

# CommBank Smart Health Upgrade.

April 2024

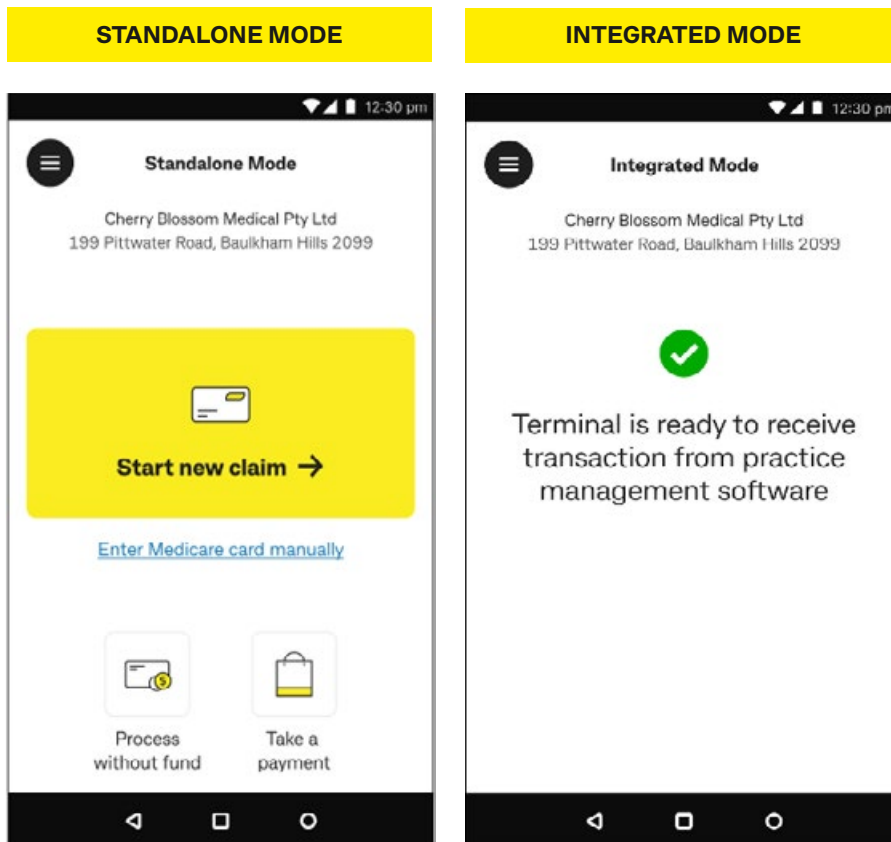
## Here's what you need to know about the new upgrade...

We have been working to improve the Health Claiming and Payment experience of CommBank Smart Health. The Smart Health app has been re-designed in collaboration with our customers and User Experience designers to provide a more efficient, smart and user-friendly way of processing health claims and payments on the terminal. The new Smart Health app is designed to be intuitive, and uses smart settings to simplify the workflow and to help increase transaction speed.

The improvements will begin with a new home screen allowing users to initiate Medicare and/or private health insurance claims with ease. The new home screen also provides a simpler pathway to creating an invoice with no health fund and allows users to proceed with a quick payment.

## Here are some key changes in the new Smart Health app

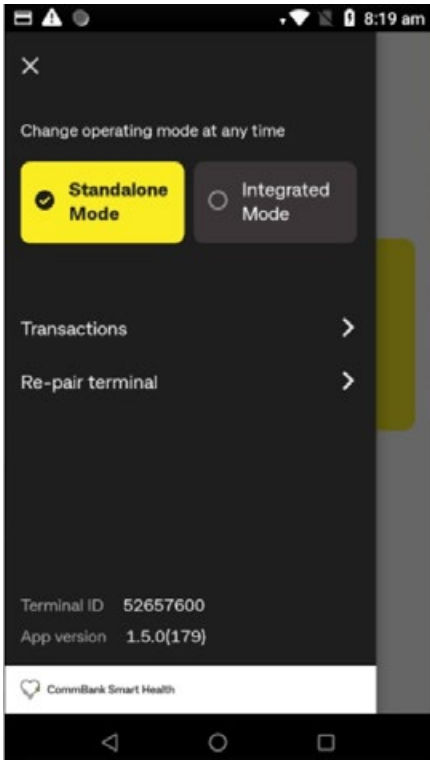
### 1. New Home Screen



The Smart Health app now has a brand-new home screen, allowing you to initiate your Medicare and/or private health insurance claims with ease.

New home screen also provides a simpler pathway to creating an invoice with no health fund and allows you take payment.

## 2. Switch



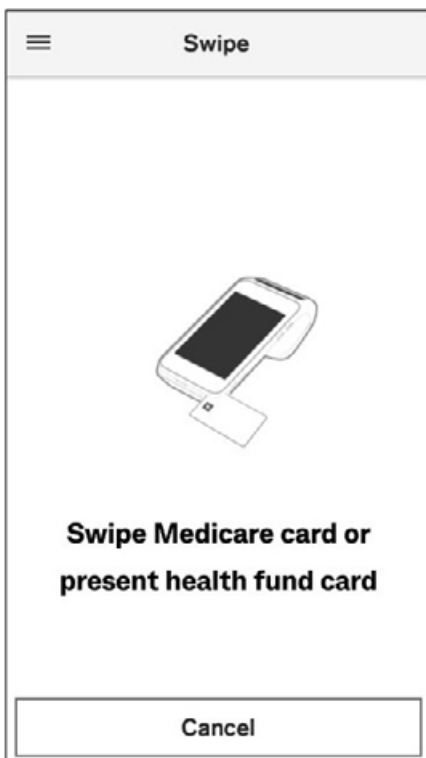
The app allows you to switch between Standalone Mode and Integrated Mode.

In Standalone mode, you can complete a claim and payment (where applicable), without the need to process it via Practice Management Software (PMS).

In Integrated Mode, the claim is initiated via PMS, however, claim and payment (where applicable) is completed via the terminal.

**Note:** Switching of modes is only applicable if you connect the terminal to PMS.

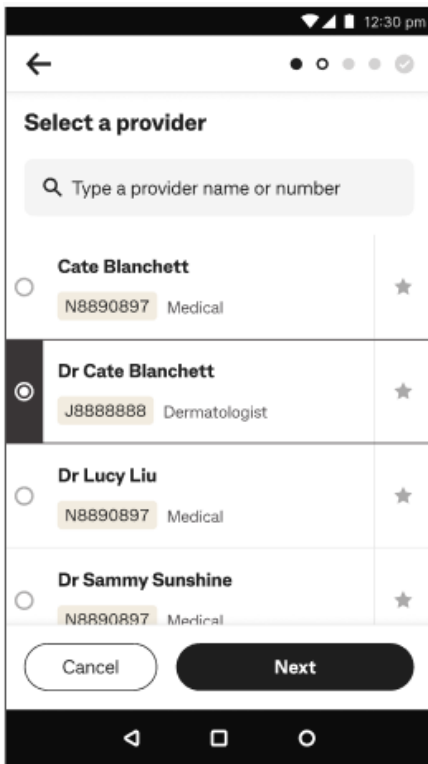
## 3. Swipe Medicare or PHI fund card to process claim



No need to select claim type. Simply swipe Medicare or Private Health Insurance (PHI) card.

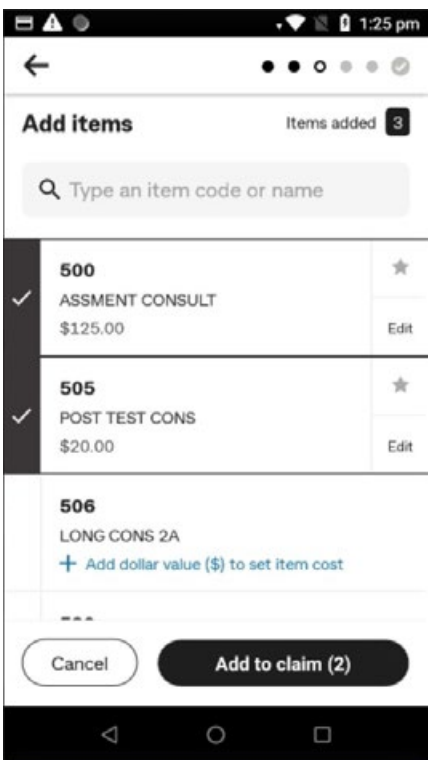
Patient can activate the PHI card on their compatible mobile device and present near the top of the terminal.

#### 4. Providers can be selected as Favourite



Simply tap on “★” next to selected providers name to mark them as favourite. Providers will then appear at the top of list.

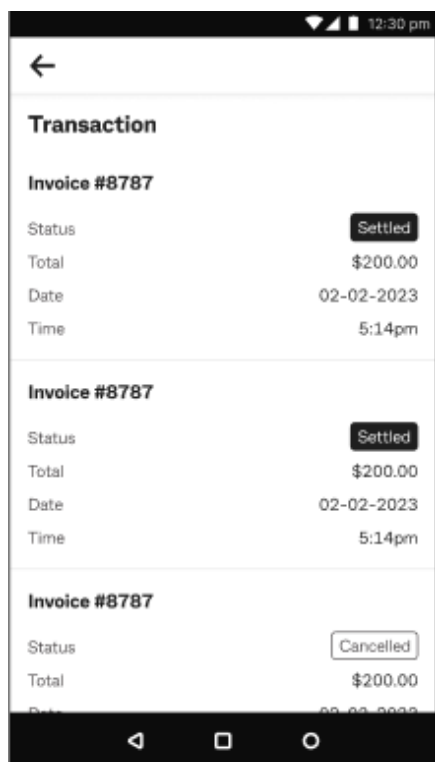
#### 5. Set prices for item codes



You can now set prices for item codes. The app will retain the price added per item. To edit the price, simply click on **Edit** button to access the item prices form. You can also use the “★” next to selected item to mark them as favourite. The app will show the item for every claim.

**Note:** First time use of the new Smart Health app will require the prices to be entered once per item.

## 6. Simplified Transaction History



Transactions menu provides a concise summary of processed claims. To view a claim, simply select the claim to view its details.

### And many more upgraded benefits for you and your patients include:

1. Reduced number of steps required to complete a claim transaction.
2. Removed the need to save patient details to process a claim.
3. Manage referrals easily as they are saved in a list for subsequent use.
4. Medicare rebates are assessed in real time and can be processed to patient's debit cards.
5. Intuitive design of the app, providing clear instructions on possible options for cancellations or refunds.



**Things you should know:** As this information has been prepared without considering your objectives, financial situation or needs, you should, before acting on the information, consider its appropriateness to your circumstances. Please view our [CommBank Smart Health Terms and Conditions \(PDF\)](#), [Financial Services Guide \(PDF\)](#) and Operator and User Guides at our [merchant support hub](#).