

Online Patient Verification

Last Modified on 17/10/2023 4:20 pm ACDT

Online Patient Verification

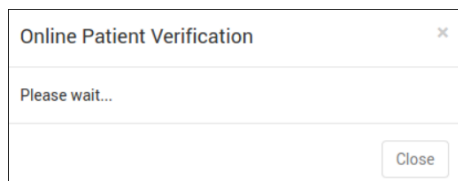
The OPV button allows you to verify that the Medicare, DVA and/or health fund details entered for the patient are valid. It will only verify against data entered against the patient record.

This verification utilises the Medicare Online system to verifying that the Medicare details, Department of Veterans Affairs or Health fund details are accurate.

Verifying these patient details is essential when invoicing and claiming through CareRight.

To Verify Patient details

1. [Search](#) for a patient.
2. Click **Show**.
3. Under the Patient Banner will be a series of buttons, select **OPV**.
 - a. The process will commence, this sends the verification details to Medicare.
4. It will confirm with a return message.
 - a. The verification may take a few minutes to complete. If you feel that the process is taking too long, then you can cancel the verification by clicking the "X" icon to close the processing window.



Patient Summary: Semi-automated Online Patient Verifications

CareRight is capable to trigger OPV requests automatically following changes to


- Medicare Numbers & IRNs
- DVA numbers
- Where a medicare number was verified more than 12 months ago

User can view the Medicare Last Verified details under the **Government Benefit** section of patient summary screen. Once user performed an OPV this details will change accordingly.

Government Benefit

Medicare Number	
Medicare IRN	2
Medicare Suffix	
Medicare Expiry	
Entitled to concession	No
Medicare Card Cancelled	No
Medicare Last Verified	17/10/2023 at 04:09 PM (+1030)
Pension Number	
Pension Expiry	
Pension Status	
Benefit Type	
Benefit Number	
Benefit Expiry	
DVA File Number	
DVA Card Type	
Ndis Identifier	

If there are details for a patient available and an OPV is possible, but has not yet been performed, the OPV control will appear as an *info/action needed* control.




Mr Milton Hunter

My Health Record Archived

Health and disability | Mailhog | Pricing


Facility: ADL MRN: 000080 CRN: 000054 Referrer: Dr June Brett (022220203) Home: 1 test st, ABERMAIN NSW 2326 Fund: Health Insurance Fund of W.A., 12345 1
Male , aged 59 years , born on May 21, 1964 , last admitted to Adelaide . Mobile Phone: 123456789

Edit OPV- Print Label- Print Merge Form- Print HC21- New Appointment Manage-

Search patient record... 

Where an OPV is possible but it could not be automatically verified by the system, the OPV button will appear as a *warning control*. Users should perform a manual OPV and review the details.

Edit **OPV** Print Label- Print Merge Form- Print HC21- New Appointment Manage-

Search patient record... 

[Dashboard](#) / [Patients](#) / Ernie HUNTER

Updated patient record with updates from Medicare

This is the patient summary view. Would you like to see a different view when you select a patient?

[I want to see a different view](#) [Don't show this message again](#)

Medicare Checks OPV at two levels.

1st Level checks:

- Medicare Card Number
- Medicare Ref Number
- First Name

If any of the above details are wrong, then 2nd level checks are done:

- DOB
- Surname

1. If all 3 correct in first check: PASS
2. If 1 wrong and both 2nd level correct: PASS
3. If 2 wrong at first level: FAIL
4. If 1 wrong at 1st level then 1 wrong at second level: FAIL

NB: OPV checks that pass after level 1 may still be rejected at claim level which checks all 5 items
