



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.



Working with our clients

All ACC clients you see need to have an existing covered mental injury claim. If there's a co-payment involved, you should discuss this with them.

acc.co.nz/sensitive-claims

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 sensitive claims

Apply for more sessions

You need to notify us when a client has re-engaged and needs support following their first session with you.

To do this, you'll need to complete an Initiate Return to Counselling Report, which you can find 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

Wider support is available through our Integrated Services for Sensitive Claims which you can learn about more about and discuss with clients.

Where to get help

That's just a quick introduction to working with us as a counsellor for sensitive claims, 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