



HICAPS Medicare Australia Easyclaim

user guide for
pathology service providers



medicare
easyclaim

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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			
	123456A_____		
	¹	²	³
sel	⁴	⁵	⁶
	⁷	⁸	⁹
		0	

step 6

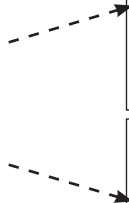
Select the Merchant name for processing EFTPOS payments for this provider from the list presented then press **[ENTER]**. The list can contain up to 26 merchant details so please ensure you select the correct merchant from the list.

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 TXN LISTING
DISABLED**

ENABLE DISABLE

step 14

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

PROVIDER PASSWORD

**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.

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.

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

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 Helpdesk 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.

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.

step 5

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

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

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

PROVIDER SUMMARY		
SETTLE TXN 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]**.

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]**.

step 5

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

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.

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

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

MEDICARE OPTIONS	
1. EFTPOS TO MEDICARE	

MEDICARE OPTION	
EFTPOS to Medicare ENABLED	
ENABLE	DISABLE

3. pathology claims

3.1 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]**.

02 APR 08		13:58
SWIPE CUSTOMER CARD		
TRANS	MENU	

BULK BILL CLAIM	
Enter Patient IRN Number	
<input type="text"/>	
←	CLEAR

SELECT MEDICARE TXN	
	1. FULLY PAID
	2. PART PAID
	3. UN-PAID
▼	4. BULK BILL

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

BULK BILL CLAIM	
Enter Servicing Provider Number	
<input type="text"/>	
←	CLEAR

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 5A will not be displayed.

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.

step 6

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

step 7

Key requesting provider number and press **[ENTER]**.

Note: If no requesting provider number is required press **[ENTER]** to go to step 9.

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

BULK BILL CLAIM	
Additional Claim Data Required?	
NO	YES

BULK BILL CLAIM	
Enter Payee Provider Number (optional)	
<input type="text"/>	
←	CLEAR

BULK BILL CLAIM	
CEV Request?	
NO	YES

BULK BILL CLAIM	
Enter Requesting Provider Number	
<input type="text"/>	
←	CLEAR

step 8

Key request date and press **[ENTER]**.

BULK BILL CLAIM	
Enter Request Date	
<input type="text" value="dd/mm/yy"/>	
←	CLEAR

step 9

Select the Request Override Code by entering the number beside the Code and press **[ENTER]** or SCROLLING and pressing **[ENTER]** once you have highlighted the Request Override Code.

Req Override Code	
1. N – Not applicable	
2. L – Lost	
3. E – Emergency	

step 10A

Select the Item Number by SCROLLING or keying the Item Number and pressing **[ENTER]** and go to step 11 or key an Item not listed, go to step 10B.

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

step 10B

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

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

step 10C

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"/>	
←	CLEAR

step 11

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 12

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

BULK BILL CLAIM	
Enter SCP Number	
←	CLEAR

step 13

Press the **[ENTER]** key for the same SCP for all items.

BULK BILL CLAIM	
Is SCP ID Same For All Items?	
NO	YES

step 14

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 17, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 10A, 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 15.

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

step 15

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 16

Select 1. Complete Claim by SCROLLING or keying 1 and pressing **[ENTER]** if the claim entry is finished and go to step 17, or

Select 2. Next Item by SCROLLING or keying 2 and pressing **[ENTER]** if another item needs to be entered and return to step 10A, or

Note: For **step 17** 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 17A

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 17B

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 17C

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 Benefit \$ x.xx Provider Override?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 18

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 19

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.

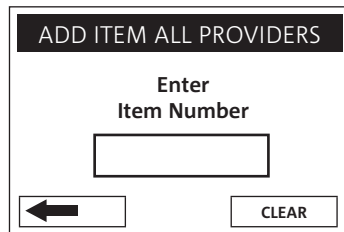
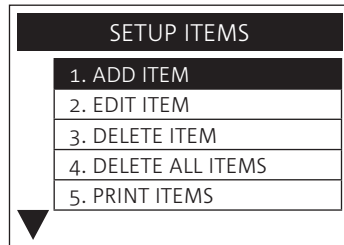
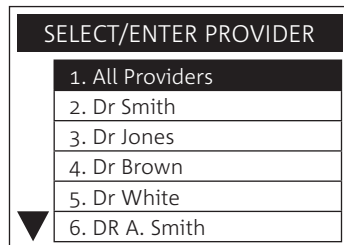
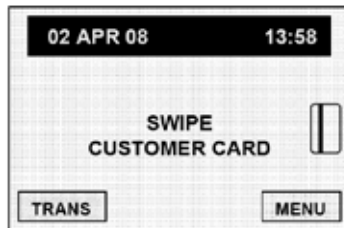
Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

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].

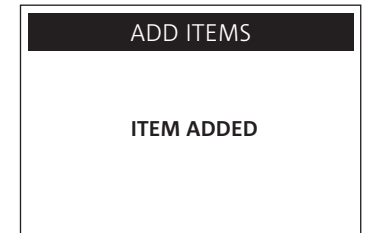
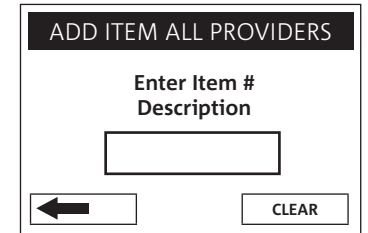


step 6

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].

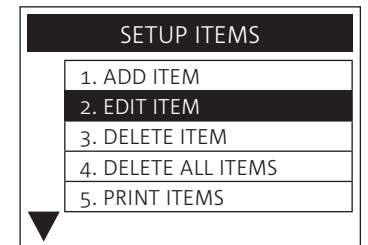
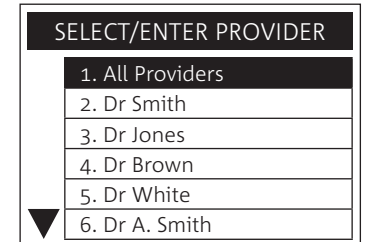
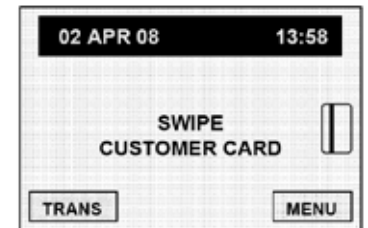
step 3

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.

step 8

Editing the item is now complete.

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

EDIT ITEM ALL PROVIDERS
Enter Item Number

EDIT ITEM ALL PROVIDERS
Enter Item [#] Description

EDIT ITEM ALL PROVIDERS
CONFIRM EDIT OF ITEM # FOR ALL PROVIDERS

EDIT ITEMS
ITEM EDITED

DEL ITEM ALL PROVIDERS
Enter Item Number

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

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]**.

02 APR 08 13:58
SWIPE CUSTOMER CARD

TRANS MENU

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

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

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

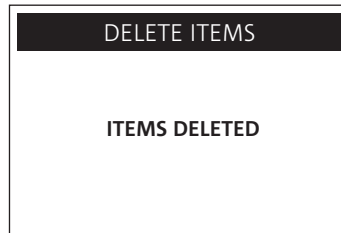
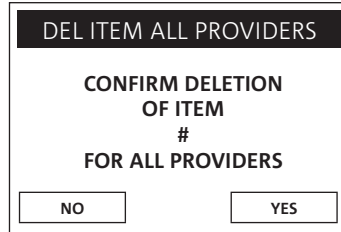
DEL ITEM ALL PROVIDERS
Enter Item Number

step 6

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

step 7

Deleting the item is now complete.



6.4 delete all item numbers

step 1

Press the [FUNCTION] key.

step 2

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

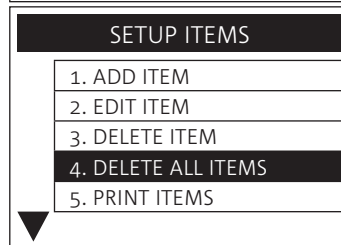
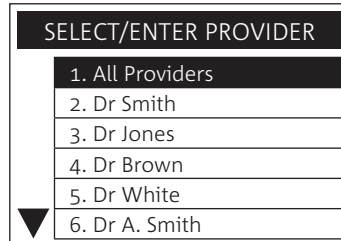
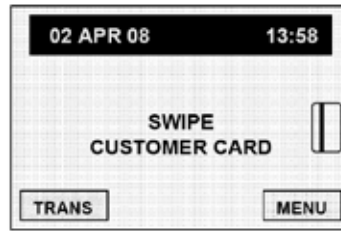
step 3

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.

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.

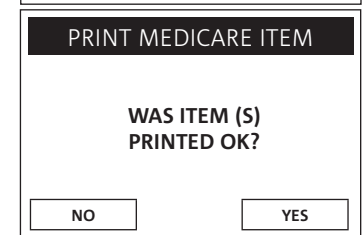
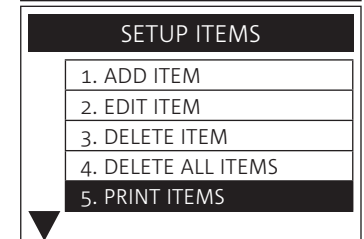
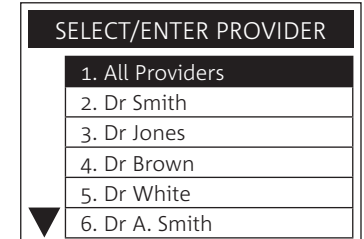
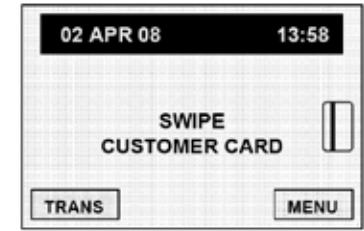
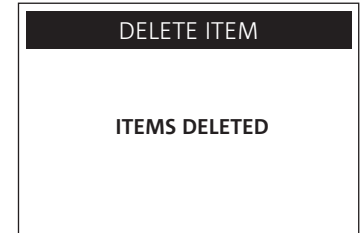
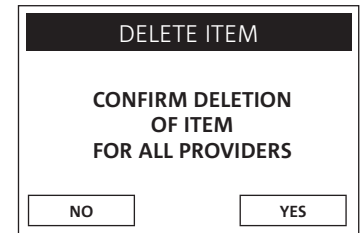
Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

step 4

Select 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.

step 5

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



7. reports and settlement

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

8. error screens and conditions

8.1 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.

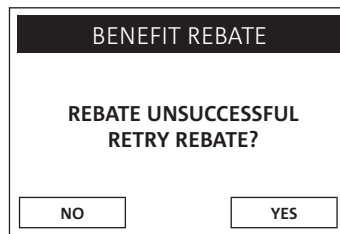
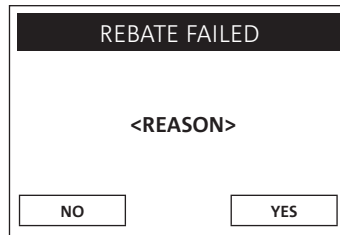
8.2 rebate failed

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.



8.3 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.

8.4 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.

8.5 bulk bill claims cancelled by the practice or patient

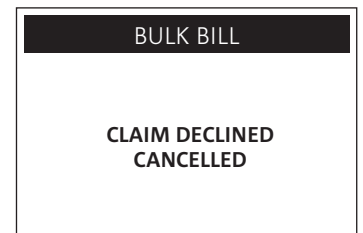
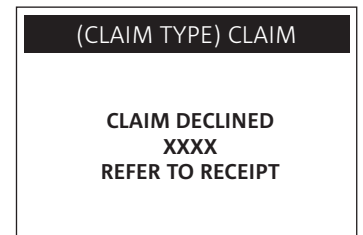
This screen will be displayed whenever the practice or patient cancels a bulk bill claim.

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.

8.6 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.



9. 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.



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