

 <b>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</b>	<b>NON-NZ RESIDENTS – ROLES &amp; RESPONSIBILITIES</b>	<b>Policy 3.2.3 Protocol 1</b>
<b>NON-NZ RESIDENTS – CHARGING PROTOCOL</b>		

### OBJECTIVE

To ensure all Bay of Plenty District Health Board (BOPDHB) staff who deal directly with patients who are not eligible to receive publicly funded healthcare and disability services in New Zealand are aware of their role in the charging of these patients.

### STANDARDS TO BE MET

Role	Responsibilities
Front Reception	<ul style="list-style-type: none"> <li>Collecting and receipting payments during business hours (0800 to 2000)</li> </ul>
Security	<ul style="list-style-type: none"> <li>Collecting and receipting of payments after hours (2000 to 0800)</li> </ul>
Finance – Accounts Receivable	<ul style="list-style-type: none"> <li>Agreements to pay</li> <li>Debt recovery</li> </ul>
ED / OPD / Maternity	<ul style="list-style-type: none"> <li>Ensure the Schedule of fees declaration is signed by the patient</li> <li>Patient Management System (PMS) entry               <ul style="list-style-type: none"> <li>Country of birth</li> <li>Type of residency                   <ul style="list-style-type: none"> <li>With proof</li> <li>Without proof</li> </ul> </li> </ul> </li> <li>All proof of eligibility must be forwarded to the Eligibility Co-ordinator</li> </ul>
Eligibility Co-ordinator	<ul style="list-style-type: none"> <li>Determining eligibility and entering it onto IBA</li> <li>Ensuring the full range of healthcare and disability services received by an ineligible patient is invoiced appropriately</li> </ul>

### ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 3.2.3 Non-New Zealand Residents – Charging for Services Delivered by BOPDHB
- Bay of Plenty District Health Board policy 3.2.3 Protocol 0 Non-New Zealand Residents - Charging Standards
- 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*

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

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- 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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