



how to: cancel a HICAPS claim



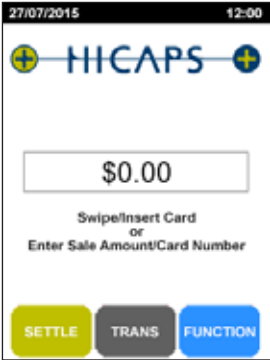
There are two options for cancelling HICAPS claim transactions, but for each option a transaction can only be cancelled on the same day that it was originally processed.

Option 1

Transaction was processed by the same terminal

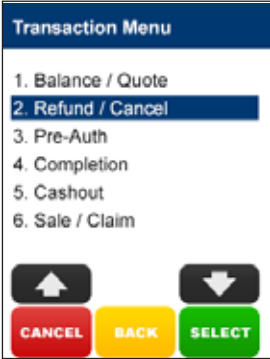
step 1

Access the Transactions menu by pressing [TRANS] on the touch screen



step 2

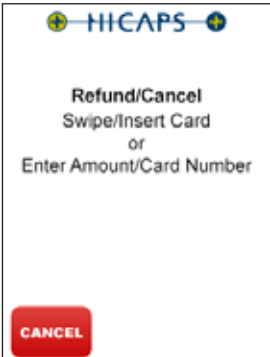
Select 2. Refund/Cancel and press [SELECT]



step 3

The terminal will then prompt you for a card.

Swipe the cardholder's Health Fund card

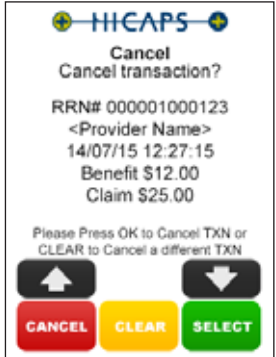


step 4

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

Once you have located the claim you wish to cancel, press **[SELECT]**.

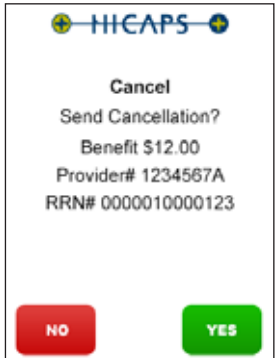
If the transaction was processed on a different terminal press **[CLEAR]** and continue from Option 2, Step 4



step 5

Select **[YES]** to send the cancellation or **[NO]** to return back to the home screen

Note: *The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records*



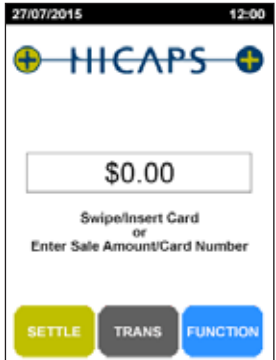
Option 2

Transaction was processed by a different terminal

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

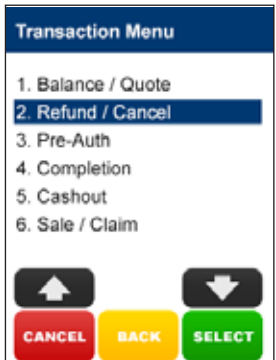
step 1

Access the Transactions menu by pressing [TRANS] on the touch screen



step 2

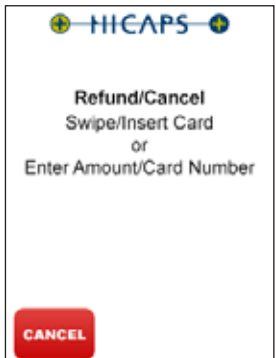
Select 2. Refund/Cancel and press [SELECT]



step 3

The terminal will then prompt you for a card.

Swipe the cardholder's Health Fund card



step 4

Use the arrows on the touch screen to highlight the **Provider** used in the original claim that you wish to cancel and press **[SELECT]**

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



step 5

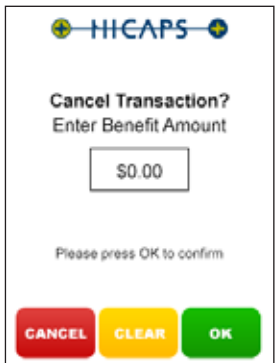
The terminal will then prompt you for the 12-digit **Receipt Reference Number** of the original claim. Key the RRN and press **[OK]**

Note: This can be found on the original claim receipt



step 6

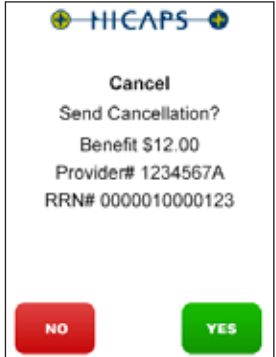
The terminal will then prompt you for the **Benefit Amount** approved by the Health Fund on the original claim. Key the benefit amount and press **[OK]**



step 7

Select **[YES]** to send the cancellation or **[NO]** to return back to the home screen

Note: *The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records*



The screenshot shows a terminal window with the HICAPS logo at the top. Below the logo, the text reads: "Cancel", "Send Cancellation?", "Benefit \$12.00", "Provider# 1234567A", and "RRN# 0000010000123". At the bottom of the screen, there are two buttons: a red button labeled "NO" and a green button labeled "YES".

Cancelling a HICAPS claim via a Practice Management System

To cancel a HICAPS claim transaction, simply send the transaction to HICAPS by selecting the appropriate option from your Practice Management System screen. When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the Practice Management System.

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

HICAPS Help Desk
1300 650 852

www.hicaps.com.au

