

Manually receipt a Medicare payment for a voided invoice

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If you have voided an invoice and not informed Medicare that day, you will receive a payment for that claim and will not be able to reconcile the payment because the invoice is no longer valid. The invoice will show an amount paid and \$0:00 outstanding.

Quickstart guide

This will result in 2 possible scenarios for reconciling:

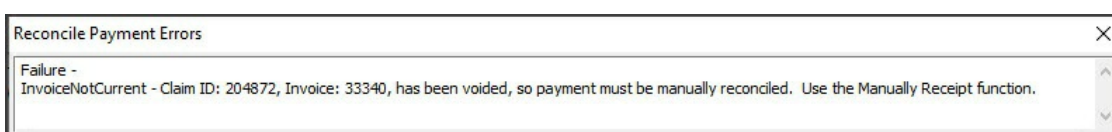
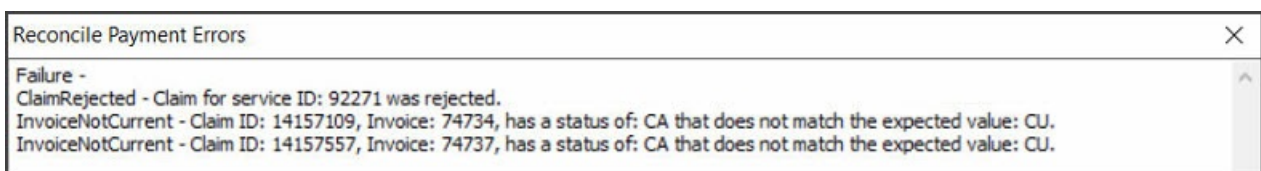
- The payment from Medicare is valid so you need to create an invoice to **manually receipt** the payment for the voided invoice.
- The payment from Medicare is not valid so you need to **refund the payment** for the voided invoice.

Caution: Don't use these processes if you upgraded to Zedmed v35 and have unreconciled claims from before the upgrade. Instead, note the payment information and perform the manual receipting from the patient Account Enquiry screen.

Note: In Zedmed v37.4.0 to avoid changes to an invoice after transmitting a claim, adjustments cannot be made to that invoice from Account Enquiry for 1 day. The Practice can increase this duration or change it to 0 to disable it in Practice details.

Identifying a payment for a voided invoice

If you try to reconcile a Medicare payment with a claim for a voided invoice, the reconciliation will fail and you will receive one of these error messages depending on your version of Zedmed you have. The voided invoice will need to be manually receipted. If the bulk bill payment had multiple invoices, you will need to manually receipt all of the invoices. You may also need to refund Medicare if payment was made for an incorrect claim.



Manually receipt an invalid Medicare payment for a voided invoice

This process is for receipting payment advice that includes a payment for an invoice that was voided. In this scenario, you will need to manually receipt the valid invoices in the payment, then contact Medicare who will advise on the refund process for the duplicate payment. This will leave an unallocated credit that you can then allocate as a refund.

Step 1 - Receipt the valid (correct) invoices

To receipt the valid invoices in the Payment ID:

1. Go to Zedmed's **Management** tab.
2. Select **Claims**.
3. Select the **Payment** tab.
4. Expand the applicable **Payment ID**.

At this point, you may want to use the Print Report feature at the bottom of the screen to capture all the invoices under the Payment ID, as you will need to manually allocate them in a later step.

5. Select the tick box next to the **Payment ID**.
6. Select **Manually Receipt**.

An **Information** dialog will show the possible payers.

7. Select the invoices' payer: **Medicare, DVA or Patient**.

The **Manual Receipt** screen will open and show the total payment received for the Payment ID. Check the full amount is shown and update it to reflect the full amount if required. This total will reduce as each invoice is manually allocated to it.

8. A Medicare payment will show as a Direct Deposit with a **Pay Date**. Choose the correct **Banklist**. Enter the original payment date into the **Pay Date** field.
9. Select **Add**.
10. Select **Allocate** to start allocating invoices.

Claim Status

Refresh Default View Expand All Collapse All Reconcile Payments **Manually Receipt** Manually Associate Receipts

Claims Payments

From 14/09/2022 To 21/09/2022 Payer <ALL> Show New Payment ID Invoice No.

Manual Receipt

Payer Medicare Due 4660.10 Deferred 0.00 Credits 244.50

Payments Format Name Bank Branch Detail Banklist Amount Pay Date Ref Num

Direct Deposit Medicare Reserve Canberra BNK 181.25 25/08/2022 Add Change

1. Cash 2. Cheque 3. MC Cheque Tyro Eftpos

4. Card 5. Eftpos 6. Direct Deposit 7. Credits Tyro EasyClaim

Payment Total 0.00

Amount Due 181.25

Balance 181.25

Combo Inv. Email **Allocate** Cancel

Print Report Show Report Close

The **Allocation** screen will open (screenshot below) and show all unpaid invoices for the type of payer you selected in the Payer's dialog.

11. Select the (first) invoice to be allocated to the payment.
12. Select **Fully Receipt**.

The Account Payer credit will reduce as the invoice is receipted.

13. Continue with the other invoices with claims covered by the Payment ID and **Fully Receipt** each one.

The screenshot shows the 'Allocation' window in Zedmed. The window has a title bar 'Claim Status' and several buttons: Refresh, Default View, Expand All, Collapse All, Reconcile Payments, Manually Receipt (highlighted), and Manually Associate Receipts. Below these are tabs for 'Claims' and 'Payments'. The 'Payments' tab is active, showing a list of payments on the left and a table of transactions in the center. The table has columns: Invoice#, Date, Patient, HIC, CLM#, Br, Dr, Value, and Outstanding. The right-hand pane shows a list of transactions with columns: Trans. ID and Trans. Description. The screen also includes buttons for Print Report, Show Report, Branch 1, PDAVIS, and Close.

Step 2 - Refund the payment and allocate the unallocated credit

When the last invoice has been manually receipted in step 1, you will have an unallocated credit showing on the Allocations screen. This is the amount that Medicare paid for the voided invoice. This payment now needs to be refunded from the doctors/practice bank account to Medicare, and the unallocated credit needs to be allocated in Zedmed.

To refund the payment back to Medicare:

1. Call Medicare's e-business line on 1800 700 199.
2. Advise Medicare that an invalid payment was received.

You will need to provide your Minor ID, which can be found under **Practice Setup > Practice**.

Medicare will collect some details and send you a form to complete.

3. Complete the steps on the form to transfer the invalid payment amount from the doctor/practice bank account to Medicare.

To allocate the credit in Zedmed:

1. Go to Zedmed's **Management** tab.

2. Select **Debtors > Account Payers**.

The **Account Payer Selector** screen will open.

3. Type Medicare into the **Name** field and select **Search**.

4. Select 'Medicare' from the results.

The **Account Payer Details** screen will open.

5. Select **Payment Allocation**.

The screenshot shows the 'Find Account Payer' window. Inside, the 'Account Payer' section has a 'Name (Brand)' field containing 'Medicare'. Below this is the 'Account Payer Selector' table with one entry: 'Medicare'. At the bottom of the window, the 'Payment Allocation' button is highlighted. The 'Search' button in the table's footer is also highlighted.

Name	Address Line 1	Address Line 2	Suburb/Town	Phone
1 Medicare				

Buttons: Search Not Available, New, Select, Cancel, Help

Bottom bar: Payment Allocation, Branch 1, PDAVIS

The **Third Party Account Enquiry/Allocation** screen will open.

6. Select **Payments**.

The **Payment Enquiry** screen will open.

Under **Value** and **Credits**, the receipt will have a credit that has not been allocated to the value.

7. Select the receipt (**R**).

8. Select **Refund**.

The **Refund** screen will open.

9. Select the refund option you will be using: **Cash, Cheque** or **Eftpos**.

10. Enter reference information into the **Details** field.

11. Select **OK**.

The credit will be allocated to the value and the **Credits** will show 0.00.

Third Party Account Enquiry/Allocation

Display Invoices: <All> ☒ Invoice Only ☐ Full Details

Payer: Medicare Recalculate Account Payer Credits: 2715.90 Allocation ...

Curr: 1719.10 30+ 2037.70 60+ 1380.80 90+ 1927.20 Total: 7064.80 Deferred: 0.00

Outstanding Invoices From: 13/08/2022 To: 11/11/2022 Go

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
Payment Enquiry Payer: Medicare Payments: <All> <input checked="" type="radio"/> Payment Only <input type="radio"/> Full Details Payment Date Period: 11/10/2022 To 11/11/2022								
Receipt #	Date	Time	Staff	Value	Credits			
37	11/11/2022	09:40	PD	164.30	124.55			
BNK DIRECT DEPOSIT Medicare Reserve Canberra				164.30				
11/11/2022 In Banklist : BNK PD					124.55			
36					181.25			
35					167.55			
33					0.00			

Refund

Refund amount: 124.55 Bank list: Albert Road MC Bank Account

Method:

☐ Cash ☒ Cheque ☐ Eftpos

A cash refund will appear on your banking reports as a negative cash amount.

A refund cheque will be treated as a negative DIRECT DEPOSIT so as not to affect your banking.

A EFT refund will appear on your banking reports as a negative EFT amount.

Warning: This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.

Details: Test refund

OK Cancel

Refund Print Duplicate Reverse Allocation Reverse Payment Close Cancel Help

Manually receipt a valid Medicare payment for a voided invoice

This process is for receipting payment advice that includes a valid payment for an invoice that was voided. In this process, you will need to allocate the amount for the voided invoice to a replacement invoice. It is therefore important that the invoice you create is for a legitimate payment for a service that was provided and not a duplicate payment.

Step 1 - Create a replacement invoice

The first step is to create an invoice to replace the one that was voided. Follow this process for each voided invoice that needs to be manually receipted.

To create the invoice:

1. Open the record of the patient who the cancelled invoice was for.
2. Select **Acc Enquiry**.
3. Locate the voided invoice and note down all the items, the service date and the doctor.
4. Close out of Acc Enquiry and now select **Bill** on the patient record.
5. Create a new invoice using the information noted down in step 3.
6. **Suppress** the invoice.

For more information, see Zedmed's [invoicing guides](#).

7. Enter **Acc Enquiry** and note down the invoice number, as you will need to select it in the next step when you assign it to the payment.

Steps 2 - Manually receipt the payment:

The next step is to manually receipt all invoices under the Payment ID, including the invoice that had a replacement invoice created in step 1.

To receipt the payment and allocate the invoices:

1. Go to Zedmed's **Management** tab.
2. Select **Claims**.
3. Select the **Payment** tab.
4. Expand the applicable **Payment ID**.

At this point, you may want to use the Print Report feature at the bottom of the screen to capture all the invoices under the Payment ID, as you will need to manually allocate them in a later step.

5. Select the tick box next to the **Payment ID**.
6. Select **Manually Receipt**.

An **Information** dialog will show the possible payers.

7. Select the invoices' payer: **Medicare, DVA** or **Patient**.

The **Manual Receipt** screen will open and show the total payment received for the Payment ID. Check the full amount is shown and update it to reflect the full amount if required. This total will reduce as each invoice is manually allocated to it.

8. A Medicare payment will show as a Direct Deposit with a **Pay Date**. Enter the original payment date into the **Pay Date** field.
9. Select **Add**.
10. Select **Allocate** to start allocating invoices.

The screenshot shows the 'Manual Receipt' dialog box in the Zedmed software. The dialog has a title bar 'Claim Status' and several tabs: 'Reconcile Payments', 'Manually Receipt' (which is active and highlighted with a red box), and 'Manually Associate Receipts'. Below the tabs, there are input fields for 'From' (14/09/2022), 'To' (21/09/2022), 'Payer' (<ALL>), 'Show New' (checked), 'Payment ID', and 'Invoice No.'. On the left side, there is a tree view of 'Payment ID' with several sub-items, including '23184' which is selected and highlighted with a red box. The main area of the dialog displays a table of payment details for 'Medicare'. The table has columns for 'Payer', 'Name', 'Bank', 'Branch', 'Detail', 'Banklist', 'Amount', 'Pay Date', and 'Ref Num'. The 'Amount' field is set to '181.25' and the 'Pay Date' field is set to '25/08/2022', both highlighted with red boxes. Below the table, there is a summary section with 'Payment Total' (0.00), 'Amount Due' (181.25), and 'Balance' (181.25). At the bottom of the dialog, there are buttons for 'Combo Inv.', 'Email', 'Allocate' (highlighted with a red box), and 'Cancel'. The 'Print Report' and 'Show Report' buttons are also visible at the bottom left.

The **Allocation** screen will open (screenshot below) and show all unpaid invoices for the type of payer you selected in the Payer's dialog.

11. Select the (first) invoice to be allocated to the payment.

If you are receipting a voided invoice, select the invoice you created to replace the one that was voided.

12. Select **Fully Receipt**.

The Account Payer credit will reduce as the invoice is receipted.

13. Continue with the other invoices with claims covered by the Payment ID and **Fully Receipt** each one.
14. Once the full amount has been receipted off, select **Close** to exit.

Claim Status

Refresh Default View Expand All Collapse All Reconcile Payments **Manually Receipt** Manually Associate Receipts

Claims Payments

From: 8/02/2022 To: 1/08/2022 Payer: <ALL> Treating Doctor: <ALL> ☒ Show New ☐ Show Received Payment ID: Invoice No: Claim ID:

Allocation

Payer: DVA Account Payer Credits: 626.40 On 7 Payments

Receipt #: 57 On 01/08/2022 Banked 45.00 Unallocated Payment 45.00 ☒ Invoice Only ☐ Full Details

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
11254	28/03/2022	GAYLE, ANGIOLINA	00040	MED	IF		40.95	40.95
11253	28/03/2022	DARICE, ROMEO	00030	MED	IF		40.95	40.95
11250	28/03/2022	IRVINE, JASPER	00020	MED	IF		40.95	40.95
11249	28/03/2022	CHAPMAN, WILLIAM	00010	MED	IF		40.95	40.95
11244	25/03/2022	DARICE, ROMEO	00020	MED	IF		40.95	40.95
11235	25/02/2022	IRVINE, JASPER	00010	MED	IF		40.95	40.95
11229	24/02/2022	CHAPMAN, WILLIAM		MED	IF		199.95	199.95
11221	18/02/2022	BARKER, EMILY	00010	MED	IF		199.95	199.95
11217	11/02/2022	IRVINE, JASPER	00010	MED	IF		40.95	40.95

Value: 40.95 Allocated: 0.00 Outstanding: 40.95 **Fully Receipt** Partly Receipt

Close Cancel Help

Print Report Show Report Branch 1 PDAVIS