

Suncorp Bank Medicare Easyclaim Quick Reference Guide

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1 Terminal Images

Move 2500 Keyboard Layout



Where an action option is displayed above these buttons - simply press the corresponding button to perform the action. Additional options may be available via the Menu/Toggle button.

- MENU/Toggle button
- Cancel key
- Backspace/Clear key
- Enter key

To navigate through the menu screens use the up and down arrows to highlight the required menu option and then press Enter to make your selection.

Move 5000 Keyboard Layout



- MENU/Toggle button
- Cancel key
- Backspace/Clear key
- Enter key

The Move 5000 has an interactive touch screen. To select a menu option simply, touch the required option on screen.

2 Add an Operator

Move 5000

1. Select the Menu Button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Press CANCEL
4. Select* System Settings
5. Enter the Master Password – Contact HelpDesk for Master Password
6. Select Manage Operators
7. Select New
8. Enter Operator Name – Press Enter
9. Enter the Operator Password (4-8 characters)
10. Select Standard or press Enter button
11. Select Green icon on Screen to return to Manage Operator Menu
12. Press Cancel twice to return to main screen

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on screen itself.

2 Add an Operator

Move 2500

1. Select the Menu  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Press CANCEL
4. Select System Settings – press Enter
5. Enter the Master Password – Contact HelpDesk for Master Password
6. Select* Manage Operators
7. Select* New
8. Enter Operator Name – Press Enter
9. Enter the Operator Password (4-8 characters)
10. Select Standard – Press Enter
11. Press Enter to return to Manage Operator Menu
12. Press Cancel twice to return to main screen.

* Use the up (F2) / down (F3) arrows to highlight the menu option you wish to select.

** Use the **ENTER** key to action your selections.

2.1 Setting up Services

Move 5000

1. Press the Menu Button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Enter operator password - press the ENTER button
4. Select* Medicare - press the ENTER** button
5. Select* Setup
6. Select* Services Set up*
7. Select Services* you wish to be enabled by simply 'touch' the option on the screen itself.
8. Once done Select Accept or Press Enter
9. Receipt will be Printed with Services list
10. Select DONE if receipt is printer successfully. Screen will return to Setup Menu. Press Cancel to return to Idle screen.

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on the screen itself.

** Use the ENTER key to action your selections.

2.1 Setting up Services

Move 2500

1. Press the Menu button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Enter operator password - press the ENTER button
4. Select* Medicare - press the ENTER** button
5. Select* Setup**
6. Select* Services Set up**
7. Select Services* you wish to be enabled by Press Enter for Yes or No
8. Once done Select Next
9. Receipt will be Printed with Services list
10. Select DONE if receipt is printer successfully. Screen will return to Setup Menu. Press Cancel to return to Idle screen.

* Use the up / down arrows to highlight the menu option you wish to select.

** Use the **ENTER** key to action your selections.

2.2 Adding a Provider

Move 5000

1. Press the Menu Button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Enter operator password – press the ENTER button
4. Select* Medicare
5. Select* Setup
6. Select* Provider
7. Add a provider
8. Enter the Provider Number**
9. Enter Provider Name**
10. Select* Service Type
11. Enter/Select Payee Provider is different
12. Review Detail and Press ENTER button to continue. Screen will return to Provider List
13. Add more Provider if needed else Press ENTER to continue
14. Receipt will be Printed with list of Providers
15. Select DONE if receipt is printed successfully. Screen will return to Setup Menu. Press Cancel to return to Idle screen.

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on the screen itself.

** Use the ENTER key to action your selections.

2.2 Adding a Provider

Move 2500

1. Press the Menu button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Enter operator password - press the ENTER button
4. Select* Medicare - press the ENTER** button
5. Select* Setup**
6. Select* Provider**
7. Add a provider
8. Enter the Provider Number**
9. Enter Provider Name**
10. Select* Service Type
11. Enter/Select Payee Provider is different
12. Review Detail and Press NEXT (-) button to continue. Screen will return to Provider List
13. Add more Provider if needed else Press NEXT (-) to continue
14. Provider Details Successfully Updated message will be displayed
15. Select Done (press the - key)

* Use the up / down arrows to highlight the menu option you wish to select.

** Use the **ENTER** key to action your selections.

3 Adding a MBS Item

Move 5000

1. Press the Menu Button  on the right hand side of the terminal below the screen
2. Key in the number for Suncorp Health
3. Enter operator password and press the **ENTER** button
4. Select* Medicare
5. Select* Setup*
6. Select* MBS Item Setup**
7. Select* ADD
8. Select* Service Type**
9. Enter Item Number**
10. Enter Item Name**
11. Enter the amount using the keypad**
12. Press Enter
13. Service Items Successfully Updated message will be displayed
14. Select Done (press the - key).

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on the screen itself.

** Use the ENTER key to action your selections.

Note: Before commencing provider set up, ensure services set up activity has been undertaken.

3 Adding a MBS Item

Move 2500

1. Press the Menu button  on the right hand side of the terminal below the screen
2. Select the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select* Medicare - press the ENTER** button
5. Select* Setup**
6. Select* Provider**
7. Add a provider
8. Enter the Provider Number**
9. Enter Provider Name**
10. Select* Service Type
11. Enter/Select Payee Provider is different
12. Review Detail and Press NEXT (-) button to continue. Screen will retrun to Provider List
13. Add more Provider if needed else Press NEXT (-) to continue
14. Provider Details Successfully Updated message will be displayed
15. Select Done (press the - key).

* Use the / down arrows to highlight the menu option you wish to select.

** Use the ENTER key to action your selections.

Note: Before commencing provider set up, ensure services set up activity has been undertaken.

4 Performing a Claim

Move 5000

1. Swipe the Customers Medicare Card through the Terminal
2. Patient Ref. No.
Enter the Patient's reference number as per the card
Once the patient number has been keyed into the terminal, press the **ENTER** button
3. Select* the Claim Type
4. Select* the Service Provider, if Service Provider not on the list press Search option and enter Service Provider Number**
5. Select* Claim Data (Enter Claimant information if different then Patient and Payee Provider if different)**
6. Select the applicable MBS item from the list displayed, if not on list press Search option and enter item number
7. Select the relevant field for editing. Edit as required then Press ENTER button when done
8. Enter an additional item to the claim?
To add another Item number to the claim, select ADD option.
Follow step 5 for additional items
9. Press ENTER button to submit Claim
10. Select Accept if you agree with Medicare Rebate Assessment. If Bulk Bill confirm the assign benefits as per Medicare review
11. For Rebate Processing, terminal will display rebate value amount.
12. Insert Patient Bank card when prompted and follow the prompts
13. Payment receipt and Claim receipt will be printed
14. Did the Receipt print correctly?
15. Select Done (press the - key).

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on the screen itself.

** Use the ENTER key to action your selections.

4 Performing a Claim

Move 2500

1. Swipe the Customers Medicare Card through the Terminal
2. Patient Ref No
Enter the Patient's reference number as per the card
Once the patient number has been keyed into the terminal, Press the **ENTER** button
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4. Select* the Service Provider, if Service Provider not on the list press Search option and enter Service Provider Number**
5. Select* Claim Data (Enter Claimant information if different then Patient and Payee Provider if different)**
6. Select the applicable MBS item from the list displayed, if not on list press Search option and enter item number
7. Select the relevant field for editing. Edit as required then Press ENTER button when done
8. Enter an additional item to the claim?
To add another Item number to the claim, select ADD option.
Follow step 5 for additional items
9. Press ENTER button to submit Claim
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11. For Rebate Processing, terminal will display rebate value amount.
12. Insert Patient Bank card when prompted and follow the prompts
13. Payment receipt and Claim receipt will be printed
14. Did the Receipt print correctly?
15. Select Done (press the - key).

* Use the up / down arrows to highlight the menu option you wish to select

** Use the **ENTER** key to action your selections.

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