



Advance Notice

We will shortly be running an application process to select suppliers to deliver

ACC's Orthotic Service

Accident Compensation Corporation
ACC Corporate Office, Justice Centre, 19 Aitken Street, Wellington 6140

ACC's Orthotic Service

Background

Currently, there is no contract in place for consultations carried out by Orthotists and the provision of off the shelf fabricated orthoses and the customisation and fabrication of orthoses provided by Orthotists and other health professionals.

Late last year we consulted with suppliers, professional organisations and people within ACC to better understand the non-contracted orthotic service, how it is currently delivered, the challenges and opportunities for suppliers and its future direction.

With no contract in place the normal guidelines and processes that support ACC contracts don't exist and we found that this has created a number of challenges for ACC, current suppliers and our clients, including:

- delays in ACC approval of applications for orthoses
- inconsistency in ACC's approvals
- the potential for unqualified suppliers to be providing services to ACC clients
- little or no visibility on what is being paid for orthotic consultations and orthoses by ACC.

What are we doing to improve this?

To improve the processes and consistency around the provision of orthoses to our clients, we are seeking applications from appropriately qualified individuals and organisations.

The objectives of the contract are:

- streamline processes and improve timeliness of delivery to clients
- ensure that suppliers have the qualifications, capability and experience required to provide the service
- implement transparent invoicing to decrease the need for pre-approval in many cases.

The contract will be supported by comprehensive operational guidelines.

Does this affect you?

The contract will cover Orthotists (for consultations and orthoses) and Podiatrists (orthoses only). Podiatrists will continue to be paid for consultations via the Cost of Treatment Regulations.

Physiotherapists have not been included in this contract but consideration is being given to the inclusion of orthoses in the physiotherapy contract.

If you are an Orthotist or Podiatrist and wish to continue providing orthoses to ACC clients for referrals received after 1 July 2017, you will need to apply for a contract.

Under the new contract, Orthotists and Podiatrists will be able to invoice ACC for orthoses below a set dollar value without seeking prior approval.

We have also expanded the range of health practitioners able to refer clients to Orthotists, and Podiatrists will no longer need to have a referral from an approved medical specialist in order to provide orthoses.

Other health practitioners are not included in the contract but will benefit from the streamlining of processes which will result in shorter timeframes for the processing of applications for prior approval.

At ACCs discretion there will be subsequent requests for applications so new suppliers can join the contract.

Interested - What's next?

Provide feedback

We've provided you with the draft service schedule, and will shortly be providing our draft operational guidelines, for the new Orthotic Services contract. You have opportunity to comment on these before the formal application process opens in Mid-March 2017. At ACCs discretion there will be subsequent requests for applications so new suppliers can join the contract.

To access the draft service schedule and operational guidelines please subscribe to this notice.

Send feedback by email to patricia.mcneill@acc.co.nz by 10 March 2017 putting "Orthotic Services Feedback" in the subject line. Please also ensure that you include your contact details and full company name along with whether you are an Orthotist or Podiatrist supplier.

We will consider and incorporate the feedback in the final versions attached to the RFX as appropriate.

Join the webinar to hear more

From 12:15pm to 1:15pm on 8 March 2017 we will be holding a webinar for interested parties. This is an opportunity for you to hear about the application process, what the contract means for potential applicants, how the new service will differ from the current arrangements and answer any questions about the new service.

Please send any questions that you would like us to answer during the webinar to patricia.mcneill@acc.co.nz by 6 March. You will also be able to ask questions during the webinar but priority will be given to those received prior.

Webinar instructions

The webinar uses your computer for the visual presentation and your phone for audio. If you haven't joined an ACC webinar before we suggest that you log in early to ensure that you have time to set up. You can join the meeting up to 15 minutes prior to the start time.

Depending on the web browser that you're using, you may need to download an add-in that supports the webinar software. If this is the case, you'll be guided through the process.

Click on this link which will take you through to the Orthotic Service Webinar page and follow the instructions below.

<https://accnz.webex.com/accnz/j.php?MTID=mbe1929aacdb0a29c5ef698173fb799d9>

1. When the meeting is due to start, click on the Join button.
2. Click the "call me back" button and enter your details. The country code default is the USA so change this to New Zealand before entering your area code and phone number. You can use landline or cell phone. You will receive a call and will be instructed to press 1 to access the audio.

All participants will be put on mute automatically so background noise does not distract from the presentation.

If you want to ask a question during the webinar use the chat icon (top right of screen) and send your question. Where feasible the presenter will respond to your question during the webinar. However priority will be given to questions sent prior and some questions may not be able to be answered immediately. Where your question can't be answered during the webinar it will be added to the FAQs on the GETS website.

Indicative Timeline

From	To	Activity
28 February 2017	10 March 2017	Opportunity to provide feedback on draft Service Schedule and Operational Guidelines
8 March 2017		Webinar
Mid-March 2017		Application process open
	Mid-April 2017	Application process closed
Late April 2017		ACC evaluation process completed
Late May 2017		Offer of contract to suppliers meeting ACC criteria and due diligence
June 2017		Contracts signed and returned to ACC
1 July 2017		New contract start date

A bit about us

ACC is the Crown entity working under the Accident Compensation Act 2001 that manages and delivers New Zealand's Accident Compensation Scheme. ACC contributes to the Government's goal of improving New Zealand's economic performance by reducing the incidence and severity of injury and providing an efficient and comprehensive, no-fault accident insurance scheme that supports injured people to return to work, independence or everyday life as quick and safely as possible.