

# Suncorp Bank HealthPoint Quick Reference Guide

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# 1.1 Reports – Reconciliation

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 9** – HealthPoint Admin
6. Select **Number 2** – Reports
7. Select **Number 2** – Reconciliation
8. Enter the date you wish to print the Reconciliation Report for

Please note this will automatically default to yesterdays date.

9. Select **Enter**
10. Reconciliation Report will print.
11. Select **Yes – Done**
12. Select **Cancel** to be return to the idle menu

## 1.2 Reports – Activity

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 9** – HealthPoint Admin
6. Select **Number 2** – Reports
7. Select **Number 1** – Activity Report
8. Enter the date you wish to print the Activity Report for

Please note this will automatically default to yesterdays date.

9. Select **Enter**
10. Activity Report will print
11. Select **Yes – Done**
12. Select **Cancel** to be return to the idle menu

## 1.3 Reports – Shift Total

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 9** – HealthPoint Admin
6. Select **Number 2** – Reports
7. Select **Number 3** – Shift Total
8. Shift Total Report will print
9. Select **Yes – Done**
10. Select **Cancel** to be return to the idle menu

## 2 Setting the Fee for an Item

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 9** – HealthPoint Admin
6. Select **Number 1** – Service Items
7. Select the corresponding number for the Service Type you wish to update
8. Enter the Number next to the item you wish to enter a fee for
9. Select Edit
10. Select **2** for Fee and enter the Fee amount using the keypad
11. Select **Enter**
12. Select **OK**
13. Select **Enter**
14. Service Items Successfully Updated message will be displayed
15. Select **Enter**
16. Select **Cancel** to return to the idle menu.

# 3 Adding an Ad Hoc Item Number

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 9** – HealthPoint Admin
6. Select **Number 1** – Service Items
7. Select the corresponding number for the Service Type you wish to update
8. Select **Find** Option
9. Enter the item you wish to add
10. Select Enter
11. Item Not Found – Add Item?
12. Select **Yes – Enter**
13. Edit Service
14. Select **1** and enter the Service description as required using the keypad
15. Select **Enter**
16. Select **2** – Enter Fee and enter the fee as required using the keypad
17. Select **Enter**
18. Select **OK**
19. Select **Enter**
20. Service Items Successfully Updated message will be displayed
21. Select **Enter**
22. Select **Cancel** to be return to the idle menu

## 4.1 Performing a Claim

1. Swipe the Customers 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 **ENTER**
  3. Provider of Service  
Select the Service Provider by selecting the number next to the Providers name
  4. Service Items  
Select applicable Item from the list displayed by selecting the number next to the item you wish to charge
  5. Change date / fee or body part as applicable  
To edit one of these items, select the corresponding number on the left hand side of the screen.  
Once done editing the record, Press **ENTER**
  6. Enter an additional Item to the claim?  
To add another Item number to the claim, select **ADD** option. This will offer you the item list to select from. See step 4 for more detail.  
Once done editing the Item, Press **ENTER**
  7. Enter an additional Patient to the claim?  
To add another Patient to the claim, select the **ADD** option. This will offer you the Patient reference screen. See step 2 for more detail.  
Once done editing the second patients Item, Press **ENTER**
  8. Select **Submit**
  9. Claim will print
  10. Select **Accept**
  11. Enter any Deposit Taken if applicable
  12. Second copy of claim will print
- OR
10. Select **Accept**
  11. Select **Enter**
  12. How does the patient wish to pay the Gap Amount?
  13. Select payment method and process payment accordingly – Invoice, Cash, Eftpos
  14. Second Copy of the claim will print
  15. Did the Receipt print correctly?
  16. Select **Yes – Done**

## 4.2 Cancelling a Claim

1. Select the **FUNC\*** Options
2. **Enter 8** for Health App
3. Select **Number 1** – Touch
4. Select **Number 1** – HealthPoint
5. Select **Number 2** – Cancel Claim
6. Swipe the patients Health Fund Membership Card
7. Using the **Scroll Key** locate the claim you wish to cancel
8. Select – **Proceed**
9. Cancellation Receipt will print
10. Did the Receipt print correctly?
11. Select **Yes – Done**
12. A second copy of the cancellation receipt will print.
13. Select **Yes – Done**
14. Claim Cancelled will display on the screen