

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES – 29 MAY 2008

Human Services Portfolio

Department/Agency: Medicare Australia
Outcome/Output Group: Outcome 1/Output 1.1
Topic: Medicare Easyclaim – Medclaims closure



Senator: Brown
Question reference number: HS37

Type of question: Written
Date set by the committee for the return of answer: 11 July 2008

Questions:

HS37a: How does the Medicare Easy claim initiative relate to the medclaims closure? And are they linked in anyway?

HS37b: Were any of the medclaims transitions expected to migrate to easyclaim back when the decision was made? If so what proportion?

HS37c: Is easyclaim a suitable channel for all medclaim users? If not, which types of users is it less suitable for?

Answers:

HS37a: While the Medclaims channel closure was contemplated at the time of the Easyclaim initiative, a formal closing date had not been fixed. The current closure project was influenced by advice that Telstra had advised that the infrastructure supporting the channel (the Austpac network) would not be maintained in the longer term. Medicare Easyclaim and Medicare Online are the two electronic claiming channels available for practices migrating off Medclaims.

HS37b: It was expected that the vast majority of Medclaims users would move to an electronic claiming channel – either Medicare Online or Medicare Easyclaim. However, no predications were made as to how many users would choose each channel.

HS37c: Medicare Easyclaim is not a suitable channel for all Medclaims users. There are some services that are too complex in claim structure and information requirements to be lodged through the EFTPOS standalone system. Medicare Easyclaim also cannot currently be used for claiming veterans' treatment or for lodging updates to the Australian Childhood Immunisation Register.

Number of pages: 1