

Medicare and Fund Contacts - Dealing with Rejections

Medicare & DVA

Organisation	Phone/ Email
Medicare	P: 1800 700 199F: 02 9895 3190
MBS Interpretation	P: 13 21 50E: askMBS@health.gov.au
DVA	P: 1300 550 017

Health Funds

Fund name	Contact for clinics	Contact for hospitals
ACA Health <i>ECLIPSE code:</i> ACA <i>HCP code:</i> ACA	P: 1300 368 390 acahealthit@acahealth.com.au	P: 1300 368 390 acahealthit@acahealth.com.au
Alliance (AHSA)	P: 03 9813 4088 access@ahsa.com.au	
AHM <i>ECLIPSE code:</i> AHM <i>HCP code:</i> AHM	P: 1300 524 456 Eclipse@medibank.com.au	P: 1300 560 680 Eclipse@medibank.com.au AHM and Medibank have the same support team
Australian Unity <i>ECLIPSE code:</i> AUH <i>HCP code:</i> AUF	P: 1800 035 360	P: 1800 035 360 dgilder@australianunity.com.au
BUPAE <i>ECLIPSE code:</i> BUP <i>HCP code:</i> BUP	P: 134 135F: 1300 130 623 for sending claims manuallydr.billing@bupa.com.au Only for sending claims with Problems / Rejections gapscheme@bupa.com.au Only for if you are unable to fax	P: 134 135 gordon.barrett@bupa.com.au
CBHS Corporate Health & CBHS Health Fund <i>ECLIPSE code:</i> CBC & CBH <i>HCP code:</i> CBC & CBH	P: 1300 654 123 providers@cbhs.com.au	P: 1300 654 123 access@cbhs.com.au Alternatively julie.mckinnon@cbhs.com.au
Hunter Health Insurance (Formally known as 'Cessnock' or 'CDHBF Health') <i>ECLIPSE code:</i> CDH <i>HCP code:</i> CDH	P: 02 4990 1385 enquiries@hunterhi.com.au	P: 02 4990 1385 CDH.BenefitsFund@Hunterhi.com.au
CUA Health Limited <i>ECLIPSE code:</i> CHF <i>HCP code:</i> CPS	P: 1300 499 260 cuahealth@cuahealth.com.au	P: 1300 499 260 cuahealth@cuahealth.com.au Alternatively karen.coventry@cua.com.au

Defence Health

ECLIPSE P: 1800 656 329
code: DHF
HCP code: AHB

P: 1800 656 329
providerrelations@defencehealth.com.au

Doctors Health Fund

ECLIPSE P: 1800 226 586
code: AMA
HCP code: AMA

P: 1800 226 586
lesley.rutter@doctorshealthfund.com.au

Emergency Services Health

(also managed by Police Health) P: 1300 703 703
F: 1300 151 152
ECLIPSE
code: ESH
HCP code: SPE

P: 1300 703 703
providerenquiries@eshealth.com.au

GMHBA

ECLIPSE P: 1300 446 422
code: GMH F: (03) 5222 7478
HCP code: GMH

P: 1300 446 422
Jamie-LeeGardham@gmhba.com.au
joannesheldon@gmhba.com.au

GU Health

(FAI)
ECLIPSE P: 1800 249 966
code: FAI corporate@guhealth.com.au
HCP code: FAI

providers@honeysucklehealth.com.au

HBF

ECLIPSE P: 1300 810 475
code: HBF expresspayqueries@hbf.com.au
HCP code: HBF

P: 1300 810 475
lorraine.hort@hbf.com.au

HIF(Health Insurance Fund of Australia Limited)

ECLIPSE P: 1300 134 060
code: HIF claims@hif.com.au
HCP code: HIF

P: 1300 134 060
michelle.peacock@hif.com.au

HCF

ECLIPSE P: 1800 670 302
code: HCF medicoverenquiry@hcf.com.au
HCP code: HCF

P: 1800 670 302
MFarlow@hcf.com.au (Maria)
Alternatively
dfernandez@hcf.com.au (David)

Health Care Insurance

ECLIPSE P: 1800 804 950
code: HCI
HCP code: HCI

P: 1800 804 950
jamie.gillam@hcilt.com.au

Health Partners

ECLIPSE P: 1300 113 113
code: SPS
HCP code: SPS

P: 1300 113 113
hospitalclaims@healthpartners.com.au
davids@healthpartners.com.au

Health.com.au

ECLIPSE P: 1300 199 802
code: HEA
HCP code: HEA

P: 1300 199 802
hospitalteam@health.com.au
Alternatively
Catherine.Ngo@health.com.au
Gemma.Oliver@health.com.au

Latrobe

ECLIPSE P: 1300 362 144
code: LHS E: info@lhs.com.au
HCP code: LHS

P: 1300 362 144
tan@lhs.com.au

Medibank

ECLIPSE P: 1300 130 460
code: MPL
HCP code: MPL

P: 1300 130 460
medibankhospital.network@medibank.com.au

Mildura

ECLIPSE P: 03 5023 0269
code: MDH providers@mildurahealthfund.com.au
HCP code: MDH eclipse@mildurahealthfund.com.au

P: 03 5023 0269
eclipse@mildurahealthfund.com.au

MO Health

ECLIPSE P: 1800 333 004
code: MYO
HCP code: MYO

P: 1800 333 004
Vaibhav.Makin@aia.com

Navy Health

ECLIPSE P: 1300 217 736
code: NHB query@navyhealth.com.au
HCP code: NHB

query@navyhealth.com.au

NIB

ECLIPSE P: 1300 853 530
code: NIB medigap@nib.com.au
HCP code: NIB Overseas Claims:
internationalclaims@nib.com.au

P: 1300 853 530
hospitaleclipse@nib.com.au
provrel@nib.com.au

**Nurse and
Midwives**

ECLIPSE P: 1300 344 000
code: NMW submit.claim@nmhealth.com.au
HCP code: NMW

P: 1300 344 000
EclipseClaims@nmhealth.com.au
Alternatively
George.Drakakis@nmhealth.com.au dianne.roe@teachershealth.com.au

OneMediFund

ECLIPSE P: 1800 148 626
code: OMF F: 1300 673 406
HCP code: OMF

P: 1800 148 626
info@onemedifund.com.au

**Peoplecare
Health**

Insurance P: 1800 808 690
ECLIPSE
code: LHM
HCP code: LHM

P: 1800 808 690
info@peoplecare.com.au

Phoenix Health

ECLIPSE P: 1800 028 817
code: PHF
HCP code: PWA

P: 1800 028 817
enquiries@phoenixhealthfund.com.au
info@peoplecare.com.au

Police Health

(also managed by
Emergency
Services Health) P: 1800 603 603
ECLIPSE F: 1800 008 554
code: POL
HCP code: SPE

P: 1800 603 603
providerenquiries@policehealth.com.au

**Queensland
Country**

ECLIPSE P: 1800 813 415
code: QCH
HCP code: QCH

P: 1800 813 415
rharding@qccu.com.au

**TUH(Queensland
Teachers)**

ECLIPSE P: 1300 360 701
code: QTU
HCP code: QTU

P: 1300 360 701
alice.caldwell@tuh.com.au

**Reserve Bank
health**

ECLIPSE P: 1800 027 299
code: RBH F: 1300 309 704
HCP code: RBH

P: 1800 027 299
info@myrbhs.com.au

RT Health

ECLIPSE P: 1300 886 123 (option 5)
code: RTH access@rthealthfund.com.au
HCP code: RTE

P: 1300 886 123
hospitals@rthealthfund.com.au

St Lukes

ECLIPSE P: 1300 651 988
code: SLM
HCP code: SLM

P: 1300 651 988
general@stlukes.com.au

**Teachers
Federation**

ECLIPSE P: 1300 728 188
code: TFH
HCP code: NTF

P: 1300 728 188
elizabeth.cashman@teachershealth.com.au
Alternatively, try:
EclipseClaims@teachershealth.com.au
George.Drakakis@nmhealth.com.au
dianne.roe@teachershealth.com.au

Transport Health

ECLIPSE P: 1300 806 808
code: TFS
HCP code: TFS

P: 1300 806 808
hospitals@transporthealth.com.au

Westfund

ECLIPSE P: 1300 937 838
code: WFD medicalbenefits@westfund.com.au
HCP code: WFD

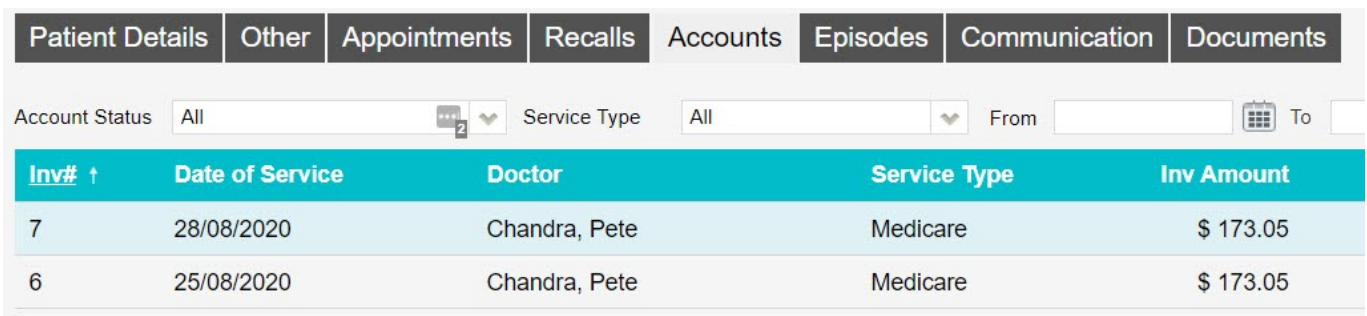
P: 1300 937 838
sharpg@westfund.com.au

[Printing Clinic Invoices Through Patient Records](#)

Start off by opening the patient in question's record and hit the **Accounts** button.



This button reveals a patient's billing/ treatment history where **each line is an invoice**:



A screenshot of a patient's billing history interface. At the top is a navigation menu with 'Accounts' selected. Below the menu are filters for 'Account Status' (set to 'All') and 'Service Type' (set to 'All'), along with 'From' and 'To' date pickers. The main content is a table with the following data:

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount
7	28/08/2020	Chandra, Pete	Medicare	\$ 173.05
6	25/08/2020	Chandra, Pete	Medicare	\$ 173.05

So from here, simply right click on the desired invoice to be printed and select **Print Invoice**. This will produce a **PDF** file of the invoice, which you may print or store/ send electronically.

118 - BOLD, Katie

The following has expired : Entitlement Card

Patient Details Other Appointments Recalls Accounts Episodes Communication Documents

Account Status All Service Type All From To Search

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount	GST	Paid Amount	Status
7	28/08/2020	Chandra, Pete	Medicare	\$ 173.05	\$ 0.00	\$ 0.00	Awaiting Payment
6	25/08/2020	Chandra, Pete	Medicare	\$ 173.05	\$ 0.00	\$ 0.00	Awaiting Payment

If selecting **Print Invoice** presents you with the below message, this means you do not have an **invoice template** for the *type of invoice* you are attempting to print,

So, [click here to view our guide on how to upload an invoice template.](#)

Invoice
✕

No default template set for Medicare invoices. Set the default invoice template in [Settings > Templates](#)

OK

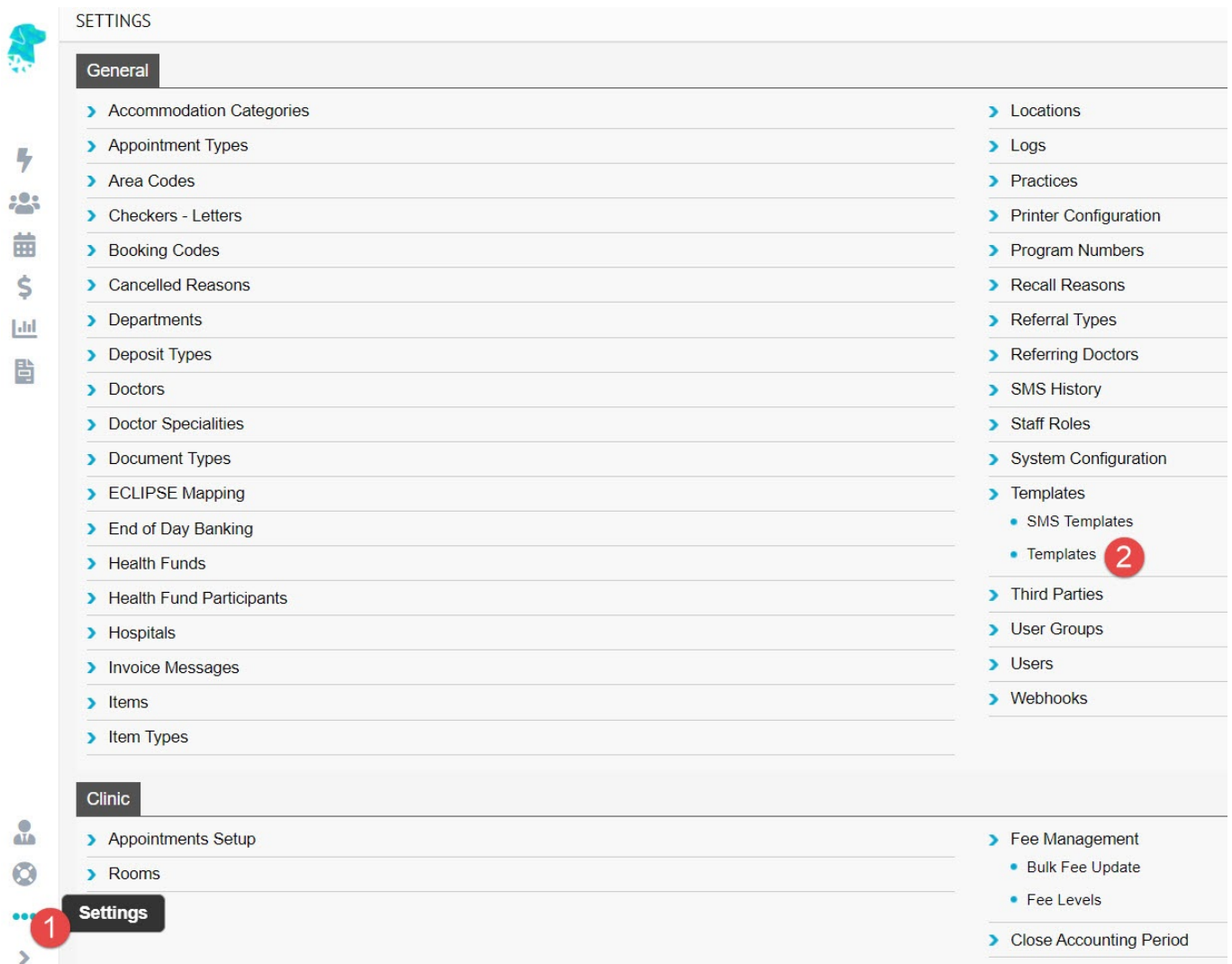
[Uploading a Clinic Invoice Template](#)

While you can create your own invoice templates from scratch in Microsoft Word, you may also contact FYDO support and request an invoice template be uploaded to your FYDO account, for you.

This template will allow you to print invoices right away. You may further customise this template as desired, should you choose to.

Uploading / editing clinic invoice templates

To upload or edit existing templates, you will need to go to **Settings > Templates**.



This will reveal the templates currently in your FYDO account.

Note: an invoice template is necessary for each *type* of invoice; such as Medicare, DVA, and Private.

Adding a new template

So you may upload a template by clicking on the **Add Template button** to the top right corner of the screen.

Add Template

Then, you will need to browse your computer for the template file or simply drag it in, as shown below.

Give it a **Name**, select a **Category** (invoices in this case) and a **Sub Category** (whether it is DVA, Medicare, Private, etc.).

SETTINGS > TEMPLATES > ADD TEMPLATE

Template

Select file to upload

Drag'n drop files here

Choose a file

Note: Max 20MB file limit. Extensions allowed are: docx

Name

Category

Sub Category

+ Copy

Once you have entered the above details, hit the green **Save** button and you are all done!



You may also mark a given template as the **default template** for its *category and sub category*.

SETTINGS > TEMPLATES

Document Name	Type	Category	SubCategory	Default
IFC	Master	Forms	IFC	<input checked="" type="checkbox"/>
Invoice	Master	Invoices	Invoice-Hospital	<input checked="" type="checkbox"/>
Statement	Master	Statements	Statement-Hospital	<input checked="" type="checkbox"/>
Invitation letter	Custom	Letters		<input checked="" type="checkbox"/>
My invoice template	Custom	Invoices	Invoice-Clinic	<input type="checkbox"/>
Medicare inv template	Custom	Invoices	Medicare	<input checked="" type="checkbox"/>

Editing an existing template

To make edits to existing templates, you will need to download the Word file by clicking on the **Download** button associated with the template.

Type	Category	SubCategory	Default	Last Updated	Action		
Master	Forms	IFC	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Master	Invoices	Invoice-Hospital	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Master	Statements	Statement-Hospital	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Custom	Letters		<input checked="" type="checkbox"/>	17/7/2020 2:36 PM	Download	Upload	X
Custom	Invoices	Medicare	<input checked="" type="checkbox"/>	8/9/2020 9:05 AM	Download	Upload	X

Once you have downloaded the file, go ahead and open it, make the desired edits and **save** the document.

You may type whatever you'd like in plain text or add '**tokens**' to print things onto the invoice that change from invoice to invoice like patient **names**, **medicare/ health fund card numbers**, **servicing doctor**, etc.

[Click here to view the list of tokens for clinic invoices](#), or

[Click here to view the list of tokens for hospital invoices](#)

Once the document has been updated with the desired edits, it is ready to be re-uploaded. You can do this by going back to where you downloaded the template at **Settings > Templates**, finding the template downloaded and hitting its associated **Upload** button.

Type	Category	SubCategory	Default	Last Updated	Action		
Master	Forms	IFC	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Master	Invoices	Invoice-Hospital	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Master	Statements	Statement-Hospital	<input checked="" type="checkbox"/>	30/6/2020 5:18 PM	Download		
Custom	Letters		<input checked="" type="checkbox"/>	17/7/2020 2:36 PM	Download	Upload	X
Custom	Invoices	Medicare	<input checked="" type="checkbox"/>	8/9/2020 9:05 AM	Download	Upload	X

How to Delete Clinic Invoices

Needing to remove an invoice? As long as the invoice *does not* have a **payment associated** with it, and the **accounting period** is *not yet closed*, invoices can be deleted.

Not sure what the **accounting period** is? [Click here](#) to learn more.

There are two places where you could do so:

1. Via the **Patient's Record**, or
2. Via the **Batch** in **Claiming Medical**

Additionally, there are two use cases for deleting invoices:

1. Deleting the entire invoice (all items within the invoice)
2. Deleting a part of the invoice (1 or some items deleted, but not all items)

Let's take a closer look at both options.

Deleting through the Patient's Record

Begin by opening the patient's record and click on the **Accounts** button.



This button reveals a patient's billing/ treatment history where **each line is an invoice**:

A screenshot showing the 'Accounts' button highlighted in the navigation bar. Below it is a table with columns: Inv# ↑, Date of Service, Doctor, Service Type, and Inv Amount. The table contains two rows of data.

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount
4	25/08/2020	Chandra, Pete	Medicare	\$ 134.30
3	25/08/2020	Chandra, Pete	Medicare	\$ 38.75

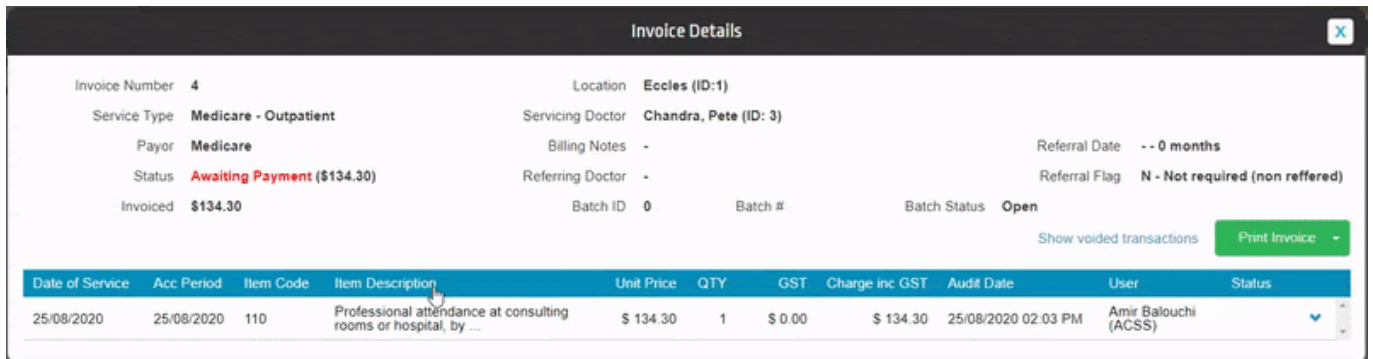
From here, simply double click on the invoice you wish to delete.

A screenshot showing the 'Accounts' button highlighted in the navigation bar. Below it is a table with columns: Inv# ↑, Date of Service, Doctor, Service Type, and Inv Amount. The first row of the table is highlighted with a red rectangular border.

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount
4	25/08/2020	Chandra, Pete	Medicare	\$ 134.30
3	25/08/2020	Chandra, Pete	Medicare	\$ 38.75

This will open up the invoice, revealing the item numbers inside.

From here, you may simply right click on the desired item and hit **delete**, enter a reason, and hit **OK** to delete the item.



The screenshot shows the 'Invoice Details' window. At the top, it displays 'Invoice Details' with a close button. Below this, there are several fields: Invoice Number 4, Location Eccles (ID:1), Service Type Medicare - Outpatient, Servicing Doctor Chandra, Pete (ID: 3), Payor Medicare, Billing Notes -, Referral Date -- 0 months, Status Awaiting Payment (\$134.30), Referring Doctor -, Referral Flag N - Not required (non referred), Invoiced \$134.30, Batch ID 0, Batch #, Batch Status Open. There are also buttons for 'Show voided transactions' and 'Print Invoice'. Below the fields is a table with the following data:

Date of Service	Acc Period	Item Code	Item Description	Unit Price	QTY	GST	Charge inc GST	Audit Date	User	Status
25/08/2020	25/08/2020	110	Professional attendance at consulting rooms or hospital, by ...	\$ 134.30	1	\$ 0.00	\$ 134.30	25/08/2020 02:03 PM	Amir Balouchi (ACSS)	

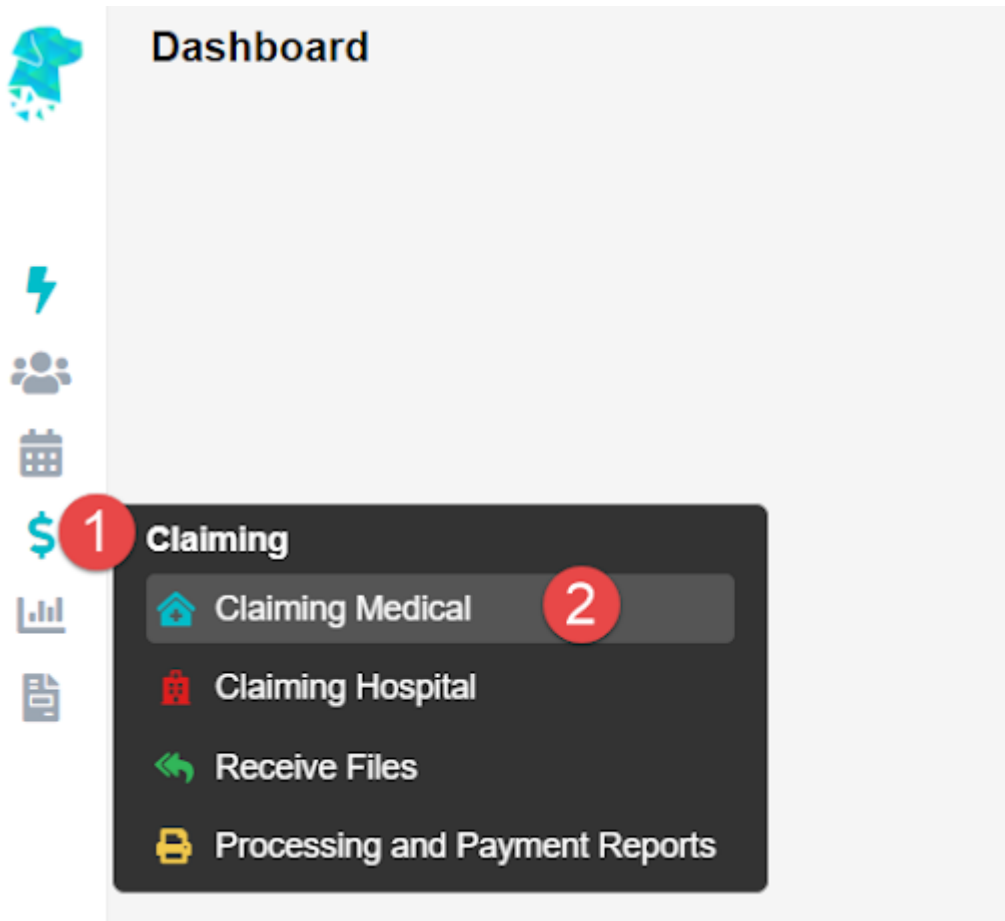
Alternatively, you can delete invoices from the **Claiming Medical** section of FYDO, found under the **Claiming** tab.

Deleting through the Claiming Medical

Important Note: **Private** and **WorkCover** invoices will not appear here as this screen is only for invoices that are to be sent electronically.

Private invoices are invoices with the *Bill Type* set to *Private* in the billing screen.

Put your mouse over the **Claiming** tab and select **Claiming Medical**.



You will now see all your batches. So select the batch holding the invoice(s) you wish to delete.

Now, double click on the batch holding the desired invoice to be deleted.

You will now see the invoice(s) inside the batch.

Important note: Pay attention to the number of items in the invoice to be deleted.

- If you wish to delete all of the items within the invoice, simply right click on the invoice here, and select **Delete Invoice**
- Otherwise, if you wish to only delete a portion of the invoice (some items, but not all), simply double click on the invoice to open it up. Then right click on the items to be deleted and select **Move Item**

Moving items out

Medicare/ DVA claims

- Items go into the **current, open batch** of the same bill type (e.g. Medicare)
- If no open batch is present, a **new one will be created**

Eclipse claims

- Items always go into a **new, closed batch**

Next, you will need to find the moved item(s) in the newly created invoice in the open/ closed batch, at the top of the **Claiming Medical** screen and delete as desired.

CLAIM DETAILS > BATCH DETAILS

Location	Eccles (ID: 1)	Batch ID	0
Practitioner	CHANDRA, Pete (ID: 3)	Batch Number	
Provider		Date Closed	
Type	Medicare	Batch Status	Open
Category	Specialist		

Patient Name ↓	MRN	DOS ↓	Inv	KG	Claimed	Items
BOLD, Katie	118	25/08/2020	6		173.05	2
BOLD, Katie		28/08/2020	7		173.05	2

- Delete Invoice
- Edit Invoice
- Move Invoice Out
- Patient Screen
- View Items

Closing the Accounting Period

Closing the 'Accounting Period' refers to **locking down your financial figures** up to a **given date** (usually the end of the month) so that they **cannot be changed**.

We **do not** recommend closing the accounting period for the last month, on the first day of the current month. Rather, give yourself seven to ten days to get your figures to a point where you are happy. That is, after all rejections and adjustments are made.

In other words, it ensures that the figures seen on your revenue report run out of FYDO match the figures seen on your bank account, to the cent. And that those figures then cannot be amended in FYDO.

So let's see where the accounting period is closed.

Start off by going over to settings.

Then, click **Close Accounting Period**.

SETTINGS

General

- > Accommodation Categories
- > Appointment Types
- > Area Codes
- > Band Mappings
- > Booking Codes
- > Cancelled Reasons (Appointments)
- > Cancelled Reasons (Theatre Rosters)
- > Certificates
- > Chart Location
- > Coding Hold Reasons
- > Checkers - Letters
- > Departments
- > Deposit Types
- > Doctors
- > Doctor Specialities
- > Document Types
- > ECLIPSE Mapping (Items)
- > ECLIPSE Mapping (Other Services)
- > Health Funds
- > Health Fund Participants
- > Hospitals
- > Invoice / IFC Messages
- > Items
- > Item Types
- > Locations
- > Logs
- > Nurse List
- > Pathology Providers
- > Practices
- > Printer and Scanner Configuration
- > Program Numbers
- > Recall Reasons
- > Referral Types
- > Referring Doctors
- > Security
- > SMS Automation
- > SMS History
- > SMS - Order Credits
- > Staff Roles
- > Survey
- > System Configuration
- > Templates
 - Clinical Note Template
 - SMS Templates
 - Templates
- > Theatre Hold Reasons
- > Third Parties
- > Theatre Reason for Delayed Finish
- > Theatre Reason for Delayed Start
- > User Groups
- > Users
- > Webhooks
 - Webhooks
 - View Failed Logs
 - View Logs

Hospital

- > Adjustments
- > Clinical Indicators
- > Close Accounting Period **2**
- > Fees Management **1**
 - Fees Setup
 - Minimum Benefits
 - Other Services
- > Invoice Hold Reasons
- > Procedures
- > Theatre Management
 - Theatre Data
 - Theatre Rosters
- > Ward Management
 - Bed Tracker

Enter the date you wish to **lock your figures** to and click **Save**.

Close Accounting Period ✕

By locking the account period, transactions with an accounting period on or prior to the date below, will not be able to be modified nor deleted.

Location

Accounting Period Locked to **3**

4

This action is recorded in FYDO's audit log, so you can see who closed the accounting period and when.

To view the audit log, go to **Settings**, then click on **Logs**.

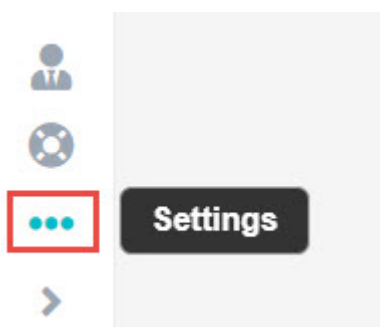
You will see the log showing when the accounting period was closed.

Username	Message	Date Created	Action
Alina (Altura) (Backend)	Accounting period closed for Alinas Private Hospital (ID - 1) - changed from 01/01/2000 to 01/01/2025	17/04/2026 2:45:27 PM	

Adding MBS items - Clinic

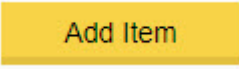
Want to know how to add items into Fydo? Follow the below steps and you'll be billing them in no time!

First, lets head to **Settings**, located in the lower left hand corner of Fydo.

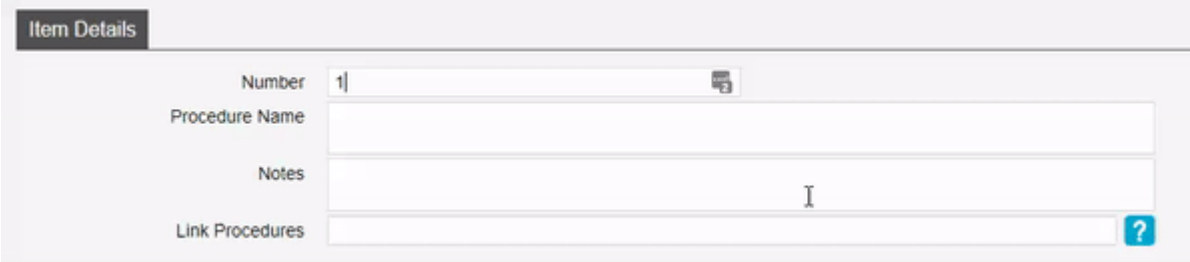


Then select **Items**, this will display a list of all your current items.

To add a new item, lets click the yellow **Add Item** button.

A yellow rectangular button with the text "Add Item" in black.

Simply enter the item you need in the **Number** field as below, found under the **Item Details**.

A screenshot of a web form titled "Item Details". It contains four input fields: "Number" with the value "1", "Procedure Name", "Notes", and "Link Procedures". A blue question mark icon is visible in the bottom right corner of the "Link Procedures" field.

You will see the **Procedure name** be automatically filled.

Now just click on the green **Save** button.

A green rectangular button with the text "Save" in white.

All done! The rest of the information regarding the item will automatically be added from information via the **Medicare Benefits Schedule** online Website.

Things such as:

- Fees (Medicare and DVA rates)
- Description
- Rule (If it has one e.g Surgical step down)

[Making a Referring Doctor Inactive](#)

Need to delete or remove an existing referring doctor? Read ahead to find out how we can make them **Inactive**.

1. Click on **Settings**



2. Then, **Referring Doctors**

> Referring Doctors

This will display a list of all the referring doctors you currently have.

3. Select the doctor you wish to make **Inactive** by clicking anywhere on their row in the list of doctors.

4. You will now see the details for this doctor, click on **Edit** on the top right-hand corner of the page. Simply untick the **Active** box next to **Status** as shown below.

Now the doctor has been made **Inactive**; they will not appear when searching for them, and they will not be shown on the list of **Referring Doctors**.

If you wish to view the doctor, or make them **Active** again, simply tick the **Show Inactive** box from the **Referring Doctors** screen.

You will now be able to see the doctor, and you can edit them as per normal, including making them **Active** again.

Referring Doctors

To access a list of the referring doctors you have added into Fydo simply follow the below steps:

1. Click on **Settings**



2. Then, **Referring Doctors**

> Referring Doctors

This will display a list of all the referring doctors you currently have.

To **add** a referring doctor, click the yellow **Add Referring Doctor** button on the top right hand corner of your screen:

Add Referring Doctor

To **Edit** the details of an existing doctor, simply click **anywhere** along the row for that doctor, and you will be taken to the edit screen:

To get started editing, click on the **Edit** button on the top right hand corner of the page.

Edit

Whether you decided to **Add** a new Referring Doctor, or **Edit** an existing one, you will be met with the same screen:

Referring Doctor Details

Number		Provider Number	123456AA
Title	Dr		
First Name	Clark		
Surname	Griswold		
Practice Name	Dr Griswold's Medical Centre		
Address	1 Long Street		
Suburb	LEEDERVILLE	WA	6007
Mailing Address			
Mailing Suburb			
Practice Phone	(00)5555-6666	Practice Fax	()-
Practice Email			

Type	GP	?	
Speciality			
Email	drgriswold@mypractise.com.au		
Mobile	0400-111-222		
Alternate Phone1	() -	Alternate Phone2	() -
Created On	11/11/2025		
Birthdate	01/01/1990		
Status	<input checked="" type="checkbox"/> Active		

Simply fill out, or change the fields as needed.

Remember, the required fields for a referring doctor are:

- **Provider Number - You can put a 0 if you do not have the number. Please note that you will need to enter it before submitting your claims, or you will run into rejections.**
- **First Name and Surname**
- **Type (GP or Specialist) - This affects the length of the referral, GP: 12 months, Specialist: 3 months.**
- **Speciality (If Specialist is selected)**

While there are a few other fields, they are optional. You can also upload any Doctors files that may be applicable such as APHRA, Drivers Licence, etc.

Once you are happy with your changes, click the green **Save** button to lock them in.

Save

You are also able to **Create** and **Edit** referrals from within the **Patient Details**, should you wish to

do so, please see our [Creating a Patient](#) wiki page.

Eclipse Clinic Billing

Set up your patient and ready to bill? Read ahead to find out how to submit claims to **Health Funds** via **Eclipse**.

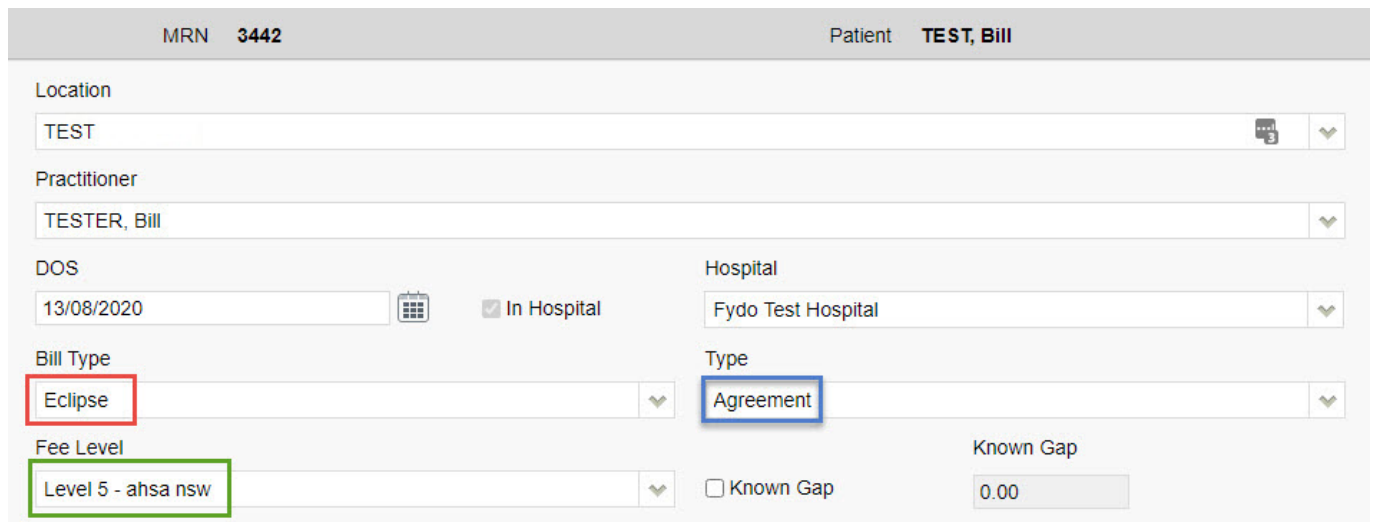
Important Note: If you have not submitted an **Online Patient Verification (OPV)** yet for your patient, or you do not know how, see our wiki page [here!](#)

To get started, from the **Patient Record**, we are going to click on the **Bill Patient** button.

You can also use the hotkey 'B'!



This will take you to the **Clinical Billing** page

A screenshot of a web form for billing. At the top, it shows "MRN 3442" and "Patient TEST, Bill". The form has several sections: "Location" with a dropdown menu set to "TEST"; "Practitioner" with a dropdown menu set to "TESTER, Bill"; "DOS" with a date field set to "13/08/2020" and a checked "In Hospital" box; "Hospital" with a dropdown menu set to "Fydo Test Hospital"; "Bill Type" with a dropdown menu set to "Eclipse" (highlighted with a red box); "Type" with a dropdown menu set to "Agreement" (highlighted with a blue box); "Fee Level" with a dropdown menu set to "Level 5 - ahsa nsw" (highlighted with a green box); and "Known Gap" with a checkbox and a text field set to "0.00".

While you may notice that there are more fields than shown above, for **Eclipse** we will only be focusing on a few.

Please note that most of these fields are drop down menus.

- **Location:** The Location the service took place. If you only have one it will be defaulted.
- **Practitioner:** The Practitioner who performed the service.
- **DOS:** The Date of Service.
- **In Hospital:** A tick-box to indicate if this service was performed in a Hospital, this is required for **Eclipse**

The main fields to ensure are correct for **Eclipse** are the highlighted ones above, and outlined

below:

- **Bill Type:** The type of billing; be sure to select **Eclipse**
- **Fee Level:** Which fees this billing will use. Will default based on the patients record.
- **Type:** Needs to be set to either **Agreement** or **Scheme** depending on the fund.

The last step before we can begin our billing is to enter any needed referral information. If this does not apply to you, skip to the next section: **Adding Items**

Otherwise, simply fill out the **Referral** section as seen below. If you only have one referring doctor for this patient, they will be automatically selected here (provided it has not expired)

If you don't see a **Referral** you have added, be sure to check the **Previous Referrals** drop down menu!

The screenshot shows a 'Referral' form with the following fields and options:

- Referral Flag:** A dropdown menu.
- Previous Referrals:** A dropdown menu.
- Referring Doctor:** A text input field containing 'TESTER, Marko x'. To its right is a button labeled 'ADD REFERRING DOCTOR'.
- Referral To:** A text input field containing 'TESTER, Dr Bill x'.
- Referral Date:** A date input field containing '19/05/2020' with a calendar icon.
- Period:** A text input field containing '12'.
- First Consult:** A date input field containing '22/05/2020' with a calendar icon.
- Site Referral (global):** A checkbox that is currently unchecked.
- ADD ANOTHER REFERRAL:** A blue link at the bottom of the form.

Once you are done with the above segments, click on the green **Add Items** button in the bottom right hand corner of your screen.

A green rectangular button with the text 'Add Items' in white.

Clinic Billing

You will arrive at the **Clinic Billing** page. Here we can see a brief overview of previous information for the patient, and where we can bill an invoice.

Billing is as easy as typing in the item you need and selecting it. There are two different ways to search for the item as shown below:

- **Search for the item number itself.**
- **Search for a word in the description. This can either be at the start, or anywhere within the description!**

Don't forget, for **Eclipse** you can easily change the Date of Service within the invoice by using the handy calendar!

DOS	Item	Description
11/08/2020		

Once you have entered all your items as desired, click on the **Review Charges** button to proceed to the final page of billing.

[Review Charges](#)

Clinic Review Charges

You may notice that this page looks nearly identical to the previous **Clinic Billing** page. The only real difference is that you can no longer add or change items, and there are additional buttons at the bottom.

You will also be able to see the **Total Charges** for the items you have billed like so:

Total Charges	\$94.75	Total GST	\$0.00
Total Rebate	\$94.75	Out of Pocket	\$0.00

There are a few different options on this screen:

[Edit Item And Charges](#)

Cancel







Save

Save & Print

- **Edit Item And Charges:** Realised you have made a mistake? click this button to go back to the previous page and fix it up!
- **Cancel:** Cancel out of this billing, this will take you back to the **Patient Screen**.
- **Save:** Save this invoice, prompting the final confirmation before it is send to **Claiming - Medical**. If **Save & Print** is selected, it will also be printed.

Upon selecting one of the two save options, you will see the final stage of the billing, the **Claimant Screen**.

ECLIPSE

<input type="checkbox"/> Accident Indicator 	IFC Issued	Not obtained 
<input type="checkbox"/> Compensation Indicator 	Admission Date	<input type="text"/> 
<input type="checkbox"/> Financial Interest Indicator 	Discharge Date	<input type="text"/> 

Please note that most of the fields are optional, so if you do not wish to fill them out, simply click on the green **Send Electronically** button.

Send electronically

Otherwise, you can fill them out accordingly, and select if an **IFC** was issued.

All done! A batch has now been created within **Claiming - Medical** and will be ready to send off.

If you do not know how to send a batch, see our handy guide [here!](#)

[Billing DVA Community Nursing \(Clinic\)](#)

You're ready to bill DVA community nursing patients. Follow along to learn how

Click on the **Patients** icon to search a patient or select a patient from the hover

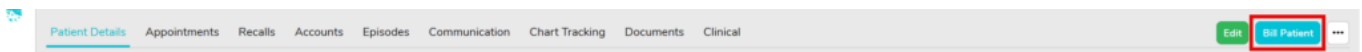


It is a good idea to first run the **Online Patient Verification** to ensure the correct patient details are entered, as they are known to DVA.

To learn more about the Online Patient Verification, [Click here](#)

Make sure you have a valid referral entered before commencing the billing.

When you're ready to bill, click on the **Bill Patient** button *or hit 'B' on your keyboard* as a shortcut!



While you may notice a lot of fields, for **Community Nursing**, we will only be focusing on a few.

Please note that most of these fields are drop down menus.

- **Location:** the location where the service took place. If you only have one, it will be defaulted
- **Practitioner:** the practitioner who performed the service. If you only have one, it will be defaulted
- **DOS:** date of service
- **Referral:** This will populate the referral information entered on the patient details screen

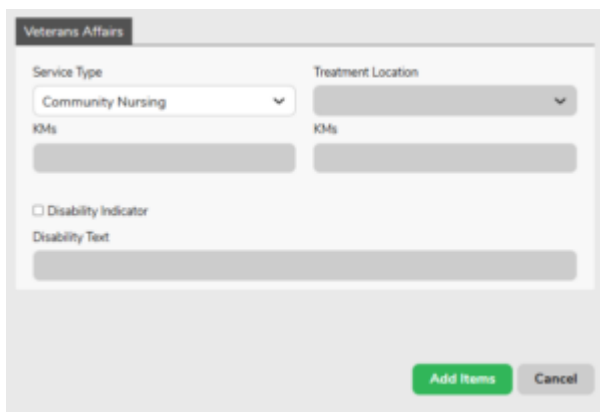
Note: The **Bill Type** will automatically be selected as **Veterans**, given the patient has a veterans card number on their record.

All you need to enter is the **Date of Service** (DOS). The date in this field will always be prefilled as *today's date*. Therefore, in almost all cases, you will need to change this date. The date of service should be the *first day* of the 28 day claiming cycle.

[Community Nursing Quick Reference Guide](#)

Conditional: if you have entered a referral on the patient's record and do not see it in the billing screen, you may click on the '**Previous Referrals**' drop down to view all previous entered referrals and select the desired one. This would likely occur when the DOS (Date Of Service) is outside of the referral validity.

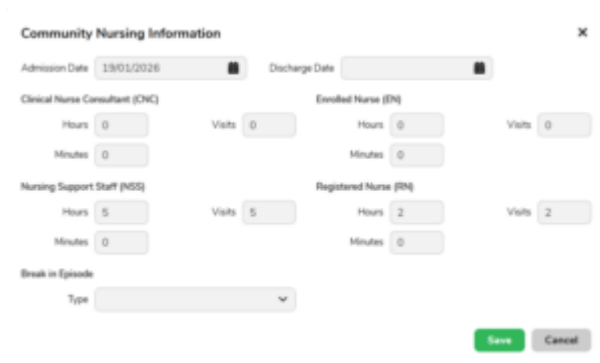
Once you have filled in the DOS (first day of the 28 day claiming cycle) click on the **Add Items** button.



You will now be presented with a pop up asking you to enter the nursing hours/minutes and visits for this period of care (current 28 day cycle). Enter your nursing hours and visits and hit '**Save**'.

Note: hours are only required to be reported when *core items* are billed. They are not required if you are billing *consumables* only.

That said, if you are **not** billing your core items with the consumables, you will need to bill the core items *first*, before billing the consumables to avoid rejections.



Forgotten to add some hours, or want to check what you've entered? You can invoke the nursing hours pop up again by hitting the '**CN Info**' button.



Next, go ahead and enter your desired item(s) in the below field. If you are unsure which items are required, refer to the current DVA Community Nursing Schedule Of Fees.

Once you have entered all your desired items, click on:

- **Review Charges**
- **Save**

A batch has now been created within **Claiming - Medical**.

Go to Claiming Medical, there will be a batch with the status **“Open”**. Once ready to send it off for payment, click the blue action arrow on the far right of the batch and then click **Close & Send**.

The batch will update to **“sent”** status. You will now wait for DVA to process the claim.