
All District Health Boards

Mark Brown
Chair NASCA
P O Box 146
Hamilton 3240

1 February 2016

Dear Mark,

NASC 1004 Notification – Copies for Residents

In an attempt to resolve, at least in part, delay in payments to aged residential care providers through Sector Operations, all parties agreed to develop and implement a *standard national form* for Needs Assessment Service Coordination agencies to record eligibility and service coordination information to allow payment for services delivered by aged residential care providers. This form, as attached, is commonly referred to as NASC 1004 Notification. The intention was that this standard form would replace the plethora of referral forms that had developed over the years and that by doing so, some of the vagaries that were contributing to payment delay would be removed.

Working with aged care sector representatives all DHBs, in concert with their NASCs, were involved in the development of the form which was finally ratified through the Joint Aged Residential Care Steering Group in mid-2014. The form agreed to contains the core data elements required for payment purposes along with optional data fields to meet DHB and NASC information requirements. It is to be used for manual transmission purposes only.

In July 2014, I sent a memo to all DHB GMs Planning & Funding and Health of Older People Portfolio Managers asking for their support in ensuring the rollout and adoption of the new standard form by DHBs and NASCs effective immediate.

As part of the process for implementation, NASCs were asked to ensure:

1. A hard copy or electronic copy of the form is sent to sector services on completion with all mandatory fields completed.
2. Two copies of the form are issued to residents who are assessed as needing residential care. The resident retains one copy and gives the other to their facility. If the provider is not paid promptly for care of a resident, Sector Services will allow payment to be made on a faxed copy of the NS1004 form received from the provider.

Sector Representatives have highlighted recently a number of instances where the process as set out under 2) above is apparently not being followed. Specifically, residents are not being provided with copies of the form such that they have no copy to pass onto the facility. The facility then has no copy to fax to Sector Operations when there is a delay in receiving payment for services provided.

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We are again reminding DHBs of the process to be followed and would ask for your support in getting this message through to NASC teams by sending your members a copy of this letter reminding them that residents assessed as requiring long-term residential care must be given two copies of the NASC 1004 form for the purposes as outlined.

Your support is appreciated.

A handwritten signature in black ink, appearing to read 'Chris Fleming', written over a faint horizontal line.

Chris Fleming
Lead CE Health of Older People

cc: DHB HOP Steering Group
DHB HOP Portfolio Managers