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ProviderHub

ProviderHub training guide

Treatment extension request – ACC32





Treatment extension request – ACC32 guide

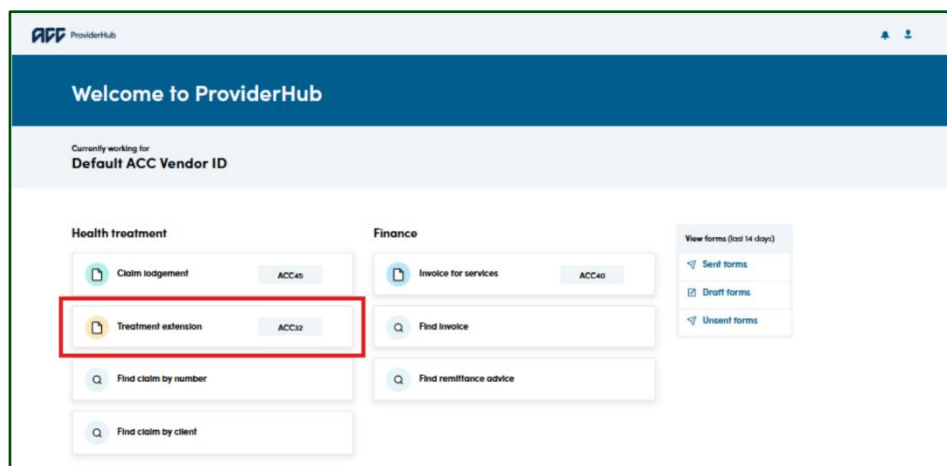
The ACC32 treatment extension request form is used by Allied Health Services contract suppliers and specified treatment providers under the Cost of Treatment Regulations, to seek additional treatment and/or update or change a diagnosis.

This guide covers:

- how to lodge an ACC32 treatment extension request through ProviderHub
- who can lodge an ACC32 treatment extension request form
- how to see a summary of the form.

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

Navigating the home page



When you log in to ProviderHub, you'll be able to select **Treatment extension** under **Health Treatment** to begin filling in an ACC32 treatment extension request.

To lodge an ACC32, you'll need to fill in the compulsory fields marked with a red asterisk (*).





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There are four sections of the form with a total of six pages to complete:

1. Provider details
2. Reason for request details
3. Patient details
 - a. Treatment request details
 - b. Current status and prognosis
4. Summary and declaration

Provider details

In the **Provider details** screen, you'll need to enter your provider name, your provider phone number, and your ACC provider ID.

Note: If the ACC provider ID entered is incorrect, inactive, or has been removed from our internal system, an error message will appear.

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Reason for request details

Select your provider type from the drop-down menu. The following provider types are available to select:

- **Physio contracted to ACC**
- Non-contracted physio
- **Hand Therapist (physio)**
- **Hand Therapist (Occupational Therapist)**
- Podiatrist
- Osteopath
- Chiropractor
- **Acupuncturist**
- **Occupational Therapist**

Note: The provider types in bold will be given a different set of questions to complete in their form.

Treatment extension request





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ACC ProviderHub

Treatment extension - ACC32

Home

Currently working for
Default ACC Vendor ID

You will be logged out after 15 minutes of inactivity.
To ensure the information you have entered is not lost, please Save draft.

Provider details

Reason for request details

Patient details

Summary and declaration

Reason for request details

Provider type

*Are you a:

Physio contracted to ACC

☐ Do you want to submit a voluntary request?

Additional treatments

*Request additional treatments for a patient

☐ Yes

☐ No

Add or change a diagnosis or side

*Add a READ code

☐ Yes

☐ No

*Change a side of READ code

☐ Yes

☐ No

*Lodgement error

☐ Yes

☐ No

Exit without saving Save draft Previous Next

Form for Physio
contracted to ACC and
Hand Therapist (Physio)

ACC ProviderHub

Treatment extension - ACC32

Home

Currently working for
Default ACC Vendor ID

You will be logged out after 15 minutes of inactivity.
To ensure the information you have entered is not lost, please Save draft.

Provider details

Reason for request details

Patient details

Summary and declaration

Reason for request details

Provider type

*Are you a:

Hand Therapist (Occupational Therapist)

☐ Do you want to submit a voluntary request?

Additional treatments

*Request additional treatments for a patient

☐ Yes

☐ No

Exit without saving Save draft Previous Next

Form for Hand Therapist
(Occupational Therapist)

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The screenshot shows the 'Treatment extension - ACC32' form in the ProviderHub system. The left sidebar contains a navigation menu with 'Provider details' selected. The main content area is titled 'Reason for request details' and includes a 'Provider type' dropdown menu with 'Acupuncturist' selected. Below this is a section for 'Additional treatments' with a radio button for 'Yes' and a radio button for 'No'. At the bottom of the form are buttons for 'Exit without saving', 'Save draft', 'Previous', and 'Next'.

Form for Acupuncturist
and Occupational
Therapist

Patient details

The screenshot shows the 'Treatment extension - ACC32' form in the ProviderHub system, specifically the 'Patient details' section. The left sidebar shows 'Patient details' selected. The main content area contains fields for 'Claim number', 'Date of injury', 'Has the client had ACC related surgery on this claim?' (with 'Yes' and 'No' radio buttons), 'Date of birth', 'First name', 'Last name', and 'Address' (with sub-fields for 'Street number and name', 'Suburb', 'Town/city', and 'Postcode'). At the bottom are buttons for 'Exit without saving', 'Save draft', 'Previous', and 'Next'.

Enter the patient
details

Note: The **Claim
number** field only
accepts ACC45
formatted claim
numbers.

Treatment extension request





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ACC ProviderHub

Treatment extension - ACC32

Home

Currently working for
Default ACC Vendor ID

You will be logged out after 15 minutes of inactivity.
To ensure the information you have entered is not lost, please Save draft.

- Provider details
- Reason for request details
- Patient details
- Treatment request details**
- Current status and prognosis
- Summary and declaration

Treatment request details

Is this the first additional treatment request that your clinic has made post injury or surgery?

☐ Yes

☐ No

How many treatments does your client need?

Number of PHY3 treatments required:

When will this treatment start?

Exit without saving Save draft Previous Next

Complete the
**Treatment request
details** screen.

ACC ProviderHub

Treatment extension - ACC32

Home

Currently working for
Default ACC Vendor ID

You will be logged out after 15 minutes of inactivity.
To ensure the information you have entered is not lost, please Save draft.

- Provider details
- Reason for request details
- Patient details
- Treatment request details
- Current status and prognosis**
- Summary and declaration

Current status and prognosis

Please ensure you provide all relevant information to support your application and help our Assessors with their decision making. If we do not receive enough information this may cause delays in reviewing the request.

Please provide more information because:

- The injury, or related surgery, occurred more than 12 months ago.

What was the original accident event?

What is the patient's current condition or diagnosis?

Include a precise description of the current condition and if appropriate, why the current diagnosis differs from the original injury.

How is the patient's current condition caused by the accident above?

A causal link needs to be established for ACC to consider if the condition requiring treatment is related to the covered injury.

Why has the condition not resolved? Please include pre-existing factors.

Exit without saving Save draft Previous Next

Complete the **Current
status and prognosis**
screen.

Note: You'll need to
attach all relevant
clinical records,
outcome measures,
and other medical
information to support
the application to
proceed to the next
screen.

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Summary and declaration

The screenshot shows the 'Treatment extension - ACC32' form in the ProviderHub system. The user is currently working for 'Default ACC Vendor ID'. A notification states: 'You will be logged out after 10 minutes of inactivity. To ensure the information you have entered is not lost, please save draft.' The left sidebar lists sections: Provider details, Reason for request details, Patient details, Treatment request details, Current status and prognosis, and Summary and declaration (selected). The main content area is titled 'Summary' and contains two sections: 'Provider details' and 'Reason for request details'. The 'Provider details' section includes fields for 'Provider name' (Default ACC Provider), 'Provider phone' (027234567), and 'ACC Provider ID' (J99966), with an 'Edit' button. The 'Reason for request details' section includes fields for 'Treatment provider' (Non-contracted physio), 'Request additional treatments for a patient' (Yes), 'Add a READ code' (No), 'Change a side of READ code' (No), and 'Lodgement error' (No), also with an 'Edit' button.

This screen allows you to check all the information you've entered is correct.

If you need to edit any section, click on the relevant **Edit** button on the right-hand side of the section.

The screenshot shows the 'Additional Clause - GENERAL PRIVACY STATEMENT' section of the ACC32 form. It includes a privacy statement and two checkboxes for declaration. The first checkbox is for 'I certify that, on the data shown, I have personally examined the patient and that in my opinion the requested treatment and/or change in diagnosis is related to the covered accident on this claim.' The second checkbox is for 'I also certify that I have discussed the Patient Declaration and Consent with the patient (or their representative) and have recorded their consent to it and to me lodging this ACC32 request on their behalf.' Below these are 'Exit without saving', 'Save draft', 'Previous', and 'Send' buttons. The bottom screenshot shows the 'Treatment extension - ACC32' form with a confirmation message: 'Your form has been sent' and a green bar stating 'We have received your ACC32 submission. We will be in touch if we need any further information.' There are buttons for 'Treatment extension - ACC32' and 'Sent forms'.

Once you're happy that the details you've entered are correct, tick the declaration at the bottom of the form, and click **Send**.

Once you've clicked **Send**, a confirmation will appear on the screen.

Submitted ACC32 forms will be available for 14 days in the **Sent forms** section of ProviderHub.

Treatment extension request

