

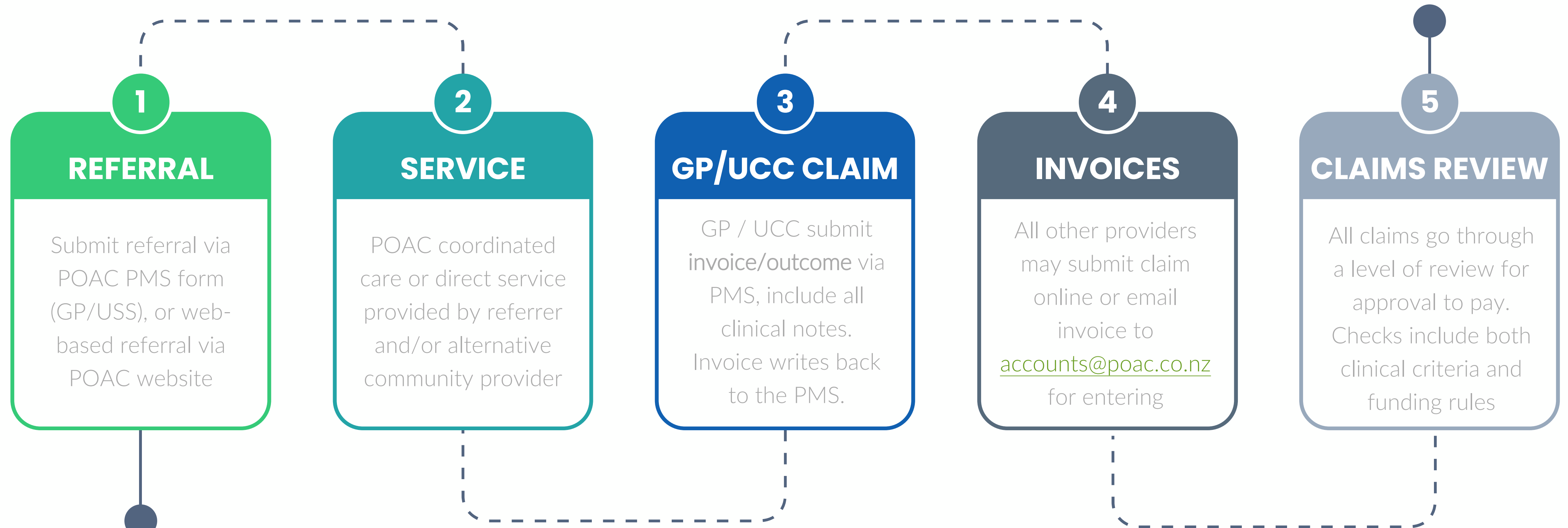
# POAC REFERRAL AND CLAIM PROCESS

## CONTACT POAC

[referral@poac.co.nz](mailto:referral@poac.co.nz)  
(09) 535 7218

POAC AUCKLAND REGION  
[www.poac.co.nz](http://www.poac.co.nz)

**SEE PAGE 2.  
CLAIMS REVIEW PROCESS**



## POAC OPPORTUNITY IDENTIFIED

- Acute admission avoidance
- Early Supported Discharge
  - Ambulance Diversion
- Planned or Proactive Care Pathway

[www.poac.co.nz](http://www.poac.co.nz)

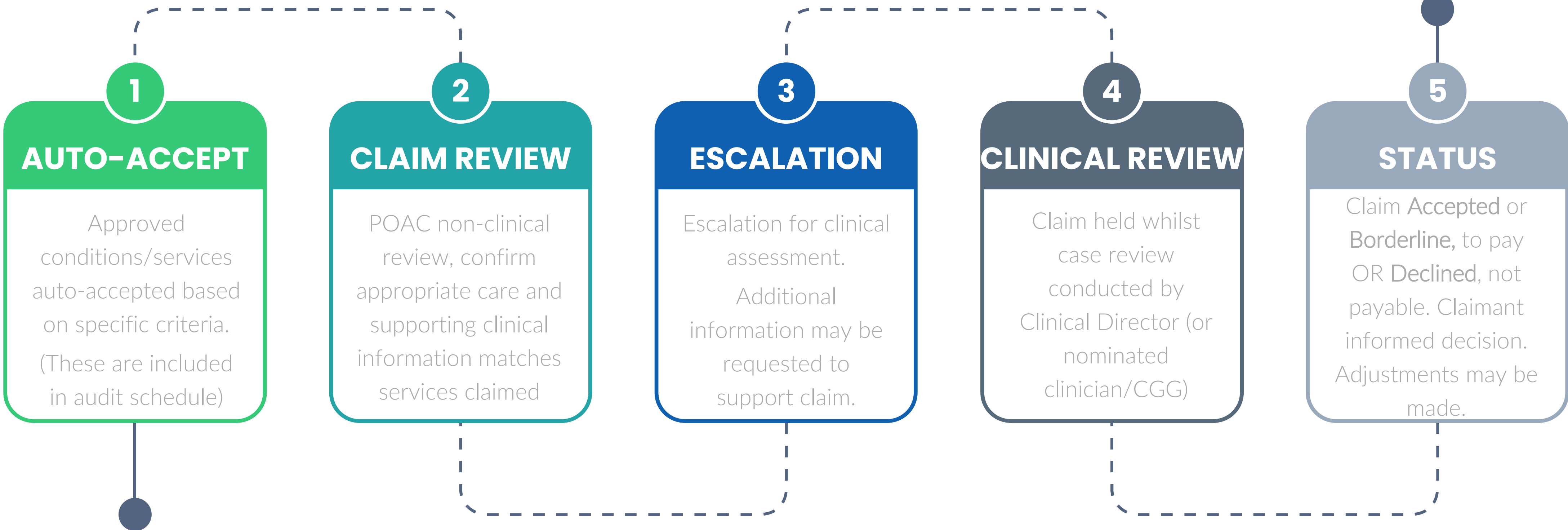
**This document excludes all COVID related activity**

# POAC CLAIMS REVIEW PROCESS

POAC AUCKLAND REGION  
www.poac.co.nz

**SEE PAGE 3.**  
**CLAIMS INVOICE AND PAYMENT**

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



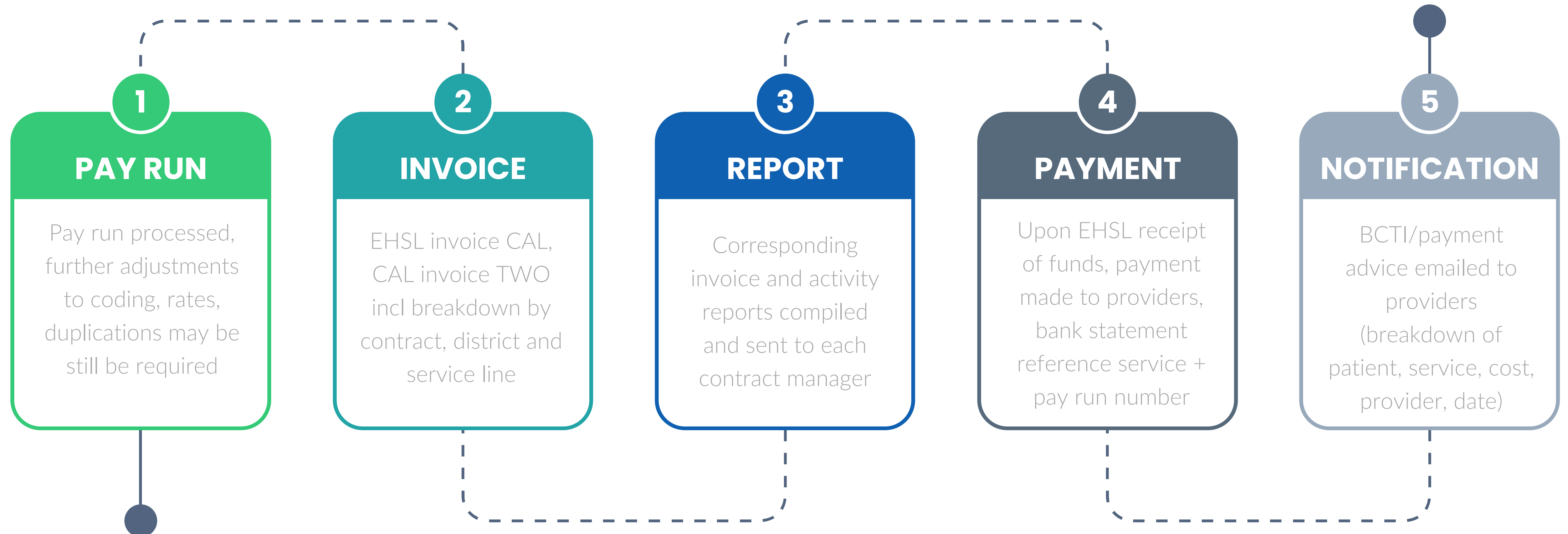
**POAC CLAIM SUBMITTED**

Refer full POAC [Clinical Governance Process, Clinical Pathways and Policies](http://www.poac.co.nz) - [www.poac.co.nz](http://www.poac.co.nz)

# POAC CLAIMS INVOICE AND PAYMENT

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](mailto:accounts@poac.co.nz)