

Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



**Question: HS128-HS131**

**Outcome 1, Output 1.1**

**Topic: Medicare Australia – Medicare Easyclaim**

**Hansard Page/Written Question on Notice: Written**

**SENATOR COONAN asked on 22/02/2008:**

HS128a: Please provide updated details on the implementation of Medicare Easyclaim including the percentage of patients who pay who use Easyclaim

HS128b: Please provide updated details on the implementation of Medicare Easyclaim including the financial institutions that make Easyclaim available

HS129: Are there any financial institutions still expected to sign on? If so, when and which institutions are they?

HS130: Has the introduction of Easyclaim led to any staff reductions? If so, how many and in which offices?

HS131: What savings will be delivered from Easyclaim and when?

**Answer:**

HS128a: Medicare Australia delivered Medicare Easyclaim functionality ahead of schedule in mid 2007. From 1 July 2007 to 31 January 2008, 149 959 fully paid patient claims (0.36% of all patient claims) have been received from 89 795 patients through Medicare Easyclaim. In addition, 178 610 bulk bill claims (0.16% of all bulk bill claims) were transmitted for the same period.

HS128b: To date, four financial institutions have contracts with Medicare Australia to develop Medicare Easyclaim, namely the Commonwealth Bank of Australia (CBA), the National Australia Bank (NAB), the ANZ Bank and Tyro Payments. Currently the CBA and the NAB have received accreditation for Medicare Easyclaim.

The CBA commenced the rollout of EFTPOS terminals on 28 June 2007. The NAB commenced a pilot rollout of EFTPOS terminals in February 2008. As at 11 March 2008, the NAB has completed the pilot and is making final adjustments to its system prior to commencing a full rollout in late March 2008.

HS129: Medicare Australia has been in contact with a number of other financial institutions. At present there is no indication of when any remaining financial institutions may sign on for Medicare Easyclaim.

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- HS130: The adoption of Easyclaim can be expected to result in a reduction of Medicare claiming through traditional channels, in turn reducing demand for services in Medicare offices. The current level of take-up has reduced this demand by the equivalent of around 10 staff.
- HS131: Easyclaim savings for 2007-08 of \$26.3 million were included in the original budget measure. To deliver these savings, Medicare Australia is working to lift take-up of electronic claiming and to drive efficiencies across the agency.