

Request for Travel Costs

Complete this form to claim for travel costs to treatment or rehabilitation. Please send this to either email claims@acc.co.nz post PO Box 952, Hamilton. or directly to your Client Service Staff Member.



IMPORTANT INFORMATION: Please read the information sheet to find out what help you may be eligible for.

CLIENT DETAILS

Full Name:	Claim number:
Residential address:	Date of injury (DOI):
Postal address (if different from above):	Date of birth: Phone No: Email:

BANK DETAILS

We need to make sure we have the right information so we can reimburse you as quickly as possible. Please complete one of the options below:

- ☐ Please use my bank details I have provided to ACC for payments before **OR**
- ☐ I have previously provided signed documentation to ACC and have written my bank account number below:
 _____ / _____ / _____ / _____ **OR**
- ☐ I have attached one of the following supporting documentation showing my bank account number, account name, and bank logo:
 bank statement ATM slip internet printout from bank website pre-printed deposit slip

TRAVEL TO TREATMENT/REHABILITATION DETAILS

	Date of travel	Travel from	Reason for travel	Destination - insert your treatment or rehabilitation provider's stamp (with name & address) and ask for their signature	Total kms travelled	Fare	(Office Use) Service Code / PO #
1					km	\$	
2					km	\$	
3					km	\$	
4					km	\$	
5					km	\$	
Attach tickets or receipts for any travel by scheduled public transport, or other non-private transport					Total	km	\$

DECLARATION

THIS DECLARATION MUST BE SIGNED FOR ACC TO CONSIDER YOUR REQUEST

Client's declaration (please read and sign)	Representative's declaration (please sign if client is under 16 or can't sign because of injury)	(Office use only)
<p>I declare that the information on this form is correct and that I have not withheld any information likely to affect this request for reimbursement of travel costs.</p> <p>I authorise any service provider to release information to ACC so that ACC can make a decision on whether to reimburse these costs.</p> <p>Signature:</p> <p>Date:</p>	<p>Representative's name:</p> <p>Relationship to client:</p> <p>Reason why client can't sign form:</p> <p>I declare that, to the best of my knowledge, the information on this form is correct, and I have the client's authority to sign this form.</p> <p>Signature:</p> <p>Date:</p>	<p>Entry by:</p> <p>Approved by:</p> <p>Date:</p>

The information collected on this form will only be used to fulfil the requirements of the Accident Compensation Act 2001. In the collection, use and storage of information, ACC will at all times comply with the obligations of the Privacy Act 2020 and the Health Information Privacy Code 2020.



All about

Travel to treatment or rehabilitation

If you have to travel a long way for medical treatment or rehabilitation, or have high travel costs, we may be able to help you pay for them.

When can we help?

If we accept your claim, we can help pay your travel costs when you travel by the shortest practical route to:

- treatment, rehabilitation assessment or reassessment, counselling, your job
- obtain or have an aid or appliance fitted, eg artificial limb
- training for independence programmes
- ACC-approved inpatient, residential, or outpatient rehabilitation programmes, or ACC-agreed vocational rehabilitation services, courses or programmes.

We'll help pay for your travel costs to your nearest place of treatment or rehabilitation provided you meet one of these conditions.

If you travel...	within...
more than 20 kilometres (one way per trip)	14 days of your injury
more than 80 kilometres	any calendar month
If you spend...	within...
more than \$46 on bus, train or ferry or more than \$46 on other transport, eg taxis, hire-cars shuttles (prior approval is needed)	any calendar month

What can we pay towards your travel costs?

If you meet the above conditions we'll pay your full bus, train, ferry or scheduled water taxi fare.

If you return to where you started from we'll also pay your return fare. If you use a private vehicle we'll pay 29 cents per kilometre (GST incl).

You need **prior approval** if you want us to help pay for some travel-related costs. Please call us on **0800 101 996** if you would like us to help pay for any of the following:

- travel by taxi, shuttle, hire car, or water taxi
- travel by air transport - if your injury prevents you from travelling by other means, or if it is the most cost-effective way of getting you to the nearest place of rehabilitation
- accommodation or another person's travel.

We can help pay the travel costs for one person to travel with you, if you qualify for travel costs and either:

- you're under 18 years
- your medical condition requires that you travel with an escort
- the transport provider requires you to have an escort.

Will ACC pay for my accommodation?

If transport isn't available to get you home after your treatment or rehabilitation session, we can contribute up to \$57.55 (GST incl.) per night towards your accommodation costs. You'll need prior approval for this. Call us on **0800 101 996** to request prior approval.

Will ACC pay for a support person to visit me during rehabilitation?

If you're...	we can help pay your support person's travel costs if they...
under 18 and receiving ACC-approved inpatient or residential rehabilitation	meet the conditions in the table on the previous page.
18 years or over and the presence of your support person will help you to achieve your rehabilitation outcomes	travel more than 80 kilometres one way to visit you. We will only pay for one visit, and up to two nights' accommodation per week.

How do I claim for my costs?

Fill in the *ACC250 Request for Transport Costs* form.

- Ask each rehabilitation provider you visit to sign and stamp it.
- Send the signed form to us with your tickets or receipts.
- We'll try to give you our decision within 21 days. If we're able to contribute to your travel costs we'll pay the money into your bank account.

If you've had treatment from your local DHB and they're unable to contribute towards travel costs, we may be able to help. If you'd like to know more about travel costs please call your Client Service Staff member directly or phone **0800 101 996**.

We're happy to answer your questions

If you have any language or cultural needs, let us know so we can help.

If you'd like to know more about our services, please call your client service staff member directly or phone **0800 101 996**. You may also find the following information helpful.

For information about...	See the guide...
help we can provide	Getting help after an injury (ACC2399 booklet)
how we collect and use your information	Collection and disclosure of information (INPIS01 - information sheet)
your rights to receive a high standard of service, and how we resolve any concerns you may have	Working together to resolve issues (ACC2393 booklet)

Copies are available at any ACC Branch, on our website acc.co.nz or by calling **0800 101 996**.