

How to submit Medicare Patient Claim Webclaims

Medicare Patient Claim Webclaims is accessed using Health Professional Online Services (HPOS).

It allows you to submit:

- one claim per patient
- max. of 14 services per claim.

Items with a different date of service must be claimed under a separate medical event. All items in a claim must be for the same account status (i.e. either paid or unpaid) and the same service location (i.e. either in hospital or out of hospital).

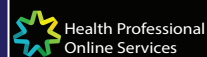
You can choose to save the claim and submit it at a later time.

You can access your Patient Claim reports in HPOS one business day after your claim is finalised.

* Claimant is the person who incurred, or is liable for costs associated with the medical service rendered.

** Entering temporary bank account details for a webclaim doesn't update Medicare records.

1 Log on to HPOS using your PRODA account.



2 Select **Claims**.



3 Select **Make a new claim**.



4 Select **Medicare Patient Claim Webclaims**.



5 **Find a patient** search.
(Complete all mandatory fields).

- ✓ Enter patient details.
- ✓ Tick the declaration.
- ✓ Select **Find**.

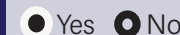


6 If the patient **isn't** the **claimant*** you'll also need to:

- ✓ Enter the claimant details
- ✓ Select **Find**
- ✓ Select the claimant
- ✓ Select **Next**.



If **temporary**** bank account details are required you'll need to select the Yes radio button to complete the temporary bank details.



7 Enter the claim details.
(Complete all mandatory fields).

- ✓ Select your service type.
- ✓ Select the date of service.
- ✓ Fill in item details.



8 Select **Assess claim** to send the claim for initial assessment and review **Claim Summary**.



9 Acknowledge the provider declaration and read the privacy note. Select **Submit claim**.



10 Save and **print** Statement of Claim and provide a copy to the claimant.

