

WorkCover QLD electronic invoicing

Registered medical and allied health providers can submit invoices for payment by WorkCover for products and services they have provided to injured workers.

After setting up the initial configuration, including registering providers with WorkCover QLD if they aren't already, practice staff can bill to 'WorkCover' from the **Account Details** or **Consultation** screen and Bp Premier will automatically send the invoice to WorkCover QLD.

Depending on how your practice manages WorkCover claims, you can set up WorkCover accounts in Bp Premier for practice locations (including just one location), or for one or more individual providers.

When you bill to 'WorkCover' and submit the invoice, if there is more than one WorkCover provider number associated with the billing location, Bp Premier will ask you which provider number you want to associate with the invoice.

Set up electronic invoicing for WorkCover QLD

Before you begin

Before you can set up electronic invoicing, you'll need the following information:

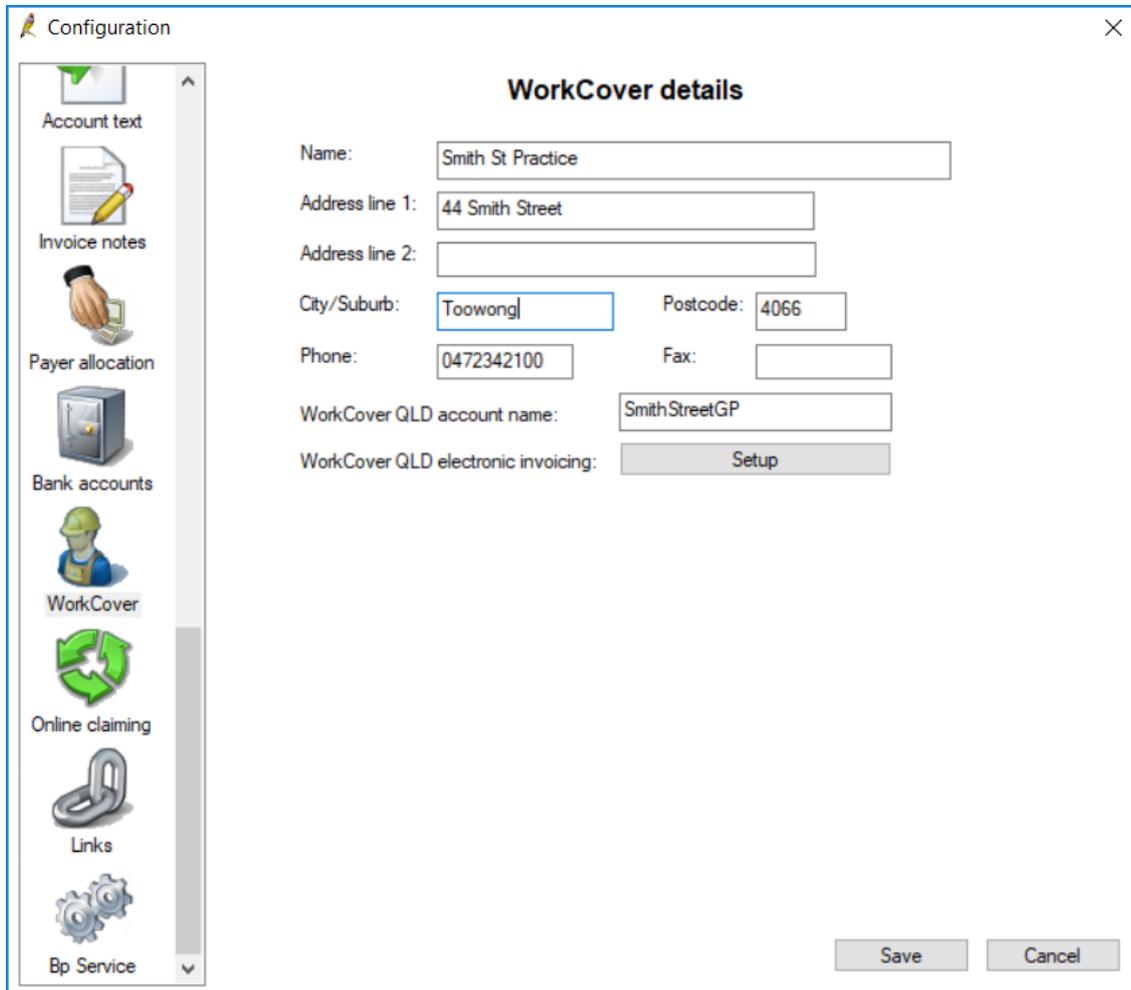
Information	Obtained from
Australian Business Number (ABN)	For practice or provider obtained from the Australian Business Register. You should have recorded your practice's ABN when first setting up Bp Premier. If not, go to Setup > Practice Details > Change and record an ABN Number .
B2B Account username	Obtained from WorkCover QLD. Contact WorkCover QLD on providers@workcoverqld.com.au or 1300 362 128 to register for a B2B account. You will need to supply an email address to receive your B2B registration details. For more information, review the WorkCover QLD website .
B2B Account password	Set by the practice or provider after registering for a B2B account. Contact WorkCover QLD on providers@workcoverqld.com.au or 1300 362 128 to register for a B2B account.
QLD WorkCover Provider Number	Provider number (P-number, or P000 number) supplied by WorkCover QLD after practices or providers register with WorkCover QLD as a service provider. For more information on registering, review the WorkCover website for service providers .
Digital certificates	Bp Premier will prompt for digital certificates to be installed to ensure a secure connection to the WorkCover B2B gateway. The certificates are installed with Bp Premier and you do not need to source them.

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Set up electronic invoicing

1. Log in to Bp Premier as a user with administrator-level privileges.
2. From the main menu, select **Setup > Configuration**. Scroll down the tab list on the left hand side and select **WorkCover**.

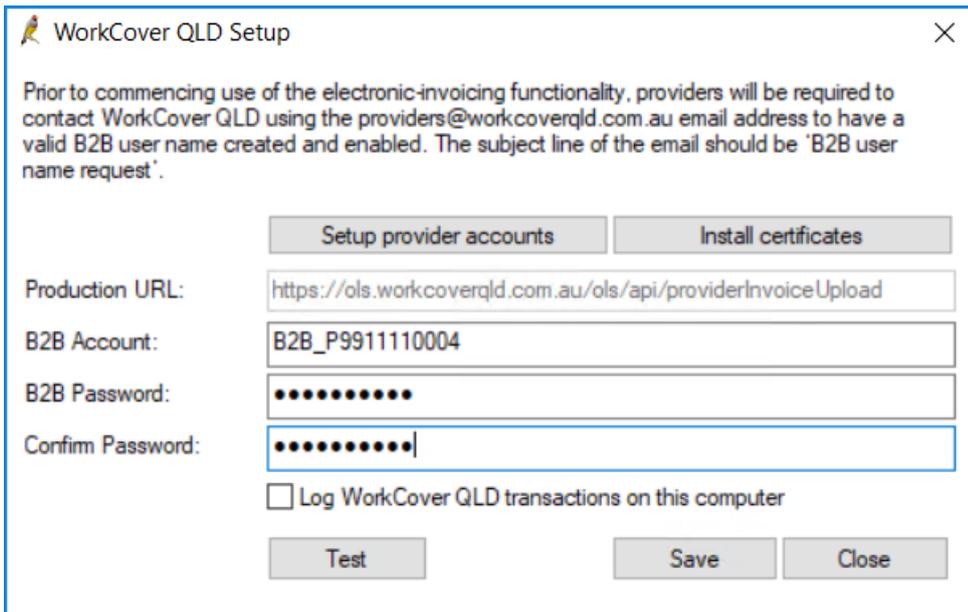


The screenshot shows a 'Configuration' window with a sidebar on the left and a main content area. The sidebar contains icons and labels for 'Account text', 'Invoice notes', 'Payer allocation', 'Bank accounts', 'WorkCover', 'Online claiming', 'Links', and 'Bp Service'. The 'WorkCover' option is highlighted. The main content area is titled 'WorkCover details' and contains the following fields:

Name:	<input type="text" value="Smith St Practice"/>		
Address line 1:	<input type="text" value="44 Smith Street"/>		
Address line 2:	<input type="text"/>		
City/Suburb:	<input]<="" td="" type="text" value="Toowong"/> <td>Postcode:</td> <td><input type="text" value="4066"/></td>	Postcode:	<input type="text" value="4066"/>
Phone:	<input type="text" value="0472342100"/>	Fax:	<input type="text"/>
WorkCover QLD account name:	<input type="text" value="SmithStreetGP"/>		
WorkCover QLD electronic invoicing:	<input type="button" value="Setup"/>		

At the bottom right of the window are 'Save' and 'Cancel' buttons.

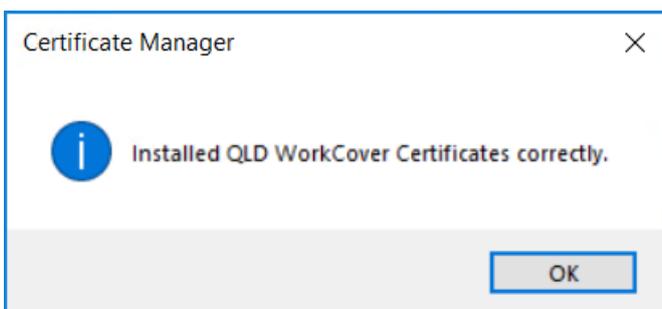
3. Click **Setup** next to **WorkCover QLD electronic invoicing**. Windows User Access Control or SmartScreen may prompt for confirmation to proceed. Click **Yes**. The initial **WorkCover QLD Setup** window will appear.



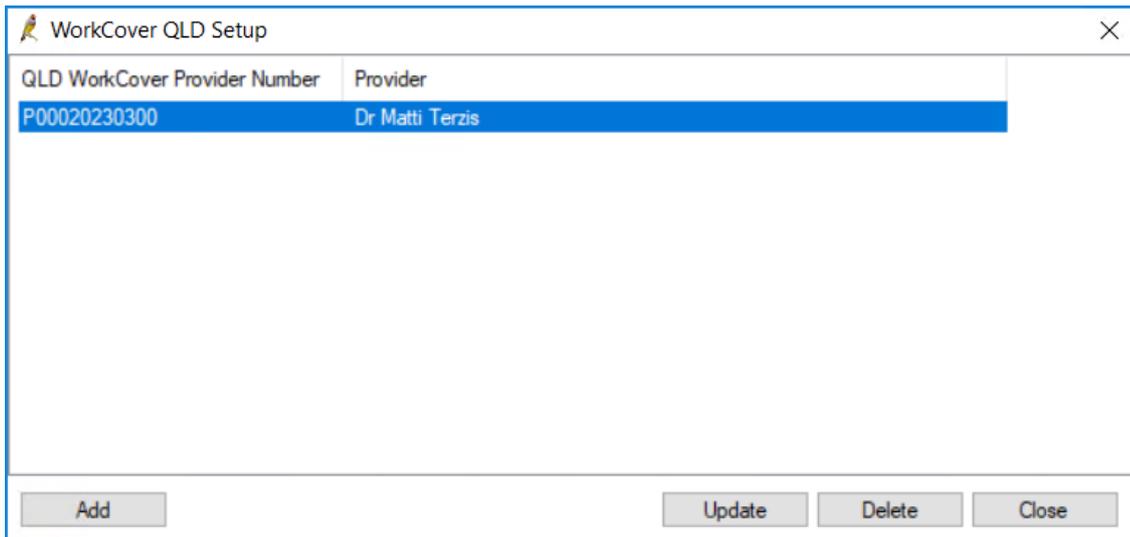
4. Enter your **B2B Account** name supplied by WorkCover QLD.
5. Enter and confirm your **B2B Password** for the account.

NOTE Do not tick **Log WorkCover QLD transactions on this computer** unless requested by Best Practice Software Support. The logs for WorkCover QLD transactions are located in the **Windows Event Viewer** under **Applications and Services Logs > Best Practice Software**.

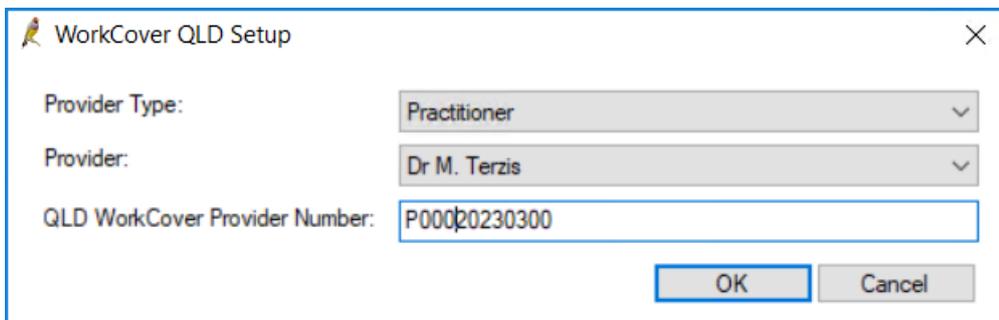
6. Click **Install certificates**. Bp Premier will install the certificates and indicate success or failure. Click **OK**.



7. Click **Test** to test the connection to the WorkCover B2B gateway. If the connection fails, check that you have entered the correct account name and password. If the connection still fails, contact WorkCover QLD to ensure you are registered.
8. Click **Setup provider accounts**. The **WorkCover QLD Setup** window will appear.



9. Click **Add**. A second **WorkCover QLD Setup** window will appear.



10. Select from the **Provider Type** drop-down whether you are adding details for a practice 'Location' or single 'Practitioner'.
11. From the **Provider** dropdown, select the practice location or provider to add.
12. Enter the **QLD WorkCover Provider Number** (the P-number or P000 number).
13. Click **OK**.
14. Repeat steps 9–13 to add all providers who will be sending invoices to WorkCover QLD.
15. Click **Close** to return to the **WorkCover QLD Setup** window. Click **Save** to save setup information and close the window.
16. Click **Save** from the **Configuration** window to close the window.

Electronic invoicing setup for Bp Premier is now complete. You can start submitting invoices to WorkCover QLD.

Submit an electronic invoice to WorkCover QLD

Create an account as normal, such as finalising a consultation, or from the appointment book or Patient Billing History. The following examples show the **Account Details** screen, but the process is the same.

1. Select 'WorkCover' from the **Bill to:** field.

Account details

Invoice date: 24/04/2018 Invoice No.: 11 Location: Location 1 Use last account details

Provider: Dr Matti Terzis Service date: 24/04/2018

Bill to: WorkCover Search Bill to: Smith St Practice
44 Smith Street
Toowong 4066

Billing schedule: Schedule fee

Patient: Mr Lou N Atkins Patient details Claim No.: 1234
268 Desiree Cr
Hamilton 3300

Verify Medicare/DVA eligibility **Accident Date:** 24/04/2018

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

Date	MBS item	Description	Amount	GST	Total
24/04/2018	47594	Ankle Joint, treatment of fracture	216.50	0.00	216.50
Total:					216.50

Gap: 32.45

Visit duration: Not normal aftercare In hospital

Notes from provider:

Notes:

Print Medicare claim form Do another account Open Billing History

Pay now Print Store Hold Cancel

2. Enter a **Claim No.** and **Accident Date** for the claim. You must at least record an accident date.
3. Add items to the invoice as normal.
4. Regardless of whether you **Pay Now**, **Print**, **Store**, or **Hold** the invoice, Bp Premier will prompt if you want to send the invoice to WorkCover QLD.

QLD WorkCover

Upload Invoice to WorkCover QLD?

Yes No

5. Click **Yes** to send the invoice now, or **No** to not send the invoice.

If you would like to send the invoice later or to resend a sent invoice, go to the Patient Billing screen for the patient and select **WorkCover** from the **Billed to** drop down. From the list of results, select the WorkCover invoice you want to send, and click **Adjust**.

Billed to: WorkCover 1. Item numbers: Use a comma to separate multiple item numbers

3.

Date	Invoice/Receipt No.	Service ID	Service	MBS Item	Provider	Billed to
26/07/2018	408	485	Surgery consultation, Level B	23	Dr Craig Aram	WorkCover

The Account details screen will appear. Select one of the following: **Pay Now, Print, Store, or Hold**. The prompt to send the invoice will appear again.

6. Bp Premier will determine which WorkCover provider number to associate with the invoice:
 - If the **Provider** selected has a P-number recorded, Bp Premier will default to that P-number.
 - If the selected Provider has no P-number recorded, the P-number recorded for the practice for the billing **Location** will be used.
7. If there are multiple practice P-numbers recorded for the billing location, Bp Premier will prompt which P-number you want to use for this invoice. For example, a practice may have different facilities that bill to WorkCover separately.

Select Provider Number ✕

Please select which QLD WorkCover Provider Number to use for this transaction:

QLD WorkCover Provider Number	Provider
P000111222333	Location 1
P000333222111	Location 1

8. Select the WorkCover P-number to use and click **OK**. Bp Premier will attempt to connect to the WorkCover B2B gateway and upload the invoice, and advise on the success or failure of the upload.
9. If the upload was not successful, Bp Premier will alert with a message and ask if you want to try again. Click Yes to try again, or No to abandon trying to upload the invoice. If you click No, Bp Premier will continue with the payment handling option you selected (Pay, Print, Store, or Hold).

Invoice upload to WorkCover QLD is complete.