

+ HICAPS +

HOW TO LODGE WORKSAFE INVOICES ON YOUR HICAPS TERMINAL



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Submitting WorkSafe invoices on your HICAPS terminal

step 1

Using the keypad on the terminal, enter the WorkSafe HICAPS number (90360115) and insert the 11 digit claim number (provided by the patient) and press **[OK]**



The screenshot shows the HICAPS terminal interface. At the top, it says '+ HICAPS +' in yellow. Below that, it says 'Sale / Claim' in black. Then, it prompts 'Enter Card Number' with a white text box below it. Underneath the box, 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 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



The screenshot shows the 'Select Provider' screen. The title 'Select Provider' is in white on a dark blue background. Below the title is a list of five providers: 1. Craig M, 2. Benjamin B, 3. Chris W, 4. Brett B, and 5. Scott E. The first option, '1. Craig M', is highlighted with a dark blue background. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button. Above the 'BACK' and 'SELECT' buttons are two black buttons with white arrows: an upward arrow and a downward arrow.

step 3

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

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



The screenshot shows the HICAPS terminal interface for entering a Patient ID. At the top, it says '+ HICAPS +' in yellow. Below that, it says 'Item Count nn' and 'Max Item nn' in small black text. Then, it says 'Claim Patient ID' in black. Below that, there is a white text box containing the number '01'. Underneath the box, 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 4

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

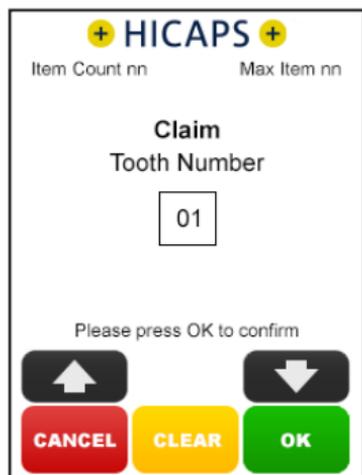


The screenshot shows the HICAPS interface for entering an item number. At the top, it says '+ HICAPS +' with a yellow plus sign on each side. Below that, 'Item Count 1' is on the left and 'Max Item 23' is on the right. The main heading is 'Item Number' in bold. Below the heading is a large empty rectangular input box. At the bottom of the screen, it says 'Please press OK to confirm'. At the very 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]**, or just press **[OK]** to use the default of 00

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 tooth number. At the top, it says '+ HICAPS +' with a yellow plus sign on each side. Below that, 'Item Count nn' is on the left and 'Max Item nn' is on the right. The main heading is 'Claim Tooth Number' in bold. Below the heading is a rectangular input box containing the number '01'. At the bottom of the screen, it says 'Please press OK to confirm'. Below the confirmation text are two black buttons with white arrows: an upward arrow on the left and a downward arrow on the right. At the very bottom, there are three buttons: 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 a yellow plus sign on each side. Below that, 'Item Count nn' is on the left and 'Max Item nn' is on the right. The main heading is 'Claim Date of Service DD/MM' in bold. Below the heading is a rectangular input box containing the date '1108'. At the bottom of the screen, it says 'Please press OK to confirm'. Below the confirmation text are two black buttons with white arrows: an upward arrow on the left and a downward arrow on the right. At the very bottom, there are three buttons: 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



The screenshot shows the HICAPS interface for entering item cost. At the top, it says '+ HICAPS +' with a plus sign in a yellow 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 black button with an up arrow, a black button with a down arrow, a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 8

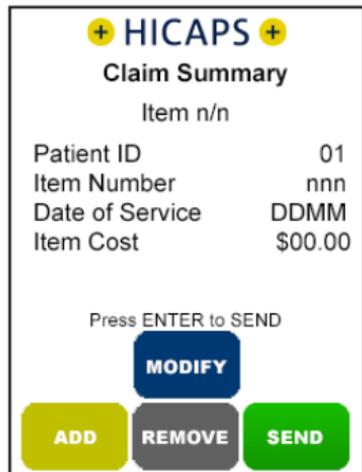
The terminal will then display a **Claim Summary** of the item(s) entered.

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

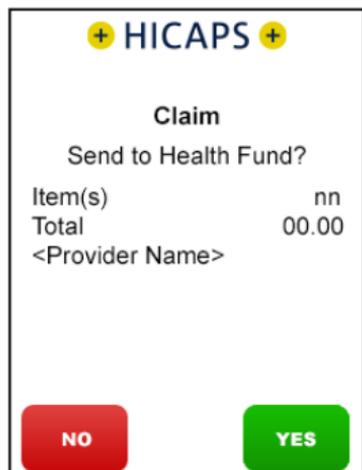
To remove an item from the claim, simply press the **[REMOVE]** button on the touch screen and then press **[YES]** to confirm the deletion



The screenshot shows the HICAPS 'Claim Summary' screen. At the top, it says '+ HICAPS +' with a plus sign in a yellow circle on either side. Below that, 'Claim Summary' is centered, followed by 'Item n/n'. The summary lists: '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.

step 9

If the **Claim Summary** is correct, press the **[SEND]** button on the touch screen and an invoice will be submitted to WorkSafe for assessment



The screenshot shows the HICAPS 'Claim' screen for sending to the Health Fund. At the top, it says '+ HICAPS +' with a plus sign in a yellow circle on either side. Below that, 'Claim' is centered, followed by 'Send to Health Fund?'. The summary lists: '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.

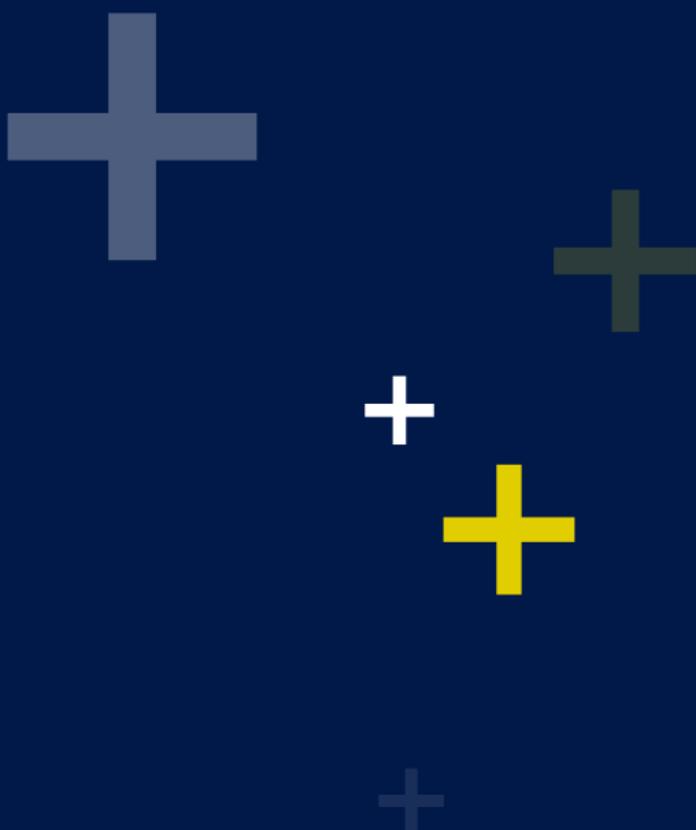
Submitting a WorkSafe Invoice via Practice Management System

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 WorkSafe simply key enter the WorkSafe HICAPS number (9036 0115) and 11 digit claim number (provided by the patient). 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.

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MORE INFORMATION

Visit hicaps.com.au, or

Call HICAPS helpdesk on **1300 650 182**

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