Tyro Bulk Billing Acceptance Testing

**Best Practice Software Deployment**

Introduction

This document provides instructions for testing functionality of Tyro Bulk Billing in Best Practice. All test results should be recorded in this document by the Practice’s Acceptance Testing representative.

# Details

|  |  |
| --- | --- |
| Practice name |  |
| Assessor |  |
| Test date |  |

# Testing Criteria

Testing to be carried out:

1. **Application Functional testing:**  
   Standard functions are carried out in a test environment to ensure the software is operating as expected.

The criteria for is:

|  |  |
| --- | --- |
| Functional Testing | |
| Pass | The function performs as expected. Note that all actions within the function must perform as expected to achieve a pass. |
| Fail | The function does not perform as expected and/or errors are encountered. Note that if any one action within the function fails, a fail must be recorded. |

Test Results

# Application Functional Testing

Instructions to complete:

1. Please test each function as described below, comparing your result to the Expected Outcome column.
2. Complete the table indicating your result for each test, using the Testing Criteria on Page 1.
3. Where a fail is recorded, please include comments of this failure.

| Test description | Expected outcome | Pass | Fail | Comment |
| --- | --- | --- | --- | --- |
| Configuration | | | | |
| Additional EasyClaim checkbox in Setup > Configuration > Online claiming | Once configured, the checkbox “Activate EasyClaim Bulk Bill claiming” is visible |  |  |  |
| Processing an Account | | | | |
| Create a patient account to bulk bill via Tyro with an Item number accepted by Tyro | Can view Easyclaim button |  |  |  |
| Create a patient account to bulk bill via Tyro with an Item number *not accepted* by Tyro | Cannot view Easyclaim button |  |  |  |
| Patient account/claim successfully sent via Easyclaim | ‘Success’ message seen on Tyro terminal |  |  |  |
| Patient account/claim sent via Easyclaim and was rejected | ‘Rejected’ message seen on Tyro terminal |  |  |  |
| If Patient account/claim was rejected | Able to re-send via Online claiming or Patient claiming |  |  |  |
| If the Patient account/claim was cancelled | Tyro terminal prints a docket indicating ‘Claim cancelled’ |  |  |  |
| Manage Easyclaims | | | | |
| In Management > Tyro Transactions screen, click on ‘Check payments’ | Can view the claims successfully sent the previous day |  |  |  |
| Click on ‘Check payments’ | All claims with Transaction Result of successful from yesterday are marked as either Received or Paid |  |  |  |
| Can view a successful claim | The following can be seen: Txn Result = Success; Txn Status = Paid |  |  |  |
| If a claim has been sent but not fully paid | The following can be seen: Txn Result = Success; Txn Status = Received |  |  |  |
| If applicable, can you view different Transaction Status’ | Txn Status = Failed or  Txn Status = Paid or  Txn Status = Received or  Txn Status = Resent via Medicare Batch or  Txn Status = Finalised |  |  |  |
| If a claim needs to be adjusted/re-submitted, identified by Txn Result = Success; Txn Status = Received.  Right click on the service to be adjusted, select Adjust service | Able to ‘Accept fee of’ or  able to ‘Resend via Medicare batch’ or  able to ‘Change billing’ or  able to ‘Write off service’ |  |  |  |
| Service adjusted successfully | Select either of the options above and successfully re-submit |  |  |  |
| Confirmation of Process | | | | |
| Patient billing history | Confirm the claim that was paid appears correctly in the patient billing history |  |  |  |
| Management report | Confirm the claim that was paid appears correctly in the ‘Payments’ management report(s). |  |  |  |