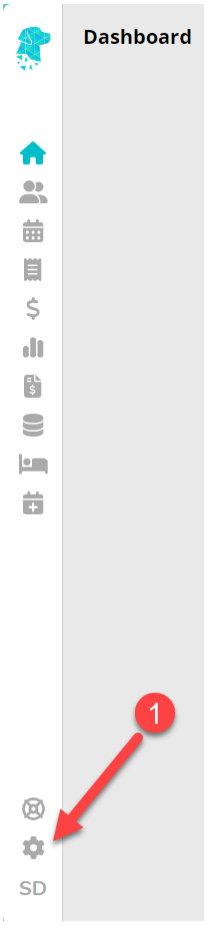
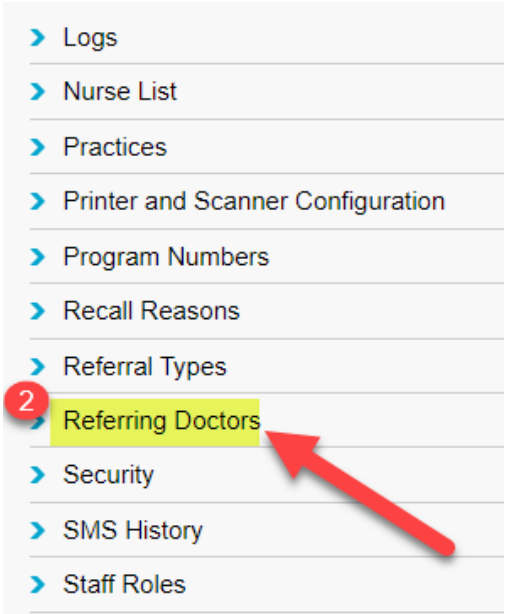
Exporting Referring Doctors/Practices

How to Export Referring Doctors:

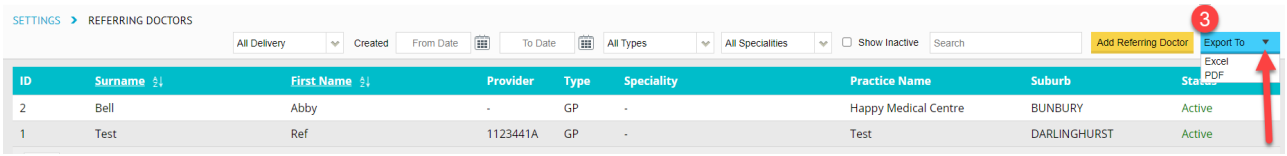
1. Click on **Settings**



2. Under **General,** Click on **Referring Doctors**

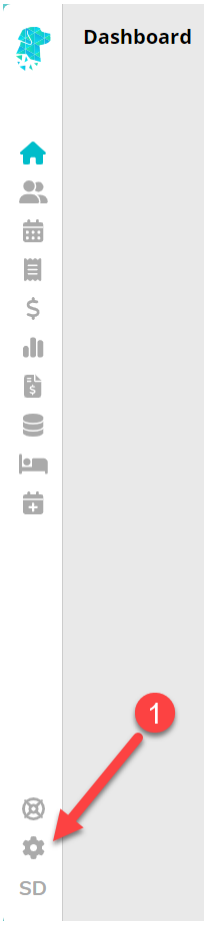


3. Click the **Export To** button and choose either **Excel** or **PDF**.

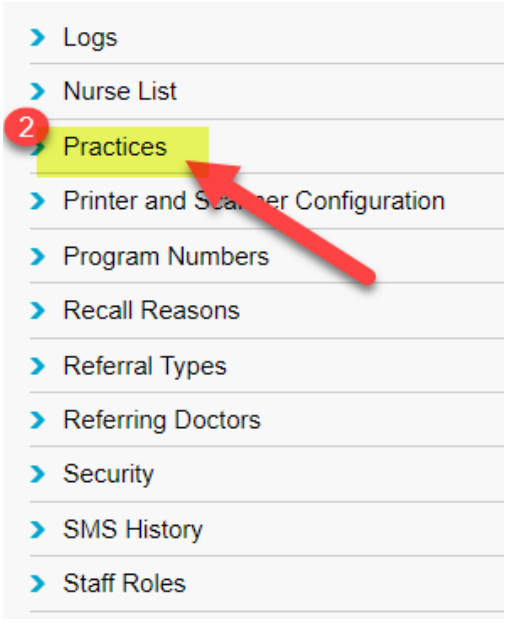


How to Export Practices:

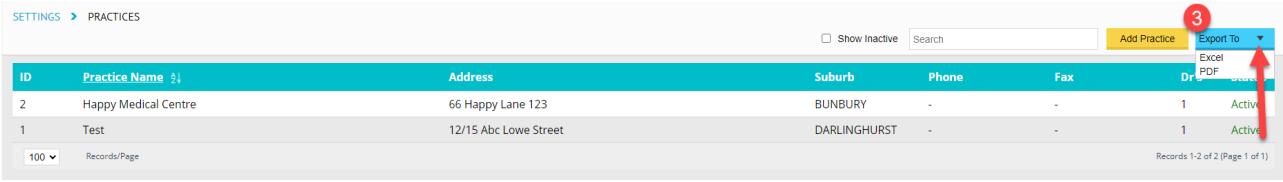
1. Click on **Settings**



2. Under **General,** Click on **Practices**



3. Click the **Export To** button and choose either **Excel** or **PDF**.



Payments Report (Clinic)

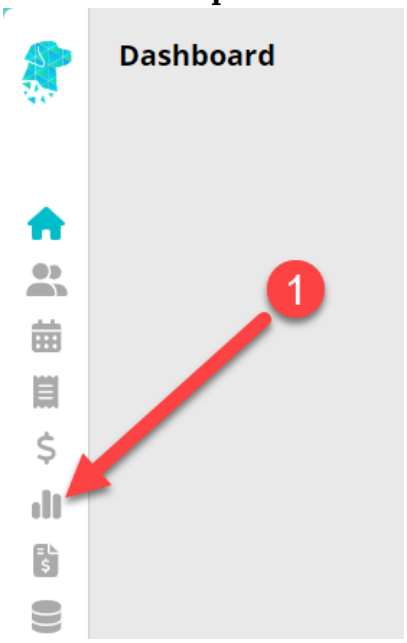
This report gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. The data is able to be shown in formats such as Detailed, Summary and Summary Categories.

Filter options include:

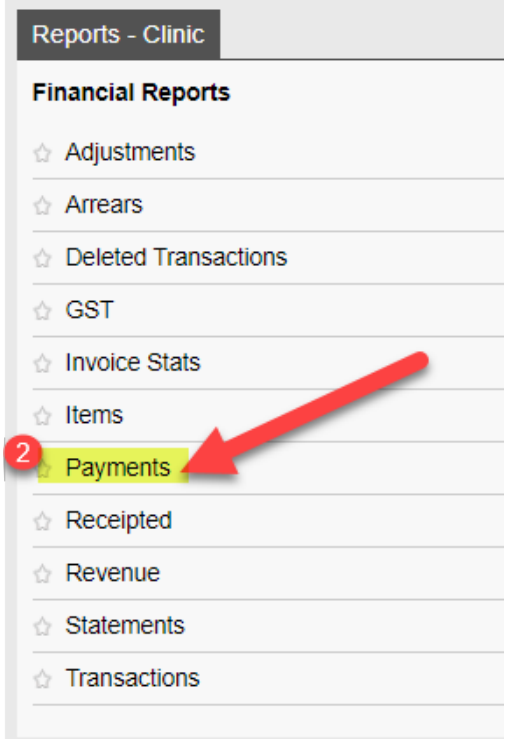
- Location
- Department
- Doctor
- Payment Type
- Group By options
- From and To Date Range

How to Print/Export the Payments Report:

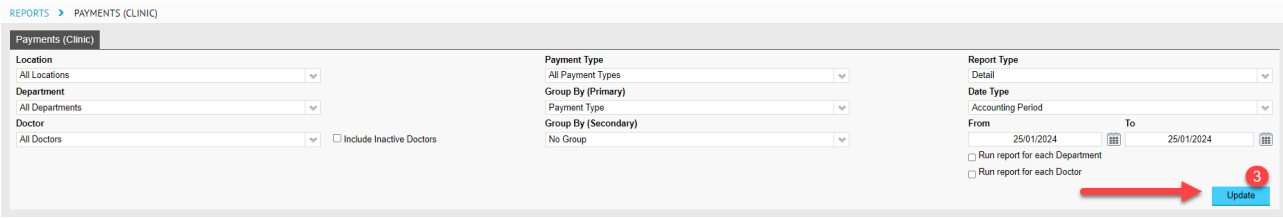
1. Click on the **Reports Icon**



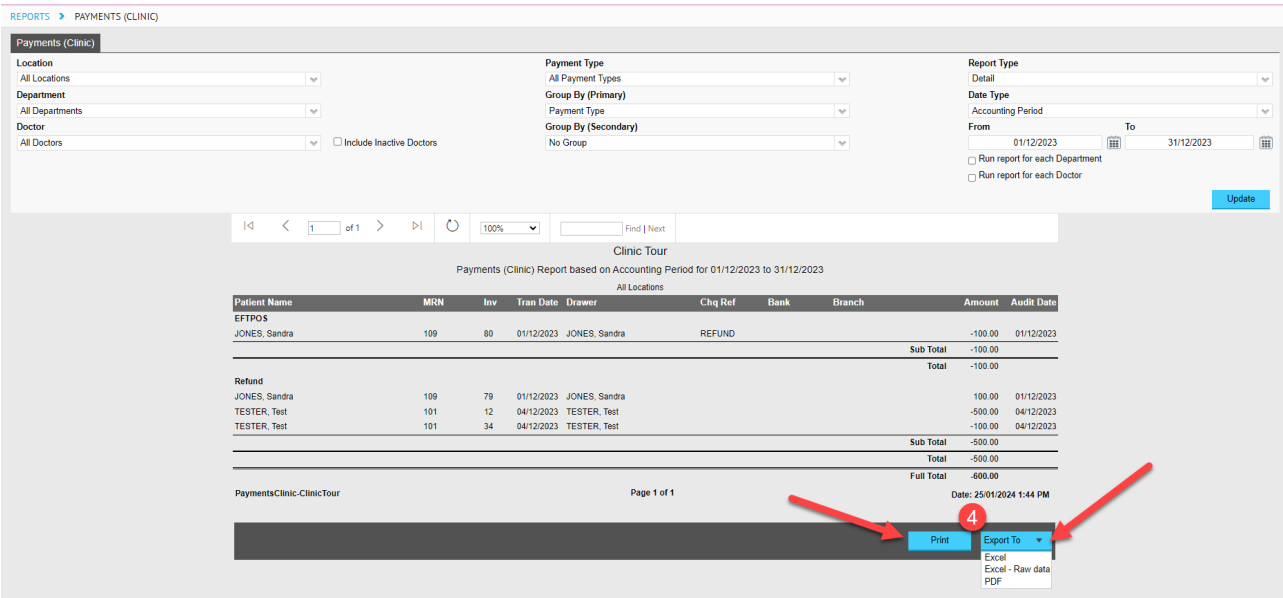
2. Under **Reports - Clinic**, Click on **Payments**



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



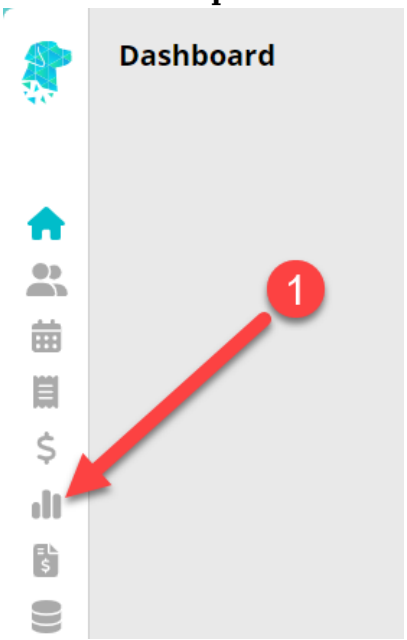
Patient Stats Report

The **Patient Stats Report** gives the ability to obtain extensive patient demographics data.

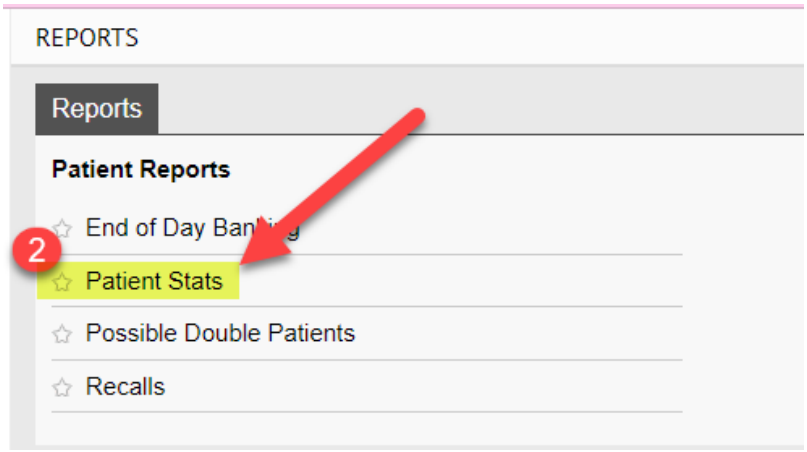
- Medicare Patients
- Deceased Patients
- Archived Patients
- DVA Patients
- Indigenous Status
- Referral Expired
- Preferred Doctor
- Health Fund
- Gender
- Surveys
- Ability to stipulate Birth date range
- Ability to stipulate Created range
- Ability to stipulate Postcode range
- Community Nursing Cycle
- Ability to stipulate Billed range
- Doctor

How to Print/Export the Patient Stats Report:

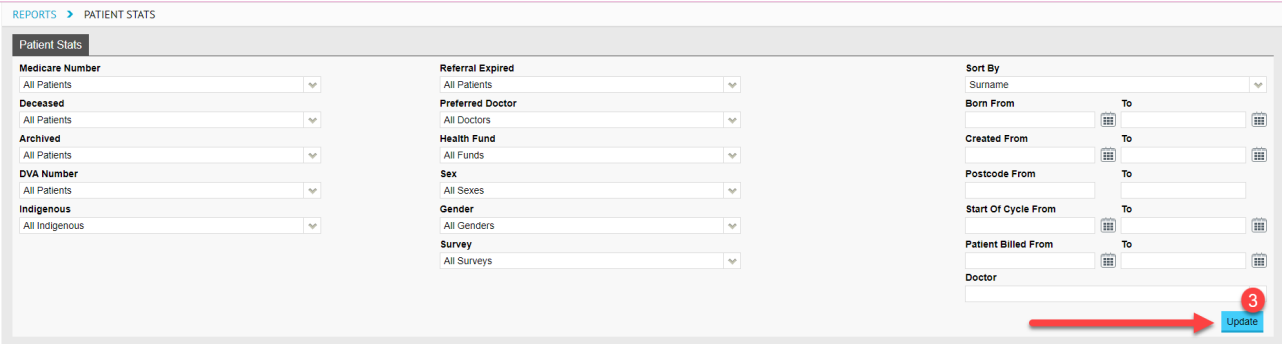
1. Click on the **Reports Icon**



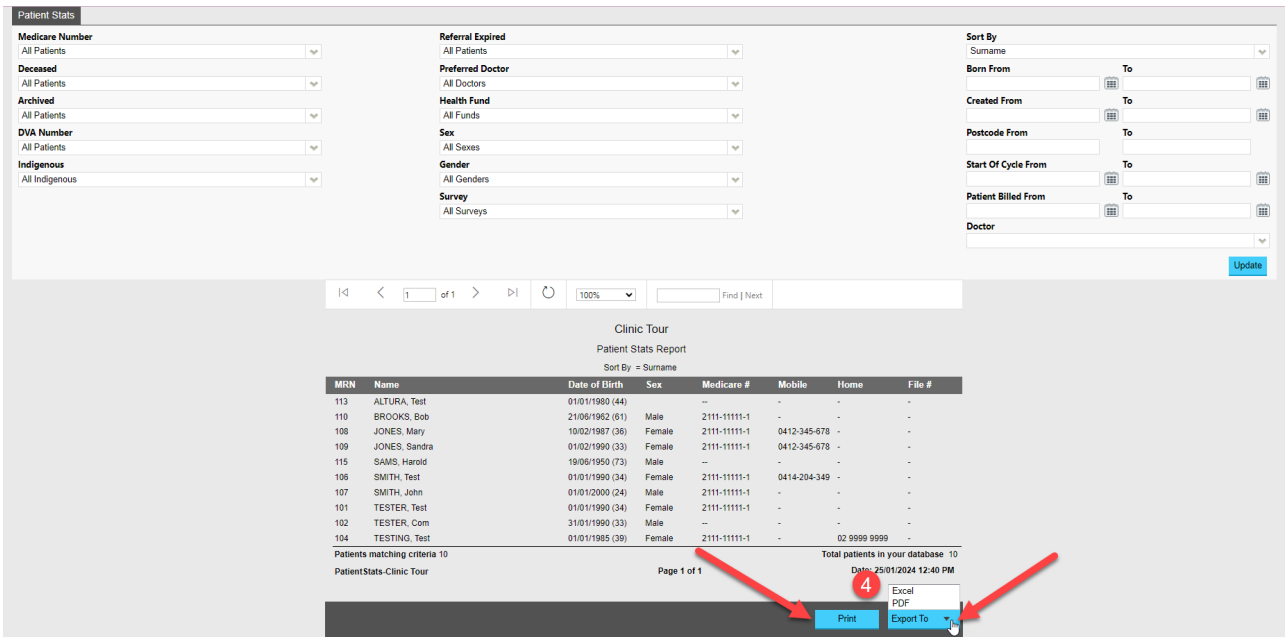
2. Under **Patient Reports**, Click on **Patients Stats**



3. Change filters as required, or if you are wanting <u>All Patient Demographics</u>, leave filters as the default filter options > Click **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** or **PDF**.



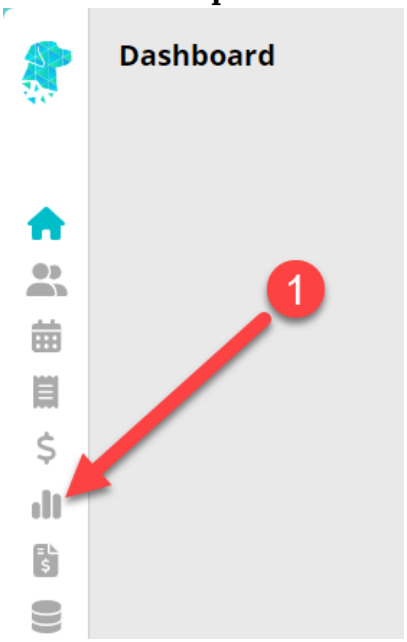
Arrears Report (Clinic)

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:

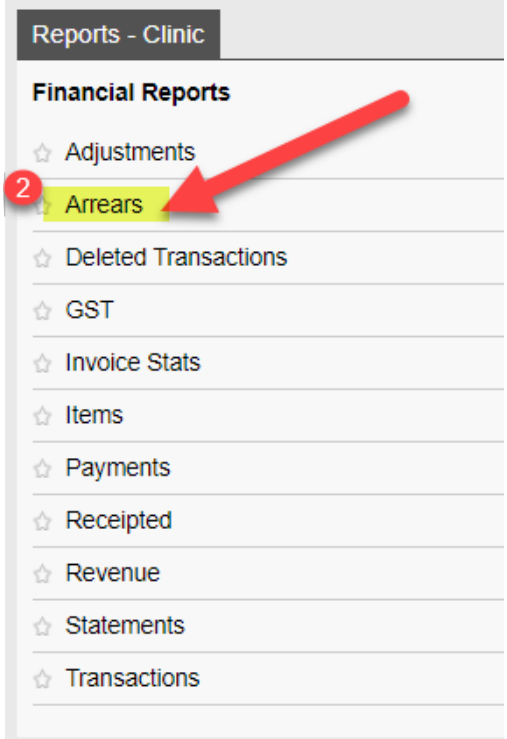
1. **Detail** – Showing every patient and the balance
2. **Summary** – Showing each bill type and the balance
3. **Interactive** – Enabling follow up dates and notes to be accessible, to facilitate efficient workflow in debt recovery

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

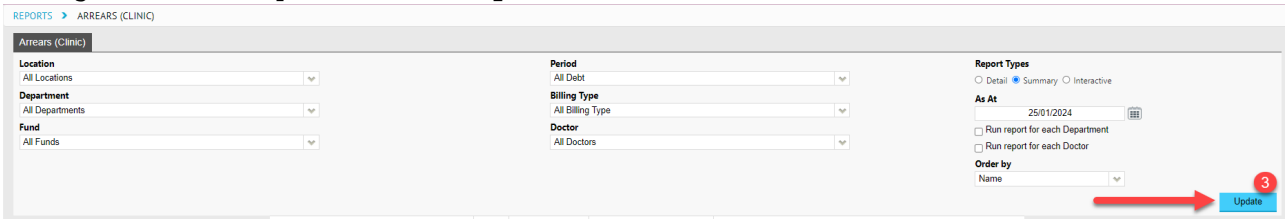
1. Click on the **Reports Icon**



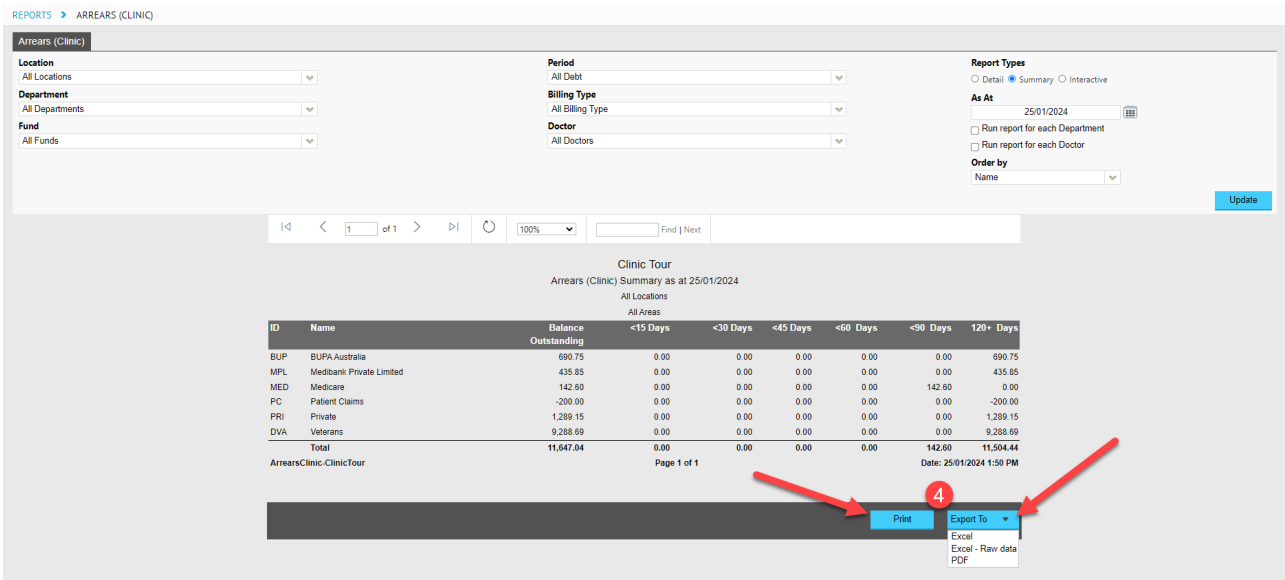
2. Under **Reports – Clinic**, Click on **Arrears**



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

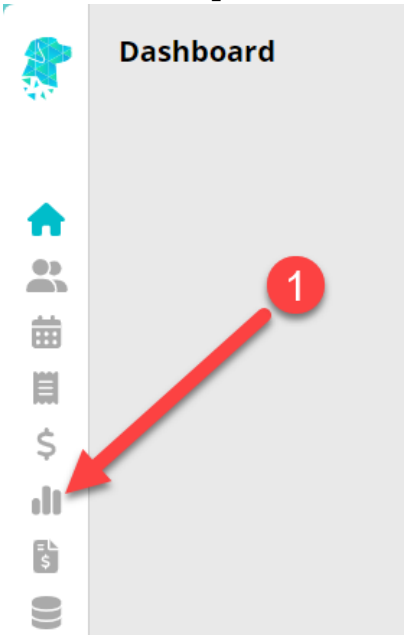


4. Report will generate below the filters section.
   To **Print** the report, Click the **Print** button.
   To **Export** the report, Click the **Export To** button and choose either **Excel**, **Excel – Raw Data** or **PDF**.

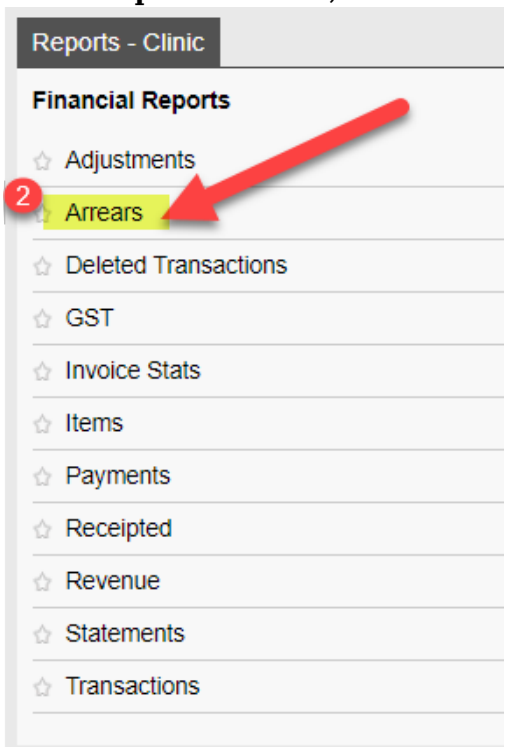


How to Export the Arrears Report *(Interactive)*:

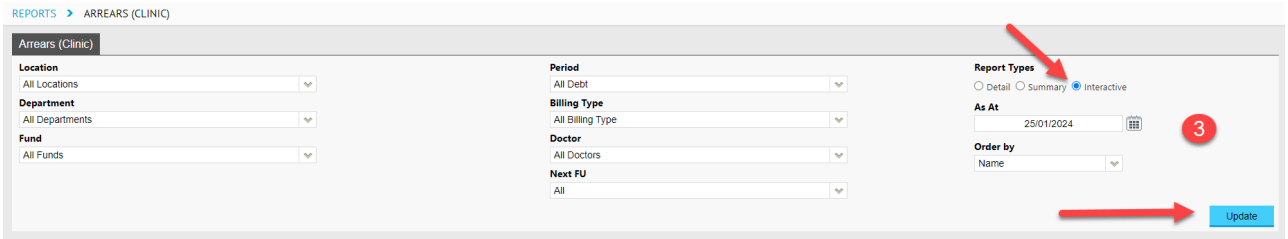
1. Click on the **Reports Icon**



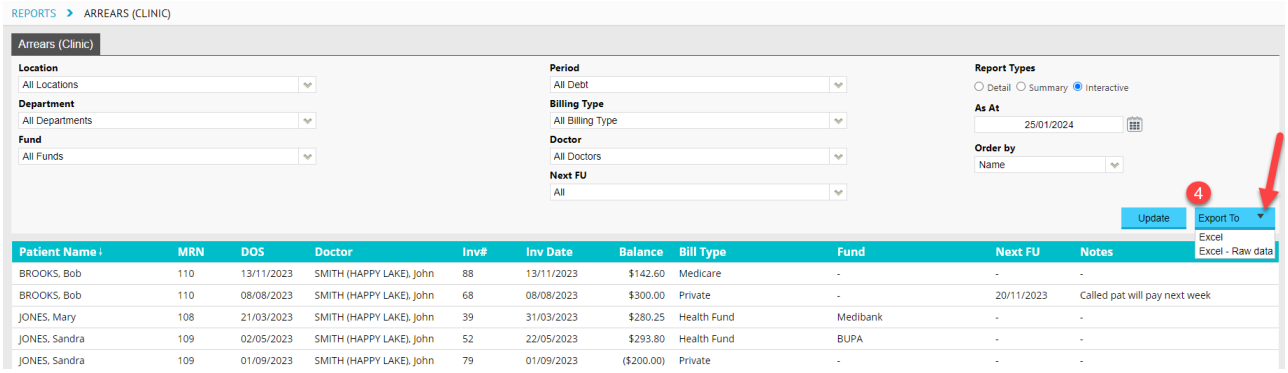
2. Under **Reports – Clinic**, Click on **Arrears**



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**.

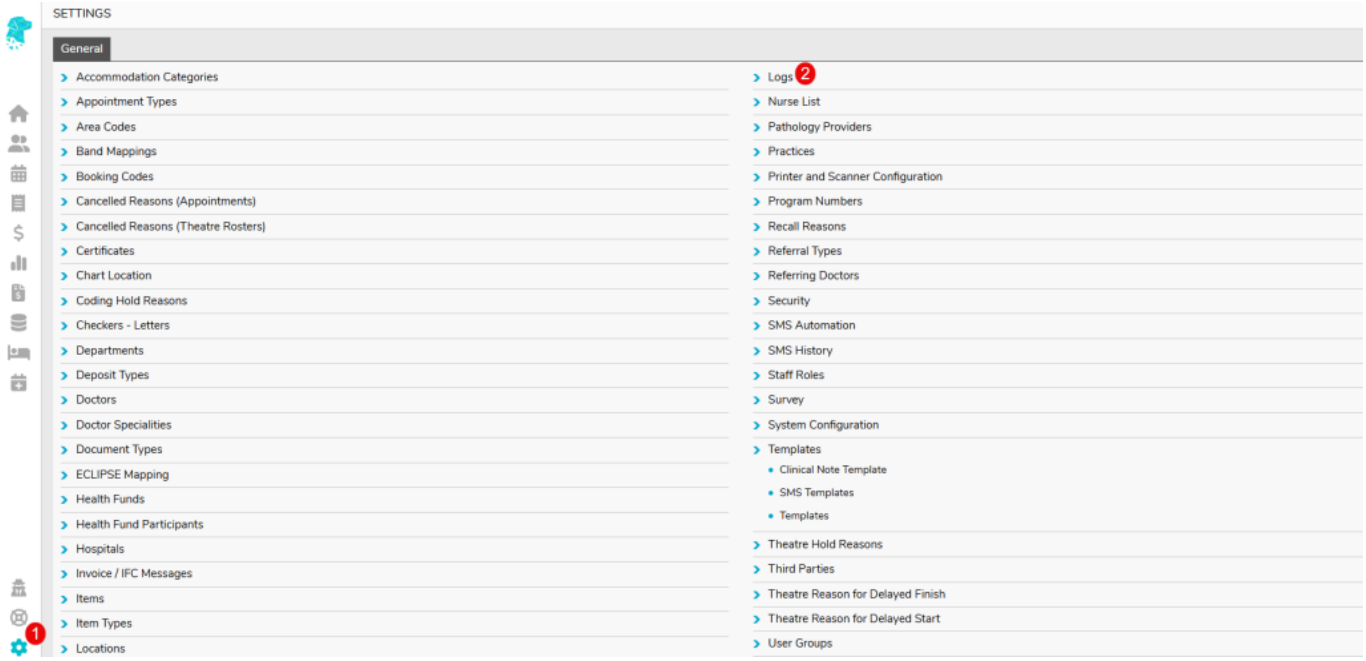


Tracking User Activity in FYDO

Did you know you can view user activity history in FYDO? Whether it's to track changes made to an invoice, to see when a patient record was deleted or which user undertook what action, and when, the FYDO's **Audit Logs** feature can help! Read on to learn more.

The audit logs show information about *the action* performed, *who* performed it, *when* they performed it, and their *IP address*. It can be used for troubleshooting purposes or monitoring user activities.

To view the audit logs, first navigate to **Settings**, then **Logs**.

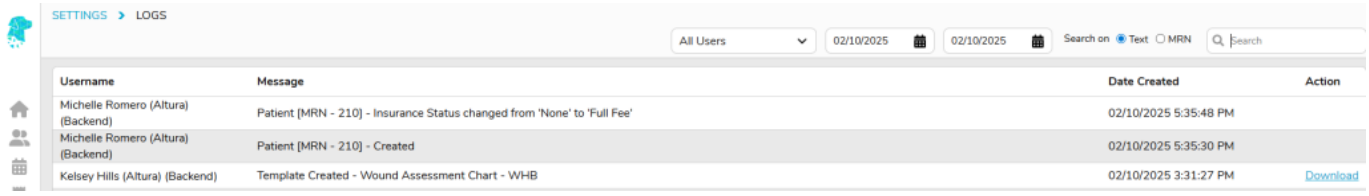


How is user activity recorded?

Every user login is unique. So when a user logs in and begins taking actions on FYDO, their activity is logged. Here are some examples of logged user activity in FYDO:

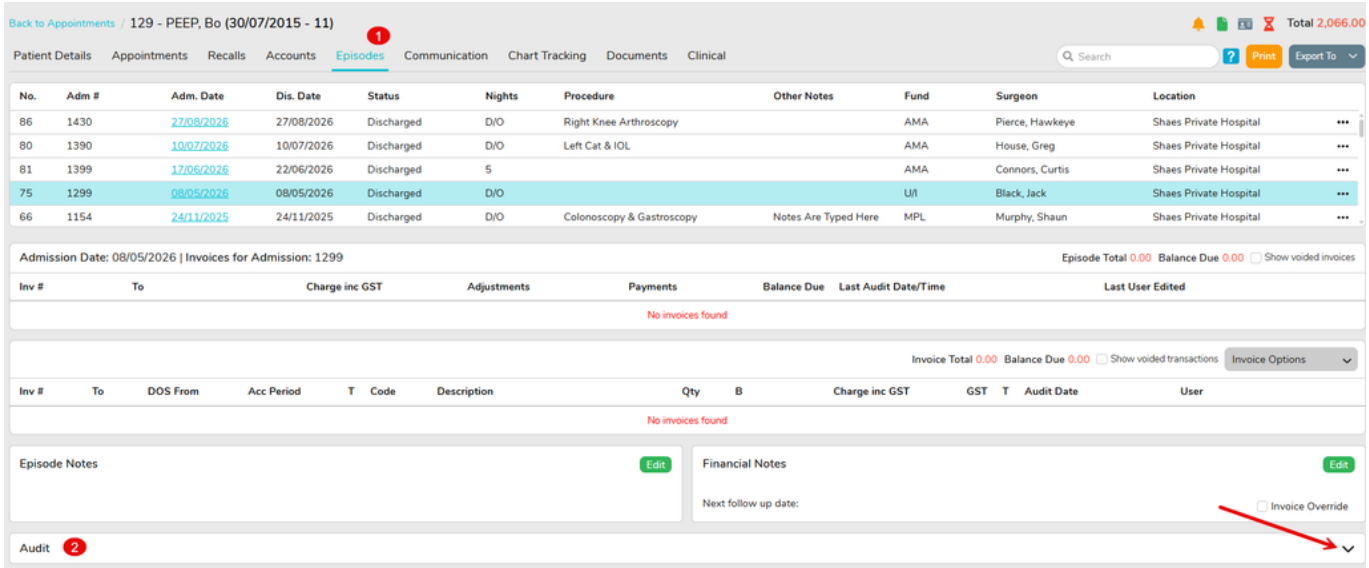
- User login
- Changes to patient record
- Changes to appointment details
- Billing and invoicing changes
- Claims sent and batches receipted
- Payments taken, split, or reallocated
- Documents deleted
- Batches removed

You can view user action history within a date range, sort by user, action, or date, as well as search.



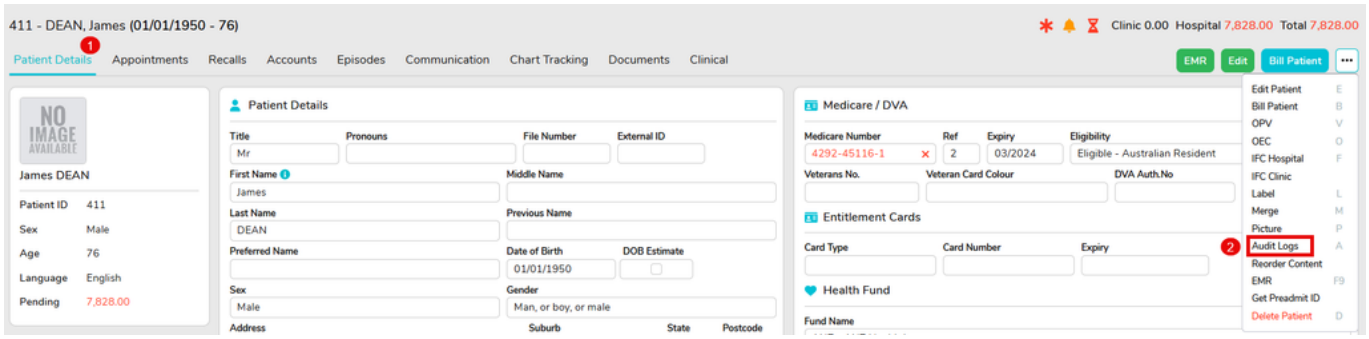
Hospital Episode Audit Logs

You can also view the **Hospital Episode Audit Logs** by going to **Episode > Audit.** This will provide a breakdown of the activity associated with the patient's episode, from the initial appointment booking through to the billing and coding.



Clinic Episode Audit Logs

Clinic Episode Audit Logs can be found in the same section as the **User Logs**. Alternatively, you can access them directly by going to **Patient Details > 3 Dots in the top-right corner > Audit Logs**. This will display all activity associated with the patient's **MRN**.



Why use FYDO's Aduit Logs?
Let's take a closer look at the benefits of this feature.

1. **Greater accountability**: logged user action history fosters a culture of responsibility by users being aware that their actions are being logged, promoting responsible behaviour within the organisation.
2. **Enhanced troubleshooting**: logged user action history can aid in pinpointing the source and cause of an issue, helping users to troubleshoot problems faster.
3. **Improved security**: logged user action history offers a log of most system activities, enabling the identification of unauthorised access attempts, powering administrators to take the necessary steps to secure the system.

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

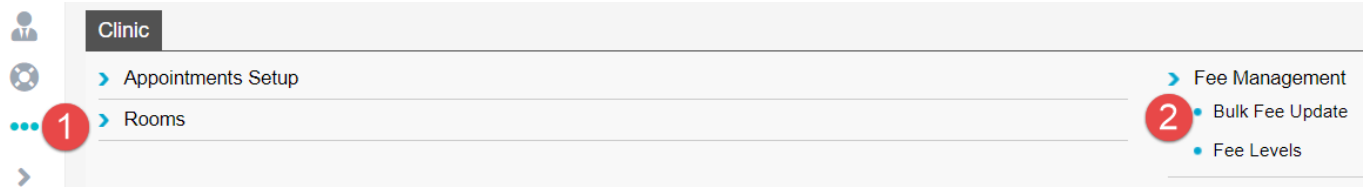
The manual procedure can only update fees for items that have already been added to your FYDO system. So, to prevent having to re-run the update for a given health fund, we recommend that you add all the items you need to bill *before* running the update.

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

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

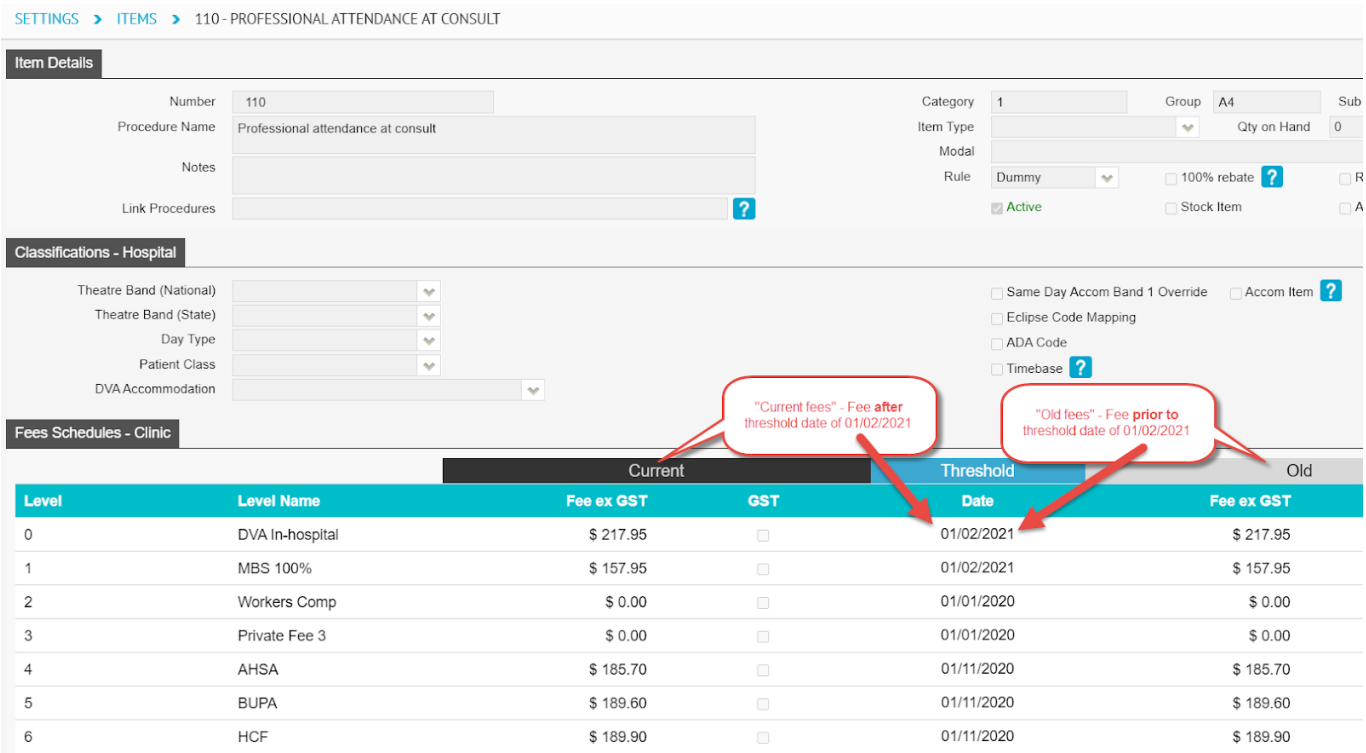
Ready to manually update your health funds fees? Let's get started!

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.



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.

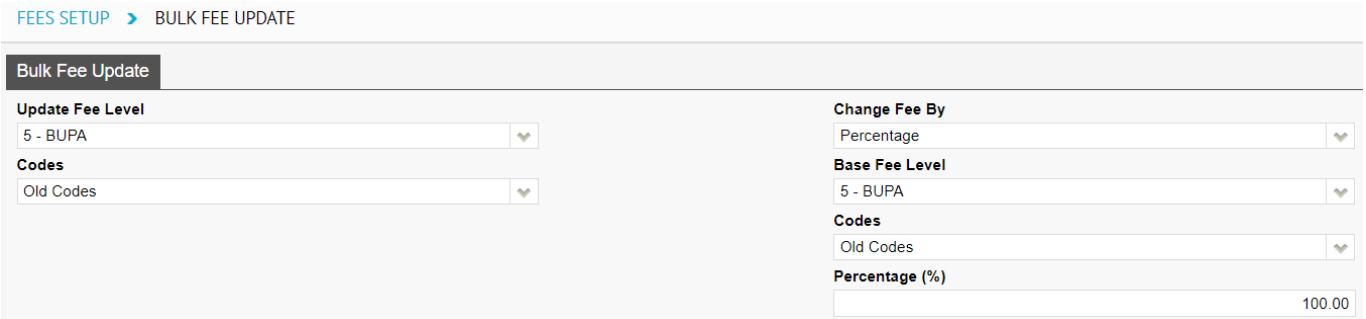
Updating the old fees

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**



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:

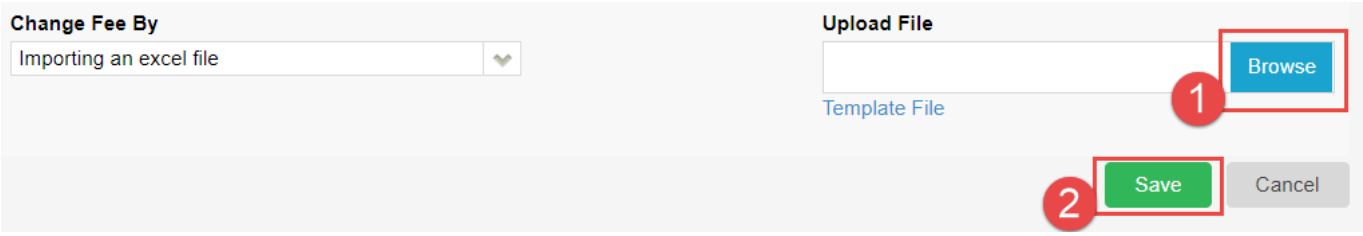
1. Set the *Update Fee level* to: **the health fund** you wish to update fees for,
2. Set the *Codes* to: **Current Codes**,
3. Set the *Change Fee By* to: **Importing an excel file**

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**.



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.

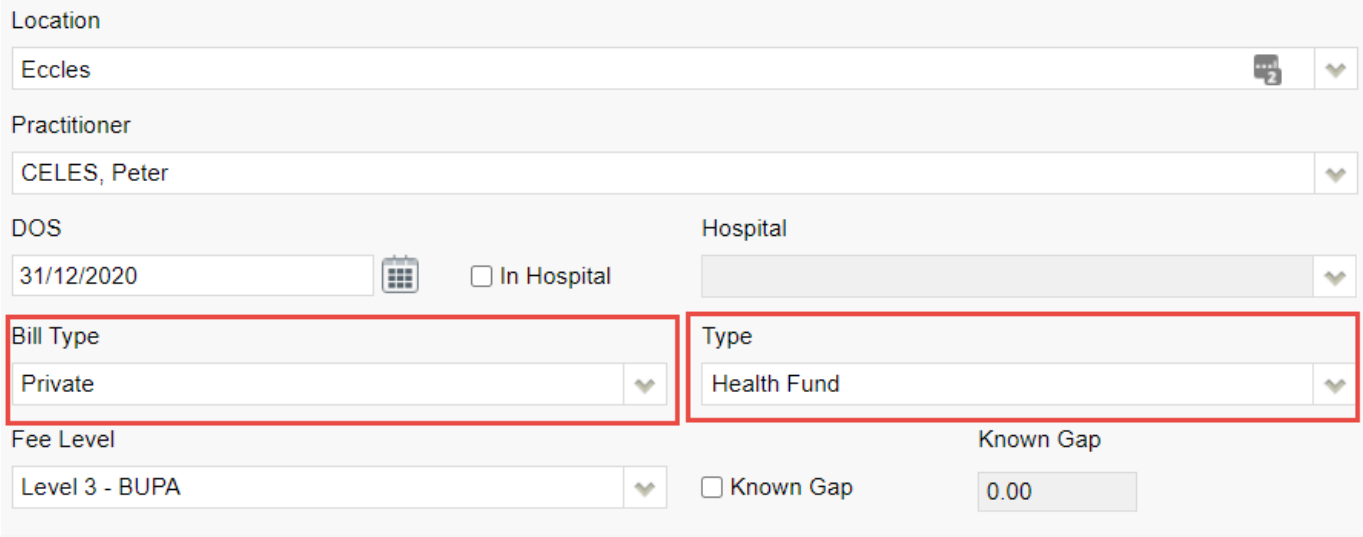
Clinic Billing – Overseas Patients

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*



Step 2: Print manual invoice to PDF

Note sure how to print invoices? Click here to learn how

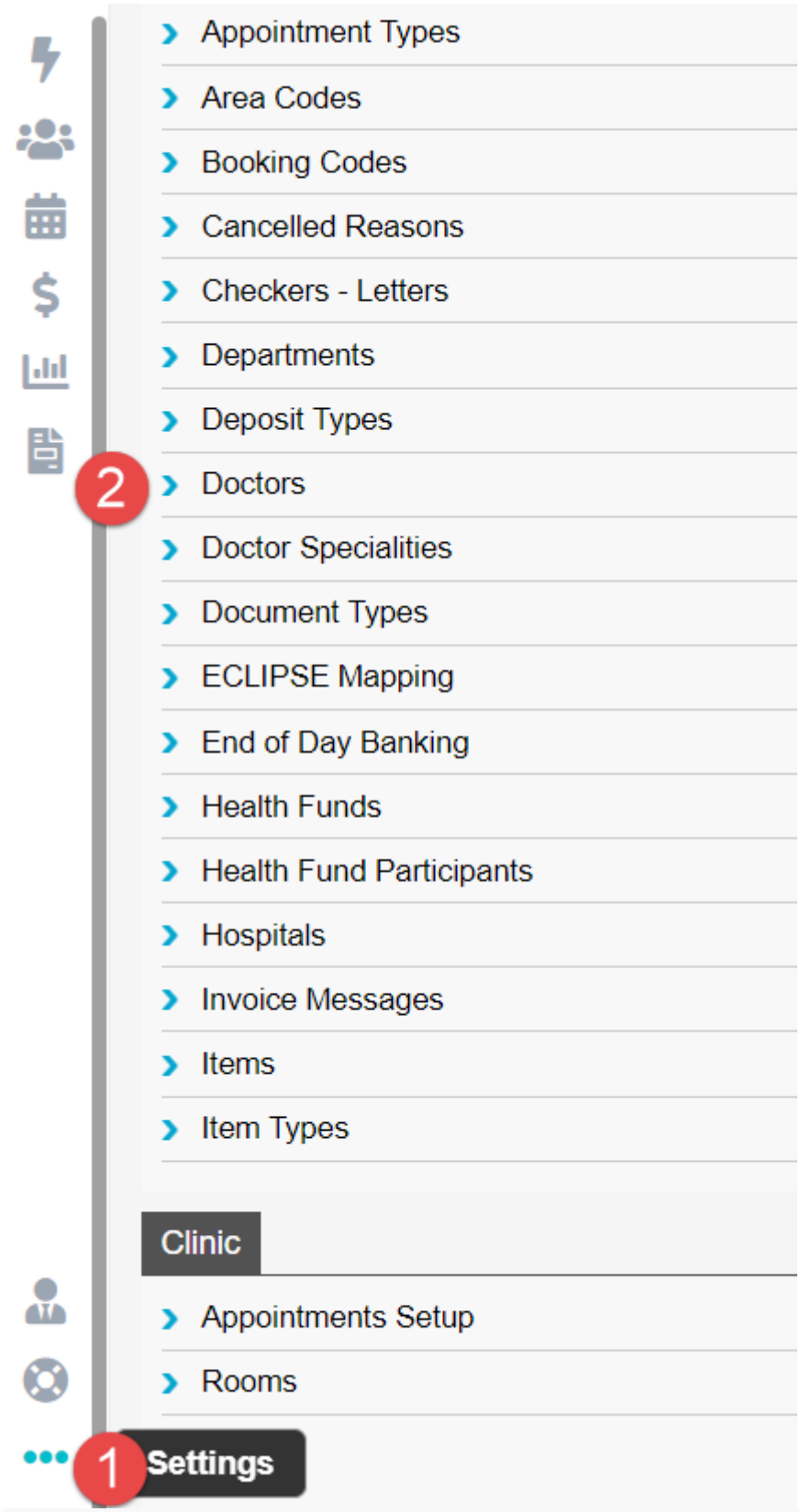
Step 3: (Conditional – If claim is for Medibank or AHM) complete the corresponding claim form and save it to your computer

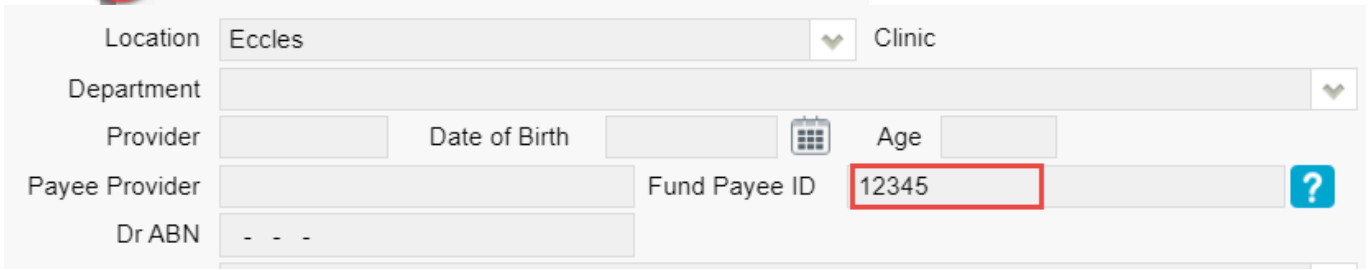
- Medibank – click here to download claim form
- AHM – click here to download claim form

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**:


Appointment Types
Area Codes
Booking Codes
Cancelled Reasons
Checkers - Letters
Departments
Deposit Types
2
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.