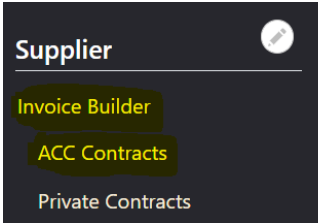


Submitting Invoices to ACC

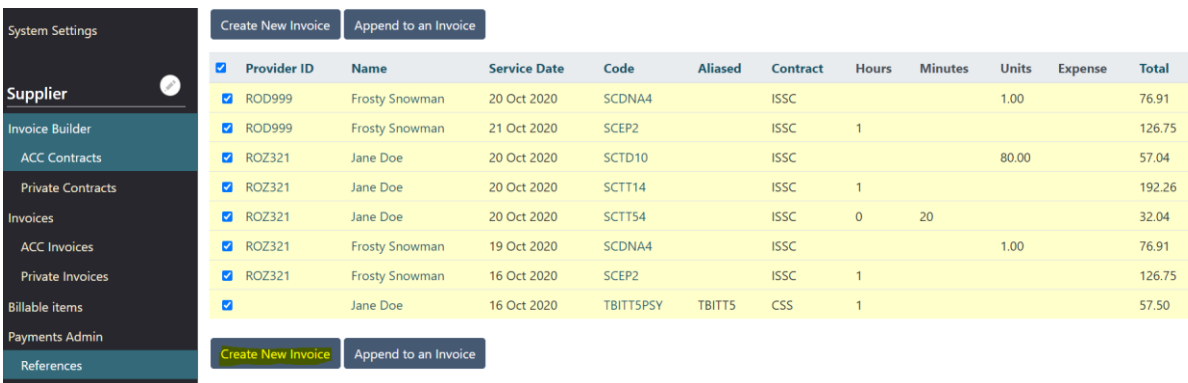
Go to INVOICE BUILDER



Scroll down and you will see all invoices created by all providers

If you have more than one contract on the system – ie. Psych and ISSC, you will need to separate the invoices.

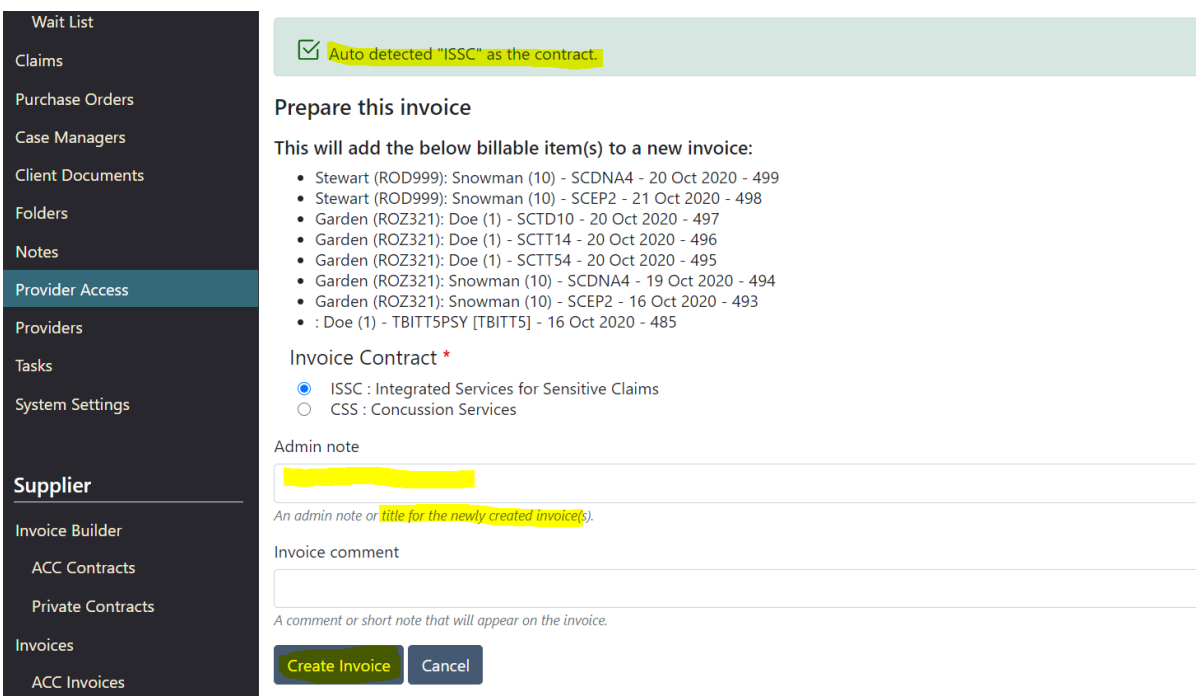
To do this, use the field Contract – type in PSY or ISSC and click FILTER and just the one contract type will show in the invoices below.



A screenshot of the 'Invoices' section in the system. On the left is a sidebar menu with 'Invoices' selected. The main area shows a table of invoice items with columns: Provider ID, Name, Service Date, Code, Aliased, Contract, Hours, Minutes, Units, Expense, and Total. All 'Provider ID' checkboxes are checked. Buttons for 'Create New Invoice' and 'Append to an Invoice' are visible at the top and bottom of the table.

<input checked="" type="checkbox"/>	Provider ID	Name	Service Date	Code	Aliased	Contract	Hours	Minutes	Units	Expense	Total
<input checked="" type="checkbox"/>	ROD999	Frosty Snowman	20 Oct 2020	SCDNA4		ISSC			1.00		76.91
<input checked="" type="checkbox"/>	ROD999	Frosty Snowman	21 Oct 2020	SCEP2		ISSC	1				126.75
<input checked="" type="checkbox"/>	ROZ321	Jane Doe	20 Oct 2020	SCTD10		ISSC			80.00		57.04
<input checked="" type="checkbox"/>	ROZ321	Jane Doe	20 Oct 2020	SCTT14		ISSC	1				192.26
<input checked="" type="checkbox"/>	ROZ321	Jane Doe	20 Oct 2020	SCTT54		ISSC	0	20			32.04
<input checked="" type="checkbox"/>	ROZ321	Frosty Snowman	19 Oct 2020	SCDNA4		ISSC			1.00		76.91
<input checked="" type="checkbox"/>	ROZ321	Frosty Snowman	16 Oct 2020	SCEP2		ISSC	1				126.75
<input checked="" type="checkbox"/>		Jane Doe	16 Oct 2020	TBITT5PSY	TBITT5	CSS	1				57.50

Once you are ready to create the invoice, tick the box next to Provider ID and this will select every billable in the list. Click CREATE NEW INVOICE.



A screenshot of the 'Prepare this invoice' screen. The left sidebar menu has 'Supplier' selected. The main area shows a green notification: 'Auto detected "ISSC" as the contract.' Below this, it says 'Prepare this invoice' and 'This will add the below billable item(s) to a new invoice:'. A list of billable items is shown, including 'Stewart (ROD999): Snowman (10) - SCDNA4 - 20 Oct 2020 - 499'. Under 'Invoice Contract', 'ISSC : Integrated Services for Sensitive Claims' is selected. There are fields for 'Admin note' (with a redacted area), 'Invoice comment', and 'Invoice title for the newly created invoice(s)'. At the bottom are 'Create Invoice' and 'Cancel' buttons.

Give the invoice a Title/Description eg. ISSC 15 07 2019. If you have separated the invoicing per provider, you may want to use the provider's initials eg. KS 15 07 2019.

ACC will reject an invoice that is more than 200 lines

Click CREATE INVOICE

Go to INVOICES

View Edit Delete Revisions

Number 5 Invoice Type ACC
Invoice Date 19 Oct 2020 Invoice Contract ISSC
Invoice Status Draft
Invoice Admin Note
ISSC 19 10 2020

Remove item(s)

<input type="checkbox"/>	Provider ID	Client	Service Date	Code	Expense	Hours	Minutes	Units	Invoice comment	Total	ID
<input type="checkbox"/>	1 ROZ321	Grass	10 Sep 2020	SCEP2		1				126.75	472
<input type="checkbox"/>	2 ROZ321	Grass	06 Oct 2020	SCEP2		1				126.75	473
<input type="checkbox"/>	3 ROD999	khardashian	08 Oct 2020	SCSAL3		1	30			218.64	488
<input type="checkbox"/>	4 ROD999	Duck	12 Oct 2020	SCGS4		1				192.26	470

Remove item(s)

Submit Invoice Invoice List Invoice Builder

Click SUBMIT INVOICE

If there are any errors, you will need to correct them before attempting to resubmit.

SEE BELOW FOR TROUBLE SHOOTING

COMMON ERRORS

NB. PLEASE IGNORE THE MESSAGE FROM ACC THAT TELLS YOU WHICH LINE IS INCORRECT – IT WILL NOT BE ACCURATE AS THE LINES GET SCRAMBLED WHEN SUBMITTED SO THE LINE THAT IS BEING REPORTED WILL NOT CORRESPOND WITH THE INVOICE LINE IN CMS.

- Duplicate claim numbers in the system (usually if you have an inactivated client who has come back and been created again.) If this happens, go to the inactive client and add a letter after the claim number A, B etc to differentiate from the active client.
- No claim number – edit client, enter and resubmit.
- No accident date – edit client, enter and resubmit.
- Hidden spaces before or after claim number, client first name or last name – edit client, enter and resubmit.
- Gaps in the claim number - delete gaps, save, resubmit

- Error on the purchase order number – must be 6-7 numbers
- Accident date pre 1973 (ACC won't accept this) – change it to 1973 using the same day and month as actual.
- Wrong contract code (if you have mixed psych and ISSC)

It is sometimes difficult to work out which line is incorrect – to shortcut this, go to the PO list and see if anything looks out of place, or the list of claim numbers.

Generally speaking, it is often a new client PO or Claim number that is causing a problem, so check the lines of SCGS OR SCADM first.

This list is not exhaustive. If you need help, please contact us using the HELP CENTRE.

Do also check that your Healthlink Certificate is in date. Every time you receive a new disk and password, you need to update this in CMS to submit invoices and download payments.

Instructions can be found in the help sheets for this process.