Why is my item price incorrect?

When raising an invoice you may notice that your item price is incorrect, to troubleshoot select the appropriate scenario:

MBS Items

Check the current current Medicare Benefits Schedule (MBS) to ensure you have downloaded the most up to date pricing. The Australian Government Department of Health updates their pricing regularly so it important that you too updates the prices in CareRight.

To import the latest price update, see Updating MBS rates.

To add a new MBS item, see Adding a new item code

Provider rate is different between multiple Providers

You need to check if the Medical Provider has the correct Medical Provider Rate Table.

If you need to create a Rate Table as the Invoicing Provider has a unique table of rates, see Add a new rate table

Patient Account Type can control the Prices being used for Invoices - If applicable.

Special pricing can be attached to a patient, the pricing is controlled by the rate table and linked to the Patient's Accounting Details - Private Account Type