

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p>NON-NZ RESIDENTS - CHARGING STANDARDS</p>	<p>Policy 3.2.3 Protocol 0</p>
<p>NON-NZ RESIDENTS – CHARGING PROTOCOL</p>		

STANDARDS TO BE MET

1. Provision of health and disability services

- (a) The Bay of Plenty District Health Board (BOPDHB) will always, without question or hesitation, treat any patient who presents acutely regardless of their residency status or ability to pay for services delivered.
- (b) If the patient is too unwell to make an informed decision about whether they want further treatment, and a clinician determines that treatment is necessary to prevent loss of life or significant disability, treatment should be provided. If the person is not eligible for that treatment to be publicly funded, they would be asked to pay afterwards.
- (c) There may be some circumstances where there are other treatment choices available to the patient that might be more appropriate and suitable to both the BOPDHB and the patient. Following discussion and involvement of all parties concerned, the BOPDHB may decide not to offer its services in some circumstances.

2. Identifying all non-resident presentations / admissions

- (a) All patients presenting for assessment/and or treatment at BOPDHB hospitals or services are questioned as to their residency status. Patients who do not meet the eligibility criteria are considered to be ineligible unless they can produce documentation to the contrary.
- (b) Copies of documentation proof must be forwarded to the Eligibility Co-ordinator for determination, whereby Patient Management System (PMS) residency status will be updated.
- (c) If a patient disagrees with the BOPDHB eligibility determination they can request a final determination from the Ministry of Health.

3. Identifying services that should be charged to non-residents

- (a) Ineligible patients are charged for all healthcare and disability services provided by BOPDHB, except for
 - i. An ACC accepted claim.
 - ii. Patients meeting the criteria in accordance with the reciprocal agreement of Australia or the United Kingdom (UK) which entitles them to free health services as specified under the reciprocity agreement.
 - iii. If the patient is receiving, or is eligible to receive compulsory services under The Tuberculosis Act 1948 or The Health Act 1956 or The Alcoholism and Drug Addiction 1966 or The Mental Health (Compulsory Assessment and Treatment) Act 1992 or any regulations made under any of these Acts.

4. Informing Ineligible Patients of charges pending

- (a) The Emergency Department staff (or staff of the Department through which the patient is initially admitted) informs the patient that they will be invoiced for all healthcare and disability services provided by BOPDHB.

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<p>Protocol Steward: ACC Non Resident Eligibility & Private Patient Manager</p>	<p>Authorised by: Chief Operating Officer</p>	

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- (b) Before healthcare or disability services are provided (wherever possible / practical), the department providing the service will ensure that the ineligible patient completes page one (1) of either:
- i. Bay of Plenty District Health Board Schedule of Fees for Patients (Excluding Maternity Services) Who Are Not Eligible for Publicly Funded Healthcare in NZ (X8128)
 - ii. Bay of Plenty District Health Board Schedule of Fees for Patients Receiving Maternity Services Who Are Not Eligible for Publicly Funded Healthcare in NZ (X8126)

5. Notification of Inpatient admissions

- (a) If an ineligible (or there is no proof as to their eligibility) patient is admitted as an inpatient, the Clinical Nurse Manager of the ward (or their delegated representative) is responsible for notifying the Eligibility Co-ordinator of the admission and patient details.
- (b) DHB staff are responsible for liaising with the patient to fairly inform them of the costs likely to be incurred.
- (c) The Clinical Nurse Manager of the ward (or their delegated representative), should advise the Eligibility Co-ordinator of the likely discharge date to enable the invoice to be prepared at the earliest opportunity post discharge.

6. Information to be provided to Ineligible Patients

- (a) All ineligible patients receiving treatment are to be provided with either:
 - i. Bay of Plenty District Health Board Charges for patients who are ineligible for publicly funded healthcare in NZ brochure
 - ii. Bay of Plenty District Health Board Maternity related charges for women ineligible for publicly funded healthcare in NZ brochure.

7. Ineligible Patients with Insurance Cover

- (a) Insurance Companies will be invoiced directly for patient care when the patient has been admitted as an inpatient and a guarantee of payment has been received from the insurer.
- (b) ED discharges and inpatient admissions where no guarantee of payment has been received will be invoiced directly to the patient who is responsible for payment to the DHB and recovering the money from their insurer.

8. Complaints Process

- (a) Any complaints regarding determination of eligibility, or invoicing of ineligible patients shall follow the BOPDHB policy 1.3.1 Complaints Management. Any decisions regarding crediting of ineligible patient invoices must be made in consultation with the ACC, Non Resident and Private Patient Manager.

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 3.2.3 Non-New Zealand Residents – Charging for Services Delivered by BOPDHB

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- Bay of Plenty District Health Board policy 3.2.3 protocol 1 Non-New Zealand Residents – Roles & Responsibilities
- Bay of Plenty District Health Board policy 3.2.3 protocol 3 Non-New Zealand Residents – Outpatients and Elective Waitlist Charging Process
- Bay of Plenty District Health Board policy 3.2.3 protocol 4 Non-New Zealand Residents – ED to Discharge / Inpatients Charging Process
- Bay of Plenty District Health Board policy 3.2.6 protocol 2 Financial Management – Accounts Receivable - Receipt Of BOPDHB Monies Guideline
- Bay of Plenty District Health Board policy 6.4.1 protocol 10 Patient Transfer – International Repatriation Standards
- Bay of Plenty District Health Board policy 1.3.1 Complaints Management
- Bay of Plenty District Health Board Schedule of Fees for Patients (Excluding Maternity Services) Who Are Not Eligible for Publicly Funded Healthcare in NZ (8128) – *viewable only. Order through Design & Print Centre*
- Bay of Plenty District Health Board Schedule of Fees for Patients Receiving Maternity Services Who Are Not Eligible for Publicly Funded Healthcare in NZ (8126) – *viewable only. Order through Design & Print Centre*
- Bay of Plenty District Health Board Charges for patients who are ineligible for publicly funded healthcare in NZ brochure – *viewable only. Order through Design & Print Centre*
- Bay of Plenty District Health Board Maternity related charges for women ineligible for publicly funded healthcare in NZ brochure – *viewable only. Order through Design & Print Centre*

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