Private Patient invoicing (MAOnline/Tyro Easyclaim)

Version: 3.00 | Last Modified on 06/11/2025 11:26 am AEDT

Invoice a private patient who's paying the bill themself 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**.

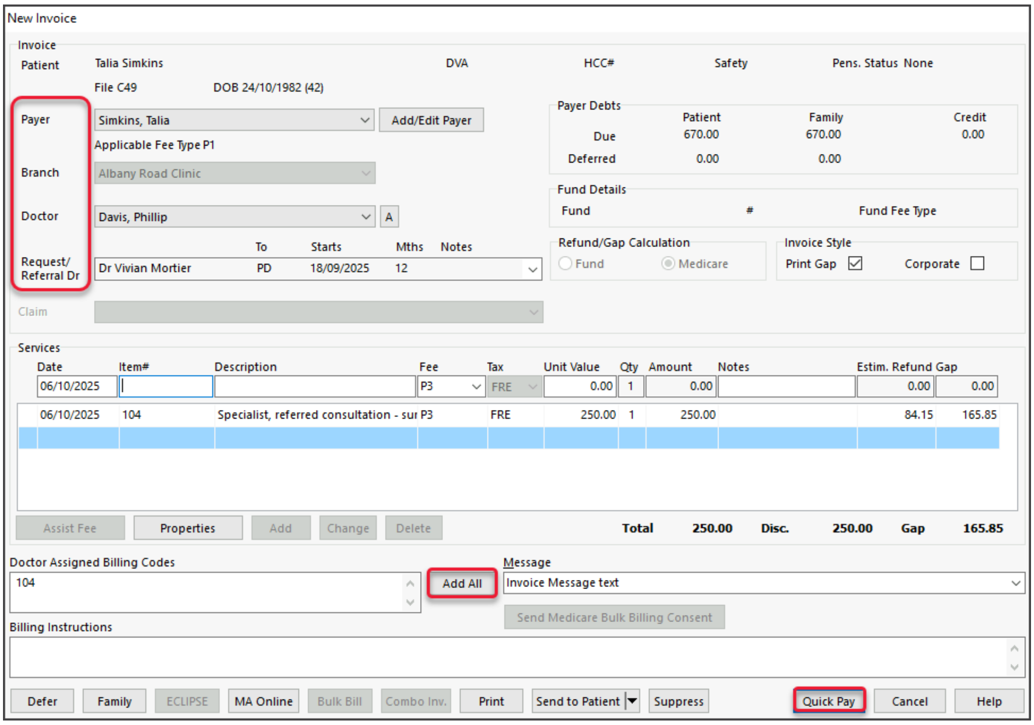
   The **New Invoice** screen will open.
2. Review these fields:
   a. **Payer** - check the **Patient** is selected
   b. **Branch** - the doctor's provider number and letterhead for that branch will appear on the invoice.
   c. **Doctor -** check the treating doctor is selected**.**
   d. **Referral Dr** - 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.

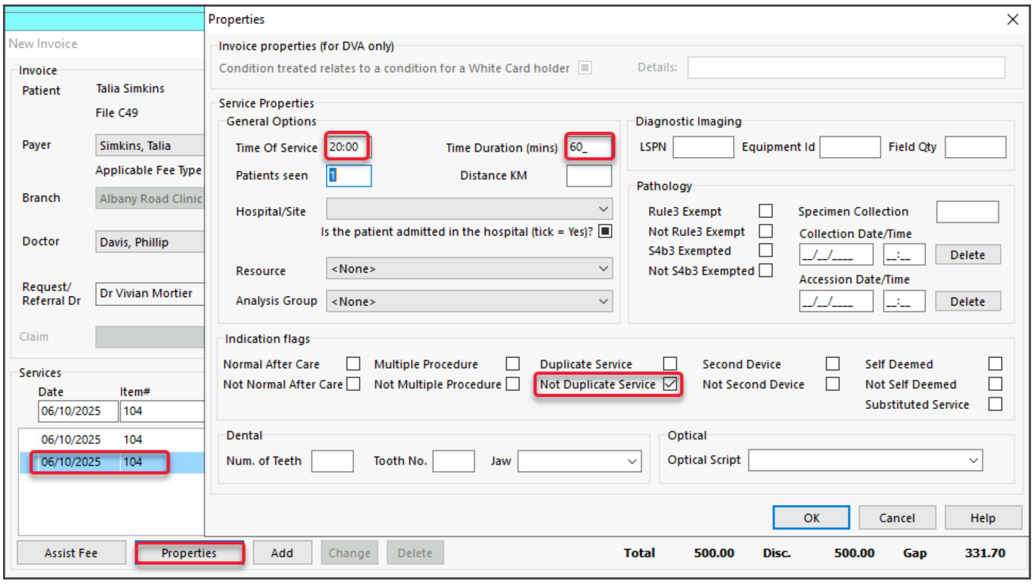
   Option 2: To add **manually** - enter the **item code** in the **Item#** field, press **Tab,** then select the **Add** button.

   • 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.

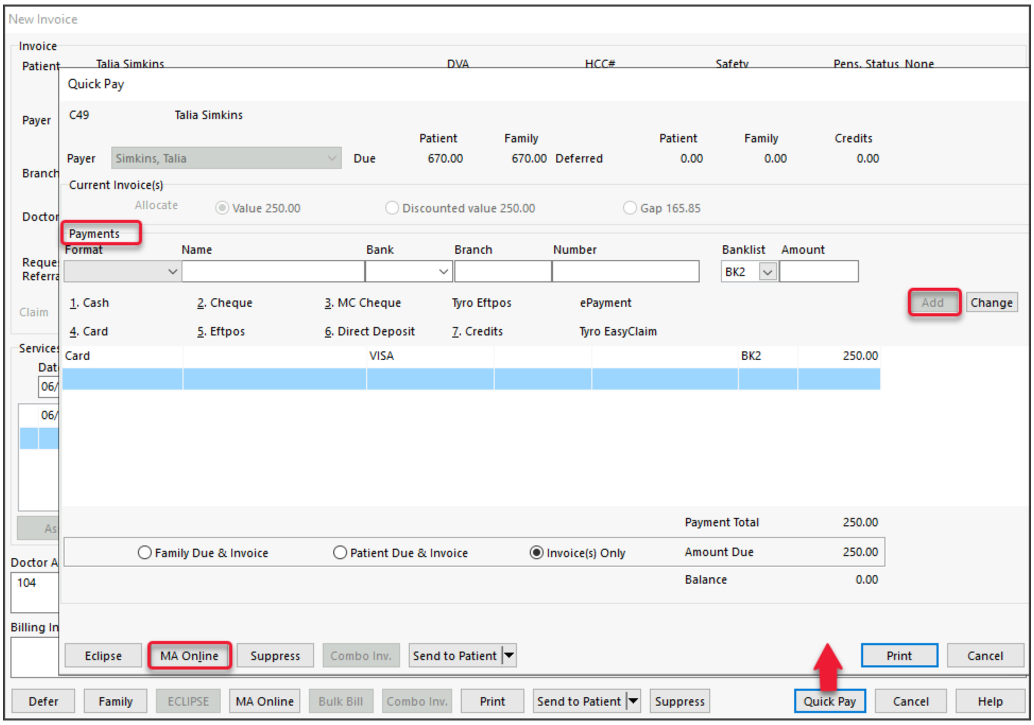


5. Select **Quick Pay.**

    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.

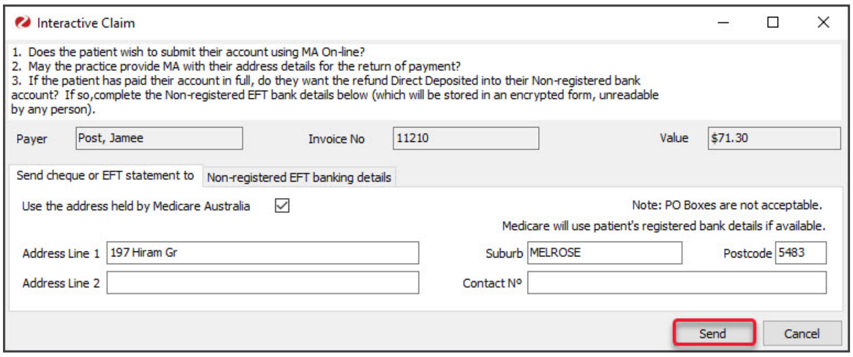


8. Select **MA Online**.

   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.



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**.**
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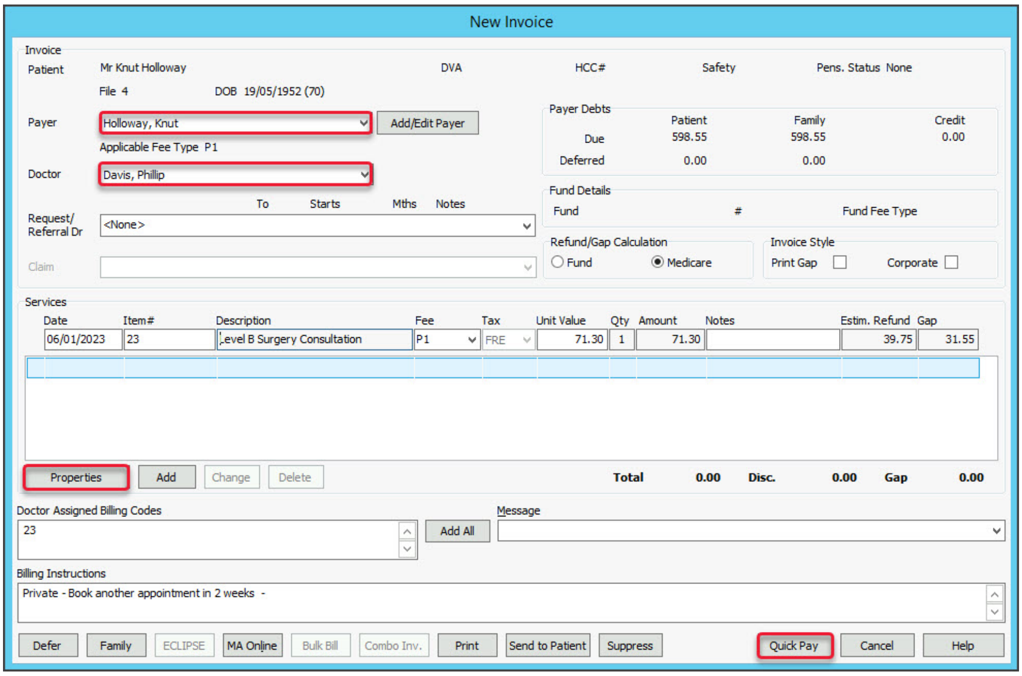
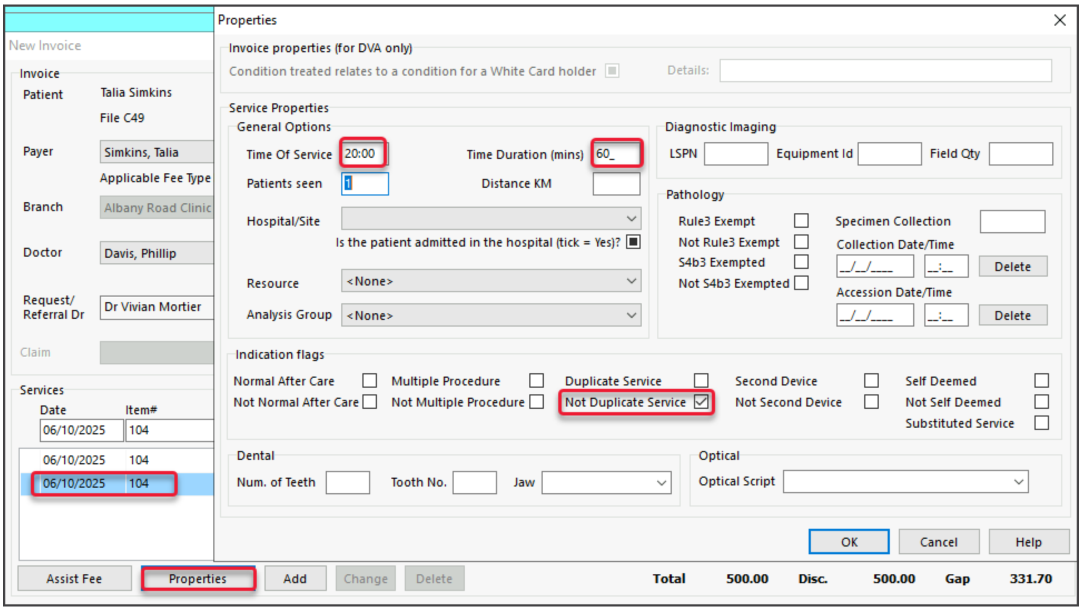
   • To delete a service, select it and select **Change**, then select **Delete**.



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.

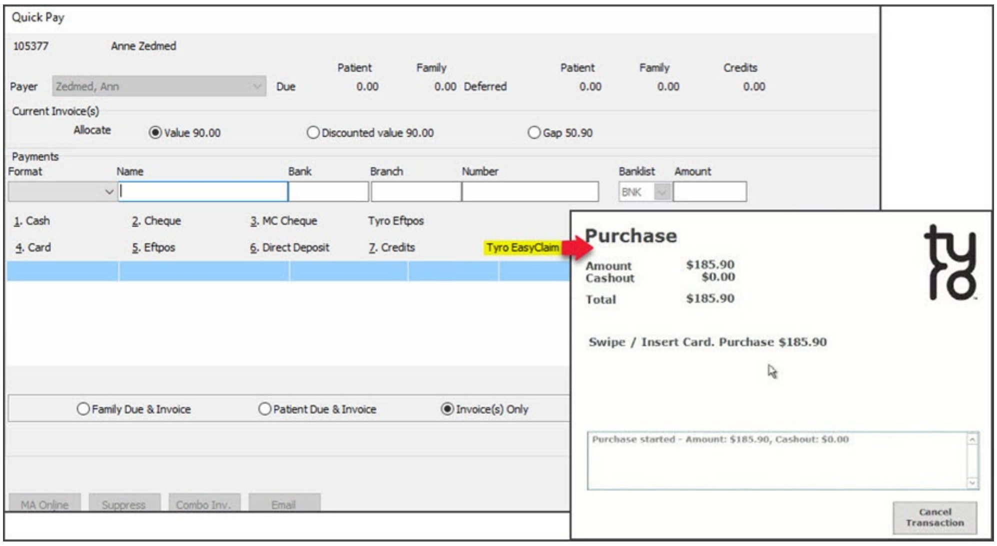


5. Select **Quick Pay**.

   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.

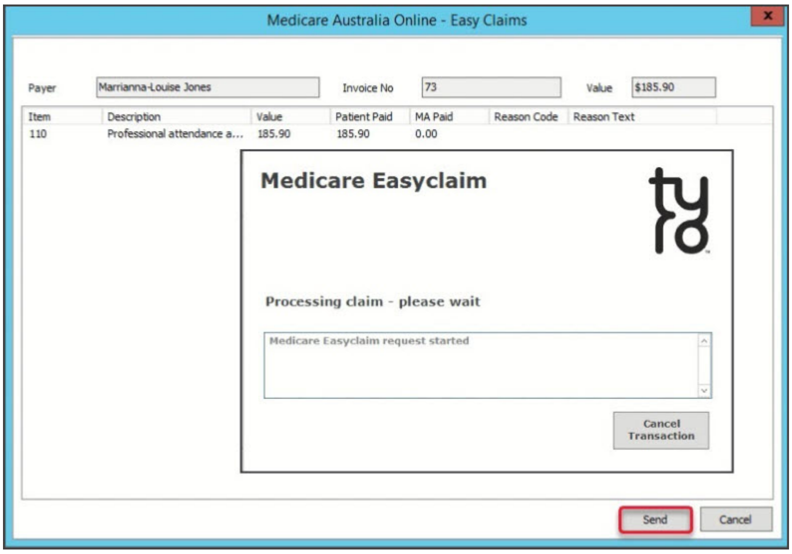
   Wait for the payment to complete.
8. **Process the rebate**

   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.



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.