HICAPS

HICAPS MEDICARE AUSTRALIA EASY CLAIM

User guide

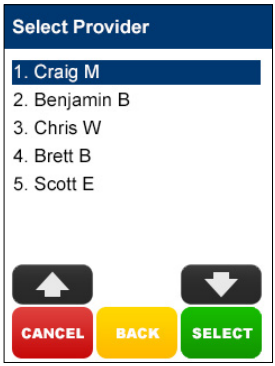
medicare easyclaim

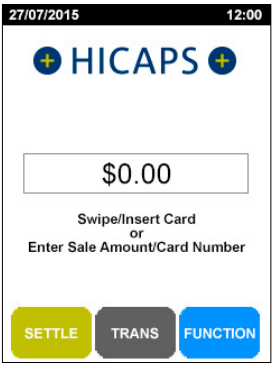
i. Navigation

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

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

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





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1. MEDICARE AUSTRALIA EASYCLAIM PROVIDER SETUP

1.1 registering a new provider

To add providers you will need to register their details by completing the online form, available on the HICAPS website **www.hicaps.com.au/forms**

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

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

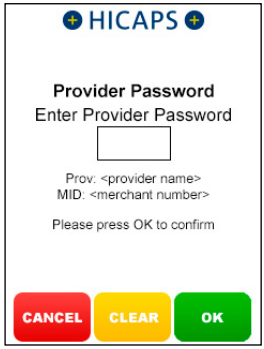
1.2 complete provider setup

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

step 1

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

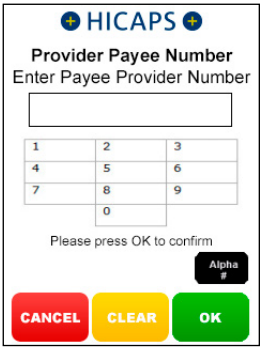
Note: *Provider Password can not be made up of repetitive or consecutive numbers.* Eg. 1234, 0000.



step 2

This option, when completed, will prepopulate the **Payee Provider Number** when sending a Medicare claim. Setting up a **Payee Provider Numbe**r is only required if the Medicare Bulk Billed payment is to be made to someone other than the servicing provider.

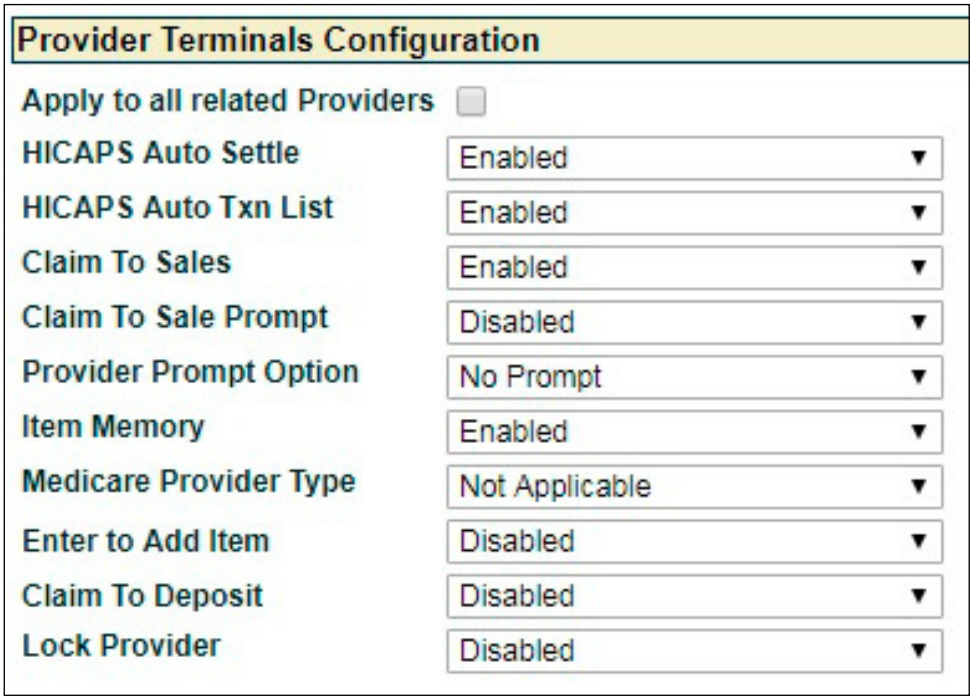
Using the keypad, enter in the Payee Provider Number (only if required) and press **[OK]**.



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

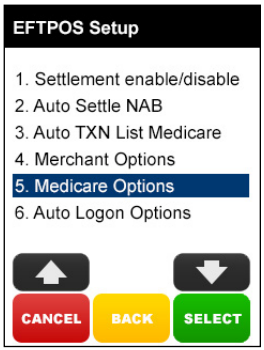
EFTPOS to Medicare is an option that enables the terminal to request a Medicare card after processing an EFTPOS transaction.

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

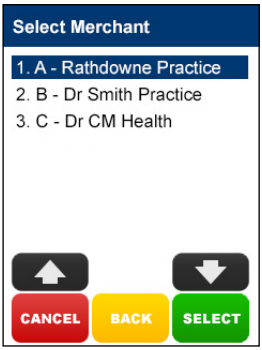
step 2
Enter **[5] [6]** and press **[SELECT]**

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

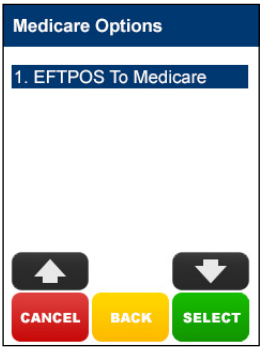
Note: *You can select an option by pressing the number on the keypad that matches the option number or by using the arrows on the touch screen to scroll up or down*



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

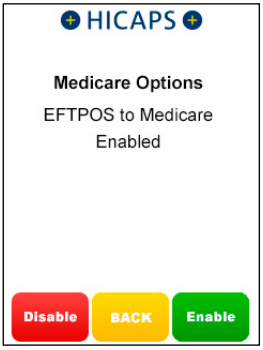


step 5
Select option **1. EFTPOS to Medicare** and press **[SELECT]**



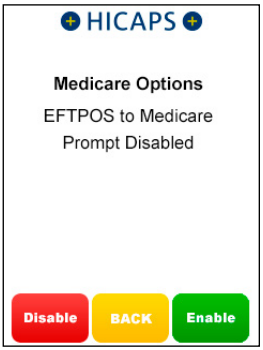
step 6

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



step 7

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



3. SPECIALIST, ANCILLARY HEALTH CARE AND DENTAL CLAIMS

3.1 fully paid claim

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

step 1

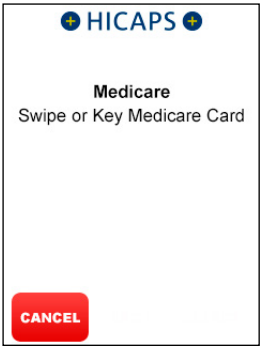
After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

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

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

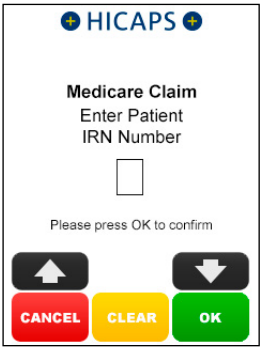
step 2

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



step 3

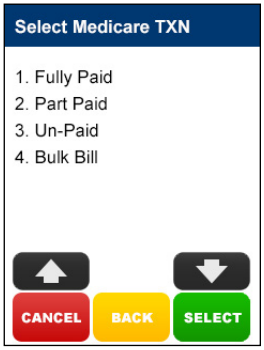
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

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

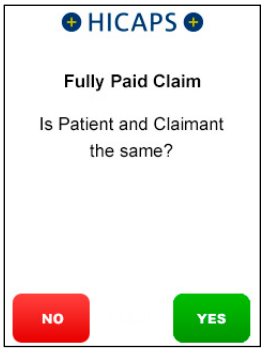
Note: *If a Medicare card is swiped from the idle screen, transaction types* ***3. Un-Paid*** *and* ***4. Bulk Billed*** *will be displayed*



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

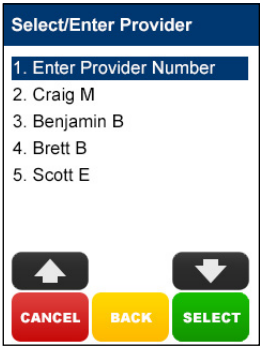
Key Claimant IRN Number and press **[OK]**

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

step 6a

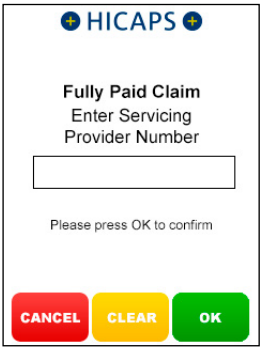
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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]**

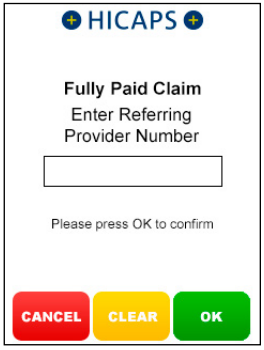


step 6c

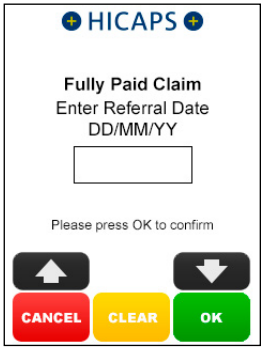
Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**

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

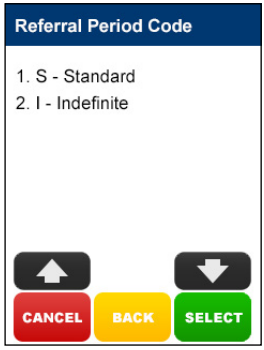
Note: *If no referring provider number is required press* ***[OK]*** *to go to step 10*



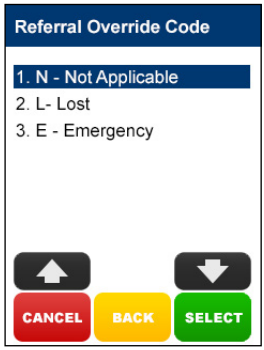
step 8
Using the keypad, enter the **Referral Date** and press **[OK]**



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



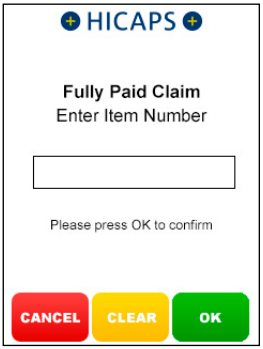
step 10
Select the **Referral Override Code** and press **[SELECT]**



step 11a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 12.

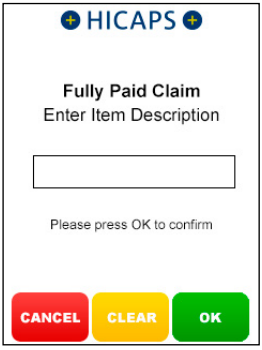
Alternatively key an Item Number not listed and go to step 11b

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

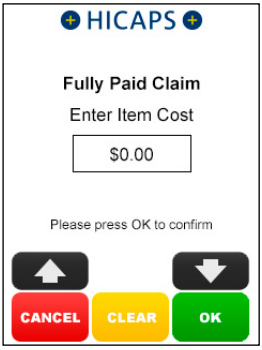


step 11c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

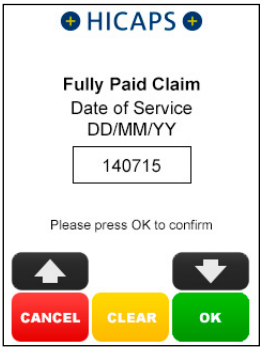
Note: *Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*



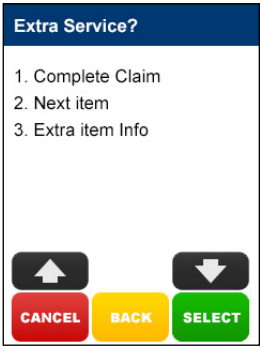
step 12
Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost



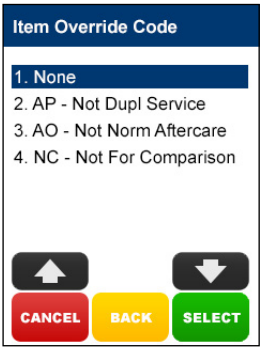
step 13
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.



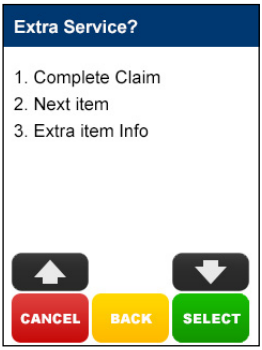
step 14
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 18,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code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



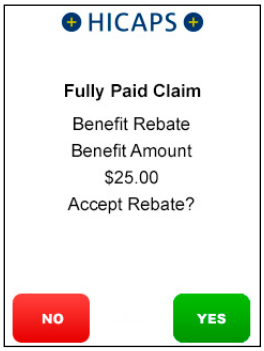
step 15
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



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

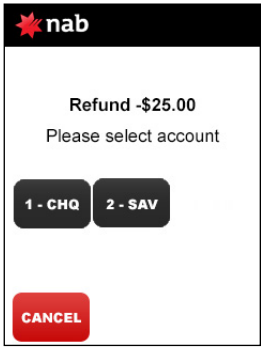


step 17
Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate

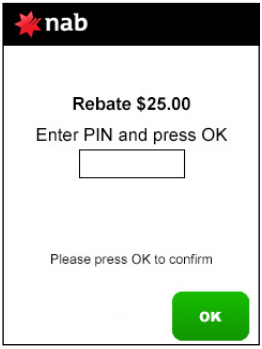


step 18a
The Claimant will then need to **Swipe** or **Insert** their **Debit card**

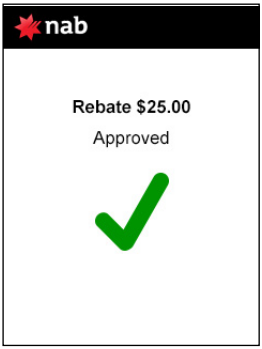
step 18b
The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV



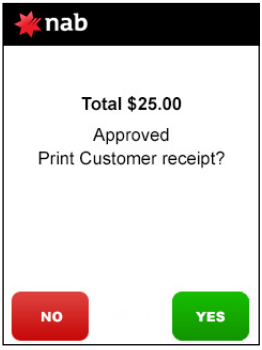
step 18c
The cardholder is required to key **enter their PIN** and press **[OK]**



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.

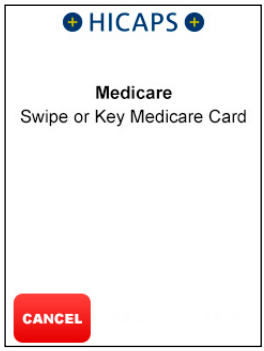
Upon submission of the claim, Medicare benefits are assessed as payable and a statement or cheque in the health professional's name will be sent by Medicare to the claimant's address. The cheque is then sent by the claimant to the health professional with any outstanding balance.

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

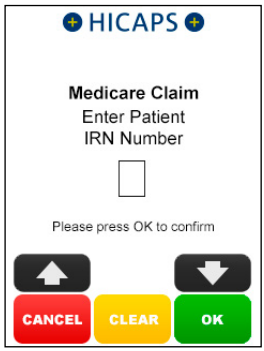
Note: *This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)*

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]**



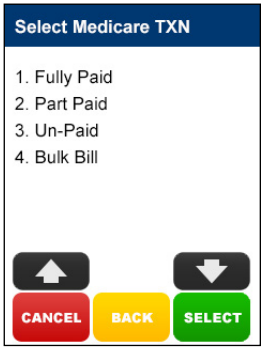
step 3
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

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

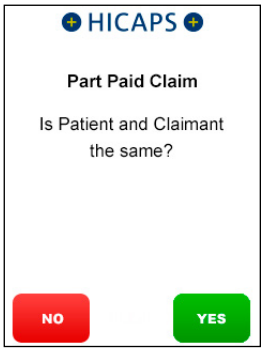
Note: *If a Medicare card is swiped from the idle screen, transaction types* ***3. Un-Paid*** *and* ***4. Bulk Billed*** *will be displayed*



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

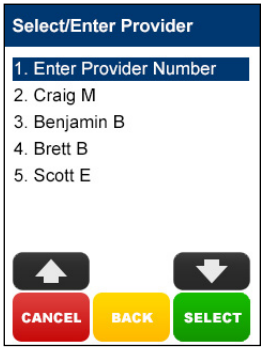
Key Claimant IRN Number and press **[OK]**

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

step 6a

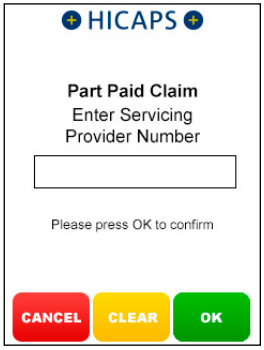
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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]**

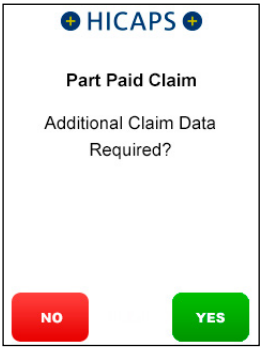


step 6c

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

step 7a

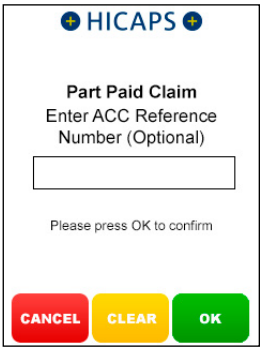
If no **Additional Claim Data** is required, press **[NO]** and go to step 8,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 7b



step 7b

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

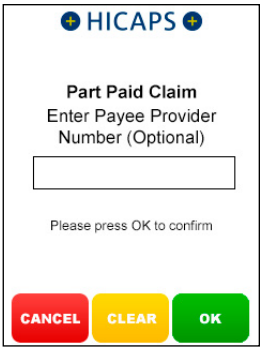
Note: *Pressing the* **[OK]** *button without entering an Account Reference Number will bypass this step*



step 7c

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

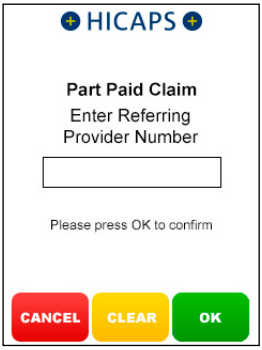
Note: *Pressing the* ***[OK]*** *button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 7c will be pre populated with the payee provider number*



step 8

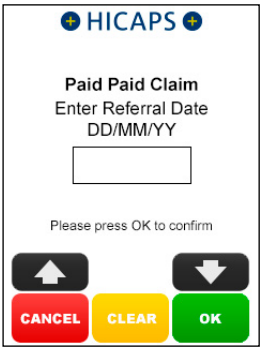
Using the keypad, enter the **Referring Provider Number** and press **[OK]**

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

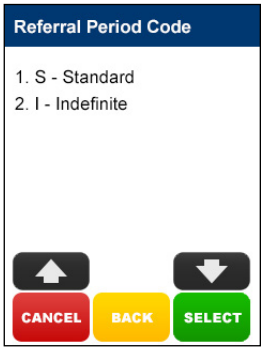


step 9

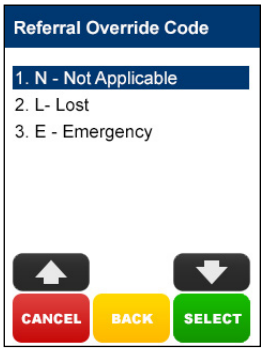
Using the keypad, enter the **Referral Date** and press **[OK]**



step 10
Select the **Referral Period Code**, press **[SELECT]** and go to step 12a

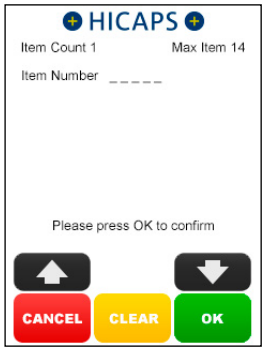


step 11
Select the **Referral Override Code** and press **[SELECT]**

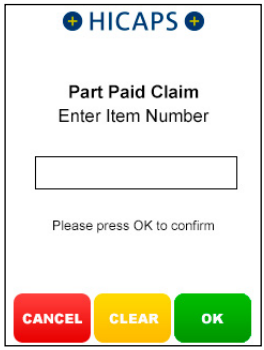


step 12a
Select the **Item Number** by SCROLLING or keying the **Item Number** and pressing **[OK]** and then go to step 13.

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

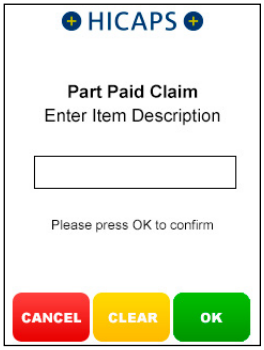


step 12b
Using the keypad, enter the **Item Number** and press **[OK]**

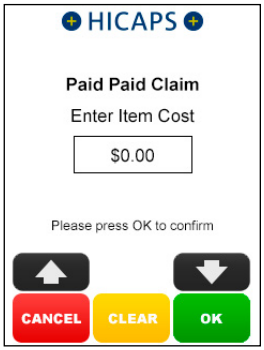


step 12c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

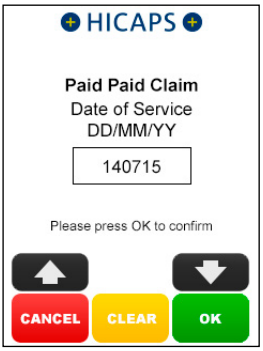
Note: *Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*



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

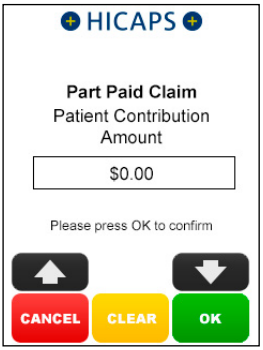


step 14
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.

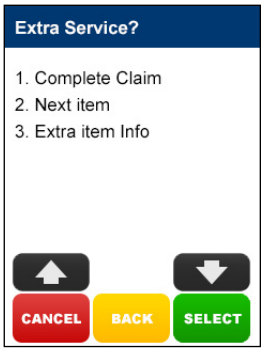


step 15
To accept the value displayed, press **[OK]** key,
or
Key enter the correct contribution amount and then press **[OK]**.

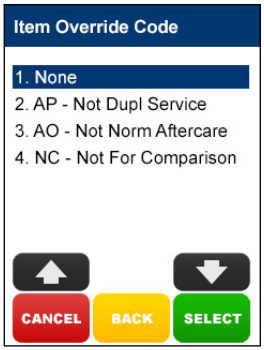
Note: *If more than one item, apportion the contribution across all items.*



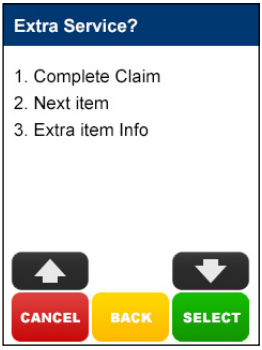
step 16
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 12a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is required for the item already entered, and go to step 17



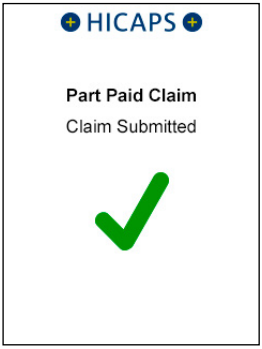
step 17
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



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



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



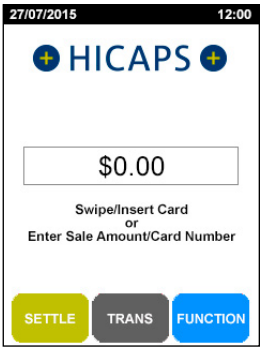
step 20
Press **[OK]** to print a provider's copy of the Medicare claim receipt.

3.3 unpaid claim

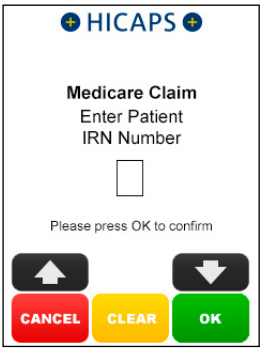
Unpaid claims are performed when a claimant has not paid their account.

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.

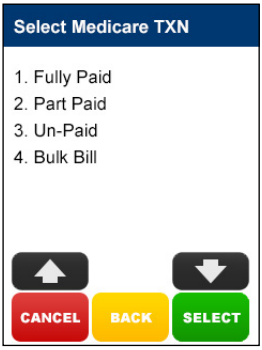
step 1
Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**.



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



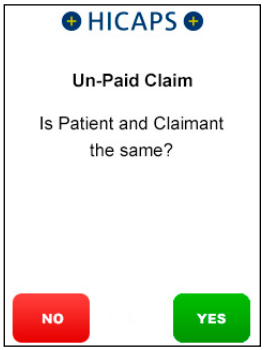
step 3
Select **3. Un-Paid** and press **[SELECT]**.



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.

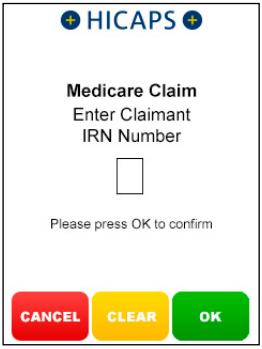
If the **Patient and Claimant** Medicare cards are different, swipe the Claimant card and go to step 4c.

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

step 4c

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

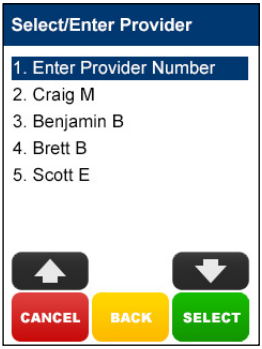
Note: *This step will only be shown if a Claimant card is swiped at step 4b.*



step 5a

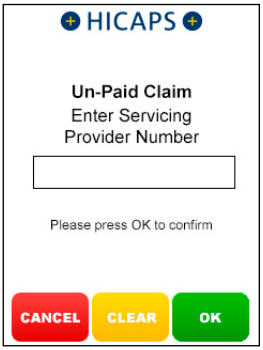
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

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]**.

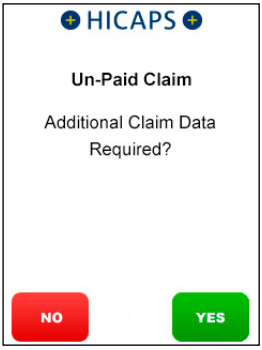


step 5c

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

step 6a

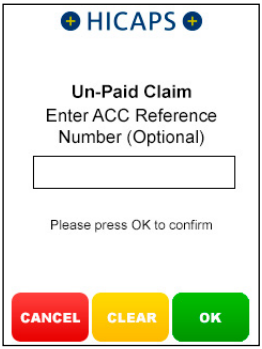
If no **Additional Claim Data** is required, press **[NO]** and go to step 7,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b.



step 6b

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

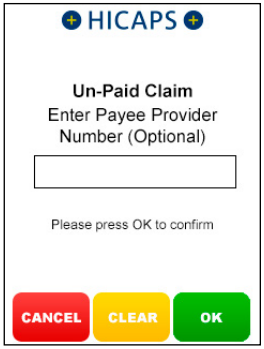
Note: *Pressing the* ***[OK]*** *key only will bypass this step.*



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.

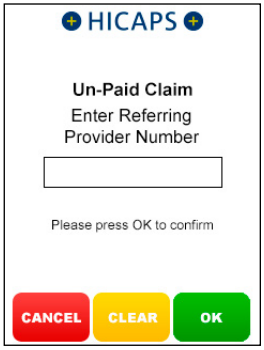
Note: *Pressing the* **[OK]** *button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number.*



step 7

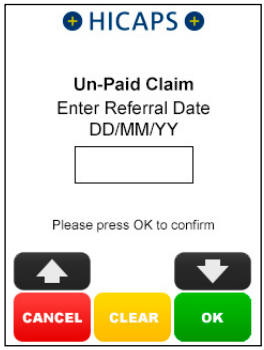
Using the keypad, enter the **Referring Provider Number** and press **[OK]**.

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



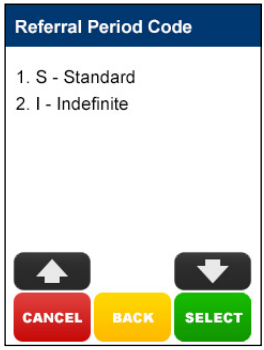
step 8

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



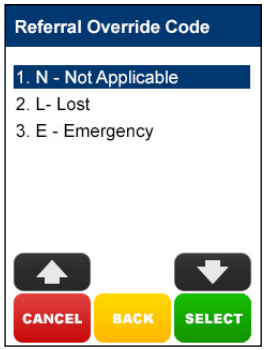
step 9

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



step 10

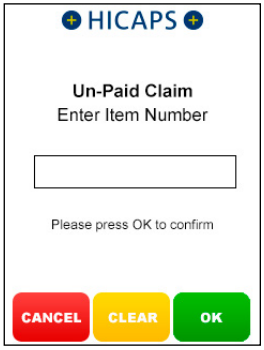
Select the **Referral Override Code** and press **[SELECT]**.



step 11a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 12.

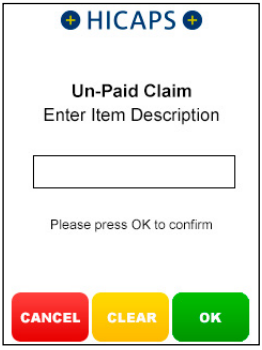
Alternatively key an Item not listed and go to step 11b.

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

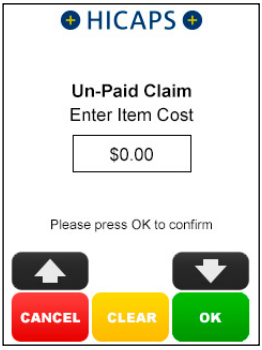


step 11c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

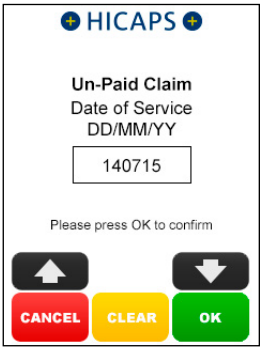
Note: *Pressing the* **[OK]** *key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*



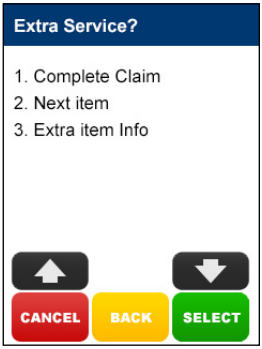
step 12
Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost.



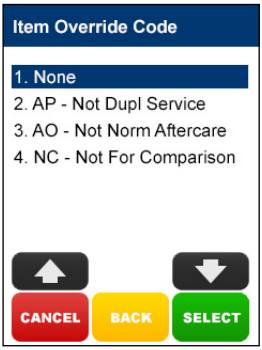
step 13
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.



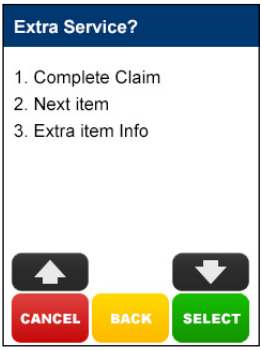
step 14
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 18,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,
or
Select **3. Extra Item** Info and press **[SELECT]** if an Item Override Code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



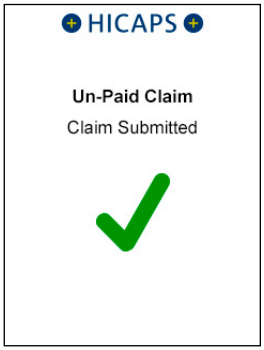
step 15
Select the Item **Override Code** and press **[SELECT]** or select **1. None** to bypass this step.



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.



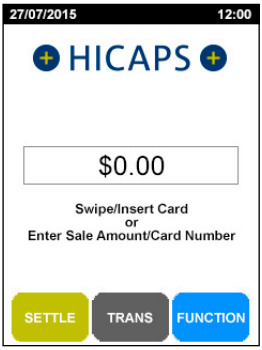
step 17
The **Submitted** screen will be displayed if the claim was successful.



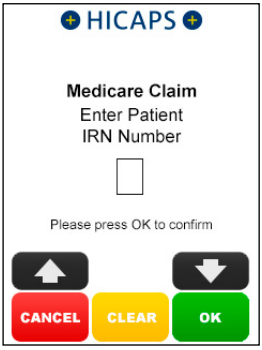
step 18
Press **[OK]** to print a provider's copy of the Medicare claim receipt.

3.4 bulk bill claim

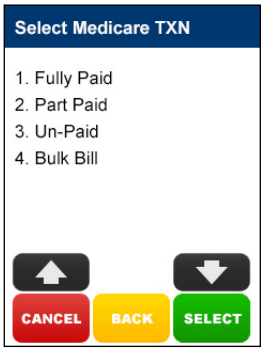
step 1
Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**.



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

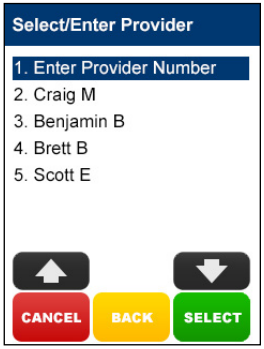


step 3
Select **4. Bulk Bill** and press **[SELECT]**.

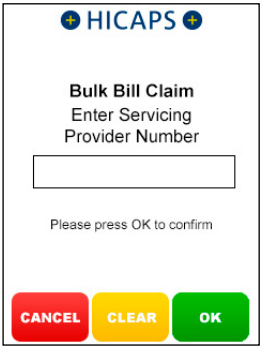


step 4a
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

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



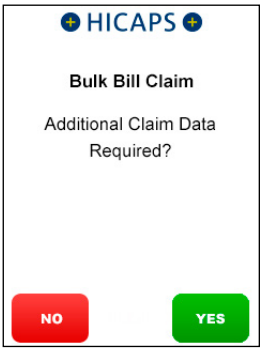
step 4b
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**.



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

step 5a

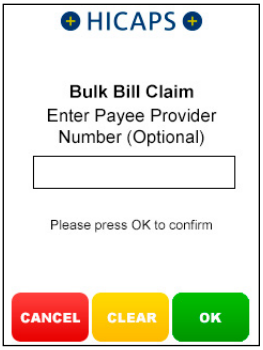
If no **Additional Claim Data** is required, press **[NO]** and go to step 6,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b.



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.

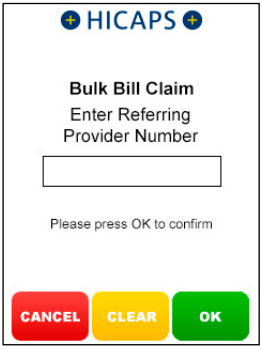
Note: *Pressing the* ***[OK]*** *button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) step 5b will be pre populated with the payee provider number.*



step 6

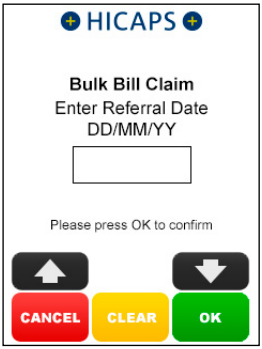
Using the keypad, enter the **Referring Provider Number** and press **[OK]**.

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

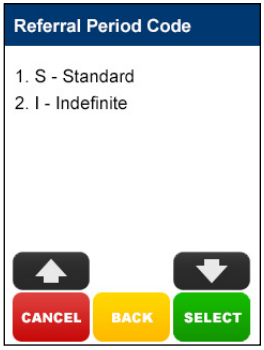


step 7

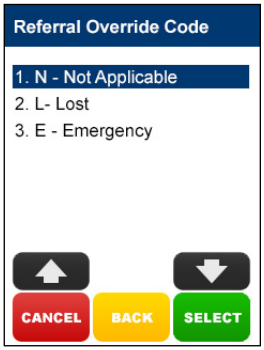
Using the keypad, enter the **Referral Date** and press **[OK]**.



step 8
Select the **Referral Period Code** and press **[SELECT]**, then go to step 10a.



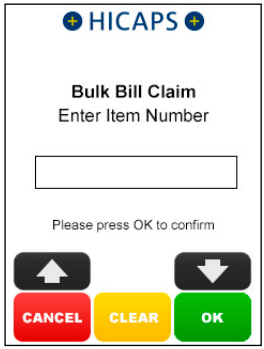
step 9
Select the **Referral Override Code** and press **[SELECT]**.



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

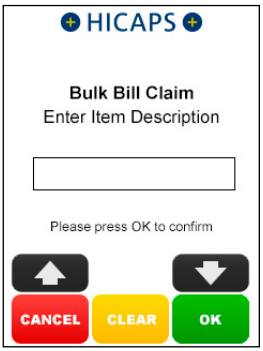
Alternatively key an Item not listed and go to step 10b.

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

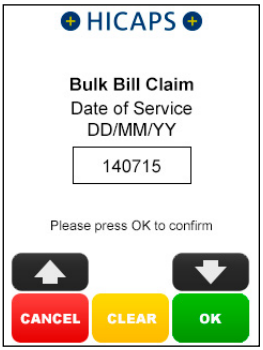


step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**.

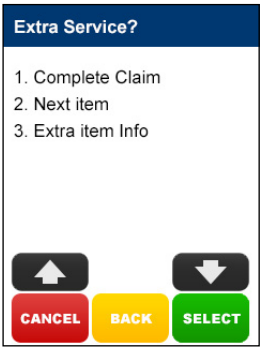
Note: *Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4.*



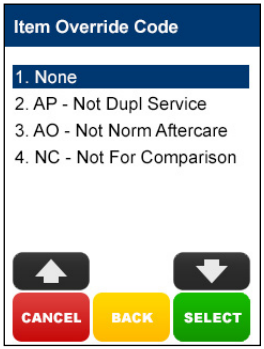
step 11
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**.



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.

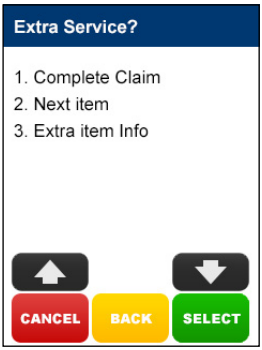


step 13
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step.



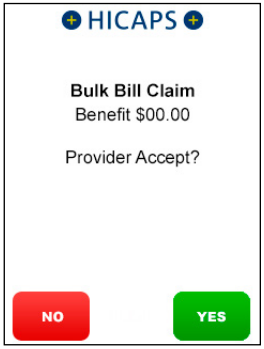
step 14
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 15,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

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.*



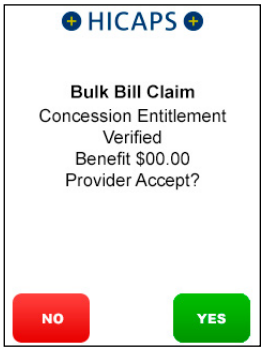
step 15a
Response when **CEV is not requested**.

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



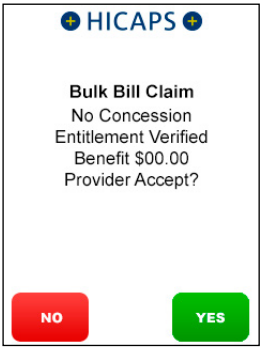
step 15b
Response when **Concession Entitlement Verified**.

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

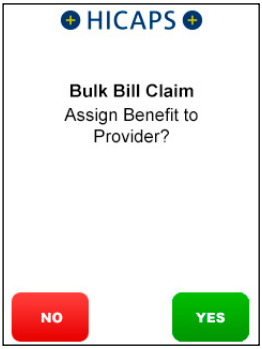


step 15c
Response when the **Patient does not have concession entitlement**.

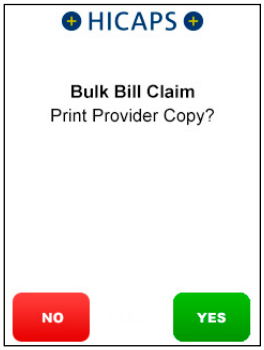
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction.



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

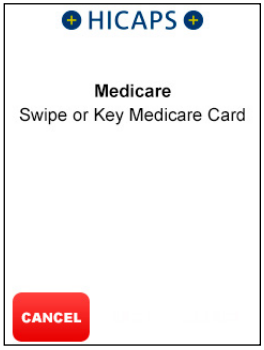
After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

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.

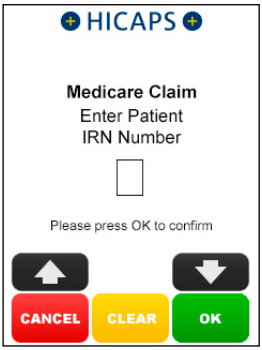
step 2

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



step 3

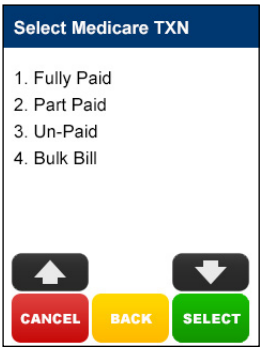
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**.



step 4

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

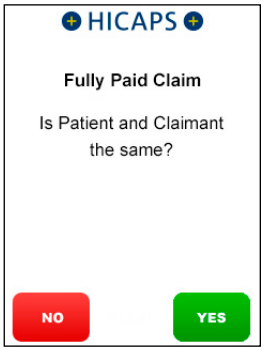
Note: *If a Medicare card is swiped from the idle screen, transaction types **3. Un-Paid** and **4. Bulk Billed** will be displayed*



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.*

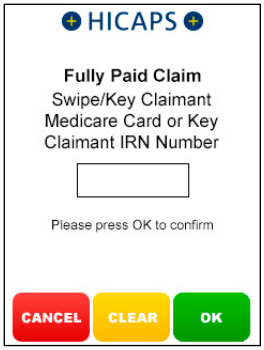


step 5b

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

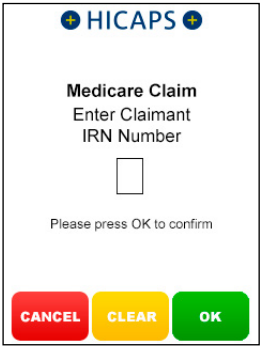
Note: *You can also key enter the different claimant card number*



step 5c

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

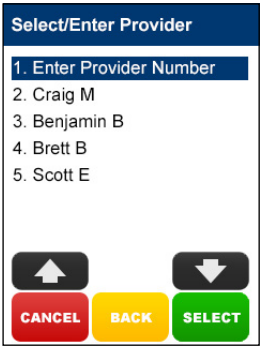
Note: *This step will only be shown if a Claimant card is swiped at step 5b*



step 6a

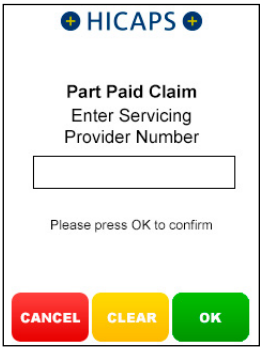
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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



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]**

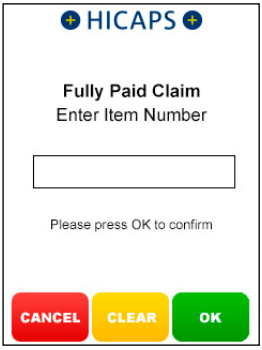
step 7a

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

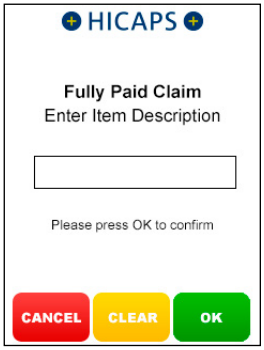
Enter the **Item Number** and press **[OK]**



step 7c

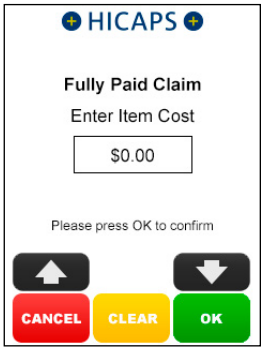
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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*



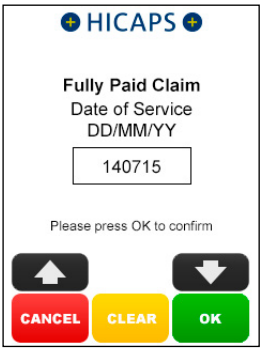
step 8

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



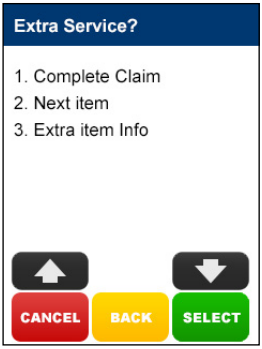
step 9

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

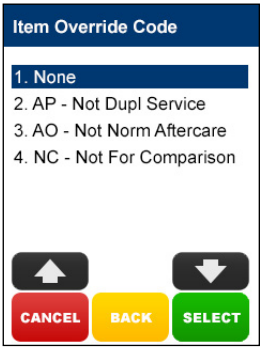


step 10

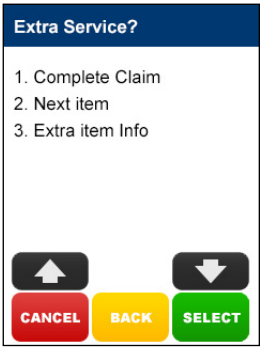
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 14,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a,
or
Select **3. Extra Item** Info and press **[SELECT]** if an Item Override Code is required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



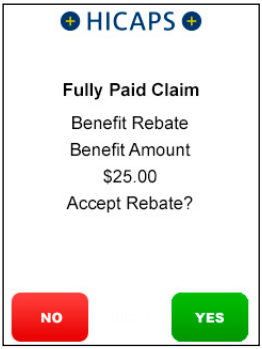
step 11
Select the **Item Override Code** and press **[SELECT**] or select **1. None** to bypass this step



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

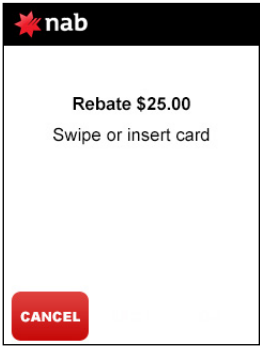


step 13
Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate



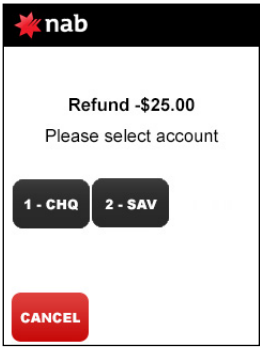
step 14a

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



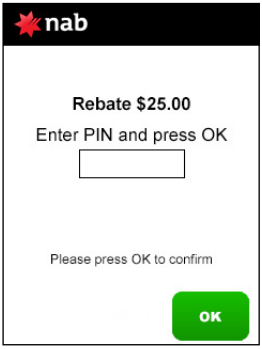
step 14b

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



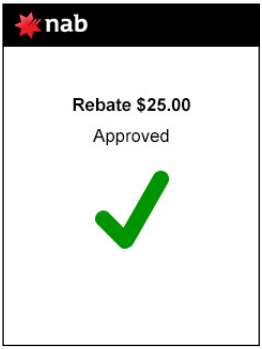
step 14c

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

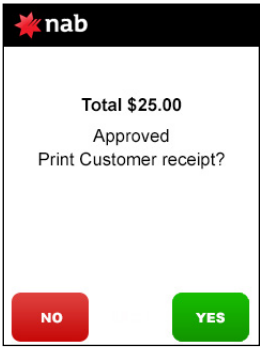


step 15

The Approved screen will be displayed if the rebate was successful



step 16
Press **[YES]** to print a customer receipt for both the medicare and eftpos transactions



4.2 part paid claim

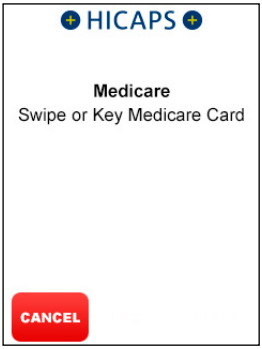
Part Paid claims are performed when a claimant has paid a partial contribution toward the full settlement of their account.

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

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

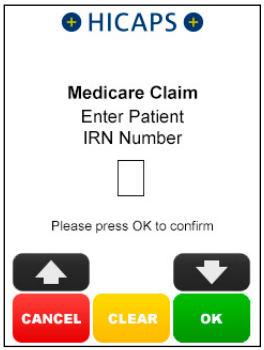
Note: *This screen will only display if EFTPOS to Medicare Prompt is Enabled for the merchant)*

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



step 3

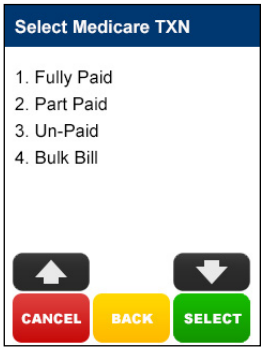
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

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

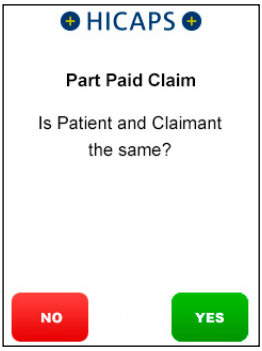
Note: *If a Medicare card is swiped from the idle screen, transaction types* ***3. Un-Paid*** *and* ***4. Bulk Billed*** *will be displayed*



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.

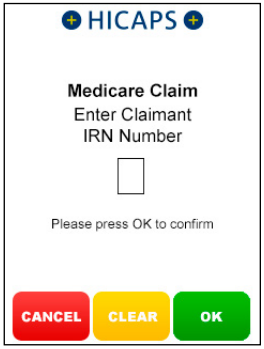
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

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

step 5c

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

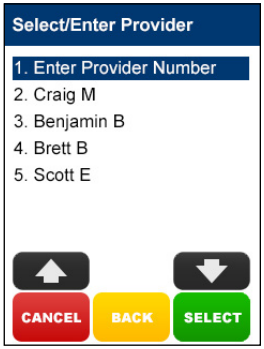
Note: *This step will only be shown if a Claimant card is swiped at step 5b*



step 6a

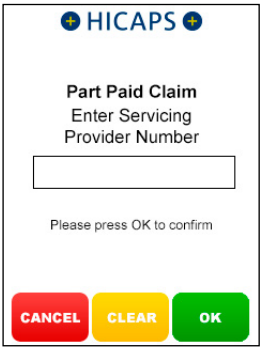
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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



step 6b

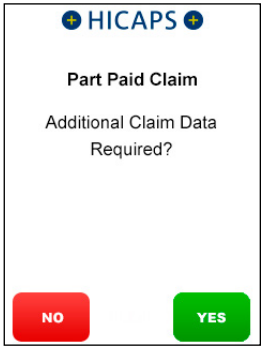
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**



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]**

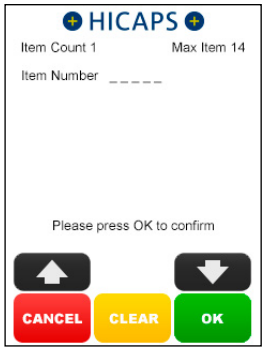
Note: *Pressing the* ***[OK]*** *button without entering an Account Reference Number will bypass this step*

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

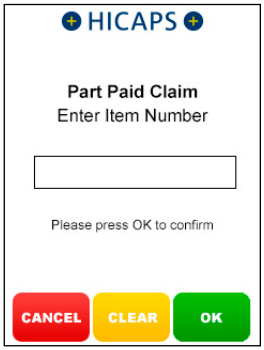
Note: *Pressing the* ***[OK]*** *button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 7c will be pre populated with the payee provider number*

step 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

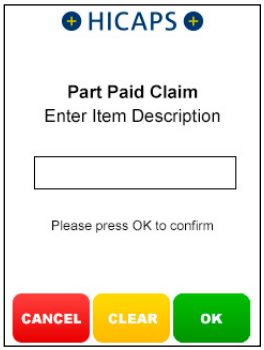


step 8b
Using the keypad, enter the **Item Number** and press **[OK]**

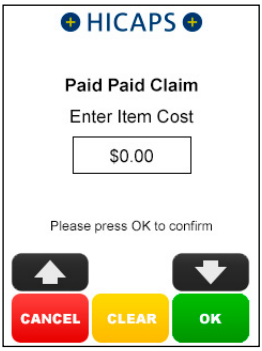


step 8c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

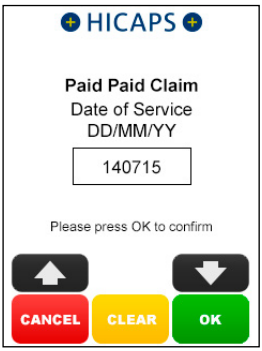
Note: *Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*



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



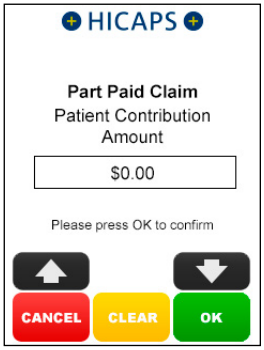
step 10
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**



step 11

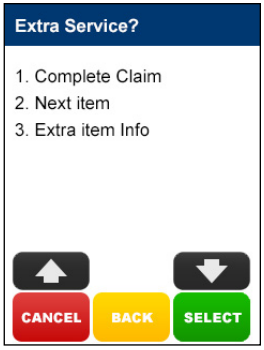
To accept the value displayed, press **[OK]** key,
or
Key enter the correct contribution amount and then press **[OK]**

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



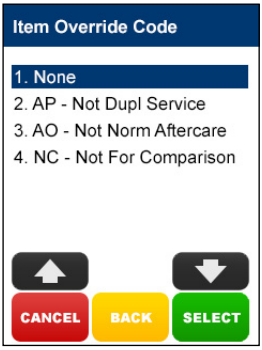
step 12

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

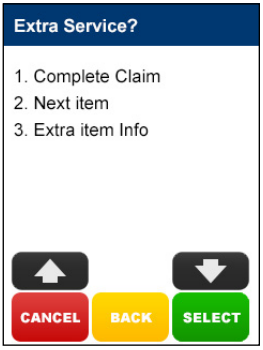


step 13

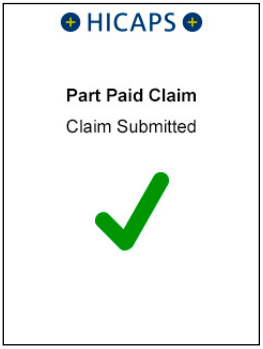
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



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



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



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

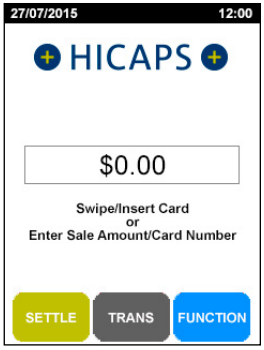
4.3 unpaid claim

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

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

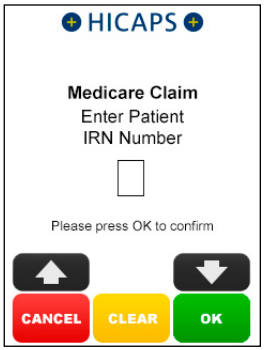
step 1

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



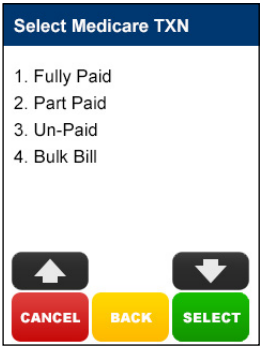
step 2

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



step 3

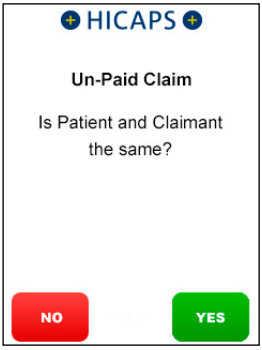
Select **3. Un-Paid** and press **[SELECT]**



step 4a

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

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



step 4b

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

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

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

step 4c

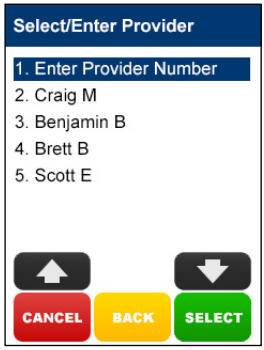
Key Claimant IRN Number and press **[OK]**

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

step 5a

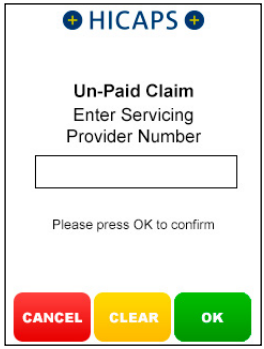
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

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



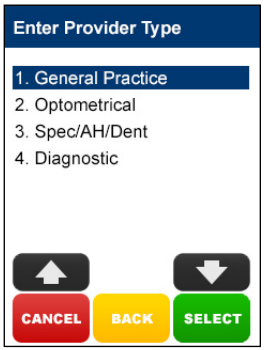
step 5b

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



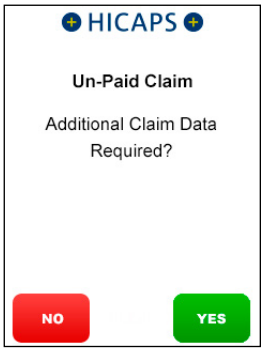
step 5c

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



step 6a

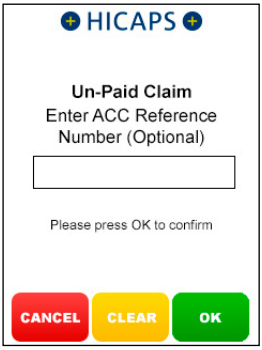
If no **Additional Claim Data** is required, press [**NO]** and go to step 7,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b



step 6b

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

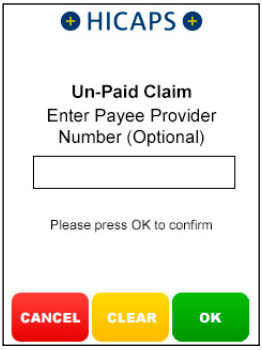
Note: *Pressing the* ***[OK]*** *key only will bypass this step*



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

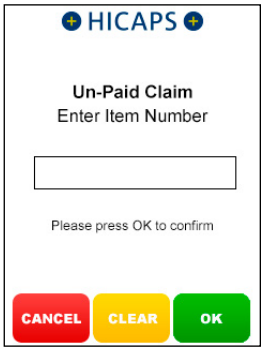
Note: *Pressing the* ***[OK]*** *button without entering an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10), then step 6c will be pre populated with the payee provider number*



step 7a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 8.

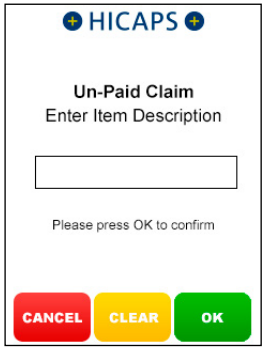
Alternatively key an Item not listed and go to step 7b

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

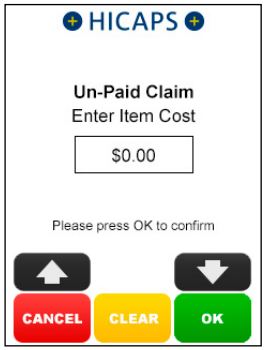


step 7c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

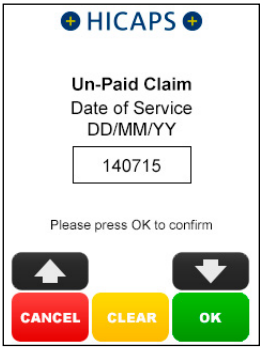
Note: *Pressing the* ***[OK]*** *key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*



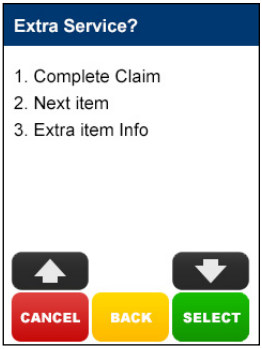
step 8
Using the keypad, enter the **Item Cost** and press **[OK]** or just press **[OK]** to accept the previously saved item cost



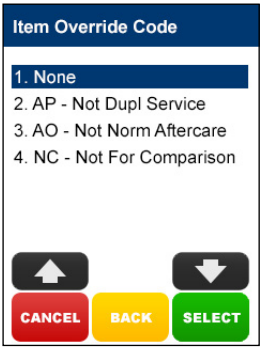
step 9
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**



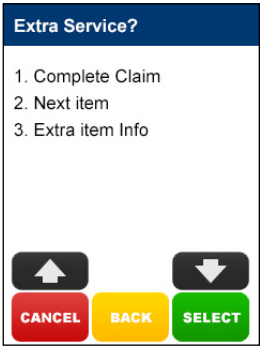
step 10
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 14,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code is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



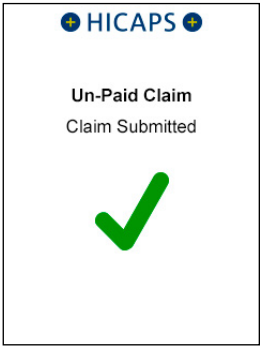
step 11
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



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



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

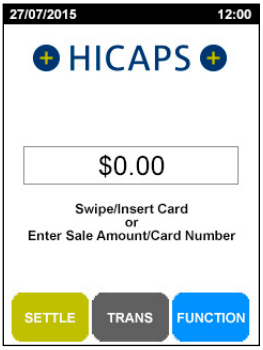


step 14
Press **[OK]** to print a provider's copy of the Medicare claim receipt

4.4 bulk bill claim

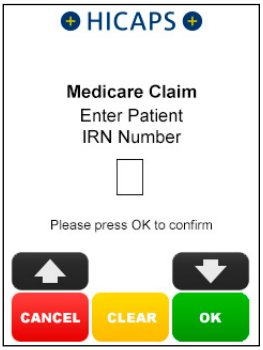
step 1

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



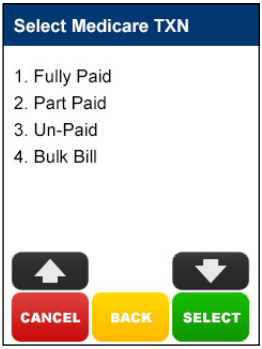
step 2

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



step 3

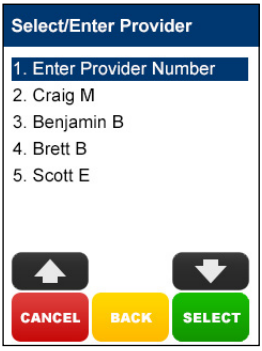
Select **4. Bulk Bil**l and press **[SELECT]**



step 4a

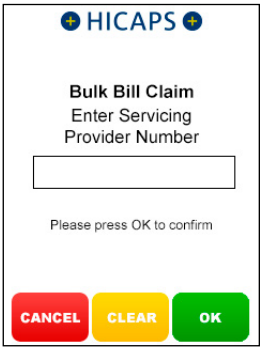
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

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]**

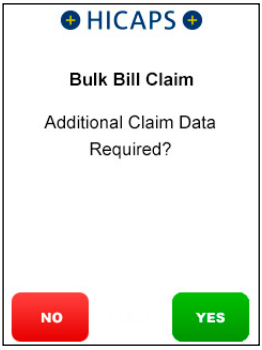


step 4c

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

step 5a

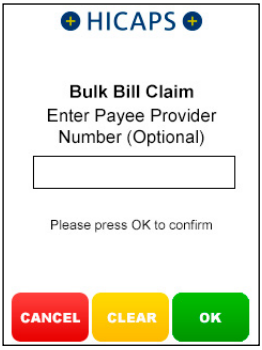
If no A**dditional Claim Data** is required, press **[NO]** and go to step 6,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b



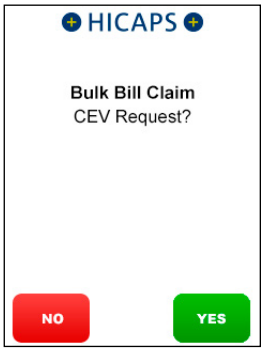
step 5b

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*



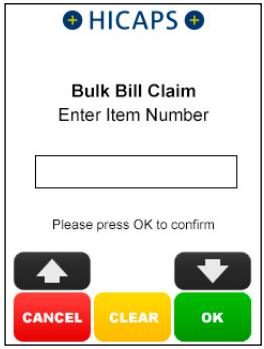
step 6
To check concession status press **[YES]** button, or press **[NO]** to continue without checking concession status



step 7a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 8.

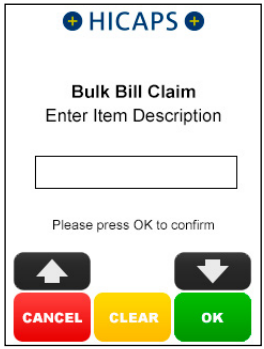
Alternatively key an Item not listed and go to step 7b

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



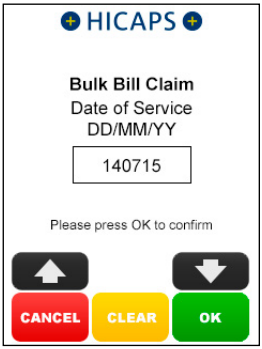
step 7c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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*



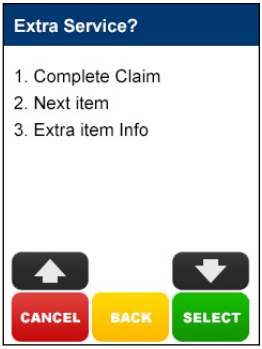
step 8

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



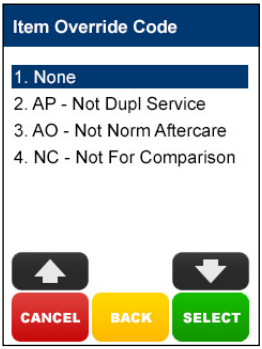
step 9

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



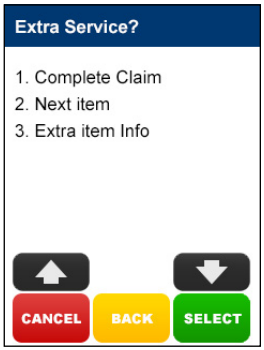
step 10

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



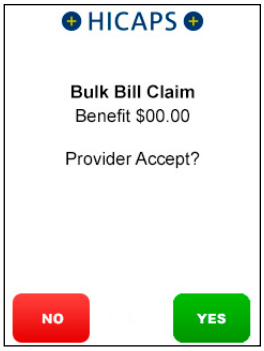
step 11
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 12,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 7a

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*



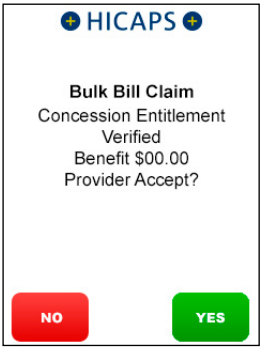
step 12a
Response when **CEV is not requested**

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



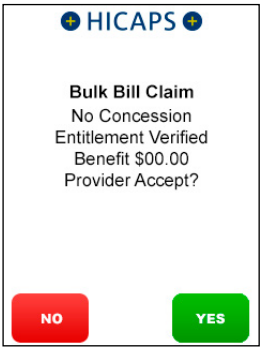
step 12b
Response when **Concession Entitlement Verified**

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

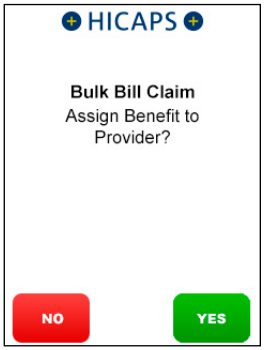


step 12c
Response when the **Patient does not have concession entitlement**

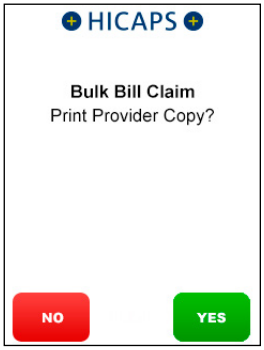
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



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



step 14
Press **[YES]** to print a provider's copy of the Medicare claim receipt



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

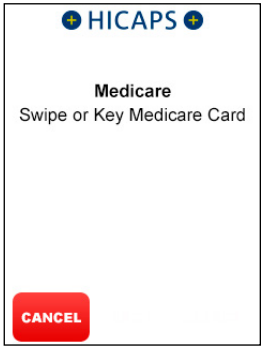
After a successful payment transaction, the terminal will display a screen to **Claim Medicare Rebate?**

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

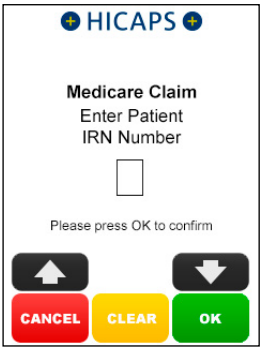
step 2

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



step 3

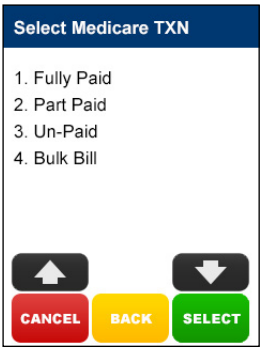
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

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

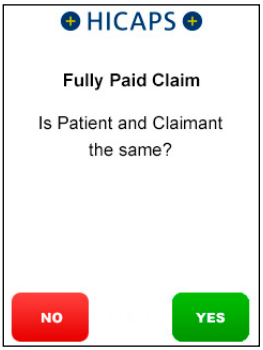
Note: *If a Medicare card is swiped from the idle screen, transaction types 3.* ***Un-Paid*** *and* **4. Bulk Billed** *will be displayed*



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*



step 5b

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

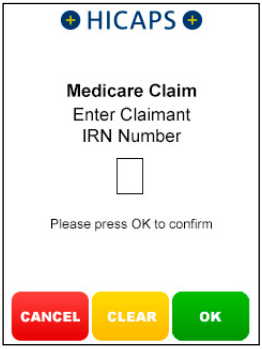
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

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

step 5c

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

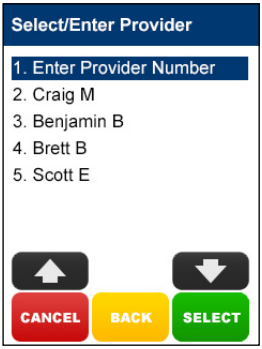
Note: *This step will only be shown if a Claimant card is swiped at step 5b*



step 6a

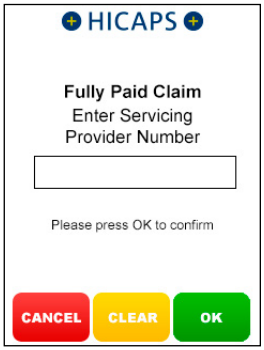
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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



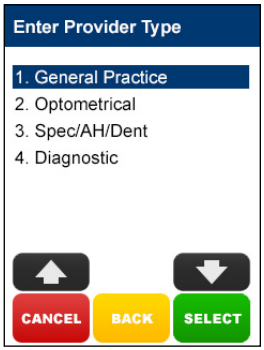
step 6b

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



step 6c

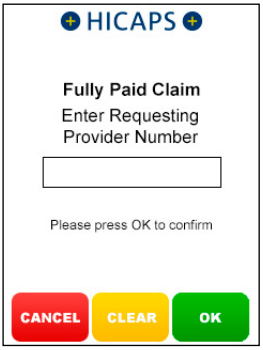
Select the **Provider Type** that matches the servicing provider number entered in step 6b, and press **[SELECT]**



step 7

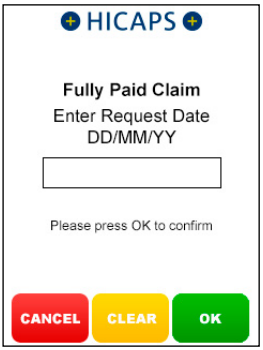
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

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

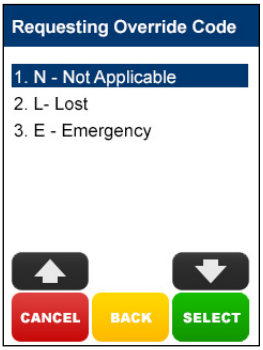


step 8

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



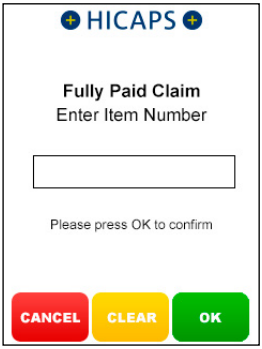
step 9
Select the **Requesting Override Code** and press **[SELECT]**



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

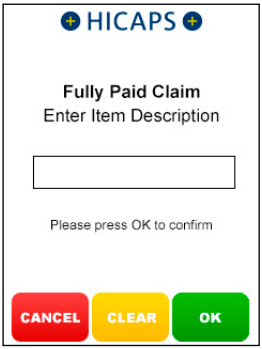
Alternatively key an Item Number not listed and go to step 10b

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

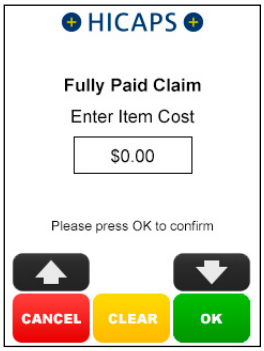


step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

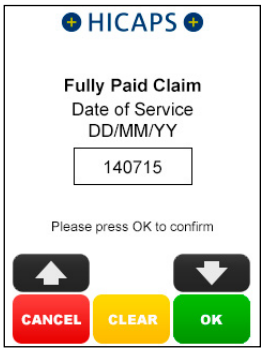
Note: *Pressing the* ***[OK]*** *key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*



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

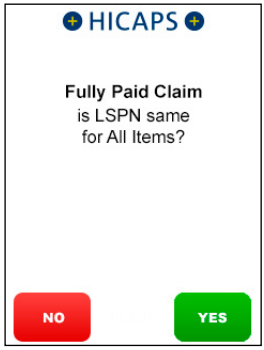


step 12
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

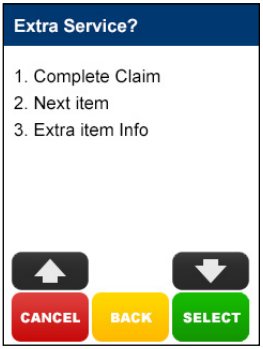


step 13
Using the keypad, enter the **LSPN** and press **[OK]**

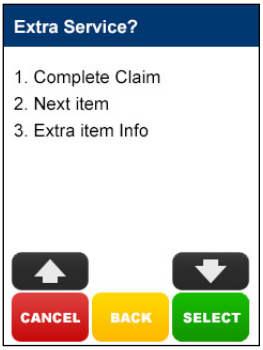
step 14
Press the **[YES]** key for the same **LSPN** for all items



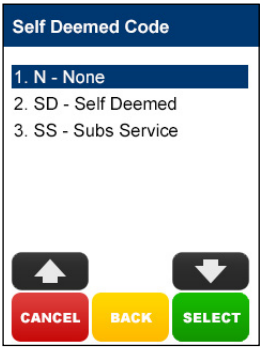
step 15
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code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



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

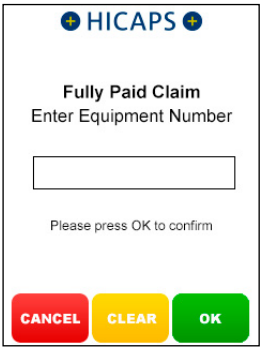


step 17
Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step

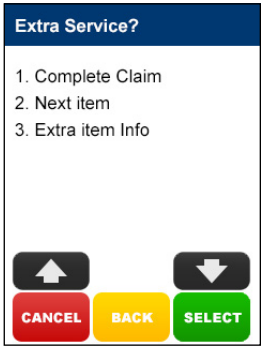


step 18
Using the keypad, enter the **Equipment Number** and press **[OK]**

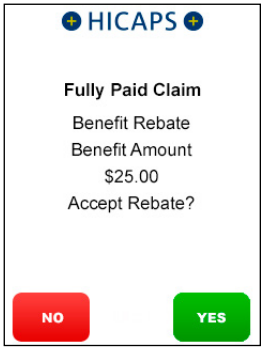
Note: *Pressing the* ***[OK]*** *key only will bypass this step*



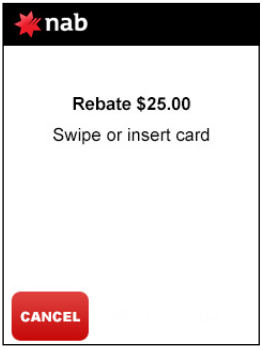
step 19
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a



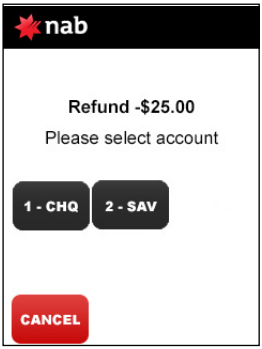
step 20
Hand the terminal to the Claimant and ask them to press the **[YES]** button to accept the rebate.



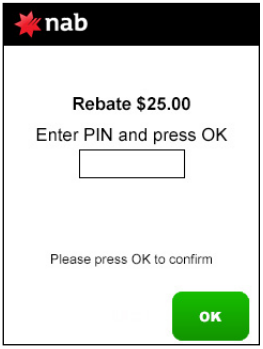
step 21a
The Claimant will then need to **Swipe** or **Insert** their **Debit card**



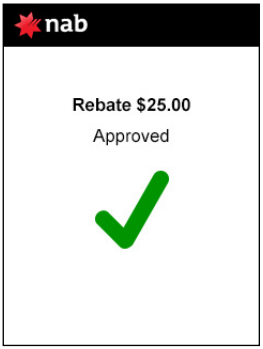
step 21b
The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen.
e.g 1 - CHQ, 2 - SAV



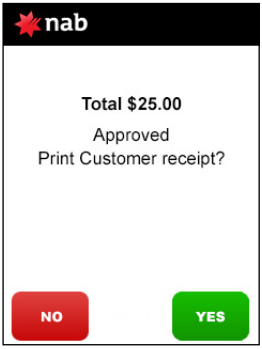
step 21c
The cardholder is required to key **enter their PIN** and press **[OK]**



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)*

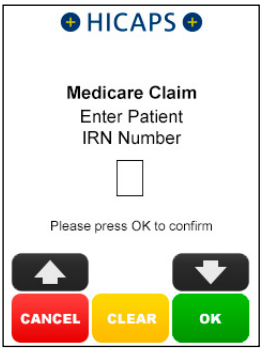
To proceed with a Medicare Transaction, Press the **[YES]** button or press **[NO]** to finish

step 2

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

step 3

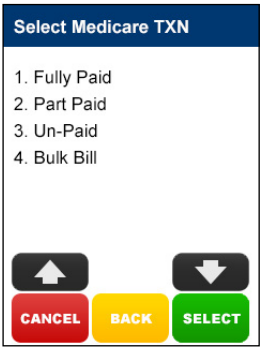
Key the Patient **IRN Number** (the number to the left of the Patient's name on the Medicare card) and press **[OK]**



step 4

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

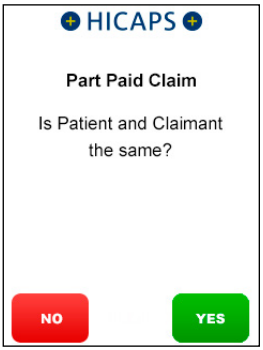
Note: *If a Medicare card is swiped from the idle screen, transaction types* ***3. Un-Paid*** *and* ***4. Bulk Billed*** *will be displayed*



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*



step 5b

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

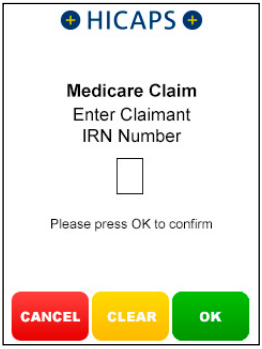
If the Patient and Claimant Medicare cards are different, swipe the Claimant card and go to step 5c

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

step 5c

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

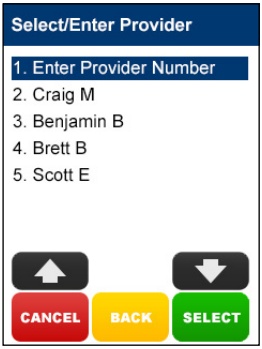
Note: *This step will only be shown if a Claimant card is swiped at step 5b*



step 6a

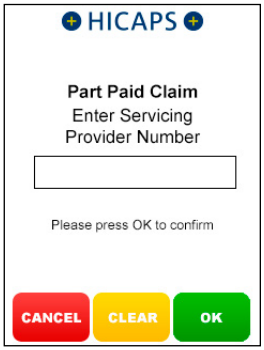
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 7.

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



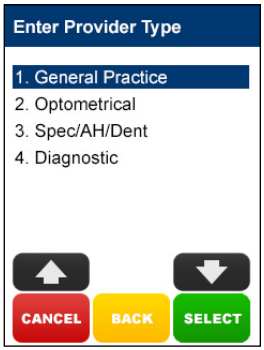
step 6b

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



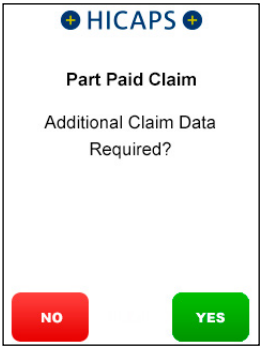
step 6c

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

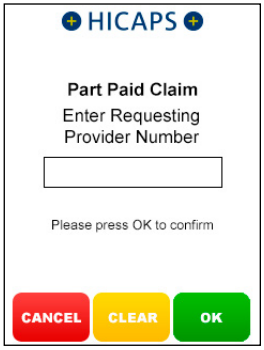
Using the keypad, enter the **Payee Provider Number** (the practioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

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

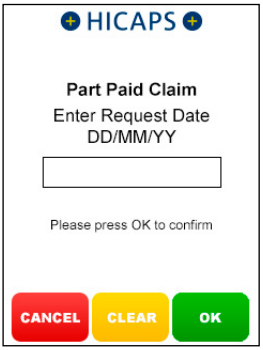
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

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



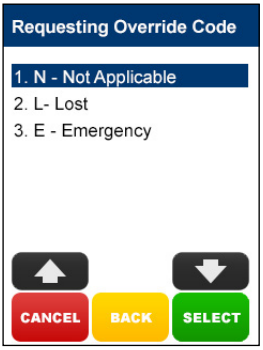
step 9

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



step 10

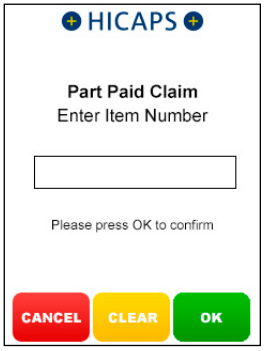
Select the **Requesting Override Code** and press **[SELECT]**



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

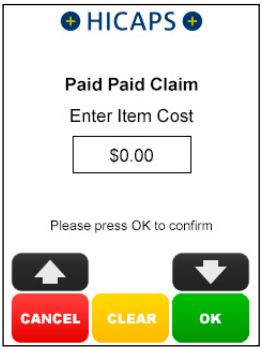
step 11b
Using the keypad, enter the **Item Number** and press **[OK]**



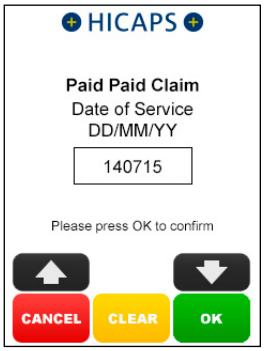
step 11c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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

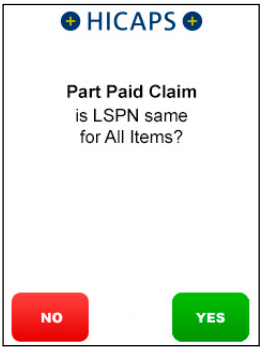


step 13
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**



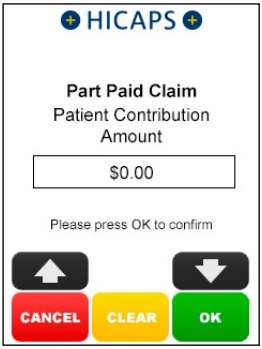
step 14
Using the keypad, enter the **LSPN** and press **[OK]**

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

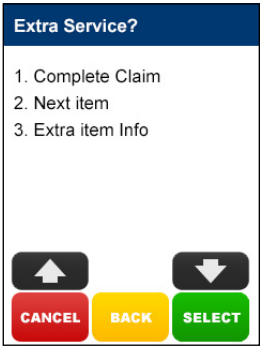


step 16
To accept the value displayed, press **[OK]** key
or
Key enter the correct contribution amount and then press **[OK]**

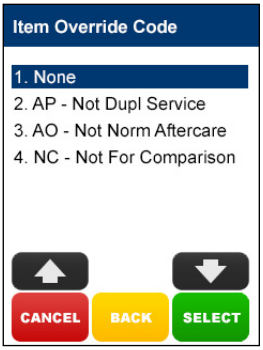
Note: *If more than one item, apportion the contribution across all items.*



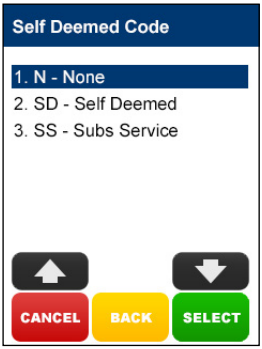
step 17
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 22,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 11a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code 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

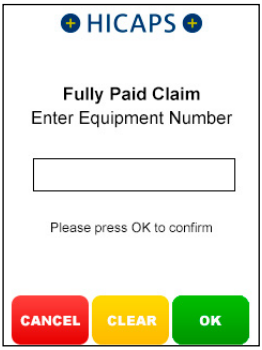


step 19
Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step

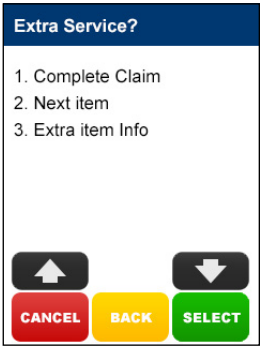


step 20
Using the keypad, enter the **Equipment Number** and press **[OK]**

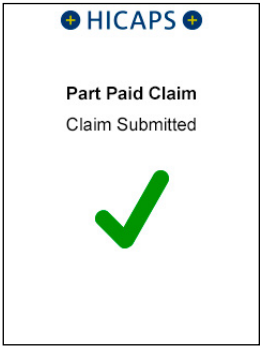
Note: *Pressing the* ***[OK]*** *key only will bypass this step*



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



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



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

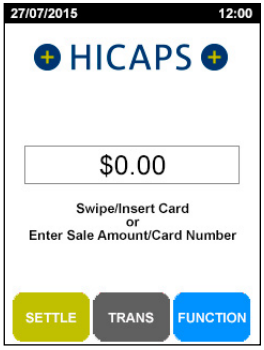
5.3 unpaid claim

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

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

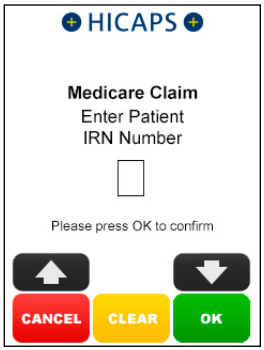
step 1

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



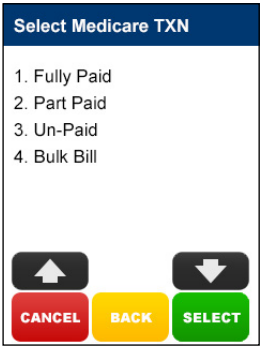
step 2

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



step 3

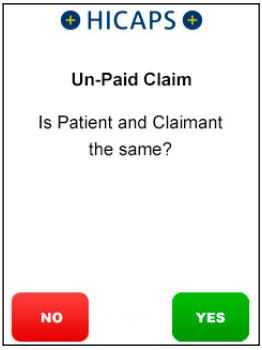
Select **3. Un-Paid** and press **[SELECT]**



step 4a

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

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



step 4b

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

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

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

step 4c

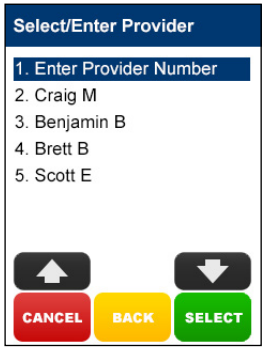
Key Claimant IRN Number and press **[OK]**

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

step 5a

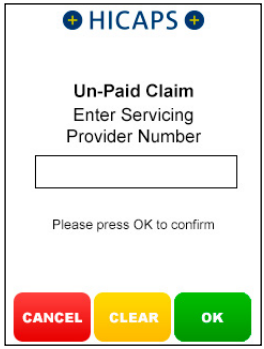
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 6.

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



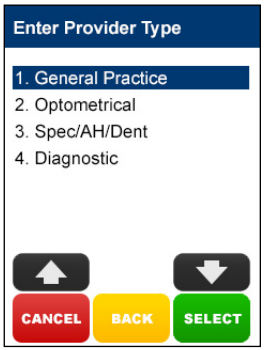
step 5b

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



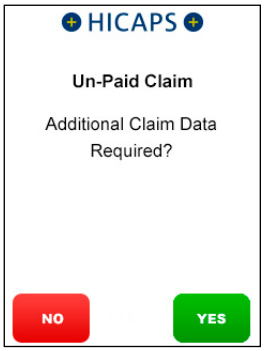
step 5c

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



step 6a

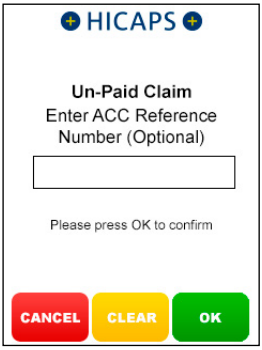
If no **Additional Claim Data** is required, press **[NO]** and go to step 7,
or
If an **Account Reference Number** and/or **Payee Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 6b



step 6b

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

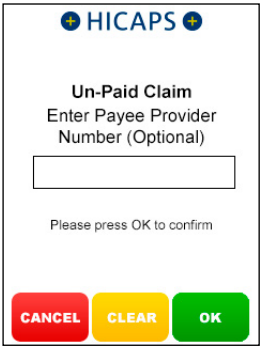
Note: *Pressing the* ***[OK]*** *key only will bypass this step*



step 6c

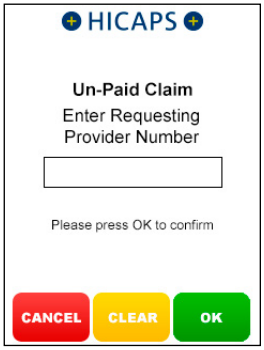
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

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*



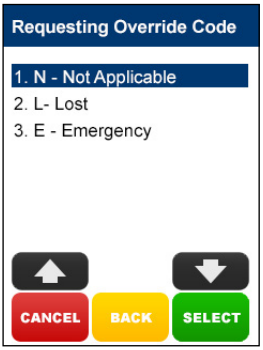
step 7
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

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]**

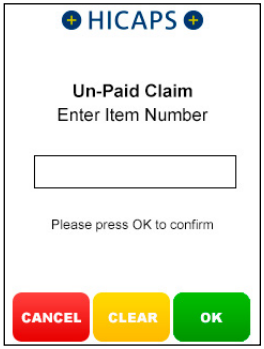
step 9
Select the **Request Override Code** and press **[SELECT]**



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

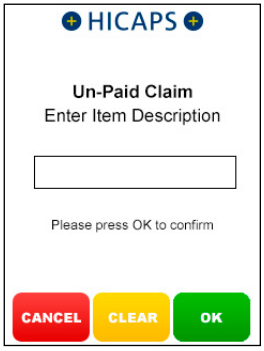
Alternatively key an Item not listed and go to step 10b

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

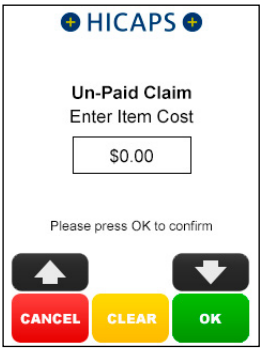


step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

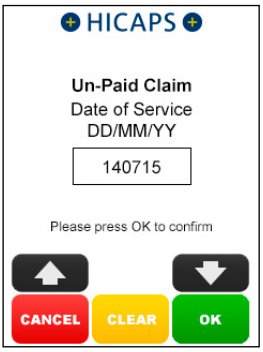
Note: *Pressing the **[OK]** key only will bypass this step and you can then program the description later using Function 41 as detailed in section 4*



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

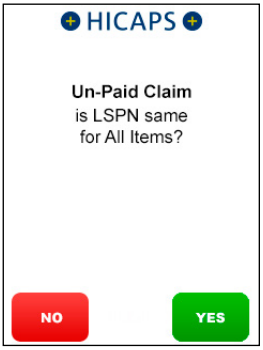


step 12
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

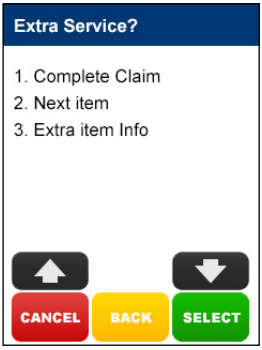


step 13
Using the keypad, enter the **LSPN** and press **[OK]**

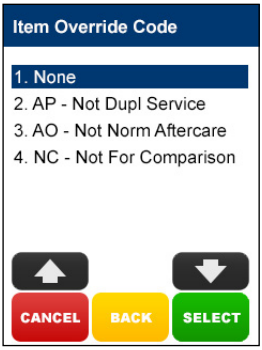
step 14
Press the **[YES]** key for the same **LSPN** for all items



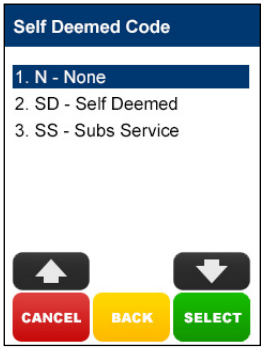
step 15
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 20,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code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



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

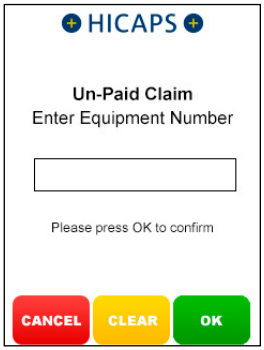


step 17
Select the **Self Deemed Code** and press **[SELECT]** or select 1. None to bypass this step

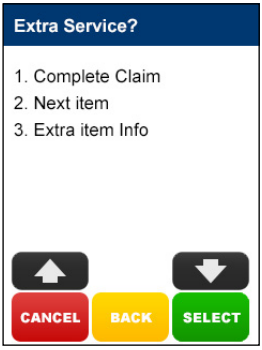


step 18
Using the keypad, enter the **Equipment Number** and press **[OK]**

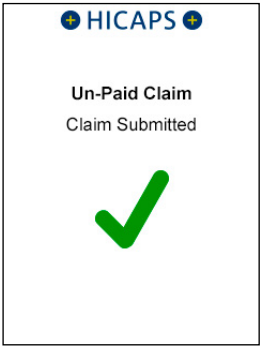
Note: *Pressing the* **[OK]** *key only will bypass this step.*



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



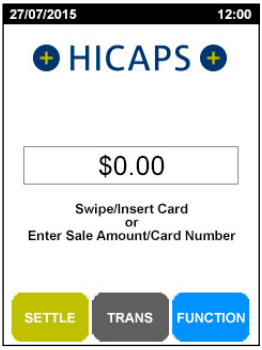
step 20
The **Submitted** screen will be displayed if the claim was successful



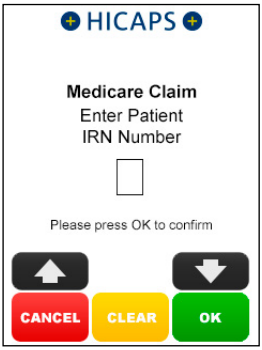
step 21
Press **[OK]** to print a provider's copy of the Medicare claim receipt

5.4 bulk bill claim

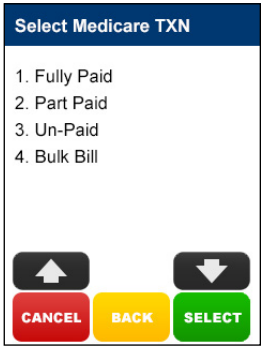
step 1
Swipe a Medicare Card or use the keypad to **Key Enter** the Medicare Card Number and press **[OK]**



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

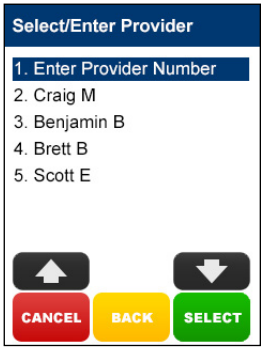


step 3
Select **4. Bulk Bill** and press **[SELECT]**

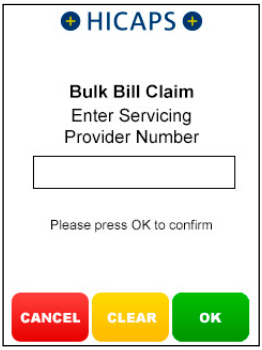


step 4a
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

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

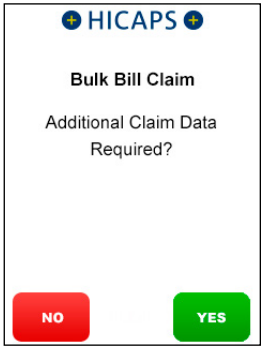


step 4b
Using the keypad, enter the **Servicing Provider Number** and press **[OK]**



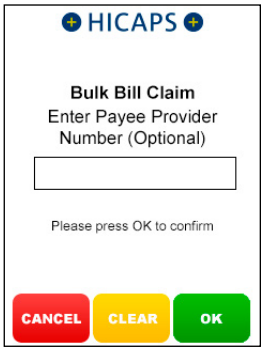
step 4c
Select the **Provider Type** that matches the servicing provider number entered in step 4b, and press **[SELECT]**

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

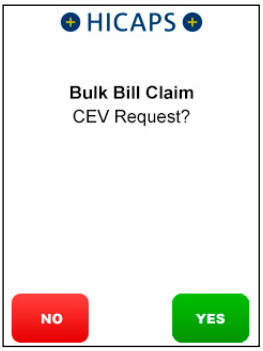


step 5b
Using the keypad, enter the **Payee Provider Number** (the practitioner who is to be paid for the service) and press **[OK]**. This is only required if the payee provider is not the servicing provider

Note: *Pressing the* ***[OK]*** *button without entering 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*

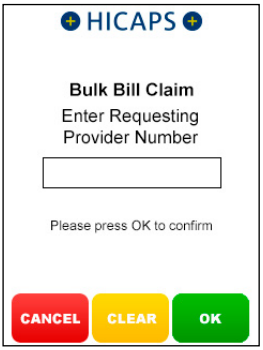


step 6
To check concession status press **[YES]** button, or press **[NO]** to continue without checking concession status

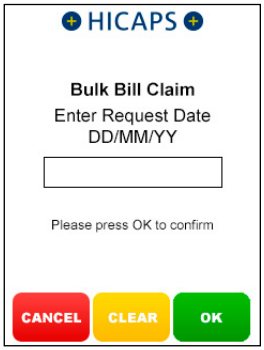


step 7
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

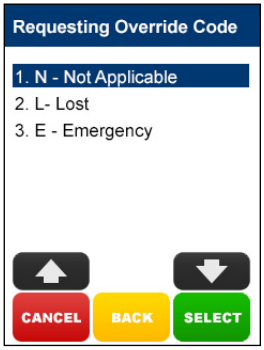
Note: *If no requesting provider number is required press* ***[OK]*** *to go to step 9*



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

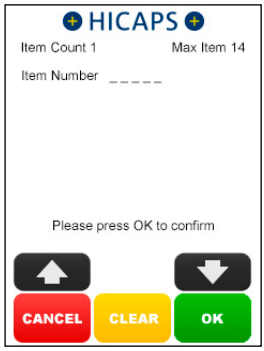


step 9
Select the **Request Override Code** and press **[SELECT]**

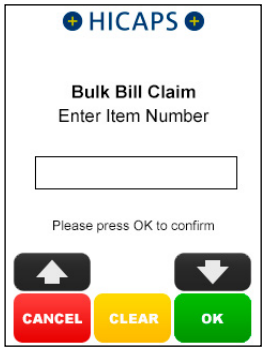


step 10a
Select the **Item Number** by SCROLLING or keying the Item Number and pressing **[OK]** and then go to step 11.

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

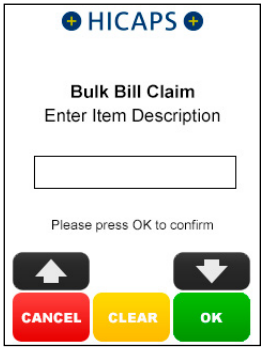


step 10b
Enter the **Item Number** and press **[OK]**

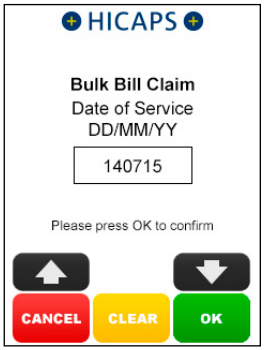


step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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*

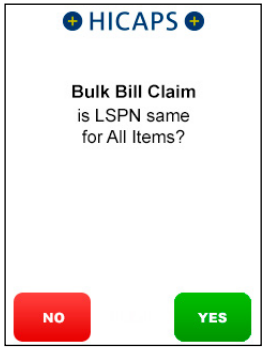


step 11
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

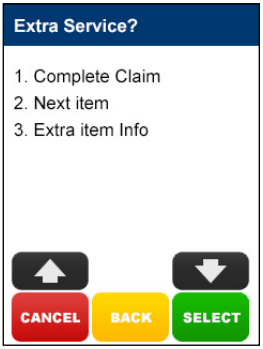


step 12
Using the keypad, enter the **LSPN** and press **[OK]**

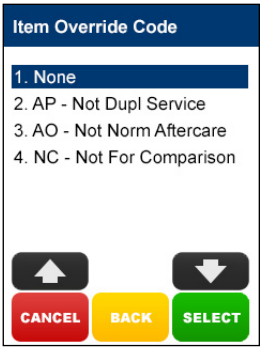
step 13
Press the **[YES]** key for the same **LSPN** for all items.



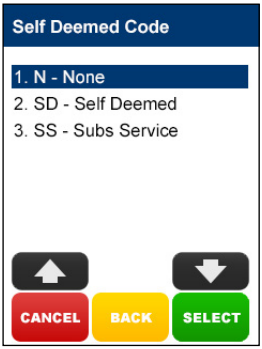
step 14
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 19,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a,
or
Select **3. Extra Item Info** and press **[SELECT]** if an Item Override Code 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

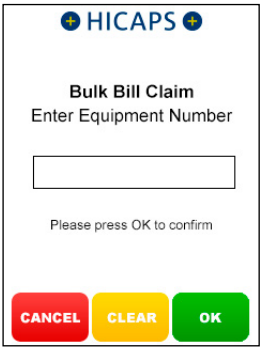


step 16
Select the **Self Deemed Code** and press **[SELECT]** or select **1. None** to bypass this step



step 17
Using the keypad, enter the **Equipment Number** and press **[OK]**

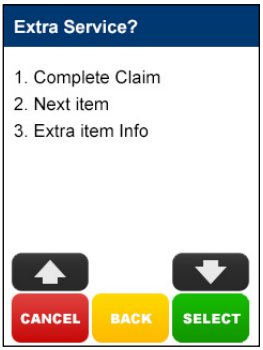
Note: *Pressing the* **[OK]** *key only will bypass this step*



step 18

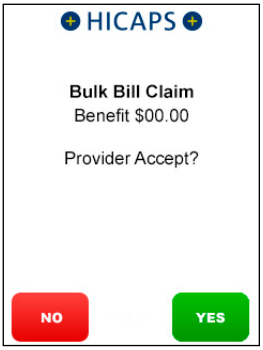
Select **1. Complete Claim** and press **[SELECT]** if the claim entry is finished and go to step 19,
or
Select **2. Next Item** and press **[SELECT]** if another item needs to be entered and return to step 10a

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

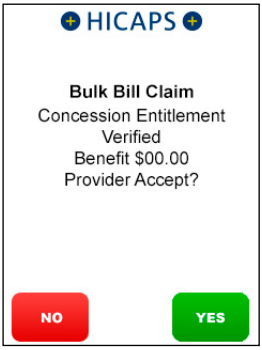
Response when **CEV is not requested**
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



step 19b

Response when **Concession Entitlement Verified**.

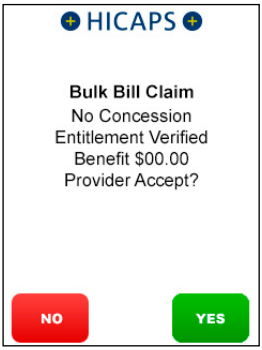
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



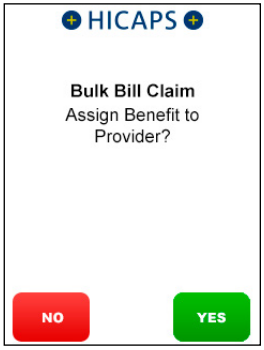
step 19c

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

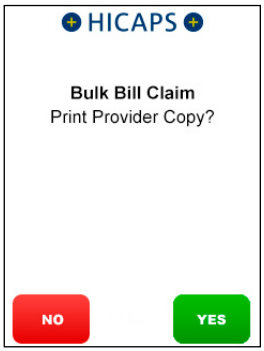
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



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.

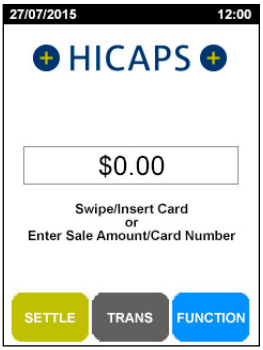


6. PATHOLOGY CLAIMS

6.1 bulk bill claim

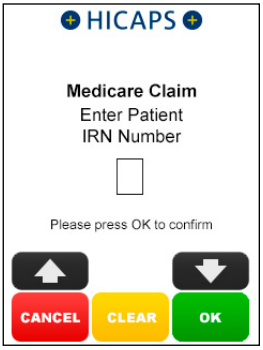
step 1

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



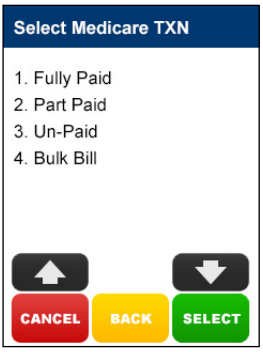
step 2

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



step 3

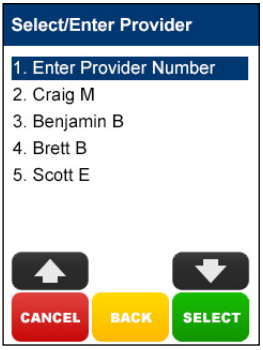
Select **4. Bulk Bill** and press **[SELECT]**



step 4a

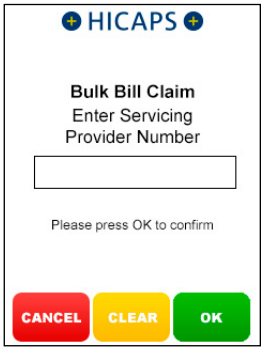
Use the arrows on the touch screen to choose the **Provider** that you would like to claim with and press **[SELECT]**, then move to step 5a.

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



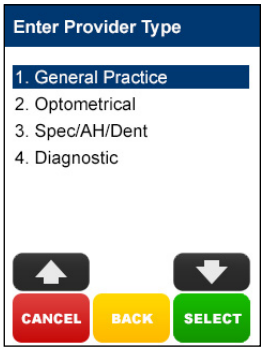
step 4b

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



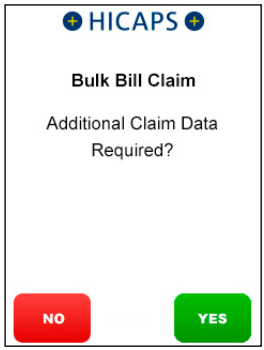
step 4c

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



step 5a

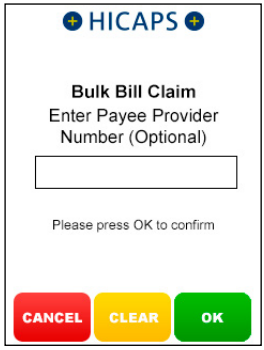
If no **Additional Claim Data** is required, press **[NO]** and go to step 6,
or
If an **Account Reference Number** and/or Payee **Provider Number** is required to be processed for this patient's claim, press **[YES]** and go to step 5b



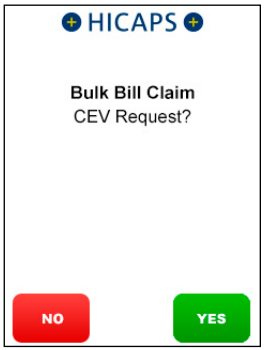
step 5b

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 an Payee Provider Number will bypass this step. If payee provider number is entered in function 54 (refer section 1.1 step 10) then step 5b will be pre populated with the payee provider number*

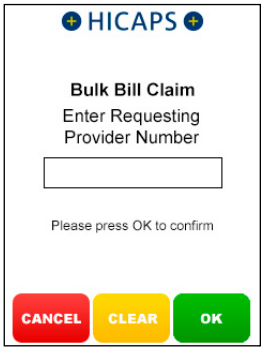


step 6
To check concession status, press the **[YES]** button, or press **[NO]** to continue without checking concession status

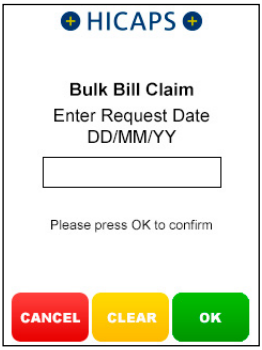


step 7
Using the keypad, enter the **Requesting Provider Number** and press **[OK]**

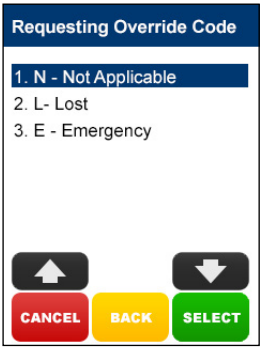
Note: *If no requesting provider number is required press* ***[OK]*** *to go to step 9*



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



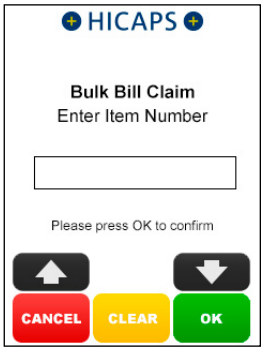
step 9
Select the **Request Override Code** and press **[SELECT]**



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

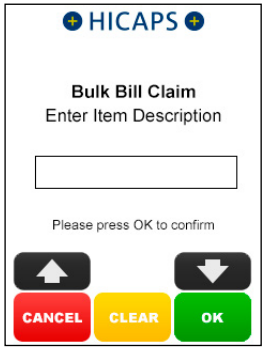
Alternatively key an Item not listed and go to step 10b

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

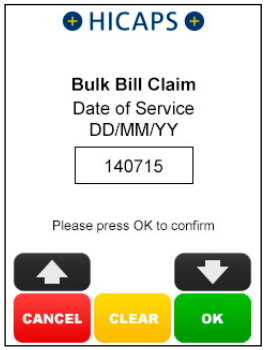


step 10c
Using the keypad, enter the **Item Description** for the newly added item, and press **[OK]**

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*

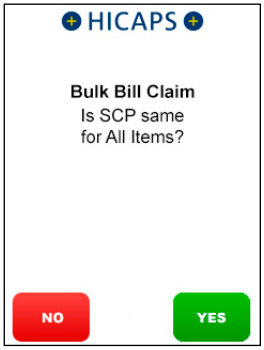


step 11
Press **[OK]** to accept the current **Date of Service** for this item or key in an alternative date and press **[OK]**

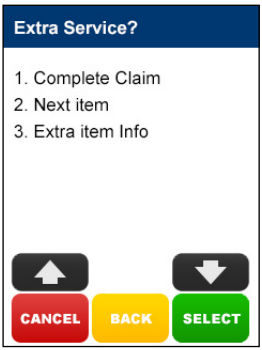


step 12
Using the keypad, enter the **SCP Number** and press **[OK]**

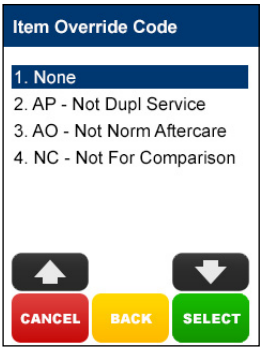
step 13
Press the **[YES]** key for the same **SCP Number** for all items



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



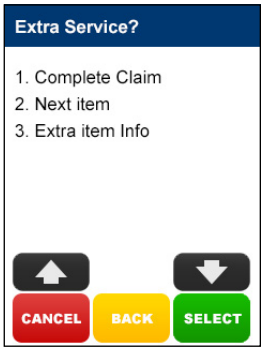
step 15
Select the **Item Override Code** and press **[SELECT]** or select **1. None** to bypass this step



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

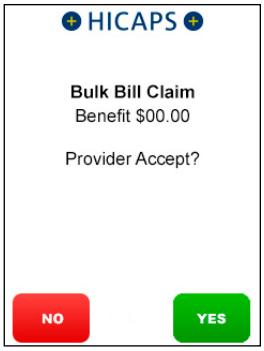
Note: *for step 17 three screens can be displayed depending on whether you asked for a CEV check or not and if the Patient is entitled or not*



step 17a

Response when **CEV is not requested**.

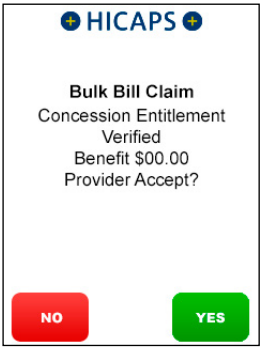
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



step 17b

Response when **Concession Entitlement Verified**.

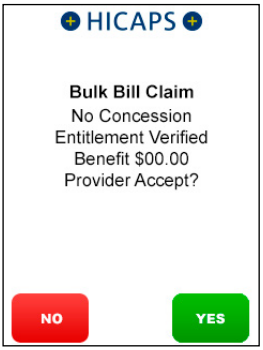
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



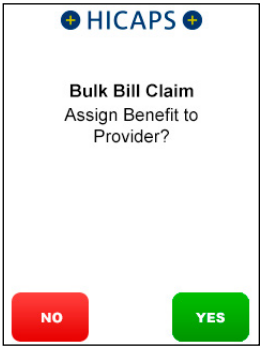
step 17c

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

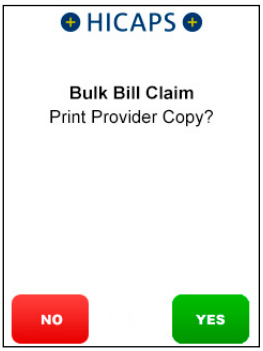
Press **[YES]** to accept the benefit or **[NO]** to decline the transaction



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).

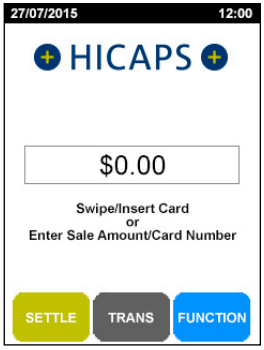
Provider names and provider type can be programmed into the terminal (refer to section 1).

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

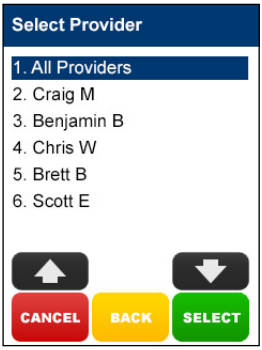
step 1
Press the **[FUNCTION]** key



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]**

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

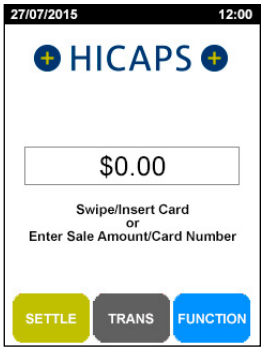
Note: *The Item number description can be a maximum of 15 characters including spaces.*

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

step 8
Adding the new item is now complete

8.2 editing item numbers

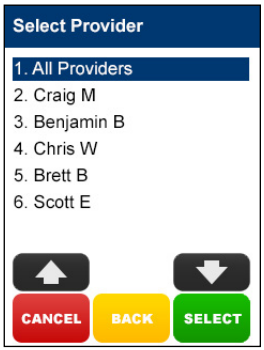
step 1
Press the **[FUNCTION]** key



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]**

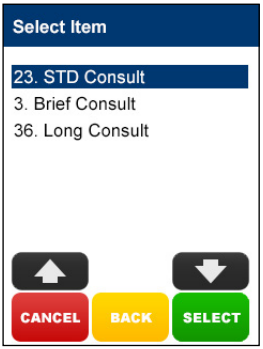
Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose* ***1. All Providers***



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

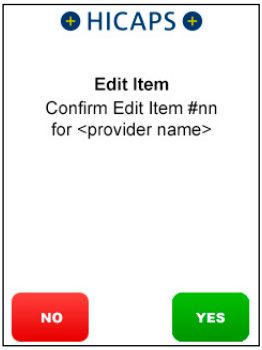
Note: *This will only display if you selected a provider in step 3*



step 5b
Using the key pad, **Enter the Item Numbe**r you wish to edit and press **[OK]**

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

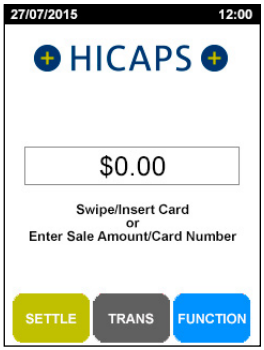
step 7
Confirm the item changes and press **[YES]**



step 8
Editing the item is now complete

8.3 delete item numbers

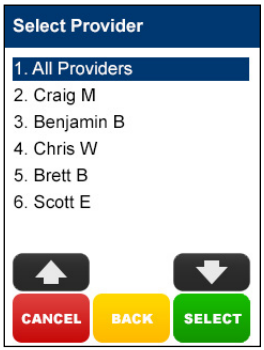
step 1
Press the **[FUNCTION]** key



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]**

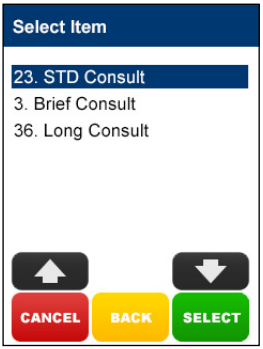
Note: *Item Descriptors can be programmed either for all Providers or by each individual provider. Typically you would choose* ***1. All Providers***



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

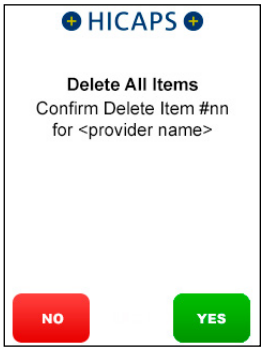
step 5a
Use the arrows on the touch screen to **Select an Item** that you would like to delete and press **[SELECT]**, then go to step 6

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

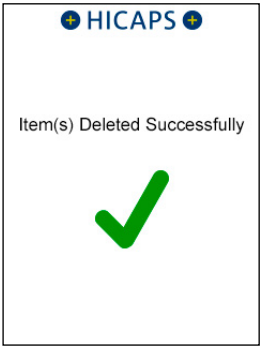


step 5b
Using the key pad, **Enter the Item Number** you wish to delete and press **[OK]**

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

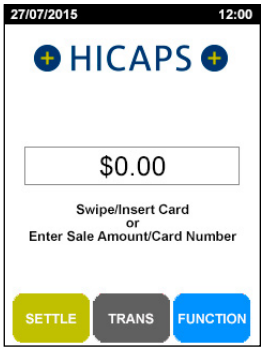


step 7
Deleting the item is now complete



8.4 delete all item numbers

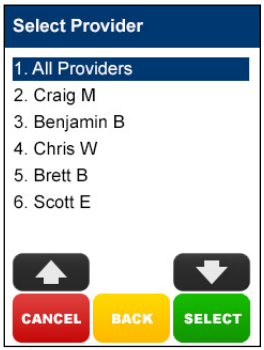
step 1
Press the **[FUNCTION]** key



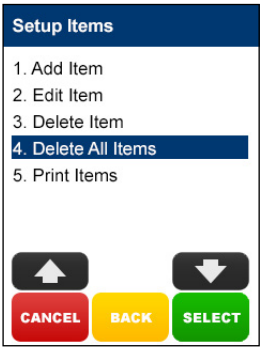
step 2
Using the key pad, enter **[4][1]** and press **[SELECT]**

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***

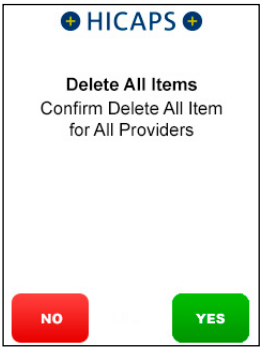


step 4
Select the **4. Delete All Items** and press **[SELECT]**

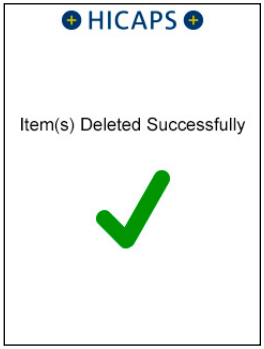


step 5
Confirm that all items are to be deleted for this provider and press **[YES]**

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

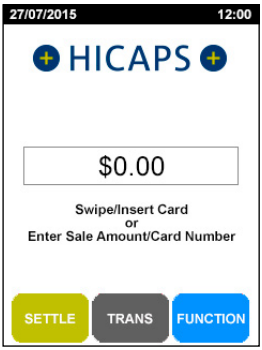


step 6
Deleting all items is now complete



8.5 print all item numbers

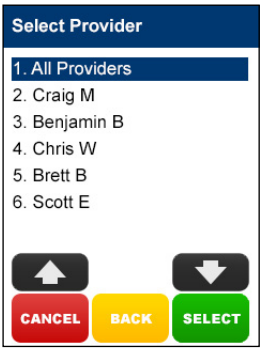
step 1
Press the **[FUNCTION]** key



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

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

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



step 4
Select the **5. Print Items** and
press **[SELECT]**

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

9. REPORTS AND SETTLEMENT

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

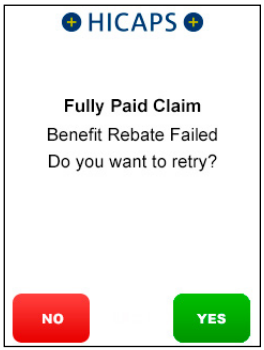
10. ERROR SCREENS AND CONDITIONS

10.1 errors for rebate transactions

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

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

10.2 rebate failed



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

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

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

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

10.3 decline Medicare Easyclaim transaction

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

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

If code 9718 is displayed on the terminal please refer to step 11.4.

10.4 Error codes and actions

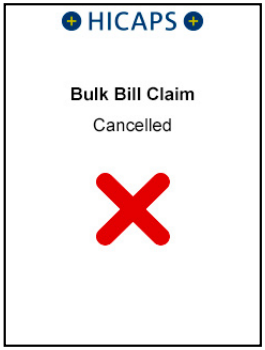
error code 05 – not approved

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

error code 9718

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

10.5 bulk bill claims cancelled by the practice or patient



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

No receipt is printed when the practice cancels the claim.

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

10.6 general

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

11. HELPDESK TELEPHONE NUMBERS

For EFTPOS related issues and questions please contact HICAPS on:
1300 650 852

Medicare Australia Provider Line
24 hours, 7 days

132 150

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

Further information is available at

www.medicareaustralia.gov.au

Or refer to MEDICARE E Business Service Centre on

1800 700 199.

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

132 011

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

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