Using the ENZ Equipment System

Tips for EMS Assessors

This guide is for EMS assessors using the ENZ equipment service request system, which replaced Enable Online RTL in November 2019. Find out what to do **before** you start using the ENZ equipment system. And please read our advice to help you avoid possible delays or cancellations to your service requests.

Contents

Resources and support

Tools for EMS Assessors webpage

Visit our website for links to MOH manuals, our product lists, EMS Portal, EMS Assessor Online and other resources mentioned in this guide.

https://www.enable.co.nz/for-health-professionals/tools-for-ems-assessors/

Download our ENZ equipment system user guides

Download our user guides for instructions on submitting equipment service requests.

Band 1 user guide covers: band 1 equipment only, replacement like for like (L4L) equipment, reissue equipment and accessories under $1000.

Bands 2 and 3 user guide covers band 2 equipment only, band 3 equipment only, band 2&3 equipment combined, non-list equipment, and accessories over $1000.

https://www.disabilityfunding.co.nz/equipment/Equipment-Service-Request-System

Contact us

If you need help submitting service requests, please contact us. We'll be happy to assist.

Phone 0800 ENABLE (362 253)

Email enable@enable.co.nz

Using the system for the first time?

We recommend these actions.

Please check your internet browser

ENZ's new equipment system works best on these internet browsers:

Google Chrome https://www.google.com/chrome/

Microsoft Edge https://www.microsoft.com/en-nz/windows/microsoft-edge

Mozilla Firefox https://www.mozilla.org/en-US/firefox/new/

If necessary, please contact your IT helpdesk to have the latest version of one of these browsers installed on your computer.

Check your accreditation and address details

Please ensure you have **the appropriate accreditation** in **EMS Assessor Online.** Only the products you are accredited for will display in the product selection screen.

Check your **delivery address in EMS Assessor Online** is current and correct, and includes your unit/building address. If you have more than one delivery address, we recommend you select the most commonly used address.

Before submitting a service request

Gather your product information, complete all documents required, and ensure you can use the EMS Portal if submitting band 2 and 3 service requests.

Look up our MOH list equipment catalogue

Make a note of product names or ordering codes to use when searching and selecting products in the system. The system does not have a browse option.

Have required documents

Service requests without the required documents will be **cancelled**. So please have all required documents completed and ready to attach to your service request.

Please note:

- You cannot save drafts in the ENZ equipment system.

- Documents cannot be added to a service request (by you or us) once you submit it.

Prepare for submitting band 2 and 3 service requests

Service requests for band 2 only, band 3 only, band 2&3, non-list equipment and accessories over $1000 are started in the **EMS Portal**. Once you have completed the EMS Portal, it will automatically direct you to the ENZ equipment system to submit your service request.

Obtain EMS advice if required

You may need to attach an EMS Outcome Summary to your service request.

Have your EMS Portal Login

EMS Portal logins are issued by the Ministry of Health EMS Portal provider (not ENZ). For assistance, contact your supervisor or manager or helpdesk@enigma.co.nz

Reset your temporary ENZ equipment system login

Make sure you have reset your temporary password in the ENZ equipment system so you can connect to the EMS Portal.

You can save drafts in the EMS Portal

If you wish to save a draft in the EMS Portal, try using the 'Park' button. It's next to the 'Submit' button in the EMS Assessor Section.

When submitting a service request

Follow these recommendations to prevent possible delays and cancellations to your service request.

Always search for a customer record

- To avoid creating duplicate records, please always search our system.

- Your customer may be 'new' to you but have an existing record with us for another, or the same, service.

- Search using **NHI number** for best results.

- Please **do not ignore** any message about similar records being identified or you might create a duplicate record.

Attach required documents in eligibility screen

Be sure to attach **any/all** required documents when you are in the **eligibility details** screen. If you forget and have to go back, you will lose the data you have entered.

Always save your application confirmation PDF

Straight after you have submitted your request, a pop-up box displays the ENZ reference number and suggests you download the ENZ application confirmation PDF.

Always download, save and, preferably, print the PDF at this time:

- This is **your record** of the request submitted

- This is your only chance to save the PDF (you can't retrieve it later).

- You won't be able to see your service request again after it's submitted.

After submitting a service request

Please be aware:

You can't access your service requests once submitted

When you submit a service request you will not be able to see or access it again.

Once we have approved your service request, you will be able to see the service request history on the **customer details screen**.

Created a new customer record? Wait a few days for NHI validation to be completed

- If you create a new customer record, **please wait a few days** before trying to find them on the ENZ equipment system. We must validate the person against the NHI database before the subsidy request can be actioned.

- NHI validation takes **1 to 2 working** days after you submit your request. This is due to the volume of service requests we get each day.

- Existing customer records have already been validated, although you may need to update the customer's contact details.

Please do not create another record for the customer

If an application confirmation PDF was generated when you submitted your service request, you can be sure that we have received it.

Please do not create another record.