HOW TO: COMPLETE A QUICK HICAPS TRANSACTION
Processing a HICAPS claim transaction (HICAPS terminal)

**step 1**
To start a HICAPS Claim transaction, simply swipe or tap digital card from their device the patient’s Health Fund card through the terminal.

**step 2**
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press [SELECT]

*Note: This prompt will only be displayed if more than one provider is loaded into the terminal.*

**step 3**
Using the keypad, enter the 2-digit **Patient ID** printed on the card relating to the specific patient receiving treatment and press [OK]

*Note: This value will default to 01 if nothing is entered.*
step 4
Using the keypad, enter the **Item Number** associated with the treatment supplied and press `[OK]`

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step 5
Using the keypad, enter the **Clinical Code, Tooth Number** or **Body Part** in which the treatment supplied was performed and press `[OK]`  
**Note:** This step will only appear if the provider being transacted with has a prompt option enabled

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step 6
Using the keypad, enter the **Date (DD/MM)** in which the treatment supplied was performed and press `[OK]`. To accept the current date just press `[OK]`
step 7
Using the keypad, enter the **Item Cost** and press `[OK]`

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

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

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step 8A
The terminal will then display a **Claim Summary** of the item(s) entered.

By pressing the `[MODIFY]` button on the touch screen, you are able to modify any of the items that have been entered by repeating the steps above

*Note: To scroll through multiple items use the up and down arrows displayed on the screen*

8B
To add an item to the claim, simply press the `[ADD]` button on the touch screen and repeat the steps above

8B
To remove an item from the claim, simply press the `[REMOVE]` button on the touch screen and then press `[YES]` to confirm the deletion

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step 9
If the **Claim Summary** is correct, press the `[SEND]` button on the touch screen
step 10
You will be asked if the summary is correct. If no further changes are required, press [YES] to send to the Health Fund.

Note: When the claim has been approved the terminal will prompt to pay any gap amount. You can process the EFTPOS transaction or press [CANCEL] to return to the idle screen.
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HICAPS Help Desk is available
8am to 10pm (AEDT)
Monday to Saturday
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