



Summary

Objective

To ensure we are effectively tracking how a client's recovery is progressing. The process identifies the steps to determine if and what intervention is required to progress a client's recovery when their circumstances change.

It allows us to be proactive in a client's recovery, including identifying if a client is in a vulnerable situation, eg there is a potential threat to their safety, health, or wellbeing. If you're working on someone's claim and recognise the signs that they may be in a potentially vulnerable situation, you must immediately report your concerns to your manager so decisions can be made about reducing the chances they will come to harm.

Background

Track recovery identifies changes that occur during the different stages of recovery. Injury recovery can proceed through four key stages: acute, rehabilitation, adaption and stable. Healing can progress backward or forward depending on internal and external factors.


In many circumstances when the Recovery Plan is created, the client circumstances change, for example the client is not coping with job loss, is suffering pain, or there are concerns and/or requests for supports or information. Track recovery identifies the triggers that will help us to proactively respond to a client's needs and take the required action or interventions. There are many different types of referrals and assessments and each one of these has an opportunity to proactively inform when intervention is required. Examples include treatment reports, vocational rehabilitation and independence reports, social rehabilitation, inbound contact, eg regarding a change of circumstances, such as not managing, job loss, pain, concerns and/or requests for supports, or information received indicating ACC or a client may be in breach of legislative compliance, such as code complaints, review, fraud, etc.

While providing support to our clients, we may identify that they are at risk. It is important to understand how to respond to vulnerable situations. Vulnerable situations for clients come in many forms. Sometimes the potential for harm comes from the addictions, mental health conditions, or aggressive or anti-social behaviours the person exhibits. Sometimes it is the person's poor health or medical conditions in combination with the conditions they're living in. Sometimes the potential harm comes from others the person is living with.

Owner [Out of Scope]

Expert [Out of Scope]

Procedure

-  **PROCESS** **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Identify change of client's circumstances

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Receive information for changes in circumstances via email, fax, inbound mail, digital, face to face or phone call from the client, providers, vendors, general practitioner (GP), employer, family members, whanau, associates, safe contact person, clinical staff member or advocate.


NOTE What information can indicate a change in circumstances?

- recovery milestones are not met
- updated or new supports required
- change in diagnosis
- additional diagnosis
- needs and level of support from ACC has increased or decreased
- client is planning to return to work
- change in employment circumstances
- recovery complication, ie infection.
- a new ACC18 has been received post the client returning to work
- client has been transitioned to a different Recovery Team
- new claim received

NOTE What if the Client advises you they have resigned, been terminated or received redundancy?

- If it is a work injury, and the client has now lost their job:
- 1) Add the same employer as a second employer participant
 - 2) Update them to previous
- This ensures the employer stops receiving incapacity updates via their MyACC4B account

 Add an Employer to a Claim


 Client resigns, loses job / termination, is made redundant

NOTE What if the change of client circumstances is a new claim being received that requires cover to be assessed?

Refer to the GUIDELINES Assessing claim for cover in Recovery Team to identify the actions you will need to complete on both claims.

NOTE What if you receive information that confirms a client is no longer entitled to receive a support or entitlement?

Go to Stop Supports.
 **PROCESS** Stop Supports

 GUIDELINES Assessing claim for cover in Recovery Team

NOTE What if the client's claim is in Enabled Recovery?

Clients streamed to Enabled Recovery do not require a Welcome Conversation and can self manage by either using MyACC or by calling us when they need support.

If a client calls us to set up weekly compensation or supports, you can set up these for them by completing (only) the relevant sections of the Welcome Conversation in Salesforce, however please encourage them to continue to self-manage via MyACC.

If a client is having trouble with MyACC, go to MyACC for Client process to support them.

Task management

It is not mandatory to have an open task or Recovery Plan on Enabled claims. If you receive a task via Salesforce such as MyACC or Electronic Medical Certificate, you would action the request appropriately and then close the task in Salesforce.

If you are unclear on whether the client should be in Enabled or Assisted Recovery, refer to the transition guidelines in Transition Claim process.

PROCESS Invite Client to MyACC

NOTE What if you receive information from Integrity Services?

Integrity Services might pass on information they receive about a client that doesn't warrant an investigation from them but may be useful for the management of the client's recovery.

In these cases, you will receive a "Contact Party" task from Integrity Services, requesting that you contact them to discuss the information. After discussing with Integrity Services, you can continue to follow the Track Recovery Process to determine how to proceed, as with any new information received about a client.

It is crucial that you do make and maintain contact with Integrity Services when acting on information that they have passed on. While it may not be a matter as serious as fraud, there still may be a delicate situation that Integrity Services can advise you how to handle. For example, it is important that you do not breach the anonymity of whoever has provided the information when in contact with the client.

Identify Claims for Rapidly Deteriorating Clients

? Is your client at risk?

Recovery Assistant, Recovery Coordinator, Recovery Partner

YES.... **PROCESS** Respond to Clients in Vulnerable Situations

NO.... Continue

2.0 Review claim information

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Decide if the client is being supported in the most appropriate way for their goals and needs.

NOTE What if information indicates the claim needs to be transitioned to another Recovery Team?

Go to Transition Claim process to determine if the claim should be transitioned.

PROCESS Transition Claim

NOTE What information should be reviewed if claim is transitioned from Assisted Recovery?

Go to Transitioned Client Claim Review to review the appropriate information when a claim is transitioned into Supported Recovery or Partnered Recovery

Transitioned Client Claim Review

b Review client information:

- Check if the client has an identified language need.
- Confirm who is the best person to speak with. If your client has a complex injury, this may be family/whanau, a clinical staff member or a safe contact person.
- Review recent contacts to minimise the client repeating themselves.

c Review the medical certificate details:

- Check if the client is employed, and whether they are off work or currently working.
- Review medical certificates and understand how their recovery is progressing.
- Understand the Expected Claim Outcome (ECO) for the client's injury.

Refer to the information below - Supporting Recovery at work - to consider how to support your customer at work.

NOTE What if the medical certificate indicates a change to your client's ability to work, including a return to full-time work?

In Eos, update the incapacity details to ensure weekly compensation payments are correct. For details about eligibility and steps to follow, go to the Maintain Weekly Compensation process.

PROCESS Maintain Weekly Compensation

NOTE What if the client is planning to return to work part-time?

In Eos, review and update the incapacity details to adjust weekly compensation details. Review income and weekly compensation details to adjust amount paid going forward. Go to the Manage Abatement in Eos process.

PROCESS Abate Weekly Compensation - Simple requests

NOTE What if the medical certificate indicates this is a subsequent incapacity?

Refer to the Policy below to determine this is a 'Date of Subsequent incapacity'. If eligible, go to Conduct Recovery Check-in Conversation process.

PROCESS Conduct Recovery Check-in Conversation

Subsequent Inability to Work (Subsequent Incapacity)

NOTE What if the provider indicates on the medical certificate 'Support needed to stay at work/ return to work'? (Task 'AUTO Alert: RTW Request - ACC18 Incapacity' or 'AUTO Alert: RTW Request - ACC18 No Incapacity')

- Contact provider to discuss request if it isn't clear what they are asking for
- Check the claim to see if vocational rehabilitation support is already in place and that client is eligible.
- If the client already has vocational support in place then you do not need to do anything else with this request and the task can be closed with no further action.

Consider the following actions and decide which is most appropriate for your client:

- If there is no support in place and the client and employer are managing a return to work between themselves, consider checking in on how this is going and whether they need further support.
- If this is a change in incapacity for the client; if they have moved from 'fully unfit' to 'fit for selective work' then this could suggest vocational rehabilitation is ready to begin. Consider whether they need our support to do this.
- If the client has the functional capacity to engage in return to work activities. Do the client and employer need support to explore this?
- Consider whether your client still holds employment. This will determine what type of vocational support we put in place if any is needed.
- Ensure to close the loop with the certifying treatment provider via email if you haven't had contact yet to say what you've done following their med cert

If Stay at Work support is required:

-  **PROCESS** Set Up Stay At Work Support

NOTE What if the provider indicates on the medical certificate 'Clinical Review of Patient's fitness for work needed'? (Task 'AUTO Alert: RTW Request - ACC18 Incapacity' or 'AUTO Alert: RTW Request - ACC18 No Incapacity')

- Review the cover on the claim and whether we are clear on the reason for the clients ongoing incapacity.
- Contact the certifying treatment provider to understand what their concerns are and what they feel needs to be addressed.
- Once the concerns/barriers are clear, consider what ACC interventions might overcome these barriers.

NOTE What if the provider indicates on the medical certificate 'ACC to contact me'? GOV 032739

- Contact the provider to understand their request
- In Salesforce, create a contact action
- Record outcome of the conversation in the contact action
- What if you are unable to contact the provider?
 - In Salesforce, create a future contact action
 - Record the provider name and reason for the contact, ie 'ACC18 indicated ACC to contact (insert provider name), unable to contact provider, follow up contact with provider required
 - Set due date for 5 working days.

- d** Review or confirm existing cover decision(s). Cover must be reviewed whenever you receive new information or a request for an additional entitlement. This can occur at any stage during the life of a claim.

NOTE What do you need to consider?

- Understand what the injury is and how it happened.
- Has there been a change in diagnosis?
- Is there an additional injury on an existing claim?

For more information on the 'Confirm existing cover decision', refer to the web link below.

-  [Confirming Existing Cover Decision](#)

3.0 Review Recovery Plan

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** In Salesforce, review the Recovery Plan details and where the client is in their recovery, eg the client's goals, Recovery status life area details including their current treatment plan, supports, work status, medical certificates and any potential recovery obstacles that you will need to check on.
- b** Identify any obstacles. During the client's rehabilitation journey, there may be flags or barriers that can potentially impact on their recovery pathway. When we identify these, they are known as obstacles. These should be noted in the Life Areas in Salesforce.

NOTE How do you identify flags and barriers?

Refer to the 'Identifying obstacles to recovery' section of the Recovery Management Guide for details.

-  [NG GUIDELINES Recovery Management](#)

NOTE Is the client in the correct team?

Go to Transition Claim process for further information.

-  **PROCESS** Transition Claim

- c** Review open tasks.

NOTE What are the Task Management Principles?

Refer to the Recovery Management Guide for these principles.

-  [NG GUIDELINES Recovery Management](#)

4.0 Contact key participants in the client's recovery

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Receive tasks.

NOTE What to consider for outgoing call interactions?

Almost all our outgoing call interactions are planned, and we are reminded to have these interactions through tasks. These are often scheduled contact tasks, with information to support the interaction.


b Prepare for interaction.

NOTE Why do we need to prepare before holding an interaction?

Before we speak with a key participant it is important to ensure we have authority from the client and have checked the safe contact, this helps us to start thinking about:

- 1) the information we want to share
- 2) the information we need to collect
- 3) what we might want to ask during the call
- 4) what support the client might need at this stage in their recovery
- 5) check if there is an alternative or a safe contact.


If you need to gather further information, refer to the web link below.

 Gather Additional Information or Advice

c Determine if a face-to-face meeting is required.

NOTE What are the guidelines if the conversation is to be a face-to-face conversation?

Assess the suitability of having a face to face meeting. Go to the process below, and refer to Client Face to Face Meetings guidelines to determine if a meeting is required.

 **PROCESS** Arrange Face to Face Client Meeting

d In Salesforce, if you have identified that you will be collecting medical or other information, confirm that the client has provided authority.


 View Client Consent

NOTE What if the client has not granted ACC authority to collect medical and other records?

You will need to obtain the client's authority to collect medical and other records. Go to the process below.

 **PROCESS** Obtain Client Authority to Collect Information

e Contact the participant and initiate the interaction. If contacting a participant or a person with Authority to Act (ATA) for them, perform the relevant identity check to confirm you are speaking to the right person.


 Identity Check Policy

NOTE What if the participant advises they are unable to have the conversation now, or during the conversation they are unable to continue?

Agree a date to continue, and update the due date in the task to this date. Add a note in the description field of the task advising the conversation was paused and needs to be completed.


NOTE What if the client's employer is a Third Party Administrator or an accredited employer?


Go to the process below.


 **PROCESS** Identify and Transfer Work-Related Injury Claim to Accredited Employer (AE)

NOTE What if you can't establish contact?

- Attempt a maximum of 2 contacts over 2 full working days before leaving a voicemail or sending a notification to request client contact.
- If you are unable to reach the client, extend the task for additional 2 working days and note in the task description that this is the 2nd attempt to contact the client.
- On the task due date and if there is been no response from the client to the voicemail or notification, send the CM04 - Advise client that you were unable to reach then by phone letter.
- Extend the task date as appropriate to take into account postal delivery and note in the task description this is the 3rd attempt to contact the client and the CM04 letter has been sent.
- On the task due date and if there is no contact from the client and they are continuing to receive support, seek internal guidance to determine next steps.
- If you're in Partnered and no contact is made with the client after three attempts, you must contact the provider, GP or other verified contact on the claim.

 What to say in a voicemail message

 Decline Entitlement When Client is Non-compliant Policy

 CM04 Advise claimant that you were unable to reach them by phone

NOTE How can you confirm client contact details?

Consider the following options:

- check details on the ACC45
- check the latest ACC18
- contact the client's treating provider
- contact the client's employer.

f Identify any obstacles.

Obstacles may be identified during a conversation with a client, provider or employer or via correspondence received, such as medical reports, provider assessment reports or emails. We can also identify psychosocial obstacles through asking the 'How are you coping gauge' questions.

NOTE Identifying obstacles during interactions

Client – Each communication with our client, either verbal or written, is an opportunity to identify any obstacles that have arisen during the client's journey. Our interactions with our clients need to be proactive and outcome focused, not process driven, so that we can build a valuable relationship with our clients. This results in them getting the right support from us at the right time to address any obstacle.

Provider – Providers play an essential role in a client's recovery. We empower the provider and give them a clear understanding of the client's treatment and support. Providers, as part of their role, are continually assessing and treating clients. They gather valuable information by identifying obstacles. From time to time we will refer to providers to help us address the obstacle.

Employer – Employers play an essential role in being the gatekeeper to re-entering the place of employment. By encouraging the employer to become involved in the rehabilitation planning, they can communicate with us any past and/or present examples of obstacles they have encountered.

5.0 Print Recovery Plan

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a If your client has requested a copy of their Recovery Plan, confirm how they want to receive this.

Ensure that the client has agreed to each specific intervention in the Recovery Plan. Agreement to interventions must be evidenced in contact notes either following discussions with the client/ATA or email. This means that the client's signature is not required on the printed Plan.

An employer must be given an opportunity to participate in the preparation of the Recovery Plan, however it does not mean they need to see a copy of the plan. Ensure you do not show any sensitive client information to the employer. Check all auto-populated fields and remove data as necessary. Where there is a sensitive claim we must follow directions by the client and not involve the employer.

- b Generate a copy of the Recovery Plan for the client.

NOTE How do you generate a copy of the Recovery Plan?


Click Send PDF to Eos on the Salesforce Recovery Plan.

Result: This will generate ACC7979 form.

- c Arrange to send your client a copy of their Recovery Plan.

NOTE What if the client wants the Recovery Plan sent to them by email?

Follow the Emailing from Eos – System Steps.

 NGCM - FINAL Emailing from Eos - System Steps

NOTE What if the client wants the Recovery Plan sent to them by mail?

Refer to 'Send letters from Client Recovery and Claims Assessment'.

 Send letters from Client Recovery and Claims Assessment


6.0 Determine next steps

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a In Salesforce, update the plan with the new information or outcome of the interaction.

NOTE How do you update the Recovery Plan?

Go to Create or Update Recovery Plan process.

 **PROCESS** Create or Update Recovery Plan

- b Assess the information in the Recovery Plan and determine if the next step is clear and obvious.

 Vocational Services Roadmap


NOTE What if you need help to determine next steps of the client's recovery?

Talk to your Team Leader first, then use the Recovery Support Decision Tree to help with next steps.

 Recovery Support Decision Tree


NOTE What if you need clinical information to help complete the client's recovery plan?

Go to Request Clinical Records process.

 **PROCESS** Request Clinical Records

NOTE What if your client requires an assessment to allow more information to be gathered about their injury or recovery needs?

Go to Arrange Medical Single Discipline Assessment process.

 **PROCESS** Arrange Medical Single Discipline Assessment

- c Consider if your client needs to be transitioned to another team as your client is either tracking ahead or behind their Recovery Plan.

NOTE What if your client needs to be transitioned to another team?

Remember to align the due date for Recovery Check-in conversations with key milestones.

Go to Transition Claim process.

 **PROCESS** Transition Claim

- d Determine the type of support required to help your client to achieve their recovery goal(s) and confirm their eligibility. Consider our Decision-making principles in the Recovery Management Guide.

To find details about how to create tasks for other types of financial supports, search for the support type in Pro-mapp (eg lump sum, independence allowance, HCSS payments).


 NG GUIDELINES Recovery Management


NOTE What if you need to set up supports for the client?

If you need to:

- set up social supports for the client, go to Manage Social Interventions / Supports web link.
- set up vocational supports for the client, go to Manage Vocational Interventions / Supports web link.
- respond to a treatment request, go to Manage Treatment Interventions / Supports web link.


 Manage Social Interventions / Supports

 Manage Vocational Interventions / Supports

 Manage Treatment Interventions / Supports

NOTE What if you need to set up weekly compensation for the client?

Go to the Request Set Up of Weekly Compensation Payments process.

 **PROCESS** Request Set Up of Weekly Compensation Payments


NOTE What if you need to reinstate Weekly Compensation?

In Eos, at ACC45 level, complete the reinstatement information in the Non Standard WC Setup Eform, (documents tab, stand alone eform category). Then create a Setup weekly comp Entitlement task (the eform is linked automatically). The task auto routes to the Centralised Weekly Compensation queue.

- e Determine if your client is unlikely to be able to return to their pre-injury occupation due to their injury, or if they are vocationally independent.

NOTE How do you arrange an IOA to identify the types of work that may be appropriate for the client?

Go to Arrange Initial Occupational Assessment process.

 **PROCESS** Arrange Initial Occupational Assessment (IOA)

- f Determine if your client no longer needs support.

NOTE What if the client has confirmed they don't require any supports?

Go to Stop Supports.

PROCESS Stop Supports

- g** Respond to a notification that the client has passed away. You may be notified that the client has passed from contact with either a family member, provider or via death notices.

NOTE What if you are advised the client has passed away?

Refer to the Record Date of Death process below.

PROCESS Record Date of Death

NOTE What if you are advised that the client has passed away due to (or possibly) as a result of their injury?

This will require investigation by Cover Assessment. You will need to:

- Add a contact in Eos recording the details of the notification (ie date of death, who advised of the death and their relationship to the client, who the key family contact would be (and their contact details) and what you have been notified as being the cause of death).
- Go to Stop Supports process to stop any supports.
- RTM to provide ACDIS01 and ACC21 to the clients' family or representative and provide the contact number for the representative to call when they are ready 0800 222 075. Internal hotline 87917 or V_CAS_FATALS in Genesys if they wish to speak to someone now

PROCESS Stop Supports

RELEASED UNDER THE OFFICIAL INFORMATION ACT



Summary

Objective

We must have very good reasons to release information about a client to any other person or organisation. Principles 10 and 11 of the Privacy Act 2020 (Privacy Act) set out how we can use and disclose the client information that we've collected.

Owner [Out of Scope]

Expert [Out of Scope]

Policy

1.0 Rules

- a** We may only use or disclose information for the purposes that we collected it for. Once we've obtained personal information for one purpose we cannot use or disclose it for another purpose.

Personal information should not be used or disclosed outside of the normal purpose (i.e. claims management), without consulting with the Privacy team.

We are able to disclose client health information to parents or guardians of clients under the age of 16 where a duty of care exists. Once a client is over the age of 16 we must not disclose information to their parents or guardians unless an Authority to Act is obtained. Please see "Disclosure may be contrary to the interest of a person under 16 Policy" for more information.

Screen captures of Eos information or from other internal systems, taken with the Snipping Tool, are useful for purposes such as training material or raising queries to Helpdesk; however you must take care to remove/black out any personal information (e.g. names, DOB, contact details, accident description, employment). Use the Snipping Tool to grab only the information you need to copy, then paste it into a new document or email. If possible use Sandpit or a training environment rather than the live environment.

For further advice, particularly if you wish to send information externally, please consult with the Privacy team.

- Disclosure may be contrary to the interest of a person under 16 Policy
<https://au.promapp.com/accnz/Process/626edb08-ce>

2.0 Exceptions

- a** Under the Privacy Act, Section 22, Information Privacy Principles 10 and 11, we may use or disclose information for a different purpose if we reasonably believe that it's necessary. These situations include:
 - to assist legal proceedings and investigations
 - to avoid a serious and imminent threat to public health or safety, or the life or health of the individual concerned.

If you are unsure whether an exception applies, please contact the Privacy Team.

For details see Complete information privacy principles.

- Complete information privacy principles

3.0 Disclosing information to employers

- a** There are limits to what information we can disclose about a client to their employer. In general, we may only disclose information about work-related injuries to employers.
 - You may only disclose client information to their employer if it's about a specific work-related injury
 - Do not disclose information about a non-work injury to an employer, unless you have the client's consent to do so
 - Encourage the client to provide any relevant information to the employer themselves.

Please see "Disclosure of clients' health information to employers Policy" for more information.

- Disclosure of clients' health information to employers Policy
<https://go.promapp.com/accnz/Process/9841edd8-7c>
- Privacy Hub - What information can we give an employer
<https://accnz.sharepoint.com/sites/PrivacyHub/SitePa>

4.0 ACC45 Injury claim form

- a** You must take particular care when the employer information provided on an ACC45 is incomplete or confusing. If you are unsure, contact the client to confirm their employer.

If the employer is a 'franchise' employer, you must make sure you have the correct employer location. If needed, seek further clarification from the client.

NOTE Example

McDonald's Wellington could mean any McDonald's outlet in the Wellington city area, not just the central city location.

5.0 Work-related injury notifications

- a** If we send a work-related injury notification to an incorrect address this is still a breach of the client's privacy, even if we've taken reasonable care to locate the correct employer.

Where an employer denies that a claim is work-related, there is no breach if we've notified the correct employer.