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# Contact Centre News and Views

ISSUE 3 JUNE 07



HealthPAC Contact Centre

## Health Information Privacy Code 1994

THE HEALTH INFORMATION PRIVACY CODE 1994 serves to protect the privacy of any identifiable individual in regards to any health information held about them. HealthPAC is committed to upholding the principles of the Health Information Privacy Code 1994.

It is important that we verify the identity of everyone obtaining health information from HealthPAC.

### Accessing the Contact Centre

- Pharmacies need to provide a claimant number. Also note that a locum working in your pharmacy will need access to this claimant number, if they require information from our contact centre. A claimant number should remain secure to pharmacy staff only.
- Health professionals from a medical practice need to provide a payee number or a Medical Council of New Zealand number for the applicable doctor.
- Health professionals from a hospital need to provide a doctor's Medical Council of New Zealand number.
- Health professionals must provide a payee number for National Health Index requests.

## Special Authority Approval Letters

HealthPAC would like to advise that effective 1 May 2007, we are no longer sending out Special Authority approval letters to patients for manual Special Authority applications.

Please note that the applicant and referrer will still receive a letter.

The decision to cease sending patient letters was made for the following reasons:

- Alignment of the manual application process with the Electronic Special Authority system, where no letters are generated to any patients.
- Increased cases of patients altering letters to obtain unauthorised medications.
- The high volume of letters being returned to HealthPAC from New Zealand Post and therefore not reaching patients.
- The lack of patients retaining and using their letter for its intended purpose.
- Sensitivity issues when a patient has passed away prior to their letter being received.

If you have any questions regarding the change call our Contact Centre on 0800 243 666.

## Helpful Hints for High Use Health Cards

High Use Health Cards are valid for one year. General Practitioners need to apply for a renewal on behalf of their patient each year. Application Forms (CH5850) are available from Wickliffe Limited, free phone 0800 259 138.

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.

High Use Health Cards are valid from the day after the last consultation date on the application form. Please forward completed application forms to HealthPAC.

### 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)

## 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 an approval number from a SPEC to a HOSP or vice versa. To change from a SPEC to a HOSP or vice versa please follow the process below:

1. Complete an **initial** application for the Hosp number
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.

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

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 assistance with any of the above contact HealthPAC Special Authority on 0800 243 666.

## SA Changes and Updates

Effective 1 April 2007 Pioglitazone can be applied for by a relevant practitioner.

Effective 1 May 2007 Cyclizine Hydrochloride tab 50mg no longer requires a Special Authority.

Effective 1 May 2007 Midazolam (Hypnovel) inj 1mg per ml, 5ml and 5mg per ml, and 3ml no longer require Special Authority.

Special Authority numbers for Methylphenidate Hydrochloride only cover the Rubifen brand, Ritalin SR was de-listed 1 April 2007.

Special Authority criteria for Candesarten and Losarten have been amended effective 1 May 2007.

Special Authority criteria for Mianserin Hydrochloride (Tolvon) tab 30mg have been amended effective 1 June 2007.

To obtain the most up to date application form available please visit [www.pharmac.govt.nz](http://www.pharmac.govt.nz) or contact HealthPAC Wanganui on 0800 243 666.

## Deceased Patients

Please notify HealthPAC Wanganui in writing when a patient passes away to ensure no further correspondence is sent to the patient.

## Electronic Special Authority

The Electronic Special Authority system allows doctors to submit Special Authority applications on-line and receive a response, whether approved or declined, within approximately 17 seconds.

The system is easy to use and much faster than the manual paper-based system that has a ten business day service level. The requirements to gain access are:

- Approved Health Intranet Connection
- NZHIS Access Agreement
- Digital Certificate.

There are no charges associated with registering or using Electronic Special Authority. However there are charges to access a Health Intranet approved network. If you would like to discuss the costs involved please phone either approved Health Intranet organisation:

- Telecom Secure me on 0800 22 44 55
- HealthLink SecurIT on 0800 288 887.

A digital certificate costs approximately \$100 with your first one provided free by the Ministry of Health. The re-issue charge is \$80 per digital certificate per year.

To register your interest or receive further information on Electronic Special Authority please contact HealthPAC on 0800 243 666 or [sahealthpac@healthpac.govt.nz](mailto:sahealthpac@healthpac.govt.nz).

## Frequently asked Questions

### Electronic Special Authority

**Q** What is the process when a doctors' digital certificate expires?

**A** A reminder will be sent to the doctor to reapply to the Registration Authority for renewal of the digital certificate. Once renewed and installed on their computer, a copy of their digital certificate details will need to be sent through to sahealthpac@hpac.govt.nz using the instructions provided by HealthPAC. Electronic Special Authority users can also notify our helpdesk on renewal of the digital certificate. The doctor or medical centre should receive a letter in the post from ACC, prior to the digital certificate expiring. Enclosed with the letter should be a renewal application form.

### NHI

**Q** Are overseas visitors entitled to a NHI number?

**A** Yes, however they will be classified as non-residents. When documentation has been sighted to prove residency, contact HealthPAC and we will update our database.

**Q** Are prisoners allowed a NHI number?

**A** Yes, people in prison may receive some subsidised health services.

### Special Authority

**Q** How do I know what products are covered by a Special Authority number, i.e. Adult Products Standard?

**A** There are two options:

1. Refer to the New Zealand Pharmaceutical Schedule – All items available are listed by:
  - a. Anatomical Heading – Special Foods
  - b. Therapeutic Heading – Adult Products Standard
  - c. Chemical Name – Ensure Plus, Fortisip, Resource Plus, etc.
2. Contact the HealthPAC Contact Centre on 0800 243 666 to verify the Special Authority approval number and the products that it covers.

**Q** How long after a Special Authority number has expired do I have to make an Initial Application?

**A** If a Special Authority 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.

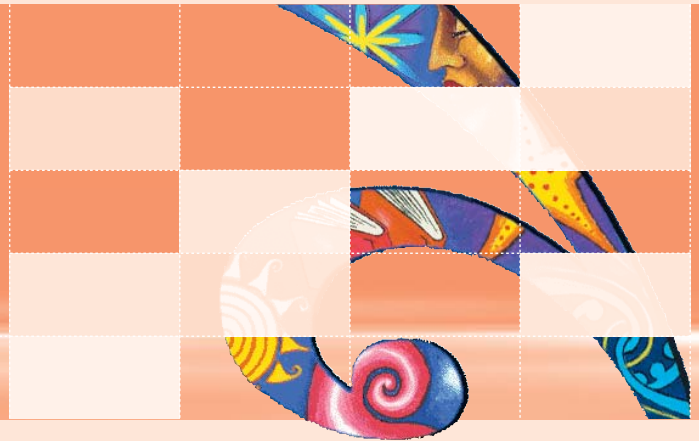
## Selecting more than one Criteria for Special Authority Applications

There has been a high volume of Special Authority applications declined due to too many criteria being specified.

An example is applications for Cyclosporin where doctors may specify Organ Transplant and Nephrotic Syndrome.

The application will decline because the criteria are for different approval periods and they are not grouped together on the application form.

In such cases the applicant should specify only the clinical criteria relevant to the patient. If in doubt please call HealthPAC Special Authority on 0800 243 666.



## HealthPAC Contacts

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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