

SERVICE SCHEDULE FOR ORTHOTIC SERVICES

CONTRACT NO:

A. QUICK REFERENCE INFORMATION

1. TERM FOR PROVIDING ORTHOTIC SERVICES

- 1.1. The Term for the provision of Orthotic Services is the period from 1 July 2017 (“Start Date”) until the close of 30 June 2020 (the “End Date”) or such earlier date upon which the period is lawfully terminated or cancelled.
- 1.2. Prior to the End Date, the parties may agree in writing to extend the Term of this Service Schedule for a further one year. Any decision to extend the Term of this Service Schedule will be based on:
 - 1.3.1 The parties reaching agreement on the extension in writing prior to the End Date; and
 - 1.3.2 ACC being satisfied with the performance of the Services by the Supplier; and
 - 1.3.3 All other provisions of this Service Schedule either continuing to apply during such extended Term or being re-negotiated to the satisfaction of both parties.
- 1.3. There is no obligation on the part of ACC to extend the Term of the Service Schedule, even if the Supplier has satisfactorily performed all the Services.

2. SERVICE AREA

[TLAs covered]

3. ADDRESSES FOR NOTICES (Standard Terms and Conditions, clause 23)

NOTICES FOR ACC TO:

ACC Health Procurement

Justice Centre, 19 Aitken Street (For deliveries)

PO Box 242 (For mail)

Wellington 6140

Marked: “Attention: Procurement Specialist”

Phone: 0800 400 503

Email: health.procurement@acc.co.nz

NOTICES FOR SUPPLIER TO:

[insert details]

4. SERVICE ITEMS AND PRICES

Consultations provided by Orthotists

(Note: Consultations provided by podiatrists must be claimed under the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) 2003 Regulations.)

Service Item Code	Description	Price (excl. GST)
ORT20	Orthotics – Initial consultation – Simple	\$54.84, 1 per claim, no prior approval required
ORT21	Orthotics – Initial consultation - Complex	\$82.25, 1 per claim, no prior approval required
ORT22	Orthotics - Follow-up consultation to Simple	\$54.84, 1 per claim, no prior approval required
ORT23	Orthotics - Follow-up consultation to Complex	\$54.84, up to 3 per claim, no prior approval required
ORT24	Orthotics - Follow-up consultation Serious Injury Clients	\$54.84,

Orthoses

Prior approval must be sought where the total cost of orthoses per claim is over \$300

Service Item Code	Description	Price (excl. GST)
ORTF	Orthotics - Footwear equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTF1	Orthotics - Footwear over \$300	Actual & Reasonable, Prior Approval
ORTFM	Orthotics - Footwear modification equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTFM1	Orthotics - Footwear modification over \$300	Actual & Reasonable, Prior Approval
ORTFS	Orthotics - Footwear supports equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTFS1	Orthotics - Footwear supports over \$300	Actual & Reasonable, Prior Approval
ORTMB	Orthotics - Moonboots equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTMB1	Orthotics - Moonboots over \$300	Actual & Reasonable, Prior Approval
ORTC	Orthotics – Cervical equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTC1	Orthotics – Cervical over \$300	Actual & Reasonable, Prior Approval
ORTS	Orthotics - Spinal equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTS1	Orthotics - Spinal over \$300	Actual & Reasonable, Prior Approval
ORTH	Orthotics - Hip equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTH1	Orthotics - Hip over \$300	Actual & Reasonable, Prior Approval
ORTK	Orthotics - Knee equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTK1	Orthotics - Knee over \$300	Actual & Reasonable, Prior Approval
ORTA	Orthotics - Ankle equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTA1	Orthotics - Ankle over \$300	Actual & Reasonable, Prior Approval
ORTES	Orthotics – Elbow & Shoulder equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTES1	Orthotics – Elbow & Shoulder over \$300	Actual & Reasonable, Prior Approval
ORTTWF	Orthotics – Thumb, wrist, finger equal to or under \$300	Actual & Reasonable, No Prior Approval
ORTTWF1	Orthotics – Thumb, wrist, finger over \$300	Actual & Reasonable, Prior Approval

TABLE OF CONTENTS

1. Service Objectives	4
2. Service Eligibility.....	4
3. Orthotic Service Consultations.....	4
4. Prescription of orthoses	5
5. Service Requirements	6
6. Service Commencement	6
7. Service Specific Quality Requirements.....	6
8. Performance Requirements	7
9. Reporting Requirements	7
10. Payment and Invoicing	7
11. Definitions and Interpretation	8
Appendix 1: Timeframes.....	9
Appendix 2: Key Performance Indicators	9

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B. SERVICE SPECIFICATIONS FOR ORTHOTIC SERVICES

1. SERVICE OBJECTIVES

- 1.1. The objective of Orthotic Services is to provide Clients with timely access to appropriate Orthoses to support their return to independence, work or education.
- 1.2. ACC defines Orthoses as pre-fabricated, customised, or custom made externally applied devices used to improve function.

2. SERVICE ELIGIBILITY

- 2.1. Access to Orthotics Service is available to Clients who have been referred to the Service in accordance with this Service Schedule.
- 2.2. Orthotics Services may only be provided and paid for under this Service Schedule if such services are not provided as part of any other ACC-funded services including:
 - 2.2.1. Public Health Acute Services (PHAS) as defined in the AC Act;
 - 2.2.2. Inpatient treatment under the Elective Services Contract;
 - 2.2.3. Outpatient orthotic services for six weeks post discharge from Elective Services surgical treatment;
 - 2.2.4. Hand Therapy Services contract services;
 - 2.2.5. Urgent Care contract services;
 - 2.2.6. Rural General Practice contract services;
 - 2.2.7. Clinical Services contract services;
 - 2.2.8. Physiotherapy contract services; and
 - 2.2.9. Minor foot surgery performed within the scope of practise of a podiatric surgeon or podiatrist as defined by the New Zealand Podiatrists Board.
- 2.3. Orthotics Services may only be provided and paid for under this Service Schedule if such services are provided by:
 - 2.3.1. Orthotists – may provide consultations and orthoses, and
 - 2.3.2. Podiatrists – may provide orthoses only.

3. ORTHOTIC SERVICE CONSULTATIONS

- 3.1. Only Orthotists may provide consultations under this Service Schedule. (Note: Consultations by Podiatrists must be provided and invoiced under the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) 2003 Regulations.
- 3.2. The following Orthotic Service consultations do not require prior approval.
 - 3.2.1. Initial Consultation (to be used for first assessment only). An Initial Consultation is a face-to-face initial assessment for a Client which includes:
 - (a) provision of information and advice to the Client regarding the process for assessing and fitting Orthoses and expected timeframes;
 - (b) a thorough and accurate assessment of the need for an Orthosis;
 - (c) ensuring that there is clinical evidence that the requirement for an Orthosis directly relates to the covered Personal Injury;
 - (d) the identification of the most appropriate and cost effective Orthosis;
 - (e) provision and fitting of an Orthosis, if required; and
 - (f) education of the Client in the use and care of the Orthosis.

- 3.2.2. An Initial Consultation can be either Simple or Complex taking into account best practice and the complexity of the Client's injury:
- a) A Simple Initial Consultation is where the Client's needs can be assessed and provided for in a maximum of one appointment and one follow up appointment.
 - b) A Complex Initial Consultation is where the Client's needs require an initial appointment and follow up appointments and may include the measurement and fabrication of a customised orthosis and the arrangement for more than one follow up consultation for fitting and/or review.
- 3.2.3. An Initial Consultation may only be carried out once for a Client for each Claim.
- 3.2.4. Follow-up Consultation(s) with the Client, where required, may include:
- a) provision and fitting of a customised Orthosis (including a trial fitting);
 - b) education of the Client in the use and care of the customised Orthosis;
 - c) reviewing the fit and function of a previously supplied Orthosis; or
 - d) assessing a Client's existing Orthosis for repairs or replacement.
- 3.3. Prior Approval for Orthotists' Consultations
- 3.3.1. A Simple Consultation with one follow up will be funded by ACC without prior approval.
 - 3.3.2. A Complex Consultation with up to three follow up consultations will be funded by ACC without prior approval.
 - 3.3.3. Where further follow up consultations are required the Supplier will submit a request for funding approval, using the template supplied by ACC, to the Treatment Assessment Centre.
 - 3.3.3.1. The request will include a clinical rationale to support the additional consultations required.
 - 3.3.3.2. ACC will provide notice in writing to the Supplier and the Client of its decision to accept or decline (at ACC's sole discretion) the request for funding approval for further Orthotic consultations.
- 3.4. Customisation or fabrication of an orthosis is not included in the Consultation price.

4. PRESCRIPTION OF ORTHOSES – ORTHOTISTS AND PODIATRISTS

- 4.1. An Orthotist or Podiatrist may provide an Orthoses to a Client when:
- 4.1.1. An Orthotist is undertaking a Consultation in accordance with clause 3; or
 - 4.1.2. A Podiatrist is undertaking a Consultation in accordance with the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) 2003 Regulations.
- 4.2. Prior Approval for Orthoses
- 4.2.1. The cost of Orthoses up to the limits identified in Part A, clause 3 (Service Items and Prices) will be funded by ACC without prior approval.
 - 4.2.2. Where the cost of the Orthoses exceeds the prior approval limit as specified in Part A, clause 3, the Supplier will submit a request for funding approval, using the template supplied by ACC, to the Treatment Assessment Centre.
 - 4.2.2.1. The request will include a clinical rationale to support the Orthoses required.
 - 4.2.2.2. ACC will provide notice in writing to the Supplier and the Client of its decision to accept or decline (at ACC's sole discretion) the request for funding approval.

5. SERVICE REQUIREMENTS

- 5.1. Customisation and fabrication of orthoses may be undertaken by the Supplier or subcontracted to a specialist orthotic fabrication service.
- 5.2. The Supplier will advise ACC if the Client needs to be referred to other services where clinically necessary and appropriate.
- 5.3. The Supplier will:
 - 5.3.1. Maintain and update Client records with appropriate clinical information;
 - 5.3.2. Meet timeframes and key deliverables;
 - 5.3.3. Ensure that any Orthoses recommended:
 - a) are suitable for their intended purpose;
 - b) represent the most cost effective solution to meet the identified injury related need.
- 5.4. The Supplier will provide the Services in accordance with the Operational Guidelines for Orthotic Services which are available on the ACC website.
 - 5.4.1. The Operational Guidelines may be updated from time to time.
 - 5.4.2. If there is a conflict between the Operational Guidelines and this Service Schedule the provisions of this Service Schedule take precedence.

6. SERVICE COMMENCEMENT

- 6.1. The Services will commence for a Client on receipt by the Supplier of:
 - 6.1.1. In the case of Services provided by an Orthotist:
 - 6.1.1.1. a referral from a medical specialist who is an orthopaedic surgeon, rheumatologist, general practitioner or sports physician; or
 - 6.1.1.2. a referral from a health practitioner who is a physiotherapist or podiatrist; or
 - 6.1.1.3. a referral from ACC.
 - 6.1.2. In the case of Service provided by a Podiatrist:
 - 6.1.2.1. self referral by a Client; or
 - 6.1.2.2. a referral from a medical specialist who is an orthopaedic surgeon, rheumatologist, general practitioner or sports physician; or
 - 6.1.2.3. a referral from a health practitioner who is a physiotherapist or podiatrist; or
 - 6.1.2.4. a referral from ACC.
- 6.2. The Supplier will return any referral if it contains inadequate information and request further details before accepting the referral.

7. SERVICE SPECIFIC QUALITY REQUIREMENTS

- 7.1. The Supplier will ensure that Orthotic Services are only carried out by Service Providers who:
 - 7.1.1. are accredited members of the New Zealand Orthotics & Prosthetics Association (NZOPA); or
 - 7.1.2. are registered with the Podiatrists Board and hold a current Annual Practising Certificate; and
 - 7.1.3. Podiatrists will only provide Orthotic Services in relation to issues affecting lower limbs and the foot within their professional scope of practice.
- 7.2. All new Service Providers will be orientated to the Service Provider role by the Supplier. This will include but is not limited to:
 - 7.2.1. Provision of a position description for the Service Provider role;

7.2.2. Familiarisation with the service requirements of this Agreement; and

7.2.3. On going performance appraisal.

8. PERFORMANCE REQUIREMENTS

8.1. ACC will measure the success of this Service and the Supplier's performance based on the Key Performance Indicators set out in Appendix 1.

9. REPORTING REQUIREMENTS

9.1. The Supplier will complete and submit a quarterly report, using the agreed reporting template, with the following information.

9.1.1. Clients receiving Services during the period.

9.1.2. Number of new Clients referred to the Service (first time service users).

9.1.3. Number of return referred to the Service (return service users).

9.1.4. Number of complaints received and resolved.

9.1.5. Summarised performance for the period against contractual KPIs (set out in Appendix 2) including explanatory narrative when KPIs have not been achieved.

9.2. Submit all reports via email to ACC's nominated Portfolio Manager.

9.3. In addition to the above, ACC may request a copy of the clinical notes or a treatment report on a Client's case from the Supplier. The Supplier will ensure that the requested reports are received by ACC within 7 working days of such a request.

10. PAYMENT AND INVOICING

10.1. Pricing of Consultations

10.1.1. The Supplier will invoice ACC for a consultation provided by an Orthotist at the price in Part A, clause 3 (Service Items and Prices).

10.1.2. A co-payment shall not be charged for a consultation provided by an Orthotist.

10.1.3. Where the consultation has been provided by a Podiatrist the Supplier will invoice ACC for the cost of the consultation in accordance with the Accident Compensation (Liability to Pay or Contribute to Cost of Treatment) 2003 Regulations.

10.2. Pricing of Orthoses

10.2.1. The Supplier may invoice ACC for the actual and reasonable costs of the Orthoses.

10.2.2. The time that the Supplier spends with the Client fitting the Orthosis is included in the consultation price.

10.3. Invoicing

10.3.1. ACC reserves the right to audit the Supplier's invoicing information and, where orthoses have been outsourced, on request from ACC, the Supplier will provide copies of orthotic suppliers and/or manufacturers' invoices to verify billing information.

10.3.2. The Supplier is entitled to raise a separate GST invoice for each Client within five Working Days following completion of the Service or a component of the Service, in accordance with the Standard Terms and Conditions, clause 10.

10.3.3. Wherever practical, the GST invoice will be in the form of XML transactions transmitted electronically to ACC either directly or using the XMLBuilder application supplied by ACC.

10.3.4. In addition to the details set out in the Standard Terms and Conditions, 1, clause 10 the Supplier's invoice shall contain the following:

a) An invoice number;

- b) The name and claim number of the Client receiving the Service;
- c) A copy of the referral;
- d) The Services item codes (including Consultation type and the cost of any orthoses provided).

10.3.5. To ensure efficient payment processing by ACC, where prior approval was required, the Supplier's invoice will contain information consistent with that received in the ACC purchase approval which initiated the Service, particularly with regard to service item codes.

11. DEFINITIONS AND INTERPRETATION

Orthosis (plural Orthoses) means an externally applied device that is designed and fitted to the body to achieve one or more of the following goals:

- Control biomechanical alignment
- Protect and support an injury
- Assist rehabilitation
- Reduce pain
- Increase mobility
- Increase independence

Commonly prescribed orthoses include:

- Foot Orthoses - for various foot, leg or postural problems
- Ankle Orthoses and Knee Orthoses - for joint protection, pain reduction or support after surgery
- Ankle-Foot Orthoses and Knee-Ankle-Foot Orthoses - to improve mobility, support rehabilitation and biomechanical goals
- Various upper-limb orthoses - to provide positional and functional support to the upper limb
- Fracture orthoses - the modern alternative to plaster or fibreglass casts
- Spinal Orthoses - to correct or control spinal injuries and to provide immobilisation or support to spinal injuries.

APPENDIX 1: TIMEFRAMES

Situation	Part B Clause Reference	Responsibility	Timeframe
Response to ACC request for a copy of the clinical notes		Supplier	Received by ACC within 7 Working Days of the request
Supplier to raise GST invoice		Supplier	Entitled to raise within 5 Working Days of completion of the Service
Payment of Supplier's GST invoice		ACC	By the 20 th day of the month following receipt of the invoice
Reporting			
Report against KPIs		Supplier	Quarterly by 15 th day after month end

APPENDIX 2: KEY PERFORMANCE INDICATORS

Definition	Acceptable
Supplier to accept or decline referral within 2 working days of receipt	95% compliance
Supplier to offer Client date for initial consultation within 5 working days of accepting referral	85% compliance