

New ProviderHub starts rolling out soon

ACC's new self-service ProviderHub will soon begin a pilot phase with several groups of providers.

Later in the year, all providers currently using our self-service digital platforms will be invited to sign-up to the new ProviderHub. The hub will replace these digital platforms—including eBusiness Gateway. The Providerhub will make things simpler. Most things you need will be in one place, with more of the functions you've been asking for and a modern look—plus increased privacy and security. This includes individual log-in profiles for each user—including admin and support staff. You'll also be able to look up the status of a claim or invoice through its full history and pause a form to come back to it later. There will be a new Change of Diagnosis form in the ProviderHub too – no more filling in a full ACC32. Over time we'll be adding more functions to the Hub, making the experience of working with ACC easier.