Web-based Payment Processing Module

There is now an alternative, *web-based* payment posting method for processing manual payment posting transactions. This function is intended to allow rapid entry of the payments detailed on the EOBs received from various payers.

The web-based payment processing module can be used as an alternative to the existing payment posting screens within activEHR. Either may be used to enter payments against a set of invoices and both will create the same payment batch.

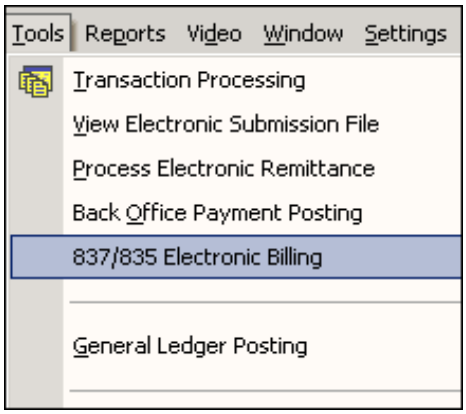
To view a set of training videos on this module, click on the following link:

Payment Processing video

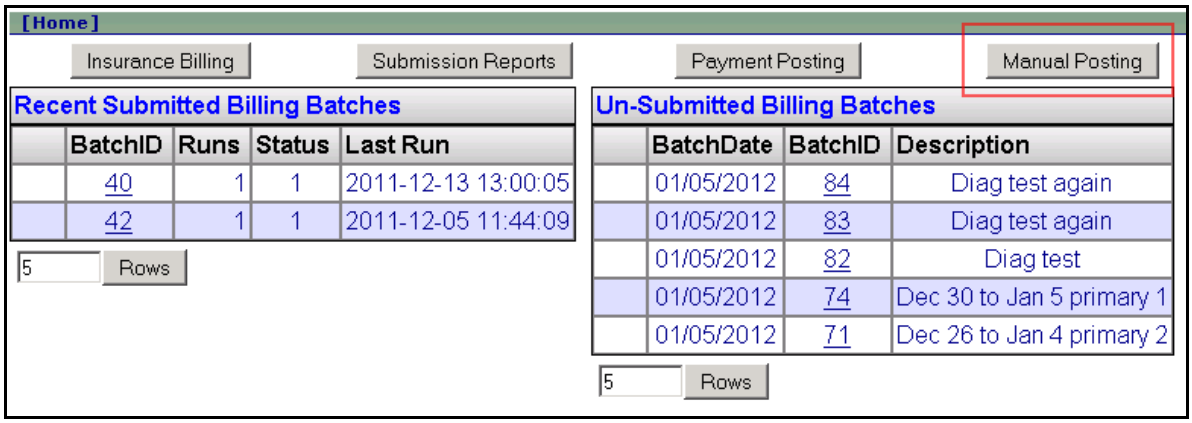
Accessing the Web-based Payment Processing module

To Access the Web-based Payment Processing module:

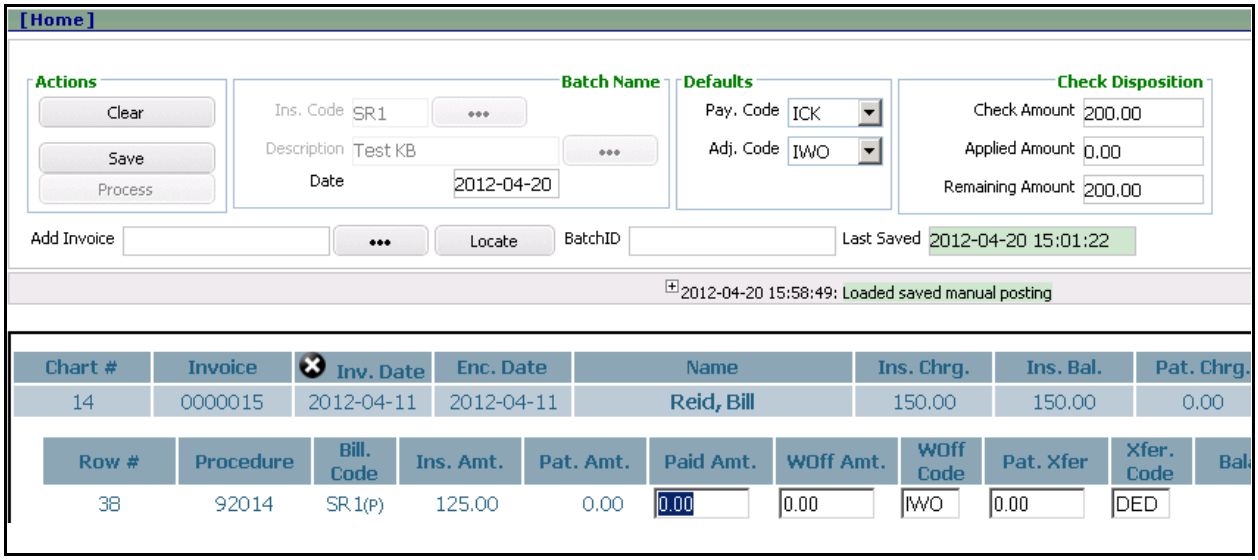
- Go to the top file menu bar and select **Tools** > **837/835 Electronic Billing**



To enter the manual payment posting area, click on the **Manual Posting** button, located on the first screen that appears after entering the 837 / 835 module.



You will be presented with the following form:



Description of the fields on the form

Actions

Clear button — Clears the invoice data entry area and all the other fields ready for a new batch.

Save button — Saves the current batch data for subsequent reload or prior to posting. This button will be active once the Insurance Code, Description, Check Amount and at least one invoice have been selected.

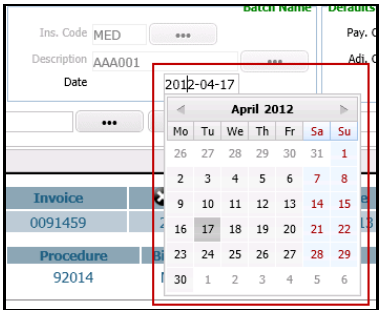
Process button — Files the necessary transactions to apply the payments entered against the invoices. If any errors occur, then no changes will be made and you should contact support for assistance. The button will be active only when the Check Amount matches the Applied amount (i.e. the batch is in balance).

Batch Name

Ins. Code — Enter the three character Insurance Company code into this field. If you don't know the code you may press the (…) button to the right and bring up the Insurance Code selection window.

Description — Enter a batch name. The suggested value is the check number or other identifying information from the EOB. You may enter any value you wish. It must be unique however, as it is saved once the batch is processed and if reselected, will display the previously posted batch for review.

Date — This will default to the current date but if you wish to apply the payments against a specific date you may select this field and either directly enter the date or pick it off the calendar control that will display when you click on the Date field.



Defaults

Pay. Code — Displays the payment code used to apply the insurance payment transactions. This code is set to ICK by default. You can change the code by clicking on the drop-down menu. The selected payment code will be used when the batch is processed.

Adj. Code — Displays the adjustment code used to apply the insurance write-off transactions. You can change the code by clicking on the drop-down menu. Any subsequent invoice added to the batch will then use this new, updated adjustment code.

Check Disposition

Check Amount — Enter the value of the check being posted. If necessary it may be adjusted later in the process but in general represents the amount the EOB shows as having been paid.

Applied Amount — The amount currently accounted for by payment transaction in the lower form. As payments are entered it will reflect the current amounts entered.

Remaining Amount — The amount not yet accounted for (Check Amount – Applied Amount)

Last Row

Add Invoice — Enter the invoice number to add to the batch. When you tab, or click, off the field if a valid invoice number has been entered, it will be added to the batch. If the invoice already exists in the batch the lower area will be scrolled to bring it into view and the payment field will be highlighted. If you don't know the invoice number, click on the **(…)** button to the right to bring up the invoice search window.

Locate — The Locate button allows you to deal more easily with large batches. With this feature you can locate a particular invoice from within a large batch.

Batch ID — Normally blank, but once the batch is posted the invoice posting batch number will be displayed here.

Last Saved — Shows the date and time the last time the batch was saved. It will be green if the batch is currently saved, it will go red when the batch has unsaved items. There is a timer that will auto-save the batch after three minutes of no activity. However as long as data is being entered, the auto-save will not occur and the user may press the **Save** button to save the current state at any time; after which this field will update and turn green.

Lower Invoice Payment Entry area

This area contains the detailed invoice information and payment entry data fields associated with each revenue line on the invoices selected.

Setting up a Batch

Before creating your first new batch, there are some initial parameters that must be set. You can then add invoices to the batch.

- Select an Insurance Company
- Enter in a Description (i.e. Batch Name)
- Enter in a Check Amount

Selecting the Insurance Company:

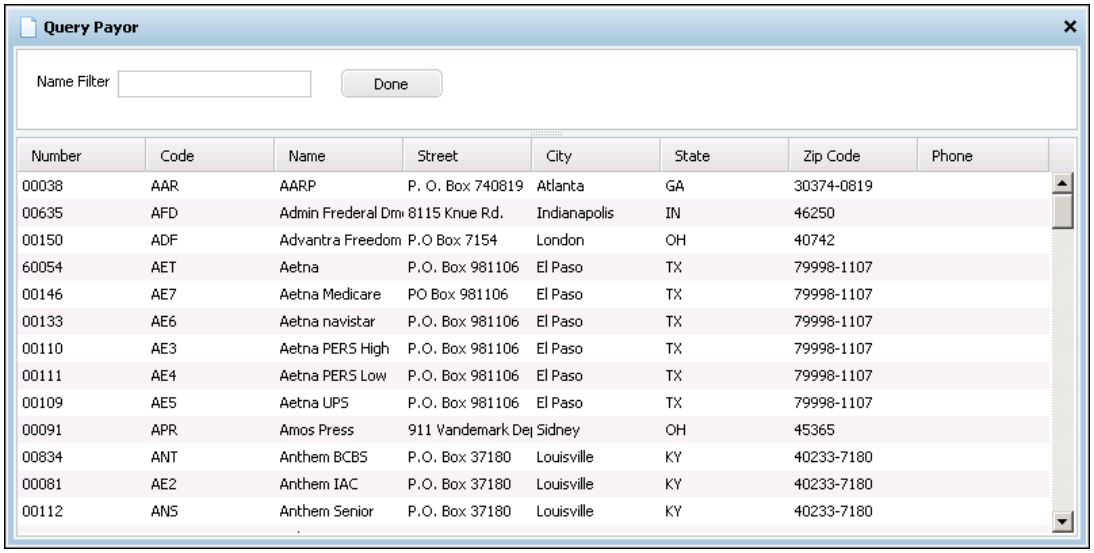
You can choose to enter in the three-letter insurance code in the **Insurance Code** field at the top left in the **Batch Name** area.

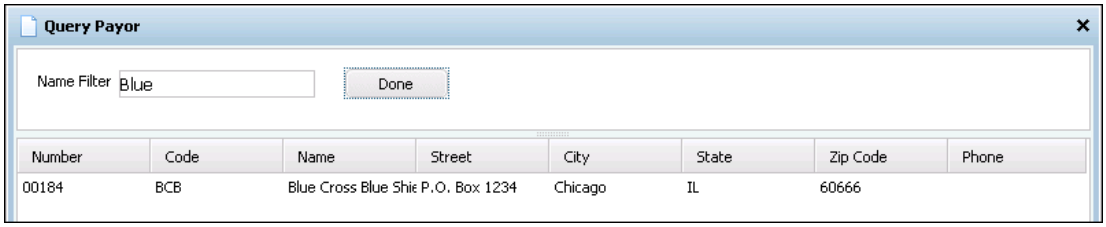
Or, if you do not know the three-letter insurance code, you can use the browse button to the right of the **Insurance Code** field to select the desired Insurance Company from the list (as explained in more detail below).

Searching for an Insurance Company by Name:

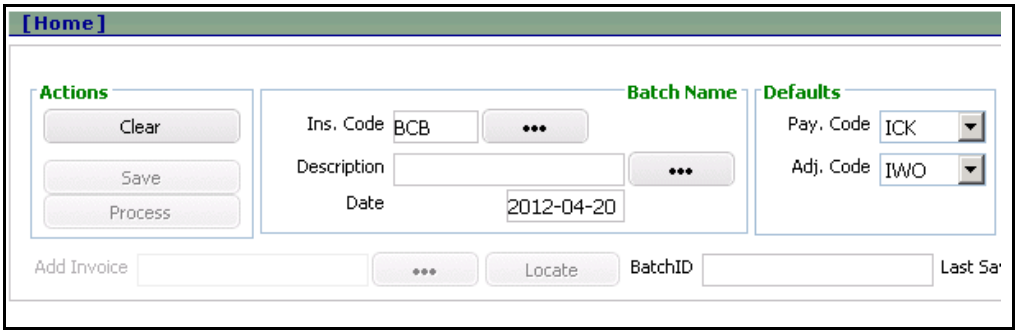
If you do not know the three-letter insurance code, you can find an insurance company by name.

1. To do this, click on the **(…)** button to the right of the **Insurance Code** field.
2. The **Query Payor** window will then display, with Insurance Companies listed in alphabetical order:





3. You can also type in the name, or part of the insurance company name, (e.g. Blue), into the **Filter** field and tab out of this field.
4. If a match has been found, it will display in the list.
5. Click on the row to highlight it, and the insurance code will be auto-entered into the **Insurance Code** field.

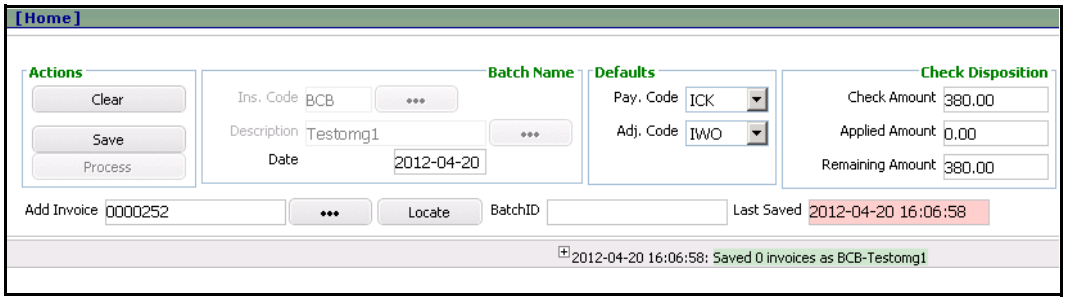


6. If no match was found, click **Done** to exit the Query Payor window.

Entering the Description and Check Amount

To complete the initial setup, you must next enter in a batch name and the total check amount from the EOB (Explanation of Benefits).

For example, if the total check amount is equal to $380.00, enter this amount into the **Check Amount** field.

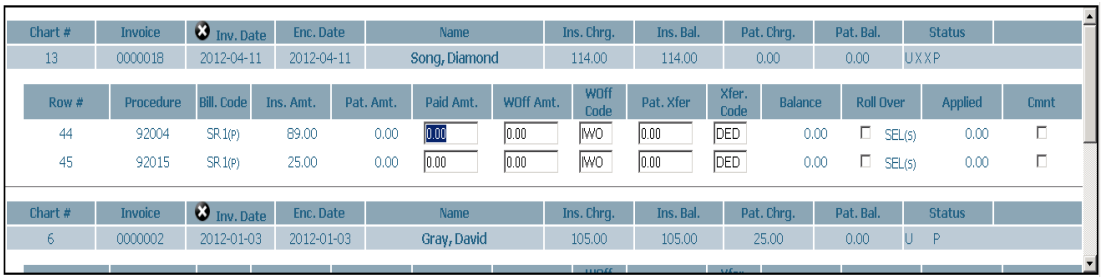


Enter an appropriate batch name into the **Description** field.

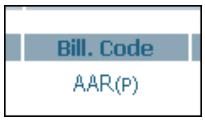
Grid Layout and Navigation

The grid is laid out as follows to allow for easy navigation:

- The invoice header row is dark blue-grey, and individual transactions have a white background
- A thin solid line separates invoices from each other
- Extra white space added between invoice rows (i.e. at end of last transaction in the group)
- The delete button (x), is located to the right of the invoice column header



Please also note that the **Billing Code** column (**Bill. Code**), now contains a flag to let you know which insurance (Primary, Secondary, or Other), is currently being used.



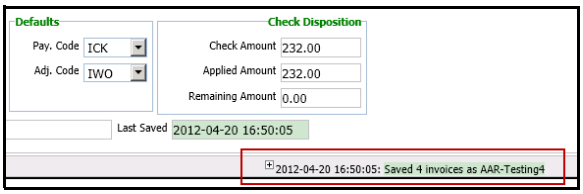
For example, if a subscript letter “P” is indicated in brackets beside the three-letter billing code, this indicates that the insurance company is the patient’s primary insurance. If the patient has a secondary insurance that you can roll overpayments or outstanding amounts to, this insurance company is indicated by a three-letter code with a subscript letter “S” displaying in brackets beside the code. This allows you to tell at-a-glance, if the patient has a secondary insurance company that is available to roll amounts over to. If the patient does not have a secondary insurance company available, then the three letter code will be displayed as SEL for self.

Invoice Header Information

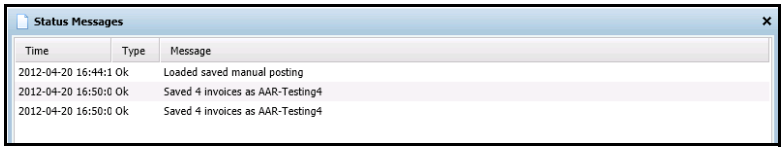
The *invoice header*, which is the dark grey bar that displays across the top of each invoice row on the grid, contains patient information. This information includes columns for Chart #, Invoice number, Invoice Date, Encounter Date, Patient Name, Insurance Charge and Insurance Balance. Patient Charge, Patient Balance and Status are also displayed here.

Message Bar

The message bar, which is located directly below the general batch information at the top, is used to display system messages.

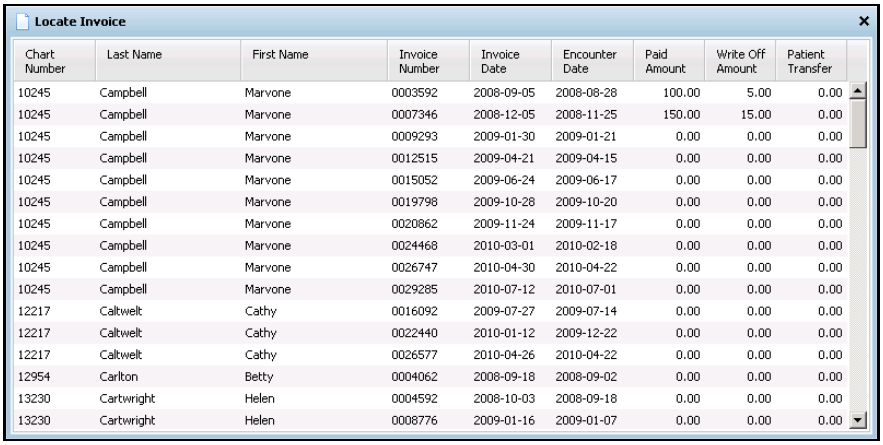


You can click on the (+) sign to the left of the message to display a window with any previous messages that the system has saved. You can use this information to tell when the batch has last been saved, and how many times it has been saved.

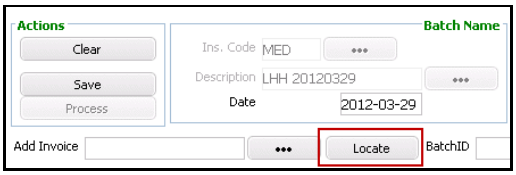


Locate Invoice Window

The Locate Invoice window allows you to deal more easily with large batches. With this feature you can locate a particular invoice from within a large batch, without having to find the invoice in the main grid. You can click on the column headers to sort any column that displays in this window, allowing you to find your invoice more easily.



To do this, click on **Locate**, which is located to the right of the **Add Invoice** browse button.



The **Locate Invoice** window will appear, and you can select the invoice that you want to jump to, by clicking anywhere on that invoice row.

Adding an Invoice

After setting the batch parameters, you can add invoices from the EOB.

There are two ways to add invoices:

- Adding the Invoice by Invoice Number
- Adding the Invoice by Chart or Name Search

These two options allow for flexibility when working between a large batch of invoices, or with only a few selected invoices.

Adding invoices by Invoice Number

To add invoices individually, type the invoice number into the **Add Invoice** field, then tab, or click, out of this field.

Adding invoices by Patient Chart Number or Name

It is possible to add multiple invoices by clicking on the **(…)** button to the right of **Add Invoice**.

The **Invoice Lookup** window will appear, and you can select which invoices to add to the grid on the main window.

Enter the criteria into the Insurance Code (**Ins. Code**), **Chart #** or **Last** and **First** name fields as required and click on the **Search** button. The invoices that match the criteria will be displayed. Select the invoices you wish to add to the batch by clicking on them and the check box in the far left column will be ticked. If you select one by mistake, you can un-tick the box by selecting the invoice again.

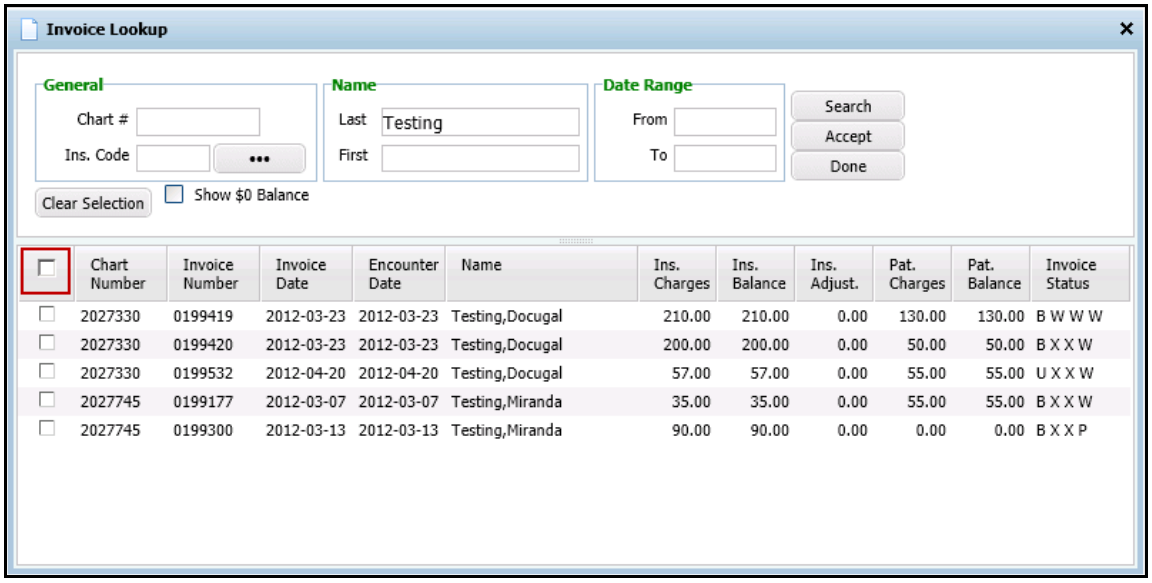
To select all invoices that display in the list, click in the “master select” check box which appears in the upper left column to the left of the Chart Number column (see screen shot below). You can click this check box again to de-select all of the invoices.

Note: The maximum number of invoices that will be returned in a search query is 300. Therefore, if you cannot find the invoice you are looking for, you should try to narrow your

search criteria. For example, add in more letters of the last name, or if you know the Chart # or Date Range, try adding in that search criteria as well.

When all desired invoices have been added to this window, click on **Accept**.

You may then click on **Clear Selection** and perform a new search and repeat the process. When done, click on the **Done** button to close this window.

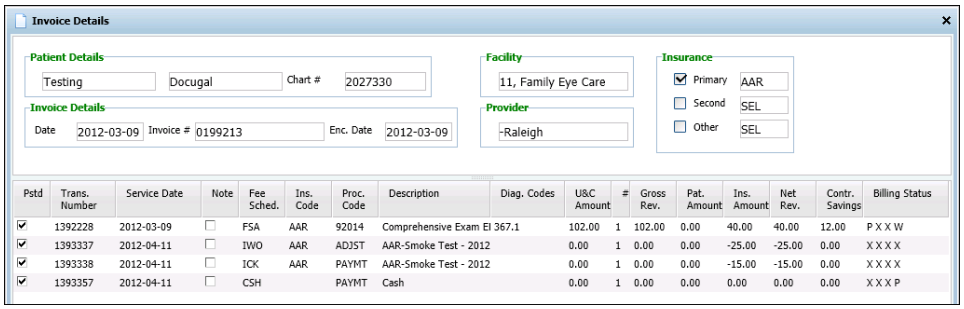


Note: If you don't see the invoice you are looking for, you can show invoices with a $0.00 balance by clicking in the check box to the left of "Show $0 Balance" at the top right of this window.

Invoice Details Window

You can display the **Invoice Details** window, by left-clicking on the Invoice number, which displays directly below the Invoice column on the grid.

Clicking once on the invoice number will display Invoice Details window, which allows you to view more specific details about that invoice, as it would appear on the Transactions View screen (Charge Entry tab) in activEHR.

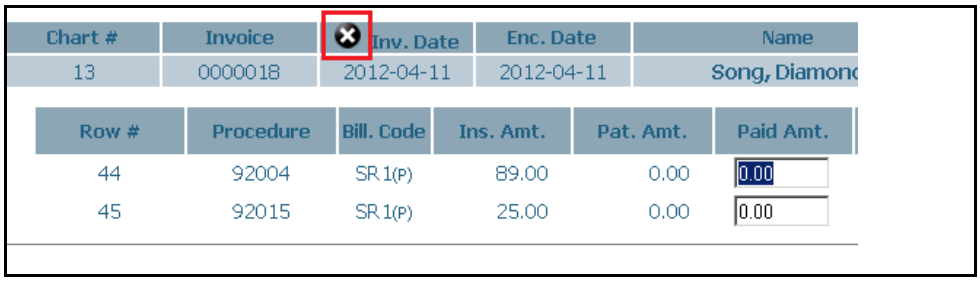


This window is an exact replica of the Charge Entry window from the Patient Account area of activEHR.

Removing an Invoice Row from the Batch

If you determine an invoice is not needed in the batch it may be removed by clicking on the red X that displays just to the right of the **Invoice** column header (as shown below).

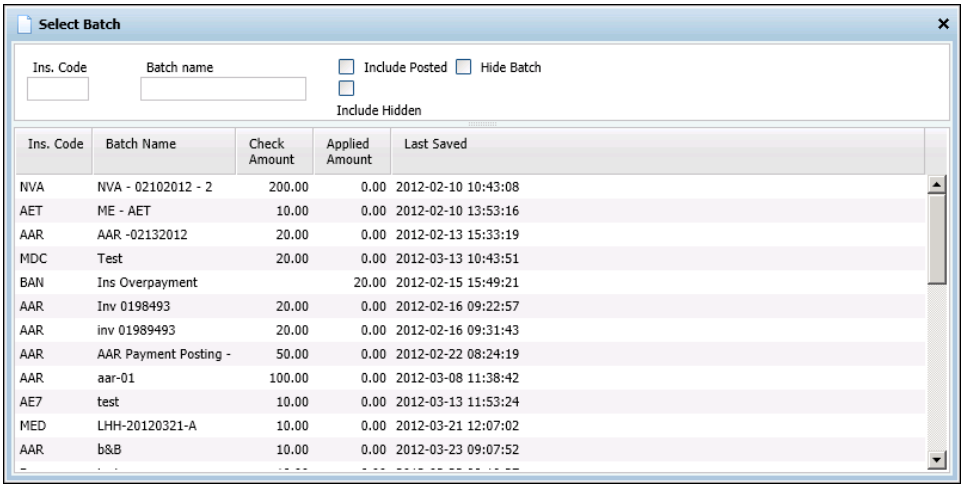
The invoice and all associated invoice details will then be removed from the display.



Working with Existing Batches

In order to access and view existing batches, you can click on the browse button **(...)** to the right of the **Description** field.

The **Select Batch** window will appear, and you can click on the row that contains the desired Batch Name. The invoices belonging to this batch will then display in the grid behind. Please note that you cannot edit invoices in a batch that has previously been posted.



This window consists of the following areas:

Ins. Code: Enter the three-letter Insurance Company code, and tab out of this field to view batches belonging to the selected Insurance Company.

Batch Name:	If you know the batch name, you can enter it here and tab out, to narrow the display results to this particular batch.
Include Posted:	Include posted batches in the results.
Include Hidden:	Include hidden batches in the results.
Hide Batch:	Select this option and then click on a batch in order to hide the selected batch. From this point on, hidden batches will only display when the **Include Hidden** check box is selected.

Entering Insurance Payments

To process insurance payments, ensure that the total check amount is entered into the **Check Amount** field at the top right. If you change the amount of the check, click the **Save** button to update the records. Processing insurance payments allows you to apply the paid amount against individual rows of the invoice, taking into account overpayments, shortpays, patient transfers, rollovers etc.

Payment Posting Scenarios

When completing your day-to-day payment posting transactions, you might come across various scenarios, such as:

- Posting a payment in full from the insurance company for the current insurance receivable.
- Posting a partial payment and writing off the remaining amount.
- Posting a partial payment and applying a patient co-pay / deductible and writing off the remaining amount.
- Posting a partial payment and maintaining the balance as receivable from the same insurance company.
- Posting a partial payment and transferring (i.e. “rolling over”) amounts to the secondary insurance, other insurance or self.
- Processing an insurance overpayment, and either creating a patient credit, insurance credit or writing off the remaining amount.
- Reversing a write-off or patient transfer, and applying new check amounts to the reversed balance.
- Posting a negative payment (the system is designed to “catch” these, and automatically enter the NGC code for negative check).

Instructions for addressing these scenarios are provided in the following section:

Posting a Payment in Full from the Insurance Company

To apply a payment in full to a row in an invoice, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. The **Balance** column will display as $0.00 and be highlighted in green when **Paid Amount** is equal to the claimed amount.

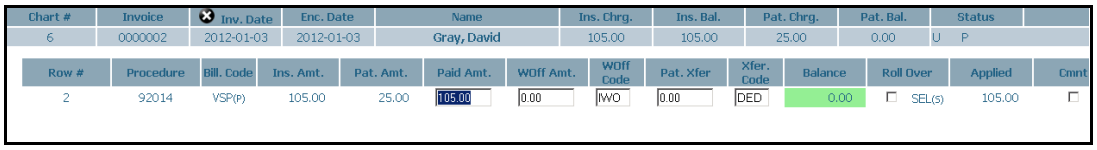


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
6	0000002	2012-01-03	2012-01-03	Gray, David	105.00	105.00	25.00	0.00	U P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
2	92014	VSP(P)	105.00	25.00	105.00	0.00	WO	0.00	DED	0.00	SEL(S)	105.00	

Posting a Partial Payment and Writing off the Remainder

To apply a partial payment to a row in an invoice with a balance to be written off, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. The **Balance** column will reflect the difference. Then type the write-off amount into the **WOff Amt.** field to the right. The **Balance** column will display as $0.00 and be highlighted in green.

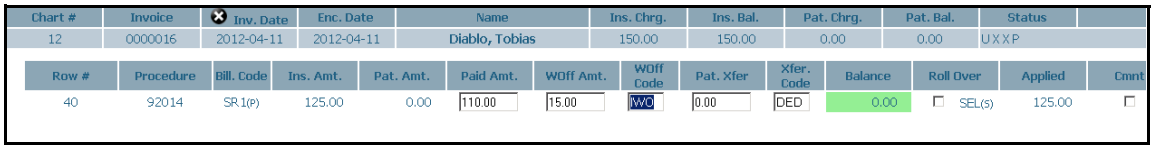


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
12	0000016	2012-04-11	2012-04-11	Diablo, Tobias	150.00	150.00	0.00	0.00	U X X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
40	92014	SR 1(P)	125.00	0.00	110.00	15.00	WO	0.00	DED	0.00	SEL(S)	125.00	

Note: in subsequent versions, there will be a hot key for write-off amounts. You will be able to tab into, or click into the **WOff Amt.** column name, and the remaining write-off balance will display here.

Posting a Partial Payment and Applying a Patient Deductible / Co-Pay

To apply a partial payment to a row in an invoice with a balance to be transferred to the patient deductible or co-pay, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. The **Balance** column will reflect the difference. Then type the deductible / co-pay amount into the **Pat. Xfer.** field to the right. The **Balance** column will display as $0.00 and be highlighted in green. You may alternatively change the **Xfer. Code** field to COP for co-pay (or any other valid billing code).

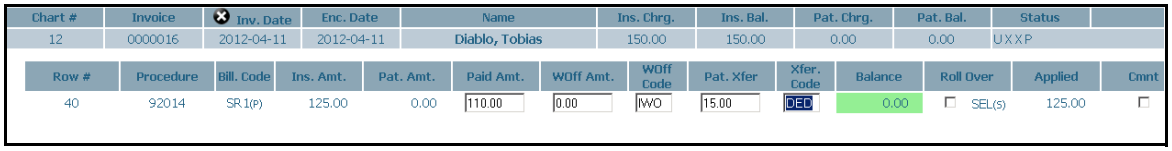


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
12	0000016	2012-04-11	2012-04-11	Diablo, Tobias	150.00	150.00	0.00	0.00	U X X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
40	92014	SR 1(P)	125.00	0.00	110.00	0.00	WO	15.00	DED	0.00	SEL(S)	125.00	

Posting a Partial Payment and Maintaining the Balance as Receivable from the Same Insurance Company

To apply a partial payment to a row in an invoice with a balance to be left as receivable from the same insurance company, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. The **Balance** column will reflect the difference. Leave the invoice row *as is*, with a balance displaying to maintain a receivable from the same insurance company.

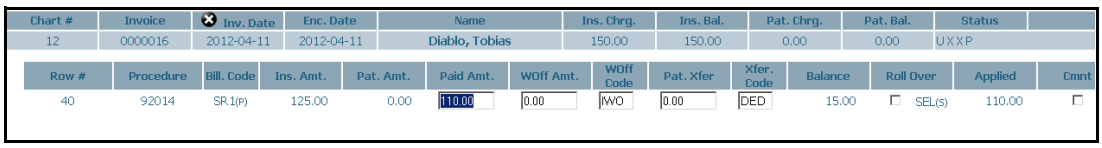


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
12	0000016	2012-04-11	2012-04-11	Diablo, Tobias	150.00	150.00	0.00	0.00	U X X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
40	92014	SR 1(P)	125.00	0.00	110.00	0.00	WO	0.00	DED	15.00	SEL(S)	110.00	

Posting a Partial Payment and Transferring (i.e. "Rolling Over") Amounts to the Secondary Insurance

To apply a partial payment to a row in an invoice with a balance to be rolled over into secondary insurance, other insurance or self-pay, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. The **Balance** column will reflect the difference. Place a check mark in the **Roll Over** check box. Leave the invoice row *as is*, with a balance displaying to have a primary insurance charge roll over to secondary. Or a secondary insurance charge roll over to other, or to have either roll over to self-pay if no secondary or other insurance is set.

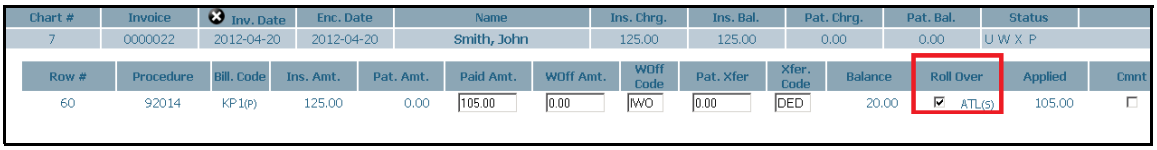


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
7	0000022	2012-04-20	2012-04-20	Smith, John	125.00	125.00	0.00	0.00	U W X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
60	92014	KP1(P)	125.00	0.00	105.00	0.00	WO	0.00	DED	20.00	ATL(S)	105.00	

A tool tip will pop up that indicates where the amount is being rolled over to (i.e. insurance code for secondary or other, and SEL for self). **Note:** this has not been currently implemented, and will appear in the next version.

Posting an Insurance Overpayment, and Either Creating a Patient Credit, Insurance Credit or Reverse Adjustment with the Balance

To apply an overpayment, type the paid amount for each invoice row into the **Paid Amt.** field in the grid below. Because the amount paid is greater than the original receivable, the row will display three radio buttons that allow you to select how you want the overpayment to be handled:

Credit Patient	Creates a credit memo with the overpayment amount against the patient balance
Credit Insurance	Creates a credit memo with the overpayment amount against the insurance balance
Reverse Adjustment	Creates a contra adjustment on the same invoice that serves to reduce the overall insurance adjustments for the practice

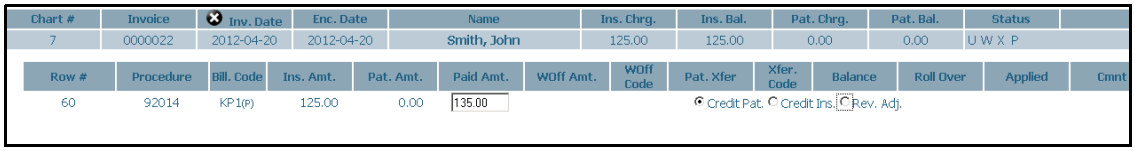


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
7	0000022	2012-04-20	2012-04-20	Smith, John	125.00	125.00	0.00	0.00	U W X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
60	92014	KP1(P)	125.00	0.00	135.00						Credit Pat. Credit Ins. Rev. Adj.		

Posting a Negative Payment and Writing off the Remainder

There may be cases where your office owes an amount back to the insurance company. For example, this could be due to lab charges payable. As a result, the insurance company may include a "negative payment" for one, or more of the transactions on an invoice. The total amount receivable on the invoice could be $290.00, but a check was sent back from the insurance company for $170, and with a "negative payment" deducted as the "Paid

Amount" for one of the transactions. In these cases, if the user offsets the amount "under-paid" as a write off in the **WOff Amt.** column, the system will automatically change the adjustment code from IWO to NGA for "negative adjustment."

The negative payment will then appear on the patient's invoice as a positive amount with a billing code of NGC for "negative check" (see second screen shot below).

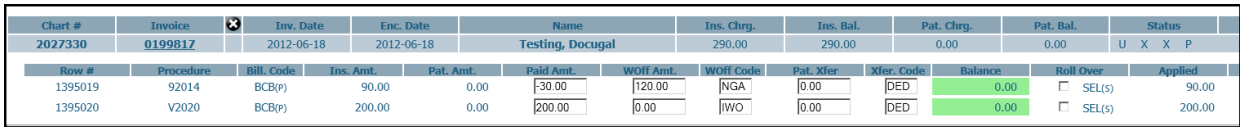
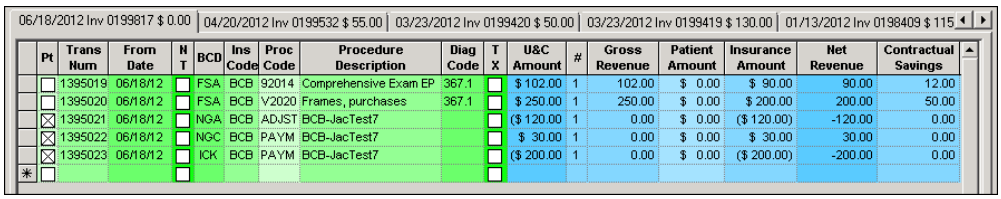


Chart #	Invoice	Inv. Date	Enc. Date	Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
2027330	0199817	2012-06-18	2012-06-18	Testing, Docugal	290.00	290.00	0.00	0.00	U X X P

Row #	Procedure	Bill. Code	Ins. Amt.	Pat. Amt.	Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied
1395019	92014	BCB(P)	90.00	0.00	-30.00	120.00	NGA	0.00	DED	0.00	SEL(S)	90.00
1395020	V2020	BCB(P)	200.00	0.00	200.00	0.00	IWO	0.00	DED	0.00	SEL(S)	200.00

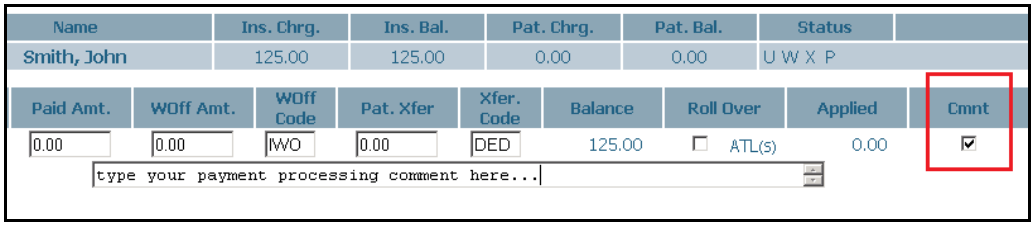


06/18/2012 Inv 0199817 $ 0.00 | 04/20/2012 Inv 0199532 $ 55.00 | 03/23/2012 Inv 0199420 $ 50.00 | 03/23/2012 Inv 0199419 $ 130.00 | 01/13/2012 Inv 0198409 $ 115

Pt	Trans Num	From Date	N T	BCD	Ins Code	Proc Code	Procedure Description	Diag Code	T X	U&C Amount	#	Gross Revenue	Patient Amount	Insurance Amount	Net Revenue	Contractual Savings
	1395019	06/18/12		FSA	BCB	92014	Comprehensive Exam EP	367.1		$ 102.00	1	102.00	$ 0.00	$ 90.00	90.00	12.00
	1395020	06/18/12		FSA	BCB	V2020	Frames, purchases	367.1		$ 250.00	1	250.00	$ 0.00	$ 200.00	200.00	50.00
☒	1395021	06/18/12		NGA	BCB	ADJST	BCB-JacTest7			($ 120.00)	1	0.00	$ 0.00	($ 120.00)	-120.00	0.00
☒	1395022	06/18/12		NGC	BCB	PAYM	BCB-JacTest7			$ 30.00	1	0.00	$ 0.00	$ 30.00	30.00	0.00
☒	1395023	06/18/12		ICK	BCB	PAYM	BCB-JacTest7			($ 200.00)	1	0.00	$ 0.00	($ 200.00)	-200.00	0.00

Adding a Comment to an Invoice Row

It is possible to add a comment, which works in the same way as the Nt (Note) check box in the regular payment posting module to any row in an invoice.



Name	Ins. Chrg.	Ins. Bal.	Pat. Chrg.	Pat. Bal.	Status
Smith, John	125.00	125.00	0.00	0.00	U W X P

Paid Amt.	WOff Amt.	WOff Code	Pat. Xfer	Xfer. Code	Balance	Roll Over	Applied	Cmnt
0.00	0.00	IWO	0.00	DED	125.00	ATL(S)	0.00	☑

type your payment processing comment here...

Place a check mark into the **Cmnt** box and type your comment into the box that appears below the transaction line (if the comment entry field does not immediately display click into the white background of the window to force it to display).

Note*: Please be aware that at this time, text added into the comment field will only show up to 50 characters when viewed in the Transaction View window. This is a known issue.*

To delete a comment, remove the check mark from the **Cmnt** box.

Processing the Batch when Complete

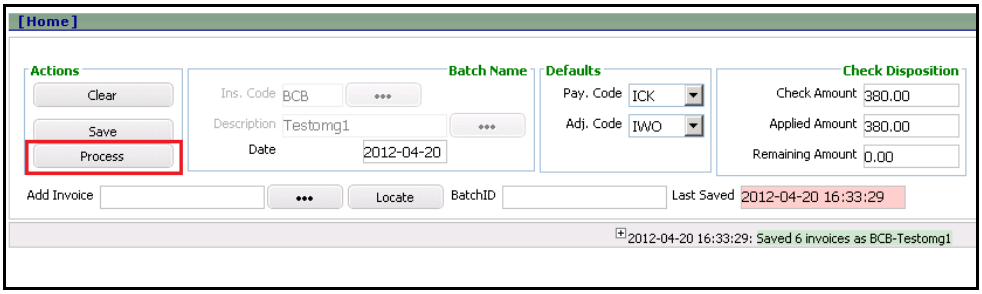
After completing the application of payments against individual invoice rows, the **Check Amount** and **Applied Amount** fields should now be equal. If you have more than one invoice to process, the **Applied Amount** field will tally the amounts as you enter them into the **Paid Amt.** box in the grid below.

The **Remaining Amount** field will display any amounts that have not yet been applied.

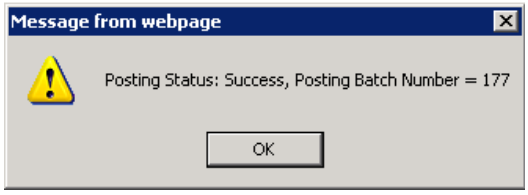
To process the batch:

1. To complete the transaction, click **Save** and then **Process**.

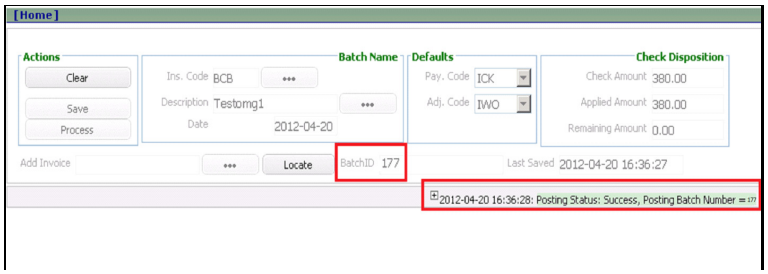
   Notice that the **Process** button is no longer greyed out when the Check Amount and Posted Amount fields are equal.



   If the batch was posted successfully, a message box will appear:



2. A Batch ID number will then display after clicking on **OK**.



3. After clicking on **Process**, a **Batch ID** number is generated, and the screen is frozen / locked. You cannot make any subsequent edits once you have clicked on **Process**. If you need to enter changes, you may add the invoices to a new batch then apply the changes.