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Questions and Answers about transitioning to the new Sensitive Claims Service

Here are answers to the questions we have received via the ISSC evolution inbox about transitioning to the new Sensitive Claims Service.

We have themed the questions into topics for ease of navigating the document. Please note that these questions should be read in conjunction with the information that is available on: [Supporting existing kiritaki \(clients\) through the transition \(acc.co.nz\)](#).

Please use the [Sensitive Claims Service Transition Guide](#) on that page to determine the appropriate transition arrangements for each individual kiritaki receiving services under your current ISSC contract.

We will continue to add new information to the website and ensure these questions and answers are updated as required.

If you can't find the answer to your question here, or on our website, please contact us at ISSCevolution@acc.co.nz

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Important dates

Here are some key dates that are important to note:

- The Integrated Services for Sensitive Claims (ISSC) contract ends on 30 November 2024.
- All purchase orders under ISSC contract must be requested by 20 November 2024.
- All purchase orders under the ISSC contract must be approved before 30 November 2024.
- Service Provider List for the new contract are due:
 - by 4 October 2024 for suppliers successful in procurement round one; or
 - by 5 November 2024 for suppliers successful in procurement round two.

- The new Sensitive Claims Service contract starts on 1 December 2024.
- The transition period is 1 December 2024 until 31 May 2025.
- The Named Service Provider application process is now closed and reopens on 3 February 2025.
- The process to register as a service provider remains open.

Transition period

What is the transition period that has been confirmed?

We have set up a transition period from 1 December 2024 until 31 May 2025. This is to allow for kiritaki (clients) to be transitioned to the new Sensitive Claims Service contract at their next check-in or reporting point. This is to ensure continuity of care and a positive experience through the transition period (by managing the flow of kiritaki to the new service based on their individual circumstances).

Once kiritaki have transitioned to the Sensitive Claims Service, any ISSC services or Training for Independence services they were receiving on their sensitive claim must end. From that point forward, any support kiritaki need must be delivered under the Sensitive Claims Service contract.

Any services delivered during this transition period must be requested prior to 20 November 2024 and approved by ACC via an ISSC purchase order before 30 November 2024.

Can I continue to support existing kiritaki under an ISSC purchase order until 31 May 2025?

Yes. Between 1 December 2024 and 31 May 2025, you can deliver services to kiritaki until their next check-in or reporting point. These services must be confirmed via purchase order under the ISSC contract prior to 30 November 2024. This allows kiritaki to continue to receive support until they exit service or are transitioned to services provided under the new Sensitive Claims Service contract.

From the transition point, all services delivered must be under a Sensitive Claims Service contract. Current suppliers and named providers who are not continuing under the new Sensitive Claims Service contract, may still support current kiritaki during the transition period. All services delivered after the transition point must be delivered under the Sensitive Claims Service contract by approved suppliers and named service providers.

Please use the [Sensitive Claims Service Transition Guide](#) to determine the appropriate transition arrangements for each individual kiritaki receiving services under your current ISSC contract.

Can I continue supported assessments after 1 December 2024 during the transition period?

Yes, if you have an approved purchase order for Supported Assessment under the ISSC contract.

Please use the Sensitive Claims Service Transition Guide to determine the appropriate transition arrangements for each individual kiritaki receiving services under your current ISSC contract.

Can I continue to support kiritaki under the ISSC contract after 31 May 2025?

No. The ISSC contract is valid until 30 November 2024 and the transition period has been put in place to enable continuity of care for kiritaki with the move between contracts.

No new purchase orders will be approved under the ISSC from 30 November 2024. ACC can honour existing purchase orders under the ISSC up until kiritaki: exit services; are transitioned to the new Sensitive Claims Service; or 31 May 2025, whichever is earlier.

If kiritaki require support after 31 May 2025, you will need to transition them to a supplier and a named service provider delivering services under the Sensitive Claims Service.

Purchase orders and invoices

Can I continue to invoice as usual after 30 November 2024 for services delivered under the ISSC contract (with a current purchase order)?

Yes. You can continue to invoice as usual after 30 November 2024 on any purchase orders approved under your ISSC contract for existing kiritaki.

ACC can honour existing purchase orders under the ISSC up until kiritaki exit services, is transitioned to the new Sensitive Claims Service or 31 May 2025, whichever is earlier.

When must invoices under the ISSC contract be submitted by?

Suppliers have up to 12 months from the date of when a service is delivered to invoice ACC for that service item.

Providers must invoice their supplier for services. Because of this, providers must:

- know when their supplier is planning to end delivery of services under their ISSC contract (e.g. 30 November 2024, or up until 31 May 2025); and
- invoice for any services outstanding before the supplier's end date to allow the supplier to invoice ACC and provide payment before contract exit.

Once a supplier has ended services under the ISSC contract, providers **cannot** invoice for further services under that supplier.

Named service provider application process

When does the named service provider application process close?

The named service provider application process opened on 2 April 2024 and closed on 2 August 2024.

All new and existing named providers were required to apply to be a named service provider under the new Sensitive Claims Service contract.

It was reopened for a further week in September 2024 to ensure all existing ISSC named providers could apply before 13 September 2024 if they missed the original deadline.

When does the named service provider application process reopen?

The named service provider application process reopens on 3 February 2025.

Can I still deliver services if I missed the deadline to apply?

Providers (including those who missed the application) can continue to support kiritaki during the transition period (1 December 2024 – 31 May 2024) using purchase orders issued under the ISSC contract before 30 November 2024.

If any amendments or new purchase orders are needed, requests must be submitted to ACC before 20 November 2024.

These providers will not be able to accept new referrals under the new Sensitive Claims Service from 1 December 2024 until they complete the application process reopening on 3 February 2025 and receive confirmation of approval from ACC.

Service Provider List

When do named service providers need to be confirmed on a supplier's Service Provider list by?

For suppliers successful in procurement round one, approved named service providers need to be named on their Service Provider List by 4 October 2024.

For suppliers successful in procurement round two, approved named service providers need to be named on their Service Provider list by 5 November 2024.

These dates are to allow contracts to be issued and executed before the go live of the Sensitive Claims Service contract on 1 December 2024. If these deadlines are missed, named service providers can be named on any successful supplier's contract from 3 February 2025.

Can I add providers to my Service Provider List that have not yet had a decision from ACC?

Yes, if you have onboarded a named service provider and their application is still being processed by us (ACC), please add them to your Service Provider List that will be submitted on 4 October 2024 and add a comment that at time of submission you were still awaiting confirmation from ACC that they have been approved.

Can I add providers to my Service Provider List that I am still checking?

Yes. You may list named service providers (that have been approved by ACC) you are intending to work with when you submit your Service Provider List on 4 October 2024. This can include instances where you are still completing vetting and reference checks.

If at the completion of that process you determine that they do not have a clear police vet, are not suitable for your organisation or are not safe to deliver services, you can request to have them removed from your Service Provider List at any point. Please see the guidance in the [Operational Guidelines](#) for this process

Unsuccessful through the tender process

My supplier has been unsuccessful in confirming a Sensitive Claims Service Contract, what does this mean for me as a provider under that supplier?

If your supplier was unsuccessful in the Sensitive Claims Service tender and you have been approved as a named service provider, it's important that you are confirmed and named on a new supplier's contract so you can commence service delivery on 1 December 2024 under the new Sensitive Claims Service contract.

Your current supplier may choose to resubmit their application if they were not successful in the first round. Outcomes for this process will be confirmed by 28 October 2024. They may also be able to continue to support services approved under the ISSC contract through the transition period from 1 December 2024 until 31 May 2025 to enable kiritaki to transition to the new Sensitive Claims Service contract.

We recommend that you have a discussion with your current supplier to confirm what they intend to do to allow you to make an informed decision.

Changing supplier

What is the process to change a supplier?

For the change of Supplier, the guidance in the [ISSC Operational Guidelines](#) apply up until 30 November 2024, these requirements are also part of the [new Operational Guidelines](#) for the Sensitive Claims Service from 1 December 2024. The key points to note are:

- Continuity of service provision for kiritaki is paramount.
- The Provider requesting the transfer must confirm that the following criteria are met:
 - Each kiritaki is fully informed and agrees to the change of Supplier
 - The original Supplier agrees to the transfer.
- ACC is then contacted via email requesting the transfer, confirming that the requirements above have been met and advising the date when the transfer needs to occur.

I am named service provider looking for a supplier to join, how do I find a supplier?

As the procurement process is still underway, we cannot yet release a confirmed list of successful suppliers. A starting point could be looking on [Find Support](#) to see the current suppliers that hold an ISSC contract in your area.