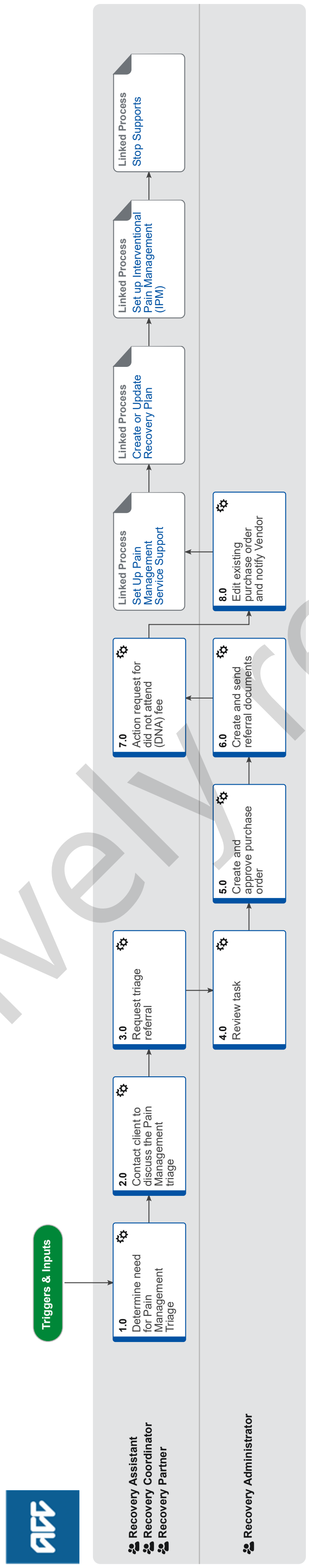
Set Up Pain Management Triage Assessment v14.0



Set Up Pain Management Triage Assessment v14.0

Summary

Objective
To consider whether a client should be referred to a Pain Management Triage and set up the referral.

Background
The Pain Management Service has been designed to improve clients' outcomes and experience by reducing the impact of pain following an injury.

The Pain Management service is for clients who:
• have, or are at risk of developing, pain-related disability following an injury.
• have persistent pain that is preventing them from returning to work or usual activities.
• have persistent pain and significant pain-related disability.

The Pain Management Service has been designed to provide clients with a multi-disciplinary approach to help the client achieve the following goals:
• return the client to either their usual daily activities and/or work (in conjunction with the Vocational Rehabilitation Service) or the highest level of independence achievable.
• enable clients to use pain management strategies to reduce the impact of pain on their day-to-day functioning.
• increase the client's knowledge about the pain they are experiencing.

The Pain management contract has been updated as of 1 December 2021 and there is now a triage assessment to identify the best pain management service. Clients can be referred for a triage assessment by their provider or ACC. The difference for this is that if ACC refers we must provide a purchase order, if the provider refers a PO is not required.

Owner [Name withheld]
Expert

Procedure

1.0 Determine need for Pain Management Triage
Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Salesforce, open Te Kete and review the client's circumstances and history of treatment for pain.

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

NOTE **What if a tertiary referral has come from a Provider?**
Triage Assessment for Tertiary service is optional.
If the Tertiary provider chooses to complete a triage assessment, they will invoice for this directly using the PN01 code.
Move to 'Set Up Pain Management Service Support' once the plan report has been received.
PROCESS Set Up Pain Management Service Support

Overview of Tertiary Services for Pain Management Service Page

b Consider the appropriate timing for referring a client for triage assessment.

NOTE **What to consider when referring a client for triage assessment.**
• Does the client have a covered injury (and)
• Has the client been experiencing persistent pain for three months or more (and)
• Have Pain Management Services been provided previously - either on this or a previous claim?
• Has the client been diagnosed with a pain condition eg Complex Regional Pain Syndrome type 1 (CRPS-1)?

NOTE **What if you've received an ACC6273 Provider referral for pain management?**
A Health Practitioner can refer a client to the Pain Management Service directly using the ACC6273.
• They do not require prior approval from ACC for triage service.
• Check with the referrer that they have sent this referral to a contracted provider.
• File away the document onto the claim and update the recovery plan.
This process ends.

c Review the following to understand how Pain Management Services may benefit your client.

Overview of the Pain Management Service

d Confirm the client's eligibility for the Pain Management service.

NOTE **What is the eligibility criteria?**
Refer to the Referrals and Prior Approval Service page.

Referrals and Prior Approval Service Page

NOTE **What if the client doesn't meet the eligibility criteria?**
Consider an alternative service for the client. If unsure seek internal guidance via hotline in the first instance.
This process ends.
PROCESS Seek Internal Guidance

2.0 Contact client to discuss the Pain Management triage

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Contact the client or their authorised person by their preferred method of communication.

b Confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

c Check that the client has provided consent to collect and share information.

NOTE **What if the client has not provided consent?**
If the client has not provided consent, go to the process below.
PROCESS Obtain Client Authority to Collect Information

d Explain to the client the reasons why you are recommending them for the pain triage and remind them of their rights and responsibilities.

Identify Claims for Rapidly Deteriorating Clients

NOTE **What if the decision is to not proceed with Pain Management triage?**
Advise the client the reasons why, and offer alternatives to the client.
Generate the SER01 Decline Service and modify as needed and send to the client as per their communication preference. The process ends.

Client Legislative Rights and Responsibilities Policy

e Ensure the client understands the purpose of the pain service, explain the triage process and then confirm that they agree to participate.

NOTE **What if the client does not agree to participate?**
Find out why the client doesn't want to participate, consider their reasoning and alternatives. Record this as a contact in Salesforce. If you're unsure of how to proceed, go to the Seek Internal Guidance process. Process ends.
PROCESS Seek Internal Guidance

f Advise the client that the Provider will be in touch to arrange a suitable appointment and that they are able to have a support person with them.

g Ask the client if they have a preferred provider or if they'd like to continue with an existing treating Provider.

NOTE **What if the client has a preferred Provider?**
Using the Contracted Suppliers by Geographic Area of Coverage, confirm the Provider is contracted for this service and add as a participant on the claim.
If they're not a contracted provider for this services, advise the client of alternative providers.

Manage Participants (Eos Online Help)

Contracted Suppliers by Geographic Area of Coverage

h In Salesforce, record the conversation as a contact on the claim and add the Pain Services as an agreed intervention to the Recovery Plan.

NOTE **How do you update the Recovery Plan?**
Go to Create or Update Recovery Plan.
PROCESS Create or Update Recovery Plan

Service Contracts and Contracted Providers - MFP spreadsheet

3.0 Request triage referral

Recovery Assistant, Recovery Coordinator, Recovery Partner

a In Eos, create a referral-specific document group labelled 'Pain Management service' and todays date in the document group description field.

b Locate the documents that need to be sent with the pain management triage referral.

NOTE What documents do you send with the specified pain management service referral?

• Most recent medical certificate
• GP notes
• Specialist notes
• Imaging results
• Physiotherapist notes
• Pain screening results (Orebro) – (if on file)
• Integrated Rehabilitation Assessment (IRA) – (if on file)
• Most recent/current vocational rehabilitation documents eg Back to Work, Stay at Work, Standalone Workplace Assessment Reports
• Any written guidance information from Recovery Support
• Signed ACC6300 or ACC6300D Authority to collect medical and other records. NOTE: If verbal consent was provided please note this in the task eform for Recovery Admin.

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.

PROCESS Request Clinical Records

c Check if there are documents on other claims relevant to the referral.

NOTE What if there are relevant documents on other claims?

Create a copy and transfer to the other claim.

1. Create a bulk print of all documents on the other relevant claim, complete mandatory fields and add a description
2. Open PDF document from email link
3. File the PDF away to the claim you are creating the referral on
4. Repeat these steps if there are relevant documents on other claims.

Provide a short and descriptive title to the document properties in the PDF and state the claim number the information came from eg. Medical records and reports from claim: 100XXXXXXXX

Do not create a bulk print on one claim and move it to a different claim, as it will not appear in any file copy requested by the client.

NOTE What if Mental Injury Claim information needs to be sent from a Physical Injury Claim?

In Eos, manually transfer the Referral Task generated to the Recovery Administration department with the Sensitive Claims Administrator Role.

NGCM - Redact information from PDF documents

d Perform privacy checks on documents.

Privacy Check Before Disclosing Information Policy

NOTE What do you need to check?

Check that all documents:
• are relevant to the referral
• do not contain any third-party information
• do not contain any other information that needs to be withheld, ie medical information or other 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) or (recoveryadmin1@acc.co.nz for complex mental injury) and include the document to be redacted plus your redaction instructions, before adding the document to the document group.

e Add the documents to the group.

Manage document groups

f In Eos, at Recovery Plan level, Add Activity and select NGCM Manage Referral.

Creating Manage Referral Tasks - System Steps

NOTE How do you refer a task to Recovery Administration?

Refer to the 'Referring Tasks to Recovery Administration - Principles' process for further information and guidance.

Referring Tasks to Recovery Administration - Principles

NOTE What information do you need to include in the e-form?

Refer to the ‘Manage Referral Task Templates' document

Manage Referral Task Templates

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 3rd parties policy

g Consider the timing of the task. The task routes to the Recovery Administration team, with an SLA of 24 hours.

h Locate a Pain Management Service Provider, using the Contracted Suppliers by Geographic Area of Coverage. Once selected, add the vendor as a 'Vendor - Contracted' participant in Eos.

Contracted Suppliers by Geographic Area of Coverage

NOTE **How do you add a participant?**
Refer to the system steps below.

Add a participant

NOTE **When the Triage assessment has been completed ACC will receive the ACC7984 Triage Assessment Report from the provider. Once this is received go to Set up Pain Management Service Support.**

4.0 Review task

Recovery Administrator

a In Eos, select [Do Task] from your task queue.

b Review the task to ensure it has the required information to complete the referral form

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, refer to the link below

Principles of Working in the Administration Team

5.0 Create and approve purchase order

Recovery Administrator

a In Eos, generate a Purchase Order for the service referral using the guideline below.

NG Guidelines Purchase Order Details - Pain Management Triage Assessment

Creating purchase orders using general + QE

NOTE **What if the specified vendor is not already added as a party?**
Add the vendor as a 'Vendor - Contracted' participant in Eos.

NOTE **What if a vendor has not been specified?**
Locate contracted vendors via the Geographic Location search. Once selected, add the vendor as a 'Vendor - Contracted' participant in Eos.

Contracted Suppliers by Geographic Area of Coverage

b Approve the purchase order.

Request Authorisation for a Purchase Order - System Steps

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

6.0 Create and send referral documents

Recovery Administrator

a Select 'Add documents' and generate the ACC6271 Pain Management Triage Service Referral.

b Add additional information received in the task to the referral. For guidance refer to the Admin Template - Pain Management Service.

Admin Template - Pain Management Triage Assessment

c Perform privacy checks using Inbound and outbound document checks.

NOTE **What if the referral contains sensitive personal information?**
If the referral contains unnecessary sensitive personal information, refer to NG PRINCIPLES Working in the Administration Team, for information and guidance on redactions, password protecting documents and sending passwords to providers.

Principles of Working in the Administration Team

Sending docs to providers.docx

NG SUPPORTING INFORMATION Inbound and Outbound Document Checks

d Complete the ACC6271 document and convert into a non-editable pdf.

e Link the referral to the document group.

f Create and send an email to the Provider using the Requests and Referrals template.

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

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

g In Salesforce, close the assigned referral task.

NOTE **What if you have been advised by a Provider they are unable to accept a referral?**
Go to activity 5.0a and complete a re-referral.

7.0 Action request for did not attend (DNA) fee

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Receive notification from Vendor that the client did not attend a scheduled assessment ie ACC7986 Pain Management - Did Not Attend Report.

NOTE **What are the maximum number of DNA's permitted?**
There are a maximum of two DNA fees for Pain Management Services per claim. The Vendor is required to notify ACC of a DNA within 3 business days of the missed appointment date.

NOTE **What if the DNA notification is for a referral that ACC did not initiate?**
Contact the Vendor and advise them that ACC are unable to pay this DNA fee because DNA fees are only payable on ACC initiated referrals.

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

Identity Check Policy

NOTE **What if you are unable to contact the client?**
Refer to the Manage Non-Compliance process and notify the client that they missed the appointment.
PROCESS Manage Non-Compliance

c Discuss the situation to identify if there is a reasonable explanation why they were unable to attend. Remind the client of their rights and responsibilities and address any injury related barriers to attending future appointments.

NOTE **What if the client unreasonably fails or refuses to comply with the request to attend the Pain Management Triage Assessment?**
Refer to the Manage Non-Compliance process below.
PROCESS Manage Non-Compliance

d In Salesforce, record the conversation as a contact on the claim.

e Create NGCM Edit Treatment Assessment Purchase Order Task.

NOTE **What information do you need to include in the task?**
Confirmation that the was an ACC initiated referral
Purchase order number
Service code PNDNA
Date of the missed Triage Assessment.

Referring Tasks to Recovery Administration - Principles

8.0 Edit existing purchase order and notify Vendor

Recovery Administrator

a In Eos, select [Do Task] from your task queue.

b Edit the Purchase Order.

NOTE **How do you edit the Purchase Order?**
1) Locate the Purchase Order Details, select [Add]
2) Select the intervention, click [Ok]
3) Enter service code PNDNA, click [Add], click [Ok}
4) Enter 1 unit and the date of the non-attendance, click [Ok]
5) Authorise the Purchase Order.

c Send an email to the vendor using the Purchase Order Approval/Extension Email template.

Emailing documents from eos using a template

d In Salesforce, close the assigned task.

PROCESS **Set Up Pain Management Service Support**
Recovery Assistant, Recovery Coordinator, Recovery Partner

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

PROCESS **Set up Interventional Pain Management (IPM)**
Recovery Assistant, Recovery Coordinator, Recovery Partner

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