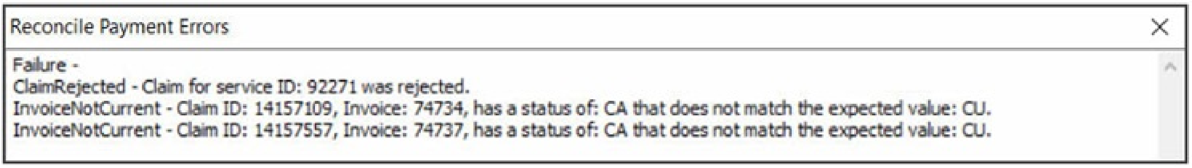
Quickstart: Manually receipt a Medicare payment for a voided invoice

Version: 1.00 | Last Modified on 22/05/2025 10:29 am AEST

This quickstart guide is for manually receipting a **valid** Medicare payment.

Payment IDs from third parties (Medicare etc) will have multiple invoices contained within. When an invoice is voided before Medicare/DVA makes payment it will show $0 in Paid column.

When reconciling an error will display:



In this instance every invoice in the Payment ID must be **manually receipted**.

Included below is the Scenario – under/over payment and voided invoices

In Payments and Claims tab, Voided invoices will have $0

Step 1 - Create a replacement invoice

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.
7. Enter Acc Enquiry and note down the new invoice number, as you will need to select it in the next step when you assign it to the payment.
8. If the Payment ID contains over or under-payments, the impacted invoices will need to be adjusted to match the paid amount.
    a. Open impacted Patient Acc Enquiry
    b. Select Outstanding invoices
    c. Select Invoice
    d. Select Adjustment
    e. Select Discount or Increase
    f. Enter amount

g. Select Close
h. Fix other invoices as required

Step 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 Management tab.
2. Select Claims.
3. Select the Payment tab.
4. Expand the applicable Payment ID.

   Print the screen or note down 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.
8. The Manual Receipt screen will open and show the total payment received for the Payment ID.
9. Enter Orig Payment date into Pay Date field, and check full amount (Of Payment ID) is recorded into invoice section.
10. Enter Dr name in Detail field or date fixed or reference number.
11. Choose the correct **Banklist**.
12. Select Add.
13. Select Allocate to start allocating invoices.
14. Select Close – **No** you do not want to allocate credit.