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 <u>online.</u>
- An active ACC Provider ID number and active ACC Vendor ID number, which is issued when you <u>register</u> with ACC using the <u>ACC24</u> and <u>ACC111</u> forms.
- Access enabled by the ACC Digital Operations eBusiness team. This can be done by emailing <u>ebusinessinfo@acc.co.nz.</u>

How to find claim details

Starting from <u>www.acc.co.nz</u> 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 <u>ebusinessinfo@acc.co.nz.</u> Please have your Vendor ID ready when you call.

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

REFE PREVENTION CARE RECOVERY	eBusiness Gateway				Claim Lodgement		Accredited Employer	Invoicing
Te Kaporeliana Antina Hunga Whara	Create invoice	Upload invoices	Invoice status	Inv subm	oice issions	Payment adv	vice Claim status)
								Help ?

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

	Create invoice	Upload invoices	Invoice status	Invoice submissions	Payment advice	e Claim status	
							Help 😯
This form is used to a	llow you to search for	claims previously subm	nitted to ACC.				
Query parame	ters						
Enter Provider ID or	d Vender ID						
ACC Provider ID an		*					
ACC Vendor ID		*					
ACC claim number(5)		OR	NHI number and DOB			
ACC Claim Number 1				Client NHI Number			
ACC Claim Number 2				Date of Birth			
ACC Claim Number 3							
ACC Claim Number 4							
ACC Claim Number 5							
Run Query Re	eset						

Query parameters							
Enter Provider ID and V	endor ID						
ACC Provider ID			*				
ACC Vendor ID			*				

Then enter the search details, either:

- (a) Up to five ACC45 claim number(s)
- (b) The client's NHI number and date of birth (both are required). Please note that this search will only show claims for accidents in the past five years.

ACC claim number(s)		OR	NHI number and DOB	
ACC Claim Number 1			Client NHI Number	
ACC Claim Number 2			Date of Birth	0
ACC Claim Number 3				
ACC Claim Number 4				
ACC Claim Number 5				
Run Query Reset				
Click 'Run Query' to disc	play the results.			

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Results						
1 - 3 of 3			Page 1		Previous	Next
ACC45 #	Claim #	Cover Status	Injury Resolved	Injury Resolved From Date	Injury Resolved To Date	
•		Accept				
Ŧ		Accept				
Œ		Decline				

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 XXXXXXXX, 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:

		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 <u>ebusinessinfo@acc.co.nz</u>, quoting your ACC Vendorl D number and/or ACC Provider number, screenshots of the issue, and if you require a call back at a particular time.