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ProviderHub

ProviderHub training guide

Administrator





ProviderHub administrator guide

When your business is onboarded to ProviderHub you will need at least one ProviderHub administrator. This person will be responsible for managing users, setting up new users, task permissions, and off-boarding users.

Administrators will play a key role helping their users sign up and have access to the right tasks. For example, a finance role may only need access to submit and check on invoices, while a health provider needs to be able to submit a claim but may not need to create invoices.

Access nomination form (authorised person)

Kia ora

It's time to register for ProviderHub. The first step is to nominate your ProviderHub administrator(s). You can nominate yourself to be the ProviderHub administrator or assign this role to a member of your team.

Every business needs at least one administrator onboarded before they can add their colleagues and start using the system.

Please click the button below and follow the instructions to nominate your administrator.

Nominate your organisation's administrator(s)

An email will be sent to the authorised person(s) with a link to the ProviderHub administrator nomination form.

Open the nomination form through the link provided.

Complete nomination form (authorised person)

Admin selection

Set your organisation up to use ProviderHub

Use this form to tell us who will hold the role of ProviderHub Administrator for Test MMX Hospital (). It should take 1-2 minutes to complete.

Step 1 of 2 | ProviderHub Administrators

What does a ProviderHub Administrator do?
The ProviderHub Administrator will control who of your organisation can:
• view all ACC client information (e.g. claim history)
• view your organisation's financial information (e.g. invoices and remittances)
• complete ACC tasks on behalf of your organisation (e.g. lodging claims, submitting invoices)

Please add the details for at least one Administrator below:

Administrator #1

* Full name * Email address Role of organisation (optional)

Fill in the required details on the nomination form **Step 1 of 2**.





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Proceed to **Step 2 of 2** and complete the remaining fields.

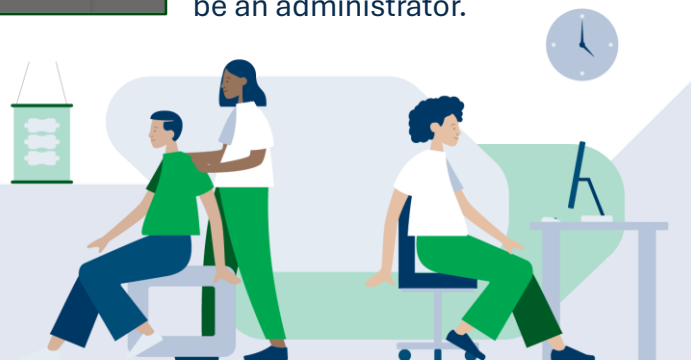
Submit the form to receive a success confirmation screen.

A **one-time code** will be sent to the email address entered by the nominator.

Log into ProviderHub

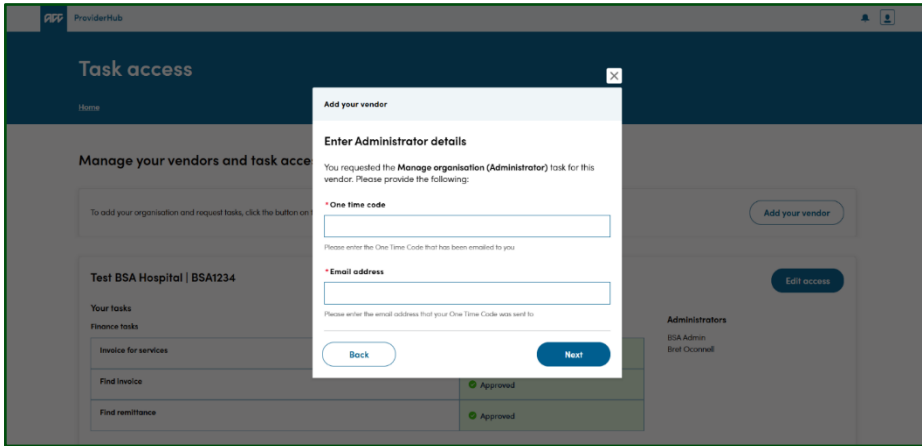
The ProviderHub administrator logs into ProviderHub and proceeds to the **Task access** page.

Enter **Vendor ID** and then select tasks, you will need to select **Manage organisation** to be an administrator.

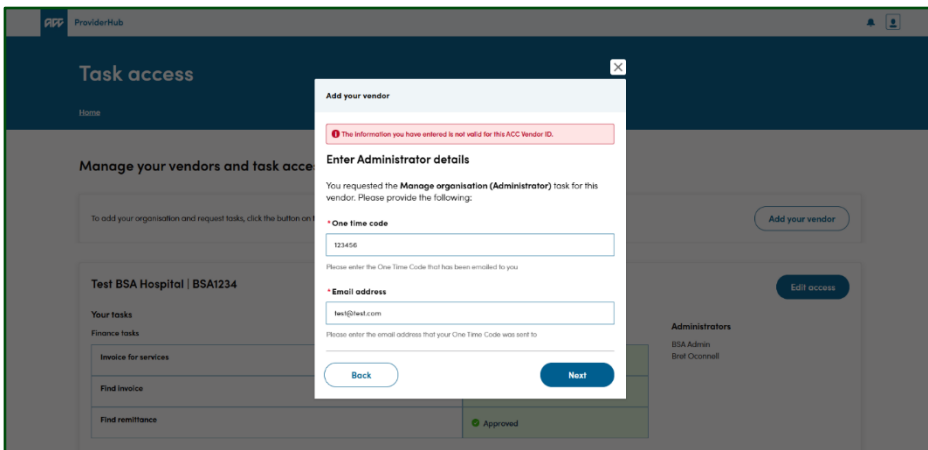




Enter one time code

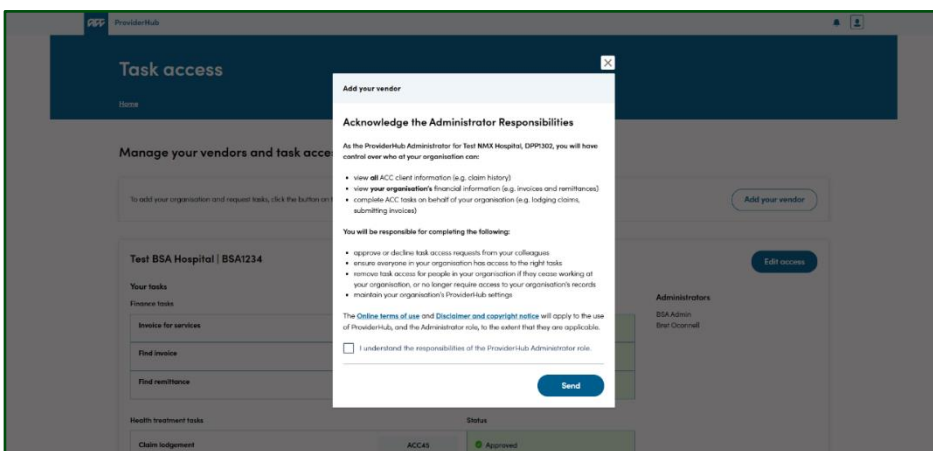


The ProviderHub administrator is prompted to enter the one-time code and email details.



If either the one-time code or email address is incorrect, an error message will be displayed.

Acknowledge responsibilities



After entering the correct one-time code and email address, an **Acknowledge the Administrator Responsibilities** pop-up is displayed.



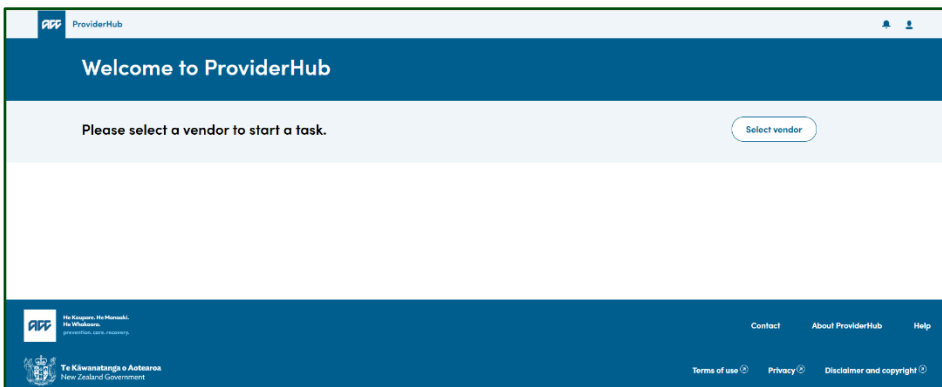


The ProviderHub administrator must tick the checkbox to proceed.

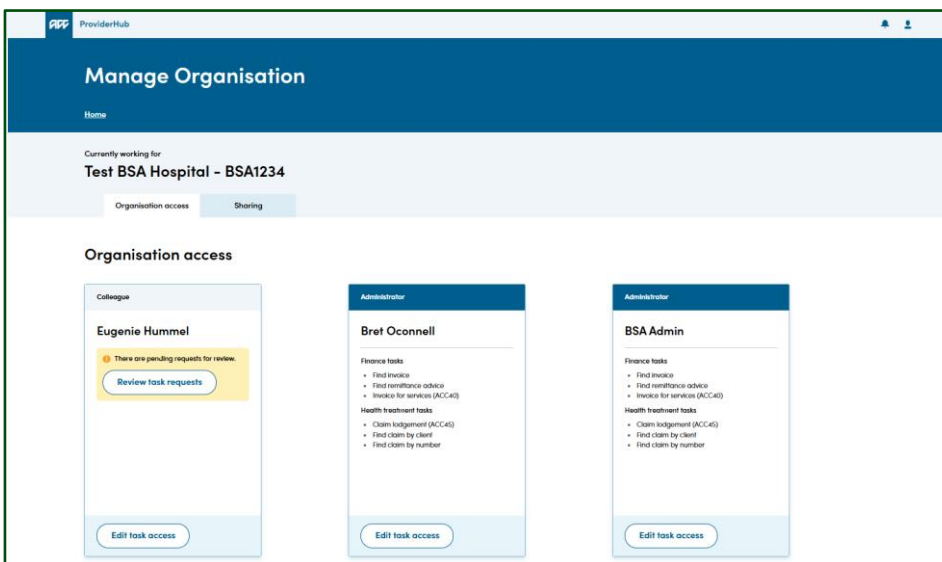
Upon clicking **Send**, the system refreshes the **Task access** page, and the requested tasks are automatically approved.

Approve tasks

The ProviderHub administrator is also responsible for ensuring staff using ProviderHub have the right access to the right tasks and information.

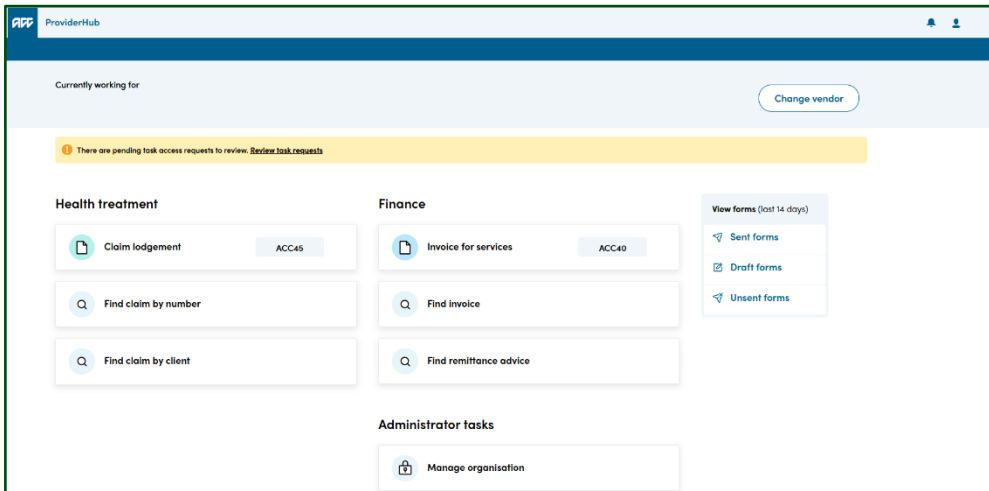


After logging in, you will be brought to the home page. Click **Select vendor**.

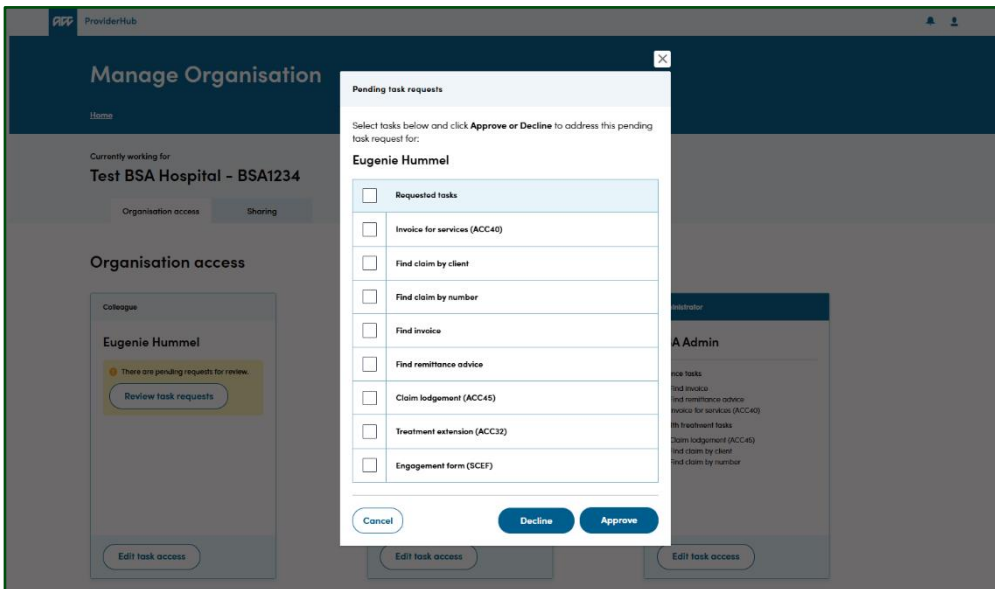


If a ProviderHub administrator manages more than one organisation, they will need to select the appropriate vendor.





The ProviderHub administrator proceeds to approve tasks by clicking **Review task requests** or **Manage organisation**.



Select tasks from the list using the checkbox and **Approve** or **Decline** the request.

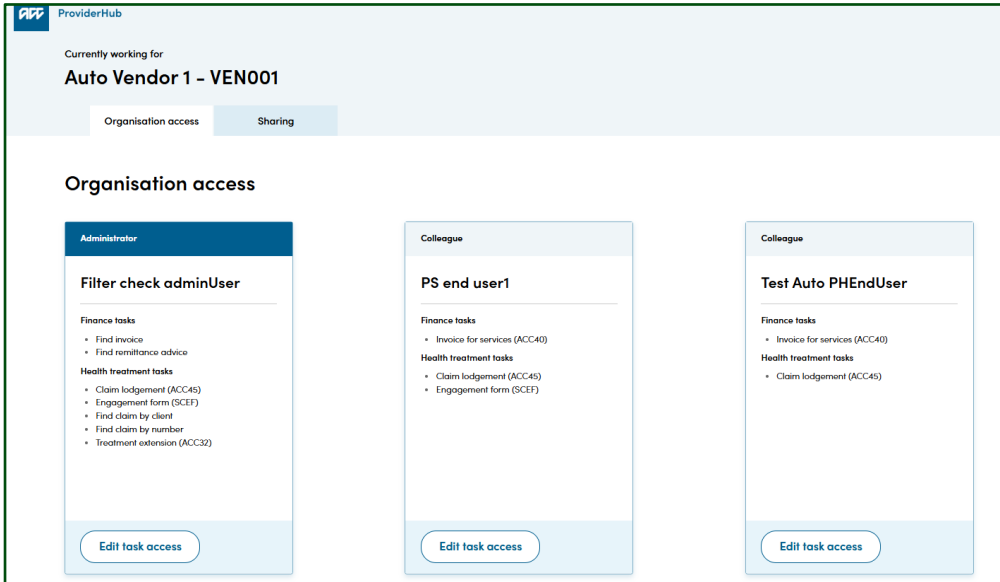
You can also manage ACC45 and ACC40 sharing at the vendor level from this screen.

Note: Administrators will be using the **Manage Organisation** page often. This is where you will see if you have requests from your colleagues. Administrators will also receive an email notification when a request is waiting to be actioned.

Administrators can also turn on or off the ability to share forms.

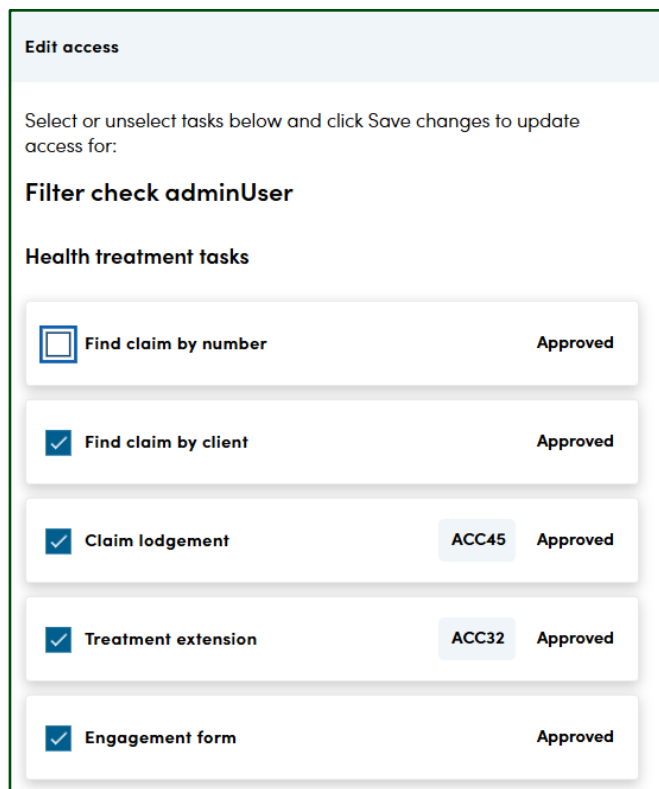


Removing feature access and users



From the **Manage Organisation** page, the ProviderHub administrator can remove task access for a user at their organisation.

Click the **Edit Task access** button.



Deselect any **Approved tasks** you want to remove access to.

Click the **Save changes** button.

If all the **Approved tasks** have been removed, the user tile will be removed from the organisation access page.





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Where to get help

If you require assistance on registering for My Health Account Workforce, email accproviderhub@acc.co.nz.

What to have ready before you contact us:

- Vendor ID
- Your email address
- The name and email address of the affected user
- Screenshots of the issue

