Minor ID migration FAQ

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This FAQ covers the Minor ID migration Services Australia is undertaking as part of an update to its internal systems.

Services Australia is updating its internal systems, which requires migrating clinic Minor IDs. This process is also affecting other Practice Management Software (PMS) providers. During the migration, **Medicare and Health Fund claiming will be temporarily unavailable** for your clinic during its scheduled migration window.

We understand that claiming is an important part of your clinic's daily workflow, and we appreciate that a temporary interruption may require some planning. We will provide your clinic's scheduled date once it is confirmed so you have time to prepare. We will also confirm when claiming services are available again after the migration.

When will our clinic be affected?

The migration schedule is currently being finalised. Each clinic will be allocated a specific transition day, and we will notify you of your scheduled date as soon as it is confirmed.

How long will claiming be unavailable?

We currently expect the migration window to be between **8:00 AM and 6:00 PM AEDT** on your scheduled day. During this period, Medicare and Health Fund claiming will be temporarily unavailable. We will provide further information if the expected timeframe changes.

Will we still be able to use Zedmed?

Yes, the impact is expected to be limited to Medicare and Health Fund claiming services during the migration window. If you experience any other issues with Zedmed during this period, please contact Support so we can investigate.

Do we need to do anything before the migration?

Your clinic doesn't need to take any action to complete the Minor ID migration. We recommend reviewing the scheduled date once it is provided and planning your claiming workflow around the temporary interruption.

Will our appointments or patient records be affected?

No, the planned interruption relates to Medicare and Health Fund claiming. If you notice any unexpected behaviour in Zedmed, please contact Support for assistance.

Can we submit Medicare or Health Fund claims during the downtime?

No, Medicare and Health Fund claiming will be temporarily unavailable during the scheduled migration window. Please plan your workflow accordingly to hold off on sending any claims during the downtime.

You can suppress invoices for claims and transmit them once claiming services have resumed.

Will we be notified when the migration is complete?

Yes. We will confirm once the migration is complete and claiming services are available again.

Will the migration affect all clinics?

The migration is part of a broader Services Australia system update that also affects other Practice Management Software providers. Clinics will be allocated their own scheduled migration day, and we will communicate your clinic's date once the schedule is finalised.

Can our clinic request a different migration date?

The migration schedule is being coordinated with Services Australia and is not yet finalised. We can record your preferred date or any operational constraints and pass them to the relevant team for review. However, we cannot guarantee that a change will be possible.