

Medicare Easyclaim

Training for Pracsoft



Health Communication Network Ltd
Level 1, 40 Oxley Street,
Crows Nest NSW, 2065

Tel: +61 2 9906 6633
Fax: +61 2 9906 8910

www.hcn.com.au

A.B.N. 76 068 458 515

Copyright© 2009



Medicare Easyclaim

Training for Pracsoft

CONTENTS

Introduction	2
How It Works	3
EFTPOS / Easyclaim Terminals and Settings	9
Claiming with Medicare Easyclaim	10
Fully-paid Patient Claims with Medicare Easyclaim	11
Part Paid Patient Claims	14
Unpaid Patient Claims with Medicare Easyclaim	16
Bulk-Bill with Medicare Easyclaim	18
Information for Large Practices about Bulk Billing	20
Resubmitting Medicare Easyclaim Bulk-Bill Claims	23
Medicare Easyclaim Transaction Status	24
Backing up Medicare Easyclaim	25



INTRODUCTION

The only integrated Medicare Easyclaim Solution

Medicare Easyclaim is a system that allows patients to claim instant Medicare rebates at the practice, via your Tyro EFTPOS terminal while at the surgery. You can process Patient Claiming and Bulk Bill via Medicare Easyclaim using PracSoft's Integrated Easyclaim functionality. Detailed information on Medicare Easyclaim can be found from the Medicare Australia Easyclaim web site at: <http://www.medicareaustralia.gov.au/public/claims/easyclaim.jsp>

Tyro and HCN have developed the first integrated Medicare Easyclaim solution, which links practice software to the EFTPOS/Easyclaim terminal. Other systems currently offer standalone Medicare Easyclaim through conventional EFTPOS terminals. HCN and Tyro have worked closely with Medicare Australia and the medical community to improve the EFTPOS based Medicare Easyclaim solution and further capture the needs of the market. The PracSoft and Tyro Easyclaim solution streamlines the billing process and negates the need for re-keying information, saving practice staff valuable time.

Tyro and HCN have also been working with Medicare to produce a simple reconciliation method, especially for bulk billed claims. PracSoft allows practice staff to reconcile in a similar way to what Medicare Online now does.

Please note that in order to take advantage of this facility, you will need to obtain an EFTPOS / Easyclaim terminal from Tyro. The minimum Tyro Production software version compatible with Integrated EFTPOS is 07.01.09. At the time of this writing, the latest version is 08.23.01. The version information for your installed Tyro software can be accessed from the terminal via Menu > Settings > Terminal Info.

Please contact Tyro Payment Solution Sales, on (02) 8907 1780, to enquire about obtaining a Tyro EFTPOS/Easyclaim terminal. If at any time you have questions about the terminal or pairing the terminal with PracSoft you can call Tyro Payments helpdesk at the toll free support number 1300 966 639. Tyro Payments' trained staff will assist you with any questions you might have about the terminal.

PracSoft Technical Support

1300 788 802 (Free Call)

mdsupport@hcn.com.au

<http://www.hcn.com.au/support> (to log an enquiry)



HOW IT WORKS

Accounts paid in full:

1. After the patient/claimant pays their account (using cash, credit card or EFTPOS), their Medicare card details are automatically transmitted from PracSoft.
2. PracSoft sends the claim details to Medicare Australia for verification. The claim is checked and an approval is sent back a few seconds later.
3. The patient/claimant then swipes their EFTPOS card through the EFTPOS / Easyclaim terminal, enters their PIN and their rebate is paid into their nominated cheque or savings account on the same day.
4. Practice staff give the patient/claimant an EFTPOS receipt to confirm their rebate has been paid.

Important: Easyclaim rebates can only be deposited into cheque or savings account.

Unpaid or partially paid accounts:

1. Medicare card details are automatically transmitted from PracSoft.
2. The claim is checked and claim submission is accepted or declined instantly. A cheque made out to the health service provider is posted to the patient/claimant within 14 days.
3. When the patient/claimant receives the cheque, they will send it to the health service provider along with any other outstanding balance payment.

For bulk-billing:

1. If the patient is bulk-billed, the patient will press a button on the EFTPOS keypad to assign their benefit to the health service provider. No signature is required.
2. The Claim and patient Medicare card details are automatically transmitted from PracSoft.
3. Claim is checked and approval is sent within seconds.

For Large Practice Bulk Bill (optional):

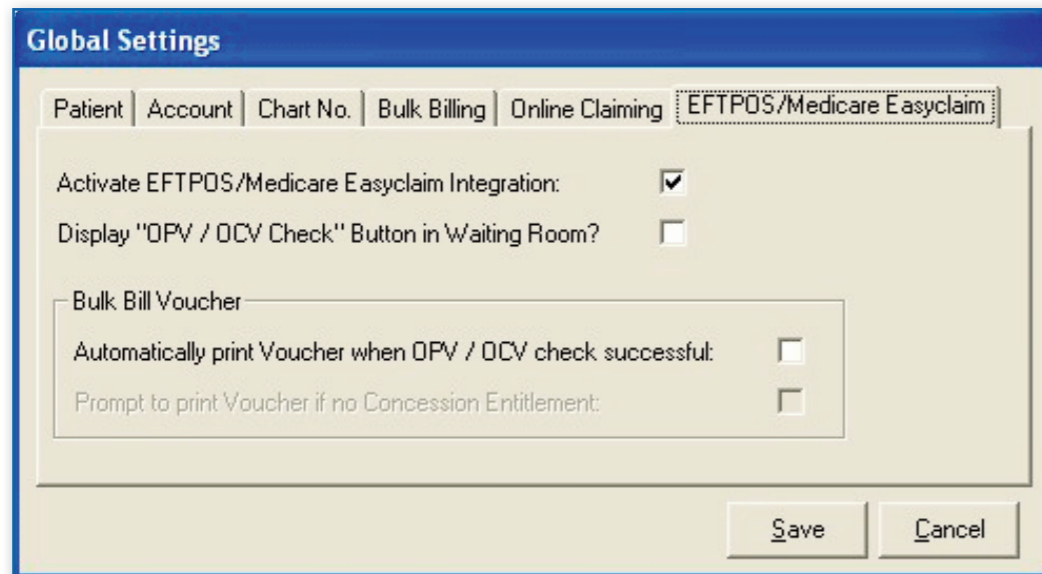
1. Patient presents to Reception and OPV/OCV check is performed.
2. Administrative staff print a DB4 form and attach it to the patient file if desired.
3. Patient has consultation with the Practitioner who fills in the DB4 form and has the patient sign.
4. Administrative staff collect DB4 Forms and process claim through Medicare Easyclaim at a later time.

Consider also Medicare rulings regarding this.

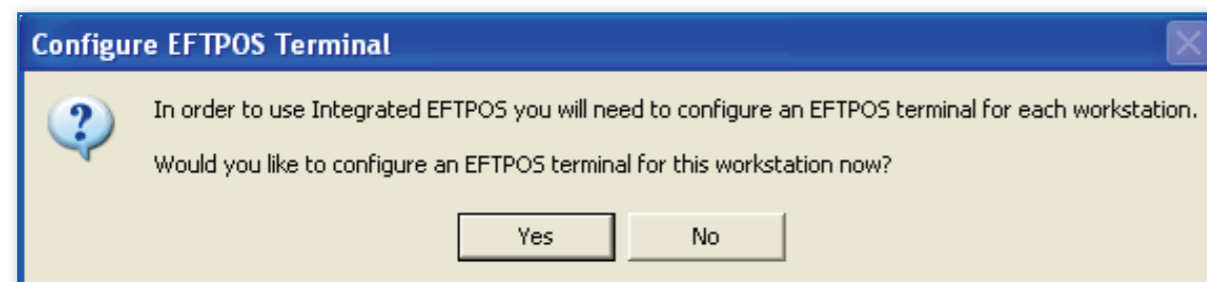
ENABLING MEDICARE EASYCLAIM

Important note for Windows 2000 Users: In order to configure Medicare Easyclaim for the first time, you must be logged into Windows with Administrative privileges, after which you can login as a non-admin user to change the configuration settings if required.

1. From within PracSoft select **Setup > Global Settings**. The Global Settings window appears.

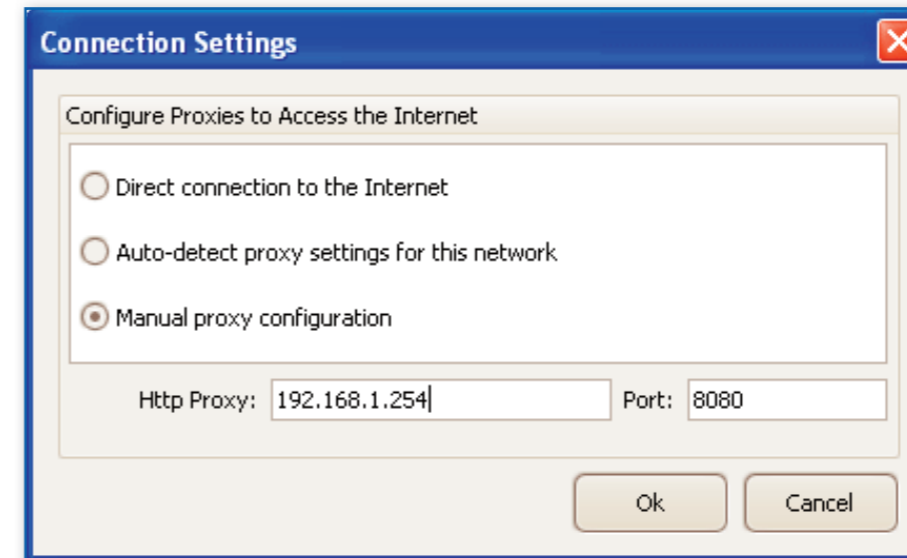


2. Select the **EFTPOS/Medicare Easyclaim** tab.
3. Tick the **Activate EFTPOS/Medicare Easyclaim Integration** checkbox.
4. (Optional) If you are a large bulk-bill practice you must also enable the Display OPV/OCV Check Button in Waiting Room checkbox. The remaining bulk-bill voucher functions are optional.
5. Click the **Save** button to continue. You will be prompted that as this is a Global Settings change, it will affect all users. Click the **Yes** button to continue saving your preferences.
6. You will be prompted that in order to use Medicare Easyclaim you will need to configure an EFTPOS / Easyclaim terminal for each workstation.



If your computer network does *not* use a proxy server to connect to the Internet, click the **Yes** button now and then proceed to Step 7 to configure an EFTPOS / Easyclaim terminal.

If your computer network uses a proxy server to connect to the Internet, you must now configure this before you can proceed with enabling Medicare Easyclaim. To do so, click the No button now, and then select **Setup > EFTPOS/Medicare Easyclaim > Proxy Settings**. The Connection Settings window appears.



The following options are available to select from:

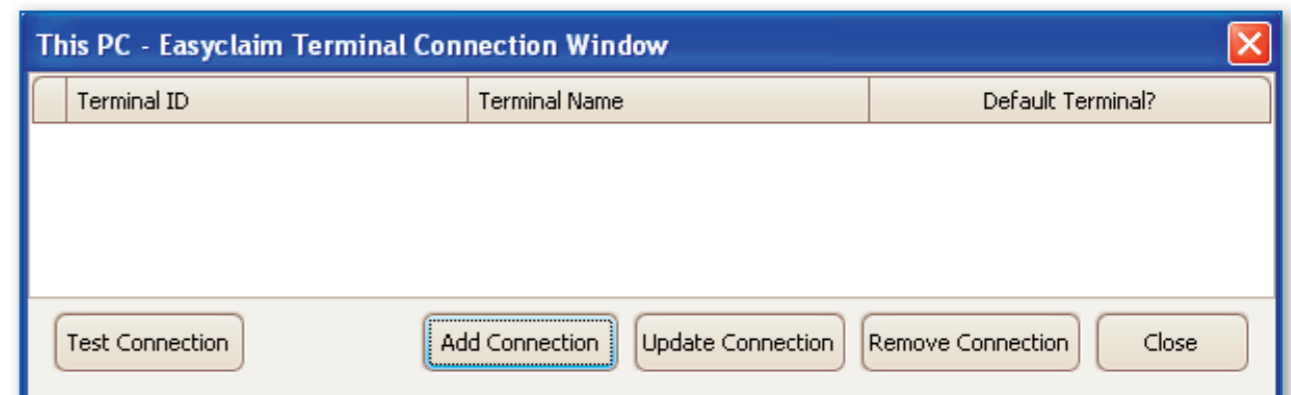
Direct connection to the Internet is applicable to anyone who does not use a proxy server.

Auto-detect proxy settings for this network retrieves the proxy details from Windows' Internet Options. This is the default setting.

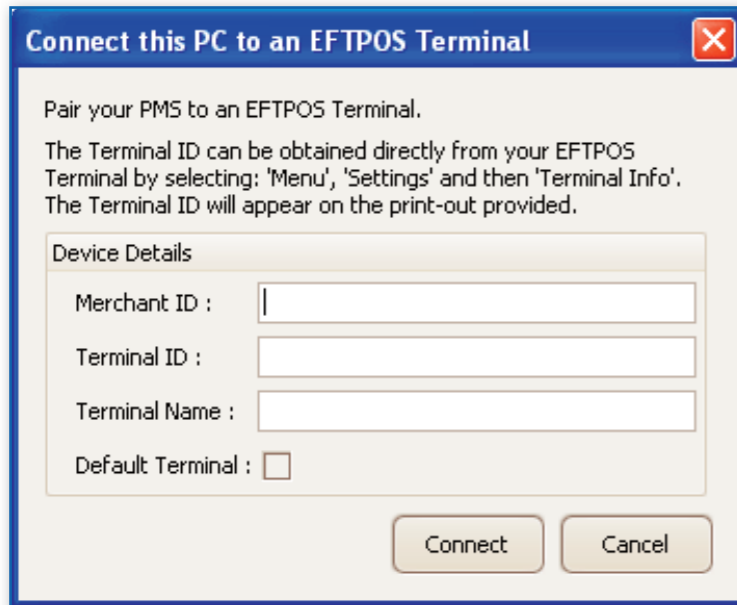
Manual proxy configuration is for users who wish to specify a proxy server. Selecting this option requires the entry of a proxy address and port. To simplify proxies requiring password authentication, Easyclaim automatically uses the user's Microsoft Windows login and password.

After you have configured your connection settings, select **Setup > EFTPOS > Terminal Configuration**, and then continue now to Step 7.

7. The Easyclaim Terminal Connection window appears.



8. Click the **Add Connection** button. The Connect this PC to an EFTPOS Terminal window appears.



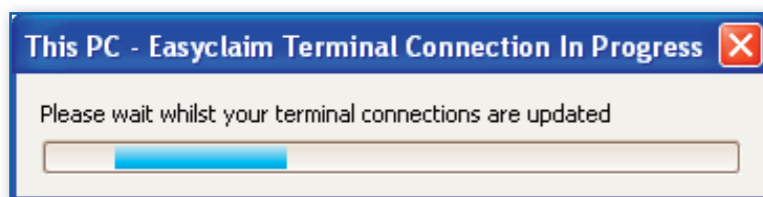
Enter your Merchant ID. Your Merchant ID is supplied by TYRO and is accessible via the EFTPOS / Easyclaim terminal by selecting Menu > Settings > Terminal Info on the device.

Enter the Terminal ID for the EFTPOS / Easyclaim terminal connected to your computer network. The Terminal ID is supplied by TYRO and is accessible via the EFTPOS / Easyclaim terminal by selecting Menu Settings Terminal Info on the device. Each EFTPOS / Easyclaim terminal connected to your network has a unique ID.

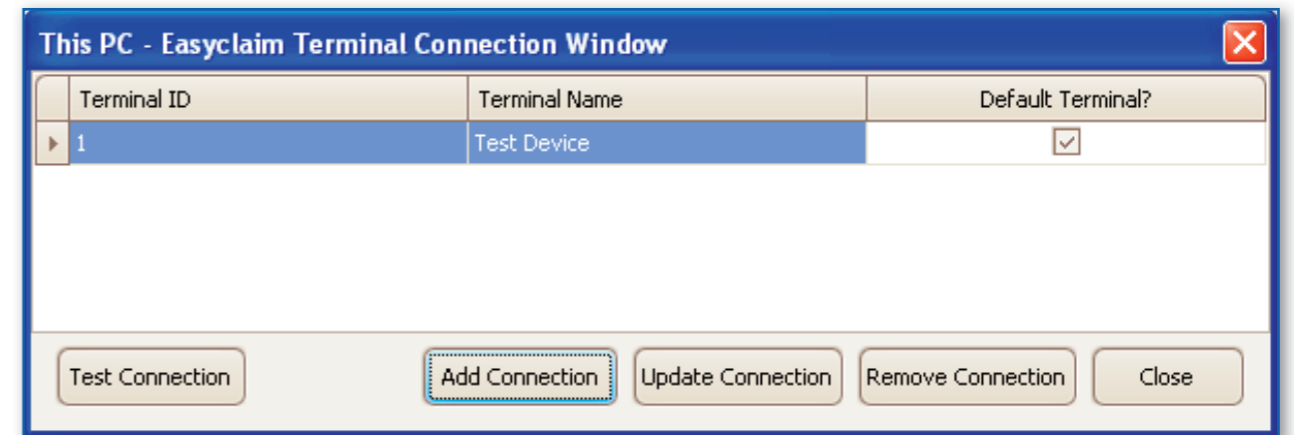
Create and enter a Terminal Name for the EFTPOS / Easyclaim terminal. This is usually something that identifies this EFTPOS / Easyclaim terminal from others, e.g. 'FrontDesk'. It is advisable to create a unique name for each of your EFTPOS / Easyclaim terminals.

(Optional) Tick the Default Terminal checkbox to indicate that this particular EFTPOS / Easyclaim terminal will be the default used for Medicare Easyclaim processing on this computer. This is handy if you have multiple EFTPOS / Easyclaim terminals on your network. You can change this setting on-the-fly if you need to later.

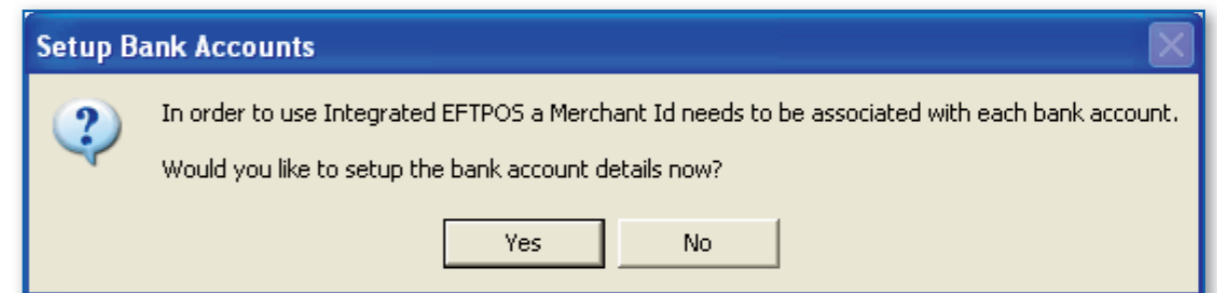
9. On the terminal select Menu Settings Authorise POS. Click the Connect button in PracSoft to initiate the connection. PracSoft will attempt to make a connection with the EFTPOS / Easyclaim terminal. Once you have clicked Connect, you will have thirty seconds to authorise the EFTPOS / Easyclaim terminal for use with PracSoft by entering your admin password (initially supplied by TYRO but is later user-configurable) on the terminal and then selecting 'Yes' when prompted to reset the current key (this need only be done on the first workstation; for subsequent workstations the key does not need to be reset). If the Add Connection window times out, repeat Steps 8 and 9.



10. Upon a successful connection you will be returned to the Easyclaim Terminal Connection window, where your connected EFTPOS / Easyclaim terminal now appears in the list of terminals.

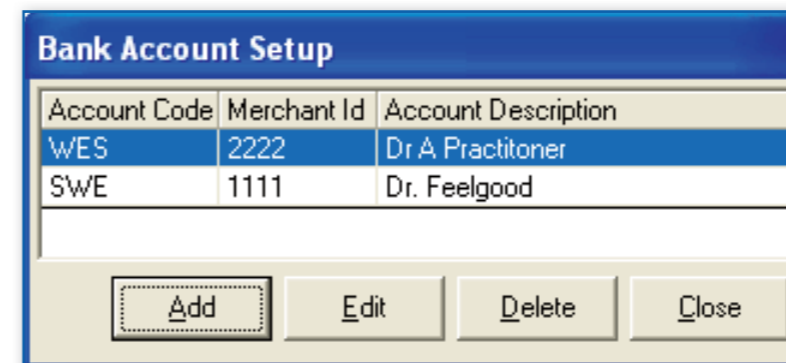


11. Click the **Close** button to continue. The Setup Bank Accounts window appears.



In order to use Integrated Medicare Easyclaim a Merchant Id needs to be associated with each bank account recorded in PracSoft.

12. Click the **Yes** button to setup the Bank Account details. The Bank Account Setup window appears.



13. Select the account for which you wish to use Medicare Easyclaim, and then click the Edit button.
The **Bank Account Details** window appears.

The 'Bank Account Details' window contains the following information:

- Account Code: WES
- Merchant Id: 27
- Description: Dr A Practitioner
- Buttons: Save, Cancel

14. Enter the Merchant ID for this bank account. This information will be provided to you via e-mail once your application has been Credit Checked and approved by Tyro, and is also available via the EFTPOS / Easyclaim terminal by selecting Menu > Settings > Terminal Info. Click the **Save** button to confirm.
15. Repeat Steps 12 - 13 for each bank account you wish to use Medicare Easyclaim with. Failing to setup each bank account's Merchant ID will result in you being prompted for this information when you perform a receipt for that Practitioner.
16. When you have completed modifying bank accounts, click the **Close** button on the Bank Account Setup window.

EFTPOS / EASYCLAIM TERMINALS AND SETTINGS

To manage your EFTPOS / Easyclaim terminals and device settings, from within PracSoft select **Setup > EFTPOS/ Medicare Easyclaim > Terminal Configuration**.

The 'This PC - Easyclaim Terminal Connection Window' displays the following table:

Terminal ID	Terminal Name	Default Terminal?
1	Test Device	<input checked="" type="checkbox"/>

Buttons at the bottom: Test Connection, Add Connection, Update Connection, Remove Connection, Close.

Functionality:

Item	Description
Test Connection button	Allows you to test the connection between PracSoft and the EFTPOS / Easyclaim terminal. You will be informed as to whether the connection was successful or not. Note that a return of 'Not Available' means the terminal is either busy or down, and 'Unavailable' means PracSoft cannot obtain the status of the EFTPOS / Easyclaim terminal.
Add Connection button	Click to add a new EFTPOS / Easyclaim terminal. The terminal and PC must both be connected to a network with Internet access.
Update Connection button	This allows you to reconnect or re-pair to a EFTPOS / Easyclaim terminal in the list.
Remove Connection button	Removes the pairing between PracSoft and the selected EFTPOS / Easyclaim terminal.
Default Terminal checkbox	Allows you to select the default EFTPOS / Easyclaim terminal for use by PracSoft. If there is more than one EFTPOS / Easyclaim terminal listed and no default has been selected, you can indicate the device you wish use on-the-fly by selecting one from the list of those available. This is handy if you have multiple EFTPOS / Easyclaim terminals accessible to this computer and your primary terminal is currently busy.

CLAIMING WITH MEDICARE EASYCLAIM

The following sections explain how to process different claims with Medicare Easyclaim.

- Fully-paid Patient Claims
- Part Paid Patient Claims
- Unpaid Patient Claims
- Bulk-Bill Claims
 - Requesting Easyclaim Bulk-Bill Reports
 - Resubmitting Easyclaim Bulk-Bill Claims

The following items are **not** accepted through Medicare Easyclaim:

- In-hospital items
- ACIR information
- Bulk bill claims more than 2 years from date of service
- Patient claims more than 2 years from date of service
- Time duration dependent items
- Notional charges
- Patient claims pathology items excepting group 9 items
- Bulk bill pathology items which are self deemed or rule 3 exemptions
- Patient claims and bulk bill claims with non-standard referrals
- Items where the charge exceeds \$9,999.99
- Department of Veterans' Affairs (DVA) claims

In the unfortunate event that Medicare Easyclaim is not available at the practice the practice needs to issue the patient/claimant an account/statement and advise the patient/claimant to lodge their claim through an alternate channel, i.e. at the appropriate Medicare office. Bulk Bill claims need be the completed as with the current existing processes. Since Medicare Easyclaim works independent from EFTPOS services, it is possible that Medicare is available while EFTPOS is not and vice versa.

FULLY-PAID PATIENT CLAIMS WITH MEDICARE EASYCLAIM

1. Ensure you have [configured](#) PracSoft to use Medicare Easyclaim.
2. With a patient selected in the Waiting Room, press F5. The Record Visit window appears.

Record Visit

File View Help

Patient Name: JENNIFER S. ANDREWS Seen by Dr: D1 Location: Er

Consult Time: 10:51:00 AM

Consult Date: 23/03/2009 Payer: MRS JENNIFER S. ANDREWS
2 KENNEDY RD
DEMO TOWN 4523

Invoice To: Patient

Item No	Description	Fee	Gap	Fee Rate	GST Rate	GST Amount	Text
23	Level B Surgery	\$31.45	\$4.70 *		0	\$0.00	
2522/1	Level C - Completion full year care of patient with established Diab	\$81.70	\$12.25 *		0	\$0.00	
12000	Skin sensitivity test 1 - 20	\$33.70	\$5.05 *		0	\$0.00	
		\$146.85	\$22.00			\$0.00	

Gap Override Fee Automation Add Delete

In Hospital

Payment Options (F12): Pay Now Pay Later

Visit Options: Remove Waitroom Non Patient A/c Non Visit After Care

Print Options: Print Voucher Print PC1 Print Preview Copies: 1

Payment Details: Full Payment Amount: \$146.85 Payment Type: EFTPOS Auto Bank To: E Gap Payment

Referral: No referral details Referral Hold Receipt Account Cancel

3. Ensure that you have a selection in the **Seen by Dr.** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
4. Ensure that you have a selection in the **Location** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
5. (Optional) Modify the **Consult Time** and **Consult Date** using the associated controls, if necessary.
6. Via the **Invoice To** drop-down list, select 'Patient'.
7. Enter Service Items as necessary. If you are unsure of the fee number for a given item, you can search the standard item list by pressing Ctrl+S.
 - To add additional items, click the **Add** button.
 - To delete a service item, select the item and then click the **Delete** button.

8. For each Service Item ensure you select an associated Fee Rate. To do this, click in the **Fee Rate** field for the service item. A drop-down list of Fee Rates will appear, from which you can make the appropriate selection. The image above indicates that a fee rate of Schedule Fee has been selected for service item 23.
9. (Optional) You may modify the fees for individual items by clicking in the Fee column and typing a new amount.
10. In the Payment Options section of the window select the **Pay Now** radio button option.
11. In the Payment Details section of the window, select the **Full Payment** radio button option.
12. Select a **Payment Type** via the associated drop-down list.
13. Click the **Receipt** button to process the payment. The **New Patient Claim** window appears. Note that if the refund method selected earlier was EFTPOS Auto, the New Patient Claim window will appear after the Integrated EFTPOS payment has completed.

The **Refund Method** of **EFTPOS Card** will be selected by default. With this option selected, the Medicare Easyclaim payment is made automatically and directly into the claimant's bank account. If you have chosen this option, continue now to Step 14. If the EFTPOS Card option is greyed-out, Medicare Easyclaim is not supported for this claim – select one of the other options to transmit the claim via Medicare Online or press **Cancel** to edit the claim.

(Optional) Choose the **Cheque** option if the claimant wishes to have the Medicare payment returned to them as a cheque. Enter the residential address details for the claimant. Alternatively you can tick the **Use Medicare Address** checkbox to use the claimant's residential address details as recorded with Medicare. Medicare Australia Online is used for this type of refund.

(Optional) Choose the **EFT** option if the claimant wishes to have the Medicare payment deposited into a designated bank account. You must then enter the claimant's BSB Number, Bank Account Number and Bank Account Name. Funds will be deposited after Medicare Australia has processed the claim. Medicare Online is used for this type of refund.

14. Click the **Transmit** button. The claim is processed. If you have selected the EFTPOS Card refund method, the claimant will be prompted to insert their EFTPOS card and enter their PIN.

PART PAID PATIENT CLAIMS

1. Ensure you have [configured](#) PracSoft to use Medicare Easyclaim.
2. With a patient selected in the Waiting Room, press F5. The Record Visit window appears.

Record Visit

File View Help

Patient Name: JENNIFER S. ANDREWS Seen by Dr: AP Location: Surgery

Consult Time: 7:46:00 AM

Consult Date: 05/12/2008 Payer: MR JOHN ANDREWS
2 KENNEDY RD
DEMO TOWN 4523

Invoice To: Patient

Service Details

Item No	Description	Fee	Gap	Fee Rate	GST Rate	GST Amount	Text
23	Level B Surgery	\$33.55	\$0.00	Schedule Fee	0	\$0.00	
16500	Antenatal Attendance	\$39.55	\$5.90	Schedule Fee	0	\$0.00	
10990	Bulk-Billing Incentive - After-hours service in eligible areas	\$5.55	\$0.00	Rebate 85	0	\$0.00	
16514	Antenatal cardiocography	\$50.00	\$21.20	Schedule Fee	0	\$0.00	
		\$128.65	\$27.10			\$0.00	

Gap Override Fee Automation In Hospital Add Delete

Payment Options (F12) **Visit Options** **Print Options**

Pay Now Remove Waitroom Non Patient A/c Print Voucher Print Preview
 Pay Later Non Patient A/c After Care Print PC1 Copies: 1

Payment Details

Amount	Payment Type	Bank To
\$27.10	EFTPOS Auto	WES

Hold Receipt Account Cancel

3. Ensure that you have a selection in the **Seen by Dr.** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
4. Ensure that you have a selection in the **Location** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
5. (Optional) Modify the **Consult Time** and **Consult Date** using the associated controls, if necessary.
6. Via the **Invoice To** drop-down list, select 'Patient'.
7. Enter Service Items as necessary. If you are unsure of the fee number for a given item, you can search the standard item list by pressing Ctrl+S.
 - To add additional items, click the **Add** button.
 - To delete a service item, select the item and then click the **Delete** button.
8. (Optional) You may modify the fees for individual items by clicking in the Fee column and typing a new amount.

9. (Optional) Enter a Gap figure for given Service Items as necessary. This will change the Fee amount. You may also change the Fee amount which will in turn affect the Gap amount.
10. For each Service Item ensure you select an associated **Fee Rate**. To do this, click in the Fee Rate field for the service item. A drop-down list of Fee Rates will appear, from which you can make the appropriate selection. The image above indicates that a fee rate of Schedule Fee has been selected for service item 23.
11. In the Payment Options section of the window select the **Pay Now** radio button option.
12. In the Payment Details section of the window select the **Gap Payment** radio button option. *Note that for Medicare Easyclaim, gap payments referred to here can be a part payment for a service and not necessarily the gap amount between the Medicare benefit and the amount charged by the provider.*
13. Select a **Payment Type** from the associated drop-down list.
14. Click the **Receipt** button to process the payment.

New Patient Claim

Refund Method: EFTPOS Card Cheque EFT (Bank Account Details required if not held by Medicare)

Bank Account Details:

BSB Number:

Bank Account Number:

Bank Account Name:

Save Banking Details

Residential Address Details:

Street:

Suburb:

State: Postcode:

Contact Phone Number:

Use Medicare Address

Transmit Store Cancel

- Note that the **Cheque** refund method option is selected. This is the only option available for 'Gap' payments. The Medicare payment will be returned to the claimant as a cheque addressed to the health service provider.
15. Enter the residential address details for the claimant if necessary. Alternatively you can tick the **Use Medicare Address** checkbox to use the claimant's residential address details as recorded with Medicare.
 16. Click the **Transmit** button. The claim is processed. Note that if the claim includes items not supported by Medicare Easyclaim, the claim will be sent via Medicare Online. The **Store** button will save the claim to be sent later. Store & Forward claims are sent via Medicare Online.

UNPAID PATIENT CLAIMS WITH MEDICARE EASYCLAIM

1. Ensure you have [configured](#) PracSoft to use Medicare Easyclaim.
2. With a patient selected in the Waiting Room, press F5. The Record Visit window appears.

Record Visit

File View Help

Patient Name: JENNIFER S. ANDREWS Seen by Dr: AP Location: Surgery

Consult Time: 8:33:00 AM

Consult Date: 05/12/2008 Payer: MR JOHN ANDREWS
2 KENNEDY RD
DEMO TOWN 4523

Invoice To: Patient

Item No	Description	Fee	Gap	Fee Rate	GST Rate	GST Amount	Text
23	Level B Surgery	\$33.55	\$0.00	Schedule Fee	0	\$0.00	
16500	Antenatal Attendance	\$39.55	\$5.90	Schedule Fee	0	\$0.00	
16514	Antenatal cardiocotography	\$33.85	\$5.05	Schedule Fee	0	\$0.00	
		\$106.95	\$10.95			\$0.00	

Gap Override Fee Automation In Hospital Add Delete

Payment Options (F12): Pay Now Pay Later

Visit Options: Remove Waitroom Non Patient A/C Non Visit After Care

Print Options: Print Voucher Print PC1 Print Preview Copies: 1

Hold Receipt Account Cancel

3. Ensure that you have a selection in the **Seen by Dr.** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
4. Ensure that you have a selection in the **Location** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
5. (Optional) Modify the **Consult Time** and **Consult Date** using the associated controls, if necessary.
6. Via the **Invoice To** drop-down list, select 'Patient'.
7. Enter Service Items as necessary. If you are unsure of the fee number for a given item, you can search the standard item list by pressing Ctrl+S.
 - To add additional items, click the **Add** button.
 - To delete a service item, select the item and then click the **Delete** button.
8. For each Service Item ensure you select an associated **Fee Rate**. To do this, click in the Fee Rate field for the service item. A drop-down list of Fee Rates will appear, from which you can make the appropriate selection. The image above indicates that a fee rate of Schedule Fee has been selected for service item 23.

9. (Optional) You may modify the fees for individual items by clicking in the Fee column and typing a new amount.
10. In the Payment Options section of the window select the **Pay Later** radio button option.
11. Click the **Account** button to process the payment.

New Patient Claim

Refund Method: EFTPOS Card Cheque EFT (Bank Account Details required if not held by Medicare)

Bank Account Details:

BSB Number:

Bank Account Number:

Bank Account Name:

Save Banking Details

Residential Address Details:

Street:

Suburb:

State: Postcode:

Contact Phone Number:

Use Medicare Address

Transmit Store Cancel

Note that the **Cheque** refund method option is selected. This is the only option available for 'pay later' payments. The Medicare payment will be sent to the claimant as a cheque payable to the health service provider. Note that if the claim includes items not supported by Medicare Easyclaim, the claim will be sent via Medicare Online. The **Store** button will save the claim to be sent later. Store & Forward claims are sent via Medicare Online.

12. Enter the residential address details for the claimant if necessary. Alternatively you can tick the **Use Medicare Address** checkbox to use the claimant's residential address details as recorded with Medicare Australia.
13. Click the **Transmit** button. The claim is processed.

BULK-BILL WITH MEDICARE EASYCLAIM

1. Ensure you have [configured](#) PracSoft to use Medicare Easyclaim.
2. With a patient selected in the Waiting Room, press F5. The Record Visit window appears.

Record Visit

File View

Patient Name: JENNIFER S. ANDREWS Seen by Dr: CM Location: Surgery

Consult Time: 11:46:00 AM

Consult Date: 16/10/2008

Invoice To: BulkBill Retain claim for checking

Item No	Description	Fee	Gap	Fee Rate	GST Rate	GST Amount	Text
16500	Antenatal Attendance	\$32.90	\$0.00	Rebate 85	0	\$0.00	
16514	Antenatal cardiocography	\$28.15	\$0.00	Rebate 85	0	\$0.00	
10990	Bulk-Billing Incentive - After-hours service in eligible areas	\$5.40	\$0.00	Rebate 85	0	\$0.00	

Gap Override Fee Automation \$66.45 \$0.00 \$0.00

In Hospital Add Delete

Payment Options (F12): Pay Now Pay Later

Visit Options: Remove Waitroom Non Patient A/c Non Visit After Care

Print Options: Print Voucher Print PC1 Print Preview Copies: 1

Hold Claim Account Cancel

Ensure that you have a selection in the **Seen by Dr.** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.

3. Ensure that you have a selection in the **Location** drop-down list. If you selected a doctor for the patient via the Waiting Room, this field will already be populated.
4. (Optional) Modify the **Consult Time** and **Consult Date** using the associated controls, if necessary.
5. Via the **Invoice To** drop-down list, select BulkBill.
6. Enter Service Items as necessary. If you are unsure of the fee number for a given item, you can check it via the Fee Listing window.
 - To add additional items, click the **Add** button.
 - To delete a service item, select the item and then click the **Delete** button.
7. The 'Retain Claim for Checking' checkbox allows you to defer a selected Bulk Bill claim from the standard Medicare Easyclaim process to be sent later using Medicare Australia Online Claiming.

8. For each Service Item ensure you select an associated Fee Rate. To do this, click in the **Fee Rate** field for the service item. A drop-down list of Fee Rates will appear, from which you can make the appropriate selection. The image above indicates that a fee rate of Schedule Fee has been selected for service item 23.
9. Click the **Claim** button to process the payment. The Bulk Bill Medicare Easyclaim window appears and the Easyclaim process commences. You will be prompted upon completion.

After the Medicare Easyclaim transaction has been submitted a response containing the claim details, including the Benefit Estimated by Medicare Australia for each service item, is returned via the EFTPOS / Easyclaim terminal. Pracsoft then compares Medicare's Benefit Estimated amount with the Fee that was originally entered in the Service Details section of the Visit record.

If there are any discrepancies, Pracsoft will automatically adjust the Fees in the recorded Visit so that they reflect what Medicare have estimated. The Medicare Easyclaim Bulk Bill - Service Adjustments dialog will be displayed to advise users of any of these automatic adjustments. This will only be presented to the user if an adjustment has been made.

Medicare Easyclaim Bulk Bill - Service Adjustments

Medicare Australia has assessed this claim and the following service items have been adjusted to reflect the benefit assigned:

Item	Description	Fee	Benefit Assign...
23	Level B Surgery	\$32.80	\$32.10
10990	Bulk-Billing Incentive - After-hours service in eligible areas	\$5.40	\$6.20

Close

Note: The benefit estimate is an assessment of your claim. Medicare Australia may assist the benefit payable in accordance with the rules set out in the Medicare Benefits Schedule. In most circumstances the Fees recorded in Pracsoft should match Medicare's Benefit Estimate, however there may be some situations which will cause the fees recorded in Pracsoft to differ (e.g. If the Pracsoft fees are out of date, or if the user has manually overridden the Fee amount in the Record Visit window).

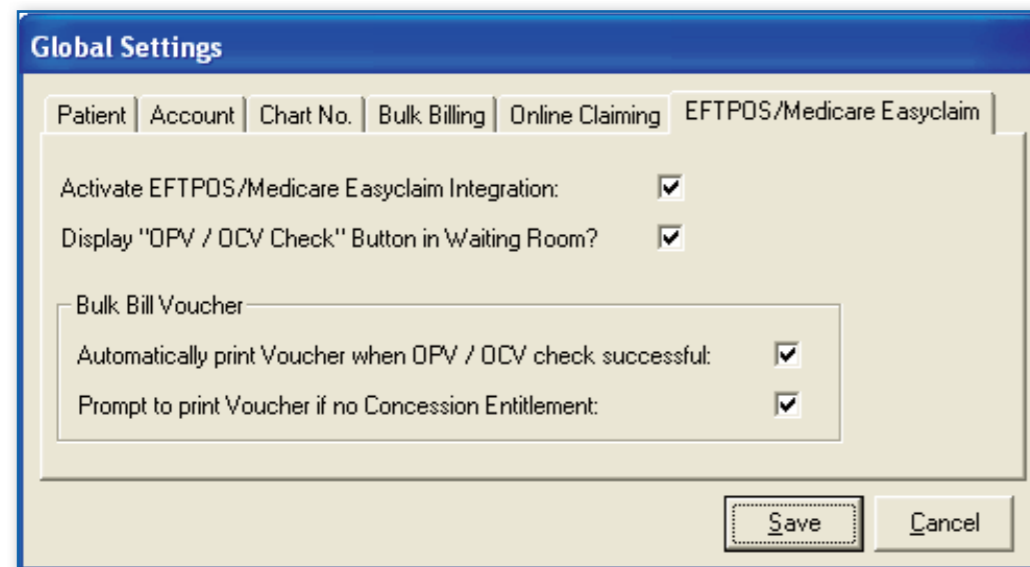
INFORMATION FOR LARGE PRACTICES ABOUT BULK BILLING

The setup procedure for processing Bulk bill claims for large practices is much the same, except for some minor differences;

- Option to view OPV/OCV button in the waiting room
- Options to enable automated printing of DB4 vouchers.

Setup

To enable Medicare Easyclaim, follow the standard steps. However, at Step 1 on the EFTPOS/Medicare Easyclaim window, you must also enable the Display OPV/OCV Check Button in Waiting Room checkbox as shown below. The remaining bulk-bill voucher functions are optional.



Process for bulk-bill practices

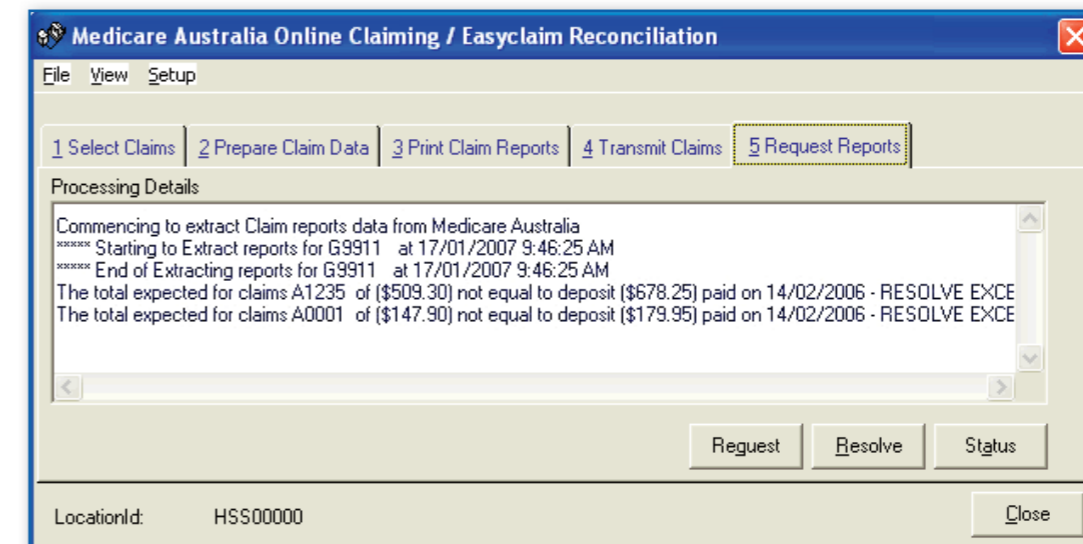
1. Patient presents to Reception and OPV/OCV cheque is performed.
2. Administrative staff print a DB4 form and attach it to the patient's file.
3. Patient has consultation with the Practitioner who fills in the DB4 form and has the patient sign.
4. Administrative staff collect DB4 Forms and process claim through Medicare Easyclaim at a later time.

REQUESTING EASYCLAIM BULK-BILL REPORTS

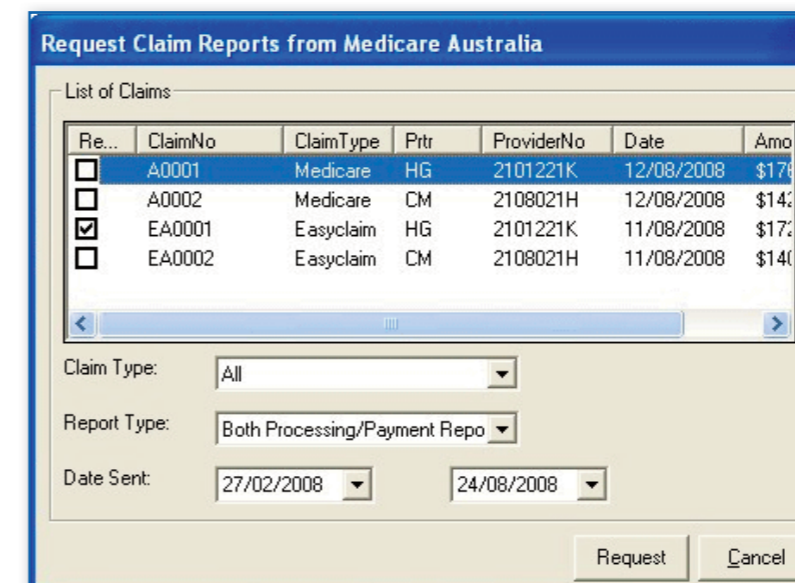
Note: Easyclaim processing is transaction-based and not batch-specific. Therefore when a payment request is made, the receipt generated will only contain those transaction ID's processed by Medicare at that time. Submitting several requests throughout the day for the same claim will result in multiple receipts for that claim. This may complicate the reconciliation process if you are reconciling receipts against claim totals.

Therefore it is recommended that you only request at the start of the day so that as many of the previous day's claims are processed with a single receipt.

Medicare Easyclaim Processing/Payment reports can be requested via the **Request Reports** tab of the Medicare Australia Online Claiming window. Click the **Request** button to request claim report information from Medicare Australia. Open the Medicare Australia Online Claiming / Easyclaim Reconciliation window from within PracSoft by selecting **Processing > Online/Easyclaim Claiming**.



Any claims that have exceptions will have reports printed and must be resolved before the claim can be receipted off.



1. Select the claims to be requested. You can filter the types of claims via the Claim Type drop-down list. Each claim has a minimum one business day turnaround. Any claims sent today cannot be selected.
2. Select the Report Type from the associated drop-down list.
3. Enter or select a date range for the sent claims.
4. Click the **Request** button. Payment reports are printed for the relevant claims and any claims that have been paid by Medicare Australia are automatically receipted off in the relevant accounts. Report output for all reports is available by selecting **View > Easyclaim Bulk Bill Claims** from the Medicare Australia Online Claiming window

Medicare Easyclaim Bulk Bill Claims

Batched Claims
 Status: Serv Doctor: Date Lodged: To

Claim No.	Status	Serv Doctor	Location	Serv Provider No.	Payee Provider No.	Date Lodged	Total Amount
EA0001	Processed	HG	Surgery	2101221K	2101221K	11/08/2008	\$172.20
EA0002	Transmitted	CM	Surgery	2108021H	2108021H	11/08/2008	\$140.80
EA0003	Transmitted	HG	Surgery	2101221K	2101221K	14/10/2008	\$164.00

Easyclaim Transactions
 Status:

Transaction Id	Status	Date Transmitted	Medicare No.	Name	Visit Date	Amount
96908081111005629045122M	Exceptions	11/08/2008 09:01:24	6502 39610 1	Person, Harvey	11/08/2008	\$32.10
96908081111020329045222M	Exceptions	11/08/2008 09:02:19	6502 39610 1	Person, Trafford	11/08/2008	\$69.90
96908081111054029045322M	Exceptions	11/08/2008 09:05:57	6502 39610 1	Person, Frank	11/08/2008	\$70.20

To view additional details of a claim, including service items and payment details, select the claim and click the **View** button.

Medicare Easyclaim Transaction Details

Claim No: Status:

Transaction Id: Date Transmitted:

Patient Name: Visit Date:

MedicareNo:

Service Details

Item No	Description	Benefit Assigned
16500	Antenatal Attendance	\$37.80
16514	Antenatal cardiotocography	\$32.40

Show Hidden Entries **\$70.20**

Payment Details

Payment Run	Payee Provider	Payment Date	Claim Id	Claim Benefit Paid

RESUBMITTING MEDICARE EASYCLAIM BULK-BILL CLAIMS

Should you need to resubmit a Medicare Easyclaim transaction, click the Resubmit button on the Medicare Easyclaim Transaction Details window.

Medicare Easyclaim Transaction Details

Claim No: Status:

Transaction Id: Date Transmitted:

Patient Name: Visit Date:

MedicareNo:

Service Details

Item No	Description	Benefit Assigned
16500	Antenatal Attendance	\$37.80
16514	Antenatal cardiotocography	\$32.40

Show Hidden Entries **\$70.20**

Payment Details

Payment Run	Payee Provider	Payment Date	Claim Id	Claim Benefit Paid

If a transaction needs to be resubmitted because of an exception, this should be performed via the Resolve Exceptions window instead.

The Resubmission of Medicare Easyclaim transactions (except from the Resolve Exceptions dialog) is password protected (similar to resetting the status of an Online Claiming Bulk Bill claim). Users will be prompted to contact HCN Technical support to obtain a password to unlock the Medicare Easyclaim transaction before the transaction can be resubmitted.

Resubmit Easyclaim Transaction

IMPORTANT: The selected Easyclaim transaction has been transmitted to Medicare Australia for processing. Resubmitting Easyclaim transactions after they have been transmitted should only be performed if advised by HCN Support or Medicare Australia.

Transaction Id: 96908081111063429045422M
 Date Lodged: 11/08/2008 9:06:49 AM

A password is required to resubmit this Easyclaim transaction. Please contact HCN Technical Support on 1300 788 802 to obtain the password.

Password:

After unlocking the transaction, the original Medicare Easyclaim transaction will be resubmitted and a new visit record will be created with the details from the original claim. You can then re-transmit the Medicare Easyclaim request by pressing the Claim button in the Record Visit window and follow the normal [Medicare Easyclaim Bulk Bill process](#).

Note: Medicare Easyclaim transactions with a status of 'Receipted Off', 'No Benefit Payable' or 'Resubmitted' cannot be resubmitted and the Resubmit button will not be visible from the Medicare Easyclaim Transaction Details window.

MEDICARE EASYCLAIM TRANSACTION STATUS

The following information describes the various Medicare Easyclaim Transaction states, and how to deal with them, where applicable. The status of Medicare Easyclaim Transactions is available within PracSoft via Processing Online/Easyclaim Claiming View Menu Easyclaim Bulk Bill Claims Status Drop-down list.

Note: Bulk Bill claims via Medicare Easyclaim are handled as single transactions, although displayed as a 'batch' within Pracsoft. This will be a change to the current process that Medicare Online claim users are familiar with.

Transmitted: The Medicare Easyclaim transaction has been transmitted to Medicare Australia and the Bulk Bill Integrated Reports have not yet been requested. The user will need to request Processing/Payment Reports at a later time.

Waiting Processing: The Bulk Bill Integrated report has been requested but is not yet available for the Medicare Easyclaim transaction. The Bulk Bill Integrated Report will need to be re-requested at a later date once Medicare Australia has finished processing the claim. The user will need to request Processing/Payment Reports at a later time.

Exceptions: The Bulk Bill Integrated report has been retrieved and exceptions were returned for the Medicare Easyclaim transaction in the report. Exceptions need to be resolved (i.e. accepted or resubmitted) before continuing. This requires 'Resolve Exceptions' processing.

Processed: The Bulk Bill Integrated report has been retrieved for the Medicare Easyclaim transaction and either no exceptions have been reported or all exceptions have been resolved. The user will need to request Processing/Payment Reports at a later time.

Paid: The Medicare Easyclaim transaction has been processed and the Payment details have been extracted from the Bulk Bill Integrated report. Medicare Australia has paid a Benefit for this claim. The user will need to request Processing/Payment Reports at a later time.

Receipted Off: The Payment details have been processed for the Medicare Easyclaim transaction and the total Claim Benefit Paid is equal to the total Benefit Assigned as recorded in PracSoft. A receipt has been generated for the claim.

No Benefit Payable: The Medicare Easyclaim transaction has been processed and the Payment details have been extracted from the Bulk Bill Integrated report. Medicare Australia has not paid a Benefit for this claim. This requires 'Resolve Exceptions' processing.

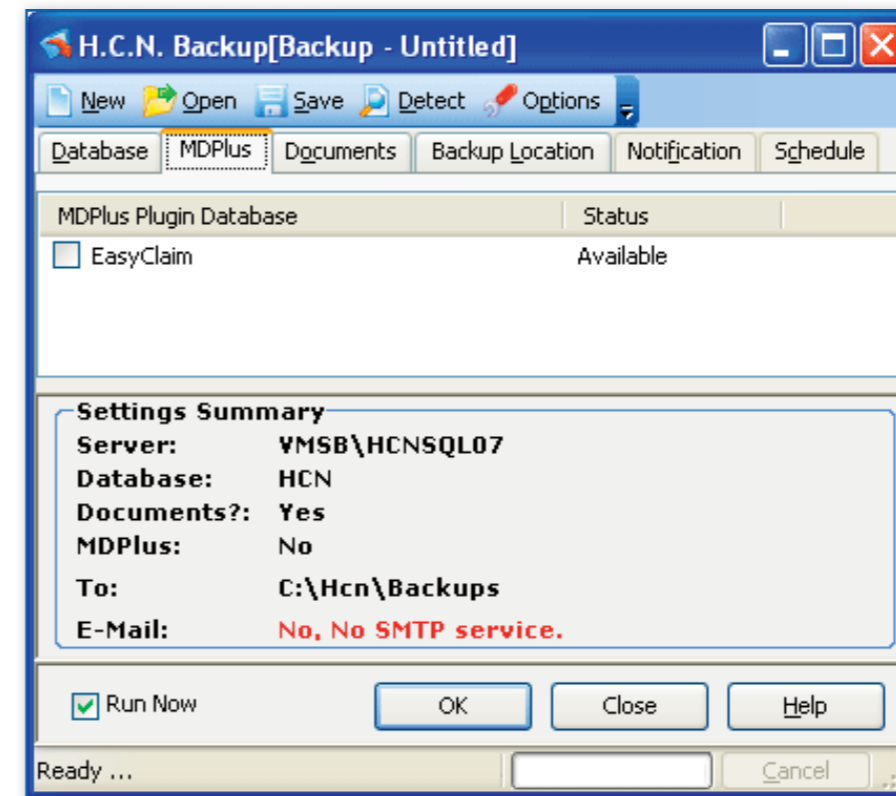
Resubmitted: The user has resubmitted the Medicare Easyclaim transaction to be reprocessed.

Should you need further information not covered in this Medicare Easyclaim Training guide, please consult the PracSoft Help files.

BACKING UP MEDICARE EASYCLAIM

When you record patient visits where the invoice is processed via Medicare Easyclaim, logs of the Medicare Easyclaim transaction data are kept. These logs are not automatically included when you back-up PracSoft.

To include the Medicare Easyclaim log files in your PracSoft backup, ensure that you tick the Easyclaim checkbox under the MDPlus tab of the HCN Backup window.



Perform the backup. During this process, save the backup configuration file when prompted - saving this file ensures that the Easyclaim checkbox will remain ticked for future backups.

For more information on creating a PracSoft backup, see 'HCN Backup' in either PracSoft Help or HCN Maintenance Help.