ProviderHub training guide

Find claim by client guide

ACC He Kaupare. He Manaaki. He Whakaora. **Prevention. Care. Recovery.**

ProviderHub

Find claim by client guide

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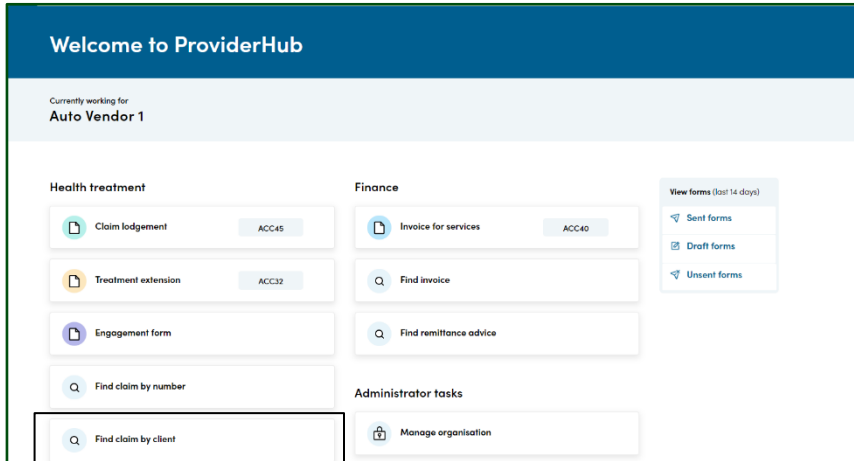
- by claim number

- 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

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

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ProviderHub

Find claim by client

Find claim by client

Home

Your vendor
VENMAN-001 - MAN001

Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claim by number) .

Search

*ACC Provider ID

*ACC Vendor ID

*Client NHI number

*Client date of birth

Privacy confirmation

To view this ACC claim information of a client, 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.
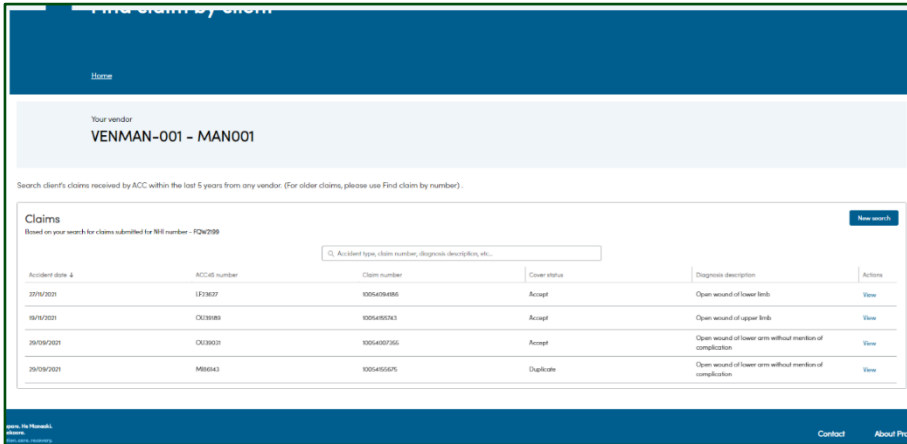
☐ I confirm these statements are correct.

If the above statements do not apply but you still require access to ACC claim information, please contact ACC on 0800 222 070 (extension 1) or providerhelp@acc.co.nz.

Search

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.

Search results

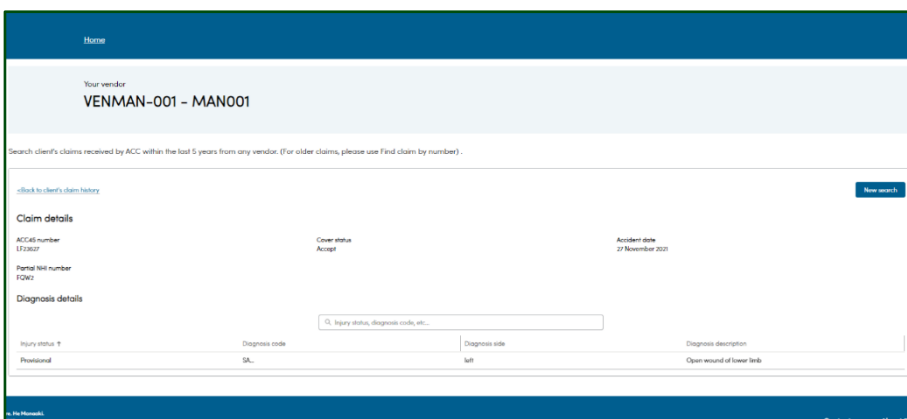The search will return a list of your client's claims from the last five years.

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.

Click **View** under the actions column on the far right to view the full claim.
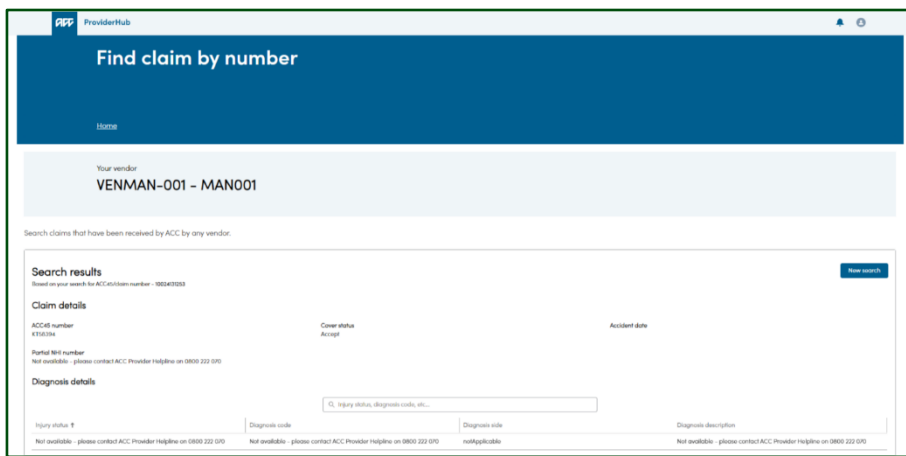
Claim history limit

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:
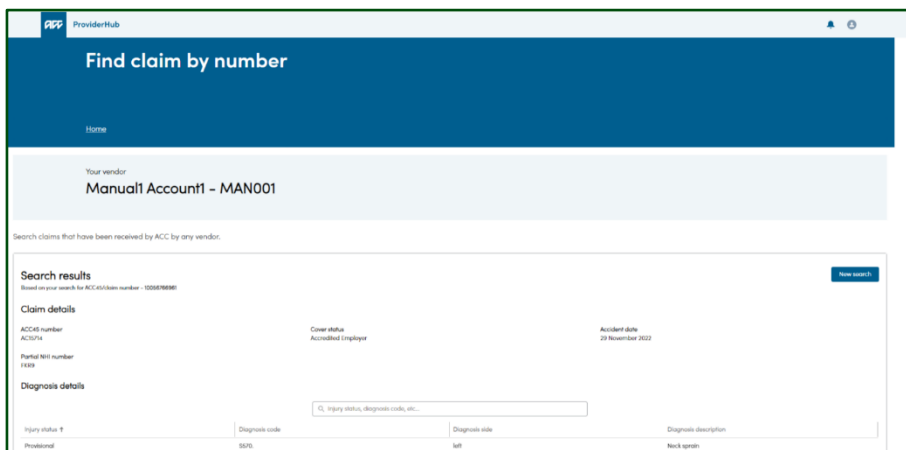
"If you can't locate a claim below, please try searching by individual

claim number, or contacting 0800 222 994 (extension 1) or providerhelp@acc.co.nz"

Additional information

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."**

Accredited Employer claims

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

Duplicate claims –

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

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

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