

## Using HICAPS with Optomate Premier

If you haven't already received the HICAPS form from Monkey Software, please call the help desk on (03) 9393 2066 and we will fax or email it to you. This form needs to be completed and sent to HICAPS. Once you have done this, you will receive the cable required to link your current terminal to the PC or a new terminal if you are using an older model.

### Step A – Installation

1. To download the HICAPS software, visit <http://www.monkeysoftware.com.au/downloads.htm> and save the HICAPS Terminal Software for the Optomate Premier Series to your Desktop.
2. Once complete, right click on the **HICAPSInstall.exe** and select 'Extract all...'. The Extraction Wizard window will open, click [next].

Make sure the default directory is **C:\Hicapsupdate** and click [next], then [Finish].

3. Go into **MyComputer ► C: ► Hicapsupdate**

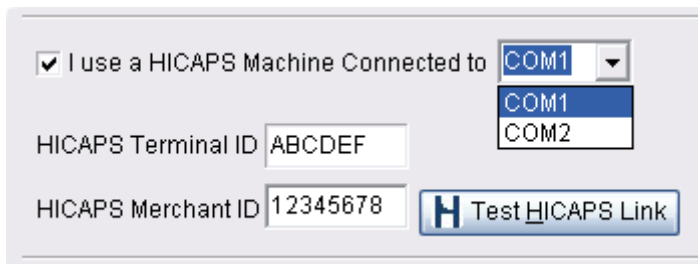
Firstly double click the **HYPERLANE.exe** program to run, following the default prompts. Finally double click the **HICAPSS.exe** program to run, following the default prompts.

4. Once both programs have been installed, **Re-boot** the computer.

### Step B – Checking the Installation

Make sure all HICAPS programs have been installed (HICAPSS and HYPERLANE) and the HICAPS machine is connected to the computer and switched on.

1. Open the Optomate program.
2. Go into: **File ► System Settings** and click on the **Links - General** heading on the left.



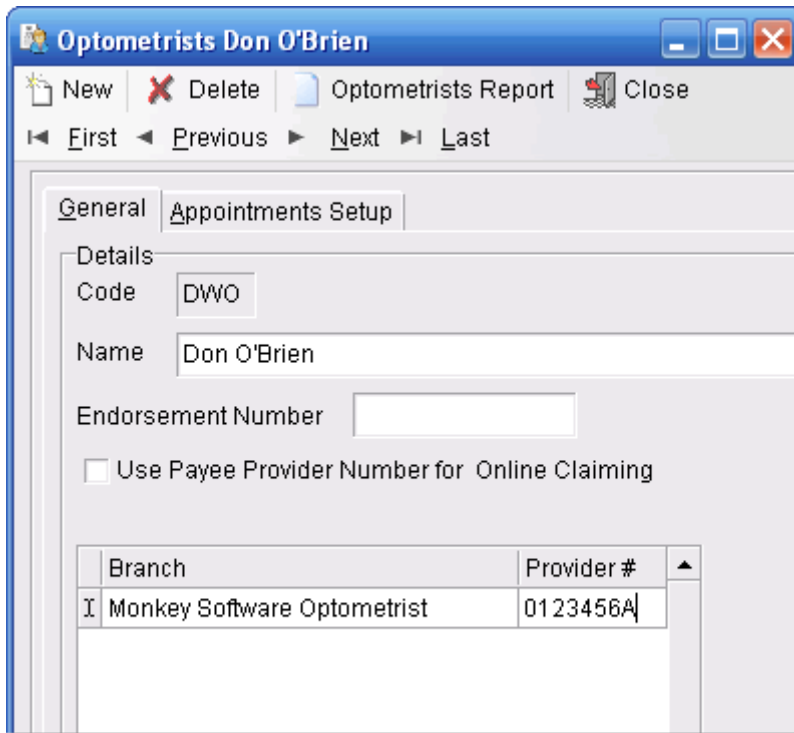
The screenshot shows a dialog box with the following elements:

- Checkbox:  I use a HICAPS Machine Connected to
- Dropdown menu: COM1 (selected), COM1, COM2
- Text field: HICAPS Terminal ID: ABCDEF
- Text field: HICAPS Merchant ID: 12345678
- Button: Test HICAPS Link

3. Tick  **I use a HICAPS Machine connected to** and select the Comport from the drop down menu. (e.g. COM1)
4. Enter your HICAPS Terminal ID and Merchant ID then click on the **Test HICAPS Link** button.

5. You will be prompted if the link is has connected. If it hasn't, try a different Comport.
6. Once the connection is successful, **Save** and **Close** system settings.

## Step C – Checking Optomate settings before sending the first claim



1. All Optometrists that will be claiming with HICAPS will need to have the length of their provider number equal to **8** characters. If it has 7 characters enter a 0 (zero) at the start. E.g. 123456A will now become 0123456A.

If it is 1234567A, there is no need to change it.

To ensure your provider numbers are correct for all Optometrists, go into **Setup ► General ► Optometrists**.

If the Optometrist is NOT the Payee Provider, tick **Use Payee Provider Number for Online Claiming** to have payments sent to the Business Provider account.

2. When you try and claim an account, it will default to the **Business Provider #** that is entered into **File ► System Settings** within Optomate. If this is empty, it will then default to the provider number for the optometrist selected from the account. Once in the HICAPS Claim screen you can re-select the **Provider #** that you wish to use.

Again, if the Business Provider number is only 7 characters in length, add a 0 (zero) to the start.



3. Once you have selected the provider number ensure that you have the correct Patient Health Fund Reference # entered.
4. Next step is to check that any items that you intend on sending have the correct Health Fund Numbers. Go through all stock items that you will be claiming (e.g. frames, lenses, add ons etc.) and check that the **Health Fund #** and **Multiple Health Fund #'s** are entered.

5. Once all the items and Optometrists are setup, the only thing to check before claiming is the patient's health fund reference number. You can check this in the patient details screen in the Health Fund Ref #.

## Step D – Sending your first claim to HICAPS

1. Create the account with the items you want to claim.
2. Once you save the account, you will be asked if you want to create a HICAPS claim, answer 'Yes' If the account has already been saved, then just find the account and click the [HICAPS Link] button at the top of the account.
3. If you have not ensured all steps in Step C are complete you will be stopped here before you can claim any items.
4. To send a claim, the items from the account will be shown on the HICAPS Claim screen. To send an item, make sure there is a tick  next to the item in the **Send** column. Any item(s) that you don't wish to claim, un-tick the Send option next to the appropriate item.  
  
The amount you wish to claim can only be changed on the account screen, not on the HICAPS screen.
5. Once you have selected the items to send click OK and you will be prompted on the HICAPS terminal to swipe the patients' card.
6. A message will be displayed telling you how much was approved for the items, and a receipt is automatically printed.

NOTE: Once an account has been claimed it cannot be edited or deleted until the claim has been cancelled.

## Step E – Cancelling a claim

An account that has been successfully claimed can only be cancelled on the day it was claimed and the Patients' card must be swiped again. If you need to cancel a claim from a different date, you will need to contact the appropriate health fund to cancel the claim. You will then need to raise a credit account for the items in the claim within Optomate.

1. To cancel a claim, find the patients account then click the [HICAPS Link] button from the account screen. This will show the account that has been transmitted.
2. Select to Cancel the claim and click OK and follow the prompts on the Terminal.
3. A cancellation receipt will be printed automatically.
4. Once the Account has been cancelled you can then edit/delete the account and resubmit it.

## Step F – Re-Printing a Claim Receipt

1. Open the account for the patient.
2. Click the [HICAPS Link] button at the top of the account.
3. Select either the Claim receipt or Cancel Receipt and click OK, the receipt will then print.