



# 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.



## Paying for your services

You can either work under Cost of Treatment Regulations or a contract. What we pay under regulations is set out in legislation, whereas the rate for contracted providers depends on the contract held. You can also use Telehealth where clinically appropriate.

[acc.co.nz/paying-patient-treatment](https://acc.co.nz/paying-patient-treatment)



## Lodging a claim

If you're lodging a claim for an injury or diagnosis under CoTR, you'll need a Read Code to match it. These help us tailor support and care for your patient based on their needs. You can find a list of common codes on our website.

[acc.co.nz/read-codes](https://acc.co.nz/read-codes)



## Updating a diagnosis

You will be required to add or change a diagnosis related to a claim through the 'Change in diagnosis' functionality available in your practice or patient management system. We'll assess whether the changed diagnosis or added injury can be accepted for cover. We might need clinical records to help us make that decision.

[acc.co.nz/updating-changing-claims/](https://acc.co.nz/updating-changing-claims/)



## Getting started as a medical specialist

### Issuing medical certificates

If your patient needs to reduce their work hours or adjust their work duties because of an injury, you can issue a medical certificate. Remaining connected to the workplace is good for an injured person's physical and mental health.

To find out more visit our website or complete our free learning module.

[acc.co.nz/medical-certificates-return-to-work](https://acc.co.nz/medical-certificates-return-to-work)

### Do more 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](https://acc.co.nz/invoicing-us)

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](https://learning.acc.co.nz)

#### Where to get help

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

[acc.co.nz/health-providers](https://acc.co.nz/health-providers)



**He Kaupare. He Manaaki.  
He Whakaora.**  
[prevention. care. recovery.](#)



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

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