Praktika HICAPS module

User Guide



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Praktika support:

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The current User Manual covers the issues concerning the installation, running and troubleshooting of the Praktika HICAPS Module that enables Praktika to work with the HICAPS terminal.

1. Praktika

Praktika is a Dental Practice Management System software package developed specifically for the Australian dental industry. It follows the SaaS (Software as a Service) Model where both the application and data are supplied over the Internet.

Praktika is a cross platform browser based application, that does not require any specific setup or installation on a client's computer. All it needs to run is a web browser and a broadband Internet connection.

Now Praktika is capable to work with the HICAPS terminal.

If several computers running Praktika are joined in a local area network (LAN), then they all can share a single HICAPS terminal.

To start using Praktika with the HICAPS a special software module needs to be installed. For the installation instructions, please refer to the Installation chapter of the current User Manual.

2. HICAPS

Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal. HICAPS is Australia's leading electronic claiming service, providing members of participating health fund the convenience of electronic claims (health fund and Medicare Easyclaim) processing and payments at the point of service.

HICAPS comes with a terminal, which can be operated through the build-in interface or through an external interface provided by a Practice Management System. In our case, such interface is provided by Praktika.

For all the questions regarding the operations of the HICAPS terminal, software and services, please refer to the HICAPS Terminal User Guide, provided by HICAPS.





Fast claims... on the spot

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3. Glossary of Terms

benefit	Value of rebate authorised by a Health Fund.
cancel	Reverses a transaction processed through the terminal.
card	A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank.
claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
claim declined	When a Health Fund declines to pay the request a brief response message will print with each declined item and/or claim.
claim receipt	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
claim to sale	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the HICAPS Claim.
clinical code	Two digit numeric identifying the body part/primary condition/ diagnostic intervention on which the service was performed.
date (of service)	The date the specific item of service was performed – format ddmm.
fallback	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction.
gap payment	The amount remaining after the Health Fund has approved a benefit or the specified services.
HICAPS	Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal.
issue date	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
item cost	The amount charged for the given item of service.
item number	Numeric code identifying the type of service performed. Refer to the HICAPS Quick Reference Guide or the relevant schedule for a full list of item numbers.
member	A customer of a Health Fund.
MMF	The Multi-Merchant Facility. This is a feature of the HICAPS terminal which optionally allows you to settle the EFTPOS funds separately for each provider.
patient	iDA member listed on the card which identifies a given patient within a Health Fund membership.
Practice Management System	The PC-based system which allows a transaction to be sent directly to the HICAPS terminal.
Praktika	Dental Practice Management Software Package design to automate record keeping at a dental practice
provider	Practitioners who provide Health Services to patients.
provider numbers	eight characters that uniquely identify each individual provider for a specific location. Provider numbers that HICAPS use are issued by Medicare Australia or Medibank Private. Provider numbers are location specifi, so you must have a provider number for each location you wish to practice at.
refund	Refunds a previous EFTPOS or credit approved transaction.
reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number (unique 12 digit field)
swipe member card	Pass the membership card through the card reader on the right-hand side of the HICAPS terminal.
tooth number	Two digit FDI numeric identifying the tooth on which the service was performed.

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4. Installation of Praktika HICAPS Module.

4.1. System Requirements:

Praktika can run on any modern operating system, including Microsoft Windows, Mac OS X, Linux and UNIX. However, to be able to connect to a HICAPS terminal you have to use a personal computer with a Microsoft Windows operating system. You can share the terminal with other computers running various operating systems (including Mac OS X) on a local area network.

4.1.1. To install and run HICAPS terminal you need:

- a personal computer with Microsoft Windows operating system (XP, Vista, 7, Windows Server 2003 and 2008)
- at least 2GB of RAM

- a serial port on your computer. If a serial port is unavailable (most of modern PCs come without a serial port), then you need a Keyspan High Serial USB Serial Adaptor (USA-19HS) to connect the HICAPS Terminal to an USB port of your computer..

Note: you can run Microsoft Windows operating system on an Apple's iMacs by installing Parallels software.

4.2. Installation:

4.2.1. To install the HICAPS terminal perform the following actions in the given order:

4.2.1.a. Install the Keyspan High Serial USB Serial Adaptor drivers from the supplied disc Follow the driver installation screen instructions.





4.2.1.b. Connect the Terminal to USB port of your computer with the Keyspan adaptor and turn the Terminal on.

Cancel

4.2.1.c. Install the HICAPS network connect driver. For that, download and run the HicapsConnect.exe file from the following web address: http://praktika.com.au/hicaps/HicapsConnect.exe

Windows security settings may try to prevent **HicapsConnect.exe** from running. To continue with the installation, press the "Unblock" button.





Choose Install Location Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnect. Image: Choose the folder in which to install HicapsConnec	License Agreement Please review the license terms before installing HicapsConnect.
Setup will install HicapsConnect in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.	Press Page Down to see the rest of the agreement.
Destination Folder	Lie Toloning Leining Jesting Sectioned your Conjusting ("Out of a functional musical and bank of the 12 004 004 397 (MAB), governed by the law of Victoria, Australia. If you do not agree, press Cancel or Back. All intellectual property rights in the Program and its accompanying materials are owned exclusively by MAB. You are granted a non-exclusive, non-transferable licence to install
C: Program Files HicapsConnect Browse Space required: 7.7M8 Space available: 160.108	and use the Program on a computer in Australia, solely for the purpose of exchanging Tif you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install hicspsConnect. To accept
soft Instal System v2.45 Kack Cance	Nulsoft Install System v2.45 Next > Cancel
HicapsConnect Setup	
A reboot is required to finish the installatio	n. Do you wish to reboot now?
	Yes No

Restart your computer after the driver has been successfully installed.

Once installed the HicapsConnect displays the HICAPS icon in the bottom panel of the computer screen



4.2.1.d. Select the Default Terminal In the HicapsConnect screen (1). The id number of your terminal can be found on its body.

Save your settings (2) and close the screen (3).

Hicaps Connect Service Setup		x
Tick the ports that have a terminal	Network Settings Server Ip Address 192,168.1.51 Default Terminal SE332A 1 COMPARENT SE332A	Log Code ++++++ Display Status Message Box V
	Hicaps Connect 1.0.2.87 About Updates	No Network Terminal Server in Use Save Close

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4.2.1.e. Install the Praktika HICAPS Module. For that, download and run setup.exe file from the following web address: http://praktika.com.au/hicaps



4.2.1.f. Start Praktika HICAPS Module

For that, click on **Start** button (left bottom of Windows screen) Then go to **Programs - Lizards Software Pty Ltd - Praktika Hicaps Interface**



4.2.1.g. Test the connectivity with the terminal. If test show OK, the installation is complete.

P Sending TerminalTest request to 192.168.1.51:11000:SE332	A:COM3	
LS 192.168.1.51:11000:SE332A:COM3	Refresh Hicaps Connect 1.0.2.87	
ResponseCode = 00 ResponseText = ECR COMMS - OK Merchant Id = 33123433 Terminal Id = SE332A Transaction Date = 9/03/2011 9:51:50 PM Response Time = 9/03/2011 9:51:56 PM	Terminal Test Waiting Providers List U Display Window	
	© 2009 HICAPS Restart (c) 2011 Lizard	Pty Ltd. I Software Pty Ltd

5. Using Praktika HICAPS Module

5.1. Checking the connection to the HICAPS Terminal

Once the HicapsConnect and Praktika HICAPS Modules are installed and are running, start Praktika. Refer to the **Installation of Praktika HICAPS Module** items **4.2.f** and **4.2.g** to see how to start Praktika HICAPS Module.

Praktika screen has a visual indicator displaying the status of your HICAPS connection. If the red indicator is not turning green after 30 seconds, the connection has not been established and you need to restart Praktika HICAPS Module



5.2.Using HICAPS Terminal on other computers

If you want to use your HICAPS terminal from any other computer on your local network, click on the Hicaps indicator in the top right corner of Praktika screen, enter and the IP address of the computer with the attached terminal in the popup screen and wait till the button turns green. The operation on such computer are the same as on the computer that has the HICAPS Terminal directly attached to its USB port.



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5.3. Making Payments and Claims through HICAPS Terminal with Praktika

You can send transactions from Praktika to HICAPS, receive and display the results of claims and payments. You can do it from the Appointment screen or from the Quote screen.

5.3.1. Working with HICAPS from the Appointment screen.

5.3.1.a. Click on an Appointment in the Scheduler screen to add procedures.



				Praktika On	line Dental Pro	tice Manageme	ant					
	0 + e https://praktika/pna	avigator.html?debug=true		Praktika - On	ime Dentai Pra	uce manageme	en			C Qr Google		
Googl	e Praktika FindStuff	ingutorintini.ucoug truc								C C COUSIC		
Praktika - On	line Dental Practice											
hedule/Appoin	tments Patient Directory Practice	Management Reports Help								Logged as: Dr. Julius Hibbe	rt 🐵 Test practice - 1(Haw	thorn) 🔻 🕂 \varTheta LogOu
<<		😴 Thu, 17 Mar 2011						🛸 Fri, 18	Mar 2011			>> Today
	Operatory 1	Operatory 2	Operatory 3	Operatory 4		Operatory 1	Operator	ry 2		Operatory 3	Operatory 4	March 2011 \$
R 15 -												MTWTFS
30 -												1 2 3 4 5
		Appointment Details								×		14 15 16 17 18 19
15 -		Date 18/03/2011	Time from 2:45 P	M to 3:30 PM				Provide	er	Dr.Nick Riviera		21 22 23 24 25 26
30 -		Health Fund: N/A	D	Duration 45				Created b	у	Dr. Julius Hibbert		50 59 30 31
				Mr								Days to display
0 15 -				Harvey						PATIENT FILE		1 2 4
30 -		127		Harlington								<u> </u>
Mr A	Apostolos, Nichos			(03)5667 7778						+ CLINICAL NOTES		
1 15 -	BAL 🖉											Legend
30 - 45 -		Appointment Procedures										
		+ - Edit										
15 -		# Code Desc	cription	Tooth #	Surfaces	Note	Standard Fee (\$)	Discount	GST	Total Fee (\$)		
- 30 - 45 -		1										
15 —												
30 - + M	fr Appleby, Joyce											
15 -	Appoint	ment P										
45 -												
	- +	-										
15 -												
45 -												
	#	Co										
15 -												
45 -												
15 -												
45 -												
15 -												Appointments
45 -		Balances: Total \$0.00 C	R	Fees \$0.00 CR			Deposits \$0.00 CR			Today's \$0.00 CR		Dr.Julius Hibbert
		+								*		Dr.Nick Riviera
15 -												Dr.Moe Syzlak
45 -												Dr.Ned Flanders
		Delate Americana d		Cand CMC	Phase	Call			6	Complete		Dr. Rod Flanders
		verete Appointment			Photo					comprete		Lunch
HOLD		Patient Response	*	Treatment Type		▼				Close OK		Closed
HOLD												
HOLD												Do not book
HOLD												Do not book Emergency
HOLD												Do not book Emergency Note
HOLD												Do not book Emergency Note

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- 5.3.1.b. Click on the "+" button to add procedures to appointment.
- 5.3.1.c. Select a required Fee Schedule from the Current Fee Schedule drop down box. Select a procedure from the list

Current I	Fee Schedule	Context	Extended Search
Select ca	tegory	v or by Center item code	e or procedure description
Code 🔺	Abbreviation	Description	Scheduled Fee GST
000	NO CHARGE	Any work item without charge	\$0.00 n/a
001	FTA	Failed to attend appointment or late cancellation fee	\$120.00 ?
011	COMP EXAM	Comprehensive oral examination	\$40.00 ?
012	PERIODIC EXAM	Periodic oral examination	\$45.00 n/a
013	LIMITED EXAM	Oral examination limited	\$30.00 n/a
014	CONSULTATION	Consultation	\$25.00 ?
015	LONG CONSULT	Consultation extended (30 minutes or more)	\$45.00 ?
016	CONSULT REFER	Consultation by referral	\$35.00 ?
017	CONSULT REF EXT	Consultation by referral extended (30 minutes or more)	\$55.00 ?
018	WRITTEN REPORT	Written report (not elsewhere included)	\$15.00 10%
019	I FTTER REFERRAL	Letter of referral	\$10.00 ?
Tooth No		B Surfaces	Scheduled Fee (\$) \$30.0
			Discount(%)
Notes			Total Fee(\$) \$30.00
			GST inclusiv
	(1	times

or by type in an	ADA code ir	i the Context	input box, .
------------------	-------------	---------------	--------------

Current	Fee Schedule Sta	andard	•			
ategory			Context		Extended S	earch
Select ca	tegory		or by 🔍 51	1		
code 🔺	Abbreviation	Description			Scheduled Fee	GST
11	METAL RESTOR 1	Metallic restoration or	e surface - direct		\$100.00	n/a
			В	Scheduled Fee (\$)		\$100.00
ooth N	b. 12	Surfaces	DOM	Discount(%)	0%
			L	Total Facil	•	¢100.00
Notes				Total Fee(s	7)	\$100.00
					GST	inclusive

- 5.3.1.d. Added procedures turn up in the Treatment Plan screen
- 5.3.1.e. Make sure that check boxes next to the procedures you want to add to the Appointment are selected and click "OK" button.

000			Praktika – Online Dental	Practice Manageme	nt				
< F @ @ • • • •	https://praktika/pnavigator.html?	?debug=true				c) (0	Q ∙ Google		
[]] III iGoogle Praktika FindS	ituff								
Praktika - Online Dental Practice								_	
Treatment plan for Mr Harvey, Harlin	igton								
Treatment Completed Treatme	ent								
Accepted Treatment									
+ - Edit									
Visit Selected	Date Appointed	Code	Description				Tooth#	Surface	Fee (\$)
1			====> Drag procedure here to create new visit <====						
		013	Oral examination limited				12		\$30.00
		211	Hetalic resoration one schade + direct				12	U	\$100.00
	Contract Contract								Level operations
suggested Treatment See patient of	Quotes tof details								s130.00 DR
# Status	Code Description			Tooth#	Surfaces	Note			Fee (\$)
🖨 Print									Cancel OK
1									

.

5.3.1.f. Click on the "Complete" button to complete the appointment.

ate 18	/03/2011	Time from 2:45 PM to 3	3:30 PM				Provide	r	Dr.Nick Riviera
ealth Fur	id: N/A	Duration 45	•				Created b	у	Dr. Julius Hibber
2		Mr Harvey Harling (03)5667	jton 7778						PATIENT FILE CLINICAL NOTES
ppointm	ent Procedu	res							
Ð [-	Edit								
#	Code	Description	Tooth #	Surfaces	Note	Standard Fee (\$)	Discount (%)	GST	Total Fee (\$)
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a	\$100.00
2	013	Oral examination limited				\$30.00	0%	n/a	\$30.00
alances:	Total \$	0.00 CR Fees \$0.	00 CR			Deposits \$0.00 CR			Today's \$130.00 D

5.3.1.g. Confirm the completion of the Appointment



5.3.1.h. If Patient Recall has not yet been set, either set it or cancel (click "Close") to do it later.

	Set Recall Method	• Telephone	SMS	C Email	Letter by Mall
ast Completed Ap	ppointment Date	18/03/2011	Next	Appointment Date	-
Recall for Mr I	Harvey, Harlingto	n is not set			
s	Set Next Recall Type	Select Recall by T	уре	•	0 days

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5.3.1.i. You can also add Clinical Notes or cancel the screen and do it later.

Clinical Notes for Mr Harvey, Harlington		
17/03/2011 Author JH	Tooth#	Notes to View: 🗹 Personal 🗹 General 🗹 Clinical
Note Type: O General 💿 Clinical		
Pagane de la print apportenente de 1400/2011 22.10 (2014) 22.20 (2014) 2014 Ros (813 Onie examination limited		

5.3.1.j. In the Appointment screen, click on "HICAPS" button to start transaction processes using a HICAPS Terminal

Appoin	tment Detai	ls									×
Date	18/03/20	Time from 2:45 PM	to 3:30	PM					Provider	Dr.Nick F	Riviera 🔻
5		Mr Harvey, H	larlingt	on							ENT FILE
		Health Fund: N/A								CLINIC	ALNOTES
#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a			
2	013	Oral examination limited				\$30.00	0%	n/a			
		ts & Adjus	tment	s							
		<u>—</u> н	ICAPS								
Payme	ents & Adjus	tments TCAPS	Desc	riptio	/		ax Invoice #	000474		Total \$13	0.00 DR
Date		Description					RRN		Ref#	An	nount(\$)
Balanc	es: Tota	\$0.00 CR Fees	\$0.00 CR	Le.			Deposits \$0.	00 CR		Today's \$13	0.00 DR
+											×
UnCo	omplete	🚔 Print Tax Invoice								Close	ОК



5.3.2. Making a Claim Benefit from the Appointment Window

5.3.2.a. Make sure the correct provider is selected in the Provider drop down box.

Provid	der	DENTIST (0554191A)			•	
		CHIRO (0909818T)			-	
aces	NO	DENTIST (0554191A)	()		π
D		PHYSIO (0718645Y)				6
		GP (2147561K)				ľ
		SPEC (2147571J)			•	6
						-

5.3.2.b. Click Claim Benefit button.

The HICAPS Terminal should prompt you to swipe the patient's Health Fund card. There will also be a pop up screen on the computer directly attached to the terminal.



Note: If the terminal is not able to process your claim, you may get the "Terminal busy" error message. In this case, click "Claim Benefit" button again.

HICAPS	
\odot	Error processing claim: TERMINAL BUSY(TB)
	ок

5.3.2.c. Swipe the card in the HICAPS Terminal While the claim is being made. You will see a "waiting" cursor, which will return to its normal state, once the claim is completed.



5.3.2.d. If the card swipe was successful, the result of the claim will be printed out by the terminal and it will also be displayed in the Appointment screen.
The benefit amount, the gap amount and the response codes are displayed in the table (highlighted with green) as well as the transaction details including the reference numbers and the total claim amount.

	1	Patient # 01 Health Fund TR	AIN	Accourt	t# 90369998	801234568000	Member ID 12	345678	Expires 501	2	
	Tax Invo	vice # 474 Date	18/03/2011	Provi	der CHIRO (0909818T)	•	Merchant	MERCHANT#3 3	DES MULTI MDO	CKLANDS
#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00
						Total Fees	\$130.00 DR	Total Bene	6t \$65.00 CP	Total Gan	\$65.00
		Description	Neter					Total belle	D-6#	Total dap	
17/03	/2011	HICAPS	Notes			(ккм 000001005410)	Ret# 10053	3	\$65.00 Cl
ances:	Total	\$130.00 DR	Fees	\$130.00 DR			Deposits \$0.	00 CR		Today's 😫	65.00 E

5.3.2.e. Click the "Close" button to close the screen to get back to the Appointment screen.

Appoin	tment Deta	ils									×
Date	17/03/2	011 Time from 4:00 PM	to 4:4	5 PM					Provider	Dr.Moe	Syzlak 🔻
		Mr Harvey, (03)5667 7778	Harlingt	ton							IENT FILE
		Health Fund: N/	•								
#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direc	t 23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00
Payme	ents & Adju	stments								Total \$13	0.00 DR
+	- +	HICAPS					Tax Invoice #	000474		Mr Harvey, Ha	rlington 🔻
Date		Description	lotes			•	RRN		Ref#	Ar	nount(\$)
17/0	03/2011	HICAPS					0000010054	10	1005	533 \$6	5.00 CR
Balanc	ces: Tot	al \$130.00 DR	Fees \$130.	00 DR			Deposits \$	0.00 CR		Today's \$6	5.00 DR
+											
											Ť
UnCo	omplete	🚔 Print Tax Invoice								Close	ок

5.3.3. Making an EFTPOS Payment from the Appointment Window

5.3.3.a. Click "Make Payment" button in HICAPS Terminal Payment Processing window.

	Pa	tient # 01 Health Fund		Account	#		Member ID		Expires		
	Tax Invoi	ce # 474 Date 17/	03/2011	Provide	DENTIST (0554191A)	▼	Merchant	MERCHANT#3 30	DES MULTI MDOC	KLANDS
#	Code	Description	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic restoration one surface - direct	12	D		\$100.00	0%	n/a			
2	013	Oral examination limited				\$30.00	0%	n/a			
i						Total Fees	\$130.00 DR	Total Bene	it \$0.00 CR	Total Gap 💲	130.00
te		Description	Notes			•	RRN		Ref#	A	mount(
nces:	Total	\$0.00 CR	Fees \$0.	00 CR			Deposits \$0.0) CR		Today's \$1 3	0.00 [

5.3.3.b. Select a payment type: Cheque, Savings or Credit and the amount to be paid. Click "OK" button.

HICAPS Payment	
Please select an accou	int:
Cheque Savin	gs 💿 Credit
Amount: 65.00	
Cancel	OK

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5.3.3.c. Upon the terminal prompt, swipe the EFTPOS card and either enter the PIN number or print out a docket for a patient to sign. The terminal as well as the computer with the connected terminal will prompt you what action must follow depending on the type of payment chosen.





5.3.3.d. The Praktika screen will reflect the transaction details once it is successfully processed.

	Pati	ent # 01	Health Fund TRAIN		Account	\$ 9036999	801234568000	Member ID	12345678	Expires 50)12	
Та	x Invoi	ce # 474	Date 18/	03/2011	Provider		(0554191A)	•	Merchant	MERCHANT#3 3DE	S MULTI MDO	CKLANDS
#	Code	Descr	iption	Tooth #	Surfaces	Note	Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metalli surface	c restoration one e - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral ex	kamination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00
							Total Fees	130 00 DB	Total Bone	5+ ¢65 00 CP	Total Gan	*65 00
									Total Delle	D-64		J US.00
17/03/2	2011	Credit card		Notes			F	00001005411	1	100534	\$	66.89 C
17/03/2	2011	HICAPS	,				(00001005410)	100533	4	65.00 CF
17/03/2	2011	Surcharge		HICAPS	VISA Surchar	je						\$1.89 DF
inces:	Total	\$130.00	DR	Fees	\$130.00 DI	ł		Deposits \$0	0.00 CR		Today's	\$0.00 (

Note: EFTPOS payments normally attract a surcharge, which is also reflected in the transactions table as a separate entry.

5.3.4. Cancellation of a HICAPS Claimed Benefit

5.3.4.a. To cancel a HICAPS claimed benefit click "Cancel Claimed Benefit " in the Praktika Terminal Processing Window.

	Patier	nt # 01 H	lealth Fund TRAII	N	Accou	unt#	9036999	801234568000	Member ID	12345678	Expires	5012		
Тах	Invoice	# 474	Date 18	/03/2011	Prov	rider	DENTIST	(0554191A)	•	Merc	MERCHANT	#3 3DES MU	LTI MDOC	CKLANDS
#	Code	Descriptio	on	Tooth #	Surfaces	No	te	Total Fee (\$)	Discount (%)	GST	Benefit,\$	G	ap,\$	Resp Code
1	511	Metallic res surface - d	storation one lirect	23	D			\$100.00	0%	n/a	\$50.00	\$5).00	00
2	013	Oral exami	ination limited					\$30.00	0%	n/a	\$15.00	\$1	5.00	00
								Total Fee	s \$130.00 F	R Total F	lenefit \$65.00 (R T	atal Gan	\$65.00
to	De	ecription		Notos					DN		Pof#			mount/
17/03/201	1 Cro	edit card/VIS	A	Notes				- ·	0000100541	1	100	0534	\$	66.89 C
17/03/201	1 HI	CAPS						C	0000100541	0	100	0533	\$	65.00 CI
17/03/201	1 Su	rcharge		HICAPS	5 VISA Surcha	arge						-		\$1.89 DI
nces: T	otal \$13	0.00 DR		Fees	\$130.00 D	R			Deposits	\$0.00 CR			ſoday's	\$0.00

5.3.4.b. Click "OK" if ypu want to cancel the benefit claim.



5.3.4.c. Swipe the patient's health fund cars at the prompt.





5.3.4.d. After the successful transaction the cancelled claim will be displayed in the transaction table as HICAPS Reversal

	Pati	ent # 01 Health Fund TRA	IN	Accoun	t# !	9036999801234568000	Member ID	12345678	Expires	5012	
T	ax Invoice	e # 474 Date 1	8/03/2011	Provid	ter (DENTIST (0554191A)	•	Mercha	MERCHANT	#3 3DES MULTI MI	OOCKLANDS
#	Code	Description	Tooth #	Surfaces	Not	e Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,\$	Res
1	511	Metallic restoration one surface - direct	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examination limited				\$30.00	0%	n/a	\$15.00	\$15.00	00
						Total Fe	s \$130.00 C	R Total Be	nefit \$65.00 C	R Total G	ap \$65.0
Date		Description	Notes				DN		Rof#		Amoun
17/03/2	2011 H	ICAPS	Hotes				0000100541	0	100	533	\$65.00
17/03/2	2011 0	Credit card/VISA				(00000100541	1	100	534	\$66.89
17/03/2	2011 5	Surcharge	HICAPS	VISA Surchar	ge					-	\$1.89 [
17/03/3	2011 H	ICAPS Reversal for ref# 100	533 HICAPS	S-Reversal for F	RRN:	000001005410	0000100541	.3	100	535	\$65.00 [
Balances:	Total \$1	30.00 DR	Fees	\$130.00 DR			Deposits	\$0.00 CR		Today's	\$65.00

5.3.5. Refunding an EFTPOS payment made with HICAPS Terminal

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5.3.5.a. In the HICAPS screen select an EFTPOS payment you want to refund. and click "Refund " button.

	Pa	tient # 01 He	alth Fund TRAIN	N	Accourt	t# 9036	999801234568000	Member ID	12345678	Expires	5012	
	Tax Invoid	e# 474	Date 18	/03/2011	Provid	der DEN	TIST (0554191A)	•	Merch	MERCHANT	#3 3DES MULTI MD	OCKLANDS
#	Code	Description	ı	Tooth #	Surfaces	Note	Total Fee (\$) Discount (%)	t GST	Benefit,\$	Gap,\$	Resp Code
1	511	Metallic rest surface - dir	oration one rect	23	D		\$100.00	0%	n/a	\$50.00	\$50.00	00
2	013	Oral examin	ation limited				\$30.00	0%	n/a	\$15.00	\$15.00	00
							Total Fe	es \$130.00	DR Total Be	enefit \$65.00 (CR Total Ga	p \$65.00
Date		Description		Notes			*	RRN		Ref#		Amount
17/03/	/2011	HICAPS						0000010054	10	10	0533	\$65.00 0
17/03/	/2011	Credit card/VISA	i i					0000010054	11	10	0534	\$66.89 C
17/03,	/2011	Surcharge		HICAPS	VISA Surchar	ge					-	\$1.89 D
17/03	/2011	HICAPS Reversal	for ref# 10053	HICAPS	S-Reversal for I	RRN:0000	001005410	0000010054	13	10	0535	\$65.00 C
Balances:	Total S	130.00 DR		Fees	\$130.00 DR			Deposits	\$0.00 CR		Today's	\$65.00
				1005	+			Deposito				

5.3.5.b. Click "OK" button if you want to refund the payment in the popup window.



5.3.5.c. On the computer directly connected to the terminal, there will appear a screen prompting you to enter your merchant password.

Enter the Mer	chant Password
	_
Cancel	ОК
<u>⊕ + (</u>	

5.3.5.d. Swipe the patient's health fund cars at the prompt.





5.3.5.e. If the transaction was successful, the results will be displayed in the transactions table.

	Pi	atient # 01 Health Fu	Ind TRAIN		Accoun	t# [9036999801234568000	Member ID	12345678	Expires	5012	
١	Fax Invoi	ce # 474	Date 18/	03/2011	Provid	ler (DENTIST (0554191A)	•	Mercha	MERCHANT	#3 3DES MULTI N	IDOCKLANDS
#	Code	Description		Tooth #	Surfaces	Not	e Total Fee (\$)	Discount (%)	GST	Benefit,\$	Gap,	Resp Code
1	511	Metallic restoratio surface - direct	n one	23	D		\$100.00	0%	n/a			
2	013	Oral examination	limited				\$30.00	0%	n/a			
							Total Fe	es \$130.00 [R Total Ber	efit \$0.00 CR	t Total G	ap \$130.00
Date		Description		Notes				RRN		Ref#		Amount
17/03/	2011	HICAPS						00000100541	.0	100)533	\$65.00 C
17/03/	2011	Credit card/VISA						00000100541	1	100)534	\$66.89 C
17/03/	2011	Credit card Reversal fo 100534	or ref#	EFTPO:	5/Card-Reversa	l for	RRN:000001005411	00000100543	13	100)536	\$68.83 D
17/03/	2011	Surcharge reversal		HICAPS	5 VISA Surchar	ge					-	\$3.83 C
17/03/	2011	Surcharge		HICAPS	5 VISA Surchar	ge					-	\$1.89 D
17/03/	2011	HICAPS Reversal for re	ef# 100533	HICAPS	5-Reversal for F	RRN:	000001005410	00000100541	.3	100)535	\$65.00 D
lances:	Total \$	130.00 DR		Foor	\$130.00 DR			Donosito	\$0.00 CR		Today's	\$130.00

5.4. Using Praktika HICAPS Module with Quotes

5.4.5.a. Go to the Patient File screen and click "QUOTES" button.

Ir Harvey, Har	lington		Allergies Medical aler General aler	rts						
	Preferred Name		Appointment	s						
1000	ID#	100206	Date 🔻	Time	Provider		Value	Balance	Balances	
1€/	Status	Current	17/03/2011	16:00-16:45	MS	1	\$130.00 DR	\$130.00 DR	Invoices	\$130.00 DR
	Age		04/08/2010	11:30-12:00	JH		\$0.00 CR	\$0.00 CR	Deposits	\$0.00 CR
	Date joined	30/07/2010	31/07/2010	09:45-10:15	NR		\$0.00 CR	\$0.00 CR	Total	\$130.00 DR
Preferred Provider	Dr.Nick Riviera								Balance ag	\$130.00 DR
Fee Schedule	Standard								20.60	\$0.00 CR
Home	(03)5667 7778								30-60	\$0.00 CR
Mobile									60-90	\$0.00 CR
Address									90-120	\$0.00 CR
Guarantor	Self								120+	\$0.00 CR
RSONAL DETAILS	QUESTIONNAIRE	RECALL	DENTITI	ON ON	IMAGES		QUOTES		DUNT	GUARANTORS
	/+	R	RESTORA	TIVE	PERIO				3	E.

5.4.5.b. Select an existing quote or create a new one.



5.4.5.c.	If you create a new	v quote - adc	d procedures to	o it by clicking "	+" button.	Same as in 5.3.1.c
----------	---------------------	---------------	-----------------	--------------------	------------	--------------------

Current I	ee Schedule	Standard 🗸		
ategory		Context	Extende	d Search
Select ca	tegory	or by		
Code 🔺	Abbreviation	Description	Scheduled Fee	GST
000	NO CHARGE	Any work item without charge	\$0.00	n/a
001	FTA	Failed to attend appointment or late cancellation fee	\$120.00	?
011	COMP EXAM	Comprehensive oral examination	\$40.00	?
012	PERIODIC EXAM	Periodic oral examination	\$45.00	n/a
013	LIMITED EXAM	Oral examination limited	\$30.00	n/a
014	CONSULTATION	Consultation	\$25.00	?
015	LONG CONSULT	Consultation extended (30 minutes or more)	\$45.00	?
016	CONSULT REFER	Consultation by referral	\$35.00	?
017	CONSULT REF EXT	Consultation by referral extended (30 minutes or more	e) \$55.00	?
018	WRITTEN REPORT	Written report (not elsewhere included)	\$15.00	10%
019	I FTTER REFERRAL	Letter of referral	\$10.00	? .
		В	Scheduled Fee (\$)	\$0.00
Tooth No		Surfaces D O M	Discount(%)	0%
		L	Total Fee(\$)	\$0.00
Notes				ST inclusive

5.4.5.d. Click HICAPS button to go to the HICAPS Quotations screen.

Edit				Sugg	ested Tre	eatment	->	Quote	s						
Status	Code	Description	Tooth#	Surfaces	Note	Fee (\$)	Acce	0	0						click
Proposed	116	Enamel micro-abrasion o	34			\$65.00	pt	QUOTE							NEW QUOTI drag over
Proposed	037	Panoramic radiograph pe				\$156.00									TO DUPLICAT
Proposed	018	Written report (not elsew				\$15.00		101	AL						
Proposed	012	Periodic oral examination				\$45.00		1703	311						
								+	- 17/0	03/2011				Quote M	io. TB
								#	Status	Code	Description	Tooth#	Note	Standard Fee,\$	Total Fee
								1	Proposed	012	Periodic oral examination			\$45.00	\$45.0
								2	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.0
								3	Proposed	037	Panoramic radiograph per exposure			\$156.00	\$156.0
								4	Proposed	116	Enamel micro-abrasion per tooth	34		\$65.00	\$65.0
									Carl a series	Hibbort	1-1				
								Provide	er Dr.Julius	modert				Total	\$281.00 D
F	Status Yoposed Yoposed Yoposed	Status Code voposed 016 voposed 012 vopose	Status Code Description roppaced 11.6 Enamel micro-abrasion p roppaced 0.12 Panoramic radiolograph pe roppaced 0.12 Periodic oral examination roppaced 0.12 Periodic oral examination	Status Code Description Tooth# troppoed 116 EnameI micro-strasion p 34 troppoed 0.02 Panoramic catiograph pe 100 troppoed 0.02 Periodic oral examination 100 troppoed 0.12 Periodic oral examination <th>Status Code Description Toobh# Surfaces toopsed 116 Ename Inicro-toristion p 34 1000000000000000000000000000000000000</th> <th>Status Code Description Toth# Surfaces Note toppoed 116 Enamel micro-brainon p 34 E E toppoed 012 Periodic oral examination 34 E E toppoed 012 Periodic oral examination E E E E toppoed 012 Periodic oral examination E</th> <th>Status Code Description Tooth# Surface Note FPec (3) toopsed 116 Ename incro-torsation p 34 985.00 toopsed 0.10 Panoramic catiograph p 515.00 toopsed 0.12 Periodic oral examination \$45.00 toopsed 0.12 Periodic oral examination</th> <th>Status Code Description Tooth# Surfaces Note Pec (s) Accessing of per (s) tropposed 116 Enamelin incroduption p 34 0 000000 0 0 tropposed 0.01 Pendromin croduption p 0 0 0 0 0 0 tropposed 0.02 Periodic conditionantesion p 34 0</th> <th>Status Code Description Tooth# Surface Note Fee (9) Acce Acce Pee (9) Acce 116 éname introv-brasion p 34 355.00 315.00 315.00 315.00 315.00 345.00 345.00 315.00 315.00 345.00 345.00 345.00 345.00 345.00 317.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 <th>Status Code Description Tothe Surface Note Fee (s) Acce Acce Acce Mode Fee (s) Acce Acce Image: Comparison point of the second comp</th><th>Status Code Description Tooth# Surfaces Note Fee (b) Acce Acce Acce Acce Acce Acce Acce Acce</th><th>Statu Code Description Toolki Surface Note Pee (b) Acce Acce Acce Acce Acce Acce Acce Acce</th><th>Statu Code Description Totole Surface Note Fee (s) Acce 1100 Interminer-bracking p 1 -</th><th>Statu Code Decertipion Toolne Surface Note Per (b) Acc Propose Viposed 0119 Examination status 3 - - 650.00 - Viposed 012 Nender: conglexamination - - 650.00 - Viposed 012 Nender: conglexamination - - 640.00 - Viposed 012 Nender: conglexamination - - - -</th><th>Statu Cele Description Variante Number Number Statu Proce Processe 110 Function inclusionationationationationationationationat</th></th>	Status Code Description Toobh# Surfaces toopsed 116 Ename Inicro-toristion p 34 1000000000000000000000000000000000000	Status Code Description Toth# Surfaces Note toppoed 116 Enamel micro-brainon p 34 E E toppoed 012 Periodic oral examination 34 E E toppoed 012 Periodic oral examination E E E E toppoed 012 Periodic oral examination E	Status Code Description Tooth# Surface Note FPec (3) toopsed 116 Ename incro-torsation p 34 985.00 toopsed 0.10 Panoramic catiograph p 515.00 toopsed 0.12 Periodic oral examination \$45.00 toopsed 0.12 Periodic oral examination	Status Code Description Tooth# Surfaces Note Pec (s) Accessing of per (s) tropposed 116 Enamelin incroduption p 34 0 000000 0 0 tropposed 0.01 Pendromin croduption p 0 0 0 0 0 0 tropposed 0.02 Periodic conditionantesion p 34 0	Status Code Description Tooth# Surface Note Fee (9) Acce Acce Pee (9) Acce 116 éname introv-brasion p 34 355.00 315.00 315.00 315.00 315.00 345.00 345.00 315.00 315.00 345.00 345.00 345.00 345.00 345.00 317.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 345.00 <th>Status Code Description Tothe Surface Note Fee (s) Acce Acce Acce Mode Fee (s) Acce Acce Image: Comparison point of the second comp</th> <th>Status Code Description Tooth# Surfaces Note Fee (b) Acce Acce Acce Acce Acce Acce Acce Acce</th> <th>Statu Code Description Toolki Surface Note Pee (b) Acce Acce Acce Acce Acce Acce Acce Acce</th> <th>Statu Code Description Totole Surface Note Fee (s) Acce 1100 Interminer-bracking p 1 -</th> <th>Statu Code Decertipion Toolne Surface Note Per (b) Acc Propose Viposed 0119 Examination status 3 - - 650.00 - Viposed 012 Nender: conglexamination - - 650.00 - Viposed 012 Nender: conglexamination - - 640.00 - Viposed 012 Nender: conglexamination - - - -</th> <th>Statu Cele Description Variante Number Number Statu Proce Processe 110 Function inclusionationationationationationationationat</th>	Status Code Description Tothe Surface Note Fee (s) Acce Acce Acce Mode Fee (s) Acce Acce Image: Comparison point of the second comp	Status Code Description Tooth# Surfaces Note Fee (b) Acce Acce Acce Acce Acce Acce Acce Acce	Statu Code Description Toolki Surface Note Pee (b) Acce Acce Acce Acce Acce Acce Acce Acce	Statu Code Description Totole Surface Note Fee (s) Acce 1100 Interminer-bracking p 1 -	Statu Code Decertipion Toolne Surface Note Per (b) Acc Propose Viposed 0119 Examination status 3 - - 650.00 - Viposed 012 Nender: conglexamination - - 650.00 - Viposed 012 Nender: conglexamination - - 640.00 - Viposed 012 Nender: conglexamination - - - -	Statu Cele Description Variante Number Number Statu Proce Processe 110 Function inclusionationationationationationationationat

5.4.5.e. Click "Submit" button in the Quote Claim window to submit the quote to HICAPS.

Quote	Claim for M	Ir Harvey, Harlington									
	I	Health Fund Patient # 01	Acc	:ount#			Member II		Expiry	Date	
		Quote # 000168	Date 1	7/03/201	L		Provider	DENTIST (055419	91A)	•	
#	Code	Description		Tooth#	Surface s	Note		Fee,\$	Benefit,\$	Gap,\$	Response Code
1	012	Periodic oral examination						\$45.00			
2	018	Written report (not elsewhere included)						\$15.00			
3	037	Panoramic radiograph per exposure						\$156.00			
4	116	Enamel micro-abrasion per tooth		34				\$65.00			
		¢	uotation only v	alid at the tir	ne of proc	essing (17/03	3/2011 6:09	PM)			
Quot	e Amount	\$281.00 DR		Quote Be	nefit				Q	uote Gap	
Pri	nt									Close	Submit

5.4.5.f. Follow the prompt to swipe the card in the terminal.





5.4.5.g. Once the transaction is complete, the results of the claim are displayed in the Quote Claim screen

	Heal	th Fund Patient # 01	Account	*			Member	ID 12345678		Expiry Date	5012	
		Quote # 000168	Date 17/0	3/2011			Provider	DENTIST (0554191	A)]	
#	Code	Description		Tooth#	Surfa ces	Note		Fee,\$	Benefit,	\$ G	ap,\$	Response
1	012	Periodic oral examination						\$45.00	\$22.50	\$2	2.50	00
2	018	Written report (not elsewhere included)						\$15.00	\$7.50) \$	7.50	00
3	037	Panoramic radiograph per exposure						\$156.00	\$78.00	\$7	8.00	00
4	116	Enamel micro-abrasion per tooth		34				\$65.00	\$32.50	\$3	2.50	00
			Quetation enhumed	at the time	of nuc-	analana (47	(02/2011 6-	7.04				
ote	Amount	\$281.00 DR	Quotation only Valid a	ote Benefi	s \$14	0.50 CP	/03/2011 6:1	(7 PM)	c	Duote Gap	\$140	50 CR

Note: The Quote claim is not saved as the results of it are only valid immediately.

5.4.5.h. To print the quote out, click "Print" button.

Que	ote #	000168			e	pra	κτι	K
Descri	ption:						Lizard Software	PtyL
6	a start	17 14-11 2014					Trading as I	Prakti
5	ietetus:	Proposed					17a Frase	aven
							Ph: (03) 98	07 98
Ad	atient: idress:	Mr Harvey, Harlington			5	mail: reception16	Fax: (03) 64 glizard-dental2	56 89
						Web: ww	rw lizard-dentai	Loom
Health	Fund:	NA						
Follow If you	Mr Harli ving our have an	ngton Harvey, consultation/examination, please fin ny questions or concerns, please do i	d below a not hesita	quote for the prop le to contact our a	osed treatment. urgery.			
•	Code	Description	Tooth#	Note	Amount	Benefit	Gap	Res
1	012	Periodic oral examination			\$45.00	\$22.50	\$22.50	00
2	018	Written report (not elsewhere			\$15.00	\$7.50	\$7.50	00
3	037	Panoramic radiograph per exposure			\$156.00	\$78.00	\$78.00	00
4	116	Enamel micro-abrasion per tooth	34		\$65.00	\$32.50	\$32.50	00
						Gag	p: \$1	40.50
Notes								
Notes Termo Quo	: s and Co otation	nditions: In only valid at the time of	proces	sing (17/03/2	2011 6:19 PM	,		

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5.4.5.i. Claiming large quotes that exceed the maximum number of claimable items in one go.
If the number of items in a quote is larger than the maximum number allowed for submission by a health fund, such quote will have to be done in several transactions.
The initial sequence of actions is the same as in 5.4.5.d thru 5.4.5.e. Click "HICAPS" button.

.0									Prakt	ika - Onli	ne Dental	Practice Management				
Þ	<u>م</u>	0+	e https://praktika/pnaviga	tor.html?	debug=true								¢ Q•	Google		
	iGoogle P	aktika 🔻	FindStuff													
otatio	ns for Mr Ha	rvey, Harli	ngton													
	- rate						Treatment		Quoter							
	Ctature	Co do	Deservation	Teethe	e.	aggesteu	Treatment		Quotes	400						
*	Status	Code	Description	Tooth#	Surfaces	Note	Fee (\$)	pt	U INTE	169	00075	8				click NEW QUOTE
1	Proposed	016	Consultation by referral				\$35.00		goo re		QUUTE .					or drag here
2	Proposed	016	Consultation by referral				\$35.00	<u> </u>								10 0011
3	Proposed	016	Consultation by referral				\$35.00		1702		170211					
	Proposed	016	Consultation by referral				635.00		1703		mosti					
6	Proposed	016	Consultation by referral				\$35.00									
7	Proposed	016	Consultation by referral				\$35.00									
8	Proposed	016	Consultation by referral				\$35.00									
9	Proposed	016	Consultation by referral				\$35.00									
10	Proposed	018	Written report (not elsewhere i				\$15.00									
11	Proposed	018	Written report (not elsewhere i				\$15.00									
12	Proposed	018	Written report (not elsewhere i				\$15.00		(+)-	17/	03/2011	Large Quote			Quo	te No. 0001
13	Proposed	018	Written report (not elsewhere i				\$15.00							Luci I		
15	Proposed	018	Written report (not elsewhere i				\$15.00			Status	Code	Description	Tooth#	Note	Standard Fee.\$	Total Fee,\$
16	Proposed	018	Written report (not elsewhere i				\$15.00		1	Proposed	012	Periodic oral examination			\$45.00	\$45.00
17	Proposed	018	Written report (not elsewhere i				\$15.00	- T	2	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
18	Proposed	018	Written report (not elsewhere i				\$15.00		3	Proposed	037	Panoramic radiograph per exposure			\$156.00	\$156.00
19	Proposed	014	Consultation				\$25.00		4	Proposed	116	Enamel micro-abrasion per tooth	34		\$65.00	\$65.00
20	Proposed	014	Consultation				\$25.00		5	Proposed	014	Consultation			\$25.00	\$25.00
21	Proposed	014	Consultation				\$25.00		6	Proposed	014	Consultation			\$25.00	\$25.00
22	Proposed	014	Consultation				\$25.00		7	Proposed	014	Consultation			\$25.00	\$25.00
23	Proposed	014	Consultation				\$25.00		8	Proposed	014	Consultation			\$25.00	\$25.00
29	Proposed	014	Consultation				\$25.00	-	9	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
25	Proposed	014	Consultation				\$25.00		10	Proposed	014	Consultation			\$25.00	\$25.00
27	Proposed	014	Consultation				\$25.00		11	Proposed	014	Consultation			\$25.00	\$25.00
28	Proposed	012	Periodic oral examination				\$45.00	- T	12	Proposed	014	Consultation			\$25.00	\$25.00
29	Proposed	018	Written report (not elsewhere i				\$15.00		13	Proposed	014	Consultation			\$25.00	\$25.00
30	Proposed	037	Panoramic radiograph per expo				\$156.00		14	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
31	Proposed	116	Enamel micro-abrasion per too	34			\$65.00		15	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									16	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									17	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									18	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									19	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									20	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									21	Proposed	014	Consultation			\$25.00	\$25.00
									22	Proposed	018	Written report (not elsewhere included)			\$15.00	\$15.00
									23	Proposed	016	Consultation by referral			\$35.00	\$35.00
									24	Proposed	016	Consultation by referral			\$35.00	\$35.00
									25	Proposed	016	Consultation by referral			\$35.00	\$35.00
									Provider	Dr.Julius	Hibbert	· ·			Total	\$956.00
									Regul	lar 🔘 M	ulticholoe					Accept
									🛒 Pr	int			+ HICAPS		Cancel	ок

5.4.5.j. Click "Submit " button to submit the quote to HICAPS.

		Quote # 000169 Date	e 17/03/2	7/03/2011 Provider DENTIST					TIST (0554191A)		
e	Code	Description	Tool	:h# S	Surfa ces	Note		Fee,\$	Benefit,\$	Gap,\$	Respons Code
	012	Periodic oral examination						\$45.00			
2	018	Written report (not elsewhere included)						\$15.00			
8	037	Panoramic radiograph per exposure						\$156.00			
ŧ.	116	Enamel micro-abrasion per tooth	34					\$65.00			
5	014	Consultation						\$25.00			
5	014	Consultation						\$25.00			
·	014	Consultation						\$25.00			
8	014	Consultation						\$25.00			
	018	Written report (not elsewhere included)						\$15.00			
D	014	Consultation						\$25.00			
1	014	Consultation						\$25.00			
2	014	Consultation						\$25.00			
3	014	Consultation						\$25.00			
4	018	Written report (not elsewhere included)						\$15.00			
5	018	Written report (not elsewhere included)						\$15.00			
6	018	Written report (not elsewhere included)						\$15.00			
7	018	Written report (not elsewhere included)						\$15.00			
8	018	Written report (not elsewhere included)						\$15.00			
9	018	Written report (not elsewhere included)						\$15.00			
0	018	Written report (not elsewhere included)						\$15.00			
1	014	Consultation						\$25.00			
2	018	Written report (not elsewhere included)						\$15.00			
3	016	Consultation by referral						\$35.00			
4	016	Consultation by referral						\$35.00			
5	016	Consultation by referral						\$35.00			
6	016	Consultation by referral						\$35.00			
7	016	Consultation by referral						\$35.00			
8	016	Consultation by referral						\$35.00			
9	016	Consultation by referral						\$35.00			
0	016	Consultation by referral						\$35.00			
		Quotation of	nly valid at th	e time o	of pro	cessing (17	/03/2011 6:	32 PM)			
ote	Amount	\$956.00 DR	Quote	e Benefi	it					Quote Gap	

- 5.4.5.k. Follow the prompt to swipe the card. Part of the quote will be processed.
- 5.4.5.l. To process the rest of the quote you need to click "Submit" button again.

HICAPS	
\odot	To process the rest of the quote, please click on Submit button again!
	ок

5.4.5.m. The terminal will print out the quote in several screens, but in Praktika it will appear as a single entity.

	riedit		Accodite#			Membe	12343078		capity Date 501	•
		Quote # 000169	Date 17/03	/2011		Provider	DENTIST (05541	91A)	•	
# Co	ode	Description	T	ooth#	Surfa ces	Note	Fee,\$	Benefit,\$	Gap,\$	Response Code
L 01	12	Periodic oral examination					\$45.00	\$22.50	\$22.50	00
01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
3 03	37	Panoramic radiograph per exposure					\$156.00	\$78.00	\$78.00	00
4 11	16	Enamel micro-abrasion per tooth		34			\$65.00	\$32.50	\$32.50	00
5 01	14	Consultation					\$25.00	\$0.00	\$25.00	01
5 01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
0 01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	14	Consultation					\$25.00	\$0.00	\$25.00	01
2 01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	14	Consultation					\$25.00	\$0.00	\$25.00	01
01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
i 01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
3 01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
9 01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
0 01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
L 01	14	Consultation					\$25.00	\$0.00	\$25.00	01
2 01	18	Written report (not elsewhere included)					\$15.00	\$7.50	\$7.50	00
3 01	16	Consultation by referral					\$35.00	\$17.50	\$17.50	00
	16	Consultation by referral					\$35.00	\$17.50	\$17.50	00
01	16	Consultation by referral					\$35.00	\$17.50	\$17.50	00
01 6 01		Consultation by referral					\$35.00	\$17.50	\$17.50	00
4 01 5 01 5 01	16						\$35.00	\$17.50	\$17.50	00
10 10 10 10	16 16	Consultation by referral					\$33.00			
4 01 5 01 5 01 7 01 1 01	16 16 16	Consultation by referral					\$35.00	\$17.50	\$17.50	00
	16 16 16	Consultation by referral Consultation by referral Consultation by referral					\$35.00	\$17.50 \$17.50	\$17.50 \$17.50	00

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5.5. Error Handling

In case a particular HICAPS transaction or a set was not processed, you will be prompted with the Error processing HICAPS claim window. A possible cause of error will be displayed in the Note section. Correct the condition that may have caused the error and resubmit the claim or payment.

#	Code	Tooth#	Fee	Benefit	Response Code	Note			
1	511	23	\$100.00	\$0.00	10	Item number invalid			
2	013		\$30.00	\$0.00	10	Item number invalid			

6. Making Medicare Easy Claims through HICAPS Terminal with Praktika

6.1. Setting up the patient file for Medicare processing

- 6.1.1. Go to the Patient's Personal Information screen and make sure the following data are entered:
 - Medicare Number
 - Doctor's Name
 - Provider No.
 - Referral No.
 - Referral Date.

Personal Details			
Title	Miss v 🔿 Male 💿 Female	Medicare No. 3950 06003 1 1	Patient No.
Last Name	Yarraville	DVA No.	100019
First Name	Mary	Medical Doctor (GP) Details	
Date of Birth	dd/mm/yyyy	Doctor's Name Referring GP name	CLICK HERE
Preferred Name		Provider No. 2147561K	TO UPLOAD PATIENT'S
Home Phone		Telephone	IMAGE
Mobile	0423 112 341	Street Address	
Work Phone		Suburb	
Emergency Contact		Postcode State 🔻	
Emergency Phone		Referral No. 123456	
Address		Referral Date 04/12/2012	
Suburb			
Postcode	State	Dr Simon Waltersong	
		Default Fee Schedule Medicare 🔻	
Email		Patient status Current 🗸	
Occupation		Patient Sharing Share Patient File	
Company		Home Practice Test practice - 1(Hawthorn)	
Health Fund	#	Place in Non Recall List	
HF Membership No.	Expiry Date dd/mm/yyyy	Turnendent Natas	
Preferred Method o	f Contact		Cancel
✓ Telephone S	MS Email Letter/Mail		Undate
			opulle

6.2. Appointment creation and completion stage

Follow steps from 5.3 through 5.3.1.j (pp 12-16) of the current manual to see how to create appointments, add treatment, complete the appointments and enter payment via the HICAPS terminal. It is exactly the same as in making the Health Funds claims.

When adding the treatment it is advisable to use a Medicare Fee Schedule as it contains the precedure code applicable to the Medicare Claims. If you have not got a Medicare Fee Schedule - create one by clicking on the New Fee Schedule button in the Management Section and choose one of the Medicare types.



v Fe	e Schedule name:	Medicare General								
#	Name		Description							
1	ADA		Australian Dental Association - Australian Schedule of Dental Services							
2	Medicare:General	(85xxx)	Services by eligible general dental practioners (Medicare items 85011 - 85986)							
3	Medicare:Specialis	sts (86xxx)	Services by eligible dental specialists (Medicare items 86012 - 86986)							
4	Medicare: Prosthet	ists (87xxx)	Services by eligible dental prosthetists (Medicare items 87011 - 87777)							
5	DVA:General		Department of Veteran Affairs services by eligible general dental practioners							
6	DVA:Specialists		Department of Veteran Affairs services by eligible dental specialists							
7	DVA:Prosthetists		Department of Veteran Affairs services by eligible dental prosthetists							
8	Custom		Custom codes fee schedules							
9	VEDS		Victorian Emergency Dental Scheme							
10	Medicare:Cat 1 - /	Attendances	Medicare Category 1 - Professional Attendances							
11	Medicare: Anaesth	esia	Medicare items for anaesthesia, assistance at anaesthesia							
12	Medicare:Cleft lip	and palate, Cat 7 (7	Medicare items for cleft lip and cleft palate services, category 7 (Medicare items 75xxx							
_										

There are 6 various Medicare related fee schedules. Select an appropriate one.

IMPORTANT: Medicare treatment procedures must have an index (code) that starts with 8 and has 5 digits. Standard ADA codes will be rejected during a Medicare Easy Claim.

6.3. Making the Medicare Easy Claim at the completed appointment

6.3.1. Once an appointment has been completed, press the HICAPS button in the Payment section.

Appoir	ntment Details	1									×
Date	04/12/2	012 Time from 2:45 P	M to 3	3:00 PM					Provider	Dr Simon Walte	ersong 🔻
		Miss Yarra	ville, M	ary						👔 PATI	ENT FILE
2	4			<u>04</u>	23 112 341					+) CL BH	AL NOTES
		Health Fund: N	I/A	Fee Sch	edule: Medicar	e				CLINIC	AL NOTES
#	Code	Description	Tooth #	Surfaces	Note	Discoun t (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85012	Periodic oral examination				0%	n/a	\$80.00			
Payn	Payments & Adjustments Total \$80.00 DR										
+	- Com	bined Pay 🕀 HICAPS					Tax Invo	ice # 001076		Miss Yarravili	e, Mary 🔻
Dat	:e •	Description	r	lotes		RRN			Ref#	Amo	ount(\$)
04,	/12/2012	Cash								0 \$80.	00 CR
Bala	nces: To	otal \$60.00 DR	Fees \$6	0.00 DR			De	posits \$0.00 C	R	Today's \$	0.00 CR
+											<u>^</u>
											¥
UnC	omplete	Print Tax Invoice								Cancel	ок

6.3.2. In the HICAPS Payment and Claims screen click on Medicare Easy Claim button.

		Patient #	Health Fund		Account#			Me	ember ID		Expires	
	Tax In	voice # 1076	Date 04/12/201	2	Provider	MEDDEN	T (2149381Y)			Merchant	HBF & GMF	MELBOURNE AU 🗸
#	Code	Provider	Description	Tooth #	Surfaces	Note	Discour (%)	t GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code
1	85012	SW(2149381Y)	Periodic oral examination				0%	n/a	\$80.00			
								otal Fees	\$80.00 DR	Total Benefit	\$0.00 CR	Total Gap \$80.00 D
Data		- Description		Notor				N		Bof#		Amount/#
04	/12/2012	Cash		Notes				N		Kei#	0	\$80.00 CR
aland	es: Tot	al \$60.00 DR	Fee	\$60.00 DI	2			c	Deposits \$0.00	CR		Today's \$0.00 CF

6.3.3. A screen will popup with a choice of claim types: Fully Paid, Part Paid, Unpaid, Bulk Bill.

6.3.4. If NO OTHER PAYMENT was entered in the appointment payment section, only two choices will be active: Unpaid and Bulk Bill

Medicare Easy Claim Details									
Medicare Card Numbe	er: 3950 0	3950 06012 1							
Patient	# 1	Mary							
Claim Type: 🔵 Fully	Paid 🔵	Part Paid	🔵 Unpaid	• Bulk Bill					
			Cancel	ОК					

6.3.5. If the appointment was FULLY PAID, the only available choice displayed will be: Fully Paid

Medicare Easy Claim Details	
Medicare Card Number:	3950 06012 1
Patient#	1 Mary
Claim Type: Fully Pa 	nid O Part Paid O Unpaid O Bulk Bill Cancel OK

6.3.6. If the appointment was PARTIALLY PAID, i.e. there is an outstanding balance, the only available choice will be: Part Paid

Medicare Easy Claim Details	
Medicare Card Number:	3950 06012 1
Patient#	1 Mary
Claim Type: O Fully Pa	id 💿 Part Paid 🔵 Unpaid 🔵 Bulk Bill
	Cancel OK

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- 6.3.7. Press OK. You will then be prompted to swipe the card at the terminal.
- 6.3.8. If Bulk Bill:



6.3.9. If Fully Paid. Swipe Patient's Credit or EFTPOS card: The funds will be transferred to the Patient's account linked to the card.



6.3.10. If Unpaid or Part Paid the data is submitted to Medicare and the paitient will receive a cheque in mail.

		Patient #	Health Fund		Account#			M	lember ID		Expires		
	Tax Ir	nvoice # 1066	Date 27/11/2012	2	Provide	er MEDD	ENT (2149381Y	0	•	Mer	chant HBF & GMF	MELBOURNE AU	
¥	Code	Provider	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code	
1	85022	SW(2149381Y)	Intraoral periapical or bitewing radiograph per exposure				0%	n/a	\$100.00				
							т	otal Fee	s \$100.00 DR	Total Be	enefit \$0.00 CR	Total Gap \$100.00	
te 🔻		• Description		Notes	Notes			RRN			ef#	Amount	
27/11/2012		Medicare	Medicare			s to be re	cived by				101149	\$0.00 C	
27	/11/2012	Cash									101148	\$100.00 C	
200	es: Tot	al \$266.20 DR	Fees	\$266.20	DR				Deposits \$0.0	O CR		Today's \$0.00	

6.3.11. For Bulk Bill claims where the fee is higher than the Medicare rebate, a special adjustment will be entered automatically to balance up the Appointment total.

		Patient #	Health Fund	Account#			М	ember ID		Expires			
	Tax In	voice # 1072	Date 04/12/2012	Provide	MEDDEN	VT (214938)	lY)	•	Mer	chant HBF & GMF	MELBOURN	NE AU 🔻	
#	Code	Provider	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee (\$)	Benefit,\$	Gap,\$	Resp Code	
1	85012	SW(2149381Y)	Periodic oral examination				0%	n/a	\$60.00	\$33.60	\$26.40	00	
						т	otal Fees \$6	60.00 DR	Total Be	enefit \$33.60 CR	Total G	ap \$26.40 I	
Date v Description Note					otes			RRN				Amount(\$)	
04	/12/2012	Medicare		Bulk Billed claim, benefit assigned to provider			00812120412580204478912M			101155		\$33.60 CR	
04/12/2012		Medicare Bulk	Bill adjustment	Medicare bulk bill claim adjustsment						-		\$26.40 CR	
lan	ces: To	tal \$0.00 CR	Fees \$	0.00 CR			D	eposits :	\$0.00 CR		Today	/'s \$0.00 C	

6.4. Medicare Claim Error Handling

For explanations and instructions reguarding the Medicare Easyclain error codes returned by the HICAPS terminal, please follow the instructions in the "Medicare Easyclaim Return Codes" brochure that can be found at the following link: http://www.medicareaustralia.gov.au/provider/medicare/claiming/easyclaim/files/medicare-easyclaim-return-code-list.pdf or download the brochure from the Praktika Website - Essential Downloads page.

