



HICAPS terminal

HICAPS Medicare Australia
Easyclaim user guide
for general practitioners



table of contents

1	Medicare Australia Easyclaim provider setup	4
1.1	adding a new provider	4
1.2	changing and deleting providers	8
2	Medicare merchant setup	10
2.1	setting up EFTPOS to Medicare	10
3	general practitioner claims	12
3.1	fully paid claim	12
3.2	part paid claim	18
3.3	un-paid claim	24
3.4	bulk bill claim	30
4	HICAPS Easyclaim special features	36
5	using your provider number for other claim types	36
6	item number descriptor programming	37
6.1	adding new item numbers	37
6.2	editing item numbers	38
6.3	delete item numbers	40
6.4	delete all item numbers	42
6.5	print all item numbers	43
7	reports and settlement	45
7.1	errors for rebate transactions	45
7.2	rebate failed	45
7.3	decline Medicare Easyclaim transaction	46
7.4	error codes and actions	46
7.5	bulk bill claims cancelled by the practice or patient	46
7.6	general	46
8	helpdesk telephone numbers	47

1. Medicare Australia Easyclaim provider setup

Note: To add providers you will need to contact HICAPS in writing. A **'Change of Practice Details' form** will need to be completed and sent to HICAPS. This form is available from the HICAPS website www.hicaps.com.au or from the HICAPS Help Desk on **1300 650 852**. You will receive notification from HICAPS in writing once the providers have been registered.

Merchant **Function 54** is used for Provider Setup.

1.1 adding a new provider

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[5] [4]** and press **[ENTER]**.

step 3

Select a Not Assigned provider field by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the Not Assigned provider field and pressing **[ENTER]**.

step 4

Enter the provider's name by pressing 'sel' and using the **[1]** to **[9]** keys.

To select an alpha character entry either press the 'sel' button on the left-hand side of the screen or press the Alpha **[#]** key on the keyboard.

SELECT PROVIDER		
1.	Dr Smith	A
2.	NOT ASSIGNED	
3.	NOT ASSIGNED	
4.	NOT ASSIGNED	
5.	NOT ASSIGNED	
6.	NOT ASSIGNED	

PROVIDER NAME			
	1	2	3
sel	4	5	6
	7	8	9
		0	

Pressing the Alpha **[#]** key again will change from upper case to lower case and symbols. E.g.

PROVIDER NAME			
	Dr J____		
	¹ _QZ	² ABC	³ DEF
sel	⁴ GHI	⁵ JKL	⁶ MNO
	⁷ PRS	⁸ TUV	⁹ WXY
		⁰ \+?	

PROVIDER NAME			
	Dr Jones____		
	¹ _qz	² abc	³ def
sel	⁴ ghi	⁵ jkl	⁶ mno
	⁷ prs	⁸ tuv	⁹ wxy
		⁰ .,"	

After entering the provider's name press the **[ENTER]** key.

step 5

Key the provider number for this location then press **[ENTER]**. This is the 8-character number supplied by Medicare or Medibank Private. If your provider number is shorter than 8 characters you will need to include leading 0's to make up 8 characters. Alpha character entry is entered the same as for entering the provider's name.

PROVIDER NUMBER			
	123456AJ		
	1	2	3
sel	4	5	6
	7	8	9
		0	

step 6

Select the Merchant name for processing EFTPOS payments for this provider from the list presented then press **[ENTER]**. The list can contain up to 26 merchant details so please ensure you select the correct merchant from the list.

SELECT MERCHANT	
▲	1. A – Smith St Practice
	2. B – Dr Smith
	3. C – Dr Jones
	4. D – Dr Brown
	5. E – Dr White
▼	6. F – Dr A. Smith

step 7

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.

CURRENT

PROVIDER SETUP

**CLAIM TO SALE
ENABLED**

ENABLE DISABLE

PROVIDER SETUP

**CLAIM TO DEPOSIT
DISABLED**

ENABLE DISABLE

step 8

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).

step 9

Select Item Memory enabled or disabled for this provider. Item Memory enables the terminal to recall the last amount entered for this item number.

PROVIDER SETUP

**ITEM MEMORY
DISABLED**

ENABLE DISABLE

step 10

Clear Item Memory will clear all amounts stored for item numbers.

PROVIDER SETUP

CLEAR ITEM MEMORY?

NO YES

step 11

Confirmation that the item memory will be cleared if Yes was selected at Clear Item Memory.

PROVIDER SETUP

**ITEM MEMORY WILL
BE CLEARED!**

NO YES

step 12

Select if you want automatic HICAPS settlement enabled for this provider.

PROVIDER SETUP

**HICAPS AUTO SETTLE
DISABLED**

ENABLE DISABLE

step 13

Select if you want a HICAPS transaction listing to print when automatic settlement takes place.

PROVIDER SETUP

**HICAPS SETTLE TXT LISTING
DISABLED**

ENABLE DISABLE

step 14

Key the four digit security password for this provider then press [ENTER]. It is used to protect access to the provider table.

PROVIDER SETUP

**PROVIDER PASSWORD
<NO PASSWORD SET>**

← CLEAR

step 15

This option will tell the terminal to prompt for either a clinical code or tooth number, or no prompt at all. Select whichever is appropriate for this provider, or press [ENTER] to accept the highlighted option.

SELECT PROMPT OPTION

▲ 1. CLINICAL CODE

2. TOOTH NUMBER

▼ 3. NO PROMPT

step 16

This option lets you select the type of provider you are for processing Medicare Australia Easyclaim transactions. Select whichever is appropriate for this provider, or press [ENTER] to accept the highlighted option.

If you do not want to process Medicare Australia Easyclaim transactions select option 6. Not applicable.

ENTER PROVIDER TYPE

1. GENERAL PRACTICE

2. OPTOMETRICAL

3. SPEC/AH/DENT

4. DIAGNOSTIC

5. PATHOLOGY

▼ 6. NOT APPLICABLE

step 17

This option when completed will pre-populate the Payee Provider Number when completing a claim. Use the 0-9 keys to enter provider number and press **[ENTER]** or press **[ENTER]** to bypass.

PAYEE PROVIDER NUMBER			
1	2	3	—
4	5	6	
7	8	9	
	0		
←		CLEAR	

step 18

The provider has now been added, a confirmation receipt will be printed and the terminal will display a provider summary, press **[ENTER]** to finish.

1.2 changing and deleting providers

Note: To alter provider details you will need to contact HICAPS in writing. A **'Change of Practice Details' form** will need to be completed and sent to HICAPS. This form is available from the HICAPS website www.hicaps.com.au or from the HICAPS Help Desk on **1300 650 852**.

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[5] [4]** and press **[ENTER]**.

step 3

Select the provider that you want to change by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the provider and pressing **[ENTER]**.

Note: The password that was keyed when the provider was originally entered into the terminal is required to amend any of the provider details.

SELECT PROVIDER	
1. Dr Smith	A
2. NOT ASSIGNED	
3. NOT ASSIGNED	
4. NOT ASSIGNED	
5. NOT ASSIGNED	
6. NOT ASSIGNED	

step 4

The Provider summary screen will be shown, use the down arrow to go to page 2 and press **[CLEAR]** to enable you to modify the provider's details.

PROVIDER SUMMARY	
PROV	Dr Smith
PROV NUM	123456AJ
MID	Dr Smith
CLAIM TO SALE	ENA
CLAIM DEPOSIT	DIS
ITEM MEMORY	DIS
AUTO SETTLE	ENA

step 5

Once you have entered the modify provider function follow the steps used for adding a provider.

PROVIDER SUMMARY		
SETTLE TXT LIST	DIS	
PASSWORD	DIS	
PROMPT	None	
Press	REPORTS	to Print
Press	CLEAR	to Modify
Press	ENTER	To Finish

2. Medicare merchant setup

2.1 setting up EFTPOS to Medicare

EFTPOS to Medicare is an option that enables the terminal to request a Medicare card after processing an EFTPOS transaction.

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[5]** **[6]** and press enter.

step 3

Select option number 5. Medicare Options by pressing **[5]** and **[ENTER]** or scrolling down to highlight option 5 and pressing **[ENTER]**.

EFTPOS SETUP	
1.	SETTLEMENT
2.	AUTO SETTLE NAB
3.	AUTO SETTLE MEDI
4.	MERCHANT OPTIONS
5.	MEDICARE OPTIONS

step 4

Select the merchant that you want EFTPOS to Medicare to be enabled/disabled by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the merchant and pressing **[ENTER]**.

SELECT MERCHANT	
1.	A – Smith St Practice
2.	B – Dr Smith
3.	C – Dr Jones
4.	D – Dr Brown
5.	E – Dr White
6.	F – Dr A. Smith

step 5

Select option 1 and press **[ENTER]**.

MEDICARE OPTIONS	
1. EFTPOS TO MEDICARE	

step 6

Enable EFTPOS to Medicare by pressing the button to the left of enable on the screen or to disable pressing the button to the right of disable on the screen.

MEDICARE OPTION	
EFTPOS to Medicare ENABLED	
ENABLE	DISABLE

3. general practitioner claims

3.1 fully paid claim

step 1

After a successful payment transaction Terminal will display:

To proceed with a Medicare Transaction, Press the Yes /**[ENTER]** key or press the No / **[CLEAR]** to finish.

Note: This screen will appear if EFTPOS to Medicare is enabled.

MEDICARE
Claim Medicare Rebate?
NO YES

step 2

Swipe a Medicare Card or Key Enter the Medicare Card Number and press the **[ENTER]** key.

MEDICARE
Swipe or Key Medicare Card

step 3

Key Patient IRN Number and press **[ENTER]** (the number to the left of the Patient's name on the Medicare card).

FULLY PAID CLAIM
Enter Patient IRN Number
[Input Field]
← CLEAR

step 4

Select 1 or scroll to option 1 and press **[ENTER]** for a Fully Paid Claim.

Note: If a Medicare card is swiped from the idle screen transaction types 3 Un-Paid and 4 Bulk Billed will also be displayed.

SELECT MEDICARE TXN
1. FULLY PAID
2. PART PAID
▼

step 5A

If the Patient and Claimant are the same person press **[ENTER]** and go to step 6A, otherwise press **[CLEAR]** and go to step 5B.

FULLY PAID CLAIM
Is Patient & Claimant the Same?
NO YES

step 5B

If the Patient and Claimant Medicare cards are the same key the Claimant IRN and press **[ENTER]** and go to step 6A. If the cards are different swipe the Claimant card and go to step 5C.

Note: You can also key enter the different claimant card number.

FULLY PAID CLAIM
Swipe / Key Claimant MED CRD
Or Key Claimant IRN

step 5C

Key Claimant IRN Number and press **[ENTER]**.

Note: This step will only be shown if a Claimant card is swiped at step 5B.

FULLY PAID CLAIM
Enter Claimant IRN Number
[Input Field]
← CLEAR

step 6A

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name and go to step 7A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 6B.

Note: To select an alternate provider type key your provider number and the provider type screen will be displayed.

SELECT/ENTER PROVIDER
1. Enter Provider #
2. Dr Smith
3. Dr Jones
4. Dr Brown
5. Dr White
6. Dr A. Smith
▼

step 6B

Enter your Servicing Provider number on the alphanumeric keypad and press **[ENTER]**.

FULLY PAID CLAIM	
Enter Servicing Provider Number	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 6C

Select the Provider type by entering the number beside the provider type and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

ENTER PROVIDER TYPE	
1. GENERAL PRACTICE	
2. OPTOMETRICAL	
3. SPEC/AH/DENT	
4. DIAGNOSTIC	
5. PATHOLOGY	

step 7A

Select the Item Number by SCROLLING or keying the Item Number and pressing **[ENTER]** and go to step 8 or key an Item not listed, go to step 7B.

SELECT ITEM _____	
23. STD CONSULT	
3. BRIEF CONSULT	
36. LONG CONSULT	

step 7B

Enter the Item Number and press **[ENTER]**.

ENTER ITEM	
Enter Item Number	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 7C

Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

ENTER ITEM	
Enter Item [#] Description	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 8

Press **[ENTER]** to accept consultation charge already set for the item or enter an alternative charge and press **[ENTER]**.

FULLY PAID CLAIM	
Item [#] [Item Description]	
<input type="text" value="\$55.00"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 9

Press the **[ENTER]** key to accept current date or key in alternative date and press **[ENTER]**.

FULLY PAID CLAIM	
Enter Date of Service	
<input type="text" value="26/08/08"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 10

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 14, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 7A, or

Select 3. Extra Item Info by SCROLLING or keying 3 and pressing **[ENTER]** if Item Override Code and LSPN are required for the item already entered and go to step 11.

EXTRA SERVICE?	
1. COMPLETE CLAIM	
2. NEXT ITEM	
3. EXTRA ITEM INFO	

step 11

Select the Item Override Code by SCROLLING or keying the number next to the code and pressing **[ENTER]** or select 1. None to bypass this step.

ITEM OVERRIDE CODE	
1. NONE	
2. AP - Not Dupl Service	
3. AO - Not Norm Aftercar	
4. NC - Not for Compariso	

step 12

Enter the LSPN number and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step.

FULLY PAID CLAIM	
Enter LSPN Number	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 13

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 14, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 7A, or

EXTRA SERVICE?	
1. COMPLETE CLAIM	
2. NEXT ITEM	
3. EXTRA ITEM INFO	

step 14

Hand the terminal to the Claimant and ask them to press the YES / **[ENTER]** key to accept the rebate.

FULLY PAID CLAIM	
Benefit Rebate	
Benefit Amount	
\$ x.xx	
Accept Rebate	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 15A

If the Medicare claim has followed an EFTPOS payment.

Ask the Claimant if they would like the rebate processed back to the same account as the payment.

If they say Yes Press the **[ENTER]** key to rebate into the same DEBIT account and go to step 16, or press the **[CLEAR]** key to Rebate to a different Account and go to step 15B.

Note: This screen will only be displayed if “EFTPOS to Medicare” function is enabled for the merchant.

BENEFIT REBATE	
Rebate to the Same Account?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 15B

To rebate to a different account / or if the Claim did not follow a payment transaction.

Swipe the claimant’s debit card.

REBATE	
SWIPE CUSTOMER CARD	

step 15C

Ask the Claimant which account they would like their rebate sent to, Cheque or Savings?

SELECT ACCOUNT	
<input type="button" value="CHEQUE"/>	
<input type="button" value="SAVINGS"/>	

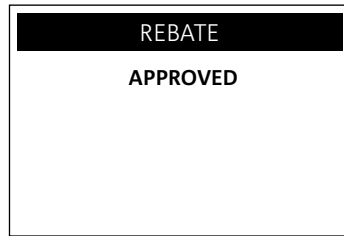
step 15D

Hand the terminal to the Claimant and ask them to enter their PIN number and press **[ENTER]**.

MEDICARE REBATE	
TOTAL	\$42.02
KEY PIN AND ENTER	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

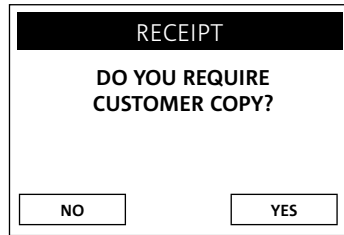
step 16

This screen will be displayed if the rebate was successful.



step 17

Press **[ENTER]** to print a customer receipt.

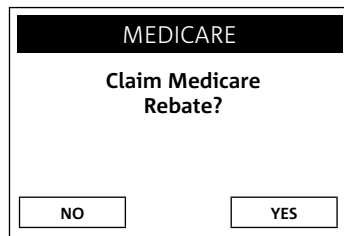


3.2 part paid claim

step 1

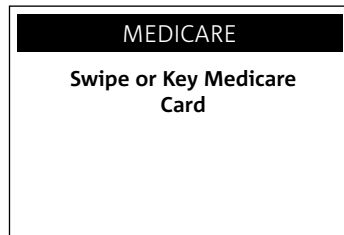
After a successful payment transaction Terminal will display:

To proceed with a Medicare Transaction, Press the Yes / **[ENTER]** key or press the No / **[CLEAR]** to finish.



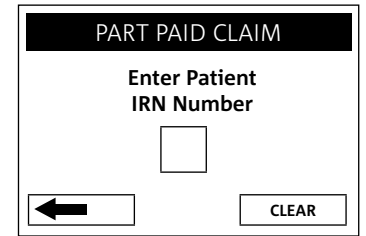
step 2

Swipe a Medicare Card or Key Enter the Medicare Card Number and press the **[ENTER]** key.



step 3

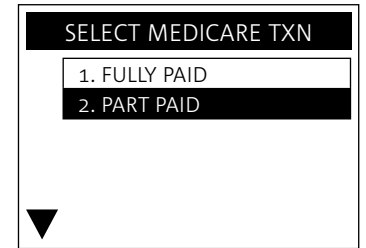
Key Patient IRN Number and press **[ENTER]** (the number to the left of the Patient's name on the Medicare card).



step 4

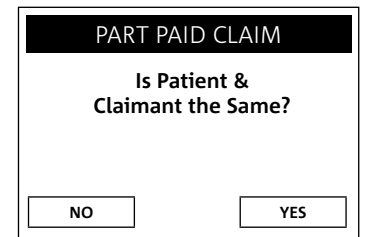
Select 2 or scroll to option 2 and press **[ENTER]** for a Part Paid Claim.

Note: If a Medicare card is swiped from the idle screen transaction types 3 Un-Paid and 4 Bulk Billed will also be displayed.



step 5A

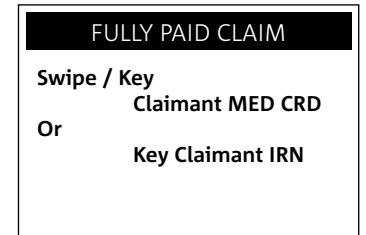
If the Patient and Claimant are the same person press **[ENTER]** and go to step 6A, otherwise press **[CLEAR]** and go to step 5B.



step 5B

If the Patient and Claimant Medicare cards are the same key the Claimant IRN and press **[ENTER]** and go to step 6A. If the cards are different swipe the Claimant card and go to step 5C.

Note: You can also key enter the different claimant card number.



step 5C

Key Claimant IRN Number and press **[ENTER]**.

Note: This step will only be shown if a Claimant card is swiped at step 5B.

PART PAID CLAIM

Enter Claimant IRN Number

step 6A

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name and go to step 7A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 6B.

Note: To select an alternate provider type key your Provider number and the provider type screen will be displayed.

SELECT/ENTER PROVIDER

1. Enter Provider #

2. Dr Smith

3. Dr Jones

4. Dr Brown

5. Dr White

6. Dr A. Smith

▼

step 6B

Enter your Servicing Provider number on the alphanumeric keypad and press **[ENTER]**.

PART PAID CLAIM

Enter Servicing Provider Number

step 6C

Select the Provider type by entering the number beside the provider type and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

ENTER PROVIDER TYPE

1. GENERAL PRACTICE

2. OPTOMETRICAL

3. SPEC/AH/DENT

4. DIAGNOSTIC

5. PATHOLOGY

▼

step 7A

Press the NO / **[CLEAR]** key if no additional claim details are required and go to step 8A.

Note: Press the YES / **[ENTER]** key if Account Reference number and/or Payee Provider details are required to be processed for this Patient's claim, go to step 7B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 7A will not be displayed.

PART PAID CLAIM

Additional Claim Data Required?

step 7B

Key Account Reference Number – If required and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step.

PART PAID CLAIM

Enter Acc Reference Number (optional)

step 7C

Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.

Note: Pressing the **[ENTER]** key only will bypass this step.

If payee provider number is entered in function 54 (refer section 1.1 step 17) step 7C will be pre populated with the payee provider number.

PART PAID CLAIM

Enter Payee Provider Number (optional)

step 8A

Select the Item Number by SCROLLING or keying the Item Number and pressing **[ENTER]** and go to step 9 or key an Item not listed, go to step 8B.

SELECT ITEM _____

23. STD CONSULT

3. BRIEF CONSULT

36. LONG CONSULT

▼

step 8B

Enter an the Item Number and press **[ENTER]**.

step 8C

Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

step 9

Press **[ENTER]** to accept consultation charge already set for the item or enter an alternative charge and press **[ENTER]**.

step 10

Press the **[ENTER]** key to accept current date or key in alternative date and press **[ENTER]**.

step 11

To accept the value displayed, press the **[ENTER]** or enter the correct contribution amount and then press **[ENTER]**.

Note: If more than one item, apportion the contribution across all items.

step 12

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 16, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 8A, or

Select 3. Extra Item Info by SCROLLING or keying 3 and pressing **[ENTER]** if Item Override Code and LSPN are required for the item already entered and go to step 13.

step 13

Select the Item Override Code by SCROLLING or keying the number next to the code and pressing **[ENTER]** or select 1. None to bypass this step.

step 14

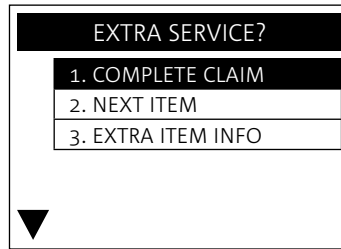
Enter the LSPN number and press **[ENTER]**

Note: Pressing the **[ENTER]** key only will bypass this step.

step 15

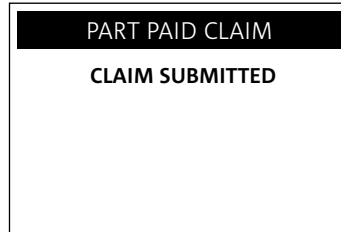
Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 16, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 8A, or



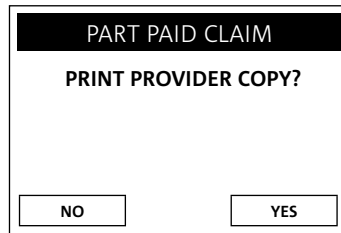
step 16

This screen will be displayed if the rebate was successful.



step 17

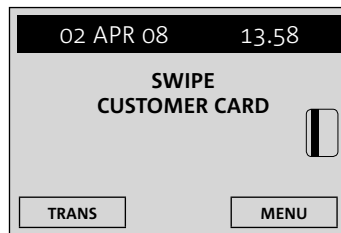
Press **[ENTER]** to print a provider's copy of the Medicare claim receipt.



3.3 un-paid claim

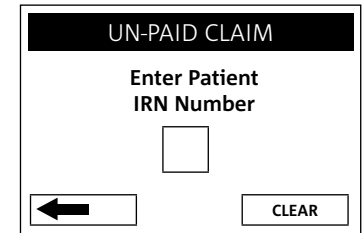
step 1

Swipe a Medicare Card or Key Enter the Medicare Card Number and press the **[ENTER]** key.



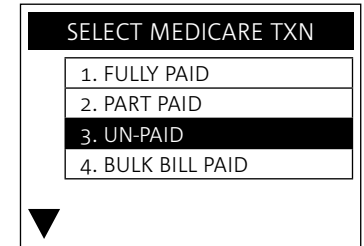
step 2

Key Patient IRN Number and press **[ENTER]** (the number to the left of the Patient's name on the Medicare card).



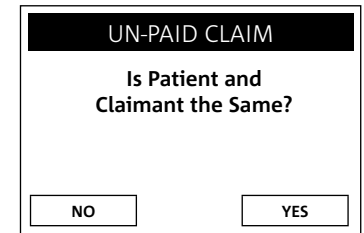
step 3

Select 3 or scroll to option 3 and press **[ENTER]** for an Un-Paid Claim.



step 4A

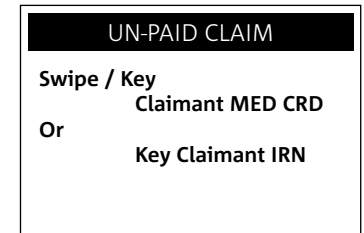
If the Patient and Claimant are the same person press **[ENTER]** and go to step 5A, otherwise press **[CLEAR]** and go to step 4B.



step 4B

If the Patient and Claimant Medicare cards are the same key the Claimant IRN and press **[ENTER]** and go to step 5A. If the cards are different swipe the Claimant card and go to step 4C.

Note: You can also key enter the different claimant card number.



step 4C

Key Claimant IRN Number and press **[ENTER]**.

Note: This step will only be shown if a Claimant card is swiped at step 4B.

UN-PAID CLAIM

Enter Claimant IRN Number

← CLEAR

step 5A

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name and go to step 6A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 5B.

Note: To select an alternate provider type key your provider number and the provider type screen will be displayed.

SELECT/ENTER PROVIDER

1. Enter Provider #

2. Dr Smith

3. Dr Jones

4. Dr Brown

5. Dr White

6. Dr A. Smith

step 5B

Enter your Servicing Provider number on the alphanumeric keypad and press **[ENTER]**.

UN-PAID CLAIM

Enter Servicing Provider Number

← CLEAR

step 5C

Select the Provider type by entering the number beside the provider type and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

ENTER PROVIDER TYPE

1. GENERAL PRACTICE

2. OPTOMETRICAL

3. SPEC/AH/DENT

4. DIAGNOSTIC

5. PATHOLOGY

step 6A

Press the NO / **[CLEAR]** key if no additional claim details are required and go to step 7A.

Note: Press the YES / **[ENTER]** key if Account Reference number and/or Payee Provider details are required to be processed for this Patient's claim, go to step 6B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6A will not be displayed.

UN-PAID CLAIM

Additional Claim Data Required?

NO YES

step 6B

Key Account Reference Number – If required and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step.

UN-PAID CLAIM

Enter Acc Reference Number (optional)

← CLEAR

step 6C

Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.

Note: Pressing the **[ENTER]** key only will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6C will be pre populated with the payee provider number.

UN-PAID CLAIM

Enter Payee Provider Number (optional)

← CLEAR

step 7A

Select the Item Number by SCROLLING or keying the Item Number and pressing **[ENTER]** and go to step 8 or key an Item not listed, go to step 7B.

SELECT ITEM

23. STD CONSULT

3. BRIEF CONSULT

36. LONG CONSULT

step 7B

Enter the Item Number and press **[ENTER]**.

step 7C

Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

step 8

Press **[ENTER]** to accept consultation charge already set for the item or enter an alternative charge and press **[ENTER]**.

step 9

Press the **[ENTER]** key to accept current date or key in alternative date and press **[ENTER]**.

step 10

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 14, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 7A, or

Select 3. Extra Item Info by SCROLLING or keying 3 and pressing **[ENTER]** if Item Override Code and LSPN are required for the item already entered and go to step 11.

step 11

Select the Item Override Code by SCROLLING or keying the number next to the code and pressing **[ENTER]** or select 1. None to bypass this step.

step 12

Enter the LSPN number and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step.

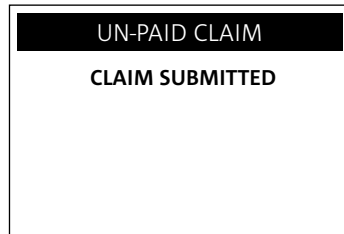
step 13

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 14, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 7A, or

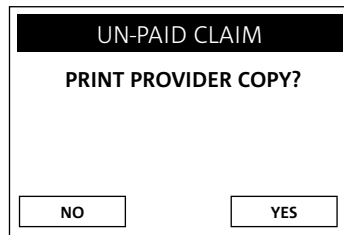
step 14

This screen will be displayed if the rebate was successful.



step 15

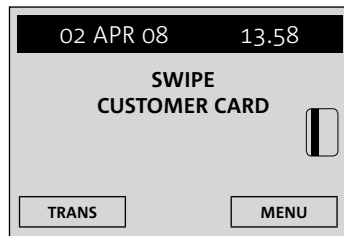
Press **[ENTER]** to print a provider's copy of the Medicare claim receipt.



3.3 bulk bill claim

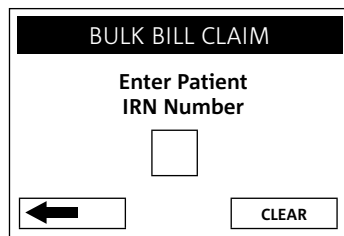
step 1

Swipe a Medicare Card or Key Enter the Medicare Card Number and press the **[ENTER]** key.



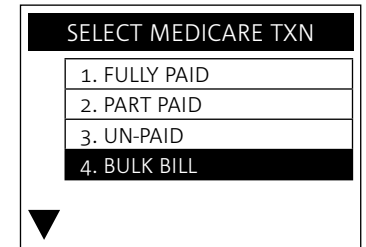
step 2

Key Patient IRN Number and press **[ENTER]** (the number to the left of the Patient's name on the Medicare card).



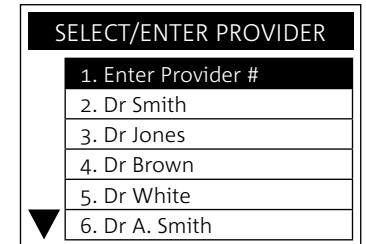
step 3

Select 4 or scroll to option 4 and press **[ENTER]** for a Bulk Bill Claim.



step 4A

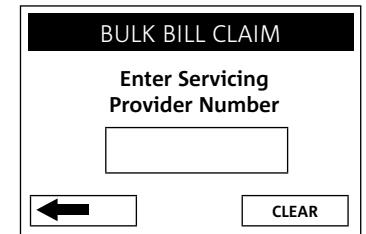
Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name and go to step 5A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 4B.



Note: To select an alternate provider type key your provider number and the provider type screen will be displayed.

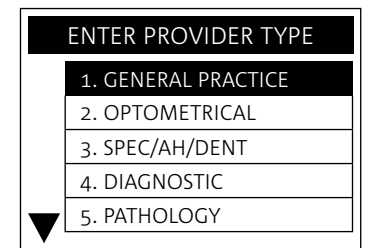
step 4B

Enter your Servicing Provider number on the alphanumeric keypad and press **[ENTER]**.



step 4C

Select the Provider type by entering the number beside the provider type and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the type of service for the Provider.



Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

step 5A

Press the NO / [CLEAR] key if no additional claim details are required and go to step 6.

Note: Press the YES / [ENTER] key if Payee Provider details are required to be processed for this Patient's claim, go to step 5B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6 will not be displayed.

BULK BILL CLAIM

Additional Claim Data Required?

NO YES

step 5B

Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.

Note: Pressing the [ENTER] key only will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 5B will be pre-populated with the payee provider number.

BULK BILL CLAIM

Enter Payee Provider Number (Optional)

CLEAR

step 6

To check concession status press Yes / [ENTER] key, or press No / [CLEAR] to continue without checking concession status.

BULK BILL CLAIM

CEV Request?

NO YES

step 7A

Select the Item Number by SCROLLING or keying the Item Number and pressing [ENTER] and go to step 8 or key an Item not listed, go to step 7B.

SELECT ITEM _____

23. STD CONSULT

3. BRIEF CONSULT

36. LONG CONSULT

step 7B

Enter an Item Number and press [ENTER].

ENTER ITEM

Enter Item Number

CLEAR

step 7C

Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

ENTER ITEM

Enter Item [#] Description

CLEAR

step 8

Press the [ENTER] key to accept current date or key in alternative date and press [ENTER].

BULK BILL CLAIM

Enter Date of Service

26/08/08

CLEAR

step 9

Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 13, or

Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or

Select 3. Extra Item Info by SCROLLING or keying 3 and pressing [ENTER] if Item Override Code and LSPN are required for the item already entered and go to step 10.

EXTRA SERVICE?

1. COMPLETE CLAIM

2. NEXT ITEM

3. EXTRA ITEM INFO

step 10

Select the Item Override Code by SCROLLING or keying the number next to the code and pressing **[ENTER]** or select 1. None to bypass this step.

ITEM OVERRIDE CODE	
1. NONE	
2. AP - Not Dupl Service	
3. AO - Not Norm Aftercar	
4. NC - Not for Compariso	

step 11

Enter the LSPN number and press **[ENTER]**.

Note: Pressing the **[ENTER]** key only will bypass this step.

BULK BILL CLAIM	
Enter LSPN Number	
<input type="text"/>	
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 12

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 13, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 7A, or

Note: For step 13 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not.

EXTRA SERVICE?	
1. COMPLETE CLAIM	
2. NEXT ITEM	
3. EXTRA ITEM INFO	

step 13A

Response when CEV is not requested.

Press Yes / **[ENTER]** to accept the benefit or No/ **[CLEAR]** to decline the transaction.

BULK BILL CLAIM	
Benefit \$ x.xx Provider Accept?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 13B

Response when Concession Entitlement Verified.

Press Yes / **[ENTER]** to accept the benefit or No/ **[CLEAR]** to decline the transaction.

BULK BILL CLAIM	
Concession Entitlement Verified Benefit \$ x.xx Provider Accept?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 13C

Response when the Patient does not have concession entitlement.

Press Yes / **[ENTER]** to accept the benefit or No/ **[CLEAR]** to decline the transaction.

BULK BILL CLAIM	
No Concession Entitlement Verified Benefit \$ x.xx Provider Accept?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 14

Hand the terminal to the Patient and ask them to press the Yes / **[ENTER]** key to assign the benefit to you or press the No / **[CLEAR]** key to decline the assignment of the benefit.

BULK BILL CLAIM	
Assign Benefit To Provider?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 15

Press **[ENTER]** to print a provider's copy of the Medicare claim receipt.

BULK BILL CLAIM	
PRINT PROVIDER COPY?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

4. HICAPS Easyclaim special features

A number of special features have been included in the HICAPS implementation of the Medicare Easyclaim solution, these are listed below.

1. For each provider the terminal remembers the top 10 item numbers used in claims and displays these in the scrolling list of item numbers.
2. For each provider the value entered for an item the first time is remembered for use in subsequent claims.
3. The item value remembered can be overridden.
4. Up to 50 item descriptors can be programmed into the terminal (refer to section 5 below).
5. Provider names and provider type can be programmed into the terminal (refer to section 1).

5. using your provider number for other claim types

If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS Easyclaim solution enables you to do this without entering your provider number for all transactions.

Where you have programmed your provider details into the HICAPS Easyclaim terminal as a Specialist as this is what you use the majority of the time, instead of selecting your provider name from the "Provider list" when entering a claim, just enter your provider number and then you will be asked to select your provider type:

Select Provider Type

1. General Practitioner
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic
5. Pathology

Select your provider type for this claim, e.g. 3 Diagnostic and continue with the claim details as you would normally.

6. item number descriptor programming

There are two options for adding the descriptors for items, one when you use the Item Number for the first time as detailed in the sections above and two by programming the descriptors as detailed below.

6.1 adding new item numbers

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[4] [1]** and press **[ENTER]**.

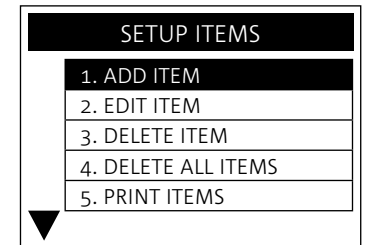
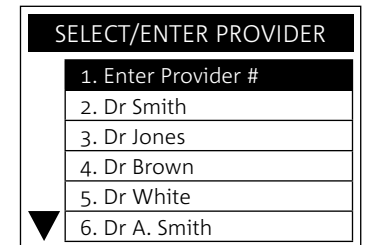
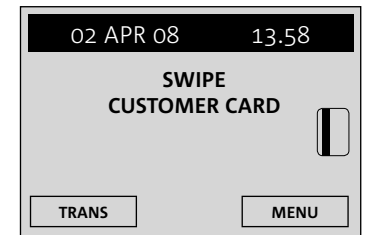
step 3

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name.

Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

step 4

Select 1. ADD ITEM by entering the number beside the ADD ITEM and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the ADD ITEM.



step 5

Enter the Item Number and press **[ENTER]**.

step 6

Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press **[ENTER]**.

step 7

Adding the new item is now complete.

6.2 editing item numbers

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[4] [1]** and press **[ENTER]**.

step 3

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name.

Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

step 4

Select 2. EDIT ITEM by entering the number beside the EDIT ITEM and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the EDIT ITEM.

step 5A

Select an Item by entering the number beside the item and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the item. Then go to step 6.

Note: This will only display if you selected a provider in step 3.

step 5B

Enter the Item Number and press **[ENTER]**.

step 6

Enter the Item Number descriptor for the item by using the alphanumeric key pad and press **[ENTER]**.

step 7

Confirm that the item is to be edited for all Providers.

Note: This step will only display when you select All Providers in step 3.

step 8

Editing the item is now complete.

6.3 delete item numbers

step 1

Press the **[FUNCTION]** key.

step 2

Enter **[4] [1]** and press **[ENTER]**.

step 3

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name.

Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

step 4

Select 3. DELETE ITEM by entering the number beside the DELETE ITEM and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the DELETE ITEM.

step 5A

Select an Item by entering the number beside the item and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the item. Then go to step 6.

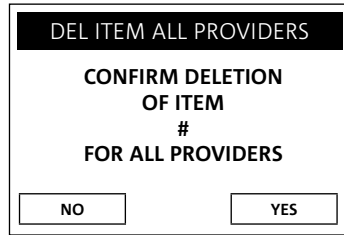
Note: This step will only display if you selected a provider in step 3.

step 5B

Enter the Item Number and press **[ENTER]**.

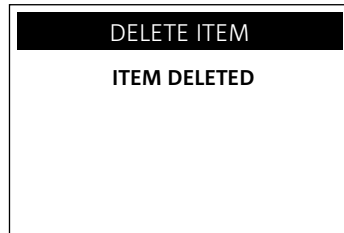
step 6

Confirm that the item is to be deleted for all Providers.



step 7

Deleting the item is now complete.



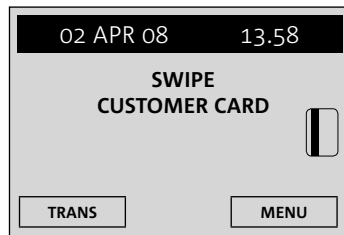
6.4 delete item numbers

step 1

Press the [FUNCTION] key.

step 2

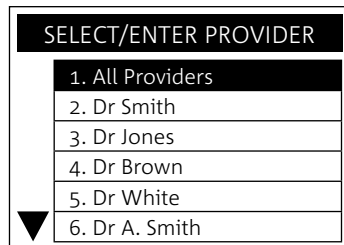
Enter [4] [1] and press [ENTER].



step 3

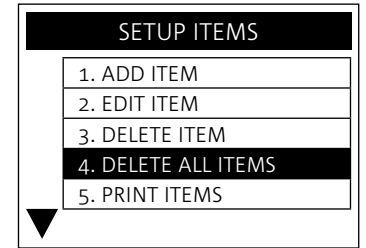
Select the Provider by entering the number beside the provider's name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider's name.

Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.



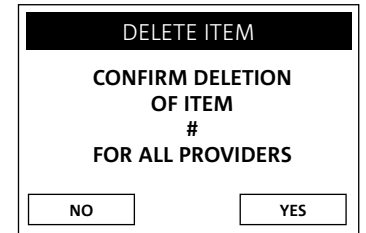
step 4

Select 4. DELETE ALL ITEMS by entering the number beside the DELETE ALL ITEMS and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the DELETE ITEM.



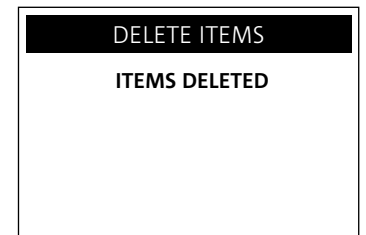
step 5

Confirm that all items for all Providers are to be deleted.



step 6

Deleting all items is now complete.



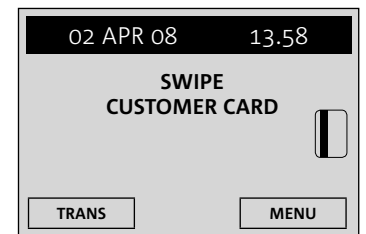
6.5 print all item numbers

step 1

Press the [FUNCTION] key.

step 2

Enter [4] [1] and press [ENTER].



step 3

Select the Provider by entering the number beside the provider's name and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the provider's name.

SELECT/ENTER PROVIDER	
1.	All Providers
2.	Dr Smith
3.	Dr Jones
4.	Dr Brown
5.	Dr White
6.	Dr A. Smith

step 4

Select 5. PRINT ITEMS by entering the number beside the PRINT ITEM and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the PRINT ITEM.

SETUP ITEMS	
1.	ADD ITEM
2.	EDIT ITEM
3.	DELETE ITEM
4.	DELETE ALL ITEMS
5.	PRINT ITEMS

step 5

Confirm that all items for all Providers are to be printed.

PRINT MEDICARE ITEM	
WAS ITEM(S) PRINTED OK?	
NO	YES

7. reports and settlement

Reports and Settlement functions for Medicare Easyclaim transactions function the same as detailed in the main T4200 HICAPS User, but accessed by selecting Medicare. Error Screens and Conditions.

7.1 errors for rebate transactions

This screen will be displayed when a debit card has been swiped after a successful Medicare claim and the customer has entered incorrect details.

Press the Yes **[ENTER]** key to enable the customer to re-enter their details. If the error is a Pin error, it can be retried three (3) times before the transaction is declined.

After the transaction has been declined or the No **[CLEAR]** key has been pressed the error condition explained at 7.2 will be displayed

7.2 rebate failed

This screen will be displayed whenever a rebate transaction is unsuccessful for any reason.

This option has been developed to enable the claimant to retry the rebate to a different card, without the medical practice needing to re-enter all the Medicare claim details.

The terminal will continue to come back to this screen until the rebate is successful or the No **[CLEAR]** key is pressed.

If the No **[CLEAR]** key is pressed the Medicare claim will be cancelled as well and the claimant will need to take their receipt to a Medicare office to claim their rebate.

REBATE FAILED	
<REASON>	
NO	YES

BENEFIT REBATE	
REBATE UNSUCCESSFUL RETRY REBATE?	
NO	YES

7.3 decline Medicare Easyclaim transaction

A 4 digit code will be displayed when Medicare declines a claim.

To understand the reason for the error please refer to the error message contained in the Medicare Easyclaim Reference Guide. If code 9718 is displayed on the terminal please refer to step 7.4.

7.4 error codes and actions

error code 05 – not approved

When processing Bulk Bill transactions this error will occur when the Provider ID or Medicare card number are incorrect.

error code 9718

When this error is displayed you will need to refer to the receipt to identify the individual error codes and then refer to the Medicare Easyclaim Reference Guide for more information.

7.5 bulk bill claims cancelled by the practice or patient

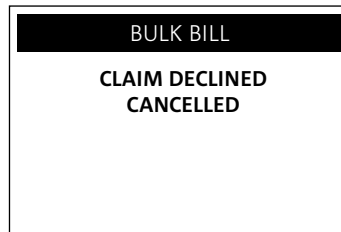
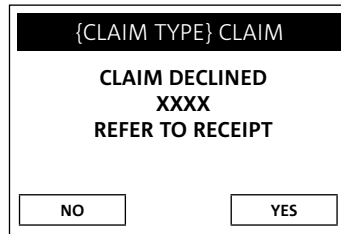
This screen will be displayed whenever the practice or patient cancels a bulk bill claim.

No receipt is printed when the practice cancels the claim.

Only the first part of the Bulk Bill advisement receipt is printed when the patient cancels the claim.

7.6 general

Whenever a Medicare claim fails, is declined or cancelled the claimant will need to take their account and submit it through an alternative Medicare claiming channel.



8. helpdesk telephone numbers

For EFTPOS related issues and questions please contact HICAPS on:
1300 650 852

Medicare Australia Provider Line
24 hours, 7 days

132 150

for practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems.

Further information is available at www.medicareaustralia.gov.au

For the convenience of your patients
Medicare Australia Consumer Line
24 hours, 7 days

132 011

for patient or claimant enquiries regarding claim assessment or other general Medicare enquiries.



HICAPS Pty Ltd ABN 11 080 688 866
68547A1008