

# How to do!

## a quick HICAPS Transaction



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

[www.hicaps.com.au](http://www.hicaps.com.au)

## Step 1

Swipe the patient's health fund card and press the **ENTER** key.



## Step 2

Once you swipe the patient's card the number of items you are able to process in one transaction for that health fund will display. Press **OK** (or press the **ENTER** or **CLEAR** terminal key).



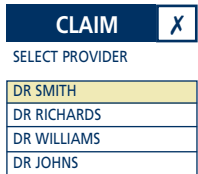
**If you do not receive this screen prompt you are limited to 9 items per claim. Proceed to Step 3.**

**Note:** The number of items you are able to process in one claim will vary from health fund to health fund.

## Step 3

Select the provider by pressing the provider's name on the terminal screen (Eg. 'Dr Smith')

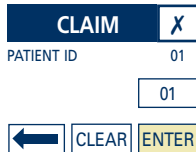
**Note:** If there is only one provider setup on your terminal, you will not receive this screen prompt.



**If you do not receive this screen prompt proceed to Step 4.**

## Step 4

Type the Patient ID for the patient receiving the service, as listed on the patient's health fund card and press the **ENTER** key. (Eg. 01)



**Note:** The terminal will automatically default to '01' or the patient ID used for the previous item if adding further items to this claim.

## Step 5

Type in the item number and press the **ENTER** key. (Eg. 1001)

**Note:** The HICAPS 'Quick Reference Guide' lists the most commonly used item numbers.

The screenshot shows a dark blue header with the word "CLAIM" in white and a white box with a blue "X" on the right. Below the header, the text "ITEM NUMBER" is displayed. To the right of this text is a white input box containing the number "1001". At the bottom of the screen, there are three buttons: a white button with a black left-pointing arrow, a white button with the word "CLEAR" in black, and a yellow button with the word "ENTER" in black.

## Step 6

**If you do not receive this screen prompt, proceed to Step 7.**

If the terminal is set up to prompt for Tooth Number (Relevant for Dentists) or Body Part Number then type in the two digit number if appropriate and press the **ENTER** key.

The screenshot shows a dark blue header with the word "CLAIM" in white and a white box with a blue "X" on the right. Below the header, the text "TOOTH NUMBER" is displayed. To the right of this text is a white input box containing the number "00". At the bottom of the screen, there are three buttons: a white button with a black left-pointing arrow, a white button with the word "CLEAR" in black, and a yellow button with the word "ENTER" in black.

## Step 7

Today's date will display. Press the **ENTER** key.

If the treatment took place on a prior date, type in the treatment date in ddmm format. (Eg. 24 March is entered as 2403). Press the **ENTER** key.

The screenshot shows a dark blue header with the word "CLAIM" in white and a white box with a blue "X" on the right. Below the header, the text "DATE SERVICE" is displayed. To the right of this text is the date "25, MAR (DDMM)". Below the date is a white input box. At the bottom of the screen, there are three buttons: a white button with a black left-pointing arrow, a white button with the word "CLEAR" in black, and a yellow button with the word "ENTER" in black.

## Step 8

Type in the item cost (Eg. \$37.00 is entered as 3700).

Press the **ENTER** key.

The terminal may be setup to automatically default to the last \$ amount charged for this item. If this amount is correct simply press the **ENTER** key. If not, then overwrite with the new amount.

The screenshot shows a dark blue header with the word "CLAIM" in white and a white box with a blue "X" on the right. Below the header, the text "ITEM COST" is displayed. To the right of this text is the amount "\$37.00". Below the amount is a white input box containing "\$37.00". At the bottom of the screen, there are three buttons: a white button with a black left-pointing arrow, a white button with the word "CLEAR" in black, and a yellow button with the word "ENTER" in black.

## Step 9

The terminal will display a summary of the item.

To change any part of the item simply press the section you wish to change on the terminal screen and enter the new details.

Eg. To change the item cost simply press where the item cost is displayed on the screen and then type in the new amount.

If you have further items to add to this claim, press the **ADD** screen key. Then return to Step 4.

## Step 10

To complete the transaction press the **SEND** screen key.

## Step 11

To confirm the transaction press the **YES** screen key or press the **ENTER** key. The claim will be sent to the health fund for processing.

Once the claim is approved by the health fund, the terminal will automatically print two receipts. The first receipt will need to be signed by the patient and retained by the provider. The second receipt is the patient's copy.

**Note:** If the claim has been declined by the health fund the appropriate response will display on the terminal screen. One receipt will print and will need to be retained by the provider.

CLAIM 01/01 ← X

PATIENT ID	01	A
ITEM NUMBER	1001	D
TOOTH NUMBER	00	S
DATE SERVICE	25, MAR	E
ITEM COST	\$37.00	N
		D

CLAIM X

SEND TO HEALTH FUND?  
01 RECORD<S> \$37.00  
DR SMITH 01

NO YES

RESPONSE X

APPROVED

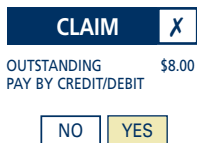
## HICAPS with EFTPOS – ‘Claim to Sale’

If your terminal has EFTPOS functionality, once you have completed your patient's health fund claim your terminal will automatically prompt you to transfer any balance owing to EFTPOS for payment processing via Credit or Debit card.

**If you do not receive this screen prompt, simply process an EFTPOS transaction as normal.**

If the patient would like to complete the payment via EFTPOS (Credit or Debit card) then press the **YES** screen key or press the **ENTER** key and swipe the patient's EFTPOS card to complete the payment of the balance.

If the patient does not wish to use EFTPOS, then press the **NO** screen key or the **CLEAR** key.



## Glossary of Terminal Keys

Use this screen key to cancel a claim.



The backspace screen key will delete the last character typed.



**Note:** this will only be a backspace key if located on the bottom left hand corner of the screen.

The **CLEAR** screen key will delete the last set of characters typed



Use this screen key to answer 'yes' to a question.



Use this screen key to answer 'no' to a question.



Use this screen key to answer 'yes' to a question.



Use this screen key to display an alpha selection screen if required.



The arrow screen key in this display will allow you to select a new provider if you have incorrectly selected the wrong provider for the claim. If you are viewing the second or third item in the claim simply scroll back using the left arrow key to the first item of the claim and select the arrow again to take you to the provider selection screen. Press the **YES** screen key. Then simply press the correct provider for the claim on the terminal screen.



For example only, this display indicates the item in the claim you are **viewing** and the **number of items** in the claim.



The arrow screen keys in this display will allow you to scroll through the items within the claim. To change any part of the claim simply press the section you wish to change on the terminal screen.

Use this screen key to **ADD** another patient or item to the claim.



Use this screen key to **SEND** the claim to the health fund for processing.



Use this terminal key to delete the last set of characters typed



Use this terminal key to answer 'yes' to a question.



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