



Welcome to the team

 Read time: 3 mins

Nau mai, haere mai, we're glad to have you on board. This quick guide has information specific to your profession to help you start working with us successfully, including where to get information, when you need it.



Understanding your responsibilities

As a health provider registered with us, you have certain responsibilities when providing treatment. This includes treating our clients, privacy, rehabilitation and clinical records.

acc.co.nz/understanding-your-responsibilities



Paying for your services

You'll be working under Cost of Treatment Regulations, which means what we pay for your services is set out in legislation. You can also use Telehealth where clinically appropriate and within your professional body and our Telehealth guidelines.

acc.co.nz/paying-patient-treatment



Invoice us online

Submit invoices online and keep track of them using our eBusiness Gateway or your practice management system (PMS). Our online systems are easy to use, and you'll get paid faster than doing it manually.

acc.co.nz/invoicing-us



Getting started as a counsellor for physical injuries

Working with our clients

Counselling may be requested by the client, their GP, or us if there's cover for an existing physical or mental injury as a result of physical injury. If there's a co-payment involved, you should discuss this with them.

We'll need reports:

- after the first two hours of counselling,
- when additional counselling is requested or we ask for it,
- and at the end of the approved sessions.

These reports can be found in the Resources section on our website.

acc.co.nz/resources

Want to learn more?

There's always something new to learn about working with us. Our learning hub has free modules to explore, tailored to suit you.

learning.acc.co.nz

Where to get help

That's just a quick introduction to working with us as a counsellor for physical injuries, and there are plenty more resources to help you on our website.

acc.co.nz/health-providers



**He Kaupare. He Manaaki.
He Whakaora.**
[prevention. care. recovery.](https://acc.co.nz)



Need more info? Scan the QR code or...

visit acc.co.nz/health-providers. If you can't find what you're after, email our team at providerhelp@acc.co.nz or call 0800 222 070 between 8am and 6pm Monday to Friday.