Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Medicare Wait Times

Question reference number: 34 (HS 38)

Senator: Watt
Type of question: Written
Date set by the committee for the return of answer: 21 April 2017
Number of pages: 1

Question:

a) In the financial year 15/16 how many Medicare claims were lodged manually?

b) In the financial year 15/16 how many Medicare claims were lodged electronically?

c) In the current YTD how many Medicare claims have been lodged manually and how many have been lodged electronically?

d) In the financial year 15/16 what was the waiting time to have a Medicare claim processed manually and what is the current waiting time YTD?

e) In the financial year 15/16 what was the waiting time to have a Medicare claim processed electronically and what is the current waiting time YTD?

Answer:

a) In 2015-16, 15.1 million Medicare services were processed manually.

b) In 2015-16, 373.7 million Medicare services were processed electronically.

c) For year to date to 28 February 2017, 7.9 million Medicare services were processed manually and 251.1 million services were processed electronically.

d) The average time for a Medicare patient claim service to be processed manually in 2015-16 is not available. In October 2016 the Department implemented improved workflow management practices which allows the average time for processing a Medicare service manually to be tracked more accurately. For the period 1 October 2016 to 28 February 2017, the average time for manual processing of Medicare services was 13.8 days.

e) In 2015-16 the average time for a Medicare service to be processed electronically was 1.6 days. For year to date to 28 February 2017, the average time for a Medicare service to be processed electronically was 2.1 days.

Note

Medicare systems capture the number of services processed not the number of claims processed. The number of services per claim varies from one to thousands, depending on the service type.