



(Continued from page 3)

NOTE: FINALISE RECEIPTS BEFORE RESUBMITTING ACCOUNTS

1. After the account is submitted through Online Claim, **DO NOT** go into List Bulk Claims, open an account and un-tick the bulk claim tick box **until** you have **finalised** the receipt (i.e. follow steps (1) to (8) above).
2. **DO NOT** reverse account(s) that is part of a batch / bulk claim that has been submitted through Online Claim, again, until you have finalised the receipt.

For more information, please refer to the "MED4i v4.1 Update Notes".

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STOP PRESS!

* **MacMED Users** are enjoying the new MED4i on Windows and discovering the power of *Xeon MED4i Servers* with their multiple hosting facilities both within the surgery and dialling in from outside.

* **Intel Mac Users** should update to the recently released *Parallels v3*. With *Coherence* turned on, MED4i Billing & other applications simply sit on your Mac OS X Dock even though they are running under Windows.



* Microsoft has released **Remote Desktop Connection v2 beta** & reports many improvements especially for **remote printing to non – postscript printers**. Testing to date has found this is only compatible on Intel Macs but there is reason to believe it will soon be extended to older PPC Macs.



* The latest **MED Scriptor with September 2007 MIMS Update** has been sent out in CDs to all our current MED Software and MIMS Subscribers. **Note:** you must upgrade all other MED4i modules to the latest v4.1 to make sure MED Scriptor works properly.

* If you have not received a *Download Guide* with the password sticker to download the latest versions from our website, please check your maintenance subscription with our **Accounts Department** on **02 9799 1888**.

Want to **\$AVE TIME?**
Ask us about sending appointment reminders via SMS to your patients in MED4i!

Attn: To Current MED Subscribers Only

Download the latest updates from:
www.jamsoft.com.au

Refer to the **Download Guide** enclosed. Please let us know if you need a CD sent to you in the mail.



MED USER NEWSLETTER

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Spring 2007 Edition



What's New?

Summary of New Features in v4.1

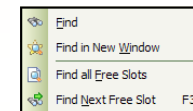
MED4i preferences and settings are now stored per user instead of per machine to enable easier sharing of workstations and for the growing numbers of Remote Desktop / Terminal Server users. All these modules are available for download from JAM's MED Subscriber's only section on the website.

MED Diary WorkList 4.1.930

* Now with custom **calendar highlight colour**.

See File—Settings—Diaries Setup—Preferences tab menu.

* **"Show Outstanding Balance Icon"** option to display a dollar icon on the diary if the patient has outstanding account with alert option.



* **F3 to find next free slot & other improved FIND functions** to save you even more time! Find to a separate window and keep this open while you work or find all free slots. And more...!

MED Billing v4.1.930

* **New deposit slip** lets you determine the no. of copies to print (0-2).

* **"Make Inactive" functions** now available for Doctor as well as Services & Schedules. And more...!

MED Formz v1.7.1632

* Automatically sort your patient folders in AA-ZZ format for quicker access and neater filing.

MED Orders & Results v1.0.5

* Pre-printed Request printouts have now been optimised for best fit. And more...!

Also download these PDF documents:

* **"MED4i v4.1 Update Notes"** for detailed new features & upgrade instructions.

* **"How to Register for Medicare Online Claiming"** for info on how to register for Medicare Australia Online Claiming

REFER TO THE DOWNLOAD GUIDE FOR DOWNLOAD INSTRUCTIONS AND NEW PASSWORD

Quick Glance @ This Edition:

- **New versions ready for download:**
****ALL v4.1 modules (MED Billing, Diary / WorkList, Formz, O & R, Scriptor) must be upgraded together on all machines. Preferences must be reset for each user rather than just the local machine.**
- **DOWNLOAD New Features & Update Notes MED4i v4.1 (PDF) from JAM's website**
- **Wayne Cavanaugh joins JAM's Customer Services / Tech Support team**
- **Most frequently asked questions from Tech Support Desk: Medicare Online Receiving**

As the 2007 speeds by, we bring you another set of updates as we continue our MED4i enhancement program.

PLEASE NOTE ALL MED Modules must be updated at once and your user preferences need to be reset. Please refer to the "MED4i v4.1 Update Notes" for instructions (available for download from JAM's website). JAM CustomDB users will need to book time with a JAM Tech Support to also update this for you.

Interim to awaiting the finalisation of *Eclipse* and *DVA Paperless*, we thought you would appreciate having the many suggestions that have been implemented. Medicare Australia continues to update its on-line facilities & software requirements. Anthony (our chief programmer) is busy incorporating the v6 update of *Eclipse* as you read this page. The new version is still in development and will require a complete re-validation from Medicare's vendor testing and authorisation desks in Canberra. We regret this continuing delay but you can be sure we are diligently

pursuing its completion.

For those of you not yet using on line services, we would recommend signing up for your location security key for on-line trading at HeSA's website (www.hesa.gov.au). It is definitely the way of the future and has many advantages to offer you NOW. Instruction on how to download is available on JAM's website.

For those of you that have seen Easy Claims promotion via the Banks lately, please note that your MED Billing is already doing this *private account/receipt transmission* and *refund directly to patient's bank account* for you (and even more functions!) without nothing more required than the internet, registration & clicking of the a button.

Medicare Australia last week announced the closing down of *MedClaims*—the old version of electronic bulk claim submission—in 8 months. ANY SITES STILL USING MEDCLAIMS MUST CONVERT TO Medicare Australia On-Line System. Fax / email / call us to discuss your needs and start registering for your *Location Certificate* for free today.

From the Tech Support Desk

Online Receipting for Medicare & DVA Claims

Because on-line receipting happens automatically in MED Billing, some sites have forgotten about the need to finalise these receipts generated as part of the Medicare Online claiming. There are 3 important steps when using Online Claiming. : (1) **batching & sending**; (2) **checking & receipting**; & (3) **making changes & re-batching claims**.

All 3 steps are important in recording your Medicare Australia Online claims and payments. However, this page focuses only on point (2)—**checking and receipting your Online Claim payments**. Points (1) & (3) are covered in greater depth in the "*MED4i version 4.1 Update Notes*" which is available for download now in the MED Subscriber's section of JAM's website.

Checking the Status of the Claims

A few days after you have submitted your claims, you can check the status of your *batch / claim*. This is done through the **check status** button. Follow these steps to do the Check Status:

1. Go to "Accounts" menu—"List Bulk Claims"—then tick the "Show only pending claims" tick box to show only bulk claims that you have not received any status report for yet.
2. Select the claim(s) to be checked by clicking on the first column (the little square to the left of the claim number). To select multiple claims, hold down the Control key on your keyboard while you're clicking on the little square. Then click on the Check Status button.
3. This will retrieve any reports available from Medicare's server. If the claim is too old, the report might not be available, in which case the claim will need to be receipted manually.

Receipting the Claims

4. Close the message that says held receipt has been created or payment report has been received. Then, go to: "Accounts"—"Find Receipt" to find these reports.
5. Tick the "Held" tick box on the top right, then click Find. The latest report / held receipt created will be on the top of the list. Double-click on each held receipt to be finalised.
6. Double-click on the "Receipt Comment" box to open the exception statement from Medicare or DVA. Resize the window for clearer view or click "Print" to print it. Only accounts that have errors or variations will be displayed here.
7. Click on "Review Allocation" button. MED Billing will have done this automatically for you—but check to make sure the payment is allocated to the correct accounts. Click OK to close the "Allocate Payment" window.
8. Select the bank account for this payment (usually your EFTPOS or Direct Deposit bank account). Then, you are ready to finalise the receipt. Click 'Print Receipt' or 'Print Accounts' if you need a print out of the receipt or the account / receipt. Otherwise, click OK.

Important: You **MUST still finalise** this receipt irrespective of any errors or variations to receipt the accounts that actually got paid. You **must not** delete or change a bulk claim once it has been submitted and before the batch receipt is finalised.

Fresh Addition to JAM's Tech Support



JAM is pleased to introduce our latest and greatest addition to the Help Desk team—**Wayne Cavanaugh**.

Wayne has brought with him a wealth of technical knowledge having previously worked in the IT industry for over 10 years. He also attained a Bachelor of IT from the University of Wollongong and worked as an accountant & CPA briefly. He finds IT much more interesting and after 5 years with TPG, slid into the JAM tech role automatically. You will find Wayne very capable, courteous, pleasant and helpful in assisting with any technical enquires in relation to JAM Software products, communications or hardware requirements. Please help us in welcoming him to the JAM family.