

# Integrated Medicare Easyclaim for Medical Practices

With Tyro's Integrated Medicare Easyclaim processing EFTPOS payments and Medicare claiming becomes seamless and efficient. The Practice Management System (PMS) talks to the Tyro EFTPOS terminal allowing patients to claim their Medicare rebate on the spot. It also processes bulk billed claims and gap payments in real time.

## Terminal Set Up

- To install and activate your terminal refer to page 1 of this Set Up Guide.
- To pair with your PMS go to [www.tyro.com](http://www.tyro.com) > Easyclaim.

Alternatively instructions may be found in the Help section of your PMS.

## Integration Support

Integrated Medicare Easyclaim is intuitive and very easy to use.

If you need help, you can call your PMS Support line or one of the following support centres:

- For EFTPOS Terminal troubleshooting: Tyro Customer Support - 1300 966 639
- For all claiming related queries: Medicare Support - 1800 700 199
- For all PMS related queries: Your PMS Support line
- For all other inquiries: Tyro Account Management - 02 8907 1717

## Medicare Online Items

The following items cannot be processed via Easyclaim: they will continue to be transmitted via Medicare Online by your PMS.

- In-hospital items
- Bulk bill claims more than 2 years from date of service
- Patient claims more than 2 years from date of service
- Time duration dependent items
- Notional charges
- Patient claims pathology items excepting group 9 items
- Bulk bill pathology items which are self-deemed or rule 3 exemptions
- Patient claims and bulk bill claims with non-standard referrals
- Items where the charge exceeds \$9,999.99
- Department of Veterans' Affairs (DVA) claims