

## **How do I claim for In-Between Travel (interim payment process)?**

### **Where do I need to submit my claims?**

You will need to submit a claim by:

- logging in to a secure website (“Provider Portal”)
- entering the claim summary information online
- uploading the claim details (in .csv format)

A member of the Sector Operations team from the Ministry of Health will contact you with instructions on how to access the Provider Portal from 22 June 2015.

### **When do I submit claims?**

From July you will be able to submit a claim at any time so you can schedule it in line with your payroll. You can normally expect to receive payment within seven working days of submitting your claim file.

### **What format do my claims need to be submitted in?**

When you log into the Provider Portal to submit a claim you will be asked for some header information to help you keep a record of the claims you are submitting.

This information is:

<b>Field</b>	<b>Description</b>
ProviderID	Your provider ID available on login
Claim reference	A unique reference number that is useful to you with a maximum of 10 alphanumeric characters
Date of Claim	Date the claim is submitted

You will then need to upload a file in a .csv format consistent with the example provided in Appendix 1. Template files are also available in .csv and excel formats.

After you have completed this you will be able to see a summary of the transactions so you know you have uploaded the file successfully.

### **What information will Sector Operations provide when they make payment?**

When payment is made a line by line report of transactions will be made available on the Provider Portal. The report will be the same format as the claim you submitted but with an additional column showing the payment made for each visit.

A Buyer Created Tax Invoice will also be sent to you in the post.

### **Will any validation be completed?**

When uploading the file the Provider Portal will alert you when it identifies fields that are not in a valid format described in Appendix 2 so you can check these before the file is submitted. This is to support you to identify any missing or incorrect information before claims are processed so that they are not rejected e.g. check whether the data in the field “first visit” is complete and meets the correct format (Y or N). You would however still be able to submit the file if you believe all the information is correct.

For contracts that are paid on a fee for service basis your claim will be checked to see whether there is a NASC authority for Home and Community Support Services for the client that you are claiming against.

Contracts paid as a bulk payment will be sent to the funder for approval. We expect the approval times to be short.

### **Where do I go for help?**

Sector Operations is your first point of contact for IBT payment and system support and is accessible via email: [bsshelpdesk@moh.govt.nz](mailto:bsshelpdesk@moh.govt.nz). It would be helpful if you provide brief details of the issue, the best contact number and times for us to contact you and we will call you back.

# Appendix 1

The CSV file name **must** meet the following format; Provid]\_[ClaimRef]\_MMDDYYYY.csv

For example: 123456\_GHIBT5\_01082015.csv

Provider Unique ID	Claim Reference	Date of Claim	Provider Name
123456	GHIBT5	1/08/2015	ABC Provider

These two columns are only required if you provide some services under bulk contracts otherwise they can be left blank

The CSV file should be in the following format (a template CSV and Excel are available)

IBTPSO	EmployeeID	VisitDate	VisitTime	Postcode	FirstVisit(Y/N)?	PersonNHI	Funder	Bulk/FFS
	1234DEF	23/07/2015	10:00	1000	N	ABC1234	MOH	FFS
	1234DEF	23/07/2015	12:00	1001	N	BCD5678	MOH	FFS
	1234DEF	23/07/2015	8:00	1000	Y	EFG9012	MOH	FFS
	1234DEF	23/07/2015	14:00	1004	N	HIJ3456	MOH	FFS
	2345FGW	23/07/2015	9:00	1900	Y	KLM7891	MOH	FFS
	7648BHP	24/07/2015	8:00	2100	Y	OPQ2345	MOH	FFS
	7648BHP	24/07/2015	10:00	2101	N	RST6789	MOH	FFS
	7648BHP	24/07/2015	13:00	2104	N	UVW0123	CAK	Bulk
	7648BHP	24/07/2015	15:00	2090	N	XYZ456	CAK	Bulk

Shaded columns are optional during the interim period.

## Appendix 2

### Claim details

Note that due to the nature of a “CSV” file none of the fields anywhere in the file should contain a “comma” since “commas” are used to separate the fields.

Field	Description	Note
IBT-PSO	A IBT Purchase Service Order number	IBT Purchase Service Order is not required during the interim stage.
EmployeeID	Any unique reference you use for employees (e.g. name or employee number)	This can be in any free text format (alphanumeric). This may be used to support monitoring and forecasting. It may also be useful to you to differentiate between each line of the claim being submitted
VisitDate	Date of Visit	This should be in a valid date format. This may be used to support monitoring and forecasting. It may also be useful to you to differentiate between each line of the claim being submitted.
VisitTime	Start time of the visit the in-between travel relates to	This should be in a valid time format. This may be used to support monitoring and forecasting. It may also be useful to you to differentiate between each line of the claim being submitted.
Postcode	Postcode of the address that the employee visited.	This should be in a valid postcode format (three or four digits). This is optional during the interim payment. If you are able to provide the information easily it will support analysis and forecasting for the banding model.
FirstVisit (Y/N)?	Yes (Y) - First visit of the day No (N) – Subsequent visit	This should be in Y or N format. A zero payment will be made for visits with ‘Y’ The one band payment amount \$3.10 will be paid for visits with ‘N’ All visits are required even though first visits are not funded so complete information is

	(for split shifts the first visit in the second shift should be N)	available to support monitoring and forecasting.																																		
NHI	National Health Index number	This will need to be in a valid NHI format (three letters followed by four numbers). It will be used to help with validation and approval of the claim before payment is made.																																		
Funder	The funder of the contract the Home and Community Support is provided for	<p>This column is only required if you provide some services under bulk contracts. This information will be used to help verify the claim before payment is made.</p> <p>This will be used to support the approval process for bulk funded clients. It would be helpful if it is submitted in the standard three digit format however any format where the DHB is clearly identifiable can be used e.g. full name of the DHB. Please contact Sector Operations if you would like to discuss this.</p> <table border="1"> <thead> <tr> <th>DHBCODE</th> <th>DHBNAME</th> </tr> </thead> <tbody> <tr> <td>BOP</td> <td>Bay of Plenty</td> </tr> <tr> <td>CAK</td> <td>Auckland</td> </tr> <tr> <td>CAP</td> <td>Capital &amp; Coast</td> </tr> <tr> <td>CTY</td> <td>Canterbury</td> </tr> <tr> <td>HUT</td> <td>Hutt Valley</td> </tr> <tr> <td>HWB</td> <td>Hawke's Bay</td> </tr> <tr> <td>LKS</td> <td>Lakes</td> </tr> <tr> <td>MOH</td> <td>Ministry of Health</td> </tr> <tr> <td>MWU</td> <td>MidCentral</td> </tr> <tr> <td>NLD</td> <td>Northland</td> </tr> <tr> <td>NLM</td> <td>Nelson Marlborough</td> </tr> <tr> <td>NWA</td> <td>Waitemata</td> </tr> <tr> <td>OTA</td> <td>Southern</td> </tr> <tr> <td>SAK</td> <td>Counties Manukau</td> </tr> <tr> <td>SCY</td> <td>South Canterbury</td> </tr> <tr> <td>TKI</td> <td>Taranaki</td> </tr> </tbody> </table>	DHBCODE	DHBNAME	BOP	Bay of Plenty	CAK	Auckland	CAP	Capital & Coast	CTY	Canterbury	HUT	Hutt Valley	HWB	Hawke's Bay	LKS	Lakes	MOH	Ministry of Health	MWU	MidCentral	NLD	Northland	NLM	Nelson Marlborough	NWA	Waitemata	OTA	Southern	SAK	Counties Manukau	SCY	South Canterbury	TKI	Taranaki
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Bulk / FFS	Identifies if the visit relates to a Bulk or Fee For Service contract	<p>This should be in the format Bulk or FFS</p> <p>This column is only required if you provide some services under bulk contracts. This information will be used to help verify the claim before payment is made.</p> <p><b>Fee For Service Contracts</b></p> <p>Sector Operations will check your claim to see whether there is a NASC authority for Home and Community Support Services for the client that you are claiming against.</p> <p><b>Bulk Contracts</b></p> <p>For Bulk contracts Sector Operations will seek approval from the funder and payment can be expected seven working days after this approval is received. We expect the approval times to be short.</p>										