

# How to do!

## a quick HICAPS Transaction



**Fast** claims... on the spot

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# Processing a HICAPS Claim



## Step 1

Swipe patient's card.

### Note:

Once you swipe the patient's health fund card the terminal will automatically display the maximum number of items you are able to process in one transaction for that health fund.

The number of items you are able to process will vary from health fund to health fund.

MAX ALLOWED ITEMS 24

Provider Index

## Step 2

Type in the Provider's two digit Index number and press ENTER/YES, for example, 01 'Dr Smith'.

Dr John Smith

Patients ID

## Step 3

Type in the two digit Patient ID from their card, for example, 03 and press ENTER/YES.

Patients ID 03

Item#

## Step 4

Type in the item number, for example, 0137 and press ENTER/YES.

Item# 0137

Body Part#

## Step 5

If required by the patient's Health Fund, type in a two digit Body Part number and press ENTER/YES. If not required simply press ENTER/YES.

Body Part# 00

Date dd/mm 2703

## Step 6

Today's date displays. If the treatment took place before today, type in treatment date in dd/mm format (e.g. 27 March is entered as 2703) press the ENTER/YES key.

Date dd/mm 2703

Item Cost \$67.80

## Step 7

Terminal will automatically default to the last \$ amount last charged for this item. e.g. (\$67.80)

If this amount is correct then press ENTER/YES key. If not then overtype/key with the new amount.

Item Cost \$67.80

Item# 0000

## Step 8

The terminal will automatically default and display "0000".

If the customer/patient has further items then overtype the "0000" with relevant item number and press ENTER/YES key. Return to step 5. If the patient has no more items then press the ENTER/YES key.

Item Cost \$67.80

Patient ID

If you wish to add another customer/patient to this claim enter the new Patient ID and press the ENTER/YES key. Return to Step 4. If you do not wish to add an additional customer/patient to the claim press the ENTER/YES key.

Send to Health Fund?

CONFIRM Y/N

## Step 9

To confirm press the ENTER/YES key. Claim will now be sent to the Health Fund for processing.

# Cancelling a HICAPS Claim

Note: A claim may only be reversed on the same day it was submitted.

There are two methods to reverse Approved Claims.

1. The last-approved claim can be reversed by processing a Cancel. (Refer Process detailed below **Cancel Last Transaction.**)
2. If other claims or EFTPOS transactions have since been processed. **To cancel any approved claim transaction processed on the sameday.**

## 1. To cancel any approved claim transaction processed on the sameday



### Step 1

To cancel the last approved claim press the **REVERSAL** key and the screen displays: Press the **ENTER/YES** key. The screen will display details of the last Approved Claim. Press the **ENTER/YES** key:

CANCEL LAST TRAN Y/N

CONFIRM Y/N

APPROVED

DD/MM/YY HH:MM  
READY

### Step 2

Press the **ENTER/YES** to send the cancel to the Health Fund. The cancel process is now complete and the screen will revert to **READY**.

### **Important Note:**

For all claim transactions approved by the Health Fund. The patient must sign the receipt. Give the copy to the patient and place your copy in a safe place. Receipts must be retained for 24 months

## 2. To cancel any approved claim transaction processed on the same day.

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CANCEL LAST TRAN Y/N

SWIPE MEMBER CARD

FULL PROV#

FULL PROV # xxx  
KEY RRN

KEY RRN xxxxxxxxxxxx  
AUTH PMT \$ \$0.00

CONFIRM Y/N

APPROVED

DD/MM/YY HH:MM  
READY

### Step 1

To reverse an approved transaction press the **REVERSAL** key and the screen displays:

This screen will only display if the last claim held by the terminal was an approved HICAPS claim. Press **CLEAR/NO** and the screen displays:

### Step 2

Swipe the patient's health fund card.

### Step 3

Type in full eight digit provider number printed on the receipt and press **ENTER/YES** key.

**Note:** To enter alpha characters, hold down the **SHIFT** key and press the corresponding letter at the same time.  
e.g. to type the letter P, while holding down **SHIFT** Key, Press the **5/P/SIGN ON** Key

### Step 4

Type in 12 digit RRN printed on the receipt, press **ENTER/YES** key.

### Step 5

Type in Total Benefit approved printed on the receipt, press **ENTER/YES** key

### Step 6

Press **ENTER/YES** for reversal to be submitted. Reversal details and approval will be printed on receipt.

The reversal process is now complete and the screen will revert to **READY**.

## HICAPS Hints

- HICAPS transactions can only be generated by **swiping** a membership card. Key entry is not available.
- If the card does not have the **Patient IDs** listed, start with 01. (Medibank only)
- Print your HICAPS totals daily. Your terminal will prompt you to complete the process before the first claim of the day can be processed.
- Order Terminal Rolls via your terminal, Press **FUNCTION** Key, the "7" and Press **ENTER/YES** key twice.
- For all additional stationery requests such as posters, patient information brochures, window decals etc. contact the Help Desk on 1300 65 08 52.
- Now Press Function key, Press "5" and the **ENTER/YES** key. Order is complete
- Descriptions relating to the Transaction Response Codes are available in the HICAPS Terminal Operations Guide.
- Fall back procedure refer to HICAPS Terminal Operations Guide.



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# Glossary of Terminal Keys

Prints a summary of transactions processed for today or for the previous business day.



Reverses a claim approved earlier in the day.



Moves backwards through data already entered so that it may be viewed or changed.



Moves forward through data already entered so that it may be viewed or changed.



This key is used in combination with other keys to type letters, as shown below.



To type the letter P, while holding down the SHIFT key, press the 5/P/SIGN ON key.



When held down simultaneously inserts a space between words.



Reprints a copy of the previous receipt.



Use this key to cancel a transaction. (From the screen only)



The backspace key will delete the last character or digit typed.



Use to answer 'no' to a question or to delete.



Use to answer 'yes' to a question or to end a line of typed data.



Opens the Provider Table for its contents to be viewed or changed.



Feeds the terminal roll forward through the terminal's print mechanism.



Refund of funds to account of the cardholder

