Frequently Asked Questions

When will the Documents to ACC API be available?

The Documents to ACC API will be published in mid-January 2021. This API will use metadata to allow your customers to send us seven document types:

- acc32phy – Extension of treatment requests (ACC32)
- accdisop – Discharge and Operation reports
- acceartp – Surgery requests and documentation
- acceshti – Radiology reports
- acchshti – High Tech Imaging
- accprapr – Guided Injection requests
- accspecr – Specialist/GP/Other treatment provider notes

There will be further investment in this API to handle other documents.

Can I adopt version 3 of the Claim API straight away?

Yes, you can adopt version 3 of the Claim API when the API and support documentation becomes available in March 2021. However, we advise preparing with version 2 of the Claim API before March 2021 and updating to version 3 when it becomes available. This will ensure you are prepared and can minimise time wastage.

Version 3 is a worthwhile update for your customers – bringing an auto-numbering service and some bug fixes.

Are the fields for ACC45 claims on the Claim API different to the fields for ACC45 claims on legacy solutions?

This depends on the age of your legacy solution. However, the Claim API still uses the same fields for ACC45 claims and assists to reinforce some business rules better – so there are less rejects for your customers at time of submission.

Why are you developing an alternative solution to the eBusiness Gateway – will it delay API adoption?

Yes, this will delay API adoption. However, some of our providers do not use a PMS/PAS/EMR and rely solely on eBusiness Gateway services – we don't want these providers to lose access to ACC services.

Will the Health Secure Digital Certificate still be required?

Yes, it will still be required. However, if you adopt all the relevant APIs for your customers, one Digital Certificate can be applied to all ACC API-based services and eliminate four of the existing registration processes – vastly improving the experience for your customers.

Digital Certificates will be replaced by APIs in the future.

API – Are all APIs one-way?

The Claims, Medical certificate, Change of Diagnosis and Invoices APIs are all one-way in. All Queries APIs are all one-way out. We are currently looking at how we can invest in more APIs and webhooks to improve our service offering.