

Health New Zealand Audit and Assurance

These audits help HNZ assess whether providers are meeting their contractual obligations, particularly in relation to financial compliance. A&A audits focus on funding accuracy and do not evaluate service quality or assign blame.
The audit specifically examines capitation-based funding paid to PHOs for their enrolled populations. Enrolment requires a patient's informed consent to be included on a PHOs register.

The audit objectives

1. Verify the accuracy of enrolment data recorded in patient enrolment registers, which forms the basis for calculating capitation funding.
2. Confirm the eligibility and entitlement of enrolled patients by ensuring that each patient listed on the enrolment register is supported by appropriate documentation and evidence in accordance with applicable enrolment requirements.
3. Identify and report financial risks associated with capitation funding, including any discrepancies or non-compliance that may result in inaccurate funding claims, and communicate these risks to the relevant Regional Lead.

Onsite Audits

A&A auditors conduct visits to review/analyse a random sample of enrolled patient records at certain PHO practices from time to time. Prior to each audit visit, a computer-generated random sample of up to 400 enrolment records will be selected from the practice's enrolment register for the audit period. These enrolments are used for assessing the accuracy of enrolment data, patient eligibility and entitlement, and the integrity of capitation funding claims.

Register Analysis

Auditors validate patient details recorded on enrolment registers, including:

- National health index (NHI)
- Name and address
- Eligibility status
- Enrolment date
- Date of last qualifying encounter (consultation)
- Daily record and demographic information

They also check for anomalies such as duplicate entries or deceased patients.

Reporting

Draft Audit Report – is issued to each practice, usually within a month of the onsite audit and a copy to the PHO.
Final Audit Report – after reviewing the feedback, A&A may amend its findings. A final report is then issued to the practice, PHO, and HNZ Regional and District Leads. This report includes responses from the PHO and practice along with the A&A final recommendations.

Recommendations to Health NZ

Corrective Action - is required by the practice and/or PHO to ensure compliance with the PHO Agreement.
Financial Recovery – it is standard practice to recommend recovery of funding identified as non-compliant. Final decisions on recovery are made by Health NZ's Regional Leads. If recovery is approved, A&A will initiate the recovery process.

What can practices do to eliminate some the errors that may turn up in these audits?

Ensure you have robust processes in place with all patient enrolments and keep on top of your Register Updates in Thalamus.

WellSouth Primary Health Network
Hauora Matua Ki Te Tonga