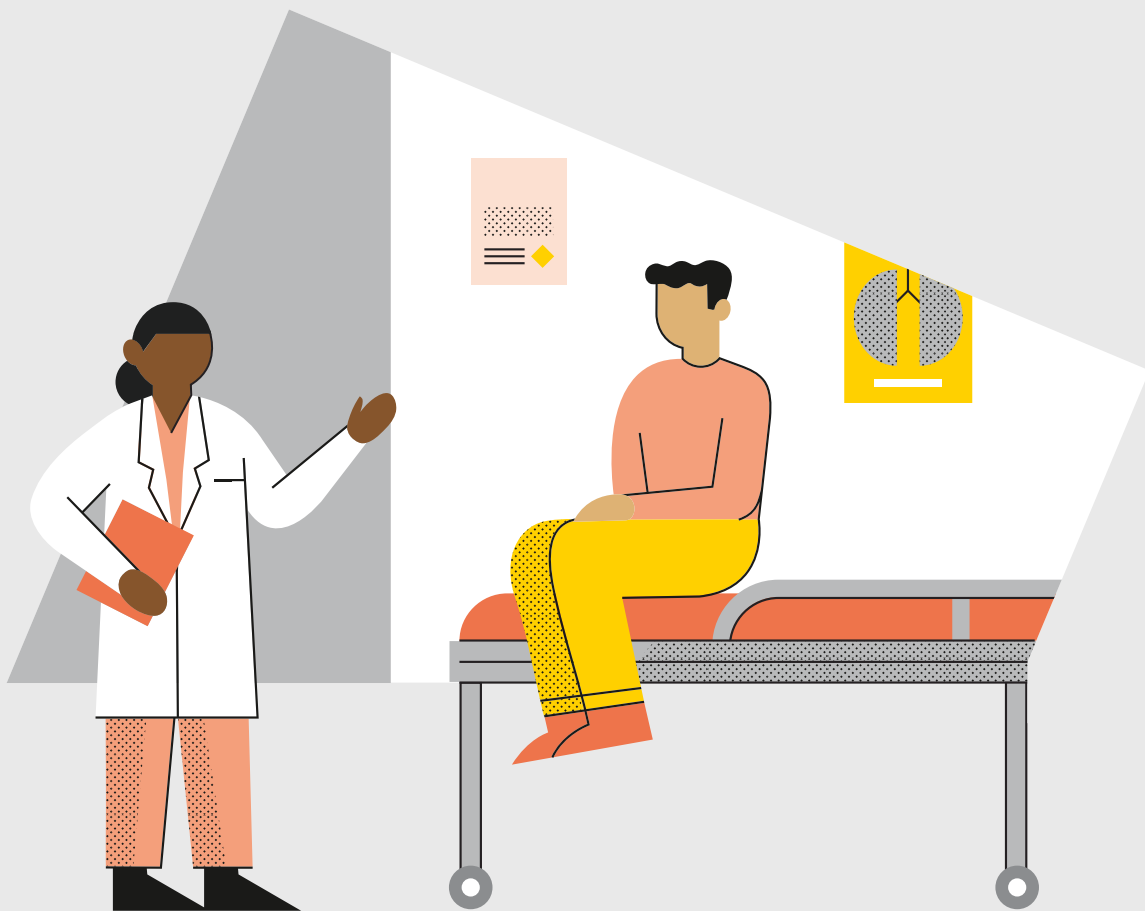


Version: 1.0
Date: April 2024



CommBank Smart Health User Guide

Integrated

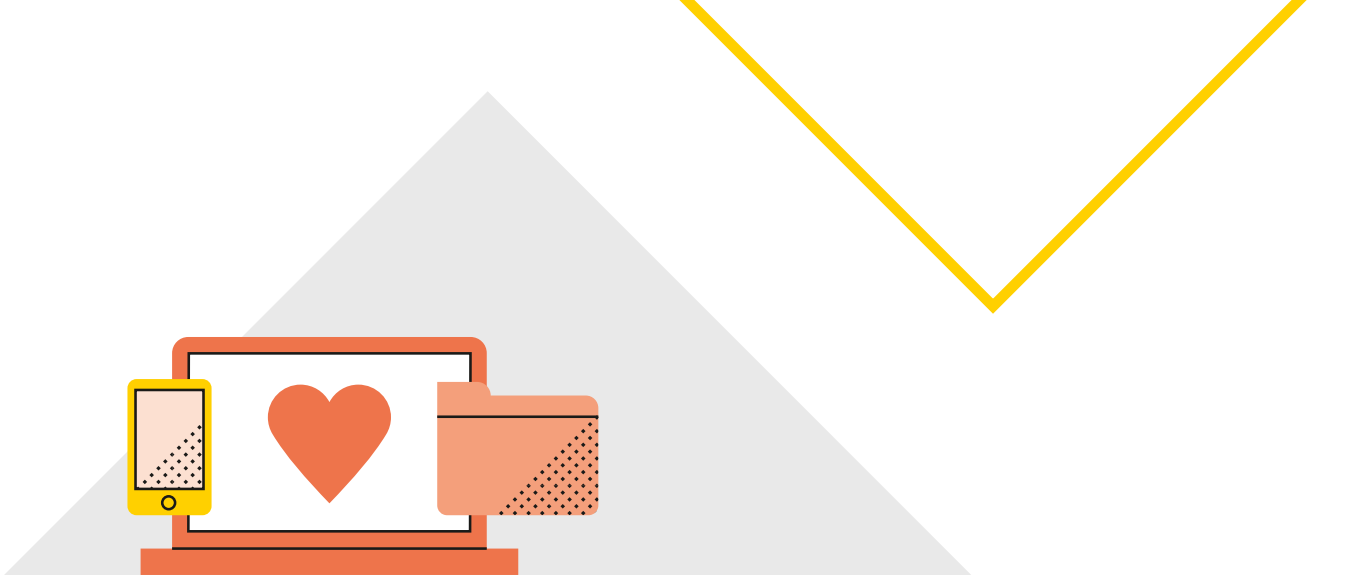


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Glossary

Bulk bill	Payment option under Medicare that covers a range of healthcare services prescribed under the Medicare Benefits Schedule.
Cancel	To void an existing transaction on the Smart Health terminal.
Claims	An application for reimbursement on healthcare services in Australia from Medicare or Private Health Insurance funds.
Claimant	An individual actively making the Medicare claim. In most cases the patient and claimant are usually the same individual.
CommBank Smart Health	A Smart Health terminal that manages payments for healthcare practices, allowing businesses to streamline payments and process claims.
Gap payment	Payment amount remaining after a rebate has been provided for specified healthcare services.
Individual Reference Number (IRN)	A number on the front of an existing Medicare or Private Health Fund card identifying the position of an individual on that card.
Item code	A specific code used by healthcare practitioners to record the type of treatment provided e.g. Medicare item 23 is a short consult.
Manager passcode	Six-digit passcode used to authenticate refund access to the Smart Health terminal.
MOTO payments	Mail Order/Telephone Order transactions.
Patient	Individual receiving professional healthcare treatment.
Paid-patient claim	The patient pays for the full invoice and claims back the Medicare benefit.
Standalone mode	The terminal operates independently to complete a claim and payment.
Rebate	A limited refund for the cost of a healthcare service. Rebates can be claimed from Medicare or Private Health Insurance funds.
Reconciliation/Reconcile	The process of validating that a patient claim has been paid or processed.
Reports	Data provided from the portal on historical claims and payments made to the practice.



About CommBank Smart Health

What is the Smart Health terminal?

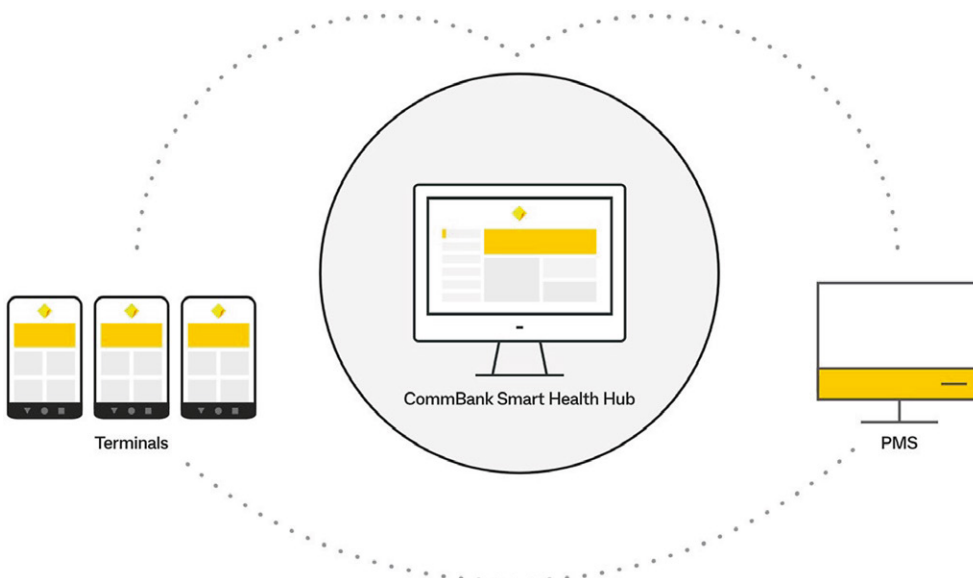
The CommBank Smart Health terminal is the physical device that processes health claims and payment transactions.

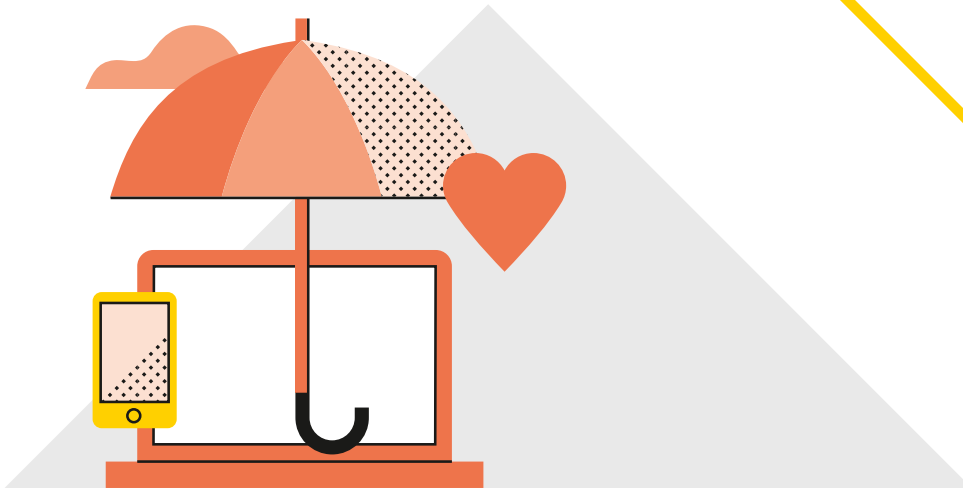
What is the Smart Health app?

The Smart Health app runs on the Smart Health Terminal and provides the interface for the payments and claiming features on the device. The app is linked to the Smart Health hub.

What is the Smart Health hub?

The CommBank Smart Health hub is a web application accessed through your web browser. This is the central point of access and navigation for administrators and practice users and can be integrated with your Practice Management Software (PMS). The hub displays detailed transaction listings and digitally stored copies of your Private Health Insurance (PHI) declarations. You can use reports to assist with reconciling payments and claims.



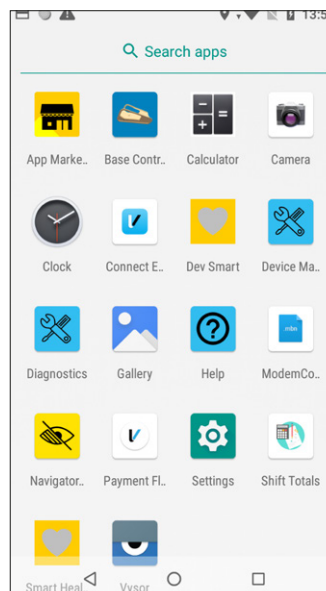
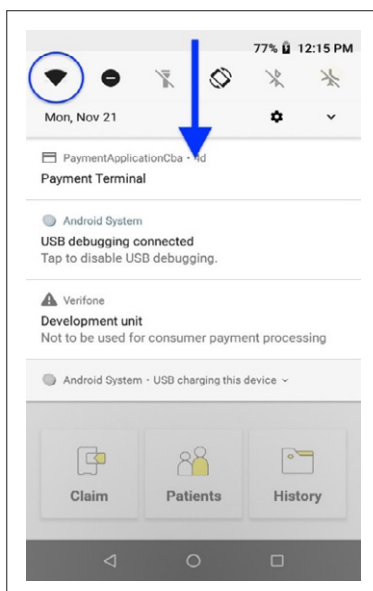


Support

Before you start

Please make sure that:

1. Your staff know that the terminal will be delivered, so that delivery occurs at the scheduled date and time
2. When the Smart Health terminal arrives:
 - 2.1. You will need to ensure that the terminal's Wi-Fi setting is enabled (see the image below to determine your terminal's Wi-Fi status)
 - 2.2. Find the Smart Health app by scrolling through the apps installed on your terminal.



3. You must complete the set-up instructions (including adding providers) by following the Smart Health Hub User Guide, available in 'Resources' section at CommBank Smart Health webpage at www.commbank.com.au/smarthealth or in 'Support and FAQs' section in Smart Health Hub.

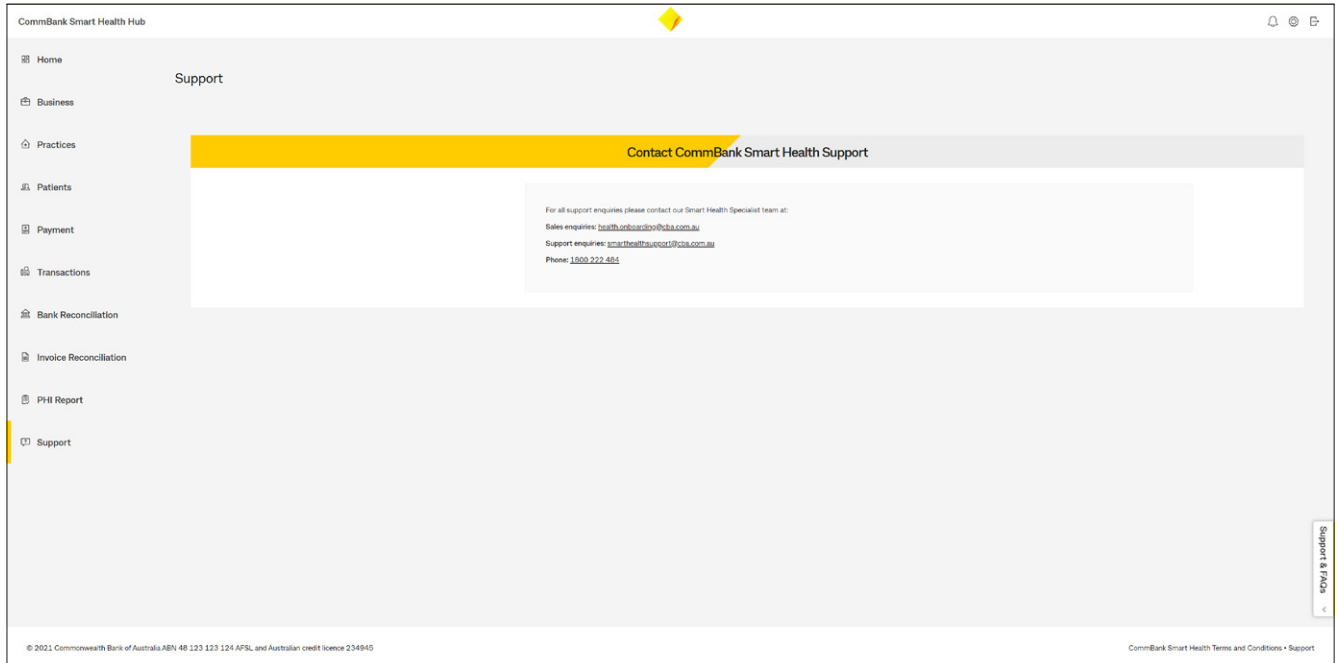
How to get help

For questions about the CommBank Smart Health hub or terminal

You can get help in three easy ways:

Support page

You will find our Support page by clicking the **Support** tab in the hub (this is the last tab in the menu at left). The contact details of the CommBank Smart Health specialist team are located here.



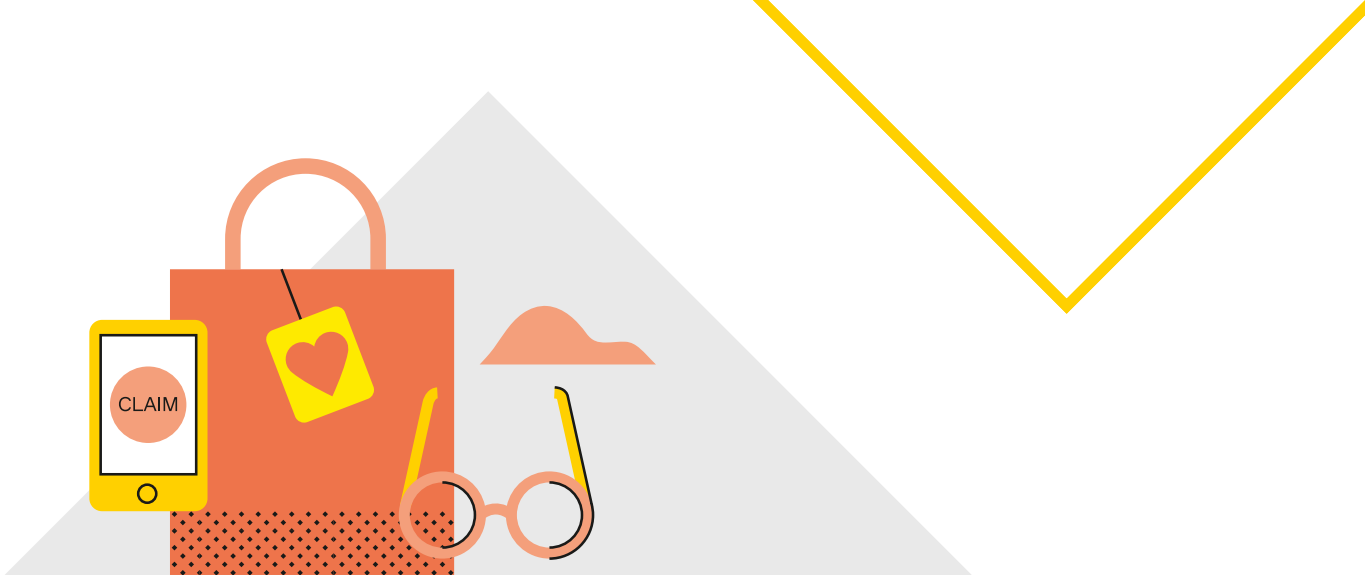
Support and FAQs tab

At the bottom right of every page in the hub, you will find a drop-down menu called Support and FAQs. This contains further information (and user guides) on how to use the CommBank Smart Health hub.

Within this menu, a “walk me through” tool will guide you through the initial setup steps and can be accessed at any time.

Help Desk

You can call the CommBank Smart Health Help Desk on 1800 222 484 between 8am and 8pm AEST Monday to Friday, or email smarthealthsupport@cba.com.au.

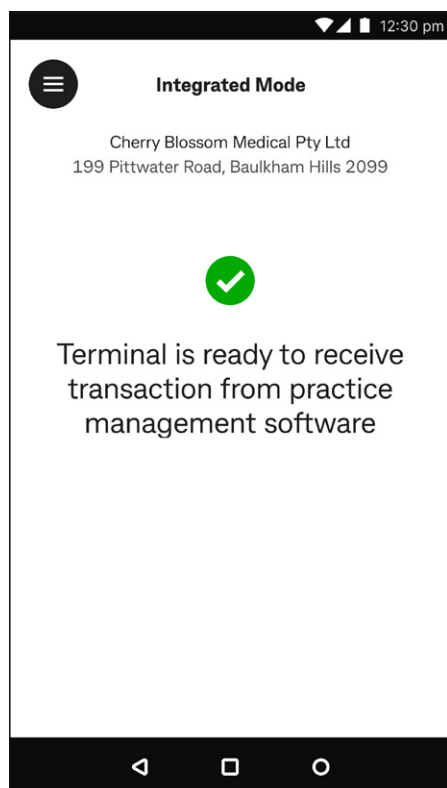


Processing payments and claims

Using Integrated mode

How do you initiate and process transactions in Integrated mode?

In Integrated mode, your Smart Health terminal is connected to your PMS and will start processing a claim as soon as your PMS sends the request. You start via the Smart Health app home screen, which looks like this:



Smart Health terminal's home page includes:

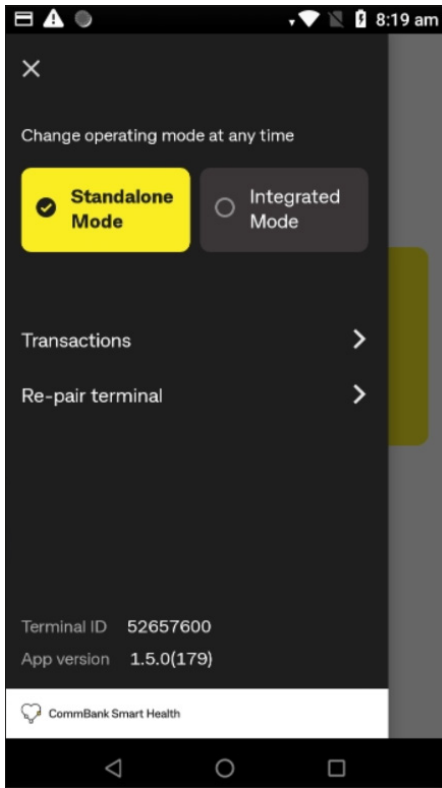
Mode: Integrated mode

Practice name: Cherry Blossom Medical Pty Ltd

Practice address: 199 Pittwater Road, Baulkham Hills 2099

A green tick and "Terminal is ready to receive transaction from practice management software": Shows that the Smart Health app is in "Integrated mode" and is awaiting a claim from your PMS.

Switching app mode



The terminal's menu at top left ☰ also includes:

Change mode selection: Tap to switch between Standalone mode or Integrated mode. Once you are connected with a PMS, the default selection will be 'Integrated Mode'.

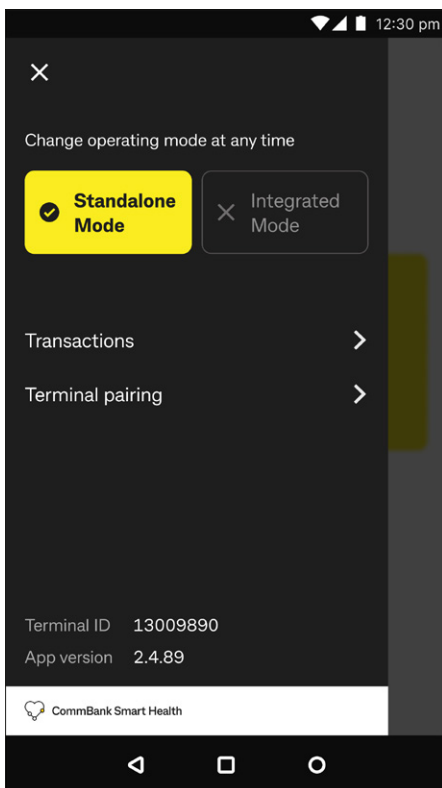
Transactions: Tap to view history of claims and payment transactions.

Re-pair terminal: Access to the Setup Client Certificate Screen to connect the terminal to the hub.

Terminal ID: Your terminal ID.

App version: Installed version of the Smart Health app.

If your terminal is not connected to your PMS

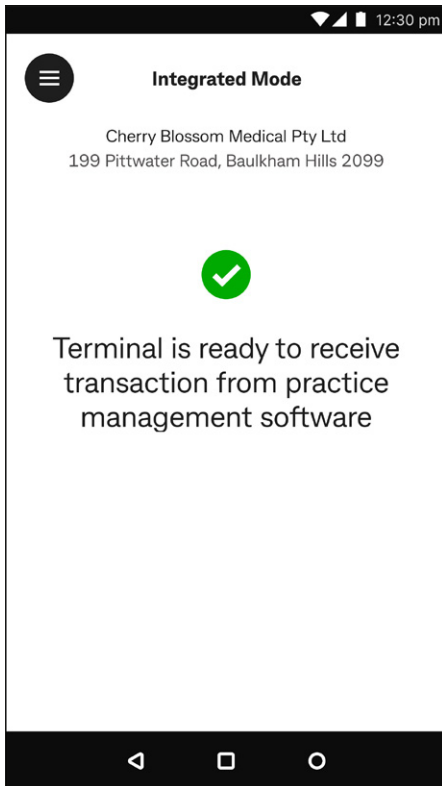


In the top left menu ☰, your Smart Health app shows the two mode buttons. The **Integrated mode** button is selectable if you have connected your practice's PMS with the Smart Health app.

If you cannot select **Integrated mode**, (see image at left), then your practice's PMS is not yet configured for Smart Health integration. Please follow the integration guide for your PMS, which you will find in the Support and FAQs section of the Smart Health hub.

For further assistance, please call the CommBank Smart Health Help Desk on 1800 222 484, between 8am and 8pm Monday to Friday AEST or email smarthealthsupport@cba.com.au.

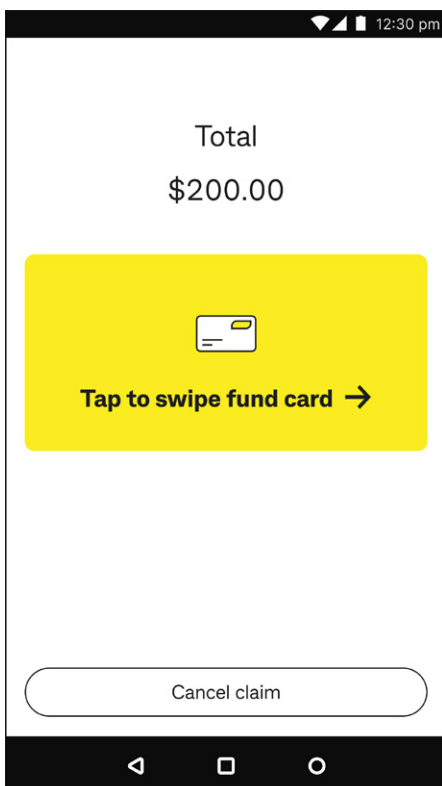
Processing a PHI fund claim



Step 1: Check you are in Integrated mode

See **Switching app mode** on page 8, to set the Smart Health app to Integrated mode.

Once you are in Integrated mode, when you create a claim from your PMS it is automatically sent to the Smart Health app.



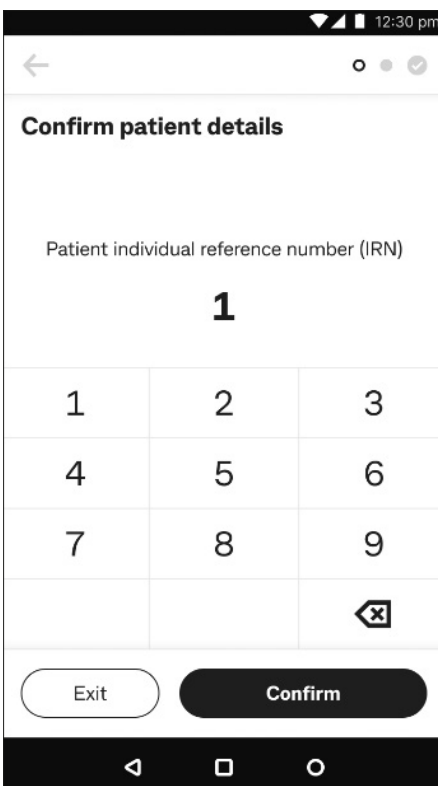
Step 2: Select **Tap to swipe fund card** or tap **Cancel claim** to cancel the claim.

Note: The screen will show the total amount. If this amount is incorrect, you can tap 'Cancel claim' to exit without processing.



Step 3: Swipe or tap the patient's PHI fund card to start the transaction.

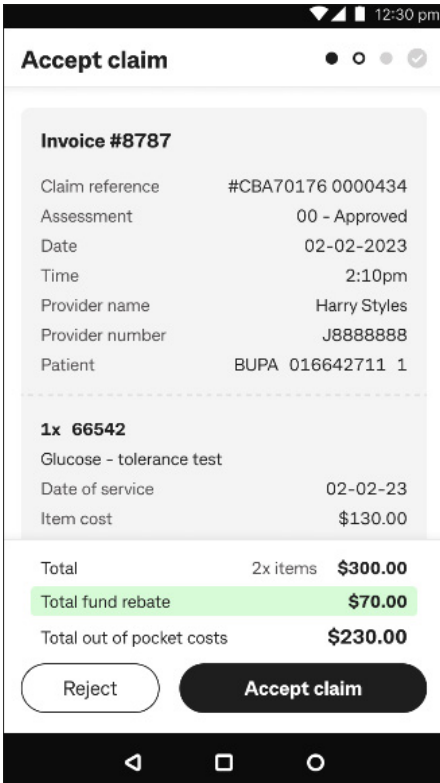
After successfully swiping or tapping, the terminal identifies the health fund, and the screen automatically moves to the next step.



Step 4: Confirm patient details

Enter the patient's Individual Reference Number (IRN) and tap **Confirm**.

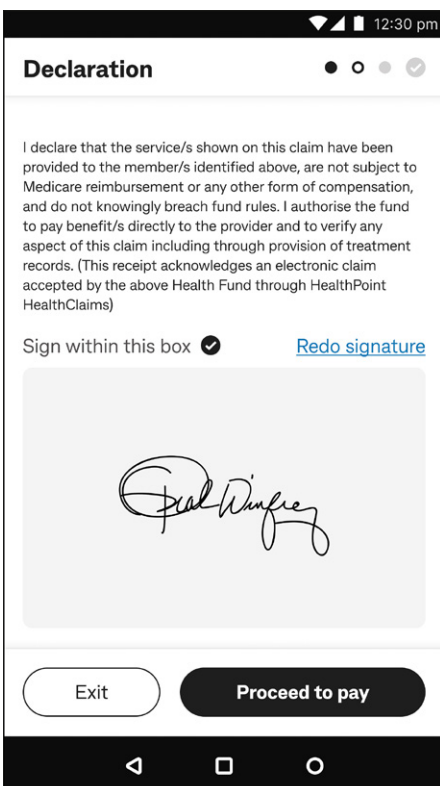
↳ **Tip:** Default selection is always 1.



Step 5: Accept claim

The terminal connects to the PHI fund and provides a claim summary. Review the claim, then tap:

1. **Accept claim** to proceed, or
2. **Reject** to see more options including cancelling the claim and printing a rebate estimate. See **Rejecting a PHI fund rebate** on page 16 for more details.

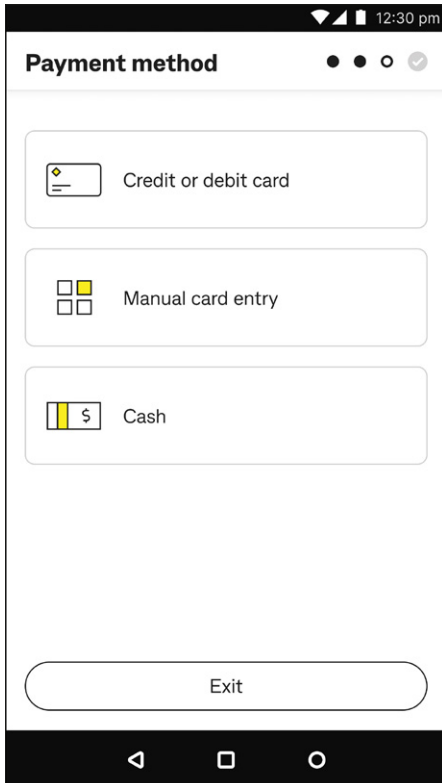


Step 6: Declaration

Ask the patient to sign within the box on screen and tap **Proceed to pay**.

Or tap **Exit** to save the claim and resume it later from the **Transactions** menu on the home screen (accessed by tapping ☰).

↳ **Tip:** If a patient wants to re-do their signature, tap **Redo signature** at right above the signature box.

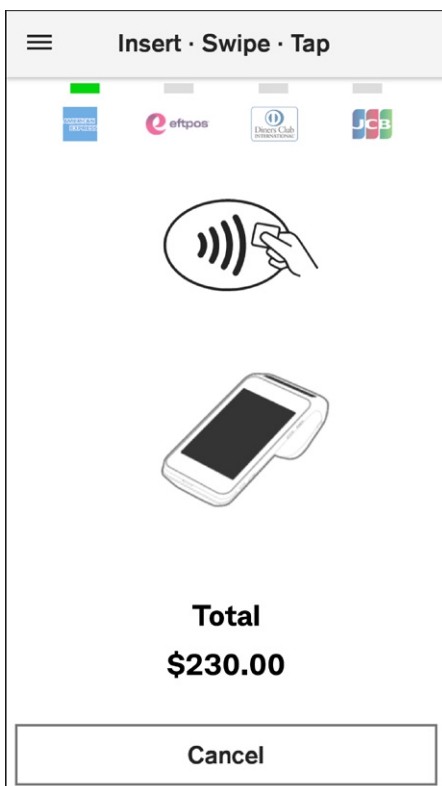


Step 7: Payment method

Tap either:

1. **Credit or debit card**, then go to Step 7a
2. **Manual card entry**, then go to Step 7b, or
3. **Cash**, then go to Step 7c.

↳ **Tip:** If you tap **Exit** on an Integrated claim or invoice, it is cancelled. You can still view this claim in the **Transactions** menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.



Step 7a: Credit or debit card

Ask the patient to present their payment card to finalise the transaction and follow the prompts to process the payment. See **Processing a payment** on page 39 for detailed steps.

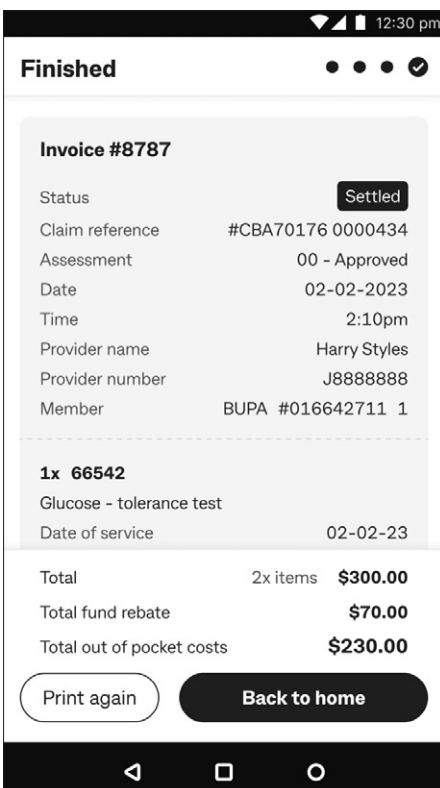
↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 7.



Step 7c: Cash

Tap **Accept Cash** when you receive the cash payment.

↳ **Tip:** To select a different payment method, tap ← back arrow at top left and follow Step 7.

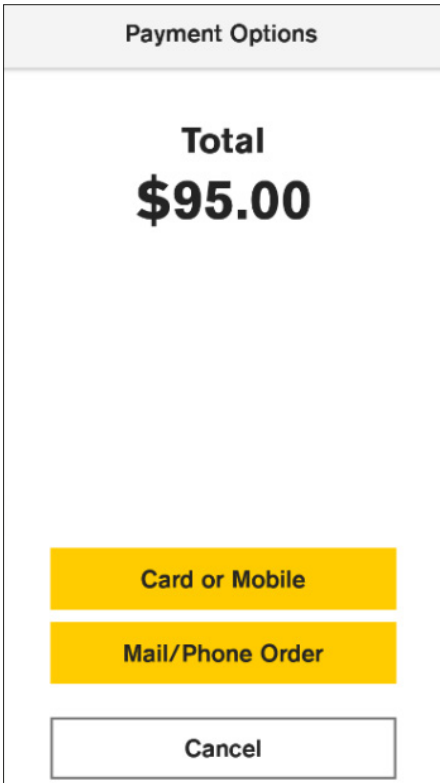


Step 8: Review and print receipt

The claim is now complete, and a receipt is automatically printed. Now tap:

1. **Print again**, to print another receipt, or
2. **Back to home** to return to the home screen.

↳ **Tip:** You can also print the receipt from the **Transactions** menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.

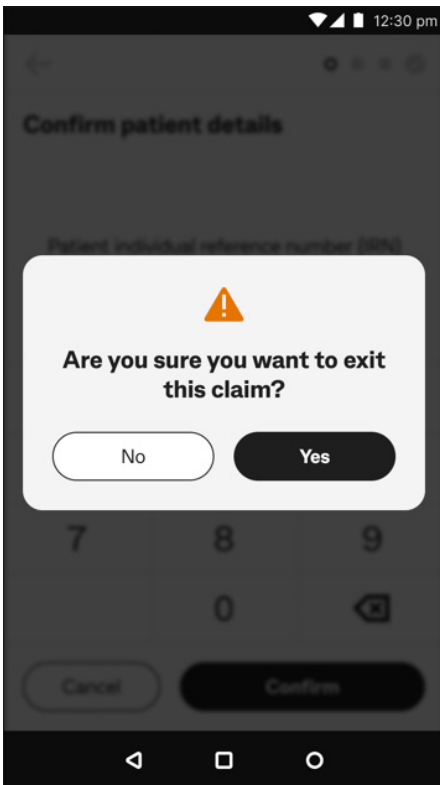


Step 7b: Manual card entry

Check the total amount and tap **Mail/Phone Order**. See **Processing a payment** on page 39 for detailed steps.

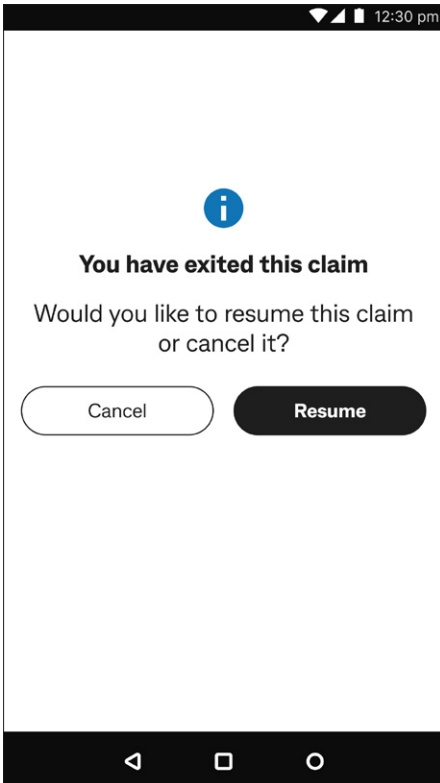
↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 7.

Exiting a claim



Step 1: When you tap **Exit** during a claim, you will be asked to confirm that you want to exit the claim. So tap:

1. **Yes** to continue exiting the claim, or
2. **No** to return to the claim.

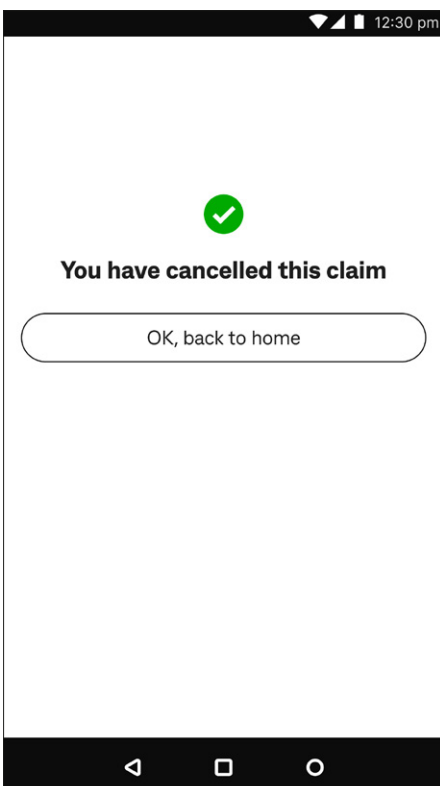


Step 2: Resume or cancel

Exiting a claim while in Integrated mode (before you pay) will cause the claim to be cancelled. If you tap **Yes** in Step 1 above, you must confirm whether you would like to resume the claim or cancel it.

So tap either:

1. **Resume** to continue processing the claim, or
2. **Cancel** to confirm the cancellation.



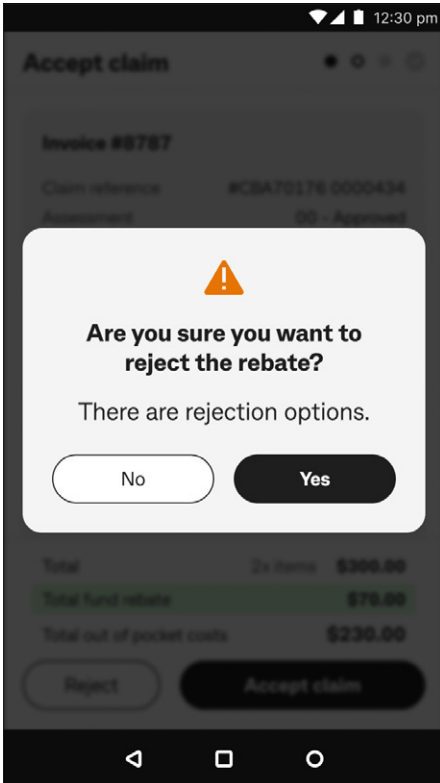
Step 3: Cancellation confirmation

After you tap **Cancel** (in Step 2 above), a green tick confirms the claim is cancelled. Tap **OK, back to home** to return to the home screen.

Rejecting a PHI fund rebate

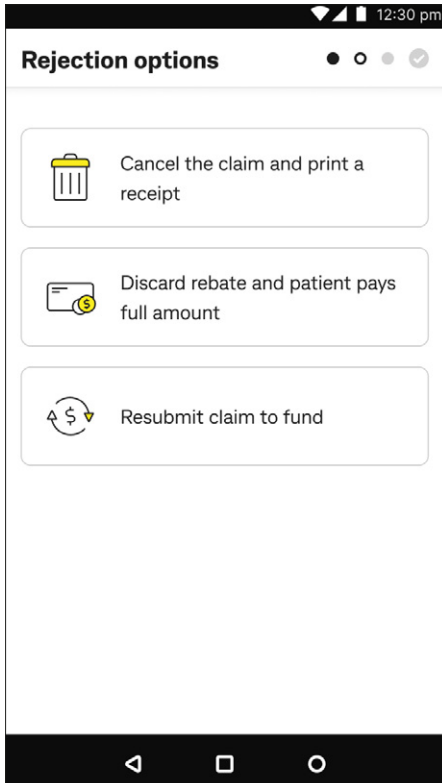
If a patient chooses to reject a PHI fund's rebate assessment (rather than accept a claim at Step 5 on page 11) you are given a number of options:

1. Cancel the claim and print a receipt
2. Continue to pay for the invoice without any rebate from the PHI fund, or
3. Resubmit the claim to the PHI fund for re-assessment.



Step 1: When you tap on **Reject**, the question "Are you sure you want to reject the rebate?" appears. You can either tap:

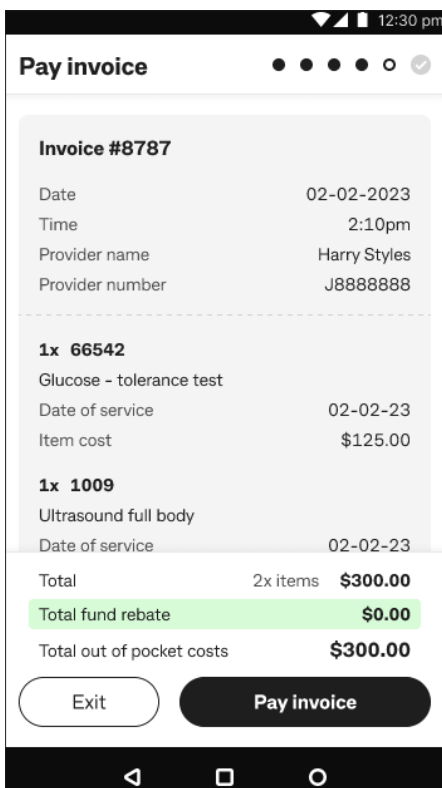
1. **Yes** to reject the claim, then go to Step 2, or
2. **No** if you want to accept the claim, which takes you back to the previous screen.



Step 2: Rejection options

Ask the patient what they would like to do, then tap:

- **Cancel the claim and print a receipt** to get an estimate of PHI fund rebate.
- **Discard rebate and patient pays full amount** – the rebate isn't claimed, and the patient covers the total cost **Go to Step 3**, or
- **Resubmit claim to fund** so it can be re-assessed for fund benefits, and the patient can then review them and accept it.



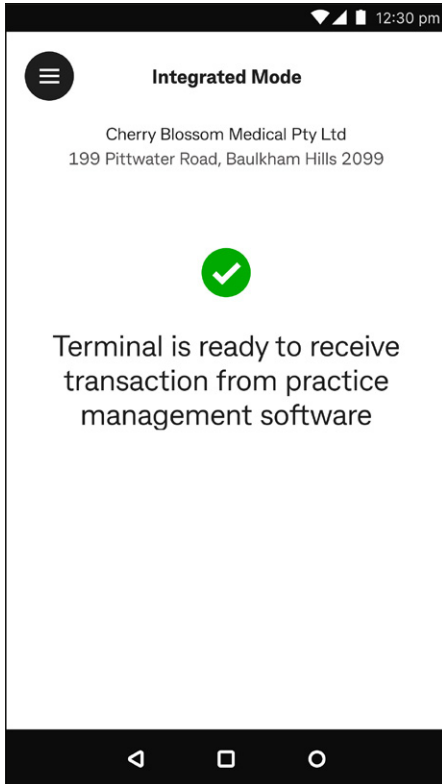
Step 3: Pay invoice

Tap **Pay invoice** If the user selects to pay the full amount and proceed to pay full amount.

Cancelling a PMS-generated claim

Claims originating from PMS can only be cancelled via PMS. Settled PHI fund claims can only be cancelled the day the service was provided, that is, the day of the original transaction. If patient would like a refund after day of claim, the provider must contact the patient's PHI fund.

When you initiate a cancellation via your PMS, the Smart Health terminal automatically starts the process.



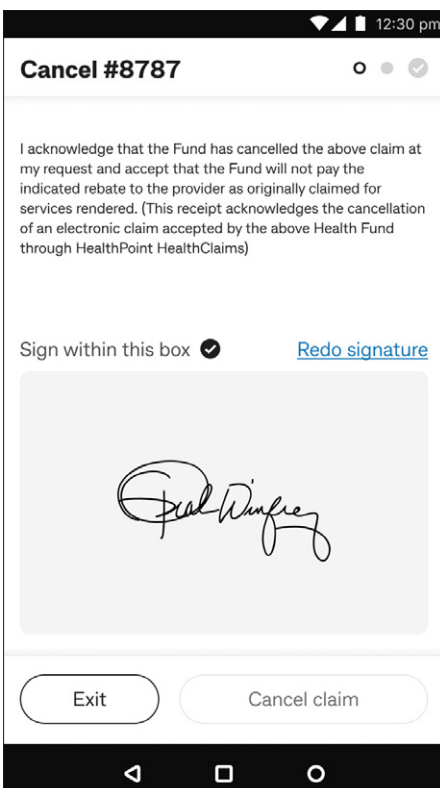
Step 1: Check your terminal is in Integrated mode before starting a cancellation from your PMS.

A green tick confirms you are in Integrated mode, as at left.

See **Switching app mode** on page 8 to change your terminal's mode.

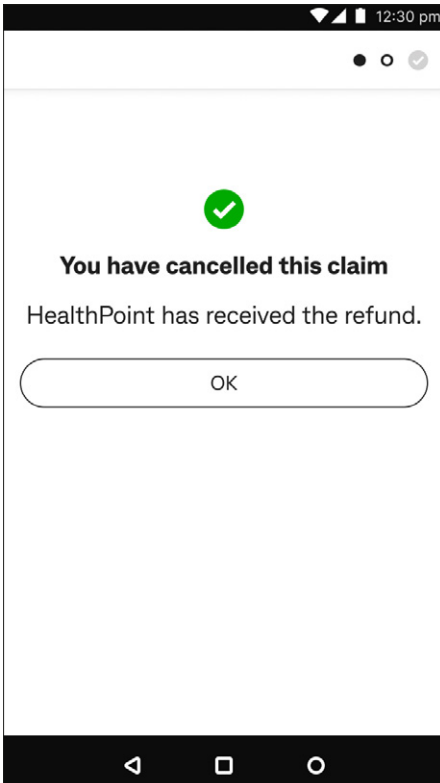


Step 2: The Smart Health app automatically prompts you to swipe or present the patient's member card once you've requested to cancel a claim via your PMS.



Step 3: Cancel the claim

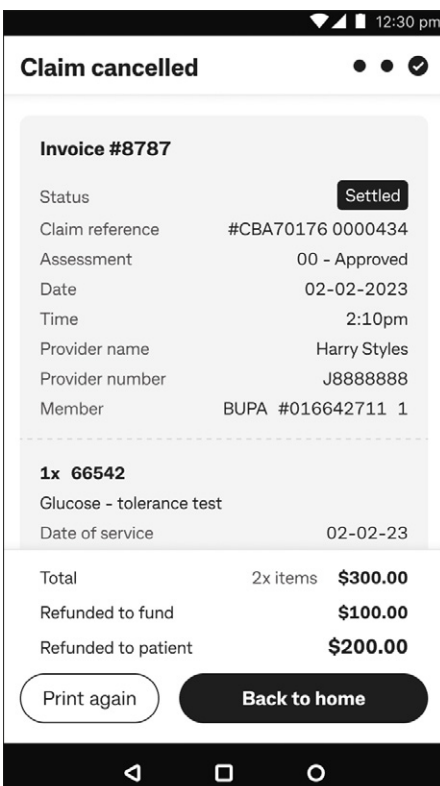
Ask the patient to sign-on screen, to acknowledge their agreement to cancel the claim, and tap **Cancel claim**.



Step 4: Confirming cancellation

If there was no gap payment, the claim cancellation is complete, so tap **OK**. A claim summary is then automatically printed.

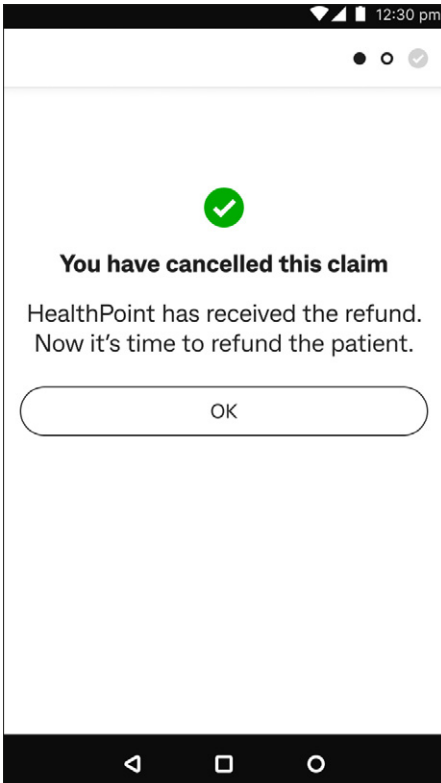
If there was a gap payment related to the cancelled claim go to Step 6.



Step 5: Viewing claim cancellation

You can view the cancellation summary, then tap:

1. **Back to home**, to go back to the home screen, or
2. **Print again**, to print out another claim cancellation summary.



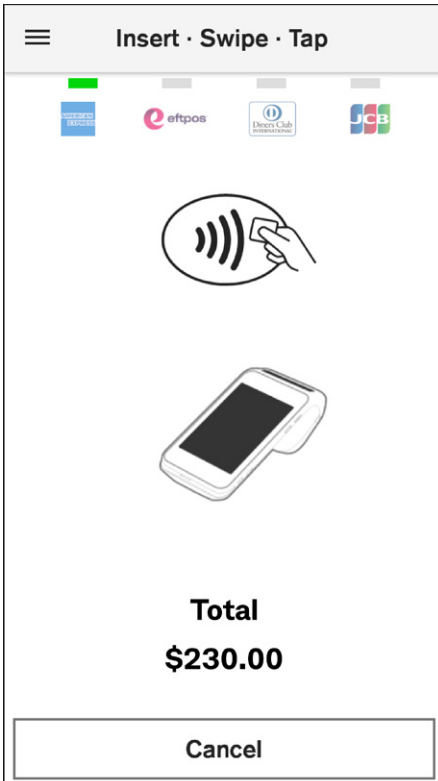
Step 6: Refunding the gap payment

A green tick confirms the claim has been cancelled. Tap **OK** to refund the gap payment.



Step 7: Manager passcode

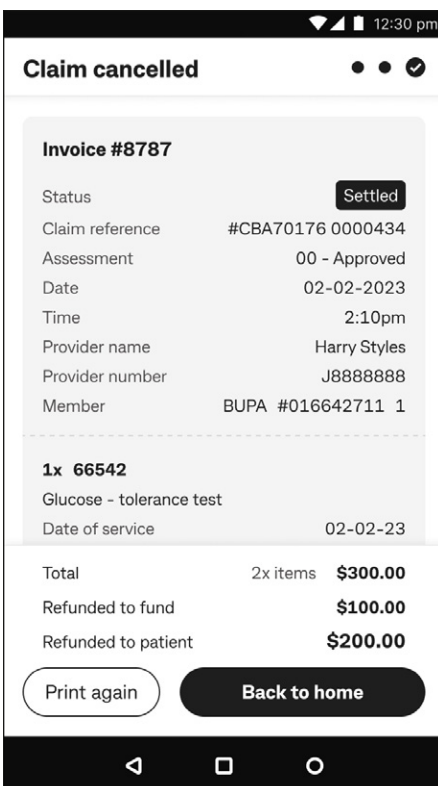
Type in the manager's passcode on the keypad, then tap **Enter**.



Step 8: Processing refunds

Refunds are processed using the original payment method, so tap, insert, or swipe the payment card used for the original transaction.

Follow the prompts through Terminal's card refund process steps. Consult the Smart Terminal user guide, available in Support section at www.commbank.com.au/smart, for further information.

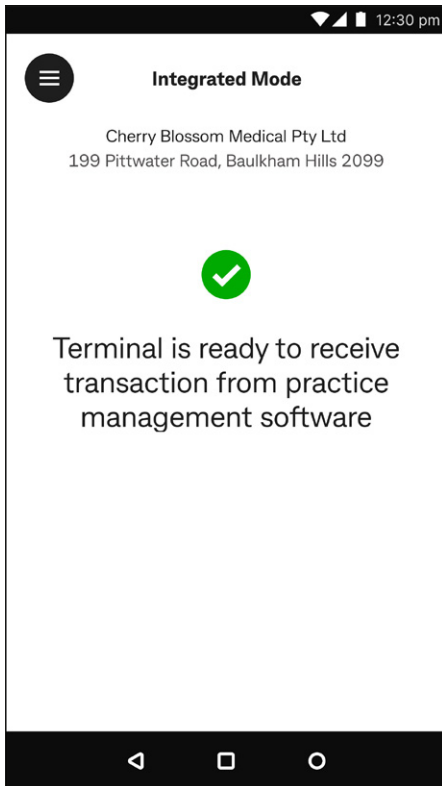


Step 9: Claim cancellation and refund details

The refund is now complete. The cancellation summary shows a breakdown of the refund, and a receipt is automatically printed. You can tap:

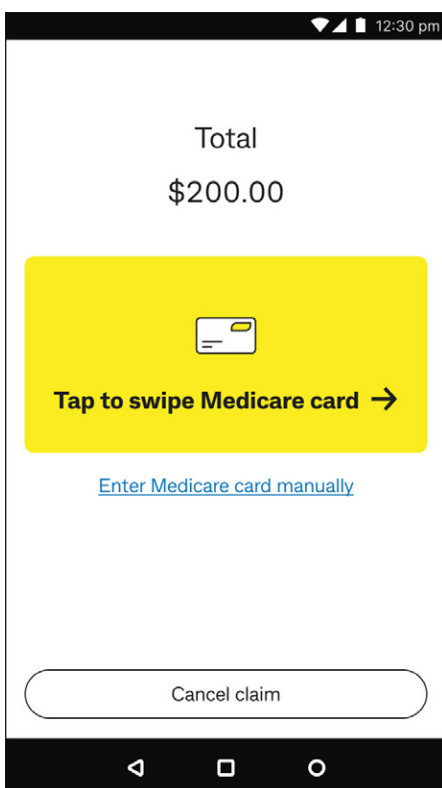
1. **Back to home** to return to the home screen, or
2. **Print again** to print another receipt.

Processing a Medicare paid-patient claim



Step 1: Check you are in integrated mode

See **Switching app mode** on page 8, to set the Smart Health app to Integrated mode.

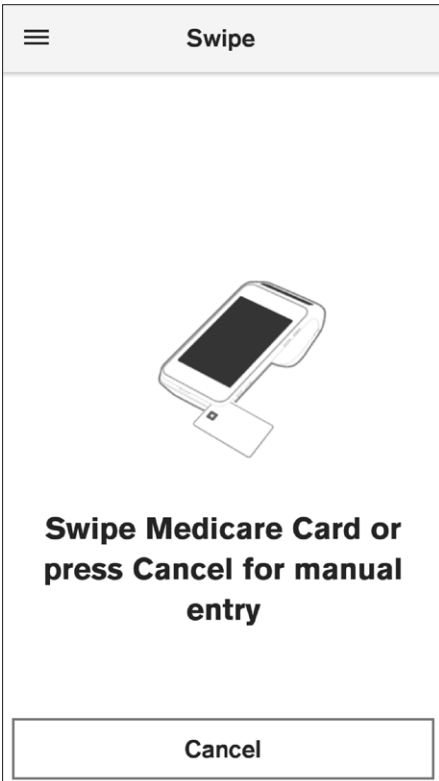


Step 2: Continue the claim

When you create a claim from your PMS it is automatically sent to the Smart Health app.

Tap either:

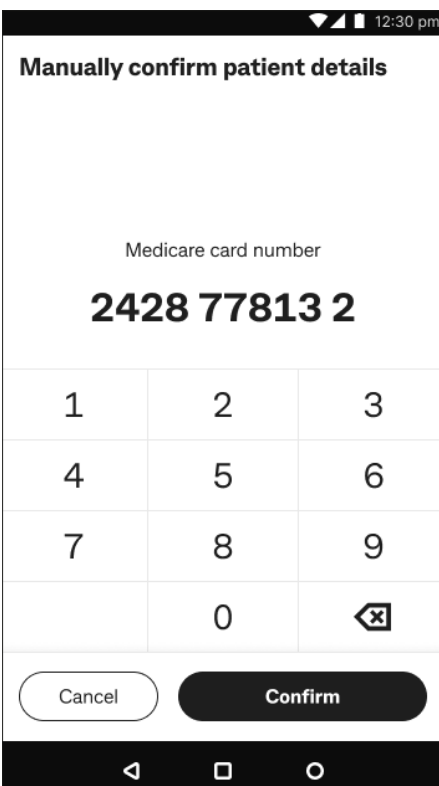
1. **Tap to swipe Medicare card**, then go to Step 3
2. **Enter Medicare card manually** to type it in, then go to Step 4, or
3. **Cancel claim**, to cancel the claim.



Step 3: Swipe the patient's Medicare card to start the transaction.

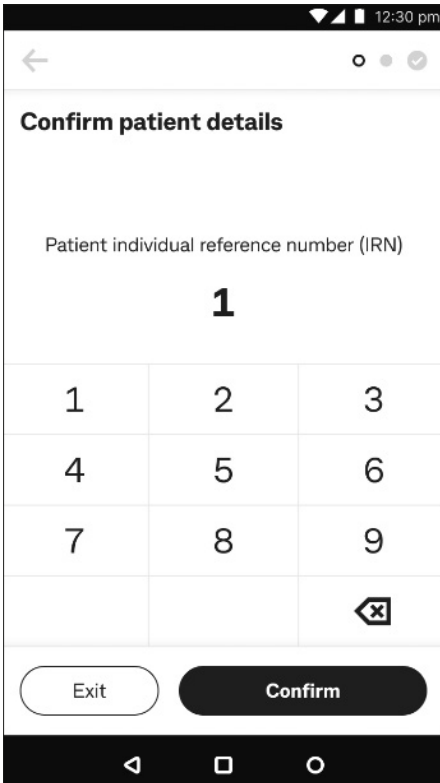
After swiping successfully, the screen automatically goes to the next step, either go to:

1. Step 4 and 5, if the card number and IRN are needed, or
2. Step 6 if the card number and IRN have been sent by your PMS.



Step 4: Manual card entry

Type in the Medicare card number and tap **Confirm**.

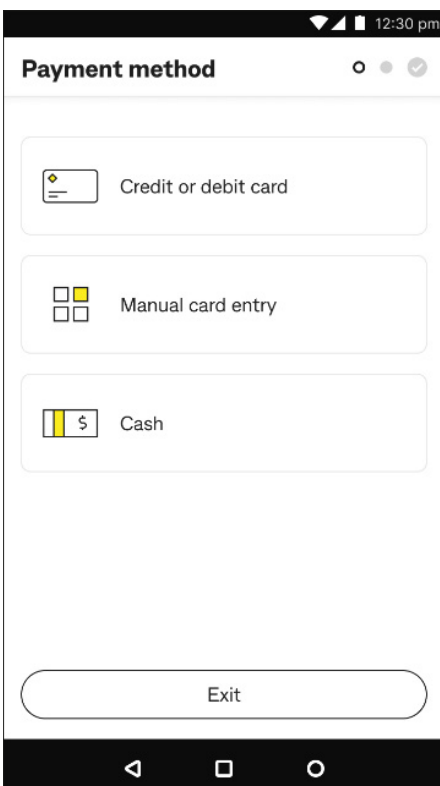


Step 5: Enter the IRN

Type in the patient's IRN and tap **Confirm**.

↳ **Tip:** Default selection is always one.

Note: If prompted to confirm patient and claimant are different, refer to section "Patient and claimant are different".

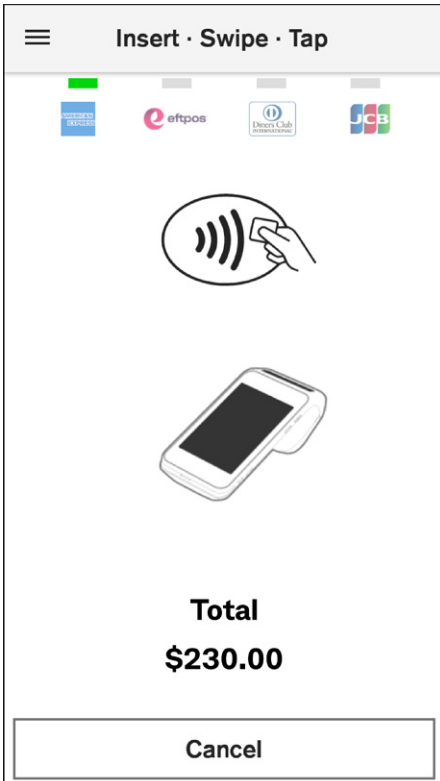


Step 6: Select payment method

Either tap:

1. **Credit or debit card**, then go to Step 7a
2. **Manual card entry**, then go to Step 7b, or
3. **Cash**, then go to Step 7c.

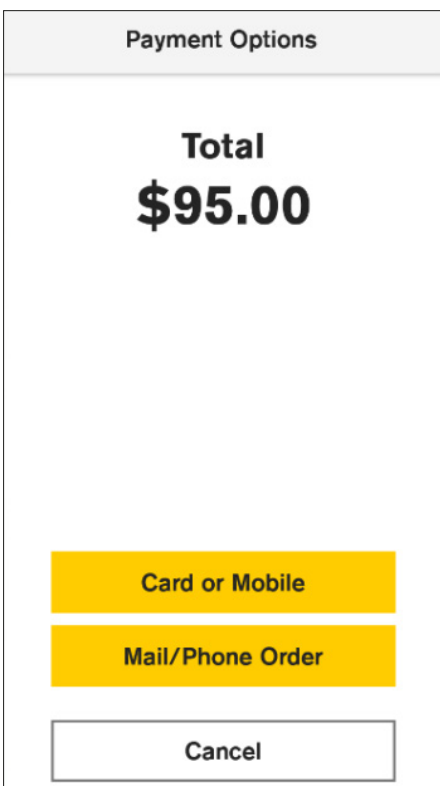
↳ **Tip:** If you tap **Exit** on an Integrated claim or invoice, it is cancelled. You can still view this claim in the **Transactions** menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.



Step 7a: Credit or debit card

Tap, insert, or swipe your payment card and complete payment as directed on screen. See **Processing a payment** on page 39 for detailed steps.

↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 6.



Step 7b: Manual card entry

Check the total amount and tap **Mail/Phone Order**. See **Processing a payment** on page 39 for detailed steps.

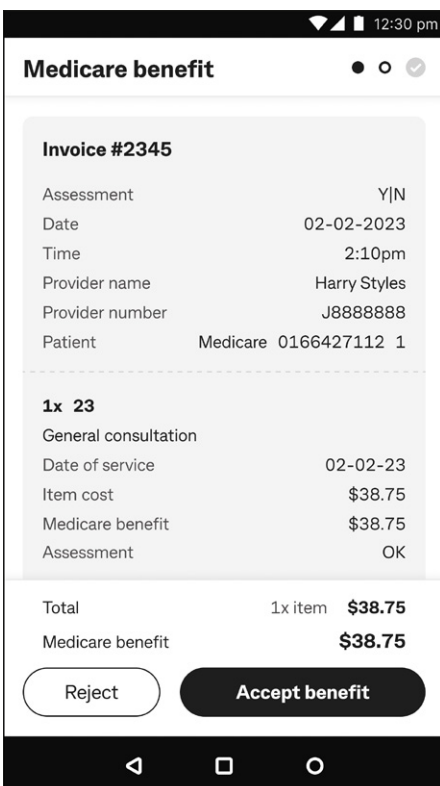
↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 6.



Step 7c: Cash

Tap **Accept cash** once you have received a cash payment.

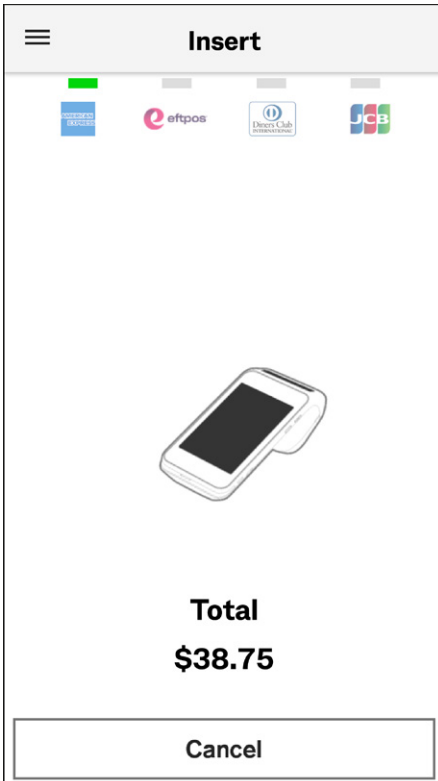
↳ **Tip:** To select a different payment method, tap ← back arrow at top left and follow Step 6.



Step 8: Review the Medicare benefit

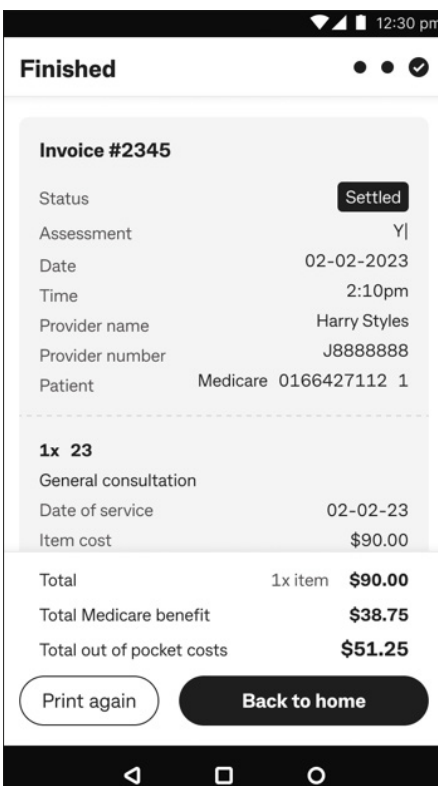
The Smart Health app automatically checks the rebate with Medicare and provides an assessment summary. Review the benefit on screen then tap:

1. **Accept benefit** to receive rebate, then go to Step 9, or
2. **Reject** if the patient does not want to receive the rebate through the Smart Health app. A receipt is printed automatically. Go to Step 10.



Step 9: Receiving the rebate

Medicare rebates are only paid to patients using an eftpos card. Ask the patient to tap or insert their eftpos card.



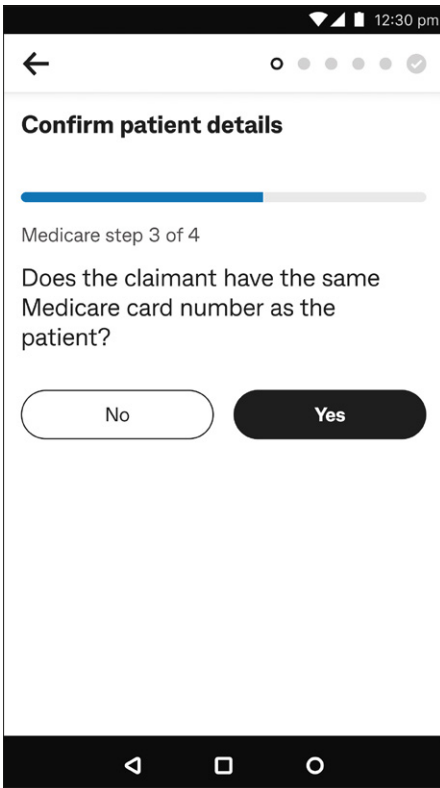
Step 10: Finished

The claim is complete, and a receipt is automatically printed. Then tap:

1. **Back to Home** to return to home screen, or
2. **Print again** to print another receipt.

↳ **Tip:** You can re-print the receipt at any time from the **Transactions** menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.

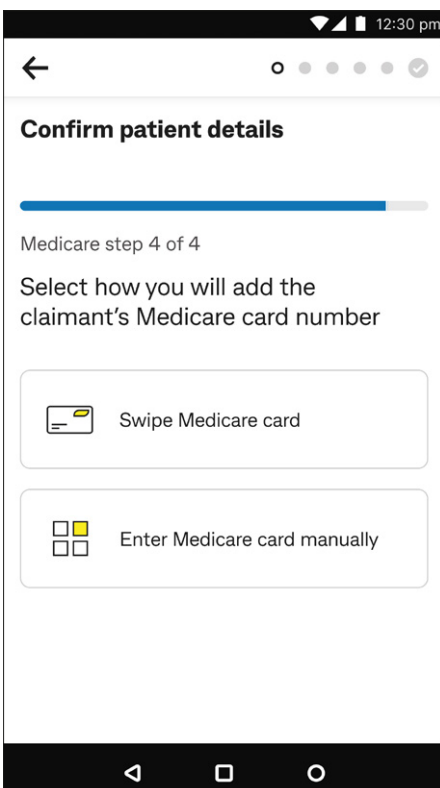
Patient and claimant are different



Step 1: Confirm patient details

Either tap:

1. **Yes** if the patient is on the same Medicare card, then go to Step 5, or
2. **No** if the patient is on a **different** Medicare card, then go to Step 2.



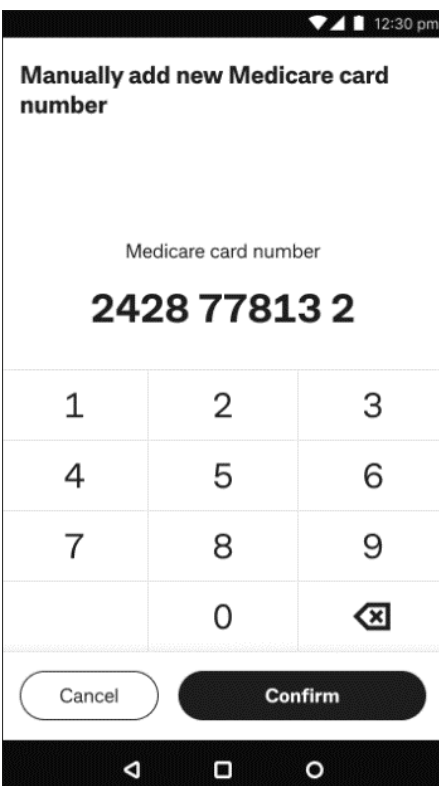
Step 2: Adding the claimant's Medicare card number

You can add the Medicare card number by tapping:

1. **Swipe Medicare card** if the claimant has their Medicare card with them, then go to Step 3, or
2. **Enter Medicare card manually** if they do not have the card with them or you cannot swipe it, then go to Step 4.



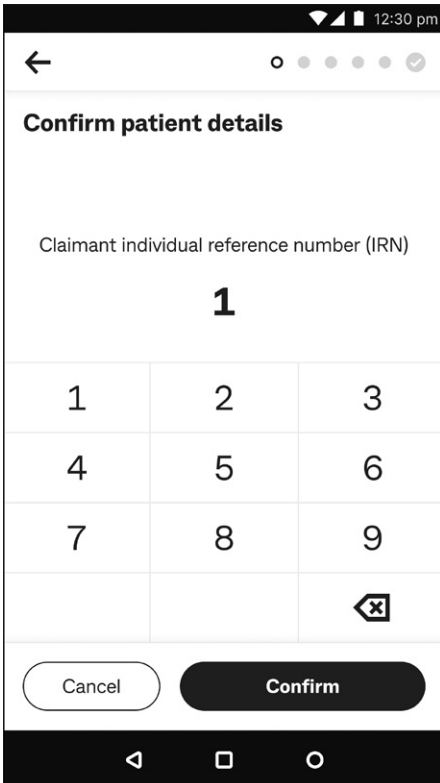
Step 3: Swipe the claimant's Medicare card, then go to Step 5.



Step 4: Manually add a new Medicare card number

Enter the claimant's Medicare card number on screen and tap **Confirm**.

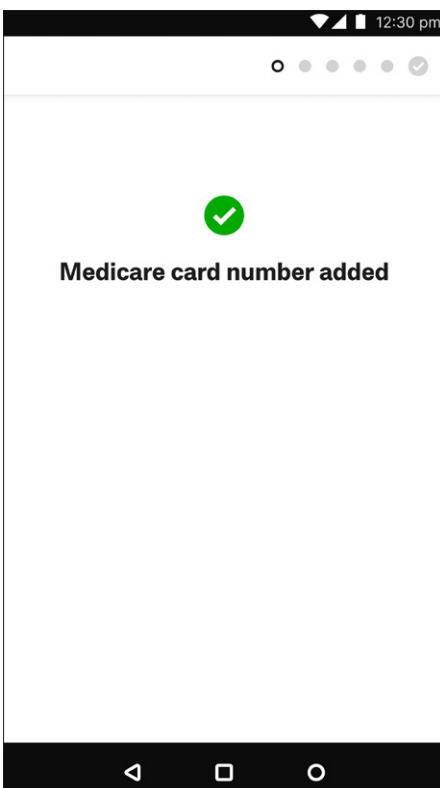
Tap **Cancel** if you wish to cancel manual entry. You will be taken back to the Smart Health Home screen.



Step 5: Confirm patient details

Enter the claimant's IRN and tap **Confirm** to resume the claim.

Tap **Cancel** if you do not want to continue this step. You will be taken back to the Smart Health Home screen.

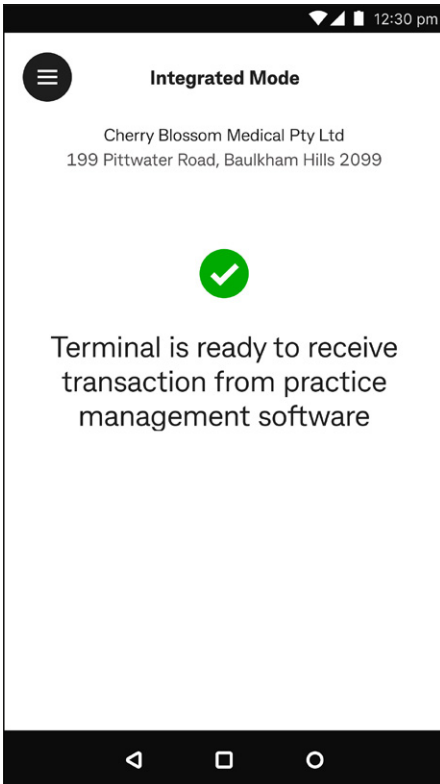


Step 6: Medicare card number added

A green tick appears on screen confirming that the claimant's Medicare details are successfully added. The screen automatically goes to the next step of the claim.

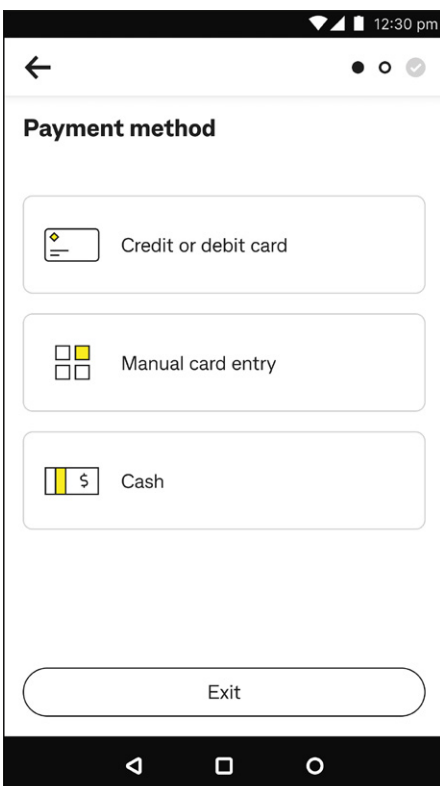
Processing a purchase

Use the following steps to process sale payments for non-claim items.



Step 1: Check you are in integrated mode and start a purchase (stock sale) transaction in your PMS.

If the screen does not look like it does at left, see **Switching app mode** on page 8, to set the Smart Health app to Integrated mode.

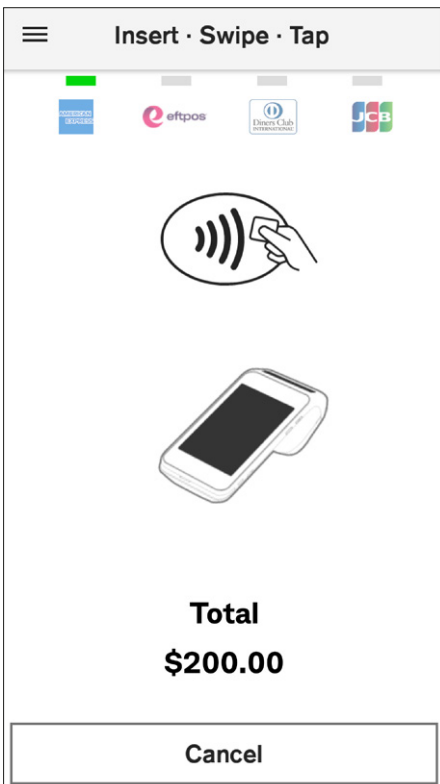


Step 2: Select payment method

You can either tap:

1. **Credit or debit card**, then go to Step 3a
2. **Manual card entry**, then go to Step 3b, or
3. **Cash**, then go to Step 3c.

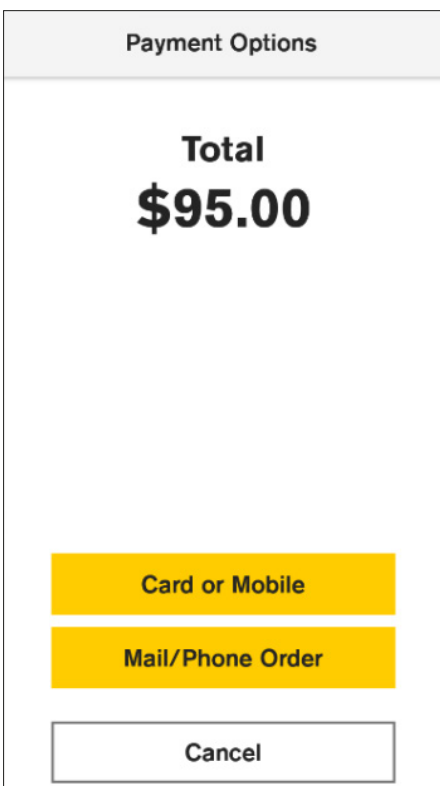
↳ **Tip:** If you tap Exit on an Integrated claim or invoice, it is cancelled. You can view this claim in the **Transactions** menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.



Step 3a: Credit or debit card

Ask the patient to present their payment card to finalise the transaction. See **Processing a payment** on page 39 for detailed steps, then go to Step 6.

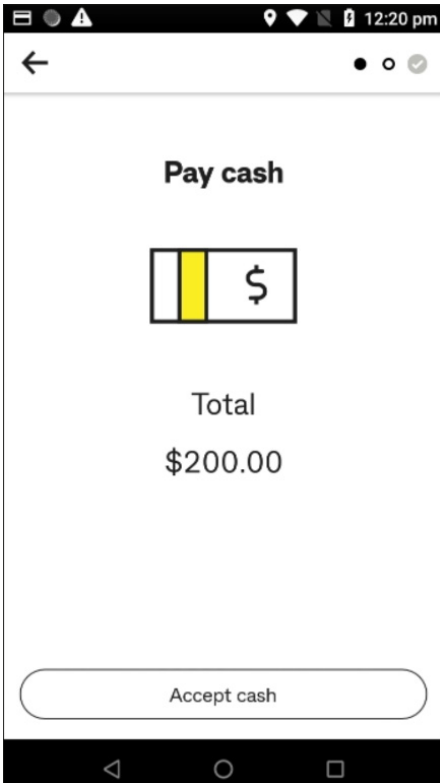
↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 2.



Step 3b: Manual card entry

Check the total amount and tap **Mail/Phone Order** to process the transaction. See **Processing a payment** on page 39 for detailed steps.

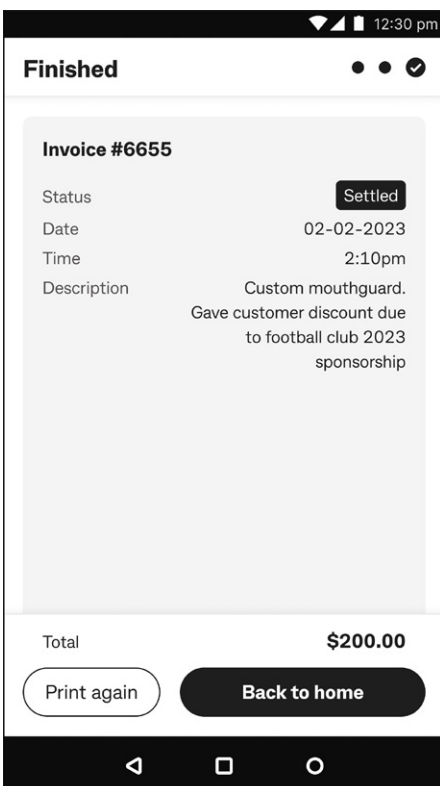
↳ **Tip:** To select a different payment method, tap **Cancel** and follow Step 2.



Step 3c: Cash

Tap **Accept cash** once you have received the cash payment.

↳ **Tip:** To select a different payment method, tap ← back arrow at top left and follow Step 2.



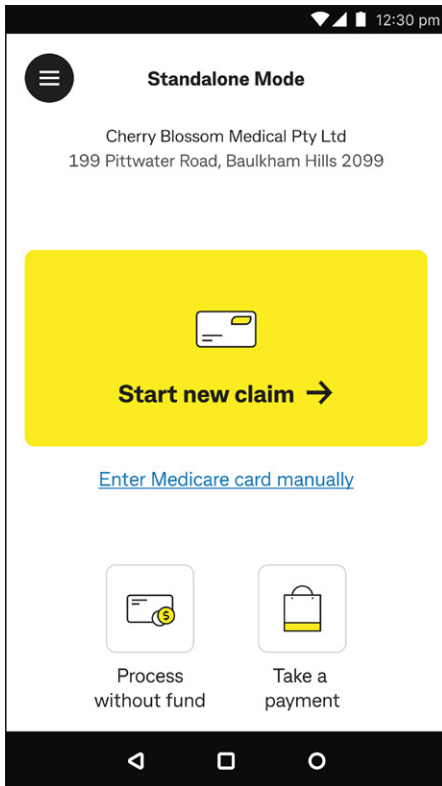
Step 4: Finished

The transaction is complete, and a receipt is automatically printed. Then tap:

1. **Back to home** to return to home screen, or
2. **Print again** to print another receipt.

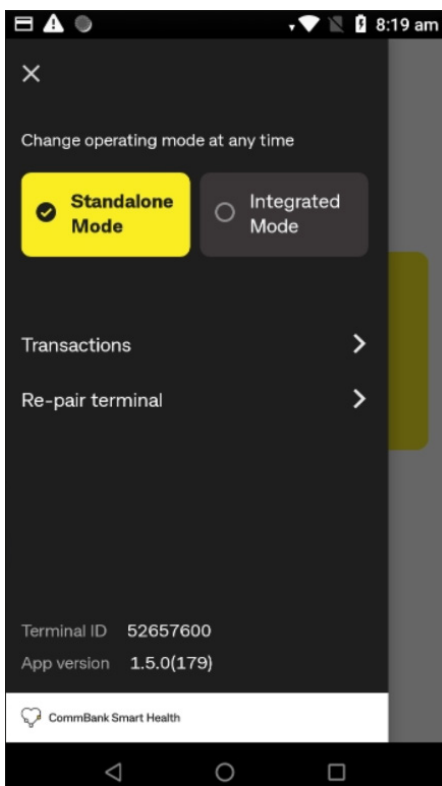
You can view this purchase in the Transactions menu in the Smart Health app. See **Viewing settled and incomplete transactions** on page 35 for details.

Viewing settled and incomplete transactions

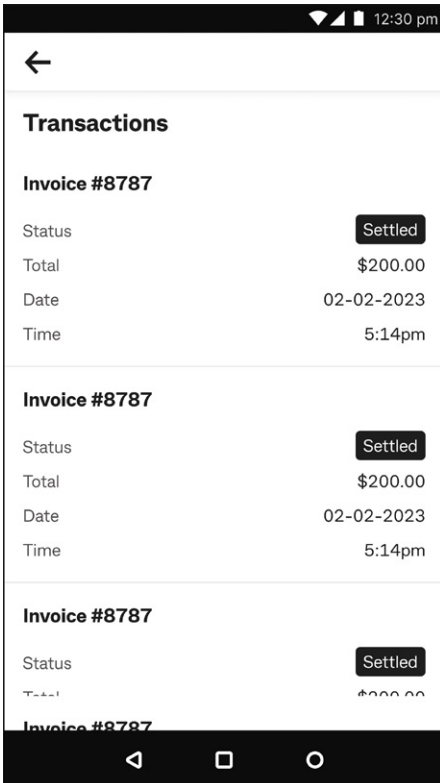


Step 1: Navigate to the transactions screen

From the Home screen, tap the menu  at top left.



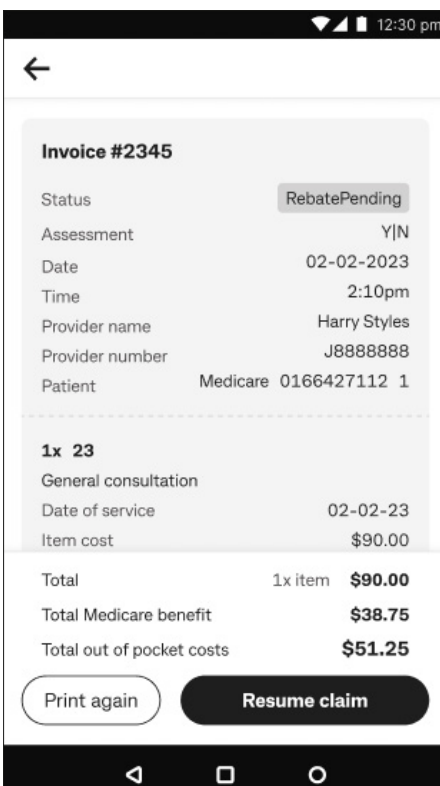
Step 2: Tap Transactions



Step 3: Viewing transactions

Scroll through the list of transactions to view by invoice number and tap on the one you are looking for.

↳ **Tip:** The Smart Health app only lists the last few days of transactions. The Smart Health hub lists all transactions.



Step 4: Viewing an invoice

View the invoice details on screen. From here you can tap:

1. **Resume claim** if the claim has not been accepted (that is, not finished, so it is pending), or
2. **Print again** if you want to print another receipt at any time.

Processing a PHI fund claim refund

When you generate claims via your PMS, you must start the cancellation from your PMS, then Smart Health will help you complete any refunds. See **Cancelling a PMS-generated claim** on page 18 for details.

Voiding transactions

Many practices raise invoices to use as rebate estimates, to let patients know, for example, how much private health services will cost and what their gap payment will be. Once raised, the invoice can then be cancelled.

When you cancel a claim or when the patient rejects it (voids the claim), the PHI fund sends a response, which is displayed on the receipt that is automatically printed by the terminal (see **Rejecting a PHI fund rebate** on page 16 for more details).

Once the claim is rejected by the user, the claim status is updated as **Cancelled** in the Smart Health hub PHI Declaration Report page.

Auto-voiding transactions

Auto-voiding (cancelling) transactions occurs when a payment is expected on the Smart Health terminal, but nothing happens. So, the system auto-voids the claim (just like a system time out). This varies by claim type as follows:

- PHI fund claim in about 10 mins
- Medicare claim in about 30 mins.



Transaction mode

Transaction mode is for Integrated Smart Health customers and is only applicable if it is also supported by your PMS. Check with your PMS service provider to confirm it is available. Transaction mode provides key operations that are decoupled from the regular Integrated “claim and payment” process. It provides the PMS vendor, and subsequently customers, with more control and flexibility in their PMS solution. The key operations are:

1. Claiming only
2. Cancel a claim
3. Request a payment, and
4. Refund an amount.

Claiming only

This transaction mode follows Steps 1-6 of **Processing a Private Health Insurance claim** on page 9. The Smart Health terminal returns control to your PMS for additional operations.

Cancel a claim

This transaction mode follows Steps 1-5 of **Cancelling a PMS-generated claim** on page 18. The Smart Health terminal returns control to your PMS for additional operations.

Request a payment

This transaction mode only prompts for payment via Verifone’s payment system. The Smart Health terminal returns control to your PMS for additional operations.

Refund an amount

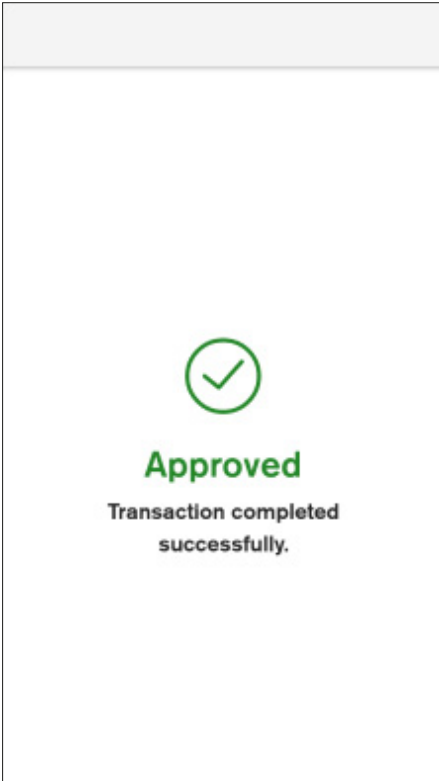
This transaction mode only prompts for a refund with a manager passcode via Verifone’s payment system. The Smart Health terminal returns control to your PMS for additional operations.

Processing a payment

Credit or debit cards

Enter PIN		
Total \$230.00		
• • • •		
1	2	3
4	5	6
7	8	9
C	0	
Cancel	Enter	

Step 1: Ask the patient to enter their PIN, then tap **Enter**.

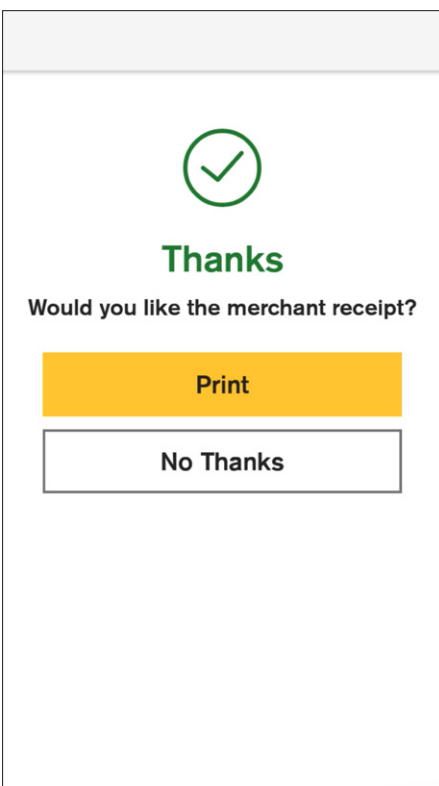


Step 2: Transaction processing

The transaction processed by the bank is either approved or declined.

A green tick indicates an approved transaction, as at left. Always check the screen and receipt to confirm whether it is approved or declined.

If it is declined, tap **Yes** to try again with a valid card or tap **No** to select a different payment method.



Step 3: Option to print a receipt

By default, the merchant receipt is automatically printed, and the next screen appears.

↳ **Tip:** Tap **Print** to print another receipt or **No Thanks** to proceed without waiting for automatic screen navigation.

Manual card entry

Enter Card Number		
Total \$95.00		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Enter	

Step 1: Type in the card number and tap **Enter**.

↳ **Tip:** For your patient's security, your Smart Health terminal will not display the full card number on screen.

Enter Expiration Date		
Total \$95.00		
MM/YY		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Enter	

Step 2: Confirming the card number

Tap **Confirm** once the full card number is entered.

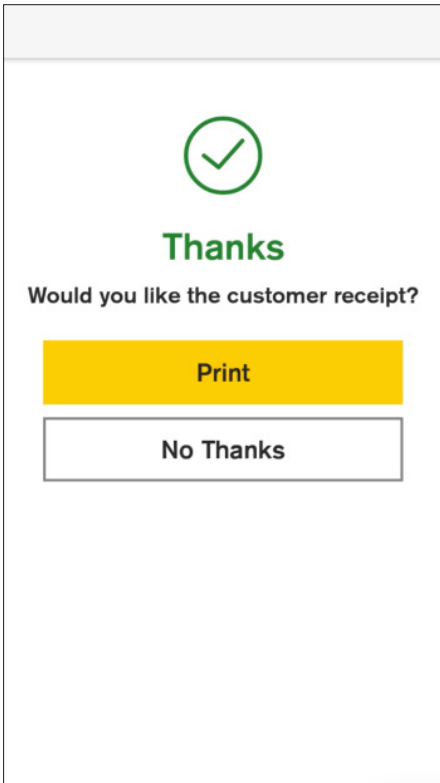
↳ **Tip:** For your patient's security, your Smart Health terminal will not display the full card number on screen.

Confirm Card Number		
Total \$95.00		
5353 18•• •••• 6505		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Confirm	

Step 3: Type in the card expiration date in MM/YY and tap **Confirm**.

Enter CVV		
Total \$95.00		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Enter	

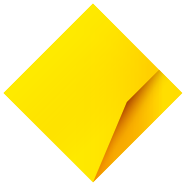
Step 4: Type in the card security number and tap **Enter**.



Step 5: Option to print a receipt

By default, the merchant receipt is automatically printed, and the next screen appears.

↳ **Tip:** Tap **Print** to print another receipt or **No Thanks** to proceed without waiting for automatic screen navigation.



This information is intended to provide general information of an educational nature only. It does not have regard to the financial situation or needs of any reader and must not be relied upon as financial product advice. You should consider seeking independent financial advice before making any decision based on this information. The information in this user guide and any opinions, conclusions or recommendations are reasonably held or made, based on the information available at the time of its publication but no representation or warranty, either expressed or implied, is made or provided as to the accuracy, reliability or completeness of any statement made in this article. Commonwealth Bank of Australia ABN 48 123 123 124. AFSL and Australian Credit Licence 234945.