

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.

| | У | Filter By ALL | ~ |
|------|-----------------|------------------------|-----------------|
| Doc | tors O Insurers | | · · · |
| Code | Description | Use Surgeon Fee When A | ssisting 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 | X X |
| 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.

| 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 | Available Suppress Sensitive Details | s in Account Reminder | [|
| ostal Address | | Tax code override | Bank Account | |
| | PO Box 555 | Item setting | Bank | |
| | | O Include GST | | |
| uburb/Town | | O Exclude GST | Branch | |
| Contact Inform | ation | Notes | | |
| Name | Jane Acme | | | |
| Position | | | | |
| | Contact Phone V | | | |

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.

| | Load MBS/AMA Item |
|----------------------|--|
| | MA Item By Criteria |
| Loading Criteria | |
| Item Number | 10981 |
| Category | × |
| Group | × |
| Sub Group | × |
| Loaded Items | |
| Item Number | Commence Date |
| Short Description | |
| Full Description | <u>^</u> |
| Number of Iter | ns Loaded : Continue Without Short Description |
| Load Item | 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.

| | U | odate Item Fees | ê |
|-----------------------------|--|--|--|
| Effective fro 01/05/2023 | | roid creating addition to the current or a fu | al validity periods set the ture MBS pricing start date |
| Items | | | |
| Category | All | | ~ |
| Group | All | | ~ |
| Sub Group | All | | |
| Item | Description | | |
| 3 Leve | EP 1 pair of steri I A Surgery Cons I A Home Visit rel A Nursing Hom rel B Surgery Con rel B Home Visit | ultation e Visit | ~ |
| Update fee | | Increase by | Rounding |
| Acme Insura | ance 🗸 | 0 % | Down to nearest To nearest |
| • From fee | O From file | 0 s | Io nearest Up to nearest |
| G | ance 🗸 🗸 | | \$ 0.05 ¥ |
| Acme Insura | | | |

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 Deta | ails | | x |
|---|---|---|------|--|-----|
| Short Description | 23 Level B Surgery Consultat FRE V Select | | tem | Validity Period From 01/08/2022 To | |
| MA Fees Schedule (MC/MC100) 85% 75% Derivation Item # Add-On for 7 Add-On for 7 | | sis DVA Fees LMO & \$40.95 Other DVA \$40.95 REI loading App. RMFS Out Hospital D (%) In Hospital D (%) | | nt | |
| Previous Ne <u>x</u> t | Find | | | Close Cano | :el |

Patient's payer

A patient can add multiple payers, including themself, 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 themself.

| 2 | | Gold | smith, Jane | | | |
|--------------------|------------------|---------------------------------|---|---|------------------------|-----------------------------|
| Acc Enquiry Attend | Bill Letters Cli | nical Information Print Quote F | eceipt Waiting Ro | om Appoint | ments Extras | |
| Patient Details | Personal | [| | Practice | 51 | |
| Further Details | Family Name | Goldsmith | | File# | 51 | Pull File |
| Recalls | Given Name | Jane | Initial | Hosp. UR No | | Clinical Warnings |
| Notepad | Preferred Name | | | Usual Branch | Albany Road Clinic (51 |) |
| eHealth | Title | Account Payer Selector | | First In | | Last In |
| lessages | Date Account | Payer | | Туре | V | Status Current |
| | Pat | ient O Medicare | 2 | | | |
| | | nily/Next of Kin O Veterans A | ffairs | Family | | |
| | Subur O Far | nily Group O 3rd Party | | * Goldsmith, | Jane (51) | |
| | Prefe | | | Family Links | | |
| | Metho Fee Typ | e | | Payers | | |
| | S Acme | Insurance | ~ | Goldsmith, Ja | ne ACM | \$.00 |
| | | | | | Insurance | FG3434222 12/03/2025 |
| | Usual | Select | Cancel | Add | | Claims |
| | Medicare | | | Aud | | |
| | | | Patient | Account Sta | itus | |
| | Veteran | Patient | an a fair an ann an fairtean an | | | |
| | Health Care | Fee Type | | Current | 0.00 Def | erred 0.00 |
| | Safety Net | | | , | | |
| | Pen. Stat. | Edipse | | Family | | |
| | ATSI | Fund/Brand Acme Insurance | × | Current | 0.00 Def | erred 0.00 |
| | A131 | Membership Nº FG3434222 | UPI | | | |
| | | Fund alias given name | | | | |
| | | Fund alias family name | | 100000000000000000000000000000000000000 | int Reminder | |
| | | Expiry Date 12/03/2 | 025 | Active | ✓ | |
| | Alerts | | | | | |
| | | | | | | |
| | | | | | Close | <u>C</u> ancel <u>H</u> elp |
| | | | | | | |
| | | | | | | |
| | <u></u> | | | | | |
| Delete Prin | t Patient Veri | fication Find | | | | Close Cancel |

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 Invoi | | | | |
|-------------------------|---------------------------|---|----------------|-----------|---------------------------|--------------|----------------|------------------------------|
| Invoice | | | | | | | | |
| Patient | Jane Goldsmith | | DVA | NX623463 | HCC# | Safety | Pens. Stat | tus None |
| | File 51 | DOB 12/06/1977 (45) | | | | | | |
| Payer | Goldsmith, Jane | ~ | Add/Edit Payer | | Payer Debts | Patient | Family | Credit |
| | Applicable Fee Type | ACM | | | Due | 0.00 | 0.00 | 0.00 |
| Deater | | | | | Deferred | 0.00 | 0.00 | |
| Doctor | Davis, Phillip | ~ | | | Fund Details | | | _ |
| Descent | | To Starts | Mths Notes | | Fund Acme In | surance # | FG3434222 Fund | Fee Type ACM |
| Request/ Referral Dr | <none></none> | | | ~ | Refund/Gap Ca | la dation | Invoice Style | |
| | | | | | O Fund | Medicare | Print Gap | Corporate |
| Claim | | | | ~ | Oruna | () Medicare | Princ dap | corporate |
| Date 03/03/20 | Item# 23 23 | Description Level B Surgery Consultation | Fee ACM | FRE V | Unit Value Qty 80.00 1 | Amount Notes | | n. Refund Gap 39.75 40.25 |
| | | | | | | | | |
| Propertie | | Change Delete | | | То | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| | es Add d Billing Codes | Change Delete | Add | Message | | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| | | Change Delete | Add A | | | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| octor Assigne | d Billing Codes | Change Delete | | | | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| octor Assigne | d Billing Codes | Change Delete | | | | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| octor Assigne | d Billing Codes | Change Delete | | | | tal 0.00 | Disc. 0.00 | Gap 0.0 |
| | d Billing Codes | | | | • | tal 0.00 | Disc. 0.00 | Gap |