

IHC Claims for Deceased Patients

Last Modified on 20/06/2023 4:51 pm ACST

Hospital claims for deceased patients may need manual submission as all the Medicare channels will be frozen by the time the patient's death status has been confirmed in the systems.

These IHC Claims can be submitted through manual HC21 forms.

Steps;

1. Generate the IHC Invoice - Please refer [here](#) for instructions on the IHC invoice creation.
2. Submit IHC Claim (Through **Eclipse** for Day Stay and through **Thelma** for Long Stay admissions).
3. For day stay IHC submission through Eclipse - This will give a submission error. Hence no data will be submitted to Eclipse through this channel. Once the claim file is generated, HC21 can be printed out from this.

The screenshot shows the CareRight patient portal interface. On the left is a navigation menu with options: Dashboard, Patients, Invoices & Credits, Accounts, PH - Fund - BUPA Australia, Enquiry Details, Enquiry Reversals, and View. The main content area is for a patient named Mr. H. It features a 'Services' table with columns for Service Date, Item, Price, and Paid. Below this is a 'Create New Claim' button. The 'Medicare Online Request History' section contains a table with columns for Request ID, Date, Request Type, Status, and Actions. A red box highlights the 'Status' and 'Actions' columns for a specific request.

Service Date	Item	Price	Paid
18/01/2023	13950 - Parenteral administration of one or more antineoplastic agents, including age...	\$580.00	\$0.00
Total:		\$580.00	\$0.00

Request ID	Date	Request Type	Status	Actions
CLL0008701H38G3MJ7RJZ8EN:01	19/06/2023 00:15	Ihc	ws_error	<button>View</button>

Click on View will let the user print either the complete HC21 or the Right side of HC21.

This screenshot shows the 'Patient Information' section of the CareRight portal. At the top, there are two buttons: 'Print Right Half of HC21 Claim Form' and 'Print Complete HC21 Claim Form'. Below these is a breadcrumb trail: Dashboard / Patients / Accounts / PH - Fund - BUPA Australia. The 'Patient Information' section includes fields for Title (Mr), First Name, and Second Name.

[Print Right Half of HC21 Claim Form](#) [Print Complete HC21 Claim Form](#)

[Dashboard](#) / [Patients](#) / [Accounts](#) / [PH - Fund - BUPA Australia](#)

Patient Information

Title: Mr
First Name:
Second Name:

