

## MoH EMS Transition: Frequently Asked Questions Sheet 2

For all queries relating to the Ministry of Health Prioritisation tool please contact:

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### Quick tips and tricks

- How do I:

Find service requests once submitted	Go to the <b>Search</b> button on the left-hand side Either: <ul style="list-style-type: none"><li>• Select <b>Reference</b> and enter reference number if known</li><li>• Click the dropdown arrow beside Reference and select <b>Client Name</b> and enter client name and click <b>Search</b></li></ul> Service request(s) for client will display Click <b>View</b> next to service request if you wish to see details Go to <b>Documents</b> tab to open the <b>Documents</b> icon and view service request details.
Cancel a draft	Go to <b>My Work &gt; Drafts</b> ; Click the <b>Action</b> button; This takes you to where you left off, Click Cancel at the bottom of the screen
Cancel a service request once submitted	Go to the service request to cancel Check that it is not fulfilled (e.g. CLOSED) Complete a note to cancel an item off the service request or the complete service request and the reason why.

- I want to action the following:
  - Trial – under the Product section, tick in the **Trial** box if the equipment is for trial
  - Exact Item required – under the Product section, remove tick in **Or Similar** box and complete the **Exact Item** rationale screen, then click save
  - Like for Like (replacement) – enter as a Band One service request and under the Product section select **L4L** and attach Replacement Form
  - Accessories under \$1,000 – enter as a Band One service request and under the Product section select **ACSRY** and complete item note details
  - Reissue – select the relevant item and complete the item note, including Asset number of item being reissued.
  - LTS-CHC – select from relevant equipment band and ensure that **LTS-CHC** is recorded in the item note against the equipment.

### EQUIPMENT:

#### What is the process for band one equipment

Please see our RTL training video and notes located here:

<http://www.disabilityfunding.co.nz/all/active-notice2/ems-assessors/august-19-2014-update>

#### Will beds stay on band one

The list will be reviewed periodically by the EMS Providers (Accessible and Enable New Zealand)

**We would like additional accessories to band one such as lap belt on shower commode, sucker feet available for shower stool, weighted wheels, etc. We would also like certain walkers and bariatric equipment added.**

*The list will be reviewed periodically by the EMS Providers (Accessible and Enable New Zealand)*

**If an assessor only does band one do they need to complete the Prioritisation Tool training**

*No*

**Standing frames often need accessories – will we need to do a service request for these if not added in the first request**

*Yes, each service request is processed as it comes in. Once it has been completed, no further items can be added. You will need to do a new service request for the new items*

**Can we have pictures and details of equipment i.e. weight etc in the online catalogue**

*We will be looking at providing this information in the future. In the meantime, such details can be found in the MoH List Equipment catalogue here:*

*[http://www.disabilityfunding.co.nz/\\_data/assets/pdf\\_file/0003/87537/MOH-List-Equipment-ver02.pdf](http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0003/87537/MOH-List-Equipment-ver02.pdf)*

**Can the package include more than one cushion?**

*Yes, you can ask for more than one cushion to trial*

**Panel Wheelchairs – has this process changed**

*No, our process has not changed*

**Can you give like for like clarification**

*Generally, like for like is when the equipment is beyond economic repair. If it's the same form, fit and function and is under \$5,000 it does not need to go through the Prioritisation Tool. If over \$5,000 it still does not need to go through the Prioritisation Tool but does need to go to EMS Advice*

## **GENERAL:**

**Is a list of contractors available as it's a change for Assessors to contact them**

*Yes, the subcontractor lists are found here:*

*<http://www.disabilityfunding.co.nz/equipment/equipment-subcontractors> and <http://www.disabilityfunding.co.nz/house-modifications/housing-contractors>*

**We receive multiple auto-reply emails from MoH Processing with no client name in the subject header**

*If you include the person's name / NHI or reference number in the subject header, this information will then be reflected in the auto-reply subject line*

## **CUSTOMER SERVICES HUB:**

**Can clients phone the Customer Services Hub**

*Yes*

## **ENABLE ONLINE WITH RTL:**

**Is there a 'save' function as we move through the RTL request – concern that work won't be saved if get sidetracked with phone call or to seek EMS advice etc**

*Yes, there is a save function in the right hand corner of the screen. Use the 'save as draft' button to save the request. This button is not available on all screens but the majority will have it.*

**Assessor access to Enable Online with RTL – could assessors have same password as other log ins – i.e. assessor number**

*Passwords are able to be changed by each individual and can be set to whatever you would like them to be. However, in the interests of security, the system forces changes on a 90 day cycle*

**There is concern about privacy and security of RTL i.e anyone can see the history of previous equipment issues by others**

*Client information is restricted to viewing within an organisation. You may see that a client has had a service request however you are not able to view any detail of this request on RTL if that client is not associated with your organisation (DHB)*

**Why is there no automatic transition from the Prioritisation Tool to the Service Request**

*This development is currently under consideration and may be available into the future*

**Can you update client details online**

*Yes it is possible to update the client details online as part of completing a service request. The update requires acceptance within the Enable New Zealand data administration team. This is to ensure we maintain quality of data*

**Will history cover previous service requests**

*Only those service requests completed on RTL will form the history*

**Do NASC documents need to be attached**

*Ministry of Health do not require the NASC template to be attached to the service request. It is not a mandatory requirement to attach this form in RTL. However, an EMS Advisor could ask whether this step has been undertaken during the consultation process before a service request has been submitted. There is a requirement to clearly identify the LTSCHC beside an item of equipment within equipment notes on RTL. This is to ensure the correct funding pool is used to fund the equipment*

**Can you print off the PDF from RTL**

*Yes, provided your internet service allows downloading then the PDF is able to be printed or it can be saved to a file on the desktop. Please check with your IT department to receive the necessary permissions for this to happen*

**Client complaints about timeliness – can proof of application be provided for the client**

*The EMS assessor is able to view the history of the service request and could copy that screen to show to the client. The client cannot have access to the system itself*

**Can you see history of a client who has moved from another area**

*It is not possible to view the details of the client history however it is possible to see that there was a service request raised*

**Can RTL be opened up more between DHBs**

*Client information is restricted to viewing within an organisation. You may see that a client has had a service request however you are not able to view any detail of this request on RTL if that client is not associated with your organisation (DHB)*

**When will Housing and Vehicles go online**

*This work is currently in development with an expected go-live date for Housing during December 2014. Vehicles will follow in the new year*

**Can the roadshow presentation be available on DFI**

*Yes the road show presentation is available at the following link:*

<http://www.disabilityfunding.co.nz/all/active-notices2/ems-assessors/september-10-2014-update>

**FUNDING:**

**What is the process for joint EMS & MoE funding**

*When you are considering joint EMS & MoE funding for an equipment solution you will need to continue to use the MoE & MoH Joint Funding Form, Assistive Technology Equipment, and liaise with an EMS Advisor before completing a service request*

**ASSESSOR - GENERAL:**

**What is the Provisional Assessor Process**

*The EMS assessor fills out the service request and identifies their supervisor*

- *The EMS Assessor's supervisor will need to review the Service Request approval*
- *Checks will be made within the tool for correct credentialing*
- *The tool sends an email to the supervisor requesting approval*
- *The supervisor approves (or otherwise)*
- *The tool sends another email back to the EMS Assessor to state that it has been approved by the Supervisor*

**Does Like for Like include 'growth'**

*No, it only includes 'beyond economic repair'*

**What are the mandatory requirements for EMS Advice**

*Check the DFI Link below about contacting an EMS Advisor:*

[http://www.disabilityfunding.co.nz/\\_data/assets/pdf\\_file/0011/87752/EMS-Assessor-advice-flow-chart-August-2014.pdf](http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0011/87752/EMS-Assessor-advice-flow-chart-August-2014.pdf)

**So there will be no team leader sign off**

*Correct, however supervision and clinical support are still required*

**Would like to come for secondment – is that still available**

*We hope to offer this again in 2015*

## **EMS ADVISOR:**

### **What is the role of an EMS Advisor in the interest of the client / assessor**

*The EMS Advisor can provide expert advice, support, educate and discuss potential solutions / criteria issues with the EMS Assessor. See link to the roadshow presentation:*

*[http://www.disabilityfunding.co.nz/\\_data/assets/pdf\\_file/0011/87995/1407-Roadshow-EMS-Assessor-presentation.pdf](http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0011/87995/1407-Roadshow-EMS-Assessor-presentation.pdf)*

*and to the MoH EMS Operational Processes and Guidelines:*

*<http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/522>*

### **Can we call an EMS Advisor without filling in the EMS advice form**

*We would like Assessors to complete the EMS Advice form*

### **Assessors are not in the office much so how does Enable New Zealand envisage following up if they can't get hold of the Assessor**

*The EMS Advice form asks for the most appropriate number and time to call*

### **Are EMS Advisors health professionals**

*Yes*

### **How will an EMS Request for Advice be sent to Enable New Zealand**

*They will be emailed to [moh.processing@enable.co.nz](mailto:moh.processing@enable.co.nz) but long term we envisage a 'submit' form*

### **Can we just ring the EMS Advisor and find something in stores**

*This is not possible at present as we are still working out how the Prioritisation Tool will interlink with stores reissue (before a service request)*

### **If same issue, same client can we just ring the EMS Advisor**

*Yes you can. But, if not available, another EMS Advisor will have access to all the same information*

### **Can you cut and paste onto the EMS Advice form**

*Yes*

### **Outcome summary – is this to be attached to the Prioritisation Tool?**

*Yes*

## **HOUSING:**

### **Is there a dollar figure attached to basic housing**

*It is generally under \$2,000. See housing manual (updated September 2014) page 17:*

*<http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/519>*

### **Housing Modifications – when do we ask for a NASC form**

*Upfront as part of your assessment and determining eligibility. See*

*[http://www.disabilityfunding.co.nz/\\_data/assets/pdf\\_file/0003/18417/NASC-1-and-EMS-Practice-Guideline-1-September-2010-2.pdf](http://www.disabilityfunding.co.nz/_data/assets/pdf_file/0003/18417/NASC-1-and-EMS-Practice-Guideline-1-September-2010-2.pdf)*

### **When does I&CA testing come into the process**

*After the service request*

**What information is required to process a basic housing service request to lodgement**

*It is mandatory that the Prioritisation Tool showing funding is available and a quote is attached from an approved Ministry of Health contractor before Enable New Zealand is able to process a basic housing service request to lodgement. If all mandatory documentation is attached to the Basic Housing Service Request, and previous funding criteria checking is completed which confirms funding is available, Enable New Zealand will then release the basic housing service request to the Contractor who supplied the quote to complete the work. It is recommended that the Prioritisation Tool is completed prior to the quote request from the Contractor*

**TRIALS PROCESS:**

**Do we contact the supplier or Enable New Zealand if the trial item has not been received**

*Please contact the supplier*

**Will suppliers contact Enable New Zealand re: trial length**

*We will send the EMS Assessor an email if the trial goes over time and a copy is sent to the supplier*

**Can trials be extended**

*Yes but please let us know*

**What if a bigger size item is requested due to child growth**

*A new assessment will be required*

**When does the 20 days for trials start**

*On receipt of the equipment*

**HOUSING / WHEELCHAIRS & SEATING OUTREACH:**

**Are the outreach services to continue**

*Yes, these service are continuing to support the EMS Assessors*

**When do I ask for the Housing Outreach service**

*Where there are complexities within the client's home environment, family situation, relating to the disability need and/or the impact of the disability on the client or family situation. Such triggers would include:*

- Where multiple modifications are required to meet essential needs and a solution has not been able to be agreed upon.*
- Where family / whanau have not been able to fully understand the criteria and funding structure*
- To provide a forum for all relevant parties to discuss options when considering modifications to the person's home*

**What if we don't want to refer to Housing or Seating & Wheelchair Outreach clinics**

*This is explained in the MoH 'Consultation with an EMS Advisor' document here:*

*<http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/522>*

*If the Housing modifications request is a mandatory requirement for discussion with an EMS Advisor you can submit a request for EMS Advice to discuss the query with an EMS Advisor.*

September 2014

*Please note they may suggest in certain circumstances that an Outreach Clinic may be an option to consider*

**How will Housing Outreach clinic dates be set**

*The tentative programme for the remainder of 2014 can be seen here*

[Housing Outreach clinic dates](#)