

Ref: 0050868



16 November 2017

Mr David Lawson
Fyi-request-6743-716fd2e4@requests.fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your request of 23 October 2017, asking for the following information under the Official Information Act 1982 (the Act):

Section 49 of the Accident Compensation Act 2001 states;

49 Treatment provider lodging claim on behalf of person

A treatment provider lodging a claim under section 48 on behalf of a person must lodge the claim promptly with the Corporation after the person has authorised its being lodged.

It would be greatly appreciated if you would provide ACC's official policy and written procedures that ACC staff undertake to keep the client, whose claim has been processed by their treatment provider informed of;

1. ACC's acknowledgement of the treatment providers section 48 lodgment of claim and the specified time frame in days ACC have to provide written confirmation to the treatment providers patient/client that ACC acknowledges the claim has been registered with ACC.

2. All other written communication that the ACC are required to provide to keep the person informed of claims progress through to the provision of ACC's decision letter of claim acceptance/declinature to the person and the time frames provided under ACC policy/Procedure/Act.

Our response

ACC is not required to acknowledge lodgement of a claim, nor provide written confirmation that the claim has been registered. Neither is ACC required to keep a client informed of a claim's progress prior to issuing a cover decision. Accordingly, there are no policies or procedures in place for this.

Your request is declined because the document alleged to contain the information does not exist. This decision complies with section 18(e) of the Act.

We refer you to section 50 of the Accident Compensation Act 2001 which sets out ACC's responsibilities after a claim is lodged.

Sections 54, 56, and 57 of the Accident Compensation Act 2001 set out ACC's responsibilities with regard to making cover decisions and the steps taken to action a claim.

These sections include timeframes allowed to make decisions, which vary depending on the complexity of the claim.

ACC is happy to answer your questions

If you have any questions or concerns about this response, 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*.

You also have the right to make a complaint to the Office of the Ombudsman about our decision to decline your request. 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