



# Query Claims Status API

## Software specification

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## VERSION HISTORY

Date	Version	Change
March 2018	1.0	Initial Release
09 May 2018	1.1	<ul style="list-style-type: none"> <li>• <b>new fields</b>, Software name and version</li> <li>• Heading levels changed to be consistent with other specifications.</li> </ul>
29 August 2022	1.2	<ul style="list-style-type: none"> <li>• Document format changed to match other API specification documents</li> <li>• Section 1, Table 2: <ul style="list-style-type: none"> <li>○ <b>claimId</b> sub-section: text changed from "... search (see sections 4, 5, 5) returns ..." to "... search (see sections 4, 5, <b>6</b>) returns ..."</li> </ul> </li> <li>• Section 10.2 <ul style="list-style-type: none"> <li>○ Parameter sub-section: GET /claims changed to read GET /claims/claimid</li> <li>○ Success sub-section: NHI # reference changed to be <b>partial</b> NHI #</li> </ul> </li> </ul>
June 2023	1.3	<ul style="list-style-type: none"> <li>• Section 5.2.1 Added two additional Claim Number formats of: [0-9]{5}[A-Z]{2} [0-9]{4}[A-Z]{3}</li> </ul>
September 2023	1.4	<p>Section 8</p> <ul style="list-style-type: none"> <li>• Adding sections for <b>Page Number</b> and <b>Page Size</b> as items 8.2.5 and 8.2.6 respectively as paging is now available for the <i>GET /claims/status/filter</i> query.</li> </ul>

## 1 QUERY CLAIMS API: OVERVIEW

This document specifies ways for a health provider to find information about claims that have been submitted to eChannel, and possibly processed by Eos.

Table 1 shows the query endpoints.

Insert `'/https://<environment>/<version>'` as required between GET or POST and the rest of the URI, throughout this document.

URI	Description	See
GET <code>/claims/summary/status</code>	List claims submitted by an organisation	3
GET <code>/claims/summary/patient</code>	List claims for a given patient	4
GET <code>/claims/summary/{claimNumber}</code>	List claims with a given claim number	5
GET <code>/claims</code>	Get details of a claim selected from a list	6
POST <code>/claims/status</code>	Get the registration status of a list of claims	7
GET <code>/claims/status/filter</code>	Get the registration status of selected claims	8
GET <code>/claims/status</code>	Get the registration status of a given claim	9

*Table 1: Claims endpoints*

Please refer to the Core specification, 'APIs: Core specification', for all standard details, such as:

- the API process, including authentication and authorisation
- common validation error messages such as 'This field is required.'
- generic response codes, such as 403 for an authorisation error, or 200 when a search returns no results.

This rest of this document specifies the endpoints, the search criteria, and the format of search results.

The 'UI suggestion' values given show what a user might think the field is intended for, and what content to expect. It's not a required standard—the user experience is up to you.

The claim identifier in these endpoints can be confusing. Table 2 shows the crucial identifiers used in claim queries.

Identifier	Description
<b>claimNumber</b>	The 7-character identifier of the ACC45 claim, with a format like AA12345. Used in: GET /claims/summary/{claimNumber}, section 5 which <b>only</b> accepts a claimNumber
<b>Eos number</b>	A 12-character identifier assigned by Eos. The search parameter 'claimNumber' in GET /claims/status, section 9, accepts <b>either</b> a claim number <b>or</b> an Eos number.
<b>claimId</b>	An identifier up to 40 characters long, which identifies a submitted claim request. A successful claim summary search (see sections 4, 5, 6) returns one or more claims, as shown in section 10.1, each with a claimId. For more details on one of the claims in a summary list, use the claimId in GET /claims. This claimId identifier is different from the claim ID that ACC issues, which is shown in correspondence. The claim ID issued by ACC is 11 digits long.

*Table 2: Identifying claims in searches*

The Core specification section 6.1 defines claim identifiers used in searches.

## 2 MESSAGE SOURCE

### 2.1 PMS SOFTWARE NAME

API JSON	pmsSoftwareName
Required?	Yes
Note	Core

### 2.2 PMS SOFTWARE VERSION

API JSON	pmsSoftwareVersion
Required?	Yes
Note	Core



## 3 LIST SUBMITTED CLAIMS

### 3.1 WEB SERVICE

Endpoint	GET /claims/summary/status
Results	See 10.1, Return a summary of submitted claims
Note	<p>Requests, from the eChannel database, the status of claims</p> <ul style="list-style-type: none"> <li>• sent to ACC, before processing in Eos—the submission status</li> <li>• submitted by the organisation sending the query, identified from the digital certificate.</li> </ul> <p>Relevant status values are 'Received' and 'Failed'.</p>

### 3.2 SEARCH CRITERIA

#### 3.2.1 STATUS

Parameter	status	
UI suggestion	Failed or Received	
Required?	Yes	
Data type	enum (FAILED, RECEIPTED)	
Note		
<b>Error condition</b>	<b>Code</b>	<b>Message</b>
Value not in the enum list	400	This value must be one of [FAILED, RECEIPTED]

#### 3.2.2 START DATE

Parameter	startDate	
Limit	<p>for status Failed 14 days earlier than the current date</p> <p>for status Received 13 months earlier than the current date</p>	
Default value	14 days earlier than the current date	
Note		
<b>Error condition</b>	<b>Code</b>	<b>Message</b>
Status Failed is selected, and the start date is more than 13 days earlier than the current date	400	For failed claims, the start date cannot be more than 14 days ago.
Status Received is selected, and the start date is more than 13 months earlier than the current date	400	For received claims, the start date cannot be more than 13 months ago.

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### 3.2.3 END DATE

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Parameter	endDate
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Note	Core
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### 3.2.4 PAGE NUMBER

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Parameter	page
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Note	Core
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### 3.2.5 NUMBER OF RESULTS PER PAGE

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Parameter	pageSize
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Note	Core
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## 4 LIST CLAIMS FOR A GIVEN PATIENT

### 4.1 WEB SERVICE

Endpoint	GET /claims/summary/patient
Results	See 10.1, Return a summary of submitted claims
Note	Requests from the eChannel database the submission status of claims <ul style="list-style-type: none"> <li>for a given patient</li> <li>submitted by the organisation sending the query.</li> </ul>

### 4.2 SEARCH CRITERIA

#### 4.2.1 PATIENT'S FIRST NAME

Parameter	firstName	
UI suggestion	Patient's first name	
Required?	Either the first name or the surname must be entered; both may be entered	
Data type	string	
Limit	1-20 characters	
Note		
<b>Error condition</b>	<b>Code</b>	<b>Message</b>
firstName is more than 20 characters long	400	The first name cannot be longer than 20 characters.

#### 4.2.2 PATIENT'S FAMILY NAME

Parameter	surname	
UI suggestion	Patient's surname	
Required?	Either the first name or the surname must be entered; both may be entered	
Data type	string	
Default value	1-25 characters	
Note		
<b>Error condition</b>	<b>Code</b>	<b>Message</b>
firstName and surname are both missing	400	You must enter either a first name or a surname, or both.
Surname is longer than 25 characters	400	The surname cannot be more than 25 characters.

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#### 4.2.3 PAGE NUMBER

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Parameter	page
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Note	Core
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#### 4.2.4 NUMBER OF RESULTS PER PAGE

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Parameter	pageSize
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Note	Core
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## 5 SEARCH FOR A GIVEN CLAIM NUMBER

### 5.1 WEB SERVICE

Endpoint	GET /claims/summary/{claimNumber}
Results	See 10.1, Return a summary of submitted claims
Note	Requests from the eChannel database the submission status of claims with a given claim number, submitted by the organisation sending the query.

### 5.2 SEARCH CRITERIA

#### 5.2.1 CLAIM NUMBER

Path	claimNumber	
UI suggestion	Claim number, using the ACC45 number format	
Required?	Yes	
Data type	string	
Limit	7 alphanumeric characters	
Format	[A-Z][A-Z0-9][0-9]{5} [0-9]{5}[A-Z]{2} [0-9]{4}[A-Z]{3}	
Note	This is the number of the ACC45 claim. Core specification section 6.1.1	
<b>Error condition</b>	<b>Code</b>	<b>Message</b>
claimNumber is missing	400	[Since omitting the claimNumber makes an invalid endpoint, the browser returns an error; no query reaches the API.]

## 6 RETRIEVE DETAILS OF A SUBMITTED CLAIM

### 6.1 WEB SERVICE

Endpoint	GET /claims
Results	See 10.2, Return details of a submitted claim
Note	Requests from the eChannel database full details of a submitted claim, identified from a claim summary list, as returned from the queries in sections 3, 4, or 5.

### 6.2 SEARCH CRITERIA

#### 6.2.1 SEARCH CRITERIA

Path	claimId
Required?	Yes
Note	<p>This is the unique identifier string from a claim summary list; see Table 2. Core, section 6.1.2.</p> <p>Although this parameter is used in only one endpoint, it is defined in the Core specification to clarify the differences between the different claim identifiers.</p>

## 7 FIND THE REGISTRATION STATUS OF A LIST OF CLAIMS

### 7.1 WEB SERVICE

Endpoint	POST /claims/status
Results	See 10.3, Return the status of processed claims
Note	Submits a list of claims, submitted by any vendor and provider, to find their status in Eos, that is the registration status.

### 7.2 SEARCH CRITERIA

#### 7.2.1 LIST OF CLAIM NUMBERS

JSON body	claim
Required?	Yes
Data type	string
Format	JSON-format list, ClaimItem, of up to 10 claim numbers (ACC45 or Eos numbers), each 1-12 characters long
Note	See also the core specifications, section 6.1.1

Error condition	Code	Message
No claim number	400	At least one claim number must be listed.
Claim number empty	400	The claim number cannot be empty.
More than 10 claim numbers	400	No more than 10 claims can be submitted in a single query.

#### 7.2.2 VENDOR ID

Parameter	vendorId
Required?	Yes
Note	Core

#### 7.2.3 PROVIDER ID

Parameter	providerId
Required?	Yes
Note	Core

## 8 FIND THE STATUS OF SELECTED CLAIMS

### 8.1 WEB SERVICE

Endpoint	GET /claims/status/filter
Results	See 10.3, Return the status of processed claims
Note	Requests the registration status of processed claims, submitted by any vendor and provider, with given values.

### 8.2 SEARCH CRITERIA

#### 8.2.1 VENDOR ID

Parameter	vendorId
Required?	Yes
Note	Core

#### 8.2.2 PROVIDER ID

Parameter	providerId
Required?	Yes
Note	Core

#### 8.2.3 NHI NUMBER

Parameter	nhi
Required?	Yes
Note	The patient's health identifier number. Core—same definition as for submitting claims, Core specification section 4.9



## 8.2.4 PATIENT'S DATE OF BIRTH

Parameter	dateOfBirth		
UI suggestion	Patient's date of birth		
Required?	Yes		
Data type	string date-time		
Format	YYYY-MM-DD		
Note	See also the Core specifications		
<b>Error condition</b>	<b>Code</b>	<b>Message</b>	
Date is earlier than 1900-01-01	400	The date cannot be before 1900-01-01.	
Date is later than the current date	400	That date is in the future; enter a date no later than today.	

## 8.2.5 PAGE NUMBER

Parameter	page		
Note	Core		

## 8.2.6 NUMBER OF RESULTS PER PAGE

Parameter	pageSize		
Note	Core		

## 9 FIND THE STATUS OF A GIVEN CLAIM

### 9.1 WEB SERVICE

Endpoint	GET /claims/status
Results	See 10.3, Return the status of processed claims
Note	Requests from Eos the registration status of a selected claim submitted by the organisation sending the query.

### 9.2 SEARCH CRITERIA

#### 9.2.1 CLAIM NUMBER

Path	claimNumber
Required?	Yes
Note	Core specification, section 6.1.1

#### 9.2.2 VENDOR ID

Parameter	vendorId
Required?	Yes
Note	Core

#### 9.2.3 PROVIDER ID

Parameter	providerId
Required?	Yes
Note	Core

## 10 RETURN THE SEARCH RESULTS

This section describes success results for the queries in sections 3-9.

The Core specification, section 2.5, describes what happens when a valid, authorised query returns no results, or only some of a list of results.

### 10.1 RETURN A SUMMARY OF SUBMITTED CLAIMS

Parameter	<p>A valid, authorised query from each of the following endpoints returns a summary list of claim requests submitted to ACC:</p> <ul style="list-style-type: none"> <li>• GET /claims/summary/status, section 3</li> <li>• GET /claims/summary/patient, section 4</li> <li>• GET /claims/summary/{claimNumber}, section 5</li> </ul>
Success	<p>Results include:</p> <ul style="list-style-type: none"> <li>• claim ID, the unique identifier for this submitted claim</li> <li>• claim number, the ACC45 number</li> <li>• the date the claim request was submitted</li> <li>• the submission status, that is Failed or Receipted</li> <li>• patient's first name and family name</li> <li>• the names of the facility and the treatment provider.</li> </ul>
Example	<pre>"claims": [   {     "id": "000a7c8a94380ad8eceebeeb1fd62369f63a8df4",     "organisation": "ACC",     "claimNumber": "EE97658",     "claimStatus": "Failed",     "patientName": "Chuck Norris",     "dateCreated": "2017-09-25",     "invalidReason": "5",     "invalidReasonDescription": "Claim Form Number not unique: A claim matching this number already exists.",     "pmsName": "CONFIRM-apigee: developer.app.name",     "facilityName": "Nut House Test 12345 Testing Test",     "treatmentProvider": "Default ACC Provider ID",   } ]</pre>

## 10.2 RETURN DETAILS OF A SUBMITTED CLAIM

Parameter	<p>A valid, authorised query from the following endpoint returns complete details of the selected claim request, in its submitted status whether Failed or Received:</p> <ul style="list-style-type: none"> <li>• GET /claims/claimid, section 6</li> </ul>
Success	<p>Results generally include, for the selected claim request, all those listed in section 10.1 plus:</p> <ul style="list-style-type: none"> <li>• the provider’s contact details and address</li> <li>• the patient’s contact details, address, employment details, partial NHI number, date of birth, gender, and ethnicity</li> <li>• details of the injury and diagnoses</li> <li>• details of any fitness-for-work periods</li> <li>• any referrals.</li> </ul> <p>If the claim is sensitive, or the patient is working for an accredited employer, the following details are not available:</p> <ul style="list-style-type: none"> <li>• injury details, including the accident date</li> <li>• partial NHI number</li> <li>• diagnosis details, except for the result.</li> </ul>

## 10.3 RETURN THE STATUS OF PROCESSED CLAIMS

Parameter	<p>A valid, authorised query from each of the following endpoints returns the registration status of the selected claims:</p> <ul style="list-style-type: none"> <li>• POST /claims/status, section 7</li> <li>• GET /claims/status/filter, section 8</li> <li>• GET /claims/status, section 9</li> </ul>
Success—normal case	<p>Results generally include, for each claim retrieved:</p> <ul style="list-style-type: none"> <li>• ACC45 number or Eos number</li> <li>• claim number</li> <li>• cover status (see Table 3 for possible values)</li> <li>• injury details*</li> <li>• partial NHI number*</li> <li>• accident date*</li> <li>• diagnoses*, including for each diagnosis: <ul style="list-style-type: none"> <li>– code type and code, with the SNOMED code if available</li> <li>– diagnosis action, description, and side</li> <li>– the registration status (see Table 4 for possible values)</li> <li>– any error codes</li> </ul> </li> <li>• the result code (0 or 1) for each diagnosis.</li> </ul> <p>*If the claim is sensitive, or the patient is working for an accredited employer, the starred details are not available.</p>

```

Example 1      "acc45Number": "KQ76687",
               "claimNumber": "KQ76687",
               "coverStatus": "Accept",
               "injuryResolved": null,
               "injuryResolvedFromDate": null,
               "injuryResolvedToDate": null,
               "partialNHINumber": "HEG6",
               "accidentDate": "2015-03-24T00:00:00",
               "diagnoses": [
                 {
                   "diagnosisCodeType": null,
                   "diagnosisCode": "S5504",
                   "diagnosisDescription": "Sprain, tendocalcaneus
(Achilles tendon)",
                   "snomedCode": "22817005",
                   "snomedCodeDescription": "Sprn,tndocalcan(Achilles
tndn)",
                   "injuryStatus": "Provisional",
                   "resultErrorCode": "EM00",
                   "resultError": null,
                   "diagnosisAction": null,
                   "diagnosisSide": "left"
                 },
                 {
                   "diagnosisCodeType": null,
                   "diagnosisCode": "S5V0.",
                   "diagnosisDescription": "Rupture achilles tendon",
                   "snomedCode": null,
                   "snomedCodeDescription": null,
                   "injuryStatus": "Approved",
                   "resultErrorCode": "EM00",
                   "resultError": null,
                   "diagnosisAction": null,
                   "diagnosisSide": "left"
                 }
               ]

```

## Example 2

```

    "acc45Number": "JT40558",
    "claimNumber": "10026718472",
    "coverStatus": "Accredited Employer",
    "injuryResolved": null,
    "injuryResolvedFromDate": null,
    "injuryResolvedToDate": null,
    "partialNHINumber": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
    "accidentDate": null,
    "diagnoses": [
      {
        "diagnosisCodeType": null,
        "diagnosisCode": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "diagnosisDescription": "Not available - please
contact ACC Provider Helpline on 0800 222 070",
        "snomedCode": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "snomedCodeDescription": "Not available - please
contact ACC Provider Helpline on 0800 222 070",
        "injuryStatus": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "resultErrorCode": "EM00",
        "resultError": null,
        "diagnosisAction": null,
        "diagnosisSide": "notApplicable"
      },
      {
        "diagnosisCodeType": null,
        "diagnosisCode": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "diagnosisDescription": "Not available - please
contact ACC Provider Helpline on 0800 222 070",
        "snomedCode": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "snomedCodeDescription": "Not available - please
contact ACC Provider Helpline on 0800 222 070",
        "injuryStatus": "Not available - please contact ACC
Provider Helpline on 0800 222 070",
        "resultErrorCode": "EM00",
        "resultError": null,
        "diagnosisAction": null,
        "diagnosisSide": "notApplicable"
      }
    ]

```

### 10.3.1 STATUS VALUES

A claim processed in Eos may have a status from the following lists:

#### Cover Status Values

Not applicable	Interim Accept
Accept	Pending Accept
Accredited Employer	Pending Accredited Emp
Decline	Pending Decline
Duplicate	Pending Held
Held	Investigating Gradual Process

*Table 3: Eos cover status values*

#### Injury Status Values

Investigating	Provisional
Approved	Declined

*Table 4: Eos injury status values*