

Bulk Billing consent

Last Modified on 03/10/2024 9:44 am AEST

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. SMS must be **configured in Zedmed** for this feature.

This feature requires Zedmed v36.9 or later.

Shortcuts to specific sections:

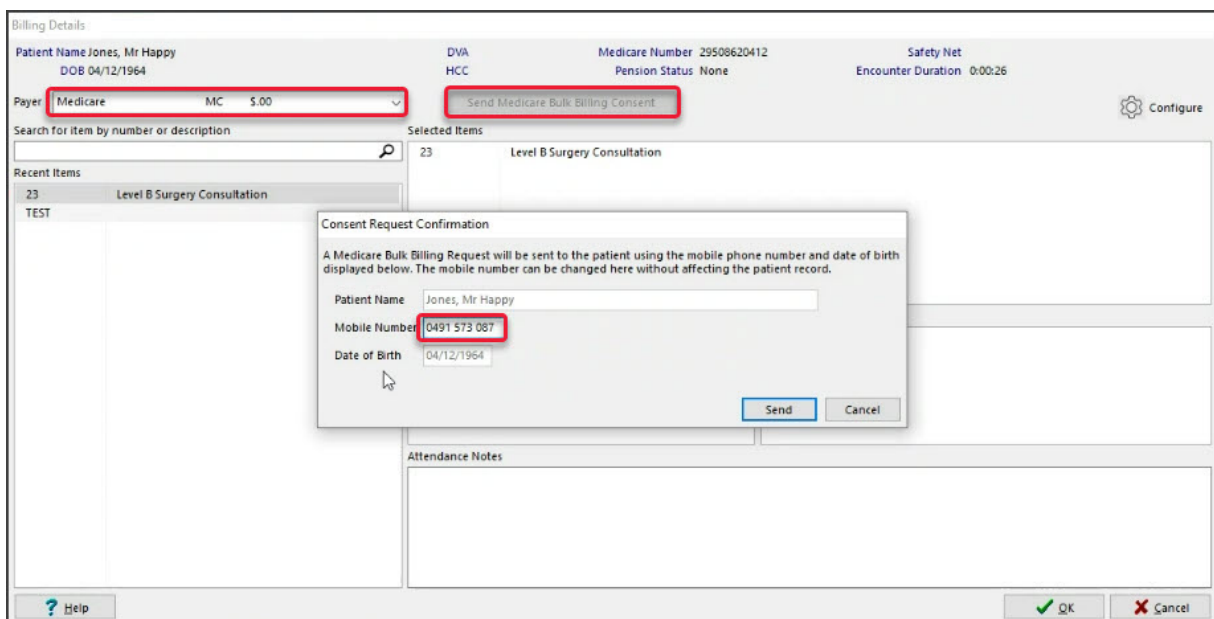
- **Step 1 - The practitioner sends a consent request**
- **Step 2 - The patient approves the consent request**
- **Step 3 - If reception receives consent to bulk bill**
- **Step 3 - If reception does not receive consent to bulk bill**

Reception can send a Bulk Billing Consent request if billing without a practitioner, as shown in **Step 3**

Step 1 - The practitioner sends a consent request

When using the **Billing Wizard** for a Medicare or DVA payer at the end of the encounter:

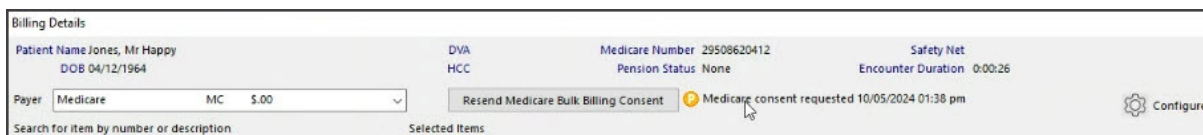
1. Check the **Payer** is Medicare or DVA.
2. Select the item/s for the consultation. The consent button will become active.
3. Select the **Send Medicare Bulk Billing Consent** button.
4. Review the **Consent Request Confirmation** dialog. You can enter or change the mobile number.



The screenshot displays the Billing Wizard interface. At the top, patient details are shown: Patient Name Jones, Mr Happy, DOB 04/12/1964, DVA HCC, Medicare Number 29508620412, Pension Status None, Safety Net, and Encounter Duration 0:00:26. The Payer is set to Medicare (MC) with a balance of \$0.00. A red box highlights the 'Send Medicare Bulk Billing Consent' button. Below this, a search bar and a list of items are visible, with 'Level B Surgery Consultation' selected. A 'Consent Request Confirmation' dialog box is open, showing the patient's name (Jones, Mr Happy), mobile number (0491 573 087), and date of birth (04/12/1964). The dialog includes 'Send' and 'Cancel' buttons. At the bottom of the screen, there are 'Help', 'OK', and 'Cancel' buttons.

5. Select **Send**.

The button will update to a 'Resend' option.



The screenshot shows a 'Billing Details' header with patient information: Patient Name Jones, Mr Happy, DOB 04/12/1964, DVA HCC, Medicare Number 29508620412, Pension Status None, Safety Net, and Encounter Duration 0:00:26. Below this, there is a 'Payer' dropdown set to 'Medicare' with a value of 'MC' and '\$.00'. A 'Resend Medicare Bulk Billing Consent' button is visible, along with a notification 'Medicare consent requested 10/05/2024 01:38 pm'. A 'Configure' gear icon is in the top right corner.

6. 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**.

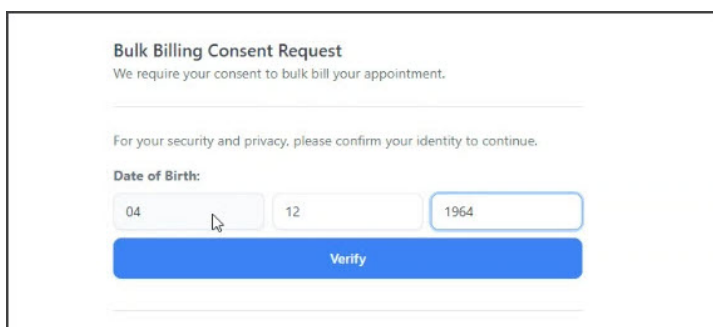


The screenshot shows a 'History View' interface. At the top, there are navigation icons, a search bar, and a 'Billing Wizard' button. The 'Oldest Encounter' is set to 02/05/2024, and the 'Visible' filter is set to 'Last 10 Consultations'. An 'Include MHR' button is also present. The main content area lists two encounters: '10/05/2024 (Fri) 1:36pm with Dr Phillip Davis at MED, for 0m 26s' with a note 'Head spinning' and 'Some test here', and '02/05/2024 (Thu) 3:52pm with Dr Phillip Davis at MED, for 1m 34s' with a note 'Head spinning' and 'Problems'. A red arrow points to the second encounter's description.

Step 2 - The patient approves the consent request

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

1. Locate the SMS.
2. Open the URL sent in the SMS.
Zedmed's bulk billing consent portal will open.
3. Enter the patient's date of birth.
4. Select **Verify**.



The screenshot shows a 'Bulk Billing Consent Request' form. The title is 'Bulk Billing Consent Request' and the text below it says 'We require your consent to bulk bill your appointment.' There is a horizontal line for a signature. Below that, it says 'For your security and privacy, please confirm your identity to continue.' The 'Date of Birth:' field is highlighted, showing a date picker with '04' for the month, '12' for the day, and '1964' for the year. A blue 'Verify' button is at the bottom.

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:

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.

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**.
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: [Dropdown]

Payer Debts:
 Patient Due: 164.10
 Family: [Blank]
 Credit: 0.00
 Deferred: 0.00

Fund Details:
 Fund: [Blank], # [Blank], Fund Fee Type [Blank]

Refund/Gap Calculation:
 Fund Medicare

Invoice Style:
 Print Gap Corporate

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

Billing Instructions: **Medicare consent received 10/05/2024 01:43 pm**

Buttons: 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

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

Scenario 1 - the patient needs 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.

New Invoice

Invoice Patient: Andrea Holloway, DVA, HCC#, Safety, Pens. Status: None

Payer: Medicare, Add/Edit Payer, Applicable Fee Type MC

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Services:

Date	Item#	Description
02/10/2024	23	Level B Surgery Consultation

Consent Request Confirmation

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

Doctor Assigned Billing Codes: 23, Add All, Invoice Message text

Billing Instructions: Resend Medicare Bulk Billing Consent, Medicare consent requested 02/10/2024 02:55 pm

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

Scenario 2 - the patient has not been sent a Bulk Billing Consent request:

1. Check that the **Payer** is Medicare or DVA.
2. Select **Send Medicare Bulk Billing Consent**.
3. Review the **Consent Request Confirmation** dialog. You can enter or change the mobile number.
4. Select **Send**.
5. Have the **patient respond** to the consent request.
6. Wait for the consent request status to show "**Medicare consent received**".
7. Proceed with the billing.

New Invoice

Invoice Patient: Emma Black, DVA QX712347, HCC#, Safety, Pens. Status: Full DVA

Payer: Medicare, Add/Edit Payer, Applicable Fee Type MC

Doctor: Davis, Phillip

Request/Referral Dr: <None>

Services:

Date	Item#	Description
02/10/2024	23	Level B Surgery Consultation

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: Emma Black

Mobile Number: 0455 555555

Date of Birth: 13/12/1990

Buttons: Send, Cancel

Doctor Assigned Billing Codes: Add All, Invoice Message text

Billing Instructions: Send Medicare Bulk Billing Consent

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