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	company		
<b>7.12.11</b>	<b>Payment by ACC outside the scope of statutory entitlements. (Previously wrongful action)</b>		
	Up to \$2,000	Operational Unit Manager	
	\$2,000 to \$20,000	Principal Advisor, Office of the COO	On the recommendation of: Technical Specialist  In consultation with: Legal Services
	\$20,000 to \$50,000	Chief Operating Officer	In consultation with:  Principal Advisor, Office of the COO  Legal Services
	Over \$50,000	Chief Executive	On the recommendation of: Chief Operating Officer  In consultation with;  Legal Services  Principal Advisor, Office of the COO
	Decline a request for a Payment outside the scope of statutory entitlements	Principal Advisor, Office of the COO	On the recommendation of: Technical Specialist
<b>7.12.12</b>	<b>Offences</b>		
	Recommend prosecution if a claimant has committed an offence against ACC	Claimant Fraud Investigations Manager	In consultation with: Senior Examining Officer – Claimants  Claims Officer

	Decision description and scope	Final decision-making authority	Consultation
			Service or Processing Centre Manager Team Manager
<b>7.12.13</b>	<b>Lump sum compensation</b>		
	10% to 100% Whole Person Impairment	Team Leader / Team Manager – Independence Allowance/Lump Sum Unit	In consultation with: Corporate Medical Advisor when necessary*
<b>7.12.14</b>	<b>Approval of Delegations for Pilot Programmes up to six months duration</b>		
	Up to six months duration	Head of Provider Service Delivery	In consultation with: Programme Manager
<b>7.12.15</b>	<b>Security guards for a provider's location</b>		
	Up to 20 hours per week	Case Administrator  Case Administrator – Sensitive Claims Unit	
	Up to 40 hours per week	Case Coordinator Case Manager  Service Co-ordinator - Sensitive Claims Unit	
	Up to 50 hours per week	Team Manager	

# 7.14 Approval for payment of claims-related invoices and reimbursements

	Decision description and scope	Final decision-making authority	Consultation
7.14.1	<b>Medical fee transactions handled via MFP</b>		
	For Vendor payment or Client reimbursement		
	Note: Initial control is around purchase order approval, as per the delegation to purchase goods and services for claimants listed above.		
	Note that invoices not covered by a purchase approval or under regulation must be approved by a person who has the delegation to approve the original purchase or entitlement.		
	Manual Invoice Line	Role Name	MFP Security Group
	Line value of manual invoice up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Line value of manual invoice \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Line value of manual invoice above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>Manual Invoice Total</b>		
	Total value of manual invoice up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments

	<b>Decision description and scope</b>	<b>Final decision-making authority</b>	<b>Consultation</b>
		Customer Service Representative (Provider Contact Centre)	
	Total value of manual invoice \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Manual schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>Manual Schedule Line</b>		
	Manual schedule line up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Manual schedule line \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Manual schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>Manual Schedule Total</b>		
	Manual schedule up to \$200,000 in total	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments 178 - MFSP Team Manager



	<b>Decision description and scope</b>	<b>Final decision-making authority</b>	<b>Consultation</b>
	Manual schedule above \$200,000 in total	Centre Manager	432 - MFS Manager Payments Processing
	<b>Electronic Schedule Line</b>		
	Electronic schedule line up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Electronic schedule line \$20,000 - \$100,000	Team Manager Team Leader	178 - MFSP Team Manager
	Electronic schedule line above \$100,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>Electronic Schedule Total</b>		
	Electronic schedule up to \$200,000 in total	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment Customer Service Representative (Provider Contact Centre)	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments 178 - MFSP Team Manager
	Electronic schedule above \$200,000 in total	Centre Manager	432 - MFS Manager Payments Processing
	<b>Client Reimbursement Line</b>		
	Total line value of Client Reimbursement up to \$1,000	Claims Officer Entitlements Claims Officer Treatment Claims Officer Payments	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments

	<b>Decision description and scope</b>	<b>Final decision-making authority</b>	<b>Consultation</b>
	Total line value of Client Reimbursement up to \$50,000	Team Manager Team Leader	178 - MFSP Team Manager
	Total line value of Client Reimbursement above \$50,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>Client Reimbursement Total value</b>		
	Client Reimbursement total value up to \$20,000	Claims Officer Entitlements Claims Officer Payments Claims Officer Treatment	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
	Client Reimbursements total value up to 50,000	Team Manager Team Leader	178 - MFSP Team Manager
	Client Reimbursements total value above \$50,000	Centre Manager	432 - MFS Manager Payments Processing
	<b>GST and Invoice Errors</b>		
	Correction of GST errors & obvious errors in invoice calculation	Claims Officer-Payments	177 - MFSP Payment Processing 217 - MFSP Elective Surgery Payments
<b>7.14.2</b>	<b>Accredited Employer Reimbursements and Employer Reimbursement Agreements</b>		
	\$0 - \$20,000	Specialist Payments Officer Entitlement Payments Officer Claims Officer Entitlements Accidental Death Unit	
	\$20,000 - \$50,000	Branch Manager Team Manager Service or Processing Centre	

	<b>Decision description and scope</b>	<b>Final decision-making authority</b>	<b>Consultation</b>
	\$50,000 - \$500,000	Head of Client Service Delivery	
	\$500,000 - \$1 million	Chief Operating Officer	
	\$1 million+	Chief Executive	
<b>7.14.2a</b>	<b>Department of Work and Income Reimbursement Agreements</b>		
	\$0 - \$20,000	Specialist Payments Officer Entitlement Payments Officer Claims Officer Entitlements Accidental Death Unit	
	\$20,000 - \$500,000	Unit Manager Team Manager Service or Processing Centre	
	\$500,000 - \$1 million	Chief Operating Officer	
	\$1 million+	Chief Executive	
<b>7.14.3</b>	<b>Credit note approval: Delegations as per invoices (see above)</b>		
<b>7.14.4</b>	<b>Accredited Employer Insurer Reimbursements for Gradual Process Claims, Cost on Returned Claims, and Shared Responsibility (MFP service items INRE1, INRE2 and INRE3)</b>		
	Up to \$500,000	Insurer Liaison Manager	
	Over \$500,000	Chief Executive	In consultation with: Insurer Liaison Manager