

Is your patient eligible for NZ funded services?

National Health Index: Fax Service, Casual Patients

Special authority application forms

FAQ: NHI, Special Authority, ESA and Pharmacy related

ESA: Number of users accessing system and costs

Wholesale Supply Orders

HUHC and HealthPAC contact details

# Contact Centre News and Views

ISSUE 2 FEBRUARY 07



HealthPAC Contact Centre

## Is your patient eligible for NZ publicly funded Health and Disability services?

**HOW WILL YOU KNOW** if a patient is eligible to access the NZ Publicly Funded Health and Disability Services? When treating a patient who is new to your service, ask relevant questions to determine the patient's eligibility. Check their immigration status and request to sight appropriate documentation to endorse what has been verbalised, e.g. passport, visa or permits.

A source of reference available in ascertaining a patient's eligibility, is the Ministry of Health (MoH) website: [www.moh.govt.nz/eligibility](http://www.moh.govt.nz/eligibility).

If a patient is ineligible or is unable to provide sufficient proof of eligibility, then they will need to pay for their treatment **in full**.

A Primary Health Care Provider, who believes a National Health Index (NHI) number needs to be issued for a new patient, must ask the questions listed below. These questions are necessary to eliminate any possibility of an existing NHI number and ensure correct registration if required. The questions will help to avoid the issue of patients having more than one NHI number. Questions to ask a patient visiting your surgery are:

- What are your legal first name, middle name and surname?
- Are there any other names you have been known by?
- What is your date of birth?
- Were you born in NZ?
- Are you new to the country?
- Have you been to any other doctor in NZ?
- Have you been in a NZ hospital?
- What is your immigration status? (Visa, Work Permit, Permanent Resident etc)
- What is your current address?
- What was your previous address if you have moved in the last six months?

Often, the Customer Service Representative (CSR) is instructed by the caller to issue a new NHI number. On advice from the patient, the caller is usually adamant the patient has never seen another doctor or been through the hospital system since arriving in NZ. However, through the CSR inquiring further and a range of searches performed, there is often a match.

A requirement for issuing a new NHI number is to sight relevant documentation to prove the patient's eligibility. If documentation is not sighted, the NHI number will then specify the patient as a non-NZ resident. Once documentation is sighted, please contact HealthPAC on 0800 855 151 to update the NHI number details if residency is gained.

It is a common belief among health providers that a patient with a NHI number gains automatic qualification to access the NZ Publicly Funded Health and Disability Services. An NHI number does not mean a patient is eligible for NZ Publicly Funded Health and Disability Services, it is only a means of collecting and tracking their health data.

Regardless of a person's residential status, a NHI number can be issued to a patient when receiving medical treatment in NZ. The NHI number will then track the medical history of a person while in NZ. A person's NZ residency status is indicated against their NHI number.

### HealthPAC Contacts

HealthPAC Wanganui  
179 St Hill Street  
Private Bag 3015, Wanganui  
Telephone: 06 349 1990

Contact Centre Hours  
Monday – Friday 8.00am to 5.00pm  
(with the exception of Wednesday,  
open from 9.30am to 5.00pm)

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

Eligibility – Special Authority  
and High Use Health Card (HUHC)  
Call toll free: 0800 243 666  
or Telephone: 06 349 1986  
Fax toll free: 0800 100 131  
or Facsimile: 06 349 1983

Pharmacy  
Telephone: 0800 353 2425  
Facsimile: 06 349 1983

We're on the web!  
[www.moh.govt.nz](http://www.moh.govt.nz)

## National Health Index (NHI)

### Casual Patients

Difficulties can arise when a medical service is trying to locate a NHI number for a casual patient. Often a casual patient is unfamiliar to the medical service. Therefore, it is important to obtain as much patient information as possible. If possible, telephone the Contact Centre while the patient is on your premises. Then any questions we may have can be directed to the patient while on site.

Information to request from a casual patient:

- First name, middle name and surname
- Any other names the patient is known by
- Maiden name if married in the last 12 months
- Date of birth
- The current address
- The previous address if moved in the last 12 months
- The current or previous Primary Healthcare Provider.

### NHI Fax Service

HealthPAC Wanganui offers a NHI fax service. The fax service is for health providers requesting a maximum of 40 NHI numbers per day. The turn around time for this 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 0800 855 151.

## Special Authority

### “Circle one”

There are some Special Authority Application forms that have more than one pharmaceutical listed on the application.

In such cases, it is clearly indicated on the application form to “Circle one”. The applicant must circle the pharmaceutical being applied for, as they are not interchangeable.

If the pharmaceutical is not indicated, then the application is unable to be processed.

## Technical Changes

From 1 October 2006, technical changes were implemented in the electronic Pharmaceutical Schedule. The change affects the way Special Authority approvals are validated for payment.

As a reminder, when prescribing Special Authority medicines, please ensure that the Special Authority approval number used is the correct one. Please check with the HealthPAC Contact Centre on 0800 243 666 if you are unsure. Incorrect use of an approval number will incur non-payment for pharmacies.

## Electronic Special Authority (ESA)

### Number of Users Accessing the ESA System

As of January 2007, the number of users accessing the ESA system was 2,058.

If you are interested in the ESA system, contact the ESA helpdesk on 0800 243 666 to register your interest.

### Costs for ESA

There are no charges imposed by HealthPAC, the MoH or PHARMAC for using the ESA system. There are no charges imposed for becoming approved for Health Intranet access, however there are charges to connect to a Health Intranet-approved network.

HealthLink and Telecom NZ currently operate MoH, Health Intranet-approved networks. Any queries regarding the costs involved with connecting to a Health Intranet-approved network, please contact HealthLink or Telecom on the following telephone numbers:

- Telecom NZ Code Blue: 0800 22 44 55
- HealthLink SecurIT: 0800 288 887

There is also an annual cost of approximately \$80 for the renewal of a digital certificate. If you do not have one already then the MoH will fund your first digital certificate.

### ESA Users

It appears there is some confusion between the HealthPAC SA Reference Number and the SA Approval Number. When submitting an Electronic Special Authority application, please annotate the **Approval Number** on the prescription, not the HealthPAC Reference Number. The HealthPAC Reference Number will cause an error and non payment for the pharmacies.

## Frequently Asked Questions

### Pharmacy

**Q** I received the four day fax, informing me that my pharmacy disk for claiming was not received by HealthPAC within the first four working days following the claim period required. How can I get paid on time?

**A** You will need to contact your District Health Board (DHB) funding and planning manager, explain the situation, and request written approval to be paid on time. The letter must be sent to HealthPAC. Another disk will need to be sent and received by HealthPAC, at least five days prior to payment date to ensure payment.

**Q** Will the system automatically recognise the correct prescriber group if I do not select a code from the drop down box for the Health Provider Group Code (HPGC) field?

**A** It is important to ensure the HPGC field is captured correctly. It is a compulsory field which requires a code to be selected from the drop down box. If the field is not completed, a code will automatically populate, possibly resulting in an incorrect code. Supplying the correct prescribers practicing code, will provide accurate data. Examples are: MC = Doctor, OP = Optometrist.

### Special Authority

**Q** Is Symbicort Turbuhaler interchangeable with Seretide?

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

### Electronic Special Authority (ESA)

**Q** What times during the day is the ESA system available?

**A** The ESA system is normally available 24 hours a day, seven days a week. Occasionally the system is unavailable due to maintenance purposes. Outages usually occur outside of normal business hours. With any extended outages, an e-mail notification will be sent to all ESA users.

### NHI

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

**A** When the data provided by the caller is not enough to confirm a correct match or it is different to the information in the database, the Customer Service Representative (CSR) may request the patient's previous address. This will ensure the correct NHI number is given for the patient.

## Special Authority Application Forms

There are specific application forms for all Special Authority products available on the PHARMAC website:  
[www.pharmac.govt.nz](http://www.pharmac.govt.nz).

By downloading an application form as needed, you will be accessing the most current form. Any changes to the criteria, is updated on the website forms monthly.

Special Authority Application forms obtained from a source other than the PHARMAC website will require the applicant to ensure the most recent criteria is covered on the form, on a monthly basis.

## High Use Health Card (HUHC)

### Contact Details

The correct details for HUHC queries are:

Telephone: 0800 243 666, option 2

Facsimile: 06 349 1983

Please ensure you have the most up to date forms and pamphlets by calling Wickliffe on 0800 259 138.

## Pharmacy

### Optometrists' Prescribing

The Provider ID for Optometrists begins with the number "6" and has seven digits.

Information obtained against the Optometrists details is used for data collection and reporting purposes.

## General

### Wholesale Supply Orders

Wholesale Supply Order forms are required to be sent directly to your preferred Wholesale Supplier, and not to HealthPAC.

All Wholesale Supply Order forms received by HealthPAC will be returned to the medical practice.

*continued overleaf...*

## HealthPAC Contacts

### HealthPAC Wanganui

179 St Hill Street, Private Bag 3015, Wanganui

Telephone: 06 349 1990

#### Contact Centre Hours

Monday–Friday 8.00 to 5.00pm (with the exception of  
Wednesday, open from 9.30am to 5.00pm)

#### National Health Index (NHI)

Telephone: 0800 855 151

Facsimile: 06 349 1983

#### Eligibility – Special Authority and High Use Health Card

Telephone: 0800 243 666 or 06 349 1986

Facsimile: 0800 100 131 or 06 349 1983

#### Pharmacy

Telephone: 0800 353 2425

Facsimile: 06 349 1983

### HealthPAC Wellington

Level 3, Onesource House, 79 Taranaki Street, Wellington

P O Box 1043, Wellington

Telephone: 04 381 5300

Facsimile: 04 381 5344

#### Claimant Services Call Centre – All Primary Care

#### Provider Payment queries

Telephone: 0800 458 448

#### 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 Christchurch

176 Hereford Street, P O Box 4166, Christchurch

Telephone: 03 364 6640

Facsimile: 03 365 0705