

# Service Locations - overview

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This article is part of the systems administration guide. You will require administration access to view the pages mentioned in this article.

## Overview

**Tip:** If you are configuring service locations and using Medicare, either set up a [PRODA](#) account or [find a form](#) to update your details with Services Australia.

A Service Location represents the different locations which a Provider provides/performs services at.

- A Location may have one or more Service Locations.
- Service Locations may be external to the business/organisation running CareRight; for example: local public or private hospitals the doctor uses.
- Service Locations are mostly defined based on Medicare registration details for claiming/ billing purposes.
- Service locations are designated as an InPatient or a Day Procedure Centre; Have at least one enabled non-hospital provider record associated with it; Have a hospital provider number matching the admissions location's hospital provider number; Serviced by the indicated Service Provider (if applicable).

### Notice

Some health funds can have different billing and claiming rates across multiple states, therefore it is essential for accuracy that multiple rate schedules can be uploaded for those applicable states or regions. Which determine state based health fund pricing requirements and also statutory reporting requirements:

## Add a new service location

### Create a new service location

1. Click **Administration** at the top right corner.
2. Select **Locations** from the menu.
3. Select **Service locations** sub-menu.
  - a. The Service Locations screen will display.
4. Select the **New** button.
5. Complete fields using the table below for reference.
6. Click **Create Service Location**
  - a. The service location will be created.

Field	Description
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Details	
Name	Full Name of the location
Description	Characteristics of the location
Region	This is a drop down list - it will only display active regions (see <a href="#">Regions</a> )
Location	This is a drop down list - this is the location already created
Default Treatments	
Inactive Service Location (status) (Check Box)	Checking this flag means that the service location will no longer appear
Billing	
Medicare Location ID	This is the minor ID you have registered with Medicare
Hosp. Prov No	<p>This number is used when performing the following electronic transmissions</p> <ul style="list-style-type: none"> <li>• Eclipse In Hospital Claims (IHC)</li> <li>• Eclipse Inpatient Medical Claims (IMC)</li> <li>• Eclipse Online Eligibility Checks (OEC)</li> </ul> <p>This field is also used in the follow ways</p> <p>Included on the DVA D1216s form as the name of the hospital or nursing home where the service was delivered.</p> <p>Appended to Medicare service text of line items on claims where the service location is hospital, but not for IMC claims. This would likely only apply for DVA bulk bill claims for inpatient services.</p>
LSPN	This is the location Specific Practice Number
Specimen Collection ID	The information used to identify the specimen must be unique to the patient so that results are not associated with the wrong patient
Billing Provider Number	The medical providers number for the specified service location
BPAY Biller Code	
Hearing Services Site ID	This is specific HSP
All services are taxable supplies (Check Box)	
Address	
Address	
Suburb	Select from the drop down list
State	Select from the drop down list
Postcode	
Phone	
Email	
Default Service Providers	

Pathology	Select from the drop down list - as per your site configuration. This allows to automatically default to your preferred Pathology service (selected here).
Radiology	Select from the drop down list - as per your site configuration. This allows to automatically default to your preferred Radiology service (selected here).

## Edit Service Location Options

In order to configure your service location interface, please follow the steps

1. Click **Administration**.
2. In the Main Menu, click **Locations**.
3. Click **Service Locations**.
4. Click **Edit**.
5. In the **Display Format** field, select either **Name**, **Description** (default) or **Name and Description**.
6. Click **Change**.
7. In the **Show Inpatient Outpatient Status** field, select either **True** (default) or **False**.
8. Click **Close**.

Service Location Options	
Field	Description
Display format	Select from the drop down list.
Show Inpatient Outpatient Status	Select from the drop down list.

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## New enhancement features

### Medicare Facility ID (v.6.67.1 Enhancement)

When sending electronic communications to Medicare or Healthfunds, CareRight includes a facility identification number to identify the physical address where the service was performed. In the case of an OEC, this number identifies where the service is intended to be performed.

In order to help differentiate between potentially different usages, we have introduced a field called **Medicare Facility ID**. By default this field is blank. When performing an electronic communication, CareRight will first retrieve the Medicare Facility ID (if defined); if not defined, then the **Hosp Prov. No** will be used.

#### Placeholder / Reminder Text

- When viewing the Service Location form in read-only format: If the Medicare Facility ID is not defined, then the text "Using Hosp Prov. No." will be displayed.
- When viewing the Service Location form in edit mode, the Medicare Facility ID field will display the placeholder text, "Only set if different to Hospital Prov No".

Billing	
Medicare Location ID	
Hosp. Prov No	9988770W
Medicare Facility ID	0444470J
LSPN	
Specimen collection ID	
Billing Provider Number	
Hearing Service Site ID	
All Services are taxable Supplies	No

### Default Service Providers (v6.64 Enhancement)

When a default pathology and/or radiology service provider is defined for a service location, then the Service Provider field is automatically pre-populated when a patient submits a pathology or radiology request — this is triggered when the user selects a Service Location.

After a Service Provider has been selected, it will not be changed when the user changes Service Location.

### Default Service Providers

**Pathology**

**Radiology**

**Update Service location** **Cancel**

### Request

**Medical Provider**

**Service Location**

**Service Provider**

## Service Location Options

The Service Location Options panel is used to specify how service locations appear in the Service Location field across multiple areas of CareRight. Options are:

- **Name:** Only the service location name appears in black text;
- **Description (default setting):** Only the service location's description appears in black text; or,
- **Name and Description:** Name appears in a muted text and description appears in black text.

IP	East St Kilda	East St Kilda
OP	East St Kilda Co...	East St Kilda Consulting
IP	Westmead	Westmead
OP	Weastmead Co...	Weastmead Consulting
IP	Head Office	Head Office
OP	Burswood - Roo...	Burswood Day Clinic

In addition, the Service Location Options panel conveys whether or not the Inpatient/Outpatient Status is true (default) or false.

## Where are these Global Settings Used?

- Quick Account → Service Location
- New Invoice → Service Location
- Edit Medical Provider → Default Service Location
- Match Results → Match Service Location
- Edit Events
- Path/Radiology Requests
- Estimates