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Frequently asked questions

Just click on the topic below to take you to that section of the FAQ:

a S A P

Q   What is aSAP?

A   aSAP is one part of Accessable's IT platform where Assessors and Case Owners request services for their Customers under the relevant funding contacts e.g. ACC MRES and ACC HMods or MOH EMS funding. This on-line platform is live and gives visibility to the Assessors and Case Owners of the status and progress of their request/s with Accessable.

A   aSAP is a Microsoft-based programme and it is recommended that you use an up to date version of the following browsers for aSAP to work consistently and provide a secure service: Google Chrome, Microsoft Edge or Firefox.

Like all applications delivered over the internet, the speed of loading, and responsiveness, is affected by Internet speed, and local Internet connection quality. If you're sitting on a dodgy Internet connection or trying to connect using your mobile phone with a weak signal then your experience will be poor. Please liaise with your own IT team or ISP (Internet Service Provider) to discuss your options to ensure you have a high speed good quality link to the internet. A fibre based service is recommended.

CUSTOMER DETAILS

Q Why do I have to verify the personal information for my Customer twice?

A When finding and locating your Customer there are several contractual requirements in relation to privacy of information that need to be verified and confirmed when in aSAP.

When you enter the NHI, Claim Number or DOB and Surname – the displayed results require the Assessor or Case Owner to verify and select them. This is to ensure the correct Customer information has been located by aSAP. Once this is complete then you will be provided with the option to create an Application or Service Request for this Customer.

Q Why aren't some of my Customer's details auto populating?

A If generic information, like telephone numbers and address details, are missing when you create an Application or Service Request for your existing Customer – you will need to update the Customer profile and enter the information that is missing – once saved you will then see the information auto populating in each new Application or Service Request.

Note: This applies to Assessor details as well – please check your Assessor profile and update.

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W O R K F L O W

Q What does Accessable mean by workflow?

A Several improvements in aSAP's design have occurred since the initial launch in August 2019. The introduction of the workflow or Update Trial (flow) format is a new way of presenting the required fields to the Assessor or Case Owner in a step by step process. Similar to other website platforms, you will be taken along a flow of work to ensure the documentation submitted to Accessable is complete and accurate.

The Update Trial (flow) is used when the Assessor has completed the trials with the Customer and is now needing to advise Accessable of the outcomes and/or add new items that have been identified as essential to either trial or purchase.

Q What is the benefit of the new workflow?

A Accessable has streamlined the process for Updating Trial Outcomes and adding new items for the Assessors. The new Update Trial (flow) improves the ease of advising if trials are successful or unsuccessful, extending trial dates and also the ability to add new trial or purchase items within the same Application or Service Request.

This will reduce the need for trial outcome emails to the Customer Support Team and will enable the Assessor to update one or all of the items as they progress through the trial phase with their Customer.

Q What is the benefit of the combined Trial and Purchase Application or Service Request option?

A This new option gives the Assessor the ability to combine equipment items under one Application or Service Request. The Assessor has to only look in one place to view the package of care for their Customer – this will provide a full overview of the items requested for your Customer and reduce the time you need to monitor and track multiple Applications or Service Requests.

Q What if I select the trial application or Service Request option and during the trial process need to purchase an item? Do I have to do a separate purchase Application or Service Request?

A No. Both the Trial and Trial and Purchase action selection gives the Assessor the ability to combine trial and purchase equipment items under one Application or Service Request. You just need to add the new purchase item in the trial workflow when the Application or Service Request is in Trial in Progress.

Q What date do I use for the Expected Trial Start Date?

A Accessable understands that there are several variables that can affect the date the Assessor selects. We recommend that the Assessor considers all the potential variables and puts in their best estimated expected trial start date. This can always be extended or changed if the Customer's circumstances change.

Q Why do you need an Expected Trial Start Date?

A The MOH EMS contract requires EMS Assessors to give this information to the EMS Provider. Accessable has to report trial durations to the MOH so auto populates the Expected Trial End outcome date as 20 working days after the Expected Trial Date to fulfil the contract's requirements. You can extend the trial duration if needed - but please provide a reason for this. This is so Accessable can keep track of the lengths of trials and if the contracted KPI of 20 working days is not achieved, we can report the reasons for this.

A Under the ACC MRES contract, it is a requirement for the ACC Assessor to advise the Expected Trial Start Date information so that Accessable can monitor the trial time frames and action follow-ups with the Supplier network and Assessors. Assessors can extend the trial duration as and when required.

W O R K F L O W

Q How much detail do I need to put in when building my quote/complex equipment write-item in aSAP?

A Please refer here for the aSAP How to Build and submit a Write-In Application for Band 2/Band 3/ Non List Solutions with Accessories

When the final solution is ready for purchasing, the Assessor will need to advise Accessable whether each equipment line item was successful or unsuccessful.

WORKFLOW

A You will need to obtain the full quote from the Supplier which identifies the base unit, key features, and accessories. Use this as your reference and upload the information into aSAP. All individual items or accessories over $1,000 ex GST will need to be uploaded into your request. Any items under $1,000 ex GST or with a combined total of $1,000 ex GST can be added as accessories.

For example:

Equipment Supplier Trial Quote	aSAP Requirements for Trial Request
Base Unit with or without electronics	Base Unit and Multifunction - electronics, armrest, leg rests and charger cost
Multifunction/s	Cushion
Armrests	Back
Leg rests	Accessory package – Cushion Cover, Headrest and Receiver, Belt
Cushion	
Cushion cover	
Back	
Belt	
Headrest	
Headrest Receiver	
Charger	

Q Why does Accessable need this level of detail?

A The information is to give Accessable the detail required to track items through Inventory, retain the required level of information to support future equipment provision and help our Repairs Team with accurate information of the equipment solutions in place with your Customer.

Accessable will be providing further resource and guidance in this area.

Q What do the statuses mean, why do we have them?

A When designing aSAP a key request from the Assessor community was visibility of the progress of their Application or Service Request. aSAP uses statuses to process and guide the Assessor's request through our various teams and contractual requirements.

A Accessable has developed a new resource which gives you the most relevant status, meaning and owner information which you can find here on our website.

Q Is there any change to the Purchase Application or Service Request process?

A No, there has not been any change to the type of form you complete when submitting a Purchase only Application or Service Request. The new workflow only applies to the Trial and/or Combined Trial and Purchase Application or Service Request process.

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Q When I successfully add items from the Catalogue and proceed to the next page – the items are not showing in the equipment table!

A aSAP is a Microsoft-based programme and the coordination between the Catalogue section of the programme and the aSAP portal takes a few minutes (caching). Microsoft is working on improving this and you should notice it becoming quicker in the next couple of months.

A Because of the caching, it can take time (2-3 minutes approximately) for the information to be shared from the Catalogue to the Application or Service Request. However, you can be confident the item/s will be there if you have received the 'successfully added' message in the bottom right corner on the previous page. You can proceed and on completion the item/s will be visible.

FUTURE DEVELOPMENT

Q What else is Accessable focusing on with aSAP improvements and development?

A After the workflow Go Live 21st September, Accessable will be continuing to improve the format and wording in the Application and Service Request views. This is to ensure we have consistent use of language to guide the Assessor or Case Owner through the steps required and the views. This will support ease of use and efficient reviewing of information and submission through to Accessable.

A Accessable has started to consult with Assessors regarding the use of the filters and options in the platform to support the Manage my Work functionality. The focus is to improve the Assessor's visibility of current Customers and the Application or Service Request status to support the Assessor with their aSAP work.

A Work continues on the naming conventions of items in the Catalogue – this will improve the ease of filtering and success rate of finding your commonly requested items. By selecting items directly from the Catalogue this will reduce the use of the Write In process which will be beneficial both for the Assessor and our Customer Support Team.