

Tyro Health

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Introduction

Comcare has partnered with Tyro Health to provide a faster way for medical, pharmaceutical and allied healthcare providers to submit claim related invoices. Tyro Health has now been available to our eligible providers since March 2022.

Tyro Health is a secure digital payment platform used by healthcare providers that allows providers to submit, track the progress of their claim related invoices and receive digital remittance advices through the secure digital platform.

By collaborating with Tyro Health, Comcare aims to reduce the financial burden on service providers by improving the processing timeframes for most invoices. Tyro Health allows the processing and payment of approved invoices by the next business day.

Further information about Tyro Health can be found through the [Comcare | Tyro Health Help Centre](#)

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Can providers use Tyro Health to send through invoices for all claims?

Yes, providers can use Tyro Health to submit invoices for any claim.

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What if the provider is getting an error message for a specific claim?

Providers will need to input a claim number and date of birth to create an invoice in Tyro Health. Tyro Health matches the claim number and date of birth to PRACSYS if it matches then the Tyro Health invoice can be created.

If the details do not match what is recorded in PRACSYS the provider will not be able to submit an invoice. If the provider has incorrect details – request that they confirm details with the employee prior to submitting the invoice. **DO NOT GIVE THE PROVIDER THE CORRECT DETAILS** due to privacy.

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Can a provider send through a paper invoice if they are registered for Tyro Health?

No, once a provider has signed up to Tyro Health, they can no longer submit paper or electronic invoices to Comcare for manual processing as Pracsys will not allow the invoices to be created manually.

If a service provider submits an invoice through Tyro Health and then submits a copy of the invoice to Comcare via post or electronically through the general enquiries email address, CAIS will review the invoice and will return the invoice to the provider requesting that the provider submit their invoices through the Tyro Health Portal.

If the service provider is experiencing issues with the Tyro Health portal, please direct them to [Tyro Health Support](#).

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Service providers registered with Tyro Health

To check if a service provider is registered with Tyro Health:

- open the View Provider (VSP) function in Pracsys
- enter the service provider's details into the 'View Provider - Search Step' screen e.g. ABN, Medicare Code, Name Combo or the Provider no. (if known)
- click on the 'search' button at the bottom of the screen
- if the service provider's details have 'yes' listed under the *Electronic Invoicing Enabled* column, then they are registered with Tyro Health
- if the service provider's details have 'no' listed under the *Electronic Invoicing Enabled* column, then they are not registered with Tyro Health. The service provider will need to continue to submit paper/emailed invoices to Comcare for payment or register with Tyro Health if they want to submit their invoices electronically via the secure digital portal.

Please note: A service provider may have more than one provider number in Pracsys. Please ensure that you select the correct provider number.

Alternatively:

- open the View Invoice (VCI) function in Pracsys
- enter the Claim no. or employee's details into the 'View Invoice - Claims Search Step' screen and click on the 'search' button
- select the relevant service provider from the Invoice Item list and click on the 'next' button to preview the payment
- the **Invoice Origin** heading on the right-hand side of the 'View Invoice - View Step' screen (under the 'Comments' and the 'Items' buttons) will denote whether the origin of the invoice is 'External' or 'Internal'
- if the origin of the invoice is external, this denotes that the service provider is registered through Tyro Health
- if the origin of the invoice is internal, this denotes that the invoice was entered by CAIS, and that the service provider is not registered through Tyro Health.

If you require further service provider details:

- Click on the 'copy' icon to the right of the Payee details/Provider number data field in the 'View Invoice - View Step' screen. This will copy the provider number to the clipboard
- open the View Provider (VSP) function in Pracsys
- paste the number into the Provider No. data field (Ctrl + V) and click on the 'search' button at the bottom of the screen
- to view the service provider's details, click on the 'next' button on the bottom of the 'View Provider - Search Step' screen.

If a service provider is interested in registering with Tyro Health, please refer them to the [Tyro Health website](#)

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Tyro Health FAQ's- service items, rates and invoices

Providers that sign up to Tyro Health will have access to the service item codes assigned to their provider type. For example, physiotherapists will have access to all the physiotherapy codes that are stored in PRACSYS.

There may be some medical providers that do not have codes, for example Assistant Surgeons do not have codes in PRACSYS- they may need to just enter a custom description of the service provided (they can include a service item number if they have one).

ALL Providers have access to the following 4 codes

	Item Code in Tyro Health	Description
For Reports with examination	EXAMN	Report – Section 57(3) costs

Case Conference	OCACO	Case conference Non- GP
For any reports or clinical notes	REPOR	Claim Inv-Med rep/clinic notes
Any other medical item that does not have a code	GSTMD	Medical other – taxable supplies

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Pracsys and Tyro Health

All rates in Tyro Health are the same as the rates in PRACSYS.

Invoices submitted through Tyro Health follow the adjudication rules for invoices in PRACSYS for example, line items over \$2000 need manual verification

There is a view document button in the View Invoice Screen. This is a PDF of the invoice details that have been inputted through Tyro Health

Please ensure that the correct provider is listed in the Treatment Plan for Physiotherapy and Psychology to allow payment of invoices

Please ensure Treatment Plans are kept up to date to ensure invoices can be actioned and paid efficiently.

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Support and resources

- For any enquiries relating to the Tyro Health portal, please direct providers to [Tyro Health Support](#). Tyro Health do not have a direct support number. The preference is the chat function on their website or email.
- Assistance for Tyro Health issues that are not specific to the Tyro Health portal please direct enquiries to [Comcare Tyro Health Support](#)
- If you have a provider that is interested in signing up to Tyro Health please refer them to [Invoicing and Payment](#) on our website.

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