



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Accounts Receivable (BAR)**

## **Addendum to User Manual**

Version 1.8 Patch 5  
July 2008

Office of Information Technology (OIT)  
Division of Information Resource Management  
Albuquerque, New Mexico

# TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>1. Introduction.....</b>  | <b>1</b>  |
| 1.1 Summary of Changes .....   | 1         |
| 1.2 IHS Federal Locations .....  | 2         |
| 1.3 Non-Federal Locations.....   | 2         |
| <b>2. Patch 5 Details .....</b>  | <b>3</b>  |
| 2.1 New Match Criteria for Review Postable Claims Option .....                 | 3         |
| 2.2 Review Postable Claims Option Displays<br>"REASONS NOT TO POST" .....      | 4         |
| 2.3 Running the Automated Claim Review Process.....                            | 5         |
| 2.4 Manual Matching of Bills with More than One Date of Service.....           | 7         |
| 2.5 New Edit Requiring Correction of ERA Claim Errors.....                     | 8         |
| 2.6 Changes to ERA Collection Batches with a TDN/IPAC of<br>"NONPAYMENT" ..... | 8         |
| 2.7 Bill Posting Summary Tracks Payment Credit Adjustments .....               | 9         |
| 2.8 New "REASONS NOT TO POST" EDI Claim Error Codes .....                      | 9         |
| 2.9 ERA Files May be Processed by Only One User at a Time .....                | 11        |
| <b>3. Summary of ERA Processing Changes .....</b>                              | <b>12</b> |
| <b>4. Contact Information.....</b>   | <b>13</b> |

# 1. Introduction

This addendum contains only those changes made in the patch that are relevant to the user. Please review these changes and add a copy of them to any printed documents that your site may be using for Accounts Receivable (BAR) version 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.

To see a list of all changes, see the patch notes for each of the respective patches.

## 1.1 Summary of Changes

Accounts Receivable (BAR) Version 1.8 Patch 5 provides corrections and enhancements to the Electronic Remittance Advice (ERA) posting function. It is inclusive of modifications implemented by previous patches (1 through 4) and contains the following changes:

- Added new MATCH criteria to the Review Postable Claims (REV) option to determine if a Collection Batch Item is ready to post, where
  - ERA Collection Batches will not be allowed to "over-post."
  - The dollar amount of a payment reversal must match the dollar amount of its corresponding payment, and the matched transactions will be posted as "Payment Credit" adjustments.
  - Transactions that cause a negative bill balance will *not be allowed* to post.
- "REASONS NOT TO POST" are displayed by the Review Postable Claims (REV) option.
- Added a new automated claim review process that replaces the ability to manually edit the status of a claim.
- Procedure for manually matching bills with more than one date of service.
- Added a new edit that requires ERA claim errors be corrected.
- ERAs with a TDN/IPAC of NONPAYMENT will not post Collection Batch items that contain payment transactions with a dollar amount other than zero; matching payment reversals and payments will be posted as "Payment Credit" adjustments.
- Field added to Bill Posting Summary for tracking Payment Credit adjustments.
- Added new EDI claim error codes for "REASONS NOT TO POST."
- ERA files can be processed by only one user at a time.

## **1.2 IHS Federal Locations**

The modifications to the Accounts Receivable system in this patch are requirements for all IHS Federal locations, since they are specific to the transmission of data to UFMS. Installation of patch 4 is a prerequisite to the installation of patch 5.

## **1.3 Non-Federal Locations**

There is no setup required after installation of this patch for non-Federal locations that wish to turn off functionality. The setup instructions that were provided in patches 3 and 4 also apply to this patch.

## 2. Patch 5 Details

### 2.1 New Match Criteria for Review Postable Claims Option

**AR > PST > ERA > REV**

New criteria have been added to the Review Postable Claims (REV) option on the ERA Posting Menu to ensure that ERA transactions do not cause a rejection at UFMS. While the process of the reviewing claims in an ERA file has changed minimally, the “behind-the-scenes” process of checking for matches within an ERA file has changed significantly.

These are the new match criteria:

- The total dollar amount of the items to be posted from the ERA cannot exceed the total dollar amount of the Collection Batch, and the Collection Batch balance cannot be a negative amount. In other words, the ERA will not be allowed to “over-post.”
- If there is a payment reversal within the ERA file, the system searches for a matching payment. The total dollar amount of the payment reversal must match the total dollar amount of its corresponding payment. Once a payment reversal has been matched to a payment, the transactions are posted as “Payment Credit” adjustments.

If a payment reversal cannot be matched to a payment, the status of the ERA claim(s) will be set to “NOT TO POST.” The problem within the bill must be corrected manually before the automated claim review process can change the status of the ERA claim to “MATCHED.”

- Bills will be checked to make sure that the transaction(s) being posted do not result in a negative bill balance. If the Current Balance on a bill results in a negative balance by posting the ERA transaction(s), the status of the claim is changed to “NOT TO POST.” The problem within the bill must be corrected manually before the automated claim review process can change the status of the ERA claim to “MATCHED.”

## 2.2 Review Postable Claims Option Displays "REASONS NOT TO POST"

AR > PST > ERA > REV

Prior to the release of patch 5, the Report ERA Claims (RPT) option was the only option that displayed the "Reasons Not to Post." These error messages are now displayed by the Review Postable Claims (REV) option, as shown in Figure 2-1.

|                              |  |                          |                |                      |             |
|------------------------------|--|--------------------------|----------------|----------------------|-------------|
| BAR Claim Review             |  | May 13, 2008 12:43:10    |                | Page: 1 of 0         |             |
| HIPAA 835 v4010              |  | File: 1249_ERA_03/11/200 |                | Chk/EFT #: 884652416 |             |
| #                            | Claim                                      | Date                     | Patient        | AR Account           | Status      |
| -----                        |  |                          |                |                      |             |
| 1                            | 2577499A-IH-5833                           | DEC 08, 2007             | DEMO,PATIENT   |                      | NOT TO POST |
|                              | *****REASONS NOT TO POST*****              |                          |                |                      |             |
|                              | PAYMENT AND REVERSAL FOUND BUT DON'T MATCH |                          |                |                      |             |
|                              | ERA TOTAL GREATER THAN BATCH/ITEM TOTAL    |                          |                |                      |             |
|                              | NO BATCH FOUND FOR ERA CHECK               |                          |                |                      |             |
| 2                            | 2577591A-IH-1740                           | JAN 14, 2008             | DOE,JOHN       |                      | MATCHED     |
|                              | 2577591A-IH-1740                           | JAN 14, 2008             | DOE,JOHN       | MEDICARE             |             |
| 3                            | 2571113A-IH-5241                           | JAN 10, 2008             | PATIENT,SYLVIA |                      | MATCHED     |
|                              | 2571113A-IH-5241                           | JAN 10, 2008             | PATIENT,SYLVIA | MEDICARE             |             |
| -----                        |  |                          |                |                      |             |
| +                            | Enter ?? for more actions                  |                          |                |                      |             |
| -----                        |  |                          |                |                      |             |
| 1                            | Edit Status                                |                          |                |                      |             |
| Select Action: Next Screen// |  |                          |                |                      |             |

Figure 2-1. Example of displayed error messages, using View Postable Claims (REV)

## 2.3 Running the Automated Claim Review Process

AR > PST > ERA > REV

**Note:** The automated claim review process has replaced the process of manually editing the Status of a claim.

Editing the status of a claim in an ERA is now an *automated* process. To run the automated claim review process, choose the **Edit Status** command in the **Review Postable Claims** option and select a claim to edit (Figure 2-2). The process goes through the ERA file to find matches, and when found, updates the Status of the matched claims *automatically*. If a match is not found, the Status does not change, and the unmatched claim must be researched and corrected manually in RPMS.

|  |                           |                          |              |                      |                 |
|--|---------------------------|--------------------------|--------------|----------------------|-----------------|
| BAR Claim Review   |                           | Jun 11, 2008 14:21:4510  |              | Page: 1 of 0         |                 |
| *****REASONS NOT TO POST*****  |                           |                          |              |                      |                 |
| HIPAA 835 v4010  |                           | File: 1288_ERA_05/27/200 |              | Chk/EFT #: 884873415 |                 |
| #  | Claim                     | Date                     | Patient      | AR Account           | Status          |
| -----  |                           |                          |              |                      |                 |
| 1  | 2587442A-AC-3902          | FEB 27, 2008             | PATIENT,DEMO |                      | NOT TO POST     |
| PAYMENT AND REVERSAL FOUND BUT DO NOT MATCH IN ERA BILL<br>NEGATIVE BALANCE WILL RESULT IN RPMS BILL |                           |                          |              |                      |                 |
| 2  | 2650723A-AC-1554          | Apr 10, 2007             | TEST,PATIENT |                      | NOT TO POST     |
| *****REASONS NOT TO POST*****<br>BILL NOT FOUND IN RPMS<br>NEGATIVE BALANCE WILL RESULT IN RPMS BILL |                           |                          |              |                      |                 |
| 3  | 22532509A-AC-4591         | Nov 30, 2007             | DOE,JANE     |                      | CLAIM UNMATCHED |
| *****REASONS NOT TO POST*****<br>RA CLAIM NOT FOUND IN RPMS  |                           |                          |              |                      |                 |
| 4  | 2625034B-AC-1569          | FEB 05, 2008             | DEMO,DAN     |                      | MATCHED         |
|  | 2625034B-AC-1569          | FEB 05, 2008             | DEMO,DAN SR  | MEDICARE             |                 |
| -----  |                           |                          |              |                      |                 |
| +  | Enter ?? for more actions |                          |              |                      |                 |
| -----  |                           |                          |              |                      |                 |
| 1 Edit Status  |                           |                          |              |                      |                 |
| Select Action: Next Screen// 1 <Enter> Edit Status   |                           |                          |              |                      |                 |
| Select (s): (1-194): 1// 1 <Enter>   |                           |                          |              |                      |                 |

Figure 2-2. Running the automated claim review process on a selected claim

After a bill has been researched/corrected in RPMS, the user returns to the BAR Claim Review screen, chooses the Edit Status command, and selects the claim. Again, the automated claim review process goes through the ERA file to find a match. If the process finds a match this time, it updates the Status of the claim *automatically*, as shown in Figure 2-3.

| BAR Claim Review            |                   | Jun 10, 2008 09:16:43                     |              | Page: 1 of 0         |                 |
|-----------------------------|-------------------|---|--------------|----------------------|-----------------|
| HIPAA 835 v4010             |                   | File: 1288_ERA_05/27/200                  |              | Chk/EFT #: 884873415 |                 |
| #                           | Claim             | Date                                      | Patient      | AR Account           | Status          |
| 1                           | 2587442A-AC-3902  | FEB 27, 2008                              | PATIENT,DEMO |                      | MATCHED         |
|                             | 2587442A-AC-3902  | FEB 27, 2008                              | PATIENT,DEMO | MEDICARE             |                 |
| 2                           | 2650723A-AC-1554  | Apr 10, 2007                              | TEST,PATIENT |                      | NOT TO POST     |
|                             |                   | *****REASONS NOT TO POST*****             |              |                      |                 |
|                             |                   | BILL NOT FOUND IN RPMS                    |              |                      |                 |
|                             |                   | NEGATIVE BALANCE WILL RESULT IN RPMS BILL |              |                      |                 |
| 3                           | 22532509A-AC-4591 | Nov 30, 2007                              | DOE,JANE     |                      | CLAIM UNMATCHED |
|                             |                   | *****REASONS NOT TO POST*****             |              |                      |                 |
|                             |                   | RA CLAIM NOT FOUND IN RPMS                |              |                      |                 |
| 4                           | 2625034B-AC-1569  | FEB 05, 2008                              | DEMO,DAN     |                      | MATCHED         |
|                             | 2625034B-AC-1569  | FEB 05, 2008                              | DEMO,DAN SR  | MEDICARE             |                 |
| -----                       |                   |   |              |                      |                 |
| + Enter ?? for more actions |                   |   |              |                      |                 |
| -----                       |                   |   |              |                      |                 |
| 1 Edit Status               |                   |   |              |                      |                 |
| Select Action:Next Screen// |                   |   |              |                      |                 |

Figure 2-3. After manual corrections, rerunning the automated claim review process results in a match, update of the claim Status.



## 2.4 Manual Matching of Bills with More than One Date of Service

If an ERA contains a claim that has more than one date of service in RPMS and the system is unable to match the ERA claim with the RPMS bill, the user is prompted to manually match the two during the Load New Import process, as shown in Figure 2-4.

PERFORMING TRADITIONAL HIPAA CHECKS FOR CLAIM 1527309

```
ERA BILL : 1527309
ERA BILLED: 105.73      ERA DOS: 3080327
A/R BILLED: 105.73      A/R DOS: 3080327MATCHED
ERA BILL : 1527309
ERA BILLED: 105.73      ERA DOS: 3080327
A/R BILLED: 105.73      A/R DOS: 3080327MATCHED
```

| BILL #         | DOS        | PATIENT NAME    | BILLED AMT | BALANCE |
|----------------|------------|-----------------|------------|---------|
| 1527309        | 03/27/2008 | COYOTE,WILEY    |            | 105.73  |
| 1) 922201A-TST | 03/27/2008 | COYOTE,WILEY SR | 105.73     | 0.00    |
| 2) 934693A-TST | 03/27/2008 | COYOTE,WILEY SR | 105.73     | 105.73  |

Please enter the LINE # of the RPMS bill that matches the RA:

*Figure 2-4. Example of multiple bills with same date of service and billed amount as ERA claim*

As Figure 2-4 illustrates, there are two bills with the same date of service and the same billed amount as the claim in the ERA file. Because the two line numbers contain identical information, the system does not know which line to match to the ERA claim. The user must evaluate the entries to determine which is the correct bill to match.

Select the appropriate line number and press Enter, or press Enter to ignore the prompt.

**Note:** If a line number is not selected during the Load New Import process, the manual matching prompt appears again during the Review Postable Claims process.

## 2.5 New Edit Requiring Correction of ERA Claim Errors

**AR > PST > ERA > REV**

A new edit in this patch requires the correction of ERA claim errors *before* the status of a claim can be changed to “MATCHED.” If the user tries to edit the status of an unmatched claim without correcting the problem, the following error message is displayed:

```
There are still issues with this ERA claim!!  
Please resolve them before attempting to change the status to  
MATCHED.
```

Pressing Enter or typing a caret ( ^ ) returns the user to the Accounts Receivable Claim Review page.

## 2.6 Changes to ERA Collection Batches with a TDN/IPAC of "NONPAYMENT"

Two changes have been made to ERA Collection Batches that have a TDN/IPAC of “NONPAYMENT”:

1. All *matching* payment reversals and payments will be posted as “Payment Credit” transactions. Again, the amount of a payment reversal must be equal to the amount of the corresponding payment.
2. If there are payments with a dollar amount other than zero within a “NONPAYMENT” Collection Batch, the user receives the following error message:

```
Payment exists with no TDN/IPAC number - unable to post.
```

The status of all transactions will be changed to “NOT TO POST” until the issue is corrected manually.

## 2.7 Bill Posting Summary Tracks Payment Credit Adjustments

**AR > PST > BPS**

In order to track payment credit adjustments and to establish an audit trail, a field was created in the Bill Posting Summary to display the bill number that a payment credit has been applied to or applied from.

As Figure 2-5 illustrates, \$223 was applied to the bill as a payment credit from Bill 23446A-IH-41210.

| List of Transactions for Bill 29882A-IH-45651 |    |  |                              |          |                 |      |
|---|----|--|------------------------------|----------|-----------------|------|
| Patient: COYOTE, WILEY                        |    |  | Beg DOS : FEB 10, 2008       |          |                 |      |
| Address: 123 ROADRUNNER LOOP                  |    |  | End DOS : FEB 10, 2008       |          |                 |      |
| LAST CHANCE, NEW MEXICO 87000                 |    |  | LST STMT:                    |          |                 |      |
| Phone #: 505 656 5788                         |    |  | Insurer: NEW MEXICO MEDICAID |          |                 |      |
|   |    |  | Balance: 0.00                |          |                 |      |
| Trans Dt                                      | By | Trans Type<br>A/R Account                                    | Batch                        | Amount   | Balance<br>Item |      |
| 05/17/2007                                    |    | BILL NEW<br>NEW MEXICO MEDICAID                              | NO BATCH                     | 223.00   | 223.00          |      |
| 05/17/2007                                    | AB | PAYMENT CREDIT/CREDIT FROM OTHER BILL<br>NEW MEXICO MEDICAID |                              | (223.00) | 0               | 0.00 |
|   |    | 88844455   | MEDICAID OPV-05/17/2007-1    |          | 1               |      |
| Payment Credit applied from: 23446A-IH-41210  |    |  |                              |          |                 |      |

Figure 2-5. Example of "Payment credit applied to/from <bill number>"

## 2.8 New "REASONS NOT TO POST" EDI Claim Error Codes

Due to the new Matching criteria that determine which claims in an ERA file will be matched with a bill in RPMS, new EDI claim error codes for REASONS NOT TO POST have been added. Claims that are flagged with *any* EDI Claim Error Codes will not be posted until the error is corrected; and therefore, will not be sent to UFMS.

## New EDI Claim Error Codes

|   |
|---|
| ERROR CODE: BL NF   |
| DESCRIPTION: BILL NOT FOUND IN RPMS   |
| ERROR CODE: DUPB  |
| DESCRIPTION: DUPLICATE BILLS FOUND IN RPMS                                  |
| ERROR CODE: ERA > ITM   |
| DESCRIPTION: ERA TOTAL GREATER THAN BATCH/ITEM TOTAL                        |
| ERROR CODE: MP MCR E  |
| DESCRIPTION: MULTIPLE PAYMENTS FOUND FOR MCR REVERSAL IN ERA FILE           |
| ERROR CODE: NB  |
| DESCRIPTION: NO BATCH FOUND FOR ERA CHECK                                   |
| ERROR CODE: NEGR  |
| DESCRIPTION: NEGATIVE BALANCE WILL RESULT IN RPMS BILL                      |
| ERROR CODE: NIPAC   |
| DESCRIPTION: TDN/IPAC MISSING IN RPMS BATCH                                 |
| ERROR CODE: NM MCR B  |
| DESCRIPTION: MCR PAYMENT AND REVERSAL FOUND BUT DO NOT MATCH IN ERA BILL    |
| ERROR CODE: NM MCR E  |
| DESCRIPTION: MCR PAYMENT AND REVERSAL FOUND BUT DO NOT MATCH IN ERA FILE    |
| ERROR CODE: PR NM B   |
| DESCRIPTION: PAYMENT AND REVERSAL FOUND BUT DO NOT MATCH IN ERA BILL        |
| ERROR CODE: PR NM R   |
| DESCRIPTION: MATCHING PAYMENT NOT FOUND IN A/R TRANSACTION FILE             |
| ERROR CODE: P NP  |
| DESCRIPTION: PAYMENT BEING MADE TO 'NONPAYMENT' COLLECTION BATCH OR ITEM    |
| ERROR CODE: PT NF E   |
| DESCRIPTION: PAYMENT TRANSACTION NOT FOUND FOR REVERSAL PAYMENT IN ERA FILE |

## 2.9 ERA Files May be Processed by Only One User at a Time

Because of issues identified during the testing of this patch, a “lock” was developed to ensure that only one user at a time is able to access an ERA file from the ERA PST option. If the selected ERA file is already in use, a message appears. For example:

```
Select file: 1431_ERA_06/24/2008    884869114.TXT          CHK/EFT #: 445548178
                                           CHK/EFT #: 884869114

THIS FILE IS BEING VIEWED, REVIEWED OR POSTED BY ANOTHER USER!! TRY AGAIN
LATER.

Select file:
```

### 3. Summary of ERA Processing Changes

#### Load New Import

Use the method established by your site to download your ERA files.

If the ERA file contains claims that have more than one date of service, you are prompted to manually match the ERA claim with the RPMS bill during the Load New File process. You may either select a line number of the RPMS bill that matches the ERA claim, or press Enter to ignore the prompt during the file load. The prompt will be available again during the Review Postable Claims process.

When transmitting cashiering sessions to UFMS, keep in mind that incorrect matches resulting in UFMS errors are placed in the NOT SENT bucket.

#### Review Postable Claims

While many changes have been made to this option, most of them occur “behind-the-scenes” and will not be seen by the user. The most obvious changes are:

- ERAs will not be allowed to “over-post.”
- Transactions resulting in a negative bill balance will not be allowed to post.
- The dollar amount of a payment reversal must match the dollar amount of its corresponding payment. The matched transactions will be posted as Payment Credit adjustments.
- “REASONS NOT TO POST” are now displayed by the REV option, and new REASONS NOT TO POST” have been added to accommodate the changes in this patch.
- A claim’s status can no longer be changed manually; the automated claim review process has replaced this option.
- A new edit requires that ERA claim errors be corrected manually before the automated claim review process can change the status of the ERA claim to “MATCHED.”
- Collection Batches with a TDN/IPAC of “NONPAYMENT” are not allowed to post any dollar amount other than zero.

#### Post ERA Claims/Report ERA Claims

There are no changes to either the Post ERA Claims or the Report ERA Claims options.

## 4. 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) 248-4297

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

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