

# Generate and Send Online Batch Claims

Last Modified on 18/10/2021 12:11 pm ACDT

## 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 **Create 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 <b>Problem</b> state. Also, If only a partial payment has been made then the batch is marked as <b>Problem</b> .  |
| Failed Batches  | <p>Batches will automatically be classified as failed when:</p> <ul style="list-style-type: none"><li>■ When a batch is in Raised status;</li><li>■ Has a valid claim submission; and,</li><li>■ No processing report after 10 days.</li></ul> <p>An error message will appear as follows:</p> <div>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.</div> |
| Sent Batches    | Batches Sent. If a payment is due from Medicare, the batch is left in the <b>Sent</b> 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.

Dashboard

Locations

East St Kilda

Batch Claims

East St Kilda Batches

HSP e-Claims

Manual Batch Claims

Online Batch Claims

Unbatched Invoices

Online Batch

CURRENT ARCHIVE

Create Batch Claims Reconcile Fetch Processing Reports

Dashboard / Locations / East St Kilda / Batch Claims / East St Kilda Batches

Raised Batches

| Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price |           |
|------------------|--------------|------------|------------|-------------|-----------|
| Dr Mary SMITH    | 202106#0051  | 04/06/2021 | Medicare   | \$28.60     | Show Send |
| Dr Ian JONES     | 202106A0062  | 04/06/2021 | Medicare   | \$2,010.80  | Show Send |
| Dr Magnus POLAN  | 202011#0050  | 05/11/2020 | Medicare   | \$197.95    | Show Send |
| Dr Ratko NED     | 202011A0057  | 05/11/2020 | Medicare   | \$111.60    | Show Send |
| Dr Magnus POLAN  | 202005#0048  | 12/05/2020 | Medicare   | \$197.95    | Show Send |
| Dr John DORIAN   | 202005#0047  | 12/05/2020 | Medicare   | \$363.50    | Show Send |

Problem Batches

| Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price |      |
|------------------|--------------|------------|------------|-------------|------|
| Dr Ian JONES     | 202009A0056  | 10/09/2020 | Medicare   | \$36.55     | Show |
| Dr Ratko NED     | 202009A0055  | 09/09/2020 | Medicare   | \$37.05     | Show |
| Dr Ratko NED     | 202005A0051  | 12/05/2020 | Medicare   | \$73.60     | Show |

Failed Batches

| Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price |
|------------------|--------------|------------|------------|-------------|
|------------------|--------------|------------|------------|-------------|

Sent Batches

| Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price |
|------------------|--------------|------------|------------|-------------|
|------------------|--------------|------------|------------|-------------|

Interface

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



Created At

Message

1000

BULK BILL PROCESSING REPORT

Claim ID:

#0077@

Benefit Paid:

\$64.20

Claim Charge:

\$64.20

| Date     | Voucher    | Provider      | First Name     | Last Name      | Medicare Number | IRN  | Flag |
|----------|------------|---------------|----------------|----------------|-----------------|------|------|
| 01082017 | 01         | 2403561K      | DENISE         | JORDAN         | 695042725 1     | 1    |      |
|          | Service ID | Item          | Benefit Paid   | Claim Charged  | Patients Seen   | Code |      |
|          | 0001       | 00104         | \$64.20        | \$64.20        |                 |      |      |
|          |            | <b>Total:</b> | <b>\$64.20</b> | <b>\$64.20</b> |                 |      |      |

Medicare Online Request History

| Request ID                  | Date                   | Request Type                | Status   |
|-----------------------------|------------------------|-----------------------------|--|
| CLL000007f01597fe45d7800:01 | 01/08/2017 at 10:15 AM | Bulk Bill                   | The task has been completed successfully. - Batch ID: 2403561K#0077@01082017 |
| CLL000007f015992503ea800:01 | 15/08/2017 at 09:37 AM | Bulk Bill Payment Report    | Report Available   |
| CLL000007f015992503f6c00:01 | 15/08/2017 at 09:37 AM | Bulk Bill Processing Report | Report Available   |

Interface

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.

The screenshot shows the 'Unbatched Invoices' page in the CareRight system. The left sidebar contains a navigation menu with the following items: Dashboard, Locations, Westmead Clinic hospital clinic, Batch Claims, Westmead Clinic hospital clinic Batches, HSP e-Claims, Manual Batch Claims, Online Batch Claims, and Unbatched Invoices (highlighted). The main content area has a blue header with the title 'Unbatched Invoices' and a breadcrumb trail: Dashboard / Locations / Westmead Clinic hospital clinic / Batch Claims / Westmead Clinic hospital clinic Batches. Below the header, there is a section titled 'Online Invoices' containing a table with the following data:

| <input checked="" type="checkbox"/> | Inv Guarantor | Medical Provider | Inv Count |
|-------------------------------------|---------------|------------------|-----------|
| <input checked="" type="checkbox"/> | Medicare      | Dr Ratko P. NED  | 1         |
| <input checked="" type="checkbox"/> | Medicare      | Dr Mary SMITH    | 1         |
| <input checked="" type="checkbox"/> | Medicare      | Dr Juan KRILL    | 1         |

Below the table, there is a light blue box with the text: 'Batches will only be created for doctors selected.' At the bottom of the page, there is a button labeled 'Create Batch Claims'.

### Option 2:

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

The screenshot shows the 'Unbatched Invoices' page in the CareRight system. The left sidebar contains a navigation menu with the following items: Dashboard, Locations, Westmead Clinic hospital clinic, Batch Claims, Westmead Clinic hospital clinic Batches, HSP e-Claims, Manual Batch Claims, Online Batch Claims, and Unbatched Invoices (highlighted). The main content area has a blue header with the title 'Unbatched Invoices' and a breadcrumb trail: Dashboard / Locations / Westmead Clinic hospital clinic / Batch Claims / Westmead Clinic hospital clinic Batches. Below the header, there is a section titled 'Online Invoices' containing a table with the following data:

| <input type="checkbox"/>            | Inv Guarantor | Medical Provider | Inv Count |
|-------------------------------------|---------------|------------------|-----------|
| <input checked="" type="checkbox"/> | Medicare      | Dr Ratko P. NED  | 1         |
| <input type="checkbox"/>            | Medicare      | Dr Mary SMITH    | 1         |
| <input checked="" type="checkbox"/> | Medicare      | Dr Juan KRILL    | 1         |

Below the table, there is a light blue box with the text: 'Batches will only be created for doctors selected.' At the bottom of the page, there is a button labeled 'Create Batch Claims'.

## 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.

CareRight cr.test

Dashboard

Locations

Westmead Clinic hospital clinic

Batch Claims

Westmead Clinic hospital clinic Batches

HSP e-Claims

Manual Batch Claims

Online Batch Claims

Unbatched Invoices

## Online Batch

CURRENT ARCHIVE

Create Batch Claims Reconcile Fetch Processing Reports

Dashboard / Locations / Westmead Clinic hospital clinic / Batch Claims / Westmead Clinic hospital clinic Batches

Batches created with 2 invoice(s).

### Raised Batches

Search...

| <input checked="" type="checkbox"/> Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price | Bulk Send | Notes |
|--|--------------|------------|------------|-------------|-----------|-------|
| <input checked="" type="checkbox"/> Dr Radko P. NED  | 202110A0056  | 18/10/2021 | Medicare   | \$164.90    | Show Send |       |
| <input checked="" type="checkbox"/> Dr Juan KHILL    | 202110#0034  | 18/10/2021 | Medicare   | \$145.50    | Show Send |       |
| <input checked="" type="checkbox"/> Dr Magus POLAN   | 202109A0055  | 29/09/2021 | Medicare   | \$135.15    | Show Send |       |
| <input checked="" type="checkbox"/> Dr Magus POLAN   | 202109#0031  | 29/09/2021 | Medicare   | \$769.45    | Show Send |       |

Option 2:

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

[CURRENT](#)   [ARCHIVE](#)

|                     |           |                          |
|---------------------|-----------|--------------------------|
| Create Batch Claims | Reconcile | Fetch Processing Reports |
|---------------------|-----------|--------------------------|

[Dashboard](#) / [Locations](#) / [Westmead Clinic hospital clinic](#) / [Batch Claims](#) / [Westmead Clinic hospital clinic Batches](#)

Batches created with 2 invoice(s).

Search...

| Medical Provider | Batch Number | Batch Date | Batch Type | Batch Price | Bulk Send |      | Notes |
|------------------|--------------|------------|------------|-------------|-----------|------|-------|
| Dr Ratko P. NED  | 202110A0056  | 18/10/2021 | Medicare   | \$164.90    | Show      | Send |       |
| Dr Juan KRILL    | 202110#0034  | 18/10/2021 | Medicare   | \$145.50    | Show      | Send |       |
| Dr Magus POLAN   | 202109A0055  | 29/09/2021 | Medicare   | \$135.15    | Show      | Send |       |
| Dr Magus POLAN   | 202109#0031  | 29/09/2021 | Medicare   | \$769.45    | Show      | Send |       |