



# *West Coast District Health Board*

## *Te Poari Hauora a Rohe o Tai Poutini*

Corporate Office  
High Street, Greymouth 7840

Telephone 03 769-7400  
Fax 03 769-7791

28 November 2019

9(2)(a)

### **RE Official Information Act request WCDHB 9360**

I refer to your email, dated 16 October 2019, requesting the following information under the Official Information Act from West Coast DHB.

- 1. The total amount of debt incurred by the District Health Board in treating ineligible patients or those from overseas for the financial years of 2014/15, 2015/16, 2016/17, 2017/18, and 2018/19.**

Please refer to **Table one** (below) for the total amount of debt outstanding for treatment of people not eligible for publicly funded health services in New Zealand as at 30 June in each financial year.

**Table one:**

2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
\$91,157	\$90,985	\$53,982	\$51,928	\$90

- 2. A breakdown of the number of patients who incurred these debts, (the totals as above) for the financial years of 2014/15, 2015/16, 2016/17, 2017/18, 2018/19.**

Please refer to **Table two** (below) for the number of patients who incurred these debts (outstanding as at 30 June in each financial year).

2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
15	27	13	8	1

- 3. Can the DHB then please also advise what happens to these debts incurred by ineligible patients? Are they struck out? Does the DHB cover the costs - how does this process work?**

Please refer to **Table three** (overleaf) which documents our process to collect unpaid debt from ineligible patients.

**Table three:**

Ineligible Patient	Risk rating: high	Payment term: immediate
wait 7 days	Dunning Letter 1	workflow
wait 7 days	Customer Call	
wait 14 days	Dunning Letter 2	workflow
wait 10 days	Customer Call	
wait 21 days	Review Prior to Write-off	Workflow - Prepare Sponsor Check. Prepare a bad debt write off schedule for approval
wait 14 days	Write off to Bad Debt	Workflow - forward bad debt to WCDHB Collection Agency

There is currently \$73,761 of foreign debt being collected by our debt collection agency.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely



Melissa Macfarlane  
**Acting Executive Director**  
**Planning, Funding & Decision Support**