



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

ProviderHub

ProviderHub training guide

Teacher Aide invoicing and how to sign up to ProviderHub



Teacher Aide invoicing

Schools that invoice ACC for Teacher Aides using the eBusiness Gateway will need to transition to ProviderHub, ACC's new digital service, by 2 April 2026.

If you don't onboard to ProviderHub, you will not be able to complete your ACC tasks online.

What's changing?

- If you use the eBusiness Gateway for your invoicing submissions and queries, you'll need to move to ProviderHub. This is because eBusiness Gateway is permanently closing from 2 April 2026.
- 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.

How to move to ProviderHub

1. The authorised person for your school (likely your office manager) will have received an onboarding email from ACCProviderHub@comms.acc.co.nz, asking them to nominate at least one ProviderHub administrator. The email is only valid for three weeks. If your email has expired, please contact accproviderhub@acc.co.nz for a new one.
2. Once your authorised person has nominated at least one ProviderHub administrator, the administrator will be emailed a one-time code to sign up.
3. After signing up to ProviderHub, your administrator will approve or decline access for your users and manage the tasks they need. Your users will then be able to sign up and familiarise themselves with the platform. The administrator and all users need to log in using RealMe or My Health Account Workforce.

Moving to ProviderHub is quick and providers who have already made the shift tell us they're seeing the benefits.

Need help onboarding to ProviderHub?

If the authorised person for your school hasn't received an onboarding email or if you have questions about transitioning to ProviderHub, please contact accproviderhub@acc.co.nz or phone [0800 222 994](tel:0800222994).



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.

Getting started for administrators

As a ProviderHub administrator, you'll be responsible for managing which tasks your colleagues can access on behalf of your 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:

Teacher Aide invoicing



* Service code

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

* Based on

* Hours

* Minutes

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).

* 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

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

