

# Claims Audit

## Final Audit Report

### Huakina Development Trust

19 June 2024

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## Executive summary

The Health Payments Integrity Team (HPIT), Health New Zealand | Te Whatu Ora (Health NZ) conducted at the request of Health NZ a routine audit of claims submitted by Huakina Development Trust (Huakina).

We concluded that Huakina had:

- claimed \$11,824.98 for 11 service users while they were in public hospital
- initially not used the portal for claiming In-between travel (IBT) services for support workers
- correctly claimed COVID-19 services under Agreements 368259-00 and 374998-00 and their variations.

A previous audit conducted by us in September 2019 identified the same types of findings, indicating that Huakina has not amended its processes and continues to claim for services that have not been provided.

## Recommendations

The effect of the adjustments arising from the audit of Huakina is an over-payment totalling \$11,824.98 for which we recommend recovery.

We recommend that Huakina amends its processes so that it identifies times when services are not provided and claims only for services that were provided. There may be instances when it is appropriate to file Guaranteed Hours claims for some of the visits where the client is not available, or which are cancelled within the notice period for Guaranteed Hours claims.

## Auditee response

Responses were received to our questions and are included in the body of the report.

Unless otherwise stated, all amounts in this report are GST exclusive.

## Introduction

Audit clients:	Health New Zealand   Te Whatu Ora and Whaikaha   Ministry of Disabled People
Auditee:	Huakina Development Trust
Audit:	Claims audit
Audit period:	8 June 2021 to 31 January 2023

The funders requested that the Health Payments Integrity Team (HPIT) conduct a claims audit, under Section 22G of the Health Act 1956 and the terms of the service agreements, of Huakina Development Trust (Huakina).

Huakina was contracted by Whaikaha, Te Aka Whai Ora and Health NZ to provide home based support services, COVID-19 vaccination services, and regional community care testing services. Huakina received \$2,909,500 of funding from the funders for the audit period.

## Scope

This audit has been conducted as part of the HPIT assurance programme. This programme focuses on specific financially related matters.

This audit does not purport to review all aspects of service provision. This report details those exceptions or contractually non-compliant matters identified by this audit, but this is not a representation that other matters are contractually compliant.

This audit has been performed with all reasonable care but is based upon information provided to HPIT by the health and disability service provider. Unless specifically stated, this information has not been verified or validated by reference to independent sources.

No site visit was undertaken.

We received full co-operation from all management with whom we had dealings.

## Nature of audit

We conducted an audit of claims made by Huakina for home based support services (HBSS), COVID-19 vaccination services, and regional community care testing services provided under the service agreements.

Our testing was focused on verification that the services claimed had actually been provided, and that service agreement clauses regarding claiming had been met. This involved a review of all claim data and records evidencing the provision of services.

Any discrepancies identified were investigated and explanations obtained were assessed and potential recoveries calculated.

Although we verified that services were provided to ensure Huakina met contractual requirements for funded services, we did not test the quality or effectiveness of the services provided.

HPIT audits to the terms of the service agreements between the funder and the provider.

## Findings

### HBSS claims when in hospital

We identified 11 occurrences where Huakina claimed \$11,824.98 for HBSS services while the service users were in hospital.

#### *Criteria for funding of Guaranteed Hours*

The notice period is the length of time between notification of a cancelled visit and the scheduled appointment time and date. The Ministry will pay for unavoidable cancelled visits up to 48 hours prior to the scheduled appointment subject to (1.2).

##### 1.2 Reason for cancellation

The Ministry will fund all unavoidable cancellations regardless of the reason, where those cancellations are not subsequently replaced by the provider. Unavoidable cancellations is defined as cancellations where neither the provider nor the support worker has control over the cancellation.

Example of unavoidable cancellations are:

1. Client choice (though it is expected that the provider will work with clients to reduce the number of cancellations)
2. Client unavailable for reasons such as hospital admission; respite care; and death.

#### *Findings*

We identified 11 occurrences where Huakina claimed for HBSS service claims when the service user was in hospital as detailed in Appendix 1.

As the HBSS claims are aggregated and claimed fortnightly we cannot distinguish the exact days HBSS services were claimed whilst the service user was in hospital. To remedy this, we calculated only the actual days the service user was in hospital (based on hospitalisation data) that amounted to \$11,824.98.

#### *Auditee response*

For the following NHIs the staff member was a paid family caregiver (PFC), attending to the needs of family whilst in hospital (ie, communication with doctors and, registered nurse), NHI: AUU8820, CLR2559, EZK3346, and GUX8615.

For the following NHIs the Needs Assessment Co-ordinator (NASC) did not advise Huakina of the client being referred to hospital in a timely manner, NHI: DKA8988, FVZ2619, FXG2119, HKT2910, LEH6650, and NRD5004.

Huakina advised that staff may have only one day per week allocated to their client. They may not find out until the week ahead from neighbours that the client has been hospitalised.

#### *Recommendation*

We recommend that the funder advises us if it wishes to recover the amount identified whilst the service users were in hospital due to the quantity of subsequent claims made after the service users were hospitalised, taking Huakina's response into consideration.

## No IBT claims

Huakina had not initially been using the portal for IBT claims by support workers as it did not know how to use the system. However, Huakina paid IBT to support workers.

### Findings

We analysed 433 HBSS claims made by Huakina and identified that for all these claims there was no In-between Travel (IBT) claims through the IBT system. This would normally indicate that the service user did not receive any HBSS service. However, Huakina advised that it did not claim IBT as it did not know how to use the IBT portal claiming system. Huakina advised that it paid IBT to the support workers from the HBSS funding.

Huakina has been claiming through the IBT portal since November 2023.

Guidance documents can be found at:

- <https://www.tewhaturora.govt.nz/for-health-providers/claims-provider-payments-and-entitlements/in-between-travel-settlement/employee-guidance-on-travel-times-and-payment/>
- <https://www.tewhaturora.govt.nz/for-health-providers/claims-provider-payments-and-entitlements/in-between-travel-settlement/implementation-and-claim-guidance-for-funders-and-providers/>

### Conclusion

Huakina were not claiming IBT for its support workers through the IBT portal as it did not know how to use the IBT claiming system. Huakina were paying support workers from its HBSS funding.



## Agreement 368259 FTE volumes

Huakina correctly claimed for the COVID-19 services under Agreement 368259-00 and its variations over the agreement period.

### Background

Huakina was funded for the provision of services under Agreement 368259 during the COVID-19 pandemic. The agreement was implemented on 8 June 2021 and continued until 30 September 2023.

The FTE volumes below in Table 1 were set out in the agreement.

**Table 1: FTE volumes**

Role	FTE volume (1 FTE = 40 hours per week spread over six day per week roster)	Week day rates (per hour excl GST)	Weekend/Public Holiday rates (per hour excl GST)
Kaumataua	1.2	\$35.94	\$53.91
Clinical lead (senior nurse)	1.2	\$62.14	\$93.21
Site lead	1.2	\$62.02	\$93.03
Team leader	1.2	\$55.07	\$82.61
Flow coordinator	1.2	\$26.82	\$40.23
Registration and other admin	4.8	\$28.77	\$43.16
Pre assessors and consent	3.6	\$43.25	\$64.88
Authorised vaccinators	4.8	\$43.25	\$64.88
Cold chain and vaccine preparation	2.4	\$43.25	\$64.88
Post vaccination observer (RN)	1.2	\$43.25	\$64.88
Post vaccination observer (HCA)	1.2	\$26.54	\$39.81
Hauora Coordinator	4.8	\$35.28	\$52.92
Kaiako	1.2	\$27.57	\$41.36
Disability facilitator/advisor	0.4	\$38.57	\$57.86
Security/traffic day control shifts	6	\$29.00	\$38.00

In variation 02 of the agreement, clause E10.1.1 states:

“In consideration for providing the services, the DHB agrees to pay the provider on an hourly rate basis for staff actually deployed to deliver the services. The hourly rates payable are set out in Table 1 above.”

Clause E10.1.3 states:

“The DHB has agreed to provide one advance payment of \$252,028.21 excluding GST so that the Provider is able to cover the costs associated with fees for base staffing. This has been calculated based on the week ending 26 December 2021, 2 January 2022, 9 January 2022, 16 January 2022, 23 January 2022, and 30 January 2022 (Advance Payment). The maximum amounts payable for the fees for base staffing have been adjusted to take this advance payment into account as per clause E10.1.2 above.”

Your invoices for the period of the week ending 26 December 2021, 2 January 2022, 9 January 2022, 16 January 2022, 23 January 2022, and 30 January 2022 and beyond will reflect the actual staff deployed to provide the services until the advance payment amount is exceeded.

## Findings

Huakina provided the FTE invoicing for the agreement over the period June 2021 to 30 September 2023.

We were advised that the FTE services listed in Table 2 were not claimed. We confirmed from invoicing that Huakina did not claim for those FTE services as it did not provide those services during the audit period.

**Table 2: FTE volumes unused**

FTE Service	FTE volume
Kaumatua	1.2
Flow Coordinator	1.2
Post Vaccination Observer (RN)	1.2
Post Vaccination Observer (HCA)	1.2
Kaiako	1.2

Payroll verification confirms the FTE volumes claimed in Table 3 were invoiced and claimed correctly. We also confirmed that the staff were paid at the rate specified in the agreement for the service they worked in.

**Table 3: FTE delivered services**

Agreement 368259	FTE	Total Available Contracted FTE Hours	Worked FTE Hours
Kaumatua	1.2	5,827	0
Clinical Lead	1.2	5,827	3,227
Site Lead	1.2	5,827	3,260
Team Leader	1.2	5,827	2,721
Flow Coordinator	1.2	5,827	0
Registration and Other Admin	4.8	23,309	22,081
Pre assessors and consent	3.6	17,482	535
Authorised Vaccinator	4.8	23,309	6,834
Cold Chain and Vaccine Preparation	2.4	11,654	2,877
Post Vaccination Observer (RN)	1.2	5,827	0
Post Vaccination Observer (HCA)	1.2	5,827	0
Hauora Coordinator	4.8	23,309	3,974
Kaiako	1.2	5,827	0
Disability Facilitator/Advisor	0.4	1,942	102
Security/Traffic day control Shifts	6	29,136	13,667
	<b>36.4</b>	<b>176,758</b>	<b>59,277</b>

We confirmed that the staff employed on COVID-19 service invoice templates were not the same staff delivering HBSS services.

## Conclusion

We concluded that Huakina correctly claimed the COVID-19 services under Agreement 368259-00 and its variations.



## Agreement 374998 FTE volumes

Huakina correctly claimed the COVID-19 services under Agreement 374998 and its variations over the agreement period.

### Background

Huakina was funded for the provision of services under Agreement 374998 during the COVID-19 pandemic. The agreement was implemented on 28 February 2022 and continued until 31 January 2023. Variation 01 of the agreement (July 2022) stated the FTE volumes as detailed in Table 4 below, therefore we audited the period from 1 July 2022 to 31 January 2023.

**Table 4: FTE for fixed site**

Staff type	FTE
Operations and Clinical Co-ordinator	1.00
Registered Nurse	1.00
Health Care Assistant	3.00
Transport controller / Security	3.00

Clause E10.1 (d) of Variation 02 of the agreement states “The invoicing template must be completed for each billing period. This template will be provided by the District in an excel spreadsheet format. The provider will be required to enter staff names into the invoicing template and, upon request by the District, the provider will be required to supply timesheets to support the template. The provider will ensure that timesheets are accurately recorded and retained to enable this requirement to be met.”

### Findings

Huakina provided the invoicing for the FTE services. Payroll verification confirms the FTE volumes claimed in Table 5 were invoiced and claimed correctly.

We were advised by Huakina that where there were unclaimed hours the service was not provided as indicated below in Table 5 (operations / Clinical co-ordinator and registered nurse roles).

**Table 5: FTE delivered services**

Agreement 374998-02 1 October to 30 December 2022	FTE	Total contracted FTE hours	Worked FTE hours
Operations / Clinical Co-ordinator	1.0	1,048	0
Registered Nurse	1.0	1,141	0
Healthcare Assistant	3.0	3,237	933
Transport Controller / Security	3.0	3,144	824
	<b>8.0</b>	<b>8,570</b>	<b>1,757</b>

Agreement 374998-03 1 January to 31 January 2023	FTE	Total contracted FTE hours	Worked FTE hours
Registered Nurse	0.53	93	12
Healthcare Assistant	0.53	93	162
	<b>1.06</b>	<b>186</b>	<b>174</b>

## ***Conclusion***

We concluded that Huakina correctly claimed the COVID-19 services under Agreement 374998-00 and its variations.

## Appendix I: Claiming when hospitalised

Start Date	End Date	Total Amt	Hourly Rate	Hours	Service	BCTI Date	BCTI	
<b>NHI AUU8820</b>								<b>18/07/2023</b>
3-Jul-23	9-Jul-23	\$297.43	\$42.49	7	Personal Care - Home Support	21/08/2023	291909228	
26-Jun-23	2-Jul-23	\$297.43	\$42.49	7	Personal Care - Home Support	21/08/2023	291909236	
19-Jun-23	25-Jun-23	\$281.96	\$40.28	7	Personal Care - Home Support	10/07/2023	291909236	
6-Mar-23	12-Mar-23	\$281.96	\$40.28	7	Personal Care - Home Support	1/05/2023	256422898	
27-Feb-23	5-Mar-23	\$281.96	\$40.28	7	Personal Care - Home Support	24/04/2023	256422898	\$579.39
<b>In Out Hospitalisation Days</b>								
19/06/2023 05/07/2023 Middlemore Hospital 17								
03/03/2023 06/03/2023 Middlemore Hospital 4								
<b>NHI CLR2559</b>								
27-Feb-23	5-Mar-23	\$2,054.28	\$40.28	51	Personal Care - Home Support	24/04/2023	287286580	
20-Feb-23	26-Feb-23	\$2,054.28	\$40.28	51	Personal Care - Home Support	24/04/2023	287286580	\$2,054.28
13-Feb-23	19-Feb-23	\$2,054.28	\$40.28	51	Personal Care - Home Support	13/04/2023	287286580	
<b>In Out Hospitalisation Days</b>								
16/02/2023 27/02/2023 Middlemore Hospital 12								
<b>NHI DKA8988</b>								
4-Sep-23	17-Sep-23	\$1,193.70	\$39.79	30	YP Household Management	5/12/2023	294548474	
4-Sep-23	17-Sep-23	\$795.80	\$39.79	20	YP Personal Care	5/12/2023	294548475	
21-Aug-23	3-Sep-23	\$1,193.70	\$39.79	30	YP Household Management	1/11/2023	294548474	
21-Aug-23	3-Sep-23	\$795.80	\$39.79	20	YP Personal Care	1/11/2023	294548475	
7-Aug-23	20-Aug-23	\$1,193.70	\$39.79	30	YP Household Management	31/10/2023	294548474	
26-Jun-23	9-Jul-23	\$1,193.70	\$39.79	30	YP Household Management	31/07/2023	291593979	
26-Jun-23	9-Jul-23	\$795.80	\$39.79	20	YP Personal Care	31/07/2023	291593980	
12-Jun-23	25-Jun-23	\$1,193.70	\$39.79	30	YP Household Management	10/07/2023	291593979	
12-Jun-23	25-Jun-23	\$795.80	\$39.79	20	YP Personal Care	10/07/2023	291593980	
<b>In Out Hospitalisation Days</b>								
20/06/2023 28/06/2023 Auckland City Hospital 9								
12/08/2023 25/08/2023 Auckland City Hospital 14								
26/08/2023 13/09/2023 Auckland City Hospital 19								
<b>NHI EZK3346</b>								
6-Mar-23	12-Mar-23	\$684.76	\$40.28	17	Personal Care - Home Support	1/05/2023	286779145	
20-Feb-23	26-Feb-23	\$684.76	\$40.28	17	Personal Care - Home Support	24/04/2023	286779145	
13-Feb-23	19-Feb-23	\$684.76	\$40.28	17	Personal Care - Home Support	13/04/2023	286779145	\$1,369.52
<b>In Out Hospitalisation Days</b>								
18/02/2023 16/03/2023 Middlemore Hospital 27								
<b>NHI FVZ2619</b>								
15-May-23	21-May-23	\$201.40	\$40.28	5	Personal Care - Home Support	4/07/2023	282148909	
8-May-23	14-May-23	\$201.40	\$40.28	5	Personal Care - Home Support	29/06/2023	282148909	\$201.40
<b>In Out Hospitalisation Days</b>								
08/05/2023 17/05/2023 Middlemore Hospital 10								
<b>NHI FXG2119</b>								
4-Sep-23	10-Sep-23	\$41.27	\$41.27	1	Home Support Household Management	5/12/2023	285922427	
28-Aug-23	3-Sep-23	\$41.27	\$41.27	1	Home Support Household Management	1/11/2023	285922427	
21-Aug-23	27-Aug-23	\$41.27	\$41.27	1	Home Support Household Management	1/11/2023	285922427	\$82.54
<b>In Out Hospitalisation Days</b>								
21/08/2023 08/09/2023 Middlemore Hospital 19								
<b>NHI GLN5939</b>								
16-Oct-23	29-Oct-23	\$1,671.18	\$39.79	42	YP Personal Care	20/02/2024	295856938	
2-Oct-23	15-Oct-23	\$1,671.18	\$39.79	42	YP Personal Care	20/12/2023	295856938	
17-Apr-23	30-Apr-23	\$1,671.18	\$39.79	42	YP Personal Care	29/06/2023	288682059	
3-Apr-23	16-Apr-23	\$1,671.18	\$39.79	42	YP Personal Care	29/06/2023	288682059	
6-Mar-23	19-Mar-23	\$1,631.39	\$39.79	41	YP Personal Care	1/05/2023	288682059	
20-Feb-23	5-Mar-23	\$835.59	\$39.79	21	YP Personal Care	24/04/2023	288682059	\$2,506.77
<b>In Out Hospitalisation Days</b>								
20/02/2023 06/03/2023 Middlemore Hospital 15								
13/04/2023 18/04/2023 Franklin Memorial Hospital 6								
14/10/2023 15/10/2023 Middlemore Hospital 2								
17/10/2023 26/10/2023 Pukekohe 10								

Start Date	End Date	Total Amt	Hourly Rate	Hours	Service	BCTI Date	BCTI
<b>NHI GUX8615</b>							
19-Dec-22	25-Dec-22	\$281.96	\$40.28	7	Personal Care - Home Support	11/01/2023	284492239
12-Dec-22	18-Dec-22	\$281.96	\$40.28	7	Personal Care - Home Support	11/01/2023	284492239
5-Dec-22	11-Dec-22	\$281.96	\$40.28	7	Personal Care - Home Support	21/12/2022	284492239
<b>\$845.88</b>							
		<b>In</b>		<b>Out</b>		<b>Hospitalisation Days</b>	
		05/12/2022		04/01/2023		Middlemore Hospital 31	

Start Date	End Date	Total Amt	Hourly Rate	Hours	Service	BCTI Date	BCTI
<b>NHI HKT2910</b>							
24-Jul-23	6-Aug-23	\$159.16	\$39.79	4	YP Household Management	12/10/2023	287854351
24-Jul-23	6-Aug-23	\$159.16	\$39.79	4	YP Personal Care	12/10/2023	287854352
10-Jul-23	23-Jul-23	\$159.16	\$39.79	4	YP Household Management	22/09/2023	287854351
10-Jul-23	23-Jul-23	\$159.16	\$39.79	4	YP Personal Care	22/09/2023	287854352
26-Jun-23	9-Jul-23	\$159.16	\$39.79	4	YP Household Management	31/07/2023	287854351
26-Jun-23	9-Jul-23	\$159.16	\$39.79	4	YP Personal Care	31/07/2023	287854352
<b>\$318.32</b>							
		<b>In</b>		<b>Out</b>		<b>Hospitalisation Days</b>	
		07/07/2023		01/08/2023		Middlemore Hospital 26	

Start Date	End Date	Total Amt	Hourly Rate	Hours	Service	BCTI Date	BCTI
<b>NHI LEH6650</b>							
13-Mar-23	19-Mar-23	\$281.96	\$40.28	7	Personal Care - Home Support	1/05/2023	289124078
6-Mar-23	12-Mar-23	\$281.96	\$40.28	7	Personal Care - Home Support	1/05/2023	289124078
27-Feb-23	5-Mar-23	\$281.96	\$40.28	7	Personal Care - Home Support	24/04/2023	289124078
20-Feb-23	26-Feb-23	\$281.96	\$40.28	7	Personal Care - Home Support	24/04/2023	289124078
		<b>In</b>		<b>Out</b>		<b>Hospitalisation Days</b>	
		22/02/2023		28/02/2023		Middlemore Hospital 7	
		28/02/2023		01/03/2023		Auckland City Hospital 2	
		12/03/2023		13/03/2023		Middlemore Hospital 2	
		17/03/2023		04/04/2023		Pukekohe 19	

Start Date	End Date	Total Amt	Hourly Rate	Hours	Service	BCTI Date	BCTI
<b>NHI NRD5004</b>							
6-Mar-23	12-Mar-23	\$563.92	\$40.28	14	Personal Care - Home Support	1/05/2023	288316833
6-Feb-23	12-Feb-23	\$563.92	\$40.28	14	Personal Care - Home Support	13/04/2023	288316833
30-Jan-23	5-Feb-23	\$563.92	\$40.28	14	Personal Care - Home Support	21/02/2023	240572684
23-Jan-23	29-Jan-23	\$563.92	\$40.28	14	Personal Care - Home Support	21/02/2023	240572684
16-Jan-23	22-Jan-23	\$563.92	\$40.28	14	Personal Care - Home Support	15/02/2023	240572684
9-Jan-23	15-Jan-23	\$563.92	\$40.28	14	Personal Care - Home Support	15/02/2023	240572684
26-Dec-22	1-Jan-23	\$483.36	\$40.28	12	Personal Care - Home Support	23/01/2023	240572684
<b>\$3,866.88</b>							
		<b>In</b>		<b>Out</b>		<b>Hospitalisation Days</b>	
		26/12/2022		27/12/2022		Middlemore Hospital 2	
		30/12/2022		23/01/2023		Middlemore Hospital 25	
		23/01/2023		13/03/2023		Middlemore Hospital 50	

**Total \$11,824.98**