



SERVICE SCHEDULE FOR GENERAL PRACTITIONER WITH SPECIAL INTEREST (GPSI) SERVICES

CONTRACT NO: _____

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING GPSI SERVICES

The Term for the provision of GPSI Services is the period from 1 May 2021 (“Start Date”) until the close of 30 April 2024 (“End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.

Prior to the End Date, ACC may, in its sole discretion, offer the Supplier an extension to the Term of this Service Schedule of 12 months. If the Supplier agrees, the Term will be extended by written agreement between the parties.

2. NAMED PROVIDERS (PART B, CLAUSE 6.4)

Provider Name

«Named_Providers»

3. SPECIFIED AREA AND SERVICE LOCATION (PART B, CLAUSE 4)

Clinic

Site Address

«Clinic_Site_Address_ACC_Branch_Area»

4. SERVICE ITEMS AND PRICES (PART B, CLAUSE 11)

Table 1 - Service Items and Prices

Service Item Code	Service Item Description	Service Item Definition	Price (excl. GST)	Pricing Unit
GPSI	Consultation	In-person consultation including time required for arranging the consultation and any treatment e.g. pharmaceuticals, consumables, review of diagnostic reports, writing of reports/case notes, preparation of the treatment plan and all services specified in Part B, clause 5. Maximum number of GPSI + GPST consultations per Client per claim = 3 in total.	\$180.79	Per visit
GPST	Telehealth Consultation	Telehealth consultation including time required for arranging the consultation and any treatment e.g. pharmaceuticals, consumables, review of diagnostic reports, writing of reports/case notes, preparation of the treatment plan and all services specified in Part B, clause 5. Maximum number of GPSI + GPST consultations per Client per claim = 3 in total.	\$180.79	Per visit

Price Review

ACC will review pricing when, at ACC’s sole discretion, we consider a review necessary. The factors ACC may take into account during a review include, but are not limited to:

- general inflation
- changes in service component costs
- substantial changes in the market

If ACC finds that the factors we take into account have not had a significant impact on price, the prices will remain unchanged.

If ACC provides a price increase, the Supplier must agree any adjustment in writing. The price increase will take effect from a date specified by ACC.

5. ADDRESSES FOR NOTICES (STANDARD TERMS AND CONDITIONS, CLAUSE 23)

NOTICES FOR ACC TO:

ACC Health Procurement (for deliveries)
 Justice Centre
 19 Aitken Street
 Wellington 6011
 P O Box 242 (for mail)
 Wellington 6140
 Marked: “Attention: Procurement Specialist”
 Phone: 0800 400 503
 Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

 _____ (for deliveries)

 _____ (for mail)

Marked: Attention: _____, _____
 Phone: _____
 Mobile: _____
 Email: _____

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B. SERVICE SPECIFICATIONS FOR GPSI SERVICES

1. PURPOSE

- 1.1. The purpose of this Service is to provide GPSI services to ACC Clients referred for the purpose of providing early diagnosis, appropriate treatment and facilitating prompt, cost effective and sustainable return to independence and/or work.

2. SERVICE OBJECTIVES

- 2.1. ACC will measure the success of this Service based on the following objectives:
 - 2.1.1. Early and effective management of non-urgent musculoskeletal conditions which is necessary, appropriate and demonstrates best practice;
 - 2.1.2. Improved Client access to necessary advanced diagnostic imaging and treatment services;
 - 2.1.3. Increase the timeliness and appropriateness of referrals to specialist consultants in secondary care, thus reducing waiting times; and
 - 2.1.4. Appropriate, efficient management and onward referral of those Clients who require specialist consultant intervention.

3. SERVICE COMMENCEMENT

3.1. Eligibility Criteria

- 3.1.1. A Client is entitled to the GPSI Service under this Service Schedule if:
 - (a) The Client has an accepted ACC claim¹ for cover for a personal injury under the AC Act, and that injury is of a semi-urgent, routine or low-priority² musculoskeletal nature; and
 - (b) The Client requires the GPSI Service in order to restore their health to the maximum extent practicable; and
 - (c) The Client has been referred to the GPSI Service by a General Practitioner (GP) or Nurse Practitioner (NP).

¹ This Service Schedule applies to ACC managed claims and excludes Accredited Employer claims

² Priority system taken from the New Zealand National Access Criteria for First Specialist Assessment, Ministry of Health, February 2001

3.1.2. Who may make referral

- (a) Referrals to the GPSI Service may be made only by a GP or NP.

3.2. Referral Process

3.2.1. When referring a Client for GPSI Services the referring GP or NP will send the referral to a GPSI of their choice and, where appropriate:

- (a) Ensure the Client is aware that, upon receipt of the referral, the Supplier will make contact with the Client in order to arrange a consultation;
- (b) Provide an explanation to the Client of the Service to be provided.

3.2.2. When a referral is received by the Supplier, the Supplier will screen the referral to ensure that, where appropriate, the following information is contained within the referral:

- (a) Client's name, gender, date of birth and contact details;
- (b) ACC claim number;
- (c) Injury condition and read code;
- (d) Reason for the referral;
- (e) Injury details including relevant consultation notes and radiological investigation reports; and may include, where applicable:
- (f) Details of the Client's injury and non-injury related needs and treatment to date, including medications prescribed and other treatment providers involved;
- (g) Ethnicity and cultural needs;
- (h) Relevant non-injury details; and
- (i) Client's main activities.

4. SERVICE LOCATION OR SPECIFIC AREA (PART A CLAUSE 3)

- 4.1. The Supplier will provide GPSI Services from the Supplier's facility/facilities specified in Part A Clause 3.

5. SERVICE REQUIREMENTS

- 5.1. The Supplier will provide referral receipt, consultation booking, consultation, and documentation of GPSI Services delivered to referred Clients.

5.2. Referral Receipt and Consultation Booking

- 5.2.1. The Supplier is responsible for the administration and booking of GPSI consultations.

- 5.2.2. The Supplier will, within 10 working days of receipt of a GPSI referral, contact the Client directly and arrange a consultation at a suitable time.
 - 5.2.3. If the Named Provider is unable to see the patient within 15 days of referral – the Supplier will inform the referring GP or NP so that an alternative provider can be sought if required.
 - 5.2.4. If the Client is unable to be contacted within 10 days, the Supplier will ensure that the Named Provider notifies the referrer.
 - 5.2.5. If the Client is unable to attend the clinic within 15 days – the Supplier will ensure that the Named Provider notifies the referrer.
- 5.3. Consultation
- 5.3.1. The Supplier will, within 15 working days of receipt of a GPSI referral, carry out a consultation.
 - 5.3.2. Initial and follow-up consultations by the Named Provider may be undertaken in-person or by telehealth.
 - 5.3.3. Consultations may include the provision of any/all of the following services, without limitation:
 - (a) Taking of medical history relevant to the injury or injuries;
 - (b) Examination of the presenting injury condition(s);
 - (c) Diagnosis of the presenting injury or injuries;
 - (d) Review of and amendment to any existing diagnosis;
 - (e) Arranging access to, and the provision of, any necessary radiological investigation, including High Tech Imaging;
 - (f) Interpretation of diagnostic films/reports;
 - (g) Where appropriate, there is evidence that measures have been taken to set appropriate client expectations - in particular whether personal injury has been caused by accident.
 - (h) Performing any necessary and appropriate procedure(s);
 - (i) Prescription of any necessary pharmaceuticals;
 - (j) Liaison with other health and support services;
 - (k) Education about caring for the injury and expectations of recovery;
 - (l) Provision of injury prevention advice to minimise the risk of re-injury or complications;
 - (m) Referral to an appropriate Registered Health Professional for any further treatment required, including referral for orthotics;
 - (n) Completion of Documentation.

5.3.4. GPSI Services can be delivered by Telehealth, where clinically appropriate. GPSI Services delivered by Telehealth must:

- (a) Have Client or authorised representative consent (recorded in the clinical notes), and with the option of an in-person meeting if the client prefers;
- (b) Be preceded by an initial risk assessment to ensure Client safety;
- (c) Meet the same required standards of care provided through an in-person consultation;
- (d) Have clinical records that meet ACC and professional body requirements;
- (e) Meet the requirements outlined in the standards/guidelines of the New Zealand Medical Council. If there is a difference between the regulatory body statements and what is stated in this Service Schedule, then the Service Schedule conditions take precedence; and
- (f) Have both the Client receiving the Telehealth service, and the Supplier or Named Provider delivering the Telehealth service, physically present in New Zealand at the time the service is provided.

5.4. Documentation

5.4.1. Clinical records will show that the consultation and/or the recommended treatment meet best practice standards.

5.4.2. The Supplier must ensure that the Named Provider, within five working days of each GPSI consultation, completes a report to the referring GP or NP, copied to ACC. The report will, where appropriate, include the following:

- (a) GPSI details;
- (b) Referrer details;
- (c) Date referral received;
- (d) Client details;
- (e) History, examination and diagnosis;
- (f) Impact of current injury on activities of daily living;
- (g) Clinical examination and findings;
- (h) Copies and interpretation of diagnostic tests and imaging;
- (i) Management plan and prognosis;
- (j) Where appropriate, there is evidence that measures have been taken to set appropriate client expectation. In particular whether personal injury has been caused by accident;
- (k) Copies of any referrals to other Registered Health Professional(s).

6. SERVICE SPECIFIC QUALITY REQUIREMENTS

6.1. Timeliness

6.1.1. The Supplier will meet the timeframes set out in Part B, clause 5 of this Service Schedule.

6.1.2. If the Supplier is unable to meet these timeframes, for any reason, the Supplier will notify the referrer without delay.

6.2. Competency

6.2.1. The Supplier must ensure that GPSI Services are only delivered by Medical Practitioners who are listed as Named Providers in Part A, Clause 2, and who hold Vocational Registration in General Practice and have completed a relevant postgraduate tertiary level qualification, in any/all of the following recognised scopes of medicine³:

- (a) Musculoskeletal;
- (b) Occupational;
- (c) Sports Medicine;
- (d) Orthopaedic;

6.3. Training and Professional peer review sessions

6.3.1. Training and professional peer review sessions will occur locally on a quarterly basis.

6.3.2. Each session will be of approximately two hours duration and facilitate continuing professional development that relates directly to the GPSI Service.

6.3.3. Medical Practitioners providing GPSI Services will demonstrate current competency and commitment to ongoing professional development by:

- (a) Contributing to the content of the training and professional peer review sessions; and
- (b) Attending and actively participating in at least three training and professional peer review sessions per calendar year⁴.

³ Named GPSI providers who completed the module based system to obtain competency prior to 1st May 2017 are eligible to provide GPSI services.

⁴ There is provision for the Supplier to receive payment from ACC for time spent at local quarterly training, professional peer review sessions and ACC arranged meetings which relate directly to the GPSI Service. The current rate is \$90.00 (excl GST) per hour to a maximum of 8 hours per year. Where appropriate, the Supplier can email an invoice to health.procurement@acc.co.nz with "GPSI" in the subject line.

6.4. Named Providers

6.4.1. Addition of Named Providers

The Supplier may, at any time during the Term of this Service Schedule, make a written request to ACC that a GPSI be added to the Named Providers in this Service Schedule, as specified in Part A, Clause 2.

ACC may, in its sole discretion, accept or decline each such request, by providing written notification to the Supplier. Agreement to such a request may be made subject to conditions.

If a request is accepted under this clause, the GPSI shall be deemed added as a GPSI from the date of ACC's written notification to the Supplier.

6.4.2. Removal of Named Providers

The Supplier may, at any time during the Term of this Service Schedule, provide written notification to ACC that a Named Provider is to be removed from Part A, Clause 2 of this Service Schedule.

The Named Provider shall be deemed to be removed from this Service Schedule five working days after receipt of the Supplier's notice by ACC.

ACC may, at any time during the Term of this Service Schedule, provide written notification to the Supplier that a Named Provider is to be removed from this Service Schedule. The Named Provider shall be deemed to be removed from this Service Schedule five Working days after receipt of ACC's notice by the Supplier. ACC shall not issue such a notice arbitrarily.

6.5. Telehealth

6.5.1. The Supplier will be responsible for providing their own equipment and technology necessary to deliver GPSI Services by Telehealth, and manage their own technical issues.

7. SERVICE EXIT

- 7.1. A Client exits this GPSI Service when the Supplier has met the Service requirements stated in this Service Schedule including either, as appropriate, referral to secondary care or discharge to the referring GP.

8. LINKAGES

- 8.1. To facilitate continuity of service delivery for Clients, the Supplier must demonstrate effective links with a broad range of health and disability services, including, without limitation:
 - 8.1.1. The Client's GP;
 - 8.1.2. Local orthopaedic surgeons;
 - 8.1.3. Other treatment providers, including physiotherapists, radiologists and orthotists;
 - 8.1.4. ACC;
 - 8.1.5. Community based rehabilitation services;
 - 8.1.6. Vocational services;
 - 8.1.7. Other GPSIs,

9. REPORTING REQUIREMENTS

- 9.1. The Supplier, on behalf of the Named Provider(s), will annually, on the anniversary of the commencement date (Part A, clause 1), submit to ACC a record of attendance and topics discussed at professional peer review sessions.

10. SERVICE MONITORING

- 10.1. This Service Schedule requires the Supplier to be measured against the service objectives stated in Part B, Clause 2 of this Service Schedule. The purpose is to monitor progress and quality of the GPSI Service delivery under this Service Schedule by comparison with peers against expected performance.
- 10.2. If performance monitoring identifies issues with a Supplier's performance, the following process will apply:
 - 10.2.1. When a performance issue is first identified, the Supplier will receive a telephone call and ACC will outline the issue and any resolution that needs to occur;
 - 10.2.2. Timeframes will be provided by ACC for resolution of the issue to occur;

- 10.2.3. The Supplier may contact ACC to discuss the issue or request a meeting, or further training to assist with resolution of the issue at any time in this period;
- 10.2.4. If, at follow up, resolution has not occurred in accordance with timeframes provided, ACC will request a meeting;
- 10.2.5. Timeframes will be provided by ACC for resolution to occur;
- 10.2.6. If the Supplier refuses a meeting, ACC will consider this a serious breach of the terms of this Service Schedule and ACC may decide to terminate the Term of this Service Schedule immediately or provide the Supplier with a Notice of Breach in accordance with Clause 20.8 of ACC's Standard Terms and Conditions.

10.3. Notice of Breach

- 10.3.1. If, at a subsequent follow up, resolution has not occurred in accordance with timeframes provided, ACC may provide the Supplier with the Notice of Breach in accordance with Clause 20.8 of ACC's Standard Terms and Conditions.
- 10.3.2. ACC will allow the Supplier 10 working days to resolve the issue (if it is capable of resolution).
- 10.3.3. The Supplier must accept no new referrals during this time.
- 10.3.4. If resolution does not occur, or the issue is identified again in performance monitoring, ACC may provide the Supplier with an immediate notice of termination of this Service Schedule.

11. PAYMENT AND INVOICING

11.1. Price

11.1.1. GPSI Services

- (a) Subject to the provisions of this Schedule:
 - (i) ACC agrees to pay the applicable price set out in Part A, Clause 4 for Services provided to Clients in accordance with this Service Schedule ("Price");

- (ii) The Price is the total payable by ACC in respect of all Services provided or required to be provided under this Service Schedule (including, without limitation, materials, consumables, pharmaceutical items used during treatment and the short term loan of orthotics), with the exception of diagnostic films/reports which are payable under regulations or other contracts with ACC.

11.1.2. No Additional Fees / Client Surcharges

- (a) The Price for a GPSI consultation is the entire amount chargeable in relation to that Service, and no additional amount may be charged to ACC, a Client or any other person for the provision of GPSI Services.

11.2. No Minimum Services

- 11.2.1. ACC has no obligation to ensure any minimum number of Clients receiving Services from the Supplier. The Supplier will not make a claim against ACC by reason of, or relating to, the Supplier not performing an anticipated level of Services, or not receiving any minimum amount over the Term of this Service Schedule, or at all.

11.3. Electronic Billing

- 11.3.1. The Supplier will electronically invoice (e-schedule) ACC, via the Supplier's Patient Management System, for GPSI Services provided under this Service Schedule. If electronic invoicing is not possible, the Supplier may manually invoice.

11.4. Bulk Billing Schedules

- 11.4.1. The Supplier will "bulk bill" ACC from time to time for all GPSI Services provided under this Service Schedule using a schedule provided by ACC for this purpose. The Supplier will provide the information and certification specified in the schedule in the form specified.
- 11.4.2. Bulk billing schedules are to be forwarded to the ACC location responsible for processing the Supplier's bulk billing schedules, as advised by ACC.

- 11.4.3. ACC will pay all bulk billing schedules which are acceptable to it (in terms of this Schedule) for GPSI Services provided in accordance with this Service Schedule in one lodgement to the bank account of the Supplier. If an acceptable bulk billing schedule is received by ACC by the 5th day of the month following the period being billed, payment will be made on or before the 20th day of the month following the period being billed. If the 20th day of the month is not a working day, payment will be made on or before the first working day following the 20th.
- 11.4.4. If any bulk billing schedule or part thereof cannot be approved for payment, ACC will advise the Supplier, detailing the reasons why payment cannot be approved, and what steps need to be taken by the Supplier to obtain approval. After these steps have been taken, payment will then be made within ten (10) working days of approval being given.
- 11.5. ACC will not pay for a GPSI Service where the invoice for that Service is not received within 12 months of the date the Service was provided, or the date cover was granted by ACC, whichever is the later date.

12. DEFINITIONS AND INTERPRETATION

In this Service Schedule, unless the context requires otherwise:

“**Clinic**” means the facility designated as Clinic in Part A Clause 3 of this Agreement;

“**In-person**” means the provider and Client are physically present in the same room.

“**Referral**” means a referral of an eligible Client to the Supplier for the provision of Services in accordance with the Referral process described in a Service Schedule; and “**Refer**”, “**Referred**” and “**Referrer**” have a corresponding meaning;

“**Telehealth**” means the use of information or communication technologies to deliver health care when clients and care providers are not in the same physical location. For this Service Schedule, Telehealth relates to real-time videoconferencing interactions and telephone consultations. Telehealth excludes electronic messaging, e.g. texts and emails. A Telehealth consultation is to replace an in-person visit, it does not include a quick triage or check-in phone calls (unless specified).