

Reversing MA Online payments

Last Modified on 17/01/2024 1:04 pm AEDT

If a private patient has paid an invoice using MA Online, and the claim has been sent to Medicare for a rebate, you can reverse the payment, cancel the claim and then void the invoice if an error was made.

To cancel an MA Online invoice and claim:

- 1. Open the patient's record.
- 2. Select the Acc Enquiry menu.

The Account Enquiry screen will open.

3. Select the invoice to be adjusted.

Use the invoice number or receipt number to confirm it's the correct one.

- 4. Select Payments to open the Payment Enquiry screen shown below.
- 5. Select the receipt.
- 6. Select Reverse Allocation.
- 7. Provide a reason and confirm.

This will reverse the allocation and add an amount to the Credits column equal to the Value.

iyer							Displa	y In <u>v</u> oices	<all></all>	 Invoice Only 	O Full Detail
	Bates, Bridgid		~	Recalculate				Account Pay	er Credits	2065.80	Allocation .
urr	0.00	30+	0.00 60+	222.15	90+	1565.85			Total	1788.00 Deferred	0.0
ansaction	1										
Inv	voice#	Date	Patient			HIC	CLM#	Br Dr	Value	Outstanding	
- I⁄	11293	11/07/2022	BATES, E	RIDGID			34307	MED AE	71.30	0.00	
~-S	1	11/07/2022	23 Level	B Surgery Con	nsultat	ion		PD	71.30	0.00	
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ayment	Enquiry										
ayer	Bates, Bridgi	d		Payments	<all></all>			 ✓ ● Payme 	ent Only O Full Det	tails	
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				-				Staff	value	Credits	
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-R R	49 F BNK 43	11/07/2022 EFTPOS 01/06/2022	13:43 < 09:34	•				P	Value 71.30 71.30 71.30 D 39.10	0.00 0.00	
R	49 F BNK 43 35	11/07/2022 EFTPOS 01/06/2022 05/04/2022	13:43 <09:34 10:17	•				P	value 71.30 71.30 D 39.10 D 35.00	0.00 0.00 0.00	
R R R R	49 F BNK 43 35 34	11/07/2022 EFTPOS 01/06/2022 05/04/2022 05/04/2022	13:43 09:34 10:17 10:16					P P P	Value 71.30 71.30 71.30 D 39.10 D 35.00 D 71.30	0.00 0.00 0.00 0.00	
R R R R R	49 F BNK 43 35 34 30	11/07/2022 EFTPOS 01/06/2022 05/04/2022 05/04/2022 31/03/2022	13:43 09:34 10:17 10:16 15:29	•				P P P P	Value 71.30 71.30 D 39.10 D 35.00 D 71.30 D 1068.55	0.00 0.00 0.00 0.00 997.25	
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Once the Reverse Allocation is complete, you can reverse the payment (receipt). However, if you want to use the same receipt on another invoice, for example, an invoice that replaces this one, do not perform the

Reverse Payment step.

- 8. Check the invoice is still selected,
- 9. Select Reverse Payment.

If the payment was taken using Tyro the Tyro Adapter will open on the workstation, and the Tyro terminal will provide prompts for the patient. The patient enters their password into the terminal.

10. Provide a reason and confirm

This will unreceipt the invoice.

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- B	Receipt # 49 F BNK	Date 11/07/2022 EFTPOS	Time 13:43	Payment D	Date Perio	d 11/07/2	021 💽	Το	11/07/2022 Staff	Value 0.00 71.3	Credits 0.00		
- B	Receipt # 49 F: BNK	Date 11/07/2022 EFTPOS 11/07/2022	Time 13:43 REVER	Payment D	Date Perio	d 11/07/2	021 💽	To	11/07/2022 Staff P P	Value D 0.000 71.3 D -71.3	Credits 0.00 0		
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-R -R -R -R	Receipt # 49 E: BNK 43 35 34 30	Date 11/07/2022 EFTPOS 11/07/2022 05/04/2022 05/04/2022 31/03/2022	Time 13:43 REVER 09:34 10:17 10:16 15:29	Payment C	Payme	d 11/07/2	021	To To	11/07/2022 Staff P P P P P P P	Value D 0.000 71.3 D -71.3 D 39.1 D 35.0 D 71.3 D 1068.5	Credits 0.00 0 0 0 0.000 0 0.000 0 0.000 5 997.25		
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Now that the payment has been reversed, you can cancel the Medicare claim and void the invoice.

- 11. Check that the invoice you reversed the payment on is still selected in **Account Enquiry**.
- 12. Select Adjustment.

This will open the **Adjustment** screen.

- 13. Select MA Same Day Delete.
- 14. Select a reason then select $\ensuremath{\text{OK}}$.
- 15. Select **OK** to the message that confirms the claim was deleted.

This tells Medicare to cancel the claim.

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Durr	71.30	30+	0.00	60+	222.15	90+	1565.85				Total	1859.30 Deferred	0.00
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You can now void the invoice as explained in the next step.

If there are any problems voiding the invoice, close and reopen the Adjustment screen.

- 16. Select the service item.
- 17. Select Void.

The invoice will be voided.

18. Select Close to exit.

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