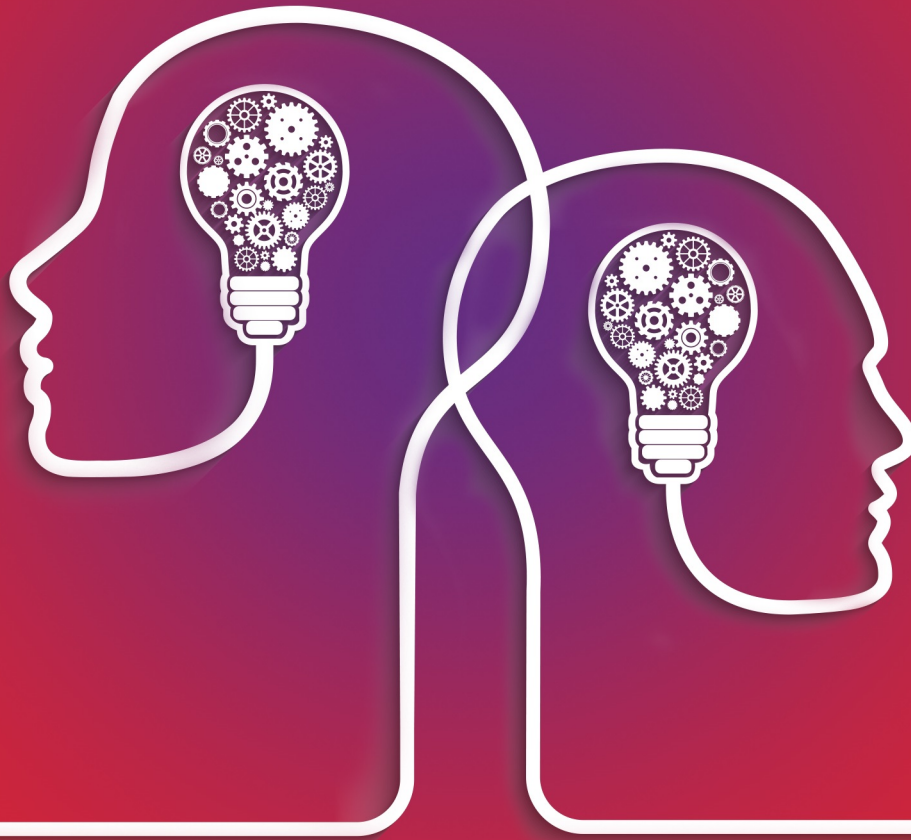
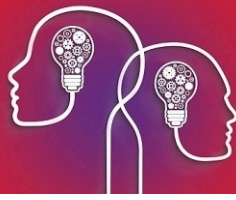


Bp VIP.net

ACC Setup and Billing Guide



VIP.net knowledge base 



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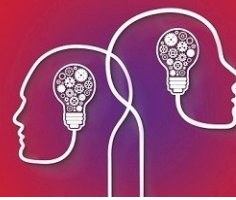
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Last updated: August 2017

This User Manual is sourced from the Best Practice Software Bp VIP.net Ruby [Knowledge Base](#).



Set up ACC claiming

ACC setup assumes that your practice has registered with ACC as a vendor and installed the eBusiness Gateway digital certificate. For more information on ACC registration and digital certificates, contact ACC.

To process ACC claims through the **eSchedule** and **eLodgement** ACC gateways from Bp VIP.net, you need to:

1. set up ACC item codes to charge against
2. set ACC claim numbering ranges for your practice (if your practice lodges ACC claims)
3. define the incoming and outgoing folders for ACC file transmission
4. set up batching for the ACC organisation
5. record contract details for all providers.

Steps 1 and 2 will likely have been performed during your initial deployment of Bp VIP.net. You still may need to add ACC codes or modify existing codes.

Perform the following instructions on the machine that will be used to send and receive files from the ACC eBusiness Gateway.

Set up ACC item codes

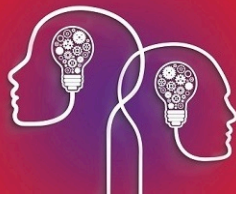
You must create all of the items at your practice that are chargeable to ACC.

1. Select **Setup > Charges**. The **Setup Charges** screen will appear.



***Tip:** The row of page-owner buttons along the bottom allow you to set fees for individual page-owners. In this example, fees are being set for the practice, so make sure the **Default** button is selected.*

2. Click **New**, or select an existing item and click **Copy** if the new item will be similar. The **Maintain Item Details** screen will appear.



Maintain Item Details

User Code: ACC100 Base Fee: 100.00 Subsidised Procedure Code

Name: ACC Claim

Full Details: [Empty text area]

Category: ACC

Claim Code: ACC100 Referral Not Required

Code Group: [Empty text area]

Pre-Defined Rules: ACC - Must have a Claim

Buttons: Add Rule, Remove, OK, Cancel

Options: Item fee already includes GST
 Add GST automatically when billed
 This item is usually GST exempt
GST Rate: 15.00
 Show in Operations List
Time Req'd: 0 mins
LSPN No: 0
EquipmentId: 0
Theatre Band: [Empty text area]

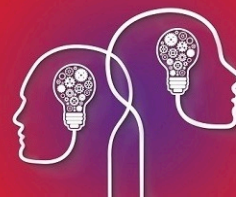
**Enter a list of charge code here seprated by a comma i.e: 104,12345,KNE101
Multiple quantities can be specified using a colon followed by the quantity i.e:
104,12345:3,KNE101:2**

3. Enter the **ACC Claim Code** for the charge in the **User Code** field.
4. Enter the **Base Fee** (inclusive of GST) and tick **Subsidised**. The base fee is the fee set by ACC for this injury, and subsidised 100% by ACC.
5. Select **Item fee already includes GST**.
6. Enter the **Name** of the ACC item and a full description in the **Full Details** field.
7. You can create a Category to differentiate between ACC and non-ACC item codes for clarity in reporting. Start typing in the **Category** field. The **Select Category** screen will appear. Click **New**, enter a name for the category, and click **OK** twice to return to the **Maintain Item Details** screen.



Tip: Categories are optional, but grouping item codes by category can make reporting easier.

8. Enter the ACC claim code from step 3 in the **Claim Code** field. If a referral is not required to charge this item, tick **Referral Not Required**.
9. Leave the **Code Group** field empty and click **Add Rule**. The **Select Business Rules** screen will appear.
10. Select the rule 'ACC – Must have a Claim' from the list and click **OK**.



11. Click **OK** to save the ACC-chargeable item and return to the **Setup Charges** screen.
12. Repeat steps 2—11 for each ACC chargeable item. You can use the **Copy** button at the bottom of the **Setup Charges** screen to copy and modify the item you just created.

You also need to set the private Fee Scale for the item to 0%.

1. In the **Setup Charges** screen, select the item you just created. Press Enter or right-click in the **PVT FEE** column and select **Modify Details**. The **Private - Default Setup and Rules** screen will appear.
2. Select **Percentage of chosen Fee Scaler** and enter 0.00 in the % field, or the fee scaler your practice will apply.

3. Click **OK**.

To set the **default** fee scale for all new items, right-click the **PVT FEE** column heading in the **Setup Charges** screen and select **Setup and Rules**.

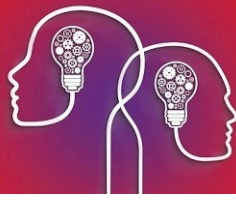


Important: Changing the default private fee scale will update all items with **No Change** selected in the **Private - Default Setup and Rules** screen.

Repeat the above two procedures for every custom ACC-chargeable item at your practice. Log out of Bp VIP.net and back in for the new charges to become available.

Creating other chargeable item types

To create a non-ACC chargeable item, follow the same procedure, but do not select the **Subsidised** check and do not add the rule 'ACC – Must have a Claim'.



To create an item for surgical procedures, tick the **Procedure Code** check box and complete the fields below and including **Show in Operations List**.

Set ACC claim number range

If ACC has provided your practice with a range of ACC claim numbers to use, record the range in your facility preferences to auto-generate a claim number when a new claim is created.

1. Select **Setup > Facility Preferences > General Preferences**. The **Facility Preferences** screen will appear.
2. Select the **Patients** tab.
3. In the **ACC Claim Numbering** section, record the **First Number** and **Last Number** allocated to your practice. Enter any letters as capital letters.

ACC Claim Numbering	
First Number	AB11111
Last Used Number	AB11111
Last Number	AB99999

4. Click **OK** to save the record.

Bp VIP.net will default new claims to use the ACC number range, and validate each new number to ensure that you do not create a duplicate claim.

You can also set ACC number ranges for individual providers, if only some providers will provide ACC consultations at your practice.

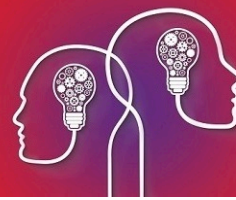
Define incoming and outgoing folders

You must tell Bp VIP.net which folders to use to transmit files from and receive files in.

1. Select **Setup > Facility Preferences > General Preferences > Communications** tab.
2. Follow the instructions for both eSchedule and eLodgement.

Set up eSchedule

3. Select 'ACC eSchedule' from the **Set options for** dropdown.
4. Enter the following text in the **URL** field: 'https://health.my-acc.co.nz/portal/secure/ebusiness/invoicing/'
5. Click **Details**. The **Message Format Details** screen will appear.
6. Enter the following folder location in the **In Directory** field, or click ... and browse to the location 'C:\accsend\eform\response\'



7. Repeat step 6 for the **Out Directory** with the location 'C:\accsend\eform\'.

The screenshot shows the 'Facility Preferences' window with the 'Batching' tab selected. Under 'Set options for', 'ACC eSchedule' is chosen. The 'ACC eSchedule' section contains fields for 'User ID/ Mailbox', 'Password', 'Program FileName', 'Log File', and 'URL' (with a browse button). A 'Details' button is at the bottom of this section. The 'Message Format Details for ACC eSchedule' dialog is open, displaying 'Message Type' as 'ACC eSchedule', 'In Directory' as 'C:\accsend\eform\response\'', and 'Out Directory' as 'C:\accsend\eform\''. 'OK' and 'Cancel' buttons are at the bottom right of the dialog.

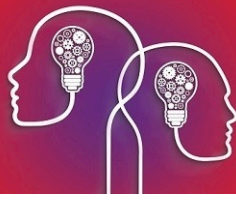


Important: If the folders do not exist, create the folders in Windows File Explorer or click **Make New Folder** from the **Browser for Folder** screen. The folders must have the names as they appear in steps 6 and 7. ACC relies on these folders for eBusiness.

8. Click **OK** to save the message format settings for eSchedule.

Set up eLodgement

9. Select 'ACC eLodgement' from the **Set options for** dropdown.
10. Enter the following text in the **URL** field: 'https://health.my-acc.co.nz/portal/secure/ebusiness/'.
11. Click **Details**. The **Message Format Details** screen will appear.



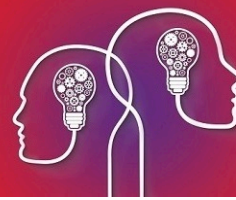
12. Enter the following folder location in the **In Directory** field, or click ... and browse to the location 'C:\accsend\response\'.
13. Repeat step 6 for the **Out Directory** with the location 'C:\accsend\'.
14. Click **OK** to save the message format settings for eSchedule.

Set up batching

If your practice batches and sends claims to ACC electronically, you need to set the batching options for the organisation 'ACC'.

The 'ACC' subsidiser should have been created during the initial installation of Bp VIP.net NZ. If not, you must create the organisation.

1. Press F2 to open the **Search** screen. Type '=ACC' in the **Search** field and click **Search**.
2. Select the Subsidiser organisation with a **Name** of 'ACC' and click **OK**.
3. Press F3 to open the **Organisation Details** screen for the ACC subsidiser. Select the **Charging Details** tab.
4. In the **Batching Method** section, select a **Method** of 'ACC eSchedule'.
5. Tick **Send batches via ACC eLodgement** and **Send Batches Electronically**.
6. In **Batch Settings**, enter '99' as the **Maximum items allowed per batch** and tick **Automatically generate batch numbers**.
7. In **Batch Grouping**, do not tick **Generate a single batch for all providers/revenue accounts**.



Details | Charging Details | Health Fund Contracts | Investigati

Batching Method

Method: ACC eSchedule

Template:

Send batches via ACC eLodgement

Send Batches Electronically

MailBox:

Batch Settings

Maximum items allowed per Batch: 99

Automatically generate batch numbers

Include zero amounts in batch

Print batch immediately on creation

Batch Identification

Practice Identifier:

Contract Number:

Batch Grouping

Generate a single batch for all providers/revenue accounts

Provider:

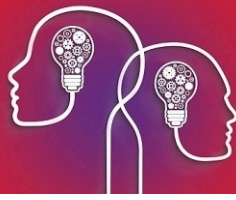
Revenue:

8. Click **OK** to save changes.

Add provider contract details

You must add medical and ACC identifiers to a provider's details, if you haven't already when the provider was created.

1. Select **Setup > Providers > This Clinic**. The **Providers** screen will appear.
2. Click **New** if you are setting up a new provider, or select an existing provider and click **Modify**. The **Providers (ID)** screen will appear.

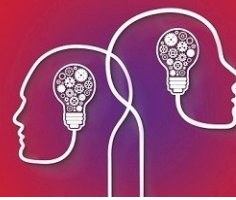


3. In the **Numbers** section on the right, enter the provider's:

- NZMC
- ACC Payee number
- ACC Contract number
- HPI Number. Bp VIP.net will validate any entered HPI numbers. If a HPI number refuses to validate, contact Best Practice Software Specialist Product Support for assistance.

4. Click **OK** to save the changes.

ACC setup for Bp VIP.net is complete.



Create an ACC45 claim

You may need to create a new ACC45 claim, if a patient has not been referred with an existing claim. An ACC45 claim requires you to record:

- Clinical information about the injury, including diagnoses, operations (if any), and a referral
- Details about the cause and location of the injury
- Some demographic information about the patient.

1. Search for the patient you want to record an ACC45 claim for and load the patient into the snapshot.
2. Select **Patient > Injury Claims** from the menu or press Alt+F8. The **List of Claims** screen will appear.
3. Click **New**. The **Specialist Claim Form** will appear.

Clinical Details

Provider* Emergency, Sarah @CLINIC Visit Date* 20/02/2017 Approval No.

Claim No* LN00586 Injury Date* 18/02/2017 00:00 Case Manager

Subsidiser* ACC, Acc Claiming New ACC 45

Clinical | ACC45 | Default Notes | History

Medical Details

Cause of Injury* Skiing down moderate slope. Fell over and twisted left ankle. Left ankle sore and swollen. Treatment Injury

Diagnoses*

Code	Description	Side	Severity
N0947	Ankle joint pain	Left	Moder...

Diagnosis Comments L- N0947-Ankle joint pain

Operation

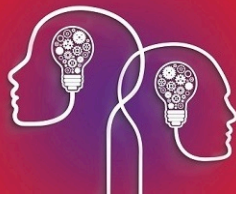
Code	Description	Location
------	-------------	----------

Referral

Sent	Date	From	To
Sent	20/02/2017 2:57:47 PM	Emergency, Sarah	Braid, Glens

Buttons: Add From Existing, Add New, Remove, Location? (NA, Right, Left, Bilateral), Add New, Delete, Location? (NA, Right, Left, Bilateral), New OutGoing, New Incoming, Modify, Link to Existing, UnLink, OK, Cancel

4. The form will default to the provider for the appointment, if actioned from the appointment book. Otherwise, the form will default to the lead provider from Patient Details (F3). To change the provider, start typing in the **Provider** field, select the provider from the list, and click **OK**.
5. Select 'ACC Claiming' from the **Subsidiser** drop-down
6. You can manually or automatically assign a claim number:



- To automatically assign a new **Claim No**, tick **New ACC 45**. A number will be automatically generated from your practice's ACC number range.
- To enter a claim number manually, do not tick **New ACC 45** and type in the **Claim No**. Bp VIP.net will check that the number is not a duplicate of any existing ACC claim stored in Bp VIP.net.

7. Enter the **Visit Date** and **Injury Date**. Press Ctrl+D to enter today's date in a Date field.
8. New claims do not require an **Approval No.** or **Case Manager**. Leave these fields blank.
9. ACC requires details as specific as possible as the **Cause of Injury**. Enter how the accident happened and the site and nature of injury. For example:

Skiing down moderate slope. Fell over and twisted left ankle. Left ankle sore and swollen.

10. Click **Add New** next to the **Diagnoses** list. Search for an appropriate diagnosis by Read2 code or text description and click **OK** to add the diagnosis to the list. Adjust the **Severity** if the diagnostic code permits.

Note: You can add as many diagnoses as you need, but record the main injury relating to the claim first. The Read2 code for the first diagnosis in the list will be defaulted into the ARC18 form as the main injury.

11. Select the **Location** of the injury: left, right, bilateral, or NA.
12. If the injury is linked to an operation, click **Add New** next to the **Operation** list and complete the details. **Book** the appointment from this screen, or add the patient to the **Wait List**.

The operation performed for an ACC injury claim **must** be linked to the claim for the invoice to be processed. You also need to link the operation to the invoice from the **Consultation** screen (F5).

Create or link a referral

13. To add an existing referral, click **Link to Existing** at the bottom of the screen and select a referral.

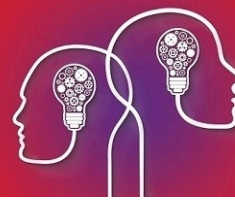
To create a referral for the claim, select **New Outgoing** next to the **Referral** list. The **Maintain Templates** screen will appear.

14. Select the referral template to use from the list on the left and click **Select**. The **Referrals** screen will appear.
15. Select the recipients for the referral and click **OK**. Click **Save and Close** to return to the **Specialist Claim Form**. Referral details will be displayed in the Referral field.

Note: The referral letter will stay as a draft until you print and lock the letter.

Information about the patient

16. Select the **ACC45** tab. Tick the **Accident in NZ** check box and complete the details of the accident.



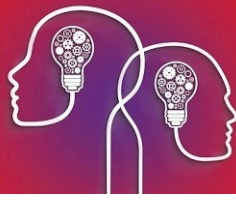
17. Tick **Care Required** if the patient requires additional care after the initial consultation.
18. In the **Occupation** section, check and see if the patient's **Employer** is available for selection. If not, type the employing company or person name in the blank field and press Tab on the keyboard. The **Add New Employer** screen will appear. Complete the fields and click **OK** to quickly add a new employer to Bp VIP.net.

Note: Employer details, including a phone number, must be completed for the claim to be validated for sending to ACC.

19. The **Department** field is not mandatory and provides further information about the employee.
20. If the patient is insured through their employer with an ACC Accredited Employee, enter the insurer in the **Empl Insurer** field.
21. In the **Rehabilitation** section, select the appropriate action from the **Contact** and **Assistance required for patient** dropdown menus.
22. Click **OK** to add the ACC45 claim. If Bp VIP.net asks whether you want to save and transmit the claim, or just save the claim, select **Save the claim and do not send it to ACC**.
23. The claim will be added to the **List of Claims** screen ready for sending to ACC.

Modify an incomplete claim

If the claim is missing mandatory information when you click **Save**, Bp VIP.net will display a



warning, listing the fields that must be completed before the claim can be sent to ACC. Click **Yes** to save the partial claim record.

To open an incomplete claim:

1. Select **Patient > Injury Claims** from the menu or press Alt+F8. The **List of Claims** screen will appear.
2. Select the claim to be completed and click **Modify**.

The **ACC 45 Status** field on the **Specialist Claim Form** will show 'Error before Sending'.

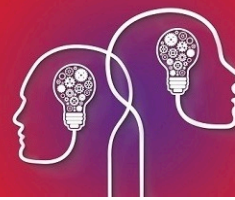
The screenshot shows a software interface for a Specialist Claim Form. At the top, there are tabs for 'Clinical', 'ACC45', 'Default Notes', and 'History'. Below the tabs, there are several fields and checkboxes. A red arrow points to the 'ACC 45 Status' field, which contains the text 'Error before Sending'. Other visible fields include 'Ethnicity' (NZ Maori), 'Location', 'Scene', 'Cause of Injury', 'Did the accident involve a moving motor vehicle on a public road?' (with a 'Sport' dropdown), 'Occupation', 'Empl Type', 'Type of Work', and 'Department'.

3. Complete the missing fields reported by Bp VIP.net.
4. Click **OK** when the claim is completed. The **ACC 45 Status** will update to 'Ready to Send'. The claim is ready to send to ACC.

Modify a sent claim

When a claim is recorded in the **ACC45 Status** as 'Sent', the Injury Details, Occupation, Previous Claim, Rehabilitation and Work Capacity details can be edited, but the Electronic Message record of the injury (the details when first sent) cannot be changed. Always check that claim details are correct prior to transmission to ACC through eLodgement.

To notify ACC of an error in an original claim that needs to be corrected, you must manually submit an ACC32 form to ACC. You cannot submit an ACC32 through Bp VIP.net. Refer to ACC's documentation for more information on how to submit an AC32 at <https://www.acc.co.nz/>.



Bill an ACC consult

This procedure assumes that either:

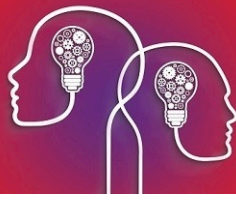
- the patient has been referred to your practice by their GP, and the GP has submitted an ACC45 claim for the patient
- a provider at your practice has created an ACC45 claim for the patient.

If you need to record a new ACC claim, see [Create an ACC45 claim on page 11](#).

1. Load the patient into the snapshot, or select the patient's appointment in the Appointment Book.
2. Press F5 or click the **Consultation** icon on the toolbar to open the **Consultation** screen.

Date	Code	Fee Scaler	Subsidiser	Name	Qty	Fee Scale	Sub Scale	?	Percent	Fee	Subsidy	Gap (h)	GST
18/02/2017	ACC100	PVT, Private (F)	ACC, Acc Claim	ACC consult.	1.00	100.00	100.00	✓	100.0000	100.00	100.00		✓ >
18/02/2017	PRV100	PVT, Private (F)	ACC, Acc Claim	Practice ACC Consult fee.	1.00	45.00		✓	100.0000	45.00		45.00	✓ >
18/02/2017		PVT, Private (F)	ACC, Acc Claim		1.00			✓	100.0000				>

3. Set the **Default Subsidiser** to 'ACC Subsidiser' (or the equivalent organisation for your practice) if the field has not defaulted automatically.
4. Check that the **Date** column shows the correct date for the consultation.
5. Start typing the ACC code for the consult in the **Code** column. Select the correct code for this claim in the popup window and click **OK**.
6. Bp VIP.net will prompt you to select the related claim from the **List of Claims** screen. If the **List of Claims** screen does not appear, click **Link Claim**. Select the claim from the **List of Claims** screen and click **Select**, or click **New** to create a new claim to link to. The **Consultation** screen will alert that the consultation is now linked to a claim number.
7. Optional: If your practice charges a practice fee on top of the ACC item charge, start typing in the **Code** field beneath the row you just completed. Enter the item number for your practice's private ACC consult fee and click **OK**.



8. The **Consultation** screen will show two completed rows:
 - the subsidised ACC fee (no charge to the patient)
 - the private consult fee (charged to the patient, only if you completed step 7).
9. Click **OK** to save the consultation record. If the patient has other uncharged appointments, select the correct appointment from the **Choose Booking(s)** screen.
10. The snapshot for the patient will be updated to show a debit amount in the top right. If you charged the patient a private fee in step 7, a red coin will appear in the appointment slot to indicate a payment owed for the consult. Otherwise, a gold coin will appear in the appointment to indicate the patient does not owe money from the consult.
11. The consultation has been recorded in Bp VIP.net and is ready for payment.

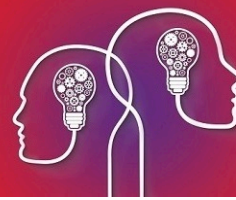
Add a purchase order number

If ACC has advised that a claim requires a Purchase Order Number (PON) (for example, for crutches provided), you need to:

- create a chargeable ACC code in **Setup > Charges** for supplemental ACC items that require a PON.
- add the PON on a separate line on the invoice.

To add a PON to a consult:

1. Open the **Consultation** screen at the invoice you want to add a PON to.
2. Type the ACC Code in the **Code** column of an empty row. Select the item that requires a PON and click **OK**.
3. Click the > button at the end of the row. The **Consultation item** screen will appear.



Consultation - Singh, Avinesh Shiv

Date: 18/02/2017 Referral: Ref from: Truely, Kenneth Started: 6/01/2016 Ref to: Emergency, Sara Update (9) (1 available)

Provider: Emergency, Sarah @CLINIC

Revenue: ANZ

Fee Scaler: PVT, Private

Default Subsidiser: ACC, Acc Claiming

Insurer:

Notes: Consultation

Linked Claim No: 45646456

Date	Code	Fee Scaler	Subsidiser	Name	Qty	Fee Scale	Sub Scale	?	Percent	Fee	Subsidy	Gap (h)	GST
18/02/2017	ACC100	PVT, Private (Fr)	ACC, Acc Claim	ACC consult.	1.00	100.00	100.00	✓	100.0000	100.00	100.00		✓
18/02/2017	PRV100	PVT, Private (Fr)	ACC, Acc Claim	Practice ACC Consult fee.	1.00	45.00		✓	100.0000	45.00		45.00	✓
18/02/2017	ACC200	PVT, Private (Fr)	ACC, Acc Claim	Provision of crutches	1.00	30.00	30.00	✓	100.0000	30.00	30.00		✓
18/02/2017		PVT, Private (Fr)	ACC, Acc Claim		1.00			✓	100.0000				✓

Consultation Item

Purchase Order Number for ACC Claim OR Service Text:

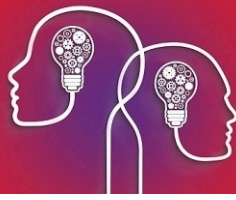
OK Cancel

Redirected Amount Fee (w) Subsidy (x) Gap (y) Excess: Totals (GST Incl.)

1. Less Redirection to:

2. Balance to be paid by: Other

4. Enter the PON and click **OK**. The line will be added to the invoice.



Print an ACC18 Medical Certificate

1. Load the patient into the Information Bar. Press Alt+F8 to open the **List of Claims** screen.
2. Select the ACC45 claim the medical certificate is for and click **ACC18**. The **List of ACC18** screen will appear.
3. Click **New**. The **ACC18 Details** screen will appear.

ACC18 No. 9999917 Provider Emergency, Sarah @CLINIC Claim No 45646456

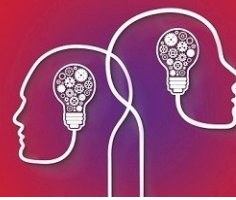
Patient
NHI REW4656 Occupation at Injury Time Accounts Officer
Injury Date 18/02/2017 Sign Date 20/02/2017

Doctor
Original Read Code N0947 - Ankle joint pain
Present Read Code Add New Link Existing Remove
Comments on Complications
Treatment Details Rest and Ice.

Work Capacity
Unable to work from 20/02/2017 for 4 days until 24/02/2017 (Leave days blank, if unable to work indefinitely)
Return to work from 25/02/2017 Type of Work Possible
Hours to be worked Normal Hours OR 0 Hrs per day 0 days per week for 0 weeks
Restrictions Heavy lifting, pulling, or carrying Select Limits of tolerance / aids required for the activities indicated above
Review Date / /

Recommended Rehabilitation Assessment GP Assessment Physio/Rehabilitation Discuss with Case Manager
Preview Print OK Cancel

4. Bp VIP.net will automatically generate an **ACC18 No.**, and some of the fields will default from information from the ACC45 claim.
5. If the diagnosis Read2 code has changed from the original claim, click **Add New** to record a new Read2 code for this medical certificate. Or click **Link Existing** to use another Read2 code recorded on the original claim.
6. Complete the rest of the fields in the screen.
7. If restrictions have been placed on the patient's work capacity, click **Select** to open the **Select Work Capacity Restrictions** screen to record all work restrictions. Click **OK** to return.
8. Set a **Review Date** and click **Preview** to view the certificate in the default template. If the certificate preview is acceptable, click **Print** from the **ACC18 Details** screen to print the certificate.
9. Click **OK** to save the certificate record.



Batch and transmit ACC claims

A practice will normally batch ACC claim charges once a day, depending on the volume of transactions conducted by your practice. The **Subsidiser Batching** screen manages ACC batches.

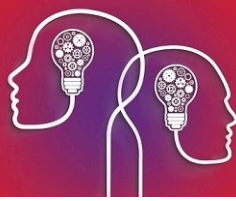
Create an ACC batch

1. Select **File > Accounts > Subsidiser Batching** to open the **Subsidiser Batching** screen, showing all claims that have not been batched.

Short Code	Name	Waiting	Resubmitted
ACC	Acc Claiming	35.48	
ACC	Acc Claiming	45.00	
ACC	Acc Claiming	45.00	
ACC	Acc Claiming	45.00	
ACC	Acc Claiming	45.00	
ACC	Acc Claiming	45.00	
ACC	Acc Claiming	65.00	
ACC	Acc Claiming	65.00	
ACC	Acc Claiming	65.00	
ACC	Acc Claiming	65.00	
ACC	Acc Claiming	65.00	
ACC	Acc Claiming	65.00	

2. Click **Batch** to batch all the claims displayed. You can also click **Providers** or **Revenue Accounts** to batch claims by provider or revenue account.

The **Batch Preview** screen will show all of the claims in the new batch.



Batch Preview - Acc Claiming

Batch No	Date	Items	Charges	Billed	Declined	Received	Refunded	Owing
PREVIEW	10/05/2016	0	0.00	2800.96				

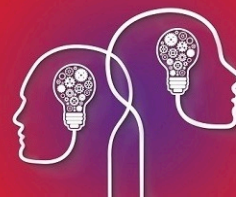
Date	Item	Name	Claim No	Subsidy	Provider	Revenue
10/05/2016	GPN GP ACC and Nurse	Evans, Hannah	AB11117	45.00	Cardiology, Hary	ANZ
09/05/2016	GPN GP ACC and Nurse	Henare, Tama	ZXC1002	45.00	Cardiology, Hary	ANZ
10/05/2016	GPN GP ACC and Nurse	Reihana, Maia	AB11116	45.00	Emergency, Sarah	ANZ
10/05/2016	GPN GP ACC and Nurse	Saunders, Emma	AB11115	45.00	Cardiology, Hary	ANZ
10/05/2016	GPN GP ACC and Nurse	Saunders, Emma	AB11115	45.00	Cardiology, Hary	ANZ
08/01/2016	AFT35 RESUBMITTED:1st Metat:	Singh, Avinesh	45646456	780.00	Cardiology, Hary	ANZ
28/04/2016	GP1 GP Consultation	Test, ACC	ZXC1003	35.48	Emergency, Sarah	ANZ
28/04/2016	GP1 GP Consultation	Test, ACC	ZXC1003	35.48	Emergency, Sarah	ANZ
06/01/2016	AFT22 Ankle Arthrodesis	Wang, Ming	1253654	1,725.00	Orthopedic, Nancy	ANZ

Remove Remove Errors Create Batches Cancel

3. Click **Create Batches**. If the claims do not contain errors, the **Report Viewer** screen will show the Batch for ACC Claiming report and Bp VIP.net will alert 'EBatch for ACC Claiming has been saved without errors'.
4. If the batch contains errors, note down the claims in error, remove the batch, and correct all errors. Recreate the batch and check again that there are no errors.
5. Print the Batch for ACC Claiming report if you need to. Otherwise, close the report viewer. The **Subsidiser Batching** screen will be empty.

Send items to the ACC Gateway

1. Select **File > Communication > Services** to open the **Communication Services** popup.
2. Select:
 - 'ACC - eSchedule' if you are sending ACC invoices.
 - 'ACC - eLodgement' if you are sending ACC45 claims.
3. Click **Proceed**. The ACC web page appears. Uploaded invoices or claims from this screen. ACC will alert you of the success or failure of submissions.
4. If errors are reported, select **File > Communication > Transmission Status**.



Org	BatchNo	Transmitted On	Resend?	Provider	ErrorMsg
ACC	AB11118	10/05/2016 10:43	<input type="checkbox"/>	Emergency, Sarah	Unable to create EMG message till following fields are filled inDo you want to s...
ACC	AB11120	18/05/2016 17:02	<input type="checkbox"/>	Emergency, Sarah	Unable to create EMG message till following fields are filled inDo you want to s...
ACC	AB11128		<input type="checkbox"/>	Emergency, Sarah	
ACC	A0014		<input type="checkbox"/>	Cardiology, Hary	
ACC	A0015		<input type="checkbox"/>	Emergency, Sarah	
ACC	A0017		<input type="checkbox"/>	Orthopedic, Nancy	
ACC	A0018		<input type="checkbox"/>	Cardiology, Hary	Claim No. is blank for Latu, Masina(NHI -)
ACC	A0019		<input type="checkbox"/>	Cardiology, Hary	
ACC	A0020		<input type="checkbox"/>	Cardiology, Hary	
ACC	A0021		<input type="checkbox"/>	Gynecology, Mary	ACC Contract No. is blank for Gynecology, Mary
ACC	A0022		<input type="checkbox"/>	Cardiology, Hary	
ACC	A0023		<input type="checkbox"/>	Emergency, Sarah	
ACC	A0024		<input type="checkbox"/>	Cardiology, Hary	
ACC	A0025		<input type="checkbox"/>	Emergency, Sarah	

View Errors View File Contents Show ALL View Claim Close

5. To inspect a claim in error, select the claim and click **View Errors**. A popup will describe the missing information that produced the error state.
6. Click **Close** to close the **Transmission Status** screen.

Correct a claim that has errors

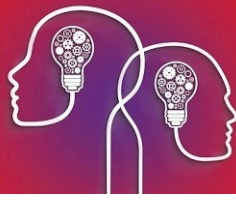
Both eLodgement and eSchedule items are shown from the **Transmission Status** screen. eScheduled batches will show the most recent at the bottom of the screen. eLodgements (ACC45 claims) will show at the top of the screen.

However, errors shown on this screen arise from Bp VIP.net system validation, **not** ACC validation. This means that if an item is declined by ACC, the item will not show on this screen. ACC will decline a claim through their website after uploading the invoices.

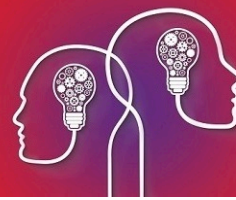
To correct batches that have been declined by ACC, see [Resubmit a claim to ACC on page 27](#).

To correct a claim:

1. Select **File > Communication > Transmission Status**. The **Transmission Status** screen will appear.
2. Claims that contain errors will show an entry in the **ErrorMsg** column. Select a claim and click **View Errors**. An **Info** screen will display errors associated with the claim.
3. Double-click the **Resend** column check box for the claim you want to correct. The **Specialist Claim Form** will appear.
4. Select the **ACC45** tab. The **ACC 45 Status** field on the upper right should show 'Sent'. Clear this field.
5. Click **OK**. Bp VIP.net will prompt if you want to save the record. Click **No**. The **ACC 45 Status** field will change to 'Not Sent' and fields will become editable.
6. Modify the claim to correct the error. For example, fill in fields that were missing.
7. Click **OK** to resave the record.



8. Select **File > Communication/Transmission Status** again. The **Transmission Status** screen will show if the error has been corrected.
9. If there are no errors, resend the claim from the **Subsidiser Batching** screen.



Record ACC payments and declines against a batch

This article describes how to review a returned ACC batch, accept payments, and mark declined claims.

When ACC return a batch that has been submitted, the returned batch in the ACC organisation's **Transactions** will indicate which invoices in the batch have been accepted and paid, and which invoices (if any) have been declined. The overall process for reviewing a batch and recording payments and declines is:

1. Review the **Transactions** for the ACC Claiming organisation for unpaid or partly paid batches.
2. Open batches that have unpaid invoices in the **Batch Review** screen.
3. Mark unpaid invoices as 'Declined'.
4. Accept all paid invoices, using a pay type of 'Direct Credit'.
5. Modify rejected invoices and resubmit in the next ACC batch.

Review unpaid batches in Transactions screen

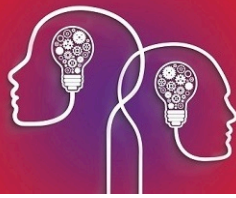
1. Press F2 and search for the organisation 'ACC Subsidiser'.

***Note:** 'ACC Subsidiser' is the default name for the ACC organisation when Bp VIP.net is installed. Your practice may use a different name.*

2. Select 'ACC Claiming' from the **Search Results** window and click **OK**. ACC Subsidiser is now loaded in the Information Bar (Snapshot).



3. Press F8 or click the Financial History icon on the toolbar. The **Transactions** window for ACC claiming is displayed with paid and unpaid batches listed.



Date	Details	Qty	Charged	Subsidy	Batch	Debit	Owing	Credit	Balance
+ 10 Mar 2017	EFTPOS Payment 146							45.00	295.96
+ 10 Mar 2017	Decline - Batch A0036							35.48	260.48
+ 10 Mar 2017	Direct Credit Payment Batch A0033							125.48	135.00
+ 10 Mar 2017	Batch - A0038		45.00			45.00			180.00
+ 14 Mar 2017	Batch - A0039		35.48			35.48	35.48		215.48
+ 14 Mar 2017	Batch - A0040		35.48			35.48	35.48		250.96
+ 24 Mar 2017	Batch - A0041		45.00			45.00	45.00		295.96
+ 31 May 2017	Batch - A0042		90.00			90.00			385.96
+ 31 May 2017	Direct Credit Payment 173							90.00	295.96
+ 31 May 2017	Direct Credit Payment Batch A0041							45.00	250.96
+ 31 May 2017	Decline - Batch A0038							45.00	205.96
+ 31 May 2017	Direct Credit Batch Refund - Because - testing reason.		45.00			45.00			250.96
+ 31 May 2017	Batch - A0043		45.00			45.00	45.00		295.96
+ 31 May 2017	Batch - A0044		80.48			80.48	80.48		376.44
+ 31 May 2017	Batch - A0045		45.00			45.00	45.00		421.44
+ 31 May 2017	Batch - A0046		70.96			70.96	35.48		492.40
+ 31 May 2017	Decline - Batch A0046							35.48	456.92

N:6628->B:6627 Provider: Ent, Fred @CLINIC Subsidiser: Revenue: ANZ Status: Created by zxc on 31/05/2017 17:31:50
 Decline Reference: Payor: Modified by zxc on 31/05/2017 17:35:48

Comments:

Modify Delete Reverse Requote Refund Credit Balances Statement Print Invoice [] Close

4. In the example, batches A0043, A0044, and A0045 have been returned by ACC and have not yet been marked as paid or unpaid. Batch A0046 has already been marked as wholly declined.

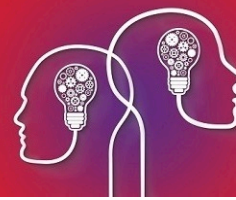
Accept paid claims and mark declined claims

5. Select the batch you want to process and click **Modify** from the list of buttons along the bottom. The **Batch Review** window for the provider will appear showing a list of all ACC45 claims in the batch.

Batch No	Date	Items	Charges	Pay Type	Reference	Payor	Billed	Declined	Received	Refunded	Owing
A0046	01/06/2017	0	0.00				1840.96		0.00	0.00	1840.96

Date	Item	Name	Claim No	Subsidy	Overpayment	Declined	Paid	Refunded	Owing
31/05/2017	GP1 ACC GP 1 Code	Marshall, Lisa	AB11130	35.48					35.48
01/06/2017	GP1 ACC GP 1 Code	Baker, Anthony	AB11127	35.48					35.48
01/06/2017	GPN GP ACC and Nurse	Evans, Hannah	AB11117	45.00					45.00
01/06/2017	GPN GP ACC and Nurse	Henare, Tama	ZXC1002	45.00					90.00
01/06/2017	AFT33 Calcaneal Osteotomy	Reihana, Maia	AB11116	720.00					720.00
01/06/2017	GPN GP ACC and Nurse	Reihana, Maia	AB11116	45.00					45.00
01/06/2017	GPN GP ACC and Nurse	Reihana, Maia	AB11116	45.00					45.00
01/06/2017	GPN GP ACC and Nurse	Saunders, Emma	AB11115	45.00					45.00
01/06/2017	GPN GP ACC and Nurse	Saunders, Emma	AB11115	45.00					45.00
01/06/2017	AFT35 RESUBMITTED:1st Metatarsal	Singh, Avinesh	AB11118	780.00					780.00

Decline Resubmit Print Accept Accept All OK Cancel



6. If all claims have been accepted, click **Accept All**, select a **Pay Type** of 'Direct Credit', and click **OK** to close the screen. No corrective action is necessary.
7. If some of the claims have been declined, work through the individual claims in the list, selecting each declined claim and clicking **Decline**.
8. After all declined claims have been marked in the **Declined** column, you can either:
 - Work through the individual claims in the list, selecting an accepted claim and clicking **Accept**. This will update the **Declined** and **Paid** columns in the list.

Batch No	Date	Items	Charges	Pay Type	Reference	Payor	Billed	Declined	Received	Refunded	Owing
A0049	01/06/2017	2	0.00				115.96	45.00	70.96	0.00	0.00

Date	Item	Name	Claim No	Subsidy	Overpayment	Declined	Paid	Refunded	Owing
31/05/2017	GPN GP ACC and Nurse	Baker, Anthony	AB11127	45.00		45.00			
01/06/2017	GP1 ACC GP 1 Code	Baker, Anthony	AB11127	35.48			35.48		
01/11/2016	GP1 RESUBMITTED:GP Consulta	Wang, Ming	XCN0003	35.48			35.48		

- Click **Accept All**, select a **Pay Type** of 'Direct Credit', and click **OK** to close the screen. This will accept all claims that have not been marked as declined.
9. The **Transactions** window for ACC claiming will be displayed with payments and declines recorded for the batch you just processed.

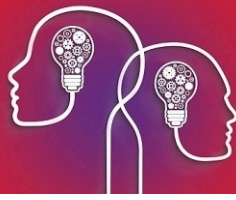
Date	Details	Qty	Charged	Subsidy	Batch	Debit	Owing	Credit	Balance
10 Mar 2017	Direct Credit Payment Batch A0033							125.48	135.00
10 Mar 2017	Batch - A0038		45.00			45.00			180.00
14 Mar 2017	Batch - A0039		35.48			35.48	35.48		215.48
14 Mar 2017	Batch - A0040		35.48			35.48	35.48		250.96
24 Mar 2017	Batch - A0041		45.00			45.00	45.00		295.96
31 May 2017	Batch - A0042		90.00			90.00			385.96
31 May 2017	Direct Credit Payment 173							90.00	295.96
31 May 2017	Direct Credit Payment Batch A0041							45.00	250.96
31 May 2017	Decline - Batch A0038							45.00	205.96
31 May 2017	Direct Credit Batch Refund		45.00			45.00			250.96
31 May 2017	Batch - A0043		45.00			45.00	45.00		295.96
31 May 2017	Batch - A0046		70.96			70.96	35.48		366.92
31 May 2017	Decline - Batch A0046							35.48	331.44
01 Jun 2017	Batch - A0049		115.96			115.96	115.96		447.40
01 Jun 2017	Batch - A0050		45.00			45.00			492.40
01 Jun 2017	Batch - A0051		45.00			45.00	45.00		537.40
01 Jun 2017	Direct Credit Payment Batch A0050							1840.96	492.40

B:6637-> Provider: Gynecology, Mary @CLINIC Subsidiser: Created by zxc on 01/06/2017 09:44:45
 Batch Revenue: ANZ Status: Modified by zxc on 01/06/2017 09:44:45
 Reference: Payor:

Comments:

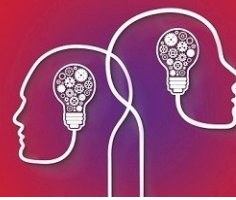
10. In the example, batch A0046 has been processed, with \$35.48 declined from the batch.

You can now decide how to handle the declined claims. If the claim was in error, you could modify the original invoice to correct the error and resubmit the claim in a new batch. If the claim cannot be resubmitted, you could convert the batch item to a private fee instead.



What do I do next?

- **Resubmit a claim to ACC on the facing page**
- **Convert an ACC batched item to a private fee**



Resubmit a claim to ACC

This article describes how to modify invoices that have been rejected in an ACC batch and mark for resubmission.

When a batched ACC invoice has been declined, you must fix the error and resubmit the claim to ACC in a new batch:

1. From the ACC Claiming **Transaction history** screen, for each returned batch that was unpaid, open the **Batch Review** screen and set the rejected invoice to 'Resubmit'.
2. From the patient's **Transaction history**, open each rejected invoice, and modify the invoice to correct the error. Mark each modified invoice as 'Resubmit' in the invoice **Notes**.
3. The modified invoices will be available for resubmission the next time you create an ACC batch.

Mark the declined claim for resubmission

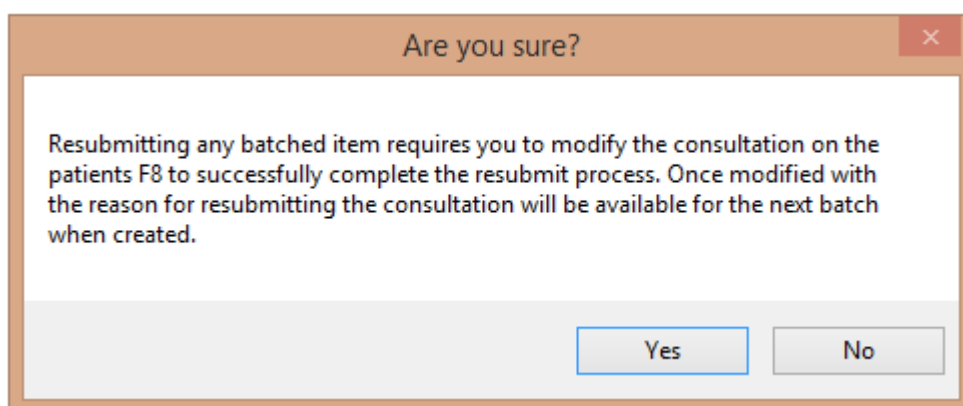
1. Press F2 and search for the organisation 'ACC Subsidiser'.

Note: 'ACC Subsidiser' is the default name for the ACC organisation when Bp VIP.net is installed. Your practice may use a different name.

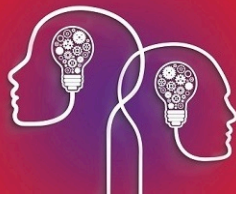
2. Select 'ACC Subsidiser' from the **Search Results** window and click **OK**. ACC Subsidiser is now loaded in the Information Bar (Snapshot).



3. Press F8 or click the Financial History icon on the toolbar. The **Transactions** window for ACC Subsidiser is displayed with paid and unpaid batches listed.
4. Select the batch that holds the declined claim. Click **Modify**. The **Batch Review** window is displayed.
5. Highlight the declined claim and click **Resubmit**. Bp VIP.net will prompt for confirmation.



6. Click **Yes**. The claim will now be coloured green on the **Batch Review** screen and the amount claimed will still be displayed in the **Declined** column.



- Click **OK** to close the **Batch Review** window. The **Subsidiser Batching** window will now have a value displayed in the **Resubmitted** column.

Short Code	Name	Waiting	Resubmitted
ACC	Acc Claiming		35.48

Correct the patient invoice

- Search for the patient related to the claim and click F8. The patient's invoice record will be displayed with the text 'BDR' (Batched, Declined, and Resubmitted) and the batch number in the **Batch** column.

+ 31 May 2017	Credit Card Payment Credit Card 1.5% surcharge applies (L...						100.00	1,695.48
+ 31 May 2017	(INV:257)	1.00	45.00	45.00	BDR #A0049			1,695.48
+ 31 May 2017	Redirection Credit - Transferred to Southern Cross (INV:257)							1,695.48

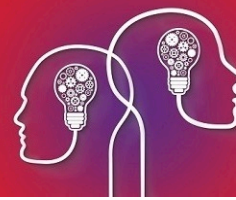
- Select the invoice you want to modify and click **Modify**. The patient **Consultation** window is displayed.

The **Name** column of the invoice now includes the text 'RESUBMITTED' before the description of the item charged.

- Select 'Resubmitted' from the **Notes** field.

Date	31/05/2017
Provider	Ophthalmology, Sarah @CLINIC
Revenue	ANZ
Fee Scaler	PVT, Private
Default Subsidiser	ACC, Acc Claiming
Insurer	
Notes	Resubmit

- Make the necessary change to the invoice. Click **OK** to save. The patient's **Transactions** window now shows the invoice with a description of 'Resubmit' and a 'B' in the **Batched** column, indicating this invoice is ready to be batched.



+ 03 May 2017^	Redirection Credit - Transferred to Southern Cross (INV:265)									1,795.48
+ 31 May 2017^	Resubmit (INV:267)	1.00	45.00	45.00	B					1,795.48
+ 31 May 2017^	Redirection Credit - Transferred to Southern Cross (INV:267)									1,795.48

- The invoice amount will be added to the **Waiting** column in the **Subsidiser Batching** window. When the items to be batched are displayed, the patient's invoice item will show a description of RESUBMITTED.

Date	Item	Name	Claim No	Subsidy	Provider	Revenue
31/05/2017	GPN RESUBMITTED:GP ACC an	Baker, Anthony	AB11127	45.00	Ophthalmology, Sarah	ANZ

- When the batch is created, the patient's Transaction history will show the 'Resubmit' invoice with the letter B and the new batch number.

+ 03 May 2017^	Redirection Credit - Transferred to Southern Cross (INV:265)									1,795.48
+ 31 May 2017^	Resubmit (INV:267)	1.00	45.00	45.00	B #A0052					1,795.48
+ 31 May 2017^	Redirection Credit - Transferred to Southern Cross (INV:267)									1,795.48

Find an invoice that needs to be resubmitted

When the **Subsidiser Batching** window is displayed and there are items in the **Resubmitted** column, this indicates that the declined invoice has not had the whole resubmission process completed to allow the invoice to be re-batched. You may need to find the invoice associated that needs to be resubmitted.

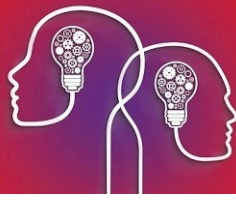
- Select **Reports > Financial Summary**.
- Select the **Date** parameters that will include the invoice and select the **System** radio button.
- Click **Batch Status** and select **Resubmitted** from the list.
- Click **Run** to run the financial summary report.

In the example below (excerpted for brevity), both **Declined** and **Resubmitted** were selected from the Batch Status to reference the difference in display.

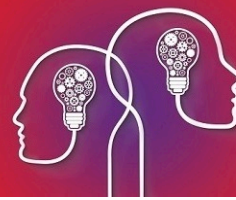
An invoice that has been declined will show the letter **D**. An invoice that has been marked for resubmission, but is waiting for the amendment to the invoice, will show an **R** and the total will display in the **Batched** column in brackets to indicate it hasn't been added to a new batch.

System Date	Name	Item/Details	Provider	Refunded	Received Total	Owing	Subsidiser	Status	Subsidy	Batched
13/02/2017	Acc Claiming/Baker, A...	GPCON A0033	Orthopedic, Nancy@C...			45.00		A0033 D		45.00
13/02/2017	Baker, Anthony/Baker...	GPCON A0033	Orthopedic, Nancy@C...				ACC	A0033 D	45.00	
15/02/2017	Acc Claiming/Pomana...	GPN A0034	Paediatrics, William@C...					A0034 D		45.00
15/02/2017	Pomana, Aria/Pomana...	GPN A0034	Paediatrics, William@C...				ACC	A0034 D	45.00	
23/02/2017	Acc Claiming/Baker, A...	GPCON A0033	Orthopedic, Nancy@C...			(45.00)		A0033 D		
31/05/2017	Acc Claiming/Marshall...	GP1 A0046	Ent, Fred@CLINIC					A0046 R		35.48
31/05/2017	Marshall, Lisa/Marshall...	GP1 A0046	Ent, Fred@CLINIC				ACC	A0046 R	35.48	(35.48)

- Select the patient's report line (patient name is first rather than the organisation name) and press **F8**. The patient's **Transaction** window will open with the corresponding invoice highlighted.
- Click **Modify**. The **Consultation** window is displayed.
- Select 'Resubmitted' from the **Notes** field.



8. Click **OK** to save the invoice modification.
9. The **Subsidisor Batching** window will now have no value displayed in the **Resubmitted** column and the invoice total will be added to the **Waiting** column ready for re-batching.



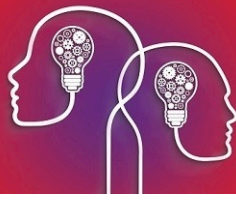
Refund an ACC payment made against a batch

1. Load the subsidiser 'ACC Claiming' into the Information Bar. Press F8 to open the **Transactions** history screen for ACC Claiming.
2. Select the paid batch you are refunding and click **Modify**. If you don't see the paid batch, untick the **Showing Owing Only** filter checkbox. The **Batch Review for (provider)** screen will appear.
3. Enter the amount to be refunded in the **Refunded** column for the item, and press Tab to tab out of the column. The refunded amount will be displayed in the **Refunded** field and **Owing** fields at the top of the window.
4. If the money is not to be recovered, enter the refunded amount in the **Declined** column for the item also.

Batch No	Date	Items	Charges	Pay Type	Reference	Payor	Billed	Declined	Received	Refunded	Owing
A0018	21/02/2017	0	0.00				189.00	99.00	0.00	99.00	189.00

Date	Item	Name	Claim No	Subsidy	Overpayment	Declined	Paid	Refunded	Owing
11/05/2016	GPN GP ACC and Nurse	Latu, Masina	AB11114	45.00					45.00
17/05/2016	GPN GP ACC and Nurse	Latu, Masina	AB11114	45.00					45.00
18/05/2016	GPU1 (MA) Pro of Crutches	Latu, Masina		99.00		99.00		99.00	99.00

5. Click **OK**. The **Batch Refund** screen will appear.



Batch Refund

Selected Transaction Details		Date	21/02/2017
Date	18/05/2016	Amount	99.00
Number	A0018	Type	Direct Credit
Amount	0.00	Payor	
Type		Reference	
Payor		Reason	Crutches component rejected.
Reference		Warning	
Notes		<input type="button" value="OK"/>	
Current	0.00		
30 day(s)	0.00		
60 day(s)	0.00		
90 day(s)	2.481.20		
Total	0.00		

6. Modify the refund payment **Type** if the method of refund is different to the original payment method.
7. Enter a **Reason** for the refund and click **OK**. The **Transactions** screen will be updated with the refunded payment showing the amount in the **Owing** column.

If you cannot locate all of the transaction items associated with a refund, select the refund and press the spacebar. The batch and all associated transactions will be highlighted in yellow.