



BILLING GUIDES, POWERED BY TYRO HEALTH

Getting started with billing in Ecko.

Invoice, take card payments and lodge Medicare, DVA and private health claims without leaving Ecko. These short guides take you from a new Tyro Health account to your first paid invoice, one task at a time.

What is inside

- 1 How billing works in Ecko
- 2 Set up your Tyro Health account
- 3 Connect Tyro Health to Ecko
- 4 Get practitioners and clients claim-ready
- 5 Take payments
- 6 Medicare claims (bulk bill and patient claims)
- 7 DVA claims
- 8 Private health claims
- 9 Claims, refunds, end of day and reports
- 10 Your first-day check
- 11 Troubleshooting and getting help

Your setup path

- 1 **Open a Tyro Health account**
Sign up with your ABN and complete the ID check. Guide 2.
- 2 **Turn on what you need in Tyro Health**
Card payments, Medicare and DVA, private health. Guide 2.
- 3 **Connect Tyro Health to Ecko**
Paste your API key into Ecko and test the connection. Guide 3.
- 4 **Add provider numbers and client details**
So every claim has what Medicare and the funds need. Guide 4.
- 5 **Run your first-day check**
A 15 minute check with one small real payment. Guide 10.
- 6 **Bill every day**
Payments, claims, refunds and end of day. Guides 5 to 9.

GUIDE 1

How billing works in Ecko

Ecko is where you invoice, claim and track. Tyro Health is the payments and claiming service that moves the money and sends your claims to Medicare, DVA and the health funds.

WHO CAN DO THIS

Anyone. Read this first.

TIME

3 minutes

YOU WILL NEED

Nothing, this is an overview

Two accounts, one workflow

In Tyro Health Online

- Your business, ABN and ID check
- Turning on card payments, Medicare, DVA and private health claiming
- Registering providers with Medicare and the health funds
- Bank accounts where money is paid
- Your API key, the code that links Tyro Health to Ecko

In Ecko

- Connecting your Tyro Health account (once)
- Practitioner provider numbers and client funding details
- Invoices, card payments, payment links and client portal payments
- Submitting and tracking claims
- Refunds, end-of-day reconciliation and reports

Where the money goes

WHAT YOU DO IN ECKO	WHO PAYS	WHERE THE MONEY LANDS
Card payment, payment link or client portal payment	The client	Your settlement bank account in Tyro Health Online, usually the next business day
Medicare bulk bill or DVA claim	Medicare or DVA pays you, the client pays nothing	The bank account registered with Medicare for the practitioner's provider number
Medicare patient claim	The client pays you, Medicare refunds the client	Your account for the client's payment. The rebate goes to the client's own bank account held by Medicare
Private health claim	The fund pays its benefit, the client pays any gap	The settlement account you gave Tyro Health for private health claiming

CARD DETAILS AND FEES

Clients type their card number on Tyro Health's secure payment page, never inside Ecko. Ecko only receives the card brand and last four digits for your records. Tyro Health bills its own transaction and claiming fees to the card you give it, monthly. Check current pricing with Tyro Health.

What is in this release

- Card payments, emailed payment links and client portal payments. Medicare bulk bill and patient claims, DVA and private health claims
- Claim tracking, with an email to the practitioner if a claim is rejected
- Refunds, end-of-day reconciliation, and Aged Receivables, Financial Summary and Invoice List reports
- **Not yet available:** saving a client's card to charge later (card on file), and a downloadable claim statement for clients. The claim outcome is shown in Ecko on each claim.

GUIDE 2

Set up your Tyro Health account

Before Ecko can take payments or lodge claims, your practice needs its own Tyro Health Online account with the right features switched on. Skip any feature you will not use.

WHO CAN DO THIS

The practice owner or whoever will be the Business Admin in Tyro Health

TIME

About 20 minutes of forms, then up to 5 business days for Medicare

YOU WILL NEED

Your ABN, two ID documents, a bank account for settlement, a credit card for Tyro Health fees, each practitioner's provider number

STEP 1 Create your account

- 1 Go to the Tyro Health Online sign-up page and create your personal login.
- 2 Enter your business details: **ABN**, **professional category** and your practice management software. If Ecko is not in the list, pick the closest option. You can update these later.
- 3 Select the option '**Accept payments using Tyro Health Online Payments**'.
- 4 Complete the **ID check** when prompted: **Business Settings**, then complete verification. You need two of passport, driver licence or Medicare card. Most checks finish instantly.

TRUSTS AND PARTNERSHIPS

If your business is a trust, partnership or association, Tyro Health will ask for extra documents (for example a trust deed) and may verify you by phone. Allow extra time.

STEP 2 Turn on card payments

Needed for card payments, payment links, client portal payments and private health gap payments.

- 1 In Tyro Health Online, select **Get paid** from the sidebar.
- 2 Click **Get Started** on the **Payments** tile: select **Business Settings > Payments > Manage Payment Methods**, then select Tyro Health Online Payments > **Confirm & Continue**
- 3 Confirm your business and location details, add the card Tyro Health bills its fees to, then add your **settlement bank account**.
- 4 **Saving Patient Payment details**: press '**enable**' if you want to save payment details of repeat patients.
- 5 Verify your ABN and follow the prompts. Most registrations approve automatically.

LOW LIMITS AT FIRST

New accounts start with low daily card limits. They rise automatically once you verify a claiming feature such as Medicare or private health. Contact Tyro Health if you need them raised sooner.

STEP 3 Turn on Medicare and DVA claiming

- 1 Select **Get paid**, then **Get Started** on the **Medicare, DVA & ECLIPSE claiming** tile. This turns on all three. Ignore ECLIPSE if you do not use it.
- 2 Confirm your business and location details.
- 3 Add each provider: name, practice location, professional category, specialty and **provider number**. Click **+ add another line** if they work at more than one location.

- 4 When asked about the **Medicare Online Claiming Provider Agreement (HW027)**, use the prompts to check if you need it. **Bulk bill and DVA claims always need it.** Download the pre-filled form, complete it (including the bank account Medicare pays bulk bill and DVA claims into), sign it and email it to provider.forms@servicesaustralia.gov.au.

WAIT FIVE BUSINESS DAYS

Services Australia takes up to five business days to process the HW027 form. Do not submit bulk bill or DVA claims until then. Claims sent too early are not processed and must be sent again. You may get an email confirming your provider number is linked to a new Minor ID. Check your junk folder.

STEP 4 Turn on private health claiming

- 1 Select **Get paid**, then **Get Started** on the **HealthPoint** tile. If you cannot see it, contact Tyro Health.
- 2 Confirm business and location details. Do not change a location address once providers are linked to it.
- 3 For each provider, upload a **Medicare provider letter** or a dated **HPOS screenshot** of their provider number details, and add or select their settlement bank account. Add every provider now using **Add another provider**.
- 4 Review, accept the HealthPoint agreement and click **Submit**.

APPROVAL AND FUND REGISTRATION

Providers show as **Pending** until Tyro Health approves them, then **Active**. Most funds register an approved provider straight away, some take 1 to 3 business days. Psychology is covered by some funds but not all, and not every fund accepts digital claims. Check Tyro Health's fund list before you tell clients they can claim on the spot.

MORE THAN ONE PRACTITIONER?

Most group practices use one Tyro Health business with each practitioner added as a staff member with their own provider number. If practitioners bill under their own ABNs, read Tyro Health's multiple providers guide before you set up, because it changes how many accounts and API keys you need.

Read more on the Tyro Health help centre

- [Get started with Tyro Health Online](#)
- [How to complete your ID check](#)
- [How to set up online payments](#)
- [How to set up Medicare Online, ECLIPSE and DVA claiming](#)
- [How to complete the HW027 form](#)
- [How to set up private health claiming](#)
- [Uploading provider letters](#)
- [Health funds and supported professions](#)
- [Setting up Tyro Health Online for multiple providers](#)

GUIDE 3

Connect Tyro Health to Ecko

A one-time setup. You create an API key in Tyro Health Online and paste it into Ecko. Until this is done, the payment and claim buttons stay hidden in Ecko.

WHO CAN DO THIS

An Ecko Owner or Admin, plus a Business Admin in Tyro Health Online

TIME

5 minutes

YOU WILL NEED

Your Tyro Health Online login (Business Admin) and your Ecko login

STEP 1 Create your API key in Tyro Health Online

- 1 Log in to Tyro Health Online as a **Business Admin**. A key made by any other role will not include all of your business's information.
- 2 Select **Business settings** from the left sidebar.
- 3 Open the **Connections** tab. (Some accounts show this as **API Keys**.)
- 4 Scroll down to "API key" section and click **Generate new key**, then copy the key.

ALREADY CONNECTED TO OTHER SOFTWARE?

Generating a new key switches off every existing key. If another system already uses your Tyro Health account, that link will stop working and you will need to paste the new key into it as well. Keep the key as safe as a password and only paste it into Ecko.

STEP 2 Paste the key into Ecko

- 1 In Ecko, go to **Clinic > Clinic Settings > Billing & claiming** (in the side menu).
- 2 Find the **Connect Tyro Health** box and paste the key into the **API key** field.
- 3 Click **Save**, then **Test connection**.

WHAT YOU SHOULD SEE

A purple **Connected** status showing the last four characters of your key. The payment and claim buttons now appear on invoices across Ecko. If the key is rejected, paste it again with no extra spaces or line breaks.

STEP 3 Add your Tyro Location ID (if you use one)

- 1 In Tyro Health Online, select **Locations**, open your location and copy its unique identification number.
- 2 Back in Ecko, on the same billing screen, paste it into the **Tyro Location ID** field and click **Save**.

A LOCATION ID IS NOT A PROVIDER NUMBER

The **Tyro Location ID** identifies your practice location in Tyro Health. A **Medicare provider number** belongs to each practitioner and goes on their profile (Guide 4). Putting a provider number in the Location ID field will make card payments fail.

DISCONNECTING

To disconnect Tyro Health, click **Remove** on the same screen. If you ever think your key has been shared, generate a new one in Tyro Health and paste it into Ecko.

Read more on the Tyro Health help centre

- [Generate a Tyro Health Online API key](#)
- [Connect Tyro Health Online with your practice management software](#)
- [Where to find your Medicare Location / Minor ID](#)

GUIDE 4

Get practitioners and clients claim-ready

Most rejected claims come from a missing or mistyped detail. Set these up once and every claim afterwards goes through cleanly.

WHO CAN DO THIS

Owners and Admins for practitioner details. Anyone who manages client files for client details

TIME

2 minutes per practitioner, 1 minute per client

YOU WILL NEED

Provider numbers, and each client's Medicare, DVA or health fund card and referral

Practitioner provider numbers

- 1 Go to **Practitioners**, open the practitioner and select the **Professional** tab.
- 2 Enter their default **Medicare Provider Number**.
- 3 If they work from more than one location, enter the number for each location under **Provider numbers by location**. Leave a location blank to use the default.

MUST MATCH EXACTLY

The provider number in Ecko must match the one registered in Tyro Health Online exactly: capital letters, no spaces. Medicare provider numbers are location specific, so claims send the number for the invoice's location.

Client details, by claim type

Add these to the client's profile before you claim. Ecko fills them into the claim for you.

CLAIM TYPE	WHAT THE CLIENT'S PROFILE NEEDS
Medicare (bulk bill or patient claim)	Name exactly as on the Medicare card, date of birth, Medicare card number, individual reference number and expiry. A complete referral : referring provider number and referral date. For under 18s, the parent or guardian who will claim.
DVA	DVA file number, card colour (Gold or White), sex, date of birth and a complete referral.
Private health	Health fund name and membership number, date of birth, and a mobile number and email address.
Card payments	An email address so the receipt and any payment link can be sent.

Use the right item numbers

The MBS item must be valid for the practitioner's registered profession, or Medicare rejects it with a "not valid for the provider's registered profession" error. For example, Better Access items for **registered psychologists** are in the **801xx** range (such as 80100 and 80110), and for **clinical psychologists** the **800xx** range (such as 80000 and 80010). Check your fee items in Ecko use the right range for each practitioner.

Read more on the Tyro Health help centre

- [How to add referral details to a Medicare claim](#)
- [White and gold card holders](#)

GUIDE 5

Take payments

Three ways to get paid: take the card yourself, email the client a payment link, or let the client pay from their own Ecko portal.

WHO CAN DO THIS

All Ecko users who can open invoices

TIME

Under a minute per payment

YOU WILL NEED

Tyro Health connected (Guide 3) and an issued invoice

A Take a card payment

- 1 Open the invoice, or create one for the client.
- 2 Click **Take payment**, then choose **Card**.
- 3 A secure Tyro Health payment page opens. Enter the card details and submit.

WHAT YOU SHOULD SEE

You return to Ecko. The invoice shows **Processing payment...** while Tyro Health confirms it, then changes to **Paid**, usually within a few seconds. A receipt is emailed to the client automatically.

B Email a payment link

- 1 Open an unpaid invoice.
- 2 In the **Take payment** card, click **Send payment link**.
- 3 The email opens with the payment link already switched on. Check the recipient and send.
- 4 The client clicks **Pay now** in the email and pays on the Tyro Health page.

WHAT YOU SHOULD SEE

The invoice changes to **Paid** in Ecko once the client has paid.

C Client pays from their portal

Clients with an Ecko client portal login can pay outstanding invoices themselves.

- 1 The client signs in to their portal and clicks **Billing** in the top menu.
- 2 They open an outstanding invoice and click **Pay \$X via Tyro**, then pay by card.

WHAT YOU SHOULD SEE

The invoice shows as **Paid** in both the client's portal and in Ecko.

CLIENT CANNOT SEE AN INVOICE?

Only **Issued** invoices appear in the portal. Draft invoices do not. The invoice must also belong to the client who is signed in.

Read more on the Tyro Health help centre

- [Transaction limits for Tyro Health Online Payments](#)
- [Tyro Health Online settlements](#)

GUIDE 6

Medicare claims

Bulk bill, where Medicare pays you and the client pays nothing, or a patient claim, where the client pays and Medicare refunds them.

WHO CAN DO THIS

All Ecko users who can open invoices

TIME

About a minute per claim

YOU WILL NEED

Medicare claiming active in Tyro Health (and the HW027 processed for bulk bill), the practitioner's provider number, the client's Medicare and referral details

Before you claim

- For bulk billing, five business days have passed since you sent the HW027 form (Guide 2).
- The practitioner has a provider number in Ecko that matches Tyro Health (Guide 4).
- The client's Medicare details and referral are complete, and the item number suits the practitioner's profession.

BULK BILLING NEEDS THE CLIENT'S ASSIGNMENT OF BENEFIT

To bulk bill, the client (or the person acting for them) must assign their Medicare benefit to you. From 1 July 2026 this must be a signed agreement, paper or electronic. Verbal assignment is allowed until 30 June 2027, but you must still keep a completed agreement. Keep agreements for 2 years and give the client a copy on request.

A Bulk bill claim

- 1 Open the invoice or appointment for the client.
- 2 Click **Invoice & claim** (or **Take payment > claim**).
- 3 In the side panel, choose **Medicare**, then the **Bulk-bill** option.
- 4 Check the item(s) and referral details, then click **Submit claim**.

WHAT YOU SHOULD SEE

A new claim in **Billing > Claims** with the status **Submitted**. It moves to **Accepted**, then **Paid**. If it is **Rejected**, see Guide 9.

B Patient claim (client pays, Medicare refunds them)

- 1 Take the client's payment for the invoice as usual (Guide 5).
- 2 Click **Invoice & claim**, choose **Medicare**, then the **Gap / patient** option.
- 3 If the client is under 18, choose the parent or guardian as the claimant.
- 4 Click **Submit claim**.

WHAT YOU SHOULD SEE

The claim appears in **Billing > Claims** and moves from **Submitted** to **Accepted** to **Paid**. Medicare pays the rebate into the client's own bank account registered with Medicare.

CLIENTS ASKING ABOUT THEIR REBATE

Clients can call Medicare on 132 011 about their own rebate.

Read more on the Tyro Health help centre

- [Create a bulk bill claim for Medicare Online](#)
- [Creating Medicare Online patient claims](#)
- [Assignment of Benefit: how to obtain and record patient consent](#)
- [What does the status on my Medicare claim mean?](#)
- [Medicare and DVA claim errors and return codes explained](#)

GUIDE 7

DVA claims

For veterans and eligible family members with a DVA card. DVA pays you directly and the client pays nothing.

WHO CAN DO THIS

All Ecko users who can open invoices

TIME

About a minute per claim

YOU WILL NEED

Medicare and DVA claiming active in Tyro Health, the HW027 processed, the client's DVA details and referral

Before you claim

Make sure the client's profile has their **DVA file number**, **card colour** (Gold or White) and **sex** filled in, and that the referral is complete.

GOLD AND WHITE CARDS

Gold card holders are covered for any clinically necessary treatment. **White card** holders are only covered for their accepted conditions. A White card claim for a condition DVA has not accepted is declined (code 581, condition treated has not been stated).

Submit a DVA claim

- 1 Open the invoice and click **Invoice & claim**.
- 2 Choose **DVA**.
- 3 Check the details and click **Submit claim**.

WHAT YOU SHOULD SEE

The claim appears in **Billing > Claims** and moves from **Submitted** to **Accepted** to **Paid**.

Read more on the Tyro Health help centre

- [How to create a DVA invoice](#)
- [White and gold card holders](#)
- [Cancelling a Medicare bulk bill or DVA claim](#)

GUIDE 8

Private health claims

The client's health fund pays its benefit straight away and the client only pays the gap. No EFTPOS terminal needed.

WHO CAN DO THIS

All Ecko users who can open invoices

TIME

About a minute per claim

YOU WILL NEED

Private health (HealthPoint) claiming approved in Tyro Health, card payments turned on for the gap, the client's fund details and mobile number

Before you claim

- The practitioner shows as **Active** for private health in Tyro Health Online (Guide 2).
- Card payments are turned on in Tyro Health, so the client can pay the gap.
- The client's profile has their **health fund** and **membership number**, plus a mobile number and email.
- The client's fund covers your profession and accepts digital claims. Check Tyro Health's fund list.

Submit a private health claim

- 1 Open the invoice and click **Invoice & claim**.
- 2 Choose **Private Health**. The **Health fund** and **Membership number** fill in from the client's profile. They are read-only here, so fix any mistakes on the client's profile.
- 3 Review the gap amount and click **Submit claim**.

WHAT YOU SHOULD SEE

The claim is lodged and shows as **Submitted** in **Billing > Claims**. Private health outcomes can take longer than Medicare. This is expected.

YOUR CLIENT MAY NEED THEIR PHONE

For digital claims, Tyro Health can send the client an SMS link to approve the claim and pay any gap. Tyro Health asks for approval within 15 minutes, with location services turned on. Let clients know before the session ends.

FUND NOT SUPPORTED?

If the client's fund does not accept digital claims, take full payment by card and give the client their invoice to claim from their fund directly.

Read more on the Tyro Health help centre

- [How to process an online private health insurance claim](#)
- [Private health insurance patient approval methods](#)
- [Private health claiming troubleshooting](#)
- [Settlements for private health claiming](#)

GUIDE 9

Claims, refunds, end of day and reports

Where to check every claim, fix a rejection, refund a payment, close off the day and export your finance reports.

WHO CAN DO THIS

Claims and refunds: users who can open invoices. Reconciliation and reports: Owners and Admins

TIME

5 minutes at the end of each day

YOU WILL NEED

Nothing extra

Track your claims

Go to **Billing > Claims**. Every claim shows its status.

STATUS	WHAT IT MEANS	WHAT TO DO
Submitted	Sent to Medicare, DVA or the fund.	Nothing. Medicare and DVA usually move on quickly. Private health can take longer.
Accepted	Being processed.	Nothing.
Paid	Approved and payment made.	Nothing. Check the money arrived (see below).
Rejected	Declined. The badge in the Claims list turns red and the practitioner gets an email with the funder, client and reason.	Open the claim, read the reason, then click Edit & resubmit or Convert to a patient invoice .

Refund a payment

- 1 Go to **Billing > Payments** and open the paid transaction.
- 2 Click **Refund**, choose the full amount or enter a partial amount, and confirm.

WHAT YOU SHOULD SEE

The refund is recorded against the payment and the invoice balance updates.

TIMING

Tyro Health can only refund a card payment once it has settled into your account, usually the next business day. The money then takes 1 to 3 business days to reach the client's card.

Close the day

- 1 Go to **Billing > Reconciliation**.
- 2 Review the day's totals for payments, refunds and claims.
- 3 Click **Close day**. If you need to change something later, click **Reopen day**.

WHAT YOU SHOULD SEE

A saved closed-day summary whose totals match the payments you took.

Finance reports

- 1 Go to **Clinic > Reports** and pick a report: **Aged Receivables** (what is owed, by age), **Financial Summary** (totals for a date range) or **Invoice List** (every invoice with status and amount outstanding).
- 2 Set the date range and filters, then click **Export** to download a spreadsheet (CSV).

MATCHING MONEY TO YOUR BANK

Tyro Health's **Remittance** page in Tyro Health Online lists every transaction in each daily card settlement, with the bank reference. Medicare, DVA and private health pay separately into the accounts registered for them.

GUIDE 10

Your first-day check

A short check to confirm billing works end to end on your live account, before you bill clients. It uses one or two small real payments that you refund the next day.

WHO CAN DO THIS

An Ecko Owner or Admin

TIME

15 minutes, plus 2 minutes the next business day

YOU WILL NEED

Your own card, your own email, and a practitioner set up as in Guide 4

YOUR LIVE ACCOUNT HAS NO TEST MODE

Payments and claims are real. Use your own card for the test payments. **Never send a practice claim to Medicare, DVA or a health fund.** Check your details instead, then watch your first real claim. Tyro Health transaction fees may apply to test payments. If a check fails, note the step number and what you saw, then see Guide 11 or email support@eckohealth.ai with a screenshot.

#	AREA	CHECK	PASS	FAIL
1	Settings	In Settings > Billing , the Tyro Health box shows Connected / Active .	☐	☐
2	Settings	Each practitioner has a Medicare provider number on their Professional tab, matching Tyro Health exactly.	☐	☐
3	Settings	Your fee items use the right MBS item numbers for each practitioner's profession.	☐	☐
4	Payments	Create a client record for yourself with your own email. Create and issue a small invoice (for example \$2).	☐	☐
5	Payments	Click Take payment > Card and pay with your own card. The invoice shows Processing payment... then Paid , and a receipt arrives in your inbox.	☐	☐
6	Payments	Create a second small invoice and click Send payment link to your own email. Pay it from the email. The invoice shows Paid .	☐	☐
7	End of day	In Billing > Reconciliation , the day's totals include both payments. Click Close day .	☐	☐
8	Reports	Export the Invoice List report for today. Both test invoices appear as paid.	☐	☐
9	Next business day	The payments appear on the Remittance page in Tyro Health Online and in your bank account.	☐	☐
10	Next business day	Refund both test payments from Billing > Payments . The invoice balances update.	☐	☐
11	Claims	Check your first real client's Medicare, DVA or fund details and referral are complete before their first claim (Guide 4).	☐	☐
12	Claims	After your first real claim of each type, watch it in Billing > Claims until it shows Paid .	☐	☐

GUIDE 11

Troubleshooting and getting help

The most common problems and how to fix them, and who to contact for what.

WHO CAN DO THIS

Anyone

TIME

As needed

YOU WILL NEED

The invoice or claim, and any error message

WHAT YOU SEE	WHAT TO DO
Payment and claim buttons are missing	Tyro Health is not connected. Redo Guide 3 and check the status shows Connected / Active .
"Key rejected" when testing the connection	Copy the key again from Tyro Health Online and paste it with no spaces or line breaks. Make sure a Business Admin generated it.
Billing suddenly stopped working	Someone may have generated a new API key in Tyro Health, which switches off the old one. Paste the current key into Ecko (Guide 3).
Card payment fails after adding a Location ID	The Location ID field has the wrong value, often a provider number. Use the location's unique identification number from Tyro Health Online > Locations.
Card payment declined for a larger amount	New Tyro Health accounts have low daily limits until a claiming feature is verified. Contact Tyro Health to raise them.
Invoice stays on "Processing payment..."	Tyro Health has not yet confirmed the payment. Wait a minute and refresh. If it does not change, contact Ecko support with the invoice number and the time.
Claim rejected: "not valid for the provider's registered profession"	The item number does not match the practitioner's profession. Check your fee items (Guide 4) and resubmit.
Medicare or DVA claim rejected for referral details	Add the referring provider number and referral date to the client's referral, then Edit & resubmit .
Rejected: provider not registered or inactive for online claiming	Medicare has not finished processing your HW027 form. Allow five business days. If it keeps happening, call the Medicare eBusiness Service Centre on 1800 700 199.
Bulk bill claim still pending after 48 hours	Call Medicare eBusiness on 1800 700 199 with the Medicare reference number.
Private health claim fails with a 9000-range code	The fund has not yet registered the provider. Most do within 1 to 3 business days of approval. After 10 business days, contact Tyro Health.
Private health claim fails with code 01, 03 or 60	The fund does not recognise the provider. Within 2 business days of approval, wait and retry. After that, contact Tyro Health.
Client cannot see an invoice in their portal	Issue the invoice (drafts are hidden) and check it belongs to that client.
Refund button not available yet	The payment has not settled. Try again the next business day.

Who to contact

CONTACT	FOR	HOW
---------	-----	-----

Ecko support	Anything inside Ecko: connecting, invoices, payments, claims screens, reports	support@eckohealth.ai
Tyro Health support	Your Tyro Health account, ID checks, API keys, provider approvals, limits, settlements	Chat bubble in Tyro Health Online, or support@tyrohealth.com
Medicare eBusiness	HW027 forms, provider registration, pending or declined Medicare and DVA claims	1800 700 199 (Mon to Fri, 8am to 5pm)
Medicare, for clients	A client's own rebate	132 011

Read more on the Tyro Health help centre

- [Medicare and DVA claim errors and return codes explained](#)
- [What to do when your Medicare claims are Outstanding](#)
- [Private health claiming troubleshooting](#)
- [Cancel or refund a card payment](#)