



J A D E

Bp Premier Tyro Guide

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Intended for usage with Bp Premier version Jade SP1 and later. Some features in this User Manual may be available only in versions later than Jade.

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Configure Tyro

The Bp Premier and Tyro integration offers:

- Integrated EFTPOS (payment by EFTPOS and Credit Card)
- Integrated Medicare Easyclaim (Patient claiming rebates).

Before you begin

Before you can use Tyro with Bp Premier, you must carry out the following configuration. Some of the steps may require contact with Tyro support. Bp Premier Support cannot assist with the installation of Tyro hardware or software.

1. Ensure the latest version of Bp Premier is installed on the server and all workstations.
2. Register your practice with Medicare to use Online claiming, configure Online claiming, and test that it works correctly.
3. Purchase a physical Tyro terminal.
4. Download the Tyro Terminal Adapter Configuration Software and install the software on each workstation that needs to access the Tyro terminal.
5. Configure Bp Premier for use with Tyro
6. Configure Bp Premier with the Tyro Merchant ID.

Steps 4–6 are described below.

Tyro also requires a persistent internet connection on the workstation connected to the Tyro Terminal.

Install the Tyro Terminal Adapter Configuration Software

To obtain the Tyro Terminal adapter software, follow the instructions provided with the terminal device, or download and follow the instructions in Tyro's **TTA Installation** guide available at: www.tyro.com/guides

IMPORTANT Best Practice Software recommends consulting your practice's IT support for advice before installing the Tyro Terminal hardware and adapter software.

Install the adapter software on each workstation in your network that requires access to the Tyro Terminal. For example, workstations used by GPs that do not process payments will not need the adapter installed, but any reception workstations that process Medicare payments and claims will require adapter installation.

After this process, each configured workstation will be 'paired' with the Tyro Terminal device.

The **Merchant ID** and **Terminal ID** will be provided by Tyro when you purchase a terminal. Note these items down; you will require them in the last configuration step.

Configure Bp Premier for use with Tyro

Complete the steps in this section on **every** server or workstation successfully paired with the Tyro Terminal.

Turn on Tyro Easyclaim functionality

1. Log in to Windows on the Bp Premier server or workstation as a Windows user with administrator privileges.
2. Browse to the folder C:\Program Files\Best Practice Software\BPS.
3. Right-click the file **Tyro Setup.exe** and select **Run as Administrator**. A **Login** window will appear.
4. Log in using a Bp Premier username and password with configuration permissions enabled. The **Tyro Setup** screen will appear.
5. Tick the checkbox **Use Tyro Patient claiming** and click **Save**.

Set up Online Claiming with Tyro

1. On the same computer, log into Bp Premier as a user who has access to configuration.
2. Select **Setup > Configuration > Online Claiming**. The **Configuration** screen will appear.
3. Select the **Online Claiming** tab.
4. The **Activate Online Bulk Bill Claiming** field should already be ticked if you have been using Medicare or DVA Online claiming. Do not change this setting.

NOTE If this field is not ticked, this usually indicates online claiming has not been configured yet. Follow the instructions in Set up Online Claiming for single Minor ID and restart this procedure.

5. Select **Activate Online Private Patient claiming** to activate **Send private patient claiming** when creating payments.

This option allows you to send claims to Medicare and pay the rebate into the bank account that the patient has registered with Medicare. If the patient has no account registered with Medicare, a cheque will be posted to the patient. Rebates are paid into the registered bank account in 24–48 hours.

This option can be used where the patient is not eligible to send the claim via Medicare Easyclaim (for example, multiple attendance items, or items requiring notes).

6. Select **Activate Tyro Integrated EFTPOS**.
7. Select **Activate Easyclaim Private Patient claiming**

Tyro Integrated Easyclaim allows rebates to be paid instantly to the bank account associated with a patient's EFTPOS card.

NOTE If the **Activate Medicare Easyclaim claiming** check box is disabled, Bp Premier cannot connect to the Tyro terminal. Follow the instructions in Install the Tyro Terminal Adapter Configuration Software on page 4 and ensure the Bp Premier server can connect to the terminal device.

8. Tick **Always send private patient claims by best available method** to automatically select either **Send via Patient claiming** or **Send via Easyclaim** on the payments screen:
- If unticked, neither option will be ticked automatically on the payments screen.
 - If you are using both Online Private Patient claiming and Easyclaim Private Patient Claiming, **Send by Easyclaim** will be ticked automatically on the payments screen.
 - If you use only one claiming method, only that option will be ticked automatically on the payments screen.

The screenshot shows the 'Configuration' window with a sidebar on the left containing icons for 'Account text', 'Invoice notes', 'Payer allocation', 'Bank accounts', 'WorkCover', and 'Online claiming'. The main area contains the following settings:

- Activate Online Bulk Bill Claiming
- Activate Online Private Patient claiming
- Activate Tyro Integrated EFTPOS
- Activate EasyClaim Private Patient claiming
- Always send private patient claims by best available method

Location name: Brisbane Business Centre (dropdown menu)
 Location code: BPS00000 (text field)

Proxy details (if required):
 Proxy ID: (text field) Proxy password: (text field)

A5 vouchers Print 2 copies of vouchers

Maximum No. of vouchers in a batch: 80 (text field)
 Default number of months to display when viewing all batches: 12 (text field)

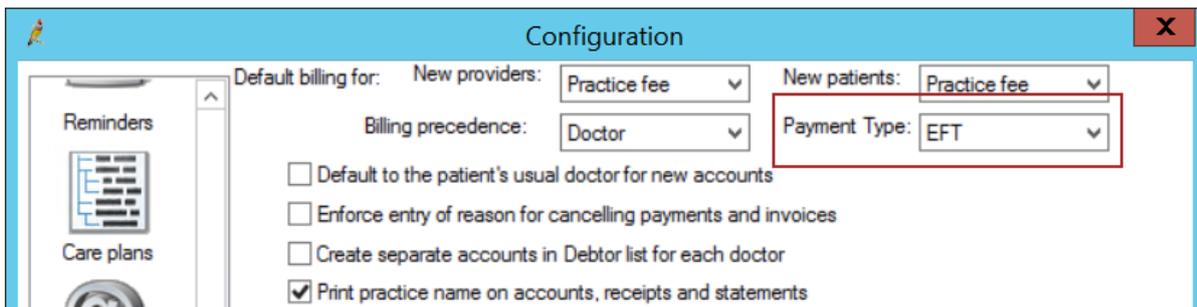
Default payment method for Online Patient Claiming: EFT Cheque

9. Press **Save** to update online claiming settings.

NOTE These settings will take effect system-wide. However, the **Use Tyro** and **Send via Easyclaim** options will not appear on the payments screen if a workstation has not been paired with the Tyro terminal. Follow the instructions in [Install the Tyro Terminal Adapter Configuration Software on page 4](#) to pair a workstation with the terminal.

Set the default Payment Type

1. Select **Setup > Configuration** from the main Bp Premier screen. The **Configuration** screen will appear.
2. Select the **Billing** tab.



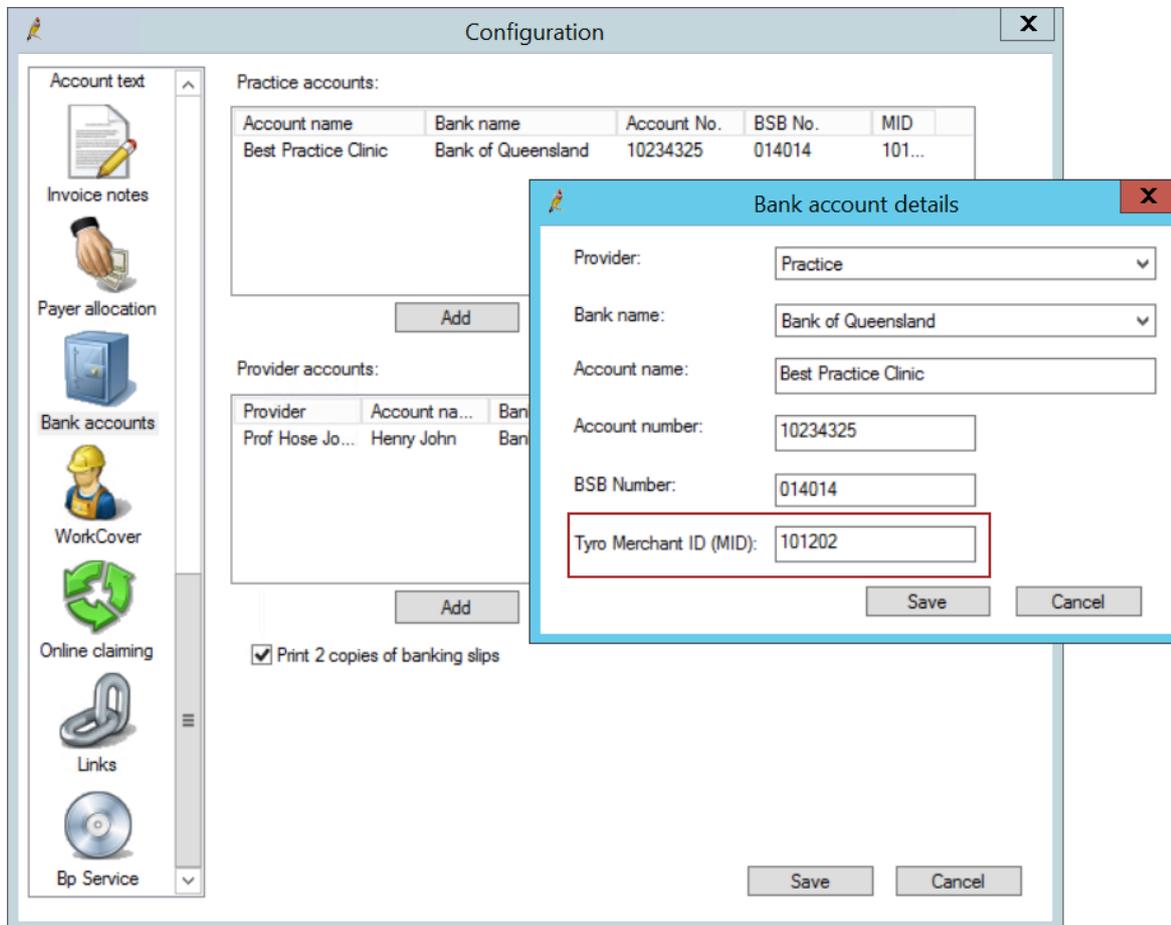
3. The **Payment type** field determines the active payment type when you first open the **Payment details** screen. The default is 'Cash'. Set this field to 'EFT' if you regularly use Tyro for payments.
4. Press **Save** to update billing settings.

Set up the Tyro Merchant ID

Tyro will provide your practice with a Merchant ID (MID) for each bank account you have registered with Tyro. You must link the Merchant IDs to the bank account records set up in Bp Premier.

Complete this procedure once on any workstation successfully paired with the Tyro Terminal.

1. Select **Setup > Configuration** from the main Bp Premier screen. The **Configuration** screen will appear.
2. Select the **Banks Accounts** tab.
3. If the practice has only one bank account, you only need to edit the **Practice account**. Select the practice account listed in the top section and click **Edit**. The **Bank account details** screen will appear.
4. Enter the **Tyro Merchant ID (MID)** provided to you by Tyro for the practice bank account and click **Save**.



5. If your practice has more than one practice account, repeat steps 3–4 for each practice account, using the Tyro MID provided for each practice account number.
6. If your practice deposits payments into separate **provider** bank accounts, you must nominate a Merchant ID for each provider account. Repeat steps 3–4 for each provider account by clicking **Edit** under the **Provider accounts** list. Enter the Tyro MID for each provider account number.

7. Click **Save**.

NOTE Each time a payment is entered into the system, the screen will display the Merchant ID (MID) and Terminal ID (TID) associated with the payment. If a provider has their own MID recorded, the screen will show the provider's MID; otherwise, the screen defaults to the MID associated with the first practice bank account.

You can now use Tyro for payments and claims.

Troubleshooting

Tyro can assist with questions regarding processing payments and Integrated Medicare Easyclaim transactions. Tyro has a dedicated Easyclaim support option that can be accessed after calling the general support line.

Tyro Customer Support Team: 1300 966 639

Account Manager: (02) 8907 1717 and am@tyro.com

Pay and claim with Tyro

When a patient pays through the Integrated Tyro solution, the payment and claim are submitted virtually one after the other in real time.

Tyro payments are processed from the **Payment Details** screen like any other payment. However, the process for paying or part paying an account through Tyro is slightly different to other payment methods.

The sections below describe how to process the different ways of making a full or partial payment. Follow the instructions in the appropriate section, then follow [Finish processing the payment on page 15](#) to complete the payment and [Transmit claim to Medicare for rebate on page 17](#) to claim at the same time.

You can also process Direct Bill accounts through Tyro.

Scroll to the section that describes how the patient is paying.

Patient is paying the full amount

1. Click in the payment method the patient is using: **Cash, EFT, Credit Card, Direct Credit, or Cheque total**. If you select **EFT** or **Credit Card**, the **Use Tyro** checkbox will appear and will be ticked automatically.
2. You only need to change the **MID** from the default if you are depositing the payment into another provider's account. For almost all transactions you do not need to change this field.
3. Tick **Pay full amount** at the top of the screen. Bp Premier will enter the amount owing into the selected payment method and the **Payment total** fields, and select all items in the invoice.
4. Follow the instructions in [Finish processing the payment on page 15](#).

Patient is paying the gap

If the patient is only paying the gap between the practice fee and the rebate:

1. Click in the payment method the patient is using: **Cash, EFT, Credit Card, Direct Credit, or Cheque total**. If you select **EFT** or **Credit Card**, the **Use Tyro** checkbox will appear and will be ticked automatically.
2. You only need to change the **MID** from the default if you are depositing the payment into another provider's account. For almost all transactions you do not need to change this field.
3. Tick **Pay gap** at the top of the screen. Bp Premier will enter the amount owing into the selected payment method and the **Payment total** fields, and auto-allocate payment to the services in the invoice.

Payment details - Ms. Hollie-Raye B Fleming

Amount owing: **100.00** Pay full amount Pay gap Location: **Main surgery** Payment date: **3/09/2015**

Cash: EFT: Credit card: Direct credit:

MID: **Default** TID: **64** Use Tyro

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount

Cheques total:

Payment reference:

Outstanding items: **Gap: 28.30** Payment total: **28.30**

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 429	03/09/2015	Dr. F. Findacure	36	Surgery consultation, Level C, .	100.00	0.00	100.00	0.00	100.00	28.30

Amount tendered: Change: Balance owing:

Print Medicare claim form Send via Patient Claiming Send via Easyclaim

4. Follow the instructions in [Finish processing the payment on page 15](#).

Patient is making a part payment

If the patient is paying only part of the amount owing:

1. Click in the payment method the patient is using: **Cash, EFT, Credit Card, Direct Credit, or Cheque total**. If you select **EFT** or **Credit Card**, the **Use Tyro** checkbox will appear and will be ticked automatically.
2. Enter the partial amount being paid into the selected field.
3. You only need to change the **MID** from the default if you are depositing the payment into another provider's account. For almost all transactions you do not need to change this field.
4. The **Payment total** field will be updated.

Payment details - Ms. Hollie-Raye B Fleming

Amount owing: Pay full amount Pay gap Location: Payment date:

Cash: EFT: Credit card: Direct credit:

MID: TID: Use Tyro

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount	
					<input type="button" value="Add"/>
					<input type="button" value="Edit"/>
					<input type="button" value="Delete"/>

Cheques total:

Payment reference:

Outstanding items: Gap: Payment total:

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 429	03/09/2015	Dr. F. Findacure	36	Surgery consultation, Level C, .	100.00	0.00	100.00	0.00	100.00	80.00

Amount tendered: Change: Balance owing:

Print Medicare claim form Send via Patient Claiming Send via Easyclaim

5. Click **Allocate** if you need to allocate the partial payment across the services in the invoice. **Auto-allocate** will automatically distribute payment starting from the first service.
6. Follow the instructions in [Finish processing the payment on page 15](#).

Patient is making a zero gap payment

If you are processing an Easyclaim transaction where the patient is not paying any money:

1. Leave **all** the payment fields empty.
2. Leave **Use Tyro** unticked.
3. Tick the invoice lines to be processed in this transaction.

Payment details - Mr. Reuben T Dean

Amount owing: **71.70** Pay full amount Pay gap Location: **Main surgery** Payment date: **3/09/2015**

Cash: EFT: Credit card: Direct credit:
MID: **Default** TID: **64** Use Tyro

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount

Cheques total: A deposit amount of 35.00 is available!

Payment reference:

Outstanding items: Gap: 0.00 Payment total:

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 430	01/09/2015	Dr. F. Findacure	36	Surgery consultation, Level C	71.70	0.00	71.70	0.00	71.70	0.00

Amount tendered: Change: Balance owing:

Print Medicare claim form Send via Patient Claiming Send via Easyclaim

4. Follow the instructions in [Finish processing the payment on page 15](#).

Patient is splitting payment types

If the patient is paying using multiple payment types (for example, part EFT, part cash):

1. Click in the first payment method the patient is using: **Cash**, **EFT**, **Credit Card**, **Direct Credit**, or **Cheque total**.
2. Enter the amount to be paid using the method.
3. Repeat steps 1–2 for each payment method being used by the patient.

If you select **EFT** or **Credit Card**, the **Use Tyro** checkbox will appear and will be ticked automatically.

4. You only need to change the **MID** from the default if you are depositing the payment into another provider's account. For almost all transactions you do not need to change this field.
5. The **Payment total** field will be updated.

Payment details - Ms. Hollie-Raye B Fleming

Amount owing: Pay full amount Pay gap Location: Payment date:

Cash: EFT: Credit card: Direct credit:

MID: TID: Use Tyro

Cheque details:

Cheque No.	Drawer	Bank	Branch	Amount	
					<input type="button" value="Add"/>
					<input type="button" value="Edit"/>
					<input type="button" value="Delete"/>

Cheques total:

Payment reference:

Outstanding items: Gap: Payment total:

Invoice	Date	Doctor	MBS Item	Description	Fee	GST	Total	Paid	Owing	Pay now
<input checked="" type="checkbox"/> 429	03/09/2015	Dr. F. Findacure	36	Surgery consultation, Level C, .	100.00	0.00	100.00	0.00	100.00	100.00

Amount tendered: Change: Balance owing:

Print Medicare claim form Send via Patient Claiming Send via Easyclaim

6. Click **Allocate** if you need to allocate the payment across the services in the invoice. **Auto-allocate** will automatically distribute payment starting from the first service.
7. Follow the instructions in [Finish processing the payment on the next page](#).

Patient is paying with two cards

If the patient is paying using two cards (for example, EFT and Credit Card, or two different EFT cards):

1. Click in the **EFT** field and enter the amount to be paid using the first card. The **Use Tyro** checkbox will appear and will be ticked automatically.
2. Click **Process** to process the first payment.
3. Click **Close** to close the **Payment details** screen.
4. Select **Open > Billing History** to open the **Billing History** screen for the patient.
5. Select the account you just processed in steps 1 and 2 and click the **Pay single invoice** button. The **Payment details** screen will reappear.
6. Click in the **EFT** field and enter the amount to be paid using the **second** card. The **Use Tyro** checkbox will appear and will be ticked automatically.

The **Payment total** field will be updated automatically.

7. Follow the instructions in [Finish processing the payment below](#).

Patient is paying multiple invoices

If the patient is paying more than once invoice:

1. Enter the payment details for the first invoice using one of the payment methods described in this section.
2. Click **Process** to process the first payment.
3. Click **Close** to close the **Payment details** screen.
4. Select **Open > Billing History** to open the **Billing History** screen for the patient.
5. Click the **Pay all** button. The **Payment details** screen will reappear.
6. Enter the payment details for the remaining invoices using one of the payment methods described in this section.
7. Follow the instructions in [Finish processing the payment below](#).

Patient is paying after the service day

If a patient is paying an account at a later time:

1. Select **Open > Billing History** to open the **Billing History** screen for the patient.
2. Select the account the patient is paying and click the **Pay single invoice** button. The **Payment details** screen will appear.
3. Enter the payment details for the invoice using one of the payment methods described in this section.
4. Follow the instructions in [Finish processing the payment below](#).

Finish processing the payment

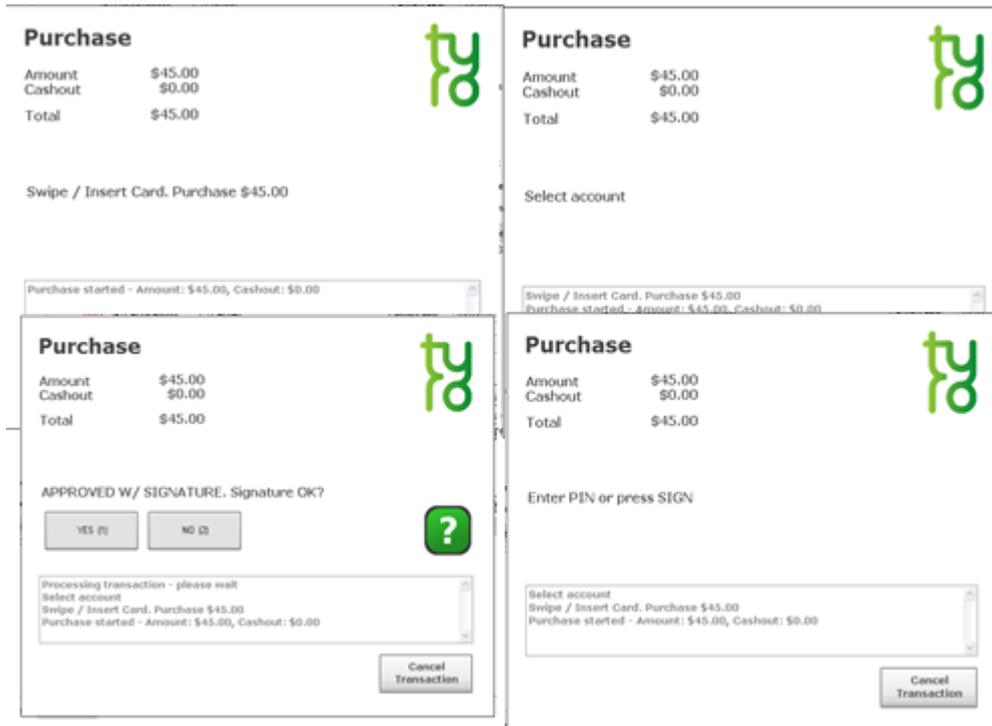
TIP If the **Send via Easyclaim** check box is invisible or greyed out, the invoice being processed contains items that cannot be claimed via Easyclaim. See [Pay and claim with Tyro on page 10](#) for more information. These items may be able to be transmitted by **Online Private Patient Claiming**.

1. Select the rebate claim method the patient wants to use at the bottom of the **Payment details** screen.

Amount tendered: <input type="text"/>	Change: <input type="text"/>	Balance owing: <input type="text" value="71.70"/>
<input type="checkbox"/> Print Medicare claim form	<input type="checkbox"/> Send via Patient Claiming	<input checked="" type="checkbox"/> Send via Easyclaim
		<input type="button" value="Print receipt"/> <input type="button" value="Process"/> <input type="button" value="Cancel"/>

2. Click **Process**. The Tyro Terminal will activate, and Bp Premier will display prompts to guide you through the rest of the payment process:

- Swipe / Insert Card
- Enter PIN or Approved signature?
- Select Account type to use



- If the payment is 'Approved', Tyro will print a docket. The docket is the 'Merchant' copy for the practice to keep for reconciliation purposes. A prompt will appear on the screen if you wish to print a copy for the patient.

Purchase

Amount	\$45.00
Cashout	\$0.00
Total	\$45.00

tyro

APPROVED. Print customer copy?

YES (1) NO (2) ?

Processing transaction - please wait
Enter PIN or press SIGN
Select account
Swipe / Insert Card. Purchase \$45.00
Purchase started - Amount: \$45.00, Cashout: \$0.00

Cancel Transaction

If the payment is 'Declined', the Tyro docket will contain an error message. Bp Premier will return to the **Create Account** screen so that the payment can be processed again.

- If the claim was not successful, the patient must try another claim method or different card.

The final step is to transmit the claim to Medicare.

Transmit claim to Medicare for rebate

- If the **Send via Easyclaim** option was ticked, the Tyro terminal will automatically start transmitting the claim to Medicare.

The image displays three sequential screenshots of the Medicare Easyclaim interface. Each screen features the 'Medicare Easyclaim' title and the Tyro logo in the top right corner.

- Top Screenshot:** Shows the text 'Claim approved. Swipe / Insert EFTPOS card.' below the title.
- Middle Screenshot:** Shows the text 'Select account' below the title.
- Bottom Screenshot:** Shows the text 'Enter PIN' below the title. Below this is a scrollable log box containing the following text:
 - Select account
 - Claim approved. Swipe / Insert EFTPOS card.
 - Processing claim - please wait
 - Medicare Easyclaim request started
 A 'Cancel Transaction' button is located at the bottom right of the log box.

Approved

The claim is immediately assessed by Medicare and, if approved, the message **Claim approved. Swipe / Insert EFTPOS card** will appear. Ask the patient to insert or swipe their EFTPOS card they want to rebate paid into, and enter their PIN if required by the card type.

Tyro will print a Medicare claim receipt for the patient indicating the benefit rebated to their bank account. Bp Premier will return to the **Payment details** screen so you can print additional receipts if you need to.

Cancelled

If the transaction is cancelled on the Bp Premier screen or the Tyro terminal, Tyro will print a docket to indicate 'Claim Cancelled'. Bp Premier will return to the **Payment details** screen so the payment can be processed again.

Rejected

Depending upon the reason for rejection, you may be able to send the claim again via **Easyclaim** or **Patient claiming**. Bp Premier will return to the **Payment details** screen so the payment can be processed again. Tick a different checkbox to try a different method and click **Process** to reprocess the payment.

NOTE Integrated Medicare Easyclaim has a 5 minute delay before you can resend the claim to Medicare. You have the option to wait 5 minutes or send the claim via Private Patient Claiming.

2. If the patient paid by Cash, Cheque, or Direct Credit, a receipt will not have been generated during the payment process. After the claim has been processed, click **Print Receipt** to print a receipt for the patient.

Payment and claim through Tyro is now complete.

Can I send a claim via Easyclaim or patient claim after processing a Tyro payment?

If you cancelled out of the **Payment details** screen after processing the payment, but before sending the claim via Easyclaim or Patient Claiming, you can still send the claim to Medicare if the patient is still present at the practice.

IMPORTANT You can only perform this procedure on the original payment date.

1. Open **Management > Patient Billing History** from the main Bp Premier screen. The **Billing History** screen will appear.
2. Click the folder icon from the toolbar or select **File > Open Billing History**. The **Select Patient** screen will appear.
3. Enter the patient's name, highlight the patient in the list of results, and click **Select**.
4. Tick **Show payments/deposits** at the top of the screen.
5. Highlight the payment in the list you want to claim for. Right-click and select **Send online patient claim**. The **Payment details** screen will appear.
6. Select **Send via Patient Claiming** or **Send via Easyclaim** check box and process the claim.

Direct bill with Tyro

Direct Billing with Tyro allows you to send individual Bulk Billed invoices directly to Medicare via the Tyro terminal. A response is received immediately on the terminal to indicate if the transaction has been accepted or rejected by Medicare. Overnight, Medicare process these transactions by provider and Minor ID and makes a deposit into the corresponding bank account.

The **Tyro Transactions** screen can then be used to review any rejections and resubmit via an Online Batch or have the patient pay privately.

A key benefit of this system is that you no longer have to print the DB4 forms for the patient to sign. A patient assigns the right to the practice to claim on their behalf by answering a question on the Tyro terminal.

There are restrictions on which items can be claimed.

Process a Direct Bill EasyClaim

Tyro Bulk Bill Easyclaims are Medicare Direct Bill accounts that can be processed and claimed directly from the **Account Details** screen. You do not need to process the account and then settle the account from the **Payment Details** screen or send via an Online claiming batch.

1. After the doctor has finalised the visit, open the account from the appointment book.
2. Select 'Medicare Direct Bill' from the **Bill to:** drop-down.

The **Pay Now** button will become the **Easyclaim** button.

Account details

Invoice date: 14/02/2018 Invoice No.: 2401 Location: Brisbane Clinic Use last account details

Provider: Dr Frederick Findacure Service date: 14/02/2018

Bill to: Medicare Direct Bill Search Bill to: Medicare Australia

Billing schedule: Rebate only

Patient: Mr. Jason Patrick Ahern
17 Seymore Ave
Bentleigh 3204 Patient details
Verify Medicare/DVA eligibility

Add item Delete item Vary item No. of patients: 1 Apply multiple operations rule

Date	MBS Item	Description	Amount	GST	Total
14/02/2018	3	Surgery consultation, Level A	16.95	0.00	16.95
14/02/2018	10990	Direct-Billing Incentive	6.25	0.00	6.25
Total:					23.20

Gap: 0.00

Visit duration: Not normal aftercare In hospital

Notes from provider: Notes:

Print Medicare claim form Do another account Open Billing History

Easyclaim Print Store Hold Cancel

NOTE If the **Easyclaim** button does not appear, the account may have services or service details that cannot be processed through EasyClaim.

3. Click **Easyclaim**. The Tyro **Medicare EasyClaim** screen will appear while the claim is being processed, and will report the outcome of the claim:

Approved

The claim is immediately assessed by Medicare and, if approved, a success message will appear. Tyro will print a Medicare claim receipt (the equivalent of the *Bulk Bill Assignment of Benefit* form) for the patient and return to the **Account details** screen.

Cancelled

If the transaction is cancelled on the Bp Premier screen or the Tyro terminal, Tyro will print a docket to indicate 'Claim Cancelled'. Bp Premier will return to the **Account details** screen so the services can be processed again.

Rejected

If a claim is rejected, the rejection will be displayed on the Tyro terminal. Depending upon the reason for rejection, you may be able to send the claim again via Easyclaim, Online claiming, or Patient claiming. Bp Premier will return to the **Account details** screen so the services can be reprocessed. Try a different payment method, or wait a short while and click **Easyclaim** again to reprocess the payment.

NOTE Medicare Easyclaim has a 5 minute delay before you can resend the claim to Medicare. You can wait 5 minutes or send the claim via Online Claiming or Private Patient Claiming.

Cancel and refund Tyro payments

Because of the speed with which Tyro processes payments and Medicare rebates, cancelling or refunding payments processed through Tyro are not straightforward. These instructions describe how to cancel a rebate and refund a payment made through Tyro.

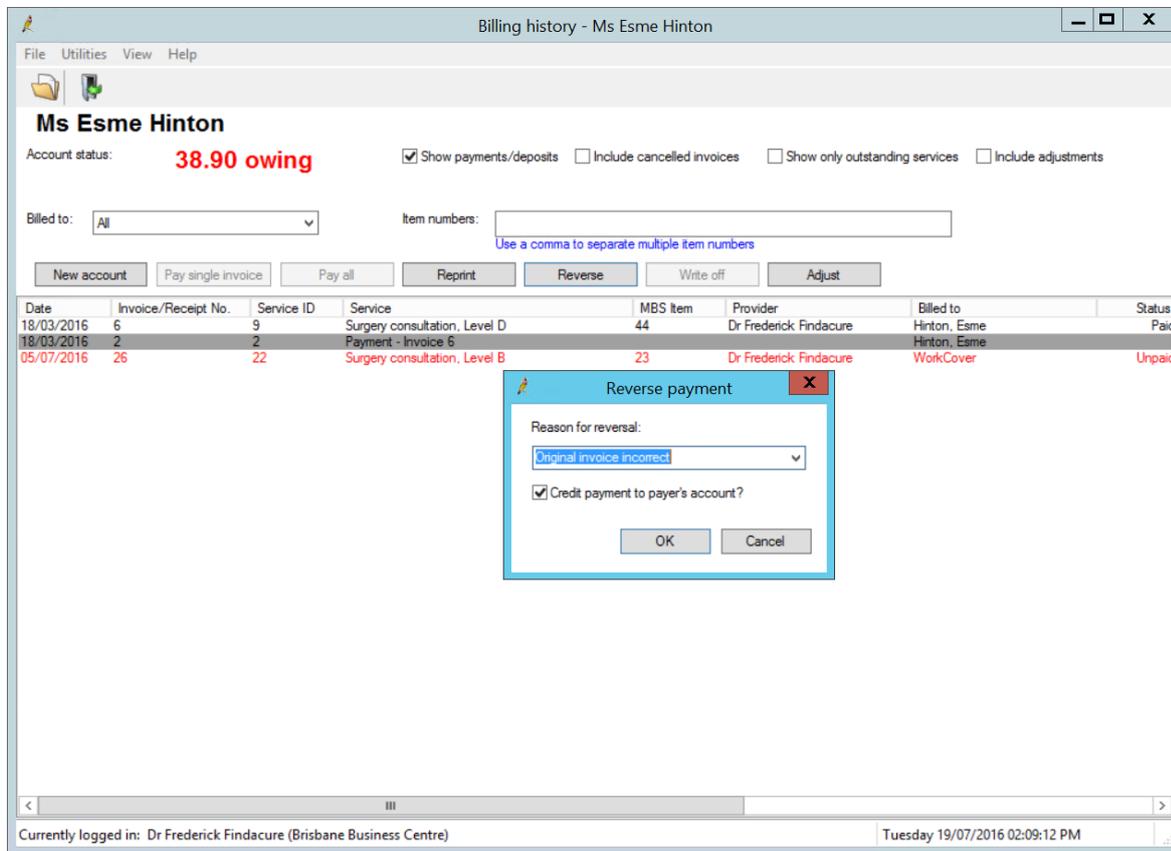
Reverse the payment in Tyro

Refer to your Tyro terminal documentation for more information. Your terminal must be enabled to process refunds. As a security measure, you will need the **Refund password** set by your practice when first activating the Tyro terminal.

Reverse the payment in Bp Premier

IMPORTANT Tyro Medicare Easyclaim rebates to the patient are immediate. Adjustments to the Account or Payment cannot be made after the claim is approved. If you reverse a payment, you **must** take into account how any related claim has been transmitted, and you must contact Medicare to arrange cancellation.

1. Select **Management > Patient Billing History** from the Bp Premier main screen.
2. Search for and select the patient from the **Billing History** screen.
3. Tick the **Show Payments/Deposits** checkbox at the top of the screen.
4. Highlight the payment and click the **Reverse** button. Click **Yes** when Bp Premier prompts 'Are you sure you want to reverse this payment?'
5. Enter a **Reason for reversal**, or select a reason from the drop-down menu.



6. You would normally leave the **Credit payment to payer's account?** checkbox unticked for Tyro payments. This checkbox creates a deposit in the patient's account, to be deducted from future payments, rather than refunding the amount.
7. Any related invoices will change status to 'Unpaid', so that the invoice can be adjusted and payment re-entered.

Cancel a processed rebate

Patient claiming rebates

NOTE Claims can only be deleted on the same day the claim is sent.

If the patient has had their claim processed via Patient Claiming:

1. Select **Management > Patient Claiming** from the main Bp Premier screen. The **Patient claims** screen will appear.

2. Highlight the Invoice to be cancelled. Right-click and select **Delete**.
3. A deletion request will be sent to Medicare to cancel the claim.

Medicare Easyclaim rebates

IMPORTANT Tyro Integrated Medicare Easyclaim rebates to the patient are immediate. Adjustments to the Account or Payment cannot be made after the claim is approved. If you reverse a payment, you **must** take into account how any related claim has been transmitted, and you must contact Medicare to arrange cancellation.

If the patient has had their claim processed via Easyclaim:

Because Easyclaim claims are immediately rebated to the patient's bank account, you cannot cancel the Medicare rebate directly from Bp Premier. You will need to contact Medicare to arrange for Medicare to cancel the rebate to the patient's account. You must supply Medicare with the Easyclaim Transaction ID.

To find the Easyclaim Transaction ID:

1. Select **Management > Tyro Transactions** from the main Bp Premier screen. The **Tyro Transactions** screen will appear.
2. Select a **Transaction Type** of 'Private Easyclaims'.
3. Find the claim that you need to cancel and identify the **Transaction ID**.
4. Right-click the claim and select **Copy Transaction ID to clipboard** to copy the transaction ID. Use Ctrl+V to paste the ID elsewhere.

View the Tyro transaction history

Each time a Tyro Payment or Easyclaim transaction is transmitted, a log is made in the system to record the details of the transaction, including:

- the patient
- invoice number
- amount
- reference numbers
- date and time
- status
- user who performed the transaction.

1. From the Bp Premier main screen, select **Management > Tyro Transactions**. The **Tyro Transactions** screen will appear.

Inv. Date	Patient	Provider	Invoice ID	Item Number	Invoice Total	Service Fee	Payment Type	Payment Amt	Tyro Ten Ref	Date/Time Ten	Auth. No.	Tyro Ten Status	Performed by User
02/10/2013	Sam Edmond	Dr. Frederick James Findacure	743	3	35.00	35.00	EFT	35.00	700857	02/10/2013 11:25AM	000544	Approved	Frederick James Fi
02/10/2013	Anastofie Marlene	Dr. Frederick James Findacure	744	23	65.00	65.00	EFT	65.00	700866	02/10/2013 12:50PM	000548	Approved	Frederick James Fi
02/10/2013	Anastofie Marlene	Dr. Frederick James Findacure	745	3	35.00	35.00	EFT	35.00	700870	02/10/2013 12:52PM	000549	Approved	Frederick James Fi
03/10/2013	Madeline Abbott	Dr. Frederick James Findacure	748	0	50.00	50.00	EFT	50.00	500046	03/10/2013 10:17AM	001091	Approved	Frederick James Fi
03/10/2013	Olga Marlene	Dr. Frederick James Findacure	749	23	65.00	65.00	EFT	65.00	500047	03/10/2013 10:19AM	001092	Approved	Frederick James Fi
03/10/2013	Madeline Abbott	Dr. Frederick James Findacure	750	23	671.30	36.30	EFT	36.30	500048	03/10/2013 10:25AM	001093	Approved	Frederick James Fi
03/10/2013	Madeline Abbott	Dr. Frederick James Findacure	750	30020	671.30	636.00	EFT	636.00	500048	03/10/2013 10:25AM	001093	Approved	Frederick James Fi
03/10/2013	Olga Marlene	Dr. Frederick James Findacure	752	23	65.00	65.00	EFT	65.00	500050	03/10/2013 10:41AM	001094	Approved	Frederick James Fi
03/10/2013	Olga Marlene	Dr. Frederick James Findacure	753	23	65.00	65.00	EFT	0.00		03/10/2013 10:50AM		Cancelled	Frederick James Fi
03/10/2013	Reuben Dean	Dr. Frederick James Findacure	754	3	35.00	35.00	EFT	35.00	500057	03/10/2013 11:00AM	001099	Approved	Frederick James Fi
03/10/2013	Sam Edmond	Dr. Frederick James Findacure	755	36	95.00	95.00	Credit Card	95.00	500061	03/10/2013 11:03AM	001104	Approved	Frederick James Fi
03/10/2013	Reuben Dean	Dr. Frederick James Findacure	761	23	65.00	65.00	EFT	0.00		03/10/2013 2:39PM		Cancelled	Frederick James Fi
03/10/2013	Patry Nicole	Dr. Frederick James Findacure	766	23	65.00	65.00	EFT	65.00	500105	03/10/2013 4:26PM	001141	Approved	Frederick James Fi
03/10/2013	Patry Nicole	Dr. Frederick James Findacure	768	0	20.00	20.00	EFT	20.00	500107	03/10/2013 4:28PM	001143	Approved	Frederick James Fi
03/10/2013	Patry Nicole	Dr. Frederick James Findacure	769	23	65.00	65.00	EFT	0.00		03/10/2013 4:30PM		Cancelled	Frederick James Fi
03/10/2013	Patry Nicole	Dr. Frederick James Findacure	769	23	65.00	65.00	EFT	65.00	500109	03/10/2013 4:32PM	001144	Approved	Frederick James Fi
03/10/2013	Patry Nicole	Dr. Frederick James Findacure	770	3	35.00	35.00	EFT	35.00	500114	03/10/2013 5:23PM	001147	Approved	Frederick James Fi
03/10/2013	Rakko Nicole	Dr. Frederick James Findacure	772	36	95.00	95.00	EFT	1.00	500116	03/10/2013 5:26PM	001149	Approved	Frederick James Fi
03/10/2013	Rian Ribott	Dr. Frederick James Findacure	773	23	36.30	36.30	EFT	0.00		03/10/2013 5:31PM		Cancelled	Frederick James Fi
03/10/2013	Gracey Nicole	Dr. Frederick James Findacure	774	23	65.00	65.00	EFT	65.00	500117	03/10/2013 5:32PM	001150	Approved	Frederick James Fi
04/10/2013	Reuben Dean	Dr. Frederick James Findacure	777	23	65.00	65.00	EFT	0.00	500118	04/10/2013 8:14AM		Declined	Frederick James Fi
04/10/2013	Reuben Dean	Dr. Frederick James Findacure	777	23	65.00	65.00	EFT	0.00	500130	04/10/2013 8:15AM		Declined	Frederick James Fi
04/10/2013	Reuben Dean	Dr. Frederick James Findacure	777	23	65.00	65.00	EFT	0.00	500131	04/10/2013 8:15AM		Declined	Frederick James Fi
04/10/2013	Reuben Dean	Dr. Frederick James Findacure	777	23	65.00	65.00	EFT	0.00	500132	04/10/2013 8:15AM		Declined	Frederick James Fi

2. Use the **Transaction Type**, **Transaction Status**, and **Start date** and **End dates** fields to filter the transactions displayed.
3. To view further details of the Invoice or Payment, right-click on the item and select **Patient Billing History**. The **Patient Billing History** screen will appear.
4. From this screen you can drill down for further payment details, print a transaction list, and view patient details.