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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:

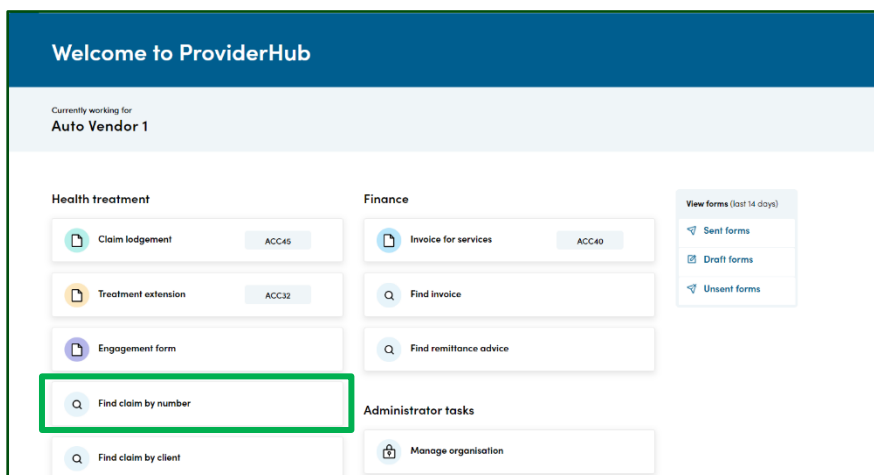
- By client number
- by client details.

Search by client number when you need to check on cover status, diagnosis, and/or date of injury. You can find this information regardless of who lodged the claim, and the age of the claim.

If you don't have access to this functionality, you'll need to make a request to your organisations ProviderHub administrator for permission.

Note: Sensitive claims are not viewable, regardless of your provider role. For sensitive claim information, please contact ACC Provider Helpline on 0800 222 070.

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

Home

Your vendor
VENMAN-001 - MAN001

Search claims that have been received by ACC by any vendor.

Search results
Based on your search for ACC45/claim number - U88017

Claim details

ACC45 number
U88017

Cover status
Decline

Accident date
20 November 2017

Partial NHI number

Diagnosis details

Search injury status, diagnosis code, etc...

Injury status	Diagnosis code	Diagnosis side	Diagnosis description
Provisional	S642	right	Sprain of cruciate ligament of knee

The claim details will appear for the specific claim.

Cover status: shows the status of the claim, eg, 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, eg, 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





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Home

Your vendor
VENMAN-001 - MAN001

Search claims that have been received by ACC by any vendor.

Search results
Based on your search for ACC claim number - 12345678

Claim details

ACC claim number 12345678	Cover status Declined	Accident date 20 November 2022
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Partial Wt number

Diagnosis details

Injury status: 1	Diagnosis code S542	Diagnosis side right	Diagnosis description Sprain of cruciate ligament of knee
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[New search](#)

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

Additional information

Home

Your vendor
VENMAN-001 - MAN001

Search claims that have been received by ACC by any vendor.

Search results
Based on your search for ACC claim number - 98765432

Claim details

ACC claim number 98765432	Cover status Accepted	Accident date
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Partial Wt number

Diagnosis details

Injury status: 1	Diagnosis code Not available - please contact ACC Provider Helpline on 0800 222 070	Diagnosis side not applicable	Diagnosis description Not available - please contact ACC Provider Helpline on 0800 222 070
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[New search](#)

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."**

Home

Your vendor
VENMAN-001 - MAN001

Search claims that have been received by ACC by any vendor.

Search results
Based on your search for ACC claim number - 12345678

Claim details

ACC claim number 12345678	Cover status Accepted	Accident date
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Partial Wt number

Diagnosis details

Injury status: 1	Diagnosis code Not available - please contact ACC Provider Helpline on 0800 222 070	Diagnosis side not applicable	Diagnosis description Not available - please contact ACC Provider Helpline on 0800 222 070
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[New search](#)

Accredited Employer claims

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

Find claim by number guide





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The screenshot shows the 'Find claim by number' search results page in ProviderHub. The page has a blue header with the ACC logo and 'ProviderHub' text. Below the header is a 'Home' button. The main content area shows 'Your vendor: Manual Account1 - MAN001'. Below this, it says 'Search claims that have been received by ACC by any vendor.' The 'Search results' section shows 'Based on your search for ACC claim number - 10000768100'. The 'Claim details' section displays a table with columns: ACC number, Cover status, Accident date, and Partial NHI number. The table contains one row with the following data: ACC number: 100076, Cover status: Accredited employer, Accident date: 29 November 2022, and Partial NHI number: 1000. Below the table, the 'Diagnosis details' section shows a table with columns: Injury status, Diagnosis code, Diagnosis side, and Diagnosis description. The table contains one row with the following data: Injury status: Provisional, Diagnosis code: S50.0, Diagnosis side: Left, and Diagnosis description: Neck strain.

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.

Find claim by number guide

