

+ HICAPS +



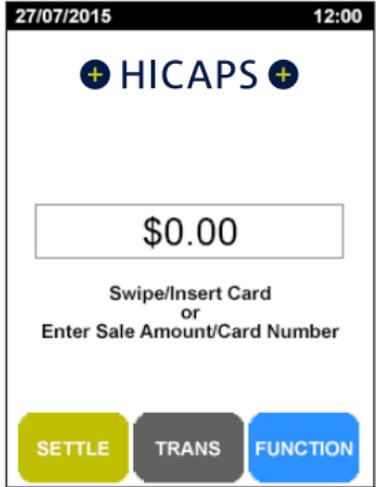
# HOW TO: COMPLETE A QUICK HICAPS TRANSACTION



# Processing a HICAPS claim transaction (HICAPS terminal)

## step 1

To start a HICAPS Claim transaction, simply **swipe** or tap digital card from their device the patient's Health Fund card through the terminal



## 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*



## step 3

Using the keypad, enter the 2-digit **Patient ID** printed on the card relating to the specific patient receiving treatment and press **[OK]**

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



#### 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 plus signs on either side. Below that, 'Item Count 1' and 'Max Item 23' are displayed. The main heading is 'Item Number'. There is a large empty 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

Using the keypad, enter the **Clinical Code, Tooth Number** or **Body Part** in which the treatment supplied was performed and press **[OK]**

***Note:** This step will only appear if the provider being transacted with has a prompt option enabled*

The screenshot shows the HICAPS interface for entering a claim clinical code. At the top, it says 'HICAPS' with plus signs on either side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim Clinical Code'. There is a 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 an upward 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 claim date of service. At the top, it says 'HICAPS' with plus signs on either side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim Date of Service DD/MM'. There is a 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 an upward 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]**

**Note:** *This field will default to the last cost charged for the same item if item memory is enabled for this provider.*

To enter a different amount simply key in the new item cost and select **[OK]**.

The screenshot shows the HICAPS interface for entering an item cost. At the top, it says '+ HICAPS +' with a plus sign in a circle on either side. Below that, 'Item Count nn' and 'Max Item nn' are displayed. The main heading is 'Claim 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 red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button. Above the 'OK' button are two black buttons with white arrows pointing up and down.

### step 8A

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*

### 8B

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

### 8B

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

### step 9

If the **Claim Summary** is correct, press the **[SEND]** button on the touch screen

The screenshot shows the HICAPS 'Claim Summary' screen. At the top, it says '+ HICAPS +' with a plus sign in a circle on either side. Below that, 'Claim Summary' is displayed. Underneath, 'Item n/n' is shown. A list of details follows: 'Patient ID 01', 'Item Number nnn', 'Date of Service DDMM', and 'Item Cost \$00.00'. Below the list, 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. Above the 'SEND' button is a blue 'MODIFY' button.

**step 10**

You will be asked if the summary is correct. If no further changes are required, press **[YES]** to send to the Health Fund.

**Note:** When the claim has been approved the terminal will prompt to pay any gap amount. You can process the EFTPOS transaction or press **[CANCEL]** to return to the idle screen

**+** HICAPS **+**

**Claim**

Send to Health Fund?

Item(s)	nn
Total	00.00
<Provider Name>	

NOYES



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HICAPS Help Desk is available  
8am to 10pm (AEDT)  
Monday to Saturday  
1300 65 08 52

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A118449-1119

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