

Extending access to primary care services

Information for general practices, PHOs and DHBs

Bulletin Eight: 14 December 2018

Mauri ora ki a koutou

This is the eighth 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 includes general updates and information on what you need to do if you decide to opt in to the CSC scheme on 1 April 2019.

Call centre hours over the holiday period

The Ministry of Health Contact Centre and the Ministry of Social Development Call Centre are open 8am-5pm over the holiday period except:

- 25 December 2018 - Closed
- 26 December 2018 - Closed
- 1 January 2019 - Closed
- 2 January 2019 - Closed

During the holiday period a reduced number of staff will be rostered on as lower call volumes are expected.

The Ministry of Health office is closed for a two-week period from 5pm Friday 21 December 2018 and reopens 9am Monday 7 January 2019.

Which call centre to contact

The Ministry of Social Development Medline is for health providers to call and confirm that a person holds a valid CSC. The need to call this line is now diminishing for primary care as 930,000 CSC records are in the National Enrolment Service (NES) and are available to be viewed in your PMS. Practices also have the ability to link a CSC card to a patient in the NES

The Ministry of Social Development Call Centre CSC line 0800 999 999 is for public enquiries about applying for a CSC or checking CSC eligibility.

CSC opt-in timeframe for 1 April 2019

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). This notification can be done via email.

Please email opt-in information to the following contacts:

Rachael_Bayliss@moh.govt.nz and CBF-CICAdministrator@moh.govt.nz

Practice information on low fees for CSC holders

A reminder for PHOs – 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 and DHBs are able to direct the public to the most up to date information. We are receiving a number of enquiries about this.

Update on CSC matching between MSD and the Ministry of Health

The Ministry is resolving issues with missing CSC details in the NES. Thank you for your feedback on this.

The NES now contains over 930,000 active CSC entitlements. The December payment will include the dependants and additional CSC holders that were missed off the first Age Sex Register (ASR) list given to PHOs and MSOs on 1 December 2018.

PHOs and MSOs were notified on 12 December 2018 that an updated ASR file is available to download from the usual SFTP folder.

The ASR file provided to PHOs and MSOs on 1 December contained 830,000 CSC entitlements. Since then the Ministry has included approximately 50,000 dependants and a further 50,000 CSC holders have been matched with data recently supplied by MSD.

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 email CBF-CICAdministrator@moh.govt.nz

Key information for your public facing communications

- Posters and information sheets for practices and their patients are available at health.govt.nz/zerofees.
- Versions in te reo Māori, Samoan, Tongan, simplified Chinese, Korean, Tuvaluan and Tokelauan are now available at 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 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 have been developed for the Ministry of Health, ACC and Work and Income call centres and Healthline.
- The Ministry will work with DHBs and PHOs in the New Year on further communications to the public.

Official launch

On Friday 30 November, Island Bay Medical Centre in Wellington hosted the official launch of the lower cost general practice visits. Prime Minister Jacinda Ardern, Minister of Health Dr David Clark and NZ First Health spokesperson Jenny Marcroft visited the practice to launch the new initiatives. [Click here](#) for media coverage.

The National Enrolment Service (NES)

The proposed NES go live date of 1 February 2019 has been deferred following a check in with PMS vendor development progress. The vendors raised concerns about meeting the previously agreed timeframes and the NES Governance Group has agreed to defer the go live date with a revised date to be confirmed in the New Year.

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

Patient Management Systems

The Ministry has been notified of the following issues.

- Some practices have experienced the 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 are not defaulting to the new CSC fee. Practices need to override the fee to ensure the correct amount is charged. Medtech has informed the Ministry that they will be releasing a fix for this problem in an early 2019 release.

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

Update from ACC

A reminder that new rates for general practice working under ACC Cost of Treatment Regulations are available on their [website](#). Rates for contracted Rural General Practice and Urgent Care Clinics are outlined in their contract. All practices should have received information about these changes directly from ACC. Contact ACC via cotr2018@acc.co.nz if you did not receive this information.

Contact ACC via their Provider Helpline: 0800 222 070 or email: cotr2018@acc.co.nz. The helpline will be available as usual during the holiday season, other than the statutory holidays.

Frequently asked questions

High Use 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

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.

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.

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 hard work in the lead up to the 1 December roll-out to provide people with greater access to primary care.

We wish you a merry Christmas and a well deserved holiday break.

Ngā mihi nui ki a koutou katoa