

healthcode

healthcodeTM
ePractice biller

User Guide

Healthcode E Practice Suite
biller

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Introduction

Healthcode **E Practice biller** is a secure online billing and payment tracking application for Specialists, Medical Secretaries and Group Practices. The service allows registered users to either:

- ❑ Key billing information directly to their dedicated secure billing site and/or
- ❑ Access details of the work they have carried out in Private Hospitals and certain Private Patient Units within the NHS for participating insurers.

It delivers to the desktop key information required by insurers to pay the bill leaving the user to simply confirm what has been done and enter the fee.

The table below sets out the functionality within the Basic & Full Service.

Subscribed Users receive the benefit of the Full Service functionality

Feature	Basic Service	Full Service
Invoice Auto Population (EDI Insurers)		✓
Payment Tracking		✓
Member Auto Population (EDI Insurers)		✓
Integrated Membership Enquiry		✓
Diagnosis (ICD9) Procedure (BUPA Schedule) and Charge Code (Healthcode ISC ©) look up tools.	✓	✓
Data export facility	✓	✓
GP Database	✓	✓
Patient Database	✓	✓
Production of paper invoices (fixed format) for self pay and non EDI insurers	✓	✓
Electronic delivery of and pre submission validation of invoices for EDI insurers	✓	✓
Validation of invoices for EDI insurers	✓	✓
Data entry of invoices	✓	✓

PC / Internet Explorer Set-Up

The E Practice *biller* system is browser based and uses pop-up windows within the system to function.

To ensure your PC is set-up correctly to use the system please check the following on your PC before starting to use the system.

- ❑ **Your PC has a connection to the Internet**
- ❑ **Your PC is running Windows 98 or above**
- ❑ **Your PC has Internet Explorer version of 5.5 or above and has Cipher Strength of 128-bit encryption.**
- ❑ **Your PC is checking for the most up to date version of the webpage you are connecting to.**
- ❑ **If running Pop-Up blocker software this is either disabled or the URL of our website *.healthcode.co.uk is added to the exclusion list. (Please refer to your specific security software user guide for assistance)**
- ❑ **Paper invoices are saved as Adobe Acrobat files, you will therefore require Adobe Acrobat Reader, which is available as a free download from the Internet.**

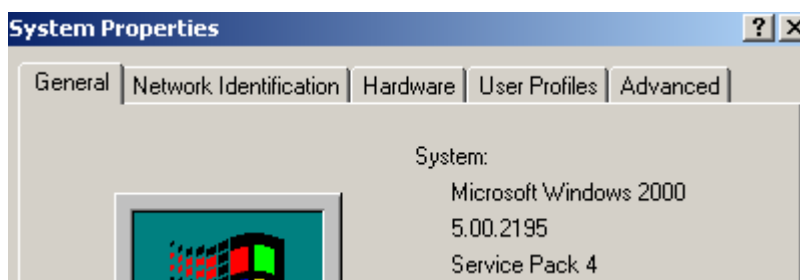
The information below will assist you in checking the above settings.

Windows Version

To check your version of windows right click the my computer icon on your desktop and select

properties 

The following screen will display and the system information will be displayed




If your PC has Windows 95 installed you will be unable to use the system without upgrading your Operating System.

Please visit <http://www.microsoft.com/> for information / advice.

Internet Explorer Version & Settings

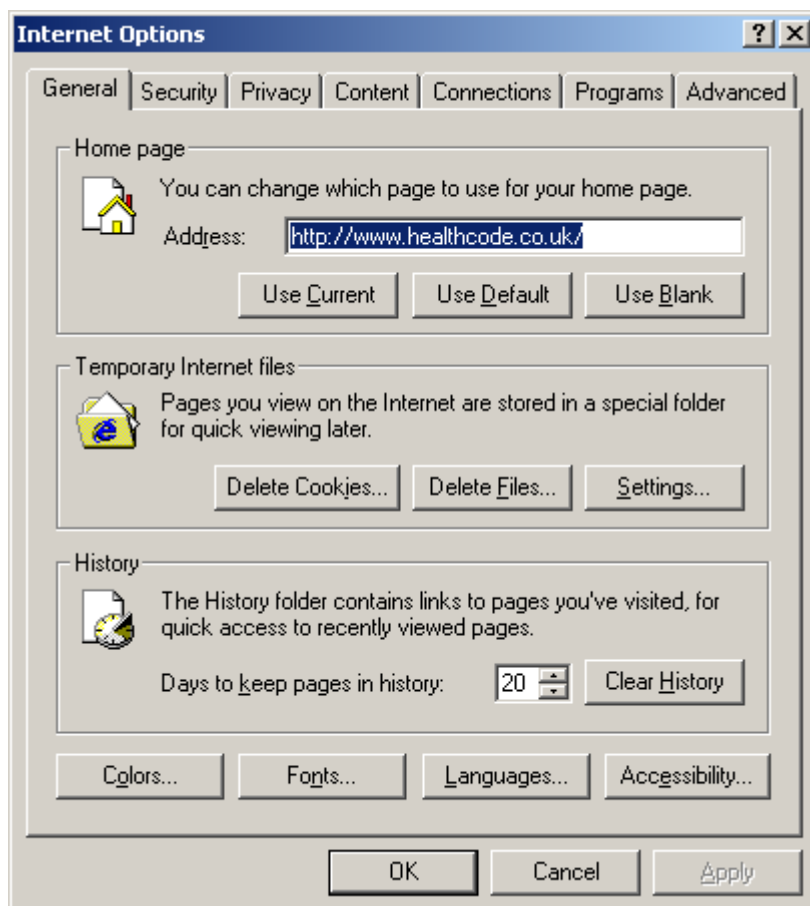
To check you have the correct version of Internet Explorer and Cipher Strength please do the following

- ❑ Open the browser by double clicking on the  icon on your desktop
- ❑ Select Help, About Internet Explorer
- ❑ The Version & Cipher Strength will be displayed in the window.

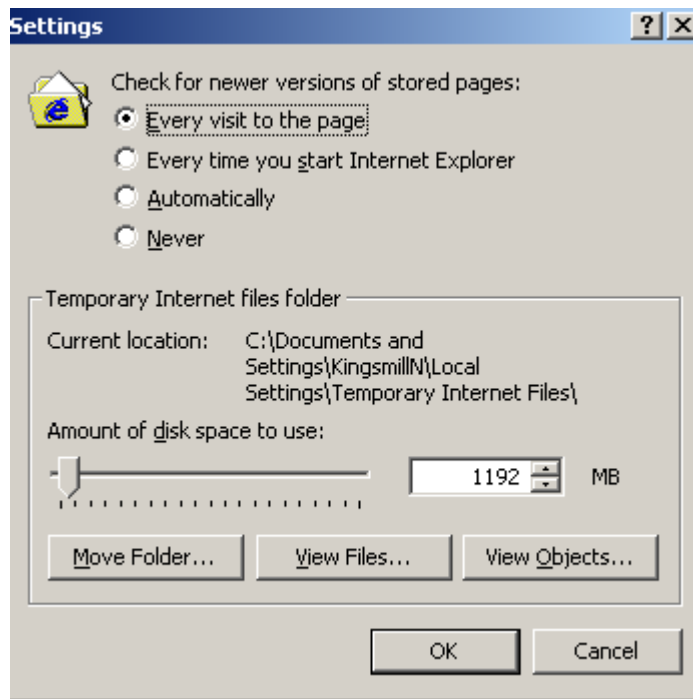


If you do not have at least Version 5.5 with Cipher Strength of 128 bit encryption please visit the Microsoft site at www.microsoft.com and select the downloads section to upgrade your software.

- ❑ Select Tools, Internet Options and the following settings will be displayed.



- ❑ Select the Settings option within the Temporary Internet Files option.
- ❑ Ensure the 'Every Visit to the Page' is selected to check for newer versions of stored pages



Click OK to close the browser Internet Options

Pop-up Blocker Software

Our system uses pop-up windows as a necessary security function within the system.

Your Anti-Virus or Firewall software may contain pop-up blocking software, which may, as default, prevent you from logging onto the Secure Access section of our website.

You will receive an error message if the system detects you are blocking pop-up windows.

In order to logon and use the system you will need to disable the pop-up blocking software when accessing our website or add our URL (*.healthcode.co.uk) to your exclusion listing.

Please refer to your specific software user guide / vendor for assistance.

Windows XP – Service Pack 2 Users Only

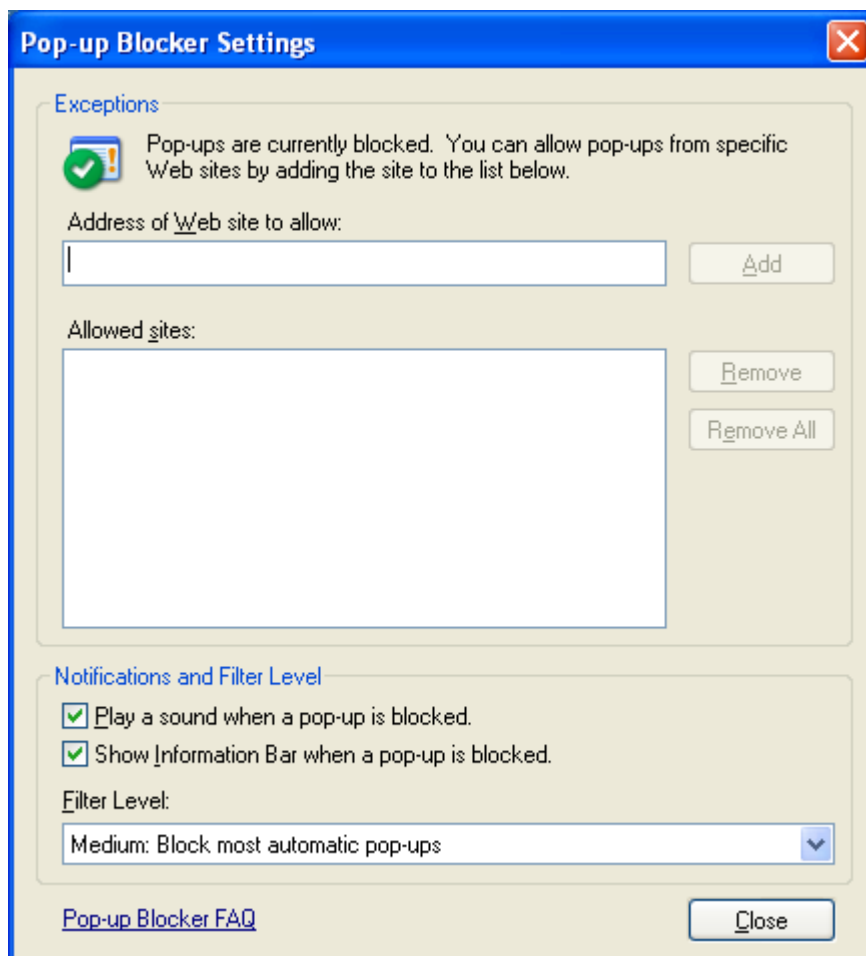
Windows XP Service Pack 2 has a pop-up blocker included within Internet Explorer.

To change or update your pop-up blocker settings select Tools, Pop-Up Blocker Settings

To allow pop-up windows enter *.healthcode.co.uk and select Add

This will ensure our pop-up windows are not blocked and you are able to access the system.

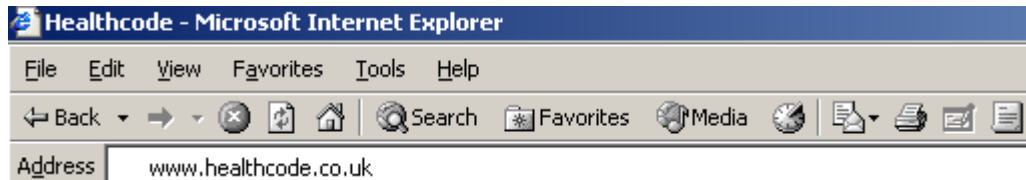
Please contact the helpdesk if you require assistance with this function.



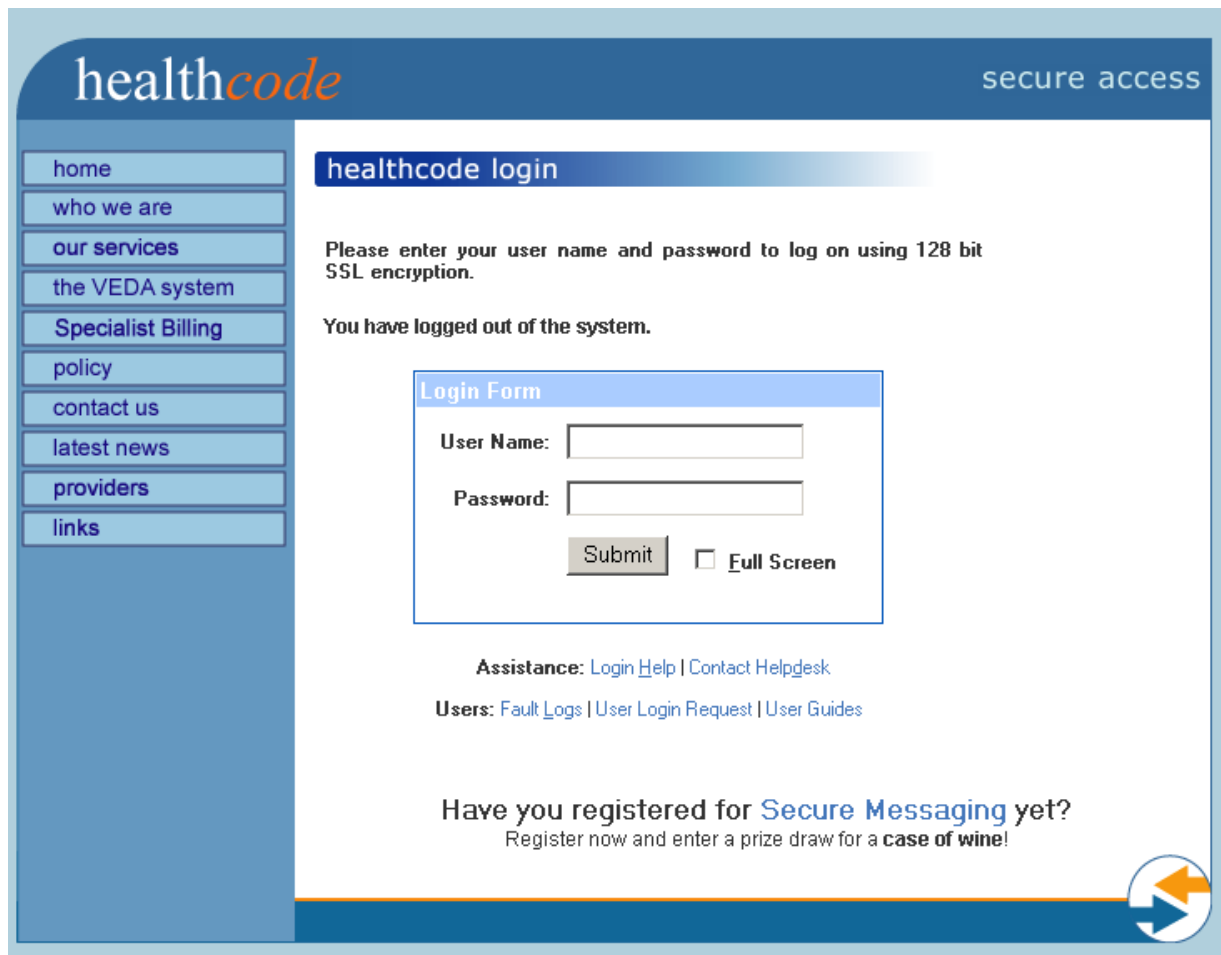
Logging onto E Practice *biller*

You are now ready to logon to E Practice *biller*

To logon to our site enter www.healthcode.co.uk in your browser address bar and press enter.



Once the Healthcode website has opened within your browser, select the Secure Access option on the top right hand side of the website. The following page will appear.



Enter your User Name and Password and then click Submit. If this is the first time you have logged on you will be prompted to change your password before using the system

User Settings

Your new password must follow these rules:

- It must not be the same as your old password.
- It must be at least six characters long.
- It must only contain letters and numbers.
- It must contain at least one letter and at least one number.

Old Password:

New Password:

Confirm New Password:

The password provided by Healthcode is set to expire immediately. This is so you can change your password to something that you will remember and that only you know.

The change password request will appear every three months. Complete the required fields and click [Change Password](#). Once you have updated your Password the E Practice *biller* Status page will appear.

Status Page

Summary Information

Tasks

- 8 Failed Electronic Bills to Update
- 0 Membership Enquiry Responses to Review
- 0 Completed Paper Bills to Send
- 0 Draft Bills

Awaiting

- 0 Membership Enquiry Requests Pending
- 0 Data Export Requests Processing

Outstanding Payments Edit Bands

Number Of Bills

Days Old	Partially Paid	With No Payments
0-30	0	0
31-60	0	2
61-90	0	4
91+	6	33

Service Announcements

Your trial of **ePractice biller** has now expired. You are now using the basic service. The full service provides the following additional features:

- Invoice Auto-Population (EDI Insurers)
- Payment Tracking
- Member Auto-Population (EDI Insurers)
- Integrated Membership Enquiry

To purchase a subscription for the full service, please click the button below:

[Subscribe Now](#)

Quick Links

- Patients & Claims
- Payments
- Invoice Auto-Population
- Data Export
- Help & Assistance

sign out

Please ensure you have read the [Healthcode Data Protection Policy](#) | [Healthcode Status](#) | [Help & Assistance](#) | [Debug Mode](#)

As well as providing quick links to all sections of your billing site, your Status Page provides an overview of any outstanding actions required to be carried out in respect to previously entered bills and an “at a glance” graphical view of the payments outstanding (Subscribed Users Only)

This includes a total number of and a link to

- ❑ Any bills sent electronically to Insurers that have failed according to the Insurer validation rules. These bills require amendments before they are submitted to the Insurers.
- ❑ Any Membership Enquires you have requested but not viewed (Subscribed Users Only)
- ❑ Any Unprinted / Unsubmitted paper bills that still require to be printed and sent.

The Status Page also provides a summary of any membership enquiries you have submitted but not yet received a response to. (Subscribed Users Only)

It also provides a link to any Data Exports that are currently in progress.

The status of your trial / subscription is included within the Service Announcements section.

Medical Secretary Status Page

Medical Secretaries who bill for more than one payee provider will be presented with a separate overall status page that displays all their related sites and the status breakdown of each of them.

Click on the Specialist Name to load that individual billing site.

The screenshot shows the 'Healthcode E Practice Biller' interface. At the top, there are 'Status' and 'Settings' tabs. The main header reads 'Healthcode E Practice Biller'. On the right side, there is a 'sign out' button and navigation icons. The central area is divided into two main sections: 'Summary Information for Sheila Terry' and 'Service Announcements'. The summary section contains a table with the following data:

Specialist	Failed Electronic Bills	Unsubmitted Paper Bills	Draft Bills	Unread ME Responses
Simon Maven	0	0	0	0
Pat Brown	1	0	0	0

Below the table is a 'Service Announcements' section with the text: 'Thank you for subscribing to ePractice biller. You will receive access to the full service while your subscription is pending.' To the right of the main content is a 'Quick Links' sidebar with buttons for 'Help & Assistance', 'User Settings', and 'Site Information'. At the bottom of the page, there is a footer with the text: 'Please ensure you have read the Healthcode Data Protection Policy | Help & Assistance | Debug Mode'.

Patients Tab

The *Patients* Tab is used to

- ❑ Add New Patients
- ❑ Amend Current Patient Details
- ❑ Retrieve insurer held data from participating Insurers (Subscribed Users Only)
- ❑ View, Amend, Print & Submit bills entered for patients
- ❑ Enter payments on bills

Manage Patients

Last Name	First Name	Date Of Birth
Boo	Betty	10/08/1988
Duck	Donald	10/02/2004
Fox	John	21/01/1932
Lockett	Lucy	16/05/1977
Monroe	Marilyn	12/12/1912
Mouse	Mickey	10/05/1967
Mouse	Minnie	26/04/1970
Smallpig	Porky	01/01/1979

Filter Patient List

Name:

Date Of Birth:

With At Least One:

Patient Details

Forename:

Surname:

Initials:

Sex: Male

Date Of Birth: (dd/mm/yyyy)

Address:

Post Code:

Buttons: Add, Create Bill, New Patient, Bill To, List Bills, GP Details

Please select the insurance status of this patient.

Buttons: Insured, Self Pay

When adding a new Insured Patient you may, for participating Insurers, use the Membership Enquiry facility to retrieve policy and demographic details from the Insurer. The Insurer responses may be used to populate your database.

The patient listing contains a filter to reduce the list of patients displayed.

Filter Patient List

Name:

Date Of Birth:

With At Least One:

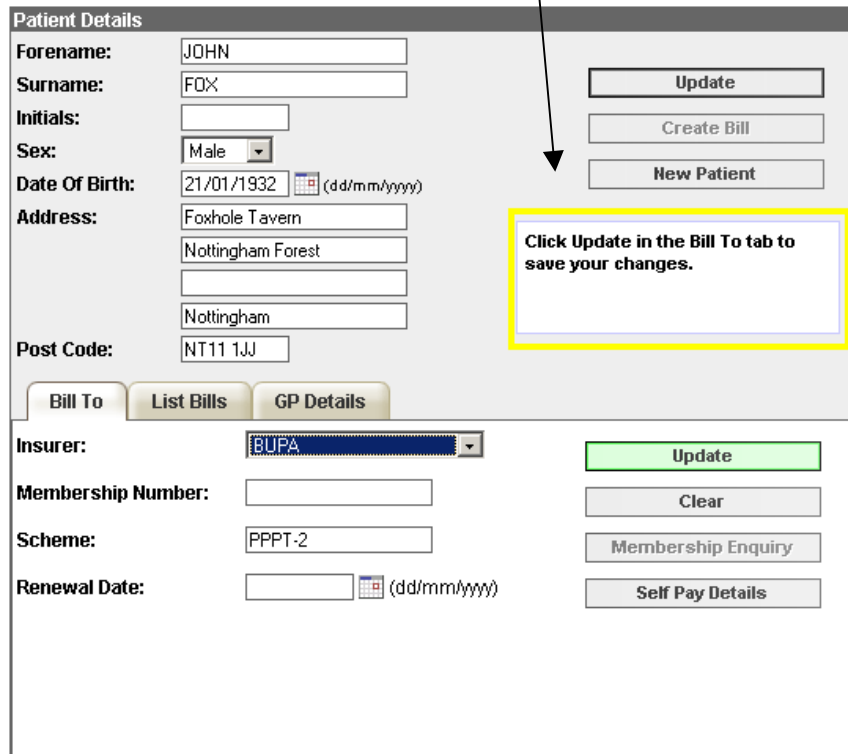
-Enter partial surname or date of birth to filter patient listing.

Patients can also be filtered by the status of the bills raised for them.

Bills Status' Include

- Outstanding - Bill sent but no payments received
- Written Off - Bill sent but payment subsequently written off
- Partially Paid - Bill sent but only partial payment received
- Failed - Bill not yet sent, further action is required to send the bill
- Unsubmitted Paper Bill - Bill has been raised but not yet printed off
- Submitted - All bills submitted

Please note the section highlighted below on the patient form will provide you with relevant messages to assist with the addition, amendment or update of any data.



The screenshot shows a 'Patient Details' form. The top section contains fields for Forename (JOHN), Surname (FOX), Initials, Sex (Male), Date Of Birth (21/01/1932), and Address (Foxhole Tavern, Nottingham Forest, Nottingham, Post Code: NT11 1JJ). To the right of these fields are buttons for 'Update', 'Create Bill', and 'New Patient'. Below these fields are tabs for 'Bill To', 'List Bills', and 'GP Details'. The bottom section contains fields for Insurer (BUFA), Membership Number, Scheme (PPPT-2), and Renewal Date. To the right of these fields are buttons for 'Update', 'Clear', 'Membership Enquiry', and 'Self Pay Details'. A yellow box highlights the text: 'Click Update in the Bill To tab to save your changes.' An arrow points from the text above to this box.

Patient Details

Forename: JOHN
Surname: FOX
Initials:
Sex: Male
Date Of Birth: 21/01/1932 (dd/mm/yyyy)
Address: Foxhole Tavern
Nottingham Forest
Nottingham
Post Code: NT11 1JJ

Update
Create Bill
New Patient

Click Update in the Bill To tab to save your changes.

Bill To | List Bills | GP Details

Insurer: BUFA
Membership Number:
Scheme: PPPT-2
Renewal Date: (dd/mm/yyyy)

Update
Clear
Membership Enquiry
Self Pay Details

Adding New Patients

All new patients are added via the form on the right hand side of the patients tab.

To add a new patient click **New Patient**. This will refresh the patient form enabling you to enter the data.

- Enter the patient details and click **Add**

This will add the patient to your listing.

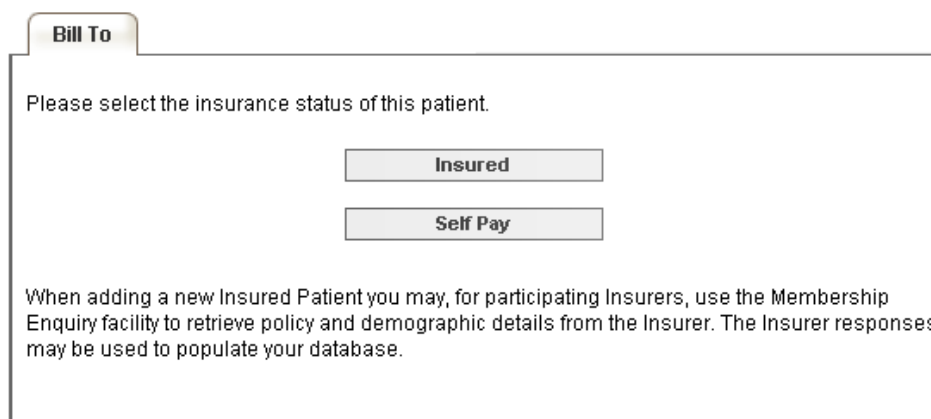
For patients insured with participating insurers of the Membership Enquiry service (Bupa, Axa-PPP & Standard Life Healthcare), partial details can be entered and the data retrieved from the Insurer direct. Please see Page xxx to request member auto-population

Adding Bill To & GP data

Once the patient has been added you can now select who will receive the bill for the patient's treatment and enter their GP details.

If you have just added a new patient they will already be selected, if not please select a patient from the left hand listing.

Once the patient is selected, the Bill To tab will prompt you to select the Insurance Status of the patient.



Bill To

Please select the insurance status of this patient.

When adding a new Insured Patient you may, for participating Insurers, use the Membership Enquiry facility to retrieve policy and demographic details from the Insurer. The Insurer responses may be used to populate your database.

Select whether they are **Insured** or **Self Pay**

Adding Insurer Details to a Patient

-Select the Insurer from the drop down listing and complete any other details you have then click **Update**

If the Insurer is not listed please contact the Helpdesk to request they are added.

Bill To	
Insurer:	Abbey National Healthcare <input type="button" value="Update"/>
Membership Number:	123450000 <input type="button" value="Clear"/>
Scheme:	<input type="text"/> <input type="button" value="Membership Enquiry"/>
Renewal Date:	29/07/2005 <input type="button" value="Self Pay Details"/> (dd/mm/yyyy)

Submitting a Membership Enquiry/Membership Auto Population (Subscribed Users only)

If the patient is insured with Bupa, Axa-PPP or Standard Life and you have subscribed to the service, you are able to request a Membership Enquiry for the patient in order to retrieve the current data held by the Insurer for the patient.

The required data for requesting a Membership Enquiry is

First Initial (in forename), Surname, Sex, Date of Birth & Postcode.

Ensure these details are entered for the patient and a participating Insurer is selected within the *Bill To* tab

-Select Membership Enquiry from the Bill To tab.

This will send a Membership Enquiry to the selected Insurer.

You will then receive confirmation of the request.

You have requested a Membership Enquiry for this patient.

Status: Requested

Note: This insurer responds to M.E. requests using a manual process.

Axa-PPP & Bupa use an automatic process that should return a response for the request, dependant on system availability, within 5 minutes.

Standard Life uses a manual process that may take up to 2 hours.

Responses to Membership Enquiry/Membership Auto-Population (Subscribed Users Only)

Once a response has been received for a Membership Enquiry the following message will display on the patients *Bill To* tab

**You have requested a Membership Enquiry for this patient.
Status: Match Found [Review & Update]**

-To view the response click on Review & Update

The screen will display the information received from the Insurer along with the current patient details.

Membership Enquiry Results

Information Received From Insurer: Standard Life Healthcare		Current Patient Details	
Family Name: John	Given Name: John	First Name: John	Last Name: John
Date Of Birth: 12/12/1912	Gender:	Sex: M	Date Of Birth: 12/12/1912
Address: 53 High Street London	Postcode: SW1	Address: Rose Cottage Petal Bud Lane London	Postcode: SW1
Start Date:	Lapsed Date: 20/07/2006	Membership Number:	Scheme:
Renewal Date:	Scheme / Plan:		
Brand Indicator:	Subscriber Reference: 8/009		
Lapsed Indicator: N	Insurer Patient ID:		
Relationship Number:	Claim Number:		
Assistance Contact Name:	Assistance Contact Number:		
Group Number:	Enquiry Number:		
Scale / Cover Band: FULL FAMILY	Registration Number: 8/009		
Cover Notes:			
Web Links:			
Free Text:			

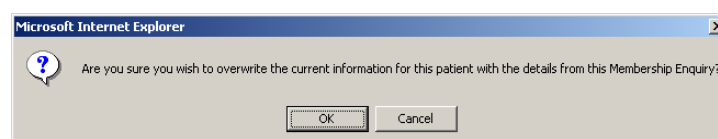
Please read about the [service limitations & disclaimer](#) before using this information.

You can choose either go back to the *Patients* tab to keep the response details against the patient for the current time or

Clear the Membership Enquiry (No update to patient details) or
Update Patient >>

-Select **Update Patient>> to replace the details currently entered against the patient with the information returned from the Insurer.**

You will be prompted to ensure you wish to overwrite the previous data.



-To continue click on OK, to keep the current patient data click on Cancel.

Setting up Self Pay Details for a Patient

For patients who are not insured details need to be entered as to who is paying the bill for the patients treatments.

-Select Self Pay on the *Bill To* tab

-If the patient is paying select **Copy Patient Details**

This will copy the patient details across automatically.

-Alternatively enter the details of the person who will be paying the bill

-Once the details have been completed select **Update Self Pay**

The screenshot shows a 'Bill To' tab with the following fields and buttons:

- Title:** A dropdown menu with a downward arrow.
- First Name:** A single-line text input field.
- Last Name:** A single-line text input field.
- Address:** Four stacked single-line text input fields.
- Buttons:** Three buttons stacked vertically on the right: 'Update Self Pay', 'Copy Patient Details', and 'Insurer Details'.

You can enter a combination of both Insurer & Self Pay details. You will then be prompted on raising the bill whom you wish to send the bill to on each occasion.

The dialog box contains the following text and buttons:

You have both insurer and self pay details on file for this patient. Please select the type of claim you would like to create:

- Bill Insurer**
- Bill Patient**
- Cancel**

Entering Patient GP Details

GP Details are require for some Insurers if the bills are being sent electronically

-Select the patient from the listing

-Click on the *GP Details* tab

You can either select a previously entered GP or select to add new details for the GP.

-To select a previously entered GP click on the GP name in the listing displayed and select **Set as Patient's GP**

GP Details

GP Name	Practice Code	Postcode
DR BLOGGS	Bloggs Practice	BL 0GG
DR SINHA		UB4 9PB
DR SMITH		SS12

-To add a new GP details to the listing select **Add New**

-Then add the GP details and click **Add**

GP Details

GP Name:	<input type="text"/>	
Practice Code:	<input type="text"/>	
Address:	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="New GP"/> <input type="button" value="Select From List"/>
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
Postcode:	<input type="text"/>	

Amending & Updating Patient, Bill To & GP Details

-To amend patient details select the patient from the listing

Once selected you can amend and update

- Patient details
- Bill To information (change of Insurer or Self Pay details)
- GP Information

-To change any of the above details simply click into the field you wish to amend on the Patient Form or select field on the *Bill To* or *GP Details* tab

-Amend the required details and click on Update

Any changes to Patient or Bill To information must be saved before creating a bill or submitting a Membership Enquiry.

Entering a Bill

All bills, whether Insured or Self-Pay are entered in the same way.

All data fields will be presented to you regardless of who is paying the bill. Only insurers you are set up to bill electronically too require valid and complete data in all mandatory fields.

Dependant on your billing status with the Insurer, which can be checked via *Payee Provider* option within the *Settings* Tab, bills will be either submitted to the Insurer or presented for you to print and send.

If you are active for an Insurer on the Payee Provider page, the bill created for the patient will be submitted electronically through the relevant Insurer validation rules. If your status is Not Active, Refused or Pending, the bill created for the patient will be presented to you for printing.

Please contact the Helpdesk if you feel you should be active for an Insurer.

Before entering a bill ensure all information is completed on the patients form including the *Bill To* information.

If you have made any changes to the patient information, these will need to be saved before raising a bill.

-To create a bill select the patient from the patient listing and select Create Bill

Manage Patients

Last Name	First Name	Date Of Birth
Boo	Betty	10/08/1988
Duck	Donald	10/02/2004
Fox	John	21/01/1932
Johnson	John	12/12/1912
Lockett	Lucy	16/05/1977
Monroe	Marilyn	12/12/1912
Mouse	Mickey	10/05/1967
Mouse	Minnie	26/04/1970
Smallpig	Porky	01/01/1979

Patient Details

Forename:

Surname:

Initials:

Sex:

Date Of Birth: (dd/mm/yyyy)

Address:

Post Code:

This will then display the bill template for completion.

Bill Entry Screen

The bill template is split into sections; only fields on the top tab are editable.

If amendments are required on either the Patient or Insurer details tab these must be made via the *Patients* Tab.

Status
Patients
Billing
Records & Reporting
Settings

Creating Bill for John Doe (bill to: BUPA)

Episode & Invoice

Episode Details

Symptom Date:

GP Visit Date:

Admit Date:

Discharge Date:

Setting:

Discharge Reason:

Treatment Site:

Controlling Specialist:

Invoice Details

Claim / Auth. No:

Invoice No: (Auto-generates if blank)

Invoice Date:

Diagnosis Codes

No codes

NET TOTAL : £0.00

Charges

Service Date:	Service Setting:	Charge Item:	Units:
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="Remove"/>	<input type="text" value="1"/>
Service Provider:		Procedure Codes: <input type="text"/> <input type="button" value="Top 10"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>	Fee: <input type="text"/>

Please ensure you have read the [Healthcode Data Protection Policy](#) | [Help & Assistance](#) | [Debug Mode](#)

Entering the Patient Episode Details

This section specifies the episode details. These details are not required for Non-Edi Insurers or Self Pay Invoices. These sections for EDI insurers are mandatory / optional according to the validation rules

-Enter details of the patients attendance / stay

Episode & Invoice

Episode Details

- Symptom Date:** Enter the date the patient first had symptoms (if known)
- GP Visit Date:** Enter the date the patient saw their GP
- Admit Date:** Enter the Admission & Discharge dates if patient was seen as an Inpatient or Daycase
- Discharge Date:** Enter the Admission & Discharge dates if patient was seen as an Inpatient or Daycase
- Setting:** Select the setting in which the patient was seen
- Discharge Reason:** Select the reason for patient discharge
- Treatment Site:** Select where the patient was seen if not seen in Consulting Rooms
- Controlling Specialist:** If the controlling specialist or surgeon in charge of the patient care is anyone other than yourself, select them here or else select yourself

Entering the Invoice Details

These details specify the invoice numbering and date of invoice.

-Enter the Invoice Details

Invoice Details

- Claim / Auth. No.:** Enter Authorisation Number (if provided)
- Invoice No.:** Enter Invoice Number or leave blank to Auto-generate
- Invoice Date:** Invoice Date will default to current date unless changed

Selecting the patients Diagnosis Code

This section is only mandatory for EDI Bills.

Diagnosis Codes

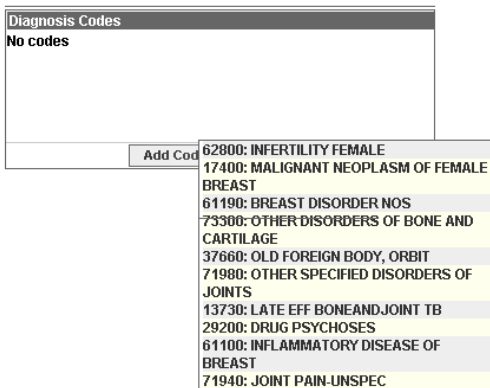
No codes

- To add a diagnosis code to the bill click on **Add Code**
- To select from your Top Ten listing for the Insurer billed click on **Top Ten**

Selecting from your Top Ten Diagnosis Codes

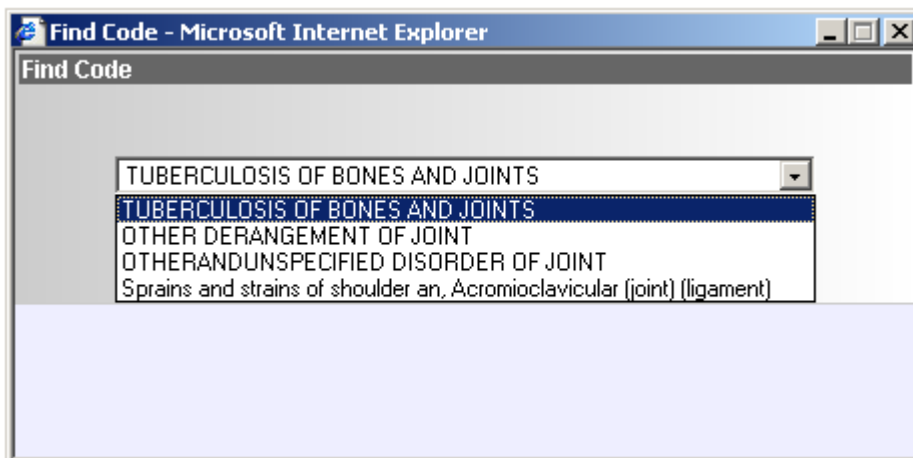
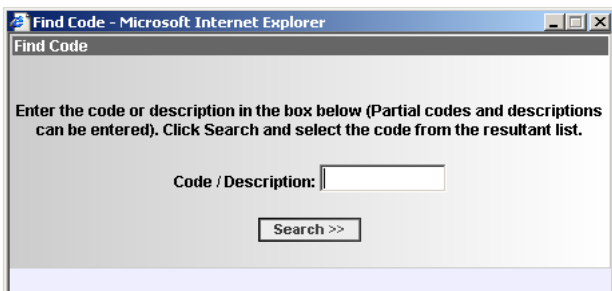
The top ten list is Insurer specific and will list your most commonly used diagnosis codes.

-Click **Top Ten** to select one of the codes and then select the code you wish to add to the bill



Searching for a Diagnosis code

-Click on **Add Code** to search for a diagnosis



If you know the diagnosis code you can enter this either partially or in full to list the code.

You can also search using the full or partial description of the diagnosis.

IE. Entering Fracture will give list of all diagnoses with Fracture in the description

Entering Knee will give list of all diagnoses with Knee within the description

If the code required is not listed you may need to enter different search criteria to find the correct diagnosis. The searches give better results when fewer search characters are entered

Please contact the Helpdesk if you require assistance on locating a diagnosis code.

Entering the Bill Charges

The charges for the bill are entered here.

All fields are required to be completed for all bills.

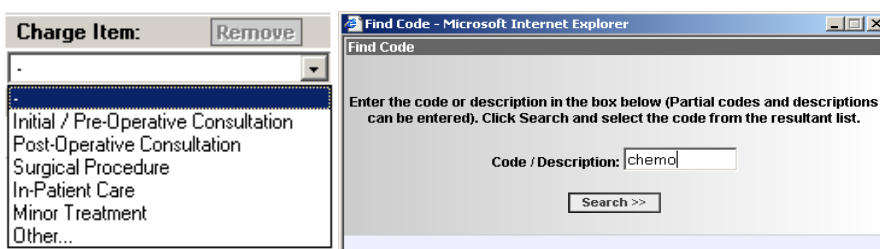
The screenshot shows a web form titled "Add / Edit Charge". It has several input fields and buttons. The fields are: "Service Date" (with a calendar icon), "Service Setting" (a dropdown menu), "Charge Item" (a dropdown menu with a "Remove" button next to it), "Units" (a text input field with "1" entered), "Service Provider" (a dropdown menu), "Procedure Codes" (with "Top 10", "Add", and "Remove" buttons), and "Fee" (a text input field). At the bottom right, there are "Save" and "Remove" buttons.

-Select or enter the Service Date as the date you saw the patient

-Select the Setting in which you saw the patient

-Select a predefined Charge or search for a specific Charge by selecting Other from the list of Charge Items

Selecting **Other** will enable you to enter search characters to search for a charge code



- Select the Units as the number of charges the fee covers
- Select the Service Provider as the provider of the service
- If billing for a procedure carried out search for a Procedure Code or select from your Top Ten
- Enter the total Fee for the service
- Click on Save to save the charge.

You can continue to add charges until all the charges have been entered.

To complete the bill click on or

Saving & Sending / Printing the Bill

If you are set-up to send bills electronically to an Insurer, the completed bill will be processed through that insurers validation rules and sent electronically.

If you are not set-up to bill electronically to an Insurer, you will be prompted to print the completed bill to send by post.

To check your billing status with the Insurers click on Payee Provider option within the *Settings* Tab

-To save and send/print the bill click on **Save & Send/Print**

Save the bill but don't submit
Cancel the bill entry

Return to the Patients Tab (this doesn't save your bill)

Icon representing how the bill will be sent (Paper or EDI)

Total of the charges

Save & Send → Saving & Sending/Printing

Save As Draft

Cancel

Print Invoice

Payments

<< Patients

NET TOTAL: £0.00

Dependent on whom the bill is being paid by, once the above sections of the bill have been completed, you can Send or Print the bill.

Self Pay & Non-Edi Insurer Bills

You will be prompted to **Save & Print** and given the option to Print Now or Print Later

Bills selected to Print Later can be viewed via the *Unsubmitted Paper Bills* section on the *Status* Screen

EDI Insurer Bills

You will be prompted to **Save & Send**. This will process the bill through the Insurer Validation rules.

If the bill passes validation you will be returned back to the *Patients* Tab

If the bill has incomplete or invalid details, the bill will be displayed on the screen and not sent until the errors have been actioned.

Any bills that fail Insurer validation will be saved against the patient until the errors are corrected.

Bills with Validation Error Messages

Bills sent electronically are processed through the specific Insurers validation rules.

Any bills that fail the Insurer validation will be re-presented to you in order for you to amend and update the bill.

Error messages & the relevant fields will display in Red.

The error message will specify the following

- The **field** which contains the error
- The actual **Error** with the field (according to the validation rules)
- The recommended **solution** on how to fix the error

Follow the solution contained within the Error Message to resolve the problem.

The screen will display any errors on the claim and on the charges.

-Use the << and >> option if necessary to scroll through the Errors.

Controlling Specialist:	Doctor	Add Code	Delete Code	Top Ten
Charges Add / Edit Charge				
Service Date:	Service Setting:	Charge Item:	Units:	
14/07/2005	Outpatient	Initial / Pre-Operative Consultation	1	
Service Provider:	Procedure Codes:	Fee:		
Mr	Top 10 Add Remove	500		
Charge Line Errors << Error 1 of 1 >>				
Field:	Setting			
Error:	Must be Daycase			
Solution:	Amend Setting			
				Update
				Remove
				NET TOTAL: £500.00

-If the errors are on the charge lines, you will need to click Update after making changes on the charge lines before resending the bill.

Please contact the helpdesk if you require assistance with clearing error messages.

Submitting a Auto-Populated Bill (Subscribed Users Only)

Healthcode's VEDA service is established in over 200 private hospitals and NHS private patient units throughout the UK. Currently six PMI Insurers, including BUPA and AXA PPP healthcare, receive their bills from those hospitals via Healthcode.

Once Healthcode receives a bill from a hospital, it performs a number of processes on it.

Only once the data has been through all these processes is it deemed ready to be presented to the Insurer. At this stage however Healthcode has, within its VEDA system, a validated medical bill with industry standard data recorded against it. A key data element that is included within each and every bill is the controlling specialist.

As Healthcode knows which specialist controlled that episode, once that specialist or his secretary has registered as an E-Practice *biller* customer, Healthcode can present the template to the user

The auto-population feature Healthcode delivers within its E-Practice *biller* service provides registered E-Practice *biller* users with a data template from which they may enter their bill and dispatch to the relevant Insurer.

The template provides the user with the key information they require for a bill including:

- Patient demographics
- Required Insurance information
- Episode details (key dates and locations)
- Diagnosis and Procedure Codes

The user simply needs to confirm what they are charging for (i.e. initial consultation, surgical procedure etc..) and the amount they wish to charge. The bill will then be complete and can be sent to the Insurer.

- To create an auto-populated bill select *Billing, Invoice Auto-Population*

You will then be presented with a list of hospital bills submitted in the last 30 days, where you were the controlling specialist, in order for you to raise your own bill for the patient's treatment.

If the patient you wish to bill for is not listed this means that we haven't received a validated hospital bill for the patient's treatment. The bill for the patient's treatment must then be raised as above. Alternatively check back in a few days to see whether we have received the bill.

-Select Billing, Invoice Auto-Population

For non-anaesthetists the data can take up to 1 minute to load. You will then be presented with a list of Hospital bills where you were the controlling specialist of the patient's attendance.

If a patient you expected is not listed this may be because the hospital hasn't send the bill through to the Insurer yet. You can either raise the bill in full as described above or check back in a couple of days to see whether the bill has been received.

To search more than 30 days back change the date range to the one required.

Patient Name	Hospital	Setting	Procedure	Completed	Consultant	Insurer
Training Eighteen	Haywards Heath Nuffield Hospital	Inpatient	22/10/2001	27/06/2005	HC00GA2	BUPA
Training Elven	Haywards Heath Nuffield Hospital	Inpatient	09/10/2001	27/06/2005	HC00GA2	BUPA
Training Fifteenth	Haywards Heath Nuffield Hospital	Inpatient	07/11/2001	27/06/2005	HC00GA2	BUPA
Training Five	Haywards Heath Nuffield Hospital	Inpatient	28/10/2001	27/06/2005	HC00GA2	BUPA
Training Four	Haywards Heath Nuffield Hospital	Inpatient	18/10/2001	27/06/2005	HC00GA2	BUPA
Training Fourteen	Haywards Heath Nuffield Hospital	Inpatient	23/10/2001	27/06/2005	HC00GA2	BUPA
Training Nineteen	Haywards Heath Nuffield Hospital	Inpatient	06/11/2001	27/06/2005	HC00GA2	BUPA
Training One	Haywards Heath Nuffield Hospital	Inpatient	05/11/2001	27/06/2005	HC00GA2	BUPA
Training Seventeen	Haywards Heath Nuffield Hospital	Inpatient	29/10/2001	27/06/2005	HC00GA2	BUPA
Louise Shopland	Bupa Gatwick Park Hospital	Outpatient	21/04/2005	09/06/2005	HC00GA2	Standard Life Healthcare
Training Six	Haywards Heath Nuffield Hospital	Inpatient	02/02/2001	27/06/2005	HC00GA2	BUPA
Training Thirteen	Haywards Heath Nuffield Hospital	Inpatient	08/11/2001	27/06/2005	HC00GA2	BUPA

Filter By Consultant
Controlling Specialist: [Dropdown]

Change Date Range
Date Range: Hospital claims processed in month: 06/2005 [Dropdown]

Please ensure you have read the [Healthcode Data Protection Policy](#) | [Help & Assistance](#) | [Debug Mode](#)

- **Click on the patient you wish to raise a bill for**

Anaesthetists will be presented with a form to search for the patient's attendance.

All fields must be completed in order to uniquely identify the patient and episode of care.

healthcode™
E PRACTICE SUITE

Status Patients Billing Records & Reporting Settings

Find Hospital Procedure

sign out

←

↺

Enter Procedure Details

Last Name:

Date Of Birth:

Treatment Date:

Treatment Hospital: N/A

Search

-Complete the fields and click on **Search**

You will then be presented with a bill template to complete.

The patient details will be added to your patient database if not already present.

If the patient is already on your listing you will be prompted to confirm whether to use the details from your own patient database or use the details that come through on the bill.

The GP details will also prompt whether you wish the GP details to be saved to your GP listing.

healthcode™
E PRACTICE SUITE

Billing

Creating Bill for TRAINING SIX

sign out

←

↺

<p>Patient Details</p> <p>First Name: TRAINING</p> <p>Surname: SIX</p> <p>Initials:</p> <p>Sex: Female</p> <p>Date Of Birth: 19/10/1947</p> <p>Address: 12 The Street Croydon Surrey</p> <p>Post Code: CR9 2DS</p> <p>i No matches could be found for this patient in your patient database. The patient details will be added to your database.</p> <p>Insurer Details</p> <p>Insurer: BUPA </p> <p>Membership No:</p> <p>Claim / Auth. No: None</p>	<p>GP Details</p> <p>GP Name: SUSPENSE GP</p> <p>Number:</p> <p>Address: 12 GREEN STREET GREEN LANE</p> <p>Postcode: GN12 1GL</p> <p>i At least one possible match was found for this GP. Please Select:</p> <p><input type="radio"/> Use GP from database: <input type="text"/></p> <p><input type="radio"/> Create new gp record from claim data.</p> <p><input type="radio"/> Do not add GP to my database or use any of the matches.</p> <p>Episode Details</p> <p>Symptom Date: 01/01/2000</p> <p>GP Visit Date: 02/02/2000</p> <p>Admit Date: 02/02/2001</p> <p>Discharge Date: 03/02/2001</p> <p>Setting: Inpatient</p> <p>Discharge Reason: RO</p> <p>Specialist: Mr M</p>	<p>Diagnosis Codes</p> <p>17400 : MALIGNANT NEOPLASM OF FEMALE BREAST</p> <p>Add Code Delete Code Top Ten</p> <p>Invoice Details</p> <p>Invoice No: <input type="text"/> (Auto-generates if blank)</p> <p>Invoice Date: 27/07/2005 </p> <p>Charge Details</p> <p>Service Type: <input type="text"/></p> <p>Treatment Site: Consulting Rooms <input type="text"/></p> <p>Procedures: <input type="text"/></p> <p>Top 10 Add Remove</p> <p>Service Date: <input type="text"/> </p> <p>Fee: <input type="text"/></p> <p>Cancel Save & Send</p>
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Please ensure you have read the Healthcode Data Protection Policy | Help & Assistance | Debug Mode

-To complete the bill simply complete the Charge Details

The screenshot shows a form titled "Charge Details" with the following fields and buttons:

- Service Type:** A dropdown menu with a downward arrow.
- Treatment Site:** A dropdown menu with "Consulting Rooms" selected and a downward arrow.
- Procedures:** A text input field with three buttons below it: "Top 10", "Add", and "Remove".
- Service Date:** A date input field with a calendar icon to its right.
- Fee:** A text input field.

Arrows from the text on the right point to the Service Type dropdown, the Treatment Site dropdown, the "Add" button, the Service Date field, and the Fee field.

Select the Service Type from the drop down listing or select Other to search for an unlisted Industry Standard Code

Dependant on the Service Type selected, the treatment site may default to where the patient was seen or alternatively select where you saw the patient

If you are charging for theatre time or consultation with minor treatment, search for or select a procedure code from your Top Ten
 Dependant on the Service Type selected, the service date may default to when the patient was seen or alternatively select the date you saw the patient

Finally enter the fee for the bill and click **Save & Send**

If you wish to add additional charges to the bill please select **Save & Edit**

You will then be taken to the main claim details and will be able to add additional charge lines.

You will then also be able to save the bill as a draft rather than send immediately.

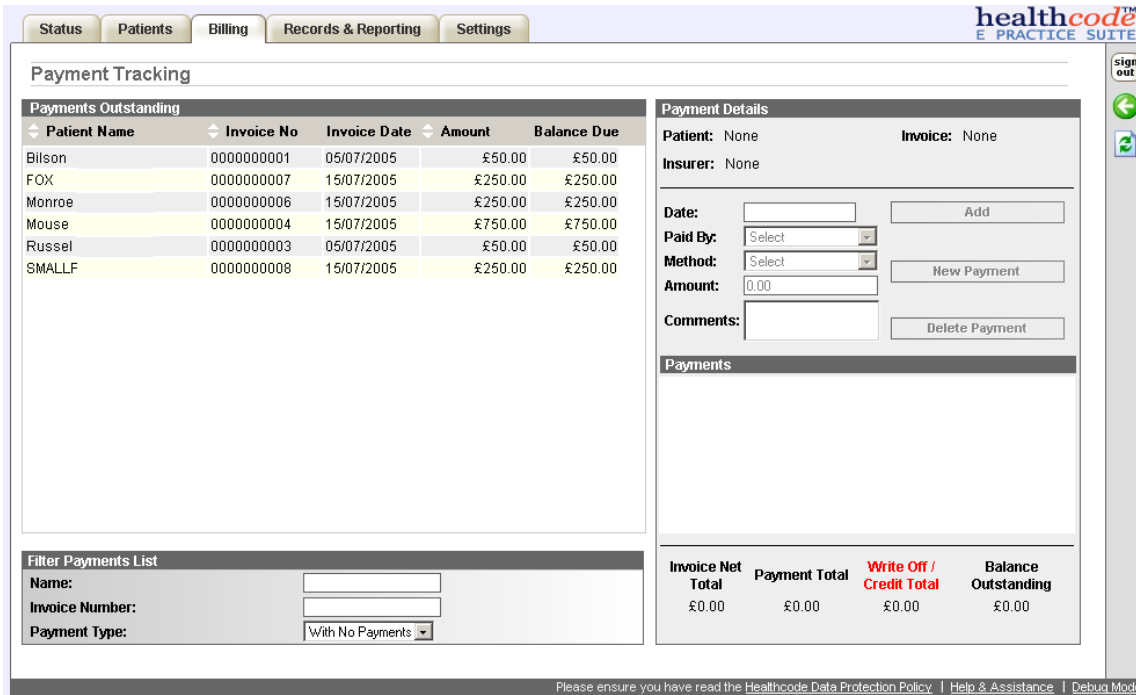
Payment Tracking (Subscribed Users Only)

The payment tracking option enables you to enter payments on the bills sent, either

-To access the Payment Tracking section select *Billing, Payment Tracking*

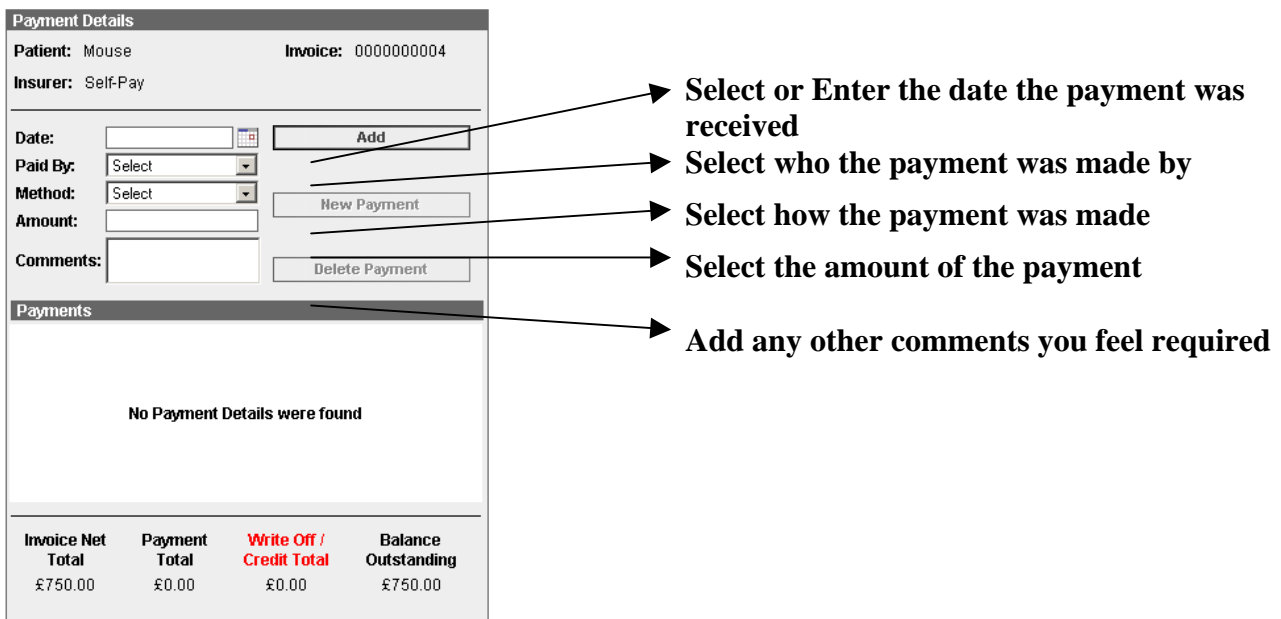
This will display, by default, the bills that have been entered but not had any payments recorded against them.

A filter is available to filter the bills by their payment status, name or Invoice number



Entering a Payment

-Select a bill from the listing



Amending Payment Details

-To amend payment details already entered select *Billing, Payment Tracking*

-Select All from the filter list to display all bills regardless of payment status

Filter Payments List	
Name:	<input type="text"/>
Invoice Number:	<input type="text"/>
Payment Type:	All <input type="button" value="v"/>

-Select the patient from the listing, the patient and any payment details will be displayed on the form

Payment Details			
Patient:	Donelan	Invoice:	0000000002
Insurer:	Abbey National Healthcare		
Date:	<input type="text" value="15/07/2005"/>	<input type="button" value="Update"/>	
Paid By:	<input type="text" value="Self Pay Invoice"/>	<input type="button" value="New Payment"/>	
Method:	<input type="text" value="Cheque"/>	<input type="button" value="Delete Payment"/>	
Amount:	<input type="text" value="571.00"/>		
Comments:	<input type="text"/>		
Payments			
Date	Paid By	Method	Amount
15/07/2005	Payer	Cheque	£571.00
06/07/2005	Patient	BACS	£9.00
Invoice Net Total	Payment Total	Write Off / Credit Total	Balance Outstanding
£580.00	£580.00	£0.00	£0.00

To amend a payment select it from the listing

The payment details will be displayed on the form for amendment.

Amend the payment details required and click on

To delete a payment select

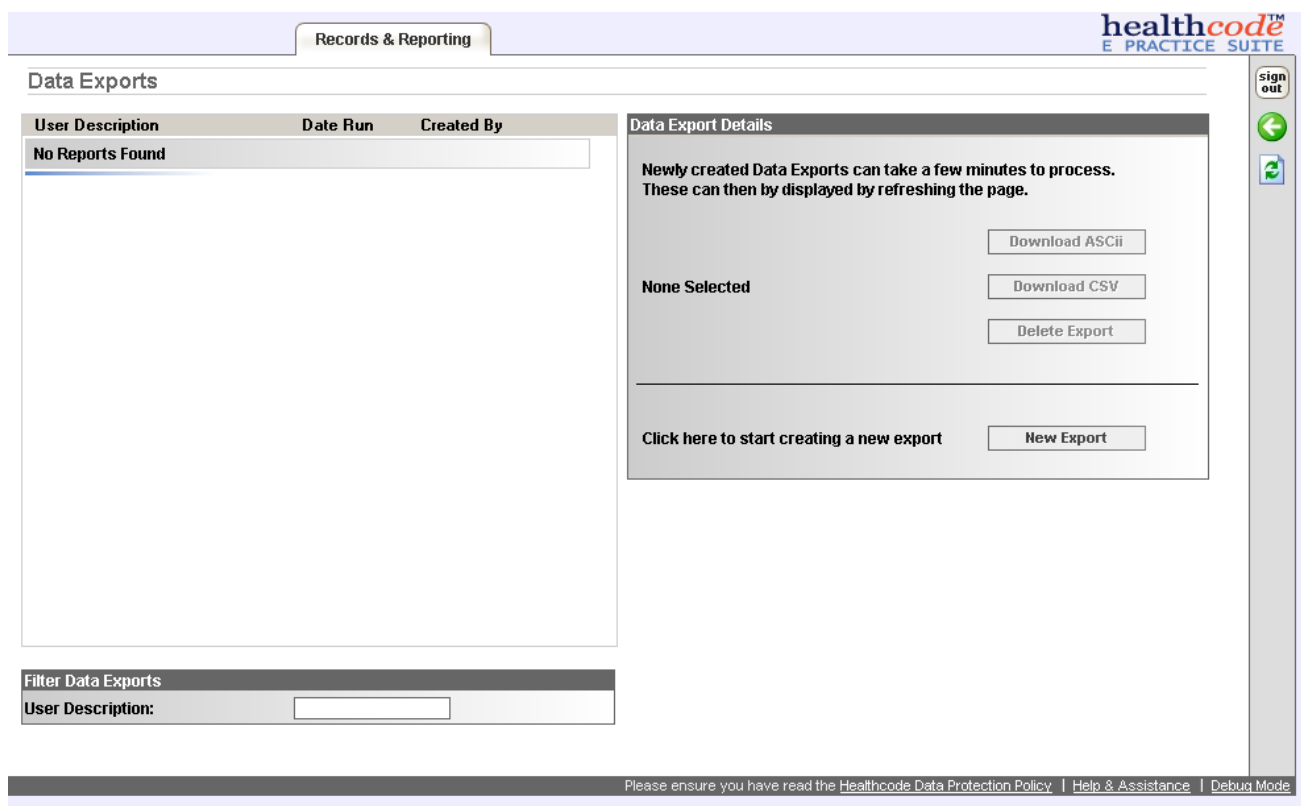
Records & Reporting Tab

Requesting a Data Export

The data export function enables you to select patients(s) details to export to either a text or comma separated file.

-To create a data export select *Records & Reporting, Data Export*

Any previously created exports will be listed.



-To create a new export click on **New Export**

-First select the patient details you wish to export

Search Claims

Date Search: -

Invoice Number:

Patient Name:

You can do this via a date search, invoice number or patient name search

The invoice number and patient name search will only return 1 patient

The date search can return multiple patients

-Once the search criteria has been entered click on **Find**

The patient(s) matching the search criteria will then be displayed.

By default all patient found will be selected to be included in the export.

-To de-select any patient to exclude them from the export click them on the patient listing

Create Data Export

Patient Name	Inv. No.	Created	Amnt.
Mouse	0000000004	15/07/2005	£ 750.00
FOX	0000000007	15/07/2005	£ 250.00
SMALLPIG	0000000008	15/07/2005	£ 250.00

Select All

Search Claims

Date Search: 06/07/2005 - 28/07/2005

Invoice Number:

Patient Name:

Export Parameters

Please select the columns you wish to export:

- Invoice Date, Number & Total
- Patient Name & Address
- Provider Name & Address
- GP Name & Address
- Insurer Details
- Self-Pay Name & Address
- Invoice Charges

Description:


-Select the information you wish to export by ticking the column names

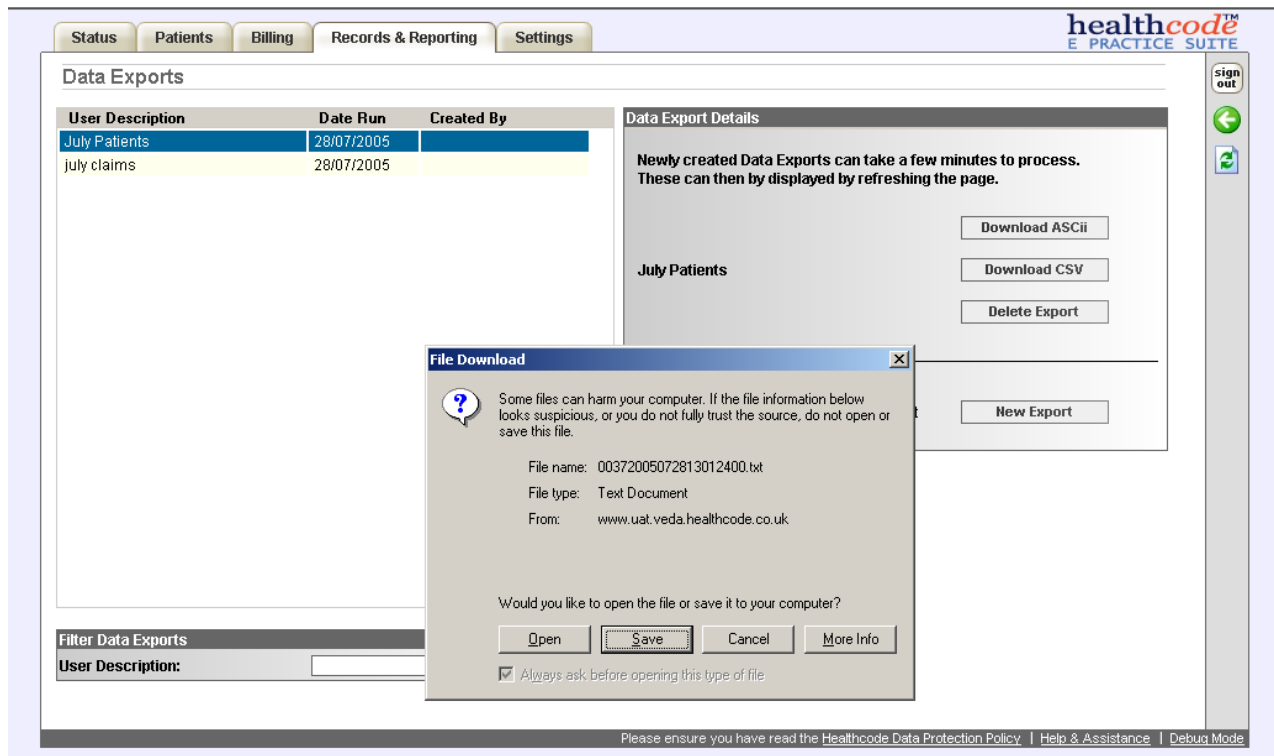
-Specify a name for the export

-Click on **Create**

You will then be returned to the export listing.

Viewing & Downloading the Export

Your new created Data Export can take a few minutes to process. Please use the  icon to refresh the page to view the export.



The screenshot shows the 'Data Exports' section of the Healthcode E Practice Suite. At the top, there are navigation tabs: Status, Patients, Billing, Records & Reporting, and Settings. The 'Data Exports' table has the following data:

User Description	Date Run	Created By
July Patients	28/07/2005	
july claims	28/07/2005	

The 'Data Export Details' panel for 'July Patients' contains the following text: 'Newly created Data Exports can take a few minutes to process. These can then be displayed by refreshing the page.' Below this text are buttons for 'Download ASCII', 'Download CSV', 'Delete Export', and 'New Export'. A 'File Download' dialog box is open in the foreground, displaying the following information:

File name: 00372005072813012400.txt
 File type: Text Document
 From: www.uat.veda.healthcode.co.uk

The dialog box asks: 'Would you like to open the file or save it to your computer?' and provides buttons for 'Open', 'Save', 'Cancel', and 'More Info'. The 'Save' button is highlighted. There is also a checkbox for 'Always ask before opening this type of file' which is checked.

-Select the export you wish to download from the listing

-Select to download the export in either ascii (straight text download) or CSV (comma separated values)

-Select whether you wish to open or save the file to your PC.

Search Codes

The search codes option enables you to search for Diagnosis, Procedure and Industry Standard Charge Codes

-Enter your search criteria and select what you what code set you wish to search on

Entering fewer search characters will produce wider results.

<p>Search Codes</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Details</th> </tr> </thead> <tbody> <tr><td>12310</td><td>CYSTICERCOSIS</td></tr> <tr><td>24620</td><td>CYST OF THYROID</td></tr> <tr><td>25640</td><td>POLYCYSTIC OVARIES</td></tr> <tr><td>36460</td><td>IDIOPATHIC CYSTS</td></tr> <tr><td>37270</td><td>CONJUNCTIVAL VASCULAR DISORDERS AND CYST</td></tr> <tr><td>37530</td><td>DACRYOCYSTITIS NOS</td></tr> <tr><td>52280</td><td>RADICULAR CYST</td></tr> <tr><td>52610</td><td>FISSURAL CYSTS OF JAW</td></tr> <tr><td>52620</td><td>CYSTS OF JAWS NEC</td></tr> <tr><td>52840</td><td>ORAL SOFT TISSUE CYST</td></tr> <tr><td>57510</td><td>CHOLECYSTITIS NEC</td></tr> <tr><td>57720</td><td>PANCREAT CYSTIPSEUDOCYST</td></tr> <tr><td>59030</td><td>PYELOURETERITIS CYSTICA</td></tr> <tr><td>59320</td><td>CYST OF KIDNEY, ACQUIRED</td></tr> <tr><td>59500</td><td>CYSTITIS</td></tr> <tr><td>59510</td><td>CHRONIC INTERSTITIAL CYSTITIS</td></tr> <tr><td>59520</td><td>OTHER CHRONIC CYSTITIS</td></tr> <tr><td>59540</td><td>CYSTITIS IN DISEASES CLASSIFIED ELSEWHERE</td></tr> <tr><td>59580</td><td>OTHER SPECIFIED TYPES OF CYSTITIS</td></tr> <tr><td>60600</td><td>CYSTITIS NOS</td></tr> </tbody> </table> <p>Search Codes</p> <p>Search For: <input type="text" value="cyst"/> <input type="button" value="Diagnosis Codes"/> <input type="button" value="Search"/></p>	Code	Details	12310	CYSTICERCOSIS	24620	CYST OF THYROID	25640	POLYCYSTIC OVARIES	36460	IDIOPATHIC CYSTS	37270	CONJUNCTIVAL VASCULAR DISORDERS AND CYST	37530	DACRYOCYSTITIS NOS	52280	RADICULAR CYST	52610	FISSURAL CYSTS OF JAW	52620	CYSTS OF JAWS NEC	52840	ORAL SOFT TISSUE CYST	57510	CHOLECYSTITIS NEC	57720	PANCREAT CYSTIPSEUDOCYST	59030	PYELOURETERITIS CYSTICA	59320	CYST OF KIDNEY, ACQUIRED	59500	CYSTITIS	59510	CHRONIC INTERSTITIAL CYSTITIS	59520	OTHER CHRONIC CYSTITIS	59540	CYSTITIS IN DISEASES CLASSIFIED ELSEWHERE	59580	OTHER SPECIFIED TYPES OF CYSTITIS	60600	CYSTITIS NOS	<p>Search for a Diagnosis Code to enter on a bill for a patient</p> <p>-Enter your search criteria and select Diagnosis Codes and click on <u>Search</u></p>
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<p>Search Codes</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Details</th> </tr> </thead> <tbody> <tr><td>H5020</td><td>Repair of anal sphincter</td></tr> <tr><td>H5080</td><td>Repair of anal trauma</td></tr> <tr><td>J0400</td><td>Repair of liver</td></tr> <tr><td>J3200</td><td>Repair of bile duct</td></tr> <tr><td>K2580</td><td>Plastic repair of mitral valve</td></tr> <tr><td>K5380</td><td>Repair of ventricular aneurysm</td></tr> <tr><td>L1000</td><td>Repair of pulmonary artery</td></tr> <tr><td>L2300</td><td>Plastic repair of aorta</td></tr> <tr><td>L3730</td><td>Endarterectomy and patch repair of subclavian artery</td></tr> <tr><td>L4530</td><td>Endarterectomy and patch repair of visceral branch of abdominal aorta</td></tr> <tr><td>L5210</td><td>Endarterectomy and patch repair of iliofemoral artery</td></tr> <tr><td>L6800</td><td>Repair of artery</td></tr> <tr><td>L6840</td><td>Repair of artery using vein graft</td></tr> <tr><td>L6880</td><td>Microsurgical repair of artery</td></tr> <tr><td>L7520</td><td>Repair of acquired arteriovenous fistula</td></tr> <tr><td>L7580</td><td>Repair arteriovenous fistula</td></tr> <tr><td>L7980</td><td>Repair of wound of major artery or vein of abdomen (including aorta an</td></tr> <tr><td>M0550</td><td>Repair of kidney wound</td></tr> <tr><td>M3700</td><td>Repair of bladder</td></tr> <tr><td>M3720</td><td>Repair of vesicovaginal fistula</td></tr> </tbody> </table> <p>Search Codes</p> <p>Search For: <input type="text" value="repair"/> <input type="button" value="Procedure Codes"/> <input type="button" value="Search"/></p>	Code	Details	H5020	Repair of anal sphincter	H5080	Repair of anal trauma	J0400	Repair of liver	J3200	Repair of bile duct	K2580	Plastic repair of mitral valve	K5380	Repair of ventricular aneurysm	L1000	Repair of pulmonary artery	L2300	Plastic repair of aorta	L3730	Endarterectomy and patch repair of subclavian artery	L4530	Endarterectomy and patch repair of visceral branch of abdominal aorta	L5210	Endarterectomy and patch repair of iliofemoral artery	L6800	Repair of artery	L6840	Repair of artery using vein graft	L6880	Microsurgical repair of artery	L7520	Repair of acquired arteriovenous fistula	L7580	Repair arteriovenous fistula	L7980	Repair of wound of major artery or vein of abdomen (including aorta an	M0550	Repair of kidney wound	M3700	Repair of bladder	M3720	Repair of vesicovaginal fistula	<p>Search for a Procedure Code to add against a charge for theatre time or minor procedure</p> <p>-Enter your search criteria and select Procedure Codes and click on <u>Search</u></p>
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If you are unable to find a code please contact the Helpdesk.

Settings

The Settings tab includes

User Settings

Here you can amend your User Details and change your password

User Settings

User Settings

Title:

First Name:

Last Name:

Job Title:

Phone Number:

Fax Number:

Email Address:

User Settings

Your new password must follow these rules:

- It must not be the same as your old password.
- It must be at least six characters long.
- It must only contain letters and numbers.
- It must contain at least one letter and at least one number.

Old Password:

New Password:

Confirm New Password:

Site Information

The users set-up at your billing site and your billing site address are displayed here.

This section also enables you to set-up default footer for bills that are sent by paper. The default footer can be overwritten when sending paper bill for the particular bill.

You can also change your aged debt bands / parameters.

Site Info

Site User Info

User Name	Last Logged in
Joe Bloggs	14/07/2005 (13:01)
Sue Smith	31/07/2005 (14:10)

Filter User Info

User Name:

Site ID: HC00GAK

Address: Healthcode
Ashford Hospital
Littleton Road
Ashford
Middlesex
TW15 1US

Payee Provider:

Invoice Settings

Default Invoice Footer

Please make cheques payable to Mr J Bloggs

Aged Debt Bands

Band 1 - **Band 2** - **Band 3** - **Band 4** & over

Payee Provider Status



The screen displays your electronic billing status with the participating Insurers.

Payee Provider Status

Payee Provider	Payee Provider Status Details		
	Insurer	Number	Status
	AXA PPP healthcare		Not Active
	BUPA		Active
	BUPA International.		Active
	First Assist Group		Active
	Norwich Union		Active
	Standard Life Healthcare	00010222	Active

Filter Payee Providers List
Name:

sign out

Manage GP's

The Manage GP function is provided to users to add, edit, merge or delete GPs from their GP Listing

The screenshot shows the 'Manage GPs' interface. At the top, there are navigation tabs: Status, Patients, Billing, Records & Reporting, and Settings. The 'Settings' tab is active. The main content area is titled 'Manage GPs' and contains a table of GP listings. To the right of the table are buttons for 'Add / Edit', 'Simple Merge', and 'Complex Merge'. Below these buttons is a form titled 'Add / Edit GP Record' with fields for GP Name, Number, Address, and Postcode. At the bottom right of the form are buttons for 'Add', 'New GP', and 'Delete GP'. At the bottom left of the main content area is a 'Filter GP List' section with input fields for GP Name and Postcode. The footer of the interface contains the text: 'Please ensure you have read the Healthcode Data Protection Policy | Help & Assistance | Debug Mode'.

GP Name	Postcode	Number
Dr Bloggs	W2 1NY	
Dr Connor	w2 1ny	
Dr Field	UB4 9PB	Jolly's Lane Surgery
Dr Johns	HA1 123	Johnson Surgery
Dr Quasim Mahroof	UB 49PB	
Dr Smith Ken	HA4 0BS	
Ken Smith	TW1 1QW	123456
TAMSIN SEVENOAKS	RH3 7NJ	
TAMSIN SEVENOAKS	RH3 7NJ	
dR PATEL	S1 222	

Adding a GP

To add a GP to the listing enter the Name, Number (Your reference or GMC etc) and the Address and click on **Add**

The GP details will then be displayed on the GP Listing.

Deleting a GP

To delete a GP select the GP from the listing and select **Delete GP**

Merging a GP

If you have any duplicate GP's on the listing these can be merged rather than 1 of them being deleted.

Simple Merge

The simple merge allows you to first select a GP to make the Master and then you can select a number of GP's to merge into the master GP

First select from the GP list the GP information you wish to keep. This will highlight the GP in red and display the information in the right hand form.

Then select the other GP's you wish to merge into the Master record. These will be highlighted in blue, and the information displayed in the bottom form.

Once you have all the GP's requiring a merge displayed click on **Merge GPs**

If you wish to change which GP will be the master click on the GP and select **Make Master**

The screenshot displays the 'Manage GPs' interface with the following components:

- Navigation Tabs:** Status, Patients, Billing, Records & Reporting, Settings.
- GP List Table:**

GP Name	Postcode	Number
Dr Bloggs	W2 1NY	
Dr Connor	w2 1ny	
Dr Field	UB4 9PB	Jolly's Lane Surgery
Dr Johns	HA1 123	Johnson Surgery
Dr Quasim Mahroof	UB 49PB	
Dr Smith Ken	HA4 0BS	
Ken Smith	TW1 1QW	123456
TAMSIN SEVENOAKS	RH3 7NJ	
TAMSIN SEVENOAKS	RH3 7NJ	
dR PATEL	S1 222	
- Master Merge Record Panel:**
 - GP Name: Ken Smith
 - Number: 123456
 - Address: 1 The Road, A Town
 - Postcode: TW1 1QW
 - GP Records Selected: 4
- GPs to Merge Panel:**

Dr Smith Ken	HA4 0BS	
Dr Johns	HA1 123	Johnson Surgery
Dr Field	UB4 9PB	Jolly's Lane Surgery
- Buttons:** Add / Edit, Simple Merge, Complex Merge, Make Master, Merge GPs.
- Filter GP List:**

GP Name:

Postcode:
- Footer:** Please ensure you have read the Healthcode Data Protection Policy | Help & Assistance | Debug Mode

Please note GP details that have been amended will not reflect on historical claim data.

Complex Merge

The Complex Merge allows users to select specific data from the GP's they wish to merge to create a customized master record.

The screenshot displays the 'Complex Merge' functionality within the healthcode ePractice biller system. The interface is divided into several sections:

- Navigation:** Top tabs include Status, Patients, Billing, Records & Reporting, and Settings. The healthcode logo is in the top right corner.
- Manage GPs Table:** A table listing GP records with columns for GP Name, Postcode, and Number.

GP Name	Postcode	Number
Dr Bloggs	W2 1NY	
Dr Connor	w2 1ny	
Dr Field	UB4 9PB	Jolly's Lane Surgery
Dr Johns	HA1 123	Johnson Surgery
Dr Quasim Mahroof	UB 49PB	
Dr Smith Ken	HA4 0BS	
Ken Smith	TW1 1QW	123456
TAMSIN SEVENOAKS	RH3 7NJ	
TAMSIN SEVENOAKS	RH3 7NJ	
dR PATEL	S1 222	
- Complex Merge Panel:** A panel titled 'Complex Merge' with 'GP Records Selected: 3'. It contains fields for:
 - GP Name:** Dr Bloggs, Dr Field, Ken Smith
 - Number:** Jolly's Lane Surgery, 123456
 - Address:** 1 The Village Pub, 1 Jollys Lane, 1 The Road, Village Street, Yeading, A Town, London, Middlesex, Paddington
 - Postcode:** W2 1NY, UB4 9PB, TW1 1QW
- Customised Merge:** A section with six rows of selection boxes (left arrow, empty box, right arrow) for choosing specific data to transfer.
- Buttons:** 'Merge GPs' at the bottom right, and 'Add / Edit', 'Simple Merge', 'Complex Merge' at the top of the merge panel.
- Filter GP List:** A section at the bottom left with input fields for 'GP Name:' and 'Postcode:'.
- Footer:** A footer bar with text: 'Please ensure you have read the Healthcode Data Protection Policy | Help & Assistance | Debug Mode'.

Select the GPs you wish to merge from the left hand listing.

These will then be displayed on the right hand side by field.

For each field of the information select which information you would like to be transferred over to the Master record by clicking on the information you wish to keep and clicking >>>

Help & Assistance

This option provides opening hours of the helpdesk & access to raise an error log.

You can also download the user guide & quick reference guide.

Help & Assistance

Contact The Helpdesk

Telephone: 01784 263150

Email: helpdesk@healthcode.co.uk

Support Hours: 08:00 - 18:00

Report Errors

[Open Error Logs](#)

Download User Guides

 [User Guide](#)

 [Quick Reference Guide](#)