

Physiotherapy Services FAQs

Physiotherapy Services Service Schedule Variation 2018



With responses to the 1 August 2018 Physiotherapy Variation due 6 July 2018, we wanted to answer some questions we've recently received:

1. The contract has a 6 month notice for termination. (Part A, Clause 1.2)

This has always been the case for this contract, however the ACC Standard Terms and Conditions have been updated and incorporated into this schedule. The substitution made is to align the notice period with the current requirement.

2. Can I name more than one Clinical Director? (Part A, Clause 2)

Yes, if you have more than one provider that meets the requirements this workload can be shared.

3. We have a clinic that is listed as an offsite because we use it less than 12 hours per week, what happens to this site? (Part B, Clause 5.4)

Clinics listed as an offsite under current accreditation certificate can be billed at the normal rates until the time of the next accreditation audit or 31/05/2020 - whichever comes first.

4. Are we able to have non-surgical cases in group consults? (Part B, Clause 6.2.3 (d))

Yes, you can have an integrated group session. However, ACC is only able to pay group consult rates for clients who are post-surgery at this stage.

5. Will ACC provide a template for the written report and liaison? (Part B, Clause 6.2.3 (f))

Yes, we will be providing this in an operational guideline that will be sent out prior to 1 August 2018.

6. Is the written report and liaison different to the report provided by the Clinical Director? (Part B, Clause 6.2.3 (f) and 7.3.3)

No. The report is required for all claims that exceed 16 treatments, but can be completed any time between the 12th and 16th visit.

7. Do I need to send a copy of this report to ACC? (Part B, Clause 6.2.3 (f) and 7.3.3)

No. The report is to form part of the clinical record, and is for the benefit of the client and treating physiotherapist. ACC does not require a copy to be sent to us. The report may however be reviewed in any auditing, or when reviewing notes as part of case assessment.

8. I don't have anyone to fulfil the function of the Clinical Director - does this mean I am unable to comply with the current contract variation? (Part B, Clause 7)

ACC is aware that many practices may be in this situation. We would like providers to start undertaking the requirements outlined under Clause 7 and have therefore set a compliance period until the 31/05/2020.

If you do not have a provider who meets this requirement, please name a provider to undertake this function in the meantime.

You will have until the 31/05/2020 to ensure you have a provider who meets the requirement, or to form an alliance with a practice and share the Clinical Director resource between you.

9. ACC is asking for different outcome measures to be collected. Will you provide templates for these? (Part B, Clause 6.4)

Yes, we will be including details about the outcome measures in the operational guidelines that will be sent out. We will also be working with the practice management software providers to integrate these into their systems where available.

10. The contract states that ACC will not pay for additional reporting. Why has this changed? (Part B, Clause 10)

The Physiotherapy Services contract currently has this requirement; the clause has just been updated to reflect the Standard Terms and Conditions.

ACC will continue to pay for clinical records and reporting where they have been requested to investigate client entitlement, as we currently do.