Konnect NET

Provider Portal
Quick walkthrough

V 1.0

If you have a pending insurance request here are the steps to retrieve the request, upload the required documents and send an invoice for prompt processing. **It is not essential to go through the steps in order.**

Firstly, Log in to Konnect NET

a. Go to **"go.konnect.co.nz"** in your browser
b. Login with your username and password
c. Once logged in, click **"Manage" > "Requests"**
d. Click on the **"patient's name"** to open the request details

Step 1 Review Services Requested

a. Review the details of what has been requested
b. After reviewing this click **"Next Step >"**

Step 2 Review Files Supplied

a. Review the supporting documents supplied by the insurer such as the Purchase Order and the Client Consent
b. After reviewing these files click **"Next Step >"**

Once the report(s) have been completed and are in the form of an electronic file such as a PDF, you will now be ready to upload them directly to the insurer via the Konnect NET Provider Portal:

Step 3 Upload Documents

a. Click **"Upload Documents"** then **"click to upload"** and browse for the file (or) alternatively you can drag and drop the file from your computer into the box

Step 3 Upload Documents continues...

b. Click the **"Upload"** button to confirm
(Once you do this, the report will be automatically encrypted for the authorised insurance personnel to access, so it is essential that you select the correct report before clicking Upload to confirm)
c. When ready **"Next Step >"**

Step 4 Upload Invoice

a. Enter invoice details.
b. Accept guideline price and save to skip invoice upload or enter the total amount and upload a copy of your invoice.
c. Ensure the reference on your system generated invoice matches what's entered here.
d. There's no need to send these invoices by fax, mail, or by any other means.
e. Done!