

# Query Claim Status 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. Query Claim Status 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. Quirks; and
4. Support messages for the Provider.

For the latter item, a table is 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

All such terms can and are used interchangeably; internally ACC uses the term Compliance.

You can safely submit test query claim status requests in this environment or we can advise of data to query; it is not linked to ACC production systems but closely mimics the production experience. eg use of a digital certificate.

## 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 provider experience is as expected.
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.

## Quirks

Providers need a valid Digital Certificate and a registered ACC Provider ID and Vendor ID.

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

No material change; only cosmetics.

## Query Claim Status – Support messages for the Provider

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

Current Offering Term	API JSON Field Name	Provider Support Message
<b>Query parameters</b>		
Enter Provider ID & Vendor ID	(Heading)	To perform a search you need to enter your ACC Provider ID and ACC Vendor ID (both are required). All searches are recorded against these ID numbers to stop unauthorised access to this information.
ACC claim number(s) or NHI number & DOB	(Heading)	<p>Enter the search details, either:</p> <ul style="list-style-type: none"> <li>Up to five ACC45 claim number(s); or</li> <li>The client’s NHI number and date of birth (both are required).</li> </ul> <p>Note: When searching by a client’s NHI number and Date of Birth claims will only be displayed where the Date of Accident is within the last five years.</p>
Claim Number	claimNumber	The ACC45 number; current format being AANNNNNN.
Claim ID	claimId	This is ACC’s internally issued claim number that appears in resulting correspondence; current format is NNNNNNNNNNN. This is <b>not</b> the ACC45 Number.
<b>Results</b>		
Cover status	(Heading)	<p>The Cover Status column will show the status of the claim e.g. Accept, Declined, Held, Not Available or Not Applicable. The Not Applicable status means the claim is not yet registered by ACC.</p> <p>If the search results displays "Not available - please contact ACC Provider Helpline on 0800 222 070" this means the claim is registered as a Sensitive, ACC Staff or Accredited Employer claim.</p> <p>If the claim number is a duplicate of another claim then a message under the claim number will display "Please use claim XXXXXXXXXXXX, the master record for this claim", and master claim details will be displayed in the result set.</p>
Diagnosis detail	(Heading)	When you select a specific claim, the detail section shows the Injury Status, Diagnosis Code, Description & Side, NHI Number (only part of the NHI Number is displayed) and the Date of Accident.

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Status	(Heading)	<p><b>Receipted</b> = The claim has passed all validation checks and has been received by ACC for processing. The claim cannot be edited. <u>Action</u> = No further action required.</p> <p><b>Failed</b> = The claim contains information that is either incomplete and/or incorrect. The claim cannot be processed by ACC. Failed claims display an error code and a reason. <u>Action</u> = Errors must be corrected before the claim is resubmitted. This must be done from the system that was used to originally submit the claim.</p> <p><b>Invalid</b> = The claim is submitted with an invalid number. <u>Action</u> = Update the claim number.</p>
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