



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Accounts Receivable

(BAR)

Addendum to User Manual

Version 1.8 Patch 29
July 2020

Office of Information Technology
Division of Information Technology

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Preface

The purpose of this addendum is to provide information about the Accounts Receivable (BAR) package. The system is designed to automate the management of accounts receivable in the Resource and Patient Management System (RPMS).

Please review and distribute this addendum to your Accounts Receivable staff *prior to* installation of this patch.

Refer to the notes file released with this patch for all other technical documentation.

1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Accounts Receivable. 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.

The addendum only provides guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 Summary of Changes

1.1.1 Patch 29

Change Request 5993 (HEAT 141680)

A change was made to the Electronic Remittance Advice (ERA) Review & Match ERA to Collection Batch option for Federal facilities to ensure that collection batches older than six months are not displayed when the user is given the option to manually match an ERA check to a collection batch. This change does not affect Tribal/638/Urban facilities.

Change Request 6976 (HEAT 163899)

Changes were made to the ERA A/R Bill Matching option to ensure that ERA prescription numbers are correctly matched to their corresponding RPMS bills. If more than one RPMS bill is found for an ERA prescription number, users will still have to make a manual match; however, A/B/C ERA claims will be automatically matched to the corresponding A/B/C RPMS bill. Users will no longer have to match those manually. The bill matching process will only look at RPMS bills that are less than four years old.

Change Request 6979 (HEAT 166073)

A correction was made to the ERA Review Postable Claims option to ensure that ERA claims matched to cancelled RPMS bills display a status of Matched, rather than Claim Unmatched. These bills will still be marked with a Reason Not to Post indicating the bill has been cancelled and must be posted manually.

Change Request 6982 (HEAT 178463)

Changes were made to the ERA Reasons Not to Post to provide more detail on why an ERA claim could not be matched to an RPMS bill. Depending on the unmatched claim scenario, users will see one or more of the following Reasons Not to Post in the Review Postable Claims option and in the Report ERA Claims option: DATE OF SERVICE DOESN'T MATCH RPMS, BILL AMOUNT DOESN'T MATCH RPMS, BILL NUMBER/RX NOT FOUND IN RPMS.

Change Request 6985 (HEAT 221234)

A correction was made to stage 3 of ERA Load New Import option to prevent '??' from being displayed when the Coverage Expiration Date and/or the Claim Received Date in an ERA file is in the following format: CCYYMMDD (20191231, for example). The Coverage Expiration Date is located in the DTM 036 and the Claim Received Date is located in the DTM 050, both in Loop 2100. Also at the end of stage 3, the total number of claims found in the ERA file will be displayed.

Change Request 9022 (HEAT 328599)

A correction was made to the ERA Load New Import option to prevent a subscript error when an ERA file contains a Coverage Expiration Date immediately followed by a Claim Received Date that is in the following format: CCYYMMDD. The Coverage Expiration Date is located in the DTM 036 and the Claim Received Date is located in the DTM 050, both in Loop 2100.

Change Request 9027 (HEAT 339692)

A correction was made to the Top Payer Report to ensure that the amount displayed in the Allowable column includes payments posted plus copayments and/or deductibles posted. Prior to patch 29, the Allowable column did not include payments posted.

Change Request 9028 (NO TICKET)

A correction was made to the Top Payer Report and to the Payment Summary by TDN report to ensure that a Date Range is selected when running the report. Prior to patch 29, if a Date Range was not selected, the report would drop into a continuous loop that the user was unable to exit out of.

Change Request 10407 (NO TICKET)

A correction was made to the ERA bill matching process to ensure that the correct service date is used when matching up an itemized ERA claim to an RPMS bill. Prior to patch 29, when an ERA claim contained itemized charges, RPMS used the end service date on the ERA claim which resulted in the claim being incorrectly marked as Unmatched.

Change Request 10586 (HEAT 425183)

A correction was made to the Inpatient Primary Diagnosis Report to ensure the correct information is displayed when the Date Range parameter is selected. Prior to patch 29, the Date Range parameter displayed Allowance Categories in error.

Change Request 10754 (HEAT 438410)

A correction was made to prevent an undefined error when a bill is missing the transaction type and is exported in an 837 file using the Create EMC File option in the Third Party Billing application.

Change Request 10777 (HEAT 429408)

A correction was made to the ERA process for non-IHS facilities (Tribal/638/Urban) to ensure that the system allows for posting to cancelled bills and/or allows for posting reverse payments, if desired. This functionality is dependent on having certain fields populated in A/R Site Parameters.

Change Request 10866 (HEAT 447383)

A correction was made to the A/R collection batch process to ensure that the name of the user who finalizes a collection batch is correctly recorded. Prior to patch 29, under rare circumstances, the wrong username was being recorded as the person who finalized a collection batch.

2.0 Patch 29

2.1 Electronic Remittance Advice (835 ERA)

The RPMS ERA functionality allows for receiving electronic claim payment information from a payer, clearinghouse, or bank via a file transfer and having RPMS automatically post the payments and adjustments. Once the file is loaded onto a site's local server, it can be loaded into RPMS for processing. There are some ERA options that must be performed to match the ERA check to an RPMS collection batch, to match ERA claims to RPMS bills, and then to review the results of the matching before allowing the file to automatically post. For detailed steps on the ERA functionality, please refer to the Accounts Receivable v1.8 Patch 20 Addendum.

2.1.1 Load New Import

A/R > PST > ERA > NEW

The ERA Load New Import option was enhanced to provide the total number of claims found in an ERA file. During stage 3 of the Load New Import option, a list of claim numbers found in the ERA file is displayed on the user's screen. Patch 29 adds the total number of claims to the end of this list.

```
Enter RETURN to continue or '^' to exit:
Stage 2 -> Complete

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

123456A
123456B
123456C
112233A
445566A
778899A
6 CLAIMS.

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

Figure 2-1: Number of claims found in the loaded ERA file

2.1.2 Review and Match ERA to Collection Batch

A/R > PST > ERA > BPR

A change was made to the Review & Match ERA to Collection Batch option for federal locations to ensure that collection batches older than six months are not matched up to ERA checks. When the BPR option is run, it looks for RPMS collection batches that contain the same check number as the ERA file that is selected. If a collection batch is found that was created more than six months from the date that the BPR option is run, a message will display indicating that the ERA check could not be matched to the old collection batch.

Note: This functionality does not apply to Tribal/638/Urban locations as the restriction from posting collection batches older than six months only applies to federal locations.

```

+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+                   ERA Posting                   +
|                   2017 DEMO HOSPITAL                   |
+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+
User: POSTER,SUPER      BUSINESS OFFICE      22-JUN-2020 11:04 AM

NEW   Load New Import
VIEW  View Import Header
TRN   Check Amount and Check number for 835
BPR   Review & Match ERA to Collection Batch
BLMT  A/R Bill Matching
REV   Review Postable Claims
PST   Post ERA Claims
RPT   Report ERA Claims
NFND  ERA Check Not Batched Report
RPTC  List Corrections Sent in ERA

Select ERA Posting Option: BPR Review & Match ERA to Collection Batch
Matching ERA 835 to A/R Collection Batch & Items...

Select file: 1038_ERA_06/22/2020 MEDICAREB_06182020.txt  CHK/EFT #: 1122334455

I will begin matching the following items:

An A/R Collection batch was found that is older than 180 days.
Checks will NOT be matched to this batch in the ERA file AND will not
be posted to this Collection Batch. If a newer batch is not found,
this check will be moved to the ERA Check Not Batched report.

  CHK:1122334455 BATCH: MEDICARE-11/22/2019-1 BATCH DATE: NOV 22, 2019

Enter RETURN to continue:
    
```

Figure 2-2: Message displayed for federal locations when a collection batch is older than six months

2.1.3 A/R Bill Matching

A/R > PST > ERA > BLMT

Several enhancements were made to the ERA A/R Bill Matching process to ensure a higher number of ERA claims are automatically matched to RPMS bills.

An ERA claim will automatically be matched to an A/R Bill when:

- The ERA claim/RX number matches an A/R Bill number that is less than four years old, and
- The ERA date of service matches the A/R date of service, and
- The ERA billed amount matches the A/R billed amount.

If the three criteria above match, the process will then look at the alpha suffix on the ERA claim (if there is one) and will check to see if a corresponding alpha suffix is found for the A/R Bill. This means that ERA claim 12345B will be automatically matched to A/R bill 12345B, for example. Prior to patch 29, A/B/C claims had to be manually matched.

In some cases, the matching process will find more than one A/R Bill for an ERA claim. This is a common scenario when a Pharmacy Point of Sale prescription has been filled, returned to stock and filled again, and generates multiple A/R Bills that have the same RX number, the same date of service, and the same bill amount. In this scenario, users will have to make a manual match in order for the claim to post electronically.

```
Select ERA Posting <TEST ACCOUNT> Option: BLMT  A/R Bill Matching
Select file: 1039_ERA_05/29/2020 RX INSURER_05242020.txtCHK/EFT #: 0000045118

I will begin bill matching...
Matching E-Claims to A/R Bills and Reason Codes

Processing Claim Status
PERFORMING TRADITIONAL HIPAA CHECKS...(5010)
PROCESSING ENTRY:      1  CLAIM 402465

The following ERA item has multiple items that it may match to.
Please match as appropriate.
```

BILL #	DOS	PATIENT NAME	BILLED AMT	BALANCE
ERA 123456	03/07/2020	DEMO,PATIENT		206.00
1) 222222A-DH-111	03/07/2020	DEMO,PATIENT	206.00	0.00
2) 333333A-DH-111	03/07/2020	DEMO,PATIENT	206.00	206.00
3) 444444A-DH-111	03/07/2020	DEMO,PATIENT	206.00	206.00

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

Figure 2-3: Example of manual matching option

2.1.4 Review Postable Claims

A/R > PST > ERA > REV

Changes were made to the ERA Reasons Not to Post to provide more detail on why an ERA claim could not be matched to an RPMS bill. Depending on the unmatched claim scenario, users will see one or more of the following Reasons Not to Post in the Review Postable Claims option:

- DATE OF SERVICE DOESN'T MATCH RPMS,
- BILL AMOUNT DOESN'T RPMS, or
- BILL NUMBER/RX NOT FOUND IN RPMS.

In addition, ERA claims that have been matched to cancelled bills will display a status of matched rather than unmatched. Prior to patch 29, these claims were marked in error as being unmatched.

```

++-+-+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+          Review Postable Claims                          +
|          2017 DEMO HOSPITAL                              |
++-+-+-----+-----+-----+-----+-----+-----+-----+-----+-----+
User: POSTER,SUPER          BUSINESS OFFICE          18-JUN-2020 2:40 PM

Select file: 1039_ERA_06/18/2020 DEMO INSURANCE_06102020.txtCHK/EFT #: 0000045118

BAR Claim Review          Jun 18, 2020 14:40:51          Page: 1 of 0
HIPAA 835 v5010          File: 1039_ERA_06/18/2020          Chk/EFT#: 0000045118

# Claim          Date          Patient          AR Account          Status
1  12345A          MAR 7, 2020  DEMO,PATIENT          MATCHED
          *****REASONS NOT TO POST*****
          RA CLAIM IN RPMS AR BUT CANCELLED IN 3P
          12345A-DH-111  MAR 07, 2020  DEMO,PATIENT          DEMO INSURANCE
2  98765A          MAR 12, 2020  PATIENT,PRIVATE          CLAIM UNMATCHED
          *****REASONS NOT TO POST*****
          DATE OF SERVICE DOESN'T MATCH RPMS
3  22334A          MAR 23, 2020  PATIENT,PRIVATE          CLAIM UNMATCHED
          *****REASONS NOT TO POST*****
          BILL AMOUNT DOESN'T MATCH RPMS

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

Figure 2-4: Reasons Not to Post displayed in REV option

2.1.5 Report ERA Claims

A/R > PST > ERA > RPT

The Report ERA Claims option was updated to display the Reasons Not to Post described in the previous section. In addition, the X option (Claim & Reason Unmatched) was removed. The C option (Claim Unmatched) or the A option (All categories) can be utilized to view a list of unmatched claims with Reasons Not to Post.

```

+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+          Report ERA Claims          +
|          2017 DEMO HOSPITAL          |
+-----+-----+-----+-----+-----+-----+-----+-----+
User: POSTER,SUPER          BUSINESS OFFICE          25-JUN-2020 12:30 PM

Select file: 1039_ERA_06/18/2020 DEMO INSURANCE_06102020.txtCHK/EFT #: 0000045118

1) CHECK #: 0000045118          BATCH: PRIVATE-03/27/2020-1          ITEM: 1
   A/R ACCOUNT: DEMO INSURANCE BATCHED AMT:          618.00 BALANCE:          618.00

Please enter the LINE # of the check you wish to REPORT: 1//

Reports for :          1039_ERA_06/18/2020
                  DEMO INSURANCE_06102020.txt          CHK/EFT #: 0000045118

Enter the list of Claim Status(s) you desire to print,
and in the sequence to be printed out.

C - Claim Unmatched          R - Reason Unmatched          N - Not to Post
M - Matched                  P - Posted                    E - Exception
A - All Categories
Example: CRN

Enter response: A

Select the type of report: : (D/B/S): Detailed

Select one of the following:

P          PRINT Output
B          BROWSE Output on Screen

Do you wish to : P// RINT Output

Output DEVICE: HOME//

WARNING: Confidential Patient Information, Privacy Act Applies
=====
ELECTRONIC CLAIM REPORT - Detailed          JUN 25,2020@12:30          Page 1
FOR FILE NAME: DEMO INSURANCE_06102020.txt CHECK/EFT TRACE: 0000045118
                                          NPI: 1932187424
FOR RPMS FILE: 1039_ERA_06/18/2020
-----
BATCH: PRIVATE-03/27/2020-1          ITEM # 1
-----
    
```

```

DEMO INSURANCE                                CUSTOMER SERVICE
555321 ABC STREET ADDRESS                      PH: 4044444444
ANYTOWN, ST 90000
=====
  = = = = = C L A I M   U N M A T C H E D = = = = =
98765A                PATIENT,PRIVATE          20200312      - 174A71983
REASON NOT POSTABLE:
  DATE OF SERVICE DOESN'T MATCH RPMS

AMOUNT BILLED.....$                206.00
PAYMENT.....$                206.00
ADJUSTMENTS
  1 National Provider Identifier - Not matched.....$      0.00
    21 PENDING                / 938 NPI Not Matched
-----
22334A                PATIENT,PRIVATE          20200307      - 174A71983
REASON NOT POSTABLE:
  BILL AMOUNT DOESN'T MATCH RPMS

AMOUNT BILLED.....$                206.00
PAYMENT.....$                206.00
ADJUSTMENTS
  1 National Provider Identifier - Not matched.....$      0.00
    21 PENDING                / 938 NPI Not Matched

= = = = = M A T C H E D   W / R E A S O N   N O T   T O   P O S T = = = = =
12345A                DEMO,PATIENT            20200307      - 174A71983
REASON NOT POSTABLE:
  RA CLAIM IN RPMS AR BUT CANCELLED IN 3P
- Matched: 12345A-DH-111

AMOUNT BILLED.....$                206.00
PAYMENT.....$                206.00
ADJUSTMENTS
  1 National Provider Identifier - Not matched.....$      0.00
    21 PENDING                / 938 NPI Not Matched
    
```

Figure 2-5: Example of updated claim status options and Reasons Not to Post in the RPT option

2.2 ERA Processing for Tribal/638/Urban Facilities

A correction was made to the ERA process for non-IHS facilities (Tribal/638/Urban) to ensure that RPMS allows for posting to cancelled bills and/or allows for posting reverse ERA payments, if desired. This functionality is dependent on having one or more ERA fields populated with YES in A/R Site Parameters.

In order for the ERA to post to cancelled bills and/or post reverse ERA payments, the appropriate field(s) in the Site Parameter Edit option must be populated with YES. It is important to note that the negative balance parameter, when set to YES, will not only allow the ERA to post reverse payments, it will also allow the ERA to create negative bill amounts and negative collection batch amounts, similar to manual posting for non-IHS facilities.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+                   Site Parameter Edit                   +
|                   2017 TRIBAL DEMO CLINIC                 |
+-----+-----+
User:  MANAGER,MARY          BUSINESS OFFICE          18-JUN-2020 1:28 PM

Select A/R SITE PARAMETER/IHS RPMS SITE: 2017 TRIBAL DEMO CLINIC
..OK? Yes// (Yes)
MULTIPLE 3P EOB LOCATIONS: NO//
MULTIPLE FISCAL EOB LOCATIONS: NO//
USABLE: USABLE//
ACCEPT 3P BILLS: ACCEPT//
ROLL OVER DURING POSTING: ASK//
SMALL BALANCE: 5.00//
Location Type For Reports:
Default Path: c:\pub\//
EISS System:
EISS Username:
EISS Password:
EISS (local) path:
Select EDI PAYER:
PAS SORTING ORDER: BILLING LOC, PATIENT NAME//
UFMS DIRECTORY:
UFMS DISPLAY DATE LIMIT:
BOOKING DATE IN UFMS:
UFMS SHUTDOWN FILE TRANSFER: YES//
UFMS SHUTDOWN SESSION LOGGING: YES//
ALLOW ERA POSTING NEG BAL: YES
ALLOW ERA POSTING CANC. BILLS: YES
OMB DIRECTORY:

```

Figure 2-6: Fields in A/R parameters that pertain to ERA posting

When the ERA fields in A/R Parameters are set to NO or are blank, the system will not allow posting to cancelled bills nor will it allow posting reverse payments or creating negative bill balances. One or more of the Reasons Not to Post shown below could display, depending on the scenario.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+          Review Postable Claims                            +
|          2017 TRIBAL HEALTH CENTER                        |
+-----+
User: POSTER,SUPER          BUSINESS OFFICE          17-JUN-2020 2:11 PM

Select file: 1038_ERA_06/17/2020 BCBS_06142020.txt  CHK/EFT #: 4231560

BAR Claim Review          Jun 17, 2020 14:11:37          Page: 1 of 0
HIPAA 835 v5010          File: 1038_ERA_06/17/2020      Chk/EFT#: 4231560
# Claim          Date          Patient          AR Account Status

1  123456A          MAR 4, 2020  DEMO,PATIENT          MATCHED
   *****REASONS NOT TO POST*****
   RA CLAIM IN RPMS BUT CANCELLED IN 3P
   NEGATIVE BALANCE WILL RESULT IN RPMS BILL
   123456A-TH          MAR 04, 2020  DEMO,PATIENT          BLUE CROSS

2  987654A          MAR 9, 2020  PRIVATE,PATIENT          MATCHED
   *****REASONS NOT TO POST*****
   PAYMENT REVERSAL FOUND -- MUST DO MANUAL POSTING
   987654A-TH          MAR 09, 2020  PRIVATE,PATIENT          BLUE CROSS
    
```

Figure 2-7: Example of Reasons Not to Post when ERA parameters are set to NO or are blank

If the ERA fields in A/R Parameters are set to Yes, the system will not display Reasons Not to Post pertaining to cancelled bills and/or reverse payments or negative bill balances. This does not affect Reasons Not to Post that display when a claim is unmatched.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p29          |
+          Review Postable Claims                            +
|          2017 TRIBAL HEALTH CENTER                        |
+-----+
User: POSTER,SUPER          BUSINESS OFFICE          17-JUN-2020 2:11 PM

Select file: 1038_ERA_06/17/2020 BCBS_06142020.txt  CHK/EFT #: 4231560

BAR Claim Review          Jun 17, 2020 14:11:37          Page: 1 of 0
HIPAA 835 v5010          File: 1038_ERA_06/17/2020      Chk/EFT#: 4231560
# Claim          Date          Patient          AR Account Status

1  123456A          MAR 4, 2020  DEMO,PATIENT          MATCHED
   123456A-TH          MAR 04, 2020  DEMO,PATIENT          BLUE CROSS

2  987654A          MAR 9, 2020  PRIVATE,PATIENT          MATCHED
   987654A-TH          MAR 09, 2020  PRIVATE,PATIENT          BLUE CROSS

Enter ?? for more actions
-----
1  Edit Status
2  Run Auto Review
3  View Comment
    
```

Figure 2-8: REV option will not apply Reasons Not to Post when one or both ERA parameters set to Yes

2.3 Reports

2.3.1 Top Payer Report

A/R > RPT > FRM > PAY

The Top Payer Report was corrected to ensure that the dollar amount displayed in the Allowable column includes payments, deductibles and copayments. Prior to patch 29, the Allowable column did not include payments.

```

=====
Top Payer Report for ALL BILLING SOURCE(S)                APR 23,2020@11:39   Page 1
at ALL Visit location under 2017 DEMO HOSPITAL Billing Location
with TRANSACTION DATES from 04/23/2020 to 04/23/2020
ALL Primary Diagnosis (ICD-9 and ICD-10) Sort by: ALLOWANCE CATEGORY
=====
A/R ACCOUNT                TX CNT          AMOUNT PD          ALLOWABLE
=====
                ALLOWANCE CATEGORY: PRIVATE INSURANCE (INS TYPES P H F M)
NEW MEXICO BC/BS INC                3              100.00             200.00
    SUB-TOTALS                3              100.00             200.00

TOTALS                3              100.00             200.00
    
```

Figure 2-9: Example of PAY Report Run by Transaction Date and sorted by Allowance Category

The PAY Report displayed in Figure 2-9 includes the payment and adjustments shown on the bill below. This was done to illustrate that payments, deductibles, and copayments will display in the Allowable column of the PAY report.

List of Transactions for Bill 123456A-DH-1111					
Patient: DEMO,PATIENT			Beg DOS : DEC 10, 2019		
Address: 1234 RESIDENCE RD			End DOS : DEC 10, 2019		
ALBUQUERQUE, NEW MEXICO 87100			LST STMT:		
Phone #: 505-555-5555			Insurer: NEW MEXICO BC/BS INC		
			Balance: 0.00		
Trans Dt	By	Trans Type A/R Account	Batch	Amount	Balance Item
12/15/2019		BILL NEW NEW MEXICO BC/BS INC	NO BATCH	200.00	200.00
04/23/2020	SP	PAYMENT NEW MEXICO BC/BS INC TDN123456	PRIVATE-04/21/2020-1	(100.00)	100.00
04/23/2020	SP	DEDUCTIBLE/Deductible NEW MEXICO BC/BS INC TDN123456	PRIVATE-04/21/2020-1	(75.00)	25.00
04/23/2020	SP	CO-PAY/Co-payment NEW MEXICO BC/BS INC TDN123456	PRIVATE-04/21/2020-1	(25.00)	0.00

Figure 2-10: Transactions reported in the PAY Report addendum example

Acronym List

Acronym	Term Meaning
A/R or AR	Accounts Receivable
EMC	Electronic Media Claims
ERA	Electronic Remittance Advice
IHS	Indian Health Service
RPMS	Resource and Patient Management System
RX	Prescription
TDN	Treasury Deposit Number

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

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