



# Manage My Health Cyber Breach

A programme by **WellSouth**

Last updated: 15/01/2026

## Intended Purpose

To provide general practice support service to people requiring support arising from the Manage My Health data breach at no cost to the patient.

## Eligibility

An Eligible Service User is:

- A patient of the practice who the practice has been notified as having documents accessed as part of the Manage My Health cyber breach;

and

- **Patient initiated contact:** the patient has questions or concerns related to these clinical documents and requires a consultation with a nurse or NP/GP to help them understand the content;

and / or

- **Practice initiated contact:** The patient requires proactive GP led notification because of identified vulnerabilities and the practice has been asked by MMH or Health NZ to contact the patients.

## Exclusions

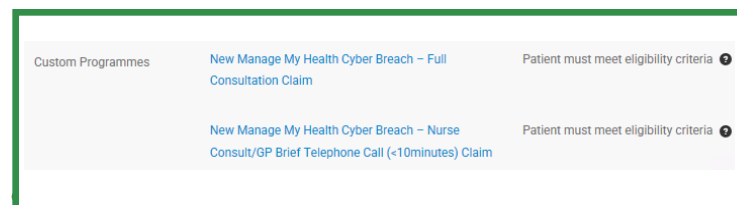
- HIPs, health coaches, and other primary mental health services are provided free of charge to the patient and are fully funded and should be the preferred option for support, but these interventions are not to be invoiced to this fund.
- Patients seeking general information should be directed to the relevant 0800 number and these interactions are not eligible for claims.
- General enquiries or queries from patients are not included in this programme funding, but practices may wish to log the time required with a view to seeking compensation from MMH.
- Proactive contact from GPs to patients outside the eligibility criteria set out above.
- Txt message based interventions are not included.

## Key Information

- Claims are limited to one consultation per eligible service user, either one full consultation claim or one brief telephone call claim.
- It is not anticipated that these consultations would be held outside of standard business hours.

## Claiming

Claiming is via the WellSouth PHN portal.



Please set these up prior to using the programme.

Code	Amount (incl. GST)	Description
WPG019	\$46.00	Nurse/GP brief
WPG020	\$103.50	GP/NP full consultation

\$40.00 + GST      Nurse/GP brief

\$90.00 + GST      GP/NP full consultation

## Can a co-payment be charged?

No co-payment can be charged.

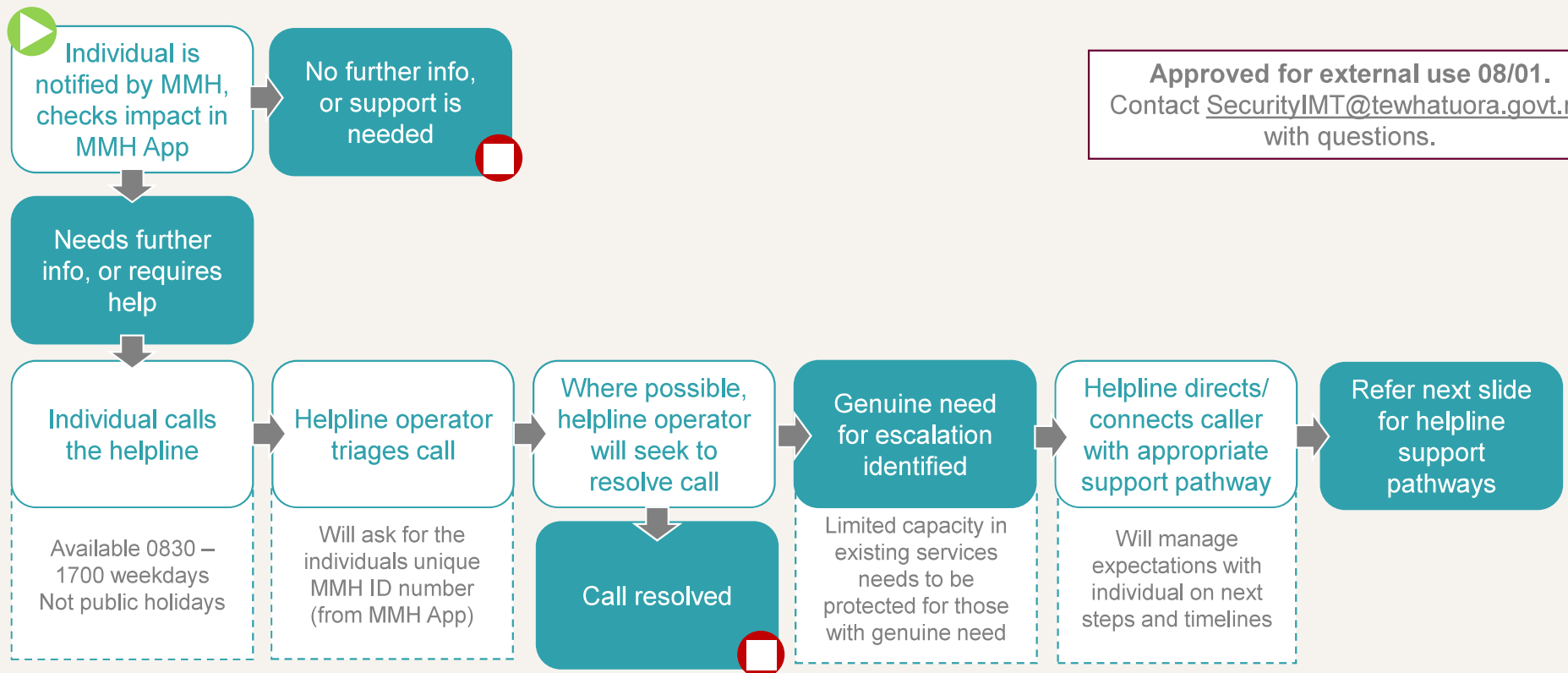
## When does the claim need to be completed?

Claiming must be completed within 2 months of contact.

If your PMS is aligned to the WellSouth Clinical BCTIs, please contact [practicenetwork@wellsouth.org.nz](mailto:practicenetwork@wellsouth.org.nz) with your new Account Internal ID.

For further information regarding this programme please contact [practicenetwork@wellsouth.org.nz](mailto:practicenetwork@wellsouth.org.nz) or your Practice Partner.

# Notification to Support Journey Flow



# Helpline support pathways

Approved for external use 08/01.  
Contact [SecurityIMT@tewhatauora.govt.nz](mailto:SecurityIMT@tewhatauora.govt.nz)  
with questions.

Support need	Pathway
Urgent calls with imminent harm	Directed to call 111
More information about MMH breach, impacts	MMH portal for impacts. MMH call back service if question isn't covered by FAQs
More information/ advice about current medical conditions / whānau situation	Referred to GP. If they are not enrolled with a GP, referral to Healthline or online GP services
Have a question regarding an active hospital-specific clinical content within a document	Call back service from Northland District
Psychosocial advice and guidance - welfare	Refer to 1737 Tend, Puāwaitanga are available online
Psychosocial support needed	Access and Choice via internal referral pathway
Concerns about Identity theft	Directed to call ID Care (with the ID Care code #)
Experiencing secondary harm from breach (fraud/ theft/coercion)	Directed to report this to the Police 105 line

A monitoring group will make daily reviews for emerging risks and issues – changes to these mappings may be implemented to manage risk.