

Bulk Billing consent

Version: 1 | Last Modified on 17/06/2026 9:55 am AEST

Patients can consent to be bulk billed for Medicare and DVA by approving a consent form sent via SMS. This can be implemented as part of your billing workflow in 3 easy steps. The features shown in each step can be used to create an alternative workflow to best suit your practice. SMS must be **configured in Zedmed** for this feature. *This feature requires Zedmed v36.9 or later.*

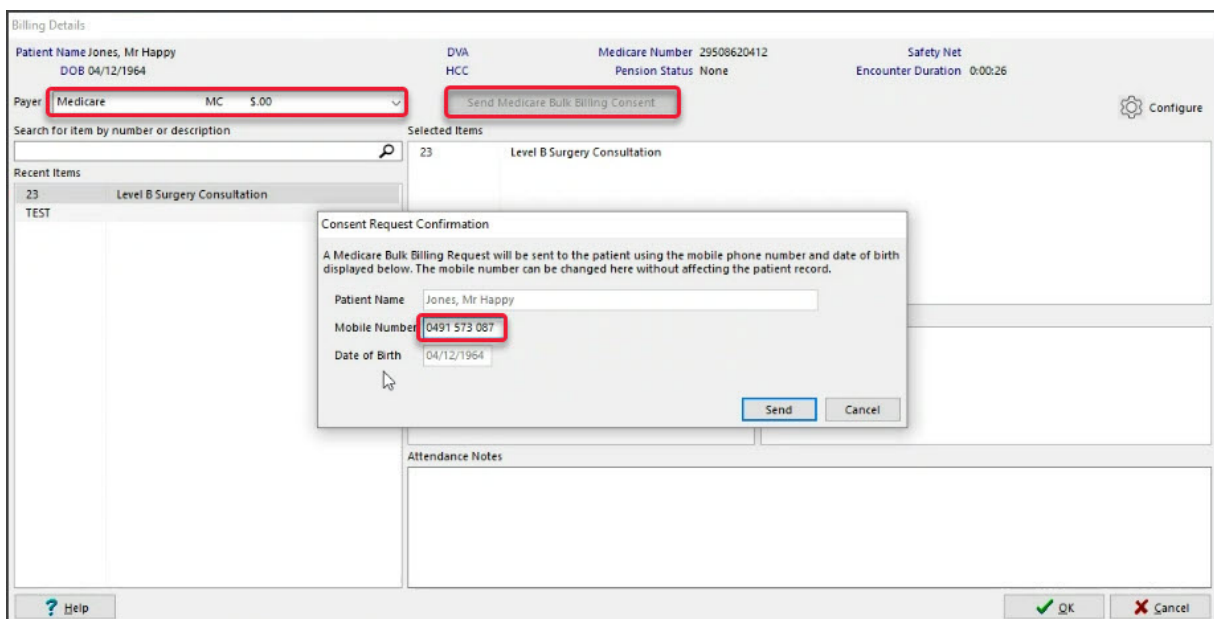
From 1 July 2026, AoB must follow the [New AoB approval process](#)

Reception can send a Bulk Billing Consent request if billing without a practitioner, as shown in [Step 3](#)

Step 1 - Send the consent request

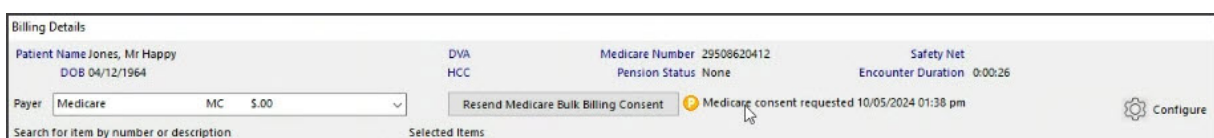
When using the **Billing Wizard** for a Medicare or DVA payer at the end of the encounter:

1. Check the **Payer** is Medicare or DVA.
2. Select the item/s for the consultation. The consent button will become active.
3. Select the **Send Medicare Bulk Billing Consent** button.
4. Review the **Consent Request Confirmation** dialog. You can enter or change the mobile number.



5. Select **Send**.

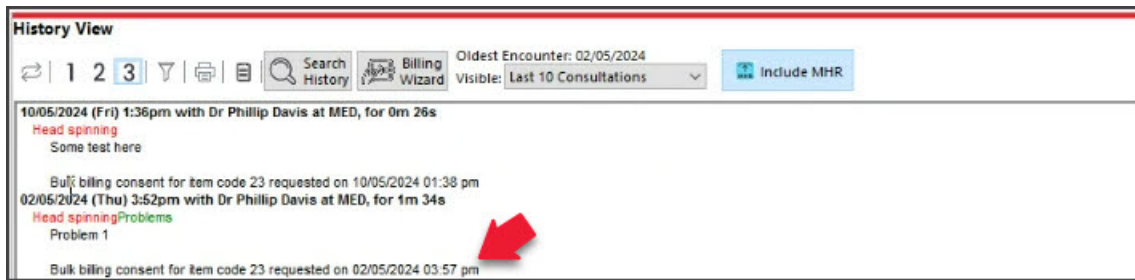
The button will update to a 'Resend' option.



6. Advise the patient to open the Consent form sent to them, then review and approve the form before going to

reception.

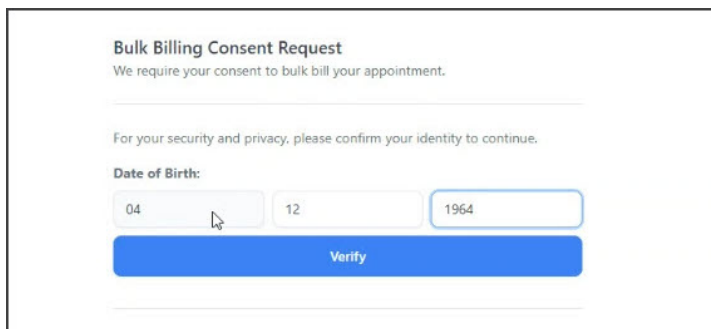
The Consent request will be recorded in the patient's **History View**.



Step 2 - The patient approves the consent request

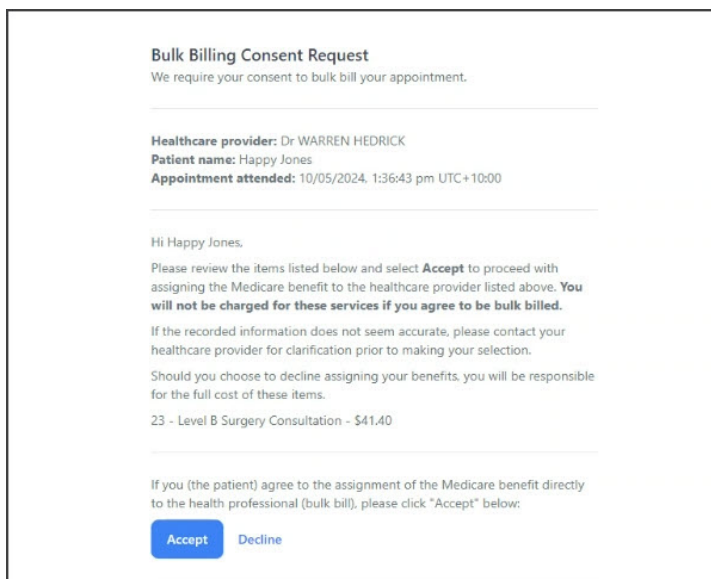
When the patient is sent a bulk bill consent request, they:

1. Locate the SMS.
2. Open the URL sent in the SMS.
Zedmed's bulk billing consent portal will open.
3. Enter the patient's date of birth.
4. Select **Verify**.

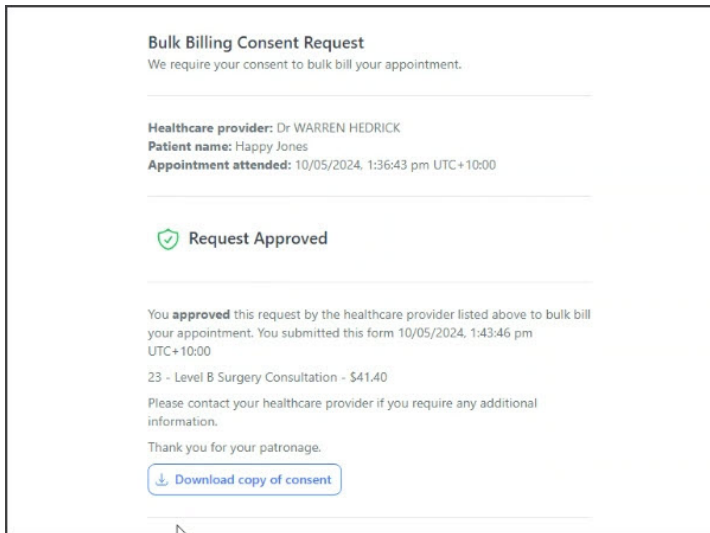


The Bulk Billing Consent Request page will open.

5. Review the consultation description and service items.
6. Select **Accept** to consent to being bulk billed.



7. Optional: select **Download copy of consent** to save a record of the approval.



Step 3 - If reception receives consent to bulk bill

When Billing for Medicare or DVA:

1. Check the consent request status - it must show **Medicare consent received**.

If it shows **Medicare Consent Pending**, the patient has not yet approved the consent form.

If it shows **Medicare Consent Declined**, DO NOT use Medicare or DVA as the **Payer**.

The patient's consent can be seen in the **Account Enquiry** screen.

Account Enquiry											
Patient: Jones, Happy											
Payer: Medicare Recalculate											
Curr: 205.50 30+ 0.00 60+ 0.00 90+ 0.00											
Transaction											
	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Consent	
> -- I	9	10/05/2024	JONES, HAPPY			MED	WH	41.40	41.40	ACCEPTED	
> -- I	6	06/05/2024	JONES, HAPPY			MED	PD	81.30	81.30		
> -- I	4	06/05/2024	JONES, HAPPY			MED	PD	41.40	41.40		
> -- I	1	03/05/2024	JONES, HAPPY			MED	PD	41.40	41.40	ACCEPTED	

The **Send BB Consent** button at the bottom of the Account Enquiry screen allows you to send the consent request.

The **View BB Consent** button at the bottom of the Account Enquiry screen allows you to view or print a copy of the consent.

You can also view the sent consent request in the **Patient record** and **Message Manager**

Step 3 - If reception does not receive consent to bulk bill

Scenario 1 - the patient needs another Bulk Billing Consent request:

1. Select **Resend Medicare Bulk Billing Consent**.
2. Recheck the patient's name and mobile number in the **Consent Request Confirmation** dialog.
3. Select **Resend**.
4. Have the **patient respond** to the consent request
5. Wait for the consent request status to show "**Medicare consent received**".
6. Proceed with the billing.

New Invoice

Invoice Patient: Andrea Holloway, File A56, DOB 26/12/1943 (80), DVA, HCC#, Safety, Pens. Status None

Payer: Medicare, Add/Edit Payer, Applicable Fee Type MC

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Claim: [Empty]

Services: 02/10/2024, 23, Level B Surgery Consultation

Consent Request Confirmation: A Medicare Bulk Billing Request will be resent to the patient using the mobile phone number and date of birth displayed below. The mobile number can be changed here without affecting the patient record. Patient Name: Andrea Holloway, Mobile Number: 0455555555, Date of Birth: 26/12/1943. Buttons: Resend, Cancel.

Doctor Assigned Billing Codes: 23, Message: Invoice Message text

Billing Instructions: Resend Medicare Bulk Billing Consent, Medicare consent requested 02/10/2024 02:55 pm

Buttons: Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Send to Patient, Suppress, Quick Pay, Cancel, Help

Scenario 2 - the patient has not been sent a Bulk Billing Consent request:

1. Check that the **Payer** is Medicare or DVA.
2. Select **Send Medicare Bulk Billing Consent**.
3. Review the **Consent Request Confirmation** dialog. You can enter or change the mobile number.

4. Select **Send**.
5. Have the **patient respond** to the consent request.
6. Wait for the consent request status to show "**Medicare consent received**".
7. Proceed with the billing.

New Invoice

Invoice Patient: Emma Black, DVA: QX712347, HCC#: Safety, Pens. Status: Full DVA

Payer: Medicare (Add/Edit Payer), Applicable Fee Type: MC

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Claim: [Empty]

Payer Debts		Patient	Family	Credit
Due		332.35		3096.95
Deferred		0.00		

Fund Details: Fund #, Fund Fee Type

Refund/Gap Calculation: Fund Medicare

Invoice Style: Print Gap Corporate

Date	Item#	Description
02/10/2024		
02/10/2024	23	Level B Surgery Consultation

Assist Fee: [Empty] Properties: [Empty] Add: [Empty] Change: [Empty] D: [Empty]

Doctor Assigned Billing Codes: [Empty] Add All: [Empty] Invoice Message text: [Empty]

Billing Instructions: Send Medicare Bulk Billing Consent

Buttons: Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Send to Patient, Suppress, Quick Pay, Cancel, Help