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## **Manu Taupua:**

## **Supported Enrolment Programme**

Health Hawke’s Bay (HHB) is expanding Manu Taupua, the Supported Enrolment Programme for Māori, Pasifika and Community Service Card (CSC) holders who are currently unenrolled in general practice. This expansion will allow practices to refer directly into the programme eligible whaiora who present to general practice seeking enrolment.

## HHB will fund up to six consultations in general practice for whaiora referred into the pathway. By removing the cost barrier, newly enrolled patients receive a comprehensive assessment and welcome to the practice.  These consultations must occur within 12 months of the patient enrolling with the practice.

## **Benefits for Patients**

* Improved engagement with health services.
* Ongoing care for patients and their household whānau health needs.
* Subsidised consultations in general practice for first 12 months, funded by HHB.

## **Criteria**

Whaiora presenting are:

* not enrolled with a general practice in Hawke’s Bay AND
* reside in Hawke’s Bay AND
* are Māori or Pasifika or CSC holders.

## **Exclusions**

* Patients with a lapsed enrolment and are being re-enrolled in the practice
* Patients who are currently enrolled and are wanting to transfer to another practice are excluded, unless:
* patient is relocating from CHB or Wairoa to Napier/Hastings and vice versa
* Patient is changing practice due to safety reasons ie family violence situation
* Patient is changing Practice due to emergency housing
* Patient is being released from prison

## **Funding in General Practice**

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| **General Practice** | **Funding (GST Excl)** |
| New enrolment Consultation (>14 years)-max 6 in 12 months | $71.70 |
| New enrolment Consultation (<14 years)-max 6 in 12 months | $51.70 |

## **Claiming for the Service**

Claiming for this service will be through the Health Hawke’s Bay Manu Taupua – Supported Enrolment Programme Claim Form on the Halcyon Provider Portal. Invoices to be received by HHB by the 5th of the month for payment on the 20th of the month.

## **Manu Taupua: Supported Enrolment Pathway**

If the patient presents to general practice either by phone, email or in person and meet the eligibility criteria, they can be referred to the Manu Taupua, Supported Enrolment Programme, by:

* Explaining to the patient the benefits of enrolment and seeking consent for referral to the **Supported Enrolment Programme.**
* If consent is obtained - complete a referral form through Halcyon and send to HHB.
* If consent is declined – no further action required.
* The referring general practice will be advised if the referral is accepted by the HHB Health Navigator. The Health Navigator is available to support whaiora with the referral process, if required.

**Health Navigator**

On receiving referral at HHB, the Health Navigator will support the patient to become enrolled in a general practice.

* Contacts patient to discuss benefits, barriers to enrolment, provide options and identify preferred provider.
* Supports patient through the enrolment process for the individual and all unregistered household whānau.
* Support initial GP visit, as required.
* Support facilitation with community pharmacy, as required.
* Refers patient to Poutoko (Health Coach) for continued support.
* If patient chooses not to enrol with general practice, facilitates relationship with NGO Health Providers.
* Follow up patients accessing NGO Health Providers at three months to determine whether they would like to enrol with a general practice.
* When enrolled, if patient is not engaging with practice, the Poutoko will advise the HHB Health Navigator, who will follow up with patient.
* Nine month follow up with whānau for review and feedback.

## **General Practice**

* Accepts whaiora and unregistered household whānau to become enrolled patient/s once referral is accepted.
* HHB will fund six GP/NP/Practice Nurse consultations over a period of 12 months following enrolment (excludes services funded through other funding streams).
* Offers and facilitate all appropriate screening, vaccinations for patient and household whānau.
* If the patient is not engaging in general practice services, they can be referred to practice Health Coach for additional support and follow up.

## **Poutoko (Health Coach)**

* The HHB Health Navigator passes over the patient to the Health Coach or floating health coach attached to the enrolling practice.
* Poutoko continues to facilitate relationship between general practice and patient.
* Poutoko walks alongside the patient and household whānau during the 12-month programme.
* When patient becomes engaging in general practice - no further follow up required.
* If the patient is not engaging in general practice – the Poutoko continues to facilitate the relationship and advises Health Navigator

## **Pharmacy**

## For patients referred and eligible for the Supported Enrolment Programme, HHB will fund the co-payment for general practice and dentist generated prescriptions for the patient/s and household whanau to their nominated pharmacy.

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## This funding does not include

## Blister packaging of medication

## Over the counter medication

* Unfunded medications
* Prescription fees funded through other funding streams
* Prescription part charges

## **Exiting Patient from Programme**

Patients are exited from the programme by:

* Choosing not to enrol in general practice and remain accessing NGO Health Provider.
* Not engaging with Health Coach or general practice. Patient will remain enrolled with general practice but will be exited from the Supported Enrolment Programme.
* Completing six visits to general practice over 12-month period.

**Manu Taupua: Supported Enrolment Pathway *(Appendix 1)***

**Criteria:**

* **Not enrolled with general practice**
* **Resides in HB**
* **Māori or Pasifika or CSC Holders**

Unenrolled whaiora identified by Referrer

Offered referral into Manu Taupua

Notify Health Navigator prior to exiting pathway

Patient engaged with general practice

Exit from programme

Follow up by Health Navigator

Patient NOT engaged with general practice

Poutoko provides continuing support

Health Navigator hands over to practice based or designated Poutoko

Health Navigator facilitates relationship with enrolled General Practice+/-Pharmacy

Health Navigator facilitates enrolment for whairoa and whānau

Whaiora consents to enrolment in general practice

Exit from programme if not wanting enrolment

3 month follow up with Health Navigator

Alternative provider offered

Patient declines enrolment to General Practice

Health Navigator contacts whairoa to discuss enrolment

Referrals received and triaged by Health Navigator

Consent obtained - referral completed and sent to HHB

Offer Declined- no further action