



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Accounts Receivable**

## Announcement and Agenda

FY 2013

Office of Information Technology (OIT)  
Albuquerque, New Mexico

## 1.0 General Information

### 1.1 Purpose of Training

This is a two-day class that focuses on the RPMS Accounts Receivable software application. Training will include: the RPMS medical billing revenue cycle, creating and correcting collection batches, posting payments and adjustments manually, using the flat rate posting and ERA (electronic remittance advice) posting options, managing unallocated cash, generating reports, managing aged receivables, and basic UFMS file reconciliation.

Ideally, participants who attend this course should have a basic understanding of the medical billing process.

### 1.2 Perquisites

None

### 1.3 Intended Audience

This class will benefit staff who are responsible for any portion of the accounts receivable process. Other business office staff such as billers, leads and business office managers might also benefit. All are welcome to attend; however, it is highly recommended that attendees have a basic understanding of medical billing. It is also helpful for attendees to have some level of experience with RPMS.

### 1.4 Course Material and References

#### 1.4.1 At the IHS RPMS Training FTP site

The Course Agenda (this document) may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/AccountsReceivable/>.

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/ThirdPartyBillingAndAccountsReceivable/>

- Course Agenda (this document)
- RPMS User Tip Chart
- A/R Overview
- Collection Batches
- Insurer Types
- Posting Overview

- Payment Credits
- Processing Refunds
- Exporting Reports and Formatting to Excel
- UFMS File Reconciliation (for Federal locations)
- Reconciliation for Tribes and Urbans
- Key Business Office Reports

#### 1.4.2 At the IHS RPMS Website

- RPMS Accounts Receivable User Manual and Addendums  
[http://www.ihs.gov/RPMS/index.cfm?module=Applications&option=View&AC\\_ID=1](http://www.ihs.gov/RPMS/index.cfm?module=Applications&option=View&AC_ID=1)

## 2.0 Learning Objectives

At the completion of this training the participant will be able to:

- Understand the RPMS Revenue Cycle
- Create and maintain collection points
- Create, edit and manage collection batches
- Post payments and adjustments manually
- Understand how to use the ERA posting option
- Understand how to use the flat rate posting option
- Post refunds, transfers, status change transactions, and reverse transactions
- Manage unallocated cash
- Generate and read Accounts Receivable reports

## 3.0 Detailed Agenda

### 3.1 Day One

Topic	Duration
<b>Welcome:</b> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Review agenda and training materials</li> <li>• Objectives</li> </ul>	30 min.
<b>Overview of IHS and RPMS data flow</b>	30 min
<b>Overview of the Accounts Receivable User Manual</b>	30 min
<b>Break</b>	15 min
<b>Overview of the A/R menu options in RPMS</b>	30 min
<b>Cashiering</b> <ul style="list-style-type: none"> <li>• What's it for? Who uses it?</li> <li>• Opening a session and identifying key elements being captured</li> </ul>	45 min
<b>Lunch</b>	60 min
<b>Collection Points</b> <ul style="list-style-type: none"> <li>• Purpose of collection points</li> <li>• Editing and maintaining</li> </ul>	60 min
<b>Collection Batches</b> <ul style="list-style-type: none"> <li>• How to create, edit, and manage batches</li> </ul>	60 min
<b>Break</b>	15 min
<b>Manual posting</b> <ul style="list-style-type: none"> <li>• Payments and adjustments</li> <li>• Unallocated cash</li> <li>• Refunds</li> <li>• Payment credits</li> <li>• Reversing transactions</li> <li>• Status change transactions</li> </ul>	105 min
<b>Questions/Review</b>	30 min

### 3.2 Day Two

Topic	Duration
<b>Review of day one</b>	30 min

<b>Topic</b>	<b>Duration</b>
<b>Flat Rate Posting</b> <ul style="list-style-type: none"> <li>• What is flat rate posting?</li> <li>• How to create FRP batches, edit them, and use for posting</li> </ul>	<b>90 min</b>
<b>Break</b>	<b>15 min</b>
<b>Electronic Remittance Advice (ERA) posting</b> <ul style="list-style-type: none"> <li>• What is ERA posting?</li> <li>• Do I have to set anything up for this in RPMS?</li> <li>• How to use ERA posting</li> </ul>	<b>60 min</b>
<b>Lunch</b>	<b>60 min</b>
<b>Closing cashiering sessions / exporting to UFMS</b>	<b>30 min</b>
<b>Key Business Office Reports</b>	<b>60 min</b>
<b>Break</b>	<b>15 min</b>
<b>A/R scavenger hunt</b>	<b>30 min</b>
<b>Questions/Review</b> <ul style="list-style-type: none"> <li>• Course Evaluations</li> <li>• Tribal and Urban staff may leave, if desired</li> </ul>	<b>30 min</b>
<b>UFMS file reconciliation for Federal locations</b>	<b>90 min</b>