

4 December 2023

## **Covid Payments – What is changing with the transition to the AIR?**

The COVID Immunisation Register (CIR) will no longer be used to record COVID immunisation events after 2 December 2023. After this date all COVID immunisations must be recorded in the Aotearoa Immunisation Register (AIR). This will be done directly using your practice management system (PMS), or via the AIR web interface.

### **What is my COVID Price Per Dose agreement number?**

Your COVID Price Per Dose agreement/contract number is a six-digit number that will start with a “3” that identifies the agreement under which you are contracted to provide COVID vaccination services. It is used to validate COVID vaccination payments to you. You can find your agreement number in the following ways:

1. On your agreement to provide COVID immunisation services
2. On your Buyer Created Tax Invoice (BCTI) for your COVID payments
3. On your Remittance Advice for your COVID payments
4. By contacting the helpdesk at [help@imms.min.health.nz](mailto:help@imms.min.health.nz).

### **How do I get paid for administering COVID vaccinations?**

Recording a COVID immunisation in AIR will trigger the payment process 24 hours after (to allow for corrections) the event is recorded.

### **When will I be paid?**

All immunisation events with a date of service within the payment period (Monday to Sunday) that are received by Wednesday the following week will be paid on Friday the following week. Any events that miss this cut-off will be paid in the following week.

### **Who will be paid?**

The organisation that is a signatory to a COVID Price Per Dose agreement will always be the payee for that agreement. This could be a Pharmacy, Community Health Provider, Primary Health Organisation, or General Practice.

### **How do I resolve a historical payment issue with an immunisation recorded in CIR?**

Corrections to historical immunisation payments originally recorded in CIR must be corrected using the new AIR processes:

1. You must log a support ticket with the AIR support via [help@imms.min.health.nz](mailto:help@imms.min.health.nz), or by phone on 0800 855 066
2. Your request will be logged and assigned to the Sector Operations Support group who will respond to your query.

## Who will be paid?

The organisation that is a signatory to a COVID Price Per Dose agreement will always be the payee for that agreement. This could be a Pharmacy, Community Health Provider, Primary Health Organisation, or General Practice.

## My payment has been rejected with an error, what do I do?

If a payment is rejected with an error and you don't think this is correct you need to contact AIR support to investigate the reason for the rejection and if possible resolve the error:

1. You must log a support ticket with the AIR support via [help@imms.min.health.nz](mailto:help@imms.min.health.nz), or by phone on 0800 855 066
2. Your request will be logged and assigned to the Sector Operations Support group who will respond to your query.

### Error Message Descriptions

Error Code	Description
AIR001: Mandatory field (Field Name) is missing	A mandatory field in the claim file has not been submitted. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the missing data.
AIR002: Field (Field Name) is not in the required format	Data has been submitted in a field, but it is not in the required format. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the incorrect data.
AIR003: Invalid Contract Number	The contract number for that claim either does not exist or is not for this service. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> with your COVID "Price Per Dose" agreement number to investigate and resolve the issue.
AIR004: Contract not payable on the date/time of service	The agreement is not payable on the date of service because the contract or service is not payable on the date of service. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> with your COVID "Price Per Dose" agreement number to correct, investigate, and resolve issue.
AIR006: Claim must be received within 8 months of the Date of Service	The date the request for payment was received is more than 8 months after the date of service, The claim cannot be paid.
AIR007: Duplicate Vaccination	The request for payment is a duplicate of a previously submitted immunisation (same AIR ID and details) and is not a reversal or re-payment request. There is no action required.
AIR008 The date/time of service cannot be after the date/time of Message	The date/time of the event cannot be after the date of submission of the event.
AIR009: Invalid NHI Number	The NHI number is either not valid or not present in NHI. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the incorrect data.

AIR010: The immunisation event date/time must be after the date of birth of the participant	The immunisation event must be after the birth of the associated NHI number. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the incorrect data.
AIR011: The immunisation event date/time must be before the date of death of the participant	The immunisation event must be before the recorded death of the associated NHI number Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the incorrect data.
AIR012: Immunisation event date/time must not be in the future.	The date/time of the event is a future date. Contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> to amend the incorrect data.

**I have been paid for an immunisation in error, how do I reverse the payment?**

This can happen if you record an immunisation in AIR in error which is extracted for payment before the record is corrected. You need to contact AIR support to arrange the reversal of the payment. You will need to supply the AIR record ID (ImmSOT ID) of the immunisation(s) you want to reverse. The value of reversed payment(s) will be subtracted from subsequent payments to you:

1. You must log a support ticket with the AIR support via [help@imms.min.health.nz](mailto:help@imms.min.health.nz), or by phone on 0800 855 066
2. Your request will be logged and assigned to the Sector Operations Support group who will respond to your query.

**I have updated an immunisation record that has been previously paid, how do I submit an updated payment request?**

You need to contact AIR support to arrange the reversal of the original payment and reprocessing of the updated immunisation record. You will need to supply the AIR record ID (ImmSOT ID) of the immunisation(s) you want to reverse and re-process. The value of any reversed payment(s) will be subtracted from subsequent payments to you and will be reprocessed using the updated information:

1. You must log a support ticket with the AIR support via [help@imms.min.health.nz](mailto:help@imms.min.health.nz), or by phone on 0800 855 066
2. Your request will be logged and assigned to the Sector Operations Support group who will respond to your query.

**Why do I have to validate my email address?**

You need to validate your email address because information in your detailed payment report contains personally identifiable information about vaccination recipients. Privacy rules do not permit us to send this information to you via email if we do not validate your email address.

**Why have I received an email asking me to validate my email address?**

The email address we have on record for your COVID immunisation agreement must be verified to ensure the address is correct and belongs to you. This is required for us to send you detailed payment processing reports using email due to them containing personally identifiable information about the vaccination recipients.

**How do I get access to Covid Immunisation Register claiming information after it is decommissioned?**

In order to access information about CIR payments you must contact AIR support:

1. You must log a support ticket with the AIR support via [help@imms.min.health.nz](mailto:help@imms.min.health.nz), or by phone on 0800 855 066
2. Your request will be logged and assigned to the Sector Operations Support group or AIR administrators who will respond to your query.

**How do I make sense of the reconciliation report I have been sent?**

Every week when the payments are processed each provider who has validated their email address will receive a report which will list the processing results for the immunisations they have administered. The report is an Excel .csv file with the following naming conventions:

COVID\_Payments\_HPI Facility ID\_DDMMYY

e.g. COVID\_Payments\_ABC345-A\_210923

The report will look like this:

Organisation	Facility ID	ImmSOT ID	NHI	Service Date	Vaccine Code	Payment Status	Processing Result	Pay Amount	PU Code	PU Code Description	Invoice Number
Organisation	FACLAW-X	3b173639-4c76-2c5d-c53d-8d67e68cb666	WHK3953	14/08/2023 8:01	47812711000116100	Paid	Reversed paid claim, original batch_id-29, original invoice no-FACLAW-X_20231015_29	36.05	COV1904	COVID-19 PH Vac Bus Hrs Recall	FACLAW-X_R_20231015_30
nation Organisation	FACLAW-X	1b173639-4c76-2c5d-c53d-8d67e68cb666	WHK3954	14/08/2023 8:01	47812711000116100	Paid		36.05	COV1904	COVID-19 PH Vac Bus Hrs Recall	FACLAW-X_R_20231015_30

Field	Description
Organisation	The legal name of your organisation.
Facility ID	Your Health Practitioner Index (HPI) facility ID
ImmSOT ID	This is the unique ID for an immunisation event created by AIR when you record the immunisation. This can be used by support staff to identify the event if you require support.
NHI	The NHI of the vaccination recipient.
Service Date	The date and time the immunisation was administered as recorded by you in AIR.
Vaccine Code	The vaccine code for the vaccine that was administered.
Payment Status	This indicates the status of the request for payment, three statuses are possible: <ol style="list-style-type: none"> <li>1. "Ready to Pay" This indicates a claim was ready to pay as the report was created. You should be paid on the next business day.</li> <li>2. "Paid" This indicates a claim has been successfully actioned. This may include a reversal which will be noted in the processing result.</li> <li>3. "Negative" This indicates that the claim was unable to be paid due to an error. The processing result will provide an error code and reason for this.</li> </ol>
Processing Result	This column describes the reason for a payment status: <ol style="list-style-type: none"> <li>1. Empty for paid events</li> <li>2. Error message(s) for negative events</li> <li>3. Reversed for reversed events</li> </ol> <p>If you believe a negative claim is incorrect or need a further explanation of the error message(s) contact the support team at <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a></p>
Pay Amount	This is the GST exclusive amount you will be paid for a given event.
PU Code	The purchase unit code (PUC) used to record service delivery. These are determined based on your agreement.
PU Code Description	The human readable description of the PUC code.
Invoice Number	The invoice number is the number used to identify a given payment It will include one or more events. This invoice number will also appear on your: <ol style="list-style-type: none"> <li>1. Remittance Advice</li> <li>2. Buyer Created Tax Invoice</li> </ol> <p>The invoice number can also be used by support staff to help identify a particular payment.</p>

Ngā mihi

**The AIR Programme**