

Orthotic Services

Questions asked before and during the 8 March Webinar



Application Requirements and Process

[What are the grounds on which an applicant will be awarded a contract?](#)

To be awarded a contract you need to meet the requirements in the ACC Standard Terms and Conditions (available on the ACC website), the requirements of the Service Schedule and there be no serious issues identified in the due diligence process. If a concern is identified, ACC will notify the applicant and discuss the matter with them.

[Is the intent of the contract to reduce the number of suppliers?](#)

No. An open application process is being used to award contracts. If an applicant meets the requirements they will be awarded a contract.

[I am a podiatrist, can I be included in the contract? Does the business or individual apply?](#)

The contract is open to suppliers who engage podiatrists and/or orthotists to provide the service. If you are a podiatrist who is a sole trader you can apply to hold an Orthotic Services contract in your own name.

[Will podiatrists need to belong to Podiatry NZ to be eligible to hold a contract for Orthotics Services?](#)

No. Podiatrists providing Orthotic Services under the proposed contract do not need to be members of Podiatry NZ. Podiatrists work with the regulatory framework provided by the Health Practitioners Competence Assurance Act 2003.

Suppliers who use podiatrists to provide Orthotic Services under the proposed contract need to ensure that the podiatrists are registered with the Podiatrists Board and hold a current Annual Practising Certificate.

[If a qualified orthotist has a number of unqualified staff working under them, is it acceptable for them to provide simple consultations or fit off-the-shelf items?](#)

No, only qualified orthotists who are accredited members of the NZOPA can provide services to ACC clients under the proposed contract.

[Can Orthotists be given time to gain NZOPA accreditation?](#)

Orthotists who are not currently accredited members of the NZOPA have until June 2018 to become accredited members.

[Why isn't there a separate contract for podiatrists \(like physiotherapists\)?](#)

ACC has not ruled out a separate podiatry contract. In the meantime it is important to ensure that ACC funding of orthoses is consistent therefore podiatrists will need to have an Orthotic Services contract to provide orthoses.

Contract Design

[Who did ACC consult with prior to drafting the Service Schedule?](#)

ACC has been in discussion with its own staff, individual suppliers that made contact, large suppliers (by annual spend), and professional associations. The purpose of the discussion was to understand current arrangements, their strengths and weaknesses and the future direction of orthotics in NZ.

[Why isn't the information in the Service Schedule more detailed?](#)

The contract is intended to be a first step. Once the contract is in place ACC intends to work with the sector to develop an appropriate pricing framework for orthoses.

Service Item Codes

[How does ACC define a "customised foot support, footwear or ankle brace"?](#)

This information is contained in the Operational Guidelines.

[What is ACC's expectation where we identify that an orthosis doesn't fit one of the service item codes in the Service Schedule eg KAFO?](#)

If an orthosis does not exactly fit one of the service item codes a supplier should use their professional knowledge to allocate the orthosis to the closest code.

Footwear

There were a number of questions about the footwear section of the Operational Guidelines. After considering supplier feedback and questions ACC has made changes and clarifications to the footwear provisions.

The modification and customisation of existing footwear or the fabrication of bespoke footwear will be covered by the Orthotic Services contract. ACC will not cover the cost of a retail shoe if one can be purchased that meets the client's needs.

ACC will fund the full cost of modification or customisation of:

- (i) up to two pairs of work shoes per year if supported by a letter from the client's employer confirming that specialised shoes are required for the client to perform their work, and
- (ii) up to two pairs of non-work shoes per year.

Pricing and Invoicing

[Does the \\$300 \(pre-approved limit\) exclude GST?](#)

Yes, all pricing in the Service Schedule excludes GST.

[Does the cost of orthoses include the consultation and additional materials \(eg casting materials\) required to provide the orthotic solution?](#)

The orthoses price is separate from the consultation price. Orthotists will use the consultation codes in the Service Schedule and podiatrists will use the Cost of Treatment Regulation (CoTR) codes. The cost of orthoses includes the cost of orthoses, and if customised, modified or fabricated, the cost of materials and associated activity.

[What does ACC mean by the wording "actual & reasonable"?](#)

The term actual and reasonable in the context of the Service Schedule means the actual cost of the orthotic plus a reasonable retail margin. ACC is investigating using an alternative term for the final Service Schedule.

[Does the consultation price include administrative costs and gait analysis?](#)

Yes

[Can a surcharge be applied ie invoice ACC up to \\$300 and charge the client for the balance to provide the orthosis immediately rather than wait for 10 days?](#)

No. ACC fully funds orthoses so there is no need for a client to pay a surcharge. If the total cost of the orthosis is greater than \$300 prior approval **must** be sought.

[How does the proposed fee structure address the complexity of a podiatric investigation and orthotic prescription variability?](#)

The contract does not cover podiatry consultations so there will be no change to current practice. The orthotic codes cover the full range of orthoses that may be provided by a podiatrist.

[Why are the orthotist rates in the Service Schedule higher than Podiatry consultation rates in the CoTR?](#)

The difference between the two rates is to account for Orthotists not being allowed to charge co-payments under the contract while podiatrists can charge co-payments under the CoTR.

[How can a supplier invoice for lengthy and/or complex cases?](#)

As a guide, a simple initial consultation and a follow-up is expected to take up to 30 minutes and a complex initial consultation up to 45 minutes. There will be some initial consultations and follow ups that will take less time and some which will take more.

[How many orthoses can be purchased under an individual claim? For example, can a client self refer to a podiatrist and receive nine low cost orthoses and then self refer to a second podiatrist and receive further low cost orthoses under the same claim?](#)

There is no restriction on the number of orthoses per claim. If an ACC client goes from one supplier to another in order to obtain more orthoses than would be provided by a single supplier this will be identified in ACC's contract monitoring.

Prior Approval

Where prior approval is required, will podiatrists need GPSI approval to be sent with the clinical rationale?

No, the proposed contract does not require a health practitioner referral for a podiatrist to provide orthoses.

If ACC has declined a request what is the process for seeking a review of the decision?

Additional information can be provided to ACC and this will be taken into consideration. The client can request a review of an ACC decision. More information on how an ACC client can do this can be found on the ACC website.

How does ACC decide whether to approve or decline a request for approval for orthoses that exceed \$300 per claim?

When assessing a request for prior approval ACC will consider and balance:

- the nature and consequences of the injury
- the achievement of rehabilitation outcomes
- costs and cost effectiveness
- the availability of other forms of rehabilitation
- any other relevant factors.

In considering a request ACC may refer a request for review to an appropriately qualified Clinical Advisor.