Enhanching Efficiency with Electronic Claims System

Since the inception of the NHI program, the NHIA has encouraged contracted medical institutions to file their reimbursement claims electronically via the Internet, electronic media or the Virtual Private Network, which has improved claims efficiency and lowered the administrative costs of processes that were once handled manually. The system also shortens the time it takes to approve or deny expense claims. Nearly all contracted medical institutions now file their claims electronically.

The Virtual Private Network in particular was set up to provide a dedicated two-way communication channel with medical institutions, which now use it to verify and update IC cards during patient visits, file their expense claims and claim costs for pilot plans. In December 2012, an average of 1.58 million patient visit summaries containing 5.56 million medical service orders (also known as physician orders) were uploaded and verified daily through the system.

The NHIA has set up other online systems to accommodate the growing efforts of medical institutions to digitize their operations and strengthen the overall e-government environment. In September 2006, a picture-archiving and communication system (PACS) to audit expense claims (including text and imaging information) was launched to help medical institutions report their expenses electronically. At the same time, the system was linked to the NHIA's internal payment systems, automating the auditing system even further. Ultimately, the increased reliance on electronic systems has improved efficiency and cut administrative costs.

電子申報系統提升整體效率

自全民健保開辦以來，健保署即鼓勵特約醫事服務機構採用網際網路、媒體、VPN 等方式申報費用，有效節省書面申報之人工及郵遞成本，提升申報作業效率，且可縮短費用暫、核付時程。統計資料顯示，特約醫事服務機構採醫療費用電子申報之比率已近 100％。

2004 年 1 月 1 日健保卡全面上線後，健保署建置健保資訊網（VPN）作為與特約醫事服務機構雙向溝通之專用網路，特約醫事服務機構除了可透過 VPN 進行健保卡連線、認證、更新、上傳作業以外，更可進行費用申報、試辦計畫等網路申報服務，提供更有效率之連線服務管道。2012 年 12 月份平均每日健保卡就醫上傳檢核成功之清單明細約 158 萬筆、醫令約 556 萬筆資料。

另為因應近年來醫療院所 e 化的腳步逐漸加速，健保署於 2006 年 9 月建置完成並啓用「電子化專業審查 PACS（Picture-Archiving and Communication System）系統」，建立了醫療費用專業審查（含文字及影像資料）作業 e 化環境，以期協助醫療院所進行醫療專業審查電子化申請或申報；同時串接健保署內部之醫療給付相關系統，使整個審核流程更加自動化，並提升原有人工審查作業的效率，降低行政作業成本。