

HICAPS MEDICARE AUSTRALIA EASY CLAIM

User guide



i. Navigation

Your Verifone terminal has a touch screen, you can choose to navigate screens and menus using the soft keys on the screen.

Alternately you can scroll up and down menus using the # and * keys on the terminal.

To confirm, cancel and clear selections you can press the coloured keys on the terminal.

i.e. if you wish to cancel out of a screen, the cancel button on the screen is red hence you would press the red key on your terminal.

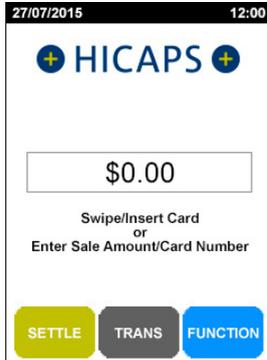


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1. MEDICARE AUSTRALIA EASYCLAIM PROVIDER SETUP

1.1 registering a new provider

To add providers you will need to register their details by completing the online form, available on the HICAPS website

www.hicaps.com.au/forms

Once the completed form and supporting documents have been submitted and approved by HICAPS the provider updates will be registered with the associated health funds and the new provider/s will automatically appear on your HICAPS terminal within 5 business days.

To begin transacting with the new provider/s you will need to follow the **complete provider setup** steps (1.2) on your terminal

1.2 complete provider setup

On first use of the new provider/s the HICAPS terminal will prompt the following steps to complete the provider setup.

step 1

Using the keypad, choose and enter a 4 digit **Provider Password** and press **[OK]**. This password will be used to lock your provider and make modifications to your provider settings

Note: *Provider Password can not be made up of repetitive or consecutive numbers.*
Eg. 1234, 0000.



The screenshot shows a terminal screen with the HICAPS logo at the top. Below the logo, the text reads "Provider Password" and "Enter Provider Password". There is a rectangular input field for the password. Below the input field, the text reads "Prov: <provider name>" and "MID: <merchant number>". Below this text, it says "Please press OK to confirm". At the bottom of the screen, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 2

This option, when completed, will prepopulate the **Payee Provider Number** when sending a Medicare claim.

Setting up a **Payee Provider Number** is only required if the Medicare Bulk Billed payment is to be made to someone other than the servicing provider.

Using the keypad, enter in the Payee Provider Number (only if required) and press **[OK]**.



The screenshot shows a mobile application interface for entering a Provider Payee Number. At the top, the HICAPS logo is displayed. Below it, the text "Provider Payee Number" and "Enter Payee Provider Number" is shown. A text input field is present for entering the number. Below the input field is a numeric keypad with buttons for digits 1-9 and 0. A small "Alpha" button is also visible. At the bottom, there are three large buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). The instruction "Please press OK to confirm" is displayed above the "Alpha" button.

HICAPS

Provider Payee Number
Enter Payee Provider Number

1	2	3
4	5	6
7	8	9
	0	

Please press OK to confirm

Alpha

CANCEL **CLEAR** **OK**

1.3 modify provider

If you wish to make modifications to a providers configuration settings you can do so by accessing their provider profile in HICAPS Accounts Online (www.hicaps.com.au)

Simply login to HICAPS Accounts Online and navigate using the side menu (**Providers > View / Modify Provider**) to the Provider page and select the changes you wish to enable/disable. Once all modifications have been made you can select **Modify Provider** at the bottom of the page to save the changes.

Provider Terminals Configuration	
Apply to all related Providers	<input type="checkbox"/>
HICAPS Auto Settle	Enabled ▼
HICAPS Auto Txn List	Enabled ▼
Claim To Sales	Enabled ▼
Claim To Sale Prompt	Disabled ▼
Provider Prompt Option	No Prompt ▼
Item Memory	Enabled ▼
Medicare Provider Type	Not Applicable ▼
Enter to Add Item	Disabled ▼
Claim To Deposit	Disabled ▼
Lock Provider	Disabled ▼

1.4 deleting a provider

You can **remove a provider** from your HICAPS terminal that is no longer practicing at your location by completing the online form, available on the HICAPS website **www.hicaps.com.au/forms**

Once the completed online form has been submitted and approved by HICAPS the provider updates will be registered with the associated health funds and the requested provider/s will automatically be removed from your terminal within 5 business days.

2. MEDICARE MERCHANT SETUP

2.1 setting up EFTPOS to Medicare

EFTPOS to Medicare is an option that enables the terminal to request a Medicare card after processing an EFTPOS transaction.

step 1

Press the **[FUNCTION]** key

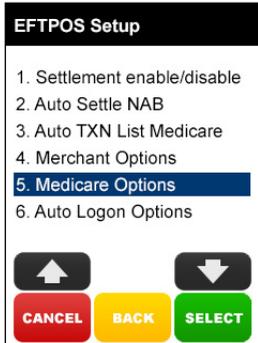
step 2

Enter **[5]** **[6]** and press **[SELECT]**

step 3

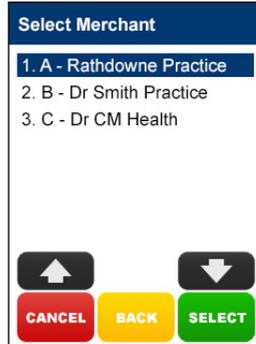
Select option **5. Medicare Options** and press **[SELECT]**

Note: You can select an option by pressing the number on the keypad that matches the option number or by using the arrows on the touch screen to scroll up or down



step 4

Select the **Merchant** that you want EFTPOS to Medicare to be enabled/disabled and press **[SELECT]**



step 5

Select option **1. EFTPOS to Medicare** and press **[SELECT]**



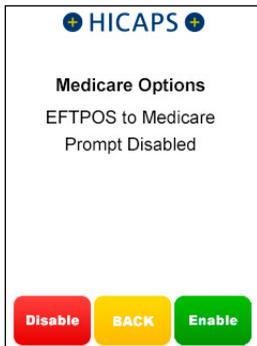
step 6

Enable **EFTPOS to Medicare** by pressing the **[ENABLE]** button on the touch screen or, to disable press the **[DISABLE]** button on the touch screen



step 7

Enable **EFTPOS to Medicare Prompt** by pressing the **[ENABLE]** button on the touch screen, or to disable press the **[DISABLE]** button on the touch screen



3. SPECIALIST, ANCILLARY HEALTH CARE AND DENTAL CLAIMS

3.1 fully paid claim

Fully Paid claims are performed when a patient or claimant has paid for their account in full with their health professional.

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

Note: This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)

To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish



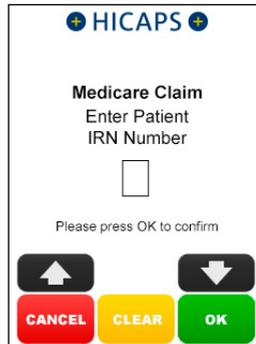
step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

Select **1. Fully Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed

Select Medicare TXN

1. Fully Paid
2. Part Paid
3. Un-Paid
4. Bulk Bill

CANCEL BACK SELECT

step 5a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child

HICAPS

Fully Paid Claim

Is Patient and Claimant the same?

NO YES

step 5b

If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number

HICAPS

Fully Paid Claim

Swipe/Key Claimant Medicare Card or Key Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 5c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 5b

HICAPS

Medicare Claim
Enter Claimant
IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 6a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b

Select/Enter Provider

1. Enter Provider Number
2. Craig M
3. Benjamin B
4. Brett B
5. Scott E

↑ ↓

CANCEL BACK SELECT

step 6b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

HICAPS

Fully Paid Claim
Enter Servicing
Provider Number

Please press OK to confirm

CANCEL CLEAR OK

step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

Enter Provider Type

1. General Practice
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic

↑ ↓

CANCEL BACK SELECT

step 7

Using the keypad, enter the **Referring Provider Number** and press **[OK]**

*Note: If no referring provider number is required press **[OK]** to go to step 10*

The screenshot shows the HICAPS interface with the title "Fully Paid Claim" and the instruction "Enter Referring Provider Number". Below the text is a white rectangular input field. Underneath the field, it says "Please press OK to confirm". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 8

Using the keypad, enter the **Referral Date** and press **[OK]**

The screenshot shows the HICAPS interface with the title "Fully Paid Claim" and the instruction "Enter Referral Date DD/MM/YY". Below the text is a white rectangular input field. Underneath the field, it says "Please press OK to confirm". At the bottom of the screen, there are two arrow buttons (up and down) and three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 9

Select the **Referral Period Code** and press **[SELECT]**, then move to step 11

The screenshot shows a screen titled "Referral Period Code" with a list of options: "1. S - Standard" and "2. I - Indefinite". At the bottom of the screen, there are two arrow buttons (up and down) and three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button.

step 10

Select the **Referral Override Code** and press **[SELECT]**

The screenshot shows a screen titled "Referral Override Code" with a list of options: "1. N - Not Applicable", "2. L - Lost", and "3. E - Emergency". At the bottom of the screen, there are two arrow buttons (up and down) and three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button.

step 11a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 12.

Alternatively key an Item Number not listed and go to step 11b



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Item Count 1" and "Max Item 14". There is a label "Item Number" followed by a series of dashes "-----". Below this, 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 "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down.

step 11b

Enter the **Item Number** and press **[OK]**

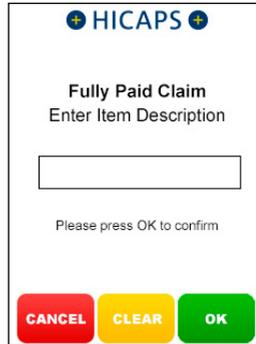


The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Fully Paid Claim" and "Enter Item Number". There is a text input field. Below this, it says "Please press OK to confirm". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 11c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

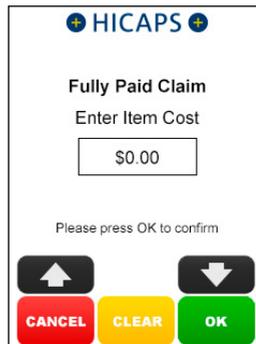
***Note:** Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Fully Paid Claim" and "Enter Item Description". There is a text input field. Below this, 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 12

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Fully Paid Claim" and "Enter Item Cost". There is a text input field containing "\$0.00". Below this, 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 "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down.

step 13

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.

HICAPS

Fully Paid Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

CANCEL CLEAR OK

step 14

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 18,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 15

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 15

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 16

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 17,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a

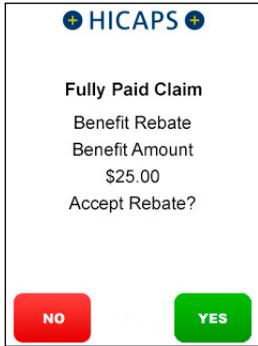
Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 17

Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate

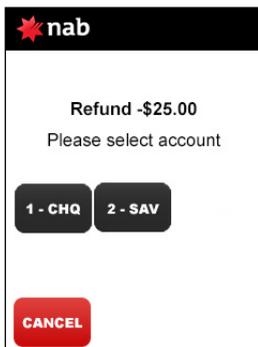


step 18a

The Claimant will then need to **Swipe** or **Insert** their **Debit card**

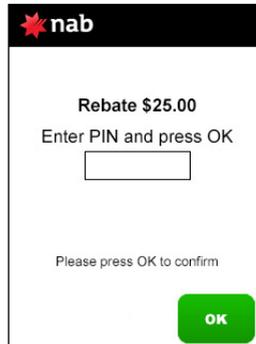
step 18b

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV



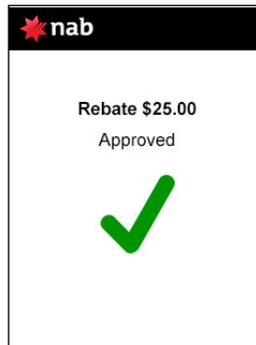
step 18c

The cardholder is required to key **enter their PIN** and press **[OK]**



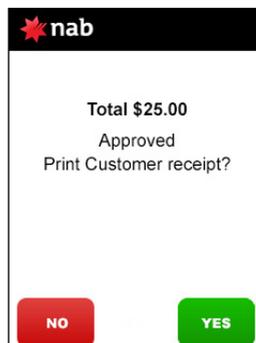
step 19

The Approved screen will be displayed if the rebate was successful



step 20

Press **[YES]** to print a customer receipt for both the medicare and eftpos transactions



3.3.2 part paid claim

Part Paid claims are performed when a claimant has paid a partial contribution toward the full settlement of their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

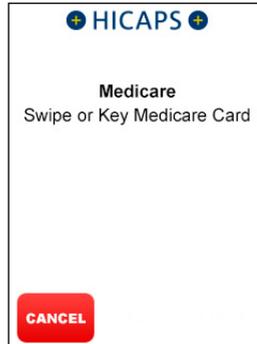
Note: *This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)*

To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish



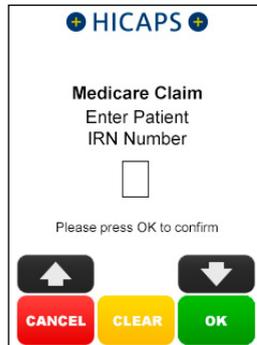
step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

Select **2. Part Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed

Select Medicare TXN

1. Fully Paid
2. Part Paid
3. Un-Paid
4. Bulk Bill

CANCEL BACK SELECT

step 5a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child

HICAPS

Part Paid Claim

Is Patient and Claimant the same?

NO YES

step 5b

If the **Patient and Claimant** Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number

HICAPS

Part Paid Claim

Swipe/Key Claimant Medicare Card or Key Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 5c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 5b

HICAPS

Medicare Claim

Enter Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 6a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b

Select/Enter Provider

1. Enter Provider Number
2. Craig M
3. Benjamin B
4. Brett B
5. Scott E

CANCEL BACK SELECT

step 6b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

HICAPS

Part Paid Claim
Enter Servicing
Provider Number

Please press OK to confirm

CANCEL CLEAR OK

step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

Enter Provider Type

1. General Practice
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic

CANCEL BACK SELECT

step 7a

If no **Additional Claim Data** is required, press **[NO]** and go to step 8, or

If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 7b

HICAPS

Part Paid Claim
Additional Claim Data
Required?

NO YES

step 7b

Using the keypad, enter the **Account Reference Number** and press **[OK]**

Note: Pressing the **[OK]** button without entering an Account Reference Number will bypass this step

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' with the instruction 'Enter ACC Reference Number (Optional)'. Below this is a text input field. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green). The text 'Please press OK to confirm' is located above the buttons.

step 7c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 7c will be pre populated with the payee provider number

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' with the instruction 'Enter Payee Provider Number (Optional)'. Below this is a text input field. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green). The text 'Please press OK to confirm' is located above the buttons.

step 8

Using the keypad, enter the **Referring Provider Number** and press **[OK]**

Note: If no referring provider number is required press **[OK]** and go to step 11

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' with the instruction 'Enter Referring Provider Number'. Below this is a text input field. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green). The text 'Please press OK to confirm' is located above the buttons.

step 9

Using the keypad, enter the **Referral Date** and press **[OK]**

The screenshot shows the HICAPS interface for a 'Paid Paid Claim'. The title is 'Paid Paid Claim' with the instruction 'Enter Referral Date DD/MM/YY'. Below this is a text input field. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green). Above the buttons are two arrow buttons (up and down). The text 'Please press OK to confirm' is located above the buttons.

step 10

Select the **Referral Period Code**, press **[SELECT]** and go to step 12a

The screenshot shows a screen titled "Referral Period Code" with a dark blue header. Below the header, there is a list of two options: "1. S - Standard" and "2. I - Indefinite". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down respectively.

step 11

Select the **Referral Override Code** and press **[SELECT]**

The screenshot shows a screen titled "Referral Override Code" with a dark blue header. Below the header, there is a list of three options: "1. N - Not Applicable", "2. L - Lost", and "3. E - Emergency". The first option, "1. N - Not Applicable", is highlighted with a dark blue background. At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down respectively.

step 12a

Select the **Item Number** by SCROLLING or keying the **Item Number** and pressing **[OK]** and then go to step 13.

Alternatively key an Item Number not listed and go to step 12b

The screenshot shows a screen titled "HICAPS" with a dark blue header. Below the header, there is text that reads "Item Count 1" and "Max Item 14". Below that, there is a label "Item Number" followed by a series of dashes "-----". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down respectively. Below the list of buttons, there is a line of text that reads "Please press OK to confirm".

step 12b

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

The screenshot shows a screen titled "HICAPS" with a dark blue header. Below the header, there is text that reads "Part Paid Claim" and "Enter Item Number". Below that, there is a white rectangular input field. At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down respectively. Below the list of buttons, there is a line of text that reads "Please press OK to confirm".

step 12c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

Note: Pressing the [OK] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Item Description'. There is a text input field that is currently empty. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 13

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost.

The screenshot shows the HICAPS interface for a 'Paid Paid Claim'. The title is 'Paid Paid Claim' and the instruction is 'Enter Item Cost'. The text input field contains '\$0.00'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 14

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.

The screenshot shows the HICAPS interface for a 'Paid Paid Claim'. The title is 'Paid Paid Claim' and the instruction is 'Date of Service DD/MM/YY'. The text input field contains '140715'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 15

To accept the value displayed, press **[OK]** key, or

Key enter the correct contribution amount and then press **[OK]**.

Note: If more than one item, apportion the contribution across all items.

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Patient Contribution Amount'. The text input field contains '\$0.00'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 16

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 12a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 17

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 17

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 18

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 19,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 12a

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 19

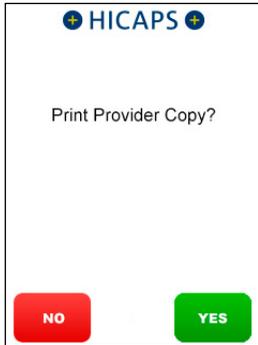
The **Submitted** screen will be displayed if the claim was successful

HICAPS

Part Paid Claim
Claim Submitted

step 20

Press **[OK]** to print a provider's copy of the Medicare claim receipt.



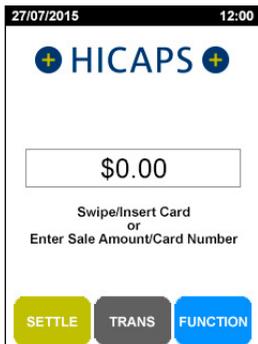
3.3 unpaid claim

Unpaid claims are performed when a claimant has not paid their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**.



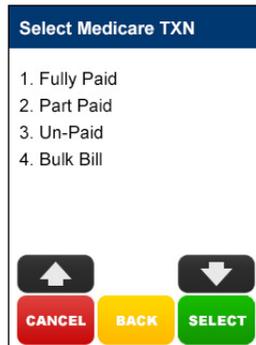
step 2

Key the **Patient IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**.



step 3

Select **3. Un-Paid** and press **[SELECT]**.



step 4a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 5a, otherwise press **[NO]** and go to step 4b.

Note: The Patient and Claimant cannot be the same if the patient is a child.

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. The title is 'Un-Paid Claim' and the question is 'Is Patient and Claimant the same?'. There are two buttons at the bottom: a red 'NO' button and a green 'YES' button.

step 4b

If the **Patient and Claimant** Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 5a.

If the **Patient and Claimant** Medicare cards are different, swipe the Claimant card and go to step 4c.

Note: You can also key enter the different claimant card number.

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. The title is 'Un-Paid Claim' and the instruction is 'Swipe/Key Claimant Medicare Card or Key Claimant IRN Number'. There is a text input field for the IRN number. Below the field is the text 'Please press OK to confirm'. At the bottom are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 4c

Key Claimant IRN Number and press **[OK]**.

Note: This step will only be shown if a Claimant card is swiped at step 4b.

The screenshot shows the HICAPS interface for a 'Medicare Claim'. The title is 'Medicare Claim' and the instruction is 'Enter Claimant IRN Number'. There is a text input field for the IRN number. Below the field is the text 'Please press OK to confirm'. At the bottom are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 5a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 5b.

The screenshot shows the HICAPS interface for 'Select/Enter Provider'. The title is 'Select/Enter Provider'. There is a list of options: '1. Enter Provider Number', '2. Craig M', '3. Benjamin B', '4. Brett B', and '5. Scott E'. Below the list are two arrow buttons (up and down) and three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button.

step 5b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**.

The screenshot shows the HICAPS interface for an Un-Paid Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Un-Paid Claim" and "Enter Servicing Provider Number". There is a white rectangular input field. 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.

step 5c

Select the **Provider Type** that matches the servicing provider number entered in step 5b, and press **[SELECT]**.

The screenshot shows the HICAPS interface for "Enter Provider Type". The title bar is dark blue with "Enter Provider Type" in white. Below the title bar, there is a list of four options: "1. General Practice" (highlighted with a dark blue background), "2. Optometrical", "3. Spec/AH/Dent", and "4. Diagnostic". At the bottom, there are three buttons: a black button with a white up arrow, a black button with a white down arrow, a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button.

step 6a

If no **Additional Claim Data** is required, press **[NO]** and go to step 7, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b.

The screenshot shows the HICAPS interface for an Un-Paid Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Un-Paid Claim" and "Additional Claim Data Required?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 6b

Using the keypad, enter the **Account Reference Number** and press **[OK]**.

Note: Pressing the **[OK]** key only will bypass this step.

The screenshot shows the HICAPS interface for an Un-Paid Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Un-Paid Claim" and "Enter ACC Reference Number (Optional)". There is a white rectangular input field. 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.

step 6c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider.

Note: Pressing the **[OK]** button without entering an **Payee Provider Number** will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number.

The screenshot shows the HICAPS interface for 'Un-Paid Claim'. The title is 'Un-Paid Claim' and the instruction is 'Enter Payee Provider Number (Optional)'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 7

Using the keypad, enter the **Referring Provider Number** and press **[OK]**.

Note: If no referring provider number is required press **[OK]** to go to step 10.

The screenshot shows the HICAPS interface for 'Un-Paid Claim'. The title is 'Un-Paid Claim' and the instruction is 'Enter Referring Provider Number'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 8

Using the keypad, enter the **Referral Date** and press **[OK]**.

The screenshot shows the HICAPS interface for 'Un-Paid Claim'. The title is 'Un-Paid Claim' and the instruction is 'Enter Referral Date DD/MM/YY'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 9

Select the **Referral Period Code** and press **[SELECT]**, then move to step 11a.

The screenshot shows the HICAPS interface for 'Referral Period Code'. The title is 'Referral Period Code'. The list contains two options: '1. S - Standard' and '2. I - Indefinite'. At the bottom, there are three buttons: 'CANCEL' (red), 'BACK' (yellow), and 'SELECT' (green).

step 10

Select the **Referral Override Code** and press **[SELECT]**.

The screenshot shows the HICAPS interface for 'Referral Override Code'. The title is 'Referral Override Code'. The list contains three options: '1. N - Not Applicable', '2. L - Lost', and '3. E - Emergency'. At the bottom, there are three buttons: 'CANCEL' (red), 'BACK' (yellow), and 'SELECT' (green).

step 11a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 12.

Alternatively key an Item not listed and go to step 11b.

HICAPS

Item Count 1 Max Item 14

Item Number -----

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 11b

Enter the **Item Number** and press **[OK]**.

HICAPS

Un-Paid Claim

Enter Item Number

Please press OK to confirm

CANCEL CLEAR OK

step 11c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.

HICAPS

Un-Paid Claim

Enter Item Description

Please press OK to confirm

CANCEL CLEAR OK

step 12

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost.

HICAPS

Un-Paid Claim

Enter Item Cost

\$0.00

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 13

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.

HICAPS

Un-Paid Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

CANCEL CLEAR OK

step 14

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 18,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 15.

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 15

Select the Item **Override Code** and press **[SELECT]** or select **1. None** to bypass this step.

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 16

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 17,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a.

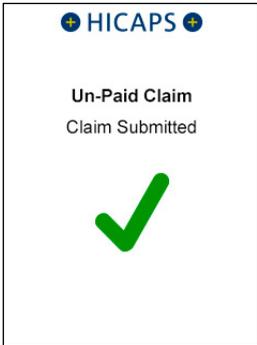
Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 17

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



step 18

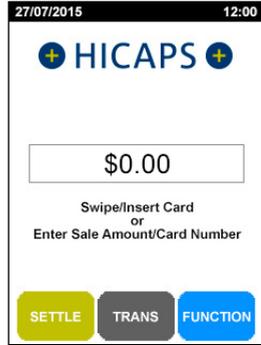
Press **[OK]** to print a provider's copy of the Medicare claim receipt.



3.4 bulk bill claim

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**.



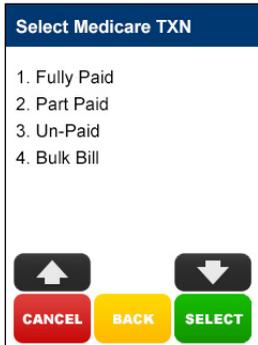
step 2

Key the **Patient IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**.



step 3

Select **4. Bulk Bill** and press **[SELECT]**.



The screenshot shows a screen titled "Select Medicare TXN" with a list of four options: 1. Fully Paid, 2. Part Paid, 3. Un-Paid, and 4. Bulk Bill. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 4a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

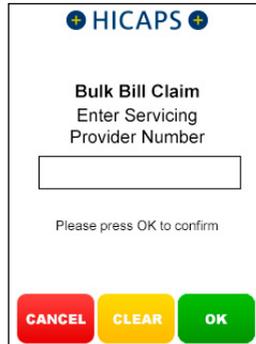
To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 4b



The screenshot shows a screen titled "Select/Enter Provider" with a list of five options: 1. Enter Provider Number, 2. Craig M, 3. Benjamin B, 4. Brett B, and 5. Scott E. The first option is highlighted. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 4b

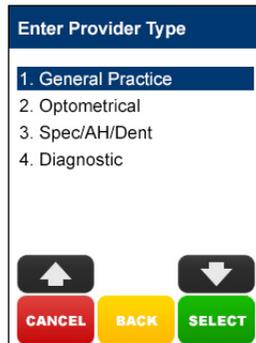
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**.



The screenshot shows a screen titled "Bulk Bill Claim" with the HICAPS logo at the top. Below the logo, it says "Bulk Bill Claim" and "Enter Servicing Provider Number". There is a text input field for the provider number. 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.

step 4c

Select the **Provider Type** that matches the servicing provider number entered in step 4b, and press **[SELECT]**.



The screenshot shows a screen titled "Enter Provider Type" with a list of four options: 1. General Practice, 2. Optometrical, 3. Spec/AH/Dent, and 4. Diagnostic. The first option is highlighted. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 5a

If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or

If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b.

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it reads 'Bulk Bill Claim' and 'Additional Claim Data Required?'. At the bottom, there are two buttons: a red 'NO' button and a green 'YES' button.

step 5b

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider.

Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) step 5b will be pre populated with the payee provider number.

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it reads 'Bulk Bill Claim' and 'Enter Payee Provider Number (Optional)'. There is a text input field for the number. 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 6

Using the keypad, enter the **Referring Provider Number** and press **[OK]**.

Note: If no referring provider number is required press **[OK]** to go to step 9.

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it reads 'Bulk Bill Claim' and 'Enter Referring Provider Number'. There is a text input field for the number. 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 7

Using the keypad, enter the **Referral Date** and press **[OK]**.

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it reads 'Bulk Bill Claim' and 'Enter Referral Date DD/MM/YY'. There is a text input field for the date. Below the field, it says 'Please press OK to confirm'. At the bottom, there are five buttons: a black button with a white up arrow, a black button with a white down arrow, a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 8

Select the **Referral Period Code** and press **[SELECT]**, then go to step 10a.

The screenshot shows a screen titled "Referral Period Code" with a dark blue header. Below the header, there is a list of two options: "1. S - Standard" and "2. I - Indefinite". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down, respectively.

step 9

Select the **Referral Override Code** and press **[SELECT]**.

The screenshot shows a screen titled "Referral Override Code" with a dark blue header. Below the header, there is a list of three options: "1. N - Not Applicable", "2. L - Lost", and "3. E - Emergency". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down, respectively.

step 10a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11.

Alternatively key an Item not listed and go to step 10b.

The screenshot shows a screen titled "HICAPS" with a dark blue header. Below the header, there is text: "Item Count 1" and "Max Item 14". Below that is a label "Item Number" followed by a series of dashes "-----". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down, respectively. Below the list of buttons, there is a prompt: "Please press OK to confirm".

step 10b

Enter the **Item Number** and press **[OK]**.

The screenshot shows a screen titled "HICAPS" with a dark blue header. Below the header, there is text: "Bulk Bill Claim" and "Enter Item Number". Below that is a text input field. At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down, respectively. Below the list of buttons, there is a prompt: "Please press OK to confirm".

step 10c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*

The screenshot shows the HICAPS interface for entering an item description. At the top, it says "Bulk Bill Claim" and "Enter Item Description". Below this is a text input field. Underneath 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. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down.

step 11

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.

The screenshot shows the HICAPS interface for entering the date of service. At the top, it says "Bulk Bill Claim" and "Date of Service DD/MM/YY". Below this is a text input field containing "140715". Underneath 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. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down.

step 12

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 16,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 13.

The screenshot shows the "Extra Service?" menu. It has a blue header with the text "Extra Service?". Below the header is a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down.

step 13

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step.

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 14

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 15, or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

Note: For step 15 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not.

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 15a

Response when **CEV is not requested.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction.

A screenshot of a HICAPS terminal screen. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, the text reads "Bulk Bill Claim", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

step 15b

Response when **Concession Entitlement Verified.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction.

A screenshot of a HICAPS terminal screen. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, the text reads "Bulk Bill Claim", "Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

step 15c

Response when the **Patient does not have concession entitlement.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction.

A screenshot of a HICAPS terminal screen. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, the text reads "Bulk Bill Claim", "No Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

step 16

Hand the terminal to the Patient and ask them to press the **[YES]** button to assign the benefit to you or press the **[NO]** button to decline the assignment of the benefit.

A screenshot of a HICAPS terminal screen. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, the text reads "Bulk Bill Claim" and "Assign Benefit to Provider?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

step 17

Press **[YES]** to print a provider's copy of the Medicare claim receipt.



A dialog box with a black border. At the top center is the HICAPS logo, consisting of the word "HICAPS" in blue with a blue plus sign on either side. Below the logo, the text "Bulk Bill Claim" is centered in bold black font, followed by "Print Provider Copy?" in a regular black font. At the bottom left is a red rounded rectangular button with the white text "NO". At the bottom right is a green rounded rectangular button with the white text "YES".

4. OPTOMETRIC CLAIMS/GENERAL PRACTITIONER CLAIMS

4.1 fully paid claim

Fully Paid claims are performed when a patient or claimant has paid for their account in full with their health professional.

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

Note: This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)

To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish.



step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

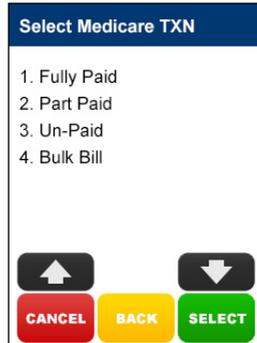
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**.



step 4

Select **1. Fully Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed



step 5a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child.

HICAPS

Fully Paid Claim

Is Patient and Claimant the same?

NO YES

step 5b

If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number

HICAPS

Fully Paid Claim

Swipe/Key Claimant Medicare Card or Key Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 5c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 5b

HICAPS

Medicare Claim

Enter Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 6a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b

Select/Enter Provider

1. Enter Provider Number

2. Craig M

3. Benjamin B

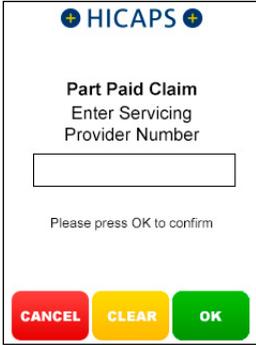
4. Brett B

5. Scott E

CANCEL BACK SELECT

step 6b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**



The screenshot shows the HICAPS interface for a 'Part Paid Claim'. At the top, it says 'HICAPS' with a plus sign on either side. Below that, the text reads 'Part Paid Claim' and 'Enter Servicing Provider Number'. There is a white rectangular input field for the provider number. 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.

step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

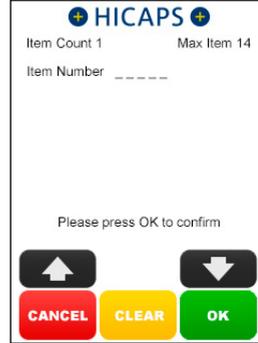


The screenshot shows the HICAPS interface for 'Enter Provider Type'. The title bar at the top says 'Enter Provider Type'. Below the title bar, there is a list of four options: '1. General Practice', '2. Optometrical', '3. Spec/AH/Dent', and '4. Diagnostic'. The first option, '1. General Practice', is highlighted with a blue background. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button. Above the buttons are two black buttons with white arrows pointing up and down.

step 7a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 8.

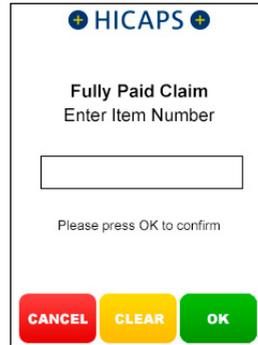
Alternatively key an Item Number not listed and go to step 7b



The screenshot shows the HICAPS interface for selecting an item number. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it says 'Item Count 1' and 'Max Item 14'. There is a text field for 'Item Number' with a dashed line indicating it is empty. Below the text 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 buttons are two black buttons with white arrows pointing up and down.

step 7b

Enter the **Item Number** and press **[OK]**



The screenshot shows the HICAPS interface for a 'Fully Paid Claim'. At the top, it says 'HICAPS' with a plus sign on either side. Below that, the text reads 'Fully Paid Claim' and 'Enter Item Number'. There is a white rectangular input field for the item number. 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.

step 7c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

The screenshot shows the HICAPS interface for a 'Fully Paid Claim'. The title is 'Fully Paid Claim' and the instruction is 'Enter Item Description'. There is a text input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 8

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

The screenshot shows the HICAPS interface for a 'Fully Paid Claim'. The title is 'Fully Paid Claim' and the instruction is 'Enter Item Cost'. The input field contains '\$0.00'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 9

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

The screenshot shows the HICAPS interface for a 'Fully Paid Claim'. The title is 'Fully Paid Claim' and the instruction is 'Date of Service DD/MM/YY'. The input field contains '140715'. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 10

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 14,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a,

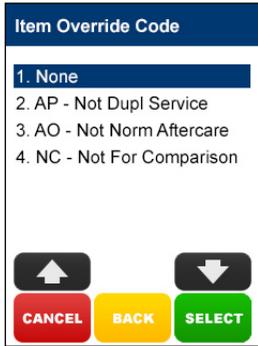
or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 11

The screenshot shows the HICAPS 'Extra Service?' menu. The title is 'Extra Service?'. The menu items are: 1. Complete Claim, 2. Next item, 3. Extra item Info. At the bottom, there are three buttons: 'CANCEL' (red), 'BACK' (yellow), and 'SELECT' (green).

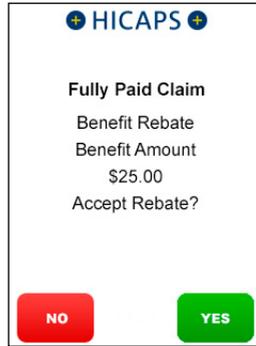
step 11

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



step 13

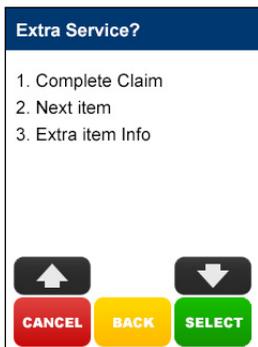
Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate



step 12

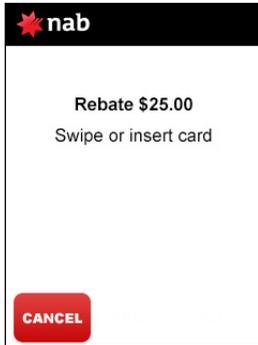
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 13, or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a



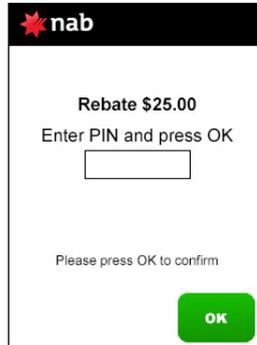
step 14a

The Claimant will then need to **Swipe** or **Insert** their **Debit card**



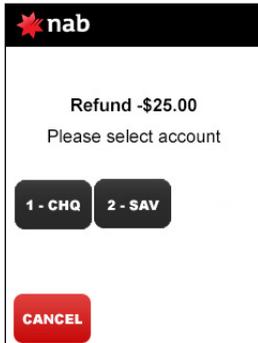
step 14c

The cardholder is required to key **enter their PIN** and press **[OK]**



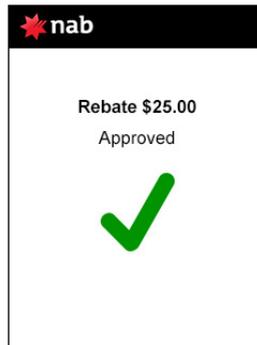
step 14b

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV



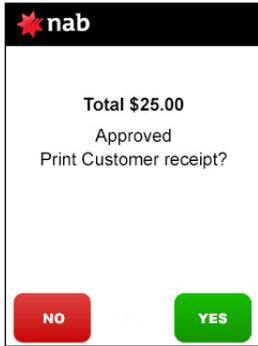
step 15

The Approved screen will be displayed if the rebate was successful



step 16

Press **[YES]** to print a customer receipt for both the medicare and eftpos transactions



4.2 part paid claim

Part Paid claims are performed when a claimant has paid a partial contribution toward the full settlement of their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

Note: This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)



step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**

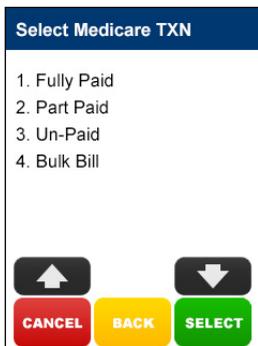


The screenshot shows the HICAPS interface for a Medicare Claim. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, it says "Medicare Claim" and "Enter Patient IRN Number". There is a white rectangular input field for the IRN number. Below the input field, it says "Please press 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 "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down.

step 4

Select **2. Part Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed

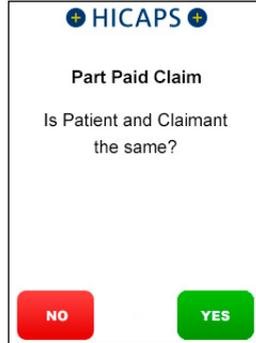


The screenshot shows the HICAPS interface for selecting a Medicare transaction type. At the top, it says "Select Medicare TXN" in white text on a dark blue background. Below that, there is a list of four options: "1. Fully Paid", "2. Part Paid", "3. Un-Paid", and "4. Bulk Bill". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down.

step 5a

If the **Patient** and **Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child



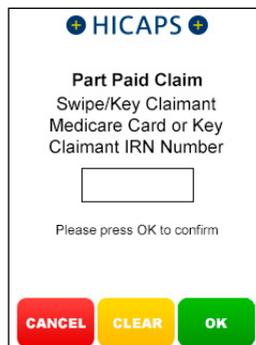
The screenshot shows the HICAPS interface for a Part Paid Claim. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, it says "Part Paid Claim" and "Is Patient and Claimant the same?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 5b

If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number



The screenshot shows the HICAPS interface for a Part Paid Claim. At the top, it says "HICAPS" with a blue plus sign on either side. Below that, it says "Part Paid Claim" and "Swipe/Key Claimant Medicare Card or Key Claimant IRN Number". There is a white rectangular input field for the Claimant IRN number. 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.

step 5c

Key Claimant IRN Number and press [OK]

Note: This step will only be shown if a Claimant card is swiped at step 5b



step 6a

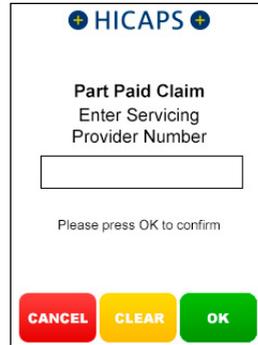
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press [SELECT], then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b



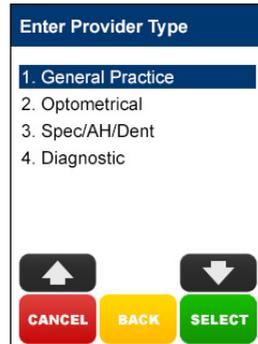
step 6b

Using the keypad, enter the **Servicing Provider Number** and press [OK]



step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press [SELECT]



step 7a

If no **Additional Claim Data** is required, press **[NO]** and go to step 8, or

If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 7b

HICAPS

Part Paid Claim

Additional Claim Data
Required?

NO YES

step 7b

Using the keypad, enter the **Account Reference Number** and press **[OK]**

*Note: Pressing the **[OK]** button without entering an Account Reference Number will bypass this step*

HICAPS

Part Paid Claim

Enter ACC Reference
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 7c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

*Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 7c will be pre populated with the payee provider number*

HICAPS

Part Paid Claim

Enter Payee Provider
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 8a

Select the **Item Number** by SCROLLING or keying the **Item Number** and pressing **[OK]** and then go to step 9.

Alternatively key an Item Number not listed and go to step 8b

HICAPS

Item Count 1 Max Item 14

Item Number -----

Please press OK to confirm

↑ ↓ CANCEL CLEAR OK

step 8b

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

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Item Number'. There is a text input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 8c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Item Description'. There is a text input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 9

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

The screenshot shows the HICAPS interface for a 'Paid Paid Claim'. The title is 'Paid Paid Claim' and the instruction is 'Enter Item Cost'. The input field contains '\$0.00'. Below the field, it says 'Please press OK to confirm'. Above the 'CANCEL', 'CLEAR', and 'OK' buttons, there are two arrow buttons: an up arrow and a down arrow.

step 10

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

The screenshot shows the HICAPS interface for a 'Paid Paid Claim'. The title is 'Paid Paid Claim' and the instruction is 'Date of Service DD/MM/YY'. The input field contains '140715'. Below the field, it says 'Please press OK to confirm'. Above the 'CANCEL', 'CLEAR', and 'OK' buttons, there are two arrow buttons: an up arrow and a down arrow.

step 11

To accept the value displayed, press **[OK]** key,
or

Key enter the correct contribution amount and then press **[OK]**

Note: If more than one item, apportion the contribution across all items

The screenshot shows the HICAPS interface for entering a patient contribution amount. At the top, it says "HICAPS" with a plus sign on either side. Below that, the title "Part Paid Claim" is followed by "Patient Contribution Amount". A text input field contains "\$0.00". Below the input field, it says "Please press OK to confirm". At the bottom, there are three rows of buttons: a grey arrow up button, a grey arrow down button, and a red "CANCEL" button; a yellow "CLEAR" button, a yellow "BACK" button, and a green "OK" button.

step 12

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 16,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 8a,
or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 13

The screenshot shows the "Extra Service?" screen. It has a blue header with the text "Extra Service?". Below the header, there is a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three rows of buttons: a grey arrow up button, a grey arrow down button, and a red "CANCEL" button; a yellow "BACK" button, a yellow "BACK" button, and a green "SELECT" button.

step 13

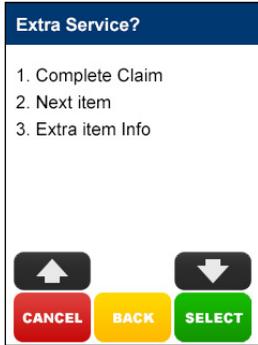
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

The screenshot shows the "Item Override Code" screen. It has a blue header with the text "Item Override Code". Below the header, there is a list of four options: "1. None", "2. AP - Not Dupl Service", "3. AO - Not Norm Aftercare", and "4. NC - Not For Comparison". At the bottom, there are three rows of buttons: a grey arrow up button, a grey arrow down button, and a red "CANCEL" button; a yellow "BACK" button, a yellow "BACK" button, and a green "SELECT" button.

step 14

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 15,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 8a



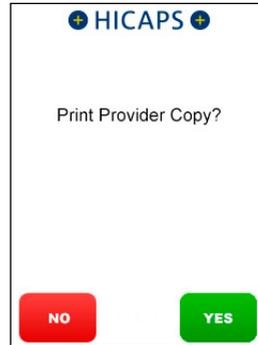
step 15

The **Submitted** screen will be displayed if the claim was successful



step 16

Press **[OK]** to print a provider's copy of the Medicare claim receipt



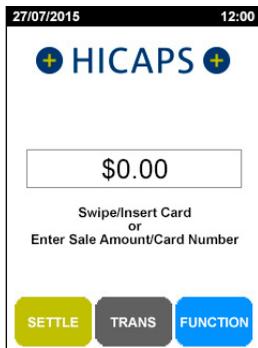
4.3 unpaid claim

Unpaid claims are performed when a claimant has not paid their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



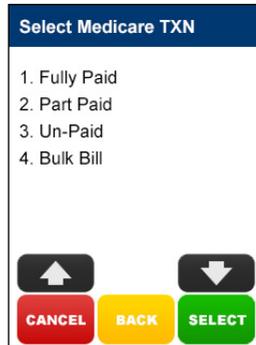
step 2

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 3

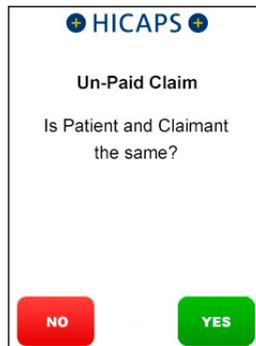
Select **3. Un-Paid** and press **[SELECT]**



step 4a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 5a, otherwise press **[NO]** and go to step 4b.

Note: *The Patient and Claimant cannot be the same if the patient is a child*



step 4b

If the **Patient and Claimant** Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 5a.

If the **Patient and Claimant** Medicare cards are different, swipe the Claimant card and go to step 4c

Note: You can also key enter the different claimant card number

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Un-Paid Claim' followed by 'Swipe/Key Claimant Medicare Card or Key Claimant IRN Number'. There is a white rectangular input field for the IRN number. 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 4c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 4b

The screenshot shows the HICAPS interface for a 'Medicare Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Medicare Claim' followed by 'Enter Claimant IRN Number'. There is a white rectangular input field for the IRN number. 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 5a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 5b

The screenshot shows the HICAPS interface for 'Select/Enter Provider'. At the top, it says 'Select/Enter Provider' in a blue header. Below that, there is a list of options: '1. Enter Provider Number', '2. Craig M', '3. Benjamin B', '4. Brett B', and '5. Scott E'. The first option is highlighted with a blue bar. Below the list, there are two arrow buttons: a grey one pointing up and a grey one pointing down. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button.

step 5b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Un-Paid Claim' followed by 'Enter Servicing Provider Number'. There is a white rectangular input field for the provider number. 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 5c

Select the **Provider Type** that matches the servicing provider number entered in step 5b, and press **[SELECT]**

Enter Provider Type

1. General Practice
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic

CANCEL BACK SELECT

step 6a

If no **Additional Claim Data** is required, press **[NO]** and go to step 7, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b

HICAPS

Un-Paid Claim

Additional Claim Data
Required?

NO YES

step 6b

Using the keypad, enter the **Account Reference Number** and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step*

HICAPS

Un-Paid Claim

Enter ACC Reference
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 6c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

*Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number*

HICAPS

Un-Paid Claim

Enter Payee Provider
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 7a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 8.

Alternatively key an Item not listed and go to step 7b



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Item Count 1" and "Max Item 14". There is a label "Item Number" followed by a series of dashes "-----". At the bottom, there is a prompt "Please press OK to confirm". Below the prompt are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down respectively.

step 7b

Enter the **Item Number** and press **[OK]**

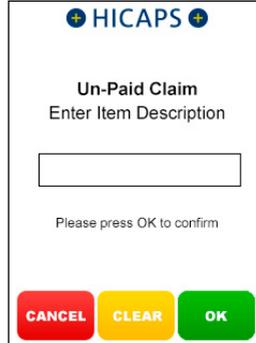


The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Un-Paid Claim" and "Enter Item Number". There is a text input field. At the bottom, there is a prompt "Please press OK to confirm". Below the prompt are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 7c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

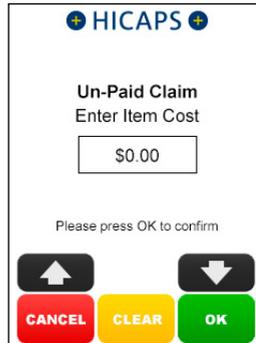
Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Un-Paid Claim" and "Enter Item Description". There is a text input field. At the bottom, there is a prompt "Please press OK to confirm". Below the prompt are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 8

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost



The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Un-Paid Claim" and "Enter Item Cost". There is a text input field containing "\$0.00". At the bottom, there is a prompt "Please press OK to confirm". Below the prompt are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button. Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down respectively.

step 9

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

HICAPS

Un-Paid Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

CANCEL CLEAR OK

step 11

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 10

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 14,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 11

Extra Service?

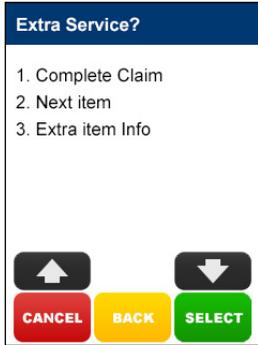
1. Complete Claim
2. Next item
3. Extra item Info

CANCEL BACK SELECT

step 12

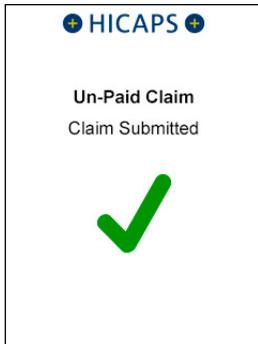
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 13,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a



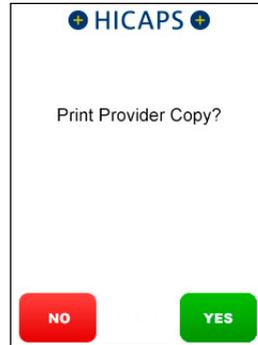
step 13

The **Submitted** screen will be displayed if the claim was successful



step 14

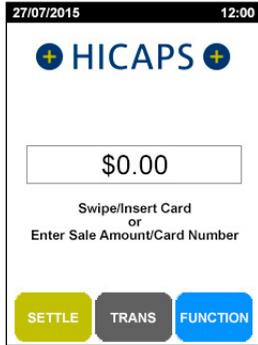
Press **[OK]** to print a provider's copy of the Medicare claim receipt



4.4 bulk bill claim

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



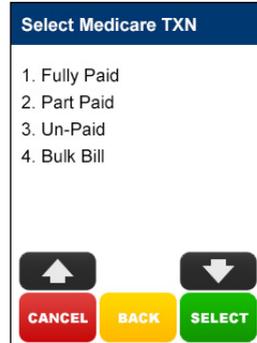
step 2

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 3

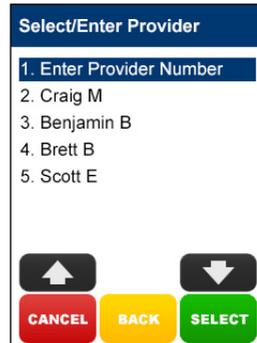
Select **4. Bulk Bill** and press **[SELECT]**



step 4a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 4b



step 4b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter Servicing Provider Number". There is a white rectangular input field for the provider number. 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.

step 4c

Select the **Provider Type** that matches the servicing provider number entered in step 4b, and press **[SELECT]**

The screenshot shows the HICAPS interface for "Enter Provider Type". The title bar says "Enter Provider Type". Below the title bar, there is a list of four options: "1. General Practice", "2. Optometrical", "3. Spec/AH/Dent", and "4. Diagnostic". The first option, "1. General Practice", is highlighted with a blue background. Below the list, there are two arrow buttons: a black button with a white up arrow and a black button with a white down arrow. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button.

step 5a

If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Additional Claim Data Required?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 5b

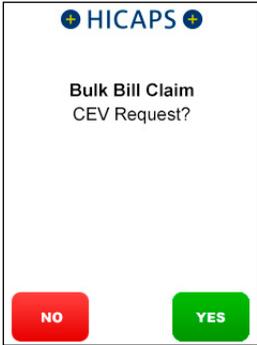
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) step 5b will be pre populated with the payee provider number

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter Payee Provider Number (Optional)". There is a white rectangular input field for the payee provider number. 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.

step 6

To check concession status press **[YES]** button, or press **[NO]** to continue without checking concession status



step 7a

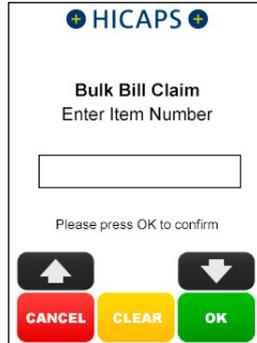
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 8.

Alternatively key an Item not listed and go to step 7b



step 7b

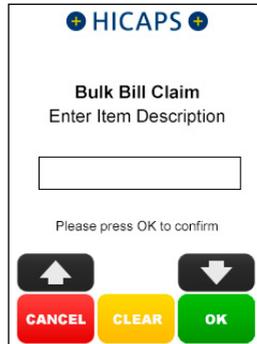
Enter the **Item Number** and press **[OK]**



step 7c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*



step 8

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

HICAPS

Bulk Bill Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

CANCEL CLEAR OK

step 10

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

Item Override Code

1. None
2. AP - Not Dupl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

CANCEL BACK SELECT

step 9

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 13,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 10

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

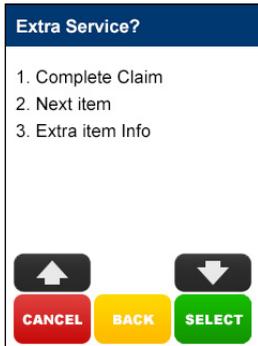
CANCEL BACK SELECT

step 11

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 12,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a

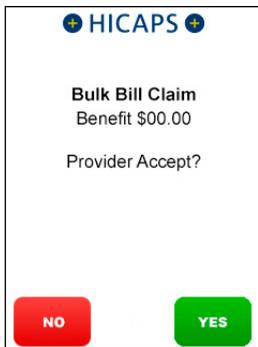
Note: For step 12 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not



step 12a

Response when **CEV is not requested**

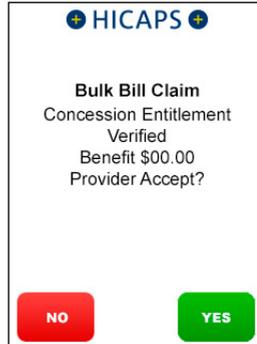
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



step 12b

Response when **Concession Entitlement Verified**

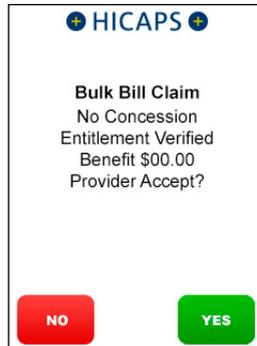
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



step 12c

Response when the **Patient does not have concession entitlement**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



step 13

Hand the terminal to the Patient and ask them to press the **[YES]** button to assign the benefit to you or press the **[NO]** button to decline the assignment of the benefit



The screenshot shows a terminal screen with the HICAPS logo at the top. The main text reads "Bulk Bill Claim Assign Benefit to Provider?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

step 14

Press **[YES]** to print a provider's copy of the Medicare claim receipt



The screenshot shows a terminal screen with the HICAPS logo at the top. The main text reads "Bulk Bill Claim Print Provider Copy?". At the bottom, there are two buttons: a red "NO" button on the left and a green "YES" button on the right.

5. DIAGNOSTIC CLAIMS

5.1 fully paid claim

Fully Paid claims are performed when a patient or claimant has paid for their account in full with their health professional.

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

Note: This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)

To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish



step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**

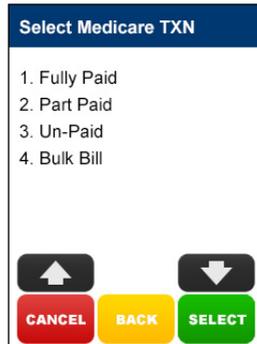


step 4

Select 1. **Fully Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types 3.

Un-Paid and 4. **Bulk Billed** will be displayed



step 5a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child

HICAPS

Fully Paid Claim

Is Patient and Claimant the same?

NO YES

step 5b

If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number

HICAPS

Fully Paid Claim

Swipe/Key Claimant Medicare Card or Key Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 5c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 5b

HICAPS

Medicare Claim

Enter Claimant IRN Number

Please press OK to confirm

CANCEL CLEAR OK

step 6a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b

Select/Enter Provider

1. Enter Provider Number

2. Craig M

3. Benjamin B

4. Brett B

5. Scott E

CANCEL BACK SELECT

step 6b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

A screenshot of a mobile application interface. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Fully Paid Claim' and 'Enter Servicing Provider Number'. There is a white rectangular input field. 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.

step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

A screenshot of a mobile application interface. The title bar at the top says 'Enter Provider Type'. Below the title bar is a list of four options: '1. General Practice', '2. Optometrical', '3. Spec/AH/Dent', and '4. Diagnostic'. The first option, '1. General Practice', is highlighted with a dark blue background. Below the list are two arrow buttons: a grey one with an upward arrow and a grey one with a downward arrow. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button.

step 7

Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

*Note: If no requesting provider number is required press **[OK]** to go to step 10*

A screenshot of a mobile application interface. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Fully Paid Claim' and 'Enter Requesting Provider Number'. There is a white rectangular input field. 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.

step 8

Using the keypad, enter the **Request Date** and press **[OK]**

A screenshot of a mobile application interface. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Fully Paid Claim' and 'Enter Request Date DD/MM/YY'. There is a white rectangular input field. 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.

step 9

Select the **Requesting Override Code** and press **[SELECT]**

Requesting Override Code

1. N - Not Applicable
2. L - Lost
3. E - Emergency

CANCEL BACK SELECT

step 10a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11

Alternatively key an Item Number not listed and go to step 10b

HICAPS

Item Count 1 Max Item 14

Item Number -----

Please press OK to confirm

CANCEL CLEAR OK

step 10b

Enter the **Item Number** and press **[OK]**

HICAPS

Fully Paid Claim

Enter Item Number

Please press OK to confirm

CANCEL CLEAR OK

step 10c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

HICAPS

Fully Paid Claim

Enter Item Description

Please press OK to confirm

CANCEL CLEAR OK

step 11

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

+ HICAPS +

Fully Paid Claim
Enter Item Cost

\$0.00

Please press OK to confirm

CANCEL CLEAR OK

step 12

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

+ HICAPS +

Fully Paid Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

CANCEL CLEAR OK

step 13

Using the keypad, enter the **LSPN** and press **[OK]**

+ HICAPS +

Fully Paid Claim
Enter LSPN Number

Please press OK to confirm

CANCEL CLEAR OK

step 14

Press the **[YES]** key for the same **LSPN** for all items

+ HICAPS +

Fully Paid Claim
is LSPN same
for All Items?

NO YES

step 15

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 16

The screenshot shows a menu titled "Extra Service?" with three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). Above the buttons are two arrow buttons: a left-pointing arrow and a right-pointing arrow.

step 16

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

This screenshot is identical to the one for step 15, showing the "Extra Service?" menu with options "1. Complete Claim", "2. Next item", and "3. Extra item Info", and buttons "CANCEL", "BACK", "SELECT" and arrow keys.

step 17

Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step

The screenshot shows a menu titled "Self Deemed Code" with three options: "1. N - None", "2. SD - Self Deemed", and "3. SS - Subs Service". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). Above the buttons are two arrow buttons: a left-pointing arrow and a right-pointing arrow.

step 18

Using the keypad, enter the **Equipment Number** and press **[OK]**

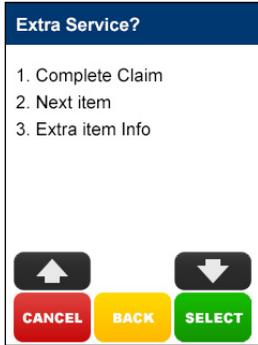
Note: Pressing the [OK] key only will bypass this step

The screenshot shows a screen titled "HICAPS" with the text "Fully Paid Claim" and "Enter Equipment Number". Below this is a text input field. At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Below the input field, it says "Please press OK to confirm".

step 19

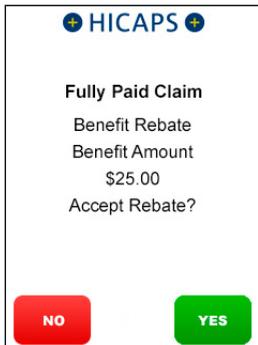
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20, or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a



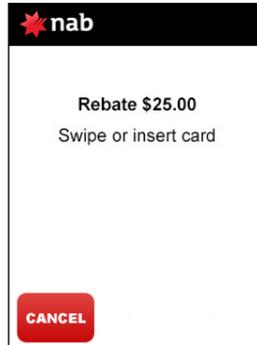
step 20

Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate.



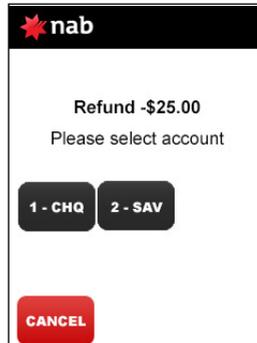
step 21a

The Claimant will then need to **Swipe** or **Insert** their **Debit card**



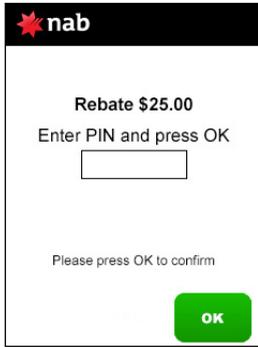
step 21b

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 - CHQ, 2 - SAV



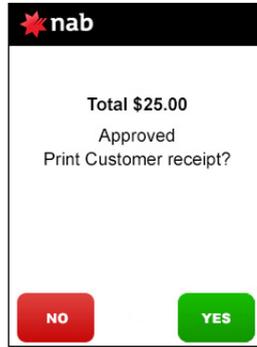
step 21c

The cardholder is required to key **enter their PIN** and press **[OK]**



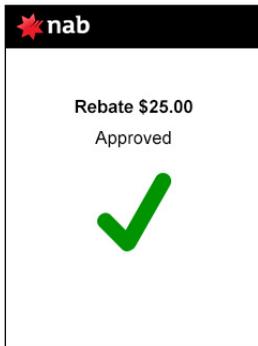
step 23

Press **[YES]** to print a customer receipt for the medicare and eftpos transactions



step 22

The Approved screen will be displayed if the rebate was successful



5.2 part paid claim

Part Paid claims are performed when a claimant has paid a partial contribution toward the full settlement of their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

Part paid claim

step 1

After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

Note: This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)

To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish



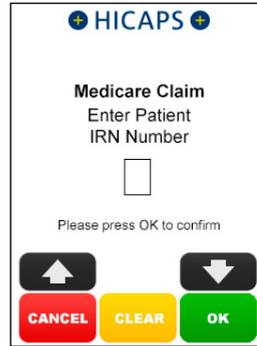
step 2

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



step 3

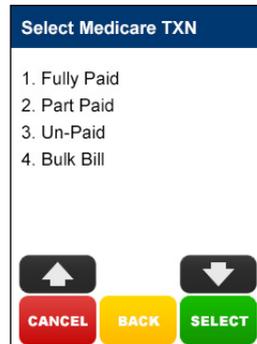
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

Select **2. Part Paid** and press **[SELECT]**

Note: If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed



step 5a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

Note: The Patient and Claimant cannot be the same if the patient is a child

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the question is 'Is Patient and Claimant the same?'. There are two buttons at the bottom: a red 'NO' button and a green 'YES' button.

step 5b

If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

Note: You can also key enter the different claimant card number

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Swipe/Key Claimant Medicare Card or Key Claimant IRN Number'. There is a text input field for the IRN number. Below the field is the text 'Please press OK to confirm'. At the bottom are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 5c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 5b

The screenshot shows the HICAPS interface for a 'Medicare Claim'. The title is 'Medicare Claim' and the instruction is 'Enter Claimant IRN Number'. There is a text input field for the IRN number. Below the field is the text 'Please press OK to confirm'. At the bottom are three buttons: a red 'CANCEL' button, a yellow 'CLEAR' button, and a green 'OK' button.

step 6a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 6b

The screenshot shows the HICAPS interface for 'Select/Enter Provider'. The title is 'Select/Enter Provider'. There is a list of options: '1. Enter Provider Number', '2. Craig M', '3. Benjamin B', '4. Brett B', and '5. Scott E'. The first option is highlighted. Below the list are two arrow buttons (up and down) and three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button.

step 6b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

The screenshot shows the HICAPS interface for step 6b. At the top, it says 'HICAPS'. Below that, it says 'Part Paid Claim' and 'Enter Servicing Provider Number'. There is a text input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 6c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

The screenshot shows the HICAPS interface for step 6c. The title is 'Enter Provider Type'. Below the title is a list of options: '1. General Practice', '2. Optometrical', '3. Spec/AH/Dent', and '4. Diagnostic'. The first option is highlighted. At the bottom, there are three buttons: 'CANCEL' (red), 'BACK' (yellow), and 'SELECT' (green). There are also up and down arrow buttons above the 'BACK' and 'SELECT' buttons.

step 7a

If no **Additional Claim Data** is required, press **[NO]** and go to step 8, or

If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 7b

The screenshot shows the HICAPS interface for step 7a. At the top, it says 'HICAPS'. Below that, it says 'Part Paid Claim' and 'Additional Claim Data Required?'. At the bottom, there are two buttons: 'NO' (red) and 'YES' (green).

step 7b

Using the keypad, enter the **Account Reference Number** and press **[OK]**

Note: Pressing the **[OK]** button without entering an **Account Reference Number** will bypass this step

The screenshot shows the HICAPS interface for step 7b. At the top, it says 'HICAPS'. Below that, it says 'Part Paid Claim' and 'Enter ACC Reference Number (Optional)'. There is a text input field. Below the field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 7c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: Pressing the **[OK]** button without entering an **Payee Provider Number** will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 7c will be pre populated with the payee provider number

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Payee Provider Number (Optional)'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 8

Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

Note: If no requesting provider number is required press **[OK]** and go to step 10

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Requesting Provider Number'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 9

Using the keypad, enter the **Request Date** and press **[OK]**

The screenshot shows the HICAPS interface for a 'Part Paid Claim'. The title is 'Part Paid Claim' and the instruction is 'Enter Request Date DD/MM/YY'. There is a text input field below the instruction. Below the input field, it says 'Please press OK to confirm'. At the bottom, there are three buttons: 'CANCEL' (red), 'CLEAR' (yellow), and 'OK' (green).

step 10

Select the **Requesting Override Code** and press **[SELECT]**

The screenshot shows the HICAPS interface for 'Requesting Override Code'. The title is 'Requesting Override Code'. There is a list of options: '1. N - Not Applicable', '2. L - Lost', and '3. E - Emergency'. Below the list, there are two arrow buttons (up and down) and three buttons: 'CANCEL' (red), 'BACK' (yellow), and 'SELECT' (green).

step 11a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 12.

Alternatively key an Item Number not listed and go to step 11b

HICAPS

Item Count 1 Max Item 14

Item Number -----

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 11b

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

HICAPS

Part Paid Claim

Enter Item Number

Please press OK to confirm

CANCEL CLEAR OK

step 11c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

HICAPS

Part Paid Claim

Enter Item Description

Please press OK to confirm

CANCEL CLEAR OK

step 12

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

HICAPS

Paid Paid Claim

Enter Item Cost

\$0.00

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 13

Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK]

+ HICAPS +

Paid Paid Claim
Date of Service
DD/MM/YY

140715

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 14

Using the keypad, enter the **LSPN** and press [OK]

+ HICAPS +

Part Paid Claim
Enter LSPN Number

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 15

Press the [YES] key for the same **LSPN** for all items

+ HICAPS +

Part Paid Claim
is LSPN same
for All Items?

NO YES

step 16

To accept the value displayed, press [OK] key or

Key enter the correct contribution amount and then press [OK]

Note: *If more than one item, apportion the contribution across all items.*

+ HICAPS +

Part Paid Claim
Patient Contribution
Amount

\$0.00

Please press OK to confirm

↑ ↓

CANCEL CLEAR OK

step 17

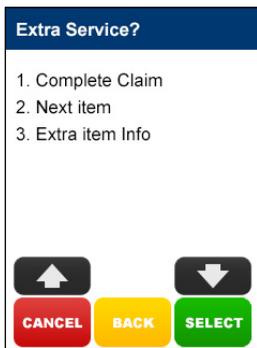
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 22,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,

or

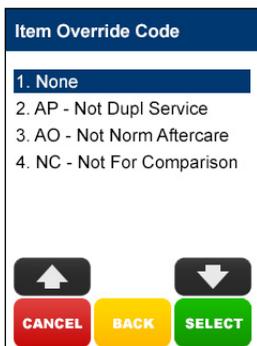
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 18



The screenshot shows a screen titled "Extra Service?". It contains a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down respectively.

step 18

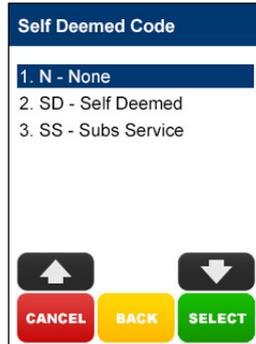
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



The screenshot shows a screen titled "Item Override Code". It contains a list of four options: "1. None", "2. AP - Not Dupl Service", "3. AO - Not Norm Aftercare", and "4. NC - Not For Comparison". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down respectively.

step 19

Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step

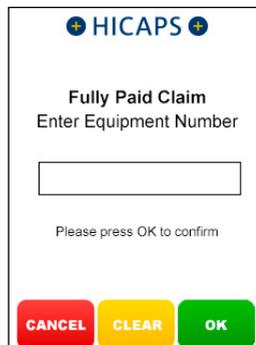


The screenshot shows a screen titled "Self Deemed Code". It contains a list of three options: "1. N - None", "2. SD - Self Deemed", and "3. SS - Subs Service". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "CANCEL" and "SELECT" buttons are two black buttons with white arrows pointing up and down respectively.

step 20

Using the keypad, enter the **Equipment Number** and press **[OK]**

Note: Pressing the [OK] key only will bypass this step

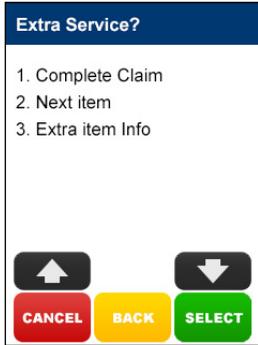


The screenshot shows a screen titled "Fully Paid Claim" with the HICAPS logo at the top. Below the title, it says "Enter Equipment Number" and there is a text input field. Below the input field, it says "Please press OK to confirm". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 21

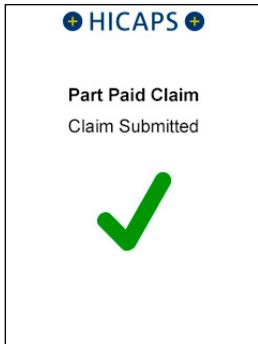
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 22,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a



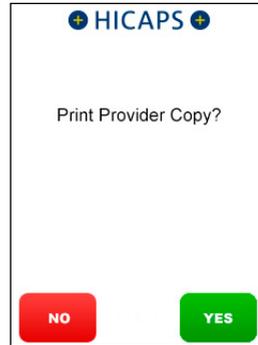
step 22

The **Submitted** screen will be displayed if the claim was successful



step 23

Press **[OK]** to print a provider's copy of the Medicare claim receipt



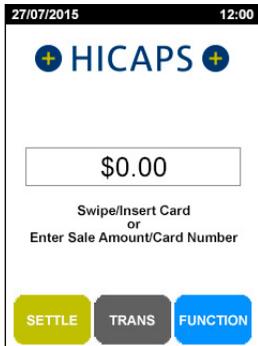
5.3 unpaid claim

Unpaid claims are performed when a claimant has not paid their account.

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



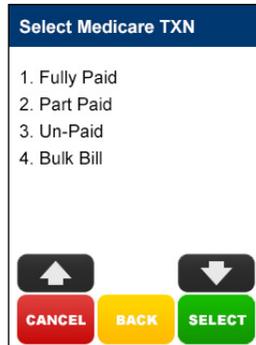
step 2

Key the **Patient IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 3

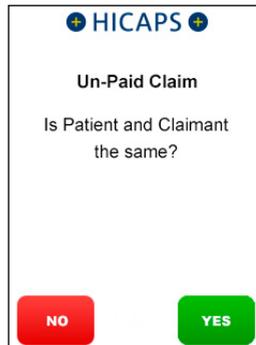
Select **3. Un-Paid** and press **[SELECT]**



step 4a

If the **Patient and Claimant** are the same person, press **[YES]** and go to step 5a, otherwise press **[NO]** and go to step 4b.

Note: *The Patient and Claimant cannot be the same if the patient is a child*



step 4b

If the **Patient and Claimant** Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 5a.

If the **Patient and Claimant** Medicare cards are different, swipe the Claimant card and go to step 4c

Note: You can also key enter the different claimant card number

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Un-Paid Claim' followed by 'Swipe/Key Claimant Medicare Card or Key Claimant IRN Number'. There is a white rectangular input field for the IRN number. 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 4c

Key Claimant IRN Number and press **[OK]**

Note: This step will only be shown if a Claimant card is swiped at step 4b

The screenshot shows the HICAPS interface for a 'Medicare Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Medicare Claim' followed by 'Enter Claimant IRN Number'. There is a white rectangular input field for the IRN number. 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 5a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 5b

The screenshot shows the HICAPS interface for 'Select/Enter Provider'. At the top, it says 'Select/Enter Provider' in a blue header. Below that, there is a list of options: '1. Enter Provider Number', '2. Craig M', '3. Benjamin B', '4. Brett B', and '5. Scott E'. The first option is highlighted with a blue bar. Below the list, there are two arrow buttons: a grey up arrow and a grey down arrow. At the bottom, there are three buttons: a red 'CANCEL' button, a yellow 'BACK' button, and a green 'SELECT' button.

step 5b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

The screenshot shows the HICAPS interface for an 'Un-Paid Claim'. At the top, it says 'HICAPS' with a blue plus sign on either side. Below that, the text reads 'Un-Paid Claim' followed by 'Enter Servicing Provider Number'. There is a white rectangular input field for the provider number. 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 5c

Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

Enter Provider Type

1. General Practice
2. Optometrical
3. Spec/AH/Dent
4. Diagnostic

CANCEL BACK SELECT

step 6a

If no **Additional Claim Data** is required, press **[NO]** and go to step 7, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b

HICAPS

Un-Paid Claim

Additional Claim Data
Required?

NO YES

step 6b

Using the keypad, enter the **Account Reference Number** and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step*

HICAPS

Un-Paid Claim

Enter ACC Reference
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 6c

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

*Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number*

HICAPS

Un-Paid Claim

Enter Payee Provider
Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK

step 7

Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

*Note: If no requesting provider number is required press **[OK]** to go to step 10*

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Enter Requesting Provider Number". Below the text is a white rectangular input field. Underneath the field, it says "Please press OK to confirm". At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 8

Using the keypad, enter the **Request Date** and press **[OK]**

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Enter Request Date DD/MM/YY". Below the text is a white rectangular input field. Underneath the field, it says "Please press OK to confirm". At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 9

Select the **Request Override Code** and press **[SELECT]**

The screenshot shows the "Requesting Override Code" screen with a list of options: "1. N - Not Applicable", "2. L - Lost", and "3. E - Emergency". The first option is highlighted in blue. Below the list are two black arrow buttons (up and down) and three colored buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button.

step 10a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11.

Alternatively key an Item not listed and go to step 10b

The screenshot shows the HICAPS interface with the title "Item Count 1" and "Max Item 14". Below this is the text "Item Number" followed by a dashed line "----". Underneath, it says "Please press OK to confirm". At the bottom of the screen are two black arrow buttons (up and down) and three colored buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 10b

Enter the **Item Number** and press **[OK]**

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Enter Item Number". Below the instruction is an empty text input field. Underneath the field is the text "Please press OK to confirm". At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 10c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

Note: Pressing the [OK] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Enter Item Description". Below the instruction is an empty text input field. Underneath the field is the text "Please press OK to confirm". At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 11

Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Enter Item Cost". Below the instruction is a text input field containing the value "S0.00". Underneath the field is the text "Please press OK to confirm". Above the "CANCEL", "CLEAR", and "OK" buttons are two black buttons with white arrows: an upward-pointing arrow and a downward-pointing arrow. At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 12

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

The screenshot shows the HICAPS interface with the title "Un-Paid Claim" and the instruction "Date of Service DD/MM/YY". Below the instruction is a text input field containing the value "140715". Underneath the field is the text "Please press OK to confirm". Above the "CANCEL", "CLEAR", and "OK" buttons are two black buttons with white arrows: an upward-pointing arrow and a downward-pointing arrow. At the bottom of the screen are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 13

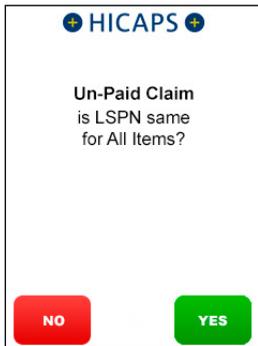
Using the keypad, enter the **LSPN** and press **[OK]**



The screenshot shows the HICAPS interface for an Un-Paid Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Un-Paid Claim" and "Enter LSPN Number". There is a rectangular input field for the LSPN number. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 14

Press the **[YES]** key for the same **LSPN** for all items



The screenshot shows the HICAPS interface for an Un-Paid Claim confirmation. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Un-Paid Claim" and "is LSPN same for All Items?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 15

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,

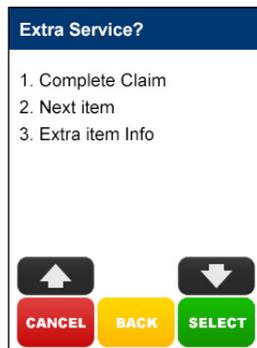
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code

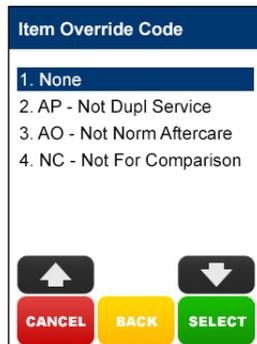
and/or Self Deemed Code are required for the item already entered, and go to step 16



The screenshot shows the HICAPS interface for an Extra Service? screen. At the top, it says "Extra Service?". Below that, there is a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). There are also two arrow buttons (up and down) above the "CANCEL", "BACK", and "SELECT" buttons.

step 16

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



The screenshot shows the HICAPS interface for an Item Override Code screen. At the top, it says "Item Override Code". Below that, there is a list of four options: "1. None", "2. AP - Not Dupl Service", "3. AO - Not Norm Aftercare", and "4. NC - Not For Comparison". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). There are also two arrow buttons (up and down) above the "CANCEL", "BACK", and "SELECT" buttons.

step 17

Select the **Self Deemed Code** and press **[SELECT]** or select 1. None to bypass this step

Self Deemed Code

1. N - None
2. SD - Self Deemed
3. SS - Subs Service

↑ ↓

CANCEL BACK SELECT

step 18

Using the keypad, enter the **Equipment Number** and press **[OK]**

Note: Pressing the **[OK]** key only will bypass this step.

HICAPS

Un-Paid Claim

Enter Equipment Number

Please press OK to confirm

CANCEL CLEAR OK

step 19

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,

or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

Extra Service?

1. Complete Claim
2. Next item
3. Extra item Info

↑ ↓

CANCEL BACK SELECT

step 20

The **Submitted** screen will be displayed if the claim was successful

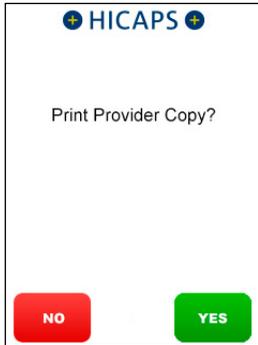
HICAPS

Un-Paid Claim

Claim Submitted

step 21

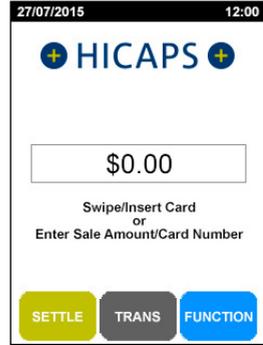
Press **[OK]** to print a provider's copy of the Medicare claim receipt



5.4 bulk bill claim

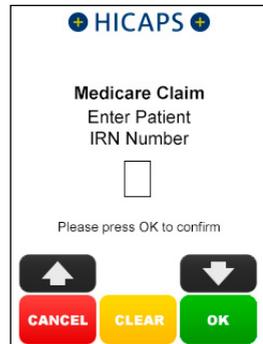
step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



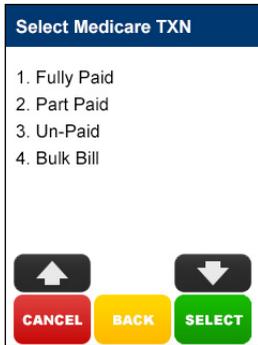
step 2

Key the **Patient IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 3

Select **4. Bulk Bill** and press **[SELECT]**



The screenshot shows a screen titled "Select Medicare TXN" with a list of four options: 1. Fully Paid, 2. Part Paid, 3. Un-Paid, and 4. Bulk Bill. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 4a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 4b



The screenshot shows a screen titled "Select/Enter Provider" with a list of five options: 1. Enter Provider Number, 2. Craig M, 3. Benjamin B, 4. Brett B, and 5. Scott E. The first option is highlighted. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 4b

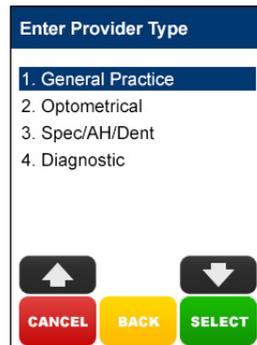
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**



The screenshot shows a screen titled "Bulk Bill Claim" with the HICAPS logo at the top. Below the logo, it says "Bulk Bill Claim" and "Enter Servicing Provider Number". There is a text input field for the provider number. 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.

step 4c

Select the **Provider Type** that matches the servicing provider number entered in step 4b, and press **[SELECT]**



The screenshot shows a screen titled "Enter Provider Type" with a list of four options: 1. General Practice, 2. Optometrical, 3. Spec/AH/Dent, and 4. Diagnostic. The first option is highlighted. At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two black buttons with white arrows pointing up and down.

step 5a

If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or

If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it reads "Bulk Bill Claim" and "Additional Claim Data Required?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 5b

Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) step 5b will be pre populated with the payee provider number

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it reads "Bulk Bill Claim" and "Enter Payee Provider Number (Optional)". There is a text input field below the text. 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.

step 6

To check concession status press **[YES]** button, or press **[NO]** to continue without checking concession status

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it reads "Bulk Bill Claim" and "CEV Request?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 7

Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

Note: If no requesting provider number is required press **[OK]** to go to step 9

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it reads "Bulk Bill Claim" and "Enter Requesting Provider Number". There is a text input field below the text. 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.

step 8

Using the keypad, enter the **Request Date** and press **[OK]**

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter Request Date DD/MM/YY". There is a text input field for the date. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 9

Select the **Request Override Code** and press **[SELECT]**

The screenshot shows the HICAPS interface for "Requesting Override Code". The title bar says "Requesting Override Code". Below that, there is a list of options: "1. N - Not Applicable", "2. L - Lost", and "3. E - Emergency". The first option is highlighted. At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). There are also up and down arrow buttons above the "CANCEL" and "SELECT" buttons respectively.

step 10a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11.

Alternatively key an Item not listed and go to step 10b

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter Item Number". There is a text input field for the item number. Above the input field, it says "Item Count 1" and "Max Item 14". Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). There are also up and down arrow buttons above the "CANCEL" and "OK" buttons respectively.

step 10b

Enter the **Item Number** and press **[OK]**

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter Item Number". There is a text input field for the item number. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). There are also up and down arrow buttons above the "CANCEL" and "OK" buttons respectively.

step 10c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

The screenshot shows the HICAPS interface for entering an item description. At the top, the HICAPS logo is displayed. Below it, the text reads "Bulk Bill Claim" and "Enter Item Description". A text input field is present but empty. Below the input field, the instruction "Please press OK to confirm" is shown. At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down, respectively.

step 11

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

The screenshot shows the HICAPS interface for entering a date of service. At the top, the HICAPS logo is displayed. Below it, the text reads "Bulk Bill Claim" and "Date of Service DD/MM/YY". A text input field contains the value "140715". Below the input field, the instruction "Please press OK to confirm" is shown. At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above the "CANCEL" and "OK" buttons are two black buttons with white arrows pointing up and down, respectively.

step 12

Using the keypad, enter the **LSPN** and press **[OK]**

The screenshot shows the HICAPS interface for entering an LSPN number. At the top, the HICAPS logo is displayed. Below it, the text reads "Bulk Bill Claim" and "Enter LSPN Number". A text input field is present but empty. Below the input field, the instruction "Please press OK to confirm" is shown. At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 13

Press the **[YES]** key for the same **LSPN** for all items.

The screenshot shows the HICAPS interface for confirming the LSPN. At the top, the HICAPS logo is displayed. Below it, the text reads "Bulk Bill Claim" and "is LSPN same for All Items?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 14

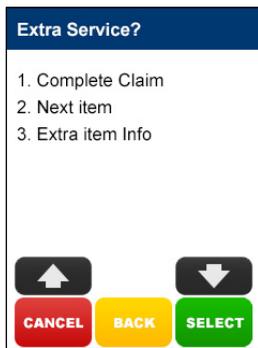
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 19,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,

or

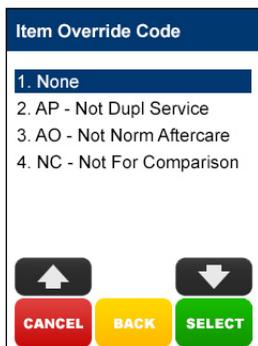
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 15



The screenshot shows a screen titled "Extra Service?". It contains a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above these buttons are two black buttons with white arrows: an upward arrow on the left and a downward arrow on the right.

step 15

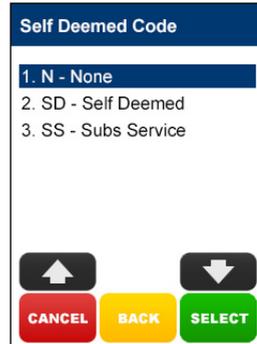
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



The screenshot shows a screen titled "Item Override Code". It contains a list of four options: "1. None", "2. AP - Not Dupl Service", "3. AO - Not Norm Aftercare", and "4. NC - Not For Comparison". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above these buttons are two black buttons with white arrows: an upward arrow on the left and a downward arrow on the right.

step 16

Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step

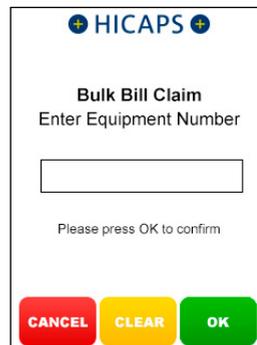


The screenshot shows a screen titled "Self Deemed Code". It contains a list of three options: "1. N - None", "2. SD - Self Deemed", and "3. SS - Subs Service". At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above these buttons are two black buttons with white arrows: an upward arrow on the left and a downward arrow on the right.

step 17

Using the keypad, enter the **Equipment Number** and press **[OK]**

*Note: Pressing the **[OK]** key only will bypass this step*



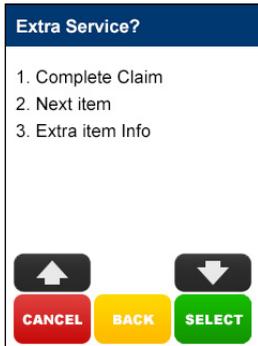
The screenshot shows a screen titled "Bulk Bill Claim" with the subtitle "Enter Equipment Number". At the top, there is a logo for "HICAPS" with a blue plus sign on either side. Below the subtitle is a white rectangular input field. Underneath the input field, the text "Please press OK to confirm" is displayed. At the bottom of the screen, there are three buttons: a red "CANCEL" button, a yellow "CLEAR" button, and a green "OK" button.

step 18

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 19,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

Note: for step 19 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not.

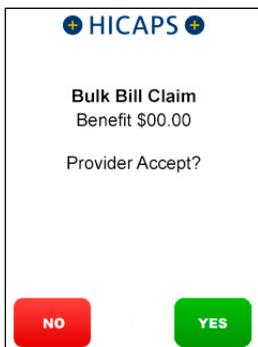


The screenshot shows a menu titled "Extra Service?" with three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: a red "CANCEL" button, a yellow "BACK" button, and a green "SELECT" button. Above the "SELECT" button are two grey buttons with up and down arrows.

step 19a

Response when **CEV is not requested**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction

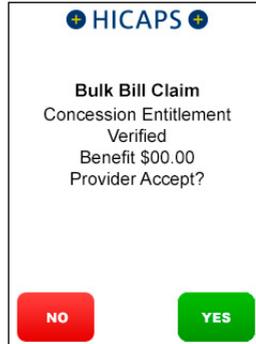


The screenshot shows a screen with the HICAPS logo at the top. The text reads: "Bulk Bill Claim", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 19b

Response when **Concession Entitlement Verified**.

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



The screenshot shows a screen with the HICAPS logo at the top. The text reads: "Bulk Bill Claim", "Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 19c

Response when the **Patient does not have concession entitlement**.

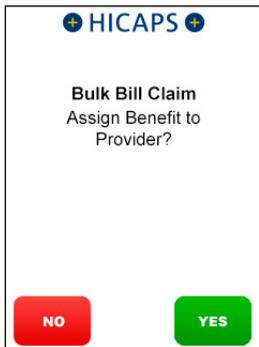
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



The screenshot shows a screen with the HICAPS logo at the top. The text reads: "Bulk Bill Claim", "No Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: a red "NO" button and a green "YES" button.

step 20

Hand the terminal to the Patient and ask them to press the **[YES]** key to assign the benefit to you or press the **[CLEAR]** key to decline the assignment of the benefit



step 21

Press **[YES]** to print a provider's copy of the Medicare claim receipt.

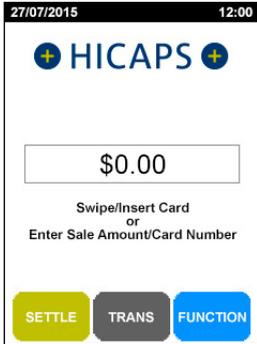


6. PATHOLOGY CLAIMS

6.1 bulk bill claim

step 1

Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



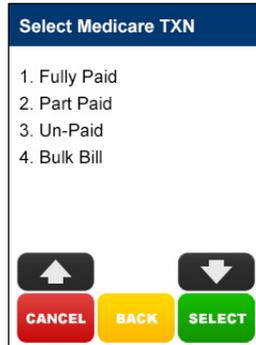
step 2

Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 3

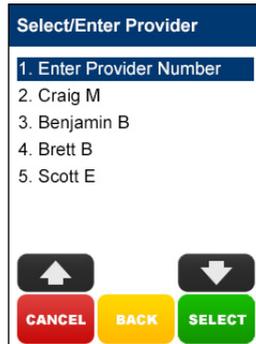
Select **4. Bulk Bill** and press **[SELECT]**



step 4a

Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

To manually key in a servicing provider number, select **1. Enter Provider Number** and go to step 4b



step 4b

Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it says 'Bulk Bill Claim' and 'Enter Servicing Provider Number'. There is a white rectangular input field for the number. 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.

step 4c

Select the **Provider Type** that matches the servicing provider number entered in step 4b, and press **[SELECT]**

The screenshot shows the HICAPS interface for entering the provider type. The title is 'Enter Provider Type'. Below the title is a list of four options: '1. General Practice', '2. Optometrical', '3. Spec/AH/Dent', and '4. Diagnostic'. The first option, '1. General Practice', 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 'SELECT' button are two black buttons with white arrows pointing up and down.

step 5a

If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or

If an **Account Reference Number** and/or Payee **Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it says 'Bulk Bill Claim' and 'Additional Claim Data Required?'. At the bottom, there are two buttons: a red 'NO' button and a green 'YES' button.

step 5b

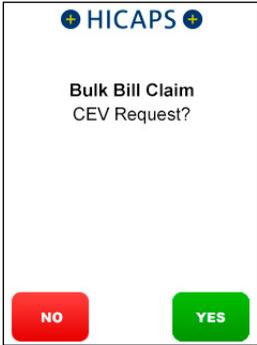
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) then step 5b will be pre populated with the payee provider number

The screenshot shows the HICAPS interface for a Bulk Bill Claim. At the top, it says 'HICAPS' with a plus sign on either side. Below that, it says 'Bulk Bill Claim' and 'Enter Payee Provider Number (Optional)'. There is a white rectangular input field for the number. 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.

step 6

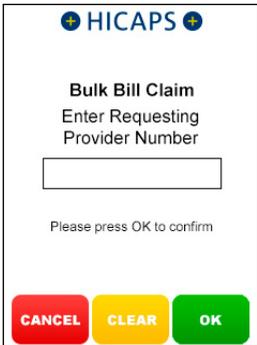
To check concession status, press the **[YES]** button, or press **[NO]** to continue without checking concession status



step 7

Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

*Note: If no requesting provider number is required press **[OK]** to go to step 9*



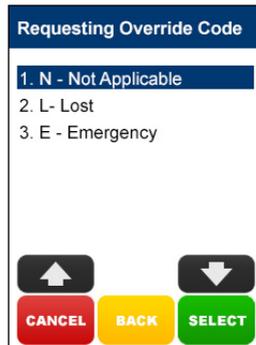
step 8

Using the keypad, enter the **Request Date** and press **[OK]**



step 9

Select the **Request Override Code** and press **[SELECT]**



step 10a

Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11.

Alternatively key an Item not listed and go to step 10b

The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Item Count 1" and "Max Item 14". There is a label "Item Number" followed by a dashed line "-----". At the bottom, there is a prompt "Please press OK to confirm" and three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above these buttons are two black buttons with white arrows pointing up and down.

step 10b

Enter the **Item Number** and press **[OK]**

The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Bulk Bill Claim" and "Enter Item Number". There is a text input field. At the bottom, there is a prompt "Please press OK to confirm" and three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above these buttons are two black buttons with white arrows pointing up and down.

step 10c

Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

***Note:** Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*

The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Bulk Bill Claim" and "Enter Item Description". There is a text input field. At the bottom, there is a prompt "Please press OK to confirm" and three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above these buttons are two black buttons with white arrows pointing up and down.

step 11

Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

The screenshot shows the HICAPS interface. At the top, it says "HICAPS" with a plus sign on either side. Below that, it displays "Bulk Bill Claim" and "Date of Service DD/MM/YY". There is a text input field containing "140715". At the bottom, there is a prompt "Please press OK to confirm" and three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green). Above these buttons are two black buttons with white arrows pointing up and down.

step 12

Using the keypad, enter the **SCP Number** and press **[OK]**

The screenshot shows the HICAPS interface for entering an SCP Number. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Enter SCP Number". There is a rectangular input field for the number. Below the input field, it says "Please press OK to confirm". At the bottom, there are three buttons: "CANCEL" (red), "CLEAR" (yellow), and "OK" (green).

step 13

Press the **[YES]** key for the same **SCP Number** for all items

The screenshot shows the HICAPS interface asking if the SCP is the same for all items. At the top, it says "HICAPS" with a plus sign on either side. Below that, it says "Bulk Bill Claim" and "Is SCP same for All Items?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 14

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 17,

or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,

or

Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 15

The screenshot shows the "Extra Service?" menu. It has a blue header with the text "Extra Service?". Below the header, there is a list of three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). Above the "CANCEL" and "SELECT" buttons are two grey buttons with white arrows pointing up and down respectively.

step 15

Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

The screenshot shows the "Item Override Code" menu. It has a blue header with the text "Item Override Code". Below the header, there is a list of four options: "1. None", "2. AP - Not Dupl Service", "3. AO - Not Norm Aftercare", and "4. NC - Not For Comparison". The "1. None" option is highlighted with a blue background. At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). Above the "CANCEL" and "SELECT" buttons are two grey buttons with white arrows pointing up and down respectively.

step 16

Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 17,
or

Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

Note: for step 17 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not

The screenshot shows a menu titled "Extra Service?" with three options: "1. Complete Claim", "2. Next item", and "3. Extra item Info". At the bottom, there are three buttons: "CANCEL" (red), "BACK" (yellow), and "SELECT" (green). Above the "CANCEL" and "SELECT" buttons are two arrow buttons: a white up arrow on a black background and a white down arrow on a black background.

step 17a

Response when **CEV is not requested.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction

The screenshot shows a HICAPS screen with the following text: "Bulk Bill Claim", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 17b

Response when **Concession Entitlement Verified.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction

The screenshot shows a HICAPS screen with the following text: "Bulk Bill Claim", "Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 17c

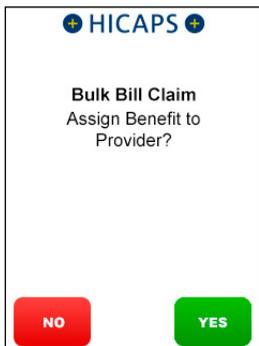
Response when the **Patient does not have concession entitlement.**

Press **[YES]** to accept the benefit or **[NO]** to decline the transaction

The screenshot shows a HICAPS screen with the following text: "Bulk Bill Claim", "No Concession Entitlement Verified", "Benefit \$00.00", and "Provider Accept?". At the bottom, there are two buttons: "NO" (red) and "YES" (green).

step 18

Hand the terminal to the Patient and ask them to press the **[YES]** key to assign the benefit to you or press the **[NO]** key to decline the assignment of the benefit



A screenshot of a HICAPS terminal screen. At the top, the HICAPS logo is displayed in blue. Below the logo, the text reads "Bulk Bill Claim" followed by "Assign Benefit to Provider?". At the bottom of the screen, there are two buttons: a red button labeled "NO" on the left and a green button labeled "YES" on the right.

step 19

Press **[YES]** to print a provider's copy of the Medicare claim receipt



A screenshot of a HICAPS terminal screen. At the top, the HICAPS logo is displayed in blue. Below the logo, the text reads "Bulk Bill Claim" followed by "Print Provider Copy?". At the bottom of the screen, there are two buttons: a red button labeled "NO" on the left and a green button labeled "YES" on the right.

7. HICAPS EASYCLAIM SPECIAL FEATURES

A number of special features have been included in the HICAPS implementation of the Medicare Easyclaim solution, these are listed below.

For each provider the terminal remembers the top 10 item numbers used in claims and displays these in the scrolling list of item numbers.

For each provider the value entered for an item the first time is remembered for use in subsequent claims.

The item value remembered can be overridden.

Up to 50 item descriptors can be programmed into the terminal (refer to section 5 below).

Provider names and provider type can be programmed into the terminal (refer to section 1).

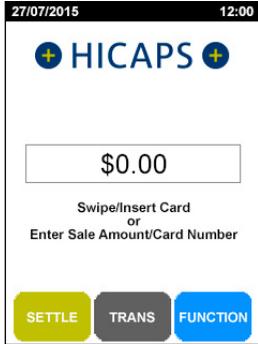
8. ITEM NUMBER DESCRIPTOR PROGRAMMING

There are two options for adding the descriptors for items, one when you use the Item Number for the first time as detailed in the sections above and two by programming the descriptors as detailed below.

8.1 adding new item numbers

step 1

Press the [FUNCTION] key



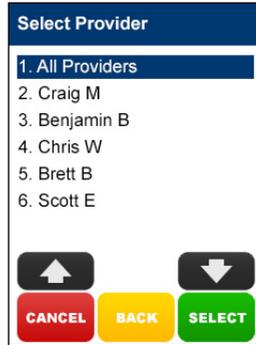
step 2

Using the key pad, enter [4][1] and press [SELECT]

step 3

Use the arrows on the touch screen to choose the **Provider** that you would like to edit the Medicare item numbers for and press [SELECT]

Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose 1. All Providers*



step 4

Select the **1. Add Item** and press [SELECT]



step 5

Using the key pad, **Enter the Item Number** you wish to add and press **[OK]**

The screenshot shows a white rectangular box with a black border. At the top center, it says '+ HICAPS +' in blue. Below that, it says 'Add Item <provider>' and 'Enter Item Number'. There is a white rectangular input field. 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.

step 6

Using the key pad, **Enter the Item Number Description** and press **[OK]**

Note: The Item number description can be a maximum of 15 characters including spaces.

The screenshot shows a white rectangular box with a black border. At the top center, it says '+ HICAPS +' in blue. Below that, it says 'Add Item <provider>' and 'Enter Item Number Description'. There is a white rectangular input field. 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.

step 7

Confirm the addition of the new item by pressing **[YES]**

The screenshot shows a white rectangular box with a black border. At the top center, it says '+ HICAPS +' in blue. Below that, it says 'Add Item <provider>' and 'Confirm Add Item #xx for <provider>'. At the bottom, there are two buttons: a red 'NO' button and a green 'YES' button.

step 8

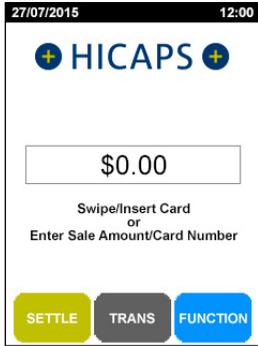
Adding the new item is now complete

The screenshot shows a white rectangular box with a black border. At the top center, it says '+ HICAPS +' in blue. Below that, it says 'Item(s) added successfully'. In the center, there is a large green checkmark.

8.2 editing item numbers

step 1

Press the [FUNCTION] key



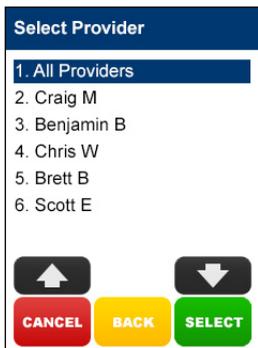
step 2

Using the key pad, enter [4][1] and press [SELECT]

step 3

Use the arrows on the touch screen to choose the **Provider** that you would like to edit the Medicare item numbers for and press [SELECT]

Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose 1. All Providers*



step 4

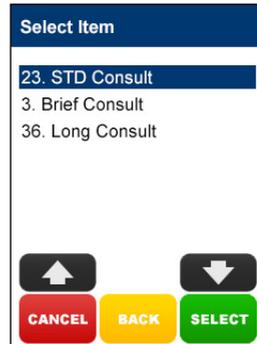
Select the **2. Edit Item** and press [SELECT]



step 5a

Use the arrows on the touch screen to **Select an Item** that you would like to edit and press [SELECT], then go to step 6

Note: *This will only display if you selected a provider in step 3*



step 5b

Using the key pad, **Enter the Item Number** you wish to edit and press **[OK]**



+ HICAPS +

Edit Item
Enter Item Number

Please press OK to confirm

CANCEL CLEAR OK

step 6

Using the key pad, **Enter the Item Number Description** and press **[OK]**



+ HICAPS +

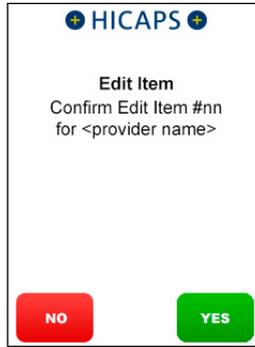
Edit Item
Enter Item
Number Description

Please press OK to confirm

CANCEL CLEAR OK

step 7

Confirm the item changes and press **[YES]**



+ HICAPS +

Edit Item
Confirm Edit Item #nn
for <provider name>

NO YES

step 8

Editing the item is now complete



+ HICAPS +

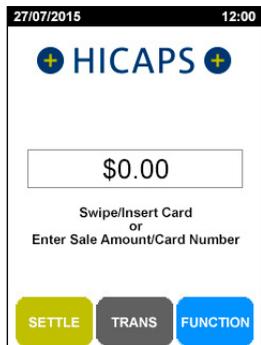
Item(s) Edited Successfully



8.3 delete item numbers

step 1

Press the [FUNCTION] key



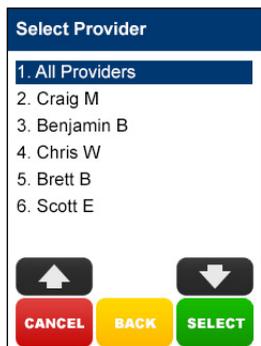
step 2

Using the key pad, enter [4][1] and press [SELECT]

step 3

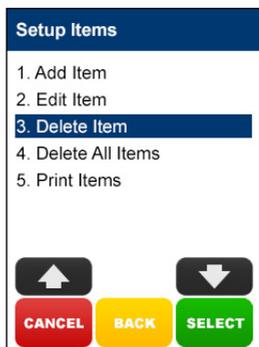
Use the arrows on the touch screen to choose the **Provider** that you would like to delete Medicare item numbers from and press [SELECT]

Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose **1. All Providers***



step 4

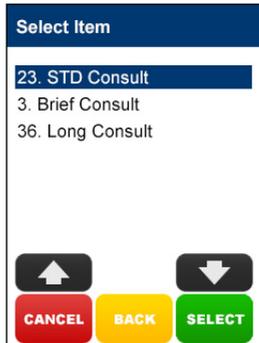
Select the **3. Delete Item** and press [SELECT]



step 5a

Use the arrows on the touch screen to **Select an Item** that you would like to delete and press [SELECT], then go to step 6

Note: *This will only display if you selected a provider in step 3*



step 5b

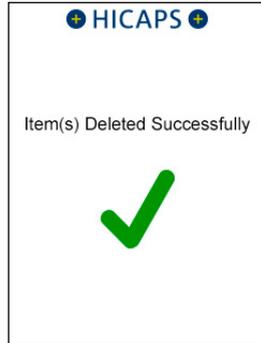
Using the key pad, **Enter the Item Number** you wish to delete and press **[OK]**



The screenshot shows a white rectangular box with a black border. At the top center, it features the HICAPS logo, which consists of the word "HICAPS" in blue with a small blue circle containing a white plus sign on either side. Below the logo, the text "Delete Item" is centered in bold black font, followed by "Enter Item Number" in a regular black font. Underneath is a white rectangular input field with a thin black border. Below the input field, the text "Please press OK to confirm" is centered in a smaller black font. At the bottom of the box, there are three colored buttons: a red button with the word "CANCEL" in white, a yellow button with the word "CLEAR" in black, and a green button with the word "OK" in white.

step 7

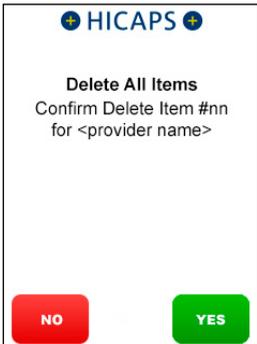
Deleting the item is now complete



The screenshot shows a white rectangular box with a black border. At the top center, it features the HICAPS logo, which consists of the word "HICAPS" in blue with a small blue circle containing a white plus sign on either side. Below the logo, the text "Item(s) Deleted Successfully" is centered in a regular black font. In the center of the box is a large green checkmark.

step 6

Confirm this is the item you wish to delete and press **[YES]**

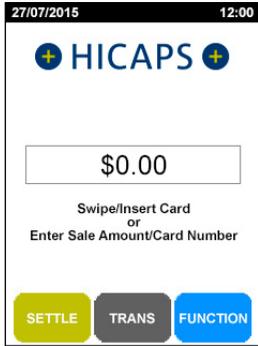


The screenshot shows a white rectangular box with a black border. At the top center, it features the HICAPS logo, which consists of the word "HICAPS" in blue with a small blue circle containing a white plus sign on either side. Below the logo, the text "Delete All Items" is centered in bold black font, followed by "Confirm Delete Item #nn" and "for <provider name>" in a regular black font. At the bottom of the box, there are two colored buttons: a red button with the word "NO" in white and a green button with the word "YES" in white.

8.4 delete all item numbers

step 1

Press the [FUNCTION] key



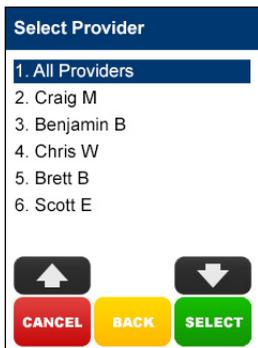
step 2

Using the key pad, enter [4][1] and press [SELECT]

step 3

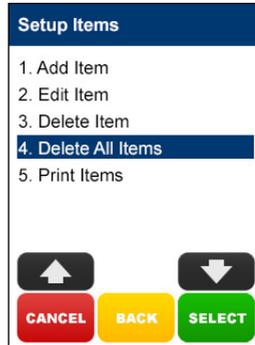
Use the arrows on the touch screen to choose the **Provider** that you would like to delete all Medicare item numbers from and press [SELECT]

Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose **1. All Providers***



step 4

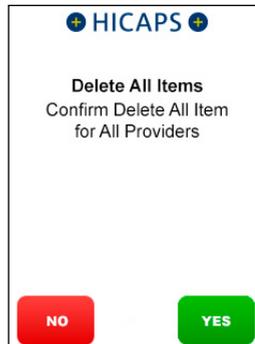
Select the **4. Delete All Items** and press [SELECT]



step 5

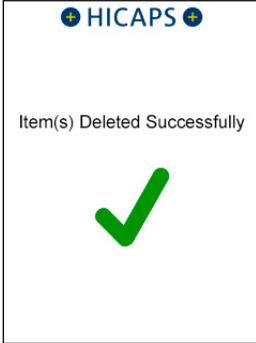
Confirm that all items are to be deleted for this provider and press [YES]

Note: *If **1. All Providers** was selected in step 3 all Medicare item numbers for every provider will be deleted from the terminal*



step 6

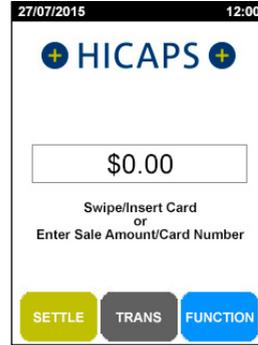
Deleting all items is now complete



8.5 print all item numbers

step 1

Press the [FUNCTION] key



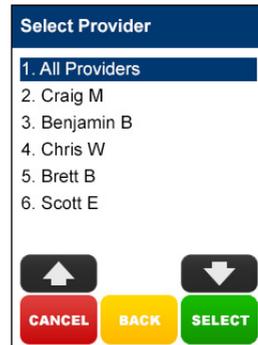
step 2

Using the key pad, enter [4][1] and press [SELECT]

step 3

Use the arrows on the touch screen to choose the **Provider** that you would like to delete all Medicare item numbers from and press [SELECT]

Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose **1. All Providers***



step 4

Select the **5. Print Items** and press **[SELECT]**



step 5

Confirm that all items for all Providers are to be printed



9. REPORTS AND SETTLEMENT

Reports and Settlement functions for Medicare Easyclaim transactions are the same as detailed in the main HICAPS User guide, but accessed by selecting Medicare.

10. ERROR SCREENS AND CONDITIONS

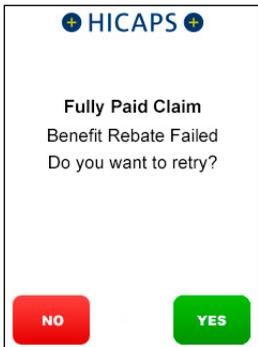
10.1 errors for rebate transactions



This screen will be displayed when a debit card has been swiped after a successful Medicare claim and the customer has entered incorrect details.

Press the **[YES]** button to enable the customer to re-enter their details. If the error is a Pin error, it can be retried three (3) times before the transaction is declined.

10.2 rebate failed



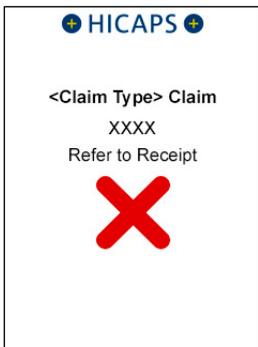
This screen will be displayed whenever a rebate transaction is unsuccessful for any reason.

This option has been developed to enable the claimant to retry the rebate to a different card, without the medical practice needing to re-enter all the Medicare claim details.

The terminal will continue to come back to this screen until the rebate is successful or the **[NO]** button is pressed.

If the **[NO]** button is pressed the Medicare claim will be cancelled as well and the claimant will need to take their receipt to a Medicare office to claim their rebate.

10.3 decline Medicare Easyclaim transaction



A 4 digit code will be displayed when Medicare declines a claim.

To understand the reason for the error please refer to the error message contained in the Medicare Easyclaim Reference Guide.

If code 9718 is displayed on the terminal please refer to step 11.4.

10.4 Error codes and actions

error code 05 – not approved

When processing Bulk Bill transactions this error will occur when the Provider ID or Medicare card number are incorrect.

error code 9718

When this error is displayed you will need to refer to the receipt to identified the individual error codes and then refer to the Medicare Easyclaim Reference Guide for more information.

10.5 bulk bill claims cancelled by the practice or patient



This screen will be displayed whenever the practice or patient cancels a bulk bill claim.

No receipt is printed when the practice cancels the claim.

Only the first part of the Bulk Bill advisement receipt is printed when the patient cancels the claim.

10.6 general

Whenever a Medicare claim fails, is declined or cancelled the claimant will need to take their account and submit it through an alternative Medicare claiming channel.

11. HELPDESK TELEPHONE NUMBERS

For EFTPOS related issues and questions please contact HICAPS on:

1300 650 852

Medicare Australia Provider Line

24 hours, 7 days

132 150

for practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems.

Further information is available at

www.medicareaustralia.gov.au

Or refer to MEDICARE E Business Service Centre on

1800 700 199.

For the convenience of your patients Medicare Australia Consumer Line

24 hours, 7 days

132 011

for patient or claimant enquiries regarding claim assessment or other general Medicare enquiries.

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