Front Desk Practice Management System

Medicare / DVA Online Claiming Guide

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Medicare/DVA Online Claiming

Front Desk allows users to process 2 different types of Patient Claims; these are referred to as **Patient Claims: Interactive (PCI)** and **Patient Claims: Store & Forward (PCS)**.

Patient Claims: Interactive (PCI) allows real-time processing of a single claim, and is available during Medicare Australia operating hours. PCI allows claims to be transmitted and assessed at the time of billing, and will return an outcome immediately.

Patient Claims: Store & Forward (PCS) involves preparing and authorising the claim, storing the claim, and then forwarding it to Medicare at a more convenient time. PCS is the required method of transmitting claims outside Medicare Australia operating hours.

Note: Medicare Australia operating hours are: 7am to 9pm (AEST), Monday to Friday (except National Public Holidays)

Medicare/DVA Online Claiming

PCI claims are generally sent to Medicare at the time of billing or receipting the patient, but a claim can be submitted to Medicare up to 2 years after the treatment date.

SUBMITTING A PATIENT CLAIM FROM THE RECEIPT SCREEN

		с. н	
Name	Mr Bartholomew	Smythe	
Account	Primary		~
Date	23/02/2017 🗸		
Practitioner	George Rogers - I	Hazelwood Park	~
ltem Code	10960 ~	<all schedules=""></all>	~
Description	Medicare Consu	ltation	^
_		la dude CCT	~
Fee	\$52.95	Include GST	
Reduction	\$0.00	Medicare PCI	
Net Fee	\$52.95		
Print		- 4	
Print Email	O Send now usin	g template	
Print Email	O Send now usin Appointment	g template Reminder	>
Print Email	 Send now usin Appointment Edit before sen 	g template Reminder	~

If the patient would like to claim their Medicare rebate on the spot, tick the **Medicare PCI** option on the **Receipt** screen.

After payment has been taken, the Medicare Claiming Wizard will be displayed.

Pa	tient Name	Mr Bartholemew Smythe		
Ge	ender	Male		
M	edicare No	3950-32493-1 1	Verify	
te	ems to Claim	Description	Channa	_
•	10960	Medicare Standard	\$52.95 ·	

Medicare/DVA Online Claiming

The first page displays patient information and a list of the items to be claimed through Medicare. Clicking on the ... button allows additional information to be entered about the claim.

Additional Information	X
 Service is not Restrictive After Care Service Normal After Care Service was rendered in a hospital Distance Travelled (km) Service is part of a Multiple Procedure Patient attended on more than one occasion on the same day Additional Service Text 	OK Cancel

Select any relevant options and click **OK** to return to the Wizard.

Click **Next** to continue to the next page.

Online Claimin	g - Referral Details
Use the stored referr	al details O No referral details available
Referring Provider No	2121331W
Referral Date	25/05/2016
Referral Period	Standard (12 months from a GP and 3 months
<u>C</u> ancel	<< <u>B</u> ack Next >>

The Online Claiming – Referral Details page is displayed. If referral details were entered for the patient these will be displayed here. If there are no referral details then the **No referral details available** option will be selected, and a reason must be selected from the list.

Medicare/DVA Online Claiming

Medicare Patient Claims Interactive: Step 2
Online Claiming - Referral Details
C Use the stored referral details • No referral details available
Referral Override Type Lost Emergency Hospital Not required (Non-Referred)
<u>C</u> ancel << <u>B</u> ack <u>N</u> ext >>

If **Hospital** is selected, the following page will be displayed to enter the name of the hospital where the treatment took place.

Medicare Patient Claims Interactive: Step 3
Hospital Details
Please provide the name of the hospital
Royal Adelaide Hospital
Cancel << Back Next >>

Click **Next** to continue.

Medicare/DVA Online Claiming

Claimant [Details
Patient is the	claimant 💿 Use alternate claimant details
Name	Bartholomew Smythe Search
Medicare No	6502-46348-1 1 Verify
Date of Birth	14/12/1985 👻
Pay the benefit: O Using detail: O By EFT (bar	s registered with Medicare nk account details will be required)

The next page allows **Claimant Details** to be entered. If the patient will not be the one claiming the rebate from Medicare, then select **Use alternate claimant details**. This will automatically display claimant details if they have been entered on the patient's file, or it will allow users to search for a claimant. This would typically be used in the case where a child is the patient, and the rebate will be sent to a parent.

This page also allows the patient to select whether they would prefer the benefit to be paid **Using details registered with Medicare** or if they would like an **EFT** payment directly into their bank account.

Click **Next** to continue.

Alternate Bank A	ccount Det	ails				_
Account Name	BOD Brown	1 		100450	700	_
B2B	062902	Account P	٩v	123456	789	
Z Use alternate p Address	ostal addre: 1/527 Glyr	ss for cheque nburn Road	e or	stateme	nt of bei	nefit
Suburb	Hazelwood	d Park	Po	stcode	5066	

The Bank Account and Postal Details page is displayed.

Medicare/DVA Online Claiming

This page allows bank account details to be entered (if **EFT** was selected on the previous page), and allows an alternate postal address to be specified if the cheque or statement is to go to an address other than the one in Medicare Australia's records.

Click Next to continue.

Medicare Patient Claims Interactive: Step 6
Submit Claim
The patient has been asked if they would like the claim to be submitted on their behalf.
 Claim using Store & Forward (required when claiming outside Medicare Australia operating hours) Print
Cancel << Back Submit

The Submit Claim page is displayed.

The patient must then give their consent to have the claim submitted electronically to Medicare Australia.

Check The patient has been asked if they would like the claim to be submitted on their behalf if they agree.

If submitting a PCS claim, check the Claim using Store & Forward option.

Click **Submit**. The claim will then be sent to Medicare Australia.

If the claim is accepted, a **Statement of Claim and Benefit Payment** will be printed (if the **Print** option is selected).

If the claim is rejected, the following screen will be displayed.

Medicare/DVA Online Claiming

Claim Error L Claim Error C	evel: Ur iode:	nacceptable		
tem error stal	tus			
Date	Item Num	Error Level	Error	^
2070272017	10300		Tanaa) check servicing	
				E

An **Unacceptable** error level means that the claim can not be accepted with the current details. It must be cancelled and started again.

Me	edicare Patier	nt Claims	Interactive:	Summary	x
1	Claim c	ould no	ot be Pre	ocessed	
	Claim Error L Claim Error C	evel: Ac ode:	ceptable		
	Item error stat	us			
	Date	Item Num	Error Level	Error	<u> </u>
	23/02/2017	105	А	[9601] The claim needs to be r	
					Ш
					•
	<u>C</u> ancel			< Back Acce	ept

An **Acceptable** error level means that the claim can not be processed automatically and it needs to be referred to Medicare and processed manually. To do this, click **Accept**.

The following message will be displayed



Medicare/DVA Online Claiming

A Lodgement Advice will then be printed.

If the **Claim using Store & Forward** option is checked, a **Lodgement Advice** will be printed (If selected), and the following page will be displayed.



Click **Finish** to close the Wizard.

Medicare/DVA Online Claiming

It is also possible to claim directly from the Billing screen.

Patient	Mr Bar	tholeme	w Smythe			Account	Primary			. 7
Practitioner	George	Rogers	- Hazelwood Par	k	~					
Date	16/03/2	2018 ~				Fee	\$52.95	5		
tem Code	10960	~	<all schedules=""></all>	• •		Reduction	\$0.00	0		
Description	Medic	are Stan	dard		^	Net Fee	\$52.95	5 Inclu	de GS	r []
					\sim	Payment	52.95	5 ~	Add	
Date	ltem	Descrip	tion			Prac	Net Fee	Paym	nent	^
16/03/2018	10960	Medica	re Standard				\$52.95	\$5	2.95	
	10000	meanes	estandard				452.05			
GST Ite	m					Totals	\$52.95	\$5	2.95	~
GST Ite	m nallocat	ed Paym	ent to practition	George Ro	gers - Hi	Totals unalloc	\$52.95	\$5 nt	2.95	0.0 0
GST Ite Accept U Online Clain	:m nallocat	ed Paym	ent to practition	George Ro	igers - Hi	Totals unalloc	\$52.95	\$5/	2.95 S	0.00
GST Ite Accept U Online Clain Medicare Bulk Bill	rm nallocati ning ₽ PCI	ed Paym	ent to practition	er George Ro	igers - Hi	Totals unalloc	\$52.95	\$5; nt	2.95 \$	0.00
GST ite Accept U Online Clain Medicare Bulk Bill DVA Clai	em nallocat ning e PCI m	ed Paym	ent to practition	George Ro Send now usin Edit before sen	igers - Hi g templa iding	Totals unalloc te Rece	\$52.95 S52.95 states	\$51 nt	2.95 \$	0.00

Check the **Medicare PCI** option and then click OK.

If the transaction is paid in full, the claiming process is identical to claiming from the Receipt screen.

								1
Patient	Mr Bar	tholeme	w Smythe		Account	Primary		1
Practitioner	George	Rogers	- Hazelwood Park	~				
Practitioner Date tem Code Description Date 16/03/2018	16/03/2	2018 ~		Fee	\$52.9	5		
tem Code	10960	~	<all schedules=""> 🗸</all>	Reduction	\$0.00	0		
Description	Medic	are Stan	dard	Net Fee	\$52.9	5 Include G	ST [
				~	Payment	0.0	0 ~ Ad	d
Date	ltem	Descrip	tion		Prac	Net Fee	Payment	^
16/03/2018	10960	Medica	re Standard			\$52.95	\$0.00	
GST Ite					Totals	\$52.95	\$0.00	_
GST Ite	m nallocati	ed Payn	nent to practitioner George F	Rogers - H	Totals	\$52.95 cated amour	\$0.00	\$0.01
GST Ite Accept U Online Clain Medicare Bulk Bill DVA Clai	m nallocat ning ₂ PCI m	ed Payn	nent to practitioner George F	Rogers - H ing templ	Totals . unallo ate	\$52.95 cated amour	\$0.00 nt	\$0.0

If no payment or a part-payment has been made, the Medicare Online Claiming Wizard will appear differently.

Medicare/DVA Online Claiming

dicare Patient	Claims Interactive: St	ep 1	
Patient D	etails and Trai	nsactio	ons
Items not paid in	n full. Claim will be made	on the pro	vider's behalf.
Patient Name	Mr Bartholomew B Sm	iythe	
Gender	Male		
Medicare No	6502-46348-1	1	Verify
Items to Claim			
Item Code	Description		Charge
▶ 10960	PHYSIOTHERAPY		\$52.95 •••
Γ			
I			
			Deale Newton

The first page displays the text "Items not paid in full. Claim will be made on the provider's behalf."

This means that no benefit will be paid to the patient. The benefit will instead be paid to the practitioner.

Click **Next** to continue.

Use the stored referr	al details 🛛 C. No refe	rral details available
Referring Provider No	2121331W	
Referral Date	25/02/2018	
Referral Period	Standard (12 months fr	om a GP and 3 months

The **Online Claiming – Referral Details** page is displayed.

Medicare/DVA Online Claiming

Click **Next** to continue.

edicare Patient Cl	aims Interactive: Step 3
Claimant D)etails
Patient is the open states of	claimant 🛛 🔘 Use alternate claimant details
Name	Jerry Opultura Search
Medicare No	6502-46375-1 1 Verify
Date of Birth	14/12/1958 👻
 Using details By EFT (ban 	registered with Medicare k account details will be required)
Cancel	<< Back Next >>

The **Claimant Details** page is displayed. If the patient has paid on the day, users can select whether to pay the benefit **Using details registered with Medicare** or **By EFT (bank account details will be required)**.

When the benefit is paid to the practitioner, the only option is to have a cheque sent out. This cheque will be posted to the patient / claimant who will then have to present it to the practitioner.

Click **Next** to continue.

edicare Patient Postal De	Claims Interactive: Step 4
🔽 Use alterna	te postal address for cheque or statement of benefit
Address	1/527 Glynburn Road
Suburb	Hazelwood Park Postcode 5066
Suburb	Hazelwood Park Postcode 5066
<u>C</u> ancel	<< <u>B</u> ack <u>N</u> ext >>

The **Postal Details** page is displayed.

Medicare/DVA Online Claiming

Enter any relevant details and click **Next** to continue.

Medicare Patient Claims Interactive: Step 6	x
Submit Claim	
The patient has been asked if they would like the claim to be submitted on their behalf.	
Claim using Store & Forward (required when claiming outside Medicare Australia operating ho <u>Print</u>	urs)
Cancel << Back Su	bmit

The **Submit Claim** page is displayed. Once the patient has given consent for the claim to be submitted, click **Submit** to send the claim to Medicare Australia.

Medicare/DVA Online Claiming

To forward a stored PCS Claim, go to the **System** menu and select **Medicare / DVA Claims**.

				m	Medicare / DVA Claims
📶 Me	dicare / DV/	4		•	> Navigate to
> N	lavigate to.				
System	<u>R</u> eports	Window	<u>H</u> elp		

The following screen is displayed

Claim Typ	e	Claim Stat	us	Date Ra	nge		Location			<u>C</u> lose
PCS	-	Incomplet	te 🔻	25/02/2	2016 🔽 to 03/03/2017	•	< <all locati<="" th=""><th>ons>></th><th>-</th><th>Delete</th></all>	ons>>	-	Delete
Туре	State	Allocated	Lodgement D	ate	Patient Name	Card	Number	Ref ID	Claim ID 🔺	
E PCS	Stored		23/11/2016 1	1:04 pm	Randolph Zozokos	6502	-46384-11	44564	SSA0000023	<u>S</u> end
PCS	Stored		21/07/2016 1	12:29 pm	Bartholomew Smythe	6502	-46348-11		SSA0000021	
	Stored		17/07/2016 3	3:22 pm	Bartholomew O'Smythe	6502	-46348-1 1		SSA0000017	Report
PCS	Stored		17/07/2016 1	12:49 pm	Bartholomew O'Smythe	6502	-46348-1 1		SSA0000017	
E PCS	Stored		13/05/2016 1	1:35 pm	Randolph Zozokos	6502	-46384-1.1		SSA0001013 =	Reprin
	Stored		16/04/2016 4	1:55 pm	Bartholomew Smythe	6502	-46348-1 1		SSA0001016	Proppo
PCS	Stored		16/04/2016 4	4:34 pm	Bartholomew Smythe	6502	-46348-1 1			Floces
🗄 PCS	Stored		16/04/2016 4	4:31 pm	Bartholomew Smythe	6502	-46348-1 1			
🗄 PCS	Stored		16/04/2016 4	4:26 pm	Bartholomew Smythe	6502	-46348-1 1			
🗄 PCS	Stored		16/04/2016 4	4:00 pm	Bartholomew Smythe	6502	-46348-1 1			
🗄 PCS	Stored		16/04/2016 3	3:28 pm	Bartholomew Smythe	6502	-46348-1 1			
PCS	Stored		16/04/2016 3	3:24 pm	Bartholomew Smythe	6502	-46348-11			
E PCS	Stored		16/04/2016 1	1:09 pm	Bartholomew Smythe	6502	-46348-1 1			
	Stored		16/04/2016 1	12:58 pm	Bartholomew Smythe	6502	-46348-11		-	

PCS claims that have not yet been forwarded will have the state **Stored** and will be displayed when the **Claim State** is set to **Incomplete**.

Find the PCS claim that you wish to forward to Medicare Australia, highlight it and click on the **Send** button.

You will be asked if you want to forward the stored claim.

Confirm	×
?	Forward this stored claim to Medicare?
	Yes <u>N</u> o

Medicare/DVA Online Claiming

Click Yes. A progress bar will be displayed while the claim is being submitted.

Clai	m Type		Claim Stat	us	Date Ra	nge		Location				<u>C</u> lose
PC:	S	•	Incomplet	ie 🔻	25/02/2	2016 🖃 to 03/03/2017	-	< <all locati<="" th=""><th>ons>></th><th>-</th><th></th><th>Delete</th></all>	ons>>	-		Delete
	Туре	State	Allocated	Lodgement D	ate	Patient Name	Card	d Number	Ref ID	Claim ID 🔺		2000
÷	PCS	Stored		23/11/2016 1	:04 pm	Randolph Zozokos	650	2-46384-11	44564	SSA000023		<u>S</u> end
÷	PCS	Stored		21/07/2016 1	2:29 pm	Bartholomew Smythe	650	2-46348-11		SSA0000021		_
+	PCS	Stored		17/07/2016 2	-22 pm	Rartholomeuu ()'Smuthe	650	2-46348-11		SSA0000017		Reports
+	PCS	Stored		17/07/20161		Processing Claim	650	2-46348-11		SSA0000017	l r	Densist
Ŧ	PCS	Stored		13/05/2016		-	650	2-46384-11		SSA0001013 =		Regrint
÷	PCS	Stored		16/04/2016			650	2-46348-11		SSA0001016		Process
÷	PCS	Stored		16/04/2016 4	.o+ pii	Daratolomew omyate	650	2-46348-11			ļĽ	TIUCESS
÷	PCS	Stored		16/04/2016 4	:31 pm	Bartholomew Smythe	650	2-46348-11				
+	PCS	Stored		16/04/2016 4	:26 pm	Bartholomew Smythe	650	2-46348-11				
+	PCS	Stored		16/04/2016 4	:00 pm	Bartholomew Smythe	650	2-46348-11				
+	PCS	Stored		16/04/2016 3	:28 pm	Bartholomew Smythe	650	2-46348-1 1				
÷	PCS	Stored		16/04/2016 3	:24 pm	Bartholomew Smythe	650	2-46348-11				
+	PCS	Stored		16/04/20161	:09 pm	Bartholomew Smythe	650	2-46348-11				
+	PCS	Stored		16/04/2016 1	2:58 pm	Bartholomew Smythe	650	2-46348-11		· ·		

Once the claim has been submitted, the State will change to **Forwarded** and it will no longer be displayed on the screen. To view all **Forwarded** claims, select **Completed** from the **Claim State** drop-down list at the top of the screen.

Clai	m Type		Claim Stat	us	Date Ra	nge		l	_ocation			<u>C</u> lose
PC	S	•	Complete	d 🔻	25/02/2	2016 💌 to	03/03/2017	•	< <all location<="" th=""><th>ins>></th><th>-</th><th>Delet</th></all>	ins>>	-	Delet
	Туре	State	Allocated	Lodgement D	ate	Patient Name		Card N	Number	Ref ID	Claim ID 🔺	
Ð	PCS	Forwarded		21/05/2016 4	4:22 pm	Bartholomew	Smythe	6502-	46348-11		SSA0000020	<u>S</u> end
÷	PCS	Forwarded		21/05/2016	4:22 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0000021 ≡	_
+	PCS	Forwarded		21/05/2016 *	l:14 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0000021	Repor
÷	PCS	Forwarded		20/05/2016	l:27 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0000020	Denti
+	PCS	Forwarded		14/05/2016	12:10 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	Repri
+	PCS	Forwarded		14/05/2016	12:10 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	Proce
÷	PCS	Forwarded		14/05/2016	12:09 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
+	PCS	Forwarded		14/05/2016	12:09 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
+	PCS	Forwarded		14/05/2016	12:08 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
÷	PCS	Forwarded		14/05/2016	12:08 pm	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
+	PCS	Forwarded		14/05/2016	11:33 am	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
+	PCS	Forwarded		14/05/2016	11:33 am	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
+	PCS	Forwarded		14/05/2016	11:33 am	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014	
÷	PCS	Forwarded		14/05/2016	11:32 am	Bartholomew	Smythe	6502-	46348-1 1		SSA0001014 +	

Medicare/DVA Online Claiming

Front Desk also provides the ability to send Bulk Bill claims to Medicare Australia over the Internet.

illing								>
Patient	Mr Ba	rtholeme	ew Smythe		Account	Primary		\sim
Practitioner	Georg	e Rogers	- Hazelwood Park	~				
Date	16/03/	2018 🗸			Fee	\$52.95	5	
ltem Code	10960	~	<all schedules=""></all>	~	Reduction	\$0.00	0	
Description	Media	care Star	dard	^	Net Fee	\$52.95	Include G	ат 🖂
				~	Payment	0.00	Ad	d
Date	ltem	Descrip	tion		Prac	Net Fee	Payment	^
						673 Q7	40.00	
GST Ite	m				Totals	\$52.95	\$0.00	_ ~
Accept U	nallocat	ted Payn	nent to practitioner	George Rogers - H	li 🗸 unalloc	cated amour	nt	\$0.00
Online Clain	ning		Drint					
	PCI		Email Sei	nd now using temp	late Invoi	ice Template		~
DVA Clai	m		O Ed	it before sending		in template		

To submit a Bulk Bill claim from the Billing screen, check the **Bulk Bill** option at the bottom of the screen.

Note: this option is only available when no payment has been made.

Click **OK**. The Medicare Online Claiming Wizard will be displayed.

Medicare/DVA Online Claiming

Patient Name	Mr Bartholemew Smythe	
Gender	Male	
Medicare No	3950-32493-1 1	Verify
tems to Claim		
Item Code	Description	Charge
10960	Medicare Standard	\$52.95

Click **Next** to continue.

Use the stored referr	al details 🛛 C No refe	rral details available
Referring Provider No	2121331W	
Referral Date	25/02/2018]
Referral Period	Standard (12 months fro	om a GP and 3 months

The Bulk Bill Claim – Referral Details page is displayed.

Click **Next** to continue.

Medicare/DVA Online Claiming

Medicare Bulk Bill Claims: Step 3	x
Submit Bulk Bill Claim	
The patient has authorised the assignment of their right of benefit to the practice.	
I Print	
Cancel << Back Subr	nit

The Submit Bulk Bill Claim page is displayed.

The patient must agree that they authorise the assignment of their right of benefit to the practice. Check this option and click **Submit**.

A **Bulk Bill Assignment Advice (DB4)** will be printed (if the **Print** option is selected).

The Bulk Bill Summary page is displayed.

Medicare Bulk Bill Claims: Summary	x
The Bulk Bill claim has been submitted.	
Submission details	
Bulk Bill Claim Succeeded.	
Finish	

This will contain details of any errors in the claim. Click **Finish** to close the Wizard.

Medicare/DVA Online Claiming

Front Desk also provides the ability to submit **DVA Allied Health Claims** over the Internet.

Billing							Х
Patient	Ms Glynn B	ickham		Account	Primary		\sim
Practitioner	George Rog	ers - Hazelwood Park	\sim				
Date	16/03/2018	~		Fee	\$63.30	D	
Item Code	F004	✓ <all schedules=""> ✓</all>		Reduction	\$0.00	D	
Description	DVA Initial	Consultation		Net Fee	\$63.30	Include GS	r 🗆
			\sim	Payment	0.00) ~ Add	I
Date	Item Des	ription		Prac	Net Fee	Payment	^
16/03/2018	F004 DVA	Initial Consultation			\$63.30	\$0.00	
GST Ite	m			Totals	\$63.30	\$0.00	¥
	nallo cated D						
Online Clain	ning • PCI	Print Email Send now using ter	i - H	ate Invoi	ce Template	e	~

To submit a DVA claim from the Billing screen, check the **DVA Claim** option at the bottom of the screen.

Note: this option is only available when no payment has been made.

Click **OK**. The Medicare Online Claiming Wizard will be displayed.

Patient D	etails and Transa	actions	
Patient Name	Glynn D Bickham		
Gender	Male		
Veteran No	N×901116	_	Verify
Items to Claim			
Item Code	Description	Charge	Duration
▶ F004	Initial Consultation (Initiate	\$63.30	▼

Medicare/DVA Online Claiming

The first page displays patient information and a list of the items to be claimed through Medicare. Clicking on the ... button allows additional information to be entered about the claim.

Depending on the type of practitioner, different options are displayed on this screen:

Allied Health (including Chiropractic, Occupational Therapy, Osteopathic, Physiotherapy, Podiatry)

Service is not Restrictive	<u>ч</u>
After Care Service Normal After Care Second medical grade footwear device was provided Service was rendered in a bospital	ncel
Distance Travelled (km) Service is part of a Multiple Procedure	
Patient attended on more than one occasion on the same day Additional Service Text	

Dental

Additional Information			X
Service is not Restrictive After Care Service Upper or Lower Jaw Number of Teeth Service was rendered in a hospital Distance Travelled (km) Service is part of a Multiple Proced Patient attended on more than one Additional Service Text	Normal After Care	v v v	OK <u>C</u> ancel

Medicare/DVA Online Claiming

Psychology and Speech Pathology

Additional Information	X
Additional Information Service is not Restrictive After Care Service Service was rendered in a hospital Distance Travelled (km) Service is part of a Multiple Procedure Patient attended on more than one occasion on the same day Additional Service Text	OK Cancel

For Speech Pathology claims, a **Duration** must also be entered for each item claimed.

dicare Veteran	Claims for Allied Health:	Step 1	×
Patient D	etails and Transa	actions	
Patient Name	Glynn D Bickham		
Gender	Male	_	
Veteran No	N×901116		Verify
Items to Claim			
Item Code	Description	Charge	Duration
▶ F004	Initial Consultation (Initiate	\$63.30	▼
			0:15 0:30 0:45 1:00 1:15 1:30 1:45 2:00
Cancel		<< Back	Next >>

Medicare/DVA Online Claiming

Click **Next** to continue.

)VA Claim De	tails - Referral	details
Use the stored referr	al details 🗢 No refe	rral details available
Referring Provider No	2121331W	7
Referral Date	22/02/2018	1
Referral Period	Non standard (Referral	period: 9 months)

The DVA Claim Details - Referral details page is displayed.

Click **Next** to continue.



Medicare/DVA Online Claiming

Submit	DVA Claim	
☐ The Pro	ovider certifies that the services v nave been provided.	within the

The practitioner must certify that the services within the claim have been provided. Check this option then click **Submit**.

If the **Print** option is selected, **DVA Claim for Treatment Services (D1217)** will be printed, and 2 copies of a **DVA Health Practitioner Service Voucher (D1216S)** will also be printed.

The **DVA Summary** page is displayed.

Click **Finish** to close the Wizard.

Medicare/DVA Online Claiming

It is also possible to submit **Patient Claims**, **Bulk Bill Claims** and **DVA Allied Health Claims** from the Transactions tab on the Patient file.



Find the transaction for which you want to submit a claim, right click and go to **Medicare Online**. You can then select to submit a **Patient Claim**, a **Bulk Bill Claim** or a **DVA Claim**.

Note: Bulk Bill and DVA claims can not be submitted for claims where a payment has already been made. Patient Claims, Bulk Bill, and DVA Claims can not be submitted more than once.

To determine whether an item has already been claimed through Medicare Online Claiming, click on the \blacksquare symbol to the left of a billed item.

If a claim has already been submitted, the type of claim (**PCI**, **PCS**, **BB** or **DVA**), the date and time of submission, and the **Claim State** will be displayed.

ans	sactions	Quotation	s App	ointments	Events SMS	Note	s Clinical Notes	Recalls	Trac 1
Ace	count Pr	imary		~					Close
	Invoice # 69180	† Prac	Credit	Service Date 05/01/2018	Debit	Owing \$0.00	Description / Medicare Standau	De	lete Iten
Ŧ	69180	0	\$52.95	05/01/2018			Payment Receive	E	dit Item
	69181	1		15/02/2018	\$52.95	\$0.00	Medicare Standar		
÷	69181	1	\$52.95	15/02/2018			Payment Receive		Reprint
	69182	2		16/03/2018	\$52.95	\$52.95	Medicare Standar		
	Referral: D Medicare F	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Claim State: Forv	varded		<u>S</u> t	atement ans. Log
	Referral: D Medicare F	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Claim State: Forv	varded		<u>S</u> t Ir <u>V</u>	atement ans. Log <u>/</u> rite Off
	Referral: D Medicare P	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Jlaim State: Forw	varded			atement ans. Log <u>/</u> rite Off <u>R</u> efund
	Referral: C Medicare P	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Claim State: Forv	varded			atement ans. Log <u>/</u> rite Off <u>R</u> efund E <u>x</u> port
<	Referral: C Medicare P	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Claim State: Forv	varded			atement ans. Log <u>/</u> rite Off <u>R</u> efund E <u>x</u> port
<	Referral: C Medicare F Show Out	Dr Vivian Mo PCS Claim: 1	rtier 11/ 6/03/20 nly	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Jlaim State: Forv	varded	Show as Accour		atement ans. Log <u>/</u> rite Off <u>R</u> efund E <u>x</u> port
<	Referral: [Medicare F Show Out	Dr Vivian Mo PCS Claim: 1 Istanding C	nly	06/2017 Expir 18 04:22pm, C	es: 11/06/2018 Jlaim State: Forw	varded	Show as Accour	<u>St</u> Ir <u>V</u>	atement ans. Log <u>√</u> rite Off <u>R</u> efund Export

Medicare/DVA Online Claiming

Front Desk includes functionality to delete PCI claims which have already been submitted to Medicare Australia, provided that they are deleted on the same day as they were submitted. This is called **Same Day Delete (SDD)**.

System	<u>R</u> eports <u>W</u> indow <u>H</u> elp		
> N	avigate to		
Me	dicare / DVA		> Navigate to
		m	Medicare / DVA Claims

Go to the System menu and select Medicare Claims.

lai	m Type		Claim State	us Date Ra	ange	Location				Close
All		-	All	▼ 26/02/	2016 💌 to 04/08/2016	 ✓ <<all li="" location<=""> </all>	ons>>	-		Delete
	Туре	State	Allocated	Lodgement Date	Patient Name	Card Number	Ref ID	Claim ID		
+	BB	Processed	N	18/05/2016 3:51 pm	Bartholomew Smythe	6502-46348-1 1		A0703@		Send
+	BB	Paid	Y	18/05/2016 3:34 pm	Bartholomew Smythe	6502-46348-1 1		A0702@		_
+	DVA	Submitted		15/05/2016 4:30 pm	Glynn Bickham	NX901111	298668	A0701@		Reports
+	DVA	Paid	Y	15/05/2016 4:20 pm	Glynn Bickham	NX901111	298664	A0700@		Denial
÷	DVA	Processed	N	15/05/2016 4:16 pm	Glynn Bickham	NX901111	298661	A0699@		Reprint
+	DVA	Processed	N	15/05/2016 4:14 pm	Horse Letterboy	QX901091	298660	A0698@		Process
÷	DVA	Paid	Y	15/05/2016 4:12 pm	Glynn Bickham	NX901116	298658	A0697@		FIDCESS
÷	DVA	Submitted		15/05/2016 4:10 pm	Glynn Bickham	NX901116	298656	A0696@		
+	DVA	Paid	Y	15/05/2016 4:07 pm	Glynn Bickham	NX901116	298653	A0695@		
+	DVA	Processed	N	15/05/2016 4:06 pm	Horace Letterman	Q×901091	298652	A0694@		
÷	DVA	Paid	Y	15/05/2016 4:04 pm	Glynn Bickham	N×901116	298651	A0693@		
+	DVA	Paid	Y	15/05/2016 4:02 pm	Glynn Bickham	N×901116	298649	A0692@		
÷	DVA	Paid	Y	15/05/2016 4:01 pm	Glyn Bickham	N×901116	298648	A0691@		
+	BB	Submitted		15/05/2016 3:46 pm	Jack Shiffer	6502-46357-11		A0690@	-	

Find the PCI claim to be deleted and click **Delete**. You will be asked to enter a reason for the deletion.

Sele	ct Deletion Reason	
	Please select the deletion reason	
	I Incorrect Patient Selection Incorrect Provider Details Incorrect Date of Service Incorrect Item Number Claimed Omitted Text on Original Claim Incorrect Payment Type (ie Paid / Unpaid) Other	

A progress bar will be displayed while the deletion is being processed.

Once the claim has been deleted you will be returned to the **Medicare / DVA Claims** screen.

Medicare/DVA Online Claiming

Bulk Bill and **DVA** reports are available the next business day after submitting a claim.

There are two kinds of reports available:

Processing Report - provides information relating to the claim and services within that claim.

Payment Report - details the payment to be deposited including the amount and bank account details along with the list of claims covered by the payment.

Both reports can be requested (and re-requested) as required and are available to download from Medicare / DVA for 6 months after they were generated. Once these reports have been viewed once in Front Desk they will be permanently stored and will not need to be re-requested from Medicare / DVA.

To retrieve a Processing or Payment Report, go to the **System** menu and select **Medicare Claims**.



Medicare/DVA Online Claiming

Open the **Medicare/DVA** Claims window from the System drop down menu and select **Process**.

lai	т Туре		Claim Stat	us	Date Ra	nge		Location				<u>C</u> lose
All		-	Incomple	te 🔻	05/08/2	2015 💌 to 06/03/2016	•	< <all locati<="" th=""><th>ons>></th><th>-</th><th></th><th>Delete</th></all>	ons>>	-		Delete
	Туре	State	Allocated	Lodgement	Date	Patient Name	Card	Number	Ref ID	Claim ID 🔺		-
÷	DVA	Submitted		04/03/2016	12:25 pm	Glynn Bickham	NX9	01116	299130	A0760@		<u>S</u> end
÷	BB	Submitted		04/03/2016	12:17 pm	Bartholomew Smythe	6502	2-46348-1-1	25564	A0759@	1 c	
+	PCI	Referred		05/02/2016	3:24 pm	Jerry Opultura	6502	2-46375-1-1	44582	SSA000005		Reports
+	PCS	Stored		23/11/2015	i 1:04 pm	Randolph Zozokos	6502	2-46384-11	44564	SSA000023	1	Densist
+	PCI	Referred		05/11/2015	i 2:46 pm	Jerry Opultura	6502	2-46375-1-1	44582	SSA000005		Regrina
+	BB	Submitted		05/11/2015	i 2:26 pm	Randolph Zozokos	6502	2-46384-1.1	44564	A0758@	10	Process
+	DVA	Submitted		05/11/2015	i 1:47 pm	Glynn Bickham	NX9	01116	299077	A0755@		TIOCESS
+	DVA	Submitted		05/11/2015	i 12:57 pm	Glynn B'ickham	NX9	01116	299076	A0753@		
+	DVA	Submitted		07/10/2015	i 4:37 pm	Glynn Bickham	NX9	01116	299058	A0752@		
+	DVA	Submitted		07/10/2015	i 4:35 pm	Glynn Bickham	NX9	01116	299057	A0751@		
+	DVA	Submitted		02/10/2015	i 1:32 pm	Glynn Bickham	NX9	01116	299042	A0748@		
+	DVA	Submitted		02/10/2015	i 1:30 pm	Glynn Bickham	NX9	01116	299041	A0747@		
+	DVA	Submitted		02/10/2015	i 1:28 pm	Glynn Bickham	NX9	01116	299040	A0746@		
+	PCI	Referred		05/08/2015	5:12 pm	Bartholomew Smythe	6502	2-46348-1 1	25564	SSA0000005 🚽		

The following dialog will appear, click **Yes** to continue.

Confirm	
?	This will attempt to retrieve processing and payment reports for all Bulk Bill and DVA claims in the current selection. It will then attempt to automatically pay off the items in Front Desk.
	Are you sure you want to continue?
	Yes <u>N</u> o

Medicare/DVA Online Claiming

The following screen will appear listing patient transactions and whether a report is available.

0	Gettir	ıg Bulk Bill /	DVA Pay	ment Reports				×
	Type BB	State Paid	Allocated N	LodgementDate 04/03/2016 11:52 am	Patient Name Bartholomew Smyth	Claim ID A0022@	*	Cancel
	Gettir	ng DVA repo	rts		Retrieved 1/2		•	

Once completed, you can allocate payment for each claim that has been paid.

Confirm	×
?	Successfully retrieved 2 reports. Would you like to continue and allocate payment for these claims?
	Yes <u>N</u> o

The following screen summarises how many reports were requested, how many were successfully retrieved and how many payments were allocated in Front Desk.

on 📃 🗙
Medicare / DVA Payment processing finished.
Attempted to retrieve 2 reports.
Successfully retrieved 2 reports. Successfully allocated payment for 2 claims.
<u> </u>

Medicare/DVA Online Claiming

To view reports for a single transaction, highlight the transaction and click **Reports**.

Claim Type Claim Status		us Date F	Date Range Location				Close		
All		•	Incomple	te 🔻 16/01	1/2016 💌 to 04/06/2016	👻 🛛 🕹 🗸	tions>>	•	Delete
	Туре	State	Allocated	Lodgement Date	Patient Name	Card Number	Ref ID	Claim ID	
÷	PCS	Stored		04/03/2016 5:03 pm	Bartholomew Smyth	6502-46348-1 1			Send
÷	PCS	Stored		04/03/2016 12:24 p	m Bartholomew Smyth	6502-46348-1 1			
÷	BB	Submitted		04/03/2016 11:55 .=	m Rartholomeus Smuth	6502-46348-1 1		A0023@	Reports
÷	BB	Paid	N	04/03/2016	Getting Bulk Bill reports	6502-46348-1 1		A0022@	E Durint
÷	DVA	Processed	N	04/03/2016		Q×901091		A0021@	Reprint
÷	DVA	Processed	N	04/03/2016		Q×901091		A0020@	Process
÷	DVA	Processed	N	04/03/2016	in prorace concention	QX901091		A0019@	Flocess
÷	DVA	Processed	N	03/03/2016 4:58 pm	Horace Letterman	QX901091		A0018@	
÷	DVA	Processed	N	03/03/2016 4:42 pm	Horace Letterman	QX901091		A0015@	
÷	DVA	Processed	N	03/03/2016 12:11 p	m Horace Letterman	QX901091		A0011@	
+	DVA	Processed	N	20/02/2016 4:24 pm	Horace Letterman	QX901091		A0008@	
÷	DVA	Processed	N	20/02/2016 4:18 pm	Horace Letterman	QX901091		A0007@	
+	DVA	Processed	N	20/02/2016 12:20 p	m Horace Letterman	QX901091		A0006@	
÷	BB	Processed	N	16/01/2016 4:27 pm	Bartholomew Smyth	6502-46348-1 1		A0004@	-

If a processing and/or payment report is available the following screen will appear. To preview the report click the **Preview** button. The report can be printed by clicking the **Print** button.

ocessing Report Payment Report				Close
Claim Processing Summary				🛛 🚑 Print
Claim ID: A0022@ Claim Benefit Paid: \$67.00 Servicing Provider Number: 2152011Y				
Voucher(s)				Allocate
Voucher ID Medicare Card No. IRN Patient First Name	Patient Last Name	Medicare Card Flag Allocated		
1 6502463481 1 BARTHOLOMEW	SMYTHE			
			4	
Medicare Explanation Codes 255 Benefit assigned has been increased				

If no reports are available the following message will appear.

ſ	Informatio	23] A report for the claim is not available yet or is no longer available for retrieval
	1	[2023] A report for the claim is not available yet or is no longer available for retrieval
		ОК

Medicare/DVA Online Claiming

View the payment report by selecting the **Payment Report** tab. The payment report can be previewed on-screen by clicking the **Preview** button or printed by clicking the **Print** button.

saing Report Payment Report yment Summary vicing Provider: Dr David Floyer (2152021X) ment Run Number: 19/05/2016 ment Run Number: 560 oost Annount: \$0.00 tk Account Name: DR WINGFIELD tk Account Number: 123456783 3 Code: 62290 iim Payment(s) Claim Date Benefit Paid A07033 18/05/2016 0.00	Bulk Bill Reports				
IN ACCOUNT Number: 12346783 B Code: 62290 im Payment(s) Claim ID Claim Date Benefit Paid A A0703@ 18/05/2016 0.00 E	cessing Report Paymer Payment Summary Servicing Provider: Payment Run Date: Payment Run Number: Deposit Amount: Payk Ancount Namo:	Dr David Floyer (215202) 19/05/2016 560 \$0.00 DR Julius Fet D	1X)		
A0703@ 18/05/2016 0.00 E	Claim ID	123456789 62290 Claim Date	Benefit Paid	A	
	A0703@	18/05/2016	0.00	E	

Medicare / DVA Payments Report

There are two new reports in Front Desk which allow users to see all Medicare / DVA payments, and which are intended to simplify bank statement reconciliation. The first of these can be found by selecting **Banking Sheets / Shift Reports** from the **Reports** menu.

Rep	orts	<u>W</u> indow	<u>H</u> elp
	> Na	avigate to	
\$	Ban	king Sheets	/ Shift Reports

Medicare/DVA Online Claiming

If you have enabled **Medicare / DVA Online Claiming** or **Medicare / DVA Reports Only** on the Advanced tab in System Information, then under **Report Types** there will be an extra option called **Medicare / DVA Payments**.

ĺ	🖹 Banking Sheets / Shift Reports 🦳	
Madiaana (DVA	Report Type O Iransaction Report Payment Transactions O Banking Sheet Summary O Modiana Diamate	<u>C</u> lose Print
Payments	Period <u>C</u> linic Shift	Preview
	Thursday 🗸	Ехроп
	Thu 23 Feb 2017 3:00 am to Thu 23 Feb 2017 11:00 pm	
	Last Week Banking Periods Reset Banking Period	
	Current Banking Sheet 🗸 🗸	
	Fri 10 May 2002 3:39 pm to Current Time	
	O <u>M</u> anual 22/02/2017 V 12:16 PM to 23/02/2017 V 12:16 PM	
	Selection By Practice	
	Group < <practice groups="">></practice>	
	O Practitioner George Rogers - Hazelwood Park	<u>H</u> elp

This report is based on the date the Medicare / DVA payment was allocated in Front Desk. It will list out all DVA and Bulk Bill payments made during this period, along with information relating to the bank deposit (Account Name, Number, BSB, Payment Run Number and Deposit Amount). The total of this report should be equal to the Medicare / DVA value in the Payments Received section of the Summary Report.

Medicare/DVA Online Claiming

The second Medicare / DVA Payments report can be found by selecting **Medicare / DVA Report** from the **Reports** menu.

<u>R</u> ep	orts <u>W</u> indow <u>H</u> elp	
\$	Banking Sheets / Shift Reports	
/1 1	Iransaction	
æ	Statements / Invoices	
\$	Billings Report	
2	Trend Anal <u>y</u> sis	
1	Re <u>c</u> all Patient List	
4	Acti <u>v</u> e / Inactive Patients	
\odot	Birthday <u>L</u> ist	
₫	Patient Re <u>f</u> errals	
F	<u>P</u> atient List	
2	<u>E</u> vents Report	
8	Time <u>M</u> anagement Report	
#	Treatment Plan <u>R</u> eport	
2	Patient Visit Report	
4	Item C <u>o</u> des	
98	I <u>n</u> ter-Practitioner	
٩	GP / Medical Referrers List	
Ð	HICAPS Report	
m	Medicare / DVA Report	
2	Stoc <u>k</u> Control	
GST	GST Reconciliation	
_		
1	Medicare / DVA Report	
	eposit Date Range	
	From To	
	23/02/2017 🗸 23/02/2017 🗸	é
		~

Medicare / DVA Report

Deposit Date Range

From

23/02/2017

23/02/2017

23/02/2017

Print

Preview

Export

Help

This report is laid out in the same form as the previous report. Whereas the other report was based on the date of allocation, this report is based on deposit date (i.e. the date when Medicare / DVA made the bank deposit).