

# Private Patient invoicing (MAOnline/Tyro Easyclaim)

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Invoice a private patient who's paying the bill themselves using **MA Online** or **Tyro EasyClaim**. When a patient makes an MA Online payment, they usually get a rebate the next day. With Tyro, they need to swipe their payment card and get a rebate the same day.

## Requirements

**Medicare Easyclaim** can be used to claim the following services:

- **NEW Patient claims less than 6 months from date of service**
- Out-of-hospital items
- Bulk bill claims less than 2 years from date of service
- Items that are not time-duration dependent
- Patient claims for Group 9 pathology items
- Patient claims and bulk bill claims with standard referrals
- Items where the charge does not exceed \$9,999.99
- Non-derived fee items
- Separate sites override if the item is listed under a restrictive override code
- Claims that do not require text.

## Invoice a private patient using MA Online

If there is a Medicare rebate, **Patient Verification** should be selected in the patient record to check eligibility. This can be done when the patient arrives or as part of the billing process.

To bill a private patient:

1. Select **Bill** using the relevant option:
  - If you are billing from the **Waiting Room**, right-click the patient and select **Bill**.
  - If you are billing from the **Patient Record**, select **Bill** from the top menu.The **New Invoice** screen will open.
2. Check that the **Payer** is the patient and the correct **Doctor** is shown.
3. Add service items to the invoice:
  - If billing from the **Waiting Room**, select **Add All** to add the code/s in the **Doctor Assigned Billing Codes** box.
  - If billing from the **Patient Record**, enter **item codes** in the **Item#** field. Press **Tab** to update the fields. Do not select **Add**.

**New Invoice**

Invoice  
 Patient: Mr Knut Holloway, File 4, DOB 19/05/1952 (70)  
 Payer: Holloway, Knut (dropdown), Add/Edit Payer  
 Doctor: Davis, Phillip (dropdown)  
 Request/Referral Dr: <None>  
 Claim: (dropdown)

Payer Debts	Patient	Family	Credit
Due	598.55	598.55	0.00
Deferred	0.00	0.00	

Fund Details  
 Fund: # Fund Fee Type  
 Refund/Gap Calculation:  Fund  Medicare  
 Invoice Style: Print Gap  Corporate

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
06/01/2023	23	Level B Surgery Consultation	P1	FRE	71.30	1	71.30		39.75	31.55

Properties (dropdown) Add Change Delete  
**Total 0.00 Disc. 0.00 Gap 0.00**

Doctor Assigned Billing Codes: 23  
 Message: (dropdown)  
 Billing Instructions: Private - Book another appointment in 2 weeks -

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

4. Select **Properties** and review the following:

- a. Select any relevant **Indication flags**. For example, if a patient returns later that day, select **Not Duplicate Service**.
- b. If the service item is radiology or pathology, the **LSPN** and **Specimen Collection Point** fields will be populated.
- c. Select **OK** to return to the **New Invoice** screen.

**Properties**

Invoice properties (for DVA only)  
 Condition treated relates to a condition for a White Card holder  Details: (dropdown)

Service Properties  
 General Options  
 Time Of Service: 08:58, Time Duration (mins): (input)  
 Patients seen: 1, Distance KM: (input)  
 Hospital/Site: (dropdown)  
 Is the patient admitted in the hospital (tick = Yes)?   
 Resource: <None>, Analysis Group: <None>

**Diagnostic Imaging**  
 LSPN: (input), Equipment Id: (input), Field Qty: (input)

**Pathology**  
 Rule3 Exempt  Specimen Collection Point: (input)  
 Not Rule3 Exempt  Collection Date/Time: (input) (input) Delete  
 S4b3 Exempted   
 Not S4b3 Exempted  Accession Date/Time: (input) (input) Delete

**Indication flags**  
 Normal After Care  Multiple Procedure  Duplicate Service  Second Device  Self Deemed   
 Not Normal After Care  Not Multiple Procedure  Not Duplicate Service  Not Second Device  Not Self Deemed   
 Substituted Service

Dental  
 Num. of Teeth: (input), Tooth No.: (input), Jaw: (dropdown)

Optical  
 Optical Script: (dropdown)

Buttons: OK Cancel Help

5. If you billed from the **Patient Record**:
  - Select **Add** to add the current item to the invoice and enter any additional items to the invoice.

This is done after reviewing the Properties, so any selections are applied to all items.
6. Review the invoice items:
  - To modify a service, select it and select **Change**. This will place the service into the editable fields.
  - To delete a service, select it and select **Change**, then select **Delete**.
7. Select **Quick Pay**.

The **Quick Pay** screen will open.

This will show the Value to be paid, and if there is a rebate, the amount will be shown as the Gap.

8. Select the **Payments Format**, then update the **Payments** fields and select **Add**.

In the example below, Card was selected and VISA was selected for the Card Type.

**Note:** Zedmed v36.9 and later have **ePayment** as a payment option. ePayment is only for Online Appointments that were booked using Zedmed's Payment Gateway, which allows practices to take credit card information with an online booking and charge that card after the consultation. For more information, see the [Payment Gateway invoicing guide](#) and [Payment Gateway quickstart](#).

9. Take the payment from the patient.

Use the payment method selected to process the payment.

The screenshot displays the 'Quick Pay' interface. At the top, it identifies the patient as 'Mr Knut Holloway' with a patient ID of '4'. The 'Payer' is listed as 'Holloway, Knut'. The 'Due' amount is 598.55, and the 'Current Invoice(s)' value is 71.30. The 'Payments' section shows a table with columns for Format, Name, Card Type, Branch, Number, Banklist, and Amount. The 'Card' format is selected, and 'VISA' is chosen for the Card Type. A red box highlights the 'Add' button next to the 'Card' option. At the bottom of the screen, the 'MA Online' button is highlighted with a red box. The 'Payment Total' is 0.00, and the 'Amount Due' is 71.30. The 'Balance' is also 71.30. The 'Invoice(s) Only' option is selected for the payment type.

10. Select **MA Online**.

MA Online is used to process the Gap rebate for the patient and complete the payment of the invoice. If there is no Gap, MA Online is still used to complete the billing process.

11. Select **Yes** to the MA Online pop-up advising the invoice will be saved

The **Interactive Claim** screen will open.

1. Does the patient wish to submit their account using MA On-line?  
 2. May the practice provide MA with their address details for the return of payment?  
 3. If the patient has paid their account in full, do they want the refund Direct Deposited into their Non-registered bank account? If so, complete the Non-registered EFT bank details below (which will be stored in an encrypted form, unreadable by any person).

Payer  Invoice No  Value

Send cheque or EFT statement to

Use the address held by Medicare Australia  Note: PO Boxes are not acceptable.  
Medicare will use patient's registered bank details if available.

Address Line 1  Suburb  Postcode   
 Address Line 2  Contact N°

12. Select **Send** to transmit the rebate request to Medicare.

You will get a response with information about the claim.

Claiming

**Medicare Claim Assessment**  
**Jamee Post (F) 24/04/1951 MC: 595096952 1 1**

**i** Will be paid via a 'Pay Doctor Via Claimant (PDVC)' cheque sent to the claimant's address

**Assessment Notes:**  
 8/02/2022 Item 23  
 Medicare code ASSESSED -

13. Select **Ok** on the assessment dialog.

14. Select **Print** or **Continue**.

- **Print** will print out the claim details, including any remittance advice for the patient.
- **Continue** will close the prompt.

## Invoice a private patient using Tyro EasyClaim

Use Tyro POS to take payment from the patient who is paying the bill themselves. The payment will be taken using a Tyro terminal. The patient's rebate eligibility can be checked, and their rebate will be paid directly into their bank account.

To check if Tyro is set up, see the [Set up Tyro article](#).

To bill the patient using Tyro:

1. Select **Bill** using the relevant option:

- If you are billing from the **Waiting Room**, right-click the patient and select **Bill**.
- If you are billing from the **Patient Record**, select **Bill** from the top menu.

The **New Invoice** screen will open.

2. Check that the **Payer** is the patient and the correct **Doctor** is shown.

3. Add service items to the invoice:

- If billing from the **Waiting Room**, select **Add All** to add the code/s in the **Doctor Assigned Billing Codes** box.
- If billing from the **Patient Record**, enter **item codes** in the **Item#** field. Press **Tab** to update the fields. Do not select **Add**.

**New Invoice**

Invoice  
Patient: Mr Knut Holloway, File 4, DOB 19/05/1952 (70)  
DVA, HCC#, Safety, Pens. Status None

Payer: Holloway, Knut (selected), Add/Edit Payer  
Applicable Fee Type: P1

Doctor: Davis, Phillip (selected)

Request/Referral Dr: <None>

Claim: [ ]

Payer Debts			
	Patient	Family	Credit
Due	598.55	598.55	0.00
Deferred	0.00	0.00	

Fund Details		
Fund	#	Fund Fee Type
Refund/Gap Calculation		
<input type="radio"/> Fund	<input checked="" type="radio"/> Medicare	Invoice Style
		Print Gap <input type="checkbox"/> Corporate <input type="checkbox"/>

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
06/01/2023	23	Level B Surgery Consultation	P1	FRE	71.30	1	71.30		39.75	31.55

Properties (highlighted) Add Change Delete

Total 0.00 Disc. 0.00 Gap 0.00

Doctor Assigned Billing Codes: 23, Add All, Message [ ]

Billing Instructions: Private - Book another appointment in 2 weeks -

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

4. Select **Properties** and review the following:

- a. Select any relevant **Indication flags**. For example, if a patient returned later that day, select **Not Duplicate Service**.
- b. If the service item is radiology or pathology, the **LSPN** and **Specimen Collection Point** fields will be populated.
- c. Select **OK** to return to the **New Invoice** screen.

5. If you billed from the **Patient Record**:

- Select **Add** to add the current item to the invoice and enter any additional items to the invoice.

This is done after reviewing the Properties, so any selections are applied to all items.

6. Review the invoice items:

- To modify a service, select it and select **Change**. This will place the service into the editable fields.
- To delete a service, select it and select **Change**, then select **Delete**.

7. Select **Quick Pay**.

The **Quick Pay** screen will open.

This will show the **Value** to be paid and, if there is a rebate, the amount will be shown as the **Gap**.

8. Select **Tyro EasyClaim**.

The Tyro connector application will open and show the total amount due.

Quick Pay

105377 Anne Zedmed

Payer Zedmed, Ann Due Patient 0.00 Family 0.00 Deferred 0.00 Family 0.00 Credits 0.00

Current Invoice(s)

Allocate  Value 90.00  Discounted value 90.00  Gap 50.90

Payments

Format	Name	Bank	Branch	Number	Banklist	Amount
1. Cash	2. Cheque	3. MC Cheque	Tyro Eftpos			
4. Card	5. Eftpos	6. Direct Deposit	7. Credits			

**Tyro EasyClaim**

**Purchase**

Amount \$185.90  
Cashout \$0.00  
Total \$185.90

Swipe / Insert Card. Purchase \$185.90

Purchase started - Amount: \$185.90, Cashout: \$0.00

Cancel Transaction

9. Using the Tyro terminal, the patient can now:

- Swipe their payment card.
- Select the account using the terminal keys.
- Enter their pin
- Press **OK**.

10. Once the payment has gone through, select **Tyro Easyclaim** for the refund.

The **Medicare Australia Online Easy Claims** screen will open.

11. Select **Send**.

Medicare Australia Online - Easy Claims

Payer Marrianna-Louise Jones Invoice No 73 Value \$185.90

Item	Description	Value	Patient Paid	MA Paid	Reason Code	Reason Text
110	Professional attendance a...	185.90	185.90	0.00		

**Medicare Easyclaim**

Processing claim - please wait

Medicare Easyclaim request started

Cancel Transaction

Send Cancel

12. The patient will be prompted to swipe their card again and follow the terminal's steps for the refund.

**Note:** The card must be a debit card for a rebate to be refunded.

13. Select **Close** to exit the **New Invoice** screen.

The print dialog will open.

14. Select **Print** or **Continue**.

- **Print** will print out the claim details, including any remittance advice for the patient.
  - **Continue** will close the prompt.
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