

Change of address

If the patient changes their address, the medical/general practitioner should contact Health New Zealand | Te Whatu Ora, giving the patient's name, card number, previous address and new address.

Cardholder deceased

If the patient dies, the medical/general practitioner should notify Health New Zealand | Te Whatu Ora in writing to ensure no further correspondence is sent to the patient's address.

For more information contact

Health New Zealand | Te Whatu Ora
Private Bag 3015
Whanganui Mall Centre
Whanganui 4540

Phone: 0800 855 066
Email: contactcentre@health.govt.nz

Health New Zealand
Te Whatu Ora

High Use Health Card

Information on who can use it and when

A High Use Health Card entitles frequent health service users to reduced costs for some doctor visits and some prescriptions. The card is valid for one year.

Health New Zealand
Te Whatu Ora

Who qualifies for a High Use Health Card?

To qualify for a High Use Health Card, a patient must have received at least 12 health practitioner consultations within the last 12 months for a particular ongoing medical condition(s). Evidence of this may be required.

To qualify towards a High Use Health Card, a health practitioner consultation must comply with the provisions of the Health Entitlement Card Regulations 1993 and its amendments (www.legislation.govt.nz).

Health services that receive reimbursement under the Injury Prevention, Rehabilitation and Compensation Act 2001 do not qualify towards a High Use Health Card.

How to apply for a High Use Health Card

Only a medical/general practitioner can submit a High Use Health Card application.

Medical/general practitioners can order application forms for the High Use Health Card from Health New Zealand | Te Whatu Ora, Freephone 0800 855 066.

Both the medical/general practitioner and the patient (or guardian of the patient) must sign the application form on visit 12. All 12 patient visits must be within 12 months of the date the medical/general practitioner signed the application form. The medical/general practitioner sends the completed High Use Health Card application form to:

Health New Zealand | Te Whatu Ora
Private Bag 3015
Whanganui Mail Centre
Whanganui 4540

or via email to: contactcentre@health.govt.nz

Please check all details required on the application form have been completed correctly before posting to Health New Zealand | Te Whatu Ora.

If the application is approved, the High Use Health Card information is sent to the medical/general practitioner.

The card is valid for one year.

The medical/general practitioner must submit a new application if the patient still meets the eligibility criteria. The application can not be made more than 30 days before the current card expires.

Entitlement date

The High Use Health Card will be valid from the day following the last consultation date on the application form. This is called the entitlement date.

If the application is a renewal, the card's entitlement date will be the day after the expiry date of the previous card or the date when the medical/general practitioner and patient signed the application form; whichever is the latest.

Reimbursement

If a patient uses and pays for a health service after their entitlement for the High Use Health Card commences but before they receive their card, the patient may apply for a partial reimbursement from Work and Income. The patient will need to provide Work and Income with a photo copy of:

- their High Use Health Card
- receipts from the health service that they used
- a deposit slip for their bank account
- personal ID.