

# HICAPS Terminal Operations Guide



*Fast* claims... on the spot

# Provider Table

Provider Number	Provider Name	Provider MMF Merchant ID*
A - _____	_____	_____
B - _____	_____	_____
C - _____	_____	_____
D - _____	_____	_____
E - _____	_____	_____
F - _____	_____	_____
G - _____	_____	_____
H - _____	_____	_____
I - _____	_____	_____
J - _____	_____	_____
K - _____	_____	_____
L - _____	_____	_____
M - _____	_____	_____
N - _____	_____	_____
O - _____	_____	_____
P - _____	_____	_____
Q - _____	_____	_____
R - _____	_____	_____
S - _____	_____	_____
T - _____	_____	_____
U - _____	_____	_____
V - _____	_____	_____
W - _____	_____	_____
X - _____	_____	_____
Y - _____	_____	_____
Z - _____	_____	_____

\*MMF Merchant ID is only for services with the HICAPS Multi-Merchant Facility active  
ICE version July 2003.

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# 1 HICAPS/EFTPOS

## 1.1 HICAPS Help Desk

HICAPS Help Desk phone number is **1300 650 852**.

For HICAPS Help Desk hours of operation, please refer to [www.hicaps.com.au](http://www.hicaps.com.au) – Provider information section.

HICAPS FAX number is **1300 725 726**.

## 1.2 Glossary

<b>Benefit</b>	Value of rebate authorised by a Health Fund
<b>Body part</b>	Two digit numeric identifying the part of body on which the service was performed.
<b>Cancel</b>	Reverses a transaction processed through the terminal.
<b>Card</b>	A membership card issued by the Health Fund. The card will list all patients covered by the membership.
<b>Claim</b>	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
<b>Claim declined</b>	When a Health Fund declines to pay the request – a brief response message will print with each declined item and/or claim.
<b>Claim receipt</b>	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
<b>Date (of service)</b>	The date the specific item of service was performed – format dmmm.
<b>EFTPOS Lead-In</b>	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the HICAPS Claim.
<b>Fallback</b>	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction.
<b>Gap Payment</b>	The amount remaining after the Health Fund has approved a benefit for the specified services.

<b>HICAPS</b>	Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal.
<b>Issue date</b>	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
<b>Item cost</b>	The amount charged for the given item of service.
<b>Item number</b>	Numeric code identifying the service performed as agreed between either HICAPS or the AHIA and the appropriate industry association.
<b>Member</b>	A customer of a Health Fund.
<b>MMF</b>	The Multi-Merchant Facility. This is a feature of the HICAPS terminal which optionally allows you to settle the EFTPOS funds separately for each provider.
<b>Patient ID</b>	A member listed on the card which identifies a given patient within a Health Fund membership.
<b>PMS</b>	Practice Management System. The PC based system which allows a transaction to be sent directly to the HICAPS terminal.
<b>Provider</b>	Practitioners who provide Health Services to patients.
<b>Provider number</b>	The eight-character identifier uniquely identifying each separate provider at each location as issued by the HIC or Medibank Private.
<b>Refunds</b>	Refunds a previous EFTPOS or credit approved transaction.
<b>Reversal</b>	Reverses an approved transaction on the same day the transaction was processed.
<b>RRN</b>	Receipt reference number (unique 12 digit field)
<b>Swipe member card</b>	Pass the membership card through the card reader on the right-hand side of the HICAPS terminal.
<b>Tooth number</b>	Two digit FDI numeric identifying the tooth on which the service was performed.

### 1.3 Diagram of HICAPS terminal



## 2 HICAPS

### 2.1 Terminal Provider Setup

**Note:** If you have a PMS, please contact your supplier for setup instructions.

**Note:** Merchant Function 54 can also be used to fast track to the Provider Setup screen.

#### 2.1.1 Adding a new provider

**Note:** You will need to contact HICAPS and advise them that a new provider/s is joining the practice.

Select the Main Menu

Go to the next page

Select the Acquirer Functions Menu

Select the NABDD button

Select the Providers button

To add a new provider simply select one of the screen buttons labelled "NOT ASSIGNED". For a MMF terminal, the first (A) provider MUST be loaded into the first slot, the second (B) provider into the second slot, etc.

Key the provider's name then press "ENTER". This name will appear on the provider's HICAPS receipts, and if MMF is active, on the provider's EFTPOS receipts.

**Note:** Use the **"KEY"** screen button to display a "qwerty" (typewriter) keyboard to enter alpha characters, and the number pad for the numerals.

Key the provider number for this provider then press "ENTER". This is the 8-character number supplied by the HIC or Medibank Private. If your provider number is shorter than 8 characters you will need to include leading 0's to make up 8.

Key the EB number for this provider then press "ENTER". This is the 8-character number supplied by HICAPS for this provider.

**Note:** This prompt will only be presented if the terminal is operating in MMF mode.

<b>Press Here for Menu</b>		
MORE		
ACQ FUN		
NABDD		
PROVIDERS		
<b>SETUP</b>	←	→ X
<b>SELECT PROVIDER</b>		
NOT ASSIGNED		

<b>NAME</b>
DR SMITH

<b>PROVIDER NUM.</b>
123456AJ

<b>EB#</b>
33123433

This option will enable the terminal to prompt to automatically start an EFTPOS transaction for the gap amount. Select the appropriate option for this provider.

**Note:** If a Claim to Sale is “disabled” the Claim Deposit is not displayed. This option will enable the terminal to prompt for deposits (optical only).

Key the security password for this provider (or merchant for MMF), then press “ENTER”. It is used to protect access to the provider table, amongst other things.

This option will tell the terminal to prompt for either a Body Part number or Tooth number, or to suppress the prompt completely. Select whichever is appropriate for this provider, or press “ENTER” to accept the highlighted option.

The provider has now been added and you will be returned to the Provider Setup screen.

### 2.1.2 Changing and deleting providers

Start at the Provider Setup screen by either Merchant Function 54, or by following the first five steps of “Adding a new provider”.

Refer: 2.1.1 Adding a new provider

To change the details for an existing provider select the provider from the list displayed on the screen.

**Note:** You can also print a provider list detailing the providers currently loaded into the terminal from this point by pressing on the “SETUP” bar at the top of the screen and answering “YES”.

If a password was keyed when the provider was originally entered into the terminal, this password is required to amend any of the provider details, or delete the provider. This prompt will not be displayed if no provider password was originally entered.

<b>SETUP</b>		<b>X</b>
<b>CLAIM TO SALE</b>		
<input checked="" type="radio"/>	<b>ENABLE</b>	
	<b>DISABLE</b>	
	<b>ENTER</b>	

<b>CLAIM DEPOSIT</b>		
	<b>ENABLE</b>	
<input checked="" type="radio"/>	<b>DISABLE</b>	

<b>SETUP</b>		<b>X</b>
<b>PROVIDER PASSWORD</b>		
	<b>XXXX</b>	
<b>←</b>	<b>CLEAR</b>	<b>ENTER</b>

<b>SETUP</b>		
<b>SELECT PROMPT OPTION</b>		
	<b>PROMPT BODY PART NUM</b>	
	<b>PROMPT TOOTH NUM</b>	
	<b>NO PROMPT</b>	

<b>SETUP</b>	<b>←</b>	<b>→</b>	<b>X</b>
<b>SELECT PROVIDER</b>			
<b>DR SMITH</b>			

<b>DR SMITH</b>
<b>ENTER PASSWORD</b>
<b>MID: 33123422</b>
<b>XXXX</b>

If the provider's name is now different from the name on the screen, key the provider's new name then press "ENTER". If the name is to remain unchanged, simply press "ENTER".

NAME	DR SMITH
<input type="text"/>	

The terminal will ask you if you wish to keep this provider in the terminal. Press "YES" to keep the provider. If you answer "NO" the terminal will print claim (and EFTPOS for MMF) transaction reports for that provider. You will be asked to confirm that the print was OK and prompted to confirm the deletion.

KEEP PROVIDER NAME	DR SMITH
<input type="button" value="NO"/>	<input type="button" value="YES"/>

If the provider number is now different from the number on the screen, key the new provider name then press "ENTER". If the provider number is to remain unchanged, simply press "ENTER".

PROVIDER NUM.	123456AJ
<input type="text"/>	

The terminal will prompt you to change the "Claim to Sale" setting. The current setting will be displayed. Select the appropriate setting and press "ENTER".

<b>SETUP</b>		<b>X</b>
CLAIM TO SALE		
<input type="button" value="ENABLE"/>		
<input checked="" type="radio"/> <input type="radio"/>		
DISABLE		
		<input type="button" value="ENTER"/>

**Note:** If the Claim to Sale is disabled then the Claim Deposit is not displayed. This option will enable the terminal to prompt for deposits (Optical only).

CLAIM DEPOSIT	
<input checked="" type="radio"/>	ENABLE
<input type="radio"/>	DISABLE

If you wish to change the password for this provider, key in the new password then press "ENTER". To leave the password unchanged simply press "ENTER".

<b>SETUP</b>		<b>X</b>
PROVIDER PASSWORD		
		<input type="text" value="XXXX"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>	<input type="button" value="ENTER"/>

This option will tell the terminal to prompt for either a Body Part number or Tooth number, or to suppress the prompt completely. Select whichever is appropriate for this provider, or press "ENTER" to accept the highlighted option and leave the prompt unchanged.

SELECT PROMPT OPTION	
<input type="button" value="PROMPT BODY PART NUM"/>	
<input checked="" type="button" value="PROMPT TOOTH NUM"/>	
<input type="button" value="NO PROMPT"/>	

## 2.2 Processing a HICAPS Claim

### 2.2.1 Processing a HICAPS Claim transaction (HICAPS terminal)

To start a HICAPS Claim transaction, simply swipe the patient's Health Fund card through the terminal.

Screen will display the number of items your are able to process in one transaction. Press OK (or press ENTER or CLEAR terminal key).

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

When prompted to "SELECT PROVIDER" simply select the appropriate screen button for the provider claiming for the services provided.

**Note:** This prompt will only be displayed if more than one provider is loaded into the terminal.

The terminal will then ask for the "PATIENT ID". This is the 2-digit number printed on the card relating to the specific patient receiving treatment then press ENTER.

**Note:** This value will default to "01" if nothing is entered

Key the item number associated with the treatment supplied then press "ENTER".

Key the body part or tooth number on which the treatment supplied was performed then press "ENTER" or just press "ENTER" to use the default of "00".

**Note:** Terminal Provider Setup prompt for; Body Part or Tooth Number may be changed through Provider Setup (Refer 2.1).

The date this part of the service was performed, format ddmm

**Note:** To accept the default of the current date just press "ENTER".

The cost to be charged for this item.

**Note:** This field will default to the last cost charged for the same item number.

### The Item Summary screen

You will then be presented with a summary of the item entered. By selecting any of the fields, that part of the item, can be re-entered as above. To add another item, simply press "Add" and enter the options as above. Once all items have been added to the claim, press "SEND"

If the summary presented is correct, simply press "Yes" and the claim will be sent to the Health Fund for approval.

**Note:** To scroll through the items use the arrows at the top of the screen.

### SELECT PROVIDER

DR SMITH
----------

PATIENT ID	01
	<input type="text"/>

ITEM NUMBER	1005
	<input type="text"/>

BODY PART NUMBER	00
	<input type="text"/>

DATE SERVICE	Jan 31 (DDMM)
	<input type="text"/>


ITEM COST	\$35.00
	<input type="text"/>

<b>CLAIM</b>	01/01	←	X
PATENT ID	01		A
ITEM NUMBER	1005		D
BODY PART NUM	00		S
DATE SERVICE	JAN, 31		E
ITEM COST	\$35.00		N
			D

CLAIM	
SEND TO HEALTH FUND ?	
01 RECORD(S)	\$35.00
DR SMITH	01
NO	YES

## Example HICAPS Claim receipt

The claim receipt contains all of the information relating to the claim. A second "CUSTOMER COPY" is offered and/or printed without the statutory declaration, only stating. The first copy is required to be signed by the Fund member and retained for your office records and may be required to be produced by the Health Fund. The second copy is for the customer's own records.

Name and address of the provider site	<div style="text-align: center;">  <p>Fast claims ... on the spot</p> <p><a href="http://www.hicaps.com.au">www.hicaps.com.au</a></p> <p>HICAPS MEDICAL SUITE            PROVIDER ADDRESS            PROVIDER SUBURB            33123433 JAN 31 2011 10:00            MERRY CHRISTMAS</p> <p><b>DR SMITH</b>            PROVIDER NUMBER 123456AJ</p> <p>NIB – 903600021234567890</p> <p>MEMBERSHIP NUMBER 12345678</p> <p><b>Services Claimed:</b></p> <table border="1"> <thead> <tr> <th>Service</th> <th>Charge</th> <th>Benefit</th> </tr> </thead> <tbody> <tr> <td>Patient ID: 02 1504 CHROCAREA/H15 APPROVED 00</td> <td>\$45.00</td> <td>\$40.00</td> </tr> <tr> <td>Patient ID: 01 1005 STD CONSULT 15M LIMIT REACHED 06</td> <td>\$30.00</td> <td>\$0.00</td> </tr> </tbody> </table> <p>Transaction Response: 00 APPROVED            RRN: 000001000002</p> <hr/> <p>Claim Total \$75.00 \$40.00</p> <p><b>Gap Payment: \$35.00</b></p> <p>Transaction APPROVED</p> <p>STATUTORY DECLARATION:            I certify that the above services have been provided, this claim is non-compensable and meets all Fund rules. I authorise my Fund to pay proceeds to direct to the provider and verify any aspect of the claim.</p> <p>MEMBERS SIGNATURE:            _____            X</p> </div>	Service	Charge	Benefit	Patient ID: 02 1504 CHROCAREA/H15 APPROVED 00	\$45.00	\$40.00	Patient ID: 01 1005 STD CONSULT 15M LIMIT REACHED 06	\$30.00	\$0.00	Transaction date & time
Service		Charge	Benefit								
Patient ID: 02 1504 CHROCAREA/H15 APPROVED 00		\$45.00	\$40.00								
Patient ID: 01 1005 STD CONSULT 15M LIMIT REACHED 06		\$30.00	\$0.00								
Terminal details		Customise receipt									
Merchant Number		Provider number									
Provider name		Membership number									
Fund abbreviation		Amount claimed									
1st item number and description		Amount paid									
Approved item		Transaction response									
2nd item number and description		Total amount claimed from Fund									
Declined item		Total amount paid by Fund									
Receipt reference number		Amount remaining									
Members statutory declaration		Trace Number Last 6 digits of RRN									
Members signature panel authorising the Health Fund payment directly to the provider											

## 2.2.2 Processing a HICAPS Claim transaction (Practice Management System)

To start a HICAPS Claim transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your PMS screen.

When the terminal receives the transaction details from your PMS, the terminal will prompt for the customer card to be swiped. The terminal will recognise the card type that should be swiped by the type of transaction that is received from the PMS. The results from the transaction will be returned directly to the PMS.

**SWIPE CUSTOMER CARD**

## 2.3 Cancelling a HICAPS Claim

### 2.3.1 Cancelling a HICAPS Claim (HICAPS Terminal)

There are two ways to cancel a HICAPS claim through your HICAPS terminal

**Note:** This will only allow you to cancel a claim if it was the last transaction processed through the terminal, and only if it was processed on the same day.

Press the "MERCHANT FUNCTION" button on the Primary Option screen. (You may need to press the screen to pass the screen saver.)

Key "53" then press "ENTER"

You will then be presented with a summary of the first item of the last claim. Once you have confirmed that the transaction displayed is the claim you wish to cancel, press "SEND".

**Note:** The left arrow (on the top line) will take you to the screen showing the provider who processed the claim.

**MERCHANT FUNCTION**

**ENTER FUNCTION**

**53**

## To cancel any (claim) transaction processed on the same day

**Note:** A transaction can only be cancelled on the same day that it was originally processed.

Press the “REFUND” button on the Primary Options screen. If your terminal is showing the HICAPS screen saver, simply touch anywhere on the screen, or press either the “CLEAR” or “ENTER” buttons to display the Primary Options screen.

**REFUND**

**SWIPE CUSTOMER CARD**

The terminal will then prompt you for the provider number related to the claim. Key the provider number and press “ENTER”.

**PROVIDER NUM**

123546AJ

**Note:** Use the KEY screen button to display a “qwerty” (typewriter) keyboard to enter alpha characters, and the number pad for numerals. Also if MMF then select the provider from the list.

The terminal will then prompt you for the 12-digit Receipt Reference Number of the original claim. Key the RRN and press “ENTER”.

**RRN NUMBER**

123456879012

The terminal will then prompt you for the Benefit amount approved by the Health Fund on the original claim. Key the amount and press “ENTER”.

**BENEFIT**

**\$0.00**

**\$35.00**

You will then be presented with a summary of the claim to be cancelled. Once you have confirmed that the transaction displayed is the claim you wish to cancel, press “YES”. The terminal will produce two copies of the cancellation receipt the first copy must be signed by the Fund member and retained for your records, the second copy is for the member’s own records.

<b>SEND CANCEL ?</b>		<b>X</b>
<b>Benefit</b>	<b>\$35.00</b>	
<b>Provider#</b>	<b>123546AJ</b>	
<b>RRN#</b>	<b>123546879012</b>	
<b>NO</b>	<b>YES</b>	

### 2.3.2 Cancelling a HICAPS Claim (Practice Management System)

To cancel a HICAPS claim transaction, simply send the transaction to HICAPS by selecting the appropriate option from your PMS screen.

When the terminal receives the transaction details from your PMS the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the PMS.

**SWIPE CUSTOMER CARD**

## 2.4 Manual Daily Transaction Summary (HICAPS Totals)

**Note: Merchant Function 51 can also be used to fast track to the HICAPS Totals screen.**

Select the Main Menu

Go to the next page

Select the Acquirer Functions Menu

Select the specific acquirer button

Select the HICAPS Totals button

The appropriate day, TODAY or LASTDAY

The terminal will now print out a summary of transactions processed on the previous day totalled individually by provider number and by health fund.

<b>Press Here for Menu</b>
MORE
ACQ FUN
NABDD
HICAPS TOT
LASTDAY
DR SMITH

## 2.5 Settlement Transaction Report (HICAPS forced settlement)

If you attempt to process a claim before you have printed the HICAPS totals for the previous day the terminal will prompt you to print them prior to allowing you to continue. Select the "YES" button to produce the transaction listing.

You will then have the option of producing either a summary or detail listing. The summary will report on totals for each provider, broken down by Health Fund. The detailed listing also includes all transactions processed.

<b>PRINT TXN LISTING</b>	X
<b>HOST FORCED SETTLED PRINT TRANSACTIONS?</b>	
NO	YES

<b>PRINT TXN LISTING</b>	X
SUMMARY LISTING	
DETAILED LISTING	

## 2.6 Ordering Terminal Rolls

To order stationery rolls for your terminal simply press the "MERCHANT FUNCTION" button.

Key "7" then press ENTER.

To confirm that you wish to order stationery for your terminal press "YES". The terminal will now print a receipt confirming your order with a "STATIONERY ORDER PLACED" message.

Press "MERCHANT FUNCTION" button Key "5" and then press ENTER.

Note: This must be approved, and it will take five business days for rolls to arrive.

<b>MERCHANT FUNCTION</b>
ENTER FUNCTION
7

<b>MERCH FUNC</b>	X
<b>STATIONERY ORDER ?</b>	
NO	YES

## 2.7 Performing Terminal Sign On/Logon

If you receive a transaction response code “LR” (Logon Required) or when advised by the Help Desk, the terminal is required to logon to HICAPS. In most cases this is automatically done by the terminal, however, there may be some times when you are required to manually sign on to the switch.

To sign on your terminal simply press the “MERCHANT FUNCTION” button.

**MERCHANT FUNCTION**

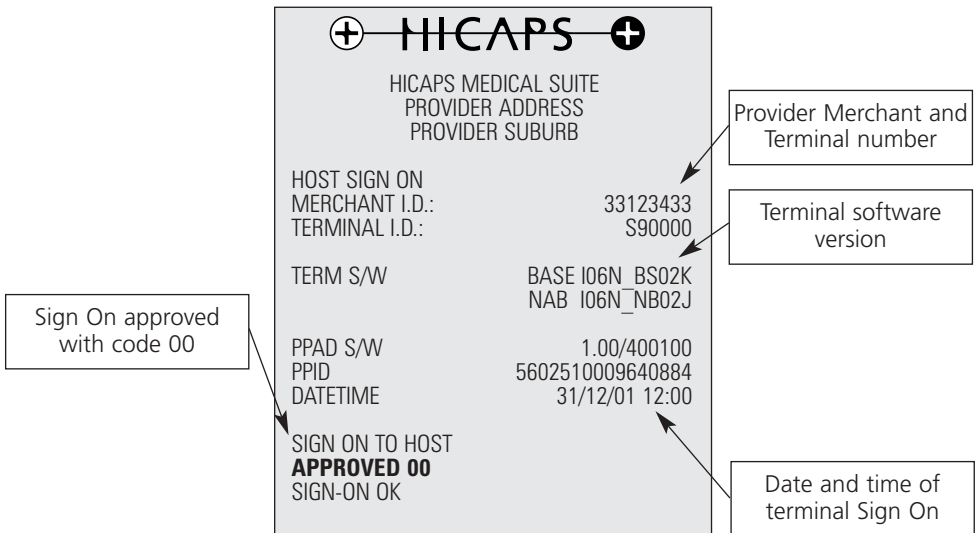
**ENTER FUNCTION**

Key “5” then press ENTER.

**5**

The terminal will now communicate with HICAPS and print a receipt confirming your Sign On.

### The Sign On receipt



## 2.8 Customise a HICAPS Receipt (Optional)

To customise your HICAPS receipt for seasonal or other messages.

Press the **MERCHANT FUNCTION** button and key “26” and then press ENTER. Select “Key” screen button to display Keyboard to type your message. eg: Seasons greetings. The typed message will now appear on your next receipt. (See example HICAPS claim receipt on page 11).

### 3 EFTPOS

#### 3.1 Processing an EFTPOS transaction

##### 3.1.1 Processing an EFTPOS transaction (HICAPS Terminal)

To start an EFTPOS Sale transaction, simply swipe the patient’s EFTPOS card through the terminal. This could be;

Credit: Visa, MasterCard, Bankcard,

Charge: Amex, Diners or JCB, or

Debit: Cheque or Savings

as per your EFTPOS agreement

**Note:** The card number must not be keyed if the terminal reports that the card is faulty or will not swipe.

The terminal will identify the appropriate transaction by the type of card swiped. Select the appropriate account as advised by the patient.

SELECT ACCOUNT
SAVINGS
CHEQUE
CREDIT

If the terminal has MMF active, you will then be prompted to select the appropriate provider from the list. Select the relevant provider.

SELECT PROVIDER
DR SMITH

Key the amount of the sale (normally the Gap Payment from the HICAPS Claim transaction) then press “ENTER”. If “Claim to Sale” is enabled, refer: 2.1 Terminal Provider Setup , this amount will already be set to the Gap Payment when processing a Lead-In EFTPOS transaction.

**SALES AMOUNT                    \$35.00**

If the terminal is configured for cash-out, or tips, you will be prompted to enter the appropriate amount then press “ENTER”.

**CASH AMOUNT                    \$20.00**

To confirm the transaction details you will be presented with a transaction summary. If the details are correct press “YES”, if they are incorrect press “NO” and enter the correct amounts when prompted.

<b>VISA</b>	<b>PUR+CSH</b>	<b>X</b>
<b>TOTAL</b>	<b>\$35.00</b>	
<b>CORRECT?</b>		<b>01</b>
<b>NO</b>	<b>YES</b>	

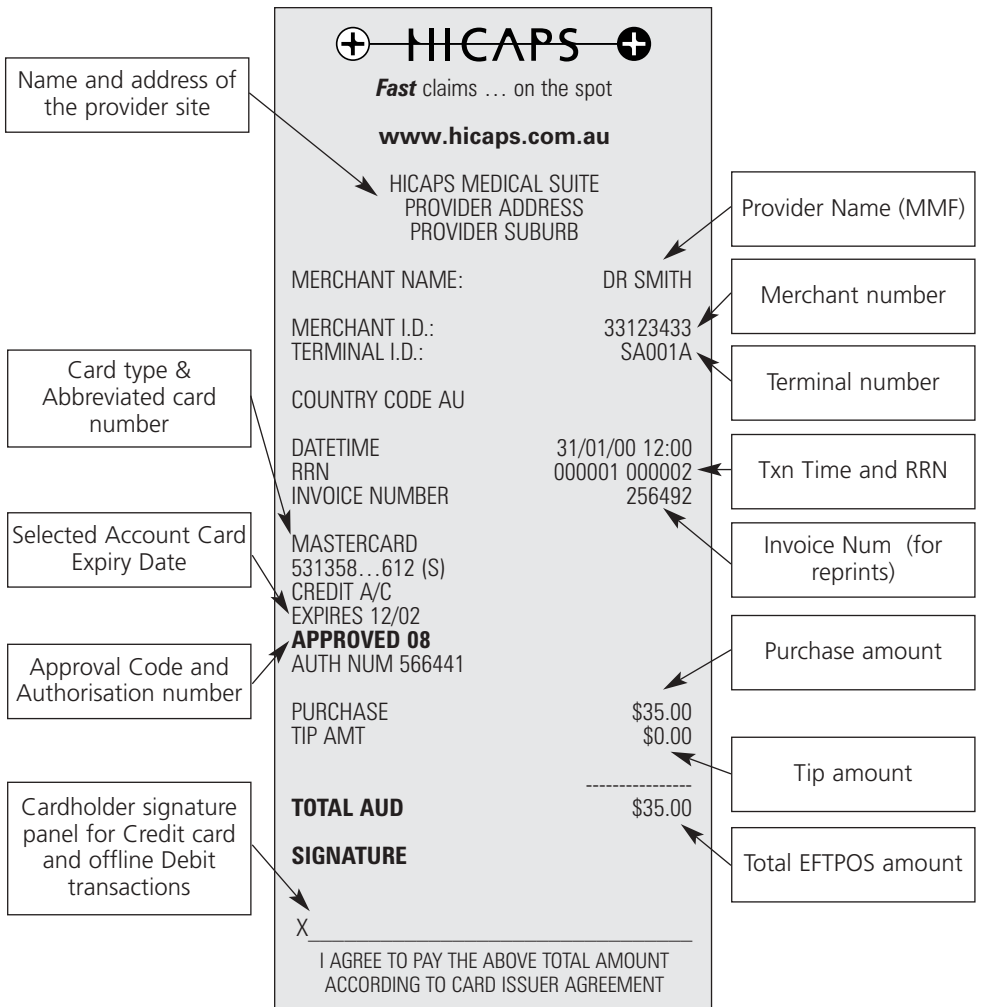
The terminal will then prompt for the patient to either press enter, for a Credit or Charge card transaction, or key their PIN then press enter for a Cheque or Savings account transaction. Once this has been done the terminal will process the transaction.

<b>PINPAD</b>	<b>X</b>
<b>TOTAL</b>	<b>\$35.00</b>
<b>KEY PIN AND PRESS ENTER</b>	

**XXXX**

**Example EFTPOS Sale receipt**

The EFTPOS receipt contains all of the information relating to the EFTPOS transactions. A second "CUSTOMER COPY" is offered and/or printed. The first copy is required to be signed by the patient and retained for your office records. The second copy is for the customer own records.



### 3.1.2 Processing an EFTPOS transaction (Practice Management System)

To start an EFTPOS transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your PMS screen.

The terminal will prompt for the customers EFTPOS (Credit or Debit) card to be swiped. It will then prompt for the remaining input: Provider (for MMF), Account, PIN, etc. The results from the transaction will be returned directly to the PMS and a receipt for your records will be produced for the customer to sign, together with a copy for the customer.

## 3.2 EFTPOS Settlement

Settling EFTPOS simply advises HICAPS that you have finished EFTPOS processing for that day. Anything processed after performing the settlement will be included with the following day's transactions.

**Note:** For Pre Settlement and Last Settlement functions press  button.

### 3.2.1 Manual EFTPOS Settlement

To settle your EFTPOS facility manually, press the  button and then press the  button on the Primary Options menu. If your terminal is using MMF, you will be prompted to select the provider who wishes to settle. If there have been any transactions processed since the last settlement the terminal will offer to print them, select "YES" to print them, or "NO" to bypass the report. The terminal will then contact the HICAPS switch to settle your day's totals.

**Note:** The terminal will prompt you to enter your security password, enter either the provider's (MMF) or the terminal's password and press "ENTER".

This option is suited to those providers who do their banking during the business day (prior to 8pm EST).

### 3.2.2 Automatic Terminal Settlement

This facility enables your terminal to settle automatically at a pre-determined time each day.

To setup your terminal to settle automatically press the "MERCHANT FUNCTION" button on the Primary Options Menu.

Key "77" then press ENTER.

The terminal will ask you to confirm that you wish to AUTO SETTLE NABDD (the EFTPOS Facility). Select "YES" to continue.

**Note:** MMF provider must be selected.

MERCHANT FUNCTION
-------------------

ENTER FUNCTION
----------------

77
----

MERCH FUNC	X
AUTO SETTLE NABDD	
NO	YES

The terminal will ask if you wish to print a complete transaction listing when each auto-settle is performed. Select "YES" to print the listing, or "NO" to produce only totals.

<b>MERCH FUNC</b>		<b>X</b>
<b>PRINT TRANSACTIONS?</b>		
<b>NO</b>	<b>YES</b>	

Please enter the time you wish to settle in 24 hour clock time.

<b>AUTO SETTLE</b>		<b>X</b>
<b>ENTER SETTLEMENT TIME (HHMM)</b>		
	2100	

**Note:** MMF will ask you to add another provider.

The terminal will ask you to confirm the time entered, select "YES" if the time displayed is correct, or "NO" to re-enter the time.

<b>MERCH FUNC</b>		<b>X</b>
<b>START AUTO SETTLE AT 09:00 PM?</b>		
<b>NO</b>	<b>YES</b>	

You will be asked to confirm the number of times the terminal will retry to perform the settlement. To accept the default of 3 attempts, simply press "ENTER". If your terminal may have trouble dialling or connecting to HICAPS, you may need to increase the number of retries to 4 or 5. Simply key "4" or "5" then press "ENTER".

**AUTO SETTLE RETRY 03**

--

The terminal will then confirm that "AUTO SETTLEMENT" will be performed at the time entered. Simply press "OK" to return to the Primary Options menu.

<b>AUTO SETTLE</b>		<b>X</b>
<b>AUTO SETTLEMENT WILL START AT 09:00 PM</b>		
	2100	

### 3.2.3 Host Forced Settlement

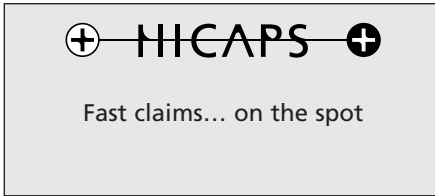
The terminal automatically settles at 20:00 each day. The automatic settlement time can optionally, be moved. See Automatic Terminal Settlement 3.2.2. If the terminal is not settled then it will be automatically be settled by the HICAPS switch at the relevant time.

**Note:** If the HICAPS switch settles then no receipt is printed. To obtain Totals please use Last Settle Enquiry, refer to 4.2.3.

**Note:** All times are Melbourne/Sydney times.

## 4 Touch Screen Menu System

### 4.1 The screensaver (Idle screen)

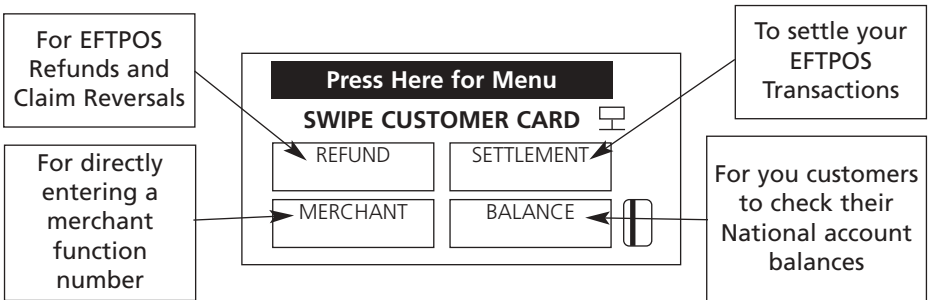


The HICAPS ICE5000 has a built in screensaver function. While the terminal is not in use it will display this screen. The screensaver will remain on the screen until you start to use the terminal either;

- from your integrated PMS,
- by swiping a card,
- by using any key including the clear key,
- by touching any part of the screen

### 4.2 The Primary Option screen

The following screen is displayed unless the screen saver is active.



Most of the frequently performed functions can be started from the Primary Option screen. From this screen you can:

#### 4.2.1 Start a HICAPS Claim or EFTPOS Sale transaction

A new transaction can be started by simply swiping a Health Fund or EFTPOS (Credit or Debit) card, or keying a Credit card number from either the screensaver or the Primary Options menu.

#### 4.2.2 Refund (EFTPOS and HICAPS Claim Cancellation)

The **REFUND** button is used to process either reverse an EFTPOS transaction or cancel a HICAPS Claim transaction.

### 4.2.3 Settlement Options

#### Pre-Settle

To print a report summarising the totals for EFTPOS transactions processed so far during the current settlement period.

#### Last Settle

To print a report summarising the totals for EFTPOS transactions previous settlement period.

The **SETTLEMENT** button prints your current EFTPOS settlement details and optionally a full transaction listing, then when confirmed, processes your totals to your bank account and starts processing for the next day.

### 4.2.4 Balance Inquiry (National Australia Bank account inquiry)

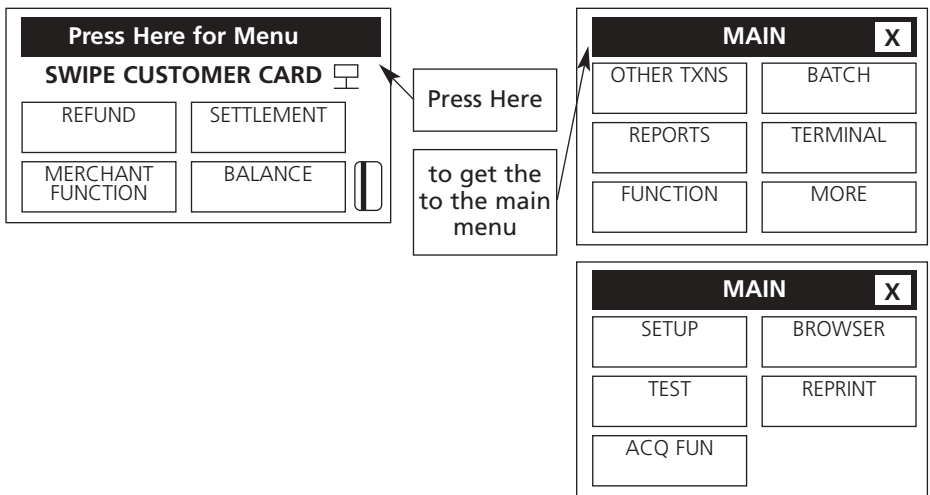
The **BALANCE INQUIRY** button can be used to request an account balance, but only for National Australia Bank cardholder's.

### 4.2.5 Merchant Function (HICAPS Merchant Functions)

The **MERCHANT FUNCTION** button is used to start any of the merchant functions.

## 4.3 The Main Menu

To access the main menu, simply press the menu bar at the top of the Primary Options screen. The menu bar also, alternately displays the current date and time.



**Note:** All screens except the Primary Options screen can be cancelled by pressing the "X" in the top right corner.

The Main Menu can be used to access additional Terminal Functions.

#### 4.3.1 Batch (Review and reprint transactions)

The **BATCH** button is used to review and reprint transactions in the current batch.

#### 4.3.2 Reports (Print EFTPOS and HICAPS reports)

The **REPORTS** button allows you to print a number of different standard reports from the terminal.

#### Audit

Produces an audit trail of transactions processed through the terminal. The details for each transaction include:

- Transaction Type; Claim, Cancel, Sale etc
- Transaction Date and Time (format dd/mm/yy hh:mm)
- Transaction amount, in the case of a claim, the total amount requested
- Card Type; HICAPS, BANKCARD, VISA etc
- Authorisation Number
- Invoice Number; used to reprint an EFTPOS transaction receipt
- Card Number; the full card number used for the transaction
- Transaction Code;
  - S/K – the card was Swiped or Keyed,
  - A/O – the transaction was either Approved, or processed offline,
  - X – the transaction has been sent to the acquiring bank, if the “X” is absent the transaction has been processed in “fallback” and will be passed to the host with the next transaction.

#### Summary

To produce a summary of EFTPOS transactions processed for the current day by card issuer (Bankcard, Visa etc). It also totals the base amounts, tips and refunds.

#### Shift

As well as allowing the running shift total to be reset, you can produce a summary report of EFTPOS transactions processed since the last shift total reset was performed.

#### Reprint

This is used to reprint the receipt for an EFTPOS transaction processed in the current batch. This is for either the receipt for the previous EFTPOS transaction or HICAPS Claim, by using the **LAST** button, or any other receipt with the **INVOICE** button and keying the invoice number.

### 4.3.3 Terminal (Terminal upgrade functions – only to be used on advice from HICAPS Help Desk).

The **TERMINAL** button is used to access the menu allowing you to;

- initialise the terminal,
- to load a new version of terminal software,
- view the current terminal software version or the response to the last transaction,
- access EFTPOS training mode,
- logon the terminal,
- reset the terminal, or
- load the ICEPAC feature (NOT AVAILABLE IN THIS VERSION)

### 4.3.4 Function (HICAPS Merchant functions)

To enter merchant functions, the same as the Merchant Function option on the Primary Option Screen.

use **MORE** to move to the next page where you can:

### 4.3.5 Setup (Refer Help Desk)

*This option should only be used on advice from the Help Desk.*

To change the terminal options for: date/time, terminal maintenance, printer, communications, dial options, passwords, display contrast or initiate a terminal logon.

### 4.3.6 Browser (Refer Help Desk)

To use the terminal's inbuilt internet browser (**NOT AVAILABLE IN THIS VERSION**)

### 4.3.7 Tests (Terminal Test functions)

Perform tests on the terminals;

- Connecting to the hosts: HICAPS transactions host, EFTPOS transactions, and Loads & Initialisations host. **Only be used on advice from the HICAPS Help Desk**
- Display: to test the terminal's touch screen display
- Keyboard: to test the numeric keypad
- Card reader: to test the terminal's card reader and any card
- Pinpad: to confirm that the terminal's internal or external pinpad is functioning

### 4.3.8 Reprint (Reprint EFTPOS and HICAPS transactions)

This is used to reprint the receipt for a transaction processed in the current batch. This is for either the receipt for the previous EFTPOS transaction or HICAPS Claim, by using the **LAST** button, or any other receipt with the **INVOICE** button and keying the invoice number.

### 4.3.9 Acq Fun (EFTPOS Merchant functions)

The acquirer function menu allows access to perform functions specific to HICAPS and National EFTPOS. NABDD is the only option available.

### Pre Settle

To print a report summarising the totals for EFTPOS transactions processed so far during the current settlement period.

## Last Settle

To print a report summarising the totals for EFTPOS transactions processed in the previous settlement period.

## Function

To enter merchant functions, this is the same as the Merchant Function option on the Primary Option Screen or the Functions option of the main menu.

## Providers

For more details refer to **2.1 Terminal Provider Setup**

**Note:** The maintenance of existing providers may be password protected.

Used to add, delete and maintain the list of providers supported through the terminal. Through this option you can specify:

- **provider name**, as it will appear on the transaction receipts
- **provider number**, the 8-character number supplied for the provider by the HIC, Department of Veterans Affairs or Medibank Private, specifically for that location
- **Claim to Sale option**, to use the Gap amount to automatically start an EFTPOS (Credit or Debit) transaction
- **Claim to Deposit option**, to use for deposits (optical only)
- **Provider/Merchant password**, for restricting access to certain facilities and information
- **MMF EB#**, the Merchant Number supplied for this provider. This option will only be available if the MMF (Multi-Merchant Facility) is activated for EFTPOS settlement into separate bank accounts (MMF providers must be entered as advised by the HICAPS Help Desk).
- **Prompt Option**, to specify Body Part Number, Tooth Number or completely suppress this prompt during claim transactions

## HICAPS Config “HICAPS CFG”

*This option in only to be used on specific advice from the Help Desk.* This secure area of the terminal menu system allows you to:

- reset passwords,
- clear terminal totals,
- clear reversals or
- change/reset receipt images

The Help Desk will supply the password for this menu if required.

## HICAPS Totals “HICAPS TOT”

Prior to processing the first transaction of each day, the terminal will prompt the user to print the HICAPS Settlement details from the previous day. This can also be done manually using this option. The current or previous day’s transaction details are summarised by provider and then by Health Fund.

**Note:** For PMS user Totals are obtained from your PMS system.

### 4.3.10 Other Common Terminal Functions

#### Changing the Terminal Security Password

The terminal security password is used to process both EFTPOS Refunds and to also unlock the terminal for use. Changing the terminal security password is simply done by pressing **MERCHANT FUNCTION** then key "90" then "ENTER". When prompted then key your old password then press "ENTER", then key your new (4 digit) password number and press "ENTER". You will need to confirm your new password by keying it then and again pressing "ENTER". The terminal will return "TRANSACTION ACCEPTED" to confirm that the password has been changed.

#### Locking and unlocking your HICAPS terminal

For added security your terminal has a lock feature which, when active prevents all use of the terminal until the security password is keyed in. Locking your terminal is simply done by pressing **MERCHANT FUNCTION** then "4", then "ENTER". You will need to confirm that you wish to lock your terminal by pressing the "YES" or "ENTER" key. The terminal will now be unusable until your 4-digit terminal security password is keyed followed by "ENTER".

**Note:** MMF – The provider password is also your refund password.

### 4.3.11 Fallback Procedure

In the event of the terminal being unable to communicate with the National, it will default to a "fallback" situation. Amounts above your floor limit require an authorisation number to be obtained and entered when requested into the terminal.

**Step 1:** If a transaction is unable to be processed due to a communication problem, the following screen may be displayed at the end of the transaction.

<b>FALLBACK</b>
<b>ENTER AUTH CODE</b>
?

**Step 2:** Enter authorisation number\* (refer below for contact phone numbers) and press **ENTER**. Transaction will be stored within the terminal and passed on when communication is available.

If the amount of the transaction is below your floor limit, the transaction will be approved on fallback. The receipt will detail APPROVED 08 (fallback). Please ask the customer to sign the receipt. The transaction will be stored in the terminal and passed on when communication is available. Please call the HICAPS Help Desk if your terminal processes more than 2 fallback transaction in a row.

**Note:** If authorisation is not received, press **CANCEL** key and request another form of payment.

If the amount of the transaction is below your floor limit, the transaction will be approved on fallback. The receipt will detail **APPROVED (08) FALLBACK**. Please ask the customer to sign the receipt. The transaction will be stored in the terminal and passed on when communication is available. Please call HICAPS HelpDesk if your terminal processes more than 2 fallback transactions in a row.

**For authorisation call:**

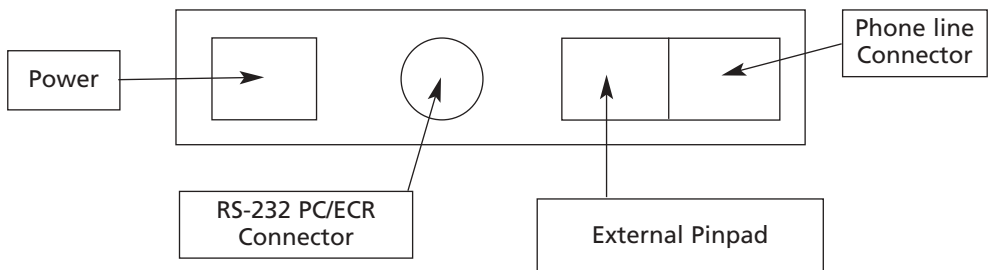
Credit Cards 13 25 15

Debit Cards 1300 650 852

\* Call the above contact number to obtain a valid authorisation number.

## 5 Terminal Connections

The back of the HICAPS ICE5000



Connect the cables to the back of the HICAPS ICE5000 as indicated.

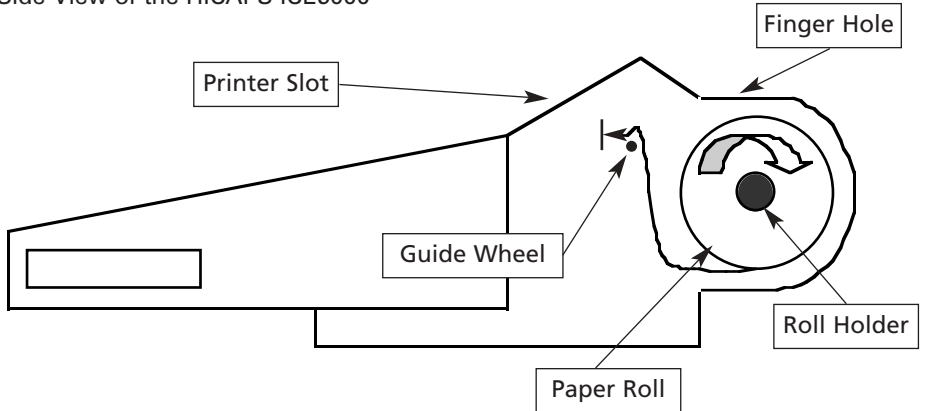
- The phone line must be an analogue phone/fax line, not a commander or a digital service.
- The External Pinpad.
- The RS-232 connector is used to connect the ICE5000 to a PC or ECR (Electronic Cash Register) running a supported Practice Management Software system or application.

## 6 Thermal Printer

The HICAPS ICE5000 terminal has a high speed, whisper quiet thermal printer. It must only be loaded with special thermal paper available from HICAPS, ordered either through the terminal, refer: 2.6 Ordering Terminal Rolls or by contacting the HICAPS Help Desk on **1300 650 852**.

### Diagram of Loading the ICE5000 Thermal Printer

Side View of the HICAPS ICE5000



### To load paper into the ICE5000

Open the printer paper cover by placing a finger in the hole (as indicated above) and pulling the cover towards the back of the terminal.

- Once the cover is open, simply remove the old roll (you may have to gently pull the remaining paper back through the printer) and dispose of the core of the old roll. If you have a roll holder, remove it from the old roll and insert it into the centre of the new roll.
- Place the new roll into the holder with the end of the paper coming towards the front of the terminal from under the roll, over the guide wheel and into the printer slot.
- The terminal will automatically pick up the new paper, feed 1 to 2 centimetres of paper through, then cut it.

**Note:** The paper cutter is designed to only cut the paper most of the way across, leaving enough paper attached to stop the receipts and reports from falling either back into, or out of the printer.

# 7 HICAPS Response Codes

## 7.1 Transaction Level HICAPS Response Codes

Code	Receipt Print Out	Description
00	Approved (8)	Approved or completed successfully
01	Prov Not Approv (15)	Provider not approved by fund
02	Mship Under Invest (19)	Membership under investigation
03	Invalid Prov Nbr (16)	Invalid provider number
04	Retain Card (11)	Retain card
12	Declined (8)	Declined
14	Invalid Card Nbr	Invalid card number (no such number)
19	No Items Entered	No items entered
21	Call Help Desk - note 1	No action taken
25		
40	Mship Not Covered	Membership not covered
42	Mship Ended at DOS	Membership ceased/suspended service date
51	Mship Unfinancial (17)	HICAPS Membership unfinancial
54	Expired Card (12)	Expired card
56	Invalid Mship Nbr (18)	Invalid membership number
57	No Ancillary Cover (19)	No ancillary cover
58	Txn Not Permitted (17)	Transaction not permitted to terminal
60	Provider Not Recogd (16)	Provider not recognised with fund
61	Benefit Limit Excee (19)	Benefit limit exceeded
69	No Benefit Payable	No Benefit Payable
76	Approved (8)	Approved (terminal will request new key)
91	System Inoperative (17)	Health Fund system currently unavailable
94	Duplicate Txn (13)	Duplicate transmission
96	System Malfunction (18)	System Malfunction or Invalid Message
97	Reconc Totals Reset (19)	Reconciliation totals have been reset
98	MAC ERROR (9)	MAC Error
P0 - PZ	Refer Health Fund (17) - note 2	Refer to Health Fund
H1		Time Out waiting for ACK from terminal.
H2		Maximum number of ACK Time Outs reached.
H3		Timed Out waiting for response message from terminal.
H4		LRC Error in response message.
H5		Unable to send, terminal not connected.
H6		Terminal busy.
HX		ActiveX Internal Error.
BZ		Terminal is currently busy
CE		Communications Error
ED		Destination Error
EN		Network Request Error
HM		Hardware Error
HW		Hardware Error
LC		Unexpected loss of carrier
NA		Transaction type not available
ND		Reversal Time out
NM		No sync with Modem Network Failure
		Contact Help Desk
NS		Declined - Settlement required
TO		Timeout Error

TC	Cancelled by user or input timeout
VN	Void not allowed
LR	Terminal Logon Required
JF	Journal Full
IM	Invalid MAC
DI	Duplicate Invoice
TA	Transaction Not Allowed
NP	Provider number not found
LP	Locked Provider
IL	Number of items exceeded limit
TP	The transaction is password protected
II	Invalid max item setup
FL	An "empty" Claim initiated from PMS. (i.e. only provider in the EA field)
FC	Field content error.- (a) Non numeric field such as patient ID, Body part number, service date and amount contain non-numeric data (i.e. anything other than accept '0' to '9')
	(b) Alpha numeric field such as item number contain symbols. (i.e. anything other than 'A' to 'Z', 'a' to 'z', '0', to '9' and space)

**Note 1:** Response code for unmatched (reversal, void, cancellation) transactions.

**Note 2:** Response codes in the range P0 - P9 and PA - PZ indicate that a transaction has been declined by the Health Fund for a specific reason. These transactions must be followed up directly with the Fund.

## 7.2 Item Level HICAPS Response Codes

Code	Receipt Print Out	Description
00	Approved (8)	Transaction Approved
01	Item No Benefit (15)	Nil benefit payable on this item
02	Restricted Item (15)	Nil benefit - restricted item
03	Restricted Item (15)	Reduced benefit - restricted item
04	Previously Paid (15)	Nil benefit - benefit previously paid
05	Limit Reached	Nil benefit - limit reached
06	Limit Reached	Reduced benefit - limit reached
07	Waiting Period	Nil benefit - qualifying period applies
08	PreReq Ser Reqd	Nil benefit - pre-requisite service required
09	Pre Existing	Nil benefit - pre existing ailment
10	Item Nbr Invalid	Item number invalid
11	Item Nbr Ceased	Item number ceased
12	Item Not Valid	Item not valid for provider
13	Item Not Apprvd	Item not approved... not payable by HICAPS
14	Max Nbr Ser Exc	Service exceeds number of times permitted
15	Cost Missing	Cost must be entered
16	DOS Not Valid	Date of service must be before today
17	DOS too Old	Date of service too old
18	Body Part Reqd	Body part required
19	Pat Not Covered	Patient not covered
20	Depd Status End	Dependent status ceased
21	Invalid Pat Code	Invalid patient code
22	Mship Not Cover	Membership not covered
23	Mship Ended DOS	Membership ceased/suspended service date
24	Mship Unfin DOS	Membership unfinancial at date of service
25	No Ancill Cover	No ancillary cover
26	Item Not Coverd	Not covered for this service
27	Duplicate Serv	Duplicate service already processed
28	Excess on Serv	Nil benefit – excess on service applied
29	Excess on Serv	Reduced benefit – excess on service applied
30	Quote Required	Nil benefit – quote required prior to service
31	Quote Required	Reduced benefit – quote required prior to service
32	Exceeds Quote	Nil benefit – claim exceeds quotation
33	Exceeds Quote	Reduced benefit – claim exceeds quote
34	Age Restriction	Nil benefit – Age restriction applies
35	Age Restriction	Reduced benefit – Age restriction applies
36	Gender Restrict	Nil benefit – Gender restriction applies
37	Gender Restrict	Reduced benefit – Gender restriction applies
38	Invalid Change	Nil benefit – Amount charged is invalid
39	Notional Charge	Notional Charge
40	Converted Item	Converted Item
41	Refer to Health Fund	Refer to Fund
42	System Problem	System Problem
50	Provider not approved by Fund (at date of service)	Prov Not Approv
51	Provider not approved by Fund for this service at DOS	Prov Not Approv
P0 - PZ	Refer Health Fund - note 1	Refer to Fund

**Note 1:** Item codes in the range P0 - P9 and PA - PZ indicate that an item has been declined by the Health Fund for a specific reason. These items must be followed up directly with the Fund.

## 8 EFTPOS Error Messages and Corrective Actions

<b>Code</b>	<b>Short Description</b>	<b>Details</b>
00	Approved	Transaction approved or completed successfully
04	Pick up card	Declined - The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers
05	Declined	The transaction has been declined
07	Pick up card	Pick up card – The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers - special condition
13	Invalid Amount	The amount of the transaction is invalid for the type of transaction or merchant
14	Invalid Card	Either the Card Issuer does not recognise the card or the card number is not allowed to be processed by the terminal
15	No such issuer	The card issuer is not known by the terminal or switch
21	No action taken	The card issuer did not process the requested transaction
31	Issuer Not Supported	The acquirer does not have an acquiring arrangement with the issuer of this card
32	Partially Completed	The transaction was not fully completed and has been reversed

33	Expired Card	The terminal has advised that the card used for the transaction is expired or has been replaced
38	Pin Retries Exceeded	The allowable number of pin retries has been exceeded for the card
39	No Credit Account	The Credit account was selected for the transaction, but one is not attached to the card
43	Pick up card	Pick up card – The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers - Stolen Card
52	No Cheque Account	The Cheque account was selected for the transaction, but one is not attached to the card
53	No Savings Account	The Savings account was selected for the transaction, but one is not attached to the card
54	Expired Card	The card issuer has advised that the card used for the transaction is expired or has been replaced
55	Incorrect PIN	The PIN entered by the cardholder is not valid for the card used
58	Not Permitted	This type of transaction is not permitted to be performed at this terminal
61	Exceeds Limit	The transaction amount exceeds the daily or weekly withdrawal limit
65	Exceeds Frequency	The number of transactions exceeds the number allowed by the Card Issuer

75	Pin Retries Exceeded	The allowable number of pin retries has been exceeded for the card
76	Approved	The transaction was approved but the terminal will perform an automatic sign-on for security reasons
91	System Inoperative	The Switch or Card Issuer is currently not available.
96	System Malfunction	The switch has experienced a serious malfunction or the message is unable to be processed due to invalid details on one or more fields
97	Totals Reset	Settlement has been processed and the terminal totals have been reset
98	MAC Error	The switch has identified a possible security error or the message is unable to be processed due to invalid details on one or more fields
N1	Upgrade Available	Transaction approved - a new version of terminal software is available and the terminal will automatically attempt to upgrade overnight
N2	PINPAD Error	Transaction declined - the PINPAD connected to the terminal is invalid and can not be used on this terminal
N3	Upgrade Required	Transaction declined - the current version of terminal software is no longer supported, the terminal will need to be upgraded before proceeding

**Note:** If screen display is blank, power reset the terminal and check connections. If problem persists, call the Help Desk.

If any other error messages are displayed, please call Help Desk.

## 8.1 Manual Backup Procedure

Manual Backup Procedures involves the use of the manual imprinter and vouchers.

This procedure should only be used when you are advised in the terminal error message section.

**Do not** use manual backup procedure for any of these situations:

- Declined
- Faulty and damaged cards
- Invalid card
- Expired card
- Card number error
- Retain card

If you have any doubt on whether you should use the manual backup procedure, please call the Help Desk.

However, for many of these messages, the Help Desk cannot assist any further as the details of specific customer account details cannot be revealed. For example, if a transaction is declined due to lack of funds, this will not be advised to you.

## 8.2 Merchant Requirements to ensure EFTPOS Transactions are Valid

1. For all manual transactions:
  - (a) Always try the transactions through the PIN pad first.
  - (b) Check the card is being used after its 'valid from' date and before its 'valid to' date.
  - (c) Ensure the card is not recorded on any warning bulletin.
  - (d) Ensure that the card imprint is legible and complete.
  - (e) Obtain authorisation for above floor limit transactions.
2. For any signature based transaction verify the cardholder's signature matches the signature on their card. If the signature does not match, or you are suspicious of the sale, contact the appropriate centre listed on the next page.
3. Ensure the accuracy of any card information keyed into the PIN pad.
4. Retain your electronic transaction receipts and manual transaction vouchers for a period of not less than 12 months.

If any of these conditions are not met, it is possible that the transaction may be invalid and the merchant account debited for the value of the disputed transaction.

## 8.3 Contact Phone for HICAPS/EFTPOS

HICAPS Help Desk 1300 650 852

### Your Merchant Details

Merchant No.

Manual Merchant No.

### For Authorisations:

- **Credit Card (Credit) Account**

This is an Australia wide number 13 25 15

- **Debit Card (Cheque) or (Savings) Account**

This is an Australia wide number 1300 650 852

### Lost or Stolen Cards

Please call the above authorisation line appropriate for the card type used (credit or debit). Call 13 25 15 and select extension 500 when calling about lost or stolen credit cards.

Credit Card authorisation is now an automated number and is now 13 25 15

Terminal number .....



