

Managing Remittances After Changing Minor ID During Migration

Before Changing the Minor ID

Before the Minor ID is changed over to FYDO, the hospital must ensure that:

- All billing for the previous month has been completed and submitted through the previous system.
- The required monthly data extracts have been submitted.
- The hospital has confirmed its plans for receiving remittances by contacting the previous system.

Completing these steps helps ensure that the previous month's billing and reporting requirements are finalised before transitioning to FYDO.

What Happens to Remittances for Previous Claims?

Remittances for claims submitted through the previous system may continue to be received electronically by that system after the Minor ID has been changed to FYDO.

Whether this occurs depends on how the previous system handles payment file retrieval. Some systems may continue checking for and receiving payment files associated with the original Minor ID, even after the hospital has transitioned to FYDO.

Important: A hospital provider number cannot be used to submit claims under two different Minor IDs simultaneously. However, payment files for claims submitted under separate Minor IDs may still be received.

What Should the Hospital Do?

1. Keep the Previous System Available

It is recommended that the hospital keeps its previous system active for a period after migrating to FYDO.

This allows the hospital to continue receiving and processing remittances for claims submitted through the previous system, where supported.

Hospitals should contact their previous software provider to confirm:

- Whether the system will continue receiving electronic remittances after the Minor ID change.

2. Process Previous Claims in the Previous System

Where remittances for previous claims continue to arrive in the old system, the hospital should reconcile and receipt those payments within that system against the original claims.

This helps maintain accurate records and ensures payments are matched to the claims submitted through the previous system.

3. Request Manual Remittance Advice if Required

If an expected remittance is not received electronically, the hospital may need to contact the relevant health fund to request a manual remittance advice.

This can help the hospital identify and reconcile outstanding payments for claims submitted through the previous system.

4. Handling Rejected Claims

If a claim submitted through the previous system has been rejected or needs to be recreated for any other reason, recreate the episode in FYDO and manage the billing, payment processing and receipting through FYDO. This ensures the claim can be managed entirely within FYDO, as claims can no longer be submitted through the previous system.

Managing Billing in FYDO After Go-Live

Once billing is being processed through FYDO, claims submitted through FYDO will have their associated remittances managed within FYDO.

The hospital will receive training on processing payments, managing rejections and following up arrears as part of its FYDO onboarding.

It is important to distinguish between:

- **Previous system claims:** Continue to be reconciled in the previous system where remittances are received there.
- **FYDO claims:** Are managed and reconciled in FYDO using the remittance and payment information received for the FYDO Minor ID.