

This newsletter is to keep ACC Case Managers and Assessors up to date with any changes or issues with the MRES process. Enable New Zealand is the MRES provider in your region.

Enable New Zealand The Equipment Experts

Enable New Zealand has significant experience covering the full depth and breadth of disability and rehabilitation equipment.

Our staff of processing administrators, professional advisors and equipment specialists have extensive knowledge of the functionality and application of equipment. We are able to advise you of the most appropriate options to meet your clients needs, including utilising store equipment that is available for reissue.

Enable New Zealand has been reviewing, repairing, purchasing, informing and indeed using disability equipment for the last 15 years. We know equipment like no other organisation. Without favour or prejudice we know the best equipment solutions available in New Zealand. We can assist you to find the most appropriate, long lasting, value for money equipment for your client.

If you have any questions please contact David Guest (Manager, Policy and Professional Advice) by email:

david.guest@enable.co.nz

Projects Underway

Assessor Access to Stores

Over the past two months Enable New Zealand has been running a pilot project that allows Assessors to access the reissue stores at Palmerston North and Christchurch to:

- view and select equipment,
- identify fresh equipment options,
- take equipment away immediately/dispatched within five working days.

Unfortunately, the take-up from ACC Assessors has been very low compared to the Ministry of Health (MoH) There were 20 visits from ACC Assessors verses 358 for MoH Specialised Assessors.

This is a key initiative to increasing store reissues of ACC equipment so please encourage ACC Assessors to visit the stores. **Note:** Assessors will need to have a signed ACC96 form approved by a Case Manager and a Purchase Order Number.

Certain conditions apply, if you would like further information please contact Graeme Hughes (Stores & Purchasing Manager) by email: graeme.hughes@enable.co.nz

ACC Repairs Pre-Approval to \$1,000

Enable New Zealand in partnership with the National Serious Injury Service are launching a pilot project in the Wellington/Hutt region for the repairs of ACC funded equipment.

The key elements of the process are:

- pre-approval to carryout repairs (to \$1,000) given by ACC,
- client is able to deal directly with sub-contractor,
- reporting by Enable New Zealand on repair history,
- costs can be managed - regulated via specific contracts between subcontractor and Enable New Zealand.

The process overall has been significantly streamlined and simplified. The pilot is due to launch in September and will go for two months. It is planned to progressively rollout this program throughout the North and South Islands over the coming months. So watch this space!

ACC Team Leader

Over the past six months we have had a Customer Liaison Role in place to support the day to day activities associated with the ACC contract. The feedback both internally and externally has been positive and Enable New Zealand has decided to appoint an ACC Team Leader. This is a newly created position and retains all of the components of the Customer Liaison Role but has specific management responsibilities for the ACC Team.

If you are interested in this role and would like further information an application form and job description can be sent to you. Please contact Sharon Holmes on:

sharon.holmes@enable.co.nz

Ongoing Branch Visits

We have received a lot of positive feedback on the ACC branch visits held late in 2008/early 2009 and are planning to make this a regular annual event.

These will be planned for late 2009 and if you would like Enable New Zealand to cover any specific topics please email David Guest:
david.guest@enable.co.nz

Tips and Tricks

9/11 or 11/09?

Dates on Acknowledgement of Requests or Quote Requests - Enable New Zealand's new Integrated Business System is Oracle/J.D Edwards based. As the base system has been developed in America many of the dates in the system-produced correspondence are in American date format. This being **month, date, year**. We apologise for any confusion or inconvenience this causes and thank you for your understanding.

To List or Not to List?

Using the list items greatly increases the chances of refurbished equipment being available from stores. The use of refurbished equipment offers value for money returns to ACC. The purchase of list equipment also offers savings because all prices are set and tendered. List items are also available faster and have shorter delivery times as supplier availability is included in our tender agreements. A reminder that list items may not be trialled. Please encourage assessors to check the list first and if unsure check with Enable New Zealand!

Rural Freight

Enable New Zealand will always try and process your equipment requests as soon as possible, however rural freight can take up to 7 - 10 days to deliver depending on the locality.

Urgent Requests

The team will endeavour to process urgent list equipment requests on the same day received if these are received before 1.00pm. Any urgent list equipment requests received after 1.00pm will be processed within 24 hours. You can identify non urgent list items as urgent by clearly identifying the item as urgent on both the ACC96 and your email. The EURG code will need to be used to identify approval of costs associated with the urgent process and freight for any items not on the urgent list.

Non list urgent timeframes will be dependent in supplier availability.

Trial of Equipment

Where equipment has been successfully trialled, and for some reason the ACC96 is being resent by the Case Manager (sometimes with added items of equipment), it must be clearly identified that this was indeed a successful trial.

This will ensure that our staff know not to order another trial or to close off an existing outstanding trial.

Finance Update

Over the past year we have experienced invoice payment issues which have had a significant impact on our cash flow at different times throughout the year. Our Finance Team have investigated across a large range of specific invoices and have found several areas where a small process improvement may make a big difference to invoice processing thereby saving effort required for reconciliation on our part and revisiting the Purchase Order on yours.

- Please update Purchase Order details in the ACC system if you are notified of a pricing change by Enable New Zealand. This will allow the invoice to process without blocking.
- Please ensure the GST content is added to the price on the Purchase Order.
- Please ensure all ACC96 claim information is correctly loaded into your ACC system to facilitate invoice matching.
- Please ensure the claim number as quoted on the ACC96 form is correct for the claimant, e.g. name and number match.
- Please ensure an Approval is in the ACC system against the Purchase Order before invoice processing.
- Please ensure if there are multiple invoices for one Purchase Order that there are sufficient funds against the order to clear all invoices.
- If you are unsure of the historic detail of any purchase orders raised please contact Enable New Zealand Finance Team so that we may discuss and resolve it with you.

We would welcome any contact that would facilitate speedier invoice processing. If you have a comment or question please email us at:
acc.finance@enable.co.nz

Management Fees

Management fees under Enable New Zealand's contract with ACC are attributable per equipment item purchased. These are applied to every line item required to be purchased on a quote or ACC96 request. The management fees reflect the activity required by Enable New Zealand to process each line of a request.

If items requested are optional extras and not part of the standard set-up or components these are required to be itemised and ordered separately and therefore become a separate line item that requires activity to process.