Transitioning Sensitive Claims suppliers to ProviderHub webinar – Frequently Asked Questions

Engagement Forms

Question	Answer
Who can see the completed Sensitive Claims Engagement Form in ProviderHub?	Only the named service provider can see the forms they've completed in ProviderHub.
Why is the Sensitive Claims Engagement Form not downloadable, and will this change?	The purpose of the engagement form is to lodge a claim and notify ACC that treatment has begun – our changes were intended to match this purpose. The decision not to offer download functionality was made in consultation with our Privacy and Legal teams. We now understand that having a downloadable form has been built into many suppliers' business practices and use of Practice Management Systems (PMS). We understand it's important to you that we review this functionality. We will look into this and keep you updated.
If a provider is onboarded to ProviderHub, can they still use the engagement form on the ACC website before it closes in April 2026?	Yes – the current Sensitive Claims Engagement Form on the ACC website can still be used until April 2026, even if you've been onboarded to ProviderHub.
If a named provider is linked to multiple suppliers, how can they choose which supplier the engagement form is submitted on behalf of?	Users can navigate between suppliers that they're linked to in ProviderHub. You'll need to select the correct supplier/vendor ID prior to completing the Sensitive Claims Engagement Form.

ProviderHub and Practice Management System (PMS) integration

Question	Answer
Will ProviderHub 'talk to' CMS for billing and other queries?	There is no direct relationship between ProviderHub and CMS. CMS integrates directly with ACC via their own API* for billing. *Learn more about digital services at ACC Watch our Introduction to digital services
Will CMS users still be able to bill as usual after the changes?	Yes, you can continue to invoice using CMS or any other ACC-integrated PMS.

	No, ProviderHub and CMS serve different purposes. ProviderHub is not intended to offer practice (or patient) administration services provided by a PMS. ProviderHub simply enables the completion of key ACC tasks for both health and non-health vendors.
Is there any intention to integrate an equivalent of CMS into ProviderHub in the future?	

Administrators and user roles

Question	Answer
Can you have more than one administrator?	Yes, each supplier can choose up to 10 administrators.
Can the administrator be outside of our , for example, a contractor?	We recommend that ProviderHub administrators are trusted employees at your business, so you'll always have access to your business's ProviderHub account. You may also choose to give access to third parties as users within ProviderHub.
Does the administrator get a notification after engagement form submission?	No, only the provider submitting the form receives confirmation that it has been submitted.
Can ProviderHub accounts be shared by multiple users?	No, all users must have an individual account via RealMe or My Health Account Workforce.

Onboarding and transition

Question	Answer
Does each supplier need to onboard a provider separately if they work for multiple suppliers?	Yes, all suppliers will need to make sure their named providers are onboarded to their ProviderHub account. We'll assist you with the onboarding of all ~3,000 providers in 2026 with communications and webinars as needed.
When do suppliers need to be transitioned to ProviderHub?	We'd like all suppliers to have actioned the Nominate ProviderHub Administrator email and onboarded an administrator this year. The nomination email sent to you on Wednesday 13 November should be actioned by Thursday 4 December.
Who should we contact if we have difficulty onboarding?	You can contact our team for support by emailing ACCProviderHub@acc.co.nz or call Provider Help 0800 222 070.
How soon can we add providers to ProviderHub? It would be great to do this over the quieter Christmas period.	We're onboarding suppliers now, so as soon as you have been onboarded as a supplier, you can start to onboard your providers.

Purchase orders, remittances and invoices

Question	Answer
Will all required information be added to purchase orders?	There is no change in the information provided to us on the Sensitive Claims Engagement Form, or how it is processed when it reaches our claim management systems.
Can we access purchase orders?	'Find invoice' (previously called 'Query invoice') will enable access to the same information that you currently receive through eBusiness Gateway or your PMS.
Will remittances only be available as CSV files?	Currently remittances are available as a CSV download. If you require a PDF copy, you can convert the CSV after downloading it. An option for PDF downloads will be available in the future.
Can we continue to use SendInvoice for billing?	Yes, current SendInvoice users should continue to invoice as they do now. ProviderHub should be used for all the services you currently access through eBusiness Gateway. Batch invoicing will be available on ProviderHub in the future.
Can you download submitted invoices from ProviderHub?	Yes, you can download invoices either in SendInvoice or in the 'Sent forms' function.
Will this change how we get eBusiness Gateway (eBG) remittance and check invoice status?	The eBusiness gateway will be retired on 5 April 2026. ProviderHub is the replacement for eBusiness Gateway, and it includes 'find invoice' and 'find remittance advice' functions.

Other questions

Question	Answer
Will physiotherapists be able to lodge physical injury claims (ACC45) for Sensitive Claims Service kiritaki (clients) via ProviderHub?	If the physiotherapist is a registered ACC provider and working within their scope of practice, then they can lodge an ACC45 injury claim. Physiotherapy services for physical injury treatment must be provided outside of the Sensitive Claims Services, either under an Allied Health Services contract or Cost of Treatment Regulations. If the ACC45 is required after initial ProviderHub onboarding, then please email a request for access to the lodgement form via ACCProviderHub@acc.co.nz.
Is ProviderHub web-based or is there an app?	ProviderHub is web-based and is accessed through your web browser.
If a kiritaki re-engages directly with a Named Service Provider, do suppliers have visibility?	Under the Sensitive Claims Service Schedule, suppliers are responsible for referrals receiving services under

their contract. How suppliers obtain visibility in **all** situations is their responsibility.