

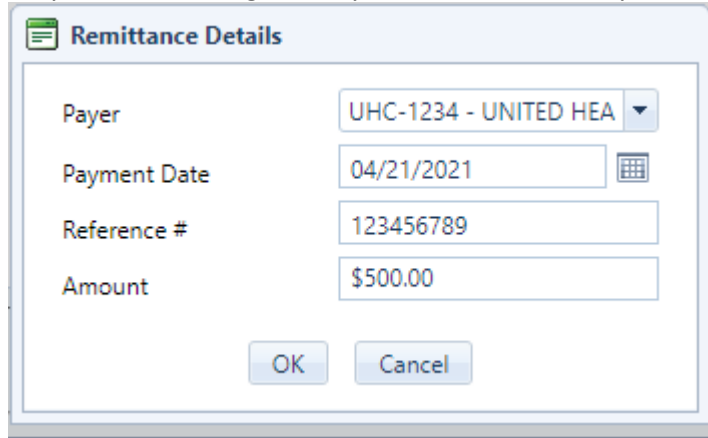
# Step By Step Guide: AccuCare Billing

## Payment Processing

The Payment Processing screen allows a user to enter batch information for a Payer Payment, Remittance Advice (RA), and Explanation of Benefits (EOB).

### Remittance Details

1. When you first enter the Payment Processing screen you will need to enter your Remittance details:



The screenshot shows a 'Remittance Details' dialog box with the following fields:

- Payer: UHC-1234 - UNITED HEA (dropdown menu)
- Payment Date: 04/21/2021 (text field with calendar icon)
- Reference #: 123456789 (text field)
- Amount: \$500.00 (text field)

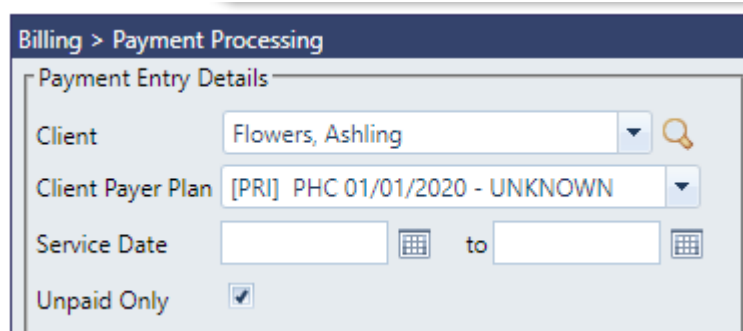
Buttons: OK, Cancel

- Payer: Select the Payer the RA/EOB is from.
- Payment Date: Enter the date of the RA/EOB
- Reference #: Enter the check number or RA number of the remittance
- Amount: Enter the total amount of the RA/EOB
- Click the 'OK' button

### Select Client

In Payment Processing, you will only be allowed to select a client that has the Payer you selected in the Remittance Advice that also has that Payer assigned to them in the Client Intake>Payer tab.

1. Client: You can select your client by beginning to type the characters of the client's last name. Advanced Client Search: You can search for the Client's Name by searching for the client by last name, first name, or Billing Reference #. The Advanced Client Search will only display results of client that have the same Payer assigned to them in the Client Intake>Payer Tab and was selected in the Remittance Details.



The screenshot shows the 'Billing > Payment Processing' screen with the following details:

- Client: Flowers, Ashling (dropdown menu with search icon)
- Client Payer Plan: [PRI] PHC 01/01/2020 - UNKNOWN (dropdown menu)
- Service Date: [ ] to [ ] (text fields with calendar icons)
- Unpaid Only:

# Step By Step Guide: AccuCare Billing

## Payment Processing

2. Once you select your client name, the client's Payer Plan will be displayed. Unless the client has multiple payer plans that match the Payer in the Remittance Details you can leave the plan that was populated.
3. Service Date: *(This field is optional)* This allows you to filter the dates of service so only the Dates of Service will display in the Service drop-down that matches your filter criteria.
4. Unpaid Only: This check box, when checked (default) filters the Service drop-down to only display the dates of service and services for the client selected that have not been closed out with insurance payments and adjustments. When the check box is unchecked, the Service drop-down will display all dates of service and services for the client, regardless if any previous payments have been applied or if the service has been closed out.

### Payment Transaction Details

1. Service: This drop-down displays the Dates of Service, Service Code, and Service Amount for the client selected. All dates are listed chronologically from oldest to newest. Select the appropriate Date of Service and Service Code that you are applying the payment for from your RA/EOB.
2. Payment Amount: Enter the payment amount for that individual line of service that is being paid.

The screenshot displays the 'Billing > Payment Processing' window with the 'Payment Entry Details' form. The form includes the following fields and controls:

- Client:** A dropdown menu with 'Flowers, Ashling' selected and a search icon.
- Client Payer Plan:** A dropdown menu with '[PRI] PHC 01/01/2020 - UNKNOWN' selected.
- Service Date:** Two date pickers separated by 'to'.
- Unpaid Only:** A checked checkbox.
- Service:** A dropdown menu with '12/29/2020 - IOP Group - \$842.00' selected.
- Payment Amount:** A text input field containing '\$842.00'.
- Adj Type:** A dropdown menu.
- Adj Amount:** A text input field containing '\$'.
- Group Code:** A dropdown menu.
- Reason Code:** A dropdown menu.
- Additional Adj:** An 'Add New' button.
- Customer Balance:** A 'Calculate' button.
- Apply Amount:** A text input field containing '\$'.
- Buttons:** 'Apply' and 'Clear' buttons at the bottom.

# Step By Step Guide: AccuCare Billing

## Payment Processing

3. Enter any Adjustments amount and codes or Apply to Customer Balance amounts if applicable.
4. Click the 'Apply' button.  
This will produce a payer payment row in the Transaction List on the right side.  
The totals at the bottom of the Transaction list will also calculate and update.
5. All Payments, Adjustments, and details that were entered in the fields on the left will retain the same values.
6. If there are multiple services for this client, the next unpaid service will automatically display in the Service drop-down, this is to help with the next service that needs to have the payment applied.
7. Once you confirm this is the next service or once you select the next service that you wish to enter a payment for, click the 'Apply' button.
8. Once you have applied the payments and any adjustments for all of the dates of service on your RA/EOB there are entries displayed in the Transaction List on the right. You can select your next client or post your payment transactions to the system.

### Transaction List

The screenshot displays the 'Billing > Payment Processing' window. On the left, the 'Payment Entry Details' section includes fields for Client (Flowers, Ashling), Client Payer Plan (PRI PHC 01/01/2020 - UNKNOWN), Service Date, Unpaid Only (checked), Service (01/12/2021 - OP Group - \$172), Payment Amount (\$842.00), Adj Type, Adj Amount (\$), Group Code, Reason Code, Additional Adj (Add New), Customer Balance (Calculate), and Apply Amount (\$). At the bottom of this section are 'Apply' and 'Clear' buttons.

The 'Transaction List' on the right shows the following data:

Client Name	Srv Date	Service	Type	Amount	Edit	Remove
Flowers, Ashling	12/15/2020	IOP Group	Payment	\$842.00		
Flowers, Ashling	12/17/2020	IOP Group	Payment	\$842.00		
Flowers, Ashling	12/22/2020	IOP Group	Payment	\$842.00		
Flowers, Ashling	12/24/2020	IOP Group	Payment	\$842.00		
Flowers, Ashling	12/29/2020	IOP Group	Payment	\$842.00		
Flowers, Ashling	01/05/2021	IOP Group	Payment	\$842.00		

Summary statistics at the bottom of the Transaction List:

Total Adj:	\$0.00	Total Apply to Client:	\$0.00	Total Payments:	\$5,052.00
------------	--------	------------------------	--------	-----------------	------------

At the bottom of the Transaction List are 'Post' (with a green checkmark icon) and 'Clear' (with a red X icon) buttons. At the very bottom of the window are 'Edit Remittance Details' and 'Close' buttons.

# Step By Step Guide: AccuCare Billing

## Payment Processing

The Total Payments amount should match the Remit Amount entered in the Remit Details.

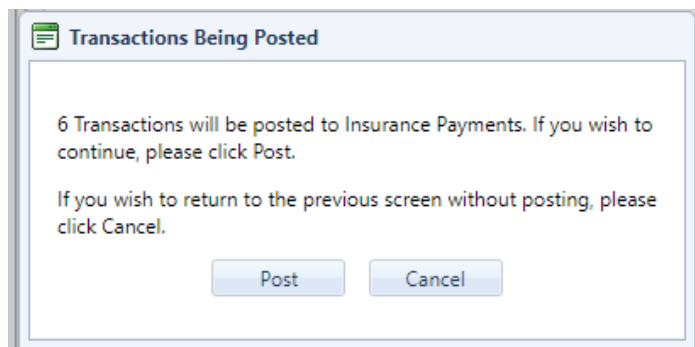
If the amounts do not match, you might want to check your dates of service and payment amounts that were entered in the transaction list to make sure everything was data entered properly.

The system will still allow you to post (requiring a double confirmation) your Transaction List if the payments do not balance.

1. You can edit or remove any rows that are in the Transaction List by clicking on the edit or delete icons.
  - When you click Edit on one of the rows, the values for that row will populate on the left in each of the fields. You can make the appropriate changes and click Apply to save the editing changes.
  - When you click Delete on one of the rows, it will remove that row from the Transaction List, and the total amounts at the bottom of the Transaction List will recalculate and update.
2. You are also able to edit your Remittance Details if needed by clicking on the 'Edit Remittance Details' button.

### Posting

1. Once you are ready to post your Transaction List to the system, click the 'Post' button.
3. If you wish to clear the items in the Transaction List, click the "Clear" button, this will remove all the items in the Transaction List.
4. As soon as you click Post, a report will open in a separate window to allow you to review the payer transactions that are going to be posted to the system or allow you to save a report of what information is being posted to the system.
5. After you close the report, you will be returned to the Payment Processing screen which will ask you to confirm that you want to post the payment transactions in were in the Transaction List. If you want to post these transactions to the system, click the 'Post' button. If you need to make any changes or do not wish to post, then click Cancel and you will be taken back to the Payment Processing entry mode and Transaction List.



# Step By Step Guide: AccuCare Billing

## Payment Processing

6. Once you have posted the payment transactions to the system, you will receive a dialog message that confirms the transaction has been posted and you can choose to stay in the Payment Processing and enter a new or another RA/EOB by clicking the 'Enter New Remittance' button. Or if you click the 'Close Payment Processing' button, you will be returned to the Billing Main Menu.
7. All payment transactions that were posted in the Payment Processing can be viewed or edited in the Client Billing Activity or Insurance Payments screens.

