

Capitation-based Funding User Manual

Version 1.0

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MANATŪ HAUORA

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1. Using this Manual

Welcome to the Capitation-based Funding System User Manual. This manual is part of a communications package for District Health Boards and prospective primary health organisations designed to help them understand the changes planned for the primary care sector from 1 July 2002.

The purpose of this document is to provide users of the capitation-based funding system, recently developed by the Ministry of Health,¹ with the information necessary to understand the CBF system and how it will operate.²

The user manual's primary aim is to enable people to use the capitation-based funding system easily.

1.1 Users of the manual

The manual is divided into 10 sections designed for different users.

- Sections 1 and 2 introduce the manual and the capitation-based funding system and should be read by everyone.
- Sections 3, 4, and 6 are for people who submit patient registers to the system.
- Section 7 is for people who receive and read system-generated reports.
- Sections 5 and 8 are for people who maintain PHO/DHB User Ids and passwords (ie, administrators).
- Sections 9 and 10 contain miscellaneous information for users.

1.2 When to read this manual

Unlike the User Information Guide, which provides broad-based information on the capitation-based funding system and associated processes, this User Manual contains information for those who will be using the system, with content focused around screen dump and/or detailed instructions on system functionality and use.

As the manual provides step-by-step instructions on how to use the capitation-based funding system, it is recommended that the manual be read through when the system is accessed and used for the first time, and then only when necessary until system requirements and procedures are clearly understood.

¹ The Ministry of Health developed the CBF system in conjunction with HealthPAC, the New Zealand Health Information Service, Critchlow Associates, and practice management system vendors.

² For further supporting information about the Capitation Based Funding System and related processes, readers are referred to the Capitation-based Funding User Information Guide, HL7 Messaging Specification, and Capitation-based Funding System Business Rules.

1.3 How the manual is organised

The manual is divided into the following 10 sections:

1. **Using this manual** explains how the manual is put together and content conventions.
2. **The capitation-based funding system** gives a brief overview of the system and its functions.
3. **Accessing the system** explains how to gain access and dial into the system.
4. **Logging onto the capitation-based funding system** explains how to log onto the system for the first and subsequent times.
5. **Submitting a register to HealthPAC** explains the views in the CBF system mailbox, how to load a register into the system and send it to HealthPAC, and the response messages that will be returned.
6. **View the reports returned from HealthPAC** explains how to view the reports returned to the PHO/DHB mailbox and how to download them to your local drive.
7. **Changing the password of your own ID** explains how to change your own password.
8. **Contact details** identifies whom to contact for various system-related enquiries.
9. **Appendices** provide miscellaneous detailed information for users as required.

1.4 Symbols and conventions

This manual uses the following conventions to help make instructions clear.

This ...	Indicates ...
BOLD SMALL CAPS	A key on the keyboard. For example: <ENTER>
Bold text	The name of a field on the screen to be selected by clicking the left mouse button.

2. The Capitation-based Funding System

The capitation-based funding system enables the electronic transfer of practice registers to HealthPAC for processing.

Users submit registers directly into the system using an electronic mailbox facility and password protected user IDs.

Processed registers and system-derived messages and reports are subsequently sent back to the user's mailbox for direct access when required.

2.1 View the PHO or DHB mailbox

This function allows messages and reports sent to the PHO/DHB mailboxes within the system to be viewed.

The PHO mailboxes have been created by HealthPAC to enable the uploading of registers directly into the system by a PHO user.

Patient data is loaded via a hyperlink on the mailbox screen. When a register is transferred from a PHO mailbox for processing a return message acknowledging receipt will be sent to the PHO mailbox. All PHO reports and a buyer-created tax invoice (BCTI) in XML or other formats (eg, XCL) will also be placed in the PHO mailbox.

DHBs will have detailed payment reports and summary payment reports sent to their mailboxes ready to approve payments. These will be in the standard HealthPAC format.

2.2 Maintain PHO/DHB user IDs

This function allows for the resetting of PHO/DHB user passwords if necessary. When your mailbox is created you are assigned a generic password. It is advisable to change the password when you first log on to the system.

3. Accessing the Capitation-based Funding System

3.1 Prerequisites

All users need the following to access the capitation-based funding system.

- A computer that meets the relevant practice management system vendor's minimum specifications.
- A modem (minimum data speed of 56kbps) and an internet connection.
- An internet browser that supports Java and 128-bit encryption (eg, Internet Explorer 5.5 +).
- Access to the health intranet (with user ID and password).
- An electronic mailbox within HealthPAC's system (with user ID and password).

3.2 Information technology requirements

The only PHO/CBF-specific requirement for user computer equipment is that it can operate an HL7-compliant practice management system (or PHO-level system).

Any modem with a data speed lower than 56 kilobits per second (kbps) increases the likelihood of data transmission problems. Users should therefore endeavour to use equipment enabling data speeds of *at least* 56kbps.

Internet browsers that support Java and 128-bit encryption are Internet Explorer v5.5 or later, and Netscape Navigator v4.73 or later. For other browsers, users will need to consult the relevant software vendors.

3.3 Access to the health intranet

To gain access to the health intranet users are required to apply to the health intranet governance body for access approval, for a digital certificate (known as a Health Secure Digital Certificate), and to Safecom (Telecom) for a network connection. Detailed instructions for securing each of these, including all required application forms, are available on the NZHIS website (see URL www.nzhis.govt.nz/intranet/index.html click on 'How to Join').

Users can expect the complete process to take approximately 2–3 weeks.

Following installation of the provided certification and network connection software, users should test the connection by following the instructions given in Section 3.5: Gaining access to the system (page 5).

3.4 Setting up an electronic mailbox

PHOs require an electronic mailbox within HealthPAC’s system in order to submit registers for cleansing or payment purposes. To setup a mailbox, users should contact Mary Rowe on (04) 381 5338 and request a CBF/PHO login and mailbox. This process takes approximately one working day.

Note: Before requesting an electronic mailbox, PHOs must already have been set up in the Ministry of Health’s Contract Management System (CMS).

HealthPAC mailbox IDs are the same as the ‘PerOrg’ IDs issued by HealthPAC when a new provider or PHO is set up in CMS. To obtain this number a DHB must complete a Contact Database form available on the Health Information Network (HIN) and either return email or mail it to the Agreement Administration Team at HealthPAC Dunedin Private Bag 1942, Dunedin. Allowing one day for processing, the DHB can then either call the Agreement Administration Team on (03) 474 8084 for the details or locate the same via a search of the Health Information Network.

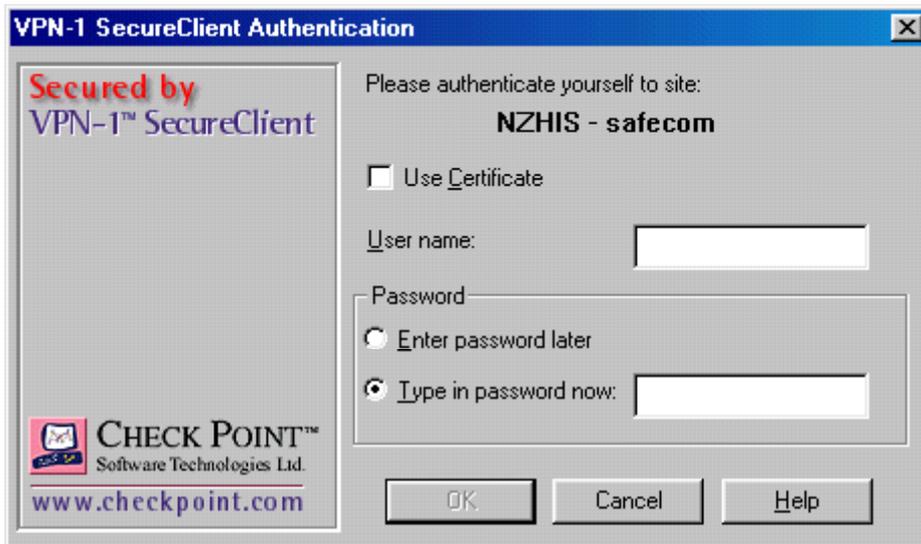
3.5 Gaining access to the system

To access the capitation-based funding system:

1. Click on the health intranet connection icon that has been set up on your desktop.
2. Type your user name and password in the relevant sections. Safecom will have provided these.



3. Click on 'connect'.
4. When the connection is established, open up your internet browser.
5. The following secure remote login prompt will now appear.



6. Type in the same username/password provided by Safecom as per Step 2. (If you are using a digital certificate, first tick the check box and then enter your username.)
7. You will then be informed that you have been successfully authenticated.



8. Click OK to remove this pop-up window.

From February 2002 onwards in the Internet Browser Session, the following URLs will then open the initial logon screens for DHBs and PHOs respectively:

- (a) DHB initial logon screen: <http://reports.hbl.co.nz/dhb/portal.nsf>
- (b) PHO initial logon screen: <https://hblclaims.co.nz/portal.nsf>.

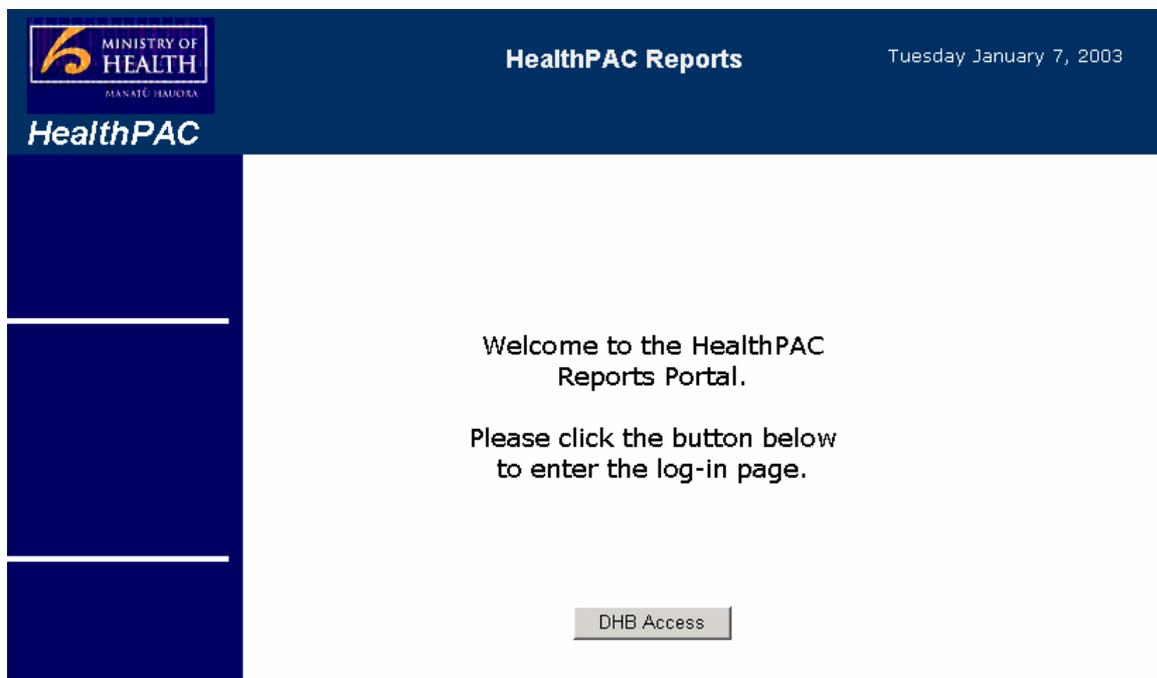
4. Logging on to the Capitation-based Funding System

4.1 Logging on for the first time

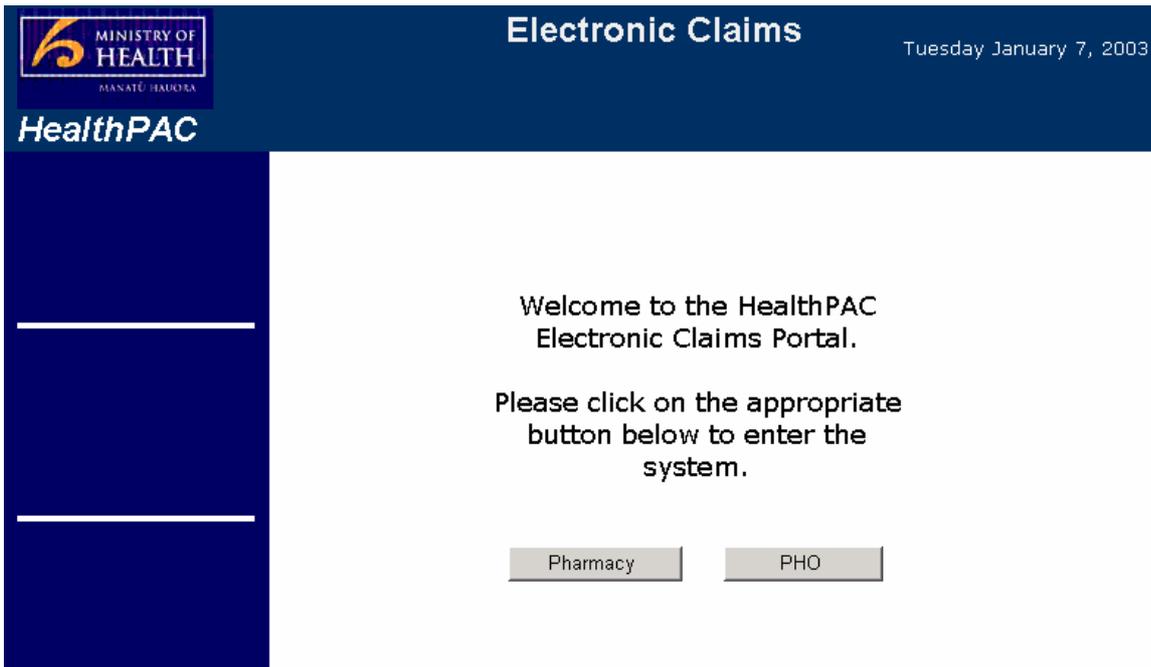
Use these instructions for the first time that you logon to the system. On each subsequent occasion that you logon please use the instructions in Section 4.2: Second and subsequent log ons.

Depending on whether you are a DHB or a PHO, use the appropriate URL to access the initial log on screen for your organisation. The initial logon screen is similar for both.

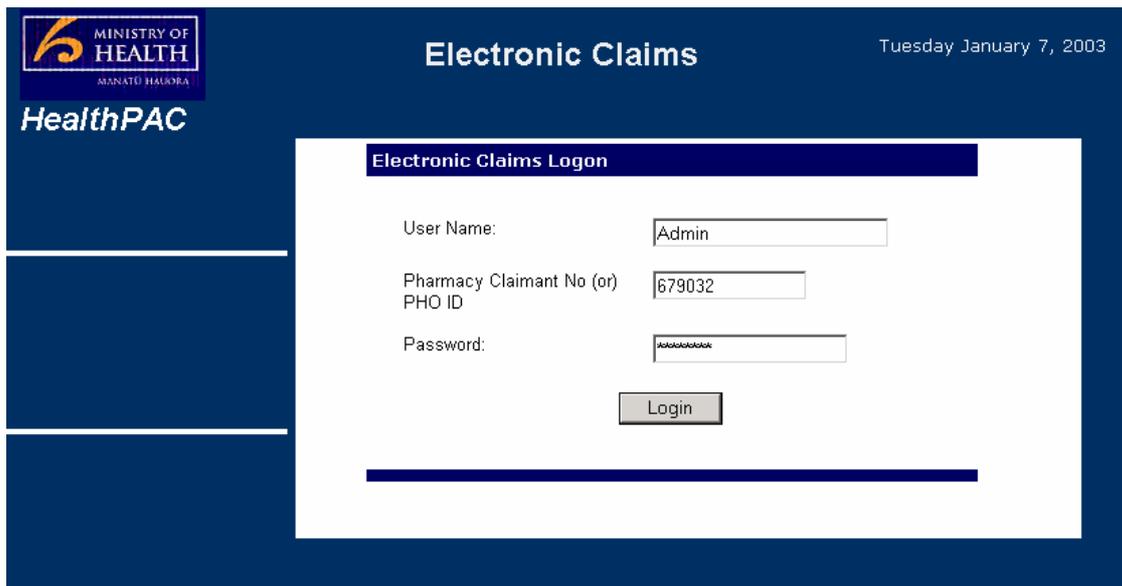
DHB log on: <http://reports.hbl.co.nz/dhb/portal.nsf>



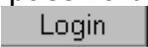
PHO logon <https://hblclaims.co.nz/portal.nsf>. Click the PHO button.



1. The log on window will now open.



Your user name is: **Admin**. (It is always going to be Admin for a PHO user.) For a DHB it is also Admin.

2. Enter your unique user identification number. The identification number is your Per-Org identification number. If a DHB, your unique identification code will be your three-letter DHB identifier (ie, NLD Northland; CAP Capital Coast Health; WCO West Coast DHB etc).
3. Enter the password that has been provided.
Click the  button.

4.2 Logging on and using the mailbox

Depending on whether you are a DHB or PHO, type in the URL you have been given (as per page 11), then click the DHB or PHO button. The next screen is the logon screen for either the Claims (PHO) or Reporting (DHB).

You are now logged on to the HealthPAC capitation-based funding system and can access your mailbox or other functions of the systems. (The following is an example of a PHO mailfile.)

From	Date ▲	Subject
Admin PHO	19/12/2002	HL7 Output for Quarter 3
Admin PHO	13/12/2002	Attached are the correct FFS reports
Admin PHO	11/12/2002	FFS Report
Admin PHO	10/12/2002	Q2 Payment 3 - Payment Advice
Admin PHO	06/12/2002	Acknowledgement and error files
Admin PHO	29/11/2002	Register
Admin PHO	11/11/2002	Fee for Service
IT Operations	08/11/2002	PHO Payment Advice

For security reasons it is recommended that you change your password immediately on logging in for the first time. You will note there is a link at the left of the screen for changing your password. Click this to initiate a change of password.

Please remember to log out when you have finished using this system by clicking on the  button.

5. Maintaining PHO/DHB User IDs

Registering a new user is not an option available in either the DHB or PHO mailboxes. If an Admin user forgets their password or leaves the employment of the DHB/PHO, then an appropriately authorised person is required to ring HealthPAC to arrange for the password to be reset. The contact person for password resets is Mary Rowe (04) 381 5338.

6. Submitting a Register to HealthPAC

The following section contains instructions on how to upload a register into the system, and send to HealthPAC.

1. Log on to the HealthPAC capitation-based funding system (<https://hblclaims.co.nz>) using the admin user name, PHO Per-Org identity and correct password.

The initial screen after logon is the user's Inbox.

The screenshot shows the 'Electronic Claims' interface. At the top left is the 'MINISTRY OF HEALTH' logo with the Māori name 'MANATŪ HAUORA'. The page title is 'Electronic Claims' and the date is 'Tuesday January 7, 2003'. Below the header is the 'HealthPAC' logo. On the left is a navigation menu for 'CLAIMANT USER' with links for 'Inbox', 'Sent Claims', 'Change Password', and 'Help', and a 'Log Out' button. The main area is titled 'Inbox' and has links for 'New Register', 'Previous Page', and 'Next Page'. Below these links is a table of messages:

From	Date	Subject
Admin PHO	19/12/2002	HL7 Output for Quarter 3
Admin PHO	13/12/2002	Attached are the correct FFS reports
Admin PHO	11/12/2002	FFS Report
Admin PHO	10/12/2002	Q2 Payment 3 - Payment Advice
Admin PHO	06/12/2002	Acknowledgement and error files
Admin PHO	29/11/2002	Register
Admin PHO	11/11/2002	Fee for Service
IT Operations	08/11/2002	PHO Payment Advice

2. Click on **New Register** button.
3. The Send Register window opens.

The screenshot shows the 'Send Register' window. At the top left is the 'MINISTRY OF HEALTH' logo. The page title is 'Electronic Claims' and the date is 'Tuesday January 7, 2003'. Below the header is the 'HealthPAC' logo. On the left is a navigation menu for 'CLAIMANT USER' with links for 'Inbox', 'Sent Claims', 'Change Password', and 'Help', and a 'Log Out' button. The main area has a 'Send Register' button at the top. Below it is a form with the following fields:

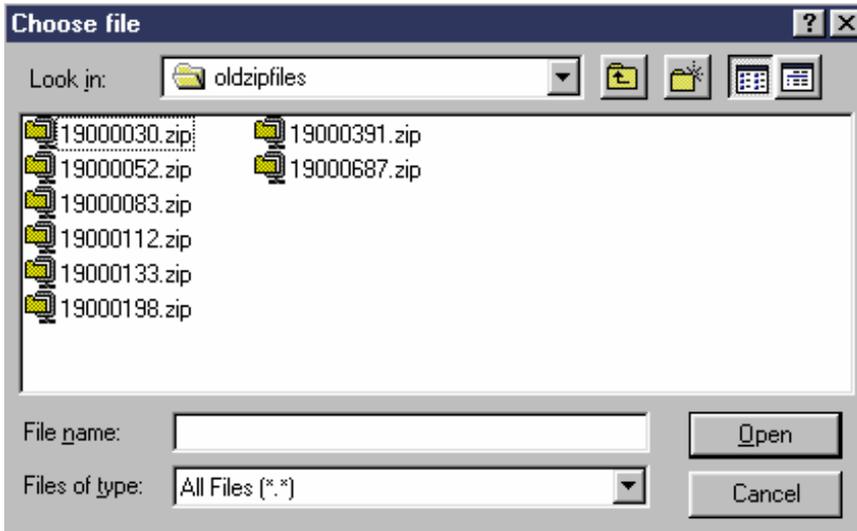
To: CBF@healthbenefits.co.nz

07/01/2003 16:29 Subject:

Attachment:

4. Click on the button to browse to where the register file is located on your PC.

5. The Choose file window opens.

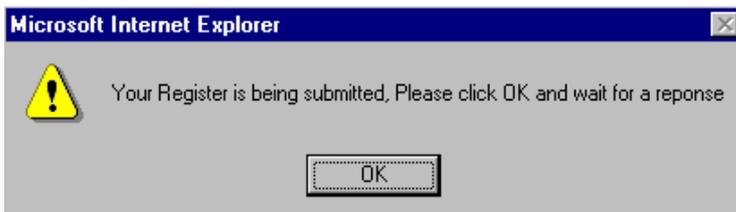


6. Select the register you wish to upload into the system. Click on the  button. The file will appear in the Send Register window.

NB: Only a .zip file can be accepted into the system. Any other type of file will be rejected and you will be asked to submit a .zip.³



7. Click the  button. Click on 'OK' on the Your Register is being submitteddialogue box and wait for a confirmation response. **Please ensure that you do not click any other links when the register is being submitted.**



³ See Appendix 10.3 for detailed explanatory material on creating and using .zip files.

A window appears confirming that the register has been successfully sent.

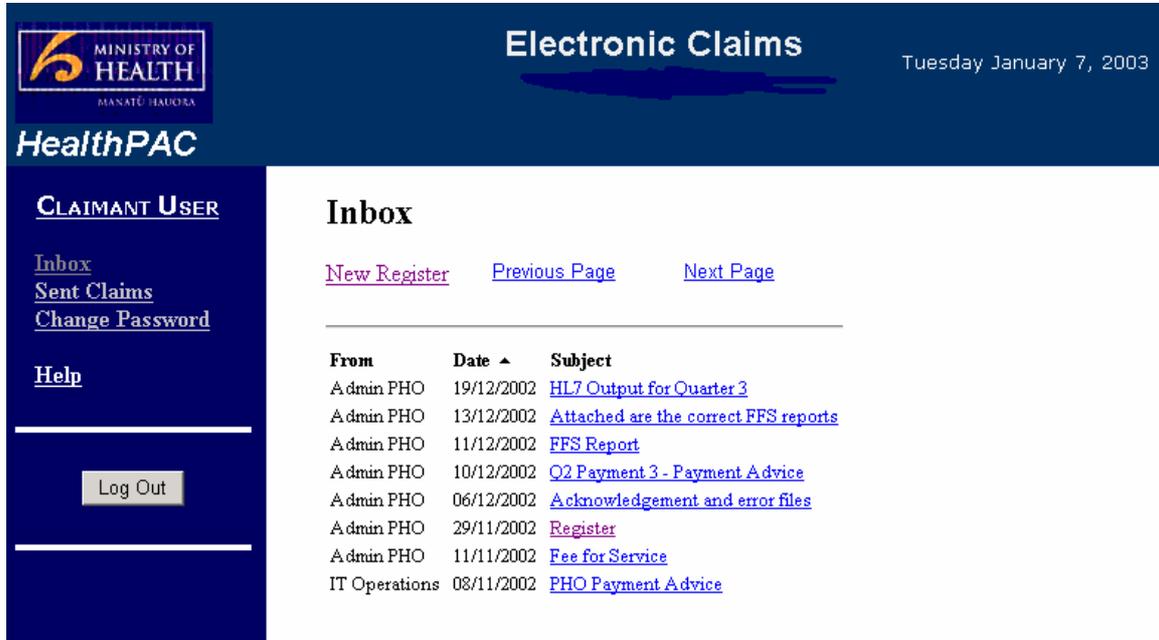
The screenshot displays the HealthPAC web application interface. At the top, there is a dark blue header with the Ministry of Health logo on the left, the text "Electronic Claims" and "Porirua PHO (WIPA)" in the center, and the date "Friday January 31, 2003" on the right. Below the header, the word "HealthPAC" is written in a stylized font. On the left side, there is a dark blue sidebar with the text "CLAIMANT USER" at the top. Below this, there are several links: "Inbox", "Sent Claims", "Change Password", and "Help". At the bottom of the sidebar is a "Log Out" button. The main content area on the right has the heading "HealthPAC" and the message "Your Register file has been successfully sent." in bold black text.

8. Please remember to log out when you have finished using this system by clicking the  button.

7. View the Reports Returned from HealthPAC

The following section contains instructions on how to view reports returned to a PHO, or DHB mailbox, and how to download them to your local drive.

1. Log on to your HealthPAC PHO mail file.



The screenshot shows the 'Electronic Claims' interface. At the top left is the 'MINISTRY OF HEALTH' logo with the Māori text 'MANATŪ HAUORA'. The page title is 'Electronic Claims' and the date is 'Tuesday January 7, 2003'. Below the header is the 'HealthPAC' logo. On the left side, there is a navigation menu for 'CLAIMANT USER' with links for 'Inbox', 'Sent Claims', 'Change Password', and 'Help'. A 'Log Out' button is located at the bottom of this menu. The main content area is titled 'Inbox' and contains links for 'New Register', 'Previous Page', and 'Next Page'. Below these links is a table of email entries:

From	Date	Subject
Admin PHO	19/12/2002	HL7 Output for Quarter 3
Admin PHO	13/12/2002	Attached are the correct FFS reports
Admin PHO	11/12/2002	FFS Report
Admin PHO	10/12/2002	Q2 Payment 3 - Payment Advice
Admin PHO	06/12/2002	Acknowledgement and error files
Admin PHO	29/11/2002	Register
Admin PHO	11/11/2002	Fee for Service
IT Operations	08/11/2002	PHO Payment Advice

2. There will be a number of different reports and outputs sent to your mail file. To download any of these reports/outputs click on the one you require to open further.



This screenshot shows the 'Electronic Claims' interface with an email detail view. The header and navigation menu are identical to the previous screenshot. The email detail shows the following information:

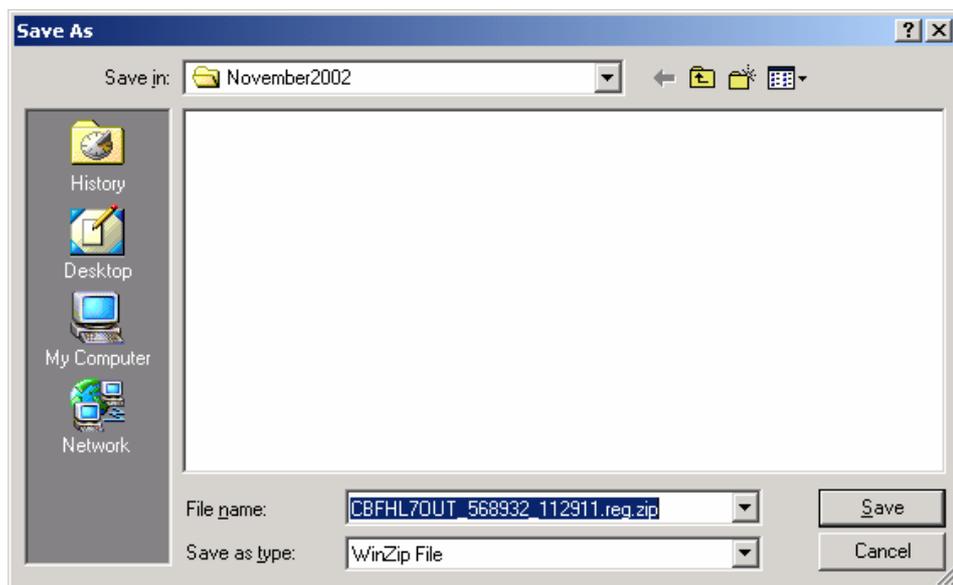
- To: Admin/568932@HPAC
- Subject: HL7 Output for Quarter 3
- Date: 19/12/2002 09:34
- Attachment:  CBFHL7OUT_568932_112911.reg.zip

A 'Delete' button is visible at the top left of the email detail area.

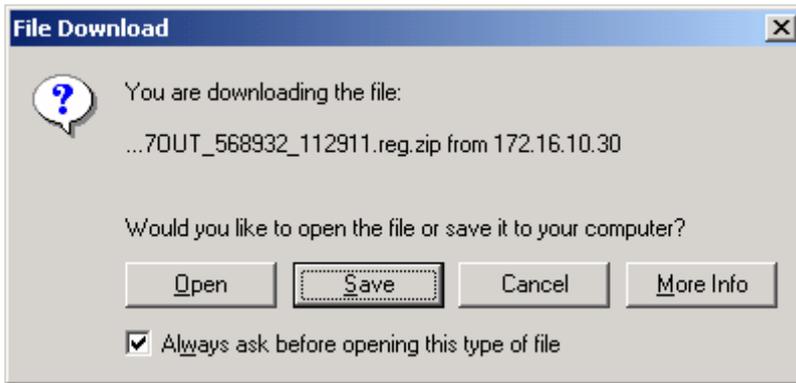
To save the report files to your hard drive (C:\) or any network drive right click on the file icon and select the menu option Save Target As.



A Save As dialogue box will open – select the location where you want to save the file. Click the Save button.



3. If, however, you click on the attachment you will be prompted immediately with a dialogue box asking if you want to save the file.

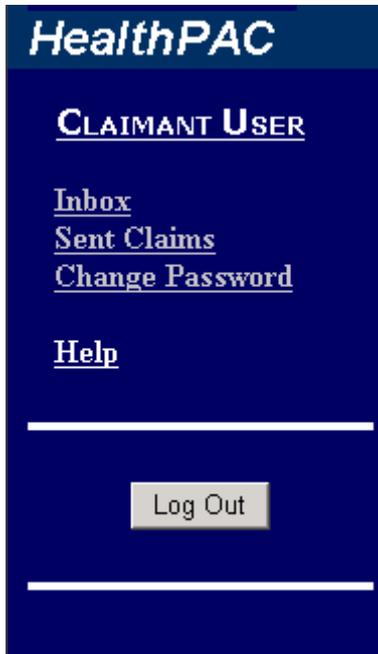


4. Click on Save and the Save As dialogue box opens (same steps as 3).
5. **NB.** Please note that the reports will be available in your Inbox for a maximum of three months (90 days).

8. Change Password

The following section contains instructions on how to change your password.

1. Login using your PHO logon and then click the Change Password option at left of screen.

A screenshot of the "Change Password" form. The title "Change Password" is at the top. Below it, there are two input fields. The first is labeled "New Password:" and has a note "(minimum of 6 characters)" to its right. The second is labeled "Confirm New Password:". Below the input fields are two buttons: "Submit" and "Reset". The form is set against a white background with a dark blue header and footer.

2. Enter a new password that is a minimum of six alphanumeric characters.
3. Enter the password a second time to confirm.
4. If for some reason you wish to change the password before you have clicked the submit button, click on the **Reset** button and the fields will be cleared for you to re-enter your new password.

5. When you are happy that you have the password you want then click on the button. The Password Changed Successfully window will open.

The screenshot displays the HealthPAC web application interface. At the top, there is a dark blue header with the Ministry of Health logo on the left, the text "Electronic Claims" and "Porirua PHO (WIPA)" in the center, and the date "Friday January 31, 2003" on the right. Below the header, the "HealthPAC" logo is visible. On the left side, there is a dark blue sidebar menu with the text "CLAIMANT USER" at the top. The menu items are "Inbox", "Sent Claims", "Change Password", and "Help", each with a horizontal line underneath. At the bottom of the sidebar is a "Log Out" button. The main content area on the right has the heading "HealthPAC" and a bold message: "Your 'Change Password' request has been successfully submitted!". Below this message, it says "Please select an option from the left hand pane to continue."

9. Contact Details

9.1 HealthPAC IT applications

For technical enquiries:

Mary Rowe
E-Commerce Analyst
Email: mary.rowe@hpac.govt.nz
Phone: DDI (04) 381 5338

9.2 HealthPAC – IT help desk

For register processing enquiries:

Email: Helpdesk@hbl.co.nz
Phone: DDI (04) 381 5330 or (025) 248 1805

10. Using Winzip

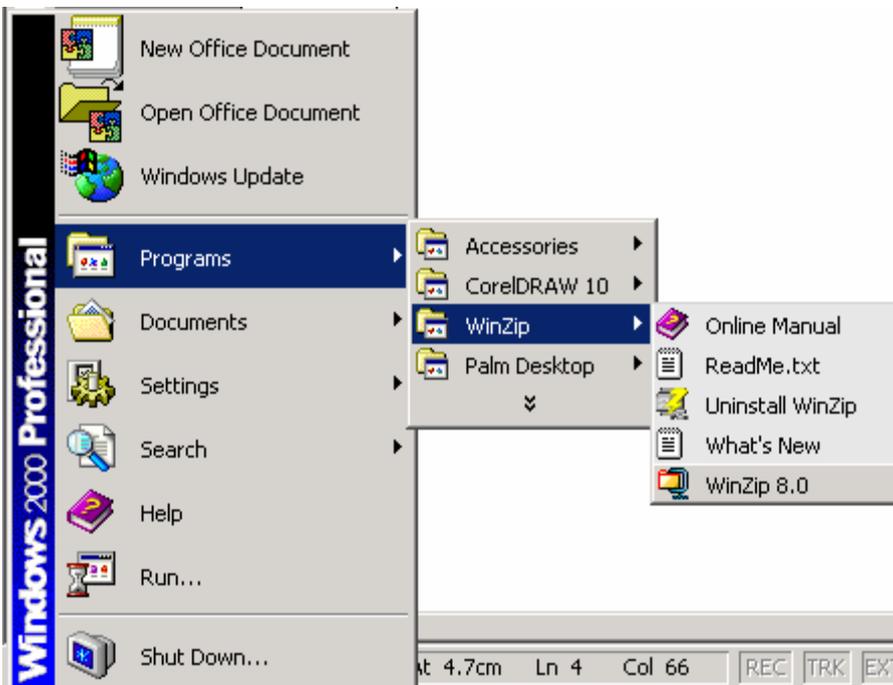
Winzip is a programme that compresses files, thus reducing the amount of disk space required to store a file and also speeds up the process of email transfer of the file.

The following section explain how to access and use Winzip to both compress and de-compress or 'unzip' files.

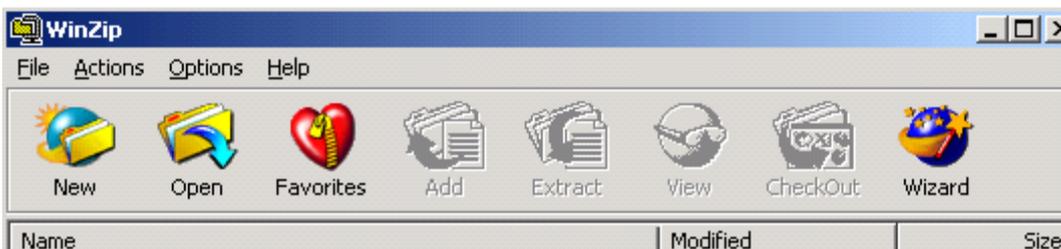
10.1 Creating a new zip file

If you do not have access to Winzip then perhaps contact your IT department to the load the software onto your PC.

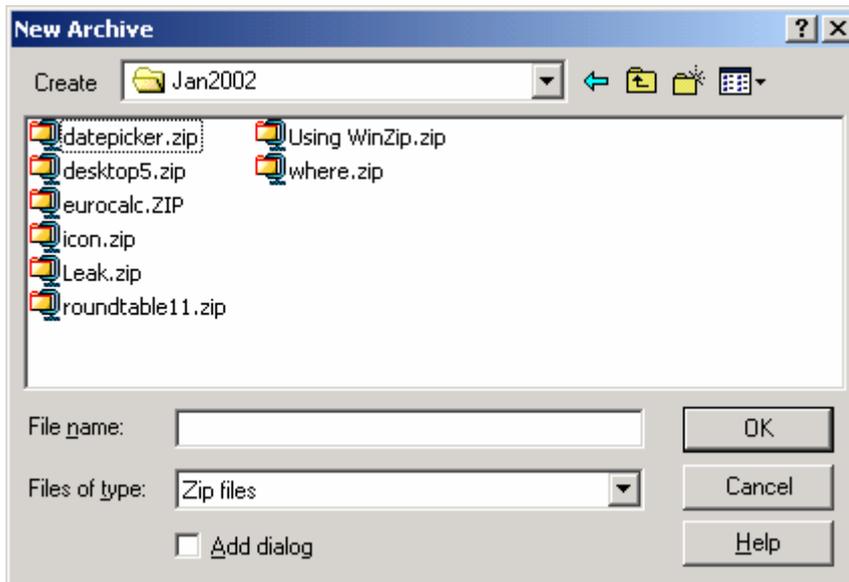
1. Open WinZip either from a shortcut on the desktop –  or from the Start menu (status bar) as follows.



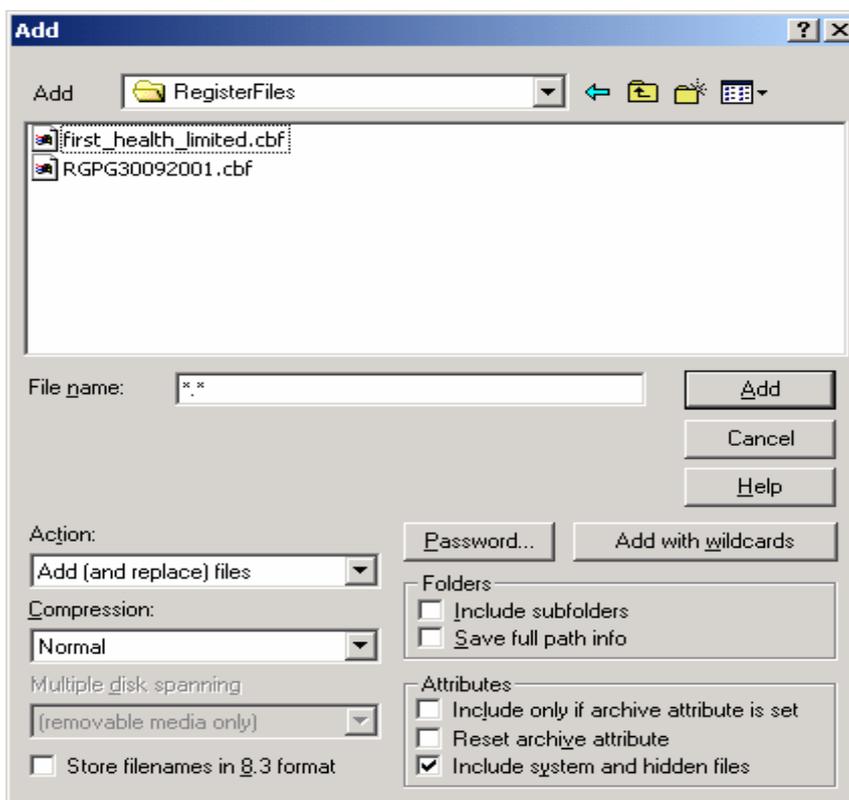
2. When WinZip opens click on the New button –  which is the first button on the top icon bar.



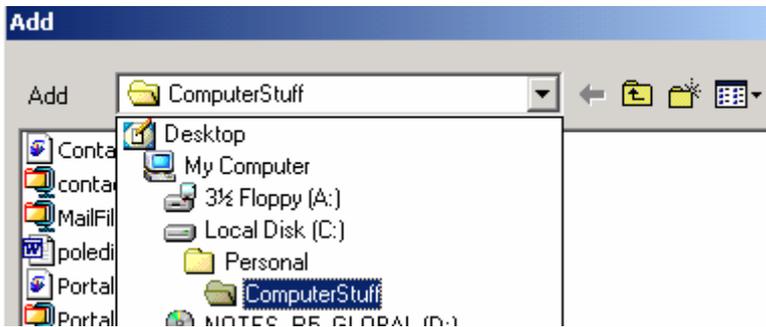
3. Before you can zip your file you have to save a new zip file. In the New Archive dialogue box select the drive and directory where you wish to save the new zip file and then type in a name for the zip file in the file name field.



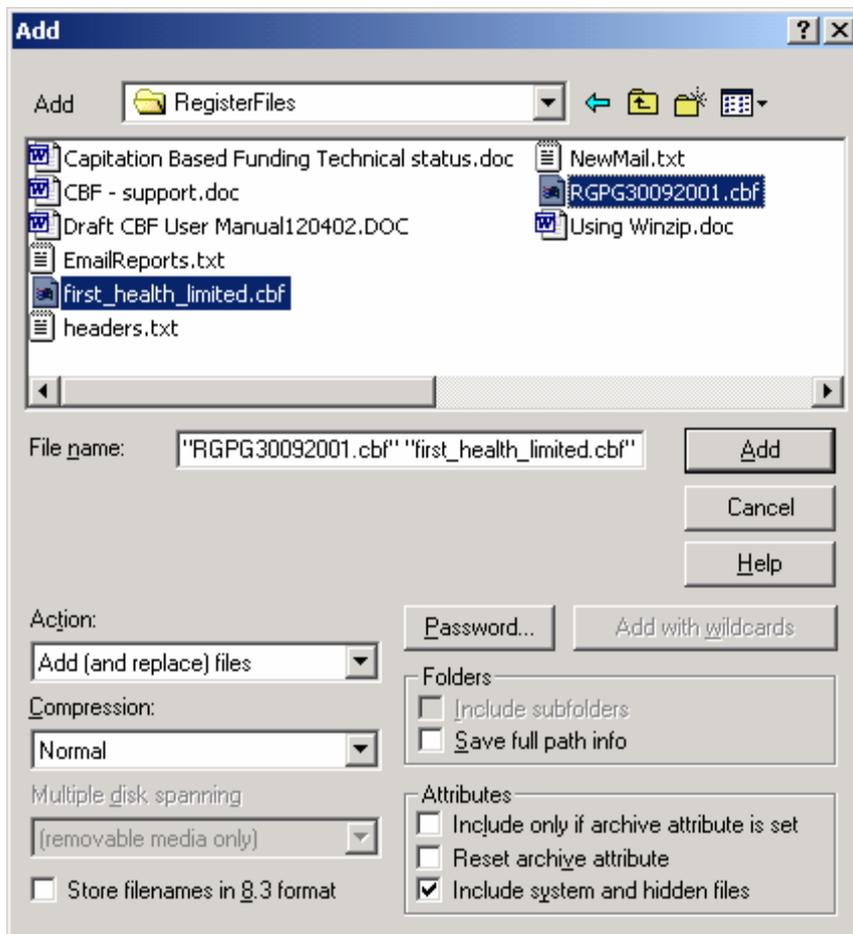
4. Press OK.
5. In the next dialogue box, that immediately opens, select the files you wish to add to the zip file.



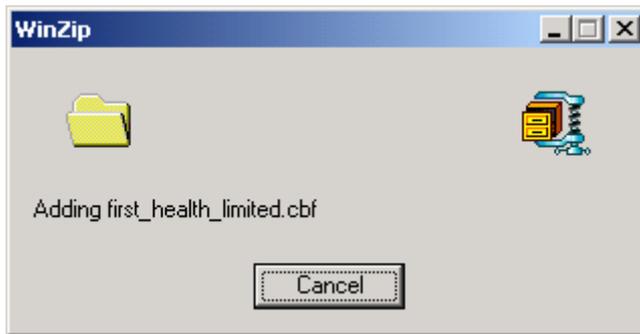
6. Select the files by clicking on the file name in the upper area of the dialogue box.
7. Negotiate your way to the correct directory by using the drop down arrow in the Add field (at top) ie,



NB: You can select more than one file by clicking on the first file and then holding down the **Ctrl** key click on other files you wish to add to the zip file.



- When all the files have been selected press the **Add** button. Each file will be added to the zip file.



- When the zip process has finished your file will appear inside the zip dialogue box. The name of the file, date it was zipped (modified), size of file and ratio are all displayed.

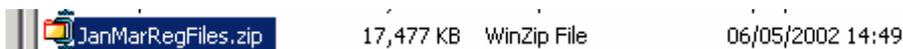
Name	Modified	Size	Ratio	Packed	Path
tips.txt	31/01/1999 00:40	1,159	43%	657	
readme.txt	23/02/1999 01:08	4,690	53%	2,211	
Pag.exe	10/02/1999 00:27	463,360	61%	181,884	

10.2 Unzipping a file

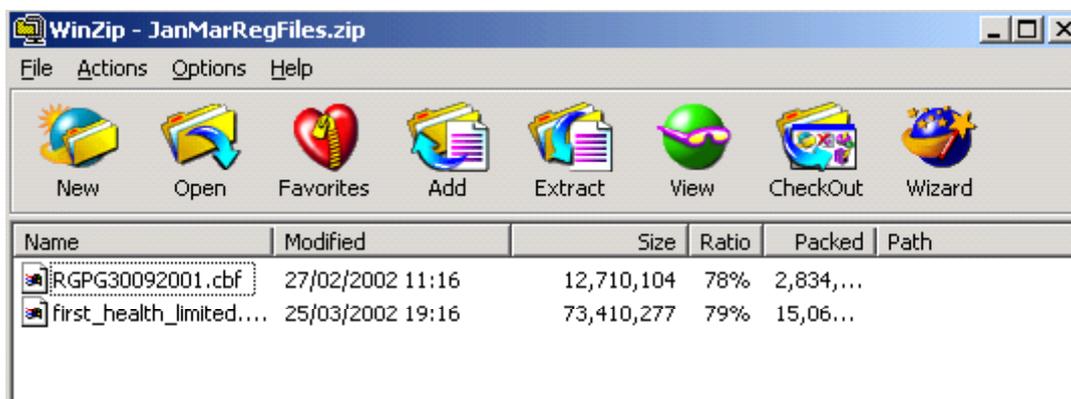
- All enriched registers and register report files will be sent out as a zip file. From within your online mail file detach these files to a directory on your pc.

- When you unzip the register report file either open Windows Explorer  (or My Computer  (on the desktop)) go to the directory where you detached the zipped registry file.

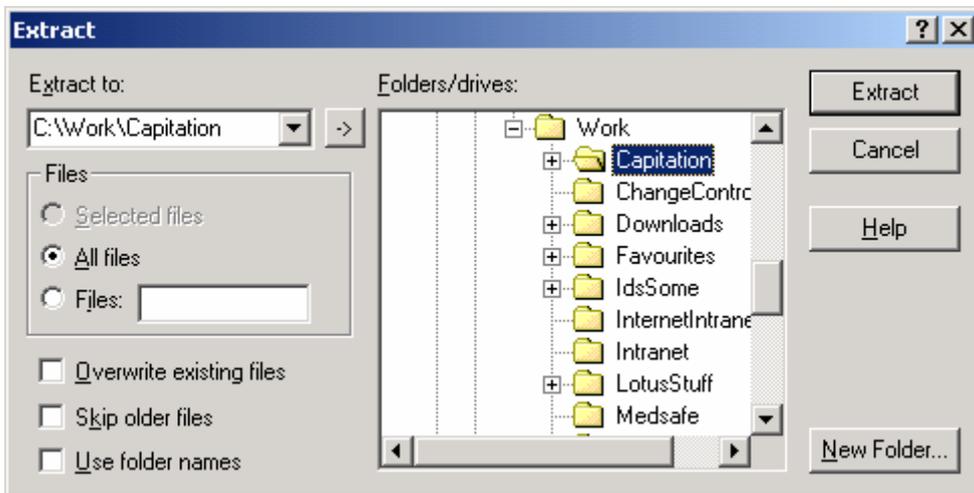
- Double click on the zip file.



- This opens the WinZip file and all the zipped file details will be displayed.



5. Click on the Extract button.
6. Navigate your way to the drive and directory to where you wish to save the unzipped file.



Use the directory tree in the Folders/Drives pane (or create a new folder by clicking the New Folder button).

7. Then press the Extract button. All the files in the zip file will be extracted to the selected directory.
8. You can then open and read the file.