

Glossary of Terminal Keys

Prints a summary of claims processed for today or for the previous business day.



Reverses a claim approved earlier in the day.



Moves backwards through data already entered so that it may be viewed or changed.



Moves forward through data already entered so that it may be viewed or changed.



This key is used in combination with other keys to type letters, as shown below.



To type the letter P, while holding down the SHIFT key, press the 5/P/SIGN ON key.



When held down simultaneously inserts a space between words.



Reprints a copy of the previous receipt.



Use this key to cancel information on the screen only.



The backspace key will delete the last character or digit typed.



Use to answer 'no' to a question or to delete.



Use to answer 'yes' to a question or to end a line of typed data.



Opens the Provider Table for its contents to be viewed or changed.



Feeds the terminal roll forward through the terminal's print mechanism.



Refund of funds to account of the cardholder



How to do!
a quick HICAPS
Quotation



Fast claims... on the spot

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Step 1
Press Function Key and then press '6' key and select **ENTER/YES**.



Step 2
Swipe patient's card.

Note:

Once you swipe the patient's health fund card the terminal will automatically display the maximum number of items you are able to process in one transaction for that health fund.

The number of items you are able to process will vary from health fund to health fund.

MAX ALLOWED ITEMS 24
Provider Index

Step 3
Type in the Provider's two digit Index number and press **ENTER/YES**, for example, '01 'Dr Smith'.

Dr John Smith
Patients ID

Step 4
Type in the two digit Patient ID from their health fund card, for example, 03 and press **ENTER/YES**.

Patients ID
Item# 03

Step 5
Type in the item number for the quote, for example, 0137 and press **ENTER/YES**.

Item# 0137
Clinical code#

Step 6
If required by the patient's Health Fund, type in a two digit clinical code and press **ENTER/YES**. If not required simply press **ENTER/YES**.

Clinical code# 00
Date dd/mm 2703

Step 7
Today's date displays.

Date dd/mm 2703
Item Cost \$67.80

Step 8
Terminal will automatically default to the \$ amount last charged for this item. e.g. (\$67.80)

If this amount is correct then press **ENTER/YES** key. If not then overwrite/key with the new amount.

Note:

Only if item amount memory has been enabled, otherwise key in amount.

Item Cost \$67.80
Item# 0000

Step 9
The terminal will automatically default and display "0000".

If the patient has further items to quote then overwrite the "0000" with relevant item number and press **ENTER/YES** key. Return to step 5. If the patient has no more items then press the **ENTER/YES** key.

If you wish to add another patient to this quote enter the new Patient ID and press **ENTER/YES** key. Return to Step 4. If you do not wish to add an additional patient to this quote press **ENTER/YES** key.

Item Cost \$67.80
Patient ID

Send to Health Fund?
CONFIRM Y/N

Step 10
To confirm press the **ENTER/YES** key. The quote will now be sent to the health fund for processing.

Once the quote is processed by the health fund, the terminal will automatically print a receipt.

This receipt is the patients' copy and details that the quote is only valid at the time of processing.

HICAPS Hints

- HICAPS transactions can only be generated by **swiping** a membership card. Key entry is not available.
- If the card does not have the **Patient IDs** listed, start with 00 for all funds except Medibank Private that starts with 01.
- Print your HICAPS Totals daily. Your terminal will prompt you to complete the process before the first claim of the day can be processed.
- Order Terminal Rolls via your terminal, Press **FUNCTION** Key, the "7" and Press **ENTER/YES** key twice.
Now Press **Function** key, Press "5" and the **ENTER/YES** key. Order is complete
- For all additional stationery/ requests such as posters, patient information brochures, window decals etc. contact the Help Desk on 1300 65 08 52.
- Descriptions relating to the Transaction Response Codes are available in the HICAPS Terminal Operations Guide.