



# Inbound Documents API

## User Interface Guidelines

Version: 1.5 – May 2023

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## TABLE OF CONTENTS

<b>Table of Contents</b> .....	<b>2</b>
<b>Version History</b> .....	<b>3</b>
<b>1. Introduction</b> .....	<b>4</b>
<b>2. Support Material</b> .....	<b>5</b>
<b>3. Important “Overall” Request of Software Vendors</b> .....	<b>6</b>
<b>4. Document Types Supported By This API</b> .....	<b>7</b>
Initial Release .....	7
Second Release .....	7
<b>5. Specifics for Software Vendors</b> .....	<b>8</b>
Marketing Ideas for Software Vendors to Consider when Messaging Providers .....	8
Specific Requests of Providers to convey .....	9
Digital Certificates .....	9
Compliance Environment.....	9
Production Environment.....	9
Examples request & response you can use / generate when testing .....	10

## VERSION HISTORY

Date	Version	Change
26 May 2021	1.0	Initial Release
22 November 2021	1.1	Updated 4.3 <i>RunID</i> section in <b>Examples request &amp; response you can use / generate when</b> testing to be in line with the specification document.
27 November 2022	1.2	<ol style="list-style-type: none"> <li>1. Added the following in <b>Important Overall Request of Software Vendors</b>: <ol style="list-style-type: none"> <li>a. ensure that password protected documents should NOT be submitted using the Inbound Documents API as they cannot be opened / uploaded automatically; and</li> <li>b. ensure that submitted documents do not contain links, as these will not be opened.</li> </ol> </li> <li>2. Added the following requests in the <i>Document Requests / Tips</i> portion of <b>Specific Requests of Providers</b> to convey: <ol style="list-style-type: none"> <li>a. that Providers convey password protection on files will no longer be required; and</li> <li>b. documents should not contain hyperlinks.</li> </ol> </li> </ol>
January 2023	1.3	<ol style="list-style-type: none"> <li>1. Removal of all references to the Sandbox environment</li> <li>2. Inclusion of file type examples for: <ul style="list-style-type: none"> <li>• Acquired Brain Injury (ABI)</li> <li>• Dental (DN)</li> <li>• Hearing Loss (HL)</li> </ul> </li> <li>3. Replacement of Appendices 1 - 7 relating to the seven documents available under the initial release with URL links to the DRC for those existing examples.</li> <li>4. Addition of URL links to the DRC for example documents for: <ul style="list-style-type: none"> <li>• Acquired Brain Injury (ABI)</li> <li>• Dental (DN)</li> <li>• Hearing Loss (HL)</li> </ul> </li> <li>5. Removal of the <i>Initial Release</i> table in <b>Document Types Supported by This API</b> and replacing it with a link to the DRC showing the original seven (7) documents for this API.</li> <li>6. Updating links in the <i>Second Release</i> table of <b>Document Types Supported by This API</b> for newly added document for the three (3) user groups of: <ul style="list-style-type: none"> <li>• Acquired Brain Injury (ABI)</li> <li>• Dental (DN)</li> <li>• Hearing Loss (HL)</li> </ul> </li> </ol>
May 2023	1.4	Document title change ONLY from Tips & Tricks to reflect the true nature of the document. No content change
	1.5	Clearing up outdated content missed in earlier release.

## 1. INTRODUCTION

To support claims lodged on behalf of patients, ACC can assist providers to also send documents or images such as case notes, radiology reports & extension of treatment requests.

ACC has been using an online service with a 3Mb file size limit; this API replicates that service but with a 20Mb file size limit. It requires software vendors to adopt for providers to reap the benefits.

ACC will be further investing in this API. Examples over time include:

- Additional documents, for example, this release of ~100 additional documents to the initial seven.
- Additional document types, other than PDFs.
- Increasing the file size limit further.

## 2. SUPPORT MATERIAL

API support material is located at [Developer Resource Centre | Learn about APIs \(acc.co.nz\)](#).

There is considerable intellectual property there; some examples:

1. [Developer Resource Centre | API to Providers \(acc.co.nz\)](#)  
Gives the business context for APIs that support providers.
2. [Developer Resource Centre | Specifications & Guides \(acc.co.nz\)](#)  
Is the one place for all technical documentation.
3. [Developer Resource Centre | API Tips & Tricks \(acc.co.nz\)](#)  
Provides ideas regards how to make a specific API experience better for your users.
4. [Developer Resource Centre | Support Expectations \(acc.co.nz\)](#)  
Sets expectations of the software vendor regards support of their customer base.

### 3. IMPORTANT “OVERALL” REQUEST OF SOFTWARE VENDORS

This initial version of the Inbound Documents API is a minimum viable product; it mimics the legacy service it is intended to replace. Results include minimum mandated metadata & validation.

ACC requests that, right from the start, software vendors exert self-discipline such as:

1. NOT permitting password protected documents to be submitted, as they cannot be opened / uploaded automatically; &
2. Ensuring submitted documents do not contain links, as these will not be opened; &
3. Extract the maximum possible metadata from your practice management system (\*); &
4. Assist your users do the right thing, by providing messages such as “use the examples of documents supplied as a guide to expectations”, see Appendices to this document; &
5. Regards any requests for other documents to be added; please forward these to [Contact Us](#)

The incentives for you to apply early discipline include:

1. Minimises rework for yourselves later - Over time more discipline (such as additional mandated metadata) will be brought in.
2. Impact monitoring – Creativity (e.g. documents that should not be submitted) impacting internal ACC processes will be addressed.

(\*) Example of why we request maximum metadata extraction:

Some document types automatically upload into our backend systems; some are manually loaded by a dedicated documents team. Either way the more metadata you automatically extract per document the more efficient our back-end upload can be. Example:

File format:

contentType\_fileCreationDateTime\_runId\_claimReferenceNumber\_consultingProviderName\_dateOfConsult\_clientNHINumber\_clientFirstName\_clientLastName\_clientDOB

File type examples:

#### **Medical Records**

MMEX32PHY\_20210501090055\_20004\_AANNNNNNNNN\_Dr XXXXX XXXXX\_DD-MM-YYYY\_AAANNNN\_Test\_Patient\_DD-MM-YYYY

#### **Acquired Brain Injury (ABI) - Pathways to employment completion report**

ABI-ACC7431BTWWPPCRP\_20210501090055\_20004\_AANNNNNNNNN\_Dr XXXXX XXXXX\_DD-MM-YYYY\_AAANNNN\_Test\_Patient\_DD-MM-YYYY

#### **Dental (DN) - Dental Implant Assessment and Treatment Plan**

DN-ACC8298DARTP\_20210501090055\_20004\_AANNNNNNNNN\_Dr XXXXX XXXXX\_DD-MM-YYYY\_AAANNNN\_Test\_Patient\_DD-MM-YYYY

#### **Hearing Loss (HL) - Request for time extension**

HL-ACC109TIMEEXTREQ\_20210501090055\_20004\_AANNNNNNNNN\_Dr XXXXX XXXXX\_DD-MM-YYYY\_AAANNNN\_Test\_Patient\_DD-MM-YYYY

## 4. DOCUMENT TYPES SUPPORTED BY THIS API

### INITIAL RELEASE

Examples of the seven (7) documents available from the inception of the API can be found on the [Developer Resource Centre | Sample Inbound Documents \(acc.co.nz\)](#) page.

### SECOND RELEASE

The following table provides links to examples of the next round of documents added to the API in January 2023.

Provider Group	# of Documents	Content Type Prefix & URL Link
Acquired Brain Injury	48	<a href="#">Developer Resource Centre   Acquired Brain Injury (ABI)</a>
Dental	24	<a href="#">Developer Resource Centre   Dental (DN)</a>
Hearing Loss	25	<a href="#">Developer Resource Centre   Hearing Loss (HL)</a>

## 5. SPECIFICS FOR SOFTWARE VENDORS

### MARKETING IDEAS FOR SOFTWARE VENDORS TO CONSIDER WHEN MESSAGING PROVIDERS

1. Most Providers have never had access to such a service before, relying on paper & post, or PDF & email options; this will:
  - a. Free up their time, or that of their admin team; &
  - b. Assist their patients by getting important data to ACC Case Managers sooner.
2. Providers shifting from the legacy service obtain value through:
  - a. File size max increases from 3Mb to 20Mb; plus, ACC is looking to increase this further.
  - b. Improved service uptime.
  - c. No cost per submission.
  - d. The combination of you, as a software vendor, have control of the user experience; plus the access / authorisation being the same as our other APIs results in user access being easier than the legacy service.
  - e. The original seven documents were the start of an expanding service, with a release of ~100 additional documents being the latest.
  - f. Consider discussing with your user base how they might use this service? There may well be opportunity to make their lives easier. For example: Some Providers may need to submit invoices (or claims) along with supporting documentation:
    - i. If the document is supported by the Inbound Documents API then ensure the Invoice / Claim and Inbound Documents service's you provide (through our APIs) are conveniently located.
    - ii. If the document is not yet supported by the Inbound Documents API then get a request into [Contact Us](#).



## SPECIFIC REQUESTS OF PROVIDERS TO CONVEY

1. Document Requests / Tips:
  - a. Document type: PDF only.
  - b. Password protected files are not permitted.
  - c. Documents should not contain hyperlinks.
  - d. Specific content: A single claim per submission.
  - e. Multiple documents for a single claim: This is encouraged.
  - f. Multiple claims for one accident: clearly identify the body site
2. Document size impacts submission speed, subject to your internet speed; ACC will continue to work on improving on the following averages:
  - a. 3MB ~3 seconds
  - b. 5MB ~5 seconds
  - c. 10MB ~8 seconds
  - d. 15MB ~12 seconds
  - e. 20MB ~15 seconds
3. If you are required to submit a document type the solution does not currently support, and feel that adding it would assist your profession, then please advise your software vendor so they can submit the request to ACC via [Contact Us](#).
4. We are reliant on your professional integrity regards what is submitted, please:
  - a. Use the examples provided on the [Developer Resource Centre | Sample Inbound Documents \(acc.co.nz\)](#) page to assist your understanding.
  - b. Know that monitoring will occur; if there is impact on ACC processes this may result in a requested behaviour change.
  - c. Regards privacy, standard provider responsibility applies. However, it is worth noting that good practice when starting any new process is to take the extra time up front to ensure patient privacy is maintained before sending a document.

## DIGITAL CERTIFICATES

Software vendors, on behalf of their Providers, use a variety of models to interact with ACC's APIs. The Inbound Documents API will operate within the same context as you have set up for (say) the claims and / or invoice API.

## COMPLIANCE ENVIRONMENT

This API is only set up for the ACC Compliance environment; it is not linked to ACC production systems but closely mimics the production experience. For example, use of a digital certificate.

## PRODUCTION ENVIRONMENT

Access to production is controlled:

1. Once you have successfully completed your testing, expect ACC's 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.

## EXAMPLES REQUEST &amp; RESPONSE YOU CAN USE / GENERATE WHEN TESTING

Scenario	JSON Payload	Response Message
Successful submission of a ACC32 file (acc32phy)	<pre>{   "contentType":"MMEX32PHY",   "fileCreationDateTime":"20211021050055",   "runId":"20002",   "claimReferenceNumber":"A1234567890",   "consultingProviderName":"Provider Name",   "dateOfConsult":"DD-MM-YYY",   "assessmentType":"XRAY",   "bodySite":"",   "clientNHINumber":"AAA9999",   "clientFirstName":"Test",   "clientLastName":"Patient",   "clientDOB":" DD-MM-YYY ",   "fileExtension":"PDF" }</pre>	<pre>{   "message": "ACC advise that your submission has been received, thank you." }</pre>
Autouploadable files (High Tech Imaging ) requires metadata	<pre>{   "contentType":"MMEXESHTI",   "fileCreationDateTime":"20211021050055",   "runId":"20002",   "claimReferenceNumber":" A1234567890",   "consultingProviderName":"Provider Name",   "dateOfConsult":" DD-MM-YYY ",   "metaDataForContentType":"",   "assessmentType":"X-RAY",   "bodySite":"LUMBAR SPINE",   "clientNHINumber":"AAA9999",   "clientFirstName":"Test",   "clientLastName":"Patient",   "clientDOB":" DD-MM-YYY ",   "fileExtension":"PDF" }</pre>	<pre>{   "message": "ACC advise that your submission has been received, thank you." }</pre>
File size must be less than 20 mb	<pre>{   "contentType":"MMEX32PHY",   "fileCreationDateTime":"20210501090055",   "runId":"20005",   "claimReferenceNumber":" A1234567890",   "consultingProviderName":"Provider Name",   "dateOfConsult":" DD-MM-YYY ",   "clientNHINumber":"AAA9999",   "clientFirstName":"Test",   "clientLastName":"Patient",   "clientDOB":" DD-MM-YYY ",   "fileExtension":"PDF" }</pre>	<pre>{   "message": "ACC advise that your submission has been received, thank you." }</pre>

The following is in the Spec but is highlighted here because it is particularly important

Spec #	API JSON	Document Type	Required Action	Explanation
4.1	<a href="#">contentType</a>	Each document submitted must be specified. For example: Discharge & Operation reports will have the content type MMEXDISOP in the submission payload. <b>The Spec advises that there are options however our preference is CAPS please.</b> Extension of treatment requests – ACC32 (MMEX32PHY) Discharge and Operation reports (MMEXDISOP) Surgery requests and documentation (MMEXEARTP) Radiology reports (MMEXESHTI) High Tech Imaging (MMEXHSHTI) Guided Injection requests (MMEXPRAPR) Specialist / GP / Other treatment provider notes (MMEXSPECR).		
4.3	<a href="#">runId</a>	<b>This field has a 10-character limit. This is to be generated as a sequential number for each organisation to create a unique ID for each submission.</b>		
4.4	<a href="#">claimReferenceNumber</a>	<b>The Spec advises characters however please allow solely alpha-numerics</b>		
4.7	<a href="#">metaDataForContentType</a>	While this field states that it is not required the following do need to be addressed		
		MMEXDISOP	Files <b>must contain the document type</b> (either 'Notice of Discharge' or 'Operation Notes').	<b>Field can't be blank.</b> Field will accept any alphanumeric but we ask you to apply discipline here re the options
		MMEXESHTI	<b>Must</b> be blank	
		MMEXSPECR	<b>Must</b> be blank	
		Other documents	No need to use	
4.8	<a href="#">assessmentType</a>	While this field states that it is not required the following do need to be addressed		
		MMEXDISOP	<b>Must</b> be blank	
		MMEXSPECR	<b>Must</b> be blank	
		MMEXESHTI	<b>Must</b> contain the assessment type <b>Currently a 9-character limit. We are looking to improve on this and provide direction regards how best to fill it over the next few days.</b>	<b>Field can't be blank.</b> Field will accept any alphanumeric but we ask you to apply discipline here re the options.
		Other documents	No need to use	

Spec #	API JSON	Document Type	Required Action	Explanation
4.9	bodySite	While this field states that it is not required the following do need to be addressed		
		MMEXDISOP	<b>Must</b> be blank	
		MMEXSPECR	<b>Must</b> be blank	
		MMEXESHTI	<b>Must</b> contain the body site that the assessment relates to (e.g. " MRI LUMBAR SPINE".	
		Other documents	No need to use	
4.10	clientNHINumber	<b>This is very important however if there is not an NHI# then please submit 0000000</b>		