Receiving a review application

When a client or other interested party asks us to review an ACC decision, we must log the request and assign a review specialist within 48 hours.

The resolution coordinator is responsible for screening review applications and allocating reviews to review specialist.

The review specialist is responsible for determining if a review application is an application for a formal review or a complaint. They will then undertake a reconsideration of the original ACC decision to determine what action to take. If the request is late, the review specialist considers the request with reference to the legislation relevant at the time of the decision.

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Apr 2019

Receive review application

Responsibility

ACC Staff

When to use

Use this instruction when you receive a review application. If you work in Resolution Services, go to Screen review application and allocate.

Before you begin

See Timeframes for reviews.

Instruction

Scan or email the eview application to accreviewapplication@acc.co.nz (Resolution Services) within 24 hours.

What happens next?

The resolution coordinator will Screen review application and allocate.

Back to process map ↑

Screen review application and allocate

Responsibility

Resolution coordinator

When to use

Use this instruction to determine if a review application sent to accreviewapplication@acc.co.nz is for Resolution Services, and to triage requests to other ACC business units where appropriate

Instruction

Step 1

If the review application…	then…
relates to ACC levies	• ask Legal and Commercial to confirm that the application is for a levy review and forward as required • this process ends
relates to code of claimants rights	• allocate to a review specialist who will: • start the Eos workflow 'Review process' to generate a 'PRC REV: Receive & Log Review' task and complete the task • assign to the Customer Resolution department queue • this process ends
relates to overpayments	• allocate to a review specialist who will: • start the Eos workflow 'Review process' to generate a 'PRC REV: Receive & Log Review' task and complete the task • assign to the Overpayment Decision unit task queue • this process ends
is for a review of a claim decision	• go to Step 2

Note: Speak to your team manager if you're unsure if the request should be referred to another business unit.

Step 2

Determine if the review application is a potential client facing review as these will need to be allocated on a geographic basis. Potential client facing reviews are reviews that cover the following topics:

- vocational independence
- suspension of entitlements
- accidental death
- treatment injury
- where there is an existing active review
- elsewhere identified as appropriate. eg: Remote Claims Unit (RCU).

Step 3

If the application…	then…
is for a potential client facing review	• allocate applications for review to a review specialist based on the relevant geographic location • go to step 4
isn't a potential client facing review	• allocate applications for review to a review specialist regardless of geographic location

If the application…	then…
	• go to step 4
relates to an existing active review	• allocate to the review specialist dealing with the existing active review • go to step 4

Step 4

Capture relevant data in the allocation spread sheet.

What happens next

The review specialist will Complete reconsideration of the decision and acknowledge review applicaton.

Back to process map ↑

Complete reconsideration of the decision and acknowledge review application

Responsibility

Review specialist

When to use

Use this instruction to:

- complete a reconsideration of the decision to reassess the claim and determine the best course of action, and
- acknowledge a review request that has been received from a client or their representative.

If resolution isn't acheived within seven calendar days, we must proceed to request a formal review hearing. See Preparing for a Review Hearing.

Instruction

Step 1

Check the app ication to determine if it's for a review or if it's a complaint.

If the application is…	then…
a complaint rather than a request for review	• contact the client to discuss your recommendation that this application is better handled as a complaint • go to Step 2
for a review of a claim decision	go to Step 3

Step 2

If the client...	then...
agrees that their application is a complaint, not a review	• contact Customer Resolutions to inform them on an incoming complain and triage the complaint to customerfeedback@acc.co.nz, noting that it's a complaint • proceed to Withdrawing a Review • this process ends
doesn't agree that their application is a complaint, not a review	• it must be treated as a review application • go to Step 3

Step 3

Search for the claim and decision letter in Eos and determine whether an earlier exact copy of the request is already logged with Resolution Services.

if it's...	then...
already logged	• add a contact noting we received an exact copy of the review request and upload the duplicate review application • this process ends

not logged	• complete a privacy check
	• check the following information
	  ◦ clients name
	  ◦ applicants name (if not the client) and they have authority to act
	  ◦ claim number
	  ◦ lodgement date
	  ◦ decision date
	  ◦ brief description of issue
	  ◦ managing hub
	• go to step 4

Step 4

Do extenuating circumstances relating to the review application need to be investigated?

if...	then...
yes	proceed to Investigating Extenuating Circumstances
no	go to step 5

Step 5

Start the Eos workflow 'Review process' to generate a 'PRC REV: Receive & Log Review' task.

Step 6

Go to the 'Add info' tab in the 'PRC REV: Receive & Log Review' task and complete the review e-form lodgement details.

Step 7

Convert the review application to PDF, apply electronic date stamp, review number and upload to Eos.

Step 8

Close the 'PRC REV: Receive & Log Review' task, which will generate the 'PRC REV: Notification of Review Application' task.

Close the 'PRC REV: Notification of Review Application' task, which will generate the 'PRC REV: Complete Admin Review' task. Leave this task open until the reconsideration has been completed.

Step 9

Look at the application to understand the issue at dispute. Consider:

- what is the application telling you?
- did we have enough information to make the original decision?
- has the client / applicant provided new information that needs to be considered?

Step 10

Review the client history in Eos to ensure you have an understanding of the claim file.

Check the technical aspects of the decision:

- review the ACC850 Decision Rational - internal (or relevant documentation) in order to understand the original decision
- if required, consult with technical experts such as Tecnical or Legal Services

Step 11

Contact the case owner to inform them:

- that you've recieved a review application
- what the next steps are
- that you may contact them for further information
- that you'll advise the outcome of the review.

Step 12

Contact the applicant to:

- discuss the decision being reviewed
- discuss their reason for lodging the review
- discuss the timeframes that they should expect
- identify the underlying motivations and issues
- identify the outcome being sought
- explore expectations and options for resolving the dispute
- determine the next steps

- determine whether they would benefit from having the dispute fast tracked, for example, they may:
  - have an active 'vulnerable indicator'
  - be suffering financially
  - have a sensitive claim
  - be being managed by a seriously injury team
  - have a dependent child, or
  - have other factors/issues, which impact on the client's ability deal with the dispute.

Each case should be considered on its own merits, however if you have any concerns, please discuss this with your team manager. Any further queries should be directed to Technical Services.

Step 13

If the client…	then…
has an advocate	• ask the advocate if they anticipate providing any new information, such as a medical report • Record the contact details in Eos
would benefit from seeking independent advice	• advise the client about Workplace Injury Advocacy Service (WIAS) and explain that they're able to call them on 0800 486 466 for confidential advice on the options available to them to resolve the dispute • ask them to call you back within five working days to advise how they wish to proceed • set up a task to call the client after five working days if you haven't heard back from them • Record the contact details in Eos • go to Step 14
would benefit from having the dispute 'fast tracked'	• email or phone FairWay – 'attention Mike Dunn' (Senior Resolution Practitioner) with notification of why the dispute would benefit from fast tracking. This may occur at any stage in the review process • specify the expected timeframes for action • identify any security or health and safety issues • Record the contact details in Eos • go to Step 14 Note: FairWay needs to know what the current issues are as these may extend beyond the legal issues at review. They will then examine the relevant information and reply to ACC with an assessment and resolution options, which may include ADR or expedited review. They will also contact the applicant and/or their representative to gain their agreement to the proposed resolutions process

Step 14

Continue the 'PRC REV: Complete Admin Review' task and enter the following details in the 'Add Info' tab:

- the client's reason for requesting a review
- our reasons for the original decision
- the legislative basis for the original decision
- any additional information about the review application

- whether the matter in dispute exceeds settlement delegation.

Step 15

Make a decision on how to proceed with the review application and choose the appropriate decision resulting from the reconsideration review in the 'PRC REV: Complete Admin Review' task.

if we decide...	then select...
to proceed to ADR	'Mediation / Facilitation' - note this option also covers conciliation
to proceed to a review hearing	'Pending Review Hearing'
to settle	'Review Withdrawn'
to overturn our decision	as appropriate, either: • 'Overturned - incorrect' • 'Overturned - new information'
the application doesn't relate to a decision and the request is late	as appropriate, either: • 'Extenuating Circumstances' • 'Mediation / Facilitation' - note this option also covers consciliation

Step 16

Amend and send the REV18 Acknowledge Review Request letter to the client or their representative and check the following details against the ACC33 Review application:

- name
- address
- review number
- decision date
- reconsideration outcome description.

What happens next

if the decision is…	then go to…
settle and withdraw	Withdrawing a Review
overturn the original ACC decision and seek withdrawal	Withdrawing a Review
proceed with ADR	Implementing Alternative Dispute Resolution
proceed to review hearing	Preparing for a Review Hearing

Back to process map ↑

Implementing alternative dispute resolution

Review specialists decide whether to use alternative dispute resolution (ADR), for example mediation, to resolve client issues. A disputes provider arranges the ADR.

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Jul 2019

Prepare for alternative dispute resolution

Responsibility

Review specialist

When to use

Use this instruction when the Review specialist decides to proceed with ADR. The client or their representatives must also agree to proceed to ADR.

Before you begin

- See Alternative dispute resolution.
- Make sure either the Receiving a review process or the Preparing for alternative dispute resolution when a review has not been lodged process has been completed.

Instruction

Step 1

Create and do the 'PRC REV: Request for Mediation/ Facilitation' task select 'Mediation/Facilitation'.

Step 2

Select 'Pending Mediation' with the reason 'Mediation is approved prior to review hearing'.

Step 3

Leave the 'PRC REV: Request for Mediation/Facilitation' task open until you expect the mediation/facilitation to be completed.

What happens next

Go to Prepare referral for FairWay Resolution Ltd.

Back to process map ↑

Prepare referral for FairWay Resolution Ltd.

Responsibility

Review specialist

When to use

Use this instuction when you need to prepare the documents to be sent to FairWay prior to the alternative dispute resolution.

Instruction

Step 1

In the ‘Prepare Documentation’ task include:

- client/applicant name
- confirmed address for delivery
- how client advocate has agreed to receive the copy file.

Step 2

Where relevant, include the:

- ACC6239 Review - ADR file cover sheet letter and change the option to request either a facilitated conference, conciliation or mediation
- ACC decision letter that the client wishes to have reviewed
- ACC33 Review application form
- ACC850 Decision rationale - internal form or similar document outlining the reason for decision
- ACC6239 Review-ADR cover sheet
- ACC6173 Information disclosure checklist (when copying and providing documents)
- any other relevant material, eg documents referred to in ACC850 (to be determined on a case by case basis by ACC following discussion with client).

Step 3

Transfer the 'Prepare Documentation' task to the resolution coordinator.

What happens next

- FairWay will contact all parties involved within five calendar days of receiving the request and let them all know the details of the alternative dispute resolution.
- go to Attend alternative dispute resolution

Attend alternative dispute resolution

Responsibility

ACC representative(s) / Review specialist

When to use

Use the instruction when you need to attend some form of alternative dispute resolution such as a facilitated conference, conciliation or mediation.

Instruction

Step 1

Work with the client, their representative(s) and the FairWay facilitator/conciliator to reach an agreement on resolving the dispute.

Step 2

If you…	then…
reach an agreement	go to Step 3
do not reach an agreement	go to Preparing for a review hearing

Step 3

If the client…	then…
agrees to withdraw their review application	• ensure that, before all parties sign the ADR agreement, the representative from the disputes provider records: ◦ the review number in the ADR agreement ◦ that the client agrees to withdraw their review application • go to Implement and record ADR outcome
does not agree to withdraw their review application	go to Implement and record ADR outcome

Back to process map ↑

What happens next

Go to Implement and record ADR outcome

Implement and record ADR outcome

Responsibility

Review specialist

When to use

Use this instruction to implement and record an agreement reached at an alternative dispute resolution (ADR) meeting.

Instruction

Step 1

If the client…	then…
agrees to withdraw their review	• carry out the interventions specified in the ADR agreement • note these actions in Eos
does not agree to withdraw their review	• go to Preparing for a review hearing

Step 2

Scan the signed ADR agreement documents and upload to Eos.

Log a hard-copy document.

Step 3

Complete each of the following tasks, referring to the ADR agreement on file and noting in the 'Description' pane that the client withdrew their review application or reapplication:

- 'Revise Decision or Settle Review'
- 'Record Review Outcome'
- 'View Review Outcome'.

Step 4

Do the 'View Review Outcome' task to display the 'are costs payable' window.

If we...	then...
need to pay costs	• select 'Yes' to create the 'Implement Review Costs/Entitlements' task and transfer to the Resolution Coordinator • go to step 5
don't need to pay costs	• select 'No' • go to step 5

Step 5

Carry out any other interventions specified in the ADR agreement and note these actions in Eos.

Step 6

Add a task to remind you to complete all the agreed interventions.

What happens next

Go to Pay agreed ADR costs.

Back to process map ↑

Pay agreed ADR costs

Responsibility

Review specialist

When to use

Use this instruction to pay the costs agreed to at ADR.

Before you begin

Complete Implement and record mediation outcome .

Instruction

If we have agreed to pay costs and the client…	then…
withdrew their review application	do the task 'Implement Review Costs/Entitlements' • complete 'Admin Review' task
did not withdraw their review application	• proceed to next step in review process • create a sub-activity 'Implement Review Costs/Entitlements'

What happens next

This process ends.

Back to process map ↑

Investigating extenuating circumstances

If a review application or reapplication relates to a decision made under the Accident Compensation (AC) Act 2001, and is not made within the statutory three month timeframe, the Review Specialist investigates and either accepts or declines any extenuating circumstance. If the Review Specialist declines the extenuating circumstances the applicant has three months to request a review of this decision.

If the applicant:

- *requests a review of our decision to decline their extenuating circumstances, we lodge the request and begin a new administrative review of the decline decision. The original request goes on hold until the extenuating circumstances review is resolved*
- *does not request a review of our decline decision, we ask the reviewer to make a no jurisdiction decision on the substantive matter.*
- *See policy Managing withdrawn and then re-submitted review applications*

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Jul 2019

Investigate extenuating circumstances

Responsibility

Review specialist

When to use

Use this instruction to:

- investigate extenuating circumstances when a late application for review relates to a decision made under the AC Act 2001
- decide whether we should accept or decline the late application using the extenuating circumstances provision.

Before you begin

This process only relates to decisions made under the AC Act 2001, or after 1 January 2002. For more information see:

- Reviews overview
- Late review applications.

Instruction

Step 1

Open the 'PRC REV: Investigate Extenuating Circumstances' sub task. This sub task is generated when the 'Complete Administrative Review' task is closed and the review specialist chooses the 'Extenuating Circumstances' option.

Step 2

Review the application and decide whether there's enough information to make a decision.

If there is…	then…
enough information	go to step 3
not enough information	• do the 'PRC REV: Investigate Extenuating Circumstances' task • complete and send the REV18 letter • in the 'PRC REV: Investigate Extenuating Circumstances' task, extend the target date for 10 working days or until you receive the information requested • go to step 3

Step 3

Complete the following when you have enough information or the 10 working days for receiving any requested information have passed:

- open the 'PRC REV: Investigate Extenuating Circumstances' task
- make a decision on extenuating circumstances.

If the extenuating circumstances…	then recommend in the eForm…
are valid	go to Accept extenuating circumstances
aren't valid or the requested information hasn't been received within 10 working days	go to Decline extenuating circumstances

Back to process map ↑

Accept extenuating circumstances

Responsibility

Review specialist

When to use

Use this instruction when you make a decision to accept extenuating circumstances.

Instruction

Step 1

Create and complete the REV13 Late review application - accepted letter and send to the applicant.

Step 2

Close the 'PRC REV: Investigate Extenuating Circumstances' task.

Step 3

Select 'Pending review hearing' and the reason 'New Review Process Received' 'to create the following tasks:

- ‘PRC REV View Review Submissions'
- ‘PRC REV: Prepare Submission’.

What happens next

Go to Preparing for a review hearing.

Back to process map ↑

Decline extenuating circumstances

Responsibility

Review specialist

When to use

Use this instruction when you make a decision to decline extenuating circumstances.

Instruction

Step 1

Complete the following:

- close the ‘PRC REV: Investigate Extenuating Circumstances’ task
- select ‘Decline invalid application’
- select the reason ‘not eligible to review’ to create a ‘PRC REV: Decline Invalid Application’ task.

Step 2

Do the ‘PRC REV: Decline Invalid Application’ task and generate a REV12 Late review - application declined letter

Step 3

Complete and send the REV12 Late review - application declined letter to the client.

Step 4

Close the ‘PRC REV: Decline Invalid Application’ task to generate the following tasks:

- ‘PRC REV: Prepare Documentation for Review' and assign to the Resolution Coordinator
- ‘PRC REV: Check Review Lodgement - Decline Decision’.

What happens next

Go to Prepare documentation for review

Back to process map ↑

Prepare documentation for review

Responsibility

Resolution coordinator

Step 1

Do the 'PRC REV: Prepare Documentation for Review' task to generate a REV14 Late review application request hearing letter.

Step 2

Send the following to the reviewer:

- a copy of the ACC6239 Review - ADR file cover sheet
- a copy of the review application or reapplication
- a copy of the REV12 Late review application - declined letter
- the client file with relevant documents tagged to the substantive issue. See Preparing for a review hearing
- a list of interested parties, if dealing with a multi-party dispute, eg the applicant's advocate.

Step 3

Close the 'PRC REV: Prepare Documentation for Review' task and assign the 'PRC REV: Hearing Requested' task to the review specialist.

What happens next

The applicant has three months to request a review of this decision.

If the applicant...	then...
requests a review of the decline decision within three months	• go to Receiving a review application and start a new reconsideration review process to look at our decline review decision • the substantive matter review remains live but on hold until the new extenuating circumstances review request is resolved • this process ends
fails to request a review of the decline decision within three months	go to Request a no jurisdiction decision

Request a no jurisdiction decision

Responsibility

Review specialist

When to use

Use this instruction to advise FairWay, and request a no jurisdiction decision on the substantive matter, if the applicant fails to respond to our decision to decline their late review application or reapplication within three months.

Before you begin

Ensure the ‘PRC REV: Check Review Lodgement – Decline Decision’ task is activated.

Instruction

Step 1

Close the ‘PRC REV: Check Review Lodgement – Decline Decision’ task.

Step 2

Generate an ACC2199 ACC Submissions form.

Step 3

Complete the ACC2199 Submissions form and send it to both the:

- applicant, and
- reviewer.

Step 4

Close the 'PRC REV: Decline Late Review' task.

Step 5

When you recieve the decision from FairWay, do the 'PRC REV: Record Review Outcome' task.

If the reviewer...	then...
dismisses the review application or reapplication	• the applicant has no right of review • go to Managing the review outcome
accepts the review application or reapplication	• the applicant has a right of review • go to Preparing for a review hearing

What happens next

This process ends.

Preparing for a review hearing

When someone asks for a review of a decision, we do a reconsideration review to identify opportunities to resolve the clients concerns. If we decide to proceed to a review hearing, we use this process to prepare for the hearing. This process will also be used, if at any point during the resolution process the need to proceed to a formal review hearing occurs.

This process includes preparing the documentation and submission for the hearing and providing it to the appropriate interested parties before it takes place. It can also include preparing the full client copy file.

You can also view the Grow@ACC training book for electronically transferring files HERE.

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Jul 2019

Request review hearing

Responsibility

Review specialist

When to use

Use this instruction when you need to request a formal review hearing with FairWay. A formal review hearing will need to be requested in cases where:

- a reconsideration has been completed and the decision is to proceed to a review hearing
- it has been decided to proceed with alternative dispute resolution
- a client or their representative has refused to withdraw their application for review
- resolving an issue has taken longer than seven calendar days from the receipt of the review application.

Instruction

Step 1

Select the 'PRC REV: Pending Review Hearing' and 'New Process Review' task, which will generate the 'Prepare Documentation' task and the 'Prepare Submission' task.

Step 2

In the 'Prepare Documentation' task include:

- client/applicant name
- confirmed address for delivery
- how client advocate has agreed to receive the copy file.

Transfer this task to the resolution coordinator.

Step 3

Upload and complete Section 7 'Relevent documents' of the ACC6239 ACCReview - ADR cover sheet in Eos.

You must complete it correctly, otherwise you'll be asked to complete it again.

What happens next

The resolution specialist will Check or prepare full client copy file.

Check or prepare full client copy file

Responsibility

Resolution specialist

When to use

Use this instruction when you need to prepare for a review hearing, to ensure the full client copy file includes all the relevant documents and is ready to send to FairWay.

Before you begin

The Client Information Team (CIT) prepare, privacy check and save the files to be sent to FairWay and the client's Eos claim record as 'Client copy information request'. See Receiving a review application and Preparing client information in a CIT.

Instruction

Step 1

Create the PRC REV: Complete Review Copy File for [insert name of resolution coordinator]' task.

Step 2

CIT will prepare the full client file, upload it to Eos, and will alert the resolution coordinator when this is complete.

Step 3

Complete all the necessary content and privacy checks for the copy file.

See Privacy check before disclosing information.

Step 4

Generate a ACC6239 Review - ADR cover sheet to FairWay requesting review hearing. Save the letter in the 'FairWay Transfers' folder as a PDF, using the following naming convention:

ReviewNumber_ClientLastNameClientFirstInitial_OTHERDOCS_DocumentNumber.PDF

What happens next

The resolution cooridnator will Prepare review documents for transfer to FairWay

Back to process map ↑

Prepare review documents for transfer to FairWay

Responsibility

Resolution coordinator

When to use

Use this instruction to prepare the review documents for the review hearing and save them correctly in the 'FairWay Transfers' folder.

Before you begin

Files saved in the 'FairWay Transfers' folder are automatically sent to FairWay at 10pm each evening.

See Timeframes for reviews and Who may attend a review hearing.

Instruction

Step 1

Open the client's party record in Eos and add the Auckland branch of FairWay Resolution Ltd as a participant. Select the 'other agent' role and set the 'Participant' to 'Advisor'.

Step 2

Select the review document(s) from the client's claim in Eos. These include:

- the full client copy file(s)
  - document type 'Client copy information request'
  - description ' Part x of y document requested for review file xxxxx dd/mm/yyyy – dd/mm/yyyy' (the dates indicate the date range of ACC documents in the file)
- any additional documentation prepared after receipt of the full client copy from CIT.

Step 3

Open the 'FairWay Transfers' folder located at: \\accfiles\data\FairWay Transfers\Outbound\

Step 4

Save a copy of each review document in the 'FairWay Transfers' folder. The document number must be two digits, with number 1-9 preceded by a 0, eg 03.

Use the appropriate naming convention listed in the table below.

Note: The 'FairWay Transfers' folder is a limited access folder. You can't make changes or delete documents once they're saved in there.

If the document is...	then...
a sensitive claim	• password protect the file using the appropriate password • save the file using the following naming convention: *SCU_ReviewNumber_ClientLastNameClientFirstInitial_OTHERDOCS_ DocumentNumber.PDF*

If the document is...	then...
	Example: *SCU_123456_MouseM_OTHERDOCS_01.PDF*
not a sensitive claim	save the file using the following naming convention: *ReviewNumber_ClientLastNameClientFirstInitial_OTHERDOCS_DocumentNumber.PDF* **Example**: *123456_MouseM_OTHERDOCS_01.PDF*

Step 5

Once the file is ready to be sent to FairWay check for a client care indicator in Eos.

<table>
<tr><th>If there's…</th><th>then…</th></tr>
<tr><td>no care indicator</td><td>go to Prepare and save the ACC6239</td></tr>
<tr><td>a care indicator</td><td>

it's recommended that the review specialist seek agreement from their TM or branch manager about the level of detail provided to FairWay about the client's care indicator status. For more information see Disclosure of care indicator information to third parties. If there's any uncertainty about what information to provide, you can talk to the Privacy team before sending the information to FairWay. As a general rule, there shouldn't be any need to provide information other than what is recorded in the management plan
email FairWay submissions at submissions@fairwayresolution.com to advise them of the care indicator. Include in the email:

what – the incident was that led to the client being care indicated
when – the incident occurred, eg the incident occurred two years ago, no further incidents but remains on care indicator to monitor behaviour
relevance – note any connection between care indicator and the dispute
relationship of the incident to ACC, eg the incident leading to the client being care indicated was as a result of client's interactions with ACC staff, or NZ Police notified ACC of the incident which now requires on-going monitoring of the client's behaviour
a suggestion that FairWay staff phone the review/case owner to clarify any information, if required
a delivery and read receipt request so that delivery is confirmed and FairWay is required to send a reply confirming they've read the email

save your email and FairWay's response to the client's party record and select 'claimant care notes' as the contact reason

</td></tr>
</table>

What happens next

Go to Prepare and save the ACC6239

Prepare and save the ACC6239

Responsibility

Resolution coordinator

When to use

Use this instruction to save the ACC6239 Review - ADR cover sheet in Eos. This will ensure you don't accidently save a blank ACC6239.

Before you begin

You will have reviewed the documents for hearing.

Instruction

Step 1

Open the ACC6239 Review - ADR cover sheet and complete the relevant fields in Eos, including typing in the hub's email address (in most cases this is yours).

Note: Don't type the email address into this field, you must copy and paste it.

Step 2

Ensure Section 7 'Relevent documents' of the ACC6239 has been completed by the review specialist. Include the:

- electronic file name
- name of the pdf claim file where the relevant document is stored
- pages within the pdf claim file where the relevant document is stored.

Step 3

Save the document by clicking on 'Save' to save it as a Word 2003 (.doc) file in Eos.

Step 4

Leave the document in an 'Incomplete' state in Eos. This will mean you're able to save the document into the 'FairWay Transfers' folder later.

Step 5

Go back into the document. This will probably take up to 5-10 minutes before it's available. As it's still 'Incomplete' in Eos, it'll open in Word.

Step 6

Save the ACC6239 Review - ADR cover sheet in the 'Fairway Transfers' folder using the following naming convention:

ReviewNumber_ClientLasNameClientFistInitial_RELVDOCS_Document Number.docx

Note: You must save it as a 'docx' file otherwise it will not transfer successfully to FairWay. To do this, in Word 2010, click 'File' and then click the 'Convert' icon.

Step 7

Change the document to 'Complete' in Eos.

Step 8

Check that the documents have been saved to the 'FairWay Transfers' folder correctly.

If you find any errors in the content or file names, or notice errors in any of the files already saved to the folder:

- email the FairWay Transfers Administrator to tell them about the error, at fairwaytransfers@acc.co.nz
- when the FairWay transfers administrator tells you that the file has been deleted, re-save the file.

What happens next

An automated email will be sent from FairWay to the hub email confirming receipt of the files within 24 hours of the transfer. If an email isn't received within two days of uploading the files to the transfer folder, contact the FairWay Transfers Administrator to determine whether the files were transferred and request a confirmation email. If the files didn't transfer, repeat this process.

The review specialist will Prepare review documents for interested parties.

Back to process map ↑

Prepare review documents for interested parties

Responsibility

Review specialist

When to use

Use this instruction to generate and prepare the review documents for the interested parties.

Instruction

Step 1

Generate the following documents:

- REVIS01 Review Hearings
- REV06 Letter to other interested parties with relevant documents.

Step 2

Delete the documents that you don't need, eg:

- the REV06, if the issue doesn't relate to a work injury
- the ACC6239, as it's now electronically transferred to FairWay.

Step 3

Edit and secure print the remaining documents and change the status of the task to 'Complete'.

What happens next

The resolution coordinator will Provide review documents to interested parties.

Back to process map ↑

Provide review documents to interested parties

Responsibility

Resolution coordinator

When to use

Use this instruction when you're ready to provide the full client copy file and other documents to the interested parties.

Before you begin

Use the ACC6173 Information disclosure checklist when copying and providing documents. Scan and upload to the client's Eos claim file.

Instruction

Step 1

Prepare the documents separately for each party. Use the following table.

For…	make one copy of …
the client or advocate	• the relevant documents • the review document(s) for the client or advocate • the full client copy file, if requested
each other party	• the appropriate relevant documents • the review document(s) for this party

Step 2

Provide the information to the parties. Make sure you provide the right documents to the right party. See Privacy check before disclosing information.

Step 3

Close the 'PRC REV: Prepare Documentation' task to create the 'PRC REV: Prepare Submission' task and the 'PRC REV: Hearing Requested' and tranfer the tasks to the review specialist.

What happens next

The review specialist will Manage review submission.

Back to process map ↑

Manage review submission

Responsibility

Review specialist

When to use

Use this instruction to prepare the review submission and any new documents needed for the review hearing, then provide them to the appropriate parties.

Before you begin

You must provide a submission within 14 working days prior to the hearing. See Review hearing submissions.

Instruction

Step 1

Extend the 'PRC REV: Prepare Submission' task by one month to manage your review submission in line with the hearing date FairWay supplies.

Step 2

Put the 'PRC REV: Hearing Requested' task on hold until the expected review hearing decision date.

Step 3

If you have been advised that a FairWay Resolution Ltd office other than Auckland is going to be managing this review, add the correct office as a participant to the customer's Eos record. Set the 'Role' to 'Other Agent' and set the 'Party Type' to 'Advisor'.

Step 4

Generate and prepare the ACC2199 ACC submissions form.

Step 5

Prepare any new documents relevant to the review, eg further medical reports or information supplied by third parties. Use the ACC6173 Information disclosure checklist to privacy check the documents

Step 6

Close the 'PRC REV: Prepare Submission' task and the automatically generated 'PRC REV: Send Review submission to all parties' task.

Step 7

Send copies of…	to…
the review submission and any new documents	both the: • client or their representative • reviewer. Use the email address of the managing FairWay Resolution Ltd office as shown in the associated 'Other Agent' party record for the claim
any new documents only	the other interested parties

Step 9

Edit the submission-related 'Contact' in Eos to show that you've sent the submission.

What happens next?

FairWay will arrange the hearing and notify you of their decision. You're expected to attend the hearing, unless an exception applies.

When you receive the decision, go to Managing the review outcome.

This process ends.

Back to process map ↑

Managing the review outcome

A review outcome results when a review applicant or their representative(s) withdraws their review application or reapplication, or a reviewer issues a decision following a formal review hearing.

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Jul 2019

Record review outcome

Responsibility

Review specialist

When to use

Use this instruction when the applicant withdraws their application for review request or the reviewer issues a decision following a formal review hearing.

Instruction

Step 1

Close the relevant task, either:

- 'PRC REV: Hearing Requested'
- 'PRC REV: Decline Late Review'.

Step 2

Do the 'PRC REV: Record Review Outcome' task

Step 3

If the…	then…

reviewer has issued a decision	• record the decision details in the 'PRC REV: Record Review Outcome' task. Select the review outcome that applies:
	  ◦ dismissed
	  ◦ modified
	  ◦ no jurisdiction
	  ◦ quashed
	• check the 'add info' task e-form is complete and the task properties are finalised
	• go to step 5

client has withdrawn their review application or reapplication	• send a 'General' task to the Client Information Team (CIT) immediately to let them know • use the description "Review application withdrawn"

If the…	then…
	• go to step 4

Step 4

Record the review outcome, and any details about the client's decision to withdraw in the 'PRC REV: Record Review Outcome' task.

If…	then select either…
we overturned the original decision because: • we received new information • we have agreed to investigate the decision again due to new information or a lack of information originally provided • the original decision was incorrect and ACC revoked the decision	• 'Overturned – new information', or • 'Overturned – original decision incorrect'
we settled the review on economic grounds	• 'Settled - economic', or • 'Settled - non-economic'
the client decides not to proceed with the review and our original decision remains in force	'Withdrawn'

Step 5

Close the 'PRC REV: Record Review Outcome' task to generate a 'PRC REV: View Review Outcome' task.

Step 6

Assign the 'PRC PRC REV: Implement Review Costs/Entitlements' task to the review coordinator.

Step 7

If referral to a monitoring panel is...	then...
required	• link the previously uploaded review decision to the 'PRC REV: View Review Outcome' task • transfer the task to the appropriate authority for review • go to Implement Review Decision
not required	go to Implement Review Decision

Step 8

Close the 'PRC REV: View Review Outcome' task, selecting the appropriate outcome action:

- 'not awarding costs'
- 'implement review costs/entitlements'.

What happens next

Go to Implement review decision.

Back to process map ↑

Implement review decision

Responsibility

Resolution coordinator

When to use

Use this instruction when:

- the 'PRC REV: Implement Review Costs/Entitlements' task is active for awarding costs and/or entitlements to a client
- you need to reinstate cover and/or entitlements to a client
- you need to pay ACC's legal representation costs.

Before you begin

You must pay any awarded costs within 28 days. For more information see:

- Types of review costs
- Payment of review costs
- Who processes vendor payments
- About processing vendor invoices.

Instruction

Step 1

If you need to…	then…
provide cover as a result of a review decision	go to Provision or reinstatement of cover or entitlements
reinstate cover as a result of a review decision	go to Provision or reinstatement of cover or entitlements
provide or reinstate an entitlement	go to Provision or reinstatement of cover or entitlements
pay costs to the client's advocate	go to step 2
pay costs to the client	go to step 3
pay ACC's representation costs	go to step 4
pay settlement	• create a purchase approval in Eos using the REV 20 payment code to reimburse the client • record the review number associated with the settlement in the invoice number field • forward an ACC161 Proforma invoice to the relevant payment team to process the payment • this process ends

Step 2

Use the following table to decide how to pay the client's advocate.

If you…	then…
don't have the client's authority to pay their advocate	go to Step 3 to pay the client direct
have both: • the client's authority to pay their advocate • an invoice	• note the purchase approval number on the invoice and send it to the payment team at the Hutt Processing Centre • go to Step 4

have the client's authority to pay their advocate but don't have an invoice	• complete an ACC161 Proforma invoice. See Proforma invoice example
	    • attach the first and last page of the review decision that confirms the costs awarded
	    • send these with the completed ACC161 to the Hutt Processing Centre
	• go to Step 4

Step 3

Pay the client direct:

- open the 'PRC REV: Implement Review Costs/Entitlements' task
- open the 'Add-info' tab and record the costs to be paid in the e-form
- use the entitlements tab to create a purchase approval for the awarded costs
- print the first and last page of the review decision to validate the costs being awarded
- note the purchase approval number on the first page of the review decision document and send it to the relevant payment centre.

Step 4

Pay the counsel representing ACC at the review:

- use the correct entitlement code in the purchase order
- note the purchase approval number on the invoice
- send the invoice to the relecant processing centre.

Step 5

If you…	then…
have fully implemented the review decision	• close the 'PRC REV: Implement Review Costs/Entitlements' task and close the file • this process ends
need to complete other actions	go back to Step 1

Provision and reinstatement of cover or entitlements

Responsibility

Review specialist

When to use

'Use these instructions when the outcome of the review includes the provision or reinstatement of cover or entitlements.

Instruction

Step 1

Contact the case owner to discuss the provision or reinstatement of cover or entitlements.

Step 2

Allocate to the case owner for action using a 'General User' task which includes actions required.

This process ends.

Back to process map ↑

Withdrawing a review

Following reconsideration of a client's or their representative's application for review, a review specialist may decide to:

- *overturn the original ACC decision, which initiated the application for review*
- *settle with the client or their representatives*
- *decline a late review application because it relates to a decision under the 1992 or 1998 Accident Compensation Act*
- *contact Customer Resolution as the application for review is actually a complaint and the client has agreed.*

In these situations we should ask the client or their representatives to withdraw their review application.

Contact [redacted] **Last review** 02 Oct 2018 **Next review** 02 Jul 2019

Initiate withdrawal process

Responsibility

Review specialist

When to use

Use this instruction when asking a review applicant to withdraw their review application.

Instruction

Step 1

Contact the client to explain the outcome, following our reconsideration and ask them to formally withdraw their application for review in writing. They can complete this:

- in an email (preference), or
- in a letter, or
- by filling out an ACC34 Request to withdraw a review.

Step 2

Open the 'PRC REV: Revise Decision or Settle Review' task and record the full outcome details in the 'Add Info' form tab.

Step 3

If the client...	then...
agrees to withdraw their application in writing, via an email or letter	go to Follow up withdrawal documents

If the client...	then...
agrees to withdraw their application in writing, by filling out an ACC34 Request to withdraw a review	go to Send withdrawal documents
won't withdraw their application	• advise them that it must go to a hearing • go to Preparing for a review hearing

Send withdrawal documents

Responsibility

Review specialist

When to use

Use this instruction when a client or their representatives have agreed to withdraw their application for review and request an ACC34 Withdraw a review application form to do this.

Instruction

Step 1

Close the 'PRC REV: Revise Decision or Settle Review' task to generate a 'PRC REV: Send Withdrawal Document to Applicant' task.

Step 2

Do the 'PRC REV: Send Withdrawal Document to Applicant' task. Use the following table to decide which documents to send.

If the review outcome was...	then send the review applicant...
• original decision overturned-new infomation, or • overturned-original decision correct	• ACC34 Withdraw a review application request form
• settlement with the client: settled-economic, or • settlement with the client: settled-non-economic	• REV43 Settlement letter - client • ACC34 Withdraw a review application request form

Step 3

Check the documents are correct then print and send them to the client.

Step 4

Close the 'PRC REV: Send Withdrawal Document to Applicant' task to automatically create a 'PRC REV: Follow up on Return of ACC034' task, which activates in the Eos management work queue after five days.

What happens next

Go to Follow up withdrawal documents.

Back to process map ↑

Follow up withdrawal documents

Responsibility

Review specialist

When to use

Use this instruction when the:

- the 'PRC REV: Follow up on Return of ACC034' task is active
- written confirmation of withdrawal (email, letter or ACC34 Withdraw a review application request) hasn't been received.

Instruction

Step 1

File any information received. See Preparing, scanning and filing documents for VCF.

Step 2

If you…	then…
receive the written confirmation of withdrawal within the seven day reconsideration timeframe	• open the 'PRC REV: Follow up on Return of ACC034' task • go into the eForm and check the box to show the ACC034 form has been returned • close the task and select 'Record Review outcome' • select the reason the ACC034 form has been returned to create a 'PRC REV: Record Review' outcome task • go to Managing the review outcome • go to step three

don't receive written confirmation within the seven day reconsideration timeframe	• phone the client and extend the deadline by five days
	• open the 'PRC REV: Follow up on Return of ACC034' task and change the due date
	• send a 'PRC REV: Complete Review Copy File' task to CIT
	• go back to Step 2 when either:
	    • you receive the documents
	    • the extended due date arrives

don't receive written confirmation by the extended due date	• open the 'PRC REV: Follow up on Return of ACC034' task • close the task and select 'Pending Review Hearing' • select the reason: 'Prepare for Mediation Review' • go to Preparing for a review hearing • go to step three

Step 3

Capture outcomes around successful or unsuccessful withdrawals in Eos.

This process ends.

Back to process map ↑

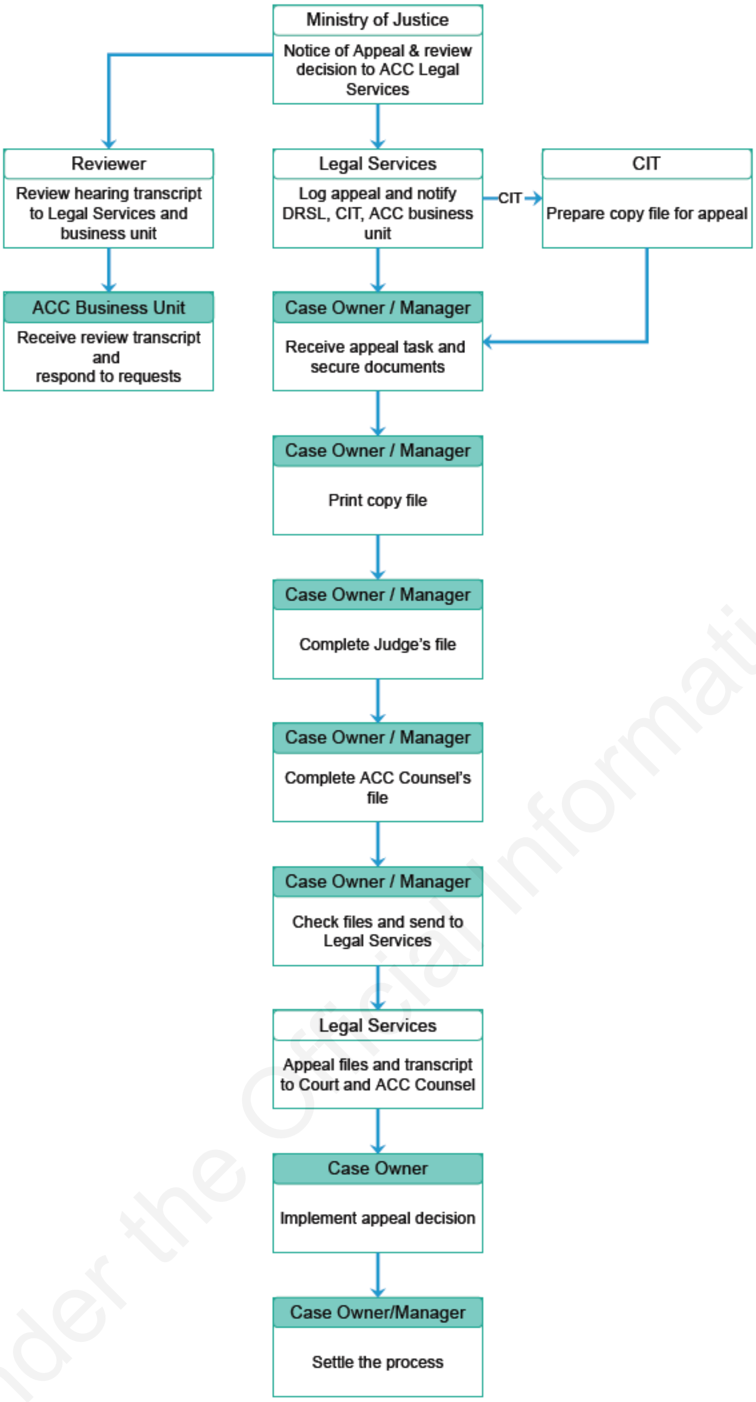
Managing an appeal

Claims Management (CM) staff become involved in an appeal process when ACC Legal Services logs an appeal request from the Ministry of Justice. There is a 20 working day timeframe to complete the copy file process. Legal Services manage the appeal process and any contact with the reviewer, the Court and ACC's Counsel. CM staff prepare the appeal files and provide copies to Legal Services for the Judge and Counsel. See Requests for full client copy files.

Following the appeal, CM staff implement the appeal decision and update the claim file. CM staff may sometimes need to respond to requests for copies of review hearing transcripts.

Contact [redacted] **Last review** 16 Aug 2019 **Next review** 15 Aug 2020

Click on a shaded box for instruction details



Show all instructions

Receive appeal task and secure documents

Responsibility

Case owner / manager

When to use

Use this instruction to secure legally privileged documents in Eos as soon as you receive a 'General' task from Legal Services with the description "Notification of appeal lodgement" in your business unit's administration queue.

Before you begin

Legal Services will send the 'General' task when they lodge the appeal request from the Ministry of Justice. They'll also send a task to the Dunedin Client Information Team (CIT) asking them to prepare the client copy file for the appeal.

Before they do a privacy check, the Dunedin CIT will send you a 'General' task asking you to secure documents for an appeal file. Do not wait for the CIT task. It should arrive soon after the Legal

Services task, and will have a time of 0 hours and the description: “CIT - complete disclosure confirmation as per Privacy Act requirements. Please return task to sender once completed”.

Instruction

Step 1

If you think you can’t complete the CIT task within the required 24 hour timeframe:

- discuss with your team manager or team leader
- let the CIT know as soon as possible.

Step 2

Check all the client information in Eos and make sure all legally privileged documents are secured and identified using the document type ‘Legally privileged advice/documents’.

- Do **not** edit the CIT ‘General’ task
- Do **not** remove any documents from the claim file.

See Information requests and legal professional privilege and/or get advice from Technical Services if needed.

Step 3

Email the CIT staff member responsible to confirm which documents you've secured.

Step 4

Transfer the task back to the CIT within **two** working days, stating that you’ve completed document validation.

Step 5

If any other actions are needed, eg a document should be deleted, discuss with the CIT.

What happens next?

The CIT will collate and privacy check the client copy file, upload it to Eos then send you a return task to let you know it's ready. When you receive this task, go to **Print copy file**. The CIT will also provide the reason for redacting any information from the claim file. This reason(s) will appear within the file completed notification task.

Back to process map ↑

Print copy file

Responsibility

Case owner / manager

When to use

Use this instruction to print **two** copies of the client copy file prepared by the Client Information Team (CIT), when you receive a return task to let you know the file's ready in Eos.

Files are uploaded within 15 working days, the completed printed file needs to be provided to Legal Service within an additional 5 working days.

Before you begin

The task will be called ‘CIT – appeal file completed and uploaded to Eos on *date* at *time*’, with the task description: “document requested for appeal file *date requested”.

Instruction

Step 1

Transfer the CIT return task from your administration queue to your individual queue.

Step 2

Generate an ACC035 Checklist – Preparing Files for District Court Appeals to complete as you prepare the files.

Step 3

Find the client copy file prepared by the CIT in Eos.

Step 4

Check that the file is for the right client and the right appeal.

Step 5

Print **two** copies of the copy file, one for the Judge and one for ACC’s Counsel.

Step 6

Clear your work area or go to a dedicated privacy desk.

Step 7

Fasten each volume of the **Judge's** file in an ACC file cover with no loose sheets, then label each volume as follows:

- 'Judge's file'
- client's first name and surname
- volume number (if more than one volume)
- claim number.

Step 8

Fasten each volume of the **Counsel's** file in an ACC file cover with no loose sheets, then label each volume as follows:

- 'Counsel file'
- client's first name and surname
- volume number (if more than one volume)
- claim number.

What happens next?

Go immediately to **Complete Judge's file**.

Back to process map ↑

Complete Judge's file

Responsibility

Case owner / manager

When to use

Use this instruction to identify documents secured in Eos and add them to the Judge's file.

Before you begin

The Judge's file must **not** include any legally privileged documents. See Requests for full client copy files.

Instruction

Step 1

In Eos, identify and print securely any previously secured documents **except those labelled "legally privileged"**.

Step 2

Double check the printed documents to make sure there are no legally privileged documents. Destroy any legally privileged documents printed in error.

Step 3

Privacy check the remaining printed documents using an ACC6173 Information disclosure checklist for guidance (see section 4).

For each document, note "privacy checked" in the Eos document 'comments' field and the Contact 'description' field.

Step 4

Place the privacy checked documents in a clearly labelled A4 sized Officemax copysafe pocket and attach it to the **most recent** volume of the **Judge's** file.

What happens next?

Go immediately to **Complete ACC Counsel's file**.

Back to process map ↑

Complete ACC Counsel's file

Responsibility

Case owner / manager

When to use

Use this instruction to add the secured documents to the Counsel's file, **after** you've completed the Judge's file.

Before you begin

The Counsel's file **includes** legally privileged documents. See Requests for full client copy files.

Instruction

Step 1

In Eos, identify and print securely any previously secured documents **including** those labelled "legally privileged".

Step 2

Double check the printed documents to make sure you've **included** legally privileged documents.

Step 3

Privacy check the printed documents using the ACC6173 Information disclosure checklist for guidance.

For each document, note "privacy checked" in the Eos document 'comments' field and the Contact 'description' field.

Step 4

Tag any documents withheld from previous copy files so Legal Services can decide what to do with these on appeal.

Step 5

Place the privacy checked documents in a clearly labelled A4 sized Officemax copysafe pocket and attach it to the **most recent** volume of the **Counsel's** file.

What happens next?

Go immediately to **Check files and send to Legal Services**.

Back to process map ↑

Check files and send to Legal Services

Responsibility

Case owner / manager

When to use

Use this instruction to check the Judge and Counsel files and the attached documents and send them to Legal Services.

Before you begin

Complete this task as soon as possible. Clear your work area or go to a dedicated privacy desk.

Instruction

Step 1

Check that:

- all volumes of the **Judge's** file are correctly labelled
- the attached privacy checked documents **exclude legally privileged documents.**

Step 2

Check that:

- all volumes of the **Counsel's** file are correctly labelled
- the attached privacy checked documents **include** legally privileged documents
- documents not released with previous client copy files are tagged for Legal Services.

Step 3

Make sure:

- the content of the Judge and Counsel files match exactly
- the attached privacy checked documents match exactly, **except for the legally privileged documents**.

Step 4

Do not send any files directly to the Court. Courier **both** files to the ACC Legal Services address on the ACC035 and note this as a 'Contact' in Eos.

Step 5

Complete and sign the ACC035 and log it in Eos on the Claim or Party record, as appropriate.

What happens next?

Legal Services will check the appeal files and add the review transcript, reviewer's notes and a cover sheet then provide them to the District Court and ACC's Counsel for the appeal. After the appeal Legal Services will:

- email the team manager (TM) with the outcome and send them a task if any action is required
- check the Judge and Counsel files for any new documents and send these to the business unit. If they receive an **original** Judge's file back, they'll send the file with any new documents attached.

Go to **Implement appeal decision**.

Back to process map ↑

Implement appeal decision

Responsibility

Team manager

When to use

Use this instruction if you receive one or more of the following from Legal Services following an appeal:

- an email advising the appeal is dismissed or withdrawn
- an 'Implement appeal decision' task
- an original Judge's file
- any new documents, either on their own or attached to an original Judge's file.

Before you begin

If any actions are needed as part of the appeal decision, begin these as soon as possible and make sure you close the task within **seven** working days.

Do not confuse the 'Implement appeal decision' task with the 'Record Appeal Decision' task in Eos. Only Legal Services can close the 'Record Appeal Decision' task.

Instruction

Step 1

If you receive...	then...
an original Judge's file	• file it in accordance with branch protocol • go to step 2
any new documents	• log the new documents on the claim file in Eos • secure any that are labelled "legally privileged" • go to step 2
no documents or files	go to step 2

Step 2

If you received...	then...
an email advising the appeal is dismissed or withdrawn	this process ends

If you received...	then...
an 'Implement appeal decision' task	• review the task. The details will vary according to whether the appeal decision is: ◦ 'Allowed' ◦ 'Settled and Withdrawn' ◦ 'Referred back'. • go to step 3

Step 3

Complete the required actions in the 'Implement appeal decision' task. These may include one or more of the following:

- 'Provide cover'
- 'Reinstate weekly compensation'
- 'Reinstate entitlements'
- 'Pay any costs that may have been awarded.'

Step 4

If costs have been awarded, create a purchase approval using the appropriate payment code below:

- DISP02: Appeal – Other costs awarded to the client / appellant
- DISP03: Appeal - Medical & Other Advisors.

Step 5

Close the task.

What happens next?

This process ends.

Back to process map ↑

Receive review transcript and respond to requests

Responsibility

ACC Business Unit

When to use

Use this instruction when you receive either:

- a review hearing transcript or certificate from the reviewer
- a request for a copy of a review hearing transcript that is already on file.

Note: If a request for a Review transcript is made outside of the Appeal process, refer the requestor to FairWay.

Before you begin

You may need to complete this instruction at any time.

If a copy of the review hearing transcript is not available, the reviewer will issue a certificate to confirm that either:

- the review was conducted 'on the papers'
- the recording of the hearing cannot be located.

Instruction

Step 1

If you receive...	then...
a copy of the review hearing transcript or a certificate from the reviewer	• scan the copy of the transcript or certificate and any notes to EOS claim documents • this process ends
a request for a copy of a review hearing transcript already on file	go to step 2

Step 2

If the request for the transcript is from...	then...
the client or another person who was a party to the review hearing, such as an employer	go to step 4
the client's authorised representative	• check the client's file for an ACC5937 Authority to Act signed by the client • go to step 3

an unknown or potentially unauthorised party	do not send the transcript. Discuss the request with a technical specialist
	• if advised to proceed, go to step 4
	• if advised **not** to proceed:
	  ◦ send them an INP07 Personal info request – decline request letter
	  ◦ this process ends

Step 3

If you...	then...
confirm their authority to receive the information	go to step 4

can't confirm their authority	do **not** provide the transcript. Discuss the request with a technical specialist
	• if advised to proceed, go to step 4
	• if advised **not** to proceed:
	  ◦ send them an INP07 Personal info request – decline request letter
	  ◦ this process ends

Step 4

Provide them with a copy of the transcript. See Privacy check before disclosing information (Delivery options for clients).

Step 5

Add a 'Contact' in Eos.

What happens next?

Go to **Settle the process.**

Back to process map ↑

Settle the process

Responsibility

Case owner / manager

When to use

Use this instruction when you need to:

- add the settlement offer documents to claim file
- reinstate cover and/or entitlements to a client
- pay ACC's legal representation costs.

Before you begin

You may need to complete this instruction at any time.

The Review Monitoring Panel will consider a recommendation from Legal Services regarding settlement of the appeal. Once a decision has been made the team manager (TM) or equivalent will be notified. You must get instructions from them before you begin.

Instruction

Step 1

Upload the following documentation into Eos:

- instruction from the Review Monitoring Panel to make an offer of settlement
- ACC counsel's offer of settlement
- client or advocates acceptance of settlement.

Step 2

Consult your TM or equivalent before completing any of the steps below.

If you need to…	then…

provide cover as a result of a settlement	• send letter revoking earlier decision to confirm cover has been granted
	• update the cover status in Eos:
	  ◦ note that cover has been provided
	  ◦ refer to review number in the 'cover status change reason'
	• select 'no' when asked to 'Send auto accept letters?'
	• go to step 3

reinstate cover as a result of a settlement	• update the cover status in Eos to show that cover has been provided • go to step 3
provide or reinstate an entitlement	• add an appropriate follow-up task in Eos, eg 'Follow-up entitlements' or 'Follow-up on suspended entitlements' • record your planned actions in the 'activity details' of the follow-up task, in line with the review decision • send the follow-up task to the appropriate party to action • go to step 6
pay costs to the client's advocate	go to step 4
pay costs to the client	go to step 5

Step 3

Check the correct injuries are noted in the 'Medical' tab. If the client needs further assistance transfer the file to the appropriate business unit then go to step 5.

Step 4

Use the following table to decide how to pay the client's advocate.

If you…	then…
don't have the client's authority to pay their advocate	go to step 5 to pay the client direct
have both: • the client's authority to pay their advocate • a proper invoice	• note the purchase approval number on the invoice then send it to the payment team at the Hutt Processing Centre • go to step 6

If you…	then…

have the client’s authority to pay their advocate but do not have an invoice	• complete an ACC161 Proforma invoice. See Proforma invoice example
	  ◦ attach a copy of Legal Services settlement letter of the review decision that confirms the costs awarded
	  ◦ send these with the completed ACC161 to the Hutt Processing Centre
	• go to step 6

Step 5

Pay the client direct:

- Use the 'Entitlements' tab to create a purchase approval for the awarded costs using the appropriate payment code below:
  - DISP02: Appeal – Other costs awarded to the client / appellant
  - DISP03: Appeal - Medical & Other Advisors.
- Print a copy of Legal Services settlement letter of the review decision to validate the costs being awarded
- Note the purchase approval number on the first page of the settlement offer then send it to either the Hamilton Service Centre or the Elective Services Centre for a client reimbursement payment.

Step 6

Ensure that any original documentation included in the claim received from Legal Services is removed from the copy file and scanned into Eos. Make sure you secure any legally privileged documentation.

What happens next?

This process ends.

Back to process map ↑