



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

ProviderHub

ProviderHub training guide

Find claim by number





Find claim by number guide

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

- By client number
- by client name.

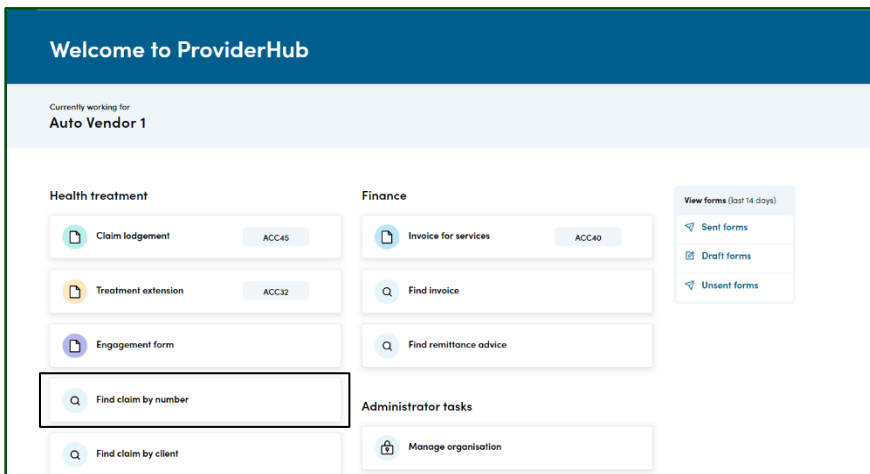
Search by client number when you need to check on cover status, diagnosis, and/or date of injury.

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.

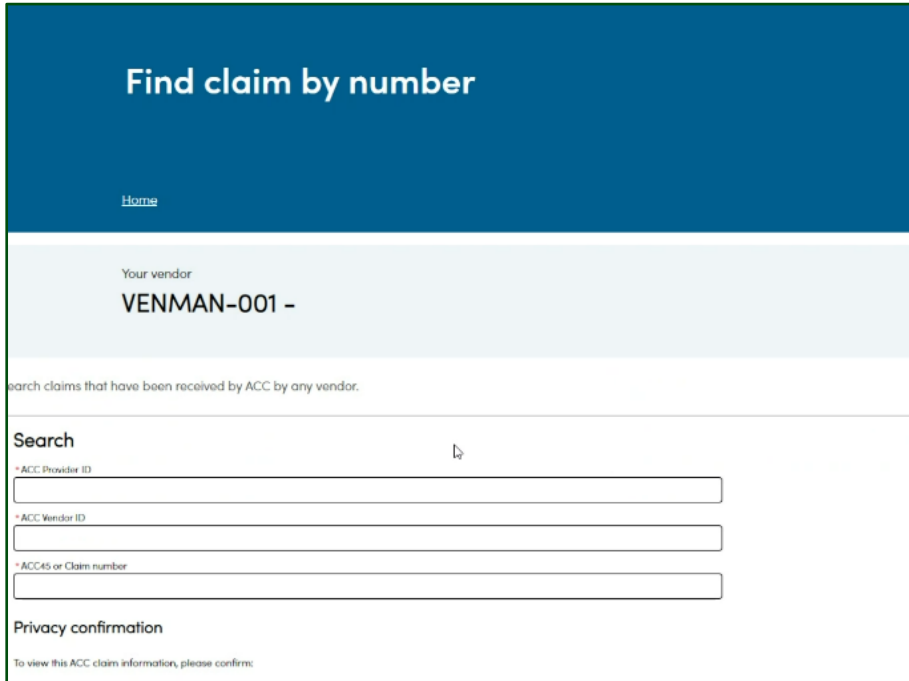
Navigating the home page



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



Find claim by number

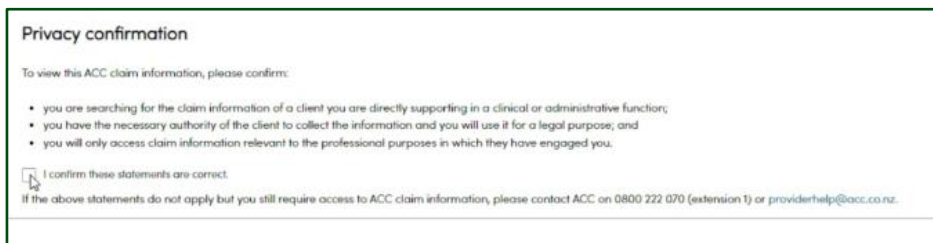


This task will allow you to:

- 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)

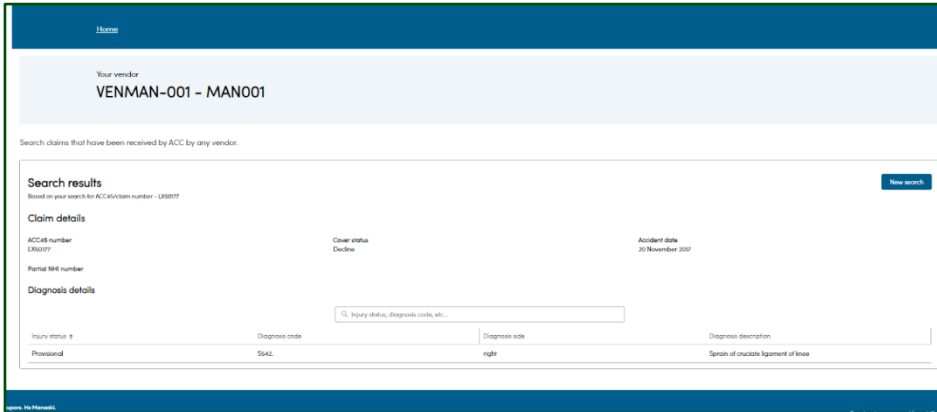


You must complete the **privacy confirmation** section before proceeding.





Claim details



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.

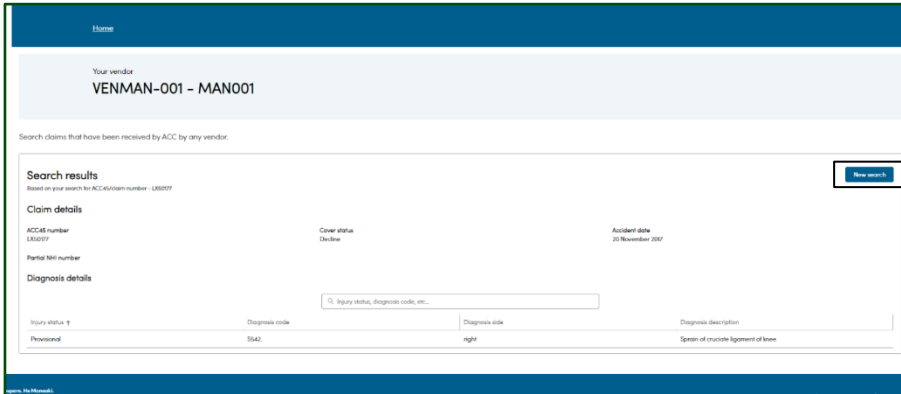
Diagnosis details: shows the injuries registered against the claim, including each injury’s status, diagnosis code, description, and side of the body.

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.

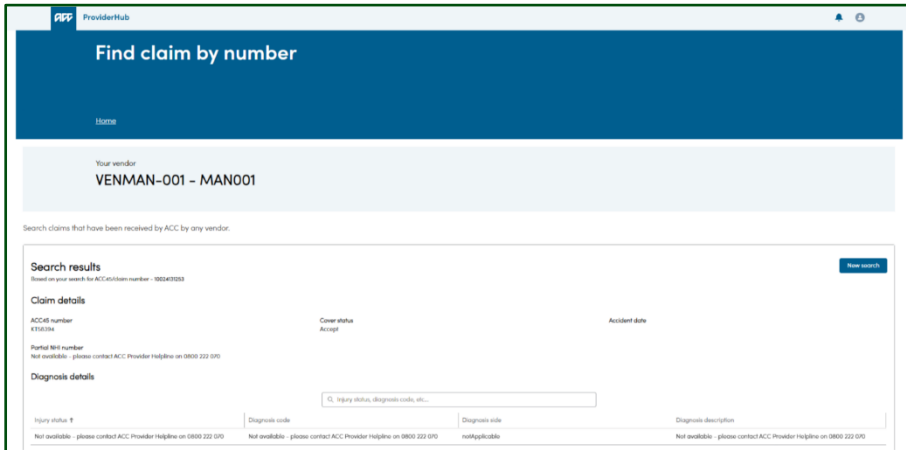
Here are some notes on each injury status





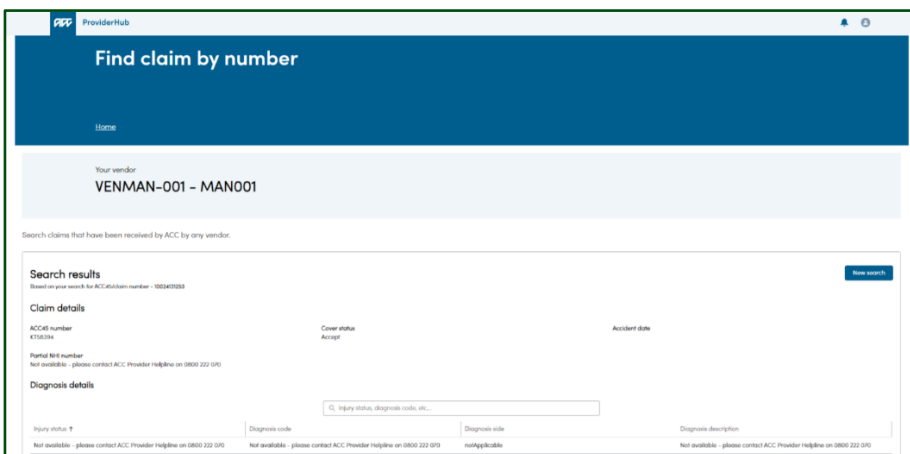
To conduct a new search, you can click the **New search** button in the top right of the **Search results** section.

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

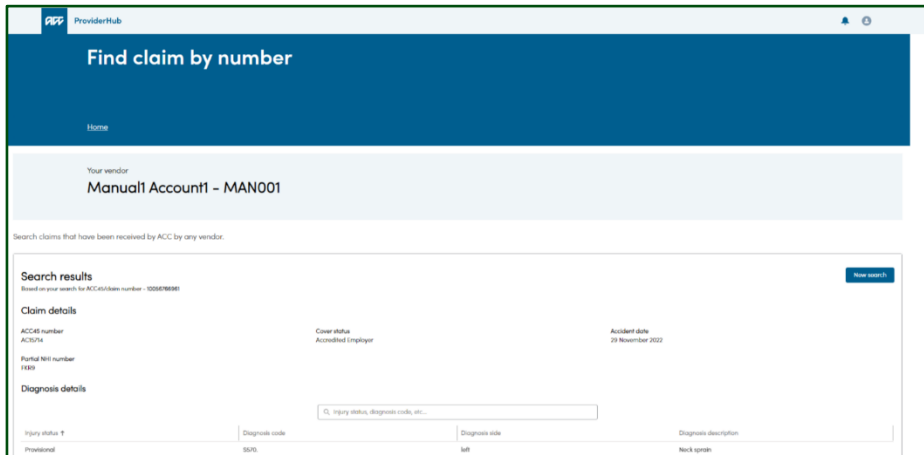
For Accredited Employer claims, the cover status will show **Accredited Employer** and some fields such as accident date will be blank.





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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.

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