

## FREQUENTLY ASKED QUESTIONS

- Q. How does a GP register for the new system?**  
Fax the 'Expression of Interest' form to the Sunshine Coast Division of General Practice (SCDGP). Division staff will make a time to visit you to discuss the new contract (which will need to be signed and returned).
- Q. Can a GP register across several locations on the one contract?**  
No, GPs need to sign a separate contract for each location.
- Q. Can a Practice register for the NCACCH Health Access Service rather than each GP?**  
No, registration only involves individual GPs with the endorsement of the Practice Principal.
- Q. What if a GP decides to join later in 2010?**  
Contact the SCDGP and ask for a contract to be sent to the practice.
- Q. How often do I upload data?**  
Practices will upload data depending on their staffing and work processes: *Either* upload data once patient has been seen *OR* store patient visits and enter and upload at the end of the month.
- Q. Do I have to answer both Part A and Part B in order to qualify for the information payment?**  
You may complete Part A of the Service Access Form (SAF) to receive a partial payment. In addition you will receive a further payment if you complete Part B which includes compulsory questions relating to smoking (for adults) and ear health (for children).
- Q. Does the practice receive the information payments or individual GPs?**  
Payments will be paid into the nominated bank account/s as advised by the Practice Principal and GP/s. Either the practice or an individual GP can receive information payments.
- Q. What is the timeframe for payment after submission from a practice?**  
The SCDGP will send out payment within seven days of receiving funds from NCACCH for visit/health information.
- Q. How will the practice know it has been paid?**  
Payments will be made via electronic banking to the nominated account/s and an email remittance will be sent.

**Q. What happens if the GP or Practice is unsure if they have been paid appropriately?**

Along with electronic payments, the practice will be able to check the website in regard to the levels of payment each month.

**Troubleshooting:**

- Check that the information has been uploaded;
- Check that valid claims have been posted;
- Contact the Division to see if payment is consistent with your records.

**Q. What if an identified Aboriginal and Torres Strait Islander patient doesn't have a NCACCH card?**

Ask the patient if they would like to register with NCACCH. The practice may provide a brochure or phone number for the patient to contact NCACCH.

**Q. Can a non-Indigenous person qualify for a NCACCH Card?**

This is determined by NCACCH, so any enquiries need to be directed to NCACCH staff.

**Q. How many times can a NCACCH patient see their GP in a month?**

A patient can see a GP as many times as required, however information payments that flow from these consultations are limited by NCACCH due to their budget. These caps are identified in the contract.