

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

Bulletin Seven: 29 November 2018

Mauri ora ki a koutou

This is the seventh 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.

Key information for your public facing communications

- Posters and information sheets for practices were emailed with bulletin six. These posters are also available at health.govt.nz/zerofees.
- Images for visual display screens are now available in English so that practices can place this information on waiting room screens. Go to health.govt.nz/zerofees for these resources.
- You can use these resources to provide your patients with information about the CSC and under-14s schemes.
- Please ensure your information for patients is updated for 1 December such as websites and waiting room information.
- 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.

Small official launch of the new primary care initiatives

The Ministry understands a small official launch will take place on Friday 30 November 2018. As there may be public interest in this, Healthline will put on extra staff in anticipation of this to cover any surge in calls.

PMS Vendor release dates

PMS Software Changes

While best endeavours have been made by PMS vendors to release their software upgrades as soon as possible, there has been some slippage due to issues found during beta testing.

- Medtech completed the release of the Medtech32 and Evolution PMS application updates for CSC and zero fee for under-14s changes last night (28 November 2018).

- MyPractice also completed their release last night (28 November 2018) and are actively working with practices to configure local systems by 30 November 2018.
- Intrahealth released a topic sheet with guidance for practices yesterday (28 November 2018). The release of Profile for Mac and Profile for Windows will follow during December 2018 (dates to be advised).
- Valentia is ready to go for 1 December 2018. As this is cloud based software no installations are required by practices.
- Best Practice VIP will be released by 30 November 2018.

We recognise that the tight time frames have also increased pressure on PHOs and practices to prepare for go-live of the new initiatives and we appreciate your patience in working through the required changes. We recommend you proceed with any installed procedures as soon as possible.

Medtech PMS Changes - BPAC radiology referrals

The Ministry has been notified of an issue relating to the BPAC radiology referral form (Pre-population of CSC number) used in Hutt Valley and Capital and Coast DHB regions with Medtech's software. Early indications are that only a very small number of patients may be impacted and the Ministry's recommendation is to proceed with the upgrade as soon as possible. Concerns relating to this issue should be addressed to BPAC in the first instance.

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

Medtech customers - actions for January 2019

- Medtech customers also need to run an extra utility with the update. The utility will switch-over from quarterly to monthly funding, check the enrolment status of all patients in their register to better align with NES data, and will update the common practitioner number (CPN) and Facility ID recorded against enrolments where this is recorded incorrectly in the NES.
- 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.
- The Ministry is encouraging practices to run the utility immediately once received, to allow time for their register to be processed through the NES. This is especially important for practices that receive capitation based funding (CBF) payments divided by practitioner CPN number or Facility ID.
- There may also be exceptions reported from the utility that need following up. 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.

Update from ACC

ACC has increased contributions for injury-related consultations and the new rates are available on the [ACC website](#). PMS vendors have advised ACC the updates will be ready for practices by 1 December. Practices will be contacted by their vendor if they need to download the update, otherwise it will be available automatically on 1 December. If practices are unsure of what they need to do, they should contact their PMS vendor support team directly.

Practices without a practice management system will continue to invoice ACC for services as usual, using the new [rates](#) from 1 December.

ACC can be contacted via email: cotr2018@acc.co.nz or the Provider Helpline 0800 222 070.

ACC Rural General Practice after-hours co-payments

Some general practices have sought clarification about after-hours co-payments for CSC holders and their dependants as part of the rural general practice contract variation.

In order to meet the terms and conditions of the contract, ACC expects providers to provide the rates outlined in the contract at all times. This means rural general practice should be charging CSC holders a maximum co-payment of \$18.50 (and their dependants aged 14 to 17 years a maximum of \$12.50) at all times. This expectation also applies to the zero-fees for under-14s scheme.

However, for Ministry of Health funded medical-related visits the CSC scheme applies to daytime visits only – there are no changes to the rules for after-hours and GMS related services. Zero fees for under-14s applies to day time and after-hours standard general practice consultations.

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.

What changes will be made to the December spreadsheets that we upload for the practice payment?

From 1 December onwards, the PHO Person extracts, PHO Finance Extracts and PHO Payment Notification will include CSC funding details and the change from zero fees for under-13s to zero fees for under-14s.

The PHO Person Extracts include additional columns as requested by some PHOs. These files with new formatting have been made available to the PHO's based on the parallel calculation with NES data, which the Ministry has been running.

Note that a one-off update ASR file containing the newly entitled CSC details will be released to all PHOs was released on Wednesday 28 November 2018. This is an optional upload for PHO reporting purposes, as the National Enrolment Service (NES) has been updated with newly entitled CSC details already and will continue to be updated nightly. For any questions email CBF-CICAdministrator@moh.govt.nz.

When is the switchover to the NES for payments?

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

High User Health Card (HUHC)

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.

Aged Residential Care

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

Community Services Card:

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

In the first instance practices can make an entitlement 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.

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

Details of successfully matched card holders are made visible to general practices via the NES, including the card number and expiry date. The matching process has achieved an accuracy of more than 99 percent (822,000 cards).

Any CSC details that can't be matched automatically are stored separately and matched manually by the Ministry. General practices will have the ability to do a similar match through the NES enabled by the vendor PMS updates released late November 2018. There are approximately 8,874 unmatched cards in circulation as at 28 November 2018. You can also use the same facility to match a dependant to a caregiver adults CSC.

The Ministry of Social Development has recently provided a feed of new CSCs issued to 78,466 public housing tenants and Accommodation Supplement recipients, which are now matched and in the NES.

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 - **Now closed**
- 1 January 2019 - **Now closed**
- 1 April 2019 - **Deadline 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).

Practices do not need to opt-into zero fees for under-14s as this will automatically take place.

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

Communications for the public

Information for practices to display and distribute

Posters and patient information sheets were emailed out to primary care on Friday 23 November 2018. You can also access these resources on the Ministry of Health website at health.govt.nz/zerofees.

Posters for the public

Posters outlining the new primary care initiatives were emailed to you on Friday 23 November 2018. There are versions for VLCA practices and non-VLCA practices. Posters are intended for display **from 1 December 2018** 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 will be available soon.

'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.

Images for visual display screens are now available in landscape so that practices can place this information on waiting room screens. Go to health.govt.nz/zerofees for these resources.

Information sheets for the public

Information sheets for practices to hand out to their patients were also emailed out on Friday 23 November 2018. The information sheets 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

Key messages and information sheets have been developed for 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