

Online Patient Verification - OPV (Hospital)


Performing an Online Patient Verification check with Medicare & the health fund helps to ensure the correct patient information is entered into the system & that the Online Eligibility Check (OEC) will be successfully transmitted

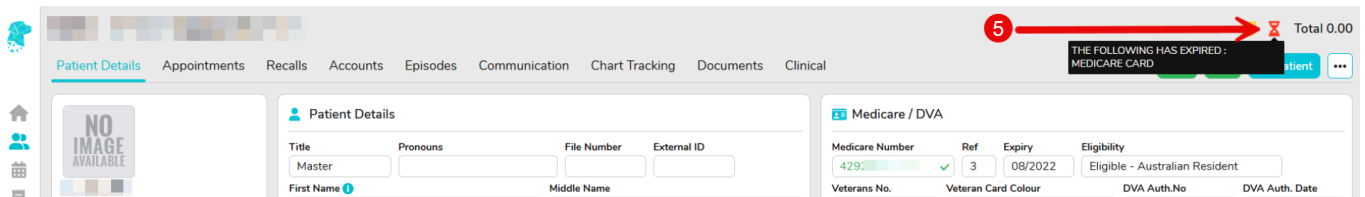
1. OPV checks can be performed from the Patient Screen, on the right-hand side in the Medicare/health fund section, by clicking **OPV Check**


The screenshot shows the 'Patient Details' screen. On the right-hand side, under the 'Medicare / DVA' section, there is a green button labeled 'OPV Check' with a red circle 1 next to it. A red arrow points from this button to the 'Medicare Number' field, which is marked with a red circle 2. The 'Medicare Number' field contains the value '4292' and has a red 'X' next to it, indicating an error. Other fields in the 'Medicare / DVA' section include 'Ref' (3), 'Expiry' (04/11/2025), 'Eligibility' (Eligible - Australian Resident), 'Veterans No.', 'Veteran Card Colour', 'DVA Auth.No', and 'DVA Auth. Date'. Below this is the 'Entitlement Cards' section with 'Card Type', 'Card Number', and 'Expiry' fields. The 'Health Fund' section includes 'Fund Name' (MPL - Medibank Private/Medibank OSHC), 'Membership No.' (306), 'UPI' (Full Fee), and 'Insurance Status' (Full Fee). The 'Online Patient Verification (OPV)' section shows 'Type' (Medicare and Health Fund), 'As at' (04/11/2025), 'Last Medicare Check' (06/07/2022), 'Last Health Fund Check' (06/07/2022), and 'Location'.

2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a XXXX font with a cross.


The screenshot shows the 'Patient Details' screen after a successful OPV check. The 'Medicare Number' field now contains '4292' and has a green checkmark next to it, indicating success. A green arrow points from the 'OPV Check' button (marked with a red circle 1) to the 'Medicare Number' field (marked with a green circle 3). The 'Health Fund' section also shows a green checkmark next to the 'Membership No.' field. The 'Online Patient Verification (OPV)' section shows 'Type' (Medicare and Health Fund), 'As at' (04/11/2025), 'Last Medicare Check' (04/11/2025), 'Last Health Fund Check' (04/11/2025), and 'Location'.

- Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/or the Health Fund
- If the information isn't able to be verified, a visual alert will be displayed, in the top right corner, of a .
- Hover over this icon to display a reason for the unsuccessful verification.

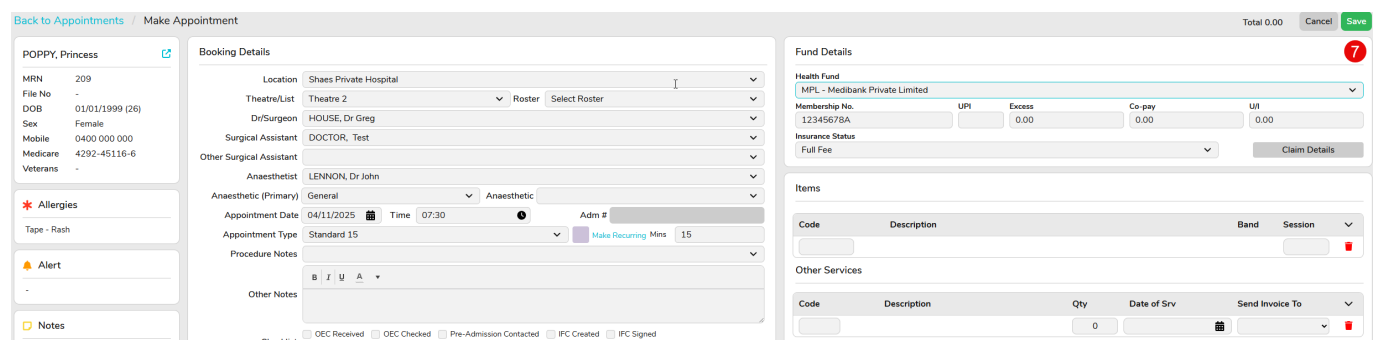


6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the  icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:

- Updating the patients' first name. E.g. From Sam to SAMUEL
- Updating the last digit of the Medicare Card. E.g. From 5 to 6
- Updating the Medicare Reference Number. E.g. From 1 to 4

This may result in needing to run the  a second time to verify the Health Fund details.

- The OPV will automatically be performed when making a patient booking. As long as the relevant patient information is available, the check will run once you click **Save**, after completing the **Appointment Screen**



- If the patients' name varies from what Medicare has documented, to what the Health fund has, utilise the **Alias Name** field under the **Health Fund** section (*as shown in image below*). In order to successfully verify the details in this instance:
 - Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section. FYDO has to have what Medicare has in this section.
 - Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias Name** field
 - Run **Check** again

147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)

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Total 6,473.00

Patient Details

Appointments

Recalls

Accounts

Episodes

Communication

Chart Tracking


Documents

Clinical

Edit

Bill Patient

...



Snow WHITE

Patient ID 147

Sex Female

Age 8

Language English

Pending 6,473.00

Allergies

Nil

Alert

Diabetic/ hard of hearing

Notes

Document Alert

Patient Details

Title Miss

Pronouns

File Number

External ID

First Name Snow

Middle Name

Previous Name

Last Name WHITE

Preferred Name Snowy

Date of Birth 07/07/2017

DOB Estimate

Sex Female

Gender Woman, or girl, or female

Address 1 Cottage Close

Suburb Snowy Plain

State NSW

Postcode 2628

Mailing Address 1 Cottage Close

Suburb

State

Postcode

Mobile 0411-111-111

Home

Work

Email

Referring Details

Previous Referrals

Medicare / DVA

Medicare Number

Ref

Expiry

Eligibility

Veterans No.

Veteran Card Colour

DVA Auth.No

DVA Auth. Date

Entitlement Cards

Card Type Concession Card

Card Number 12345678A

Expiry

Health Fund

Fund Name MPL - Medibank Private Limited

Membership No. 987654321

UPI 0

Insurance Status Full Fee

Alias Name

Alias Surname

Online Patient Verification (OPV)

Type Health Fund

As at 05/11/2025

OPV Check

Last Medicare Check

Last Health Fund Check

Location Shaes Private Hospital

Health Identifier

Health Identifier Number

MHD consent

Name as listed with Medicare needs to be entered here

8

Name as listed with the Health Fund needs to be entered here