Online Patient Verification - OPV (Hospital)

Performing an Online Patient Verification check with Medicare & with 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 information screen, down the bottom left corner, by clicking **Check**
- 2. Before the OPV is successful the Medicare Number field & the Health Fund Number field will appear the same as all other fields

Title	Master Ge	nder Male			~	Membership	30606285J	2		UPI				
First Name		MI I				Hisorance Status	ruiree	-						
Cast Name						AURS NATTIO			Alias Surname					
Actiress	Contract of Contra					Other Information								
						Allergies	NE							
Suburb	Kearneys Spring	State QLD												
Mailing Address						Family GP	Search for a Family GP							
Siburb		State	Postcode			Alert								
Date of Birth		Age 6	DOB Estin	ate		Indigenous Sts	Neither Aboriginal or Torres St	ait Islandr 😔	ASSI	No				
Front		nome (u/) -	WORK	(07) -		Marital Status	Never married (Single)							
Linur						Country of Birth	Australia							
Medicare/DVA Detail	5					Language	English				~			
Medicare Number	4292-45116-5 2		Ref 3	Exp 08/2022	(III)	Employment Sts	Child not at school	~	Employer		~			
Elçibility	Eligible - Australian Resident				~	Survey	V V P Dental Benefit 0							
Veterans No.		Veteran Card Colour			~	O/S Visitor	⊖ Yes ⊯ No				~			
DVA Auth.No		DVA Auth. Date			11	Interpreter	⊖ Yes ⊕ No							
Entitlement Card	×		Exp		(11)	Deceased			Archived	No	~			
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Type	Medicare and Health Fund	~ A	sat 06	/07/2022	(曲)									
Last Medicare Check	29/01/2020 Last Health Fo	and Check 29/01/2020				Suburb	Kearneys Spring	Stat	QLD	Postcode 4350				
Location	Toowoomba Surgicentre Pty Ltd	~												
0	Check													

- Once the information has been successfully verified it will appear with a green border & tick, to indicate the information matches the records held by Medicare 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, stating **Verification Issue**
- 5. Hover over this icon to display a reason for the unsuccessful verification
- If the reason is as shown, in the below image, the fund wasn't able to be verified as the system was returning the Medicare information. Simply click Check again to check the health fund details

atient Details								Health Fund				unsuccessful.	
Patient #	1000	File Nun	n		External ID			Fund Name	MPL - Medibank Private				
Title	1000	Gende	r Male				~	Membership	30606285J			UPI	
First Name	-		?	M T				Insurance Status	Full Fee				
Last Name	100							Alias Name			Allas Sumame		
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Email								Marital Status	Never married (Single)				
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elerring Details								Preferred Doctor		~	Default Fee Level	Level 0 - DVA in-hospital	
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Referral Date	III Per	DO:		First Cons	1.09		1991	CARGINE ON COURT	A CONTRACT OF A DESCRIPTION OF A DESCRIP	And a second sec			

7. Once both Medicare & Health fund information has been successfully checked the **Green Border & Tick** will be displayed with both numbers

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8. 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**

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- 9. If the patients' name varies from Medicare to the Health fund, utilise the **Alias Name** field under the **Health Fund** section (*as shown in image above*). 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 as the patients real name
 - b. Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias**

Name field

c. Run **Check** again

- 10. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the **Verification Issue** icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:
 - a. Updating the last digit of the Medicare Card. E.g. From 5 to 6
 - b. Updating the Medicare Reference Number. E.g. From 1 to 4
 - c. Updating the patients' first name. E.g. From Sam to SAMUEL