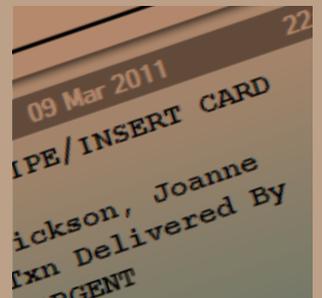
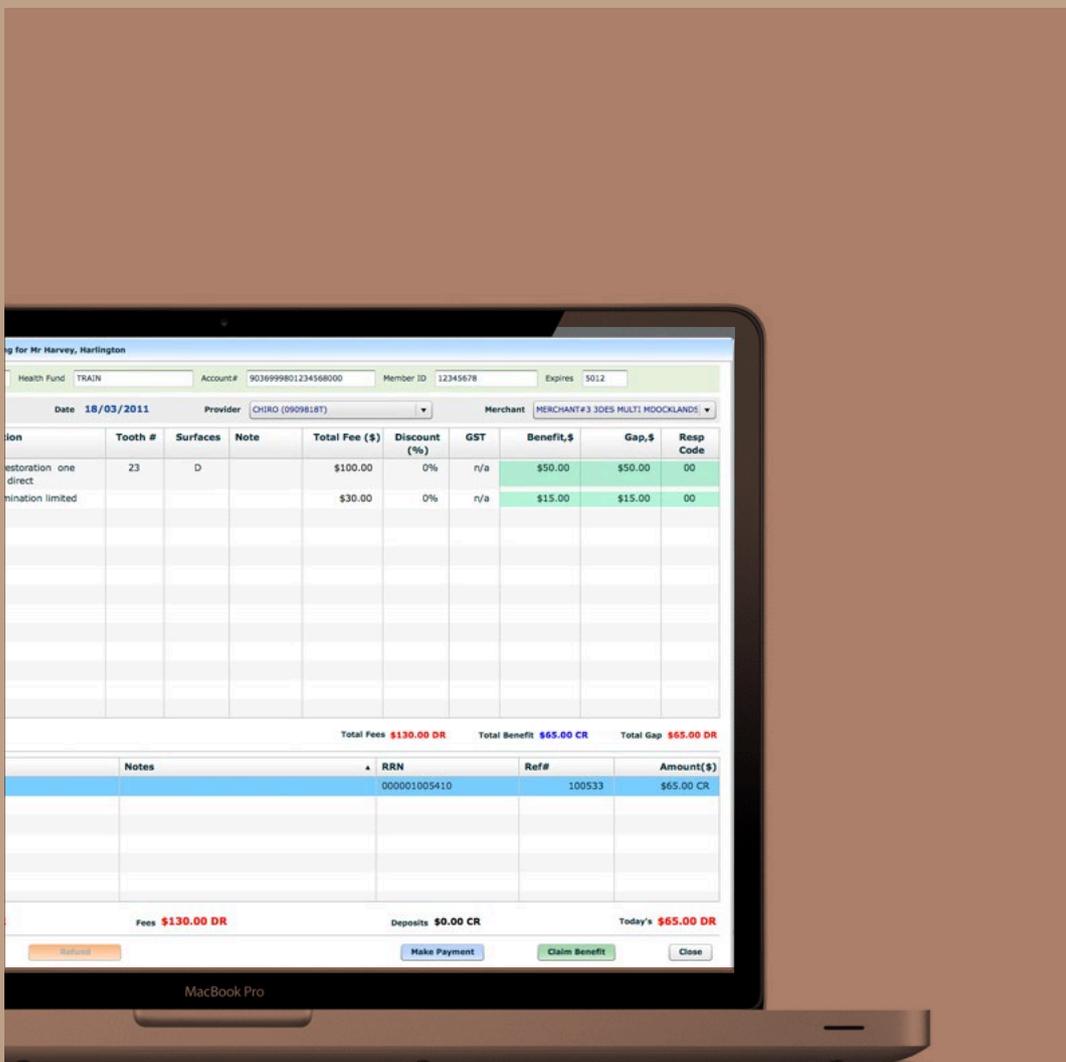


# Praktika HICAPS module User Guide





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## **Praktika support:**

Telephone: 03 9005 5432

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Web: [praktika.com.au](http://praktika.com.au)

The current User Manual covers the issues concerning the installation, running and troubleshooting of the Praktika HICAPS Module that enables Praktika to work with the HICAPS terminal.

## 1. Praktika

Praktika is a Dental Practice Management System software package developed specifically for the Australian dental industry. It follows the SaaS (Software as a Service) Model where both the application and data are supplied over the Internet.

Praktika is a cross platform browser based application, that does not require any specific setup or installation on a client's computer. All it needs to run is a web browser and a broadband Internet connection.

Now Praktika is capable to work with the HICAPS terminal.

If several computers running Praktika are joined in a local area network (LAN), then they all can share a single HICAPS terminal.

To start using Praktika with the HICAPS a special software module needs to be installed. For the installation instructions, please refer to the Installation chapter of the current User Manual.

## 2. HICAPS

Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal. HICAPS is Australia's leading electronic claiming service, providing members of participating health fund the convenience of electronic claims (health fund and Medicare Easyclaim) processing and payments at the point of service.

HICAPS comes with a terminal, which can be operated through the build-in interface or through an external interface provided by a Practice Management System. In our case, such interface is provided by Praktika.

For all the questions regarding the operations of the HICAPS terminal, software and services, please refer to the HICAPS Terminal User Guide, provided by HICAPS.



**Fast** claims... on the spot

### 3. Glossary of Terms

benefit	Value of rebate authorised by a Health Fund.
cancel	Reverses a transaction processed through the terminal.
card	A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank.
claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
claim declined	When a Health Fund declines to pay the request a brief response message will print with each declined item and/or claim.
claim receipt	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
claim to sale	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the HICAPS Claim.
clinical code	Two digit numeric identifying the body part/primary condition/ diagnostic intervention on which the service was performed.
date (of service)	The date the specific item of service was performed – format ddmm.
fallback	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction.
gap payment	The amount remaining after the Health Fund has approved a benefit or the specified services.
HICAPS	Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal.
issue date	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
item cost	The amount charged for the given item of service.
item number	Numeric code identifying the type of service performed. Refer to the HICAPS Quick Reference Guide or the relevant schedule for a full list of item numbers.
member	A customer of a Health Fund.
MMF	The Multi-Merchant Facility. This is a feature of the HICAPS terminal which optionally allows you to settle the EFTPOS funds separately for each provider.
patient	iDA member listed on the card which identifies a given patient within a Health Fund membership.
Practice Management System	The PC-based system which allows a transaction to be sent directly to the HICAPS terminal.
Praktika	Dental Practice Management Software Package design to automate record keeping at a dental practice
provider	Practitioners who provide Health Services to patients.
provider numbers	eight characters that uniquely identify each individual provider for a specific location. Provider numbers that HICAPS use are issued by Medicare Australia or Medibank Private. Provider numbers are location specific, so you must have a provider number for each location you wish to practice at.
refund	Refunds a previous EFTPOS or credit approved transaction.
reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number (unique 12 digit field)
swipe member card	Pass the membership card through the card reader on the right-hand side of the HICAPS terminal.
tooth number	Two digit FDI numeric identifying the tooth on which the service was performed.

## 4. Installation of Praktika HICAPS Module.

### 4.1. System Requirements:

Praktika can run on any modern operating system, including Microsoft Windows, Mac OS X, Linux and UNIX. However, to be able to connect to a HICAPS terminal you have to use a personal computer with a Microsoft Windows operating system. You can share the terminal with other computers running various operating systems (including Mac OS X) on a local area network.

#### 4.1.1. To install and run HICAPS terminal you need:

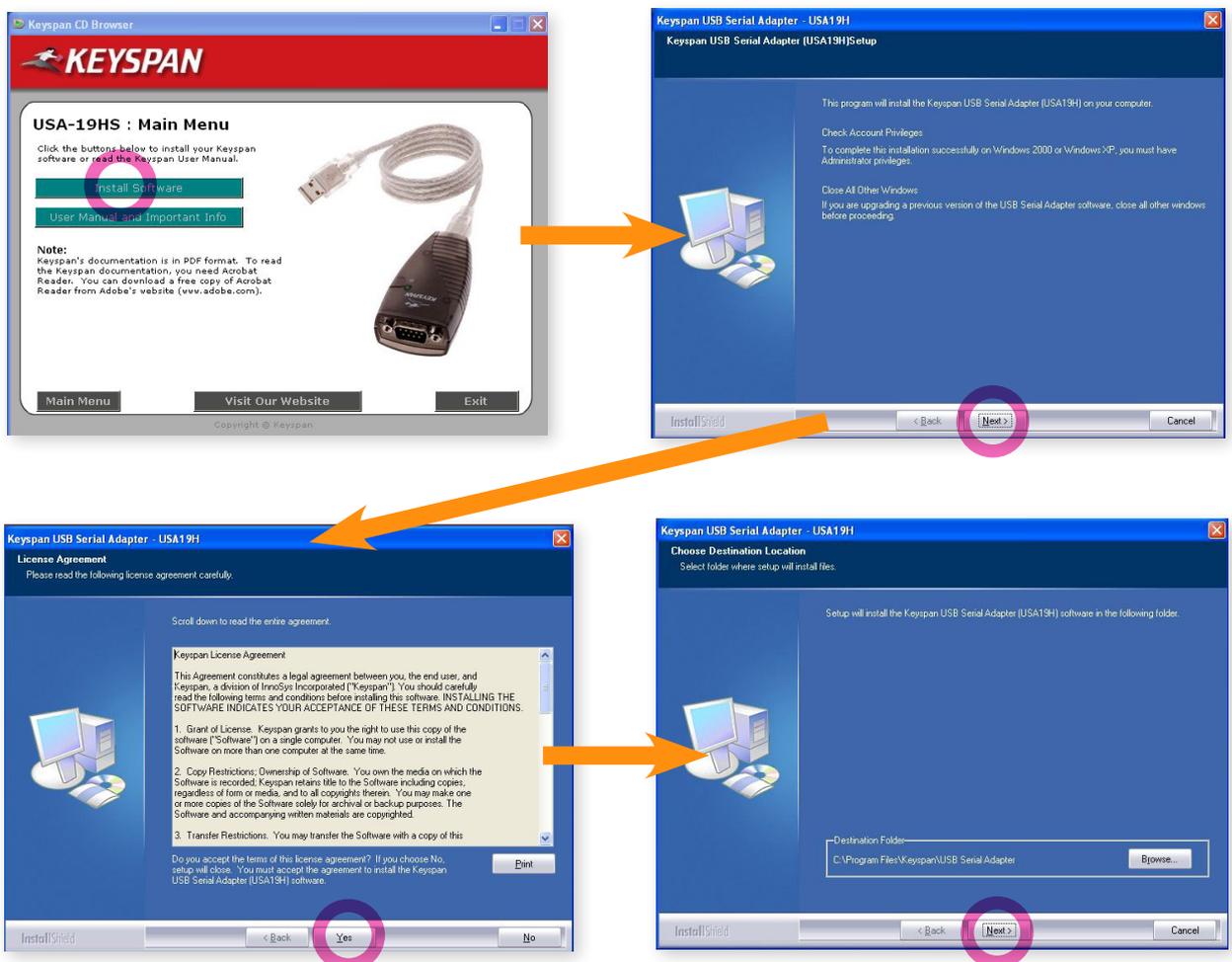
- a personal computer with Microsoft Windows operating system (XP, Vista, 7, Windows Server 2003 and 2008)
- at least 2GB of RAM
- a serial port on your computer. If a serial port is unavailable (most of modern PCs come without a serial port), then you need a Keyspan High Serial USB Serial Adaptor (USA-19HS) to connect the HICAPS Terminal to an USB port of your computer..

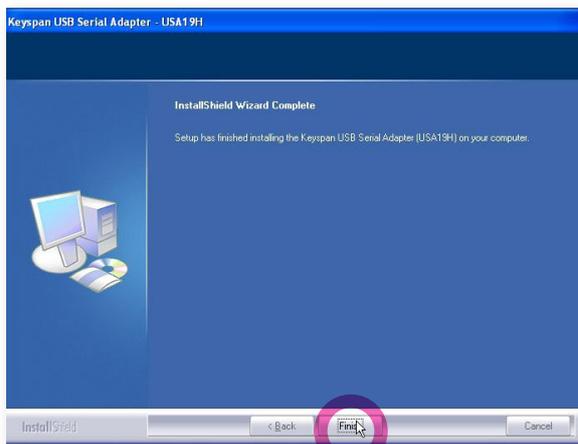
*Note: you can run Microsoft Windows operating system on an Apple's iMacs by installing Parallels software.*

### 4.2. Installation:

#### 4.2.1. To install the HICAPS terminal perform the following actions in the given order:

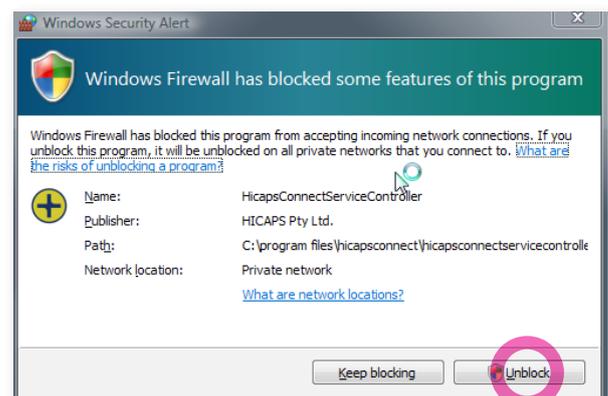
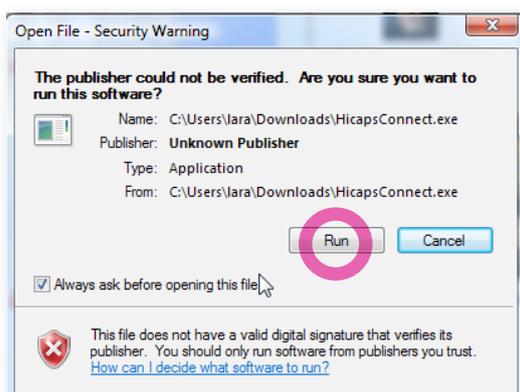
- 4.2.1.a. Install the Keyspan High Serial USB Serial Adaptor drivers from the supplied disc  
Follow the driver installation screen instructions.

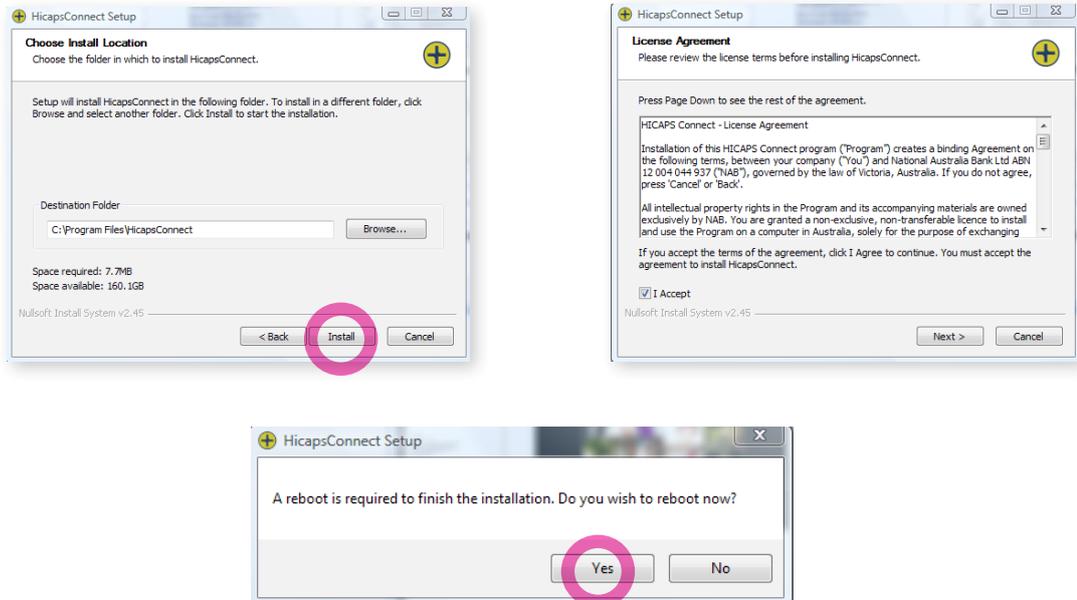




- 4.2.1.b. Connect the Terminal to USB port of your computer with the Keyspan adaptor and turn the Terminal on.
- 4.2.1.c. Install the HICAPS network connect driver.  
For that, download and run the **HicapsConnect.exe** file from the following web address:  
**<http://praktika.com.au/hicaps/HicapsConnect.exe>**

Windows security settings may try to prevent **HicapsConnect.exe** from running.  
To continue with the installation, press the "Unblock" button.



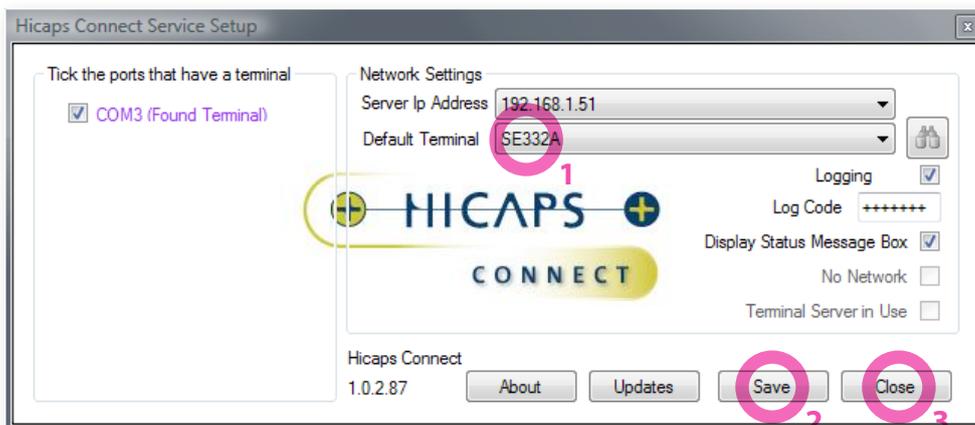


Restart your computer after the driver has been successfully installed.

Once installed the HicapsConnect displays the HICAPS icon in the bottom panel of the computer screen



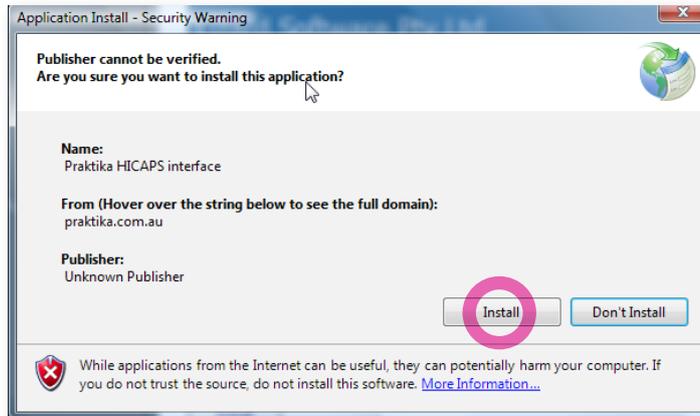
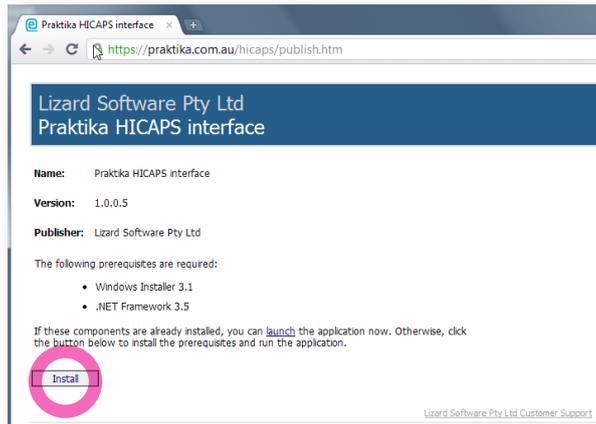
- 4.2.1.d. Select the Default Terminal In the HicapsConnect screen (1). The id number of your terminal can be found on its body.  
Save your settings (2) and close the screen (3).



4.2.1.e. Install the Praktika HICAPS Module.

For that, download and run **setup.exe** file from the following web address:

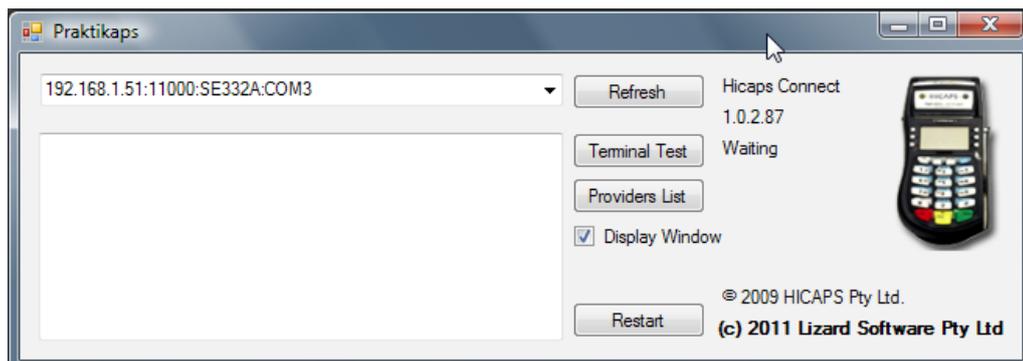
**http://praktika.com.au/hicaps**



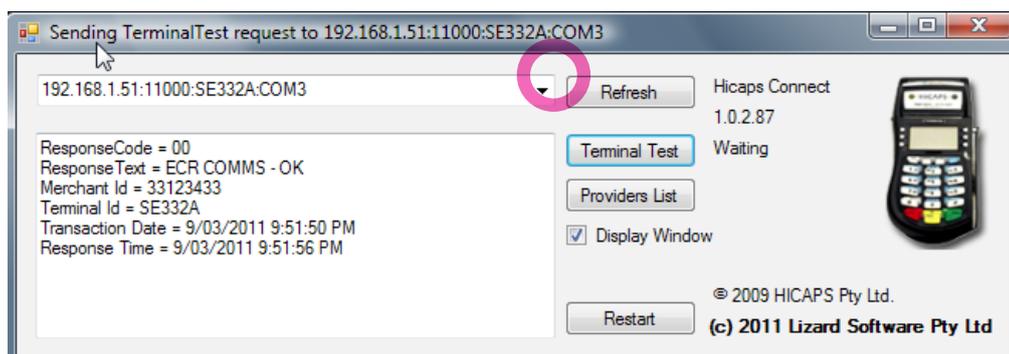
4.2.1.f. Start Praktika HICAPS Module

For that, click on **Start** button (left bottom of Windows screen)

Then go to **Programs - Lizards Software Pty Ltd - Praktika Hicaps Interface**



4.2.1.g. Test the connectivity with the terminal. If test show OK, the installation is complete.

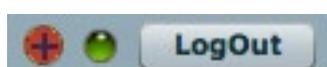
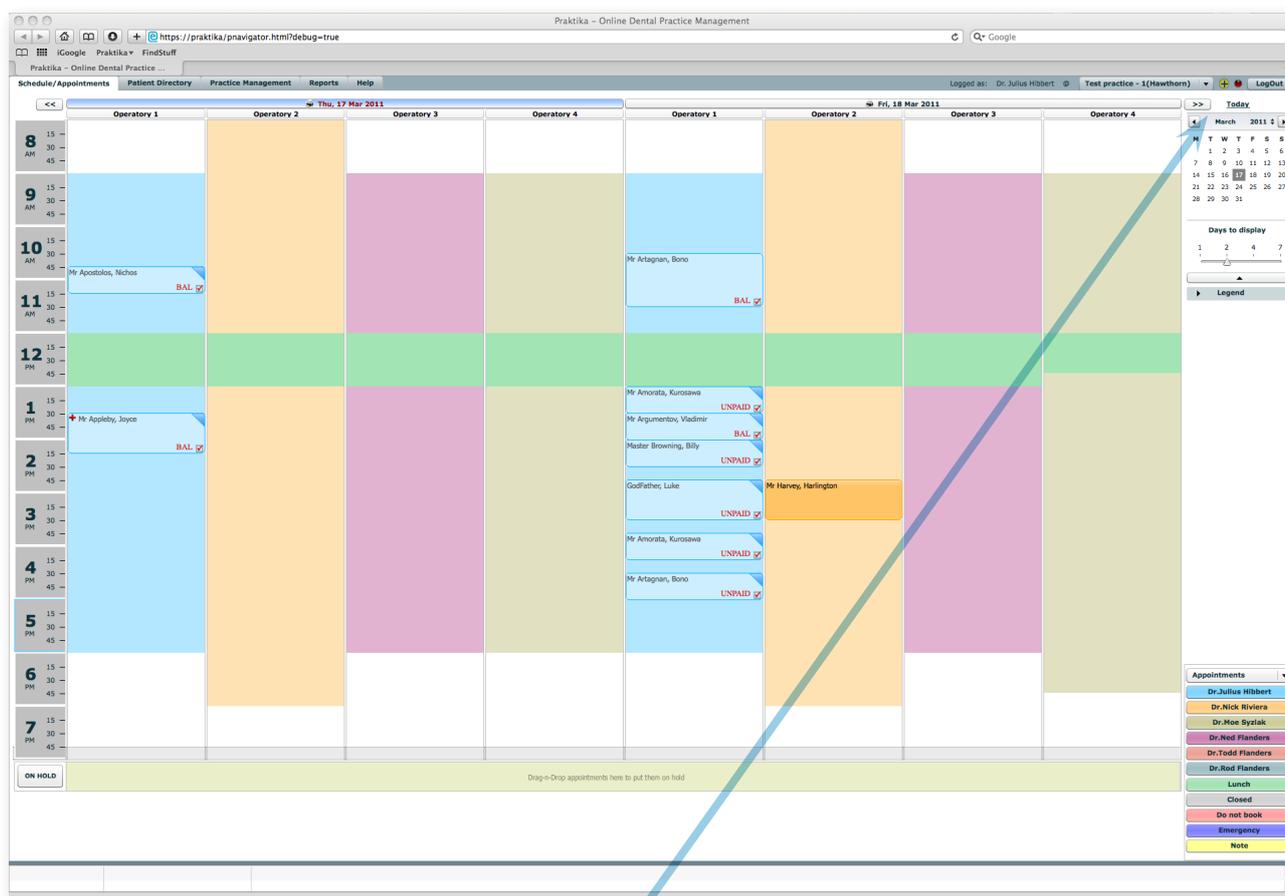


## 5. Using Praktika HICAPS Module

### 5.1. Checking the connection to the HICAPS Terminal

Once the HicapsConnect and Praktika HICAPS Modules are installed and are running, start Praktika. Refer to the **Installation of Praktika HICAPS Module** items 4.2.f and 4.2.g to see how to start Praktika HICAPS Module.

Praktika screen has a visual indicator displaying the status of your HICAPS connection. If the red indicator is not turning green after 30 seconds, the connection has not been established and you need to restart Praktika HICAPS Module



no connection



connection is OK

### 5.2. Using HICAPS Terminal on other computers

If you want to use your HICAPS terminal from any other computer on your local network, click on the Hicaps indicator in the top right corner of Praktika screen, enter and the IP address of the computer with the attached terminal in the popup screen and wait till the button turns green. The operation on such computer are the same as on the computer that has the HICAPS Terminal directly attached to its USB port.



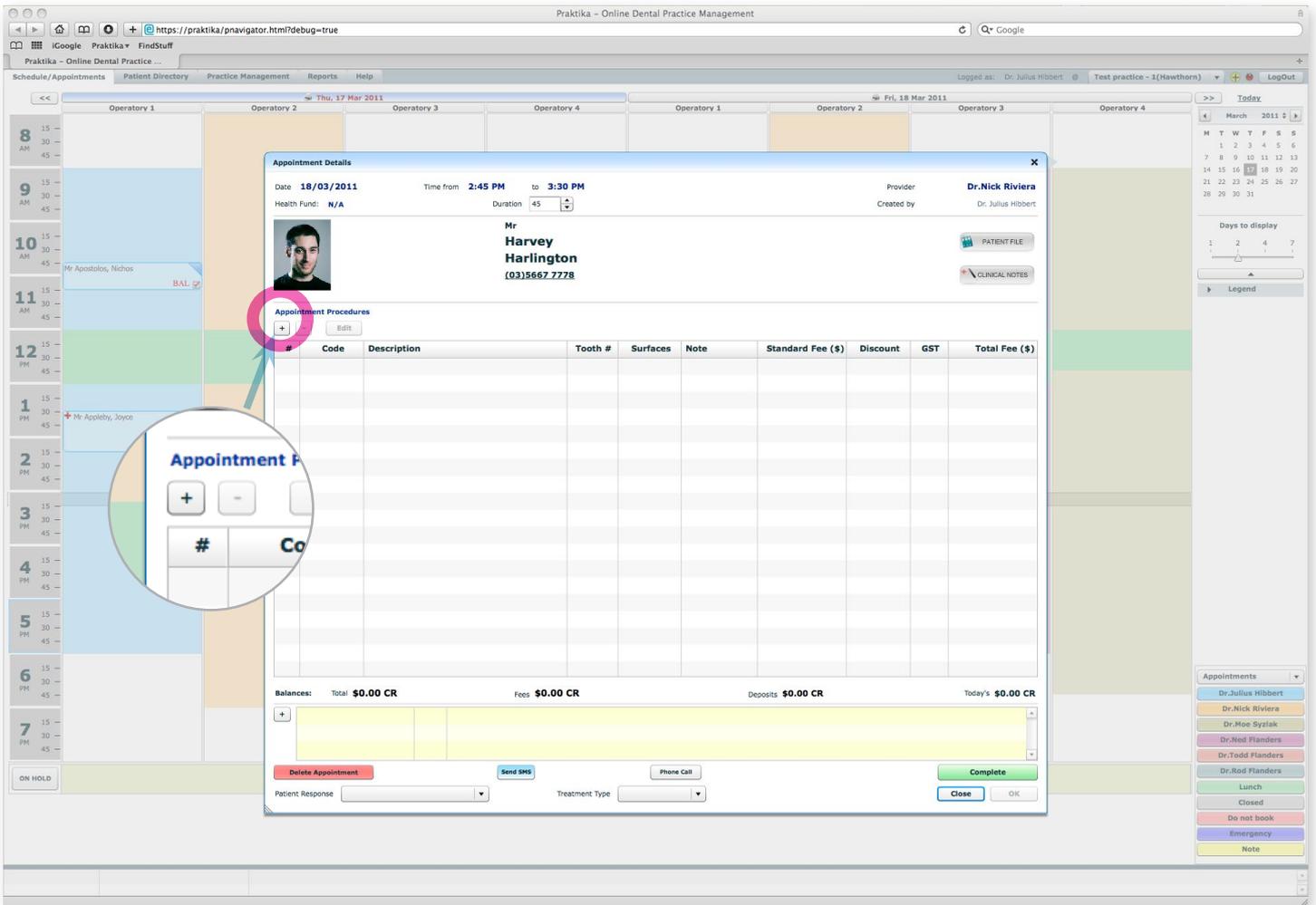
## 5.3. Making Payments and Claims through HICAPS Terminal with Praktika

You can send transactions from Praktika to HICAPS, receive and display the results of claims and payments. You can do it from the Appointment screen or from the Quote screen.

### 5.3.1. Working with HICAPS from the Appointment screen.

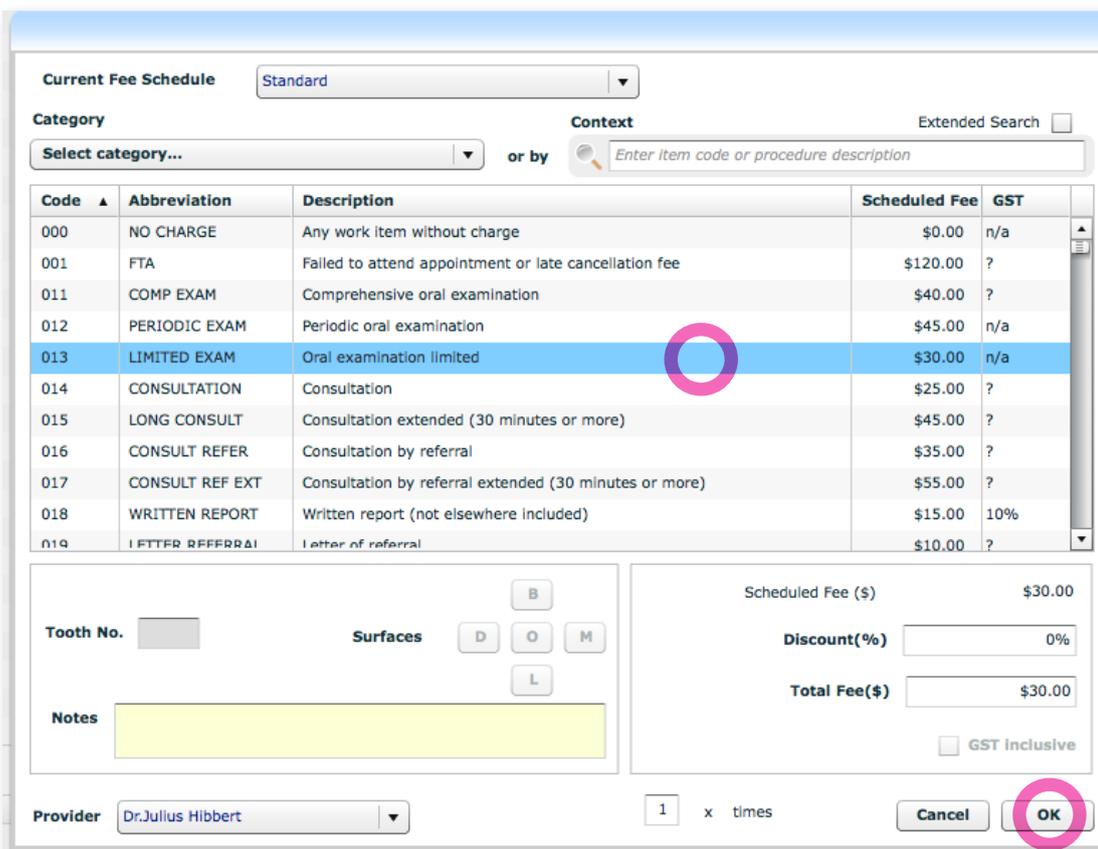
#### 5.3.1.a. Click on an Appointment in the Scheduler screen to add procedures.

The screenshot displays the Praktika Online Dental Practice Management Scheduler interface. The main area shows a grid of appointment slots for four operators (Operator 1-4) across two days: Thursday, 17 Mar 2011 and Friday, 18 Mar 2011. The time slots range from 8 AM to 7 PM. Various appointments are listed, including 'Mr Apostolos, Nichos', 'Mr Artagnan, Bono', 'Mr Amoras, Kurosawa', 'Mr Argumentov, Vladimir', 'Master Browning, Billy', 'GodFather, Luke', 'Mr Amoras, Kurosawa', and 'Mr Artagnan, Bono'. A red circle highlights an appointment for 'Mr Harvey, Harlington' in the 3:00-3:45 PM slot of Operator 2 on Friday, 18 Mar 2011. A blue arrow points from this appointment to a callout box below the scheduler. The callout box is a yellow rounded rectangle with a blue header and footer, containing the text 'Mr Harvey, Harlington' and a checkmark icon. On the right side of the scheduler, there is a 'Legend' section with various appointment types and colors, and an 'Appointments' dropdown menu.



5.3.1.b. Click on the “+” button to add procedures to appointment.

5.3.1.c. Select a required Fee Schedule from the Current Fee Schedule drop down box. Select a procedure from the list



or by type in an ADA code in the Context input box, .

Current Fee Schedule: Standard

Category: Select category... or by Context: 511

Code	Abbreviation	Description	Scheduled Fee	GST
511	METAL RESTOR 1	Metallic restoration one surface - direct	\$100.00	n/a

Tooth No.: 12 Surfaces: B, D, O, M, L

Scheduled Fee (\$): \$100.00  
Discount(%): 0%  
Total Fee(\$): \$100.00  
GST inclusive:

Provider: Dr.Julius Hibbert 1 x times Cancel OK

5.3.1.d. Added procedures turn up in the Treatment Plan screen

5.3.1.e. Make sure that check boxes next to the procedures you want to add to the Appointment are selected and click "OK" button.

Treatment plan for Mr Harvey, Harrington

Accepted Treatment

Visit	Selected	Date Appointed	Code	Description	Tooth#	Surface	Fee (\$)
1	<input checked="" type="checkbox"/>		013	Oral examination limited			\$30.00
	<input checked="" type="checkbox"/>		511	Metallic restoration one surface - direct	12	D	\$100.00

Suggested Treatment

#	Status	Code	Description	Tooth#	Surfaces	Note	Fee (\$)
							Total \$130.00 OR

Print Cancel OK

5.3.1.f. Click on the "Complete" button to complete the appointment.

**Appointment Details**

Date: **18/03/2011** Time from: **2:45 PM** to: **3:30 PM** Provider: **Dr. Nick Riviera**  
 Health Fund: **N/A** Duration: **45** Created by: **Dr. Julius Hibbert**

 **Mr Harvey Harlington**  
**(03)5667 7778**

**PATIENT FILE**  
**CLINICAL NOTES**

**Appointment Procedures**

#	Code	Description	Tooth #	Surfaces	Note	Standard Fee (\$)	Discount (%)	GST	Total Fee (\$)
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a	\$100.00
2	013	Oral examination limited				\$30.00	0%	n/a	\$30.00

Balances: Total **\$0.00 CR** Fees **\$0.00 CR** Deposits **\$0.00 CR** Today's **\$130.00 DR**

**Delete Appointment** **Send SMS** **Phone Call** **Complete**  
 Patient Response:  Treatment Type:

5.3.1.g. Confirm the completion of the Appointment

**Appointment completion**

 **You will not be able to edit procedures in completed appointment. Do you want to continue?**

**Yes** **No**

5.3.1.h. If Patient Recall has not yet been set, either set it or cancel (click "Close") to do it later.

**Set Recall for Mr Harvey, Harlington**

**Set Recall Method**  Telephone  SMS  Email  Letter by Mail

Last Completed Appointment Date: **18/03/2011** Next Appointment Date: **-**

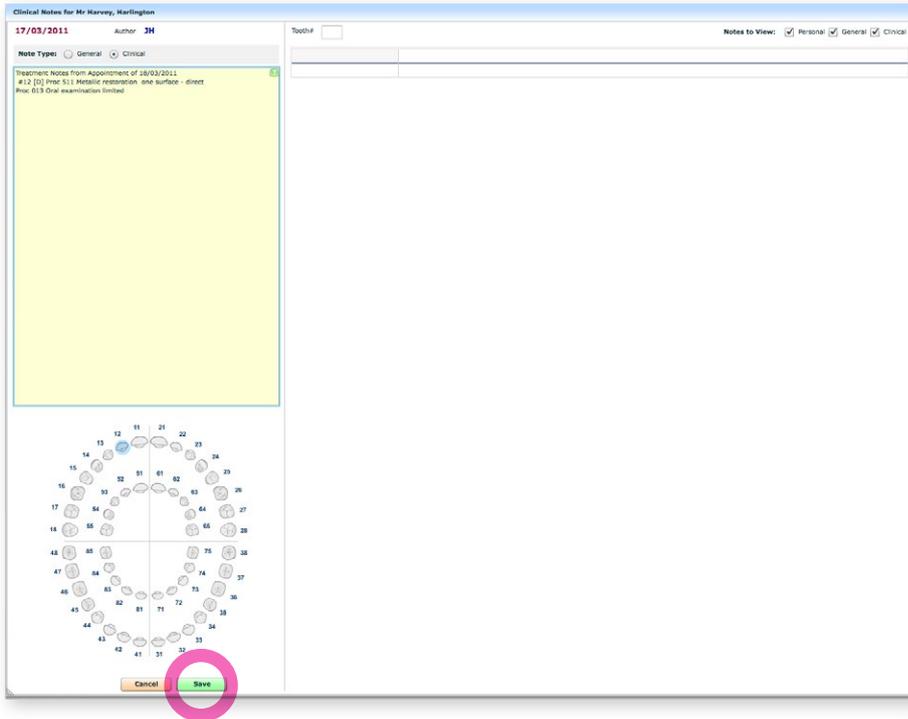
**Recall for Mr Harvey, Harlington is not set**

**Set Next Recall Type**   days

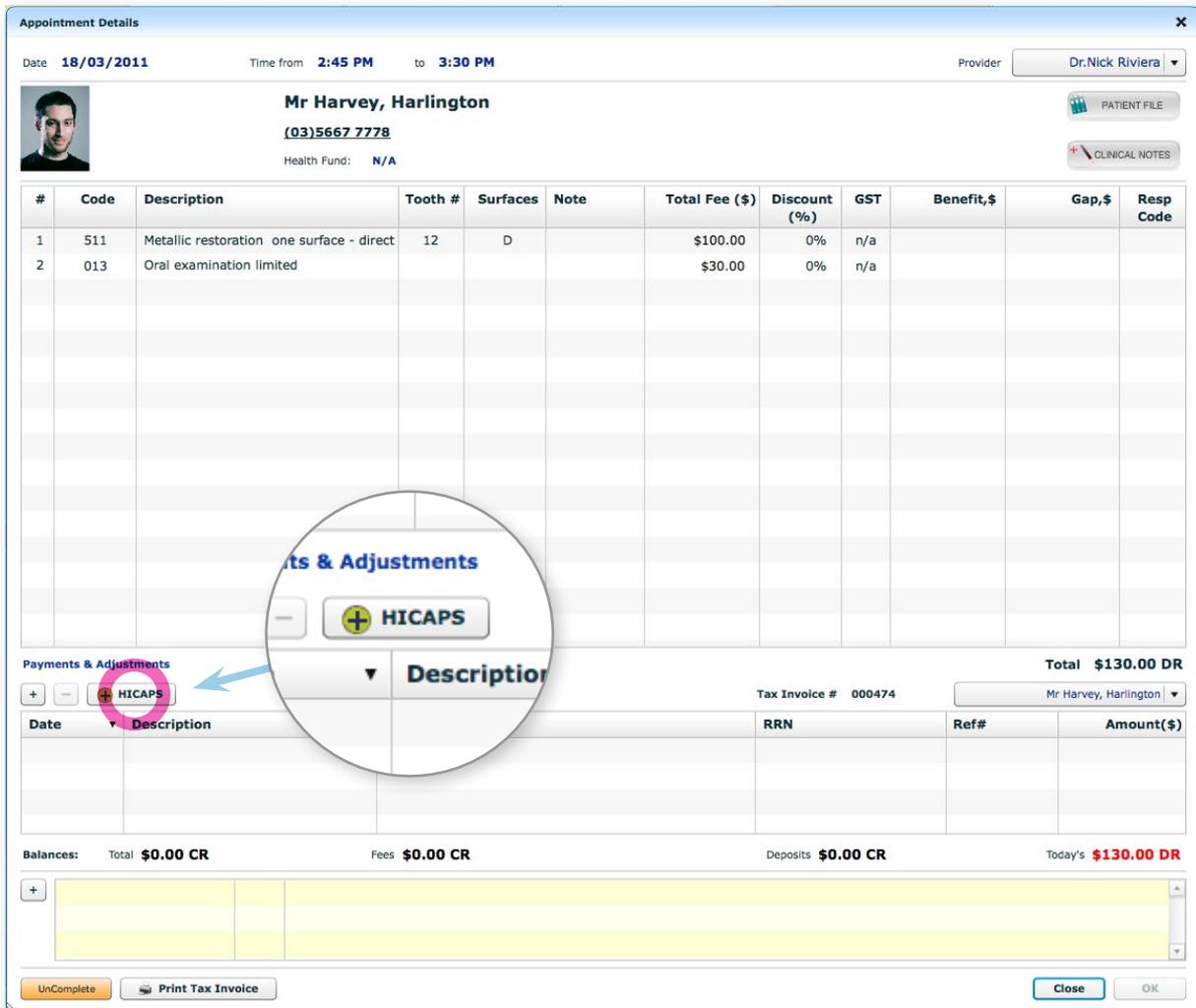
**Set Next Recall Date**

**Close** **OK**

5.3.1.i. You can also add Clinical Notes or cancel the screen and do it later.



5.3.1.j. In the Appointment screen, click on "HICAPS" button to start transaction processes using a HICAPS Terminal



HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund Account# Member ID Expires

Tax Invoice # 474 Date 17/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a			
2	013	Oral examination limited				\$30.00	0%	n/a			

Total Fees \$130.00 DR Total Benefit \$0.00 CR Total Gap \$130.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)

Balances: Total \$0.00 CR Fees \$0.00 CR Deposits \$0.00 CR Today's \$130.00 DR

↑  
Cancellation of claimed benefit

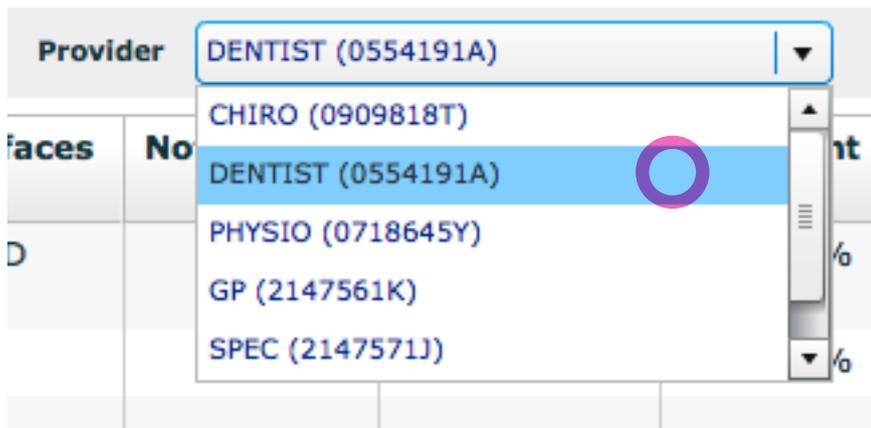
↑  
Refund of EFTPOS payment

↑  
Make an EFTPOS payment

↑  
Claim benefit

### 5.3.2. Making a Claim Benefit from the Appointment Window

5.3.2.a. Make sure the correct provider is selected in the Provider drop down box.

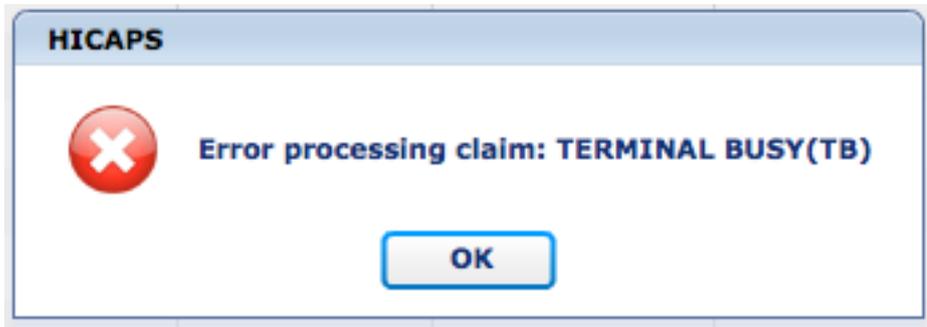


5.3.2.b. Click Claim Benefit button.

The HICAPS Terminal should prompt you to swipe the patient's Health Fund card. There will also be a pop up screen on the computer directly attached to the terminal.



Note: If the terminal is not able to process your claim, you may get the "Terminal busy" error message. In this case, click "Claim Benefit" button again.



- 5.3.2.c. Swipe the card in the HICAPS Terminal While the claim is being made. You will see a "waiting" cursor, which will return to its normal state, once the claim is completed.



- 5.3.2.d. If the card swipe was successful, the result of the claim will be printed out by the terminal and it will also be displayed in the Appointment screen. The benefit amount, the gap amount and the response codes are displayed in the table (highlighted with green) as well as the transaction details including the reference numbers and the total claim amount.

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider CHIRO (0909818T) Merchant MERCHANT#3 3DES MULTI MDOCKLANDE

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees \$130.00 DR Total Benefit \$65.00 CR Total Gap \$65.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR

Balances: Total \$130.00 DR Fees \$130.00 DR Deposits \$0.00 CR Today's \$65.00 DR

Buttons: Cancel Claimed Benefit, Refund, Make Payment, Claim Benefit, Close

- 5.3.2.e. Click the "Close" button to close the screen to get back to the Appointment screen.



### 5.3.3. Making an EFTPOS Payment from the Appointment Window

5.3.3.a. Click "Make Payment" button in HICAPS Terminal Payment Processing window.

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund Account# Member ID Expires

Tax Invoice # 474 Date 17/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a			
2	013	Oral examination limited				\$30.00	0%	n/a			

Total Fees \$130.00 DR Total Benefit \$0.00 CR Total Gap \$130.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)

Balances: Total \$0.00 CR Fees \$0.00 CR Deposits \$0.00 CR Today's \$130.00 DR

5.3.3.b. Select a payment type: Cheque, Savings or Credit and the amount to be paid. Click "OK" button.

HICAPS Payment

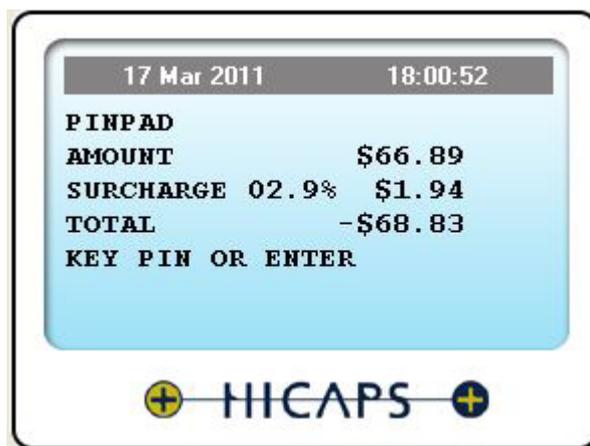
Please select an account:

Cheque
  Savings
  Credit

Amount:



- 5.3.3.c. Upon the terminal prompt, swipe the EFTPOS card and either enter the PIN number or print out a docket for a patient to sign. The terminal as well as the computer with the connected terminal will prompt you what action must follow depending on the type of payment chosen.



5.3.3.d. The Praktika screen will reflect the transaction details once it is successfully processed.

**HICAPS Terminal Payments Processing for Mr Harvey, Harlington**

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees **\$130.00 DR** Total Benefit **\$65.00 CR** Total Gap **\$65.00 DR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	Credit card/VISA		000001005411	100534	\$66.89 CR
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR
17/03/2011	Surcharge	HICAPS VISA Surcharge		-	\$1.89 DR

Balances: Total **\$130.00 DR** Fees **\$130.00 DR** Deposits **\$0.00 CR** Today's **\$0.00 CR**

Note: EFTPOS payments normally attract a surcharge, which is also reflected in the transactions table as a separate entry.

### 5.3.4. Cancellation of a HICAPS Claimed Benefit

5.3.4.a. To cancel a HICAPS claimed benefit click "Cancel Claimed Benefit" in the Praktika Terminal Processing Window.

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

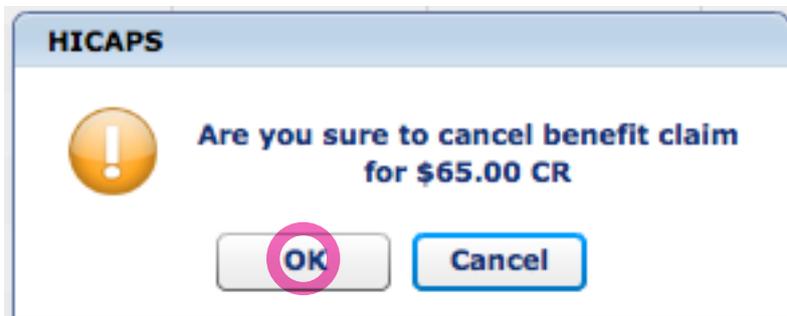
#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees **\$130.00 DR** Total Benefit **\$65.00 CR** Total Gap **\$65.00 DR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	Credit card/VISA		000001005411	100534	\$66.89 CR
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR
17/03/2011	Surcharge	HICAPS VISA Surcharge		-	\$1.89 DR

Balances: Total **\$130.00 DR** Fees **\$130.00 DR** Deposits **\$0.00 CR** Today's **\$0.00 CR**

5.3.4.b. Click "OK" if you want to cancel the benefit claim.



5.3.4.c. Swipe the patient's health fund cards at the prompt.



5.3.4.d. After the successful transaction the cancelled claim will be displayed in the transaction table as HICAPS Reversal

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees \$130.00 DR Total Benefit \$65.00 CR Total Gap \$65.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR
17/03/2011	Credit card/VISA		000001005411	100534	\$66.89 CR
17/03/2011	Surcharge	HICAPS VISA Surcharge			\$1.89 DR
17/03/2011	HICAPS Reversal for ref# 100533	HICAPS-Reversal for RRN:000001005410	000001005413	100535	\$65.00 DR

Balances: Total \$130.00 DR Fees \$130.00 DR Deposits \$0.00 CR Today's \$65.00 DR

Buttons: Cancel Claimed Benefit, Refund, Make Payment, Claim Benefit, Close

### 5.3.5. Refunding an EFTPOS payment made with HICAPS Terminal

5.3.5.a. In the HICAPS screen select an EFTPOS payment you want to refund. and click "Refund" button.

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDOCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00

Total Fees \$130.00 DR Total Benefit \$65.00 CR Total Gap \$65.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR
17/03/2011	Credit card/VISA		000001005411	100534	\$66.89 CR
17/03/2011	Surcharge	HICAPS VISA Surcharge		-	\$1.89 DR
17/03/2011	HICAPS Reversal for ref# 100533	HICAPS-Reversal for RRN:000001005410	000001005413	100535	\$65.00 DR

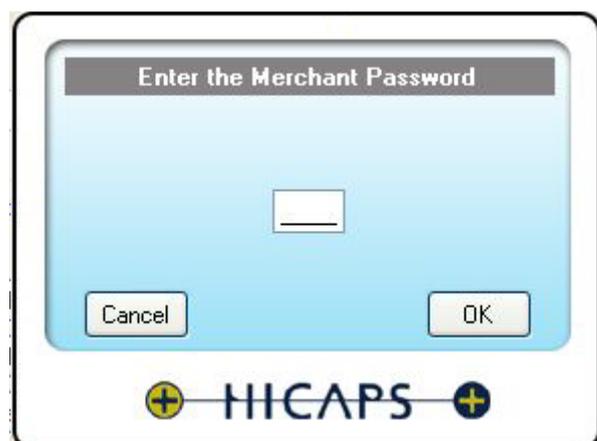
Balances: Total \$130.00 DR Fees \$130.00 DR Deposits \$0.00 CR Today's \$65.00 DR

Buttons: Cancel Claimed Benefit, Refund, Make Payment, Claim Benefit, Close

5.3.5.b. Click "OK" button if you want to refund the payment in the popup window.



5.3.5.c. On the computer directly connected to the terminal, there will appear a screen prompting you to enter your merchant password.



5.3.5.d. Swipe the patient's health fund cards at the prompt.



5.3.5.e. If the transaction was successful, the results will be displayed in the transactions table.

HICAPS Terminal Payments Processing for Mr Harvey, Harlington

Patient # 01 Health Fund TRAIN Account# 9036999801234568000 Member ID 12345678 Expires 5012

Tax Invoice # 474 Date 18/03/2011 Provider DENTIST (0554191A) Merchant MERCHANT#3 3DES MULTI MDCKLANDS

#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a			
2	013	Oral examination limited				\$30.00	0%	n/a			

Total Fees **\$130.00 DR** Total Benefit **\$0.00 CR** Total Gap **\$130.00 DR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
17/03/2011	HICAPS		000001005410	100533	\$65.00 CR
17/03/2011	Credit card/VISA		000001005411	100534	\$66.89 CR
17/03/2011	Credit card Reversal for ref# 100534	EFTPOS/Card-Reversal for RRN:000001005411	000001005433	100536	\$68.83 DR
17/03/2011	Surcharge reversal	HICAPS VISA Surcharge		-	\$3.83 CR
17/03/2011	Surcharge	HICAPS VISA Surcharge		-	\$1.89 DR
17/03/2011	HICAPS Reversal for ref# 100533	HICAPS-Reversal for RRN:000001005410	000001005413	100535	\$65.00 DR

Balances: Total **\$130.00 DR** Fees **\$130.00 DR** Deposits **\$0.00 CR** Today's **\$130.00 DR**

Buttons: Cancel Claimed Benefit, Refund, Make Payment, Claim Benefit, Close

## 5.4.Using Praktika HICAPS Module with Quotes

5.4.5.a. Go to the Patient File screen and click "QUOTES" button.

**Patient File**

**Mr Harvey, Harlington**

Preferred Name

ID# **100206**

Status **Current**

Age

Date joined **30/07/2010**

Preferred Provider **Dr.Nick Riviera**

Fee Schedule **Standard**

Home **(03)5667 7778**

Mobile

Address

Guarantor **Self**

**Allergies**

**Medical alerts**

**General alerts**

**Appointments**

Date	Time	Provider		Value	Balance
17/03/2011	16:00-16:45	MS	<input checked="" type="checkbox"/>	\$130.00 DR	\$130.00 DR
04/08/2010	11:30-12:00	JH		\$0.00 CR	\$0.00 CR
31/07/2010	09:45-10:15	NR	<input checked="" type="checkbox"/>	\$0.00 CR	\$0.00 CR

**Balances**

Invoices **\$130.00 DR**

Deposits **\$0.00 CR**

Total **\$130.00 DR**

**Balance ageing (days)**

0-30 **\$130.00 DR**

30-60 **\$0.00 CR**

60-90 **\$0.00 CR**

90-120 **\$0.00 CR**

120+ **\$0.00 CR**

PERSONAL DETAILS QUESTIONNAIRE RECALL DENTITION IMAGES QUOTES ACCOUNT SUMMARY GUARANTORS

MEDICAL HISTORY CLINICAL NOTES COMMUNICATIONS RESTORATIVE CHARTING PERIO CHARTING TREATMENT PLAN DEPOSITS MEDICATIONS

Print Patient Data Close

5.4.5.b. Select an existing quote or create a new one.

Praktika - Online Dental Practice Management

Quotes for Mr Harvey, Harlington

Suggested Treatment

#	Status	Code	Description	Tooth#	Surface	Note	Fee (\$)	App. #
---	--------	------	-------------	--------	---------	------	----------	--------

Quotes

#	Status	Code	Description	Tooth#	Note	Standard Fee, \$	Total Fee, \$
170311	TBA						

Quote No. TBA

Provider: Dr. Julia Hibbert Total: \$0.00 CR

Regular Autoclave

Print HICAPS Cancel OK

5.4.5.c. If you create a new quote - add procedures to it by clicking "+" button. Same as in 5.3.1.c

**Current Fee Schedule** Standard

**Category** Select category... **Context** Extended Search

Code	Abbreviation	Description	Scheduled Fee	GST
000	NO CHARGE	Any work item without charge	\$0.00	n/a
001	FTA	Failed to attend appointment or late cancellation fee	\$120.00	?
011	COMP EXAM	Comprehensive oral examination	\$40.00	?
012	PERIODIC EXAM	Periodic oral examination	\$45.00	n/a
013	LIMITED EXAM	Oral examination limited	\$30.00	n/a
014	CONSULTATION	Consultation	\$25.00	?
015	LONG CONSULT	Consultation extended (30 minutes or more)	\$45.00	?
016	CONSULT REFER	Consultation by referral	\$35.00	?
017	CONSULT REF EXT	Consultation by referral extended (30 minutes or more)	\$55.00	?
018	WRITTEN REPORT	Written report (not elsewhere Included)	\$15.00	10%
019	LETTER REFERRAL	Letter of referral	\$10.00	?

**Tooth No.**  **Surfaces** B D O M L

**Notes**

Scheduled Fee (\$) \$0.00  
Discount(%) 0%  
Total Fee(\$) \$0.00  
 GST Inclusive

**Provider** Dr. Julius Hibbert 1 x times **Cancel** **OK**

5.4.5.d. Click HICAPS button to go to the HICAPS Quotations screen.

**Quotations for Mr Harvey, Harlington**

**Suggested Treatment**

#	Status	Code	Description	Tooth#	Surfaces	Note	Fee (\$)	Accept
1	Proposed	116	Enamel micro-abrasion p	34			\$65.00	<input type="checkbox"/>
2	Proposed	037	Panoramic radiograph pe				\$156.00	<input type="checkbox"/>
3	Proposed	018	Written report (not elsew				\$15.00	<input type="checkbox"/>
4	Proposed	012	Periodic oral examination				\$45.00	<input type="checkbox"/>

**Quotes**

0 QUOTE 170311

#	Status	Code	Description	Tooth#	Note	Standard Fee,\$	Total Fee,\$
1	Proposed	012	Periodic oral examination			\$45.00	\$45.00
2	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
3	Proposed	037	Panoramic radiograph per exposure			\$156.00	\$156.00
4	Proposed	116	Enamel micro-abrasion per tooth	34		\$65.00	\$65.00

**Provider** Dr. Julius Hibbert **Total** \$281.00 DR **Accept**

**HICAPS** **Print** **Cancel** **OK**

5.4.5.e. Click "Submit" button in the Quote Claim window to submit the quote to HICAPS.

**Quote Claim for Mr Harvey, Harlington**

Health Fund Patient # 01 Account# Member ID Expiry Date

**Quote # 000168** Date **17/03/2011** Provider **DENTIST (0554191A)**

#	Code	Description	Tooth#	Surface s	Note	Fee,\$	Benefit,\$	Gap,\$	Response Code
1	012	Periodic oral examination				\$45.00			
2	018	Written report (not elsewhere included)				\$15.00			
3	037	Panoramic radiograph per exposure				\$156.00			
4	116	Enamel micro-abrasion per tooth	34			\$65.00			

Quotation only valid at the time of processing (17/03/2011 6:09 PM)

Quote Amount **\$281.00 DR** Quote Benefit Quote Gap

Print Close **Submit**

5.4.5.f. Follow the prompt to swipe the card in the terminal.



5.4.5.g. Once the transaction is complete, the results of the claim are displayed in the Quote Claim screen

Quote Claim for Mr Harvey, Harlington

Health Fund Patient # 01 Account# Member ID 12345678 Expiry Date 5012

Quote # 000168 Date 17/03/2011 Provider DENTIST (0554191A)

#	Code	Description	Tooth#	Surfa ces	Note	Fee,\$	Benefit,\$	Gap,\$	Response Code
1	012	Periodic oral examination				\$45.00	\$22.50	\$22.50	00
2	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
3	037	Panoramic radiograph per exposure				\$156.00	\$78.00	\$78.00	00
4	116	Enamel micro-abrasion per tooth	34			\$65.00	\$32.50	\$32.50	00

Quotation only valid at the time of processing (17/03/2011 6:17 PM)

Quote Amount **\$281.00 DR** Quote Benefit **\$140.50 CR** Quote Gap **\$140.50 CR**

Print Close Submit

Note: The Quote claim is not saved as the results of it are only valid immediately.

5.4.5.h. To print the quote out, click "Print" button.

Quote # 000168

Description: Lizard Software Pty Ltd  
ABN 62 091 190 369  
Trading as Praktika

Created: 17 March 2011  
Status: Proposed  
Patient: Mr Harvey, Harlington  
Address: 174 Fraser Avenue  
Hawthorn 3281 VIC  
Ph: (03) 9507 9927  
Fax: (03) 8456 8987  
Email: reception@lizard-dental.com.au  
Web: www.lizard-dental.com.au

Health Fund: NA

Dear Mr Harlington Harvey,  
Following our consultation/examination, please find below a quote for the proposed treatment.  
If you have any questions or concerns, please do not hesitate to contact our surgery.

#	Code	Description	Tooth#	Note	Amount	Benefit	Gap	Respo nt
1	012	Periodic oral examination			\$45.00	\$22.50	\$22.50	00
2	018	Written report (not elsewhere included)			\$15.00	\$7.50	\$7.50	00
3	037	Panoramic radiograph per exposure			\$156.00	\$78.00	\$78.00	00
4	116	Enamel micro-abrasion per tooth	34		\$65.00	\$32.50	\$32.50	00

Items marked with (\*) contain GST

GST:	\$1.36 CR
Total (incl. GST):	\$281.00 DR
Benefit:	\$140.50 CR
Gap:	\$140.50 CR

Notes:

Terms and Conditions:  
Quotation only valid at the time of processing (17/03/2011 6:19 PM)

HICAPS  
Fast Claims... on the spot

Page 1 Printed on 17/03/2011 6:19 PM by 34

- 5.4.5.i. Claiming large quotes that exceed the maximum number of claimable items in one go. If the number of items in a quote is larger than the maximum number allowed for submission by a health fund, such quote will have to be done in several transactions. The initial sequence of actions is the same as in 5.4.5.d thru 5.4.5.e. Click "HICAPS" button.

The screenshot shows the 'Praktika - Online Dental Practice Management' software. The main window is titled 'Quotations for Mr Harvey, Harlington'. It features a 'Suggested Treatment' table with columns for #, Status, Code, Description, Tooth#, Surfaces, Note, Fee (\$), and Accept. The table lists 31 items, including consultations, written reports, and radiographs. A 'Quotes' panel on the right shows a 'Large Quote' for 17/03/2011 with a total fee of \$956.00 DR. A red circle highlights the 'HICAPS' button at the bottom center of the interface.

- 5.4.5.j. Click "Submit" button to submit the quote to HICAPS.

The screenshot shows the 'Quote Claim for Mr Harvey, Harlington' window. It displays a table of dental procedures with columns for #, Code, Description, Tooth#, Surfaces, Note, Fee,\$, Benefit,\$, Gap,\$, and Response Code. The total quote amount is \$956.00 DR. A red circle highlights the 'Submit' button at the bottom right.

#	Code	Description	Tooth#	Surfaces	Note	Fee,\$	Benefit,\$	Gap,\$	Response Code
1	012	Periodic oral examination				\$45.00			
2	018	Written report (not elsewhere included)				\$15.00			
3	037	Panoramic radiograph per exposure				\$156.00			
4	116	Enamel micro-abrasion per tooth	34			\$65.00			
5	014	Consultation				\$25.00			
6	014	Consultation				\$25.00			
7	014	Consultation				\$25.00			
8	014	Consultation				\$25.00			
9	018	Written report (not elsewhere included)				\$15.00			
10	014	Consultation				\$25.00			
11	014	Consultation				\$25.00			
12	014	Consultation				\$25.00			
13	014	Consultation				\$25.00			
14	018	Written report (not elsewhere included)				\$15.00			
15	018	Written report (not elsewhere included)				\$15.00			
16	018	Written report (not elsewhere included)				\$15.00			
17	018	Written report (not elsewhere included)				\$15.00			
18	018	Written report (not elsewhere included)				\$15.00			
19	018	Written report (not elsewhere included)				\$15.00			
20	018	Written report (not elsewhere included)				\$15.00			
21	014	Consultation				\$25.00			
22	018	Written report (not elsewhere included)				\$15.00			
23	016	Consultation by referral				\$35.00			
24	016	Consultation by referral				\$35.00			
25	016	Consultation by referral				\$35.00			
26	016	Consultation by referral				\$35.00			
27	016	Consultation by referral				\$35.00			
28	016	Consultation by referral				\$35.00			
29	016	Consultation by referral				\$35.00			
30	016	Consultation by referral				\$35.00			

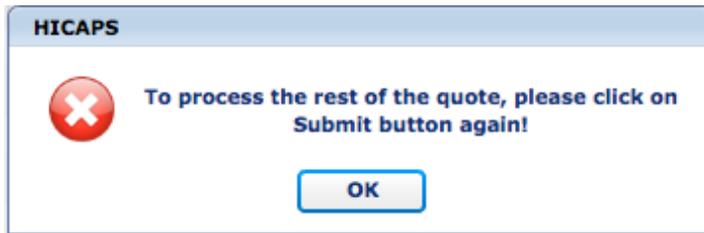
Quotation only valid at the time of processing (17/03/2011 6:32 PM)

Quote Amount **\$956.00 DR**      Quote Benefit      Quote Gap

Print      Close      **Submit**

5.4.5.k. Follow the prompt to swipe the card. Part of the quote will be processed.

5.4.5.l. To process the rest of the quote you need to click "Submit" button again.



5.4.5.m. The terminal will print out the quote in several screens, but in Praktika it will appear as a single entity.

Quote Claim for Mr Harvey, Harlington

Health Fund Patient # 01 Account# Member ID 12345678 Expiry Date 5012

Quote # 000169 Date 17/03/2011 Provider DENTIST (0554191A)

#	Code	Description	Tooth#	Surfa ces	Note	Fee,\$	Benefit,\$	Gap,\$	Response Code
1	012	Periodic oral examination				\$45.00	\$22.50	\$22.50	00
2	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
3	037	Panoramic radiograph per exposure				\$156.00	\$78.00	\$78.00	00
4	116	Enamel micro-abrasion per tooth	34			\$65.00	\$32.50	\$32.50	00
5	014	Consultation				\$25.00	\$0.00	\$25.00	01
6	014	Consultation				\$25.00	\$0.00	\$25.00	01
7	014	Consultation				\$25.00	\$0.00	\$25.00	01
8	014	Consultation				\$25.00	\$0.00	\$25.00	01
9	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
10	014	Consultation				\$25.00	\$0.00	\$25.00	01
11	014	Consultation				\$25.00	\$0.00	\$25.00	01
12	014	Consultation				\$25.00	\$0.00	\$25.00	01
13	014	Consultation				\$25.00	\$0.00	\$25.00	01
14	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
15	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
16	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
17	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
18	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
19	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
20	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
21	014	Consultation				\$25.00	\$0.00	\$25.00	01
22	018	Written report (not elsewhere included)				\$15.00	\$7.50	\$7.50	00
23	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
24	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
25	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
26	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
27	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
28	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
29	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00
30	016	Consultation by referral				\$35.00	\$17.50	\$17.50	00

Quotation only valid at the time of processing (17/03/2011 6:35 PM)

Quote Amount **\$956.00 DR** Quote Benefit **\$365.50 CR** Quote Gap **\$590.50 CR**

Print Close Submit



## 6. Making Medicare Easy Claims through HICAPS Terminal with Praktika

### 6.1. Setting up the patient file for Medicare processing

- 6.1.1. Go to the Patient's Personal Information screen and make sure the following data are entered:
- Medicare Number
  - Doctor's Name
  - Provider No.
  - Referral No.
  - Referral Date.

**Personal Details**

<p>Title <span>Miss</span> <input type="radio"/> Male <input checked="" type="radio"/> Female</p> <p>Last Name <input type="text" value="Yarraville"/></p> <p>First Name <input type="text" value="Mary"/></p> <p>Date of Birth <input type="text" value="dd/mm/yyyy"/></p> <p>Preferred Name <input type="text"/></p> <hr/> <p>Home Phone <input type="text"/></p> <p>Mobile <input type="text" value="0423 112 341"/></p> <p>Work Phone <input type="text"/></p> <hr/> <p>Emergency Contact <input type="text"/></p> <p>Emergency Phone <input type="text"/></p> <hr/> <p>Address <input type="text"/></p> <p>Suburb <input type="text"/></p> <p>Postcode <input type="text"/> State <input type="text"/></p> <hr/> <p>Email <input type="text"/></p> <hr/> <p>Occupation <input type="text"/></p> <p>Company <input type="text"/></p> <p>Health Fund <input type="text"/> # <input type="text"/></p> <p>HF Membership No. <input type="text"/> Expiry Date <input type="text" value="dd/mm/yyyy"/></p> <hr/> <p><b>Preferred Method of Contact</b></p> <p><input checked="" type="checkbox"/> Telephone <input type="checkbox"/> SMS <input type="checkbox"/> Email <input type="checkbox"/> Letter/Mail</p>	<p>Medicare No. <input type="text" value="3950 06003 1"/> <input type="text" value="1"/></p> <p>DVA No. <input type="text"/></p> <hr/> <p><b>Medical Doctor (GP) Details</b></p> <p>Doctor's Name <input type="text" value="Referring GP name"/></p> <p>Provider No. <input type="text" value="2147561K"/></p> <p>Telephone <input type="text"/></p> <p>Street Address <input type="text"/></p> <p>Suburb <input type="text"/></p> <p>Postcode <input type="text"/> State <input type="text"/></p> <hr/> <p>Referral No. <input type="text" value="123456"/></p> <p>Referral Date <input type="text" value="04/12/2012"/></p> <hr/> <p><b>Preferred Provider</b> <input type="text" value="Dr Simon Waltersong"/></p> <p><b>Default Fee Schedule</b> <input type="text" value="Medicare"/></p> <p><b>Patient status</b> <input type="text" value="Current"/></p> <hr/> <p><b>Patient Sharing</b> <input type="button" value="Share Patient File"/></p> <p><b>Home Practice</b> <input type="text" value="Test practice - 1(Hawthorn)"/></p> <p><input type="checkbox"/> Place in Non Recall List</p> <hr/> <p><b>Important Notes</b></p> <div style="border: 1px solid #ccc; height: 40px; background-color: #ffffcc;"></div>	<p>Patient No.</p> <p><b>100619</b></p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 20px;"> <p>CLICK HERE TO UPLOAD PATIENT'S IMAGE</p> </div>
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### 6.2. Appointment creation and completion stage

Follow steps from 5.3 through 5.3.1.j (pp 12-16) of the current manual to see how to create appointments, add treatment, complete the appointments and enter payment via the HICAPS terminal. It is exactly the same as in making the Health Funds claims.

When adding the treatment it is advisable to use a Medicare Fee Schedule as it contains the procedure code applicable to the Medicare Claims. If you have not got a Medicare Fee Schedule - create one by clicking on the New Fee Schedule button in the Management Section and choose one of the Medicare types.



**Create new Fee Schedule**

New Fee Schedule name:

#	Name	Description
1	ADA	Australian Dental Association - Australian Schedule of Dental Services
2	Medicare:General (85xxx)	Services by eligible general dental practitioners (Medicare Items 85011 - 85986)
3	Medicare:Specialists (86xxx)	Services by eligible dental specialists (Medicare Items 86012 - 86986)
4	Medicare:Prosthetists (87xxx)	Services by eligible dental prosthetists (Medicare Items 87011 - 87777)
5	DVA:General	Department of Veteran Affairs services by eligible general dental practitioners
6	DVA:Specialists	Department of Veteran Affairs services by eligible dental specialists
7	DVA:Prosthetists	Department of Veteran Affairs services by eligible dental prosthetists
8	Custom	Custom codes fee schedules
9	VEDS	Victorian Emergency Dental Scheme
10	Medicare:Cat 1 - Attendances	Medicare Category 1 - Professional Attendances
11	Medicare:Anaesthesia	Medicare Items for anaesthesia, assistance at anaesthesia
12	Medicare:Cleft lip and palate, Cat 7 (7	Medicare Items for cleft lip and cleft palate services, category 7 (Medicare Items 75xxx

Cancel **OK**

There are 6 various Medicare related fee schedules. Select an appropriate one.

**IMPORTANT: Medicare treatment procedures must have an index (code) that starts with 8 and has 5 digits. Standard ADA codes will be rejected during a Medicare Easy Claim.**

### 6.3. Making the Medicare Easy Claim at the completed appointment

6.3.1. Once an appointment has been completed, press the HICAPS button in the Payment section.

**Appointment Details**

Date **04/12/2012** Time from **2:45 PM** to **3:00 PM** Provider **Dr Simon Waltersong**

**Miss Yarraville, Mary** PATIENT FILE

**0423 112 341** CLINICAL NOTES

Health Fund: **N/A** Fee Schedule: **Medicare**

#	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85012	Periodic oral examination				0%	n/a	\$80.00			

**Payments & Adjustments** Total \$80.00 DR

+ - Combined Pay **HICAPS** Tax Invoice # **001076** Miss Yarraville, Mary

Date	Description	Notes	RRN	Ref#	Amount(\$)
04/12/2012	Cash			0	\$80.00 CR

**Balances:** Total **\$60.00 DR** Fees **\$60.00 DR** Deposits **\$0.00 CR** Today's **\$0.00 CR**

UnComplete Print Tax Invoice Cancel OK

6.3.2. In the HICAPS Payment and Claims screen click on Medicare Easy Claim button.

HICAPS Terminal Payments Processing for Miss Yarraville, Mary

Patient #  Health Fund  Account#  Member ID  Expires

Tax Invoice # 1076 Date 04/12/2012 Provider MEDDENT (2149381Y) Merchant HBF & GMF MELBOURNE AU

#	Code	Provider	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85012	SW(2149381Y)	Periodic oral examination				0%	n/a	\$80.00			

Total Fees \$80.00 DR Total Benefit \$0.00 CR Total Gap \$80.00 DR

Date	Description	Notes	RRN	Ref#	Amount(\$)
04/12/2012	Cash			0	\$80.00 CR

Balances: Total \$60.00 DR Fees \$60.00 DR Deposits \$0.00 CR Today's \$0.00 CR

6.3.3. A screen will popup with a choice of claim types: Fully Paid, Part Paid, Unpaid, Bulk Bill.

6.3.4. If NO OTHER PAYMENT was entered in the appointment payment section, only two choices will be active: Unpaid and Bulk Bill

Medicare Easy Claim Details

Medicare Card Number: 3950 06012 1

Patient# 1 Mary

Claim Type:  Fully Paid  Part Paid  Unpaid  Bulk Bill

6.3.5. If the appointment was FULLY PAID, the only available choice displayed will be: Fully Paid

Medicare Easy Claim Details

Medicare Card Number: 3950 06012 1

Patient# 1 Mary

Claim Type:  Fully Paid  Part Paid  Unpaid  Bulk Bill

6.3.6. If the appointment was PARTIALLY PAID, i.e. there is an outstanding balance, the only available choice will be: Part Paid

Medicare Easy Claim Details

Medicare Card Number: 3950 06012 1

Patient# 1 Mary

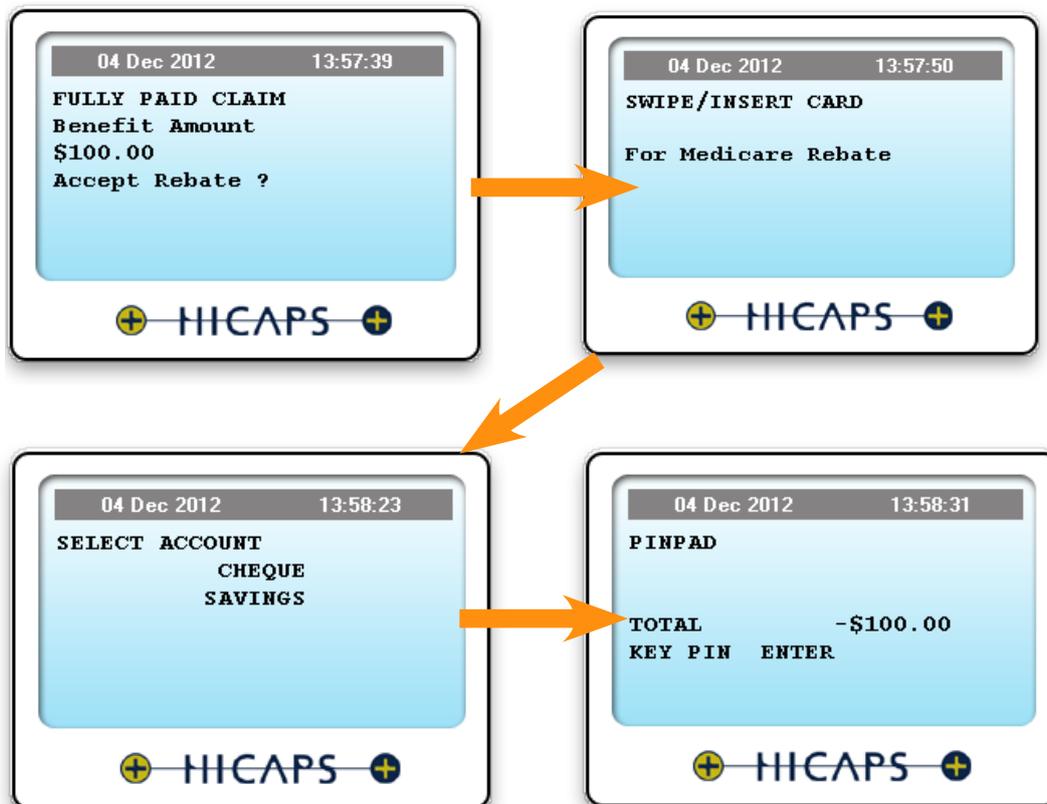
Claim Type:  Fully Paid  Part Paid  Unpaid  Bulk Bill

6.3.7. Press OK. You will then be prompted to swipe the card at the terminal.

6.3.8. If Bulk Bill:



6.3.9. If Fully Paid. Swipe Patient's Credit or EFTPOS card:  
The funds will be transferred to the Patient's account linked to the card.



6.3.10. If Unpaid or Part Paid the data is submitted to Medicare and the patient will receive a cheque in mail.

**HICAPS Terminal Payments Processing for Lothar, Rita**

Patient #  Health Fund  Account#  Member ID  Expires

Tax Invoice # **1066** Date **27/11/2012** Provider MEDDENT (2149381Y) Merchant HBF & GMF MELBOURNE AU

#	Code	Provider	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85022	SW(2149381Y)	Intraoral periapical or bitewing radiograph per exposure				0%	n/a	\$100.00			

**Total Fees \$100.00 DR    Total Benefit \$0.00 CR    Total Gap \$100.00 DR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
27/11/2012	Medicare	Unpaid claim, funds to be received by cheque		101149	\$0.00 CR
27/11/2012	Cash			101148	\$100.00 CR

Balances: Total **\$266.20 DR** Fees **\$266.20 DR** Deposits **\$0.00 CR** Today's **\$0.00 CR**

6.3.11. For Bulk Bill claims where the fee is higher than the Medicare rebate, a special adjustment will be entered automatically to balance up the Appointment total.

**HICAPS Terminal Payments Processing for Miss Yarraville, Mary**

Patient #  Health Fund  Account#  Member ID  Expires

Tax Invoice # **1072** Date **04/12/2012** Provider MEDDENT (2149381Y) Merchant HBF & GMF MELBOURNE AU

#	Code	Provider	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85012	SW(2149381Y)	Periodic oral examination				0%	n/a	\$60.00	\$33.60	\$26.40	00

**Total Fees \$60.00 DR    Total Benefit \$33.60 CR    Total Gap \$26.40 DR**

Date	Description	Notes	RRN	Ref#	Amount(\$)
04/12/2012	Medicare	Bulk Billed claim, benefit assigned to provider	00812120412580204478912M	101155	\$33.60 CR
04/12/2012	Medicare Bulk Bill adjustment	Medicare bulk bill claim adjustment		-	\$26.40 CR

Balances: Total **\$0.00 CR** Fees **\$0.00 CR** Deposits **\$0.00 CR** Today's **\$0.00 CR**

### 6.4. Medicare Claim Error Handling

For explanations and instructions regarding the Medicare Easyclaim error codes returned by the HICAPS terminal, please follow the instructions in the "Medicare Easyclaim Return Codes" brochure that can be found at the following link: <http://www.medicareaustralia.gov.au/provider/medicare/claiming/easyclaim/files/medicare-easyclaim-return-code-list.pdf> or download the brochure from the Praktika Website - Essential Downloads page.

