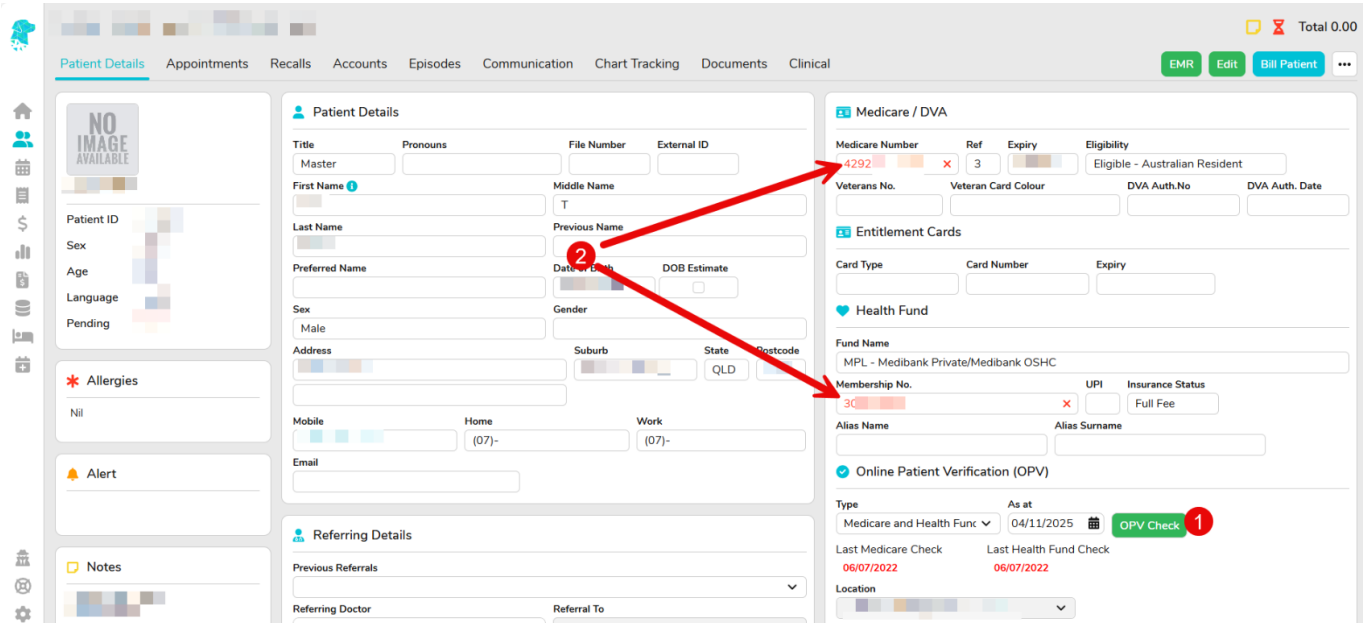
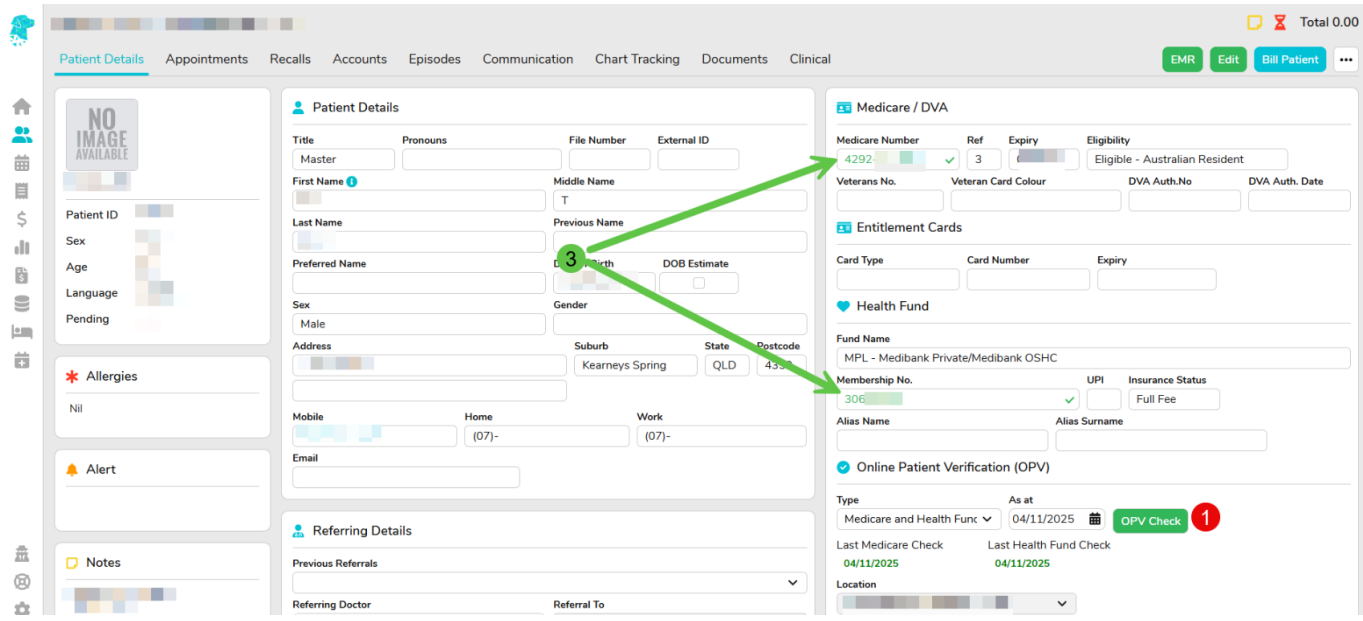
Online Patient Verification – OPV (Hospital)

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**

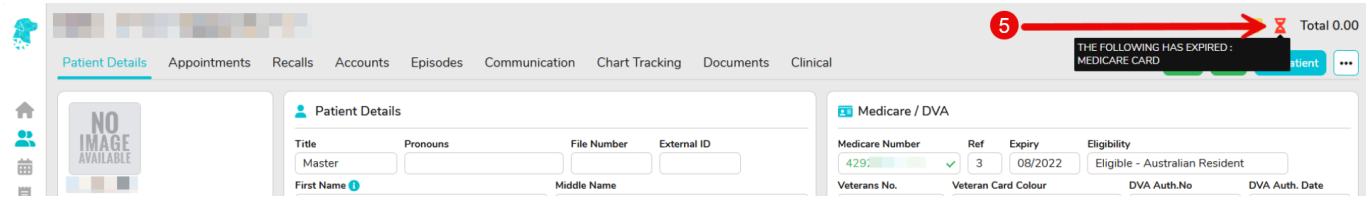


2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a [redacted] font with a cross.



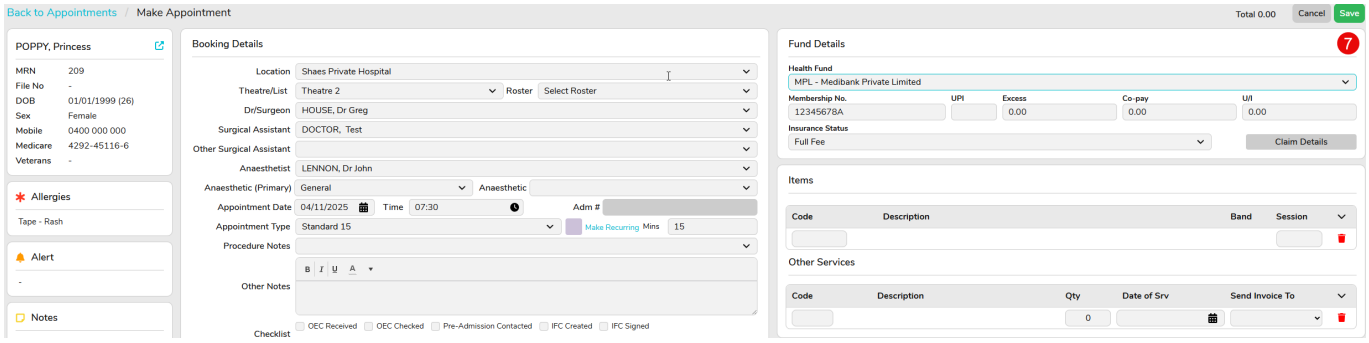
3. Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/or the Health Fund

4. If the information isn't able to be verified, a visual alert will be displayed, in the top right corner, of a [redacted].
5. Hover over this icon to display a reason for the unsuccessful verification.

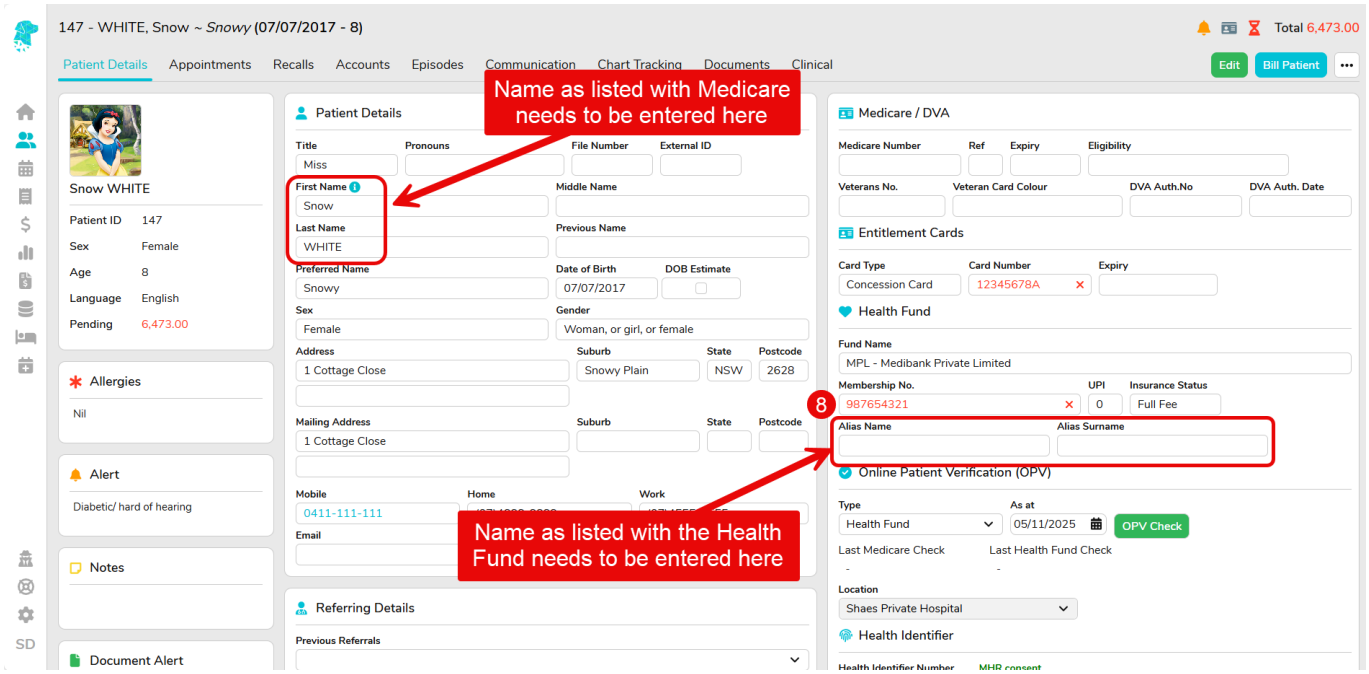


6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the [redacted] icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:
– Updating the patients' first 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 [redacted] a second time to verify the Health Fund details.

7. 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**



8. 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:
    a. 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.
    b. Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias Name** field
    c. Run **Check** again


147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)
Total 6,473.00
Patient Details
Appointments
Recalls
Accounts
Episodes
Communication
Chart Tracking
Documents
Clinical
Edit
Bill Patient
Name as listed with Medicare needs to be entered here
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
Last Name WHITE
Previous Name
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
Name as listed with the Health Fund needs to be entered here
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
8
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
MHR consent