

Integrating incentive items

Version: 1 | Last Modified on 24/08/2026 9:46 am AEST

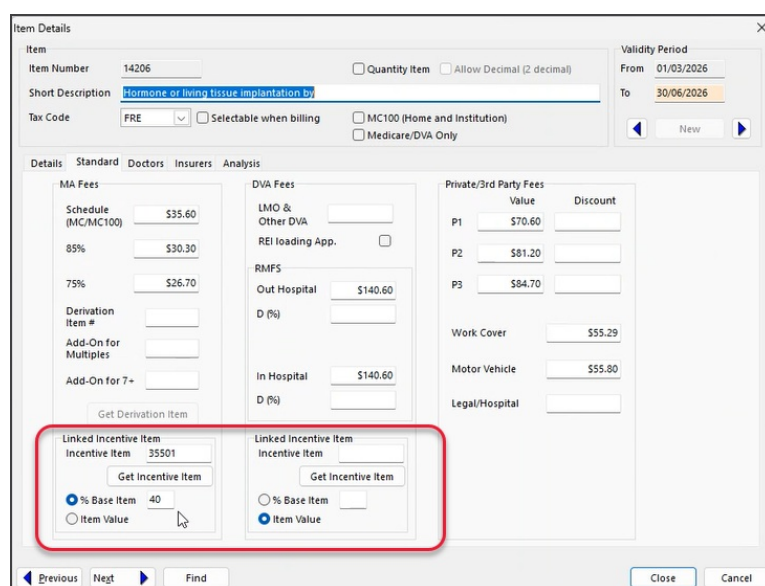
Practices using Zedmed v39.6 and later can directly link incentive items to Medicare and DVA items, and configure incentive items to auto-add when billing.

Add linked incentive items in Item Details

Incentive Items can be directly linked to an item for Medicare and DVA. When billing an item with a linked incentive, a pop-up appears asking whether the Incentive should be added to the invoice (unless the Auto-add Medicare incentive items feature is enabled).

To link an incentive item:

1. Select **Management > Practice setup**
2. **Items > Item details.**
3. Enter the incentive item to be linked
4. Set the incentive item's value to be:
 - **% of Base Item** - the incentive item will be billed at 40% of the item's value.
 - **Item value** - the incentive item will be billed at the item's value.



In this example, the incentive item is set to 40% of the item's value.

Services										
Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim.	Refund Gap
30/06/2026	14206	Hormone or living tissue implantatio	MC85	FRE	30.30	1	30.30		0	0
30/06/2026	35501	40% of the fee for the co-claimed ser	MC85	FRE	12.15	1	12.15		0	0
							Total	42.45	Disc.	0.00
								Gap	0.00	

Auto-add Medicare incentive items

Bulk-billed incentive items can be automatically added when billing, rather than showing the dialogue to manually add them to the invoice.

To use auto-add

1. During billing, when you add an item and select Bulk Bill, DVA or Suppress
2. This will automatically add the incentive item to the list of services in the invoice.
3. Then select Bulk Bill, DVA or Suppress again to submit.

To configure auto-add:

1. Go to **Branches > Options**
2. Select **Auto include Bulk Billing incentives**
3. Restart **Office**.

The Modified Monash Model drop-down shows the Zone and the tooltip on the selected zone shows the related incentive items.

Branch Options - Test Branch 1

General

Default Encounter Sheet: Standard Encounter Sheet

Default Account Holder: Private

Default Bank Account:

Invoice Header: Customized

Assignment Form Type: A4

☒ Remittance Advice on Invoices ☒ Accept Credit Cards

☒ Accept AMEX

☐ Print Medicare Claim Forms: Medicare

☐ Default Print Encounter Sheet ☐ Default Print Case Label

☐ Default Print Proforma ☐ Show Appt. Recall

☒ Allow Cash Out ☒ Assistant Billing

☐ Print Gap ☒ Always defaults Medicare gap

☐ Day Surgery Link:

Default Preferred Contact Method: Home

☐ Use Classic Patient Search ☐ Edit Archived Patients (Including Make Appointments)

☐ Leave Receipt Payment Amount Blank

Modified Monash Model: Using MM6

☒ Auto Include Bulk Billing Incentives

☒ Auto Include Incentive (10997)

File Numbering

☒ System ☐ RACGP ☐ None

Waiting Room

Default Order: Appointment Time

Default Filter: Not Billed

Default Lookback: -8 Long waiting (Mins) 30

Auto-refresh frequency (Seconds) 35

ZedSMS Settings

User Name: Password:

SMS Sender:

2-Way SMS

☒ Enable 2-Way SMS

☐ Enable Auto-Cancel of Appointments

Referrals

☐ Add Referral Doctor to Clinical's Other Clinicians

Online Patient Verification

Default Doctor: None