Setting up for successful Medicare claiming

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Patient Details

## Minimum Requirements for Medicare Online Claiming

To check a patient's details from the *Appointment Book*:

1. **Select** the patient whose details you want to check.

2. **Click** 'Profile' icon from the task bar or **press** 'F3'.

3. **Review** and update patient details as required.

   Note: For successful Medicare online claiming, you must ensure that you have the following patient details as a minimum:

   - Surname
   - First Name
   - Gender
   - Date of Birth
   - Medicare Card Number
   - Medicare ID

4. **Click** 'OK'.

Patient Eligibility Checking
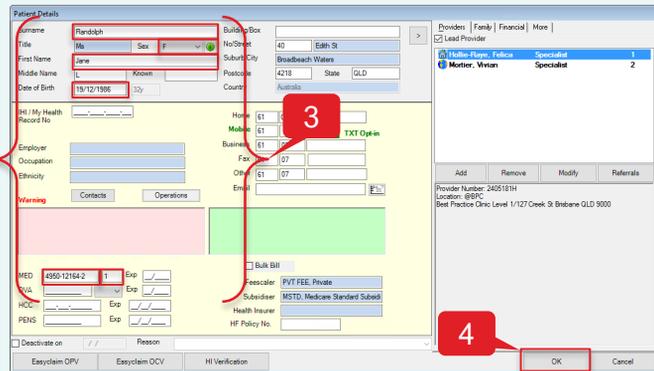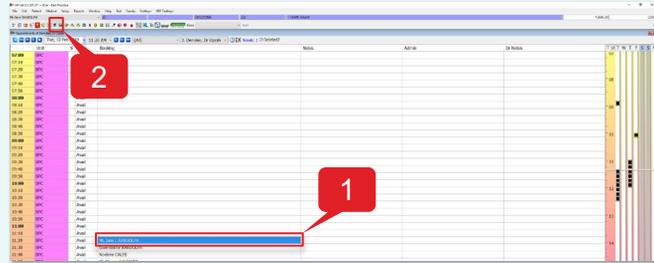
## Perform Easyclaim Online Patient Verification for patient eligibility checking
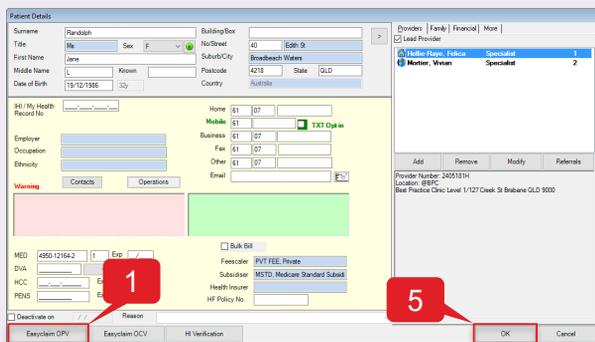
To perform an Easyclaim Online Patient Verification (OPV) from the *Patient Details* window:

1. **From** *Appointment Book>Patient Details*, **click** 'Easyclaim OPV'.

   Note: The 'Patient Verification' radio button will default to the card type entered.

2. **Click** 'Verify Patient Eligibility'.

   Note: The system will contact Medicare to verify the patient and Medicare/DVA card number. A message box will come up with status message. Refer possible scenarios on the following page.
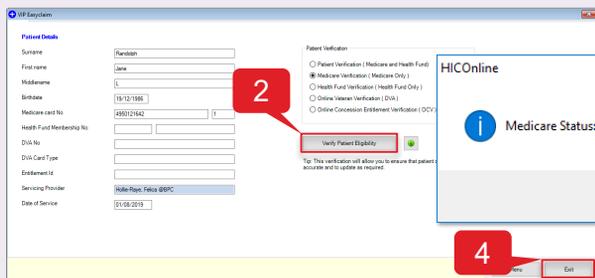
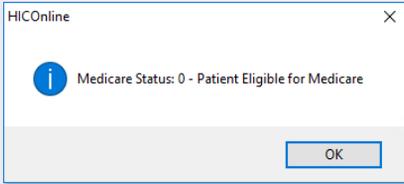3. **Click** 'OK' to close the *HIC Online* message box.

4. **Click** 'Exit' to close the *VIP Easyclaim* window.

5. **Click** 'OK' to close the *Patient Details* window.

Contact our Software Support Team on 1300 40 1111 (AU), or 0800 40 1111 (NZ) www.bpsoftware.net

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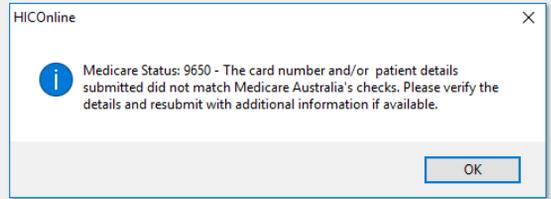# Setting up for successful Medicare claiming

Medicare Verification Results

Scenario 1 – Patient details match Medicare record

In this case, the Medicare status returned is '**0**', which means that the patient is eligible for Medicare.
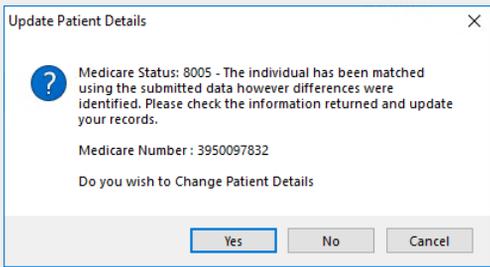
Scenario 2 – Patient details matched, but differences identified

In this case, the Medicare status is '**8005**' and the system can update the patient record with the correct Medicare details.
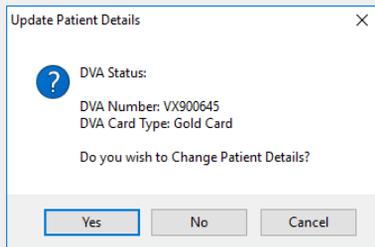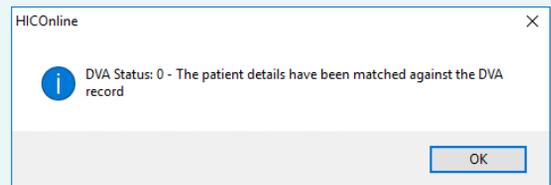
Scenario 3 – Patient details and/or card number do not match Medicare records

In this case, the Medicare status is '**9650**' and you will be required to re-check the patient details and resubmit the verification.

Scenario 4 – Medicare card has expired

In this case, the Medicare status is '**9675**' and the patient will be required to contact Medicare to have a new card issued.
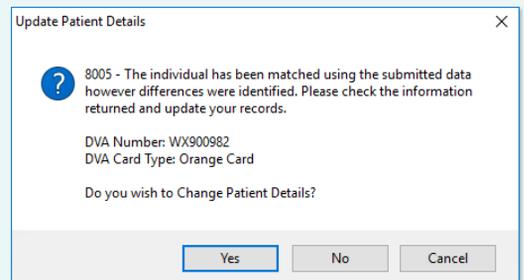
Online DVA Verification Results

Scenario 1 – Patient details match DVA record

In this case, the DVA status returned is '**0**', which means that the patient is eligible for DVA claiming.

Scenario 2 – Patient claims they have a DVA card, but doesn't have it with them

In this case, the DVA status is blank and the system provides the DVA card details and can update the patient record.

Scenario 3 – Patient details matched, but differences identified

In this case, the DVA status is '**8005**' and the system can update the patient record with the correct DVA card details.

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