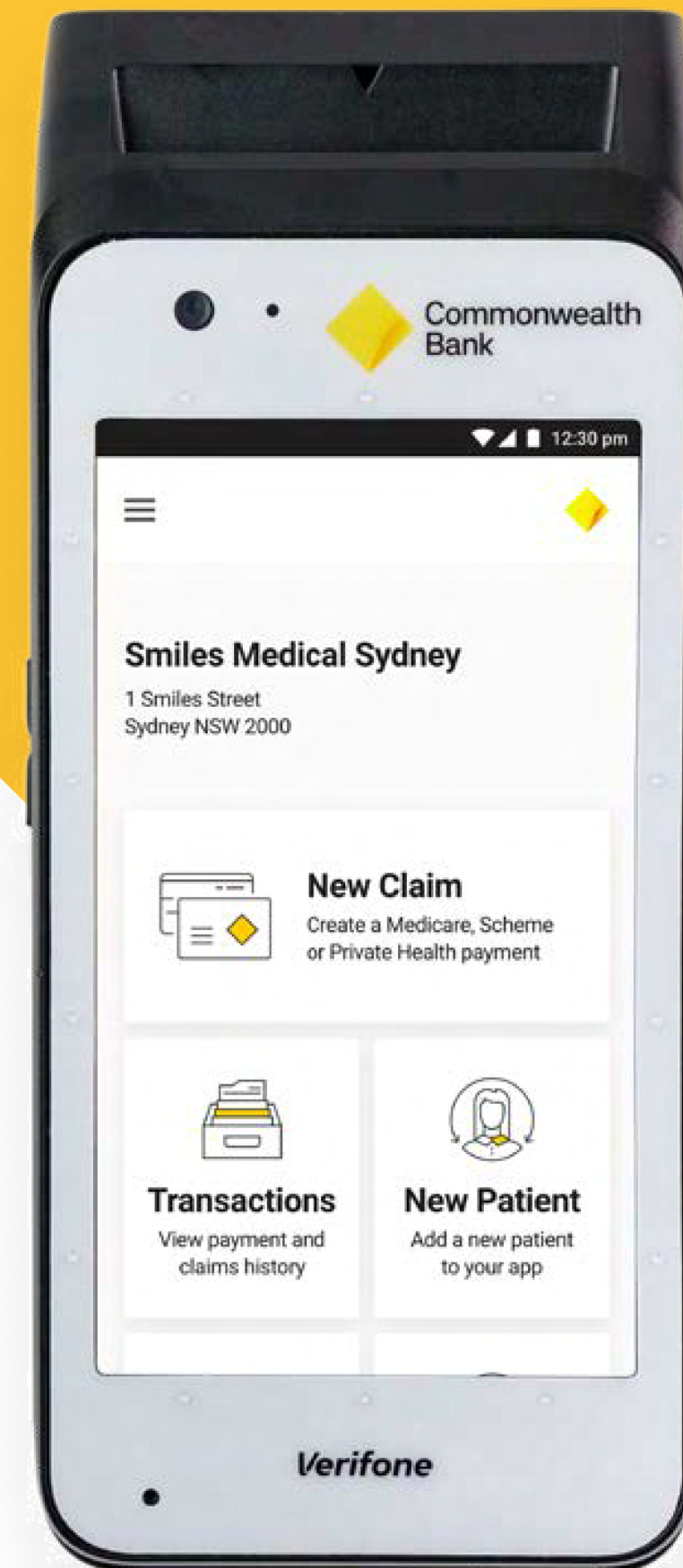


CommBank Smart Health Onboarding Guide

June 2022



Introduction

Thank you for choosing CommBank Smart Health. You will soon receive your Smart Health terminal. Before you begin claiming on your Smart Health terminal/s, there are additional steps for you to complete.

This user guide will provide step-by-step instructions to complete the set-up.

Checklist

- ☐ Login to Smart Health Hub
- ☐ Review Business Details / contact info
- ☐ Add providers
- ☐ Link Terminals
- ☐ Integrate with your PMS (Optional)
- ☐ Add Patients

Before you start you will need to ensure that

1. Your staff are aware of upcoming delivery of the terminal.
This ensures that the terminal delivery occurs at the scheduled date and time.
2. When the Smart Health terminal arrives
 - a. Wi-Fi setting must be enabled on your terminal.
 - b. Locate the Smart Health App by navigating to apps installed on your terminal.

Login

1. Log in with your Username and Temporary Password

- Visit the Smart Health Hub login page, and log in using the username and temporary password you received in the email, then click Login.
- Your username and password will expire after 28 days. After log in, you must then change your password.

Login to CommBank Smart Health Hub

Email address

Password

[Forgot Password?](#)

[Create your Account](#)

Login

Smart Health Hub

Your username is: **{username}**

Your password is: **{####}**

Please note, these credentials will expire after 28 days.


Email

Change Password

2. Change your Password

- You'll receive a prompt after you first log in.
- At a later date, should you wish to reset your password, go to the CommBank Smart Health login page then click the Forgot Password link, shown in the previous image.

Your new password must contain six characters, including one upper and one lower case letter, one number and a special character (e.g. !@#\$%^&*).



Reset Password

Please enter your email address and we will send you instructions to reset your password.

Email address

Next

Your verification code

You've recently requested password reset for access to CommBank Smart Health Hub. Please use the below verification code to reset your password.

Your verification code is: {####}

Email

3. Accept the Terms and Conditions

- After reading the Terms and Conditions, scroll to the end, check the boxes and click Accept.
- You can access a copy of the Terms and Conditions via a link in the hub’s footer at any time, or via the Support page in the hub.

Schedule 2 - Third Party Service Terms - Dedalus Health Claims Terms and Conditions

TERMS & CONDITIONS (“TERMS AND CONDITIONS”)

1. INTRODUCTION

1.1 HealthClaims has two parts – electronic communications provided by Dedalus (“Claims Service”) and health claims processing provided by the Health Funds (“Processing Service”).
If You make an Application for HealthClaims and the Application is accepted:
(a) Dedalus will provide You with the Claims Services to Your Terminal in accordance with these Terms and Conditions and the Application; and
(b) the Health Funds will provide You with the Processing Service.

1.2 You will:
(a) comply with the detailed procedure for the operation of HealthClaims set out in the User Guide; and
(b) co-operate as reasonably required by Dedalus and the Health Funds for the successful implementation and operation for HealthClaims.

1.3 Dedalus enters the Agreement on its own behalf for the Claims Service, and will use commercially reasonable efforts to fulfill its obligations in a timely manner.

1.4 The Application must be signed by a Provider or by a person with authority to sign on behalf of a Provider. That signature will bind all Providers listed in the Application and the person signing warrants that the Providers on whose behalf he or she has signed have agreed to these Terms and Conditions.

1.5 All terms in capital letters are defined in clause 11(Definitions).

2. NOT USED

3. THE HEALTH FUND’S CLAIM OBLIGATIONS

3.1 The Health Funds will process Claims in accordance with:
(a) their internal procedures and the terms of their policies with their Members: and

- ☐ I agree to the above Dedalus Health Claims Terms and Conditions
- ☐ I declare that I legally represent Smiles Medical

Decline

Accept

Business Details

4. Review the Business Details

- From the Home page, click the Business tab on the menu at left and review the pre-loaded company details in the Business Details tab.
- Then click the Bank Account Detail tab, to the right of the Business and review the Bank Account Details.

Business Details

Bank Account Details

Business ABN

12 345 678 910

Organisation Name

Smiles Medical

☐ Registered for GST

Company Address*

1 SMILES STREET, SYDNEY, NSW 2000

Contact Name*

Sonny Day

Contact Date of Birth*

Home

Business

Practices

Patients

Transactions

Practice Details

5. Review the Practice Details

- Click the Practices tab on the menu at left.
- To check that the Practice Details you provided at registration are correct, click on the relevant practice name.
- Review if the Practice Details you provided at registration are correct.

Note: If any details require update, please contact Smart Health Specialist team on 1800 222 484 or via emailing health.onboarding@cba.com.au

Practice Details

Providers

Terminal

PMS

Administrators

Home

Business

Practices

Patients

Transactions

Practice Name

Smiles Medical Sydney

Practice Address

1 SMILES STREET, SYDNEY, NSW 2000

Practice Phone Number

This number will be printed on your Practice receipts

Practice Fax Number

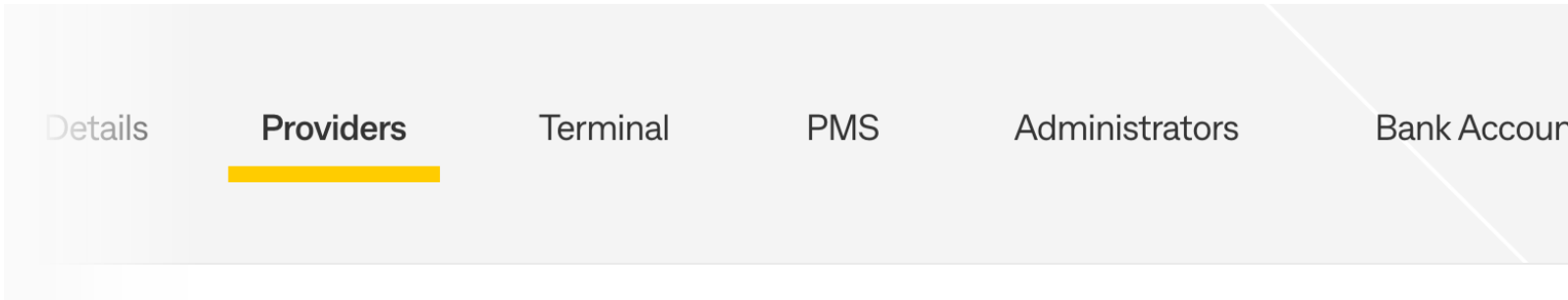
Practice Contact Email

Providers

6. Add Providers

- To add a provider, navigate to Practice Details tab and then select Providers.
- You can search for Provider Number in the search field.

Note: Search for a Provider is only available where their details are published in Whitecoat Directory. Alternatively, you can use 'Add Provider Manually' option.



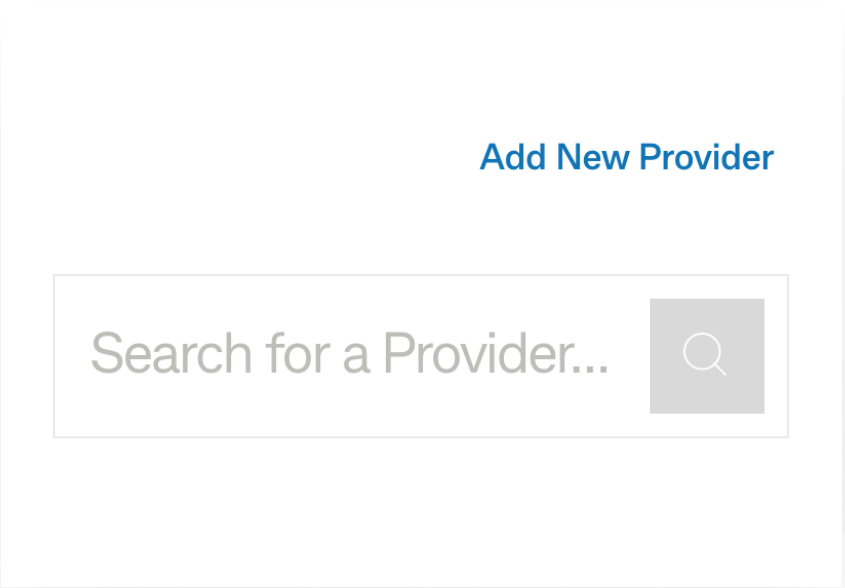
< Add New Provider

Please enter your provider number below to search

Search by Medical Provider Number 

The lookup tool will compare the Provider Number and Practice Address input and return any matches.

[Add Provider Manually](#)



7. Add Providers Manually

- Attach a copy of each Provider's confirmation of registration for this practice and modality via one of the following acceptable methods;
 - A Medicare Australia Provider Letter for the Registered Address of the Practice, or
 - A Print out of the HPOS Medicare Registration Status for the Registered Address of the Practice with Date/ Time of access visible or
 - A Medibank Private Provider Letter for the Registered Address of the Practice AND a current Certificate of registration from each Provider's professional association.

Medicare Registration Letter or HPOS* printout

Audiology, Chiropractors, Dietitians, Dentists, Dental Prosthetists Dental Specialists, Optometrists, Optical Dispensers, Occupational Therapists, Osteopaths, Physiotherapists, Podiatrists, Psychologists, Speech Pathologists, Exercise Physiologists, General Practitioner, Nurse Practitioner

Medibank Registration Letter / Association Registration Letter

Acupuncturists, Remedial Massage Therapists, Myotherapists, Counsellors

*Health Professional Online Services (HPOS) printout MUST show date / time of access stamp.

Practice Details

Providers

Terminal

PMS

Administrators

< Add New Provider

First Name*

Last Name*

Practice

Please enter your provider number below to search

Search by Medical Provider Number

Q

The lookup tool will compare the Provider Number and Practice Address input and return any matches.

Add Provider Manually

Medibank Private Provider Number*

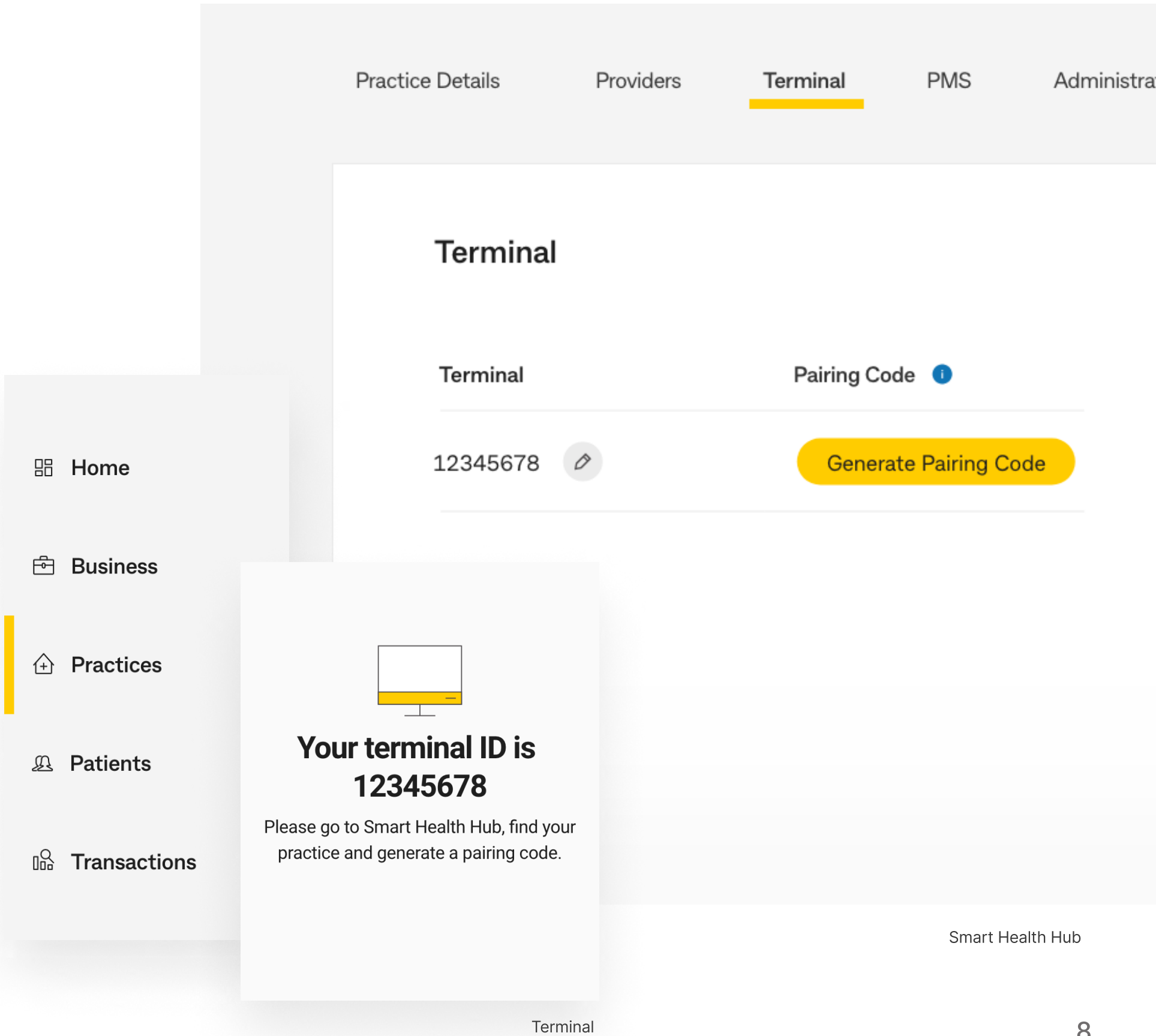
Smart Health Hub

7

When the terminal arrives

8. Link Terminals

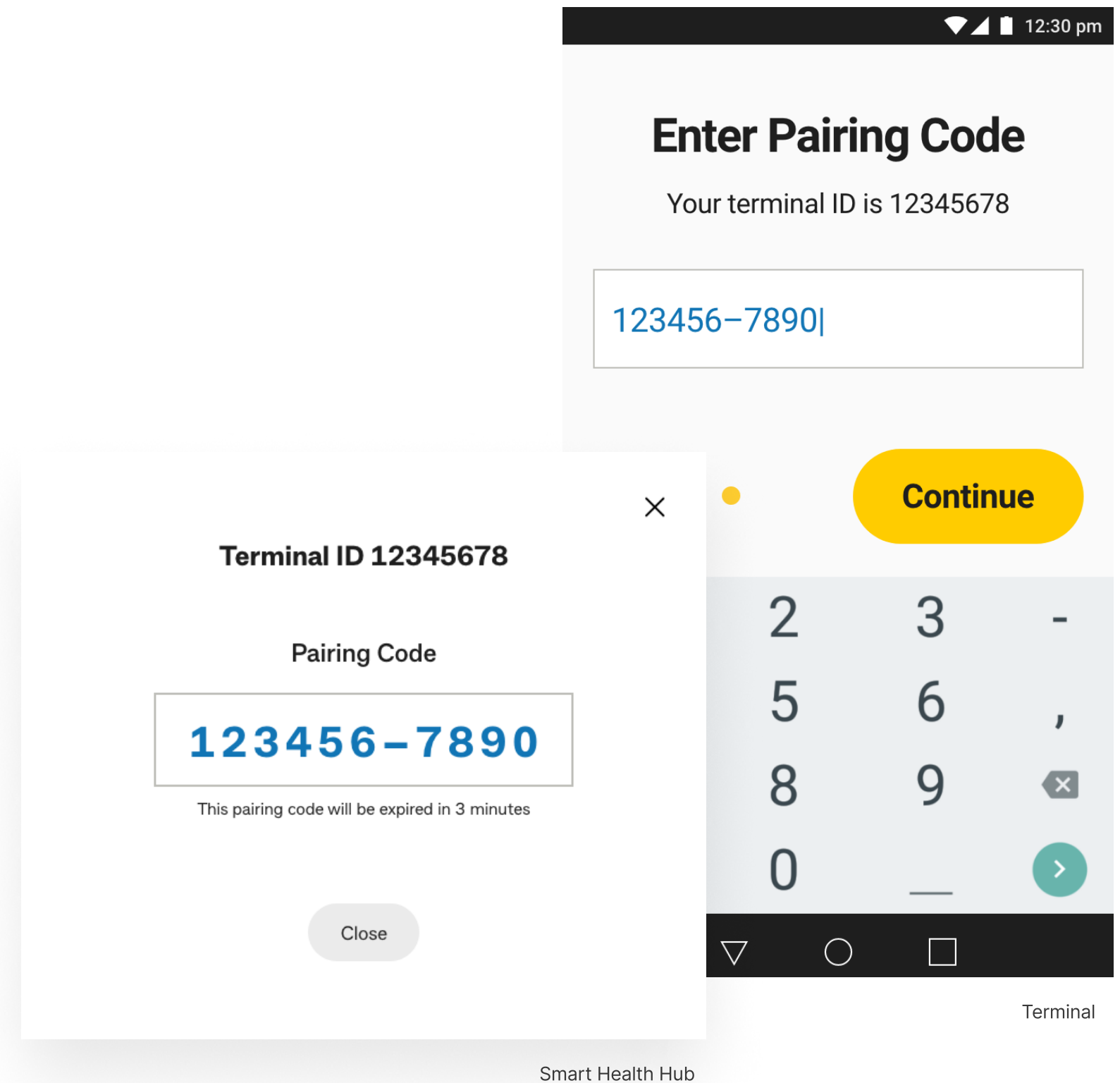
- To link a terminal, from a Practice Detail page, click the Terminal tab in the top menu. Then identify the terminal in front of you using the Terminal ID provided upon delivery.
- Click the Generate Pairing Code button from the list where your terminal ID is showing.



Terminals

9. Enter Pairing Code

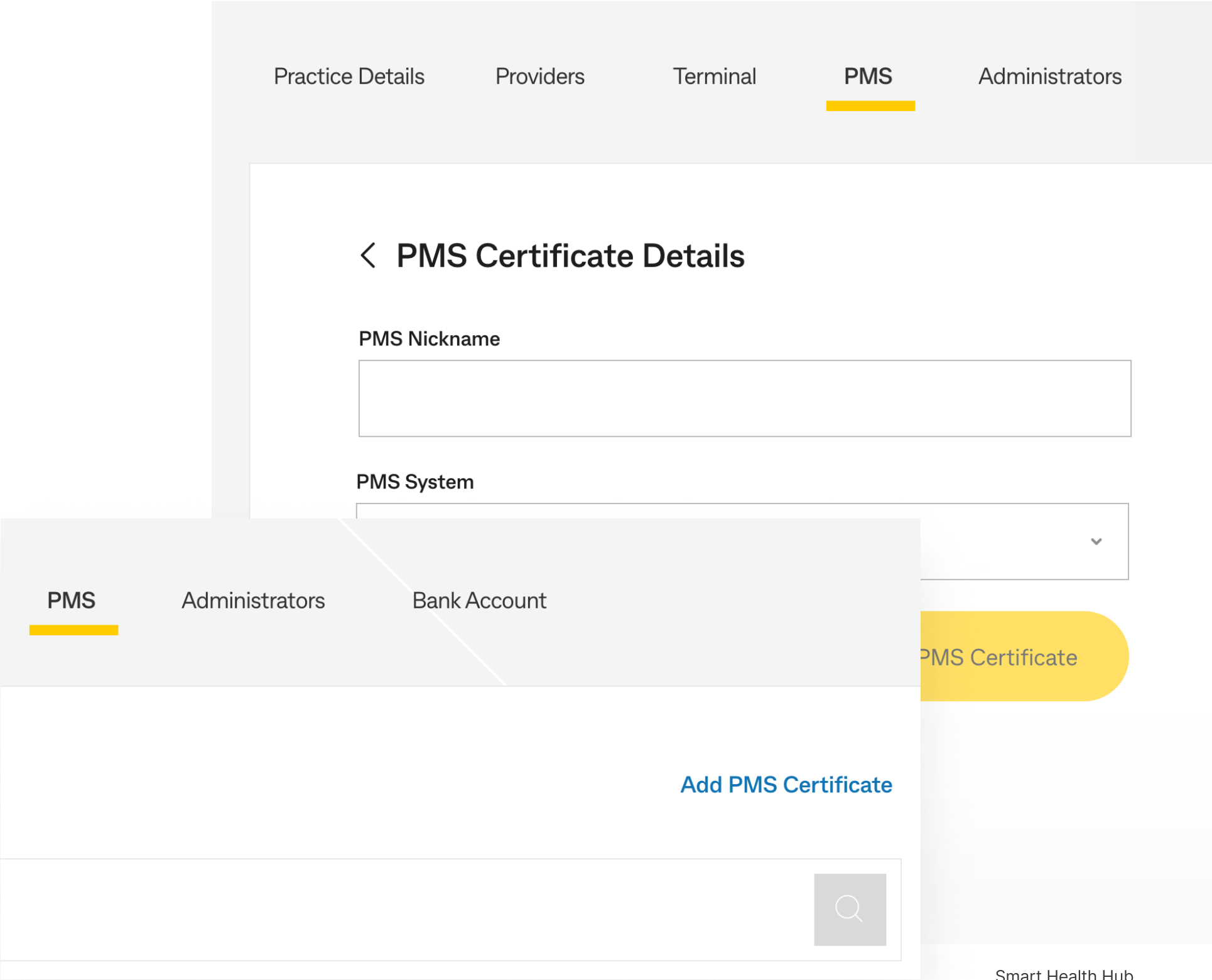
- Enter the Pairing Code from Smart Health Hub into the textbox on the terminal then Continue.
- Once the terminal is successfully paired, Home screen will appear on the terminal.



10. Link your Practice Management System (PMS)

- To link your PMS, from a Practice Detail page, click the PMS tab in the top menu then click Add PMS Certificate at top right
- Add PMS Certificate Details.

If your PMS cannot yet be integrated with our CommBank Smart Health Hub, you're using the Smart Health App on the terminal in standalone mode, please disregard this section.



11. Add PMS Integration Key and PIN into your PMS

- After filling the fields, refresh the PMS page. The status will change to “Provisioned”.
- When it says “Provisioned” copy and paste your PMS Integration Key, User Key (this is automatically generated for you) and PIN into your PMS.

Practice Details

Providers

Terminal

PMS

Administrators

< PMS Certificate Details

PMS Nickname

SmilesMedical Sydney

PMS System

D4W

PMS Version

Version 2.3

PMS Integration Key

000D3ACAB601

Add PMS Certificate

Smart Health Hub

Patients

12. Add Patients

- From the Home page, click the Patients tab at left. Then click on the Add New Patient in the top right hand corner of the page.
- On the Add New Patient page, fill in patient details, including First Name, Last Name, Date of Birth, Mobile Number and Email address. Then click Save.

This is only required for standalone mode. This will assist with easy reconciliation and exception matching.

Patients / Add New Patient

Home

Business

Practices

Patients

Transactions

Patient Details

First Name*

First Name*

Date of Birth

Mobile Number*

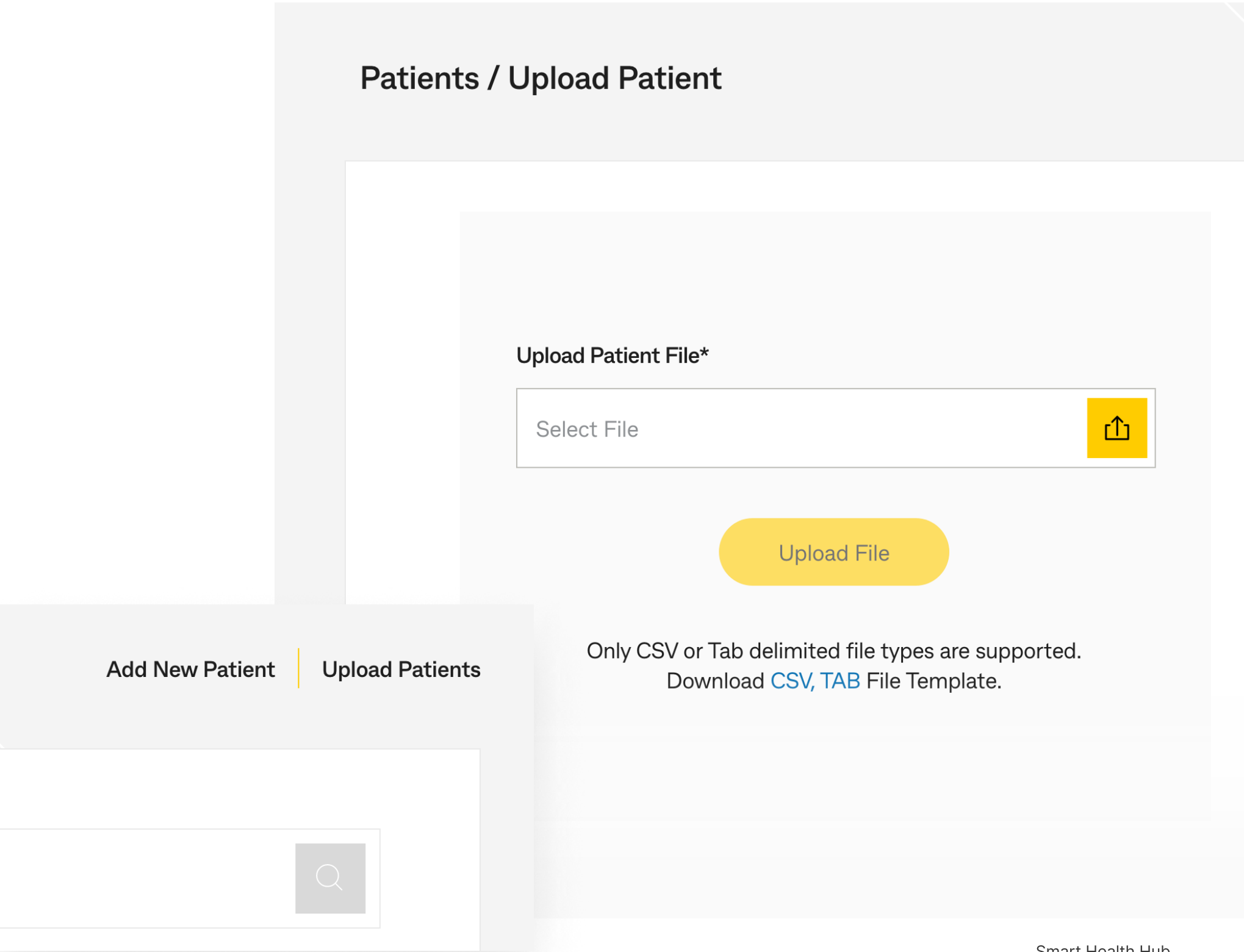
Email Address

13. Upload Patients

- To Upload Patients, click on Upload Patients in the top right hand corner of the Patients page.
- Click the Upload arrow button to select a file, and Upload File to upload the selected file.

This can be a CSV or Tab delimited file type, as shown above, and must include a patient's First Name, Last Name and Contact Number.

Tips: This may be exported from your existing database or client list. A total of 1000 patients can be imported at a time.



Thank you.

You've now completed your onboarding process,
and are ready to process transactions.

Things you should know:

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Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945.

