Extending access to primary care services

Information for general practices, PHOs and DHBs

Bulletin Ten (version 3): Thursday 21 March 2019

Mauri ora ki a koutou

This is the tenth in a series of bulletins to inform general practices and PHOs about activities and actions needed post the 1 December 2018 implementation of the new primary care initiatives. 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:
- what you need to do if you decide to opt in to the CSC Scheme from 1 July 2019
- information about the NES go-live on 1 April 2019
- information about the HPI in the NES
- general updates.

CSC opt-in timeframes

When NES is live on 1 April 2019, the next Entry Date into the CSC scheme will be 1 July 2019 – Deadline to notify the Ministry of Health and your PHO is 14 June 2019.

By 14 June 2019 PHOs need to tell the Ministry of Health and their DHB which practices are opting-in to the CSC initiative on 1 July 2019 (if they have not already opted-in). This notification can be done via email.

Note with the NES going live from 1 April 2019, the cut-off date for opting into the CSC scheme is different to what it would be if we continued with the current quarterly process – this would have been a cut-off date of 15 May 2019.

Please email opt-in information to the following contacts:

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

Practice information on lower cost fees for CSC holders

The Ministry continues to receive enquiries from the public about which practices are offering lower fees for CSC holders and which practices are not. If you haven’t already, can PHOs please display on your website a list of your practices that are offering lower cost fees for CSC holders? This means the Ministry, DHBs and other support agencies are able to direct the public to the most up to date information.
The National Enrolment Service (NES)

Practices are working very hard to make sure their NES data is correct. Having up-to-date information about where a patient is enrolled is very important for the whole sector. The NES is being used more and more to ensure patient information is held in the right place. Practices play a crucial role in making sure enrolment information is correct and up to date.

A big thank you for all your hard work in this area.

NES funding switchover go-live and PMS vendor release dates

Vendor release dates

<table>
<thead>
<tr>
<th>Vendor</th>
<th>PMS brand</th>
<th>Tranche 2 – NES funding switchover release date</th>
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<tbody>
<tr>
<td>Best Practice</td>
<td>VIP</td>
<td>18 March 2019</td>
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<tr>
<td>Intrahealth</td>
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<td>Profile for Windows</td>
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<tr>
<td>Medtech</td>
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<tr>
<td></td>
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<td>MyPractice</td>
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NES switch over go-live date is 1 April 2019

On 1 April 2019 patients with enrolments in the NES will be funded for PHO capitation payment for April 2019. In March, the PHO Services Amendment Protocol (PSAAP) Group agreed to make HPI Facility ID a compulsory field from 1 April 2019. The HPI-CPN is not compulsory as some practices do not assign a provider to their patients.

During March practices must get ready for the NES go-live by:

- making sure clinic location set up includes the HPI facility ID
- making sure all providers have their HPI CPN in their PMS set up
- upgrading PMSs for the next release. This will ensure the funding status of patients is taken from the NES enrolment details and patients are invoiced correctly.
- using the data quality reports provided by PHOs to check that patients are enrolled in NES. This should be done before the end of March.

For Medtech Practices

The Medtech32 Version 22.18 and Evolution Version 1.16 upgrade will include a synchronisation of all patients with an enrolment status to ensure the enrolments held in the NES match the data in the Medtech PMS. Exceptions will be added to the NES Notification Inbox. Please ensure that these are all reviewed and actioned before the end of March. The beta testing site showed that some practices may have a large number of exceptions to check.
Medtech released their Medtech32 version 22.18 and Evolution version 1.16 upgrade on 13 March. Documentation and webinars explaining the changes are available for PHOs and practices to view.

Refer to the Medtech screenshots below for instructions on entering the Provider’s HP1-CPN Identifier and the practice’s HP1-facility Identifier.

**Medtech entering the Provider’s HPI-CPN Identifier**

![Screenshot of Medtech software showing the Provider's HP1-CPN Identifier field.]

**Medtech entering the Clinic’s HPI-facility Identifier**

![Screenshot of Medtech software showing the Clinic's HP1-facility Identifier field.]

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For Intrahealth Profile Practices

Both HPI Facility ID and HPI CPN are added from the Organisation > People and Places screen:

For HPI Facility ID, double click on the relevant POS and go to the Reference view:
If you are not sure what your practice Facility ID is or any of your providers’ HPI CPN then ask your PHO or email nes_enquiries@moh.govt.nz


**Things to remember about the NES switch over go-live:**

- Your funding can be affected if your patient’s address on the NHI has not been validated.
- Make sure your patient’s ethnicity on their enrolment form is updated in the NHI. If it is not correct on the NHI it may affect your funding.
- There is nothing special that practices must do on 1 April 2019, their tasks for the switchover should all be done in March 2019.
- Practices will no longer do a PHO import. Funding status is set from the NES enrolment details.
- A PHO export should be done in May 2019, it will be the last time an export is required. The exports done in February and May will be used as a backup and for comparison purposes only.

**Update on CSC matching between MSD and the Ministry of Health**

There is a small percentage of MSD supplied CSC holders that the Ministry is still working to match. If a patient presents with a community services card that is not showing in the NES, practices should use PMS functionality to link CSC details to patients in the NES. The practice will then get the CSC funding from the following month.

If you have any queries about CSC cards in the NES please email nes_enquiries@moh.govt.nz or call the Ministry of Health contact centre (0800 855 066).
If one of your patients does not have a CSC but thinks they might be eligible, they can be directed to the Work and Income website or call the Community Services Card line on 0800 999 999.

The Ministry of Health will be loading more CSC dependants during March. Continue to add CSC dependants to the NES if eligible patients are not showing as CSC dependants.

December 2018 payments

The Ministry of Health has made a one-off payment to PHOs and general practices for those eligible CSC holders (and their dependants aged 14-17 years) that were not matched by 1 December 2018 when the CSC scheme commenced.

The Ministry completed analysis of the eligible, unmatched CSC holders data for December 2018 and January to March 2019 and the one-off payment was made on 15 March 2019.

Patient Management Systems

Note all PMS queries should be directed to your PMS vendor. If you are not getting a response check with your PHO as they may also have information about your query from other practices and will assist in getting issues addressed.

Update from ACC

ACC would like to clarify that under-14 and CSC holder rates apply to both enrolled and unenrolled ACC clients – including visits from non-residents. The rates also apply to after-hours ACC visits.

ACC has also received queries from Urgent Care Clinics and Rural General Practice contract holders in regard to invoicing for CSC holders and their dependants. In particular, practices wanted to know if they could charge two subsidies for clients that were under the age of 14 and a CSC dependant. Practices are only entitled to invoice ACC for one subsidy per patient. If a client is under the age of 14 and a CSC dependant, the correct code to bill for is the under 14 subsidy. This is because the client is entitled to a zero fee visit.

Key information for your public facing communications

- You will find resources for the public at health.govt.nz/zerofees.
- Please ensure your information for patients is up-to-date such as websites and waiting room information.
- Planning for public facing communications is underway. The key focus is to help New Zealanders to find, interpret and use information available to them to be able to make effective primary health care decisions about their health and wellbeing.
- The Ministries of Health and Social Development, ACC and Central TAS are working together. We will keep you up-to-date about this work and how you can help promote the initiatives.
Frequently asked questions

Can you provide clarification on the April capitation payments to general practice and if payment will be made using the recent CBF submission data - followed by the NES as the trusted source from 1 May?

The NES start date is 1 April 2019, the April payment (due on 15th April 2019) will be calculated using the NES enrolments as the source. Consistent with the message in bulletin nine, the recent CBF register submitted for Quarter two 2019 will be retained as a back-up should anything unexpected happen during the transition to the NES.

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

Practices should use their PMS functionality to add an eligible CSC dependant to the NES.

If you have any problems adding CSC cards or CSC dependants to NES through your PMS you can email nes_enquiries@moh.govt.nz or ring the Ministry of Health contact centre (0800 855 066) or support.

Further information

The Ministry of Health will continue to provide online bulletins to DHBs, PHOs and practices as needed. These updates also provide information about NES implementation.

Thank you for your support and hard work to provide people with greater access to primary care.

Ngā mihi nui ki a koutou katoa