

Vendor Customer Profile - Explanatory Notes

Our aim is to assist you and your customers.

Medicare Australia is committed to assisting Health Software Vendors to implement online claiming for Medicare in their customer sites. Medicare Australia requires this information about your rollout strategy to better accommodate the expected demand for Medicare Australia services. Medicare Australia staff working in such areas as Online Technical Support, eBusiness Service Centres and others will rely on your accurate feedback to assist you and your customers with the rollout process in the most efficient manner possible.

The Vendor Product Details worksheet asks you to supply contact information for your company and some general information about your online claiming for Medicare product.

Your confidentiality is assured.

This information will be available to Medicare Australia staff involved in assisting your company and your customers with their online claiming implementation and initial usage. This includes Medicare Australia staff involved with issuing digital certificates, Online Technical Support personnel, state Business Development Officers and others. This information will not be divulged to any external party.

How to complete the forms.

Please detach this spreadsheet from the email and use it to enter your company's details. On the Vendor Contact Details worksheet, please add (if applicable) contact details for at least one agent or representative in each state in which you plan to rollout online claiming for Medicare. Mandatory fields are highlighted in yellow. If some details are not yet available, for example the number of sites you expect to take up online claiming for Medicare, please submit an estimate.

Your profile should be submitted via email to otsliaison@medicareaustralia.gov.au. If you have questions about completing this profile, please call Online Technical Support Help Desk 1300 550 115 and request to speak to Online Technical Support Liaison.

You will be asked to submit a FINAL version of this form prior to signing your Notice of Integration, allowing you to use online claiming for transmission of Medicare Australia claims.

Vendor Customer Profile - Vendor Product Details

Note: Mandatory columns are highlighted in yellow.

Vendor Details:

Company Name and/or Trading Name
Company Headquarters City

Vendor Contact Details:

Name
Phone
Mobile
Fax
Email
Address 1
Address 2
Location
State
Postcode

Vendor Contact Details - National or State Reps or Agents - (repeat as required):

Name
Phone
Mobile
Fax
Email
Address 1
Address 2
Location
State
Postcode

Vendor Software Support Contact Details - (repeat as required):

Name
Phone
Mobile
Fax
Email
Address 1
Address 2
Location
State
Postcode

Vendor Customer Profile - Vendor Product Details

Note: Mandatory columns are highlighted in yellow.

1 General:

1.1 Overall expected takeup of online claiming for Medicare

Note: Indicate a percentage or a number if known.

2 Online claiming for Medicare product details:

2.1 Estimated date product ready for integration testing

Note: Year and month

2.2 Estimated date product released to market

Note: Year and month

2.3 Product name

2.4 Product version

2.5 Online claiming for Medicare components

Note: Components are Bulk Bill, Bulk Bill with Upfront Eligibility Checking, Patient Claims Store and Forward, Patient Claims Real Time, DVA, ACIR

2.6 Practitioner types

Note: Indicate a percentage or a number if known.

GP
Specialist
Optometrist
Pathologist
Diagnostic Imaging

2.7 Platforms supported

Note: Windows / Mac / Linux / Citrix / Thin Client / other

3 Other comments

Note: More product-specific questions will be asked during Integration Testing of the Online Claiming for Medicare components listed above.