

## Appendix D4

### MANAGING HEALTH CARE HOMES IN COMMUNICARE

#### IDENTIFYING THE HCH PATIENT IN COMMUNICARE

##### Pop up alert - Patient Biographics module: Administration Tab

Change Person Details

Personal | Social | Administration

Administration notes  
Do not record sensitive information in this section

Popup alert notes  
Any text recorded here will be displayed as a pop-up in Appointments, Service Recording and the Clinical Record

27/7/2017 - HCH1

Add the date of registration and the HCH tier (e.g. HC1, HCH2, HCH3) to Popup alert notes in individual client files.

This will then appear as a Popup whenever the client is booked for an appointment, arrives for an appointment or clinical record opened.

Patient Alert

BEETLES, THERESA SUSAN 61yrs Female

Message:  
27/7/2017 - HCH1

Delete Keep with changes Keep without changes Help

## ITEM SETTINGS

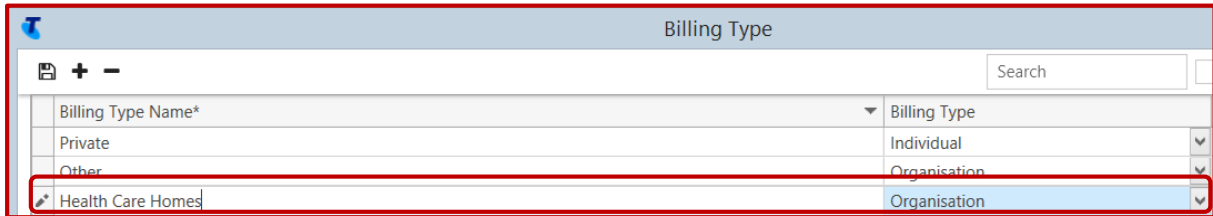
The following steps require the “Private Billing” module to be active in your system. If not already active contact Communicare to turn this module on.

### Step One: Setup Billing Type: File > Reference Tables > Private Billing > Billing Type



Add a new billing type.

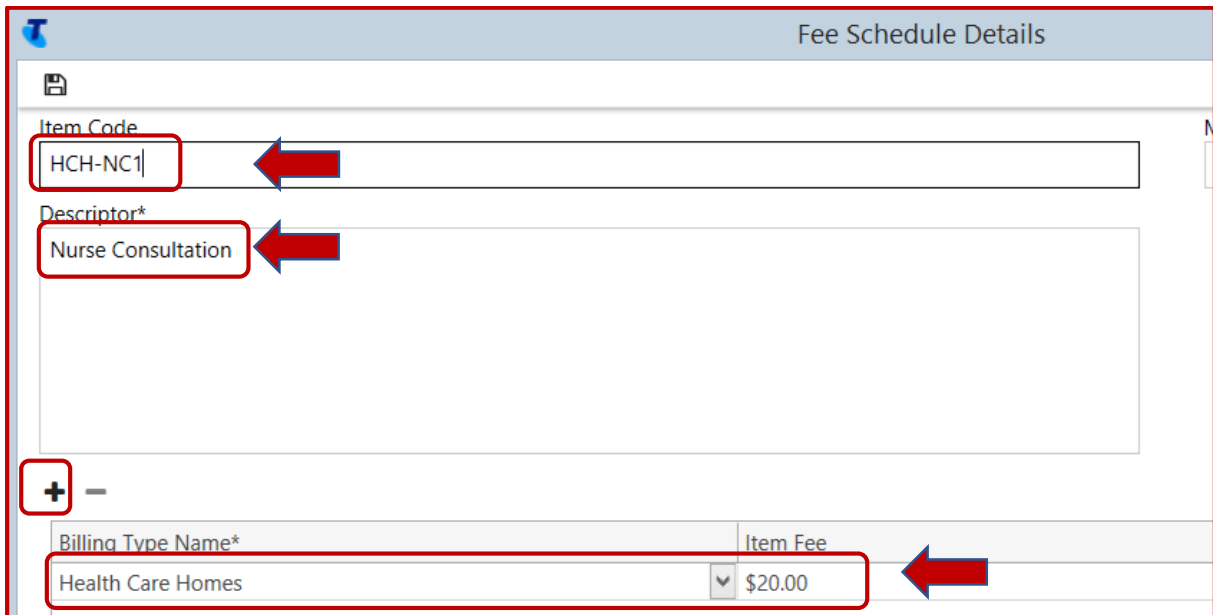
Name this Health Care Homes and set as an Organisation. Save this new billing type.



### Step Two: Setup Items for Activity Types: File > Reference Tables > Private Billing > Fee Schedule



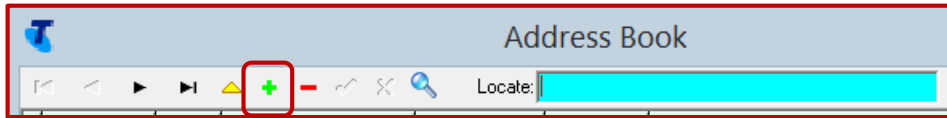
Add each individual activity type to the schedule. Begin each item code with “HCH-” to make it easy to find when claiming.



When adding the Billing Type Name select “**Health Care Homes**” for each item added.

Save each activity type as they are created.

**Step 3: Create an Address Book Entry for Health Care Homes: File > Address Book Maintenance**



Fill in relevant details and make sure that the "Billing" option is ticked at the bottom.

A screenshot of the 'Address Book Entry' form. The form is filled with redacted information. At the bottom, there is a row of checkboxes for different service types: Admissions Place, Referrals Place, Transport Place, Pathology Place, Radiology Place, Billing, and Supplier. The 'Billing' checkbox is checked and highlighted with a red box. A red arrow points down to this checkbox. Below the checkboxes is a row of buttons: Match to HSD, Save, Cancel, and Help. The 'Save' button is also highlighted with a red box.

Save the new address book entry.

## BILLING PROCESS

When billing: Make sure that the Claim Type of "Private" is selected on the detail tab of the patient service record.

Service Record

Change service details for BEETLES, THERESA SUSAN 61yrs

Detail Medicare Requirements

Claim Type  Medicare  Private

**Step 1:** Change "Bill To:" to Health Care Homes

**Step 2:** Click on "Add Payer" and select the Health Care Homes address book entry (you will only need to do this once for each client – for subsequent claims click on the drop down box next to Payer and Health Care Homes will be an option).

**Step 3:** In the "Find Item" box type HCH and all Health Care Homes item numbers you have created will be selectable.

**Step 4:** Change Payment Method to EFTPOS and click on "Pay in Full"

Service Record

Change service details for BEETLES, THERESA SUSAN 61yrs

Detail Private Requirements

Bill To: Health Care Homes Reference:

Payer: Health Care Homes

Contact Details: Health Care Homes, PO BOX 1111, Sydney, NSW, 2000

Find Item: hch

Selected	Item Code	Amount	Description	MBS No
<input checked="" type="checkbox"/>	HCH-NC1	20.00	Nurse Consultation	

Service Text:  Not normal aftercare Item

Number of Patients Seen:  Not Duplicate Service

Override Type:  Not multiple procedure

Specialist Services  Use last referrer

Referring Provider No:  Provider Name:

Referral Issue Date:  Referring Period Type: Standard 3 months (default)

Override Type: Not required (default)

Total Amount (incl. GST): 20 Total MBS Amount: 0

Payment Method: EFTPOS Cap Amount: 0.00

Amount Paid: 20 Pay In Full Service Provider: Christine Ellison

Balance Amount: 0

When all information has been entered save the billing form.

A tax invoice will be generated which can be printed if required.

<b>TAX INVOICE / RECEIPT</b>		<b>Millennium Health Service</b>		
		Suite 141, 580 Hay Street PERTH WA 6000 Ph: (08) 6212 6900 Fax: (08) 6212 6980		
<b>Invoice To:</b> Health Care Homes PO BOX 1111 SYDNEY NSW 2000		Issue Date:	28/06/2017	
		Invoice Number:	2	
		Service Provider:	Christine Ellison	
		Provider Number:	2121731A	
		Service Location:	Millennium Health Service	
<b>Patient:</b> BEETLES, THERESA SUSAN (12/05/1956) 900 Vera Street, Como, WA, 6152				
Item Code	MBS Item No	Item Description	Fee	GST
HCH-NC1		Nurse Consultation	\$20.00	\$0.00
			Total Amount Incl. GST:	\$20.00
			Total GST Included:	\$0.00
			Payment Amount:	\$20.00
			Total Amount Paid:	\$20.00
			Balance Due:	\$0.00
<b>Invoice Transactions</b>				
Transaction Type	Transaction Date	Payer/Receiver	Amount	Payment/Refund Method
Payment	28/06/2017	Health Care Homes	\$20.00	EFTPOS

## REPORTS - FINANCIAL

### File > Private Billing Administration

Bill To	Invoice No	Invoice Date	Patient Name	Provider Name	Payer	Invoice Amount	Balance Due	Invoice Status
Health Care Homes	2	28/06/2017	BEETLES, THERE...	Christine Ellison	Health Care Ho...	\$20.00	\$0.00	Paid
Health Care Homes			BEETLES, THERE...	Christine Ellison	Health Care Ho...	\$20.00	\$20.00	No Invoice
Health Care Homes	1	26/06/2017	A'KAY, THERES...	Christine Ellison	Eastern Branch...	\$20.00	\$0.00	Paid

Transaction Type	Date	Payer/Receiver	Amount	Payment/Refund Method	Comments
Payment	28/06/2017	Health Care Homes	\$20.00	EFTPOS	

This module allows you to view and manage all private billing invoices including for Health Care Homes.

### Reports > Private Billing > Claims Between Two Dates

This report allows you to view all claims and payments made through private billing between 2 dates.

**Communicare**

**Private Billing**  
for services between 28/06/2017 and 28/06/2017 claimed for <All Providers>

BILL TO	INV NO	DATE	FULL NAME	PAT ID	PROVIDER	PAYER	ITEMS	CLAIMED	PAID	WRITE	BALANCE
Health	2	28/06/20	BEETLES, THERESA	3757	Christine Ellison	Health Care Homes	HGH-NC1	20.00	20.00	0.00	0.00
								<b>20.00</b>	<b>20.00</b>	<b>0.00</b>	<b>0.00</b>

**End of Report**

The report can also be exported to Excel to group and filter results as needed for reporting purposes. It is also likely that future versions of Communicare will contain expanded filtering options to run reports by Billing Types and Item Codes.

## IDENTIFYING THE HCH PATIENT IN COMMUNICARE- Option

If a report is required to easily extract and list all HCH patients there are two possible options. The first option is the easiest to use but may already be used for another purpose at some health services. Option 2 can be used regardless of current setup.

In future versions of Communicare an extra field may be added in patient biographics to identify Health Care Homes clients.

### Option 1: Special Lookup

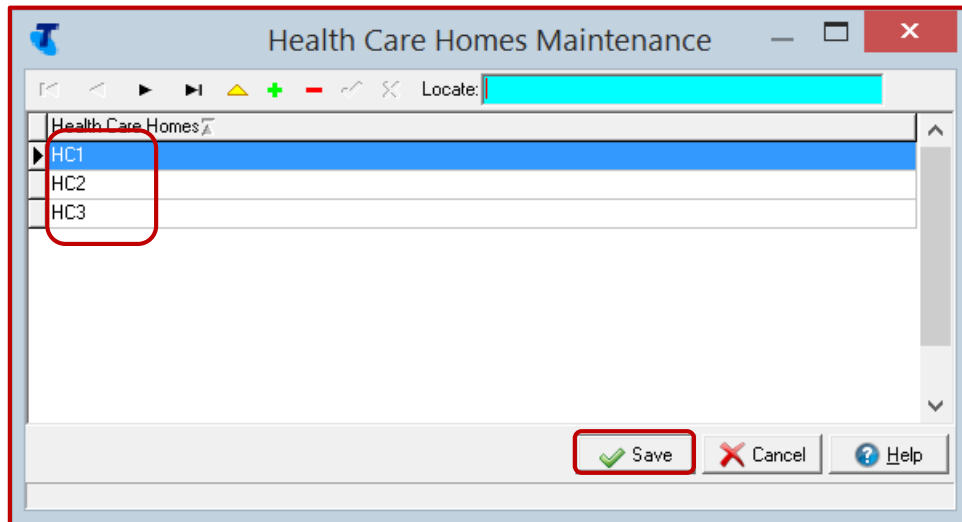
Step 1: Go to File > System Parameters > Patient Tab

In the Special Lookup 1 box type in Health Care Homes. You will need the code from the Communicare helpdesk to save this change.

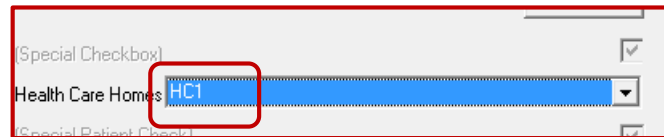
The screenshot shows the 'Communicare System Parameters' dialog box with the 'Patient' tab selected. The 'Special Lookup 1' field is highlighted with a red box and contains the text 'Health Care Homes'. The 'Save' button at the bottom right is also highlighted with a red box. Other visible fields include 'Address Type' (Standard Address selected), 'Optional Fields' (Skin, Telephone numbers, Preferred language, Language spoken at home, Country of birth, Birthplace, Marital status, Occupation), 'User-defined Terms' (Nyaparu term: Nyaparu, MRN term: MRN), and 'Special Check' (Caption, Message).

Step 2: Go to File>Reference Tables>Health Care Homes

Add in the different tier levels



Step 3: Individual clients registered can then be marked in Biographics > Administration tab along with the relevant tier level



Use the report Patients > List by Special Lookup to see all patients registered under each tier.

Communicare		Millennium Health Service	
<b>Special Lookup Patients</b>			
<Any except fictitious or deceased> living in <All Locality Groups> with <All patients> a...			
<b>PAT ID FULL NAME AGE TITLE TODAY</b>			
<b>HC1</b>			
11208 A'KAY, THERESA MAY 34yrs			
3757 BEETLES, THERESA SUSAN 61yrs			
<b>Total: 2</b>			
<b>HC2</b>			
5786 ADLER, THERESA ROSE 53yrs			
<b>Total: 1</b>			
<b>HC3</b>			
882 BELLWOOD, THERESA PENNY 30yrs			
178 BENATON, THERESA NELLY 34yrs			
<b>Total: 2</b>			



## Option 2: Patient Groups

Step 1: Go to File > Reference Tables > Patient Groups

In the Inclusive Care Program category, add the 3 different Health Care Homes tiers.

Group Type Name	Definition	Has Provi...	Continuous	Unique
Care Worker	An assigned care worker group allows patients to be linked to a group which is linked to a single care provider. A patient c...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inclusive Care Program	An inclusive health care program groups together patients who are enrolled in a common care scheme. A patient can belo...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unique Care Program	An unique health care program groups together patients who are enrolled in a common care scheme. A patient can belong...	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Group Name	Definition	Enabled
HC3	Health Care Homes Tier 3	<input checked="" type="checkbox"/>
HC2	Health Care Homes Tier 2	<input checked="" type="checkbox"/>
HC1	Health Care Homes Tier 1	<input checked="" type="checkbox"/>
Weight Watchers	Group for patients needing to lose weight for medical reasons. Provides peer support and counselling.	<input checked="" type="checkbox"/>
Young Mothers Group	Education and support for young mothers.	<input checked="" type="checkbox"/>

Step 2: Individual clients registered can be marked in Biographics > Administration tab along with the relevant tier level

Current group memberships

- Aboriginal Family Futures Program
- HC1**
- HC2
- HC3
- Weight Watchers
- Young Mothers Group

Use the report Patients > Group Members to list all clients registered under a given Tier. A disadvantage of this option is that you need to run the report 3 times to get a complete list of clients by Tier.

**Communicare** **Millennium Health Service**

### Patients Group Members

*<Any except fictitious or deceased> in the HC1 group between 28/06/2017 and 28/06/2017 for Locality Group HC1*

PAT ID	PATIENT NAME	DOB	JOIN DATE	EXIT DATE	ADDRESS	LOCALITY
882	BELLWOOD, THERESA PENNY	30yrs	31/07/198	28/06/2017	606 Catherine Street	Manning WA 6152

**End of Report**

### Disclaimer

The information contained within this document is intended to provide a general reference to Health Care Homes setup and management using Communicare. It is not intended to advise about clinical care priorities or replace clinical judgement. Claiming eligibility and specific requirements will vary for each service and are subject to change at any time. Providers should inform themselves before relying on the accuracy of information contained, and these guidelines should only be used in conjunction with the latest information available from Health Care Homes and guidelines found in the Communicare Help System and version updates.