

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

Bulletin Six: 23 November 2018

Mauri ora ki a koutou

This is the sixth in a series of bulletins to inform general practices about steps needed to implement the new primary care initiatives from 1 December 2018. 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 provides the most recent information on key dates and focuses on **what you need to do now** to be ready for 1 December 2018.

- Posters and information sheets for the public are provided with this bulletin
- Practices need to familiarise themselves with the timeframes for IT changes and schedule IT upgrades where required for a 1 December roll-out.
- If you have questions about IT changes talk to your PHO or contact your PMS vendor.
- CSC numbers are automatically matched by the Ministry of Health to NHIs and flow nightly from NES to PMS systems.
- Practices still waiting for information on financial modelling should contact their PHOs.

Key dates for general practices, PHOs and DHBs

Key dates:	Comments
Communications for the public	<ul style="list-style-type: none"> • Posters and information sheets for practices are provided with this bulletin. You can use these to provide your patients with information about the CSC and under-14s schemes. • From 1 December 2018 the Ministry of Health will have updated information about these changes on its public facing web-pages. • In the New Year the Ministry will work with DHBs and PHOs on further communications to the public. This timing is because we are mindful that summer adds additional demands on practices.
PMS vendors have provided test and release plans for the 1 December 2018 roll-out date.	<ul style="list-style-type: none"> • 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.
By 1 December 2018 PHOs and general practices have provided information to their patients about the new initiatives.	<ul style="list-style-type: none"> • Please ensure your information is updated such as website and waiting room information.

Key dates:	Comments
	<ul style="list-style-type: none"> The Ministry will make communications for the public available to practices from the week commencing 19 November 2018.
<p>By 11 February 2019 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.</p>	<ul style="list-style-type: none"> 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).
<p>Information about funding arrangements varies by PHO.</p>	<ul style="list-style-type: none"> Practices should contact their PHO if they have not received information about the financial modelling for their practice. The annual capitation funding rate table for 1 December 2018 to 30 June 2019 is provided with this bulletin. Further payment information is available in Schedule F1.1 in the PHO Services Agreement

Reminder for PHOs

Could 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 based on 2.2 visits per year (previously 2.0) 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

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 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 schedule the upgrades accordingly.

Vendors have confirmed the January release dates for updates to the NES functionality in their PMS.

Medtech customers - actions for January 2019

Medtech customers also need to run an extra utility (tool) with the update.

The utility will:

- switch-over from quarterly to monthly funding
- check the enrolment status of all patients in NES and update the PMS funding display accordingly, and
- update the common practitioner number (CPN) and Facility ID recorded against enrolments where this is recorded incorrectly in the NES.

There may be exceptions reported from the utility that need following up.

The timeframe to complete the update and run the utility is short. Medtech will release the update on **18 January 2019**, and their customers will have until **30 January 2019** to complete the tasks.

Practices are encouraged to run the utility as soon as it is available, to allow time for the register to be processed through NES. This is especially important for practices that receive capitation based funding (CBF) payments divided by practitioner CPN number or Facility ID.

Practice managers should schedule local IT service providers to complete this work as early as possible given there are holiday weekends in both Wellington and Auckland during this period that could affect availability.

The first CBF payment made from the NES enrolment data will be based on enrolments in the NES on 31 January 2019.

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

Payments:

When will PHOs/MSOs be sent copies of the December 2018 payment calculations?

The Ministry anticipates sending these files out to PHOs/MSOs between 3 -7 December 2018.

Community Services Card:

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

The Ministry of Health contact centre (0800 855 066) can 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.

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.

CSC holder matching dates	Comments
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 and information sheets for the public will be available for you to print out from the Ministry of Health website on Monday 26 November 2018. We will also email the links to these out to you with the next bulletin.

Posters for the public

Posters outlining the new primary care initiatives have been developed by the Ministry of Health. There are versions for VLCA practices and non-VLCA practices. The English language versions are provided with this bulletin. Posters are intended for display **from 1 December** by general practices and other providers such as pharmacies and community facilities.

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

'Writeable' English language versions of the two posters are also 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

Included with this bulletin are information sheets for practices to hand out to their patients. The information sheets also include frequently asked questions. There are versions 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.

Key messages and call centre scenarios

We are preparing key messages and information sheets to give to the Ministry of Health, ACC and Work and Income call centres and Healthline.

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