

Bp Premier Medicare Online Setup for Single Practice Location

Setting up Online Claiming for single location

Bp Premier has implemented the following components of Medicare Online:

- Online Bulk Bill Claiming (Medicare and Streamlined DVA)
- Online Patient & Veteran Verification
- Patient Claim Store & Forward
- **Australian Immunisations Register** Notification
- Specialist and Allied Health claims.



Important: If you are using another Management package that uses Online Claiming, you will need to finalise and receipt all claims in that package **before** configuring Bp Premier for Online Claiming. Medicare Online Claiming can only operate from one software package at a time.

If you have set up Medicare Online previously at your practice, you may already have completed steps 1 and 2.

IF YOU CHANGED TO BP FROM ANOTHER BILLING PACKAGE

If you recently changed from another billing package, your practice will most likely not have the correct Medicare components installed on your system. Before you continue with the configuration, check the following:

1. Check that you have Best Practice version 1.7.0.500 or higher installed. To check this, from the main menu, click **Help > About** and check that the version or Build No. shows 1.7.0.500 or higher.
2. In File Explorer, browse to the C:\ drive of the Bp Premier server PC and look for the folder c:\Program Data\BPOnline.

If the folder does not exist, the Medicare components have not been installed during the installation of Bp. To apply these components, close down the Bp Premier server and reapply the program upgrade for your version of Bp Premier. When you reach the **Online Claiming** installation screen, tick **Install the Best Practice Software Online Claiming module**.

3. Browse again to the folder c:\Program Data\BPOnline. If the folder still does not exist, contact Best Practice Software support for assistance.

1. OBTAIN YOUR MINOR ID

The Minor ID is an 8 digit number derived from your Best Practice Software Site ID.

1. Identify your Site ID. Select **Help > About** from the main Bp Premier screen. Your Site ID is displayed in the bottom left of the screen.
2. Take your BP Site ID and prefix it with the letters **BPS**.
3. Pad the ID with zeroes so that the total length is 8 characters.

For example:

- If your Best Practice Software Site ID is 849, your Medicare Minor ID number would be BPS00849.
- If your Best Practice Software Site ID is 1234, your Medicare Minor ID number would be BPS01234.



Important: *If your practice has multiple locations, it is not possible to have multiple Medicare Minor IDs within Bp Premier. All claims received by Medicare will use the location selected on the **Setup > Configuration > Online claiming** screen when transmitting. In Bp Premier, however, you can filter Medicare batches by provider and location.*

2. REGISTER WITH MEDICARE

All practitioners wishing to use Medicare Australia Online (MAOL) will need to register and obtain Medicare Site certificates. Contact Medicare eBusiness centre on 1800 700 199 to obtain the application forms. When completing the form, you will need to provide your practice's Minor ID.

- If you are already registered but are using another management package, you can use your current certificates to set up Medicare Online in Bp Premier, but you will still need to notify Medicare to tell them you are now using Bp Premier. You will have to supply your new Minor ID .
- If you are not currently registered, you will need to register and apply for a Medicare Site Certificate. You will have to supply your Minor ID.
- Each time you add a new doctor to the practice, you will have to notify Medicare to add this doctor.

The *Practice Details Form* for online claiming and *Payee Provider Banking Details Form* can be found in the list of Medicare forms at:

<http://www.humanservices.gov.au/health-professionals/forms/>

3. ENABLE ONLINE CLAIMING

1. Log in to the Bp Premier server as a user with administrator permissions.
2. Select **Setup > Configuration** from the main screen. Select the **Online claiming** tab.

3. Complete the fields in this screen, using the table below for guidance.

Field	Description
Activate Online Bulk Bill Claiming	Tick to activate online claiming for bulk billing, if your practice offers bulk billing and wishes to process bulk billing claims through Medicare online claiming.
Activate Online Private Patient Claiming	Tick to activate online claiming for private patients, if you wish to process patient claims through Medicare online claiming.
Activate Tyro Integrated EFTPOS	Tick this option if your practice uses a Tyro terminal and you wish to process online claims through the Tyro terminal. See Configuring Tyro in the Bp Premier Knowledge Base for more information.

Field	Description
Activate EasyClaim Private Patient Claiming	Tick this option if your practice uses a Tyro terminal and you wish to process online claims through the Tyro terminal. See Configuring Tyro in the Bp Premier Knowledge Base for more information.
Always send private patient claims by best available method	Tick if you intend to use the Online Patient Claiming for private billings and wish to default for all private claims to be sent to Medicare.
Location name	You must select the main surgery location. Bp Premier does not support MAOL for multiple locations.
Location code	<p>This code is supplied to you by Best Practice Software. This is an 8 character number, prefixed by BPS and suffixed by your BP site ID number, and padded between with zeroes to make up the 8 characters.</p> <p>If you are unsure of your site ID, select Help > About from the main screen, or email sales@bpsoftware.com.au.</p>
Proxy details	<p>If you are unsure whether your practice's network uses a proxy server, contact your IT system administrator for advice</p> <p>When the Medicare components are installed, the installer automatically creates the environment variables EASY_API_LOG, EASY_PARM1, EASY_PARM2, and HICOL_LIB_PATH. If your site uses a proxy server, you will need to create two additional environment variables within Windows on each Bp workstation that will process Medicare online claims.</p> <p>These variables are:</p> <ul style="list-style-type: none"> ■ EASY_PARM3 — name of the proxy server ■ EASY_PARM4 — port for the proxy server. <p>If your practice's Bp machines use system variables, add the two environment variables on each workstation. If your practice's Bp machines use user variables, add the two environment variables for each Windows user on each workstation.</p> <p>If you are unsure how to add environment variables in Windows, contact your IT support or Best Practice Software Support.</p> <p>Medicare Online will need to communicate through your proxy server to access the Medicare servers. Depending upon your proxy server, you may need to allow traffic to and from the Medicare Australia URL: https://www2.medicareaustralia.gov.au/pext.</p> <p>If your proxy server also requires a 'User name' and 'Password', enter the Proxy ID and Proxy password.</p>
A5 Vouchers	Tick to print Medicare and DVA vouchers as two separate A5 pages. If not selected, the two copies will be printed side by side on a single A4 page.

Field	Description
Print 2 copies of vouchers	Tick if you wish to print two copies of each Medicare assignment form.
Maximum No of vouchers in a batch	Defaults to 80. This is the recommended maximum batch size, but can be reduced. Best Practice Software do not recommend that you increase this value.
Default number of months to display when viewing all batches	Sets the default number of months to display when viewing batches from the Direct Bill Batches screen.
Default payment method for Online Patient Claiming	Defaults to EFT or Cheque when processing online claims.
Path to Certificate Store	<p>The certificate store is created on the Bp Premier server and shared by all workstations where transmission to Medicare is to occur. This path is where Bp will store the certificates after they are imported using the Import Medicare Certificate and Import site certificates buttons.</p> <p>DO NOT copy your Medicare certificates manually into this folder. Certificates must be imported using the buttons. Do not change this folder from C:\ProgramData\BPOne\.</p>

- Click **Change** to display the **Path to Certificate Store** screen. Click **Save**. Bp will prompt that the certificate store does not exist and ask 'Would you like to create one?'
- Click **Yes** to create the store. You will be prompted for a password for the certificate store. This password **MUST** be the same as the password provided to you from Medicare with your certificates. This is called your Personal Identification Code (PIC).

Note: Do not misplace this password. You are responsible for this password; Best Practice Software cannot retrieve this for you.

- Click **Import Medicare certificate** to import the Medicare Australia public key. The **HeSA Certificates** screen will appear, showing the currently installed certificates.
- Click **Change folder**. Navigate to the folder C:\Program Files\Best Practice Software\BPS\MedicareCerts and click **OK**.
- Select a certificate labelled 'Medicare Australia...' and click **Attach**. If the certificate is imported successfully, Bp Premier will display 'The certificate was successfully imported'.
- Repeat step 8 for each certificate labelled with 'Medicare Australia'.
- Click **Close** to close the **HeSA Certificates** screen. Keep the **Configuration** screen open.

4. IMPORT SITE CERTIFICATES

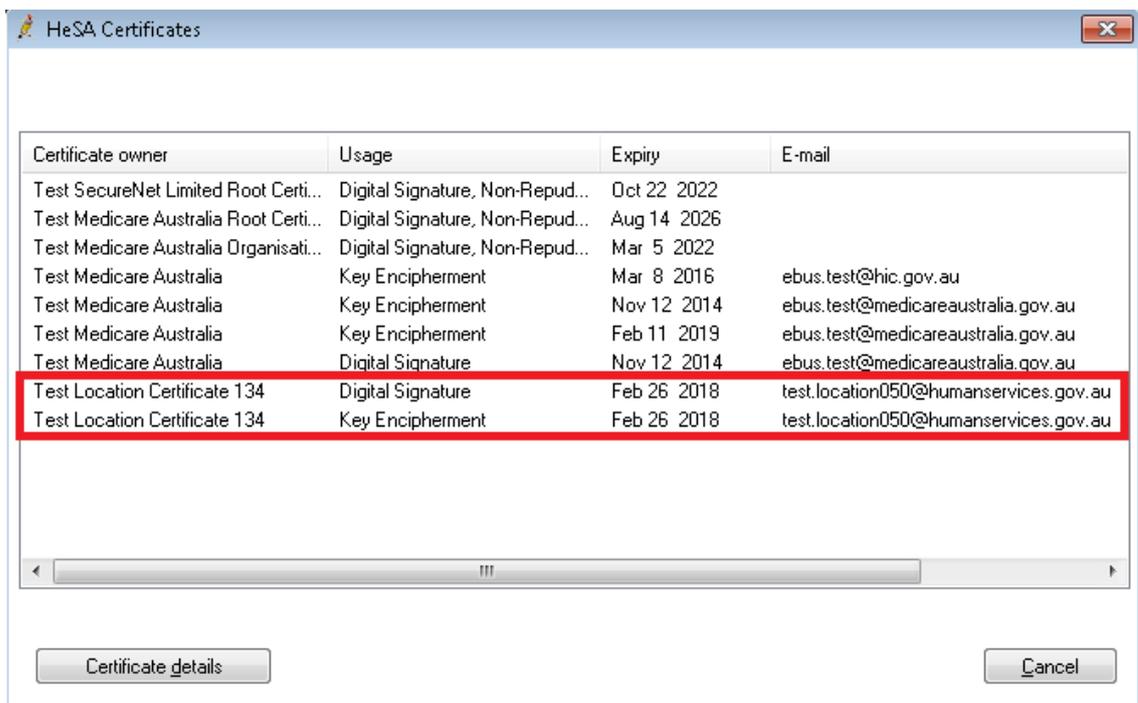
This function imports the HeSA Location certificate, which is the practice's certificate to digitally sign

data sent to Medicare.

1. On the Bp Premier server, insert the CD you received from Medicare that contains your practice's certificates.
2. From the **Online claiming** tab of the **Configuration** screen, click **Import Site certificates**. The **HeSA Certificates** screen will appear.
3. Click **Change folder**, browse to the CD drive. and click **OK**. The screen should display any site certificates found in that location. There should be two certificates called **fac_encrypt.p12** and **fac_sign.p12**. Select one of the files displayed and click **Attach**. Bp Premier will display a message when the certificate has been imported.
4. Repeat for the other certificate displayed.

Note: If a certificate called trust.p12 is present, this certificate cannot be attached and will produce an error message if attempted.

5. Click **check certificate expiry**. The **HeSA Certificates** screen will appear. There should be at least five items listed similar to those on the example below.



Certificate owner	Usage	Expiry	E-mail
Test SecureNet Limited Root Certi...	Digital Signature, Non-Repud...	Oct 22 2022	
Test Medicare Australia Root Certi...	Digital Signature, Non-Repud...	Aug 14 2026	
Test Medicare Australia Organisati...	Digital Signature, Non-Repud...	Mar 5 2022	
Test Medicare Australia	Key Encipherment	Mar 8 2016	ebus.test@hic.gov.au
Test Medicare Australia	Key Encipherment	Nov 12 2014	ebus.test@medicareaustralia.gov.au
Test Medicare Australia	Key Encipherment	Feb 11 2019	ebus.test@medicareaustralia.gov.au
Test Medicare Australia	Digital Signature	Nov 12 2014	ebus.test@medicareaustralia.gov.au
Test Location Certificate 134	Digital Signature	Feb 26 2018	test.location050@humanservices.gov.au
Test Location Certificate 134	Key Encipherment	Feb 26 2018	test.location050@humanservices.gov.au

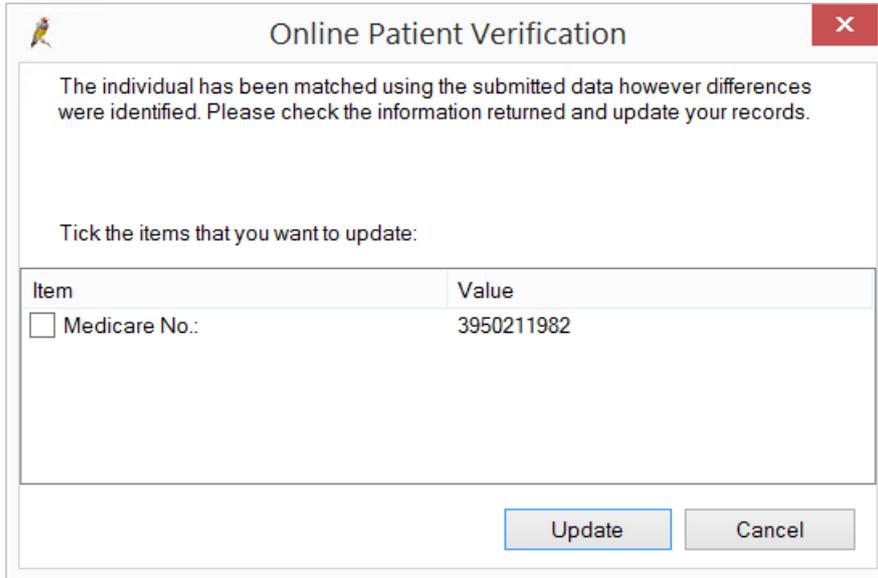
Two should mention 'Medicare Australia' in the **Certificate owner** column (these are Medicare Australia's certificates) and two should mention the clinic name (in the example, 'Location 173').

6. Check that all the **Expiry** dates are future dates.
7. Press **Cancel** to return to the **Configuration** screen.
8. Press **Save** to save these changes.

5. TEST THE LINK TO MEDICARE

Before sending your first batch, Best Practice Software suggest that you test the link to Medicare.

1. From the main screen of Bp Premier, select **View > Patients**. The **Patient list** screen will appear. Enter a surname or part to **Search for**.
2. Select a patient name and click **View details**. The **Edit patient** screen will appear.
3. Click **Medicare / DVA eligibility check** at the bottom of the screen. This will contact Medicare and check whether the **Medicare No.** is valid for this patient. If the communication is working correctly, Bp Premier will display a message similar to the one below.



Online Patient Verification

The individual has been matched using the submitted data however differences were identified. Please check the information returned and update your records.

Tick the items that you want to update:

Item	Value
<input type="checkbox"/> Medicare No.:	3950211982

Update Cancel

4. If the test is successful, you can configure each workstation to access the Medicare certificate store. Exit the **Edit patient** screen.

If the test is not successful, contact Best Practice support via phone or email to diagnose the problem.

6. CONFIGURE ALL WORKSTATIONS

1. Exit from Bp Premier on the server.
2. Browse to the folder C:\ProgramData\BPOnline on the server and share the folder across the network.
3. Give all Windows users who access Bp Premier 'full control' permissions to the folder and its contents.
4. Browse to the file HIC.psi, right-click and select **Properties > Security** tab. Ensure that all users have 'full control' permission to this file.

Note: *Your practice's IT support can help if you are unsure how to share folders and change access permissions.*

5. Go to the first workstation. Ensure that Bp Premier version 1.7.0.500 or higher has been installed and that the folder C:\ProgramData\BPOnline exists on that workstation. If this folder is not found on the workstation, reapply the program upgrade for the version of Bp Premier on this workstation. When you reach the **Online Claiming** installation screen, tick **Install the Best Practice Software Online Claiming module**.
6. Log in to Bp Premier on the workstation.

7. Select **Setup > Configuration** from the main screen. Select the **Online claiming** tab.
8. Tick **Activate Online Bulk Bill Claiming**, **Activate Online Private Patient Claiming**, or both, depending on the online claiming services your practice offers.
9. Set the **Location Name** to your practice's Main Surgery and the **Location code** for your practice is correct.
10. Beside **Path to certificate store**, click **Change** and either type in the UNC path to the certificate store on the server (for example, '\\servername\BPOnline') or browse to this folder and click **Save**.
11. Click **Check certificate expiry**. If sharing has been set up correctly for the certificate store, Bp Premier will display the certificates and their expiry dates.
12. Follow the steps outlined in [5. Test the link to Medicare on page 7](#) to confirm that the workstation can communicate to Medicare.
13. Repeat steps 5—12 on all workstations on the network.

Best Practice Software recommend that you create an online batch with just a few transactions and transmit this as a test. If the text batch is successful, you can create larger batches for transmission.

7. CLEAR AIR REGISTER

Each time an immunisation is recorded for a child, a record is written to the **Australian Immunisations Register (AIR)**. If you have been using Bp Premier for a while but have been transmitting immunisation data via another application, you should clear out the AIR in Bp Premier prior to your first online transmission from Best Practice.

To clear the AIR:

1. Select **Utilities > Australian Immunisation Register** from the main screen. The **Australian Immunisation Register** screen will appear.
2. Select all records. Use Ctrl+Click if you need to.
3. Select **File > Exclude Current Record**.

If you wish to have a hard copy of the records you can select **File > Print** and print the list. Once the printing is complete, you will be prompted 'Do you want to mark these immunisation records as notified to Australian Immunisations Register'. Click **Yes** to mark all records and remove them from the list.