



ADF HEALTH SERVICES CONTRACT

iRBS Provider Quick Reference Guide

December 2024

NOTE: You can find this guide on the top right-hand corner of you iRBS profile

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Accessing iRBS for the first time

For optimal performance of iRBS, we recommend using either Google Chrome or Microsoft Edge browser. Currently, all other browsers are not supported.

When you log in to iRBS for the first time using the log in and password provided, you will be prompted to update your password to suit your preference. The new password must:

- Be longer than ten (10) characters
- Have an upper and a lower-case character
- Have at least one number
- Have at least one special character

Register with Password Manager

Once you register with the One Identity Password Manager, you will be able to re-set your password at any time by answering a series of security questions. To register:

- On the iRBS entry page, select your iRBS account
- On the iRBS log in page – select 'Forgot my password' (below the Sign in button)
- Enter your username
- Select 'Register with Password Manager'
- Enter your password
- Select a Question from each drop-down menu and provide your answer (you will need to remember these answers to reset your password in future).
- Select 'Next' to complete your registration
- The new Reset Password option will now appear in your One Identity menu.



Register

Register with Password Manager.

Select a question:

< Select your question >

< Select your question >

What was your childhood nickname?

In what city did you meet your spouse/significant other?

What is your oldest sibling's birthday month and year? (e.g., January 1900)

What school did you attend for sixth grade?



Reset Password

Set your new password by answering secret questions.

iRBS Provider Overview

Click here to Search for appointments by EP ID, EP Name, DAN, or Provider Name (search is not case-sensitive)

Current Active User Logged into iRBS

Displays the Practice currently active. Click the dropdown menu to select a different Practice that the user is assigned to. Note: there is an "All" option when applicable.

jaspreet parmar-PRO1
jaspreet.parmar-PRO1@adfhs.com.au ▼ Acumen Melbourne ▼

Appointments

Search iRBS

Search

Search by Appointment ID, EP name, EP ID, DAN or Provider

36 Total requests 0 Pending 0 Booked 16 Confirmed 9 Reported 8 Rejected

Rejected CR ▼

Filter: display all appointments with rejected clinical reports for the selected Practice. This view will be displayed by default to direct provider attention to appointments requiring action

List requests and appointments by active filter

Filter: display all requests and appointments of selected Practice

Filter: display all Booked appointments for the selected Practice

Filter: display appointments to be reviewed and booked/follow up action taken

Filter: display all Confirmed appointments for the selected Practice

Filter: display all Reported appointments for the selected Practice

Priority	Provider name	EP ID	EP last name	Requested on	Appointment date	Appointment status	DAN	Actions
P1	Jack Gloury	5230212345	Harkin	17/06/2020 2:28 pm AEST	31/05/2020	Confirmed	R Test02	
P2	Jack Gloury	5230212345	Harkin	17/06/2020 2:29 pm AEST	07/06/2020			
P2			Leigh	20/12/2022 2:52 pm AEST	04/12/2022			
P2			Acumen Melbourne				77T4	

Step 1: Finding the Referral

To locate a referral for a booked / confirmed appointment, click on the Pencil icon under “Actions”.





Appointments

Search iRBS Search

Search by Appointment ID, EP name, EP ID, DAN or Provider

36 Total requests 0 Pending 0 Booked 16 Confirmed 9 Reported 8 Rejected

Rejected CR ▾

Priority	Provider name	EP ID	EP last name	EP first name	Practice	Requested on	Appointment date	Appointment status	DAN	Actions
P1	Jack Gloury	5230212345	Harkin	Martin	Acumen Melbourne	17/06/2020 2:28 pm AEST	31/05/2020	Confirmed	R Test02	
P2	Jack Gloury	5230212345	Harkin	Martin	Acumen Melbourne	17/06/2020 2:29 pm AEST	07/06/2020	Confirmed	R Test03	
P2	Ms Kerry Walker	1124522455	Leigh	Mary	Acumen Melbourne	20/12/2022 2:52 pm AEDT	04/12/2022	Reviewed	R acumentest	
P2	Demetrio Martinez	1124522455	Leigh	Mary	Acumen Melbourne	20/12/2022 3:23 pm AEDT	04/12/2022	Completed	R SITIssue34877T4	

The appointment details will be displayed, along with a link to the Defence Referral form.

Appointments AA 020 771

Requested on 23/05/2022, 5:02 pm AEST

Patient

First Name John
Last Name Doe
EP ID 123456789
Phone [REDACTED]
Email jp@defence.com
Base

Appointment

Service Type Face-to-face
Date 23 May 2022
Time 5:45 pm AEST
Location Level 2, 401 Collins Street Melbourne VIC 3000
Provider Name Ms Jade Vrzovski
Medicare #

Referral

DAN Acu23051
Specialty Occupational Rehab Off Base
Sub-specialty Psychology (Off)
Number of appointments 10

Referral document(s)



This referral can be downloaded to your system by clicking on the link. Once downloaded, the referral can be viewed, printed and/or saved.

To locate a referral for a **PENDING** appointment, click on the “Pending” tab and then click on the Pencil icon under “Actions”.

Appointments

Search

Search by Appointment ID, EP name, EP ID, DAN or Provider

6966 Total requests
 49 Pending
 717 Booked
 3215 Confirmed
 1893 Reported
 217 Rejected

Rejected CR ▼

Priority	Provider name	EP ID	EP last name	EP first name	Practice	Requested on	Appointment date	Appointment status	DAN	Actions
P2	Mr Adam Hashish	1232332223	Black	Jasmine	The Psych Professionals...	18/06/2019 3:19 pm AEST		Triage/awaiting	15156118181	
P1	Mr Adam Hashish				The Psych Professionals...	19/06/2019 5:25 pm AEST		Triage/awaiting	123456	
P2	Rohan Davies	12345678	Smith	John	Northside Sports Medicine	27/02/2020 4:49 pm AEDT		Triage/awaiting	P2>15BDS	
P1	Sidney Lo	5230212345	Harkin	Martin	Liverpool Heart Centre	30/10/2020 10:38 am AEDT		Triage/awaiting	US17350T7C	
P2	Acumen Adelaide	342232210	Gopal21	Ashok21	Acumen Adelaide	08/09/2021 4:02 pm AEST		Triage/awaiting	2244sa	
P2	Dr Kipling Walker	58477	Gop	ASh	Duntroon Health Centre	14/02/2022 9:50 am AEDT		Follow up calls/emails	2337	

The appointment details will be displayed, along with a link to the Defence Referral form.

Appointments AA 015 471

Requested on 08/09/2021, 4:02pm AEST

Patient

First Name Ashok21
Last Name Gopal21
EP ID 342232210
Phone 0430887933
Email
Base

Appointment

Service Type
Date
Time
Location 77-79 Henley Beach Road, Mile End Adelaide SA 5031
Provider Name Acumen Adelaide
Medicare #

Referral

DAN 2244sa
Specialty Occupational Rehab Off Base
Sub-specialty Occupational Rehab Off Base
Number of appointments 1

Referral document(s)



Step 2: Reviewing and Accepting/Rejecting the Referral

Upon review of the defence referral form, you may proceed to “accept” or “decline” the booking request under Appointment Outcome.

Appointment outcome

Do you want to accept this referral?

- Yes, accept this referral No, decline this referral

Submit

Save for later

Cancel

To “accept”, click the radio button – Yes, accept this referral.

Appointment outcome

Do you want to accept this referral?

- Yes, accept this referral No, decline this referral

Book appointment

Please schedule this appointment to take place on or before the **Tuesday, 28/09/2021**. If you are unable to do so, please [request CSO to book appointment](#).

- Book appointment Request CSO to book appointment

Submit

Save for later

Cancel

You will be able to Book appointment.

Do you want to accept this referral?

- Yes, accept this referral No, decline this referral

Book appointment

Please schedule this appointment to take place on or before the **Saturday, 11/02/2023**. If you are unable to do so, please [request CSO to book appointment](#).

- Book appointment Request CSO to book appointment

Special Instructions

Please note that this is a non-intergrated calendar

Service Type

Face-to-face▼

Date

Tuesday, 31 Jan 2023▼

Time

1

:

00

am

pm

Australian Eastern Standard Time

Send SMS

YesNo

Booking date must be on or before Saturday, 11/02/2023

Submit

Save for later

Cancel

Here, you can accept the pre-populated date/time or use the calendar widget to select appropriate date/time and click "Submit".

You can now see this booking under 'Booked' and 'Total requests' tab.

There may be a variety of reasons for you not to be able to accommodate an appointment request (e.g., provider unavailability, etc.). In that case, you can decline the referral and provide detailed reason, as to why, so the CSO can re-book the appointment appropriately.

Appointment outcome

Do you want to accept this referral?

- Yes, accept this referral No, decline this referral

Please provide reasons for declining this referral.

Details of why the request was declined

460 characters remaining

Submit

Save for later

Cancel

Sometimes, due to the clinical requirements, an appointment must occur before a certain timeframe. If you try to book the appointment outside of that timeframe the system will generate an error. In this scenario, you can try another date/time or click on "Request CSO to book", providing details around availability, alternative provider, etc., so we can help you make the booking.

Appointment outcome

Do you want to accept this referral?

- Yes, accept this referral No, decline this referral

Book appointment

Please schedule this appointment to take place on or before the **Friday, 10/03/2023**. If you are unable to do so, please [request CSO to book appointment](#).

- Book appointment Request CSO to book appointment

Please provide details to assist CSO with the booking (availability, urgency) and best contact.

Appointment booked with John Smith within our practice on 09/02/2023 at 2pm. Please finalize booking within iRBS

388 characters remaining

Submit

Save for later

Cancel

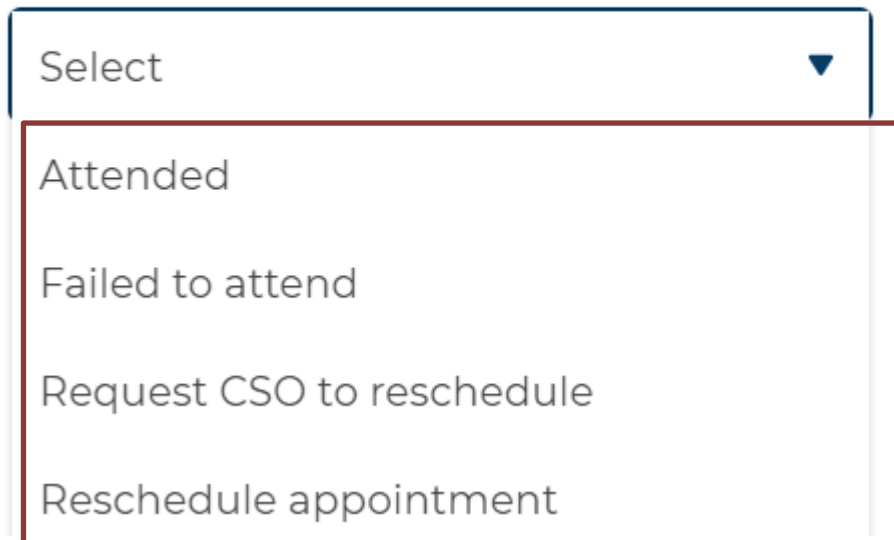
Step 3: Recording the Patient’s Appointment Attendance

On the day of the appointment, complete the “Appointment Outcome” option by selecting the appropriate drop-down option. The following options below can be selected:

- Attended

- Failed to attend
- Request CSO to reschedule
- Reschedule appointment

Appointment outcome



A screenshot of a dropdown menu. The menu is open, showing four options: "Attended", "Failed to attend", "Request CSO to reschedule", and "Reschedule appointment". The menu is highlighted with a red border. The text "Select" is visible in the top left corner of the dropdown box, and a small downward-pointing triangle is in the top right corner.

When you select “Attended” as the Appointment Outcome, you will then be able to upload your clinical report.

If the appointment was not attended/late cancellation, we recommend you try to reschedule it to a later date/time as per EP availability using the fourth option in the drop-down – ‘Reschedule appointment’.

If selecting "Failed to Attend" for the first appointment in the series, you will need to book additional appointments prior (refer to step 7- 'Adding Additional Appointments') to ensure the series remains open. If no future appointments are going ahead, you can select "Failed to attend" and press the submit button to close the appointment.

When selecting "Failed to attend" this will decrease the number of available appointments and prevent you from submitting an invoice via iRBS. If the approved number of appointments has been completed due to appointments within the series marked as Failed to Attend, you will need to contact the Customer Care team to schedule further appointments.

If you are an Open Arms provider, and mark an appointment as "Failed to attend" due to no-show, the system will automatically add additional appointment overnight to the series (up to maximum of 2)

You can click "Reschedule appointment" to move the appointment to a different date and time.

Appointment outcome

Reschedule appointment ▼

Reschedule this appointment

Special Instructions

Please note that this is a non-integrated calendar

Service Type

Face-to-face ▼

Date

10th Aug 2022 Australian Eastern Standard Time

Time

5:15 pm

Clear

Send SMS

Yes

Why is this appointment being rescheduled?

Please use this space to write any notes

500 characters remaining

Submit

Cancel

Appointment outcome

Reschedule this appointment

Please reschedule this appointment to take place on or before the Mon Aug 01 2022 13:14:24 GMT+1000 (Australian Eastern Standard Time). If you are unable to do so, please [notify the CSO team](#)

Special Instructions

Please note that this is a non-integrated calendar

Service Type

Date

 Australian Eastern Standard Time

Time

Send SMS

Yes

Sometimes, due to the clinical requirements, an appointment must occur before a certain timeframe. If you try to book the appointment outside of that timeframe the system will generate an error.

Appointment outcome

Reschedule appointment ▼

Reschedule this appointment

Please reschedule this appointment to take place on or before the Mon Aug 01 2022 13:14:24 GMT+1000 (Australian Eastern Standard Time). If you are unable to do so, please [notify the CSO team](#)

Special Instructions

Please note that this is a non-integrated calendar

Service Type

Face-to-face ▼

Date

4th Aug 2022 Australian Eastern Standard Time

Time

07:30 PM

Clear

Send SMS

Yes

Booking date must on or before Mon Aug 01 2022

Why is this appointment being rescheduled?

Please use this space to write any notes

500 characters remaining

If you cannot reschedule the appointment within the stipulated timeframes, then select “Request CSO to reschedule” and Bupa will call the EP and move the appointment to a different time. **In selecting this option, please leave a note explaining the reason for request and your availability.**

Appointment outcome

Request CSO to reschedule ▼

Why does this appointment require rescheduling?

Provider out sick..|

480 characters remaining

Add note

Why is this appointment being rescheduled?

Please use this space to write any notes

500 characters remaining

Step 4: Uploading the Clinical Report

Reminder: Submit all Clinical Reports within 5 business days of your consult for Medical Specialists, within 3 business days for Dental Specialists and all Allied Health professionals, and within 2 business days for GPs.

Clinical reports need to be saved to a folder, preferably as a PDF, prior to commencing this action. You can upload a clinical report from your system by clicking “Add File”. This will automatically allow you to search your folder and select the appropriate file. The file will be added to iRBS if you double click on it.

Appointment outcome

Clinical report

Please upload a clinical report in order to submit a payment request

[I am not uploading a report](#)

Max file size must not exceed 30MB

Once you have Added a File, you should identify any actions that you referenced in your report. Doing this will allow rapid identification of follow-up activities by either the Bupa CSO or the referring Defence health facility (as appropriate).

Appointment outcome

Clinical report

Please upload a clinical report in order to submit a payment request

Add more files

Max file size must not exceed 30MB

PDF Clinical Re... X Urgent Restricted service Request On-Referral Follow-up

The definitions for these actions are included in your Provider Terms and Conditions.

The following actions will occur based on your selection of action(s), noting you may select more than one:

1. **Urgent:** This will place a red flag in the iRBS dashboard for the Defence health facility to action as a priority.
2. **Restricted Service Request:** This will indicate to the Defence health facility that approval is required for further care as requested in your clinical report.
3. **On-Referral:** This will indicate to the Bupa CSO team that you have requested the patient undergo additional investigation(s) to support your care as outlined in your clinical report. The CSO team will look to assist the patient to book this care if required. It will also flag to the referring clinician that you have initiated further care. *This is not applicable for Open Arms referrals.*
4. **Follow-up:** This will indicate to the health centre that you wish to see the patient again and authorization can be provided by the health centre for this to occur.

If you have a sequence of appointments approved in advance, the **number of remaining appointments** will be displayed, and you will be able to enter details of your preferred appointment time.

Step 5: Booking Follow up Appointment

Additional appointments

Currently, there are 8 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes No

Special Instructions

Please note that this is a non-integrated calendar.

Service Type

Face-to-face

Date

10th Aug 2022

Australian Eastern Standard Time

Time

11:30 am

Add Appointment

You can select 'No' above, if required, and book additional appointment at a later time by clicking on the pencil icon and editing any exiting appointments in a series.

When is a clinical report not required?

There are times when a clinical report will not be expected for the care that has been provided that day. These include when:

1. A care plan for multisession care has been submitted and care has been provided in keeping with that plan; or
2. You are not the principal provider (e.g., a Surgical Assistant, an Anesthetist).

If this applies, you will need to select “I am not uploading a report” and a supporting reason from the drop-down menu:

Clinical report

Please upload a clinical report in order to submit a payment request



The screenshot shows a web form with a dropdown menu highlighted by a red border. The dropdown menu is currently open, showing three options: "Continued with Care Plan", "Dispensed Glasses", and "Report Not Required". To the right of the dropdown menu, there is a blue button labeled "I will upload a report". Below the button, there is a small text label "Max file size must not exceed 100MB".

Incorrect or Rejected Clinical Report

If a report has been uploaded incorrectly or it has been rejected by the health centre, the report will need to be replaced.

Corrective action in iRBS require a new report to be added prior to removing the incorrect report.

- 1) Rejected reports will be visible in the blue appointment header under “Rejected” with red count bubble and the associated appointment with purple (R) reject icon will be displayed. This view will be displayed by default if there are appointments requiring attention

Appointments

🔍
Search

Search by Appointment ID, EP name, EP ID, DAN or Provider

6967 Total requests
49 Pending
717 Booked
3216 Confirmed
1893 Reported
217 Rejected

Rejected CR ▼

Priority	Provider name	EP ID	EP last name	EP first name	Practice	Requested on	Appointment date	Appointment status	DAN	Actions
P2	Sidney Lo	1124522455	Leigh	Mary	Liverpool Heart Centre	03/07/2019 1:24 pm AEST	03/07/2019	Completed	R PFUAT011	✎
P1	Amanda Haselgrove	123456789	Doe	John	Adelaide Psychological Services	11/07/2019 3:26 pm AEST	07/07/2019	Reviewed	R DANMEUP	✎
P2	Rohan Davies	E72E7600-E	Nguyen	B.A	Northside Sports Medicine	21/11/2019 10:16 am AEDT	01/11/2019	Completed	R RETRO09878	✎
P2	Amanda Haselgrove	1124522455	Leigh	Mary	Adelaide Psychological Services	12/12/2019 5:58 pm AEDT	02/12/2019	Rejected	R Kavya Invoice 1	✎

2) Click on the pencil icon to edit the associated appointment to view the rejected report and reason

Appointment outcome

Status: Attended

Clinical report

Please upload a clinical report in order to submit a payment request

Add more files

Max file size must not exceed 30MB

Billing UAT... ✕
 Urgent
 Restricted service Request
 On-Referral
 Follow-up

Rejected for Administration Reason - Incomplete information test

3) Upload new and correct report, then remove the rejected report by clicking the “X”, then scroll to submit the changes

Report will then re-flag to the health centre to review

Appointment outcome

Status : **Attended**

Clinical report

Please upload a clinical report in order to submit a payment request

[Add more files](#)

Max file size must not exceed 30MB

 **Clinical Re...** X Urgent Restricted service Request On-Referral Follow-up

Step 6: Submitting an Invoice for Services Rendered

Once you have completed the Clinical Report step, you can proceed to submitting an invoice for the services rendered.

Appointment outcome

Attended ▼

Clinical report


Please upload a clinical report in order to submit a payment request

For Medical Specialists, Clinical Reports are to be submitted within 5 business days of a consultation.

For Allied Health Specialists, Clinical Reports are required after the initial consultation, each series of six consultations, and the final consultation.

Add more files

Max file size must not exceed 30MB

 BlankClinic... X Urgent Restricted service Request On-Referral Follow-up

Invoices

Add invoice

Click on “Add invoice” button

Enter providers invoice/payment number

Under item code section, enter the Fee code as per agreed Bupa Fees Schedule

Select magnifying glass to populate the contracted schedule of fees and a description of the code

If invoicing for miscellaneous item or service, select Miscellaneous box and enter service items, descriptions, and costs.

Please ensure Add GST box is ticked if GST is to be applied for your services

As of Dec 2023, we have introduced a new functionality to add optional notes to each item on your invoice if you wish to further clarify or justify any items for which you are billing. This will give you the opportunity to leave notes pertaining to the services you are entering and to explain any anomalies with the invoice e.g. If the line item relates to separate compartments, same day appointments, etc.

PLEASE NOTE: This is not a substitute for a clinical report. Any clinical information should be included in the clinical report that you upload in step 4 of this document

Invoices

Add services rendered

Invoice number

Item code	Description	%	Quantity	Unit cost (exc GST)	Total item cost (exc GST)
<input type="checkbox"/> Miscellaneous	<input type="text" value="e.g. 300"/> <input type="button" value="🔍"/>		<input type="checkbox"/> Inpatient <input type="text" value="1"/>		<input type="checkbox"/> Add GST <input type="button" value="✕"/>
Note: <input type="text" value="Optional clarification if required (max 250 characters)"/>					

\$

Invoices

Invoice Number: DEMO_TEST2

Ready To Pay

Item code	Description	%	in Patient	Add GST	Quantity	Unit cost (exc GST)	Total item cost (exc GST)
105	PROFESSIONAL ATTENDANCE BY A SPECIALIST IN THE PRACTICE OF THE SPECIALIST'S SPECIALTY FOLLOWING REFERRAL OF THE PATIENT TO THE SPECIALIST-AN ATTENDANCE AFTER THE FIRST IN A SINGLE COURSE OF TREATMENT, IF THAT ATTENDANCE IS AT CONSULTING ROOMS OR HOSPITAL, OTHER THAN A SERVICE TO WHICH ITEM 16404 APPLIES		no	no	1	\$76.30	\$76.30
Note: AM appointment							
105	PROFESSIONAL ATTENDANCE BY A SPECIALIST IN THE PRACTICE OF THE SPECIALIST'S SPECIALTY FOLLOWING REFERRAL OF THE PATIENT TO THE SPECIALIST-AN ATTENDANCE AFTER THE FIRST IN A SINGLE COURSE OF TREATMENT, IF THAT ATTENDANCE IS AT CONSULTING ROOMS OR HOSPITAL, OTHER THAN A SERVICE TO WHICH ITEM 16404 APPLIES		no	no	1	\$76.30	\$76.30
Note: PM appointment							
							\$152.60

Step 7: Adding Additional Appointments

Depending on the referral from Defence, you may be given a set number of follow up appointments, or you may book as many appointments as you deem clinically required. To make a follow up appointment click 'Yes' under the Additional appointments heading.

You can also select 'No' if required and return to the following screen at a later time and book subsequent appointments.

Additional appointments

Currently, there are 5 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes No

Submit

Save for later

Cancel

Enter the service type (appointment delivery method), date and time of the appointment and select the "Add appointment" button.

Additional appointments

Currently, there are 5 appointments yet to be booked. Would you like to schedule a follow-up now ?

Yes No

Special Instructions

Please note that this is a non-integrated calendar.

Service Type	<input type="text" value="Face-to-face"/>	
Date	<input type="text" value="14th Aug 2020"/>	Australian Eastern Standard Time
Time	<input type="text" value="9:30 am"/>	<input type="button" value="Add Appointment"/>

The appointment details will appear on the screen. These details can be removed if incorrect.

Please note that this is a non-integrated calendar.

Service Type	<input type="text" value="Face-to-face"/>	
Date	<input type="text" value="Pick a Date"/>	
Time	<input type="text" value="hh:mm"/>	<input type="button" value="Add Appointment"/>

Service Type: Face-to-face Date: 14th Aug 2020 Time: 9:30 am Time Zone: AEST

To complete the booking, select **submit**. At this point, the EP will receive an SMS notification containing the follow up appointment details. The appointment will also be visible in your iRBS appointment list view.

IMPORTANT - Allied Health Approved Number of Services

1. You must not deliver or charge for services beyond the approved number of services. If you receive a referral without an approved number of appointments, the default approved is 6 appointments.
2. Consistent with the existing rules for any referral with an appointment limit, if you feel that the Defence Member requires more care than the proposed limit on the referral, you will need to apply for an 'Extension of Care' via your clinical report letter.
3. Once the Extension of Care is approved, you may continue to provide care within the appointment limits of the new Extension of Care.
4. Bupa reserves the right to not pay providers for any services provided outside these appointment limits.

Step 8: Checking the status of an Invoice

If you've submitted an invoice for services rendered in iRBS (Step 4), you can check on the status of that invoice. Search and open the related appointment, then scroll down to the 'Invoices' section to see the current status.

Invoices

Invoice Number: HHHHHHFFF							
Processed For Payment							
Item code	Description	%	in Patient	Add GST	Quantity	Unit cost (exc GST)	Total item cost (exc GST)
MISC_GOOD	Bandages		no	yes	1	\$12.00	\$12.00
						\$12.00	

Invoice status types and explanations are listed below:

1. **Processed for Payment** - invoice has been received and is awaiting submission into our payment system
2. **Scheduled for Pay** - invoice has been received by our payment system and is scheduled to be paid within 5 to 7 business days
3. **Payment Sent to Bank** - invoice has been sent by our bank for payment to your nominated account, expect payment within 5 to 7 business days
4. **Paid** - payment has been completed
5. **Invoice Rejected** - We have discovered an error in the invoice payment information. We are investigating the cause of the rejection and will contact you via email so the payment can be re-processed.
6. **Bank Rejection** – payment has bounced back due to incorrect details. We will need to confirm your bank details and ABN details via email so we can get the payment out to you straight away.
7. **Recycle error** - The invoice has been identified as a potential duplicate and is being investigated by our exceptions team, they will reach out to you if they have any questions
8. **Invoice Adjustment** - Sometimes you may see invoice status with the following suffixes “_ADJ” or/and “_ADJ1”. These do not go through to payment and have been created by the *Invoicing team* to enable data adjustments to invoices.

Please note: Bupa sends payments daily; however, banks can take up to 7 business days to process. If an invoice is marked as ‘Paid’ but you have not received payment, please contact us so we can investigate the issue.