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ProviderHub

ProviderHub training guide

Treatment extension request – ACC32

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Treatment extension request – ACC32 guide

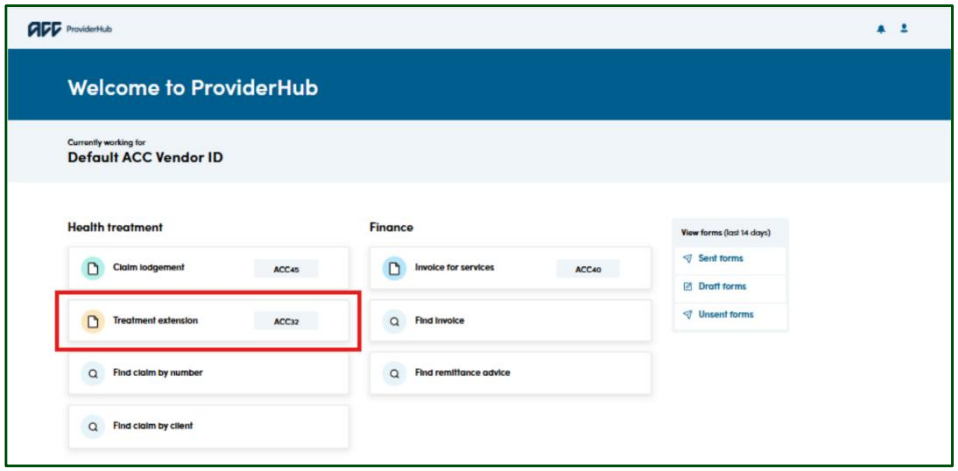
The ACC32 treatment extension request form is used by Allied Health Services contract suppliers and specified treatment providers under the Cost of Treatment Regulations, to seek additional treatment and/or update or change a diagnosis.

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



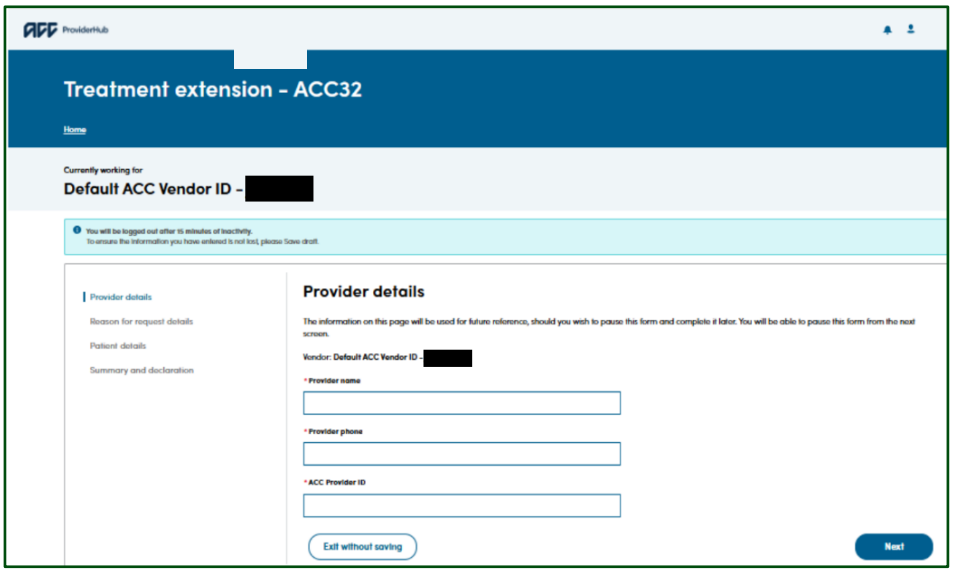
When you log in to ProviderHub, you'll be able to select **Treatment extension** under **Health Treatment** to begin filling in an ACC32 treatment extension request.

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

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

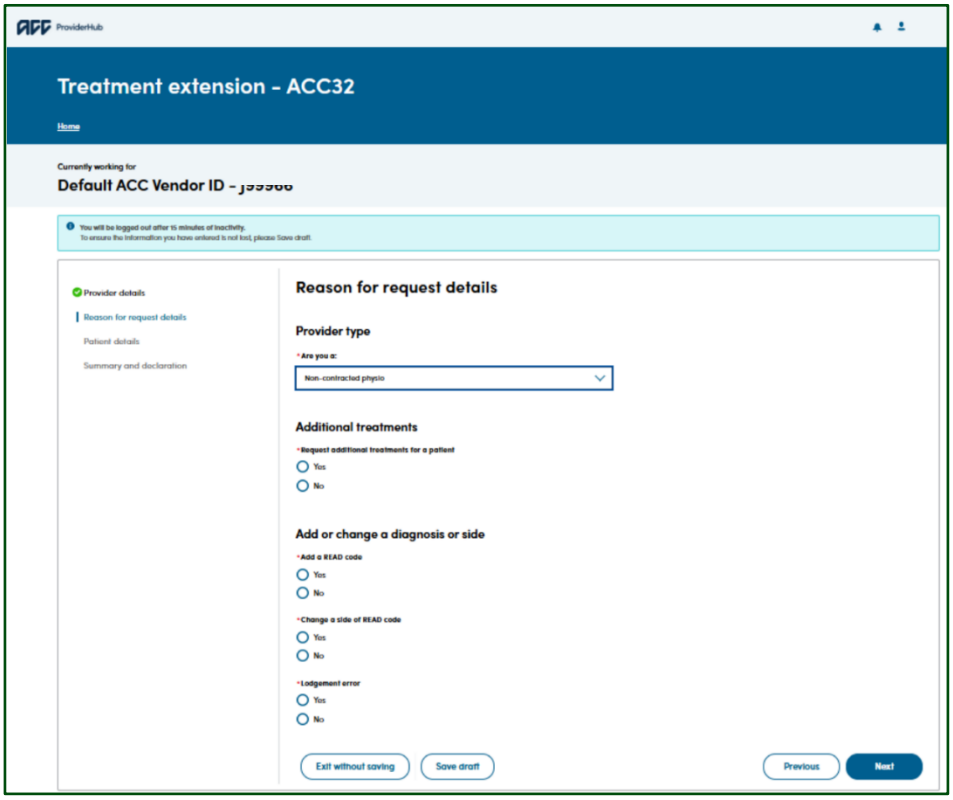
Provider details



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.

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.

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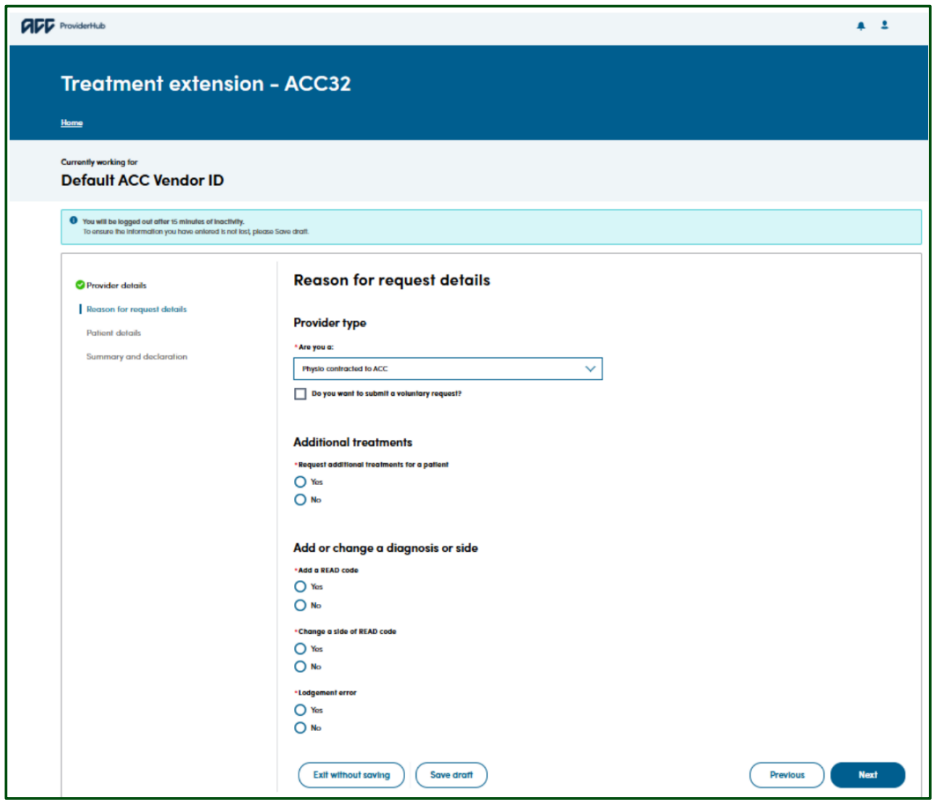
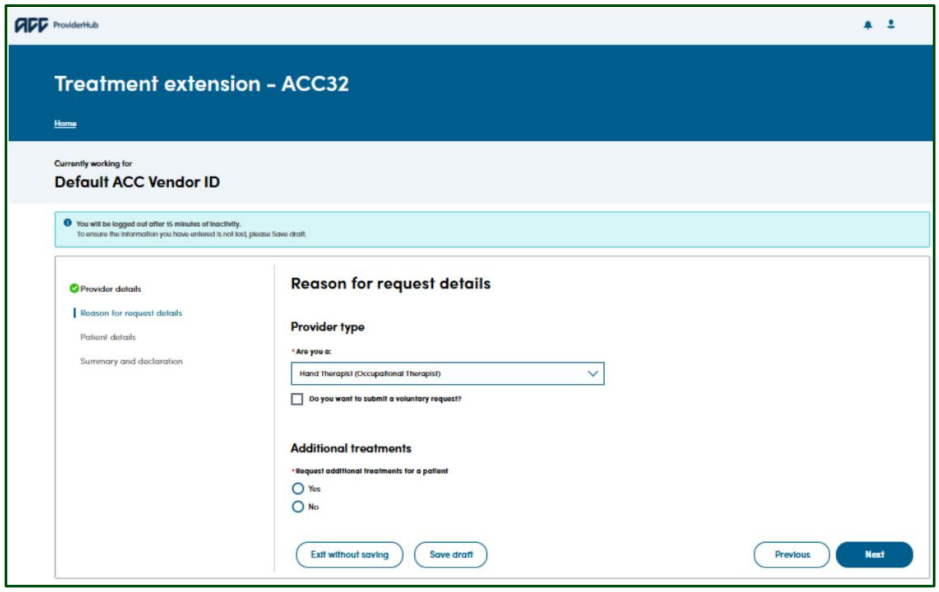
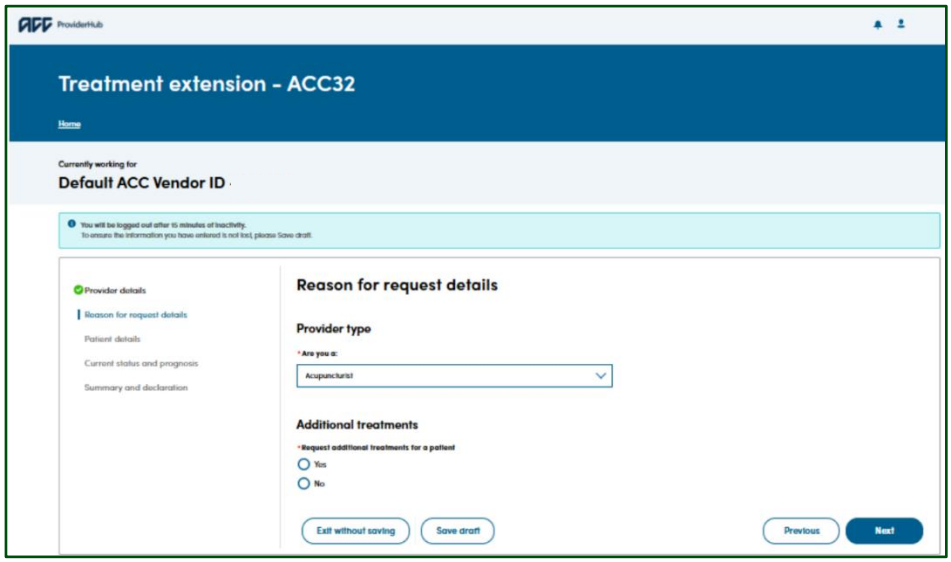


Form for Physio contracted to ACC and Hand Therapist (Physio)

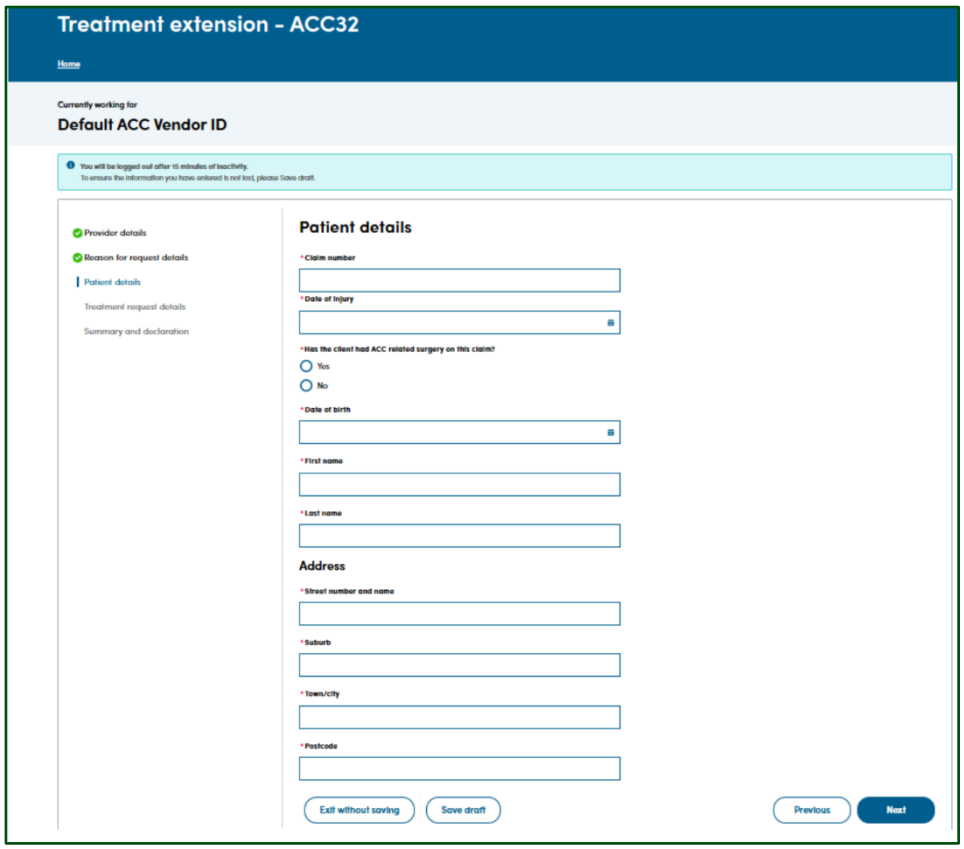


Form for Hand Therapist (Occupational Therapist)



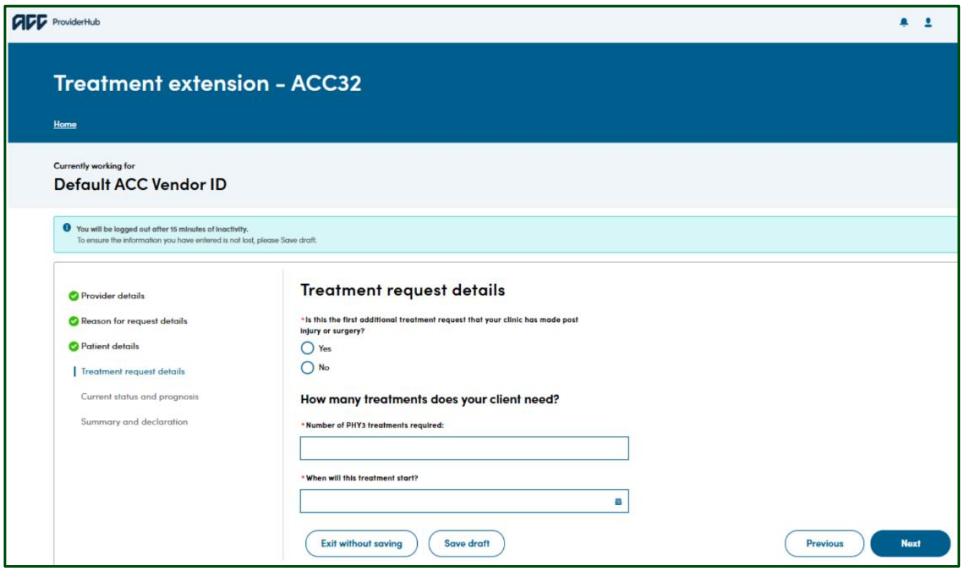
Form for Acupuncturist and Occupational Therapist

Patient details

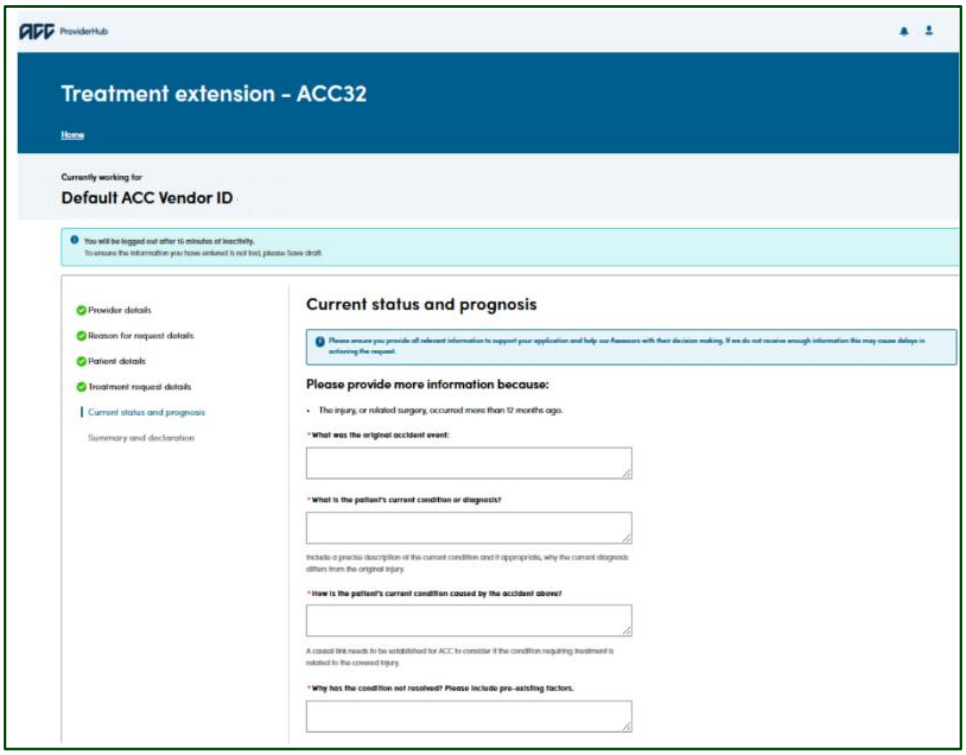


Enter the patient details

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



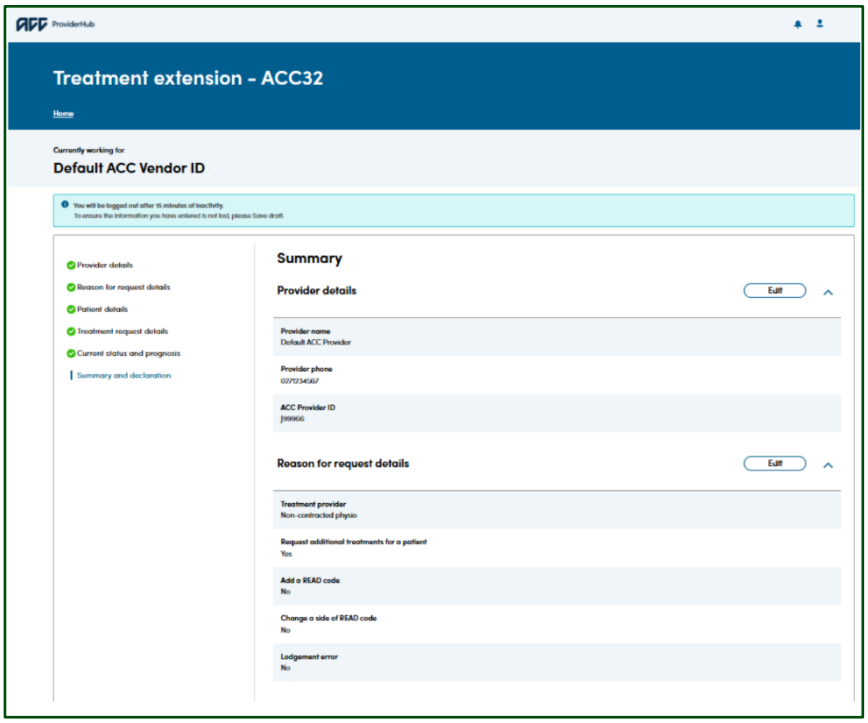
Complete the **Treatment request details** screen.



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

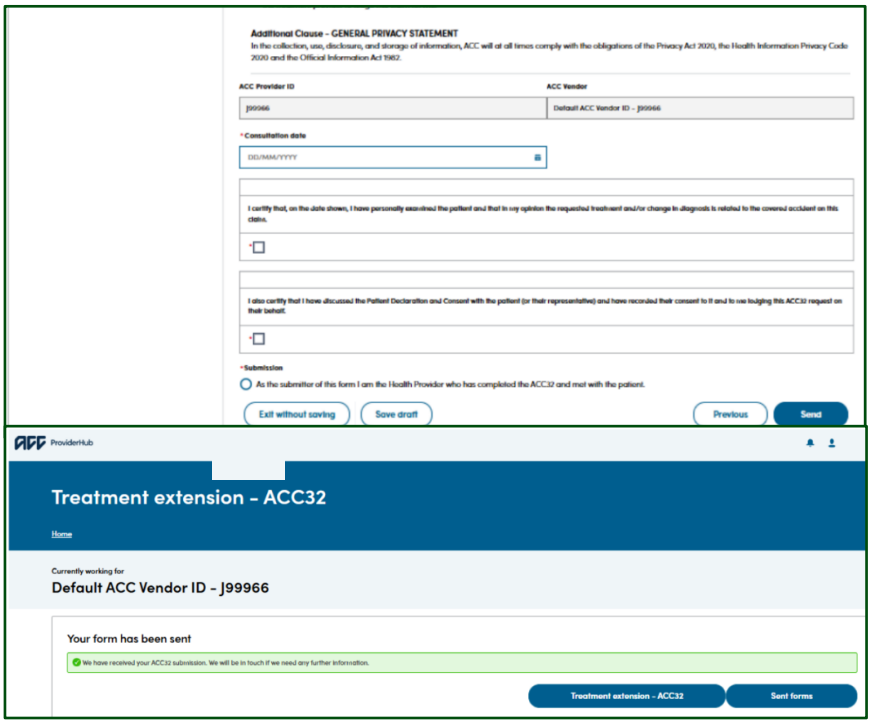
Note: You'll need to attach all relevant clinical records, outcome measures, and other medical information to support the application to proceed to the next screen.

Summary and declaration



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.



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.