



**CASE STUDY:**

ACC

**INDUSTRY:**

Insurance

**COUNTRY:**

New Zealand

**B2BE SOLUTIONS:**



EDI

## AT A GLANCE

### BUSINESS OBJECTIVE

ACC receives a large volume of claim entitlement forms that require processing, from a wide range of health providers such as doctors and physiotherapists. The objective was to develop a system to remove these manual processes.

### BUSINESS BENEFITS

The B2BE deployed application improved ACC service level management enforced timely completion of tasks by all participants. Paper has now been eliminated from the process.

## Customer Profile

The Accident Compensation Corporation (ACC) administers the accident insurance scheme for New Zealanders and visitors to New Zealand. 1.6 million claims were accepted by the ACC in the last year, leading to payments of almost NZ\$1.3 billion for compensation, rehabilitation and medical treatment.

## The Challenge

- ACC receives a large volume of claim entitlement forms that require processing, from a wide range of health providers such as doctors and physiotherapists. To manage this claim process, ACC has developed their own system to enable health providers to lodge claims electronically (ACC e-Claim System). Their ultimate aim is to get all health providers to use this system.
- Before health providers are able to electronically lodge claims, a process is undertaken to ensure all required technical and procedural requirements are completed.
- The task of ensuring that the many health providers completed these requirements was paper based and required significant resources. It was very difficult to track each health provider and ensure that they were not overlooked in the process.

- Effective management of sales and installation process for the e-Claim System
- Better management of ACC's "suspects and prospects" health provider database
- Vastly improved delivery of Customer Relationship Management (CRM) facilities, including automated Email
- Increased transparency in the process of loading health providers onto the e-Claim System
- Improved and simplified interaction between the ACC, the health providers and the technology vendors

## The Results

- Service level management enforces timely completion of tasks by all participants Paper has been eliminated from the process
- Enhanced communication between the ACC and health providers
- Significant reduction in transaction and communication costs
- Automation of the majority of routine administrative tasks has eliminated delays and clarified responsibilities
- Improved decision-making delivered by comprehensive real-time reporting
- Increased the level of uptake of the e-Claim System, whilst shortening the process cycle

## The Solution

B2BE (formerly known as The ECN Group in New Zealand) has developed a SIMPS (Sales & Implementation System) application exclusively for ACC has streamlined and transformed the process of bringing health providers onto the ACC e-Claim System. The key features of the application are: