

## Extending access to primary care services

### Information for general practices, PHOs and DHBs

Bulletin Nine: 25 January 2019

Mauri ora ki a koutou

This is the ninth in a series of bulletins to inform general practices about activities and actions needed post 1 December 2018 implementation of the new primary care initiatives. You can find more information about these changes including previous bulletins on the [Ministry of Health website](#) and in the [PHO Services Agreement](#) (version 6).

This bulletin includes:

- general updates
- information on the new NES go-live date; and
- what you need to do if you decide to opt in to the CSC scheme on 1 April 2019.

### CSC opt-in timeframes

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The next Entry Date into the CSC scheme is 1 April 2019 - **Deadline to notify the Ministry of Health and your PHO is 15 February 2019**

By **15 February 2019** PHOs need to tell the Ministry of Health and their DHB which practices are opting-in to the CSC initiative for the April to June 2019 Quarter (if they have not already opted-in). This notification can be done via email.

The next opportunity to opt in will be from 1 July 2019.

**Please email opt-in information to the following contacts:**

[Rachael\\_Bayliss@moh.govt.nz](mailto:Rachael_Bayliss@moh.govt.nz) and [CBF-CICAdministrator@moh.govt.nz](mailto:CBF-CICAdministrator@moh.govt.nz)

### Practice information on low fees for CSC holders

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The Ministry is still receiving a large number of enquiries about which practices are offering lower fees for CSC holders. If you haven't already, can you please display on your website a list of your practices that are offering lower cost fees for CSC holders? This means the Ministry, DHBs and other support agencies are able to direct the public to the most up to date information.

### The National Enrolment Service (NES)

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On 14 December 2018 the Ministry advised that the proposed start date of 1 February 2019 for CBF payments from the NES, had been deferred. This followed a check with PMS vendors on progress with their

scheduled updates. The vendors had raised concerns about meeting the previously agreed time frames and had sought an extension to allow for longer development and testing windows.

The NES Governance Group has now received progress reports from PMS vendors and has agreed to a revised start date of **1 April 2019**.

Deferment to 1 April 2019 has the following advantages:

- 1 April 2019 is the start of a CBF payment quarter so cutting over from one payment system to another at the start of a cycle is simpler
- PMS vendors have an additional window of up to eight weeks to complete internal and beta testing, reducing the risk of bugs appearing in their production release
- the sector will have more time to adopt the software updates released by vendors, rather than again being under time pressure.

**February 2019 CBF register submissions for Quarter Two 2019 (due 28 February 2019) should continue as usual.**

The registers will be retained as a backup source of enrolment data during Quarter Two 2019 should anything unexpected happen during the transition to the NES.

**Preparations for the February 2019 CBF payments should also continue as usual.**

If you have any queries please contact Andy Inder, Manager, Community and Ambulance, Health System Improvement and Innovation, Ministry of Health ([Andrew.Inder@moh.govt.nz](mailto:Andrew.Inder@moh.govt.nz)) or Gabrielle Roberts, Manager, Primary Care, Health System Improvement and Innovation, Ministry of Health ([Gabrielle.Roberts@moh.govt.nz](mailto:Gabrielle.Roberts@moh.govt.nz)).

## Patient Management Systems

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The Ministry has been notified of the following issues.

### *Medtech*

- During December 2018 some practices experienced the CSC holder enrolment in the NES ending prematurely. Where this has occurred, the advice for practices is to re-enrol the patient in the PMS and the NES, and add a note in the patient's file advising of the reason for the re-enrolment.
- Patients with both a CSC and a High Use Health Card not defaulting to the new CSC fee - practices need to override the fee to ensure the correct amount is charged. Medtech has confirmed that a release to fix this issue will be made available this week.

### *Intrahealth*

- There have been some reports that Intrahealth may have similar issues to Medtech. This is being investigated by the Ministry and vendor, and any new advice will be communicated.

**Note all PMS queries should be directed to your PMS vendor in the first instance.**

## PMS Vendor release dates

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With the NES go-live date now 1 April 2019, the Ministry will work with vendors to confirm updated release dates for PMS software changes.

## Update on CSC matching between MSD and the Ministry of Health

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There is a small percentage of MSD supplied CSC holders that the Ministry is still working to match. Practices are encouraged to use PMS functionality to link CSC details to patients in the NES to further lift matching rates.

If you have any questions please contact [nes\\_enquiries@moh.govt](mailto:nes_enquiries@moh.govt) or the Ministry of Health contact centre (0800 855 066).

## December 2018 payments

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The December 2018 capitation payment was calculated using the patients' age on 1 December 2018 and not 1 October 2018 as per the capitation quarter. This decision was thought to be logical and provides a more accurate funding calculation given the timing for the introduction of the new initiatives. In addition eligibility for zero fees for under-14s was based on young people aged under 14 at 1 December 2018 and on CSC validity at 1 December 2018.

The mid-quarter recalculation was an anomaly due to the 1 December 2018 start date for these initiatives. The approach was discussed and agreed with various sector representatives. Payments for the January to March 2019 quarter will follow the standard process of equal monthly payments using the patients age at 1 January to determine the correct rates.

## Update from ACC

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ACC has received queries from Urgent Care Clinics and Rural General Practice contract holders about invoicing for CSC holders and CSC dependants. In particular, practices have asked whether they can charge two subsidies for people under the age of 14 years and a CSC dependant.

Practices are only entitled to invoice ACC for one subsidy per patient. If a client is under the age of 14 and a CSC dependant, the correct code to bill for is the under 14 subsidy. This is because the client is entitled to a zero fee visit.

For any queries contact ACC via their Provider Helpline: 0800 222 070 or email: [cotr2018@acc.co.nz](mailto:cotr2018@acc.co.nz).

## Update from the Ministry of Social Development

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Could all practices, please remember to call the Ministry of Health contact centre (0800 855 066) to check whether a dependant of a CSC holder is eligible, or to update the NES.

MSD is experiencing a significantly increased volume of queries regarding this.

Refer to [online bulletins](#) (Bulletin Update Five) for the process that practices need to follow to add a person's CSC information into the NES so they are charged the correct fee under the new scheme.

## Key information for your public facing communications

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- Posters and information sheets for practices and their patients are available at [health.govt.nz/zerofees](http://health.govt.nz/zerofees).
- Versions in te reo Māori, Samoan, Tongan, simplified Chinese, Korean, Tuvaluan and Tokelauan are also available at [health.govt.nz/zerofees](http://health.govt.nz/zerofees).

- Images for visual display screens are available in English so that practices can place this information on waiting room screens. Go to [health.govt.nz/zerofees](http://health.govt.nz/zerofees) for these resources.
- Please ensure your information for patients is up-to-date such as websites and waiting room information.
- Key messages and information sheets were developed and sent to the Ministry of Health, ACC and Work and Income call centres and Healthline.
- The Ministry is beginning to look at further communications for the public and will start working with DHBs and PHOs on what this might look like.

## Frequently asked questions

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### Community Services Card

#### ***What do I do if the CSC entitlements for dependants of CSC holders are not showing in the PMS?***

In the first instance practices can make or link to a CSC holder so they become eligible in the NES, and should do this as this is enabled in the PMS' upgrade packages.

The Ministry of Health contact centre (0800 855 066) can also see the NES and all entitlement transaction updates made by the practice. The contact centre can help practices if there is a problem with the entitlements showing for a child that the practice isn't able to amend through their PMS.

#### ***What does the CSC scheme mean for patients with a HUHC?***

The HUHC benefits for patients are not outlined in the PHO Services Agreement and as such HUHC benefits vary nationally (funding rates are noted in the Agreement).

HUHC patients with a CSC will be entitled to CSC lower cost visits when a practice has opted-in. Benefits for HUHC holders without a CSC are up to the practice to determine. The HUHC funding stream remains unchanged by the CSC initiative. The Ministry website has also been updated to reflect this.

#### ***How often does a HUHC need to be re-issued?***

A HUHC expires every 12 months from the date of issue. For more information about eligibility and the process for applying refer to the [High Use Health Card payments page](#) on the Ministry website.

### Pharmacy

#### ***When does the new prescription subsidy year start?***

The new prescription subsidy year starts from 1 February each year. From this date once an individual or family has paid for 20 prescription items they become eligible for the prescription subsidy card. This means that no more \$5 prescription fees will be charged until 1 February the following year.

For this subsidy a family is defined as up to two adults and their dependant children aged from 14 up to 18.

Eligibility is managed by the person's pharmacist and any pharmacy can electronically check eligibility.

For more information refer to the [prescription subsidy scheme page](#) on the Ministry website.

### Aged Residential Care

#### ***What are the CSC fee arrangements for primary care services in aged residential care?***

If your practice has contracts with Aged Residential Care providers, you should discuss the approach to fees for CSC holders with the provider.

## Further information

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The Ministry of Health will continue to provide [online bulletins](#) to DHBs, PHOs and practices as needed. These updates will also provide information about NES implementation.

Thank you for your support and hard work to provide people with greater access to primary care.

Ngā mihi nui ki a koutou katoa