Step By Step Guide: AccuCare Billing

ERA Processing

The ERA Processing module allows a user to retrieve an ERA (Electronic Remittance Advice) to display, review and post the remittance details and information from the ERA file from the Payer.

Considerations

You will need to contact AccuCare and Orion Healthcare Technology Customer Support before using ERA Processing. Authorization is required before AccuCare can begin receiving ERA files from various payers. *Please note:*

Not all Payers can provide ERA files.

Only ERA payments that are associated with a claim that was submitted electronically through AccuCare can be processed in ERA processing. Any claims submitted through a different system or method will not be able to be processed in ERA processing.

Layout

1. Electronic Remittance Advice Files section: This grid will display the summary details from the ERA file.

2. Details: Click the checkbox and the individual details of the ERA information are displayed in the grid below.

3. View ERA: Report available in the ERA File section that provides a report of the ERA file information.

4. Claim Details: This grid will list each individual service/transaction that matches back to an electronic claim submitted. The claim details will list the Payment and any applicable Insurance Adjustments as individual rows.

5. View: This is a report of the remittance information for just the client in that row.

6. Type and Amount: The transaction type of the ERA

   Payer Payment – cannot be edited. This is a financial amount determined by the Payer and it is required to post the payment as it is reported from the ERA back to AccuCare. Once the Payer Payment has been posted from ERA Processing, it can be edited in the Insurance Payments or Client Billing Activity.

   Insurance Adjustment – This is the amount that the Payer has determined is not payable for the corresponding Group and Reason Codes.

   In this area, you are allowed to adjust the Insurance Adjustment and mark it as a "COB Adjustment" if the amount needs to be submitted to a secondary payer. Or mark it as an "Apply to Customer Balance" if the amount is for the Patient's Responsibility.

7. Post Status: By default, the Post Status is Post Later. You can change the Post Status upon review:

   Post Later = The information will not be posted when the "Post Selected Entries" button is pushed.

The transaction information will remain in the grid until it has been posted or removed.

Post Now = The ERA information will be posted back to the AccuCare transaction.

Post Never = The ERA information will not be posted in AccuCare.

8. Save: Once the Post Status has been reviewed and changed, click Save to Save the changes.

9. Post Selected Entries: Once the Post Status has been Saved, click Post Selected Entries to post ERA entries back to AccuCare. This will update the Posted status of the row in the ERA Files grid and allow the row to be Removed.

10. Revert: Any changes to the Amounts or Posting Status will be reverted and the ERA transactional information will go back to the original details.

11. Retrieve Payer Responses: This button will pull in any *NEW* ERA files that are available.

12. Export List: Allows the user to export the rows in the Claim Details Grid to be downloaded in an Excel spreadsheet.

13. Totals: This is the actual amount of the Total Payment, Total Adjustments, and Apply to the Customer Balance listed in the Claim Details grid.

Note: There are times when the Remit Amt in the ERA Files grid will display the actual remit amount from the payer, but the Total Payments displays a different amount because it is only totaling the amount in the payment rows in the Claim Details grid.
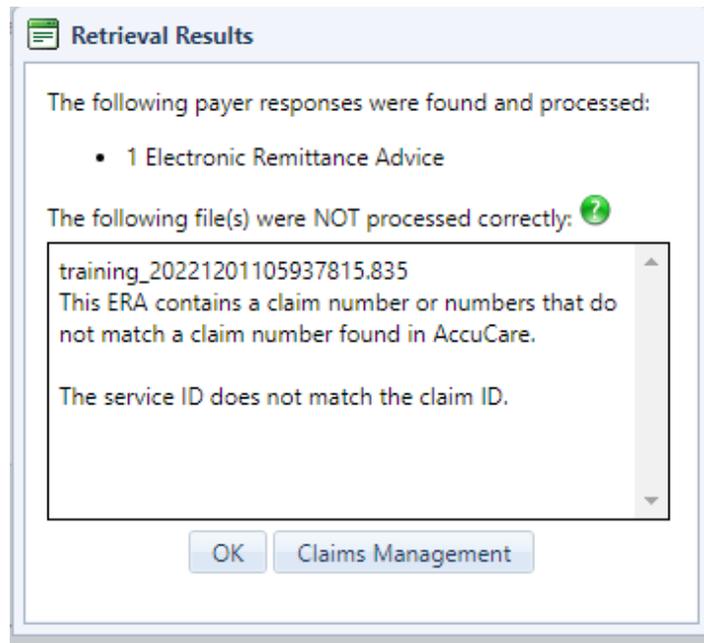
Step By Step Guide: AccuCare Billing
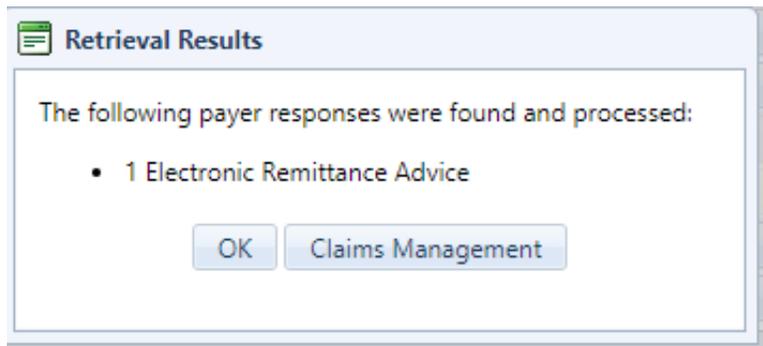
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Retrieve Payer Responses

Click this button when you are expecting or to see if there are any new ERA files available.
You will receive a Retrieval Results message.

If any details are provided that any of the files were NOT processed correctly, IMPORTANT
You will need to either take a screenshot of this message or highlight and copy the details of the message and email this information to Orion Healthcare Technology at billingsupport@orionhealthcare.com so that the ERA file can be resolved and redistributed back to your AccuCare for processing.
Example:

If the file is acceptable in AccuCare you will receive a Retrieval Result like this:

Click the OK button.

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Review ERA Information

The ERA file summary details will be displayed in the ERA Files grid (on the top).
Click on the checkbox in the Details column to display the itemized and individual details of the ERA file in the Claim Details grid (bottom grid).

Review the information in the Claim Details.
Make any necessary modifications, changing the Type if necessary. For example: Apply to Customer Balance for Patient Responsibility information or to COB Adjustment if the claim is going to a secondary payer plan next.

Post ERA Transactions

Once you have reviewed and updated all the information and you are ready to post the desired ERA transactions, next set the Post Status to the Post Now or Post Never status.

For ease of use, you can set the status for all the transactions using the "Set All Status:"

Select Post Now. The Post Status for all the individual rows will be updated to "Post Now".

Click the Save button.

Refresh the screen or close the module and go back into the ERA Processing.

Make sure the ERA you are wanting to post is selected in the top ERA Files grid with the checkbox in the Details column.

Now click on the Post Selected Entries button.

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A Payment Processing Review Report will open on another tab. This is a report that displays all the transactions that are going to be posted from the ERA file.
You can choose to Print or Download this report as a pdf copy for your records.
Close the Report.

You will receive a Transactions Being Posted Confirmation dialog.
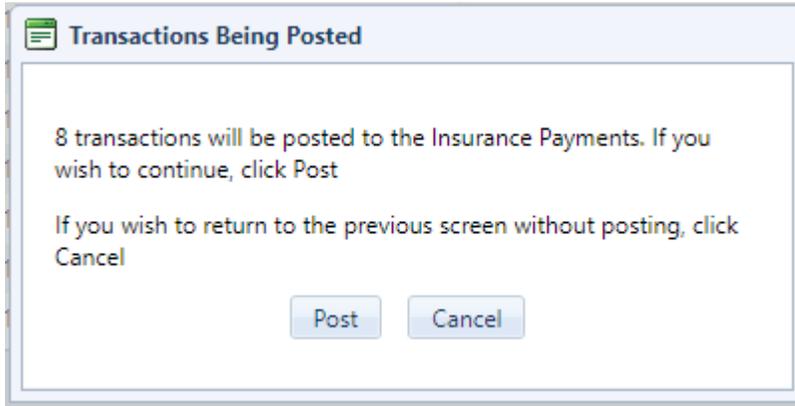
Click the Post button to Post the ERA and Payment information in AccuCare or Click Cancel to go back and make additional changes to the ERA transactions.

Once you have posted the ERA transactions, the Posted Status in the ERA Files grid will be updated to Yes and a red "X" will appear in the Remove column.
This will allow you to remove the ERA file from AccuCare.

It can be important to remove the ERA files so that it is easier to distinguish the ERAs that have been processed and leave space for the newest ERA files.