

The eClaimLink Taskforce

Date of Meeting	Start Time	Finish Time	Meeting Location
Tuesday 30th October 2018	09:00 am	11:00am	DHIC Society of Engineers Hall 1 - Ground Floor

1. Collection of Patient Share Information for DRG Payment Parameter Calculations

Proposal:

- Providers to submit patient share / co-payment amount at claims submission
- Payers to validate patient share / co-payment amount at adjudication
- To be mandated from 1 April 2019

For discussion

2. Schema Developments for 2019

1. **Comments at Claim Level** - Enhancements to be added to the eClaimLink claim submission schema to allow Payers to input comments detailing all denial reasons
2. **Unification of Payer response to eEligibility and eAuth** – Possible development discussed to amalgamate policy details into the comments field in eEligibility

Update:

1. **Comments at Claim Level** – technical specifications will be released in November 2019 and effective date announced – 3 months minimum development time
2. **Unification of Payer response to eEligibility and eAuth** – development no longer required as most of the key policy items have been included as part of the member register update.

3. 2019 Timeline for launches

Development	Launch
eClaimLink Online Forum	Q1 2019
Resubmission Cap	Q3 2019
Addition of Comments section to Claim level	Q1 2019
Abolition of Batch Claim Submission	Q1 2019
eRx Refills	TBC
Payer Access to eClaimLink	TBC – Potentially Q3 2019
Recovery Process	TBC - Potentially 2018
Abolition of Claim Forms	TBC - Potentially 2018

4. Abolition of Paper Claims for Direct Billing

- The combination of eClaims and strengthening of DHIC regulations has led to the decision to abolish claim forms

Update:

- The DHIC team have been conducting one on one meetings with the market to gather individual feedback and have identified the following concerns:
 1. Physical patient presence – a reliable and effective solution is required
 2. Consent – this will be mandated as a condition to providers not completing claim forms
 - General consensus is consent taken once during the policy is sufficient
- Audit purposes were also discussed but were not a primary concern that was raised by the insurance companies and TPA's that we met with
- Any additional market feedback required and objections need to be raised before 31st October 2018.

5. Claim Recovery Process in eClaimLink

- Claim recovery through eClaimLink will be mandated by DHIC

Update:

1. Recovery is to be initiated through the eClaimLink system.
2. We had previously discussed possibly adding a tag to remittance to allow for monitoring however the same can be achieved by standardizing the process amongst payers and using recover denial codes:
 - Payer audited claim
 - DHIC audited claim
3. Technical details for claim recovery and the claim cycle will be shared with the market in a General Circular following Policy Directive launch.