Setting up for successful Medicare claiming

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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'.



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.



Patient Eligibility Checking

Patient Details

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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 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.

Update Pat	ient Details X
?	DVA Status: DVA Number: VX900645 DVA Card Type: Gold Card Do you wish to Change Patient Details?
	Yes No Cancel

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 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.

HICOnline		Х
1	Medicare Status: 9675 - Current Medicare card has expired. Patient must contact Medicare as claims using this Medicare card may be rejected.	
		7

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.

HICOnline		×
1	DVA Status: 0 - The patient details have been matched against the DVA record	
	OK	

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

Update Pa	tient Details	
?	8005 - The individual has been matched using the submitted data however differences were identified. Please check the information returned and update your records.	
	DVA Number: WX900982 DVA Card Type: Orange Card	
	Do you wish to Change Patient Details?	
	Yes No Cancel	



Medicare Verification Results

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