

Provider**Hub**

ProviderHub training guide

Find claim by number





Provider**Hub**

Find claim by number guide

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

- By client number
- by client name.

Search by client number when you need to check on cover status, diagnosis, and/or date of injury.

Using a client's claim number, 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 to this functionality, you will need to make a request to your organisations ProviderHub administrator for permission.

Navigating the home page

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

From the ProviderHub home page, under the heading Health treatment, click Find claim by number.





Provider**Hub**

Find claim by number

	Find claim by number	
	Home	
	Your vendor VENMAN-001 -	
earch claims that	have been received by ACC by any vendor.	
*ACC Provider ID	ß	
ACC Vendor ID		
Privacy confi	rmation	
To view this ACC clai	m information, please confirm:	

This task will allow you to:

- check if the cover of a Client ACC45 claim has been accepted
- check the diagnosis codes status and description for a claim • check if it is an Accredited Employer

claim.

There are three mandatory fields you must fill out to search for a claim:

- 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 •
- ACC45 or Claim number: This field is not case sensitive and will accept either:
 - ACC45 numbers (typically seven alphanumeric characters); or
 - long claim numbers (typically 11 characters)

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.

e above statements do not apply but you still require access to ACC claim information, please contact ACC on 0.800 222 070 (extension 1) or pro

You must complete the privacy confirmation section before proceeding.





Provider**Hub**

Claim details

Home						
Your vendor VENMAN-001 - MA	N001					
earch claims that have been received by ACC by any very	dor.					
Search results Based on your search for ACC45/clasim number - LX50177						New search
Claim details						
ACC45 number LX50177		Cover status Decline		Accident date 20 November 2017		
Partial NHI number						
Diagnosis details						
		Q, Injury status, diagnosis code, etc				
Injury status 🕈	Diagnosis code		Diagnosis side		Diagnosis description	
B	\$542.		right		Sprain of cruciate ligament of knee	

The claim details will appear for the specific claim.

Cover status: shows the status of the claim, e.g. accept, decline, held, not available, or not applicable. The not applicable status means the claim is not yet registered by ACC.

Partial NHI number: shows the first 4 characters of the client's seven-character NHI number. Use this to check that this claim applies to your client.

Diagnosis details: shows the injuries registered against the claim, including each injury's status, diagnosis code, description, and side of the body.

Injury status: the outcome status for the injury e.g. provisional, approved, investigating, or declined.

Provisional	This is the preliminary status of an injury upon its registration and has the same meaning as approved. However, this status is subject to further investigation by ACC if required. In the event the status changes to 'Declined' the client and treating provider will be notified accordingly.	
Approved	The injury has been accepted and covered by ACC.	
Investigating	These additional injuries have been added after registration, i.e. ACC32 or ACC18 and will be updated once the injury is assessed.	
Declined	The injury is not covered by ACC.	

Here are some notes on each injury status





Provider**Hub**

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	Your vendor VENMAN-001 - MANO	01					
Search claims th	at have been received by ACC by any vendor.						
Search re Bissed on your sea Claim deta ACC45 number LXX0177 Partial NHI numb Diagnosis de	sults en la ACCACAnn number - UB077 is er entalis		Cover Mahas Decline		Accident date 20 November 2017		e seach
			Q. Injury status, diagnosis code, etc				
Injury status +		Diagnosis code		Diagnosis side		Diagnosis description Service of council a locament of lease	
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opere. He Monauki.							

To conduct a new search, you can click the New search button in the top right of the Search results section.

Additional information

CICP Providentiub						
Find claim by n	umber					
Home						
Your vendor VENMAN-001 - MAN	DO1					
irch claims that have been received by ACC by any vendor.						
Search results axed on your search for ACC-83/closim number - 19024(31253					New	v soorct
laim details						
1045 number 158394		Cover shahus Accept		Accident date		
rtial NHI number II available – please contact ACC Provider Helpline on 0800 222 070						
iagnosis details						
		O, Trijury stotus, diognosis code, etc				
njury status 🕈	Diagnosis code		Diagnosis side		Diagnosis description	
Not available - please contact ACC Provider Helpline on 0800 222 070	Not available - please co	ntact ACC Provider Helpline on 0800 222 070	notApplicable		Not available - please contact ACC Provider Helpline on 0800 222 0	070

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						▲ ⊖
Find claim by n	umber					
Home						
Your vendor VENMAN-001 - MANC	01					
earch claims that have been received by ACC by any vendor.						
Search results Based on your search for ACC-65Adaim number - 10024031283						New search
Claim details						
ACC45 number KT58394		Cover stotus Accept		Accident date		
Partial NHI number Not available - please contact ACC Provider Helpline on 0800 222 070						
Diagnosis details						
		Q, Injury status, diagnosis code, etc				
injury status 🕈	Diagnosis code		Diognosis side		Diagnosis description	
Not available - please contact ACC Provider Helpline on 0800 222 070	Not available - please co	nlact ACC Provider Helpline on 0800 222 070	notApplicable		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.

Find claim by number guide



ProviderHub

ProviderHub						▲ ⊖
Find claim by nu	umber					
Home						
Your vendor Manual1 Account1 - M	AN001					
Search claims that have been received by ACC by any vendor.						
Search results						New search
Claim details						
ACC45 number AC15714		Cover status Accredited Employer		Accident date 29 November 2022		
Partial NHI number FKR9						
Diagnosis details						
		O, injury status, diagnosis codo, etc				
Injury status 🕇	Diagnosis code		Diognosis side		Diagnosis description	
Provisional	\$570.		left		Nock sprain	

Duplicate claims when searching for a specific claim

If the claim number you search for is a duplicate of another claim, the details shown on the claim results page are retrieved from the claim's **master** record.

