

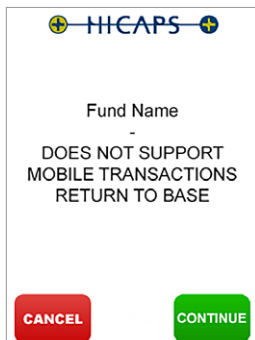
# HICAPS Mobile Terminal

## Useful information to get you started

**Mobile Terminal claims must only be processed at registered practice locations for which you have a location specific provider number. Please ensure that you use the provider number specific to the location at which the treatment has been provided and the HICAPS claim is processed.**

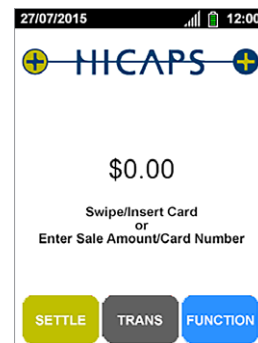


- HICAPS Mobile Terminal – Claims processing is supported by all the participating health funds when the terminal is on the docking/base station.
- Some of the HICAPS participating health funds will not be supporting the mobile terminal claiming (when the terminal is off the docking station). For these health funds the following message will appear on the screen when the patient's membership card is swiped (terminal is off the docking station). A list of the participating health funds that support mobile transactions is available on [hicaps.com.au](http://hicaps.com.au).



To process the transaction in this situation you will need to return the terminal to the docking station and select **(CONTINUE)**.

- **GPRS Signal:** Please ensure the terminal is displaying the GPRS signal when processing mobile claim transactions. The GPRS signal strength is displayed in the top right hand corner of the screen.



- **Terminal Battery charge:** The battery level is displayed on the top right hand corner of the screen. The terminal battery has an average 10 hours use before you need to recharge.
- **Terminal Power ON/OFF:** Remove the battery pack from the back of the terminal to disable the power. Power back up by plugging the battery back in to the terminal and holding the green enter key down for 5 seconds.
- **Terminal Stationery:** To order these rolls simply:

**Step 1:** Press the **(FUNCTION)** key.

**Step 2:** Enter **(7)** and then press **(ENTER)**.

To confirm that you wish to order stationery for your terminal press the **(ENTER)** key. The terminal will now print a receipt confirming your order with the screen displaying STATIONERY ORDER PLACED.

**Note:** The terminal rolls will arrive at the registered terminal address in up to 5 business days.

**Please note:** Mobile terminal is able to use either your phone line or the mobile network to process transactions.