

# 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.

		Rem ree codes	
Jatego ● Doc	ry tors Olnsurers	Filter By ALL	~
Code	Description	Use Surgeon Fee When Assisting A	ctive
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	l.
P6	Private Fee 6	N N	l,
P7	Private Fee 7	N	í –
P8	Private Fee 8	N	l I
P9	Private Fee 9	N N	
ACM	Acme Insurance	N	~
P11	Private Fee 11	N N	
P12	Private Fee 12	N	1
P13	Private Fee 13	N	l,
P14	Private Fee 14	N	
P15	Private Fee 15	N	i
P16	Private Fee 16	N N	l I
P17	Private Fee 17	N	1
P18	Private Fee 18	N	1
P19	Private Fee 19	N N	1
P20	Private Fee 20	N	1
P21	Private Fee 21	N	l I
P22	Private Fee 22	N	
P23	Private Fee 23	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.

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	0
ostal Address		Tax code override	Bank Account	
	PO Box 555	Item setting	Bank	
		O Include GST		
uburb/Town		O Exclude GST	Branch	
ontact 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
Mode Load MBS/A O Update Exist	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 Laded :
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.

	Up	date Item Fees	
Effective fro 01/05/2023	m To av date t	oid creating additiona to the current or a fu	al validity periods set the ture MBS pricing start date
Items			
Category	All		~
Group	All		~
Sub Group	All		~
All Server     1GLOW     3 Lever     4 Lever     20 Lever     23 Lever     24 Lever	Ice Items EP 1 pair of steril I A Surgery Consul I A Home Visit el A Nursing Home el B Surgery Cons el B Home Visit	e gloves ultation e Visit sultation	~
Undate fee		Increase by	the second s
Acme Insur	ance 🗸	0 %	Rounding O Down to nearest
Acme Insur	ance ✓	0 % 0 \$	Rounding Down to nearest To nearest Up to nearest
Acme Insur     From fee     Acme Insur	ance V O From file ance V	0 <b>%</b> 0 <b>\$</b>	Rounding Down to nearest To nearest Up to nearest \$ 0.05

## **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 Det	ails		x
Item Item Number Short Description Tax Code	23 Level B Surgery Consultat FRE V Select	Quantity I on able when billing MC100 (H	(tem	Validity Period From 01/08/2022 To	
Details Standard MA Fees Schedule (MC/MC100) 85% 75% Derivation Item # Add-On for : Add-On for : Get I	Doctors Insurers Analy	sis DVA Fees LMO & \$40.95 Other DVA \$40.95 REI loading App. RMFS Out Hospital D (%) In Hospital D (%)	Private/3rd Party Fees Value Discou P1 \$71.30 P2 \$82.00 P3 \$85.55 Work Cover \$53 Motor Vehicle \$52 Legal/Hospital	1t	
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		Goldsm	ith, Jane	
Acc Enquiry Attend	Bill Letters Cli	inical Information Print Quote Reco	ipt Waiting Room Appoint	tments Extras
Patient Details	Personal	- the set	Practice	
Further Details	- Family Name	Goldsmith	HIE#	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	Payer	Type	Status Current
	Pat	tient O Medicare		
	OFar	mily/Next of Kin O Veterans Affai	Family	
	Subur O Far	mily Group O 3rd Party	* Goldsmith,	Jane (51)
	Prefe	.,,	Family Links	
	Metho Fee Typ	e		
	S Acme	Insurance	V Coldemitte 1a	ACM 6.00
			Goldsmith, Ja	
	Usual	Select	Cancel Fund Acme	Insurance FG3434222 12/03/20.
			Add	Details Claims
	Medicare	J2850 18002 1	Datient Account Sta	atus
	Veteran	na se	Fatient Account Sta	
	Health Care	Patient		
	Safety Net	Fee Type	Current	0.00 Deferred 0.00
	Due Chat	Eclipse	Family	
	Pen. Stat.	Fund/Brand Acme Insurance		0.00 Deferred 0.00
	ATSI	Membership Nº FG3434222	UPI	0.00 Delerred 0.00
		Fund alias given name		
		Fund allas given name	Hold Accou	unt Reminder
		Fund alias family name	Active	
	Alerts	Expiry Date 12/03/2025		
				Close <u>C</u> ancel <u>H</u> elp
	No.			

# 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	ce			
Invoice								
Patient	Jane Goldsmith		DVA	NX623463	HCC#	Safety	Pens. S	tatus None
	File 51	DOB 12/06/1977 (45)						
Paver	Goldsmith, Jane	~	Add/Edit Paver		Payer Debts	Patient	Family	Credit
	Applicable Fee Type	ACM			Due	0.00	0.00	0.00
Deater	a i al di				Deferred	0.00	0.00	
Doctor	Davis, Phillip	×			Fund Details			_
Descent		To Starts	Mths Notes		Fund Acme In	nsurance #	FG3434222 Fu	nd Fee Type ACM
Referral Dr	<none></none>			~	0.6.1/0.0			
	-				Refund/Gap Ca	Madiana	Invoice Style	Companya 🖂
Claim				~	OPunu	Medicare	Print Gap	Corporate
03/03/20	23 23	Level B Surgery Consultation	ACM	EDE U	80.00 1	80.00		39.75 40.25
03/03/20	23	Level B Surgery Consultation	ACM	FRE V	80.00 1	80.00		39.75 40.25
03/03/20 Propertie	23 23 es Add	Level B Surgery Consultation	ACM	FRE V	80.00 1	80.00   	Disc. 0.00	39.75 40.25
03/03/20 Propertie	es Add	Level B Surgery Consultation	ACM	FRE V	80.00 1	80.00	Disc. 0.00	39.75 40.25
03/03/20 Propertie Octor Assigned	23 23 es Add d Billing Codes	Level B Surgery Consultation	ACM	FRE V	80.00 1	80.00	Disc. 0.00	39.75 40.25
03/03/20 Propertie	23 23 es Add d Billing Codes	Level B Surgery Consultation       Change         Delete		FRE V	80.00 1	80.00	Disc. 0.00	39.75 40.25
03/03/20 Propertie octor Assigned	23 23 es Add d Billing Codes	Level B Surgery Consultation       Change         Delete		FRE V	80.00 1	80.00	Disc. 0.00	39.75 40.25
03/03/20 Propertie Propertie	23 23 es Add d Billing Codes	Level B Surgery Consultation       Change       Delete		Messag	80.00 1	80.00	Disc. 0.00	39.75 40.25
03/03/20 Propertie Octor Assigned	23 23 es Add d Biling Codes	Level B Surgery Consultation		FRE V	80.00 1	80.00	Disc. 0.00	39.75 40.25