

# 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.

**Doctor Details**

**Identity**  
 Family Name: FERNANDEZ  
 Given Names: DANUTA  
 Title: Dr [Search HI Service]  
 EHealthID (HPI-1): [Redacted]  
 ABN/Bus. Name: [Redacted]  
 AHPRA Number: [Redacted]

**Home Address**  
 123 Testing Street  
 Address Line 2: [Redacted]  
 Suburb: SOUTH MELBOURNE  
 3205

**Phone Numbers**  
 Home Phone: 03 1234 5678  
 Home Fax: 03 9876 5432  
 Mobile Phone: 0408509482

**Clinical Settings**  
 Qualification: MBBS  
 Prescriber No: 9877773  
 Email Address: dfernandez@testing.email.au

**Practice**  
 Dr Code: DF [HIC Registered, HIC Online, DVA Registered, REI Registered]  
 Default Item #: [Redacted]  
 Fee type override: [Redacted] [Clear]  
 Dr Type: [Redacted]

**Branches**  
 Branch: Branch 3  
 Bank List: Branch 3 Bank Account  
 MA Format: General Practitioner  
 Provider #: [Redacted] Other Provider #: [Redacted]

Claiming: Not Registered [Register for Claiming]

Claiming: Active [Active] [Delete Registration]

Provider Type: [Redacted] Invoice Header Invoice Footer Another

Erx Entity ID: [Redacted]

**No Employment Record!**  
 Details New

Status  
 Available  Assist Only  External Primary Surgeon Only  Available Online

ECLIPSE Fund Schemes

Text for specialty treatment: [Redacted]

Find [Close] [Cancel]

## 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.

**Branches**  
 Branch: Branch 1  
 Bank List: Albert Road MC Bank Account  
 MA Format: Specialist  
 Provider #: 2418291F Other Provider #: [Redacted]


Claiming: Active [Active] [Delete Registration]

Provider Type: [Redacted] Invoice Header Invoice Footer Another

Erx Entity ID: [Redacted]


### 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.

Branches	
Branch	Branch 1
Bank List	Albert Road MC Bank Account
MA Format	Specialist
Provider #	2121331W
Other Provider #	
Claiming	Locked  <input checked="" type="checkbox"/> Active <span>Contact Support</span>
Provider Type	8P5KG <span>Invoice Header</span> <span>Invoice Footer</span> <span>Another</span>
Erx Entity ID	


### Status: Not Registered

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

Branches	
Branch	Branch 3
Bank List	Branch 3 Bank Account
MA Format	General Practitioner
Provider #	1734511H
Other Provider #	
Claiming	Not Registered  <span>Register for Claiming</span>
Provider Type	<input type="text"/> <span>Invoice Header</span> <span>Invoice Footer</span> <span>Another</span>
Erx Entity ID	

### 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**.

Branches	
Branch	Branch 3
Bank List	Branch 3 Bank Account
MA Format	General Practitioner
Provider #	1734511H
Other Provider #	
Claiming	Active <input checked="" type="checkbox"/> Active  <span>Delete Registration</span>
Provider Type	<input type="text"/> <span>Invoice Header</span> <span>Invoice Footer</span> <span>Another</span>
Erx Entity ID	