

26<sup>th</sup> November 2020

[REDACTED]

[REDACTED]

Dear [REDACTED]

### Official Information Act Request for – Ineligible Patients

I write in response to your Official Information Act request received by us 1<sup>st</sup> November 2020, you requested the following information:

- 1. The total annual amount invoiced for treatment of people not eligible for publicly funded health services in New Zealand broken down year since 2014.**
- 2. How much of that cost has been paid, and how much is overdue.**
- 3. What the top three bills were for each year.**

#### Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 7,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Eligibility determination for health care is complex and case-specific. Our approach is to provide any required acute or urgent healthcare immediately, and in a compassionate manner. All patients requiring treatment for an acute injury or illness will be treated, regardless of their eligibility for funded services. We have an Eligibility Team who then completes the determination of entitlements procedure.

- 1. The total annual amount invoiced for treatment of people not eligible for publicly funded health services in New Zealand broken down year since 2014.**
- 2. How much of that cost has been paid, and how much is overdue.**

For questions one and two above, the information you have requested is currently publicly available on the Official Information Act request page on our external website.

The information you have requested can be found at the links below:

- <https://countiesmanukau.health.nz/about-us/official-information-act-requests/>
- <https://countiesmanukau.health.nz/assets/Official-Information-Act/patient-not-eligible-for-publicly-funded-healthcare.pdf>

**3. What the top three bills were for each year**

2014-15	2015-16	2017-18	2018-19	2019-20
\$522,513	\$405,527	\$213,932	\$205,506	\$822,138
\$395,262	\$308,038	\$197,431	\$197,684	\$439,213
\$322,853	\$304,227	\$170,430	\$148,311	\$425,698

Table 1: Data Sourced, Eligibility Team 10.11.2020

I trust that this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**