

Register doctors for Medicare claims

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For doctors to submit claims using Medicare Web Services, they need to be registered for claiming in Zedmed. This is done in each doctor's record, where there are new **Claiming** options.

Before doctors can be registered, the practice's Medicare credentials need to be **Registered for claims**.

Register doctor for claiming

We have this guide in both video and written formats. The video includes the process for registering the practice and the doctors.

To register a doctor for claiming:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Doctors > Find Treating Doctors**.

The **Find Doctor Detail** screen will open.

3. Search for the doctor.

The **Doctor Details** screen will display the selected doctor's information.

4. Under **Branches**, select the branch the doctor works at.

This branch must be **registered for claiming** using Medicare Web services or the doctor will not be able to make claims.

5. Select **Register for Claiming** and **OK** on the confirmation dialog.

This will send the registration information, and the doctor's status will update to **Claiming Active**, with a ticked **Active** box.

If the doctor's status shows **Locked**, it will need to be unlocked by Medicare before the doctor can submit claims. This could happen if there was a problem with the paperwork submitted for the doctor's onboarding to Medicare Web Services.

6. Repeat these steps for each branch the doctor needs to submit claims from.

This is important because the doctor may have a different provider number for each branch, and you also need to check that each branch they are registered for shows their claiming status as **Active**.

7. Select **Close** to save.
8. Repeat these steps for the next doctor.

For each doctor, **Claiming Active** must be shown under the **Provider #** field for the doctor to be able to submit claims at the branch selected.

Doctor Details

Identity
 Family Name: FERNANDEZ
 Given Names: DANUTA
 Title: Dr [Search HI Service]
 EHealthID (HPI-1): [Redacted]
 ABN/Bus. Name: [Redacted]
 AHPRA Number: [Redacted]

Home Address
 123 Testing Street
 Address Line 2: [Redacted]
 Suburb: SOUTH MELBOURNE
 3205

Phone Numbers
 Home Phone: 03 1234 5678
 Home Fax: 03 9876 5432
 Mobile Phone: 0408509482

Clinical Settings
 Qualification: MBBS
 Prescriber No: 9877773
 Email Address: dfernandez@testing.email.au

Practice
 Dr Code: DF
 Default Item #: [Redacted]
 Fee type override: [Redacted] [Clear]
 Dr Type: [Redacted]
 HIC Registered
 HIC Online
 DVA Registered
 REI Registered

Branches
 Branch: Branch 3
 Bank List: Branch 3 Bank Account
 MA Format: General Practitioner
 Provider #: [Redacted] Other Provider #: [Redacted]

Claiming: Not Registered [Register for Claiming]

Claiming: Active Active [Delete Registration]

Provider Type: [Redacted] Invoice Header Invoice Footer Another

Erx Entity ID: [Redacted]

No Employment Record!
 Details New

Status
 Available Assist Only External Primary Surgeon Only Available Online

ECLIPSE Fund Schemes

Text for specialty treatment: [Redacted]

Find Close Cancel

Video guide for both practice and doctor registration

Your browser does not support HTML5 video.

Troubleshoot Status

For doctors to be able to claim, the status next to **Claiming** must show **Active**, and the **Active** box must have a tick.

Branches
 Branch: Branch 1
 Bank List: Albert Road MC Bank Account
 MA Format: Specialist
 Provider #: 2418291F Other Provider #: [Redacted]

Claiming: Active Active [Delete Registration]

Provider Type: [Redacted] Invoice Header Invoice Footer Another

Erx Entity ID: [Redacted]

Status: Locked

If the status shows **Locked**, it means a claim was submitted by the doctor and Medicare determined that the paperwork for the doctor's registration is not in order or Medicare's claims API flagged a problem. If the status shows Locked, call Zedmed Support on 1300 933 000. We will check and resolve any processing locks.

Branches	
Branch	Branch 1
Bank List	Albert Road MC Bank Account
MA Format	Specialist
Provider #	2121331W
Other Provider #	
Claiming	Locked  <input checked="" type="checkbox"/> Active Contact Support
Provider Type	8P5KG Invoice Header Invoice Footer Another
Erx Entity ID	

Status: Not Registered

If the status shows **Not Registered**, you need to select **Register for Claiming**, as explained in this guide.

Branches	
Branch	Branch 3
Bank List	Branch 3 Bank Account
MA Format	General Practitioner
Provider #	1734511H
Other Provider #	
Claiming	Not Registered  Register for Claiming
Provider Type	<input type="text"/> Invoice Header Invoice Footer Another
Erx Entity ID	

Active tick box

If there is no tick, the doctor will not be able to submit claims, even if they have the status **Claiming Active**.

Branches	
Branch	Branch 3
Bank List	Branch 3 Bank Account
MA Format	General Practitioner
Provider #	1734511H
Other Provider #	
Claiming	Active <input checked="" type="checkbox"/> Active  Delete Registration
Provider Type	<input type="text"/> Invoice Header Invoice Footer Another
Erx Entity ID	