

# Doing business online

## Doing business online at GP on Beaufort

With thousands of practices already using online claiming and more than 60 software vendors with online claiming functions integrated, online claiming is fast becoming the preferred claiming solution. Online claiming offers more opportunities for practices to increase their efficiency and speed up payments, without increasing the workload.

There are more than 5000 practices transmitting online claims nationally. This includes 3619 general practices making up around 52 per cent of all GP practices. In Western Australia there are 418 practices transmitting online claims and 41 per cent of GP practices are online.

GP on Beaufort is a busy practice in Mount Lawley with five GPs seeing over 5000 patients. The practice has enjoyed using online claiming and has already seen many benefits since having gone online a few months ago. The practice experienced some initial reservations about going online but had no hiccups in the transition from Medclaims to online claiming.

Janet Leighton, practice manager at GP on Beaufort, said she had heard "horror stories about using online claiming" which had initially caused doubt about going online.

However, when Janet was shown how far online claiming had advanced with new enhancements introduced in the past two years her concerns were laid to rest. Medicare Australia's online claiming has been continually improved and enhanced, and the latest release has more features that aid in the efficient running of a practice.

Janet has not experienced any of the problems that initially worried her and she is very pleased with how smooth online claiming is to use.

"Often, the problems will lie with the practice errors, when certain fields are omitted. There are fewer errors now as we are able to receive instant notification to rectify the problems immediately.

"It is great from a financial and a practice management point of view. I am very pleased that payments are received in two days," Janet said.

Not only are payments prompt, they are also more reliable, with the practice better able to manage its finances and budget. Janet said the practice was now more efficient with online claiming.

"I cannot believe how easy it is to use and would advise all those contemplating online claiming to go ahead and get online!" she said.



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Janet said it had meant less work for practice staff and quicker payment times for doctors meaning everyone was happy about being online.

"The initial registration with all the paperwork was a little confusing," Janet said, "However, Medicare staff helped us right from the start."

Medicare Australia's eBusiness Service Centre team provided regular support to Janet and her team when they encountered transmission and error problems in their early days.

Janet agreed that the one-off online grant of \$750 was an incentive.\*

The practice is using online claiming for Medicare bulk bill and Department of Veterans' Affairs claims. The practice is eagerly awaiting an upgrade to their software which will mean they can access more online claiming functions such as private patient claiming, ECLIPSE and online patient verification.

\* The grant is \$750 for metro practices and \$1000 for rural.

### **Using online claiming to submit bulk bill claims is a simple process**

1. After the consultation, practice staff process the claim, the patient signs the Assignment of Benefit Form and the practice keeps the signed copy for two years.
2. The bulk billed claims are batched or stored in the practice management system just as it is with Medclaims.
3. The system flags vouchers with incomplete Medicare information. The online patient verification function allows validation of the data with Medicare to reduce errors and discrepancies.
4. When the claims are transmitted they go through a secure communication process of data encryption, authentication and signing by a digital certificate (PKI). No further paperwork is required by Medicare.
5. Payment is made via electronic funds transfer in as little as two days. Exception and payment reports are available between two to three days after the claim has been processed.

For more information about online claiming or how to register, please call the eBusiness Service Centre on 1800 700 199.