Private Patient invoicing (MAOnline/Tyro Easyclaim)

Version: 2.01 | Last Modified on 06/03/2025 9:46 am AEDT

Invoice a private patient who's paying the bill themself 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:

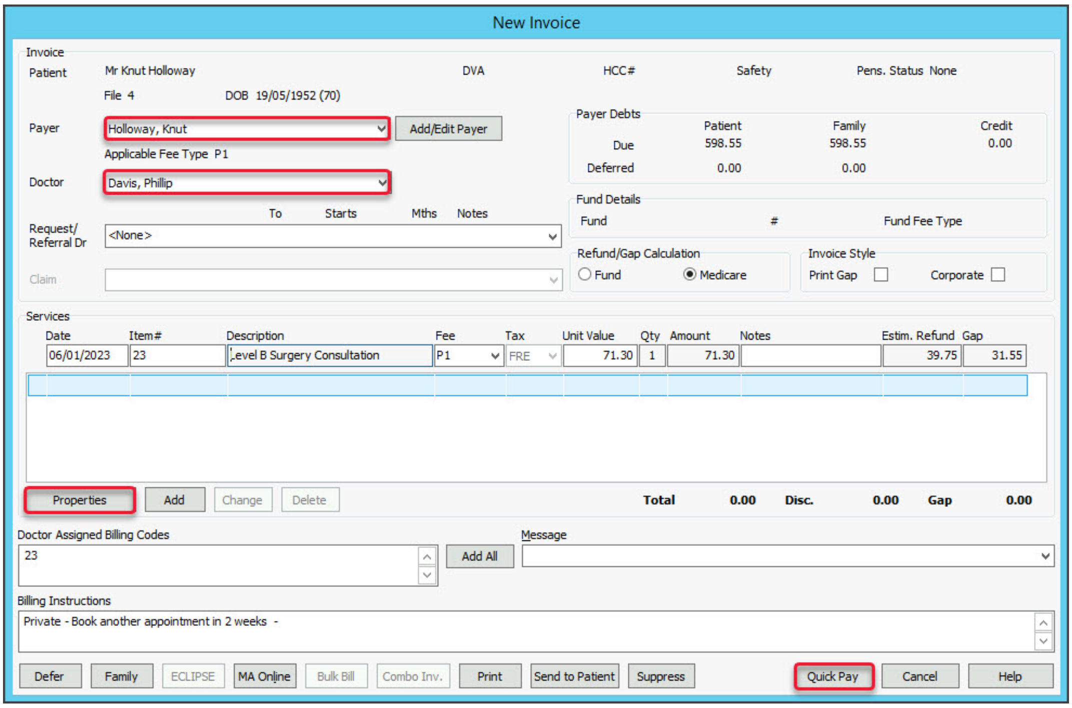
   • If you are billing from the **Waiting Room,** right-click the patient and select **Bill**.

   • If you are billing from the **Patient Record**, select **Bill** from the top menu.

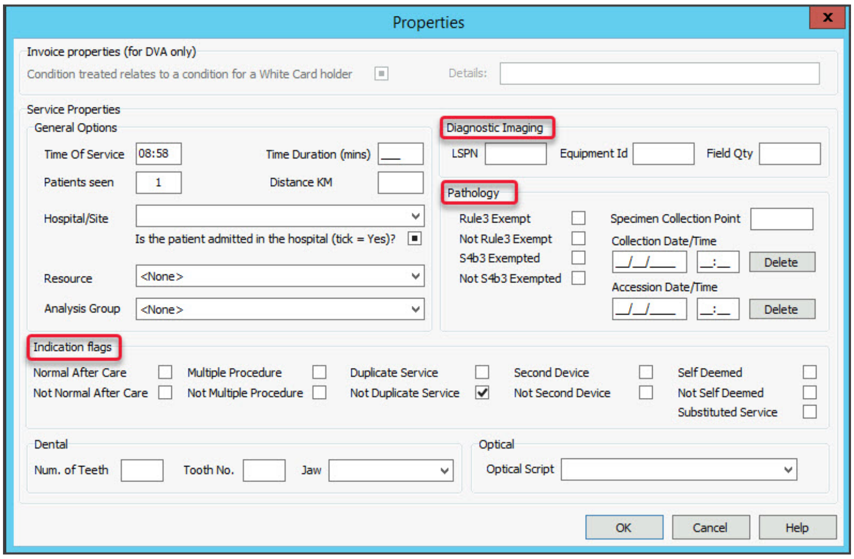
   The **New Invoice** screen will open.
2. Check that the **Payer** is the patient and the correct **Doctor** is shown.
3. Add service items to the invoice:

• 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. <u>Do not </u>select **Add**.



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.



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.

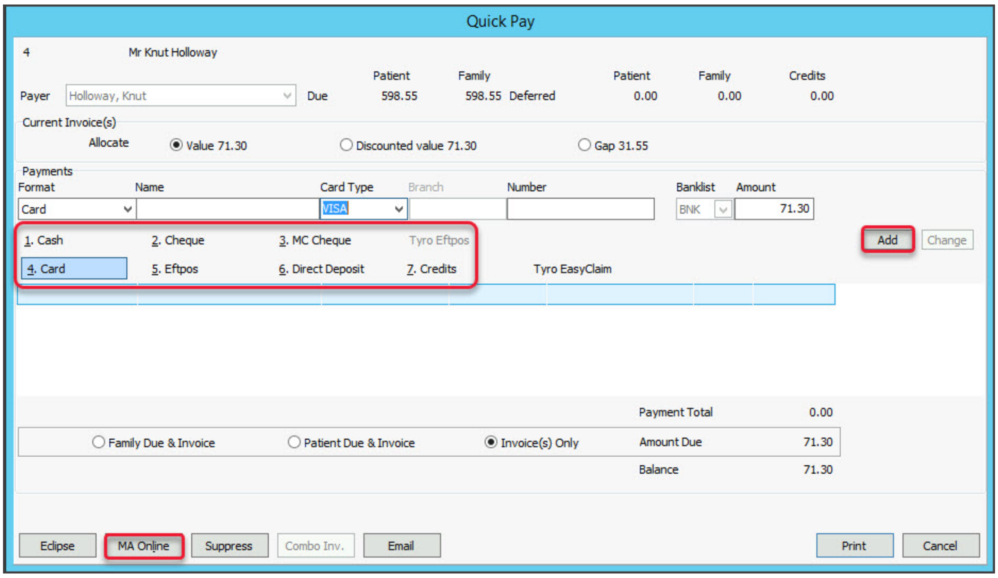
- To delete a service, select it and select **Change**, then select **Delete**.

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.

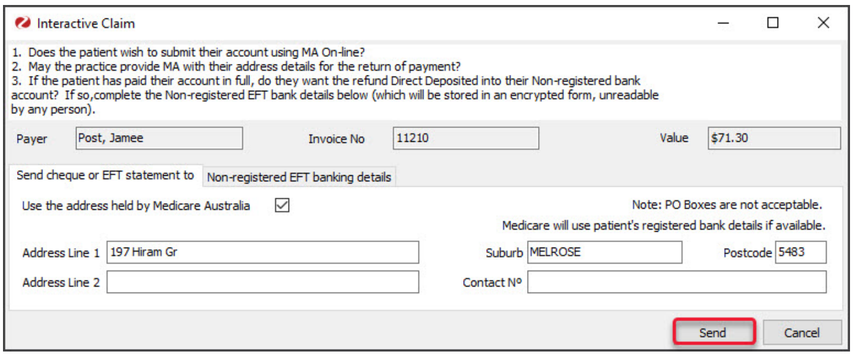
   The example below shows a manual over-the-phone payment in which a Card was selected, and VISA was selected as the Card Type.



10. Select **MA Online**.

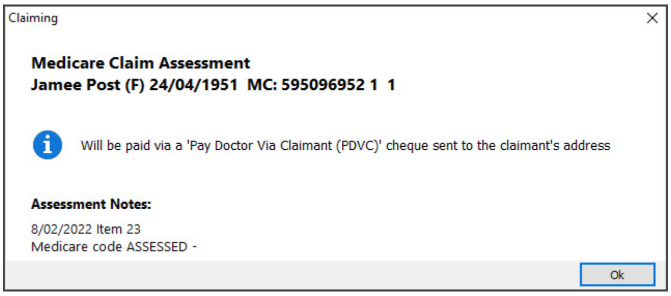
    MA Online is used to process the rebate for the patient and complete the payment of the invoice. If there is no Gap, MA Online is still used to complete the billing process.
11. Select **Yes** to the MA Online pop-up advising the invoice will be saved

    The **Interactive Claim** screen will open.



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

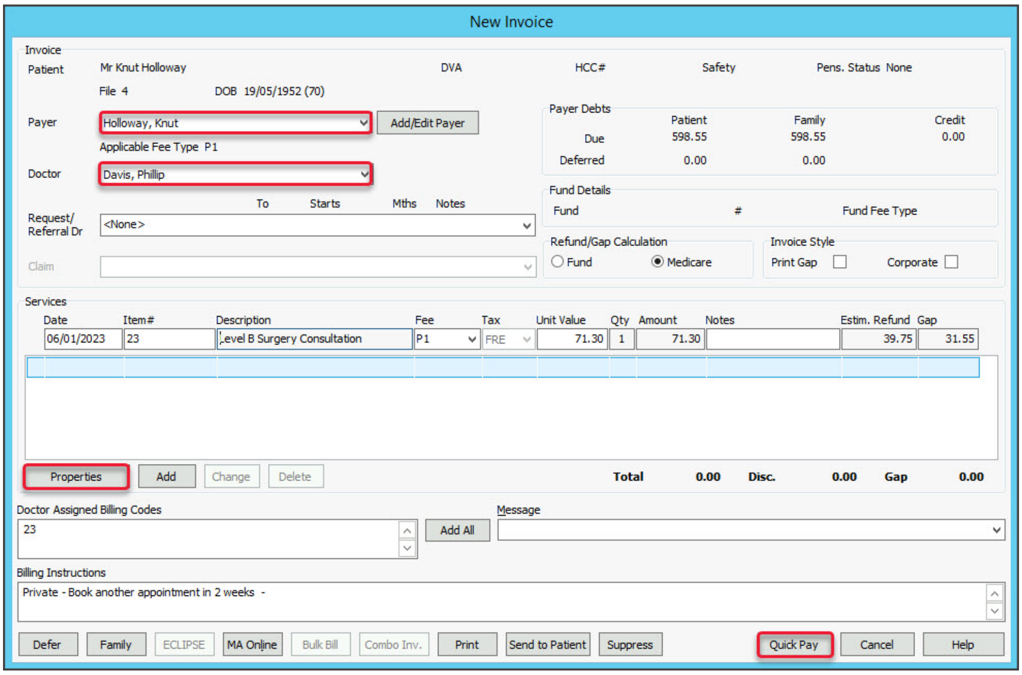
The payment will be processed using a Tyro POS terminal. The patient's rebate eligibility can be checked, and their rebate will be paid directly into their bank account.

To check if Tyro is set up, see the Set up Tyro article.

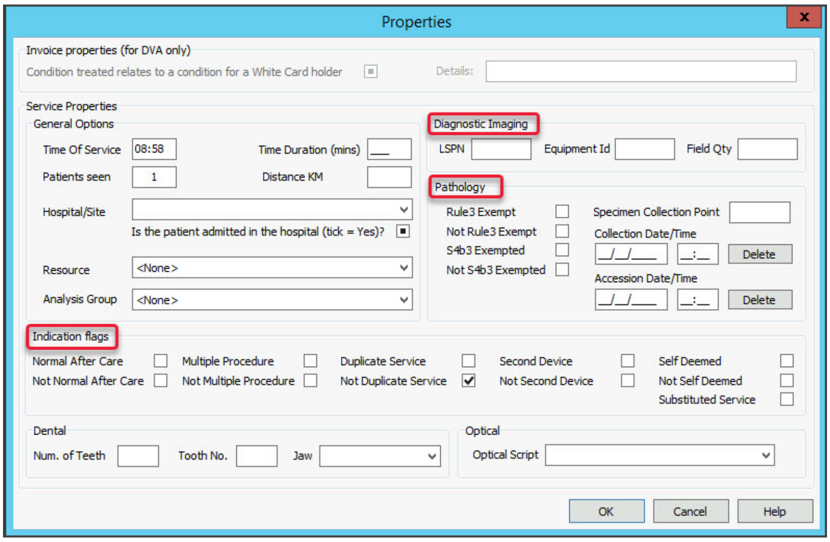
To bill the patient using Tyro EasyClaim:

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. <u>Do not</u> select **Add**.



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.



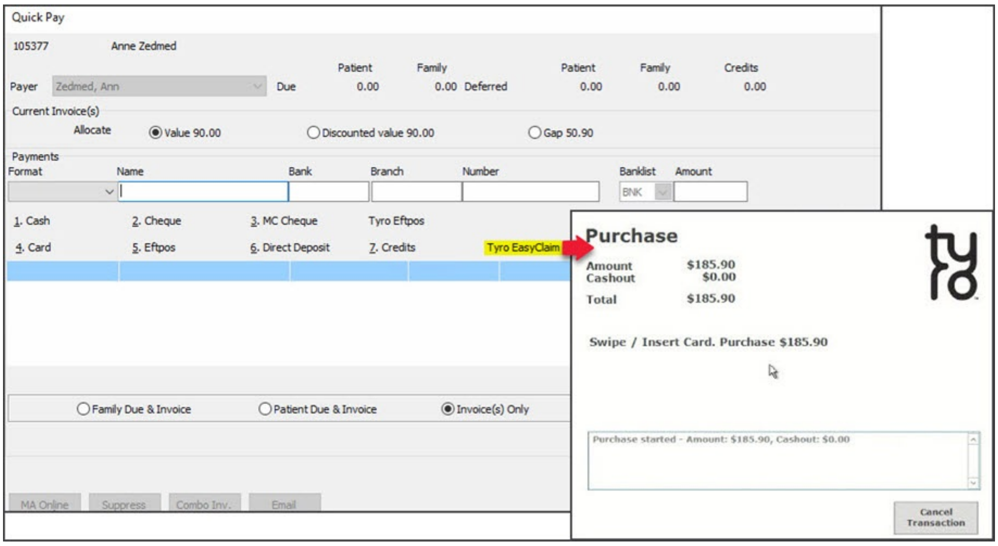
5. If you billed from the **Patient Record:**
    - Select **Add** to add the current item to the invoice and enter any additional items to the invoice.

      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.**

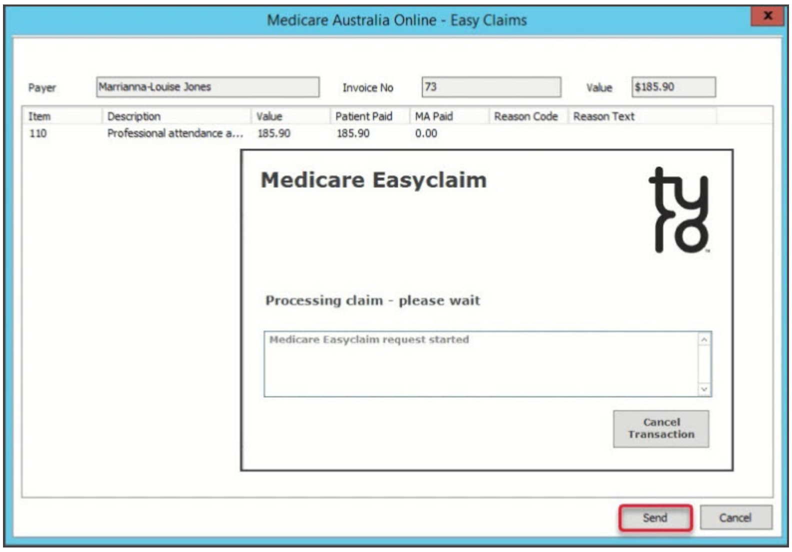
The Tyro connector application will open and show the total amount due.



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**.



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.