



He Kaupare. He Manaaki.  
He Whakaora.  
prevention. care. recovery.

# Digital Operations

Kia orā e te whānau

## **This message is relevant for:**

**General Practitioners, Nurses, Nurse Practitioners, Physiotherapists, Osteopaths, Chiropractors, Occupational Therapists, Podiatrists and Hand Therapists in the Northland, Hawke's Bay and Tairāwhiti regions.**

Some time ago we were in touch regarding new codes to cover the cost of co-payments for our clients following Cyclone Gabrielle and the other recent adverse weather events, in Hawke's Bay, Tairāwhiti and Northland. This was for the period 19 February to 10 April 2023.

## **What happens after 10 April 2023**

From 11 April 2023, we will no longer continue to cover the cost of co-payments for those who are not able to be in their normal place of residence from the Hawke's Bay, Northland or Tairāwhiti regions due to the cyclone and other recent adverse weather events.

If, due to exceptional circumstances, an ACC patient is unable to pay for the cost of co-payment for their injury, they will need to call us directly on 0800 101 996. We will then determine if the co-payment is covered, done on a case-by-case basis.

If you have any questions, please contact [DigitalOperations@acc.co.nz](mailto:DigitalOperations@acc.co.nz).

Ngā mihi

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