

In-Between Travel Update

Information for providers/employers
and funders

July 2022

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Executive summary

This update provides important information about funding arrangements for travel payments for home and community support workers.

The purpose of this document is to lay out to providers / employers and funders technical guidance, and several simple scenarios on how to apply In-Between Travel (IBT).

Please take the time to consider the information below. We value your views and if you have general questions or feedback about the information here, please email us at **IBT@health.govt.nz**.

Background on In-Between Travel

In 2014, the Ministry of Health (the Ministry) entered negotiations to find a solution that would lead to home support workers getting paid for the time they spend travelling between clients. This is referred to as In-Between Travel (IBT).

In March 2014, negotiations with unions, employers and funding agencies opened, and were successfully concluded in September of that year. The agreement was ratified in June 2015. Parties then agreed a variation to the agreement in August 2015, and the full settlement was implemented on 1 March 2016.

Following the in-between travel negotiations in 2014 and the subsequent settlement, legislation was introduced, the Home and Community Support (Payment for Travel Between Clients) Settlement Act 2016 (the Act).

The Act describes the Home and Community Support (HCS) services as those funded by the Ministry or a DHB that are performed in a client's home for the purpose of assisting the client to continue to live in their own home. Also, the services funded by the Accident Compensation Corporation (ACC) that are performed in a client's home for the purposes of supporting a client's rehabilitation from an injury covered by the ACC Act. This is to achieve and sustain the client's maximum level of participation in everyday life.

The Act also describes the payment for travel between clients, the amendments to other legislation that has been necessitated by the introduction of the Act. It provides Schedules that list former HCS employers, current HCS employers and the final Schedule that describes the mileage rate, qualifying distance, qualifying travel time and maximum travel distance.

The legislation is intended as a "one stop shop" where employers can check their obligations and employees can check their entitlements. It also extinguishes retrospective and future claims, amends the Minimum Wage Act and limits the liability of employers to specific travel payments.

From 1 March 2016 the full IBT settlement took effect and this document is to provide important information to providers and interested parties around the implementation of the system.

In Budget 21¹ the Labour Government announced from 1 July 2021 to increase the Home and Community Support Service workers travel time payments, from the minimum wage to workers' ordinary wage rates.

¹ <https://www.health.govt.nz/about-ministry/what-we-do/budget-2021-vote-health>

Contents of this document

Contained below are:

1. A summary of the Ministry's agreed funding model.
2. A summary of how the payments are administered.
3. The one band model:
 - a. what employers will receive and what employees will receive
 - b. treatment of Travel Time Payments
 - c. final agreed travel distance cost.
4. Exceptional travel.
5. Claiming:
 - a. three additional columns are required
 - b. will I need to build an authorisation process into my system?
 - c. IBT scenarios and calculations
 - d. audit.
6. Treatment of 'No worse off'.

Examples (in appendices) of updated claim form and provider report.

Main changes

The main changes in the July 2022 version are:

- changed travel time hourly rates to reflect the new support worker's wage rates from 1 July 2022.
- the five cents per kilometre increase in worker's mileage rate between 15 March 2022 and 30 June 2022 will continue on an ongoing basis after 30 June 2022.

1 What is the agreed funding model?

Negotiating parties have agreed upon a one band model for all travel up to 15 km, other than first visit (defined as travel by the employee to the first client visit of the day) and exceptional travel. Negotiating parties have also agreed an exceptional travel policy. For the one band, a standard payment will be made for all travel up to 15 km (other than first visit). A one band model has been agreed as analysis found most visits were less than 5 km and, although attempts have been made to develop a model that reflects local issues, this presented too many operational and data challenges.

Travel time and cost for the first visit will not be paid except where a visit requires travel of over 15 km (one way).

2 How the payments are administered

IBT payments are administered by Sector Operations on behalf of Health sector funders.

3 One band funding model

a. What employers' invoice and what employees receive²

Table 1: One band

Paid based Pay band from 1 July 2021. Refer to appendix 5 for clarification on Pay bands

One band: all travel under 15 km (first visit not paid)		Employer funding	Employee funding
Travel time	8.5 minutes	From 1 Jul 22 L0: \$4.34	From 1 Jul 22 L0: \$3.19
		From 1 Jul 22 L2: \$4.65	From 1 Jul 22 L2: \$3.41
		From 1 Jul 22 L3: \$5.05	From 1 Jul 22 L3: \$3.71
		From 1 Jul 22 L4a: \$5.25	From 1 Jul 22 L4a: \$3.85
		From 1 Jul 22 L4b: \$5.45	From 1 Jul 22 L4b: \$4.00
		From 1 Jul 21 L0: \$4.22	From 1 Jul 21 L0: \$3.09
		From 1 Jul 21 L2: \$4.51	From 1 Jul 21 L2: \$3.31
		From 1 Jul 21 L3: \$4.90	From 1 Jul 21 L3: \$3.60
		From 1 Jul 21 L4a: \$5.10	From 1 Jul 21 L4a: \$3.74
		From 1 Jul 21 L4b: \$5.30	From 1 Jul 21 L4b: \$3.89
Travel distance	3.7 km	From 15 Mar 22: \$2.49 ³	From 15 Mar 22: \$2.35
		From 24 Aug 20: \$2.29 ⁴	From 24 Aug 20: \$2.16

² The first and last trips, if they are banded travel, will not be funded.

³ The mileage rate increased from \$2.29 to \$2.49 from 15 March 2022

⁴ The mileage rate increased from \$1.96 to \$2.29 from 24 August 2020.

Total	From 1 Jul 22 L0: \$6.83 ⁵	From 1 July 22 L0: \$5.54
	From 1 Jul 22 L2: \$7.14 ⁶	From 1 July 22 L2: \$5.76
	From 1 Jul 22 L3: \$7.54 ⁷	From 1 July 22 L3: \$6.06
	From 1 Jul 22 L4a: \$7.74 ⁸	From 1 July 22 L4a: \$6.20
	From 1 Jul 22 L4b: \$7.94 ⁹	From 1 July 22 L4b: \$6.35
	From 15 Mar 22 L0: \$6.71 ¹⁰	From 15 Mar 22 L0: \$5.44
	From 15 Mar 22 L2: \$7.00 ¹¹	From 15 Mar 22 L2: \$5.66
	From 15 Mar 22 L3: \$7.39 ¹²	From 15 Mar 22 L3: \$5.95
	From 15 Mar 22 L4a: \$7.59 ¹³	From 15 Mar 22 L4a: \$6.09
	From 15 Mar 22 L4b: \$7.79 ¹⁴	From 15 Mar 22 L4b: \$6.24
	From 1 Jul 21 L0: \$6.51	From 1 Jul 21 L0: \$5.25
	From 1 Jul 21 L2: \$6.80	From 1 Jul 21 L2: \$5.47
	From 1 Jul 21 L3: \$7.19	From 1 Jul 21 L3: \$5.76
	From 1 Jul 21 L4a: \$7.39	From 1 Jul 21 L4a: \$5.90
	From 1 Jul 21 L4b: \$7.59	From 1 Jul 21 L4b: \$6.05

Notes:

Travel time and distance will not be paid for the first visit, unless that first visit is over 15 km, in which case time and distance will be paid for (and invoiced). See IBT Scenarios and Calculations, scenario 2b.

Standard payments for travel time and travel distance are paid based on the employee's pay band rate and the mileage rate for all travel under 15 km except for the first visit (which is not paid). Some visits under 15 km will take more than 8.5 minutes and 3.7 km, some less, but for travel under 15 km, other than the first visit, all employees will receive the two standard payments.

The employer funding for travel time represents the hourly agreed rate proportioned by 8.5 minutes. The employee funding for travel time represents the employee's pay band rate proportioned by 8.5 minutes. Travel time is a taxable payment.

The Travel distance payments represent, for employees 3.7 km x 63.50c per km, and for employers 3.7km x 67.31c per km. This is a reimbursement and therefore non-taxable.

⁵ The total band rate for L0 pay band increased from \$6.71 to \$6.83 from 1 July 2022 as a result of the increase in the wage rate.

⁶ The total band rate for L2 pay band increased from \$7.00 to \$7.14 from 1 July 2022 as a result of the increase in the wage rate.

⁷ The total band rate for L3 pay band increased from \$7.39 to \$7.54 from 1 July 2022 as a result of the increase in the wage rate.

⁸ The total band rate for L4a pay band increased from \$7.59 to \$7.74 from 1 July 2022 as a result of the increase in the wage rate.

⁹ The total band rate for L4b pay band increased from \$7.79 to \$7.94 from 1 July 2022 as a result of the increase in the wage rate.

¹⁰ The total band rate for L0 pay band increased from \$6.51 to \$6.71 from 15 March 2022 as a result of the increase in the mileage rate.

¹¹ The total band rate for L2 pay band increased from \$6.80 to \$7.00 from 15 March 2022 as a result of the increase in the mileage rate.

¹² The total band rate for L3 pay band increased from \$7.19 to \$7.39 from 15 March 2022 as a result of the increase in the mileage rate.

¹³ The total band rate for L4a pay band increased from \$7.39 to \$7.59 from 15 March 2022 as a result of the increase in the mileage rate.

¹⁴ The total band rate for L4b pay band increased from \$7.59 to \$7.79 from 15 March 2022 as a result of the increase in the mileage rate.

Table 1: One band – Rates prior to 1 July 2021

One band: all travel under 15 km (first visit not paid)		Employer funding	Employee funding
Travel time	8.5 minutes	From 1 Apr 21: \$3.86 ¹⁵ From 1 Apr 20: \$3.65 ¹⁶ From 1 Apr 19: \$3.41 ¹⁷ From 1 Apr 18: \$3.18 ¹⁸ From 1 Apr 17: \$3.04 ¹⁹ From 1 Apr 16: \$2.95 ²⁰ From 29 Feb 16: \$2.85	From 1 Apr 21: \$2.83 From 1 Apr 20: \$2.68 From 1 Apr 19: \$2.51 From 1 Apr 18: \$2.34 From 1 Apr 17: \$2.23 From 1 Apr 16: \$2.16 From 29 Feb 16: \$2.09
Travel distance	3.7 km	From 24 Aug 20 \$2.29 ²¹ From 29 Feb 16 \$1.96	From 24 Aug 20 \$2.16 From 29 Feb 16 \$1.85
Total		From 1 Apr 21: \$6.15²² From 24 Aug 20 \$5.94²³ From 1 Apr 20: \$5.61²⁴ From 1 Apr 19: \$5.37²⁵ From 1 Apr 18: \$5.14²⁶ From 1 Apr 17: \$5.00²⁷ From 1 Apr 16: \$4.91²⁸ From 29 Feb 16: \$4.81	From 1 Apr 21: \$4.99 From 24 Aug 20: \$4.84 From 1 Apr 20: \$4.53 From 1 Apr 19: \$4.36 From 1 Apr 18: \$4.19 From 1 Apr 17: \$4.08 From 1 Apr 16: \$4.01 From 29 Feb 16 \$3.94

- ¹⁵ The travel time rate increased from \$3.65 to \$3.86 from 1 April 2021 as a result of the increase in the minimum wage.
- ¹⁶ The travel time rate increased from \$3.41 to \$3.65 from 1 April 2020 as a result of the increase in the minimum wage.
- ¹⁷ The travel time rate increased from \$3.18 to \$3.41 from 1 April 2019 as a result of the increase in the minimum wage.
- ¹⁸ The travel time rate increased from \$3.04 to \$3.18 from 1 April 2018 as a result of the increase in the minimum wage.
- ¹⁹ The travel time rate increased from \$2.95 to \$3.04 from 1 April 2017 as a result of the increase in the minimum wage.
- ²⁰ The travel time rate increased from \$2.85 to \$2.95 from 1 April 2016 as a result of the increase in the minimum wage.
- ²¹ The mileage rate increased from \$1.96 to \$2.29 from 24 August 2020.
- ²² The total band rate increased from \$5.94 to \$6.15 from 1 April 2021 as a result of the increase in the minimum wage.
- ²³ The total band rate increased from \$5.61 to \$5.94 from 24 August 2020 as a result of the increase in the minimum mileage rate.
- ²⁴ The total band rate increased from \$5.37 to \$5.61 from 1 April 2020 as a result of the increase in the minimum wage.
- ²⁵ The total band rate increased from \$5.14 to \$5.37 from 1 April 2019 as a result of the increase in the minimum wage.
- ²⁶ The total band rate increased from \$5.00 to \$5.14 from 1 April 2018 as a result of the increase in the minimum wage.
- ²⁷ The total band rate increased from \$4.91 to \$5.00 from 1 April 2017 as a result of the increase in the minimum wage.
- ²⁸ The total band rate increased from \$4.81 to \$4.91 from 1 April 2016 as a result of the increase in the minimum wage.

b. Treatment of travel time payments

Travel time payments will be treated as any other income to employees, i.e., all relevant tax and employment obligations should be applied, eg, annual leave. The travel time rates will be reviewed if there are changes to The Act.

c. Final agreed travel distance cost

The settlement parties agreed on an initial rate of 50c per kilometre for Qualifying Travel Cost reimbursement. This was increased on 24 August 2020 to 58.5 cents per kilometre. From 15 March 2022, the mileage rate was increased to 63.5 cents per kilometre. Providers will receive a 6% margin on travel mileage. Table 1 shows how this will be calculated.

The funders and negotiating parties will monitor the costs of in-between travel and explore increasing the mileage rate if it is affordable.

4 Exceptional travel

Exceptional travel will be paid by the relevant funder after the banded range has been exceeded.

Exceptional travel will be paid using the following policy.

Exceptional travel is paid on an actuals basis and is only payable when travel exceeds 15 km and includes the first and last visits of the day, or for subsequent visits, the location of the last client. Note that the DHB and the Ministry do not normally fund the first and last visits as these visits are normal travel related to attending work.

Travel will need to exceed 15 km one way to a client (from either the employee's normal place of residence for the first visit, or for subsequent visits, the location of the last client) for exceptional travel to be payable.

Exceptional travel will be paid where no other home and community support employee is available who can meet the specific needs of the client. This will be determined by the employer. Employers must actively manage exceptional travel and take reasonable steps to recruit workers that meet the client's needs in the most efficient and effective way.

The client's specific support needs can arise from:

- their disabilities
- their medical conditions or injuries
- their behaviour
- their age
- other major factors, eg, family circumstance, accommodation, employment, social involvement
- cultural, language, gender or other relevant social factors.

Table 2: Exceptional travel payment

	Employer funding	Employee funding
Travel time	<p>The below rates are per hour and therefore need to be proportioned:</p> <p>From 1 July 2022</p> <p>L0: \$30.65</p> <p>L2: \$32.79</p> <p>L3: \$35.64</p> <p>L4a: \$37.07</p> <p>L4b: \$38.50</p> <p>From 1 July 2021 travel time is based on the employee's Pay band:</p> <p>L0: \$29.76</p> <p>L2: \$31.83</p> <p>L3: \$34.60</p> <p>L4a: \$35.99</p> <p>L4b: \$37.38</p> <p>Rates prior to 1 July 2021:</p> <p>From 1 Apr 21 \$27.26</p> <p>From 1 Apr 20 \$25.76</p> <p>From 1 Apr 19 \$24.06</p> <p>From 1 Apr 18: \$22.46</p> <p>From 1 Apr 17: \$21.46</p> <p>From 1 Apr 16: \$20.79</p> <p>From 29 Feb 16: \$20.10</p>	<p>The below rates are per hour and therefore need to be proportioned:</p> <p>From 1 July 2022</p> <p>L0: \$22.49</p> <p>L2: \$24.06</p> <p>L3: \$26.16</p> <p>L4a: \$27.20</p> <p>L4b: \$28.25</p> <p>From 1 July 2021 travel time is based on the employee's Pay:</p> <p>L0: \$21.84</p> <p>L2: \$23.36</p> <p>L3: \$25.39</p> <p>L4a: \$26.41</p> <p>L4b: \$27.43</p> <p>Rates prior to 1 July 2021:</p> <p>From 1 Apr 21: \$20.00</p> <p>From 1 Apr 20: \$18.90</p> <p>From 1 Apr 19: \$17.70</p> <p>From 1 Apr 18: \$16.50</p> <p>From 1 Apr 17: \$15.75</p> <p>From 1 Apr 16: \$15.25</p> <p>From 29 Feb 16: \$14.75</p>

Notes:

Where travel exceeds 15 km and the travel meets the exceptional travel policy criteria the total billable is the number of kilometres travelled to the client and the number of minutes to the client.

Calculations for travel time should be rounded to the nearest minute (13 minutes and 15 seconds should be rounded to 13 minutes, 13 minutes and 33 seconds to 14 minutes).

Calculations for travel distance should be rounded to the nearest kilometre (22.2 km should be rounded to 22 km and 22.5 km should be rounded to 23 km).

The band is currently set for travel, based on a one-way trip, of between (0–15 km).

Travel must occur for it to be payable.

5 Claiming

a. Additional columns are required as shown below

Field	Description	Note
Agreement number	Agreement number for main home and community support services	<p>This should be the six-digit agreement number in valid number format, eg, 350000.</p> <p>This will be used to identify the correct funder as the funding will no longer be managed centrally.</p> <p>There will be a grace period from 28/2/2016 to 2/5/2016 where agreement numbers will not be mandatory. Payment can be made if the Funder and Bulk/FFS fields are submitted correctly.</p>
Exceptional travel time	Number of minutes travel time for visits eligible for exceptional travel	<p>This should be a valid number format, rounded to the nearest full minutes (eg, 13 minutes 15 seconds should be rounded to 13 minutes, 13 minutes 33 seconds should be rounded to 14 minutes).</p> <p>The total number of minutes travelled for the in-between travel visit.</p> <p>Please note for visits not eligible for exceptional travel this must be left blank.</p>
Exceptional travel distance	Number of kilometres for visits eligible for exceptional travel	<p>This should be a valid number format, rounded to the nearest full kilometres (22.2 km should be rounded to 22 km and 22.5 km should be rounded to 23 km).</p> <p>The total number of kilometres travelled for the in-between travel visit.</p> <p>Please note for visits not eligible for exceptional travel this must be left blank.</p>
PayBand	The PE Pay Bands are "0", "2", "3", "4a", and "4b".	This is a new requirement for claim starting 1 July 2021. Please refer to appendix 5 for clarification on Pay bands

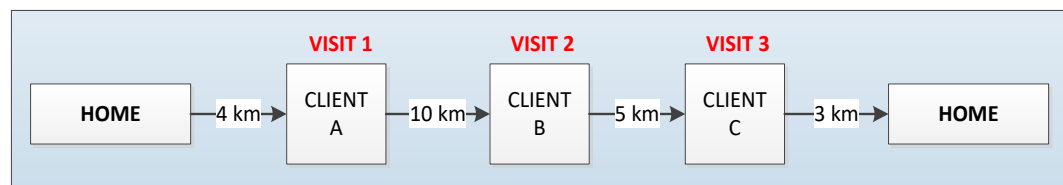
b. Will I need to build in any authorisation processes into my system?

There will be no pre-authorisation process. You will however be expected to have an audit trail available for how the travel meets the exceptional travel policy and how the kilometres and time for the visit have been calculated. We are aware there are a variety of different processes and systems being used by providers, eg, geo tagging technology and are therefore allowing flexibility in how the audit trail is provided. If you would like to discuss the suitability of the system you have designed, please contact the Ministry or your funder.

c. IBT scenarios and calculations

The Ministry has prepared some scenarios of visits so that you understand how to treat claims. You can send any scenarios on which you wish clarification by emailing us at payequity_implementation@health.govt.nz.

Scenario 1 – Standard travel (no exceptional travel)



For each visit the following payments are calculated:

Visit	Distance	Payment
1	4 km	\$0.00
2	10 km	\$6.83
3	5 km	\$6.83
Home	3 km	\$0.00

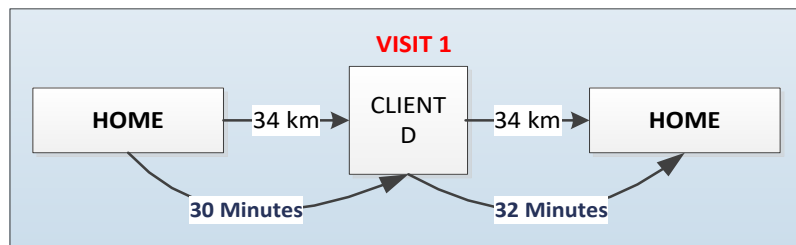
Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/Bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	1001	01/07/2022	7:00	1001	Y	AAA0001			1	350000			0
	1001	01/07/2022	9:00	1001	N	BBB0002			2	350000			0
	1001	01/07/2022	11:00	1001	N	CCC0003			3	350000			0

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
	1001	01/07/2022 8:00	1001	Y	AAA0001			1	350000									
	1001	01/07/2022 9:00	1001	N	BBB0002			2	350000				\$4.34	\$2.49			\$6.83	
	1001	01/07/2022 10:00	1001	N	CCC0003			3	350000				\$4.34	\$2.49			\$6.83	

Scenario 2 – Round trip exceptional travel



For this round trip of exceptional travel, the following payment is calculated based on the employee's pay band:

Calculation	Payment
Time: 62 * (\$35.64/60)	\$36.83
Distance: 68 * \$0.6731	\$45.77
Total	\$82.60

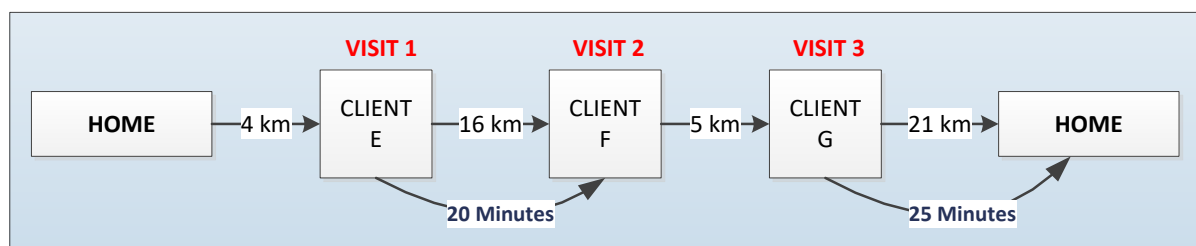
Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	2002	02/07/2022	7:00	2002	Y	DDD0004			1	350001	62	68	3

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
2002	02/077/2022	9:00	2002	Y	DDD0004			1	350001	62	68				\$36.83	\$45.77	\$82.60	

Scenario 3 – Standard travel and exceptional travel



For this round trip of exceptional travel the following payment is calculated based on the employee’s pay band:

Visit	Distance	Travel Time	PayBand	Calculation	Payment
1	4 km		4b	1st visit, no payment	\$0.00
2	16 km	20 minutes	4b	Time:20*(38.50/60) + Distance:16*0.6731	\$23.60
3	5 km		4b	One band payment	\$7.59
Home	21 km	25 minutes	4b	Time:25*(38.50/60) + Distance:21*0.6731	\$30.18

Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	3003	03/07/2022	7:00	3003	Y	EEE0005			1	350000			4b

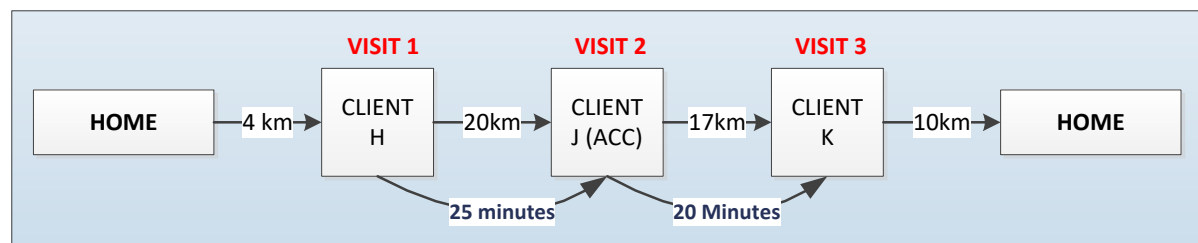
3003	03/07/2022	9:00	3003	N	FFF0006			2	350000	20	16	4b
3003	03/07/2022	11:00	3003	N	GGG0008			3	350000			4b
3003	03/07/2022	13:30	3003	N	GGG0008			4	350000	25	21	4b

Note that the long (Exceptional) trip home can also be claimed. Since there is no client to visit, the NHI and Agreement number in the claim should be the last client visited so that the funding can be provided by the appropriate funder. The visit time should be time of the arrival home and not again the start of the visit at the last client since that would be considered a duplicate claim.

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
		03/07/2022																
	3003	7:00	3003	Y	EEE0005			1	350000									
		03/07/2022																
	3003	9:00	3003	N	FFF0006			2	350000	20	16				\$12.83	\$10.77	\$23.60	
		03/07/2022																
	3003	11:00	3003	N	GGG0008			3	350000				\$5.30	\$2.29			\$7.59	
		03/07/2022																
	3003	13:30	3003	N	GGG0008			4	350000	25	21				\$16.04	\$14.14	\$30.18	

Scenario 4 – Standard travel and exceptional travel, mixed funding (Ministry of Health / DHB claiming only)



For this round trip of exceptional travel the following payment is calculated based on the employee's pay band:

Visit	Distance	Travel Time	PayBand	Calculation	Payment
1	4 km		4b	1st visit, less than 15km no payment no payment	\$0.00
2 (ACC)	20 km	25 minutes	4b	no payment, need to be claimed with ACC.	ACC
3	17 km	20 minutes	4b	Time:20*(38.50/60) + Distance:17*0.6731	\$24.27
Home	10 km		4b	less than 15km no payment	\$0.00

Relevant part of the claim:

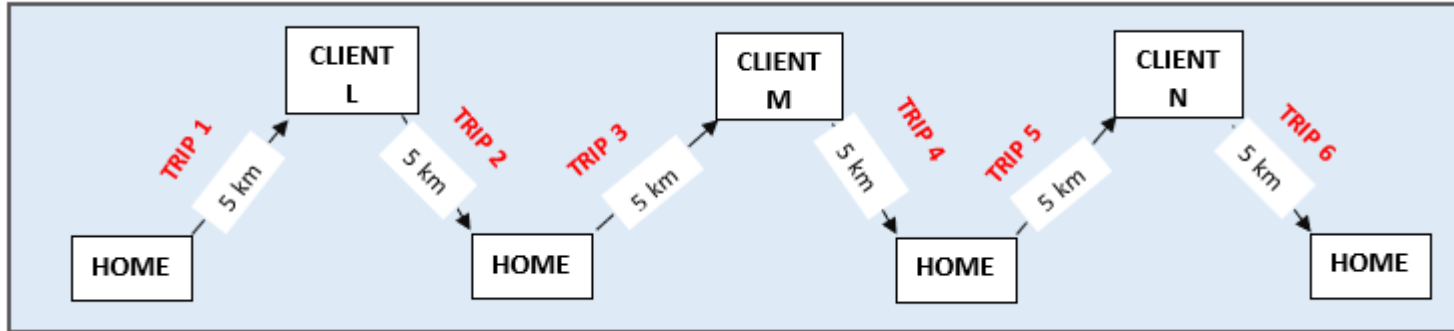
IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	3003	04/07/2022	7:00	4004	Y	HHH0009			1	350000			4b
	3003	04/07/2022	11:00	4004	N	KKK0011			3	350000	20	17	4b

Only the visits to clients H (HHH0009) and K (KKK0011) can be claimed with the Ministry, the visit to client J is to be claimed with ACC.

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
	3003	04/07/2022 7:00	4004	Y	HHH0009			1	350000									
	3003	04/07/2022 11:00	4004	N	KKK0011			3	350000	20	17				\$12.83	\$11.44	\$24.27	

Scenario 5 – Split Shifts between different clients



For each visit the following payments are calculated based on the employee's pay band:

Trip	Distance	Payment
1 (first visit)	5 km	\$0.00
2	5 km	\$7.14
3	5 km	\$7.14
4	5 km	\$7.14
5	5 km	\$7.14
6 (home)	5 km	\$0.00

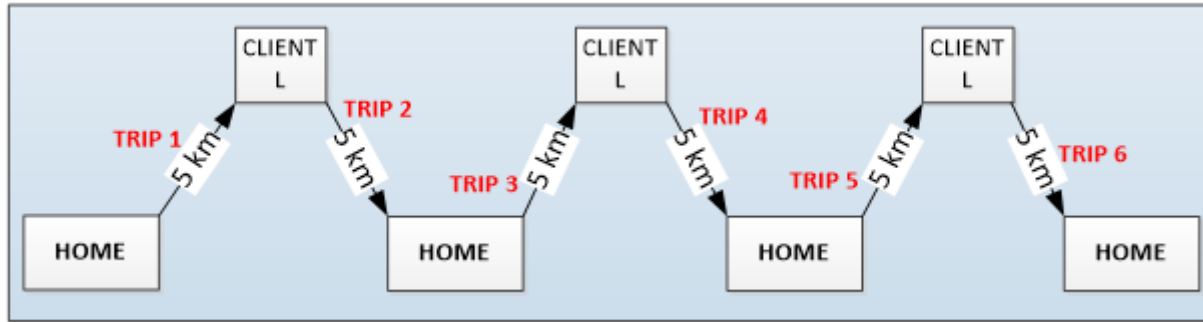
Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/ bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	5005	05/07/2022	7:00	5000	Y	LLL0010			1	350000			2
	5005	05/07/2022	8:30	5000	N	LLL0010			2	350000			2
	5005	05/07/2022	11:00	5000	N	MMM0010			3	350000			2
	5005	05/07/2022	12:30	5000	N	MMM0010			4	350000			2
	5005	05/07/2022	17:00	5000	N	NNN0010			5	350000			2

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
	5005	05/07/2022 7:00	5000	Y	LLL0010			1	350000									
	5005	05/07/2022 08:30	5000	N	LLL0010			2	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 11:00	5000	N	MMM0010			3	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 12:30	5000	N	MMM0010			4	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 17:00	5000	N	NNN0010			5	350000				\$4.65	\$2.49			\$7.14	

Scenario 6 – Split Shifts for same client



For each visit the following payments are calculated based on the employee's pay band:

Trip	Distance	Payment
1 (first visit)	5 km	\$0.00
2	5 km	\$7.14
3	5 km	\$7.14
4	5 km	\$7.14
5	5 km	\$7.14
6 (home)	5 km	\$0.00

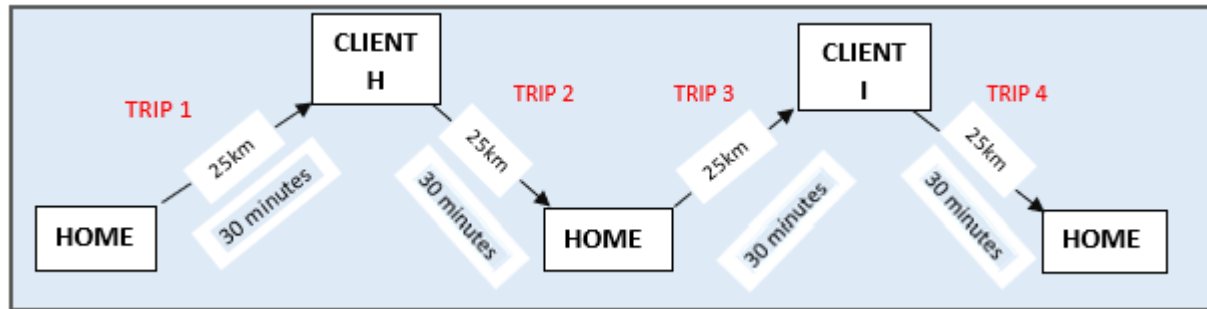
Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/ bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	5005	05/07/2022	7:00	5000	Y	LLL0010			1	350000			2
	5005	05/07/2022	8:30	5000	N	LLL0010			2	350000			2
	5005	05/07/2022	11:00	5000	N	LLL0010			3	350000			2
	5005	05/07/2022	12:30	5000	N	LLL0010			4	350000			2
	5005	05/07/2022	17:00	5000	N	LLL0010			5	350000			2

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Except travel time	Except travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Except time GST excl	Except distance GST excl	Pay amount	Comments
	5005	05/07/2022 7:00	5000	Y	LLL0010			1	350000									
	5005	05/07/2022 08:30	5000	N	LLL0010			2	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 11:00	5000	N	LLL0010			3	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 12:30	5000	N	LLL0010			4	350000				\$4.65	\$2.49			\$7.14	
	5005	05/07/2022 17:00	5000	N	LLL0010			5	350000				\$4.65	\$2.49			\$7.14	

Scenario 7 – Split Shifts for exceptional travel



For each visit the following payments are calculated based on the employee's pay band:

Trip	Distance	Travel Time	PayBand	Calculation	Payment
1 (first visit)	25 km	30 minutes	2	Time:30*(32.79/60) + Distance:25*0.6731	\$33.23

2	25 km	30 minutes	2	Time:30*(32.79/60) + Distance:25*0.6731	\$33.23
3	25 km	30 minutes	2	Time:30*(32.79/60) + Distance:25*0.6731	\$33.23
4 (home)	25 km	30 minutes	2	Time:30*(32.79/60) + Distance:25*0.6731	\$33.23

Relevant part of the claim:

IBT PSO	Employee ID	Visit date	Visit time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	PayBand
	6006	06/07/2022	7:00	5000	Y	HHH0010			1	350000	30	25	2
	6006	06/07/2022	10:30	5000	N	HHH0010			2	350000	30	25	2
	6006	06/07/2022	15:00	5000	N	III0010			3	350000	30	25	2
	6006	06/07/2022	18:30	5000	N	III0010			4	350000	30	25	2

The Provider will receive the following payment information in their claim response file:

IBTPSO	Employee ID	Visit date time	Post code	First visit	Person NHI	Funder	FFS/bulk	Record ID	Agreement number	Excep travel time	Excep travel distance	Cancelled Appt GST ex	Band time GST excl	Band distance GST excl	Excep time GST excl	Excep distance GST excl	Pay amount	Comments
	6006	06/07/2022 7:00	5000	Y	HHH0010			1	350000	30	25				\$16.40	\$16.83	\$33.23	
	6006	06/07/2022 10:30	5000	N	HHH0010			2	350000	30	25				\$16.40	\$16.83	\$33.23	
	6006	06/07/2022 15:00	5000	N	III0010			3	350000	30	25				\$16.40	\$16.83	\$33.23	
	6006	06/07/2022 18:30	5000	N	III0010			4	350000	30	25				\$16.40	\$16.83	\$33.23	

d. Audit

The Ministry of Health's Audit & Compliance team will closely monitor and audit IBT claims to the Ministry and DHBs.

Funders expect that providers:

- can demonstrate that rostering of workers is appropriate and efficient, ie, home and community support workers are rostered to minimise IBT costs
- keep adequate and accurate records to support claims for exceptional travel for a client (including documentation of exceptional time and distances incurred).

Failure to provide adequate and accurate documentation of claims will be disputed and could lead to action to recover payment for those claims.

6 Treatment of “no worse off”

1. Where a provider believes they are disadvantaged they should raise this with the funder. In all cases the parties must work together in good faith and with urgency to remedy any alleged financial disadvantage.
2. More information is available in the variation to the settlement.

The parties to the In-Between Travel settlement agreement have agreed a variation to the agreement. The variation sets out the mechanism and process for dealing with any issues of disadvantage as a result of implementing the settlement agreement. The variation can be downloaded along with the settlement agreement and should now be read in conjunction with the settlement agreement.

Appendix 1:

File specification for IBT claims

Main changes

The new claim format is the same as the old format with one additional column, 'PayBand'. The PayBand column can be filled with any of the following: 0, 2, 3, 4a, 4b. You may also leave the field blank to indicate level 0.

Historical changes

Changes that were needed in previous IBT updates can be summarised as follows:

- Distance component added to the travel band.
- Exceptional travel (time and distance) added.
- Change in the funding source: DHBs and the Ministry instead of only the Ministry.
- Therefore, changes in the claim template and changes in the reports:
 - separate payment in base band time and distance, add Exceptional Travel (ET) time and distance
 - add summary per funder and per contract, also separated in base band time and distance, add ET time and distance. GST is added at contract level.
- A single travel band was confirmed.
- Cancellations for "Guaranteed Hours" can be claimed in the IBTPSO column (see <https://www.health.govt.nz/new-zealand-health-system/claims-provider-payments-and-entitlements/between-travel-settlement/between-travel-guaranteed-hours> for details).

Template changes:

- Add agreement number (6 digits, not starting with a 0, ie, 350001).²⁹
- Add actual exceptional travel time (maximum 3 digits, full minutes, no decimals (will be rounded if added)).
- Add actual exceptional travel distance (maximum 3 digits, full kilometres, initially not less than 15 km for a single trip, no decimals (will be rounded if added)).

Notes:

- For exceptional travel: always claim the full door-to-door time and distance.
- For a first visit, also claim the full door-to-door time and distance.

²⁹ Refer to Section 6, Claiming.

Appendix 2:

Claim file specification for visits

As before, the file upload mechanism stays the same; using "comma separated files" (.csv).

IBTPSO	EmployeeID	VisitDate	VisitTime	PostCode	FirstVisit	PersonNHI	Funder	FFS/Bulk	RecordID	Agreement Number	ExceptTravel Time	ExceptTravel Distance	PayBand
	12345	1/11/2021	12:00	9999	N	AAA1111	SCY		1	100000			4a

Fields (as defined in field definition line)	sample	Data Description	Format, length, rules	Validation	Unchanged / Modified / New	Conformance
IBTPSO	CA_A_30_OTH	Claim Guaranteed hours	Alphanumeric, length 15	As per format	Unchanged	Optional
EmployeeID	12345	The ID of the employee performing the visit	Alphanumeric,max length 50	As per format	Unchanged	Mandatory
VisitDate	1/01/2022	The date of the visit	Alphanumeric, length 10, dd/mm/yyyy	Valid date, as per format	Unchanged	Mandatory
VisitTime	14:32	Start time of the visits (24hr system time, no seconds)	Alphanumeric, length 5, hh:mm	Valid time in 24 hr format	Unchanged	Mandatory
PostCode	1023	Postcode	Numeric, length 4	Three or four numbers, with or without leading "0"	Unchanged	Optional
FirstVisit	N	"Y" if this is was the first visit for that employee on that day, "N" if it waw not.	One capital letter: "Y" or "N".	Only "Y" or "N" allowed	Unchanged	Mandatory
PersonNHI	ABC1234	Valid NHI	Three letters, four numbers, XXX####	As per format	Unchanged	Mandatory
Funder	SCY	The funder of the client	Alphanumeric, length 3	3 letter abbreviation of the funder (one of 20 DHBs or MoH)	Unchanged	Optional
FFS/Bulk	FFS	To show if the claim is from a bulk or FFS funded contract part.	Alpha, length 4, {FFS, BULK or NULL}	Only allow these 3 options	Unchanged	Optional
RecordID	A123	For internal use by the provider to aid reconciliation	Alphanumeric, length 8		Unchanged	Optional
AgreementNumber	350001	Agreement (contract) number as known in the MoH contract management system	Numeric, 6	6 digits	Unchanged	Mandatory from 29th feb 2016 forward
ExceptTravelTime	61	Travel Time in full minutes (no hours or seconds)	Numeric, 8	Below a max allowed value, 120	Unchanged	Optional: actual "door-to-door" time in full minutes for exceptional travel Note: has to be below 120 mins for a single trip, can be double that for a round trip.
ExceptTravelDistance	20	Travel distance in full kilometres	Numeric, 8	Between two configurable numbers, i.e. 15 and 100	Unchanged	Optional: actual "door-to-door" distance in full km for exceptional travel, for example: 20. Note: has to be between min and mas thresholds, possibly 15 and 100 km for a single trip, can be double that for a round trip.
PayBand	4a	The Pay band of the employee as defined by the rates table	Alphanumeric, 2, {0,2,3,4a,4b}	Assume 0 if Null	New	Optional

Appendix 3:

Example updated claim file for visits

IBTPSO	EmployeeID	VisitDate	VisitTime	PostCode	FirstVisit	PersonNHI	Funder	FFS/Bulk	RecordID	Agreement Number	ExceptTravel Time	ExceptTravel Distance	PayBand
CA_AR_30_UNK	10206	12/01/2022	17:00	6022	N	ABC1234	HUT	FFS	1	261634	20	20	4a
CA_AT_45_CCC	10206	12/01/2022	11:35	6022	N	ABC1235	HUT	FFS	2	261634	20	20	4b
CA_AT_60_CCC	10206	12/01/2022	17:40	6022	N	ABC1236	HUT	FFS	3	261634	0	0	0
	10206	12/01/2022	11:25	6022	N	ABC1237	HUT	FFS	4	261634	0	0	0
	10206	12/01/2022	11:00	6022	N	ABC1238	HUT	FFS	5	261634	22	20	2
	10206	12/01/2022	11:35	6022	N	ABC1239	HUT	FFS	6	261634	0	0	2
	10206	12/01/2022	12:35	6022	N	ABC1240	HUT	FFS	7	261634	0	0	0
	10209	12/01/2022	10:15	6022	N	ABC1241	HUT	FFS	8	261634	0	0	3
	10209	12/01/2022	12:55	6022	N	ABC1242	HUT	FFS	9	261634	20	20	3
	10209	12/01/2022	13:10	6022	N	ABC1243	HUT	FFS	10	261634	0	0	3
	10209	12/01/2022	9:30	6022	N	ABC1244	HUT	FFS	11	261634	20	20	2
	10209	12/01/2022	12:45	6022	N	ABC1245	HUT	FFS	12	261634	0	0	4a
	10209	12/01/2022	15:00	6022	N	ABC1246	HUT	FFS	13	261634	0	0	0
	10209	12/01/2022	10:15	6022	N	ABC1247	HUT	FFS	14	261634	0	0	4a
	10209	12/01/2022	17:00	6022	N	ABC1248	HUT	FFS	15	261634	0	0	3
	10209	12/01/2022	17:00	6022	N	ABC1249	HUT	FFS	16	261634	0	0	2
	10209	12/01/2022	17:12	6022	N	ABC1250	HUT	FFS	17	261634	0	0	4b
	10209	12/01/2022	9:10	6022	N	ABC1251	HUT	FFS	18	261634	0	0	4b
	10209	12/01/2022	17:00	6022	N	ABC1252	HUT	FFS	19	261634	20	20	4b
	55074	12/01/2022	8:50	6022	N	ABC1253	HUT	FFS	20	361854	20	20	0

Appendix 4: Updated provider report for visits

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	File ID	Message Type	Claim Reference	Time Stamp	Report Version													
2	10000084	Finance Processing Report	109832_linesLeemarC	2022_02_21_11_14_09	2													
3	Batch Seq	Claim Ref	Number of Records	Number of Payables	Number of Non Payables	Invoice Total Ex GST	Invoice Total GST Amount	Invoice Total	Due Date									
4	786	109832_linesLeemarC	109,832	74,669	35,163	\$25,853.72	\$3,878.04	\$29,731.76										
5	Funder	Contract	Payable Claims	Cancelled trips GST Ex	Band Time GST Ex	Band Distance GST Ex	Excep Time GST Ex	Excep Distance GST Ex	Pay Amount Ex GST	GST	Pay Amount Incl GST							
6	BOP	357891	1056	\$0.00	\$458.89	\$9.16	\$0.00	\$0.00	\$468.05	\$70.20	\$538.25							
7	BOP	357892	1555	\$0.00	\$837.35	\$180.91	\$0.00	\$0.00	\$1,018.26	\$152.74	\$1,171.00							
8	BOP	366553	65077	\$0.00	\$21,940.35	\$0.00	\$0.00	\$0.00	\$21,940.35	\$3,291.05	\$25,231.40							
9	BOP	366673	4676	\$0.00	\$1,841.22	\$9.16	\$0.00	\$0.00	\$1,850.38	\$277.55	\$2,127.93							
10	MOH	261665	1586	\$0.00	\$575.47	\$0.00	\$0.00	\$0.00	\$575.47	\$86.32	\$661.79							
11	WKO	366501	9	\$0.00	\$1.21	\$0.00	\$0.00	\$0.00	\$1.21	\$0.18	\$1.39							
12	IBTPSO	EmployeeID	Visit Date-Time	PostCode	FirstVisit	PersonNHI	Funder	FFS/Bulk	RecordID	Agreement Number	Excep Travel Time	Excep Travel Distance	Cancelled Appt GST ex	Band Time GST Ex	Band Distance GST Ex	Excep Time GST Ex	Excep Distance GST Ex	Pay Amount
13		56	1/01/2022 10:50		N	ABC0001	BOP	FFS	25309	357891			\$0.00	\$0.36	\$0.00	\$0.00	\$0.00	\$0.36
14		21	1/01/2022 16:00		N	ABC0002	BOP	FFS	25309	357891			\$0.00	\$0.36	\$0.00	\$0.00	\$0.00	\$0.36
15		39	22/12/2021 15:50		N	ABC0003	BOP	FFS	35433	357891			\$0.00	\$0.36	\$0.00	\$0.00	\$0.00	\$0.36
16		76	21/12/2021 10:10		N	ABC0004	BOP	FFS	33838	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
17		19	23/12/2021 10:10		N	ABC0005	BOP	FFS	33838	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
18		97	28/12/2021 9:20		N	ABC0006	BOP	FFS	33838	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
19		19	30/12/2021 10:10		N	ABC0007	BOP	FFS	33838	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
20		57	8/12/2021 17:00		N	ABC0008	BOP	FFS	25309	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
21		35	27/12/2021 16:00		N	ABC0009	BOP	FFS	21901	357891			\$0.00	\$1.15	\$0.00	\$0.00	\$0.00	\$1.15
22		64	15/12/2021 17:00		N	ABC0010	BOP	FFS	25309	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
23		55	22/12/2021 17:00		N	ABC0011	BOP	FFS	25309	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
24		68	28/12/2021 12:00		N	ABC0012	BOP	FFS	27822	357891			\$0.00	\$1.15	\$0.00	\$0.00	\$0.00	\$1.15
25		58	29/12/2021 8:00		N	ABC0013	BOP	FFS	27822	357891			\$0.00	\$1.15	\$0.00	\$0.00	\$0.00	\$1.15
26		12	27/12/2021 15:00		N	ABC0014	BOP	FFS	35433	357891			\$0.00	\$0.36	\$0.00	\$0.00	\$0.00	\$0.36
27		26	20/12/2021 15:00		N	ABC0015	BOP	FFS	19083	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
28		3	22/12/2021 14:35		N	ABC0016	BOP	FFS	19083	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
29		12	29/12/2021 16:00		N	ABC0017	BOP	FFS	21901	357891			\$0.00	\$1.15	\$0.00	\$0.00	\$0.00	\$1.15
30		15	24/12/2021 16:00		N	ABC0018	BOP	FFS	19083	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
31		91	29/12/2021 14:25		N	ABC0019	BOP	FFS	19083	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
32		83	31/12/2021 15:10		N	ABC0020	BOP	FFS	19083	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07
33		39	20/12/2021 9:25		N	ABC0021	BOP	FFS	41036	357891			\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	\$0.07

Appendix 5: Flow chart for determining pay bands

