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## Dispelling the myths information session



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## **Introduction**

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## **Introduction**

### **Today's information session will cover:**

- Electronic claiming options for GPs and Specialists
  - Medicare Online
  - Medicare Easyclaim
- Transitional Support Package
- Communication campaign
- Questions and answers



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## Medicare electronic claiming

**Medicare Australia aims to provide health professionals with choice and convenience when considering electronic claiming.**

Our objectives are to:

- increase the number of patients claiming their Medicare rebate at the point of service
- increase the number of health professionals interacting with Medicare Australia electronically
- ‘make it easy’ for your customers
- ‘make it easy’ for you – our customer



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## Doing business with Medicare Australia

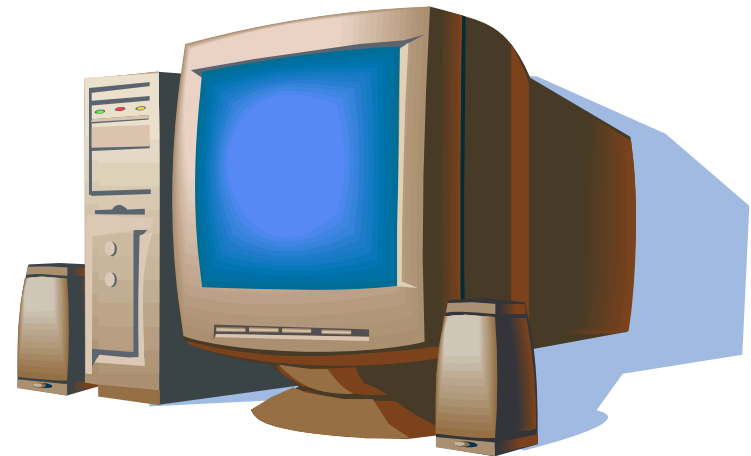
- Medicare Australia recognises that every medical practice has different needs – there's no 'one size fits all' way to claim.
- There are a growing range of claiming options as technology evolves.
- Transitional Support Package is now available for eligible medical practices.
- Access to the 90 Day cheque scheme for specialists.
- **Have you considered offering electronic patient claiming in your practice?**



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## Medicare Online

- Medicare Online was developed by Medicare Australia in 2002 to provide a secure electronic claiming channel for medical practices.
- is a PC and internet based claiming system
- is integrated with practice management software
- was formerly called HIC Online





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## Medicare Online

- Bulk bill
- Patient claims
- OPV – Online Patient Verification
- Eclipse
- DVA claims – Dept of Veteran Affairs
- ACIR – Australian Childhood Immunisation Register
- Patients still pay the same way
- 24 hours a day, seven days a week.





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## Medicare Online

### Storing of vouchers and patient signatures

- Providers using Medicare Online no longer have to keep copies of the assignment of benefit forms.

### **The legislative requirement for the signature remains unchanged**

- The agreement is 'evidenced' through the use of the assignment of benefit form.
- The patient is required to sign the form.
- A copy of the agreement must be provided to the patient.



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## Medicare Online

### Did you know...

- if you already use Medicare Online for bulk bill claims, it's easy to 'switch on' patient claiming.
- To find out more, contact your software vendor or the Medicare Australia **eBusiness Service Centre** on **1800 700 199**



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## Medicare Online

### Did you know...

- Practices using Medicare Online for patient claiming have the option not to store patient bank account details directly.
- patients can register their bank account details with Medicare.
- to date, Medicare Australia has collected over 1.6 million bank account details from the public, 3000 bank account details are collected daily.



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## Medicare Easyclaim

### Background

Medicare Easyclaim:

- uses EFTPOS to lodge Medicare claims electronically
- bulk bill and patient claims
- can be a stand alone system or integrated with practice management software
- improves cash flow
- is fast, user-friendly 'patient claiming' —payment within minutes
- paperless.





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## Medicare Easyclaim

### Facts

- Health professionals can download bulk bill reports for reconciliation from the Health Professional Online Services (HPOS) using their digital (PKI) certificate.
- DVA, ACIR, ECLIPSE and some complex Medicare item numbers cannot be processed with Medicare Easyclaim.
- Patients still pay you the way they normally do.



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## Medicare Easyclaim

### Did you know...

- There are no additional bank transaction fees to use Medicare Easyclaim.
- Standard EFTPOS charges may apply
- There are four Easyclaim vendors:
  - CBA (Commonwealth Australia bank)
  - NAB (National Australia Bank)
  - ANZ (Australia and New Zealand Bank)
  - Tyro Payments.



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## Transitional Support Package

- GPs, specialists and software vendors are eligible.
- A one-off, lump sum payment of \$750 for metropolitan areas and \$1000 for regional/rural areas for eligible practices who take-up Medicare electronic claiming
- An 18 cents incentive for electronic bulk bill and patient claim transmitted between 1 September 2007 and 31 December 2009.



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## **Communication campaign**

Medicare Australia is running a national communication campaign to promote Medicare electronic claiming to the Australian public.

The campaign from 17 May until 30 June 2009.

The aim of the campaign is to:

- increase Medicare cardholder's awareness and use of Medicare electronic claiming in medical practices
- encourage take-up of Medicare electronic claiming among medical practices.



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## Communication campaign

- The campaign will be regionally focused and targeted.
- It will consist of advertising in newspapers, magazines and on radio.
- Direct mail to Medicare cardholders in your area.
- Your practice will receive a letter to inform you about the messages we are delivering locally.



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**For more information**

**eBusiness Service Centre**

**1800 700 199**

**[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)**



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## Questions





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