

MoH Equipment & Modification Services Transition

EMS Assessor presentation

July/August 2014

Background

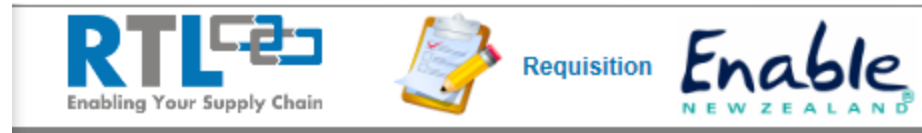
- Awarded contract for EMS services with Ministry of Health for Midland, Central and Southern regions
- Changes have been identified to some of the services Enable New Zealand will provide

Agenda

- Changes in Enable New Zealand's process
- How to make contact, engage with us
 - Customer Service hub
 - EMS Advisors and Housing Advisor role
- How Enable New Zealand will support you
- What's next?
- EMS Assessor checklist
- Questions

To summarise the key changes

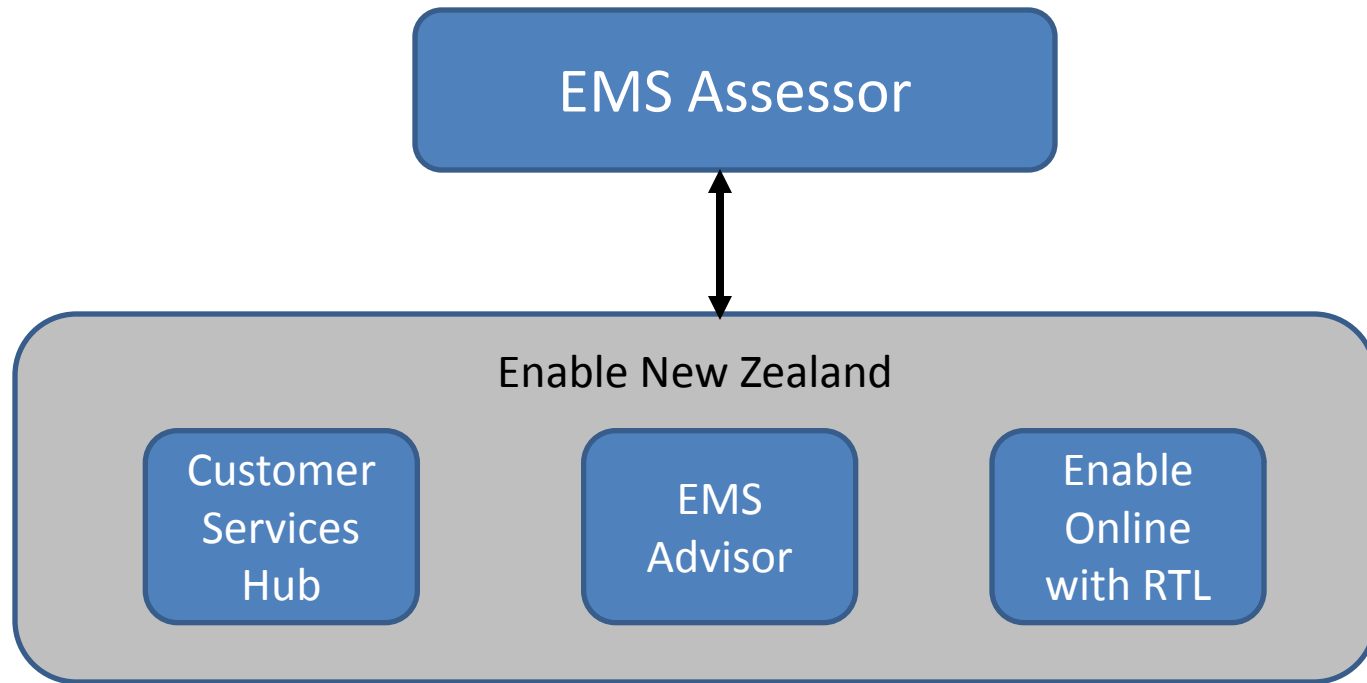
- Professional Advisor providing advice “upfront” and advisory, support and education focus
- Change in service request process
- At the same time Enable New Zealand are introducing online service requests for:
 - Band 1
 - Band 2
 - Band 3 equipment, and
 - Basic Housing



Key changes to terms

Previously	... now known as
Applications	Service Requests
Professional Advisors	EMS Advisors
Equipment MOH list equipment Complex equipment	Band 1 Band 2 Band 3
Housing	Basic Housing Complex Housing
Funding - Approved - Declined	Funding - Available - Not available

How we will work together



Customer Services Hub

- Introduction of a customer services hub
 - **Main** point of contact
 - Roster to ensure right service coverage, including key contacts from throughout the organisation
 - Aim for first time resolution or efficiently pass the call on
 - Embedded within the MoH Processing team
 - Focused specifically on supporting EMS transition
 - Service coverage across the organisation – 8am to 5pm

Phone: 0800 171 995

Email: moh.processing@enable.co.nz

Where to go for assistance

EMS Assessor Online	Customer Services Hub
<ul style="list-style-type: none">• Assessor registration• Accreditation• EMS Assessor Online logon and password queries	<ul style="list-style-type: none">• Service request queries• Enable Online with RTL logon and password queries
Ph: 0800 171 981	Ph: 0800 171 995
Em: assessor.info@enable.co.nz	Em: moh.processing@enable.co.nz

EMS Advisor consultation

Provision of advice, support and education

Front of process

- **before you** have completed the prioritisation tool and submitted service request

There are mandatory requirements “when to consult an EMS Advisor”



New Zealand Government

Consultation with an EMS Advisor

When an EMS Assessor is considering equipment or modifications for their client, there are many situations when consultation with an EMS Advisor at Accessable or Enable New Zealand is a mandatory requirement.

This document describes when an EMS Assessor must consult with an EMS Advisor.

This consultation must occur **before** the final decision about the most appropriate solution to meet the person's needs has been made. This means the consultation will be undertaken **before** the EMS Assessor has completed their section of the Prioritisation Tool, and a Service Request is submitted.

The purpose of this consultation is to ensure that EMS Assessors are well guided and supported as they are undertaking their assessments and considering a range of support options that may best meet the needs of their clients. The budget for Equipment and Modification Services is fixed each year and Accessable and Enable New Zealand have the overall responsibility for managing the demand for these services and for ensuring that this budget is not overspent.

Once a Service Request is submitted the EMS Provider will process the order, however the delivery of some services will be subject to the confirmation of the information before the exact type of service and the level of Ministry of Health funding can be finalised:

How we will manage this process

- Consultation with EMS Advisor form completed
- EMS Advisor contact: moh.processing@enable.co.nz

CLIENT DETAILS		EMS ASSESSOR DETAILS	
NHI		Name	
Family Name		AEA No	
First Name		Email	
Street Address		Work Phone	
Town/City		Mobile	
Postcode		Preferred method of contact:	Choose an item.
Date of Birth		Preferred time/day for contact:	
ELIGIBILITY DETAILS			
Diagnosis: Choose an item.			
If not on list please state:			
Disability / Functional Loss:			
CLIENT RESIDES			
<input type="checkbox"/> Own Home	<input type="checkbox"/> Housing New Zealand Home	<input type="checkbox"/> Private rental	
<input type="checkbox"/> Council Flat	<input type="checkbox"/> Under 65 Residential Care	<input type="checkbox"/> Over 65 Residential Care	
<input type="checkbox"/> Retirement Village	<input type="checkbox"/> Other (please specify):		
EMS ADVICE REQUESTED			
<input type="checkbox"/> Mandatory Consultation:			
Equipment:	Choose an item.		
Housing:	Choose an item.		
Vehicle:	Choose an item.		
<input type="checkbox"/> Optional Consultation:			
<input type="checkbox"/> Equipment	<input type="checkbox"/> Housing	<input type="checkbox"/> Vehicle	
<input type="checkbox"/> Eligibility			
<input type="checkbox"/> Access criteria / Essential Disability related need			
<input type="checkbox"/> Proposed solution / cost effectiveness			
EXPLANATION OF SITUATION / ISSUES			
(This may include description of social situation, disability / functional concerns, clarification of policy, etc):			

How we support you

- Advice, support and education related to EMS funding
 - Available solutions
 - MoH criteria, policy and MoH manuals
 - Wheeled mobility and postural management service
 - Housing clinics
- Helps ensure that we remain within the available budget and it is used fairly and consistently, in line with the Ministry of Health funding guidelines

Completion of Advice

Outcome Summary with recommendation will be provided at completion of consultation

- Summarise joint discussions
- Provide recommendations

OVERVIEW / OUTCOME OF CONSULTATION:

EMS Advisor recommendation:

- Request meets MoH criteria, consider proceeding to Prioritisation Tool with client
- Request does not meet MoH criteria, consider alternative solutions
- Further investigation required by EMS Assessor before being able to proceed to Prioritisation Tool
- Other:

Prioritisation tool

- Log on to Prioritisation Tool and complete
- Once funding approved save the approval PDF
- If funding available the Prioritisation Tool will provide links to complete the service request.
 - RTL: <https://login.roundtriplogistics.com>
 - Complex Housing: <http://www.disabilityfunding.co.nz/house-modifications/housing>
 - Vehicles: <http://www.disabilityfunding.co.nz/vehicle-and-driving/vehicles>

How will Service Requests be created

Enable Online with RTL	Current process
Band 1, including: <ul style="list-style-type: none">- Replacement (like for like)- Accessories under (\$1,000), not on list	Complex Housing*
Band 2*	Vehicle Modifications*
Band 3*	
Basic Housing*	

**requirement for Prioritisation Tool approval to be attached*

Access to Enable Online with RTL

- Through Enable Online with RTL
 - Training available via video
 - Creating service requests
 - Attaching scripts/supporting documents
 - Searching and viewing service request status
 - Log on details will be sent to your EMS Assessor email address
 - First email – log on details
 - Second email – password details

Key requirements

- Prioritisation Tool approval must be attached to the service request, where applicable
- Outcome Summary must be attached where the Assessor has communicated with the EMS Advisor
- Ability to nominate another assessor
- Ability to attach supporting documents
- Ability to add notes
- Assessor declaration must be acknowledged

Enable Online with RTL - options



Organisation: Downton Services Limited
Facility: Yorkshire
User: David Copper

[Logout](#)

MoH EMS Service Request - Select Equipment Band

Select the equipment bands from which you will be selecting products for this service request or select Basic Housing Only for basic housing modification requirements. Equipment selected from Bands 2 and 3 or from Basic Housing will require you to complete the Ministry of Health Prioritisation Tool to gain approval for client funding. You will be required to provide evidence of funding approval from the Prioritisation Tool.

- Band 1 Equipment Only
- Band 2 Equipment Only
- Band 2 and 3 Equipment
- Band 3 Equipment Only
- Basic Housing Only

Band 2 Equipment

- do not have high specifications or features and are not complex to use or customised for a person
- generally cost less than \$3,000 (excl GST)
- are regularly requested

Examples: adjustable beds, hoists, standing frames and some wheelchairs.

Band 3 Equipment

- are complex and /or have high specification or features
- may be customised and individualised
- are high cost - generally \$3,000 (excl GST) or more
- are supplied in low volumes
- result in a higher consequence of risk to a Service User following an inappropriate recommendation by an EMS Assessor
- required a higher skill level and experience from an EMS Assessor

Examples: power wheelchair, customised standing frames, highly specialised pressure care equipment, communication devices with high specifications

Benefits of Enable Online with RTL

- Simplified, intuitive process
- Once new client loaded, don't have to enter all client details
- Quick pick lists for products
- Easy selection of delivery details
- Client history available (RTL only)
- Full visibility of the process for all participants

What Product Search will display

Product Search

Product Name

95 records found. 11-20 of 95 Page Size: 10

Model Number	Product Category	Product Name	Product Description
K5-U	Kitchen & Living	Chair Utility Rehab	Viking
P22	Ambulatory Mobility	Walking Frame	Junior Rover FC/RW
<i>P32C</i>	<i>Shower & Bath</i>	<i>Shower Commode Att Prop</i>	<i>Viking Junior 360mm Closed</i>
<i>P32O</i>	<i>Shower & Bath</i>	<i>Shower Commode Att Prop</i>	<i>Viking Junior 360mm Open Seat</i>
P37	Ambulatory Mobility	Walking Frame	Junior Rover FW/RGF
P41	Ambulatory Mobility	Walking Frame	Tiny Tot FC/RW
P42	Ambulatory Mobility	Walking Frame	Tiny Tot FW/RGF
<i>P43</i>	<i>Shower & Bath</i>	<i>Bath Chair</i>	<i>Manatee Size 0</i>
<i>P44</i>	<i>Shower & Bath</i>	<i>Bath Chair</i>	<i>Manatee Size 1</i>
<i>P45</i>	<i>Shower & Bath</i>	<i>Bath Chair</i>	<i>Manatee Size 2</i>

Items that the EMS Assessor is not credentialed to order are light grey font and in italics, making them inactive

Items that the EMS Assessor has credentials to order

If a nominated EMS Assessor has been selected, then items that only the nominated Assessor is credentialed to approve are highlighted in an alternate colour

Some key points to note

- Housing – Basic and Complex
- Panel Wheelchairs
- Long term support for people with chronic health conditions (LTS-CHC)
- Like for Like
- Accessories and modifications
- Trials

Like for Like

- Also known as replacement
- Where equipment continues to meet the need of the client, but is beyond economic repair
- If replacement cost is:
 - less than \$5,000
 - wont need to go through Prioritisation Tool
 - complete replacement form and create service request under Band 1
 - over \$5,000
 - need to consult with EMS Advisor
 - wont need to go through Prioritisation Tool
 - complete replacement form and create service request under Band 1

Accessories and Modifications

- Accessories - additional items available 'off the shelf' and can be attached to the base equipment item.
- A modified accessory is where the accessory itself can be modified to meet a specific need without having any impact on the base equipment item.
- The accessory (or modified accessory)
 - is likely to cost less than \$1000 (excl GST),
 - completely removable and reversible
 - purpose of enhancing the functionality of the base equipment item for a person's specific individual need
 - will not function as a stand-alone item.

Trials – key changes

- If trials unsuccessful and a similar piece of equipment is required, EMS Assessor will need to complete a new service request
- Ministry of Health required stricter management of trials
 - reminder emails will be sent out
 - after three months if no response the trial will be:
 - Cancelled – EMS Assessor advised by email
 - Copy of email sent to Supplier.

What's next

- Education to support EMS Assessors
- Continual evaluation of the EMS Advisor Service
- Seek input from EMS Assessors
- Explore options to support (e.g. webinars, video conferences etc)

Key dates to note

Dates	Points to note
Up to 11 August	<p>Use existing application process and forms where assessment is able to be completed</p> <p>Where assessment process underway, EMS Assessors have the option to complete the Impact on Life questionnaire to determine availability of funding.</p>
From 11 August	<p>For all new assessments complete the Impact on Life questionnaire and follow the Prioritisation Tool and Service Request process.</p>
From 31 October 2014	<p>The Prioritisation Tool and Service Request process replaces the paper-based application process</p>

Reminder

Please remember to update your details on the Enable New Zealand EMS Assessor Online system

Go to: <http://www.disabilityfunding.co.nz/>

Required for:

- Prioritisation Tool access to training
- Once training completed, log on details sent

EMS Assessor checklist

Key requirements to a successful transition on 11 August 2014

EMS Assessor checklist	YES
Update EMS Assessor details	<input type="checkbox"/>
Complete Prioritisation Tool training	<input type="checkbox"/>
Watch Enable Online with RTL video training	<input type="checkbox"/>
View new Complex Housing and Vehicle Modification forms	<input type="checkbox"/>
Understand mandatory requirements for EMS Advice	<input type="checkbox"/>
Understand compulsory attachments for service requests	<input type="checkbox"/>
Read (re-read) DFI website	<input type="checkbox"/>
Know where to go for assistance at Enable New Zealand	<input type="checkbox"/>

Phone: 0800 171 995

Email: moh.processing@enable.co.nz

Questions

Enable New Zealand will be updating Frequently Asked Questions regularly

See Disability Funding Information

<http://www.disabilityfunding.co.nz/>

Opportunity for Questions