



He Kaupare, He Manaaki.  
He Whakaora.  
prevention. care. recovery.

# PMS Software Vendor Quarterly Update



Kia ora,

Welcome to our new ACC Practice Management System Software Vendor Update.

This quarterly eNewsletter will keep you up to date with:

- newly launched Provider Consumed Services products.
- what new developments are coming up.
- what products we currently offer and benefits for your customers.

We want to make it easier for you to get all the information you need to work with us successfully. This eNewsletter will be our main regular form of communication, alongside the current release notifications when new or updated products are made available.

This is a new format for us, so if you have any feedback for how we can improve this eNewsletter, please email me directly.

We will provide our next quarterly update in February 2024.

Thank you for your support this year, wishing you a safe and enjoyable break over Kirihimete.

Ngā mihi,

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## What's in this issue

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## What's launched

### **We've updated the Inbound Documents API product**

Our newly updated Inbound Documents API will be used to receive inbound documents from Providers, with the benefit of being directly integrated into a Practice Management System.

This solution reduces client wait time, improves efficiency, and allows our staff to focus on supporting the customers that need us most.

Recent releases have now updated this product to allow nearly 500 unique ACC documents to be submitted (we recently released version 2.1).

This new API asks for the document type, identifying information about the patient and their claim, to then enable efficient back-end processing. This saves processing time and supports the required information getting to the team managing the claim quicker.

Key immediate benefits to your Providers include:

1. If they're using third party solutions, there is no per-submission charge by ACC, and the size of a document accepted is 20MB compared to 3MB.
2. If they're using mail / email, this solution means less manual handling of documents.
3. If they're needing to use a mixture of submission methods, one submission mechanism makes life simple.

We appreciate this is not the only tool available for Providers to submit documents to ACC and are considering this an alternative to our other electronic methods.

We encourage you to adopt this new API if you haven't already.

[For more information about this new API, visit Developer Resource Centre](#)

For more information on how to get connected, email the ACC Digital Operations team.

Email [digitaloperations@acc.co.nz](mailto:digitaloperations@acc.co.nz)

## What's coming up

### **Our ACC45 forms will have a new number format**

As you're aware, we're reaching the end of the current pool of available ACC45 claim numbers.

Based on trends, we expect to run out of numbers in our current format sometime in the next 18 months.

To prepare for this, we have made changes to the ACC45 number format to ensure that we can continue to support our clients and providers being able to lodge future ACC45 claims.

Currently, our ACC45 numbers are two letters followed by five numbers (AB12345).

Our future numbers will be in two new formats:

- NNNNAA - five numbers followed by two letters
- NNNAAA - four numbers followed by three letters

Note that the existing ACC45 number format will continue to be accepted.

We have previously engaged with you to understand the impact this change has on your existing API products, and where supporting these changes (if required) fits into your roadmap. If there are any changes to your timeline, or you require further information please reach out to ACC Digital Operations.

[Learn more about the ACC45 number format](#)

### **Update on Integrated Care Pathway Data and Information Flows**

We are continuing to work with Practice Management System Software Vendors wishing to support our Integrated Care Pathway service. We're on track for its upcoming operational go live in March 2024.

[Learn more about the information flows being developed for this service](#)

## What we offer

### Claim Number allocation API

We are continuing to encourage adoption of the Claim Number Allocation API as an extension to the ACC45 Claim Submission API service. Integrating this product into your solution saves overheads in manually updating new claim number ranges, and instead assigns a new claim number upon submission of the claim. The manual numbering system will have an eventual end of life, so supporting this functionality will be beneficial in readiness.

[Learn more about the Claims Number Allocation API](#)

As a reminder, you can find information on all of our Provider Consumed Services products on our ACC Developer Resource Centre website.

[ACC Developer Resource Centre](#)