Evaluation of Residential Medication Management Review Program

Appendix E
Claims Data Analysis Report

Prepared for

Department of Health and Ageing
GPO Box 9848
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May 2010
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Please note that, in accordance with our Company's policy, we are obliged to advise that neither the Company nor any member nor employee undertakes responsibility in any way whatsoever to any person or organisation (other than the Department of Health and Ageing) in respect of information set out in this report, including any errors or omissions therein, arising through negligence or otherwise however caused.
1. Total RMMRs conducted in 2008 by month

To obtain a picture of RMMRs conducted over one complete year, the number of RMMRs conducted in the calendar year of 2008 was analysed. This time period is based on the date of service. The total number of RMMRs conducted in 2008 was 123,339.

The reader should interpret these figures with caution. These data reflect only those RMMRs which were conducted during the calendar year of 2008. These analyses are based on claims data provided by the Department. It is known that there is sometimes a delay between the delivery of RMMR, and lodgement of a claim. Therefore, it is possible that the numbers quoted herein do not truly represent the total number of RMMRs conducted during 2008 as not all Reviews conducted in 2008 may have been claimed in the period covered by the dataset.

Based on the reported date of service, conduct of RMMRs was less common in January (6,219) and December (9,244) and relatively stable throughout other months of the year (Figure 1):

- February, 11,336
- March, 10,188
- April, 10,480
- May, 10,335
- June, 10,418
- July, 10,534
- August, 10,718
- September, 10,963
- October, 11,393
- November, 11,511.
Figure 1: Total RMMRs conducted in 2008 by month

Total: 123,339  
Average: 10,278
2. RMMR claims by state and territory

The number of RMMR claims made across each state and territory generally reflected the aged care population of each state and territory (Figure 2). These figures are based on all claims made for the period March 2008 to March 2009. In descending order for claims made in 2008:

- New South Wales, 40,061
- Victoria, 33,556
- Queensland, 23,727
- South Australia, 11,492
- Western Australia, 9,416
- Tasmania, 3,745
- Australian Capital Territory, 1,049
- Northern Territory, 293.

The proportional distribution of claims made in each state and territory was compared with the proportional distribution of residents in aged care homes. Data relating to residents was sourced from the Australian Institute of Health and Welfare. Comparison between the two distributions revealed little difference between the population of residents in each state and territory, and the provision of RMMR services in each state and territory (Table 1). For example, 32% of RMMRs conducted in 2008 were conducted in New South Wales, and 34% of residents in aged care homes are located in New South Wales.

<table>
<thead>
<tr>
<th>State</th>
<th>Reviews %</th>
<th>Residents %</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales</td>
<td>32%</td>
<td>34%</td>
</tr>
<tr>
<td>Victoria</td>
<td>27%</td>
<td>26%</td>
</tr>
<tr>
<td>Queensland</td>
<td>19%</td>
<td>18%</td>
</tr>
<tr>
<td>Western Australia</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>South Australia</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Tasmania</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

Table 1: Distribution of claims compared with distribution of aged care residents

---

2.1 Coverage of RMMRs by state and territory

The number of RMMRs claimed in each state and territory was compared with the total number of residents in residential aged care facilities based on data reported by the Australian Institute of Health and Welfare (AIHW).\(^2\) A rate was calculated for ‘Review per 100 Residents’ as the basis for comparison between each state and territory.

It is noted that the AIHW data presents the total number of permanent residents as at 30 June 2008. While this is not a precise match to the RMMR data, and does not include admissions and separations, the number of RMMRS over a year and the total number of permanent residents provides an indicator of the extent to which the population of residents in Australian Aged Care Homes are accessing RMMRs.

There were 157,087 people who were in permanent residential aged care as at 30 June 2008 (respite admissions are not included). There were 123,339 RMMRs claimed for 2008. That is, RMMRs were provided to residents at a rate of 79 per 100 residents. The rate of RMMRs per 100 residents varied between states and territories (Figure 3). The highest rate was reported in Tasmania (90 RMMRs per 100 residents); lowest in the Australian Capital Territory (66 RMMRs per 100 residents).

Figure 2: Total RMMRs conducted in 2008 by state and territory

Total: 123,339
Figure 3: Rate of RMMR to ACH residents by state and territory

<table>
<thead>
<tr>
<th>State</th>
<th>Residents, 2008</th>
<th>Reviews, 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tas</td>
<td>4,172</td>
<td>3,745</td>
</tr>
<tr>
<td>QLD</td>
<td>28,287</td>
<td>23,727</td>
</tr>
<tr>
<td>Vic</td>
<td>40,457</td>
<td>33,556</td>
</tr>
<tr>
<td>NT</td>
<td>379</td>
<td>293</td>
</tr>
<tr>
<td>NSW</td>
<td>53,593</td>
<td>40,061</td>
</tr>
<tr>
<td>SA</td>
<td>15,393</td>
<td>11,492</td>
</tr>
<tr>
<td>WA</td>
<td>13,209</td>
<td>9,416</td>
</tr>
<tr>
<td>ACT</td>
<td>1,597</td>
<td>1049</td>
</tr>
<tr>
<td>National</td>
<td>157,087</td>
<td>123,339</td>
</tr>
</tbody>
</table>
3. **Total claims by region**

Nationally, the majority of all claims for RMMRs were made in the more populous Metro region, with the fewest made in the Remote region (Figure 4). In order of prevalence for the location of the Aged Care Home where the RMMR was conducted and subsequently claimed:

- Metro, 79% of all claims made
- Rural, 13%
- Metro / Rural, 6%
- Rural / Remote, 2%
- Remote, 0.1%

In the following chart (Figure 4), the Rural / Remote and Remote regions have been combined as “Remote” (2%).

The classification system used to determine regionality was based on the Rural, Remote and Metropolitan Areas system as per the dataset provided to Campbell Research. PhARIA data for the aged care home where the RMMRs were conducted was not available.

This distribution of RMMRs closely mirrors that of aged care residents in Australia. Based on data from the Australian Institute of Health and Welfare³:

- 68% of residential aged care residents reside in a facility in a major city of Australia%
- 23% in an inner regional area
- 8% in an outer regional
- 1% in a remote area
- Less than 1% in a very remote area.

Note that this distribution is based on the *Australian Standard Geographical Classification* and not the *Rural, Remote and Metropolitan Areas* system used in the data provided to Campbell Research. Nonetheless, a fair degree between the distribution of Reviews and the distribution of residents is noted.

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Figure 4: Claims by region by state and territory

- Metro
- Metro/Rural
- Rural
- Remote

<table>
<thead>
<tr>
<th>Region</th>
<th>NT</th>
<th>TAS</th>
<th>VIC</th>
<th>SA</th>
<th>WA</th>
<th>QLD</th>
<th>NSW</th>
<th>ACT</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>293</td>
<td>3,745</td>
<td>33,556</td>
<td>11,492</td>
<td>9,416</td>
<td>23,727</td>
<td>40,061</td>
<td>1,049</td>
<td>123,339</td>
</tr>
<tr>
<td>NT</td>
<td>31%</td>
<td>42%</td>
<td>2%</td>
<td>15%</td>
<td>4%</td>
<td>2%</td>
<td>9%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>TAS</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
</tr>
<tr>
<td>VIC</td>
<td>31%</td>
<td>42%</td>
<td>2%</td>
<td>15%</td>
<td>4%</td>
<td>2%</td>
<td>9%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>SA</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
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<tr>
<td>WA</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
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<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
</tr>
<tr>
<td>QLD</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
</tr>
<tr>
<td>NSW</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
</tr>
<tr>
<td>ACT</td>
<td>69%</td>
<td>58%</td>
<td>79%</td>
<td>79%</td>
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<td>83%</td>
<td>86%</td>
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</tr>
<tr>
<td>National</td>
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<td>58%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>83%</td>
<td>86%</td>
<td>100%</td>
<td>13%</td>
</tr>
</tbody>
</table>
4. Providers by state and territory

A ‘RMMR Provider’ is an individual or an organisation that provides RMMR services to Aged Care Homes. A RMMR Provider may employ one or more Accredited Pharmacists to perform RMMRs. Nationally, 520 unique RMMR Providers claimed for at least one RMMR during 2008.

The number of RMMR Providers claiming for RMMRs in each state and territory (Figure 5) were as follows in descending order:

- Victoria, 171
- New South Wales, 140
- South Australia, 73
- Queensland, 62
- Western Australia, 38
- Tasmania, 31
- Australian Capital Territory, 3
- Northern Territory, 2.

The most notable differences between aged care resident population and number of RMMR Providers relates to the relative placement of Queensland and New South Wales. While New South Wales ranks first in terms of total residents, the state is ranked second in terms of the total number of RMMR Providers. Where Queensland is ranked third in terms of total resident population, the state is ranked fourth in relation to number of RMMR Providers.

Average number of RMMRs conducted by RMMR Provider by state and territory

On average, Providers claimed 237 RMMRs per RMMR Provider in 2008 (Figure 6). The average number of RMMRs per RMMR Provider conducted in 2008 were:

- Queensland, 470
- New South Wales, 268
- Australian Capital Territory, 243
- Western Australia, 241
- Victoria, 182
- South Australia, 160
- Northern Territory, 147
- Tasmania, 121.

In Queensland, for example, RMMR Providers conduct a relatively high average number of Reviews (470), far greater than any other state or territory. Thus a smaller number of RMMR Providers were conducting a greater number of Reviews to cover the population. Conversely, Tasmanian and Northern Territory Providers conduct relatively fewer RMMRs (121 and 147 Reviews respectively) compared with other states.
Figure 5: Total number of claiming RMMR Providers in each state and territory

Total: 520
Figure 6: **Average number of claims (Collaborative and Pharmacist Only) by RMMR Provider by state and territory**

![Bar chart showing average number of claims by RMMR Provider by state and territory.](chart.png)

- **TAS**: 121
- **NT**: 147
- **SA**: 160
- **VIC**: 182
- **WA**: 241
- **ACT**: 243
- **NSW**: 268
- **QLD**: 470
- **National**: 237

The chart displays the average number of claims for each state or territory, with **QLD** having the highest average at 470 claims, followed by **NSW** at 268 claims, and **TAS** with the lowest at 121 claims.
5. **GP participation and Collaborative Reviews**

A Collaborative Review is defined as a review where a GP participated in a RMMR and was able to claim Medicare Item 903 in addition to the RMMR Provider claiming a payment. The calculations in this section are based on Reviews identified as ‘Collaborative’ in the RMMR claims data provided to Campbell Research.

5.1 **Pharmacist Only vs. Collaborative Reviews - claims by state and territory**

Nationally, 62% of all RMMRs were conducted as Pharmacist Only Reviews; the remaining 38% were conducted as Collaborative Reviews (Figure 7).

The proportion of reviews conducted as Collaborative Reviews varied greatly between the states and territories. Collaborative Reviews accounted for as many as 73% of all RMMRs in Tasmania and as little as 19% in South Australia. The states and territories in descending order:

- Tasmania, 73%
- Northern Territory, 60%
- Victoria, 43%
- Queensland, 40%
- New South Wales, 40%
- Western Australia, 23%
- Australian Capital Territory, 20%
- South Australia, 19%.

5.2 **Distribution of Pharmacist Only vs. Collaborative Reviews**

Providers typically fell into one of two groups: those that did a relatively high proportion of their Reviews as Collaborative Reviews, and those with a relatively low proportion of Collaborative Reviews. This trend results in a ‘U’ shaped distribution when the proportion of Reviews conducted collaboratively was plotted (Figure 8).

Under this distribution:

- 34% of all RMMR Providers indicated that between 0 and 10% of the Reviews they had conducted were done as Collaborative Reviews
- 10% of RMMR Providers indicated that between 11% and 20% of their Reviews were conducted as Collaborative Reviews
- Smaller proportions indicated that they conducted a mix of collaborative and Pharmacist Only Reviews
- A relatively high proportion (15%) indicated that 91-100% of their Reviews were conducted as Collaborative Reviews.
This distribution equates to half of RMMR Providers either conducting less than 10% of Reviews collaboratively or more than 90% of their Reviews collaboratively.
Figure 7: Pharmacist Only vs. Collaborative Reviews

![Bar chart showing the comparison between Pharmacist Only and Collaborative Reviews across different states and the national level. The chart includes data for SA, ACT, WA, NSW, QLD, VIC, NT, TAS, and National.]

<table>
<thead>
<tr>
<th>Base</th>
<th>SA</th>
<th>ACT</th>
<th>WA</th>
<th>NSW</th>
<th>QLD</th>
<th>VIC</th>
<th>NT</th>
<th>TAS</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviews</td>
<td>11,492</td>
<td>1,049</td>
<td>9,416</td>
<td>40,061</td>
<td>23,727</td>
<td>33,556</td>
<td>293</td>
<td>3,745</td>
<td>32,339</td>
</tr>
</tbody>
</table>
Figure 8: Distribution of Pharmacist Only vs. Collaborative Reviews by RMMR Provider
5.3 Number of Collaborative Reviews in each state and territory

Compared with RMMR Providers, a greater number of GPs participated in Collaborative Reviews during the reporting period – one RMMR Provider may work with a number of GPs.\footnote{The number of collaborative reviews conducted for the 2008 period was calculated using reviews identified as 'collaborative' in the dataset provided to Campbell Research. A collaborative review differs from a review that is referred by a GP. The majority of collaborative reviews were via referral from a GP, however some referred reviews were conducted as pharmacist only.}

In total, 7,021 GPs participated in one or more Collaborative Reviews during 2008. The total number of GPs participating in Collaborative Reviews in each state and territory closely (though not exactly) mirrored the population of residents in each state/territory (Figure 9):

- New South Wales, 2,655
- Victoria, 2,087
- Queensland, 1,227
- Tasmania, 364
- South Australia, 337
- Western Australia, 246
- Australian Capital Territory, 72
- Northern Territory, 33.

Tasmania is ranked sixth in terms of total population of aged care residents, yet is ranked fourth in relation to the total number of GPs participating in Collaborative Reviews. This discrepancy is most likely due to the very high proportion of RMMRs conducted collaboratively in Tasmania and the low proportions done collaboratively in South Australia and Western Australia. Refer to Figure 7.

5.4 Average number of Collaborative Reviews by state and territory

While the total number of GPs participating in Collaborative Reviews exceeded that of RMMR Providers, the average number of RMMRs referred by GPs was far fewer.

Nationally, the average number of RMMRs referred by GPs was 6.79 compared with 237 for RMMR Providers (See Figure 6 on Page 11). The average number of RMMRs referred per GP varied by state, with the territories (those with the lowest population) indicating the lowest average overall. No other clear pattern of claiming emerged (Figure 10). In descending order:

- Western Australia, 9.02
- Queensland, 7.76
- Tasmania, 7.52
- Victoria, 6.92
- South Australia, 6.53
• New South Wales, 6.02
• Northern Territory, 5.42
• Australian Capital Territory, 2.99.
Figure 9: Total number of GPs participating in Collaborative Reviews in each state and territory

Total: 7,021
Figure 10: Average number of Collaborative Reviews conducted by GPs by state and territory

![Bar chart showing the average number of Collaborative Reviews conducted by GPs by state and territory.](chart-image)
5.5 GP participation in Collaborative Reviews by state and territory

To provide an indication of GP participation in RMMRs, the total number of GPs in Australia was considered next to the number of GPs referring for collaborative RMMRs. The GP population data was sourced from the Primary Healthcare Research & Information service\(^5\).

Nationally, 31% of all GPs had referred for a RMMR during 2008 (Figure 11). Participation varied greatly by state and territory, again, with Tasmania leading the way in Collaborative Reviews. In descending order:

- Tasmania, 67%
- New South Wales, 36%
- Victoria, 35%
- Queensland, 29%
- Australian Capital Territory, 21%
- South Australia, 17%
- Northern Territory, 13%
- Western Australia, 11%.

Figure 11:  GP Participation in Collaborative Reviews by state and territory

<table>
<thead>
<tr>
<th>State</th>
<th>Percentage</th>
<th>GPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>WA</td>
<td>11%</td>
<td>2,205</td>
</tr>
<tr>
<td>NT</td>
<td>13%</td>
<td>247</td>
</tr>
<tr>
<td>SA</td>
<td>17%</td>
<td>2,004</td>
</tr>
<tr>
<td>ACT</td>
<td>21%</td>
<td>336</td>
</tr>
<tr>
<td>Qld</td>
<td>29%</td>
<td>4,274</td>
</tr>
<tr>
<td>Vic</td>
<td>35%</td>
<td>5,966</td>
</tr>
<tr>
<td>NSW</td>
<td>36%</td>
<td>7,388</td>
</tr>
<tr>
<td>Tas</td>
<td>67%</td>
<td>545</td>
</tr>
<tr>
<td>National</td>
<td>31%</td>
<td>22,965</td>
</tr>
</tbody>
</table>
6. Number of Accredited Pharmacists conducting RMMRs in each state and territory

In total, 501 Accredited Pharmacists conducted one or more RMMR during 2008. The total number of Accredited Pharmacists conducting RMMRs in each state and territory closely (though not exactly) mirrored the population of residents in each state/territory (Figure 12).

In descending order, the number of Accredited Pharmacists operating in each state and territory (based on the postcode of the ACH) in 2008 were:

- New South Wales, 164
- Victoria, 152
- Queensland, 81
- South Australia, 71
- Western Australia, 35
- Tasmania, 16
- Northern Territory, 4
- Australian Capital Territory, 3.

It should be noted that the figures quoted in the list above do not sum to the total number of Accredited Pharmacists (a sum of 526 vs. the total number of Accredited Pharmacists of 501). The estimation was conducted using the postcode of the provider as the postcode of the Accredited Pharmacist was not available. Accredited Pharmacists sometimes conduct Reviews in a state or territory other than that of the provider, and/or in more than state or territory.

6.1 Average number of RMMRs by state and territory

Nationally, the average number of RMMRs conducted by Accredited Pharmacists was 246 (compared with 237 for RMMR Providers, see Page 11). The average number of RMMR conducted per Accredited Pharmacist varied by state and territory (Figure 13). In descending order:

- Australian Capital Territory, 350
- Queensland, 293
- Western Australia, 269
- New South Wales, 244
- Tasmania, 234
- Victoria, 221
- South Australia, 162
- Northern Territory, 73.
Figure 12: Total number of Accredited Pharmacists conducting RMMRs in each state and territory
Figure 13: Average number of RMMRs conducted by Accredited Pharmacists by state and territory
6.2 Accredited Pharmacist participation by state and territory

In the context of this report, an Accredited Pharmacist refers to an individual pharmacist who is accredited to conduct RMMRs. An ‘Accredited Pharmacist’ differs from a ‘RMMR Provider’ in that an Accredited Pharmacist always refers to an individual. Accredited Pharmacists may be employed by a RMMR Provider, or may be a RMMR Provider in their own right if RMMRs are conducted as a ‘sole RMMR Provider’.

To provide an indication of Accredited Pharmacist participation in RMMRs, the total number of Accredited Pharmacists in Australia was considered next to the number of Accredited Pharmacists claiming for RMMRs. In 2008, there were 1,829 Accredited Pharmacists in Australia.

Nationally, 29% of all Accredited Pharmacists had conducted at least one RMMR during 2008 (Figure 11). Participation varied by state and territory. In descending order:

- Victoria, 37%
- South Australia, 36%
- Northern Territory, 36%
- New South Wales, 26%
- Western Australia, 25%
- Queensland, 24%
- Tasmania, 22%
- Australian Capital Territory, 10%

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Figure 14: Accredited Pharmacist participation in RMMR by state and territory
7. **Rejection of RMMRs**

Nationally, the majority of RMMRs claims were accepted and paid by Medicare. Three percent are rejected in 2008 (Figure 15).

The most common reasons for rejected claims related to resident eligibility. The most common reason reported was that the Accredited Pharmacist had conducted the Review within twelve months of the previous RMMR (74%). Next most common was the patient had no entitlements on the Date of Service (16%). The remaining rejection reasons related to duplicate claims, incorrectly filed claims and missing information on claims.

Very little variation was seen for rejection rates by state and territory. Most indicated that 3% - 4% of RMMR claims were rejected (within one percentage point of the national figure).

The major exception to this trend was the Northern Territory, where 8% of RMMR claims were rejected. Conversely, only 1% of claims were rejected in Tasmania. It has not been possible to determine the reason for the large variation in the rejection rate in the Northern Territory.

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7 Claims are rejected for this reason if the resident’s Medicare number is invalid or if the wrong Medicare reference number is used.
Figure 15: RMMRs rejected by state and territory
8. Days between service and payment

On average, 48 days elapsed between delivery of the RMMR service and payment of that claim.

A third of all claims (33%) were paid within 30 days of the RMMR service (Figure 16). A further third (34%) received payment within 31-50 days and the remaining third (32%) were paid over 50 days after the RMMR service.

Figure 16: Days between service and payment

Base: All reviews, 123,339