

Commonly Asked Questions

People ineligible for New Zealand publicly funded Healthcare: Counties Manukau DHB

1. The total amount invoiced to non-eligible people by Counties Manukau DHB by each financial year

<i>Total Invoiced (excl. GST)</i>	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019/20 9 mths (Jul-Mar)	2019/20 11 mths (Jul-May)
dollars	7,013,069	8,768,519	7,921,731	8,332,907	8,419,735	10,118,411	9,695,824	8,647,616	10,487,714

2. The total amount paid by non-eligible people to Counties Manukau DHB during each financial year

<i>Total Cash Received (excl. GST)</i>	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019/20 9 mths (Jul-Mar)	2019/20 11 mths (Jul-May)
dollars	2,007,281	2,670,658	3,136,219	4,302,163	3,999,633	4,382,053	3,966,185	3,801,632	4,440,151

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

3. The total amount written-off, and transferred to a Debt Collection Agency by each financial year

<i>Total write-off and referred to debt collection (excl. GST)</i>	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019/20 9 mths (Jul-Mar)	2019/20 11 mths (Jul-May)
dollars	6,534,143	6,245,999	4,849,208	5,521,441	4,348,907	5,852,604	5,150,188	4,022,909	5,043,495

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

4. Total Invoiced by Service Category

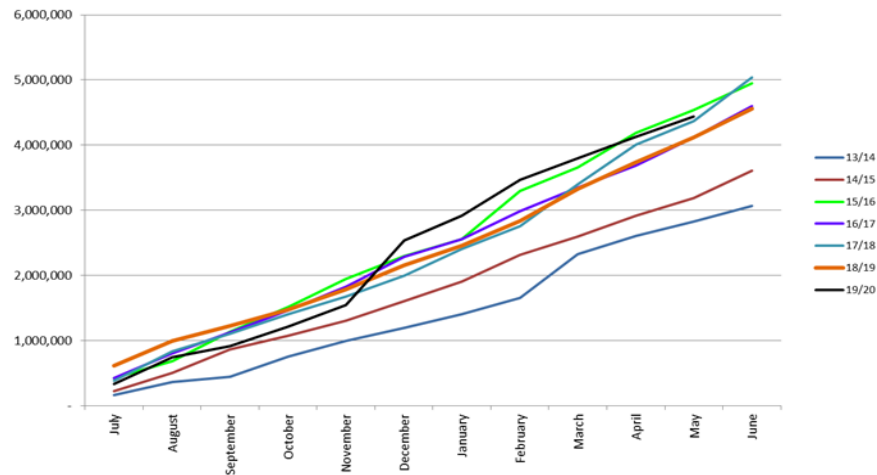
<i>Total Invoiced</i> <i>(\$ excl. GST)</i>	2014-15	2015-16	2016-17	2017-18	2018-19	2019/20 9 mths (Jul-Mar)	2019/20 11 mths (Jul-May)
Emergency / Acute Treatment							
Acute	2,681,322	2,936,422	3,028,473	3,467,190	2,963,234	2,881,341	3,271,690
Medical	1,097,211	867,909	752,283	1,372,173	1,371,298	1,322,458	1,659,750
Laboratory	698,412	704,696	622,003	654,107	675,701	636,994	746,796
Radiology	492,242	497,385	572,616	684,199	713,257	742,559	913,500
Surgery inpatients	1,477,119	1,603,877	1,674,672	2,025,602	2,110,944	1,784,500	2,155,381
Non-Emergency / Non acute treatment							
Surgery outpatients	287,502	226,738	304,484	367,278	522,002	220,646	258,867
Maternity services (*)	35,086	43,426	55,008	12,066	770,599	347,322	568,066
Children (Kidz First)	192,526	225,963	281,506	117,530	59,514	76,342	73,411
Women's Health (*)	580,000	646,613	752,215	950,792	148,140	82,673	113,465
Other – Allied Health, Comm Nursing, Translation Services	376,012	402,645	332,464	482,041	361,135	384,138	441,908
Other – unspecified	4,299	177,233	44,011	14,567	0	168,643	284,880
Total	7,921,731	8,332,907	8,419,735	10,118,411	9,695,824	8,647,616	10,487,714

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

Notes:

- Financial Year = 01 July to 30 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.

Non Resident - Cash Received



Non Resident - YTD Receivables

