

Bulk Billing consent

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Patients can consent to be bulk billed for Medicare and DVA by approving a consent form sent via SMS. This can be implemented as part of your billing workflow in 3 easy steps. The features shown in each step can be used to create an alternative workflow to best suit your practice.

This feature requires Zedmed v36.9 or later and ZedSMS.

Shortcuts to specific sections:

- **Step 1 - Send the patient a consent request**
- **Step 2 - The patient approves the consent request**
- **Step 3 - If reception receives consent to bulk bill**
- **Step 3 - If reception does not receive consent to bulk bill**
- **Step 3 - For telehealth patients with consent pending**

Step 1 - Send the patient a consent request

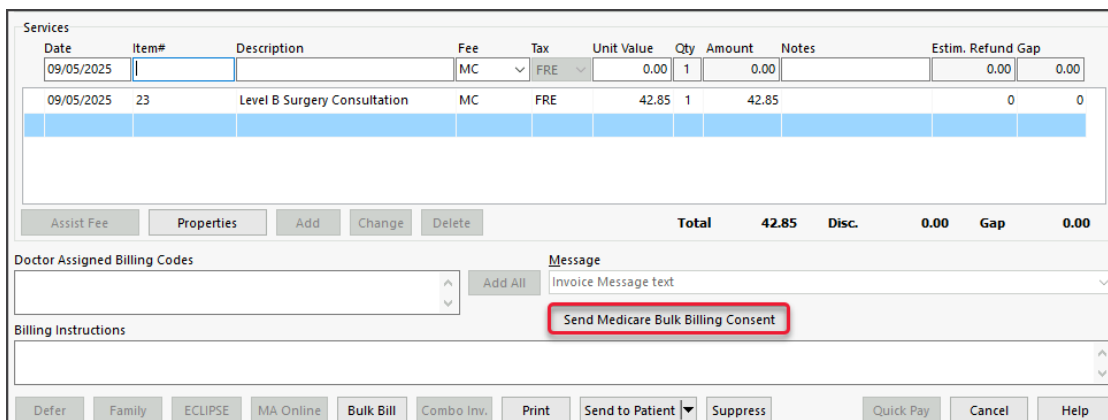
This step can be performed:

- By **reception** when billing - from the New Invoice screen
- By **practitioners** when working remotely, from the Billing Wizard.

To send a consent request:

1. Check that the **Payer** is either Medicare or DVA.
2. Select the **Send Medicare Bulk Billing Consent** button.

For Reception- New Invoice screen.



The screenshot shows the 'New Invoice' screen in Zedmed. The 'Services' table lists a consultation with a fee of 42.85. Below the table, the 'Billing Instructions' section contains a button labeled 'Send Medicare Bulk Billing Consent', which is highlighted with a red box. Other buttons like 'Assist Fee', 'Properties', 'Add', 'Change', 'Delete', 'Total', 'Disc.', 'Gap', and 'Quick Pay' are also visible.

For Practitioners - Billing Wizard.

Billing Details

Patient Name Holloway, Mr Knut	DVA	Medicare Number 59502861421	Safety Net
DOB 19/05/1952	HCC	Pension Status Full DVA	Encounter Duration 0:00:03

Payer Medicare P4 \$0.00

Send Medicare Bulk Billing Consent

Search for item by number or description Selected Items

- Review the **Consent Request Confirmation** dialog. You can enter or change the mobile number.

Consent Request Confirmation

A Medicare Bulk Billing Request will be sent to the patient using the mobile phone number and date of birth displayed below. The mobile number can be changed here without affecting the patient record.

Patient Name Mr Knut Holloway

Mobile Number 0455555555

Date of Birth 19/05/1952

Send **Cancel**

- Select **Send**.

The button will update to a 'Resend' option.

- Advise the patient to open the Consent form sent to them, then review and approve the form before going to reception.

The Consent request will be recorded in the patient's **History View**.

History View

1 2 3 Search History Billing Wizard Oldest Encounter: 02/05/2024 Visible: Last 10 Consultations Include MHR

10/05/2024 (Fri) 1:36pm with Dr Phillip Davis at MED, for 0m 26s

Head spinning
Some test here

Bulk billing consent for item code 23 requested on 10/05/2024 01:38 pm

02/05/2024 (Thu) 3:52pm with Dr Phillip Davis at MED, for 1m 34s

Head spinningProblems
Problem 1

Bulk billing consent for item code 23 requested on 02/05/2024 03:57 pm

Step 2 - The patient approves the consent request

When the patient is sent a bulk bill consent request, they:

- Locate the SMS.
- Open the URL sent in the SMS.

Zedmed's bulk billing consent portal will open.

- Enter the patient's date of birth.
- Select **Verify**.

Bulk Billing Consent Request
We require your consent to bulk bill your appointment.

For your security and privacy, please confirm your identity to continue.

Date of Birth:

04 12 1964

Verify

The Bulk Billing Consent Request page will open.

5. Review the consultation description and service items.
6. Select **Accept** to consent to being bulk billed.

Bulk Billing Consent Request
We require your consent to bulk bill your appointment.

Healthcare provider: Dr WARREN HEDRICK
Patient name: Happy Jones
Appointment attended: 10/05/2024, 1:36:43 pm UTC+10:00

Hi Happy Jones.

Please review the items listed below and select **Accept** to proceed with assigning the Medicare benefit to the healthcare provider listed above. **You will not be charged for these services if you agree to be bulk billed.**

If the recorded information does not seem accurate, please contact your healthcare provider for clarification prior to making your selection.

Should you choose to decline assigning your benefits, you will be responsible for the full cost of these items.

23 - Level B Surgery Consultation - \$41.40

If you (the patient) agree to the assignment of the Medicare benefit directly to the health professional (bulk bill), please click "Accept" below:

Accept Decline

7. Optional: select **Download copy of consent** to save a record of the approval.

Bulk Billing Consent Request
We require your consent to bulk bill your appointment.

Healthcare provider: Dr WARREN HEDRICK
Patient name: Happy Jones
Appointment attended: 10/05/2024, 1:36:43 pm UTC+10:00

Request Approved

You **approved** this request by the healthcare provider listed above to bulk bill your appointment. You submitted this form 10/05/2024, 1:43:46 pm UTC+10:00

23 - Level B Surgery Consultation - \$41.40

Please contact your healthcare provider if you require any additional information.

Thank you for your patronage.

[Download copy of consent](#)

Step 3 -If reception receives consent to bulk bill

When Billing for Medicare or DVA:

1. Check the consent request status - it must show **Medicare consent received** (screenshot below).

If it shows **Medicare Consent Pending**, the patient has not yet approved the consent form.

If it shows **Medicare Consent Declined**, DO NOT use Medicare or DVA as the **Payer**.

New Invoice

Invoice

Patient Mr Happy Jones DVA HCC# Safety Pens. Status None

File 22 DOB 4/12/1964 (59)

Payer Medicare Add/Edit Payer

Applicable Fee Type MC

Doctor HEDRICK, WARREN

Request/Referral Dr <None>

Claim

Payer Debts

	Patient	Family	Credit
Due	164.10		0.00
Deferred	0.00		

Fund Details

Fund	#	Fund Fee Type

Refund/Gap Calculation

☐ Fund ☐ Medicare

Invoice Style

☐ Print Gap ☐ Corporate ☐

Services

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund Gap
10/05/2024			MC		0.00		0.00		0.00

Properties Add Change Delete

Total 0.00 Disc. 0.00 Gap 0.00

Doctor Assigned Billing Codes

23 Add All

Message

Send Medicare Bulk Billing Consent

Medicare consent received 10/05/2024 01:43 pm

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

The patient's consent can be seen in the **Account Enquiry** screen.

Account Enquiry

Patient Jones, Happy

Payer Medicare Recalculate

Curr 205.50 30+ 0.00 60+ 0.00 90+ 0.00

Transaction

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding	Bulk Billing Consent
9	10/05/2024	JONES, HAPPY			MED	WH	41.40	41.40	ACCEPTED
6	06/05/2024	JONES, HAPPY			MED	PD	81.30	81.30	
4	06/05/2024	JONES, HAPPY			MED	PD	41.40	41.40	
1	03/05/2024	JONES, HAPPY			MED	PD	41.40	41.40	ACCEPTED

The **Send BB Consent** button at the bottom of the Account Enquiry screen allows you to send the consent request.

The **View BB Consent** button at the bottom of the Account Enquiry screen allows you to view or print a copy of the consent.

You can also view the sent consent request in the **Patient record** and **Message Manager**

Step 3 - If reception does not receive consent to bulk bill

Assist the patient if required, or send the patient another Bulk Billing Consent request:

1. Select **Resend Medicare Bulk Billing Consent**.

2. Recheck the patient's name and mobile number in the **Consent Request Confirmation** dialog.
3. Select **Resend**.
4. Have the **patient respond** to the consent request
5. Wait for the consent request status to show "**Medicare consent received**".
6. Proceed with the billing.

The screenshot shows the 'New Invoice' form with the following details:

- Patient:** Andrea Holloway, File A56, DOB 26/12/1943 (80)
- Payer:** Medicare, Applicable Fee Type MC
- Doctor:** Davis, Phillip
- Services:** 02/10/2024, 23, Level B Surgery Consultation
- Consent Request Confirmation Dialog:**
 - Message: A Medicare Bulk Billing Request will be resent to the patient using the mobile phone number and date of birth displayed below. The mobile number can be changed here without affecting the patient record.
 - Patient Name: Andrea Holloway
 - Mobile Number: 0455555555
 - Date of Birth: 26/12/1943
 - Buttons: Resend, Cancel
- Billing Instructions:** Resend Medicare Bulk Billing Consent (highlighted with a red box), Medicare consent requested 02/10/2024 02:55 pm
- Buttons at the bottom:** Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Send to Patient, Suppress, Quick Pay, Cancel, Help

Step 3 - For telehealth patients with consent pending

For telehealth patients, reception will often not be able to get an immediate reply to the consent request SMS.

In this scenario:

1. Suppress the invoice.
2. Later in the day, check the 'Medicare consent received' status in the invoice from Claims or the patient's Account Enquiry.
3. Transmit the claim or all suppressed claims that have consent.

To learn more, see our **Suppress Invoices and Manually Transmit Claims** guide.