HICAPS terminal
HICAPS Medicare Australia
Easyclaim user guide for general practitioners
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1. Medicare Australia EasyClaim provider setup

Note: To add providers you will need to contact HICAPS in writing. A 'Change of Practice Details' form will need to be completed and sent to HICAPS. This form is available from the HICAPS website www.hicaps.com.au or from the HICAPS Help Desk on 1300 650 852. You will receive notification from HICAPS in writing once the providers have been registered.

Merchant Function 54 is used for Provider Setup.

1.1 adding a new provider

step 1
Press the [FUNCTION] key.

step 2

step 3
Select a Not Assigned provider field by entering the number and pressing [ENTER] or by scrolling up or down to highlight the Not Assigned provider field and pressing [ENTER].

step 4
Enter the provider’s name by pressing ‘sel’ and using the [1] to [9] keys.

To select an alpha character entry either press the ‘sel’ button on the left-hand side of the screen or press the Alpha [#] key on the keyboard.

step 5
Key the provider number for this location then press [ENTER]. This is the 8-character number supplied by Medicare or Medibank Private. If your provider number is shorter than 8 characters you will need to include leading 0’s to make up 8 characters. Alpha character entry is entered the same as for entering the provider’s name.

step 6
Select the Merchant name for processing EFTPOS payments for this provider from the list presented then press [ENTER]. The list can contain up to 26 merchant details so please ensure you select the correct merchant from the list.

Pressing the Alpha [#] key again will change from upper case to lower case and symbols. E.g.
step 7
This option will enable the terminal to prompt automatically start an EFTPOS transaction for the gap amount. Select the appropriate option for this provider.

PROVIDER SETUP
CLAIM TO SALE
ENABLE
DISABLE

step 12
Select if you want automatic HICAPS settlement enabled for this provider.

PROVIDER SETUP
HICAPS AUTO SETTLE
DISABLED

step 8
**Note:** If a Claim to Sale is disabled the Claim Deposit is not displayed. This option will enable the terminal to prompt for deposits (optical only).

step 9
Select Item Memory enabled or disabled for this provider. Item Memory enables the terminal to recall the last amount entered for this item number.

PROVIDER SETUP
ITEM MEMORY
DISABLED

step 13
Select if you want a HICAPS transaction listing to print when automatic settlement takes place.

PROVIDER SETUP
HICAPS SETTLE TXT LISTING
DISABLED

step 10
Clear Item Memory will clear all amounts stored for item numbers.

PROVIDER SETUP
ITEM MEMORY
DISABLED

step 14
Key the four digit security password for this provider then press [ENTER]. It is used to protect access to the provider table.

PROVIDER SETUP
<NO PASSWORD SET>

step 11
Confirmation that the item memory will be cleared if Yes was selected at Clear Item Memory.

PROVIDER SETUP
ITEM MEMORY WILL BE CLEARED!

step 15
This option will tell the terminal to prompt for either a clinical code or tooth number, or no prompt at all. Select whichever is appropriate for this provider, or press [ENTER] to accept the highlighted option.

PROVIDER SETUP
SELECT PROMPT OPTION
1. CLINICAL CODE
2. TOOTH NUMBER
3. NO PROMPT

step 16
This option lets you select the type of provider you are for processing Medicare Australia Easyclaim transactions. Select whichever is appropriate for this provider, or press [ENTER] to accept the highlighted option.

If you do not want to process Medicare Australia Easyclaim transactions select option 6. Not applicable.
**step 17**  
This option when completed will pre-populate the Payee Provider Number when completing a claim. Use the 0-9 keys to enter provider number and press [ENTER] or press [ENTER] to bypass.

**step 18**  
The provider has now been added, a confirmation receipt will be printed and the terminal will display a provider summary, press [ENTER] to finish.

1.2 changing and deleting providers  
**Note:** To alter provider details you will need to contact HiCAPS in writing. A ‘Change of Practice Details’ form will need to be completed and sent to HiCAPS. This form is available from the HiCAPS website www.hicaps.com.au or from the HiCAPS Help Desk on 1300 650 852.

**step 1**  
Press the [FUNCTION] key.

**step 2**  

**step 3**  
Select the provider that you want to change by entering the number and pressing [ENTER] or by scrolling up or down to highlight the provider and pressing [ENTER].

**Note:** The password that was keyed when the provider was originally entered into the terminal is required to amend any of the provider details.

**step 4**  
The Provider summary screen will be shown, use the down arrow to go to page 2 and press [CLEAR] to enable you to modify the provider’s details.

**step 5**  
Once you have entered the modify provider function follow the steps used for adding a provider.
2. Medicare merchant setup

2.1 setting up EFTPOS to Medicare

EFTPOS to Medicare is an option that enables the terminal to request a Medicare card after processing an EFTPOS transaction.

**step 1**
Press the [FUNCTION] key.

**step 2**

**step 3**
Select option number 5. Medicare Options by pressing [5] and [ENTER] or scrolling down to highlight option 5 and pressing [ENTER].

**step 4**
Select the merchant that you want EFTPOS to Medicare to be enabled/disabled by entering the number and pressing [ENTER] or by scrolling up or down to highlight the merchant and pressing [ENTER].

**step 5**
Select option 1 and press [ENTER].

**step 6**
Enable EFTPOS to Medicare by pressing the button to the left of enable on the screen or to disable pressing the button to the right of disable on the screen.
3. **general practitioner claims**

3.1 **fully paid claim**

**step 1**
After a successful payment transaction Terminal will display:
To proceed with a Medicare Transaction, Press the Yes / [ENTER] key or press the No / [CLEAR] to finish.
**Note:** This screen will appear if EFTPOS to Medicare is enabled.

**step 2**
Swipe a Medicare Card or Key Enter the Medicare Card Number and press the [ENTER] key.

**step 3**
Key Patient IRN Number and press [ENTER] (the number to the left of the Patient’s name on the Medicare card).

**step 4**
Select 1 or scroll to option 1 and press [ENTER] for a Fully Paid Claim.

**Note:** If a Medicare card is swiped from the idle screen transaction types 3 Un-Paid and 4 Bulk Billed will also be displayed.

**step 5A**
If the Patient and Claimant are the same person press [ENTER] and go to step 6A, otherwise press [CLEAR] and go to step 5B.

**step 5B**
If the Patient and Claimant Medicare cards are the same key the Claimant IRN and press [ENTER] and go to step 6A. If the cards are different swipe the Claimant card and go to step 5C.

**Note:** You can also key enter the different claimant card number.

**step 5C**
Key Claimant IRN Number and press [ENTER].

**Note:** This step will only be shown if a Claimant card is swiped at step 5B.

**step 6A**
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name and go to step 7A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 6B.

**Note:** To select an alternate provider type key your provider number and the provider type screen will be displayed.
step 6B
Enter your Servicing Provider number on the alphanumeric keypad and press [ENTER].

step 6C
Select the Provider type by entering the number beside the provider type and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

step 7A
Select the Item Number by SCROLLING or keying the Item Number and pressing [ENTER] and go to step 8 or key an Item not listed, go to step 7B.

step 7B
Enter the Item Number and press [ENTER].

step 7C
Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

step 8
Press [ENTER] to accept consultation charge already set for the item or enter an alternative charge and press [ENTER].

step 9
Press the [ENTER] key to accept current date or key in alternative date and press [ENTER].

step 10
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 14, or
Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or
Select 3. Extra Item Info by SCROLLING or keying 3 and pressing [ENTER] if Item Override Code and LSPN are required for the item already entered and go to step 11.
step 11
Select the Item Override Code by SCROLLING or keying the number next to the code and pressing [ENTER] or select 1. None to bypass this step.

step 12
Enter the LSPN number and press [ENTER].
Note: Pressing the [ENTER] key only will bypass this step.

step 13
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 14, or
Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or

step 14
Hand the terminal to the Claimant and ask them to press the YES / [ENTER] key to accept the rebate.

step 15A
If the Medicare claim has followed an EFTPOS payment.
Ask the Claimant if they would like the rebate processed back to the same account as the payment.
If they say Yes Press the [ENTER] key to rebate into the same DEBIT account and go to step 16, or press the [CLEAR] key to Rebate to a different Account and go to step 15B.
Note: This screen will only be displayed if “EFTPOS to Medicare” function is enabled for the merchant.

step 15B
To rebate to a different account / or if the Claim did not follow a payment transaction.
Swipe the claimant’s debit card.

step 15C
Ask the Claimant which account they would like their rebate sent to, Cheque or Savings?

step 15D
Hand the terminal to the Claimant and ask them to enter their PIN number and press [ENTER].
**Step 16**
This screen will be displayed if the rebate was successful.

**Step 17**
Press [ENTER] to print a customer receipt.

### 3.2 Part Paid Claim

**Step 1**
After a successful payment transaction, Terminal will display:
To proceed with a Medicare Transaction, Press the Yes / [ENTER] key or press the No / [CLEAR] to finish.

**Step 2**
Swipe a Medicare Card or Key Enter the Medicare Card Number and press the [ENTER] key.

**Step 3**
Key Patient IRN Number and press [ENTER] (the number to the left of the Patient’s name on the Medicare card).

**Step 4**
Select 2 or scroll to option 2 and press [ENTER] for a Part Paid Claim.

*Note:* If a Medicare card is swiped from the idle screen, transaction types 3 Un-Paid and 4 Bulk Billed will also be displayed.

**Step 5A**
If the Patient and Claimant are the same person press [ENTER] and go to step 6A, otherwise press [CLEAR] and go to step 5B.

**Step 5B**
If the Patient and Claimant Medicare cards are the same key the Claimant IRN and press [ENTER] and go to step 6A. If the cards are different swipe the Claimant card and go to step 5C.

*Note:* You can also key enter the different claimant card number.
step 5C
Key Claimant IRN Number and press [ENTER].

Note: This step will only be shown if a Claimant card is swiped at step 5B.

step 6A
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name and go to step 7A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 6B.

Note: To select an alternate provider type key your Provider number and the provider type screen will be displayed.

step 6B
Enter your Servicing Provider number on the alphanumeric keypad and press [ENTER].

step 6C
Select the Provider type by entering the number beside the provider type and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

step 7A
Press the NO / [CLEAR] key if no additional claim details are required and go to step 8A.

Note: Press the YES / [ENTER] key if Account Reference number and/or Payee Provider details are required to be processed for this Patient’s claim, go to step 7B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 7A will not be displayed.

step 7B
Key Account Reference Number – If required and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step.

step 7C
Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.

Note: Pressing the [ENTER] key only will bypass this step.

If payee provider number is entered in function 54 (refer section 1.1 step 17) step 7C will be pre populated with the payee provider number.

step 8A
Select the Item Number by SCROLLING or keying the Item Number and pressing [ENTER] and go to step 9 or key an Item not listed, go to step 8B.
**step 8B**
Enter an Item Number and press [ENTER].

**step 8C**
Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].
*Note:* Pressing the [ENTER] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

**step 9**
Press [ENTER] to accept consultation charge already set for the item or enter an alternative charge and press [ENTER].

**step 10**
Press the [ENTER] key to accept current date or key in alternative date and press [ENTER].

**step 11**
To accept the value displayed, press the [ENTER] or enter the correct contribution amount and then press [ENTER].
*Note:* If more than one item, apportion the contribution across all items.

**step 12**
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 16, or Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 8A, or Select 3. Extra Item Info by SCROLLING or keying 3 and pressing [ENTER] if Item Override Code and LSPN are required for the item already entered and go to step 13.

**step 13**
Select the Item Override Code by SCROLLING or keying the number next to the code and pressing [ENTER] or select 1. None to bypass this step.

**step 14**
Enter the LSPN number and press [ENTER].
*Note:* Pressing the [ENTER] key only will bypass this step.
step 15
Select 1. Complete Claim by SCROLLING or keying 1
and pressing [ENTER] if the claim entry is finished
and go to step 16, or
Select 2. Next Item by SCROLLING or keying 2 and
pressing [ENTER] if another item needs to be entered
and return to step 8A, or

step 16
This screen will be displayed if the rebate was
successful.

step 17
Press [ENTER] to print a provider’s copy of the
Medicare claim receipt.

3.3 un-paid claim

step 1
Swipe a Medicare Card or Key Enter the Medicare Card
Number and press the [ENTER] key.

step 2
Key Patient IRN Number and press [ENTER]
(the number to the left of the Patient’s name
on the Medicare card).

step 3
Select 3 or scroll to option 3 and press
[ENTER] for an Un-Paid Claim.

step 4A
If the Patient and Claimant are the same person
press [ENTER] and go to step 5A, otherwise press
[CLEAR] and go to step 4B.

step 4B
If the Patient and Claimant Medicare cards are
the same key the Claimant IRN and press [ENTER]
and go to step 5A. If the cards are different swipe
the Claimant card and go to step 4C.

Note: You can also key enter the different claimant
card number.
step 4C
Key Claimant IRN Number and press [ENTER].
Note: This step will only be shown if a Claimant card is swiped at step 4B.

step 5A
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name and go to step 6A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 5B.
Note: To select an alternate provider type key your provider number and the provider type screen will be displayed.

step 5B
Enter your Servicing Provider number on the alphanumeric keypad and press [ENTER].

step 5C
Select the Provider type by entering the number beside the provider type and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the type of service for the Provider.
Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.

step 6A
Press the NO / [CLEAR] key if no additional claim details are required and go to step 7A.
Note: Press the YES / [ENTER] key if Account Reference number and/or Payee Provider details are required to be processed for this Patient’s claim, go to step 6B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6A will not be displayed.

step 6B
Key Account Reference Number – If required and press [ENTER].
Note: Pressing the [ENTER] key only will bypass this step.

step 6C
Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.
Note: Pressing the [ENTER] key only will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6C will be pre populated with the payee provider number.

step 7A
Select the Item Number by SCROLLING or keying the Item Number and pressing [ENTER] and go to step 8 or key an Item not listed, go to step 7B.
step 7B
Enter the Item Number and press [ENTER].

step 7C
Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

step 8
Press [ENTER] to accept consultation charge already set for the item or enter an alternative charge and press [ENTER].

step 9
Press the [ENTER] key to accept current date or key in alternative date and press [ENTER].

step 10
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 14, or
Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or
Select 3. Extra Item Info by SCROLLING or keying 3 and pressing [ENTER] if Item Override Code and LSPN are required for the item already entered and go to step 11.

step 11
Select the Item Override Code by SCROLLING or keying the number next to the code and pressing [ENTER] or select 1. None to bypass this step.

step 12
Enter the LSPN number and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step.

step 13
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 14, or
Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or
step 14
This screen will be displayed if the rebate was successful.

step 15
Press [ENTER] to print a provider’s copy of the Medicare claim receipt.

3.3 bulk bill claim

step 1
Swipe a Medicare Card or Key Enter the Medicare Card Number and press the [ENTER] key.

step 2
Key Patient IRN Number and press [ENTER] (the number to the left of the Patient’s name on the Medicare card).

step 3
Select 4 or scroll to option 4 and press [ENTER] for a Bulk Bill Claim.

step 4A
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name and go to step 5A or to key your Provider number using the keypad select option 1. Enter Provider # and go to step 4B.

Note: To select an alternate provider type key your provider number and the provider type screen will be displayed.

step 4B
Enter your Servicing Provider number on the alphanumeric keypad and press [ENTER].

step 4C
Select the Provider type by entering the number beside the provider type and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the type of service for the Provider.

Note: If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS solution enables you to do this without entering your provider number for all transactions. Refer to notes in section 5.
step 5A
Press the NO / [CLEAR] key if no additional claim details are required and go to step 6.

Note: Press the YES / [ENTER] key if Payee Provider details are required to be processed for this Patient’s claim, go to step 5B. If payee provider number is entered in function 54 (refer section 1.1 step 17) step 6 will not be displayed.

step 5B
Key Payee Provider number of the practitioner who is to be paid for the service. Only required if the payee provider is not the servicing provider.

Note: Pressing the [ENTER] key only will bypass this step if payee provider number is entered in function 54 (refer section 1.1 step 17) step 5B will be pre-populated with the payee provider number.

step 6
To check concession status press Yes / [ENTER] key, or press No / [CLEAR] to continue without checking concession status.

step 7A
Select the Item Number by SCROLLING or keying the Item Number and pressing [ENTER] and go to step 8 or key an Item not listed, go to step 7B.

step 7B
Enter an Item Number and press [ENTER].

step 7C
Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].

Note: Pressing the [ENTER] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

step 8
Press the [ENTER] key to accept current date or key in alternative date and press [ENTER].

step 9
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 13, or
Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or
Select 3. Extra Item Info by SCROLLING or keying 3 and pressing [ENTER] if Item Override Code and LSPN are required for the item already entered and go to step 10.
step 10
Select the Item Override Code by SCROLLING or keying the number next to the code and pressing [ENTER] or select 1. None to bypass this step.

step 11
Enter the LSPN number and press [ENTER].
Note: Pressing the [ENTER] key only will bypass this step.

step 12
Select 1. Complete Claim by SCROLLING or keying 1 and pressing [ENTER] if the claim entry is finished and go to step 13, or Select 2. Next Item by SCROLLING or keying 2 and pressing [ENTER] if another item needs to be entered and return to step 7A, or
Note: For step 13 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not.

step 13A
Response when CEV is not requested.
Press Yes / [ENTER] to accept the benefit or No/ [CLEAR] to decline the transaction.

step 13B
Response when Concession Entitlement Verified.
Press Yes / [ENTER] to accept the benefit or No/ [CLEAR] to decline the transaction.

step 13C
Response when the Patient does not have concession entitlement.
Press Yes / [ENTER] to accept the benefit or No/ [CLEAR] to decline the transaction.

step 14
Hand the terminal to the Patient and ask them to press the Yes / [ENTER] key to assign the benefit to you or press the No / [CLEAR] key to decline the assignment of the benefit.

step 15
Press [ENTER] to print a provider’s copy of the Medicare claim receipt.
4. HICAPS Easyclaim special features

A number of special features have been included in the HICAPS implementation of the Medicare Easyclaim solution, these are listed below.

1. For each provider the terminal remembers the top 10 item numbers used in claims and displays these in the scrolling list of item numbers.
2. For each provider the value entered for an item the first time is remembered for use in subsequent claims.
3. The item value remembered can be overridden.
4. Up to 50 item descriptors can be programmed into the terminal (refer to section 5 below).
5. Provider names and provider type can be programmed into the terminal (refer to section 1).

5. using your provider number for other claim types

If you are a medical provider that is able to provide services for more than one provider (claim) type, the HICAPS Easyclaim solution enables you to do this without entering your provider number for all transactions.

Where you have programmed your provider details into the HICAPS Easyclaim terminal as a Specialist as this is what you use the majority of the time, instead of selecting your provider name from the "Provider list" when entering a claim, just enter your provider number and then you will be asked to select your provider type:

Select Provider Type
1. General Practitioner
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic
5. Pathology

Select your provider type for this claim, e.g. 3 Diagnostic and continue with the claim details as you would normally.

6. item number descriptor programming

There are two options for adding the descriptors for items, one when you use the Item Number for the first time as detailed in the sections above and two by programming the descriptors as detailed below.

6.1 adding new item numbers

step 1
Press the [FUNCTION] key.

step 2
Enter [4] [1] and press [ENTER].

step 3
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name.

Note: Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

step 4
Select 1. ADD ITEM by entering the number beside the ADD ITEM and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the ADD ITEM.

step 5
Press the [FUNCTION] key.

step 6
Enter [4] [1] and press [ENTER].
**step 5**
Enter the Item Number and press [ENTER].

**step 6**
Enter the Item Number descriptor for the new item by using the alphanumeric key pad and press [ENTER].

**step 7**
Adding the new item is now complete.

### 6.2 editing item numbers

**step 1**
Press the [FUNCTION] key.

**step 2**
Enter [4] [1] and press [ENTER].

**step 3**
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name.

**Note:** Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

**step 4**
Select 2. EDIT ITEM by entering the number beside the EDIT ITEM and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the EDIT ITEM.

**step 5A**
Select an Item by entering the number beside the item and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the item. Then go to step 6.

**Note:** This will only display if you selected a provider in step 3.

**step 5B**
Enter the Item Number and press [ENTER].
**step 6**
Enter the Item Number descriptor for the item by using the alphanumeric key pad and press [ENTER].

**step 7**
Confirm that the item is to be edited for all Providers.
**Note:** This step will only display when you select All Providers in step 3.

**step 8**
Editing the item is now complete.

### 6.3 delete item numbers

**step 1**
Press the [FUNCTION] key.

**step 2**
Enter [4] [1] and press [ENTER].

**step 3**
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name.

**Note:** Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

**step 4**
Select 3. DELETE ITEM by entering the number beside the DELETE ITEM and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the DELETE ITEM.

**step 5A**
Select an Item by entering the number beside the item and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the item. Then go to step 6.

**Note:** This step will only display if you selected a provider in step 3.

**step 5B**
Enter the Item Number and press [ENTER].

**step 6**
Enter the Item Number descriptor for the item by using the alphanumeric key pad and press [ENTER].

**step 7**
Confirm that the item is to be edited for all Providers.
**Note:** This step will only display when you select All Providers in step 3.

**step 8**
Editing the item is now complete.

---

**EDIT ITEM ALL PROVIDERS**

Enter Item [#]
Description

[←] [CLEAR]

**CONFIRM EDIT OF ITEM # FOR ALL PROVIDERS**

[NO] [YES]

**EDIT ITEMS**

ITEM EDITED

**SELECT/ENTER PROVIDER**

1. Enter Provider #
2. Dr Smith
3. Dr Jones
4. Dr Brown
5. Dr White
6. Dr A. Smith

**SETUP ITEMS**

1. ADD ITEM
2. EDIT ITEM
3. DELETE ITEM
4. DELETE ALL ITEMS
5. PRINT ITEMS

**SELECT ITEM _________**

23. STD CONSULT
3. BRIEF CONSULT
36. LONG CONSULT

**DEL ITEM ALL PROVIDERS**

Enter
Item Number

[←] [CLEAR]
6.4 delete item numbers

**step 1**
Press the [FUNCTION] key.

**step 2**
Enter [4] [1] and press [ENTER].

**step 3**
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name.

**Note:** Item Descriptors can be programmed either for all providers or by each individual provider. Typically you would choose the 1. All Providers.

**step 4**
Select 4. DELETE ALL ITEMS by entering the number beside the DELETE ALL ITEMS and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the DELETE ITEM.

**step 5**
Confirm that all items for all Providers are to be deleted.

**step 6**
Deleting all items is now complete.

6.5 print all item numbers

**step 1**
Press the [FUNCTION] key.

**step 2**
Enter [4] [1] and press [ENTER].
step 3
Select the Provider by entering the number beside the provider’s name and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the provider’s name.

step 4
Select 5, PRINT ITEMS by entering the number beside the PRINT ITEM and press [ENTER] or SCROLLING and pressing [ENTER] once you have highlighted the PRINT ITEM.

step 5
Confirm that all items for all Providers are to be printed.

7. reports and settlement
Reports and Settlement functions for Medicare Easyclaim transactions function the same as detailed in the main T4200 HICAPS User, but accessed by selecting Medicare. Error Screens and Conditions.

7.1 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.

Press the Yes [ENTER] key 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.

After the transaction has been declined or the No [CLEAR] key has been pressed the error condition explained at 7.2 will be displayed

7.2 rebate failed
This screen will be displayed whenever a rebate transaction is unsuccessful for any reason.

This option has been developed to enable the claimant to retry the rebate to a different card, without the medical practice needing to re-enter all the Medicare claim details.

The terminal will continue to come back to this screen until the rebate is successful or the No [CLEAR] key is pressed.

If the No [CLEAR] key is pressed the Medicare claim will be cancelled as well and the claimant will need to take their receipt to a Medicare office to claim their rebate.
7.3  **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 Easyclaim Reference Guide. If code 9718 is displayed on the terminal please refer to step 7.4.

7.4  **error codes and actions**

**error code 05 – not approved**
When processing Bulk Bill transactions this error will occur when the Provider ID or Medicare card number are incorrect.

**error code 9718**
When this error is displayed you will need to refer to the receipt to identify the individual error codes and then refer to the Medicare Easyclaim Reference Guide for more information.

7.5  **bulk bill claims cancelled by the practice or patient**
This screen will be displayed whenever the practice or patient cancels a bulk bill 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.

7.6  **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.

8.  **helpdesk telephone numbers**
For EFTPOS related issues and questions please contact HICAPS on: 1300 650 852

Medicare Australia Provider Line
24 hours, 7 days
132 150
for practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems.

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

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