POAC REFERRAL AND CLAIM PROCESS

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SEE PAGE 2.

CONTACT POAC

<u>referral@poac.co.nz</u> (09) 535 7218

POAC AUCKLAND REGION www.poac.co.nz

CLAIMS REVIEW PROCESS 2 GP/UCC CLAIM REFERRAL **SERVICE INVOICES CLAIMS REVIEW** GP / UCC submit All other providers All claims go through Submit referral via POAC coordinated invoice/outcome via may submit claim a level of review for POAC PMS form care or direct service PMS, include all online or email approval to pay. (GP/USS), or webprovided by referrer clinical notes. invoice to Checks include both based referral via and/or alternative Invoice writes back accounts@poac.co.nz clinical criteria and POAC website community provider to the PMS. for entering funding rules

POAC OPPORTUNITY IDENTIFIED - Acute admission avoidance

- Early Supported Discharge
 - Ambulance Diversion
- Planned or Proactive Care Pathway www.poac.co.nz

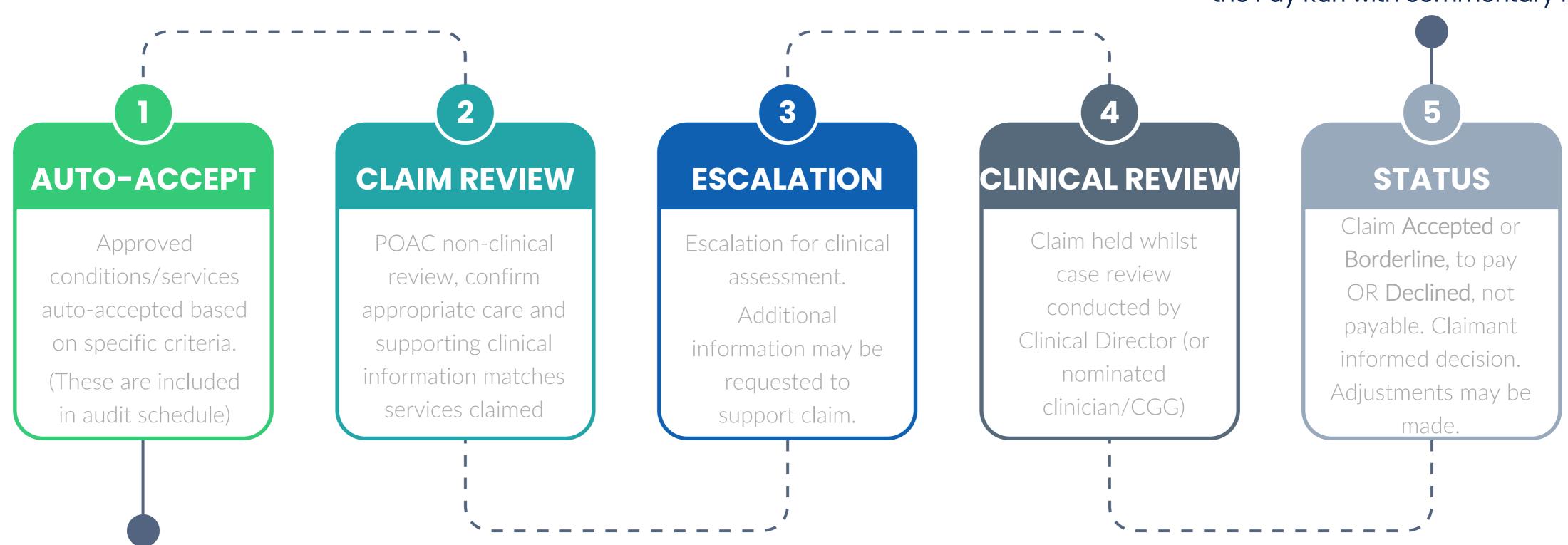
This document excludes all COVID related activity

POAC CLAIMS REVIEW PROCESS

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SEE PAGE 3. CLAIMS INVOICE AND PAYMENT

NB: Adjustments are deducted and notified on the Pay Run with commentary included



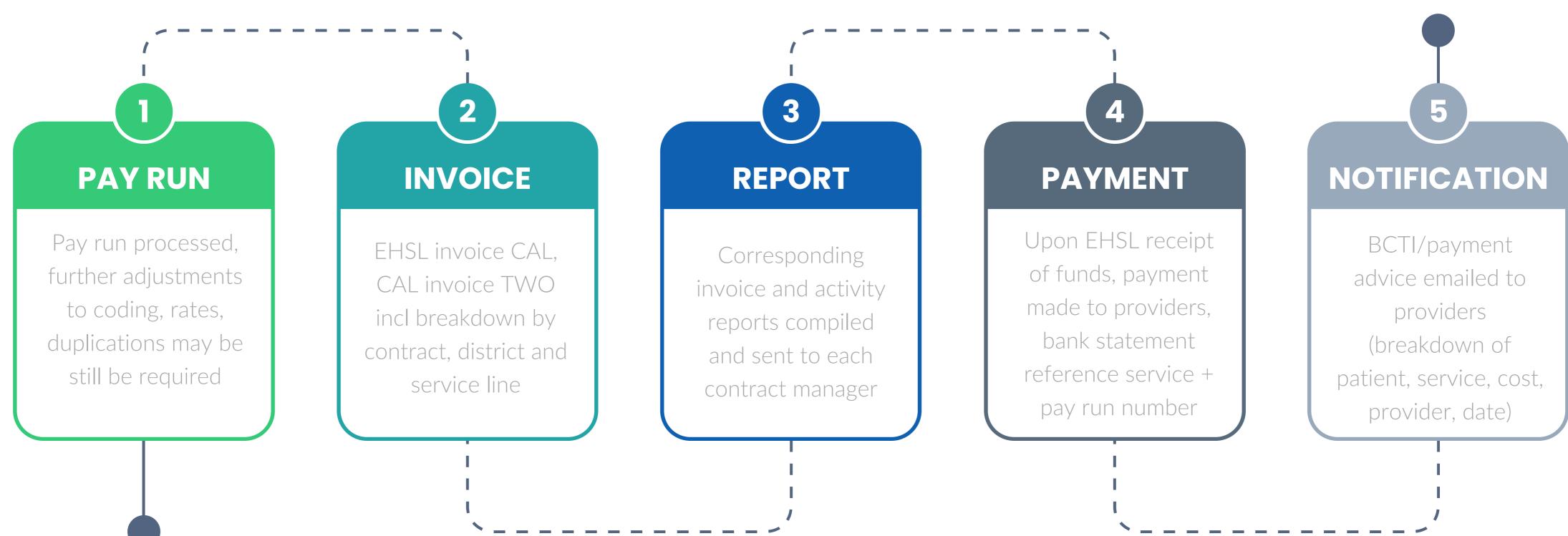
POAC CLAIM SUBMITTED

POAC CLAIMS INVOICE AND PAYMENT

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POAC AUCKLAND REGION www.poac.co.nz

PAYMENT CYCLE COMPLETE



PAY RUN PROCESSED

Within 9 business days of each month

Whilst we make every effort to ensure timely review and payment processing of claims, delays may occur due to new contracting, contract variations, changes to approval processes, incorrect or incomplete submissions, claims that are held pending further clinical review. POAC payment to provider is only able to be released once payment from the Funder is received. Practices can find status of a claim by going to 'View Status Of Claims' report via the POAC form within the PMS. Or contact the POAC team for an update accounts@poac.co.nz