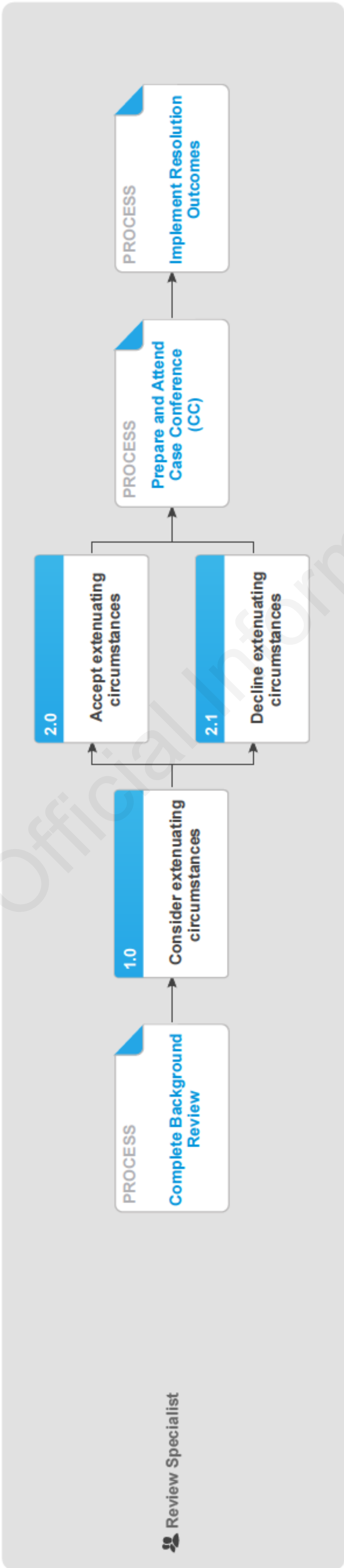
Accept or Decline Late Review Application v8.0



Accept or Decline Late Review Application v8.0

Summary

Objective
To determine if a review application which was received more than three-months after the decision can be accepted.

Background
The Accident Compensation Act (the Act) 2001, s135(3), states when ACC can accept a late review application.

The Act says that ACC must accept a late review application from a claimant if it is satisfied that there were extenuating circumstances that affected the claimant's ability to meet the time limits. Section 135(3) of the Act and provides guidelines of extenuating circumstances. These are not exhaustive.

(a) where the claimant was so affected or traumatised by the personal injury giving rise to the review that he or she was unable to consider his or her review rights; or

(b) where the claimant made reasonable arrangements to have the application made on his or her behalf by an agent of the claimant, and the agent unreasonably failed to ensure that the application was made within the required time; or

(c) where the Corporation failed to notify the claimant of the obligations of persons making an application.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Complete Background Review**
Review Specialist

1.0 Consider extenuating circumstances
Review Specialist

a Check the date of the decision and see what Act applies to the review case. If the current Act applies proceed to the next task.

NOTE **What if the decision relates to a decision/s made under the 1972 or 1982 Act?**
Please refer the application to a Senior Review Specialist for a decision on whether to accept or decline the late lodged application.

b Determine if enough information has been given about the extenuating circumstances to make a decision.

NOTE **What if insufficient or no information has been given?**
Contact the customer/representative to request missing information.

NOTE **What if the customer/representative cannot be contacted?**
Continue attempting to make contact with the customer/representative up until the Case Conference, which needs to be scheduled within the specified timeframes.
PROCESS Prepare and Attend Case Conference (CC)

c Add a contact in Eos, or Juno_CRM, as appropriate with all attempted contacts and outcome.

Late Review Applications Policy

d Consider all of the information provided and/or gathered and determine whether to accept or decline the extenuating circumstances.

2.0 Accept extenuating circumstances
Review Specialist

a In Eos, generate, complete and send the REV013 Accept late review application decision letter.
Go to Complete Background Review

REV13 Accept Late Lodge Review Application

b Proceed through to 'Complete Background Review'. This process ends.

Complete Background Review

2.1 Decline extenuating circumstances

Review Specialist

a Consider the substantive review issue and determine whether the decision was incorrect. If the decision was incorrect go to Implement Resolution Obligations.

Implement Resolution Outcomes

b Contact the customer/representative by phone and advise them:

-of the decision to decline their extenuating circumstances and
-that this decision itself can be reviewed.

NOTE **What if the customer/representative want to review ACC decision to decline their late review application?**
Advise the customer/representative that they can have the decision to decline the late review application reviewed and explain how this works with the review for the substantive decision.

NOTE **What happens to the substantive (original review application) matter?**
The substantive matter will have been transferred to the reviewer for a hearing date to be set and remains active. It will be put aside until the new extenuating circumstances review request is resolved.

c Generate and send the REV012 Decline late review application letter. If appropriate, in Juno_CRM create an interaction and save the letter to the interaction.

REV12 Decline Late Lodge Review Application

d Generate an out of cog ['PRC REV: Decline Invalid Application'] Eos task. Click 'Add Info' and detail the reason for your decision. Once complete - close the task.

e Go to Prepare and attend Case Conference. This process ends.

Prepare and Attend Case Conference (CC)

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

PROCESS **Implement Resolution Outcomes**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
An application for review is allocated	Daily	TBC

INPUTS

Input	From Process	How Used
An application for review	Receive, Log and Allocate Review Application	Review the information on the review applcation to determine whether to accept or decline extenuating circumstances

Outputs & Targets

OUTPUTS

Output	To Process	How Used
A letter to the customer/representative either accepting or declining a review application	Conduct Initial Customer Contact	Contacting the customer/representative to discuss the review application.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Process	Review Specialist
Conduct Initial Customer Contact	Output	-
Implement Resolution Outcomes	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Process	Review Specialist
Receive, Log and Allocate Review Application	Input	-

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Note	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type

19-12-2019 (GMT)	[redacted]	Process Owner
19-12-2019 (GMT)	[redacted]	Process Expert
19-12-2019 (GMT)	[redacted]	Promaster

Published on 19-12-2019 (GMT) by [redacted]

Accept or Decline Late Review Application

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

Accept or Decline Late Review Application

- Reference no.
- Process Group

Manage Customer Reviews

- Process Expert

[redacted]

- Process Owner

[redacted]

- DisplayType
- Objective

To determine if a review application which was received more than three-months after the decision can be accepted.

- Background

The Accident Compensation Act (the Act) 2001, s135(3), states when ACC can accept a late review application. |~||~|The Act says that ACC must accept a late review application from a claimant if it is satisfied that there were extenuating circumstances that affected the claimant's ability to meet the time limits. Section 135(3) of the Act and provides guidelines of extenuating circumstances. These are not exhaustive. |~||~|(a) where the claimant was so affected or traumatised by the personal injury giving rise to the review that he or she was unable to consider his or her review rights; or|~||~|(b) where the claimant made reasonable arrangements to have the application made on his or her behalf by an agent of the claimant, and the agent unreasonably failed to ensure that the application was made within the required time; or|~||~|(c) where the Corporation failed to notify the claimant of the obligations of persons making an application.|~|

Objective

To determine if a review application which was received more than three-months after the decision can be accepted.

Background

The Accident Compensation Act (the Act) 2001, s135(3), states when ACC can accept a late review application.

The Act says that ACC must accept a late review application from a claimant if it is satisfied that there were extenuating circumstances that affected the claimant's ability to meet the time limits. Section 135(3) of the Act and provides guidelines of extenuating circumstances. These are not exhaustive.

(a) where the claimant was so affected or traumatised by the personal injury giving rise to the review that he or she was unable to consider his or her review rights; or

(b) where the claimant made reasonable arrangements to have the application made on his or her behalf by an agent of the claimant, and the agent unreasonably failed to ensure that the application was made within the required time; or

(c) where the Corporation failed to notify the claimant of the obligations of persons making an application.

Procedure

Hide details

PROCESS

Complete Background Review

- **Review Specialist**

Show / Hide details
1.0

Consider extenuating circumstances

- **Review Specialist**

---

a

Determine if enough information has been given about the extenuating circumstances to make a decision.
SHOW DETAILS **NOTE**

What if insufficient or no information has been given?

SHOW DETAILS **NOTE**

What if the customer/representative cannot be contacted?

Prepare and Attend Case Conference (CC)

---

b

Add a contact in Eos, or Juno_CRM, as appropriate with all attempted contacts and outcome.
Policy

Late Review Applications Policy

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c

Consider all of the information provided and/or gathered and determine whether to accept or decline the extenuating circumstances.
Information

Accept or decline a late review application

Eos Juno_CRM

Show / Hide details

2.0

Accept extenuating circumstances

- **Review Specialist**

---

a

In Eos, generate, complete and send the REV013 Accept late review application decision letter.
Go to Complete Background Review
WEB LINK WEB LINK

Complete Background Review

Eos

Show / Hide details

2.1

Decline extenuating circumstances

- **Review Specialist**

---

a

By phone, contact the customer/representative and advise them:

-of the decision to decline their extenuating circumstances and
-that this decision itself can be reviewed.
SHOW DETAILS NOTE

What if the customer/representative want to review the decision not to accept their late review application?

---

b

Generate and send the REV012 Decline late review application letter. If appropriate, in Juno_CRM create an interaction and save the letter to the interaction.

---

c

Consider the substantive review issue and determine whether the decision was incorrect. If the decision was incorrect go to Fulfil Resolution Obligations.
SHOW DETAILS NOTE

What happens to the substantive (original review application) matter?

WEB LINK WEB LINK

Fulfil Resolution Obligations

d

Go to Prepare and attend Case Conference.
WEB LINK WEB LINK

Prepare for and Attend Case Conference (CC)

Juno_CRM

PROCESS

Prepare and Attend Case Conference (CC)

- **Review Specialist**

PROCESS
Fulfil Resolution Obligations

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
An application for review is allocated	Daily	TBC

Inputs

Input	From Process	How Used
An application for review	Log, Acknowledge and Allocate Review application	Review the information on the review applcation to determine whether to accept or decline extenuating circumstances

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
A letter to the customer/representative either accepting or declining a review application	Resolutions Services Initial Client contact	Contacting the customer/representative to discuss the review application.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

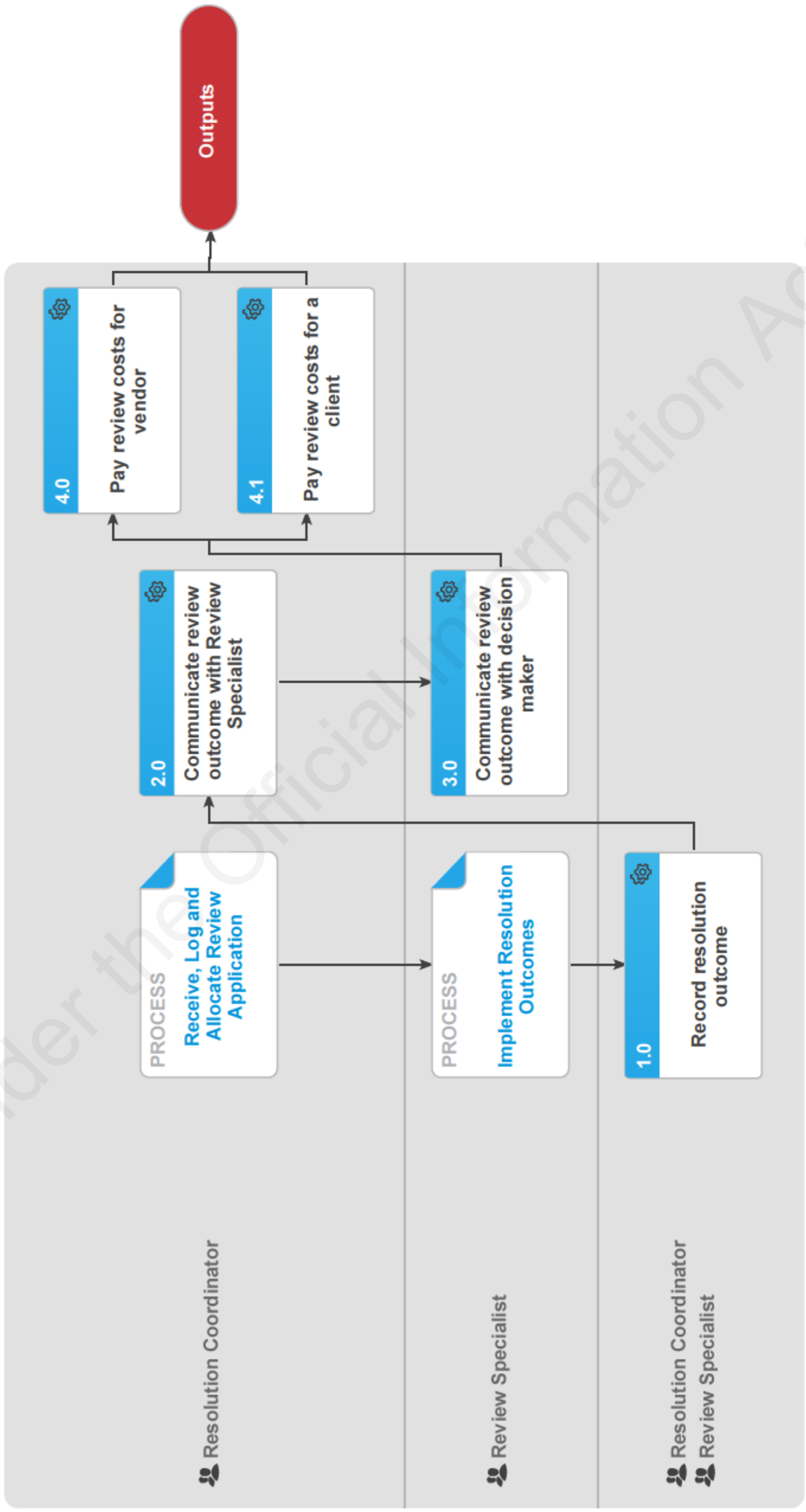
- [redacted] [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Close Review v21.0



Close Review v21.0

Summary

Objective
To formally close a review and complete outstanding actions.

Background
A review outcome must be recorded and actioned to close the review. If costs are payable, instructions must be sent in order to fulfil legislative timeframes. Section 148(5) determines that payments must be made within 28 days of the review outcome.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Receive, Log and Allocate Review Application**
Resolution Coordinator

PROCESS **Implement Resolution Outcomes**
Review Specialist

1.0 Record resolution outcome

Resolution Coordinator, Review Specialist

a Record the resolution outcome and date in the [PRC REV: Record Review Outcome] task and close this task.

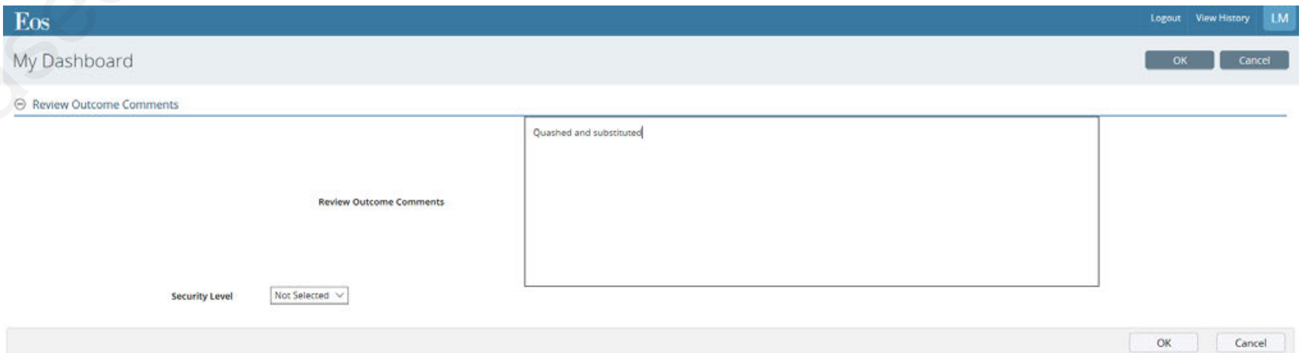
NOTE **What outcomes should a Resolution Coordinator be recording as an outcome of a review hearing?**
- Dismissed
- Modified (may be recorded as Quashed and modified).
- No Jurisdiction (may be recorded 'Dismissed - no jurisdiction', log this as 'No jurisdiction).
- Quashed (may be recorded 'Quashed and substituted', 'Quashed with directions' or 'Quashed by consent')
- Withdrawn (at hearing)

NOTE **What outcomes should a Review Specialist be recording as a result of a resolution agreement, if the review was withdrawn prior to a review hearing, or overturned.**
- Use 'Overturned - new information' if the decision was changed because of new information.
- Use 'Overturned - incorrect' if the decision was changed because the original decision was incorrect.
- Use 'Settled' if a resolution agreement was accepted.
- Use ' Withdrawn' ONLY where the customer or advocate agreed not to proceed.

DO NOT use the 'Withdrawn' code if the decision was overturned or settled.

NOTE **How should a resolution outcome be recorded if the review is about a levy decision?**
1) Record the outcome in the Levy Spreadsheet.
2) In Juno_CRM, add an interaction and bullet point the review outcome.
3) Notify BCSD of the review outcome.
4) Email a copy of the Juno interaction and a copy of the decision document if one exists (ie case conference minutes, ADR agreement, Review decision) to classificationunit@acc.co.nz. The subject line should read 'Resolution Services Review Outcome Notification'.

b Record the review outcome, as it is described on the review decision, in the [PRC REV: View Review Outcome] task.



View Review Outcome Image.PNG

Updating the Levy Review Outcome

c Open the [PRC REV: View Review outcome] and record the rationale of the review outcome - if the outcome is a result of a resolution agreement; a withdrawal prior to a review hearing, or a decision being overturned.

Recording the Outcome Rationale in Eos

NOTE **What if the review decision is about a levy or vehicle registration decision?**
Update the Levy Review Spreadsheet with the review rationale for:

• offering a resolution agreement
• obtaining a withdrawal
• an overturned decision

d Remove External Counsel (if appointed) as a Eos claim participant unless they remain in an acting capacity for other reviews in progress.

e If the Review Coordinator is closing down the review, proceed to Step 4.0 (vendor) or Step 4.1 (client) to process the payment.

f If the Review Specialist closing down the review, complete the [PRC REV: Implement Review Costs/Entitlements] task in Eos and transfer it to the Hamilton Service Centre Quality Assurance queue if costs are payable (e.g. settlement costs).

NOTE **What information is required to complete the payments task?**
• Vendor ID/Claim Number
• Review number
• Total amount to be paid
• Invoice linked to task: Yes/No
• Decision Document linked to task: Yes/No

Note: A decision document can include a conciliation agreement or Resolution Agreement.

Review Costs Regulations
http://legislation.govt.nz/regulation/public/2002/0081/latest/DLM117456.html#DLM117456

g Pay costs if review costs are payable on a levy decision.

NOTE **How do review costs on a levy decision get paid?**
• When paying costs to a customer. email accounts.receivable@acc.co.nz and include the signed Costs Awarded Form, Review number, ACC number and the amount to be paid.

• When crediting costs against an existing debt, email collections@acc.co.nz)and include the Review number, ACC number and the amount to be credited on the account.

• When paying costs to an advocate/representative. email accounts.payable@acc.co.nz and include the advocates invoice and a copy of the review decision.

Costs Awarded Form

NOTE **What if no costs are payable?**
This process ends.

2.0 Communicate review outcome with Review Specialist

Resolution Coordinator

a Email the review decision document to the allocated Review Specialist & Senior Review Specialist, and then file the document away to Eos.

NOTE **How should the document be uploaded?**
• If the review is about a decision on a claim, in Eos, set the document type to REV - Review decision from Fairway, and update the document description list the review number only. For example: Rev 1234567.

• If the review is about a levy decision, email the review outcome to classificationunit@acc.co.nz. The email is to include:
— Review number
— Customer/Representative name (if applicable)
— ACC number.

b Send a [General] task to the Review Specialist for their action, if the review outcome is quashed or modified.

3.0 Communicate review outcome with decision maker

Review Specialist

a Open the decision outcome received via email and read through the reviewers findings and conclusion.

b Forward the decision outcome via email to the decision maker and the decision makers Team Manager.

c Email collections@acc.co.nz to remove the hold if the review is about a levy decision and a hold has been placed on the account.

d Close the [Juno_CRM] flag if the review is about a levy decision.

e Send a general task back to the decision maker with instructions on any actions required to implement the reviewers decision if quashed; quashed & substituted; or modified.

NOTE **What if the review outcome was a dismissal?**
If dismissed, send the decision onto the decision maker providing any feedback that might be valuable.

NOTE **What if the claim is now closed?**
In cases where you need to send a [General] task (e.g. quashed decision) and [the claim is closed] - send the task to the 'administration queue' of the last assigned branch.

NOTE **What if the claim sits within NGCM?**
First and foremost, note in the task 'decision maker name - stream it belongs to (eg 'Joe Blogs - Assisted Recovery').

Assisted Recovery:
• While claim is being actively managed it will sit in the Assisted Recovery Department Queue and tasks will need to be transferred to the Assisted Recovery Queue
• When claim is in Assisted Recovery Actioned cases tasks will need to be transferred to the Assisted Recovery Department Queue

Supported Recovery:
• While claim is being actively managed it will sit in the case owners queue and tasks will need to be transferred directly to them (as per BAU today)
• When claim is in Supported Recovery Actioned cases tasks will need to be transferred to the Supported Recovery Department Queue and they will be allocated out from there to the most appropriate person

Partnered Recovery:
• While claim is being actively managed it will sit in the case owners queue and tasks will need to be transferred directly to them (as per BAU today)
• When claim is in Partnered Recovery – Actioned cases tasks will need to be transferred to the Partnered Recovery Department Queue and they will be allocated out from there to the most appropriate person

NOTE **What might be valuable feedback for a decision maker to receive?**
Consider the following:
• Did the reviewer find a flaw in ACC's application of the law?
• Did the reviewer make any other comments about ACC's application of the internal processes?
• Was there additional work/investigation undertaken by the RS prior to proceeding through to review that should have been done prior to the decision being issued?

f Check if Technical Services provided advice on the matter at review and if yes, send the decision outcome to the relevant Technical Specialist for their information.

4.0 Pay review costs for vendor
Resolution Coordinator

a In Eos, load the invoice and update the description field to 'Invoice - Review Cost - Review 'insert number''.

NOTE **What if the invoice is for costs associated with representation by External Legal Counsel?**
Upload the invoice to Eos and ensure that it is 'secure' and listed as 'legally privileged'.

b Open the [PRC REV: Implement Review Costs/Entitlements] task and add the payment details and instructions.

NOTE **What information is needed to complete the task for a vendor?**
• Vendor ID
• Review number
• Total amount to be paid
• Invoice linked to task: Yes/No
• Decision Document linked to task: Yes/No

Note: In some cases this information will already be provided by the Review Specialist.

Add the following:
• PO Number
• Date PO Created
• PO Codes: (Must be entered manually)
• Other comments:

c Complete the purchase order.

d Update the target date to today's date.

e Transfer the [PRC REV: Implement Review Costs/Entitlements] task to the 'Hutt Processing Centre - Administration' queue.

4.1 Pay review costs for a client
Resolution Coordinator

a In Eos, open the [PRC REV: Implement Review Costs/Entitlements] task and add the payment details and instructions.

NOTE **What information is needed to complete the task for a client?**

- Claim Number
- Review number
- Total amount to be paid
- Invoice linked to task: Yes/No
- Decision Document linked to task: Yes/No

Note: In some cases this inforamtion will already be provided by the Review Specialist.

Add the following:

- PO Number
- Date PO Created
- PO Codes: (Must be entered manually)
- Other comments:

NOTE **What if there is no verified account number in Eos?**

Contact the client via email and request they forward through their bank account number either via the post or preferably by email. Once received, file away in Eos and proceed with the payment arrangements.

If there is no verified email address on Eos, then return to the task to the Review Specialist who managed the review and ask them to contact the client for their account details.

b Complete the purchase order.

c Update the target date to today's date.

d Transfer the [PRC REV: Implement Review Costs/Entitlements] task to the 'Hamilton Service Centre - Claimant Reimbursement' queue.

Triggers & Inputs

TRIGGERS

None Noted

INPUTS

Input	From Process	How Used
A resolution outcome must have been agreed.	N/A	The resolution outcome will be recorded and if applicable costs arraged to be paid.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Payment Instruction	N/A	This is used to instruct payments to be made as a result of a review outcome

PERFORMANCE TARGETS

Measure	Target
Payment processing time	Payments must be processed within 28 days from date of the review decision (S145(5))

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Implement Resolution Outcomes	Process	Review Specialist
Receive, Log and Allocate Review Application	Process	Resolution Coordinator

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role

Implement Resolution Outcomes	Process	Resolution Coordinator, Review Specialist
Prepare and Attend Review Hearing (RH)	Output	-

RACI

RESPONSIBLE
Roles that perform process activities

Resolution Coordinator, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner [redacted]

Process Expert [redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Receive, Log and Allocate Review Application	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; [redacted] System Stakeholder], [redacted] System Stakeholder]. These parties are informed via dashboard notifications.

Systems

Eos

Juno_CRM

Lean

None Noted

Process Approval

Date	Approver	Type
25-02-2020 (GMT)	[redacted]	Process Owner
25-02-2020 (GMT)	[redacted]	Process Expert
25-02-2020 (GMT)	[redacted]	Promaster

Published on 25-02-2020 (GMT) by [redacted]

Promapp

Close Review

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Close Review

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  To formally close a review and complete outstanding actions.

- Background

  A review outcome must be recorded and actioned to close the review. If costs are payable, instructions must be sent in order to fulfil legislative timeframes. Section 148(5) determines that payments must be made within 28 days of the review outcome.

Objective

To formally close a review and complete outstanding actions.

Background

A review outcome must be recorded and actioned to close the review. If costs are payable, instructions must be sent in order to fulfil legislative timeframes. Section 148(5) determines that payments must be made within 28 days of the review outcome.

Procedure

Hide details
PROCESS
Log, Acknowledge and Allocate Review Application

- **Resolution Coordinator**

PROCESS
Fulfil Resolution Obligations

- **Review Specialist**

Show / Hide details
1.0
Record resolution outcome

- **Resolution Coordinator**
- **Review Specialist**

---

a
Record the resolution outcome.
SHOW DETAILS NOTE
How should a resolution outcome be recorded if the review is about a decision on a claim?
Eos, SHOW DETAILS NOTE
How should a resolution outcome be recorded if the review is about a levy decision?
Juno_CRM interaction BCSD interaction ADR SHOW DETAILS NOTE
What outcomes should be recorded as an outcome of a review hearing?
SHOW DETAILS NOTE
What outcomes should be recorded as a result of a resolution agreement, if the review was withdrawn prior to a review hearing, or overturned.
Information
Updating the Levy Review Outcome.pdf

---

b
If the resolution outcome is a review hearing decision, email the document to the allocated Review Specialist and then upload the document.
SHOW DETAILS NOTE
Where should the document be uploaded?
Eos,

---

c
If the review outcome is a result of a resolution agreement, a withdrawal prior to a review hearing, or a decision being overturned, record the rationale of the review outcome.
SHOW DETAILS NOTE
What if the review decision is about a decision on a claim?
Eos, SHOW DETAILS NOTE
What if the review decision is about a levy or vehicle registration decision?
Information
Record the rational in Eos

---

d
If the review is about a levy decision, close the Juno_CRM flag.

---

e
If the review is about a levy decision and a hold has been placed on the account, email collections@acc.co.nz to remove the hold.

---

f

If review costs are payable on a decision about a claim, in Eos, complete the PRC REV: Implement Review Costs/Entitlements task and transfer it to the Hamilton Service Centre Quality Assurance queue.
SHOW DETAILS NOTE
What if you want to challenge the review costs?
SHOW DETAILS NOTE
What if the review has been withdrawn and review costs are being sought?
SHOW DETAILS NOTE
What information is required to complete the task for a vendor?
ATA SHOW DETAILS NOTE
What information is required to complete the task for a customer?
Eos SHOW DETAILS NOTE
What information is required to complete the task if ACC was represented by external counsel at the review?
invoice Eos.

---

g

If review costs are payable on a levy decision complete one of the following:

• When paying costs to a customer. Email accounts.receivable@acc.co.nz. Include the signed Costs Awarded Form, Review number, ACC number and the amount to be paid.

• When crediting costs against an existing debt. Email Collections & Recoveries - collections@acc.co.nz. Include the Review number, ACC number and the amount to be credited on the account.

• When paying costs to an advocate/representative. Email accounts.payable@acc.co.nz Include the advocates invoice and a copy of the review decision.
Information
Review Costs Information.pdf
Information
Costs Awarded Form.docx
SHOW DETAILS NOTE
What if no costs are payable?
Eos Juno CRM
Show / Hide details

2.0

Pay review costs for vendor

- ## Resolution Coordinator

---

a

In Eos, open the claimant reimbursement payment task and add the payment details and instructions.
SHOW DETAILS NOTE
What information is needed to complete the task for a vendor?
invoice,invoice

---

b

In Eos, complete the purchase order.

---

c

In Eos, update the target date to today's date.

---

d

In Eos, transfer the reimbursement payment task to the Hamilton Service Centre - Claimant Reimbursement queue.

---

e

The process ends here.
Eos
Show / Hide details

2.1

Pay review costs for a client

- ## Resolution Coordinator

---

a

In Eos, open the claimant reimbursement payment task and add the payment details and instructions.
SHOW DETAILS NOTE
What information is needed to complete the task for a client?
invoice,invoice

---

b

In Eos, complete the purchase order.

---

c

In Eos, update the target date to today's date.

---

d

In Eos, transfer the reimbursement payment task to the Hutt Processing Centre - Administration queue.

---

e

The process ends here.
Eos

Triggers & Inputs

Show / hide details

Triggers

None noted

Inputs

Input	From Process	How Used
A resolution outcome must have been agreed.	N/A	The resolution outcome will be recorded and if applicable costs arraged to be paid.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Payment Instruction	N/A	This is used to instruct payments to be made as a result of a review outcome

Performance Targets

Measure	Target
Payment processing time	Payments must be processed within 28 days from date of the review decision (S145(5))

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Resolution Coordinator
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Log, Acknowledge and Allocate Review Application	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

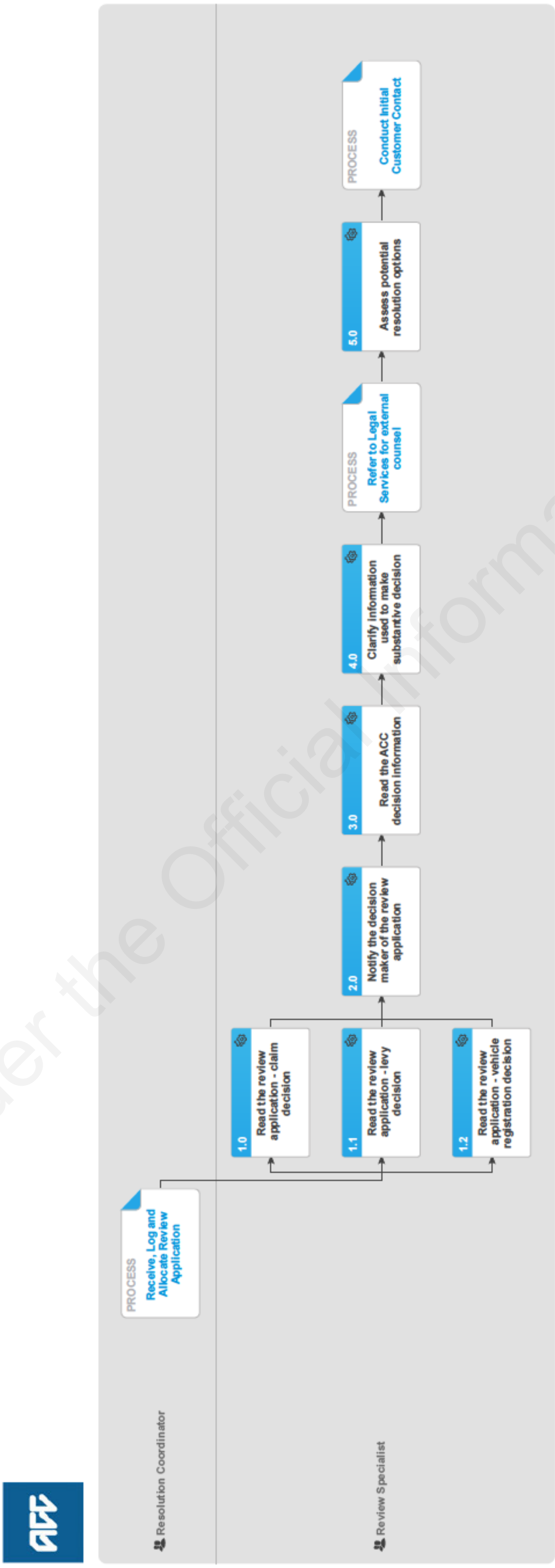
All of the above plus:

- [redacted] [System Stakeholders]

Risk and Compliance

Show / hide details
None noted

Complete Background Review v10.0



Complete Background Review v10.0

Summary

Objective
The objective of this process is to understand the ACC decision and the reason for the review application so that the Review Specialist is prepared to contact the customer to discuss and have a first attempt to resolve the matter.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Receive, Log and Allocate Review Application**
Resolution Coordinator

1.0 Read the review application - claim decision
Review Specialist

Timeframes for Reviews Policy

a In Eos, open and read the information in the PRC REV: Complete Admin Review task.

b Read the information the customer has provided in and with the review application.

NOTE **What if you believe the Review Cog has been generated incorrectly?**
• Confirm with the customer/representative that it was not their intention to lodge a review application.
• Create a contact in Eos stating the Cog was generated in error and then email a Resolution Services Manager with a request to cancel the Review Cog.

c Check that the review application was lodged within the three month timeframe.

NOTE **What if the review application was lodged outside of the three month timeframe?**
Go to Accept or Decline Late Review Application.
PROCESS Accept or Decline Late Review Application

d If the review was lodged by a representative, check to see if the outstanding Authority to Act form has been returned. If an ATA is not outstanding or required, then continue with the process.

NOTE **What if the outstanding Authority to Act form has not been returned?**
Follow up with the representative to remind them the ATA is outstanding.

1.1 Read the review application - levy decision
Review Specialist

Timeframes for Reviews Policy

a In Outlook, open and read the email and attachments sent by the Resolution Coordinator.

b Read the information the customer has provided with the review application.

c In Juno_BillingCenter, check if the account is overdue.

NOTE **What if the account is overdue?**
Email collections@acc.co.nz and ask a hold be placed on the account as a review is underway.

1.2 Read the review application - vehicle registration decision
Review Specialist

Timeframes for Reviews Policy

a In Outlook, open and read the email and attachments sent by the Resolution Coordinator.

b Read the information the customer has provided to determine the point of contention.

NOTE **What if the point of contention is about an incorrect classification?**
Contact the business incentives group through the vrr@acc.co.nz email with a request to investigate the classification.

The business incentives group will investigate and if required instruct the NZTA to correct the error. On confirmation that this has occurred, go to Fulfil Resolution Obligations.
PROCESS Implement Resolution Outcomes

2.0 Notify the decision maker of the review application
Review Specialist

a • If the review is about a decision on a claim, identify the allocated decision maker and notify them that an application for review has been received.
• If the review is about a levy decision, send an email to classificationunit@acc.co.nz with a copy of the review application. The email subject line should read "Resolution Services Review Application Notification". The email is to include:
— Review number
— Customer/representative name (if applicable)
— ACC number.

NOTE **What if the review is about a decision on a claim or a decision about a vehicle registration levy and the decision maker cannot be identified?**
Continue with the process.

b Check whether a Technical Accounting Specialist has provided advice on the disputed decision and if yes, notify them that a review application has been received.

c Complete in Eos, and send, to the customer, representative or interested party the REV18, and REV21 (if applicable) that was generated by the Review Coordinator. Send via email if a verified email address exists, or by post if no verified email address exists.

3.0 Read the ACC decision information
Review Specialist

a If the review application is about a decision on a claim, in Eos, open and read the information that ACC used to make the decision.

b If the review is about a Levy decision, in Juno, read the information used to make the decision.

4.0 Clarify information used to make substantive decision
Review Specialist

a Check that you understand the reasons the substantive decision was made.

b If the reasons are unclear, refer the decision for expert advice.

NOTE **What advice is available?**
• Technical Services
• Clinical Services
• Legal Services
• Technical Accounting Services
• Weekly Compensation Team
• Levy Classifications

Resolution Services Expert Advice Referrals.pdf

About Technical Accounting Specialist (TAS) Reference Guide

NOTE **What if advice is needed from Levy Classifications?**
Email the query to levyclassification@acc.co.nz. The subject line should read 'Resolution Services Query'. The email should include:
• Review number
• Customer/representative name (if applicable)
• ACC number
• What the query is about.

If Levy Classification have not responded after 4 working days, contact them again.

c If the review application is about a decision on a claim, in Eos, open and complete the PRC REV: Complete an Admin Review task and complete the following sections:
• Claimant's reason for lodging the review
• ACC's reason for the original decision
• Legislative basis / case law.

d If the review application is about a levy decision, open the Administrative Review form and complete the following sections:
• Claimant's reason for lodging the review
• ACC's reason for the original decision
• Legislative basis / case law.

Levy Adminitrative Review Form.pdf

e Consider whether the review should be referred to Legal Services for legal representation.

PROCESS **Refer to Legal Services for external counsel**
Review Specialist

5.0 Assess potential resolution options

Review Specialist

a Obtain advice if you do not understand all of the potential resolution options possible.

NOTE **What type of advice would be useful?**

- Comments from Medical or Psychology Advisors
- Advice from the Clinical Advice Panel
- Additional information from the customer/representative
- Additional information from the treating specialist
- A Medical Case Review
- Comments from a radiologist
- Comments from Technical Services
- Comments from Technical Accounting Services

NOTE **Whose role is it to conduct further investigation when required?**

• If there is internal advice to be sought then the RS will request the further comment (eg TS, TAS, MA, PA, CAP comment).

• If there is external advice to be sought then the original decision maker or business unit will arrange the referral/ comment (eg MCR, treating specialist comment etc). Please note that it is with the delegation of Review Specialist's to approve the request of a Medical Case Review.

b Identify which NGCM Recovery team the claim is being managed in or which BAU branch or unit. This can be found at the bottom of the navigation panel on the left hand side of the claim.

NOTE **What if the claim is in an NGCM 'Actioned Cases' queue or a branch that has transitioned to NGCM?**

Create a 'NGCM - General' task. In the description field provide the details of your request. Assign the task to the 'Managed Claims' department queue.

NOTE **What if the claim is in an 'Actioned Cases' location that hasn't been transitioned to NGCM?**

Call or email branch or unit with your request.

NB: This only applies until all locations have had their tranche roll out.

NOTE **What if the claim is being managed in NGCM by the Assisted Recovery team?**

Create a 'NGCM - General' task and assign to the Assisted Recovery queue. In the description field provide the details of your request.

NOTE **What if the claim is being managed in NGCM or BAU by an individual?**

Call or email the individual, branch or unit or if the claim is being manged in NGCM you can create a 'NGCM - General' task providing details of your request in the description field of the task.

c In Eos, record your discussion with the Decision Maker as a 'contact' on the claim.

d Identify potential resolution options to discuss with the customer/representative.

Resolution Agreement Scenarios.pdf

NOTE **What are the resolution options?**

- Overturning an incorrect ACC decision
- Upholding a correct ACC decision, and seeking resolution through settlement
- Upholding a correct ACC decision, and choosing to progress through ADR or case conference

NOTE **What pre-work is required prior to offering resolution agreement?**

Complete a risk analysis to ensure the potential resolution agreement is robust. Consider:

- the customer wants
- the ACC regulations
- the possible outcome at review, versus the customer experience
- whether the customer has shown a pattern of seeking monetary resolution without a reasonable basis
- whether the issue has been previously disputed
- whether the customer has a tendency to resort to legal proceedings to resolve disputes where no reasonable basis exists
- that the potential resolution agreement is not detrimental to a customer's entitlements
- any ongoing impact for levy years not part of the original decision.

Once completed consult with a Senior Resolution Specialist to ensure the rational for offering a resolution agreement is robust.

NOTE **What if a potential settlement is over $2000 in value?**

Email a Resolution Services Team Manager to seek prior approval.

e If the review application is about a decision on a claim, in Eos, add potential resolution options to the PRV REV: Complete an Admin Review task under additional information.

f If the review application is about a Levy decision, in the administrative review form, add potential resolution options.

PROCESS **Conduct Initial Customer Contact**

Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
An Eos task, or an email from a Resolution Co-ordinator with a review application attached.	Daily	30 per day

INPUTS

Input	From Process	How Used
Email from a Resolution Coordinator with an application for review	Receive, Log and Allocate Review Application	Application is used to start the review process.
Eos task allocating a review application	Receive, Log and Allocate Review Application	Task is used to start review process.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Understanding of why ACC made a decision	Conduct Initial Customer Contact	To understand a decision so a customer can be contacted.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Accept or Decline Late Review Application	Note	Review Specialist
Conduct Initial Customer Contact	Output, Process	Review Specialist
Conduct Initial Customer Contact	Output, Process	Review Specialist
Implement Resolution Outcomes	Note	Review Specialist
Receive, Log and Allocate Review Application	Input, Process	Resolution Coordinator
Receive, Log and Allocate Review Application	Input, Process	Resolution Coordinator
Refer to Legal Services for external counsel	Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Accept or Decline Late Review Application	Process	Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input	-
Receive, Log and Allocate Review Application	Output, Process	Review Specialist
Receive, Log and Allocate Review Application	Output, Process	Review Specialist
Refer to Legal Services for external counsel	Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Resolution Coordinator, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Accept or Decline Late Review Application	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Receive, Log and Allocate Review Application	[redacted]	[redacted]	Manage Customer Reviews
Refer to Legal Services for external counsel	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; [redacted] System Stakeholder], Promapp Promaster[System Stakeholder], [redacted] System Stakeholder]. These parties are informed via dashboard notifications.

Systems

Eos

JunoBillingCenter

Outlook

Lean

None Noted

Process Approval

Date	Approver	Type
20-02-2020 (GMT)	[redacted]	Process Owner
21-02-2020 (GMT)	[redacted]	Process Expert
21-02-2020 (GMT)	[redacted]	Promaster

Published on 21-02-2020 (GMT) by [redacted]

Promapp

Complete Background Review

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

Complete Background Review

- Reference no.
- Process Group

Manage Customer Reviews

- Process Expert

[redacted]

- Process Owner

[redacted]

- DisplayType
- Objective

The objective of this process is to understand the ACC decision and the reason for the review application so that the Review Specialist is prepared to contact the customer to discuss and have a first attempt to resolve the matter.

- Background

Objective

The objective of this process is to understand the ACC decision and the reason for the review application so that the Review Specialist is prepared to contact the customer to discuss and have a first attempt to resolve the matter.

Procedure

Hide details

PROCESS

Log, Acknowledge and Allocate Review Application

- **Resolution Coordinator**

Show / Hide details

1.0

Read the Review Application

- **Review Specialist**

Policy
Timeframes for Reviews Policy

Show / Hide details

1.1

If the review is about a decision on a claim

- **Review Specialist**

---

a

In Eos, open and read the information in the PRC REV: Complete Admin Review task.

---

b

Read the information the customer has provided in and with the review application.
SHOW DETAILS NOTE

What if you believe the Review Cog has been generated incorrectly?

Eos

---

c

Check that the review application was lodged within the three month timeframe.
SHOW DETAILS NOTE

What if the review application was lodged outside of the three month timeframe?

Accept or Decline Late Review Application

---

d

If the review was lodged by a representative, check to see if the outstanding Authority to Act form has been returned. If an ATA is not outstanding or required, then continue with the process.
SHOW DETAILS NOTE

What if the outstanding Authority to Act form has not been returned?

ATA Eos

Show / Hide details

1.2

If the review is about a levy decision

- **Review Specialist**

---

a

In Outlook, open and read the email and attachments sent by the Resolution Coordinator.

---

b

Read the information the customer has provided in and with the review application.

---

c

In Juno BillingCenter, check if the account is overdue.
SHOW DETAILS NOTE

What if the account is overdue?

JunoBillingCenter Outlook

Show / Hide details

1.3

If the review is about a vehicle registration decision

- **Review Specialist**

---

a

In Outlook, open and read the email and attachments sent by the Resolution Coordinator.

---

b

Read the information the customer has provided to determine the point of contention.
SHOW DETAILS NOTE

What if the point of contention is about an incorrect classification.

Implement Resolution Outcomes Outlook

Show / Hide details

2.0

Notify the decision maker of the review application

- **Review Specialist**

---

a

-If the review is about a decision on a claim, identify the allocated decision maker and notify them that an application for review has been received.
-If the review is about a levy decision, send an email to classificationunit@acc.co.nz with a copy of the review application. The email subject line should read "Resolution Services Review Application Notification". The email is to include:

• Review number
• Customer/representative name (if applicable)
• ACC number
SHOW DETAILS NOTE

What if the review is about a decision on a claim or a decision about a vehicle registration levy and the decision maker cannot be identified?

---

b

Complete and send, via email or post, the REV18 that was generated by the Review Coordinator.

---

c

Send the REV18 letter/s to the customer, representative or interested party, via email if a verified email address exists, or by post if no verified email address exists.
Show / Hide details

3.0

Read the ACC decision information

- **Review Specialist**

---

a

If the review application is about a decision on a claim, in Eos, open and read the information that ACC used to make the decision.

---

b

If the review is about a Levy decision, in Juno, read the information used to make the decision.
Eos

Show / Hide details

4.0

Clarify information used to make substantive decision

- **Review Specialist**

---

a

Check that you understand the reasons the substantive decision was made.

---

b

If the reasons are unclear, refer the decision for expert advice.
SHOW DETAILS NOTE

What advice is available?

Information

Resolution Services Expert Advice Referrals.pdf

SHOW DETAILS **NOTE**

What if advice is needed from Levy Classifications?

---

c

If the review application is about a decision on a claim, in Eos, open and complete the PRC REV: Complete an Admin Review task and complete the following sections:
• Claimant's reason for lodging the review
• ACC's reason for the original decision
• Legislative basis / case law

---

d

If the review application is about a levy decision, open the Administrative Review form and complete the following sections:
• Claimant's reason for lodging the review
• ACC's reason for the original decision
• Legislative basis / case law
Information

Levy Adminitrative Review Form.pdf

Eos

Show / Hide details

5.0

Refer to Legal Services for external counsel

- **Review Specialist**

---

a

Check if the review should be referred to Legal Services
SHOW DETAILS **NOTE**

What decisions should be referred to Legal Services?

WC TAS WC

---

b

If required, complete the referral template, attach the completed background review and send to legal.services@acc.co.nz
Information

Legal Services Referral Template.docx

SHOW DETAILS **NOTE**

What is the timeframe to refer to Legal Services?

SHOW DETAILS **NOTE**

Who schedules the case conference when the case has been referred to Legal Counsel?

SHOW DETAILS **NOTE**

What timeframe should a Case Conference be booked within?

SHOW DETAILS NOTE

Who should attend the Case Conference

SHOW DETAILS NOTE

What involvement does Review Specialist have with the review after the Case Conference?

---

c

Go to Prepare Relevant Documents for Review process
PROCESS

Prepare Relevant Documents for Review

- **Review Specialist**

Show / Hide details
6.0

Assess potential resolution options

- **Review Specialist**

---

a

If you do not understand all of the potential resolution options possible, obtain advice.
SHOW DETAILS NOTE

What type of advice would be useful?

---

b

Identify potential resolution options to discuss with the customer/representative.
Information

Resolution Agreement Scenarios.pdf

SHOW DETAILS NOTE

What are the resolution options?

SHOW DETAILS NOTE

What if a settlement is a potential resolution option?

SHOW DETAILS NOTE

What if a potential settlement is over $2000 in value?

---

c

If the review application is about a decision on a claim, in Eos, add potential resolution options to the PRV REV: Complete an Admin Review task under administrative review outcomes.

---

d

If the review application is about a Levy decision, in the administrative review form, add potential resolution options.

---

e

Go to Conduct Initial Customer Contact.
Eos

PROCESS

Conduct Initial Customer Contact

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
An Eos task, or an email from a Resolution Co-ordinator with a review application attached.	Daily	30

Inputs

Input	From Process	How Used
An email from a Resolution Coordinator with an application for review	Log, Acknowledge and Allocate Review application	Application is used to start the review process.
An Eos task allocating a review application	Log, Acknowledge and Allocate Review application	Task is used to start review process.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Understanding of why ACC made a decision	Resolutions Services Initial Client contact	To understand a decision so a customer can be contacted.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Resolution Coordinator
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Accept or Decline Late Review Application	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Log, Acknowledge and Allocate Review Application	[redacted]	[redacted]	Manage Customer Reviews

Process	Owner	Expert	Process Group
Prepare Relevant Documents for Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

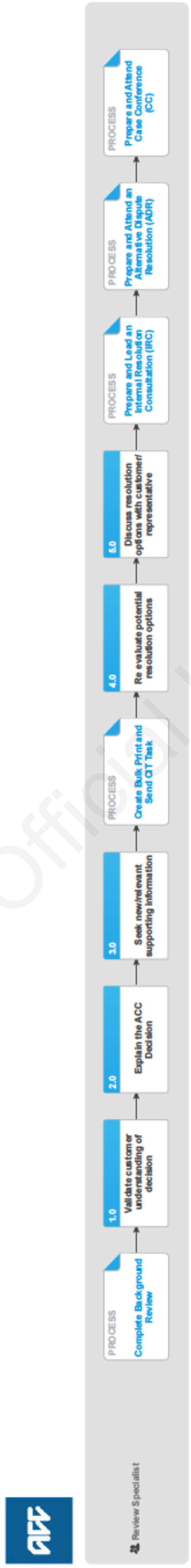
- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Conduct Initial Customer Contact v6.0



Conduct Initial Customer Contact v6.0

Summary

Objective
The objective of this process is to discuss the review application with the customer, or their representative, check their understanding of the review matter, and of ACC's decision so that we can begin to resolve the matter or continue towards a review hearing.

Background
After completing the background review the customer/representative must be contacted by phone to discuss the review application, any new information and the process moving forward.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Complete Background Review**
Review Specialist

1.0 Validate customer understanding of decision
Review Specialist

a If intending to call a representative, check if there is a current Authority to Act (ATA).

NOTE **What if there is no current ATA on file?**
By phone, contact the representative and request the form is returned.

NOTE **What if the ATA is never returned?**
No details can be discussed with the representative. Proceed to Prepare and Attend Case Conference.
PROCESS Prepare and Attend Case Conference (CC)

b By phone, contact the customer/representative. Use the appropriate authorisation process to confirm you are speaking to the right person.

Advocate Communications Policy

NOTE **What is the authorisation policy for decisions on claims?**
Read the Advocates and Holders of Authority Policy to Act policy.
PROCESS Advocates and holders of authority to act Policy

NOTE **What is the authorisation process for levy decisions?**
Follow the Perform Authorisation Check - Business Customer process
PROCESS Perform Authorisation Check - Business Customer

NOTE **What if I need to update an authorised business customer?**
Follow Add or Update Business Customer Authorised Party
PROCESS Add or Update Business Customer Authorised Party

c Confirm ACC has the correct customer/representatives contact details. Include both the telephone number and email address.

NOTE **What if the email address has not been verified?**
Ask the applicant to check their emails and return the verification as soon as possible to make it easier to communicate with them.

d Tell the customer/representative:

- the reason for the call
- what will be discussed during the phone call
- the review process, including the focus for ACC on seeking resolution
- the role of the Review Specialist

e Ask the customer/representative, in their own words, to explain their understanding of the disputed decision and why they believe ACC decision is incorrect.

NOTE **What is the expected outcome of the conversation?**
The outcome of this conversation is to understand the customer's point of contention or grievance.

2.0 Explain the ACC Decision
Review Specialist

a Explain why ACC made its decision. This may include an explanation of the legislation and/or medical reports that were instrumental to the decision.

3.0 Seek new/relevant supporting information
Review Specialist

a Discuss any information that was received after the decision date and included with the written application for review.

b Ask the customer/representative if they have any new information that was not included in the written application to support the review application.

NOTE **What if the customer/representative has new information?**
• Then ask the customer/representative to explain what the new information is and how they believe it is relevant.
• If possible, ask them to send a copy of the information and advise they will be contacted again once the information has been considered. The information can be sent to the Resolution Services email address resolutionservices@acc.co.nz or posted to PO Box 892, Waikato Mail Centre.

c With the customer/representative identify and agree the relevant documents.

NOTE **What if the client wants the full file?**
Explain to the client that ACC has made a move to providing relevant document as a preference to the full file. This ensures the reviewer doesn't receive large amounts of information that has no relevance to the disputed decision. If the client has any doubts about the correct information being provided then the Case Conference serves as an opportunity for this to be discussed and corrected if necessary.

If the client still wants the full file - then relevant documents must be correctly selected. Note in the initial customer contact on Eos the clients request for the full file.

Relevant Document Guidelines

d With the customer/representative discuss the methods of delivery for the relevant documents. Then go to 'Create Bulk Print and Send CIT task' to arrange the preparation and release of these documents.

NOTE **What are the delivery options?**
• Electronic documents:
- By email (ACC's preferred method)
- By USB
- By CD
• Paper documents:
- By courier to home address - read client the ACC6181
- By courier to rural delivery address (requires pre alert) - read client the ACC6181
- By courier to local ACC branch

ACC6181 Receiving personal information by courier

e End the call.

PROCESS **Create Bulk Print and Send CIT Task**
Review Specialist

4.0 Re-evaluate potential resolution options
Review Specialist

a If new information has been provided by the client/representative, check if further advice is needed to identify or re-evaluate potential resolution options to discuss with the customer/representative.

NOTE **What type of advice would be useful?**
• Comments from Medical or Psychology Advisors
• Advice from the Clinical Advice Panel
• Additional information from the customer/representative
• Additional information from the treating specialist
• A Medical Case Review
• Comments from a radiologist
• Comments from Technical Services
• Comments from Technical Accounting Services
• Advice from Levy Classification

About Technical Accounting Specialist (TAS) Reference Guide

NOTE **Who's role is it to conduct further investigation when required?**
• If there is internal advice to be sought then the RS will request the further comment (e.g. TS, TAS, MA, PA, CAP comment).
• If there is external advice to be sought then the original decision maker or business unit will arrange the referral/ comment (e.g. MCR, treating specialist comment etc..)

NOTE **What if there is further investigation required but the claim is closed claim?**
Talk with the original decision maker with the intent of sending a task to the Branch/Unit Administration work queue for allocation.

b Check that the potential resolution options identified in the background review are still relevant.

NOTE **What if the potential resolution option has changed from the background review?**
In Eos, update the PRC REV: Complete Admin Review 'Additional information' box.

NOTE **What if the matter at review relates to an Individual Rehabilitation Plan (IRP)?**
First and foremost consider an Internal Resolution Consultation (IRC) with the Case Manager. If the relationship is strained it might be more useful to attend Conciliation (under the Alternative Dispute Resolution process) as an alternative to an IRC. Please note there would need to be a sound reason for proceeding straight to review as these can often be resolved.

5.0 Discuss resolution options with customer/representative

Review Specialist

a Call the customer/representative to discuss and agree:

- on a resolution option, or
- whether to proceed to an internal resolution consultation, alternative dispute resolution or case conference.

NOTE **What if the agreed resolution is to overturn the ACC decision or a formalised resolution agreement?**
Add an contact in Eos, or Juno_CRM as appropriate and record the agreement. Go to fulfil resolution obligations
PROCESS Implement Resolution Outcomes

b End the call.

c Add a contact in Eos, or interaction in Juno_CRM, as appropriate, to record the main points from the conversation.

d Proceed to Conduct and Internal Resolution Consultation (IRC) or Prepare for Alternative Dispute Resolution (ADR) or Prepare and Attend Case Conference as agreed with the customer/representative.

PROCESS **Prepare and Lead an Internal Resolution Consultation (IRC)**
Review Specialist

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
A review application	Daily	1000+ per year

INPUTS

Input	From Process	How Used
A completed background review on a review application	Complete Background Review	Initiate contact with the customer/representative to determine most appropriate next steps.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Customer/representative has been contacted and next steps determined.	Prepare and Lead an Internal Resolution Consultation (IRC)	To proceed to an internal resolution consultation meeting
Customer/representative has been contacted and next steps determined.	Prepare and Attend an Alternative Dispute Resolution (ADR)	To proceed to an alternative dispute resolution meeting.
To proceed to an alternative dispute resolution meeting	Prepare and Attend Case Conference (CC)	To proceed to case conference.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Add or Update Business Customer Authorised Party	Note	Review Specialist
Advocates and holders of authority to act Policy	Note	Review Specialist
Complete Background Review	Input, Process	Review Specialist
Complete Background Review	Input, Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Implement Resolution Outcomes	Note	Review Specialist
Perform Authorisation Check - Business Customer	Note	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Accept or Decline Late Review Application	Output	-
Complete Background Review	Output, Process	Review Specialist
Complete Background Review	Output, Process	Review Specialist
Create Bulk Print and Send CIT Task	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Create Bulk Print and Send CIT Task	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Create Bulk Print and Send CIT Task	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Add or Update Business Customer Authorised Party	[redacted]	[redacted]	Manage Business Customer and Account
Advocates and holders of authority to act Policy	[redacted]	[redacted]	Client rights
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Perform Authorisation Check - Business Customer	[redacted]	[redacted]	Manage Business Customer Enquiry and Feedback
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type
14-01-2020 (GMT)	[redacted]	Process Owner
14-01-2020 (GMT)	[redacted]	Process Expert
14-01-2020 (GMT)	[redacted]	Promaster

Published on 14-01-2020 (GMT) by [redacted]

Promapp

Conduct Initial Customer Contact

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Conduct Initial Customer Contact

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  The objective of this process is to discuss the review application with the customer, or their representative, check their understanding of the review matter, and of ACC's decision so that we can begin to resolve the matter or continue towards a review hearing.

- Background

  After completing the background review the customer/representative must be contacted by phone to discuss the review application, any new information and the process moving forward.

Objective

The objective of this process is to discuss the review application with the customer, or their representative, check their understanding of the review matter, and of ACC's decision so that we can begin to resolve the matter or continue towards a review hearing.

Background

After completing the background review the customer/representative must be contacted by phone to discuss the review application, any new information and the process moving forward.

Procedure

Hide details
PROCESS

Complete Background Review

- **Review Specialist**

Show / Hide details
1.0

Validate customer understanding of decision

- **Review Specialist**

---

a
If intending to call a representative, check if there is a current Authority to Act (ATA).
SHOW DETAILS NOTE
What if there is no current ATA on file?
SHOW DETAILS NOTE
What if the ATA is never returned?
Prepare and Attend Case Conference (CC)

---

b
By phone, contact the customer/representative. Use the appropriate authorisation process to confirm you are speaking to the right person.
SHOW DETAILS NOTE
What if the customer/representative can not be contacted?
Juno_CRM Eos Create Bulk Print and Send CIT Task SHOW DETAILS NOTE
What is the authorisation policy for decisions on claims?
Advocates and holders of authority to act Policy SHOW DETAILS NOTE
What is the authorisation process for levy decisions?
Perform Authorisation Check - Business Customer SHOW DETAILS NOTE
What if I need to update an authorised business customer?
Add or Update Business Customer Authorised Party

---

c
Confirm ACC has the correct customer/representatives contact details. Include both the telephone number and email address.
SHOW DETAILS NOTE
What if the email address has not been verified?

---

d
Tell the customer/representative:

• the reason for the call
• what will be discussed during the phone call
• the review process, including the focus for ACC on seeking resolution
• the role of the Review Specialist

---

e
Ask the customer/representative, in their own words, to explain their understanding of the disputed decision and why the believe ACC made that decision.
SHOW DETAILS NOTE
What is the expected outcome of the conversation?
Eos Juno CRM
Show / Hide details
2.0

Explain the ACC Decision

- ### Review Specialist

---

a

Explain why ACC made its decision. This may include an explanation of the legislation and/or medical reports that were instrumental to the decision.

Show / Hide details

3.0

Seek new/relevant supporting information

- ### Review Specialist

---

a

Discuss any information that was received after the decision date and included with the written application for review.

---

b

Ask the customer/representative if they have any new information that was not included in the written application to support the review application.

SHOW DETAILS NOTE

What if the customer/representative has new information?

---

c

With the customer/representative identify and agree the relevant documents.

Information

Relevant Document Guidelines

---

d

With the customer/representative discuss the methods of delivery for the relevant documents. Then go to Prepare Relevant Documents for Review process.

SHOW DETAILS NOTE

What are the delivery options?

FLIS

ACC6181 Receiving personal information by courier

---

e

End the call.

PROCESS

Prepare Relevant Documents for Review

- ### Review Specialist

Show / Hide details

4.0

Re-evaluate potential resolution options

- ### Review Specialist

---

a

If new information has been provided by the client/representative, check if further advice is needed to identify or re-evaluate potential resolution options to discuss with the customer/representative.

SHOW DETAILS NOTE

What type of advice would be useful?

---

b
Check that the potential resolution options identified in the background review are still relevant.
SHOW DETAILS NOTE
What if the potential resolution option has changed from the background review?
Eos,SHOW DETAILS NOTE
What if the matter at review related to an Individual Rehabilitation Plan (IRP)?
Eos
Show / Hide details

5.0

Discuss resolution options with customer/representative

- **Review Specialist**

---

a
Call the customer/representative to discuss and agree:

• on a resolution option, or
• whether to proceed to an internal resolution consultation, alternative dispute resolution or case conference.
SHOW DETAILS NOTE
What if the agreed resolution is to overturn the ACC decision or a formalised resolution agreement?
Eos,Juno_CRM Implement Resolution Outcomes

---

b
End the call.

---

c
Add a contact in Eos, or interaction in Juno_CRM, as appropriate, to record the main points from the conversation.

---

d
Proceed to Conduct and Internal Resolution Consultation (IRC) or Prepare for Alternative Dispute Resolution (ADR) or Prepare and Attend Case Conference as agreed with the customer/representative.
Eos Juno_CRM

PROCESS
Prepare and Lead an Internal Resolution Consultation (IRC)

- **Review Specialist**

PROCESS
Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS
Prepare and Attend Case Conference (CC)

- **Review Specialist**

Triggers & Inputs

Show / hide details
Triggers

Starts	Frequency	Volume
A review application	Daily	1000+ per year

Inputs

Input	From Process	How Used
A completed background review on a review application	Resolution Services Background Review	Initiate contact with the customer/representative to determine most appropriate next steps.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Customer/representative has been contacted and next steps determined.	Conduct an Internal Resolution Consultation (IRC)	To proceed to an internal resolution consultation meeting
Customer/representative has been contacted and next steps determined.	Prepare for Alternative Dispute Resolution (ADR)	To proceed to an alternative dispute resolution meeting.
To proceed to an alternative dispute resolution meeting	Prepare for and attend Resolutions Services Case Conference	To proceed to case conference.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert

- [redacted]
- Risk Managers

  None noted

- Approvers

  None noted

- Publishers

  None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Add or Update Business Customer Authorised Party	[redacted]	[redacted]	Manage Business Customer and Account
Advocates and holders of authority to act Policy	[redacted]	[redacted]	Client rights
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Perform Authorisation Check - Business Customer	[redacted]	[redacted]	Manage Business Customer Enquiry and Feedback
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

Process	Owner	Expert	Process Group
Prepare Relevant Documents for Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

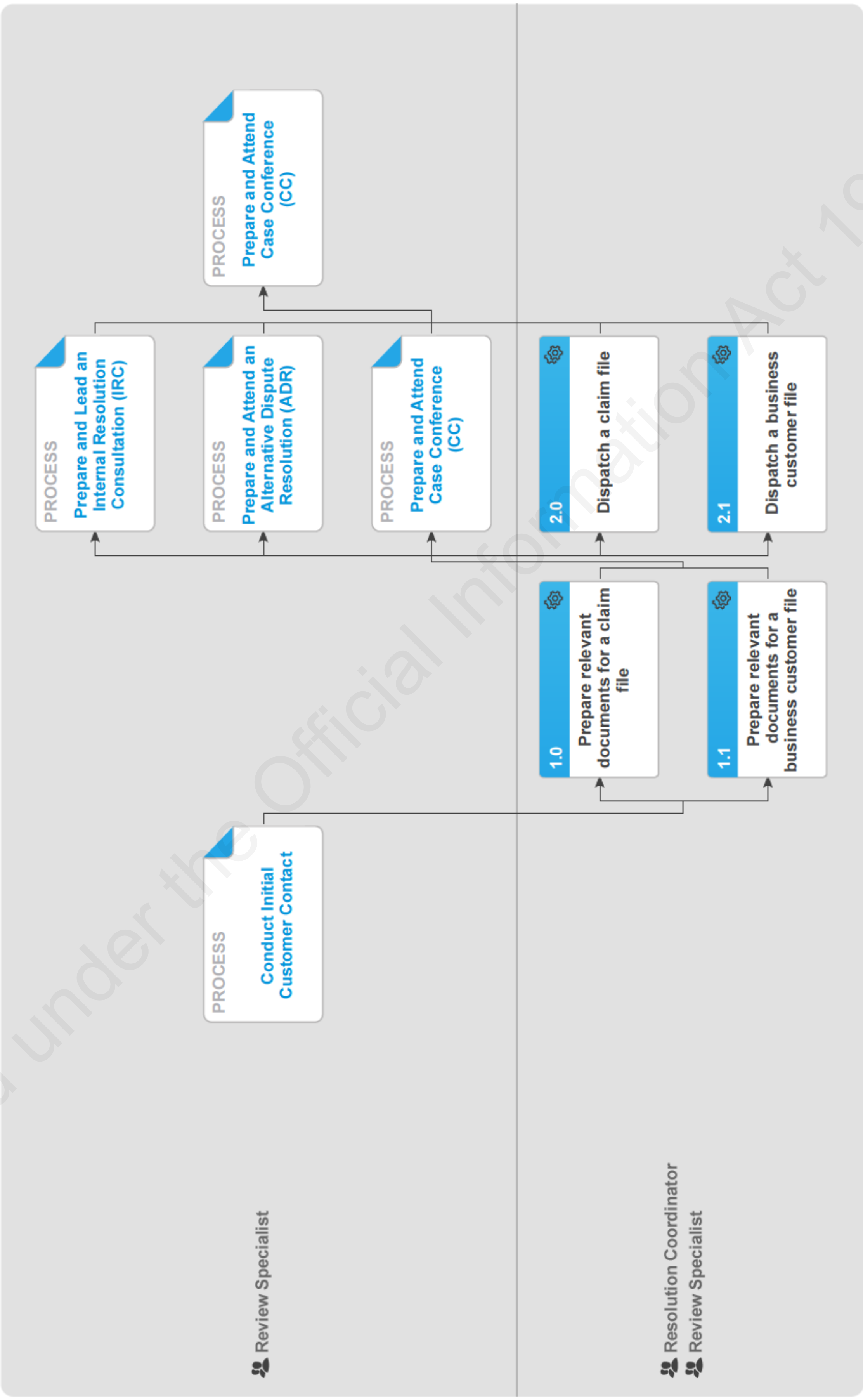
- [redacted] [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Create Bulk Print and Send CIT Task v13.0



Create Bulk Print and Send CIT Task v13.0

Summary

Objective
To ensure all parties have relevant documents in order to successfully resolve the matter.

Background
The following scenarios to prepare the file are listed below:

Option 1: File preparation only
This will only be used in the following scenarios:
- the Resolution Specialist has been unable to contact the client within 40 days and does not know who the review provider will be at that point.
- if the file is particularly large and CIT need sufficient time to read and privacy check the file (e.g. the documents span across multiple pages on Eos)
- the client doesn't want a copy of the file and you are still attempting to resolve the matter.

Option 2: File preparation and Release to client only:
This option is used when the RS is working towards a resolution with the client and it is thought that the client having a copy of the documentation may aid the resolution conversation.

Option 3: File preparation and release to client and provider:
This option would be used when it’s unlikely there’ll be a resolution and the case conference is booked.

Option 4: File preparation and dispatch to provider only
This is likely to be used where the client has said they don’t want a file bundle or a case conference has been set unagreed (without the client) and no file had been prepared earlier.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Conduct Initial Customer Contact**
Review Specialist

1.0 Prepare relevant documents for a claim file
Resolution Coordinator, Review Specialist

a Check if a claim file has already been prepared.

NOTE **What if a claim file has already been prepared?**
Go to step 2.0 Dispatch a claim file.

b Close the PRC REV: Complete admin review and PRC REV: Prepare submissions tasks.

c In Eos, check that the identified relevant documents are marked as complete.

NOTE **What if there are incomplete documents?**
Determine why the documents are incomplete and action as below.
• If they are incomplete because the document generator is not marked complete, but is finalised, then follow up with the document owner to mark it as complete.
•If they are incomplete because the document as not yet been finalised (eg MA comment in progress), then make a note in the PRC REV: Hearing Requested task to email this document to relevant parties when it is finalised.

d In Eos, generate a bulk print containing the documents relevant to the matter at review, and update the document description with the unique review number.

Create Bulk Print

NOTE **What if the review belongs to a NGCM file?**
For any NGCM files - request a full copy file. A bulk print of relevant documents should still be generated containing relevant documents transferred over from the PI claim (refer to note below for instruction on how to complete this task).

NOTE **What if there is relevant information on another claim file?**

1) Generate a bulk print of the relevant information from the other file(s) (one bulk print for each claim)
2) Add a name for each bulk print generated. For example 'medical information for review number XXXXX'
3) Open each bulk print and view the pdf documents
4) Send the document using the 'filing away' email to the review claim file
5) Rename the document using the following convention " Rev XXXX medical information on claim XXXX', using VCF011.
6) Create the relevant bulk print that includes all relevant medical information from the other claim file.

NOTE **What if the client has a fraud indicator on file (big red dollar sign)?**

Where the fraud indicator is present:
1) Check the party record to see what the fraud investigation relates to.
2) Decide whether the fraud investigation has any relevance to the review at hand.
3) If yes, contact Integrity Services for the investigation notes, discuss whether its appropriate to disclose these, and if possible add them to the file.
4) Include these documents in your bulk print.

NOTE **When is a bulk print needed?**

A bulk print is needed in all circumstances. This includes when Privacy Act request has been sent to CIT by the Resolution Coordinator.

NOTE **What should go in the document description?**

The document must be named with the following format: 'Dispute - DO NOT RELEASE - Rev XXXXXXX'
• For a single review update the description with the Review number (e.g. Rev 5678910).
• If there are multiple reviews for the same issue (e.g. cover/surgery) - update the description with both review numbers (e.g. Rev 5678954 Surgery, Rev 5689885 Cover)
• If there are multiple reviews on the same claim for different issue - generate two bulk prints and update the description of each bulk print with the Review number and Review type (e.g. Rev 5674985 Weekly Compensation).

NOTE **What if there are multiple reviews for different issues for the same customer?**

Generate a bulk print for each review.

e In the I:Drive, open the 'CIT task calculator' and enter the review information and copy file requirements.

CIT/IRC Calculator Tool

NOTE **What if you don't know the preferred delivery method?**

Wait until delivery method is known then proceed to step 2.0 to dispatch file. Consider whether a 'File Preparation Only' or a 'Prepare and Dispatch to Provider only' request should be sent until the client informs ACC how they would like their file to be delivered.

NOTE **What if the client requests a paper copy file?**

1) Check if the client lives rurally. Their address should be checked using the New Zealand Courier address checker.
2) When completing the required fields in the CIT calculator tool, select the delivery option 'paper copy by courier' and ensure you select whether the client lives rurally or not.
3) If the client does live rurally, the process for CIT to send a file by courier to a rural delivery address is in Chips: Sending confidential information by courier using pre-alert (FYI).

New Zealand Courier Address Checker
https://www.nzcouriers.co.nz/address_checker.html

f In Eos, copy the information in the CIT task calculator into the PRC REV: Send submissions to all parties task and transfer it to the 'Client Information Request' work queue.

NOTE **What if the client withdraws the review part way through CIT completing the privacy check of the documents/ file?**

Email the DSCCIT inbox to notify them that the review has been withdrawn and that they can cease reading the documents/file.

g Go to 2.0 Dispatch a claim file.

NOTE **What if the file does not yet require dispatching?**

Return to Conduct Initial Customer Contact process if the file does not yet require dispatching.

PROCESS Conduct Initial Customer Contact

1.1 Prepare relevant documents for a business customer file

Resolution Coordinator, Review Specialist

a Check if a business customer file has already been prepared.

NOTE **What if the business file has already been prepared?**

Go to step 2.1 Dispatch a business customer file.

b Check that the relevant documents list is complete.

NOTE **What if there are incomplete documents?**

Establish the reason the list is incomplete and request the list is completed.

c In Juno_CRM, create historical notes.

d In Juno_CRM, create interactions.

e In Juno_PolicyCenter, copy the last three years of documents.

f Using Adobe Acrobat Pro, combine the historical notes, interactions and documents into one document.

g Save all material in the unique customer file in the I:Drive.

h Go to 2.0 Dispatch a claim file.

NOTE **What if the file does not yet require dispatching?**
Return to Conduct Initial Customer Contact process if the file does not yet require dispatching.
PROCESS Conduct Initial Customer Contact

2.0 Dispatch a claim file

Resolution Coordinator, Review Specialist

a In the CIT task calculator, enter the review information and request CIT dispatch the file to the appropriate parties if required.

CIT/IRC Calculator Tool (The Sauce)

NOTE **Who are the appropriate parties?**
This could be either:
• Customer only
• Provider only
• Provider and customer.

NOTE **What if the dispatch task involves a release to a provider?**
These tasks should also be noted as High Priority.

NOTE **What if the customer/representative does not want the relevant documents and/or claim file?**
Do not dispatch them.

Go to Prepare and Lead an Internal Resolution Consultation (IRC), Prepare and Attend an Alternative Dispute Resolution (ADR), or Prepare and Attend Case Conference (CC) as appropriate.

b In Eos, copy the information in the CIT task calculator into the PRC REV Send submissions to all parties task and transfer the task to the 'Client Information Request' work queue.

NOTE **What is this task is closed already?**
Generate an out of cog PRC REV send submissions to all parties task and transfer the task to the 'Client Information Request' work queue.

c Return to Prepare and Attend IRC, ADR or Case Conference process as appropriate.

PROCESS **Prepare and Lead an Internal Resolution Consultation (IRC)**
Review Specialist

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

2.1 Dispatch a business customer file

Resolution Coordinator, Review Specialist

a In Outlook, create an email to the relevant parties with the word document attached and send the email.

NOTE **Who are the relevant parties?**
• Customer/representative
• Provider

NOTE **What if the customer/representative does not want the relevant documents and/or claim file**
Do not dispatch them.

Go to Prepare and Attend Case Conference (CC).

b Send the customer and/or provider the password to open the document in a separate email.

c Save a copy of the sent email in the I:Drive.

d Update the column Date Referred to Provider with the date the email was sent in the Levy Spreadsheet.

e Return to Prepare and Attend Case Conference process.

PROCESS

Prepare and Attend Case Conference (CC)

Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Application for review	Daily	1000+ per year

INPUTS

Input	From Process	How Used
Conversation with a customer/ representative about the review application	Conduct Initial Customer Contact	Determine the documents which need to be sent to the review provider.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Agreed documents needed for review hearing are prepared	Conduct Initial Customer Contact	To re-evaluate potential resolution options

PERFORMANCE TARGETS

Measure	Target
PRC REV: Send Submissions to all parties task	To be sent within 7 working days of review lodgment date.

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Conduct Initial Customer Contact	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Conduct Initial Customer Contact	Input, Note, Output, Process	Resolution Coordinator, Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Process	Review Specialist
Refer to Legal Services for external counsel	Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Resolution Coordinator, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews
Refer to Legal Services for external counsel	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; [redacted] System Stakeholder], [redacted] [System Stakeholder], [redacted] System Stakeholder], Promapp Promaster[System Stakeholder]. These parties are informed via dashboard notifications.

Systems

CHIPS

Eos

Juno_CRM

JunoPolicyCenter

Outlook

Lean

None Noted

Process Approval

Date	Approver	Type
23-02-2020 (GMT)	[redacted]	Process Owner
23-02-2020 (GMT)	[redacted]	Process Expert
23-02-2020 (GMT)	[redacted]	Promaster

Published on 23-02-2020 (GMT) by [redacted]

Promapp

Prepare Relevant Documents for Review

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Prepare Relevant Documents for Review

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  To ensure all parties have relevant documents in order to successfully resolve the matter.

- Background

  The following scenarios to prepare the file are listed below:|~||~|Option 1: File preparation only|~|This will only be used in the scenario the Resolution Specialist has been unable to contact the client within 7 days and does not know who the review provider will be at that point. |~||~|Option 2: File preparation and Release to client only:|~|It is used when resolution is likely to be achieved or there has been a privacy act request made with the review application. It means that the file will be prepared and sent to the client early which may also provide a further resolution opportunity. However, at day 7 its unlikely that a case conference will be scheduled so the file does not require transmission to the provider at this point. |~||~|Option 3: File preparation and release to client and provider:|~|This option would be used when it’s unlikely there’ll be a resolution and the case conference is booked by the 7th calendar day. |~||~|Option 4: File preparation and dispatch to provider only|~|This is likely to be used where the client has said they don’t want a file bundle or a case conference has been set unagreed (without the client) and no file had been prepared earlier. This category will be monitored for usage.|~||~|

Objective

To ensure all parties have relevant documents in order to successfully resolve the matter.

Background

The following scenarios to prepare the file are listed below:

Option 1: File preparation only
This will only be used in the scenario the Resolution Specialist has been unable to contact the client within 7 days and does not know who the review provider will be at that point.

Option 2: File preparation and Release to client only:
It is used when resolution is likely to be achieved or there has been a privacy act request made with the review application. It means that the file will be prepared and sent to the client early which may also provide a further resolution opportunity. However, at day 7 its unlikely that a case conference will be scheduled so the file does not require transmission to the provider at this point.

Option 3: File preparation and release to client and provider:
This option would be used when it's unlikely there'll be a resolution and the case conference is booked by the 7th calendar day.

Option 4: File preparation and dispatch to provider only
This is likely to be used where the client has said they don't want a file bundle or a case conference has been set unagreed (without the client) and no file had been prepared earlier. This category will be monitored for usage.

Procedure

Hide details
PROCESS
Conduct Initial Customer Contact

- **Review Specialist**

Show / Hide details
1.0
Prepare relevant documents for a claim file

- **Resolution Coordinator**
- **Review Specialist**

---

a
Check if a claim file has already been prepared.
NOTE
If a claim file has already been prepared go to step 2.0

---

b
Close the PRC REV: Complete admin review and PRC REV: Prepare submissions tasks.

---

c
In Eos, check that the identified relevant documents are marked as complete.
SHOW DETAILS **NOTE**
What if there are incomplete documents?
MA

---

d
In Eos, generate a bulk print and update the document description with the unique review number.
SHOW DETAILS **NOTE**
When is a bulk print needed?
SHOW DETAILS **NOTE**

What should go in the document description?
SHOW DETAILS NOTE
What if there are multiple reviews for different issues for the same customer?
SHOW DETAILS NOTE
What if there is relevant information on another claim file?

---

e
In the I:Drive, open the 'CIT task calculator' and enter the review information and copy file requirements.
W:\Public\Resolution Services Folder\8. Hub Folders\Templates and tools\CIT Task Calculator Combined v0_8.xlsm
SHOW DETAILS NOTE
What if you don't know the preferred delivery method?

---

f
In Eos, copy the information in the CIT task calculator into the PRC REV: Send submissions to all parties task and transfer it to the 'Client Information Request' work queue.

---

g
• If the file does not yet require dispatching, return to Conduct Initial Customer Contact to continue the process.
• If the file should be dispatched go to step 2.0
Eos
Show / Hide details

1.1

Prepare relevant documents for a business customer file

- **Resolution Coordinator**
- **Review Specialist**

---

a
Check if a business customer file has already been prepared.
NOTE
If a business file has already been prepared go to step 2.1.

---

b
Check that the relevant documents list is complete.
SHOW DETAILS NOTE
What if there are incomplete documents?

---

c
In Juno_CRM create historical notes.

---

d
In Juno_CRM create interactions.

---

e
In Juno_PolicyCenter copy the last three years of documents.

---

f
Using Mircosoft Word, merge the historical notes, interactions and documents into one document and password protect the document.

---

g
In the I:Drive, save all material in the unique customer file.

---

h
• If required, return to Resolution Service Initial Client Contact to continue the process.
• If the file should be dispatched continue with this process.
Juno_CRM JunoPolicyCenter
Show / Hide details

2.0

Dispatch a claim file

- **Resolution Coordinator**
- **Review Specialist**

---

a

In the CIT task calculator, if required enter the review information and request to dispatch the file to the appropriate parties.

SHOW DETAILS NOTE

Who are the appropriate parties?

SHOW DETAILS NOTE

What if the customer/representative does not want the relevant documents and/or claim file

ADR)CC)

---

b

In Eos, copy the information in the CIT task calculator into the PRC REV Send submissions to all parties task and transfer the task to the 'Client Information Request' work queue.

SHOW DETAILS NOTE

What is this task is closed already?

---

c

Return to prepare and attend IRC, ADR or Case Conference process as appropriate.

Eos

PROCESS

Prepare and Lead an Internal Resolution Consultation (IRC)

- **Review Specialist**

PROCESS

Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS

Prepare and Attend Case Conference (CC)

- **Review Specialist**

Show / Hide details

2.1

Dispatch a business customer file

- **Resolution Coordinator**
- **Review Specialist**

---

a

In Outlook, create an email to the relevant parties and attach the word document. Send the email.

SHOW DETAILS NOTE

Who are the relevant parties?

SHOW DETAILS NOTE

What if the customer/representative does not want the relevant documents and/or claim file

---

b

In a separate email, send the customer and/or provider the password to open the document.

c
In the I:Drive, save a copy of the sent email.

d
In the Levy Spreadsheet, update the column Date Referred to Provider with the date the email was sent.

e
Return to prepare for and attend Case Conference.
Outlook
PROCESS

Prepare and Attend Case Conference (CC)

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
An application for review	Daily	1000+ per year

Inputs

Input	From Process	How Used
A conversation with a customer/representative about the review application	Resolutions Services Initial Client contact	Determine the documents which need to be sent to the review provider.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Agreed documents needed for review hearing are prepared	Resolutions Services Initial Client contact	To re-evaluate potential resolution options

Performance Targets

Measure	Target
PRC REV: Send Submissions to all parties task	To be sent within 7 working days of review lodgment date.

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Resolution Coordinator
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

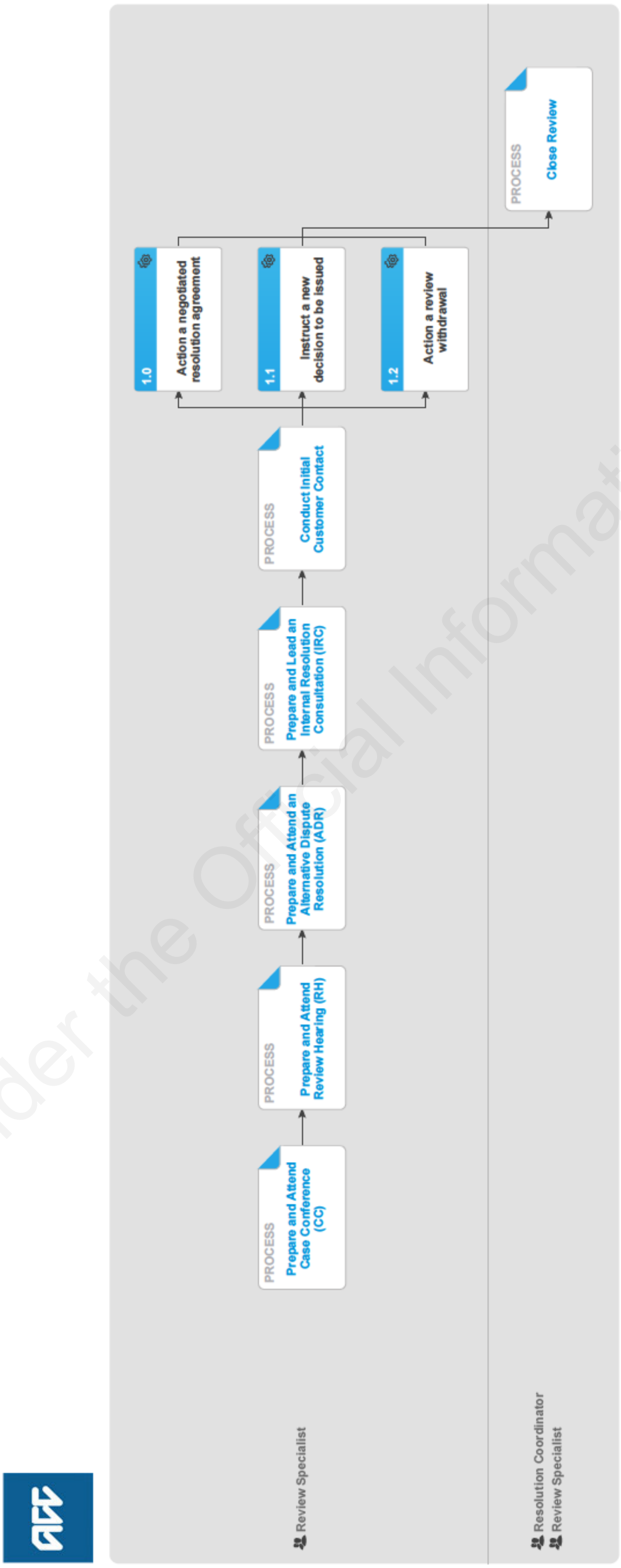
All of the above plus:

- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details
None noted

Implement Resolution Outcomes v13.0



Implement Resolution Outcomes v13.0

Summary

Objective
The objective of this process is to carry out the agreed resolution outcome so that the review can be closed.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

PROCESS **Prepare and Attend Review Hearing (RH)**
Review Specialist

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Lead an Internal Resolution Consultation (IRC)**
Review Specialist

PROCESS **Conduct Initial Customer Contact**
Review Specialist

1.0 Action a negotiated resolution agreement
Review Specialist

a Contact the decision maker and have a conversation about your recommendation to offer a resolution agreement. Document the conversation between parties to show that all practicable efforts have been made to achieve an agreed decision.

NOTE **What if the decision maker does not agree with your rational for offering a resolution agreement?**
The final decision rests with the Review Specialist/Senior Review Specialist and there should be clear documentation of that persons rational.

Resolution Services Delegation

b Send the REV043 settlement letter if the customer/representative has agreed to a resolution agreement.

REV043 Resolution Agreement

NOTE **What pre-work is required prior to offering a resolution agreement?**
All resolution agreements should met the below criteria:
• Should be quantifiable
• Be fair and reasonable
• Have gone through a risk analysis to ensure that the rational is robust
• Have evaluated the possible outcome versus the customer experience.

NOTE **When undertaking a risk analysis what factor should be considered?**
Consider the following:
• what the customer wants (and whether a contribution towards their request is reasonable as opposed to full amount).
• the ACC regulations
• the possible outcome at review, versus the customer experience
• whether the customer has shown a pattern of seeking monetary resolution without a reasonable basis
• whether the issue has been previously disputed
• whether the customer has a tendency to resort to legal proceedings to resolve disputes where no reasonable basis exists
• that the potential resolution agreement is not detrimental to a customer's entitlements
• any ongoing impact for levy years not part of the original decision
• whether the client has a legal representative/advocate that ACC would be hesitant to create an expectation that ACC 'will settle anything under $2k'
• whether a resolution offer is appropriate for a client who is emotionally aggrieved.

Once completed consult with a Senior Resolution Specialist to ensure the rational for offering a resolution agreement is robust.

NOTE What if a potential settlement is over $2000 in value?
Email a Senior Resolution Specialist or Resolution Services Manager to seek prior approval.

Please note that seeking Manager approval does not negate the need to consult with your Senior Resolution Specialist on whether to offer the Resolution Agreement.

NOTE Should the payment always be made directly to the client?
Payment of an agreed monetary resolution shall be made only to the client or, where suitable authority exists, to their representative.

c • If the agreed resolution is about a decision on a claim, in Eos upload the letter to the claim including the team manager authorisation for amounts exceeding delegations.
• If the agreed resolution is about a levy decision, in Juno_CRM, upload the letter to the account, and if applicable include the team manager authorisation of amounts exceeding delegations.

d Notify the decision maker of the resolution agreement.
• If the review is about a decision on a claim, notify the decision maker.
• If the review is about a levy decision, send the notification to levyclassification@acc.co.nz.

NOTE What information do you need to include in the email notification to the levy classification team?
The email subject should read "Resolution Services Instruction". The email is to include:
• Review number
• Customer/representative name (if applicable)
• ACC number
• Instruction or action required

The responsible Levy staff member will reply by email to the Review Specialist advising the instruction has been actioned.

e Add an interaction bullet pointing the review outcome, if the review is about a levy decision, in Juno_CRM.

f Contact the customer/representative requesting they withdraw their review application in writing (e.g. email/text/ letter/ACC34).

NOTE What if a customer/representative verbally withdraws their application?
Email the review provider and advise them the customer/representative has verbally withdrawn the application and that the review provider may contact the customer/representative to confirm.
• If the review withdrawal is about a decision on a claim, in Eos, add a contact outlining the conversation.
• If the review withdrawal is about a levy decision, in Juno-CRM, add an interaction outlining the conversation.
• If the review withdrawal is about a vehicle registration decision, in the Levy Spreadsheet, add a contact outlining the conversation.

ACC034 Request to withdraw a review application

NOTE What if CIT are part way through checking the relevant documents/full file?
Email the DSCCIT inbox to advise them the review application has been withdrawn and that they can cease reading the relevant documents/full file.

g Proceed to 'Close Review' to record the rational for offering a 'resolution agreement' and close the review cog.

Settlement on economic grounds

1.1 Instruct a new decision to be issued

Review Specialist

a If the review is about a decision on a claim:
• contact the decision maker and explain that the original decision will be revoked and replaced with a new decision.
• tell the decision maker the rationale for the change.
• If the outcome is as a result of a hearing, in Outlook, email a copy of the review hearing decision to the decision maker and their Team Manager.
• Follow up the contact with an email instructing the decision maker to revoke the original decision and to confirm when the new decision has been issued.

b If the review is about a levy decision:
Send an email to levyclassification@acc.co.nz. The subject line should read "Resolution Services Instruction". Attach a copy of the decision document (ie hearing decision document, case conference minutes, or ADR agreement). The email should include:
• Review number
• Customer/representative name (if applicable)
• ACC number
• The instruction or action required on the account
The responsible Levy staff member will reply by email to the Review Specialist advising the instruction has been actioned.

c Contact the customer/representative and tell them that a new decision will be issued, and request they withdraw their review application in writing (e.g. email/text/letter/ACC34).

NOTE What does the customer/representative need to do to withdraw their review by text message?
Tell the customer/representative that you will send the first text message to their verified mobile number asking that they confirm the withdrawal by replying to your text. Eg: Hi, this is <your name> from ACC, please confirm by return text your agreement to withdraw review 1234567 by replying YES. Reply texts can cost up to 27c. Note: Remember to add the eTXT to the customer file.

NOTE **What if CIT are part way through checking the relevant documents/full file?**
Email the DSCCIT inbox to advise them the review application has been withdrawn and that they can cease reading the relevant documents/full file.

d If the new instruction is the result of a review hearing process ends here

1.2 Action a review withdrawal

Review Specialist

a Read the withdrawal review application request and open the claim, or account as appropriate.

b If the review withdrawal application is about a decision on a claim, in Eos upload the withdrawal request and update the document type to 'ACC034 Withdraw review' and document description with the unique review number.

c If the review withdrawal application is about a levy decision add an interaction in Juno_CRM and upload the ACC034 to the interaction. Send an email of the outcome to levyclassification@acc.co.nz. The subject should read 'Resolution Services Review Outcome'. The email should include:
— Review number
— customer/representative name (if applicable)
— ACC number
— Advice the review has been withdrawn

NOTE **What if the review withdrawal was received in the body of an email?**
• If the review withdrawal is about a decision on a claim switch the email into an adobe document and in Eos, use [File away], edit the contact detail to [Reason] to: Dispute; [Direction] to: Incoming; [Method of Contact] to: Email.
• If the review withdrawal is about a levy decision upload the email to the customer's account as an interaction in Juno_CRM

d If the a review hearing date has been set down, send confirmation of the withdrawal, to the review provider and say that the customer/representative wants to withdraw their application.

NOTE **What if CIT are part way through checking the relevant documents/full file?**
Email the DSCCIT inbox to advise them the review application has been withdrawn and that they can cease reading the relevant documents/full file.

PROCESS **Close Review**
Resolution Coordinator, Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
An agreed resolution option	5	daily

INPUTS

Input	From Process	How Used
Agreed resolution option with customer/representative	Prepare and Lead an Internal Resolution Consultation (IRC)	Resolution agreement implemented
Conciliation agreement	Prepare and Attend an Alternative Dispute Resolution (ADR)	Confirms the agreed resolution option
Review outcome	Prepare and Attend Review Hearing (RH)	To implement review outcome
Agreed resolution	Conduct Initial Customer Contact	To implement the agreed outcome

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Settlement Letter	N/A	The settlement letter is sent to the customer/ representative when a resolution is negotiated
Withdrawal request	N/A	When a resolution is reached prior to a hearing decision, the customer/represntative

		must formally withdraw the review applicaiton before it can be considered closed.
Email to provider	N/A	When a review application is withdrawn the allocated provider must be notified.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Close Review	Process	Resolution Coordinator, Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Input, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Input, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Accept or Decline Late Review Application	Process	Review Specialist
Close Review	Process	Review Specialist
Complete Background Review	Note	Review Specialist
Conduct Initial Customer Contact	Note	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Note, Output	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Note, Output	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Resolution Coordinator, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Accept or Decline Late Review Application	[redacted]	[redacted]	Manage Customer Reviews
Close Review	[redacted]	[redacted]	Manage Customer Reviews
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; [redacted] System Stakeholder], [redacted] System Stakeholder], Promapp Promaster[System Stakeholder]. These parties are informed via dashboard notifications.

Systems

CRM

Eos

Juno_CRM

Outlook

Lean

None Noted

Process Approval

Date	Approver	Type
23-02-2020 (GMT)	[redacted]	Process Owner
23-02-2020 (GMT)	[redacted]	Process Expert
23-02-2020 (GMT)	[redacted]	Promaster

Published on 23-02-2020 (GMT) by [redacted]

Promapp

Fulfil Resolution Obligations

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Fulfil Resolution Obligations

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  This objective of this process is to carry out the agreed resolution outcome so that the review can be closed.

- Background

Objective

This objective of this process is to carry out the agreed resolution outcome so that the review can be closed.

Procedure

Hide details

PROCESS

Prepare and Attend Case Conference (CC)

- **Review Specialist**

PROCESS
Prepare and Attend Review Hearing (RH)

- **Review Specialist**

PROCESS
Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS
Prepare and Lead an Internal Resolution Consultation (IRC)

- **Review Specialist**

PROCESS
Conduct Initial Customer Contact

- **Review Specialist**

Show / Hide details
1.0
Implement resolution outcome

- **Review Specialist**

Show / Hide details
1.1
Action a negotiated agreement

- **Review Specialist**

---

a
If the customer/representative has agreed to a resolution agreement, or agreed to consider a resolution agreement send the REV043 settlement letter.
FLIS
REV043 Resolution Agreement

---

b
• If the agreed resolution is about a decision on a claim, in Eos upload the letter to the claim including the team manager authorisation for amounts exceeding delegations.
• If the agreed resolution is abut a levy decision, in Juno_CRM, upload the letter to the account, and if applicable include the team manager authorisation of amounts exceeding delegations.

---

c
Notify the decision maker of the resolution agreement.
• If the review is about a decision on a claim, notify the decision maker.
• If the review is about a levy decision, send the notification to levyclassification@acc.co.nz. The email subject should read "Resolution Services Instruction". The email is to include:
- Review number
- Customer/representative name (if applicable)
- ACC number
- Instruction or action required

The responsible Levy staff member will reply by email to the Review Specialist advising the instruction has been actioned.

---

d
If the review is about a levy decision, in Juno_CRM, add an interaction bullet pointing the review outcome.

---

e
Send the ACC034 Withdraw a review application to the customer/representative with a request the for is returned to your email address.
FLIS
ACC034 Request to withdraw a review application
Eos Juno_CRM
Show / Hide details

1.2
Instruct a new decision to be issued

- **Review Specialist**

---

a
If the review is about a decision on a claim:
• contact the decision maker and explain that the original decision will be revoked and replaced with a new decision.
• tell the decision maker the rationale for the change.
• If the outcome is as a result of a hearing, in Outlook, email a copy of the review hearing decision to the decision maker and their Team Manager.
• Follow up the contact with an email instructing the decision maker to revoke the original decision and to confirm when the new decision has been issued.

---

b
If the review is about a levy decision:
Send an email to levyclassification@acc.co.nz. The subject line should read "Resolution Services Instruction". Attach a copy of the decision document (ie hearing decision document, case conference minutes, or ADR agreement). The email should include:
• Review number
• Customer/representative name (if applicable)
• ACC number
• The instruction or action required on the account
The responsible Levy staff member will reply by email to the Review Specialist advising the instruction has been actioned.

---

c
Contact the customer/representative and tell them that a new decision will be issued, and that they will be sent an ACC034 Withdraw a review application form to complete and return.
SHOW DETAILS NOTE
What if the customer/representative wants to withdraw their review by text message?

---

d
Send the ACC034 Withdraw a review application to the customer/representative with a request they return the form to your email address.

---

e
If the new instruction is the result of a review hearing process ends here
Outlook
Show / Hide details

1.3
Action a review withdrawal

- **Review Specialist**

a

Read the ACC034 Withdraw a review application and open the claim, or account as appropriate.

b

• If the review withdrawal application is about a decision on a claim, in Eos upload the signed form and update the document type to ACC034 Withdraw review and document description with the unique review number.
• If the review withdrawal application is about a levy decision add an interaction in Juno_CRM and upload the ACC034 to the interaction. Send an email of the outcome to levyclassification@acc.co.nz. The subject should read "Resolution Services Review Outcome". The email should include:
- Review number
- customer/representative name (if applicable)
- ACC number
- Advice the review has been withdrawn

SHOW DETAILS NOTE

What if the review withdrawal was received in the body of an email?

Eos,interaction

c

If the a review hearing date has been set down, send the ACC034, or the email confirming the withdrawal, to the review provider and say that the customer/representative wants to withdraw their application.

SHOW DETAILS NOTE

What if a customer/representative verbally withdraws their application?

Eos,CRM,interaction CRM Eos Juno_CRM

PROCESS

Close Review

- **Resolution Coordinator**
- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
An agreed resolution option	5	daily

Inputs

Input	From Process	How Used
Agreed resolution option with customer/representative	Conduct an Internal Resolution Consultation (IRC)	Resolution agreement implemented
Conciliation agreement	Prepare for Alternative Dispute Resolution (ADR)	Confirms the agreed resolution option
Review outcome	Prepare for and attend Review Hearing	To implement review outcome

Input	From Process	How Used
Agreed resolution	Resolutions Services Initial Client contact	To implement the agreed outcome

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Settlement Letter	N/A	The settlement letter is sent to the customer/representative when a resolution is negotiated
Withdrawal request	N/A	When a resolution is reached prior to a hearing decision, the customer/represntative must formally withdraw the review applicaiton before it can be considered closed.
Email to provider	N/A	When a review application is withdrawn the allocated provider must be notified.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
    - Resolution Coordinator
    - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
    - [redacted]
- Process Expert
    - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Close Review	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

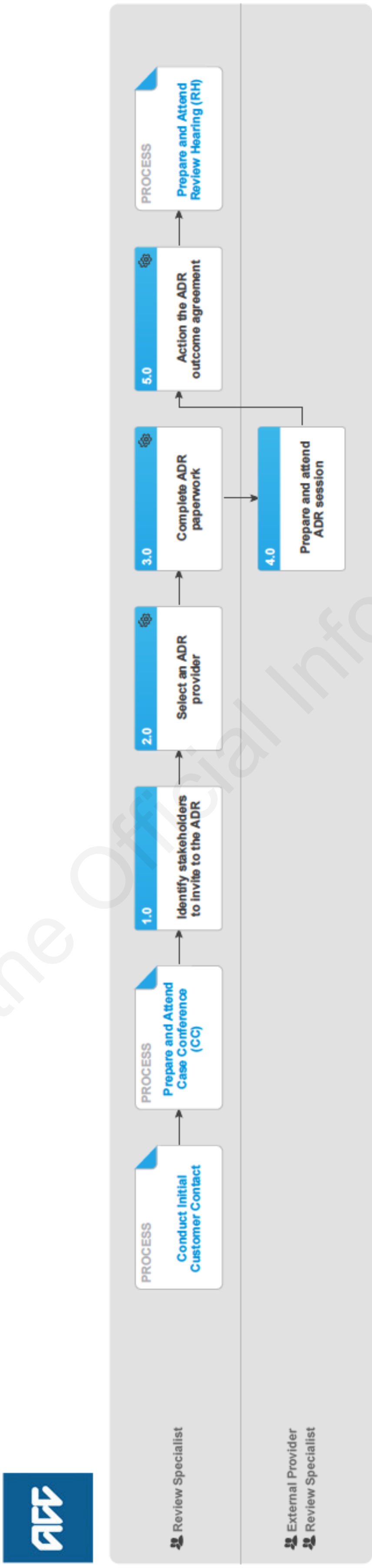
- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Prepare and Attend an Alternative Dispute Resolution (ADR) v19.0



Prepare and Attend an Alternative Dispute Resolution (ADR) v19.0

Summary

Objective
To provide guidance on when and how to set up an Alternative Dispute Resolution (ADR) meeting with an external mediator for Review Specialists.

Background
An Alternative Dispute Resolution can occur both pre and post case conference.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Conduct Initial Customer Contact**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

1.0 Identify stakeholders to invite to the ADR
Review Specialist

a Identify all relevant stakeholders who may be able to provide insight or technical advice on the decision at the ADR.

NOTE **Who could be relevant stakeholders?**
ACC staff who had input into the decision. This may include:
- Case manager or decision maker
- Legal Services
- Clinical Services
- Technical Services
- Technical Accounting Services
- Weekly Compensation Team
- External medical practitioner
- Vocational Providers
- Allied health providers
- Levy Classification

Working together to find the right outcome

b Invite potential stakeholders to ADR.

NOTE **What if a member of the Levy Classification Team need to attend the ADR?**
Email levyclassification@acc.co.nz to request a colleague attend the ADR. The subject of the email should read 'Resolution Services Attendance Request'. The email should include:
- Review number
- Customer/representative name (if applicable)
- ACC number
- Date and time of the ADR
- Outline a request for attendance at the IRC

10 working days' notice is required for Levy's to attend the ADR.

2.0 Select an ADR provider
Review Specialist

NOTE **Talk-Meet-Resolve has no contractual or legislative obligation to monitor review timeframes or set-downs therefore ultimate responsibility lies with the Review specialist to ensure legislative timeframes are met.**

a Select an ADR provider.

NOTE **Which ADR provider should be selected?**
Talk-Meet-Resolve (TMR) are ACC's preferred provider for ADR.

NOTE **What if a Case Conference has already been booked?**
If a review provider has already been engaged there are two options:
• Suggest at the Case Conference that ADR is a suitable option and work through the appointed review provider to organise a date and time for ADR.
• Proceed to the next step in the process to complete an ACC8026 to engage TMR. Please note the ADR and review processes can be run alongside one another as long as the hearing is set far enough out to allow the ADR to be concluded.

NOTE **What if a Case Conference hasn't yet been booked?**
In these cases ACC's preference is that TMR are appointed to undertake ADR. Please note that a Case Conference must still be booked by day 60 regardless of whether ADR is underway or not.

NOTE **What if the customer/representative has requested a face to face ADR meeting?**
If a face to face meeting is requested but is too far away to attend, speak to a Resolution Manager about arranging for someone else to attend.

NOTE **What if the client requires travel assistance to attend the face to face meeting?**
Any costs associated with attending a conciliation can be agreed and reimbursed as part of the conciliation agreement.

If the client requires payment prior to attending the meeting ask for confirmation of the amount (e.g. copy of held flights and costs) and arrange a payment to the client via the Resolution Coordinator. This will be paid under a Rev20 coding.

Prior travel approval policy

b If the review is about a decision on a claim, in Eos, add the ADR provider as a party to the client's claim.

NOTE **What if you can't locate TMR as a provider in Eos?**
When searching for TMR - change the role “Other Agent” and the party type to “Civil Agent” and then search Talk Meet Resolve.

c If using Talk-Meet-Resolve go to their booking system and select a suitable time that has been agreed with the customer/representative.

If using Talk-Meet-Resolve is not appropriate or suitable then continue through to a case conference and add a note to the addition comment field in the ACC6239 that an ADR should be considered.

Talk-Meet-Resolve Booking System
http://talkmeetresolve.gettimely.com/

NOTE **What additional preparation is required when the ADR is to occur on an ACC worksite?**
The Review Specialist will manage any ACC on-site booking and will ensure that their responsibilities in the ADR Health and Safety Plan occur.

ADR at Approved branches.pdf

ADR Safety Plan_v1.4.pdf

d In Outlook, check your inbox for booking confirmation.

e Send a copy of the booking confirmation to the client for their records.

3.0 Complete ADR paperwork
Review Specialist

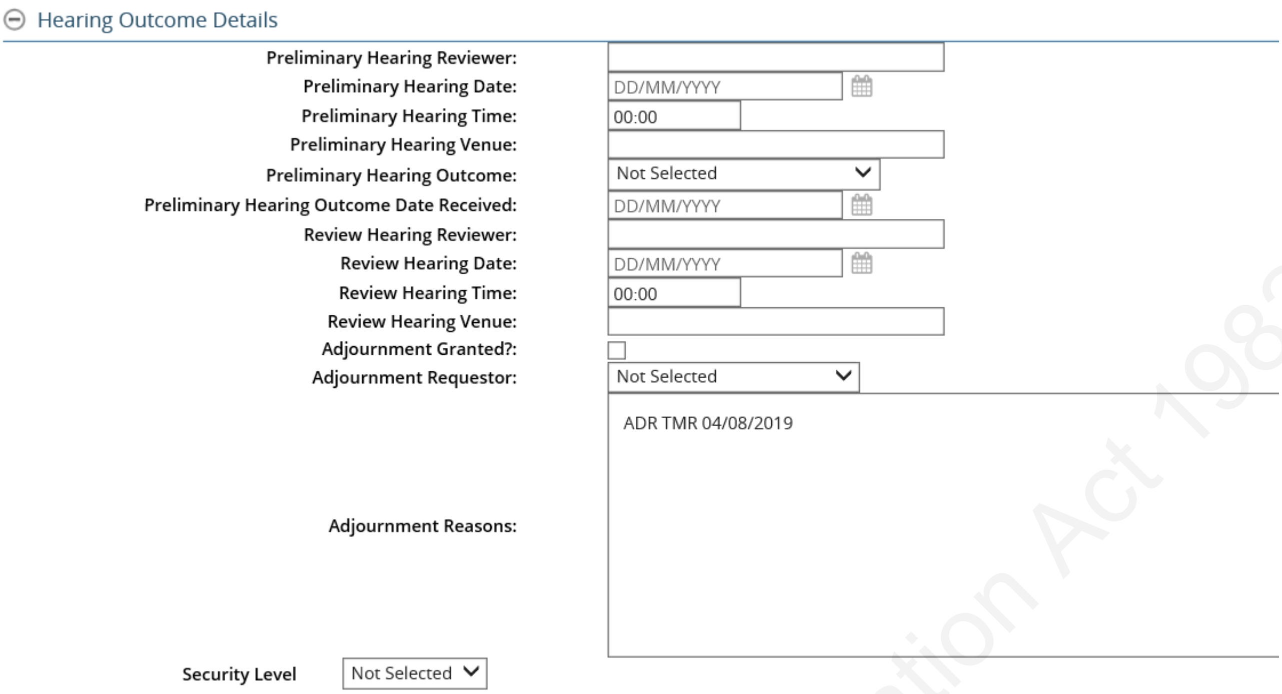
a If engaging with Talk-Meet-Resolve:
• and, the review is about a decision on a claim, in Eos, complete all sections of the ACC8026 Alternative Dispute Resolution form and leave it as incomplete in Eos or;
• If the review is about a levy decision, complete all sections of the ACC8026 Alternative Dispute Resolution form.

If engaging with Fairway or ICRA:
• continue through to a case conference and add a note to the addition comment field in the ACC6239 that an ADR should be considered.

ACC8026 Appoint ADR provider

ACC6239 - Instruction for review provider

b Open the [PRC REV: Hearing Requested] task and update the task with the information in image below. Update the description field in the documents tab to 'Review XXXXXXX'.



ADR - Hearing Task.png

c If engaging with Talk-Meet-Resolve:
• and, the review is about a decision on a claim, complete all sections of the 'TMR Agreement to Conciliate' form and upload to Eos.
• If the review is about a levy decision, complete all sections of the 'TMR Agreement to Conciliate' form.

If engaging with Fairway or ICRA:
• they will send through their 'Agreement to Conciliate' form upon appointment. Once received, sign - upload to EOS and return.

TMR Agreement to Conciliate.docx

d If working in Eos, Send the [PRV REV: Send submissions to all parties] task to CIT to prepare (if not already prepared) and dispatch relevant documents to the necessary parties.

NOTE **Remember to include the completed 'TMR Agreement to Conciliate' form (if applicable) as a relevant document in the bulk print.**

4.0 Prepare and attend ADR session

External Provider, Review Specialist

a Check that the agreed relevant documents and 'Agreement to Conciliate' are on hand for the session.

b Re-evaluate potential resolution options as an outcome of the ADR.

NOTE **What are the potential resolution options?**
1) If the original decision appears correct, then potential options are a resolution agreement, a withdrawal or a case conference.
2) If the original decision appear incorrect, then the potential option is to overturn the original decision.

c Await phone contact from the ADR conciliator to discuss the matter at review in anticipation for the pending meeting.

d Prepare any internal stakeholders who will be attending the ADR to represent ACC.

e Attend and participate in the ADR session.

NOTE **What to expect at the ADR session.**
The provider will facilitate the hearing and may ask:
• ACC to explain the decision
• the customer/representative to outline their points of contention
• for clarification on matters under contention
The provider will then confirm the resolution outcome agreement.

f Approve costs within the Review Specialists Delegation (in line with the review regulations) when called upon by the conciliator.

NOTE **What if the conciliator requests costs outside of the review regulations?**
Any amounts outside of the review regulations must be considered by a Senior Review Specialist or Manager and will likely be associated with travel to attend the conciliation.

Resolution Services Delegation
http://thesauce/how-to/corporate-delegations/case-claims-management/mediation-review-appeal/index.htm

5.0 Action the ADR outcome agreement

Review Specialist

a Sign the 'ADR outcome agreement' document and return to the provider.

b • If the review is about a decision on a claim, in Eos, upload the signed conciliation agreement to the claim.
• If the review is about a levy decision, email the outcome agreement to classificationunit@acc.co.nz. The subject line should read "Resolution Services ADR Conciliation Agreement". The email is to include:
— Review number
— Customer/representative name (if applicable)
— ACC number
— Summary of the ADR agreement and action required

c Action the ADR conciliation agreement.

NOTE **What if there was a successful resolution agreement, an agreement to withdraw the review or overturn an incorrect decision?**
Go to Fulfil Resolution Obligations.
PROCESS Implement Resolution Outcomes

NOTE **What if the agreed actions will take the review past 60 days from the lodgement date?**
Set down a case conference date - go to Prepare and Attend Case Conference.
PROCESS Prepare and Attend Case Conference (CC)

NOTE **What if no resolution was reached?**
Go to Prepare and Attend Case Conference. If a case conference has already occurred, proceed to Prepare and Attend Review Hearing.
PROCESS Prepare and Attend Case Conference (CC)

PROCESS **Prepare and Attend Review Hearing (RH)**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Decision to undertake an ADR	Monthly	5 per month

INPUTS

Input	From Process	How Used
A discussion with the client/ representative about the review application. Determined that ADR is required.	Conduct Initial Customer Contact	To attend an ADR session
A decision at case conference that an ADR may be an appropriate way to resolve the matter	Prepare and Attend Case Conference (CC)	To schedule and attend an ADR session

Outputs & Targets

OUTPUTS

Output	To Process	How Used
'ADR Conciliation Agreement'	Prepare and Attend Case Conference (CC)	Decision is made at ADR to continue to a case conference
'ADR Conciliation Agreement'	Prepare and Attend Review Hearing (RH)	To proceed to a review hearing
'ADR Conciliation Agreement'	Implement Resolution Outcomes	To change implement the agreed resolution

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Input, Process	Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Implement Resolution Outcomes	Note, Output	Review Specialist
Implement Resolution Outcomes	Note, Output	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Note, Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Note, Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Note, Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Output, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Output, Process	Review Specialist
Conduct Initial Customer Contact	Output, Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

External Provider, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner [redacted]

Process Expert [redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews

Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; [redacted] System Stakeholder], Promapp Promaster[System Stakeholder]. These parties are informed via dashboard notifications.

Systems

Eos

Outlook

Lean

None Noted

Process Approval

Date	Approver	Type
29-01-2020 (GMT)	[redacted]	Process Owner
09-02-2020 (GMT)	[redacted]	Process Group Approver
Approval bypassed	[redacted]	Process Expert
11-02-2020 (GMT)	[redacted]	Promaster

Published on 11-02-2020 (GMT) by [redacted] via Publish Now (some approvals bypassed)

Promapp

Prepare and Attend an Alternative Dispute Resolution (ADR)

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

Prepare and Attend an Alternative Dispute Resolution (ADR)

- Reference no.
- Process Group

Manage Customer Reviews

- Process Expert

[redacted]

- Process Owner

[redacted]

- DisplayType
- Objective

To provide guidance on when and how to set up an Alternative Dispute Resolution (ADR) meeting with an external mediator for Review Specialists.|~||~|

- Background

An Alternative Dispute Resolution can occur both pre and post case conference.

Objective

To provide guidance on when and how to set up an Alternative Dispute Resolution (ADR) meeting with an external mediator for Review Specialists.

Background

An Alternative Dispute Resolution can occur both pre and post case conference.

Procedure

Hide details
PROCESS
Conduct Initial Customer Contact

- **Review Specialist**

PROCESS
Prepare and Attend Case Conference (CC)

- **Review Specialist**

Show / Hide details
1.0
Select an ADR provider

- **Review Specialist**

---

a
Select an ADR provider.
SHOW DETAILS NOTE
Which ADR provider should be selected?
ADR SHOW DETAILS NOTE
What timeframes apply to booking an ADR meeting?
ADR ADR ADR ADR ADR SHOW DETAILS NOTE
What if the customer/representative has requested a face to face ADR meeting?

---

b
• If the review is about a decision on a claim, in Eos, complete all sections of the ACC8026 Alternative Dispute Resolution form and mark it as incomplete.
• If the review is about a levy decision, complete all sections of the ACC8026 Alternative Dispute Resolution form.

---

c
If working in Eos, Send the PRV REV: Send submissions to all parties task to CIT to prepare and dispatch relevant documents to parties previously identifed.

---

d
In Outlook, check your inbox for ADR confirmation.
SHOW DETAILS NOTE
What should you do if you don't receive a confirmation within 2 working days?
Eos Outlook
Show / Hide details
2.0
Identify stakeholders to invite to the ADR

- **Review Specialist**

---

a
Identify all relevant stakeholders who may be able to provide insight or technical advice on the decision at the ADR.
SHOW DETAILS NOTE
Who could be relevant stakeholders?
[Document removed]

---

b
Invite potential stakeholders to ADR.
SHOW DETAILS NOTE

What if Levy Classification need to attend the ADR?
ADR.ADR.Show / Hide details

3.0

Complete ADR paperwork

- **Review Specialist**

---

a

Check the email confirmation from the ADR provider includes an 'Agreement to Conciliate' document and session details.
SHOW DETAILS NOTE
What if there is missing information?
SHOW DETAILS NOTE
What if the customer/representative has requested transport costs to be paid prior to the session?
ADR.Policy
Prior travel approval policy

---

b

Print, sign, scan and return the original 'Agreement to Conciliate' document to the provider before the session date.
Show / Hide details

4.0

Prepare and attend ADR session

- **External Provider**
- **Review Specialist**

---

a

Check that the agreed relevant documents and 'Agreement to Conciliate' are on hand for the session.

---

b

Re-evaluate potential resolution options as an outcome of the ADR.
SHOW DETAILS NOTE
What are the potential resolution options?

---

c

Attend and participate in the ADR session.
SHOW DETAILS NOTE
What to expect at the ADR session.
Show / Hide details

5.0

Action the ADR outcome agreement

- **Review Specialist**

---

a

Sign and return the 'ADR outcome agreement' document to the provider.

---

b

• If the review is about a decision on a claim, in Eos, upload the signed conciliation agreement to the claim.
• If the review is about a levy decision, email the outcome agreement to classificationunit@acc.co.nz. The subject line should read "Resolution Services ADR Conciliation Agreement". The email is to include:
- Review number
- Customer/representative name (if applicable)

- ACC number
- Summary of the ADR agreement and action required

C
Action the ADR conciliation agreement.
SHOW DETAILS NOTE
What if there was a successful resolution agreement, an agreement to withdraw the review or overturn an incorrect decision?
Implement Resolution Outcomes SHOW DETAILS NOTE
What if the agreed actions will take the review past 55 days from the lodgement date?
Prepare and Attend Case Conference (CC) SHOW DETAILS NOTE
What if no resolution was reached?
Prepare and Attend Case Conference (CC) Eos
PROCESS

Prepare and Attend Review Hearing (RH)

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
Decision to undertake an ADR	Monthly	5 per month

Inputs

Input	From Process	How Used
A discussion with the client/representative about the review application. Determined that ADR is required.	Resolutions Services Initial Client contact	To attend an ADR session
A decision at case conference that an ADR may be an appropriate way to resolve the matter	Prepare for and attend Resolution Services Case Conference	To schedule and attend an ADR session

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
'ADR Conciliation Agreement'	Prepare for and attend Resolution Services Case Conference	Decision is made at ADR to continue to a case conference

Output	To Process	How Used
'ADR Conciliation Agreement'	Prepare for and attend Review Hearing	To proceed to a review hearing
'ADR Conciliation Agreement'	Fulfil Resolutions Obligations	To change implement the agreed resolution

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - External Provider
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews

Process	Owner	Expert	Process Group
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare Relevant Documents for Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Prepare and Attend Case Conference (CC) v29.0

Prepare and Attend Case Conference (CC) v29.0

Summary

Objective
To set a case conference time and date and prepare so that the Review Specialist can attend the case conference on ACC's behalf.

Background
An application for review has been received and it requires a case conference to be held.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Conduct Initial Customer Contact**
Review Specialist

PROCESS **Prepare and Lead an Internal Resolution Consultation (IRC)**
Review Specialist

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

1.0 Schedule case conference
Review Specialist

a Consider whether a case conference needs to occur.

NOTE **When is a case conference not required?**
The ONLY circumstance in which a case conference is not required is:
• Where the reviewer already has a review active for that client AND
• The matters at review are linked (eg the subjects are intertwined and are practical to be heard together).

NOTE **How do you communicate with the review provider the reason no case conference has been booked?**
On the ACC6239 note the reasons under 'Additional Information'. You would note either:
• Please note that a case conference for this client is already scheduled on date/time for review XXXXXXX. It is practical that the clients two reviews are heard together.

• Please note that the client has an already active review (Review XXXXXXX). A case conference has already taken place where is was agreed a second review be lodged. No new case conference is required. Please set review XXXXXXX down to be heard at the same time as review XXXXXXX.

b Check the 'book and hold' date range that a case conference can occur based on dates provided in the initial 'Admin Review' task.

NOTE **What is the first possible date that a case conference can be held?**
To hold a case conference all parties must have been supplied either the relevant documents or the full file (dependant on what the client requested).

• If relevant documents HAVE NOT been prepared by CIT then allow at least 28 calendar days from the date the CIT task is sent. This gives CIT 14 days to prepare and release the file, and the reviewer 14 days to familiarise with the issue at review.

• If the relevant documents HAVE been prepared, allow 18 calendar days from the date the CIT task is sent. This gives CIT 4 days to release the file, and the reviewer 14 days to familiarise with the issue at review.

NOTE **What is the last possible date that a case conference can be held?**
A case conference must be held by day 78. This is counted from the date the review application was received into the corporation. This date (day 78) should be provided to the Review Specialist at the time of allocation.

• If the decision is about a review on a claim check the information provided in the PRC REV: complete admin review task.
• If the decision is about a levy decision check the email with the review information provided by the Resolution Coordinator.

c Contact the customer/representative and using the 'Resolution Service Shared Calendar' agree a date and time for the case conference.

NOTE **Do you have to provide a client with a choice of review supplier and what if the client changes their mind about the supplier they have selected?**

Review supplier choice:
It is important to provide the customer a choice of supplier. If the customer needs a specific date and time and there is only one available supplier at the time selected - then explain to the customer how and why their choice is limited.

It is also important to explain to the customer that the choice relates to the supplier of reviewer services, and not between reviewers and that once instructed the client is unable to change their mind. If a customer has a number of reviews and one has already been set down with one organisation then we should continue with that review provider so that there is no opportunity to have misinformation.

NOTE **What if they client wants to change their review supplier after they have been engaged?**

Section 138 says that a Reviewer has a duty to act independently and disclose previous involvement they have had in a claim other than as a reviewer. The legislation also says in S139, that ACC must not allocate a claim to a reviewer who discloses to ACC previous involvement in the claim other than as a reviewer.

This means a reviewer may hear as many reviews on a client's claim as is referred to them unless they have acted in some way other than as a reviewer on the claim. If a client has an issue with the reviewer allocated to hear their review, it will be for the client to raise it with the reviewer and for the reviewer to make a determination. It is not for ACC to interfere in that process.

NOTE **How you explain to a client the difference between the two review suppliers?**

As a guide, a Review Specialist could say:
"When it comes to booking an independent review you have the choice of two suppliers. The two suppliers are Fairway Resolution Limited and Independent Complaint and Resolution Authority. They both offer the same service and have the same contractual requirements. If you have a preference, then I can see what times we have available - otherwise I can allocate one randomly. Lastly it's important for me to mention that this choice only relates to the choice of supplier - not the choice of reviewer. The reviewer will be selected by the supplier once ACC transfers them a copy of the review documents".

NOTE **What if a conflict of interest exists between the reviewer or review provider and the client?**

A conflict of interest is where a person has another interest that others may think affects this person's independence, their objectivity and their impartiality.

There are two potential conflicts of interest and will each be managed differently.
• Conflict of interest with the 'Supplier': If a Fairway or ICRA staff member lodges a review application, they should choose the alternate supplier.
• Conflict of interest with a 'Reviewer': It is for the reviewer to identify a conflict of interest with the customer, and make a determination on the next steps.

Subsequently, if you believe a conflict of interest does exist contact a Senior Resolution Specialist so they can manage this from a contract perspective.

NOTE **What if External Counsel has been engaged?**

Negotiate a date and time to hold the case conference suitable to both the external counsel, and the customer/representative.

NOTE **What if travel assistance is required to get to a review hearing (if a review hearing is scheduled)?**

Advise the customer/representative that they may claim for travel costs, and these will be awarded after the review hearing. If the travel requires air travel, and/or accommodation prior approval must be given by a manager.

If the clients travel costs are going to exceed the maximum award allowable under the regulations ($178.78) the Review Specialist can agree to reimburse reasonably sought costs brought as a result of needing to travel a face to face hearing.

NOTE **What if there is an interested party?**

• If the interested party is a client and they would like to attend, schedule a time that suits all parties.

• If the interested party is an employer advise the employer of the date and time of the scheduled case conference.

NOTE **What if the customer/representative requests a face to face case conference?**

First and foremost attempt to understand the clients reasons for wanting a face to face. Share with the client the advantages of attending the hearing via video conference. These advantages can include:
• May result in the matter being heard in a more timely manner (as opposed to needing to fit in with the face to face circuits).
• Will decrease the amount of time being spent travelling to attend the hearing, which can be especially frustrating where the matter is adjourned part heard.
• Very easy technology to use which the RS can offer to try out at the case conference to provide the client with reassurance it's as effective as a face to face with the reviewer.

Lastly, share the positive feedback received from other clients who have found the option of video conference practical and efficient AND ensure they are aware that ACC will NOT be attending face to face.

If they customer still wants a face to face review, notify the review supplier of the request on the ACC6239.

NOTE **Where can a face to face hearing be held?**

- Whangarei
- Auckland
- Hawkes Bay (Hastings/Napier)
- Hamilton
- New Plymouth
- Wellington
- Blenheim/Nelson
- Christchurch
- Dunedin

NOTE **What if the customer/representative chooses not to agree a case conference time?**

- Advise the customer/representative that a case conference will be set, and that they can choose not to attend.
- Advise the customer/representative that the review hearing is set at the case conference.
- Note 'case conference unagreed' on the ACC6239.

NOTE **What if the customer/representative cannot be contacted to agree to a case conference time?**

Record each contact attempt (multiple attempts are expected).

At day 60 select a case conference time and notify the customer/representative in writing that:

- Contact attempts have been unsuccessful
- The time and date of the case conference
- To make contact if a copy of relevant documents are required.

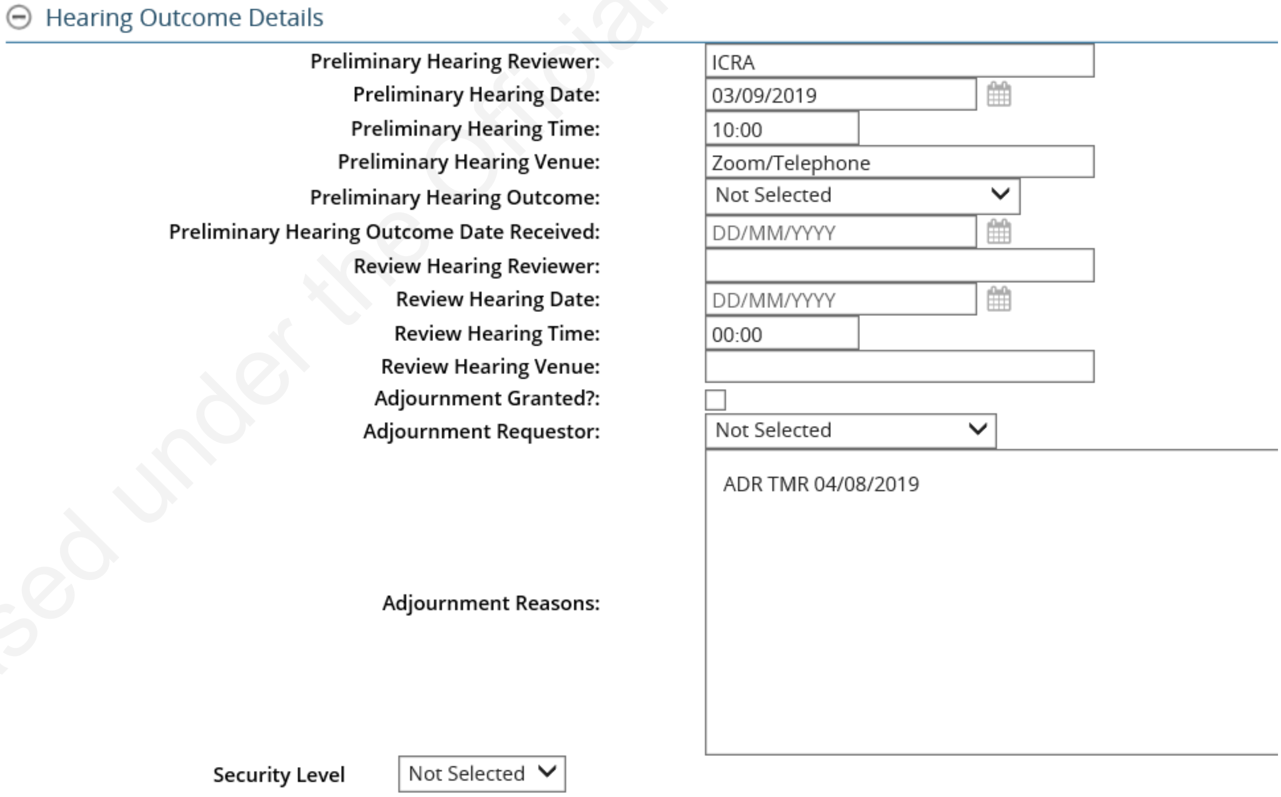
d Select the chosen time in the Resolution Services shared calendar booking tool and complete the appointment subject line with: RS name, Client name, Review number and claim number. Click on 'copy to my calendar', then save and close.

NOTE **What if you later want to cancel the booked case conference?**

If the CC is not going ahead or is being moved, delete in your own calendar and remove the client specific information from the subject line so another RS can use the appointment if required.

Subject line for blank appoint reads: ICRA RS: CLIENT: REV: CLAIM:

e • If the review is about a decision on a claim, in Eos, add the case conference time, date and provider name to the [PRV REV: hearing requested] task.
• If the review is about a levy decision, in the Levy Spreadsheet add the conference time, date and provider name.



Hearing Outcome Details

Preliminary Hearing Reviewer:	ICRA
Preliminary Hearing Date:	03/09/2019
Preliminary Hearing Time:	10:00
Preliminary Hearing Venue:	Zoom/Telephone
Preliminary Hearing Outcome:	Not Selected
Preliminary Hearing Outcome Date Received:	DD/MM/YYYY
Review Hearing Reviewer:	
Review Hearing Date:	DD/MM/YYYY
Review Hearing Time:	00:00
Review Hearing Venue:	
Adjournment Granted?:	
Adjournment Requestor:	Not Selected
Adjournment Reasons:	ADR TMR 04/08/2019
Security Level	Not Selected

CC - Hearing Task.png

f If the review is about a decision on a claim, in Eos, add the nominated provider to the claim record.

NOTE **What if the case conference requires rescheduling?**
• The review provider will complete their own internal checks and check on the reviewers availability.
• The review provider will check with the applicant when they would available for a case conference.
• If the set down date is 21 days or more away - the provider will send an email to ACC stating 'URGENT RE-SCHEDULE CASE CONFERENCE'.
• If the set down date is 20 days or less - the provider will ring ACC to confirm ACC availability.
• RC will check RS availability and respond to the provider.
• Provider will send through update CC notification.
• RC will update the CC details in the hearing task (replacing the existing information)
• RC will upload the new CC notification to Eos.

2.0 Prepare documents for case conference

Review Specialist

a • If the review is about a decision on a claim, in Eos generate the ACC6239, update the document description to include the prefix Rev, space, followed by the unique review number, space and 'appoint reviewer', and save the document as incomplete.

• If the review is about a levy decision, complete the ACC6239, attach it to the customer account in Juno_CRM and enter the case conference provider, time and date in the Levy Spreadsheet.

ACC6239 - Instruction for review provider

NOTE **What if there are multiple reviews on a decision on a claim?**
Update the document description to include the prefix Rev, space, followed by the unique review number, space and 'appoint reviewer', and save the document as incomplete for each matter.

NOTE **What if the review related to a settled appeal or court decision?**
The ACC6239 should have in the additional information box, that this is a matter settled after an appeal to hear the substantive matter. A case conference should be booked per usual process.

NOTE **What is considered a 'Complex Review'?**
• Accident Compensation Act 1982 Matters (W3 & W5)
• Vocational Independence (X7)
• Vocational Rehabilitation (X16)
• Weekly compensation - loss of potential earnings (Y19 only)
• Rehabilitation - attendant care, home help and child care (Y17 only)
• Multiple reviews lodged at the same time (including separately lodged cover & surgery)
• Complex Treatment injury and patient safety (Complexity indicator can be found on Eos under the [Treatment Injury] tab (under the [Injury] tab) - it will be either 'Straightforward', 'Moderate' or 'Complex').

If you have a review which you believe is complex that isn't covered off in one of the above categories then please contact [redacted] or [redacted] prior to sending the ACC6239.

NOTE **What if the client belongs to the Wellington Central Unit (WCU) or Remote Claims Unit (RCU)?**
In the additional notes box - put a bold, large, capital 'W' in red if the claim belongs to WCU, or a bold, large, capital 'R' in red if the claim belongs to the RCU.

b Check if the 'Client Care Indicator' is active.

NOTE **This is necessary for both reviews on decisions on claims and on levy decisions, where the levy payer is self employed.**

NOTE **What if the 'Client Care Indicator' is active?**
On the ACC6239 check [Yes] next to the [Care Indicator] and add the following information on the risks the customer/representative may present at the review hearing.

• Who is involved, eg. the client, their advocate, or a family member
• Incident type - the incidents or behaviours that led to the care indicator being applied
• Incident timing – when the incidents occurred. This should not be a specific date but more a general statement, such as ‘two years ago’, or ‘last month’
• Incident frequency – this could be a specific number of incidents or a more general statement, such as ‘repeated’.

c Arrange of the preparation and/or dispatch of agreed relevant documents.

d Go to Create bulk print and send CIT task.

PROCESS **Create Bulk Print and Send CIT Task**
Review Specialist

3.0 Prepare for and attend case conference

Review Specialist

a Prepare for the case conference by reading all of the background information and determining whether aspects of the decision will require additional preparation.

b Re-evaluate all potential resolution options as an outcome of the case conference.

NOTE **What potential resolution options are available if the original decision was or appears correct?**
- A resolution agreement
- A review hearing

NOTE **What potential resolution options are available if the original decision was or appears incorrect?**
- Overturning the original decision

c Ensure any new information relevant to the review has been sent to all parties prior to the case conference (eg CAP comment, newly obtained medical notes).

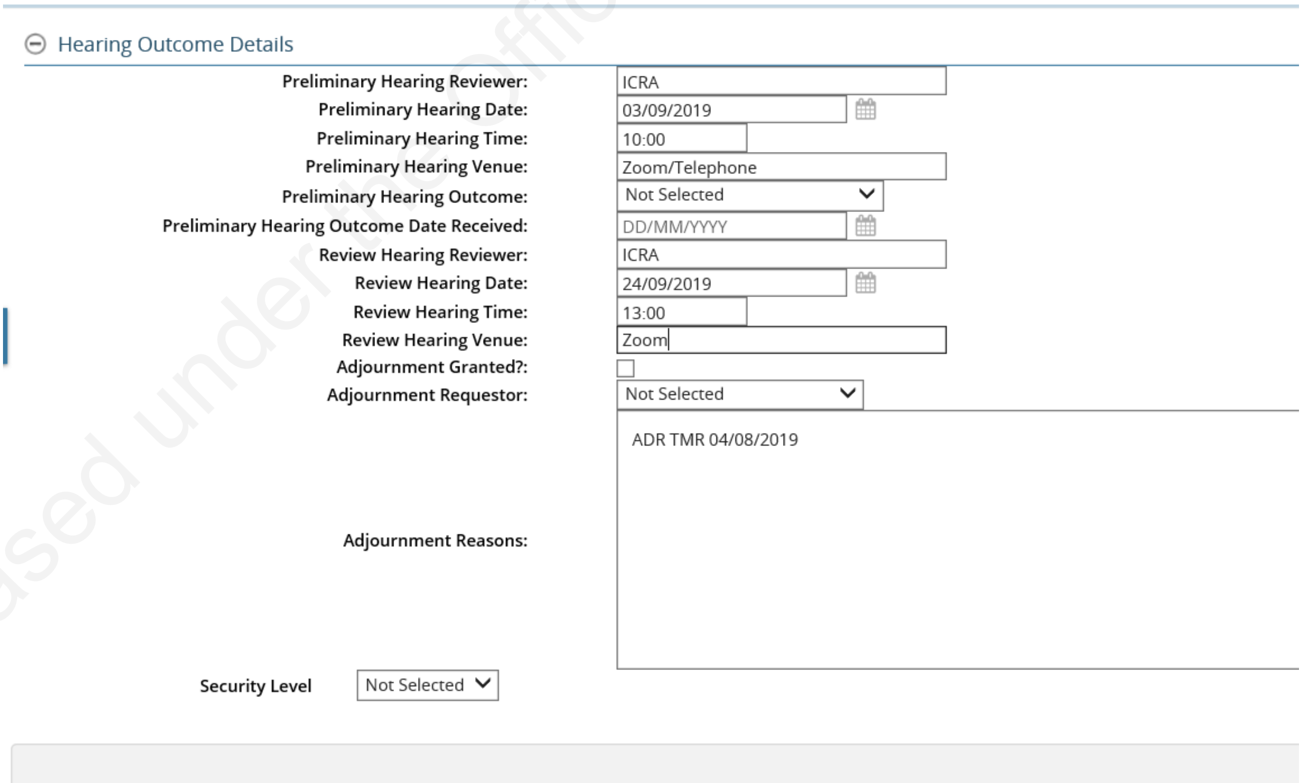
d Attend and participate in the case conference.

NOTE **Please note a Case Conference may be recorded at the Reviewer disrection.**

NOTE **What happens at the case conference?**
The provider will spend:
- 10 minutes discussing and clarifying the decision at review
- 10 minutes discussing whether further information is required, or resolution options
- 10 minutes scheduling hearing arrangements.

NOTE **What questions must the reviewer ask during the case conference?**
- What was the decision date?
- What was the date the review application was made (ie review lodgement date)?
- Are there any preliminary jurisdictional issues?
- What are the issues to be decided?
- What facts must be proven?
- Are there any other relevant documents that have not been provided?
- Are there any issues that place an onus of proof on ACC or an Accredited Employer?
- Is conciliation an option?
- What is the hearing attendance preference of the client, customer, or representative?
- If the hearing preference is in person, where is the preferred location?
- Is there a requirement for timetabling directions?
- When will all parties be ready for a hearing?
- What is the preferred communication method for the client, customer, or representative?
- Is the correct address for the preferred communication method recorded by the provider?

e Take note of the hearing date agreed in the Case Conference, and add the date and time of the set down to the [PRC REV: Hearing Requested] task as seen in the image below.


Hearing Outcome Details

Preliminary Hearing Reviewer:	ICRA
Preliminary Hearing Date:	03/09/2019
Preliminary Hearing Time:	10:00
Preliminary Hearing Venue:	Zoom/Telephone
Preliminary Hearing Outcome:	Not Selected
Preliminary Hearing Outcome Date Received:	DD/MM/YYYY
Review Hearing Reviewer:	ICRA
Review Hearing Date:	24/09/2019
Review Hearing Time:	13:00
Review Hearing Venue:	Zoom
Adjournment Granted?:	
Adjournment Requestor:	Not Selected
Adjournment Reasons:	ADR TMR 04/08/2019
Security Level	Not Selected

Hearing booked - Hearing task.png

NOTE **What if the customer/representative requests a face to face hearing?**
Advise the customer/representative that they may claim for travel costs, and these will be awarded after the review hearing. If the travel requires air travel, and/or accommodation prior approval must be given by a manager.

4.0 Action the case conference outcome

Review Specialist

a Read and action the case conference minutes.

NOTE **What if an agreement was reached to gather additional information?**
Gather the requested information, and then send copies to the customer/representative and the provider.

NOTE **What if no resolution was reached?**
The case conference provider will set down a review hearing date. Go to Prepare and Attend Review Hearing (RH).
PROCESS Prepare and Attend Review Hearing (RH)

NOTE **What if there was a successful resolution agreement, an agreement to withdraw the review or overturn an incorrect dedsion?**
Go to Implement Resolution Outcomes.
PROCESS Implement Resolution Outcomes

b Email the case conference minutes to classificationunit@acc.co.nz if the review is about a levy decision.

NOTE **What should the email contain?**
The subject of the email should read 'Resolution Services Case Conference Minutes'. The email is to include:
- Review number
- Customer/representative name (if applicable)
- ACC number
- Any actions required.

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Attend Review Hearing (RH)**
Review Specialist

PROCESS **Implement Resolution Outcomes**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
A written application for review.	Daily	1000+ per year

INPUTS

Input	From Process	How Used
A completed internal resolution consultation meeting.	Prepare and Lead an Internal Resolution Consultation (IRC)	To determine a case conference is required.
A completed alternative dispute resolution meeting.	Prepare and Attend an Alternative Dispute Resolution (ADR)	To determine a case conference is required.
Completed background review	Complete Background Review	To determine a case conference is required.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Completed Case Conference and a review hearing will occur.	Prepare and Attend Review Hearing (RH)	To proceed to a review hearing.
Completed case conference and a resolution has been agreed.	Implement Resolution Outcomes	To fulfil the agreed resolution outcome.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Input	-
Conduct Initial Customer Contact	Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Implement Resolution Outcomes	Note, Output, Process	Review Specialist
Implement Resolution Outcomes	Note, Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Note, Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Note, Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Input, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Accept or Decline Late Review Application	Note, Process	Review Specialist
Conduct Initial Customer Contact	Note, Output, Process	Review Specialist
Conduct Initial Customer Contact	Note, Output, Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Implement Resolution Outcomes	Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Note, Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Note, Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Input, Note, Output, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Input, Process	Review Specialist
Prepare and Attend Review Hearing (RH)	Input, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist
Prepare and Lead an Internal Resolution Consultation (IRC)	Output, Process	Review Specialist
Refer to Legal Services for external counsel	Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner [redacted]

Process [redacted]

Expert

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Accept or Decline Late Review Application	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews
Refer to Legal Services for external counsel	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type
29-12-2019 (GMT)	[redacted]	Process Owner
29-12-2019 (GMT)	[redacted]	Process Expert
05-01-2020 (GMT)	[redacted]	Promaster

Published on 05-01-2020 (GMT) by [redacted]

Promapp

Prepare and Attend Case Conference (CC)

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

Prepare and Attend Case Conference (CC)

- Reference no.
- Process Group

Manage Customer Reviews

- Process Expert

[redacted]

- Process Owner

[redacted]

- DisplayType
- Objective

The objective of this process is to set a case conference time and date and prepare so that the Review Specialist can attend the case conference on ACC's behalf.

- Background

An application for review has been received and it requires a case conference to be held.

Objective

The objective of this process is to set a case conference time and date and prepare so that the Review Specialist can attend the case conference on ACC's behalf.

Background

An application for review has been received and it requires a case conference to be held.

Procedure

Hide details

PROCESS

Conduct Initial Customer Contact

- **Review Specialist**

PROCESS

Prepare and Lead an Internal Resolution Consultation (IRC)

- **Review Specialist**

PROCESS

Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

Show / Hide details

1.0

Schedule case conference

- **Review Specialist**

---

a

Check dates that a case conference can occur.

SHOW DETAILS NOTE

What is the first possible date that a case conference can be held?

SHOW DETAILS NOTE

What is the last possible date that a case conference can be held?

---

b

Contact the customer/representative and using the Case Conference Scheduling Tool, agree a date and time for the case conference.

NOTE

When booking case conferences in your calendar be sure to leave a half hour gap between appointments.

SHOW DETAILS NOTE

What if External Counsel has been engaged?

SHOW DETAILS NOTE

What if travel will be required to get to a review hearing, should a review hearing be scheduled?

SHOW DETAILS NOTE

What if there is an interested party?

SHOW DETAILS NOTE

What if the customer/representative requests a face to face case conference?

SHOW DETAILS NOTE

What if the customer/representative chooses not to agree a case conference time?

SHOW DETAILS NOTE

What if the customer/representative cannot be contacted to agree to a case conference time?

---

c

Use the Case Conference Scheduling Tool to create the case conference appointment. The tool is located W:\Public\Resolution Services Folder\Testing\Review Specialist Timetable v1_1.xlsm

---

d

• If the review is about a decision on a claim, in Eos, add the case conference time, date and provider name to the PRV REV: hearing requested task.

• If the review is about a levy decision, in the Levy Spreadsheet add the conference time, date and provider name.

---

e

If the review is about a decision on a claim, in Eos, add the nominated provider to the claim record.
Eos
Show / Hide details
2.0
Prepare documents for case conference

- **Review Specialist**

---

a
• If the review is about a decision on a claim, in Eos generate the ACC6239, update the document description to include the prefix Rev, space, followed by the unique review number, space and "appoint reviewer", and save the document as incomplete.

• If the review is about a levy decision, complete the ACC6239, attach it to the customer account in Juno_CRM and enter the case conference provider, time and date in the Levy Spreadsheet.
SHOW DETAILS NOTE
What if there are multiple reviews on a decision on a claim?

---

b
Check if the 'Client Care Indicator' is active.
NOTE
This is necessary for both reviews on decisions on claims and on levy decisions, where the levy payer is self employed.
SHOW DETAILS NOTE
What if the 'Client Care Indicator' is active?

---

c
Arrange of the preparation and/or dispatch of agreed relevant documents. Go to Prepare Relevant Documents for Review.
Eos Juno_CRM
PROCESS
Prepare Relevant Documents for Review

- **Review Specialist**

Show / Hide details
3.0
Prepare for and attend case conference

- **Review Specialist**

---

a
Prepare for the case conference by:

• reading all of the background information
• determining whether aspects of the decision will require additional preparation

---

b
Re-evaluate all potential resolution options as an outcome of the case conference.
SHOW DETAILS NOTE
What potential resolution options are available if the original decision was or appears correct.
SHOW DETAILS NOTE
What potential resolution options are available if the original decision was or appears incorrect?

---

c
Attend and participate in the case conference.
SHOW DETAILS NOTE

What happens at the case conference?
SHOW DETAILS NOTE
What questions must the reviewer ask during the case conference?

---

d
Take note of the date, if a review hearing date is set.
SHOW DETAILS NOTE
What if the customer/representative requests a face to face hearing?
Show / Hide details
4.0
Action the case conference outcome

- **Review Specialist**

---

a
Read and action the case conference minutes.
SHOW DETAILS NOTE
What if an agreement was reached to gather additional information?
SHOW DETAILS NOTE
What if no resolution was reached?
Prepare and Attend Review Hearing (RH) SHOW DETAILS NOTE
What if there was a successful resolution agreement, an agreement to withdraw the review or overturn an incorrect dedsion?
Implement Resolution Outcomes

---

b
If the review is about a levy decision, email the case conference minutes to classificationunit@acc.co.nz. The subject of the email should read "Resolution Services Case Conference Minutes". The email is to include:
• Review number
• Customer/representative name (if applicable)
• ACC number
• Any actions required
PROCESS
Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS
Prepare and Attend Review Hearing (RH)

- **Review Specialist**

PROCESS
Fulfil Resolution Obligations

- **Review Specialist**

PROCESS
Conduct Initial Customer Contact

- **Review Specialist**

PROCESS
Prepare and Lead an Internal Resolution Consultation (IRC)

- **Review Specialist**

PROCESS

Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

Show / Hide details

1.0

Schedule case conference

- **Review Specialist**

---

a

Consider whether a case conference needs to occur.

SHOW DETAILS NOTE

When is a case conference not required?

SHOW DETAILS NOTE

How do you communicate with the review provider the reason no case conference has been booked?

---

b

Check the 'book and hold' date range that a case conference can occur based on dates provided in the initial 'Admin Review' task.

SHOW DETAILS NOTE

What is the first possible date that a case conference can be held?

CIT CIT CIT CIT CIT SHOW DETAILS NOTE

What is the last possible date that a case conference can be held?

---

c

Contact the customer/representative and using the 'Resolution Service Shared Calendar' agree a date and time for the case conference.

SHOW DETAILS NOTE

Do you have to provide a client with a choice of review supplier and what if the client changes their mind about the supplier they have selected?

SHOW DETAILS NOTE

What if they client wants to change their review supplier after they have been engaged?

SHOW DETAILS NOTE

How you explain to a client the difference between the two review suppliers?

me SHOW DETAILS NOTE

What if a conflict of interest exists between the reviewer or review provider and the client?

SHOW DETAILS NOTE

What if External Counsel has been engaged?

SHOW DETAILS NOTE

What if travel assistance is required to get to a review hearing (if a review hearing is scheduled)?

SHOW DETAILS NOTE

What if there is an interested party?

SHOW DETAILS NOTE

What if the customer/representative requests a face to face case conference?

RS SHOW DETAILS NOTE

Where can a face to face hearing be held?

SHOW DETAILS NOTE

What if the customer/representative chooses not to agree a case conference time?

SHOW DETAILS NOTE

What if the customer/representative cannot be contacted to agree to a case conference time?

---

d

Select the chosen time in the Resolution Services shared calendar booking tool and complete the appointment subject line with: RS name, Client name, Review number and claim number. Click on 'copy to my calendar', then save and close.

SHOW DETAILS NOTE

What if you later want to cancel the booked case conference?
CC RS RS:

---

e
• If the review is about a decision on a claim, in Eos, add the case conference time, date and provider name to the [PRV REV: hearing requested] task.
• If the review is about a levy decision, in the Levy Spreadsheet add the conference time, date and provider name.
IMAGE
CC - Hearing Task.png (loading...)

---

f
If the review is about a decision on a claim, in Eos, add the nominated provider to the claim record.
SHOW DETAILS **NOTE**
What if the case conference requires rescheduling?
RC RS CC RC CC RC CC Eos.Eos
Show / Hide details

2.0

Prepare documents for case conference

- **Review Specialist**

---

a
• If the review is about a decision on a claim, in Eos generate the ACC6239, update the document description to include the prefix Rev, space, followed by the unique review number, space and 'appoint reviewer', and save the document as incomplete.

• If the review is about a levy decision, complete the ACC6239, attach it to the customer account in Juno_CRM and enter the case conference provider, time and date in the Levy Spreadsheet.
FORM
ACC6239 - Instruction for review provider (loading...)
SHOW DETAILS **NOTE**
What if there are multiple reviews on a decision on a claim?
SHOW DETAILS **NOTE**
What if the review related to a settled appeal or court decision?
SHOW DETAILS **NOTE**
What is considered a 'Complex Review'?
SHOW DETAILS **NOTE**
What if the client belongs to the Wellington Central Unit (WCU) or Remote Claims Unit (RCU)?
RCU.

---

b
Check if the 'Client Care Indicator' is active.
NOTE
This is necessary for both reviews on decisions on claims and on levy decisions, where the levy payer is self employed.
SHOW DETAILS **NOTE**
What if the 'Client Care Indicator' is active?

---

c
Arrange of the preparation and/or dispatch of agreed relevant documents.

---

d
Go to Create bulk print and send CIT task.
Eos Juno_CRM
PROCESS

Create Bulk Print and Send CIT Task

- **Review Specialist**

Show / Hide details

3.0

Prepare for and attend case conference

- ### Review Specialist

---

a

Prepare for the case conference by reading all of the background information and determining whether aspects of the decision will require additional preparation.

---

b

Re-evaluate all potential resolution options as an outcome of the case conference.

SHOW DETAILS **NOTE**

What potential resolution options are available if the original decision was or appears correct?

SHOW DETAILS **NOTE**

What potential resolution options are available if the original decision was or appears incorrect?

---

c

Ensure any new information relevant to the review has been sent to all parties prior to the case conference (eg CAP comment, newly obtained medical notes).

---

d

Attend and participate in the case conference.

NOTE

Please note a Case Conference may be recorded at the Reviewer disrection.

SHOW DETAILS **NOTE**

What happens at the case conference?

SHOW DETAILS **NOTE**

What questions must the reviewer ask during the case conference?

---

e

Take note of the hearing date agreed in the Case Conference, and add the date and time of the set down to the [PRC REV: Hearing Requested] task as seen in the image below.

IMAGE

Hearing booked - Hearing task.png (loading...)

SHOW DETAILS **NOTE**

What if the customer/representative requests a face to face hearing?

Show / Hide details

4.0

Action the case conference outcome

- ### Review Specialist

---

a

Read and action the case conference minutes.

SHOW DETAILS **NOTE**

What if an agreement was reached to gather additional information?

SHOW DETAILS **NOTE**

What if no resolution was reached?

RH)Prepare and Attend Review Hearing (RH) **SHOW DETAILS** **NOTE**

What if there was a successful resolution agreement, an agreement to withdraw the review or overturn an incorrect dedsion?

Implement Resolution Outcomes

---

b

Email the case conference minutes to classificationunit@acc.co.nz if the review is about a levy decision.

SHOW DETAILS **NOTE**

What should the email contain?

PROCESS

Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS
Prepare and Attend Review Hearing (RH)

- **Review Specialist**

PROCESS
Implement Resolution Outcomes

- **Review Specialist**

Responsible

Accountable

Consulted

Stakeholders

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Accept or Decline Late Review Application	[redacted]	[redacted]	Manage Customer Reviews
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

Process	Owner	Expert	Process Group
Refer to Legal Services for external counsel	[redacted]	[redacted]	Manage Customer Reviews

Informed

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
A written application for review.	Daily	1000+ per year

Inputs

Input	From Process	How Used
A completed internal resolution consultation meeting.	Conduct an Internal Resolution Consultation (IRC)	To determine a case conference is required.
A completed alternative dispute resolution meeting.	Prepare for Alternative Dispute Resolution (ADR)	To determine a case conference is required.
Completed background review	Resolution Services Background Review	To determine a case conference is required.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Completed Case Conference and a review hearing will occur.	Prepare for and attend Review Hearing	To proceed to a review hearing.
Completed case conference and a resolution has been agreed.	Fulfil Resolutions Obligations	To fulfil the agreed resolution outcome.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Review Hearing (RH)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Lead an Internal Resolution Consultation (IRC)	[redacted]	[redacted]	Manage Customer Reviews

Process	Owner	Expert	Process Group
Prepare Relevant Documents for Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

- [redacted] [System Stakeholders]

Risk and Compliance

Show / hide details
None noted

Prepare and Attend Review Hearing (RH) v12.0

Prepare and Attend Review Hearing (RH) v12.0

Summary

Objective
To attend a review hearing, on ACC's behalf, to provide submissions pertaining to the matter at review and the reasons for ACC's decision.

Background
A review hearing will provide ACC and the customer/representative with an outcome that is binding between the customer and ACC.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

1.0 Write review hearing submission
Review Specialist

a Complete the review submissions.

ACC2199 ACC submissions template

NOTE **What information should be included?**
- Background of the issue
- Relevant legislation
- Relevant case law
- ACC's position

Review Hearing Submission Policy

b If the review is about a decision on a claim, in Eos, update the submissions document code with 'ACC2199' and the document description with the unique review identifier.

c If the review is about a levy, complete the submissions and save them to the customer folder.

d Use judgement to consider having the written submissions peer reviewed by a colleague, senior resolution specialist or a technical specialist.

e Read the review hearings rules policy to help understand more about review hearings.

Review Hearing Rules Policy

2.0 Send review submission to all parties
Review Specialist

a Check Eos and ensure that the client care indicator has not been activated since the ACC6239 was sent to the review provider.

NOTE **What if the client care indicator was already active but it hasn't been updated in the last six months?**
Contact the decision maker (DM) and their Team Manager (TM) using the Client Care Indicator Template to update the Care Indicator.

b If the review is about a decision on a claim, in Eos, use the email tool set to send the submissions document to all parties.

NOTE **Who are all parties?**
This includes:
- the review provider
- the customer/representative
- interested parties

NOTE **What if the customer/representative does not have an email address?**
Print the documents and send them to the necessary parties.

c If the review is about a levy, email the submissions to all parties, and save email as an interaction in Juno_CRM.

NOTE **What if the customer/representative does not have an email address?**
Post the submissions to the customer/representative and save a scanned copy in a Juno_CRM interaction.

d Ensure any new information relevant to the review has been sent to all parties prior to the hearing (eg CAP comment, newly obtained medical notes).

3.0 Attend review hearing

Review Specialist

a Consider who from ACC should attend the hearing.

NOTE **Who from ACC should you consider?**
Consider:
• decision maker
• TAS
• any other ACC expert (eg technical specialist, medical advisor, etc).

About Technical Accounting Specialist (TAS) Reference Guide

b Dial into the tele/video conference or attend in person.

NOTE **Where can face to face hearings be held?**
• Whangarei
• Auckland
• Hawkes Bay (Hastings/Napier)
• Hamilton
• New Plymouth
• Wellington
• Blenheim/Nelson
• Christchurch
• Dunedin.

Zoom Meeting Guide

c Answer any questions asked by the review provider.

NOTE **What happens at the hearing?**
• The customer/representative will outline their case.
• The reviewer will ask clarifying questions of the customer/representative.
• ACC will present their case and submissions.
• The reviewer will ask clarifying questions of ACC.
• ACC will be offered the opportunity to cross examine the customer/representative.
• The customer/representative will summarise their case and provide submissions.

NOTE **What happens if the reviewer adjourns the hearing?**
The customer/representative and Resolution Services will agree on actions to be taken.

If the review is about a decision on a claim, update the Hearing Request task to provide the reasons for the adjournment. The review will remain allocated to the Review Specialist until the hearing is closed.

Adjournments Policy

d Approve costs within the Review Specialist delegation when called upon by the Reviewer, using the delegation levels in 7.10 Mediation, review and appeal on The Sauce.

7.10 Mediation, review and appeal (The Sauce)

NOTE **What if the reviewer requests costs outside of the regulated amount?**
This is outside of the Review Specialist delegation and must refer to a Senior Review Specialist or Resolution Manager for consideration.

This would most likely be in cases whereby travel costs to the hearing are outside of the regulated amounts.

e Complete the [PRC REV Hearing Requested] e-form after the hearing is concluded, and close this task.

f Transfer the subsequent task [PRC REV Record Review Outcome] task to the 'Hamilton SC - Quality Assurance' queue.

g In Outlook, open the email from the Resolution Coordinator and read the review outcome, before going to Implement Resolution Outcomes process.

PROCESS **Implement Resolution Outcomes**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
A review application.	Daily	1000+ per year

INPUTS

Input	From Process	How Used
A completed case conference.	Prepare and Attend Case Conference (CC)	A case conference was held and it was determined to proceed to review.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
A resolution has been agreed.	Implement Resolution Outcomes	To implement the agreed resolution.
The review provider has quashed ACC's decision	Implement Resolution Outcomes	To complete the instructions outlined by the review provider.
The review provider has upheld ACC's decision.	Close Review	To close the review application and complete the process.

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Close Review	Output	-
Implement Resolution Outcomes	Output, Process	Review Specialist
Implement Resolution Outcomes	Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Implement Resolution Outcomes	Input, Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Note, Output, Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type
13-01-2020 (GMT)	[redacted]	Process Owner
13-01-2020 (GMT)	[redacted]	Process Expert
14-01-2020 (GMT)	[redacted]	Promaster

Published on 14-01-2020 (GMT) by [redacted]

V.1 Published 21 June 2019

Promapp

Prepare and Attend Review Hearing (RH)

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Prepare and Attend Review Hearing (RH)

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  To attend a review hearing, on ACC's behalf, to provide submissions pertaining to the matter at review and the reasons for ACC's decision.

- Background

  A review hearing will provide ACC and the customer/representative with an outcome that is binding between the customer and ACC.

Objective

To attend a review hearing, on ACC's behalf, to provide submissions pertaining to the matter at review and the reasons for ACC's decision.

Background

A review hearing will provide ACC and the customer/representative with an outcome that is binding between the customer and ACC.

Procedure

Hide details
PROCESS
Prepare and Attend an Alternative Dispute Resolution (ADR)

- **Review Specialist**

PROCESS
Prepare and Attend Case Conference (CC)

- **Review Specialist**

Show / Hide details
1.0
Write review hearing submission

- **Review Specialist**

Policy
Review Hearing Submission Policy

---

a
Complete the review submissions.
SHOW DETAILS **NOTE**
What information should be included?

---

b
If the review is about a decision on a claim, in Eos, update the submissions document code with 'ACC2199' and the document description with the unique review identifier.

---

c
If the review is about a levy, complete the submissions and save them to the customer folder.

---

d
Use judgement to consider having the written submissions peer reviewed by:
• a colleague
• a senior resolution specialist
• a technical specialist

---

e
Read the review hearings rules policy to help understand more about review hearings.
Policy
Review Hearing Rules Policy
Eos
Show / Hide details
2.0
Send review submission to all parties

- **Review Specialist**

---

a
If the review is about a decision on a claim, in Eos, use the email tool set to send the documents.
SHOW DETAILS **NOTE**
Who are all parties?
SHOW DETAILS **NOTE**

What if the customer/representative does not have an email address?

---

b

If the review is about a levy decision, email the submissions to all parties, and save email as an interaction in Juno_CRM

SHOW DETAILS **NOTE**

What if the customer/representative does not have an email address?

Juno_CRM interaction. Eos Juno_CRM

Show / Hide details

3.0

Attend review hearing

- ### Review Specialist

Policy
Who may Attend a Review Hearing Policy
Policy
Telephone Attendance at a Hearing Polcy

---

a

Dial into the tele/video conference, or attend in person.

SHOW DETAILS **NOTE**

Where can face to face hearings be held?

---

b

Answer any questions asked by the review provider.

SHOW DETAILS **NOTE**

What happens at the hearing?

SHOW DETAILS **NOTE**

What happens if the reviewer adjourns the hearing?

Policy
Adjournments Policy

---

c

After the hearing, transfer the PRC REV Hearing Requested task to the 'Hamilton SC - Quality Assurance' queue.

---

d

In Outlook, open the email from the Resolution Coordinator and read the review outcome. Go to Fulfil Resolution Obligations process to action.

Outlook

PROCESS

Fulfil Resolution Obligations

- ### Review Specialist

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
A review application.	Daily	1000+ per year

Inputs

Input	From Process	How Used
A completed case conference.	Prepare for and attend Resolutions Services Case Conference	A case conference was held and it was determined to proceed to review.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
A resolution has been agreed.	Fulfil Resolutions Obligations	To implement the agreed resolution.
The review provider has quashed ACC's decision	Fulfil Resolutions Obligations	To complete the instructions outlined by the review provider.
The review provider has upheld ACC's decision.	Close Review	To close the review application and complete the process.

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details

None noted

Prepare and Lead an Internal Resolution Consultation (IRC) v5.0

Prepare and Lead an Internal Resolution Consultation (IRC) v5.0

Summary

Objective
The objective of this process is to use information and advice from relevant internal experts in an attempt to seek a resolution for the customer/representative. It will involve explaining the decision and the reasons for the decision with the customer/representative and provides them with an opportunity to hear from relevant internal experts.

Background
The Internal Resolution Consultation is used to bring relevant parties together with the client to help clarify customer/representative understanding of a decision. The IRC is often used when a decision is robust, but not understood by the customer/representative. New information may be raised at this meeting by the customer/representative.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Conduct Initial Customer Contact**
Review Specialist

1.0 Prepare for the Internal Resolution Consultation meeting
Review Specialist

a Identify the customer/representative's point/s of contention or grievance with the ACC decision.

b Gather documents or other evidence to support a discussion of the point/s of contention or grievance.

c Re-evaluate potential resolution options as an outcome of the IRC

NOTE **What potential options are available if the original decision was or appears correct?**
- A resolution agreement
- Alternative Dispute Resolution
- A case conference

NOTE **What potential options are available if the original decision was or appears incorrect?**
- Overturning the original decision

2.0 Identify Stakeholders to invite to the IRC
Review Specialist

a Identify all relevant stakeholders who may be able to provide insight or technical advice on the decision at the IRC.

NOTE **Who could be relevant stakeholders?**
ACC staff who had input into the decision. This could include:
- Legal Services
- Clinical Services
- Technical Services
- Technical Accounting Services
- Weekly Compensation Team
- External medical practitioner/s
- Vocational Providers
- Allied health providers
- Levy Classifiation

Working together to find the right outcome

b Contact the potential stakeholder to determine attendance.

NOTE **What if a member of the Levy Classification Team need to attend the IRC?**
Email Levyclassification@acc.co.nz to request a colleague attend the IRC. The subject of the email should read "Resolution Services Attendance Request". The email should include:
- Review number
- Customer/representative name (if applicable)
- ACC number
- Date and time of the IRC
- Outline a request for attendance at the IRC

10 working days notice is required for Levys to attend the IRC.

3.0 Schedule the Internal Resolution Consultation Meeting

Review Specialist

a In Outlook, set up a teleconference by sending a meeting appointment to the customer/representative and identified relevant stakeholders.

NOTE **What should be in the body of outlook meeting appointment?**
- Information on the decision and why ACC made the decision
- The customer/representative's grievance with the decision and the specific points of contention
- Potential outcomes from the IRC
- A list of meeting attendees
- Contact details for the Review Specialist

4.0 Facilitate the Internal Resolution Consultation meeting

Review Specialist

a Using Skype for Business, initiate the meeting. Allow internal parties to join first and then dial in the customer/representative last.

NOTE **What if one or more parties cannot be reached?**
Reschedule the IRC for another time.

b Introduce all the participants to each other and explain the purpose of the internal resolution consultation.

c Facilitate the meeting ultimately steering/directing the conversation towards a resolution, or a clearly agreed outcome.

5.0 Action the IRC outcome

Review Specialist

a Using the IRC contact tool (this exists on the second tab of the calculator tool) enter the outcome agreement.
• If the review is about a decision on a claim copy and paste the information generated by the 'IRC contact calculator' into an Eos contact.
• If the review is about a levy decision copy the IRC contact tool information into an interaction in Juno_CRM.

CIT/IRC Calculator Tool
http://thesauce/team-spaces/resolution-services/index.htm

NOTE **What type of contact should be added in Eos?**
- Reason: Dispute
- Direction: Internal
- Method of contact: Phone

b Action the IRC outcome agreed during the consultation.

NOTE **What if no resolution was reached?**
Decide whether to proceed to an ADR, or directly to case conference.

NOTE **What if the agreed actions will take the review past 40 days from the lodgement date?**
Set down a case conference date.

NOTE **What if there was a successful resolution agreement, an agreement to withdraw the review, or overturn an incorrect decision?**
Fulfil the resolution obligations.

PROCESS **Prepare and Attend an Alternative Dispute Resolution (ADR)**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

PROCESS **Implement Resolution Outcomes**
Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Initial contact has been made with the customer or representative and agreement has been reached to engage in an internal resolution consultation.	Daily	5

INPUTS

Input	From Process	How Used
Agreement with the customer/ representative to attend an IRC	Conduct Initial Customer Contact	Agreement that IRC will take place.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
Resolution agreement	Implement Resolution Outcomes	Resolution is agreed and needs to be fulfilled
Decision to proceed to a case conference	Prepare and Attend Case Conference (CC)	IRC concluded and next step is a case conference

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Input, Process	Review Specialist
Conduct Initial Customer Contact	Input, Process	Review Specialist
Implement Resolution Outcomes	Output, Process	Review Specialist
Implement Resolution Outcomes	Output, Process	Review Specialist
Prepare and Attend an Alternative Dispute Resolution (ADR)	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Output, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Output, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Conduct Initial Customer Contact	Output, Process	Review Specialist
Conduct Initial Customer Contact	Output, Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Implement Resolution Outcomes	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist
Prepare and Attend Case Conference (CC)	Input, Process	Review Specialist

RACI

RESPONSIBLE

Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner [redacted]

Process Expert [redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Implement Resolution Outcomes	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type
26-12-2019 (GMT)	[redacted]	Process Owner
27-12-2019 (GMT)	[redacted]	Process Expert
05-01-2020 (GMT)	[redacted]	Promaster

Published on 05-01-2020 (GMT) by [redacted]

Promapp

Prepare and Lead an Internal Resolution Consultation (IRC)

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Prepare and Lead an Internal Resolution Consultation (IRC)

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  The objective of this process is to use information and advice from relevant internal experts in an attempt to seek a resolution for the customer/representative. It will involve explaining the decision and the reasons for the decision with the customer/representative and provides them with an opportunity to hear from relevant internal experts.

- Background

  The Internal Resolution Consultation is used to bring relevant parties together with the client to help clarify customer/representative understanding of a decision. The IRC is often used when a decision is robust, but not understood by the customer/representative. New information may be raised at this meeting by the customer/representative.

Objective

The objective of this process is to use information and advice from relevant internal experts in an attempt to seek a resolution for the customer/representative. It will involve explaining the decision and the reasons for the decision with the customer/representative and provides them with an opportunity to hear from relevant internal experts.

Background

The Internal Resolution Consultation is used to bring relevant parties together with the client to help clarify customer/representative understanding of a decision. The IRC is often used when a decision is robust, but not understood by the customer/representative. New information may be raised at this meeting by the customer/representative.

Procedure

Hide details
PROCESS
Conduct Initial Customer Contact

- **Review Specialist**

Show / Hide details
1.0
Prepare for the Internal Resolution Consultation meeting

- **Review Specialist**

---

a
Identify the customer/representative's point/s of contention or grievance with the ACC decision.

---

b
Gather documents or other evidence to support a discussion of the point/s of contention or grievance.

---

c
Re-evaluate potential resolution options as an outcome of the IRC
SHOW DETAILS **NOTE**
What potential options are available if the original decision was or appears correct?
SHOW DETAILS **NOTE**
What potential options are available if the original decision was or appears incorrect?
Show / Hide details
2.0
Identify Stakeholders to invite to the IRC

- **Review Specialist**

---

a
Identify all relevant stakeholders who may be able to provide insight or technical advice on the decision at the IRC.
SHOW DETAILS **NOTE**
Who could be relevant stakeholders?
[Document removed]

---

b
Contact the potential stakeholder to determine attendance.
SHOW DETAILS **NOTE**
What if Levy Classification need to attend the IRC?
Show / Hide details
3.0
Schedule the Internal Resolution Consultation Meeting

- ## Review Specialist

---

a

In Outlook, set up a teleconference by sending a meeting appointment to the customer/representative and identified relevant stakeholders.

SHOW DETAILS **NOTE**

What should be in the body of outlook meeting appointment?

Outlook

Show / Hide details

4.0

Facilitate the Internal Resolution Consultation meeting

- ## Review Specialist

---

a

Using Skype for Business, dial all parties into the meeting. Dial internal parties first and the customer/representative last.

SHOW DETAILS **NOTE**

What if one or more parties cannot be reached?

---

b

Introduce all the participants to each other and explain the purpose of the internal resolution consultation.

---

c

Facilitate the meeting ultimately steering/directing the conversation towards a resolution, or a clearly agreed outcome.

SkypeforBusiness

Show / Hide details

5.0

Action the IRC outcome

- ## Review Specialist

---

a

Using the IRC contact tool, enter the outcome agreement. The tool can be found here: W:\Public\Resolution Services Folder\8. Hub Folders\Templates and tools

• If the review is about a decision on a claim copy and paste the information generated by the 'IRC contact calculator' into an Eos contact.

• If the review is about a levy decision copy the IRC contact tool information into an interaction in Juno_CRM.

SHOW DETAILS **NOTE**

What type of contact should be added in Eos?

---

b

Action the IRC outcome agreed during the consultation.

SHOW DETAILS **NOTE**

What if no resolution was reached?

SHOW DETAILS **NOTE**

What if the agreed actions will take the review past 55 days from the lodgement date?

SHOW DETAILS **NOTE**

What if there was a successful resolution agreement, an agreement to withdraw the review, or overturn an incorrect decision?

Eos Juno_CRM

PROCESS

Prepare and Attend an Alternative Dispute Resolution (ADR)

  - ## Review Specialist

PROCESS

Prepare and Attend Case Conference (CC)

- **Review Specialist**

PROCESS

Fulfil Resolution Obligations

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
Initial contact has been made with the customer or representative and agreement has been reached to engage in an internal resolution consultation.	Daily	5

Inputs

Input	From Process	How Used
Agreement with the customer/representative to attend an IRC	Resolutions Services Initial Client contact	Agreement that IRC will take place.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
Resolution agreement	Fulfil Resolutions Obligations	Resolution is agreed and needs to be fulfilled
Decision to proceed to a case conference	Prepare for and attend Resolution Services Case Conference	IRC concluded and next step is a case conference

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Conduct Initial Customer Contact	[redacted]	[redacted]	Manage Customer Reviews
Fulfil Resolution Obligations	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend an Alternative Dispute Resolution (ADR)	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews
Prepare Relevant Documents for Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

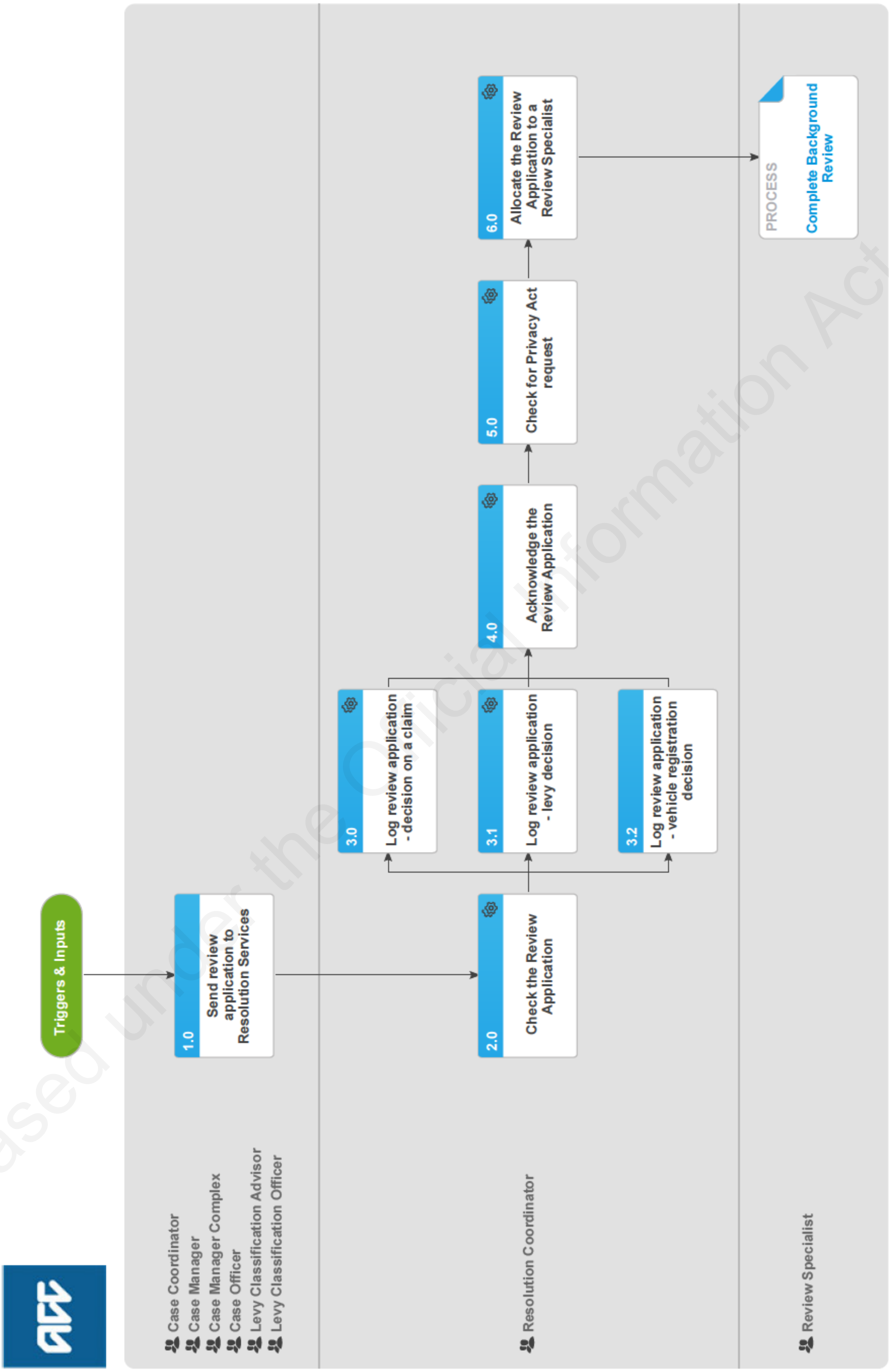
All of the above plus:

- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details
None noted

Receive, Log and Allocate Review Application v17.0



Receive, Log and Allocate Review Application v17.0

Summary

Objective
To record and acknowledge the receipt of the review application to the applicant, acknowledge the receipt of the review application and to allocate it to a Review Specialist so that the ACC decision can be reviewed.

Background
Customers or their representatives can seek an independent review of a decision ACC has made. The review application must be in writing and received within 3 months of the decision.

Owner [redacted]

Expert [redacted]

Procedure

1.0 Send review application to Resolution Services

Case Coordinator, Case Manager, Case Manager Complex, Case Officer, Levy Classification Advisor, Levy Classification Officer

a Forward the application for review to accreviewapplication@acc.co.nz within 24 hours of receipt.

NOTE **What constitutes a review application?**
A application for review must be:
1) in writing (e.g. via letter, email, e-text or ACC33)
2) identify the decision or decisions in respect of which it is made (e.g. by stating the date or subject)

If there is uncertainty as to what the client is reviewing (or whether it is in fact a valid review application) it is important to clarify with the client/advocate in the first instance (and confirm the decision they are challenging) - and then forward it to accreviewapplication@acc.co.nz inbox . This will mitigate the risk of the review becoming deemed.

2.0 Check the Review Application

Resolution Coordinator

a Open the accreviewapplication.co.nz inbox and review each unread email to determine if a new review application has been received.

NOTE **What if the email is not an application review for review?**
• If the email has information about an existing review, forward the email to the allocated Resolution Specialist.

— If the email relates to a decision about claim, file it in Eos, and send to the Decision Maker for action and copy in the Decision Maker's Team Manager to ensure the correspondence is addressed.
— If the email relates to a decision about a levy, in Juno_CRM, create an interaction on the customer's account and attach the email to the interaction.

• If the email is from an Accredited Employer (AEP) or Third Party Administrator (TPA) acknowledging the receipt of a review application then file the email into the AEP/TPA folder in Outlook, and file away in Eos.

• If the email is about a complaint, then forward the email to customerfeedback@acc.co.nz.

NOTE **What if it is review that needs to be reopened as a result of a settled appeal or court decision?**
The original review will be closed so a new review cog needs to be generated in Eos. There will be no new 'review application' per se, so the original review application will be need to be used as the ACC33 to 're-log' it. There should be the 'settlement' letter from Legal Services to the client, and the client's acceptance of the settlement, and preferably the District Court confirmation that the appeal has been withdrawn.

b Ensure the information in the review application is legible and complete.

NOTE **What if there is an issue with the application?**
If the review application form is:

• Illegible: return the application to the sender with a note highlighting which part cannot be read.

• Unsigned: Carry on with the process. Unsigned application are acceptable.

• Unclear on what decision the client wants to review (eg the dates to not match): Proceed to lodge the application and note on the task for the RS to follow up with the client requesting clarification.

• Unclear that the customer wants to apply for a review: Contact the customer and clarify their intention. If they do not want a formal review, contact the decision maker so they can work on the applicant's request. If the applicant cannot be contacted, or does not respond to a request for further information within 24 hours continue with this process.

NOTE **What if the customer/representative is submitting an application which they had previously withdrawn?**
Refer to Managing Withdrawn and hen Re-submitted Review Applications Policy.

Managing Withdrawn and then Re-submitted Review Applications Policy

c Establish who submitted the review application to understand how to proceed as some applications cannot be considered.

NOTE **What types of applications cannot be considered?**
• Review applications from employers about work related personal injury entitlements cannot be considered.

• Review applications received from registered health professionals about a patient's cover and/or support cannot be considered. In these cases, do not decline the application, lodge the review and instruct the allocated review specialist to contact the client directly to ask whether it was their intention to go down the review channel and that they authorise the provider to lodge the review on their behalf.

d Ensure that the claim or ACC number is correct.

NOTE **What if the claim or ACC number is incorrect?**
• If the application requires a claim number, in Eos search for the client through the party record. If this is unsuccessful, contact the client or client's representative and ask them to provide the correct number.
• If the application requires an account number, in Juno_PolicyCenter search for the business customer.

e Determine whether application is for a claim with an active Accredited Employer (AEP) or Third Party Administrator (TPA).

NOTE **What if the application is for a claim with an active AEP or TPA?**
Then forward the review application to the correct AEP or TPA and request they acknowledge that they have received the application. Generate a general task on the relevant claim as a reminder to await an acknowledgement from the AE and follow up at two day intervals. This process ends.

f Ensure there is a current Authority to Act (ATA) on the claim or account if required.

NOTE **What if there is no current ATA?**
• If the review is a decision about a claim then send the customer/representative the ACC5937 to complete and request it is returned to resolutionservices@acc.co.nz.
• If the review is about a levy decision then send the customer/representative the ACC1766 to complete and request it is returned to resolutionservices@acc.co.nz.

ACC5937 Authority to act - Client

ACC1766 Giving Access Levy Information

g Ensure there is only one decision per review application.

NOTE **What if there is a levy decision which covers multiple years?**
Log the application. Only one application is required in this circumstance.

NOTE **What if there are multiple decisions contained within one decision letter?**
Log each decision as a separate review.

The exception to this however is where ACC has issued a decision declining cover AND surgery. In these cases one review is logged for the cover decision and the Review Specialist must explain to the client that if cover is overturned then ACC will revisit the application for surgery.

NOTE **What if the decision letter has only one decision, but the review application seeks two different outcomes?**
Proceed to lodge the application and note on the task for the RS to follow up with the client requesting clarification on whether a second review is required.

h Ensure any documents supporting the review application are for the customer's review.

NOTE **What if the supporting documents are not for the customer's review?**
Contact the external party who sent the application immediately, let them know their error, and destroy the information.

i Ensure the application is not a duplicate of another review application.

NOTE **What if the application is a duplicate?**
• If the application relates to a claim, locate the claim in Eos, and upload the application and update the description to say 'duplicate review application'. If the review application has any differences to the initial application - send a general task to the RS to draw their attention to the newly submitted application that you consider a duplicate.

• If the application is for a business customer, in Juno_CRM, upload the application and create a new interaction to say 'duplicate review application'.

j Ensure that the Care Indicator has been updated within the previous four months if required.

NOTE **What if the Care Indicator has not been updated in the previous four months?**
Contact the decision maker (DM) and their Team Manager (TM) using the Client Care Indicator Template to update the Care Indicator.

Email Template - update Client Care Indicator

Care indicated clients

k Add a colour category or tick to the email once it has been actioned.

3.0 Log review application - decision on a claim

Resolution Coordinator

a In Eos, start the [Review Process] workflow through the [PRC REV: Receive & Log Review] task.

NOTE **What information needs to be included?**
- lodgement date (date ACC received the application)
- name of applicant
- decision category (in the decision letter)
- code description
- disputed decision date
- business unit responsible or where the decision was made.

Create PRC REV task

b Close the task after the above information has been populated to generate the next task in the COG.

c Upload the review application, Authority to Act (if applicable) and any other supporting documentation and use the correct naming conventions.

Display Removed Documents

Document Type	Description
ACC6239 Review - ADR file cover sheet	Rev [redacted] Surgery
REV18 Acknowledge review application - client	Rev [redacted] Surgery
REV18 Acknowledge review application - client	Rev [redacted] Entitlements
ACC6239 Review - ADR file cover sheet	Rev [redacted] Entitlements
Review Lodgement Details form	Rev [redacted] Surgery
Review Lodgement Details form	Rev [redacted] Entitlements
ACC33 Review Application	Rev [redacted] Surgery
ACC33 Review Application	Rev [redacted] Entitlements

Naming Conventions.JPG

NOTE **What needs to happen to the documents so that they can be uploaded correctly?**
- If an application form (ACC33) was received by email, convert the email message to a PDF file, and attach this to the front of the application. This will be the official date stamp.
- If an application was received by post and has no date stamp, use the Adobe Pro watermark feature to add a water-mark.
- If an ATA is attached and combined with a review application these will need to be uploaded separately.

Use Adobe Pro to add a Watermark

Convert to PDF, combine, split, and email to Eos

d Update any relevant customer and/or advocate information.

NOTE **What information needs to be added?**
If an ATA is included with the application, add an advocate/representative as a participant to the claim.
If an email address was included with the application, ensure this is correctly recorded at the party record.
Go to step 4.0

Manage Participants (Eos Online Help)

3.1 Log review application - levy decision

Resolution Coordinator

a In the Levy Spreadsheet, \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington\Levy Review Spreadsheet, start the Review Process workflow.

NOTE **What information needs to be included?**
- Review Specialist name
- ACC number
- Review number
- Review issue
- Date of ACC decision
- Date review application received

b In the I:Drive, set up the customer folder in \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington \Levy Reviews

NOTE **What should be stored in the folder?**
- The type of application i.e. Classification Units, CPX. Multiple CU.
- A sub folder with the Review number, Customer name, ACC number
- The application for review

c In Juno_CRM, add a flag to the customer's account. The comment in the flag is 'active review'.

Create a Flag

d In Juno_CRM, create an interaction and upload the application, ACC1766 Giving access to your ACC Information (if applicable), and any other supporting documentation.

3.2 Log review application - vehicle registration decision

Resolution Coordinator

a In the Levy Spreadsheet, start the Review Process workflow.

NOTE **What information needs to be included?**
• Review Specialist name
• Vehicle registration number
• Review number
• Review issue
• Date of the decision
• Date review application received

b In the I:Drive, set up the customer folder in \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington \Levy Reviews

NOTE **What should be stored in the folder?**
• The type of application i.e. vehicle registration decision.
• A sub folder with the Review number, Customer name, Vehicle registration number.
• The application for review and a copy of the letter from the NZTA.

4.0 Acknowledge the Review Application

Resolution Coordinator

a Check that the application has been received within the three-month timeframe.

NOTE **What if the application was received outside the three-month timeframe?**
Send the Acknowledgement of a review application letter (REV18) to the applicant and select the option that explains that a review specialist will be in contact to discuss the reasons the review application was late.

NOTE **What if it is not clear that the review was lodged within the three-month timeframe?**
• Allocate the review application to the selected Review Specialist and notify them in the allocation task that is has not been established whether the application is late.
• Also advise the Review Specialist that they will need to update and send the Acknowledgement of a review application letter (REV18) once they have established if the application is late or not.

b Generate the REV18 Acknowledgement of a review application letter to the applicant, and if in Eos leave the document as incomplete.

REV18 Acknowledge Review

NOTE **What if the review is reopened review as a result of a settled appeal or court decision?**
Tailor the Rev18 'Acknowledge of review application' to state something similar to:
"Further to the settlement agreement of XX date - we have now reopened the review and allocated the following review number: "

c Check to see whether there is an interested party to the review.

NOTE **Who are interested parties?**
• Employers are interested parties where the client (employee) has put in a review to challenge the decline of cover for a work related PICBA and WRGPDI.
• Clients are interested parties where the employer has lodged a work injury dispute review.

NOTE **What if there is an interested party?**
Generate REV021 Acknowledgement to Interested Party to notify the interested party of the application.

REV21 Acknowledge review to interested party

5.0 Check for Privacy Act request

Resolution Coordinator

a Read through the information submitted and identify whether the client has requested a full copy file.

b In Eos, complete a 'Complete Request for Copy of Clients Information' task if a full copy file was requested.

NOTE **What should be recorded on the 'Complete Request for Copy of Clients Information' task?**
Record 'Privacy Act Request received via (email/ACC33/client letter) on (insert date).

6.0 Allocate the Review Application to a Review Specialist

Resolution Coordinator

a In the Resolution Coordinator Calculator tool, enter details.

NOTE What details should be entered?

• Customer Name
•The review number that has been generated from Eos, or the Levy Spreadsheet
•The date the review was received
•Whether this is a privacy act request
•Whether the review was lodged outside the three-month time frame
•Whether the customer has a representative/advocate and a current Authority to Act on file (or is being requested)
•Any interested parties – such as an employer

b Copy the information generated in the calculator tool and paste into the PRC REV: Complete Admin Review task if the review is about a decision on a claim in Eos.

NOTE What if the review is about a levy decision?

Copy the information generated in the calculator tool and paste into an email, along with the review application email and supporting documents and send to the allocated Review Specialist.

The process ends.

c Mark the task as a high priority, change the target date of the task to 'todays date' and transfer to the Minto Fung's work queue who will allocate the work out to the Review Specialist.

NOTE What if the review relates to a decision made under the Code of Claimant Rights?

In these cases the review allocation is sent back to the decision maker in the Customer Resolutions Team.

PROCESS

Complete Background Review

Review Specialist

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Written application for review. A completed ACC33 form, an email or letter.	Daily	1000+ per year

INPUTS

Input	From Process	How Used
An application for review	N/A	To begin the review process.

Outputs & Targets

OUTPUTS

Output	To Process	How Used
The customer/representative has been sent an acknowledgement letter confirming the receipt of their review application	Complete Background Review	To start the review process
The review has been allocated to a Review Specialist	Complete Background Review	To begin the Resolution Services Background Review process

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Output, Process	Review Specialist
Complete Background Review	Output, Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role

Accept or Decline Late Review Application	Input	-
Close Review	Process	Resolution Coordinator
Complete Background Review	Input, Process	Resolution Coordinator
Complete Background Review	Input, Process	Resolution Coordinator

RACI

RESPONSIBLE
Roles that perform process activities

Case Coordinator, Case Manager, Case Manager Complex, Case Officer, Levy Classification Advisor, Levy Classification Officer, Resolution Coordinator, Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner [redacted]

Process Expert [redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Close Review	[redacted]	[redacted]	Manage Customer Reviews
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews

INFORMED
Those notified of changes

All of the above, as well as; Promapp Promaster[System Stakeholder], [redacted] System Stakeholder], [redacted] System Stakeholder]. These parties are informed via dashboard notifications.

Systems

Eos

Juno_CRM

JunoPolicyCenter

Outlook

Lean

None Noted

Process Approval

Date	Approver	Type
21-02-2020 (GMT)	[redacted]	Process Owner
21-02-2020 (GMT)	[redacted]	Process Expert
23-02-2020 (GMT)	[redacted]	Promaster

Published on 23-02-2020 (GMT) by [redacted]

Summary

Show details

- Process Title

Log, Acknowledge and Allocate Review Application

- Reference no.
- Process Group

Manage Customer Reviews

- Process Expert

[redacted]

- Process Owner

[redacted]

- DisplayType
- Objective

The objective of this process is to record and acknowledge the receipt of the review application to the applicant, acknowledge the receipt of the review application and to allocate it to a Review Specialist so that the ACC decision can be reviewed.

- Background

Customers or their representatives can seek an independent review of a decision ACC has made. The review application must be in writing and received within 3 months of the decision.

Objective

The objective of this process is to record and acknowledge the receipt of the review application to the applicant, acknowledge the receipt of the review application and to allocate it to a Review Specialist so that the ACC decision can be reviewed.

Background

Customers or their representatives can seek an independent review of a decision ACC has made. The review application must be in writing and received within 3 months of the decision.

Procedure

Hide details
Show / Hide details
1.0
Screen the Resolution Services Inboxes

- **Resolution Coordinator**

---

a
In Outlook, open the resolutionservices@acc.co.nz cabinet drawer.

b
Using the search function, find all emails relating to the review application
SHOW DETAILS NOTE
What happens if there are other emails relating to the same review application?

c
File the email/s and attachments in Eos or Juno_CRM as appropriate from oldest to most recent.
SHOW DETAILS NOTE
What if the email has a review decision attached?
Close Review SHOW DETAILS NOTE
What if the email has a deemed review decision attached?

d
Forward a copy of the email/s and attachments to the allocated Resolution Specialist.

e
Move the actioned email/s into the Archive folder.

f
In Outlook, open the ACCreviewapplication.co.nz inbox and review each unread email to determine if a new review application has been received. Proceed to step 2.0 Check the Review Application for any new review applications.
SHOW DETAILS NOTE
What if the email is not an application review for review?
Eos,Juno_CRM,interaction interaction.AEP)AEP/Outlook.Eos Juno_CRM Outlook
Show / Hide details

2.0

Check the Review Application

- ## Resolution Coordinator

a
Ensure the information in the review application is legible and complete.
SHOW DETAILS NOTE
What if the review application form is illegible?
SHOW DETAILS NOTE
What if the review application is unsigned?
SHOW DETAILS NOTE
What if the decision date in the application does not match the decision date in Eos or Juno?
SHOW DETAILS NOTE
What if it is unclear that the customer wants to apply for a review?
SHOW DETAILS NOTE
What if the customer/representative is submitting an application which they had previously withdrawn?
Policy
Managing Withdrawn and then Re-submitted Review Applications Policy

b
Establish who submitted the review application to understand how to proceed. Some applications cannot be considered and should be declined without further consideration.
SHOW DETAILS NOTE
Which review applications should be declined without further consideration?

c
Ensure that the claim or ACC number is correct.
SHOW DETAILS NOTE
What if the claim or ACC number is incorrect?
Eos Juno_PolicyCenter

d

Determine whether application is for a claim with an active Accredited Employer (AEP) or Third Party Administrator (TPA).
SHOW DETAILS NOTE
What if the application is for a claim with an active AEP or TPA?
AEP

---

e
If required, ensure there is a current Authority to Act (ATA) on the claim or account.
SHOW DETAILS NOTE
What if there is no current ATA?
FLIS
ACC5937 Authority to act - Client
FLIS
ACC1766 Giving Access Levy Information

---

f
Ensure there is only one decision per review application.
SHOW DETAILS NOTE
What if there is a levy decision which covers multiple years?
SHOW DETAILS NOTE
What if there are multiple decisions contained within one decision letter?
SHOW DETAILS NOTE
What if the decision letter ACC has sent has only one decision, but the review application seeks two different outcomes?
Eos,

---

g
Ensure any documents supporting the review application are for the customer's review
SHOW DETAILS NOTE
What if the supporting documents are not for the customer's review?

---

h
Ensure the application is not a duplicate of another review application.
SHOW DETAILS NOTE
What if the application is a duplicate?
Eos,Juno_CRM,interaction

---

i
If required, ensure that the Care Indicator has been updated within the previous four months.
SHOW DETAILS NOTE
What if the Care Indicator has NOT been updated in the previous four months?
TM)Information
Email Template - update Client Care Indicator
Policy
Care indicated clients

---

j
Add a colour category or tick to the email once it has been actioned
• Tick the email if is has been actioned
• Colour the email purple if it has been screened
• Colour the email red if the claim number has another review or the application is waiting on further information
• Colour the email turquoise if there is an alert on file
• Colour the email green if it is awaiting information
• Colour the email yellow if there are multiple emails
• Colour the email light blue if it is not to be allocated

---

k
If the review application is about the code of claimant rights send the request through to Customer Resolutions email address: customerfeedback@acc.co.nz. The process ends here.
Eos Juno CRM JunoPolicyCenter
Show / Hide details

3.0
Log the Review Application

- ## Resolution Coordinator

Show / Hide details

3.1

If the review application is about a decision on a claim

- ## Resolution Coordinator

---

a

In Eos, start the Review Process workflow through the PRC REV: Receive & Log Review Task

SHOW DETAILS NOTE

What information needs to be included?

System Steps

Create PRC REV task

---

b

In Eos, close the task after the above information has been populated. This will generate the next task in the COG.

- Open

c

In Eos, upload the review application, Authority to Act (if applicable) and any other supporting documentation. Use the correct naming conventions.

SHOW DETAILS NOTE

What are the correct naming conventions?

SHOW DETAILS NOTE

What needs to happen to the documents so that they can be uploaded correctly?

ATA Information

Use Adobe Pro to add a Watermark

Information

Convert to PDF, combine, split, and email to Eos

---

d

In Eos, update any relevant customer and/or advocate information.

SHOW DETAILS NOTE

What information needs to be added?

ATA **WEB LINK WEB LINK**

Managing Participants

Eos

Show / Hide details

3.2

If the review application is about a levy decision

- ## Resolution Coordinator

---

a

In the Levy Spreadsheet, \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington\Levy Review Spreadsheet, start the Review Process workflow.

SHOW DETAILS NOTE

What information needs to be included?

---

b

In the I:Drive, set up the customer folder. \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington\Levy Reviews
SHOW DETAILS NOTE
What should be stored in the folder?
CPX.CU.

---

c
In Juno_CRM, add a flag to the customer's account. The comment in the flag is "active review".
System Steps
Create a Flag

---

d
In Juno_CRM create an interaction and upload the application, ACC1766 Giving access to your ACC Information (if applicable), and any other supporting documentation.
Juno_CRM
Show / Hide details

3.3
If the review application is about a vehicle registration decision

- ### Resolution Coordinator

---

a
In the Levy Spreadsheet, start the Review Process workflow.
SHOW DETAILS NOTE
What information needs to be included?

---

b
In the I:Drive, set up the customer folder. \\ACCfiles\Data\Public\Resolution Services Folder\8. Hub Folders\8.3 Wellington\Levy Reviews
SHOW DETAILS NOTE
What should be stored in the folder?
Show / Hide details

4.0
Acknowledge the Review Application

- ### Resolution Coordinator

---

a
Check that the application has been received within the three-month timeframe.
SHOW DETAILS NOTE
What if the application was received outside the three-month timeframe?
SHOW DETAILS NOTE
What if it is not clear that the review was lodged within the three-month timeframe?

---

b
Generate the REV18 Acknowledgement of a review application letter to the applicant. If working in Eos, leave the REV18 as incomplete.
SHOW DETAILS NOTE
What if there is an interested party?
SHOW DETAILS NOTE
Who are interested parties?
Eos
Show / Hide details

5.0
Allocate the Review Application to a Review Specialist

- ### Resolution Coordinator

a
Using the Resolution Coordinator Calculator tool, enter the following details:
• Customer Name
•The review number that has been generated from Eos, or the Levy Spreadsheet
•The date the review was received
•Whether this is a privacy act request
•Whether the review was lodged outside the three-month time frame
•Whether the customer has a representative/advocate and a current Authority to Act on file (or is being requested)
•Any interested parties – such as an employer

b
In the review allocations spreadsheet complete the review details to establish the allocated review specialist.

c
If the review is about a decision on a claim, in Eos, copy the information generated in the calculator tool and paste into the PRC REV: Complete Admin Review task.

d
Mark the task as a high priority, change the target date of the task to 'todays date' and transfer to the allocated review specialist.

e
If the review is about a levy decision, copy the information generated in the calculator tool and paste into an email, along with the review application email and supporting documents and send to the allocated review specialist.

f
The process ends here.
Eos
PROCESS

Complete Background Review

- **Review Specialist**

Triggers & Inputs

Show / hide details

Triggers

Starts	Frequency	Volume
Written application for review. A completed ACC33 form, an email or letter.	Daily	1000+ per year

Inputs

Input	From Process	How Used
An application for review	N/A	To begin the review process.

Outputs & Targets

Show / hide details

Outputs

Output	To Process	How Used
The customer/reprepsentative has been sent an acknowledgement letter confirming the receipt of their review application	Resolution Services Background Review	To start the review process
The review has been allocated to a Review Specialist	Resolution Services Background Review	To begin the Resolution Services Background Review process

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Resolution Coordinator
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Close Review	[redacted]	[redacted]	Manage Customer Reviews
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

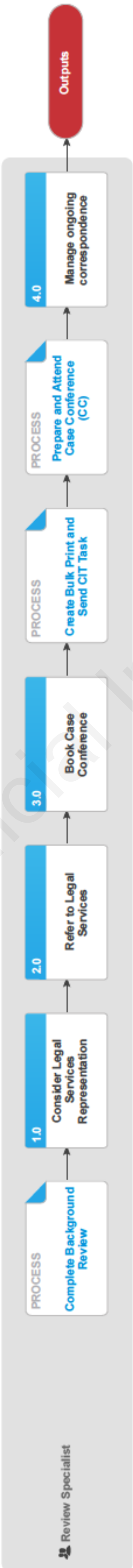
All of the above plus:

- [redacted] [System Stakeholders]
- Promapp Promaster [System Stakeholders]

Risk and Compliance

Show / hide details
None noted

Refer to Legal Services for external counsel v6.0



Refer to Legal Services for external counsel v6.0

Summary

Objective
This process will guide a Review Specialist on when and how to engage in Legal Representation as part of the review process.

Background
.

Owner [redacted]

Expert [redacted]

Procedure

PROCESS **Complete Background Review**
Review Specialist

1.0 Consider Legal Services Representation
Review Specialist

a Check if the review should be referred to Legal Services.

NOTE **What decisions should be referred to Legal Services?**
• TI: Ordinary Consequence
• TI: Injury arising from childbirth
• TI: Failed tubal ligation (resulting in pregnancy)
• TI: Mesh claim
• Complex back dated attendant care reviews (where the value in dispute is significant)
• Complex back dated WC (where TAS has been involved)
• Complex interest payable on back dated WC (where the value in dispute is significant)
• Complex VI reviews (where the time since the decision being issued is lengthy eg 3 + years since the VI decision was issued and ACC has accepted a late lodged)
• Complex Levy review (where the amount in dispute is significant)
• Late lodged complex head injury/mental injury cover
• 1982 Act reviews should be screened
• Work-Related Mental Injuries should be screened
• Where the client has been disentitled due to criminal activity
• Where the customer has an active appeal in progress

2.0 Refer to Legal Services
Review Specialist

a Create a bulk print selecting those documents in which Legal Services require to provide informed advice or appoint external counsel.

b Complete the referral template, attach the above selected documents and send to legal.services@acc.co.nz

Legal Services Referral Template.docx

NOTE **What is the timeframe to refer to Legal Services?**
A referral should be sent within 7 days of receiving the review application. If it is not clear within 7 days that Legal Services should be engaged (eg the case does not fall into one of the above categories), then a referral should be made within 14 days.

Legal Service will advise within 7 days who will be assigned to the case.

c Go to 'Create Bulk Print and Sent CIT task' process to arrange the preparation of the file for Legal Services.

3.0 Book Case Conference
Review Specialist

a Coordinate with the assigned External Counsel (once appointed) and the client to schedule a case conference time.

NOTE **What timeframe should a Case Conference be booked within?**
The Review Specialist should allow a generous amount of time between the scheduling of the case conference and the holding off the case conference. (eg If scheduled on day 20 - book the case conference towards Day 70). This will allow external counsel a sufficient period of time to familiarise themselves with the review matter.

NOTE **Who should attend the Case Conference?**
The Review Specialist should attend the Case Conference alongside the appointed Legal Counsel. The Review Specialist will attend as the ACC representative who will maintain the overall management of the review process (eg updating the Eos cog etc). It could also present valuable development for the Review Specialist.

b Add the appointed External Legal Counsel as a 'non contracted vendor' to Eos as a participant.

c Complete the ACC6239 (Appoint Reviewer) and leave on Eos as 'incomplete',

d Arrange the dispatch of the file to the nominated provider, the client (if they haven't already received a copy) and the selected EC.

PROCESS **Create Bulk Print and Send CIT Task**
Review Specialist

PROCESS **Prepare and Attend Case Conference (CC)**
Review Specialist

4.0 Manage ongoing correspondence
Review Specialist

a Remain involved to fulfil requests from Legal Counsel (eg seeking further internal information), and arranging the payment of Legal Counsel costs.

NOTE **Who will write the submissions for hearing?**
The appointed Legal Counsel will supply written submissions and represent ACC at the review hearing.

Triggers & Inputs

TRIGGERS

Starts	Frequency	Volume
Clients review needs to be referred to Legal Services	Ad hoc	Varies

INPUTS

None Noted

Outputs & Targets

OUTPUTS

None Noted

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Process	Review Specialist
Create Bulk Print and Send CIT Task	Process	Review Specialist
Prepare and Attend Case Conference (CC)	Process	Review Specialist

PROCESS LINKS TO THIS PROCESS

Process Name	Type of Link	Assigned Role
Complete Background Review	Process	Review Specialist

RACI

RESPONSIBLE
Roles that perform process activities

Review Specialist

Systems that perform process activities

None Noted

ACCOUNTABLE
For ensuring that process is effective and improving

Process Owner	[redacted]
Process Expert	[redacted]

CONSULTED
Those whose opinions are sought

STAKEHOLDERS
None Noted

STAKEHOLDERS FROM LINKED PROCESSES

Process	Owner	Expert	Process Group
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

---

INFORMED
Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Date	Approver	Type
19-12-2019 (GMT)	[redacted]	Process Expert
19-12-2019 (GMT)	[redacted]	Process Owner
19-12-2019 (GMT)	[redacted]	Promaster

Published on 19-12-2019 (GMT) by [redacted]

Promapp

Refer to Legal Services for external counsel

Historical v1.0

- Give Feedback
- TOOLS
  - Highlight Changes
    - Compare to Current Published Version
  - Export
    - Export Procedure Text

- Map
- Procedure

Summary

Show details

- Process Title

  Refer to Legal Services for external counsel

- Reference no.
- Process Group

  Manage Customer Reviews

- Process Expert

  [redacted]

- Process Owner

  [redacted]

- DisplayType
- Objective

  This process will guide a Review Specialist on when and how to engage in Legal Representation as part of the review process.

- Background

  .

Objective

This process will guide a Review Specialist on when and how to engage in Legal Representation as part of the review process.

Background

.

Procedure

Hide details
PROCESS
Complete Background Review

- **UNASSIGNED**

Show / Hide details
1.0
Consider Legal Services Representation

- **Review Specialist**

---

a
Check if the review should be referred to Legal Services.
SHOW DETAILS NOTE
What decisions should be referred to Legal Services?
WC TAS WC

---

b
Go to Prepare Relevant Documents for Review process
Show / Hide details
2.0
Refer to Legal Services

- **Review Specialist**

---

a
Complete the referral template, attach the completed background review and send to legal.services@acc.co.nz
SHOW DETAILS NOTE
What is the timeframe to refer to Legal Services?
Show / Hide details
3.0
Book Case Conference

- **Review Specialist**

---

a
Coordinate with the assigned External Counsel (once appointed) and the client to schedule a case conference time.
SHOW DETAILS NOTE
What timeframe should a Case Conference be booked within?
SHOW DETAILS NOTE
Who should attend the Case Conference?
Eos

---

b
Once selected, the Review Specialist completes the ACC6239, and arranges the dispatch of the file to the provider and client.
Eos
PROCESS
Prepare and Attend Case Conference (CC)

- **Review Specialist**

PROCESS

Create bulk print and send CIT task

- **Review Specialist**

Show / Hide details

4.0

Manage ongoing correspondence

- **Review Specialist**

---

a

Remain involved to fulfil requests from Legal Counsel (eg seeking further internal information), and arranging the payment of Legal Counsel costs.

SHOW DETAILS NOTE

Who will write the submissions for hearing?

PROCESS

Complete Background Review

- **Review Specialist**

Show / Hide details

1.0

Consider Legal Services Representation

- **Review Specialist**

---

a

Check if the review should be referred to Legal Services.

SHOW DETAILS NOTE

What decisions should be referred to Legal Services?

Show / Hide details

2.0

Refer to Legal Services

- **Review Specialist**

---

a

Create a bulk print selecting those documents in which Legal Services require to provide informed advice or appoint external counsel.

---

b

Complete the referral template, attach the above selected documents and send to legal.services@acc.co.nz

GUIDE

Legal Services Referral Template.docx (loading...)

SHOW DETAILS NOTE

What is the timeframe to refer to Legal Services?

---

c

Go to 'Create Bulk Print and Sent CIT task' process to arrange the preparation of the file for Legal Services.
Show / Hide details
3.0
Book Case Conference

- **Review Specialist**

---

a
Coordinate with the assigned External Counsel (once appointed) and the client to schedule a case conference time.
SHOW DETAILS NOTE
What timeframe should a Case Conference be booked within?
SHOW DETAILS NOTE
Who should attend the Case Conference?
Eos

---

b
Add the appointed External Legal Counsel as a 'non contracted vendor' to Eos as a participant.

---

c
Complete the ACC6239 (Appoint Reviewer) and leave on Eos as 'incomplete',

---

d
Arrange the dispatch of the file to the nominated provider, the client (if they haven't already received a copy) and the selected EC.
Eos
PROCESS
Create Bulk Print and Send CIT Task

- **Review Specialist**

PROCESS
Prepare and Attend Case Conference (CC)

- **Review Specialist**

Show / Hide details
4.0
Manage ongoing correspondence

- **Review Specialist**

---

a
Remain involved to fulfil requests from Legal Counsel (eg seeking further internal information), and arranging the payment of Legal Counsel costs.
SHOW DETAILS NOTE
Who will write the submissions for hearing?
Responsible
Accountable
Consulted
Stakeholders
Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Create Bulk Print and Send CIT Task	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

Triggers & Inputs

Show / hide details

Triggers

None noted

Inputs

None noted

Outputs & Targets

Show / hide details

Outputs

None noted

Performance Targets

None noted

RACI

Show / hide details

Responsible

ROLES AND SYSTEMS THAT PERFORM PROCESS ACTIVITIES

- Roles
  - Review Specialist
- Systems

None noted

Accountable

FOR ENSURING THAT PROCESS IS EFFECTIVE AND IMPROVING

- Process Owner
  - [redacted]
- Process Expert
  - [redacted]
- Risk Managers

None noted

- Approvers

None noted

- Publishers

None noted

Consulted

THOSE WHOSE OPINIONS ARE SOUGHT

Stakeholders

None noted

Stakeholders from Linked Processes

Process	Owner	Expert	Process Group
Complete Background Review	[redacted]	[redacted]	Manage Customer Reviews
Create bulk print and send CIT task	[redacted]	[redacted]	Manage Customer Reviews
Prepare and Attend Case Conference (CC)	[redacted]	[redacted]	Manage Customer Reviews

Informed

THOSE NOTIFIED OF CHANGES VIA DASHBOARD NOTIFICATIONS

All of the above plus:

- [redacted] [System Stakeholders]

Risk and Compliance

Show / hide details

None noted