

# HICAPS Medicare Easyclaim

User guide



## i. Navigation

Your HICAPS Trinity terminal has a touch screen like an Android smart phone. It responds to gestures such as tapping and swiping.

- **Tap** – lightly touch to select or launch items
- **Swipe** – lightly drag your finger across a screen to swipe. For example, swipe down from the top of the screen to access the apps panel.

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# 1. Medicare Australia Easyclaim Provider Setup

## 1.1 registering a new provider

To add providers, you need to register their details by completing the online form, available on the HICAPS website [hicaps.com.au/forms](https://www.hicaps.com.au/forms).

Once the completed form and supporting documents have been submitted and approved by HICAPS, the provider updates will be registered with the associated health funds and the new provider/s will appear on your HICAPS terminal within 3 business days.

## 1.2 modify provider

If you wish to update a provider's configuration settings, you can do so by submitting a form via 'Manage terminal configuration' in **HICAPS digital**. Simply login and navigate to the Terminals page, using the left navigation pane **Terminals > Manage terminal configuration** and select the settings you wish to enable/disable. Once all the modifications required have been selected, click **submit** at the bottom of the page.

Please note that request will be processed within three business days.

To register for HICAPS Digital access, go to [www.hicaps.com.au/home/hicaps-login](https://www.hicaps.com.au/home/hicaps-login) and select **HICAPS Digital – Login > Create account > I'm an existing HICAPS Customer**.

## 1.3 deleting a provider

You can **remove a provider**, from your HICAPS terminal if they are no longer practising at your location, by completing the online form available on the HICAPS website [www.hicaps.com.au/forms](https://www.hicaps.com.au/forms).

Once the completed online form has been submitted and approved by HICAPS, the provider updates will be registered with the associated health funds and the requested provider/s will automatically be removed from your terminal within 5 business days.

## 2. Specialist, Ancillary Health Care and Dental Claims

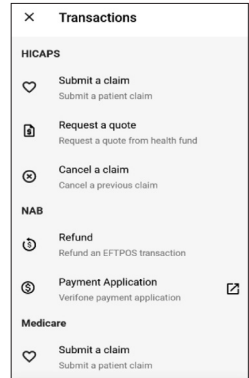
### 2.1 fully paid claim – specialist, ancillary health care and dental

Fully paid claims are performed when a patient or claimant has paid their health professional account in full.

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#### Step 1

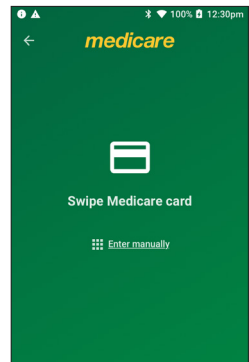
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

#### Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

#### Step 2a

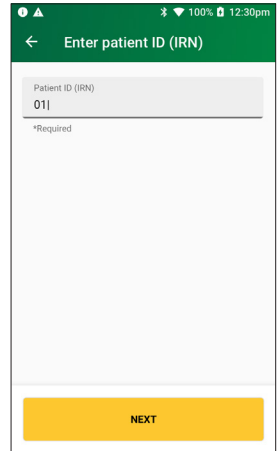
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

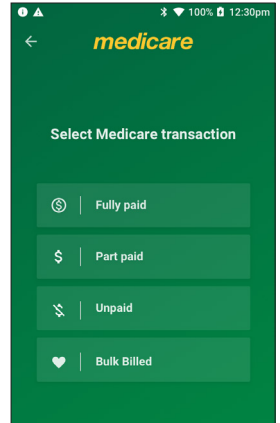
Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the Medicare transaction screen, tap **Fully paid**.

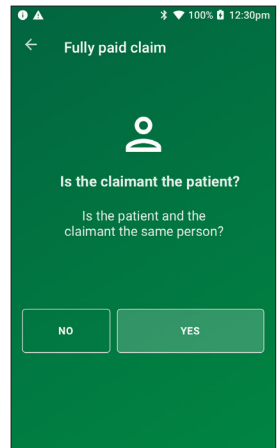


---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6. Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

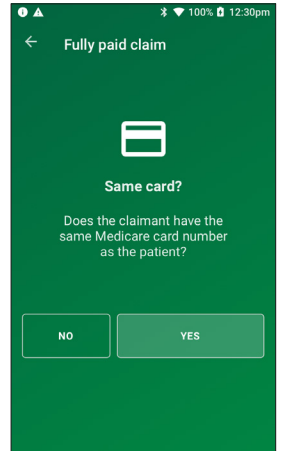


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### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

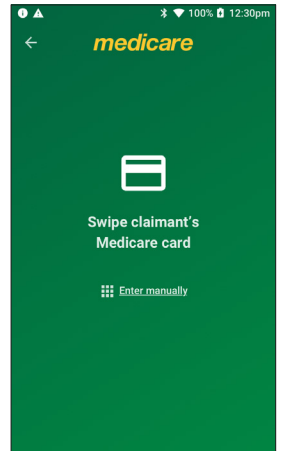
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



---

### Step 5b

Swipe the claimant card and go to Step 5c.



**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Claimant's ID (IRN)  
03  
\*Required

NEXT

---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider

Search for a provider name or ID

- Dr Anne Davies  
464784833
- Dr Emily Grey  
4648764643
- Dr Hayley Wells  
4648764643
- JZ Dr Jack Zahl  
4648764643

Can't see the provider ID?  
[Enter the provider manually](#)

---

### Step 6a

Enter the provider number and tap **NEXT**.

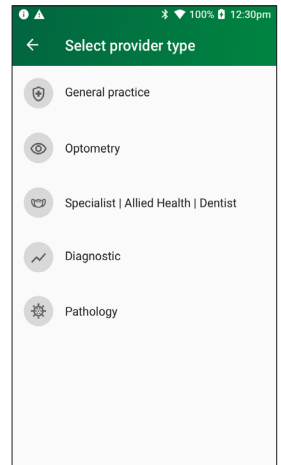
Provider number  
466478762  
\*Required

NEXT

---

## Step 6b

Tap **Specialist | Allied Health | Dentist**.



---

## Step 7

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 8.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 7a.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 7b. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 8.



---

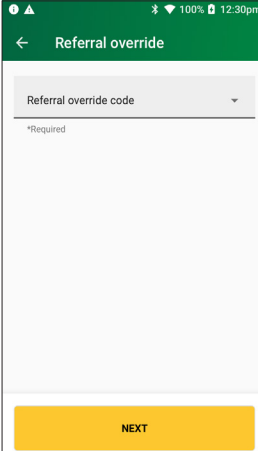
### Step 7a

Select a referral override code from the drop-down list.

Tap **NEXT**. Go to Step 9.

Select from the options in the drop down list,

*Not required, Lost or Emergency.*



Referral override

Referral override code

\*Required

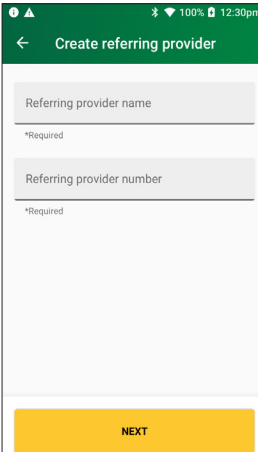
NEXT

---

### Step 7b

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



Create referring provider

Referring provider name

\*Required

Referring provider number

\*Required

NEXT

---

### Step 8

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**.

Referring Provider  
John Smith  
12345678

Referral date

\*Required

Referral period code

Optional

Referral override code

Optional

NEXT

---

### Step 9

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 10.

To add a new item to the list, tap the plus icon (+) and go to Step 9a.

Select an item

Search for an item number or name

**Pinned items**

- 1001 PERIODIC EXAM  
Periodic Oral Examination
- 121 TOPICAL AGENT  
Topical application of remineralisation and/or cariostatic agent, one treatment
- 222 ROOT PLANING  
Root planing and subgingival curettage – per tooth

**All items**

- 1001 PERIODIC EXAM  
Periodic Oral Examination
- 022 INTRAORAL EXPSR  
Intraoral periapical or bitewing radiograph – per exposure
- 114 REM CALCULUS 1  
Removal of calculus – first appointment
- 121 TOPICAL AGENT  
Topical application of remineralisation and/or cariostatic agent, one treatment
- 161 FISSURE SEALING  
Fissure and/or tooth surface sealing – per tooth
- 213 ACUTE PERIODONT  
Fissure and/or tooth surface sealing – per tooth
- 222 ROOT PLANING  
Root planing and subgingival curettage – per tooth
- 311 REM PERM TOOTH  
Removal of tooth or part(s) thereof

---

### Step 9a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 9b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.

← Assign item to providers

ALL All Providers 4 Providers

Assign to specific providers

Dr Anne Davies 464784833

Dr Emily Grey 4648764643

Dr Hayley Wells 4648764643

JZ Dr Jack Zahl 4648764643

BB Dr B Butler 4648764643

AK Dr A Kegele

BACK ASSIGN

---

### Step 10

On the **item details** screen select the date of service using the calendar icon.

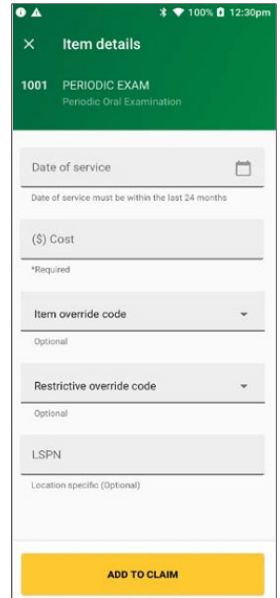
**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code  
**Note:** This code can be selected from a drop-down list. Tap to display a list of codes.
- Referral Issue Date  
**Note:** This cannot be a future date.
- Restrictive override code
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.



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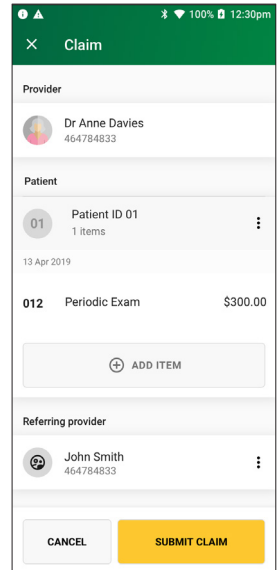
### Step 11

The claim details will be displayed.

To add items to the claim before submitting it, tap **ADD ITEM** and go to Step 9.

To change the referring provider before submitting the claim, tap on the three dots **:** next to the referring provider's name and select another provider. Go to Step 8.

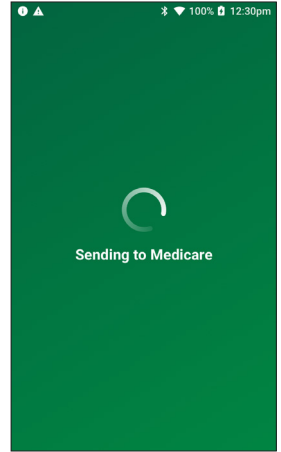
When you're ready to submit the claim, tap **SUBMIT CLAIM**.



---

## Step 12

A message will be displayed **Sending to Medicare.**

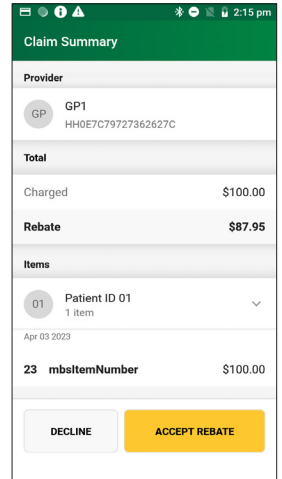


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### Step 13

The **Claim Summary** screen displays details of the claim.

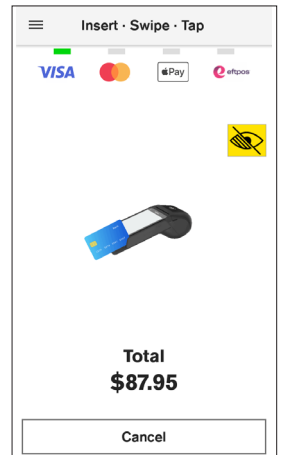
You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



---

### Step 14

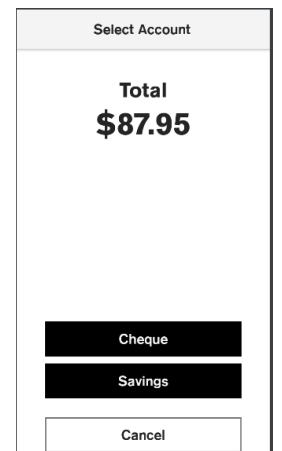
The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



---

### Step 15

Ask the cardholder to select the account for the transaction type - **Savings** or **Cheque**.



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### Step 16

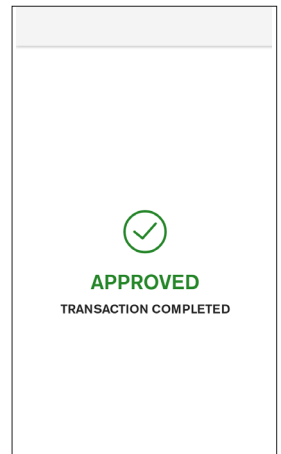
Ask the cardholder to enter their PIN and tap **ENTER** to proceed.

Enter PIN		
<b>Total \$87.95</b>		
1	2	3
4	5	6
7	8	9
C	0	
Cancel		Enter

---

### Step 17

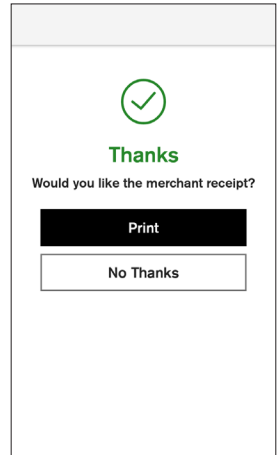
The screen will display **Approved** if the rebate was successful.



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### Step 18

Tap **Print** if you would like to print the merchant receipt. If no receipt is required, tap **NO THANKS**.



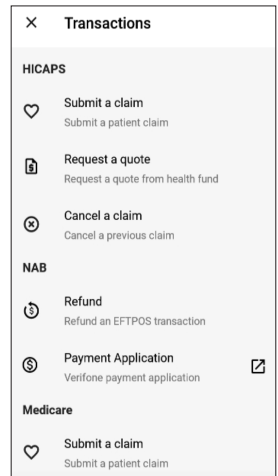
## 3.2 part paid claim – specialist, ancillary health care and dental

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to Medicare, benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is sent by the claimant to the health professional with any outstanding balance.

---

### Step 1

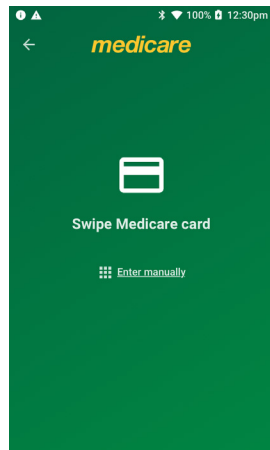
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section



---

## Step 2

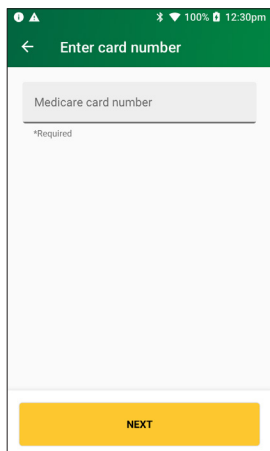
Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

## Step 2a

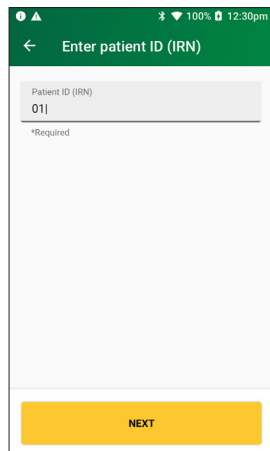
Enter a Medicare card number, then tap **NEXT**.



---

## Step 3

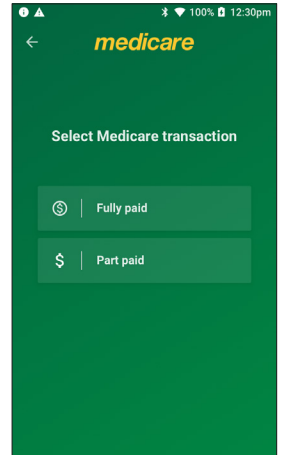
Enter the **patient IRN** (the number to the left of the Patient's name on the Medicare card) and tap **NEXT**.



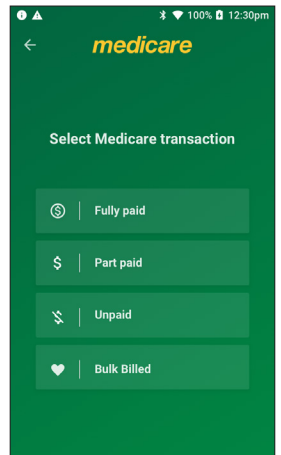
---

#### Step 4

On the **Select Medicare transaction** screen, tap **Part Paid**.



**Note:** If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid and Bulk Billed** will also be displayed.



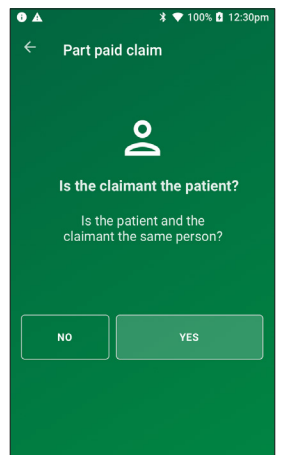
---

#### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

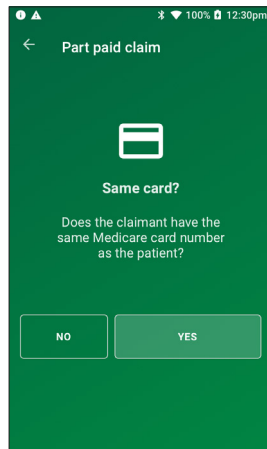


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

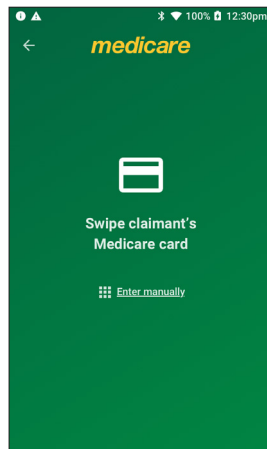
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



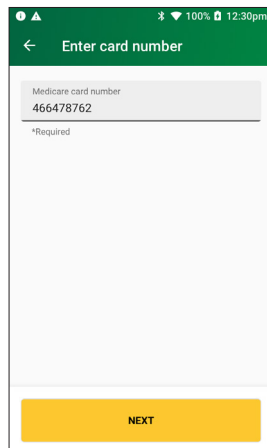
---

### Step 5b

Swipe the claimant card and go to Step 5c.



**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

Claimant's ID (IRN)  
031  
\*Required  
NEXT

---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider  
Search for a provider name or ID  
Dr Anne Davies  
464784833  
Dr Emily Grey  
4648764643  
Dr Hayley Wells  
4648764643  
Dr Jack Zahl  
4648764643  
Can't see the provider ID?  
[Enter the provider manually](#)

---

### Step 6a

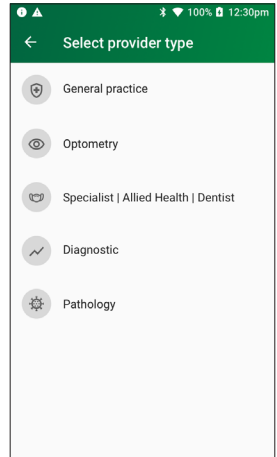
Enter the provider number and tap **NEXT**.

Provider number  
466478762  
\*Required  
NEXT

---

### Step 6b

Tap **Specialist | Allied Health | Dentist**.



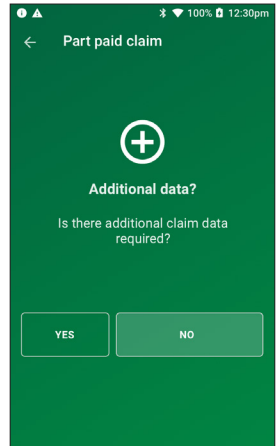
---

### Step 7

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 7a.

Select **No** for payment to be made to the servicing provider and go to step 8.

**Note:** you must press **Yes** to send the payee provider number.



---

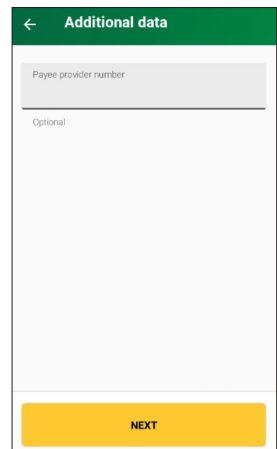
### Step 7a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

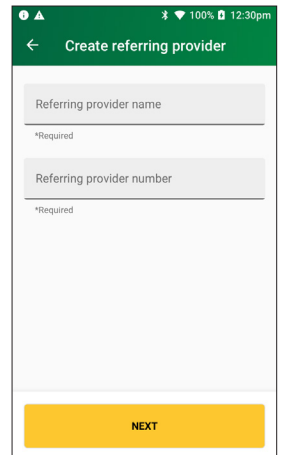


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### Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



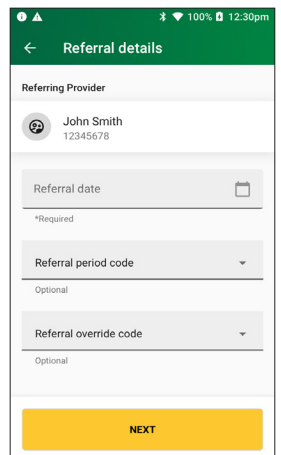
---

### Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

Add the optional referral period and referral override codes by selecting items from the drop-down lists.

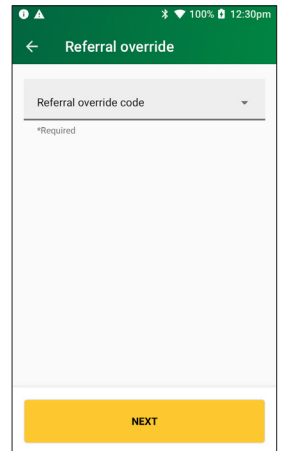
Tap **NEXT**.



---

### Step 10

Select a referral override code from the drop-down list.  
Tap **NEXT**.

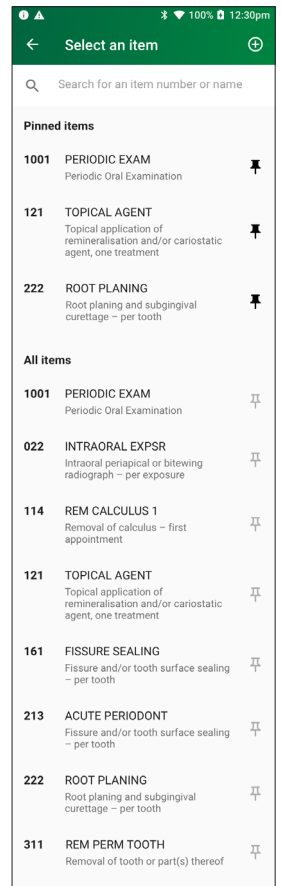


---

### Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



---

### Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

← Assign item to providers

ALL All Providers 4 Providers

Assign to specific providers

Dr Anne Davies 464784833

Dr Emily Grey 4648764643

Dr Hayley Wells 4648764643

JZ Dr Jack Zahl 4648764643

BB Dr B Butler 4648764643

AK Dr A Kegele

BACK ASSIGN

---

### Step 12

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code  
**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- Referral issue date  
**Note:** This cannot be a future date.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM  
Periodic Oral Examination

Date of service

Date of service must be within the last 24 months

(\$) Cost

\*Required

Item override code

Optional

Restrictive override code

Optional

LSPN

Location specific (Optional)

ADD TO CLAIM

---

### Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** To add more items, tap **ADD ITEM**.

**Note:** Check the provider's name and item number are correct.

Claim

Provider

Dr Anne Davies  
464784833

Patient

01 Patient ID 01  
1 items

13 Apr 2019

012 Periodic Exam \$300.00

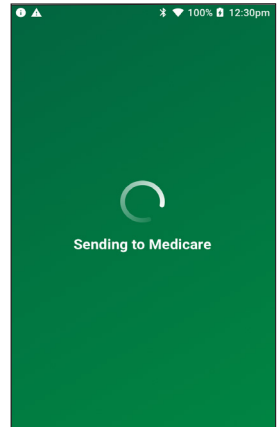
ADD ITEM

Referring provider

John Smith  
464784833

CANCEL SUBMIT CLAIM

A message will be displayed **Sending to Medicare**.

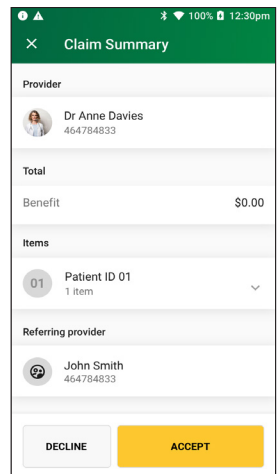


---

#### Step 14

The **Claim Summary** screen will display details of the claim.

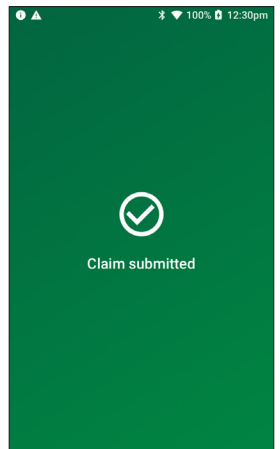
You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.



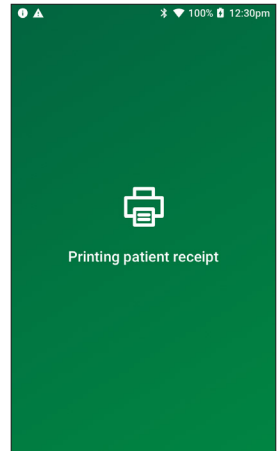
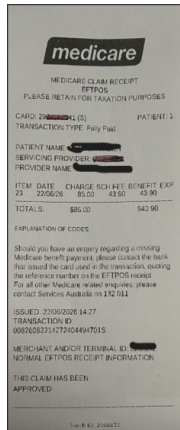
---

#### Step 15

The **Claim Submitted** screen will display if the claim is successful.



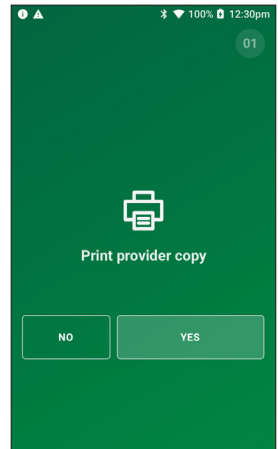
**Note: Printing patient receipt** will display and the receipt will print automatically.



### Step 16

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.



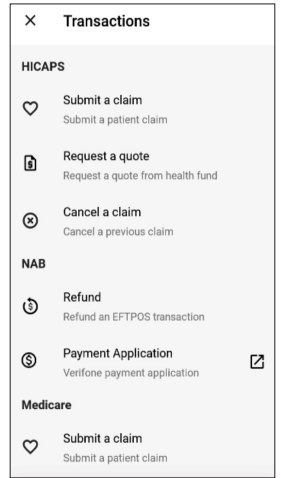
## 3.3 unpaid claim – specialist, ancillary health care and dental

The unpaid claim function is used when a claimant has not paid their account. Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

---

### Step 1

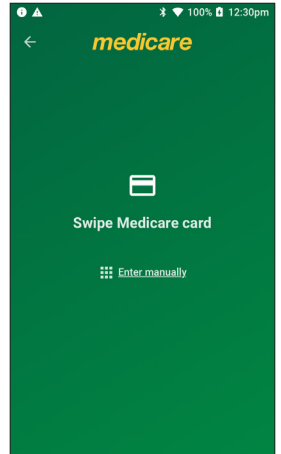
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

### Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

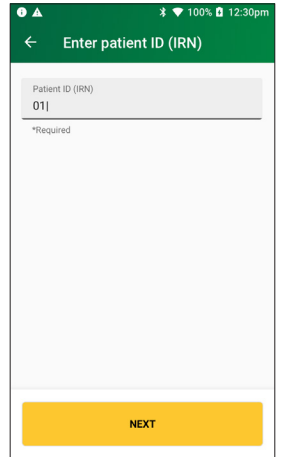
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

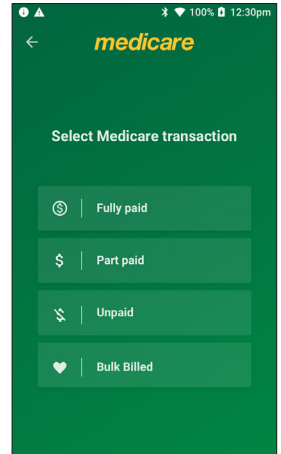
Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the **Select Medicare transaction** screen, tap **Unpaid**.



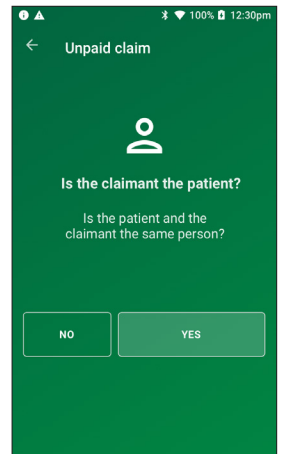
---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

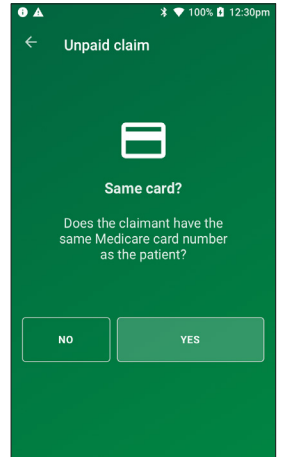


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

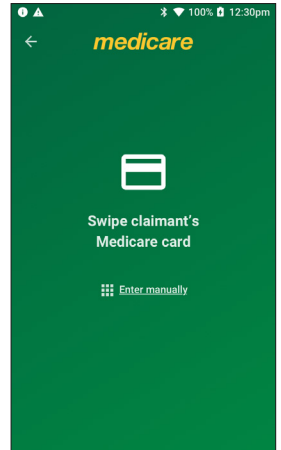
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



---

### Step 5b

Swipe the claimant's card and go to Step 5c.



**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

Claimant's ID (IRN)  
03  
\*Required  
NEXT

---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider  
Search for a provider name or ID  
Dr Anne Davies  
464784833  
Dr Emily Grey  
4648764643  
Dr Hayley Wells  
4648764643  
JZ Dr Jack Zahl  
4648764643  
Can't see the provider ID?  
[Enter the provider manually](#)

---

### Step 6a

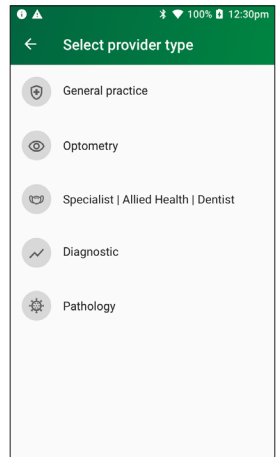
Enter the provider number and tap **NEXT**.

Provider number  
466478762  
\*Required  
NEXT

---

### Step 6b

Tap **Specialist | Allied Health | Dentist**.



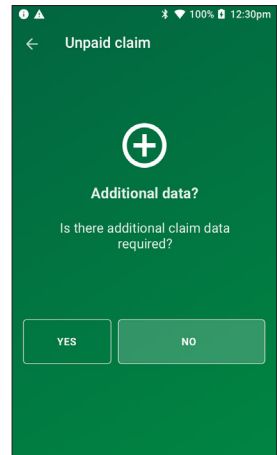
---

### Step 7

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 7a.

Select **No** for payment to be made to the servicing provider and go to step 8.

**Note:** you must press **Yes** to send the payee provider number.



---

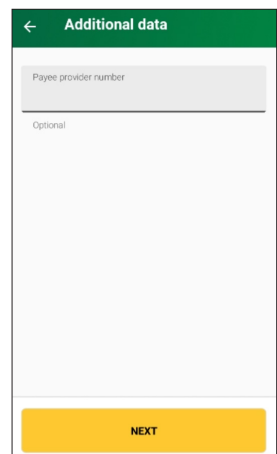
### Step 7a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

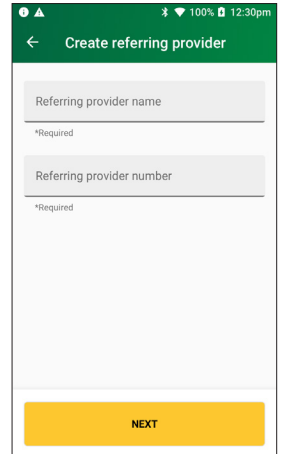


---

### Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



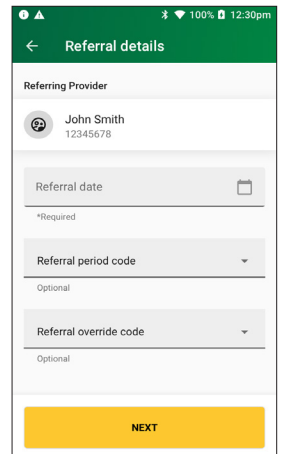
---

### Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 10.



---

### Step 10

Select a referral override code from the drop-down list.  
Tap **NEXT**.

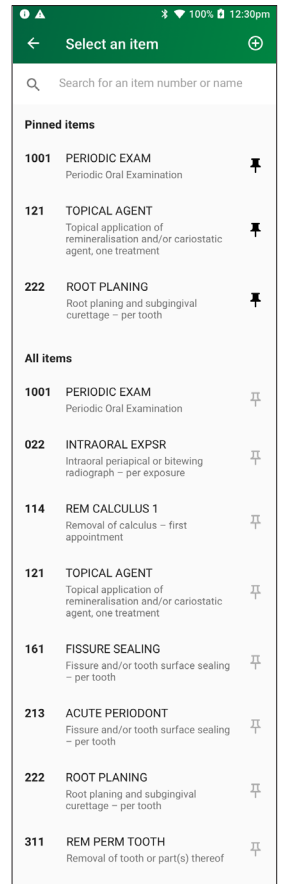


---

### Step 10

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 11.

To add a new item to the list, tap the plus icon (+) and go to Step 10a.



### Step 10a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

### Step 10b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 10 to select the newly created item.

All Providers  
4 Providers

Assign to specific providers

Dr Anne Davies  
464784833

Dr Emily Grey  
4648764643

Dr Hayley Wells  
4648764643

JZ Dr Jack Zahl  
4648764643

BB Dr B Butler  
4648764643

AK Dr A Kegele  
4648764643

BACK ASSIGN

---

### Step 11

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code  
**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- Referral issue date  
**Note:** This cannot be a future date.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM  
Periodic Oral Examination

Date of service  
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

\*Required

Item override code

Optional

Referral issue date  
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

Optional

ADD TO CLAIM

---

### Step 12

**Note:** To change the referring provider, tap on the three dots next to the referring provider's name and select another provider.

To add items to the claim tap **ADD ITEM**.

When you're ready to submit the claim, tap **SUBMIT CLAIM**. Go to Step 13.

Claim

Provider  
Dr Anne Davies  
464784833

Patient  
01 Patient ID 01  
1 items

13 Apr 2019

012	Periodic Exam	\$300.00
-----	---------------	----------

ADD ITEM

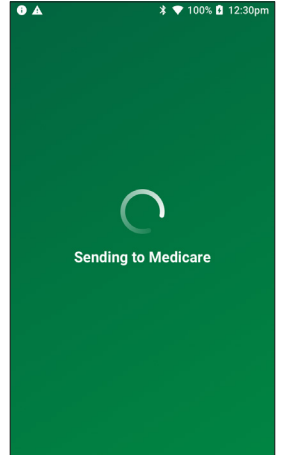
Referring provider  
John Smith  
464784833

CANCEL SUBMIT CLAIM

---

### Step 13

A message will be displayed on the screen **Sending to Medicare**.



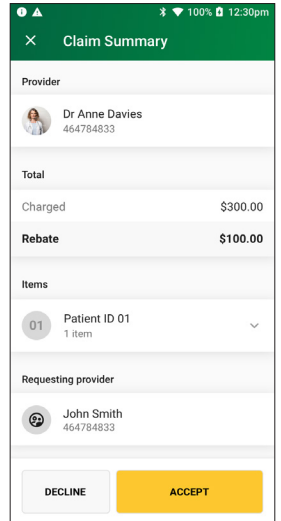
---

### Step 14

The **Claim Summary** screen displays details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.

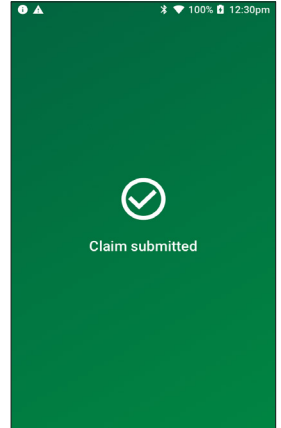
Go to Step 15 for payment.



---

### Step 15

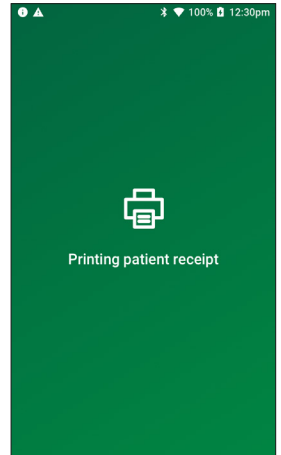
The **Claim submitted** screen will be displayed if the claim was successful.



---

### Step 16

The **printing patient receipt** screen will be displayed and the receipt will print automatically.

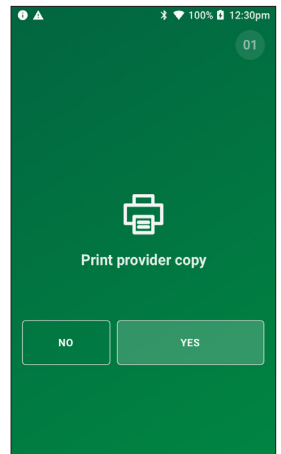


---

### Step 17

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

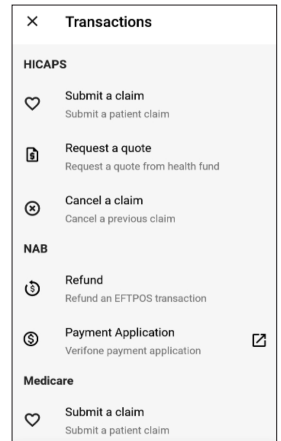
Tap **NO** if you don't want to print a receipt.



### 3.4 bulk billed claim – specialist, ancillary health care and dental

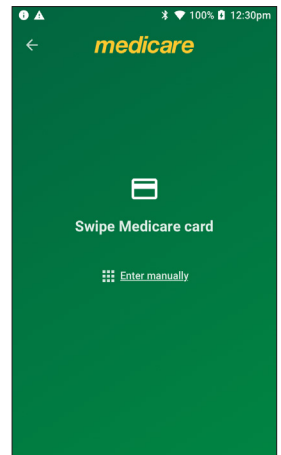
#### Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



#### Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number  
466478762

\*Required

NEXT

---

### Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)  
011

\*Required

NEXT

---

### Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

medicare

Select Medicare transaction

Fully paid

Part paid

Unpaid

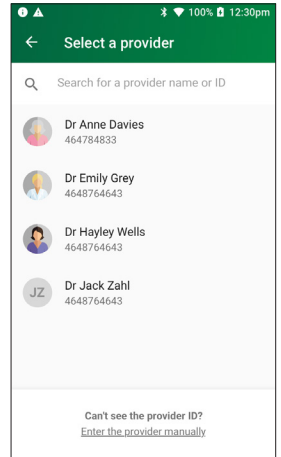
Bulk Billed

---

### Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

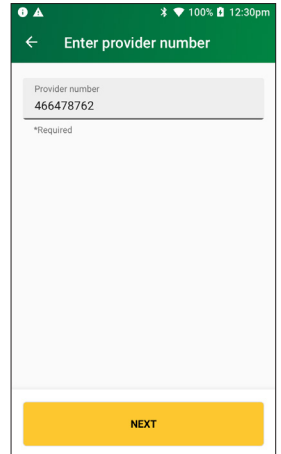
**Note:** If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



---

### Step 5a

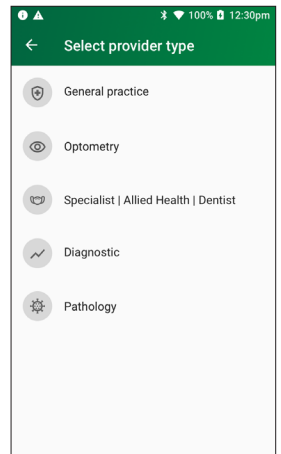
Enter the provider number and tap **NEXT**.



---

### Step 5b

Tap **Specialist | Allied Health | Dentist**.



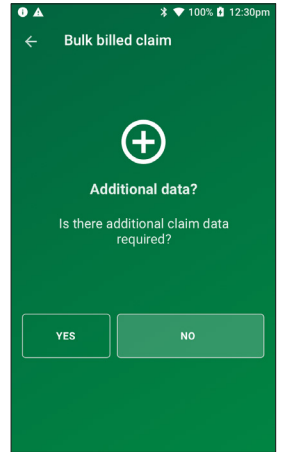
---

### Step 6

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 6a.

Select **No** for payment to be made to the servicing provider and go to step 7.

**Note:** you must press **Yes** to send the payee provider number.



---

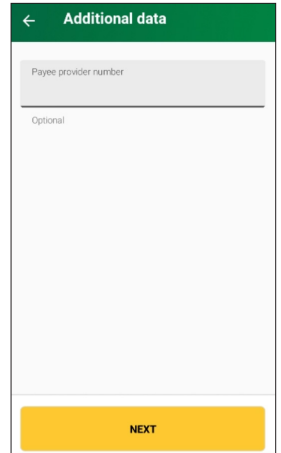
### Step 6a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

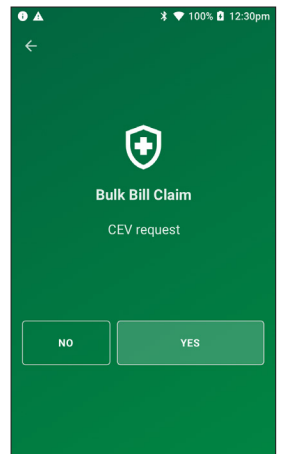


---

### Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

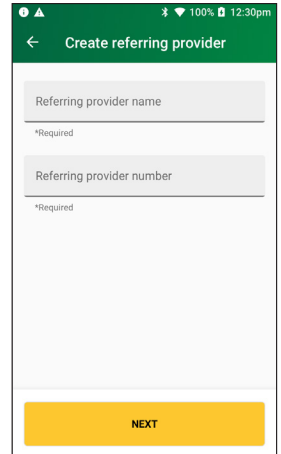


---

### Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



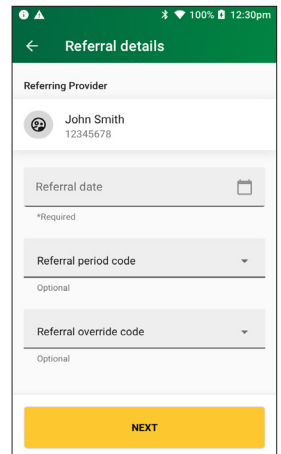
---

### Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

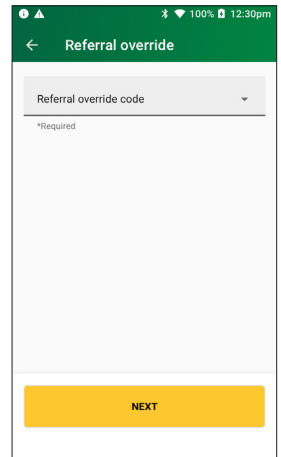
Tap **NEXT**. Go to Step 11.



---

### Step 10

Select a referral override code from the drop-down list.  
Tap **NEXT**.

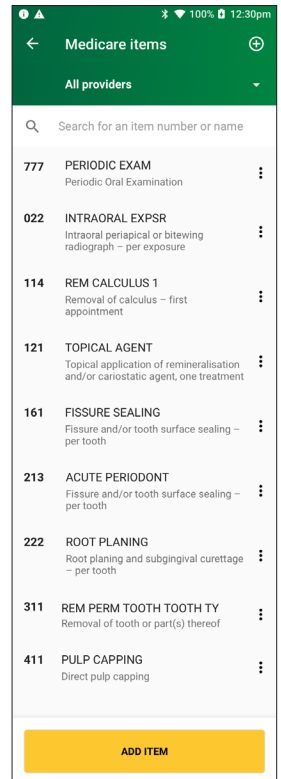


---

### Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



---

### Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap All Providers, then tap **ASSIGN**.

Assign item to providers

ALL All Providers 4 Providers

Assign to specific providers

Dr Anne Davies 4648764643

Dr Emily Grey 4648764643

Dr Hayley Wells 4648764643

JZ Dr Jack Zahl 4648764643

BB Dr B Butler 4648764643

AK Dr A Kegele

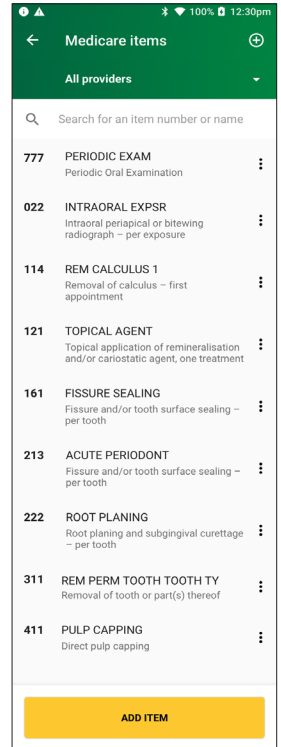
BACK ASSIGN

---

### Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



---

### Step 12

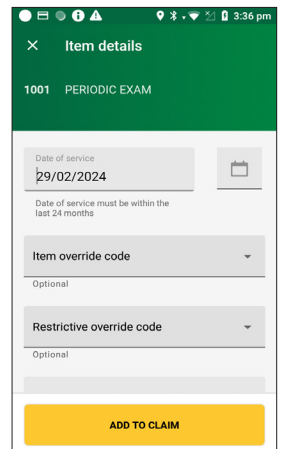
On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
  - Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.



---

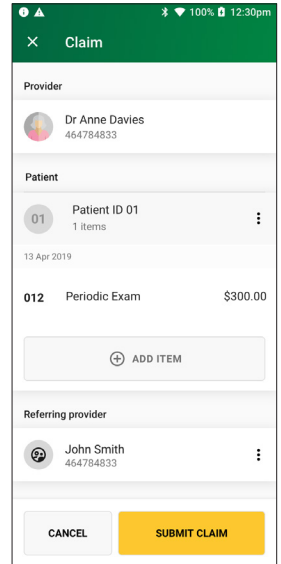
### Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** Check the provider's name and item number are correct.

**Note:** To change the referring provider, tap on the three dots next to the referring provider's name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.



---

### Step 14

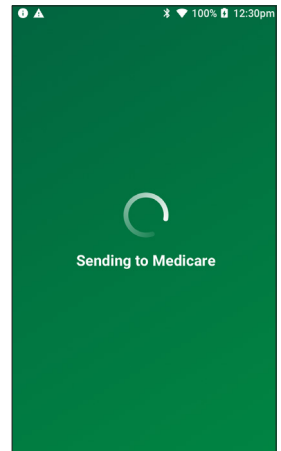
A message will be displayed on the screen **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to Step 14a for claims where CEV has not been requested.

Go to Step 14b for claims where CEV was requested and accepted.

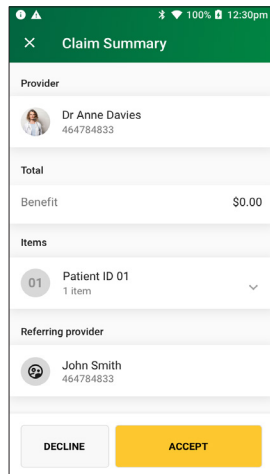
Go to Step 14c for claims with no concession entitlement.



---

### Step 14a

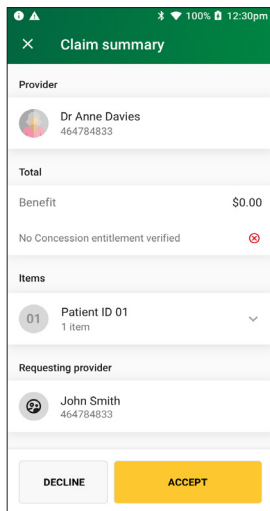
Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.



---

### Step 14b

Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.



### Step 14c

Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.

**Claim summary**

**Provider**

Dr Anne Davies  
464784833

**Total**

Benefit \$0.00

Concession entitlement verified

**Items**

01 Patient ID 01  
1 item

**Requesting provider**

John Smith  
464784833

**DECLINE** **ACCEPT**

### Step 15

#### Assignment of Benefits

This screen must be reviewed and accepted by the patient or claimant. By proceeding, they agree to assign their Medicare benefit to the health professional in exchange for receiving the service with no out-of-pocket cost

The patient or claimant must review and confirm or update the details before selecting **Continue**:

#### Assignment Date

The date the claim is submitted. This defaults to today's date but can be updated to a prior date if required.

#### Assignment Type

Defaults to Post Assignment and cannot be changed. This indicates the claim is being submitted after the service has been provided

#### Assigned By

The person submitting the claim. This can only be either the patient or the claimant and defaults to Patient.

This information will be printed on the receipt.

**Assignment of benefits**

**Assignment details**

Assignment date \*  
17 Jun 2026

Cannot be a future date or before date of service

Assignment type \*  
Post-Assignment

Select the type of benefit assignment

Assigned by \*  
Patient

Select who is assigning the benefit

**Claimant needs to assign the benefits. Please hand the terminal to the customer.**

**CANCEL** **CONTINUE**

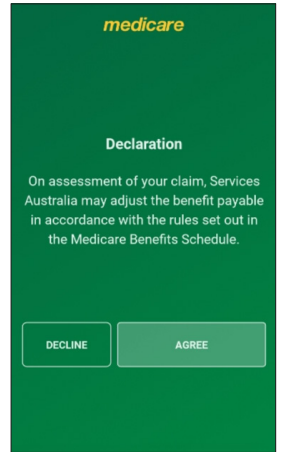
---

### Step 16

The declaration screen will be displayed.

You should present this screen to the patient and ask them to accept or decline the declaration.

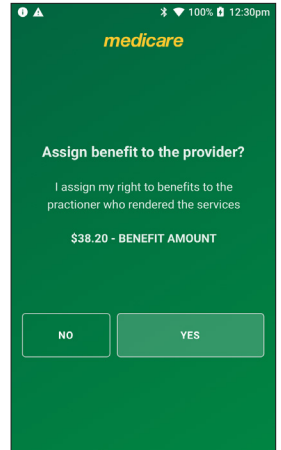
Tap **AGREE** and print a bulk billed patient receipt.



---

### Step 17

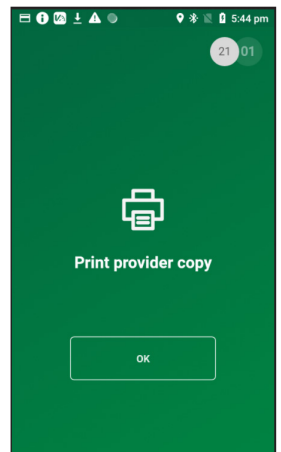
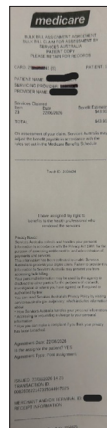
You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



---

### Step 18

To print a provider copy of the receipt, tap **OK**.



# 3. Optometric Claims/General Practitioner Claims

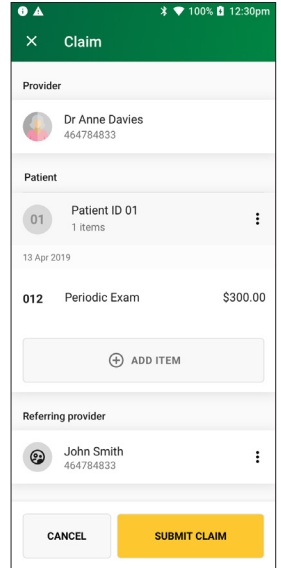
## 3.1 fully paid claim – optometric/general practitioner

Fully Paid claims are performed when a patient or claimant has paid their health professional account in full.

---

### Step 1

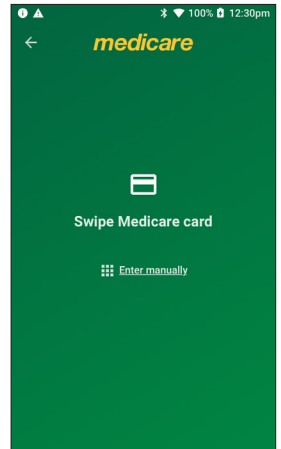
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

### Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

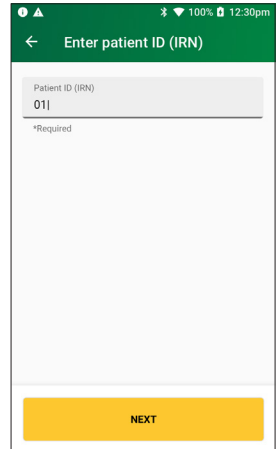
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

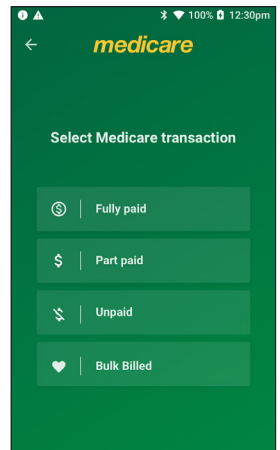
Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the Medicare transaction screen, tap **Fully Paid**.



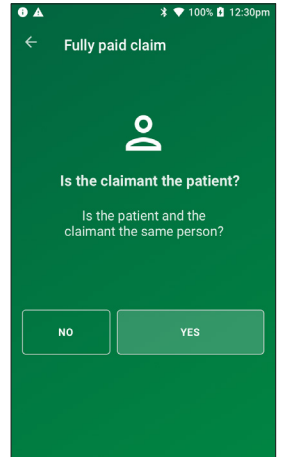
---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

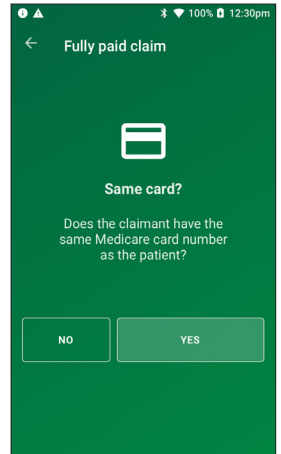


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

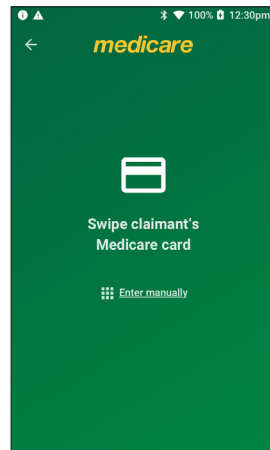
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



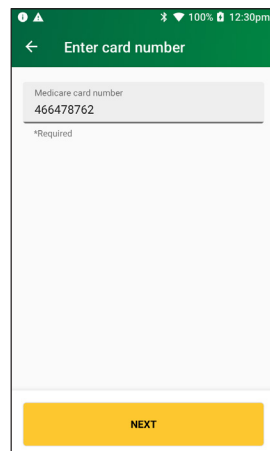
---

### Step 5b

Swipe the claimant card and go to Step 5c.



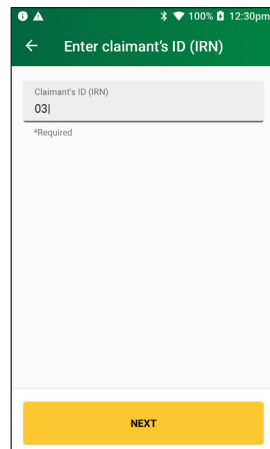
**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

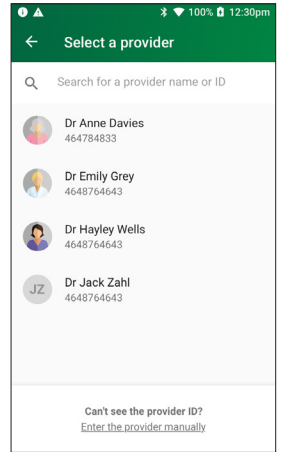


---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

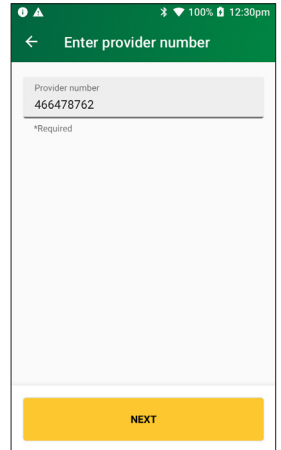
**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



---

### Step 6a

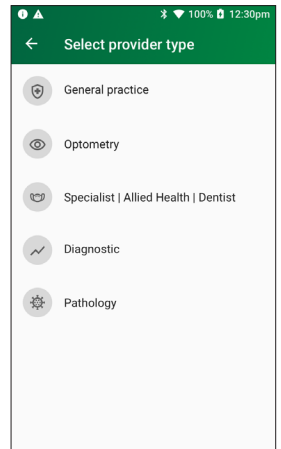
Enter the servicing provider number in the search bar and tap **NEXT**.



---

### Step 6b

Tap **Optometry** or **General Practice**.

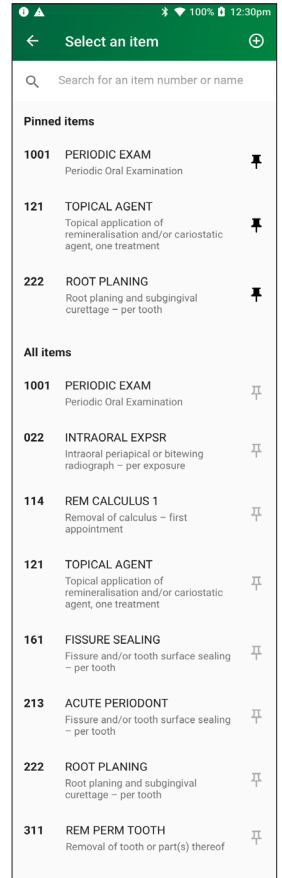


---

### Step 7

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 8.

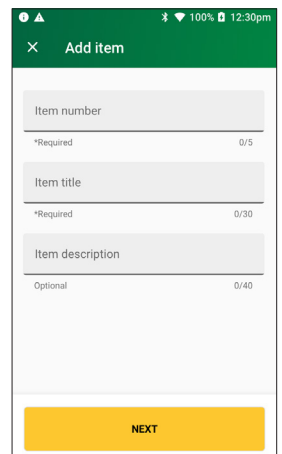
If the item number is not displayed, tap the plus icon (+) to add an item manually and go to Step 7a.



---

### Step 7a

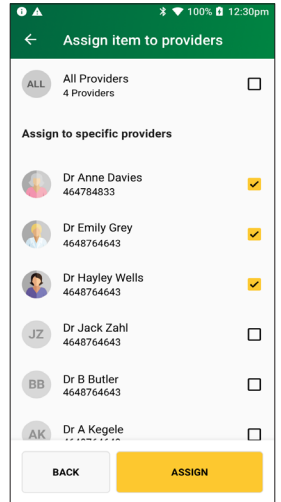
Enter the **item number**, **item title**, **item description** for the new item and tap **NEXT**.



### Step 7b

If there is more than one provider listed, tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

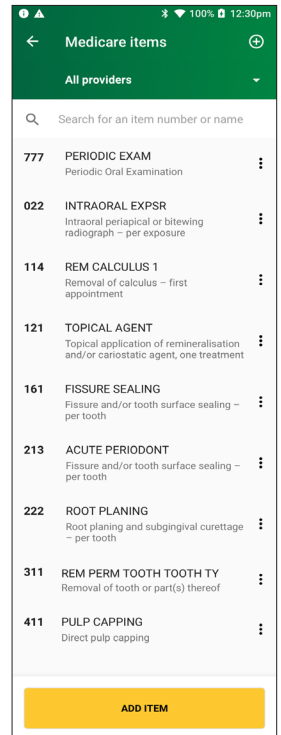
**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



### Step 7c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



---

### Step 8

On the **Item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
  - Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Go to Step 9 to add more items to the claim or go to Step 10 to submit a claim.

Item details

1001 PERIODIC EXAM  
Periodic Oral Examination

Date of service

Date of service must be within the last 24 months

(\$) Cost

\*Required

Item override code

Optional

Restrictive override code

Optional

LSPN

Location specific: (Optional)

ADD TO CLAIM

---

### Step 9

To add items to the claim before submitting it, tap **ADD ITEM**.

Enter item details and tap **NEXT** to proceed.

Add item

Item number

\*Required 0/5

Item title

\*Required 0/30

Item description

Optional 0/40

NEXT

## Step 10

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

**Claim**

**Provider**

Dr Anne Davies  
464784833

**Patient**

Patient ID 01  
1 items  
13 Apr 2019

012	Periodic Exam	\$300.00
-----	---------------	----------

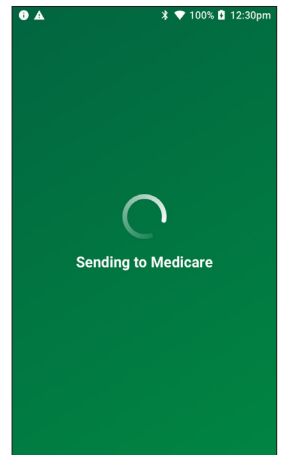
**ADD ITEM**

**Referring provider**

John Smith  
464784833

**CANCEL** **SUBMIT CLAIM**

A message will be displayed **Sending to Medicare**.

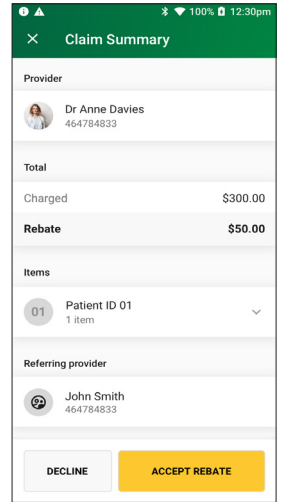


---

### Step 11

The **Claim Summary** screen displays details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



---

### Step 12

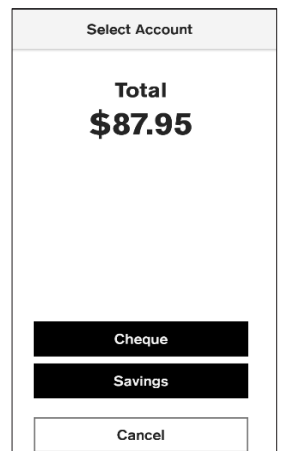
The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



---

### Step 13

Ask the cardholder to select the account for the transaction type - Savings or Cheque.



---

### Step 14


Ask the cardholder to enter their PIN and tap **ENTER** to proceed.

Enter PIN		
<b>Total \$87.95</b>		
1	2	3
4	5	6
7	8	9
C	0	
Cancel		Enter

---

### Step 15


The screen will display **Approved** if the rebate was successful.

  
**APPROVED**  
TRANSACTION COMPLETED

---

### Step 16

Tap **Print** if you would like a copy of the merchant receipt. If no receipt is required, tap **No Thanks**.

  
**Thanks**  
Would you like the merchant receipt?  
**Print**  
No Thanks

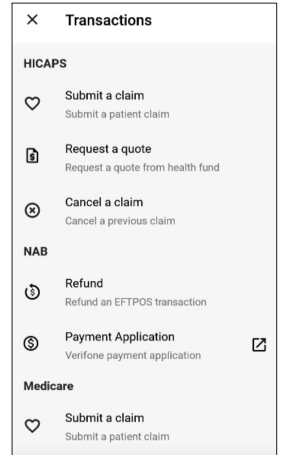
### 3.2 part paid claim – optometric/general practitioner

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to Medicare, benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is sent by the claimant to the health professional with any outstanding balance.

---

#### Step 1

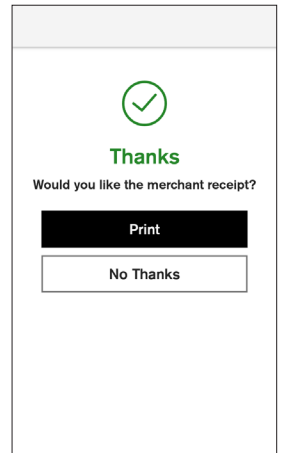
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

#### Step 2

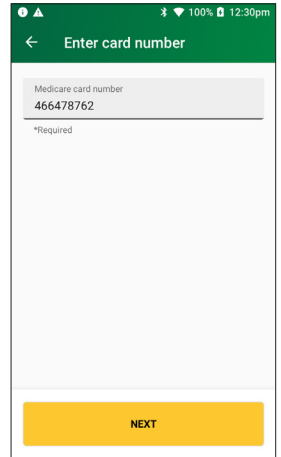
To print a provider copy of the receipt, press **OK**.



---

### Step 2a

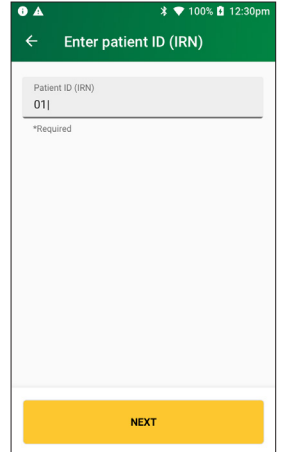
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

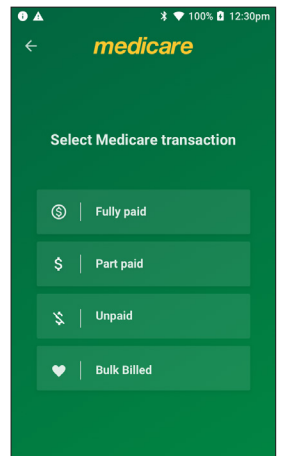
Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



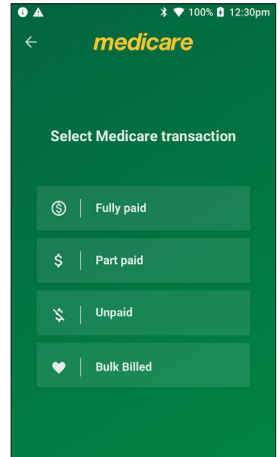
---

### Step 4

On the Medicare transaction screen, tap **Part Paid**.



**Note:** If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid and Bulk Billed** will also be displayed.



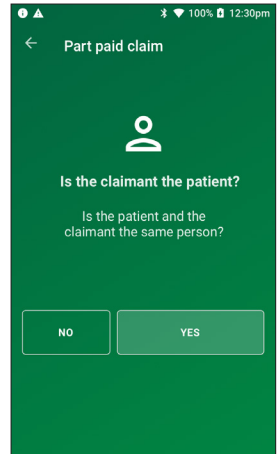
---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

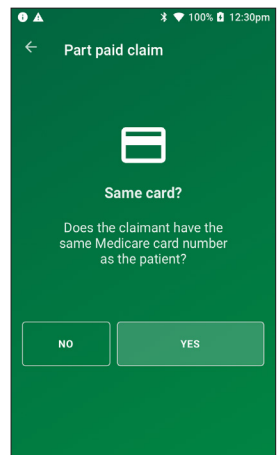


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

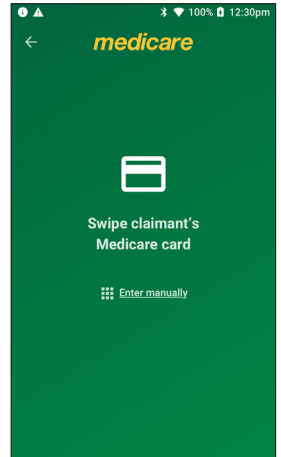
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



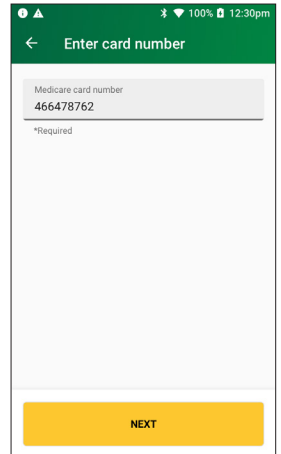
---

### Step 5b

Swipe the claimant card and go to Step 5c.



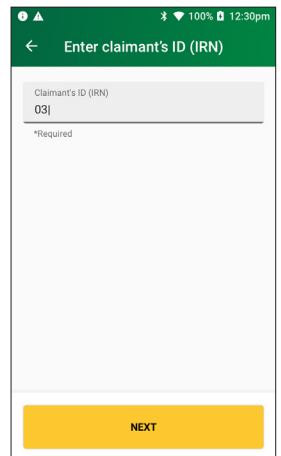
**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

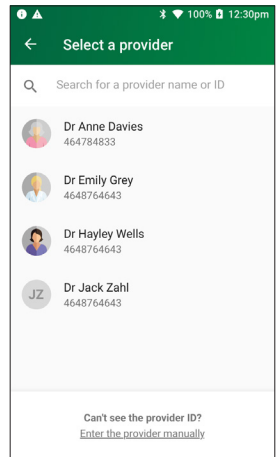


---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

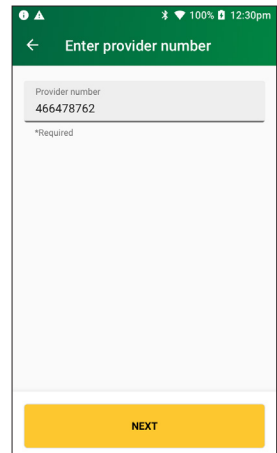
**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



---

### Step 6a

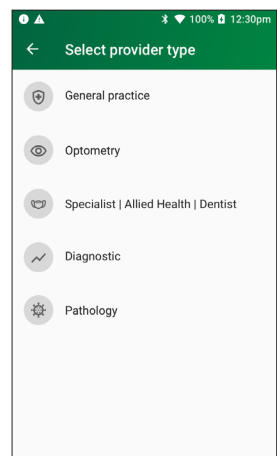
Enter the provider number and tap **NEXT**



---

### Step 6b

Tap **Optometry** or **General Practice**.



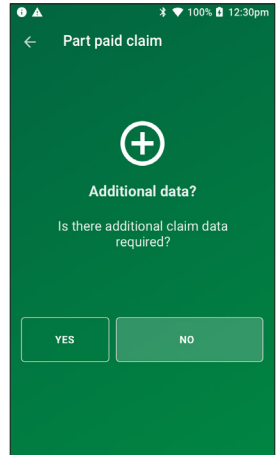
---

### Step 7

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 7a.

Select **No** for payment to be made to the servicing provider and go to step 8.

**Note:** you must press **Yes** to send the payee provider number.



---

### Step 7a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

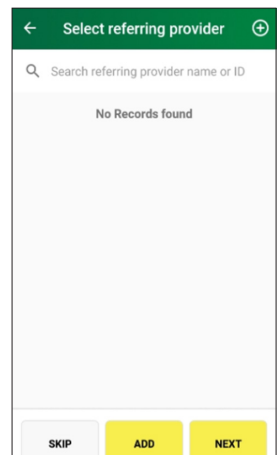
- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

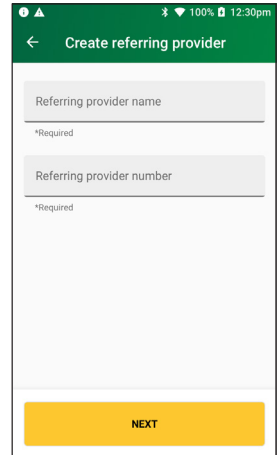


---

### Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



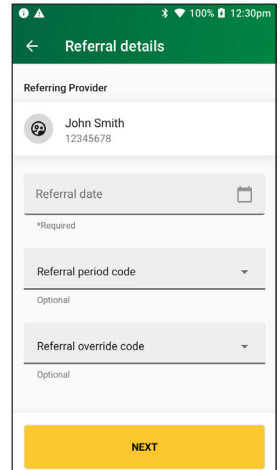
---

### Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

Add the optional referral period and referral override codes by selecting items from the drop-down lists.

Tap **NEXT**.

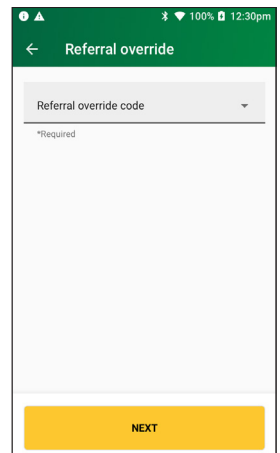


---

### Step 10

Select a referral override code from the drop-down list.

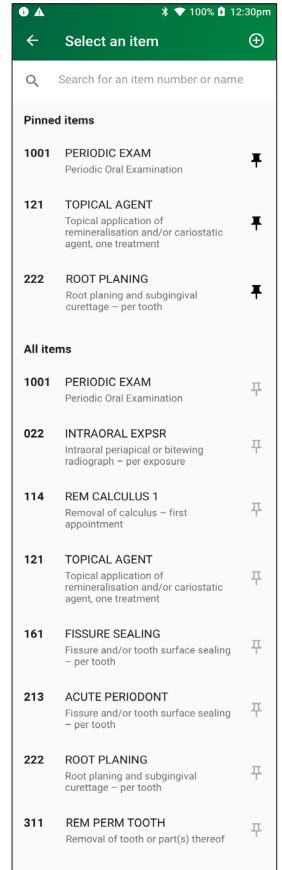
Tap **NEXT**.



## Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



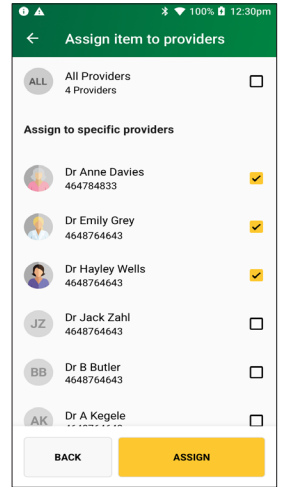
## Step 11a

Enter the item number and item name (required) and an item description (optional) and tap **NEXT**.

### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



### Step 12

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code

- Restrictive override code

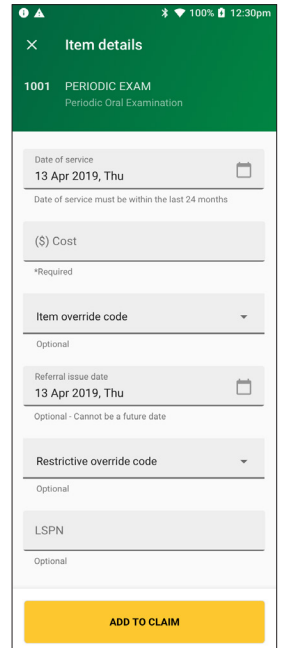
**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.

- Referral issue date

**Note:** This cannot be a future date.

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

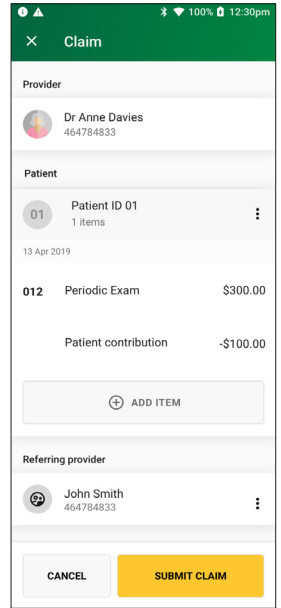


### Step 13

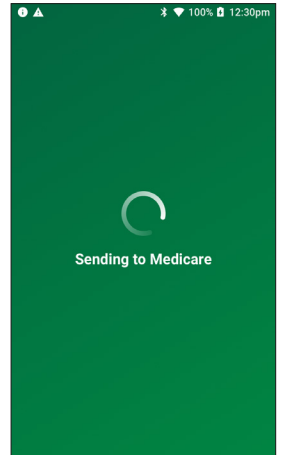
Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** To add more items, tap **ADD ITEM**.

**Note:** Check the provider's name and item number are correct.



A message will be displayed on the screen **Sending to Medicare**.

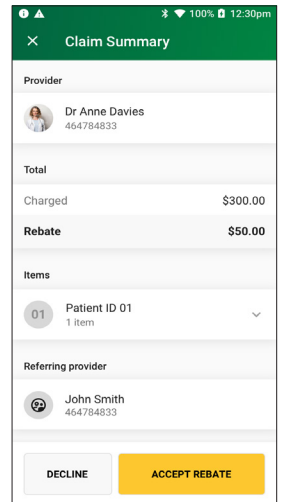


---

### Step 14

The **Claim Summary** screen will display details of the claim.

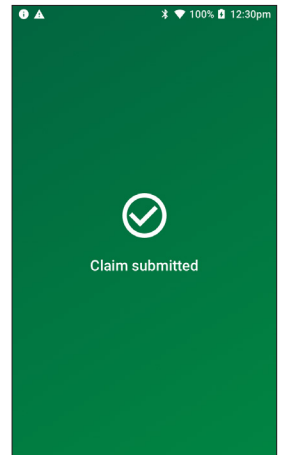
You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.



---

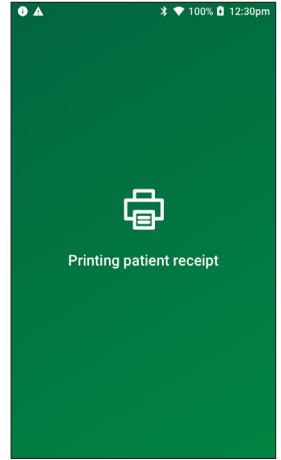
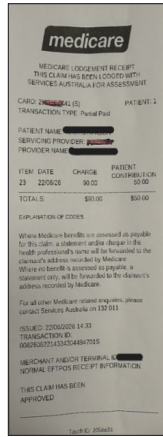
### Step 15

The **Claim submitted** screen will be displayed if the claim was successful.



### Step 14

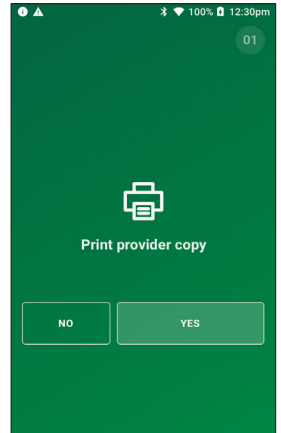
The **printing patient receipt** screen will be displayed and the receipt will print automatically.



### Step 15

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.



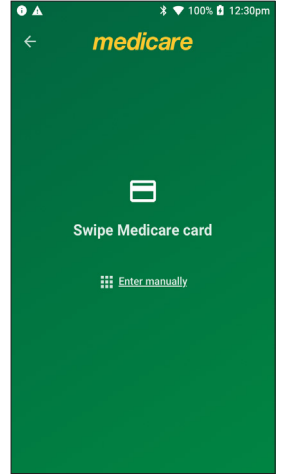
### 3.3 unpaid claim – optometric/general practitioner

The unpaid claim function is used when a claimant has not paid their account. Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

---

#### Step 1

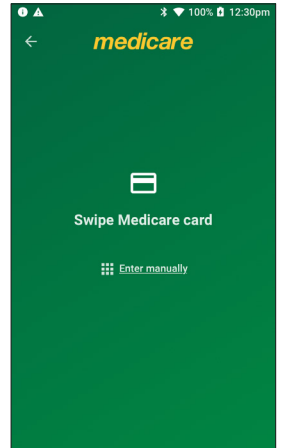
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section



---

#### Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

Enter a Medicare card number, then tap **NEXT**.

Medicare card number  
466478762  
\*Required

NEXT

---

### Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

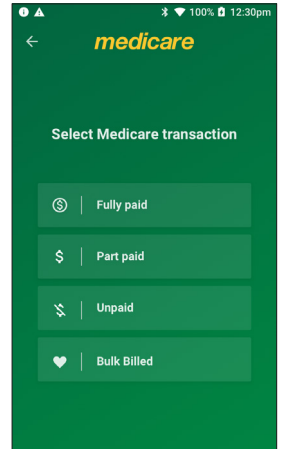
Patient ID (IRN)  
01  
\*Required

NEXT

---

### Step 4

Tap **Unpaid** on the Medicare transaction screen.



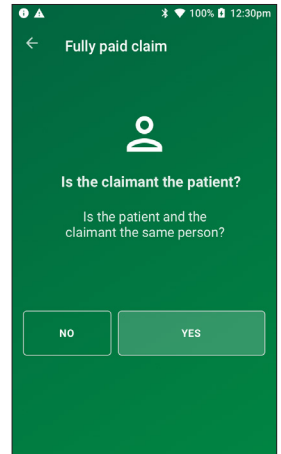
---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 7.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.



---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

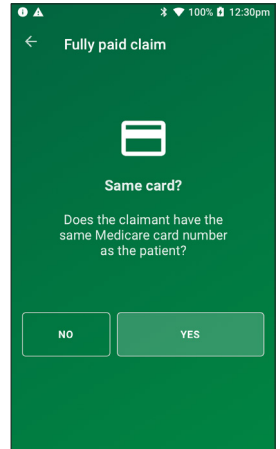
**Note:** You can manually enter a different claimant card number. Tap **Enter manually** and enter the card number and tap **NEXT**.



---

### Step 5b

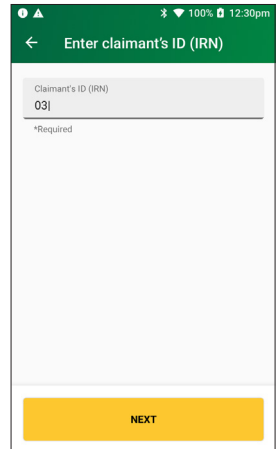
Swipe the claimant's card and go to Step 5c.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

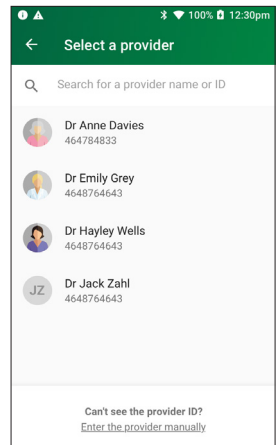


---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

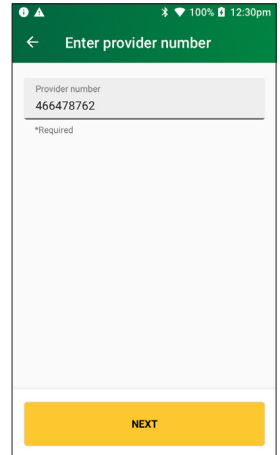
**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



---

### Step 6a

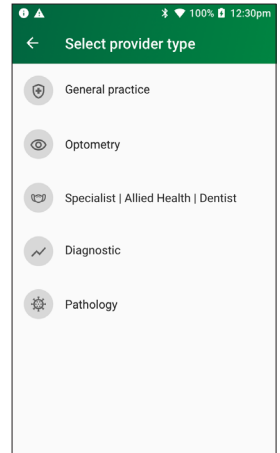
Enter the servicing provider number in the search bar and tap **NEXT**.



---

### Step 6b

Tap the **provider type** that matches the servicing provider number entered in Step 7a.



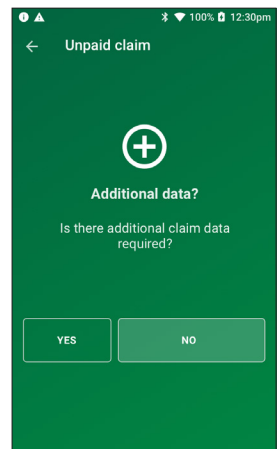
---

### Step 7

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 7a.

Select **No** for payment to be made to the servicing provider and go to step 8.

**Note:** you must press **Yes** to send the payee provider number.




### Step 7a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

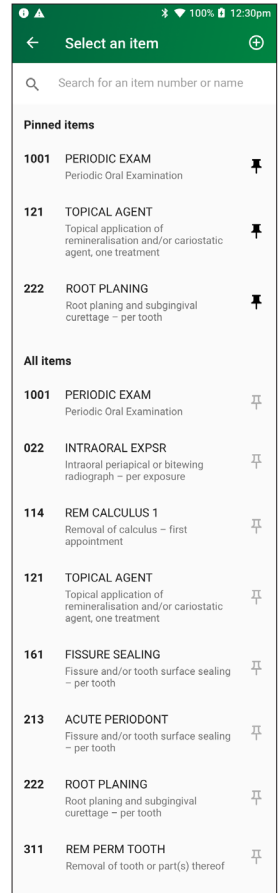
**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



### Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 11.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.



Item Number	Item Name	Description	Pin Icon
1001	PERIODIC EXAM	Periodic Oral Examination	📌
121	TOPICAL AGENT	Topical application of remineralisation and/or cariostatic agent, one treatment	📌
222	ROOT PLANING	Root planing and subgingival curettage – per tooth	📌
<b>All items</b>			
1001	PERIODIC EXAM	Periodic Oral Examination	📌
022	INTRAORAL EXPSR	Intraoral periapical or bitewing radiograph – per exposure	📌
114	REM CALCULUS 1	Removal of calculus – first appointment	📌
121	TOPICAL AGENT	Topical application of remineralisation and/or cariostatic agent, one treatment	📌
161	FISSURE SEALING	Fissure and/or tooth surface sealing – per tooth	📌
213	ACUTE PERIODONT	Fissure and/or tooth surface sealing – per tooth	📌
222	ROOT PLANING	Root planing and subgingival curettage – per tooth	📌
311	REM PERM TOOTH	Removal of tooth or part(s) thereof	📌

---

### Step 8a

Enter the **item number** and **item name** (required) and an item description (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 8 to select the newly created item.

← Assign item to providers

ALL All Providers 4 Providers

Assign to specific providers

Dr Anne Davies 464784833

Dr Emily Grey 4648764643

Dr Hayley Wells 4648764643

JZ Dr Jack Zahl 4648764643

BB Dr B Butler 4648764643

AK Dr A Kegele

BACK ASSIGN

---

### Step 9

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

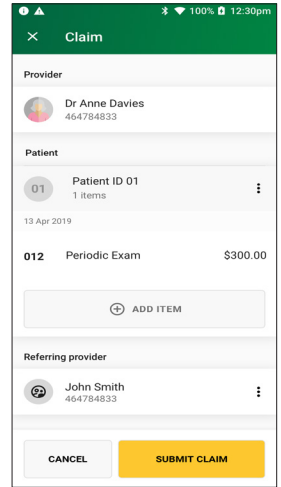
### Step 10

Check the **Claim** details and tap **SUBMIT CLAIM**.

To cancel the claim, tap **CANCEL**.

**Note:** To add more items, tap **ADD ITEM**. (Go to Step 8)

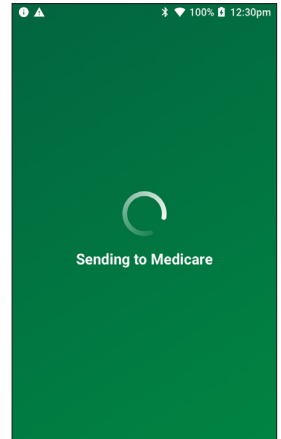
**Note:** Check the provider's name and item number are correct.



---

### Step 11

A message will be displayed on the screen **Sending to Medicare**.

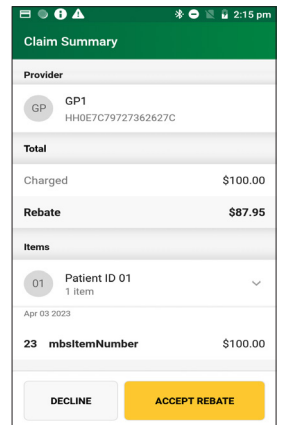


---

### Step 12

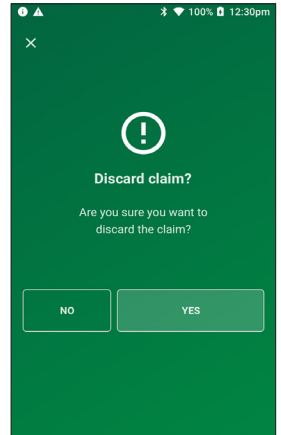
The **Claim Summary** screen will display details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



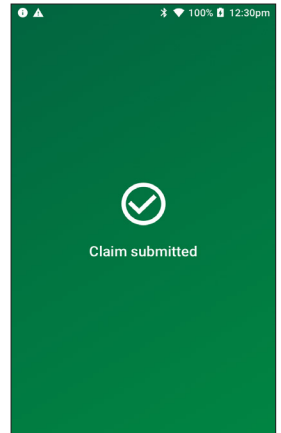
### Step 12a

To discard the claim and print a declined receipt, tap **YES**.  
The terminal will return to the HICAPS home screen.  
To return to the claim summary, tap **NO**.



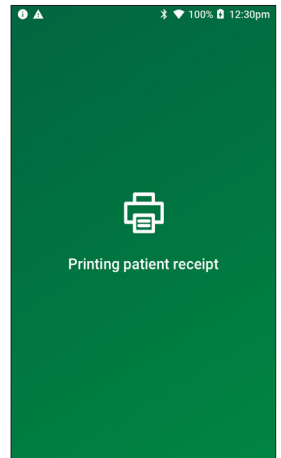
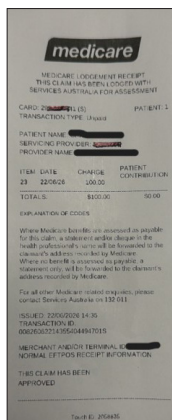
### Step 13

The **Claim submitted** screen will be displayed if the claim was successful.



### Step 14

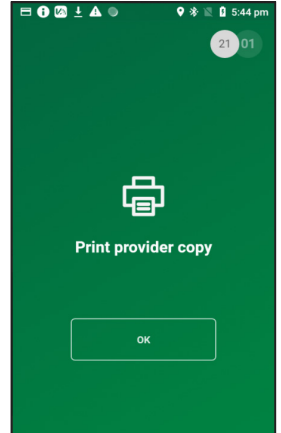
The **printing patient receipt** screen will be displayed and the receipt will print automatically.



---

### Step 15

To print a provider copy of the receipt, press **OK**.

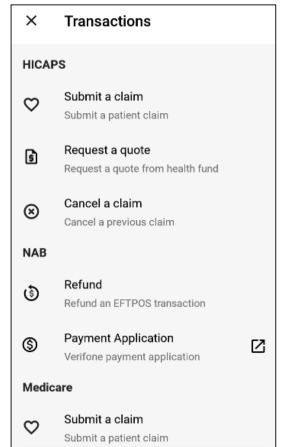


## 3.4 bulk billed claim – optometric/general practitioner

---

### Step 1

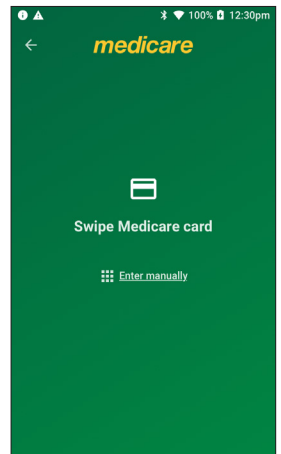
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

### Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number  
466478762

\*Required

NEXT

---

### Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)  
01

\*Required

NEXT

---

### Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

medicare

Select Medicare transaction

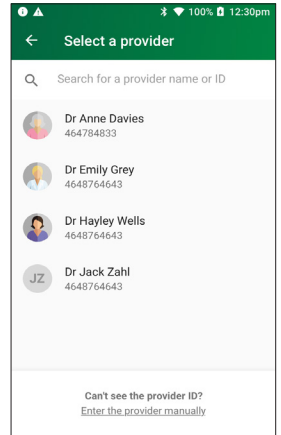
- Fully paid
- Part paid
- Unpaid
- Bulk Billed**

---

### Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 5a.



---

### Step 5a

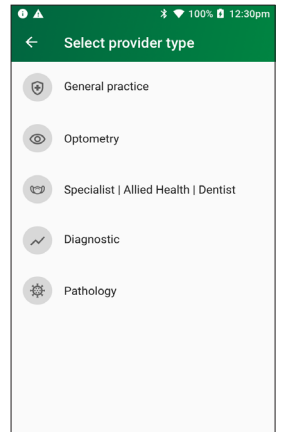
Enter the provider number and tap **NEXT**.



---

### Step 5b

Tap **Optometry | General Practice**.



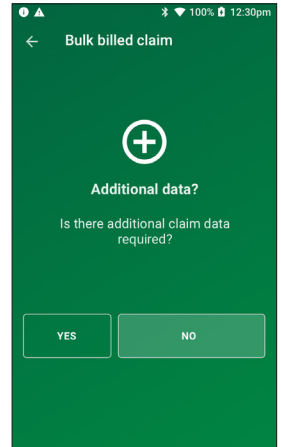
---

### Step 6

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 6a.

Select **No** for payment to be made to the servicing provider and go to step 7.

**Note:** you must press **Yes** to send the payee provider number.



---

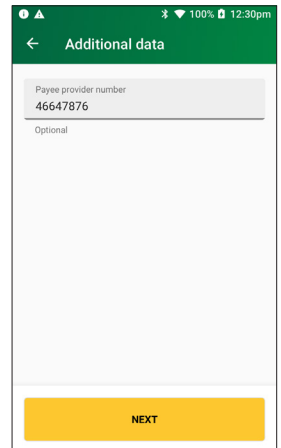
### Step 6a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

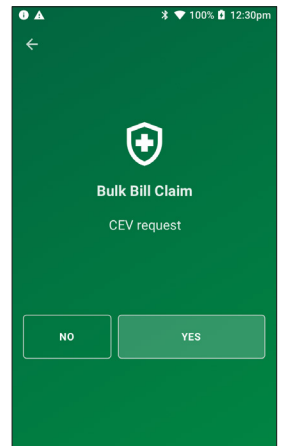


---

### Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

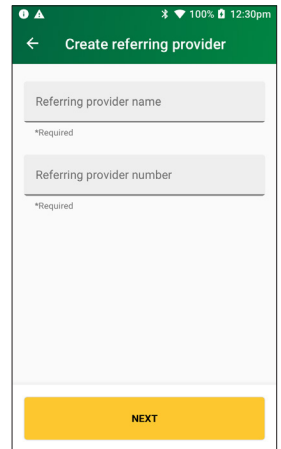


---

### Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.



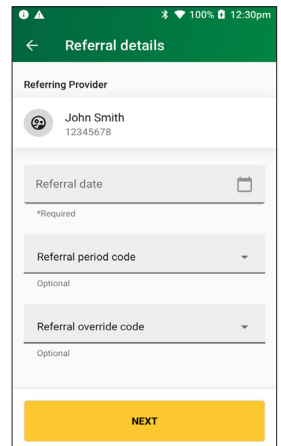
---

### Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

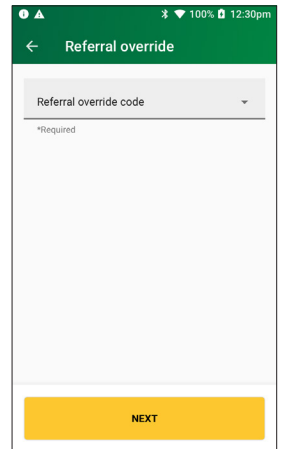
Tap **NEXT**. Go to Step 11.



---

### Step 10

Select a **referral override code** from the drop-down list.  
Tap **NEXT**.

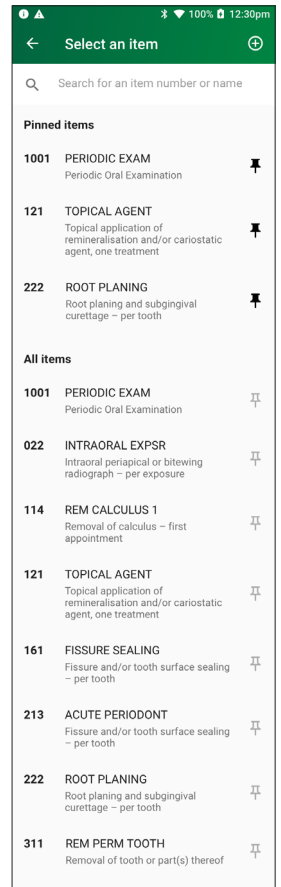


---

### Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



---

### Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

ALL All Providers  
4 Providers

Assign to specific providers

Dr Anne Davies  
464764833

Dr Emily Grey  
4648764643

Dr Hayley Wells  
4648764643

JZ Dr Jack Zahl  
4648764643

BB Dr B Butler  
4648764643

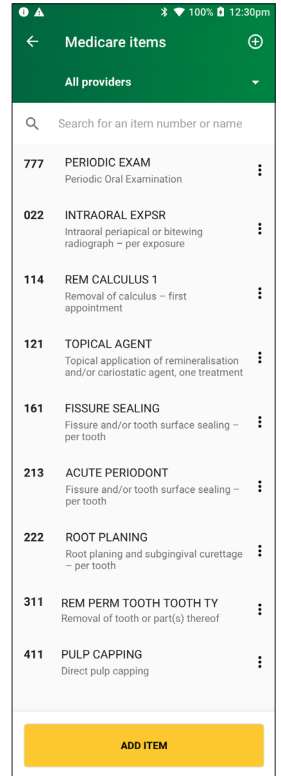
AK Dr A Kegele  
4648764643

BACK ASSIGN

### Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



### Step 12

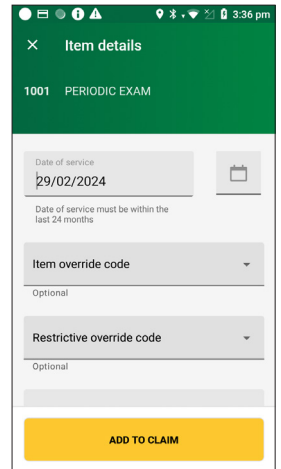
On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter any of the following optional fields:

- Item override code
- Restrictive override code  
**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.



---

### Step 13

Check the Claim details and tap **SUBMIT CLAIM**.

**Note:** Check the provider's name and item number are correct.

**Note:** To change the referring provider, tap on the three dots next to the referring providers name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

**Claim**

**Provider**  
Dr Anne Davies  
464784833

**Patient**  
01 Patient ID 01  
1 Items  
13 Apr 2019

012 Periodic Exam \$300.00

+ ADD ITEM

**Referring provider**  
John Smith  
464784833

CANCEL SUBMIT CLAIM

---

### Step 14

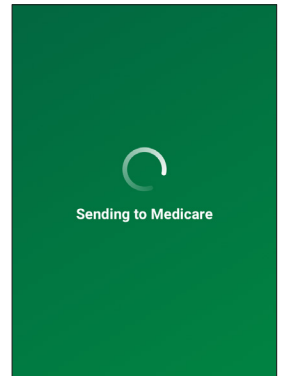
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

Go to step 14b for claims where CEV was requested and accepted.

Go to step 14c for claims with no concession entitlement.



---

### Step 14a

Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.

**Claim Summary**

**Provider**  
Dr Anne Davies  
464784833

**Total**  
Benefit \$0.00

**Items**  
01 Patient ID 01  
1 item

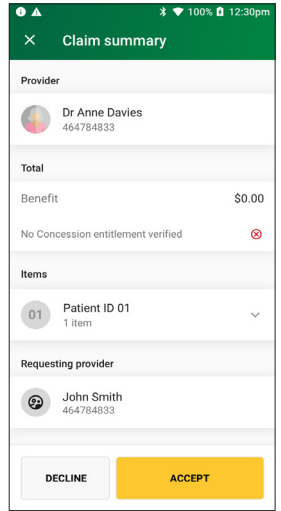
**Referring provider**  
John Smith  
464784833

DECLINE ACCEPT

---

### Step 14b

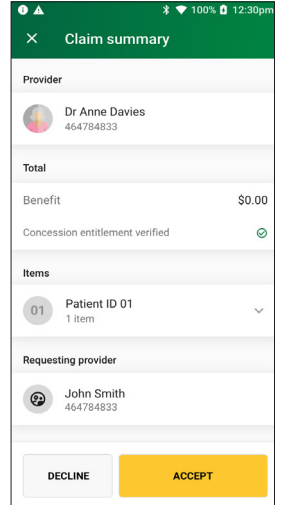
Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.



---

### Step 14c

Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.



---

## Step 15

### Assignment of Benefits

This screen must be reviewed and accepted by the patient or claimant. By proceeding, they agree to assign their Medicare benefit to the health professional in exchange for receiving the service with no out-of-pocket cost

The patient or claimant must review and confirm or update the details before selecting **Continue**:

#### Assignment Date

The date the claim is submitted. This defaults to today's date but can be updated to a prior date if required.

#### Assignment Type

Defaults to Post Assignment and cannot be changed. This indicates the claim is being submitted after the service has been provided

#### Assigned By

The person submitting the claim. This can only be either the patient or the claimant and defaults to Patient.

This information will be printed on the receipt.

Assignment of benefits

Assignment details

Assignment date \*  
17 Jun 2026

Cannot be a future date or before date of service

Assignment type \*  
Post-Assignment

Select the type of benefit assignment

Assigned by \*  
Patient

Select who is assigning the benefit

Claimant needs to assign the benefits. Please hand the terminal to the customer.

CANCEL CONTINUE

---

## Step 16

The declaration screen will be displayed.

You should present this screen to the patient and ask them to accept or decline the declaration.

Tap **AGREE** to print a bulk billed patient receipt.

medicare

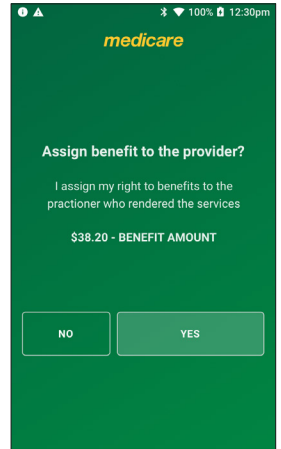
Declaration

On assessment of your claim, Services Australia may adjust the benefit payable in accordance with the rules set out in the Medicare Benefits Schedule.

DECLINE AGREE

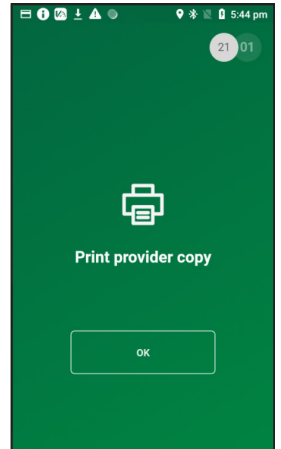
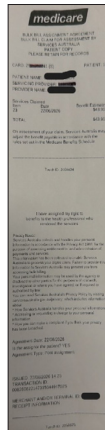
### Step 17

You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



### Step 18

To print a provider copy of the receipt, press **OK**.



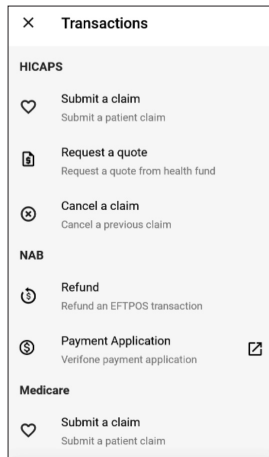
# 4. Diagnostic Claims

## 4.1 fully paid claim – diagnostic

Fully Paid claims are performed when a patient or claimant has paid their health professional account in full.

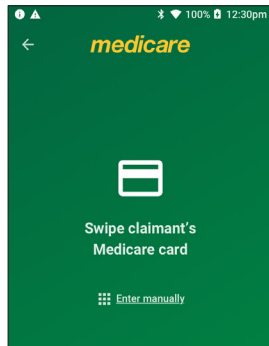
### Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



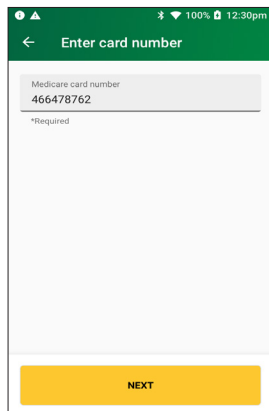
### Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



### Step 2a

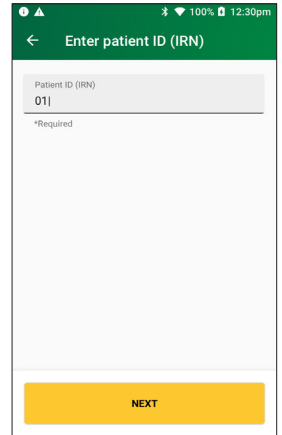
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

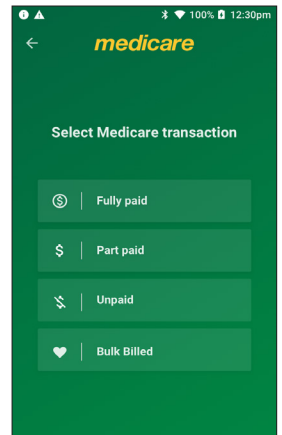
Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the **Select Medicare transaction** screen, tap **Fully Paid**.

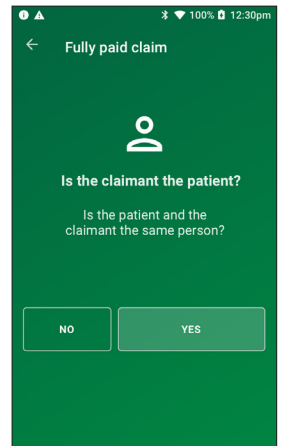


---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6. Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

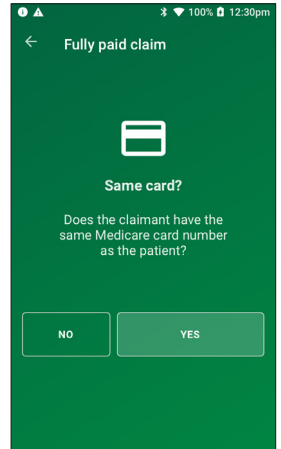


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

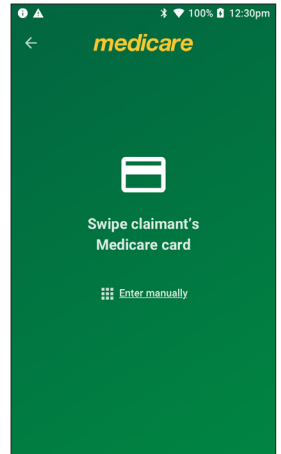
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



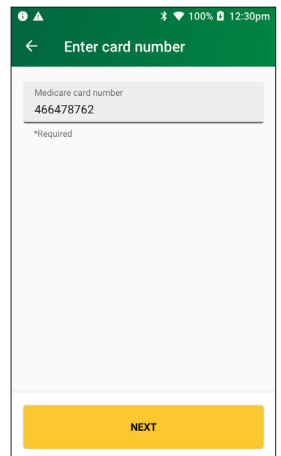
---

### Step 5b

Swipe the claimant card and go to Step 5c.



**Note:** To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Claimant's ID (IRN)  
03|  
\*Required  
NEXT

---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider  
Search for a provider name or ID  
Dr Anne Davies  
464784833  
Dr Emily Grey  
4648764643  
Dr Hayley Wells  
4648764643  
JZ Dr Jack Zahl  
4648764643  
Can't see the provider ID?  
Enter the provider manually

---

### Step 6a

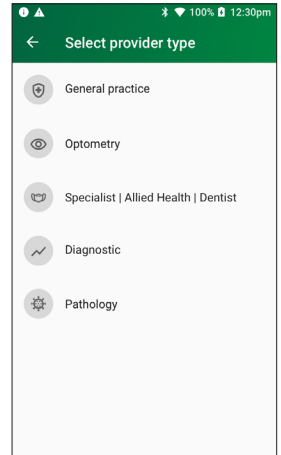
Enter the provider number in the search bar and tap **NEXT**.

Provider number  
466478762|  
\*Required  
NEXT

---

### Step 6b

Tap **Diagnostic**.



---

### Step 7

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 7c.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 7a.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 7b. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 7c.



---

### Step 7a

Select a requesting override code from the drop-down list. Tap **NEXT**. Go to Step 9.

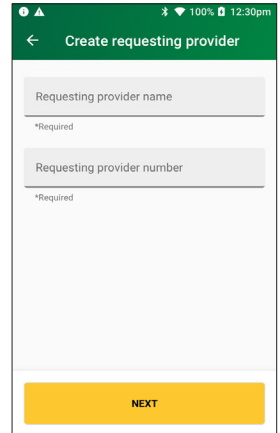


---

### Step 7b

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



---

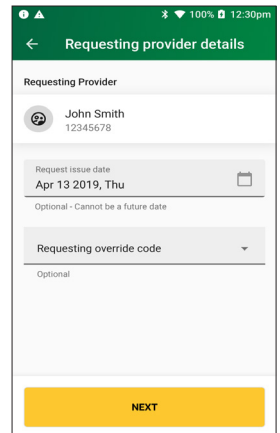
### Step 7c

Enter the optional requesting provider details. Select the request issue date using the calendar icon.

**Note:** The request issue date cannot be a future date.

Select a requesting override code by selecting an item from the drop-down list.

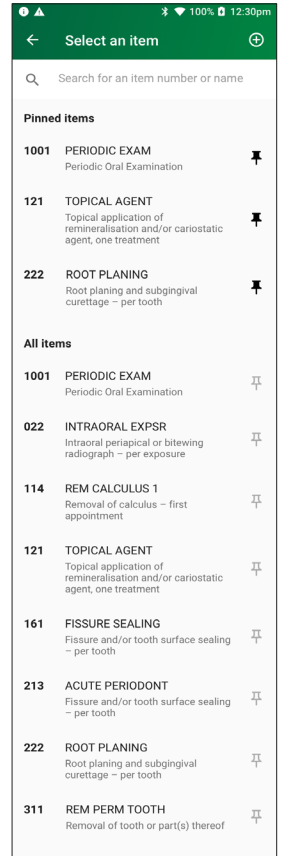
Tap **NEXT**.



## Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.



## Step 8a

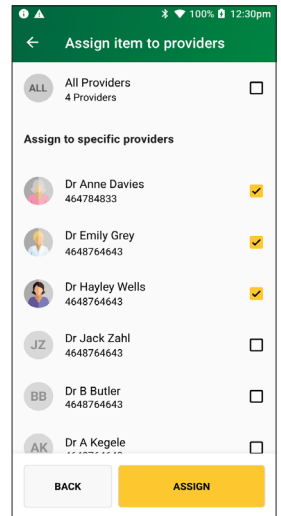
Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

### Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.



### Step 9

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

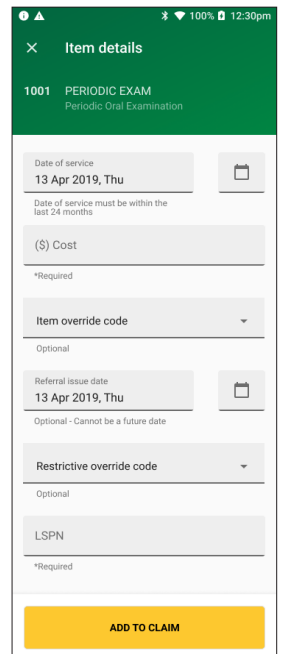
Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Equipment number
- LSPN is a required field

**Note:** This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.



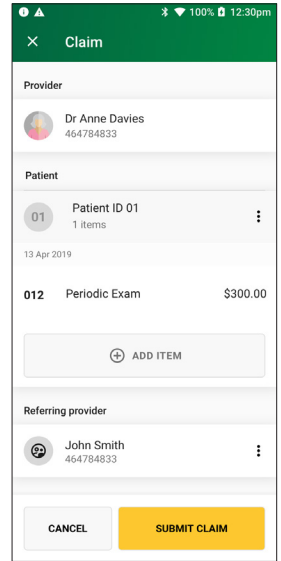
---

### Step 10

To add items to the claim before submitting it, tap **ADD ITEM**. Go to Step 8a.

**Note:** To change the requesting provider, tap on the three dots next to the requesting provider's name and select another provider.

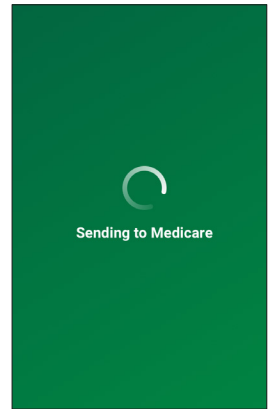
When you're ready to submit the claim, tap **SUBMIT CLAIM**.



---

### Step 11

A message will be displayed **Sending to Medicare**.

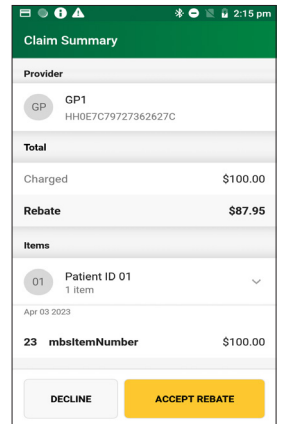


---

### Step 12

The **Claim Summary** screen displays details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



---

### Step 13

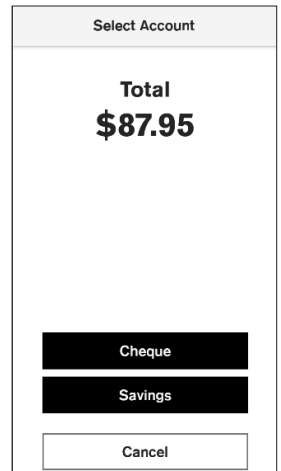
The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



---

### Step 14

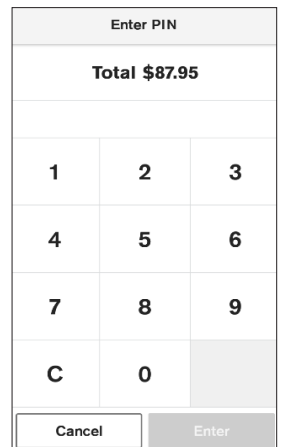
Ask the cardholder to select the account for the transaction type – **Savings** or **Cheque**.



---

### Step 15

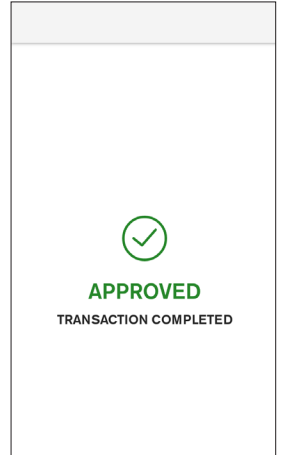
Ask the cardholder to enter their PIN and tap **ENTER** to proceed.  
To cancel the transaction, tap **CANCEL**.



---

### Step 16

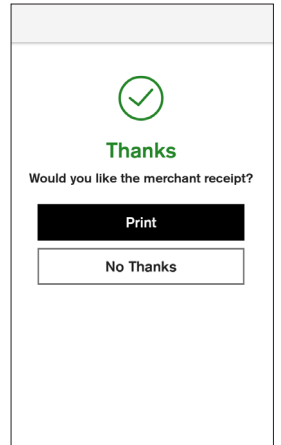
The screen will display **Approved** if the rebate was successful.



---

### Step 17

Tap **Print** if you would like a copy of the merchant receipt. If no receipt is required, tap **No Thanks**.



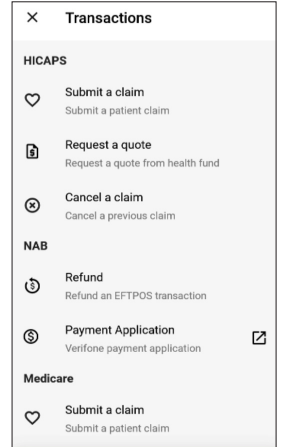
## 4.2 part paid claim – diagnostic

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to Medicare, benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is sent by the claimant to the health professional with any outstanding balance.

---

### Step 1

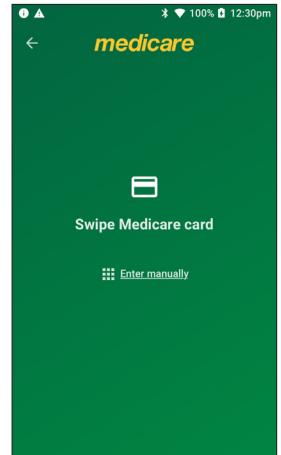
Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



---

### Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



---

### Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number  
466478762

\*Required

NEXT

---

### Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)  
011

\*Required

NEXT

---

### Step 4

On the Medicare transaction screen, tap **Part Paid**.

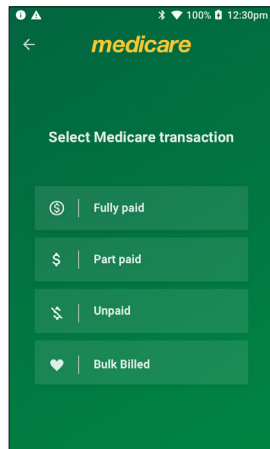
medicare

Select Medicare transaction

Fully paid

Part paid

**Note:** If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid** and **Bulk Billed** will also be displayed.



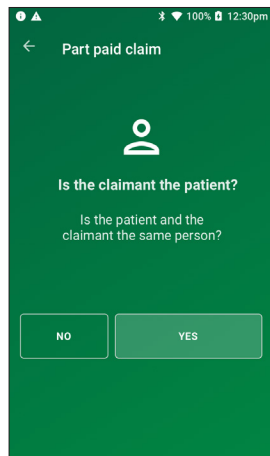
---

### Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

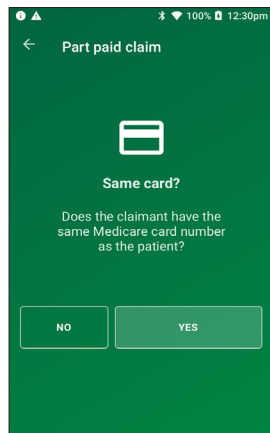


---

### Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

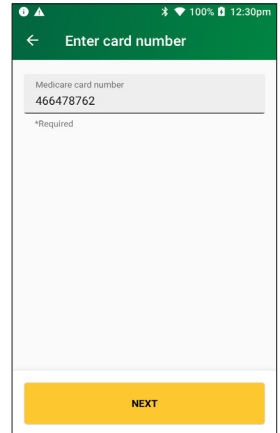


---

### Step 5b

Swipe the claimant card and go to Step 5c.

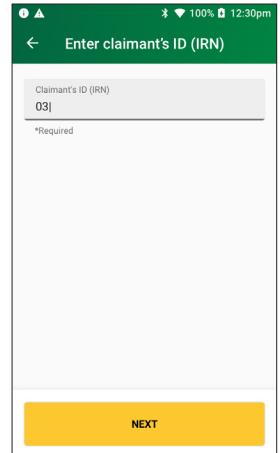
**Note:** To enter a claimant card number manually, tap Enter manually, enter the card number and tap **NEXT**.



---

### Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

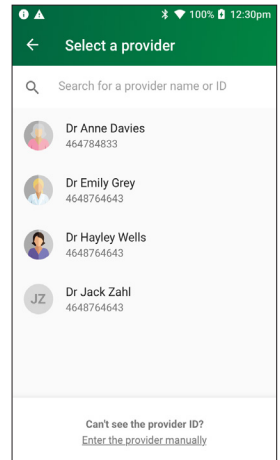


---

### Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

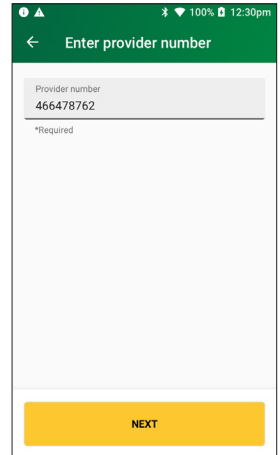
**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



---

### Step 6a

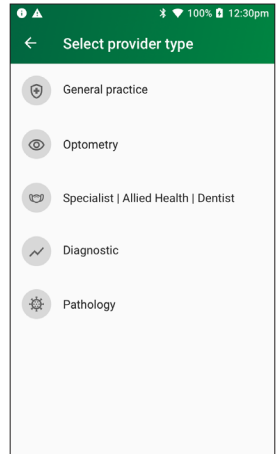
Enter the provider number and tap **NEXT**.



---

### Step 6b

Tap **Diagnostic**.



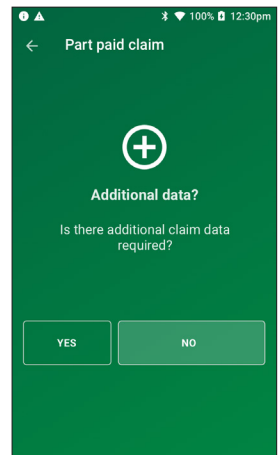
---

### Step 7

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 7a.

Select **No** for payment to be made to the servicing provider and go to step 8.

**Note:** you must press **Yes** to send the payee provider number.



---

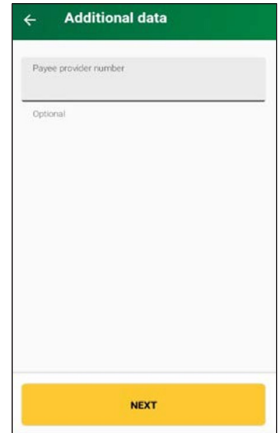
### Step 7a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

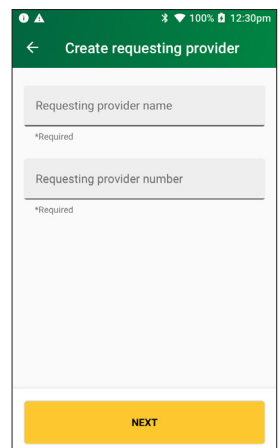


---

### Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



---

### Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

Add the optional referral period and referral override codes by selecting items from the drop-down lists.

Tap **NEXT**.

Requesting Provider

John Smith  
12345678

Request issue date  
Apr 13 2019, Thu

Optional - Cannot be a future date

Requesting override code

Optional

NEXT

---

### Step 10

Select a referral override code from the drop-down list.

Tap **NEXT**.

Requesting override code

\*Required

NEXT

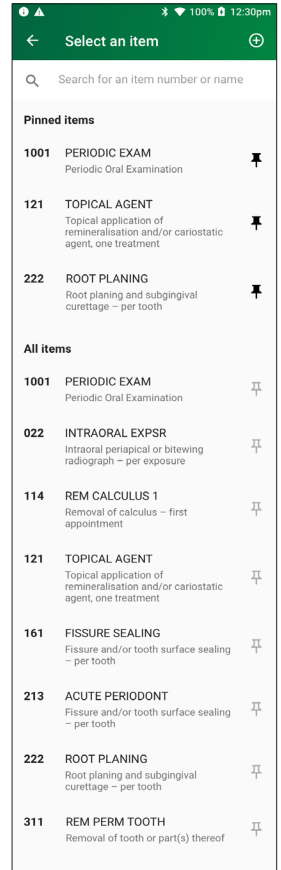
---

### Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.

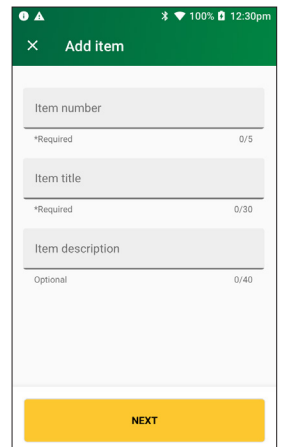
Tap **ADD ITEM**.



---

### Step 11a

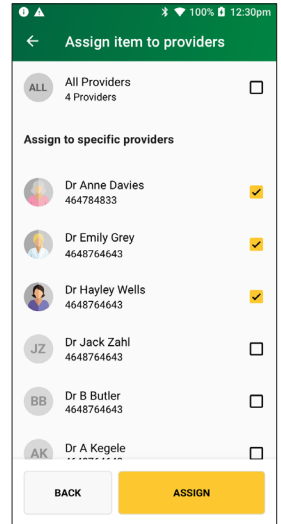
Enter the **item number** and **item name** (required) and an item description (optional) and tap **NEXT**.



### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



### Step 12

On the **item details** screen, select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

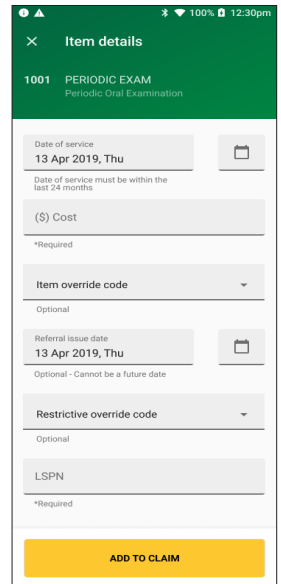
Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code  
**Note:** These codes can be selected from the drop-down lists. Tap to display a list of codes.
- Equipment number
- LSPN is a required field

**Note:** This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.



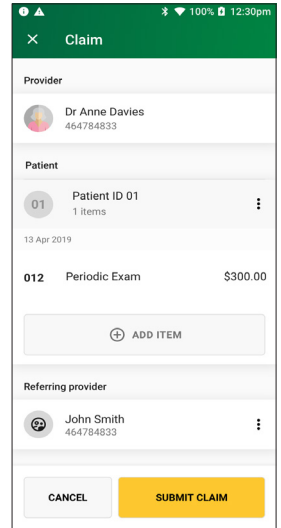
---

### Step 13

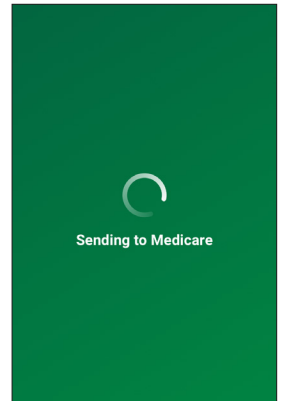
Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** To add more items, tap **ADD ITEM**. Go to Step 13.

**Note:** Check the provider's name and item number are correct.



A message will be displayed **Sending to Medicare**.

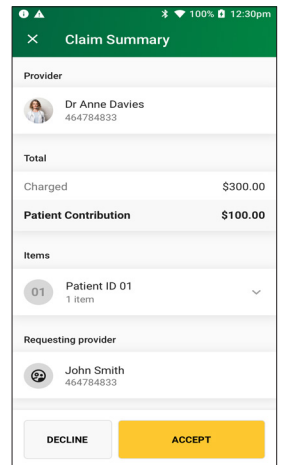


---

### Step 14

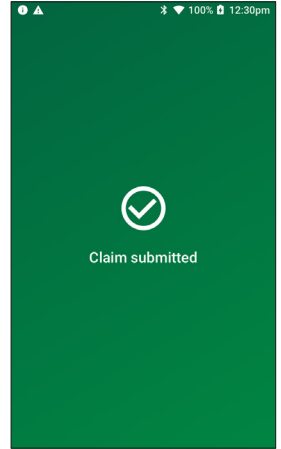
The **Claim Summary** screen will display details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.

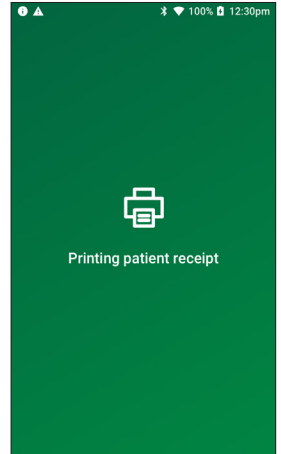
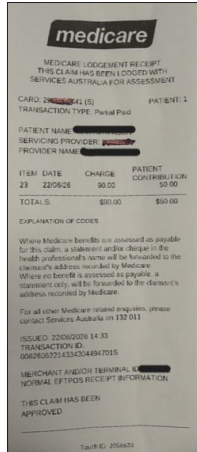


### Step 15

The **Claim Submitted** screen will display if the claim is successful.



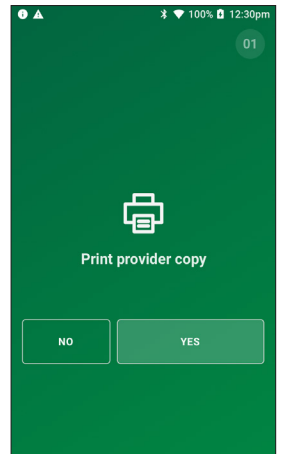
**Note: Printing patient receipt** will display and the receipt will print automatically.



### Step 16

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.



### 4.3 unpaid claim – diagnostic

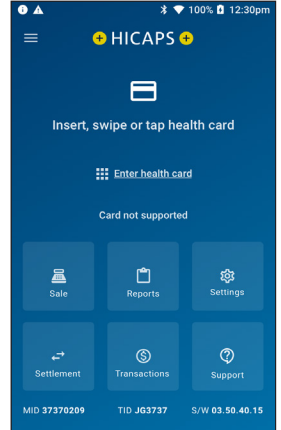
The unpaid claim function is used when a claimant has not paid their account. Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

---

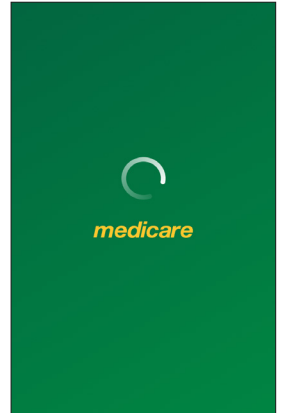
#### Step 1

From the HICAPS home screen, swipe a Medicare card.  
Go to Step 3.

To enter a card number manually, tap **Enter health card** and go to Step 1a.



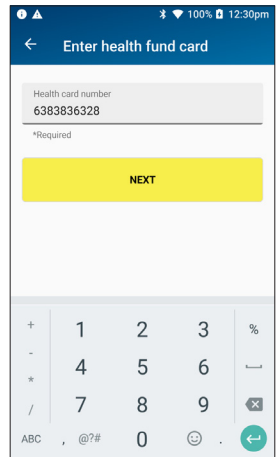
**Note:** the Medicare loading screen will be displayed if a Medicare card is swiped from the HICAPS home screen, or when a Medicare card is entered manually.



---

### Step 1a

Enter the Medicare card number and tap **NEXT**.



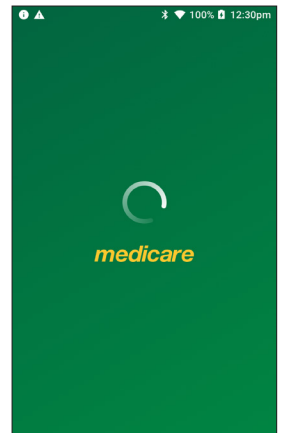
Enter health fund card

Health card number  
6383836328

\*Required

NEXT

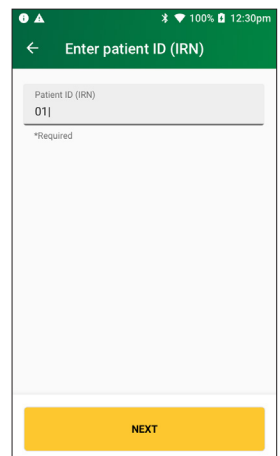
+ 1 2 3 %  
- 4 5 6  
\* 7 8 9  
/ 0  
ABC , @?#



---

### Step 2

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



Enter patient ID (IRN)

Patient ID (IRN)  
011

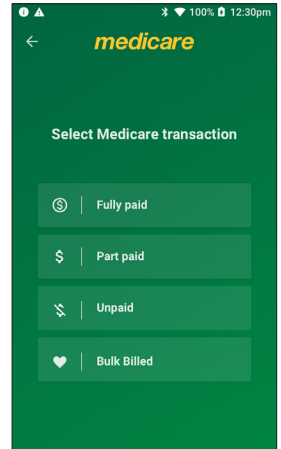
\*Required

NEXT

---

### Step 3

Tap **Unpaid** on the Medicare transaction screen.



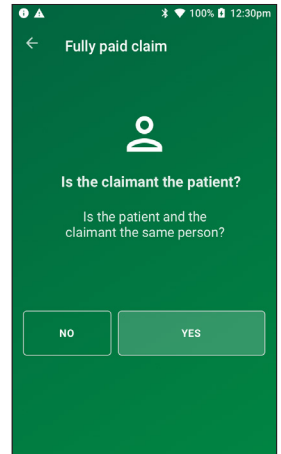
---

### Step 4

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

**Note:** The patient and claimant cannot be the same if the patient is a minor.

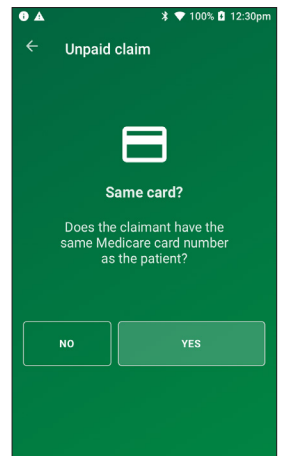


---

### Step 4a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 4b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 4c.



---

### Step 4b

Swipe the claimant's card and go to Step 4c.

**Note:** You can manually enter a different claimant card number. Tap **Enter manually** and enter the card number and tap **NEXT**.

Enter card number

Medicare card number

\*Required

NEXT

---

### Step 4c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

Enter claimant's ID (IRN)

Claimant's ID (IRN)

03|

\*Required

NEXT

---

### Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

**Note:** If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 5a.

Select a provider

Search for a provider name or ID

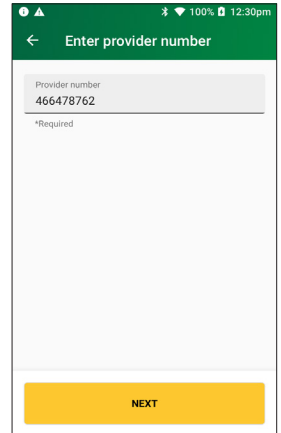
- Dr Anne Davies  
464784833
- Dr Emily Grey  
4648764643
- Dr Hayley Wells  
4648764643
- JZ Dr Jack Zahl  
4648764643

Can't see the provider ID?  
[Enter the provider manually](#)

---

### Step 5a

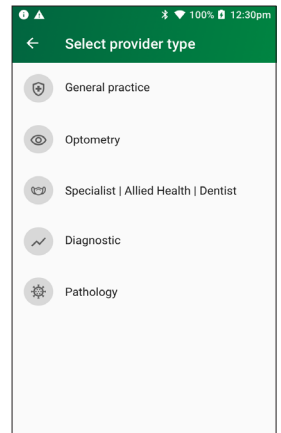
Enter the servicing provider number in the search bar and tap **NEXT**.



---

### Step 5b

Tap the **provider type** that matches the servicing provider number entered in Step 6a.



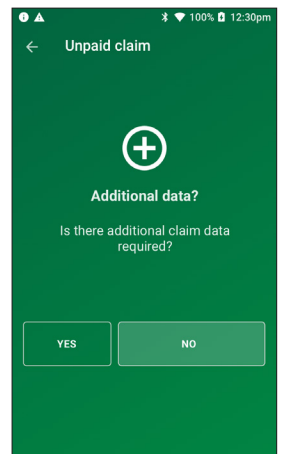
---

### Step 6

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 6a.

Select **No** for payment to be made to the servicing provider and go to step 7.

**Note:** you must press **Yes** to send the payee provider number.



---

### Step 6a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



---

### Step 7

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 7c.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 7a.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 7b. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 7c.

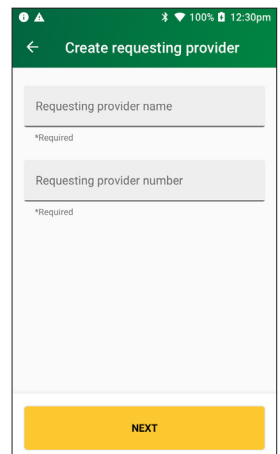


---

### Step 7a

Enter the requesting provider name and number in the **Create requesting provider** screen.

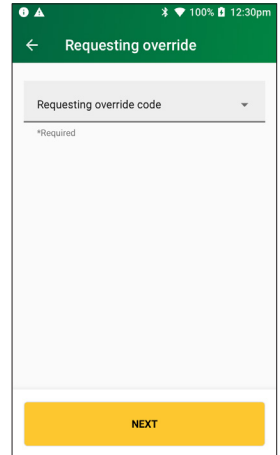
Tap **NEXT** to select the newly created requesting provider.



---

### Step 7b

Select a requesting override code from the drop-down list. Tap **NEXT**. Go to Step 9.



---

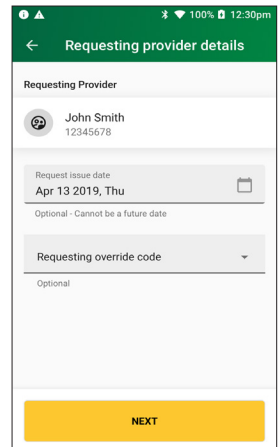
### Step 7c

Enter the optional requesting provider details. Select the request issue date using the calendar icon.

**Note:** The request issue date cannot be a future date.

Select a requesting override code by selecting an item from the drop-down list.

Tap **NEXT**.

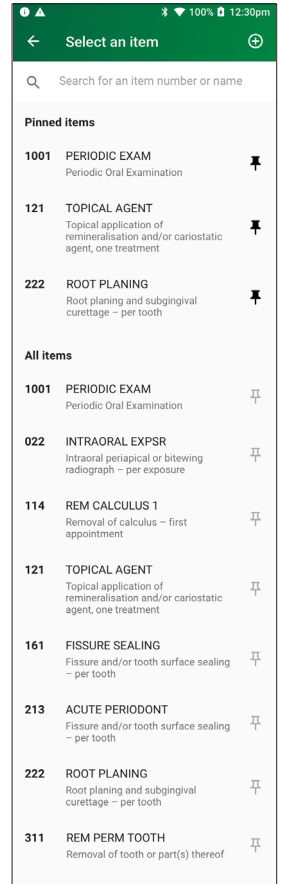


## Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the item number. Tap to select the required item. Go to Step 10.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.

Tap **ADD ITEM**.



## Step 8a

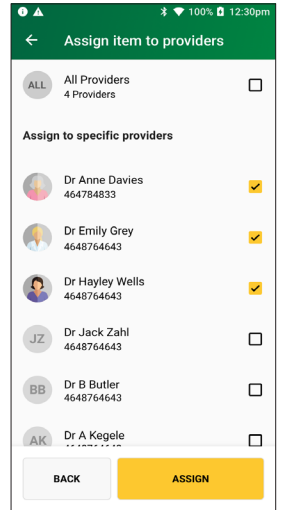
Enter the item number and item name (required) and an item description (optional) and tap **NEXT**.

### Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

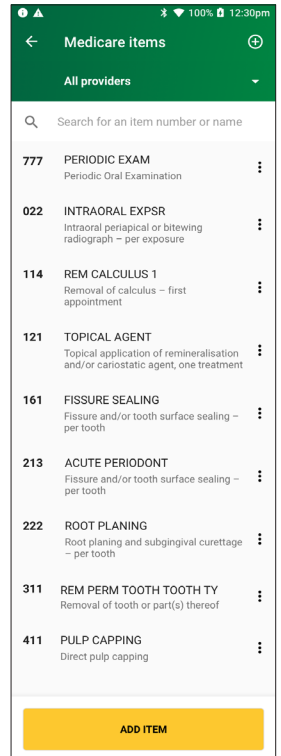
**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.



### Step 8c

Then tap the provider to **Add item**. Go to Step 11 after adding the new item.



### Step 9

On the **item details** screen, select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Self deemed code
- Equipment number
- LSPN is a required field

**Note:** This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.

**Item details**

1001 PERIODIC EXAM  
Periodic Oral Examination

Date of service  
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

\*Required

Item override code

Optional

Referral issue date  
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

\*Required

**ADD TO CLAIM**

### Step 10

Check the **Claim** details and tap **SUBMIT CLAIM**.

To cancel the claim, tap **CANCEL**.

**Note:** To add more items, tap **ADD ITEM**. Go to Step 13.

**Important:** Check the provider's name and item number are correct.

**Claim Summary**

Provider  
Dr Anne Davies  
464784833

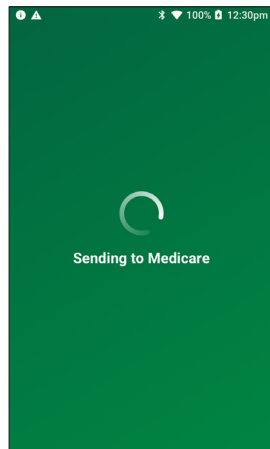
Total  
Charged \$300.00  
Patient Contribution \$100.00

Items  
01 Patient ID 01  
1 item

Requesting provider  
John Smith  
464784833

**DECLINE** **ACCEPT**

A message will be displayed **Sending to Medicare**.



---

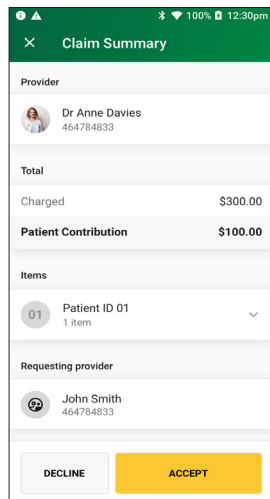
### Step 11

The **Claim Summary** screen will display details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**. Go to Step 12.

If the details are incorrect on the **Claim Summary** screen, tap **DECLINE**.

Go to Step 11a.

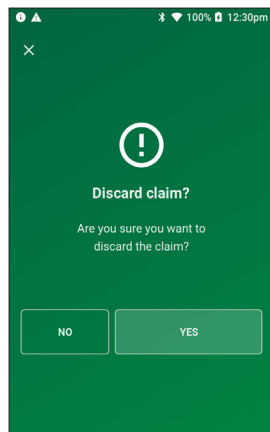


---

### Step 11a

To discard the claim and print a declined receipt, tap **YES**. The terminal will return to the HICAPS home screen.

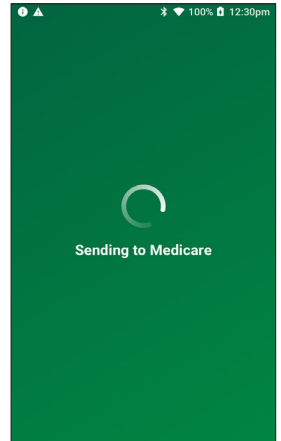
To return to the claim summary, tap **NO**.



---

## Step 12

A message will be displayed on the screen **Sending to Medicare**.



---

## Step 13

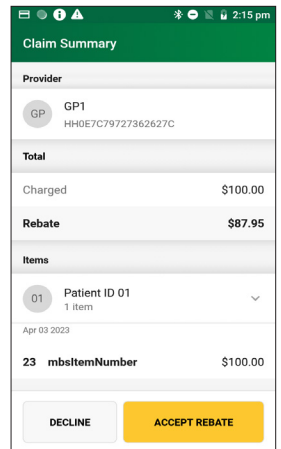
The **Claim Summary** screen displays details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.

Go to Step 14 for payment.

If the details are incorrect on the **Claim Summary** screen, tap **DECLINE**.

Go to Step 13a.

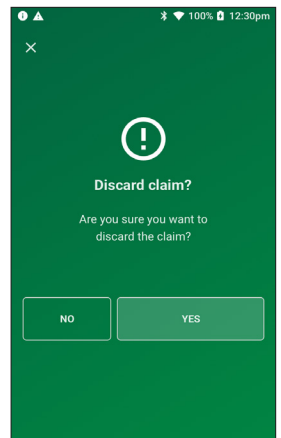


---

## Step 13a

To discard the claim and print a declined receipt, tap **YES**. The terminal will return to the HICAPS home screen.

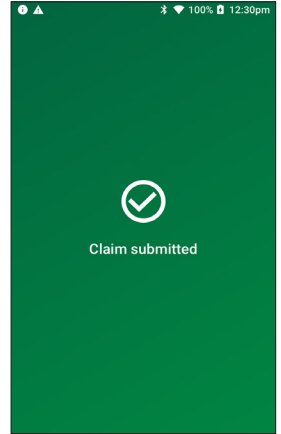
To return to the claim summary, tap **NO**.



---

### Step 14

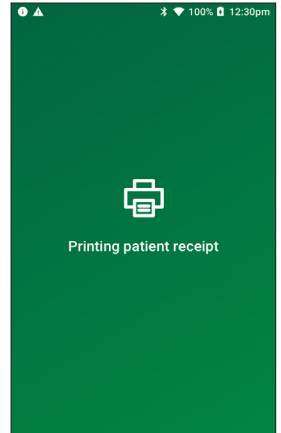
The **Claim submitted** screen will be displayed if the claim was successful.



---

### Step 15

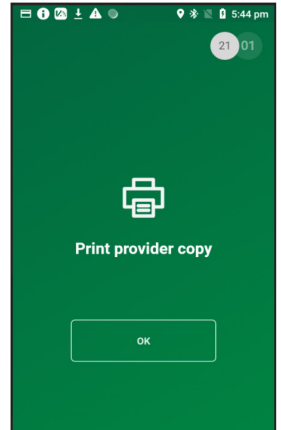
The **printing patient receipt** screen will be displayed and the receipt will print automatically.



---

### Step 16

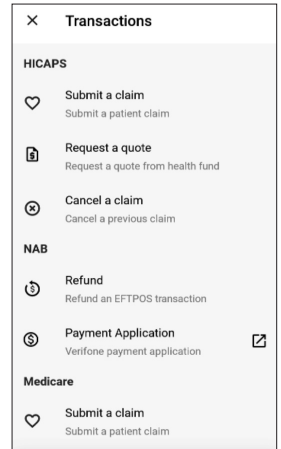
To print a provider copy of the receipt, press **OK**.



## 4.4 bulk billed claim

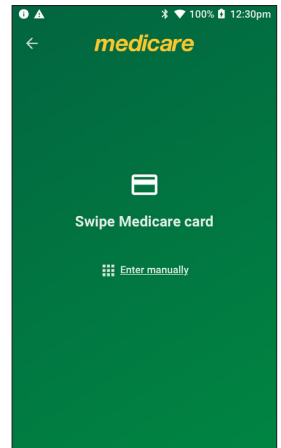
### Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



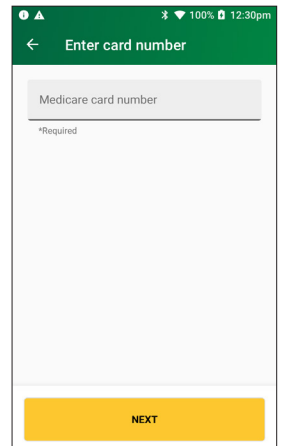
### Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



### Step 2a

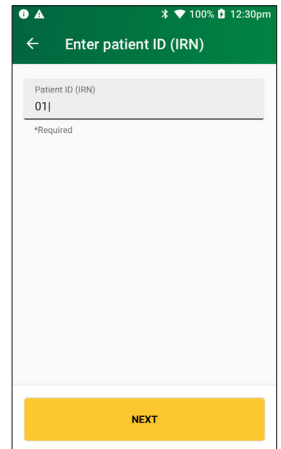
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

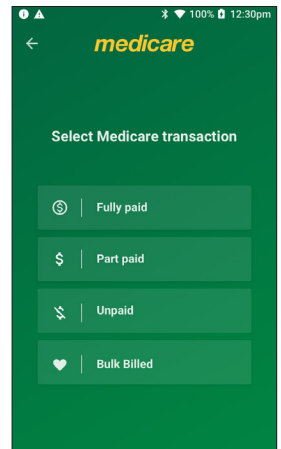
Enter the **patient IRN** (the number to the left of the Patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

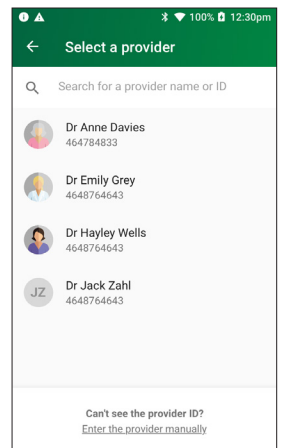


---

### Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

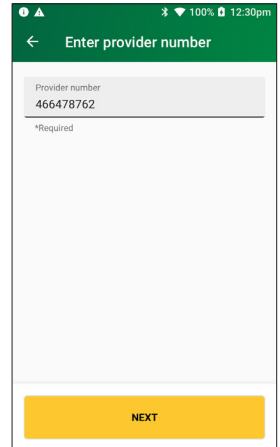
**Note:** If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



---

### Step 5a

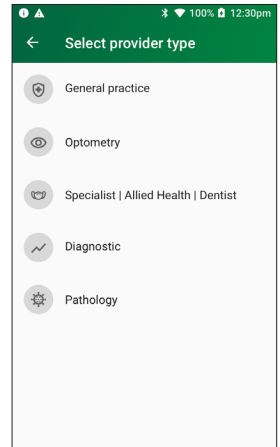
Enter the provider number and tap **NEXT**.



---

### Step 5b

Tap **Diagnostic**.



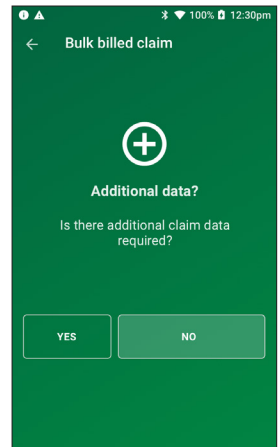
---

### Step 6

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 6a.

Select **No** for payment to be made to the servicing provider and go to step 7.

**Note:** you must press **Yes** to send the payee provider number.



---

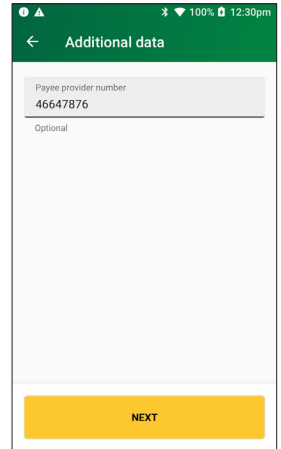
### Step 6a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

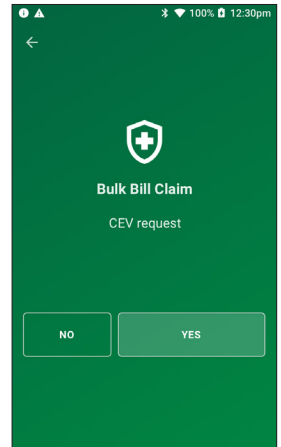


---

### Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.

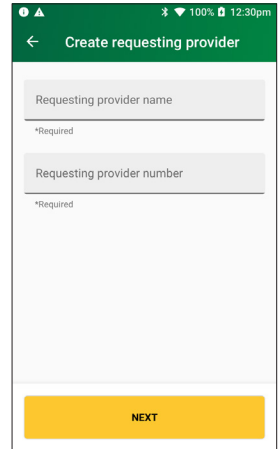


---

### Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



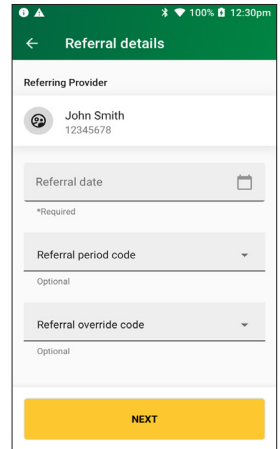
---

### Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 11.

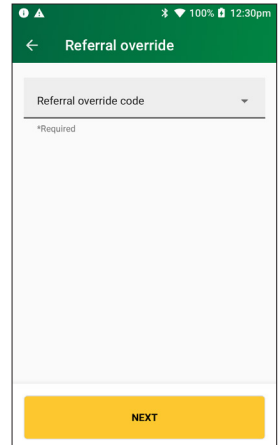


---

### Step 10

Select a **referral override code** from the drop-down list.

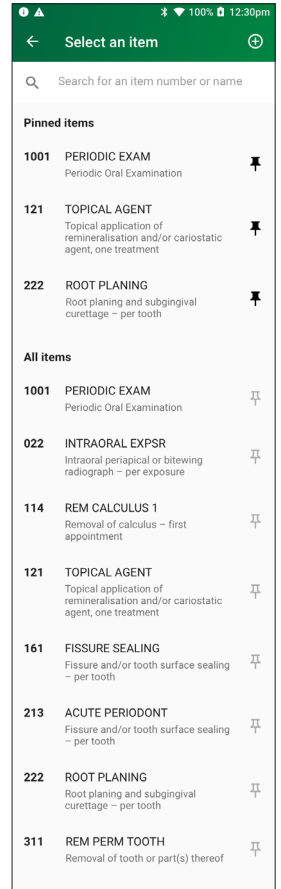
Tap **NEXT**.



## Step 11

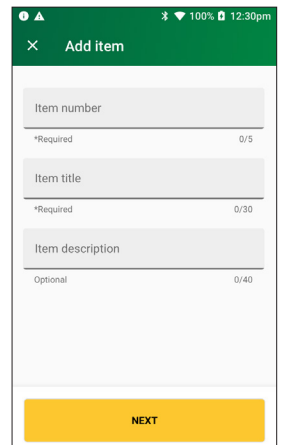
Use the search bar to find the **item name** or item number or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



## Step 11a

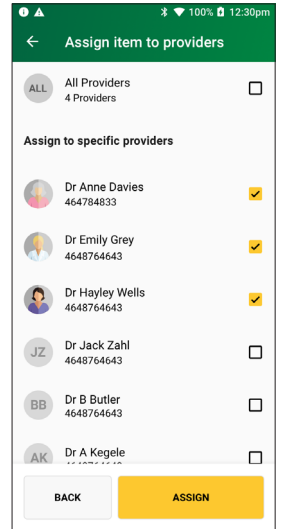
Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.



### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

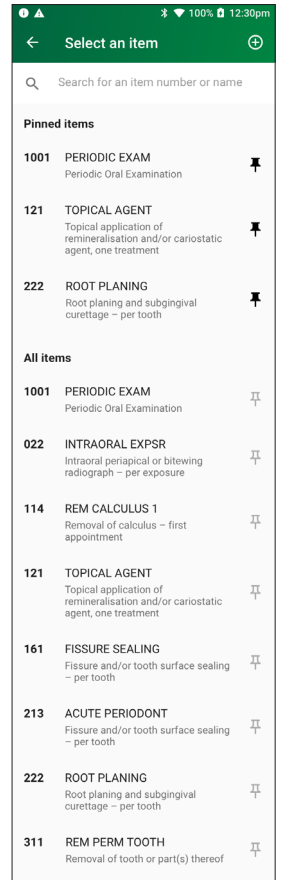
**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



### Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



---

### Step 12

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.

- LSPN is a required field

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM

Date of service  
29/02/2024

Date of service must be within the last 24 months

Item override code

Optional

Restrictive override code

Optional

ADD TO CLAIM

---

### Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** Check the provider's name and item number are correct.

**Note:** To change the requesting provider, tap on the three dots next to the requesting providers name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

Claim

Provider

Dr Anne Davies  
464784833

Patient

01 Patient ID 01  
2 items

13 Apr 2019

1001 Periodic Exam

100 Exam

ADD ITEM

Requesting provider

John Smith  
464784833

CANCEL SUBMIT CLAIM

---

### Step 14

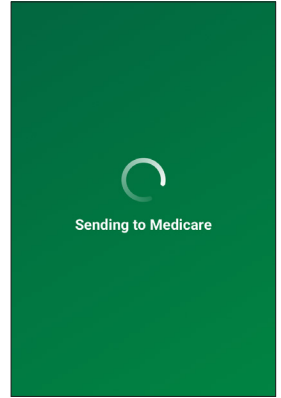
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

Go to step 14b for claims where CEV was requested and accepted.

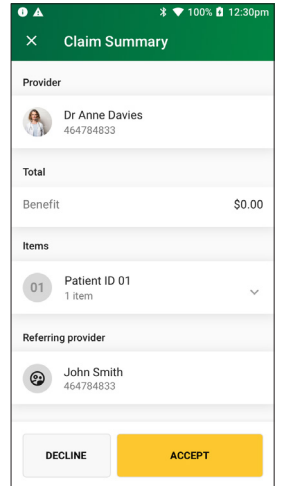
Go to step 14c for claims with no concession entitlement.



---

### Step 14a

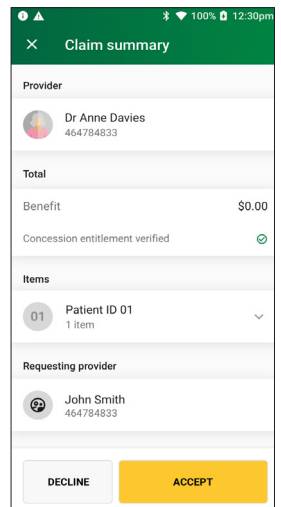
Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.



---

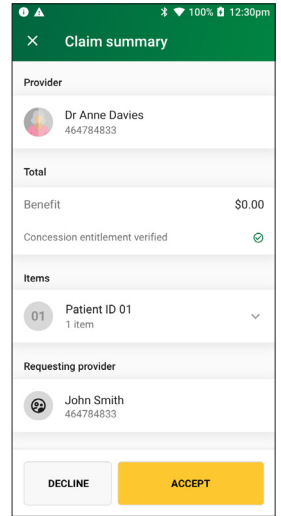
### Step 14b

Tap **ACCEPT** to accept the claim and display the declaration. Go to Step 15.



### Step 14c

Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.



### Step 15

#### Assignment of Benefits

This screen must be reviewed and accepted by the patient or claimant. By proceeding, they agree to assign their Medicare benefit to the health professional in exchange for receiving the service with no out-of-pocket cost

The patient or claimant must review and confirm or update the details before selecting **Continue**:

#### Assignment Date

The date the claim is submitted. This defaults to today's date but can be updated to a prior date if required.

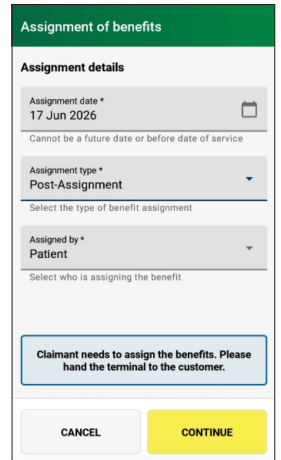
#### Assignment Type

Defaults to Post Assignment and cannot be changed. This indicates the claim is being submitted after the service has been provided

#### Assigned By

The person submitting the claim. This can only be either the patient or the claimant and defaults to Patient.

This information will be printed on the receipt.



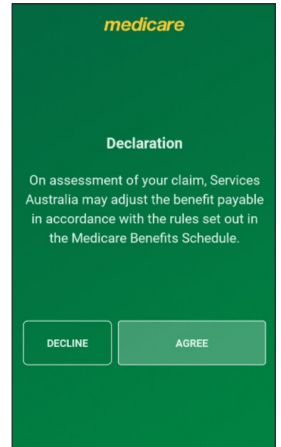
---

### Step 16

The declaration screen will be displayed.

You should present this screen to the patient and ask them to accept or decline the declaration.

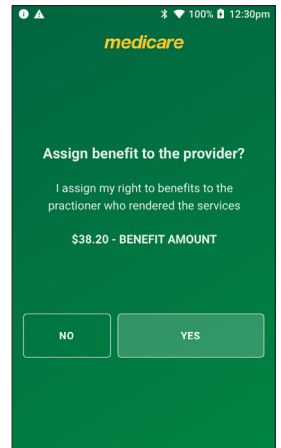
Tap **AGREE** and print a bulk billed patient receipt.



---

### Step 17

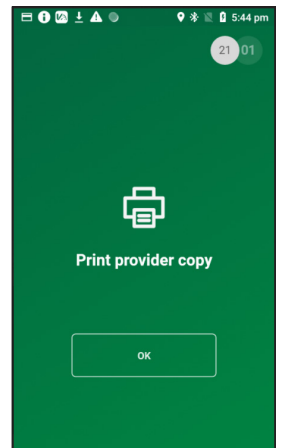
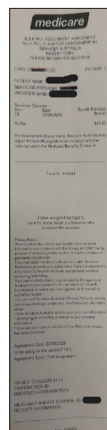
You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



---

### Step 18

To print a provider copy of the receipt, press **OK**.

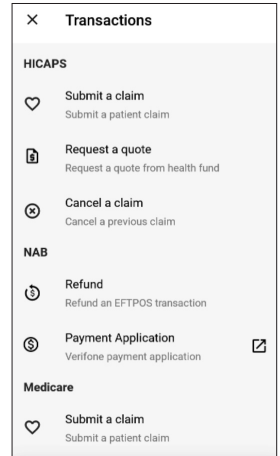


# 5. Pathology Claims

## 5.1 bulk billed claim – pathology

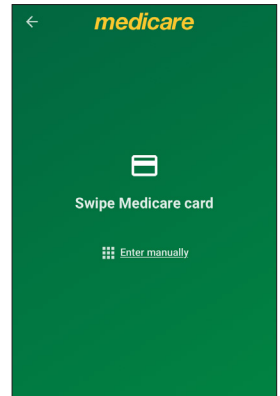
### Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



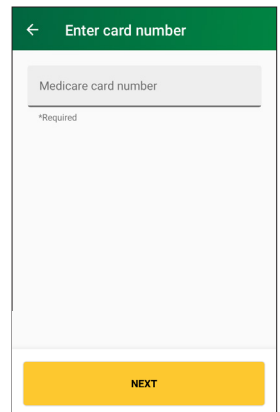
### Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



### Step 2a

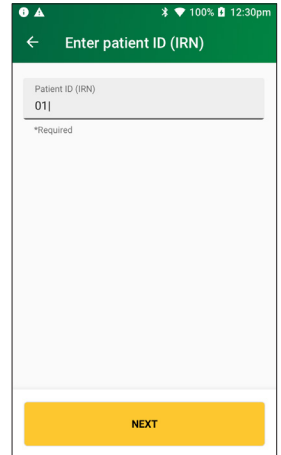
Enter a Medicare card number, then tap **NEXT**.



---

### Step 3

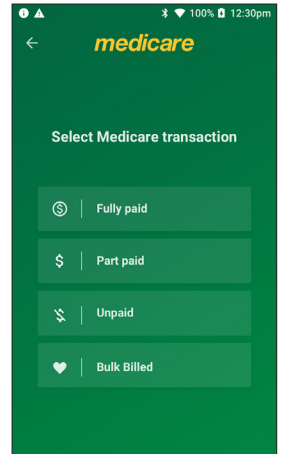
Enter the **patient IRN** (the number to the left of the Patient's name on the Medicare card) and tap **NEXT**.



---

### Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

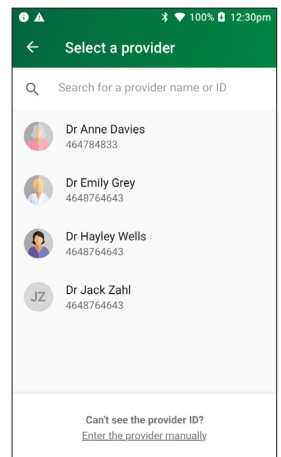


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### Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

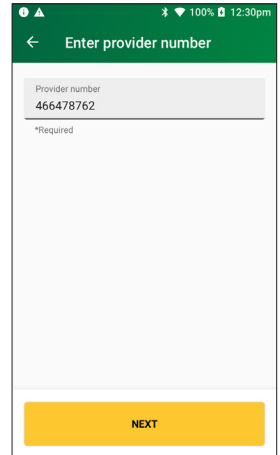
**Note:** If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



---

### Step 5a

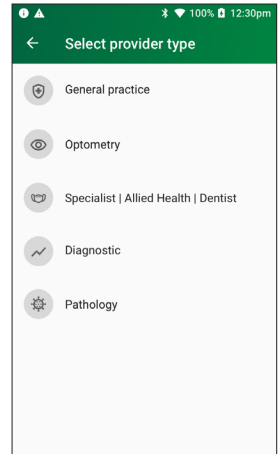
Enter the provider number and tap **NEXT**.



---

### Step 5b

Tap **Diagnostic**.



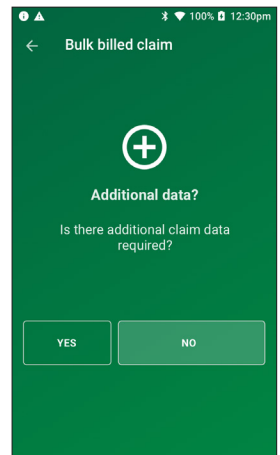
---

### Step 6

Select **Yes** for payment to be made to someone other than the servicing provider and go to Step 6a.

Select **No** for payment to be made to the servicing provider and go to step 7.

**Note:** you must press **Yes** to send the payee provider number.



---

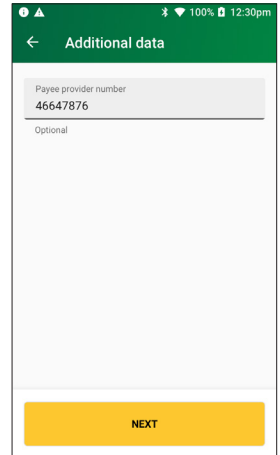
### Step 6a

Please verify or enter the Payee provider number (the practitioner who is to be paid for the service).

**Note:** This is required if the payee provider is not the servicing provider.

Tap **NEXT**.

**Note:** Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

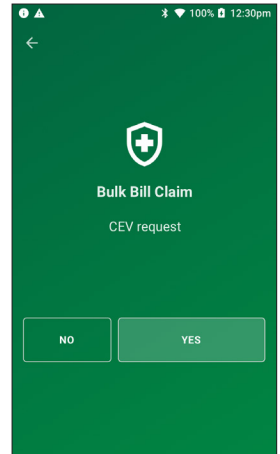


---

### Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.



---

### Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

- If there is no referring provider displayed (or no referring provider required) - Tap **SKIP** and go to Step 10.

OR

- If you add a new referring provider and save it for future transactions - Tap on **ADD** and go to Step 8a. You can also use the plus icon (+) to add a new referring provider.

OR

- If you want to add a new referring provider without saving on the terminal - Tap on **NEXT** and go to Step 9.



---

### Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.

Requesting provider name  
\*Required

Requesting provider number  
\*Required

NEXT

---

### Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 11.

Referring Provider  
John Smith  
12345678

Referral date  
\*Required

Referral period code  
Optional

Referral override code  
Optional

NEXT

---

### Step 10

Select a referral override code from the drop-down list.

Tap **NEXT**.

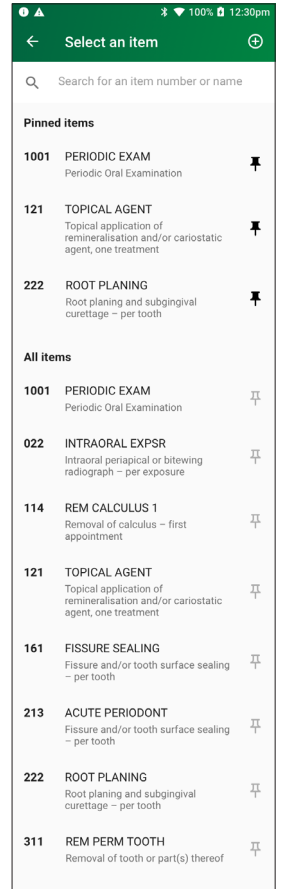
Referral override code  
\*Required

NEXT

## Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



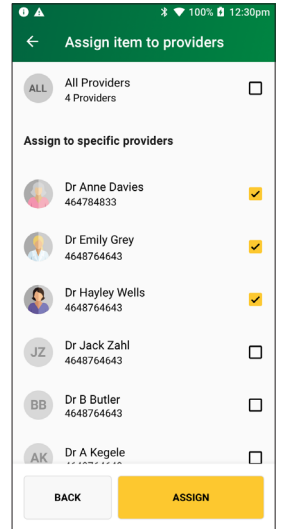
## Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

### Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

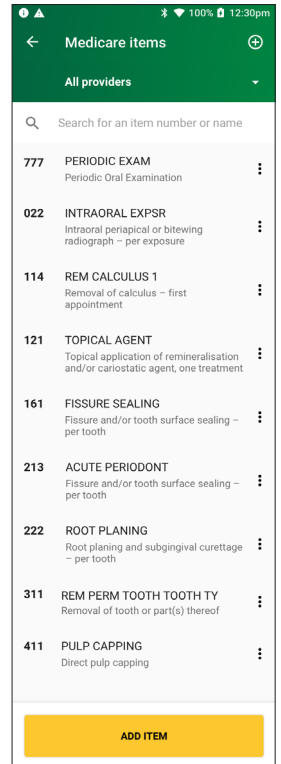
**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



### Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



---

### Step 12

On the **item details** screen select the date of service using the calendar icon.

**Note:** The date of service must be within the previous 24 months.

Enter any of the following optional fields

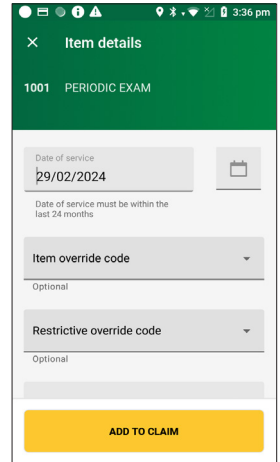
- Item override code
- Restrictive override code

**Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

---



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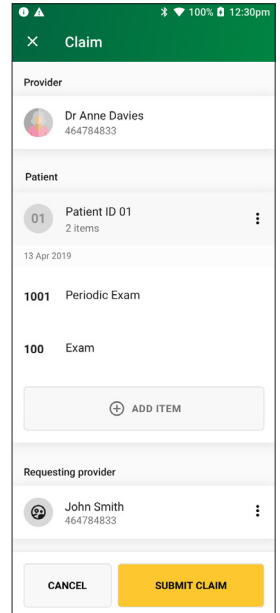
### Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

**Note:** Check the provider's name and item number are correct.

**Note:** To change the requesting provider, tap on the three dots next to the requesting providers name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.



---

## Step 14

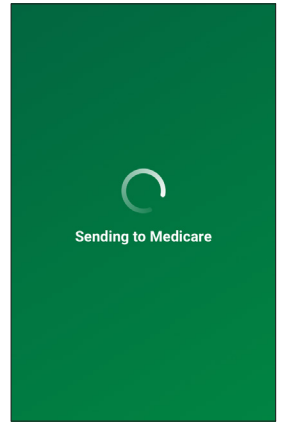
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

Go to step 14b for claims where CEV was requested and accepted.

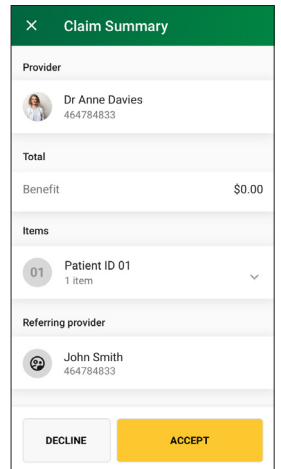
Go to step 14c for claims with no concession entitlement.



---

## Step 14a

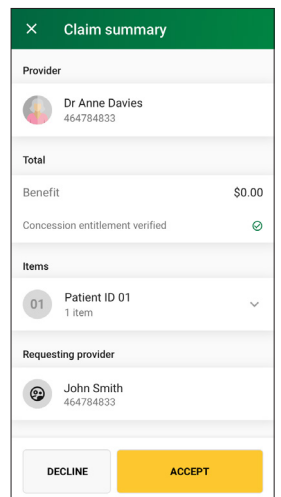
Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.



---

## Step 14b

Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.



### Step 14c

Tap **ACCEPT** to accept the claim and display the declaration. Go to step 15.

**Claim summary**

**Provider**  
Dr Anne Davies  
464784833

**Total**  
Benefit \$0.00  
No Concession entitlement verified

**Items**  
01 Patient ID 01  
1 item

**Requesting provider**  
John Smith  
464784833

DECLINE ACCEPT

### Step 15

#### Assignment of Benefits

This screen must be reviewed and accepted by the patient or claimant. By proceeding, they agree to assign their Medicare benefit to the health professional in exchange for receiving the service with no out-of-pocket cost

The patient or claimant must review and confirm or update the details before selecting **Continue**:

#### Assignment Date

The date the claim is submitted. This defaults to today's date but can be updated to a prior date if required.

#### Assignment Type

Defaults to Post Assignment and cannot be changed. This indicates the claim is being submitted after the service has been provided

#### Assigned By

The person submitting the claim. This can only be either the patient or the claimant and defaults to Patient.

This information will be printed on the receipt.

**Assignment of benefits**

**Assignment details**

Assignment date \*  
17 Jun 2026  
Cannot be a future date or before date of service

Assignment type \*  
Post-Assignment  
Select the type of benefit assignment

Assigned by \*  
Patient  
Select who is assigning the benefit

Claimant needs to assign the benefits. Please hand the terminal to the customer.

CANCEL CONTINUE

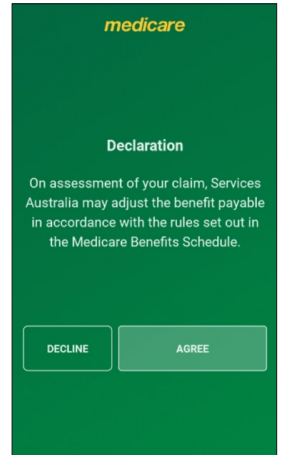
---

### Step 16

The declaration screen will be displayed.

You should present this screen to the patient and ask them to accept or decline the declaration.

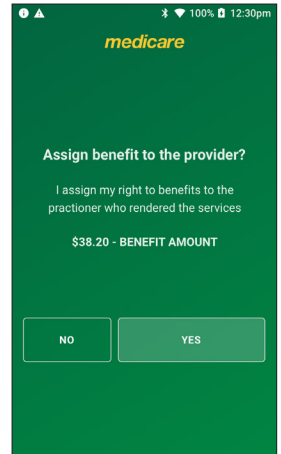
Tap **AGREE** to print a bulk billed patient receipt.



---

### Step 17

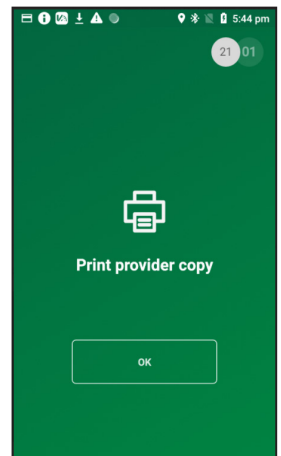
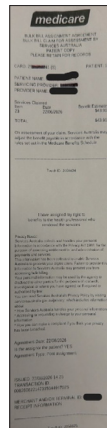
You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



---

### Step 18

To print a provider copy of the receipt, press **OK**.

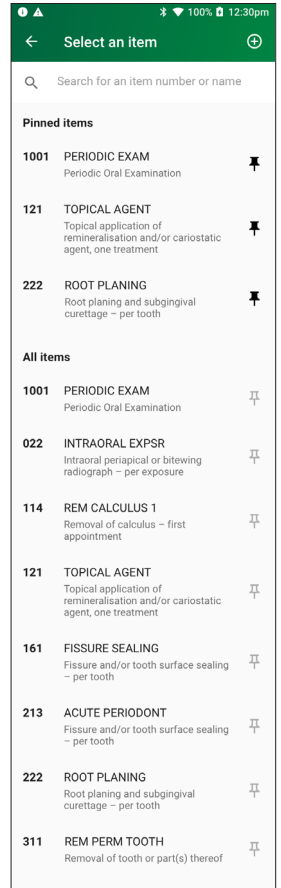


# 6. Adding New Items

## 6.1 adding new items

### Step 1

From the **Select an item** screen, tap the plus icon + on the top right of the screen to add an item manually.



---

### Step 2

Enter the **item number** and **item title** (required) and the **item description** (optional) and tap **NEXT**.

**Note:** The Item number description can be a maximum of 50 characters including spaces.

Item number  
\*Required 0/5

Item title  
\*Required 0/30

Item description  
Optional 0/40

NEXT

---

### Step 3

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

**Note:** To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

← Assign item to providers

ALL All Providers  
4 Providers

Assign to specific providers

Dr Anne Davies  
464784833

Dr Emily Grey  
4648764643

Dr Hayley Wells  
4648764643

JZ Dr Jack Zahl  
4648764643

BB Dr B Butler  
4648764643

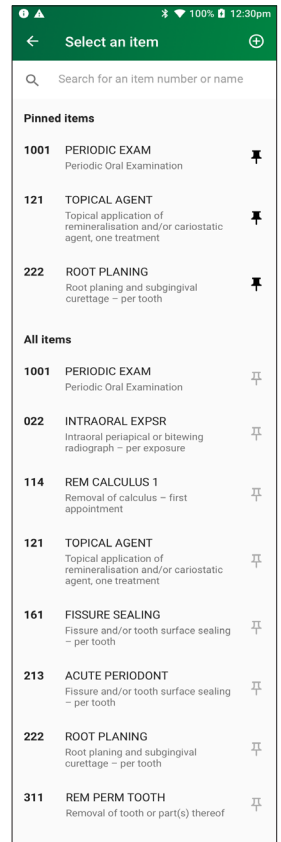
AK Dr A Kegele  
4648764643

BACK ASSIGN

## Step 4

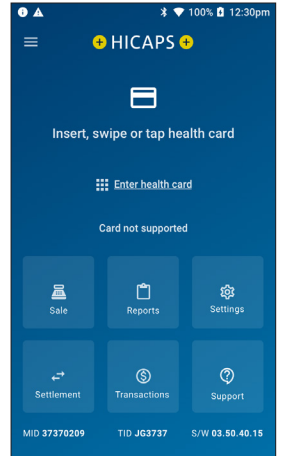
The new item will be displayed in the list of items for the selected provider.

Adding a new item is now complete.

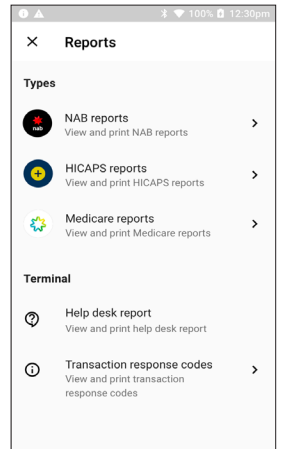


# 7. Reports and Settlement

Reports and Settlement functions for Medicare Easyclaim transactions can be selected by tapping the Reports icon or the Settlement icon on the HICAPS home screen.



Tap on Medicare reports to display or print the Medicare transaction list or to reprint Medicare receipts.



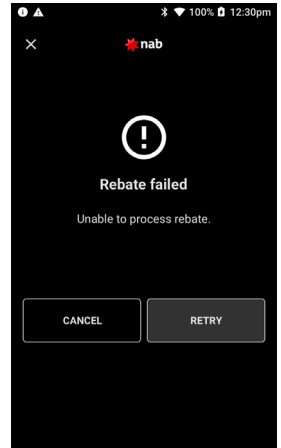
## 8. Error Screens and Conditions

### 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.

Tap **RETRY** 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.

Tap **CANCEL** to cancel the transaction.



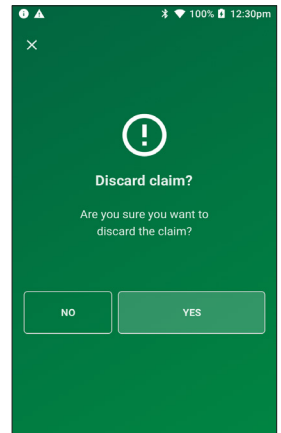
### 8.2 decline Medicare Easyclaim transaction

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 digital claiming return codes.**

### 8.3 bulk billed claims cancelled by the practice or patient

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



### 8.4 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 the HICAPS Help Desk on **1300 650 852**

For practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems please call the Medicare Australia Provider Line 24 hours, 7 days **132 150**.

Further information is available at **[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)**.

Alternatively refer to MEDICARE E Business Service Centre on **1800 700 199**.

For the convenience of your patients, for patient or claimant enquiries regarding claim assessment or other general Medicare enquiries, patients can call the Medicare Australia Consumer Line 24 hours, 7 days **132 011**

## 10. Access Support Guides

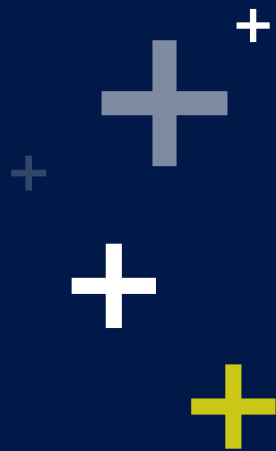
For the most up to date version of this Medicare Easyclaim user guide, the Trinity Terminal user guide or Quick reference guide please scan the QR code below.

### To access the QR Code from the Trinity Terminal

1. Select support
2. Terminal Guides
3. Then scan the QR Code







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