

Claims Management Specific Control Objectives for Branches

Measured in the branches

SCO number	Specific Control Objective
2	<u>Client details are valid, accurate and complete.</u>
3	<u>All liabilities are accurately and timeously recorded only for goods and services received.</u>
4	<u>Valid payments are made at the correct time.</u>
5	<u>Clients are paid in accordance with legislative requirements.</u>
7	<u>Clients are returned to their pre-injury /maximum level of independence in the shortest time possible.</u>
7(a)	<u>Initial and ongoing contact with the client, employer and provider is recorded.</u>
7(b)	<u>An Individual Rehabilitation Plan is negotiated and meets the legislative requirements.</u>
7(d)	<u>Rehabilitation is appropriate, timely and meets the client's needs.</u>
7(e)	<u>Vocational rehabilitation is actively managed and appropriate.</u>
7(f)	<u>Held claims and cover decisions are actioned according to policy and legislation.</u>
7(g)	<u>Quality reviews are performed in accordance with policy.</u>
9	<u>Transactions on actioned claims are managed appropriately.</u>
10	<u>Adjustments to payments and accounts are properly authorised and processed.</u>
11	<u>Review applications are timeously and accurately processed.</u>
12	<u>Confidential information is protected to prevent breaches of privacy.</u>

Not measured in the branches

SCO number	Specific Control Objective
1	Medical and other providers' details are valid, accurate and complete.
5(a)	Quality assurance is conducted on payment activity.
6	Payments to medical providers are timeous, valid, accurate and complete.
7(c)	Claims are assigned promptly to the correct claims management segment.
8	All claims are registered timeously, completely and accurately.

SCO 2 - Client details are valid, accurate and complete.

Scoring

6 points

Legislation & supporting documentation

Legislation

Section 63 Corporation must tell claimant about review rights

Section 64 Corporation must give notice of decisions

Section 166 Separate Accounts

Part 3 Code of ACC Claimants' Rights, and claims

- Right Five: You have the right to effective communication
- Right Six: You have the right to be fully informed

Informe

About making payments

Client Identification

Obtaining Informed consent

Timeframes for entitlement decisions

Rehabilitation equipment

Determine or change fund account

Weekly compensation

Weekly compensation protocols

Gather information (employee)

Gather information (self-employed)

Gather information (shareholder employee)

SOPPF

Gain client consent

Focus areas

Client identification

- Identification obtained on a previous claim (and viewable as a document in Eos) is sufficient evidence of the client's identification.
- The client's identification, which includes the client's photo and signature, is dated and signed by a client services staff member and the client, then photocopied and scanned to the client's file.
- Client identification is obtained within three months of the claim being opened or at the first meeting with the client, whichever is the earlier.

Note:

- Client identification is required for any earner claim that is likely to, or has already, extended beyond three months.

Client consent

- A signed ACC167 *Authority for the Collection and Disclosure of Information* form is held on each claim file in Eos containing the client's consent and claim number.
- The ACC167 *Authority for the Collection and Disclosure of Information* form obtained at the first practicable meeting with the client (or their representative) when it is expected that

weekly compensation will be paid.

Note:

The client consent will last the lifetime of the claim.

Client rights and responsibilities

A signed ACC165 Declaration of Rights and Responsibilities form is on file in Eos for clients receiving entitlements from ACC.

Tax declaration

A tax declaration recording the client's tax code is signed by the client and on file.

Fund code

The fund code is correct and agrees with the ACC45 and other claim information.

Weekly Compensation script

The Weekly Compensation Script is completed accurately and includes sufficient information to set up weekly compensation payments.

Clients are informed of decisions

- Clients are notified of decisions in writing and informed of their rights to apply for review.
- The notification of the decision is to be sent in time for the client to exercise their rights to apply for review.
- The HCSIS03 Terms and Conditions of Equipment Supplied fact sheet is sent to the client with the letter HCS20 Equipment for independence approval.

Notes:

- Emails are not considered as written confirmation.
- Written decisions relating to held claims and IRPs are included in SCOs 7(f) and 7(b) respectively.