

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

**Bulletin Four: 9 November 2018**

Mauri ora ki a koutou

This is the fourth 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 now 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 should contact their PHOs for information on financial modelling.
- Practices should have advised their PHO whether they are opting-in to extending low-cost visits to Community Services Card (CSC) holders.
- PHOs need to follow-up with practices who have not responded to the CSC opt-in template in order to meet the 14 November deadline for informing their DHB and the Ministry of Health (the Ministry).
- Practices need to familiarise themselves with the timeframes for IT changes required for a 1 December roll-out (note the PMS vendor timeline provided with this bulletin).
- Practices do not need to opt-into zero fees for under-14s as this will automatically take place.
- CSC numbers are automatically matched by the Ministry to NHIs and flow nightly from NES to PMS systems.

### 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> |
| By <b>30 October 2018</b> non-Very Low Cost Access (VLCA) practices should have informed their PHOs whether they are opting-in to the CSC initiative for December 2018 and the January to March 2019 quarter. | <ul style="list-style-type: none"> <li>• Practices should have received a template from their PHO to advise their PHO whether they are opting-in to extending low-cost visits to CSC holders.</li> </ul>   |
| By <b>14 November 2018</b> PHOs need to tell the Ministry and DHBs which practices are opting-in to the CSC initiative for December 2018 and the January to March 2019 quarter.                               | <ul style="list-style-type: none"> <li>• PHOs will send completed templates to the Ministry and their DHB contact.</li> </ul>  |

| Key dates: CSC  | Comments  |
|---|---|
| PMS vendors have provided <b>test and release plans</b> for the 1 December 2018 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>11 February 2019</b> non-Very Low Cost Access (VLCA) practices need to tell their PHOs whether 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.</li> </ul> |

## Feedback received from general practices

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The Ministry has received feedback that some general practices are not receiving the bulletin updates or sufficient information to support implementation.

### Can PHOs please:

- check with your practices to ensure they have the information they need
- remind practices to complete and return their opt-in templates if they have not done so already
- provide additional PHO contacts if needed to the Ministry for the bulletin update email distribution list.

## CSC opt-in templates are due to the Ministry of Health by 14 November 2018

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- By 14 November 2018, PHOs need to send their completed opt-in templates to both their DHB and the Ministry via email. Please email templates to the following Ministry contact addresses.

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

- 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 are not included in the opt-in template). Practices will attract an additional subsidy from the Government for under-14s.

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

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A table detailing the annual capitation funding rates for 1 December to 30 June 2019 is included with this bulletin update.

## Update from ACC

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ACC has final approval from Government to increase contributions for injury-related consultations. The new rates and codes are now available on the [ACC website](#). Practices will receive additional information from ACC over the next week.

## Correction to the NZ Doctor CSC article published on 2 November 2018

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The NZ Doctor article titled *Fear of utilisation rise with rollout of cheaper fees in December*, published on 2 November 2018, incorrectly states in paragraph 4:

*The Ministry of Health has based its corresponding capitation increase to meet the lower fees for CSC patients on a **utilisation rate of 2.2 visits per year**.*

This utilisation rate is incorrect. The rate quoted by NZ Doctor is the utilisation rate (2.2 visits per child per year) for zero fees for under-14s (6-13 year olds).

The CSC scheme will be funded at a range of utilisation rates depending on age bands (refer to the annual capitation funding rate table provided with this bulletin).

## PMS Vendor release dates

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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 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. The Ministry will work with PHOs to assist practices who have opted in to the CSC scheme if there is any late delivery of the PMS functionality.

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

## Frequently asked questions for general practice

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### ***When will newly eligible people be issued a CSC?***

People who will become eligible for a CSC from 1 December under the new rules will not need to apply for a card. During the first week of December their card will be posted to them. Due to the new benefits of having a CSC there are likely to be more people who apply for a card. Practices can direct their patients to the [Work and Income website](#) or call the **Community Services Card line on 0800 999 999**.

### ***How will I know if my patient has a CSC? Will they need to bring their card into the practice?***

Your practice will make the PMS upgrade before 1 December. This will allow you to see if your patient has a CSC. If your practice has opted in to the CSC scheme you should charge your patient the new CSC discounted rate.

Patients do not need to have their physical card to get the discount. Some cards are issued automatically and so in some cases your patient may not realise they have a CSC card.

### ***What if my patient has a card but it's not showing in NES?***

Sometimes NES is unable to match the patients demographic details held by the Ministry of Social Development (MSD) to their NHI. This means that the card details may be in NES but not matched to the

patient. Your PMS will allow you to match the patient to the card within NES. Refer to your vendor instructions on how to do this.

**What about the children of cardholders?**

Dependents of CSC holders are entitled to CSC discounts. Dependents (14-17) will be added to NES with the young person showing in your PMS as having a CSC dependent entitlement. If the NES is not showing a link to a CSC for the young person who you deem to be entitled, your PMS will allow you to add the entitlement to the young person in NES.

While we expect all PMS systems to be updated with this capacity for practices to link CSCs to a person by 1 December, for any that haven't the Ministry will provide a fall-back option to add dependents.

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

| CSC holder matching dates | Comments   |
|---------------------------|--|
| 26 November 2018          | MSD will provide the Ministry with a data feed of Community Services Card (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**

Production of the posters is on track. The posters will initially be available in English, and shortly after in Te Reo Māori, Samoan, Tongan, simplified Chinese, Korean, Tuvaluan and Tokelauan.

The English language posters will be available in PDF for download from the Ministry's website from mid-November, for display from 1 December.

Key messages and frequently asked questions are being developed for the public.

## Further information

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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