

Private Patient invoicing (MAOnline/Tyro Easyclaim)

Last Modified on 28/06/2024 2:24 pm AEST

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.

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**.

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 shows the 'Quick Pay' interface. At the top, it displays 'Mr Knut Holloway' and a table of due amounts:

Payer	Due	Patient	Family	Deferred	Patient	Family	Credits
Holloway, Knut		598.55	598.55		0.00	0.00	0.00

Below this, there are options for 'Current Invoice(s)' (Allocate, Value 71.30, Discounted value 71.30, Gap 31.55) and a 'Payments' section with a table of payment options:

Format	Name	Card Type	Branch	Number	Banklist	Amount
Card		VISA			BNK	71.30

At the bottom of the screen, there are buttons for 'Eclipse', 'MA Online', 'Suppress', 'Combo Inv.', 'Email', 'Print', and 'Cancel'. The 'MA Online' button is highlighted with a red box.

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.

Interactive Claim

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^o:

Send Cancel

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 -

Ok

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 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 DVA HCC# Safety Pens. Status: None

File: 4 DOB: 19/05/1952 (70)

Payer: Holloway, Knut Payer Debts:

Due	Patient	Family	Credit
Deferred	598.55	598.55	0.00
	0.00	0.00	

Applicable Fee Type: P1

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Claim:

Fund Details:

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

Services

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

Total 0.00 Disc. 0.00 Gap 0.00

Doctor Assigned Billing Codes: 23 Message:

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

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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