ACC – COVERPLUS EXTRA (CPX)



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AGENDA

- Cover Products
- Default Cover vs CoverPlus Extra
- Minimum and Maximums
- Incapacity
- DOFI v DOSI
- Entitlement
- Applying for CoverPlus Extra Online
- Questions

OUR COVER PRODUCTS

Understanding ACC's products

For self-employed:

- ACC CoverPlus standard product
- ACC CoverPlus Extra optional product

For non-PAYE shareholder employees:

- ACC WorkPlace Cover standard product
- ACC CoverPlus Extra optional product

For business (acc.co.nz) "understanding your cover options"



CoverPlus and Workplace Cover

- ACC's standard cover products
- 24/7 cover for personal injuries
- Access to a full range of medical and rehabilitation benefits
- Invoices based on previous years earnings filed <u>or</u> statutory mins and max -\$43,349 & \$139,384*.
- Weekly compensation:
 - ➤ Based on up to 80% of the previous tax year's earnings or previous 52 week's liable earnings
 - ➤ Maximum compensation is \$111,507 p.a. (adjusted annually)*
 - Levies charged on 100% of liable earnings (up to the maximum at a rate based on your industry risk)
 - Weekly compensation is abated if you return to work part-time

^{*}These amounts are valid from 1 April 2023 to 31 March 2024 and are gross (before tax).



Agreed level of cover with ACC CoverPlus Extra

- Available to self-employed and non-PAYE shareholder employees on application
- Your client must earn above \$34,679*, OR work more than 30 hours per week to be eligible
- The level of cover cannot be less than \$34,679* or greater than \$111,507*. These amounts are adjusted annually
- Cover level may be subject to financial underwriting
- CoverPlus Extra does not apply to preexisting injuries

KEY BENEFITS OF COVERPLUS EXTRA

- ✓ Pre-agreed level of cover if your client is injured and is unfit for work
- ✓ Proof of earnings are not required at claim time
- ✓ Weekly compensation is 100% of the agreed cover while returning to work gradually or if the business continues to generate an income (on standard product)
- ✓ Lower levels of weekly compensation is an option where the applicant can choose to forgo the non-abatement benefit of CoverPlus Extra Standard, for a reduced levy



^{*}These amounts are valid from 1 April 2023 to 31 March 2024 and are gross (before tax).

CoverPlus (standard cover) vs CPX Cover

Liable Earnings 2023/2024 Minimums and Maximums

CoverPlus (standard cover)

Minimum: \$43,349

Maximum: \$139,384

CoverPlus Extra

Minimum: \$34,679

Maximum: \$111,507

These amounts are valid from 1 April 2023 to 31 March 2024 and are gross (before tax).

CoverPlus Extra for newly self-employed

- ✓ Can apply for cover between the minimum (\$34,679) and \$80K without the need for approval (in most cases).
- ✓ No earnings history required when applying.
- ✓ Don't need to prove loss of earnings at claim time.
- ✓ Weekly compensation is 100% of the agreed cover while the client is off work recovering AND returning to work gradually (not subject to abatement).



INCAPACITY

Date of first incapacity (DOFI) vs

Date of subsequent incapacity (DOSI)

What is DOFI and DOSI?

DOFI is the date of **first incapacity** of a claim.

This is often the date of accident - DOFI can be accepted as the earlier of:

- The date the client took time off work to seek medical treatment for their injury, OR
- The date the client is medically certified as unfit for work.

DOFI triggers periods of entitlement for the claim and therefore influences the amount of WC and when it starts.

There is only ever one DOFI per claim.

DOSI is a subsequent period of **incapacity** on the same claim.

A subsequent incapacity occurs if a client has:

- had a period of incapacity then
- ceases to be incapacitated then
- sustains a further period of incapacity, due to that personal injury.

There can be multiple DOSIs on a claim

The **DOSI** is the first date the client was incapacitated, after a period of full capacity. E.g. The client was cleared to fully return-towork and required further time off to have surgery on the same claim.



Importance of Incapacity and CPX

- CPX needs to be in place at the dates of Incapacity (DOFI and DOSI).
- Your client can apply for CPX after an accident, however their weekly compensation would be based on standard cover.
- If CPX is already in place, the cover at DOFI will be used at DOSI even if the cover is increased.



The Act definition: What is Incapacity?

Section 6 of the Accident Compensation Act 2001

Incapacity,—

- (a) for the purposes of determining incapacity, means incapacity determined under <u>section</u> 103 or <u>section 105</u>, as the case may require; and
- (b) includes absence from employment in order to get treatment for personal injury covered by this Act, if the treatment—
- (i) is necessary for the injury; and
- (ii) is treatment of a type that the claimant is entitled to under Part 1 of Schedule 1

Why does this matter?

Unless there is an injury, there is no cover.

The questions that are asked regarding an injury:

- Was there an accident that caused a personal injury?
- What was the cause of it?
- Is it causing the person to be unable to work? (role held at date of injury)
- What was the person doing at their incapacity date, i.e. what type of earnings did they have?

The answers determine what their cover will be.

As a note - When a person is newly self-employed and does not have an earnings history, what the person was doing at the time of the accident needs to be for the purposes of pecuniary gain.



Weekly Compensation

To be eligible for weekly compensation the following is required:

- The client has an accepted claim
- ACC is responsible for managing the claim
- the client has made a written or verbal request for weekly compensation
- the client is an earner at the date of injury
- the client is incapacitated for employment as a result of their injury
- the client has a loss of earnings
- the client either
 - was an earner at the time of the accident and immediately before the date of first incapacity or the date of subsequent incapacity (DOFI/DOSI) and had earnings at that time as an employee **or**
 - was incapacitated during a period of unpaid parental leave



Earner Status and Entitlement

Earner status and entitlement

Generally speaking to be entitled to weekly compensation, the client needs to have:

- Earnings at date of injury/accident
- And immediately prior to the incapacity.

New injury and new event that constituted an accident, there is entitlement.

■ In the scenario where an injury occurs in the same site, i.e. knee, shoulder etc, if it's a new injury caused by an accident, it's a new claim.

Aggravation of a previous injury/underlying condition it is not a new injury. (Including the stirring up of a pre-existing injury)

 If your client was a non-earner when the injury occurred, they would not receive weekly compensation for any time off work.



Cover and entitlement

Important to note – ACC has to take people as we find them. Just because there is degeneration, or a predisposition, this doesn't preclude them for getting cover. (cover opens the door to entitlements)

To re-iterate. A new injury and new event that constituted an accident will be covered and the client may be entitled to weekly compensation.

Reminder, an accident includes:

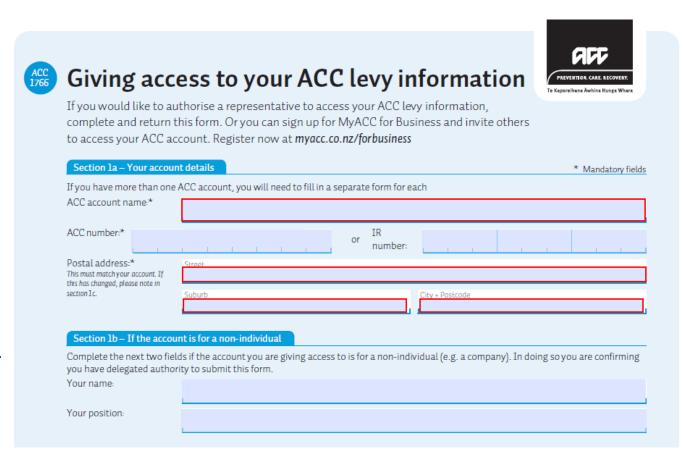
- External force or a series there of
- Movement to avoid that force
- Twisting and falling



Viewing Client Information

How do I access information about my clients ACC cover?

- Visit acc.co.nz
- Search 'ACC1766'
- Download the form
- Fully completed with client signatures
- Return to <u>business@acc.co.nz</u>



Advisors must use this form to obtain authorisation from your clients.



My ACC for Business for Agents & Advisors

Benefits of MyACC for Business

- View & update client information in one place
- View past invoices, classification unit, cover details & payment information
- Submit CoverPlus Extra applications on behalf of customers & accept terms (NEW)
- Talk directly to ACC via the chat function

Register for My ACC for Business for Agents and Advisors

- Visit acc.co.nz search 'account access for agents and advisors' to apply
- Confirmation email to complete the registration process & set up MyACC for Business account

(Note: Advisors - need ACC1766 client authority form prior to linking new clients and applying for CoverPlus Extra



Register as an Advisor



Register as an agent or advisor

As an agent or advisor, you can register to manage your clients' levy payer accounts. We'll then set you up with MyACC for Business. Once we've got your account ready to go, your nominated admin can manage and give other people access in your organisation.

Due to a technical issue, submissions made between 24 August and 21 September 2022 have not been successful. If you have completed a form to register as an agent or advisor within this timeframe, could you please resubmit now. We are sorry for any inconvenience caused.

If you need help, contact us:

Phone 0800 222 991

Are you applying as?*

Tax agent organisation

Select file

Trading name*

Legal name *

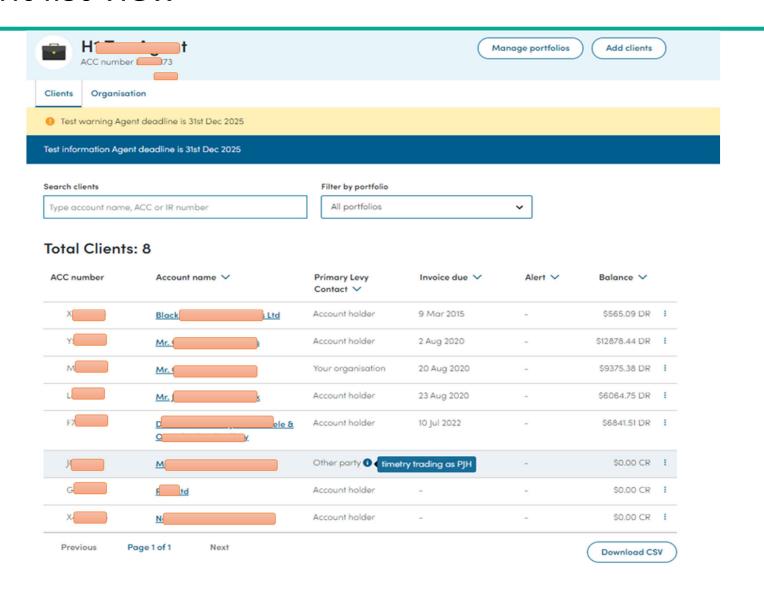
www.acc.co.nz/for-business/manage-your-business-online/register-as-agent-or-advisor/ <u>Register as an agent or advisor (acc.co.nz)</u>



MyACC for Business Hints and Tips

- Administrator preferably have two available
- Ensure access is reviewed regularly
- CSV file save as an excel file before editing
- Activate your Levy Payer (LP) Account as well as your Organisational (ORG)
 Account (your LP account gives you access to information not available on
 the ORG account)

Client list view



How to: Apply for CoverPlus Extra on behalf of your client

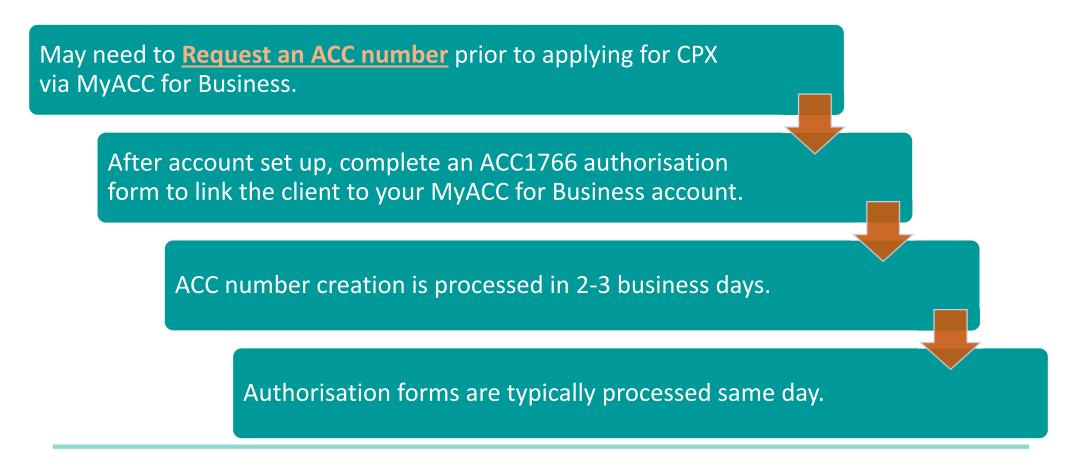
- Via your MyACC for Business advisor login (ORG)
- The client will need to be linked to your MyACC for Business account
- ACC1766 or client engagement letter (if an approved agent)
- A banner notification will appear in MyACC for Business under the customers account to show if eligible for CPX
- Instant decision and offer terms in many cases



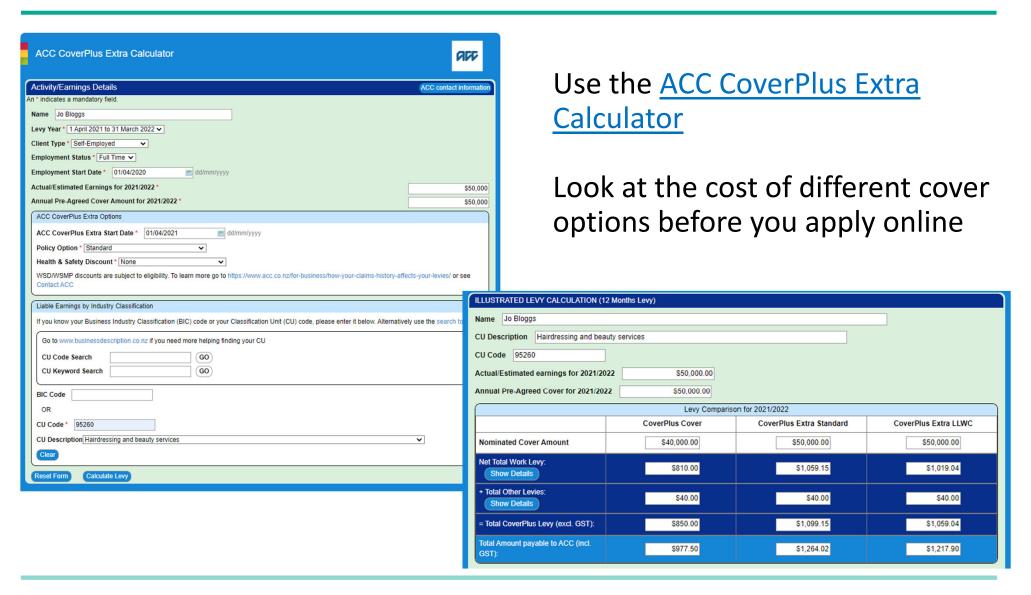
Apply for CoverPlus Extra (CPX) using MyACC for Business

New to Self Employment?

<u>Important points to consider</u> if your client is new to business and self-employed or non-PAYE shareholder-employee (i.e. first year of trading):

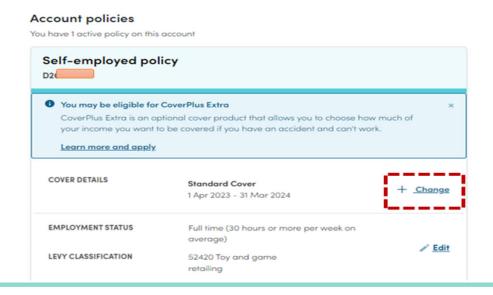


CPX online calculator



Getting started

- When you click the "learn more and apply link" on the banner you are taken to the 'Apply for CoverPlus Extra' introduction page where you are given an overview of the product.
- From here you can choose to start the CPX application process.



Apply for CoverPlus Extra



Compare types of cover ±

What is CoverPlus Extra?

CoverPlus Extra is an optional cover product that allows you to choose how much of your income you want to be covered if you have an accident and can't work.

CoverPlus Extra is especially suited to those who:

- have fluctuating income, either yearly or seasonal as you'll know exactly how much we'll pay
- want to apply for more or less cover than your actual income
- are newly self-employed with no earnings history and want assurances around your cover.

You can apply for CoverPlus Extra if you're:

- self-employed
- · working full time (more than 30 hours per week on average); or
- working part time (30 hours or less per week on average) and have earnings above the CoverPlus Extra minimum for the current year
- a non-PAYE shareholder, i.e. you don't receive PAYE wages from your company

We recommend you seek independent financial advice relevant to your individual circumstances before applying for CoverPlus Extra.

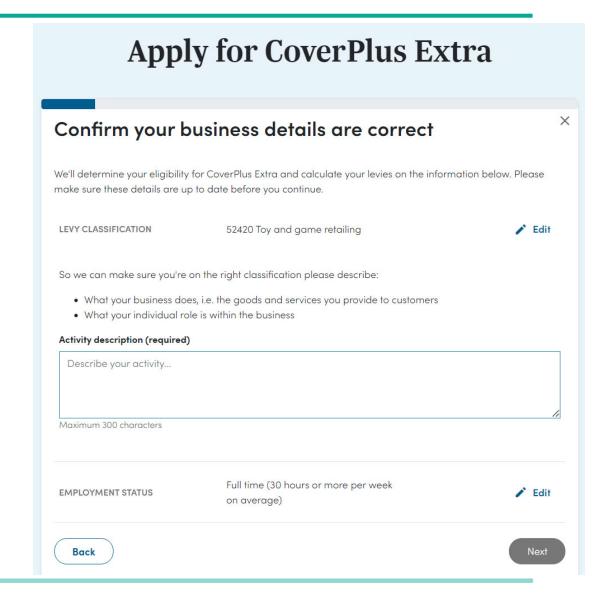
Cancel

Start application



Confirm business details

- All customers applying for CPX will be asked to confirm their existing business details.
- If you edit levy classification or employment status, the CPX application process flow will be paused, and you will be redirected to the edit levy classification or employment status page.
- If the changes are automatically approved you will be able to continue with the CPX application.

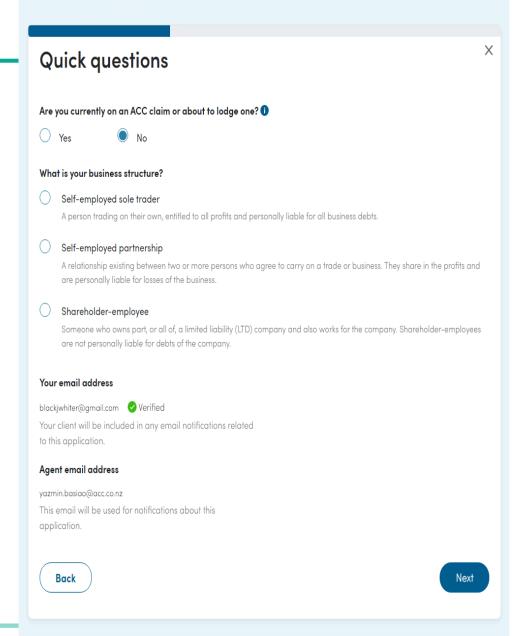




Quick questions

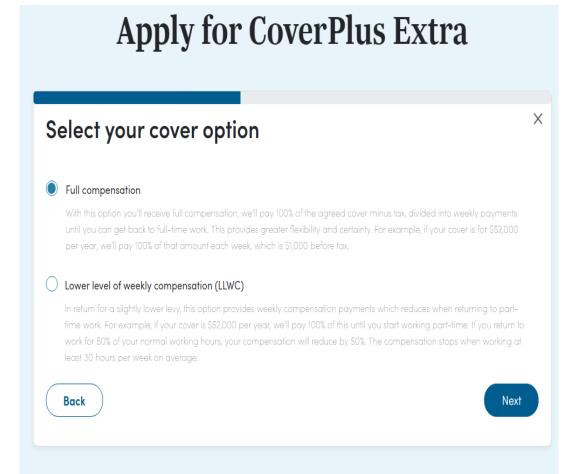
- Collects additional information for eligibility checks or for ACC system requirements.
- Receiving ACC compensation can affect the customer's eligibility for CPX. In cases when the customer selects yes, an activity will be sent to Policy Administration to call the customer and discuss their situation.
- The customer must select the business structure from the list:
 - Sole Trader
 - Partnership
 - Shareholder (Sole shareholder and PAYE question pop up when selected)
- All applications require an email address to apply.
- If the application is being completed on behalf of the levy payer, we'll also require an email address for that user if they have no email in their user profile.
- All Primary users who apply online will automatically be sent an email verification and opted into email preference once they hit 'Apply' at the end of the application flow.

Apply for CoverPlus Extra





CPX cover options



Cancel application

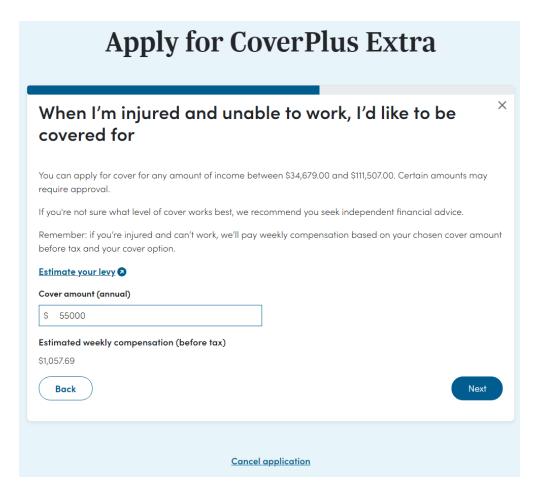
<u>NOTE:</u> There are two different types of cover customers can select on CoverPlus Extra:

- Full compensation available to both full time and part time status
- Lower-level weekly compensation (LLWC) available to full time status only

If a customer is working part-time, then they can only select full compensation. LLWC will be 'greyed out'.

Cover amount confirmed as gross (before tax)

Select level of cover



On this page you select the level of cover you require.

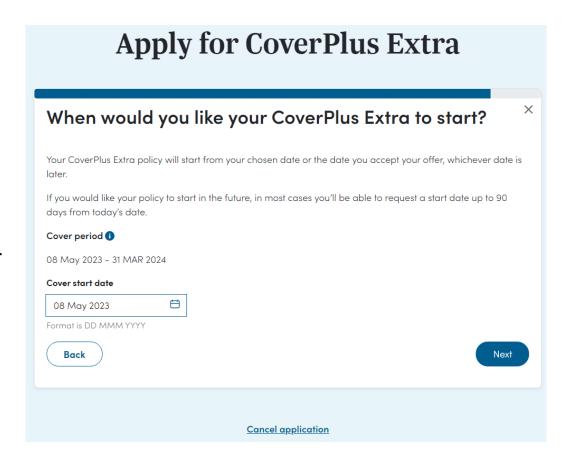
Customers cannot select a level of cover outside the minimum or maximum CPX cover amount.

Cover start date – outside of renewal period

The CPX start date defaults to **the date of application**. You must select a cover start date greater than or equal to that date.

If you want to apply for a future start date, you can apply for a start date of 90 days in advance unless the end of the financial year (and current policy term) falls within the next 90 days.

An exception to this is during the CPX renewal period.

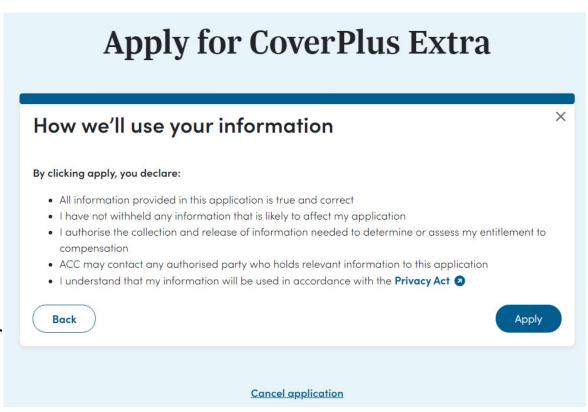


Application declaration

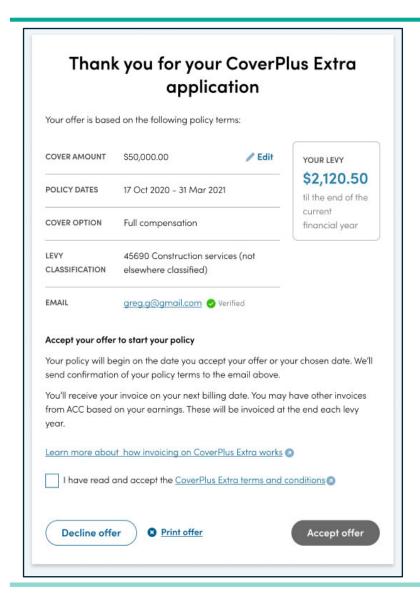
To complete the application, you are given the application declaration to accept.

What happens when you click apply?

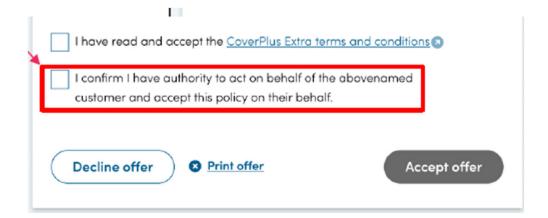
A preliminary assessment is completed based on the details provided. This will result in the application being accepted or sent for manual review



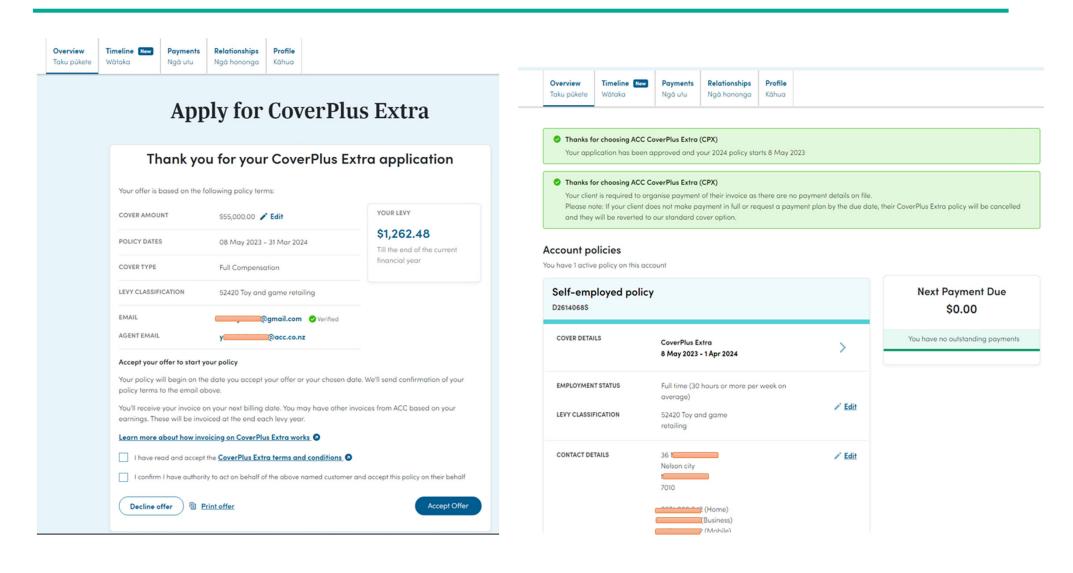
CoverPlus Extra Offer



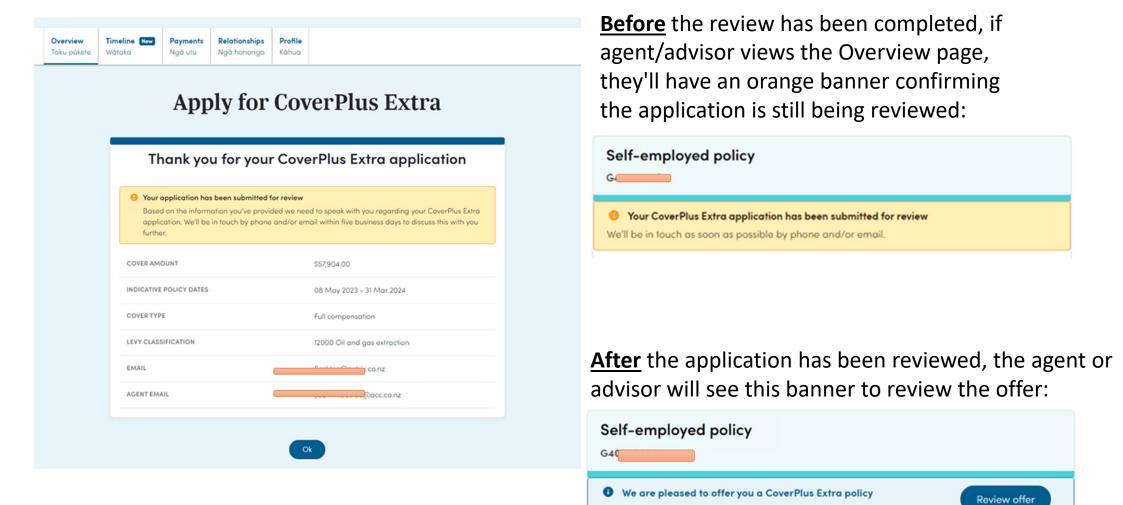
A declaration will need to be completed by the agent/advisor to confirm they have authority to accept the offer on behalf of the customer.



Straight through



Manual Processing required



You can review your offer and decide whether to accept or reject it.



CoverPlus Extra - Acceptance

Offer of terms issued

- usually automatically accepted as part of the online process.
- In some cases financial further underwriting is required & offer will be issued once completed
- Invoice sent to your client once offer of terms has been accepted

Arrange payment with client

- Final screen will confirm payment options available
- Client can make manual payment on receipt of CPX invoice, or set up a payment plan via MyACC for Business

Only the client can add bank account and set up payment plan via MyACC for Business

CoverPlusExtra invoice must pay by due date



CoverPlus Extra - Next steps

To ensure that your clients CoverPlus Extra policy is not cancelled:

- Pay in full **OR** payment plan in place prior to the due date
- Missed or late payment will result in instant cancellation of the policy
- No exceptions will need to reapply for cover
- Existing payment plans rollover automatically if no payments missed in the previous year



CoverPlus Extra - Things to be aware of

- Non-paye shareholder remains liable if limited liability company goes into liquidation.
 CPX is invoiced to the individual
- A shareholder employee (e.g. a spouse of the income generator) who has a PAYE occupation outside the business <u>may be</u> eligible for CoverPlus Extra
- A shareholder employee who receives a PAYE salary from a company that they are a shareholder of <u>is not</u> eligible for CoverPlus Extra (unless they change to drawings).

CoverPlus & CoverPlus Extra invoicing

May be invoiced up to two years of ACC levies after changing to CPX

- CoverPlus invoiced from September onwards (in arrears)
- CoverPlus Extra invoiced in April (in advance)



CoverPlus Extra – Lapses & cancellations

CPX policy lapses and reapply later on

Standard CoverPlus will invoiced for interim period based on actual earnings (prorated)

Cancelling CPX when a business is ceasing trading

- Timing of cancellation....are there further liable earnings to file
- Shareholders will pay CPX and Workplace Cover levy if ceasing mid levy year (prorated)



QUESTIONS?

Contact Us

Philip Southgate
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ACC
Justice Centre
Wellington



Visit Our Website <u>www.acc.co.nz</u>

My ACC for Business Chat Function

Employers 0800 222 776

Self-Employed 0508 426 837

Agents & Advisors 0800 222 991

Business & Levies <u>business@acc.co.nz</u>

