

ANZ HEALTHPAY™

QUICK REFERENCE GUIDE

Welcome to ANZ HealthPay. This quick reference guide provides an overview with step-by-step instructions to guide you through the process of:



TERMINAL
SET UP

PROCESSING
PRIVATE
HEALTH
CLAIMS

PROCESSING
MEDICARE
CLAIMS

PRIVATE
HEALTH
CLAIM
REPORTING

HOW TO
RECONCILE
CLAIMS

If you need further assistance on processing payments, private health claims or medicare claims, please refer to the '[ANZ HealthPay Merchant Operating Guide](#)' for more information.

SETTING UP TERMINAL FOR PRIVATE HEALTH AND MEDICARE CLAIMS

> Start from the 'ANZ HealthPay' screen

1. Press **ENTER**
2. Scroll down to select the SERVICES option and press ENTER.
You will be prompted to create an Operator ID or enter one if already created.

> To Set Up Terminal for Medicare Claims:

1. Press MEDICARE EASYCLAIM
2. Press SETUP
3. Press SERVICES SETUP
4. ANZ HealthPay will display the SERVICES available on the screen, press **ENTER** to confirm this is correct and you will receive a confirmation record to return to the main screen.

✓ You have successfully set the terminal to accept Medicare claims.

> To Set Up Terminal for Private Health Claims:

1. Press HEALTHPOINT
2. Press HEALTHPOINT ADMIN
3. Press INITIALISATION
4. ANZ HealthPay will display INITIALISATION SUCCESSFUL screen, to return to the HEALTHPOINT ADMIN screen, press **ENTER**.

✓ You have successfully set the terminal to accept private health claims.

SETTING A FEE FOR AN ITEM

PROCESSING PRIVATE HEALTH CLAIMS



Start from the 'ANZ HealthPay' screen

- 1 Press **ENTER**
- 2 Scroll down and press the corresponding number for SERVICES
- 3 Press **1** for HEALTHPOINT
- 4 Press **9** for HEALTHPOINT ADMIN
- 5 Press **1** for SERVICE ITEMS
- 6 Select the SERVICE TYPE you want to modify by pressing the corresponding number key
Note: The terminal will show the modalities configured on your terminal
- 7 To edit an item already on the list, select item then select **EDIT**
- 8 Press **2** for Fee
- 9 Type the amount you wish to charge for the item, press **ENTER**
- 10 Select **OK**
- 11 Press **ENTER**
- 12 ANZ HealthPay will display the SERVICE ITEMS SUCCESSFULLY UPDATED screen, to return to the HEALTHPOINT ADMIN screen, press **ENTER**.

 You have successfully set a fee for an item.

ASSIGNING PROVIDERS TO MERCHANT ACCOUNTS

PROCESSING PRIVATE HEALTH CLAIMS

-  Start from the 'ANZ HealthPay' screen
- 1 Press **ENTER**
- 2 Scroll down and press the corresponding number for SERVICES
- 3 Press **1** for HEALTHPOINT
- 4 Press **9** for HEALTHPOINT ADMIN
- 5 Press **4** for PAYEE DETAILS
- 6 Select PROVIDER OF SERVICES for association by pressing the corresponding number key
- 7 Select the MERCHANT for association by pressing the corresponding number key
- 8 Confirm the changes made by pressing **ENTER**
- 9 ANZ HealthPay will prompt you to confirm that the association is correct, select **YES, DONE.**
-  You have successfully assigned a provider to your merchant account.

CHANGING THE PROVIDER LIST

PROCESSING PRIVATE HEALTH CLAIMS

To add, modify or remove additional providers you must call the DXC HealthPoint Help Desk on 1300 301 692.

> Start from the 'ANZ HealthPay' screen

- 1 Press **ENTER**
 - 2 Scroll down and press the corresponding number for SERVICES
 - 3 Press **1** for HEALTHPOINT
 - 4 Press **9** for HEALTHPOINT ADMIN
 - 5 Press **3** for UPDATE CONFIG. ANZ HealthPoint will display the UPDATE CONFIG screen
 - a) Choose the details to be updated:
 - i) Press **1** to UPDATE ALL
 - ii) Press **2** to update PRACTICE DETAILS
 - iii) Press **3** to update HEALTH FUNDS
 - iv) Press **4** to update PROVIDER DETAILS
 - v) Press **5** to update SERVICE ITEMS
 - b) ANZ HealthPay will print out any applied changes. If there are no updates, ANZ HealthPay will print 'NO NEW UPDATES' on the print out
 - 6 ANZ HealthPay will prompt you to confirm that the updates are correct, select **YES, DONE.**
- ✓** You have successfully changed the provider on your ANZ HealthPay terminal.

CREATING A PRIVATE HEALTH CLAIM AGAINST A HEALTH FUND

PROCESSING PRIVATE HEALTH CLAIMS

- >** Start from the 'ANZ HealthPay' screen
- 1 Swipe the patient's health fund card
- 2 Enter the patient reference number then press **ENTER**
- 3 If ANZ HealthPay displays the PROVIDER OF SERVICES screen, select the servicing provider from the list by pressing the corresponding number key
- 4 Select up to 16 service items from the list:
 - a) Find the service item – use the arrow keys to navigate to the item
 - b) Press the corresponding number key to select the item
 - c) Press **2** to edit the fee, enter the fee and press **ENTER**
 - d) Press **ENTER** to add the selected item to the claim
 - e) Either select **ADD** to add items, or press **ENTER** to make the claim with selected items
- 5 To submit this health claim to the appropriate health fund, select **SUBMIT**
- 6 Advise the patient of the health fund's rebate and confirm they accept it
- 7 To accept the rebate offered, select **ACCEPT**
- 8 Have the patient sign the health fund assessment and verify the patient's signature and write your initials on the assessment
- 9 File and retain the patient-signed and verified assessment for 2 years
- 10 If you have already received monies from the patient, enter that amount, then press **ENTER**, if not, leave the amount blank and press **ENTER**
- 11 If there are monies owing, ANZ HealthPay asks for the METHOD OF PAYMENT, answer the question selecting **EFTPOS**, **CASH** or press **FUNC**, then select **INVOICE** and process accordingly
- 12 If the receipt printed successfully, select **YES, DONE** and give the receipt to the patient.
- ✓** You have successfully finished creating a private health claim against a health fund through an ANZ HealthPay terminal.

CHECKING IF A HEALTH FUND REBATE IS AVAILABLE TO A PATIENT

PROCESSING PRIVATE HEALTH CLAIMS

- >** Start from the 'ANZ HealthPay' screen
- 1 Swipe the patient's health fund card
- 2 Enter the patient reference number, then press **ENTER**
- 3 If ANZ HealthPay displays the PROVIDER OF SERVICES screen, select the servicing provider from the list by pressing the corresponding number key
- 4 Select items from the list which the patient requires a rebate estimate:
 - a) Find the service item – use the arrow keys to navigate to the item
 - b) Press the corresponding number key to select the item
 - c) Press **2** to edit the fee, enter the fee and press **ENTER**
 - d) Press **ENTER** to add the selected item to the claim
 - e) Either select **ADD** to add more items, or press **ENTER** to make the claim with the selected items
- 5 Select **SUBMIT** to retrieve a response from the appropriate health fund
- 6 Advise the patient of the health fund's rebate of the claim
- 7 Select **REJECT** to ensure the claim is not processed
- 8 Select **DISCARD** to discard the claim.
- ✓** You have successfully finished checking if a health fund rebate is available to the patient.

CANCELLING A PRIVATE HEALTH CLAIM

PROCESSING PRIVATE HEALTH CLAIMS

- **Start from the 'ANZ HealthPay' screen**
- 1 Press **ENTER**
- 2 Scroll down and press the corresponding number for SERVICES
- 3 Press **1** for HEALTHPOINT
- 4 Press **2** for CANCEL CLAIM
- 5 Find the claim to be cancelled:
 - a) **Option 1: Use claim receipt number**
 - i) Enter the claim receipt number, which you can find on the top of the printed claim receipt, then press **ENTER**
 - ii) The claim will be retrieved and presented on the screen, proceed to step 6
 - b) **Option 2: Swipe the health fund card used to generate the claim**
 - i) Swipe the customer health fund card, you will then be presented with a list of possible claims to cancel
 - ii) To navigate through the possible claims use the **arrow keys**
- 6 Once you have the claim you want to cancel, select **PROCEED** to cancel the claim:
 - a) If you have not already done so, you will be prompted to swipe the patient's card to authorise the cancellation
 - b) ANZ HealthPay cancels the claim, retrieves the health fund's response and prints a cancelled receipt
 - i) Have the patient sign the cancellation receipt
 - ii) Verify the patient's signature and write your initials on the cancellation receipt
 - iii) File the patient-signed and verified cancellation receipt and retain for 2 years
 - iv) ANZ HealthPay displays the print confirmation screen, after the receipt prints correctly, select **YES, DONE**
- 7 ANZ HealthPay will print another copy of the receipt for the patient, select **YES, DONE**
- 8 Select **OK** to finish the cancellation and return to the 'ANZ HealthPay' screen.
- ✓ **You have successfully finished cancelling a private health claim through ANZ HealthPay terminal.**

SETTING A FEE FOR MBS ITEMS

PROCESSING MEDICARE CLAIMS

- Start from the 'ANZ HealthPay' screen
 - 1 Press **ENTER**
 - 2 Scroll down to select **SERVICES** option and press **ENTER**
 - 3 Enter your Operator ID, then press **ENTER**
 - 4 Press **MEDICARE EASYCLAIM**
 - 5 Press **SETUP**
 - 6 Press **MBS SERVICE SET UP**
 - 7 Select the **SERVICE TYPE** you want to add items by pressing the corresponding number key
 - 8 *Note: The terminal will show the modalities configured on your terminal*
 - 9 To add a new MBS item, select **ADD** by pressing the corresponding button below the display screen.
 - 10 Enter the MBS Item Number and press **ENTER**
 - 11 Enter the **SHORT NAME** for the item and press **ENTER**
 - 12 Enter the full service fee amount including the schedule fee and additional payments and press **ENTER**
 - 13 The screen will show a summary of the information entered, check that is correct and press **ENTER**
 - 14 Continue the same process to add as many MBS items as necessary. The screen will show the list of MBS items.
 - 15 Press **ENTER** to accept changes and the ANZ HealthPay terminal will print a receipt of the MBS item numbers.
- ✔ You have successfully set fees for an MBS item.

ASSIGNING PROVIDERS TO MERCHANT ACCOUNTS

PROCESSING MEDICARE CLAIMS

- >** Start from the 'ANZ HealthPay' screen
- 1 Press **ENTER**
- 2 Scroll down to select **SERVICES** option and press **ENTER**
- 3 Enter your Operator ID, then press **ENTER**
- 4 Press **MEDICARE EASYCLAIM**
- 5 Press **SETUP**
- 6. Press **PROVIDER SET UP** and the terminal will display a list of providers.
- 7. To add a new provider, select **ADD** by pressing the corresponding button below the display screen.
- 8. Enter the provider number and press **ENTER**
- 9. Enter the provider name and press **ENTER**
- 10. Select the **SERVICE TYPE**
- 11. Select the **PAYEE PROVIDER**

Note: If the payment for this provider's services is to go into the bank account they have registered with Medicare, select N/A. Otherwise select a provider to be the payee provider.

- 12. The screen will display the provider's details. Press **ENTER** if they are correct, or select one to edit it. Add as many providers as are necessary
- ✓** The screen will show a summary of list of providers. Press **ENTER** to accept changes. The ANZ HealthPay terminal will print a receipt of the list of providers.

CREATING A MEDICARE CLAIM

PROCESSING MEDICARE CLAIMS

Start from the 'ANZ HealthPay' screen


- 1 Swipe the Patient's Medicare Card or enter the Card Number
- 2 Enter the IRN and Press **ENTER**

Note: The IRN is the number listed near the patient's name on the Medicare Card

- 3 Select the Claim Type by pressing the corresponding number near the claim type.
- 4 Select the Service Provider

Note: To use a service provider that is not listed, select the SEARCH option and key in the provider number and press ENTER

- 5 The terminal will display the claim data details, check that the information is correct and press **ENTER**
- 6 The terminal will display the service item details, check that the information is correct and press **ENTER**.
7. The terminal will display the service items summary, to lodge additional items for this claim, select ADD. If there are no further items to be added, press **ENTER** to continue.
8. The terminal will connect to network and send the claim request for processing.

 You have successfully finished creating a Medicare Easyclaim through the ANZ HealthPay terminal.

For further information on processing and cancelling different claim types, refer to the ANZ HealthPay Medicare EasyClaim Operating Guide



PRINTING A PRIVATE HEALTH CLAIMING RECONCILIATION REPORT

> Start from the 'ANZ HealthPay' screen

- 1 Press **ENTER**
- 2 Scroll down and press the corresponding number for SERVICES
- 3 Press **1** for HEALTHPOINT
- 4 Press **9** for HEALTHPOINT ADMIN
- 5 Press **2** for REPORTS
- 6 Press **2** for RECONCILIATION
- 7 Enter the date for reconciliation (DDMMYYYY), then press **ENTER**
- 8 ANZ HealthPay prints the reconciliation report
- 9 Once printed, select **YES, DONE** to return to the HEALTHPOINT ADMIN menu.

✓ You have successfully retrieved and printed your reconciliation report.

PRINTING A PRIVATE HEALTH CLAIMING ACTIVITY REPORT

-  **Start from the 'ANZ HealthPay' screen**
- 1 Press **ENTER**
- 2 Scroll down and press the corresponding number for SERVICES
- 3 Press **1** for HEALTHPOINT
- 4 Press **9** for HEALTHPOINT ADMIN
- 5 Press **2** for REPORTS
- 6 Press **1** for ACTIVITY REPORT
- 7 Enter the activity date (DDMMYYYY), then press **ENTER**
- 8 ANZ HealthPay prints the activity report
- 9 Once printed, select **YES, DONE** to return to the HEALTHPOINT ADMIN menu.
-  **You have successfully retrieved and printed your activity report.**

HOW TO RECONCILE YOUR PRIVATE HEALTH AND MEDICARE CLAIMS

> To reconcile your private health claims processed by DXC HealthPoint through ANZ HealthPay terminal, follow the below steps:

- 1 Print your private health claiming reconciliation report
- 2 Cross check the individual health fund amounts from your reconciliation report to your DXC HealthPoint CSS Payment Statement.
- 3 Cross check DXC HealthPoint CSS Payment statement total against the amount on your bank statement

For any discrepancies in your claims or further information on how to reconcile your private health claims, contact DXC HealthPoint on 1300 301 692 (Option 1)

> To reconcile your Medicare claims processed through the ANZ HealthPay terminal:

ANZ HealthPay terminals are not able to print reports in relation to Medicare claims processed on the terminal. Individual listing of submitted bulk bill claims can be viewed using the Medicare Health Professional Online Service (HPOS) that can be accessed via the internet. Use this to check whether any individual items within a claim have been rejected.

For further information on HPOS Portal, contact Medicare e-Business Service Center on 1800 700 199 (Option 1)