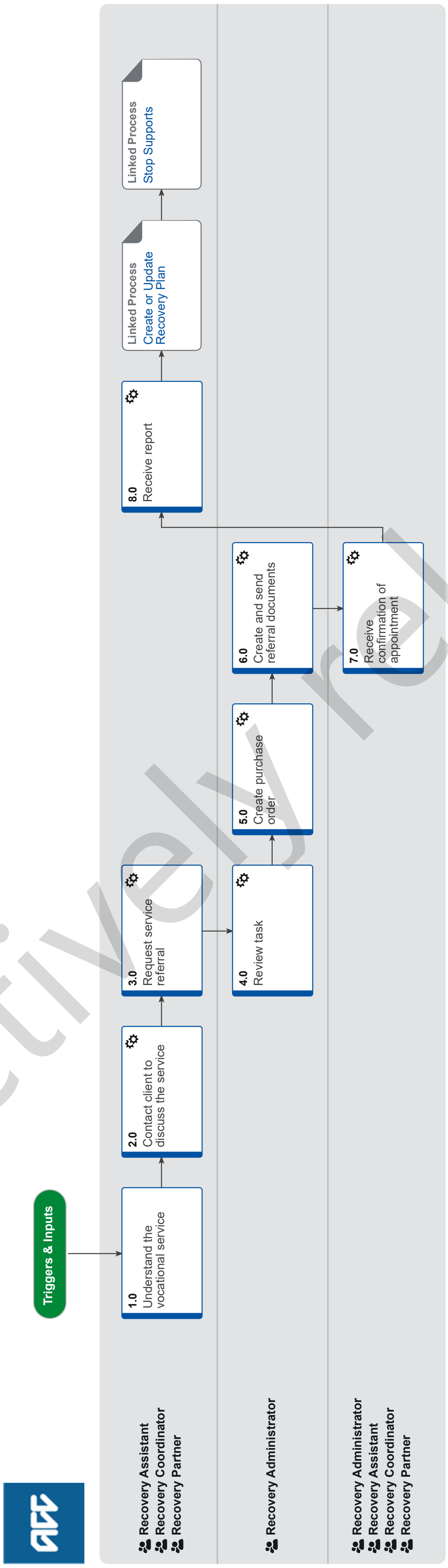
Set Up Job Search Support v6.0



Set Up Job Search Support v6.0

Summary

Objective
To assist a client to search for employment.

Background
The Job Search service is part of the Vocational Rehabilitation Services (VOC) contracts. For details of these contracts, refer to the service page in Promapp.

The Job Search service is for those clients who are considered Vocationally Independent and require assistance to job search during the three-month period before their weekly compensation entitlement ends. It should be offered to all clients assessed as Vocationally Independent, participation is voluntary

For more details, refer to the Job Search service page.

Owner [Name withheld]

Expert

Procedure

1.0 Understand the vocational service

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Review information on providing the Job Search service, including what's involved and any prerequisites.

- Gather Additional Information or Advice

NOTE **Where do you find information about this service?**
Read the information about the Job Search service and VOC on the links below.

- Job Search Service Page
- Vocational Rehabilitation Services Overview (VOC) Service Page

b Confirm the client's eligibility for the Job Search service.

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

2.0 Contact client to discuss the service

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Check that the client has granted ACC the authority to collect medical and other records.

- View Client Consent

NOTE **What if the client has not granted ACC authority to collect medical and other records?**
You will need to obtain the client's authority to collect medical and other records. Refer to (NGCM) Obtain Client Authority to Collect Information.

PROCESS Obtain Client Authority to Collect Information

b Contact the client and confirm you are speaking with the right person by asking ACC's identity check questions.

- Identity Check Policy

c Explain that you are referring them to the Job Search Support service, what the service will do and what their responsibilities are. Ensure that your client understands and agrees with the referral

Note that this service is entirely voluntary for the client.

- Client Legislative Rights and Responsibilities Policy

NOTE **What else do you need to discuss with the client?**
• the provider will be in touch to arrange a suitable appointment
• they are welcome to have a support person accompany them
• the provider will send us a report which we will send them a copy of.

Ensure your client understands the purpose of the service and the possible outcomes. The reasons for the support should be based on the agreed vocational rehabilitation recorded on the client's Recovery Plan (RP).

NOTE **What if the client does not agree to participate?**
This service is voluntary, therefore if the client does not wish to participate, cancel the service and close the referral.

Decline Entitlement When Client is Non-compliant Policy

d In Salesforce, add a contact note as a record of the conversation.

e Add the agreed intervention to the Recovery Plan.

NOTE **How do I update the Recovery Plan?**
Go to (NGCM) Create or Update Recovery Plan.
PROCESS Create or Update Recovery Plan

NOTE **How do you manage participants?**
The Recovery Team Member must ensure all known participants are loaded on the file and then removed when they are no longer relevant. For information on how to manage participants, refer to Manage Participants (Eos Online Help).

Manage Participants (Eos Online Help)

3.0 Request service referral

Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Eos, find all the documents that need to be sent along with the referral.

NOTE **What documents do you send with the referral?**
• VI06 Notification of vocational independence and end of weekly compensation - client letter
• Vocational Independence Occupational Assessment (VIOA) report and CV
• Most recent Back to Work report.

NOTE **What do you do if you don't have all the information to complete the referral?**
If you require further information, follow the process link below.
Once you have requested the information required, create a reminder action and set the target date for when you expect to receive the information.

Gather Additional Information or Advice

b Perform privacy checks on documents.

Privacy Check Before Disclosing Information Policy

NOTE **What do you need to check?**
Check documents:
• are relevant to the referral
• do not contain any third-party information
• do not contain any unnecessary sensitive personal information.

For details on what checks you need to complete before sending documents out, refer to NG SUPPORTING INFORMATION Inbound and Outbound Document Checks.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

NOTE **What if you find information that needs to be redacted?**
Send an email to Recovery Administration (recoveryadmin@acc.co.nz) and include the document to be redacted plus your redaction instructions, before adding the document to the document group.

NGCM - Redact information from PDF documents

c Create a referral-specific document group and enter 'Job Search service' and todays date in the document group description field.

d Add the documents to the group.

NOTE **What if there are documents from other claims that are relevant to the assessment?**
When a request for a referral is required and the supporting documents are on another claim, it is important to transfer the documents to the relevant claim. This will ensure the right documents support the recovery decisions for each claim.

To transfer documents from one claim to another:

• Create a bulk print of all documents on the other relevant claim and complete mandatory fields and description
• Open PDF document from email link
• File the PDF away to the relevant claim
• Repeat these steps if there is relevant documents on multiple relevant claims

The PDF should also be renamed something short but relevant, and identify which claim number the information came from, so it is included/printed in further referrals or copy files. E.g. Medical records and reports from claim: 100XXXXXXXX
Please do not create a bulk print on one claim and then move it to another claim, renaming it and using it in a referral for advice as it will not appear in any file copy subsequently used.

- Manage document groups

e Generate a Vocational Rehabilitation referral task to Administration for a 'Job Search service'.

NOTE **How do you refer a task to Recovery Administration?**
Please see Referring Tasks to Recovery Administration - Principles for further information and guidance.

- NG GUIDELINES Purchase Order Details - Job Search
- Referring Tasks to Recovery Administration - Principles
- Service Contracts and Contracted Providers - MFP spreadsheet

NOTE **How do you generate and send a referral task to Administration for the service?**
Go to NGCM Create a Referral Task.

- Creating Manage Referral Tasks - System Steps
- Contracted Suppliers by Geographic Area of Coverage

NOTE **What information do you need to include in the referral task?**
• Geographic location
• Vendor preference, if applicable
• Client's covered injury
• Return to work outcome target date is 3 months from the date the VI decision was issued
• Provide the correct service code. Refer to the Purchase Order guidelines.

NOTE **What if the request is urgent and needs to be completed that day?**
• Call Recovery Administration
• Give the Recovery Administrator who answers the call the claim number
• The Recovery Administrator will open the claim in Eos and find the task on the claim
• Transfer the task into the Recovery Administrator's name. This will move it to their personal Eos queue and stop it from being reallocated by Salesforce.

NOTE **What if the request is required in the future?**
If the request is required in the future, set a reminder task for the future date when the service will be required. When the reminder task comes up send a task to Recovery Administration to continue with the process. Consider the contract timeframes and SLAs as specified in the service page

NOTE **What are the SLAs?**
The referral tasks route to the Recovery Administration team with an SLA of 24 hours.

f Complete all the mandatory fields and any additional information to be included in the ACC98 referral form.

NOTE **What if your client has a Care indicator?**
You need to clearly outline this in the e-form.

Refer to Disclosure of Care Indicator Information to Third Parties Policy for more information on how information is disclosed.

- Disclosure of Care Indicator Information to Third Parties Policy

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4.0 Review task

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.

NOTE **What if the target date needs clarification?**
Target date clarification may need to be sought in the following situations:

• Target date has passed
• Target date is in 0-6 weeks time
• You are unsure of the target date based on the information provided

If this is the case, go to NG PRINCIPLES Working in the Administration Team in below Note.

NOTE **What if you don't have all the information you need?**
If required information is missing from the task, or you need guidance on working within the Administration Team, go to NG PRINCIPLES Working in the Administration Team.

- Principles of Working in the Administration Team

5.0 Create purchase order

Recovery Administrator

a In Eos, generate a Purchase Order for the specified referral and use the entitlement type: VRJ02.

- Creating purchase orders using general + QE
- NG GUIDELINES Purchase Order Details - Job Search

Purchase Order - Handy Hints on how to create and edit POs

b Identify and select the vendor.

NOTE **What if a vendor has not been specified?**
If no vendor has been specified, select an appropriate contracted vendor for the referral type in the client's geographic area.

NOTE **What if the Vendor hasn't been added as a participant?**
Add the Vendor as a participant.

Manage Participants (Eos Online Help)

Contracted Suppliers by Geographic Area of Coverage

c Locate the contracted vendor via the Geographic Location search, once selected add the vendor as a 'Vendor - Contracted' participant in Eos.

Contracted Suppliers by Geographic Area of Coverage

d Approve the purchase order.

NOTE **What if the purchase order requires a higher delegation?**
Refer to the 'Request Authorisation for a Purchase Order - System Steps'.

Request Authorisation for a Purchase Order - System Steps

NOTE **What if you get a limited payment error message when authorising the purchase order?**
If you have received a request to amend a purchase order or create a purchase order for client reimbursements, change the limited payment indicator.

1). In Eos, go to the 'Validations' tab, select 'Edit' and update the Limited Payment List Indicator to 'No'.
2). Select 'OK'.
3). Go back to the purchase order to authorise.

Once you have authorised the purchase order and notified the vendor please remember to change the Limited Payment List Indicator to 'Yes'.

6.0 Create and send referral documents

Recovery Administrator

a Create the referral for the Job Search service.

Admin Template - ACC8004 Referral for vocational rehabilitation review – vendor

b Populate with any extra information noted on the referral task.

c Check the task to ensure all relevant information is captured before you exit the document.

NOTE **What does a quality referral look like?**
Refer to Admin Template - Job Search Referral.

Admin Template - ACC98 Job Search Referral

d Ensure you have completed the document (to convert the document into a non-editable pdf).

e Link the referral to the document group 'Job Search service'.

f Perform privacy checks using NG SUPPORTING INFORMATION Inbound and Outbound Document Checks.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

g Create an email using the Requests and referrals template, attach the referral and documents from the group and select the most appropriate email address (commonly listed under General Purchasing).

NGCM - FINAL Emailing from Eos using a Template - System Steps

h Send the referral to the vendor.

NOTE **What if the Vendor requires the documents to be sent via courier?**
Go to Prepare and Send Client Information by Courier process.
PROCESS Prepare and Send Client Information by Courier

i In Salesforce, closed the assigned referral task.

7.0 Receive confirmation of appointment

Recovery Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive confirmation of the appointment from the provider and file the email away to Eos.

NOTE **What if the provider is unable to accept the referral?**
If the provider is unable to accept the referral, then resubmit the request with a new provider.

NOTE **What if the client fails to attend the appointment?**
If the client fails to attend the appointment or take part in the activities, you should find out why.
If they no longer want to participate, cancel the service.

8.0 Receive report

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive notification that the ACC5956 Job Search - Initial Plan and Completion Report has been attached to the claim.

NOTE **What will the provider submit to ACC?**
Providers are expected to submit a report using the ACC5956 form. They will provide an initial report, an update on progress when exceptions occur to the service and a completion report.

ACC5956 Job Search Initial Plan and Completion Report

b Review the report. Refer to Job Search Service Page for guidance.

Job Search Service Page

c Perform privacy and relevancy checks on the report.

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

d Discuss with the provider any questions you have and agree on a timeframe for completing an amended report, if required.

e Contact the client and confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

f Discuss report and provide a copy to the client.

NOTE **What if the client requests that the report is changed or incorrect?**
A client can request that information held by ACC is changed or updated if it is factually incorrect (ie: wrong DOB, incorrect name spelling etc). If it is the opinion of an assessor or provider, the client can supply a 'statement of correction' to ACC which is then included with the report. This means that any time the report is sent out, the statement of correction must be sent as well.

Refer to Managing a client’s request to change personal information (CHIPS).

Managing a client’s request to change personal information

g In Saleforce, add a contact note as a record of the conversation.

h Update the Recovery Plan with the outcome of the intervention.

PROCESS **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Stop Supports**
Recovery Assistant, Recovery Coordinator, Recovery Partner