Suncorp Bank HealthPoint 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 Reports – Reconciliation

Move 5000

1. Press the Menu Button ⦿ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password and press the **ENTER** button
4. Select***** HealthPoint
5. Select HealthPoint Admin
6. Select Reports
7. Select Reconciliation
8. Enter the date****** you wish to print the Reconciliation Report for
9. Reconciliation Report will print.
10. Select **Done**
11. Press the **Cancel** button to return to the idle menu

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

** Reconciliation reports are available claiming day plus 1.

2 Reports – Reconciliation

Move 2500

1. Select the Menu ⊙ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER**** button
5. Select HealthPoint Admin
6. Select Reports
7. Select Reconciliation
8. Enter the date******* you wish to print the Reconciliation Report for
9. Reconciliation Report will print
10. Select **Done**
11. Press the **CANCEL** button to return to the idle menu

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

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

***Reconciliation Reports are available claiming day plus 1.

2.1 Reports – Activity

Move 5000

1. Press the Menu Button ⦿ on the right hand side of the terminal below the screen

2. Key in the menu number for Suncorp Health

3. Enter operator password and press the **ENTER** button

4. Select***** HealthPoint

5. Select HealthPoint Admin

6. Select Reports

7. Select Activity Report

8. Enter the date****** you wish to print the Activity Report for

9. Activity Report will print.

10. Select **Done**

11. Press the **Cancel** button to return to the idle menu

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

** Activity Reports are available claiming day plus 1.

2.1 Reports – Activity

Move 2500

1. Press the Menu button ⬤ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER**** button
5. Select HealthPoint Admin
6. Select Reports
7. Select Activity Report
8. Enter the date******* you wish to print the Activity Report for
9. Activity Report will print
10. Select **Done**
11. Press the **CANCEL** button to return to the idle menu

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

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

***Activity Reports are available claiming day plus 1.

3 Setting the Fee for an Item

Move 5000

1. Press the Menu Button ⬤ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password and press **ENTER**
4. Select* HealthPoint
5. Select HealthPoint Admin
6. Select Service Items
7. Select the Service Type / Modality you wish to update
8. Select the Service Item you wish to set the fee for
9. Select **Edit**
10. Select the **Fee** field
11. Enter the amount using the keypad - Press the **ENTER** button
12. Select **OK**
13. Press the **ENTER** button
14. Service Items Successfully Updated message will be displayed
15. Select **Done**
16. Press the **Cancel** button to return to the idle menu

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

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3 Setting the Fee for an Item

Move 2500

1. Press the Menu button ⦿ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER**** button
5. Select HealthPoint Admin
6. Select Service Items
7. Select the Service Type / Modality you wish to update
8. Select the Service Item
9. Select **Edit**
10. Select the **Fee** field
11. Enter the amount using the keypad
12. Select **OK**
13. Press **NEXT** (press the - key)
14. Service Items Successfully Updated message will be displayed
15. Select **Done** (press the - key)
16. Press the Cancel button to return to the idle menu

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

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

4 Adding an Ad Hoc Item Number

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* HealthPoint
5. Select HealthPoint Admin
6. Select Service Items
7. Select the Service Type / Modality you wish to update
8. Select **Find** Option
9. Enter the item you wish to add and press the **ENTER** button
10. Item Not Found – Add Item? is displayed
11. Select **Yes**
12. Edit Service is displayed
13. Press the **ENTER** button and type in the Service Description using the keypad
14. Press the **ENTER** button
15. Select **Fee**
16. Enter the Fee using the keypad and press the Press **ENTER** button
17. Select **OK**
18. Press the **ENTER** button
19. Service Items Successfully Updated message will be displayed
20. Select **Done**
21. Press the **Cancel** button to be return to the idle menu

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

4 Adding an Ad Hoc Item Number

Move 2500

1. Press the Menu button ⊙ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER**** button
5. Select HealthPoint Admin
6. Select Service Items
7. Select the Service Type you wish to update
8. Select **Find** Option
9. Enter the item you wish to add Press Enter
10. Item Not Found - Add Item?
11. Select **Yes**
12. Edit Service is displayed
13. Press the **ENTER** button and type in the Service Description using the keypad
14. Press the **ENTER** button
15. Select **Fee**
16. Enter the Fee using the keypad - press the **ENTER** button
17. Select **Ok**
18. Select **Next** (press the - key)
19. Service Items Successfully Update message will be displayed
20. Select **Done** (press the - key)
21. Press the **CANCEL** button to return to the idle menu

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

** Use the ENTER key to action your selections.

5 Performing a Claim

Move 5000

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 the **ENTER** button
3. Provider of Service
   Select***** the Service Provider, press the **ENTER** button
4. Service Items
   Select applicable item from the list displayed, press the **ENTER** button.
5. Select the relevant field for editing. Edit as required, press the **ENTER** button
   Copy/Discard item if required.
6. Press the **ENTER** button
7. Add an additional Item to the claim?
   To add another Item number to the claim, select **ADD** option OR press the
   ENTER button to review the claim. Follow step 5 for additional items
8. Claim Review Screen
   To add another Patient to the claim, select the **ADD** option and follow the
   previous steps.
9. Claim Review Screen
   Review the claim details and select **Submit**
10. Provider copy of the claim will print
11. Select **Accept**
12. Enter any Deposit Taken if applicable. Press the **ENTER** button.
13. Second copy of claim will print

    OR

11. Select **Accept**
12. Press the **ENTER** button
13. How does the patient wish to pay the Gap Amount?
14. Select the payment method and process payment accordingly – EFTPOS, CASH,
    INVOICE
15. Second Copy of the claim will print
16. Did the Receipt print correctly?
17. Select **Done**

* The Move 5000 has an interactive screen. To select a menu option, simply 'touch' the option on the screen itself.
  Note: The terminal should be configured to use Bluetooth to the base when out of the cradle for HealthClaims.

5 Performing a Claim

Move 2500

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 the **ENTER** button
3. Provider of Service
   Select***** the Service Provider
   Press the **ENTER** button******
4. Service Items
   Select the applicable item from the list displayed
5. Select the relevant field for editing. Edit as required, Select **Next** OR
   Copy / Discard item if required
6. Add an additional item to the claim?
   To add another Item number to the claim, select **ADD** option OR Select **Next**
   to review the claim
   Follow step 5 for additional items
7. Claim Review Screen
   To add another Patient to the claim, select the **ADD** option and follow the
   previous steps
8. Claim Review Screen
   Review the claim details and select **Submit**
9. Provider copy of the claim will print
10. Select **Accept**
11. Enter any Deposit Taken if applicable - Press the **ENTER** button
12. Second copy of claim will print

    OR

10. Select **Accept**
11. Press the **ENTER** button
12. How does the patient wish to pay the Gap Amount?
13. Select the payment method and process payment accordingly - EFTPOS,
    CASH, *******INVOICE
14. Second copy of claim will print
15. Did the Receipt print correctly?
16. 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.
***Use the **MENU** button to toggle between screens to access Invoice option

6 Cancelling a Claim

Move 5000

1. Press the Menu Button (⊙) on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password and press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER** button
5. Select Cancel Claim - press the **ENTER** button
6. Swipe the patients Health Fund Membership Card
7. Select **Next** to locate the claim you wish to cancel
8. Select – **Proceed**
9. Cancellation Receipt will print
10. Did the Receipt print correctly?
11. Select **Done**
12. A second copy of the cancellation receipt will print.
13. Select **Done**
14. Claim Cancelled will display on the screen
15. Press the **ENTER** button to return to the HealthPoint menu
16. Press the **CANCEL** button to return to the idle menu

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

6 Cancelling a Claim

Move 2500

1. Press the Menu button ⊙ on the right hand side of the terminal below the screen
2. Key in the menu number for Suncorp Health
3. Enter operator password - press the **ENTER** button
4. Select***** HealthPoint - press the **ENTER**** button
5. Select Cancel Claim
6. Swipe the patients Health Fund Membership Card
7. Select Next (press the - key) to locate the claim you wish to cancel
8. Select **Proceed**
9. Cancellation receipt will print
10. Did the receipt pint correctly?
11. Select - **Done**
12. A second copy of the cancellation receipt will print
13. Select - **Done**
14. Claim cancelled will display on screen
15. Press the **ENTER** button to return to the HealthPoint menu
16. Press the **CANCEL** button to return to idle menu

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

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

7 Rebate Estimate (Quote)

You can obtain a rebate estimate from any health fund simply by rejecting the outcome of a claim once returned by the health fund, (i.e. submit the claim as you normally would and then reject the response once you have made note of the rebate and gap amounts) voiding the outcome at the Fund.

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