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ProviderHub

# ProviderHub training guide

## Invoice for services





## Invoice for services – ACC40 guide

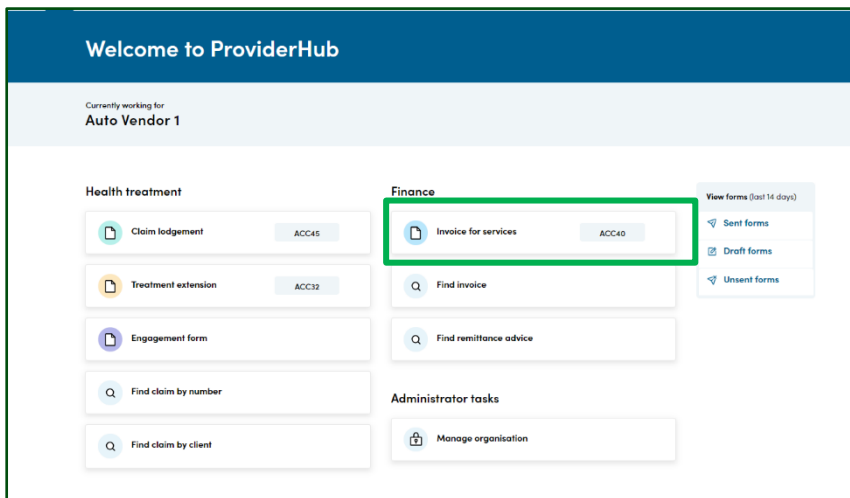
Use this form when you want to invoice for services you have provided to a client. Using this form will allow you to duplicate invoice lines to submit multiple invoice lines for the same client.

This guide covers:

- how to submit an ACC40 invoice through ProviderHub
- how to save your progress and resume a draft invoice
- how to find successful, failed, and draft invoices
- troubleshooting.

Users will be able to access invoices if your organisations ProviderHub administrator has approved this financial task as being required for your role.

### Navigating the home page



From the ProviderHub home page, under the heading **Finance**, click **Invoice for services – ACC40**.

**Note:** If you use ProviderHub on behalf of multiple vendors, check which vendor ID you are submitting the invoice for.



## General details

**Attention:** If you leave your submission unattended for more than 15 minutes, without saving, you'll lose the information you have entered. You'll need to log back into ProviderHub and start again. To avoid this, use the **Save draft** button to save you progress.

Your **vendor ID** is automatically generated.

If you have your own invoice number, you can enter it here, otherwise an invoice number will be generated for you on submission of the form. You can also enter your ACC contract number here if known. Click **Next** to proceed.

## Buttons:

- **Exit without saving:** to leave the form and delete your progress
- **Next:** to move to the next section.

## Invoice lines – starting a new invoice line

After clicking next, you'll be able to add invoice lines. Click **Add new line** to add a new invoice line.





The invoice line is divided into two parts:

1. Client details
2. Service details

**1. Client details**

\* Claim number

Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.

\* First name

\* Surname

Date of birth

Fill in the compulsory fields marked with a red asterisk (\*). Only enter the 11-digit claim number issued by ACC or the ACC45 form's seven-character claim number.

**2. Service details**

\* Service date

Purchase order # Optional

\* Service code

\* Based on

ACC Provider ID Optional

Enter the ACC Provider ID of the provider who performed the service/treatment.

Facility code Optional

Please enter your ACC facility code if it is named on your contract.

\* Amount (inclusive of GST if applicable)

Service comments

Work through each field and double check that the information you have entered is correct. Click **Save** to save each invoice line.



**Note:** You can add up to 20 invoice lines. You must have a minimum of one line to send the invoice. The **invoice total** will automatically update to reflect any new invoice lines you have saved.

**Buttons:**

- **Cancel:** cancels the invoice line and returns you to the invoice line screen
- **Save:** saves your invoice line and returns you to the main invoice line screen.

### Invoice Lines – deleting, duplicating or editing an invoice line

The screenshot shows the 'Invoice lines' section of the ProviderHub interface. It features a table with columns: Select, Claim Number, Claim Status, Client, and Amount (Inclusive Of GST If Applicable). There is one row with Claim Number HH12345, Client Mirrie Mouse, and Amount \$ 20.00. A dropdown menu is open next to the amount, showing 'Edit' and 'Delete' options. Below the table are buttons for 'Duplicate', 'Add new line', 'Invoice total' (showing \$ 20.00), 'Additional comments', 'Exit without saving', 'Save draft', 'Previous', and 'Next'.

#### Editing an invoice line

To edit or delete an invoice line, click the drop down and select **Edit** or **Delete**.

### Duplicating an invoice line

The screenshot shows the 'Invoice lines' section with two rows in the table. The first row is identical to the previous screenshot. The second row has Claim Number HH12345, Client Mirrie Mouse, and Amount \$ 20.00, and its 'Select' checkbox is checked. The 'Duplicate' button is highlighted. The 'Invoice total' is now \$ 40.00. The rest of the interface is the same as in the previous screenshot.

To create an additional invoice line for the same client, tick the box to select the invoice line you want to duplicate and click **Duplicate**.

To edit the duplicated invoice line, click the drop down and select **Edit**, then make any necessary changes to the invoice line details.



## Buttons:

- **Duplicate:** to duplicate the selected invoice line
- **Save draft:** to save your progress, pause the form, and return at a later date
- **Exit without saving:** deletes all the progress you’ve made on the form upon exiting
- **Previous:** to go back to the previous step
- **Next:** to proceed to the summary step

## Summary and declaration

Claim number	Purchase order	Client	DOB	Service date	Service code	Based on	Km	Units	Hours	Mins	Provider ID	Facility	Amount	Comments
HRH2345		Mickey Mouse		1/12/2024	MEDR			0	0				\$75.00	
HRH2345		Minnie Mouse		1/12/2024	MEDR			0	0				\$45.00	

Invoice total: \$120.00

### Summary

This section presents a summary of the details you have entered. Take some time to carefully review the details you have entered. You can click the edit button to go back and make changes.

Claim number	Purchase order	Client	DOB	Service date	Service code	Based on	Km	Units	Hours	Mins	Provider ID	Facility	Amount	Comments
HRH2345		Mickey Mouse		1/12/2024	MEDR			0	0				\$75.00	
HRH2345		Minnie Mouse		1/12/2024	MEDR			0	0				\$45.00	

Invoice total: \$120.00

### To customise visible columns:

Under the section ‘invoice lines’, click the blue arrow to open a drop-down menu. All columns are selected by default.

Select or deselect the columns you want to see.



**Note:** Your column settings are for this form only. They will revert to the default view (all selected) for each submission.

**Download invoice:** Once you've clicked 'Send' on your declaration, a download button will appear, allowing you to download a PDF copy of your invoice.

**Declaration**

The information collected by this form will be used by ACC to pay the associated vendor for the services the named Health Provider has provided. It may also be used to analyse the treatment and rehabilitation requirements of clients, and to detect fraud. ACC also uses personal information for other lawful purposes connected with our functions and activities under the Accident Compensation Act 2001.

**\* This tax invoice for services (ACC40) is being submitted by (select an option)**

As the submitter of this form, I certify that I am the Provider who has personally provided the services specified above.

As the submitter of this invoice, I certify that I have been provided the data in this submission by the Provider(s) listed in this invoice for services to the client.

In the collection, use, disclosure and storage of information, ACC will at all times comply with the obligations of the Privacy Act 2020, the Health Information Privacy Code 2020 and the Official Information Act 1982.

## Declaration

Before submitting an invoice, you must complete the declaration and click the send button.

## View forms

**Welcome to ProviderHub**

Currently working for  
**Auto Vendor 1**

**Health treatment**

- 
- 
- 
- 
-

**Finance**

- 
- 
- 

**Administrator tasks**

-

**View forms (last 14 days)**

- 
- 
-

You can view forms that have been saved as a draft on the home page.

Under the **view forms** section, you can select:

- **Sent forms:** to view forms that have been sent
- **Draft forms:** to view forms that have been saved as a draft or 'paused'
- **Unsent forms:** to view forms that were not sent successfully.





**Attention:** Draft forms will be stored in ProviderHub for 14 days from the date the form was last updated and saved. You can return at any time within the 14 days to complete them.

## Troubleshooting

**Common information**

**Claim number** Optional

Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.

**!** This is an accredited employer claim. Please send your invoice to the accredited employer or third party administrator.

### Accredited Employer claim error message:

If you enter an Accredited Employer claim number, you'll get an error message.

Follow the onscreen instructions to proceed.

You can add a maximum of 20 lines per invoice.

**1. Client details**

\* **Claim number**

Enter either the 11 digit claim number issued by ACC, or the ACC45 form's seven character claim number.

**!** Please note that this claim has been declined. If you do not have a Purchase order for this claim, please contact 0800 222 070 (extension 5) or [providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)

You can click 'Save draft' to pause this form and then resume it later if needed.

### Declined claims:

If the claim has been declined, you'll see the following error message with details of who to contact. You will not be blocked from submitting the claim if it is declined, there may be some situations where a service can still be paid on a declined claim.

