



DVA Provider Enquiries

phone metropolitan 1300 550 457 regional 1800 550 457 | fax 08 8290 0422 | email providerpartnering@dva.gov.au | web www.dva.gov.au

Welcome to the fourth issue of the *Practice Managers' Circular*.

Since the circular was first produced by DVA in May 2008, feedback on previous issues has been positive, and I hope you also find the information in this edition useful.

First up, you will notice an article on **DVA's new website** which has recently been improved. Next, there is valuable information on **Streamlined Paperless Medical and Allied Health Online Claiming** which will no doubt benefit many practices, plus an article that may assist with **Manual DVA Medical & Allied Health Claiming**. You can also read about the latest in the series of **The Veterans' Medicines Advice and Therapeutics Education Service (Veterans' MATES) modules**. Finally, I hope you can visit a DVA exhibit at one of the many **upcoming conferences**.

If there is a topic you would like covered in future issues of the *Practice Managers' Circular*, or if you would like to provide feedback, you are welcome to email DVA at: providerpartnering@dva.gov.au.

Effie Cauchi Acting National Manager
Primary Health, September 2009

DVA website

You may have noticed that DVA has a new website.

The site has been professionally developed following extensive consultation and testing which began in 2008.

You will notice that there is a separate section specifically for service providers (including doctors, dentists and allied health professionals), accessible from the main menu which remains fixed throughout the site. From here, service providers can readily access all the information needed for dealing with the department, e.g. on claims for payments, fee schedules, departmental guidelines on how to do business with us, as well as information about departmental programs. Links to relevant Factsheets are also easy to find.

DVA welcomes feedback on the website. If you have any suggestions, please contact us on the email address below.

Where do I go for more information?

Web:

www.dva.gov.au/service_providers/doctors/Pages/index.aspx

www.dva.gov.au/service_providers/dental_allied/Pages/index.aspx

Email: providerfeedback@dva.gov.au

Streamlined Paperless Medical and Allied Health Online Claiming for DVA

DVA offers Medical and Allied Health providers a fast and efficient online claiming solution. Streamlined Paperless Medical and Allied Health Online Claiming for DVA (DVA Online Claiming) is a completely paperless claiming system which will increase speed and accuracy and will decrease payment waiting times when claiming for DVA entitled persons.

Paper copies of veterans' treatment vouchers are not required if you are able to reproduce original claims from your claim management programs. It is now unnecessary to store all those paper forms in your office. You will still need, however, to retain appropriate* records for audit purposes.

The following Allied Health Service professionals can claim for services through DVA Online claiming:

- Chiropractors
- Clinical Counsellors/ Psychologists
- Community Nursing
- Dentists
- Diabetes Educators
- Dieticians
- Exercise Physiologists
- Occupational Therapists
- Optical dispensers
- Optometrists (includes Hardware)
- Orthoptists
- Osteopaths
- Physiotherapists
- Podiatrists
- Social Workers
- Speech Pathologists

One of the many benefits you will enjoy with DVA Online Claiming is faster payment. (Currently, providers are being paid within 72 hours for a correctly submitted claim, compared with up to 28 days for manual claiming.) This will greatly improve your practice's cash flow and assist with streamlining your practice's management processes.

DVA Online Claiming software incorporates electronic remittance advice statements detailing payment of claims. These are available for you to request via your claims management systems after the claims have been processed. Automated account reconciliation may now be possible, depending on your claims management system. This has the potential to create administration efficiencies which in turn will reduce practice administration and management costs.

If your organisation would like to commence DVA Streamlined Paperless Medical or Allied Health Online Claiming, you should first contact your software vendor. If you do not have a software vendor, contact the Medicare Australia eBusiness Service Centre on 1800 700 199 for further advice.

*Appropriate records are one or more of the following:

- Electronic records of the treatment provided
- Referrals (where applicable)
- X-rays
- Diary notes and/or
- Appointment books

Where do I go for more information?

Email: onlineclaiming@dva.gov.au

Tel: (03) 6221 6725



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Manual DVA Medical & Allied Health Claiming

When lodging a manual DVA Medical & Allied Health claim, it is important that you correctly address the claim by providing all necessary information.

To ensure timely payment, please send your claim to the appropriate address below:

Allied Health Claims

Veterans' Affairs Processing
Medicare Australia
GPO Box 964 ADELAIDE SA 5001

Medical Claims

For LMOs, GPs and specialists in SA, NT, WA, NSW, ACT
Veterans' Affairs Processing
Medicare Australia
PO Box 9869 PERTH WA 6848

For LMOs, GPs and specialists in VIC, TAS, QLD

Veterans' Affairs Processing
Medicare Australia
PO Box 9869 MELBOURNE VIC 3001

For all telephone billing enquiries – other than those related to convalescent care – contact Veterans' Affairs Processing on 1300 550 017.

Requests for prior approval can be faxed to the Medical & Allied Health team on 08 8290 0422 (refer to your respective DVA schedule of fees for further information regarding prior approval).

For a current schedule of fees, refer to the Service Providers page on the DVA website and choose a fee schedule option from the left-hand menu.

Where do I go for more information?

Web: www.dva.gov.au/service_providers/claims/Pages/Claimforpayments.aspx

What's coming up?

DVA will be coordinating trade exhibitions featuring a range of useful resources and information for delegates at the following events:

GP09 – CONFERENCE FOR GENERAL PRACTICE 2009 (ROYAL AUSTRALIAN COLLEGE OF GENERAL PRACTITIONERS)

When: 1–4 October
Where: Burswood Entertainment Complex, Perth

AUSTRALIAN ASSOCIATION OF PRACTICE MANAGERS NATIONAL CONFERENCE

When: 20–23 October
Where: Melbourne Convention & Exhibition Centre

ALLIED HEALTH PROFESSIONS AUSTRALIA 8TH NATIONAL ALLIED HEALTH CONFERENCE

When: 25–27 October
Where: Hotel Realm, Canberra

ANNUAL CONFERENCE OF THE AUSTRALIAN COLLEGE OF RURAL & REMOTE MEDICINE & THE RURAL DOCTORS ASSOCIATION OF AUSTRALIA

When: 29 October–1 November
Where: Bell City Event Centre, Preston, Melbourne

2009 AUSTRALIAN GENERAL PRACTICE NETWORK FORUM

When: 4–7 November
Where: Sydney Convention & Exhibition Centre

OT AUSTRALIA QUEENSLAND STATE CONFERENCE

When: 21–22 November
Where: Brisbane Convention & Exhibition Centre, Southbank

AUSTRALIAN ASSOCIATION OF GERONTOLOGY 42ND NATIONAL CONFERENCE

When: 25–27 November
Where: National Convention Centre, Canberra

Where do I go for more information?

Email: providerpartnering@dva.gov.au

Have you seen the latest Veterans' Medicines Advice and Therapeutics Education Service (Veterans' MATES) modules?

Module 18: Insomnia Management – Provides information on strategies to optimise insomnia management.

Module 19: Heart Failure Reviewed – promotes a structured approach to the review of heart failure.

Therapeutic briefs for these and all other Veterans' MATES

modules are available for downloading from the DVA website.

Where do I go for more information?

Web: www.veteransmates.net.au/VeteransMATES/VeteransMA TESServlet?page=site&m=10020

Useful contacts

■ DVA

Postal address:

GPO Box 9998 in your capital city

Provider enquiry numbers:

1300 550 457 (metro)
1300 550 457 (regional)

Web: www.dva.gov.au/Pages/home.aspx

Fact sheets: factsheets.dva.gov.au/factsheets/

Practice Managers' Circular (PMC):
www.dva.gov.au/service_providers/Pages/index.aspx

Feedback about PMC:
providerpartnering@dva.gov.au

■ Medicare Australia

Web: www.medicareaustralia.gov.au

Provider account enquiries

(all providers): 1300 550 017

Online claiming account enquiries:

1800 700 199

Disclaimer: This circular provides general information only. For specific enquiries, contact DVA on a Provider Enquiries number.