



Medicare electronic claiming

Better for your patients. Better for your business

The Medicare claiming channel you choose for your practice can have a big impact on productivity, cash flow and patient service.

Medicare Australia understands that all practices are different and that there's no 'one size fits all' way to claim. Medicare electronic claiming makes it easier and more convenient for you and your patients to lodge Medicare claims at your practice.

Medicare Australia offers three electronic claiming channels:

1. Medicare Online
2. Medicare Easyclaim
3. ECLIPSE.

The table on the next page explains some of the differences between our Medicare electronic claiming channels, compared to paper claiming.

Helping patients claim

Many practices that privately bill patients choose to help them claim their Medicare benefit from Medicare Australia. These practices have found that offering electronic patient claiming gives them:

- another level of service for the patient, particularly for the elderly and parents with young children
- more certainty around unpaid accounts.

It also makes good business sense.

Electronic patient claiming is available through Medicare Online, Medicare Easyclaim and ECLIPSE. Instead of filling in a form, practice staff send patient claim information to Medicare Australia through a secure connection. The claimant can choose to have their Medicare benefit paid into their bank account – it's that easy.

If your practice would like to use both Medicare Online and Medicare Easyclaim claiming channels (for example, Medicare Online for bulk billing and Medicare Easyclaim for patient claims), this is possible. Information about Medicare Online and Medicare Easyclaim is available in the Medicare Online and Medicare Easyclaim information sheets. To view these information sheets visit www.medicareaustralia.gov.au then go to **For health professionals > Medicare > Claiming choices**

Getting started

When you choose to take-up Medicare electronic claiming you will receive a starter kit, which includes supporting information to help your business transition to the electronic claiming option of your choice. The kit also contains support products such as brochures, posters and signage to promote the service to your patients and to help answer questions they may have about Medicare electronic claiming.

By offering electronic patient claiming in your practice, you are giving your patients an easy and convenient way to claim their Medicare benefit.

When making your choice, you should also consider talking to your practice management software vendor, financial institution or a Medicare Australia business development officer as part of developing a tailored claiming approach that suits your practice needs.

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Differences between Medicare Easyclaim, Medicare Online, ECLIPSE and paper claiming

Claiming channel	Medicare Easyclaim (stand alone EFTPOS terminal)	Medicare Easyclaim (EFTPOS integrated with the practice management system)	Medicare Online and/or ECLIPSE patient claims	Paper claiming
Less paperwork	✓	✓	✓	X
EFT payment speed for practices	2–3 working days	2–3 working days	2–3 working days; 14 working days for pathology claims	14 working days
Payment speed for patients	Almost immediate for EFTPOS claims	Almost immediate for EFTPOS claims	2–3 working days	2–3 working days
Equipment required	EFTPOS terminal	EFTPOS terminal, computer, internet connection and Medicare Australia approved practice management software	Computer, internet connection and Medicare Australia approved practice management software	Not applicable
DVA claiming	X	X	✓	✓
Sending immunisation data to Medicare Australia	X	X	✓	✓
Automatic reconciliation	X	✓ Contact your financial institution to check availability	✓ Contact your software vendor to check availability	X
Online Concession Entitlement Validation	✓	✓	Contact your software vendor to check availability	X
Security standard	Triple Data Encryption Standard	Triple Data Encryption Standard (Medicare Easyclaim) and PKI if transmitted via Medicare Online (for bulk bill integrated reporting)	Public Key Infrastructure (PKI)	Not applicable

Did you know?

Independent research commissioned by Medicare Australia shows that more than 80 per cent of patients who pay to see their doctor want to lodge their Medicare claim at the medical practice.

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90 day pay doctor cheque scheme for Medicare electronic claiming

Under the 90 day pay doctor cheque scheme, general practitioners (GPs), specialists and consultant physicians, including pathologists, electronically transmitting unpaid or partially paid claims for their patients are automatically eligible for the scheme with no need to register.

Medicare Australia will automatically cancel the cheque when the cheque hasn't been banked after 90 days and pay the amount into the doctor's nominated bank account.

GPs who manually submit unpaid and partially paid patient claims can still use the existing 90 day pay doctor cheque scheme when they register.

Eligible health professionals[†] will be able to subscribe to receive their 90 day pay doctor cheque scheme EFT payment statements through the Health Professional Online Services (HPOS) email box. This means no longer having to wait for EFT statements in the mail.

[†] Allied health professionals, optometrists and dentists are not eligible.

Note: Medicare Australia will not be held liable for any bank fees or charges incurred where the doctor presents a cheque 90 days or more after the issue date and that cheque incurs dishonour bank charges.

Support from Medicare Australia

To help you get the best results from Medicare electronic claiming, Medicare Australia offers a wide range of support, including technical.

For more information call **1800 700 199***.

Business development officers

Medicare Australia's business development officers have extensive knowledge of Medicare electronic claiming and can help practices decide what claiming channel best suits their practice's and patients' needs.

Business development officers often visit professional associations and individual medical practices to provide general information about Medicare electronic claiming channels.

For more information or to book a visit with a business development officer call **1800 700 199***.

Medicare Australia eBusiness Service Centre

The Medicare Australia eBusiness Service Centre is your primary point of contact for general enquiries about Medicare electronic claiming. The eBusiness Service Centre can help you with:

- enquiries about software and software functionality—call the eBusiness Service Centre to find out if the software you're currently using supports Medicare electronic claiming and what features it offers
- advice about how to find a software vendor with the online claiming functionality you require
- information about Medicare electronic claiming and what it involves
- information about the status of your electronic claims
- updating your bank account or site details
- any transmission failure that you may experience. Occasionally a site's claim transmissions can fail for various reasons. If this happens, the eBusiness Service Centre can investigate the cause and call you if you need to retransmit the claim
- referring your enquiry to a business development officer who will contact you to discuss the matter further.

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Medicare electronic claiming

You can find more information about Medicare electronic claiming in the following information sheets:

- Medicare Easyclaim
- Medicare Online
- 90 day pay doctor cheque scheme for Medicare electronic claiming
- ECLIPSE

For more information

Online www.medicareaustralia.gov.au then go to
For health professionals > Medicare > Claiming choices

Call 1800 700 199*

* Call charges apply from mobile and pay phones only.

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