# Generate and Send Online Batch Claims

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## Generate Online Batches

Online Batch Claims enables the user to send batches directly from CareRight to Eclipse.

Invoices eligible for online batching will appear under Online Invoices in the Unbatched Invoices tab.

Batches can be created simply via the Creat Batch Claim button. Please refer to Unbatched Invoices for more information

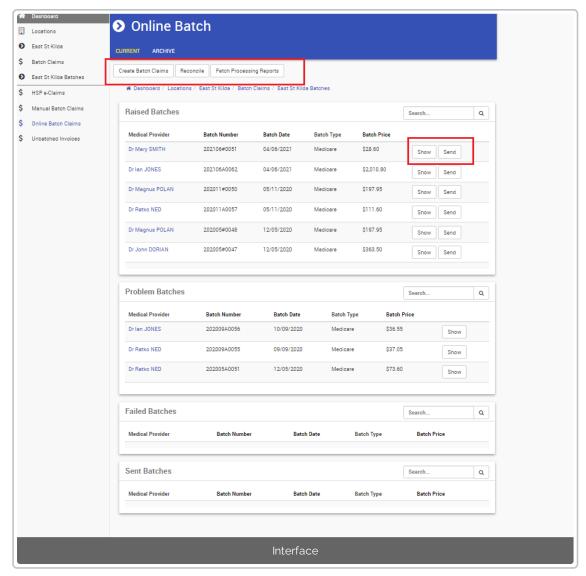
## 1. Access the Online Batch Claims

Online Batch Claims generated can be accessed in the Online Batch Claims tab.

- 1. From the Dashboard.
- 2. Select Locations.
- 3. Select relevant Location by Clicking Show.
- 4. Select Batch Claims from the left-hand menu.
- 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'.

Raised Batches	Batches Raised, Ready to send
Problem Batches	Batches under Problem state based on Processing Report analysis. When
	Medicare has 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. Also, If only a partial payment has been made then the batch
	is marked as <b>Problem</b> .
Failed Batches	Batches will automatically be classified as failed when:
	<ul> <li>When a batch is in Raised status;</li> </ul>
	<ul> <li>Has a valid claim submission; and,</li> </ul>
	<ul> <li>No processing report after 10 days.</li> </ul>
	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.
Sent Batches	Batches Sent. If a payment is due from Medicare, the batch is left in the
	Sent state until payment has been made.

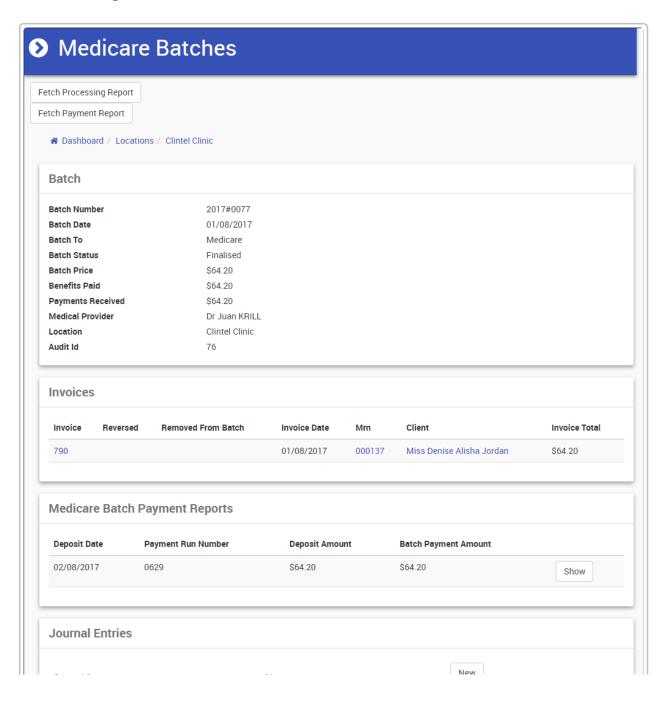
- b. Click Create Batch Claim this will add any raised DVA / Bulk Bill invoices to new batches.
- c. Click **Reconcile** to reconcile based on Medical Provider
- d. Click Fetch Processing Report to fetch Medicare Processing reports manually.

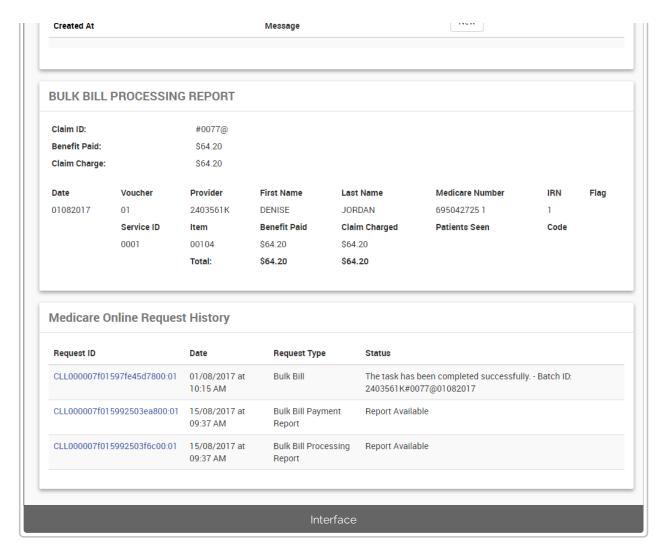


- 6. When viewing a batch, an information panel appears that conveys the following information:
  - Batch Number
  - Batch Date
  - Batch To
  - Batch Status
  - Batch Price
  - Benefits Paid
  - Payments Received
  - Medical Provider
  - Location
  - Audit Id

Batch			
Batch Number	2017#0077		
Batch Date	01/08/2017		
Batch To	Medicare		
Batch Status	Finalised		
Batch Price	\$64.20		
Benefits Paid	\$64.20		
Payments Received	\$64.20		
Medical Provider	Dr Juan KRILL		
Location	Clintel Clinic		
Audit Id	76		

- 7. All raised invoices will now be created in Batches by provider and Type (DVA or Medicare).
- 8. Send each Batch when ready.
- 9. Enter your CareRight password 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.





Once payment has been made, then a batch is automatically paid down. If the batch is paid in full, then the batch is marked as Paid. This will then move into the Archive Tab.

# Notes:

- 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.
- 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 finalizing the batch. Finalizing a batch can cause data errors, payments to not reconcile, etc.

## 2. Create Batch Claims

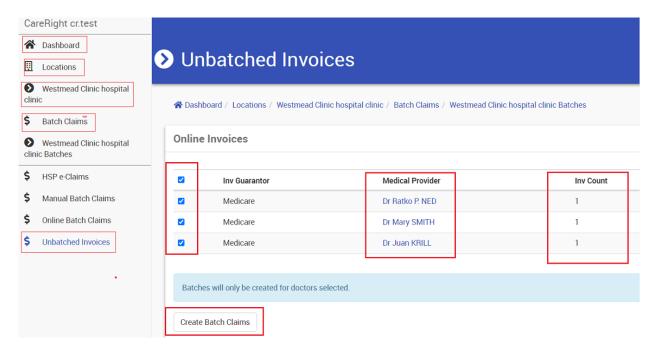
In preparation to sending the Batch to Medicare via CareRight (Eclipse), you must create the batch:

- 1. From the Dashboard.
- 2. Select Locations.
- 3. Select relevant Location by Clicking Show.
- 4. Select Batch Claims from the left-hand menu.
- 5. Click on Batch Claims > Unbatched Invoices

#### Unbatched Invoices:

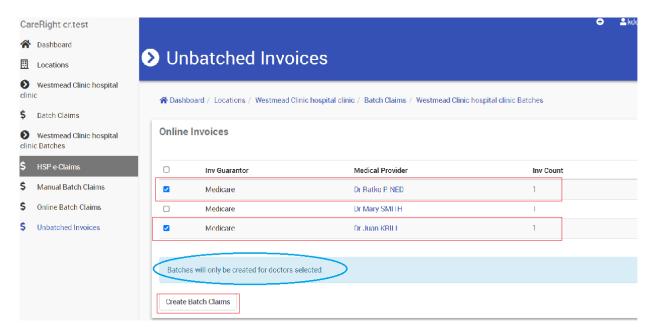
#### Option 1:

You can select ALL so all Invoices for ALL Medical Providers in that Location is sent in ONE Batch.



## Option 2:

Select the only applicable Medical Provider/s you wish to raise a batch for sending to Medicare via CareRight (Eclipse).



# 3. Send the Batch to Medicare via CareRight (Eclipse)

Now, that the Batch has been raise, it will be ready to be sent.

- 1. From the Dashboard.
- 2. Select Locations.

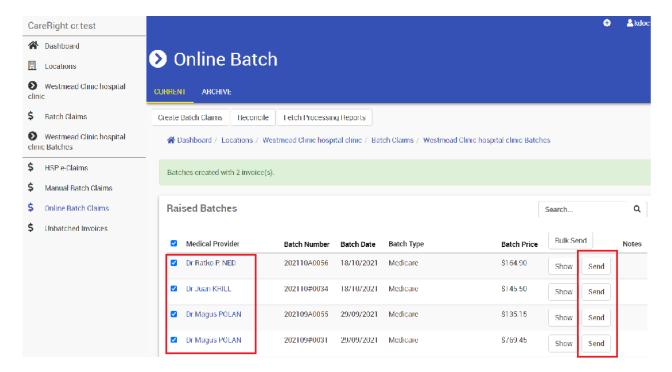
- 3. Select relevant Location by Clicking Show.
- 4. Select Batch Claims from the left-hand menu.
- 5. Click on Batch Claims > Online Batch Claims

#### Send Online Batch Claims:

#### Option 1:

You can send batch per Medical Provider (repeated steps for each Medical Provider)

1. Select **Send** against the Medical Provider.



## Option 2:

Bulk Send raised Batches - All ticked batches will be sent.

