Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Medicare Claims Backlog

Question reference number: HS 45 (SQ17-000126)

Senator: Watt
Type of question: Written
Date set by the committee for the return of answer: 21 July 2017
Number of pages: 2

Question:

a) Could you please provide details on the backlog number for the following claim types for the previous three years?
   1) Medicare paper (drop box) patient claims;
   2) Smartphone Apps patient claims;
   3) MyGov online claims;
   4) PBS patient claims;
   5) PBS pharmacy claims; and
   6) Bulk Bill Provider claims.

b) Could you please provide details on the patient claims capacity in the WANDA system?

c) Could you please provide details on patient claims that cannot be accommodated by WANDA? If so how many in number and by percentage?

d) Could you please provide details on the process for storage of incomplete claims?

e) Could you please provide details on any instructions given to Service Officers on the treatment of patient claims in the "Leon's Do Not Touch Folder" when dealing

Answer:

a) There is no 'backlog' of claims of any type and all claims are processed in accordance with established processes. The amount of work on hand will vary due to various factors including demand.

b) There is no maximum patient claims capacity in the WANDA system.

c) There is no maximum patient claims capacity in the WANDA system.

d) If additional information is required, or a claim form is incomplete, the forms are returned to the claimant requesting completion. These claims may be 'pended' in WANDA to hold the claim until the required information is supplied.

e) The 'Do Not Touch' folder was a partitioned folder within the WANDA application. It enabled the workload team to feed claims by lodgement date into the 'unprocessed patient claims' folder where service officers access claims for processing. Only authorised system administrators were permitted to access or move work through the folders within WANDA. This was to ensure that work was processed in the correct order, and allocated and counted as accurately as possible in the tool.