RESOURCE AND PATIENT MANAGEMENT SYSTEM

# Accounts Receivable

# (BAR)

## Addendum to User Manual

Version 1.8 Patch 33
September  2022

Office of Information Technology
Division of Information Resource Management

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# Preface

The purpose of this addendum is to provide information about the most recent patch for the Accounts Receivable (BAR) package. The system is designed to automate the management of accounts receivable in the Resource and Patient Management System (RPMS). Patches are meant to provide fixes to reported issues.

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

Patch 33 provides enhancements and minor corrections to version 1.8 of the Accounts Receivable application. Please review the changes in this addendum and add a copy to any printed documentation used to reference the Accounts Receivable system. These changes will be integrated into future versions of the software and in future versions of the user manual. As a result, the updates will no longer be considered a patch or an addendum at the time of the next version release.

Please note that the addendum 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, refer to the patch notes for each of the respective patches.

## 1.1     Summary of Changes

### 1.1.1     Patch 33

1. Change Request 5989 / ADO 60817 – Update to the A/R Transaction File – Reported by multiple facilities

   The A/R Transaction file was modified to allow for creating up to 999 transactions per second. This change significantly speeds up posting processes and allows for numerous processes to be run at the same time.

2. Change Request 11612 / ADO 60909 – Allow multiple users to access the same collection batch while posting – Reported by Northern Navajo Medical Center

   The Post Unallocated Cash (PUC) option was modified to prevent PUC transactions from being merged with other transactions or from getting lost in the system while PUC posting is performed while other processes are running, such as ERA posting or Third-Party Billing claim approval.

3. ADO 85707 – Created a report on the UFMS Reports menu called **A123 FY22 AR-01 Field Audit Report** that allows Federal locations to provide information needed for the AR01 measure of the A123 audit.

# 2.0    Patch 33

## 2.1    A/R Transaction File Changes – Overview

The A/R Transaction file is used to store all billing, posting and other transaction data in the RPMS Accounts Receivable system. The storage of transactions was modified to change how the transactions are stored so that posting is faster and efficient. The transaction file stores ***Bill New*** transactions that are created when a Third-Party Billing claim is approved as well as payments, adjustments, un-allocated transactions, refunds, and messages. This includes messages that are written to an A/R Bill when Third Party Billing 837 batches are exported.

Prior to patch 33, the A/R Transaction file recorded one transaction per second, which made for slow ERA posting and caused issues when more than one process was being utilized at the same time. Users would sometimes see a message that indicated "A/R TRANSACTION FILE LOCKED see your site manager" and would lead to entries on the A/R Bill and Transaction Synchronization Report (ATS). In some cases, the merging of transactions would occur such as an Un-Allocated and Bill New Transaction which would result in a balance discrepancy reported on the ATS.

Patch 33 allows for storing up to 999 transactions per second and significantly speeds up all processes. It also allows for different processes to be run at the same time. This means an ERA file can post while claims are being approved in Third Party Billing, collection batches are being created, flat rate posting is being run, un-allocated transactions are being posted, etc.

It is important to note that the speed at which a site will be able to create transactions is partially dependent on local systems, such as internet speed and server abilities. Not all site systems will be capable of creating 999 transactions per second, but all sites should see a significant improvement with faster ERA posting as well as the ability to run any number of processes at the same time without receiving a programming error and without having un-allocated transactions getting lost or merged with other transactions.

## 2.1.1    Reviewing Transactions in the IQTX Option

BAR > CSH > IQTX

Prior to patch 33, transaction entries could be accessed via the Inquire to Transaction File option by entering the transaction date and time in a CYYMMDD.HHMMSS format, which was the same number as the Internal Entry Number (IEN). Patch 33 adds a field to the A/R Transaction file called **DATE/TIME/CNTR**. This is the field that allows the system to create up to 999 transactions per second. In addition, the IEN field was changed to be a number rather than a date/time.

Transactions created prior to patch 33 can still be looked up using the old date/time format, as shown below. The new DATE/TIME/CNTR field will be populated with the date/time that the transaction was created and will be appended with three zeros (000).

```
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
         |         ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p33         |
         +              Inquire to Transaction File               +
         |                   2017 DEMO HOSPITAL                   |
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
     User: POSTER,ONE                BUSINESS OFFICE    21-MAR-2022 9:29 AM

Select A/R TRANSACTIONS/IHS DATE/TIME: 3210614.165648   6-14-
2021@16:56:48     123456A-DH-1000     DEMO,PATIENT     PAYMENT

DEVICE:   VT    Right Margin: 80//
A/R TRANSACTIONS/IHS LIST                        APR 20,2022  09:29    PAGE 1
-------------------------------------------------------------------------------

IEN: 3210614.165648                     DATE/TIME/CNTR: JUN 14, 2021@16:56:48:000
  CREDIT: 3500.00                        DEBIT: 0
  BILL (A/R): 123456A-DH-1000            PATIENT (A/R): DEMO,PATIENT
  A/R ACCOUNT: MEDICARE                  PARENT LOCATION: 2017 DEMO HOSPITAL
  A/R SECTION: BUSINESS OFFICE           VISIT LOCATION: 2017 DEMO HOSPITAL
  DATE: JUN 14, 2021                     ENTRY BY: POSTER,TWO
  COLLECTION BATCH: MEDICARE-06/14/2021-1
  COLLECTION ITEM: 1                     BILL TYPE: PRIMARY
  DATE/TIME: JUN 14, 2021@16:56:48       TRANSACTION TYPE: PAYMENT
  UFMS EXPORT FILE: IHS_AR_RPMS_RCV_1937_606415_20220302_144754_1.08.33.DAT
  SESSION ID: 3210518.145918            UFMS FILE EXPORTED BY: SUPERVISOR,ONE
  UNIQUEID: 6064156064156242
  CREDIT - DEBIT (c): 3500               PAYMENT (c): 3500
  PAY-AMT (c): 3500                      PAY+ADJ (c): 3500
  P.A.R (pay.adj.ref) (1/0) (c): 1
```

Figure 2-1:  Transaction created prior to patch 33 installation as shown in the IQTX option

The lookup for transactions created after the patch 33 installation differs slightly in the IQTX option. The date/time can still be entered but will display a list of transactions to select from.

```
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
         |         ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p33         |
         +              Inquire to Transaction File               +
         |                   2017 DEMO HOSPITAL                   |
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
     User: POSTER,ONE                BUSINESS OFFICE    06-APR-2022 9:51 AM

Select A/R TRANSACTIONS/IHS DATE/TIME: 1/12/22@150736  JAN 12, 2022@150736
    1   1-12-2022@15:07:36  3220112.150736.448     222222A-DH-2000     PATIENT,
DEMO     PAYMENT
    2   1-12-2022@15:07:36  3220112.150736.449     333333A-DH-2000     PATIENT,
DEMO     ADJUST ACCOUNT
    3   1-12-2022@15:07:36  3220112.150736.450     444444A-DH-2000     PATIENT,
DEMO     PAYMENT
    4   1-12-2022@15:07:36  3220112.150736.451     555555A-DH-2000     PATIENT,
DEMO     ADJUST ACCOUNT
```

```
     5  1-12-2022@15:07:36  3220112.150736.452      777777A-DH-2000      PATIENT,
DEMO      PAYMENT
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: CHOOSE 1-4: 5  3220112.150736.45     777777A-DH-
2000      PATIENT,DEMO      PAYMENT
```

Figure 2-2:  Using a date/time to look up a transaction in the IQTX option

The new IEN can be entered with a tick mark (`).

```
Select A/R TRANSACTIONS/IHS DATE/TIME: `3211136  3220112.150736.452      777777A-D
H-2000      PATIENT,DEMO      PAYMENT

DEVICE:   VT     Right Margin: 80//
```

Figure 2-3:  Using the new IEN to look up a transaction in the IQTX option

Or, the new DATE/TIME/CNTR number can be entered.

```
Select A/R TRANSACTIONS/IHS DATE/TIME: 3220112.150736.452      777777A-DH-2000
     PATIENT,DEMO      PAYMENT

DEVICE:   VT     Right Margin: 80//
```

Figure 2-4:  Using the DATE/TIME/CNTR number to look up a transaction in the IQTX option

Once a transaction has been selected, the information displayed will look a bit different than transactions that were created prior to patch 33. The IEN field will be a number rather than a date/time, and the last three digits of the new DATE/TIME/CNTR will be populated with a real number rather than being populated with three zeros (000).

In the example below, the counter of **452** indicates that this transaction was the 452nd transaction and was created on January 12, 2022 at 15:07:36.

```
IEN: 3211136                            DATE/TIME/CNTR: JAN 12, 2022@15:07:36:452
  CREDIT: 1                             BILL (A/R): 777777A-DH-2000
  PATIENT (A/R): PATIENT,DEMO           A/R ACCOUNT: NEW MEXICO BC/BS INC
  PARENT LOCATION: 2017 DEMO HOSPITAL   PARENT ASUFAC: 8241
  A/R SECTION: BUSINESS OFFICE          VISIT LOCATION: 2017 DEMO HOSPITAL
  DATE: JAN 12, 2022                    ENTRY BY: POSTER,ONE
  COLLECTION BATCH: PRIVATE-01/12/2022-1
  COLLECTION ITEM: 1                    BILL TYPE: PRIMARY
  DATE/TIME: JAN 12, 2022@15:07:36      TRANSACTION TYPE: PAYMENT
  DATA SOURCE: ERA Posted
  IDENTIFICATION CODE QUALIFIER: NATIONAL PROVIDER IDENTIFIER
  NPI: 1932187424
  UFMS EXPORT FILE: IHS_AR_RPMS_RCV_1937_606415_20220304_141511_1.08.33.DAT
  SESSION ID: 3210714.132525           UFMS FILE EXPORTED BY: SUPERVISOR,ONE
  UNIQUEID: 6064156064156291
  CREDIT - DEBIT (c): 1                 PAYMENT (c): 1
  PAY-AMT (c): 1                        PAY+ADJ (c): 1
  P.A.R (pay.adj.ref) (1/0) (c): 1
```

Figure 2-5:  Transaction created after patch 33 installation as shown in the IQTX option

## 2.2      UFMS File Exports

UFMS file exports will be populated with the number in the transaction file's
DATE/TIME/CNTR field, regardless of when the transaction was created. If a
transaction was created prior to patch 33 but exported to UFMS after patch 33 was
installed, the counter portion of the number will be populated with three zeros (000).
For transactions created after patch 33 was installed, the counter will be populated as
described in Section 2.1.1. This has no effect on UFMS exports received at the HUB
or at UFMS. It will, however, change the way data is displayed in cashiering sessions
and on UFMS reports.

In the View Your Cashier Session option (CSH > UVCH) option, for example, the
transaction date/time has been replaced with the DATE/TIME/CNTR number.

```
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
         |          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p33         |
         +                View Your Cashier Session                +
         |                   2017 DEMO HOSPITAL                     |
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
     User: POSTER,ONE             BUSINESS OFFICE      01-APR-2022 12:01 PM

UFMS DISPLAY DATE LIMIT: APR 25,2021  (T-360)

The following SESSIONS are currently OPEN =>
     SESSION ID    CASHIER         DATE OPENED                           ERA\PST
----------------------------------------------------------------------------
1. 3220331.162327   POSTER,ONE       MAR 31, 2022@16:23:27                    \
----------------------------------------------------------------------------


Press <RETURN> to change statuses being displayed or,
Select Session Number to View or RC/Reconcile all listed sessions or Q/Quit: 1



                          CASHIERING MODE
```

```
              CASHIERING DISPLAY FOR CASHIER POSTER,ONE
           WITH SESSION ID 3220331.162327    SESSION STATUS: OPEN

     Cashiering Function - Payments
          Count              -    2              $    110.00

     Cashiering Function - Adjustments
          CO-PAY             -    1              $      5.00
          DEDUCTIBLE         -    0              $      0.00
          GROUPER ALLOWANCE  -    0              $      0.00
          NON PAYMENT        -    0              $      0.00
          PAYMENT CREDIT     -    0              $      0.00
          PENALTY            -    0              $      0.00
          WRITE OFF          -    0              $      0.00
       Total Adjustments    =    1              $      5.00

     Cashiering Function - Refunds
          Count              -    0              $      0.00

RC/Reconcile V/iew Transactions S/Status History
Enter Action: V

            VIEWING TRANSACTIONS FOR SESSION ID 3220331.162327
                          FOR POSTER,ONE
    A/R TRANSACTION DATE        A/R BILL
      TYPE    CATEGORY                      CREDIT       DEBIT
-------------------------------------------------------------------------
     1. APR 4, 2022@13:33:40:211  111111A-DH-1000 [6326]
     PAYMENT                              100.00        0.00

     2. APR 4, 2022@13:33:40:212  222222B-DH-2000 [6329]
     PAYMENT                               10.00        0.00

     3. APR 4, 2022@13:33:40:213  333333A-DH-3000 [6329]
     ADJUST   CO-PAY          [14/27]       5.00        0.00
```

Figure 2-6:  View Cashiering Session option displaying the new DATE/TIME/CNTR

## 2.3     Reports

Several reports that allow for reporting data by transaction date and were modified to accommodate the changes that were made to the A/R Transaction file. Users will not see a difference in the data displayed on these reports unless the transaction number is displayed as part of the data on the report. In that case, either the new DATE/TIME/CNTR number will display, or the new IEN will be displayed.

The reports affected by the changes in patch 33 are:

- Batch Reports (RPT > BRM)

  – Collection Batch Validation Report (TDN)

  – Treasury Deposit # Reconciliation Report (TDR)

  – Treasury Deposit/Batch Statistical Report (TBSL)

- Financial Reports (RPT > FRM)

- – Period Summary Report (PSR)
- – Transaction Report (TAR)
- – Transaction Statistical Report (TSR)
- – Days in AR (DAYS)
- – Adjustment & Refund Report by Bill Approval Date (ADJA)
- – Adjustment & Refund Report by Transaction Date (ADJT)
- – Non-Ben Payment Report (NBR)
- • Maintenance Reports (RPT > MRM)

  - – A/R Bill and Transaction Synchronization Report (ATS)
- • Cashiering Options (CSH)

  - – View Your Cashier Session (UVCH)
- • UFMS Reports (CSH > SUP > RPT)

  - – Transactions Not Sent Report (NS)
  - – Transactions Missing UFMS TX Date (UTLT)

The A/R Bill and Transaction Synchronization Report is one example of how transactions are displayed differently for transactions created prior to patch 33 and for transactions created after patch 33 was installed.

In the example below, transactions for the first bill were created after patch 33 was installed. The report displays the new IEN, which is a number rather than the date/time. Transactions for the second bill were created before patch 33 was installed. The report displays the old IEN, which is the date/time the transaction was created.

```
        +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
        |       ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p33         |
        +   A/R Bill and Transaction Synchronization Report     +
        |                  2017 DEMO HOSPITAL                   |
        +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
     User: POSTER,ONE            BUSINESS OFFICE     06-APR-2022 4:29 PM

NOTE:  This report will contain data for the BILLING location you are logged
       into.  Selecting a Visit Location will allow you to run the report for
       a specific VISIT location under this BILLING location.

Select Visit LOCATION: ALL

     Select one of the following:

        1          Detail
        2          Summary

Select TYPE of REPORT desired: 1//   Detail
Output DEVICE: HOME//

     WARNING: Confidential Patient Information, Privacy Act Applies
================================================================================
DETAIL A/R Bill and Transaction Synchronization ReportAPR 06,2022@16:29   Page 1
```

```
at ALL Visit location(s) under 2017 DEMO HOSPITAL Billing Location
================================================================================
                                          BILL      TRANSACTION
A/R BILL        DOS         A/R ACCOUNT    BALANCE   HISTORY BAL  DIFFERENCE
================================================================================

     Visit Location: 2017 DEMO HOSPITAL

444444A-DH-1  01/24/2022  NEW MEXICO BC/B      0.00    -100.00      100.00
  Appr Dt: 03/07/2022@10:47 (3220307.10471)  HRN: 2000            206.00 [ ]

     TR IEN       TR TYPE          A/R ACCOUNT     TR AMOUNT    TR BALANCE
     ----------  --------------   --------------   ----------   ----------
  3215266        BILL NEW         NEW MEXICO BC/      206.00       206.00
  3215272        PAYMENT          NEW MEXICO BC/     -175.00        31.00
  3215273        ADJUST ACCOUNT   NEW MEXICO BC/      -15.00        16.00
  3215274        ADJUST ACCOUNT   NEW MEXICO BC/      -16.00         0.00
  3215298        PAYMENT          NARRATIVE INSU     -100.00      -100.00
--------------------------------------------------------------------------------


111111A-DH-1  01/01/2020  RAILROAD RETIRE    100.00       0.00      100.00
  Appr Dt: 01/28/2020@18:07 (3200128.180757)  HRN: 1000          327.00 [ ]

     TR IEN       TR TYPE          A/R ACCOUNT     TR AMOUNT    TR BALANCE
     ----------  --------------   --------------   ----------   ----------
  3200128.180758 BILL NEW         RAILROAD RETIR      327.00       327.00
  3200128.18155  PAYMENT          MEDICARE           -261.60        65.40
  3200128.181551 ADJUST ACCOUNT   MEDICARE            -65.40         0.00
--------------------------------------------------------------------------------


                                        ----------   ----------   ----------
** Visit Location Total  (Bill cnt:   2)    100.00     -100.00      200.00
                                        ==========   ==========   ==========
*** REPORT TOTAL          (Bill cnt:  2)    100.00     -100.00      200.00
```

Figure 2-7: ATS Report displaying transactions created before and after patch 33 was installed

## 2.3.1    AR01 Report

BAR > CSH > SUP > RPT > AR01

A report was added to the UFMS Reports Menu called **A123 FY22 AR-01 Field Audit Report** that allows Federal locations to provide information needed for the A123 audit reporting.

```
        +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
        |        ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p33        |
        +                   UFMS Reports Menu                   +
        |                   2017 DEMO HOSPITAL                  |
        +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
    User: SUPERVISOR,ONE       BUSINESS OFFICE    1-JUL-2022 11:35 AM


   NS     Transactions Not Sent Report
   DS     Transactions Sent in Delayed Mode
   FLST   List Transactions by File Name
   VF     View records in a UFMS file on Host System
```

```
   VSF    View Session File
   BOB    BOB Collection Batch Report
   A123   A-123 Reimbursable Activity Report
   AR01   A123 FY22 AR-01 Field Audit Report
   UTLT   Transactions Missing UFMS TX Date


Select UFMS Reports Menu <TEST ACCOUNT> Option:
```

Figure 2-8:  New report added to UFMS Reports menu

The AR01 report will provide a list of bills with an insurer type of Private Insurance or Non-Beneficiary Patients that reflect a gap of at least 120 days from the date a bill was approved to the date that a payment and/or adjustment was posted, even if the bill was posted to a zero balance. General Information and Pending transactions are not included when the report is determining which bills to display on the report.

To run the report, enter a beginning approval date and an ending approval date. The report will be generated in a delimited view but can be exported from RPMS and opened in Excel.

```
Select UFMS Reports Menu <TEST ACCOUNT> Option: AR  A123 FY22 AR-01 Field Audit
Report

 =========== Entry of Approval Date Range =============

Select Beginning Date: 1/1/21  (JAN 01, 2021)
Select Ending Date: 6/30/21  (JUN 30, 2021)

Output DEVICE: HOME//   VT

       WARNING: Confidential Patient Information, Privacy Act Applies
===============================================================================
A123 FY22 AR-01 Audit Report with APPROVAL DATES   JUL 5,2022@12:05   Page 1
from 01/01/2021 to 06/30/2021
 at ALL Visit location(s) regardless of Billing Location
Generated By SUPERVISOR,ONE
===============================================================================
VISIT LOCATION^UFMS INVOICE NUMBER^DATE OF SERVICE BEGIN^DATE OF SERVICE END^DAT
E APPROVED^AMOUNT BILLED^ACTIVE INSURER^INSURER TYPE~
2017 DEMO HOSPITAL^6064156064156180^JAN 01, 2021^JAN 01, 2021^03/17/2021@11:31^
     162.00^NEW MEXICO BC/BS INC ^PRIVATE~
2017 DEMO HOSPITAL^6064156064156181^JAN 01, 2021^JAN 01, 2021^03/17/2021@14:11^
     162.00^NEW MEXICO BC/BS INC ^PRIVATE~
2017 DEMO HOSPITAL^6064156064156182^MAR 02, 2020^MAR 02, 2020^03/17/2021@14:14^
     800.00^UNITED HEALTH CARE^PRIVATE~
2017 DEMO HOSPITAL^6064156064156183^JAN 02, 2021^JAN 02, 2021^03/17/2021@14:45^
     206.00^NEW MEXICO BC/BS INC ^PRIVATE~

End of Report
```

Figure 2-9:  Example of AR01 report being run to user's display screen

# Acronym List

| Acronym | Term Meaning |
|---------|--------------|
| A/R | Accounts Receivable |
| ADO | Azure DevOps |
| ERA | Electronic Remittance Advice |
| IEN | Internal Entry Number |
| IHS | Indian Health Service |
| OIT | Office of Information Technology |
| RPMS | Resource and Patient Management System |
| UFMS | United Financial Management System |

# Contact Information

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

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