



MedicalDirector
BLUECHIP

Eclipse Claiming (No Gap) with MedicalDirector Blue Chip

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Eclipse Claiming (No Gap) with MedicalDirector Blue Chip

Overview

Eclipse Claims are direct communication for providers with Medicare and the Health Fund in one transaction. Eclipse Claims (no gap) amounts are as contracted with the Health Fund and the Practitioner. This handout will assist with explaining the process and the resulting report for tracking your claim

Eclipse Claims with no gap require a single account; the Eclipse account for claiming with Medicare. The following steps are required for completing a claim:

1. Search for the required patient
2. Search for existing Eclipse account, or create a new account
3. Issue the invoice
4. Send off Eclipse claim to Medicare
5. Access the Eclipse report; Inpatient Medical Claim Report

Procedure

1. From the **Patient Details** screen, select the **Accounts** menu item, and locate an existing **Eclipse** account.
 - If an Eclipse account exists, right-click it and select **Open Account**. Proceed now to step 6, to issue the invoice to bill the Patient.
 - If an Eclipse account does not exist, create a new **Eclipse** account. Continue now to Step 2.
2. Click the **New** button. The **New Account** window appears. Select the required **Practitioner**, **Class** as **Eclipse** and click **OK**.

3. The **Account Details** window appears.
 - Select **Health Fund Membership** as **New**
 - For the **Health Fund** field, either enter or click into the list to select the required fund
 - Enter the **Account Name** as on the health card. If the name differs, select the option above Health Fund
 - Enter the **Membership No.**, **Ref No.** and select the **Default Membership** option. This will generate the details onto the Patient Details screen

Note: If a **Health Fund** has been previously entered, it will automatically appear in the Health Fund drop down list.

4. Click **Verify Now** to verify the Health Fund, clicking **OK** through the prompts, and then click **OK** to save the account.
5. Open the **Eclipse Account**; right click and select **Open Account**.
6. **Issue an invoice for the Eclipse claim.**
 - Click the **New Invoice** button
 - Click **OK** or **Continue** to the verification prompt
 - Enter **Item** numbers required to populate total amounts
 - Tick **Hospital Services** and select **Hospital**
 - Click **Issue**, select **Referral**, and **OK** for date

| Date | Item | Fee | Item Description | Total |
|------------|-------|--------|---|--------|
| 13/03/2014 | 30473 | 177.10 | Oesophaqoscopy (not being a service to which item 41816 or 4... | 177.10 |
| 13/03/2014 | 32090 | 334.35 | Fibreoptic colonoscopy examination of colon beyond the hepa... | 334.35 |
| 13/03/2014 | | | | |

Sub total: 511.45
+ GST: 0.00
Balance: 511.45

7. Click the **IMC Submission** button to display the **New Inpatient Medical Claiming** window.
8. Always; select **Yes – Written** when prompted **'Has the patient/Health Fund member been provided with informed financial content'**, and then click **Send** to transmit the claim to Medicare.

Note: If a Practice is setup as Agreement, there will be two options for **Has the patient/Health Fund member been provided with informed financial consent**. **Yes – Written** or **Yes Verbal**.

Invoice / Payment details

Invoice no.: 68
Claim amount: \$444.60
Patient: Ms Lola Curtis
Claim type: Scheme
Private health fund: HCF
ORG ID:

IMC claim declaration

The services on this claim are related to compensation
 The services provided to the patient are a result of an accident
 Financial interests in any hospital or health insurance product have been disclosed to the patient
 Admission Date: [] Discharge Date: []

Has the patient / Health Fund member been provided with informed financial consent? Yes - Written

Send Cancel

9. Open the **Private Account**, by selecting **Accounts** from the margin menu; double clicking on **Private** account or, highlight and click on the **Open Existing Account** button.

10. Issue an invoice for the Patients gap.

- Click **New Invoice**
- Enter **Item** number which will auto-populate an amount (if setup) or manually enter the amount
- Click **Add Receipt**
- Select **Referral**, and click **OK** to the date

11. The **New Receipt** window appears. Select a payment **Type** from the drop down menu, enter the amount, and **allocate** the invoice amount to the receipt amount by clicking the open box (right of amount). This will display a tick, click **Issue**, click **OK** to date; select receipt and **File** or **Print**.

Eclipse (IMC) Claim – Medicare Australia Module

Overview

When Eclipse claims are submitted within a Patients account, the claim generates into the **Medicare Australia** module. To access; click into **Practice Explorer**, and from the margin menu click on **Medicare Australia**. These claims are waiting to be processed, ready for action or rejected and waiting to troubleshoot depending on the **Status**.

You can view claims associated with individual or all Practitioners. You can examine claims within a specific **date range**, individual or all claim **types** and indicate to display **finalised claims**. When changes are made to these options, ensure you click on the **Refresh** button or the **Quick Refresh** check box is selected to auto-refresh display. The **status** of claims determines the action required on the claim.

The following statuses will display once an IMC Submission has been submitted to Medicare.

| Claim Status | Description & Action |
|------------------------------|---|
| Awaiting Submission:- | Claim is waiting to be sent to Medicare. Click on the Transmit button. |
| Awaiting Processing Report:- | Waiting for the processing report for the claim. It can take up to 3 business days to process. Click on the Transmit button to retrieve the process report. |
| Awaiting Authorisation:- | Claim requires to be authorized. Open the claim and send to Medicare from the edit screen. |
| Awaiting Payment Report:- | Claim has been successfully processed, however awaiting payment report. It can take up to 6 business days to process. Click on the Transmit button to retrieve the payment report. |
| Ready to Receipt:- | Claim has been successful in processing and payment with Medicare. It is ready to receipt. Reconciling with the Bank Statement and payment is recognized, click on the Receipt button. Once receipted; the receipt will generate to the Banking, EFTPOS, as a Direct Debit payment. |
| Rejected | Items within the claim have been rejected. Click on the Reject button to display the Medicare Error Code & Description, and to decide to resubmit or write off the claim |

Note: For additional Medicare Australia claim statuses, refer to the **Help** file (F1) in MedicalDirector Blue Chip and search for Medicare Claim Status.

| Date | Claim ID | Claim Type | Room | Vouchers | Total | Status |
|------------|----------|---------------|--|----------|----------|-------------------------|
| 19/03/2014 | IMC00233 | Eclipse | Dr Kathleen Gwynth - Whale Beach (2413631X) | 1 (1) | 36.55 | Ready To Finalise(R) |
| 18/03/2014 | IMC00232 | Eclipse | Dr Grant Kong - St Leonards (2122372K) | 1 | 85.55 | Awaiting Submission |
| 18/03/2014 | IMC00231 | Eclipse | Dr Gisele Emmett - Denistone (2413621Y) | 1 | 43.00 | Awaiting Payment Report |
| 18/03/2014 | IMC00230 | Eclipse | Dr Bartholomew Colin - Crows Nest (2414861X) | 1 (1) | 1,112.00 | Ready To Finalise(R) |
| 18/03/2014 | IMC00229 | Eclipse | Dr Bevan Ayers - St Leonards (2122362L) | 1 | 43.00 | Ready To Receipt |
| 18/03/2014 | A0227@ | DVA | Dr Kathleen Gwynth - Pathology (2146561X) | 1 | 7.85 | Ready To Receipt |
| 18/03/2014 | A0226@ | DVA | Dr Kathleen Gwynth - Pathology (2146561X) | 1 | 18.05 | Ready To Receipt |
| 18/03/2014 | PC00225 | Patient Claim | Dr Grant Kong - St Leonards (2122372K) | 1 | 43.00 | Successful |
| 18/03/2014 | PC00224* | Patient Claim | Dr Bartholomew Colin - Crows Nest (2414861X) | 1 | 150.90 | Awaiting Submission |
| 18/03/2014 | PC00222 | Patient Claim | Dr Bevan Ayers - St Leonards (2122362L) | 1 | 85.55 | Successful |
| 18/03/2014 | PC00218* | Patient Claim | Dr Kathleen Gwynth - Whale Beach (2413631X) | 1 | 85.55 | Awaiting Submission |
| 18/03/2014 | #0217@* | DVA | Dr Kathleen Gwynth - Pathology (2146561X) | 1 | 7.85 | Awaiting Submission |
| 18/03/2014 | A0214@ | DVA | Dr Bevan Ayers - St Leonards (2122362L) | 1 | 1,129.45 | Ready To Receipt |
| 18/03/2014 | A0213@* | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 | 58.05 | Awaiting Submission |
| 18/03/2014 | A0212@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 | 203.75 | Awaiting Authorisation |
| 18/03/2014 | A0211@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 2 (1) | 173.55 | Ready To Receipt |
| 18/03/2014 | A0210@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 | 58.05 | Ready To Receipt |
| 18/03/2014 | A0209@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 (1) | 115.50 | All Rejected |
| 18/03/2014 | A0208@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 (1) | 58.05 | All Rejected |
| 18/03/2014 | A0207@ | DVA | Dr Grant Kong - St Leonards (2122372K) | 1 (1) | 115.50 | All Rejected |



Eclipse Reports

Overview

MedicalDirector Blue Chip provides many Medicare Reports that can assist with claiming and reconciling. Three reports as a quick reference to assist with Eclipse Claims are:

- **Debtor Detail Report:** provides a summary and detailed breakdown of patient account balances by duration of time (ageing). This will generate the outstanding debit for Eclipse claim accounts
- **Inpatient Medical Claim Processing Report:** provides a list of unprocessed and processed Eclipse claims. In the Medicare module; these are the Eclipse claims status Waiting Process Report, Waiting Payment Report, Ready to Receipt, Rejected and Finalised (Receipted), etc
- **Inpatient Medical Claim Payment Report:** provides a summary and detailed list of processed Eclipse claims that generate the Medicare and Health Fund payment for the claims. This report can be used to reconcile the Practitioners bank statement. . In the Medicare module paid Eclipse claims generate the status Finalised (Receipted)

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