

Te Whatu Ora
Health New Zealand

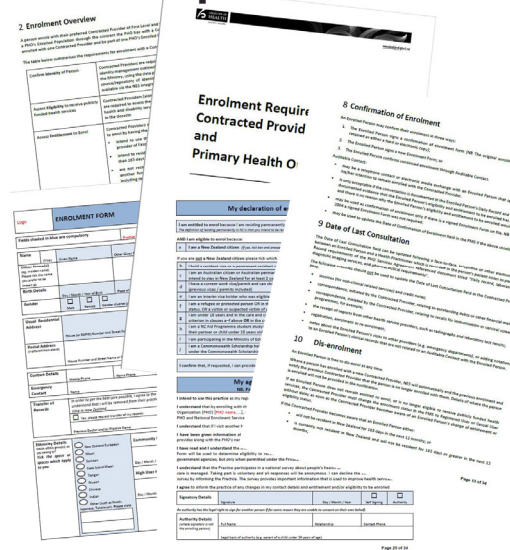
Eligibility & Entitlement for Enrolment & More

Have you read the Enrolment Requirements?

The Enrolment Requirements is a reference document to the PHO Services Agreement and detail the contractual rules around Enrolling a person.

It includes:

- Who can enrol
- How can they enrol
- What information needs to be obtained
- And much, much more



I'm sure everyone has heard of the Enrolment Requirements for Contracted Providers and Primary Health Organisations (V4.1).

But I can almost guarantee that not many of you have gone through them in detail, if at all. The Enrolment Requirements are a reference document to the PHO Services Agreement and detail the contractual rules around Enrolling a person.

It details who can enrol, how they can enrol or re-enrol, the mandatory information that needs to be collected, what happens if patients change practices, or practices change PHOs, it contains a generic enrolment form showing the mandatory fields and declarations, and so on, and so on.

If you've never read these rules, then I urge you to do so. It is the enrolling of a person and obtaining a properly completed enrolment form that allows a practice to enter a person onto its register as ENROLLED. If you fail to produce an enrolment form for a person, or have an enrolment form with some critical errors, this can, and often does, have financial ramifications for the practice

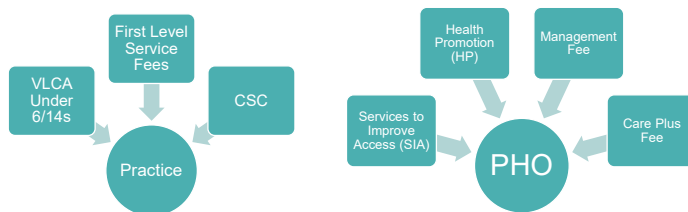
If you or your staff have never read this document, then I strongly suggest that you consider going through the Enrolment Requirements at the next staff group training session, just to

remind yourself of the rules.

Capitation Based Funding (CBF)

- Funding - based on enrolment, not provision of a service. Funding is for a 3-year period which is renewed every time the person has a qualifying encounter with the practice.
- Funding based on demographics of each individual on the enrolment register
 - Age
 - Gender
 - Ethnicity
 - CSC
 - HUHC
 - Care Plus Status
 - Deprivation Quintile (geo-coding)

Components of Funding



3

It's important that enrolment is completed, and that the correct demographics are recorded for a person as this has an impact on funding.

The seven demographics that impact on the funding are Age, gender, Ethnicity, CSC and HUHC status, Care Plus Status and deprivation quintile.

Depending on the demographics the funding can be as little as around \$6.60/month for a non-HUHC young to middle-aged male, to as high as \$61/month for an under 5-year-old baby with a HUHC.

Re-enrolling via Auditable Contact

Re-enrolling via Auditable Contact is described in Section 8 Enrolment Requirements. It states:

An Enrolled Person may confirm their enrolment in three ways:

1. The Enrolled Person signs a confirmation of enrolment form (NB The original enrolment form needs to be retained as either a hard or electronic copy);
2. The Enrolled Person signs a new Enrolment Form; or
3. The Enrolled Person confirms continued enrolment through Auditable Contact.

Auditable Contact:

- may be a telephone contact or electronic media exchange with an Enrolled Person that specifically confirms his/her intention to remain enrolled with the Contracted Provider.
- is only acceptable if the conversation is documented in the Enrolled Person's Daily Record and there is sufficient documented evidence that the Enrolled Person's eligibility and entitlement to be enrolled has been confirmed, and there is no reason why the Enrolled Person's eligibility and entitlement to be enrolled would have changed.
- may be used as confirmation of enrolment only if there is a signed Enrolment Form on file. NB Prior to 1 April 2004 a signed Enrolment Form was not required.
- may be used to update the Date of Confirmation of Enrolment field in the PMS if the above conditions are met.

Before I get into the topic of Eligibility, I'll just touch on a couple of things we've picked up in some recent audits that some practices aren't quite getting right that are resulting in some much unwanted financial ramifications for the practice. The most significant finding relates to the increased use over the last 3-4 years of the Auditable Contact method of re-enrolment.

There are three methods to either enrol or re-enrol a person, and these are described in the Enrolment Requirements for Practices and PHOs.

They are.... a new enrolment form, a confirmation of enrolment form and Auditable Contact.

Obtaining a new enrolment form is always considered best practice but on occasion this may not be practicable. On those occasions Auditable Contact is available but does come with risk as it is quite easy to get it wrong. If you do get it wrong, it may invalidate the re-enrolment, which could potentially result in financial ramifications.

There are three things the practice must complete or have for a re-enrolment via Auditable Contact to be valid.

Firstly, the practice must hold an original valid signed enrolment form on file

Secondly, the practice must contact the patient to confirm their wish to remain enrolled with the practice, and a note of the conversation must be recorded in the daily record.

Thirdly, and this is often where practices fail, the practice must have documented evidence that the patient's eligibility has been tested and that there is no reason for eligibility to have changed.

It's only if these three conditions are met, that the re-enrolment date on the PMS can then be updated.

Re-enrolling via Auditable Contact

Whilst not an official document, an Auditable Contact checklist has been developed to assist practices with the process.

If practices use the checklist, the likelihood of the Auditable Contact re-enrolment failing will be minimal.

Re-enrolment via Auditable Contact - Checklist		
Enrolment Requirements (Version 4.1 - November 2018) - Section 8 Confirmation of Enrolment		
Auditable Contact Rules: <ul style="list-style-type: none"> may be a telephone contact or electronic media exchange with an Enrolled Person that specifically confirms his/her intention to remain enrolled with the Contracted Provider. is only acceptable if the conversation is documented in the Enrolled Person's Daily Record and there is sufficient documented evidence that the Enrolled Person's eligibility and entitlement to be enrolled has been confirmed, and • there is no reason why the Enrolled Person's eligibility and entitlement to be enrolled would have changed. may be used as confirmation of enrolment only if there is a signed Enrolment Form on file. NB Prior to 1 April 2004 a signed Enrolment Form was not required. may be used to update the Date of Confirmation of Enrolment field in the PMS if the above conditions are met. 		
NB: If enrolment has already expired, then the Auditable Contact method of re-enrolment is NO longer an available option. A new enrolment form MUST be obtained.		
	Patient's Name: NHI:	
1	Phone Call Date: Staff Member Calling: Staff Member Signature:	
2	Has Enrolled Person confirmed that he/she wishes to remain enrolled with the practice	YES / NO (circle answer)
3	Does practice hold a valid enrolment form (with the eligibility questions and Health Privacy Declarations) signed by correct person? Yes - Enrolment Form Dated:	
4	Does Practice hold documented Evidence the patient's eligibility has been tested? Yes - Describe evidence viewed (e.g. NZ Passport number, or NZ Citizen by Birth via NES DIA Data share, Birth Cert in Inbox, Current Work Visa dated XXX/XXX/XXXX in Inbox, etc)	
5	Ensure "Re-Enrolment" is updated in NES and this form is scanned into the Inbox	

We actually found during one audit that a practice had created a very basic Auditable Contact checklist. We took this back to our office and played around with it a bit and came up with what we see here. Whilst its not an official reference document, I think it is incredibly useful for those practices who wish to use the Auditable Contact method of re-enrolment.

The checklist is a great reminder of the necessary steps for Auditable Contact re-enrolment and if its fully completed and scanned into the inbox there is unlikely to be any problems with regard to the re-enrolment and updating of the enrolment date.

Online Enrolments

Form must contain all the mandatory minimum dataset, must contain a hand-written signature (either ink or digital pen) and must be able to be printed in a format that presents all Enrolment Form requirements.

- **Unsigned forms** = no valid enrolment
- **Signed by a different person (not authorised)** = no valid enrolment
- **Form signed but not dated** = valid enrolment
- **Scan illegible** = depends on what information is recognisable. No signature able to be seen, not valid

My agreement to the enrolment process
NB. Parent or Caregiver to sign if you are under 16 years

I intend to use this practice as my regular and on-going provider of general practice / GP / health care services.

I understand that by enrolling with this practice I will be included in the enrolled population of this practice's Primary Health Organisation (PHO) Midlands Regional Health Network Charitable Trust, and my name address and other identification details will be included on the Practice, PHO and National Enrolment Service Registers.

I understand that if I visit another health care provider where I am not enrolled I may be charged a higher fee.

I have been given information about the benefits and implications of enrolment and the services this practice and PHO provides along with the PHO's name and contact details.

I have read and I agree with the Use of Health Information Statement. The information I have provided on the Enrolment Form will be used to determine eligibility to receive publicly-funded services. Information may be compared with other government agencies, but only when permitted under the Privacy Act.

I understand that the Practice participates in a national survey about people's health care experience and how their overall care is managed. Taking part is voluntary and all responses will be anonymous. I can decline the survey or opt out of the survey by informing the Practice. The survey provides important information that is used to improve health services.

I agree to inform the practice of any changes in my contact details and entitlement and/or eligibility to be enrolled.

Signatory Details	* Belle Signature	* 09/10/2020 Day / Month / Year	<input checked="" type="checkbox"/> Self Signing	<input type="checkbox"/> Authority
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An authority has the legal right to sign for another person if for some reason they are unable to consent on their own behalf.

Authority Details (where signatory is not the enrolling person)	Full Name	Relationship	Contact Phone
Role of authority (e.g. parent of a child under 16 years of age)			

Pinnacle Midlands Health Network patient enrolment form
September 2021

Many practices are now allowing patients to enrol using an online enrolment form.

Most of the On-line forms we've seen are perfectly fine and meet the Enrolment Requirements. However, we've recently come across an on-line enrolment form, that is being used by a small number of practices, that does not meet the mandatory requirements as set down by the Enrolment Requirements. The on-line form in question did not contain all the eligibility options, did not contain all the mandatory "My Agreement to the Enrolment Process Statements, and allowed the enrollee to type their signature, rather than sign it.

The Enrolment Requirements state:

Contracted Providers are required to ensure the enrolling person completes a hard copy or electronic format Enrolment Form. The Enrolment Form **must** include:

- the enrolment minimum dataset (refer section 3.6)
- an eligibility declaration
- an entitlement declaration
- the My Agreement to the Enrolment Process statements
- an acknowledgment of Use of Health Information Statement
- hand signature (ink or digital pen) of enrolling person (or authorised person) and date

of signing

NB. Although “consent to transfer records” is not a mandatory requirement on the Enrolment form it is required as part of Foundation Standard which is a minimum requirement within the PHO Services Agreement.

Enrolment Forms in electronic format **must** be able to be printed in a format that presents all Enrolment Form requirements.

Why Eligibility and Entitlement Matter

Health & Disability services in NZ are only funded for people who are eligible (Health and Disability Services Eligibility Direction 2011)

A practice can only enrol a person if:

The practice assesses the person as eligible

The practice assesses

the person's entitlement to enrol

A formal enrolment process is followed

Because New Zealand is a relatively small country with limited revenue, we have to be careful about where that revenue is spent. This includes making sure the health dollar is spent on those who need it and are entitled to it. Being 'eligible', gives a person the right to be considered for publicly funded health or disability services. Because if eligible, these services could be subsidised or even free.

But Eligibility is just one part. The PHO Enrolment Requirements take this a step further and say, not only does the person have to be eligible for enrolment, but they also need to be entitled. Entitlement is just as important as Eligibility.

Once a person is found to be both eligible **and** entitled, it's then a formal enrolment process can then be followed.

Eligibility and Entitlement

Eligible person - eligible for publicly-funded health & disability services (Health and Disability Services Eligibility Direction 2011)

Entitlement to enrol:

- residing permanently in New Zealand (at least 183 days per year) and
- wishes to use the provider for on-going, regular health care and
- is not receiving his/her healthcare through a different funding agreement i.e. Defence Force & Corrections (people in prison)

Fully eligible person - eligible to enrol and entitled to enrol in a PHO because s/he is currently residing permanently in NZ and wishes the practice to be his/her regular and on-going provider of First Level Services

There are 10 different eligibility criteria and these are defined in the Eligibility Direction 2011. We'll look at these in a moment.

For the purposes of Enrolment, the enrolling person also needs to be entitled. And there are three aspects to entitlement.

Firstly, the person must be residing permanently in New Zealand. This means that they must be in New Zealand for at least 6 months and 1 day in any 12 month period. (that's 183 days per year).

secondly, the person must not be receiving his or her healthcare through any other funding agreement. This relates to people in the Defence Force and people in prison. For defence force personnel the Defence Force is responsible for their healthcare, and for people in prison, the Dept of Corrections is responsible for their healthcare;

And **thirdly**, they must intend to use the provider for their ongoing and regular healthcare. If a person fulfils all of these conditions, they are deemed to be fully eligible and can then complete the enrolment process.

More on people in Prison

People in Prison

The Dept of Corrections is responsible for the healthcare of any person in Prison or on remand. These people are no entitled to enrol at a general practice

If the practice becomes aware, from any reliable source, that a patient is now residing in prison, it is obligated to end the enrolment for that patient. Particularly if the patient will be residing in prison for more than a month.

It is recommended that when the medical records are transferred to the prison, the practice include a letter to be passed on to the prisoner advising them that they will need to re-enrol with the practice upon release.

Before moving on, let's talk a bit more about people in prison. We often get questions on this. As mentioned briefly earlier, the Dept of Corrections is responsible for the healthcare of any person in Prison or on remand. As such these people are not entitled to enrol at a general practice

If the practice becomes aware that one of its patients is now in prison, the Enrolment Requirements require that the enrolment for that patient be ended.

So, if a practice doesn't know how long a person will be in prison, or knows that it will be for more than a month, then end the enrolment for that person. However, my recommendation is that If the practice is of the understanding that the person will be in prison for less than a month, then don't end the enrolment. The admin required to end the enrolment and then chase the patient up to re-enrol them upon release makes ending the enrolment nonsensical when the time in prison is less than a funding cycle.

But if you are ending the patient's enrolment, it is recommended that a letter to the patient is provided with the transfer of records, advising the patient that their enrolment has briefly been ended whilst in prison and that they will need to re-enrol with the practice upon their release.

Eligibility for Enrolment

A person is fully eligible and entitled to be enrolled in a PHO if he / she is residing permanently in New Zealand and:

- a) Is a New Zealand citizen (incl. people from the Cook Islands, Niue or Tokelau) OR
- b) Holds a resident visa or a permanent resident visa (or a residence permit if issued before December 2010) OR
- c) Is an Australian citizen or Australian permanent resident AND has been in New Zealand or intends to stay in New Zealand for at least 2 consecutive years OR
- d) Has a current work visa and is able to show that he/she is able to be in New Zealand for at least 2 years (previous permits included) OR

So let's look at the 10 different eligibility criteria. Firstly, the most common ones. People are eligible if:

A: they are a New Zealand Citizen, or a citizen of the Cook Islands, Niue or Tokelau, or

B: they hold a resident visa or permanent resident visa, or

C: are an Australian Citizen or an Australian permanent resident who intends to reside in New Zealand for at least two years, or

D: they hold a current Work visa and can show that they are able to be legally in New Zealand for at least two years (a person's previous visas, as long as they are consecutive, can also be included in the two-year calculation)

Eligible Persons Continued

- e) Is an interim visa holder who was eligible immediately before their interim visa started OR
- f) Is a refugee or protected person OR is in the process of applying for, or appealing refugee or protection status, OR is a victim or suspected victim of people trafficking OR
- g) Is under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a–f above OR
- h) Is a NZ Aid Programme student studying in New Zealand and receiving Official Development Assistance funding (or their partner or child under 18 years old) OR
- i) Is participating in the Ministry of Education Foreign Language Teaching Assistantship scheme OR
- j) Is a Commonwealth Scholarship holder studying in New Zealand and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund.

And now onto some of the less common eligibility criteria. People can also be eligible if:

E: they hold an Interim Visa and were eligible immediately before their Interim visa started (we'll talk more about these soon), or

F: the person is a refugee or a protected person or is in the process of appealing refugee or protected person status, or is a victim of or a suspected victim of people trafficking, or

G: the person is under the age of 18 years and is in the care and control of a parent or legal guardian who meets one of the eligibility criteria, or

H: the person is a New Zealand Aid Programme student studying in New Zealand, or is the partner or child of a New Zealand Aid Programme student. This is one of the few eligibility criteria where the children, partner or spouse are also eligible base on the NZ Aide Programme student's visa

I: the person is participating in the Ministry of Education Foreign Language Teaching Assistantship scheme, or

J: the person is a Commonwealth Scholarship holder studying in New Zealand

Eligible Persons Continued



New Zealand includes all waters within the outer limits of the territorial sea of NZ as defined in section 3 of the Territorial Sea and Exclusive Economic Zone Act 1977, but does not include the Cook Islands, Niue, Tokelau or the Ross Dependency. It includes:

- Chatham Island (est pop 600)
- Kermadec Islands (est pop 6)
- Three Kings Islands
- Bounty Island
- Antipodes Islands
- Campbell Island
- Auckland Island

So those are the ten different eligibility criteria. You may recall that along with New Zealand citizens, people from Cook Islands, Tokelau and Niue are also treated as New Zealand citizens.....so they're eligible. **But** how does this fit into the entitlement criteria of residing permanently in New Zealand. Well, any time spent residing in those islands does **not** count as time spent in New Zealand.

The area that is considered New Zealand is described in the Exclusive Economic Zone Act 1977..... As well as the North Island, South Island and Stewart Island, New Zealand also includes:

Chatham Island

The Kermadec Islands

Three Kings Islands

Bounty Island

Antipodes islands

Campbell Island

Auckland Island

So, we need to remember that no matter which of the eligibility criteria a person may fall into, they must also meet the entitlement criteria of residing permanently in New Zealand, which means for at least 183 days in the year.

On-going Eligibility

- On-going Assessment of Eligibility
 - Under the current Enrolment Requirements it is the practice's responsibility to assess eligibility and entitlement
 - Eligibility is assessed at the time the person first enrolls
 - But the provider has an obligation to re-assess the eligibility of the people with a temporary/time limited visa
- PHO Enrolment Checklist:
- <http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/resources-service-providers-check-eligibility/eligibility-enrol-primary-health-organisation>

Rightly or wrongly, checking eligibility is the practices' responsibility and normally this would only be required to be done once, at the time the patient first enrolls. But for people with a temporary visa, such as a work visa that might expire after 2 years, the practice needs to re-check for ongoing eligibility. If a work visa has expired, and the patient holds no further work visa, or does not meet any of the other eligibility criteria, then they must have their enrolment ended in N.E.S.

Practices use different methods for following up on time limited visas. This might include setting up tasks, diary notes, or utilising the more recently added Visa Expiry field that some Practice Management Systems now contain.

Visa Verification Service

Immigration NZ

IMMIGRATION NEW ZEALAND

Home > VisaView > Visa Verification Result

Acting for: Visa Verification Service

Logged in as: Mickey Mouse [Logout](#)

Visa Verification Result

Result
The visa has been verified successfully using the details you provided. See below for the full conditions of the visa.

Visa Verification Service checks are valid for the date stated on the enquiry result. Visa information may change.

All dates given are in New Zealand time. Where a person is not yet in New Zealand, any visa they hold may be subject to the grant of entry permission.

Visa Details

Family, First Name	Mickey Mouse	Visa Type	Permanent Resident
Date of Birth	01/01/2001	Visa Start Date	01/11/11
Gender	F	First Entry Before	Not applicable
Passport Nationality	U.S.A	Number of Entries	Multiple
Passport Number	ABCD12345	Expiry Date Travel	Indefinite
INZ Client Number	88888888	Visa Expiry	Indefinite

Visa Conditions: Please apply for transfer of this visa when the passport expires.

Enquiry Date: 01/12/20
Valid as at: 01/12/20

Warning: if you download this visa information, you must ensure that you treat the personal information it contains in accordance with the Privacy Act 1993, including with respect to storage, access, disclosure to third parties, retention and disposal.

You may or may not already know but Immigration NZ now offer a Visa Verification Service. This Service allows authorised people and organisations to verify a person's visa details. I understand that its reasonably easy to apply to get access to this service.

Basically, with the patient's consent the practice can log into the Visa Verification Service and by entering certain demographic information relating to the patient, the practice can see the patient's current visa details.

This service may assist practices who have patients with time limited visas, such as work visas. So, with the patient's prior permission, which maybe you can get from the patient at the time of enrolment, the practice can check whether new visas have been issued when a patient's old visa is about to expire. This may save time having to chase the patient for the information.

Interim Visas

An Interim Visa allows a foreign national to remain in NZ lawfully, while a new temporary visa application is processed.

Interim Visa are issued to people who:

- are in the New Zealand,
- hold a temporary Visa, and
- have applied for another temporary visa and the application is accepted for processing by INZ.

Temporary visa applications that qualify for an interim visa are:

- Work, student, visitor, military, diplomatic, consular or official visas.

People whose temporary visa application was not accepted for processing, are not eligible for an interim visa.

Interim Visas are only valid for 6 months but will expire as soon as the person receives their new visa or leaves the country

Practices can sometimes be presented with interim visas as evidence of eligibility. The main thing you need to remember is that a person will only be eligible on an interim visa, if they were eligible immediately prior to receiving the interim visa. Not everyone will receive an interim visa, as specific conditions need to be met before an interim visa is issued.

They are only issued to people who are currently in New Zealand,..... who still currently hold a temporary (or time-limited) visa,and who have applied for a further temporary visa and have had their application accepted by Immigration NZ before their current visa has expired.

If a person's current temporary visa has expired prior to a new visa application being accepted by Immigration NZ, then an interim visa will not be issued and there will often end up being a time-gap between the person's visas.

For example, if a woman who applied for a new work visa 2 days before the old one ran out. Information was missing from her application, so Immigration sent the application back. By the time the application was re-submitted her first visa had expired and therefore an interim could not be issued. This person then technically became an illegal over stayer; however, Immigration New Zealand normally give 42 days grace

Proof of Eligibility & Identity

- A New Zealand passport OR
- A New Zealand Birth Certificate (or Cook Island, Niue or Tokelau birth certificate) AND two forms of proof that they are the person on the birth certificate OR
- A New Zealand Certificate of Citizenship AND 2 forms of supporting identity documentation – 1 needs to have a photograph OR
- A Descent Registration Certificate AND 2 forms of supporting identity documentation – 1 needs to have a photograph OR
- Evidence the person is currently getting a social security benefit (except emergency benefit) AND 2 forms of supporting identity documentation – 1 needs to have a photograph of the patient.

Practices are contractually bound to only enrol people who **are** eligible. So, in the interests of best practice and to avoid any possible negative impact for the practice should ineligible people be found on its register, we strongly recommended that the practice sight and retain evidence of a patient's eligibility and identity.

For New Zealand citizens some of the things you would expect to see as proof of identity and eligibility are:

A New Zealand passport; or

A New Zealand birth certificate. This includes a birth certificate from the Cook Islands, Niue and Tokelau. or

A New Zealand Certificate of Citizenship or a Descent Registration Certificate; or

Evidence the person is currently receiving a social security benefit, such as an unemployment benefit, Invalids benefit or Sole Parent Support benefit (DPB). For people obtaining these benefits, Work & Income NZ has already assessed their eligibility for you. The only benefit type you cannot rely on as evidence of eligibility is the emergency benefit as non-eligible people can also receive this. For this criteria evidence could include a letter from WINZ or bank statements showing the benefit payments.

This last option might be useful for many of those people are of no fixed abode or

homeless or similar.

Proof of Eligibility & Identity Continued

- Foreign nationals need to show a visa (passport). A foreigner who is unable to show proof can contact INZ for proof of his/her status or history in NZ (free service).
-
- Examples of identity documents include:
 - a driver licence
 - an 18+ card
 - an employment contract, a rental agreement, or
 - letters addressed to the patient at their current address.
- Community Service Card (CSC) – to be used as last resort only as on rare occasions a non-eligible person can hold a CSC card

As evidence of eligibility Foreign Nationals will need to show a visa. To be eligible this would normally mean producing a Work visa or Resident Visa. Any person from overseas is able to contact Immigration and request proof of their status or history in New Zealand if required.

When requesting evidence of eligibility we suggest the practice also seek two forms of supporting identification, including one with a photograph, if possible. Some examples of identifying documents include, a drivers licence, an 18+ card, an employment contract, a rental agreement or letter addressed to the patient at their current address.

Many practices have asked whether Community Services Cards can be used as evidence of eligibility. Utilising CSC cards as evidence of eligibility should be a last resort only. Whilst 99% of people holding a CSC card will be eligible, on rare occasions a non-eligible person can also hold a CSC card. So always seek other evidence of eligibility first. If practices solely use the CSC card as evidence of eligibility, we recommend the practice write an audit trail on the enrolment form stating why a CSC card only has been used as evidence.

Homeless people. Ask a series of questions of the enrollee and write an audit trail on the enrolment form explaining the steps taken to assess eligibility.

What evidence should I retain?

Practices should record a note of the details they reviewed to confirm eligibility to enrol. This could be either in the daily record, or on the enrolment form itself. This note should include:

- The evidence of eligibility that has been viewed by the practice. The practice is able to rely on what's shown to it by the enrolling person, as long as it is a valid document listed in the Enrolment Requirements. Refer to Appendix 1, at page 18 of the [Enrolment Requirements for Contracted Providers and Primary Health Organisations](#) and the [PHO Enrolment Checklist Summary Information for Office Staff](#) (tewhatuora.govt.nz).
- a record of the following information:
 - the type of documentation provided (e.g: passport or work visa)
 - last 4 digits of the document relied on to prove eligibility (if applicable)
 - the date the document is valid until

Examples could be: *Patient provided a NZ Passport, expiry date 01/01/2024, last 4 digits PP number...2365 – NZ Citizen* or *“Patient provided Work Visa dated 01/01/2022, expiring 02/03/2024 – meets 2-year work visa criteria”* or *“Patient provided Student Visa 01/01/2019 – 01/01/2023 followed by Work Visa 02/01/2023 – 02/01/2024 – meets 2-year Work Visa criteria”*. You are no longer required to retain a copy of the actual eligibility document reviewed, nor record the full unique identifier of the document sighted.

This information can also be used to support “documented evidence of eligibility” as part of the re-enrolment process (Section 8 Enrolment Requirements).

Questions have recently been raised about how much information general practices may or may not be retaining about the eligibility status of their enrolled population. A person’s eligibility is one of the matters addressed at audit, and is part of the Enrolment Requirements practices are contracted to meet.

It is necessary to strike a balance between the practice establishing they have taken the required steps to check a person is eligible (before they are included in PHO Registers and seek subsidised payment for them), and ensuring only ‘necessary’ information is collected.

Copies of eligibility documents need no longer be retained. Now only limited details are required to be recorded (including that only short extracts, rather than full unique identifier details are retained):

HPIT now summarises the audit team expectations for general practices when retaining valid enrolment eligibility evidence. The expectations are designed to meet the requirements of the Privacy Act 2020, and our audit expectations of reasonable evidence retained to establish adequate eligibility checking has occurred.

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This information can also be used to support “documented evidence of eligibility” as part of the re-enrolment process (Section 8 Enrolment Requirements).

Work Visa



One of the more common eligibility criteria relied upon by Foreign Nationals is a work visa. We have here an example of an older style work visa with a Start Date and a First Entry before date. Rather than showing an expiry date, the length of the visa is detailed in the conditions. If we look at this example we can see that the visa is valid for 24 months from first arrival. It is therefore important that practices also obtain confirmation of when the patient first arrived into the country so that it knows when the visa will expire and a re-assessment of eligibility may be required.

Work Visa Letters (E-Visas)

12 October 2018

New Zealand Work Visa Approval

Application number 17012345 for a New Zealand Work Visa - Partner of a worker has been approved. If this application has been made through an immigration adviser, lawyer or other representative who is exempt from licensing, this entire document must be provided to the applicant.



Work Visa details

Applicant: Joe Doe Bloggs
Date of Birth: 14 December 1968

Gender: Female
Nationality: GB

Passport number: 112233445
Client number: 66993344

The start date of your visa is: 12 October 2018

You must arrive in New Zealand before:

The number of times you may enter New Zealand using this visa is: Multiple

The last date you may travel to New Zealand is: 28 April 2023

Your visa expires and you must leave New Zealand on or before: 28 April 2023

The conditions of your visa: Stay subject to grant of entry permission. You must leave before visa expiry or face deportation. Holder may work for any employer in any occupation in New Zealand. Financial support evidence not required. Return/onward ticket not required.

PRINT THIS DOCUMENT AND CARRY IT WITH YOUR PASSPORT AT ALL TIMES

Most practices will now be seeing work visas in this letter format. An E-Visa. As detailed in the previous slide the length of the visa may be detailed in the conditions, or it may show a Start Date and a Last Date of Travel Date (or End Date).

NZ Aid Programme Scholarship



30 November 2017

Dear Joe Doe Bloggs

New Zealand ASEAN Scholarships Letter of Scholarship Offer

Congratulations. The New Zealand Government through the Ministry of Foreign Affairs and Trade is pleased to offer you a scholarship to study in New Zealand in 2018. The award is funded through the New Zealand Aid Programme¹.

Purpose of Scholarship

The purpose of the scholarship is to provide you with academic study or skills training so that you can contribute to the social and economic development of your country upon your return home at the completion of your scholarship.

Description of Scholarship

You have been awarded a New Zealand Scholarship (under the New Zealand ASEAN Scholarships) as follows:

Study/Training Programme:	
University of Canterbury ²	
	Start date / end date
Main Qualification - PhD - Doctor of Philosophy	01/03/2018 / 01/09/2021
Orientation	29/01/2018 / 02/02/2018
Academic Preparatory	05/02/2018 / 23/02/2018
Dates are indicative and subject to change. Please confirm dates with the Education Provider prior to departing your home country.	
Scholarship:	
Scholarship:	New Zealand ASEAN Scholarships



Up until this point we have mentioned very little of Student Visas. The reason being is that holding a student visa **only** is **not** one of the criteria for eligibility. However, if a person presents with a student visa **and** a corresponding letter from the Ministry of Foreign Affairs & Trade detailing a New Zealand Aid Programme Scholarship or Commonwealth Scholarship, as shown in the slide here, the person would then be eligible for the period described in the letter. Like work visas, the practice will need to re-assess the patient's eligibility when the scholarship is nearing its end date.

For these people it is important to note that the period of eligibility is the period stated in the MFAT letter, not the dates in the Student Visa.

NZ Aid Programme Scholarship vs Entitlement



31 August 2016

VICTORIA INTERNATIONAL
Level 2, Easterfield Building, Gate 4, Kelburn Parade, Kelburn Campus
VICTORIA UNIVERSITY OF WELLINGTON PO Box 600, Wellington 6140, New Zealand
Phone +61-1-663 3333 Fax +64-4-463 3030 Email victoria-international@vuw.ac.nz
www.victoria.ac.nz/international

TO WHOM IT MAY CONCERN

This is to confirm that [REDACTED] was enrolled in full time PhD study at Victoria University of Wellington.

[REDACTED] was granted a New Zealand Aid Programme Scholarship to complete a PhD in Information Systems. The terms of the scholarship include the payment of all university tuition fees, travel expenses, full medical insurance, an establishment grant and a support cost allowance for the student and any dependants, while in New Zealand.

Having completed his PhD thesis, [REDACTED] is now required to return to Victoria University of Wellington for his PhD Oral Examination. [REDACTED] is required in New Zealand by 3 October 2016 to ensure he is here in time to prepare for the examination. Under New Zealand Aid

Whilst people on a NZ Aide Scholarship will be eligible, practices should also check their entitlement. In the example here, the student did hold a NZ Aide Scholarship, so was eligible, but was back in New Zealand for just 3 months only to complete a PHD. This person did not meet the entitlement criteria of residing permanently in New Zealand for at least 183 days and should not have been enrolled.

Student Visas

Eligible or not?

21 November 2017

New Zealand **Student Visa** Approval



Application number [REDACTED] for a **Student Visa** - Label-less Replace to travel to New Zealand has been approved. If this application has been made through an immigration advisor, lawyer or other representative who is exempt from licensing, this entire document must be provided to the applicant.

Student Visa details

Applicant: [REDACTED]
Date of Birth: [REDACTED]

Gender: Female
Nationality: GB

Passport number: [REDACTED]
Client number: [REDACTED]

The start date of your visa is: **21 November 2017**

You must arrive in New Zealand before:

The number of times you may enter New Zealand using this visa is: **Multiple**

The last date you may travel to New Zealand is: 31 March 2021

Your visa expires and you must leave New Zealand on or before: **31 March 2021**

The conditions of your visa: Stay subject to grant of entry permission. You must leave before visa expiry or face deportation. Financial support evidence not required. Return/onward ticket not required. To **study** Doctor of Philosophy at University of Auckland in Auckland. **The holder may work as any occupation in New Zealand for any employer.**

Whilst the conditions of a person's visa may discuss study, work or employment, the type of visa it is will be detailed at the top of the letter or visa sticker. Here we have an example of a Student Visa which includes in its conditions confirmation that the person can work for any employer. In this particular instance the practice that received this had, because of the condition stated, categorised this as a Work Visa and had incorrectly enrolled the person. Whilst it does give the holder permission to work it is not a work visa and the holder is not eligible.

Diplomatic, Consular & Official Visas

NOT Eligible

18 September 2019



New Zealand official visa approval

Application number 123123123 for a New Zealand visa has been

approved.

New Zealand official visa details

Applicant:
Joe Bloggs

Date of Birth:
12 September 1951

Principal applicant's details

Gender: Male

Nationality: Greenland

Passport number: P1234567

Client number: 987654

The start date of your visa is: 18 September 2019

You must arrive in New Zealand before:

The number of times you may enter New Zealand using this visa is: Multiple

The last date you may travel to New Zealand is: 01 January 2022

In our Eligibility Audits this year we have seen a number of practice accepting Diplomatic, Consular and Official Visas as evidence of eligibility. Diplomatic, Consular and Official Visa are NOT included in the eligibility criteria and are not evidence of eligibility. The country of origin is responsible for paying for healthcare of their diplomats

New Zealand Birth Certificate

New Zealand Birth Certificate Te Tohu Whānautanga ki Aotearoa

Child / Tamaiti

First given name(s)
Ingoa kōwhiri

Joseph

Surname/family name
Ingoa whānau

Bloggs

First given name(s) at birth**
Ingoa kōwhiri i te whānautanga mai**

-

Surname/family name at birth**
Ingoa whānau i te whānautanga mai**

-

Sex
Tāne, Whāea, rānei

Male

SEI (birth/multiple birth) (if applicable)
I whānau mō te mōkōwhiri
whānau mai (mō te mōkōwhiri mō te mōkōwhiri)

-

Date of birth
Te tāri whānau

28 October 2015

Place of birth
Te tāri whānau

Waikato Hospital Hamilton

New Zealand citizen by birth**
He tāngata ki Aotearoa
i te mōkōwhiri whānau mai

No

Name changes
Ingā whānau/whānau kōwhiri

-

Registration number of the Registrar
Te tāri whānau

2013693547

Mother / Whaea

First given name(s)
Ingoa kōwhiri

Ima

Surname/family name
Ingoa whānau

Bloggs

First given name(s) at birth**
Ingoa kōwhiri i te whānautanga mai**

-

Surname/family name at birth**
Ingoa whānau i te whānautanga mai**

-

Date of birth
Te tāri whānau

22 December 1986

Place of birth
Te tāri whānau

Budapest Hungary

Registration number of the Registrar
Te tāri whānau

2013693547

Father / Matua

First given name(s)
Ingoa kōwhiri

Fred

Surname/family name
Ingoa whānau

Bloggs

First given name(s) at birth**
Ingoa kōwhiri i te whānautanga mai**

-

Surname/family name at birth**
Ingoa whānau i te whānautanga mai**

-

Date of birth
Te tāri whānau

4 September 1984

Place of birth
Te tāri whānau

Katmandu Nepal

Registration number of the Registrar
Te tāri whānau

2013693547

Issued under the seal
of the Registrar
i te mōkōwhiri

30 November 2015
30 Whiringa-ā-rangi 2015

NEW ZEALAND
Te Kaitiaki Take Kōwhiri
i te Mōkōwhiri



* Names may change if Māori has been used to register. An assessment under the Citizenship Act 1977 is not required for citizens of New Zealand born in New Zealand. ** If the child is not a New Zealand citizen at birth, the child must be registered as a New Zealand citizen under the Citizenship Act 1977. *** If the child is not a New Zealand citizen at birth, the child must be registered as a New Zealand citizen under the Citizenship Act 1977. **** If the child is not a New Zealand citizen at birth, the child must be registered as a New Zealand citizen under the Citizenship Act 1977. ***** If the child is not a New Zealand citizen at birth, the child must be registered as a New Zealand citizen under the Citizenship Act 1977.

One of the best documents for proving citizenship is a New Zealand Birth Certificate. However, simply having a New Zealand birth certificate is unfortunately no longer 100% evidence of eligibility.

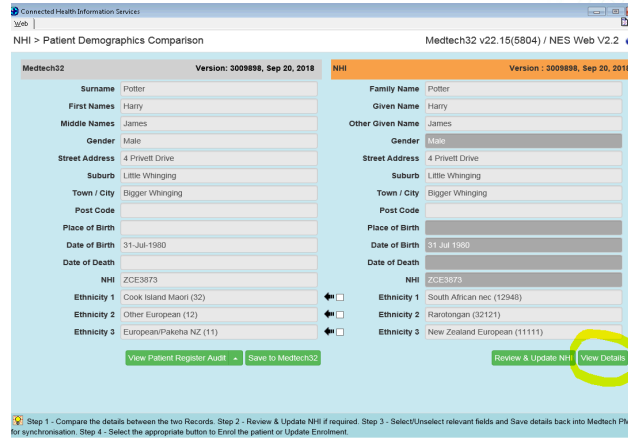
Previously any baby born in New Zealand was automatically deemed to be a New Zealand citizen. But since 2006 any baby born in New Zealand to parents who did not meet the eligibility criteria, were no longer automatically granted New Zealand citizenship by birth. The good news is that the citizenship status is now detailed on all birth certificates issued from 2006. At the bottom of the column on the left-hand side it contains the statement “New Zealand Citizen by Birth” and next to that will be either a YES or NO, detailing whether a person is a NZ citizen by birth or not. So practices will now need to do this extra check when provided with a birth certificate for any person born after 2006.

NZ Citizenship via NES – Step 1

The screenshot shows the 'Patient Register' window for 'POTTER Harry (130420)'. The interface includes a navigation bar at the top with tabs for 'Name', 'Enrolment-Funding', 'Account', 'More', 'Next of Kin/Employer', 'Care Plus', 'Notes', 'NHI Data', and 'Audit'. The main area is divided into 'Name And Address' and 'Details' sections. The 'Name And Address' section contains fields for Surname (POTTER), First Name (HARRY), Middle Name (JAMES), Preferred Name, Street (4 Privett Drive), Suburb (Little Whinging), City (Biggin Whinging), Work/Home Ph (04 123 4567), Mobile Ph (021 123456), Res/Building, and WINZ No. The 'Details' section includes checkboxes for 'Patient' and 'A/c Holder', a date of birth (31 Jul 1980), and an NHI field (NHI: ZCC3879) which is circled in pink. Other details include GMS (Adult (A)), Gender (Male (M)), Registered (Registered (R)), Provider (Sam Eaves (SFE)), Ac Group (Registered Patient (RP)), Chart No (130420), Ethnicity (Cook Island Maori (32)), and HPI Identifier. At the bottom, there are 'Cards' sections for CS Card (Non Csc Ho (3)) and HU Card (Not High U (N)), and a row of buttons: Inactive, Add, OK, Cancel, Close, Swipe CSC..., and Help.

Another very useful tool for checking if a person is an eligible New Zealand Citizen by birth is via the NHI function on the practice's PMS. After a datamatch was conducted between the Ministry of Health and the Dept of Internal Affairs, the NHI records for 1.7 million people were able to be updated to show them as a New Zealand Citizen by birth. Different PMS will access the information in different ways. The MedTech example shown here requires the user to click on the NHI button.

NZ Citizenship via NES – Step 2



Connected Health Information Services
NHI > Patient Demographics Comparison Meditech32 v22.15(5804) / NES Web V2.2

Meditech32	Version: 3008898, Sep 20, 2018	NHI	Version: 3008898, Sep 20, 2018
Surname	Potter	Family Name	Potter
First Names	Harry	Given Name	Harry
Middle Names	James	Other Given Name	James
Gender	Male	Gender	Male
Street Address	4 Privett Drive	Street Address	4 Privett Drive
Suburb	Little Whiring	Suburb	Little Whiring
Town / City	Elgger Whiring	Town / City	Elgger Whiring
Post Code		Post Code	
Place of Birth		Place of Birth	
Date of Birth	31-Jul-1980	Date of Birth	31 Jul 1980
Date of Death		Date of Death	
NHI	ZCE3873	NHI	ZCE3873
Ethnicity 1	Cook Island Maori (32)	Ethnicity 1	South African nec (12948)
Ethnicity 2	Other European (12)	Ethnicity 2	Rarotongan (32121)
Ethnicity 3	European/Pakeha NZ (11)	Ethnicity 3	New Zealand European (11111)

View Patient Register Audit Save to Meditech32 Review & Update NHI View Details

Step 1 - Compare the details between the two Records. Step 2 - Review & Update NHI if required. Step 3 - Select/Unselect relevant fields and Save details back into Meditech PMS for synchronisation. Step 4 - Select the appropriate button to Enrol the patient or Update Enrolment.

You then need to click on the View Details button on the bottom right to take you to the persons full NHI record.

NZ Citizenship via NES – Step 3

The screenshot shows the 'Full NHI Record' interface. The 'Other Demographics' section is expanded, showing various fields. Red circles highlight the 'NZ Citizenship' field (set to 'Citizen') and the 'NZ Citizenship Status Proof' field (set to 'DIA data share'). Other visible fields include Family Name (Potter), Other Given Name (James), Given Name (Harry), Date of Birth (31 Jul 1980), and Place of Birth (Passport). A 'Copy from Patient Register' button is visible in the top right of the demographics section.

In the 'Full NHI Record' screen, half way down, in the 'Other Demographics' section, you will see a line containing the person's NZ Citizenship details. If this line indicates the person to be a Citizen and over to the right the Proof section states 'DIA data share' then this is confirmation enough that the person is a NZ Citizen by birth, and can be relied on by the practice as 100% evidence of the person's eligibility.

If a person is found to be eligible via this method, we suggest you note the details down on the enrolment form next to the eligibility section.

Data Matching with INZ

- Memorandum of understanding with INZ
- Random & Targeted Data Matches with INZ since 2011
- Audit & Compliance writes to people who appear to be not eligible or not entitled to be enrolled with a PHO or included on a PHO enrolment register. People are asked to provide evidence of their eligibility.
- PHOs are advised of the people not eligible or entitled to be included on an enrolment register and are requested to ensure that these people are removed from registers (Subsequent targeted audits).

In 2011 the Ministry of Health entered into a Memorandum of Understanding with Immigration New Zealand and since that time has been conducting random and targeted data matches. This process involves sending the names and dates of birth of people from patient registers to Immigration NZ who then match these details against their own database to look for people who are either living outside of NZ or who are in New Zealand on visas that do not meet the eligibility criteria.

Those people identified as potentially ineligible are then written to and given the opportunity to challenge the findings. If no reply is received or the person is unable to prove they are eligible and entitled, the PHOs are provided with details of those people and are asked to ensure that their enrolment is ended. If the enrolment is ended promptly, there are no financial ramifications for the practice or PHO.

If after a period of time it is seen that the people identified as either not eligible or entitled have remained on the register, Audit & Compliance may proceed with a targeted audit. It's during these audits that there are financial ramifications.

Data Matches 2011 - 2016

	Random	Targeted
Number	8	5 (26 practices)
Sample Size	2,525,000	115,050
Total Matched	1,766,872	93,023
Total Notified	36,010	5,200
Percentage	1.43%	4.52%
Successfully challenged (Pts/PHO)	1,093	47
Therefore deemed ineligible	35,016	5,175
Percentage Ineligible	1.4%	3.6%
O/S > 12 months	1.0%	2.4%
O/S > 12 months + ineligible	0.1%	0.9%
Ineligible	0.3%	0.3%

Between 2011 and 2016 Audit & Compliance conducted 8 random and 5 targeted Eligibility Data Matches with Immigration, matching the records for more than 2.6 million people. It found approximately 1.5% of those people matched were either ineligible or living out of New Zealand. One of the targeted data matches included 13 general practices. For these 13 practices we found between 4 and 13%.of the people on their registers were ineligible.

2018 Data Match

	Random
Number	1
Sample Size	2,228,138
Total Notified	30,977
Percentage	1.39%
Successfully challenged (Pts/PHO)	2,693
Therefore deemed ineligible	28,284
Percentage Ineligible	1.27%
O/S > 12 months	0.9% (approx. 70%)
Ineligible	0.37% (approx. 30%)
Incorrect Funding - 28,284 x approx \$12/month	\$353,500 / month

In 2018 a further 2.2 million randomly chosen people were data matched. Immigration records showed in excess of 28,000 of these people were either ineligible or living out of New Zealand, that's almost 1.3% of the patient register. This may not sound like a very large percentage but when you consider that over a billion dollars is paid out to PHOs and General practice every year, 1.3% can amount to quite a substantial amount of funding being paid for people who are either ineligible or not even living in New Zealand. In fact, it works out at over \$1 million of incorrect funding going out every 12 weeks.

Financial Impact

Recoveries will be recommended/quantified:

- for those people who were never eligible we calculate the recovery back to the point they enrolled or became ineligible.
- for those people who were outside of NZ we calculate the recovery from the time the PHO/practice was notified and asked to remove the person

If a data match results in a targeted PHO and practice audit, the financial impact can vary, depending on the findings. For ineligible people the funding recovered is normally from when the person was first enrolled or became ineligible. For people living outside the country, the funding is recovered back to the point when the practice or PHO became aware that the person is now residing overseas.

What can you do?

In May 2011 a Quality Improvement Process was introduced into the Enrolment Requirements to allow PHOs and Providers time to develop internal systems and processes to assess eligibility

My declaration of entitlement and eligibility	
I am entitled to enrol because I am residing permanently in New Zealand. <small>The definition of residing permanently in NZ is that you intend to be resident in New Zealand for at least 183 days in the next 12 months</small>	
<input type="checkbox"/>	
AND I am eligible to enrol because:	
a I am a New Zealand citizen. <small>(If yes, tick box and proceed to I confirm that, if requested, I can provide proof of my eligibility below)</small>	
<input type="checkbox"/>	
If you are not a New Zealand citizen please tick which eligibility criteria applies to you (b-j) below:	
b	I hold a resident visa or a permanent resident visa (or a residence permit if issued before December 2010) and intend to stay in New Zealand for at least 2 consecutive years
<input type="checkbox"/>	
c	I am an Australian citizen or Australian permanent resident AND able to show I have been in New Zealand or intend to stay in New Zealand for at least 2 consecutive years
<input type="checkbox"/>	
d	I have a current work visa/permit and can show that I am legally able to be in New Zealand for at least 2 years (previous visas / permits included)
<input type="checkbox"/>	
e	I am an interim visa holder who was eligible immediately before my interim visa started
<input type="checkbox"/>	
f	I am a refugee or protected person OR in the process of applying for, or appealing refugee or protection status, OR a victim or suspected victim of people trafficking
<input type="checkbox"/>	
g	I am under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a-f above OR in the control of the Chief Executive of the Ministry of Social Development
<input type="checkbox"/>	
h	I am a NZ Aid Programme student studying in NZ and receiving Official Development Assistance funding (or their partner or child under 18 years old)
<input type="checkbox"/>	
i	I am participating in the Ministry of Education Foreign Language Teaching Assistantship scheme
<input type="checkbox"/>	
j	I am a Commonwealth Scholarship holder studying in NZ and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund
<input type="checkbox"/>	
I confirm that, if requested, I can provide proof of my eligibility	
<input type="checkbox"/>	
<small>Evidence sighted (Office use only)</small>	

So what can you do?

In May 2011 new Enrolment Requirements were released which included a new-look enrolment form containing the eligibility declaration. A Quality Improvement Process was also introduced at this time to allow Providers and PHOs time to develop internal systems and processes to assess eligibility. Many practices took the opportunity and instigated a rolling programme of re-enrolling its patient population using the new enrolment form.

Subsequent releases of the Enrolment Requirements have also reminded practices that if patients have not yet signed an enrolment form containing the eligibility declaration and the health privacy statement, then a new form should be obtained at the next point of contact.

What can you do?

I am entitled to enrol because I am residing permanently in New Zealand¹ and meet one of the following eligibility criteria:

	Please circle one
a) I am a New Zealand citizen OR	Yes / <input checked="" type="radio"/> No
b) I hold a resident visa or a permanent resident visa (or a residence permit if issued before December 2010)	Yes / <input checked="" type="radio"/> No
c) I am an Australian citizen or Australian permanent resident AND able to show I have been in New Zealand or intend to stay in New Zealand for at least 2 consecutive years	Yes / <input checked="" type="radio"/> No
d) I have a work visa/permit and can show that I am able to be in New Zealand for at least 2 years (previous permits included)	Yes / <input checked="" type="radio"/> No
e) I am an interim visa holder who was eligible immediately before my interim visa started	Yes / <input checked="" type="radio"/> No
f) I am a refugee or protected person OR in the process of applying for, or appealing refugee or protection status, OR a victim or suspected victim of people trafficking	Yes / <input checked="" type="radio"/> No
g) I am under 18 years and in the care and control of a parent/legal guardian/adopting parent who meets one criterion in clauses a-f above	Yes / <input checked="" type="radio"/> No
h) I am 18 or 19 years old and can demonstrate that, on the 15 April 2011, I was the dependant of an eligible work permit holder	Yes / <input checked="" type="radio"/> No
i) I am a NZ Aid Programme student studying in NZ and receiving Official Development Assistance funding (or their partner or child under 18 years old)	Yes / <input checked="" type="radio"/> No
j) I am participating in the Ministry of Education Foreign Language Teaching Assistantship scheme	Yes / <input checked="" type="radio"/> No
k) I am a Commonwealth Scholarship holder studying in NZ and receiving funding from a New Zealand university under the Commonwealth Scholarship and Fellowship Fund.	Yes / <input checked="" type="radio"/> No

If a new enrolment form is received, it is important that it isn't simply accepted and filed without checking it and obtaining the appropriate evidence of eligibility. Here is an example of a form found during an audit which clearly shows the patient to be ineligible, yet the practice still enrolled them.

And its not just the eligibility section that you should take special note of. Always make sure the form is signed and dated. An unsigned form is not valid. Just in the last couple of weeks I have visited a practice for an audit and found the Transfer of Records section had been signed, but not the Enrolment declarations or Agreement to the Enrolment Process section. In these instance the enrolment is once again not valid.

Useful contacts and Info

Email:
eligibility@health.govt.nz
Phone: 0800 855 066

Enrolment Check List

- <https://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/resources-service-providers-check-eligibility/eligibility-enrol-primary-health-organisation>

Eligibility Direction

- <https://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-direction>

Enrolment Requirements

- <https://www.tewhatauora.govt.nz/assets/For-the-health-sector/Primary-care/Referenced-documents/Enrolment-Requirements-for-Contracted-Providers-and-PHOs-Version-4.1.pdf>

We've included some links to information you might find useful. And if you have any queries regarding eligibility, please email eligibility@health.govt.nz or phone: 0800 855 066.

Health Integrity Line

- Audit and Compliance manage the Health Integrity Line (HIL). The HIL is a free, completely anonymous, 24/7 phone line for you to report fraud or any other activities you're concerned about in the health system.
- Concerns may include dishonesty or inappropriate claiming or use of public money, inappropriate use of technology, workplace bullying, theft, drug use or harassment.
- Health Integrity Line - 0800 424 888
- Free and anonymous
- If you feel comfortable providing your contact information, you can provide your concerns direct to Audit and Compliance at ac_intel@health.govt.nz.

And on a final note, Audit and Compliance also manage the Health Integrity Line (HIL)

The Health Integrity Line is a free, 24/7, completely anonymous method of providing information to Audit and Compliance about anything that you think is “not right” within the Health Sector. This could be anything from the deliberate non-compliant enrolment of patients, through to dishonesty or the inappropriate use of public money.

Upon receipt of the information, Audit and Compliance will review the information and act upon it. If the information is not a ‘claiming issue’, where Audit and Compliance have a mandate to investigate, the information is passed on to the appropriate team or agency to follow up.

This concludes our session, thank you for taking the time to watch and listen.

Nga Mihi Nui