Register doctor for claims

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For doctors to submit claims using Medicare Web Services, they need to be registered for claiming in Zedmed. This is done in each doctor's record, where there are new **Claiming** options.

Before doctors can be registered, the practice's Medicare credentials need to be Registered for claims.

Register doctor for claiming

We have this guide in both video and written formats. The video includes the process for registering the practice and the doctors.

To register a doctor for claiming:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Doctors** > **Find Treating Doctors**.

   The **Find Doctor Detail** screen will open.
3. Search for the doctor.

   The **Doctor Details** screen will display the selected doctor's information.
4. Under **Branches**, select the branch the doctor works at.

   This branch must be registered for claiming using Medicare Web services or the doctor will not be able to make claims.
5. Select **Register for Claiming** and **OK** on the confirmation dialog.

   This will send the registration information, and the doctor's status will update to **Claiming Active**, with a ticked **Active** box.

   If the doctor's status shows **Locked**, it will need to be unlocked by Medicare before the doctor can submit claims. This could happen if there was a problem with the paperwork submitted for the doctor's onboarding to Medicare Web Services.
6. Repeat these steps for each branch the doctor needs to submit claims from.

   This is important because the doctor may have a different provider number for each branch, and you also need to check that each branch they are registered for shows their claiming status as **Active.**
7. Select **Close** to save.
8. Repeat these steps for the next doctor.

   For each doctor, **Claiming Active** must be shown under the **Provider #** field for the doctor to be able to submit claims at the branch selected.

Video guide for both practice and doctor registration
Your browser does not support HTML5 video.

Troubleshoot Status

For doctors to be able to claim, the status next to **Claiming** must show **Active**, and the **Active** box must have a tick.

Status: Locked

If the status shows **Locked**, it means a claim was submitted by the doctor and Medicare determined that the paperwork for the doctor's registration is not in order or Medicare's claims API flagged a problem. If the status shows Locked, call Zedmed Support on 1300 933 000. We will check and resolve any processing locks.

Status: Not Registered

If the status shows **Not Registered**, you need to select **Register for Claiming**, as explained in this guide.

Active tick box

If there is no tick, the doctor will not be able to submit claims, even if they have the status **Claiming Active**.