

# Update Other Fees

Last Modified on 31/01/2024 9:59 am AEDT

Download a fees file and update Zedmed with the latest item fees. You will perform these steps for each payer you need to update, such as a health fund, WorkCover, BUPA, DVA, TAC or Motor Vehicle. For Latrobe, there is no file to download.

**Note :** Health fund fees should only be run after the corresponding MBS update. For example, before running the fees update for July, you first need to run the Medicare July fees update. To do this, see the [Update existing Medicare fees article](#).

## Download a fees file

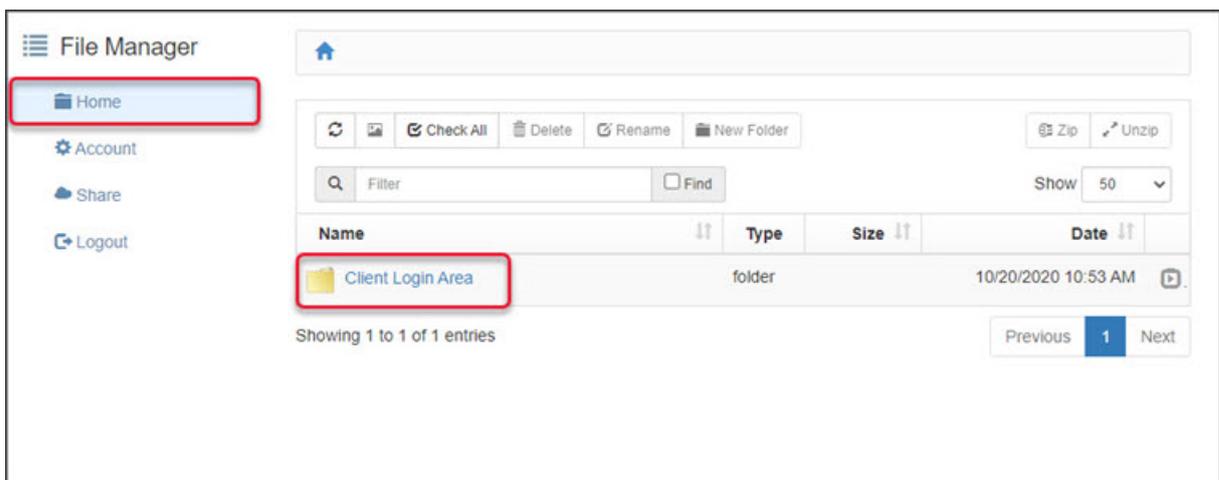
In this step, you will download the required fees file for the payer from the Zedmed portal. You can then go to the [Update Other Fees](#) section below and import the file into Zedmed.

To download a fees file:

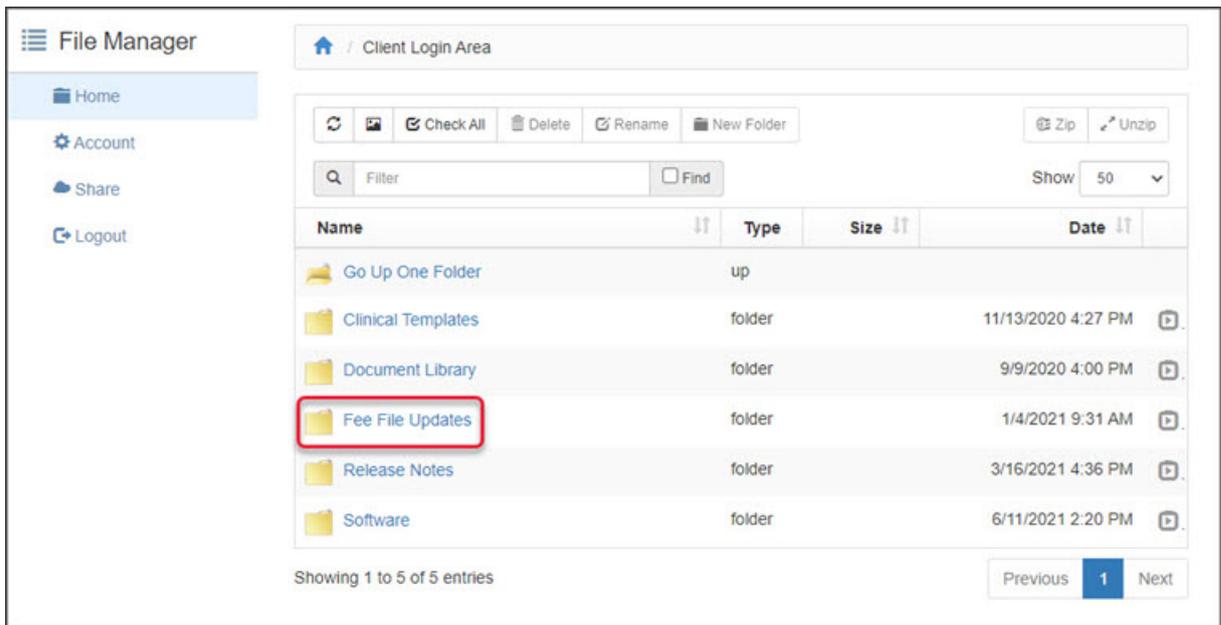
1. Go to [www.zedmed.com.au](http://www.zedmed.com.au).
2. Select **Login**.
3. Sign in to the **Client Login** portal with your Username and Password.

If you don't have an account, you can select **Request an Account**.

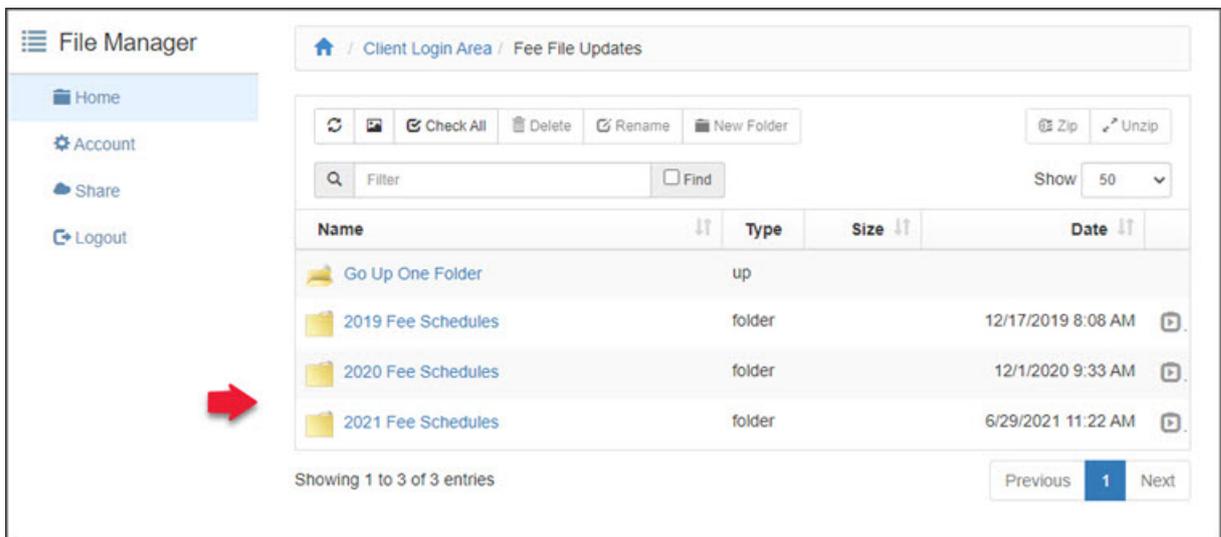
4. From the **Home** menu, select the **Client Login Area** folder.



5. Select the **Fee File Updates** folder.



6. Select the **Fees Schedules** folder for the current year.



7. Select the folder for the month you're updating.

If this is a new financial year, it will be July.



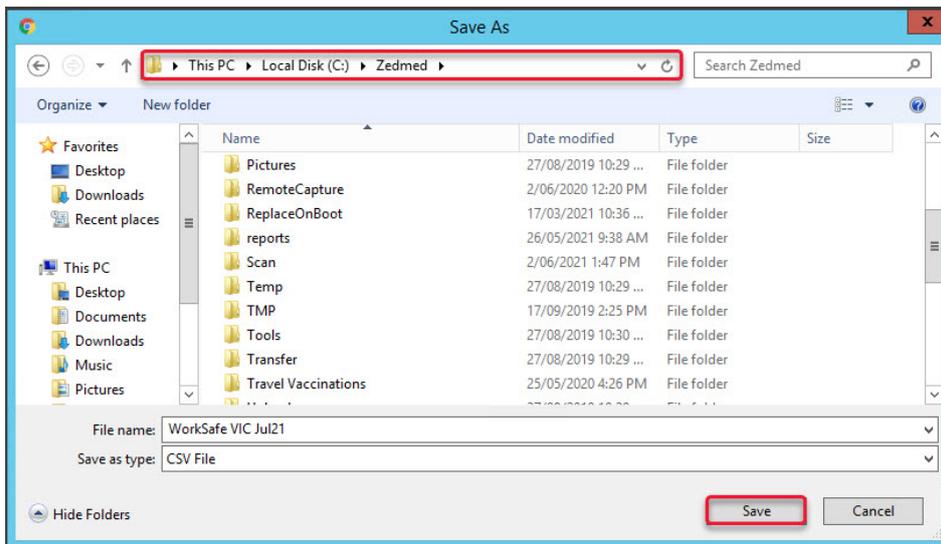
11. Open the downloaded file.

Depending on your workstation setup, it will open in Excel when you click on the downloaded file from the bottom of your web browser.

12. Select **File > Save as > Browse**.

These steps can vary with the type and version of the software that opened the file.

13. Navigate to the Zedmed folder on your C: drive.
14. Double-click the Zedmed folder to open it.
15. Select **Save**.



## Update Other Fees

Now that the payer's fees file has been **downloaded**, it can be uploaded into Zedmed to update the payer's fees.

To update the fees:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Items > Update Other Fees**.

The **Update Item Fees** dialog will open.

3. Update the **Effective from** date to match the date of the file you downloaded.

This will be the first day of the month. For example, if you're running a July update, you would change it to 01/07/2021.

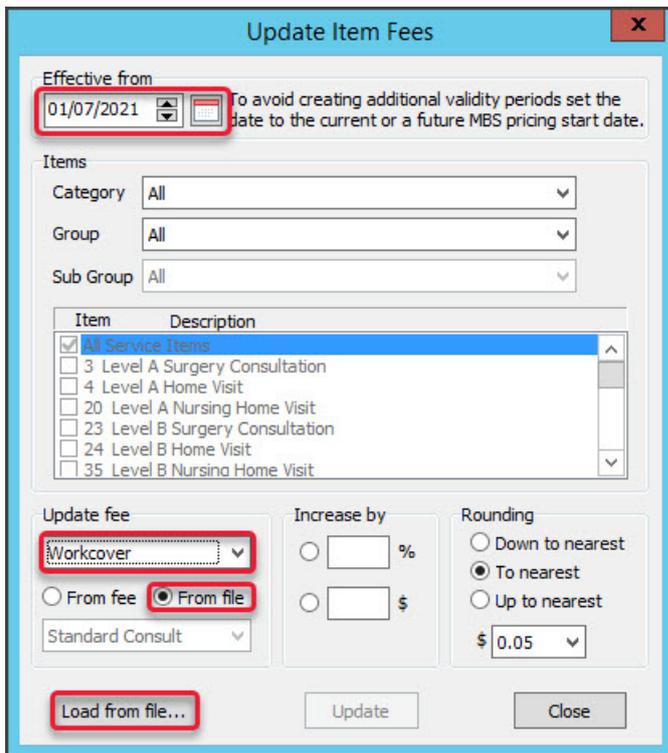
You can change the date by editing the **Date** field or selecting the calendar icon, selecting the date, and selecting **OK**.

**Note:** You must enter the 1st date of the Month related to the fees. Do NOT enter the date that you are updating fees.

4. In the **Update fee** field, select the fee you want to update.
5. Select **From file**.

If you do not find it on the list before you continue, you will need to revert to **adding a new fee type** for it to appear in the drop-down, so that you can select it.

6. Select **Load from file**.



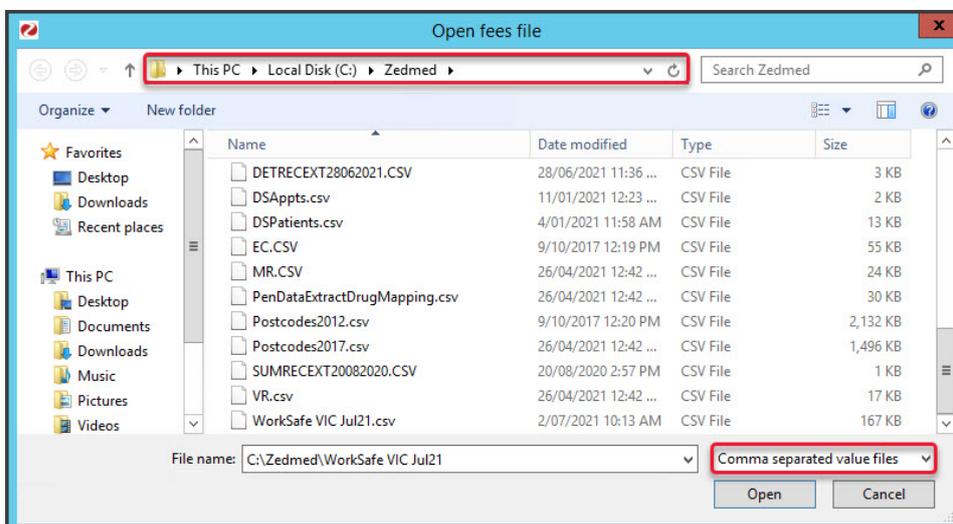
For doctors and fund, fees for service items can work from a base value, such as the Medicare Schedule, and values may be increased by a % or dollar value and rounded up or down. If you wish to set the Update Fee value to a value less than another field level e.g. 95% of the Medicare Schedule, enter the percentage with a minus sign-in e.g. "-5" %. For example, you could set **Update fee** to **Medicare Schedule**, **From fee** to **Private Fee 2**, and enter a value into the Increase by fields.

7. Browse to the Zedmed folder and open it.
8. Navigate to the file you're updating.

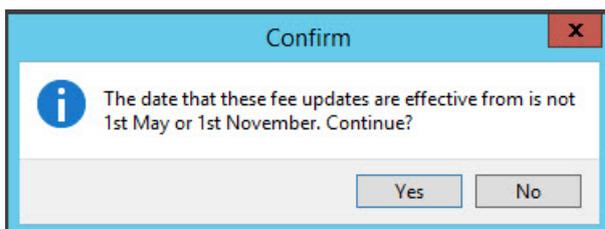
This must be the file for the fund you're updating. For example, if you selected **Workcover** in the **Update Fee** box, you must find the **Worksafe** file.

If you can't find the file, select **Comma-separated value files** in the file type field as shown in the screenshot below. This will show all files with .csv at the end of their name.

9. Select the file.
10. Select **Open**.



11. If you get this pop-up message, select **Yes** to continue.



The fee updates will start processing.

You will get a confirmation message saying "No Item Fees have been updated".

This message is expected and can be ignored. Your Item Fees have been updated.

12. Select **OK** to continue.

To update files for other funds, repeat the process from step 4.

To update additional files for the same fund, repeat the process from step 6.

13. Select **Close** when you have finished.

To confirm the update, see [check an item number](#).

## Update Other Fees for Latrobe Health

There is no fee file for Latrobe Health Services as the fees are calculated from the Medicare fee schedule using different percentages for GPs and Specialists.

To update Latrobe Health fees:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Items > Update Other Fees**.
3. Update the **Effective from** date to match the date of the file you downloaded.

This will be the first day of the month. For example, if you're running a July update, you would change it to 01/07/2021.

You can change the date by editing the **Date** field or selecting the calendar icon, selecting the date, and selecting **OK**.

**Note:** You must enter the 1st date of the Month related to the fees. Do NOT enter the date that you are updating fees.

4. In the **Update fee** field, select **Latrobe**.
5. Select **From fee**.
6. Select **Medicare Schedule**.
7. Select **Increase by** and add the % amount.
  - Enter 25% for Specialist & Assisting Surgeons.
  - Enter 16% for General Practitioner.
8. Select **Update**.

**Update Item Fees**

Effective from: 01/10/2021

To avoid creating additional validity periods set the date to the current or a future MBS pricing start date.

Items:

- Category: All
- Group: All
- Sub Group: All

Item	Description
<input checked="" type="checkbox"/>	All Service Items
<input type="checkbox"/>	3
<input type="checkbox"/>	4 Level A Home Visit
<input type="checkbox"/>	20 Level A Nursing Home Visit
<input type="checkbox"/>	23 Professional attendance by a general pra
<input type="checkbox"/>	24 Level B Home Visit
<input type="checkbox"/>	35 Level B Nursing Home Visit

Update fee: LaTrobe

From fee  From file

Medicare Schedule

Increase by: 25 %

Rounding:  Down to nearest  To nearest  Up to nearest

\$ 0.05

Buttons: Load from file..., Update, Close

9. If you get this pop-up message, select **Yes** to continue.

**Confirm**

The date that these fee updates are effective from is not 1st May or 1st November. Continue?

Buttons: Yes, No

The fee updates will start processing.

You will get a confirmation message saying "No Item Fees have been updated".

This message is expected and can be ignored. Your Item Fees have been updated.

10. Select **OK** to continue.

11. Select **Close** when you have finished

## Update Other Fees for Safe Work NSW

Fee files for Safe Work NSW are downloaded from the Australian Medical Association portal:

<https://www.ama.com.au/>. The portal requires an AMA subscription, and the file must be converted into a compatible CSV file by Zedmed Support.

To update your Safe Work NSW fees:

1. Download the latest fee file from <https://www.ama.com.au/>
2. Email the fee file to [support@zedmed.com.au](mailto:support@zedmed.com.au)

Zedmed will update the file and email you back a Zedmed-compatible CSV file.

3. Upload the CSV file following the steps in the **Other Fee Files** section.

## Update a practice's own items

A practice can update its own items in bulk by adding the items and fees to an Excel spreadsheet. Zedmed support will convert it into a CSV that can be imported into Zedmed.

To update your own items:

1. Create an Excel spreadsheet with your items and fees.
2. Email the spreadsheet to [support@zedmed.com.au](mailto:support@zedmed.com.au)

Zedmed will update the file and email you back a Zedmed-compatible CSV file.

3. Upload the CSV file into Zedmed following the steps in the [Other Fee Files](#) section.

Considerations:

- **Effective from** field: Make sure the date reflects the day you want the new fees to take effect.
- **Update fee** field: select the **Fee type** used for these items.
- To apply a price increase, use the **Increase by** fields to add a % or \$ value increase to the fees in your spreadsheet.

Update Item Fees

Effective from  
01/01/2024 To avoid creating additional validity periods set the date to the current or a future MBS pricing

Items  
Category All  
Group All  
Sub Group All

Item	Description
<input checked="" type="checkbox"/>	All Service Items
<input type="checkbox"/>	00
<input type="checkbox"/>	3 Professional attendance at consulting ro
<input type="checkbox"/>	4 professional attendance by a general pra
<input type="checkbox"/>	20 Professional attendance (not being a ser
<input type="checkbox"/>	23 professional attendance by a general pra
<input type="checkbox"/>	24 professional attendance by a general pra

Update fee  
Test Dr  
 From fee  From file  
Test Dr

Increase by  
 %  
 \$

Rounding  
 Down to nearest  
 To nearest  
 Up to nearest  
\$ 0.05

Load from file... Update Close

## Fees Lunch & Learn video

The documentation referred to in this video is now located in the Zedmed Knowledge Base under [Payer Fees](#).