



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Accounts Receivable**

(BAR)

## **Addendum to User Manual**

Version 1.8 Patch 10  
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Office of Information Technology (OIT)  
Division of Information Resource Management  
Albuquerque, New Mexico

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## 1.0 Introduction

This addendum contains only those changes made in this 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 BAR v1.8. 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, please refer to the patch notes for each of the respective patches.

### 1.1 IHS Federal Locations

The functional changes to the Accounts Receivable system in this patch are requirements for all IHS Federal locations because they are specific to the transmission of data to the Unified Financial Management System (UFMS).

### 1.2 Non-Federal Locations

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

### 1.3 Service Center Call Resolutions

- IM30590 - Transaction Statistical Report reports the same data when run by fiscal year
- IM30577 - When selecting the VSF Report (ask Grand Totals Report) to print by anything other than "Grand Total All Files", the report printed all data under the allowance category of Other.
- HEAT831 - duplicates were being displayed in the PST/ERA/REV option
- HEAT1359 - Corrected <SUBSCRIPT>EDITITEM+22^BAREBCH
- HEAT1087 - Corrected <SUBSCRIPT.TOT+1^BARUFRP3 - VSF Report
- HEAT1233 - Current Bill Amount field in the A/R Bill file was not allowing an amount less than zero. This field was changed to allow negative amounts so that the transactions can be caught and stopped at export.
- HEAT1228 - ERA files were posting even when answering No at the "Do you want to post ERA Claims?" prompt.
- HEAT1197 - VSF Report (aka Grand Totals Report) was failing when being run for the entire month and being printed to the computer screen.

- HEAT1591 - When multiple Collection Batches are created for one check, the system didn't know which ERA file was using which Collection Batch. As a result, all claims in the file were being flagged as Not to Post due to TDN/IPAC missing in Collection Batch.
- HEAT823 - Corrected <SUBSCRIPT>P+1^DIQ1 -- BAREDP05
- HEAT632 - Corrected Tribal sites' inability to create negative balances when using the Flat Rate Posting option
- HEAT1333 - Corrected problem with Tribal sites not being able to print Transfer letter in Post Unallocated Cash option
- HEAT2555 - Corrected problem with missing CLP02 code in ERA file
- HEAT2437 - Corrected grammatical error in display message of Collection Batch Report - BOB

## 1.4 Summary of Changes

- Changes were made to all functions or calls that reference CPT or ICD9 codes. These changes will use references to new code sets (BARRSL1, BARCLFD).
- Addition of a programmer-accessible option to clear the UFMS file transmission flag from the A/R TRANSACTION/IHS file and from the A/R UFMS Session file when resending session data to UFMS. This is a high level of access that only a programmer can use.
- Third Party Liability insurer type has been moved from the Private Insurer allowance category to the Other allowance category
- The ability to post a payment reversal manually or electronically has been removed. Payment reversals should be posted using the payment credit adjustment option.
- ERA files containing a PBL segment (late filing fees, interest payments, etc) will not be allowed to post electronically.

## 2.0 Details

### 2.1 Third Party Liability Moved to "Other" Allowance Category

The Third Party Liability insurer type will be reported with allowance category Other, instead of the Private Insurance allowance category. This will affect all of the A/R reports that allow for sorting by allowance category, which include:

- Large Balance Report - LBL
- Negative Balance List - NEG
- Small Balance List - SBL
- Age Summary Report - ASM
- UFMS Age Summary Report - USM
- Treasury Deposit/Batch Statistical Report - TBSL
- Transaction Statistical Report - TSR
- Inpatient Primary Diagnosis Report - IPDR
- Period Summary Report - PSR

### 2.2 Payment Reversals No Longer Allowed Manual or Electronic

Because of the number of errors at UFMS that are being caused by negative transaction amounts, the ability to post payment reversals manually or electronically has been removed from RPMS. The options that are affected are the Post Payments and Adjustments option (PAY), the Flat Rate Posting option (FRP), and the ERA Posting option (ERA).

- a) In the PAY option, if a negative payment amount is entered the system will display the following error message and the user will automatically be returned to the "Select Command (Line # 1):" prompt.

PAYMENT REVERSALS ARE NO LONGER ALLOWED,  
PLEASE USE THE 'PAYMENT CREDIT' TRANSACTION TYPE

Figure 2-1: Example of error message received if attempting to post a payment reversal

A new command will have to be selected in order to continue posting. However, rather than using the payment command to reverse a payment, the adjustment command should be used to post a payment credit adjustment, as shown in the next example. For complete instructions on posting payment credit adjustments, please refer to the appendix in this addendum.

```
Select Command (Line # 1) : A
Adjustment Amount: -100
Adjustment Category: 20  PAYMENT CREDIT      PAYCRD
Adjustment Type: ??
```

```
Choose from:
113          BILLED IN ERROR
114          NOT BILLABLE TO OTHER(S)
121          RECEIVED NO-COL-REGISTER
132          POSTED IN ERROR
137          ZERO PAY
138          CREDIT TO OTHER BILL
139          CREDIT FROM OTHER BILL
```

Example of posting a payment credit adjustment

- b) In the FRP option, if a negative payment amount is entered the system will display a similar error message as in the PAY option and the user will automatically be returned to the "Select Command (P/A/Q):" prompt. The negative payment that was entered will not stored. If the negative amount was entered in error, the payment command will have to be selected again in order to make the correct entry.

```
PAYMENT AMOUNT: -100

          PAYMENT REVERSALS ARE NO LONGER ALLOWED
                    PLEASE USE PAYMENT CREDIT ADJUSTMENTS

Select Command (P/A/Q):
```

Figure 2-2: Example of error received in FRP when attempting to enter a payment reversal

If the negative amount was not entered in error and the transaction really is a payment reversal, use the adjustment command to post a payment credit adjustment.

```
Select Command (P/A/Q): A

ADJUSTMENT AMOUNT: -100
Adjustment Category: 20  PAYMENT CREDIT      PAYCRD
Adjustment Type: ??

  Choose from:
  113          BILLED IN ERROR
  114          NOT BILLABLE TO OTHER(S)
  121          RECEIVED NO-COL-REGISTER
  132          POSTED IN ERROR
  137          ZERO PAY
  138          CREDIT TO OTHER BILL
  139          CREDIT FROM OTHER BILL
```

Figure 2-3: Example of entering payment credit adjustment in Flat Rate Posting

- c) In the ERA Posting option, the check for payment reversals occurs during the Load New Import (NEW) process. Because this check occurs during the file upload process, it is important that any files loaded into RPMS before the installation of this patch be reloaded into RPMS after this patch is installed. It is equally important that ERA files are not deleted. If the file was loaded prior to the installation of patch 10, simply reload the file.

If no payment reversals are found during the upload, the system will display the following message and the user will be prompted to press the Return key for the next stage of the matching process to begin.

```
Looking for Payment Reversals
No Payment Reversals found
Looking for Negative Payments
No Negative Payments found

Enter RETURN to continue: <Enter>
Starting stage 4 of 4 -> Matching
```

Figure 2-4: Example of message displayed if payment reversal found during file upload process.

However, if a payment reversal is found during the load process, the following message will be displayed. The claim matching process will not progress to the next stage. Instead, all claims will automatically be set to NOT TO POST and the file will have to be posted manually. Remember that all reversals and their corresponding payments must be posted as payment credit adjustments.

```
Looking for Payment Reversals

Payment Reversal found, all transactions will be set to NOT TO POST

All claims have been set to NOT TO POST
<CR> - Continue:
```

Figure 2-5: Example of message displayed if payment reversal found during file upload process.

```
BAR Claim Review          Dec 29, 2008 15:39:41          Page: 1 of 0
HIPAA 835 v4010          File: 1095_ERA_12/29/2008  Chk/EFT #: REMIT0259604141

#   Claim                Date           Patient           AR Account   Status
1   30760A-IH-4561        JUN 15, 2007 PATIENT,ONE           NOT TO POST
*****REASONS NOT TO POST*****
      PAYMENT REVERSAL FOUND -- MUST DO MANUAL POSTING

2   30760A-IH-4561        MAR 13, 2007 PATIENT,ONE           NOT TO POST
*****REASONS NOT TO POST*****
      PAYMENT REVERSAL FOUND -- MUST DO MANUAL POSTING

      Enter ?? for more actions
1   Edit Status
2   Run Auto Review
Select Action: Quit//
```

Figure 2-6: Example of payment reversal error as displayed in Review Postable Claims

**Note:** The restriction placed on payment reversals in the 835 is a *temporary* restriction that is being put in place to reduce the number of errors being received at UFMS.



## 2.3 ERA Files Containing PLB Segment Not Allowed to Post Electronically

The PLB segment of an 835 file contains adjustments that are not specific to a particular claim or service. These adjustments can either increase or decrease the actual ERA payment amount and may include, among others: late filing fees, interest penalty charges, interest owed, etc. Until the details of how to include this segment in the ERA posting process are finalized, it was decided that any ERA file containing a PLB segment would have to be posted manually. Please note, however, that this restriction is a temporary one and is being put in place to reduce the number of errors being received at UFMS.

The check for a PLB segment occurs during the Load New Import (NEW) upload process just like the check for payment reversals. Because of this, it is important that any files loaded into RPMS before the installation of this patch be reloaded into RPMS after this patch is installed. It is equally important that ERA files are not deleted. If the file was loaded prior to the installation of patch 10, simply reload the file.

If a PLB segment is not found during the upload, the system will display the following message and the next stage of the claim matching process will begin.

```
Looking for PLB Segment
```

```
No PBL Segments found
```

However, if a PLB segment is found during the load process, the following message will be displayed. The claim matching process will not progress to the next stage. Instead, all claims will automatically be set to NOT TO POST and the file will have to be posted manually. Remember that any payment reversals and their corresponding payments must be posted as payment credit adjustments.

```
PLB Segment found, all transactions  
in check 885600025 will be set to NOT TO POST
```

```
PLB Segment found, all transactions  
in check 885594749 will be set to NOT TO POST
```

Figure 2-7: Example of message displayed if PLB segment found during file upload process.

BAR Claim Review		Dec 29, 2008 16:27:19		Page: 1 of 0	
HIPAA 835 v4010		File: 1367_ERA_12/29/2008		Chk/EFT #: 884911832	
#	Claim	Date	Patient	AR Account	Status
1	2672827A-AC-30147	MAY 09, 2008	PATIENT,DEMO		NOT TO POST
	*****REASONS NOT TO POST*****				
	PLB SEGMENT FOUND -- MUST DO MANUAL POSTING				
2	2651930A-AC-5795	APR 05, 2008	STUDENT,SUPER		NOT TO POST
	*****REASONS NOT TO POST*****				
	PLB SEGMENT FOUND -- MUST DO MANUAL POSTING				
3	2659950A-AC-7636	JAN 16, 2008	THREE,PATIENT		NOT TO POST
	*****REASONS NOT TO POST*****				
	PLB SEGMENT FOUND -- MUST DO MANUAL POSTING				
Enter ?? for more actions					
1	Edit Status				
2	Run Auto Review				
Select Action:Next Screen//					

Figure 2-8: Example of PLB segment error as displayed in Review Postable Claims

### 3.0 Appendix A- Posting Payment Credit Adjustments

A payment credit occurs when a payer wants to recoup a payment that has previously been made, usually because the original payment was made in error or because an overpayment was made. Rather than request a refund, the payer will often recoup the amount from the bill that was initially paid and apply that payment to a different bill.

Example:

1. Insurance company sends a check for \$100 as payment for bill 1234A.
2. An error is discovered by the insurance company regarding this \$100 payment. For example, the insurance company realizes that they should have applied a \$100 deductible instead of making a \$100 payment.
3. The same insurance company owes \$200 for bill 6789A. The insurance company writes a check for \$100, but the EOB reflects a payment of \$200 for bill 6789A. The other \$100 is coming from the insurance company taking back, or reversing / recouping the \$100 payment that was previously made to bill 1234A.

The difference between the payment amount on the EOB and the check amount is due to a payment credit. The insurance company is recovering \$100 that they paid in error for bill 1234A by only paying \$100 of a \$200 payment due for bill 6789A.

In the Accounts Receivable system we are assuming that bill 1234A has been paid and posted. For example, bill 1234A would have a payment of \$100 posted and perhaps an adjustment of \$50 for the co-pay. The transactions may look something like this:

List of Transactions for Bill 1234A-IH-6019					
Patient: RIDINGHOOD,RED			Beg DOS : JUL 07, 2007		
Address: 871-A SYCAMORE LANE			End DOS : JUL 07, 2007		
CAMPBELL, ARIZONA 88374			LST STMT:		
Phone #: 928-001-0911			Insurer: Quickpay Insurance		
			Balance: 0.00		
Trans Dt	By	Trans Type A/R Account	Batch	Amount	Balance Item
08/06/2007		BILL NEW		150.00	150.00
		QUICKPAY INSURANCE	NO BATCH		0
12/19/2007	SP	PAYMENT		(100.00)	100.00
		QUICKPAY INSURANCE	PRIVATE INS-1/17/2008-1		1
		FBLDEMO1234			
12/19/2007	SP	CO-PAY/Copayment Amount		(50.00)	0.00
		QUICKPAY INSURANCE	PRIVATE INS-1/17/2008-1		1
		FBLDEMO1234			

Figure 3-1: Example of payment and co-pay posted to a bill

## Posting the Payment Credit to Other Bill

1. Access the bill that the payment is being recouped from. In this example, the payment is being recouped from bill 1234A.
2. Post an adjustment of -\$100 using Adjustment Category of "Payment Credit", and Adjustment Type of "Credit to Other Bill". (This is like reversing the payment.)
3. Post an adjustment of -\$50. This reverses the co-pay associated with the original payment in our example. Note: if the payer takes back their payment, we must reverse all adjustments associated with that payment.
4. The balance of the bill should now be zero.
5. Now post the reason for the payment recoupment. For example, if the payer is stating that the original payment was paid in error and should have been applied to the deductible, we now post the deductible.

The transactions on the bill may look similar to this:

List of Transactions for Bill 1234A-IH-6019						
Patient: RIDINGHOOD, RED			Beg DOS : JUL 07, 2007			
Address: 871-A SYCAMORE LANE			End DOS : JUL 07, 2007			
CAMPBELL, ARIZONA 88374			LST STMT:			
Phone #: 928-001-0911			Insurer: Quickpay Insurance			
			Balance: 0.00			
Trans Dt	By	Trans Type A/R Account	Batch	Amount	Balance Item	
08/06/2007		BILL NEW		150.00	150.00	
		QUICKPAY INSURANCE	NO BATCH		0	
12/19/2007	SP	PAYMENT		(100.00)	100.00	
		QUICKPAY INSURANCE	PRIVATE INS-1/17/2008-1		1	
		FBLDEMO1234				
12/19/2007	SP	CO-PAY/Copayment Amount		(50.00)	0.00	
		QUICKPAY INSURANCE	PRIVATE INS-1/17/2008-1		1	
		FBLDEMO1234				
12/23/2008	SP	PAYMENT CREDIT/CREDIT TO OTHER BILL		100.00	100.00	
		QUICKPAY INSURANCE	NO BATCH		0	
12/23/2008	SP	CO-PAY/Coinsurance Amount		50.00	150.00	
		QUICKPAY INSURANCE	NO BATCH		0	
12/23/2008	SP	DEDUCTIBLE/Deductible Amount		(150.00)	0.00	
		QUICKPAY INSURANCE	NO BATCH			

Figure 3-2: Example of posting a payment credit to another bill (reversing a payment)

6. Finally, attach a message to the bill indicating the reason for the payment credit. Also note the EOB/RA date and or number.

```

Claims for RIDINGHOOD,RED  from 07/07/2007 to 07/07/2007          Page: 1

```

Line #	DOS	Claim #	Billed Amount	Current Payments	Current Adjust.	Current Balance
1	07/07/2007	1234A-IHS-6019	152.00	0.00	0.00	0.00

```

Select Command (Line # 1) : M
                          Message Processor
                          -----

Select one of the following:

    1      BILL MESSAGE for bill 1234AA-IHS
    2      PATIENT MESSAGE for patient RIDINGHOOD,RED
    3      ACCOUNT MESSAGE for account QUICKPAY INSURANCE
    4      EXIT

Select Message Level: 1  BILL MESSAGE for bill 1234A-IHS

View existing Messages (Y/N): NO//

                          Create NEW Message for 1234A-IHS
                          -----

Create a NEW Message (Y/N): YES//
TEXT:

    No existing text
    Edit? NO// YES

==[ WRAP ]==[ INSERT ]===== < TEXT >===== [ <PF1>H=Help ]=====
Payment recouped by insurance and applied to bill 6789A, original payment
was made in error, QuickPay EOB 12/18/2008.  SDP

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

```

Figure 3-3: Example of creating a bill message

### Posting the Payment Credit from Other Bill

1. Access the bill that the payment recoupment is being applied to. In this example, the payment is being applied to bill 6789A.
2. Post an adjustment of \$100 using Adjustment Category of "Payment Credit", and Adjustment Type of "Credit from Other Bill".
3. Post any other adjustments as indicated by the EOB or RA (co-payments, deductibles, etc.)

The transactions on the bill may look similar to this:

List of Transactions for Bill 6789A-IH-55222					
Patient: CINDER, ELLA			Beg DOS : OCT 25, 2008		
Address: PO 333			End DOS : OCT 25, 2008		
LOS ANGELES, CALIFORNIA 88888			LST STMT:		
Phone #: 999-243-5678			Insurer: Quickpay Insurance		
			Balance: 0.00		
Trans Dt	By	Trans Type A/R Account	Batch	Amount	Balance Item
11/07/2008		BILL NEW QUICKPAY INSURANCE	NO BATCH	150.00	150.00 0
12/23/2008	SP	PAYMENT CREDIT/CREDIT FROM OTHER BILL QUICKPAY INSURANCE	NO BATCH	(100.00)	50.00 0
12/23/2008	SP	CO-PAY/Co-Payment Amount QUICKPAY INSURANCE	NO BATCH	(50.00)	0.00 0

4. Finally, attach a message to the bill indicating the reason for the payment credit. Also note the EOB/RA date and or number.

```

Claims for ELLA,CINDER from 10/25/2008 to 10/25/2008 Page: 1

Line #  DOS      Claim #      Billed      Current      Current      Current
-----  -
1      10/25/2008  6789A-IHS-55222  152.00      0.00         0.00         0.00

Select Command (Line # 1) : M

                          Message Processor
                          -----

Select one of the following:

1          BILL MESSAGE for bill 6789A-IHS
2          PATIENT MESSAGE for patient ELLA,CINDER
3          ACCOUNT MESSAGE for account QUICKPAY INSURANCE
4          EXIT

Select Message Level: 1  BILL MESSAGE for bill 6789A-IHS

View existing Messages (Y/N): NO//

                          Create NEW Message for 6789A-IHS
                          -----

Create a NEW Message (Y/N): YES//

TEXT:

  No existing text
  Edit? NO// YES

==[ WRAP ]==[ INSERT ]===== < TEXT >===== [ <PF1>H=Help ]====
Payment credit applied from bill 1234A-IHS, QuickPay EOB 12/18/2008. SDP

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

```

Figure 3-4: Example of creating a bill message

## 4.0 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)