

26th November 2020



Dear 

Official Information Act Request for – Non-resident Debt

I write in response to your Official Information Act request received by us 23rd October 2020, you requested the following information:

- 1. What was the value of treatment provided to non-resident patients in each of the last five years and in 2020 as of October 1?**
- 2. How much of that was paid in each of those years and how much was left owing?**
- 3. How much has been written off in each of those years?**
- 4. What was the largest bill racked up by a non-resident patient in that period and what was it for? If different, what was the largest un-paid bill in that period and what was it for?**
- 5. Can you break the costs down by type of treatment?**

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.

- 1. What was the value of treatment provided to non-resident patients in each of the last five years and in 2020 as of October 1?**
- 2. How much of that was paid in each of those years and how much was left owing?**
- 3. How much has been written off in each of those years?**

The answers to questions 1-3 above are 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

4. What was the largest bill racked up by a non-resident patient in that period and what was it for? If different, what was the largest un-paid bill in that period and what was it for?
Table 1 below identifies the largest amount invoiced and the largest unpaid bill to non-eligible patients between 2014-2020.

Non-eligible Largest Invoice Cost & Service – Including GST				
2014-15	2015-16	2017-18	2018-19	2019-20
\$522,513	\$405,527	\$145,630	\$205,506	\$822,138
Surgery/ Intensive Care Unit	Surgery/ Intensive Care Unit	Intensive Care Unit	Cardiology/ Intensive Care Unit	Surgery/ Intensive Care Unit

Table 1: Data Sourced: Eligibility Team 27/10/2020

5. Can you break the costs down by type of treatment?

As above, the answer to this question is 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:

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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 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