

HICAPS MEDICARE EASYCLAIM

User guide



medicare
easyclaim

i. Navigation

Your HICAPS Trinity terminal has a touch screen like an Android smart phone. It responds to gestures such as tapping and swiping.

- **Tap** – lightly touch to select or launch items
- **Swipe** – lightly drag your finger across a screen to swipe. For example, swipe down from the top of the screen to access the apps panel.

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1. MEDICARE AUSTRALIA EASYCLAIM PROVIDER SETUP

1.1 registering a new provider

To add providers, you need to register their details by completing the online form, available on the HICAPS website hicans.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 appear on your HICAPS terminal within 3 business days.

1.2 modify provider

If you wish to make modifications to a provider's configuration settings, you can do so by accessing their provider profile in [HICAPS Accounts Online](#). Simply login and navigate to the Provider page, using the side menu **Providers > View / Modify Provider** 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.

To register for HICAPS Accounts Online, go to www.hicans.com.au/forms and select HICAPS Accounts Online Registration.

1.3 deleting a provider

You can **remove a provider**, from your HICAPS terminal if they are no longer practising at your location, by completing the online form available on the HICAPS website www.hicans.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. To enable your HICAPS terminal to request a Medicare card to proceed with a claim after the completion of an approved EFTPOS transaction, login to **HICAPS Accounts Online** and follow the steps below.

To register for HICAPS Accounts Online, go to www.hicaps.com.au/forms and select HICAPS Accounts Online Registration.

Step 1

Select **Merchant Search** from the **HICAPS** menu.

Step 2

Enter your Merchant number and click **Show Merchant** to open **Modify Merchant Details** screen.

Step 3

Check the **Enable EFTPOS to Medicare Transition** box from the **Merchant Details** to enable the terminal and click submit.

Note: All changes will be updated on the terminal hourly.

Modify Merchant Details

Merchant Details			
Merchant Name	HICAPS DEMONSTRAT	Receipt Line 1	HICAPS DEMONSTRAT
Merchant Number	42657379	Receipt Line 2	MELBOURNE AU
Current Status	Change of Details		
New Status	Change of Details		
Phone Number		Contact Name	HICAPS DEMONSTRAT
Email			
Address Info	Click here for Address Info		
Enable EFTPOS to Medicare Transition	<input type="checkbox"/>	Auto Settle Flag	<input type="checkbox"/>
Enable EFTPOS to Medicare Prompt	<input type="checkbox"/>	Auto Settle Time (AMIS)	00:00 (hh:mm)

Note: If you check the **Enable EFTPOS to Medicare Prompt** box, then a prompt to proceed with a Medicare Easyclaim transaction will display following the completion of a payment transaction.



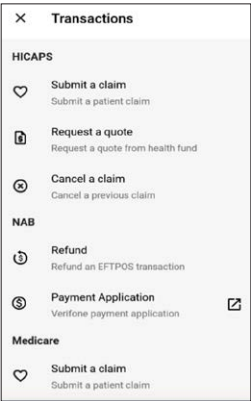
3. SPECIALIST, ANCILLARY HEALTH CARE AND DENTAL CLAIMS

3.1 fully paid claim – specialist, ancillary health care and dental

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

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



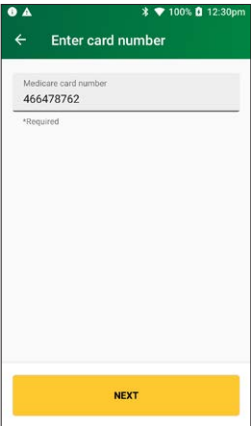
Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



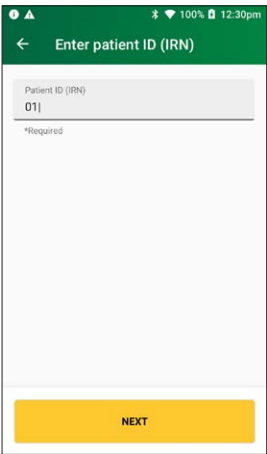
Step 2a

Enter a Medicare card number, then tap **NEXT**.



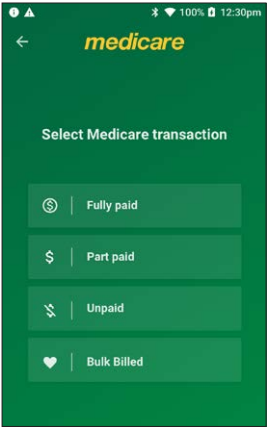
Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.



Step 4

On the Medicare transaction screen, tap **Fully paid**.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6. Otherwise, tap **NO** and go to Step 5a.

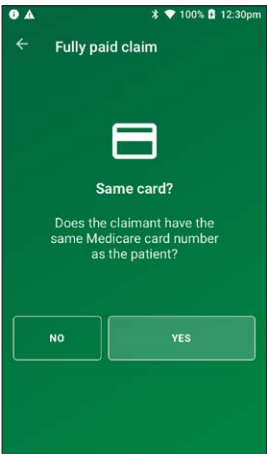
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

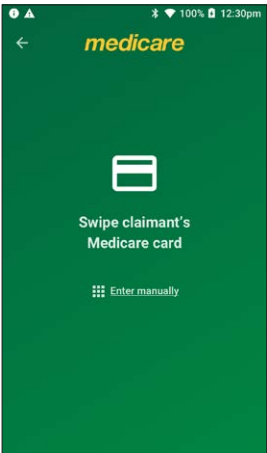
If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



Step 5b

Swipe the claimant card and go to Step 5c.



Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

100% 12:30pm

← Enter claimant's ID (IRN)

Claimant's ID (IRN)

03]

*Required

NEXT

Step 6


Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.


Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.


100% 12:30pm


← Select a provider

🔍 Search for a provider name or ID

 Dr Anne Davies
464784833

 Dr Emily Grey
4648764643

 Dr Hayley Wells
4648764643

 JZ Dr Jack Zahl
4648764643

Can't see the provider ID?
[Enter the provider manually](#)

Step 6a

Enter the provider number and tap **NEXT**.

100% 12:30pm

← Enter provider number

Provider number

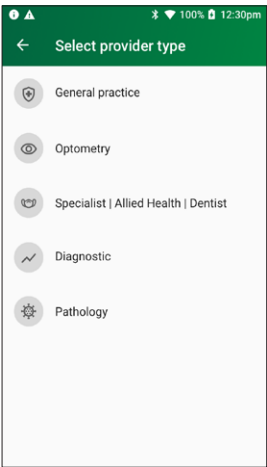
466478762

*Required

NEXT

Step 6b

Tap **Specialist | Allied Health | Dentist**.



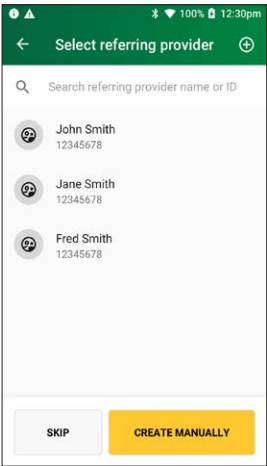
Step 7

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 8.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 7a.

To create a new referring provider, tap **CREATE MANUALLY** and go to Step 7b.

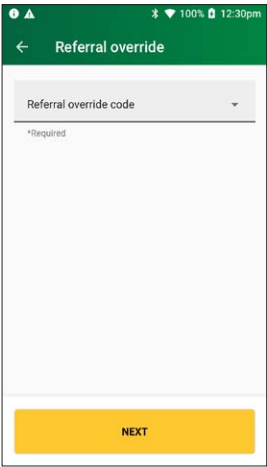
Note: You can also use the plus icon (+) to add a new referring provider, go to Step 7b.



Step 7a

Select a referral override code from the drop-down list. Tap **NEXT**. Go to Step 9.

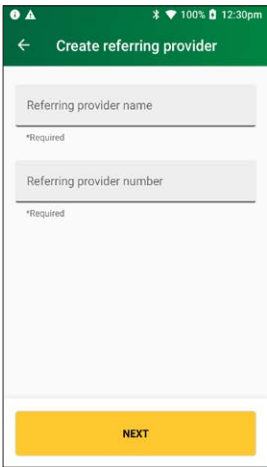
Select from the options in the drop down list, *Not required, Lost or Emergency*.



Step 7b

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

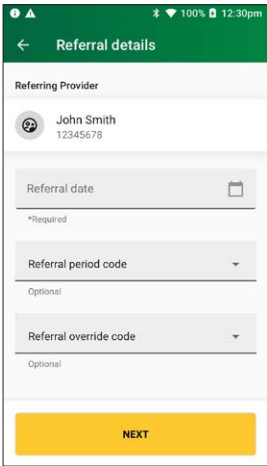


Step 8

Enter the referral details. Select the **referral date** using the calendar icon (required).

Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

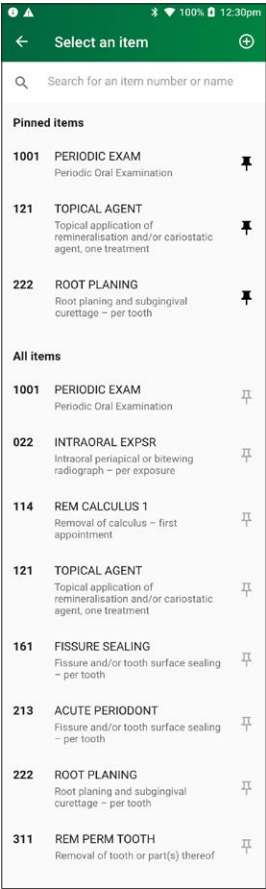
Tap **NEXT**.



Step 9

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 10.

To add a new item to the list, tap the plus icon (+) and go to Step 9a.



Step 9a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Step 9b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.

ALL All Providers 4 Providers ☐

Assign to specific providers

☒ Dr Anne Davies 4648784833

☒ Dr Emily Grey 4648764643

☒ Dr Hayley Wells 4648764643

☐ JZ Dr Jack Zahl 4648764643

☐ BB Dr B Butler 4648764643

☐ AK Dr A Kegele 4648764643

BACK ASSIGN

Step 10

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
Note: This code can be selected from a drop-down list. Tap to display a list of codes.
- Referral Issue Date
Note: This cannot be a future date.
- Restrictive override code
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost
*Required

Item override code

Optional

Referral issue date
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

Optional

ADD TO CLAIM

Step 11

The claim details will be displayed.

To add items to the claim before submitting it, tap **ADD ITEM** and go to Step 9.

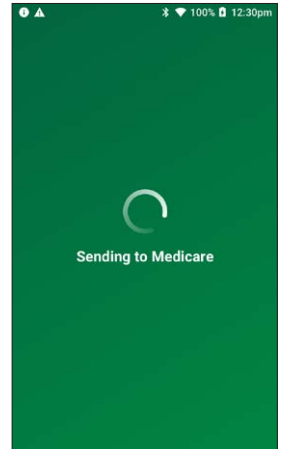
To change the referring provider before submitting the claim, tap on the three dots : next to the referring provider's name and select another provider. Go to Step 8.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

The screenshot shows a mobile application interface for creating a claim. The title bar is green with a white 'X' icon and the word 'Claim'. Below the title bar, there are three sections: 'Provider' showing 'Dr Anne Davies' with ID '464784833', 'Patient' showing 'Patient ID 01' with '1 items' and a date of '13 Apr 2019', and 'Referring provider' showing 'John Smith' with ID '464784833'. A list of items is shown below, with one item '012 Periodic Exam' priced at '\$300.00'. An 'ADD ITEM' button is located below the list. At the bottom, there are two buttons: 'CANCEL' and 'SUBMIT CLAIM'.

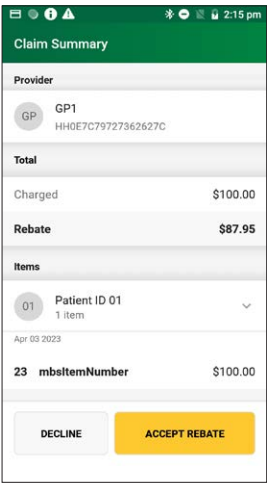
Step 12

A message will be displayed **Sending to Medicare**.



Step 13

The **Claim Summary** screen displays details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



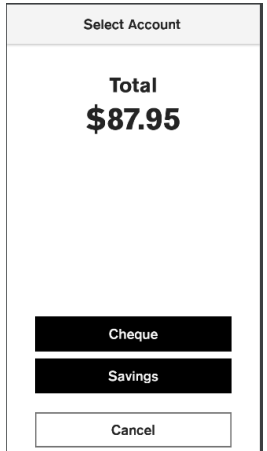
Step 14

The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



Step 15

Ask the cardholder to select the account for the transaction type - **Savings** or **Cheque**.



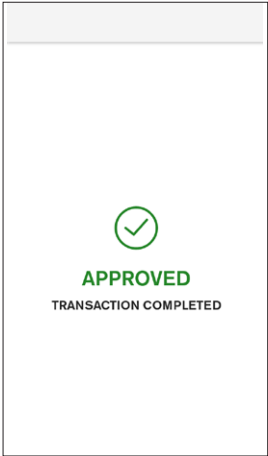
Step 16

Ask the cardholder to enter their PIN and tap **ENTER** to proceed.

Enter PIN		
Total \$87.95		
1	2	3
4	5	6
7	8	9
C	0	
Cancel		Enter

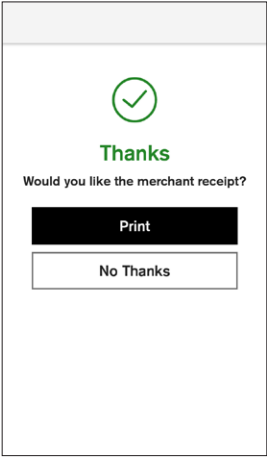
Step 17

The screen will display **Approved** if the rebate was successful.



Step 18

Tap **Print** if you would like to print the merchant receipt.
If no receipt is required, tap **NO THANKS**.

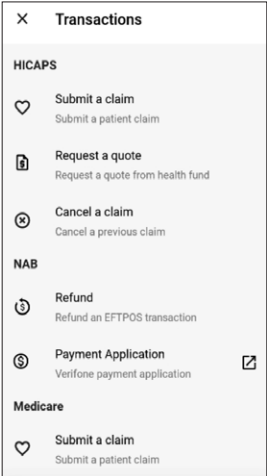


3.2 part paid claim – specialist, ancillary health care and dental

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to 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 sent by the claimant to the health professional with any outstanding balance.

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section



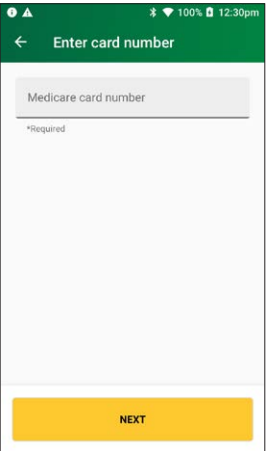
Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



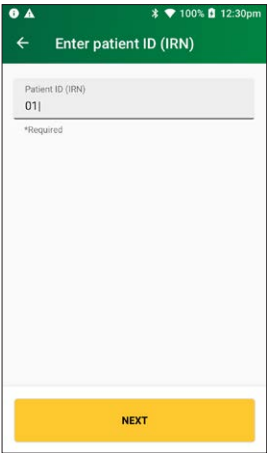
Step 2a

Enter a Medicare card number, then tap **NEXT**.



Step 3

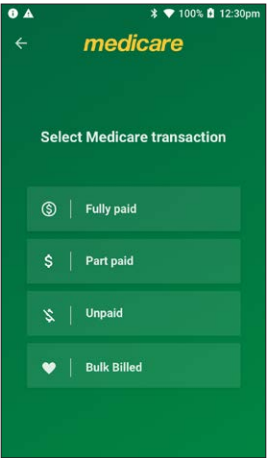
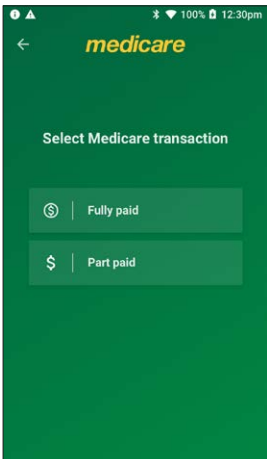
Enter the **patient IRN** (the number to the left of the Patient's name on the Medicare card) and tap **NEXT**.



Step 4

On the **Select Medicare transaction** screen, tap **Part Paid**.

Note: If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid** and **Bulk Billed** will also be displayed.

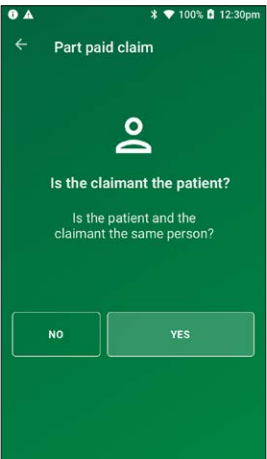


Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

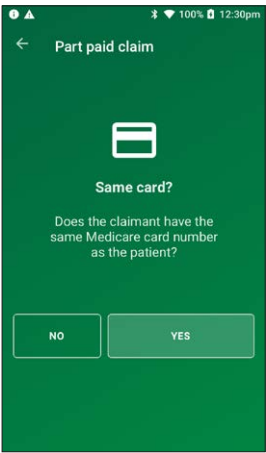
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



Step 5b

Swipe the claimant card and go to Step 5c.



Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

100%12:30pm

←

Enter claimant's ID (IRN)

Claimant's ID (IRN)

03|

*Required

NEXT

Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.


100%12:30pm


←


Select a provider


🔍

Search for a provider name or ID

Dr Anne Davies
464784833

Dr Emily Grey
4648764643

Dr Hayley Wells
4648764643

JZ Dr Jack Zahl
4648764643

Can't see the provider ID?

[Enter the provider manually](#)

Step 6a

Enter the provider number and tap **NEXT**.

100%12:30pm

←

Enter provider number

Provider number

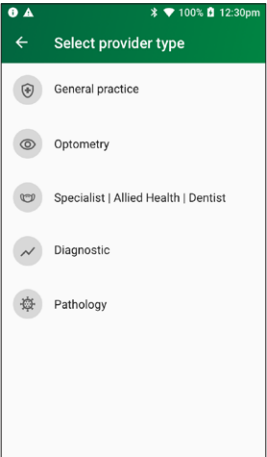
466478762

*Required

NEXT

Step 6b

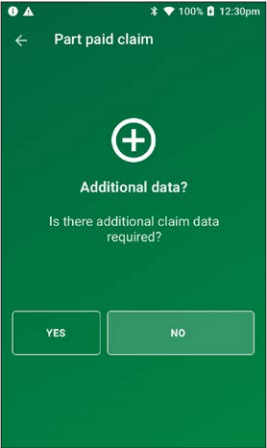
Tap **Specialist | Allied Health | Dentist**.



Step 7

If there is no additional claim data, tap **NO** and go to Step 8.

If there is additional claim data tap **YES** and go to Step 7a.



Step 7a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



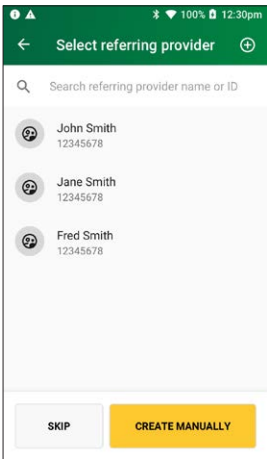
Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider to select them and go to Step 9.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 10.

To create a new referring provider, tap **CREATE MANUALLY** and go to Step 8a.

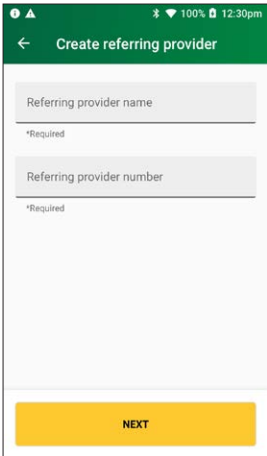
Note: You can also use the plus icon (+) to add a new referring provider, go to Step 8a.



Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

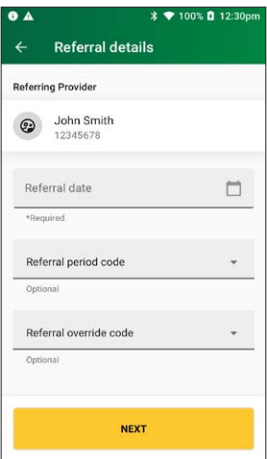


Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

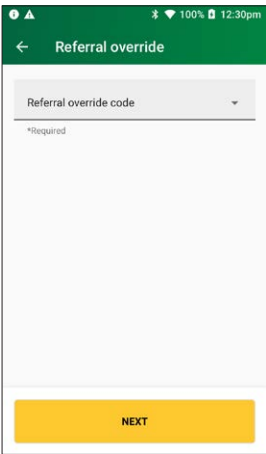
Add the optional referral period and referral override codes by selecting items from the drop-down lists.

Tap **NEXT**.



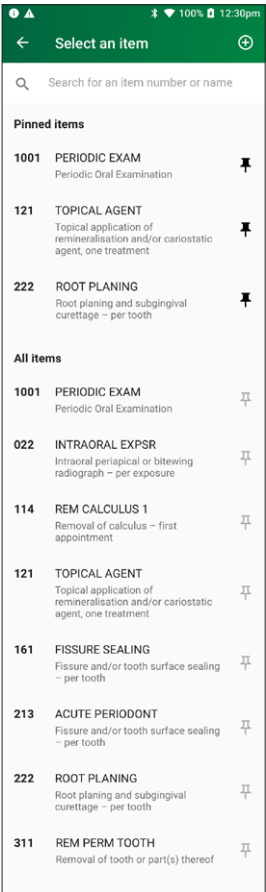
Step 10

Select a referral override code from the drop-down list.
Tap **NEXT**.



Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.
To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

100% 12:30pm

X

Add item

Item number

*Required0/5

Item title

*Required0/30

Item description

Optional0/40

NEXT

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

100% 12:30pm

←

Assign item to providers

ALL

All Providers4 Providers

Assign to specific providers

Dr Anne Davies4648764833

Dr Emily Grey4648764643

Dr Hayley Wells4648764643

JZ

Dr Jack Zahl4648764643

BB

Dr B Butler4648764643

AK

Dr A Kegele

BACK

ASSIGN

Step 12

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

Note: These codes can be selected from a drop-down list. Tap to display a list of codes.
- Referral issue date

Note: This cannot be a future date.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Restrictive override code

Optional

LSPN

Location specific (Optional)

ADD TO CLAIM

Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: To add more items, tap **ADD ITEM**.

Note: Check the provider's name and item number are correct.

Claim

Provider

Dr Anne Davies
464784833

Patient

Patient ID 01
1 items
13 Apr 2019

012	Periodic Exam	\$300.00
-----	---------------	----------

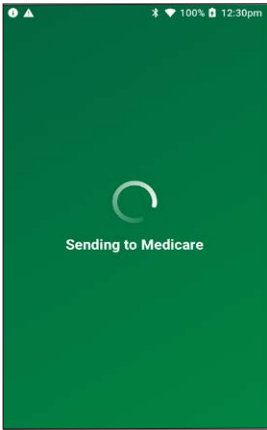
ADD ITEM

Referring provider

John Smith
464784833

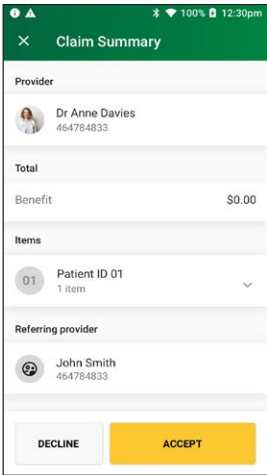
CANCEL **SUBMIT CLAIM**

A message will be displayed **Sending to Medicare**.



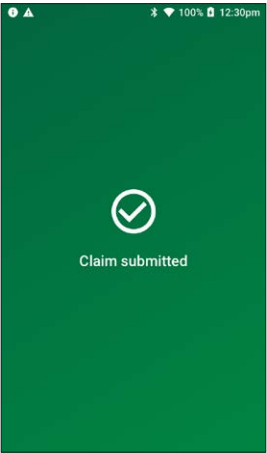
Step 14

The **Claim Summary** screen will display details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.



Step 15

The **Claim Submitted** screen will display if the claim is successful.



Note: Printing patient receipt will display and the receipt will print automatically.



MEDICARE LODGEMENT RECEIPT
THIS CLAIM HAS BEEN LODGED WITH
MEDICARE AUSTRALIA FOR ASSESSMENT

CARD: 1234567891 (M)
TRANSACTION TYPE: Partial Paid

PATIENT 1

PATIENT NAME: JOHN DOE
PROVIDER: 12345678
PROVIDER NAME: JAMES CAHR

ITEM	DATE	CHARGE	PATIENT CONTRIBUTION
57509	20/07/22	111.22	\$6.66
TOTALS		\$111.22	\$56.66

Where Medicare benefits are assessed as payable for this claim, a statement and/or cheque in the Medical Practitioner's name will be forwarded to the claimant's address recorded by Medicare. Where no benefit is assessed as payable, a statement only, will be forwarded to the claimant's address recorded by Medicare.

For all other Medicare related enquiries, please contact Medicare Australia on 132 011.

ISSUED: 20/07/2022 11:24
TRANSACTION ID: 1234567891234567891234567
MERCHANT AND/OR TERMINAL ID: 560012
NORMAL EFTPOS RECEIPT INFORMATION

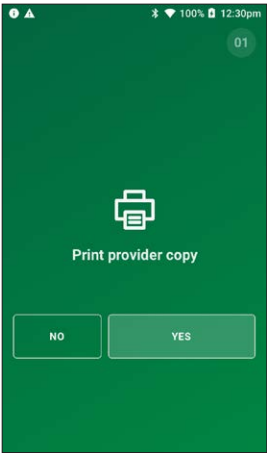
Touch ID: 123456



Step 16

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.

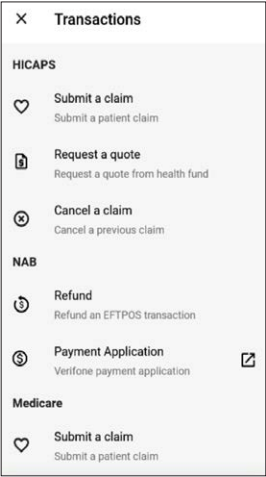


3.3 unpaid claim – specialist, ancillary health care and dental

The unpaid claim function is used 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

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



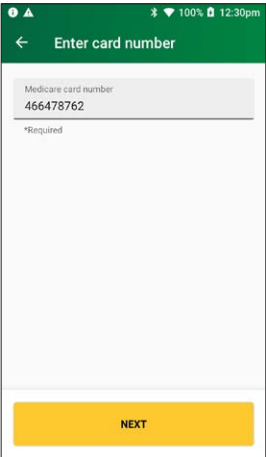
Step 2

Swipe a Medicare and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



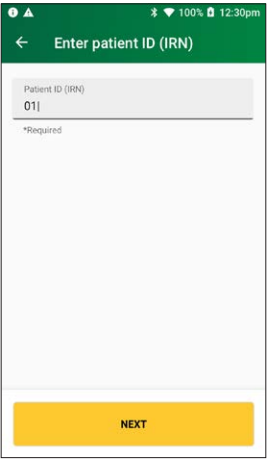
Step 2a

Enter a Medicare card number, then tap **NEXT**.



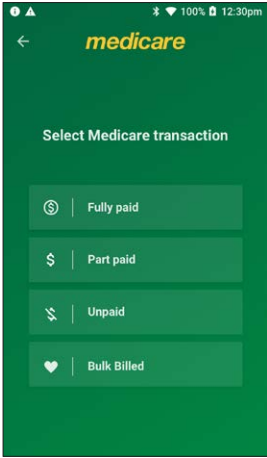
Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.



Step 4

On the **Select Medicare transaction** screen, tap **Unpaid**.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

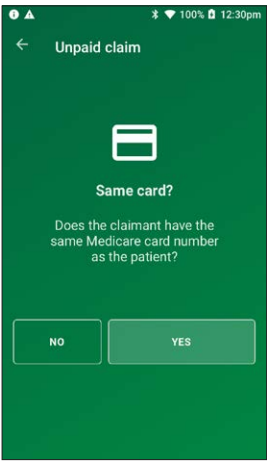
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

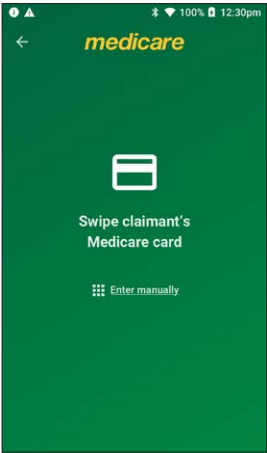
If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

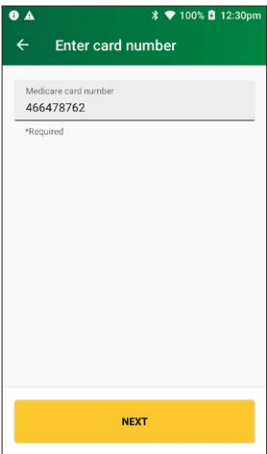


Step 5b

Swipe the claimant's card and go to Step 5c.



Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

Enter claimant's ID (IRN)

Claimant's ID (IRN)

03

*Required

NEXT

Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider

Search for a provider name or ID

Dr Anne Davies
464784833

Dr Emily Grey
4648764643

Dr Hayley Wells
4648764643

JZ Dr Jack Zahl
4648764643

Can't see the provider ID?
[Enter the provider manually](#)

Step 6a

Enter the provider number and tap **NEXT**.

Enter provider number

Provider number

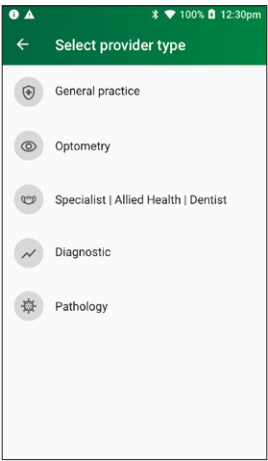
466478762

*Required

NEXT

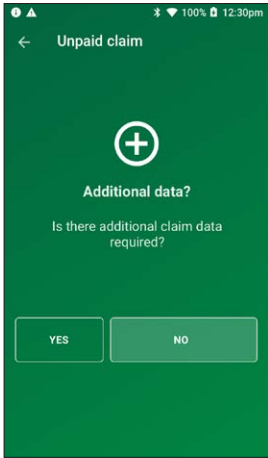
Step 6b

Tap **Specialist | Allied Health | Dentist**.



Step 7

If there is no additional claim data, tap **NO** and go to Step 8.
For additional claim data tap **YES** and go to Step 7a.



Step 7a

Enter **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



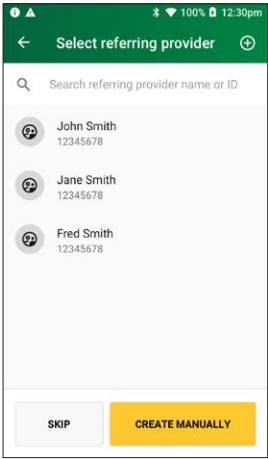
Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 9.

To create a new referring provider, tap **CREATE MANUALLY** and go to Step 7a.

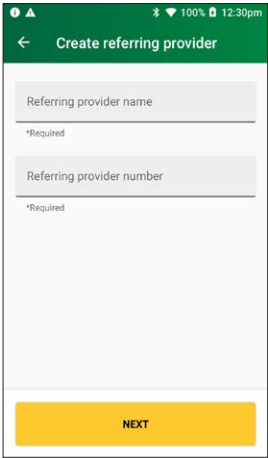
Note: You can also use the plus icon (+) to add a new referring provider, go to Step 7a.



Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

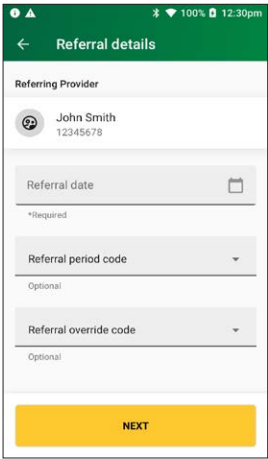


Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

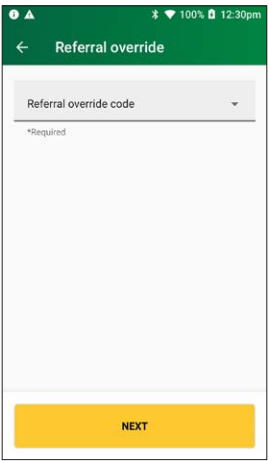
Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 10.



Step 10

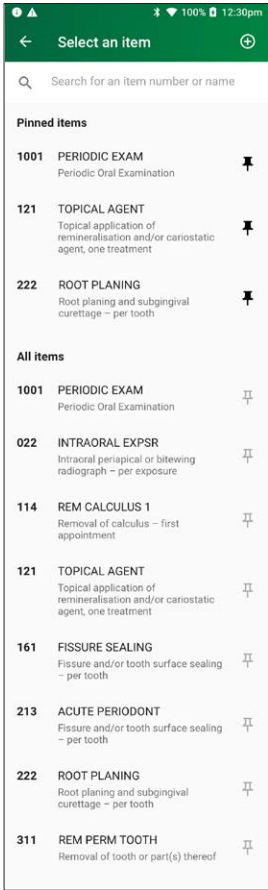
Select a referral override code from the drop-down list.
Tap **NEXT**.



Step 10

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 11.

To add a new item to the list, tap the plus icon (+) and go to Step 10a.



Step 10a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

100%12:30pm

×

Add item

Item number

*Required0/5

Item title

*Required0/30

Item description

Optional0/40

NEXT

Step 10b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 10 to select the newly created item.

100%12:30pm

←

Assign item to providers

ALL

All Providers

4 Providers

Assign to specific providers

Dr Anne Davies

464784833

Dr Emily Grey

4648764643

Dr Hayley Wells

4648764643

Dr Jack Zahl

4648764643

Dr B Butler

4648764643

Dr A Kegele

.....

BACK

ASSIGN

Step 11

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Referral issue date
- LSPN

Note: These codes can be selected from a drop-down list. Tap to display a list of codes.

Note: This cannot be a future date.

Tap **ADD TO CLAIM** to add the item to the claim.

Step 12

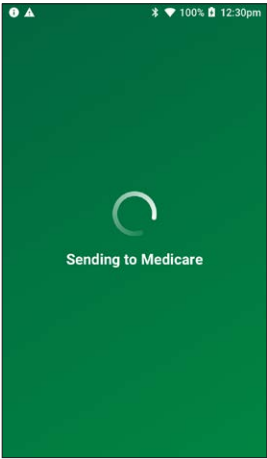
Note: To change the referring provider, tap on the three dots next to the referring provider's name and select another provider.

To add items to the claim tap **ADD ITEM**.

When you're ready to submit the claim, tap **SUBMIT CLAIM**. Go to Step 13.

Step 13

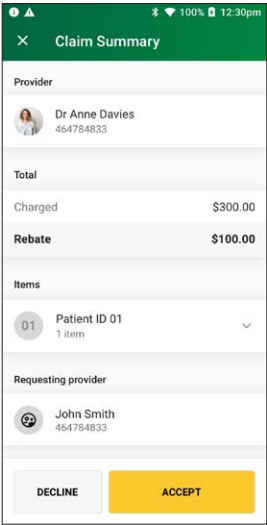
A message will be displayed on the screen **Sending to Medicare**.



Step 14

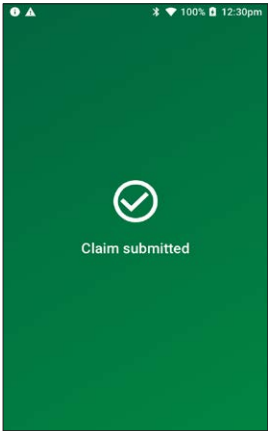
The **Claim Summary** screen displays details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.

Go to Step 15 for payment.



Step 15

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



Step 16

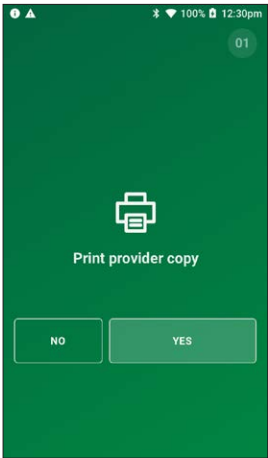
The **printing patient receipt** screen will be displayed and the receipt will print automatically.



Step 17

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

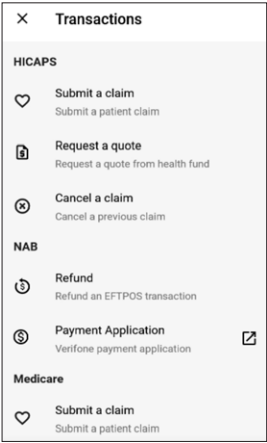
Tap **NO** if you don't want to print a receipt.



3.4 bulk billed claim – specialist, ancillary health care and dental

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number

466478762

*Required

NEXT

Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)

01

*Required

NEXT

Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

medicare

Select Medicare transaction

Fully paid

Part paid

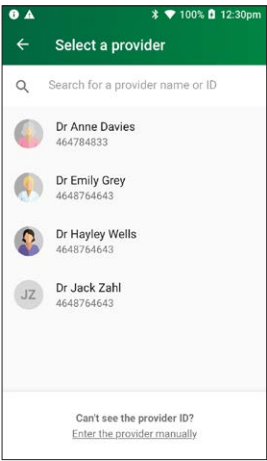
Unpaid

Bulk Billed

Step 5

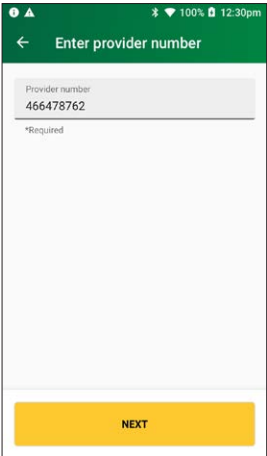
Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

Note: If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



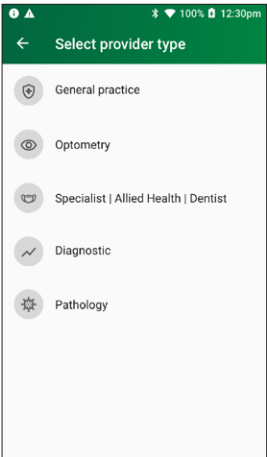
Step 5a

Enter the provider number and tap **NEXT**.



Step 5b

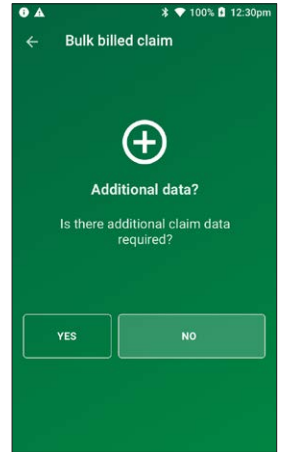
Tap **Specialist | Allied Health | Dentist**.



Step 6

If there is no additional claim data, tap **NO** and go to Step 7.

If there is additional claim data tap **YES** and go to Step 6a.

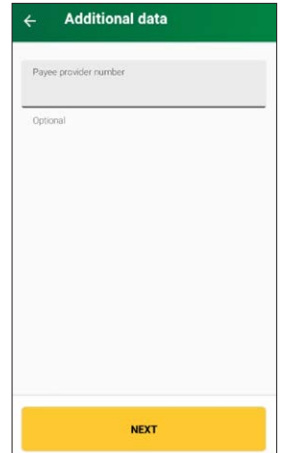


Step 6a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider. Tap **NEXT**.

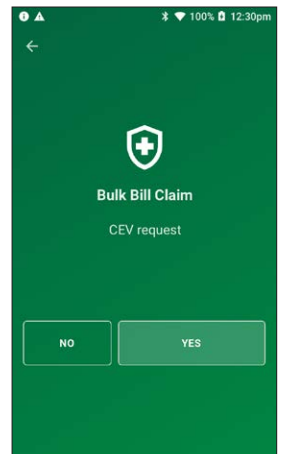
Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.

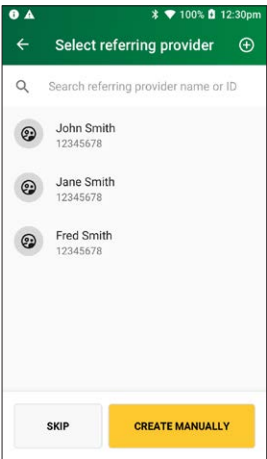


Step 8

Select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider and go to Step 9.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 10.

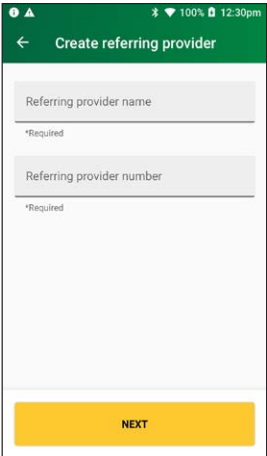
To create a new referring provider, tap **CREATE MANUALLY** and go to Step 8a.



Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

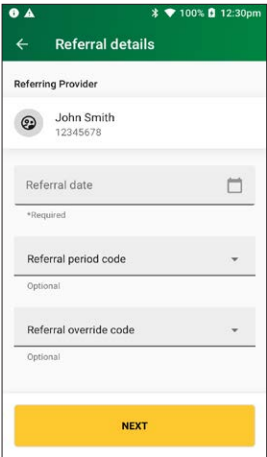


Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

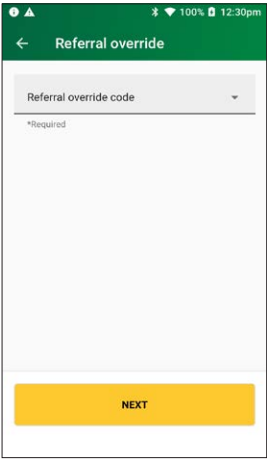
Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 11.



Step 10

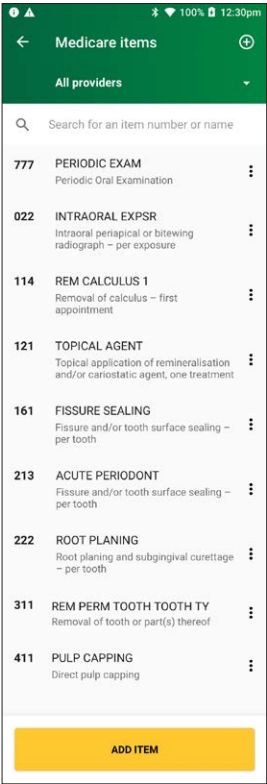
Select a referral override code from the drop-down list.
Tap **NEXT**.



Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

100%12:30pm

×

Add item

Item number

*Required0/5

Item title

*Required0/30

Item description

Optional0/40

NEXT

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap All Providers, then tap **ASSIGN**.

100%12:30pm

←

Assign item to providers

ALL

All Providers4 Providers

Assign to specific providers

Dr Anne Davies464784833

Dr Emily Grey4648764643

Dr Hayley Wells4648764643

JZ

Dr Jack Zahl4648764643

BB

Dr B Butler4648764643

AK

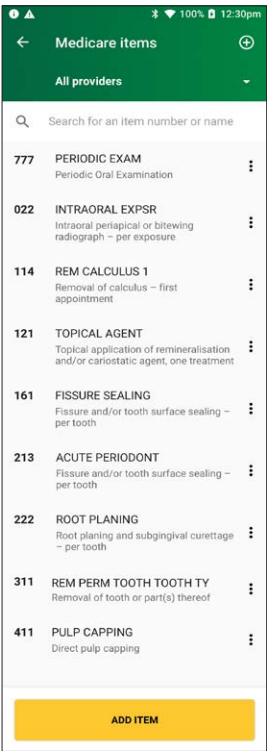
Dr A Kegele

BACKASSIGN

Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



Step 12

On the **item details** screen select the date of service using the calendar icon.

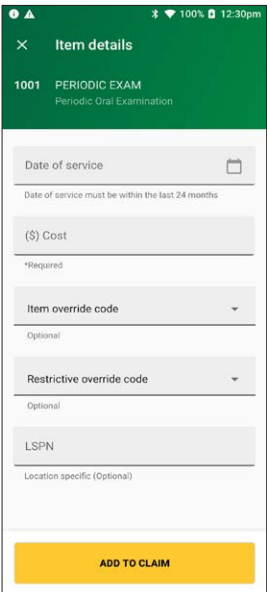
Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
 - Restrictive override code
 - LSPN
- Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.

Tap **ADD TO CLAIM** to add the item to the claim.



Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: Check the provider's name and item number are correct.

Note: To change the referring provider, tap on the three dots next to the referring provider's name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

The screenshot shows a mobile app interface for submitting a claim. The title bar is green with a white 'X' icon and the word 'Claim'. Below the title bar, there are three sections: 'Provider' with a profile icon and name 'Dr Anne Davies' (464784833), 'Patient' with a profile icon and name 'Patient ID 01' (1 Items), and 'Referring provider' with a profile icon and name 'John Smith' (464784833). Below these sections, there is a list of items with a plus icon and 'ADD ITEM' button. The first item is '012 Periodic Exam' with a price of '\$300.00'. At the bottom, there are two buttons: 'CANCEL' and 'SUBMIT CLAIM'.

Step 14

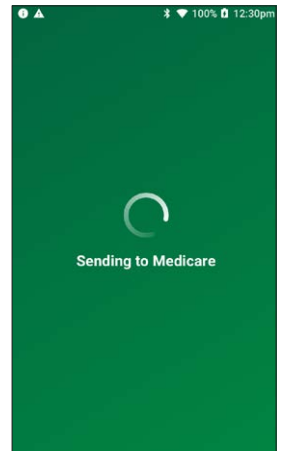
A message will be displayed on the screen **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to Step 14a for claims where CEV has not been requested.

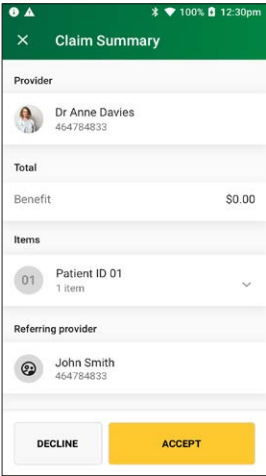
Go to Step 14b for claims where CEV was requested and accepted.

Go to Step 14c for claims with no concession entitlement.



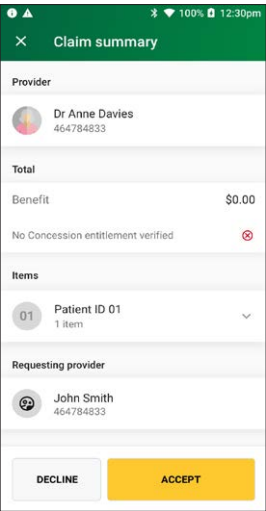
Step 14a

Tap **ACCEPT** to accept the claim and display the declaration.
Go to Step 15.



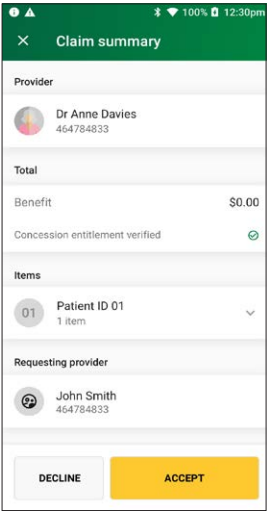
Step 14b

Tap **ACCEPT** to accept the claim and display the declaration.
Go to Step 15.



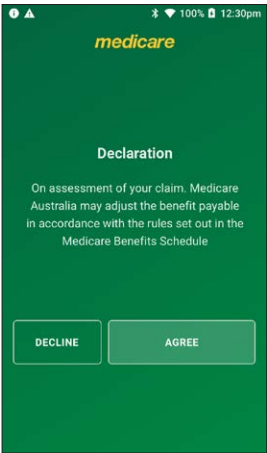
Step 14c

Tap **ACCEPT** to accept the claim and display the declaration.
Go to Step 15.



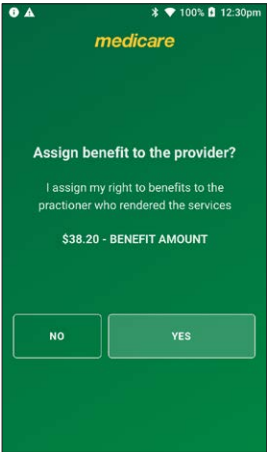
Step 15

The declaration screen will be displayed.
You should present this screen to the patient and ask them to accept or decline the declaration.
Tap **AGREE** and print a bulk billed patient receipt.



Step 16

You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



Step 17

To print a provider copy of the receipt, tap **OK**.



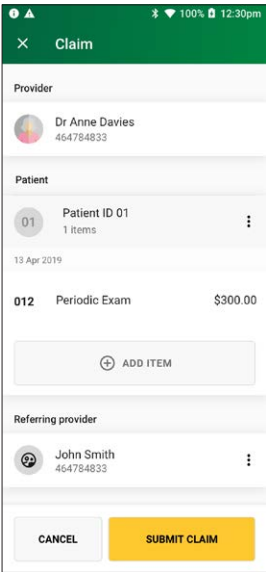
4. OPTOMETRIC CLAIMS/GENERAL PRACTITIONER CLAIMS

4.1 fully paid claim – optometric/general practitioner

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

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



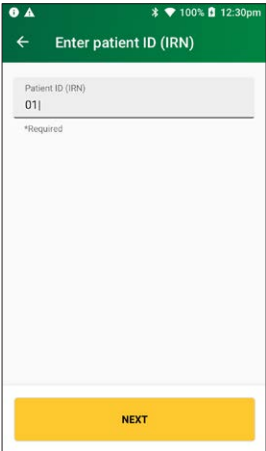
Step 2a

Enter a Medicare card number, then tap **NEXT**.



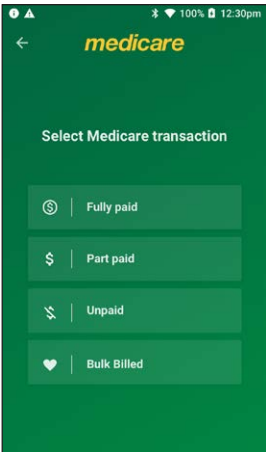
Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



Step 4

On the Medicare transaction screen, tap **Fully Paid**.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

Note: The patient and claimant cannot be the same if the patient is a minor.

A screenshot of a mobile application interface. At the top, there is a status bar with icons for signal, Wi-Fi, 100% battery, and the time 12:30pm. Below the status bar is a navigation bar with a back arrow and the text 'Fully paid claim'. The main area has a dark green background. In the center, there is a white icon of a person. Below the icon, the text reads 'Is the claimant the patient?' followed by 'Is the patient and the claimant the same person?'. At the bottom, there are two white buttons with green borders: 'NO' on the left and 'YES' on the right.

Step 5a

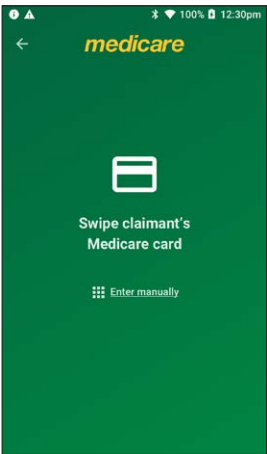
If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

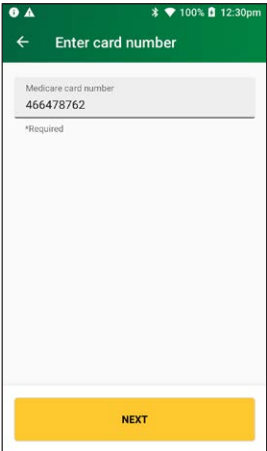
A screenshot of a mobile application interface, similar to the one above. It has the same status bar and navigation bar. The main area has a dark green background. In the center, there is a white icon of a Medicare card. Below the icon, the text reads 'Same card?' followed by 'Does the claimant have the same Medicare card number as the patient?'. At the bottom, there are two white buttons with green borders: 'NO' on the left and 'YES' on the right.

Step 5b

Swipe the claimant card and go to Step 5c.



Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

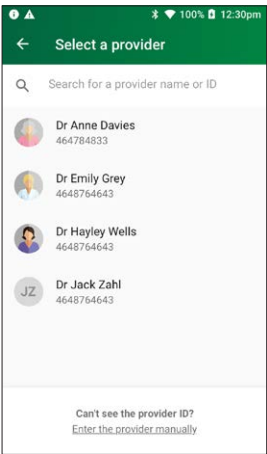
Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



Step 6

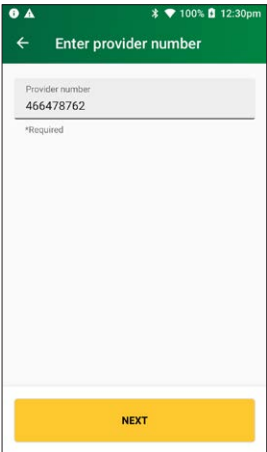
Select a provider from the displayed list or use the search bar to search for a provider’s name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



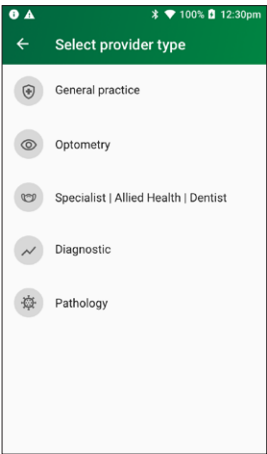
Step 6a

Enter the servicing provider number in the search bar and tap **NEXT**.



Step 6b

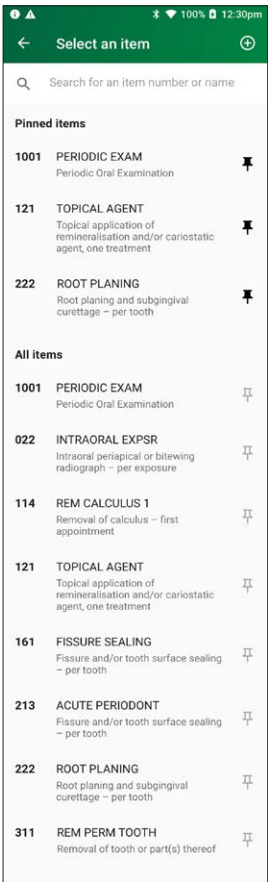
Tap **Optometry** or **General Practice**.



Step 7

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 8.

If the item number is not displayed, tap the plus icon (+) to add an item manually and go to Step 7a.



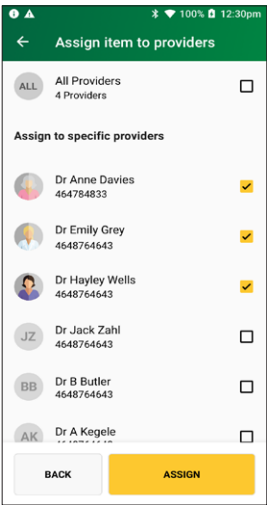
Step 7a

Enter the **item number**, **item title**, **item description** for the new item and tap **NEXT**.

Step 7b

If there is more than one provider listed, tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

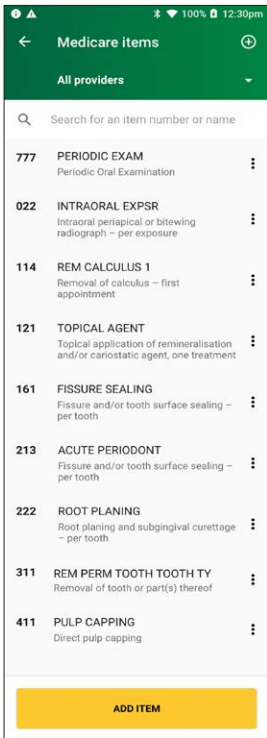
Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



Step 7c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



Step 8

On the **Item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

Note: These codes can be selected from a drop-down list. Tap to display a list of codes.

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Go to Step 9 to add more items to the claim or go to Step 10 to submit a claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Restrictive override code

Optional

LSPN

Location specific: (Optional)

ADD TO CLAIM

Step 9

To add items to the claim before submitting it, tap **ADD ITEM**.

Enter item details and tap **NEXT** to proceed.

Add Item

Item number

*Required 0/5

Item title

*Required 0/30

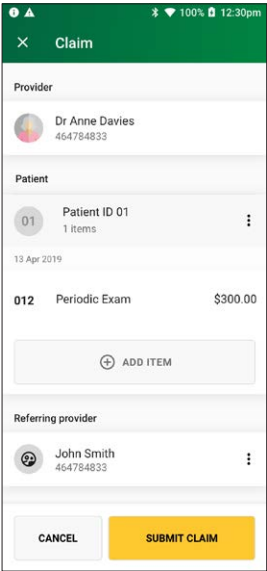
Item description

Optional 0/40

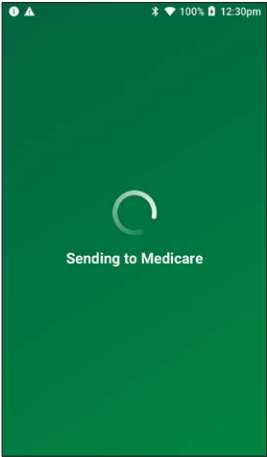
NEXT

Step 10

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

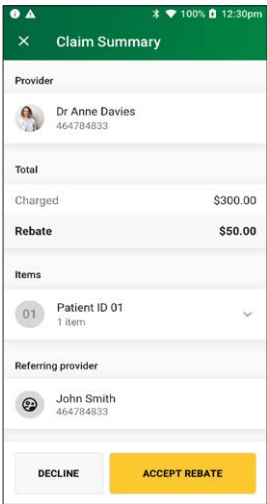


A message will be displayed **Sending to Medicare**.



Step 11

The **Claim Summary** screen displays details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



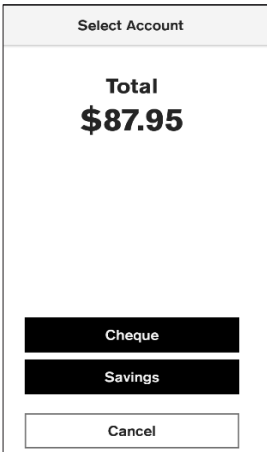
Step 12

The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



Step 13

Ask the cardholder to select the account for the transaction type - Savings or Cheque.



Step 14

Ask the cardholder to enter their PIN and tap **ENTER** to proceed.

Enter PIN

Total \$87.95

1

2

3

4

5

6

7

8

9

C


0

Cancel

Enter

Step 15

The screen will display **Approved** if the rebate was successful.




APPROVED

TRANSACTION COMPLETED

Step 16

Tap **Print** if you would like a copy of the merchant receipt. If no receipt is required, tap **No Thanks**.



Thanks

Would you like the merchant receipt?

Print

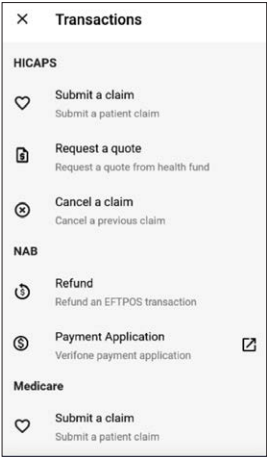
No Thanks

4.2 part paid claim – optometric/general practitioner

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to 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 sent by the claimant to the health professional with any outstanding balance.

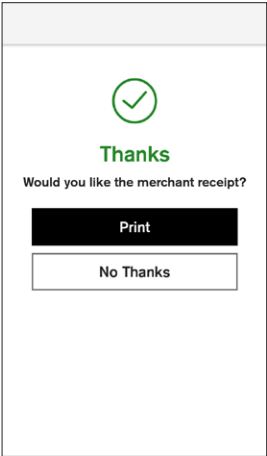
Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

To print a provider copy of the receipt, press **OK**.



Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number
466478762

*Required

NEXT

Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)
01|

*Required

NEXT

Step 4

On the Medicare transaction screen, tap **Part Paid**.

medicare

Select Medicare transaction

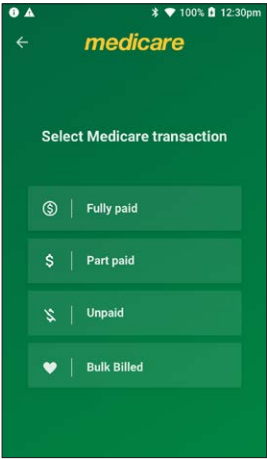
Fully paid

Part paid

Unpaid

Bulk Billed

Note: If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid and Bulk Billed** will also be displayed.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

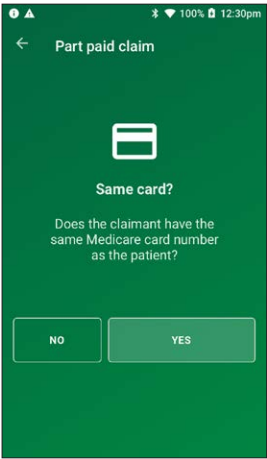
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

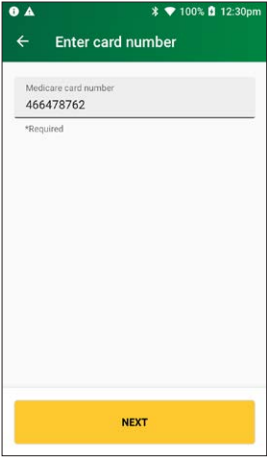


Step 5b

Swipe the claimant card and go to Step 5c.

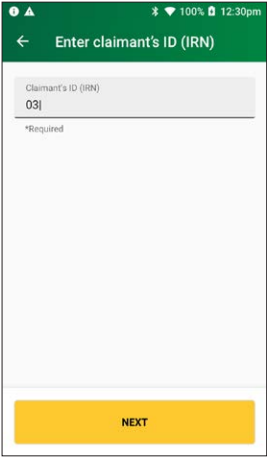


Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

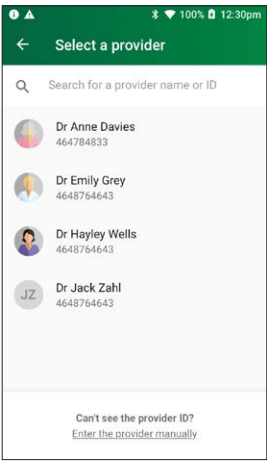
Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.



Step 6

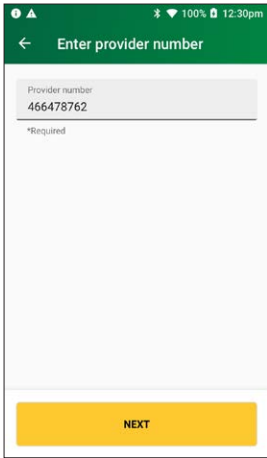
Select a provider from the displayed list or use the search bar to search for a provider’s name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



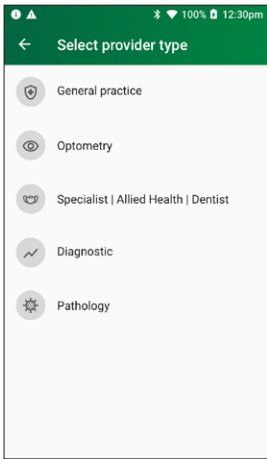
Step 6a

Enter the provider number and tap **NEXT**



Step 6b

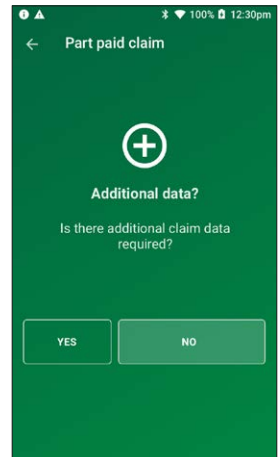
Tap **Optometry** or **General Practice**.



Step 7

If there is no additional claim data, tap **NO** and go to Step 8.

If there is additional claim data tap **YES** and go to Step 7a.




Step 7a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



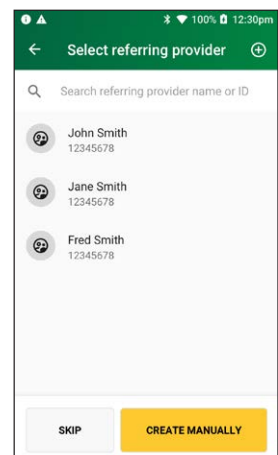
Step 8

If applicable, select a referring provider from the displayed list or use the search bar to search for a referring provider's name. Tap the referring provider and go to Step 9.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 10.

To create a new referring provider, tap **CREATE MANUALLY** and go to Step 8a.

Note: You can also use the plus icon (+) to add a new referring provider, go to step 8a.



Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

Referring provider name

*Required

Referring provider number

*Required

NEXT

Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

Add the optional referral period and referral override codes by selecting items from the drop-down lists.

Tap **NEXT**.

Referring Provider

John Smith
12345678

Referral date

*Required

Referral period code

Optional

Referral override code

Optional

NEXT

Step 10

Select a referral override code from the drop-down list.

Tap **NEXT**.

Referral override code

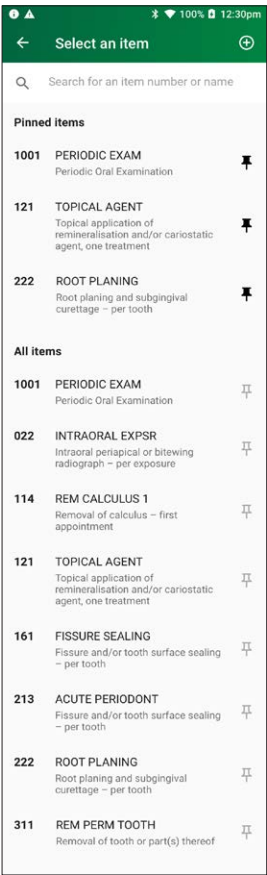
*Required

NEXT

Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

Enter the item number and item name (required) and an item description (optional) and tap **NEXT**.

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

ALL: All Providers 4 Providers ☐

Assign to specific providers

Dr Anne Davies 4648764643 ☒

Dr Emily Grey 4648764643 ☒

Dr Hayley Wells 4648764643 ☒

JZ Dr Jack Zahl 4648764643 ☐

BB Dr B Butler 4648764643 ☐

AK Dr A Kegele ☐

BACK ASSIGN

Step 12

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

Note: These codes can be selected from a drop-down list. Tap to display a list of codes.

- Referral issue date

Note: This cannot be a future date.

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Referral issue date
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

Optional

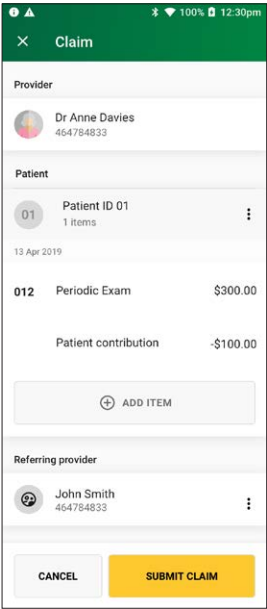
ADD TO CLAIM

Step 13

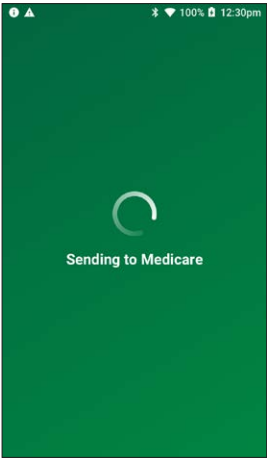
Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: To add more items, tap **ADD ITEM**.

Note: Check the provider’s name and item number are correct.

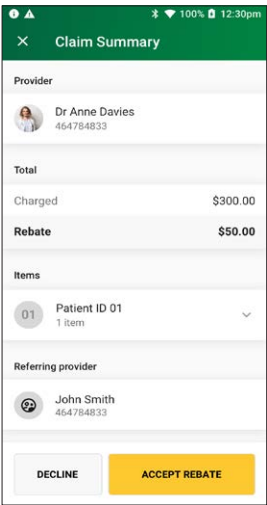


A message will be displayed on the screen **Sending to Medicare**.



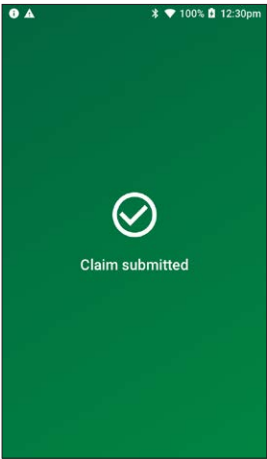
Step 14

The **Claim Summary** screen will display details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.



Step 15

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



Step 14

The **printing patient receipt** screen will be displayed and the receipt will print automatically.



MEDICARE LODGEMENT RECEIPT
THIS CLAIM HAS BEEN LODGED WITH
MEDICARE AUSTRALIA FOR ASSESSMENT

CARD: 1234567891 IN1
TRANSACTION TYPE: Partial Paid

PATIENT 1

PATIENT NAME: JOHN DOE
PROVIDER: 1234567
PROVIDER NAME: JAMES CAIRN

ITEM	DATE	CHARGE	PATIENT CONTRIBUTION
57509	2007022	111.22	\$6.66
TOTALS		\$111.22	\$56.66

Where Medicare benefits are assessed as payable for this claim, a statement and/or cheque in the Medical Practitioner's name will be forwarded to the claimant's address recorded by Medicare. Where no benefit is assessed as payable, a statement only, will be forwarded to the claimant's address recorded by Medicare.

For all other Medicare related enquiries, please contact Medicare Australia on 132 021.

ISSUED: 20070222 11:24
TRANSACTION ID: 123456789123456789123456
MERCHANT AND/OR TERMINAL ID: 980612
NORMAL EFTPOS RECEIPT INFORMATION

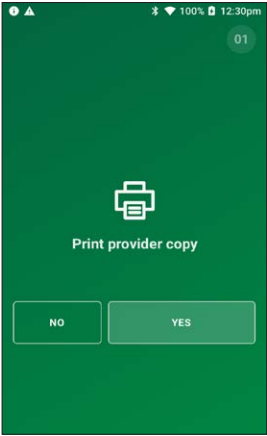
Touch ID: 123456



Step 15

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.



4.3 unpaid claim – optometric/general practitioner

The unpaid claim function is used 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

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section



Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



Step 2a

Enter a Medicare card number, then tap **NEXT**.

← Enter card number

Medicare card number
466478762

*Required

NEXT

Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

← Enter patient ID (IRN)

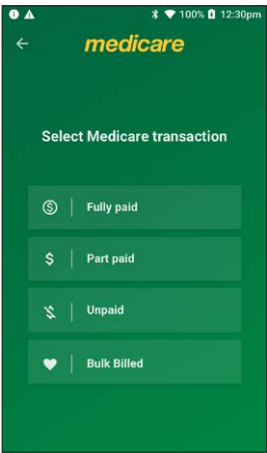
Patient ID (IRN)
01|

*Required

NEXT

Step 4

Tap **Unpaid** on the Medicare transaction screen.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 7.

Otherwise, tap **NO** and go to Step 5a.

Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

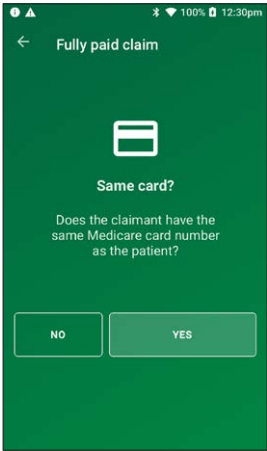
If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.

Note: You can manually enter a different claimant card number. Tap **Enter manually** and enter the card number and tap **NEXT**.



Step 5b

Swipe the claimant's card and go to Step 5c.



Fully paid claim

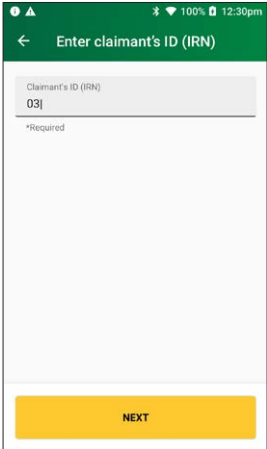
Same card?

Does the claimant have the same Medicare card number as the patient?

NO YES

Step 5c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.



Enter claimant's ID (IRN)

Claimant's ID (IRN)

03|

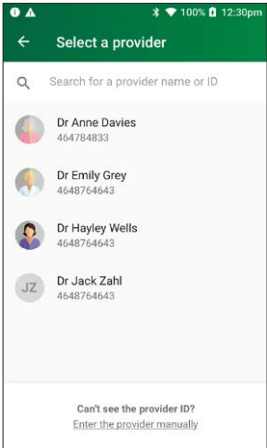
*Required

NEXT

Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



Select a provider

Search for a provider name or ID

Dr Anne Davies
464784833

Dr Emily Grey
4648764643

Dr Hayley Wells
4648764643

Dr Jack Zahl
4648764643

Can't see the provider ID?
Enter the provider manually

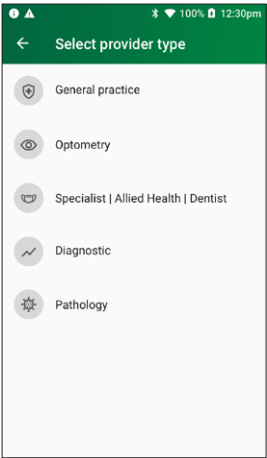
Step 6a

Enter the servicing provider number in the search bar and tap **NEXT**.



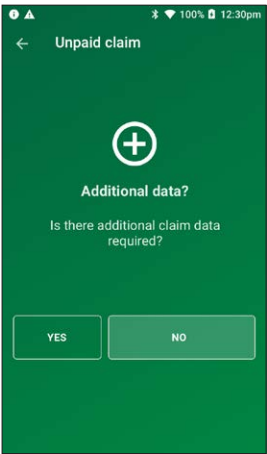
Step 6b

Tap the **provider type** that matches the servicing provider number entered in Step 7a.



Step 7

If there is no additional claim data, tap **NO** and go to Step 8. For additional claim data tap **YES** and go to Step 7a.



Step 7a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 11.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.

Step 8a

Enter the **item number** and **item name** (required) and an item description (optional) and tap **NEXT**.

Item number
*Required 0/5

Item title
*Required 0/30

Item description
Optional 0/40

NEXT

Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 8 to select the newly created item.

← Assign item to providers

ALL All Providers 4 Providers ☐

Assign to specific providers

Dr Anne Davies 464784833 ☒

Dr Emily Grey 4648764643 ☒

Dr Hayley Wells 4648764643 ☒

JZ Dr Jack Zahl 4648764643 ☐

BB Dr B Butler 4648764643 ☐

AK Dr A Kegele ☐

BACK ASSIGN

Step 9

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code

Note: These codes can be selected from a drop-down list. Tap to display a list of codes

- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

Item number
*Required 0/5

Item title
*Required 0/30

Item description
Optional 0/40

NEXT

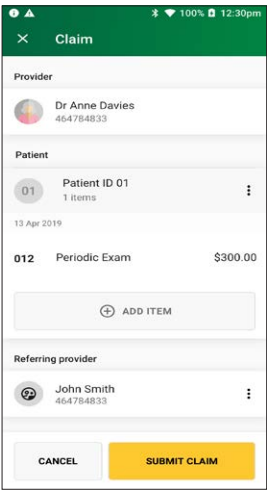
Step 10

Check the **Claim** details and tap **SUBMIT CLAIM**.

To cancel the claim, tap **CANCEL**.

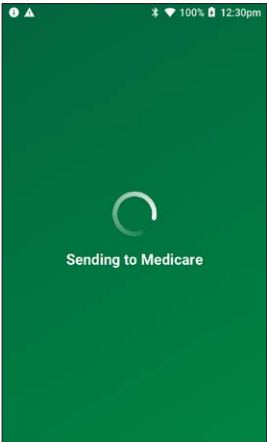
Note: To add more items, tap **ADD ITEM**. (Go to Step 8)

Note: Check the provider’s name and item number are correct.



Step 11

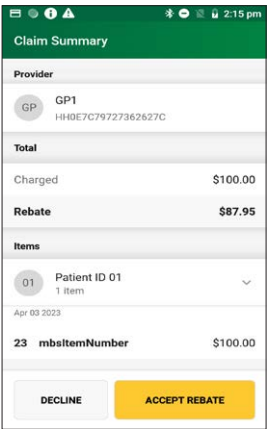
A message will be displayed on the screen **Sending to Medicare**.



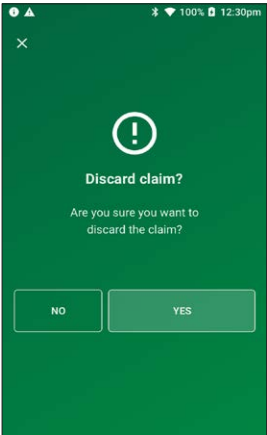
Step 12

The **Claim Summary** screen will display details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.

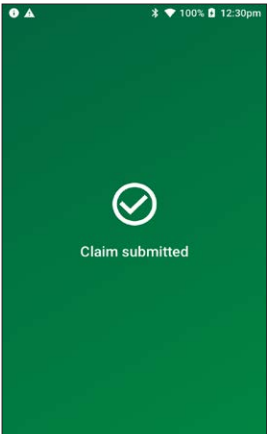


Step 12a



Step 13

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



Step 14

The **printing patient receipt** screen will be displayed and the receipt will print automatically.

medicare

MEDICARE LODGEMENT RECEIPT
THIS CLAIM HAS BEEN LOADED WITH
MEDICARE AUSTRALIA FOR ASSESSMENT

CARD: 1234567891 (M) PATIENT 1
TRANSACTION TYPE: Unpaid

PATIENT NAME: JOHN DOE
PROVIDER: 12345672
PROVIDER NAME: DR JAMES CARR

ITEM	DATE	CHARGE	PATIENT CONTRIBUTION
T10	14/07/22	\$22.22	
TOTALS		\$322.22	\$0.00

Where Medicare benefits are assessed as payable for this claim, a statement and/or cheque in the Medical Practitioner's name will be forwarded to the claimant's address recorded by Medicare. Where no benefit is assessed as payable, a statement only, will be forwarded to the claimant's address recorded by Medicare.

For all other Medicare related enquiries, please contact Medicare Australia on 132 015.

ISSUED: 14/07/2022 15:23
TRANSACTION ID: 123456789123456789123456

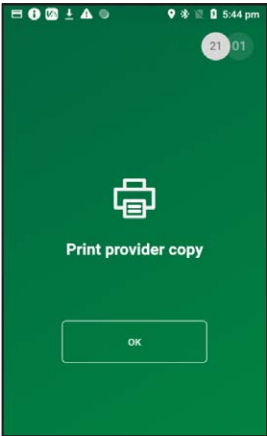
MERCHANT AND/OR TERMINAL ID: 98900JZ
NORMAL EFTPOS RECEIPT INFORMATION

Touch ID: 123456



Step 15

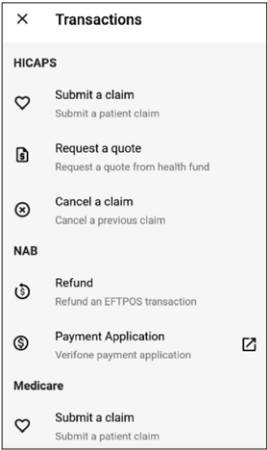
To print a provider copy of the receipt, press **OK**.



4.4 bulk billed claim – optometric/general practitioner

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



Step 2a

Enter a Medicare card number, then tap **NEXT**.

Enter card number

Medicare card number
466478762

*Required

NEXT

Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

Patient ID (IRN)
01

*Required

NEXT

Step 4

On the Medicare transaction screen, tap **Bulk Billed**.

medicare

Select Medicare transaction

Fully paid

Part paid

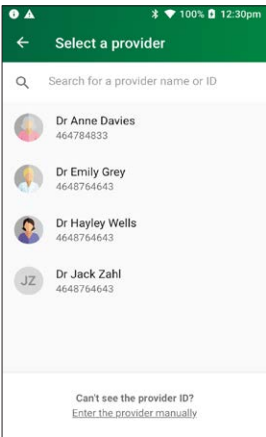
Unpaid

Bulk Billed

Step 5

Select a provider from the displayed list or use the search bar to search for a provider’s name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 5a.



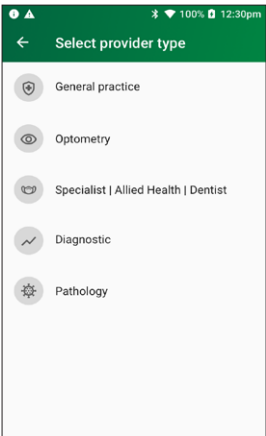
Step 5a

Enter the provider number and tap **NEXT**.



Step 5b

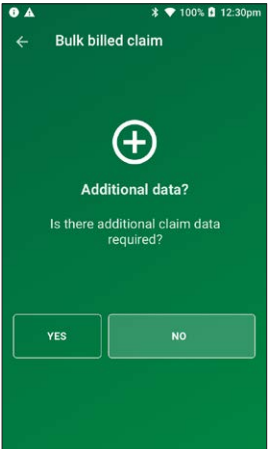
Tap **Optometry | General Practice**.



Step 6

If there is no additional claim data, tap **NO** and go to Step 7.

If there is additional claim data tap **YES** and go to Step 6a.



Step 6a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

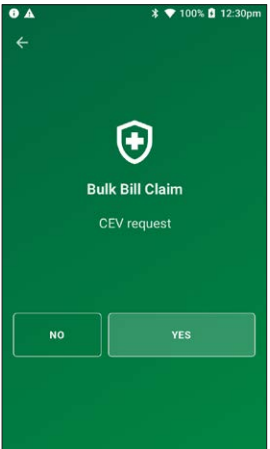
Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.

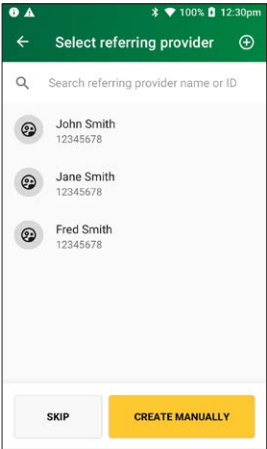


Step 8

Select a referring provider from the displayed list or use the search bar to search for a referring provider’s name. Tap the referring provider and go to Step 9.

If there is no referring provider displayed (or no referring provider required), tap **SKIP** and go to Step 10.

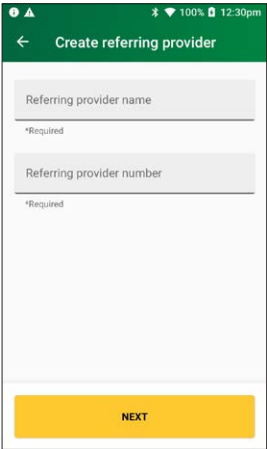
To create a new referring provider, tap **CREATE MANUALLY** and go to Step 8a.



Step 8a

Enter the referring provider name and number in the **Create referring provider** screen.

Tap **NEXT** to select the newly created referring provider.

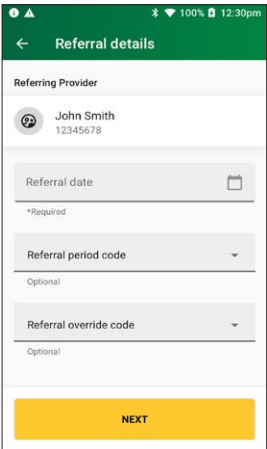


Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

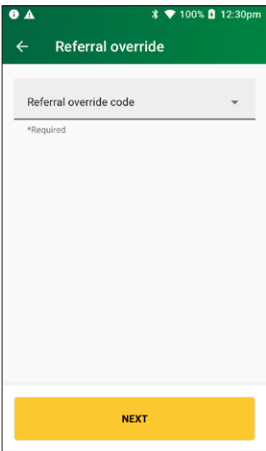
Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 11.



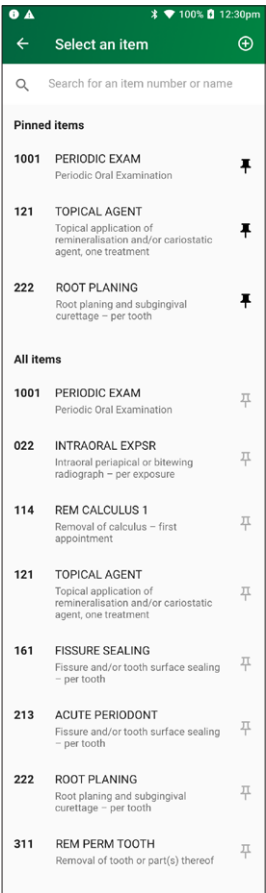
Step 10

Select a **referral override code** from the drop-down list.
Tap **NEXT**.



Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.
To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

100%12:30pm

×

Add item

Item number

*Required0/5

Item title

*Required0/30

Item description

Optional0/40

NEXT

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

100%12:30pm

←

Assign item to providers

ALL

All Providers4 Providers

Assign to specific providers

Dr Anne Davies464784833

✓

Dr Emily Grey4648764643

✓

Dr Hayley Wells4648764643

✓

JZ

Dr Jack Zahl4648764643

BB

Dr B Butler4648764643

AK

Dr A Kegele

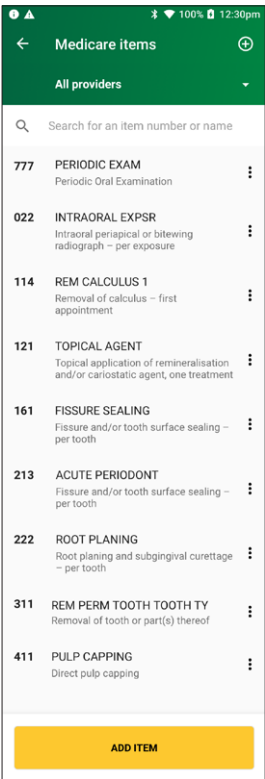
BACK

ASSIGN

Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



Step 12

On the **item details** screen select the date of service using the calendar icon.

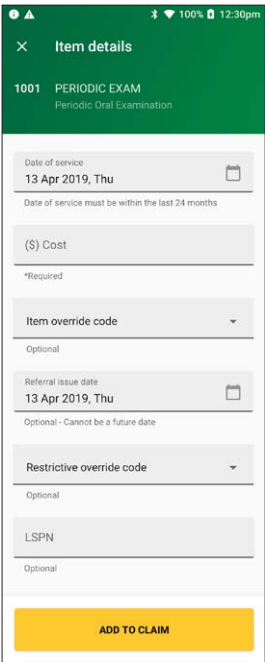
Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.



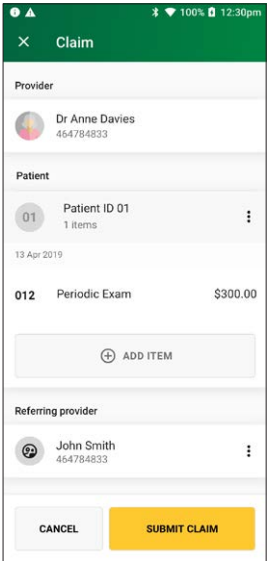
Step 13

Check the Claim details and tap **SUBMIT CLAIM**.

Note: Check the provider’s name and item number are correct.

Note: To change the referring provider, tap on the three dots next to the referring providers name and select another provider.

When you’re ready to submit the claim, tap **SUBMIT CLAIM**.



Step 14

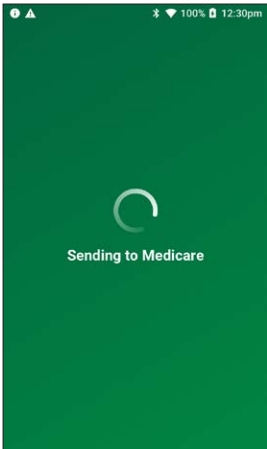
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

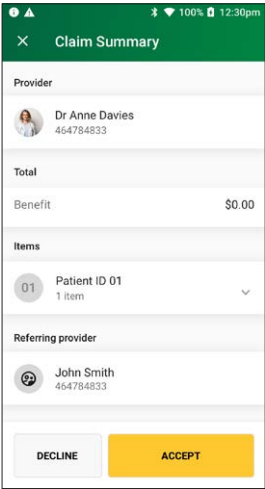
Go to step 14b for claims where CEV was requested and accepted.

Go to step 14c for claims with no concession entitlement.



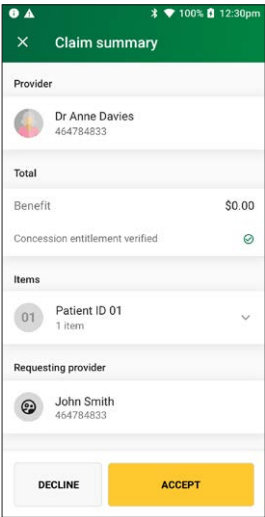
Step 14a

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15.



Step 14b

To print a provider copy of the receipt, press **OK**.

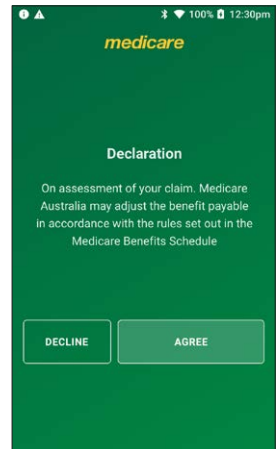


Step 15

The declaration screen will be displayed.

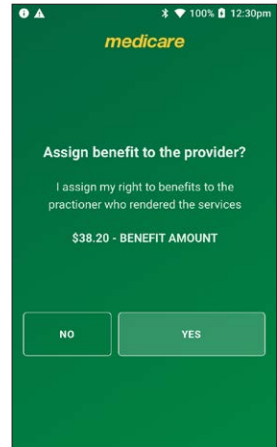
You should present this screen to the patient and ask them to accept or decline the declaration.

Tap **AGREE** to print a bulk billed patient receipt.



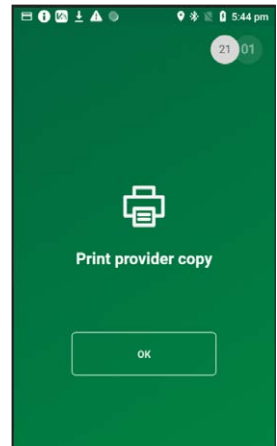
Step 16

You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



Step 17

To print a provider copy of the receipt, press **OK**.



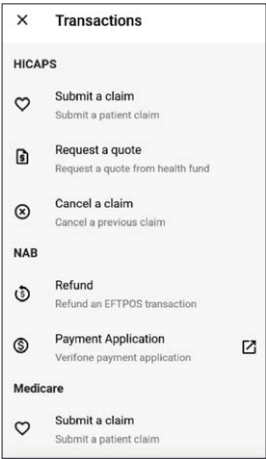
5. DIAGNOSTIC CLAIMS

5.1 fully paid claim – diagnostic

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

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



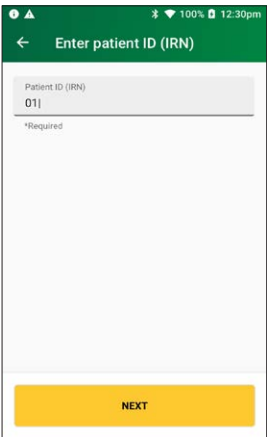
Step 2a

Enter a Medicare card number, then tap **NEXT**.



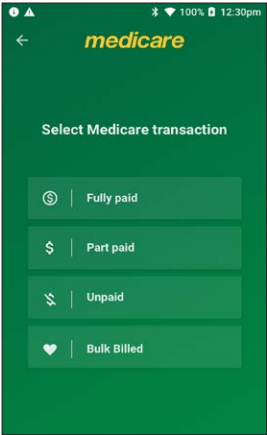
Step 3

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.



Step 4

On the **Select Medicare transaction** screen, tap **Fully Paid**.



Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6. Otherwise, tap **NO** and go to Step 5a.

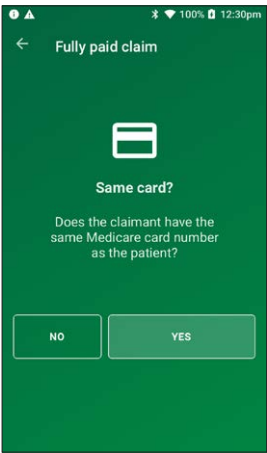
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



Step 5b

Swipe the claimant card and go to Step 5c.



Note: To enter a claimant card number manually, tap **Enter manually**, enter the card number and tap **NEXT**.



Step 5c

Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

Enter claimant's ID (IRN)

Claimant's ID (IRN)

03|

*Required

NEXT

Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.

Select a provider

Search for a provider name or ID

Dr Anne Davies
464784833

Dr Emily Grey
4648764643

Dr Hayley Wells
4648764643

JZ Dr Jack Zahl
4648764643

Can't see the provider ID?
[Enter the provider manually](#)

Step 6a

Enter the provider number in the search bar and tap **NEXT**.

Enter provider number

Provider number

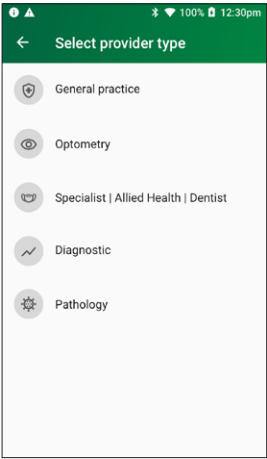
466478762

*Required

NEXT

Step 6b

Tap **Diagnostic**.



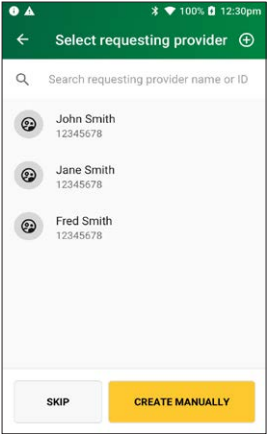
Step 7

If applicable, select a requesting provider from the displayed list or use the search bar to search for a requesting provider’s name. Go to Step 8.

If there is no requesting provider displayed (or no requesting provider required), tap **SKIP** and go to Step 7a.

To create a new requesting provider, tap **CREATE MANUALLY** and go to Step 7b.

Note: You can also use the plus icon (+) to add a new requesting provider, go to Step 7b.



Step 7a


Select a requesting override code from the drop-down list. Tap **NEXT**. Go to Step 9.



Step 7b

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



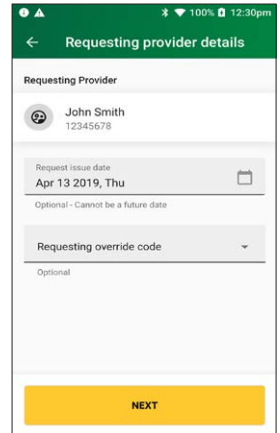
Step 7c

Enter the optional requesting provider details. Select the request issue date using the calendar icon.

Note: The request issue date cannot be a future date.

Select a requesting override code by selecting an item from the drop-down list.

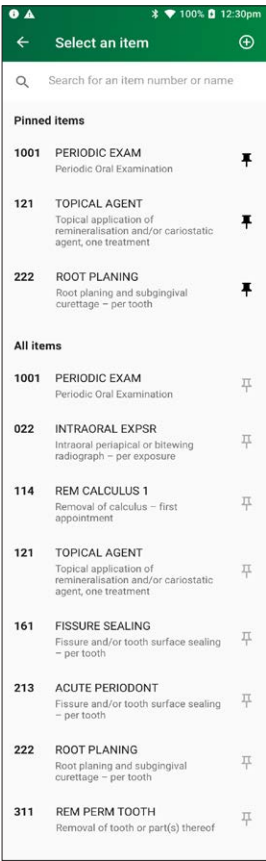
Tap **NEXT**.



Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.



Step 8a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.

← Assign item to providers

ALL All Providers 4 Providers ☐

Assign to specific providers

Dr Anne Davies 4648764643 ☒

Dr Emily Grey 4648764643 ☒

Dr Hayley Wells 4648764643 ☒

JZ Dr Jack Zahl 4648764643 ☐

BB Dr B Butler 4648764643 ☐

AK Dr A Kegele ☐

BACK ASSIGN

Step 9

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Equipment number
- LSPN is a required field

Note: This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.

× Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Referral issue date
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

*Required

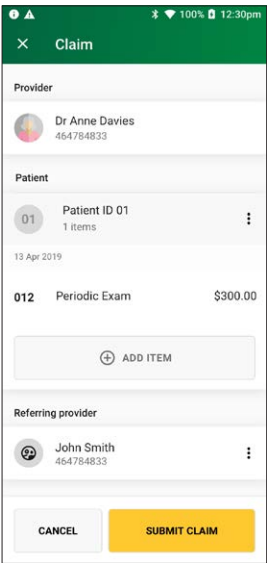
ADD TO CLAIM

Step 10

To add items to the claim before submitting it, tap **ADD ITEM**. Go to Step 8a.

Note: To change the requesting provider, tap on the three dots next to the requesting provider’s name and select another provider.

When you’re ready to submit the claim, tap **SUBMIT CLAIM**.



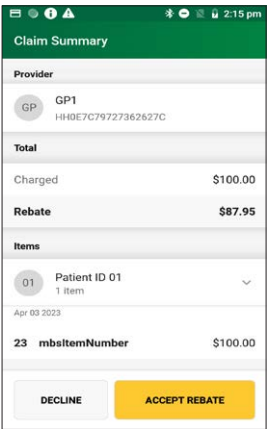
Step 11

A message will be displayed **Sending to Medicare**.



Step 12

The **Claim Summary** screen displays details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.



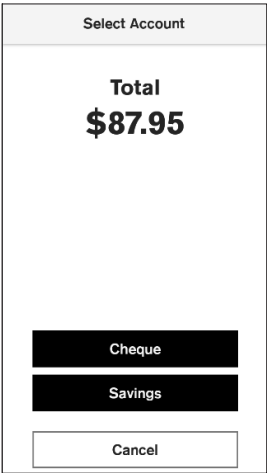
Step 13

The **Rebate** screen will be displayed. Insert or swipe the claimant's debit card to accept the rebate.



Step 14

Ask the cardholder to select the account for the transaction type – **Savings** or **Cheque**.



Step 15

Ask the cardholder to enter their PIN and tap **ENTER** to proceed.

To cancel the transaction, tap **CANCEL**.

Enter PIN

Total \$87.95

1

2

3

4

5

6

7

8

9

C


0

Cancel

Enter

Step 16

The screen will display **Approved** if the rebate was successful.




APPROVED

TRANSACTION COMPLETED

Step 17

Tap **Print** if you would like a copy of the merchant receipt. If no receipt is required, tap **No Thanks**.



Thanks

Would you like the merchant receipt?

Print

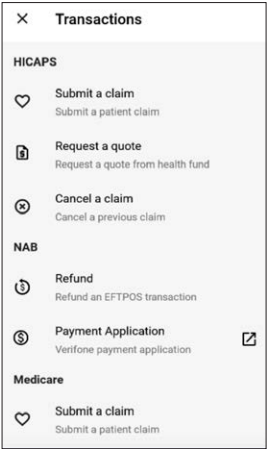
No Thanks

5.2 part paid claim – diagnostic

Part paid claims are used when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim to 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 sent by the claimant to the health professional with any outstanding balance.

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to Step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.




Step 2a

Enter a Medicare card number, then tap **NEXT**.



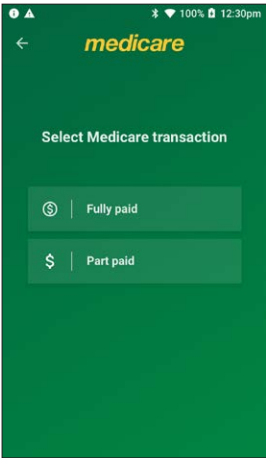
Step 3

Enter the **patient IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.

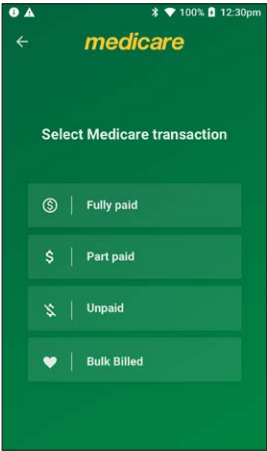


Step 4

On the Medicare transaction screen, tap **Part Paid**.



Note: If a Medicare card is swiped from the HICAPS home screen, transaction types **Unpaid** and **Bulk Billed** will also be displayed.

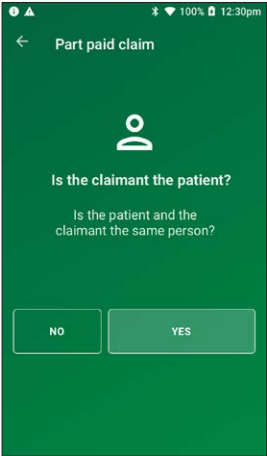


Step 5

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

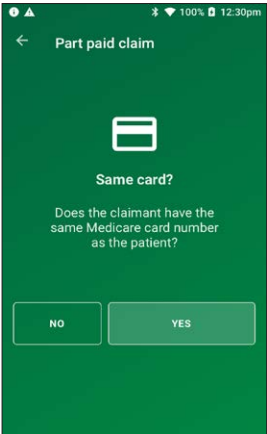
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 5a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 5b.


If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 5c.



Step 5b

Swipe the claimant card and go to Step 5c.

Note: To enter a claimant card number manually, tap Enter manually, enter the card number and tap **NEXT**.



Step 5c

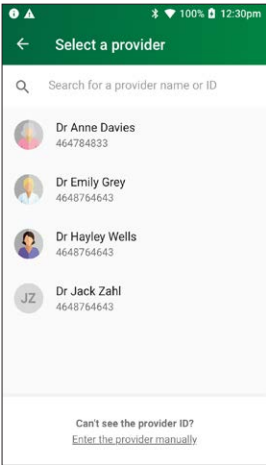
Enter the **claimant's IRN** (the number to the left of the patient's name on the Medicare card) and tap **NEXT**.



Step 6

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 7.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 6a.



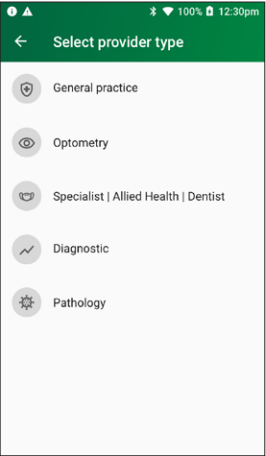
Step 6a

Enter the provider number and tap **NEXT**.



Step 6b

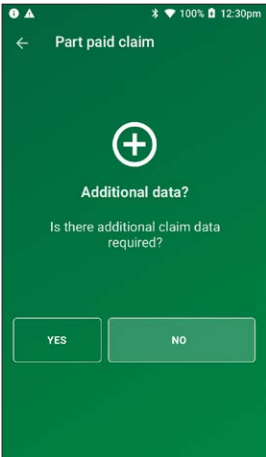
Tap **Diagnostic**.



Step 7

If there is no additional claim data, tap **NO** and go to Step 8.

If there is additional claim data tap **YES** and go to Step 7a.



Step 7a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



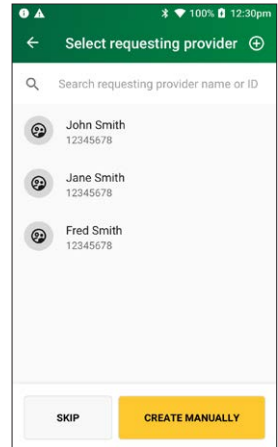
Step 8

If applicable, select a requesting provider from the displayed list or use the search bar to search for a requesting provider's name. Tap the requesting provider and go to Step 9.

If there is no requesting provider displayed (or no requesting provider required), tap **SKIP** and go to Step 8b.

To create a new requesting provider, tap **CREATE MANUALLY** and go to Step 8a.

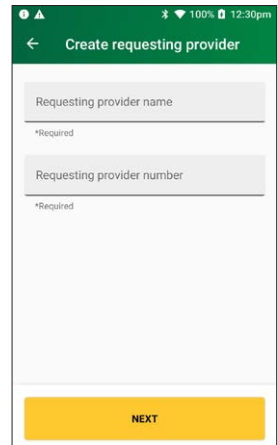
Note: You can also use the plus icon (+) to add a new requesting provider, go to Step 8a.



Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



Step 9

Enter the referral details. Select the referral date using the calendar icon (required).

Add the optional referral period and referral override codes by selecting items from the drop-down lists.

Tap **NEXT**.

Requesting provider details

Requesting Provider

John Smith
12345678

Request issue date
Apr 13 2019, Thu

Optional - Cannot be a future date

Requesting override code

Optional

NEXT

Step 10

Select a referral override code from the drop-down list.

Tap **NEXT**.

Requesting override

Requesting override code

*Required

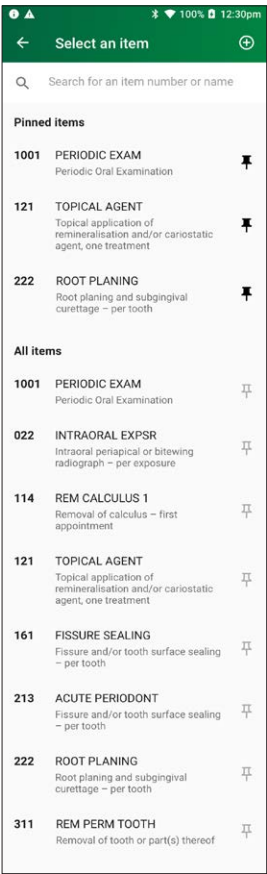
NEXT

Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to Step 12.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.

Tap **ADD ITEM**.



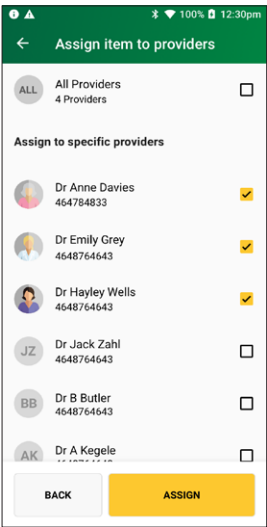
Step 11a

Enter the **item number** and **item name** (required) and an item description (optional) and tap **NEXT**.

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



Step 12

On the **item details** screen, select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

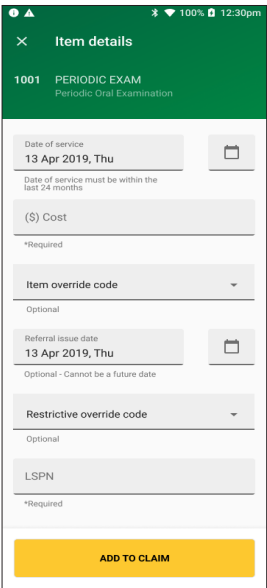
Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Equipment number
- LSPN is a required field

Note: This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.

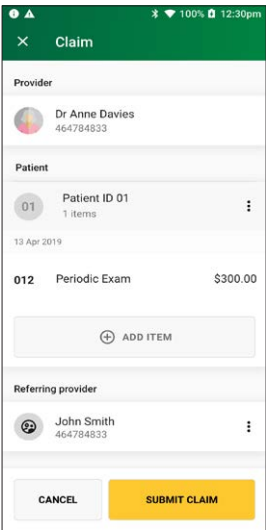


Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: To add more items, tap **ADD ITEM**. Go to Step 13.

Note: Check the provider’s name and item number are correct.



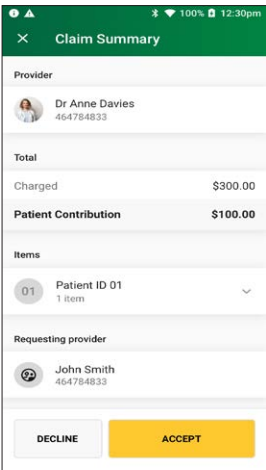
A message will be displayed **Sending to Medicare**.



Step 14

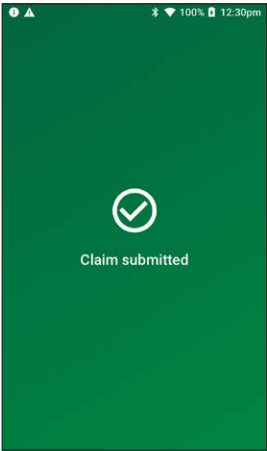
The **Claim Summary** screen will display details of the claim.

You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**.



Step 15

The **Claim Submitted** screen will display if the claim is successful.



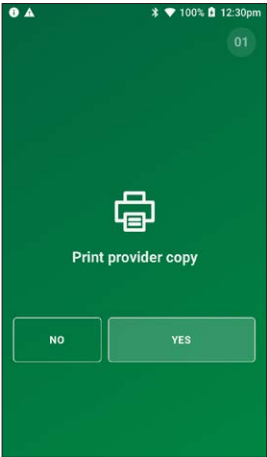
Note: Printing patient receipt will display and the receipt will print automatically.



Step 16

Tap **YES** to print a provider's copy of the Medicare claim receipt for your records.

Tap **NO** if you don't want to print a receipt.



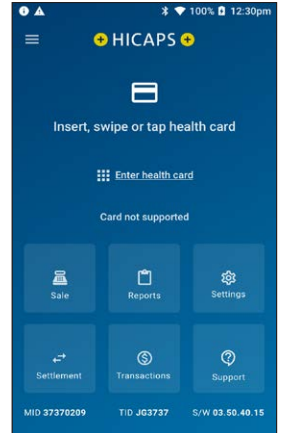
5.3 unpaid claim – diagnostic

The unpaid claim function is used 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.

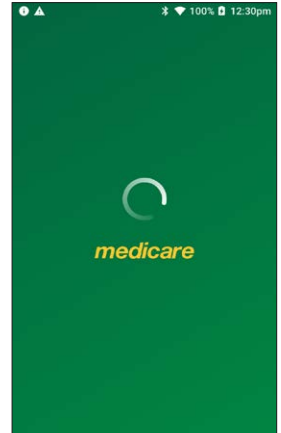
Step 1

From the HICAPS home screen, swipe a Medicare card.
Go to Step 3.

To enter a card number manually, tap **Enter health card** and go to Step 1a.



Note: the Medicare loading screen will be displayed if a Medicare card is swiped from the HICAPS home screen, or when a Medicare card is entered manually.



Step 1a

Enter the Medicare card number and tap **NEXT**.

Enter health fund card

Health card number
6383836328

*Required

NEXT

+

-

*

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1

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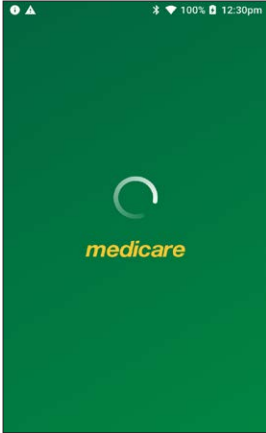
7

8

9

✖

ABC, @?# 0 😊 . ↩



Step 2

Enter the **patient IRN** (the number to the left of the patient’s name on the Medicare card) and tap **NEXT**.

Enter patient ID (IRN)

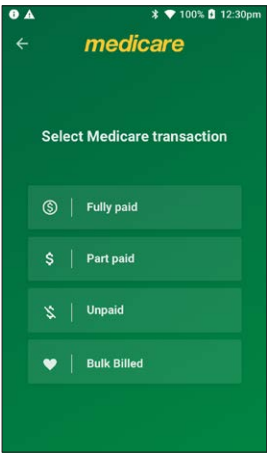
Patient ID (IRN)
011

*Required

NEXT

Step 3

Tap **Unpaid** on the Medicare transaction screen.



Step 4

If the patient and claimant are the same person, tap **YES** and go to Step 6.

Otherwise, tap **NO** and go to Step 5a.

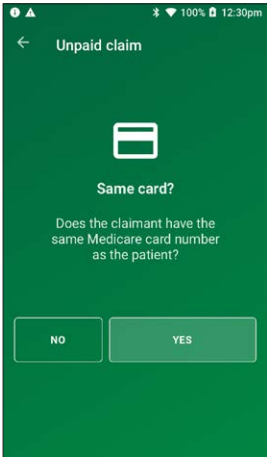
Note: The patient and claimant cannot be the same if the patient is a minor.



Step 4a

If the patient and claimant Medicare cards are different, tap **NO** and go to Step 4b.

If the patient and claimant Medicare cards are the same, tap **YES** and go to Step 4c.



The screen has a green header with a back arrow and the text "Unpaid claim". Below the header is a white icon of a Medicare card. The text "Same card?" is centered, followed by the question "Does the claimant have the same Medicare card number as the patient?". At the bottom are two white buttons with green borders: "NO" and "YES".

Step 4b

Swipe the claimant's card and go to Step 4c.

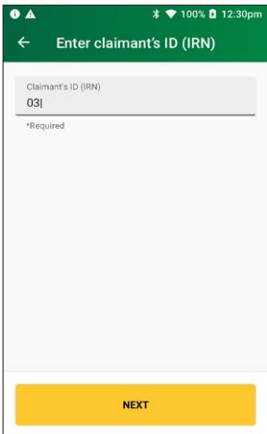
Note: You can manually enter a different claimant card number. Tap **Enter manually** and enter the card number and tap **NEXT**.



The screen has a green header with a back arrow and the text "Enter card number". Below the header is a white input field with the placeholder text "Medicare card number" and a small asterisk with the word "Required" below it. At the bottom is a large yellow button with the text "NEXT".

Step 4c

Enter the **claimant's IRN** (the number to the left of the claimant's name on the Medicare card) and tap **NEXT**.

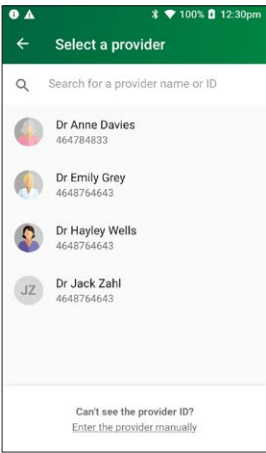


The screen has a green header with a back arrow and the text "Enter claimant's ID (IRN)". Below the header is a white input field with the placeholder text "Claimant's ID (IRN)" and a small asterisk with the word "Required" below it. At the bottom is a large yellow button with the text "NEXT".

Step 5

Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

Note: If the provider is not on the terminal, tap **Enter the provider manually** and go to Step 5a.



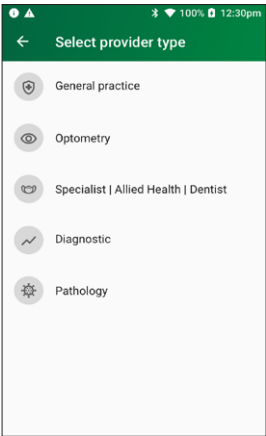
Step 5a

Enter the servicing provider number in the search bar and tap **NEXT**.



Step 5b

Tap the **provider type** that matches the servicing provider number entered in Step 6a.



Step 6

If there is no additional claim data, tap **NO** and go to Step 7. For additional claim data tap **YES** and go to Step 6a.

The screen is titled 'Unpaid claim' with a back arrow. It features a large green plus icon in a circle. Below it, the text reads 'Additional data?' and 'Is there additional claim data required?'. At the bottom, there are two buttons: 'YES' and 'NO'.

Step 6a

Enter the **Account reference number** [optional] and the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.

The screen is titled 'Additional data' with a back arrow. It contains two input fields. The first is labeled 'Account reference number' and contains the text '466478762'. Below it, the word 'Optional' is written. The second is labeled 'Payee provider number' and contains the text '46647876'. Below it, the word 'Optional' is written. At the bottom, there is a large yellow button labeled 'NEXT'.

Step 7

If applicable, select a requesting provider from the displayed list or use the search bar to search for a requesting provider's name. Go to Step 7c.

To create a new requesting provider, tap **CREATE MANUALLY** and go to Step 7a.

Note: You can also use the plus icon (+) to add a new requesting provider, go to Step 7a.

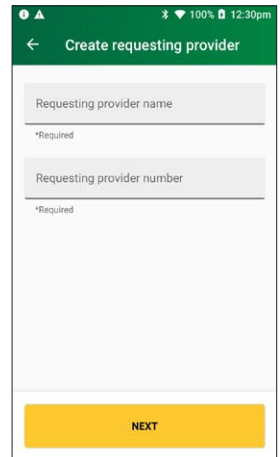
If there is no requesting provider displayed (or no requesting provider required), tap **SKIP** and go to Step 7b.

The screen is titled 'Select requesting provider' with a back arrow and a plus icon. It features a search bar with the placeholder text 'Search requesting provider name or ID'. Below the search bar is a list of three providers, each with a circular profile icon, a name, and a number: 'John Smith 12345678', 'Jane Smith 12345678', and 'Fred Smith 12345678'. At the bottom, there are two buttons: 'SKIP' and 'CREATE MANUALLY'.

Step 7a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.



Step 7b

Select a requesting override code from the drop-down list. Tap **NEXT**. Go to Step 9.



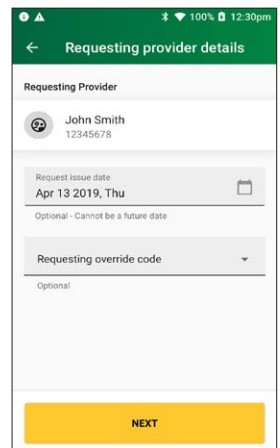
Step 7c

Enter the optional requesting provider details. Select the request issue date using the calendar icon.

Note: The request issue date cannot be a future date.

Select a requesting override code by selecting an item from the drop-down list.

Tap **NEXT**.

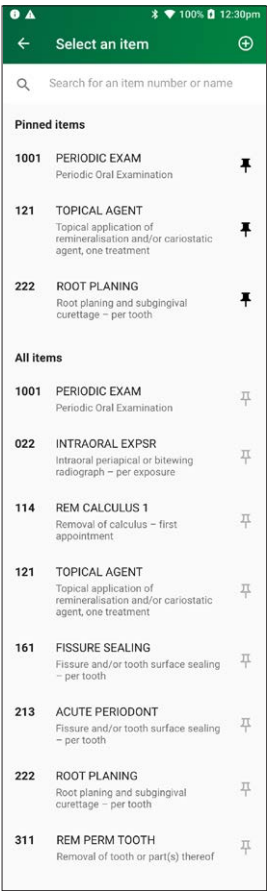


Step 8

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the item number. Tap to select the required item. Go to Step 10.

To add a new item to the list, tap the plus icon (+) and go to Step 8a.

Tap **ADD ITEM**.



Step 8a

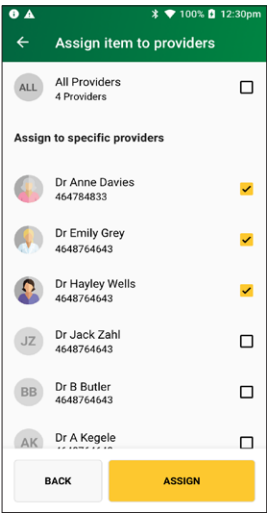
Enter the item number and item name (required) and an item description (optional) and tap **NEXT**.

Step 8b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

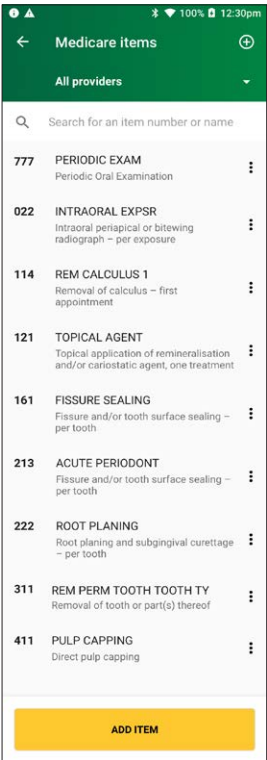
Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

Go to Step 9 to select the newly created item.



Step 8c

Then tap the provider to **Add item**. Go to Step 11 after adding the new item.



Step 9

On the **item details** screen, select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter the patient contribution.

Enter any of the following optional fields:

- Item override code
- Restrictive override code
- Self deemed code
- Equipment number
- LSPN is a required field

Note: These codes can be selected from the drop-down lists. Tap to display a list of codes.

Note: This is required if the equipment number is set.

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Referral issue date
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

*Required

ADD TO CLAIM

Step 10

Check the **Claim** details and tap **SUBMIT CLAIM**.

To cancel the claim, tap **CANCEL**.

Note: To add more items, tap **ADD ITEM**. Go to Step 13.

Important: Check the provider's name and item number are correct.

Claim Summary

Provider

Dr Anne Davies
464784833

Total

Charged \$300.00

Patient Contribution \$100.00

Items

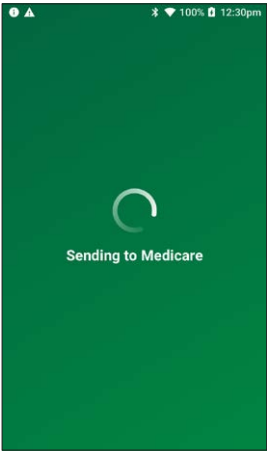
01 Patient ID 01
1 item

Requesting provider

John Smith
464784833

DECLINE **ACCEPT**

A message will be displayed **Sending to Medicare**.

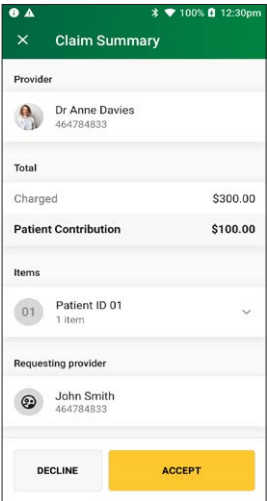


Step 11

The **Claim Summary** screen will display details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT**. Go to Step 12.

If the details are incorrect on the **Claim Summary** screen, tap **DECLINE**.

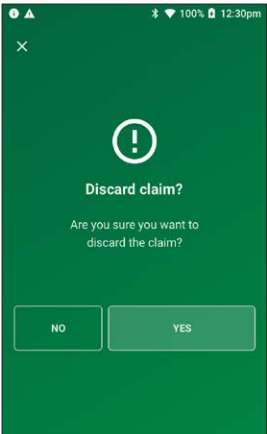
Go to Step 11a.



Step 11a

To discard the claim and print a declined receipt, tap **YES**. The terminal will return to the HICAPS home screen.

To return to the claim summary, tap **NO**.



Step 12

A message will be displayed on the screen **Sending to Medicare**.



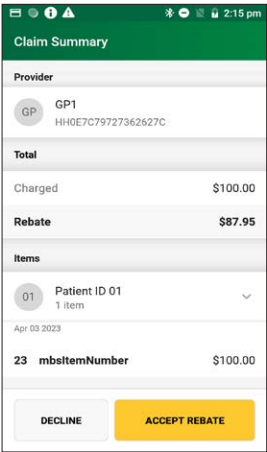
Step 13

The **Claim Summary** screen displays details of the claim. You should present this screen to the customer and ask them to confirm the details are correct before tapping **ACCEPT REBATE**.

Go to Step 14 for payment.

If the details are incorrect on the **Claim Summary** screen, tap **DECLINE**.

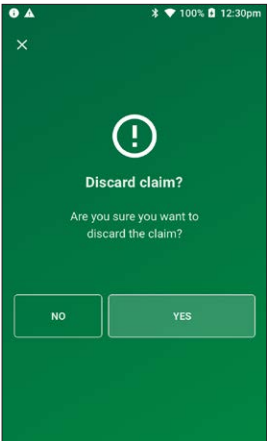
Go to Step 13a.



Step 13a

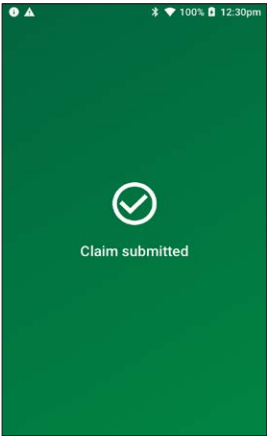
To discard the claim and print a declined receipt, tap **YES**. The terminal will return to the HICAPS home screen.

To return to the claim summary, tap **NO**.



Step 14

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



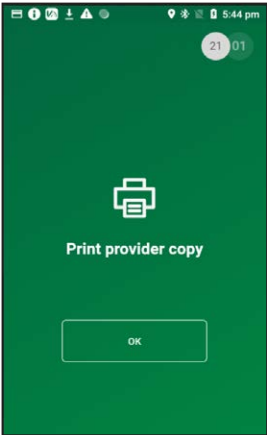
Step 15

The **printing patient receipt** screen will be displayed and the receipt will print automatically.



Step 16

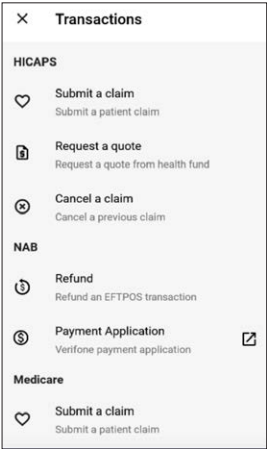
To print a provider copy of the receipt, press **OK**.



5.4 bulk billed claim

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



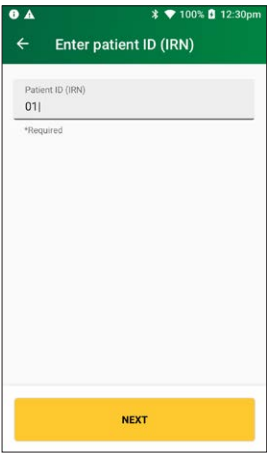
Step 2a

Enter a Medicare card number, then tap **NEXT**.



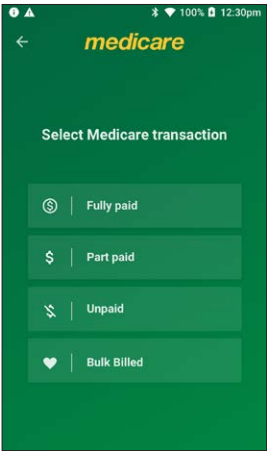
Step 3

Enter the **patient IRN** (the number to the left of the Patient’s name on the Medicare card) and tap **NEXT**.



Step 4

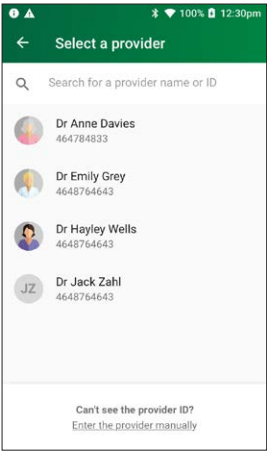
On the Medicare transaction screen, tap **Bulk Billed**.



Step 5

Select a provider from the displayed list or use the search bar to search for a provider’s name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

Note: If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



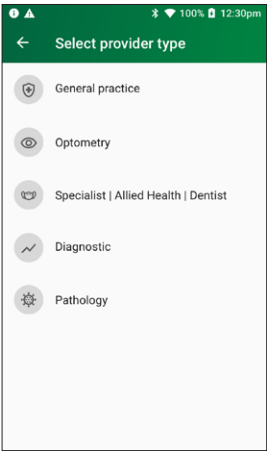
Step 5a

Enter the provider number and tap **NEXT**.



Step 5b

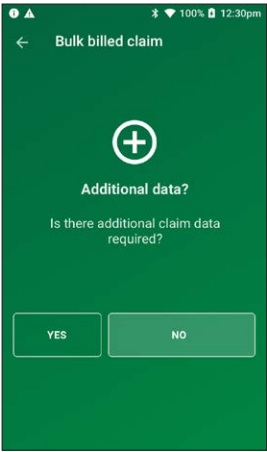
Tap **Diagnostic**.



Step 6

If there is no additional claim data, tap **NO** and go to Step 7.

If there is additional claim data tap **YES** and go to Step 6a.



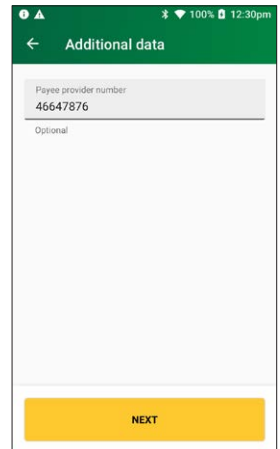
Step 6a

Enter the **Payee provider number** [optional]
(the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

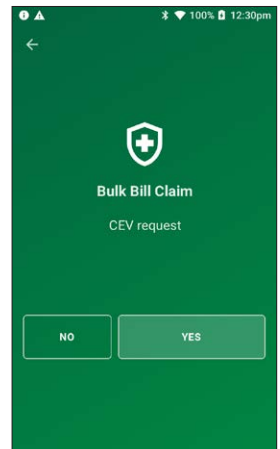
Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.

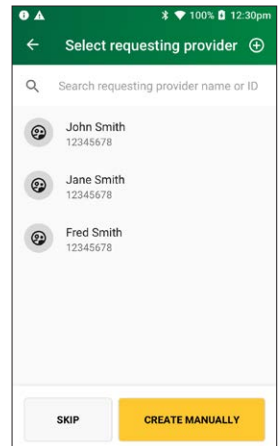


Step 8

Select a requesting provider from the displayed list or use the search bar to search for a requesting provider's name. Tap the requesting provider and go to Step 9.

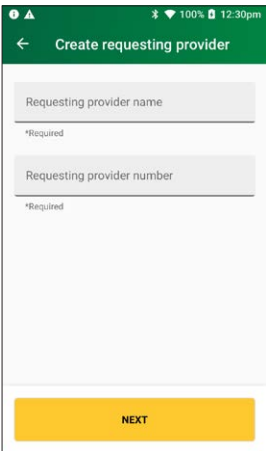
If there is no requesting provider displayed (or no requesting provider required), tap **SKIP** and go to Step 10.

To create a new requesting provider, tap **CREATE MANUALLY** and go to Step 8a.



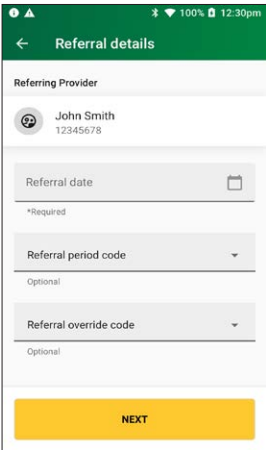
Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.
Tap **NEXT** to select the newly created requesting provider.



Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).
Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.
Tap **NEXT**. Go to Step 11.



Step 10

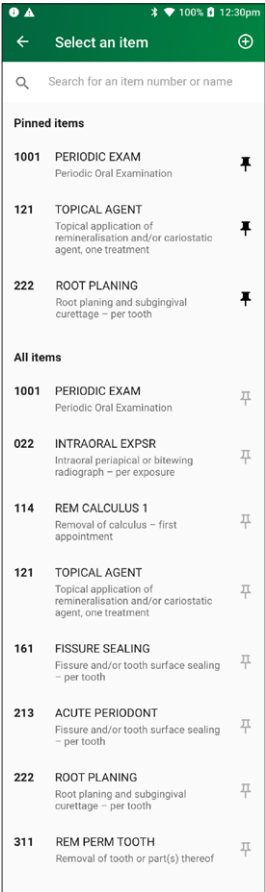
Select a **referral override code** from the drop-down list.
Tap **NEXT**.



Step 11

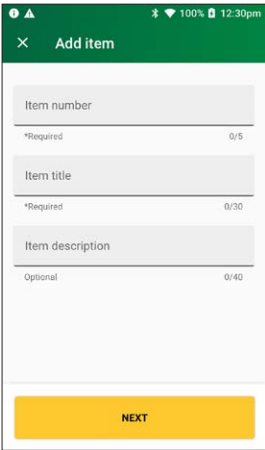
Use the search bar to find the **item name** or item number or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

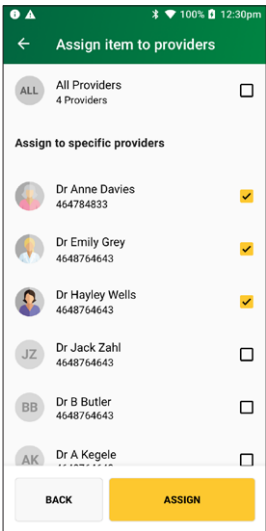
Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.



Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

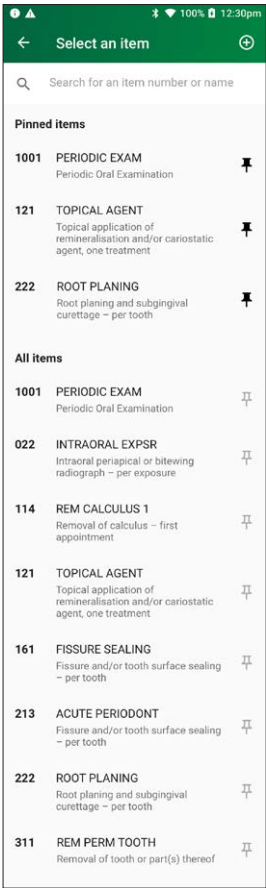
Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.



Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.



Step 12

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields:

- Item override code
 - Restrictive override code
- Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- LSPN is a required field

Tap **ADD TO CLAIM** to add the item to the claim.

Item details

1001 PERIODIC EXAM
Periodic Oral Examination

Date of service
13 Apr 2019, Thu

Date of service must be within the last 24 months

(\$) Cost

*Required

Item override code

Optional

Referral issue date
13 Apr 2019, Thu

Optional - Cannot be a future date

Restrictive override code

Optional

LSPN

*Required

ADD TO CLAIM

Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: Check the provider's name and item number are correct.

Note: To change the requesting provider, tap on the three dots next to the requesting providers name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

Claim

Provider

Dr Anne Davies
464784833

Patient

01 Patient ID 01
2 items

13 Apr 2019

1001 Periodic Exam

100 Exam

+ ADD ITEM

Requesting provider

John Smith
464784833

CANCEL **SUBMIT CLAIM**

Step 14

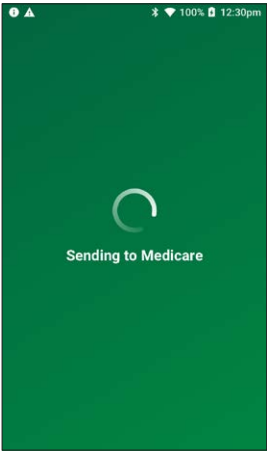
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

Go to step 14b for claims where CEV was requested and accepted.

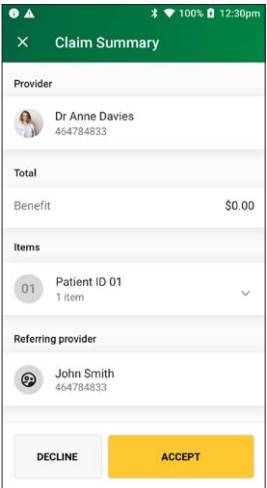
Go to step 14c for claims with no concession entitlement.



Step 14a

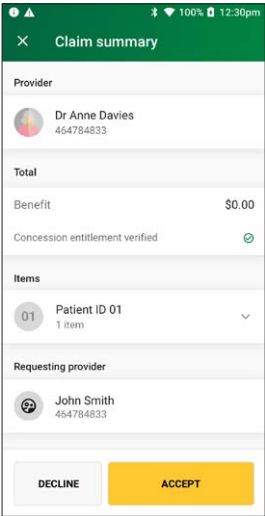
Tap **ACCEPT** to accept the claim and display the declaration.

Go to step 15.



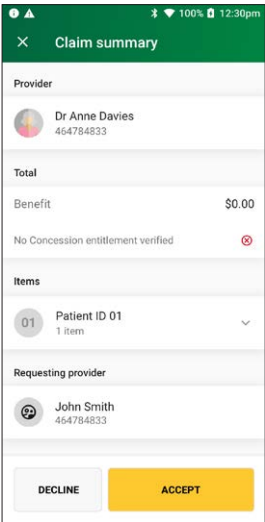
Step 14b

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15.



Step 14c

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15.

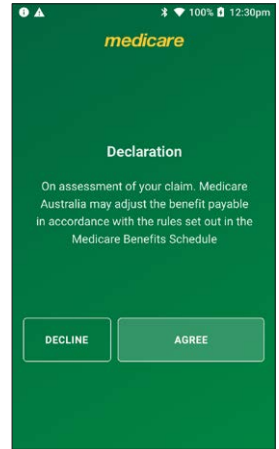


Step 15

The declaration screen will be displayed.

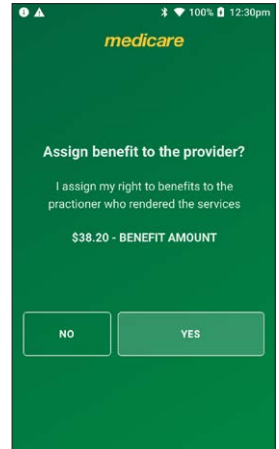
You should present this screen to the patient and ask them to accept or decline the declaration.

Tap **AGREE** to print a bulk billed patient receipt.



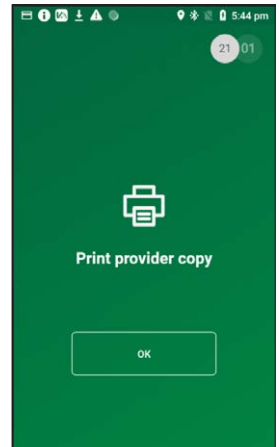
Step 16

You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



Step 17

To print a provider copy of the receipt, press **OK**.

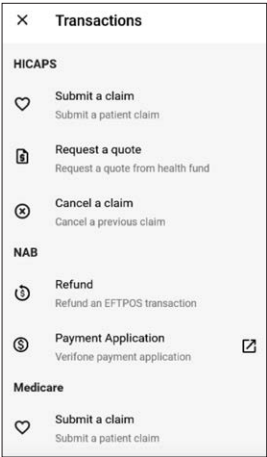


6. PATHOLOGY CLAIMS

6.1 bulk billed claim – pathology

Step 1

Tap **Transactions** from the home screen and select **Submit a claim** from the Medicare section.



Step 2

Swipe a Medicare card and go to step 3 or tap **Enter manually** to enter a Medicare card number, go to Step 2a.



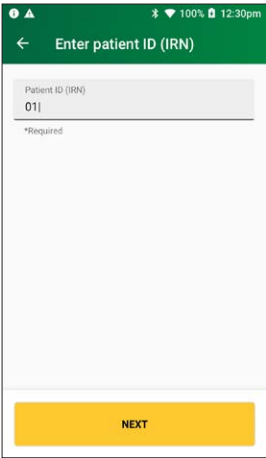
Step 2a

Enter a Medicare card number, then tap **NEXT**.



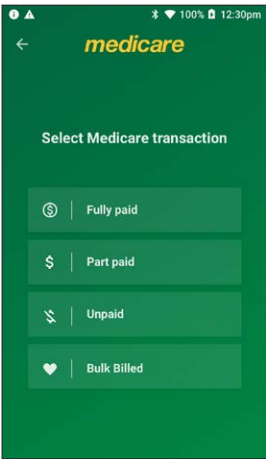
Step 3

Enter the **patient IRN** (the number to the left of the Patient's name on the Medicare card) and tap **NEXT**.



Step 4

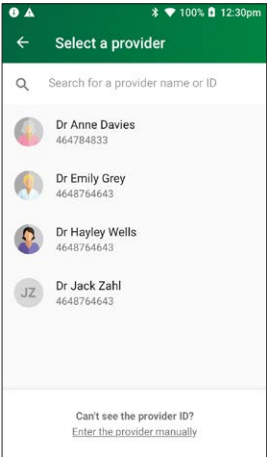
On the Medicare transaction screen, tap **Bulk Billed**.



Step 5

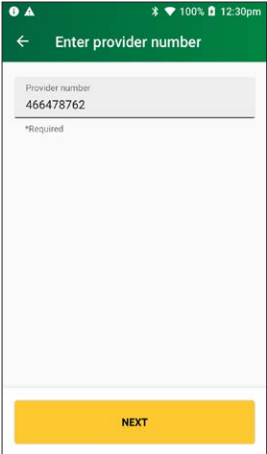
Select a provider from the displayed list or use the search bar to search for a provider's name. Tap the provider you want to claim with, then tap **NEXT**. Go to Step 6.

Note: If the provider is not on the terminal, tap the link to **Enter the provider manually** and go to Step 5a.



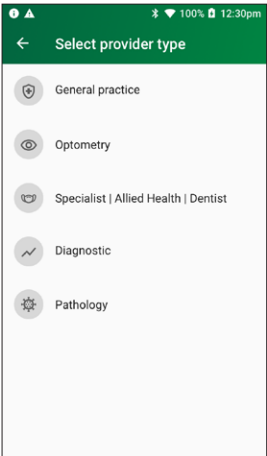
Step 5a

Enter the provider number and tap **NEXT**.



Step 5b

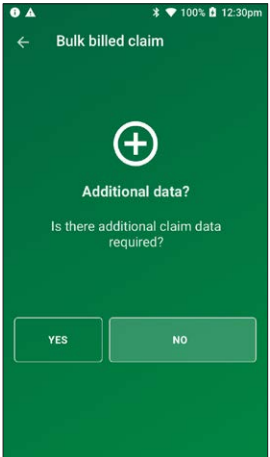
Tap **Diagnostic**.



Step 6

If there is no additional claim data, tap **NO** and go to Step 7.

If there is additional claim data tap **YES** and go to Step 6a.



Step 6a

Enter the **Payee provider number** [optional] (the practitioner who is to be paid for the service).

Note: This is only required if the payee provider is not the servicing provider.

Tap **NEXT**.

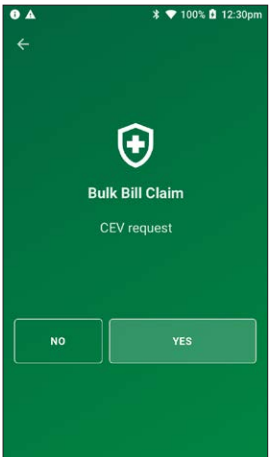
Note: Tap **NEXT** without entering a payee provider number to bypass this step. The field will be populated with the payee if they are attached to the selected provider.



Step 7

To check for concession status, tap **YES**.

To continue without checking concession status, tap **NO**.

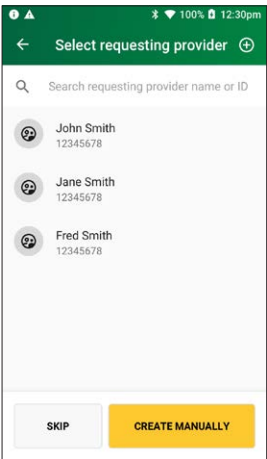


Step 8

Select a requesting provider from the displayed list or use the search bar to search for a requesting provider’s name. Tap the requesting provider and go to Step 9.

If there is no requesting provider displayed (or no requesting provider required), tap **SKIP** and go to Step 10.

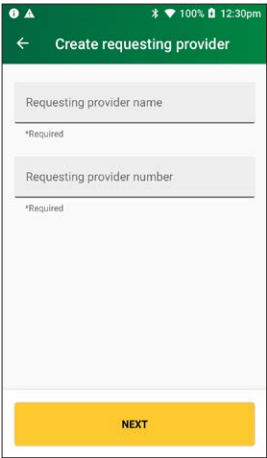
To create a new requesting provider, tap **CREATE MANUALLY** and go to Step 8a.



Step 8a

Enter the requesting provider name and number in the **Create requesting provider** screen.

Tap **NEXT** to select the newly created requesting provider.

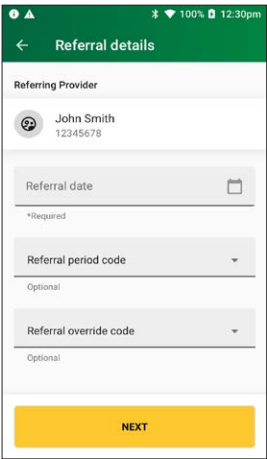


Step 9

Enter the referral details. Select the **referral date** using the calendar icon (required).

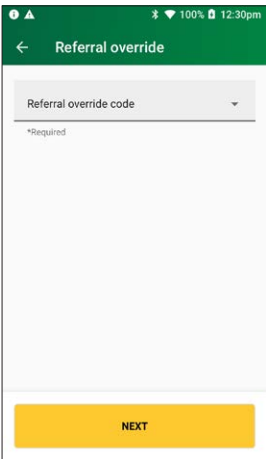
Add the optional **referral period** and **referral override** codes by selecting items from the drop-down lists.

Tap **NEXT**. Go to Step 11.



Step 10

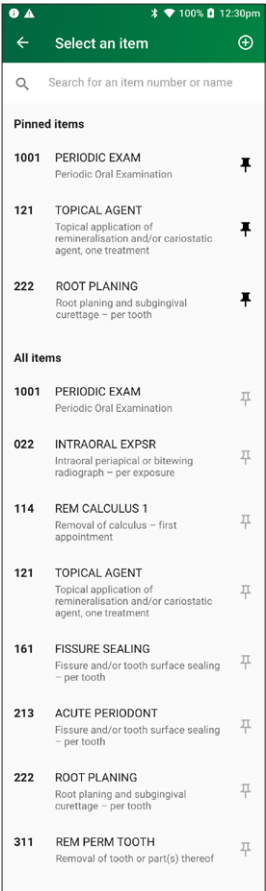
Select a referral override code from the drop-down list.
Tap **NEXT**.



Step 11

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item. Go to step 13.

To add a new item to the list, tap the plus icon (+) and go to Step 11a.



Step 11a

Enter the **item number** and **item name** (required) and an **item description** (optional) and tap **NEXT**.

Item number
*Required 0/5

Item title
*Required 0/30

Item description
Optional 0/40

NEXT

Step 11b

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

← Assign item to providers

ALL All Providers
4 Providers ☐

Assign to specific providers

Dr Anne Davies
464784833 ☒

Dr Emily Grey
4648764643 ☒

Dr Hayley Wells
4648764643 ☒

JZ Dr Jack Zahl
4648764643 ☐

BB Dr B Butler
4648764643 ☐

AK Dr A Kegele
4648764643 ☐

BACK ASSIGN

Step 11c

Use the search bar to find the **item name** or **item number** or scroll the displayed list to find the **item number**. Tap to select the required item.

Tap **ADD ITEM**.

The screenshot shows the 'Medicare items' screen with a green header. Below the header is a search bar labeled 'Search for an item number or name'. A list of items follows, each with an item number, name, and description. At the bottom is a yellow 'ADD ITEM' button.

Item Number	Item Name	Description
777	PERIODIC EXAM	Periodic Oral Examination
022	INTRAORAL EXPSR	Intraoral periapical or bitewing radiograph – per exposure
114	REM CALCULUS 1	Removal of calculus – first appointment
121	TOPICAL AGENT	Topical application of remineralisation and/or cariostatic agent, one treatment
161	FISSURE SEALING	Fissure and/or tooth surface sealing – per tooth
213	ACUTE PERIODONT	Fissure and/or tooth surface sealing – per tooth
222	ROOT PLANING	Root planing and subgingival curettage – per tooth
311	REM PERM TOOTH TOOTH TY	Removal of tooth or part(s) thereof
411	PULP CAPPING	Direct pulp capping

Step 12

On the **item details** screen select the date of service using the calendar icon.

Note: The date of service must be within the previous 24 months.

Enter the item cost.

Enter any of the following optional fields

- Item override code
- Restrictive override code
- Note:** These codes can be selected from a drop-down list. Tap to display a list of codes.
- LSPN

Tap **ADD TO CLAIM** to add the item to the claim.

The screenshot shows the 'Item details' screen for item 1001. It has a green header with a close button. Below the header, there are several input fields: 'Date of service' (with a calendar icon), '(\$) Cost', 'Item override code' (with a dropdown arrow), 'Referral issue date' (with a calendar icon), 'Restrictive override code' (with a dropdown arrow), and 'LSPN'. At the bottom is a yellow 'ADD TO CLAIM' button.

Field	Value	Notes
Date of service	13 Apr 2019, Thu	Date of service must be within the last 24 months
(\$) Cost		*Required
Item override code		Optional
Referral issue date	13 Apr 2019, Thu	Optional - Cannot be a future date
Restrictive override code		Optional
LSPN		Optional

Step 13

Check the **Claim** details and tap **SUBMIT CLAIM**.

Note: Check the provider's name and item number are correct.

Note: To change the requesting provider, tap on the three dots next to the requesting providers name and select another provider.

When you're ready to submit the claim, tap **SUBMIT CLAIM**.

The screenshot shows a mobile app interface for submitting a claim. The title bar is green with a white 'X' icon and the word 'Claim'. Below the title bar, there are sections for 'Provider' (Dr Anne Davies, 454784833), 'Patient' (Patient ID 01, 2 items, 13 Apr 2019), and 'Requesting provider' (John Smith, 454784833). A list of items is shown: 1001 Periodic Exam and 100 Exam. Below the items is a button with a plus icon and the text 'ADD ITEM'. At the bottom, there are two buttons: 'CANCEL' and 'SUBMIT CLAIM'.

Step 14

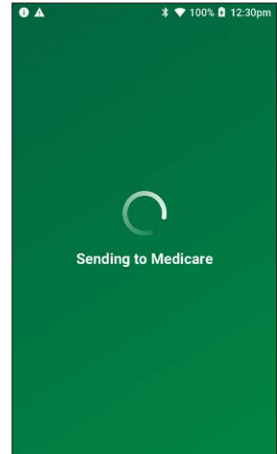
A message will be displayed **Sending to Medicare**.

The **Claim Summary** screen will display details of the claim. The claim summary will display slightly differently depending on the CEV status.

Go to step 14a for claims where CEV has not been requested.

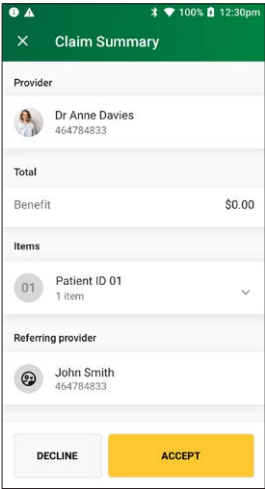
Go to step 14b for claims where CEV was requested and accepted.

Go to step 14c for claims with no concession entitlement.



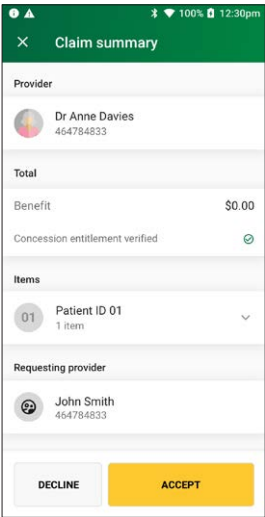
Step 14a

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15.



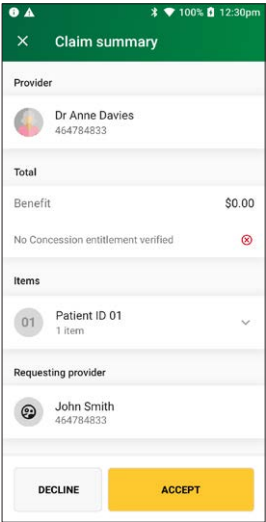
Step 14b

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15



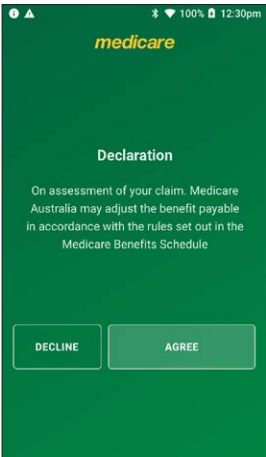
Step 14c

Tap **ACCEPT** to accept the claim and display the declaration.
Go to step 15.



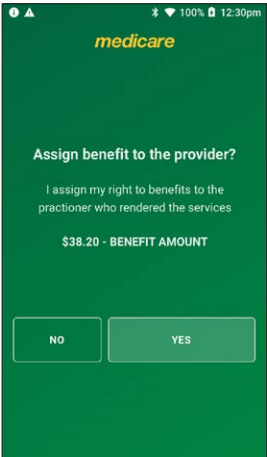
Step 15

The declaration screen will be displayed.
You should present this screen to the patient and ask them to accept or decline the declaration.
Tap **AGREE** to print a bulk billed patient receipt.



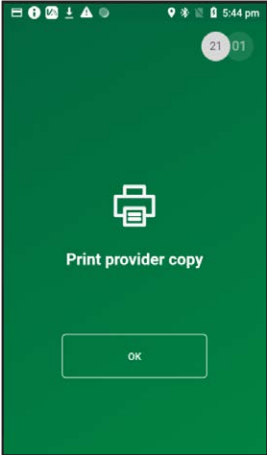
Step 16

You should present this screen to the patient and ask them to confirm the details are correct before tapping **YES** to assign the benefit amount to the provider. A bulk billed patient receipt part 2 will print.



Step 17

To print a provider copy of the receipt, press **OK**.

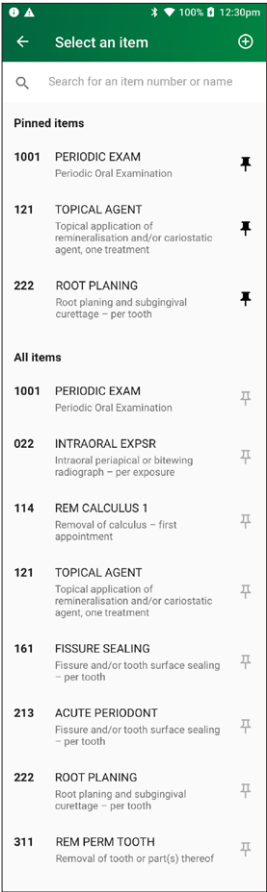


7. ADDING NEW ITEMS

7.1 adding new items

Step 1

From the **Select an item** screen, tap the plus icon + on the top right of the screen to add an item manually.



Step 2

Enter the **item number** and **item title** (required) and the **item description** (optional) and tap **NEXT**.

Note: The Item number description can be a maximum of 50 characters including spaces.

100%12:30pm

Add item

Item number

*Required0/5

Item title

*Required0/30

Item description

Optional0/40

NEXT

Step 3

Tap a provider name to tick the box and assign the item to a specific provider, then tap **ASSIGN**.

Note: To assign an item to all providers on the terminal, tap **All Providers**, then tap **ASSIGN**.

100%12:30pm

Assign item to providers

ALL

All Providers
4 Providers

Assign to specific providers

Dr Anne Davies
464784833

☒

Dr Emily Grey
4648764643

☒

Dr Hayley Wells
4648764643

☒

JZ

Dr Jack Zahl
4648764643

☐

BB

Dr B Butler
4648764643

☐

AK

Dr A Kegele
4648764643

☐

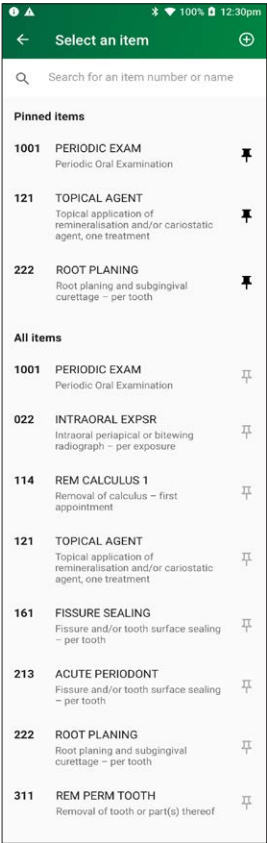
BACK

ASSIGN

Step 4

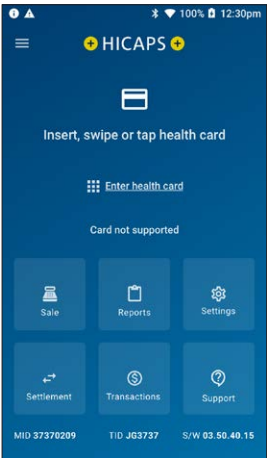
The new item will be displayed in the list of items for the selected provider.

Adding a new item is now complete.

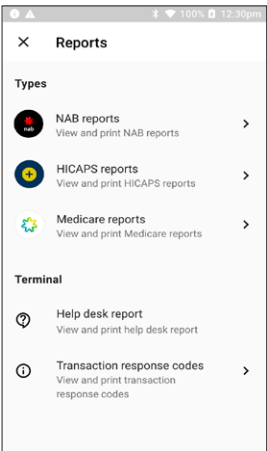


8. REPORTS AND SETTLEMENT

Reports and Settlement functions for Medicare Easyclaim transactions can be selected by tapping the Reports icon or the Settlement icon on the HICAPS home screen.



Tap on Medicare reports to display or print the Medicare transaction list or to reprint Medicare receipts.



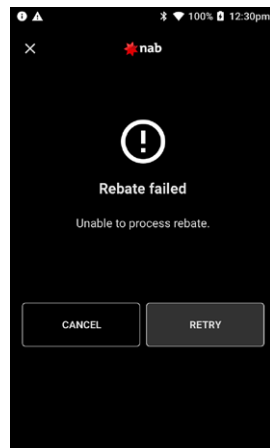
9. ERROR SCREENS AND CONDITIONS

9.1 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.

Tap **RETRY** 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.

Tap **CANCEL** to cancel the transaction.



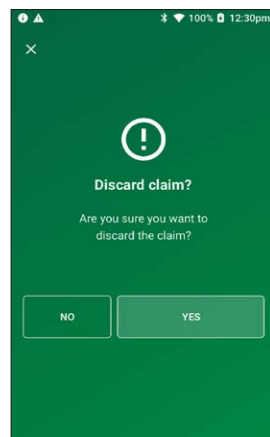
9.2 decline Medicare Easyclaim transaction

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 digital claiming return codes.**

9.3 bulk billed claims cancelled by the practice or patient

This screen will be displayed whenever the practice or patient cancels a bulk billed 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.



9.4 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.

10. HELPDESK TELEPHONE NUMBERS

For EFTPOS related issues and questions please contact the HICAPS Help Desk on **1300 650 852**

For practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems please call the Medicare Australia Provider Line 24 hours, 7 days **132 150**.

Further information is available at **www.medicareaustralia.gov.au**.

Alternatively refer to MEDICARE E Business Service Centre on **1800 700 199**.

For the convenience of your patients, for patient or claimant enquiries regarding claim assessment or other general Medicare enquiries, patients can call the Medicare Australia Consumer Line 24 hours, 7 days **132 011**

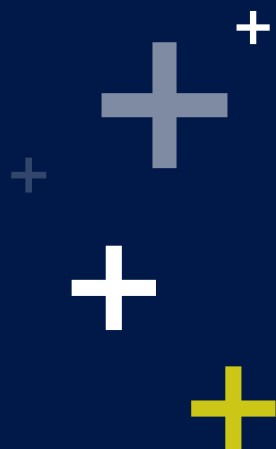
11. ACCESS SUPPORT GUIDES

For the most up to date version of this Medicare Easyclaim user guide, the Trinity Terminal user guide or Quick reference guide please scan the QR code below.

To access the QR Code from the Trinity Terminal

1. Select support
2. Terminal Guides
3. Then scan the QR Code





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