

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

The screenshot displays a patient information form with several sections:

- Personal Information:** Title (Master), Gender (Male), First Name, Last Name, Address, Suburb (Keameys Spring), State (QLD), Postcode (4350).
- Demographics:** Date of Birth, Age (6), DOB Estimate, Home (07) and Work (07) phone numbers.
- Medicare/DVA Details:** Medicare Number (4292-45116-5), Eligibility (Eligible - Australian Resident), Ref (3), Exp (08/2022).
- Referring Details:** Previous Referrals, Referring Doctor, Refers Date, Refers To.
- Online Patient Verification (OPV):** Type (Medicare and Health Fund), Last Medicare Check (29/01/2020), Last Health Fund Check (29/01/2020), Location (Toowoomba Surgicentre Pty Ltd), and a **Check** button.
- Other Information:** Membership (30606285J), Insurance Status (Full Fee), Allergies (Nil), Family GP, Alert, Indigenous Sts, Marital Status (Never married), Country of Birth (Australia), Language (English), Employment Sts (Child not at school), Survey, O/S Visitor, Interpreter, Deceased, Preferred Doctor, Exclusion, Send Invoices To (Not Set), Next of Kin (Emergency Contact, Contributor, Paid Up Person).

3. 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
6. 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

Patient Details
 Patient # [redacted] File Num [redacted] External ID [redacted]
 Title [redacted] Gender Male [redacted] MI T [redacted]
 First Name [redacted] Last Name [redacted] Pref. Name [redacted]
 Address [redacted]
 Suburb Kaarneys Spring State QLC Postcode 4350
 Mailing Address [redacted]
 Suburb [redacted] State [redacted] Postcode [redacted]
 Date of Birth [redacted] Age 6 DOB Estimate [redacted]
 Mobile [redacted] Home (07) - [redacted] Work (07) - [redacted]
 Email [redacted]

Medicare/DVA Details
 Medicare Number 4292-45116-6 [redacted] Ref 3 Exp 08/2022
 Eligibility Eligible - Australian Resident
 Veterans No. [redacted] Veteran Card Colour [redacted]
 DVA Auth. No. [redacted] DVA Auth. Date [redacted] Exp [redacted]
 Entitlement Card [redacted]

Health Fund
 Fund Name MPL - Medbank Private
 Membership 30806285J UPI
 Insurance Status Full Fee
 Alias Name [redacted] Alias surname [redacted]

Other Information
 Allergies Nil
 Family GP Search for a Family GP
 Alert [redacted]
 Indigenous Sts Neither Aboriginal or Torres Strait Islands ASSI No
 Marital Status Never married (Single)
 Country of Birth Australia
 Language English
 Employment Sts Child not at school Employer [redacted]
 Survey [redacted] Dental Benefit 0
 O/S Visitor Yes No
 Interpreter Yes No
 Deceased [redacted] Archived No
 Preferred Doctor [redacted] Default Fee Level Level 0 - DVA In-hospital
 Exclusion [redacted] Exclusion To [redacted]
 Send Invoices To Not Set

Referring Details
 Previous Referrals [redacted]
 Referring Doctor [redacted]
 Referral Date [redacted] Period [redacted] First Consult [redacted]
 Referral To [redacted]

Next of Kin
 Relationship Mother Title Mrs
 First Name [redacted]
 Surname [redacted]

Total 0.00 [redacted] Verification Issue Fund - 9874 Fund patient validation not undertaken as the Medicare validation was unsuccessful

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

Patient Details
 Patient # [redacted] File Num [redacted] External ID [redacted]
 Title [redacted] Gender Male [redacted] MI T [redacted]
 First Name [redacted] Last Name [redacted] Pref. Name [redacted]
 Address [redacted]
 Suburb Kaarneys Spring State QLC Postcode 4350
 Mailing Address [redacted]
 Suburb [redacted] State [redacted] Postcode [redacted]
 Date of Birth [redacted] Age 6 DOB Estimate [redacted]
 Mobile [redacted] Home (07) - [redacted] Work (07) - [redacted]
 Email [redacted]

Medicare/DVA Details
 Medicare Number 4292-45116-6 [redacted] Ref 3 Exp 08/2022
 Eligibility Eligible - Australian Resident
 Veterans No. [redacted] Veteran Card Colour [redacted]
 DVA Auth. No. [redacted] DVA Auth. Date [redacted] Exp [redacted]
 Entitlement Card [redacted]

Health Fund
 Fund Name MPL - Medbank Private
 Membership 30806285J UPI
 Insurance Status Full Fee
 Alias Name [redacted] Alias surname [redacted]

Other Information
 Allergies Nil
 Family GP Search for a Family GP
 Alert [redacted]
 Indigenous Sts Neither Aboriginal or Torres Strait Islands ASSI No
 Marital Status Never married (Single)
 Country of Birth Australia
 Language English
 Employment Sts Child not at school Employer [redacted]
 Survey [redacted] Dental Benefit 0
 O/S Visitor Yes No
 Interpreter Yes No
 Deceased [redacted] Archived No
 Preferred Doctor [redacted] Default Fee Level Level 0 - DVA In-hospital
 Exclusion [redacted] Exclusion To [redacted]
 Send Invoices To Not Set

Referring Details
 Previous Referrals [redacted]
 Referring Doctor [redacted]
 Referral Date [redacted] Period [redacted] First Consult [redacted]
 Referral To [redacted]

Next of Kin
 Relationship Mother Title Mrs
 First Name [redacted]
 Surname [redacted]

Total 0.00 [redacted]

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**

Booking Details
 Location Toowoomba Surgicentre Pty Ltd
 Theatre/Unit Theatre 3
 Dr/Surgeon [redacted]
 Surgical Assistant Select Surgical Assistant
 Other Surgical Assistant Select Other Surgical Assistant
 Anaesthetist [redacted]
 Anaesthetic (Primary) General Anaesthetic None
 Apmt Date 31/01/2020 Time 08:30 AM Adm # 138004
 Appointment Type Theatre 3-Sess1 Mins 30
 Proc Notes Adenoidectomy + Bilateral Grommets
 Other Notes [redacted]

Fund Details
 Health Fund MPL - Medbank Private
 Membership No. 30806285J UPI Excess 0.00 Co-pay 0
 Insurance Status Full Fee Claim Details [redacted]

Items

Code	Description	Band	Action
41801	Adenoids, removal of, including any examination of the postnasal space and nasopharynx and the infiltration of local anaesthetic	2	X
41632	Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2	X
41632	Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2	X

Total 0.00 [redacted] Save Cancel

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:

- Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section as the patients real name
- Enter the patients name, as it 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