

Doing business online

Online claiming cuts workload in Tumut and Batlow

Practice manager for Batlow and Tumut Steve Woodland said moving to Medicare Australia's online claiming was not difficult and had resulted in significant benefits.

'We were one of the first in the whole area to get into Medicare Australia's online claiming,' Mr Woodland said.

'What appealed to us at first was the speed of it, with faster processing and faster payments.'

Mr Woodland said since moving to online claiming, he had been able process bulk billing claims more efficiently.

'Usually I like to get the batches all closed off at the end of every day. I find that's the easiest way because even if there's less than 30, then it's done, dealt with and gone and it makes it easier than having to check through a hundred signed forms from the patients that come in,' he said.

Commenting on how his staff had taken to using an online system, he said they shared his enthusiasm for the benefits it offered.

'They found it a relief actually to do it that way themselves because it just made life easier. It's amazing, the workload has come down quite a bit,' he said.

So much so in fact that in Tumut, the practice no longer needs to dedicate hours and hours to get the job done.

'In Batlow there's not been as much change, because it's smaller, but in Tumut, I can tell you that we've probably reduced our administration by half and we can handle the processes quite easily.'

He said using Medicare Australia's online claiming had changed the way the business operated.

'It has changed. I don't know whether we're just on top of things or we try to be because we handle it on a daily basis, but yes it has made things much easier.'

'Every now and then the system is down and that's just one of those things that you can't help, but apart from that I find you're not chasing anything anymore, so it's great,' Mr Woodland said.

He said in the event of a problem the support offered by the Medicare Australia eBusiness Service Centre was another pleasing aspect of Medicare Australia's online claiming.

'If ever we need anything we just phone Medicare Australia and they can help us then and there,' he said.

Summing up the services now available, Mr Woodland said they were excellent.

'It's very good. I have no complaints whatsoever,' he said.

'What appealed to us at first was the speed of it, with faster processing and faster payments.'

