

## PROBLEM STATEMENT

- ❖ Services Australia developed Medicare Online claiming and Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) in collaboration with the Health Care industry, the medical software industry and public and private hospitals.
- ❖ Medicare Online and ECLIPSE systems both have capacity to electronically receive claims, reports and verification requests from medical practices, hospitals, billing agents, developers and health funds.
- ❖ The clients of these systems currently send transmissions to the agency using Client/Server adaptor software. To align with current industry ICT standards, the agency is replacing the current Adaptors with RESTful Web Services, which will require a shift in the way transmissions are sent to the agency from the Client System (CS) software.
- ❖ Medicare online allows medical practices to transmit Bulk Bill and Patient Claim transmissions. It also allows claiming for Department of Veterans' Affairs claims
- ❖ The client software will thereafter communicate to Medicare only by using REST APIs.
- ❖ Services Australia is moving from PKI (SHA-1 certificates effective March 2022 and in place of that it has adopted the PRODA an organisational authentication model to send and receive Web Service requests/responses.
- ❖ The client software will have to adopt the new PRODA organisational authentication model to facilitate the integration with Medicare Online services.

## SNAPSHOT

**Industry:** Healthcare Domain  
**Business Unit:** IT Services  
**Services:** Development

### Team Size: 14+

- ❖ 3 x Dot Net Developers
- ❖ 3 x Testers
- ❖ 3x Full stack
- ❖ 1x Solutions Architect
- ❖ 2x Business Analysts
- ❖ 1x Project Manager,
- ❖ 1x UI/UX designer

### Technology Stack:

- ❖ **Framework:** DOT NET CORE 3.1
- ❖ **Database:** SQL Server
- ❖ **Infrastructure:** Azure Cloud

### Key Tools used:

- ❖ Visual Studio

## OBJECTIVE

The objective is to enable the communication between the Client Software and Medicare Online using REST API

## DEVELOPMENT CHALLENGES

- ❖ Know-how Medicare claiming system is needed to develop and transmit test claims to Medicare Online services.
- ❖ Understanding some of the healthcare/Medicare related terminologies (or field names in claims) so as to provide appropriate values to those in claims.
- ❖ Few of the requisites are not part of the requirement documentation provided by Services Australia but is part of the test plan covered by Services Australia for the application to be certified.

## SOLUTIONS AND KEY LEARNINGS

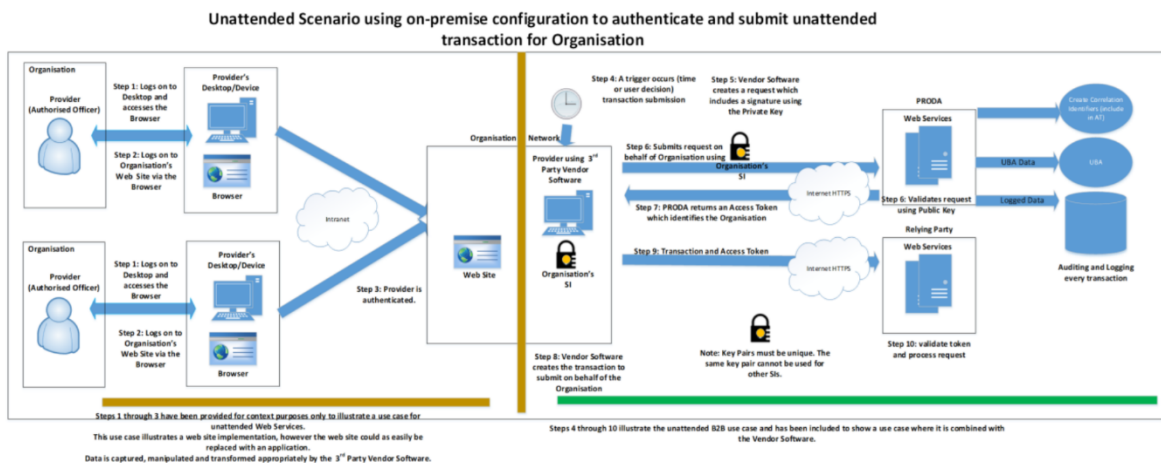
### Transmission of Claims via Medicare Online APIs

- ❖ A Web Application was created and published which will enable the communication with Medicare APIs published by Services Australia. It will act as a wrapper which will enable the Client Software to interact with Medicare.
- ❖ The claims to be submitted to Medicare will be sent from the client software to the App service which in turn will translate the claim to a format acceptable by the Medicare Online Services.
- ❖ The responses from the Medicare services will in turn be relayed back to the client software by the application for further processing.
- ❖ All the requests and responses to and from the Medicare Online services will be logged in the database for auditing purposes.
- ❖ Upskilled on the Medicare claiming system used by Services Australia.

### Authentication of Client with Services Australia

- ❖ The application is also designed to be responsible for establishing Authentication between the client and Medicare APIs via the PRODA APIs published by Services Australia. The credentials for the client to communicate with the PRODA APIs will be obtained by registering the client with the PRODA website shared by Services Australia.
- ❖ Using these, a successful authentication can be established between the Client and the Services Australia.
- ❖ The security certificates containing the keys are stored in Azure Key Vault.
- ❖ An additional security feature that has been implemented as required by Services Australia, is the requirement for the software instance to refresh the credentials at regular intervals.
- ❖ An email notification system has also been developed to warn the end user to update the credentials 4 days prior to the expiry.

The entire process for raising a claim is illustrated below.



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