

Manually receipt a Medicare payment for a voided invoice

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If you have voided an invoice and not informed Medicare that day, you will receive a payment for that claim and will not be able to reconcile the payment because the invoice is no longer valid. The invoice will show an amount paid and \$0:00 outstanding.

Quickstart guide

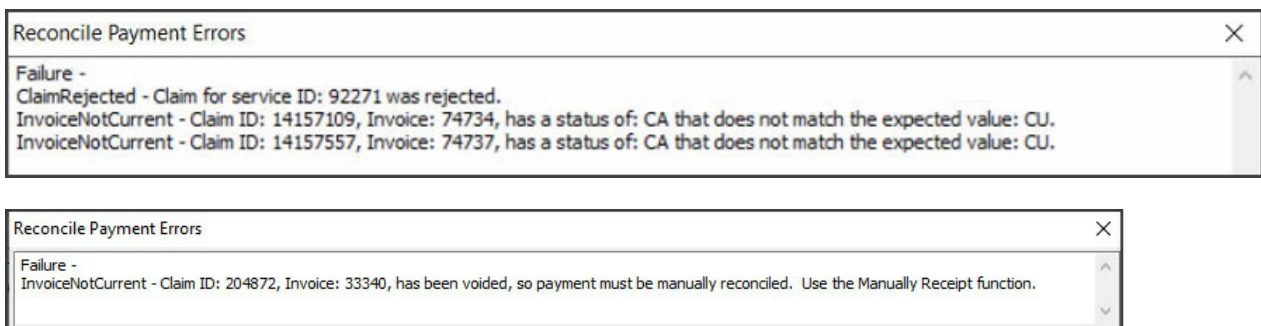
This will result in 2 possible scenarios for reconciling:

- The payment from Medicare is valid so you need to create an invoice to **manually receipt** the payment for the voided invoice.
- The payment from Medicare is not valid so you need to **refund the payment** for the voided invoice.

Caution: Don't use these processes if you upgraded to Zedmed v35 and have unreconciled claims from before the upgrade. Instead, note the payment information and perform the manual receipting from the patient Account Enquiry screen.

Identifying a payment for a voided invoice

If you try to reconcile a Medicare payment with a claim for a voided invoice, the reconciliation will fail and you will receive one of these error messages depending on your version of Zedmed you have. The voided invoice will need to be manually receipted. If the bulk bill payment had multiple invoices, you will need to manually receipt all of the invoices. You may also need to refund Medicare if payment was made for an incorrect claim.



Manually receipt an invalid Medicare payment for a voided invoice

This process is for receipting payment advice that includes a payment for an invoice that was voided. In this scenario, you will need to manually receipt the valid invoices in the payment, then contact Medicare who will advise on the refund process for the duplicate payment. This will leave an unallocated credit that you can then allocate as a refund.

Step 1 - Receipt the valid (correct) invoices

To receipt the valid invoices in the Payment ID:

1. Go to Zedmed's **Management** tab.
2. Select **Claims**.
3. Select the **Payment** tab.
4. Expand the applicable **Payment ID**.

At this point, you may want to use the Print Report feature at the bottom of the screen to capture all the invoices under the Payment ID, as you will need to manually allocate them in a later step.

5. Select the tick box next to the **Payment ID**.
6. Select **Manually Receipt**.

An **Information** dialog will show the possible payers.

7. Select the invoices' payer: **Medicare, DVA** or **Patient**.

The **Manual Receipt** screen will open and show the total payment received for the Payment ID. Check the full amount is shown and update it to reflect the full amount if required. This total will reduce as each invoice is manually allocated to it.

8. A Medicare payment will show as a Direct Deposit with a **Pay Date**. Enter the original payment date into the **Pay Date** field.
9. Select **Add**.
10. Select **Allocate** to start allocating invoices.

The screenshot shows the 'Manual Receipt' window. On the left, a tree view lists Payment IDs and their associated invoices. '23184' is selected. The main panel shows the details for the selected Payment ID, including the payer (Medicare), due amount (4660.10), and credits (244.50). A table lists the payment details, showing a direct deposit of 181.25 on 25/08/2022. The 'Add' button is highlighted. At the bottom, the 'Allocate' button is highlighted.

Format	Name	Bank	Branch	Detail	Banklist	Amount	Pay Date	Ref Num
Direct Deposit	Medicare	Reserve	Canberra		BNK	181.25	25/08/2022	

Payment Total: 0.00
Amount Due: 181.25
Balance: 181.25

The **Allocation** screen will open (screenshot below) and show all unpaid invoices for the type of payer you selected in the Payer's dialog.

11. Select the (first) invoice to be allocated to the payment.
12. Select **Fully Receipt**.

The Account Payer credit will reduce as the invoice is receipted.

13. Continue with the other invoices with claims covered by the Payment ID and **Fully Receipt** each one.

Step 2 - Refund the payment and allocate the unallocated credit

When the last invoice has been manually receipted in step 1, you will have an unallocated credit showing on the Allocations screen. This is the amount that Medicare paid for the voided invoice. This payment now needs to be refunded from the doctors/practice bank account to Medicare, and the unallocated credit needs to be allocated in Zedmed.

To refund the payment back to Medicare:

1. Call Medicare's e-business line on 1800 700 199.
2. Advise Medicare that an invalid payment was received.

You will need to provide your Minor ID, which can be found under **Practice Setup > Practice**.

Medicare will collect some details and send you a form to complete.

3. Complete the steps on the form to transfer the invalid payment amount from the doctor/practice bank account to Medicare.

To allocate the credit in Zedmed:

1. Go to Zedmed's **Management** tab.
 2. Select **Debtors > Account Payers**.
- The **Account Payer Selector** screen will open.
3. Type Medicare into the **Name** field and select **Search**.
 4. Select 'Medicare' from the results.

The **Account Payer Details** screen will open.

5. Select **Payment Allocation**.

The screenshot shows a software interface for finding an account payer. It includes a search bar with 'Medicare' entered, a table with one row containing 'Medicare', and a 'Select' button highlighted with a red box. The interface also shows a 'Payment Allocation' section with 'Branch 1' and 'PDAVIS'.

The **Third Party Account Enquiry/Allocation** screen will open.

6. Select **Payments**.

The **Payment Enquiry** screen will open.

Under **Value** and **Credits**, the receipt will have a credit that has not been allocated to the value.

7. Select the receipt (**R**).

8. Select **Refund**.

The **Refund** screen will open.

9. Select the refund option you will be using: **Cash**, **Cheque** or **Eftpos**.

10. Enter reference information into the **Details** field.

11. Select **OK**.

The credit will be allocated to the value and the **Credits** will show 0.00.

Third Party Account Enquiry/Allocation

Display Invoices: <All> ☒ Invoice Only ☐ Full Details

Payer: Medicare Recalculate Account Payer Credits: 2715.90 Allocation ...

Curr: 1719.10 30+ 2037.70 60+ 1380.80 90+ 1927.20 Total: 7064.80 Deferred: 0.00

Outstanding Invoices From: 13/08/2022 To: 11/11/2022 Go

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
Payment Enquiry Payer: Medicare Payments: <All> <input checked="" type="radio"/> Payment Only <input type="radio"/> Full Details Payment Date Period: 11/10/2022 To 11/11/2022								
Receipt #	Date	Time	Staff	Value	Credits			
37	11/11/2022	09:40	PD	164.30	124.55			
BNK DIRECT DEPOSIT Medicare Reserve Canberra PD 164.30						124.55		
11/11/2022 In Banklist : BNK						181.25		
36						167.55		
35						0.00		
33								

Refund

Refund amount: 124.55 Bank list: Albert Road MC Bank Account

Method:

☐ Cash ☒ Cheque ☐ Eftpos

A cash refund will appear on your banking reports as a negative cash amount.

A refund cheque will be treated as a negative DIRECT DEPOSIT so as not to affect your banking.

A EFT refund will appear on your banking reports as a negative EFT amount.

Warning: This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.

Details: Test refund

OK Cancel

Refund Print Duplicate Reverse Allocation Reverse Payment Close Cancel Help

Manually receipt a valid Medicare payment for a voided invoice

This process is for receipting payment advice that includes a valid payment for an invoice that was voided. In this process, you will need to allocate the amount for the voided invoice to a replacement invoice. It is therefore important that the invoice you create is for a legitimate payment for a service that was provided and not a duplicate payment.

Step 1 - Create a replacement invoice

The first step is to create an invoice to replace the one that was voided. Follow this process for each voided invoice that needs to be manually receipted.

To create the invoice:

1. Open the record of the patient who the cancelled invoice was for.
2. Select **Acc Enquiry**.
3. Locate the voided invoice and note down all the items, the service date and the doctor.
4. Close out of Acc Enquiry and now select **Bill** on the patient record.
5. Create a new invoice using the information noted down in step 3.
6. **Suppress** the invoice.

For more information, see Zedmed's [invoicing guides](#).

7. Enter **Acc Enquiry** and note down the invoice number, as you will need to select it in the next step when you assign it to the payment.

Steps 2 - Manually receipt the payment:

The next step is to manually receipt all invoices under the Payment ID, including the invoice that had a replacement invoice created in step 1.

To receipt the payment and allocate the invoices:

1. Go to Zedmed's **Management** tab.
2. Select **Claims**.
3. Select the **Payment** tab.
4. Expand the applicable **Payment ID**.

At this point, you may want to use the Print Report feature at the bottom of the screen to capture all the invoices under the Payment ID, as you will need to manually allocate them in a later step.

5. Select the tick box next to the **Payment ID**.
6. Select **Manually Receipt**.

An **Information** dialog will show the possible payers.

7. Select the invoices' payer: **Medicare, DVA or Patient**.

The **Manual Receipt** screen will open and show the total payment received for the Payment ID. Check the full amount is shown and update it to reflect the full amount if required. This total will reduce as each invoice is manually allocated to it.

8. A Medicare payment will show as a Direct Deposit with a **Pay Date**. Enter the original payment date into the **Pay Date** field.
9. Select **Add**.
10. Select **Allocate** to start allocating invoices.

The screenshot shows the 'Manual Receipt' dialog box in the Zedmed software. The dialog has a title bar 'Claim Status' and a toolbar with buttons: Refresh, Default View, Expand All, Collapse All, Reconcile Payments, Manually Receipt (highlighted), and Manually Associate Receipts. Below the toolbar, there are input fields for 'From' (14/09/2022), 'To' (21/09/2022), 'Payer' (<ALL>), 'Show New' (checked), 'Payment ID', and 'Invoice No.'. A tree view on the left shows 'Payment ID' with a list of invoices: 23173, 23174, 23183, 23184 (selected), 23185, 23190, and 23191. The main area displays payment details for 'Medicare' with a 'Due' amount of 4660.10 and 'Credits' of 244.50. A table shows payment methods: 1. Cash, 2. Cheque, 3. MC Cheque, 4. Card, 5. Eftpos, 6. Direct Deposit (selected), 7. Credits. The 'Amount' field is 181.25 and the 'Pay Date' is 25/08/2022. The 'Add' button is highlighted. At the bottom, the 'Allocate' button is highlighted.

The **Allocation** screen will open (screenshot below) and show all unpaid invoices for the type of payer you selected in the Payer's dialog.

11. Select the (first) invoice to be allocated to the payment.

If you are receipting a voided invoice, select the invoice you created to replace the one that was voided.

12. Select **Fully Receipt**.

The Account Payer credit will reduce as the invoice is receipted.

13. Continue with the other invoices with claims covered by the Payment ID and **Fully Receipt** each one.
14. Once the full amount has been receipted off, select **Close** to exit.

The screenshot shows the 'Claim Status' window with the 'Allocation' sub-window open. The 'Allocation' window displays a list of invoices on the left and a transaction table in the center. The transaction table has columns: Invoice#, Date, Patient, HIC, CLM#, Br, Dr, Value, and Outstanding. The table shows several transactions for various patients, including GAYLE, ANGOLINA, DARICE, ROMEO, IRVINE, JASPER, and BARKER, EMILY. The 'Value' and 'Outstanding' columns show amounts like 40.95 and 199.95. At the bottom of the transaction table, there are buttons for 'Fully Receipt' and 'Partly Receipt'. The 'Allocation' window also has a 'Close' button at the bottom right.

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
11254	28/03/2022	GAYLE, ANGOLINA	00040	MED	IF		40.95	40.95
11253	28/03/2022	DARICE, ROMEO	00030	MED	IF		40.95	40.95
11250	28/03/2022	IRVINE, JASPER	00020	MED	IF		40.95	40.95
11249	28/03/2022	CHAPMAN, WILLIAM	00010	MED	IF		40.95	40.95
11244	25/03/2022	DARICE, ROMEO	00020	MED	IF		40.95	40.95
11235	25/02/2022	IRVINE, JASPER	00010	MED	IF		40.95	40.95
11229	24/02/2022	CHAPMAN, WILLIAM		MED	IF		199.95	199.95
11221	18/02/2022	BARKER, EMILY	00010	MED	IF		199.95	199.95
11217	11/02/2022	IRVINE, JASPER	00010	MED	IF		40.95	40.95