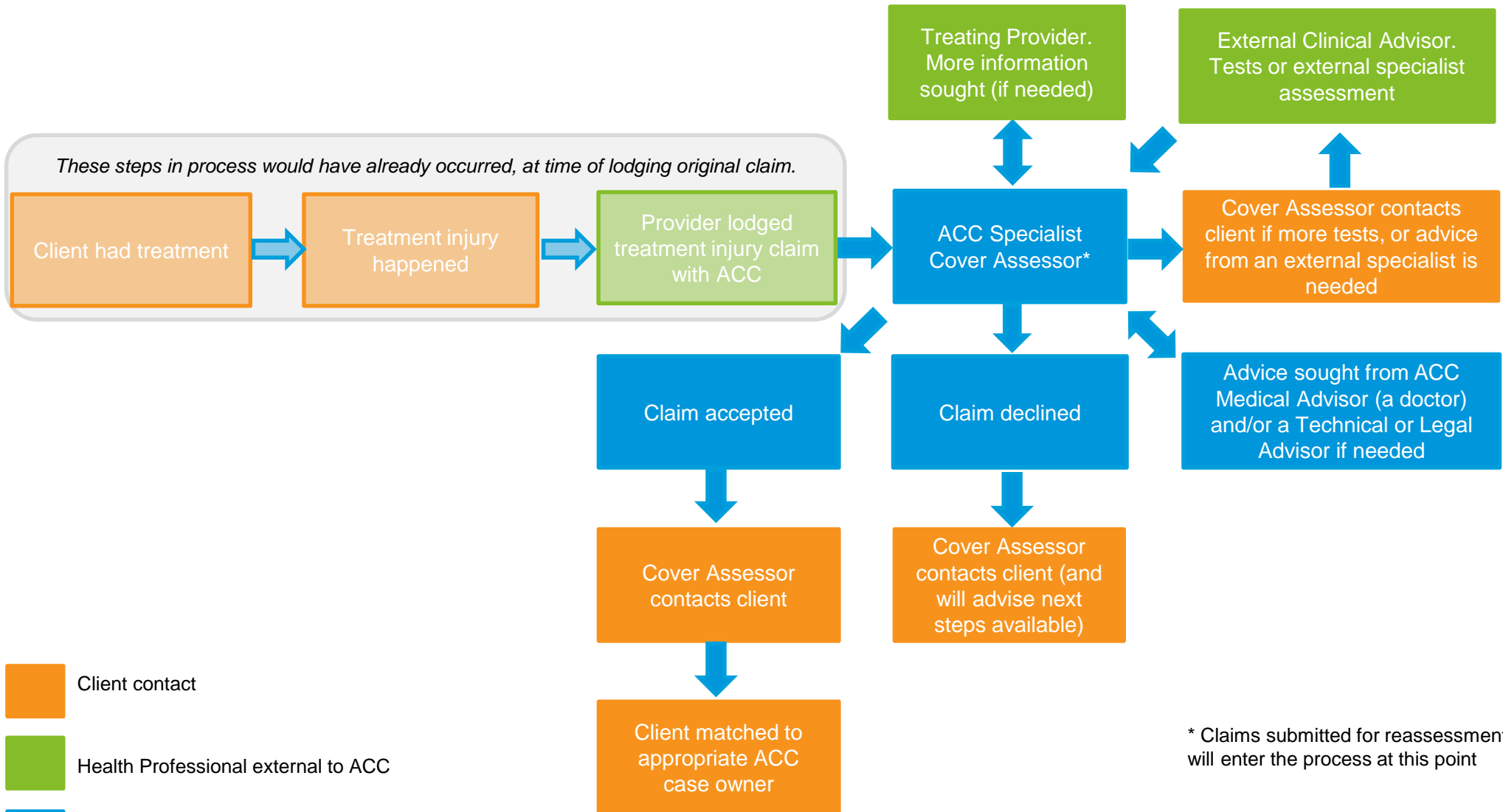


# Reassessing declined mesh claims – process



\* Claims submitted for reassessment will enter the process at this point

## Reassessing declined mesh claims – roles involved

### ACC Specialist Cover Assessor

ACC employees who assess and determine cover on Treatment Injury Claims. They assess medical information and apply relevant legislation and the new cover guidance. They will seek internal and external advice as necessary as part of their considerations and decision making process. This may involve internal advice from medical, legal and/or technical advisors and external clinical advice. Specialist Cover Assessors are registered health professionals with annual practicing certificates.

### ACC Medical Advisor

Medical doctors and ACC employees, whose role is to provide advice where requested as part of a cover or entitlement decision on a claim. They have relevant clinical expertise as well as knowledge of ACC legislative parameters. They may also assist a Specialist Cover Assessor to seek external clinical advice, including advising on an appropriate external advisor to approach and questions to ask them. They may then assist the Specialist Cover Assessor to interpret the report received in the context of relevant ACC legislation. All medical advisors have current annual practicing certificates. Medical Advisors cover a broad range of capability and specialities as appropriate to the ACC context.

### ACC Technical or Legal Advisor

Technical and Legal Advisors provide advice where requested as part of a cover or entitlement decision on a claim. They have extensive working knowledge and experience with interpretation of ACC legislation, case law, policy and application of these as appropriate to their role. They provide legal and/or policy input enabling consistent and robust decision making within ACC. Lawyers are members of the NZ Law Society and hold an annual practising certificate.

### Treating Provider

The client's health professional that has lodged the claim and/or is providing treatment to the client as part of their rehabilitation and care plan (likely their GP or Specialist). The Specialist Cover Assessor may contact this health professional and request updated health records or more information about their patient, if it is necessary as part of the cover or entitlement decision considerations.

### External Clinical Advisor

An external medical specialist that ACC contracts to provide an assessment of the client and report. This information is then used as part of the cover or entitlement decision process. We have sought nominations from the relevant professional bodies for ECAs for the mesh reassessments. Their credentials are available from their registering bodies websites.