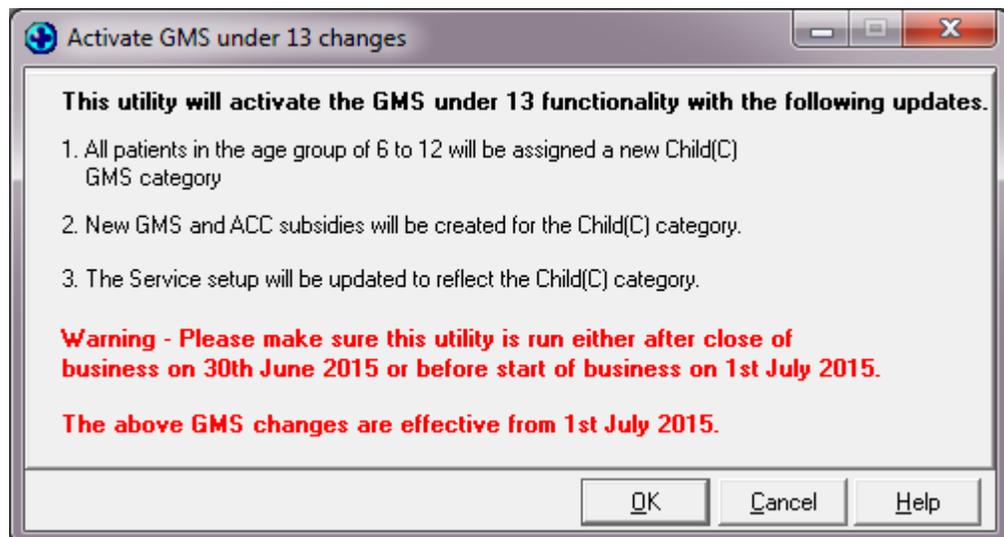# FAQ'S

# Medtech32 Version 21.0 (June 2015) Release

1. **What is 'Zero fees for Under 13 years'?**

   From 1st July 2015 children from the ages of six to twelve will be included in the current no co-payment scheme for day and night general practice services and prescriptions.

2. **What do I have to do to make sure the 1ˢᵗ July funding changes are incorporated into our Medtech32?**

   - Upgrade to Medtech32 version 21.0 <u>on or before 30ᵗʰ June 2015</u>
   - Finalise all existing GMS and ACC claims <u>after close of business</u> on 30ᵗʰ June
   - After finalizing all claims, THEN run the GMS Utility (before start of business 1ˢᵗ July)

     Go to **Utilities ► Miscellaneous ► GMS under 13 changes** and run the utility:

   

   **NOTE:** Please contact your PHO for any additional information/questions regarding the 'Zero Fees for Under 13 Years' scheme.

3. **Does this upgrade require an Interbase Backup and Restore?**

   Yes – this upgrade will require an Interbase backup and restore and we recommend that you engage with your IT Support company to carry out the upgrade for you.

**4. Does this upgrade include the new Rural GP RP07 subsidy?**

Yes it does

**5. Do I have to modify the subsidy as per the applied changes?**

No, the following subsidies will automatically update:

- The subsidy setup will be updated to reflect the new category 'C' for GMS subsidies.
- C1, C3 and CZ subsidy categories are added in the subsidy setup with the same subsidy amount as J1, J3 and JZ respectively.
- The ACC subsidy items will also have the new C1, C3 and CZ category items created – E.g. CACC.
- The Subsidy Service dropdown in the service setup will populate the C1, C3 and CZ categories for both GMS and ACC funder services.
- If Subsidy Service is selected as A1....YZ then C1, C3 and CZ categories will be included in that.

**6. Where will the changes be reflected?**

In the following modules:

- Subsidy
- Patient Register GMS category
- GMS Category assignment in prescriptions
- Internal GMS and Claw Back Reports
- External Data Extracts
- GMS Utility
- Reports tab in Location Settings

**7. Where can I get the GMS Adjustment Excel tool from?**

On the support page of Medtech website.

Click here to view or go to: http://www.medtechglobal.com/nz/support-nz/

**8. Can I set up my new service fees before 1st July and then apply them?**

The new subsidies will not be active before 1st July so you would in effect be raising your charges to patients. However, you can prepare the GMS Adjustment Excel Tool in

advance so that all you have to do once you have completed the upgrade processes is copy the new subsidy adjustments into the services on the GMS tab.

**9. What happens if we don't upgrade in time?**

As long as you have finalised claims created prior to July 1st your existing claims will not be affected. If you do not upgrade, any claims you generate will be at the wrong subsidy rate and you would need to correct them manually.

**10. Why am I seeing a Location column in the Appointment Book?**

The Ministry of Health has introduced a new requirement for practices claiming GMS subsidies for Casual patients. Such claims must now transmit the date, time and location type of the consult. Most of these consults will be entered in the appointment book and will automatically populate the claim. If a patient is seen outside the practice, the invoice will ask you to insert the location type and the date seen. The location types are set by the Ministry and cannot be changed by the practice.

As part of the Ministry of Health requirement, Medtech have enhanced the below modules to include: Location Type and Service.  Please note these fields are already available as part of Version 20.12.  Within Version 21.0 we have now included these in the claim files (GMS and IMMS).

The following modules in Medtech32 will now capture the additional details.
- Appointments/ Queue
- Consultation
- Patient Contacts
- Invoice

**11. Why am I getting a pop-up about Non-Resident while Invoicing?**

Practices typically invoice Non-residents for lab tests when they return to the Practice. On occasions the patient may not return to the Practice resulting in the Practice having to incur the cost for the Lab Tests.

To avoid this scenario, a reminder warning pop-up will appear when generating an invoice for a Non-resident. At this time it may be prudent to invoice the patient for all services rather than rely on them returning to the Practice.

The modules – **'New Invoice', 'Quick Bill'** and **'New Work Place Accident Invoice'** now include a pop-up warning as soon as the invoice is initiated for a Non-resident.

12. **Can the new Statement Run Tax Invoice option be made to include the GST number?**

Yes. You can add the GST number to the individual provider's logo OR if you are using the practice GST number for all, to the practice logo.

13. **When are the A&M subsidies going to be available?**

These will be included in the upgrade AND in the standalone update for ACC subsidies which will also be on the website.

14. **If I don't want to upgrade can I still get the ACC subsidy updates?**

Yes. Medtech is supplying a standalone ACC subsidy update at the same time as the V21 upgrade. But please be sure that you are not missing out on any subsidies by not upgrading.