

Provider**Hub** 

# ProviderHub training guide

## Invoice for services





### Provider**Hub**

### Invoice for services – ACC40 guide

Use this form when you want to invoice for services you have provided to our client. Using this form will allow you to duplicate invoices to submit multiple invoices for the same client.

This guide covers:

- how to submit an ACC40 invoice through ProviderHub
- how to save your progress and resume a draft invoice
- how to find successful, failed, and draft invoices
- troubleshooting.

Users will be able to access invoices if your organisations ProviderHub administrator has approved this financial task as being required for your role.

### Navigating the home page

Welcome to ProviderHub			
Currently working for Auto Vendor 1			
Health treatment Claim lodgement AcC45 Claim lodgement AcC45 Engagement form	Finance Invoice for services ACC40	View forms (last 14 dayn) ♥ Sent forms ♥ Draft forms ♥ Unsent forms	From the ProviderHub hom page, under the heading <b>Finance</b> , click <b>invoice for</b> <b>services – ACC40</b> .
Q Find cloim by number	Administrator tasks		
Q Find claim by client	P Manage organisation		

**Note:** If you use ProviderHub on behalf of multiple vendors, check which vendor ID you are submitting the invoice for.





### Provider**Hub**

### **General details**

**Attention:** If you leave your submission unattended for more than 15 minutes, without saving, you will lose the information you have entered. You will need to log back into ProviderHub and start again. To avoid this, use the **Save draft** button to save you progress.

Invoice for service	s - ACC40
Home	
Currently working for	
Auto Vendor 1 - VEN001	
You will be logged out after 15 minutes of inactivity To ensure the information you have entered is not in	K A deises flow doft
,	
General details	General details
Invoice lines	Vandor Auto Vendor 1 - VEN001
Summary and declaration	Invoice number Optional
	Please note that if this field is left blank the system will generate an invoice number for you upon submission
	ACC contract number Optional
	Please enter your ACC contract number if known.
	Exit without saving Next

If you have your own invoice number, you can enter it here, otherwise an invoice number will be generated for you on submission of the form. You can also enter your ACC contract number here if known. Click **Next** to proceed.

#### **Buttons:**

- Exit without saving: to leave the form and delete your progress
- Next: to move to the next section.

### Invoice lines - starting a new invoice line

lome		
urrently working for Auto Vendor 1 – VEN001		
• You will be logged out after 15 minutes of inactivity To ensure the information you have entered is not	s nt pisawa lawa dratt	
C General details	Invoice lines You can add a maairuum a' 20 Inus par invoica.	Number o
• Summary and declaration	Select Claim Number Claim Stelus Client	Amount (Inclusive Of GST If Applicable) Add new line
	Invoice total 5 0.00	
	Additional comments	

After clicking next, you will be able to add invoice lines. Click **Add new line** to add a new invoice line.





### **ProviderHub**

The invoice line is divided into two parts:

- 1. Client details
- 2. Service details

1. Client details	
* Claim number	
Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.	
* First name	
*Surname	
Date of birth	
	ä

Fill in the compulsory fields marked with a red asterisk (\*). Only enter the 11-digit claim number issued by ACC or the ACC45 form's seven-character claim number.

2. Service details	
*Service date	
	ä
Purchase order #	Optional
* Service code	
* Based on	
	$\checkmark$
ACC Provider ID	Optional
Enter the ACC Provider ID of the provider who performed the service/treatment.	
Facility code	Optional
Please enter your ACC facility code if it is named on your contract.	
*Amount (inclusive of GST if applicable)	
\$0.00	
Service comments	
	//

Work through each field and double check that the information you have entered is correct.

Click Save to save each invoice line.





### Provider**Hub**

**Note**: You can add up to 20 invoice lines. You must have a minimum of one line to send the invoice. The **invoice total** will automatically update to reflect any new invoice lines you have saved.

#### **Buttons:**

- Cancel: cancels the invoice line and returns you to the invoice line screen
- Save: saves your invoice line and returns you to the main invoice line screen

#### Invoice Lines – deleting, duplicating or editing an invoice line

You will be logged out after 15 minutes of inactivity. To ensure the information you have entered is not lost, please S	avo draft.				
Viewell be logged as after to induce a fractify. Its answer the information yes have writered and but, please 5     General details.     Invoice lines     Bummary and declaration	ave dealt.  Invoice lines Vue can odd a maximum of 20 Select Duplicate Invoice total (\$20.00	) lines per invoice. Claim Number HHT2345	Claim Status	Client Misrie Moste	Number of lines, 1 Amount (Inclusive Of GHT II Applicable)
	Additional comments           Exit without saving	) Save draf	ħ		Previous Next

#### Editing an invoice line

To edit or delete an invoice line, click the drop down and select **Edit** or **Delete**.

### Duplicating an invoice line

Invoice lines		m of 20 lines per invoice.				Number of lines: 2
Summary and declaration	Select	Claim Number	Claim Status	Client	Amount (Inclusive Of GST If Applicable)	
		HH12345		Minnie Mouse	\$ 20.00	•
	<b>~</b>	HH12345		Minnie Mouse	\$ 20.00	
	Invoice total \$40.00 Additional comments					
				A		

To create an additional nvoice line for the same client, tick the box to select the invoice line you want to duplicate and click **Duplicate**.

To edit the duplicated invoice, click the drop down and select **Edit**, then make any necessary changes to the invoice details.



### Provider**Hub**

### **Buttons:**

- Duplicate: to duplicate the selected invoice line •
- Save draft: to save your progress, pause the form, and return at a later date
- Exit without saving: deletes all of the progress you have made on the form upon exiting
- **Previous:** to go back to the previous step
- Next: to proceed to the summary step

### Summary and declaration

General details	Summary										
Invoice lines	General details								C	Edit	
	ACC Vendor Auto Vendor 1 - VENOD1				Invoice numb	er					
	ACC contract number										
	Invoice lines								C	Edit	$\supset$
	•		. Constant data		Percedus - V	11-11-	Manual	Mine Dec	idea ID Facilità		6
	HH12345	Mickey Mouse	1/12/2024	MEDR	BUSING ON IN	in Onlins	0	0	HUNCID POLIN	\$75.00	Comment
	HH12345	Minnie Mouse	1/12/2024	MEDR			0	0		\$45.00	
	Invoice total										

### Summary

This section presents a summary of the details you have entered. Take some time to carefully review the details you have entered. You can click the edit button to go back and make changes.

The set of													
ummany and declaration	Gener	al details								$\subset$	Edit	$\supset$	^
animary and declaration	ACC Ven Auto Ven	dor dor 1 - VENO01				Invoice nur	nber						
	ACC con	ract number											
	Invoice	lines								$\subset$	Edit	$\supset$	^
	Claim nu	•]	Servi	lee date	Service code	Rosed on	Km Units	Hours	Mins Provider ID	Facility	Amount	Commer	ts.
	HH12345	✓ Claim number	1/12/	2024	MEDR	DO NO ON		0	0	rocary	\$75.00		
	HH12345	✓ Purchase order	1/12/	2024	MEDR			0	0		\$45.00		
		✓ Client											- 1
	Invoice t	✓ DOB											
	\$120.00	✓ Service date											
	Addition	✓ Service code											
		✓ Based on											
		√ Km											
	Destaur	✓ Units											
	Deciara	✓ Hours											
	The informo	✓ Mins	C to pa	the ass	lociated vendo	r for the serv	rices the na	med He	alth Provider has pr	ovided. It	may also b	e used t	•
	functions on	✓ Provider ID	n Act 20	01.	Pereci ridud, A	CC GIED USES	personaria		an for oner lowfur p	orposes c	or necled v	- Our	
	• This tax inve	✓ Facility	lect an o	stion)									
	As the t	✓ Amount	rovider	who has	personally pr	ovided the se	rvices spec	ified ab	ove.				
	As the :	✓ Comments	een pro	wided th	e data in this s	ubmission by	r the Provid	ler(s) liste	ed in this invoice for	services t	o the client		

### To customise visible columns:

Under the section 'invoice lines', click the blue arrow to open a drop-down menu. All columns are selected by default.

Select or deselect the columns you want to see.

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### Provider**Hub**

### Note: Your column settings are for this form only. They will revert to the default view (all selected) for each submission.

I	Declaration	De
1	The information collected by this form will be used by ACC to pay the associated vendor for the services the named Health Provider has provided. It may also be used to applies the tractment and rehabilitating requirements of light, and to detect found ACC also uses percend information for they lawful suppose segmented with our	
f	functions and activities under the Accident Compensation Act 2001.	Bef
	This tax invoice for services (ACC40) is being submitted by (select an option) $\frown$ At the submitter of this form. Leastly, that Law the Drawinder when here personally previously the consistence specified above.	inv
(	As the submitter of this invoice, I certify that I have been provided the data in this submission by the Provider(s) listed in this invoice for services to the client.	1110
		cor
0	n the collection, use, disclosure and storage of information, ACC will at all times comply with the obligations of the Privacy Act 2020, the Health Information Privacy Code 2020 and the Official Information Act 1982.	deo
	Exit without saving         Save draft         Previous         Send	the
		1

### claration

fore submitting an oice, you must nplete the claration and click send button.

### **View forms**

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

You can view forms that have been saved as a draft on the home page.

Under the view forms section, you can select:

- Sent forms: to view forms that have been sent
- Draft forms: to view forms that have been saved as a draft or 'paused'
- Unsent forms: to view forms that were not sent successfully.

Attention: Draft forms will be stored in ProviderHub for 14 days from the date the form was last updated and saved. You can return at any time within the 14 days to complete them.





### Provider**Hub**

### Troubleshooting

Common information

Claim number

Jt40558

Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.

This is an accredited employer claim. Please send your invoice to the accredited employer or third party administrator.

### Accredited Employer claim error message:

Optional

If you enter an Accredited Employer claim number, you will get an error message.

Follow the onscreen instructions to proceed.

#### You can add a maximum of 20 lines per invoice.

1. Client details

\*Claim number

10056021953

Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.

Please note that this claim has been declined. If you do not have a Purchase order for this claim, please contact 0800 222 070 (extension 5) or providerhelp@acc.co.nz

You can click 'Save draft' to pause this form and then resume it later if needed.

#### **Declined claims:**

If the claim has been declined, you will see the following error message with details of who to contact. You will not be blocked from submitting the claim if it is declined, there may be some situations where a declined form can still go through.

