



Changes to the Operational Guidelines

Sensitive Claims Service

The below table documents the amendments that have been made to the Operational Guidelines for the Sensitive Claims Service since the version released on 16 January 2025 on the ACC website.

Amendments to the Operational Guidelines for the Sensitive Claims Service since 16 January 2025

Section	Amendment	Rationale
Cover and Wellbeing Plan (page 17)	The ACC Psychology Advisor hotline can be contacted to seek general advice about selecting the most appropriate cover pathway.	Removal of reference to the Psychology Advisor hotline
Specialist Cover Assessment (page 20)	<p>With the availability of the Cover and Wellbeing Plan, it is expected that over time the capacity of named assessment providers will increase, thereby reducing the delay to have a specialist cover assessment completed. In some cases, there may still be a delay. As continuity hours are only available where ACC requires further time to determine cover for the Specialist Cover Assessment (following receipt of that assessment), delays to completing a specialist cover assessment will be managed on a case-by-case basis.</p> <p>Where a lead service provider has used and invoiced for all their available hours before the Specialist Cover Assessment has been</p>	Confirming what happens if there is a delay with a Specialist Cover Assessment and there are no remaining hours available.



Section	Amendment	Rationale								
	<p>submitted to ACC, they must contact the recovery partner managing the claim to confirm:</p> <ul style="list-style-type: none"> when the Specialist Cover Assessment report will be submitted; and how many additional hours are needed to support the kiritaki (noting a maximum of one session per week over that period can be approved). <p>In this instance, additional specialist cover assessment lead service provider hours may be provided.</p>									
Cultural Support and Advice (page 31)	<p>The lead service provider must consult with the kiritaki and obtain their agreement before seeking Cultural Support and Advice. The agreement of the kiritaki will also need to be obtained if it is determined that the third-party provider of Cultural Support and Advice should attend the therapy session with the kiritaki.</p>	Clarifying that kiritaki consent is required.								
Active Liaison (page 32)	<ul style="list-style-type: none"> Time spent with a third-party provider who has been engaged to deliver Cultural Support and Advice. 	Adding an additional point when active liaison can be used.								
Requesting to set up a group (page 35)	<p>The application dates to set up a group are:</p> <table border="1"> <thead> <tr> <th>Application open date</th> <th>Application close date</th> </tr> </thead> <tbody> <tr> <td>1 July</td> <td>20 July</td> </tr> <tr> <td>1 October</td> <td>20 October</td> </tr> <tr> <td>1 January</td> <td>20 January</td> </tr> </tbody> </table>	Application open date	Application close date	1 July	20 July	1 October	20 October	1 January	20 January	Adding information about setting up a group.
Application open date	Application close date									
1 July	20 July									
1 October	20 October									
1 January	20 January									



Section	Amendment		Rationale	
	1 April	20 April	<p>ACC will have 10 working days from the application close date to review and determine the outcome of the group-based therapy applications.</p> <p>If applications are submitted after the close date, these will be assessed in the following quarter.</p>	
Delivering services outside of supplier's geographical areas (page 41)	<p>Approval must be sought from ACC prior to confirming with the kiritaki acceptance of the referral and lodgement of an Engagement Form. These requests must be sent to sensitiveclaims@acc.co.nz</p>		Clarifying that a supplier should seek approval from ACC to work outside of their approved geographical areas prior to accepting a referral from a kiritaki and lodging an Engagement Form.	
Invoicing (page 66)	<p>Travel Time, Travel Distance, Travel Mode, Remote Clinic Room Hire, and Accommodation for Named Service Providers and Service Providers do not require a purchase order approval from ACC but do require written approval from ACC before the services can commence.</p>		Clarifying invoicing for travel and accommodation.	
Applying to add providers or geographical areas (page 75)	<p>Section 7 of the request template</p> <p>Change of Named</p>	<p>For changes to the named service provider's Service Address, the Supplier must email the changes to health.procurement@acc.co.nz</p>	<p>The email from the Supplier must include:</p> <ul style="list-style-type: none"> • ACC Provider ID • Provider Name • Current Service Address 	Adding section on changing a named service provider's service address.



Section	Amendment	Rationale
	<p data-bbox="546 400 698 544">Service Provider Service Address</p>	<ul data-bbox="1144 400 1487 475" style="list-style-type: none"><li data-bbox="1144 400 1487 475">• New Service Address. <p data-bbox="1144 496 1487 826">(Note: if the new Service Address is in a Geographical Area that the Supplier does not hold – the Supplier must apply via Section 2 of the request template to hold the Geographical Area).</p>



The below table documents the amendments that have been made to the Operational Guidelines for the Sensitive Claims Service since the version released on 9 September 2024 on the ACC website.

Amendments to the Operational Guidelines for the Sensitive Claims Service since 9 September 2024

Section	Amendment				Rationale
Contacting ACC (page 4)	Sensitive Claims Psychology Advisers	Clinical queries about assessment and reports.	09-354 8425	N/A	Removal of Psychology Advisor helpline contact number – this line is not operating.
Engagement Form (page 13)	Children and Young People (17 16 and under) Named service providers must confirm a safe contact when submitting an Engagement Form for a child or young person. The safe contact is the person who is most appropriate for ACC to contact if required.				Amendment to incorrect age being inserted.
Specialist Cover Assessment (page 20)	<p>With the availability of the Cover and Wellbeing Plan, it is expected that over time the capacity of named assessment providers will increase, thereby reducing the delay to have a specialist cover assessment completed. In some cases, there may still be a delay. As continuity hours are only available where ACC requires further time to determine cover for the Specialist Cover Assessment (following receipt of that assessment), delays to completing a specialist cover assessment will be managed on a case-by-case basis.</p> <p>Where a lead service provider has used and invoiced for all their available hours before the Specialist Cover Assessment has been</p>				Confirming what needs to happen if there is a delay in a specialist cover assessment being able to commence.



Section	Amendment	Rationale
	<p>submitted to ACC, they must contact the recovery partner managing the claim to confirm:</p> <ul style="list-style-type: none">• when the Specialist Cover Assessment report will be submitted; and• how many additional hours are needed to support the kiritaki (noting a maximum of one session per week over that period can be approved). <p>In this instance, additional specialist cover assessment lead service provider hours may be provided.</p>	
Cultural Support and Advice (page 30)	<p>The lead service provider must consult with the kiritaki and obtain their agreement before seeking Cultural Support and Advice. The agreement of the kiritaki will also need to be obtained if it is determined that the third-party provider of Cultural Support and Advice should attend the therapy session with the kiritaki.</p>	<p>Confirming that the kiritaki must agree to the use of a third-party provider to provide cultural support and advice.</p>
Active Liaison (page 30)	<p>Active Liaison can be used by any named service provider or Social Worker service provider working with kiritaki to coordinate key activities that will support their rehabilitation and recovery.</p>	<p>Amendment to cover all service providers.</p>
Active Liaison (page 30)	<p>Time spent with a third-party provider who has been engaged to deliver Cultural Support and Advice.</p>	<p>Included an additional point when active liaison hours can be used.</p>
Group-based therapy (page 32)	<p>Group-based Therapy can only be invoiced for following the provision of the service (invoicing in advance is not allowed).</p>	<p>Addition of text to confirm when invoicing can occur.</p>



Section	Amendment	Rationale
Requesting approval to set up a group (page 33)	<p>It is expected that for groups being set up in a Supplier's geographical area, they have rooms available for the delivery of services. Where a supplier cannot provide a room and remote clinic room hire is required, this must:</p> <ul style="list-style-type: none">• meet the requirements in the Service Schedule for Remote Clinic Room Hire; and• be requested in writing as part of the request to set up a group.	Addition of text regarding expectations for rooms to deliver group-based therapy.
Dialectical Behavioural Therapy (DBT) Group-based Therapy (page 34)	<p>DBT Group-based Therapy must be delivered within a maximum of 2 hours per week over a 12-month period. The maximum hours provided for this service also include non-contact time for providers to prepare for DBT group-based therapy sessions and to complete any post-session administration.</p>	Addition of text to confirm delivery hours.
Dialectical Behavioural Therapy (DBT) Group-based Therapy (page 34)	<p>DBT Group-based Therapy can only be invoiced for following the provision of the service (invoicing in advance is not allowed).</p>	Addition of text to confirm when invoicing can occur.
Transitioning kiritaki to another lead service provider or supplier (page 37)	<p>This includes where the named service provider or service provider is no longer available (ill-health, retiring, moving locations); or where the kiritaki moves locations, including out of the geographical area or region.</p>	Addition of text to clarify responsibility of a supplier when a provider is not available, or the kiritaki moves.



Section	Amendment	Rationale
	Where the supplier cannot confirm another supplier and provider for the kiritaki, ACC must be notified.	
Transition between suppliers (page 38)	The original supplier agrees to the transfer has been notified and will support the transfer. It is important that the needs of kiritaki remain at the centre of all decisions, and where a kiritaki requests to continue with their lead service provider under another supplier, the original supplier must support this transition, unless there are specific safety concerns.	Added clarity that a supplier must support transition unless there are specific safety concerns.
Delivering services outside of supplier's geographical areas (page 39)	<ul style="list-style-type: none">• that the identified named service provider or service provider is the closest appropriate provider that can meet the needs of kiritaki.	Added clarity for requests to deliver services outside a supplier's geographical area.
Approval Process (page 39)	<ul style="list-style-type: none">• a robust rationale including how the needs of kiritaki will be met by the specific provider;• confirmation that there is not another supplier with an appropriate named service provider or service provider in that area to support kiritaki; and• a clinically appropriate risk assessment and sustainable service delivery plan.	Added clarity of the information needed.
Telehealth (page 40)	In exceptional circumstances a supplier can request to provide telehealth services outside of their approved geographical area(s) for reasons other than maintaining an existing therapeutic relationship once cover has been approved, as described above.	Added clarity where telehealth can be used in exceptional circumstances



Section	Amendment	Rationale
	<p>An exceptional circumstance could include, but is not limited to when:</p> <ul style="list-style-type: none">• kiritaki requires a named service provider with specific skills or experience (e.g. working with kiritaki with a disability). <p>The supplier must email a request (copying in the named service provider or service provider) to ACC and include:</p> <ul style="list-style-type: none">• a robust rationale including how the needs of kiritaki will be met by the specific provider;• confirmation that there is not another supplier with an appropriate named service provider or service provider in that area to support kiritaki; and• a clinically appropriate risk assessment safety plan. <p>ACC will consider the request and send a reply email to the supplier (copying in the named service provider or service provider) confirming the outcome of the request. Until written confirmation is received, service delivery via telehealth requests is considered declined.</p> <p>Services delivered via telehealth must not start until the above steps have been completed and approval has been received from ACC.</p>	
Other ACC Assessments	<p>While lead service providers or a service provider may choose to attend other ACC assessments with kiritaki as a support person,</p>	<p>Addition of text to clarify attendance of providers as other ACC assessments.</p>



Section	Amendment	Rationale
(page 43)	<p>the time spent as a support person cannot be invoiced for using Sensitive Claims Service codes. ACC does not fund this time and there is no provision under the contract for providers to be paid to attend non-Sensitive Claims Service assessments as support people.</p> <p>Providers may want to consider scheduling their regular sessions with kiritaki before or after these assessments are due to occur to provide support to the kiritaki and can invoice for those sessions as normal.</p>	
Outcome Measures (page 50)	<p>For children and young people aged between 4 years and 17 15 years, the HoNOS scale must be used as the secondary outcome measure.</p> <p>All kiritaki 18 16 years and older must complete one of the secondary outcome measures. Lead service providers should work with kiritaki to choose the most appropriate measure.</p>	Correcting the ages.
Outcome Measures (page 53)	<p>During the transition period from 1 December 2024 - 31 May 2025, do not access the outcome measure from the online system if the kiritaki has not already transitioned into the Sensitive Claims Service. In the Completion Report under Section 5, note that the final outcome measure is not required due to transition.</p>	Confirming what is needed during the transition period 1 December 2024 – 31 May 2025.
Supplier six monthly reporting (page 56)	<ul style="list-style-type: none">a waitlist is held, and the number of kiritaki on that waitlist, and the average wait times.	Amendment to include wait times.



Section	Amendment	Rationale
Security of kiritaki information	ACC does not have the ability to dictate the common functions suppliers use to enable their business practices (such as email or note taking systems). Suppliers must maintain information security systems, procedures and processes in accordance with Good Industry Practice to protect kiritaki information. Suppliers must ensure all reasonable steps are taken so that kiritaki personal information is protected against loss or unlawful access, use, or disclosure, as per Part C, Clause 14.2q of the Service Schedule.	Addition to confirm security of kiritaki information
Monitoring Performance (page 60)	<ul style="list-style-type: none">ensure that all named service providers, service providers and other personnel complete the 'Introduction to Sensitive Claims' induction and development module available via ACC's Learning Management System: https://learning.acc.co.nz/; andhave processes in place to confirm<ul style="list-style-type: none">which additional learning modules have been completed by providers;to identify any gaps in learning (through complaints, performance conversations, or feedback from ACC); andaddress gaps in learning promptly through further training and support.	Addition to clarify learning requirements.
Invoicing (page 62)	The following services do not require approval (through a purchase order) from ACC: <ul style="list-style-type: none">Short-term Support to Wellbeing	Addition to clarify services that do not require approval (through a purchase order).



Section	Amendment	Rationale
	<ul style="list-style-type: none">• Social Work and Whānau Support in pre-cover services, specifically:<ul style="list-style-type: none">○ For adult kiritaki, the first 10 hours available; and○ For children and young people, the 30 hours available.• Active Liaison and Cultural Support and Advice in pre-cover and post-cover services• Non-attendance fee in pre-cover services• Maintaining Wellbeing• Closure and Completion Reports• Administration and Management Fee <p>All other Sensitive Claims Services require approval via a purchase order before they can be delivered. A purchase order will retrospectively be provided for Getting Started services.</p>	
Invoicing (page 63)	<p>The supplier must manage payment to:</p> <ul style="list-style-type: none">• Named service providers on their contract; and• All service providers and other third parties (such as cultural advisors) even if they are from another organisation. <p>The only exception to this is where a supplier needs to use a named service provider or named assessment provider from another supplier. In this situation, ACC will issue a separate purchase order to the other supplier for the hours indicated.</p>	Addition to clarify invoicing.



Section	Amendment	Rationale
	The supplier responsible for the kiritaki must still ensure oversight of all services delivered.	
Invoicing (page 64)	Added “Maintaining Wellbeing Up to 20 hours for up to three (3) year” to the pre-approved post cover services table.	Service was missing from the list of pre-approved services.
Applying to be a named service provider (page 65)	New section inserted	Added a new section 15 “Applying to be a named service provider” to provide further clarity.
Applying to add providers or geographical areas (page 69)	Section updated	This section has been updated to align to the new Sensitive Claims Service Contract Amendment Request Template.