

Manage My Health Cyber Breach – Health NZ Funding for Primary Care Services

Purpose

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

Services

Funding is available to support services in primary care to support patients who:

1. request clarification of clinical records that have been accessed as part of the breach. This will primarily be related to Te Whatu Ora | Health NZ documents such as discharge letters and clinic records, but may also include specialist referrals
2. require proactive GP led notification because of identified vulnerabilities

Eligibility for Funded Service

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.

- Text based interventions are not included.

Service Charges and Payment

- The provider must only charge for the purpose of performing the Primary Care Services related to clinical content of the documentation.
- The provider must not charge an Eligible Service User any co-payment for providing the consult.
- Charges and payments are only available for primary care providers, for those who are identified as meeting the eligibility criteria.
- Consultations can be undertaken in person, by telephone, or by video conferencing.

Payments will be made for claims in accordance with the following

Nurse consultation / GP brief telephone call (<10 minutes)	\$40 excl. GST
GP/NP full consultation	\$90 excl. GST

Additional notes:

- Claims are limited to one consultation per eligible service user.
- Claims can be made for consultations by any of the following means – in person, telephone, or videoconferencing.
- It is not anticipated that these consultations would be held outside of standard business hours.
- It is expected that no more than 10% of those affected by the breach will need specific GP support (in addition to the dedicated 0800#), if the general practice expects to claim for additional patients this will need to be justified.
- Claims should be submitted weekly
- Claiming arrangements will be reviewed on the 22nd of January.
- This arrangement is time limited and commences 8 January 2026, expires 28 February 2026.