# ProviderHub questions and answers

Use this guide to find answers to questions about ProviderHub.

## What is ProviderHub?

ProviderHub is our online self-service platform that will replace eBusiness Gateway for ACC providers who don't have a Practice Management System (PMS) that connects to us digitally. It has controls in place to protect your information and the privacy of our shared kiritaki (clients). This platform lets you submit invoices, lodge claims, check claim details, and more, all in one place.

## When will eBusiness Gateway be retired?

On 1 April 2026 ACC's claim management system, EOS, will be upgraded. As a result, claim information and status will no longer be available in eBusiness Gateway. ProviderHub is our online self-service platform that will replace eBusiness Gateway for provider businesses that don't have a Practice Management System (PMS) that connects with ACC.

## Can I still use eBusiness Gateway?

You can use eBusiness Gateway until it is retired on 30 June 2026. However, if you've joined ProviderHub, we strongly recommend switching now. Transitioning early gives you time to get comfortable with the new system and ensures a smoother experience before eBusiness Gateway is permanently retired.

## Who will be invited to join ProviderHub?

We're inviting vendors who use eBusiness Gateway to work with us onto ProviderHub first. We're also inviting new providers to ACC, who don't have a PMS that connects with us, to be onboarded onto ProviderHub when they join ACC as a provider.

We're also retiring the SendInvoice and ACC32 online forms. Current users of these online forms will be invited to join ProviderHub before the forms are retired.

## Can I request to join ProviderHub?

There's no need to request access as we're inviting all organisations who need to use ProviderHub to join before eBusiness Gateway is retired. However, if you would like to request to join ProviderHub early, you can email us at accproviderhub@acc.co.nz.

## Can I join ProviderHub if I already use a fully enabled Practice Management System (PMS)?

If your current PMS provides you with everything you need to work with ACC digitally, we don't recommend that you join ProviderHub. ProviderHub is for current users of eBusiness Gateway, as it is an outdated platform that is due to retire. If there is new functionality you would like for your PMS, talk to your PMS vendor.

You can find resources online that explain our digital services:

- Video – An introduction to our digital services
- Quick guide – Digital services at ACC.

## How will users be invited to join ProviderHub?

When it's your organisation's turn to join ProviderHub, we'll send an email to the authorised person (often this is the business owner). They'll be asked to nominate at least one ProviderHub administrator. We'll then send the nominee an email with a unique one-time code, which they'll need to verify after logging into ProviderHub. This code will be valid for **up to seven days.**

From there, the ProviderHub administrator will have access to all the information and functionality needed for your organisation and can begin inviting other team members to join. Once all users are set up in ProviderHub, user management for the administrator will be quick and easy.

## Where do I put my one-time code?

When you're invited to join ProviderHub as an administrator, you'll be sent a unique one-time code. You need to enter this code into ProviderHub by following these steps:

1. Log into ProviderHubat https://providerhub.acc.co.nz/s/login/
   If you haven't already got an account, follow the onscreen instructions to create one.

2. Click on the user icon in the top right-hand corner of the ProviderHub window, and select 'Task access'. Enter your Vendor ID, and select all features including 'Manage organisation'.

3. Enter the unique one-time code sent to you via email.

This one-time code is valid for **up to seven days.** If your code expires before you can use it, the authorised person for your organisation will need to email us at accproviderhub@acc.co.nz to request a new one.

## What is the role of the ProviderHub administrator?

ProviderHub administrators can:

- manage an organisation's ProviderHub account
- approve new user requests
- manage each user's task access permissions
- remove users when they leave the business.

## How can I add a new ProviderHub administrator for my organisation?

If you would like to add a new ProviderHub administrator for your organisation, the authorised person can email us at accproviderhub@acc.co.nz.  We'll then send them a ProviderHub administrator nomination form to complete.

If you would like to remove a ProviderHub administrator from your organisation, the authorised person can email us at accproviderhub@acc.co.nz.

## Are digital certificates required for ProviderHub?

As each user has their own individual login, a digital certificate is not required to use ProviderHub. This means you can log into ProviderHub to do your administrative work from anywhere, at any time.

You may still need a digital certificate to interact with non-ACC health services.

## What are the benefits of using ProviderHub?

ProviderHub will allow you to access most of our online services in one place. ProviderHub makes working with us easier, with the ability to start a form and pass it to another colleague to complete, pause forms, filter search results, manage your own administrative needs, and more.

If you work with multiple organisations, you'll be able to connect your ProviderHub account to each organisation's account and switch easily between them, without the need to log in and out.

Organisations already using ProviderHub have said it makes working with us simpler and means they get paid faster for their work.

## What is available on ProviderHub?

On ProviderHub you can:

- Invoice for Services (ACC40)
- Lodge claims (ACC45)
- Find claim by client (NHI and date of birth)
- Find claim by number
- Find single and multiple invoices
- Find and download single and multiple remittances
- Request a change of diagnosis or a treatment extension (ACC32) – for Allied Health providers.

We'll also be adding the batch invoicing function in late 2025.

## What makes ProviderHub so secure?

ProviderHub is built in Salesforce, using the latest cloud technology. Each user has their own login and can no longer easily share credentialing, keeping the information of our kiritaki and your organisation safe. User access is verified every time you log in by using My Health Account Workforce or RealMe. Access for each user can be limited to just the functions, forms and information they need to do their job. Access permissions are managed by the organisation's ProviderHub administrator, not ACC. All functionality requests from users will be sent to ProviderHub administrators once a day, to approve or decline as appropriate.

## Why are you using My Health Account Workforce and RealMe as a secure digital gateway?

Instead of using digital certificates, ProviderHub uses My Health Account Workforce (MHAW) or RealMe as a secure digital gateway, meaning you can log into ProviderHub anywhere, at any time. You will need to create an account on either MHAW or RealMe.

You can find more information about MHAW and RealMe on our website Signing up for ProviderHub.

## How do I link my ProviderHub account to my organisation?

Once you've logged into ProviderHub for the first time, you'll need to link your organisation to your ProviderHub account using their Vendor ID. To do so, you'll need to:

1. Click on the user icon in the top right-hand corner of the ProviderHub window
2. Click on 'Task access'
3. Click 'Add your vendor', and enter your organisation's Vendor ID.

If you work for multiple organisations, you can repeat this process to add them. If you don't know your organisation's Vendor ID, talk to your ProviderHub administrator.

## Where can I find more support?

Check out our user support page. There are guides and videos to help with all the features on ProviderHub.

User support

For dedicated ProviderHub support, please contact us:

Email accproviderhub@acc.co.nz

Phone 0800 222 994