



Key Message on High User Health Card for General Practice

Background

The High User Health Card (HUHC) is a regulatory funding mechanism entrenched in legislation¹, originating prior to the establishment of Primary Health Organisations (PHO). This system. The criteria for HUHC approval are outlined within the [Health Entitlement Cards Regulations 1993](#).

Q&A

Will there be a change in HUHC process?

The HUHC system (platform) is being updated within Te Whatu Ora. This upgrade will have no impact on current administrative processes related to HUHC. An application via the health provider is still required and administrative audit step will remain necessary to ensure users' information is current.

Will telehealth consults be accepted as a qualifying counter?

Yes, there has been a growth in telehealth consults since the pandemic and it is now accepted as a valid engagement for some client with some general practitioners. Then visibility of telehealth consults is variable at a PHO and within Te Whatu Ora in terms of data capture.

The contractual arrangements in relation to telehealth consults is ambiguous within the PHO Service agreement. Work is underway to clarify this, now that the PHO Services Agreement Protocol Group is now meeting again. In the meantime, practices are interpreting these consultations in their own way, until the is clear direction. It is unclear when this guidance will be clarified, but we would hope that this maybe clearer by the end of 2024, where ancillary systems can be updated.

Can HUHC be funded with ACC related medical services?

No, it can't be funded through two different schemes. This doesn't include treatment paid for (in whole or in part) under the [Accident Compensation Act 2001](#).

¹ [High Use Health Card | New Zealand Government \(www.govt.nz\)](#)