Batch Claims Overview

Overview

CareRight is capable of sending bulk claims, this includes;

- Medicare online claiming (except IHC Claims);

- DVA online claiming; and,

- Paper-based health fund claiming (except IHC Calims).

> **Note:**
>
> If the service location is a hospital, then a hospital provider number MUST be entered on the service location. Otherwise, Medicare will pay the outpatient rate (85%) instead of the correct inpatient rate (75%).

View Claims

The status of claims can be viewed for an entire location:

1. Click on Location and search location, click **Show**.

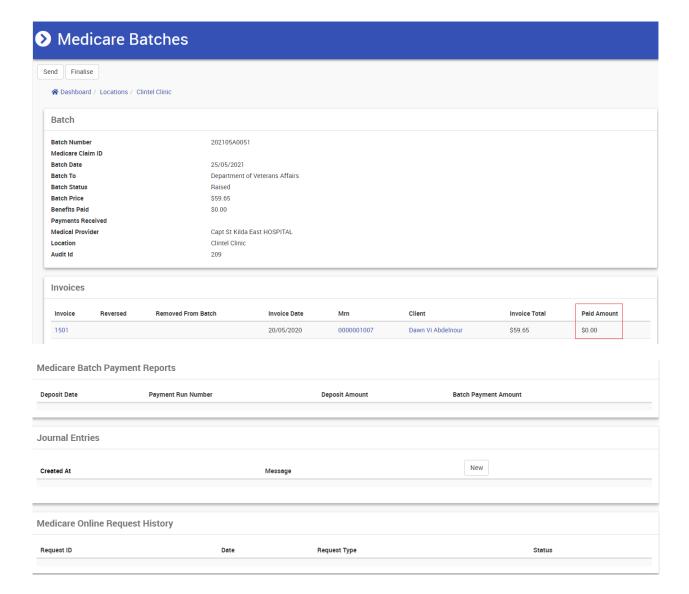2. Click on **Batch Claims >** select **Show.**

Reviewing Claims

1. From the Dashboard.

2. Select **Locations**.

3. Select relevant Location by Clicking **Show**.

4. Select **Batch Claims** from the left-hand menu.

   a. A list of invoices attached to the batch appears. These are segregated by historical invoices (used to be in the batch) and current invoices.

5. Click on **Online Batch Claims**.

   a. You will see Online Batches and their status (Raised, Sent, Processed, Problem). Paid batches will move to 'Archive'.

6. Click **Create Batch Claim** – this will add any raised DVA / Bulk Bill invoices to new batches.

   a. All raised invoices will now be created in Batches by provider and Type (DVA or Medicare).

7. Send each Batch when ready.

8. Providers are required to declare: If password based user, the provider will be asked to enter their **CareRight password**. All other authentication methods rely on a **one-click declaration** and click **Send**.

   a. You will receive a message of whether the batch has been sent successfully or unsuccessfully with the error message of what to fix.

9. You can now return to the Location> Batch Claims> Online Batches screen to review status.

a. NOTE: CareRight will fetch processing reports daily and update the status

Batch Information Panel

When viewing a batch, an information panel appears that conveys the following information:

- Batch Number
- Batch Date
- Batch To
- Batch Status
- Batch Price
- Benefits Paid
- Payments Received
- Medical Provider
- Location
- Audit Id

Medicare Batches

Send   Finalise

🏠 Dashboard / Locations / Clintel Clinic

Batch

Batch Number	202105A0051
Medicare Claim ID	
Batch Date	25/05/2021
Batch To	Department of Veterans Affairs
Batch Status	Raised
Batch Price	$59.65
Benefits Paid	$0.00
Payments Received	
Medical Provider	Capt St Kilda East HOSPITAL
Location	Clintel Clinic
Audit Id	209

Invoices

Invoice	Reversed	Removed From Batch	Invoice Date	Mrn	Client	Invoice Total	Paid Amount
1501			20/05/2020	0000001007	Dawn Vi Abdelnour	$59.65	$0.00

Medicare Batch Payment Reports

Deposit Date	Payment Run Number	Deposit Amount	Batch Payment Amount

Journal Entries

Created At	Message	New

Medicare Online Request History

Request ID	Date	Request Type	Status

Batch Payment Amount Column

The Medicare Batch Payment Reports panel now features a **Batch Payment Amount** column that displays the amount of the batch payment that was specifically for the batch being viewed.

Medicare Batch Payment Reports				
Deposit Date	**Payment Run Number**	**Deposit Amount**	**Batch Payment Amount**	
02/08/2017	0629	$64.20	$64.20	Show

Batch Status

Batches can have the following states:

- Raised
- Sent
- Failed
- Problem
- Paid

When a batch is created it is made in the **Raised** state. When a batch is sent to Medicare it it placed in the **Sent** state (Note Manual batches do not get placed in a Sent Status).

The Current location Online Batch Claims screen shows:

- Raised
- Problem
- Failed
- Sent

The Archive location Online Batch Claims screen shows:

- Paid batches
- An Online batch Return

When Medicare have assessed a batch they will provide a processing report detailing how a claim will be paid. If no payment will be made, the batch is put in the **Problem** state. If a payment is due, the batch is left in the **Sent** state until a payment has been made. Once a payment has been made, then a batch is automatically paid down. If batch is paid in full, then batch is marked as **Paid**. If only a partial payment has been made then the batch is marked as **Problem**.

When there is a manual Batch return:

When a payment is manually processed a batch will be placed in a **Paid** status if all invoices in batch are paid in full. If an invoice is unpaid or partly paid, then it will be placed into a **Problem** status.

Note that when a patient passes away, claims cannot be sent electronically. In these scenarios, claims are automatically excluded from electronic batches and need to be performed manually.

Important Note: If you send a batch claim to medicare you must wait for a medicare response. If you don't get a response then you should follow it up with Medicare before acting on the issue and finalising the batch. Finalising a batch can cause data errors, payments to not reconcile etc.

Handling batches where no successful processing report is retrieved:

Batches will automatically be classified as failed when:

- When a batch is in Raised status;
- Has a valid claim submission; and,
- No processing report after 10 days.

An error message will appear as follows:

> No processing report was able to be retrieved for this batch. Please verify medicare registration details for the provider and contact medicare to identify the cause of the problem.

Finalising a batch:

Finalising a batch allows users to add adjustments to any partially paid invoices making up the difference between charge and payment. Any invoices that have a $0 payment are removed from the batch allowing them to be re-batched.

The batch is then marked as **Paid** if all invoices in batch are fully paid with adjustments. The batch is marked as **Problem** if any invoice has not been adjusted leaving any invoice partially paid.

Invoice Claims screen:

The Invoice claims screen groups invoices in the following statuses:

- Unsent
- Part paid
- Problem
- Unpaid

If an invoice has been added to a batch and is either a manual batch or a Medicare batch—and has not been sent via Medicare online—then the invoice is marked as **Unsent**.

If an invoice has been updated by a online batch return with a Medicare online error,the invoice will be marked as **Problem**

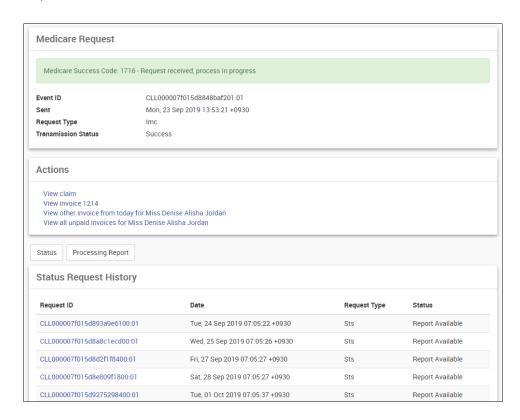If an invoice has been been paid, it is not included on invoice claims screen.

If invoice is part of a batch and has only been partially paid, it is marked as **Part paid** if it does not have a Medicare online error.

If invoice is part of a batch and is not (unsent, part paid, problem or paid), then it is marked as **Unpaid**.
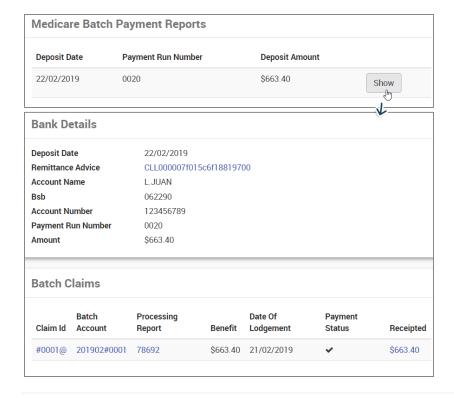
Medicare Online Request History

Displays a list of all requests made along with relevant information, such as:

1. Request ID;

2. Date;

3. Request Type; and,

4. Status.

Viewing Batch Report Details

In the Batch Account Screen, if there is an associated payment report, then the Medicare Batch Payment Reports panel will appear. Click **Show** to view report details.

Medicare Batch Payment Reports

Deposit Date	Payment Run Number	Deposit Amount	
22/02/2019	0020	$663.40	Show

Bank Details

Deposit Date	22/02/2019
Remittance Advice	CLL000007f015c6f18819700
Account Name	L.JUAN
Bsb	062290
Account Number	123456789
Payment Run Number	0020
Amount	$663.40

Batch Claims

Claim Id	Batch Account	Processing Report	Benefit	Date Of Lodgement	Payment Status	Receipted
#0001@	201902#0001	78692	$663.40	21/02/2019	✔	$663.40

Medicare bulk claim

1. From CareRight Dashboard.

2. Select **Locations** from menu.

3. Select relevant location and select **Show**.

4. Select Batch claims.

5. Create batch claims.

6. Raised Batches.

7. Click **Send**.

8. Enter password (same as CareRight log in)

9. Errors will have a message and the error highlighted in Red.

10. 1 – 2 working days, pay down, appear on patient record.

This screen will provide a summary of the locations Online Claims and Manual Claims.

Permissions

Only users with the permission to edit batches and claims will be able to perform functions in this area of CareRight.

A special permission called "Can override claim processing" is available when a batch needs to be finalised after a claim is sent. Sometimes a claim can be successfully submitted, but no processing report or payment report is provided. Payment for the claim may be manually arranged with Medicare or DVA. If a user has this permission then they will be able to override the normal flow of batch processing and finalise the batch at anytime. You must not do this without confirming with Medicare or DVA the status of the batch claim.

Users with the "Can override claim processing" permissions are locked out from making changes that result in batch payments failing to apply. Without this safeguard, users who submit a claim and then finalise a batch before receiving a response from Medicare would inadvertently cause an error in the automatic paydown of batches.

If the claim is in a Timed Out status, and over 12 hours old, then an information panel will appear at the bottom of the Batch Claim screen enabling users to mark the claim as Failed:

When **Mark Claim as Failed** is clicked, the claim status will be changed to Failed.

Backdating a Transaction

If a user has the appropriate permissions to edit account transactions, then they can modify individual transaction dates. After clicking Allocate, an option (checkbox) to backdate transaction history will appear. When selected, a mini-calendar appears enabling the user to select a different transaction date.

Batch Claims > Easier technical support from Services Australia

In some cases, a medicare payment or processing report is simply not provided by Medicare. Often, this is due to misconfiguration with Medicare - a provider's details are wrong or incomplete.

To make it easier to submit questions to Medicare, we've made a one click draft email generator, to help customers and Medicare quickly get to the bottom of issues.

Missing processing/payment report: #3803@

onlineclaiming@servicesaustralia.gov.au

Missing processing/payment report: #3803@

Hi,
We submitted the following requests and are not able to access the processing/payment reports for
Dr Barbara HOFFMAN 2438021W

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: eb5c9db0-0047-4b9d-8128-94f7ae9ceddb
Date: 02/03/2023
Type: Bulk Bill
Status: Success

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: bdf394ee-bccf-4ea8-8255-db5888316869
Date: 02/03/2023
Type: Bulk Bill Processing Report
Status: Report Not Ready

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: c812d251-e990-4c20-89f8-764e7acc84dc
Date: 03/03/2023
Type: Bulk Bill Processing Report
Status: Report Not Ready

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: ccefeee6-2a2a-4ecc-b57a-4c87a78878f8
Date: 06/03/2023
Type: Bulk Bill Processing Report
Status: Report Not Ready

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: e3c48a68-f66b-41bd-9a58-0aecbc99c821
Date: 07/03/2023
Type: Bulk Bill Processing Report
Status: Report Not Ready

Request ID: CLL0000001GTGDW92MTZ3GSH:01
Message ID: b5e53b25-826f-4d9b-bc0f-fd7877871063
Date: 08/03/2023

Be cautious about sharing sensitive information. onlineclaiming@servicesaustralia.gov.au is outside your organisation and isn't in your contacts.

Send