

Claim Management Advocacy & Advice Service

- Fact Sheet and FAQ (1 April 2012)

Claim Management Advocacy & Advice(CMA) - What is it and why do I need it?

CMA provides you, the claimant, with the ability to engage in the rehabilitation process more fully by accessing to our extensive knowledge and experience of the ACC legislation and over 10 years representing hundreds of claimants in ACC reviews and appeals. Our advocates can provide you with advice and advocacy in relation to your rights and entitlements under your personal injury claim.

This service is particularly useful when your ACC case manager plans and prepares your **Individual Rehabilitation Plan (IRP)**.

You have a choice; sit back and let ACC do their thing, or, you can be proactive and access our knowledge and experience to assist in obtaining meaningful rehabilitation before ACC find a way to exit you from the scheme.

“Our CMA service puts the ambulance at the top of the cliff.”

Planning Rehabilitation - The Individual Rehabilitation Plan (IRP)

A critical part of your rehabilitation is when ACC seeks agreement to the IRP. This is a document that sets out how ACC will provide **social** and **vocational** rehabilitation.

Vocational rehabilitation includes services such as identifying and providing new jobs and/or upskilling, education, return to work programs and other vocational services.

Social rehabilitation includes services such as attendant care, home help, housing modification, and transport for independence. The legislation sets out how ACC must do this.

We provide **independent** advice on what you may be entitled to and can assist you obtain these entitlements through provisions with the IRP, rather than simply have the case manager tell you to “sign here, here and here”.

ACC can be very helpful to anyone injured out of their occupation at date of accident. CMA is where we help you to help ACC provide the best outcomes available to you – taking into account the full consequences of your injury.

What if I cannot deal with my case manager, can you help?

Yes - We find many claimants reach a point where they can no longer deal with their case manager. It may be due to a breakdown in the ACC relationship or your injury may make this difficult, or it may be a combination of factors. We are experienced in dealing with case managers in a professional manner. Sometimes it is helpful to let us deal with the case manager on your behalf until such time as you can properly re-engage on a more level playing field.

“ACC should consult with you, not dictate to you”

☑ Can I just get advice and deal with ACC myself?

Yes - you can register with one of our advocates and get advice by phone or email. You will be charged for the time based on an hourly rate. This service is particularly useful if you aren't having any major issues with ACC but simply wish to draw from our extensive knowledge and experience to get independent advice to ensure you understand ACC's obligations, your rights and the entitlements you may be entitled to.

☑ Do you attend case management meetings?

Yes, we are based in Nelson and provide NZ wide service. We do need to charge for any travel, so attending meetings in person may not be a cost effective option for you. However, we can attend case management meetings by phone conference.

Clients find being able to refer to us any new information, proposed interventions or other requests requiring agreement for a second opinion very useful. ACC is required to allow you to seek such advice which can be very cost effective in both identifying and gaining the best support ACC can provide.

☑ How do I have an advocate assigned to provide the CMA service?

Simply call or email us to register for this service. **The first consultation is FREE.** One of our advocates will deal with your inquiry and explain their fee with you before proceeding. You are under no obligation to engage our services.



Phone us: (09) 281 4558 or (03) 548 6962

Email us: enquiries@accesssupport.co.nz

“First Consultation is Free”