

20 July 2017

Karl Bloxham
Email: fyi-request-6072-35553961@requests.fyi.org.nz

Dear Mr Bloxham

Official Information Act Request

Thank you for your request of 27 June 2017 asking for information under the Official Information Act 1982 (the Act), in relation to processes when an ACC client on weekly compensation has died. Please find our responses to your questions (*italicised*) below.

'I request the process in which ACC are notified of a death to a person who is receiving weekly compensation, ie by the deceased's doctor, forms completed and the codes used by the doctor.'

'I request the process in which ACC are notified of a death to a person who is receiving weekly compensation, ie by the coroner, forms completed and the codes used by the coroner.'

ACC would usually be informed of a client's death by a family member, although in some cases a care provider or GP of the client may do this. There is no specific process in relation to this. Accordingly, we decline this part of your request under section 18(e) of the Act, as the information does not exist.

Having said that, there are obligations on health providers to report health and safety incidents to ACC, which have resulted in death, or serious injury and illness. The following link provides further information on this:

<https://www.acc.co.nz/for-providers/report-health-safety-incidents/>

'What is the process ACC do in closing the currently active file when advised of the claimant's death and the codes used.'

The process for updating a client's claim following their death is provided in the document *Recording date of death*. This includes instructions on:

- Verifying the client's death
- Stopping entitlements
- Updating the claim file

Please find this document attached. Please note, we have removed an ACC staff member's name from the document to protect their privacy. This decision is made under section 9(2)(a) of the Act. In making this decision we have determined that withholding this information is not outweighed by public interest in making it available.

'Who does ACC communicate with once they have been made aware of a claimant on weekly compensation Death.'

This will depend on the individual circumstances. In some cases an ACC case manager will contact the family to offer condolences (for example for serious injury clients, when there has been ongoing support by a case manager).

ACC will also contact the family member or representative who is the executor of the deceased client's estate, in cases where there has been equipment loaned to the client or overpayments of weekly compensation.

ACC is happy to answer your questions

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

Government Engagement and Support

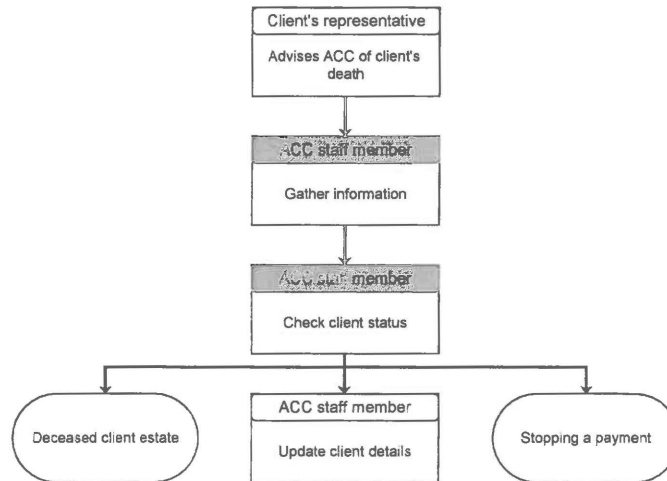
Encl: *Recording date of death*

Recording date of death

If you find out an ACC client has died, use this process to make sure the Eos party record is updated as soon as possible so no further correspondence will be sent to the client.

Contact [REDACTED] Last review 26 Apr 2016 Next review 26 Apr 2017

Click on a shaded box for instruction details



Show all instructions

Gather information

Responsibility

ACC staff member

Before you begin

The responsibility for the monthly production of the Accurate Client Information (ACI) 'Date of death exception report' from In Fact lies with Business Intelligence Services.

When to use

Use this instruction when you're advised a client has died. You may learn of a client's death from:

- a formal contact, eg a client's friend or relative contacting ACC via email, letter or telephone
- an informal situation, eg a client's friend or relative meeting an ACC employee outside of work
- the ACI client 'Date of death exception report' that's automatically generated from In fact each month (after the 8th) and actioned by the Registration team.

Instruction

Step 1

If the client's death is notified by the...	then...
client's friend or relative	gather as much information as possible including: <ul style="list-style-type: none"> • the client's name and address • any further identifying information • the name and phone number of the person who advised us of the client's death • the relationship of the person to the client
ACI client 'Date of death exception report' (In fact)	go to Check client status

Step 2

If you...	then...
use Eos	go to Check client status
don't use Eos	<p>email isc.administration@acc.co.nz to advise the Client Contact Centre (CCC) that a client has died. Make sure you:</p> <ul style="list-style-type: none"> • include any details you have gathered about the client and the person who advised us • attach any supporting documentation

What happens next?

Go to Check client status

[Back to process map ↑](#)

Check client status**Responsibility**

ACC staff member

When to use

Use this instruction when you've been advised a client has died to determine if the deceased client has further claims or entitlements.

Instruction**Step 1**

Open the [client's Party record](#) in Eos.

Step 2

Check if there is current activity or payments on any of the listed claims for the client.

If there is...	then...
a case owner assigned or any activity or ongoing payments	<ul style="list-style-type: none"> • contact the case owner and inform them of the client's death • create and send a 'contact party' task to the case owner so that they can update the date of death. This may require Stopping a payment • include any details you've gathered about the client and the person who advised us • attach any supporting documentation • this process ends
an Independence Allowance/Lump Sum (IA/LS) payment that has been made after date of death (DOD)	<ul style="list-style-type: none"> • forward details to the IA/LS Unit asking them to check the validity of the payment made • the IA/LS team will independently check the DOD Exceptions report from InFact for all payments made after date of death • go to Update client details
no managed claim but a payment has been made after the DOD	<ul style="list-style-type: none"> • check whether the payment applies to a treatment or service completed prior to the DOD or Review actions post DOD • if needed, forward details to the Payments team or case manager at the time the payment was authorised to investigate the validity of the payment made • go to Update client details
no activity on the claim	go to Update client details

[Back to process map ↑](#)

Update client details**Responsibility**

ACC staff member

When to use

Use this instruction to update the party record of a deceased client in Eos after checking the client's status.

Instruction**Step 1**

Open the client's Party Record in Eos and:

- select 'edit party details'
- update the deceased status to 'Deceased'
- update the date of death
- update the clients title to 'Est'
- select 'Ok' to save changes.

Step 2

Create a 'Contact' and include as much information as you have about the situation, the client and the requestor (if relevant). If the information came via email, copy this into the 'Contact' or upload the email using the email toolset.

Step 3

Log any relevant documents in the Eos Party Record.

What happens next?

This process ends.

[Back to process map ↑](#)