

# HEALTHPOINT QUICK REFERENCE GUIDE.



## Obtaining a Rebate Estimate on HealthPoint

- ➔ Start from the “Idle” screen with the terminal on the base.
- 1 Swipe the patient's health fund card.
- 2 Enter the patient reference number, then press **[OK]**.
- 3 HealthPoint displays the PROVIDER OF SERVICE screen, select the servicing provider from the list by pressing the **corresponding number key**.
- 4 Add up to 16 service items from the list.
  - (a) Find the service item – use the arrow keys to navigate to the item.
  - (b) Press the corresponding number to select the item.
  - (c) Press **2** to edit the fee, enter the fee and press **[OK]**.
  - (d) Press **[OK]** to add the selected item to the claim.
  - (e) Either select **[ADD]** to add more items, or press **[OK]** to complete the claim with the selected items.
- 5 To submit this Health Claim to the appropriate health fund, select **[SUBMIT]**.
- 6 HealthPoint submits the claim and retrieves the health fund response, then prints a claim assessment.
- 7 Advise the patient of the health fund's rebate of the claim. To end the process, select **[REJECT]**.
- ✓ You have obtained a Rebate Estimate!



A Claim has not been processed. To submit a claim after the service is provided, see Creating a HealthPoint Claim.

## Creating a HealthPoint Claim

- ➔ Start from the “Idle” screen with the terminal on the base.
- 1 Swipe the patient's health fund card.
- 2 Enter the patient reference number, then press **[OK]**.
- 3 Select the servicing provider from the list by pressing the **corresponding number key**.
- 4 Add up to 16 service items from the list.
  - (a) Find the service item – use the arrow keys to navigate to the item.
  - (b) Press the corresponding number to select the item.
  - (c) Press **2** to edit the fee, enter the fee and press **[OK]**.
  - (d) Press **[OK]** to add the selected item to the claim.
  - (e) Either select **[ADD]** to add more items, or press **[OK]** to make the claim with the selected items.
- 5 To submit this HealthPoint Claim to the appropriate health fund, select **[SUBMIT]**.
- 6 Advise the patient of the health fund's rebate of the claim.
- 7 To accept the rebate offered, select **[ACCEPT]**.
- 8 If you have already received monies from the patient, enter that amount, then press **[OK]**. If not, leave the amount blank and press **[OK]**.
- 9 If there are monies owing, HealthPoint asks for the METHOD OF PAYMENT. Answer the question selecting **[EFTPOS]**, **[CASH]** or press **[FUNC]**, then select **[INVOICE]** and process accordingly.
- 10 If the receipt printed successfully, select **[YES, DONE]**.
  - (a) Give the receipt to the patient.
  - (b) HealthPoint returns to the “idle” screen.
- ✓ You have finished creating a HealthPoint Claim!



Remember to keep the terminal on the base when initiating and submitting a HealthPoint Claim. The base must have an active Internet connection.

## Cancelling a HealthPoint Claim

- ➔ Start from the “Idle” screen with the terminal on the base.
- 1 Select **[XPOS]**.
- 2 Press **1** for HealthPoint.
- 3 Press **2** to Cancel a Claim.
- 4 Find the Claim to be Cancelled.
  - (a) Option 1: Use Claim Receipt Number.
    - i. Enter the claim receipt number, which you can find on the top of the printed claim receipt, then press **[OK]**.
    - ii. If you have entered the Claim ID, the Claim will be retrieved and presented on screen. Proceed to Step 5.
  - (b) Option 2: Swipe the Health fund card used to generate the claim.
    - i. If you have swiped the customer Health Fund Card you will be presented with a list of possible claims to Cancel.
    - ii. To navigate through the possible claims use **the arrow keys**.
- 5 Once you have the Claim you want to cancel, Select **PROCEED** to Cancel the Claim.
  - (a) If you have not already done so, you will be prompted to Swipe the patient's card to authorise the cancellation.
  - (b) HealthPoint cancels the claim, retrieves the health fund's response, and prints a cancelled receipt.
  - (c) HealthPoint displays the Print confirmation screen. After the receipt prints correctly, Select **[YES, DONE]**.
- 6 HealthPoint prints another copy of the receipt for the patient.
  - (a) If this copy has printed correctly, select **[YES, DONE]**.
- 7 Select **[OK]** to finish the cancellation and return to the “Idle” screen.
- ✓ You have finished cancelling a HealthPoint Claim!



## Assigning Providers to Merchant Accounts

- ➡ Start from the "Idle" screen with the terminal on the base.

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- 1 Select **[XPOS]**.

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- 2 Press **1** for HEALTHPOINT.

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- 3 Press **9** for HEALTHPOINT ADMIN.

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- 4 Press **4** for PAYEE DETAILS.

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- 5 Select Provider of Service for association by pressing the **corresponding number key**.

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- 6 Select the Merchant for association by pressing the **corresponding number key**.

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- 7 Confirm the changes by pressing **[OK]**.

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- 8 HealthPoint will prompt you to confirm that the association is correct. Select **[YES, DONE]**.

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- ✓ You have successfully associated your Provider-Merchant.

## Printing Reports

- ➡ Start from the "Idle" screen with the terminal on the base.

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- 1 Select **[XPOS]**.

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- 2 Press **1** for HEALTHPOINT.

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- 3 Press **9** for HEALTHPOINT ADMIN.

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- 4 Press **2** for REPORTS.

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- 5 Choose a report.
  - (a) Press **1** for ACTIVITY REPORT.
  - (b) Press **2** for RECONCILIATION.

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- 6 Enter the Date, then Press **[OK]**.  
(This should be entered as DDMMYYYY)

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- 7 HealthPoint prints the report.

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- 8 Once printed, Select **[YES, DONE]** to return to the HealthPoint Admin Menu.

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- ✓ You have successfully printed a report.



Remember to keep the terminal on the base when initiating and submitting a HealthPoint Claim. The base must have an active Internet connection.

## Changing the Provider List

To update your HealthPoint Provider list you must call the CSC HealthPoint Help Desk on 1300 301 692.

Additional Providers require registration with CSC and the Health Funds prior to claiming on the HealthPoint Terminal.

Use the CBA Change of Details form which can be found on the Providers tab on CSC website – [csc.com/healthpoint](http://csc.com/healthpoint)

Once the Providers are registered you can update your terminal to reflect the additional Provider.

- ➡ Start from the "Idle" screen with the terminal on the base.

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- 1 Select **[XPOS]**.

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- 2 Press **1** for HEALTHPOINT.

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- 3 Press **9** for HEALTHPOINT ADMIN.

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- 4 Press **3** for UPDATE CONFIG.
  - (a) Choose the Details to be Updated:
    - i. Press **1** to UPDATE ALL details.
    - ii. Press **2** to update PRACTICE DETAILS.
    - iii. Press **3** to update HEALTH FUNDS details.
    - iv. Press **4** to update PROVIDER DETAILS.
    - v. Press **5** to update SERVICE ITEMS.
  - (b) HealthPoint will print out any applied changes. If there are no updates, HealthPoint will print "No New Updates" on the print out.

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- 5 HealthPoint will prompt you to confirm that the updates are correct. Select **[YES, DONE]**.

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- ✓ You have successfully updated the Providers on your HealthPoint Terminal.

## Setting a Fee for an Item

- ➡ Start from the "Idle" screen with the terminal on the base.

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- 1 Press **[XPOS]**.

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- 2 Press **1** for HEALTHPOINT.

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- 3 Press **9** for HEALTHPOINT ADMIN.

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- 4 Press **1** for SERVICE ITEMS.

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- 5 Select the SERVICE TYPE you want to modify by pressing the corresponding **number key**.  
*Note: The terminal will show the Modalities configured on your terminal.*

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- 6 To edit an item already on the list, select item, select **[EDIT]**, enter the details, press **[OK]**.

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- 7 Confirm the changes made by pressing **[OK]**.

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- 8 HealthPoint displays the SERVICE ITEMS SUCCESSFULLY UPDATED screen. To return to the HEALTHPOINT ADMIN screen, Press **[OK]**.

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- ✓ You have successfully changed your item list.

## Where to Get Help

### HealthPoint Helpdesk

Mon to Fri, 8.00am to 6.00pm & Sat 8.00am to 2.00pm AEST (except Public Holidays)

Call **1300 301 692** to report HealthPoint faults, for instructions on how to process HealthPoint claims and to add/delete providers.

### Health Funds

Visit [csc.com/healthpoint](http://csc.com/healthpoint) for the contact details of each health fund to raise specific enquiries relating to claim assessment, statements and private health fund claims.

### Commonwealth Bank Merchant Enquiries

24 hours a day, 7 days a week

Call Freecall **1800 230 177** for general merchant enquiries and EFTPOS hardware difficulties.

