

MEDICLEAR QUICK REFERENCE GUIDE.



Important Notes

XPOS User ID

If you forget your User ID, see 'Printing an Operator List' in the Operator Guide.

Process Claims Individually

The patient and claimant may be the same person or different people and multiple patients may be listed on a single claimant's Medicare card. Each patient claim, however, must be processed individually.

EFTPOS Cards Only

MediClear does not process Medicare Australia benefit rebates to credit card accounts. Therefore only EFTPOS cards or credit cards linked to a cheque or savings account may be used for the payment of benefit rebates.

Medicare Receipts

The terminal will produce a Medicare Australia receipt for all patient and bulk bill claim transactions (including cancelled claims) that are submitted to and receive a response from Medicare. Receipts must be provided to claimants/patients for all transactions.

Pended Claims

Where Medicare Australia is unable to assess and pay a claim immediately, it will classify the claim as a pended claim and print a Medicare Australia Lodgement Receipt. You must then provide the claimant with the Medicare Australia Lodgement Receipt printed by the terminal.

Timeouts

If a claimant waits too long to enter their PIN after their EFTPOS card has been swiped (approximately 30 seconds), a timeout may occur, the claim will be cancelled and the terminal will return to the MediClear ready screen. If a timeout does occur you will need to restart the transaction from the beginning.

Practitioner ID

The Medicare Servicing Provider Number is used to identify practitioners in MediClear transactions. Each practitioner should be added to the terminal using the MediClear Setup menu before processing MediClear transactions commences. To do this enter the practitioner's Provider Number and their name. This process also applies to locum practitioners.



Frequently Used Lists

Steps in a MediClear transaction that may be common across large numbers of patients, such as entering a MBS Item Number, may be stored in a list that is displayed each time that particular entry is required. Lists may be created via the MediClear Setup menu for Practitioners, MBS Item Numbers, Equipment ID Numbers, LSPN and SCP ID.

EXPRESS Claims

Use EXPRESS claims if you don't need to enter optional data.

Where to Get Help

Commonwealth Bank MediClear Helpdesk

24 hours, 7 days, call 1300 883 258 to report MediClear faults and for instructions on how to process MediClear transactions.

EFTPOS Card Issuing Banks

If a claimant believes they have not received their Medicare rebate processed via MediClear they should contact the financial institution that issued the EFTPOS card used in the transaction.

Medicare Australia Provider Line

24 hours, 7 days, call 132 150 for enquiries regarding claim assessment or other enquiries relating to Medicare Australia systems.

Medicare Australia Consumer Line

24 hours, 7 days, call 132 011 for patient or claimant enquiries regarding claim assessment or other general Medicare Australia enquiries.

Commonwealth Bank Merchant Enquiries

24 hours, 7 days, freecall 1800 230 177 to report terminal faults and for general merchant enquiries.

Service Unavailability

Should the MediClear network become unavailable for a period of time, the terminal will display or print an error number between 3001 and 3999 when you attempt to process a claim. In this event, you will issue the claimant an account/statement and advise the claimant to lodge their claim through an alternate channel, e.g. at a Medicare Australia office. Bulk bill claims should be completed using paper forms as per existing processes.

Visit our internet site at commbank.com.au/mediclear

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