

### Provider**Hub**

# ProviderHub training guide

## Find claim by client guide





### Provider**Hub**

### Find claim by client guide

There are two ways you can search for a client's ACC45 claim:

- by claim number
- by client name.

Search by client name when your client does not know their claim number, or they have multiple claims.

Using the client's personal information, you can access their claim history for the last five years, regardless of who lodged the claim.

**Note:** Unless you are a sensitive claims contract holder or are a sensitive claims named service provider, you will not be able to view sensitive claims.

If you don't have access this functionality, you will need to make a request to your organisations ProviderHub administrator for permission.

#### Navigating the home page

Currently working for Auto Vendor 1		
Health treatment	Finance	View forms (last 14 days)
Claim lodgement ACC45	Invoice for services ACC40	Sent forms
-		Draft forms
Treatment extension ACC32	Q Find invoice	
Engagement form	Q Find remittance advice	
Q Find claim by number	Administrator tasks	
Q Find claim by client	Manage organisation	

From the ProviderHub home page, under the heading Health treatment, click find claim by client.





### Provider**Hub**

### Find claim by client

Find claim by	client					
Home						
Your vendor VENMAN-001 - M.	AN001					
Search client's claims received by ACC within the last 5 year	ars from any vendor. (For older claims, please use Find claim by number) .					
Search *ACC Provider ID	]	*ACC Redar D				
* Gieré NH number	]	*Clerif date of both				
Privacy confirmation To view this ACC claim information, please confirm:	Privacy confirmation					
<ul> <li>you are searching for the data information of a directly supporting in a clinical or administrative function;</li> <li>you have been exercised with the data information of you will ask for a directly approaches of a directly approaches of the administrative function;</li> <li>you will and you can directly and information approaches the base searching on a directly approaches.</li> </ul>						
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This feature displays all Client ACC45 claims that have been received by ACC within the last five years.

There are four mandatory fields to complete:

- ACC Provider ID: The Provider ID you enter must be an active ID
- ACC Vendor ID: The Vendor ID you enter must be an active ID
- Client NHI number: This field is not case sensitive
- Client date of birth: You can click on the calendar icon to select a date, or you can type • the date. Expected format is DD/MM/YYYY. (E.g. 1/01/2000). Date cannot be in the future.

#### Privacy confirmation

To view this ACC claim information, please confirm:

- · you are searching for the claim information of a client you are directly supporting in a clinical or administrative function;
- · you have the necessary authority of the client to collect the information and you will use it for a legal purpose; and · you will only access claim information relevant to the professional purposes in which they have engaged you.

I confirm these statements are correct.

You must complete the privacy confirmation section before proceeding.





### Provider**Hub**

#### **Search results**

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		Home				
		Your vendor VENMAN-001 - MAN001				
s	earch client's claim	is received by ACC within the last 5 years from any vendor. (For older	claims, please use Find claim by number) .			
	Claims Based on your search	for claims submitted for NHI number - FQW209				New search
			Q. Accident type, claim number, diagnosis description, etc			
	Accident date 4	ACC45 number	Claim number	Cover status	Diagnosis description	Actions
	27/11/2021	LF23627	10054094186	Accept	Open wound of lower limb	View
	19/11/2021	OUtstas	10054155743	Accept	Open wound of upper limb	View
	29/09/2021	CU39021	10054007265	Acospi	Open wound of lower arm without mention of complication	View
	29/09/2021	M8643	10054155675	Duplicate	Open wound of lower arm without mention of complication	View
spane. eksor fier. o	He Monashi. 16. 171. recovery.				Contact	About Provi

The search will return a list of your client's claims from the last five years.

By default, the claims are sorted by most recent accident date.

You can manually change the sorting by clicking on any of the table headings.

**Claim number:** all recent claims have both an ACC45 number and the longer claim number used by ACC.

**Cover status:** this shows the status of the claim, e.g. accept, decline, held, not available, or not applicable. The not applicable status means the Client ACC45 claim has been received but not yet registered by ACC.

**Diagnosis description:** this shows up to three unique injuries registered against the claim. If the claim has more than three diagnoses, not all descriptions will be shown.

Home								
Your vendor VENMAN-001 - MANC	001							
Search client's claims received by ACC within the last 5 years from	m any vendor. (For old	er claims, please use Find claim by number	0.					
-cliack to client's claim history	dirsk te dør i kører døm history Now aver h							
Claim details								
ACC45 number LF23627		Cover status Accept		Accident date 27 November 2021				
Partial NHI number FQW2								
Diagnosis details								
		Q. Injury status, diagnosis code, etc						
injury status 🕆	Diagnosis code		Diagnosis side		Diagnosis description			
Provisional	SA.		left .		Open wound of lower limb			
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Click **View** under the actions column on the far right to view the full claim.



Find claim by client guide



### Provider**Hub**

#### **Claim history limit**

The client claim history search function can retrieve up to 75 claims within the last five years. In the instance that a client has 75 or more claims, the following message will be displayed: "If you can't locate a claim below, please try searching by individual claim number, or contacting 0800 222 994 (extension 1) or providerhelp@acc.co.nz"

#### **Additional information**

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Find claim by n	umber		
Home			
Your vendor VENMAN-001 - MAN	001		
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In the claims that have been received by ACC by any vendor.  Search results and the ACC folder-number - SESERTESS Cold under land Cold Under l		new didaa Accident dida Coope	to an
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#### Sensitive claims

Access to sensitive claims information is restricted. If the claim you're searching for is a sensitive claim, the columns will display the message **"Not available – please contact ACC Provider Helpline on 0800 222 070."** 

ProviderHub						<b>A</b> O
Find claim by nu	umber					
Home						
<sup>Your vendor</sup> Manual1 Account1 – M	AN001					
Search claims that have been received by ACC by any vendor.						
Search results Based on your watch for ACC48/datim number - 10068766961						New search
Claim details						
ACC45 number AC15714		Cover status Accredited Employer		Accident date 29 November 2022		
Partial NHI number FK89						
Diagnosis details						
		O, injury status, diagnosis code, etc				
injury status 🕇	Diagnosis code		Diagnosis side		Diagnosis description	
Provisional	\$570.		left		Neck sprain	

### Accredited Employer claims

For Accredited Employer claims, the cover status will show **Accredited Employer** and some fields such as **Accident date** will be blank.





### **ProviderHub**

Find claim by client					
dor. (For older claims, please use Find claim by number) .					
			New search		
Q, Accident type, claim number, diagnosis description	n, elc				
Claim number	Cover status	Diagnosis description	Actions		
10054094186	Accept	Open wound of lower limb	View		
10054155743	Acopt	Open wourd of upper limb	View		
10054007355	Acospi	Open wound of lower arm without mention of complication	View		
10054/85625	Duplicate	Open wound of lower arm without mention of complication	View		
	dor (For older claims, please use Fod claim by number) . (), Ander type, date number, despeta Calan unitar 100400400 100400276 100440076	dor (Fer older daims, please use Fiel daim by number). C. Activer Ign. daim souder, dropesis desryfeling ekc. Com nuelee Deservation 1056459455 Accept 1056459455 Accept 105545505 Daylow	C. Activer type, Hain number) .       C. Activer type, Hain number, Regress descripting du.       Com number     Descripting during the second disconding to the seconding to th		

#### Duplicate claims -

Duplicate claims will have the status 'duplicate' under the cover status column.

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	Find claim by cli	ent					
	Home						
	<sup>Your vendor</sup> Manual1 Account1 - M	AN001					
٤	Search client's claims received by ACC within the last 5 years from	any vendor. (For older	claims, please use Find claim by number)				
	-cliack to client's claim history						New search
	Claim details						
	ACC45 number MI86143		Cover status Duplicate		Accident date 29 September 2021		
	Partial NHI number FQW2						
	Diagnosis details						
			O, Injury status, diagnosis code, etc				
	Injury status 🕇	Diagnosis code		Diognosis side		Diagnosis description	
	Provisional	\$910.		left		Open wound of lower arm without mention of complication	n

The claim's details presented in the table belong to the duplicate claim record, as opposed to its master record.

