

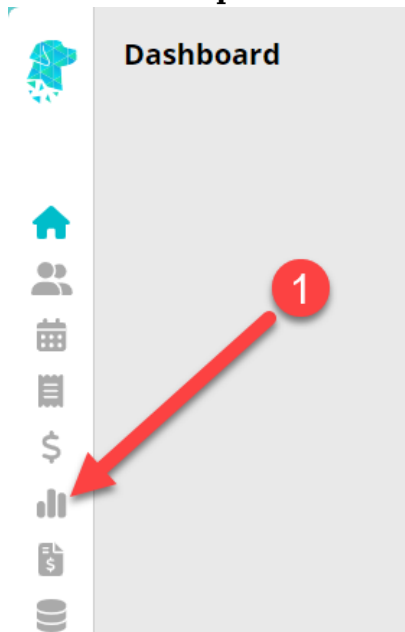
Arrears Report (Clinic)

This shows all invoices without a zero-dollar balance. It can be run by Location, Department, Fund, Bill Type, Doctor, Period that the account has been outstanding for (*e.g. 30 days & over*). It can be run as the following Report Types:

1. **Detail** - Showing every patient and the balance
2. **Summary** - Showing each bill type and the balance
3. **Interactive** - Enabling follow up dates and notes to be accessible, to facilitate efficient workflow in debt recovery

How to Print/Export the Arrears Report (*Summary and Detail*):

1. Click on the **Reports Icon**



2. Under **Reports - Clinic**, Click on **Arrears**

Reports - Clinic

Financial Reports

Adjustments

Arrears

Deleted Transactions

GST

Invoice Stats

Items

Payments

Received

Revenue

Statements

Transactions

3. Change filters as required > Click **Update**

REPORTS > ARREARS (CLINIC)

Arrears (Clinic)

Location

Department

Fund

Period

Billing Type

Doctor

Report Types

As At

Run report for each Department

Run report for each Doctor

Order by

Update

4. Report will generate below the filters section.

To **Print** the report, Click the **Print** button.

To **Export** the report, Click the **Export To** button and choose either **Excel**, **Excel - Raw Data** or **PDF**.

REPORTS > ARREARS (CLINIC)

Arrears (Clinic)

Location

Department

Fund

Period

Billing Type

Doctor

Report Types

As At

Run report for each Department

Run report for each Doctor

Order by

Update

1 of 1

Find | Next

Clinic Tour

Arrears (Clinic) Summary as at 25/01/2024

All Locations

All Areas

ID	Name	Balance Outstanding	<15 Days	<30 Days	<45 Days	<60 Days	<90 Days	120+ Days
BUA	BUA Australia	690.75	0.00	0.00	0.00	0.00	0.00	690.75
MPL	Medicare Private Limited	435.85	0.00	0.00	0.00	0.00	0.00	435.85
MED	Medicare	142.60	0.00	0.00	0.00	0.00	142.60	0.00
PC	Patient Claims	-200.00	0.00	0.00	0.00	0.00	0.00	-200.00
PRI	Private	1,289.15	0.00	0.00	0.00	0.00	0.00	1,289.15
DVA	Veterans	9,288.69	0.00	0.00	0.00	0.00	0.00	9,288.69
Total		11,647.04	0.00	0.00	0.00	0.00	142.60	11,504.44

ArrearsClinicTour

Page 1 of 1

Date: 25/01/2024 1:50 PM

Print

Export To

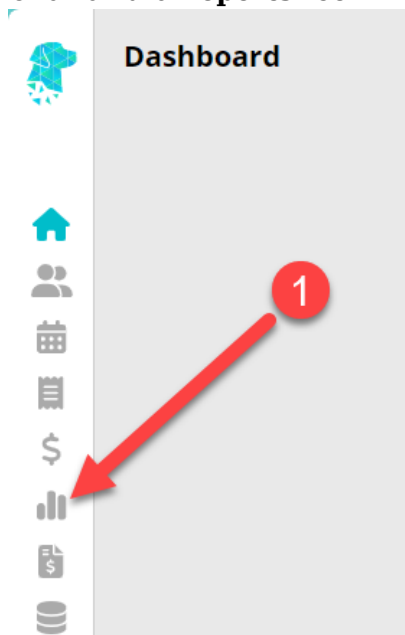
Excel

Excel - Raw data

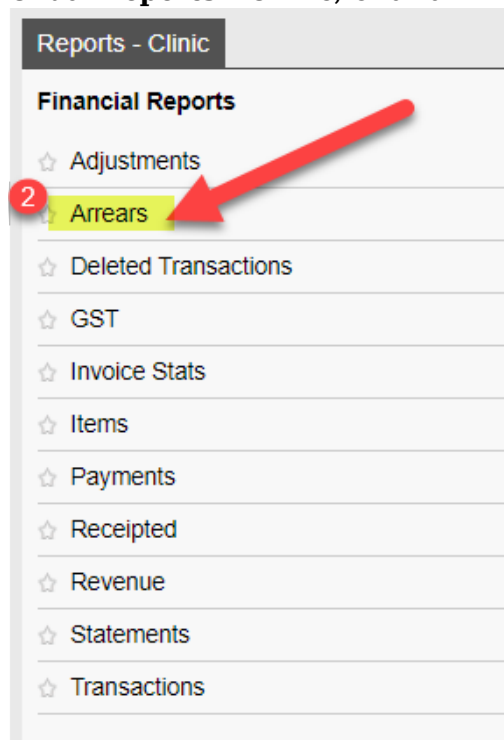
PDF

How to Export the Arrears Report (*Interactive*):

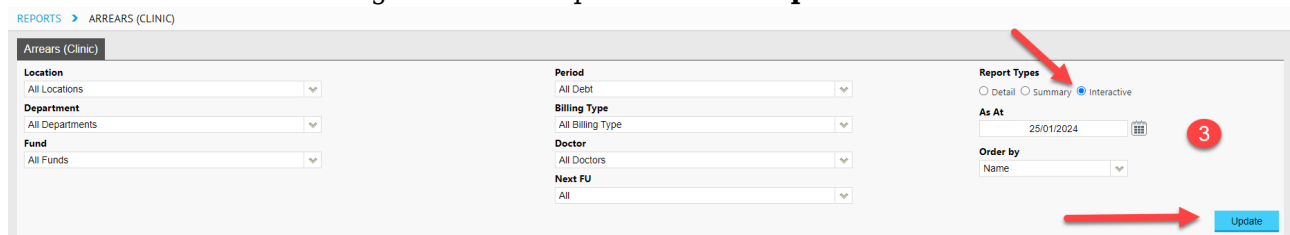
1. Click on the **Reports Icon**



2. Under **Reports - Clinic**, Click on **Arrears**



3. Select **Interactive** > Change filters as required > Click **Update**



4. Report will generate below the filters section.
Click the **Export To** button and choose either **Excel** or **Excel - Raw Data**.

REPORTS > ARREARS (CLINIC)

Arrears (Clinic)

Location

All Locations

Department

All Departments

Fund

All Funds

Period

All Debt

Billing Type

All Billing Type

Doctor

All Doctors

Next FU

All

Report Types

☐ Detail
☐ Summary
☒ Interactive

As At

25/01/2024

Order by

Name

Update

Export To

Excel

Excel - Raw data

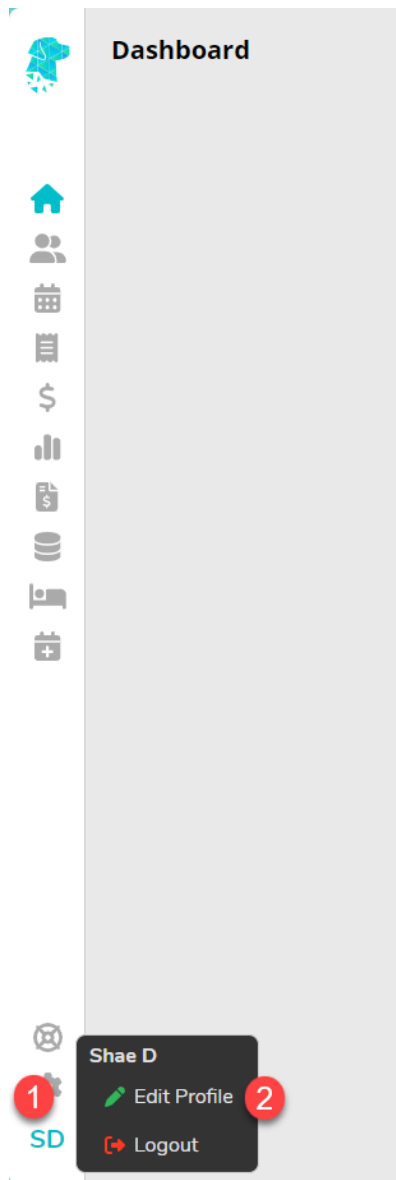
Patient Name	MRN	DOS	Doctor	Inv#	Inv Date	Balance	Bill Type	Fund	Next FU	Notes
BROOKS, Bob	110	13/11/2023	SMITH (HAPPY LAKE), John	88	13/11/2023	\$142.60	Medicare	-	-	-
BROOKS, Bob	110	08/08/2023	SMITH (HAPPY LAKE), John	68	08/08/2023	\$300.00	Private	-	20/11/2023	Called pat will pay next week
JONES, Mary	108	21/03/2023	SMITH (HAPPY LAKE), John	39	31/03/2023	\$280.25	Health Fund	Medibank	-	-
JONES, Sandra	109	02/05/2023	SMITH (HAPPY LAKE), John	52	22/05/2023	\$293.80	Health Fund	BUPA	-	-
JONES, Sandra	109	01/09/2023	SMITH (HAPPY LAKE), John	79	01/09/2023	(\$200.00)	Private	-	-	-

Amending a User's Email Address

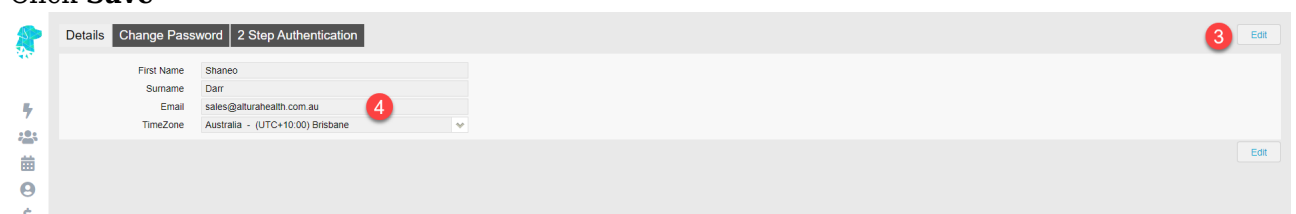
There may be instances when a user needs to change their FYDO log in email address. This can be done by the user themselves by following the steps below.

The only exception is the Subscriber who is unable to change their email address themselves & will need to contact FYDO Support if amendments need to be made.

1. Hover over **User Profile** (*Your Initials*)
2. Select **Edit Profile**



3. Select **Edit**
4. Amend **Email**
5. Click **Save**



The new email address will need to be used for log ins from there on.

How to change user's timezone

Need to change your timezone? Read on to learn how!

Note: This setting is unique to the user. Therefore, each user will need to check their own timezone

settings.

1. Hover over the **profile icon** (*Your Initials*)
2. Click on **Edit Profile**.
3. Select **Edit**
4. Select the desired **TimeZone**.

The screenshot shows a user profile settings page. At the top, there are three tabs: 'Details', 'Change Password', and '2 Step Authentication'. The 'Details' tab is active. Below the tabs, there is a form with the following fields: 'First Name' (Shae), 'Surname' (D), 'Email' (support@alturahealth.com.au), and 'TimeZone' (Australia - (UTC+10:00) Brisbane). A red circle with the number 4 is next to the 'TimeZone' field. In the bottom left corner, there is a user profile icon with a red circle with the number 1 next to it. A dropdown menu is open, showing 'Edit Profile' (with a green checkmark and a red circle with the number 2) and 'Logout'.

Click **Save** and you're all done! You have successfully updated your TimeZone on **this profile**.

This screenshot is identical to the previous one, but with an additional callout. A red circle with the number 5 is next to the 'Save' button in the bottom right corner of the form.

How to Find Your Minor ID

The minor ID, also referred to as the Location ID, will sometimes be required by Medicare. It is the same as your ADV client number. Here's how to find it in FYDO:

1. Hover over the **Support** icon
2. Your **Minor ID** will be displayed in the heading



Tokens - Mailing Label

Token Name	Data	Notes
<<PracticeName>>	Practice Name	
<<Title>>	Title	
<<FirstName>>	First Name	
<<LastName>>	Surname	
<<MailingAdd1>>	Location Address 1	
<<MailingAdd2>>	Location Address 2	

<<MailingAdd3>> Location Address 3

Tokens - Documents & Letters

Token Name	Data	Notes
<<DocFullName>>	Doctor Full Name	eg. SMITH, John
<<DocFirstname>>	Doctor First Name	eg. John
<<DocSurname>>	Doctor Second Initial	eg. SMITH
<<DocTitle>>	Doctor Title	
<<DocID>>	Doctor ID	
<<DocAdd1>>	Doctor Address 1	
<<DocAdd2>>	If Address Line 2 is empty, this will show Suburb State Postcode otherwise it will show Address Line 2	
<<DocAdd3>>	If Address Line 2 is empty, this will show nothing otherwise it will show Suburb State Postcode	
<<DocSuburb>>	Doctor Suburb	UPPERCASE
<<DocState>>	Doctor State	UPPERCASE
<<DocPC>>	Doctor Post Code	
<<DocMob>>	Doctor Mobile	9999 999 999
<<DocPh>>	Doctor Phone	99 9999 9999
<<DocFax>>	Doctor Fax	99 9999 9999
<<DocEmail>>	Doctor Email	
<<DocQualif>>	Doctor Qualification	
<<DocLoc>>	Doctor Location	
<<DocProv>>	Doctor Provider Number	
<<DocABN>>	Doctor ABN	
<<DocInvAs>>	Invoice As for Clinic	
<<DocAccName>>	Doctor Account Name	
<<DocBSB>>	Doctor BSB	
<<DocAccNum>>	Doctor Account Number	
<<DocBankAdd>>	Doctor Bank Address	
<<DocBank>>	Doctor Bank Name	

<<RefFullName>>	Referring Doctor Full Name	eg. SMITH, John
<<RefFirstName>>	Referring Doctor First Name	eg. John
<<RefSurname>>	Referring Doctor Surname	eg. SMITH
<<RefTitle>>	Referring Doctor Title	
<<RefID>>	Referring Doctor ID	
<<RefPractice>>	Referring Doctor Practice	
<<RefPracId>>	Referring Doctor Practice ID	
<<RefAdd1>>	Referring Doctor Address 1	
<<RefAdd2>>	If Address Line 2 is empty, this will show Suburb State Postcode otherwise it will show Address Line 2	
<<RefAdd3>>	If Address Line 2 is empty, this will show Suburb State Postcode otherwise it will show Address Line 2	
<<RefSuburb>>	Referring Doctor Suburb	UPPERCASE
<<RefState>>	Referring Doctor State	UPPERCASE
<<RefPC>>	Referring Doctor Postcode	
<<RefMob>>	Referring Doctor Mobile	9999 999 999
<<RefPh>>	Referring Doctor Phone	99 9999 9999
<<RefFax>>	Referring Doctor Fax	99 9999 9999
<<RefEmail>>	Referring Doctor Email	
<<RefQualif>>	Referring Doctor Qualification	
<<RefSpecID>>	Referring Dr Speciality ID	
<<RefSpec>>	Referring Dr Speciality Description	
<<RefLoc>>	Referring Doctor Location	
<<RefProv>>	Referring Doctor Provider Number	

Manually Updating Clinic Health Fund Fees

Whether it is Medicare, DVA, or Health Funds, FYDO keeps your item fees up to date, automatically.

Note: Your FYDO system maintains the latest Medicare/ DVA fees by default. To enable automatic fee updates for the Health Funds, click on the link below:

<https://wiki.fydo.cloud/Health-Fund-Fees>

Manually updating health fund fees

The manual procedure can only update fees for items that have already been added to your FYDO system. So, to prevent having to re-run the update for a given health fund, we recommend that you add all the items you need to bill *before* running the update.

Not sure how to add items? Click on the link below to learn how:

<https://wiki.fydo.cloud/adding-mbs-items/>

Ready to manually update your health funds fees? Let's get started!

First, go to **Settings > Bulk Fee Update**



You will now see the **Bulk Fee Update** screen where you will need to update *two* sets of fees for *each* health fund. The first set are the “Old fees/ codes” and the second set are the “Current fees/ code” (**To be updated in that order**).

1. The Old Fees are what will be charged for services where the *Date of Service* is prior to the introduction date of *new* fees for a given item.
2. The Current Fees are the **latest fees** and will be charged for services where the *Date of Service* is on or after when new fees were introduced for a given item.

SETTINGS > ITEMS > 110 - PROFESSIONAL ATTENDANCE AT CONSULT

Item Details

Number: 110
Procedure Name: Professional attendance at consult
Notes:
Link Procedures: ?

Category: 1
Item Type:
Modal:
Rule: Dummy
Active: ☒
100% rebate: ?
Stock Item: ☐
A: ☐

Classifications - Hospital

Theatre Band (National):
Theatre Band (State):
Day Type:
Patient Class:
DVA Accommodation:
Same Day Accom Band 1 Override: ☐
Accom Item: ?
Eclipse Code Mapping: ☐
ADA Code: ☐
Timebase: ?

Fees Schedules - Clinic

		Current		Threshold	Old	
Level	Level Name	Fee ex GST	GST	Date	Fee ex GST	
0	DVA In-hospital	\$ 217.95	<input type="checkbox"/>	01/02/2021	\$ 217.95	
1	MBS 100%	\$ 157.95	<input type="checkbox"/>	01/02/2021	\$ 157.95	
2	Workers Comp	\$ 0.00	<input type="checkbox"/>	01/01/2020	\$ 0.00	
3	Private Fee 3	\$ 0.00	<input type="checkbox"/>	01/01/2020	\$ 0.00	
4	AHSA	\$ 185.70	<input type="checkbox"/>	01/11/2020	\$ 185.70	
5	BUPA	\$ 189.60	<input type="checkbox"/>	01/11/2020	\$ 189.60	
6	HCF	\$ 189.90	<input type="checkbox"/>	01/11/2020	\$ 189.90	

Red callout boxes with arrows pointing to the 'Current' and 'Old' columns:

- "Current fees" - Fee after threshold date of 01/02/2021
- "Old fees" - Fee prior to threshold date of 01/02/2021

In other words, every item has two fees – the current fee and the last fee before the current. Therefore, before we can update the current fees, we need to push them to the old fees.

Updating the old fees

There are a number of ways to update fees:

- Importing an Excel file – update fees from excel file
- Percentage – update fees as a percentage of the old or current fees
- Pricing – update fees by dollar amount

This blog post recommends using the percentage option. So, as shown in the screenshot below:

1. Set the *Update Fee Level* to: **the health fund** you wish to update fees for,
2. Set the *Codes* to: **Old Codes**,
3. Set the *Change Fee By* to: **Percentage**
4. Set the *Base Fee Level* to: **the same health fund** chosen in **step 1**
5. Set the *Percentage* to: **100.00**

The screenshot shows the 'FEES SETUP' navigation bar with 'BULK FEE UPDATE' selected. Below it is a 'Bulk Fee Update' form. The form is divided into two columns. The left column contains 'Update Fee Level' (set to '5 - BUPA') and 'Codes' (set to 'Old Codes'). The right column contains 'Change Fee By' (set to 'Percentage'), 'Base Fee Level' (set to '5 - BUPA'), 'Codes' (set to 'Old Codes'), and 'Percentage (%)' (set to '100.00').

Bulk Fee Update	
Update Fee Level	Change Fee By
5 - BUPA	Percentage
Codes	Base Fee Level
Old Codes	5 - BUPA
	Codes
	Old Codes
	Percentage (%)
	100.00

Then, click the **Save** button



This will replace the Old fees of all items for the selected health fund with the current value of the current fees.

Updating the current fees

Next, we must update the current fees; and we do this on the same screen as above. We will be updating the health funds fees by importing an Excel sheet.

As shown in the screenshot below:

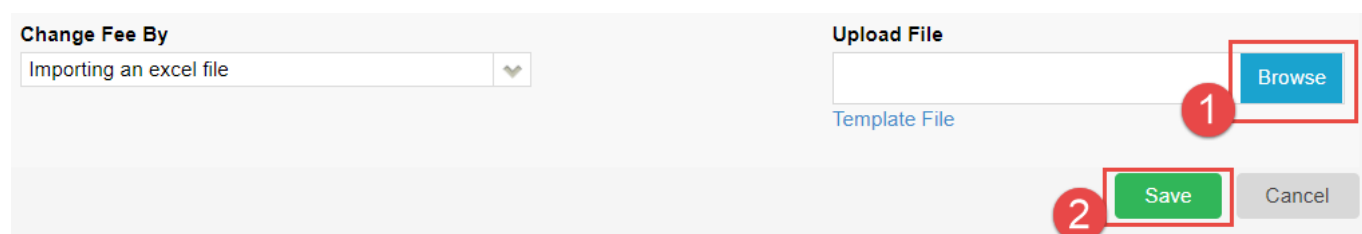
1. Set the *Update Fee level* to: **the health fund** you wish to update fees for,
2. Set the *Codes* to: **Current Codes**,
3. Set the *Change Fee By* to: **Importing an excel file**

Next, you'll need to download the excel file containing the fees for that health fund from our website at the link below:

<https://au.acsshealth.com/healthfundfees/>

Note: Be sure to download the appropriate file based on your state (if applicable) and Gap or No Gap (if applicable).

Once downloaded, browse for the file using the **Browse** button, select the file, and hit **Save**.

A screenshot of a web interface for updating fees. On the left, under the heading 'Change Fee By', there is a dropdown menu with 'Importing an excel file' selected. On the right, under the heading 'Upload File', there is a text input field with a red circle containing the number '1' next to it. To the right of the input field is a blue 'Browse' button, also highlighted with a red box. Below the input field, the text 'Template File' is visible. At the bottom right, there is a green 'Save' button with a red circle containing the number '2' next to it, and a grey 'Cancel' button to its right.

This will replace the Current fees of all items for the selected health fund with the latest fees released by the health fund, from the Excel sheet uploaded.

That's it! You have successfully updated the fees for the health fund. Repeat the process for as many funds as necessary.







Clinic Billing - Overseas Patients

Need to bill an overseas patient? Read on to learn how.

Step 1: Bill manual invoice

Overseas claims are received and processed manually. This means you cannot bill such claims through eclipse for electronic lodgement. Therefore, you'll need to create and send a manual invoice.

Note: Ensure the **Bill Type** is set to: *Private* and the **Type** is set to: *Health Fund*

Location	
Eccles	
Practitioner	
CELES, Peter	
DOS	Hospital
31/12/2020 	<input type="checkbox"/> In Hospital
Bill Type	Type
Private 	Health Fund 
Fee Level	Known Gap
Level 3 - BUPA 	<input type="checkbox"/> Known Gap 0.00

Step 2: Print manual invoice to PDF

Note sure how to print invoices? [Click here to learn how](#)

Step 3: (Conditional - If claim is for Medibank or AHM) complete the corresponding claim form and save it to your computer

- Medibank - [click here](#) to download claim form
- AHM - [click here](#) to download claim form

Step 3: (Conditional - If claim is for BUPA,) complete BUPA batch header form and save it to your computer

- [Click here](#) to download batch header form
- Enter the practice name as the location of the service and the **practice id** as the doctor's BUPA **FundPayeeId**

If you have previously entered the doctor's FundPayeeId into FYDO, you may find it by going to **Settings > Doctors**:



2

- > Appointment Types
- > Area Codes
- > Booking Codes
- > Cancelled Reasons
- > Checkers - Letters
- > Departments
- > Deposit Types
- > Doctors
- > Doctor Specialities
- > Document Types
- > ECLIPSE Mapping
- > End of Day Banking
- > Health Funds
- > Health Fund Participants
- > Hospitals
- > Invoice Messages
- > Items
- > Item Types


Clinic


- > Appointments Setup
- > Rooms





1

Settings

Location Eccles  Clinic

Department 

Provider Date of Birth  Age

Payee Provider Fund Payee ID 12345 

Dr ABN - - -

Step 4: Send off the documents

- Once you are ready to send off the invoice, contact the health fund and ask what email address they would like the manual claim sent to, as well as whether they require any other supporting documents
- Need their contact details? Follow the link below:

<https://wiki.fydo.cloud/medicare-and-fund-contacts-dealing-with-rejections/>

Step 5: Follow up & pay off the invoice

- We'd recommend you call the health fund a couple of business days after you email them to ensure your email has been received and will be looked at in the coming days
- After this point, you may wish to follow up every couple of weeks, inquiring whether or not your invoice has been paid
- Once the invoice has been confirmed to be paid, pay it off on FYDO

That's it! That's how to do overseas billing for patients.

How to Resend a "Sent" Clinic Batch

From time to time, you may need to resend an already sent batch. But before we discuss how you'd do this, let's first discuss why you may need to resend a batch.

In almost all cases, you'd need to resend a batch if it either:

- Has not yet been paid / rejected within the expected period (up to 2 business days for Medicare/ DVA claims and up to 4 weeks for health fund claims). You've then called the health fund, Medicare, or DVA, and found out they have not received the claim. Thus, they've asked you to resend it
- Has been partially or fully rejected and you can rectify the cause of rejection without rebilling

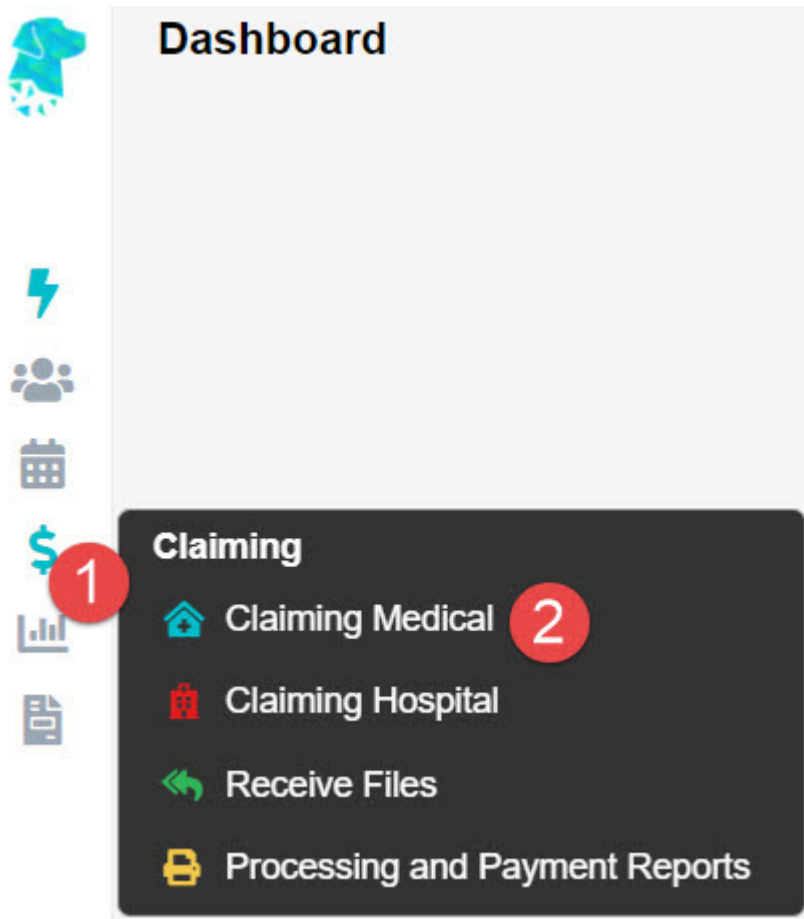
You do not want to resend a batch if:

- It is rejected and you wish to resend it as it is, without making any changes to the original claim. Since, if nothing changes about the claim, it will likely be rejected again
- If you have not first spoken with the body receiving the claim. It is always recommended that you first contact the organisation receiving the claim and inquire. This is because you do not

want to send a duplicate claim if you do not need to. In most cases, this is not a major concern. However, it could cause problems such as a rejection of both claims (the original and the duplicate) or increased processing time if a duplicate claim is received

With that addressed, if you still need to resend an already sent claim, read on.

Start off by going to **Claiming Medical**.



If the batch **Status** is *Sent* or *Processed*, you may right-click on the batch and select **Reset Batch Status**.

Status	KG	Paid
Closed		0.00
Processed		361.85
Processed		800.50
Processed		747.25
Processed		829.75
Processed		931.25

Apply Payment

Reset Batch Status

This will make the batch status revert to *Closed*, allowing you to resend the batch with the **Send Batch** button.

Status	KG
Closed	<div><div>View Batch Details</div><div>Apply Payment</div><div>Send Batch</div><div>Edit Payment</div></div>
Processed	
Processed	
Processed	

Otherwise, if the batch **Status** is *Payment Received* with a partial or full rejection, double click on the batch to open it up, revealing the invoice(s) inside.

If you wish to resend the invoice in its entirety (with all items inside), simply right-click on the desired invoice and click on **Move Invoice Out**.

CLAIM DETAILS > BATCH DETAILS

Location

Eccles (ID: 1)

Practitioner

CELES, Peter (ID: 24)

Provider

Type

Medicare

Category

Specialist

Patient Name ↓	MRN	DOS ↓	Inv
BURDETTE, Pamela	117	30/12/2020	25
JACKSON, Jade	109	06/11/2020	19
PAM, Cara	116	05/11/2020	20

Delete Invoice

Edit Invoice

Move Invoice Out

Patient Screen

View Items

Otherwise, if you wish to resend only a part of the invoice (1 or more items but not all), double click on the invoice, revealing the items inside.

CLAIM DETAILS > BATCH DETAILS > ITEM DETAILS						
Location Eccles (ID: 1)			Batch ID 4			
Practitioner MERION UNIT, Nursing (ID: 22)			Batch Number			
Provider 0			Date Closed 30/12/2020			
Type Veterans			Batch Status Closed			
Category Community Nursing			Transaction ID			
Referring Dr SMITH, John - 0653147B			Invoice Text			
Referral Date 01/09/2020 - 99 months			Referral Flag			
ID	Code	DOS	Description	Rule	Claimed	GST
1	NP01	29/09/2020	Personal Care Core Schedule - Short, Medium or Long 1 to 5		171.49	15.59
2	NL01	29/09/2020	Clinical Care Core Schedule - term support 1 to 2		107.53	9.78

Then, right-click on the item you wish to resent and select **Move Item**.

This will present you with the below pop-up window; and as you can see, it will move the invoice/ item to the current batch.

Move Invoice

Are you sure you want to move this invoice into the current batch?

This is not reversible.

OK

Cancel

Current batch:

- If it is a **Medicare** or **DVA** invoice: it will be moved into the *Open* batch for that provider. If no open batch is present, a new one will be created
- If it is a **Health Fund** invoice: it will be moved into a new *Closed* batch.

From here, you may close the batch if it is not yet closed and send it by right-clicking the batch and selecting **Send Batch**.

Move Invoice

Are you sure you want to move this invoice into the **current batch**?
This is not reversible.

OK Cancel

Deceased Patient Clinic Billing

Need to bill Medicare, DVA, or a health fund for a patient that is now deceased?

You can always attempt to send the claim electronically. However, in most cases, you will need to create a manual invoice and send it manually, for manual review.

So, here's one thing you can do before you decide whether or not to send the claim electronically. Run the *Online Patient Verification check* with the **As At** field date set to the latest *Date of Service* you wish to bill the deceased patient for.

Eligibility Screen

Type 

Last Medicare Check - Last Health Fund Check -

As at 

Check

If the check returns an eligible patient (noted with a green box around the Medicare and health fund card numbers), you may consider sending the claim electronically, as you're used to. However, this does not guarantee the claim will be paid.

Medicare/DVA Details

Medicare Number

Eligibility

Veterans No.

DVA Auth.No

Entitlement Card 

To learn how to create a manual invoice, click on the link below:

<https://wiki.fydo.cloud/How-to-create-a-manual-invoice>