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Special Authority

Q Is Symbicort Turbuhaler interchangeable with Seretide?

A From 1 August 2006, Seretide Aerosol Inhaler and Seretide Accubaler are interchangeable with Symbicort and Symbicort Turbuhaler.

Pharmacy

Q I have dispensed the first dispensing of a three-month prescription. At the date of dispensing the product was a funded item in the Pharmaceutical Schedule. I have now been advised the product is no longer funded. Will my repeat dispensing be paid?

A No. HealthPAC reimburses pharmaceuticals according to the subsidies listed in the Pharmaceutical Schedule at the time of dispensing and based on your Pharmacy Services Agreement. Please refer to Clause H1.2

Q How do I know if PHARMAC is no longer funding a pharmaceutical?

A PHARMAC distribute monthly Pharmaceutical Schedule updates containing:

- new listings
- changes to restrictions
- delisted items

Unless otherwise stated, the updates are effective from the first of each month. Pharmaceuticals no longer funded are listed on the delisted pharmaceuticals list.

Q The Pharmaceutical Schedule contains a number of prescribing and dispensing restrictions. Where do I find the definition of each restriction?

A The definitions of the restrictions are detailed in the Pharmaceutical Schedule under the General Rules section. Pharmaceutical Schedule Section A, Part 1.

Q We have received a prescription for Oxybutynin Oral Liquid and the Doctor has only prescribed 100mls. Oxybutynin Oral Liquid comes in 437ml Original Pack. We will be breaking the original pack to dispense the 100mls. Are we able to claim for the remaining 337mls we have to discard?

A The Pharmaceutical Schedule outlines the reimbursement rules for Original packs.

Only claim what has been dispensed (100mls. However, because the pharmaceutical is subsidised as original packs, 437 mls will be reimbursed.

Q Why am I receiving such large variance reports each claim period?

A You need to check your 'margin' and 'dispensing fee' settings. If you are unsure how to proceed with the check, your software vendor should be able to assist. In addition, carrying out your monthly updates prior to making up your claims will also help reduce the size of your variance reports.

Q What do I do with my prescriptions that are five months or older?

A Post or courier your batches to: HealthPAC Archives Warehouse, 137 London Street, Wanganui. If you need Batch record Forms contact HealthPAC Pharmacy on 0800 353 2425.

Q What is the maximum quantity subsidised for selected pharmaceuticals on a Practitioner Supply Order?

A The Pharmaceutical Schedule lists the community pharmaceuticals subsidised on a Practitioner Supply Order, and the maximum quantity to be subsidised.

Q Can a Prescriber have a product on a Practitioner Supply Order when a restriction of "Special Authority for Subsidy" is stated?

A No. A "Special Authority" is an application process where a Prescriber requests government subsidy on a community pharmaceutical for a named person.

Q Are there any restrictions on how we dispense a Dentist prescription?

A The maximum quantity for a community pharmaceutical subsidised for a dental prescription is only such quantity as is necessary to provide treatment for a period not exceeding five days and where the prescription specifies a repeat, one further period not exceeding five days. A dental prescription cannot be dispensed all at once (stat). There is an exception for Sodium Fluoride, where a dentist may prescribe for an extended treatment period up to three months.

Q I have submitted my claim to HealthPAC on a disk. I have now received a fax from HealthPAC stating they are unable to retrieve the file on the disk. What do I do?

A If HealthPAC are unable to retrieve the file from the disk then HealthPAC will require a replacement disk. Please make up a further claim and forward to HealthPAC.

Q I have sent in the pharmacy claim via diskette. When do I receive my reports?

A Error and Variance Reports are sent as soon as your claim is processed. A Buyer Created Tax invoice will be sent to you five days prior to the relevant payment date.

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Q Where can I obtain a copy of the Pharmacy Electronic Claiming Error Code booklet and the pharmacy procedures manual?

A An electronic copy is available from the publications section of the HealthPAC website www.moh.govt.nz/healthpac.

HealthPAC Contacts

HealthPAC Wanganui

Please refer to front page.

HealthPAC Wellington

79 Taranaki Street, P O Box 1026, Wellington.
Reception Telephone: 04 381 5300, Facsimile: 04 381 5344

Claimant Enquiries (non-pharmacy)

Telephone: 0800 HLTH4U (0800 458 448)

Claimant Services Fax (non-pharmacy)

Telephone: 04 381 5344

Business Support Services

79 Taranaki Street, P O Box 1043, Wellington.
Telephone: 04 384 5366

Strategy and Development Team

Level 3, Onesource House, 79 Taranaki Street,
P O Box 1043, Wellington.
Telephone: 04 384 5366, Email: dhbsupport@moh.govt.nz

HealthPAC Dunedin

Level 4, 229 Moray Place, P O Box 5849, Dunedin.
Reception Telephone (Ministry of Health): 03 474 8040,
Facsimile: 03 474 8582

HealthPAC enquiry line telephone: 0800 281 222

Audit & Compliance

176 Hereford Street, P O Box 4166, Christchurch
Telephone: 03 364 6640, Facsimile: 03 365 0705

Websites

www.moh.govt.nz
www.mog.govt.nz/healthpac
www.pharmac.govt.nz



HealthPAC Contacts

HealthPAC Wanganui
Level 1, Energy Direct NZ Building
179 St Hill Street
Private Bag 3015, Wanganui
Reception Telephone: 06 349 1990

National Health Index (NHI)
Telephone: 0800 855 151
Facsimile: 06 349 1983

Special Authorities
Telephone: 0800 243 666
Facsimile: 06 349 1983

High Use Health Card
Telephone: 0800 243 666
Facsimile: 06 349 1983

Pharmacy
Telephone: 0800 353 2425
Facsimile: 06 349 1983

Mum2Be
Telephone: 0800 666 223

We're on the web!
www.moh.govt.nz

Pharmacy

Electronic Special Authority Look-Up for Pharmacies

The Electronic Special Authority Look-Up system allows pharmacists to search for Special Authority approval numbers online. The requirements to gain access are:

- Claimant Number
- Digital Certificate
- Approved Health Intranet
- Broadband is recommended

The Electronic Special Authority Look-Up system is easy to use. Pharmacies use the patient's details to search. The Electronic Special Authority Look-Up system will then give users all of the Special Authority approvals, along with effective and expiry dates, the patient has. There are no charges associated with registering or using Electronic Special Authority look-up. However there are charges to access a Health Intranet approved network. If you would like to discuss the costs involved please contact one of the approved Health Intranet organisations listed below:

- Telecom SecureME on 0800 22 44 55
- HealthLink SecurIT on 0800 288 887
- Telstraclear on 0508 555 500

An initial digital certificate costs approximately \$100. Your initial one is provided free of charge by the Ministry of Health. The re-issue charge is approximately \$80 per digital certificate, per year. To register your interest or receive further information on Electronic Special Authority Look-up please contact HealthPAC Special Authority on 0800 243 666 or email shealthpac@hpac.govt.nz.

Sending your Electronic Diskette Claim

Pharmacies have two options when sending electronic diskette claims to HealthPAC for payment processing.

1. You can send your batch of prescriptions for archiving to 137 London Street, Wanganui and then send your diskette separately to 179 St Hill Street, Wanganui for payment processing.
2. You can send your diskette and your batch of scripts together to 137 London Street, Wanganui. If you choose to send your diskette and your batch together please clearly mark your batch 'disk enclosed'.

Special Authority

Fosamax Interchangeability

Special Authority Approvals for Fosamax 70mg (Alendronate for Osteoporosis) will also cover Fosamax Plus. However these products are not interchangeable with Fosamax 40mg (Alendronate for Pagets Disease).

New Anti Epilepsy Drugs

Effective 1 August 2007. The interchangeable Special Authority Approval for New Anti Epilepsy Drugs were replaced with individual Special Authority approvals for Gabapentin, Topiramate and Vigabatrin. Current New Anti Epilepsy Special Authority approvals will remain valid until their expiry. Practitioners will then be required to make an **initial** application on the relevant Special Authority application form. *continued overleaf*



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The most up to date Special Authority application forms for all products are available on the PHARMAC website or contact HealthPAC Special Authority on 0800 243 666.

GnRH Analogues

Effective 1 July 2006. The interchangeable GnRH analogues approval was replaced with individual Special Authority approvals for Goserelin Acetate, Buserelin and Leuprorelin. Current GnRH Special Authority approvals will remain valid until their expiry. Practitioners will then be required to make an initial application on the relevant Special Authority application form

If you are unsure if you need to submit an initial or renewal application please contact HealthPAC Special Authority on 0800 243 666. The most up to date Special Authority application forms are available from www.pharmac.govt.nz.

Special Authority Applications Processing Times

The following Special Authority products are processed immediately upon receipt of application:

- Domperidone
- Fentanyl patches
- Pamidronate
- Scopoderm

The following Special Authority products are processed within two business days of receipt of application:

- Adefovir
- Anastrozole
- Anti-retrovirals
- Buspirone
- Clarithromycin
- Clopidogrel
- Cyclosporin
- Gabapentin
- Lamivudine
- Letrozole
- Mianserin
- Mycophenolate
- Naltrexone
- Octreotide
- Olanzapine (Tablets and Wafers)
- Risperidone
- Pravastatin
- Tacrolimus
- Sirolimus
- Topiramate
- Temozolomide
- Vigibatrin
- Venlafaxine

All other Special Authority products are processed within ten business days of receipt of the application.

Please note all Special Authority applications are date stamped upon receipt and once approved will be effective from the date of receipt.

Risk Numbers

RISK numbers are interim Special Authority numbers given to cover a pharmacy's payment for products dispensed in good faith, or in life threatening situations where a Special Authority Approval has been unavailable or incorrectly interpreted.

Risk numbers are used in place of the rejected Special Authority number when submitting the next claim.

A Special Authority RISK number to cover "ethical supply" will be issued only in the following circumstances.

- The prescriber could not be contacted.
- The patient was at serious risk without the medication, such as a life threatening condition or imminent hospitalisation. Examples of where this would apply are a hyperglycaemic event when appropriate insulin is not available, or a risk of kidney graft rejection without immediate availability of immunosuppressant.

"Ethical supply does not cover medicines where it is unlikely there would be a serious deterioration in the patient's condition due to a delay in receiving the medicine, such as a prescription for a statin. It is expected "ethical supply" under Special Authority will not be a frequent occurrence. It is designed as a last resort to protect patients at risk. These should only be for a supply long enough to get the patient through while the clinician is contacted for an application.

RISK numbers are reviewed on a case by case basis.

Mum2Be Line Moves to Wanganui Contact Centre

The 0800 Mum2Be Line went live on Monday 15th October 2007. The service has been upgraded from an answer phone recorded message to a friendly customer service representative at the end of the line.

The 0800 Mum2Be maternity consumer line was established in August 1998 by the then Health Funding Authority, to provide a national maternity information service to women. Over time, the functionality of the line has changed, and currently, the 0800 Mum2Be line's sole function is to provide women with a list of Lead Maternity Carers in their area. A Lead Maternity carer is defined as an authorized practitioner who is either a Midwife, General Practitioner with a diploma in Obstetrics or an Obstetrician.

When a call is received, consumer's details are loaded into a database, and a list of Lead Maternity Carers for their area is generated and posted to the customer.

Electronic Special Authority

Medical Council Numbers beginning with a zero

Browser Users – After selecting to apply for a Special Authority you will be prompted to input your Practice Identifier (you would have received your practice identifier in your information packs) and your New Zealand Medical Council Registration number.

If you have a Medical Council Registration number beginning with a zero, leave the zero off when inputting it into the Electronic Special Authority system.

For example if you have a medical council number of 01111, you would only input 1111 when prompted.

Medtech Users - If you are getting a decline reason stating "*the practitioner does not have the necessary qualifications*" and the Doctors medical council number begins with a zero then the leading zero could possibly be the problem. Follow the instructions below to remove the leading zero:

1. First ascertain the practitioner does have the qualifications to apply as per the criteria. The New Zealand Pharmaceutical Schedule outlines the qualifications necessary to apply for the different Special Authority products. Alternatively you can call HealthPAC Special Authority on 0800 243 666.
2. If the applying practitioner does have the qualifications to apply go to *Set-Up/Staff/Member*.
3. Double click on the Doctor concerned.
4. In the screen opening there should be a tab labelled *Provider*.
5. The registration number will be at the bottom left hand corner of the screen.
6. Take the zero out and select OK.
7. Exit the Medtech system for the changes to take effect. Please note by removing the leading zero it will not impact your system in any way.

Electronic Special Authority Users

There is currently 2441 users accessing the Electronic Special Authority system. Number of Users Accessing the System:

- PMS – Web services (MedTech Users) 1507
- Browser Based Medical Centres (users) 454
- Browser Based Hospital Users 480

To register your interest or obtain more information about Electronic Special Authority contact HealthPAC Special Authority on 0800 243 666 or email sahhealthpac@hpac.govt.nz.

National Health Index

HealthPAC has increased the limit of National Health Index requests from three to six per call.

Registering a Patient

A Primary Health Care Provider, who believes a National Health Index number needs to be issued for a new patient, must ask the questions listed below. These questions are not designed to be obstructive to callers but are necessary to prevent the creation of a duplicate NHI number and to ensure the patient is registered correctly. Questions to ask a patient visiting your surgery are:

- What are the patient's legal first name, middle name and surname?
- Are there any other names they have or are known by?
- What is the patient's date of birth?
- Was the patient born in New Zealand?
- Is the patient new to the country? If so, how long have they been in NZ?
- Has the patient been to any other doctor or hospital in New Zealand?
- What is the patient's immigration status? Please sight documentation to support this. If you have not sighted documentation of proof of residency then the patient will be registered as a Non-Resident until such time as proof of residency has been sighted. Please note that a Community Services Card is not proof of residency.
- What is the patient's current address?
- What was the patient's previous address if they have moved within six months?
- Which ethnicity does the patient identify with?

For auditing purposes HealthPAC Customer Service Representatives are recording caller's answers to the above questions.

Editing a National Health Index Number

A Primary Health Provider who wishes to change the details of a patient who already has a National Health Index number must sight evidence of the changes wishing to be made. Evidence is necessary to ensure the correct details are held for a patient so as not to put the patient at risk.

NHI Fax Service

HealthPAC Wanganui offers a NHI fax service. The fax service is for Primary health providers requesting a maximum of 40 NHI numbers per day.

The turn around time for the fax service is two business days.

On completion of each fax request, a NHI number, or error code, is specified and returned to the health provider. Each error code has a description and specifies the action required to assist in resolving the request. A NHI fax request template is available by contacting HealthPAC on telephone 0800 855 151.

Eligibility for Students

International patients who hold a Student permit are not eligible for publicly funded health care. International students are required to have medical and travel insurance as stipulated in the **Code of Practice for the Pastoral Care of International Students**.

To qualify for publicly funded health care students need to be funded by the NZAID Official Development Assistance Programme or by a New Zealand University or NZAID as a postgraduate Commonwealth Scholarship holder. A source of reference available in ascertaining a patient's eligibility is the Ministry of Health website www.moh.govt.nz/eligibility.

Stationery

Contact Wickliffe Limited on freephone 0800 259 138 or fax 0800 802 126 for the stationery items listed below. Please note that Wickliffe will request your claimant details.

- 101982 – Pharmaceutical Subsidy Cards
- CH5850 – High Use Health Card application forms
- 82375 – Bulk Supply Order forms
- 82363 – Wholesale Supply Order forms
- 74169 – Practitioner's Supply Order forms.

Controlled Drug forms

Controlled drug forms can be obtained from the following Medsafe offices.

- Medsafe Medicines Control (Northern) 0800 248 671
- Medsafe Medicines Control (Central) 0800 163 060
- Medsafe Medicines Control (Southern) 0800 248 674.

Prescriber Prescription Pads

Prescriber Prescription pads are available from MediMedia. Contact MediMedia on 09 488 4278.

Electronic Batch Record Forms

HealthPAC print and distribute these forms. Contact HealthPAC Pharmacy on 0800 353 2425.

Frequently Asked Questions

Electronic Special Authority

Q How soon will I know if the application has been approved or declined?

A When submitting Electronic Special Authority applications a response will be returned within ten seconds.

Q Who do I contact if I have problems or errors processing the application?

A If you have any problems or experience any processing errors, call HealthPAC Special Authority on 0800 243 666, or email them at sahhealthpac@healthpac.govt.nz.

Q Are any paper copies of electronic applications kept by HealthPAC?

A No. However HealthPAC has the ability to view any Electronic Special Authority application should an enquiry be made on the application.

Q What is an Audit letter?

A All users are required to sign a letter of Audit before becoming a registered user. As a user of the Electronic Special Authority System, applications may be audited against the application criteria set out in PHARMAC's Pharmaceutical Schedule.

Any audit would be carried out by Audit and Compliance and would be done in line with the agreed protocols between Audit and Compliance and the New Zealand Medical Association.

Q What is a Digital Certificate?

A A Digital Certificate is like an electronic passport containing identity details of the holder, and is used to ensure electronic communications can be carried out securely.

High Use Health Card

Q How long is a High Use Health Card valid for?

A High Use Health Cards are valid for one year. The qualifying date is the date following the last consultation date or previous card expiry date, whichever is the later.

The expiry date is printed on the card. General Practitioners need to apply for a renewal on behalf of their patient each year. Application Forms (CH5850) are available from Wickliffe Limited, freephone 0800 259 138.

Q Who is eligible for a High Use Health Card?

A To qualify for a High Use Health Card patients must provide proof of 12 visits to a General Practitioner within 12 months for an ongoing condition/s.

continued overleaf