

Resolutions to potential errors identified during an Audit

Once you have done an in-house audit or had an audit done by Health New Zealand, you will have issues that require actioning. Here are a list of error and the actions required to remedy them. The top four scenarios below have a financial impact, and your practice may be asked to pay back monies received for these patients:

patients with no enrolment form - as there is no valid enrolment, technically the enrolment should be ended until a new enrolment form is obtained and then the patient is re-enrolled in PMS and NES.

patients with no valid evidence of enrolment - new enrolment forms must be obtained and patient re-enrolled in PMS and NES.

patients with no valid evidence of enrolment and who did not have any contact with the practice in the last 3 years - unenroll immediately, contact the patient to see if they wish to re-enrol.

patients not eligible to be included on the register - unenroll immediately.

The following additional findings do not have a financial impact however they do require further action:

patients who had signed an enrolment form, but the form was undated or with an incorrect date - new enrolment forms must be obtained and the patient re-enrolled in PMS (look to get a new enrolment form at the next point of contact (Consult))

patients who had signed an enrolment form, but the enrolment date recorded on the register differed from the date recorded on the most recent form. Don't be too concerned regarding different dates unless they are substantially different (different by more than 6 months). In these instances, the practice is recommended to get a new form at the next point of contact.

patients who had not indicated their eligibility and/or entitlement on their enrolment form - request eligibility and entitlement from patients and update PMS with a new enrolment form and evidence.

patients whose information regarding the last qualifying encounter date recorded on the register was not correct - see why a Zero $ consult was made and ensure this doesn't happen in the future. Zero consults can only be done if there is a consult note to support the reason eg WellSouth clinical claim (also check if other invoices for non-qualifying encounters have updated NES. Such as virtual CVD assessments, DNA invoices, etc. The invoice settings for these types of invoices should be amended so that the last QED date is not updated).

patients whose ethnicity on the NHI differed from the ethnicity stated on the enrolment form - contact the patient to check correct ethnicity, then update in PMS and NES.

patients who had not recorded an ethnicity on the enrolment form- contact the patient to request this, add to PMS and note in admin notes in PMS.

patients who had not sought services elsewhere in the public health sector in the last 3 years - these patients need to be unenrolled in the PMS and NES.

patients whose enrolment date was recorded as their date of birth - new enrolment form required and re-enrol in PMS and NES.

patients whose demographic details require verification and possible correction - Contact the patient and check correct demographics and update in PMS and NES.

patients, on the register, who have an enrolment date recorded in NES before May 2011- new updated enrolment form required and the patient needs to be re-enrolled in PMS and NES.

NB – some of the above scenarios are found within your Thalamus Register Management reports, so keeping these up to date will benefit you in case of an audit.