

HealthPAC Contacts

HealthPAC Wanganui

Please refer to front page.

HealthPAC 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

HealthPAC Dunedin

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

HealthPAC Enquiry Line

Telephone: 0800 281 222

Websites

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

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

HealthPAC Contacts

HealthPAC 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 588 151
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

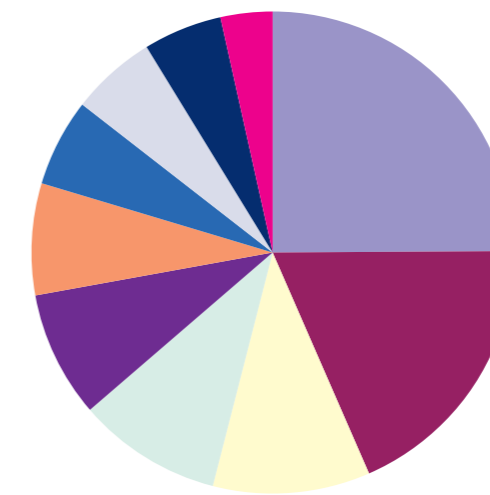
Pharmacy
Telephone: 0800 353 2425
Facsimile: 06 349 1983

Mum2Be
Telephone: 0800 686 223

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

Pharmacy

Top Ten Error Codes



Volume of Errors Recorded

1,309 554 445 309 277
975 509 394 301 183

Error Codes and Definitions

- 152 The original of this repeat is not a paid item in the HB database
- 160 Prescription ID and suffix ID is already on HB records
- 402 Credit item with no accepted original in database
- 597 Quantity claimed to date is more than the total quantity prescribed
- 404 Resubmission item with no accepted original in HB database
- 599 Invalid special authority number
- 138 Item supplied for more than 90 days over all dispensings
- 310 Maximum treatment period of ***** exceeded
- 31 Invalid pharmacode supplied
- 501 Date of service is after claim period

The *Error Codes for Community and Pharmaceutical Cancer Treatments (PCT) Pharmacy Electronic Claiming (PEC)* booklet is a comprehensive guide to all of the possible error codes, including those listed above. The Error Code booklet gives explanations of the error codes along with the actions required to resolve them. The Error Code booklet is available on the Ministry of Health website www.moh.govt.nz/healthpac or by calling HealthPAC Pharmacy on 0800 353 2425.

Resubmit, Resend or Reprice?

The Wanganui HealthPAC Contact Centre's two most commonly queried error codes are the dual error code 402 and 404, and error code 160. These error codes usually occur due to confusion between resubmitting, resending and repricing of claims. To resolve these error codes please refer to the table below.

ERROR	SOFTWARE VENDOR	ACTION CAUSING THE ERROR	ACTION REQUIRED TO CORRECT THE ERROR
402 404	TONIQ	You have attempted to resubmit a claim which has not been paid	Amend the claim and resend
	HEALTHSOFT	You have attempted to cancel and reprice a HealthPAC payment which has not been paid to you	Resubmit not yet paid
160	TONIQ	You have attempted to amend and resend a claim which has already been paid to you	Amend and resubmit
	HEALTHSOFT	You have resubmitted a claim which has already been paid	Cancel HealthPAC payment and reprice

For further assistance please contact HealthPAC Pharmacy on 0800 353 2425.



Electronic Special Authority

Macrogol (Movicol) Error

Some Medtech users may experience problems when applying for Special Authority Approval numbers for Macrogol 3350 (Movicol). Users will receive a decline message stating the “Specified drug is not covered by Special Authority”.

HealthPAC has been provided with instructions to resolve the problem. Please follow the steps listed below.

1. Go to Set-up – Clinical Drug – View Drug Screen
2. Once in View Drug Screen search for Macrogol (Movicol)
3. Select the Special Authority Product you are applying for
4. Click on the Coding Tab
5. Once in the Coding Tab you should see two pharmacodes: 2194864 and 2057786. Swap the two pharmacodes around so that 2194864 is in the left hand box
6. Close out of Medtech for the changes to take effect.

For further assistance please contact your software vendor or HealthPAC Special Authority on 0800 243 666.

Application Number versus Approval Number

It appears there is some confusion between the HealthPAC Special Authority Application number and the Special Authority Approval number.

The HealthPAC Special Authority Application number is a reference number used by HealthPAC to identify applications. The Special Authority Approval number is the number obtained from HealthPAC after submitting a successful application.

When writing a prescription, please annotate the Special Authority **Approval** Number not the HealthPAC Application Number as using the Application number will cause an error and non payment for the pharmacies.

National Health Index

What is a National Health Index Number?

A National Health Index (NHI) number is a unique number that is assigned to each person using health and disability support services.

NHI numbers allow health providers to positively identify a patient for the purposes of treatment and care, and for maintaining medical records. For more information on NHI numbers visit www.nzhis.govt.nz

Is my patient eligible for a National Health Index Number?

Any patient seeking medical treatment in New Zealand can be assigned a NHI number irrespective of the permit that they hold. Being assigned a NHI number does not automatically qualify a patient for publicly funded healthcare.

A patient’s eligibility for publicly funded healthcare is determined by the permit they hold while in New Zealand, and the circumstances of their stay in New Zealand.

When determining the eligibility of a patient who is new to your service you should sight documentation such as their passport, visa or permits.

If you have been unable to sight documentation regarding a patient’s eligibility they can still be allocated a NHI number but will be registered as a NON resident until such time as documentation has been sighted.

A source of reference available for ascertaining a patient’s eligibility is the Ministry of Health website: www.moh.govt.nz/eligibility

Changing a Date of Birth

If you wish to change the date of birth recorded against a patient’s NHI number then you must physically sight appropriate documentation of that patient’s date of birth. Once appropriate documentation has been sighted you can then call HealthPAC NHI on 0800 855 151 to update the patient’s details.

Stationery

The following stationery items can be obtained from Wickliffe Limited on 0800 259 138 or Fax 0800 802 126:

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

Please note Wickliffe will request your claimant details.

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.

Special Authority

Methylphenidate Hydrochloride Approval Numbers

Special Authority Approval numbers for Methylphenidate Hydrochloride are only applicable to the Rubifen and Rubifen SR brand and are not interchangeable with the Ritalin and Ritalin SR brand.

If Ritalin is required then applicants will need to apply to PHARMAC for a Special Access Subsidy.

Ritalin Special Access Subsidy forms are available from the PHARMAC website www.pharmac.govt.nz

How to Change from a SPEC number to a HOSP number

If a patient has a current Special Authority Approval number for a special food it will be either a SPEC number (maximum 500 mls per day) or a HOSP number (complete diet).

Due to the changing needs of patients we often receive requests to change a Special Authority approval number from a SPEC to a HOSP or vice versa. To change from a SPEC to a HOSP please follow the process below:

1. Complete an **initial** application for the HOSP number (Please note that the initial application will need to be completed by a specialist)
2. Attach a note or write across the top of the form “Changing Special food approval from SPEC to HOSP”
3. Fax or post to 0800 100 131 for processing
4. The processing team will then cancel the existing number and process the new application
5. You will receive a cancellation letter for the SPEC number and an approval letter for the HOSP number.

Follow the same process when changing from HOSP to SPEC numbers.

If the Special Authority has expired then follow the process listed below:

1. Complete a **renewal** application
2. Indicate whether it is to be a HOSP or SPEC number
3. Fax or post to 0800 100 131 for processing.

For further assistance please contact HealthPAC Special Authority on 0800 243 666.

Frequently Asked Questions

Pharmacy

Q I have received a Prescription for Nicotine Replacement Therapy. Is this subsidised?

A No. Nicotine Replacement Therapies must be on Quitline Exchange cards.

Electronic Special Authority

Q My patient has a Special Authority Approval number they no longer require. Can I cancel it on the Electronic Special Authority system?

A No. To cancel a Special Authority Approval number you must submit a written request to HealthPAC stating your reasons for cancellation.

Special Authority

Q How long must a Special Authority number be expired before I have to make an initial application?

A If a Special Authority number has been expired for more than two years, an initial application needs to be made.

Q If the original product is dispensed prior to a Special Authority number expiring, are the repeats covered?

A Yes, as long as the product has not been de-listed from the New Zealand Pharmaceutical Schedule.

National Health Index

Q Are children born in New Zealand automatically New Zealand citizens?

A No. Children born in New Zealand on or after 1 January 2006 no longer automatically become New Zealand citizens. If a parent is eligible for publicly funded health and disability services, then the child will be eligible. If the parent isn’t eligible then all services (except immunisations) will not be subsidised. They are a cost to the legal guardian.