



Electronic Medicare claiming— a practice decision



Does your practice management system (PMS) support electronic claiming via Medicare Online?

Your software provider will be able to tell whether your PMS supports electronic Medicare claiming. Alternatively, you can find a list of software vendors who have integrated Medicare Online claiming into their PMS on our website at: www.medicareaustralia.gov.au > **Health professionals** > **Doing business with Medicare Australia** > **Online** > **Software vendors**

What claiming system is best for your practice?

Medicare Australia electronic systems offer faster and more convenient claiming solutions for medical practices and their patients:

Medicare Online lets practices lodge Medicare claims via the internet. It can be used to process bulk bill and patient claims, as well as the Department of Veterans' Affairs and Australian Childhood Immunisation Register information.

Key features:

- Can be used for bulk bill and patient claims
- Integrated with practice management systems
- Requires internet connections, PC and practice management system
- No batching required
- Payments to practitioners and patients within two-three working days via electronic funds transfer (EFT), longer for cheque payments
- Secure communication using public key infrastructure (PKI)

Medicare Easyclaim lets practices lodge Medicare claims using an EFTPOS terminal. Payments are usually made within 24 hours, straight into a nominated bank account.

Key features:

- Can be used for bulk bill and patient claims
- No batching or storage required for bulk bill claims
- Single payment within 24 hours, direct into a nominated bank account
- More certainty with 'pay doctor' cheques—speeds up process by lodging claim on the spot
- No additional bank transaction fees, though standard EFTPOS charges still apply
- Concession verification—instant confirmation of patients' concessional status
- Available to doctors, specialists and allied health professionals (including dentists and other dental practitioners)
- Does not support in-hospital, DVA or ACIR payments

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ECLIPSE is an extension to Medicare Australia's online claiming solutions. It offers secure and direct communication between practices, public and private hospitals, billing agents, Medicare and Department of Veterans' Affairs and health funds.

Key features:

- Faster resolution of claims and faster payment times
- Less manual intervention—fewer errors, speedier resolutions
- Clearer error messages with a single point of contact for problem resolution
- Online patient verification of Medicare enrolment and health fund membership
- No more claims batching
- One system for all health funds
- No transaction costs for medical claiming
- A one-stop-shop for claiming

Department of Veteran Affairs (DVA) claiming

Practices can use Medicare Online to submit DVA claims electronically to Medicare Australia. If your practice management software has DVA Paperless functionality (available from Release 5 of Medicare Online), you can lodge a range of medical, specialist and pathology claims with no accompanying paperwork.

Australian Childhood Immunisation Register (ACIR)

The ACIR is a national register administered by Medicare Australia that records details of vaccinations given to children under seven years of age living in Australia.

Medicare Online allows practices to submit ACIR information to Medicare Australia electronically. Other channels for transmitting ACIR information are manually, or via the Medicare Australia website.

What is PKI?

All Medicare Australia's online information is transmitted securely using public key infrastructure (PKI) encryption. PKI is a set of procedures and technology that has been adopted by the Australian Government to provide a robust system of security for online health transactions.

What is the transitional support package?

A financial package is available to support practices taking up electronic Medicare claiming—the internet-based Medicare Online, or the EFTPOS-based Medicare Easyclaim.

The transitional support package is available to general practitioners, specialists (excluding pathologists) and software vendors to support take up of electronic Medicare claiming.

The package includes access to a 90 day pay doctors cheque scheme for specialists (including pathologists) for claims transmitted electronically.

There are two main elements to the package:

1. A practice payment of \$750 for metropolitan areas and \$1000 for regional/rural areas for practices taking up Medicare Online or Medicare Easyclaim between 1 September 2007 and 31 December 2009.
2. An 18 cent per transaction incentive for electronic bulk bill and patient claims transmitted between 1 September 2007 and 31 December 2009. This transaction incentive payment applies to electronic transmissions involving Eclipse.

For more information about electronic Medicare claiming options, call our eBusiness Service Centre on **1800 700 199****, or visit **www.medicare.australia.gov.au**

**Call charges apply from pay and mobile phones