

Bulk Billing

Verify Medicare
Details & Invoice

Use the Bulk Patient Verification Tool

1. From the Appointment Book > **Utilities** menu.
2. Select **Bulk patient verification**.
3. Select Providers to verify for > select date ranges > click **Ok**.
4. Select Patient and click **Verify**.
The result will appear in the status column.
5. Click update if applicable > update the values > click **Ok**.



Verify a Single Patient from:

- Patient Details in any module
- Account Details screen
- Right click on appointment

Process the Invoice

1. Choose Medicare /DVA direct bill.
2. Print Statement for patient to sign.
3. Click **Store** or **Hold**.

Batch
Medicare

Create and Send your Batch

1. Go to **Management > Online Claiming**.
2. Select the Paperclip icon in the top LH corner.
3. Select provider and type of batch.
4. DVA/Medicare claims must be sent separately.
5. Click **Create batch** > deselected unwanted claims.
6. Click **Send Batch** > Batch will be marked as sent.



Double check billings before you batch

Use your documented clinic process to check claims prior to processing, for example:

- Ensure all patients have been billed via appointment book or waiting room
- Use Appointment or services reports

Check for
Payments

Online claim payments

Payments received:

From	Payment date	Run No.	Amount
MA	01/11/2020	251	407.90

Claims included in payment:

Claim No.	Provider	Claimed	Paid
Q1256	Dr Frederick Findacure	589.20	407.90

Claims containing exceptions:

From	Claim No.	Claim date	Provider	Claimed	Paid
MA	Q1256	31/10/2020	Dr Frederick Findacure	589.20	407.90

Services with an exception on the highlighted claim:

Service date	Patient	Item No.	Claimed	Paid	Explanation
12/04/2018	Jones, Walter	721	144.25	0.00	Benefit has been previously paid for this service
12/04/2018	Marshall, Sandra	23	37.05	0.00	Service possibly elsewhere

☐ Print items without explanation codes on processing reports

Print Save Close

Check for Payments

1. In the Online Claiming screen, click **Check for payments**.
The system will check for payment and processing reports from Medicare.
2. Select **Save** to save the payment check
3. If needed, you can print Payment and Processing reports from the File menu

NB You should check for payments on a daily Basis, and before Doctors RCTI's are created



Deal with claim rejections

1. Double click on the batch.
2. Choose the service item from the list available > Click **Adjust Service**.
3. Depending on the explanation, adjust the service item.
4. Click **Process** when you are finished.

Services marked *Resent* or *Change item* will be available to include in your next batch.

Choice

Use when

Mark as Fully Paid	Marks as amount Claimed not Paid. Only use if advised by Support
Resend Service	Resends as is. Invoice can be changed from the PBH screen
Change item No.	If Medicare will not pay on item claimed
Edit Voucher Details	NNAC, to add # of patients; adding service text here does not add text to a service item
Edit Service text	To add Service text to an item
Accept Fee of	When Medicare have paid less than claimed; rounding variations
Change billing	To change billing to patient, account holder
Write off service	All other avenues are exhausted

Deal with Rejections