Private Patient invoicing (MAOnline/Tyro Easyclaim)

Last Modified on 10/03/2023 9:11 am AEDT

Invoice a private patient who's paying the bill themself using **MA Online** or **Tyro EasyClaim**. When a patient makes an MA Online payment they usually get a rebate the next day. With Tyro, they need to swipe their payment card and get a rebate the same day.

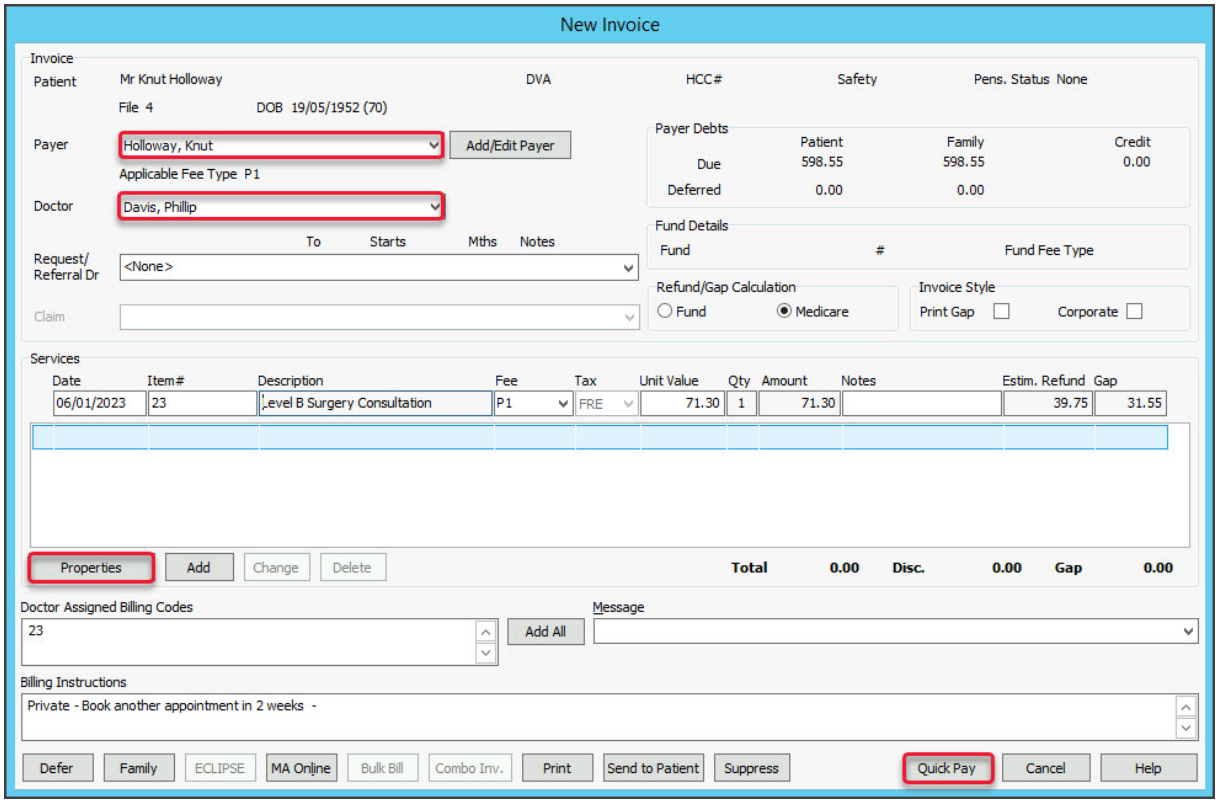
Invoice a private patient using MA Online

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.

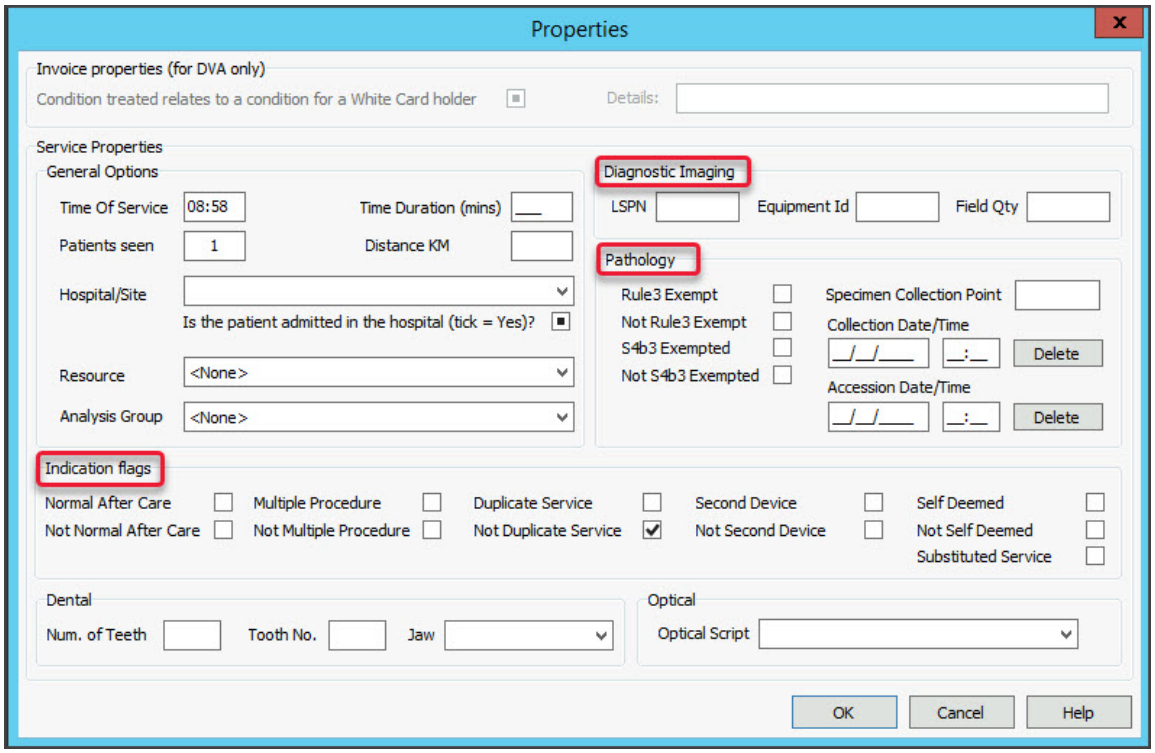
To bill a private patient:

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**.



4. Select **Properties** and review the following:
    a. Select any relevant **Indication flags**. For example, if a patient returned later that day, select **Not Duplicate Service**.
    b. If the service item is radiology or pathology, the LSPN and **Specimen Collection Point** fields will be populated.
    c. 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.

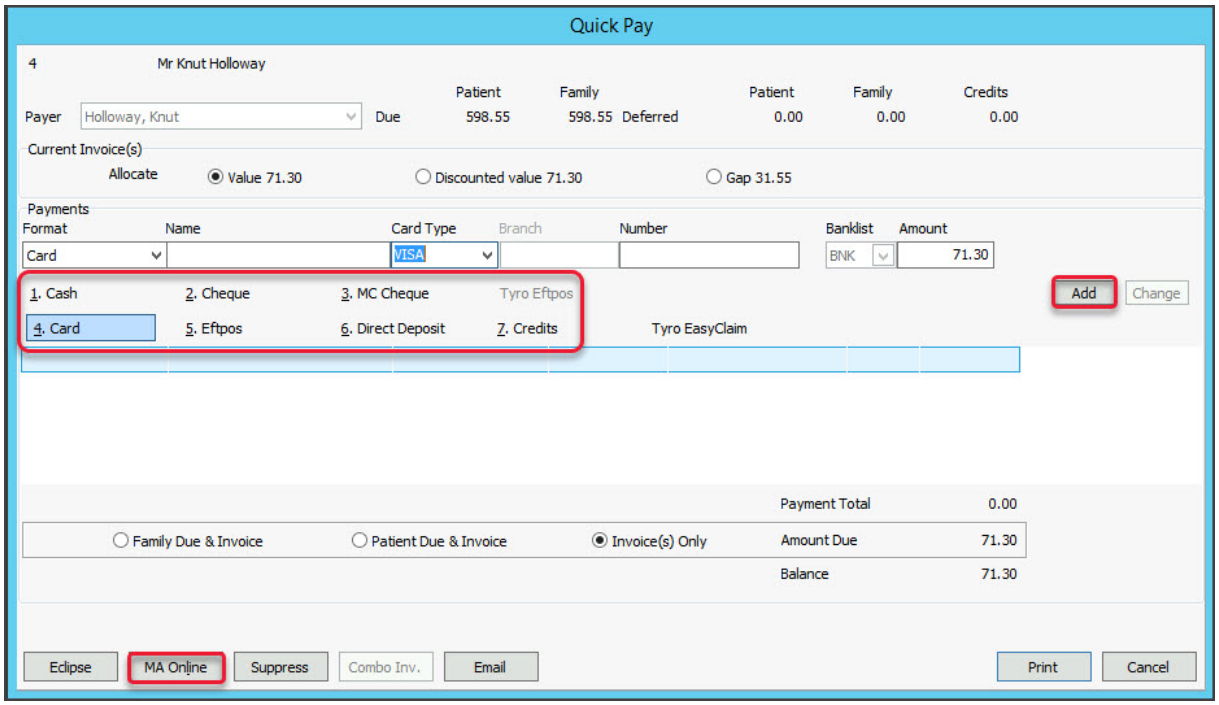
      This is done after reviewing the Properties, so any selections are applied to all items.
6. Review the invoice items:
    - To modify a service, select it and select **Change**. This will place the service into the editable fields.
    - To delete a service, select it and select **Change**, then select **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**.

   In the example below, Card was selected and VISA was selected for the Card Type.
9. Take the payment from the patient.

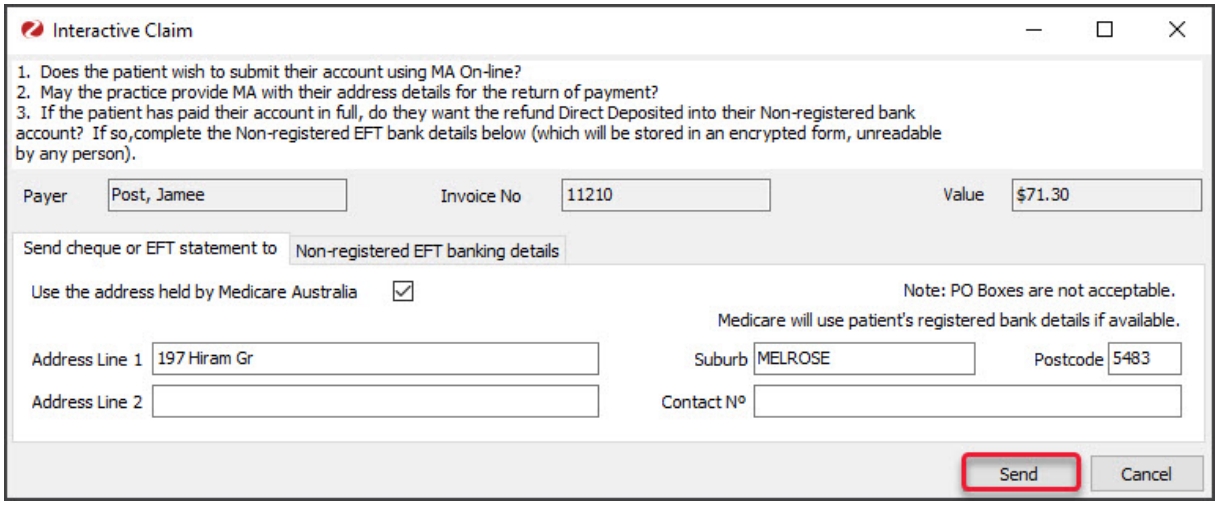
   Use the payment method selected to process the payment.



10. Select **MA Online**.

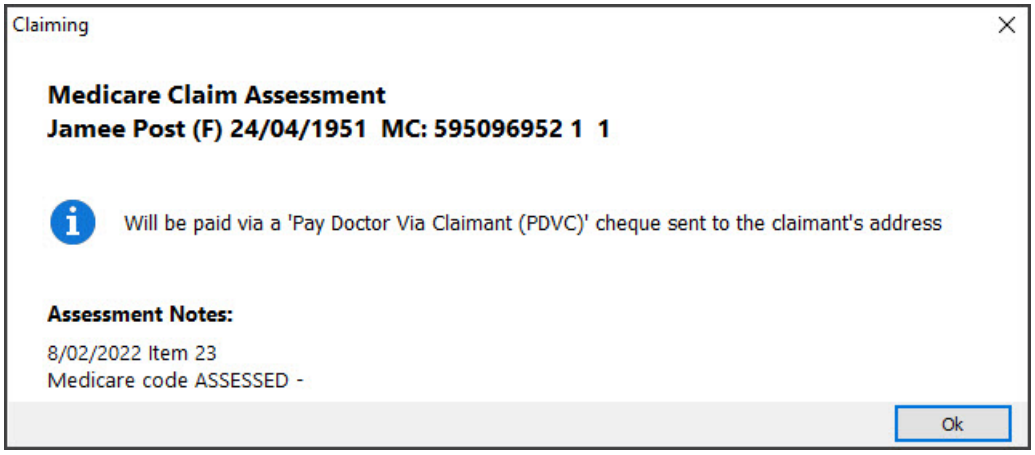
    MA Online is used to process the Gap rebate for the patient and complete the payment of the invoice. If there is no Gap, MA Online is still used to complete the billing process.
11. Select **Yes** to the MA Online pop-up advising the invoice will be saved

    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

Use Tyro POS to take payment from the patient who is paying the bill themself. The payment will be taken using a Tyro terminal, the patient's rebate eligibility can be checked and their rebate 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:

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.
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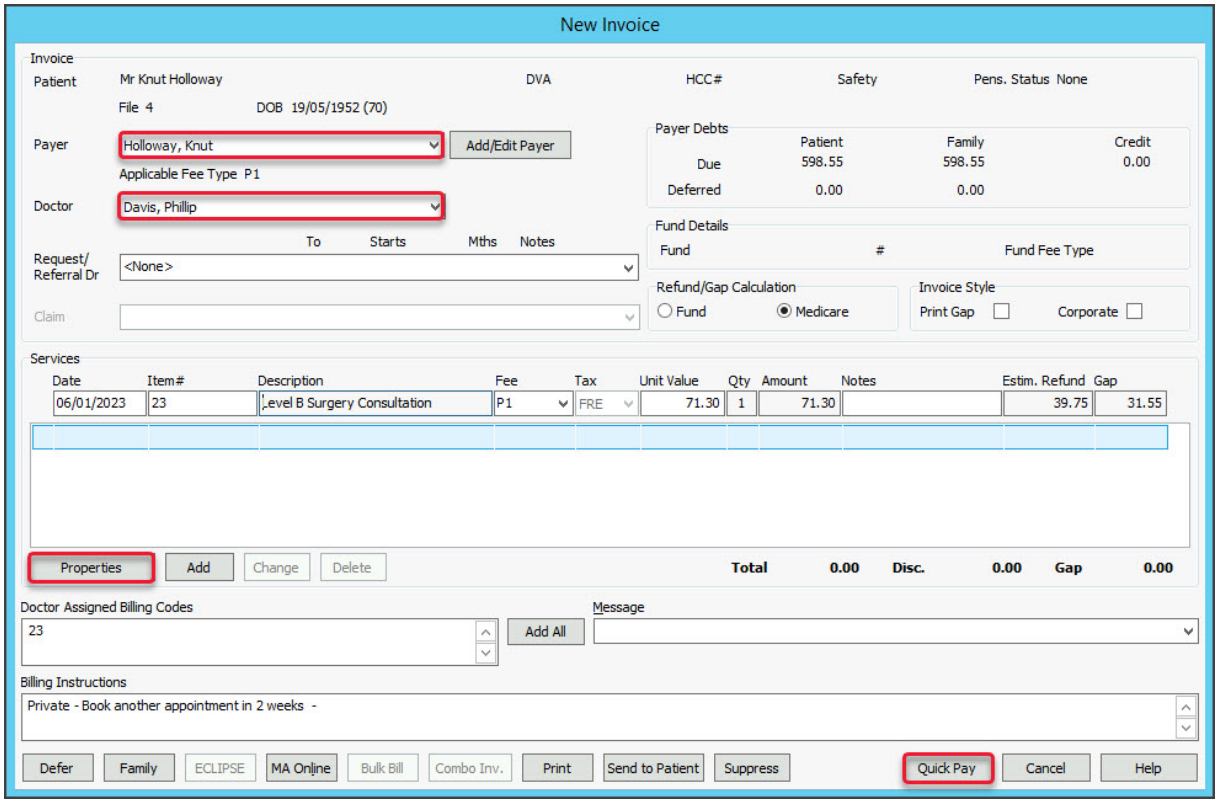
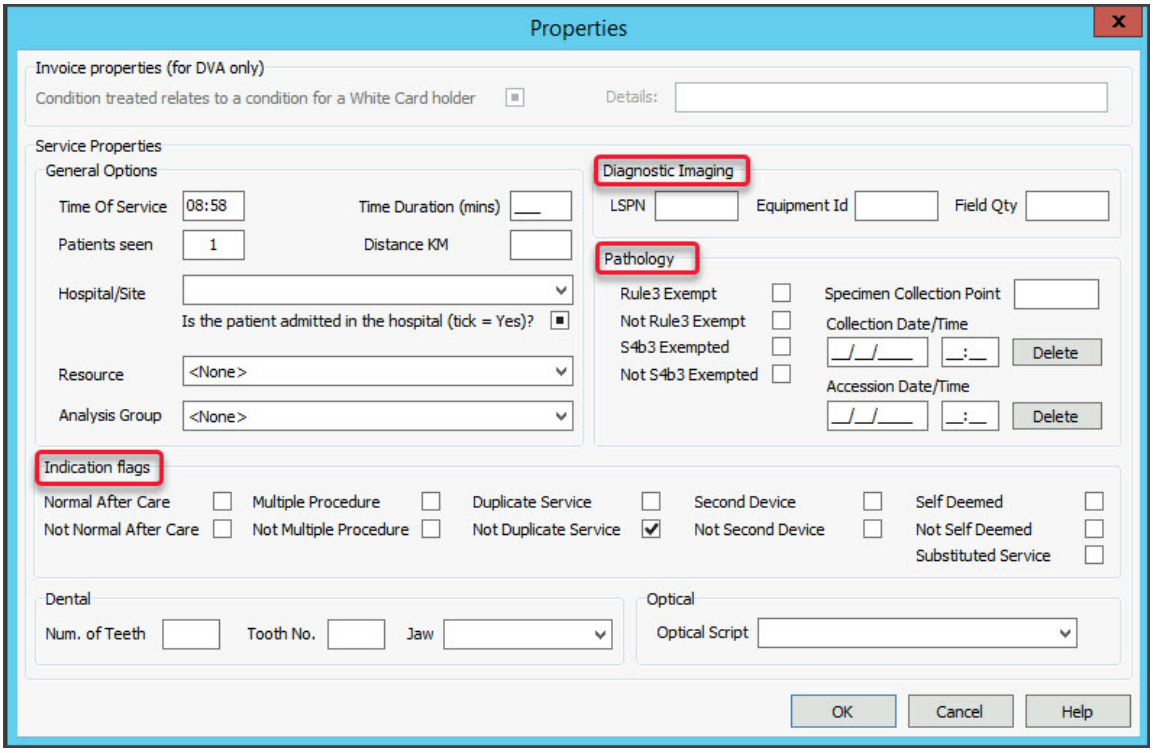


4. Select **Properties** and review the following:
   a. Select any relevant **Indication flags**. For example, if a patient returned later that day, select **Not Duplicate Service**.
   b. If the service item is radiology or pathology, the LSPN and **Specimen Collection Point** fields will be populated.
   c. Select **OK** to return to the **New Invoice** screen.



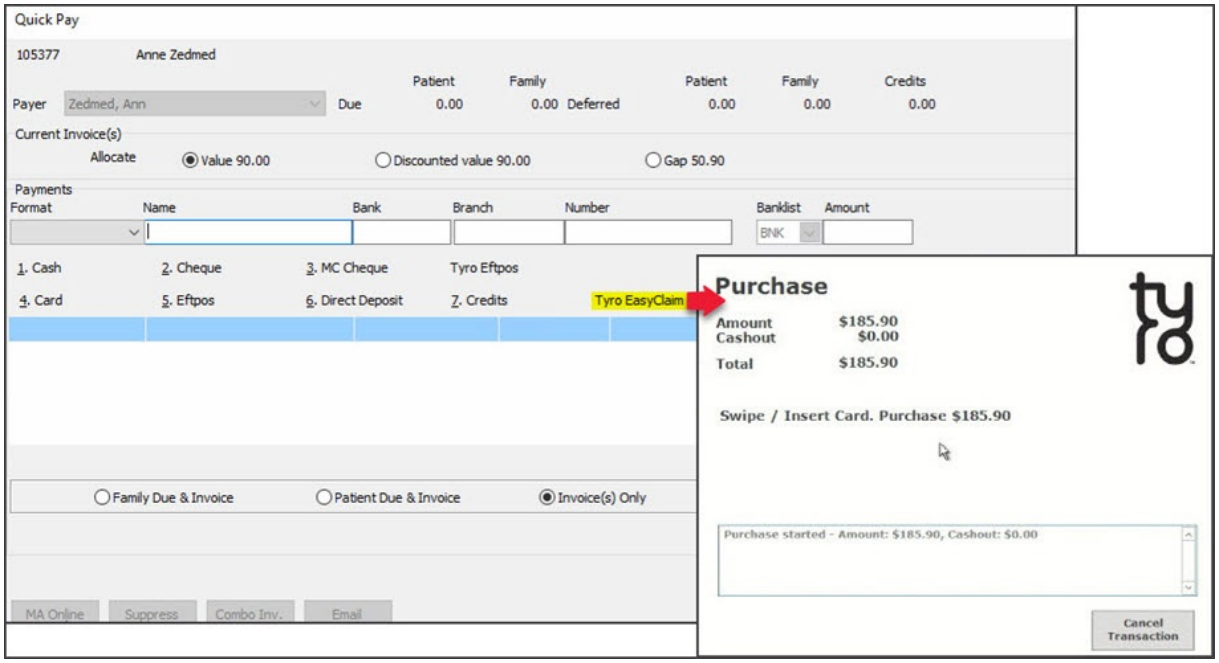
5. If you billed from the **Patient Record:**
    - Select **Add** to add the current item to the invoice and enter any additional items to the invoice.

      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.

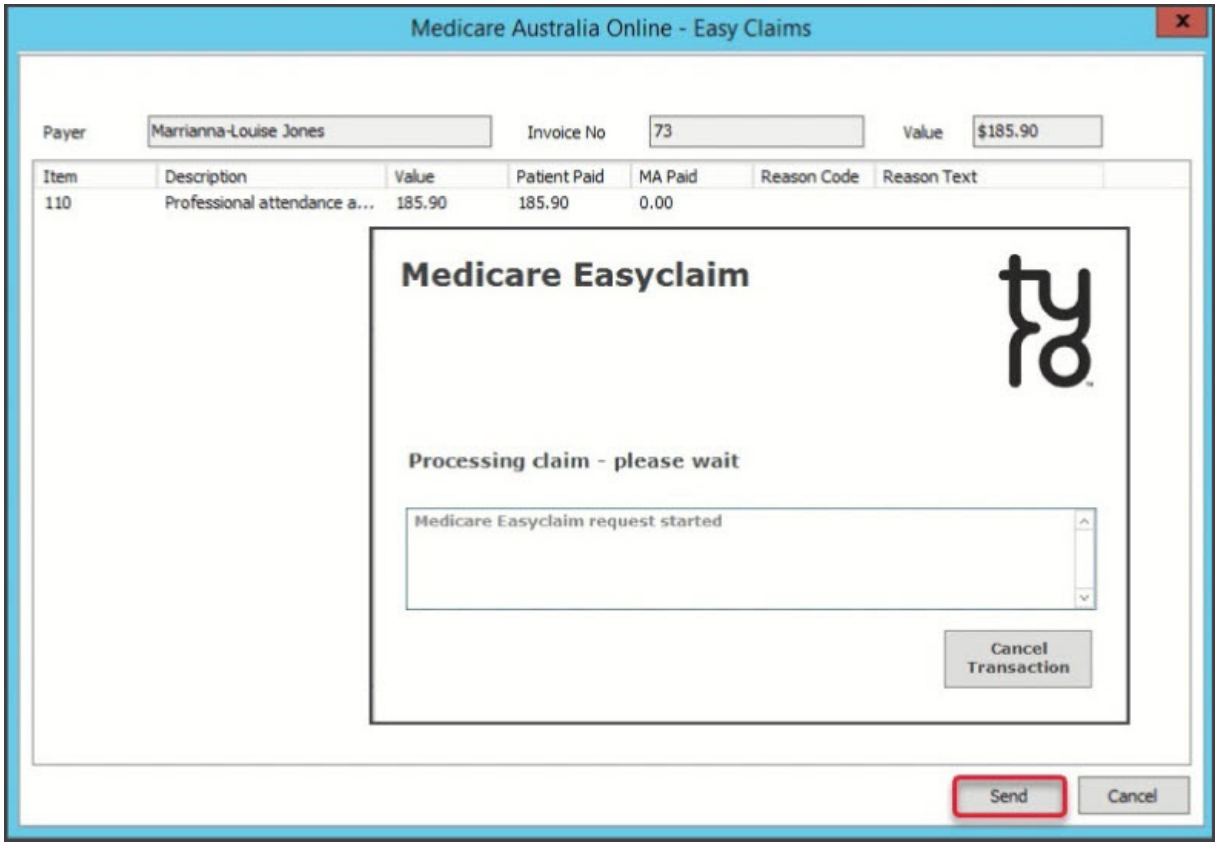
   This will show the **Value** to be paid and, if there is a rebate, the amount will be shown as the **Gap**.
8. Select **Tyro EasyClaim.**

   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.
    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 refund.

    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.

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

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