

ACC eLodgement User Guide




Introduction

This document outlines how to use the new eLodgement website and claim form. This guide will be updated as your ideas for improvements are developed.

- To log in to the site you need to use a computer that has a HealthSecure digital certificate
- Make sure you have your username and password handy

Help

Help is available throughout the claim form - click the blue question marks. 

Contact the ACC eBusiness team: ebusinessinfo@acc.co.nz or 0800 222 994 - Option 1 (available Monday – Friday 8:30am to 5:00pm except public holidays).

New users or account changes

For new users or changes to account details an ‘authorised person’ should email the eBusiness team. An ‘authorised person’ is the provider or DHB contact known to ACC.

Paper form to match (numbered ACC46)

If you use a paper ACC form (e.g. ACC45) to gather claim information then the “numbered ACC46” may be more useful as the field order matches the eLodgement claim form.

- To order from the automated ordering system select “462”
- If talking to a person ask for the “46N” or “numbered ACC46”.

Signing In

1 Open <https://www.accclaimlodgement.co.nz> in your web browser.
(The site will work with either Mac or Windows systems running IE7 up to IE10, Firefox, Chrome, or Safari).

2 You will be asked which digital certificate you want to use. Select one and click **OK**.

3 Enter your username and password (contained in the email from ACC eLodgement) and select Sign in.

Username:
Password:

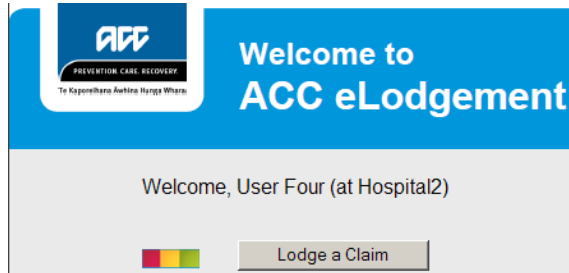
4 If this is the first time you sign in then you must change your password.

Change Password

Current Password
New Password
Re-Enter

Lodging a claim

- 1 On the home page click **Lodge a Claim** button.

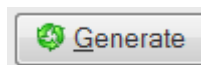


- 2 If you are working from a paper claim form, enter the ACC45 number printed on the top of the form.

CLAIM FORM NUMBER ?

ACC45 Number

If not, click **Generate** (or use Ctrl + Alt + G) and a number will be created for you.



- 3 Enter the patient's details.

| | |
|---------------------------------------|----------------------|
| NHI number | <input type="text"/> |
| Patient Name | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| Date of Birth | <input type="text"/> |
| Gender | <input type="text"/> |
| <input checked="" type="radio"/> Male | <input type="text"/> |
| <input type="radio"/> Female | <input type="text"/> |
| Postal address | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| Phone Number(s) | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

- 4 If your patient is in paid employment, you will be asked to enter an occupation. Type the first few letters and select the best match from the drop-list.

Employment status ?

Occupation ?

- Puppet Showman
- Showman
- Side Show Performer
- Side Show Worker

- 5 Select **Yes** or **No** to establish if the accident occurred while the patient was working.

Did the accident occur at work? Yes No

Name of employer Location of employer

You will need to provide details about the patient's employer if the accident occurred at work.

- 6 The accident description has 3 fields corresponding to the 3 questions:

"What were you doing – what happened – how was the injury caused?"

Select the best match from the drop-lists and enter the description of how the accident happened in **Provide Details**.

What were you doing at the time of the accident?

How did the accident happen?

Provide details

- 7 If your patient was doing **Sports or exercise** at the time of the accident then you will be asked to enter the type of sport.

Type the first few letters and select the best match from the drop-list.

What were you doing at the time of the accident?

How did the accident happen?

Rugby League
Rugby Union
Touch Rugby

- 8 Accident location requires a city or district.

Other options include "Not obtainable", "At sea", "In the air", "Overseas".

Accident scene

Accident location (if outside NZ then select 'Overseas')

- 9 Click Continue (or use Ctrl + Alt + O).

Injury Diagnosis

- 1 The **Injury Diagnosis** tab will open.

Select which type of code you need ('**Read**' or '**ICD10**') and begin typing either an injury code, or a description.

A list of injury codes will appear - select the best match from the list.

Tip: you can use the down arrow key to navigate through the list.

Click the "Plus" and "Minus" buttons to add or remove additional diagnoses.



- 2 If the doctor has specified work capacity restrictions then click **No**.

Now select periods of time off work:

Click on the start date and either:

- click on the end date, or
- drag the mouse to the end date (hold the left mouse button down)

The date range will be highlighted.

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |

Select either **Fit for some work** or **Fully unfit for work**.

You can select one period of each type up to a **maximum total of 14 days**.

Complete the declaration

- 1 Enter your ACC Provider number and name.

DECLARATION

Treatment provider declaration

I certify that, on the date shown, I have personally examined the patient and that in my opinion the condition is the result of an accident. I also certify that the patient (or their representative) has signed the [Patient Declaration and Consent](#) and has authorised me to lodge the claim on their behalf

| Consultation date | Provider name | ACC provider number |
|-------------------|---------------|---------------------|
| 18/06/2013 | Test Provider | A12345 |

If you always enter the same provider name and number then these fields may be set-up to auto-complete. Contact the ACC eBusiness team: ebusinessinfo@acc.co.nz.

- 2 Once all the required sections are completed click on the **Send** button (or use Ctrl + Alt + S).

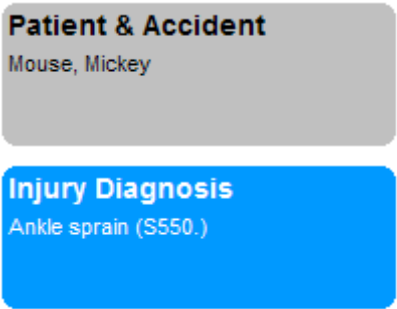
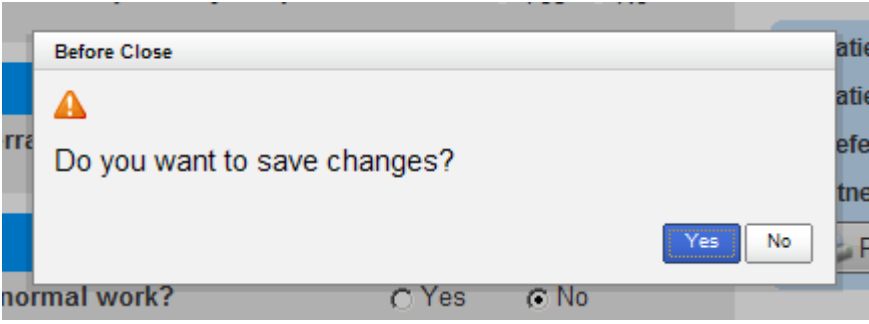
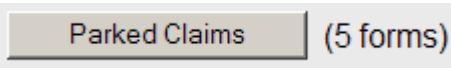
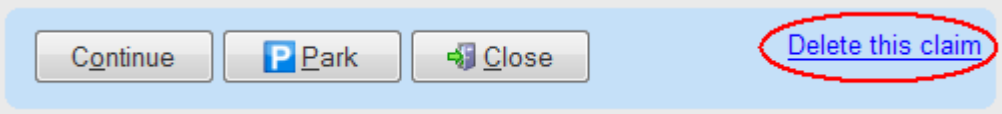

Send

- 3 A message will acknowledge that the claim has been received by ACC.
The claim is now in the Submitted Claims folder.

Shortcuts

| Action | Shortcut Key Combination |
|---|----------------------------|
| To generate an ACC45 number | Ctrl + Alt + G |
| To enter 'Today' as the Accident date | Ctrl + Alt + T |
| Print | Ctrl + Alt + R |
| Send | Ctrl + Alt + S |
| Park | Ctrl + Alt + P |
| Close | Ctrl + Alt + C |
| Patient and Accident Tab | Ctrl + Alt + A |
| Injury Diagnosis Tab | Ctrl + Alt + B |
| Lodge a claim (after a successful send) | Ctrl + Alt + L |
| Continue to Injury Tab | Ctrl + Alt + O |
| Move to the next field | Tab |
| Turn a Radio button on / off | Space bar |
| Move up / down lists | Up and Down Arrows |
| Select Yes No or Code system | Left/ Right/Up/Down Arrows |

Tips

| | | |
|-----------------------|---|---|
| <p>Moving Tabs</p> | <p>Click on the tabs to move between them.</p> |  |
| <p>Close</p> | <p>Clicking the Close button gives you the option to save your work by clicking Yes.</p>  <p>The claim will be waiting in the Parked Claims folder.</p> | |
| <p>Park</p> | <p>Claims are parked:</p> <ul style="list-style-type: none"> • when you click the Park button (Ctrl + Alt + P) in the form • automatically after 5 minutes of inactivity • if there is an error when you Send <p>To access click on the Parked Claims button from the home page.</p>  | |
| <p>Delete a claim</p> | <p>A Parked Claim can be deleted by clicking Delete this claim.</p>  | |
| <p>Print</p> | <p>The Print button (Ctrl + Alt + R) creates a PDF copy of the claim for you to print (or save).</p> |  |

Errors

Validation Errors After clicking the **Send** button, the form is validated to ensure that all required fields are completed. You may encounter a validation error like this:

- The green tick shows that all the data on the Injury Diagnosis tab is correct
- The validation error is highlighted red (in the example above Family Name is missing)
- Fix the error (usually enter the missing data) and click **Send**

ACC server errors

If all the required fields are completed, the form will be sent to the ACC server. You may encounter a validation error like this:

Send Fail

- In the example above the ACC45 number has been used previously
- The claim form will be in **Parked** forms with a Status of "Send fail".

| ACC45# | NHI | Name | Date | Status |
|---------|-----|-------------------|-----------|-----------|
| ZZ99999 | | Surname Firstname | 20/6/2013 | Send fail |

- Correct the error and re-send
For a 'duplicate claim form number' error see the next section

Duplicate
Claim
Number
Errors

There are 3 reasons for duplicate ACC45 numbers:

(i) You have made a 'typo' of the ACC45 number

You can correct the ACC45 number and re-send the claim.

The claim will be in your 'Parked Claims' folder.

(ii) The claim has already been entered by someone in your team

Go to the 'Submitted claims' folder and search for the claim using the ACC45 number.

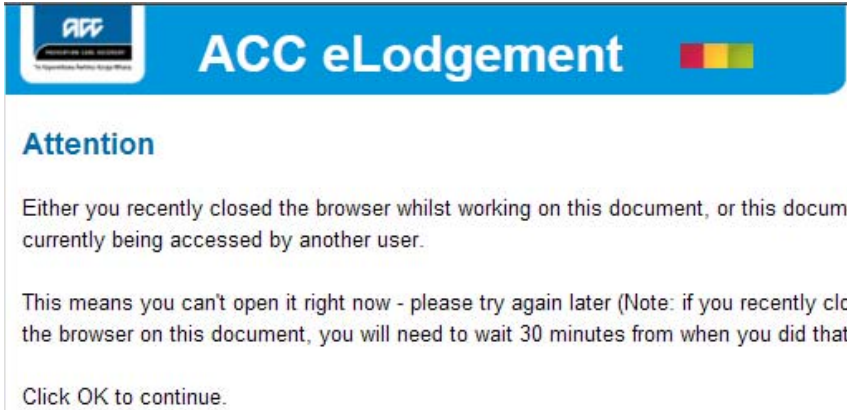
Alternatively, for a short time (until October 2013) you can search by patient name in the old website: <https://emg.acc.co.nz/wps/myportal>

If you find a claim with the same details (in either website) then go to Parked claims and open the duplicate claim and delete it.

(iii) The claim number has been taken by another organisation who must have made a 'typo' when they entered the claim

Go to Parked claims and open the claim in question. 'Generate' a new claim number and send the claim to ACC.

Document
accessed
by
another
user



The screenshot shows the ACC eLodgement interface. At the top, there is a blue header with the ACC logo on the left and the text 'ACC eLodgement' in white. To the right of the text is a small graphic of three colored squares (red, yellow, green). Below the header, the word 'Attention' is written in blue. The main text of the message reads: 'Either you recently closed the browser whilst working on this document, or this document is currently being accessed by another user. This means you can't open it right now - please try again later (Note: if you recently closed the browser on this document, you will need to wait 30 minutes from when you did that). Click OK to continue.'

If you get this message it means either another user is in the claim or they failed to close it properly (i.e. exited the browser without closing the claim).

Try again later – a maximum of 30 minutes.