

Frequently Asked Questions

Ministry of Health Funding Switchover to NES

Medtech32 Version 22.18 Build 6070

Frequently Asked Questions – Download and Upgrade Information

Q: What version of Medtech32 is required for upgrade to Version 22.18 Build 6070?

A: The minimum version required to run the Medtech32 Version 22.18 Build 6070 release is Medtech32 Version 22.16 Build 5963.

Q: Our practice is on a version of Medtech32 that is older than Version 22.16 Build 5963. Do we have to run all the historical updates before we can upgrade to Version 22.18 Build 6070?

A: If your current Medtech32 installation is between Version 22.10 and Version 22.15 (Help > About Medtech32), we will be providing a Medtech32 installation that can upgrade directly from Version 22.10 to Version 22.18 Build 6070. Please contact Medtech Support should this installation be required by your practice.

Q: Should we complete a backup of our Medtech32 installation prior to upgrade?

A: Yes. It is a mandatory requirement that you ensure a complete file level back of the MT32 directory, including all databases located in the MT32\Data folder has been completed before you run the Version 22.18 Build 6070 updates.

Q: Is an Interbase Backup and Restore process required to be completed before upgrade to Version 22.18 Build 6070.

A: Yes. It is a mandatory requirement that you complete an Interbase Backup and Restore process before you run the Version 22.18 Build 6070 update.

Q: Why is it a requirement that all practice machines have .Net 4.5 Framework installed?

A: We have upgraded our .Net Framework from 2.0/3.5 to the latest .Net 4.5 to provide more capabilities, features and support to Medtech32. If you are running Windows 7 SP1 (and above) on your client machines and Windows Server 2008 SP2 (and above) on your server please confirm your .Net Framework version, and if required download and update to .Net 4.5 from <https://www.microsoft.com/en-us/download/details.aspx?id=42642> before installing the Medtech32 Version 22.18 Build 6070 upgrade.

Please refer to the Medtech32 System Requirement Specification for the currently supported Client and Server Operating Systems.

<https://www.medtechglobal.com/nz/support-nz/hardware-specifications-nz/>

Q: Our practice has client machines that are running an operating system lower than Windows 7 SP1, what do we have to do?

A: The client machines in your practice must be running an operating system the meets the requirements detailed in the Medtech32 System Requirement Specification:

<https://www.medtechglobal.com/nz/support-nz/hardware-specifications-nz/>. Client Operating Systems lower than Windows 7 SP1 are no longer supported by Microsoft or Medtech.

Q: Our practice has a server that are running an operating system lower than Windows Server 2008 SP2, what do we have to do?

A: The server machine in your practice must be running an operating system the meets the requirements detailed in the Medtech32 System Requirement Specification:

<https://www.medtechglobal.com/nz/support-nz/hardware-specifications-nz/>. Server

Operating Systems lower than Windows Server 2008 SP2 are no longer supported by Microsoft or Medtech.

Q: I am being prompted with a Microsoft Visual C++ Redistributable installation screen. Do I need to install this?

A: During the upgrade to Version 22.18 Build 6070 you will be prompted with a Microsoft Visual C++ Redistributable installation package. The Microsoft Visual C++ Redistributable is required for the compatibility of some dll's with the .Net 4.5 Framework. If you are prompted to install the Microsoft Visual C++ Redistributable please do this as part of your upgrade.

Q: I am being prompted with a Microsoft Visual C++ Redistributable installation screen, but it says Modify Setup on it and there is no Install option.

A: If you are prompted with a Modify Setup screen, you will already have the Microsoft Visual C++ Redistributable installed, and can select the 'Close' option to continue with the upgrade.

Q: The installation Instructions mention that the first time login to Medtech32 after upgrade must be run as a System Administrator (Right click on Medtech32 icon > Run as Administrator). Why does this need to be done?

A: This process is required to ensure that the updated 'claismedtech.dll' can be registered on the user's machine. If the registration of the claismedtech.dll is not completed successfully, the user will be unable to use services such as NES, ManageMyHealth and GP2GP.

Q: I expected the License Expiry update to be released along with the Version 22.18 Build 6070 update, but I don't see it on the website.

A: The new application licensing framework has been built into the Medtech32 application to automatically update the Medtech32 license before the License Expiry date for all Medtech32 practices. A separate download to update your Medtech32 license is no longer required.

Q: I have run the Version 22.18 Build 6070 update, but our practice is still receiving License Expiry messages prompting us when we log in.

A: Please ensure that you check your Medtech32 license (Help > Register) on or before the 31st March 2019 to ensure that the Expiry Date has been updated accordingly. If your license has not been updated, an error in updating the license has occurred or you continue to get License Expiry messages AFTER upgrade to Version 22.18 Build 6070 please contact Medtech Support for assistance

Q: Is the Version 22.18 Build 6070 upgrade a mandatory release and is it required to be installed before a specific time?

A: Yes. The Version 22.18 Build 6070 upgrade is a mandatory release and is required to be installed prior to 1st April 2018 for the Ministry of Health switchover to NES for Funding Go Live, as well as the Medtech32 License Expiry.

Q: We are a Specialist or Allied Health practice, and we do not enrol or have funded patients. Do we need to upgrade to Medtech32 Version 22.18 Build 6070.

A: Yes. All practices including Allied Health and Specialist sites must upgrade to this release to have their Medtech32 license updated prior to its expiry on 31st March 2018.

Q: Our practice is on the Medtech Cloud. Do we need to apply the Version 22.18 Build 6070 update?

A: No. If your practice is on the Medtech Cloud, Medtech will complete your Interbase Backup and Restore and Medtech32 upgrade for your practice. You will be informed via a scheduled upgrade notification before this takes place.

Frequently Asked Questions – Funding Switchover to NES

Q: Why are these changes being made to the way Enrolment and Funding works within the Medtech32 application?

A: Post the effective date of 1st April 2019, Patient Enrolment status on the National Enrolment System (NES) will be used as the basis for funding entitlement, and funding entitlement for a patient will be performed on a monthly basis instead of the current quarterly basis. The Version 22.18 Build 6070 release includes changes to enable this capability.

Q: Why are all of the Enrolment fields in the Patient Register showing as disabled?

A: Once a patient's enrolment has been synchronised with NES (has an Enrolment ID populated), all Enrolment fields, including the Enrolment Status, Date Confirmed/Declined and Method of Enrolment fields will be disabled.

Q: If all the Enrolment fields in the Patient Register are disabled, how can we make changes to the patient Enrolment information?

A: Any further changes to a patient Enrolment once it has been synchronised with the NES can be processed via the new enrolment maintenance buttons for Re-Enrol, End Enrolment and Full Enrolment.

Q: There used to be an 'Update Enrolment' button in the warning prompt that alerted me to Enrolment Details being updated for a patient which had not been synchronised with the NES. Now I only see Enrol Patient and View Enrolment buttons.

A: The Update Enrolment button has been removed on the 'Enrolment details have been updated' warning message as part of the Version 22.18 Build 6070 update. The enrolment for a Patient can now be updated via the new enrolment maintenance buttons for Re-Enrol, End Enrolment and Full Enrolment.

Q: The Re-Enrol button in the Patient Register is disabled and I cannot use it to Re-Enrol my patient.

A: The Re-Enrol button only becomes active when a patient has an enrolment status of Confirmed Enrolment (C) or Newborn Preliminary Enrolment (B) and the Enrolment has been synchronised with the NES (Enrolment ID is populated).

Q: When I Re-Enrol a patient, what information in their Patient Register changes?

A: Once the re-enrol request has been successfully submitted to NES the Enrolment information will be updated along with Re-enrolment Date and Method of Enrolment selected. The Funding End Date (which used to be set to the end of the quarter for patients accepted for funding) will now be set to the end of the month following the Enrolment Expiry Date.

Q: The End Enrolment button in the Patient Register is disabled and I cannot use it to End my patient's Enrolment.

A: The End Enrolment button only becomes active when a patient has an enrolment status of Confirmed Enrolment (C) or Newborn Preliminary Enrolment (B) and the Enrolment has been synchronised with the NES (Enrolment ID is populated).

Q: When I open the End Patient's Enrolment screen, it is automatically showing a Registration Status. I didn't select the Registration Status that is displaying the field.

A: The Registration Status value selected in the End Patient's Enrolment screen will default to the pre-configured registration value associated with the selected 'Enrolment End Reason' located in the NES Setup window.

Q: When I end a patient's Enrolment, what information in their Patient Register changes?

A: Once the End Enrolment request has been successfully submitted to NES the relevant Enrolment information will be updated along with the Enrolment End Reason and Registration Status selected and based on the end-enrolment action. The Funding End Date (which used to be set to the end of the quarter for patients accepted for funding) will now be set to the end of the current month.

Q: The new Full Enrolment button in the Patient Register is disabled and I cannot use it to complete my patient's Enrolment.

A: The Full Enrolment button only becomes active when a patient has an enrolment status of Newborn Preliminary Enrolment (B) and the Enrolment has been synchronised with the NES (Enrolment ID is populated).

Q: When I complete a Full Enrolment for a patient, what information in their Patient Register changes?

A: Once the Full Enrolment request has been successfully submitted to NES the Enrolment information will be updated along with the Date Confirmed and Method of Enrolment selected. The Funding End Date (which used to be set to the end of the quarter for patients accepted for funding) will now be set to the end of the month following the Enrolment Expiry Date.

Q: What is the Sync button for?

A: The Sync button will perform a retrieval of all current active enrolment information from the NES and subsequently set the Funding details for the patient based on the retrieved enrolment details.

Q: When would I use the Sync button for my patient? I thought all the information was sync'd during the switchover process?

A: If the patient enrolment has been synchronised during the switchover process, the Sync button will not need to be used. The Sync button should only be used when either the enrolment or funding record appears incorrect, or the enrolment has not yet been synchronised as part of the switchover process.

Q: The Sync button in the Patient Register is disabled and I cannot use it to check my patient's Enrolment.

A: The Sync button will become active when a patient has an enrolment status of Confirmed Enrolment (C) or Newborn Preliminary Enrolment (B), and a Method of Enrolment and Date Confirmed has been entered.

Q: There used to be an 'Update Active Enrolment' button in the NES compare screen but I can no longer find it.

A: The Update Active Enrolment button in the NES compare screen has been removed as these maintenance tasks can now be handled from the Enrolment Funding tab of the Patient Register.

Q: There used to be an 'Update Enrolment' button in the View Enrolment screen but I can no longer find it.

A: The Update Enrolment button in the View Enrolment screen has been removed as these maintenance tasks can now be handled from the Enrolment Funding tab of the Patient Register.

Q: The Funding Details for a patient are displayed in Red Text with a messaging saying that the 'CBF Switchover has not been processed for this patient'. What does this mean?

A: Prior to the CBF switchover being applied to a patient's record, their funding details will be displayed in a red font with a warning message displayed indicating that the switchover has not been processed. You can use the Sync button to manually apply the CBF switchover for this patient.

Q: Why can't I change the Patient Funding Details like I used to be able to do before upgrade to Version 22.18 Build 6070.

A: As the NES will be used as the basis for setting the funding entitlements all funding fields will be disabled and the 'Disable Patient Register Funding Dates' option from the Location Settings screen has been removed in this update.

Q: How will the funding status for my patient's be determined during the switchover process?

A: If a patient's funding switchover is processed BEFORE the 1st April 2019 please refer to the following Knowledge Base article: <https://insight.medtechglobal.com/knowledge-base/article/KBA-02343>

If a patient's funding switchover is processed AFTER the 1st April 2019 please refer to the following Knowledge Base article: <https://insight.medtechglobal.com/knowledge-base/article/KBA-02344>

Q: Why is my Enrolled patient who is Not Funded being charged at the Funded rate?

A: An enrolled patient, who is not funded, will now be charged at the Funded rate when being invoiced for a consultation, but you will still be able to claim for GMS ('Cap' will be unticked from the new invoice window) while the patient is in an Enrolled, Not Funded state.

Q: What will happen when I Back Date and Invoice for an enrolled patient after the Switchover process?

A: In the event an Invoice is back dated for an enrolled patient, the service fee will be calculated based off of the historical information entered with reference to the Enrolment Start Date and Funding Start and End Dates. Please refer to the Release Notes for some of the possible back dating scenarios that may apply.

Q: I keep getting a message prompt appearing when invoicing an enrolled patient. Why does this keep coming up?

A: In the event that the CBF Switchover process has not been completed for a patient, at the time of saving an invoice for a patient that has an enrolment status of Confirmed Enrolment (C) or Newborn Preliminary Enrolment (B) that does not have an Enrolment ID the message prompt will be displayed advising that the patient has not yet been enrolled on the NES.

Q: How can I stop the invoice message prompt appearing when invoicing?

A: Check the Enrolment Funding tab in the Patient Register for the patient, and if the switchover has not been completed, use the Sync button to manually Sync the patient Enrolment / Funding information with the NES.

Q: How do I schedule the CBF Switchover process to run for my practice?

A: The CBF Switchover process will be scheduled and initiated at time of upgrade. The CBF Switchover process will run in the background for practices and will perform the following operations for all Active Patients with an NHI Number and an Enrolment Status recorded in the Patient Register. You do not have to manually schedule or process the CBF Switchover to run for your practice.

Q: When does the CBF Switchover process run?

A: The CBF Switchover process will run in the background for practices between the hours of 5.00pm and 7.00am daily until the switchover has been completed for all Active Patients with an NHI Number and an Enrolment Status recorded in the Patient Register. It may take a number of days for the CBF Switchover to complete for your practice.

Q: How is the CBF Switchover process completed?

A: The CBF Switchover process is completed using the 'Medtech Services'. You MUST ensure that the Medtech Services are restarted and are running post upgrade. The Medtech Service must remain running uninterrupted for as long as possible to ensure that the switchover can be processed.

Q: How can I see the status of the CBF Switchover process for my practice?

A: A CBF Switchover tab has been added to the NES Setup window allowing you to track the progress of the automated CBF switchover process.

Q: How will I know when the CBF Switchover has been completed for my practice?

A: Once the CBF switchover process has completed, a staff task will be generated for each staff member listed under the Staff Task To field from the NES Setup screen. This Staff Task will inform the recipients that the switchover has completed and will advise if there are any exceptions that need to be reviewed.

Q: The CBF Switchover has been completed for my practice and it said there were Exceptions. How do I see what the Exceptions are?

A: A summary of any exceptions can be viewed within the CBF Switchover tab of the NES Setup screen. The View Log button will be active once the CBF Switchover has been completed. Clicking on the View Log button will open the Logs module, automatically filtered for the Application 'NES Funding Switchover'. Once you have identified that there are Exceptions with the CBF Switchover process, either via the Staff Task Notification or the CBF Switchover Log, you will be able to see details of the Expectations within the Notification Inbox (Module > Inbox > Notification Inbox).

Q: Do I have to look at the exceptions raised from the CBF Switchover process?

A: During the switchover any patients that have a different enrolment status within the PMS to that which is recorded within NES will be logged as an exception.

It is important that these notifications are reviewed and acted on as the funding for these patients will be based off of the NES enrolment not the Medtech32 enrolment details so may not be assigning the correct funding details.

Q: Why does a message prompt appear when I change a provider's Location or CPN (HPI No.) in the Staff Setup telling me the enrolments associated with the provider will be updated?

A: To ensure changes to the Provider CPN and Location associated with a patient's enrolment are synchronised with NES an automated process will run in the background when the information is updated in the Staff Setup. The message prompt is to confirm that you are aware the changes made will initiate updates to all patient enrolments associated to the provider.

Q: Why does a message prompt appear when I change a location's HPI Organisation ID or HPI Facility ID in the Location Setup telling me the enrolments associated with the location will be updated?

A: To ensure changes to the location are synchronised with NES an automated process will run in the background when the information is updated in the Location Setup. The message prompt is to confirm that you are aware the changes made will initiate updates to all patient enrolments associated to the location. Initiating these change should be discussed with the Ministry of Health and your PHO.

Q: What is the new Bulk Provider Update utility for?

A: The new Bulk Provider Update utility will assist a practice in changing all patients associated with a given default provider to a new default provider in bulk.

Q: What will happen if we run the Bulk Provider Update utility?

A: When the Bulk Provider Update Utility is run it will update the patient provider details in the Patient Register and at the same time it will also synchronise the CPN and Facility number changes for patients that have an active enrolment.

Q: Will the Bulk Provider Update utility change the default provider on a patients recalls and tasks also?

A: Patient Recalls and Tasks will not be transferred as part of this transfer so if there is a need for these to be transferred, please contact Medtech support to assist with this task.

Q: I went to run the PHO Import utility which I do each quarter and it is no longer available?

A: After the 1st April 2019 a Patient Enrolment status on the National Enrolment System (NES) will be used as the basis for funding entitlement, and funding entitlement for a patient will be performed on a monthly basis instead of the current quarterly basis automatically through NES. The PHO Import utility is no longer required and has been removed as part of the Version 22.18 Build 6070 release.

Q: The NES Gap Catch Up utility is no longer available. Has it been removed?

A: Yes. The NES Gap Catch Up utility is no longer required so it has been removed as part of the Version 22.18 Build 6070 release.

Q: Are there any Knowledge Base articles available for the Version 22.18 Build 6070 release?

A: Yes. A series of Knowledge Base articles have been made available in the Insight Customer Portal which can be accessed at the following location: <https://insight.medtechglobal.com/knowledge-base/> . Use the keyword 'cbf' to search for all articles that are related to the Funding Switchover to NES.

Q: Are there any Webinars available for the Version 22.18 Build 6070 release?

A: Yes. Webinars are available to walk through with a demonstration for your understanding of the new functionality related to the Funding switchover. The Webinars are available at the following locations:

Medtech Website: <https://www.medtechglobal.com/nz/support-nz/archived-webinars-nz/>

Insight Customer Portal: <https://insight.medtechglobal.com/downloads/medtech32-resources/>

While we appreciate that you may have questions regarding the functionality changes in Medtech32 after upgrading, we advise you to search our Insight Customer Portal Knowledge Base, Webinars, FAQ's, or refer to our Release Documentation to avoid delays while reaching our helpdesk.

Should you have questions relating to the funding status of patients, or how the new funding process and changes will impact your practice financially, we request that in the first instance you discuss these with your PHO.

We thank you for your patience and understanding.

If you require more information or assistance, please contact Medtech Support via:

- **Insight:** Register for the Insight Customer Portal and Log a Support Ticket at <https://insight.medtechglobal.com/>
- **Online Chat:** www.medtechglobal.com

Kind Regards,

Medtech Customer Care Team