Actioning an ACC18

We receive ACC18 Medical certificate's from medical practitioners either online (referred to as an electronic ACC18) or by post, fax or email. This process explains:

- *the approach for allocating the ACC18 to an appropriate claim owner from a Service Centre*
- *how short term claim centre (STCC) and branch case owners can approve the incapacity detailed on the form.*

Note that case owners can receive an ACC18 task from a variety of sources that are not covered in this process, including:
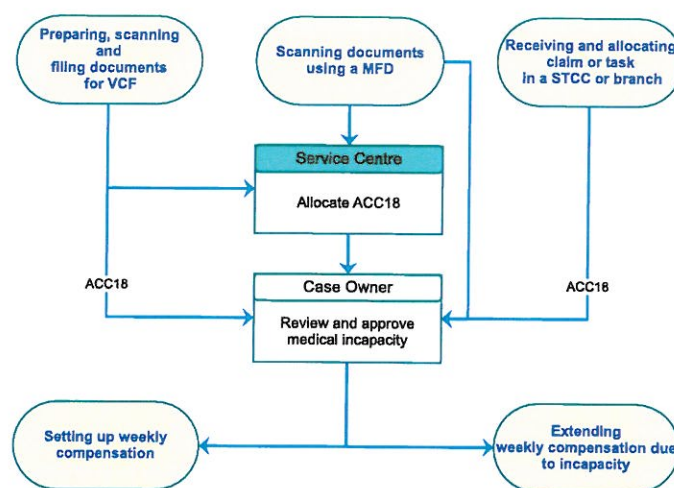
- *from the scanning unit. See Preparing, scanning and filing documents for VCF*
- *by post, email or a branch visit. See Scanning documents using a MFD*
- *via a task from staff in an STCC or branch. See Receiving or allocating claim or task in a STCC or branch.*

Contact   Last review 22 Nov 2013   Next review 22 Nov 2014

Click on a shaded box for instruction details

Show all instructions

Allocate ACC18

Responsibility

Service Centre

When to use

Use this instruction when a new ACC18 task is assigned to the Service Centre administration task queue.

Instruction

Step 1

If the task is in the...	and the electronic ACC18 is attached to...	you must...
Service Centre Administration task queue	a claim belonging to an Accredited Employer	• confirm the ACC18 occurs within Accredited Employer management dates • send the ACC18 to Accredited Employer • close the task
	no claim record and no party record	• complete a comprehensive Eos search to locate the client • contact the provider as soon as possible to check whether an ACC45 has been lodged and whether Return to Work (RTW) assistance is requested • if no request for RTW assistance, create a new client party record if client party is not created within 7 working days of receiving ACC18

If the task is in the...	and the electronic ACC18 is attached to...	you must...
		• assign the task to the client's party record and send to the STCC

What happens next

The case owner completes Review and approve medical incapacity.

Back to process map ↑

Review and approve medical incapacity

Responsibility

Case owner

When to use

Use this instruction when you receive a new ACC18. The way we received an ACC18 can be identified from the "Created by" field:

- if ISSUER, ACC18 was received electronically
- if a name, the ACC18 was scanned and added to Eos by named staff member.

Instruction

Step 1

If ACC18 is received via...	then...
AUTO ALERT: new electronic ACC18 task	• open the task and check the following are attached/updated: • a PDF image of the ACC18 in the documents list • a contact recording receipt of the ACC18 • details of the incapacity in the medical incapacity screen • select the Do Task icon
ALERT: you have mail task (scanned ACC18)	• ensure you have setup the Provider GP details in Party Case Roles • update claim by adding incapacity details, within the Injury tab • go to step 2

Step 2

When you receive a paper ACC18 Medical Certificate follow the decisions below

If...	And..	Then...
the client saw their General Practitioner	there is a Provider-GP Party Case Role on the claim	• Click the "copy" check box in Eos online help to auto populate the Provider ID field • Providers name and address in the Provider description text box
the client saw their General Practitioner	there is no Provider-GP Party Case Role on the claim	• Manually enter the Provider ID number in the Provider ID number field • Provider name and address will display in the Provider description text box
you can't identify the Providers full ID Number		Search and select the Provider from (MFP).The selected Provider ID will auto populate the: • Provider ID number field • Provider name and address in the Provider description text box
you can't identify the Provider full ID number or name		Enter the dummy Provider ID of K5229 in the Provider ID field. The following Provider information will display in the text box:

- Provider not Identified
- Provider Performance
- ACC Healthwise
- PO Box 1696
- Wellington

Step 3

Review the incapacity information provided by the certifying medical practitioner. See how to determine incapacity.

Check the PDF of the electronic ACC18, stored in 'Documents tab', for any additional information. If Return to Work (RTW) assistance is requested, then contact the provider as soon as possible.

Step 4

See Extend a weekly compensation entitlement, Approve medical incapacity.

Step 5

Complete all fields in the 'Add/Edit Incapacity Details' screen.

Check each incapacity period to determine whether abatement applies.

If...	then...
abatement doesn't apply	• set abatement indicator as 'No'
abatement applies	• set abatement indicator as 'Yes' • if abatement doesn't apply for all periods, you must record the reason in the comments field

Step 6

Add any instructions or information for the Weekly Compensation team in the 'Comments' field.

Step 7

Send task to Weekly Compensation team using the 'Send Task? Indicator'.

Step 8

Close the ACC18 task.

What happens next

The Weekly Compensation team will either Set up Weekly Compensation or Extend Weekly Compensation as appropriate.

Back to process map ↑