

Glossary of Terminal Keys

Use this screen key to cancel information on the screen.



The backspace screen key will delete the last character typed.



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

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



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



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



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



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



01/01



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

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

02/03



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

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

A
D
D

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

S
E
N
D

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

CLEAR

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

ENTER

How to do!

a quick HICAPS Quotation



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Step 1

From menu screen select Balance Inquiry/Quote button.

BAL INQ QUOTE

Step 2

Swipe the patient's health fund card.



Step 3

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

QUOTE X
MAXIMUM ALLOWED
ITEM ENTRIES ARE 24
OK

If you do not receive this screen prompt you are limited to 9 items per claim. Proceed to Step 4.

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

Step 4

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

QUOTE X
SELECT PROVIDER
DR SMITH
DR RICHARDS
DR WILLIAMS
DR JOHNS

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

If you do not receive this screen prompt proceed to Step 5.

Step 5

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

QUOTE X
PATIENT ID 01
01
CLEAR ENTER

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

Step 6

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

QUOTE X
ITEM NUMBER 1001
1001
CLEAR ENTER

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

Step 7

If you do not receive this screen prompt, proceed to Step 8.

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

QUOTE X
TOOTH NUMBER 00
00
CLEAR ENTER

Step 8

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

QUOTE X
DATE SERVICE 25, MAR (DDMM)
25, MAR
CLEAR ENTER

Step 9

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

QUOTE X
ITEM COST 3700
3700
CLEAR ENTER

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

Step 10

The terminal will display a summary of the quote item.

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

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

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

If you have further items to add to this quote, press the **ADD** screen key. Then return to Step 6.

Step 11

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

Step 12

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

QUOTE X
SEND TO HEALTH FUND? 37.00
01 RECORD-> 01
DR SMITH
NO YES

Once the quote is processed by the health fund, the terminal will automatically print a receipt. The receipt is the patients copy and details that the quote is only valid at the time of processing.

Step 13

The screen reverts to same as display in Step 10. To exit press **X** in the right hand corner.

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

