

Practice Managers' Newsletter



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Practice Managers' Networking Group

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Why does Medicare Australia conduct MBS audits?

The aim of an MBS compliance audit is to check that the provider and patient were eligible for Medicare benefits and that the service was provided and met the MBS item requirements. These are all questions of fact and do not impose on either the clinical appropriateness or adequacy of the MBS service.

The audit process will remain largely the same as before with the exception of the requirement to produce evidence.

A provider is identified for audit if:

- The provider is using an item/s with a medium to high risk of non-compliance;
- The provider's claiming statistics appear to be unusual or irregular;
- The provider's claiming statistics are different to their peers.

The provider can also be identified through, as Medicare calls it, a 'tip-off'. Members of the public, practice staff or other providers can approach Medicare to report a particular provider in relation to poor claiming practices or incorrect claiming.

A fact sheet providing information about the Medicare compliance program and the increased MBS Compliance Audit initiative is available at:

www.agpn.com.au/client_images/264560.pdf

If your practice requires assistance with MBS items such as items 721, 723, 700, 900 or others, contact WentWest at (02) 8833 8029 or email support@wentwest.com.au for a confidential informative session at your practice.

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Note from the Editor

Welcome! Now is the perfect time to go fetch that cup of coffee and relax for a few minutes while you read the Autumn edition of the Practice Managers' e-newsletter.

By now, everyone should be back at work after a well-deserved break over the Easter period. Some of you may have been busy preparing for the next accreditation round whilst others have just taken the step to become computerised! Congratulations to all on your practice improvements over the last few months.

In this edition, we've covered the oh-so-controversial Medicare Compliance system as well as the new e-health PIP amongst other articles of interest. There is also a \$4000 incentive for practices that enrol their 'junior reception staff' in a Medical Administration Traineeship.

Stay tuned for the 'Practice Management Learning Series' coming up soon. In the series we will cover topics such as Financial Management and Human Resources Management amongst others. Certificate of attainment and CPD points will be attached to the Series. Places will be limited. We will let you know more as the launch approaches.

Till next time,
The Practice Manager



If you have trouble downloading or opening any document posted on this e-newsletter let us know by calling WentWest on (02) 8833 8029.

Not understanding an item can be costly: Case Study



According to Medicare, the removal of skin lesions is one group of MBS items medical practitioners have had difficulty interpreting.

During 2007, Medicare Australia identified a medical practitioner who had claimed for high volumes of skin lesion removals.

Medicare found that although 346 medical services had been performed, the medical practitioner did not understand or meet the requirements outlined in the MBS for the Item that they had claimed.

The claims were therefore not valid for payment and Medicare took action to educate the medical practitioner on the correct use of skin lesion items and recovered incorrect payments of \$35,205.

To read more on this and other case studies, download Medicare's booklet: [National Compliance Program 2008-09 \[PDF, 2.5Mb\]](#)

F.Y.I.

Find an array of templates such as the Risk Assessment form, contracts, position descriptions, cleaning schedule, abnormal results log samples and many more on the WentWest website. Click on:

www.wentwest.com.au/public/practicesupport.asp



National Prescribing Service Limited

The National Prescribing Service (NPS) provides independent, evidence-based information and services to health professionals on Quality Use of Medicines (QUM).

If your practice participates in the Quality Prescribing Initiative (QPI) of the PIP scheme and you would like a spreadsheet to help you keep track of your GP's QPI activities, contact Rebecca Cause at WentWest on (02) 8833 8026 or email: Rebecca.Cause@wentwest.com.au. To view the NPS brochure click here: [<NPS_PIP_brochure>](#).

To remove your name from our mailing list, please email 'unsubscribe' to the address below.
Questions or comments? Email us at practicemanagers@wentwest.com.au

New e-Health PIP

The new e-Health PIP replaces the IM/IT incentive. Accredited practices are now eligible for a \$6.50 per Standardised Whole Patient Equivalent (SWPE) per quarter incentive as long as they comply each quarter with the following requirements:

Secure messaging capabilities

is required either integrated in the clinical software or via a third party supplier. To see a list of eligible suppliers visit <http://www.nehta.gov.au/pip-vendors>

PKI certificate: each practice must have a location/site PKI and each practitioner (except locums) must have (or have applied for) an individual PKI.

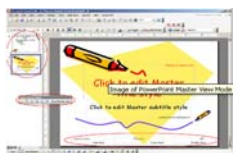
To obtain the forms, contact Medicare eBusiness on 1800 700 199 or visit <http://www.medicareaustralia.gov.au/pkiforms>

Access to key electronic resources:

all practitioners must have access to the current edition of a range of key electronic resources available on the computer desktop in the consulting room either on the hard drive, as a CD-ROM, or as a direct link to a website. <http://agpn.com.au/site/index.cfm?>

For more on the PIP, go to: <http://www.medicareaustralia.gov.au/provider/incentives/pip/index.jsp#N10009>

Three ways to simplify your Powerpoint presentations



Too often the power of Powerpoint is lost because the speaker doesn't use it to

help viewers focus on the message. These three tips will maintain the focus on the topic not the medium. Read about these tips at:

<http://www.microsoft.com/atwork/getworkdone/powertips.mspx>

A \$4000 incentive? Tell me more: AMA Traineeships

The increasing demands placed on practice receptionists today require a skilled workforce that can adapt to changing needs and ensure the efficient operation of a practice.

This practical workplace program is assessed within the workplace, ensuring that new skills are directly applied to the context of the practice.

To find out your practice eligibility and how your junior staff can be enrolled, contact Kimberley Darby from AMA on (02) 9439 8822.

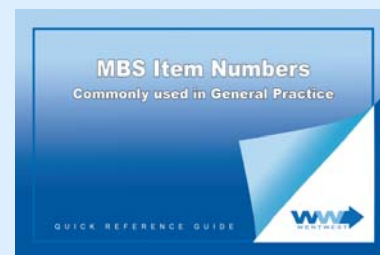
Google Health launches new feature

Google has launched a new feature on Google Health. According to Google, part of its mission is "to organise the world's information and make it universally accessible and useful."

In Google Health, patients can share their health information securely with anyone they choose — their doctors, family members, and caregivers, for instance. Similarly, patients' clinical data and drug information can be updated automatically, if patients wish.

Only about 15 providers in the US are set up to do that kind of updating on Google Health right now. One of the developers likens the system to "social networking for personal health records."

Read more on Google Health at: [Developer's blog](#) and [Google Health information](#).



If you currently have the 'MBS Item Numbers Commonly used in General Practice' flip chart then you need to request your 2009 updated insert! Call WentWest on (02) 8833 8029 or email us at support@wentwest.com.au



Practice Managers:

Discover why play is vital no matter your age!

This video shows that play improves your creativity and, I might say, performance as well. Just don't try the 'rough and tumble' play at work no matter your reasons for it.

Dr Brown says play promotes innovation and shows a clip on what makes meetings boring and what to do about it. Problem solving skills improvement is also an added benefit of play. All these are good reasons to watch this video: <http://www.ted.com/talks/view/id/483>

Mediguide

Mediguide will give you a quick and easy guide to the Medicare claiming system and other health programs administered by Medicare Australia. To download your copy, go to: www.medicareaustralia.gov.au/provider/pubs/mediguide/files/mediguide_2007_complete.pdf



One of the biggest challenges in the professional life of a General Practitioner is to appropriately deal with a patient complaint. The Health Care Complaints Commission was established in 1994 as an independent body to deal with complaints about health service providers in NSW.

The Commission impartially deals with complaints by assessing and resolving complaints when possible. The Commission also investigates and prosecutes serious complaints. You can contact the Commission's Inquiry Service on (02) 9219 7444 or toll free on 1800 043 159 for more information.

To request HCCC material, download the order form from the HCCC website at: <http://www.hccc.nsw.gov.au/html/publications.htm>



The latest WorkCover NSW Workers Compensation Benefits Guide is now available on the WorkCover website. This guide provides an overview of the benefits that an injured worker is entitled to.

Depending on the individual claim and the type, nature and severity of the work related injury; an injured worker may be eligible for weekly, death and permanent impairment benefits. To download the Workers Compensation Benefits Guide: [click here](#)

Medico-Legal Update

Mailing patient x-rays could be a breach of the Privacy Act 1988 according to a recent ruling of the Federal Privacy Commissioner. The case involved a patient request to a practice to transfer their medical information to another practice. The practice sent original x-ray films as requested by general post. Read more at [<Posting X-Rays to Practices>](#)

Online diagnosis: Healthy searching

A patient typed 'hernia' into a search engine. "The symptoms matched it absolutely perfectly", he said. "I went to a local GP in Sydney, described the symptoms and said 'I think I've got a hernia'."

The GP agreed, performed a simple on-the-spot test and confirmed the diagnosis within 60 seconds. Why was such a simple diagnosis missed?

Continue reading at: <http://abcmail.net.au/t/422339/599542/8241/0/>



Increasing health workplace violence is a symptom of increasing violence in Australian communities. General Practices have an obligation to protect themselves, their team and the community as a whole if patients display criminal behaviours that pose a risk to the safety of others.

Security strategies are routinely implemented by mental health services, drug and alcohol services, locum agencies and hospitals.

A booklet outlining a range of practical strategies to appropriately minimise risks of violence can be downloaded here: [A Safe Place: Tips and Tools \[PDF\]](#)

Other News...

How healthy is your business?

If you have employee engagement, customer satisfaction and cash flow right, you can be sure your company is healthy and on the way to winning. [Read More](#)

Doctor hounded by Vioxx drug reps

The Melbourne doctor who prescribed Vioxx to a man suing the manufacturer on the grounds the anti-arthritis drug allegedly triggered a... [Read More](#)

Changes to Medicare Online Services

From April 2009, the way you access your online services will change with the introduction of Medicare Australia's new Health Professional Online Services (HPOS) website. This offers a single entry point for all your online service needs.

To access HPOS, you will need a Public Key Infrastructure (PKI) individual certificate. You will find the HPOS log-on located on the top right of this page. Keep an eye out for continual updates to HPOS.

Two new services are available through HPOS:

- Adding a new Medicare practice location number in real time;
- Receiving bulk bill statements online. [Read More](#)



Need a new way to get the message across?

A graphic form of cigarette lighter is being marketed in India, based on a pair of smoke 'affected' lungs. This was found on a medical themed blog by *6-Minutes News*: [\(link\)](#)

PMx Learning Series

The Practice Management Learning Series (PMLS) is a new way to improve your skills in practice management. In the series you will learn about Financial Management, Managing People, IM/IT and Strategic Business Planning.

CPD points will be allocated on successful completion of the series. To lodge your expression of interest, email:

practicemanagers@wentwest.com

Accreditation: Case Study

The practice does sterilisation offsite and transports cleaned and packaged instruments in a heavy duty plastic bag. Will the practice meet the accreditation requirements?

This practice would not meet the requirements for accreditation. The instruments must be transported to and from the offsite provider in puncture and leak resistant containers with lids.

The container(s) and lid(s) may need to be appropriately labelled to prevent any confusion, for example, unsterile or dirty instruments and sterile instruments.

Practices should ensure they have a documented agreement between them and the offsite sterilisation facility detailing the arrangements and responsibilities of each.

The agreement could include who is responsible for the final cleaning process, packaging, turnaround time, number of containers to be used for transportation, contact person at each organisation and contingencies for process failure.

To request a copy of the 'Accreditation Tips' manual, email us at practicemanagers@wentwest.com or call (02) 8833 8029.

Dates for your diary

Events at WentWest

www.wentwest.com/public/newsevents.asp?item=calendar#calendar

AMA Calendar of Events 2009:

www.nswama.com.au/content/view/400/252/

UNE Partnerships 2009

Workshops:

www.practicemanagement.edu.au

AAPM events:

<http://www.aapm.org.au/>