MEDICARE EASYCLAIM REFERENCE GUIDE

Medicare Easyclaim – now available on your HICAPS terminal

What is Medicare Easyclaim?

Medicare Easyclaim is a Medicare Australia initiative that allows patients to lodge their claims and receive their rebates through the HICAPS terminal at your practice.

What type of Medicare claim can I process through my HICAPS terminal?

Medicare Easyclaim is used for bulk bill and/or patient claims including Chronic Disease Management (formerly Enhanced Primary Care or EPC). There are three payment options for patient claims that can be lodged through Medicare Easyclaim. The type of claim submitted is dependent on the manner in which you have agreed with your patient to settle the account.

• Fully paid account – patient has paid their account in full.

• Part paid account – patient has paid a contribution toward the settlement of the account.

• Unpaid account – account has not been paid.

Following full account payment by your patient by cash, EFTPOS, credit card or cheque, you simply swipe your patient's Medicare card and their rebate is paid directly into their bank account almost immediately.

It is at your discretion whether to bulk bill a patient or not. If you choose to bulk bill, additional fees or co-payments should not be charged to your patient following bulk bill claims.

For a full description of Medicare claim types please see over.

How do I process a Medicare claim transaction?

Once your patient has settled their account, you simply swipe their Medicare card and follow the prompts. For bulk bill and unpaid account patient claims, you simply swipe your patient's Medicare card from the idle screen on your terminal.

For a step by step guide, please refer to your HICAPS Medicare Easyclaim User Guide. To download a copy visit **www.hicaps.com.au – Admin & Support _ HICAPS USER GUIDES**.

How do I reconcile bulk bill claims?

You can access Medicare Easyclaim bulk bill claims processing and payment reports to assist with reconciliation via Medicare Australia's **Health Professional Online Services (HPOS)** portal. For full access to HPOS you will need to register for a Public Key Infrastructure (PKI) individual certificate. To register for a PKI certificate and for access to HPOS visit **www.medicareaustralia.gov.au**.

How do I find out more about Medicare Easyclaim?

For all Medicare Easyclaim enquiries call the Medicare e-Business Service Centre on 1800 700 199.

Helpful hints

- **Patient's IRN number** – number left of the patient's name on their Medicare card.
- Allied health providers can only claim under a Chronic Disease Management (CDM) plan if the referring GP has established the plan with Medicare Australia and then subsequently 'activated' the plan.
- Medicare rebates can only be paid directly to your **patients' cheque or savings accounts**.
- **Bulk bill claims** will generally be paid within two to three days for providers who have Electronic Funds Transfer (EFT) details registered with Medicare Australia. Cheque payments may take longer.
- Ensure you have registered your nominated bank account with Medicare Australia to ensure faster electronic payment.
- **Benefit assigned amount (bulk bill claim)** – the **amount shown on the terminal receipt is an estimated benefit only** and is not the rebate amount that will be paid by Medicare Australia. Details of the actual rebate to be paid can be obtained via Medicare Australia's HPOS portal.

General terms explained

Term	Description
Patient claims	• **Fully paid account (EFT)** – where the account has been paid in full, payment will be made to the claimant's nominated bank account. This payment will be initiated by the claimant swiping their EFTPOS card.
	• **Part paid account (Cheque)** – where a claimant has made a part payment contribution towards the account.
	Where Medicare benefits are assessed as payable for a claim, a statement and/or cheque in the provider's name will be forwarded to the claimant's address recorded by Medicare Australia. The cheque is then forwarded by the claimant to the provider. Where no benefit is assessed as payable, a statement only will be forwarded to the claimant's address recorded by Medicare.
	• **Unpaid (Cheque)** – where the account is unpaid.
	Where Medicare benefits are assessed as payable for a claim, a statement and/or cheque in the provider's name will be forwarded to the claimant's address recorded by Medicare Australia. The cheque is then forwarded by the claimant to the provider with any outstanding balance. Where no benefit is assessed as payable, a statement only will be forwarded to the claimant's address recorded by Medicare.
Bulk bill claims	• A bulk bill claim is where a patient who is eligible for a Medicare benefit(s) assigns his/her right to the rebate(s) to the servicing provider via the HICAPS terminal as full payment for that service(s) which is then paid directly to the provider's nominated bank account registered with Medicare Australia.
	It is at the provider's discretion whether to bulk bill a patient or not.

HICAPS Help Desk Number
1300 650 852
wwww.hicaps.com.au

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