

Getting ready for ProviderHub

This information sheet gives an overview of our new online platform ProviderHub, and what it means for you.

A new way of working

ProviderHub is our online self-service platform to replace the eBusiness Gateway.

It's easy to use and has controls in place to protect business information and the privacy of our shared kiritaki (clients).

This platform simplifies invoicing, lodging claims, checking claim details, and more.

Who's impacted?

ProviderHub is for vendors, suppliers, providers, and their administration staff who don't have a Practice Management System (PMS) that can invoice, lodge claims, or search for information, and might currently rely on eBusiness Gateway to work with us.

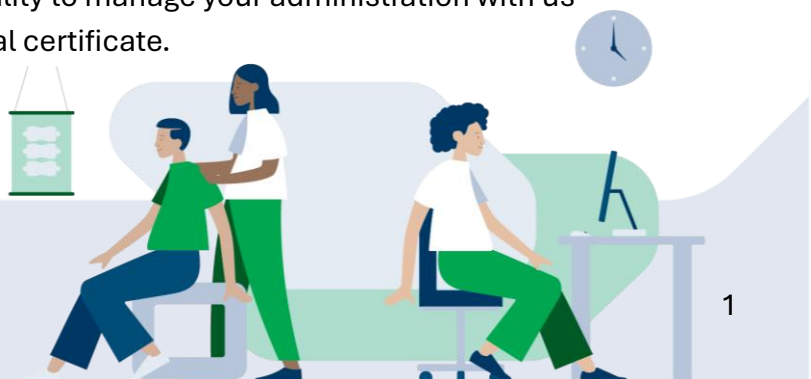
As eBusiness Gateway is an older system, we are inviting those who exclusively use eBusiness Gateway to work with us to move to ProviderHub first.

What services will be available?

The following online services are available on ProviderHub:

- Invoice for Services (ACC40)
- Claim lodgement (ACC45)
- Find, view claim (by claim number)
- Find, view client history (by client name)
- Find, view single and multiple invoices
- Find, view, download single and multiple remittances

ProviderHub also contains features our providers have been asking for, including being able to pause forms for up to 14 days, as well as the ability to manage your administration with us online in your own time, without needing a digital certificate.





He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

We're using Health New Zealand's My Health Account Workforce as our secure gate to ProviderHub. My Health Account Workforce offers a safe, secure, and easily accessible way to verify your identity, ensuring ProviderHub is only accessed by those entitled to use it..

Introducing the ProviderHub administrator

When a business joins ProviderHub they are asked to nominate at least one ProviderHub administrator. The ProviderHub administrator has access to all the information held in ProviderHub and manages user access on behalf of that organisation. Administrators can set up new users, manage individual task permissions, and offboard people when they no longer require access to ProviderHub, or leave the business.

Your ProviderHub administrator will play a key role in getting your business set up for ProviderHub. We'll work with them to ensure the transition is as smooth as possible.

More information

For more information on ProviderHub, visit acc.co.nz/providerhub.

Contact us at ACCPProviderHub@acc.co.nz.

