

HOW TO

process a HICAPS transaction
for Insurance Commission
of Western Australia

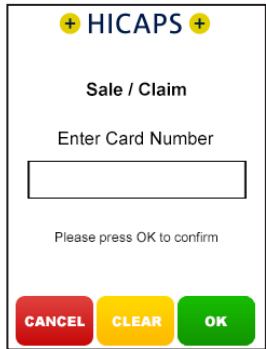


This page has been left blank intentionally

Obtaining a payment from the Insurance Commission on your HICAPS terminal

step 1

Using the keypad on the terminal, enter the 19 digit Insurance Commission treatment number and press **[OK]**



+ HICAPS +

Sale / Claim

Enter Card Number


Please press OK to confirm

CANCEL CLEAR OK

step 2

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**

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



Select Provider

1. Craig M
2. Benjamin B
3. Chris W
4. Brett B
5. Scott E

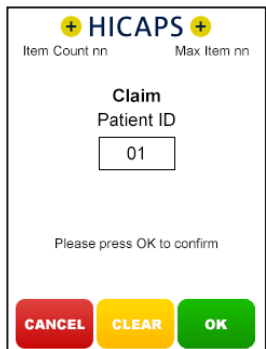
↑ ↓

CANCEL BACK SELECT

step 3

Using the keypad, enter the 2-digit **Patient ID** and press **[OK]**. Use 01 for all Insurance Commission claims

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



+ HICAPS +

Item Count nn Max Item nn

Claim Patient ID

Please press OK to confirm

CANCEL CLEAR OK

step 4

Using the keypad, enter the **Item Number** associated with the treatment supplied and press **[OK]**

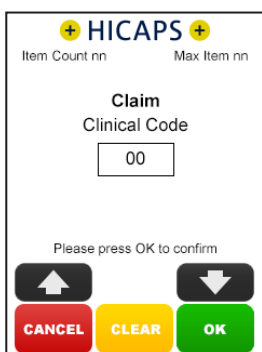


The screenshot shows the HICAPS interface for entering an item number. At the top, it says '+ HICAPS +' with a yellow plus sign on each side. Below that, 'Item Count 1' and 'Max Item 23' are displayed. The main heading is 'Item Number' above a white rectangular input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 5

If you are prompted to enter the **Clinical Code***, in which the treatment supplied was performed and press **[OK]**, or just press **[OK]** to use the default of 00.

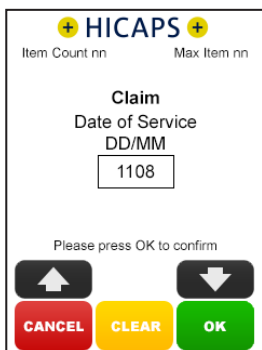
**Please note: Clinical code is only required for certain Practitioners. This step will be skipped where not applicable.*



The screenshot shows the HICAPS interface for entering a clinical code. At the top, it says '+ HICAPS +' with a yellow plus sign on each side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim Clinical Code' above a white rectangular input field containing the number '00'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: a black button with a white up arrow, a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 6

Using the keypad, enter the **Date (DD/MM)** in which the treatment supplied was performed and press **[OK]**. To accept the current date just press **[OK]**



The screenshot shows the HICAPS interface for entering a date of service. At the top, it says '+ HICAPS +' with a yellow plus sign on each side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim Date of Service DD/MM' above a white rectangular input field containing the number '1108'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: a black button with a white up arrow, a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 7

Using the keypad, enter the **Item Cost** and press **[OK]**

Insurance Commission of Western Australia will only pay AMA or WorkCover WA rate.



The screenshot shows the HICAPS interface for entering an item cost. At the top, it says '+ HICAPS +' with a yellow plus sign on either side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim' followed by 'Item Cost'. A text input field contains '\$0.00'. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: a black button with an upward arrow, a black button with a downward arrow, and a green button labeled 'OK'. Below these are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 8

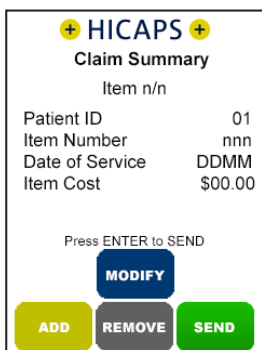
The terminal will then display a **Claim Summary** of the item(s) entered.

By pressing the **[MODIFY]** button on the touch screen, you are able to modify any of the items that have been entered by repeating the steps above

Note: To scroll through multiple items use the up and down arrows displayed on the screen

To add an item to the claim, simply press the **[ADD]** button on the touch screen and repeat the steps above

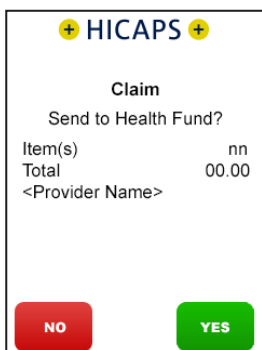
To remove an item from the claim, simply press the **[REMOVE]** button on the touch screen and then press **[YES]** to confirm the deletion



The screenshot shows the HICAPS 'Claim Summary' screen. At the top, it says '+ HICAPS +' with a yellow plus sign on either side. Below that, 'Claim Summary' is displayed. Underneath, 'Item n/n' is shown. The summary includes: 'Patient ID 01', 'Item Number nnn', 'Date of Service DDMM', and 'Item Cost \$00.00'. Below the summary, it says 'Press ENTER to SEND'. At the bottom, there are three buttons: a yellow 'ADD' button, a grey 'REMOVE' button, and a green 'SEND' button. A blue 'MODIFY' button is positioned above the 'REMOVE' button.

step 9

If the **Claim Summary** is correct, press the **[SEND]** button on the touch screen and the Claim will be submitted to the Insurance Commission of Western Australia for assessment.



The screenshot shows the HICAPS 'Claim' screen for sending to the Health Fund. At the top, it says '+ HICAPS +' with a yellow plus sign on either side. Below that, 'Claim' is displayed. The main heading is 'Send to Health Fund?'. Below that, it shows: 'Item(s) nn', 'Total 00.00', and '<Provider Name>'. At the bottom, there are two buttons: a red 'NO' button and a green 'YES' button.

step 10

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

Once the payment is processed by the Insurance Commission, the terminal will automatically print a receipt.



Receive payment from the Insurance Commission via Practice Management System

To start a HICAPS Claim Transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your Practice Management System screen.

When the terminal receives the transaction details from your Practice Management System, the terminal will prompt for the customer card to be swiped. For Insurance Commission simply key enter the 19 digit Insurance Commission treatment number. The results from the transaction will be returned directly to the Practice Management System.

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

This page has been left blank intentionally



MORE INFORMATION

Visit hicaps.com.au, or

Call HICAPS hotline on **1800 80 57 80**

Monday to Friday 8am – 6pm (EST)

HICAPS Pty Ltd ABN 11 080 688 866. A wholly owned subsidiary of National Australia Bank Limited ABN 12 004 044 937 AFSL and Australian Credit Licence 230686. A154815-0620

a  nab company