



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Third Party Billing**

## Announcement and Agenda

FY 2013

Office of Information Technology (OIT)  
Albuquerque, New Mexico

## 1.0 General Information

### 1.1 Purpose of Training

This class focuses on the RPMS Third Party Billing software application. Training will include: an overview of the RPMS revenue cycle, adding and editing insurance in Patient Registration, generating and editing claims, billing secondary payers, reading 837 files and troubleshooting denials, printing paper claims, exporting electronic claims, generating reports, and UFMS file reconciliation.

Ideally, participants who attend this course should have a basic understanding of the medical billing process and should also be familiar with RPMS.

### 1.2 Prerequisites

None

### 1.3 Intended Audience

This class will benefit business office staff responsible for any portion of the billing process. Other business office staff such as accounts receivable staff, billing 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 Materials and References

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

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

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

- IHS Revenue Cycle
- RPMS User Tip Chart
- Patient Registration
- Editing a Patient's Medicare Name
- QMB\_SLMB
- MSP Fact Sheet

- Third Party Claim Generator
- 5010 Billing Set Up
- Claim Bill Management Menu
- Third Party Reports
- Exporting Reports and Formatting to Excel
- Key Business Office Reports

#### 1.4.2 At the IHS RPMS Website

- Third Party Billing User Manual  
[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
- Add and edit third party liability in Patient Registration
- Generate claims and bills in Third Party billing
- Find claims within Third Party Billing
- Correct claim errors in the Claim Editor
- Print paper claims and export electronic (837) claim files
- Read an 837 claim file and troubleshoot electronic denials
- Bill secondary payers
- Generate and read Third Party Billing reports
- Reconcile RPMS file data with HUB file data

## 3.0 Detailed Agenda

### 3.1 Day One

<b>Topic</b>	<b>Duration</b>
<b>Welcome:</b> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Review agenda and training materials</li> <li>• Objectives</li> </ul>	<b>30 min</b>
<b>Overview of IHS and the RPMS data flow</b>	<b>60 min</b>
<b>Overview of the Third Party Billing User Manual</b>	<b>30 min</b>
<b>Overview of RPMS menu options</b>	<b>30 min</b>
<b>Break</b>	<b>15 min</b>
<b>Entering and editing insurance info in patient registration</b> <ul style="list-style-type: none"> <li>• Coordination of benefits</li> <li>• How does this affect your claims</li> </ul>	<b>45 min</b>
<b>Lunch</b>	<b>60 min</b>
<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>	<b>30 min</b>
<b>Generating claims in Third Party Billing</b> <ul style="list-style-type: none"> <li>• How are claims created?</li> </ul>	<b>60 min</b>
<b>Add/Edit Claim Menu</b> <ul style="list-style-type: none"> <li>• Claim Generator, One Patient</li> <li>• Edit Claim Data (claim editor) <ul style="list-style-type: none"> <li>– Editing and approving claims</li> </ul> </li> <li>• Claim Editor Loop</li> <li>• Add New Claim (Manual Entry)</li> <li>• Rebuild Items from PCC</li> <li>• Check Eligibility for a Visit</li> </ul>	<b>30 min</b>
<b>Break</b>	<b>15 min</b>

<b>Topic</b>	<b>Duration</b>
<b>Add/Edit Claim Menu, continued</b> <ul style="list-style-type: none"> <li>• Claim Generator, One Patient</li> <li>• Edit Claim Data (claim editor) <ul style="list-style-type: none"> <li>– Editing and approving claims</li> </ul> </li> <li>• Claim Editor Loop</li> <li>• Add New Claim (Manual Entry)</li> <li>• Rebuild Items from PCC</li> <li>• Check Eligibility for a Visit</li> </ul>	<b>75 min</b>
<b>Review/Questions</b>	<b>30 min</b>

### 3.2 Day Two

<b>Topic</b>	<b>Duration</b>
<b>Review of day one</b>	<b>30 min</b>
<b>Claim/Bill Management Menu (Third Party Billing)</b> <ul style="list-style-type: none"> <li>• Cancel Claim</li> <li>• Cancel an Approved Bill</li> <li>• Inquire about an Approved Bill</li> <li>• Merge Claims</li> <li>• Initiate Back Billing Check</li> <li>• Add a new BILL that was Manually Submitted</li> <li>• Export Inpatient Bill to Excel</li> <li>• Open/Close Claim</li> <li>• Recreate claim from PCC data</li> <li>• Split Claim</li> </ul>	<b>120 min</b>
<b>Break</b>	<b>15 min</b>
<b>Printing paper claims</b> <b>Electronic claims</b> <ul style="list-style-type: none"> <li>• Creating batches and exporting</li> </ul>	<b>45 min</b>
<b>Lunch</b>	<b>60 min</b>
<b>Reading and understanding 837 claim files</b> <ul style="list-style-type: none"> <li>• Troubleshooting problems</li> </ul>	<b>90 min</b>
<b>Billing secondary claims</b>	<b>30 min</b>
<b>Break</b>	<b>15 min</b>
<b>Billing secondary claims, continued</b>	<b>45 min</b>
<b>Closing and reconciling cashiering sessions</b>	<b>30 min</b>
<b>Questions/Review</b>	<b>30 min</b>

### 3.3 Day Three

<b>Topic</b>	<b>Duration</b>
<b>Review of days one and two</b>	<b>30 min</b>
<b>Table Maintenance</b> <ul style="list-style-type: none"> <li>• Fee Schedule Menu</li> <li>• CPT File Menu</li> <li>• Provider Menu</li> <li>• Insurer File Menu</li> <li>• Site Parameter Maintenance</li> <li>• Electronic Claims Setup</li> </ul>	<b>120 min</b>
<b>Break</b>	<b>15 min</b>
<b>Reports</b>	<b>45 min</b>
<b>Lunch</b>	<b>60 min</b>
<b>Reports, continued</b>	<b>30 min</b>
<b>3PB scavenger hunt</b>	<b>30 min</b>
<b>Questions / Review</b> <b>Course evaluations</b> <ul style="list-style-type: none"> <li>• Tribal and Urban staff may leave, if desired</li> </ul>	<b>30 min</b>
<b>UFMS file reconciliation for Federal locations</b>	<b>30 min</b>
<b>Break</b>	<b>15 min</b>
<b>UFMS file reconciliation for Federal locations, continued</b>	<b>105 min</b>