A/R System Capabilities

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Office of Information Technology
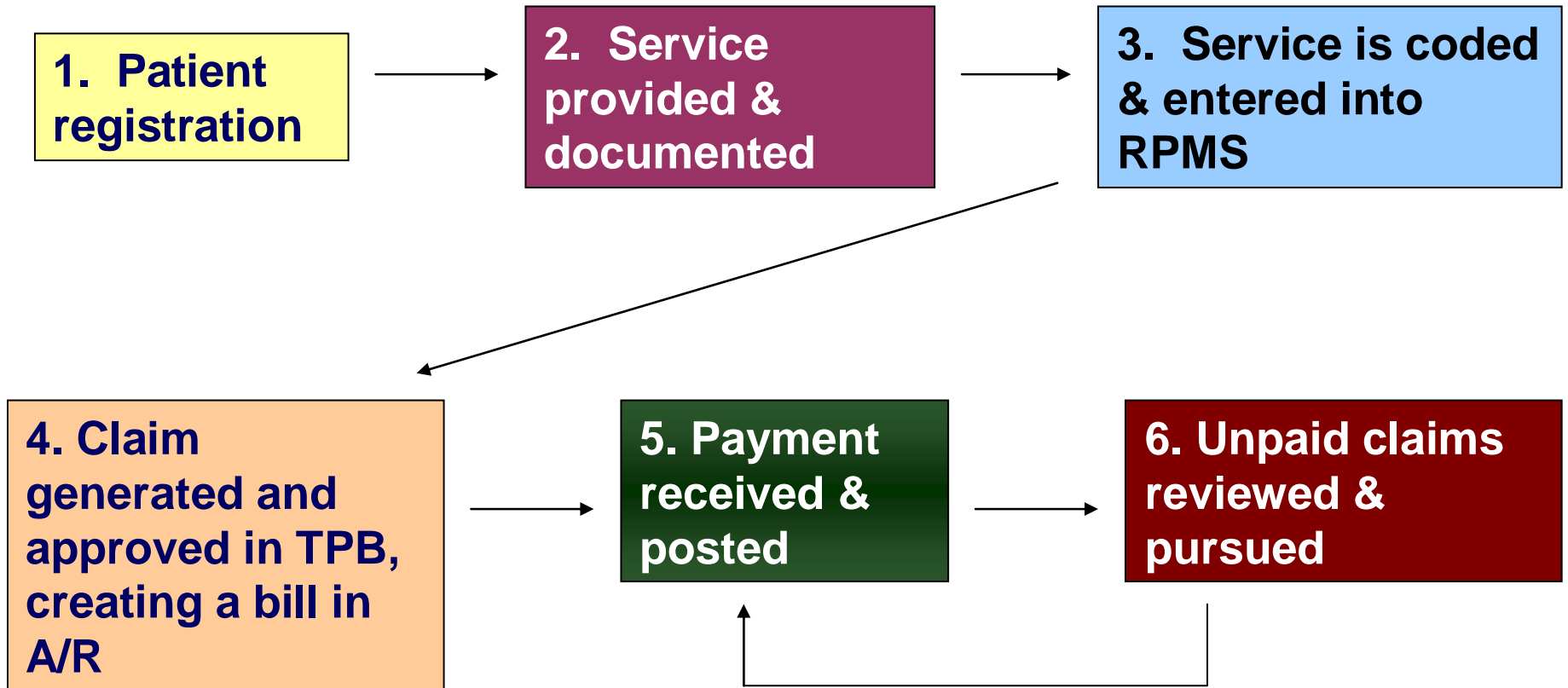
11th Annual I/T/U Partnership Conference

April 21-23, 2009

Objectives

- RPMS Revenue Cycle
- Allowance Categories
- Collection Batches
- Posting Payments and Adjustments
- Payment Credits
- Refunds
- Flat Rate Posting
- Post Unallocated Cash
- ERA / 835 Overview
- ERA / 835 Changes and Updates
- Report Basics – Using Inclusion Parameters
- Using Reports to Manage A/R

RPMS Revenue Cycle

| 1. Patient registration | → | 2. Service provided & documented | → | 3. Service is coded & entered into RPMS |

| 4. Claim generated and approved in TPB, creating a bill in A/R | → | 5. Payment received & posted | → | 6. Unpaid claims reviewed & pursued |

Allowance Categories

- Allows for payments to be grouped into four categories
  - Medicare
  - Medicaid (includes SCHIP)
  - Private Insurance
  - Other
    - Non-beneficiaries
    - Worker's Compensation
    - Third Party Liability, etc
- Important for reports and reconciliation
- Required for Federal locations

Collection Batches

- Used to record and manage all funds received (payment data)
- Establishes accountability and responsibility
- Allows for reporting collections / distributing to different service units
- Collections points must be assigned for user to create Collection Batches
- Centralized vs. Decentralized

Managing Collection Batches

- Treasury Deposit/Batch Statistical Report - TBSL
  - Batch status for specified date range
  - Sorted by allowance category or TDN
  - Broken down by Collection Batch Item
- Batch Posted Payments - BPP
  - Detailed listing of posted payments for a collection batch
  - Usually attached to Remittance Advice
  - Used for reconciliation

TBSL Report

```
DATE: APR 15,2009@13:52:01                                                  PAGE 1
                    TREASURY DEPOSIT/BATCH STATISTICS FOR
                          INDIAN HEALTH HOSPITAL
                       FROM APR 13,2009 TO APR 15,2009
                        SORTED BY ALLOWANCE CATEGORY
                         ALLOWANCES CHOSEN: ALL


   ITEM         COLLECTIONS        UNALLOCATED         REFUNDED     ITEM
   TOTAL        PROCESSED       TRUE        TOTAL     FROM ITEM    TRANSFER    BALANCE
=================================================================================


ALLOWANCE CATEGORY: MCR
COLLECTION ID: MEDICARE OPV
04/14/2009-1- P     TDN: RTG09984768
ITEM 1: RTG09984768
   2500.00      120.00         0.00     2000.00        0.00     -2000.00      380.00
ITEM 2: RTG09984768
   2500.00        0.00      2500.00     2500.00        0.00         0.00        0.00
BATCH TOTAL:
----------  ----------  --------------------  ---------  ----------  ----------


   5000.00      120.00      2500.00     4500.00        0.00     -2000.00      380.00
```

BPP Report

```
GINAS MEDICARE-11/17/2008-1POSTINGS ***CONFIDENTIAL PATIENT INFORMATION***
                                     APR 17,2009  14:01    PAGE 1
IT    BILL (A/R)              PMT  DT           BILLED TO        PATIENT
-----------------------------------------------------------------------------

          A/R ACCOUNT: MEDICARE
1     26331A-IH-6019        100.00  12/19/2008 SPIDERWEB       RIDINGHOOD,RED
      31447A-IH-5023        193.00  11/17/2008 MEDICARE        DUCK,DAFFY
      31453A-IH-10115       193.00  11/17/2008 MEDICARE        MOUSE,MICKEY
                          ----------
SUBTOTAL                     486.00
                          ----------
TOTAL                        486.00
```

Posting Menu

PAY	Post Payments and Adjustments
ADJ	Post Adjustments
FRP	Flat Rate Posting
FBL	View Flat Rate Bills
PUC	Post Unallocated Cash
REF	Post Refunds
RMK	Post Remark Codes
RX	Post NCPDP Reject/Payment Codes
BPS	Bill Posting Summary
PRT	Adjustment Categories & Types
IADJ	Standard Adjustment Reason Inquiry
IRMK	Remittance Advice Remark Code Inquiry
BEN	Auto Post Beneficiary
ERA	ERA Posting ...

Manual Posting – Payments / Adjustments

- Third party bill (invoice) is created and approved, producing an A/R bill (receipt)

- Payments are received and Collection Batches are created in RPMS

- Remittance Advice or Explanation of Benefit is attached to the Collection Report Final and sent to posters

- Payments / Adjustments are posted in RPMS

```
Select Batch: GINAS NM MCD-04/01/2009-1GINAS NM MCD-04/01/2009-1INDIAN HEALTH
HO
SPIT
      ===> Total Posted: $ 0.00        ===> Remaining Balance: $ 500.00



Select Batch Item: 1  1
    ===> Item Total Posted: $ 0.00       ===> Item Remaining Balance: $ 500.00
Select A/R BILL/IHS BILL NUMBER: 31307A-IC

Claims for JONES,CHIPPER  from 05/23/2008 to 05/23/2008         Page: 1

Batch  : GINAS NM MCD      Item   : 1
Amount :    500.00          Amount :    500.00
Posted :      0.00          Posted :      0.00
Unalloc:      0.00          Unalloc:      0.00
Balance:    500.00          Balance:    500.00

                                    Billed     Current    Current    Current
Line #  DOS         Claim #         Amount     Paymnts    Adjust     Balance
-------------------------------------------------------------------------------
   1   05/23/2008  31306A-IH-12770            63.98       0.00       0.00      21.98
   2   05/23/2008  31307A-IC        63.98                 0.00       0.00      63.98




Line #: 2
Select Command (Line # 2) : ?
```

```
                    Select Command Options
                    ----------------------


   A or 2 = Adjustments (Write-Off, Deductible, Non-Covered, Non-Pay,
    Penalty)

   B = Bill Inquire

   C = Itemized Charges - allows posting by line item

   D = Patient Demographics

   E = Edit a transaction not yet posted to A/R

   H = History of BIll Transactions ($ only)

   I = Insurer Demographics

   M = Message

   P or 1 = Payment

   Q or 3 = Quit - Ends the data entry for this Patient and allows for
    posting to
  A/R

   R = Rollover

   T = Toggle Display - Current transaction list.



Select Command (Line # 2) :
```

Warnings / Error Messages

```
Warning - Posted amount exceeds the BILL balance by -236.02 amount

ARE YOU SURE? NO// █
```

```
Please wait... Posting Transactions.

THE TRANSACTION(S) YOU ARE ATTEMPTING TO POST WILL PUT
THE BILL INTO A NEGATIVE BALANCE BY $236.02
PLEASE CANCEL, OR USE 'M' FOR MORE TO EDIT YOUR TRANSACTION
TO PREVENT THE NEGATIVE BALANCE

Enter RETURN to continue: █
```

Payment Credits

- Payment credit is a type of adjustment, not a payment

- When is payment credit used?

  - To move money that's been posted from one bill to another bill

  - Used instead of payment reversal

    - Mandatory as of patch 10 for Federal locations
    - System will not allow reverse payments

Payment Credits

```
Adjustment Amount: 201.00

Adjustment Category: 20   PAYMENT CREDIT
   PAYCRD

Adjustment Type: CRE

     1    CREDIT FROM OTHER BILL

     2    CREDIT TO OTHER BILL

CHOOSE 1-2:
```

Refunds

- **Type I**: Check received for services not provided by the facility. The facility **immediately** knows that the check does not belong to them.

- **Type II**: Check received and posting begins. During the posting process it is discovered that the check belongs to another facility. This may be for the entire check amount or for a portion of the check amount.

- **Type III**: Check received and posted in RPMS. Later, the insurer discovers a mistake with this payment and requests a refund.

Processing Refunds

- Type I
  - money is placed in Unallocated Cash and refunded from Unallocated Cash
- Type II
  - money is placed in Unallocated Cash
    - Transfer - to another facility in same area
    - Refund - to another facility in a different
- Type III
  - money has already been posted to a bill
  - use REF option to post refund from bill

NOTE: do not process any refunds or transfers until notification received

Flat Rate Posting - FRP

- An FRP batch is a group of bills that have been entered for posting and are grouped by Collection Batch/Item

- Used to post multiple payments and/or adjustments for outpatient visits that have the same payment and/or adjustment amount(s), and will result in the same write-off amount

- Especially useful for posting Medicare, Medicaid and Beneficiary Medical Program payments

Automatic System "Checks" in Flat Rate Posting

- Bill previously posted?

- Billed insurer same as payer?

- Bill already entered in batch?

- Will negative bill balance result?

- Is this a payment reversal?

Selecting a Previously Opened FRP Batch

Type FRP at the "Select Posting Menu Option:" prompt

- Enter signature code

- "Select Previously Opened FRP Batch"
  - enter the batch name or enter ? for a list

- Enter Collection Batch and Item

- Enter Visit Location
  - prompt will only appear if Multiple 3P EOB field is set to Yes in Site Parameters

Selecting a Previously Opened FRP Batch

```
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
         |           ACCOUNTS RECEIVABLE SYSTEM - VER 1.8            |
         +                    Flat Rate Posting                      +
         |                  INDIAN HEALTH HOSPITAL                   |
         |              ** LOGGED INTO CASHIERING MODE **            |
         +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
     User: SISNEROS,GINA              BUSINESS OFFICE      18-NOV-2008 3:47 PM

Enter your Current Signature Code:    SIGNATURE VERIFIED
Select previously opened FRP batch: TVG-OCT 23,2008@13:15:53       MEDICARE OPV-
10/23/2008-1       1

Select Batch Item: 1//    1
   ===> Item Total Posted: $ 1319.40       ===> Item Remaining Balance: $ 3680.60

     PAYMENT:    200

No Adjustments entered.

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

Creating a New FRP Batch

- Type FRP at the "Select Posting Menu Option:" prompt

- Enter signature code

- "Select Previously Opened FRP Batch"
    - press Return key to bypass this prompt

- "Create New Entry?" Yes

- Enter Collection Batch and Item

- Enter Visit Location
    - prompt will only appear if Multiple 3P EOB field is set to Yes in Site Parameters

Creating a New FRP Batch

```
+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8          |
+                   Flat Rate Posting                    +
|                 INDIAN HEALTH HOSPITAL                 |
|            ** LOGGED INTO CASHIERING MODE **           |
+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
    User: SISNEROS,GINA           BUSINESS OFFICE     18-NOV-2008 3:58 PM

Enter your Current Signature Code:     SIGNATURE VERIFIED
Select previously opened FRP batch:
Create new entry? Yes// YES

Select Batch: MEDICARE OPV-11/17/2008-1  MEDICARE OPV-11/17/2008-1INDIAN HEALTH
HOSPIT
    ===> Total Posted: $ 772.00      ===> Remaining Balance: $ 4228.00

Select Batch Item: 1  1
   ===> Item Total Posted: $ 772.00         ===> Item Remaining Balance: $ 2428.00

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

Entering Payments for Flat Rate Posting

- "Select Command (P/A/Q):

- Enter P or 1

- Enter amount of payment

- Automatic system checks are run to prevent over-posting:

```
          WARNING: PAYMENT AMOUNT EXCEEDS ITEM BALANCE AMOUNT
                       PLEASE ENTER A VALID VALUE
PAYMENT AMOUNT:
```

Entering Adjustments
(Flat Rate Posting)

- "Select Command (P/A/Q):

- Enter A or 2

- Enter amount of adjustment

- Enter adjustment category

- Enter adjustment type

"Quit" When Done Entering Transaction Amounts

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

PAYMENT AMOUNT: 93.00

Select Command (P/A/Q): A

ADJUSTMENT AMOUNT: 11.27
Adjustment Category: CO-PAY          CP
Adjustment Type: 602  Coinsurance Amount

ADJUSTMENT AMOUNT: 96.73
Adjustment Category: 4  NON PAYMENT       NONPAY
Adjustment Type: 21  Chrgs Excd Max Allowable Amt

ADJUSTMENT AMOUNT:
Select Command (P/A/Q): Q


    PAYMENT:      93

ADJUSTMENTS:     11.27           CO-PAY              Coinsurance Amount
                 96.73           NON PAYMENT         Chrgs Excd Max Allowable Amt

Amount To Post: 0                Remaining Balance: 2428
Select A/R BILL/IHS BILL NUMBER:
```

Entering Bills for Flat Rate Posting

- A/R bill number

- Patient name and specified date range

- Date of service

Review / Edit / Cancel / Quit
"Select Command (R/E/C/Q)"

- **Review** – FRP batches must be reviewed before posting. Check entries carefully before continuing to posting option.

- **Edit** - allows for addition and/or deletion of bills. If edits are made, batch must be Reviewed again.

- **Cancel** – only FRP batches that have not been posted can be cancelled. Used when you want to "start over".

- **Quit** – stops the process of entering transactions and bills and returns user to Posting Menu. Information entered will be saved but not posted.

Review Batch Before Posting
(A/R Flat Rate Posting Summary)

```
OUTPUT BROWSER                  Nov 20, 2008 08:43:26          Page:    1 of    1
A/R Flat Rate Posting Summary
_____


       Batch Name: MEDICARE OPV-11/17/2008-1      Starting Balance:    2428.00
       Item Number: 1                              Ending Balance:    2149.00
      Check Number: 448577996                    # of Bills to Post:        3
             Payor: MEDICARE
    Payment Amount:      93.00
 Adjustment Amount:      11.27     Category: CO-PAY        Type: Coinsurance Am
 Adjustment Amount:      96.73     Category: NON PAYMENT   Type: Chrgs Excd Max


Bill #                Patient Name        Billed Amt    DOS        Payor Billed

        INDIAN HEALTH HOSPITAL

31446A-IH-885447      ROADS,DUSTY            201.00  11/06/2008    MEDICARE
31450A-IH-5023        DUCK,DAFFY             201.00  10/12/2008    MEDICARE
31454A-IH-101156      MOUSE,MICKEY           201.00  10/15/2008    MEDICARE


          Enter ?? for more actions                                        >>>
+    NEXT SCREEN        -    PREVIOUS SCREEN      Q    QUIT
Select Action: +// █
```

Posting the Flat Rate Transactions

- From the A/R Flat Rate Posting Summary, type Q

- "Select Command (P/R/E/C/Q):"

- Type P and press Return

- Posting beings

Flat Rate Posting Complete

```
Payment of       93.00 posted to 3 bills.

Adjustment category CO-PAY Type Coinsurance Amount for  11.27 posted
to 3 bills.

Adjustment category NON PAYMENT Type Chrgs Excd Max Allowable Amt for
96.73 posted to 3 bills.
Done Posting.
```

Post Unallocated Cash - PUC

- Used when an amount cannot be posted to a particular bill, but amount needs to be taken off of the Collection Batch

- Amount is placed into a temporary General Ledger and collection batch item status is changed to fully processed

      ===> Total Posted: $ 120.00   ===> Remaining Balance: $ 380.00

Select Batch Item: 1 1
   ===> Item Total Posted: $ 120.00   ===> Item Remaining Balance: $ 380.00
Select A/R BILL/IHS BILL NUMBER:
Select PATIENT NAME:

Select Bill DOS:
Do you want to POST any of the unposted balance to UNALLOCATED CASH? NO// YES

Select Batch: MEDICARE OPV-04/14/2009-1MEDICARE OPV-04/14/2009-1INDIAN HEALTH HO
SPIT
      ===> Total Posted: $ 120.00   ===> Remaining Balance: $ 380.00

Select Item: 1
   ===> Item Total Posted: $ 120.00   ===> Item Remaining Balance: $ 380.00

Enter UNALLOCATED amount: 380.00

Amount: 380.00
OK to Post to UNALLOCATED CASH? YES//

Updating Account, Transaction and Batch files now...

Posting from Unallocated Cash

```
27. 5000.00      MEDICARE                        MEDICARE IP TST-11/03/2008-1 1
             NOV 03, 2008@09:54:47    MEDICARE      BSLTEST1
28. 2500.00      MEDICARE                        MEDICARE OPV-04/14/2009-1    2
             APR 15, 2009@13:51:44    MEDICARE       RTG09984768           LETTER
29.  380.00      MEDICARE                        MEDICARE OPV-04/14/2009-1    1
             APR 17, 2009@15:25       MEDICARE       RTG09984768           LETTER


Enter a number (1-29): 29


#    Credit     Account                          Batch                        Item
             TRANS DATE              ALLOW CAT    TDN                      STATUS
----------------------------------------------------------------------------------
 380.00          MEDICARE                        MEDICARE OPV-04/14/2009-1


Action (1=Post to an A/R Bill, 2=Refund, 3=Transfer to another facility, 4=Exit):
```

ERA/835 Overview

- HIPAA Compliance
- Allows for automated posting of payments in RPMS
- Payment information is retrieved from PNC bank
- Collection Batches are created in RPMS
- ERA files are uploaded in RPMS
- ERA claims are matched to RPMS bills
- ERA claims are posted to RPMS bills

ERA/835 Changes and Updates (Patch 10)

- All transactions in an ERA check that contain a payment reversal must be posted manually
- All transactions in an ERA check that contain a PLB segment must be posted manually
- What's a PLB segment?
  - A segment within the file that contains an adjustment to the total check amount.
  - Late filing fees, incentive payments, penalties, etc
    - These amounts that have an affect on the actual check amount

ERA/835 Changes and Updates (Patch 10)

- Why do these have to be posted manually?
  - The ERA was posting payment reversals as negative payments instead of payment credits
    - Payment reversals cause errors at UFMS
  - The ERA doesn't recognize the PLB segment

Remember: these restrictions are temporary. The ERA will be revised as per requirements submitted by the TAG (Technical Advisory Group).

Report Basics

- Over 40 reports in the AR package
- Most reports are based on a set of user-chosen criteria called inclusion parameters
- Pre-built reports
  - Report generated when date range entered
  - Report runs with no additional info entered by user

Using Reports to Manage A/R

Account Management Reports (AMRM)

- Bills Listing Report - BLS
  - detailed and/or summary info on bills uploaded from TPB package
- Large Balance List - LBL
  - bills with an open balance of $5000 or more
  - dollar amount can be changed
- Bill Negative Balance List - NEG
  - lists all bills with a balance of less than zero
  - pre-built report - can only restrict report to a specific location, billing entity or allowance category
- Small Balance List - SBL
  - bills with an open balance of $5 or less
  - dollar amount can be changed

Bills Listing Report

```
 WARNING: Confidential Patient Information, Privacy Act Applies

==========================================================================
DETAIL Bills Listing Report                    APR 20,2009@14:25   Page 1
for MEDICARE BILLING SOURCE(S)
at ALL Visit location under INDIAN HEALTH HOSPITAL Billing Location
==========================================================================
Patient                Bill Number          DOS     Amount Billed    Balance

==========================================================================
      Visit Location: AMBULANCE
           Visit Type: AMBULANCE
              A/R Account: MEDICARE


DEMO,JOHN              29062A-A        MAR 16, 2006         560.00        0.00
DEMO,JOHN              29062B-A        MAR 16, 2006         560.00      560.00
WILLIAMS,ASHLEY        31422A-A        OCT 07, 2008         952.00      201.00
                                                    ------------- -------------
A/R Account           Count:    3        Total:          2,072.00        0.00
                                                    ------------- -------------
Visit Type            Count:    3        Total:          2,072.00        0.00
                                                    ------------- -------------
Visit location        Count:    3        Total:          2,072.00        0.00
```

Large Balance List

```
 WARNING: Confidential Patient Information, Privacy Act Applies

==============================================================================
Large Balance List over $5,000.00                    APR 20,2009@14:28   Page 1
for ALL BILLING SOURCE(S) at ALL Visit location regardless of Billing Location
==============================================================================
BILL NUMBER             DOS      DATE BILLED  DTB     BILLED AMT      BALANCE  AGE
==============================================================================


VISIT LOCATION:   INDIAN HEALTH HOSPITAL
   A/R ACCOUNT:   AETNA LIFE AND CASUALTY


21316A-JSU-9235     04/25/2002  07/15/2003 2552      50,496.00      50,496.00 2106
21316B-IH-9235      04/25/2002  04/28/2004 2552      50,496.00      50,496.00 1601
31356A-IH-4572      06/10/2008  06/10/2008  314       5,248.00       5,248.00  314
                                                ---- ------------- ------------- ----
 AR Account Subotal ($) and Average (#):  1806      106,240.00     106,240.00 1340
```

Aging Reports Menu - ARM

- Age Day Letter & List - ADL
  - provides a summary of money owed for all open accounts
  - user specifies the aged day amount
  - form letter automatically printed for payer
  - List Report prints that contains detailed info for each bill with an open balance

Age Day Letter & List (ADL) Summary Report

```
Summary of bills/accounts over 360 days          11/26/2008     PAGE: 3
========================================================================
------------------------------------------------------------------------

NEW MEXICO MEDICAID                                       22,844.00
DANTUN,TONITA ANN                                             86.00
DONOTSMOKE INSURANCE                                         339.33
MEDCO HEALTH PRESCRIPTION                                     10.36
BIRTHDAY HEALTH PLAN                                         122.00
CRESCENT MUTUAL LIFE                                          61.00
SPIDERWEB                                                  9,657.00
PIRATES GROUP INSURANCE                                      122.00
CARPENTER'S FOUNDATION                                        61.00
THE PEOPLES HEALTH PLAN                                       61.00
WIND INSURANCE GROUP                                          61.00
COLORADO MEDICAID                                             72.00
JANSAN,SHANNING WADE                                         259.00
AETNA US HEALTHCARE                                       25,067.84
```

```
                Department of Health and Human Services
                          Indian Health Service
                               ALBUQUERQUE
                             Business Office

DATE:      26 NOV 2008
TO:        NEW MEXICO MEDICAID
           PO BOX 26500
           ALBUQUERQUE
           NEW MEXICO
           87125-6500
           (505)246-9988
           MEDICAID FI


FROM: BUSINESS OFFICE  address for payments
      PO BOX 34982
      PASADENA
      CALIFORNIA
      91110-0655


Regarding Past due bills over  360 days totaling  $ 22,844.00


The above past due has been calculated as of this date. A detailed listing
of claims is attached for your reference and information. Please review
and advise us as to the status of the past due claims.
If you have questions or concerns, please call the Business Office at
907-345-3456. We appreciate your cooperation.
                          Sincerely
                          Christopher Collections
                          Business Office Manager
```

ADL List Report

```
 NEW MEXICO MEDICAID    over  360  days                    11/26/2008    PAGE: 19
================================================================================
Policy Holder           Policy #        Claim #   DOS            Amt Bld    Balance
--------------------------------------------------------------------------------
PATIENT,THREE              666123456     30721A-I  05/31/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
PATIENT,THREE              666123456     30722A-I  07/04/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
PATIENT,THREE              666123456     30723A-I  07/26/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
PATIENT,THREE              666123456     30724A-I  05/10/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
PATIENT,THREE              666123456     30814A-I  09/11/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
PATIENT,THREE              666123456     30815A-I  08/09/2007      200.00     200.00
Pat: PATIENT,THREE      Comment:_____
TOTAL:                                                          $22,844.00
```

Aging Reports Menu - ARM

- Age Open Items Report - AOI
  - lists aged bills with an open balance, negative and positive
  - user specifies aged date range
    - 0-30, 31-60, 61-90, etc
  - excellent tool for working AR

Age Open Items - AOI

```
 WARNING: Confidential Patient Information, Privacy Act Applies

==========================================================================
 Aged Open Items Report                        APR 20,2009@15:09   Page 1
 for Bills OVER 120 days old
at INDIAN HEALTH CENTER Visit location(s) under INDIAN HEALTH HOSPITAL Billing Location
==========================================================================
        PATIENT NAME              BILL NUMBER            DOS        OVER 120

==========================================================================
     VISIT Location:  INDIAN HEALTH CENTER
          A/R Account:  D-AARP
   JONES,CHIPPER                31307A-IC          05/23/2008        63.98
                                                                ------------
        * D-AARP TOTAL                                              63.98
          A/R Account:  MEDICARE
   PATIENT,ELEVEN               30898A-IC-4571     09/25/2007        25.00
   PATIENT,ELEVEN               30915A-IC-4571     11/02/2007       201.00
PATIENT,SEVENTEEN              30055A-IC-4576      05/09/2007       180.00
                                                                ------------
        * MEDICARE TOTAL                                          406.00
                                                                ------------
      ** INDIAN HEALTH CENTER TOTAL                              469.98
                                                                ============
      *** REPORT TOTAL                                           469.98
```

Aging Reports Menu - ARM

- Age Summary Report - ASM
  - should be run at month end for reconciliation
  - identifies payers who are not sending reimbursement
  - can be run to include bill detail

ASM - Report

```
 WARNING: Confidential Patient Information, Privacy Act Applies
============================================================
Age Summary Report for ALL BILLING SOURCE(S)      JUN 4,2003@12:19   Page 1
at ALL Visit location(s) under UNSPECIFIED HEALTH CENTER Billing Location
============================================================

BILLING ENTITY      CURRENT      31-60      61-90     91-120       120+      BALANCE
============================================================

MEDICAID
 MEDICAID CIMARRON     0.00       0.00       0.00       0.00    6828.56     6828.56
 MEDICAID LOVELACE     0.00       0.00       0.00       0.00    4128.52     4128.52
 MEDICAID PRESBYTER    0.00       0.00       0.00       0.00    4408.03     4408.03
 MONTANA MEDICAID      0.00       0.00       0.00       0.00     172.00      172.00
 NEW MEXICO MEDICAI    0.00     378.00       0.00       0.00   53199.12    53577.12
                   --------- --------- --------- --------- --------- ----------
BILL ENTITY TOTAL      0.00     378.00       0.00       0.00   68736.23    69114.23
```

Cancelled Bills Report - CXL

- lists bills that were cancelled in Third Party Billing after they were transmitted to AR as open bills with a balance

- these bills were NOT sent to payers

- these amounts inflate the total dollar amount in AR

- bills need to be adjusted off in AR

- located in AR Manager Menu

```
===============================================================
```

 For INDIAN HEALTH HOSPITAL Visit Locations
 containing ONLY bills with an Open Balance.

```
===============================================================
```

A/R ACCOUNT	# BILLS	AMT BILLED	BALANCE
MEDCO HLTH PRESCRIPTION	14	1,139.73	1,139.73
MEDICARE	27	32,271.00	31,622.00
NEW MEXICO MEDICAID	29	3,092.59	3,092.59
NM PIPETRADES HLTH & WEL TRUST	1	213.00	213.00
RAILROAD RETIREMENT	8	2,588.00	2,588.00
RX-AMERICA	2	51.45	51.45
SCRIPT CARE	25	1,896.94	1,896.94
TRICARE-WPS WEST REGION	1	327.00	327.00
UNITED HEALTH CARE	5	741.00	741.00
UNITED HEALTHCARE	1	63.00	63.00
WALGREENS HEALTH INSURANCE	2	98.49	98.49
ZENITH ADMINISTRATORS	3	1,312.00	1,312.00
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** VISIT Location Subtotal	197	54,597.49	53,948.49
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*** REPORT TOTAL	197	54,597.49	53,948.49

Questions