



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.

Medical Consumables

Operational Guidelines

May 2023

This is a living document and will be updated as required

Useful Contacts in ACC

Service Name	Contact Details
Contracts administrator and health procurement specialist	0800 400 503 health.procurement@acc.co.nz
Client/patient helpline	0800 101 996
Digital Operations eBusiness help	0800 222 994 (option 1) ebusinessinfo@acc.co.nz
Engagement and Performance	Engagement and Performance Managers can help the Supplier to provide the services outlined in your contract; contact Provider help services or go to the ACC website - contact our provider relationship team for details of the Engagement and Performance Manager in your region
Provider help	0800 222 070 providerhelp@acc.co.nz
Provider registration	04 560 5211 registrations@acc.co.nz
Portfolio	Contact Provider help services for details of the Portfolio advisor/manager or email MedCon@acc.co.nz

About these Guidelines

This is a guideline to assist implementation of the Medical Consumables Service Schedules (also referred to here as “the contract”).

Read this guide in conjunction with the Contract and the ACC [Standard Terms and Conditions](#).

It is expected that Suppliers provide services that meet the requirements of the Contract. If there are any discrepancies between the Operational Guidelines and the Contract, then the Contract takes precedence.

Definitions of capitalised terms can be found under [Definitions and Abbreviations](#).

Some of the relevant ACC order codes are mentioned in text; please see the Service Schedule for a complete list of the MCON-related ACC service/equipment order codes.

Updates

ACC will work collaboratively with Suppliers to continually develop and improve MCON, and ACC will ensure that these Operational Guidelines reflect any changes.

New editions of the Operational Guidelines will be emailed directly to Suppliers. The guidelines can also be found under “Contracts” in the [Resources area of the ACC website](#)

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Definitions and abbreviations	
ACC	Accident Compensation Corporation including ACC staff members engaged by ACC to provide case and claim management for the Client for the purposes of the Accident Compensation Act 2001
ADL	Activities of Daily Living personal care activities.
Assessed	Medical consumables have been determined as an assessed injury need by contracted ACC Assessors or within Treatment Regulations
Backorder	When products requested are not available on delivery
Client	The injured person receiving IHCS services. For more information about client cover see Accident Compensation Act 2001, Clause 8 .
Clinical Evidence	Clinical data and evaluation that offers qualified assessment of whether the consumables or device is safe and achieves the intended clinical benefit.
Complaint	Any expression of dissatisfaction against the organization, either written or verbal, by any person receiving support or on behalf of someone receiving support (including ACC).
Comprehensive Nursing Assessment	An independent clinical assessment identifying the Clients specific treatment and rehabilitation needs and identifying options to address these needs.
Core Hours	Monday – Friday (excluding public holidays) Between 8:30 am – 5:00pm
Covered Personal Injury	A claim accepted for cover by ACC under the Accident Compensation Act 2001.
DP	Designated Provider.
Emergency Stock	Essential Medical Consumables to maintain the Clients health or life at times of emergency (eg; earthquake, pandemic)
Expired Stock	Product has passed the shelf-life or expiry date
EPM	Engagement and Performance Manager.
Family/Whānau	Family/Whānau members are related to the Client by blood, marriage (or civil union or a <i>de facto</i> relationship) or adoption.
Health Professional	Provider of health care treatment and advice based on formal training and experience.
MCON	Medical Consumables
MOSES report	Monthly Obsolete, Slow Moving and Expired Stock report provided to ACC
Obsolete item	Stock unsold to ACC clients in the previous 6 months or where the expected demand is now nil.
RTM	ACC Recovery Team Member. This can be anyone across the ACC claims management. Recovery Coordinator, Recovery Partner, Recovery Administration
SOH	Stock on Hand. The total value of stock held by Supplier for ACC only.

1. Introduction

With the support of contracted Suppliers, Accident Compensation Corporation (ACC) provides treatment and rehabilitation services to help people who are injured in an accident. ACC is responsible for the assessment and provision of Medical Consumable items needed as a result of an injury

These guidelines are intended for use by:

- ACC Recovery Team Members and other staff members
- ACC's Contracted supplier of medical consumables
- Health Professionals wanting to order medical consumables for ACC clients

2. Medical Consumables Overview

Service Objective

The Medical Consumables Service addresses the injury-related consumable needs of ACC clients, in a timely and efficient manner by acting as a distribution network of high-quality medical products.

The following objectives are the prime focus for this service:

- Ensure clients injury related needs can be met in a timely way through the prompt provision of high-quality products
- Maintain a catalogue of cost-effective products that is flexible enough to meet client's needs but minimize product wastage through unnecessary variation

ACC, in partnership with the contracted Supplier Onelink, will work to continuously improve this service, to provide injured New Zealanders with access to necessary and appropriate medical consumable products to aid in their recovery or maintain their independence.

Medical consumables definition

A medical consumables is a medical product, or products, that:

- is used for a therapeutic purpose
- is not a pharmaceutical (this includes the medical classifications: pharmacist only medication, pharmacy only medication or controlled drug).
- Is generally not re-usable
- Is not a general household item that the client would need to buy regardless of injury
- Is not a rehabilitation equipment and/or device
- Relevant related products

For the purposes of being covered by ACC, the medical consumable must also be:

- required as a result of a client's covered personal injury to assist in restoring the client's health and independence
- supported by clinical evidence to justify its use
- cost effective compared to alternative options
- Includes relevant associated products (such as ostomy bag covers and belts) but does not include storage items (such as cupboards or IV drip poles)

The main categories of medical consumable products are:

- Fluids/Irrigation (eg. Sodium chloride, hyperdermic needles and syringes)
- Gloves/Protective items (eg. Latex gloves, disposable aprons and other personal protective equipment)
- Incontinence products (eg. Catheters, underpads, nappies)
- Ostomy products (eg. Ostomy bags, belts, wafers and pouches)
- Nutrition products (eg. Feeding tubes, oral supplements, gastrostomy products)
- Respiratory products (eg. Cough assist masks, suction catheters, cannulas)

- Woundcare products (eg. Pressure stockings, dressings, hydrogels, Negative Pressure Therapy)
- Skincare products (eg. Sanitizers, wipes, sensitive skin moisturizers)
- Miscellaneous products (eg. Oral care, anti-inflammatory cream, electrodes for TENS)
- Hearing Aid Batteries

Exclusions

The Medical Consumables service does not cover the following:

- consumables provided as part of any other services contracted by ACC eg. accident and medical clinic services
- consumables paid for under publicly funded health services for personal injuries
- assessment services for consumables
- orthotics
- burns garments, which the managing district health board invoice to ACC
- customised consumables including customised pressure garments
- Rehabilitation equipment

Medical Consumables eligibility criteria

An ACC Client can receive medical consumables if the following criteria is met:

- They have an accepted claim, and
- They have an entitlement to receive funding for medical consumables and;
- They have an injury-related need for the consumable product, as determined by a specialist contracted assessor, acute care facility, specialist, GP, nursing professional or Allied Health professional (See When to seek internal ACC advice)

Medical Consumables provided under other contracts:

PHAS agreement – acute in-patient episodes or emergency department admissions:

ACC is responsible for medical consumables that the client needs after they are discharged from hospital. They receive up to one week's supply from the hospital. For hospital responsibilities, see [accident-services-a-guide-for-dhb-and-acc-staff.pdf](#).

Elective surgery:

The elective surgery provider is responsible for supplying consumables for six weeks after a patient has been discharged following an elective surgery procedure.

Specialised treatment or rehabilitation:

ACC purchase consumables as part of the contracts for specialised treatment or rehabilitation services where the item is essential to the service itself, eg artificial limb consumables are part of the artificial limbs contract.

Residential Support Services:

ACC purchases consumables as part of the day bed rate. (See [appendix A](#) of the Residential Support Services contract) ACC clients residing in a residential facility can receive specialist items outside of the standard items in appendix A following an assessed injury related need.

Nursing Services:

Nursing services is to provide community-based nursing treatment for the injury-related needs of clients whose treatment cannot be delivered by General Practice Team. Refer to the Nursing Service operational guidelines ([nurse-og.pdf \(acc.co.nz\)](#)) for more information.

Medical Consumable Products

Ordering Process

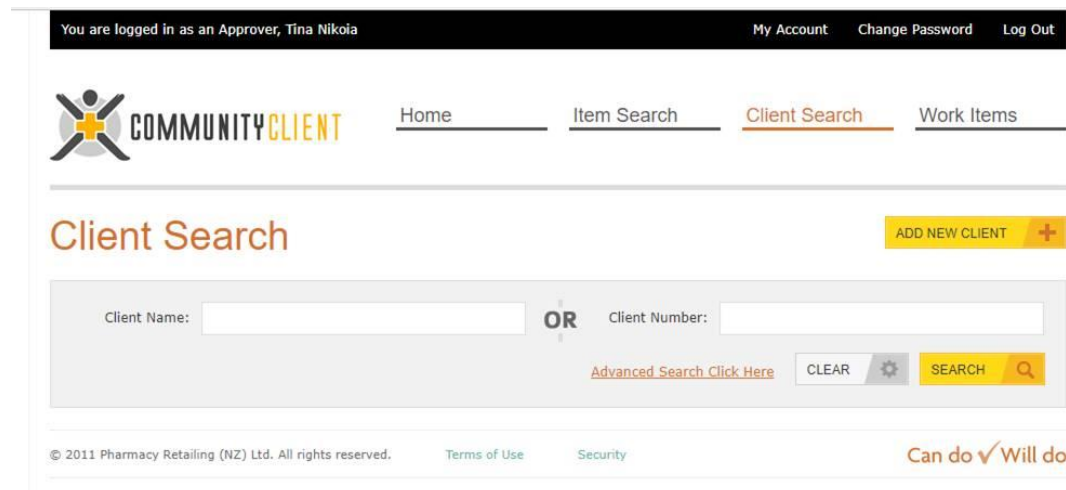
Assessors and ACC staff need to register for a log in

If you don't have access to Community Client, please visit the [website to sign up](#). Please note, the Community Client site is for appropriate and registered health professionals. Assigned assessors or community nursing providers can access their clients' orders and order history.

Assessors can set up clients in Community Client

This process uses Community Client. Community Client is Onelink's online ordering portal for medical consumables for both new and existing clients. It can be accessed by Recovery Team members and contracted Social Rehabilitation assessors to use.

1. Search for client




The screenshot displays the Community Client web application interface. At the top, a black navigation bar shows the user is logged in as 'Tina Nikola' with links for 'My Account', 'Change Password', and 'Log Out'. Below this is the 'COMMUNITYCLIENT' logo and a main navigation menu with 'Home', 'Item Search', 'Client Search' (highlighted), and 'Work Items'. The 'Client Search' section features a search form with 'Client Name' and 'Client Number' input fields, separated by 'OR'. A yellow 'ADD NEW CLIENT +' button is positioned to the right. The search form includes a 'CLEAR' button, a settings gear icon, and a yellow 'SEARCH' button with a magnifying glass icon. A link for 'Advanced Search Click Here' is also present. The footer contains copyright information for Pharmacy Retailing (NZ) Ltd., links for 'Terms of Use' and 'Security', and the slogan 'Can do ✓ Will do'.

2. Add client details

You are logged in as an Approver, Tina Nikoia

[My Account](#)
[Change Password](#)
[Log Out](#)



[Home](#)
[Item Search](#)
[Client Search](#)
[Work Items](#)

New Client

[BACK TO SEARCH RESULTS](#)

Client Number *

Approver *

New Client

Name *

Telephone Number

Mobile Number

Email address

Date of Birth *

format dd / mm / yyyy

Delivery Details

C/-

3. Place order

Once the order is placed there is no requirement to complete an ACC178 Medical Consumables order form. ACC will receive automatic notification for approval. Assessors and Recovery Team Members can also make changes to a client’s order.

Note: Assessors do not receive confirmation that ACC has approved the order.

4. Declines

If a request does not meet the definition of a medical consumable as identified above, the request will be declined by either the ACC Recovery Team Member or the Supplier. The requestor can discuss with ACC Recovery Team if the item should be ordered under another contract (such as MRES) or if the client can purchase the item and request reimbursement.

Catalogue Items

Onelink provides a wide range of medical consumable products in a catalogue.

This catalogue is readily available to anyone who has access to the ordering portal for Onelink – CommunityClient ([Login \(communityclient.co.nz\)](https://communityclient.co.nz)).

Onelink and ACC no longer maintain a separate PDF version of the catalogue due to the constantly changing availability of these items. If you've saved copies of these documents, please delete them. For the most up-to-date list of available items, please use the search function within CommunityClient

Non-Catalogue Items

There is a provision in this service for items to be purchased which are not already on the catalogue. These are referred to as non-catalogue items.

These items are requested by a qualified assessor/community nursing provider through the non-catalogue process via an ACC178 Form. The assessor must consider suitable items within the current catalogue prior to requesting a non catalogue item. The requestor must provide a clear rationale as to why a catalogue item cannot be used to meet the injury-related need

The Form is submitted to the Recovery Team Member, by the assessor with a clear clinical rationale, for review and approval. These applications are assessed by the Recovery Team Member and sent to Onelink Community Client Customer Service.

ACC Recovery Team Members will check the following criteria is be met before approval:

- A clear, clinical rationale for the product's use
- A clear injury-related need for the product
- No known alternatives on the catalogue OR;
- A clear rationale as to why catalogued alternatives are not appropriate
- Is NOT a normal household item
- The value of the item being supplied through this service

If the ACC178 does not provide sufficient information to address the above criteria, the Recovery Team Member should return the form to the requestor to seek clarification.

Pharmaceuticals

Assessors and Onelink are responsible for checking that the requested items are medical consumables. Pharmaceuticals are not medical consumables (medical classification includes pharmacist only medication, pharmacy only medication or controlled drug). Pharmaceuticals need to be ordered through the Pharmaceutical Funding Pathway. If items have been requested incorrectly, the referral needs to be returned to the requestor to follow the correct process.

Special Foods

Where ACC clients meet the criteria to access Pharmac Special Foods, supply should be accessed in that way. Only if Pharmac funding is declined should Onelink be asked to supply these nutritional products. If products are requested via Onelink, they will check whether you have requested the product via Pharmac in the first instance.

The Pharmac Schedule can be found [here](#).

Special Food requests that are not on the Pharmac Schedule can be ordered from through the Medical Consumables contract. Before adding non-catalogue items to an order, the current catalogue items must be considered by the assessor first. If a non-catalogue is to be ordered, the requestor must provide a clear rationale as to why a catalogue item would not be suitable.

Trialing medical consumables

Onelink cannot set up products for one-off trials. Assessors will need to contact the supplier/manufacturer directly to arrange a one-off purchase. The Assessor can request reimbursement from ACC on a case by case basis and in discussion with the Recovery Team Member.

Once the Assessor has confirmed the product meets the client's needs, they can initiate the non-catalogue order process with Onelink.

3 Service Requirements

Responsibilities

The Supplier is responsible	
to...	for...
Clients	<ul style="list-style-type: none"> • purchase and distribution of medical consumable products based on requests from appropriate healthcare professionals, Assessors, and/or ACC Recovery Team Members • Ensuring the client receives the correct items and in good condition • Adjusting orders at the Client’s request (put on hold, restart) by email or telephone (see Adjusting Orders) • Ensuring that medical consumables are delivered in a timely manner • Facilitate the return of medical consumables that have not been used and are in good conditions (see Returns)
ACC	<ul style="list-style-type: none"> • Keeping ACC informed of any out of stock or discontinued products • Offer alternative product suggestion when products are discontinued (see Discontinued Products) • Alerting ACC to any changes that may require ACC to take action or change plans. • Working within timeframes outlined in the service specification • Operating the service within the terms and principles of the Medical Consumables Service contract and this Operational Guide • Minimising wastage through regular reporting
Assessors	<ul style="list-style-type: none"> • Maintaining good working relationships based on respect for each other’s area of focus • Provide Support for assessors to identify items in the catalogue • Provide e-commerce site that supports the online ordering of • medical consumables, including adjusting or stopping orders

ACC is responsible	
to...	for...

<p>Clients</p>	<ul style="list-style-type: none"> • Ensuring they have the correct diagnosis and cover decision • Ensuring they get the appropriate medical consumables assessed as needed to return to everyday life, including work or school • Monitor whether clients ongoing orders are meeting the clients need. • Making timely, efficient, and effective decisions • Notifying clients where items are discontinued and an appropriate generic alternative cannot be sourced
<p>Supplier</p>	<ul style="list-style-type: none"> • Making entitlement decisions based on the clinical information or investigating as appropriate • Responding when the Supplier makes contact
<p>Other service Suppliers</p>	<ul style="list-style-type: none"> • Keeping them informed of any relevant information for coordinating the rehabilitation process

Outside of Suppliers responsibility

- Recommending alternative products to meet individual client needs
- Seeing or storing any client injury or medical information
- Purchasing general household items, rehabilitation equipment, pharmaceuticals or consumable items that is a one-off purchase of a non-catalogue consumable under \$100 from a Supplier with whom they have no purchasing relationship. (See Alternative Purchasing mechanisms)
- Receiving returned medical devices, or maintaining ongoing safety checks of medical devices

Delivery of Medical Consumables

It is the responsibility of the Supplier to ensure the delivery of medical consumables to clients is timely and efficient. Suppliers may choose to use a freight service for delivery of medical consumables however, the delivery obligations to ACC and Clients remains with the Supplier.

If urgent delivery is required, the Assessor or ACC must contact Onelink by phone or email to flag this to their attention. Noting urgent delivery requirements on the website order form is insufficient. If notifying Onelink by email, the Assessor or ACC staff member should note “URGENT DELIVERY

REQUIRED” in the subject line. It is expected that urgent deliveries will be rare, due to clients holding sufficient safety stock to cover any issues to their supply.

At the time of delivery, the client must receive:

- a packing list of all medical consumables being delivered outlining the size, quantity and note any items still on backorder
- instructions when needed, for medical consumables to ensure they are safe and used correctly
- access to a Freephone number or email address to contact the Supplier so they can communicate any missing items or damaged items at time of delivery

Medical Consumables considered missing

Medical Consumables will be considered missing if they do not arrive within 5 Working Days of the expected arrival date.

When any Medical Consumables go missing or the incorrect product is sent during delivery it is the responsibility of the Supplier to:

- Urgently reorder and redeliver the missing and/or correct Medical Consumables. The cost for reordering and redelivering sits with the Supplier

Out of Stock and Discontinued Medical Consumables

ACC requires the supplier to notify ACC Recovery Team Members when any medical consumables are out of stock especially when the delay will cause significant impact to ACC or the client.

Notification will include:

- Name and quantity of product
- Date the product is expected to be back in stock
- Advice on any alternative options

When Medical Consumables ordered, that are no longer available and discontinued by the manufacturer, the Supplier will notify ACC Recovery Team member with urgency as soon as they are informed of the discontinuation of the item.

Notification will include:

- Name of all clients impacted by discontinuation of product

- Date of next delivery was due to client
- Date the product will be discontinued
- Advice on possible alternative options

When the Medical Consumable is no longer available, and where the product is a generic, over the counter consumable, and changing the product will not have an immediate impact on the client, bulk changeovers may be made. The Supplier will contact the ACC Portfolio Team via MedCon@acc.co.nz for confirmation of this change.

Suppliers must keep the Community Client website updated with the list of stock that has been confirmed as discontinued. This will give visibility to Assessors and ACC Recovery Team Members.

Returning Medical Consumables

Medical Consumables are supplied to clients on a non-return basis.

Products can only be returned to Onelink if they are delivered to the client damaged, defective or delivered expired or not in accordance with the ACC order. The Supplier will only issue a credit to ACC with the additional requirements:

- Items are returned no later than 14 days after delivery
- The Supplier has a return authorization
- The original packing slip is included
- Items are in original packaging, unopened, and in an “as new” resalable condition

The items returned due to the above reasons, will acquire no cost to ACC, and where applicable are full credit and or full replacement will be provided. If they are lost in transit or not considered to meet the requirements the cost remains with ACC

Returns requested by clients, assessor or any other party, outside of the reasons above need to be reviewed by an ACC recovery team member. Items returned outside of the criteria above will need to be disposed by client, if item quantity is excessive the consumable order should be

- Reviewed to ensure appropriate quantity is ordered
- Recovery Team Member delegation to authorize client reimbursement where there is excessive cost to dispose ACC funded consumables.

Linkages

The Supplier will maintain and provide relationships with:

- ACC Portfolio Manager and Advisor
- ACC recovery Team Members
- Assessors
- ACC Clients

4 Performance Requirements

Requirement	Area	Timeframe	KPI measure
Dispatch of ACC Catalogue items	North Island	Within 3 working days of order being placed with Supplier	95% Delivered within timeframe
	South Island	Within 4 working days of the order being placed with Supplier	95% Delivered within timeframe
Dispatch of Non-catalogue items (subject to availability)	North Island	Within 5 working days of order being placed with Supplier	95% Delivered within timeframe
	South Island	Within 6 working days of an order being placed with Supplier	95% Delivered within timeframe
Dispatch of ACC Catalogue and non-catalogue items	Rural delivery	Delivery to PO Boxes will add a minimum of one working day to the timeframes above	95% Delivered within timeframe
Delivery of ACC Catalogue and Non-catalogue items	URGENT Orders	Orders received before 2:00pm will be delivered within one working day	95% Delivered within timeframe
		Orders received after 2:00pm will be delivered within two working days	95% Delivered within timeframe
	URGENT Rural delivery	An additional minimum of one working day will be needed to the above Urgent timeframes	95% Delivered within timeframe
Service Quality	Complaints	No more than three formal written complaints relating to poor Supplier performance	Per month
Back orders	ACC Catalogue	Maintain and fill back orders	98% filled
Returns	Supplier error	Return of products delivered in error by Supplier	Less than 2% of deliveries are incorrect

Stock Management	MOSES	Supplier schedules monthly stock-taking to reduce items needing to be written off as Obsolete stock	Less than 0.3% of annual sales
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Any Performance improvement measures needing to be put in place will be discussed with Supplier and ACC Engagement and Performance Manager.

5 Reporting Requirements

Report name	Explanation	Timeframe	What will the report be used for?
Customer Complaints	Complaints from ACC. Nature of complaint and resolution.	As they arise	Used by ACC as part of continuous process improvement
Monthly reports	<ul style="list-style-type: none"> • Delivery in full on time • Monthly sales volumes • Lines and numbers of products on backorder • Products returned and credit reason. • New products supplied • Accounts payable status 	Monthly	Providing a measure of service output on a monthly basis. Monitor complaints and quality issues; supply chain issues and product issues, and to show resolution and process improvements Track Vendor's performance levels
Cost Saving KPI and Spend	Showing the achieved cost savings for the preceding quarter and ACC's spend level for the preceding 12 months	Quarterly	To monitor cost saving KPI and to determine margin for following 12 months
MOSES report	Showing the level of excess and obsolete stock, and that which is due to be written of	Monthly	To justify stock write off and to seek approval for this to happen.
Top 250	Showing the top 250 products and the cost saving negotiated on these	Annually	To set contract prices and determine incentive payment levels.
Customer Satisfaction Survey	Showing the level of Client and customer satisfaction	Biannual in conjunction with ACC	Monitoring tool to ensure that end users are satisfied with the Vendors service

6 Payment, invoicing, rebates and credits

Electronic Invoicing

ACC requires all contracted Suppliers to invoice ACC electronically using one of ACC's approved digital channels. Invoicing electronically has many benefits for Suppliers, such as:

- Faster processing and payment of Invoices
- Search functions for submitted invoices and tracking the progress of invoices (including amounts paid and payment dates)
- Ability to proactively check if an invoice needs further information to be sent to ACC
- Access to digital copies of remittance letters
- Querying claim and injury status

The Supplier is not able to request any additional payment or reimbursement from the Client, or any other person. (for example any additional surcharge) ACC will be invoiced as per the service schedule.

There are several ways electronic invoicing can be actioned. To learn more please visit our website "[Getting Set Up online](#)". Suppliers can also check whether their computer(s) meets the minimum specifications [here](#).

Suppliers that are a large organisation are expected to adopt the ACC Invoicing API. Information about our ACC API's can be found at the [ACC Developer portal](#). Until then, suppliers can contact the ACC Digital Operations eBusiness team to discuss which method is fit for purpose for their organisation if they are not already invoicing ACC electronically.

Their contact details are:

- Telephone: 0800 222 994 (option 1)
- Email: ebusinessinfo@acc.co.nz

The Provider Contact Centre will answer queries relating to payment of invoices. Please free phone 0800 222 070 if you are unable to find the information online.

ACC requires one account per Supplier for payment of invoices. This means there is one supplier identification, one address for all correspondence (i.e., purchase orders and remittance advices) and one bank account number per supplier.

This requirement is to enable transparency of transactions for monitoring purposes by ACC.

What the Supplier will need to include in electronic invoices

- Invoice number
- Invoice date
- Relevant ACC purchase order number (where applicable)
- Contract number
- Name and claim number of the Client receiving Medical Consumables
- Appropriate service codes
- Date on which the medical consumables were delivered

Emergency Supply

ACC Recovery Team Members have an overall responsibility to ensure that their clients with long term, stable needs have an emergency backup supply of essential consumable items. However, ACC has an expectation that any contracted Nursing or Social Rehabilitation Providers assessing a client's needs, or working with them in their home on a regular basis, will consider the client's needs holistically. This includes proactively monitoring the client's medical consumable needs and notifying ACC when there are issues with under/oversupply, or products not meeting the client's needs. This needs to be a **MINIMUM** one-month supply of all the essential consumable items and or items that are not able to be readily purchased locally, on-hand for the client to ensure continuity of product should there be an emergency circumstance. (example: catheter related products)

If there are any barriers preventing clients safely storing their emergency backup supply, the assessor needs to contact ACC to discuss options.

When excessive supply of consumable items at the client's residence the assessor needs to amend the order accordingly.