



# **Guide to making payments to your medical, dental, or veterinary practitioner**

14 October 2022

## Step 1: Log in

- Go to the [medipay.com.au](https://medipay.com.au) homepage and click on **LOGIN** (top navigation bar)
- You will now be directed to the **MediPay Customer Portal**
  - <https://dr-medipay-cp.interfisystems.com/security/login>
- The LOGIN screen will be displayed
- Enter your **User Name** and **Password**

A screenshot of the MediPay login interface. At the top, the word 'LOGIN' is centered in a large, bold, black font. Below it, the text 'Welcome to Medipay Customer Portal' is centered in a smaller, grey font. The login form consists of two input fields: 'USERNAME' and 'PASSWORD'. The 'USERNAME' field has a 'FORGOT?' link to its right. The 'PASSWORD' field has a toggle icon (an eye) and a 'RESET?' link to its right. At the bottom of the form is a prominent orange button with the text 'LOGIN →' in white.

## Step 2: Your payment plan details

Once you have successfully logged in the summary page will be displayed.

Welcome back,  
**Dean Willams**

Total Current Balance  
**\$295.00**

Total Available Balance  
**\$3,038.00**

[Make a Transfer](#)

[View Statements](#)

### My Finances

Dean Willams - 10055781

Dean Willams 10055781	Curr Bal	\$295.00	+
	Avail Bal	\$3,038.00	∨
Dean Willams 10055847	Curr Bal	\$0.00	+
	Avail Bal	\$0.00	∨

[Show All](#)

Total Current Balance  
**\$295.00**

Total Available Balance  
**\$3,038.00**

### Recent Activity

For Account: 10055781

14/12/2021	Loan Approval Fee	\$295.00
	Loan Approval Fee	\$295.00

Click on the account area as outlined above i.e. either the + or the drop down ∨ (see highlighted).

The account screen will now be displayed which allows you to view the detail on your account.

MediPay  
Easy payment plans

### Easy Payment Plan

Account Number	10047278	Current balance	\$295.00
Min monthly instalment	\$73.01	Next instalment due	N/A
Arrears Amount		Total available	\$1,705.00
			\$0.00

### Transactions

Date	Description	Debit	Credit	Balance
13/10/2022	Loan Approval Fee <b>Note:</b> Loan Approval Fee	\$295.00		\$295.00

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### Step 3: Requesting the payment to the practitioner

To request a payment, click on the "Request Payment" link (see highlighted icon below).

**Easy Payment Plan**

Account Number	10047278	Current balance	\$295.00
Min monthly instalment	\$73.01	Next instalment due	N/A
Arrears Amount		Total available	\$1,705.00
			\$0.00

**Transactions**

Date	Description	Debit	Credit	Balance
13/10/2022	Loan Approval Fee <b>Note:</b> Loan Approval Fee	\$295.00		\$295.00

Enter the details requested:

**Request New Disbursement**

Supplier Name

Supplier BSB

Supplier Account Number

Payment Description

Amount  
\$ 0.00

Payment Date  
17 Oct 2022

- Enter the name of the medical supplier to receive the payment
- Enter the BSB number for the bank account of the supplier
- Enter the account number for the bank account of the supplier
- Type a description
- Enter the amount to pay the supplier
- Select the payment date from the calendar (click the calendar icon to see a calendar) or enter a date directly
- Click on 'Submit'.

Once the payment has been successfully requested, the summary of the payment will be displayed as below.

**Note : Email any supporting documentation i.e. the invoices to [customercare@medipay.com.au](mailto:customercare@medipay.com.au).  
All Payment Requests are processed same day if received before 12pm.**