Invoice API User Interface

Introduction

Support material for APIs consists of:

1. Context:
   a. Design Primitives - Provides framework for how ACC has developed its APIs;
   b. Provider API User Interface - Provides overall context for the service the specific API supports; and
   c. Support Expectations - Sets expectations of the software vendor regards support of their customer base.
2. The specific API:
   a. Swagger file;
   b. Core Specification;
   c. Specific API Specification; and
   d. Invoice API User Interface - This document as a repository for remaining important items.

This document contains information specific to this API regards:

1. Compliance (Sandpit) Environment;
2. Production Environment;
3. Support messages for the user; and
4. Additional Services / Functions / Steps for the user.

For the latter two items, tables are provided, and each item within is classified as follows:

1. **Required** – ACC will check integration prior to go live.
2. **Recommended** – ACC have learnt, primarily from Provider feedback, that this is good for the Provider; resulting in better quality submissions & less pain for them.
3. **Optional** – Something ACC has learnt for your consideration.

Compliance (Sandpit) Environment

Such terms can be and are used interchangeably; internally ACC uses the term Compliance.

You can safely submit test invoices in this environment; it is not linked to ACC production systems but closely mimics the production experience. E.g. use of a digital certificate and receipt of error messages.

Production Environment

Access to production is controlled:

1. Once you have successfully completed your testing, expect ACCs representatives, Digital Operations, to put your solution through a series of tests. This is about ensuring the user experience is as expected and ensuring data quality into ACC systems.
2. Once those tests are successfully completed a mutually agreed move to production is negotiated, and then a measured roll-out to your user-base can begin.

Change from previous version (v1.0 for March 2018 Release)

New **"Required"** item: Minimise duplicate submissions; see top of Page 6.

Invoice – Support messages for the user

Provided with current solutions to assist users understand what is expected of them by ACC. All are to be considered "Recommended".

Current Offering Term	API JSON Field Name	User Support Message
Vendor Details		
Vendor name	invoice/vendor/ vendorName	The vendor name that is associated with the vendor ID. In most cases this will be the name of the organisation.
Vendor ID	invoice/vendor/ vendorId	The vendor ID is a 6 character ID which is issued by ACC. The bank account details are tied to the vendor ID. The vendor ID is also used for authorisation as it needs to be active and linked to your organisation's digital certificate.
Vendor GST number	invoice/vendor/ vendorGst	This field isn't required, as ACC will use the GST number that is registered against the vendor ID.
Schedule Comment		
Schedule Comment	invoice/schedu leComment	A free text field to enter a comment for the entire schedule.
ACC Contract Identifier		
Contract ID	invoice/contrac tId	This is the ACC contract ID that is associated with the vendor ID. The contract determines the type of services allowed for billing. Only one contract ID is allowed per schedule.
Schedule Line Details		
Claim number (medical fees number)	invoice/lines/cl aimId	The ACC45 or claim number is to be used. Examples: ACC45 number: DS34534 Claim number: 11145678901
Date of accident	invoice/lines/a ccidentDate	The date of accident for the claim. This field is optional, but entering it in will make it easier for ACC to validate the invoice.

Service Code	invoice/lines/lineDetails/serviceCode	The service code determines the type of service that is being billed. A valid service code associated with the contract ID is to be used.
Service Date	invoice/lines/lineDetails/serviceDate	The date the service was provided. The service date must be within the valid dates of the contract.
Purchase Order Number	invoice/lines/lineDetails/purchaseOrderNumber	If a purchase order was provided then it should be entered into this field. Purchase orders are made up of 6-7 digits.

Provider Details

Provider ID	invoice/lines/lineDetails/provider/providerId	The treatment provider's ID. This field is optional as it should only be used by treatment providers.
Provider's first name	invoice/lines/lineDetails/provider/firstName	Treatment provider's first name. This field is optional as it should only be used by treatment providers.
Provider's middle name	invoice/lines/lineDetails/provider/middleName	Treatment provider's middle name. This field is optional as it should only be used by treatment providers
Provider's last name	invoice/lines/lineDetails/provider/surname	Treatment provider's last name. This field is optional as it should only be used by treatment providers
Facility code	invoice/lines/lineDetails/provider/facilityId	Optional field which to be used only by certain providers who have been provided with a facility code by ACC.

Patient Details

NHI number	invoice/lines/lineDetails/patient/nhi	The patients NHI number which must be 7 characters long. E.g. ABC0000. This field is optional, but entering it in will make it easier for ACC to validate the invoice.
Claimant's first name	invoice/lines/lineDetails/patient/firstName	Claimant's first name.
Claimant's middle name	invoice/lines/lineDetails/patient/middleName	Claimant's middle name. This field is optional.
Claimant's last name	invoice/lines/lineDetails/patient/surname	Claimant's surname.
Claimant's date of birth	invoice/lines/lineDetails/patient/dateOfBirth	Claimant's date of birth should be provided if known. This field is optional, but entering it in will make it easier for ACC to validate the invoice.

Billing Method Details

Billing method	invoice/lines/lineDetails/billing/billingMethod	Required field, selection of distance, units, time, and flat flee. 1. Distance is used for travel based service codes which require the distance in km specified. 2. Units is used for service codes which are billed at a unitary value. 3. Time is used for duration based service codes. The time values are in hours and minutes. 4. Flat fee is used for service codes where the amount/fee is fixed.
Hours claimed	invoice/lines/lineDetails/billing/hoursClaimed	Field is only required when 'Time' is selected for billing method. Maximum value is 23.
Minutes claimed	invoice/lines/lineDetails/billing/minutesClaimed	Field is only required when 'Time' is selected for billing method. Maximum value is 59.

Distance claimed	invoice/lines/lineDetails/billing/travelClaimed	Field is only required when 'Distance' is selected for billing method. The value should be the amount of kilometres travelled and must be a whole number.
Units claimed	invoice/lines/lineDetails/billing/unitsClaimed	Field is only required when 'Units' is selected for billing method, and only to be used for 'Distance' based services. The value should be in the amount of kilometres travelled.

Schedule Line Comment

Schedule Line Comment	invoice/lines/lineDetails/invoiceComment	Any comments pertaining to the schedule line can be added into this field. Dentists can use this field to enter tooth numbers. Taxi/Travel services can use this field for pick up and drop off zones.

Amount Claimed

Amount claimed	invoice/lines/lineDetails/invoiceAmount	This is the fee amount for the service you are invoicing ACC. The amount should include GST if applicable.

Invoice - Additional Services / Functions / Steps For the User

These are experiences that a Provider already has an expectation of as a result of using current ACC online offerings. This learning is offered for your consideration re including in the user experience you provide.

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Services			
Minimise duplicates		Required	Challenge: Duplicate invoicing is the highest single reason for declines with resulting time wasting for all parties.
			Cause: System speed can induce submitters to attempt to resubmit an invoice prior to it having been accepted; this results in multiple copies of the same invoice.
			Request: Think creatively re how to minimise this from happening e.g. Ensure a "pause" is in place after any initial submission.
Batching of invoices		Recommended	The API supports the current ACC service of submitting invoices related to one contract, or invoices with no contract. A creative software vendor might consider a user input mechanism that allows content submission for as many contracts (in any order) at once; then "submits" that content based on contract number, or no contract.
Highlights of mandated fields		Recommended	The swagger code identifies "mandated" fields. Consider assisting the Provider to know what they must do to minimise errors when sending by providing a form of highlight to those fields.
Provider Support Material		Recommended	The vendor to incorporate this into its standard user support offering.
Free form fields		Recommended	Consider advising Provider of available freeform field capacity. Providers can copy and paste content from other documents so natural field limits can be breached causing an error at submission.

Minimise the number of clicks		Optional	e.g. Ensure cursor automatically moves to next field after Y/N buttons are selected
Error messages (1)		Recommended	The error messages we supply (see the Specification) go to you, the software vendor; we recommend that you pass these onto the Provider.
Error messages (2)		Recommended	As your Providers first point of contact re an error we recommend that there is a generic error instruction provided along the lines of, 'If the API returns an error, please check this with your software vendor.'

Functions

Unique invoice numbers	invoiceNumber	Required	Invoice numbers are automatically generated by the API.
Content stored before being sent		Recommended	Users get situations where they start an invoice but can't complete it immediately.
Mechanism to remind user to submit invoice		Recommended	
<Delete> or <Cancel>		Recommended	Ability for Provider to remove content loaded for ACC but not submitted. Reason = they realise that the event isn't one that is ACC supported.

Fields

All		Recommended	Check out the previous table titled "Invoice – Support messages for the user". While directed at the User, many provide valuable inside for the developer re how youmight assist your users.