

3. Processing Zero Pays

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3.1 Preparing Zero Pays

1. Research each payment and/or EOB for patient's account number, patient's name, date of service, and payment.
2. Sort each payment and/or zero pay by identified allowance category and by facility.

After researching and sorting for batching, each EOB for private insurance, Medicare, Medicaid, and non-beneficiary is maintained according to local Area office finance procedures.

3.2 Sorting Payments and Zero Pays with No Identifying Information

Use the following procedure when there is no identifying information on the EOB to tell which facility it belongs to or to identify the allowance category for batching.

1. Log on to RPMS system.
2. Access the Accounts Receivable application, the Posting (PST) menu.
3. Go to the Adjustment (ADJ) menu option.
4. Search each EOB for patient's account number, patient's name, date of service and billed amount/charges.
5. Note on EOB the account number and the facility.
6. Sort each EOB by identifying allowance category, by facility.

After researching and sorting for batching, each EOB for private insurance, Medicare, Medicaid, and non-beneficiary is maintained according to local Area office finance procedures.

3.3 Processing Zero Pay Documents

To process zero pay documents:

1. Create a batch for zero pays.
2. Enter by document the payer name, check number, and amount.

Documents include any correspondence, Explanation of Benefits, or Remittance Advice from an insurer where there is no payment. Each document may reference a single claim or multiple claims.

3.4 Creating Batches for Zero Payment

The procedure for posting a zero payment is the same as posting a payment; however, only adjustments are posted for zero payments.

3.4.1 Step 1: Create a batch

1. Log on to RPMS to generate a batch.
2. Select the **Collection Menu** (COL) and press Enter.
3. At the prompt, type **EN** (Collections Entry) and press Enter.
4. At the prompt, enter your electronic **signature code** and press Enter.
5. Enter the following information:

Collections Name	Create a zero pay collection point
Payment Type	51 (EOB Checks)
Payer's Name	(e.g., Blue Cross and Blue Shield) – if more than one find the correct address
Check Number	Type ZP (Zero Pay) and issue date of document Example: ZP05232005
Check Amount	type the number 0 (zero)
Location	If applicable, enter the facility location

Press Enter.

6. If . . .	Type . . .
your entry is correct	C for Continue
There is an error on the check number or check name	E for Edit
you duplicated an entry, or want to start over for that item	D for Delete.

7. Continue to enter all checks for each batch (change the check name, if necessary).
8. When finished, type **Q** (Quit).

3.4.2 Step 2: Print a Report

1. Go to **CR** (Collections Report).
2. At the prompt, type **DT** (Collections Report Detail).
 - Type in batch name.
 - Review and type **Yes**.

Press Enter two (2) times (print to screen or print hard copy).

3. Review the batch and press Enter
4. Go back to **DT** (Collections Report Detail).
 - Type the batch name again and press Enter.
5. Type the device number to print.
6. Go to **FL** (Collections Report Final).
 - Type batch name again and press Enter.
7. Type **Yes** to finalize this batch and print.

Continue generating all batches for remaining deposit.