

IHC Registration Process – Onboarding for Claiming Online with New Health Fund

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IHC Registration Process – for Claiming Online with New HealthFund (Eclipse – Thelma)

The 6 steps summary guides you from registration to going Live with CareRight.

1. Client registers with Medicare
2. Client contacts Thelma
3. Contact Health funds to let them know you plan to submit electronically (one or two health funds per week is recommended - not 10 at once)
4. Clintel will send a configuration document to you
5. Clintel will organise Training for CareRight and IHC Claiming
6. You go Live and start Submitting

Please Note:

Steps 1 and 2 are only applicable for first time registration with Medicare and Thelma.

For any consecutive Health funds, you start from steps 3 to 6.

✓	Step	To do
	1- Register with Medicare *If already registered with Medicare, simply add the new transaction to this by filling out the form OnLineClaimingIHCSiteReg.pdf	<ul style="list-style-type: none">• Complete all required forms to receive Medicare site eCertification and Medicare registration (will take 3-4 weeks)• Contact Medicare eBusiness (1800 700 199)
		<ul style="list-style-type: none">• eHealthwise will allocate a Location ID which will be in the format of "ICSXXXXX"• Use this value in OnlineClaimingIHCSiteReg.pdf• Other details required for THELMA setup from client;

	<p>2- Register with Thelma</p>	<ul style="list-style-type: none"> ◦ Hospital provider number ◦ Address ◦ Phone number
	<p>3- Onboarding Health Funds</p>	<ul style="list-style-type: none"> • Client registers with all funds for online IHC Submission (Please cc info@clintel.com.au into any email requests to health funds as we'll need to know which funds) • Registration can take 5 working days for the larger health funds • Larger health funds will have an onboarding process that lasts about a week, where they check the claims coming through. • Some smaller health funds may not have onboarding process but still need to be contacted and informed that you wish to submit online claims to them • You let us know when each health fund has responded/confirmed. We will require the details listed under 'Specific information we require from you from your Healthfunds • We activate online IHC for the health funds requested • Clintel contacts eHealthwise to let them know the client is about to start submitting claims for the health fund - email the client name and fund details Thelma.helpdesk@ehealthwise.com.au <p>Go live – start submitting</p>

		<ul style="list-style-type: none"> • eHealthwise will check the first few claims that come through • If the fund has an onboarding process, they may require extra processes to be followed, such as emailing through a copy of the claim as well as sending it online, but this will be down to the individual health fund's preferences. This could be for a set number of claims or a set period of time e.g. 1 week.
	<p>4- Specific Information we require from you from your Healthfunds</p>	<ul style="list-style-type: none"> • Psychiatric Hospitals <ul style="list-style-type: none"> ◦ Program codes ◦ Contracted services ◦ Contract rates ◦ Service codes • Other Hospital Types <ul style="list-style-type: none"> ◦ Prothesis charges ◦ Miscellaneous charges ◦ Casemix <p><i>*At times, health fund processing/claiming cannot proceed unless a medical certificate can be quantified. There are some treatments the Health funds wont pay for unless a Medical provider has signed off that the treatment is required. For full details - see Medical Certificate from the CarerRight Manual</i></p>
	<p>5 - Clintel will organise Training for CareRight and IHC Claiming</p>	

6 - You go live and start submitting	
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