

# POAC User Guide for Gender-affirming Hormone Therapy in Primary Care

Funding for the initiation and subsequent maintenance of Gender-affirming Hormone Therapy (GAHT) in primary care is now available for extended consultations via POAC.

## Funding Criteria

- A single extended consultation per patient can be claimed for the initiation of GAHT. Initiation is considered as the first GAHT appointment or reinstatement of GAHT with clinical discretion.
- Up to four subsequent follow-up (maintenance) appointments can be claimed within the first 12 months following GAHT initiation.
- The GAHT initiation must occur in a general practice to claim funding for subsequent follow-up appointments.
- A patient co-payment may be charged at the practice's discretion.

## Funding and Competency

- Funding can be claimed by General Practitioners and Nurse Practitioners, who are confident in their competencies to initiate GAHT in primary care, without a routine secondary care referral, and wish to do so, thereby following the **2025 Guidelines for Gender Affirming Healthcare in Aotearoa New Zealand** that can be found [here](#).
- Otherwise, please request support from **Hauora Tāhine – Pathways to Transgender Healthcare Services**.
- Any claims for the funding via POAC constitute an agreement to provide the services according to the accepted national guidance, and the funding specification (eligibility). Please note, these claims may be subject to clinical audit.
- Further information about GAHT clinical guidelines, Gender Affirming Healthcare, and the Hauora Tāhine – Pathways to Transgender Healthcare Services is available on HealthPathways: [Gender Diversity and Transgender Health - Community HealthPathways Auckland Region | Te rohe o Tāmaki Makaurau](#)
- For information pertaining to training, please register interest via Qtopia: [Training Calendar](#)

## Eligibility

- Patients must be 18 years and over.
- Patients is eligible for publicly funded health services in New Zealand (as per Te Whatu Ora criteria) <https://www.tewhatauora.govt.nz/our-health-system/eligibility-for-publicly-funded-health-services/guide-to-eligibility-for-public-health-services/>

- Funded follow-up appointments must occur within 12 months of the initiation appointment.
- Patients can be enrolled or casual.
- Funding is available for all practices within the Auckland Metro Region (Te Toka Tumai Auckland, Counties Manukau, Waitematā and Te Tai Tokerau districts).

### Provider Claiming

- Claiming is via the POAC PMS claiming portal.
- Submit a 'New Referral' using the date of initial consultation and select code 'Gender Affirming Hormone Therapy.'
- Following the consultation, submit an 'invoice' via the claiming portal and select from the four consult options:
  1. Initial appointment with hormone therapy initiated: \$100.00 excl GST (\$115)
  2. Initial appointment without hormone therapy: \$100.00 excl GST (\$115)
  3. Follow-up appointment with hormone therapy: \$50.00 excl GST (\$57.50)
  4. Follow-up appointment without hormone therapy: \$50.00 excl GST (\$57.50)

Service(s)	Service Code / Association	Amount
1   1   2024	GAHT Initial appointment with hormone therapy initiated Single extended consult - with hormone therapy initiated. Do not include notes	115.00
1   1   2024	GAHT Initial appointment without hormone therapy Single extended consult - no hormone therapy initiated. Do not include notes	115.00
1   1   2024	GAHT Follow up appointment with hormone therapy Up to 4x follow ups within 12 months. Clinical notes should not be provided	57.50
1   1   2024	GAHT Follow up appointment without hormone therapy Up to 4x follow ups within 12 months. Clinical notes should not be provided	57.50
1   1   2024		

- Clinical notes should **not be provided** - clinical information will be immediately deleted from the POAC system.
- Claims can be backdated to 1<sup>st</sup> July 2025.

Clinicians are encouraged to refer to: [Gender Diversity and Transgender Health - Community HealthPathways Auckland Region | Te rohe o Tāmaki Makaurau](#)