

Private Patient invoicing (MAOnline/Tyro Easyclaim)

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Invoice a private patient who's paying the bill themselves and use **MA Online** or **Tyro EasyClaim** to process the rebate. MA Online payments use credit cards and are processed within 48 hrs. Tyro EasyClaim payments use debit cards and rebates are received almost immediately.

Requirements

Medicare **EasyClaim** can be used to claim the following services:

- **Patient claims less than 6 months from date of service**
- Out-of-hospital items
- Bulk bill claims less than 2 years from the date of service
- Items that are not time-duration dependent
- Patient claims for Group 9 pathology items
- Patient claims and bulk bill claims with standard referrals
- Items where the charge does not exceed \$9,999.99
- Non-derived fee items
- Separate sites override if the item is listed under a restrictive override code
- Claims that do not require text.

Branch selection

From Zedmed v37, you can change the branch when billing from a patient's record. The invoice will use the treating doctor's provider number and letterhead for that branch. You do not need to log into another branch. You cannot change the branch if you bill from the Appointment Grid or Waiting Room. Zedmed checks for an appointment matching the branch and doctor. If it does not find one, it creates a new attendance (without a booking).

Invoice a private patient using MA Online

If there is a Medicare rebate, **Patient Verification** should be selected in the patient record to check eligibility. This can be done when the patient arrives or as part of the billing process.

To bill the patient using MA Online:

1. Select **Bill** using the relevant option:
 - If you are billing from the **Waiting Room**, right-click the patient and select **Bill**.
 - If you are billing from the **Patient Record**, select **Bill** from the top menu.The **New Invoice** screen will open.
2. Check that the **Payer** is the patient and the correct **Doctor** is shown.
3. Add service items to the invoice:

- If billing from the **Waiting Room**, select **Add All** to add the code/s in the **Doctor Assigned Billing Codes** box.
- If billing from the **Patient Record**, enter **item codes** in the **Item#** field. Press **Tab** to update the fields. Do not select **Add**.

The 'New Invoice' form includes the following sections:

- Patient:** Mr Knut Holloway, File 4, DOB 19/05/1952 (70)
- Payer:** Holloway, Knut (selected), Applicable Fee Type P1
- Doctor:** Davis, Phillip (selected)
- Services Table:**

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
06/01/2023	23	Level B Surgery Consultation	P1	FRE	71.30	1	71.30		39.75	31.55
- Buttons:** Properties (highlighted), Add, Change, Delete, Total (0.00), Disc. (0.00), Gap (0.00), Doctor Assigned Billing Codes (23), Add All, Billing Instructions (Private - Book another appointment in 2 weeks -), Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Send to Patient, Suppress, Quick Pay (highlighted), Cancel, Help.

4. Select **Properties** and review the following:
 - a. Select any relevant **Indication flags**. For example, if a patient returns later that day, select **Not Duplicate Service**.
 - b. Select **OK** to return to the **New Invoice** screen.

The 'Properties' dialog box contains the following sections:

- Invoice properties (for DVA only):** Condition treated relates to a condition for a White Card holder
- Service Properties:**
 - General Options:** Time Of Service (08:58), Time Duration (mins), Patients seen (1), Distance KM, Hospital/Site, Is the patient admitted in the hospital (tick = Yes?), Resource, Analysis Group.
 - Diagnostic Imaging:** LSPN, Equipment Id, Field Qty.
 - Pathology:** Rule3 Exempt, Not Rule3 Exempt, S4b3 Exempted, Not S4b3 Exempted, Specimen Collection Point, Collection Date/Time, Accession Date/Time.
- Indication flags:** Normal After Care, Not Normal After Care, Multiple Procedure, Not Multiple Procedure, Duplicate Service, Not Duplicate Service (checked), Second Device, Not Second Device, Self Deemed, Not Self Deemed, Substituted Service.
- Dental:** Num. of Teeth, Tooth No., Jaw.
- Optical:** Optical Script.

5. If you billed from the **Patient Record**:
 - Select **Add** to add the current item to the invoice and enter any additional items to the invoice. This is done after reviewing the Properties, so any selections are applied to all items.
6. Review the invoice items:
 - 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**.

7. Select **Quick Pay**.

The **Quick Pay** screen will open.

This will show the Value to be paid, and if there is a rebate, the amount will be shown as the Gap.

8. Select the **Payments Format**, then update the **Payments** fields and select **Add**.
9. Use the payment method selected to process the payment.

The example below shows a manual over-the-phone payment in which a Card was selected, and VISA was selected as the Card Type.

The screenshot shows the 'Quick Pay' window for patient Mr Knut Holloway. It displays the payer name, due amounts for patient and family, and current invoice details. Under 'Payments', the 'Card' format is selected, and 'VISA' is chosen as the card type. The 'Add' button is highlighted. At the bottom, the 'MA Online' button is highlighted.

10. Select **MA Online**.

MA Online is used to process the rebate for the patient and complete the payment of the invoice. If there is no Gap, MA Online is still used to complete the billing process.

11. Select **Yes** to the MA Online pop-up advising the invoice will be saved

The **Interactive Claim** screen will open.

The screenshot shows the 'Interactive Claim' window with the following text:

1. Does the patient wish to submit their account using MA On-line?

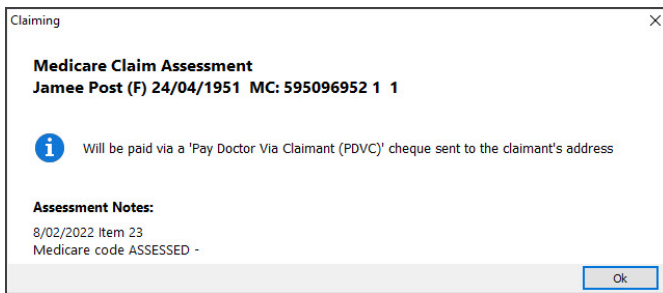
2. May the practice provide MA with their address details for the return of payment?

3. If the patient has paid their account in full, do they want the refund Direct Deposited into their Non-registered bank account? If so, complete the Non-registered EFT bank details below (which will be stored in an encrypted form, unreadable by any person).

Fields include: Payer (Post, Jamee), Invoice No (11210), Value (\$71.30), and banking details for a non-registered EFT account (Address Line 1: 197 Hiram Gr, Suburb: MELROSE, Postcode: 5483). The 'Send' button is highlighted.

12. Select **Send** to transmit the rebate request to Medicare.

You will get a response with information about the claim.



13. Select **Ok** on the assessment dialog.

14. Select **Print** or **Continue**.

- **Print** will print out the claim details, including any remittance advice for the patient.
- **Continue** will close the prompt.

Invoice a private patient using Tyro EasyClaim

The payment will be processed using a Tyro POS terminal. The patient's rebate eligibility can be checked, and their rebate will be paid directly into their bank account.

To check if Tyro is set up, see the [Set up Tyro article](#).

To bill the patient using Tyro EasyClaim:

1. Select **Bill** using the relevant option:

- If you are billing from the **Waiting Room**, right-click the patient and select **Bill**.
- If you are billing from the **Patient Record**, select **Bill** from the top menu.

The **New Invoice** screen will open.

2. Check that the **Payer** is the patient and the correct **Doctor** is shown.

3. Add service items to the invoice:

- If billing from the **Waiting Room**, select **Add All** to add the code/s in the **Doctor Assigned Billing Codes** box.
- If billing from the **Patient Record**, enter **item codes** in the **Item#** field. Press **Tab** to update the fields. Do not select **Add**.

New Invoice

Invoice Patient: Mr Knut Holloway, File 4, DOB 19/05/1952 (70)

Payer: Holloway, Knut (selected), Add/Edit Payer

Doctor: Davis, Phillip (selected)

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
06/01/2023	23	Level B Surgery Consultation	P1	FRE	71.30	1	71.30		39.75	31.55

Buttons: Properties, Add, Change, Delete, Total: 0.00, Disc.: 0.00, Gap: 0.00, Quick Pay, Cancel, Help

4. Select **Properties** and review the following:

- Select any relevant **Indication flags**. For example, if a patient returns later that day, select **Not Duplicate Service**.
- Select **OK** to return to the **New Invoice** screen.

Properties

Invoice properties (for DVA only)

Service Properties

General Options

Time Of Service: 08:58, Time Duration (mins): [], Patients seen: 1, Distance KM: [], Hospital/Site: [], Is the patient admitted in the hospital (tick = Yes)? [], Resource: <None>, Analysis Group: <None>

Diagnostic Imaging: LSPN [], Equipment Id [], Field Qty []

Pathology: Rule3 Exempt [], Not Rule3 Exempt [], S4b3 Exempted [], Not S4b3 Exempted [], Specimen Collection Point [], Collection Date/Time [], Accession Date/Time []

Indication flags

Normal After Care [], Multiple Procedure [], Duplicate Service [], Second Device [], Self Deemed []

Not Normal After Care [], Not Multiple Procedure [], Not Duplicate Service [x], Not Second Device [], Not Self Deemed [], Substituted Service []

Dental: Num. of Teeth [], Tooth No. [], Jaw [], Optical: Optical Script []

Buttons: OK, Cancel, Help

5. If you billed from the **Patient Record**:

- Select **Add** to add the current item to the invoice and enter any additional items to the invoice.

This is done after reviewing the Properties, so any selections are applied to all items.

6. Review the invoice items:

- 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**.

7. Select **Quick Pay**.

The **Quick Pay** screen will open.

This will show the **Value** to be paid and, if there is a rebate, the amount will be shown as the **Gap**.

8. Select **Tyro EasyClaim**.

The Tyro connector application will open and show the total amount due.

The screenshot shows the 'Quick Pay' interface for patient Anne Zedmed. The patient's account details are visible, including the payer 'Zedmed, Ann' and a total amount due of 90.00. The interface includes a 'Payments' section with various payment methods like Cash, Cheque, MC Cheque, Tyro Eftpos, Card, Eftpos, Direct Deposit, and Credits. A 'Tyro EasyClaim' button is highlighted with a red arrow. A 'Purchase' overlay is displayed on the right, showing a total amount of \$185.90 and a cashout of \$0.00. The overlay also includes a 'Cancel Transaction' button.

9. Using the Tyro terminal, the patient can now:

a. Swipe their payment card.

Note: This must be a debit card. If it is a credit card, select **Cancel Transaction** and perform an MA Online payment.

b. Select the account using the terminal keys.

c. Enter their pin

d. Press **OK**.

10. Once the payment has gone through, select **Tyro Easyclaim** for the rebate.

The **Medicare Australia Online Easy Claims** screen will open.

11. Select **Send**.

The screenshot shows the 'Medicare Australia Online - Easy Claims' window. The payer is 'Marianna-Louise Jones' and the invoice number is '73' with a value of '\$185.90'. A table below shows the item details: Item 110, Description 'Professional attendance a...', Value 185.90, Patient Paid 185.90, and MA Paid 0.00. A 'Medicare Easyclaim' overlay is displayed in the center, featuring the Tyro logo and the text 'Processing claim - please wait'. A text box shows 'Medicare Easyclaim request started'. At the bottom of the overlay is a 'Cancel Transaction' button. At the bottom of the main window, the 'Send' button is highlighted with a red box.

12. The patient will be prompted to swipe their card again and follow the terminal's steps for the refund.

Note: The card must be a debit card for a rebate to be refunded.

13. Select **Close** to exit the **New Invoice** screen.

The print dialog will open.

The Appointment Grid will display a \$ icon next to the patient (requires Zedmed 3.6 or later).

14. Select **Print** or **Continue**.

- **Print** will print out the claim details, including any remittance advice for the patient.
 - **Continue** will close the prompt.
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