



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Accounts Receivable (BAR)**

## **Addendum to User Manual**

Version 1.8 Patch 20  
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Office of Information Technology (OIT)  
Division of Information Resource Management  
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## 1.0 Introduction

The IHS A/R package is a fully functional financial management system developed by the Indian Health Service (IHS). This software interfaces with the RPMS (Resource and Patient Management System) Patient Registration Package and the IHS Third Party Billing System. It operates on computers at IHS or tribal administrative offices. The IHS A/R package complements the RPMS goal of collecting monies from third party payers like Medicare/Medicaid and private insurance companies for services rendered at IHS hospitals and clinics and at tribal 638 facilities.

Please review these changes, and add a copy of them to any printed documents that your site may be using for BAR 1.8. These changes will be integrated into future versions of the software and user manuals and will no longer be considered an addendum at the time of the next release. This addendum contains those patch changes that are relevant to the user. To see a list of all changes, please refer to the patch notes for each of the respective patches.

### 1.1 Summary of Changes

Patch 19 provided enhancements to version 1.8 of the Accounts Receivable application (BAR). Most of the changes were made to the 4010 version of the 835, otherwise known as Electronic Remittance Advice posting.

#### 1.1.1 Patch 20

##### Modifications

- Changes to the ERA Posting option (Electric Remittance Advice)
  - The Load NEW Import option was modified to separate each check within the ERA file. If the file has previously been loaded, the original file will be deleted and the reloaded file will take its place. If a file has been posted to, the system will not allow the user to reload it.
  - A new option was created that will display all of the checks in an ERA file. (TRN – Check Amount and Check Number for ERA)
  - A new option was created that will match the check(s) in an ERA file to Collection Batch Item(s). This option must be used when processing an ERA file. (BPR – Review & Match File for BPR)
  - A new option was created that will match the ERA claims to RPMS bills. This option must be used when processing an ERA file. (BLMT – A/R Bill Matching)

- The following changes were made to the Review Postable Claims option:
  - ‘CLAIM & REASON NOT MATCHED, REASON UNMATCHED’, and ‘NOT TO POST’ will no longer be used for claim statuses
  - New claim status of ‘EXCEPTION’ was added. This status is set manually by the user.
  - If a claim’s status is changed manually, a comment may be placed on the ERA claim if desired.
  - Added check to see if a transaction has already been posted to the bill for the collection batch item selected
- The following changes were made to the Post ERA Claims option:
  - Adjustments will post first, then payments.
  - Payments will be posted from the smallest amounts to the largest amounts. This will ensure the maximum number of payments will be posted in case a payment reversal is found in the file.
  - If a payment will put the collection batch item into a negative balance, a message will be displayed and the posting will stop. All remaining unposted transactions will have to be posted manually.
- A new option was created that will list all the checks that have not been matched to a Collection Batch Item for a user-specified ERA file. (NFND – ERA Check Not Batched Report)
- The Report ERA claims option was modified to allow for running the report for claims that have been marked as Exception by the user.
- Collection Batches will now record the date/time it was finalized along with the user’s name. This information can be located by doing a FileMan inquiry to the Collection Batch/IHS file.
- The BPS option (Bill Posting Summary) was modified so that transaction dollar amounts will line up properly. Lines were wrapping when adjustment type descriptions were too long.
- The ETDN option (Edit Treasury Deposit/IPAC Number) was modified to allow for editing the check deposit date.
- The ADJ report (Adjustment & Refund Report) was modified to allow for the following:
  - User may select one or more adjustment types, default reports all adjustments
  - Added prompt to allow user to print the billed amount and the payment amount on every adjustment line when running the report by detail. Note: choosing to do this will inflate the billed and payment amounts
  - Make a correction to include all transactions for the End Date entered

- Made a correction for ‘<UNDEFINED>’ error when there is no A/R Account on the bill.

#### Resolutions to Help Desk Calls

- HEAT 12990, 13313, 15567, 24212, 28427 – Corrected VSF report (View Session File, aka grand totals report) to report transactions that were transmitted within the date range requested. Previously, the report was looking at the date the cashiering session was reconciled, which sometimes threw the numbers off.
- HEAT 24305 - Correction made to prevent negative collection batch balances when posting manually to multiple bills.
- HEAT 25436 – Correction made for error <SUBSCR>TRANS+16^BARRCHK1. Occurs when the TSR report is run without a date range and there are transactions without a transaction type.
- HEAT 27205 – Changed Post Unallocated Cash so that collection batches that are locked down will be displayed but will have an ‘<L>’ next to it to indicate it is locked and not available for posting. (This lockdown applied to Federal locations only).
- HEAT 27283 – Corrected the A/R Statistical report to prevent it from “killing” data necessary to the report. Problem was being caused by the way the counts were being done.
- HEAT 29046 – Corrections to patient statements
  - Capture the run date so it will be available if statement are queued
  - Prevent blank pages from printing between each statement
  - Corrected Payment and Adjustment columns so that dollar amounts are reported correctly
- HEAT 32723 – Correction made to patient statements so that header prints correctly all the time.
- HEAT 30281 – Corrections made to PSC reversal transactions (Post Status Change, aka sent to collections):
  - Reversals will now be calculated as a simple debit, rather than a negative debit. This was causing a problem at UFMS.
  - The BPS (Bill Posting Summary) will now correctly display reversals
- HEAT 32686 – Modified ATS report (A/R Bill and Transaction Synchronization Report) to include PSC transactions (Post Status Change, aka sent to collections)
- HEAT 34235 – Correction made for error <SUBSCRIPT>BLDA2+20^BARMPAS2. Occurred when a bill is entered manually in 3PB but there is no corresponding 3P claim and no provider

## 2.0 Patch 20 – Pre-Installation Instructions

When the installation of patch 20 is initiated, the system will check to see if there are any ERA files that have not been completely posted electronically. If any partially posted ERA files are found, a list will be displayed similar to the one below.

```

Checking for ERAs uploaded after 05/20/2010 that aren't completely posted...

LOCATION          ERA FILE          HOSTFILE
NOT-A-REAL FAC  2201_ERA_05/17/2011  nar.m.mcareb.2011136.153113
NOT-A-REAL FAC  2195_ERA_05/12/2011  nar.m.mcareb.2011131.083050
NOT-A-REAL FAC  2193_ERA_05/12/2011  nar.m.mcareb.2011129.083035
NOT-A-REAL FAC  2186_ERA_05/10/2011  nar.m.mcareb.2011122.083855

The above list indicates files that may contain one or more checks that are not
posted to completion.

Please post all possible ERAs prior to installing patch 20.
Any incomplete ERAs will need OIT assistance in posting once patch 20 is installed.

```

Figure 2-1: Display of Un-posted Batches during Pre-Installation

This list should be reviewed by someone in the Business Office prior to completing the patch installation. If it is determined that electronic posting does not need to be completed for the files displayed, the patch may be installed as usual. However, if it is determined that electronic posting *does* need to be completed for the displayed files contact the OIT helpdesk for assistance. If the OIT helpdesk is contacted for assistance, the following information must be provided for each ERA file.

Field Name	ERA Segment (if applicable)
CHECK/EFT TRACE #	TRN02
TRANS SET CONTROL #	ST02
CHECK AMOUNT	BPR02
TRANS HANDLING CODE	BPR01
CHECK ISSUE DATE	BPR16
PAYER NAME	N102
A/R COLLECTION BATCH	
A/R COLLECTION BATCH ITEM	
PLB AMOUT	PLB04
CHECK MATCHING STATUS	

Table 2-1: List of Fields Needed to Report to OIT

This information can be obtained by doing a FileMan inquiry to the A/R EDI Import file.

```

Select A/R EDI IMPORT NAME: 1003_ERA_04/29/2011
ANOTHER ONE:
STANDARD CAPTIONED OUTPUT? Yes// (Yes)

```

```
Include COMPUTED fields: (N/Y/R/B): NO// b BOTH Computed Fields and Record Number
(IEN)

NUMBER: 3 NAME: 1003_ERA_04/29/2011
DATE/TIME: APR 29, 2011@12:50:04 TRANSPORT: HIPAA 835 v4010
HOST DIRECTORY: c:\inetpub\ftproot\pub
HOST FILE NAME: edi62.081408.153113 STATUS: MATCHED TO A/R
CHECK/EFT TRACE# (TRN02): EFT171839500088
TRANS SET CONTROL# (ST02): 000000001 CHECK AMOUNT (BPR02): 50119.75
TRANS HANDLING CODE (BPR01): REMIT INFO ONLY
CHECK ISSUE DATE (BPR16): AUG 12, 2008
PAYER NAME (N102): TRAILBLAZER HEALTH ENTERPRISES, LLC
A/R COLLECTION BATCH: GS_MEDICARE-04/29/2011-1
A/R BATCH ITEM: 1
CHECK MATCHING STATUS: Matched - Not Posted
CHECK/EFT TRACE# (TRN02): EFT171753300087
TRANS SET CONTROL# (ST02): 000000002 CHECK AMOUNT (BPR02): 16552.02
TRANS HANDLING CODE (BPR01): REMIT INFO ONLY
CHECK ISSUE DATE (BPR16): AUG 11, 2008
PAYER NAME (N102): TRAILBLAZER HEALTH ENTERPRISES, LLC
A/R COLLECTION BATCH: GS_MEDICARE-04/29/2011-1
A/R BATCH ITEM: 2 PLB AMOUNT (PLB04): 79.9
CHECK MATCHING STATUS: Matched - Not Posted
IMAGE:
```

Figure 2-1: FileMan Display of A/R EDI IMPORT Properties

## 3.0 Patch 20

### 3.1 ERA Posting (Electronic Remittance Advice)

Several new options were added to the ERA Posting option. Although these changes require some extra steps from the user, the amount of time it takes to process an ERA has not been a substantial increase. The decrease in time and effort to electronically post ERA files makes these changes well worth the extra steps.

#### 3.1.1 Load NEW Import

PST->ERA->NEW

This option was modified to separate each check within an ERA file. It will also display the new TRN report (Check Amount and Check Number for 835). Because there is also a new option that will match the ERA checks to Collection Batches, the Collection Batch may be created before the load or after the load.

When an ERA file is loaded, the system will check to see if it has been previously loaded. If it has not been previously loaded, the process will be very similar to the pre-patch 20 process. The main difference that the user will notice is that the new TRN report is displayed in the middle of the load process.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8          |
+                   Load New Import                   +
|                   NOT-A-REAL FACILITY                   |
+-----+
User: SISNEROS,GINA          BUSINESS OFFICE    20-JUN-2011 11:47 AM

Enter your Current Signature Code:    SIGNATURE VERIFIED

Select A/R EDI TRANSPORT NAME: HIPAA 835 v4010
Enter the directory path for the transport file: c:\inetpub\ftproot\pub
  Replace

File Name : RPMS835_1.ERN.txt//

File          Directory          Transport
RPMS835_1.ERN.txt    c:\inetpub\ftproot\pub    HIPAA 835 v4010
Do you want to proceed? N// YES

LINE COUNT LOADED: 7
1007_ERA_06/20/2011

The RPMS835_1.ERN.txt file has been successful in updating
the transport global

7 records updated
PROCESSING
TRANSPORT FILE:    RPMS835_4.ERN.txt

```

```

IMPORT NAME:          1007_ERA_06/20/2011

Starting stage 1 of 3 -> Extract data from transport to segments
Splitting image into Segments
....
Identifying Segments Uniquely
.... 46
Stage 1 -> Complete

Starting stage 2 of 3 -> Parse segments into elements & values
Processing Segment Elements into Values
.... 46

Stand by to print TRN - Check Number/Check Amount Report...

Select one of the following:

      P          PRINT Output
      B          BROWSE Output on Screen

Do you wish to : P// RINT Output

Output DEVICE: HOME//  VIRTUAL
    
```

Figure 3-1: Loading an ERA file

The TRN report (Check Amount and Check Number for 835) is a report that displays each check in the ERA file along with the payer, transaction code and payment amount.

```

=====
ERA CHECK NUMBER AND CHECK AMOUNTS REPORT          JUN 20,2011@11:49   Page 1
LOCATION: NOT-A-REAL FACILITY
FOR FILE NAME: RPMS835_1.ERN.txt
FOR RPMS FILE: 1007_ERA_06/20/2011
=====
=====
SET          PAYER          CD  PAYMENT          CHECK          CHK DATE
-----
0001  TRAILBLAZER HEALTH  H    100.00          REMIT0259602596    11/15/2010

**This 835 ERA File contains 1 BPR segments totaling $6.40
**Use the Check Posting Summary (CPS) to confirm checks have been batched

          * * E N D   O F   R E P O R T * *   Enter RETURN to continue
or '^' to exit:
Stage 2 -> Complete

Starting stage 3 of 3 -> Build postable claims
Processing Record Values into Postable Claims

3139-NRF-654356
29817A-IH-1072 3
Enter RETURN to continue or '^' to exit:
    
```

```

Stage 2 -> Complete

Starting stage 3 of 3 -> Build postable claims
Processing Record Values into Postable Claims

3139-NRF-654356
29817A-IH-1072 3
    
```

Figure 3-2: ERA Load displaying the Check Balance Screen

Once the load is complete a check balance summary screen will be displayed to let the user know if the checks within the ERA balance. The following calculations are performed for each check within a file:

1. Payment amounts in all CLP04 segments are added up or totaled (payments are added, payment reversals are subtracted).
2. If a PLB segment (indicates a Provider Adjustment) is present on the 835 file, the amount is subtracted from Item #1 above.
  - a. A positive dollar amount in the PLB segment (PLB04, PLB06, PLB08, PLB10, PLB12 or PLB14) will decrease the total payment amount.
  - b. A negative dollar amount in the PLB segment (PLB04, PLB06, PLB08, PLB10, PLB12 or PLB14) will increase the total payment amount.
3. This calculated total is compared to the dollar amount in the BPR02 segment, which contains the check amount. If a discrepancy with the two amounts exist, further checks are performed and the user may have to manually post from the file.

The check balance summary will look similar to the example below.

```

Checking balance of each check within ERA...

                                (CLP04)      (PLB)      (BPR02)
Check 451742522 balances          0.00 - NO PLB <>          0.00

Check 889974084 balances        1,100.71 - NO PLB <>        1,100.71

Stage 3 -> Complete
    
```

Figure 3-3: Check Balance Summary Showing Balanced Entries

In this example, the system was not able to balance the payments with the check amount. When this occurs, a message is displayed next to the check number to indicate the check is out of balance. The dollar amounts will also display the discrepancy.

```

Checking balance of each check within ERA...
    
```

Check 10196008 does NOT balance	(CLP04) 0.00 -	(PLB) NO PLB <>	(BPR02) 100.00
Stage 3 -> Complete			

Figure 3-4: Check Balance Summary Showing an Out-of-Balance Check

### 3.1.1.1 Previously Loaded Files

If a file is selected for loading that was previously loaded, a warning will be displayed to let the user know that duplicate entries will be created in the A/R EDI Check file. If the user chooses to reload the file, the original file will be deleted and any edits made to the original file will be lost. The reloaded file will be given the same file name as the original file. The process will look similar to the example below.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8          |
|          Load New Import                               |
|          NOT-A-REAL FACILITY                           |
|          ** LOGGED INTO CASHIERING MODE **             |
+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          3-JUN-2011 1:22 PM

Enter your Current Signature Code:    SIGNATURE VERIFIED

Select A/R EDI TRANSPORT NAME: HIPAA 835 v4010
Enter the directory path for the transport file: c:\inetpub\ftproot\pub
Replace

File Name : RPMS835_4.ERN.txt//

This file was previously loaded on JUN 03, 2011@12:09:35 as
file 1006_ERA_06/03/2011

      You can exit and review the import by entering
      the filename in the View Import Header option.

NOTE: reloading a file will create duplicate entries in the A/R EDI Check!
Proceed with caution
Nothing has been posted from this ERA.  If you reload it, the original file
will be replaced with this file.  Any edits done in REV will be lost.
Do you wish to reload this file? N// YES
Are you sure?? N// YES

File          Directory          Transport
RPMS835_4.ERN.txt      c:\inetpub\ftproot\pub      HIPAA 835 v4010

Do you want to proceed? N// YES

LINE COUNT LOADED: 7
1006_ERA_06/03/2011

```

Figure 3-5: Loading a Previously Loaded File

### 3.1.1.2 Previously Loaded Files – Posted or Partially Posted

If a file has been posted or even partially posted, the system will not allow the user to reload it. The following message will be displayed to the user, the file will not be reloaded, and the user will be taken back to the ERA Posting menu.

```
File Name : GCS_MCARE_ERATST3_mod.txt

This file was previously loaded on MAY 10, 2011@13:40:07 as
file 1005_ERA_05/10/2011

    You can exit and review the import by entering
    the filename in the View Import Header option.

NOTE: reloading a file will create duplicate entries in the A/R EDI Check!
Proceed with caution

Part of this file has been POSTED and is therefore not eligible for reload.
```

Figure 3-6: Loading a Partially Posted or Posted File

### 3.1.2 Check Amount and Check Number for 835

PST->ERA->TRN

This is a new option that was created to display all of the checks in an ERA file including the SET number, payer, transaction code and payment amount. This report is informational only and is not required when processing an ERA file.

At the “Select File” prompt enter the RPMS ERA file name, a check number from the file, or type “??” to list available files. The report will look similar to the example below. This data can be verified by using the VIEW option.

```
=====
ERA CHECK NUMBER AND CHECK AMOUNTS REPORT          APR 29,2011@13:52   Page 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR FILE NAME: edi62.081408.153113
FOR RPMS FILE: 1003_ERA_04/29/2011
=====
SET          PAYER          CD  PAYMENT          CHECK          CHK DATE
-----
0001 TRAILBLAZER HEALTH I    50,119.75  EFT171839500088  08/12/08
0002 TRAILBLAZER HEALTH I    16,552.02  EFT171753300087  08/11/08

**This 835 ERA File contains 2 BPR segments totaling $66,671.77
**Use the Check Posting Summary (CPS) to confirm checks have been batched

* * E N D   O F   R E P O R T * *
```

Figure 3-7: ERA Check Number and Check Amounts Report

The SET field is simply a segment in the ERA file that contains a number for each check in the file. SET 1 for the first check, SET 2 for the second check, etc.

The CD field is a segment in the ERA file that describes the transaction code for that check. In other words, it's a code that designates what type of check is being received. The codes are briefly defined below. Complete descriptions may be found in the 835 4010 Implementation Guide, pages 45-46.

Code	Description
C	Payment Accompanies Remittance Advice
D	Make Payment Only
H	Notification Only
I	Remittance Information Only
P	Pre-notification of Future Transfers
U	Split Payment and Remittance
X	Handling Party's Option to Split Payment and Remittance

Figure 3-8: Code (CD) Table that Identifies the Check in the ERA

### 3.1.3 Review & Match File for BPR

PST->ERA->BPR

This is a new option that was created to match the checks in an ERA file to collection batch items. It will also notify the user if a PLB segment is present in the file. PLB segments contain adjustments to the check amount such as late filing fees, interest payments, and interest penalty charges, to name a few. A complete list of possible entries in the PLB segment may be found in the 835 4010 Implementation Guide, pages 165-172. The Review and Match file for BPR option (BPR) must be used when processing an ERA file.

At the "Select File" prompt enter the RPMS file name, a check number in the file, or type "???" to have a list of files displayed. If a collection batch has not been created or cannot be matched to the ERA file due to missing or incorrect information in the batch, a report similar to the one below will be displayed. Create a collection batch for the file or, if a batch has already been created, correct the entries in the batch using the ETDN option (Edit Treasury Deposit/IPAC Number). Re-run the BPR option after the necessary entries/corrections have been made.

```
Select file: 1003_ERA_04/29/2011edi62.081408.153113CHK/EFT #: EFT171753300087
                                     CHK/EFT #: EFT171839500088

I will begin matching the following items:

#1  BPR02: 50,119.75
    TRN02: EFT171839500088           Matching... not done!
```

```

Match to: COLLECTION BATCH/ITME NOT FOUND. PLACING ON NOT FOUND REPORT!

#2 BPR02: 16,552.02
   TRN02: EFT171753300087           Matching... not done!
Match to: COLLECTION BATCH/ITME NOT FOUND. PLACING ON NOT FOUND REPORT!

      2 ENTRIES HAVE NOT BEEN MATCHED.....$    66,671.77
                                TOTAL.....$    66,671.77

=====
ERA/RPMS CHECK MATCHING REPORT                               MAY 5,2011@13:35   Page 1
LOCATION:
FOR RPMS FILE: 1003_ERA_04/29/2011
=====
ST          AMOUNT          CHECK#          COLL. BATCH/ITEM FOUND
-----
0001         50,119.75  EFT171839500088      NOT FOUND
0002*         16,552.02  EFT171753300087      NOT FOUND

IMPORT FILE SUMMARY:
TOTAL SEGMENTS PROCESSED.....:           1129
TOTAL AMOUNT PROCESSED.....$    66,671.77

PLEASE REVIEW THE BPR 'NOT FOUND' REPORT AND CREATE A BATCH FOR THE BPR SEGMENT
'NOT FOUND'.

* - Indicates a PLB segment has been located.
   Collection item balance may not match check balance!

Enter RETURN to continue:
    
```

Figure 3-9: Matching the ERA Check to an RPMS Collection Batch

When the system matches an ERA file to a collection batch, a report similar to the one below will be displayed. The report will display the service unit’s location name, ERA file name, check number and amount, and the collection batch item that each check was matched to. The user may proceed to the next step in the ERA processing (BLMT), which is explained in the next section.

```

=====
ERA/RPMS CHECK MATCHING REPORT                               MAY 5,2011@14:35   Page 1
LOCATION: NOT-A-REAL FACILITY
FOR RPMS FILE: 1005_ERA_04/28/2011
=====
ST          AMOUNT          CHECK#          COLL. BATCH/ITEM FOUND
-----
0001         500.00      EFT0001234      GS_MEDICARE-04/13/2011-2   1
0002          45.00      TMM0033B       GS_MEDICARE-04/13/2011-2   2
0003          37.00      TMM0033C       GS_MEDICARE-04/13/2011-2   3
0004         153.00      TMM0033D       GS_MEDICARE-04/13/2011-2   4

IMPORT FILE SUMMARY:
    
```

TOTAL SEGMENTS PROCESSED.....:	119
TOTAL AMOUNT PROCESSED.....\$	735.00

Figure 3-10: Check Matching Report

### 3.1.4 A/R Bill Matching

#### PST->ERA->BLMT

This is a new option that was added to match the ERA claims in a file to RPMS bills and must be used when processing an ERA file. ERA claims are matched to RPMS bills based on the following criteria:

- Bill number matched up to the first alpha character
- Date of service
- Billed amount

At the “Select File” prompt enter the RPMS file name, a check number in the file, or type ?? to have a list of files displayed. If there is more than one check in an ERA file, each check will have to be selected individually for matching.

The bill matching process will no longer mark ERA claims as Not to Post. They will be marked as matched or unmatched accordingly, but will still have “Not to Post” reasons that will prohibit them from being posted electronically. If a PLB segment, payment reversal or negative payment is found, a message similar to the one below will be displayed at the end of the matching process.

```
Now will look for PLBs, Payment Reversals, and Negative Payments...

Looking for PLB Segment... PLB SEGMENT FOUND
Bills will be marked Not To Post to accommodate amount 79.90
2259924A-L-104322 for $172 was marked Not To Post

Looking for Payment Reversals... PAYMENT REVERSAL FOUND
Bills will be marked Not To Post to accommodate
E-Bill#           E-Pymt           E-Claim Status Code
1      2259961A-L-13821      172.00           22 | Reversal of Previous
      2256070A-L-30095      172.00           1 | Processed as Primary

Looking for Negative Payments... No Negative Payments found

<CR> - Continue:
```

Figure 3-11: Bill Matching Showing PLB Segment Found or Payment Reversal Found Message

If more than one RPMS bill is found that is a potential match to an ERA claim, a list of available commands will be displayed as shown in the example below. The Bill Inquire and History options allow for viewing bill detail or transaction history so that

the user can view each potential match in its entirety. At this point an RPMS bill may be selected to match the ERA claim or may be flagged as Not Matched. If a bill is not selected and the Quit option is selected, the user will be taken out of the bill matching option and the ERA claim will be automatically flagged with a Not to Post reason of 'DUPLICATE BILLS FOUND IN RPMS'. A message will also be displayed to indicate that 'Matching NOT Complete'. The BLMT option may be run again or the REV option may be used to finish the matching process.

BILL #	DOS	PATIENT NAME	BILLED AMT	BALANCE
ERA 2260809A-L-1070	07/20/2010	BALLARD,ROSIE L	215.00	
1) 2260809A-L-1070	08/13/2010	BALLARD,ROSIE	215.00	215.00
2) 2260809A-L-1070	09/25/2010	BALLARD,ROSIE	215.00	215.00

Enter (B)ill Inquire,(H)istory,(M)atch to Item,(N)ot Matched,(Q)uit:

Figure 3-12: Bill Matching Displaying Multiple Bills

### 3.1.5 Review Postable Claims

PST->ERA->REV

Several changes were made to this option, the majority of which have to do with how claims are matched.

1. 'CLAIM & REASON NOT MATCHED, REASON UNMATCHED', and 'NOT TO POST' will no longer be used for claim statuses.
2. All claims will be marked with a default status of 'CLAIM UNMATCHED'. However, if the REV option is run before the BLMT option is run all claims will be marked with a status of 'BUILT'.
3. ERA claims that have been matched to RPMS bills will be marked with a status of 'MATCHED', but may still have a reason not to post.
4. Claims that have a status of 'EXCEPTION' will not post electronically. This is a new status that is set manually by the user and will be explained later in this section.
5. Claims that have been posted using the ERA will be marked with a status of 'POSTED'.
6. If a transaction has been manually posted to a bill from the collection batch item that is selected in the REV option, the claim will be marked with a reason not to post of 'ALREADY HAS TRANSACTION POSTED FOR THIS COLLECTION BATCH/ITEM'.

Most of the changes to the REV option occur behind the scenes and won't be readily apparent to the user. However, a functional change was made to allow the user to

manually change the status of an ERA claim and to place comments on the ERA claim, if desired. A new claim status of Exception was also added to this option. The following status changes can be made by the user:

- Matched to Exception
- Exception to Matched
- Unmatched to Matched
- Unmatched to Exception

If the status of an ERA claim is changed manually, the user will be prompted to enter a comment, if desired. This comment will be stored in the A/R EDI Import file and may be viewed by using a new command in the REV option called 'View Comments'.

To edit the status of a claim from 'Unmatched to Matched' or to 'Exception', select the "Edit Status" command in the REV option. The system will first prompt the user to enter a claim line number and will then prompt the user to select an available status. After a status is selected, the user will be prompted to enter an RPMS bill number. If the bill number is unknown, press return at the "Select A/R BILL/IHS BILL NUMBER:" prompt to enter a patient and date of service

```

BAR Claim Review          Jun 10, 2011 09:38:37          Page: 1 of 0
HIPAA 835 v4010          File: 1003_ERA_06/10/2011      Chk/EFT#: EFT171839500088

# Claim                Date                Patient                AR Account  Status
1  2258352A-L-87739     JUL 05, 2008        POSTING,NANCY          MATCHED
*****REASONS NOT TO POST*****
      NEGATIVE PAYMENT AMOUNT -- MUST DO MANUAL POSTING
2  2258349A-L-59577     JUL 05, 2008        PATIENT,WANDA J        CLAIM UNMATCHED
*****REASONS NOT TO POST*****
      RA CLAIM NOT FOUND IN RPMS
3  2260508B-L-109392    JUN 29, 2008        DEMO,GRANT             CLAIM UNMATCHED
*****REASONS NOT TO POST*****
      RA CLAIM NOT FOUND IN RPMS
4  2260506A-L-9466     JUN 26, 2008        SICKLY,LUCY           CLAIM UNMATCHED
*****REASONS NOT TO POST*****

+          Enter ?? for more actions

1  Edit Status
2  Run Auto Review
3  View Comment
Select Action:Next Screen// 1  Edit Status
Select (s): (1-36): 2
Do you wish to change the status of claim 2258349A-L-59577 (# 2 )
from status 'CLAIM UNMATCHED' to 'MATCHED' or 'EXCEPTION' <M/E>? M
Are you sure?? N// Y
Select A/R BILL/IHS BILL NUMBER: 3174A

```

Figure 3-13: Running Review Option

After a bill is selected, a screen similar to the one below will be displayed so the user may choose from a list of bills if more than one bill is available. Choose a line number and press return.

Claims for KLESKO,RYAN from 10/19/2008 to 10/19/2008					Page: 1
Line #	DOS	Claim #	Billed Amount	Billed To	Current Balance
1	10/19/2008	3174A-NRF	152.51	ZZNEW MEXICO BC/BS INC	152.51
LINE # or 0 to quit: (0-1): 1					

Figure 3-14: Selecting a bill to Review

The bill matching will automatically run again and a prompt will be displayed that will allow the user to enter a comment, if desired. This is a free text field.

```
COMMENT: TYPO IN ERA FOR BILL NUMBER. CALLED INSURANCE TO VERIFY. GCS
```

Figure 3-15: Adding a comment to the bill in Review

After entering the comment, press return to be taken back to the REV command screen. Claims that have a comment on them will be marked with an asterisk (\*) and can be viewed using the View Comment option.

```
BAR Claim Review Jun 10, 2011 10:14:21 Page: 1 of 11
HIPAA 835 v4010 File: 1003_ERA_06/10/2011 Chk/EFT#: EFT171839500088
```

#	Claim	Date	Patient	AR Account	Status
1	*2258352A-L-87739	JUL 05, 2008	POSTING,NANCY		EXCEPTION
	*****REASONS NOT TO POST*****				
	NEGATIVE PAYMENT AMOUNT -- MUST DO MANUAL POSTING				
2	*2258349A-L-59577	JUL 05, 2008	PATIENT,WANDA J		MATCHED
	*****REASONS NOT TO POST*****				
	NEGATIVE BALANCE WILL RESULT IN RPMS BILL				
	3174A-NRF	OCT 19, 2008	KLESKO,RYAN	ZZNEW MEXICO BC	
3	*2260508B-L-109392	JUN 29, 2008	DEMO,GRANT		MATCHED
	*****REASONS NOT TO POST*****				
	NEGATIVE BALANCE WILL RESULT IN RPMS BILL				
	3200A-NRF	FEB 05, 2009	KLESKO,RYAN	MEDICARE	

```
+ Enter ?? for more actions
1 Edit Status
2 Run Auto Review
3 View Comment
Select Action:Next Screen//
```

Figure 3-16: Screen Display after Running Auto Review

To edit the status of a claim from 'MATCHED' or 'UNMATCHED' to 'EXCEPTION', simply choose a claim line number, enter Yes or No at the status change prompt, and then enter a comment if desired.

```
Select (s): (4-36): 6
Do you wish to change the status of claim 2258370AL133279 (# 6 )
from status 'MATCHED' to 'EXCEPTION' <N>? :
Enter Yes or No: Y
```

Figure 3-17: Changing the Status of the Bill

### 3.1.6 Post ERA Claims

PST->ERA->PST

Several changes were made to this option to prevent negative balances from being created and to ensure that the need for manual posting is as minimal as possible.

1. Adjustments will be posted first, then payments.
2. Payments will be posted from the smallest amount to the largest amount. This will ensure the maximum number of payments will be posted in case a payment reversal is found in the file.
3. If a payment will put the collection batch item into a negative balance, a message will be displayed and the posting will stop. All bills that were 'MATCHED' but hadn't been posted will remain 'MATCHED' but will be marked with a reason not to post of 'COLLECTION BATCH ITEM/BALANCE EXCEEDED'. These bills will have to be posted manually.
4. The same error checks that are done during bill matching will be done during posting. The bill matching must still be done before the file will be allowed to post but, by running the error checks again when posting, the idea is to catch any errors that may have been created between the time the bills were matched and when they are actually posted.

### 3.1.7 Report ERA Claims

PST->ERA->RPT

This option was modified to allow for running the report for claims that have been marked as 'EXCEPTION' by the user. This is the only change made to the RPT option.

```
Reports for :      1005_ERA_05/10/2011
                  GCS_MCARE_ERATST3_mod.txt      CHK/EFT #: EFT0001234

Enter the list of Claim Status(s) you desire to print,
```



0001	TRAILBLAZER HEALTH ENTERP	EFT171839500088	50,119.75
0002*	TRAILBLAZER HEALTH ENTERP	EFT171753300087	16,552.02
* - Indicates a PLB segment has been located on this check.			
* * E N D O F R E P O R T * *			

Figure 3-20: Re-run of Not Found Report

## 3.2 Miscellaneous Changes

### 3.2.1 Collection Batches

Collection batches will now record the date and time it was finalized along with the user's name. This information can be located by doing a FileMan inquiry to the Collection Batch/IHS file.

```
Select VA FileMan Option: Inquire to File Entries

OUTPUT FROM WHAT FILE: A/R EDI IMPORT// A/R COLLECTION BATCH/IHS
                        (24 entries)
Select A/R COLLECTION BATCH/IHS NAME:  GS_PRIVATE-06/10/2011-1
ANOTHER ONE:
STANDARD CAPTIONED OUTPUT? Yes//      (Yes)
Include COMPUTED fields:  (N/Y/R/B): NO// BOTH Computed Fields and Record
Number(IEN)

NUMBER: 25                NAME: GS_PRIVATE-06/10/2011-1
COLLECTION ID: GS_PRIVATE    BATCH STATUS: POSTABLE
OPENED DATE/TIME: JUN 10, 2011@11:36:56
OPENED BY USER: SISNEROS,GINA  LAST RECEIPT NUMBER: 1
SITE LOCATION: NOT-A-REAL FACILITY  A/R SECTION: BUSINESS OFFICE
TRANSACTION STATUS: COMPLETED    DATE/TIME FINALIZED: JUN 10,2011@11:38
FINALIZED BY USER: SISNEROS,GINA
TREASURY DEPOSIT NUMBER/IPAC: TESTABC1234
BATCH AMOUNT: 100          TDN/IPAC/Deposit Date: JUN 10, 2011
```

Figure 3-21: VA Fileman Display of Date/Time Finalized

### 3.2.2 Bill Posting Summary

PST->BPS

The Bill Posting Summary was modified so that transaction dollar amounts line up properly. Previously, if the adjustment type was too long the lines would wrap, making it difficult to view.

List of Transactions for Bill 113510-96-2
---

Patient: PATIENT, DEMO		Beg DOS : MAR 06, 1996	
Address: 123 TEST DRIVE		End DOS : MAR 07, 1996	
ANY CITY, USA 12345		LST STMT:	
Phone #: 555-555-2166		Insurer: AETNA HLTHCARE	
		Balance: 0.00	

  

Trans Dt	By	Trans Type A/R Account	Batch	Amount	Balance Item
07/17/2002	JN	BILL NEW AETNA HLTHCARE	NO BATCH	1,200.00	1,200.00 0
06/08/2011	GS	SENT TO COLLECTIONS/PSC (PROGRAM SUPPOR AETNA HLTHCARE	(1,200.00) NO BATCH		0.00 0

Figure 3-22: Display of Modified Bill Posting Summary Display

### 3.2.3 Edit Treasury Deposit/IPAC Number

MAN->ETDN

The ETDN option was modified to allow for editing the check deposit date field for a collection batch. This option can only be utilized if nothing has been posted from the batch. At the “TDN/IPAC Deposit Date:” prompt, simply key in the correct date and press return.

```

Select A/R COLLECTION BATCH/IHS NAME:  GS_PRIVATE-06/07/2011-1      GS_PRIVATE
TESTABC1234

*****
Collection Batch: GS_PRIVATE-06/07/2011-1
*****
TDN/IPAC: TESTABC1234          TOTAL AMOUNT BATCHED: $100.00
Batched by: SISNEROS,GINA      DATE CREATED: 06/07/2011
DEPOSIT DATE: 06/07/2011

Item      Check#          A/R ACCOUNT          TDN/IPAC          Amount
-----
1  REMIT0259602596  BLUE CROSS/BLUE S  TESTABC1234      100.00

Correct? Y// ES
Now Editing COLLECTION BATCH HEADER data:

Collection Batch TDN/IPAC: TESTABC1234//
Total Amount Batched: 100//
TDN/IPAC Deposit Date: 06/07/2011//
    
```

Figure 3-23: Editing the TDN/IPAC Deposit Date

### 3.2.4 Adjustment & Refund Report

RPT->FRM->ADJ

This report was modified to allow for selecting one or more adjustment types, and to allow for printing the billed amount and the payment amount on every adjustment line when running the report for detail.

To run the report for one or more specified adjustment types, enter the adjustment type code at the “You may select ADJUSTMENT TYPE: ALL//” prompt. You may also type ?? to select from a list. Note that the default response is for all adjustment types.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8          |
|          Adjustment & Refund Report                    |
|          NOT-A-REAL FACILITY                            |
|          ** LOGGED INTO CASHIERING MODE **             |
+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          14-JUN-2011 2:11 PM

NOTE:  This report will contain data for VISIT location(s) regardless of
        BILLING location.

Select Visit LOCATION: ALL

        Select one of the following:

            1          A/R ACCOUNT
            2          ALLOWANCE CATEGORY
            3          INSURER TYPE

Select criteria for sorting: 2  ALLOWANCE CATEGORY

        Select one of the following:

            1          MEDICARE          (INS TYPES R MD MH)
            2          MEDICAID          (INS TYPES D K)
            3          PRIVATE INSURANCE (INS TYPES P H F M)
            4          OTHER              (INS TYPES W C N I G T)

Select TYPE of ALLOWANCE CATEGORY to Display: ALL

You may select ADJUSTMENT TYPE: ALL// 990  PSC (PROGRAM SUPPORT CENTER)
Select Another ADJUSTMENT TYPE: 991  LOCAL COLLECTION COMPANY
Select Another ADJUSTMENT TYPE: 992  INTERNAL COLLECTIONS
Select Another ADJUSTMENT TYPE:

===== Entry of TRANSACTION DATE Range =====

Select Beginning Date:

```

Figure 3-24: Selecting Post Status Change Criteria when Running Adjustment & Refund Report

Another prompt was added to allow for printing the billed amount and the payment amount on every adjustment line when the report is run for detail. Note that by doing this the billed amounts and payment amounts will be inflated.

Select one of the following:

1	Summarize by ALLOW CAT/INS TYPE
2	Detail by PAYER w/in ALLOW CAT/INS TYPE

Select REPORT TYPE: 1// 2 Detail by PAYER w/in ALLOW CAT/INS TYPE

Note: Some bills may contain more than one adjustment transaction on the report.  
**Do you wish to print the billed and payment amount for each adjustment? ? NO//**

Figure 3-25: Display of Prompt to allow User to Total Billed and Payment Amounts

## Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

**Phone:** (505) 248-4371 or (888) 830-7280 (toll free)

**Fax:** (505) 248-4363

**Web:** <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

**Email:** [support@ihs.gov](mailto:support@ihs.gov)