

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 |
|-----------------------------------|-----------|-----------|-----------|------------|-----------|------------|
| <i>Total Invoiced (excl. GST)</i> | 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 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| <i>Total Cash Received (excl. GST)</i> | 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 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| <i>Total write-off and referred to debt collection (excl. GST)</i> | 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 | | | | | | |
|---|------------------|------------------|------------------|-------------------|------------------|-------------------|
| <i>Total Invoiced (\$ excl. GST)</i> | 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 Treatment | | | | | | |
| <i>Total Invoiced (\$ excl. GST)</i> | 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 Services | 376,012 | 402,645 | 332,464 | 482,041 | 361,135 | 480,982 |
| 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

Non Resident - YTD Receivables

