

## **Bulk Bill & DVA invoicing**

Last Modified on 10/01/2025 1:31 pm AEDT

Create an invoice for a patient covered by Medicare (bulk bill) or DVA.

## Considerations

For this workflow, either the DVA or Medicare must be set as the patient's payer.

For Medicare claiming, if a patient is 14 or under, the parent needs to be added as an account payer. For patients 15 and above, if the patient is linked to the parent's Medicare card, the parent will get the rebate.

For a Medicare claim to be approved, a patient's details must match their Medicare card, specifically:

- The surname must be an exact match to the family name on the Medicare card.
- The first name must be an exact match to the Medicare card.
- The initial is optional, but if it's entered in the Initial field in Patient Details, it must be the same as the Medicare card.
- The Medicare number must include the Individual Reference Number (IRN).

## Create an invoice

To create and send a DVA or bulk bill (Medicare) invoice:

- 1. Go to Zedmed's **Reception** tab.
- 2. Select Patients or Waiting Room then locate the patient and open their record.

Billing is usually initiated from the Waiting Room (after the consultation) by right-clicking the patient and selecting Bill.

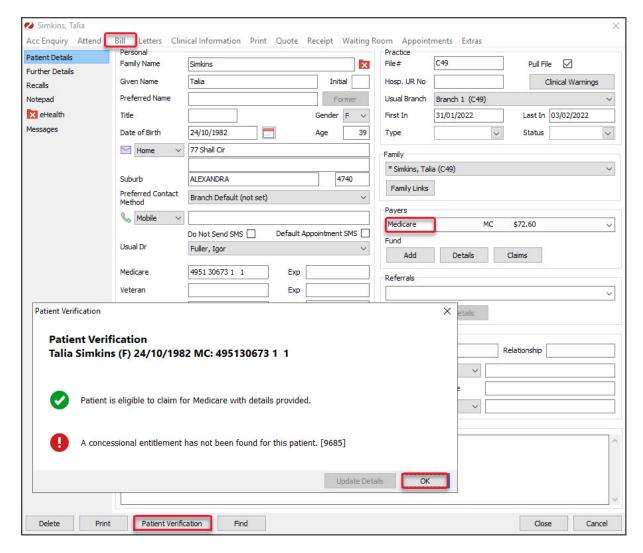
If you are billing from the Patient Record, Open the Patient Record and select Bill from the top menu

- 3. Check that the Payers field shows Medicare or DVA.
- 4. Select Patient Verification.

The Patient Verification dialog will open.

5. Select **OK** and a check will run and advise if the patient is eligible for Medicare or DVA claims.

To learn more, see our Easyclaim eligibility article.



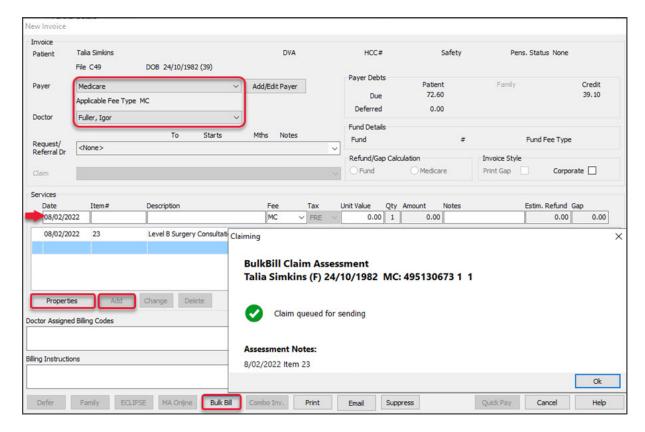
6. Add the service items to the invoice.

To add items for invoices raised from the **Waiting Room**, select **Add All** to add the code/s in the **Doctor Assigned Billing Codes** box.

To add items manually, enter the service's item code into the Item# field, then press Tab to populate the other fields.

There is no estimated refund or gap, as no payment is being taken.

- 7. Select **Add** to move each item to the display area.
  - To modify a service, select it and select Change. This will place the service into the editable fields.
  - To delete a service, select it and select **Change**, then select **Delete**.
  - To print the invoice, select **Print**.
- 8. Select the Bulk Bill or DVA button at the bottom of the screen to submit the claim.



9. Select Ok on the assessment dialog.

The print dialog will open.

- 10. Select Print or Continue.
  - Print will print out the claim details, including any remittance advice for the patient.
  - Continue will close the prompt.
  - The Appointment Grid will display a \$ icon next to the patient (requires Zedmed 3.6 or later).



## **Considerations**

- Each claim is sent individually. There is no batching required, but the invoices are still paid in bulk.
- If there is an error, use **Acc Enquiry** in the Patient Record to make any changes to the invoice and complete the workflow.
- To learn more, see the Process Claims and Process Payments articles.