

**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

**Senator:** Brown  
**Question reference number:** HS38

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



**Questions:**

**HS38a:** How is Medicare Easyclaim progressing?

**HS38b:** How many providers have Easyclaim been rolled out to? What proportion of total providers is that?

**HS38c:** How many bulk-billing claims and patient claims are being processed using Easyclaim? What proportion is that?

**HS38d:** What were the targets? So how far short has it fallen of those targets?

**HS38e:** What is expected to happen with Medicare Online traffic over this time?

**Answers:**

**HS38a:** To date, contracts to deliver and provide Medicare Easyclaim have been signed with four financial institutions; the Commonwealth Bank of Australia, the ANZ Bank, the National Australia Bank and Tyro Payments. Of these, all but Tyro Payments have completed development and are installing the Easyclaim solution at their current client practices. So far, approximately one million claims have been transmitted via Medicare Easyclaim.

**HS38b:** Roll-out of Medicare Easyclaim is dependent on approved financial institutions installing EFTPOS devices in doctors' practices. Within a practice, these devices can be used by multiple providers. Advice from financial institutions indicates EFTPOS devices with Medicare Easyclaim capability have been installed in approximately 5,000 practices, which represents one third of all practices.

**HS38c:** As at 31 May 2008, 610,231 bulk bill services were processed using Medicare Easyclaim and 294,303 patient claims were transmitted via Medicare Easyclaim. This represents 0.32 per cent of all bulk bill and 0.56 per cent of all patient claim services.

**HS38d:** This information is contained in documents pertaining to the former government and as such cannot be released.

**HS38e:** Medicare Australia is promoting electronic Medicare claiming to consumers and medical practices. Practices can choose either Medicare Online or Medicare Easyclaim, depending on which option best suits their practice environment. Take up of Medicare Easyclaim to date has not impacted the use of Medicare Online which continues to increase.

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