

# Make a bulk bill adjustment

Last Modified on 10/11/2022 11:49 am AEDT

Make adjustments to bulk-billed invoices so they match the amount paid by Medicare. This balances your payments and receipts and may be required if Medicare's payment does not match the total outstanding. This is because you want the outstanding amount to be 0 after you have receipted the payment.

To learn more about receipting, see our [manual receipting article](#).

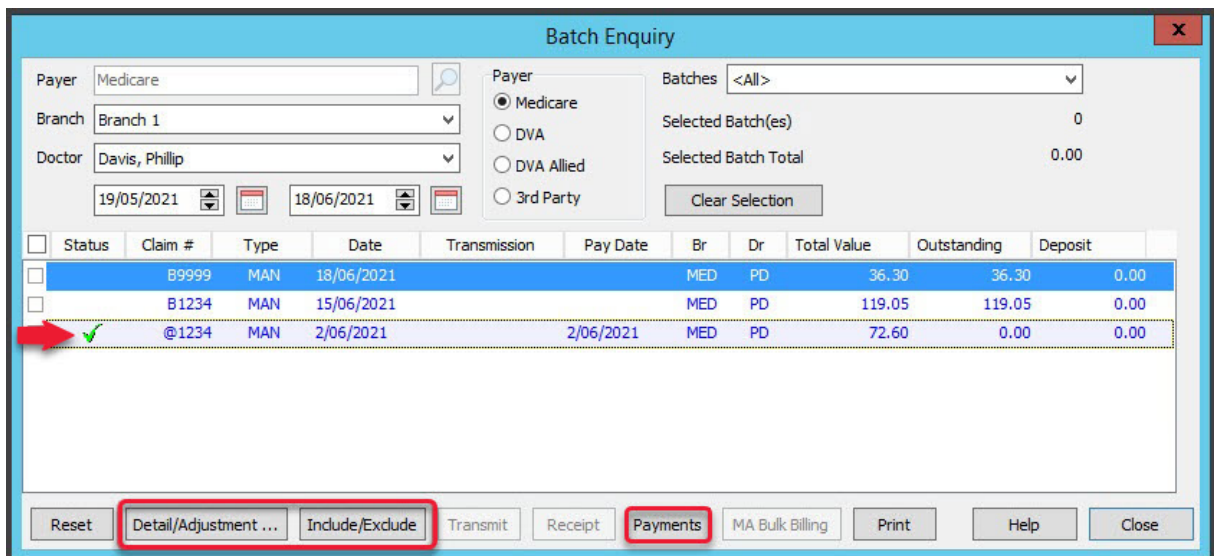
To make adjustments to a receipted batch:

1. Go to Zedmed's **Management** tab.
2. Select **Batching** then **Batch Enquiry** from the list.

In the Batch Enquiry screen:

- The batches displayed can be filtered using the **Branch**, **Doctor** and **Batches** fields.
- Batches that were manually batched are adjusted here, not in the patient's record.
- Selecting **Include/Exclude** shows what patients and invoices are included in the batch and excludes some of them.

3. Select **Payments**.



**Batch Enquiry**

Payer: Medicare  
Branch: Branch 1  
Doctor: Davis, Phillip  
19/05/2021 18/06/2021

Payer: ☒ Medicare  
☐ DVA  
☐ DVA Allied  
☐ 3rd Party

Batches: <All>  
Selected Batch(es): 0  
Selected Batch Total: 0.00  
Clear Selection

Status	Claim #	Type	Date	Transmission	Pay Date	Br	Dr	Total Value	Outstanding	Deposit
<input type="checkbox"/>	B9999	MAN	18/06/2021			MED	PD	36.30	36.30	0.00
<input type="checkbox"/>	B1234	MAN	15/06/2021			MED	PD	119.05	119.05	0.00
<input checked="" type="checkbox"/>	@1234	MAN	2/06/2021		2/06/2021	MED	PD	72.60	0.00	0.00

Reset Detail/Adjustment ... Include/Exclude Transmit Receipt **Payments** MA Bulk Billing Print Help Close

The **Payment Enquiry** screen will open showing all the receipts from Medicare.

4. Select the receipt for the invoice you want to adjust.
5. Select **Reversal** and then **Yes** to the confirmation dialog.
6. Enter a reason when prompted and select **OK**.
7. Select **Close** to save.

**Payment Enquiry**

Payer: Medicare      Payments: <All>      ☒ Payment Only   ☐ Full Details

Payment Date Period: 18/05/2021 To 18/06/2021

Payments							
Receipt #	Date	Time	Staff	Value	Credits		
34	15/06/2021	16:18	PD	0.00	0.00		
BNK DIRECT DEPOSIT Medicare      Reserve      Canberra      72.60							
15/06/2021 REVERSAL error      PD      -72.60							
15	02/06/2021	13:54	PD	72.60	0.00		
BNK DIRECT DEPOSIT Medicare      Reserve      Canberra      72.60							

**Confirm** X

i Do you wish to Reverse Payment #15?

In **Batch Enquiry**, the batch will now show as outstanding instead of paid.

8. Select the batch you reversed.
9. Select **Detail/Adjustment** to open the **Batch Adjustment** screen.

You will see the receipt has been removed and you can now take the following actions:

- a. **Discount** - Select the **Service (S)**, select **Discount**, enter the amount and a reason into the pop-up then select **Close**.
  - b. **Increase** - Select the **Service (S)**, select **Increase**, enter the amount and a reason into the pop-up then select **Close**.
  - c. **Void** - Select the **Service (S)**, select **Void**, enter a reason into the pop-up then select **Close**.
10. Select **Close** when you have finished to save and exit.

Batch Adjustment

Payer Medicare

Batch Total **72.60** Batch Outstanding **72.60**

☒ Invoice Only  
☐ Full Details

Invoice

	Date	Description	Tx	Stf	Value	Outstanding
20	21/05/2021	BECKER, IRENE	@1234	MED PD	36.30	36.30
	21/05/2021	23 Level B Sur				
	02/06/2021	<15>				
	18/06/2021	Reversal Paymen				
9	19/04/2021	HOLLOWAY, KNUT				
	19/04/2021	23 Level B Sur				
	02/06/2021	<15>				
	18/06/2021	Reversal Paymen				

Adjustment - Void

Invoice# 9

Service Item 23 Level B Surgery Consultation

Outstanding 36.30 Reduced by

Reason 

Void the Service

Close

Cancel

Select Invoice 

MA Same Day Delete

Select Service 

Change Analysis Group

Bad Debt

Discount

Increase

Void

Remove Void

Close

Cancel

Branch 1

PDAVIS