

## Getting ready for ProviderHub

This information sheet gives an overview of our new online platform ProviderHub, and what it means for you.

### A new way of working

ProviderHub is our online self-service platform that replaces eBusiness Gateway.

It's built on the latest cloud technology, which makes it easier to use, and has controls in place to protect business information and the privacy of our shared kiritaki (clients).

This new platform will allow you to simply manage invoicing, lodge claims, and check claim details, and more.

### Who's impacted?

ProviderHub is for vendors, suppliers, providers, and their administration staff who don't have a Practice Management System (PMS) that can invoice, lodge claims, or search for information, and therefore rely on eBusiness Gateway to work with us.

As eBusiness Gateway is an older system, we are inviting those who exclusively use eBusiness Gateway to work with us onto ProviderHub first.

### What services will be available?

The following online services are available on ProviderHub:

- Invoice for Services (ACC40)
- Claim lodgement (ACC45)
- Find, view claim (by claim number)
- Find, view client history (by client name)
- Find, view single and multiple invoices
- Find, view, download single and multiple remittances
- Sensitive Claim Engagement Form (SCEF)
- Treatment Extension (ACC32)





ProviderHub will also include some new features our providers have been asking for, including being able to pause forms for up to 14 days, as well as the ability to manage your administration with us online in your own time, without needing a digital certificate.

We're using Health New Zealand's My Health Account Workforce as our secure digital gateway into ProviderHub. My Health Account Workforce offers a safe, secure, and easily accessible way to prove your identity, ensuring ProviderHub is only accessed by its users.

## Introducing the ProviderHub administrator

When a business joins ProviderHub they are asked to nominate at least one ProviderHub administrator. The ProviderHub administrator has access to all the information held in ProviderHub and manages user access on behalf of that organisation. They can set up new users, manage their individual task permissions, and offboard users when they no longer require access to ProviderHub, or leave your business.

Your ProviderHub administrator will play a key role in getting your business set up for ProviderHub. We'll work with them closely to ensure the transition is as smooth as possible.

## More information

For more information on ProviderHub, visit [acc.co.nz/providerhub](https://acc.co.nz/providerhub). We'll update our website with more information and resources as we get closer to your transition to ProviderHub.

Contact us at [ACCProviderHub@acc.co.nz](mailto:ACCProviderHub@acc.co.nz).

