



## Introduction to the Equipment and Modification Services (EMS) Contract

Dear Assessor,

Accessable holds a contract with the MOH to manage the MOH's EMS funding contract for the regions covered by ADHB, CMDHB, NDHB & WDHB. You can find out more information about the contract and the EMS Manuals that guide service provision under this contract on the MOH's website:


<https://www.health.govt.nz/our-work/disability-services/contracting-and-working-disability-support-services/equipment-and-modification-services>

You will liaise closely with Accessable's Customer Service Team and Professional Advisory Team (PAT) as you provide solutions for your clients under the EMS contract. These team members ensure your funding request meets the eligibility criteria set out in the EMS contract and that it contains the necessary information to ensure your client receives the services they need as quickly as possible. Accessable also has procurement, dispatch, warehouse, housing, finance, technical and repairs teams to support us in providing your customers with the equipment and modifications you have prescribed for them.

You will submit your Service Requests and Advice Requests via Accessable's aSAP Portal. See [MOH Consultation with an EMS Advisor](#) for guidance on when an Advice Request (consultation) must be submitted before a Service Request is made.

## Introduction to aSAP

Before you can access aSAP you need to:

- Make sure you're an [accredited Assessor](#)
- Complete an [aSAP registration](#)
- [Log in](#) to aSAP at <https://accessablenz.microsoftcrmportals.com/>. Click  and enter Username and Password

Information about all of these actions can be found on our webpage: [www.accessable.co.nz/professional-resources](http://www.accessable.co.nz/professional-resources)

If you are nominated as an Administrator by your DHB, you also need to register for an aSAP log in. Please do this by emailing [asap@ACCESSABLE.CO.NZ](mailto:asap@ACCESSABLE.CO.NZ). Please include the name and email of your manager in your email.

## Using aSAP

Once you have logged in to aSAP, you're ready to make your first Service Request. You'll find it easier and quicker to do this if you ensure you have all the customer and order information to hand before you start.

Below is a summary of the key aSAP functions to get you started. For more in depth details on how to use aSAP, please see the 'how to' guides and videos available at [aSAP Videos and Supporting Documents](#)

Let us know if you have any questions on using aSAP - just contact us at [moh@accessable.co.nz](mailto:moh@accessable.co.nz) or on 0508 001 002/option 5

Looking forward to working with you!



### FIND OR CREATE CUSTOMER

To create an Advice Request or a Service Request in aSAP, the Customer must be created in aSAP, if not already set up

- Click **Customers**
- Click **Find a Customer**
- Enter one of the following:
  - Option 1: NHI
  - Option 3: Birth Date (DD/MM/YYYY) and Last Name
- Click **FIND CUSTOMER**

If the **customer is found** during the search, the Personal Information page of the customer record displays:

- Click **SELECT CUSTOMER**

To **Edit the Customer**: Click **GO TO CUSTOMER**. The Edit Customer page displays. Edit the Customer details as required and click **SAVE CUSTOMER**

To **Create Application or Advice Request**: Click **CREATE APPLICATION FOR THIS CUSTOMER** and select the action from the Action list

If the **customer is not found** during the search, a **Customer not found** message displays

- To Create a Customer and an Application, click **CREATE CUSTOMER AND APPLICATION**
- To Create a Customer only, click **CREATE CUSTOMER ONLY**

### CREATE AND SUBMIT SERVICE REQUEST

#### BAND 1

Band 1 Requests are submitted directly from aSAP

- Find and select existing Customer
- Click **CREATE APPLICATION FOR THIS CUSTOMER**
- Select the type of Service Request
- On the Confirmation of Customer and Application Details page enter required fields marked with an asterisk which have not auto-populated
- Click **SAVE AND NEXT**
- Enter Delivery Details (for Purchase and Trial Requests) or Modification Address Details (for Housing and Vehicle Modification Requests)
- Click **SAVE AND NEXT**
- In the Edit Service Request page, add Items and Supporting Documents
- Save and submit Service Request

**Note:** Equipment Service Request: Click

- SAVE SERVICE REQUEST** and **SUBMIT SERVICE REQUEST**  
Remember to Save Before you Submit

**Note:** Housing Modification Request: Select **Yes** for Solution Flagged for Review. Click

- SAVE SERVICE REQUEST**

**Note:** Vehicle Modification Request: Select **Yes** for Vehicle Service Request Ready for Review, click

- SAVE SERVICE REQUEST** and **SUBMIT SERVICE REQUEST**  
Remember to Save Before you Submit

#### BAND 2/3 AND NON-LIST

Band 2/3 and Non-List Requests require the Rationale Form from the EMS Portal

- After completing the MOH EMS Portal Rationale, click the Accessable website hyperlink
- The Retrieve EMS Portal Information page opens in aSAP. Check the Assessor Section ID is the correct EMS Portal session to bring into aSAP
- Click **RETRIEVE**
- Follow **Band 1** instructions, from **Step c** onwards

### CREATE AND SUBMIT ADVICE REQUEST

If a mandatory Advice Request is required or you would like to seek Advice from a Professional Advisor, create and submit an aSAP Advice Request

- Find and select existing Customer
- Click **CREATE APPLICATION FOR THIS CUSTOMER**
- Click **CREATE MOH ADVICE REQUEST**
- Enter required fields which have not auto-populated. Click **SAVE AND NEXT**
- Enter required fields marked with an asterisk and optional fields if needed
- Add Supporting Documents if needed
- Click **SAVE ADVICE REQUEST** if the Advice Request is not ready for submission
- Click **SUBMIT ADVICE REQUEST**. The Advice Request is submitted and has the Status **Awaiting PAT Assignment**

This information provides an initial overview only to get you started. For more details on these processes and how to add equipment items and supporting documents, please refer to Accessable's website [aSAP Videos and Supporting Documents](#)