

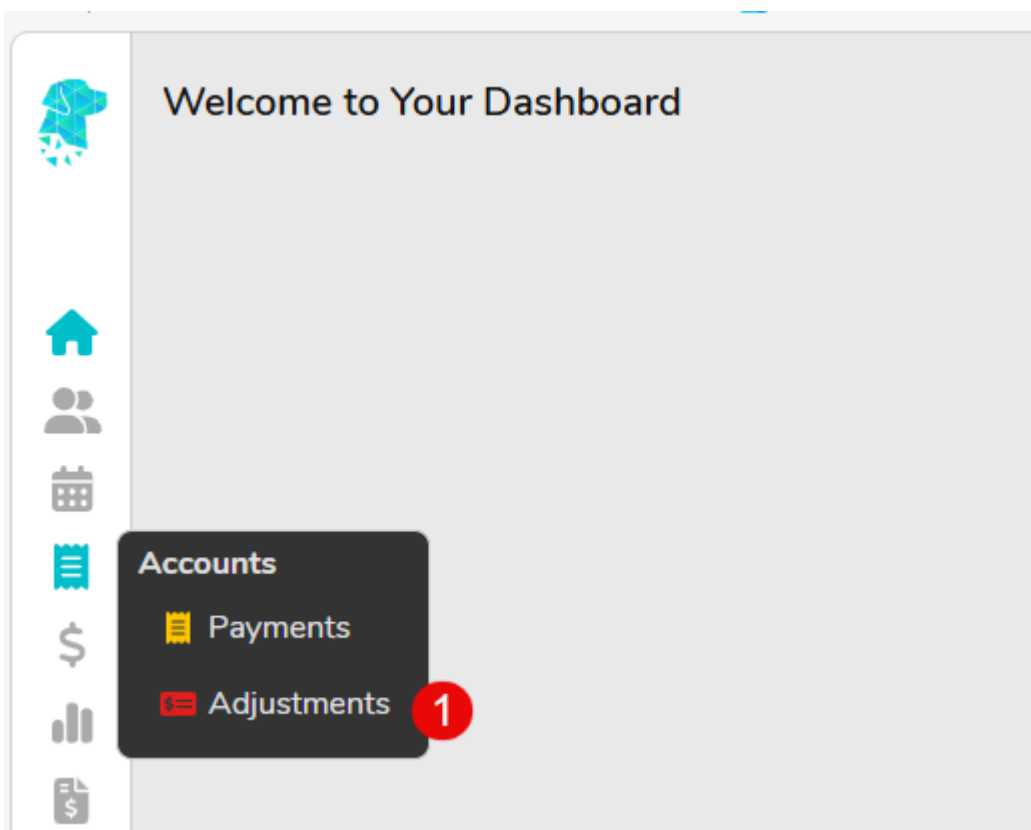
Hospital Adjustments

Adjustments via the Adjustments Screen

If an adjustment is required for refund, write off, incorrect billing purposes etc it can be done using the Adjustments Screen or from the Patient History / Episode screen. Both options are explained below.

Making the entry from the Adjustments Screen

1. Go to **Accounts** in the main menu & select **Adjustments**



2. For multi-location systems, use the drop down to select the relevant **Location**
3. Enter the required **Transaction Date** if it differs from the current date
4. Use the **Type** dropdown to select the required transaction type e.g., write off, incorrect billing, discount, refund etc.
5. If **Refund** is selected as the Type, the **Payment Type** field will be displayed so the method of the transaction can be documented. For all other journal / adjustment Types this field will not be necessary & won't be displayed
6. Type the required information in the **Drawer** field
7. Use the **Reference No., Bank & Branch** fields, if the facility work instructions require, to document additional information regarding a bank cheque for refunds etc
8. Click "**Click to Search for an individual Account**" and the search box will be displayed to find the required patient. *(If processing this adjustment from the **Episodes Screen** any outstanding invoices will automatically be displayed)*

9. Once a patient is selected, the invoices with an outstanding amount will be displayed
10. Use the **Show All Invoices** option to display invoices that don't currently have an outstanding balance
11. Type the amount to be refunded in the **Allocated** column
12. Once you have moved from the Allocated field the system will show you the **Possible Balance** of the invoice, following the adjustment
13. Once all details have been confirmed & are correct click **Save**

ACCOUNTS > ADJUSTMENTS

103 - Spongebob, SQUAREPANTS

Adjustment Details

Location: Claires Private Hospital (2)

Transaction Date: 22/04/2026 (3)

Type: REFUND (4)

Payment Type: Direct Deposit (5)

Drawer: (6)

Reference No.: (7)

Bank: (8)

Branch: (8)

Click to Search for an Individual Account (8)

Show All Invoices (10)

MRN	Surname	First Name	Adm Date	Inv#	Fund	Balance	Allocated	Possible Balance
103	SQUAREPANTS	Spongebob	28/01/2026 (9)	3	U/I	-250.00	0.00 (11)	-250.00 (12)

Total Allocated : 0.00

Save (13) Cancel

Making the entry from the Episode Screen:

1. **Search** for the patient using the Search field or by selecting the required admission date & theatre
2. Right-click on the appointment & select **Episodes**
3. Once in the Episodes screen ensure that the correct date of admission is selected
4. Then use the **Invoice Options** drop down on the right of the screen to select **Adjust Invoice**

Show voided transactions

Invoice Options

Adjust Invoice

Combined HC21 & Inv

Deposit Copy

HC21 Left

HC21 Right

HC21 Back

Invoice Copy

Invoice Status

Reverse Invoice

Statement Copy

5. You will be redirected to the **Adjustments** screen where you can follow the instructions above from **step 2**.

Dealing with Overdue Hospital Debtors

PLEASE READ FIRST

This guide is intended for users who have too many or out of control debtors. This wiki page does not cover the basics, it is an in depth look at how to work through the debtors.

First, lets run the report so we can identify patients that need to be investigated. There are 3 Filters we will want to use.

1. **Fund** - It may be best to look at one **fund** at a time, and action those together
2. **Period** - We can filter the report to only show us debtors that are **45 days** and older, if your debtors is really bad you may wish to start at **60 days**.
3. **Details** - Offers a detailed view of the report, showing patient information, **make sure this is always on**.

Arrears (Hospital)

Location: All Locations

Doctor: All Doctors

Fund: All Funds **1**

Period: All Debt **2**

Report Types: Detail **3**

As at: 13/01/2021

ACSS Hospital

Arrears (Hospital) Detail as at 13/01/2021

For All Locations and All Funds and All Doctors and All Debt

Patient Name	DOS	Doctor	Inv Num	Inv Date	Balance Outstanding	Current	30 Days	45 days	60 days	90 Days	120+ Days
AHM - Australian Health Management											
ROGAN, Joe	30/12/2020	CAREY, Mariah	742	12/11/2020	125.00	0.00	0.00	0.00	575.00	-450.00	0.00
ROGAN, Joe	29/12/2020	CITIZEN, John	553	27/11/2020	288.90	0.00	0.00	788.90	0.00	0.00	-500.00
ROGAN, Joe	30/12/2020	CAREY, Mariah	145	17/08/2020	-0.01	0.00	0.00	0.00	0.00	-787.25	787.24
ROGAN, Joe	30/12/2020	CAREY, Mariah	750	12/11/2020	633.90	0.00	0.00	0.00	633.90	0.00	0.00
ROGAN, Joe	30/12/2020	CAREY, Mariah	735	12/11/2020	650.24	0.00	0.00	0.00	650.24	0.00	0.00
ROGAN, Joe	30/12/2020	CAREY, Mariah	1276	17/12/2020	446.00	446.00	0.00	0.00	0.00	0.00	0.00
					2,144.03	446.00	0.00	788.90	1,859.14	-1,237.25	287.24

In the above example, I can see that there are some patients with outstanding debtors, ranging from 45 to 120+ days. The **Balance Outstanding** column shows me how much each outstanding patient has. The next step is to select one of these patients to follow up on, and we can go through the steps of what has to occur next.

Checking Invoice Status

The next thing we want to do, is head to the patients **Episodes** so we can see the details of the invoice, the outstanding amount and check the invoice status, so we know what part of the process the invoice had issues on.

To see the **Invoice Status**, simply select it from the **Invoice Options** drop down menu, found near the balance for that episode. As you can see below, the status will show us which batch the invoice is

currently in, as well as what the **Status** of the batch currently is. The batch we have investigated below is sitting as **Sent**. As this episode was from 02/10/2020, this is probably not a good sign, so it is worth taking a further look into it.

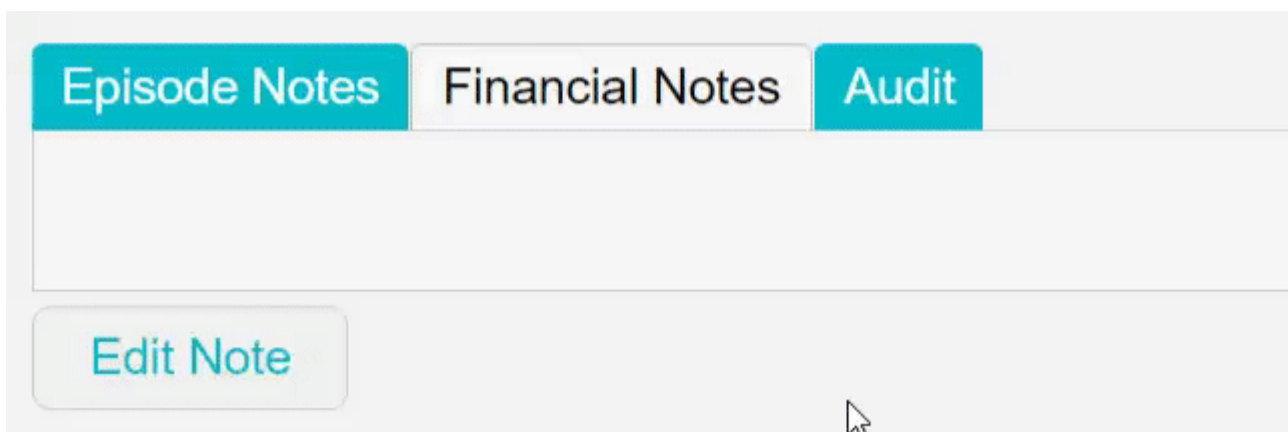
Invoice for Admission: 10628 Admission Date: 02/10/2020												
										Episode Total 714.00	Balance Due 64.00	Invoice Options
Inv #	To	DOS From	Acc Period	T Code	Description	Qty	B	Charge inc	GST	T	Audit Date	User
749	HCF	02/10/2020	02/10/2020	D	DEPOS Deposit Applied: Cash	-		\$-650.00	0.00	H	12/11/2020 4:49PM	JK
749	HCF	02/10/2020	12/11/2020	A	ACCOM	1	3	\$0.00	0.00	H	12/11/2020 4:50PM	JK
749	HCF	02/10/2020	12/11/2020	C	32222 Episodic Case Payment - Colonoscopy	-		\$714.00	0.00	H	12/11/2020 4:50PM	JK

There are three main **Status's** you may run into:

- **Sent** - Invoice received no response
- **Processed** - Invoice has an exception file but no payment
- **Rejected** - Invoice was just flat out rejected

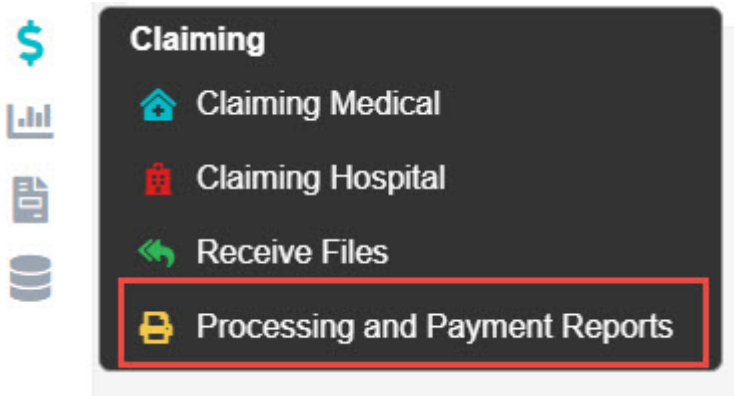
In all of the above cases, if a batch is old enough to be in the 45+ days Debtors and has an above status, it is time to call or email the **Health Fund** regarding its issue. They will be able to help with either resubmitting or amending the invoice, depending what is needed.

We also suggest making use of the **Financial Notes**, also found on the **episodes** tab. This will let you keep up to date notes, as well as allow all users to see the same notes, so you can track right on the patient record what you have done as a follow up.

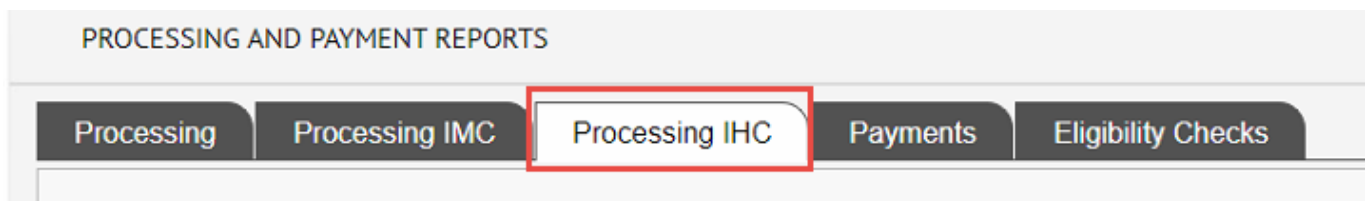


Processing Reports

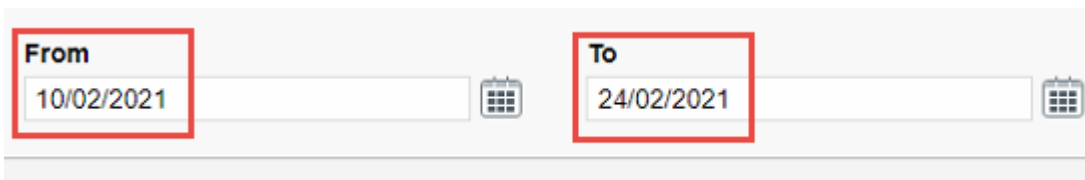
Once you have established that an invoice has an issue, it can be a good idea to check the **Processing Report** for that claim. Generally, these reports will include a rejection if there was one, and can help you figure out the issue. We can access the processing and payment reports section via the \$ and selecting the appropriate option.



Once here, we need to select the **Processing IHC** tab at the top.

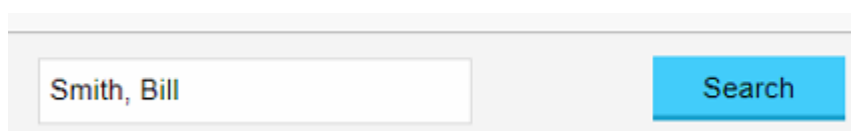


Now we will be able to view and filter processing reports depending what we need to look at. Make sure to select appropriate filters, since we may be looking at some processing reports we will need to use the **From and To** filter.



The important date to change is the **From** date. Since if you have this set to a recent date, Fydo will not display older processing reports. I suggest setting it to the date you sent your claim, so you know the processing report will be in range.

Since we are looking for a specific patient, you should then go ahead and search for that patient.



The can simply search by doing **Lastname, Firstname**. Now its time to look at the processing report, and try to assess why we were rejected.

Assessing the Processing Report

There are a few main things to look at in the processing report, covered below.

DateDI	Patient	MRN	Fund	Batch#	InvNo	CoPay	Excess	Claimed	Approved	Status	Assessment	Explanation
16/02/2021 08:22 PM		15863	MPL	A000340	1787	\$0.00	\$0.00	\$845.00	1 \$0.00	2	Accepted	3
AdmDate	From	To	Item	Desc	Qty	Invoiced	Approved	Explanation				
09/12/2020	09/12/2020		30473	OESOPHAGOSCOPY (NOT BEING A SE	1	\$0.00	\$0.00					
09/12/2020	09/12/2020		32222	ENDOSCOPIC EXAMINATION OF THE	1	\$0.00	\$0.00	4				
09/12/2020	09/12/2020		32222	ENDOSCOPIC EXAMINATION OF THE	1	\$845.00	\$0.00	2002 SERVICE IS WITHIN THE REQUIRED WAITING PERIOD				

1. **Claimed** - This is how much you claimed for the invoice
2. **Approved** - This is how much the fund approved. \$0 means a rejection, but you may also receive short payments as well.
3. **Assessment** - It is important not to just look at this field, as the fund has marked it **Accepted**, even though we clearly have a rejection. Make sure to look at all appropriate data.
4. **Explanation** - This is the important one, here you will see a brief description of why something has been rejected.

In the above case, I can see that for this patient, the service for 09/12/2020 was within the waiting period. My best bet would be to give MPL a call, and see if we are able to get it paid at all, since while we do know the rejection reason, there is no supporting information for how to get it paid.

In the cases of short payments, it is a good idea to compare the invoice you submitted to your **Contract** with the fund, and make sure you have charged the appropriate amount. If you have charged the correct amount, again contacting the fund is vital.

In almost all cases, it will end up best to contact the health fund, since many **Explanations** they provide can be unhelpful, or too short to convey the real reason for a rejection, as such they are the main contact for help, and can assist to get it paid.

Contacting Funds

See our health [fund contacts page](#).

[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: 134 135F: 1300 130 623 for sending claims manuallydr.billing@bupa.com.au	P: 1800 035 360 dgilder@australianunity.com.au
BUPAE <i>ECLIPSE code:</i> BUP <i>HCP code:</i> BUP	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 <i>ECLIPSE code:</i> DHF <i>HCP code:</i> AHB	P: 1800 656 329	P: 1800 656 329 providerrelations@defencehealth.com.au
Doctors Health Fund <i>ECLIPSE code:</i> AMA <i>HCP code:</i> AMA	P: 1800 226 586	P: 1800 226 586 lesley.rutter@doctorshealthfund.com.au
Emergency Services Health (also managed by Police Health) <i>ECLIPSE code:</i> ESH <i>HCP code:</i> SPE	P: 1300 703 703 F: 1300 151 152	P: 1300 703 703 providerenquiries@eshealth.com.au
GMHBA <i>ECLIPSE code:</i> GMH <i>HCP code:</i> GMH	P: 1300 446 422 F: (03) 5222 7478	P: 1300 446 422 Jamie-LeeGardham@gmhba.com.au joannesheldon@gmhba.com.au

GU Health**(FAI)**

ECLIPSE

code: FAI

HCP code: FAI

P: 1800 249 966

corporate@guhealth.com.auproviders@honeysucklehealth.com.au**HBF**

ECLIPSE

code: HBF

HCP code: HBF

P: 1300 810 475

expresspayqueries@hbf.com.au

P: 1300 810 475

lorraine.hort@hbf.com.au**HIF(Health**

Insurance Fund

of Australia

Limited)

ECLIPSE

code: HIF

HCP code: HIF

P: 1300 134 060

claims@hif.com.au

P: 1300 134 060

michelle.peacock@hif.com.au**HCF**

ECLIPSE

code: HCF

HCP code: HCF

P: 1800 670 302

medicoverenquiry@hcf.com.au

P: 1800 670 302

MFarlow@hcf.com.au (Maria)

Alternatively

dfernandez@hcf.com.au (David)**Health Care****Insurance**

ECLIPSE

code: HCI

HCP code: HCI

P: 1800 804 950

P: 1800 804 950

jamie.gillam@hcilt.com.au**Health****Partners**

ECLIPSE

code: SPS

HCP code: SPS

P: 1300 113 113

P: 1300 113 113

hospitalclaims@healthpartners.com.audauids@healthpartners.com.au**Health.com.au**

ECLIPSE

code: HEA

HCP code: HEA

P: 1300 199 802

P: 1300 199 802

hospitalteam@health.com.au

Alternatively

Catherine.Ngo@health.com.auGemma.Oliver@health.com.au**Latrobe**

ECLIPSE

code: LHS

HCP code: LHS

P: 1300 362 144

E: info@lhs.com.au

P: 1300 362 144

tan@lhs.com.au**Medibank**

ECLIPSE

code: MPL

HCP code: MPL

P: 1300 130 460

P: 1300 130 460

medibankhospital.network@medibank.com.au**Mildura**

ECLIPSE

code: MDH

HCP code: MDH

P: 03 5023 0269

providers@mildurahealthfund.com.aueclipse@mildurahealthfund.com.au**MO Health**

ECLIPSE

code: MYO

HCP code: MYO

P: 1800 333 004

P: 1800 333 004

Vaibhav.Makin@aia.com**Navy Health**

ECLIPSE

code: NHB

HCP code: NHB

P: 1300 217 736

query@navyhealth.com.auquery@navyhealth.com.au**NIB**

ECLIPSE

code: NIB

HCP code: NIB

P: 1300 853 530

medigap@nib.com.au

Overseas Claims:

internationalclaims@nib.com.au

P: 1300 853 530

hospitaleclipse@nib.com.auprovrel@nib.com.au**Nurse and****Midwives**

ECLIPSE

code: NMW

HCP code: NMW

P: 1300 344 000

submit.claim@nmhealth.com.au

P: 1300 344 000

EclipseClaims@nmhealth.com.au

Alternatively

George.Drakakis@nmhealth.com.au dianne.roe@teachershealth.com.au**OneMediFund**

ECLIPSE

code: OMF

HCP code: OMF

P: 1800 148 626

F: 1300 673 406

P: 1800 148 626

info@onemedifund.com.au

**Peoplecare
Health**

Insurance

ECLIPSE P: 1800 808 690
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

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
 - Fees Setup
 - Minimum Benefits
 - Other Services
- > Invoice Hold Reasons
- > Procedures
- > Theatre Management
 - Theatre Data
 - Theatre Rosters
- > Ward Management
 - Bed Tracker

AG

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

Cancel
Save

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**.

SETTINGS

General

- > Accommodation Categories
- > Appointment Types
- > Area Codes
- > Band Mappings
- > Booking Codes
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Hospital

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 - Webhooks
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 - View 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	