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| Allied Health Service |
| Interim COVID-19 changes – email to Professional Bodies |

## Subject: Making it easier to work with us during Omicron

Tēnā koe,

We’ve been looking at ways to take some pressure off health providers as the impact of Omicron continues to be felt across the motu (country).

**Pausing treatment extension requests**

To free up time for providers, we’re pausing the need to request prior approval for treatment extensions via the ACC32 form for Allied Health providers working under the Cost of Treatment Regulations.

This means providers can continue treating our clients without approval from us, as long as the treatment is related to the covered injury and is necessary and appropriate.

We know this will reduce some administrative time for providers so they can continue supporting our clients without the need to contact us.

However, there are still some cases where providers will need to submit an ACC32. This includes:

* changing a diagnosis
* late lodgement/delayed treatment
* medical or sports specialists.

Allied Health services impacted by this change are:

* Physiotherapy
* Podiatry
* Osteopathy
* Chiropractic
* Occupational Therapy
* Speech Language Therapy
* Acupuncture.

This will be in place from **Monday 14 March** until New Zealand moves out of Phase 3 of the Government’s Omicron response. Once we move out of this phase, the usual ACC32 process will recommence.

Our normal service monitoring will continue over this time.

**Removing prior approval for low-cost orthotic equipment**

We’re also introducing a generic service item code for orthotic equipment under $100, meaning both contracted and non-contracted providers will have access to the items without needing prior approval.

This will be in place from **Monday 14 March until Friday 30 September**, after which the future of the code will be reassessed.

It’s important to keep recording all the items issued to clients in your clinical notes. This will help us get a clearer picture of which items are being issued. When invoicing ACC for the service, please include what has been provided in the comments section.

To invoice us under this code please use the Service Item Code: **ORT14** and invoice items at the product price, not the retail price.

There will be a limit of one item under this service code per claim. If you need to request more than one item, please follow the normal [non-contracted orthotic request process](https://www.acc.co.nz/assets/provider/acc7428-application-approval-orthoses.pdf).

We want to acknowledge and thank all Allied Health providers for their continued commitment to our clients, in face of the challenges across the health sector.

We’re continuing to look at more ways we can help make things easier for providers during this challenging time and will keep you updated.

If you have any questions about both these changes, please email [alliedhealth@acc.co.nz](mailto:alliedhealth@acc.co.nz)

Ngā mihi nui,

ACC Recovery Services Team