

Payers, items & fees overview

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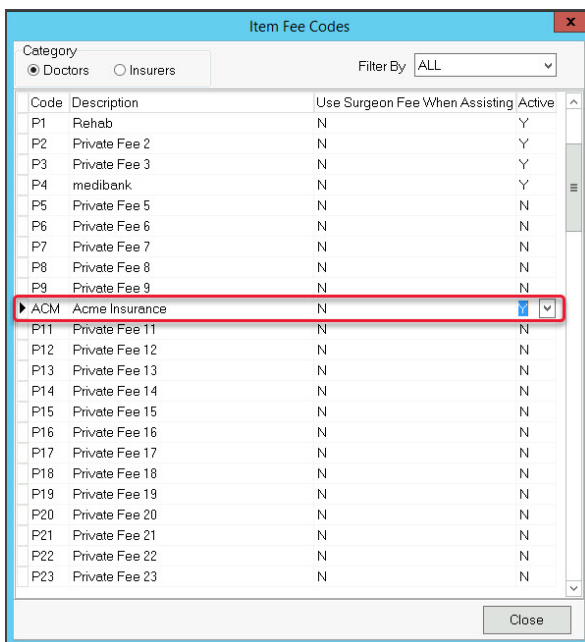
This guide explains the relationships between **payers**, **items** and **fees** and how they work together for billing. The sections describe each component in the order they would be used when setting up a new payer.

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 with the following fields and options:

- Account Payer:**
 - Name (Brand): Acme Insurance
 - Brand ID: ACM
 - Current: 0.00
 - Category: Insurance Company
 - Hold Account:
 - Deferred: 0.00
 - Default Fee Type: Acme Insurance (highlighted with a red box)
 - Available:
 - Suppress Sensitive Details in Account Reminder:
- Postal Address:**
 - PO Box 555
 - Suburb/Town: []
- Tax code override:**
 - Item setting
 - Include GST
 - Exclude GST
- Bank Account:**
 - Bank: []
 - Branch: []
- Contact Information:**
 - Name: Jane Acme
 - Position: []
 - Contact Phone: []
- Notes:** []

Buttons at the bottom: Payment Allocation, Label, Find, Close, Cancel, 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 the 'Load MBS/AMA Item' dialog box with the following fields and options:

- Mode:**
 - Load MBS/AMA Item By Criteria (highlighted with a red box)
 - Update Existing MBS/AMA Items
- Loading Criteria:**
 - Item Number: 10981 (highlighted with a red box)
 - Category: []
 - Group: []
 - Sub Group: []
- Loaded Items:**
 - Item Number: []
 - Commence Date: []
 - Short Description: []
 - Full Description: []
- Number of Items Loaded:** [] Continue Without Short Description
- Buttons:** Load Item (highlighted with a red box), Load from AMA file, Close, Cancel

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.**

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

Item Number: 23 Quantity Item

Short Description: Level B Surgery Consultation

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

Validity Period: From 01/08/2022 To:

Buttons: Previous, Next, Find, Close, Cancel

MA Fees

Schedule (MC/MC100): \$39.75

85%:

75%:

Derivation Item #:

Add-On for Multiples:

Add-On for 7+:

Get Derivation Item

DVA Fees

LMO & Other DVA: \$40.95

RET loading App.:

RMFS

Out Hospital:

D (%):

In Hospital:

D (%):

Private/3rd Party Fees

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

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**.

Goldsmith, Jane

Personal: Family Name Goldsmith, Given Name Jane, Initial

Practice: File# 51, Pull File

Hosp. UR No:

Usual Branch: Albany Road Clinic (51)

First In: Last In:

Type: Status: Current

Family: *Goldsmith, Jane (51)

Payers

Payer	Fund	Amount
Goldsmith, Jane	ACM	\$0.00
Acme Insurance	Acme Insurance	FG3434222

Buttons: Add, Details, Claims

Account Payer Selector

Account Payer:

Patient Medicare

Family/Next of Kin Veterans Affairs

Family Group 3rd Party

Fee Type: **Acme Insurance**

Buttons: Select, Cancel

Patient Account Status

Patient:

Fee Type: **Acme Insurance**

Eclipse:

Fund/Brand: **Acme Insurance**

Membership N°: FG3434222 UPI:

Fund alias given name:

Fund alias family name:

Expiry Date: 12/03/2025

Current: 0.00 Deferred: 0.00

Family:

Current: 0.00 Deferred: 0.00

Hold Account Reminder:

Active:

Buttons: Close, Cancel, Help

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, File 51, DVA NX623463, HCC#, Safety, Pens. Status None, DOB 12/06/1977 (45)

Payer: Goldsmith, Jane (Add/Edit Payer), Applicable Fee Type: ACM

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Claim: []

Payer Debts: Patient Due 0.00, Family 0.00, Credit 0.00, Deferred 0.00

Fund Details: Fund Acme Insurance, # FG3434222, Fund Fee Type ACM

Refund/Gap Calculation: Fund [], Medicare [x]

Invoice Style: Print Gap [], Corporate []

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

Buttons: Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Send to Patient, Suppress, Quick Pay, Cancel, Help