

Medicare Australia's online claiming

Doing business online – A local GP practice's experience

More and more practices are registering to use Medicare Australia's online claiming to make claims in a secure online environment and to verify patients' Medicare details.

General practitioners, specialists, radiologists and optometrists throughout WA are using Medicare Australia's online claiming. One practice, North Beach Medical Centre, has been successfully doing business online since June to make bulk bill and Veterans' Affairs claims and to verify patient details.

North Beach Medical Centre has four general practitioners seeing over 7000 patients. Helen Storer, practice manager, said online claiming had improved processes at the practice.

"There is a quicker turn around of payment for bulk bill claims—two days, sometimes less. It is easier to batch and send claims after the end of each session in comparison to Medclaims. Exception reports are also quicker to deal with as they are very current," said Helen.

Helen said being able to verify patients' details immediately has proved a significant benefit in the surgery. "It has been useful for checking patients' Medicare details, especially for new babies who have been registered with Medicare, but are not on the card yet," she said.

At North Beach Medical Centre, there has also been a reduction in the number of exceptions and rejections since changing from Medclaims to online claiming. This has improved the practice's cash flow in addition to reducing the number of re-submissions. As an additional service to their patients, North Beach Medical Centre plans to roll out another component of online claiming to their patients – private patient claiming. Private patient claiming enables practices to claim private accounts when some, none or all of the account has been paid.

In Western Australia, there are now over 300 sites making online claims and nationally, the number of sites using online claiming reached over 3500 in July.

Practices signing up for online claiming are entitled to assistance in setting up online claiming with a once only government grant of \$750 or \$1000, depending on the location of their practice.

Additional Information: For more information please contact the eBusiness Service Centre at Medicare Australia on 1800 700 199 or visit the website www.medicareaustralia.gov.au and a member of the Business Development team can come to your practice to give a demonstration of online claiming.



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