

ProviderHub training guide

Transition for Sensitive Claims suppliers

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Sensitive Claims suppliers





This guide is for all Sensitive Claims suppliers to assist in the transition to ProviderHub, so their named providers can access the new Sensitive Claims Engagement form.

It also assists those who currently use the eBusiness Gateway.

What is ProviderHub?

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

- The Sensitive Claims Engagement Form on MyACC
- eBusiness Gateway
- SendInvoice.

If you currently use a Practice Management System (PMS) to submit invoices and for your invoicing/payment queries, please continue to use your PMS for those tasks.

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

If you use the eBusiness Gateway for your invoicing submissions and queries, you'll need to move to ProviderHub.

ProviderHub has three role types:

The organisation's Authorised Person: Has the organisation's delegation to nominate the employee(s) who will be ProviderHub Administrators.

The ProviderHub Administrator: Nominated to manage ProviderHub user-related administrative tasks.

The ProviderHub User: Responsible for using ProviderHub features and forms (such as the Sensitive Claim Engagement form – recommended for all your providers).

What's changing for Sensitive Claims?

- The Sensitive Claims Engagement Form has moved to ProviderHub
- The way you fill out the Engagement Form remains the same – just via ProviderHub
- The old Engagement Form will no longer be available on our website.



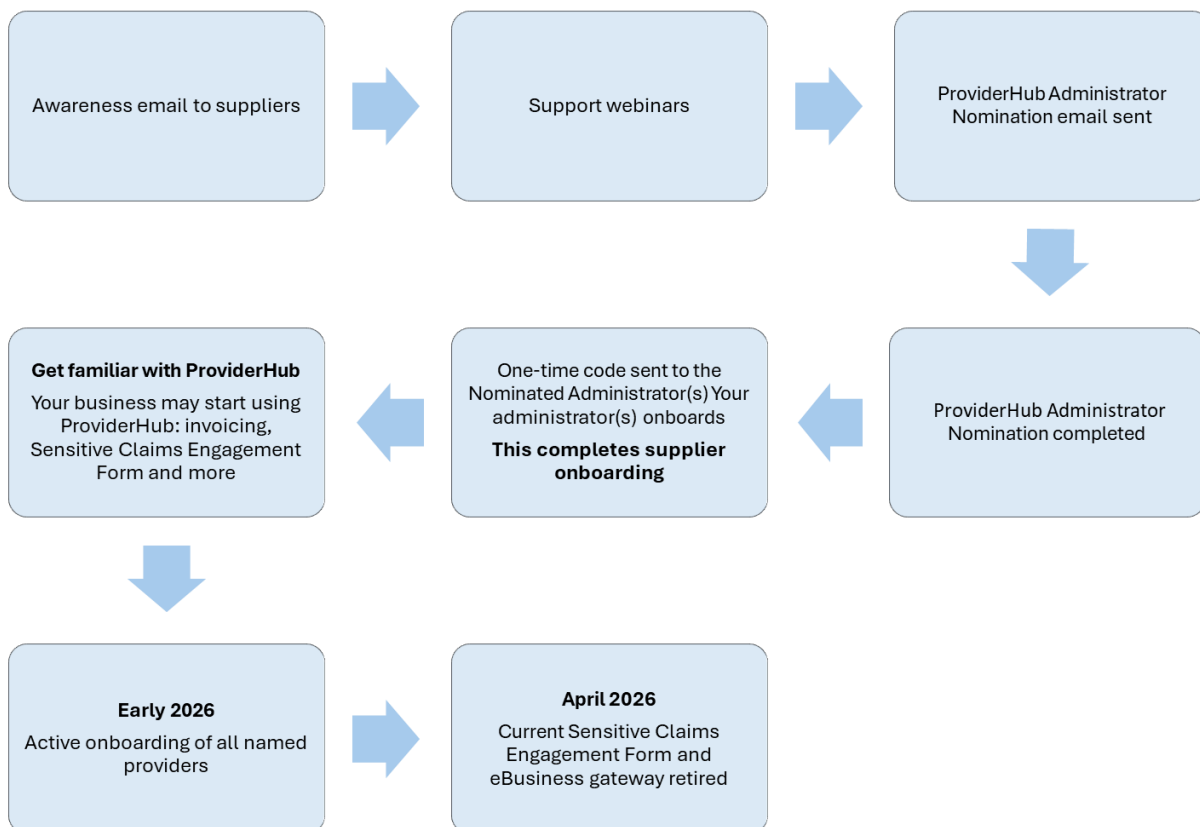


When will we be asked to transition to ProviderHub?

- First, all Sensitive Claims Service suppliers will be asked to onboard to ProviderHub via email by the end of November 2025.
- Then, all named providers need to be onboarded to ProviderHub by early April 2026 and will be able to access the Sensitive Claims Engagement Form.

Please note: Even if you use a PMS or SendInvoice, you'll need to onboard to ProviderHub. All providers named on a Sensitive Claims contract must be onboarded to ProviderHub and linked to the vendor(s) to access the new Engagement Form.

Sensitive Claims Service suppliers' journey to ProviderHub



When joining ProviderHub, you'll be asked to sign in using either My Health Account Workforce, or RealMe. It would be beneficial to ensure you have registered with My Health Account Workforce or RealMe prior to onboarding.





Webinar for Sensitive Claims Service suppliers transitioning to ProviderHub

We'll be hosting two webinars on Wednesday 12 November (one lunch time, and one evening). The content at both sessions will be the same. Keep an eye on your email inbox for your invite.

The webinar will cover;

- ProviderHub overview
- Onboarding suppliers
- Onboarding Named Providers
- Resources and Q&A.

Getting started for administrators Nominate your ProviderHub administrator

After our support webinars, we'll send an email to the authorised person for your business, asking them to nominate at least one ProviderHub administrator. The authorised person is most likely the person who signed your Sensitive Claims contract or the business owner. If you're a small business or sole trader, you may be both the authorised person and the ProviderHub administrator.

For security reasons the email invitation is only active for three weeks. Suppliers should nominate their administrator within that timeframe.

The ProviderHub administrator is responsible for managing ProviderHub user-related administrative tasks.

The 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.

Once a supplier has an administrator in ProviderHub we'll consider the supplier as successfully onboarded.

Get familiar with ProviderHub

Over the Christmas break, Suppliers and their ProviderHub administrators can get ahead by getting familiar with ProviderHub, how it works, how users are onboarded and by reviewing the training guides and videos.

[View training guides on our website](#)





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

ProviderHub

Get going with ProviderHub

As the Sensitive Claims Engagement Form is already available on ProviderHub, you may start using it as soon as you like, and you're welcome to self-manage your named provider onboarding.

Suppliers who also use our eBusiness Gateway for invoicing may also wish to start using ProviderHub for those purposes. Getting started now will help you manage your transition from eBusiness Gateway, which will be retired in April 2026.

Suppliers who currently use SendInvoice to submit invoices can continue to use SendInvoice until Batch Billing functionality is added to ProviderHub in 2026. However, you will need to move to ProviderHub for your invoicing queries and remittance information.

Suppliers can email ACCProviderHub@acc.co.nz or call ProviderHelp (0800 222 070) for support during this time.

Onboarding named providers – early 2026

All named providers on your Sensitive Claims contract/s will need to be onboarded by April 2026 so they can access the Sensitive Claims Engagement Form.

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