

PRIMARY OPTIONS PROGRAMME NORTHLAND

How to submit a referral and make a claim

If submitting electronically

1. In Medtech, go to 'Advanced forms' and click on 'Primary Options', and then 'OK'.
2. In the Primary Options screen, select 'New Referral', then 'OK'.
3. The following screen requires you to tick all boxes to ensure the patient is eligible for the Primary Options Programme. After ticking the boxes, click 'OK'.
4. Complete the referral screen including 'Provisional Diagnosis', 'Coding' (which relates to the provisional diagnosis), and also 'Add consult notes' which will automatically add patient notes from Medtech. Consult notes or additional comments may also be typed into the blank box. In the drop down box next to 'Provider' select your name. Once all fields are complete, click on 'Submit referral to Primary Options'.
5. Finally, in the next screen click on 'OK' to save the form.

If submitting manually

Referrals, outcomes and invoicing can also be submitted manually. Forms can be found on the primary options website www.manaiaapho.co.nz -primary options - forms. Complete the referral form and fax to the coordinator on 09 438 3210. Remember to also fax through all relevant clinical notes, and also D-Dimer result and Primary Care Decision Rule if the referral is for a suspected DVT.

An outcome must also be submitted at the conclusion of the episode of care. Following submission of the outcome an invoice may be issued to Primary Options if you are making a claim. The postal address is: Primary Options, c/- Manaia PHO, PO Box 1878, Whangarei

IMPORTANT – Referring patients with suspected DVT:

- **IN WHANGAREI:**
Ultrasounds can be organised **by the Primary Options Coordinator. Call them in the first instance with Clinical and patient details. They will contact you with a date, time and place of ultrasound.** If the patient has a d dimer result of 500 or greater, and has had a Primary Care Decision Rule done - [Please also see DVT section.](#) If there is a low d dimer but the clinical suspicion of a DVT remains high contact 0800 PRIMARYOPS and we will organise a private scan for you.
- **IN OTHER PARTS OF NORTHLAND:**
Primary Options can organise a private scan. Call the POPN Coordinator on 0800PRIMARYOPS
- The Primary Options coordinator MUST be contacted to arrange PRIVATE ultrasound scans on 0800PRIMARYOPS If the coordinator is by-passed the cost of the service may not be covered by the Primary Options programme.

*The following details must be included in the e-referral to Primary Options

- D-Dimer test result

- Completed Primary Care Decision Rule or Wells Score (can be downloaded from the 'Forms' section of the Primary Options page of our website www.manaiaapho.co.nz/primary_options)

***Radiology request form** – must be faxed to the radiology provider, the POPNs Coordinator will inform you who this will be – must have patient's phone number on it.

Outcomes & Invoicing

Outcomes

An outcome must be completed at the conclusion of the episode of care.

After an outcome has been submitted an invoice can also be completed in the system. Invoicing in the Primary Options system automatically feeds information into Medtech (this appears in the patient's Daily Record).

Invoicing

If you need to claim for services/consumables, an invoice should be completed in the system. This may only be done once an outcome has been submitted. In addition to submission of the electronic invoice, we require a monthly statement to be issued from Medtech (or other system your practice uses). The statement should be sent to us by the 31st of each month for payment on the 20th of the month following.

When invoicing please ensure you provide enough detail for us to understand what you are claiming for. This includes detailing drugs administered (only non-MPSO funded drugs may be claimed for). Please call 0800PRIMARYOPS if you would like assistance with invoicing for Primary Options.

Refer to our Claiming Guidelines on the next page for information about commonly claimed services and consumables. All other items/services should be claimed at your usual rate (ie. The rate at which the patient would normally be charged).

Questions?

Please call the Primary Options coordinator on 0800PRIMARYOPS

Consumables

Consumables are to be charged at standard price. MPSO funded drugs including N.Saline are not claimable.

Kits

IV administration kits are available from EBOS (0800 105501). Enoxaparin or ondansetron kits are also available at Kensington pharmacy. These can be ordered by calling Kensington Pharmacy 094373722. Reorder forms are supplied in the kits.

Guidelines on Cellulitis claiming in the electronic POPN system

PLEASE ALSO CONTACT US IF YOU HAVE ANY QUERIES REGARDING CLAIMING – we are happy to help. The Primary Options administrator can be contacted on 0800 PRIMARYOPS or via email to primaryops@manaiaapho.co.nz.