

# **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:**

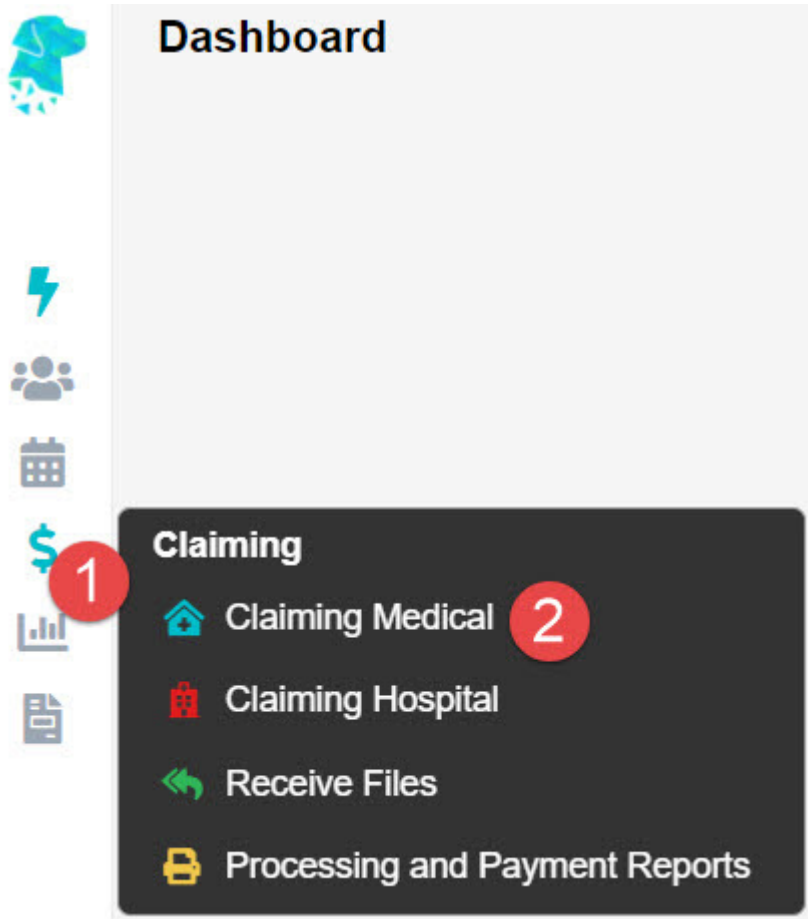
- Has not yet been paid / rejected within the expected period (up to 2 business days for Medicare/ DVA claims and up to 4 weeks for health fund claims). You've then called the health fund, Medicare, or DVA, and found out they have not received the claim. Thus, they've asked you to resend it
- Has been 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	
Process	
Process	
Process	

- View Batch Details
- Apply Payment
- Send Batch
- Edit Payment

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.

Location **Eccles (ID: 1)**  
 Practitioner **MERION UNIT, Nursing (ID: 22)**  
 Provider **0**  
 Type **Veterans**  
 Category **Community Nursing**

Batch ID **4**  
 Batch Number  
 Date Closed **30/12/2020**  
 Batch Status **Closed**  
 Transaction ID

Referring Dr **SMITH, John - 0653147B**  
 Referral Date **01/09/2020 - 99 months**

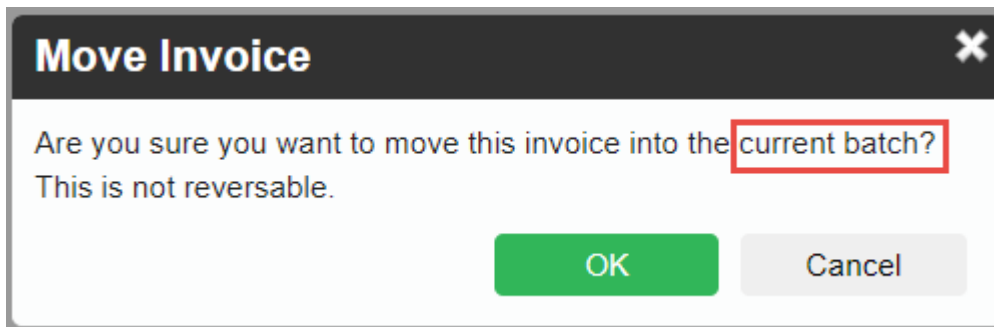
Invoice Text  
 Referral Flag

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

Context menu for item 2:  
 Edit Item  
 Move Item

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.



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 reversable.

OK

Cancel