

# Patients Not Eligible for Publicly Funded Healthcare – Commonly Asked Questions

## 1. What is the total amount invoiced to non-eligible people by Counties Manukau DHB by financial year?

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Invoiced (excl. GST)	7,921,731	8,332,907	8,419,735	10,118,411	9,695,824	11,319,082

#### 2. What is the total amount paid by non-eligible people during the financial year?

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Cash Received (excl. GST)	3,136,219	4,302,163	3,999,633	4,382,053	3,966,185	4,278,207

Note: Many non-eligible people set up a payment plan to repay the health debt over time.

## 3. What is the total amount written off and transferred to a debt collection agency by financial year?

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total write-off and referred to debt collection (excl. GST)	4,849,208	5,521,441	4,348,907	5,852,604	5,150,188	5,366,891

- Where there is no response to reminder letters and phone calls, accounts are written off to a debt collection agency at 90 days (local or international depending on the patient's whereabouts).
- Account is default listed with a credit bureau.

# 4. What is the total amount invoiced by Service Category?

Emergency / Acute Treatment									
Total Invoiced (\$ excl. GST)	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20			
Acute	2,681,322	2,936,422	3,028,473	3,467,190	2,963,234	3,524,044			
Medical	1,097,211	867,909	752,283	1,372,173	1,371,298	1,793,811			
Laboratory	698,412	704,696	622,003	654,107	675,701	810,116			
Radiology	492,424	497,385	572,616	684,199	713,257	1,010,899			
Surgery inpatients	1,477,119	1,603,877	1,674,672	2,025,602	2,110,944	2,334,905			
Non-Emergency / Non-Acute Treat	Non-Emergency / Non-Acute Treatment								
Total Invoiced (\$ excl. GST)	2015-16	2015-16	2016-17	2017-18	2018-19	2019-20			
Surgery outpatients	287,502	226,738	304,484	367,278	522,002	579,090			
Maternity services (*)	35,086	43,426	55,008	12,066	770,599	593,730			
Children Kidz First	192,526	225,963	281,506	117,530	59,514	56,350			
Women's Health (*)	580,000	646,613	752,215	950,792	148,140	135,155			
Other – Allied Health,									
Community Nursing, Translation	376,012	402,645	332,464	482,041	361,135	480,982			
Services									
Other – unspecified	4,299	177,233	44,011	14,567	0	0			
Emergency/Non-Emergency Total Combined	7,921,731	8,332,907	8,419,735	10,118,411	9,695,824	11,319,082			

## Notes:

(\*) Maternity care previously included in Women's Health until 2017-18

# 5. What is the total number of invoices/patients?

	2015-16	2016-17	2017-18	2018-19	2019-20
Number of Invoices	2,269	2,452	2,124	2,086	2,122
Number of Patients	1,790	1,810	1,656	1,584	1,558

#### Notes:

- Financial Year = July to June
- The response provided for "ineligible patients" is the invoiced amounts for services provided to non-New Zealand citizens who were not entitled to receive publicly funded healthcare under the 2011 Eligibility Direction. It does not include the costs of providing treatment to non-New Zealand citizens that are not billable. For example: Infectious diseases, Maternity care for non-eligible person who has an eligible partner, Australian or UK reciprocal health agreements etc.



