Suncorp Bank HealthPoint User Guide – VX520



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1 Getting Started with Suncorp Bank HealthPoint

Welcome to Suncorp Bank HealthPoint, the complete health payments processing system! This user guide covers HealthClaims, for making ancillary claims against private health funds. Other HealthPoint features supported on this device are EFTPOS, and Medicare Easyclaim. To help you find your way through this guide, you may like to use the following lists of topics.

1.1 Introduction

For an introduction to HealthPoint and HealthClaims, read:

- The HealthPoint keypad (starting on page 7)
- Some tips from the health funds (page 10)
- The Quick Reference Section (starting on page 12)

1.2 Everyday Procedures

For the details of the everyday procedures covered in HealthClaims training, see the following sections:

- The Quick Reference Section, starting on page 12, is a useful summary of procedures or daily use
- Creating a HealthClaim and submitting it (starting on page 16)
- Cancelling a HealthClaim (starting on page 31)
- Printing the HealthClaims reconciliation report (starting on page 36)
- Retrieving and printing the HealthClaims activity report (starting on page 41)

1.3 HealthPoint Set-up

HealthPoint training also covers the following set-up procedures:

- Updating your practice name, address and phone number (starting on page 57)
- Updating, or adding details of your practitioners (starting on page 45)
- Editing the list of standard items codes, e g to adjust the service fees (starting on page 55)

2 Contact Details

2.1 Suncorp Bank HealthPoint Contacts

Suncorp Bank Technical Helpdesk

For EFTPOS hardware and technical difficulties 1800 836 055 24 hours, 7 days

Suncorp Bank Merchant Enquiries

For general merchant enquires (Account Queries/Changes)

13 11 55 Monday to Friday, 8.30am to 5.00pm AEST except Brisbane public holidays

CSC HealthClaim Helpdesk

For reporting of HealthPoint faults, instructions on how to process HealthPoint transactions and adding or deleting providers.

1300 301 692 Monday to Friday, 8.00am to 6.00pm AEST Saturday 8.00am to 2.00pm AEST

Note. The training department operates Monday to Friday, 9.00am to 5.00pm AEST (Except for Public Holidays)

Please assist us by having your Merchant number, Terminal number and CSC number available when contacting the above helpdesks.

Your Merchant Details:

Suncorp Merchant No.	
Suncorp Terminal No.	
CSC No.	

CSC No.

Manual Authorisation

Visa/Mastercard Credit Card 1300 301 221 24 hours a day, 7 days a week

Debit Cards 1800 836 055 24 hours a day, 7 days a week

Please have the following information ready:

- merchant number
- card details card number, expiry date
- transaction amount

2.2 Health Fund Contacts

For enquiries about a fund member's entitlements or problems with their card, call the relevant fund's Member Services number. For enquiries about provider numbers, or any difficulties with provider payments, call the relevant fund's Provider Information number.

Health Fund	Member Services	Provider Information
ACA	1300 368 390	1300 368 390
ahm	134 246	134 246
Australian Unity	(03) 9697 0560 (03) 9697 0435	132 939
BUPA	131 243	1800 060 239
CBHS Friendly Society	1300 654 123	1300 654 123
Credicare	133 282	133 282
Defence Health	1800 335 425	1800 335 425
GMF	1300 653 099	1300 653 099
GMHBA, Frank, FIT, RACT & Budget Direct	1300 136 652	1300 136 652
HBF	133 423	133 423
HCF	131 334	(02) 9290 0163
Health.com	1300 199 802	1300 199 802
HIF	1300 134 060	1300 134 060
Latrobe Health Services	1300 362 144	1300 362 144
Medibank Private	132 331	1300 654 887
Navy Health	1300 306 289	1300 306 289
NIB	13 14 63	131 463
Onemedifund	1800 804 950	1800 804 950
Peoplecare	1800 808 690	(02) 4224 4333
Police Health	1800 603 603	1800 603 603
Queensland Country Health	1800 813 415	(07) 4750 3200
RT Health	1300 886 123	1300 886 123
Teachers Federation Health	1300 728 188	1300 728 188
Teachers Union Health	1300 360 701	1300 360 701
Westfund	1300 552 132	1300 552 132

3 Introducing the Suncorp Bank HealthPoint Keypad

The Suncorp Bank HealthPoint keypad is an easy-to-use terminal, with just 20 keys. Some of the keys have special functions.



3.1 The "Swipe" Screen

Most procedures in this user guide start from the Terminal's "swipe" screen.

For Example:



Title

Most screens have a unique title. Screen titles are listed in the index.

White Key Labels

If a white key has a function on this screen, its label appears beside the key. For example, to scroll down the list of items, press the right bottom white key.

3.2 The HealthPoint Screen

Screen titles are highlighted at the top of the screen in red. Note however that screen representations in the remainder of this document may not reflect the actual colour that you will see.



If the two outer grey buttons have a function on the screen, it's label appears above the button.

For example, to submit a claim, the "SUBMIT" label appears above the grey button.

4 Glossary of Terms

The following symbols are used in the procedures detailed in this guide.

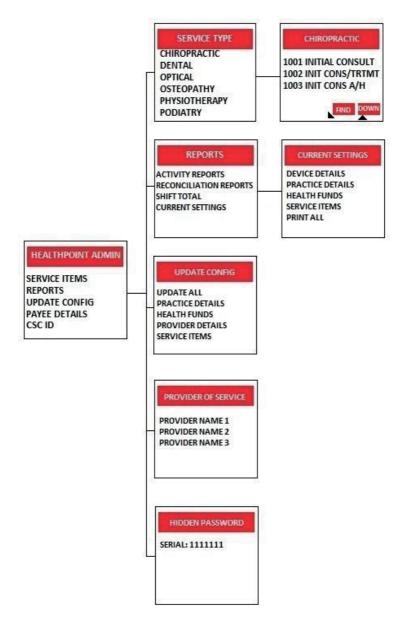
(1)	Quick Reference
	The quick reference lists a simple set of steps that will quickly lead you through the
	procedure. If you don't know how to perform a step, check the corresponding step in the detailed description (the step numbers are the same).
\square	Detailed Description
	The detailed description covers each step of the procedure in detail, and includes all of the options available on each screen. To help you familiarise yourself with the procedure, the detailed descriptions also include pictures of the HealthPoint screen.
	Start
·	Each procedure starts with a description of what state HealthPoint should be in before you work through the procedure. Most procedures start from the "insert/ swipe" screen.
1.	Step
	Each procedure is made up of one or more numbered steps. Unless you are instructed to go to a different step, follow each step in sequence through to the end.
<u> </u>	Additional notes or tips
$\langle ! \rangle$	Some steps include parts that only apply if a certain condition is true or allow you to
	perform one of a number of options.
г 1	Action
LJ	Select the action specified in the [] square brackets ie. 'select [ADD]'.
	Warning
	Do not ignore this screen!
4	Finish
	The "thumbs up" indicates you've completed the procedure.
Mr.	Cross Reference
\checkmark	In some parts of the procedures, you need to branch to the step or section shown by the cross reference symbol.
	Please Wait
	This symbol indicates that, at this point in the procedure, HealthPoint makes a telephone call to the CSC Health Message centre to send and receive information. This takes a few moments.

5 Some Tips from the Health Funds

To help you avoid some common mistakes with on-line claiming, the health funds have provided the following tips:

- Every time you swipe a patient's card and submit a HealthClaim, HealthPoint connects to the relevant health fund and makes a real, live claim for your patient.
- If a patient would like an estimate of the benefit they will receive for a particular service, call the patient's fund on their member services phone number. These numbers are listed on page 6 of this user guide.
- If a patient disputes the amount of a rebate, cancel the claim and advise them to make a manual claim with the health fund. Cancellations must be made on the same day of service.
- Whenever possible, make one claim for the whole consultation, including all the items covered. Separate claims for each individual item may mean your patient receives a reduced benefit.
- If a patient is receiving a course of treatment, make claims on a consultation by consultation basis, rather than one big claim at the end of the course.
- If you are unsure about which service item codes apply for a particular type of service, consult your professional association. The codes included in this user guide were provided by your association, in consultation with the health funds.
- You must not make a claim for a service or appliance you have not supplied. For example, you cannot claim for a pair of glasses until the patient has actually received the glasses, even if you bill the patient in advance.
- You must not make claims for deposits taken when ordering appliances (e.g. dental crowns, glasses), then claim for the remainder when the appliance is supplied. Make only one claim for each appliance when the appliance is supplied.
- Review the HealthPoint Service Terms and Conditions to make sure you understand your legal obligations under your agreement with the health funds. If you need another copy of your terms and conditions, call the CSC Health Point Help Desk on 1300 301 692.
- Remember that the health funds have the right to refuse to accept a claim that does not comply with their requirements. If in doubt, always consult the health fund in question.

6 HealthPoint Admin Menu Map



7 Duick Reference Section

For more information on any step in the following quick reference procedure, refer back to the detailed procedure in the main part of the user guide. The step numbers are always the same in both the quick reference and the detailed procedure.

7.1 Creating a HealthClaim against a Health Fund

•	Start from the "swipe" screen.
1.	Swipe the patient's health fund card.
2.	Enter the patient reference number, and then press ENTER.
3.	If HealthPoint displays the PROVIDER OF SERVICE screen, select the serving practitioner from the list.
4.	Select up to 16 service items from the list.
	a. Select an item from the * SERVICES screen.
	b. Press 2 to edit the fee. Press [ENTER] to confirm.
	c. Press ENTER to add the selected item to the claim.
	d. Either [ADD] to add more items, or press [ENTER] to make the claim with the selected items.
5.	To submit this HealthClaim to the appropriate health fund, select [SUBMIT].
	HealthPoint submits the claim and retrieves the health fund response, and then prints a claim assessment for the patient to sign.
6.	Advise the patient of the health fund's rebate of the claim and ask them if they accept it.
\heartsuit	To accept the rebate offered, select [ACCEPT].
	A Have the patient sign the health fund assessment.
	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
	\bigcirc File the patient-signed and verified assessment. Retain for two years.
\mathcal{D}	To reject the rebate offered, select [REJECT].
	HealthPoint rejects the claim and retrieves the health fund response. The terminal will show "VOID approved, What would you like to do with the Claim?"
	${igoplus}$ Select [DISCARD], to discard the claim and return to the "swipe" screen.
	\oplus Select [MANUAL], to produce a record of the claim for manual processing (go on to Step 7).
	\bigcirc Select [ADJUST], to return to the HEALTHFUND summary screen.
7.	If you have already received monies from the patient, perhaps by way of a deposit or down payment, enter that amount, and then press ENTER. If not, leave the amount blank and press ENTER.

8.	If there are monies owing, HealthPoint asks for the METHOD OF PAYMENT. Answer the
	question by selecting [EFTPOS], [CASH] or [INVOICE] and process accordingly.
9.	Once you have successfully printed the receipt.
	Give the receipt to the patient.
	HealthPoint returns to the "swipe" screen
	A You have finished creating a HealthClaim!

7.2 Cancelling a HealthClaim

٢	Start from the "HEALTHPOINT" screen.
1.	Press 2 for CANCEL CLAIM.
\mathcal{P}	Enter the claim receipt number, which you can find on the top of the printed claim receipt, then press ENTER.
	Triangle for the claim ID, the Claim will be retrieved and presented on screen.
	Swipe the Health fund card used to generate the claim.
\bigcirc	Stif you have swiped the customer Health Fund Card you will be presented with a list of possible claims to Cancel.
\heartsuit	To navigate through the possible select [NEXT] to see the next claim in list.
2.	Once you have the Claim you want to cancel, select [PROCEED] to Cancel the Claim.
	${igP}$ If you have not already done so, you will be prompted to Swipe the patient's card to authorise the cancellation.
	HealthPoint cancels the claim, retrieves the health fund's response, and prints a cancelled receipt.
3.	If the patient requires a copy of the cancellation receipt, select [NO, REPRINT] to print a second copy of the cancelled Claim.
	A Have the patient sign the cancellation receipt.
	🖎 Verify the patient's signature and write your initials on the cancellation receipt.
	Difference File the patient-signed and verified cancellation receipt. Retain for two years.
4.	If the second copy of the receipt printed successfully, select [YES, DONE] to finish the cancellation.
	G You have finished cancelling a HealthPoint Claim!

7.3 Retrieving (& Printing) a HealthClaims Reconciliation Report

•	Start from the "swipe" screen.
1.	Select [FUNC].
2.	Type in 8, Press [ENTER].
3.	If required, enter the Operator ID.
4.	Press 1 for HEALTHPOINT.
5.	Press 9 for HEALTHPOINT ADMIN.
6.	Press 2 for REPORTS.
7.	Press 2 for RECONCILIATION.
8.	Enter the Date for reconciliation.
	This should be entered as DDMMYYYY
	HealthPoint submits a request for the Reconciliation report from the HealthPoint
	Message Centre, and then prints the reconciliation on the terminal.
9.	Once printed, select [YES, DONE] to return to the HealthPoint Admin Menu.
	Ge You have successfully retrieved and printed your report.
	·

7.4 Retrieving (& Printing) HealthClaims Activity Reports

•	Start from the "swipe" screen.
1.	Select [FUNC].
2.	Type in 8, Press [ENTER].
3.	If required, enter the Operator ID.
4.	Press 1 for HEALTHPOINT.
5.	Press 9 for HEALTHPOINT ADMIN.
6.	Press 2 for REPORTS.
7.	Press 1 for ACTIVITY REPORT.
	Enter the Activity Date.
	This should be entered as DDMMYYYY.
	HealthPoint submits a request for the Activity report from the HealthPoint Message Centre, and then prints the reconciliation on the terminal.
8.	Once printed, select [YES, DONE] to return to the HealthPoint Admin Menu.
	Ge You have successfully retrieved and printed your reports.

7.5 Changing the Practitioner List

To update your HealthPoint Practitioner list you must call the CSC HealthClaim Help Desk on 1300 301 692.

Additional Providers require registration with CSC and the Health Funds prior to claiming on the HealthPoint Terminal.

The Provider application can be found on the CSC website.

Once the Providers are registered you can update your terminal to reflect the additional Provider.

٢	Start from the "swipe" screen.
1.	Select [FUNC].
2.	Type in 8, Press [ENTER].
3.	If required, enter the Operator ID.
4.	Press 1 for HEALTHPOINT.
5.	Press 9 for HEALTHPOINT ADMIN.
6.	Press 3 for UPDATE CONFIG.
7.	Press 4 for PROVIDER DETAILS.
	Healthpoint submits a request for an updated Provider list from the CSC Message Centre, and then prints the updated list on the terminal.
	Group You have successfully updated the Providers on your HealthPoint Terminal.

7.6 Changing the Item List

€	Start from the "swipe" screen.
1.	Select [FUNC].
2.	Type in 8, Press [ENTER].
3.	If required, enter the Operator ID.
4.	Press 1 for HEALTHPOINT.
5.	Press 9 for HEALTHPOINT ADMIN.
6.	Press 1 for SERVICE ITEMS.
	TealthPoint will retrieve a list of items known to the terminal.
7.	Select the SERVICE TYPE you want to assign the item to.
	For example 1 DENTAL, 2 OPTICAL.
	Note: The terminal will show the Modalities configured on your terminal.
8.	
\bigcirc	To add an item (to the end of the list), select [FIND], enter the new item code thenpress ENTER, select [YES], edit the item details (1. name and 2. fee), press ENTER.
Ð	To edit an item already on the list, select item, select [EDIT], enter the details, press[ENTER]. Press CLR to return to the item list.
	To delete an item, select item, select [DELETE], and then press [ENTER].
	HealthPoint returns to the "swipe" screen.
	🕼 You have successfully changed your item list.

8 Creating a HealthPoint Claim against A Health Fund

8.1 Detailed Description

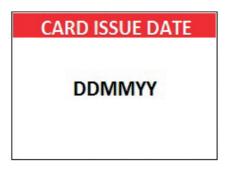
For a brief summary of this procedure, see the Quick Reference Section.

Start from the "swipe" screen.

For example:



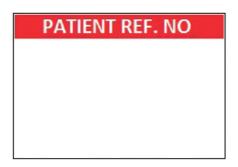
- 1. Swipe the patient's health fund card.
- If the card won't swipe, you cannot proceed with the claim. Our agreement with the health funds requires the patient to be present and to have a valid health fund card to make a claim.
- If you swipe an older Medibank Private card, HealthPoint displays the CARD ISSUE DATE screen.



Enter the CARD ISSUE DATE shown on the bottom right corner of the Medibank Private card as one big number in the format DDMMYYYY (day month year, with no spaces in between), then press ENTER.

HealthPoint displays the health fund "patient reference" screen.

For example:



- 2. Enter the patient reference number (on their health fund card, to the left of their name), then press ENTER.
- If the patient reference number is not shown on the card (e.g. on some older Medibank Private cards), derive it from the patient's position in the list of patients on the card. Start with patient 1 at the top of the list. Count down the first column and then down the second column.

Note: You do not have to enter a "leading" zero. For example, if the patient is numbered 01 on the card, just enter 1 into HealthPoint.

HealthPoint displays the PROVIDER OF SERVICE screen.



- 3. Select the servicing practitioner from the list by pressing a number key.
- \bigcirc To see more screens of practitioners, press the grey keys labelled [\blacktriangle], [\triangledown].
- If the practitioner is not on the list, but has been registered with CSC Health Solutions, see the section of this guide titles 'Adding a Practitioner'.
- If the Provider is not registered with CSC please contact CSC HealthClaim Helpdesk on 1300 301 692 to add the new provider to the HealthPoint system.

HealthPoint displays a list of services applicable to the practitioner selected. For example, if you select GEN DENTIST as the practitioner, the services displayed might look like this:

For example:



Note: This screen may be titled OPTICAL, CHIROPRACTIC, PHYSIOTHERAPY, DENTAL or another supported Modality.

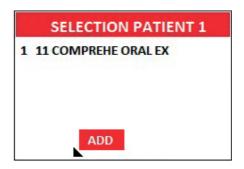
- 4. Select and confirm up to sixteen service items from the services screen. This is done in three steps.
- 4(a) Select an item by pressing a number key (from the list of items shown on the SERVICES screen).

HealthPoint displays the ADD SERVICE * screen.



4(b) Press 2 if you wish to edit the fee. If the item and fee are correct, press ENTER to add the item to the claim. HealthPoint displays the SELECTION PATIENT * screen.

For example:



This screen shows the items you have added to the claim for Patient 1.

- 4(c) Either select, [ADD] to select more items (go back to step 4(a)), or press ENTER to proceed (go on to step 5). Each of these steps (4(a) 4(c)) has a number of options, which are shown in more detail below. For more information on adding items to claims, see steps 4(d) to 4(f) below. To proceed with processing the claim, go to step 5.
- 4(d) At the *SERVICES screen shown below, select an item from the list by pressing a number key, then go on to the next step.



Alternatively, perform one (or more) of the following actions:

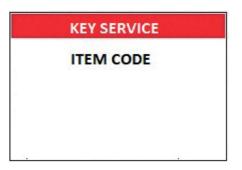
♀ Select [CHECK] To view what items you have already selected.

 \bigcirc To see more screens of items from the menu, use the keys labeled [DOWN] and [UP].

This key is available only after you have selected at least one item.

Go to part 4(f) of this step.

Select [FIND] to find an item in the list. HealthPoint displays the KEY SERVICE screen.
 For example:



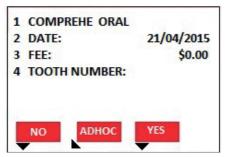
ITEM NOT FOUND
ADD ITEM?
A

Answer the question by selecting one of the following:

ITEM NOT FOUND		
ADD ITEM?		
NO ADHOC YES		

- If you select [AD-HOC], HealthPoint adds the item to this claim, but not to your regular list of items. HealthPoint displays the AD-HOC SERVICE screen. Go to step 4(e).
- If you select [YES], HealthPoint adds the item both to this claim, and to your regular list of items. HealthPoint displays the NEW SERVICE screen. Go to step 4(e).
- If you select [NO], HealthPoint returns to the FIND ITEM screen. Press CLR to go back to the service list. Go to step 4(d).

After you have selected an item from the list, HealthPoint displays the ADD SERVICE * screen, showing the details of the item you just selected.



- 4(e) To confirm your selection of this item (i.e. to add it to your claim), press ENTER, and then go on to step 4(f).
- Alternatively, perform one (or more) of the following actions: To discard this item, if you decide not to select it, select [DISCARD].
- DealthPoint returns to the item list screen. Go back to part 4(a) of this step.
- To copy the current item, select [COPY]. HealthPoint copies the item, as displayed on the screen, to your claim. It then displays the copy of the item on the screen as a new current item. You can now make changes to this new copy of the item, such as the body part. HealthPoint displays the number of copies made next to the COPY key.
- Go back to the top of this part 4(e) of this step.
- To adjust the date of service, press 2 for DATE.

HealthPoint displays the SERVICE DATE screen.

For example:



Select the date of service from the list by pressing a number key.

If the date of service is more than a day ago, press 3 for 'OTHER', then enter the date as one big number in the format DDMMYYYY (day month year, with no spaces in between), then press ENTER.

Note: A claim cannot be made for a service to be delivered at a future date.

- Go back to the top of this part 4(e) of this step.
- To adjust the fee for this service, press 3 for FEE. HealthPoint displays the SERVICE FEE screen.
- For example:



HealthPoint displays the fee stored in the item list. Enter the correct fee by typing over the fee displayed, and then press ENTER.

This does not change the "standard" fee on the item list, only for this instance for this patient. It is possible to select several copies of an item, each with a different fee.

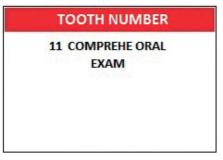
Note: The fee entered must always be equal to the amount actually charged to the patient including discounted amounts.

Go back to the top of this part 4(e) of this step.

 \bigcirc To adjust the tooth number (dentists only), press 4.

HealthPoint displays the TOOTH NUMBER screen.

For example:



Enter the two digit ADA (Australian Dental Association) standard tooth number, and then press FNTFR.

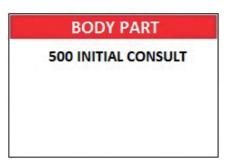


rightarrow Go back to the top of this part 4(e) of this step.

To adjust the body part (Physiotherapists only), press 4.

HealthPoint displays the BODY PART screen.

For example:

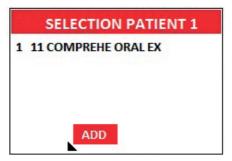


Enter the body part for this item, and then press ENTER.

P Go back to the top of this part 4(e) of this step.

After you have pressed ENTER, HealthPoint displays the SELECTION PATIENT * screen.

For example:



This screen shows the items added to your claim.

- 4(f) To make the claim with the items displayed, press ENTER, then go on to step 5. Alternatively, perform one (or more) of the following actions:
- To add another item, select [ADD]. HealthPoint displays the * SERVICES screen.
- Go back to the top of this step (step 4a).
- To remove an item from your selection, press the corresponding number key. HealthPoint displays the ADJUST SERVICE screen. Select [DISCARD].
- \checkmark Go back to the top of 4(f).
- To adjust an item (or review it), press the corresponding number key. HealthPoint displays the ADJUST SERVICE screen.
 Make any required adjustments (e.g. to fee, body part, tooth number, etc.) as described in part 4(e) of this step then press ENTER.
- Go back to the top of 4(f).

After you have pressed ENTER, HealthPoint displays the HEALTH FUND "summary" screen. For example:

MEDIBANK PRIVATE
MEMBER CARD NUMBER
90456482335645622
NBR PATIENTS:1
PROV MR PETER JONES
*** TOTAL \$50.00
\$50.00
1 1003
SUBMIT ADD

 To submit this HealthClaim to the appropriate health fund, select [SUBMIT]. For example:

MEDIBANI	K PRIVATE	
MEMBER CARD NO 9045648233564562 NBR PATIENTS:1 PROV MR PETER JO	22	
1 1003 SUBMIT ADD	*** TOTAL \$50.0 \$50.00	•

Alternatively, perform one (or more) of the following actions:

- ① To add another patient to this claim, select [ADD].
- ① To see more screens of items, select [DOWN], [UP], and [TOP].
- Go back to step 2, and follow through the steps again until you return to the HEALTH FUND "summary" screen. You don't have to select the practitioner again.

Note: Any single claim may only include services performed by one practitioner. Services performed by a different practitioner must be included in a separate claim.

Once you have pressed SUBMIT, HealthPoint attempts to make a connection to the CSC Health Message Centre.

For example:



HealthPoint displays a message on the screen, which indicates what it is currently doing. These messages include:

- CONNECTING TO HOST
- SENDING PLEASE WAIT
- RECEIVING PLEASE WAIT
- PRINTING PLEASE WAIT

After HealthPoint has finished submitting the claim and receiving the health fund's response, it prints a copy of the claim receipt. HealthPoint prints an assessment, and then displays the HEALTH FUND "assessment" screen.



The printed assessment shows the health fund's responses to each item and to the claim as a whole.

A response of "00" or "0000" means the claim or item has been approved. Explanations of the other responses are detailed in Appendix A: Health Fund Responses (see page 67).

If an error occurs during the claim submission, HealthPoint displays the HEALTH FUND "failed submission" screen.

For example:



Answer the question by selecting [MANUAL], [DISCARD], or [RETRY].

- If you select [RETRY], HealthPoint tries to send the claim again.
- If you select [DISCARD], HealthPoint discards the claim completely, and then returns to the "swipe" screen.
- Go to step 1.
- If you select [MANUAL], the patient should make a manual claim with their Health Fund. Go to step 7.

Most errors that occur during a claim submission are one-offs. We recommend you try again (select [RETRY]).

If the error occurs again, call the CSC HealthClaims Help Desk on 1300 301 692.

- If the Health Fund has rejected the claim, see Health Fund Responses to HealthClaims for information on what to do next.
- 6. Advise the patient on the health fund's rebate of the claim and ask them if they accept it.
- A Have the patient sign the health fund assessment.
- > Verify the patient's signature and write your initials on the assessment.
- File the patient-signed and verified assessment. Retain for two years.
- You can answer HealthPoint's question by selecting [ACCEPT], [PRINT], or [REJECT]
- If you select [ACCEPT],
- Go to step 7.
- If you select [PRINT], HealthPoint prints another copy of the receipt.

- If you select [REJECT],
- HealthPoint attempts to make a connection to the CSC Health Message Centre to send a claim rejection, in much the same way when you submitted the claim in step 5.
- If an error occurs during the claim submission, HealthPoint displays the HEALTH FUND "failed submission" screen

Answer the question by selecting one of the following:

If you select [DISCARD], HealthPoint discards the rejection, and then returns to the "swipe" screen. If you select [RETRY], HealthPoint tries to REJECT the claim again.

This means the claim, which has gone through to the health fund, remains in force. To cancel it, see Cancelling a HealthClaim.

After HealthPoint has finished rejecting the claim and receiving the health fund's response, it prints a copy of the rejection receipt.

If the health fund does not accept the rejection, see Health Fund Responses to HealthClaims for information on what to do next.

If the health fund accepts the claim rejection, HealthPoint displays the VOID APPROVED screen.

For example:

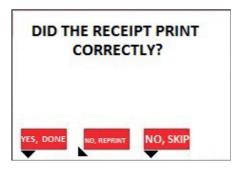


Answer the question by selecting one of the following:

- If you press [DISCARD], HealthPoint returns to the "swipe" screen.
- Go to the end of the procedure.
- If you press [MANUAL], the patient should make a manual claim with their Health Fund.
- Go to step 7.
- If you press [ADJUST], HealthPoint returns to the HEALTH FUND summary screen. Adjust (change) the claim and submit it again.
- Go to step 5.

7. Once the claim has been submitted or printed manually, HealthPoint displays the DEPOSITS RECEIVED screen.

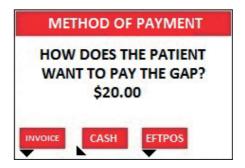
For example:



If you have already received monies from the patient, perhaps by way of a deposit or down payment, enter that amount, and then press ENTER.

- If there was no deposit paid, leave the amount as zero and press ENTER. HealthPoint adjusts the gap amount by the amount you just entered.
- 8. If there are monies owing (because the rebate did not cover the fees for the services rendered), HealthPoint displays the METHOD OF PAYMENT screen.

For example:

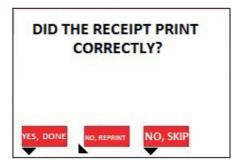


Answer the question by selecting [INVOICE], [CASH], [EFTPOS]

If you selected [EFTPOS], process the EFTPOS transaction according to the Suncorp's EFTPOS Merchant Facilities Quick Reference Guide. If your terminal is Multi Merchant, you will be required to select the Merchant for payment. If you selected [INVOICE], HealthPoint will print accounts. HealthPoint prints a receipt or account for the practice, and then displays the PRINT CONFIRMATION screen.

If you selected [CASH], HealthPoint will print receipts.

HealthPoint will print receipts.



- 9. Wait for the receipt to print, then select [YES, DONE]
- Select [YES, DONE] if the receipt is correct. Give the receipt to the patient.
 Select [NO, REPRINT] if the receipt did not print correctly.
 Select [NO, SKIP] if the receipt did not print correctly, and is not required.
- Give the receipt to the patient. HealthPoint returns to the "insert/swipe" screen. You have finished creating a HealthClaim.

8.2 About the HealthClaims Receipt

The HealthClaims Receipt is a paper record of the claim sent to the health fund via HealthPoint.

8.3 Terminal Printer

	HealthPoint	
Your SUN ID and Claim	Cisioner The California Colorer The California Claim Recopt Ho. SUM 9909 9000256 Date Processed 16/04/2015 09:47 (This receipt colmouladges on electronic claim accepted by the down Health Fund through 1957 Health/Lales)	Name of Health Fund
	Nembership No: 0000000000 Meeter Card No: 000000000120001 Provider: NR CLIVER NESTMAN Prodiar: No: 554620W	
Claim Response Gap	Type of Services: IEFIA Services Claimed Hem Description Orage Berefit Patient ID: 00 16/04/2015 0011 CMMSDE GML DAM \$150.00 \$91.00 002 DNEMAMA MERL OF \$65.31 \$80.33 CLAIM TOTAL \$215.33 \$157.33 GAP TOTAL \$59.00	 Fees charged, Rebate the fund will pay, Item Response Code
	GAY TUTAL 533.00 Assessment codes 00 MPRNOE 00 APPROVED ANDAT DUDG \$55.00 RAD BY CLEH	 Description of each response code is printed on the receipt
	Declaration by Member I delare that the services sham on his claim have been produced, are non-couperable, and need all Fandruks. I claim for the fand to pay a relate directly to the provider and to verify any aspect of this claim with the provider.	
	Signature of Wenter	Patient Signs here
	Verified by operator	Write your initials here

9 Cancelling a HealthPoint Claim

Use this procedure to cancel a HealthClaim you submitted and which the patient accepted earlier today.

Once you have printed today's reconciliation report, you can no longer cancel claims on that report through HealthPoint.

Note: You need the patient's health fund card in order to cancel the claim. The health funds will only accept the cancelling of a claim on the same day it was submitted.

Note: The day ends at midnight Sydney Time, so claims submitted before midnight Sydney time cannot be cancelled after midnight Sydney time, irrespective of your local time zone. The health funds' agreed operating hours mean that the HealthClaims service may not be available at this hour.

9.1 Detailed Description

For a brief summary of this procedure, please refer to the Quick Reference Section.

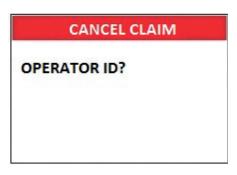
Start from the "swipe" screen.



- 1. Select [FUNC]
- 2. Type in 8, Press ENTER
- 3. Press 1 for HealthPoint
- 4. Press 2 for Cancel Claim

If you have set up an operator ID on your Healthpoint you will be prompted to enter the Operator ID

For Example:

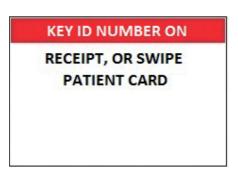


6. Enter your four digit HealthPoint Operator ID, then press ENTER.

In order to cancel a claim, you must first find the claim.

HealthPoint will show you the Find Claim screen.

For example:



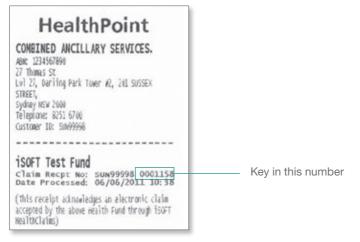
Perform one of the following actions, To find a specific claim,

Enter the claim receipt number, which you can find on the top of the printed copy of the claim, and press ENTER.

You only need the second part of the number after the space.

- 7. Perform one of the following actions, To find a specific claim,
- Enter the claim receipt number, which you can find on the top of the printed copy of the claim, and press ENTER.

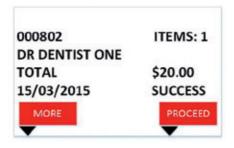
You only need the second part of the number after the space.



Note: You do not need to key in all of the zeros at the front of the claim number.

For example, to find claim 000020, you only need to key in 20.

- Or To find claim associated with a membership, Swipe the Health Fund Card used to claim with.
- \Im HealthPoint will connect to the HealthPoint Claim server and find the claim for cancellation.



8. To cancel this HealthClaim with the appropriate health fund, select [PROCEED]

- If you have already swiped the patient's card to find the claim, no further card swipe is required.
- If you have found the claim by entering the Claim ID, HealthPoint displays the CANCEL FUND CLAIM screen.

For example:

CANCEL FUN	ID CLAIM
CSC FU	ND
BENEFIT	\$20.00
SWIPE MEM	BER'S CARD

Note: If the patient is no longer at your practice and you do not have their card, you CANNOT cancel the claim. The health funds only permit cancellation if you use the health fund's card in the presence of the patient on the same day that the claim was submitted. The day finishes at midnight Sydney time.

- HealthPoint attempts to make a connection to the CSC Health Message Centre.
- If an error occurs during the claim submission, HealthPoint displays the HEALTH FUND "failed submission" screen.

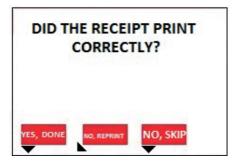
For example:



- Answer the question by selecting one of the following:
- \bigcirc If you select [RETRY], HealthPoint tries again to cancel the claim.
- If you select [DISCARD], HealthPoint discards the attempt to cancel the claim, and then returns to REVIEW CLAIM screen.
- ₿ Go to step 8.

After HealthPoint has finished cancelling the claim and receiving the health fund's response, it prints a copy of the cancelled claim receipt, then displays the PRINT CONFIRMATION screen.

For example:



The receipt shows the health fund's responses to the cancellation. A response of "00" means the cancellation has been accepted and approved.

Explanations of the other responses are detailed in the Cancellation and Rejection Responses section of Appendix A: Health Fund Responses.

- 8. Select [YES, DONE] if the receipt is correct. Select [NO, REPRINT] if it has printed incorrectly.
- Have the patient sign the cancellation receipt.
- Solution version of the patient's signature and write your initials on the cancellation receipt.
- File the patient-signed and verified cancellation receipt. Retain for two years.

HealthPoint prints a second copy of the cancelled receipt or account for the patient, and then displays the PRINT CONFIRMATION screen again.

9. If the second copy of the receipt has printed successfully, then select [YES, DONE].

HealthPoint displays the CLAIM CANCELLED screen.

For example:



Note: If the patient is no longer at your practice and you do not have their card,

- 10. Press the green ENTER button to continue, and HealthPoint returns to the swipe screen.
- You have finished cancelling a HealthClaim!

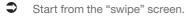
10 Printing a HealthPoint Reconciliation Report

Use this procedure to print the daily HealthClaims Reconciliation Report.

Once you have printed today's reconciliation report, you can no longer cancel claims on that report through HealthPoint. CSC recommends that you print this report at close of business.

10.1 Detailed Description

For a brief summary of this procedure, please refer to the Quick Reference Section.





- 1. Select [FUNC], type in 8.
- 2. Press ENTER. If required, enter the Operator ID.

3. Press 1 for HEALTHPOINT.

For example:



4. HealthPoint displays the HEALTHPOINT screen. Press 9 for HEALTHPOINT ADMIN.



- 5. Press 9 for HEALTHPOINT ADMIN. HealthPoint displays the HEALTHPOINT ADMINscreen.
- 6. Press 2 for reports. HealthPoint displays the reports screen.

For example:

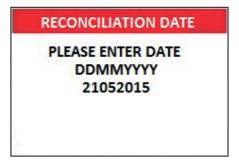
HEALTHPOINT		
1	SERVICE ITEMS	
2	REPORTS	
3	UPDATE CONFIG	
4	PAYEE DETAILS	
5	CSC ID	

7. Press 2 for RECONCILIATION. HealthPoint displays the reports screen.

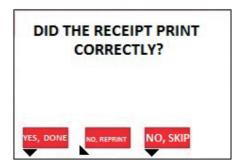
For example:



P HEALTHPOINT will prompt you for the Reconciliation date.



Enter the date as one big number in the format DDMMYYYY (day month year, with no spaces in between), then press ENTER. HealthPoint retrieves, and prints the report, then displays the PRINT CONFIRMATION screen.



- 8. Select [YES, DONE] to confirm the report printed
- If a reprint is required, select [NO, REPRINT].
- If the print was not successful, but a reprint is not required, select [NO, SKIP].
- If the print was successful, select [YES, DONE]

HealthPoint returns to the swipe screen

You have successfully printed the HealthClaims Reconciliation Report.

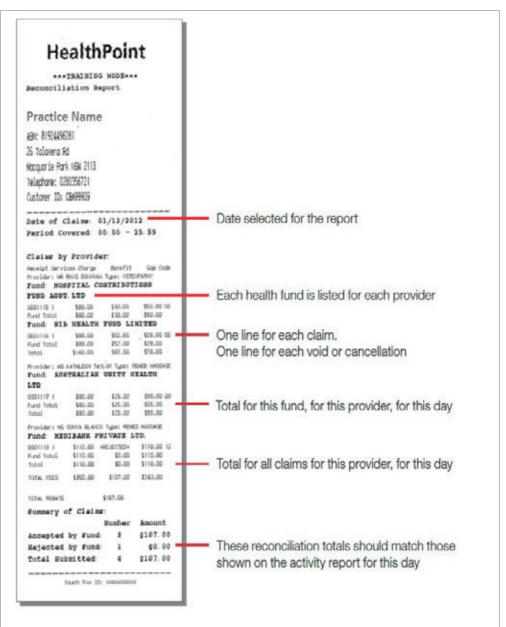
10.2 About the HealthClaims Reconciliation Report

HealthClaims Reconciliation report is HealthPoint's record of the claims sent through to each health fund during a particular day. Each practitioner is shown in a separate section. The Reconciliation report can be printed once for any given day, and is available to be printed the following day.

The SHIFT TOTAL REPORT can be printed on the Claim Date to allow for reconciliation on the same day as the claim submission.

It is possible to print more than one SHIFT TOTAL report for any one day. However, each claim will appear on only one SHIFT TOTAL report. If you print more than one report for a day, be sure to add the totals before using to reconcile with the reconciliation and activity report.

10.3 Terminal Printer



11 Retrieving (and Printing) HealthPoint Activity Reports

Use this procedure to retrieve any reports waiting for you (e.g. HealthClaims Activity Reports) at the CSC Health Message Centre.

You may retrieve reports at any time. If there are no reports waiting for you to retrieve, there is no harm done.

11.1 Detailed Description

For a brief summary of this procedure, please refer to the Quick Reference Section.



Start from the "swipe" screen.



- 1. Select [FUNC], type 8.
- 2. Press ENTER, if required, enter the Operator ID.

3. Press 1 for HealthPoint.

For example:



4. Press 9 for Healthpoint Admin.



5. Press 2 for Reports.

For example:



6. Press Option 1 for Activity Report.

For example:



7. You will be prompted to enter the ACTIVITY DATE to print.



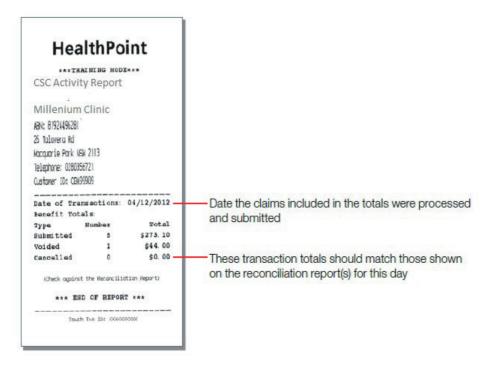
- Enter the date as one big number in the format DDMMYYYY (day month year, with no spaces in between), then press ENTER. HealthPoint retrieves, and prints the report, then displays the PRINT CONFIRMATION screen.
- You have successfully retrieved and printed your reports.

11.2 About the Activity Report

The HealthClaims Activity Report shows totals for the claims, voids (rejections), and cancellations made during a particular day. The report is created by the CSC Health Message Centre at the end of each working day and will be available for you to retrieve on the next working day.

If you printed more than one SHIFT TOTAL report during a day (e.g. because you had a change in staff), add the totals of all the SHIFT reports before reconciling with the activity report. There is only ever one activity report per day.

11.3 Terminal Printer



12 Changing the Practitioner List

Occasionally you may need to modify the list of practitioners stored by HealthPoint, perhaps because a locum is visiting your practice. To update the Practitioners on your terminal, you will need to contact the CSC HealthPoint Helpdesk on 1300 301 692.

Once CSC have registered your new practitioner in the System, you will be able to download an update to your terminal.

To do this, follow the steps below:

12.1 Detailed Description

For a brief summary of this procedure, please refer to the Quick Reference Section.



Start from the "swipe" screen.



- 1. Select [FUNC], type 8.
- 2. Press ENTER, if required, enter the Operator ID.

3. Press 1 for HealthPoint.

For example:



4. Press 1 for HEALTHPOINT. HealthPoint displays the HEALTHPOINT screen.



5. Press 9 for HEALTHPOINT ADMIN. HealthPoint displays the HEALTHPOINT ADMIN screen.

For example:

HEALTHPOINT		
1 SERVICE ITEMS		
2 REPORTS		
3 UPDATE CONFIG		
4 PAYEE DETAILS		
5 CSC ID		

6. Press 3 for UPDATE CONFIG. HealthPoint will display the UPDATE CONFIG screen.

UPDATE CONFIG		
1	UPDATE ALL	
2	PRACTICE DETAILS	
3	HEALTH FUNDS	
4	PROVIDE DETAILS	
5	SERVICE ITEMS	

- 7. Press 4 for PROVIDER DETAILS. HealthPoint will retrieve all available provider updates and will print the applied changes. You will be prompted to confirm the updates have printed correctly. Select [YES, DONE].
- You have successfully updated the Practitioners on your Healthpoint Terminal.

13 Changing the Item List

Occasionally you may need to modify the list of service items stored by HealthPoint, perhaps because you have added a service to those performed in your practice, or to adjust your fee structure.

Use this procedure to maintain the list of items.

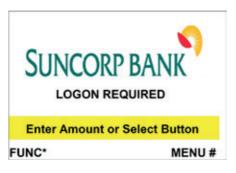
Optometrists: Use this procedure to edit your ancillary item codes, but edit your MBS item codes for Medicare claiming according to the instructions in the Suncorp Medicare Easyclaim User Guide.

13.1 Detailed Description

For a brief summary of this procedure, please refer to the Quick Reference Section.



For example:



- 1. Select [FUNC], Type in 8. Press ENTER.
- 2. If required, enter the Operator ID.
- 3. Press 1 for TOUCH. HealthPoint displays the TOUCH menu screen.



4. Press 1 for HEALTHPOINT. HealthPoint displays the HEALTHPOINT screen.

For example:



5. Press 9 for HEALTHPOINT ADMIN. HealthPoint displays the HEALTHPOINT ADMIN screen.

HEALTHPOINT		
1 SERVICE ITEMS		
2 REPORTS		
3 UPDATE CONFIG		
4 PAYEE DETAILS		
5 CSC ID		

6. Press 1 for SERVICE ITEMS. HealthPoint displays the SERVICE TYPE screen.

This list of service types will depend on the service types you have activated on your terminal. For example:



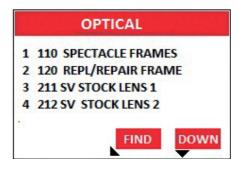
7. Select the service type from the item list you want to modify by pressing a number key.

Note: The terminal will show the Modalities configured on your terminal.

For example: 1 OPTICAL, 2 DENTAL, etc.

Note: For some service types, this screen shows more options.

 $\overline{\mathbf{X}}$ HealthPoint will retrieve a list of items known to the terminal.



- 8. Perform one (or more) of the following actions:
- To see more screens of items, select [DOWN], and select [FIND] (to add an item to the end of the list):
- (a) Select [FIND]. HealthPoint displays the FIND ITEM screen. For example:



(b) Enter the item code, and then press ENTER.

HealthPoint searches the existing list of item numbers. If the new item is not on the list, HealthPoint displays the ITEM NOT FOUND screen. Use the Function key to get access to the slide out menu.

For example:



(c) Press the right bottom white key [YES]. HealthPoint displays the EDIT SERVICE screen

EDIT SERVICE 123		
1 2 FEE:	\$0.00	
OK		

- (d) Edit the item details, as described under Editing Item Details.
- \mathfrak{P} To edit an item already on the list (e.g. to change the standard fee):
- (a) Select the item to edit from the list, either by pressing the corresponding number or by selecting [FIND] key.

HealthPoint displays the DISPLAY SERVICE screen, showing the item's current details.

- (b) Select [EDIT].
- (c) Edit the item details, as described under Editing Item Details.
- To delete an item, (e.g. because you don't perform that service):
- (a) Select the item to edit from the list, either by pressing the corresponding number or using the [FIND] key.
- (b) Select [DELETE].

For Example:

DISPLAY SERVICE 11		
SPECTACLE FRAMES	020306	
FEE:	\$10.00	
EDIT	DELETE	

- (c) Press ENTER to confirm you want to delete the item. HealthPoint deletes the item from the list.
- D To insert an item in the middle of the list:
- (a) Select the item corresponding to the position you want the new item to appear. (e.g. if you want to insert an item between the current numbers 2 and 3, select 3. The new item becomes 3, and the old 3 becomes 4, etc).
- (b) Select [INSERT]. HealthPoint displays the FIND ITEM screen.



(c) Enter the item code, and then press ENTER. HealthPoint searches the existing list of item numbers. If the new item is not on the list, HealthPoint displays the ITEM NOT FOUND screen.



- (d) Select [YES]. HealthPoint displays the EDIT SERVICE screen.
- (e) Enter the item details, as described under Editing Item Details.
- You have modified the item list.

13.2 Editing Item Details

This section describes the details you may modify when adding or editing a HealthClaims ancillary item.

Note: MBS items require additional data and are described in the Medical Services User Guide.



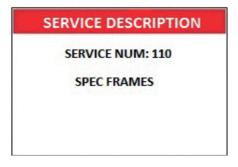
Start from the EDIT SERVICE screen. To access this, Find the item you want to modify, and select [EDIT] the item.

For example:



- 1. Perform one of the following actions:
- \bigcirc To edit the name and/or description of the item, press 1.

HealthPoint displays the SERVICE DESCRIPTION screen.



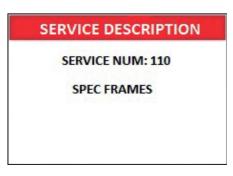
Enter the item's name and then press ENTER. HealthPoint displays this item name on the services item selection screen and on the claim receipts. Note: SPECTACLE now entered as SPEC.

To enter letters, use the key Alpha Button (#) labeled "ABC", or Alternately press the key labeled with the letter one or more times, according to the letter's position. For example, the 2 key is labeled "ABC". To enter A, press 2 once, to enter B, press 2 twice, and to enter C, press 2 three times.

① To edit the fee, press 3.

HealthPoint displays the SERVICE FEE screen.

For example:



Enter the fee for the service, then press ENTER.

HealthPoint allows you to edit this fee as you process the claim. For example some practices offer concession rates for some patients. You would have to edit the fee when creating the claim.

- Press ENTER to save the changes you have just made. HealthPoint returns to the DISPLAY SERVICE screen.
- Go back to the procedure you were following.
- You have edited the item details.

14 Changing the Practice Details

HealthPoint prints your practice's name, address, and phone number at the top of all HealthClaims receipts. To change the information displayed on your HealthPoint receipts, call the CSC helpdesk on 1300 301 692 and your updated details will be recorded and sent to the terminal for retrieval.

14.1 Detailed Description

- Start from the "swipe" screen.
- 1. Select [FUNC], type 8 and press Enter
- 2. If required, enter the Operator ID
- 3. Select 1 for HEALTHPOINT
- 4. Select 9 for HEALTHPOINT ADMIN You will see the Admin menu displayed.

For example:



5. Select 3 to UPDATE CONFIG.



- 6. Select 2 to update PRACTICE DETAILS.
- HealthPoint will retrieve all PRACTICE DETAIL updates and apply them to the terminal. The Terminal will print all updated details
- You have edited the Practice details.

15 Frequently Asked Questions

Q: Can the information that I am transmitting be accessed by anyone?

A: No, the information within the messages cannot be accessed; it is encrypted at several stages of the network.

Q: If I turn the HealthPoint off, will I lose the information in it?

A: No, the Healthpoint has a battery in it that will hold the information stored.

Q: What should I do if my screen freezes?

A: Simply reboot by powering the terminal off and on again at the wall, you will not lose any stored information. If that is unsuccessful you should then contact the CSC helpdesk.

Q: How do I unplug the HealthPoint?

A: Always turn the power off to the HealthPoint before you unplug any connections. For assistance with the HealthPoint call the CSC helpdesk on 1300 301 692.

Q: I have run out of paper, where do I get some more?

A: From the "swipe" screen, Type in 86 and press ENTER

Type in your password and press ENTER.

Type in the number of rolls required in multiples of 10 and press ENTER. (Alternatively stationery can be ordered from www.suncorpbank.com.au/stationery

Q: How often should I retrieve reports?

A: CSC holds an electronic mailbox for you, which holds all of your reports from the Health Funds and CSC. If you submit claims frequently then you should also retrieve reports from your mailbox frequently (e.g. If you submit daily you should also retrieve daily.

For practices submitting claims less frequently, we recommend that this mailbox is accessed at least once a week to avoid any communications error messages, and to ensure that you receive any CSC network bulletins or software change notifications.

Q: How do I clean the HealthPoint?

A: Do not clean with a damp cloth or water. Use a lint free cloth and a cleaning fluid specifically for cleaning computers.

15.1 Questions Regarding Claims to Health Funds

Q: Can you cancel or reverse a claim?

A: Yes, you can cancel a claim on the same day it has been submitted to the fund, provided the patient is present and has their Health Fund card. If you need to cancel a claim on a later day, you should call the Health Fund in question.

16 Appendix A: Health Fund Responses

The health funds provide a response for each claim and each item of a claim. Any response except "00" means the claim or item has been rejected by the Health Fund.

Likewise, the health funds provide a response to rejections and cancellations made by the patient. Any response except "00" means the cancellation or rejection has not been processed, and the claim will stand.

Look up the response code in the tables in the following sections. Note: Not all health funds use all of the responses listed in this table.

16.1 Claim Responses

For each claim you submit with HealthPoint, the health fund sends a response, which HealthPoint displays and prints on the claim receipt.

All responses except "00 - APPROVED" mean the claim has been rejected or revised.

In general, if the health fund rejects the claim, the patient should settle their account in the usual manner and make a regular paper based claim with their health fund.

If the response is not in the following table, please contact the relevant health fund for an explanation.

00 APPROVED

The health fund has approved this claim.

01 PROVIDER NOT APPROVED

The health fund has not approved the provider who performed the services for electronic claiming.

Check the provider number in HealthPoint's practitioner table is correct. If it is, contact the health fund to clarify this practitioner's status.

Some health funds (e.g. Medibank Private) will only permit providers to submit claims for items within their own modality (e.g. Physiotherapists may not be able to make claims using Chiropractic codes). Claims containing items from a modality other than the providers will get this response. Check the practitioner's modality with the health fund.

03 INVALID PROVIDER NO

The provider number supplied is not valid.

HealthPoint should have trapped this error before submitting the claim, so please report this to the CSC HealthClaims Help Desk immediately.

04 PLEASE RETAIN CARD

The health fund has asked you to retain the patient's card, if possible. Call the relevant health fund for information on what to do next.

10 REFER CLAIM TO FUND

The health fund has requested that this claim be referred to them for manual assessment. Call the relevant health fund for information on what to do next.

12 TRANSACTION DECLINED

The health fund has not approved the transaction. It has not given a specific reason. Call the relevant health fund for information on what to do next.

14 CARD NO IS NOT VALID

The health fund does not recognise the card you swiped.

Discard the claim, re-enter the claim, and re-submit it. If you get this message again, advise the patient to contact their fund and arrange for a new card.

19 NO ITEMS ENTERED

No service items were entered for this claim.

HealthPoint should have trapped this error before submitting the claim, so please report this to the CSC HealthClaims Help Desk immediately.

21 CONTACT HELP DESK

The system has taken no action for this claim. Please contact the CSC HealthClaims Help Desk.

30 SYSTEM DATA ERROR

This is a serious error, so please report it to the CSC HealthClaims Help Desk immediately.

32 COMPLETED PARTIALLY

Only part of the claim has been processed.

The action required will depend on which part of the claim has been processed. Contact the CSC HealthClaims Help Desk for advice on how to proceed.

40 MEMBERSHIP NOT COVERED

The patient's fund membership does not cover the services provided. Advise the patient to check their cover with their health fund.

42 MEMBERSHIP CEASED/SUSP

The patient's fund membership has either ceased or been suspended. Advise the patient to check with their health fund.

51 MEMBERSHIP UNFINANCIAL

The patient's health fund membership has not been paid. Advise the patient to check with their health fund.

54 CARD HAS EXPIRED

The patient's health fund card has expired.

You must have a valid card to claim via HealthPoint. Advise the patient to contact their fund and arrange for a new card.

56 INVALID MEMBERSHIP NO

The health fund does not recognise the card you swiped.

Discard the claim, re-enter the claim, and re-submit it. If you get this message again, advise the patient to contact their fund and arrange for a new card.

57 NO ANCILLARY COVER

The patient does not have ancillary cover. Advise the patient to check their cover with their health fund.

58 TRANS NOT PERMITTED

The system cannot process this transaction. Please contact the CSC HealthClaims Help Desk.

60 PROVIDER NOT KNOWN

The health fund does not recognise this provider.

Check the provider number in HealthPoint's practitioner table is correct. If it is, call the CSC HealthClaims Help Desk and ask them to check the practitioner has been registered with the relevant health fund.

61 BENEFIT LIMIT EXCEEDED

The patient's benefit limit has been exceeded for the period specified in their policy. Advise the patient to check their cover and the relevant limits with the health fund.

69 NO BENEFIT PAYABLE

No benefit is payable on this claim. Advise the patient to check their cover with the health fund.

91 SYSTEM BUSY-TRY AGAIN

The system cannot process your claim at the moment.

Wait a few seconds and retry by pressing the RETRY key. Should this condition persist, please call the CSC HealthClaims Help Desk.

92 SYSTEM UNAVAILABLE

The system is temporarily unavailable.

Call the CSC HealthClaims Help Desk, who can investigate why the system is currently unavailable.

93 SYSTEM PROBLEM

The system is experiencing a problem.

Call the CSC HealthClaims Help Desk, who can investigate what is going on.

94 DUPLICATE TRANSACTION

The system is reporting that this transmission has been submitted more than once. HealthPoint should not have attempted this, so please report this to the CSC HealthClaims Help Desk immediately.

16.2 Item Responses

Each claim is made up of one or more service items. When the claim is submitted, the health fund sends a response for each individual item (in addition to the response for the claim as a whole). HealthPoint prints these responses next to the item on the claim receipt.

Unless otherwise indicated, all responses except "00 - APPROVED" mean the item has been rejected.

If the response is not in the following table, please contact the relevant health fund for an explanation.

00 APPROVED

The health fund has approved this item.

01 BENEFIT NOT PAYABLE

According to the rules for this health fund, no benefit is payable on this item.

02 RESTRICTED ITEM

The rebate for this item is restricted by the patient's policy, and consequently no benefit is payable for this item.

03 RESTRICTED ITEM

The rebate for this item is restricted by the patient's policy, and consequently only a reduced benefit is payable for this item.

04 PREVIOUSLY PAID

A benefit has already been paid for this item. Advise the patient to check their cover with the health fund.

05 BENEFIT LIMIT REACHED

The patient's benefit limit for this item has been exceeded for the period specified in their policy, so no benefit has been paid. Advise the patient to check their cover and the relevant limits with the health fund.

06 BENEFIT LIMIT REACHED

The patient's benefit limit for this item has been exceeded for the period specified in their policy, so a reduced benefit has been paid. Advise the patient to check their cover and the relevant limits with the health fund.

07 WITHIN WAITING PERIOD

The patient does not qualify for this item because they have not completed the waiting period specified in their policy. Advise the patient to check their cover and the relevant waiting periods with the health fund.

08 PREREQ SRVCE REQUIRED

A pre-requisite service is required before benefits are payable on this item. Advise the patient to check with the health fund as to what is required to qualify for benefits on this particular item.

09 PRE-EXISTING CONDITION

No benefit is payable as this item applies to a pre-existing condition. Advise the patient to check with their health fund as to what benefit restrictions apply for treatment of their ailment.

10 ITEM NO. IS NOT VALID

The health fund does not recognise this item number. You may not have an up-to-date list of the current items. If this is the case, please call the CSC HealthClaims Help Desk and arrange for an up-to-date list to be sent to your Health Message Centre mail box.

11 ITEM NO. CEASED USE

This item number is no longer in use as of the date the service was performed.

You may not have an up-to-date list of the current items. If this is the case, please call the CSC HealthClaims Help Desk and arrange for an up-to-date list to be sent to your Health Message Centre mail box.

12 ITEM NOT FOR PROVIDER

The health fund will not pay benefits for this item when performed by this practitioner.

Check with the health fund as to the status of the practitioner and what services the health fund will accept when performed by them.

13 ITEM NO. NOT APPROVED

The health fund does not approve this item - no benefits have been paid.

Check the item number is correct. If it is, contact the health fund for clarification.

14 ITEM MAX USE EXCEEDED

The health fund imposes a limit on the number of times this item may be used within a particular period, and this limit has been exceeded for this patient. Advise the patient to check with their health fund as to any restrictions it imposes on this item.

15 SERVICE FEE MISSING

The health fund will not approve payment for this item unless you supply the service fee charged for this item. When you select an item, HealthPoint includes a standard fee which you can modify. Do not set this value to zero for this item.

Modify the claim, and include the service fee.

16 SERVCE DATE NOT VALID

The service date supplied for this item is in the future.

HealthPoint does not allow dates in the future to be entered, so please check the date and time on HealthPoint are correct.

17 SERVICE DATE TOO OLD

The date of service for this item is too far in the past.

Check the date and time on HealthPoint are correct. If it is, advise the patient to make a manual claim to their health fund.

18 BODY PART IS REQUIRED

The health fund will not approve payment for this item unless you identify the body part to which the item applies.

Modify the claim and identify the body part.

19 PATIENT NOT COVERED

The patient was not covered for this type of service as at the date the service was performed. Advise the patient to check their cover with their health fund.

20 NO DEPENDENT STATUS

The patient is no longer covered as their dependent status on the policy holder ceased as at the date the service was performed. Advise the patient to check their cover with their health fund.

21 INVALID PATIENT NO

The patient reference number for the patient to whom this service was provided is not correct.

Check the patient number on the health fund card. For some fund cards, the first patient on the card is number 0. Correct the claim accordingly and re-submit it.

22 MEMBERSHP NOT COVERED

The patient's fund membership does not cover the services provided as at the date the service was performed. Advise the patient to check their cover with their health fund.

23 MEMBERSHP CEASED/SUSP

The patient's fund membership has either ceased or been suspended as at the date the service was performed. Advise the patient to check with their health fund.

24 MEMBERSHP UNFINANCIAL

The patient's health fund membership has not been paid as at the date the service was performed. Advise the patient to check with their health fund.

25 NO ANCILLARY COVER

The patient did not have ancillary cover as at the date the service was performed. Advise the patient to check their cover with their health fund.

26 ITEM NOT COVERED

The patient was not covered for this particular item as at the date the service was performed. Advise the patient to check their cover with their health fund.

27 POSSIBLE DUPLICATE

Check with the health fund.

28 EXCESS APPLIED

No benefit has been paid for this item because an excess applies. Advise the patient to check with their health fund.

29 EXCESS APPLIED

A reduced benefit has been paid because an excess applies. Advise the patient to check with their health fund.

30 QUOTATION REQUIRED

No benefit has been paid because a quotation must be supplied to the health fund prior to this item being claimed. Advise the patient to check with their health fund.

31 QUOTATION REQUIRED

A reduced benefit has been paid because a quotation should be supplied to the health fund prior to this item being claimed. Advise the patient to check with their health fund.

32 EXCEEDS QUOTATION

No benefit has been paid because the fee for this item exceeds the quotation given. Advise the patient to check with their health fund.

33 EXCEEDS QUOTATION

A reduced benefit has been paid because the fee for this item exceeds the quotation given. Advise the patient to check with their health fund.

34 AGE RESTICTION

No benefit has been paid because the health fund applies an age restriction to this item. Advise the patient to check with their health fund.

35 AGE RESTRICTION

A reduced benefit has been paid because the health fund applies an age restriction to this item. Advise the patient to check with their health fund.

36 GENDER RESTRICTION

No benefit has been paid because the fund applies a gender restriction to this item. Advise the patient to check with their health fund.

37 GENDER RESTRICTION

A reduced benefit has been paid because the fund applies a gender restriction to this item. Advise the patient to check with their health fund.

38 INVALID CHARGE

No benefit has been paid because the health fund deems the charge for this item invalid. Check with the health fund for an explanation.

39 NOTIONAL CHARGE

No benefit has been paid. Check with the health fund for an explanation.

40 CONVERTED ITEM

No benefit has been paid. Check with the health fund for an explanation.

41 REFER TO FUND

No benefit has been paid. Check with the health fund for an explanation.

42 SYSTEM PROBLEM

The system is experiencing a problem. Call the CSC HealthClaims Help Desk, who can investigate what is going on.

50 PROVIDER NOT KNOWN

The health fund does not recognise this provider.

Check the provider number in HealthPoint's practitioner table is correct. If it is, call the CSC HealthClaims Help Desk and ask them to check the practitioner has been registered with the relevant health fund.

51 NOT ALLOWED FOR PROV.

The health fund does not pay benefits when this service is performed by this provider. Advise the patient to check with their health fund.

16.3 Cancellation or Rejection (Void) Responses

When you attempt to cancel a claim, or when the patient rejects (voids) an assessment, the health fund sends a response, which HealthPoint displays and prints on the receipt.

If the response is not in the following table, please contact the relevant health fund for an explanation.

00 APPROVED

The health fund has approved this cancellation.

21 CONTACT HELP DESK

The system has taken no action.

Please contact the CSC HealthClaims Help Desk.

25 UNABLE TO FIND CLAIM

The system cannot find the claim you are trying to cancel.

Please contact the CSC HealthClaims Help Desk.

30 SYSTEM DATA ERROR

This is a serious error, so please report it to the CSC HealthClaims Help Desk immediately.

58 TRANS NOT PERMITTED

This system does not permit this type of transaction.

HealthPoint should not have attempted this transaction, so please report this to the CSC

HealthClaims Help Desk immediately.

76 NOT SAME DAY AS CLAIM

The claim you are attempting to cancel was not created today. You cannot cancel this claim.

91 SYSTEM BUSY-TRY AGAIN

The system cannot process your cancellation or rejection at the moment.

Wait a few seconds and retry by pressing the RETRY key. Should this condition persist, please call the CSC HealthClaims Help Desk.

92 SYSTEM UNAVAILABLE

The system is temporarily unavailable.

Call the CSC HealthClaims Help Desk, who can investigate why the system is currently unavailable.

93 SYSTEM PROBLEM

The system is experiencing a problem.

Call the CSC HealthClaims Help Desk, who can investigate what is going on.

94 DUPLICATE TRANSACTION

The system is reporting that this transmission has been submitted more than once. HealthPoint should not have attempted this, so please report this to the CSC HealthClaims Help Desk immediately.

17 Appendix B: Optometrist Item Codes

This list has been supplied by the Optometrists Association Australia.

For optometrists, this list has been loaded into HealthPoint. You may like to set the fees to reflect your organisation's fee structure.

The appearance of an item in this list in no way infers that that item will attract a rebate from the health funds. Also, the rebate on individual items may vary between different health funds.

For further information on these item codes please call the Optometrists Association Australia on Ph. 03 9663 6833.

Proposed Optical Items for a common schedule

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION		
Spect	Spectacle Frame Design			
110	SPECTCL FRAMES	Spectacle Frames		
120	REPL/REP FRAMES	Replacement Part/Repair to Frame		
Single	Vision Spectacle Lens	s Items		
211	SV STOCK LENS 1	Single Vision Stock Lens (Single)		
212	SV STOCK LENS 2	Single Vision Stock Lens (Pair)		
221	SV SPECWK LENS 1	Single Vision Specially Worked Lens (Single)		
222	SV SPECWK LENS 2	Single Vision Specially Worked Lens (Pair)		
Bifoca	al Spectacle Lens Items	s		
311	BIFOCAL LENS 1	Bifocal Lens (Single)		
312	BIFOCAL LENS 2	Bifocal Lens (Pair)		
Trifoc	al Spectacle Lens Item	s		
411	TRIFOCAL LENS 1	Trifocal Lens (Single)		
412	TRIFOCAL LENS 2	Trifocal Lens (Pair)		
Progr	essive Spectacle Lens	Items		
511	PROGRESS LENS 1	Progressive Lens (Single)		
512	PROGRESS LENS 2	Progressive Lens (Pair)		
Spect	acle Lens Add-On Item	ns continued		
611	HIGHINDEXMATL1	Hi index Material (Single)		
612	HIHGINDEXMATL2	Hi index Material (Pair)		
621	ASPHERIC DESGN1	Aspheric Design (Single)		
622	ASPHERIC DESGN2	Aspheric Design (Pair)		
631	LENS TINTING1	Tinting (Single)		
632	LENS TINTING2	Tinting (Pair)		
643	PHOTOCROMATIC1	Photochromatic coating (Single)		

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
644	PHOTOCROMATIC2	Photochromatic coating (Pair)
651	HARD COATING 1	Hard Coating (Single)
652	HARD COATING 2	Hard Coating (Pair)
661	MULTICOATING 1	Multi/Anti-reflective Coating (Single)
662	MULTICOATING 2	Multi/Anti-reflective Coating (Pair)
671	UV COATING 1	UV Coating (Single)
672	UV COATING 2	UV Coating (Pair)
Low V	ision Aid Items	
710	LOW VISION AIDS	Low Vision Aids
811	RGP SPHERIC 1	RGP contact lens (spherical) (single)
812	RGP SPHERIC 2	RGP contact lens (spherical) (pair)
821	RGP TORIC 1	RGP contact lens (toric) (single)
822	RGP TORIC 2	RGP contact lens (toric) (pair)
831	CONV SPHERIC 1	Conventional soft contact lens (spherical) (single)
832	CONV SPHERIC 2	Conventional soft contact lens (spherical) (pair)
841	CONV TORIC 1	Conventional soft contact lens (toric) (single)
842	CONV TORIC 2	Conventional soft contact lens (toric) (pair)
851	DISOSBL SPHERIC 1	Disposable contact lens supply (spherical) 3 months or less (single)
852	DISPOSBL SPHER 2	Disposable contact lens supply (Toric) 3 months or less (single)
853	DISPOSBL TORIC 1	Disposable contact lens supply (Toric) 3 months or less (pair)
854	DISPOSBL TORIC 2	Disposable contact lens supply (Toric) 3 months or less (pair)
861	BIFOCAL CONTACT 1	Bifocal contact lens (non-disposable) (single)
862	BIFOCAL CONTACT 2	Bifocal contact lens (non-disposable) (pair)
871	OTHER CONTACT 1	Other contact lens (single)
872	OTHER CONTACT 2	Other contact lens (pair)
873	ORTHOK CONTACT 1	Orthokeratology Lens (Single)
874	ORTHOK CONTACT 2	Orthokeratology Lens (Pair)

18 Appendix C: Physiotherapy Item Codes

For physiotherapists, this list has been loaded into HealthPoint. You may like to set the fees to reflect your organisation's fee structure.

The appearance of an item in this list in no way infers that that item will attract a rebate from the health funds. Also, the rebate on individual items may vary between different health funds.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Physic	otheraphy Practice	
500	ASSMENT CONSULT	Assessment Consultation
505	SUB CONSULT	Subsequent Consultation
509	LONG CONS 2A	Long Subsequent Consult (2 Areas)
Hospi	tal	
520	ASSMENT CONS HOS	Assessment Consultation
525	SUB CONS HOS	Subsequent Consultation
526	LONG CONS 2A	Long Subsequent Consult (2 Areas)
Home		
530	ASSMENT CONS HOS	Assessment Consultation
535	SUB CONS HOS	Subsequent Consultation
555	LONG CONS 2A	Long Subsequent Consult (2 Areas)
Other		
560	GROUP CONS	Group Consultation
561	CLASS CONS	Class Consultation
570	LYMPHOEDEMA	Lymphoedema
582	NEURO REHAB	Neurological Rehabilitation
591	CUSTOM ORTHO/UL	Custom made orthosis (upper limb) Consultation
592	CUSTOM ORTHO/LL	Custom made orthosis (lower limb) Consultation
593	PELVIC FLR PHYS	Pelvic Floor Physiotherapy
595	ANTENATAL CLASS	Antenatal Exercises Class Consultation
596	POSTNATAL CLASS	Postnatal Exercises Class Consultation

19 Appendix D: Chiropractic Item Codes

For chiropractors, this list has been loaded into HealthPoint. You may like to set the fees to reflect your organisation's fee structure.

The appearance of an item in this list in no way infers that that item will attract a rebate from the health funds.

Also, the rebate on individual items may vary between different health funds.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION	
Consu	Consultations		
1001	INITIALCONSULT	Initial Consultation	
1002	INITCONS/TREATMT	Initial consultation and treatment	
1003	INITIALCON A/H	Initial consultation - after hours	
1004	CONSULT RE-EXAM	Consultation re-examination and treatment	
1005	STD CONSULT 15M	Standard consultation up to 15 mins	
1006	LONG CONS 15-30M	Long consultation 15-30 mins	
1007	STD CONSUL A/H	Standard consultation - after hours	
1008	LONG CONS A/H	Long consultation - after hours	
Radio	logy		
1100	1 EXTRA VIEW	One extra view	
1101	2 EXTRA VIEWS	Two extra views	
1102	3 EXTRA VIEWS	Three extra views	
1103	4 EXTRA VIEWS	Four extra views	
1104	CERV SP 2 VIEWS	Cervical spine-ap and lateral 2 views	
1105	CERV SP 3-4 VIEWS	Cervical spine 3-4 views	
1106	CERV SP 5-6 VIEWS	Cervical spine 5-6 views	
1107	THORACIC SPINE	Thoracic spine-ap and lateral	
1108	THORAC AP 2 LATS	Thoracic spine-ap and 2 laterals	
1109	LUMBAR AP LAT 2 VW	Lumbar spine-ap and lateral 2 views	
1110	LUMBOSACRAL 3-4 V	Lumbo-sacral spine 3-4 views	
1111	LUMBOSACRAL 5-6 V	Lumbo-sacral spine 5-6 views	
1112	FULL SPINE POST	Full spine (postural)	
1113	SPINE X VIEWS	Full spine (multiple views)	
1114	PELVIS POSTURAL	Pelvis-postural	
1115	PELV SACRO-ILIAC	Pelvis and sacro-iliac joints 3 views	
1116	SACRUM SACRO-ILIAC	Sacrum and sacro-iliac joints 3-4 views	
1117	SACRUM/COCCYX 2 V	Sacrum and coccyx 2 views	

ITEM	ABBREVIATED	FULL DESCRIPTION
	DESCRIPTION	
1118	CLAVICLE 2 VIEWS	Clavicle 2 views
1119	SCAPULA 2 VIEWS	Scapula 2 views
1120	SHOULDER 2 VIEWS	Shoulder 2 views
1121	SHOULDER 4 VIEWS	Shoulder 4 views
1122	ACROMIOCLAVICULAR2	Acromioclavicular joints 2 views
1123	HUMERUS 2 VIEWS	Humerus 2 views
1124	HUMERUS 2 VW 1 JNT	Humerus 2 views of one joint
1125	ELBOW 2 VIEWS	Elbow 2 views
1126	ELBOW 4 VIEWS	Elbow 4 views
1127	RADIUS/ULNA 2 VW	Radius and ulna 2 views
1128	RADIUS/ULNA 2V 1J	Radius and ulna 2 views + 2 view 1 joint
1129	WRIST 2 VIEWS	Wrist 2 views
1130	WRIST 4 VIEWS	Wrist 4 views
1131	HAND/FINGERS 2 VW	Hand and fingers 2 views
1132	FINGERS 2 VIEWS	Fingers 2 views
1133	HIP 2 VIEWS	Hip 2 views
1134	HIP 3 V INCL PELVIS	Hip 3 views including pelvis
1135	FEMUR 2 VIEWS	Femur 2 views
1136	FEMUR 2 VIEWS 1 JNT	Femur 2 views + 2 views 1 joint
1137	KNEE 2 VIEWS	Knee-2 views
1138	KNEE 4 VIEWS	Knee-4 views
1139	TIBIA/FIBULA 2 VW	Tibia and fibula 2 views
1140	TIBIA/FIBLA 2 V 1 J	Tibia and fibula 2 view + 2 view 1 joint
1141	ANKLE 2 VIEWS	Ankle 2 views
1142	ANKLE 4 VIEWS	Ankle 4 views
1143	FOOT/TOES 2 VIEWS	Foot and toes 2 views
1144	TOES 2 VIEWS	Toes 2 views
1145	CHEST 2 VIEWS	Chest 2 views
1146	SKULL 3 VIEWS	Skull 3 views
1147	INTERPRET XRAYS	Interpretation of X-rays
1148	LAB PROCED - URINE	Laboratory procedures - urine
1149	SPECIAL SERVICE	Special services
1150	MEDICAL REPORT	Reports and narrative
1151	XRAY	X-ray
1152	VIEWS 1AREA	Functional views of one area

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION	
Specia	alist Chiropractic Radiology		
1201	FULL INTERPRET	Full interpretation	
Chirop	practic Concessional Service	s	
1303	STD CONS CS	Standard consultation and treatment	
1304	LONG CONS CS	Long consultation and treatment	
Medic	o-Legal Examinations		
1401	EXAMTN 30MIN	Examination up to 30 mins duration	
1402	EXAMTN 30-45MIN	Examination 30-45 mins	
1403	EXAMTN 45-60MIN	Examination 45-60 mins	
1404	MED REPORT ORAL	Medico/legal reports (telephone/oral)	
1405	MED REP COMPREHS	Medico/legal reports (comprehensive)	
1406	MED REP TRANSCRPT	Medico/legal reports - transcript	
1407	CONSULTATIVE WORK	Consultative work	
1408	WORKSITE ASSESSMT	Worksite assessment	
Chirop	practic Care		
1501	CHIRO CARE 15MIN	Chiropractic care up to 15 mins	
1502	CHIRO CARE 30MIN	Chiropractic care 16-30 mins	
1503	CHIRO CARE 30+MIN	Chiropractic care in excess of 30 mins	
1504	CHIRO CARE A/H 15M	Chiropractic care up to 15 mins - after hours	
1505	CHIRO CARE A/H 30M	Chiropractic care 16-30 mins - after hours	
1506	CHIRO CARE A/H 30+	Chiropractic care in excess of 30 mins - after hours	
Reass	essment		
1601	REASSESS 15MIN	Reassessment up to 15 mins	
1602	REASSESS 30MIN	Reassessment 16 - 30 mins	
1603	REASSESS 30+MIN	Reassessment in excess of 30 mins	
1604	REASSESS A/H 15M	Reassessment up to 15 mins - after hours	
1605	REASSESS A/H 30M	Reassessment 16 - 30 mins - after hours	
Repor	t Writing		
1701	MEDREPT BRIEF	Substantitve report	
1702	MEDREPT COMPREHS	Long consultation and treatment	
Osteopathic Service			
1801	CONSULT/TREATMT	Consultation/treatment and supportive therapy	
1802	STD CONSULT	Consultation/treatment and additional supportive therapy	
1803	LONG CONSULT	Consultation/treatment and extended supportive therapy	
1804	INITIALCONSULT	Initial consultation examination treatment	

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Suppo	ortive Therapy	
1901	SHORT MASSAGE	Up to 30 mins therapeutic massage
1902	LONG MASSAGE	Up to 60 mins therapeutic massage
1903	NUTRITIONLSUPPORT	Nutritional support
1904	ORTHOTIC APPLIANCS	Orthotic appliances

20 Appendix E: Dental Item Codes

This list has been supplied by the Australian Dental Association. For more specific information on any of the items listed, consult An Australian Glossary of Dental Terms published by the Australian Dental Association Incorporated, or phone the Australian Dental Association on (02) 9906 4412.

For dentists, a subset of this list has been loaded into HealthPoint. You may like to set the fees to reflect your organisation's fee structure. Some items have not been loaded. If you need to include one of these items in a claim, add it by using the [NEW] and [AD-HOC] keys described in the procedure for creating a claim.

The appearance of an item in this list in no way infers that that item will attract a rebate from the health funds. Also, the rebate on individual items may vary between different health funds.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Exami	nation	
011	INITIALCONSULT	Initial oral examination
012	PERIODIC EXAM	Periodic oral examination
013	EMERGENCY EXAM	Emergency oral examination
014	CONSULT/EXAM	Consultation, including examination
015	EXT CONS 30 MINS	Consultation - extended (30 minutes) - including examination
018	WRITTEN REPORT	Written report
019	LETTER OF REFERRAL	Letter of referral
Biolog	ical Examination and Interp	retation
022	BITEWING XRAY 1 F	Intraoral periapical or bitewing radiograph - single film
025	INTRA OCCLUSN XRAY	Intraoral radiograph - occlusal, maxillary or mandibular - single film
026	CONE BEAM VOL TOMOGRAPHY	Cone Beam Volumetric Tomography – Scan Acquisition – per appointment
031	EXTRA MAX/MANXRAY	Extraoral radiograph - occlusal, maxillary or mandibular - single film
033	SKULL XRAY 1 FILM	Lateral, antero-posterior, postero-anterior or submentovertex radiograph of the skull - single film
035	TEMP MANDIBLE XRAY	Radiograph of temporomandibular joint - single film
036	CEPHALOMETRC XRAY	Cephalometric radiograph - lateral, antero-posterior, postero-anterior or submento-vertex
037	PANORAMIC XRAY	Panoramic radiograph
038	HANDWRIST XRAY	Hand-wrist radiograph for skeletal age assessment
039	SKULL TOMOGRAPHY	Tomography of the skull or parts thereof

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Other	Diagnostic Services	
041	BACTERIOLOGCL EXAM	Bacteriological examination
042	CULTURE EXAM+IDENT	Culture examination and identification
043	ANTIBIOTICTEST	Antibiotic sensitivity test
044	COLLECT PATH LAB	Collection (non-invasive) of sample for pathological laboratory examination
047	CARIES SCREEN	Caries activity kit screening test
048	CARIES SUSCEPT	Caries susceptibility test
051	BIOPSY OF TISSUE	Biopsy of tissue
052	HISTOPATHOLGL EXAM	Histopathological examination of tissue
053	CYTOLOGICAL EXAM	Cytological examination
055	BLOOD SAMPLE	Blood sample
056	HAEMATOLOGCL EXAM	Haematological examination
059	CANCER SCREENING	Comprehensive Head and Neck Cancer examination and risk assessment
061	PULP VITALITYTEST	Pulp vitality testing - per visit
071	DIAGNOSTIC CAST	Diagnostic cast
072	PHOTO RECORD INTRA	Photographic records - intraoral
073	PHOTO RECORD EXTRA	Photographic records - extraoral
075	DIAGNOSTIC MODELLING	Diagnostic Modelling
081	CEPHALO ANALYSIS	Cephalometric analysis - excluding radiographs
082	TOOTH-JAW SIZE	Tooth-jaw size prediction analysis
086	ELECTROMYOGRAPHIC	Electromyographic analysis
087	CONE BEAM VOL TOMOGRAPHY ANALYSIS	Cone Beam Volumetric Tomography analysis and/or interpretation – small field of view (less than one complete dental arch)
088	CONE BEAM VOL TOMOGRAPHY ANALYSIS	Cone Beam Volumetric Tomography analysis and/or interpretation – maxillary or mandibular dentition (single arch)
089	CONE BEAM VOL TOMOGRAPHY ANALYSIS	Cone Beam Volumetric Tomography analysis and/or interpretation – maxillary and mandibular dentition (both arches)
090	CONE BEAM VOL TOMOGRAPHY ANALYSIS	Cone Beam Volumetric Tomography analysis and/or interpretation – temporomandibular joints only
091	CONE BEAM VOL TOMOGRAPHY ANALYSIS	Cone Beam Volumetric Tomography analysis and/or interpretation – orofacial structures
Preve	ntive Services –Dental Proph	ylaxis
111	REMOVAL OF PLAQUE	Removal of plaque
113	RECONTOURING	Recontouring existing restoration

DECOMPTION 114 REMVL CALC/PLAQ 1 Removal of supra and subgingival calculus and plaque - first visit 115 REMVL CALC/PLAQ 2 Removal of supra and subgingival calculus and plaque - subsequent visit 116 ENAMEL Enamel micro-abrasion - per tooth 117 BLEACH Bleaching, internal - per tooth 118 BLEACH Bleaching, external - per tooth 119 SELF APPLY BLEACH Bleaching, nome application - per arch Preventive Services - Topical Flouride Topical application of fluoride, one treatment 122 SELF APPLY FLUORIDE Self-application of topical fluoride - supervised Preventive Services - Other 131 DIETARY ADVICE Dietary advice where appropriate time is allocated 141 SEL ORAL HYGIENE Oral hygiene instruction where appropriate time is allocated 142 TOBACCO COUNSEL Tobacco counselling 151 MOUTHGUARD Bimaxillary mouthguard constructed on models 153 BIMAX MOUTHGUARD Bimaxillary mouthguard constructed on models 154 FISSURE SEALING Fissure sealing - per tooth 165 DESENSITISING Application of	ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
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MATERIAL 235 GINGIVALGRAFT Gingival graft 236 TISSUE REGENERATN Guided tissue regeneration - per tooth or implant	233		Surgical treatment of peri-implant disease - per implant
236 TISSUE REGENERATN Guided tissue regeneration - per tooth or implant	234		Application of biologically active material
	235	GINGIVALGRAFT	Gingival graft
237 TISSUE REGENERATN Guided tissue regeneration - membrane removal	236	TISSUE REGENERATN	Guided tissue regeneration - per tooth or implant
	237	TISSUE REGENERATN	Guided tissue regeneration - membrane removal

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
238	PERIODNTL FLAP SUR	Periodontal flap surgery for crown lengthening - per tooth
230	ROOT RESECTION	Root resection - per root
241	PERIODNTL SURGERY	Periodontal surgery involving one tooth
245	MAX SINUS AUGMENT -	Maxillary sinus augmentation – Trans-alveolar technique
240	TRANS ALVEOLAR	– per sinus
247	MAX SINUS AUGMENT – LATERAL WALL	Maxillary sinus augmentation - Lateral wall approach - per sinus
Extrac	ctions	
311	REM PERMENANT TOOTH	Removal of permanent tooth or part(s) thereof
314	REM SECTIONAL	Sectional removal of a tooth
Surgio	cal Extractions	
322	REM UNERUPTED 1	Surgical removal of unerupted or partly erupted tooth, not requiring removal of bone OR TOOTH DIVISION
323	REM UNERUPTED 2	Surgical removal of unerupted or partly erupted tooth, requiring removal of bone or tooth division
324	REM UNERUPTED 3	Surgical removal of unerupted or partly erupted tooth, requiring both removal of bone and tooth division or of unerupted tooth completely covered by bone
Surge	ry for Prosthesis	
331	ALVEOLECTOMY	Alveolectomy, per segment of eight teeth or less
		, we determiny, per degrine it er eight teeth er hede
332	OSTECTOMY	Ostectomy - per jaw
332 337		
	OSTECTOMY	Ostectomy - per jaw
337	OSTECTOMY RED FIBROUS TUBERO	Ostectomy - per jaw Reduction of fibrous tuberosity
337 338	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of flabby ridge, per separate segment
337 338 341	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of flabby ridge, per separate segment Removal of fibrous hyperplasia
337 338 341 343	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of flabby ridge, per separate segment Removal of fibrous hyperplasia Repositioning of muscle attachment
337 338 341 343 344 345	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY	Ostectomy - per jawReduction of fibrous tuberosityReduction of flabby ridge, per separate segmentRemoval of fibrous hyperplasiaRepositioning of muscle attachmentVestibuloplastyVestibuloplasty with skin or mucosal graft
337 338 341 343 344 345	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN	Ostectomy - per jawReduction of fibrous tuberosityReduction of flabby ridge, per separate segmentRemoval of fibrous hyperplasiaRepositioning of muscle attachmentVestibuloplastyVestibuloplasty with skin or mucosal graft
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337 338 341 343 344 345 Treatm 351	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN nent of Maxillo-facial Injuries REP/SUBCUT TISS	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of fibrous tuberosity Reduction of flabby ridge, per separate segment Removal of fibrous hyperplasia Repositioning of muscle attachment Vestibuloplasty Vestibuloplasty with skin or mucosal graft Repair of skin and subcutaneous tissue or mucous membrane
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337 338 341 343 344 345 Treatr 351 352 353	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN ment of Maxillo-facial Injuries REP/SUBCUT TISS FRAC MAX-NO SPLINT FRAC MAX-WIRING	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of flabby ridge, per separate segment Removal of fibrous hyperplasia Repositioning of muscle attachment Vestibuloplasty Vestibuloplasty with skin or mucosal graft Repair of skin and subcutaneous tissue or mucous membrane Fracture of maxilla - not requiring splinting Fracture of maxilla - with wiring of teeth or internal fixation
337 338 341 343 344 345 Treatm 351 352 353 354	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN nent of Maxillo-facial Injuries REP/SUBCUT TISS FRAC MAX-NO SPLINT FRAC MAX-NO SPLINT FRAC MAX-WIRING FRAC MAX-EXTN FIX	Ostectomy - per jawReduction of fibrous tuberosityReduction of fibrous tuberosityReduction of flabby ridge, per separate segmentRemoval of fibrous hyperplasiaRepositioning of muscle attachmentVestibuloplastyVestibuloplasty with skin or mucosal graftRepair of skin and subcutaneous tissue or mucous membraneFracture of maxilla - not requiring splintingFracture of maxilla - with wiring of teeth or internal fixationFracture of maxilla - with external fixation
337 338 341 343 344 345 Treatm 351 352 353 354 355 359	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN ment of Maxillo-facial Injuries REP/SUBCUT TISS FRAC MAX-NO SPLINT FRAC MAX-NO SPLINT FRAC MAX-WIRING FRAC MAX-EXTN FIX FRACTURE OF ZYGOMA	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of fibrous hyperplasia Removal of fibrous hyperplasia Repositioning of muscle attachment Vestibuloplasty Vestibuloplasty with skin or mucosal graft Repair of skin and subcutaneous tissue or mucous membrane Fracture of maxilla - not requiring splinting Fracture of maxilla - with wiring of teeth or internal fixation Fracture of zygoma
337 338 341 343 344 345 Treatm 351 352 353 354 355 359	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN ment of Maxillo-facial Injuries REP/SUBCUT TISS FRAC MAX-NO SPLINT FRAC MAX-NO SPLINT FRAC MAX-WIRING FRAC MAX-EXTN FIX FRACTURE OF ZYGOMA FRAC OPEN REDUCTN	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of fibrous hyperplasia Removal of fibrous hyperplasia Repositioning of muscle attachment Vestibuloplasty Vestibuloplasty with skin or mucosal graft Repair of skin and subcutaneous tissue or mucous membrane Fracture of maxilla - not requiring splinting Fracture of maxilla - with wiring of teeth or internal fixation Fracture of zygoma
337 338 341 343 344 345 Treatm 351 352 353 354 355 359 Disloc	OSTECTOMY RED FIBROUS TUBERO RED FLABBY RIDGE REM FIBROUS HYPER REPOS MUSCLE ATTCH VESTIBULOPLASTY VESTIBLPLSTY SKIN ment of Maxillo-facial Injuries REP/SUBCUT TISS FRAC MAX-NO SPLINT FRAC MAX-NO SPLINT FRAC MAX-WIRING FRAC MAX-EXTN FIX FRACTURE OF ZYGOMA FRAC OPEN REDUCTN cations	Ostectomy - per jaw Reduction of fibrous tuberosity Reduction of fibrous hyperplasia Removal of fibrous hyperplasia Repositioning of muscle attachment Vestibuloplasty Vestibuloplasty with skin or mucosal graft Repair of skin and subcutaneous tissue or mucous membrane Fracture of maxilla - not requiring splinting Fracture of maxilla - with wiring of teeth or internal fixation Fracture of zygoma Fracture requiring open reduction

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Osteo	tomies	
365	OSTEOTOMY MAXILLA	Osteomy - maxilla
366	OSTEOTOMY MANDIBLE	Osteomy - mandible
Gener	al Surgery	
371	REM TUMOUR/CYST	Tumour, cyst or scar, removal of, cutaneous, ubcutaneous or in mucous membrane, up to 3 cm in diameter
373	REM TUMOUR MUSC	Tumour, cyst or scar, removal of, involving muscle, bone, or other deep tissue
375	SURG SALIVARY DUCT	Surgery to salivary ducts
376	SURG SALIVARY GLND	Surgery to salivary gland
377	REM/REP SOFT TSSUE	Removal or repair of soft tissue (not elsewhere defined)
378	SURG REM FORGN BDY	Surgical removal of foreign body
379	MARSUPIALSATN CYST	Marsupialisation of cyst
Other	Surgical Procedures	
381	SURG EXP UNERUPTED	Surgical exposure, stimulation and packing of unerupted tooth
382	ORTHODONTIC TRACTN	Surgical exposure and attachment of device for orthodontic traction
385	SURG REPOS UNERUPT	Surgical repositioning of unerupted tooth
386	REPOS/SPLINTING	Repositioning and splinting of displaced tooth
387	REPLANTATION TOOTH	Replantation of tooth
388	TRANSPLANT TOOTH	Transplantation of tooth or tooth bud
389	TREATMENT OF CYST	Conservative treatment of a cyst including irrigation and insertion of a tube
391	FRENECTOMY	Frenectomy
392	DRAINAGE OF ABCESS	Incision and drainage of abscess or cyst
393	SURG MAXIL ANTRUM	Surgery involving maxillary antrum
394	OSTEOMYELITIS	Surgery for osteomyelitis
395	SUTURE NERVE TRUNK	Suture of nerve trunk
399	INSERTION SUTURE	Insertion of suture where not an integral part of any other item
Endoc	Iontic Services – Pulp Treatr	nents
411	DIRECT PULP CAPPNG	Direct pulp capping
414	PULPOTOMY PERMNNT	Pulpotomy - permanent
415	ROOT CANAL PREP	Extirpation of pulp or debridement of root canal – one canal
416	ROOT CANAL ADDL	Extirpation of pulp or debridement of root canal – each additional canal

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
417	ROOT CANAL OBTURAT	Root canal obturation – one canal
418	OBTURATION ADDI	Root canal obturation – each additional canal
419	EXTIRPATION PULPRT	Extirpation of pulp or debridement of root canal(s) –
110		emergency or palliative.
421	RESORB ROOT CANAL	Resorbable root canal filling – primary tooth
Endod	Iontic Services – Periradicula	ar Surgery
431	ENDO-PERIAP CURETT	Periapical curettage
432	ENDO-APICECTOMY/RT	Apicectomy one root (including where applicable periapical curettage)
434	ENDO RETROGRD FILL	Retrograde root filling one root (including where applicable periapical curettage)
436	ENDO SEAL PERFORAT	Sealing of perforation
437	ENDO EXT ROOT RESO	Treatment of external root resorption and repair
438	HEMISECTION	Hemisection
Endod	lontic Services – Other	
445	EXPLORE CANAL	Exploration for a canal in a calcified root
451	REM ROOT FILLING	Removal of root filling, per canal
452	REM POST/POST CRWN	Removal of post or post crown
453	REM FRAC INSTRUMNT	Removal or bypassing fractured endodontic instrument
455	IRRIGATE/DRESS CNL	Additional visit for irrigation and/or dressing of the root canal system
457	OBTURATE DFCT/PERF	Obturation of resorption defect or perforation (nonsurgical)
458	INTERIM ROOT FILL	Interim therapeutic root filling
Resto	rative Services – Amalgam R	estorations
511	AMALGAM 1 PERM	Amalgam restoration - one surface - permanent tooth
512	AMALGAM 2 PERM	Amalgam restoration - two surfaces - permanent tooth
513	AMALGAM 3+ PERM	Amalgam restoration - three or more surfaces - permanent tooth
Resto	rative Services – Glass Ionon	ner, Silicate and Composite Resin
526	ADHREST VENEER ANTERIOR TOOTH	Adhesive restoration -veneer -anterior tooth - direct
531	COMP RESIN 1 POST	Composite resin restoration - one surface - posterior tooth
532	COMP RESIN 2 POST	Composite resin restoration - two surfaces - posterior tooth
533	COMP RESIN 3+ POST	Composite resin restoration - three or more surfaces - posterior tooth
536	ADH REST VENEER POSTERIOR TOOTH	Adhesive restoration -veneer -posterior tooth - direct

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
537	COMP RESIN 1 ANT	Composite resin restoration one surface - anterior tooth
Resto	rative Services – Inlays/Onlay	'S
554	GOLD IN/ONLAY 1 IN	Gold inlay/onlay - one surface - indirect
555	GOLD IN/ONLAY 2 IN	Gold inlay/onlay - two surfaces - indirect
Resto	rative Services – Other	
556	TOOTH COL REST VENEER INDIRECT	Tooth coloured restoration - veneer - indirect
571	ADAPTION NEW RESTORATION	Adaptation of new restoration to existing removable prosthesis – per tooth
572	TEMPORARY FILLING	Temporary restoration (where not an intrinsic part of another service)
574	TEMP FILL MET BAND	Temporary restoration using metal band
575	PIN RETENTION	Pin retention - per unit pin
577	CUSP CAPPING	Cusp capping - per cusp
579	TEMPORARY BRIDGE	Temporary bridge
586	CROWN METALLIC WITH TOOTH PREP	Crown - Metallic - with tooth preparation - preformed
587	CROWN METALLIC MINIMAL PREP	Crown – metallic – minimal tooth preparation – preformed
588	CROWN TOOTH COLOUR	Crown – tooth-coloured – preformed
595	REMOVAL INLAY/ONLAY	Removal of a currently cemented permanent inlay/onlay
596	RECEMENT INLAY/ONLAY	Reinserting a previously cemented inlay/onlay
597	POST CAST/WROUGHT	Post - cast, wrought or preformed
Crowr	n and Bridge – Crowns	
613	PORCL JACKET CROWN	Porcelain jacket crown
615	PORCL FUSED GOLD	Porcelain fused to gold jacket crown
618	CAST GOLD CROWN	Cast gold crown
620	3 QTR CAST GOLD	Three-quarter cast gold crown
625	CAST CORE - CROWN	Cast core for crown including post
627	AMLGM CORE - CROWN	Amalgam core for crown
629	CAST POST+ROOT CAP	Cast post and root cap
Crowr	n and Bridge – Bridges	
642	BRIDGE PER PONTIC	Bridge pontic - per pontic
643	BRIDGE PORC/GOLD	Bridge pontic - porcelain or porcelain fused to gold - per pontic
644	STRESS BREAKER	Intra-coronal stress breaker
645	INTRA-CORON ATTACH	Intra-coronal precision or magnetic attachment

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
649	ABUTMENT/SPLINT	Enamel bonded bridge abutment or splint preparation - per unit
Crowr	n and Bridge – Repairs and O	ther Services
651	RECEMENTING CROWN	Recementing crown
652	RECEMENTING BRIDGE	Recementing bridge or splint
655	REMOVAL OF CROWN	Removal of crown
656	REMOVAL OF BRIDGE	Removal of bridge or splint
658	REPAIR OF BRIDGE	Repair of bridge or splint
659	REPAIR FACING	Repair or replacement of broken facing of crown or bridge
Implai	nt Prosthesis	
661	FIT IMPLANT ABUTMT	Fitting of implant abutment - per unit
663	REMOVAL	Removal of implant
664	FIT OVERLAY BAR	Fitting of bar for overlay denture
666	ACRYLIC PROSTHESIS	Acrylic prosthesis with metal frame attached to implants - per unit
669	REM FIXED IMPLANT	Removal and reattachment of fixed implant prosthesis for cleaning or repair
679	SURG IMPLANT GUIDE	An appliance which indicates the ideal location and angulation for insertion of implants.
684	STAGE ONE SURGERY	Insertion of first stage of two stage endosseous implant - per implant
688	INSERT ONE STAGE	Insertion of one stage endosseous implant - per implant
691	STAGE TWO SURGERY	Second stage surgery of two stage endosseous implant - per implant
Prosth	nodontics – New Dentures ar	nd Denture Components
711	COMPL MAX DENTURE	Complete maxillary denture
712	COMPL MAND DENTURE	Complete mandibular denture
713	PROV COMP MAXILLARY DENTURE	Provisional complete maxillary denture
714	PROV COMPLETE MANIDIBULAR DENTURE	Provisional complete mandibular denture
715	PROV COMP MAX AND MAN DENTURE	Provisional complete maxillary and mandibular dentures
716	METAL PALATE	Metal palate or plate (additional to items 711, 712, 719)
719	COMPLEX MAX/MAND	Complete maxillary and mandibular dentures
721	PARTIAL MAX ACRYL	Partial maxillary denture - acrylic base
722	PARTIAL MAND ACRYL	Partial mandibular denture - acrylic base

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
723	PROV PART MAXILLARY DENTURE	Provisional partial maxillary denture
724	PROV PART MANDIBULAR DENTURE	Provisional partial mandibular denture
727	PARTIAL MAX ALLOY	Partial maxillary denture - cast cobalt chromium base
728	PARTIAL MAND ALLOY	Partial mandibular denture - cast cobalt chromium base
730	CASTING - DVA ONLY	Provision of casting (for Department of Veterans' Affairs use only)
731	EACH RETAINER	Each retainer
732	OCCLUSAL REST	Occlusal rest (where not used as part of retainer)
733	EACH TOOTH PARTIAL	Each tooth
734	OVERLAYS - PER UNIT	Overlays per unit
735	PREC/MAG ATTACHMNT	Precision or magnetic attachment
736	IMMEDIATETOOTH REPL	Immediate tooth replacement, per tooth (additional to items 711, 712, 719, 721, 725, 727)
737	RESILIENT LINING	Resilient lining in addition to new denture
738	WROUGHT BAR	Wrought lingual bar
Prosth	nodontics – Denture Mainten	ance
741	ADJ COMPL DENTURE	Adjustment of complete denture (not associated with new denture)
743	RELINE COMPL DENT	Relining - complete denture - processed
744	RELINE PARTL DENT	Relining - partial denture - processed
745	REMODEL COMPL DENT	Remodelling - complete denture
746	REMODEL PARTL DENT	Remodelling - partial denture
751	RELINE DENT-SELF	Relining - complete denture - self-curing - direct
752	RELINE PART-SELF	Relining - partial denture - self-curing - direct
753	CLEAN/POLISH DENT	Cleaning and polishing of denture (not associated with new denture)
754	DENT BASE MODIFY	Denture base modification - to enhance aesthetics or function
Prosth	odontics – Denture Repairs	
761	REATTACH TOOTH/CLP	Reattaching undamaged tooth or clasp to denture
762	REPLACE CLASP	Replacing lost or broken clasp on denture
763	REPAIR BASE COMPL	Repairing broken base of a complete denture
764	REPAIR BASE PARTL	Repairing broken base of a partial denture
765	REPL TOOTH COMPL	Replacing tooth on complete denture
768	ADD TOOTH PARTIAL	Adding tooth to partial denture to replace extracted tooth (involving , where applicable, abutment tooth clasp)

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
769	REPAIR METAL CAST	Repair to metal casting
Prost	nodontics – Other Services	
771	TISSUE CONDITNING	Tissue conditioning preparatory to impressions (maxillary or mandibular)
772	SPLINT- RESIN	Splint - resin
773	SPLINT- METAL	Splint - metal
774	OBTURATOR	Obturator
775	CHARACTERISTN DENT	Characterisation of denture base
776	IMPRESSION DENT REP	Impression where required for denture repair
777	DENTURE IDENT	Denture identification
778	GOLD INLAY DENTURE	Gold inlay for denture tooth
Ortho	dontics – Removable Applian	ices
811	PASSIVE REM 1ARCH	Passive removable appliance - one arch
821	ACTIVE REM 1ARCH	Active removable appliance - one arch
823	FUNCTL ORTHOP APPL	Functional orthopaedic appliance
824	FUNCT ORTH APPLIANCE PREFAB	Functional orthopaedic appliance – prefabricated
Ortho	dontics – Fixed Appliances	
829	PART BAND 1ARCH	Partial banding - one arch
831	FULL ARCH BAND1	Full arch banding - one arch
833	REMOVE BANDING	Removal of banding – per arch
841	FIXED PALATAL	Fixed palatal or lingual arch appliance
842	PART BAND ELAST	Partial banding for inter-maxillary elastics (cross elastics)
843	RAPID MAX EXPAND	Rapid maxillary expansion appliance
845	SPACE MAINTAINER	Space maintainer - fixed
Ortho	dontics – Extraoral Appliance	es
851	EXTRAORAL APPL	Extraoral appliance
Ortho	dontics - Attachments	
862	BONDING ATTACHMENT	Bonding of attachment for application of orthodontic force
Ortho	dontics – Other Services	
871	ORTHODONTIC ADJ	Orthodontic adjustment
872	REATTACH PASSIVE APP	Re-attachment of passive appliance – fixed
873	REPAIR PASSIVE APP	Repair of passive appliance – fixed
874	REMOVAL PASS APP	Removal of passive appliance – fixed
875	REPAIR REM APPL	Repair of removable appliance, fracture or acrylic base
876	REPLACE CLASP	Replace clasp or spring on removable appliance

	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Emerg	encies	
911	PALLIATIVECARE	Palliative emergency care
915	A/H EMERGENCY	After hours emergency (additional to other items)
916	TRAVEL LOAD EMERG	Loading for travel to provide emergency services (additional to 915)
Drug T	herapy – Not including Gener	ral Anaesthesia or Sedation
926	INDIVMADE TRAY	Individually made tray - maxillary or mandibular - for patient's self-application of MEDICAMENT(S)
927	MEDICATN PROVISION	Provision of medication/medicament
928	ADMINISTER MEDICATN	Intravenous cannulation and establishment of infusion
Anaes	thesia and Sedation	
941	LOCAL ANAESTHESIA	Local anaesthesia (special circumstances specified).
942	SEDATION IV	Sedation – intravenous.
943	SEDATION INHALATN	Sedation – inhalation.
944	SEDATION ORAL	Sedation – oral.
945	LOW LEVEL LASER	Low level laser therapy – per appointment
948	DENTAL ACUPUNCTURE	Dental acupuncture – per appointment
949	LOAD GEN ANAES	Loading for treatment under general anaesthesia.
Occlus	sal Therapy	
961	MINOR OCCLUS ADJ	Minor occlusal adjustment not related to any other procedure - per visit.
963	CLINICAL OCCLUS	Clinical occlusal analysis including muscle and joint palpation.
964	REGN CAST OCCLUS	Registration and/or mounting of casts for occlusal analysis.
965	OCCLUSAL SPLINT	Occlusal splint .
966	ADJ OCCLUS SPLINT	Adjustment of occlusal splint, not including adjustment at initial Insertion.
967	PANTOGRAPH TRACE	Pathographic tracing
968	OCCLUSAL ADJ 1ST	Occlusal adjustment following occlusal analysis either natural dentition or prosthese, first visit
971	ADJUNCT THERAPY	Adjunctive physical therapy in treatment of occlusal disease
972	REPAIR/ADDITION	Repair/addition - occlusal splint
985	REPAIR / ADD SNORING OR SLEEP APNOEA DEVICE	Repair/addition – snoring or sleep apnoea device
987	RECONTOUR TISSUE	Recontour tissue – per appointment

21 Appendix F: Occupational Therapist Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

Here is a list of the agreed codes, which can be inserted into the back of your HealthClaims user guide, or kept somewhere handy to the terminal for easy reference.

For further information regarding the use of these codes, please contact your Occupational Therapist's Association.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
100	INITIAL CONSULT	Initial Individual Assessment/Treatment
200	CONSULT-TREATMT	Individual Assessment/Treatment – Subsequent to Initial
300	GROUP ASSESSMENT	Group Assessment/Treatment

It is not necessary to include the condition code in a claim. If you want to include the condition code, it can be entered into the BODY PART field as you make the claim. If you do include the condition code, the fund may store the information in the member's file. Contact the member's fund to find out if this information is compulsory.

To include the code:

- 1. From the ADD SERVICE * Screen, press 5 BODY PART.
- 2. Enter the condition code information (e.g. for a subsequent consultation to treat Upper Limb Function (5) through musculo-skeletal system intervention (6) enter 56.)
- 2. Press ENTER.
- The condition is included in the claim.

INDICATOR PRIMARY CONDITION

INDICATOR	DIAGNOSTIC INTERVENTION
1	Cognition – Disorders of intellectual/cognitive skills which are acquired or developmental in origin. Note: Excludes issues relating to content of thought or ideation such as cognitive beliefs or delusions.
2	Behaviour Issues – Disorders where the focus is on misconduct, overt behaviours and a-typical responses whether of acquired, developmental or affective origin. Note: Difficult to ascribe at time because "behaviour" is common to all disorders, but this is where the behaviour issue is primary
3	Adjustment – Disorders where the focus is on the individual's inability to manage life events or changed circumstances.

INDICATOR	DIAGNOSTIC INTERVENTION
4	Head and Trunk Control – Motor, neuromuscular, perceptual and sensory functions that enable the functions of head control, sitting and rolling.
5	Upper Limb Function – Neuromuscular, musculoskeletal and perceptual functions that enable the functions of the upper limb (including reaching, grasping, releasing and manipulation).
6	Lower Limb Function – Neuromuscular, musculoskeletal and perceptual functions that enable the functions of the lower limb (including standing and gait).
7	Neuropathic Pain – Pain which is primarily neuropathic in origin. Note: Pain associated with other dysfunction is not included.
8	Respiratory Function – Issues relating to optimal ventilation and gas exchange and improved exercise capacity.
9	Cardiovascular Function – Maintaining or enhancing exercise tolerance.

DIAGNOSTIC INTERVENTIONS

INDICATOR	DIAGNOSTIC INTERVENTION
0	Interventions involving assessment, education or skills training for personal care and other activities of daily/independent living.
1	Interventions involving psycho-behavioural, psychosocial, cognitive or perceptual assessment, skills training or education.
2	Interventions involving an assistive or adaptive device, aid or equipment.
3	Interventions involving skills training in relation to learning, knowledge and cognition.
4	Interventions involving skills training in movement and body system functions.
5	Therapies using electro-physical agents.
6	Therapeutic interventions on musculo-skeletal system.
7	Interventions involving case management and liaison with family or other professionals.
8	Interventions involving vocational or occupational rehabilitation.
9	Specialised assessment

22 Appendix G: Podiatrist Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

For further information regarding the use of these codes, please contact your Podiatrist's Association. Please contact the CSC Helpdesk should you have any problems - 1300 301 692.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Gener	al Podiatric Services Consul	tations – New Patient
002	INITCONS INTRMD	Intermediate Service (30 minutes)
004	INITCONS COMP	Comprehensive Service (45 minutes)
005	INIT CONS COMP LLD	ComprehensiveService LL Diabetic Complications (45 minutes)
Gener	al Podiatric Services Consul	tations – Established Patient
010	BRIEF CONSULT	Brief Service (10 minutes)
012	INTRMD CONSULT	Intermediate Service (20 minutes)
014	COMP CONSULT	Comprehensive Service (30 minutes)
015	ACUTE SER LLD	Acute LL Diabetic related injury
016	MGT SERVICE LLD	Mgt of LL Diabetic related complications
Podia	tric Diagnostic Services Vas	cular Studies
101	REG PLETHYSMOGRAPH	Plethysmography, regional
104	PERIPHERAL FLOW	Peripheral Flow Study(including Doppler)
Biome	echanical Examination	
111	MUSCLE TESTING	Muscle Testing
114	MOTION STUDY	Range of motion study and measurements
115	GAIT ANLYSIS COMPT	Computerised gait analysis
116	GAIT ANLYSIS VIDEO	Treadmill and Video gait analysis
117	GAIT ANLYSIS VISUAL	Visual gait analysis
118	BIOMECH ASSESSMT	Biomechanical Assessment (includes 111, 114, 117)
119	ASSESSMENT	Surgical Assessment
Other		
163	RADIOL ASSESSMT	Radiological Interpretation and discussion
Physic	cal Therapy	
121	HOT/COLD THERAPY	Hot / Cold Therapy
142	NEUROMSCLR REEDUC	Neuromuscular re-education
145	ELECTRO THERAPY	Electrophysical therapy
147	MANIP MOBILIS	Manipulation / Mobilisation
148	MASSAGE	Massage

ITEM		FULL DESCRIPTION
361	DESCRIPTION STRAP-TAPE	Stranning / Taning
		Strapping / Taping cedures Impressions and Modules
301	FOOT NEG CAST	Negative cast / impression of the foot
302	FOOT POS CAST	Positive cast / model of the foot
303	FOOT-LEG NEG CAST	Negative cast / impression of the foot and leg
304	FOOT-LEG NEG CAST	Negcast / impression of the foot and leg -NWB
305	FOOT-LEG POS CAST	Positive cast / model of the foot and leg
344	NAIL BRACE	Nail Brace - Customised
413	THEATRE FEE	Theatre Fee
413	INCISION/ DRAINAGE	Incision and drainage of infected or non infected lesion
438	DEBRIDEMENT	
430	EXCISION NAIL PART	Debridement of post op wound
474	EXCISION NAIL COMP	Excision nail and or matrix, partial for permanent removal
475	EXCISION NAIL COMP	Excision nail and or matrix, complete for permanent removal
476	EXCISE / CORRECT	Excision or plastic correction of peri-ungal tissue
492	LINEAR REPAIR	Linear Repair
548	NAIL RESECT EACH ADD	Nail and root matrix resection with matrix sterilisation – each additional edge
Presc	ription Orthoses	
201	ANKLE FOOT ORTHOSIS	Ankle-Foot Orthosis
211	ORTHODIGITALTRACT	Orthodigital traction device
221	ORTHOTIC	Custom Kinetic Orthosis (Functional Foot Orthosis)
223	ORTHOTIC	Custom Orthotic made using technology such as a 3D printer
227	HEEL STABILISER	Heel stabiliser, made to plaster model
261	CUSHION ORTHOSIS	Cushioning Orthosis
263	PRESSURE ORTHOSIS	Pressure Relief Orthosis
265	MOULDCST ORTHOSIS	Moulded Cast Orthosis
267	THERMOPLAST ORTH	Moulded Non-cast Orthosis
269	HEEL LIFT	Heel lift
271	SHOE PADDING	Interior shoe padding
341	PROTECTIVE DEVICE	Protective device
Ortho	ses Modification Repairs	
229	HEEL STABILISER	Heel stabiliser
240	PREFORM ORTHOTIC	Pre-Moulded or Pre-Formed Orthosis

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
Ortho	ses Modification Repairs	
231	ORTHOTIC	Orthosis repair
233	ORTHOSIS MOD	Orthosis post-functional, forefoot or rearfoot
381	ORTHOSIS PLN	Orthosis cover - plain
383	ORTHOSIS SUP	Orthosis cover - with soft tissue supplement
385	ORTHOSIS POST	Orthosis Post, extrinsic - forefoot or rearfoot
Prosth	netic Devices	
351	PROSTHESIS	Digital or partial foot prosthesis
Splint	S	
281	BROWNE SPLINT	Dennis Browne splint
281	BROWNE SPLINT	Dennis Browne splint
282	GANLEY SPLINT	Ganley splint
283	COUNTER ROTAT SYS	Counter Rotation system
284	SHOE CORRECT INFT	Correction shoe - infant foot deformity
311	SPLINT BELOW KNEE	Immobilisation splint; below knee
312	SPLINT ANKLE-FOOT	Immobilisation splint; ankle / foot
315	SPLINT ABOVE KNEE	Immobilisation splint; above knee
331	TRACTION DEVICE	Traction and Training devices
Footw	ear	
605	CUSTOM FOOTWEAR	Custom Footwear
618	NONCUSTOM FOOTWEAR	Depth Width Footwear, non-custom
Podiat	tric Surgery	
440	AVULSION	Avulsion of toenail
445	EXCISION	Excision, benign lesion
541	LESION CAUTERY	Cautery of lesion or verrucae
546	NAIL PART	Partial nail root & matrix resection & sterilsation
547	NAIL RESECT TOTAL	Total nail root & matrix resection & sterilisation
561	INCISION ABCESS	Incision of soft tissue abscess (superficial)
Other	Procedures	
401	SPECIMEN COLLECT	Laboratory Specimen Collection
404	EXT TELE CONSULT	Extended telephone consultation
405	AFTER HRS CONSULT	Consultation outside normal practice hours
411	MED-SURG SUPPLIES	Medical / surgical supplies (eg: dressings)
412	WRITTEN REPORT	Written podiatric report
414	POSTOP EQUIPMENT	Post-operative equipment
985	UNLISTED SERVCE	Unlisted podiatry service or procedure

23 Appendix H: Psychologist Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

For further information regarding the use of these codes, please contact your Psychologist's Association. Please contact the CSC Helpdesk should you have any problems - 1300 301 692.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
100	INDIVIDUAL ASSESS	Individual Assessment
200	INDIVIDUAL TRMT	Individual Treatment/Management
300	COUPLE/FAMILY TRMT	Couple or Family Therapy
400	GROUP TREATMENT	Group Treatment

PRIMARY CONDITION

It is not necessary to include the primary condition indicator in a claim. If you want to include the primary condition indicator, it can be entered into the BODY PART field as you make the claim.

If you do include this information, the fund may store it in the member's file. Contact the member's fund to find out if this information is compulsory.

To include the code:

- 1. From the ADD SERVICE * Screen, press 5 BODY PART.
- 2. Enter the condition code information (e.g. for services dealing with Cognition, enter 10.)
- 3. Press ENTER.
- The condition is included in the claim.

24 Appendix I: Dietitians Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
500	INDUVIDUAL INITIAL	Individual Initial consultation
600	INDIVIDUAL REVIEW	Review individual consultation
700	GROUP CONS	Group consultation
800	OUT OF ROOMS	Home/Out of rooms consultation

25 Appendix J: Speech Pathologists Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
310	INITIALTO 45 MINS	Initial Individual consultation/assessment up to 45 minutes
320	INITIAL46 - 90 MINS	Initial individual consultation/assessment 46 - 90 minutes
330	INITIALOVER 90 MINS	Initial individual consultation/assessment over 90 minutes
340	SUBS TO 45 MINS	Subsequent individual consultation/assessment/treatment up to 45 minutes
350	SUBS 46 TO 90 MINS	Subsequent individual consultation/assessment/treatment up to 46 - 90 minutes
360	SUBS OVER 90 MINS	Subsequent individual consultation/assessment/treatment over 90 minutes
370	GROUP TO 45	Group treatment up to 45 minutes
380	GROUP 46 – 90 MINS	Group treatment 46 - 90 minutes
390	GROUP OVER 90 MINS	Group treatment over 90 minutes

26 Appendix K: Naturopaths Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
107	INITIAL CONS	Initial Consultation
207	STANDARD CONS	Standard consultation
307	MEDICAMENTS	Medicaments

27 Appendix L: Acupuncturists Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION	
103	INITIAL CONS	Initial consultation	
203	STANDARD CONS	Standard consultation	
307	MEDICAMENTS	Medicaments	
Chine	Chinese Herbal Medicine		
303	INITIAL CONS	Initial consultation	
403	STANDARD CONS	Standard consultation	
503	MEDICAMENTS	Medicaments	

28 Appendix M: Remedial Massage Therapist Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
105	INITIAL CONS	Initial Consultation
205	STANDARD CONS	Standard Consultation

29 Appendix N: Osteopath Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
1801	CONSULT/TREATMT	Consultation/treatment and supportive therapy
1802	STD CONSULT	Consultation/treatment and additional supportive therapy
1803	LONG CONSULT	Consultation/treatment and extended supportive therapy
1804	INITIAL CONSULT	Initial consultation examination treatment

30 Appendix O: Exercise Physiology Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
102	INITIAL SESSION	Once only per course of treatment >45 min
202	STANDARD CONS	Standard consultation – 30-60 min
302	EXTENDED CONS	Extended consultation – >60 min
402	STD CONSULT TRAVEL	Standard consultation requiring travel (i.e home visit)
502	GROUP 1 HR MAX 8	1 hour (max 8 people)

31 Appendix P: Myotherapy Item Codes

To assist you with building your claims, a list of agreed Service Codes will be downloaded to your terminal during the installation session.

ITEM	ABBREVIATED DESCRIPTION	FULL DESCRIPTION
105	INITIAL CONS	Initial Consultation
205	STANDARD CONS	Standard consultation





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