HICAPS MEDICARE AUSTRALIA EASY CLAIM
User guide
i. Navigation

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

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

To confirm, cancel and clear selections you can press the coloured keys on the terminal. i.e. if you wish to cancel out of a screen, the cancel button on the screen is red hence you would press the red key on your terminal.
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1. MEDICARE AUSTRALIA EASYCLAIM PROVIDER SETUP

1.1 registering a new provider
To add providers you will need to register their details by completing the online form, available on the HICAPS website [www.hicaps.com.au/forms](http://www.hicaps.com.au/forms)

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

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

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

step 1
Using the keypad, choose and enter a 4 digit Provider Password and press [OK]. This password will be used to lock your provider and make modifications to your provider settings.

Note: Provider Password can not be made up of repetitive or consecutive numbers.
Eg. 1234, 0000.
step 2
This option, when completed, will prepopulate the **Payee Provider Number** when sending a Medicare claim. Setting up a **Payee Provider Number** is only required if the Medicare Bulk Billed payment is to be made to someone other than the servicing provider.

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

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

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

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

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

2.1 setting up EFTPOS to Medicare

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

step 1
Press the [FUNCTION] key

step 2
Enter [5] [6] and press [SELECT]

step 3
Select option 5. Medicare Options and press [SELECT]

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

step 4
Select the Merchant that you want EFTPOS to Medicare to be enabled/disabled and press [SELECT]

Select Merchant
1. A - Rathdowne Practice
2. B - Dr Smith Practice
3. C - Dr CM Health

step 5
Select option 1. EFTPOS to Medicare and press [SELECT]
**step 6**
Enable **EFTPOS to Medicare** by pressing the **[ENABLE]** button on the touch screen or, to disable press the **[DISABLE]** button on the touch screen.

```
HICAPS

Medicare Options
EFTPOS to Medicare
Enabled

Disable BACK Enable
```

**step 7**
Enable **EFTPOS to Medicare Prompt** by pressing the **[ENABLE]** button on the touch screen, or to disable press the **[DISABLE]** button on the touch screen.

```
HICAPS

Medicare Options
EFTPOS to Medicare
Prompt Disabled

Disable BACK Enable
```
3. SPECIALIST, ANCILLARY HEALTH CARE AND DENTAL CLAIMS

3.1 fully paid claim

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

step 1

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

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

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

step 2

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

step 3

Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]
step 4
Select 1. Fully Paid and press [SELECT]

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

<table>
<thead>
<tr>
<th>Select Medicare TXN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fully Paid</td>
</tr>
<tr>
<td>2. Part Paid</td>
</tr>
<tr>
<td>3. Un-Paid</td>
</tr>
<tr>
<td>4. Bulk Bill</td>
</tr>
</tbody>
</table>

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

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

step 5b
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 6a.
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

*Note:* You can also key enter the different claimant card number
**step 5c**  
Key Claimant IRN Number and press [OK]  

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

---

**step 6a**  
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press [SELECT], then move to step 7.  

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

---

**step 6b**  
Using the keypad, enter the **Servicing Provider Number** and press [OK]

---

**step 6c**  
Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press [SELECT]
**step 7**
Using the keypad, enter the **Referring Provider Number** and press **[OK]**

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

**step 8**
Using the keypad, enter the **Referral Date** and press **[OK]**

**step 9**
Select the **Referral Period Code** and press **[SELECT]**, then move to step 11

<table>
<thead>
<tr>
<th>Referral Period Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. S - Standard</td>
</tr>
<tr>
<td>2. I - Indefinite</td>
</tr>
</tbody>
</table>

**step 10**
Select the **Referral Override Code** and press **[SELECT]**

<table>
<thead>
<tr>
<th>Referral Override Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. N - Not Applicable</td>
</tr>
<tr>
<td>2. L - Lost</td>
</tr>
<tr>
<td>3. E - Emergency</td>
</tr>
</tbody>
</table>
**step 11a**
Select the **Item Number** by SCROLLING or keying the Item Number and pressing [OK] and then go to step 12.
Alternatively key an Item Number not listed and go to step 11b

**step 11b**
Enter the **Item Number** and press [OK]

**step 11c**
Using the keypad, enter the **Item Description** for the newly added item, and press [OK].

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

**step 12**
Using the keypad, enter the **Item Cost** and press [OK] or just press [OK] to accept the previously saved item cost
**step 13**
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK].

**step 14**
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 18, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 11a, or
Select **3. Extra Item Info** and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 15

**step 15**
Select the **Item Override Code** and press [SELECT] or select **1. None** to bypass this step

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

**step 16**
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 17, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 11a

**Extra Service?**
- 1. Complete Claim
- 2. Next Item
- 3. Extra Item Info
step 17
Hand the terminal to the Claimant and ask them to press the [YES] button to accept the rebate

step 18a
The Claimant will then need to Swipe or Insert their Debit card

step 18b
The cardholder is to select their account on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV

step 18c
The cardholder is required to key enter their PIN and press [OK]

step 19
The Approved screen will be displayed if the rebate was successful

step 20
Press [YES] to print a customer receipt for both the medicare and eftpos transactions
3.3.2 Part paid claim

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

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

**step 1**
After a successful payment transaction, the terminal will display a screen to Claim Medicare Rebate?

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

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

**step 2**
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK]

**step 3**
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]
step 4
Select 2. Part Paid and press [SELECT]

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

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

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

step 5b
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 6a.
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

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

step 5c
Key Claimant IRN Number and press [OK]

Note: This step will only be shown if a Claimant card is swiped at step 5b
step 6a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 7.

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

step 6b
Using the keypad, enter the Servicing Provider Number and press [OK]

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

step 7a
If no Additional Claim Data is required, press [NO] and go to step 8, or
If an Account Reference Number and/or Payee Provider Number is required to be processed for this patient’s claim, press [YES] and go to step 7b
step 7b
Using the keypad, enter the **Account Reference Number** and press [OK]

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

---

step 7c
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider

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

---

step 8
Using the keypad, enter the **Referring Provider Number** and press [OK]

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

---

step 9
Using the keypad, enter the **Referral Date** and press [OK]
step 10
Select the **Referral Period Code**, press [SELECT] and go to step 12a

<table>
<thead>
<tr>
<th>Referral Period Code</th>
</tr>
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<tbody>
<tr>
<td>1. S - Standard</td>
</tr>
<tr>
<td>2. I - Indefinite</td>
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</tbody>
</table>

step 11
Select the **Referral Override Code** and press [SELECT]

<table>
<thead>
<tr>
<th>Referral Override Code</th>
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</thead>
<tbody>
<tr>
<td>1. N - Not Applicable</td>
</tr>
<tr>
<td>2. L - Lost</td>
</tr>
<tr>
<td>3. E - Emergency</td>
</tr>
</tbody>
</table>

step 12a
Select the **Item Number** by SCROLLING or keying the **Item Number** and pressing [OK] and then go to step 13. Alternatively key an Item Number not listed and go to step 12b

step 12b
Using the keypad, enter the **Item Number** and press [OK]
step 12c
Using the keypad, enter the Item Description for the newly added item, and press [ OK ].

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

step 13
Using the keypad, enter the Item Cost and press [ OK ] or just press [ OK ] to accept the previously saved item cost.

step 14
Press [ OK ] to accept the current Date of Service for this item or key in an alternative date and press [ OK ].

step 15
To accept the value displayed, press [ OK ] key, or Key enter the correct contribution amount and then press [ OK ].

Note: If more than one item, apportion the contribution across all items.
step 16
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 20, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 12a, or Select 3. Extra Item Info and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 17

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

step 17
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step

Item Override Code
1. None
2. AP - Not Dpl Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

step 18
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 19, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 12a

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

step 19
The Submitted screen will be displayed if the claim was successful

HICAPS
Part Paid Claim
Claim Submitted
step 20
Press [OK] to print a provider’s copy of the Medicare claim receipt.

3.3 unpaid claim
Unpaid claims are performed when a claimant has not paid their account.
Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional’s name will be sent by Medicare to the claimant’s address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

step 1
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK].

step 2
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK].

step 3
Select 3. Un-Paid and press [SELECT].
step 4a
If the Patient and Claimant are the same person, press [YES] and go to step 5a, otherwise press [NO] and go to step 4b.

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

---

step 4b
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 5a.
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 4c.

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

---

step 4c
Key Claimant IRN Number and press [OK].

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

---

step 5a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 6.
To manually key in a servicing provider number, select 1. Enter Provider Number and go to step 5b.
step 5b
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**.

---

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

---

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

---

step 6b
Using the keypad, enter the **Account Reference Number** and press **[OK]**.

**Note:** Pressing the **[OK]** key only will bypass this step.
step 6c
Using the keypad, enter the Payee Provider Number (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider.

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

step 7
Using the keypad, enter the Referring Provider Number and press [OK].

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

step 8
Using the keypad, enter the Referral Date and press [OK].

step 9
Select the Referral Period Code and press [SELECT], then move to step 11a.

step 10
Select the Referral Override Code and press [SELECT].
**step 11a**
Select the **Item Number** by SCROLLING or keying the Item Number and pressing [**OK**] and then go to step 12.
Alternatively key an Item not listed and go to step 11b.

**step 11b**
Enter the **Item Number** and press [**OK**].

**step 11c**
Using the keypad, enter the **Item Description** for the newly added item, and press [**OK**].

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

**step 12**
Using the keypad, enter the **Item Cost** and press [**OK**] or just press [**OK**] to accept the previously saved item cost.
step 13
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK].

**HICAPS**

Un-Paid Claim
Date of Service
DD/MM/YY
140715

Please press OK to confirm

CANCEL CLEAR OK

step 14
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 18, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 11a, or
Select **3. Extra Item Info** and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 15.

**Item Override Code**

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

CANCEL BACK SELECT

step 15
Select the Item **Override Code** and press [SELECT] or select **1. None** to bypass this step.

**Extra Service?**

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

CANCEL BACK SELECT

step 16
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 17, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 11a.
**step 17**
The **Submitted** screen will be displayed if the claim was successful.

![Submitted Screen](image)

**step 18**
Press [OK] to print a provider’s copy of the Medicare claim receipt.

![Print Provider Copy?](image)

---

**3.4  bulk bill claim**

**step 1**
*Swipe* a Medicare Card or use the keypad to *Key Enter* the Medicare Card Number and press [OK].

![Swipe/Insert Card](image)

**step 2**
Key the **Patient IRN Number** (the number to the left of the Patient’s name on the Medicare card) and press [OK].

![Enter Patient IRN Number](image)
step 3
Select 4. Bulk Bill and press [SELECT].

Select Medicare TXN

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

step 4a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 5a.

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

Select/Enter Provider

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

step 4b
Using the keypad, enter the Servicing Provider Number and press [OK].

step 4c
Select the Provider Type that matches the servicing provider number entered in step 4b, and press [SELECT].
**step 5a**
If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b.

**step 5b**
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider.

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

**step 6**
Using the keypad, enter the **Referring Provider Number** and press **[OK]**.

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

**step 7**
Using the keypad, enter the **Referral Date** and press **[OK]**.

*Note: If no referring provider number is required press **[OK]** to go to step 9.*
step 8
Select the **Referral Period Code** and press [SELECT], then go to step 10a.

<table>
<thead>
<tr>
<th>Referral Period Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. S - Standard</td>
</tr>
<tr>
<td>2. I - Indefinite</td>
</tr>
</tbody>
</table>

step 9
Select the **Referral Override Code** and press [SELECT].

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>3. E - Emergency</td>
</tr>
</tbody>
</table>

step 10a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing [OK] and then go to step 11.
Alternatively key an Item not listed and go to step 10b.

step 10b
Enter the **Item Number** and press [OK].
**step 10c**
Using the keypad, enter the **Item Description** for the newly added item, and press [OK].

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

**step 11**
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK].

**step 12**
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 16, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 10a, or
Select **3. Extra Item Info** and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 13.
step 13
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step.

<table>
<thead>
<tr>
<th>Item Override Code</th>
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<tbody>
<tr>
<td>1. None</td>
</tr>
<tr>
<td>2. AP - Not Duplic Service</td>
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<tr>
<td>3. AO - Not Norm Aftercare</td>
</tr>
<tr>
<td>4. NC - Not For Comparison</td>
</tr>
</tbody>
</table>

step 14
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 15, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 10a

Note: For step 15 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not.
**step 15a**
Response when **CEV is not requested**.
Press [YES] to accept the benefit or [NO] to decline the transaction.

**step 15b**
Response when **Concession Entitlement Verified**.
Press [YES] to accept the benefit or [NO] to decline the transaction.

**step 15c**
Response when the **Patient does not have concession entitlement**.
Press [YES] to accept the benefit or [NO] to decline the transaction.

**step 16**
Hand the terminal to the Patient and ask them to press the [YES] button to assign the benefit to you or press the [NO] button to decline the assignment of the benefit.
step 17
Press [YES] to print a provider’s copy of the Medicare claim receipt.
4. OPTOMETRIC CLAIMS/GENERAL PRACTITIONER CLAIMS

4.1 fully paid claim

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

step 1
After a successful payment transaction, the terminal will display a screen to Claim Medicare Rebate?

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

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

step 2
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK]

step 3
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK].

step 4
Select 1. Fully Paid and press [SELECT]

Note: If a Medicare card is swiped from the idle screen, transaction types 3. Un-Paid and 4. Bulk Billed will be displayed.
**step 5a**
If the Patient and Claimant are the same person, press [YES] and go to step 6a, otherwise press [NO] and go to step 5b.

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

---

**step 5b**
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 6a. If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

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

---

**step 5c**
Key Claimant IRN Number and press [OK]

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

---

**step 6a**
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 7.

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

---

**Select/Enter Provider**

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

Please press OK to confirm
step 6b
Using the keypad, enter the Servicing Provider Number and press [OK]

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

step 7a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 8.
Alternatively key an Item Number not listed and go to step 7b

step 7b
Enter the Item Number and press [OK]
step 7c
Using the keypad, enter the **Item Description** for the newly added item, and press [OK]

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

---

step 8
Using the keypad, enter the **Item Cost** and press [OK] or just press [OK] to accept the previously saved item cost

---

step 9
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK]

---

step 10
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 14, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 7a, or
Select **3. Extra Item Info** and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 11
step 11
Select the **Item Override Code** and press [SELECT] or select **1. None** to bypass this step

<table>
<thead>
<tr>
<th>Item Override Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. None</td>
</tr>
<tr>
<td>2. AP - Not Dupl Service</td>
</tr>
<tr>
<td>3. AO - Not Norm Aftercare</td>
</tr>
<tr>
<td>4. NC - Not For Comparison</td>
</tr>
</tbody>
</table>

step 12
Select **1. Complete Claim** and press [SELECT] if the claim entry is finished and go to step 13, or
Select **2. Next Item** and press [SELECT] if another item needs to be entered and return to step 7a

**Extra Service?**

<table>
<thead>
<tr>
<th>1. Complete Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Next item</td>
</tr>
<tr>
<td>3. Extra item Info</td>
</tr>
</tbody>
</table>

step 13
Hand the terminal to the Claimant and ask them to press the [YES] button to accept the rebate

**HICAPS**

**Fully Paid Claim**

Benefit Rebate
Benefit Amount
$25.00
Accept Rebate?

[NO] [YES]
**step 14a**
The Claimant will then need to **Swipe** or **Insert** their **Debit card**

![Swiping/Inserting Debit Card Image]

**step 14b**
The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV

![Selecting Account Image]

**step 14c**
The cardholder is required to key **enter their PIN** and press **[OK]**

![Entering PIN Image]

**step 15**
The Approved screen will be displayed if the rebate was successful

![Approved Screen Image]
**step 16**
Press [YES] to print a customer receipt for both the medicare and eftpos transactions.

---

**step 1**
After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

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

---

**4.2 part paid claim**

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

Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional’s name will be sent by Medicare to the claimant’s address. The cheque is then sent by the claimant to the health professional with any outstanding balance.
step 3
Key the Patient **IRN Number** (the number to the left of the Patient’s name on the Medicare card) and press [OK]

step 4
Select 2. **Part Paid** and press [SELECT]

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

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

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

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

step 5b
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 6a.
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

**Note:** You can also key enter the different claimant card number
step 5c
Key Claimant IRN Number and press [OK]

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

step 6a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 7.

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

step 6b
Using the keypad, enter the Servicing Provider Number and press [OK]

step 6c
Select the Provider Type that matches the servicing provider number entered in step 6b, and press [SELECT]
step 7a
If no Additional Claim Data is required, press [NO] and go to step 8, or
If an Account Reference Number and/or Payee Provider Number is required to be processed for this patient’s claim, press [YES] and go to step 7b

step 7b
Using the keypad, enter the Account Reference Number and press [OK]

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

step 7c
Using the keypad, enter the Payee Provider Number (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider

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

step 8a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 9.
Alternatively key an Item Number not listed and go to step 8b
step 8b
Using the keypad, enter the **Item Number** and press **[OK]**

step 8c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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

step 9
Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost

step 10
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**
**step 11**
To accept the value displayed, press [OK] key, or
Key enter the correct contribution amount and then press [OK]

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

![HICAPS Icon]

Part Paid Claim
Patient Contribution Amount

$0.00

Please press OK to confirm

![Arrow Keys]

**step 12**
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 16, or
Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 8a, or
Select 3. Extra Item Info and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 13

![Extra Service?]

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

**step 13**
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step

![Item Override Code]

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

![Arrow Keys]
step 14
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 15, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 8a

extra service?
1. Complete Claim
2. Next Item
3. Extra item Info

step 15
The Submitted screen will be displayed if the claim was successful

step 16
Press [OK] to print a provider’s copy of the Medicare claim receipt

HICAPS
Part Paid Claim
Claim Submitted
4.3 unpaid claim

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

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

**step 1**
**Swipe** a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**

**step 2**
Key the Patient **IRN Number** (the number to the left of the Patient’s name on the Medicare card) and press **[OK]**

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

**Select Medicare TXN**

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

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

*Note: The Patient and Claimant cannot be the same if the patient is a child*
**step 4b**
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press [OK] and go to step 5a.

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

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

![HICAPS](image)

**step 4c**
Key Claimant IRN Number and press [OK]

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

![HICAPS](image)

**step 5a**
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 6.

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

![Select/Enter Provider](image)

**step 5b**
Using the keypad, enter the Servicing Provider Number and press [OK]

![HICAPS](image)
step 5c
Select the **Provider Type** that matches the servicing provider number entered in step 5b, and press [SELECT]

![Enter Provider Type]

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

![HICAPS](Un-Paid Claim)

Additional Claim Data Required?

- NO
- YES

step 6b
Using the keypad, enter the **Account Reference Number** and press [OK]

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

![HICAPS](Un-Paid Claim)

Enter ACC Reference Number (Optional)

Please press OK to confirm

![HICAPS](Un-Paid Claim)

Enter Payee Provider Number (Optional)

Please press OK to confirm

step 6c
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider

*Note: Pressing the [OK] button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number*
**step 7a**
Select the **Item Number** by SCROLLING or keying the Item Number and pressing [OK] and then go to step 8.
Alternatively key an Item not listed and go to step 7b

**step 7b**
Enter the **Item Number** and press [OK]

**step 7c**
Using the keypad, enter the **Item Description** for the newly added item, and press [OK]

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

**step 8**
Using the keypad, enter the **Item Cost** and press [OK] or just press [OK] to accept the previously saved item cost
step 9
Press [OK] to accept the current Date of Service for this item or key in an alternative date and press [OK]

step 10
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 14, or
Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 7a, or
Select 3. Extra Item Info and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 11

step 11
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step
**step 12**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 13, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 7a

**Extra Service?**
1. Complete Claim
2. Next Item
3. Extra item Info

**step 13**
The **Submitted** screen will be displayed if the claim was successful

**step 14**
Press [OK] to print a provider’s copy of the Medicare claim receipt
4.4 bulk bill claim

**step 1**
**Swipe** a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press [OK]

**step 2**
Key the Patient **IRN Number** (the number to the left of the Patient’s name on the Medicare card) and press [OK]

**step 3**
Select 4. **Bulk Bill** and press [SELECT]

**step 4a**
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press [SELECT], then move to step 5a.

To manually key in a servicing provider number, select 1. **Enter Provider Number** and go to step 4b
step 4b
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

![HICAPS](image)

**Bulk Bill Claim**
Enter Servicing Provider Number

Please press OK to confirm

CANCEL CLEAR OK

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

Enter Provider Type

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

CANCEL BACK SELECT

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

![HICAPS](image)

**Bulk Bill Claim**

Additional Claim Data Required?

NO YES

step 5b
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

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

![HICAPS](image)

**Bulk Bill Claim**
Enter Payee Provider Number (Optional)

Please press OK to confirm

CANCEL CLEAR OK
step 6
To check concession status press [YES] button, or press [NO] to continue without checking concession status

step 7a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 8.
Alternatively key an Item not listed and go to step 7b

step 7b
Enter the **Item Number** and press [OK]

step 7c
Using the keypad, enter the **Item Description** for the newly added item, and press [OK]

*Note: Pressing the [OK] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*
step 8
Press [OK] to accept the current Date of Service for this item or key in an alternative date and press [OK]

step 9
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 13,
or
Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 7a,
or
Select 3. Extra Item Info and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 10

step 10
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step
**step 11**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 12, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 7a

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

**step 12a**
Response when **CEV is not requested**
Press [YES] to accept the benefit or [NO] to decline the transaction

**step 12b**
Response when **Concession Entitlement Verified**
Press [YES] to accept the benefit or [NO] to decline the transaction

**step 12c**
Response when the **Patient does not have concession entitlement**
Press [YES] to accept the benefit or [NO] to decline the transaction
**Step 13**
Hand the terminal to the Patient and ask them to press the [YES] button to assign the benefit to you or press the [NO] button to decline the assignment of the benefit.

![HICAPS](image)

**Step 14**
Press [YES] to print a provider’s copy of the Medicare claim receipt.

![HICAPS](image)
5. DIAGNOSTIC CLAIMS

5.1 fully paid claim

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

step 1
After a successful payment transaction, the terminal will display a screen to Claim Medicare Rebate?

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

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

step 2
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK]

step 3
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]

step 4
Select 1. Fully Paid and press [SELECT]

Note: If a Medicare card is swiped from the idle screen, transaction types 3. Un-Paid and 4. Bulk Billed will be displayed
**step 5a**

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

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

---

**HICAPS**

Fully Paid Claim

Is Patient and Claimant the same?

[NO] [YES]

---

**step 5b**

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

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

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

---

**HICAPS**

Fully Paid Claim

Swipe/Key Claimant Medicare Card or Key Claimant IRN Number

Please press OK to confirm

[CANCEL] [CLEAR] [OK]

---

**step 5c**

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

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

---

**HICAPS**

Medicare Claim

Enter Claimant IRN Number

Please press OK to confirm

[CANCEL] [CLEAR] [OK]

---

**step 6a**

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

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

---

**Select/Enter Provider**

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

[UP] [DOWN] [CANCEL] [BACK] [SELECT]
step 6b
Using the keypad, enter the Servicing Provider Number and press [OK]

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

step 7
Using the keypad, enter the Requesting Provider Number and press [OK]

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

step 8
Using the keypad, enter the Request Date and press [OK]
step 9
Select the **Requesting Override Code** and press **[SELECT]**

<table>
<thead>
<tr>
<th>Requesting Override Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. N - Not Applicable</td>
</tr>
<tr>
<td>2. L - Lost</td>
</tr>
<tr>
<td>3. E - Emergency</td>
</tr>
</tbody>
</table>

step 10a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11

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

step 10b
Enter the **Item Number** and press **[OK]**

step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

**Note:** Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4
**step 11**
Using the keypad, enter the **Item Cost** and press [OK] or just press [OK] to accept the previously saved item cost

![Image](image1.png)

**step 12**
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK]

![Image](image2.png)

**step 13**
Using the keypad, enter the **LSPN** and press [OK]

![Image](image3.png)

**step 14**
Press the [YES] key for the same **LSPN** for all items

![Image](image4.png)
**Step 15**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 20, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 10a, or
Select 3. **Extra Item Info** and press [SELECT] if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 16.

**Extra Service?**
1. Complete Claim
2. Next Item
3. Extra Item Info

**Step 16**
Select the **Item Override Code** and press [SELECT] or select 1. **None** to bypass this step.

**Extra Service?**
1. Complete Claim
2. Next Item
3. Extra Item Info

**Step 17**
Select the **Self Deemed Code** and press [SELECT] or select 1. **None** to bypass this step.

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

**Step 18**
Using the keypad, enter the **Equipment Number** and press [OK] and press [OK] key only will bypass this step.

**HICAPS**

*Fully Paid Claim*
*Enter Equipment Number*

*Please press OK to confirm*
**step 19**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 20, or Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 10a

<table>
<thead>
<tr>
<th>Extra Service?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete Claim</td>
</tr>
<tr>
<td>2. Next Item</td>
</tr>
<tr>
<td>3. Extra Item Info</td>
</tr>
</tbody>
</table>

**step 20**
Hand the terminal to the Claimant and ask them to press the [YES] button to accept the rebate.

**step 21a**
The Claimant will then need to **Swipe** or **Insert** their **Debit card**

**step 21b**
The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 - CHQ, 2 - SAV
**step 21c**
The cardholder is required to key enter their PIN and press [OK]

**step 22**
The Approved screen will be displayed if the rebate was successful

**step 23**
Press [YES] to print a customer receipt for the medicare and eftpos transactions

---

5.2 part paid claim

Part Paid claims are performed when a claimant has paid a partial contribution toward the full settlement of their account. Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional’s name will be sent by Medicare to the claimant’s address. The cheque is then sent by the claimant to the health professional with any outstanding balance.
Part paid claim

**step 1**
After a successful payment transaction, the terminal will display a screen to Claim Medicare Rebate?

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

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

**step 2**
**Swipe** a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press [OK]

**step 3**
Key the Patient **IRN Number** (the number to the left of the Patient’s name on the Medicare card) and press [OK]

**step 4**
Select 2. **Part Paid** and press [SELECT]

*Note: If a Medicare card is swiped from the idle screen, transaction types 3. **Un-Paid** and 4. **Bulk Billed** will be displayed*
**step 5a**
If the **Patient and Claimant** are the same person, press **[YES]** and go to step 6a, otherwise press **[NO]** and go to step 5b.

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

```
<table>
<thead>
<tr>
<th>HICAPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Paid Claim</td>
</tr>
<tr>
<td>Is Patient and Claimant the same?</td>
</tr>
</tbody>
</table>

| NO | YES |
```

**step 5b**
If the Patient and Claimant Medicare cards are the same, key the Claimant IRN and press **[OK]** and go to step 6a.

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

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

```
<table>
<thead>
<tr>
<th>HICAPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Paid Claim</td>
</tr>
<tr>
<td>Swipe/Key Claimant Medicare Card or Key Claimant IRN Number</td>
</tr>
</tbody>
</table>

Please press OK to confirm

| CANCEL | CLEAR | OK |
```

**step 5c**
Key Claimant IRN Number and press **[OK]**

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

```
| Medicare Claim |
Enter Claimant IRN Number |

Please press OK to confirm

| CANCEL | CLEAR | OK |
```

**step 6a**
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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

```
<table>
<thead>
<tr>
<th>Select/Enter Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Enter Provider Number</td>
</tr>
<tr>
<td>2. Craig M</td>
</tr>
<tr>
<td>3. Benjamin B</td>
</tr>
<tr>
<td>4. Brett B</td>
</tr>
<tr>
<td>5. Scott E</td>
</tr>
</tbody>
</table>

| CANCEL | BACK | SELECT |
```

72
**step 6b**
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**

![HICAPS](image1)

**Part Paid Claim**
Enter Servicing Provider Number

Please press OK to confirm

**CANCEL** **CLEAR** **OK**

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

![HICAPS](image2)

**Enter Provider Type**

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

**CANCEL** **BACK** **SELECT**

**step 7a**
If no **Additional Claim Data** is required, press **[NO]** and go to step 8, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient’s claim, press **[YES]** and go to step 7b

![HICAPS](image3)

**Part Paid Claim**

Additional Claim Data Required?

**NO** **YES**

**step 7b**
Using the keypad, enter the **Account Reference Number** and press **[OK]**

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

![HICAPS](image4)

**Part Paid Claim**
Enter ACC Reference Number (Optional)

Please press OK to confirm

**CANCEL** **CLEAR** **OK**
step 7c
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider.

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

step 8
Using the keypad, enter the **Requesting Provider Number** and press [OK].

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

step 9
Using the keypad, enter the **Request Date** and press [OK].

step 10
Select the **Requesting Override Code** and press [SELECT].
step 11a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 12.
Alternatively key an Item Number not listed and go to step 11b

step 11b
Using the keypad, enter the Item Number and press [OK]

step 11c
Using the keypad, enter the Item Description for the newly added item, and press [OK]
Note: Pressing the [OK] key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4

step 12
Using the keypad, enter the Item Cost and press [OK] or just press [OK] to accept the previously saved item cost
step 13
Press [OK] to accept the current Date of Service for this item or key in an alternative date and press [OK]

step 14
Using the keypad, enter the LSPN and press [OK]

step 15
Press the [YES] key for the same LSPN for all items

step 16
To accept the value displayed, press [OK] key or Key enter the correct contribution amount and then press [OK]

Note: If more than one item, apportion the contribution across all items.
**step 17**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 22, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 11a, or
Select 3. **Extra Item Info** and press [SELECT] if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 18

---

**step 18**
Select the **Item Override Code** and press [SELECT] or select 1. **None** to bypass this step

---

**step 19**
Select the **Self Deemed Code** and press [SELECT] or select 1. **None** to bypass this step

---

**step 20**
Using the keypad, enter the **Equipment Number** and press [OK]

*Note: Pressing the [OK] key only will bypass this step*
**step 21**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 22, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 11a

**Extra Service?**

<table>
<thead>
<tr>
<th>1. Complete Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Next Item</td>
</tr>
<tr>
<td>3. Extra item Info</td>
</tr>
</tbody>
</table>

**step 22**
The Submitted screen will be displayed if the claim was successful

**step 23**
Press [OK] to print a provider’s copy of the Medicare claim receipt
5.3 unpaid claim

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

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

**step 1**
*Swipe* a Medicare Card or use the keypad to *Key Enter* the Medicare Card Number and press [OK]

**step 2**
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]

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

![Select Medicare TXN](image)

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

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

*Note:* The Patient and Claimant cannot be the same if the patient is a child
**step 4b**
If the **Patient and Claimant** Medicare cards are the same, key the Claimant IRN and press `[OK]` and go to step 5a.

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

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

---

**step 4c**
Key Claimant IRN Number and press `[OK]`

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

---

**step 5a**
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press `[SELECT]`, then move to step 6.

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

---

**step 5b**
Using the keypad, enter the **Servicing Provider Number** and press `[OK]`

---

---

---

---

---
**step 5c**
Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

<table>
<thead>
<tr>
<th>Enter Provider Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. General Practice</td>
</tr>
<tr>
<td>2. Optometrical</td>
</tr>
<tr>
<td>3. Spec/AH/Dent</td>
</tr>
<tr>
<td>4. Diagnostic</td>
</tr>
</tbody>
</table>

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

**step 6b**
Using the keypad, enter the **Account Reference Number** and press **[OK]**

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

**step 6c**
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

*Note: Pressing the **[OK]** button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number*
step 7
Using the keypad, enter the Requesting Provider Number and press [OK]

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

step 8
Using the keypad, enter the Request Date and press [OK]

step 9
Select the Request Override Code and press [SELECT]

step 10a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 11.
Alternatively key an Item not listed and go to step 10b
**step 10b**
Enter the **Item Number** and press [OK]

![Un-Paid Claim](image)

Enter Item Number

Please press OK to confirm

[CANCEL] [CLEAR] [OK]

**step 10c**
Using the keypad, enter the **Item Description** for the newly added item, and press [OK]

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

![Un-Paid Claim](image)

Enter Item Description

Please press OK to confirm

[CANCEL] [CLEAR] [OK]

**step 11**
Using the keypad, enter the **Item Cost** and press [OK] or just press [OK] to accept the previously saved item cost

![Un-Paid Claim](image)

Enter Item Cost

Please press OK to confirm

[CANCEL] [CLEAR] [OK]

**step 12**
Press [OK] to accept the current **Date of Service** for this item or key in an alternative date and press [OK]

![Un-Paid Claim](image)

Date of Service

DD/MM/YY

140715

Please press OK to confirm

[CANCEL] [CLEAR] [OK]
**step 13**
Using the keypad, enter the **LSPN** and press **[OK]**

**HICAPS**

Un-Paid Claim
Enter LSPN Number

Please press OK to confirm

CANCEL CLEAR OK

**step 14**
Press the **[YES]** key for the same **LSPN** for all items

**HICAPS**

Un-Paid Claim
is LSPN same
for All Items?

NO YES

**step 15**
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20, or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a, or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 16

**Extra Service?**

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

CANCEL BACK SELECT

**step 16**
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step

**Item Override Code**

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

CANCEL BACK SELECT
**step 17**
Select the **Self Deemed Code** and press [SELECT] or select 1. None to bypass this step.

<table>
<thead>
<tr>
<th>Self Deemed Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. N - None</td>
</tr>
<tr>
<td>2. SD - Self Deemed</td>
</tr>
<tr>
<td>3. SS - Subs Service</td>
</tr>
</tbody>
</table>

**step 18**
Using the keypad, enter the **Equipment Number** and press [OK]

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

**step 19**
Select 1. **Complete Claim** and press [SELECT] if the claim entry is finished and go to step 20, or
Select 2. **Next Item** and press [SELECT] if another item needs to be entered and return to step 10a

<table>
<thead>
<tr>
<th>Extra Service?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete Claim</td>
</tr>
<tr>
<td>2. Next item</td>
</tr>
<tr>
<td>3. Extra item Info</td>
</tr>
</tbody>
</table>

**step 20**
The **Submitted** screen will be displayed if the claim was successful.
step 21
Press [OK] to print a provider’s copy of the Medicare claim receipt

5.4 bulk bill claim

step 1
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK]

step 2
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]
step 3
Select 4. Bulk Bill and press [SELECT]

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

step 4a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 5a.

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

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

step 4b
Using the keypad, enter the Servicing Provider Number and press [OK]

step 4c
Select the Provider Type that matches the servicing provider number entered in step 4b, and press [SELECT]
**step 5a**
If no **Additional Claim Data** is required, press **[NO]** and go to step 6, or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient’s claim, press **[YES]** and go to step 5b

---

**step 5b**
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

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

---

**step 6**
To check concession status press **[YES]** button, or press **[NO]** to continue without checking concession status

---

**step 7**
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

*Note: If no requesting provider number is required press [OK] to go to step 9*
step 8
Using the keypad, enter the Request Date and press [OK]

step 9
Select the Request Override Code and press [SELECT]

step 10a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 10b.
Alternatively key an Item not listed and go to step 10b.

step 10b
Enter the Item Number and press [OK]
**step 10c**
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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

**step 11**
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

**step 12**
Using the keypad, enter the **LSPN** and press **[OK]**

**step 13**
Press the **[YES]** key for the same **LSPN** for all items.
step 14
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 19, or
Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 10a, or
Select 3. Extra Item Info and press [SELECT] if an Item Override Code and/or Self Deemed Code are required for the item already entered, and go to step 15

step 15
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step

Extra Service?
1. Complete Claim
2. Next Item
3. Extra Item Info

step 16
Select the Self Deemed Code and press [SELECT] or select 1. None to bypass this step

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

step 17
Using the keypad, enter the Equipment Number and press [OK]
Note: Pressing the [OK] key only will bypass this step

Item Override Code
1. None
2. AP - Not D CPL Service
3. AO - Not Norm Aftercare
4. NC - Not For Comparison

Equipment Number

Bulk Bill Claim
Enter Equipment Number

Please press OK to confirm
step 18
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 19, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 10a

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

step 19a
Response when CEV is not requested
Press [YES] to accept the benefit or [NO] to decline the transaction

step 19b
Response when Concession Entitlement Verified.
Press [YES] to accept the benefit or [NO] to decline the transaction

step 19c
Response when the Patient does not have concession entitlement.
Press [YES] to accept the benefit or [NO] to decline the transaction
step 20
Hand the terminal to the Patient and ask them to press the [YES] key to assign the benefit to you or press the [CLEAR] key to decline the assignment of the benefit.

---

step 21
Press [YES] to print a provider’s copy of the Medicare claim receipt.

---
6. PATHOLOGY CLAIMS

6.1 bulk bill claim

step 1
Swipe a Medicare Card or use the keypad to Key Enter the Medicare Card Number and press [OK]

step 2
Key the Patient IRN Number (the number to the left of the Patient’s name on the Medicare card) and press [OK]

step 3
Select 4. Bulk Bill and press [SELECT]

step 4a
Use the arrows on the touch screen to choose the Provider that you would like to claim with and press [SELECT], then move to step 5a.

To manually key in a servicing provider number, select 1. Enter Provider Number and go to step 4b
step 4b
Using the keypad, enter the **Servicing Provider Number** and press [OK]

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

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

step 5b
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press [OK]. This is only required if the payee provider is not the servicing provider

*Note: Pressing the [OK] button without entering a Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) then step 5b will be pre populated with the payee provider number*
**step 6**
To check concession status, press the [YES] button, or press [NO] to continue without checking concession status.

**step 7**
Using the keypad, enter the **Requesting Provider Number** and press [OK].

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

**step 8**
Using the keypad, enter the **Request Date** and press [OK].

**step 9**
Select the **Request Override Code** and press [SELECT].

*Request Override Codes:*
1. N - Not Applicable
2. L - Lost
3. E - Emergency
step 10a
Select the Item Number by SCROLLING or keying the Item Number and pressing [OK] and then go to step 11.
Alternatively key an Item not listed and go to step 10b

step 10b
Enter the Item Number and press [OK]

step 10c
Using the keypad, enter the Item Description for the newly added item, and press [OK]

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

step 11
Press [OK] to accept the current Date of Service for this item or key in an alternative date and press [OK]
step 12
Using the keypad, enter the SCP Number and press [OK]

step 13
Press the [YES] key for the same SCP Number for all items

step 14
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 17, or
Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 10a, or
Select 3. Extra Item Info and press [SELECT] if an Item Override Code is required for the item already entered, and go to step 15

step 15
Select the Item Override Code and press [SELECT] or select 1. None to bypass this step
step 16
Select 1. Complete Claim and press [SELECT] if the claim entry is finished and go to step 17, or Select 2. Next Item and press [SELECT] if another item needs to be entered and return to step 10a

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

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

step 17a
Response when CEV is not requested.
Press [YES] to accept the benefit or [NO] to decline the transaction

step 17b
Response when Concession Entitlement Verified.
Press [YES] to accept the benefit or [NO] to decline the transaction

step 17c
Response when the Patient does not have concession entitlement.
Press [YES] to accept the benefit or [NO] to decline the transaction
step 18
Hand the terminal to the Patient and ask them to press the [YES] key to assign the benefit to you or press the [NO] key to decline the assignment of the benefit

step 19
Press [YES] to print a provider’s copy of the Medicare claim receipt
7. HICAPS EASYCLAIM SPECIAL FEATURES

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

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

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

The item value remembered can be overridden.

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

Provider names and provider type can be programmed into the terminal (refer to section 1).
8. ITEM NUMBER DESCRIPTOR PROGRAMMING

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

8.1 adding new item numbers

step 1
Press the [FUNCTION] key

step 2
Using the key pad, enter [4][1] and press [SELECT]

step 3
Use the arrows on the touch screen to choose the Provider that you would like to edit the Medicare item numbers for and press [SELECT]

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

step 4
Select the 1. Add Item and press [SELECT]
step 5
Using the key pad, **Enter the Item Number** you wish to add and press [OK]

**HICAPS**

Add Item <provider>
Enter Item Number

Please press OK to confirm

CANCEL CLEAR OK

step 6
Using the key pad, **Enter the Item Number Description** and press [OK]

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

**HICAPS**

Add Item <provider>
Enter Item Number Description

Please press OK to confirm

CANCEL CLEAR OK

step 7
Confirm the addition of the new item by pressing [YES]

**HICAPS**

Add Item <provider>
Confirm Add Item #xx for <provider>

NO YES

step 8
Adding the new item is now complete

**HICAPS**

Item(s) added successfully
8.2 editing item numbers

**step 1**
Press the [FUNCTION] key

**step 2**
Using the key pad, enter [4][1] and press [SELECT]

**step 3**
Use the arrows on the touch screen to choose the Provider that you would like to edit the Medicare item numbers for and press [SELECT]

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

**step 4**
Select the 2. Edit Item and press [SELECT]

**step 5a**
Use the arrows on the touch screen to Select an Item that you would like to edit and press [SELECT], then go to step 6

*Note: This will only display if you selected a provider in step 3*
**step 5b**
Using the key pad, **Enter the Item Number** you wish to edit and press **[OK]**

**step 6**
Using the key pad, **Enter the Item Number Description** and press **[OK]**

**step 7**
Confirm the item changes and press **[YES]**

**step 8**
Editing the item is now complete
8.3  delete item numbers

step 1
Press the [FUNCTION] key

step 2
Using the key pad, enter [4][1] and press [SELECT]

step 3
Use the arrows on the touch screen to choose the Provider that you would like to delete Medicare item numbers from and press [SELECT]

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

step 4
Select the 3. Delete Item and press [SELECT]

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

step 5a
Use the arrows on the touch screen to Select an Item that you would like to delete and press [SELECT], then go to step 6
**step 5b**
Using the key pad, **Enter the Item Number** you wish to delete and press **[OK]**

**step 6**
**Confirm** this is the item you wish to delete and press **[YES]**

**step 7**
Deleting the item is now complete
8.4 delete all item numbers

step 1
Press the [FUNCTION] key

step 2
Using the key pad, enter [4][1] and press [SELECT]

step 3
Use the arrows on the touch screen to choose the Provider that you would like to delete all Medicare item numbers from and press [SELECT]

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

step 4
Select the 4. Delete All Items and press [SELECT]

step 5
Confirm that all items are to be deleted for this provider and press [YES]

Note: If 1. All Providers was selected in step 3 all Medicare item numbers for every provider will be deleted from the terminal
8.5  print all item numbers

step 1
Press the [FUNCTION] key

step 2
Using the key pad, enter [4][1] and press [SELECT]

step 3
Use the arrows on the touch screen to choose the Provider that you would like to delete all Medicare item numbers from and press [SELECT]

Note: Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose 1. All Providers
step 4
Select the **5. Print Items** and press **[SELECT]**

<table>
<thead>
<tr>
<th>Setup Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Add Item</td>
</tr>
<tr>
<td>2. Edit Item</td>
</tr>
<tr>
<td>3. Delete Item</td>
</tr>
<tr>
<td>4. Delete All Items</td>
</tr>
<tr>
<td><strong>5. Print Items</strong></td>
</tr>
</tbody>
</table>

---

step 5
Confirm that all items for all Providers are to be printed

---

**HICAPS**

*Print medicare Item Item(s) Printed OK?*

- **NO**
- **YES**
9. REPORTS AND SETTLEMENT

Reports and Settlement functions for Medicare Easyclaim transactions are the same as detailed in the main HICAPS User guide, but accessed by selecting Medicare.
10. ERROR SCREENS AND CONDITIONS

10.1 errors for rebate transactions

This screen will be displayed when a debit card has been swiped after a successful Medicare claim and the customer has entered incorrect details.

Press the [YES] button to enable the customer to re-enter their details. If the error is a Pin error, it can be retried three (3) times before the transaction is declined.

10.2 rebate failed

This screen will be displayed whenever a rebate transaction is unsuccessful for any reason.

This option has been developed to enable the claimant to retry the rebate to a different card, without the medical practice needing to re-enter all the Medicare claim details.

The terminal will continue to come back to this screen until the rebate is successful or the [NO] button is pressed.

If the [NO] button is pressed the Medicare claim will be cancelled as well and the claimant will need to take their receipt to a Medicare office to claim their rebate.

10.3 decline Medicare Easyclaim transaction

A 4 digit code will be displayed when Medicare declines a claim.

To understand the reason for the error please refer to the error message contained in the Medicare Easyclaim Reference Guide.

If code 9718 is displayed on the terminal please refer to step 11.4.
10.4 Error codes and actions

**error code 05 – not approved**

When processing Bulk Bill transactions this error will occur when the Provider ID or Medicare card number are incorrect.

**error code 9718**

When this error is displayed you will need to refer to the receipt to identified the individual error codes and then refer to the Medicare Easyclaim Reference Guide for more information.

10.5 bulk bill claims cancelled by the practice or patient

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

No receipt is printed when the practice cancels the claim.

Only the first part of the Bulk Bill advisement receipt is printed when the patient cancels the claim.

10.6 general

Whenever a Medicare claim fails, is declined or cancelled the claimant will need to take their account and submit it through an alternative Medicare claiming channel.
11. HELPDESK TELEPHONE NUMBERS

For EFTPOS related issues and questions please contact HICAPS on:

**1300 650 852**

Medicare Australia Provider Line
24 hours, 7 days

**132 150**

for practitioner enquiries regarding claim assessment or other enquiries relating to Medicare systems.

Further information is available at


Or refer to MEDICARE E Business Service Centre on

**1800 700 199.**

For the convenience of your patients Medicare Australia Consumer Line
24 hours, 7 days

**132 011**

for patient or claimant enquiries regarding claim assessment or other general Medicare enquiries.