



INDIAN HEALTH SERVICE  
RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **HIPAA 835 Testing and Production Procedures**

## **Training Manual**

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Information Technology Support Center  
Division of Information Resources  
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## **1.0 What is the 835 Transaction?**

The 835 Transaction is the HIPAA compliant format that allows for receiving third party reimbursement payments and adjustment information. The RPMS system accommodates posting the Electronic Remittance Advice (ERA) electronically by batch mode. This allows for faster and more accurate payment and denial posting. The 835 also contains the Standard Adjustment Reason and Remark codes as well as the NCPDP Reject/Payment codes that will post directly into RPMS.

ERAs are retrieved from payers via a Web Download process or by FTP/Modem. Once a file is retrieved from the payer, it will need to FTP into the RPMS System and ultimately, into the RPMS Accounts Receivable Application. The files will then be batched and posted based on the facility's procedures.

## 2.0 Contacting Payers

To begin the testing process of the 835, you will need to contact the EDI department of each payer and request guidance on the procedures and the documentation requirements that will need to be completed prior to receiving files.

Below are procedures for three major payers that ITSC has been dealing with. The procedures for other payers may be different.

### 2.1 Trailblazer Medicare Part A 835

To begin testing with Trailblazer Medicare Part A, contact the Technology Support Center at 1-866-749-4302 and request parallel testing for the ANSI 835 format. Please have your submitter ID available when you call.

During testing, Trailblazer will post two files to your Trailblazer electronic mailbox. One file will be in the old format, and a duplicate in the HIPAA 835 format. The HIPAA file will contain a '.TEST' extension on the file name. Use extreme caution when pulling the file by noting which file you are downloading because the extension name will disappear after the download. It is also important to note that since the files will be duplicates of each other, make sure you only download one file at a time.

Once testing is completed with Trailblazer Part A, and you are satisfied with the accuracy of the posting, contact the Technology Support Center again and request transition to production. Once in production, you will only see the HIPAA compliant 835 files when retrieving them from the Trailblazer electronic mailbox.

### 2.2 Trailblazer Medicare Part B 835

To begin testing with Trailblazer Medicare Part B, contact them at 1-866-620-3988 and request parallel testing for the 835 Electronic Remit Notification (ERN). You will need to complete an ERN request form and return to Trailblazer according to the instructions on the form. You may also obtain the ERN request form at [www.trailblazerhealth.com/partb/ihs/ern.asp](http://www.trailblazerhealth.com/partb/ihs/ern.asp).

This Web address also contains an Online 835 Part B test file that you may download and use for testing. As with Part A, once the 835 ERA files are loading properly and you are satisfied with the accuracy of posting, you will again contact Trailblazers EDI Support Department and request transition to production status.

## 2.3 PNC Bank Payers

For payers/payments that your site will process through PNC Bank, you will need to contact Kimberly Germain, PNC EDI commerce group at 1-800-762-3266. They will determine what will need to occur next.

PNC will assist with the testing process with I H S sites until they have a successful 835 download.

### 3.0 Initial Set-up Procedures

In order to get started with the 835 Transaction, you will need to make sure that your site has the minimum requirement of the RPMS Accounts Receivable v1.7 Patch 5 or the latest release installed. Please check locally with your facility Site Manager to determine which version and patch you have installed. If you do not yet have this version, please have your facility Site Manager contact the ITSC Support Center at 1-888-830-7280.

Once installed, the RPMS Accounts Receivable application will require a one time setup through the Site Parameter Menu to begin receiving electronic 835 files. You will need to enter the default path field in the Site Parameters Edit option with the name of the local system directory that will contain the downloaded 835 files from the payers.

#### Site Parameter Edit (SPE)

1. Type **MAN** at the “Select A/R Master Menu Option:” prompt.

```

+-----+-----+-----+-----+-----+-----+-----+-----+-----+
+          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+                   A/R MASTER MENU                   +
|                   DEMO HOSPITAL                       |
+-----+-----+-----+-----+-----+-----+-----+
User: USER, DEMO                BUSINESS OFFICE        4-OCT-2002 1:12 PM

ACM   Account Management Menu ...
ASM   Account Statement Menu ...
COL   Collection Menu ...
MAN   Manager ...
PST   Posting Menu ...
ROL   Rollback Bills to 3-Party
RPT   Report Menu ...
SVC   Switch Service/Section
UA    User Assistance
UPL   Upload from Third Party Bill File

Select A/R MASTER MENU Option: MAN
    
```

2. Type **SPE** at the “Select Manager Option:” prompt.

```
+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+-----+
|                      Manager                      |
|                      DEMO HOSPITAL                    |
+-----+
User: DEMO,USER          BUSINESS OFFICE          7-OCT-2002 8:33 AM

PFS  Parent Facility Selection
PFA  Parent Facility Addition
PSE  Parent/Satellite Edit
SPE  Site Parameter Edit
ACE  A/R Account Entry
CPE  Collection Point Edit
UPAP Upload Third Party Bills by Approval Date(s)
LET  Insurer Age Cover Letter Edit
TPR  Third Party Bill ReLoad by Date
FM   Fileman reports ...
PFK  Parent Facility Kill
RPT  Management Reports ...
STE  Standard Table Edits
VHF  View Host File
IG   IG REPORT
FRD  Delete Flat Rate Posting Batch
AWO  Automatic Write-off

Select Manager Option:  SPE
```

3. Type the name of the facility you want to edit at the “Select A/R Site Parameter/IHS RPMS Site:” prompt or type two question marks (??) for a listing of sites.

```
+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+-----+
|                      Site Parameter Edit                |
|                      Demo Hospital                      |
+-----+
User: User, Demo    BUSINESS OFFICE    13-AUG-2004 9:26 AM

Select A/R SITE PARAMETER/IHS RPMS SITE:  ??
      Demo Hospital

You may enter a new A/R SITE PARAMETER/IHS, if you wish

      Remote pointer to the location file through the RPMS Site

      Choose from:
      DEMO HOSPITAL          ANY AREA    WHATTOWN

Select A/R SITE PARAMETER/IHS RPMS SITE:

Select A/R SITE PARAMETER/IHS RPMS SITE: DEMO HOSPITAL    ANY AREA
WHATTOWN          10
...OK? Yes//    (Yes)
```

4. Enter through the screen until you reach the 'Default Path' prompt.

```
Default Path: c:\rload// (usr/spool/uucppublic/edi.txt)

Select EDI PAYER: // ^ (Please exit, you do not need to select a payer)
```

5. Type the location of the EDI ERA (Electronic Remittance Advice) file at the "Default Path:" prompt. Example: (usr/spool/uucppublic/edi.txt). You will need to contact your Site Manager to determine what the default path will be.
6. If a default path already exists, a "Replace" prompt displays. In this case, type **R** for replace, and enter the path.
7. Type **^** (Shift F6) and exit the Site Parameter Edit option.

Repeat the steps above for EACH facility for which you will receive an 835 ERA file.

**NOTE:** You will not need to select an EDI Payer, as the default path is the same for any payer that you receive an 835 ERA file from.

This completes the set up procedures for ERA posting.



## 4.0 Processing the 835 ERA File

**NOTE:** the process for creating a Collection Batch remains unchanged for the 835 ERA file posting. The facility should have pre-defined procedures for creating batches.

The most important item to note here is that the Check/EFT number for the Collection Batch/Items **must match exactly** to the Check/EFT number on the 835 ERA file. If it is not an exact match, the file will not post. It is important for the user to input the numbers exactly as they appear on the 835 ERA file. However, this can be corrected by adjusting the Check/EFT number in the Collection Batch entry process.

This Posting Menu option, when selected, displays the Electronic Remittance Advice (ERA) Posting menu illustrated below. It is through this menu that you **load** an electronic 835 ERA import from a remote host file and post the claim amounts it contains to the accounts receivable bills they match. Refer to the procedures below for preparing to download an 835 ERA into the RPMS system.

### From the A/R Master Menu:

1. Type **PST** to select the Posting Menu.
2. Type **ERA** Posting to select the menu.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+-----+-----+-----+
|          ERA Posting          |                         |
|          DEMO HOSPITAL        |                         |
+-----+-----+-----+
User: USER, DEMO                BUSINESS OFFICE          20-FEB-2003 11:59 AM

NEW   Load New Import
VIEW  View Import Header
REV   Review Postable Claims
PST   Post ERA Claims
RPT   Report ERA Claims

Select ERA Posting Option:
    
```

### **Use the following steps to processing the 835 ERA import file:**

- **Load** the import from the remote host directory and give it a local filename
- **View** the import header information to investigate the reason(s) for the non-postable claims
- **Review** Postable claims
- **Post** the 835 ERA file
- **Generate and View Report(s)** on the posting process, including claim status

Now that you have received your 835 files covered in sections 2.0 and 3.0 from the payer or through the PNC Bank server, you are ready to begin the ERA file processing.

## 4.1 Load New Import

### **Overview**

When selecting an A/R EDI transport name, you will need to select the HIPAA 835 v4010 transport. This is the transport to use when loading the 835 files from the payers. If the file being loaded is not a HIPAA compliant 835 file, an error message will display and the file will not load. Also, if the ERA file contains a claim that has been cancelled in RPMS Third Party billing, the bill will not be matched and cannot be posted electronically. The system will allow the user to make a decision on whether the claim should be manually posted or not.

### **Procedure:**

Use this menu option to load the new EDI transport file to RPMS from the remote host file. Use this option to choose HIPAA 835 v4010 as the Transport Name for importing and processing as shown below.

```

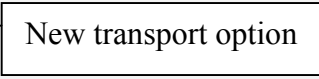
+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+                   Load New Import                   |
+                   UNSPECIFIED +SERVICE UNIT          |
+-----+
User: USER, DEMO          BUSINESS OFFICE          17-OCT-2003 9:56 AM

Enter your Current Signature Code:          SIGNATURE VERIFIED

Select A/R EDI TRANSPORT NAME: ??

Choose from:
ACHHHS 835 MODIFIED
AHCCCS
HIPAA 835 v4010
MEDICARE 835 3041.4A
MEDICARE 835 3041.4B

Select A/R EDI TRANSPORT NAME:
    
```



As the remote host file is loaded to the local RPMS system, the system attempts to match the claim numbers in the import file to the accounts receivable bill numbers.

1. Type **NEW** at the “Select ERA Posting Option:” prompt.
2. Type your electronic signature code. The system displays a choice of transport file names and the “Select A/R EDI Transport Name:” prompt.
3. Type the name of the transport file or type two question marks (??) to select from a list of transport files.
4. You are then prompted to indicate the directory path to the transport file.

```

Select A/R EDI TRANSPORT NAME: HIPAA 835 v4010
Enter the directory path for the transport file: /usr3/xxx/xxx/hipaa/
Replace
  /xxx/xxx/xxxxx/
File Name : testpsr.txt

File          Directory          Transport
testpsr.txt   /xxx/xxx/xxxxx/         HIPAA 835 v4010

Do you want to proceed? N// Y YES

Enter RETURN to continue:
    
```

5. Press the Return key to accept the default path, example (/usr/spool/uucppublic) or, at the “Replace:” prompt, type the full path. You

are now prompted for the filename you want to give to the imported file.

6. Type the filename for the desired imported file and press the Return key. The system displays the filename, directory path, and EDI transport name. Then it prompts if you want to proceed with the import.
7. Validate the file information on your screen.
  - To accept and load the file, type **Y** (Yes) and the import is completed and a line count displays.
  - To decline, press the return key to get default response of **N** (No) and you will be returned to the ERA Posting menu

### 4.2 Validating the 835 Format - New Warning Message

When using the HIPAA 835 v4010 option, the RPMS AR Software will verify if the file you entered is in the correct HIPAA 835 format. If the file is not compliant, you will see an error message and the file will not be loaded. Also, if the bill found on the ERA file is cancelled in RPMS 3P, the bill will not be matched and cannot be posted electronically.

Example error message: The file testpsr.txt in directory /xxx/xxx/xxxxx/ is not a HIPAA compliant 835 Remittance Advice. It cannot be loaded.

### 4.3 View Import Header

The View Import Header menu option is used to view the identification information contained in the header of an import file. You must view the import file before it can be posted. The file header contains information about the electronic import including, the number of claims in it, payment amount and Check/EFT numbers, payee and provider information, control numbers, and provider-level corrections. If there are any interest payments or penalty adjustments, they will also appear in the header data. The information in this header file can help you determine what is in the import file and the reason(s) that a claim was not matched. Please note that the header information may vary from payer to payer, as each may populate this data differently.

#### Access Import Header Information

1. Type **VIEW** at the “Select ERA Posting Option:” prompt.
2. Type an A/R EDI import name at the “Select File:” prompt. You have the option of entering by:
  - The date/time of the import

- The host file name

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+-----+-----+
|          View Import Header                            |
+-----+-----+
|          LITTLE BUILDING HEALTH CENTER                |
+-----+-----+
User:          BUSINESS OFFICE          29-JUL-2004 3:16 PM

Select file: ?
Answer with A/R EDI IMPORT NAME, or DATE/TIME, or HOST FILE NAME, or
CHECK NUMBER, or CHECK/EFT TRACE
Choose from:
1001_ERA_02/13/2004          WWH partb dt1008.txt  CHK/EFT #: 440277960

1002_ERA_03/04/2004          835TEST.txt          CHK/EFT #: R0000000

1003_ERA_03/26/2004          835TEST.txt          CHK/EFT #: R0000000

1004_ERA_05/17/2004          835 4010 Test File.
                              CHK/EFT #: 053900225
                              CHK/EFT #: 21443AA0051SY

1005_ERA_07/22/2004          THP00001F_20040503.txt
                              CHK/EFT #: 036571083
                              CHK/EFT #: 081644675

Select file: 1005_ERA_07/22/2004  THP00001F_20040503.txt
                              CHK/EFT #: 036571083
                              CHK/EFT #: 081644675
    
```

## 4.4 Review Postable Claims

The Review Postable Claims option displays the claims in an import batch for your review and indicates for each claim whether or not it matches an accounts receivable bill number. You will only be able to view matched claims. If a claim number could not be matched to a bill number, the claim will not be posted electronically and will not display.

Since it is possible that the 835 ERA file may contain more than one Check/EFT number, this option is check number specific and will list each check number individually. The system automatically matches the Check/EFT numbers to the Collection Batches/Items. If more than one match is found, the system will prompt the user to make a batch selection. Claims must be reviewed at least once before posting can occur.

### Review Claims in an Indicated Transport File and Edit Their Status

1. Type **REV** at the “Select ERA Posting Option:” prompt. The “Select File:” prompt is displayed.

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```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+             Review Postable Claims                      +
|          UNSPECIFIED SERVICE UNIT                      |
+-----+
User: USER, DEMO                BUSINESS OFFICE          20-OCT-2003 12:22 PM

Select file: 1001_ERA_10/01/2003 OKMCD835.txt
There are 2 check(s) for the file 1001_ERA_10/01/2003
CHK: 1501
CHK: 555000

Now matching check/EFT Trace #'s on ERA to Check # of Collection Batch/Item..

Check 1501 does not match any existing batch/items.??

Check 55000 previously match to batch ITSC-MEDICAID-09/29/2003-2 Item: 1
A/R Acct: NEW MEXICO MEDICAID for: 1,000.00 Bal: 915.68

Done matching check/EFT Trace # of ERA to check # of collection Batch/Item.

Enter Return to continue: [RET]

1) CHECK #: 555000 BATCH: ITSC-MEDICAID-09/29/2003 ITEM: 1
A/R ACCOUNT: NEW MEXICO MEDI BATCHED AMT: 1,000.00 BALANCE: 915.68

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

```

2. Type an A/R EDI import name or a check number that corresponds to an import. You can also type two question marks (??) to select from a list of recently imported files. The Claim Review screen as illustrated below is displayed for the indicated file.

```

BAR Claim Review                May 22, 2000 13:55:06                Page: 1 of 2
Transport : MEDICARE 835 3041.4A                File name : 1021_ERA_05/10/2000

# Claim                        Date                Patient              AR Account  Status
1  200353A-CR-0000             OCT 08, 1999       PATIENT, DEMO E      MEDICARE    MATCHED
   44082B-ASU-000             JAN 04, 1998       PATIENT, DEMO A      MEDICARE
2  199338A-CR-000             OCT 01, 1999       PATIENT, DANETTA     MEDICARE    MATCHED
   44128A-ASU-0000           FEB 11, 1999       PATIENT, KENNETH
3  199634A-CR-0000           OCT 01, 1999       PATIENT2, LAURA     MEDICARE    NOT TO POST
   44038A-ASU-000             JAN 28, 1999       PATIENT3, MARIE
4  200396A-CR-000             OCT 10, 1999       PATIENT4, JORDY M    MEDICARE    MATCHED
   44129A-ASU-0000           MAR 03, 1999       PATIENT5, LAWRENCE
+      Enter ?? for more actions
1 Edit Status
Select Action: Next Screen//

```

3. Scroll through the claims to validate accuracy. If there are claims that should not

be posted, you have the option of changing the claim status to be manually posted at a later time.

4. To edit the status of a claim:
  - a. Move through the display until the claim you want to edit is displayed.
  - b. Type **1** (for Edit Status) at the “Select Action:” prompt and press the Return key.
  - c. At the “Select(s)” prompt, Type the number of the claim you want to edit and press the Return key.
  - d. When prompted if you want to change the status of the indicated claim, type **Y** (Yes) and press the Return key. You can press the Return key to accept the default answer of **N** (No) to leave the status as it is.
  - e. After you complete this process for one claim, the new status displays. You have the option to either move to another screen of the display or to edit another claim status.

<p><b>NOTE:</b> once a status on a claim has been changed to ‘not to post’, it cannot be changed back.</p>
--

### 4.5 Post the 835 ERA File

The Post ERA Claims option posts the payment amounts in an imported and loaded file to the matching accounts receivable bills and displays the information shown on the next page that is relevant to the batch and the posting results of the file.

The post screen will only display the Check/EFT numbers that have been reviewed in the previous section. Select the check you want to begin posting. During posting, if the system detects that posting to a bill will result in a negative balance in the RPMS system, a warning message will display, and prompt the user to choose whether or not to post that bill.

- If you choose yes, the posting will continue
- If you choose no, the system will skip that bill and ask if you want to continue the posting process

If your site has the ‘Roll as you go’ option in site parameters set to YES, and after the entire check has completed posting, the user will be asked if rollback should occur at this time. If the answer is YES, the bills are rolled back to Third Party Billing. If the answer is NO, the system will flag the bills, and the user must use the ROL option to rollback. The Rollback (ROL) is explained in greater detail in section V.

```

+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+          Post ERA Claims                               +
|          UNSPECIFIED SERVICE UNIT                     |
+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+---+
User: USER, DEMO          BUSINESS OFFICE          20-OCT-2003 12:42 PM

Select file: 1001_ERA_10/01/2003   OKMCD835.txt          CHK: 1501
                                   CHK: 555000

1) CHECK #: 1301          BATCH:          ITEM:
   A/R ACCOUNT:          BATCHED AMOUNT: 0.00   BALANCE: 0.00

2) CHECK # 1501          BATCH:          ITEM:
   A/R ACCOUNT:          BATCHED AMOUNT: 0.00   BALANCE: 0.00

3) CHECK # 55500          BATCH: ITSC-MEDICAID-09/29/2003-2 ITEM: 1
   A/R ACCOUNT: NEW MEXICO MEDI BATCHED AMOUNT: 1,000.00 BALANCE: 915.68

Please enter the LINE # of the check you wish to POST: 3

Do you want to post ERA Claims for Check 55500 now? n// YES
Post 45377a-zzz-99089 will result in a negative balance on the bill.
Post this bill? No// YES

Claim: 45377a <> 45377a-zzz-99089
      Billed: 70.65 Payment: 50.32
      ADJ: 20.32      Pending      Clm/Srvc Lacks Info For Adjud

1 Bills posted to AR

Do you want to rollback to 3P the bills that just posted? N// No

```

The system will only display checks that you have reviewed.

New negative balance message

New rollback message

**Post a Payment Batch**

1. Type **PST** at the “Select ERA Posting Option:” prompt.
2. Type an A/R EDI import name, date/time of the import, or host file name that corresponds to an import at the “Select File:” prompt. You can also type two question marks (??) to select from a list of host files.
3. Select Check
4. Type **Y**, press the Return key if you want to post the claims in the indicated batch. After completing this process for one claim, you return to the ERA Posting menu.

In the example above, the user selected NO for the rollback. In that instance, the display will show the following:

```

Ok, marking for rollback the bills that just posted for check 555000
Please use the ROL option when you're ready to roll them back to 3P

Enter RETURN to continue:

```



## 4.6 ERA Claims Report

The ERA Claims Report option displays a claim report for a selected check of an 835 file and allows you to select category options to be included in the report. The report can be generated for one or more "categories" including unmatched claims, unmatched reasons, unmatched claims and reasons, claims not to post, matched claims, and posted claims.

```

+++++-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+                   ERA Posting                          +
|                   UNSPECIFIED SERVICE UNIT              |
+++++-----+
User: USER, DEMO          BUSINESS OFFICE          23-OCT-2003 9:42 AM

NEW   Load New Import
VIEW  View Import Header
REV   Review Postable Claims
PST   Post ERA Claims
RPT   Report ERA Claims

Select ERA Posting Option: RPT

Select file: 1006_ERA_10/16/2003          ACL partb dt1008.txtCHK: 881685516

1) CHECK #: 881685516          BATCH: ** no RPMS match **          ITEM:
   A/R ACCOUNT:                BATCHED AMT:          0.00  BALANCE:          0.00

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

Reports for:          1006_ERA_10/16/2003
                   ACL partb dt1008.txt          CHK: 881685516
    
```

### Generate an ERA Claim Report

1. Type **RPT** at the "Select ERA Posting Option:" prompt.
2. Type an A/R EDI import name, date/time of the import, or host file name that corresponds to an import. You can also Type two question marks (??) to select from a list of recently imported files.
3. Select Check. You will be prompted to enter the list of Claim Status(s) you want to include in the report and the sequence in which you want those statuses included. Enter the list of Claim Status(s) you desire to print, and in the sequence to be printed out.

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```

C - Claim Unmatched      R - Reason Unmatched    N - Not to Post
M - Matched              P - Posted              X - Claim & Reason Unmatched
A - All Categories
    Example:   CRXN
Enter response: CRXN

Select the type of report: (D/B/S): Summary - Totals Only

    Select one of the following:
        P      PRINT Output
        B      BROWSE Output on Screen
Do you wish to: P// [RET]RINT Output

Output DEVICE: HOME// [RET]

```

4. At the "Enter Response:" prompt, type in upper-case one or more categories you want included in the report by the one-letter code indicated for each as shown in the example (CRXN). You will be prompted to indicate whether you want a Detailed (D), Brief - one line (B), or Summary - totals only (S) report.
5. Type the letter indicating the type of report you want and press the Return key.

### The following is a sample report:

```

WARNING: Confidential Patient Information, Privacy Act Applies
=====
ELECTRONIC CLAIM REPORT - Summary          OCT 20,2003@13:00   Page 1
FOR FILE NAME: ACL partb dt1008.txt        CHECK/EFT TRACE: 881685516
FOR RPMS FILE: 1006_ERA_10/16/2003 FOR ANY INDIAN HOSPITAL
=====
BATCH: ** No RPMS match **                ITEM #
=====
MEDICARE PART B                            MEDICARE PART B
P.O. BOX 1234                               PH: 8665555708
Anytown, USA 752660156
=====
CLAIM STATUS          BILL COUNT    PAYMENTS    COPAY/DEDUCT    ADJUSTMENTS
=====
CLAIM UNMATCHED          99           2,333.83     589.16          5,985.01
GRAND TOTALS            99           2,333.83     589.16          5,985.01
ADJUSTMENT Totals:
CLAIM STATUS          BILL COUNT    PAYMENTS    COPAY/DEDUCT    ADJUSTMENTS
=====
DEDUCTIBLE                          6.00
CO-PAY                             583.16
NON PAYMENT                         5,985.01
=====
6,574.17
=====
* * E N D   O F   R E P O R T * *

```

## 5.0 Rollback Bills to a Third Party (ROL)

This Master Menu option rolls back updates to the Third Party Billing package for *all posted accounts whose balances are now zero (0)*. With this rollback information on accounts, the Third Party Billing software looks for secondary payment sources.

You can also perform this rollback process when using the Posting Menu. As you begin to use the options that actually post to accounts (i.e., PAY, ADJ, PUC, and REF), you are first prompted if you want to rollback to Third Party Billing as you post. Thus, you can either perform the rollback as you post to accounts or by using this option separately.

### Rollback Bills to a Third Party

This option will roll back fifty (50) bills at a time. If your facility does not roll back payments on a timely basis, the older paid bills will be rolled back first.

**NOTE:** the date the rollback occurs is the date reflected as the paid date in the Third Party Billing package.

1. Type **ROL** at the “Select A/R Master Menu Option:” prompt.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+-----+-----+-----+-----+-----+-----+-----+
|          A/R MASTER MENU                               |
|          DEMO HOSPITAL                                 |
+-----+-----+-----+-----+-----+-----+-----+
User: USER, DEMO          BUSINESS OFFICE          10-FEB-2003 11:30 AM

ACM   Account Management Menu ...
ASM   Account Statement Menu ...
COL   Collection Menu ...
MAN   Manager ...
PST   Posting Menu ...
ROL   Rollback Bills to 3-Party
RPT   Report Menu ...
SVC   Switch Service/Section
UA    User Assistance
UPL   Upload from Third Party Bill File

Select A/R MASTER MENU Option: ROL  Rollback Bills to 3-Party
    
```

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.7          |
+          Rollback Bills to 3-Party                      +
|          DEMO HOSPITAL                                  |
+-----+
User: USER, DEMO          BUSINESS OFFICE          10-FEB-2003 12:44 PM

Reviewing Bill 9A-JSU-39659          4871
BILL      9A-JSU-39659  >PAYMENTS<          >ADJUSTMENTS<
BILLED    4.90      3-P CRD          0.00      NON-PAY          0.00
PAY TOT   4.90      PAYMENTS        4.90      DED              0.00
ADJ TOT   0.00      PAY CRD          0.00      CO-PAY          0.00
          WR OFFS          0.00      PENALTY         0.00
          GROUPER         0.00      TOTAL ADJ*      0.00
          REFUND          0.00
ROLLOVER  0.00      TOTAL PAY*      4.90

Pat:      PATIENT, DEMO
P: NEW MEXICO BC/BS INC
S:
T:

CHECKING FOR UNBILLED SOURCES.
NONE

50 Bills have been processed for Rollover
Enter RETURN to continue or '^' to exit:

```

2. Press the Return key. The system indicates that it is checking for unbilled sources and lists any it finds. Then it displays the “Re-Open Claim for Further Billing? (Y/N)?” prompt.
3. Type **Y** (Yes) to open a new claim for the unbilled sources or **N** (No) and press the Return key. This completes the process.
4. If there are more bills that need to be rolled back into Third Party Billing, the system prompts you with the message, **50 Bills have been processed for Rollover**. Press the Return key to continue or type **^** to exit.” To restart the Rollback process, press the Return key.

## 6.0 Contact Information

If you have any questions or comments regarding this distribution, please contact the ITSC Service Center by:

**Phone:** (505) 248-4371 or  
(888) 830-7280

**Fax:** (505) 248-4363

**Web:** <http://www.rpms.ihs.gov/TechSupp.asp>

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