



14 January 2025

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 27 November 2024, requesting information about the procedures, timeframes and volumes of ACC Reimbursement requests.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

*"I am requesting the following, I would like to have a copy of the procedures set out for MSD to follow when a Request from ACC for Reimbursement to better understand the process.*

*{IE} When someone has been accepted for weekly compensation and is expecting a backdated payment, ACC contacts MSD to Calculate the Reimbursement amount for an overpaid benefit."*

Please refer to the following links and documents attached to this letter which detail the Ministry's ACC Reimbursement Process:

- [www.workandincome.govt.nz/map/income-support/core-policy/income/types-of-income/weekly-compensation-01.html](http://www.workandincome.govt.nz/map/income-support/core-policy/income/types-of-income/weekly-compensation-01.html)
- [www.workandincome.govt.nz/map/income-support/core-policy/income/types-of-income/quick-reference-guide-for-the-treatment-of-acc-pay-01.html](http://www.workandincome.govt.nz/map/income-support/core-policy/income/types-of-income/quick-reference-guide-for-the-treatment-of-acc-pay-01.html)
- ACC Reimbursements - Doogle Page (internal Ministry system)
- ACC Reimbursement Process Flowchart

*How much time is allocated to complete these Reimbursement request?*

The Ministry has a Service Level Agreement (SLA) with ACC which sets the expectation that the work is completed within ten working days. However, where work is more complex, reviews may take longer to complete.

*I would also like to ask how many of these type of Acc reimbursements request's MSD has at present, and how do they triage these requests.*

As of 18 December 2024, the ACC requests for information and reimbursements processing queue has 38 tasks to complete. The management of this queue is managed by specialised staff and there is a dedicated manager to look after these operations, who work on ensuring the queues are managed effectively and work to address any resourcing issues.

*Lastly I would like to know how many MSD staff members are qualified to under take these requests”*

The Ministry’s Central Processing Officers (CPOs) process ACC reimbursement requests. 21 Central Processing Officers have processed ACC reimbursements from January 2024 to January 2025.

I will be publishing this decision letter, with your personal details deleted, on the Ministry’s website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi

pp. 

Magnus O’Neill  
**General Manager**  
**Ministerial and Executive Services**

## ACC Reimbursements

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This page provides the background, process and practice followed by the Central Processing Unit, for ACC reimbursements

On this Page:

### Introduction

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Weekly compensation is paid to compensate for the loss of earnings as a result of injury. It is based on 80% of the lost weekly income before the injury occurred and is paid to the ACC client.

Payments of weekly compensation are a net direct deduction from a client's benefit. For every \$1.00 of the net weekly compensation payment received, \$1.00 is deducted from the net benefit rate. This includes weekly compensation payable to a client, their partner or in respect of dependent children in their care.

Benefits subject to the direct deduction provisions are those defined as an [income-tested benefit](http://doogie/map/definitions/income-tested-benefit.html) [\[http://doogie/map/definitions/income-tested-benefit.html\]](http://doogie/map/definitions/income-tested-benefit.html), except for a New Zealand Superannuation client with a non-qualified partner included.

**Note** there are different rules for clients who were receiving a benefit and weekly compensation before 1 July 1999.

### Legislation

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The below legislation for MSD and ACC determines how weekly compensation is charged and allows us to review a client's benefit entitlement and request reimbursement if required.

#### **MSD: Social Security Act 2018 - Section 198, Schedule 1, Clause 31**

<http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6783521.html> [\[http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6783521.html\]](http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6783521.html)

<http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6959017.html> [\[http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6959017.html\]](http://www.legislation.govt.nz/act/public/2018/0032/latest/DLM6959017.html)

MSD legislation states that if a person and/or their spouse (and/or their dependent child/ren) is granted a main benefit, MSD must reduce the main benefit by the weekly compensation received (net direct deduction, with exceptions found in clause 31 of Schedule 1).

Where the exception of clause 31 of Schedule 1 exists, charging weekly compensation as chargeable income, instead of direct deduction can be considered if the person was immediately before 1 July 1999 receiving compensation for loss of earnings.

#### **ACC: Accident Compensation Act 2001 - Section 252**

<http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM103121.html> [\[http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM103121.html\]](http://www.legislation.govt.nz/act/public/2001/0049/latest/DLM103121.html)

ACC legislation states that if a person (and their spouse/partner, if any) who:

- (a) receives a main benefit and
- (b) qualifies for ACC weekly compensation for the same period

The main benefit is to be reduced by up to the amount of ACC weekly compensation entitlement. ACC must refund the excess benefit payment to MSD.

The term 'excess benefit payment' in ACC legislation is equivalent to the amount of main benefit MSD paid the client (and spouse/partner, if any) during this period.

### ACC Reimbursement Process - Basic Overview

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The flowchart illustrates the ACC Reimbursement Process - Basic, organized into four swimlanes: Collections, Client, ACC, and CPU/MAN/Referral.

- Collections:**
  - Activity Reimbursement:** Collectors to email CPU the Invoice to Deduct forms sent to ACC172.
  - Dispute Reimbursement:** Client to make an enquiry for dispute/other debt - ACC172 to be issued.
- Client:**
  - Client to make contact to:
    - Provide authority for dispute/other debt or
    - Make a complaint arrangement
- ACC:**
  - ALL COLLECTIONS:** VC generated - email sent to report of benefit at the same time.
  - WOM Letter:** From ACC confirms usually compensation dates and costs.
- CPU/MAN/Referral:**
  - Complete ACC17208 (in duplicate):** Confirm if reimbursement required.
  - Advise ACC Reimbursement Required:**
    - Yes:** Advise client of upcoming benefit study (and suspension if req.).
    - No:** Supermarket.
  - Check:** CPU complete the benefit forms and ACC172 form.
  - Decision:** Support/Case data is match. Check Authority/Has a valid ID working day?
    - Yes:** Email ACC172 to ACC for reimbursement.
    - No:** Email ACC of data - awaiting benefit authority.
  - Advise client by email:** Client to make a decision.
  - Advise Collections of benefit:** New loss outcome and display trends.
  - End:** Final outcome.
  - Advise client of pending benefit:** Final outcome.
  - MAN/Referral:**
    - NTM:** Initial state.
    - Study/Link/Not Data Client?**
      - Yes:** Refer to CPU/Referral to issue.
      - No:** End.

<http://doogie/documents/business-groups/helping-clients/service->

If an injured person is experiencing a delay in ACC's decision and they still cannot work, they may choose to apply for a benefit from Work and Income while they wait.

**Please note:** Chargeable Income and Weekly Compensation are treated differently against benefits.

Once ACC make a decision about weekly compensation they will usually contact Work and Income to find out whether the injured person has received a benefit during the time they are going to grant weekly compensation. With this information, we need to determine if there is a reimbursement and provide a handover date, if required.

An ACC2300 notification is received from ACC via email advising that Weekly Compensation has been granted to the injured person. Client details and the start/end dates in which the weekly compensation will be granted for will be provided. CPU will need to determine whether MSD needs to seek reimbursement from ACC.

Reimbursement (WC06): Where the injured person has received an income-tested benefit in the period that ACC are granting weekly compensation.

No reimbursement (Schedule 6 / NFAR): Where the injured person has not received an income-tested benefit in the period that ACC are granting weekly compensation.

## **WC06 - Confirmation of weekly compensation rates**

This is an administrative process for CPU only. The WC06 letter from ACC confirms the gross weekly compensation rates for the period of reimbursement. CPU check the details provided and calculate the net rates in order to complete the benefit review and seek reimbursement. This process ensures there are no further delays.

## **Claims - Benefit review and reimbursement**

MSD completes a benefit review and establishes overpayments which ACC will need to reimburse. Client's authority may be required.

MSD will respond to ACC with reimbursement details - this may include supplementary/other debts if there is enough ACC arrears available.

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Content owner: [Work and Income Centralised Processing Unit \(CPU\)](#) Last updated: 08 March 2024

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OFFICIAL INFORMATION ACT

# ACC Reimbursement Process - Basic

