

17 December 2019

Bridget Morison

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Tēnā koe Bridget

Your Official Information Act request, reference: GOV-002685

Thank you for your request of 20 November 2019, asking for the following information under the Official Information Act 1982 (the Act):

Please provide all relevant information including guidelines, decision flows / maps etc used by staff:

- 1) when determining which codes / categories are to be used on the ACC6239 form sent to reviewers, including broader definitions of those codes/categories (eg differentiation between Z5 and Z6 etc)*
- 2) when to and how to update those codes during the review process, and who has that responsibility eg Review Specialist*
- 3) What other information and correspondence you send to the reviewer regarding a claimants ACC6239*

Choosing review codes and categories

The review category codes are selected in the first instance by ACC's Review Coordinators when logging a review in our claims management system (Eos). A guide on how a review process is logged in Eos is attached to this letter as an appendix (Document 1). The review code and category are entered in to Eos under the 'Review lodgement details' section and are selected from two drop-down menus: 'Category' and 'Code Description' (see step 8 of Document 1).

Once a review is logged in Eos, the review process is assigned to a Review Specialist who, at the appropriate stage in the review process, will fill in an ACC6239 Instruction for Review Provider form (Document 2 of appendix). The applicable review category, and accompanying code, is selected from a drop-down option in the ACC6239 (see section 2 – review details). A list of those review categories and codes is attached as Document 3 of the appendix.

Changing the selected review codes and categories

A Review Specialist may choose to update the review category at the stage of filling in the ACC6239, and this might differ from what was originally logged in Eos. At the point which an ACC6239 is created, a Review Specialist will have completed a background review into the case at hand and will have a good understanding of the matters relating to the review, and of which review code is most applicable.

When a review is referred to a reviewer, the reviewer can also choose to re-categorise the review. The review category and code have no effect on the outcome of the review and are used only for invoicing purposes.

Information accompanying the ACC6239

Alongside the ACC6239, a Review Specialist will select and provide the documents from a client's claim file that relate to the review, for the consideration of the reviewer. In some cases, a client will request their full file to be sent to the reviewer for consideration, which ACC is happy to accommodate.

Document 4 of the appendix is a copy of the Relevant Documents checklist that is used to determine what supporting client information is sent to the reviewer.

How you can reach us

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā



Sasha Wood

Acting Manager Official Information Act Services

Government Engagement & Support

Encl. Reference Guide – Eos Review Lodgement steps, ACC6239 Instruction for Review Provider, list of review codes, Relevant Document Checklist