

# Payers, items & fees overview

Last Modified on 25/10/2024 1:20 pm AEDT

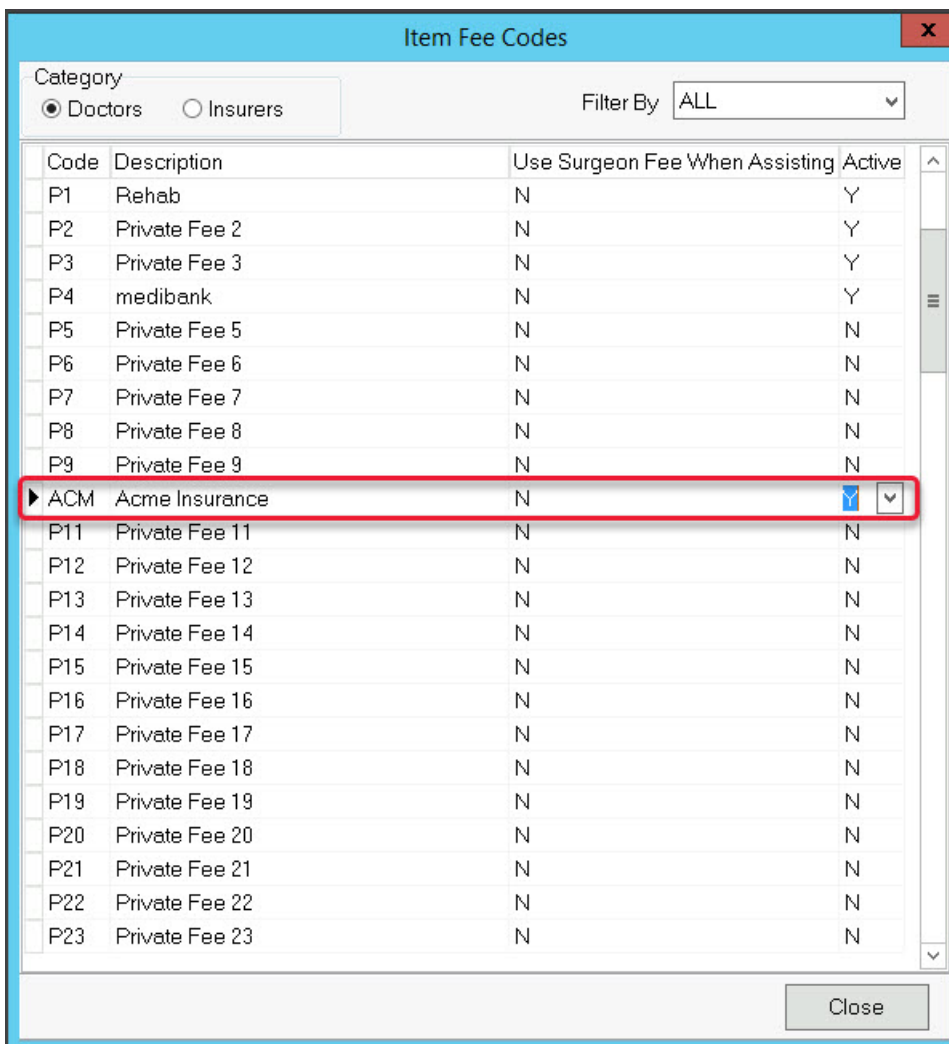
This guide explains the relationships between **payers**, **items** and **fees** and how they work together for billing. The sections describe each component in the order they would be used when setting up a new payer.

## Fee Types

Medicare's items and fees provide the healthcare system with a standard list of services and values (costs). A Fee Type is used by other payers (e.g. funds) and providers (e.g. specialists) to apply their own values to that list of services. These Fee Types are given a P-code, which can be viewed in the **Item Details** screen. You can create a custom code with a meaningful description in the **Item Fee Codes** screen.

Item Fees Codes are added in **Practice Setup > Items > Item Fee Codes**

To learn more, see the [Add a new fee type guide](#).



Code	Description	Use Surgeon Fee When Assisting	Active
P1	Rehab	N	Y
P2	Private Fee 2	N	Y
P3	Private Fee 3	N	Y
P4	medibank	N	Y
P5	Private Fee 5	N	N
P6	Private Fee 6	N	N
P7	Private Fee 7	N	N
P8	Private Fee 8	N	N
P9	Private Fee 9	N	N
▶ ACM	Acme Insurance	N	Y
P11	Private Fee 11	N	N
P12	Private Fee 12	N	N
P13	Private Fee 13	N	N
P14	Private Fee 14	N	N
P15	Private Fee 15	N	N
P16	Private Fee 16	N	N
P17	Private Fee 17	N	N
P18	Private Fee 18	N	N
P19	Private Fee 19	N	N
P20	Private Fee 20	N	N
P21	Private Fee 21	N	N
P22	Private Fee 22	N	N
P23	Private Fee 23	N	N

## Payers

A payer is a person or entity paying a patient's bill. This payment can be via a claim (Medicare, DVA, health fund) and by billing the patient or a third party (TAC, Worksafe or Workcover). A payer must be set up in Zedmed before they can be selected as a patient's payer and appear on an invoice.

In Zedmed, a patient's payer will show as:

- Medicare or DVA - if the invoice is being paid via a government claim or rebate.
- The patient - if the invoice is being paid by the patient or the patient's health fund (claim).
- A 3rd Party - if the invoice is being sent to another payer.

New payers are added in **Management > Debtors > Account Payer - New Account Payer**.

When adding a Health Fund, you will need to **add the ECLIPSE scheme** to each specialist's profile

To learn more, see the [Create a new payer guide](#).

The screenshot shows the 'New Account Payer' form. The 'Account Payer' section includes fields for Name (Brand) 'Acme Insurance', Category 'Insurance Company', Default Fee Type 'Acme Insurance', Brand ID 'ACM', Current '0.00', Deferred '0.00', Hold Account (unchecked), Available (checked), and Suppress Sensitive Details in Account Reminder (unchecked). The 'Postal Address' section has 'PO Box 555' in the address field. The 'Tax code override' section has 'Item setting' selected. The 'Bank Account' section has empty fields for Bank and Branch. The 'Contact Information' section has 'Jane Acme' in the Name field. The 'Notes' section is empty. At the bottom, there are buttons for 'Payment Allocation', 'Label', 'Find', 'Close', 'Cancel', and 'Help'.

## Items

All Medicare items and their fees are uploaded into Zedmed. Medicare adds new items as it provides new services, using the fees file upload. Medicare item numbers are used by other claim payers like funds who assign their own values for the services. Payers and practices can add their own unique items using the [Item Details](#) screen.

New Medicare items are added in **Management > Practice setup > Items > Update/Load MBS Fees**

Non-Medicare items are added in **Management > Practice setup > Items > Item Details**

To learn more, see the [Add a new Medicare item guide](#).

To learn more, see the [Add a non-Medicare item guide](#).

The screenshot shows a dialog box titled "Load MBS/AMA Item". It has a close button (X) in the top right corner. The "Mode" section contains two radio buttons: "Load MBS/AMA Item By Criteria" (selected) and "Update Existing MBS/AMA Items". The "Loading Criteria" section includes a text box for "Item Number" containing "10981", and three dropdown menus for "Category", "Group", and "Sub Group". The "Loaded Items" section features a table with columns "Item Number" and "Commence Date", and text boxes for "Short Description" and "Full Description". At the bottom, there is a "Number of Items Loaded:" label, a checkbox for "Continue Without Short Description", and a "Load Item" button. A "Load from AMA file" checkbox is also present, along with "Close" and "Cancel" buttons.

## Fees

A Fee is the value assigned to a service item, and different payers have different fees for the same items. For example, Medicare, Health Funds and 3rd Parties like WorkCover have their own fee schedules for the services they cover. Private practitioners will also have a value that they charge for a service.

- Medicare Fee changes are applied at the start of each month by uploading the Medicare Fees File. [Learn more.](#)
- Health Funds and other payers publish their own Fees Files, which are uploaded as they become available. [Learn more.](#)
- Some specialists will have their own charge for a service item, which is manually maintained. [Learn more.](#)

Medicare fees are uploaded in **Management > Practice setup > Items > Update/Load MBS Fees**

Non-Medicare fees are uploaded in **Management > Practice setup > Items > Update Other Fees**

Fees can be manually entered in **Management > Practice setup > Items > Item details.**

**Update Item Fees**

Effective from: 01/05/2023. To avoid creating additional validity periods set the date to the current or a future MBS pricing start date.

Items:

- Category: All
- Group: All
- Sub Group: All

Item	Description
<input checked="" type="checkbox"/>	All Service Items
<input type="checkbox"/>	1GLOVEP 1 pair of sterile gloves
<input type="checkbox"/>	3 Level A Surgery Consultation
<input type="checkbox"/>	4 Level A Home Visit
<input type="checkbox"/>	20 Level A Nursing Home Visit
<input type="checkbox"/>	23 Level B Surgery Consultation
<input type="checkbox"/>	24 Level B Home Visit

Update fee: Acme Insurance (selected). From fee (selected) / From file.

Increase by: % / \$

Rounding: Down to nearest / To nearest (selected) / Up to nearest

Rounding value: \$ 0.05

Buttons: Load from file..., Update, Close

## Item Details

The Item Details screen is a key area in Zedmed as it shows, for a selected service **Item Number**, the fees set by the different payers and providers. There are set fields for payers like Medicare/DVA and insurers, and open fields (P1, P2 etc) that providers can use to enter their fees. Any custom **Fee Type** you create is added here with its Description (E.g Acme Insurance). The fee values can be uploaded using fee files or manually added, for example, if specialists have different charges for the same Item.

An item's payer and fees are viewed in **Management > Practice setup > Items > Item details**.

To learn more, see the [Managing Item Fees guide](#).

Item Details
X

**Item**

Item Number:   Quantity Item

Short Description:

Tax Code:   Selectable when billing  MC100 (Home and Institution)

**Validity Period**

From:

To:

◀ New ▶

Details
Standard
Doctors
Insurers
Analysis

**MA Fees**

Schedule (MC/MC100)

85%

75%

Derivation Item #

Add-On for Multiples

Add-On for 7+

Get Derivation Item

**DVA Fees**

LMO & Other DVA

REI loading App.

**RMFS**

Out Hospital

D (%)

In Hospital

D (%)

**Private/3rd Party Fees**

	Value	Discount
P1	<input type="text" value="\$71.30"/>	<input type="text"/>
P2	<input type="text" value="\$82.00"/>	<input type="text"/>
P3	<input type="text" value="\$85.55"/>	<input type="text"/>
Work Cover		<input type="text" value="\$53.58"/>
Motor Vehicle		<input type="text" value="\$52.18"/>
Legal/Hospital		<input type="text"/>

◀ Previous
Next ▶
Find

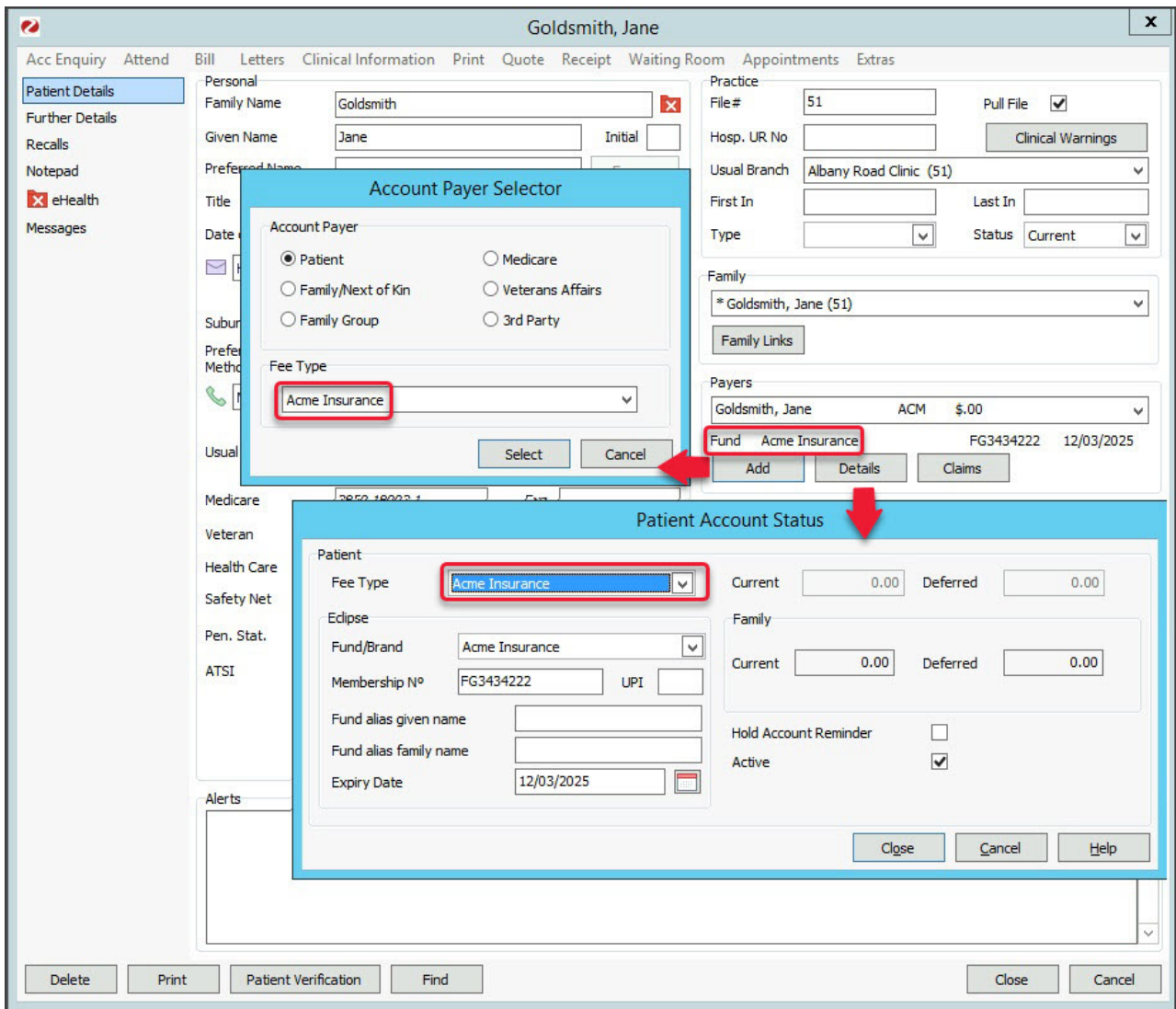
Close
Cancel

## Patient's payer

A patient can add multiple payers, including themselves, to their patient record. The payer shown is the default and will be the default payer on an invoice. How a payer is added is slightly different for different payers due to the information required. If a payer is a Health Fund, the patient will be selected as the payer and the fund will appear for billing on the invoice.

To add a payer, open the patient record, and from the **Payers** section, select **Add** and follow the screens.

To learn more, see our guides for adding a [Health Fund](#), [3rd Party](#), [Family Member](#), or [patient themselves](#).



## Invoice payment

When you create an invoice, it will show the default payer. When you add an item to the invoice, the payer's default **Fee Code** will be shown and determine the value of the service item. In the screenshot below, the default payer is Acme Insurance, and the default Fee type is ACM.

A new invoice is usually created from the **Waiting Room** by right-clicking the **patient** and selecting **Bill**.

To learn more, see the [Bill a patient guide](#) and the [Create a payer guide](#) for the default Fee Type.

### New Invoice

**Invoice**

Patient: Jane Goldsmith      DVA: NX623463      HCC#      Safety      Pens. Status: None  
 File 51      DOB: 12/06/1977 (45)

Payer: Goldsmith, Jane            Payer Debts

Due	Patient	Family	Credit
0.00	0.00	0.00	0.00
Deferred	0.00	0.00	

Applicable Fee Type: ACM

Doctor: Davis, Phillip

Request/Referral Dr	To	Starts	Mths	Notes
<None>				

Claim:

**Fund Details**

Fund: Acme Insurance      # FG3434222      Fund Fee Type: ACM

Refund/Gap Calculation:  Fund       Medicare

Invoice Style:  Print Gap       Corporate

**Services**

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
03/03/2023	23	Level B Surgery Consultation	ACM	FRE	80.00	1	80.00		39.75	40.25

**Total**      **0.00**      **Disc.**      **0.00**      **Gap**      **0.00**

Doctor Assigned Billing Codes:             Message:

Billing Instructions: