

# Transitioning to ProviderHub

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## For Sensitive Claims suppliers



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

# Overview of session

## What we'll cover

### Part one

This section is for all suppliers of Sensitive Claims Services.

- Overview of ProviderHub
- Onboarding of suppliers
- Onboarding of named providers
- Q&A

### Part two

Stay on if you're a supplier that uses our eBusiness Gateway and/or SendInvoice. You don't need to stay on if you use a PMS (Practice Management System) for all your finance tasks.

- Decommissioning eBusiness Gateway
- Invoicing services on ProviderHub
- Onboarding your users
- Q&A

**We'll send this slide deck and a link to the recorded session.**



# Chapter one

## ProviderHub overview

# 1



# ProviderHub overview

## What is ProviderHub?

- ProviderHub is our secure online self-service platform, replacing eBusiness Gateway.
- It will bring key ACC tasks into one place: ACC45 (claim lodgement), ACC32 Treatment extension (allied health), and the Sensitive Claims Engagement Form.
- It has controls in place to protect your information and the privacy of our shared kiritaki (clients).
- It's not a Practice Management System.



# ProviderHub overview

## What's on ProviderHub

### All Sensitive Claims Suppliers will have:

- the ability to manage their users
- the ability to decide who can access the Sensitive Claims Engagement Form
- access to invoicing and finance tasks, ACC40, Find Invoice, and Remittance Advice (Optional).

### Suppliers who deliver additional services may also have:

- ACC45 (claim lodgment)
- ACC32 Treatment Extension
- find claim by client
- find claim by number.



# Chapter two

## Benefits of ProviderHub

# 2



# Benefits of ProviderHub

- Each user, including administrative and finance, has their own individual login using a unique email address. This email address cannot be shared between users.
- We set suppliers up with all the tasks they need to work with us, based on billing under their vendor ID.
- User access is up to the suppliers' ProviderHub administrator.
- You can pause completion of the Engagement Form (and others) for up to 14 days, filter search results, manage your own administrative needs, and you can share forms with colleagues (except Engagement Form).
- Users who work with multiple suppliers can move easily between suppliers, without the need to log in and out.
- You don't need a digital certificate to use ProviderHub.



# Chapter three

## Onboarding suppliers

# 3





# Onboarding Sensitive Claims suppliers

## What's changing for Sensitive Claims?

- The Sensitive Claims Engagement Form has moved to ProviderHub.
- The old Engagement Form will be retired in April 2026.
- Each supplier will have a ProviderHub administrator who will onboard and manage all their user permissions.
- The form is currently not downloadable. We are currently reviewing this decision.

## What's not changing for Sensitive Claims?

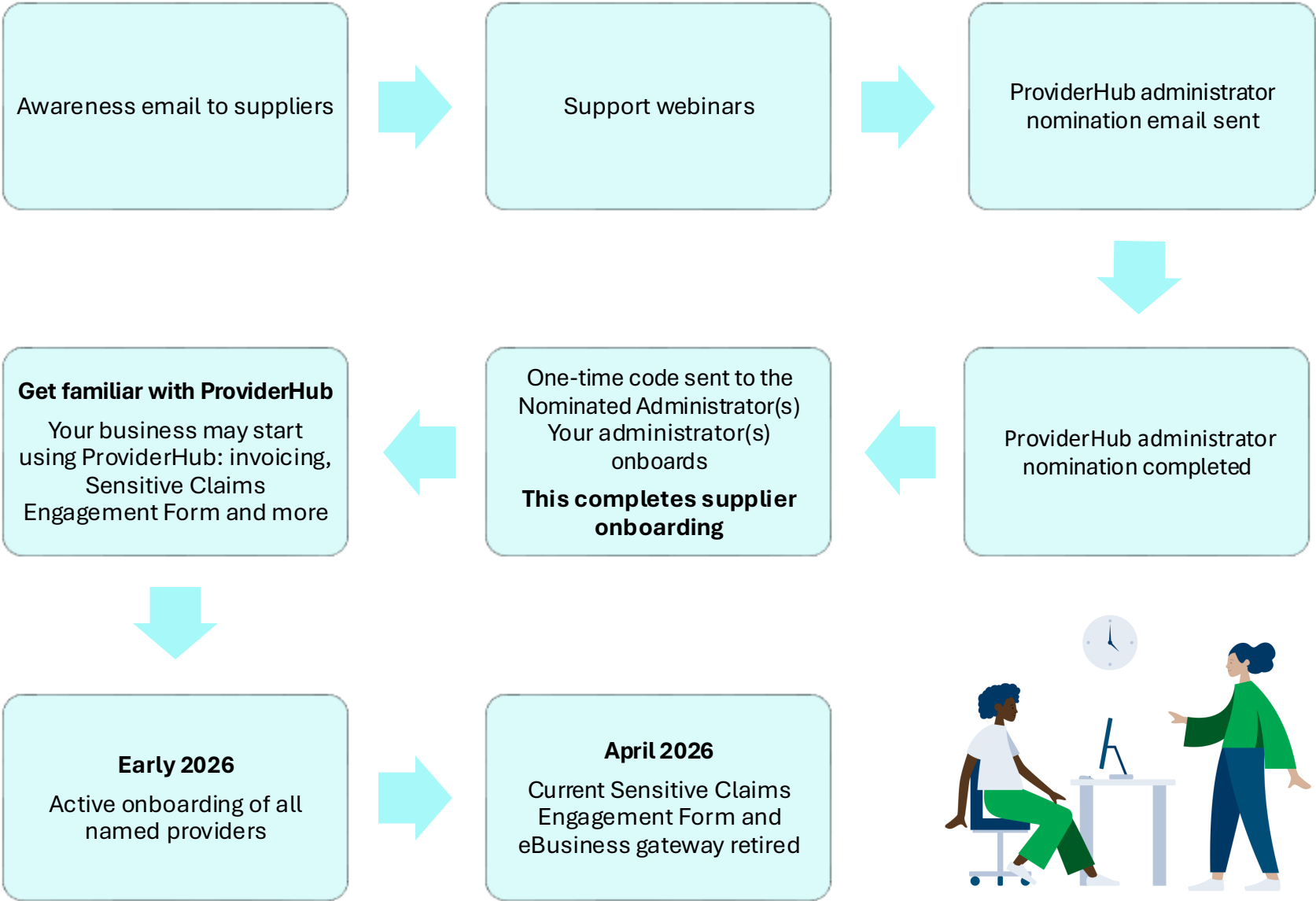
- There are no major changes to the form.

## When will we be asked to transition to ProviderHub?

- You will be asked to onboard to ProviderHub via an email sent on 13 November.
- All named providers need to be onboarded to ProviderHub by early April 2026.



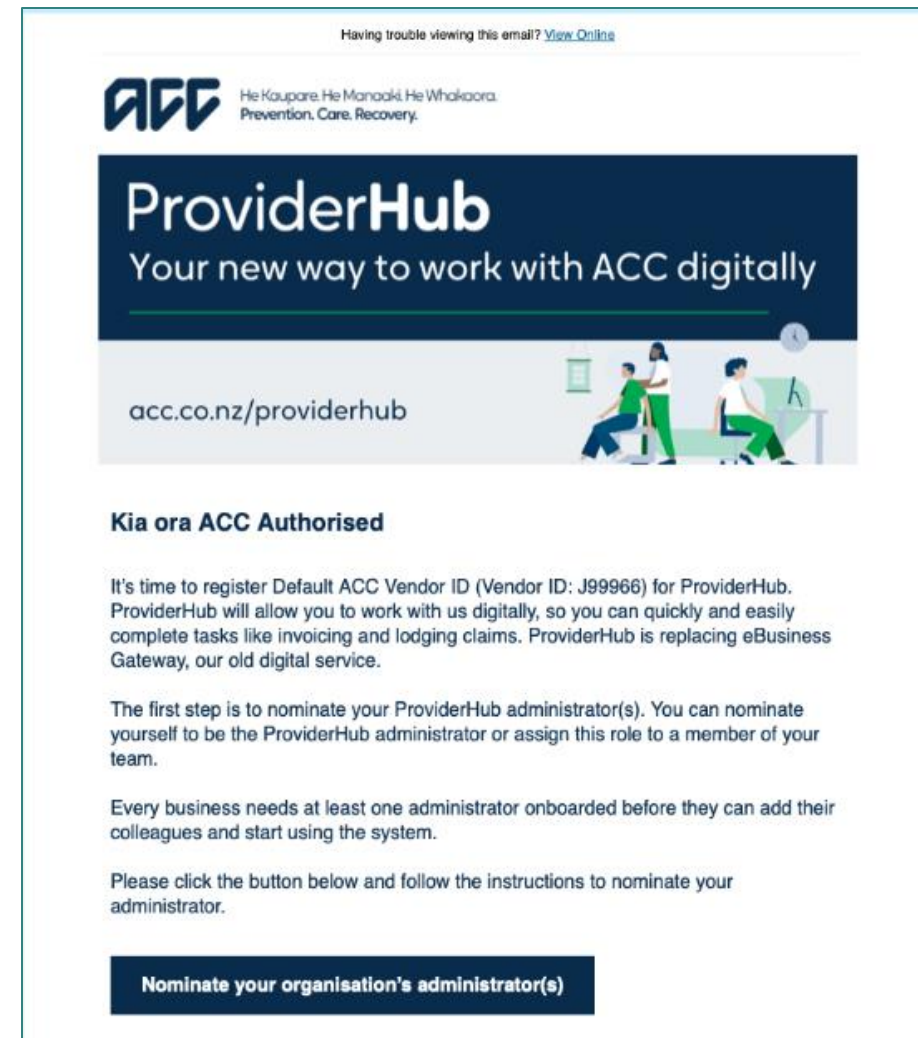
# Journey to ProviderHub



# Onboarding to ProviderHub

## Administrator nomination

- **Wednesday 13 November** an email was sent to the contact we have as the “authorised person”.
- The authorised person is responsible for nominating the ProviderHub administrator (you can nominate yourself).
- The email came from [provider.engagement@comms.acc.co.nz](mailto:provider.engagement@comms.acc.co.nz) and is active until **Thursday 4 December**. After this date, the authorised person will need to request a new one if the form has not been completed.
- Click the link to the nomination form and nominate one or more people as the ProviderHub administrator.
- The authorised person is the only person who can ask for additional nomination emails.



# Onboarding to ProviderHub

## The ProviderHub administrator

The ProviderHub administrator is responsible for inviting users to join ProviderHub, and assigning the tasks they need access to.

They'll receive an email from us, asking them to register for ProviderHub using My Health Account Workforce (MHAW) or RealMe.

The email will include a one-time code (OTC) which needs to be entered into ProviderHub as part of the sign-up process. This code is valid for up to **seven days** from the date the email was sent.

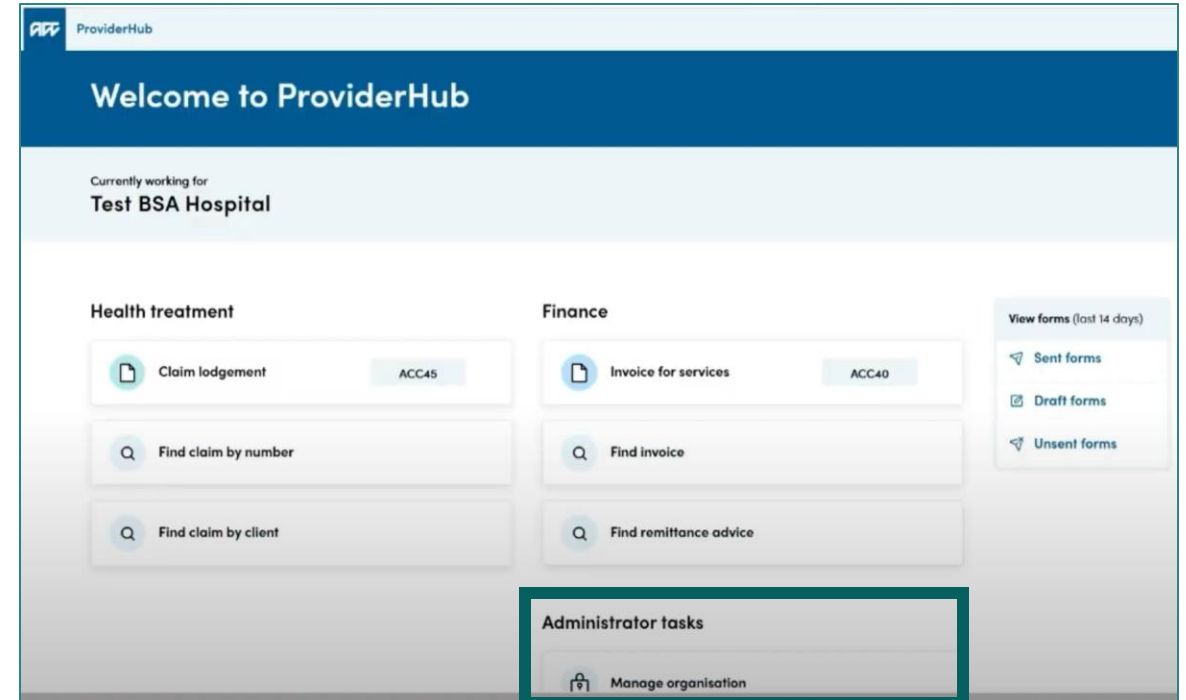
If they do not input the code within seven days, the authorised person will need to email us ([accproviderhub@acc.co.nz](mailto:accproviderhub@acc.co.nz)) to request a new one.



# First time login and set up

## ProviderHub administrator

- You can use your RealMe to log in.
- All the tasks are set up for you.
- Select 'manage organisation' and any other.
- For example:
  - a sole trader may need access to all tasks
  - a larger organisation may just need 'manage organisation'.
- Enter the one-time code and the email address the code was sent to.



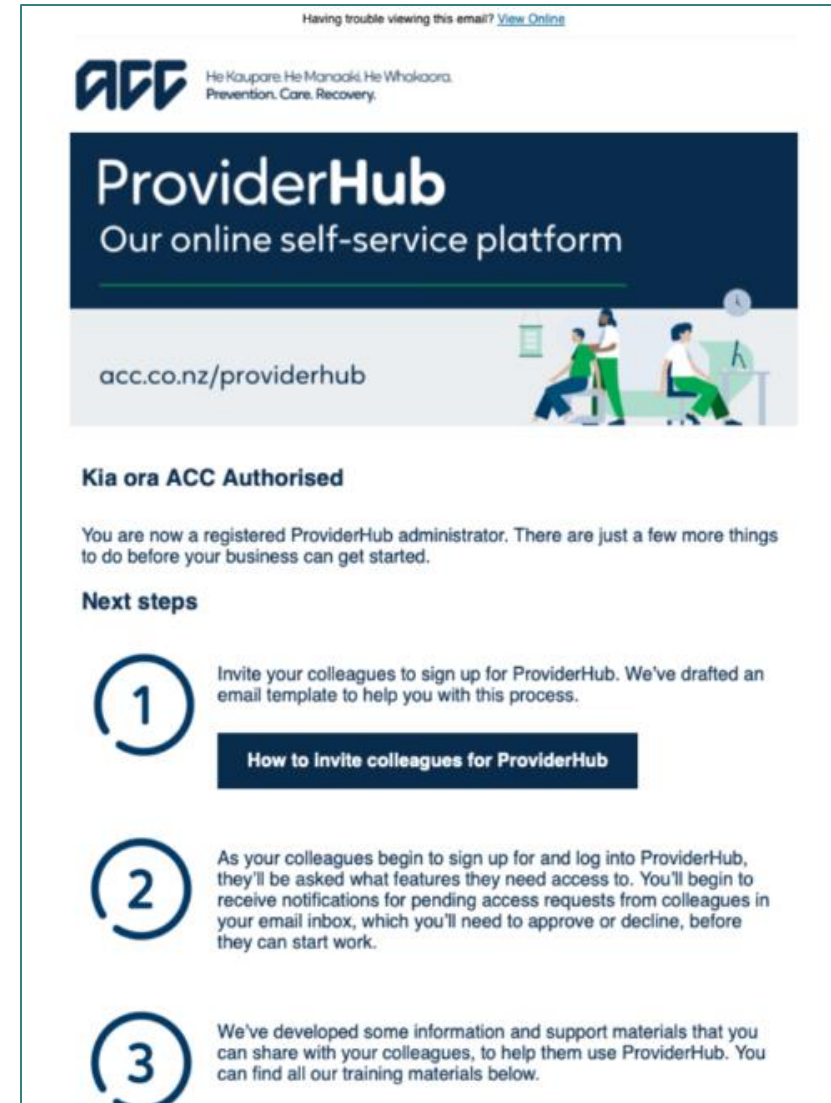
# Onboarding completed

## Welcome to ProviderHub

Once the administrator is in ProviderHub, you're ready to begin using ProviderHub .

The administrator will have full access to ProviderHub so you can choose to:

- get familiar with it
- onboard more of your team (this could include finance users)
- start using ProviderHub.



# Chapter four

## Onboarding named providers

# 4



# Onboarding named providers

Early 2026

**All named providers on your Sensitive Claims contract(s) will need to be invited to ProviderHub by April 2026.**

**All new named providers from February 2026 must use ProviderHub to submit their forms.**

To onboard a named provider (or any other user):

- send them an email with the instructions (you can find a template on our website)
- they can log into ProviderHub (using their RealMe account) and request access by entering the vendor number(s) and asking for the engagement form/other
- once a day notifications come to the administrator
- Your ProviderHub administrator approves or declines the requests.





# Chapter five

## Resources

# 5



# Resources

[www.acc.co.nz/ProviderHub](http://www.acc.co.nz/ProviderHub)

- Introduction to ProviderHub video - [Introduction to ProviderHub](#)
- Transition Guide for Sensitive Claims suppliers - [Transition-guide-for-Sensitive-Claims-suppliers.pdf](#)
- Guide for authorised person - [Authorised-person-guide-ProviderHub.pdf](#)
- Guide for ProviderHub administrators - [ProviderHub-training-guide-administrator.pdf](#)
- Introducing the ProviderHub administrator video - [Introducing the ProviderHub administrator - YouTube](#)
- ProviderHub questions and answers - [ProviderHub-questions-and-answers.pdf](#)

Get in in touch with us: [ACCPProviderHub@acc.co.nz](mailto:ACCPProviderHub@acc.co.nz) or call ProviderHelp 0800 222 070



# Optional Suppliers using eBusiness Gateway, SendInvoice, other services

# 7



# Suppliers using eBusiness Gateway or SendInvoice

## eBusiness Gateway is being retired

- eBusiness Gateway will be retired in April 2026.
- ProviderHub has enhanced invoicing (ACC40):
  - up to 20 lines per invoice for different ACC client and/or claims
  - can duplicate line entries without the need to enter the same details
  - can create and save an invoice in draft mode for completion at a later time
- Find single and multiple invoices or remittances.
- There is no need for a digital certificate, as all users must log in individually using RealMe (or My Health Account Workforce).
- We've already successfully onboarded nearly 4,000 vendors.
- Send invoice will also move to ProviderHub as batch invoicing in 2026. Use ProviderHub for all your other finance tasks.



# ProviderHub overview

## What can you do on ProviderHub?

**On ProviderHub, you'll be able to complete all the tasks below:**

- Invoice for Services (ACC40):
  - up to 20 lines per invoice for different ACC client and/or claims
  - can duplicate line entries without the need to data enter same details
  - can create and save an invoice in draft mode for completion at a later time.
- Find single and multiple invoices
- Find and download single and multiple remittances
- Share forms, so one person can start and another finish
- Manage ProviderHub users for your organisation.



# Suppliers using ACC45, ACC32, PMS

## Additional information

- ACC32 (Treatment Extension Request Form) from 1 December must be used through either ProviderHub or PMS service. We have already contacted the suppliers impacted by this.
- ACC45 'eLodgement' is moving to ProviderHub, and available for all appropriate suppliers.
- PMS users who rely on eBusiness Gateway for 'query functions' will need to move to ProviderHub.
- If you use a PMS for ACC tasks, continue as you do now.



# Onboarding users

## All users need to log in

- All users must log in.
- We'll give you access to the tasks you need against the vendor ID.
- Your ProviderHub administrator approves who can do what.
- Examples:
  - named provider – clinical, only access Sensitive Claims Engagement Form
  - named provider, ProviderHub administrator, and business owner – manage organisation, Sensitive Claims Engagement Form, all finance tasks
  - finance staff – invoicing (ACC40), find invoice, remittance advice
  - psychiatrist – ACC45, find claim by client, find claim
  - physiotherapist – ACC45, find claim by client.



# Chapter eight

## Resources

# 8





# Suppliers using eBusiness Gateway or SendInvoice

## Resources

[www.acc.co.nz/ProviderHub](http://www.acc.co.nz/ProviderHub)

- Guide: Find invoice:
  - [Find-invoice-PDF](#) or [Video-instructions](#)
- Guide: Remittance advice:
  - [Remittance-advice-PDF](#) or [Video-instructions](#)
- Guide: Find claim by number:
  - [Find-claim-by-number-PDF](#) or [Video-instructions](#)
- Guide: Find claim by client:
  - [Find-claim-by-client-PDF](#) or [Video instructions](#)
- Guide: Invoice for services ACC40 guide:
  - [Training-guide-Invoice-for-services-PDF](#) or [Video-instructions](#)

