

High Use Health Card Information

Criteria required to qualify 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).

Services fully, or partially reimbursed 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

All High Use Health Card applications must be submitted by a medical/general practitioner.

Please check all patient details are completed correctly before submitting the application to Te Whatu Ora, Whanganui.

Both the medical/general practitioner, and patient (or guardian), must sign the application form on visit 12. All 12 patient visits must be within 12 months of the date the medical/general practitioner has signed the application form.

The medical/general practitioner sends the completed High Use Health Card application form to Te Whatu Ora for processing.

Medical/general practitioners will be advised of the acceptance, or rejection of an application. If the application is approved, the High Use Health Card is sent to the patient.

Renewal applications for a High Use Health Card

Once the patient's High Use Health Card expires the medical/general practitioner must submit a new application. The application cannot be made more than 30 days before the current card expires.

Each month, letters are generated, and sent to medical/general practitioners informing them of their patients with High Use Health Cards due to expire.

Entitlement dates

The entitlement date of a High Use Health Card is the day following the last consultation date on the application form.

If the application is a renewal, the card will commence the day after the expiry date of the previous card, or the last consultation date of the application form; whichever is the latest. A High Use Health Card is valid for one year.

Lost/stolen cards

If a High Use Health Card is lost, or stolen, the patient should contact Te Whatu Ora on **0800 855 066** as soon as possible. For security reasons, a new card will be issued with the same expiry date.

Cardholder deceased

If the patient dies, please notify Te Whatu Ora in writing to ensure no further correspondence is sent to the patient's address.

Please email completed applications to: **contactcentre@health.govt.nz**

For supplies of High Use Health Card applications forms call **0800 855 066** quoting HP5863 or the Te Whatu Ora website **www.tewhatauora.govt.nz**

For any queries contact us: **contactcentre@health.govt.nz**