



how to cancel a HICAPS transaction



Cancelling a HICAPS claim (HICAPS terminal)

There are two options for cancelling HICAPS claim transactions, but for each option a transaction can only be cancelled on the same day that it was originally processed.

OPTION 1 Transaction was processed by the same terminal.

step 1

Press the **[REFUNDS]** key.

REFUND / CANCEL	
SWIPE/INSERT CARD	

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the patient's Health Fund card.

step 3

The terminal will then display the transaction(s) processed for your patient for the current day. If there is more than one transaction for that patient all transactions can be reviewed by using the up/down arrow buttons.

CANCEL TXN? RRN:123456	
▲	NAB Dr Smith
	26/03/085 14:15
	903600-802 S
	BENEFIT \$25.88
	CLAIM \$47.50
▼	Press ENTER to CANCEL TXN

step 4

Select the transaction you want to cancel and press the **[ENTER]** key.

SEND CANCEL ?	
BENEFIT	\$25.88
PROVIDER #	1234567A
RRN #	000000123456
<input type="button" value="NO"/>	<input type="button" value="YES"/>

step 5

You will then be asked to confirm the cancel by pressing either the **NO [CLEAR]** or **YES [ENTER]** key. Alternatively you can use the option selection button beside the **[NO]** and **[YES]** prompts on the screen.

Note: 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.

OPTION 2 Transaction was processed by a different terminal.

Note: The transaction must still have been processed in the same day.

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step 1

Press the **[REFUNDS]** key.

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the patient's Health Fund card.

step 3

The terminal will prompt for you to select a provider by entering the provider number or scrolling down and highlighting the provider and pressing **[ENTER]**.

step 4

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

step 5

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]**.

step 6

You will then be asked to confirm the cancel by pressing either the **NO [CLEAR]** or **YES [ENTER]** key. Alternatively you can select your response using the corresponding keys on the side of the display next to the **[NO]** or **[YES]** prompts on the screen.

Note: 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.

REFUND / CANCEL

SWIPE/INSERT CARD

SELECT PROVIDER

- ▲ 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

RRN NUMBER

000000123456

← CLEAR

CANCEL TXN ?

ENTER BENEFIT AMOUNT

\$25.88

← CLEAR

SEND CANCEL ?

BENEFIT	\$25.88
PROVIDER #	1234567A
RRN #	000000123456

NO YES

Canceling 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 Practice Management System screen. When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the Practice Management System.

For further assistance on processing a cancel transaction using your Practice Management System transaction please contact your Practice Management System provider.

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