

Sector Services Contacts

Sector Services Wanganui

Level 1, Energy Direct NZ Building, 179 St Hill Street,
Private Bag 3015, Wanganui.
Telephone: 06 349 1990, Facsimile: 06 349 1983

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 686 223

Sector Services Wellington

Level 3, Onesource House, 79 Taranaki Street,
P O Box 1026, Wellington.
Telephone: 04 381 5300, Facsimile: 04 381 5301

Claimant Enquiries (non-pharmacy)

Telephone: 0800 HLTH4U (0800 458 448)

Claimant Services Fax (non-pharmacy)

Telephone: 04 381 5344

PHO Queries

Telephone: 0800 252 464

Sector Services Dunedin

Level 4, 229 Moray Place, P O Box 5849, Dunedin.
Telephone: 03 474 8040, Facsimile: 03 474 8582

Sector Services Enquiry Line

Telephone: 0800 281 222

Websites

www.moh.govt.nz
www.pharmac.govt.nz

Quick Reference Guide for Pharmacy Claiming Timelines

Weekly Claiming		
Claim Periods	First 4 days (Due Dates)	Payment Dates
1st - 7th of Month	8th -11th of Month*	28th of the same Month [^]
8th -15th of Month	16th - 19th of Month*	5th of the next Month [^]
16th - 23rd of the Month	24th - 27th of Month*	12th of the next Month [^]
24th- last day of the Month	1st - 4th of Month*	20th of the next Month [^]

*Due Dates mean the fourth business day following the Claim Period to which the Claim in question relates.

[^]Where the Payment Date is not a business day, then Payment Date shall be the first business day following the Payment Date.

Fortnightly Claiming		
Claim Periods	First 4 days (Due Dates)	Payment Dates
1st - 15th of Month	16th - 19th of Month*	5th of the next Month [^]
16th - last day of the Month	1st - 4th of Month*	20th of the next Month [^]

*Due Dates mean the fourth business day following the Claim Period to which the Claim in question relates.

[^]Where the Payment Date is not a business day, then Payment Date shall be the first business day following the Payment Date.

ESA: Macrogol (Movicol) Error

Special Authority: How to change SPEC to HOSP No

NHI: Is my patient eligible for a NHI Number?

Stationery ordering information

FAQ: Pharmacy, Special Authority, ESA and NHI

On-line Pharmacy Claiming Goes Live!

"Ministry of Health rolls out online claiming facility for pharmacies.

Pharmacies can now submit subsidy claims electronically to the Ministry of Health instead of sending them on floppy disks fortnightly.

Alan Hesketh, Deputy Director-General, Information Directorate, said the new online service is now progressively being made available to all registered pharmacies.

Currently there are 137 pharmacies using the service. *'The uptake of the service by the registered pharmacies has been encouraging. We are on track to work with more pharmacies across the country to bring them online in the New Year,'* said Mr Hesketh.

The Ministry will continue to rollout Auckland metro pharmacies until the end of January 2009 and then make the service available to the rest of the country from early 2009.

'Just over half of the 93 million claim transactions currently processed by the Ministry's Information Directorate relate to pharmacy claims. Having an online service improves the efficiency and security of processing these claims,' Mr Hesketh said.

Previously, pharmacies made payment claims manually by submitting claim details by floppy disks to the Ministry every fortnight and received paper-based returns. But there were often issues with corrupt disks, causing delays in the processing of claims.

The online facility has been developed in collaboration with the Pharmacy Guild, Auckland metro District Health Boards and the pharmacy management vendors, Healthsoft and Toniq.

'In the future, the online facility could also handle claims from a variety of providers such as laboratories, maternity services and dental care,' according to Mr Hesketh.

'Pharmacies will also have full access to other online capabilities such as validating a patient's National Health Index number via a look-up tool as well as future opportunities in electronic prescribing' he added."

Health [e] News, December 2008

For connection to the Ministry of Health pharmacies will require the following:

Approved Health Network Connection

The current certified network providers are Telecom, HealthLink, or Telstraclear. If you would like to discuss the costs involved please contact one of the approved Health Network Providers listed below:

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

Digital Certificate

An initial digital certificate costs approximately \$100 per year and the re-issue charge is \$80 per digital certificate per year. Please note the Ministry of Health is currently funding the digital certificates. This may be subject to change.

With the new on-line claiming solution you will also be able to access on-line Special Authority look-up, and on-line National Health Index Number look-up in the near future.

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



Electronic Special Authority

Electronic Special Authority Look-Up for Pharmacies

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

- Claimant number
- Approved health network connection
- Digital certificate
- Secure broadband internet access

Pharmacies can search for current Special Authority approval numbers using the patient's Special Authority approval number or by the patient's details and pharmaceutical name. The look up system will then give users the Special Authority approval number and the effective and expiry dates of the drug searched.

There are no charges associated with registering or using Electronic Special Authority Look-Up. However there are charges to access the Health Network. If you would like to discuss the costs involved please contact one of the approved Health Network Providers listed below:

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

To register your interest or obtain further information regarding either Online Pharmacy Claiming or, Electronic Special Authority Look-Up please contact the Ministry On-Line helpdesk on 0800 243 666 or email onlinehelpdesk@moh.govt.nz

Changing Address Details in Electronic Special Authority

Some practitioners may find the address details within Electronic Special Authority out of date. To update your address details please forward a written Change of Address request to Sector Services. Change of Address requests should include:

- Previous address no longer used
- The new address
- Doctor's name and medical council number

Change of address requests can be emailed to , or faxed to the Ministry of Health On-Line Helpdesk on 06 349 1983 or posted to:

Ministry of Health Wanganui
Level 1, Energy Direct NZ Building
Private Bag 3015
Wanganui 4540

Pharmacy Claiming

Sending your Electronic Diskette Claim

Pharmacies have two options when sending electronic diskette claims to the Ministry of Health for payment processing.

1. Send your batch of prescriptions for archiving to 137 London Street, Wanganui and send your diskette separately to 179 St Hill Street, Wanganui for payment processing.

OR

2. Send your diskette and your batch of prescriptions together to 137 London Street, Wanganui. If you choose to send your diskette and your batch of prescriptions together please clearly mark your batch 'disk enclosed'.

Special Authority

Methylphenidate/Dexamphetamine

Effective 1 April 2008 the dual purpose Special Authority application form for Methylphenidate and Dexamphetamine was replaced with individual Special Authority application forms.

Special Authority numbers approved under the dual form will remain valid until their expiry date. However, once expired, Practitioners will then be required to make an **initial** application on the relevant Special Authority application form. Health providers should be aware the new form will result in the patient having a new approval number.

The most up to date Special Authority application forms for all products are available on the PHARMAC website

Methylphenidate Hydrochloride Extended-Release

Effective 1 September 2008, the Concerta brand of Methylphenidate Hydrochloride was made available through Special Authority (SA924). Please note Concerta is not interchangeable with Special Authority approvals for the Rubifen brand of Methylphenidate Hydrochloride (SA908).

New Anti Epilepsy Drugs

Effective 1 August 2007, the interchangeable Special Authority approval for New Anti Epilepsy Drugs was 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 are then required to make an initial application on the relevant Special Authority application form.

The most up to date Special Authority application forms for all products are available on the PHARMAC website or by contacting Ministry of Health Special Authority on 0800 243 666.

Losartan (Cozaar) and Losartan with Hydrochlorothiazide (Hyzaar)

Special Authority Approval numbers for Losartan (Cozaar) and Losartan with Hydrochlorothiazide (Hyzaar) are now interchangeable. Current Special Authority approvals for Losartan with Hydrochlorothiazide will be changed to lifetime approvals so renewals will not be required.

Special Authority Application forms

There are specific application forms for all Special Authority products available on the PHARMAC website: www.pharmac.govt.nz

By downloading an application form as needed, you will be accessing the most current form and will avoid declines due to wrong or invalid criteria being used. Any changes to the criteria are updated on the website forms monthly.

Deceased Patients

If a patient in your practice has passed away and holds a current Special Authority Approval number, or High Use Health Card, please notify Sector Services in writing to prevent any further correspondence from being forwarded to the deceased's estate. Notifications must include the doctor's name and signature and be faxed to 0800 100 131 or posted to:

Ministry of Health Wanganui
Level 1, Energy Direct NZ Building
Private Bag 3015
Wanganui 4540

Frequently Asked Questions

On-line Pharmacy Claiming

Q I am now claiming weekly. Does that mean I have to send in my batch of prescriptions weekly?

A No. You can continue to send your batches of prescriptions as before, however, you must bundle your prescriptions weekly as claimed. Remember the batch needs to match the claim and you can only claim weekly if agreed with your DHB through a variation to your agreement.

Electronic Special Authority (ESA)

Q When I am filling in a Special Authority application form can I use a stamp or do I have to sign each application?

A For auditing purposes doctors need to sign all Special Authority application forms. Stamp signatures are not accepted

Q I am a specialist applying to renew a special food approval for my patient electronically. When the system asks for the name of the recommending specialist and the date contacted should I enter my own details?

A Yes. If you are applying online you will need to put your own name as the recommending specialist or the application will decline.

Pharmacy

Q I have a prescription for a rest home patient. Can I dispense in weekly lots?

A No. A dispensing for a rest home cannot be for periods less than 28 days as per the New Zealand Pharmaceutical Schedule, Section A, General Rules.

Q Can a prescriber have a product on a Practitioner Supply Order (PSO) 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.

High Use Health Card

Q When is a High Use Health Card valid from?

A The commencement date of the High Use Health Card is the day following the last consultation date on the application form. If the application is a renewal then the card will commence the day after the expiry date of the previous card or the day following the last consultation date on the application form; whichever is latest. High Use Health cards are valid for one year.

National Health Index (NHI)

Q Why do I need to provide the patient's previous address when trying to locate an NHI number?

A If the information provided by the caller is not sufficient to confirm a correct match or is different to the information in the database, the Customer Service Representative may request the patient's previous address. The address information will ensure the correct number is given for the patient.