



Integrated Customer Services:

An introduction to ACC API's for Providers

Audience: Sector Software Vendors

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Agenda



- Objectives
- Context
- Software Vendor / ACC Relationship
- Software Vendor / ACC Interaction
- Inform ACC's direction by using Forums

Objective



To present the ACC API strategy, scope, timeline, & engagement model.

- *Change is coming.*
- *This is a senior-ACC supported long-term commitment so it can be adopted with confidence.*
- *This approach allows ACC to be more collaborative.*

You are encouraged to provide feedback to shape this offering and we will contact you to better understand where this might sit on your roadmap.

Ultimately this is about delivering world class service to New Zealanders in partnership with you.

CONTEXT



Overview: What, Why, How



API = Application Programme Interface

Allows us to relatively easily connect systems with different organisations.

Examples of APIs in action: Webjet. Your fitbit connecting to your mobile.

Why

Maximises data transfer flexibility between machines & base for future digital solutions

It's the way the world has been moving.

It's the way the NZ Government is moving.

How

Essentially ACC is:

- Moving all Provider-facing applications to a developer friendly environment.
- Empowering system vendors to embed ACC services within current offerings.
- Enabling system vendors to drive out more sophisticated user-driven solutions.

When: Timetable



Early 2017: API Initiator (complete)

Set up external API management platform (<https://developer.acc.co.nz/>)
Anchor API service launched (Home & Community Support Services)

Late 2017 / Early 2018: Provider APIs (underway now)

Current online services available as APIs

Constraint of no back-end system changes
Found ways to provide some improvements

Late Nov 2017: **Claim, Medical Certificate, Query Claim Status**

First Quarter 2018: **Invoice, Query Invoice / Payment Status, Treatment Extension, Change of Diagnosis, Submit Report**

Later in 2018 & Beyond: Yet to be formalised

Additional external APIs e.g. Support Transformation Programme and other business needs
Back-end system change e.g. ACC meet standards re names, ethnicities
ACC Digital Backlog e.g. Provider registration change from Digital Certificates to OAuth
Provider / Vendor Backlog - to be developed from your feedback

Scope: Provider services to be published as an API



Initial Service

Claim

Query Claim Status

Subsequent Services

Medical Certificate

Treatment Extension

Change of Diagnosis

Submit Report

Final Interaction

Invoice

Query Invoice /
Payment Status

Why: ACC's current online experience for the Provider



Service

Provider view

Accessed through

Claim
Medical Certificate
Treatment Extension
Submit Report
Invoice
Query Claim Status
Query Payment Status

The screenshots show various ACC provider interfaces. The 'New Injury Claims Form' includes sections for Patient & Accidents, Injury Diagnosis, Patient Details, and Accident Details. The 'ACC32 Treatment Extension Request' form has sections for Introduction, Provider Type, Reason for Request, and Client Details. The 'HealthLink Certainty in Care' portal features a navigation menu and a table of accident records. The 'Business Gateway' portal shows options for creating and uploading invoices. The 'Query parameters' form allows providers to search for invoice processing status.

accident	Details	Diagnosis
May-2017 LU04690	Sprain of medial collateral ligament of knee (S541.)	Sprain of medial collateral ligament of knee (S541.)
14-Dec-2016 LS82138	add in here if you can't find a code. Please also add other injuries sustained.	Ankle sprain (S550.) (S550.)
05-Dec-2016 LS75558	Test data	Sprain of medial collateral ligament of knee (S541.) (S541.)
01-Dec-2016 LS76378	very bad pain in back afterwards	Lumbar sprain (S572.) (S572.)

3rd Party Provider
Dif 3rd Party Provider
ACC Website
3rd Party Website
System to Gateway
Browser to Gateway
Browser to Gateway

Why: Future State – API Enabled Provider Experience



Service

Provider view

Accessed through

Claim
Medical Certificate
Treatment Extension
Submit Report
Invoice
Query Claim Status
Query Payment Status

One view: that of the vendor system (PMS / PAS / EMR)

One ACC registration process (initially piggy backing off current Digital Certificate)

Why: Other benefits for Providers

Simpler / Better user experience - To make it easier for Providers to do things right first time ACC is being a bit creative with those standard “interactions”. For example:

- Mandating vendor ID with the claim to easily link it to a resulting invoice.
- Ensuring that any patient cellphone number is sent to ACC.
- Using cache to speed up the claim status experience after the first search.

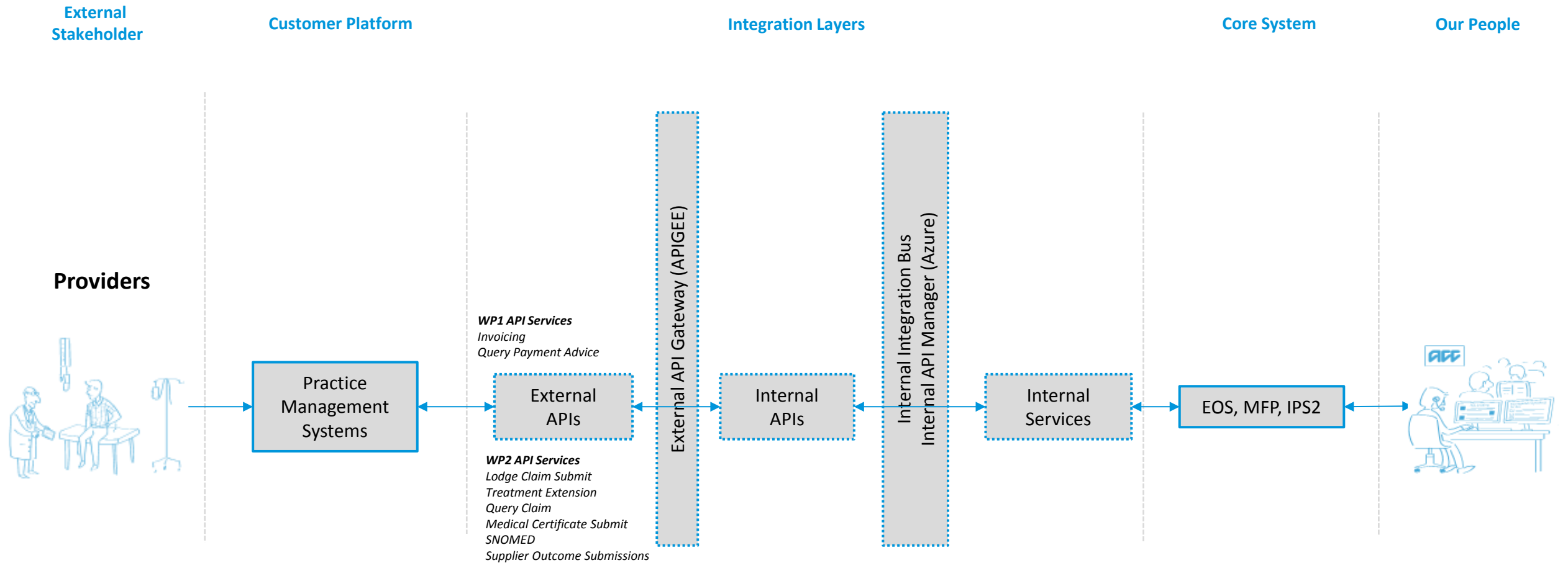
Software vendor can provide value add – Vendors will now be able to:

- Provide these “interactions” in a way that makes sense in their application.
- Consider adding further value for the Provider from their experience; **feel free to share thinking “in confidence” with ACC early on to ensure value.**
- Extract & automatically populate an API request from their stored database rather than the Provider retyping information.

Optimised change management - ACC is working to adopt central Government / sector initiatives & signalling that change to its processes / “interactions” is coming:

- These API’s are the platform to support all such changes; for example:
 - API standards: <https://www.ict.govt.nz/guidance-and-resources/standards-compliance/api-standard-and-guidelines/>
 - SNOMED codes: <http://www.health.govt.nz/nz-health-statistics/classification-and-terminology/new-zealand-snomed-ct-national-release-centre>
 - New improved ACC approach to services.
- By moving to these API’s now, software vendors assist their Providers by stepping through a part of the overall change process.

How it works: Integration with Providers





Overview: Fit with ACC bigger picture

SNOMED Codes

API's are ACC's only mechanism for accepting SNOMED codes.

Business External API's

BIC & ACC Levies.

Additional ACC offerings to be made available through the same developer-friendly portal.

API's compliment ACC's upcoming self service initiatives

Client, Business Customer, & Provider Self Service.

The intent of our Developer Portal supporting API's is for "Developer Self Service".

Future ACC initiatives

Provides a base for future claims lodgement.

SOFTWARE VENDOR / ACC RELATIONSHIP



Software vendor value proposition

Key benefits for software vendors

- Get greater control of the ACC experience for your software & your customers.
- Strategic alignment with ACC; our future digital offerings will be API lead.
- Opportunity to influence ACC backlog.

Timing

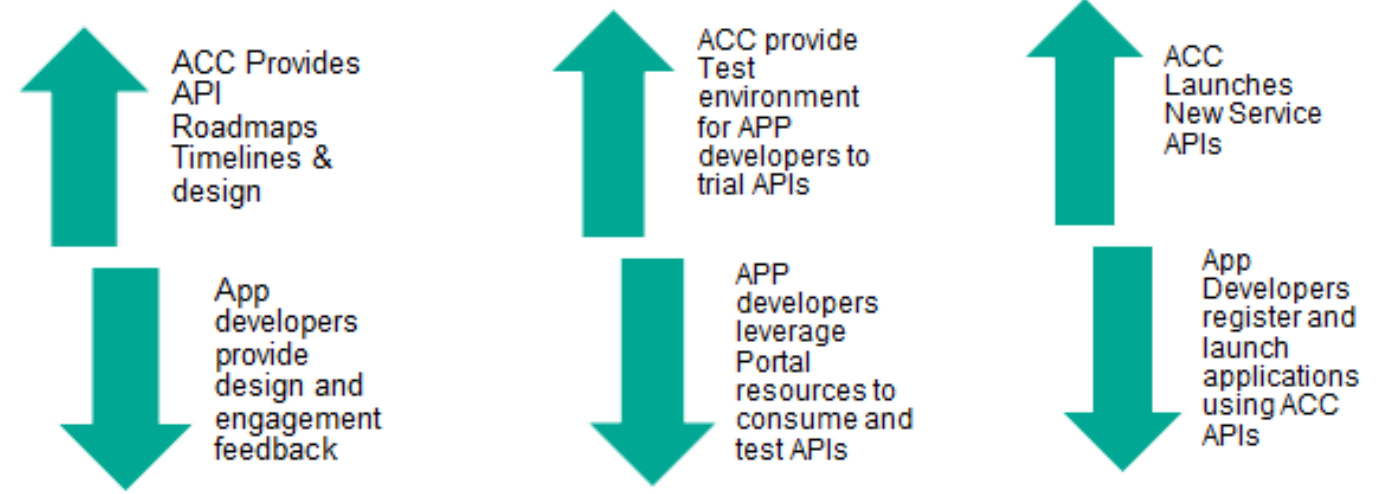
- Is over to you.
- The sector move to SNOMED codes may be a factor for your customers.

ACC taking this approach also has the following consequences

- No financial incentive for service integration.
- Potential increased vendor support of customers; so responsibility for us all to get this solution right first time to minimise this.
- ACC will support at maximum two versions of the same API at any given time.
 - N: Current version
 - N-1: Previous version

When a new version is introduced, the current version becomes N-1 & the old version retired.

How do we work together



Terms of Use & Mutual Obligations - Executive Summary (see Developer Portal for full T&C's)



Developer & Vendor Information

- Information collected and stored.
- ACC will send out relevant information.
- ACC will not share information with third party.

API Terms of Use

- API consumer will be bound by terms of use.
- Access is not transferable.
- ACC reserves the right to amend the terms of use of existing APIs.

API Modifications

- API consumer will on board latest version of API in timely manner.
- ACC shall provide a well defined roadmap for breaking changes.
- New APIs or changes to existing APIs might require terms revision.

Security

- API consumers and their customers will comply with ACC security requirements.
- API consumers shall apply necessary security filters on the client side.
- ACC will monitor security breaches from source and could lead to termination.

IP & Confidentiality

- ACC owns IP rights to APIs and all data.
- Use of ACC brand will require prior approval.

Termination

- Either party can terminate relationship with a 30 day notice.
- ACC reserves the right to terminate for breach of terms of use.

Warranties/ Liabilities

- ACC assumes no warranty or liability for portal, API or data.

Compliance

- API consumers will comply with all obligations. E.g., privacy.

SOFTWARE VENDOR / ACC INTERACTION



Interaction between you and ACC

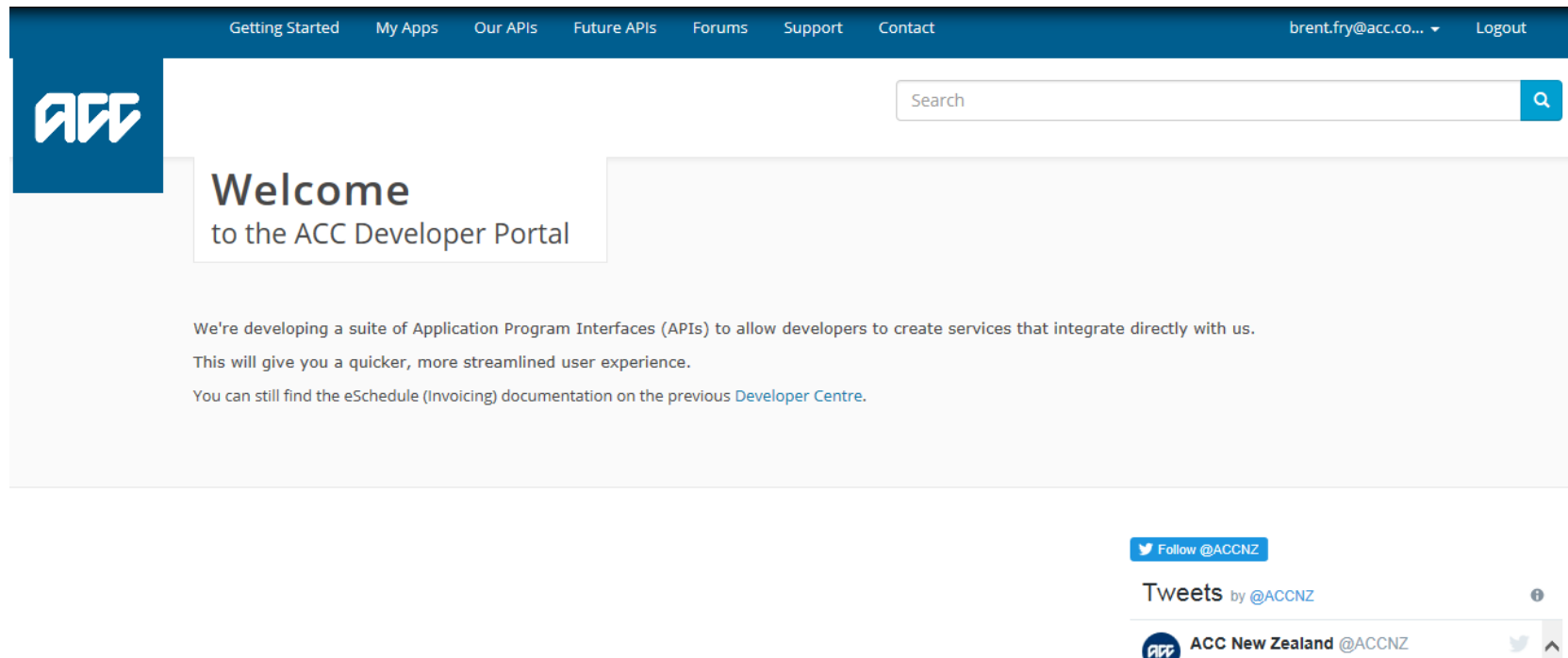
Twitter

Outward only
Notification of outages and new releases

ACC Developer Portal <https://developer.acc.co.nz/>

Main communication channel
Use “Forums” to handle:

- bug fixes, to knowledge base, to future enhancements
- business requirements, to developer Q&A’s, to collaboration



Private Q&A’s

Use “Contact” on the ACC Developer Portal

This is a trial

Let’s see how this goes; give us feedback

Our Portal - How ACC supports developers

API Discovery Introduction to APIs

- Allows API consumer to identify the API that meets their need
- Clear and concise description of API

On Boarding Developer Registration

- Registration process allowing consumer expression of interest
- Clear work flow supporting the process

Knowledgebase Understanding the API

- API definition and documentation supporting the APIs.
- Guidance and recommendations to best use the offerings.

API Forums ACC API Community Forums

- Promoting ideas
- Answering questions

Our Portal - How ACC supports developers (Contd.)



Future APIs

Evaluating APIs

- Provides insight to what is coming.
- Provides opportunity for you to review & provide early feedback.

Our APIs

API Test & Production

- The space for you to evaluate our published APIs.
- A sandpit / compliance environment allowing API consumers to trial the APIs.
- To receive a Production key you will need to pass some standard tests.

Change Management

New Features, Launches, Deprecation, & Retirement

- Well signaled change.
- Initially brought to your attention through Twitter.

Issue Management

Standard maintenance windows plus things happen!

- Initially brought to your attention through Twitter.

Key Process: API Implementation



Concept	Who	Action
Register on https://developer.acc.co.nz/	You	Check out the portal
View “Future APIs”	You	Consider what is coming when & assimilate into your roadmap
View “Our API’s”	You	Decide which API’s add value for your user base
Develop, then test	You	Use the Developer Portal “sandpit” / compliance environment
Ready for Production	You	Make request using Developer Portal “Contact”
Undertake final “on-boarding” process	You & ACC	
Issue production key for “go live”	ACC	
Roll-out in mutually agreed manner.	You & ACC	

Key Process: Issue / Change Management Maintenance & Deprecation



Scenario	Who	Action
Receive a problem from a user Identify an ACC-related issue ACC Triage	You You ACC	Undertake triage Advise ACC using Portal “Contact” Advise & update using “Twitter”
Standard maintenance window Advise your customers	ACC You	Advise & update using “Twitter” Your standard mechanism
Non-standard outage Advise your customers	ACC You	Advise & update using “Twitter” Your standard mechanism
Deprecation Move to updated API version	ACC You	Advise & update using “Twitter” Your standard mechanism
Feedback	You	Advise ACC using Portal “Contact”

ACC’s IT support processes are based on ITIL Unified Support Management (USM): Incident management / Problem Management / Change Management / Release Management / Capacity Management

Key Process: Ideation & Prioritisation

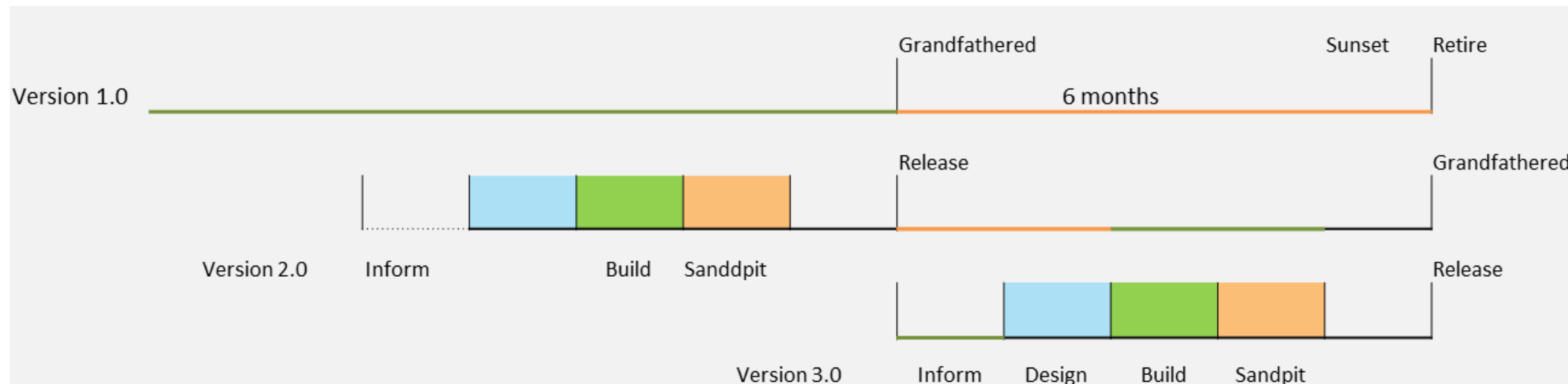


Concept	Who	Action
Got an idea for an API, or to improve an API	You	Use a Forum
ACC idea assessment	ACC	Publish in Voting Forum
Establish a development priority list	You	Vote
Develop	ACC	Publish on Developer Portal

Reinforce an important point: How ACC will update APIs



- ACC will support at maximum two versions of the same API at any given time.
 - N: Current version
 - N-1: Previous version
- When a new version is introduced, the current version becomes N-1 and the old version will be retired.



- ACC will endeavour to limit API version updates. Updates will try to maintain a minimum of a six month interval period.*¹
- Once an API release is grandfathered, it will continue to be supported for six months before retirement.
- The sector will be advised regarding a plan to introduce a new, or change a version of, API via the developer portal.
- New version of API will be introduced only if it is a breaking change.*²
- The sector will be consulted regarding the design of a new, or change in, API.
- The API will be made available via the sandpit to facilitate sector testing and trials.

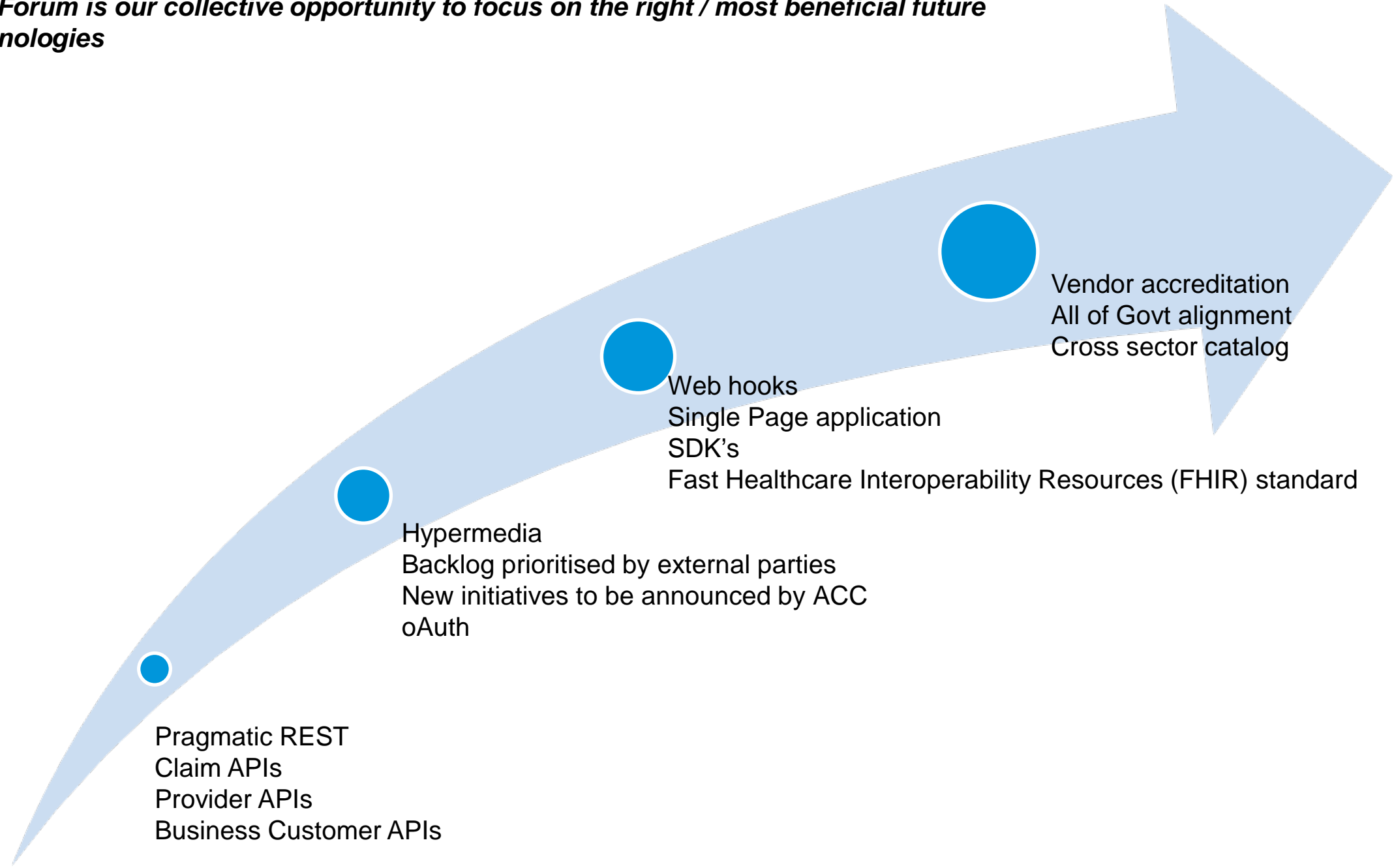
*¹: ACC reserve the right to change the interval period to accommodate business or security needs.

*²: Definition of breaking change covered in the Design Overview section.

We've got an eye on the future: use the Forum

These technologies may be applicable.

The Forum is our collective opportunity to focus on the right / most beneficial future technologies



INFORM ACC'S DIRECTION BY USING FORUMS





Inform ACC's direction by using the Forums

Chances are you have viewed this presentation through our Developer Portal (<https://developer.acc.co.nz/>) within our “Future APIs” – Introduction to Provider APIs.

You are encouraged to use the Forum to provide feedback and ask any questions.

If you have a private Q&A, use “Contact” on the ACC Developer Portal

This is a trial use of Forums as our main communication with Developers

Let's see how this goes; give us feedback on this approach