

Manu Taupua

Supported Enrolment Programme

Health Hawke's Bay (HHB) have extended the pathway to include the below eligibility

1. Manu Taupua- Māori or Pasifika or Community Service Card (CSC) holders (current criteria).
2. Hapū wāhine OR māmā with pēpi up to 12 weeks old (refer to information, page 4)

Manu Taupua

Health Hawke's Bay (HHB) supports unenrolled Māori, Pasifika and Community Service Card (CSC) holders to timely enrolment in general practice. This includes eligible whaiora (person) who present to general practice seeking enrolment.

Benefits for Whaiora and Household Whanau

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

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

Criteria

Whaiora and household whanau 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

- Ineligible for public funded services
- Whaiora with a lapsed enrolment and are being re-enrolled in the practice
- Whaiora who are currently enrolled and are wanting to transfer to another practice are excluded, unless:
 - relocating from CHB or Wairoa to Napier/Hastings and vice versa
 - changing practice due to safety reasons ie family violence situation
 - changing Practice due to emergency housing
 - being released from incarceration

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.

Manu Taupua: Enrolment

Whaiora presenting to general practice (phone, email or in person) and meet the eligibility criteria, can be referred to the Manu Taupua by:

- Explaining to the whaiora the benefits of enrolment and seeking consent for referral
- If consent is obtained - complete a referral request 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 Team. The Health Navigator is available to support whaiora with the referral process, if required.

Whaiora presenting to other agencies can be referred to Manu Taupua and the same process for enrolment in general practice will be undertaken.

Health Navigator

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

- Contact referred whaiora to discuss benefits, barriers to enrolment, provide options and identify preferred provider.
- Supports whaiora and unenrolled household whānau through the enrolment process
- Support initial General Practice visit, as required.
- Support facilitation with community pharmacy, as required.
- Refers whaiora to Poutoko (Health Coach) for continued support, as required
- If whaiora choose not to enrol with general practice, offers to facilitate relationship with NGO Health Providers
- Once enrolled, if whaiora is not engaging with practice, the practice can advise the Health Navigator, who can follow up with whaiora.

General Practice

- Accept whaiora and unregistered household whānau to become enrolled once referral is accepted by HHB.
- HHB will fund up to 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 whaiora and household whānau.
- While waiting for enrolment, whaiora can access Urgent Care Centres for urgent health issues (up to 5 consultations)

Poutoko (Health Coach)

- The HHB Health Navigator hands over the whaiora to the Health Coach attached to the enrolling practice.
- Poutoko continues to facilitate relationship between general practice and whaiora.
- Poutoko walks alongside the whaiora and household whānau during the 12-month programme, as required.

Community Pharmacy

For whaiora referred and eligible for Manu Taupua, HHB will fund the co-payment for general practice and dentist generated prescriptions for the whaiora and household whānau to their nominated pharmacy.

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 Whaiora from Programme

Whaiora exit 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. Whaiora will remain enrolled with general practice but will be exited from Manu Taupua.
- Completing six visits to general practice within a 12-month period.

Manu Taupua: Hapū Wāhine and Pēpi

Manu Taupua Extension supports unenrolled Hapū Wāhine and Pēpi to timely enrolment to general practice, with the goal of increasing immunisation rates and providing continuity of care for pēpi. The Health Navigator will support enrolment for Hapū Wāhine and Māmā with Pēpi up to 12 weeks old to enrol into a general practice. The practice may choose to also enrol other household whānau.

Hapū Wāhine and Pēpi Referral Pathway

Referrals received from Te Whatu Ora maternity services, lead maternity carers, midwives, or other hauora providers will be supported by the Health Navigator to become enrolled in a general practice.

Criteria

- not enrolled with a general practice in Hawke's Bay AND
- reside in Hawke's Bay AND
- Hapū wāhine (pregnant woman)
- Māmā with pēpi (baby) up to 12 weeks old

Claiming for the Service

- **Meet existing Manu Taupua criteria**
(Māori, Pacific, or Community Services Card holders):
 - Enrolment assistance
 - Allocated six free general practice visits and
 - Pharmacy co-payment coverage within 12 months of registration.
 - Refer to Manu Taupua for further information
- **Hapū Wāhine or Māmā and Pēpi** (non-Maori, non-Pacific, no CSC card):
 - Enrolment assistance
 - Self-funded general practice visits and Pharmacy co-payment
- **Pēpi**
 - Routinely receive free care through Under 6 contract general practice.

Health Navigator

On receiving referral at HHB, the Health Navigator will support the hapū wāhine and māmā with pēpi up to 12 weeks to become enrolled in a general practice.

- Contact whaiora to discuss benefits, barriers to enrolment, provide options and identify preferred provider.
- Supports the enrolment process for wāhine and pēpi
- Support initial GP/NP visit, as required.
- Support facilitation with community pharmacy, as required.
- If whaiora chooses not to enrol with general practice, facilitates relationship with Open Access Clinics, as required.

Open Access Clinics

While waiting on enrolment into General Practice, Open Access Clinics can provide support for wāhine and pēpi. This may include, but not limited to:

- Health checks
- Sexual health checks

- Immunisations

Contact Information for Te Ara Waiora Clinics (Open Access Clinics)

- **Te Taiwhenua o Heretaunga (2 locations)**
Shop 16 Flaxmere Village, Swansea Road, Flaxmere
Contact: 0800 483272

15 Northumberland St, Waipukurau
Contact: 0800 483272
- **Te Roopu A Iwi Trust**
32 Bledisloe Road, Maraenui, Napier
Contact: (06) 843 1590
- **Te Kupenga Hauora**
5 Sale Street, Napier
Contact: (06) 835 1840

Manu Taupua: Supported Enrolment Pathway

