

## Extending access to primary care services from 1 December 2018 Information for general practices, PHOs and DHBs

Bulletin Five: 16 November 2018

Mauri ora ki a koutou

This is the fifth in a series of bulletins to inform general practices about steps that need to be taken to enable implementation of the new primary care initiatives from 1 December 2018. More information about these changes including previous bulletins can be found on the [Ministry of Health website](#) and in the [PHO Services Agreement](#) (version 6).

This bulletin provides the most recent information on key dates and focuses on **what you need to do now** to be ready for 1 December 2018.

- Practices need to familiarise themselves with the timeframes for IT changes required and start scheduling IT upgrades where required for a 1 December roll-out.
- Practices with questions about IT changes should talk to their PHO or contact their PMS vendor.
- CSC numbers are automatically matched by the Ministry to NHIs and flow nightly from NES to PMS systems.
- Bulletin Six will include information to support practices to talk with their patients about the new initiatives (such as posters for waiting rooms and an information sheet to hand out to patients).
- Practices still waiting for information on financial modelling should contact their PHOs.

### Key dates for general practices, PHOs and DHBs

Key dates: CSC	Comments
Information about funding arrangements <b>varies by PHO.</b>	<ul style="list-style-type: none"> <li>• Practices should <b>contact their PHO</b> if they have not received information about the financial modelling for their practice.</li> <li>• Note the annual capitation funding rate table for 1 December 2018 to 30 June 2019 is provided with this bulletin.</li> <li>• Further payment information is available in Schedule F1.1 in the <a href="#">PHO Services Agreement</a>.</li> </ul>
PMS vendors have provided <b>test and release plans</b> for the <b>1 December 2018</b> roll-out date.	<ul style="list-style-type: none"> <li>• Practices that require a third-party IT provider to perform PMS updates should check the release date for their product and begin to schedule the upgrades accordingly.</li> </ul>
By <b>1 December 2018</b> PHOs and general practices have provided information to their patients about the new initiatives.	<ul style="list-style-type: none"> <li>• Please ensure your information is updated such as website and waiting room information.</li> <li>• Note the Ministry will make communications for the public available to practices from the week commencing 19 November 2018.</li> </ul>

Key dates: CSC	Comments
By <b>11 February 2019</b> non-Very Low Cost Access (VLCA) practices that have not opted-in already, need to tell their PHOs if they are opting-in to the CSC initiative for the April to June 2019 quarter.	<ul style="list-style-type: none"> <li>By <b>15 February 2019</b> 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).</li> </ul>

## Reminder for PHOs

---

A reminder can PHOs please check with your practices to ensure they have the information they need and let the Ministry know if there is anyone else to add to the bulletin update email distribution list.

## CSC opt-in timeframes post 1 December 2018

---

Entry Dates into the CSC scheme that were agreed at the PSAAP negotiations are:

- 1 December 2018
- 1 January 2019
- 1 April 2019.

Please note the **key date of 15 February 2019** is the deadline for PHOs to tell the Ministry and their DHB which practices are opting-into the CSC initiative for the April to June 2019 quarter.

**Practices do not need to opt-into zero fees for under-14s as this will automatically take place** (this is why under-14s have not been included in the opt-in template). Practices will attract an additional subsidy from the Government for under-14s for 2.2 visits per year per enrolled child aged 6-13.

### **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)

## Annual capitation funding rate table for 1 December 2018 to 30 June 2019

---

A table detailing the annual capitation funding rates for 1 December to 30 June 2019 was emailed out with Bulletin Four. This information is also included with this bulletin update.

## Update from ACC

---

ACC has increased contributions for injury-related consultations. The new rates and codes are now available on the [ACC website](#). Practices should have received information from ACC. ACC can be contacted via email: [cotr2018@acc.co.nz](mailto:cotr2018@acc.co.nz) or the Provider Helpline 0800 222 070.

## PMS Vendor release dates

---

PMS system functionality changes are being made simultaneously with other implementation changes needed by practices. PMS vendors have provided test and release plans for the 1 December 2018 roll-out date. Practices that require a third-party IT provider to perform PMS updates should check the release date for their product and begin to schedule the upgrades accordingly.

**Refer to the vendor test timeline provided with this bulletin for release dates.**

**Note: all queries about software updates need to be directed to your PMS vendor.**

## Frequently asked questions

---

### Zero Fees for Under-14s

***What is the policy for zero fees for under-14s after-hours services?***

DHBs are required to ensure reasonable travel time (maximum 60 minutes) to after-hours general practice and pharmacy services for 95 percent of the enrolled population. This after-hours policy applies to all children aged under-14 irrespective of their enrolment status with a general practice.

DHBs will ensure arrangements will be in place for meeting coverage requirements.

### Community Services Card

***Who is a dependant for the purposes of lower CSC fees?***

A person's dependants are children aged under 18 years who they financially support and who live as a member of their family. This may include stepchildren, children at boarding school, adopted children, grandchildren, mokopuna.

The definition of a dependant comes from the Social Securities Act. [Click here](#) for more information.

***Will the National Enrolment Service (NES) have CSC entitlements for dependants of CSC holders?***

The NES will show CSC dependant entitlements for any children where details have been provided by MSD to the Ministry of Health.

CSC dependants (aged 14-17 years) that are not captured in the NES will need to be added by practices into the NES through PMS systems.

To add a CSC dependant entitlement for a child, practices will need to get the caregivers card number to enter into the NES. The caregiver can show the practice their CSC card if they have it or the practice can search for the caregiver in their system and lookup the card number on the NES. As a reminder, the dependant having the consultation must be enrolled in that practice to receive lower fees. Their caregiver may or may not be enrolled at the practice.

As long as one entitlement is showing in the NES for the child, the practice can give the discount and does not need to add anything more to the NES for this child. The child entitlement doesn't have to be for the caregiver known to the practice or visiting with the child. A child may show in the NES as having two entitlements under two caregivers card numbers. This is okay. If the practice has made a mistake and needs to remove an entitlement that they have added for a child or need to correct the card number used for the child, the PMS will allow practices to do so.

## **What do I do if enrolled patients do not have their CSC status showing in the NES?**

When a person enrolls it is important to ask them if they have a CSC entitlement and check that it is showing in the NES.

If a person presents with a valid CSC but this card does not show in the NES, the practice must add the card number in the NES to receive funding. Ministry of Health matching processes will use this information to increase matching accuracy.

The CSC PMS upgrade will allow practices to add missing cards to a patient as long as the card number is in the Ministry of Health's unmatched list.

## **How will CSC holder details be matched between the Ministry of Social Development and the Ministry of Health?**

Key matching dates are outlined in the table below.

<b>CSC holder matching dates</b>	<b>Comments</b>
26 November 2018	MSD will provide the Ministry with a data feed of CSC holders including those that are newly eligible for lower-cost GP visits from 1 December. This data will be matched to an NHI (where possible) and loaded into NES.
26-28 November 2018	Updated CSC holders in NES will be visible in PMS systems. Practices that have deployed new PMS software will be able to more easily access CSC details for dependants from NES and add missing CSC details where the Ministry has been unable to establish an NHI match. CSC changes will flow through each night on an ongoing basis to practices.
28 November 2018	The Ministry will provide PHOs with an updated ASR file that includes a refresh of CSC holder data. PHOs may distribute this file to practices to update CSC holder data in practice management systems.
28 November 2018	The Ministry will calculate December 2018 payments using the refreshed CSC holder information.
1 December 2018	Practices who have opted-in to the CSC scheme from 1 December begin to offer lower fees for CSC holders.
15 December 2018	December payments made.

## **Communications for the public**

### **Information for practices to display and distribute**

#### **Posters for the public**

Posters outlining the new primary care initiatives have been developed by the Ministry of Health. There are versions for both VLCA practices and non-VLCA practices. We anticipate the English language versions will be available to download from the Ministry's website next week. Posters are intended for display **from 1 December** by general practices and other providers such as pharmacies.

Versions in te reo Māori, Samoan, Tongan, simplified Chinese, Korean, Tuvaluan and Tokelauan are under development and will be available late November/early December.

'Writeable' English language versions of the two posters will also be available. Practices can put into these their practice name, details of when they are offering lower cost visits for patients with CSCs, and their logo.

### ***Information sheets for the public***

We are also finalising information sheets for practices to hand out to the public, with further details about the changes, and frequently asked questions. These will be available from the week commencing 19 November 2018. Versions have been prepared for VLCA and non-VLCA practices.

### ***PHO and general practice websites***

A reminder for general practices and PHOs to ensure websites are updated by 1 December 2018 with fee information for zero fees for under-14s and the CSC schemes.

## **Further information**

---

The Ministry of Health will continue to provide [online bulletins](#) to DHBs, PHOs and practices to support implementation. Practices are encouraged to talk with their PHO about local implementation arrangements.

Thank you for your support and action as we put in place initiatives to provide people with greater access to primary care.

Ngā mihi nui ki a koutou katoa