

# Lower cost general practice visits

**We are changing things to make visits to this general practice more affordable for you, your family and whānau.**

There are two main changes:

1. People with a Community Services Card (CSC) and their dependants aged 14 to 17 years who are enrolled with us will pay less for their general practice visits.
  - An adult with a CSC won't pay more than \$18.50 for a standard visit with a doctor or nurse and young people aged 14 to 17 years, who have a parent or caregiver with a CSC will be charged no more than \$12.50.
2. All children aged 13 and under enrolled with us won't be charged a fee for a standard visit with a doctor or nurse, or:
  - an after-hours fee at participating clinics or pharmacies
  - the regular \$5 prescription fee.

Fees for extended consultations, procedures and extra services, such as certificates or equipment, may still be charged.

Anyone who is not enrolled in this practice should talk to our reception staff for more information.

To find out how to get a CSC, you can either look online at [workandincome.govt.nz/CSC](http://workandincome.govt.nz/CSC) or call 0800 999 999. You will automatically qualify for a CSC if you are receiving an accommodation supplement or live in public housing. The card will be sent to your residential address.



## TO FIND OUT MORE



**TALK to  
your general  
practice team**



**TALK  
to your  
pharmacist**



**VISIT**  
[www.health.govt.nz/  
visiting-a-doctor](http://www.health.govt.nz/visiting-a-doctor) OR  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)



**CALL  
Healthline on  
0800 611 116**



**CALL  
Ministry of Health  
on 0800 855 066**

# Lower cost general practice visits

## Frequently asked questions

### What do I need to do?

To be eligible for lower cost visits you must be enrolled. If you are not enrolled, additional fees will apply.

It doesn't cost anything to enrol, talk to your reception staff if you would like subsidised general practice care.

### Changes for Community Services Card (CSC) holders

#### I think I am eligible for a CSC, how do I apply?

Some people are automatically entitled to a CSC, while others may have to apply.

CSCs are issued by Work and Income. You can ask about your eligibility and get an application form in any of these ways:

- download an application form from the Work and Income website ([workandincome.govt.nz/CSC](http://workandincome.govt.nz/CSC)).
- call Work and Income on 0800 999 999 and ask for a CSC
- fax Work and Income using the Deaf Link free-fax service 0800 621 621
- call into a Work and Income service centre.

#### Who is eligible for a CSC?

Applications for a CSC are assessed by Work and Income. You may be eligible for a CSC if you:

- are 16 years or over (not a dependant child)
- are a New Zealand citizen or permanent resident
- normally live in New Zealand and intend to stay here
- have, or have applied for, refugee or protection status.

You'll also need to be:

- on a low income, or
- living in public housing, or
- receiving an accommodation supplement.

For more information please visit the Work and Income website ([workandincome.govt.nz/CSC](http://workandincome.govt.nz/CSC)) or call 0800 999 999.

#### Why aren't all general practices offering lower cost visits to CSC holders?

Lower cost visits for CSC holders will become available from 1 December 2018. Most general practices are offering the lower cost visits, and more are expected to offer them over time.



## Lower cost visits include dependants of CSC holders – what does this mean?

Enrolled CSC holders and their dependants aged 14-17 years are eligible for lower cost standard day-time consultations with a nurse or doctor at their general practice. This does not include visits to an after-hours clinic.

## Will CSC holders get lower cost injury-related visits?

Most practices will offer lower cost visits for CSC holders for injury-related visits that are covered by ACC. To find out whether your general practice is offering lower cost ACC visits, check their website or ask at your practice.

## Lower cost general practice visits for children aged 13 and under

### Are children aged 13 and under eligible to receive zero fee after-hours services?

Yes, children aged 13 and under are eligible for zero fee visits at participating after-hours clinics.

Children aged 13 and under will not be charged the regular prescription fee (usually \$5) at participating after-hours pharmacies. Ask your pharmacist where to find these services.

### Will ACC visits be covered for children aged 13 and under?

Most practices will provide zero fee injury related visits for children aged 13 and under.

### What happens if I take my 13 year old to a practice where they are not enrolled?

If you take your child elsewhere a fee may be charged. Check with the practice you are visiting to find out if there will be a fee. Make an appointment with your usual practice if you can.

### Will there be a charge for my child's prescription?

There will be no charge for a standard prescription (usually \$5) for your child aged 13 and under.

The costs for medicines that are not fully funded by PHARMAC will stay the same.

Pharmacies may charge for extra services such as delivering medicines or special packaging (ask your pharmacist about any possible fees).



## TO FIND OUT MORE



**TALK to your general practice team**



**TALK to your pharmacist**



**VISIT**  
[www.health.govt.nz/visiting-a-doctor](http://www.health.govt.nz/visiting-a-doctor) OR  
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