

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



Lodging a claim

You can lodge claims with us on behalf of your patient if it's within your scope of practice. To do this, you'll need to use the right Read Code. You can find a list of common codes for physiotherapists on our website.

acc.co.nz/read-codes



Get set up 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 physiotherapist

Extending treatment

You may need to get prior approval from us before we can fund more treatment for your patient.

For regulation providers

You need to get prior approval from us when:

- the treatment trigger number of 16 has been, or is about to be, reached
- it's been more than a year since an allied health provider treated your patient for the first time
- you're adding or changing a diagnosis.

For contracted providers

You need to get prior approval from us when:

- the treatment trigger number of 50 has been, or is about to be, reached
- you're adding or changing a diagnosis.

Find out how to submit a request.

acc.co.nz/prior-approval-treatment

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 physiotherapist, 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.](#)



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.