

Claim enquiries on the eBusiness Gateway

March 2020



What is the eBusiness Gateway?

Clinicians can use the eBusiness Gateway website to see claims registered for a specific client, injury/diagnosis details and the current status of a specific claim, regardless of which clinician has submitted the claim.

To access eBusiness Gateway you must have:

- A valid Digital Certificate. If you don't have one, you can apply for one [online](#).
- An active ACC Provider ID number and active ACC Vendor ID number, which is issued when you [register](#) with ACC using the [ACC24](#) and [ACC111](#) forms.
- Access enabled by the ACC Digital Operations eBusiness team. This can be done by emailing ebusinessinfo@acc.co.nz.

How to find claim details

Starting from www.acc.co.nz follow the steps below.

1. Click on the Online Services tab (top right corner of the page)



Online services

2. The page will show four sections. Go to the bottom left of your screen under 'Engage as a health provider' and click on the blue button shown below:

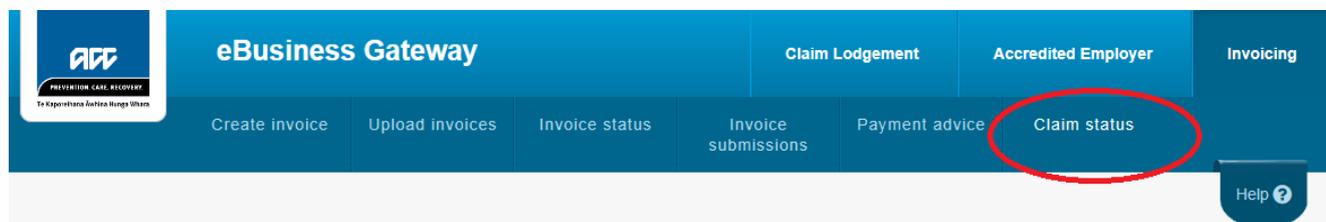


Log into eBusiness Gateway

If your Digital Certificate is correctly installed, this will give you immediate access to the eBusiness Gateway.

NB: if you only see the **Claim Lodgement** tab, then you will need to request invoicing access. Please contact the Digital Operations eBusiness team on ebusinessinfo@acc.co.nz. Please have your Vendor ID ready when you call.

3. Click on the **Claim status** tab in the top right corner of the page.



From this page you can search for claim details registered for ACC clients.

Results

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ACC45 #	Claim #	Cover Status	Injury Resolved	Injury Resolved From Date	Injury Resolved To Date
+	[REDACTED]	Accept			
+	[REDACTED]	Accept			
+	[REDACTED]	Decline			

Show: 5 | 10 | 20 | 50 | 100 | All items Jump to page 1 of 1 Previous Next

The Cover Status column will show the status of the claim, eg, Accept, Declined, Held, Not Available, or Not Applicable. The Not Applicable status means the claim is not yet registered by ACC.

If the search results display 'Not available - please contact ACC Provider Helpline on 0800 222 070', this means the claim is registered as a Sensitive, ACC Staff, or Accredited Employer claim.

If the claim number is a duplicate of another claim you will see a message such as 'Please use claim XXXXXXXXXXXX, the master record for this claim', and master claim details will be displayed in the result set.

Diagnosis detail

To see diagnostic details, click the '+' icon next to each record. It will look like this:

+ <th colspan="4">Accept</th>		Accept			
Injury Status	Diagnostic Code	Diagnostic Code Description	Side	Part NHI Number	Date of Accident
Provisional	S504.	Rotator cuff sprain	Right	ABC1	14/11/2009
Provisional	N12C2	Lumbar disc prolapse with radiculopathy	Not Applicable	ABC1	14/11/2009

The detail section shows the Injury Status, Diagnosis Code, Description and Side, NHI Number (only part of the NHI Number is displayed), and the Date of Accident.

If you need assistance with access or using the eBusiness Gateway, please contact the Digital Operations eBusiness team for assistance by emailing ebusinessinfo@acc.co.nz, quoting your ACC Vendor/ D number and/or ACC Provider number, screenshots of the issue, and if you require a call back at a particular time.