

# Private Patient invoicing (MAOnline/Tyro Easyclaim)

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Invoice a private patient who's paying the bill themselves and use **MA Online** or **Tyro EasyClaim** to process the rebate. MA Online payment rebates are processed within 48 hrs, and Tyro EasyClaim payment rebates are received almost immediately if a debit card is provided.

## Considerations

- Claims must be within 6 months of the date of service.
- What can you **claim using Medicare EasyClaim?**
- What are the **Medicare rebate exceptions?**

## Invoice a private patient using MA Online

Charge a patient using any supported payment method, then use MA Online to send the patient's rebate to the bank account they have registered with Services Australia. The rebate can take 48 hours.

Use the Patient Record's **Patient Verification** option to check eligibility for a Medicare rebate when the patient arrives or as part of the billing process.

To bill the patient using MA Online:

1. From the **Appointment Grid** or Office **Waiting Room**, right-click the patient and select **Bill**.

You can also select the **Bill** menu from the **Patient Record**.

The **New Invoice** screen will open.

2. Review these fields:
  - a. **Payer** - check the **Patient** is selected
  - b. **Branch** - the doctor's provider number and letterhead for that branch will appear on the invoice.
  - c. **Doctor** - check the treating doctor is selected.
  - d. **Referral Dr** - for specialists, check the correct referral is selected.
3. Add the service items to the invoice.

**Option 1:** To use doctor-provided codes - select **Add All** by the **Doctor Assigned Billing Codes** field.

**Option 2:** To add manually - enter the **item code** in the **Item#** field, press **Tab**, then select the **Add** button.

- 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**.

4. If you are billing for duplicate items (the same item number is provided more than once on the same day).
  - a. Select the service.
  - b. Select **Change** (to make editable).
  - c. Select **Properties** and tick **Not Duplicate Service** or **Duplicate Service**.
  - d. Enter the **Time of Service** and **Time Duration** and select **Add**.
  - e. Repeat for duplicate item number.

5. Quick Pay.

The **Quick Pay** screen will open.

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

6. Select the **Payments Format**, then update the **Payments** fields and select **Add**.
7. Use the payment method selected to process the payment.

The example below shows a manual over-the-phone payment with Card selected and VISA for the Card Type.

The screenshot shows the 'New Invoice' interface. At the top, it displays patient information: Talia Simkins, DVA, HCC#, Safety, and Pens. Status: None. Below this, there's a 'Quick Pay' section and a 'Payer' section for C49 Talia Simkins. A table shows payment details: Payer (Simkins, Talia), Due (670.00), Family (670.00), Deferred (0.00), Family (0.00), and Credits (0.00). The 'Current Invoice(s)' section shows an allocated value of 250.00. The 'Payments' section is highlighted with a red box and contains a table with columns: Format, Name, Bank, Branch, Number, Banklist, and Amount. Below this is a 'Request Referrals' section with a dropdown menu. The 'Services' section shows a card payment of 250.00. At the bottom, there are buttons for 'Eclipse', 'MA Online' (highlighted with a red box), 'Suppress', 'Combo Inv.', 'Send to Patient', 'Print', and 'Cancel'. A red arrow points to the 'Quick Pay' button in the bottom toolbar.

8. Select MA Online.

MA Online is used to process the 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.

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

The **Interactive Claim** screen will open.

The 'Interactive Claim' dialog box contains the following text:
   
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).
   
Fields include: Payer (Post, Jamee), Invoice No (11210), Value (\$71.30), and a section for 'Non-registered EFT banking details' with fields for Address Line 1 (197 Hiram Gr), Suburb (MELROSE), Postcode (5483), and Contact No. The 'Send' button is highlighted with a red box.

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

You will get a response with information about the claim.

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

12. 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

The payment will be processed using a Tyro POS terminal and the rebate is received almost immediately if the patient provides a debit card.

The patient's rebate eligibility can be checked, and their rebate will be paid directly into their bank account.

To bill the patient using Tyro EasyClaim:

1. From the **Appointment Grid** or **Office Waiting Room**, right-click the patient and select **Bill**.

You can also select the **Bill** menu from the **Patient Record**.

The **New Invoice** screen will open.

2. Review these fields:
  - a. **Payer** - check the **Patient** is selected
  - b. **Branch** - the doctor's provider number and letterhead for that branch will appear on the invoice.
  - c. **Doctor** - check the treating doctor is selected.
  - d. **Referral Dr** - for specialists, check the correct referral is selected.
3. Add the service items to the invoice.

**Option 1:** To use doctor-provided codes - select **Add All** by the **Doctor Assigned Billing Codes** field.

**Option 2:** To add manually - enter the **item code** in the **Item#** field, press **Tab**, then select the **Add** button.

- 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**.

**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>

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

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 (selected), Add, Change, Delete

Total: 0.00, Disc: 0.00, Gap: 0.00

Doctor Assigned Billing Codes: 23, Add All

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 (selected), Cancel, Help

4. If you are billing for duplicate items (the same item number is provided more than once on the same day).
  - a. Select the service.
  - b. Select **Change** (to make editable).
  - c. Select **Properties** and tick **Not Duplicate Service** or **Duplicate Service**.
  - d. Enter the **Time of Service** and **Time Duration** and select **Add**.
  - e. Repeat for duplicate item number.

5. Select Quick Pay.

The **Quick Pay** screen will open, displaying the **Value** to be paid.

If a rebate is available, the amount will be displayed as the **Gap**.

6. Select Tyro EasyClaim.

The Tyro connector application will open, displaying the total amount due.

7. **Process the payment**

The patient can now use the Tyro Terminal to pay with their preferred card.

Wait for the payment to complete.

8. **Process the rebate**

a) Select **Tyro Easyclaim.**

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

b) Select **Send.**

The patient will be prompted to swipe a **debit card** and follow the terminal's steps for the rebate.

**Note:** If the patient does not have a debit card, you can use MA Online in the patient's Account Enquiry to process the rebate.

The screenshot shows the 'Medicare Australia Online - Easy Claims' window. At the top, there are input fields for 'Payer' (Marrianna-Louise Jones), 'Invoice No' (73), and 'Value' (\$185.90). Below these is a table with columns: Item, Description, Value, Patient Paid, MA Paid, Reason Code, and Reason Text. The table contains one row: Item 110, Description 'Professional attendance a...', Value 185.90, Patient Paid 185.90, MA Paid 0.00. A modal dialog box titled 'Medicare Easyclaim' is centered on the screen. It features the 'ty' logo and the text 'Processing claim - please wait'. Below this is a text box containing 'Medicare Easyclaim request started'. At the bottom of the dialog is a 'Cancel Transaction' button. At the bottom of the main window, there are 'Send' and 'Cancel' buttons, with 'Send' highlighted by a red box.

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

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

The print dialog will open.

The Appointment Grid will display a \$ icon next to the patient.

10. Select **Print** or **Continue**.

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