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Prevention. Care. Recovery.

ProviderHub

ProviderHub training guide

Teacher Aide invoicing



Teacher Aide invoicing

This guide is for all schools billing ACC for Teacher Aides to assist in the transition to ProviderHub.

This guide also assists those who currently use the eBusiness Gateway, which will be retired in April 2026.

What is ProviderHub?

ProviderHub is our online self-service platform for providers and suppliers who work with us digitally. It replaces the eBusiness Gateway.

What's changing?

If you use the eBusiness Gateway for your invoicing submissions and queries, you'll need to move to ProviderHub. If you currently submit these invoices manually, this guide will help you move to electronic billing to reduce administrative time and processing delays.

If your school also provides onsite clinical services, your nursing staff may currently use a Practice Management System (PMS) to submit invoices to ACC or query claims. There is no change to this process, please continue to use your PMS for these tasks.

If you need to query an invoice

If you currently use a PMS or SendInvoice to submit Health and/or Teacher Aide invoices but use the eBusiness Gateway to query invoices and payments, you'll need to move to ProviderHub for your invoicing queries.

The three ProviderHub roles

There are three roles with different levels of access and responsibilities within ProviderHub:

- *Authorised person*: Has the school's delegation to nominate the employee(s) who will be ProviderHub administrators.
- *ProviderHub administrator*: Nominated to manage ProviderHub user-related administrative tasks.
- *ProviderHub user*: Responsible for using ProviderHub features, forms and invoicing.

Nominate your ProviderHub administrator

You may have already received an email to the authorised person for your school, asking them to nominate at least one ProviderHub administrator. The authorised person is most likely your school's business or office manager.

For security reasons the email invitation is only active for three weeks. The authorised person should nominate their administrator within that timeframe. The ProviderHub administrator is responsible for managing ProviderHub user-related administrative tasks. The nominated ProviderHub administrator will receive a one-time code to the email address given by the authorised person. This code must be used within seven days of receipt.



Getting started for administrators

As a ProviderHub administrator, you'll be responsible for managing which tasks your colleagues can access on behalf of a school. As part of this, you'll approve (or decline) colleague requests to access the different financial or ACC claim/health related tasks your colleagues need to use to do their jobs. For example, a worker in a finance role may only need access to submit and check on invoices.

[Find out more in our Administrator user guide](#)

[See ProviderHub user support guides](#)

User support – invoicing for Teacher Aide

Purchase orders

Purchase orders for Teacher Aide are generally issued at a set number of hours per week, and schools can use that as required, eg, no hours on a day the child is away from school unwell, more hours when they return.

When invoicing us electronically, ACC may require the correct hours per service date. However, we understand that's not always practicable in a school setting. In this case, you may use a single service date and include the actual service dates covered in the comment line.

Note: It's important that you bill with the correct time (duration) and rate.

Enter your ACC contract number, like in the example below:

ACC contract number

Optional

EDSUP1

Please enter your ACC contract number if known.

ED01 is billed hourly at \$35.25 excl GST* (\$40.54 incl GST). When billing for multiple hours, please use the GST exclusive rate to multiply, and then add GST.

You cannot bill for more than 23 hours and 59 minutes for a single service date. If you do, you may see an error message like the one below:

* Service code

ED01

Please start typing, then select a code from the options listed.

* Based on

Duration	▼
----------	---

* Hours

* Minutes

36	
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This Hours(HH) cannot exceed 23 hours.

If you have a Purchase order for 30 hours per week, please separate the hours over two lines using **Duplicate**. (Note: You need to add 00 to the minutes column).

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* Hours * Minutes

Error: Minutes is required.

To duplicate, tick the line you want to duplicate and then click on the blue **Duplicate** button, like in the example below:

Invoice lines

You can add a maximum of 20 lines per invoice.

Number of lines: 1

Select	Claim Number	Client	Service Date	Amount (Inclusive Of GST If Applicable)	
<input checked="" type="checkbox"/>	[REDACTED]	Test Tester	06/10/2025	\$ 608.06	▼

Duplicate Add new line

You can then click the down arrow on the right and select **Edit** to amend the service dates as required (date and comment), but the client information will be replicated. In the example below, the service date on the second line is edited (from 6/10 to 8/10), as seen in the summary image further down.

Invoice lines

You can add a maximum of 20 lines per invoice.

Number of lines: 2

Select	Claim Number	Client	Service Date	Amount (Inclusive Of GST If Applicable)	
<input type="checkbox"/>	[REDACTED]	Test Tester	06/10/2025	\$ 608.06	▼
<input checked="" type="checkbox"/>	[REDACTED]	Test Tester	06/10/2025	\$ 608.06	▼

Duplicate Add new line

Edit
Delete

Actual service dates can be added in the **Service comments** field:

Service comments

9/10 to 10/10

In the **Invoice lines** summary (shown below) you can view the details, including the dates in the comments section, by scrolling to the right:



Invoice lines

Edit



Order	Client	DOB	Service date	Service code	Based on	Km	Units	Hours	Mins	Provider ID	Facility	Amount	Comments
	Test Tester		6/10/2025	ED01	Duration			15	0			\$608.06	6/10 to 8/10
	Test Tester		8/10/2025	ED01	Duration			15	0			\$608.06	9/10 to 10/10

ED03 is billed by units, at \$4.95 excl GST* (\$5.69 incl GST). When billing for multiple units, please use the GST exclusive rate to multiply, and then add GST.

Below is a summary example showing ED01 based on duration, and ED03 based on units:

Invoice lines

Edit



Claim number	Purchase order	Client	DOB	Service date	Service code	Based on	Km	Units	Hours	Mins	Provider ID
		Test Tester	2/10/2018	1/10/2025	ED01	Duration		1	0		
		Test Tester	2/10/2018	6/10/2025	ED01	Duration		20	30		
		Test Tester	2/10/2018	1/10/2025	ED03	Units		1			
		Test Tester	2/10/2018	6/10/2025	ED03	Units		10			

*Please note that the rate for ED01 and ED03 sometimes changes – generally from 1 July (1/7). Where there is a rate increase, you will need to split the billing into separate lines – one for dates up to and including 30/6, and one from 1/7 onwards.

If your email address is up to date with registrations@acc.co.nz you'll receive notice of any rate changes. If you're unsure about the current rates, please contact ACC on one of the below phone numbers to confirm the pricing:

Health Procurement: 0800 400 503

Provider Contact Centre: 0800 222 070

