

where do I get more information?

Every person in New Zealand needs to show that they are eligible for publicly funded healthcare.

You can check whether you are entitled to publicly funded healthcare by bringing your passport, birth certificate or visas.

If, after reading this brochure, you are still not sure, then go to the website or ask a staff member for assistance.

www.moh.govt.nz/eligibility

0800 855 151

frequently asked questions

Why do we need to show that we are eligible for publicly funded healthcare?

To ensure that taxpayers funds are only used to care for people who are entitled to that care.

What if I fall seriously ill and need emergency treatment?

You will be treated regardless, but you will be charged for all or part of this treatment if you are not eligible for publicly funded care.

Why do I have to give all my contact details and produce my passport?

We need your current details to ensure we can stay in touch with you and for follow-up treatment. Producing your passport makes it easier to find out if you need to pay or not.

What if I don't have a passport or my children don't have one?

If you are a New Zealander you can show that you are eligible for publicly funded healthcare with your NZ birth certificate.

I have received an invoice for my treatment but I'm eligible – what do I do?

Just show us your passport, NZ birth certificate or documentation proving your eligibility and your invoice will be cancelled.

I am sponsoring a relative to visit New Zealand – will they be eligible for publicly funded treatment?

A visitor is not entitled to publicly funded treatment unless or until they have permanent residency. If they do not pay, the sponsor would have to pay.

I receive National Superannuation but I don't have a passport or a birth certificate. Is that enough?

As long as you can show evidence that you are currently getting this benefit PLUS two forms of identifying documentation you will be eligible.

eligibility made easy

Guidelines for users of New Zealand's health system

Every person in New Zealand needs to show that they are eligible for publicly funded healthcare.

If you are **NOT** eligible, you will have to pay for your treatment.

Check inside to see if you are eligible.

HBL
HealthBenefits Limited
Te Ara Mala

are you eligible?

If you are:	Are you eligible?	Proof required:
NZ citizen or Permanent Resident or their children	✓	Passport/NZ birth certificate or evidence of receiving social security benefit (except emergency) plus photographic identification
Citizen of the Cook Islands, Niue or Tokelau	✓	NZ Passport/birth certificate or evidence of receiving social security benefit (except emergency) plus photographic identification
Australian citizen who has been or intends to be in NZ for more than 2 years	✓	Australian passport with proof of having lived or with the intention of living in NZ for more than 2 years
Holders of a work visa (if visa expires more than 2 years after arriving in NZ)	✓	Valid passport stamped with relevant permits/visas
Refugees, protected persons and victims of people trafficking	✓	Letter from Immigration NZ confirming refugee or protected person status

limited eligibility

Some services **MAY** be publicly funded for non eligible patients. If you fall into any of the following categories, please ask to see a member of the eligibility team for assessment or go to www.moh.govt.nz/eligibility.

- Accident or personal injury victim
- An Australian or UK visitor who needs urgent care
- Pregnant women seeking maternity related services
- HIV infected pregnant women
- Holders of interim visas who were eligible immediately before the interim visa was issued.
- Specific services for persons suspected of having a notifiable, infectious or quarantinable disease (as defined by the Ministry of Health) e.g. TB, AIDS, hepatitis
- Child seeking WellChild/Tamariki Ora services
- Child requiring immunisations listed on the NZ Immunisation Schedule
- People who are receiving or are eligible for compulsory treatment under the Alcoholism and Drug Addiction Act 1966, Criminal Procedure (Mentally Impaired Persons) Act 2003, Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 and Mental Health (Compulsory Assessment and Treatment) Act 1992.

To avoid doubt, a person is eligible for assessments that are made to determine whether compulsory services should be received under any of the above acts.

New Zealand has a world leading public health system which makes most services widely available to people who are eligible for publicly funded healthcare.

If you are a NZ citizen or a NZ permanent resident, you are eligible for publicly funded healthcare and simply need to show us your passport or other appropriate documentation.

This brochure will make it easy for you to find out if you are eligible for publicly funded care.

If you are not able to show you are eligible, you or your family will be asked to pay for your treatment.

You can use your passport or NZ birth certificate as proof of your eligibility.