

Processing a HICAPS claim transaction (HICAPS terminal)

step 1

To start a HICAPS Claim transaction, simply swipe the patient's Health Fund card through the terminal.

step 2

When prompted to SELECT PROVIDER simply select the appropriate screen button for the provider claiming for the services provided, or press the relevant number on the keypad that is displayed beside the provider's name.

Note: This prompt will only be displayed if more than one provider is loaded into the terminal.

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

step 3

The screen will display the number of items you are able to process in one transaction, e.g. 16.
Press [ENTER] to continue.

step 4

The terminal will then ask for the PATIENT ID. This is the 2-digit number printed on the card relating to the specific patient receiving treatment then press [ENTER].

Note: This value will default to [01] if nothing is entered.

step 5

Key the item number associated with the treatment supplied then press [ENTER].

CLAIM	
MAXIMUM ALLOWED ITEM ENTRIES ARE	XX
<input type="text"/>	
<input type="button" value="ENTER"/>	

CLAIM	
PATIENT ID	01
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

CLAIM	
ITEM NUMBER	
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 6

Key the clinical code or tooth number on which the treatment supplied was performed then press **[ENTER]** or just press **[ENTER]** to use the default of **[00]**.

Note: Terminal Provider Setup prompt for Clinical code or Tooth Number may be changed through Provider Setup (Refer 2.1) and will only be displayed if setup (Refer to Step 15).

CLAIM	
TOOTH NUMBER	01
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 7

The date this part of the service was performed. dd, mmm = current date. To change the date enter DD = day, e.g. 26 and MM = 12, e.g. DEC.

To accept the default of the current date just press **[ENTER]**.

CLAIM	
DATE SERVICE	dd, mmm DDMM
<input type="text"/>	<input type="text"/>
<input type="button" value="←"/>	<input type="button" value="CLEAR"/>

step 8

Enter the cost to be charged for this item.

Note: This field will default to the last cost charged for the same item if item amount memory is enabled.

CLAIM	
ITEM COST	
<input type="text"/>	\$0.00
<input type="button" value="←"/>	<input type="button" value="ENTER"/>

step 9a

You will be presented with a summary of the item(s) entered. By pressing the middle left screen button **[Mod]** you are able to modify the item that has been entered by repeating the steps above.

step 9b

To add another item, simply press **[Add]** and enter the options as above. Once all items have been added to the claim, press **[ENTER]**.

CLAIM – PATIENT ID 01	
▲	<01/01> ITEM # 0001
	DATE SERVICE 26.MAR
	ITEM COST \$52.52
	Press REPORTS to Print
▼	<input type="button" value="ADD"/>

step 10

If the summary presented is correct, simply press **[ENTER]** and the claim will be sent to the Health Fund for approval.

Note: To scroll through the items use top and bottom buttons beside the arrows at the left of the screen.

CLAIM	
SEND TO HEALTH FUND?	
01 RECORD(S)	
TOTAL	\$52.52
Dr Smith	01
<input type="button" value="NO"/>	<input type="button" value="YES"/>

Processing a HICAPS claim transaction (practice management system)

To start a HICAPS Claim Transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on 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 terminal will recognise the card type that should be swiped by the type of transaction that is received from the Practice Management System. The results from the transaction will be returned directly to the Practice Management System.

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

HICAPS Help Desk
1300 650 852

www.hicaps.com.au

