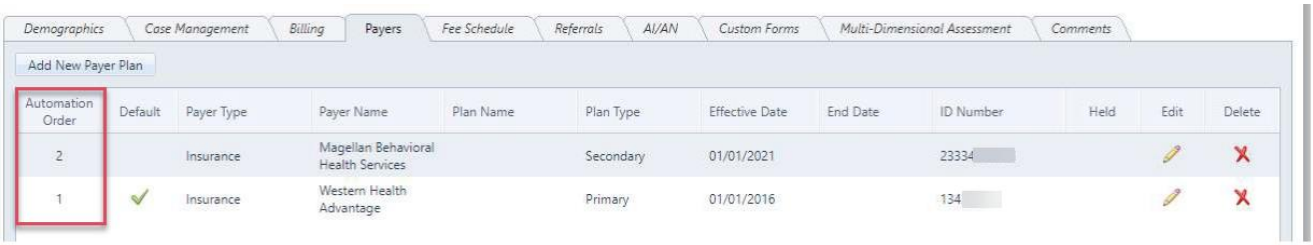
Step-By-Step Guide: AccuCare Billing

How to submit Secondary Claims in AccuCare

Two areas are important to the successful preparation and submission of electronic claims in AccuCare.

1) The first area is the client's payer plan information listed in the Client Intake > Payers Tab.
Make sure the Primary Insurance Plan for the client is listed as Primary and has an Automation order = 1.
Make sure the Secondary Insurance Plan for the client is listed as Secondary and has an
Automation order = 2.



2) Next you will need to make sure to enter the Payment and Adjustment information from the Primary
Insurance Plan. These entries can be entered in the Insurance Payments module.

- **A Payment entry from the Primary is required, even if the Primary paid zero.**
- **All Adjustments need to be entered using the "COB Adjustment" entry.**
- **All Payment and Adjustment amounts must equal the total charged amount of the service.**

Note: The COB Adjustment amounts entered are not applied to the balance amount. They act as "Invisible entries" for secondary claim filing
only.

3) If the Automation order in Client Intake and the Primary Payment and COB Information are entered correctly, then the system will automatically ready the service to be submitted to the secondary insurance plan and will contain all of the Primary EOB information on the claim.

4) If your service is not showing up in the Submit Services with a "Ready" status and the secondary
Payer as the Plan.

You can go into Client Billing Activity and edit the Charge service by selecting the secondary Payer as the Client's Payer Plan. This should allow the service to display in the Submit Services with the desired Payer; however, if the primary payer's EOB information was not entered properly, the service will most likely have a "Missing Info" status.

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Example #1:

Here is an example of an EOB from Medicare as the client's primary insurance plan:

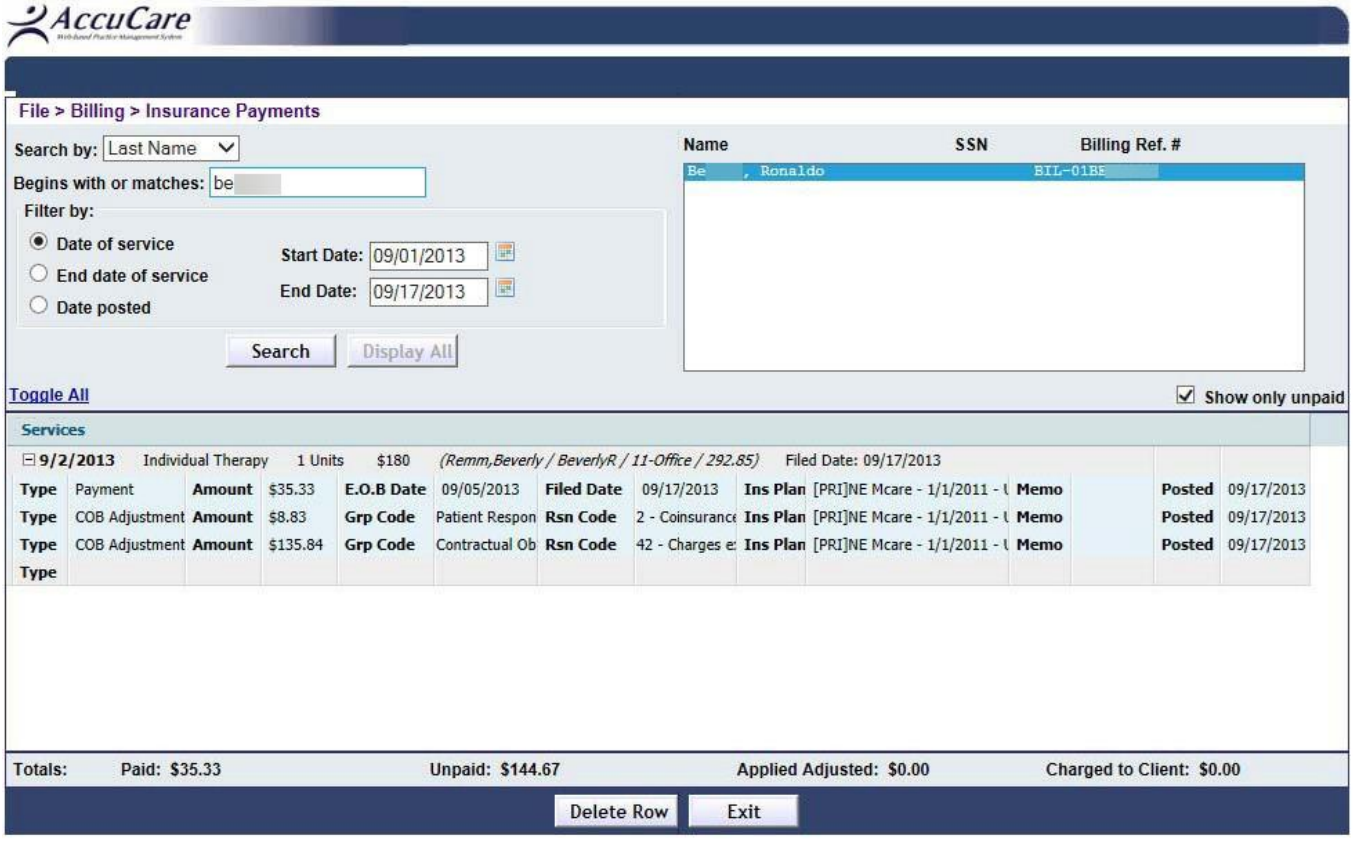
PERF PROV	SERV DATE	POS	NOS	PROC	MODS	BILLED	ALLOWED	DEDUCT	COINS	GRP/RC-AMT	PROV PD
NAME BE I, RONALDO M.			HIC 999999999A		ACNT BENS 9R-01		ICN 1708219015XXX		ASG Y	MOA MA01	MA18
1223344XXX	0701 070108	12	1	E1390		180.00	44.16	0.00	8.83 CO-42	135.84	35.33
PT RESP	8.83		CLAIM TOTALS			180.00	44.16	0.00	8.83	135.84	35.33
CLAIM INFORMATION FORWARDED TO:			BCMNX/BC/BS MINNESOTA								35.33 NET

The information from this EOB tells us:

Total Amount Charged=	**$180.00**	**Payment from Primary Insurance**	**$ 35.33**
Adjustment due to Co-Ins	**$ 8.83**	**Adjustment due to CO-42**	**$135.84**

The total of the payment amount and the two adjustments equal the charge amount of

$180.00. This is how this information would look in the Insurance Payments in AccuCare:



Example #2

Another EOB from Medicare as the primary insurance plan, this plan paid zero to the provider.

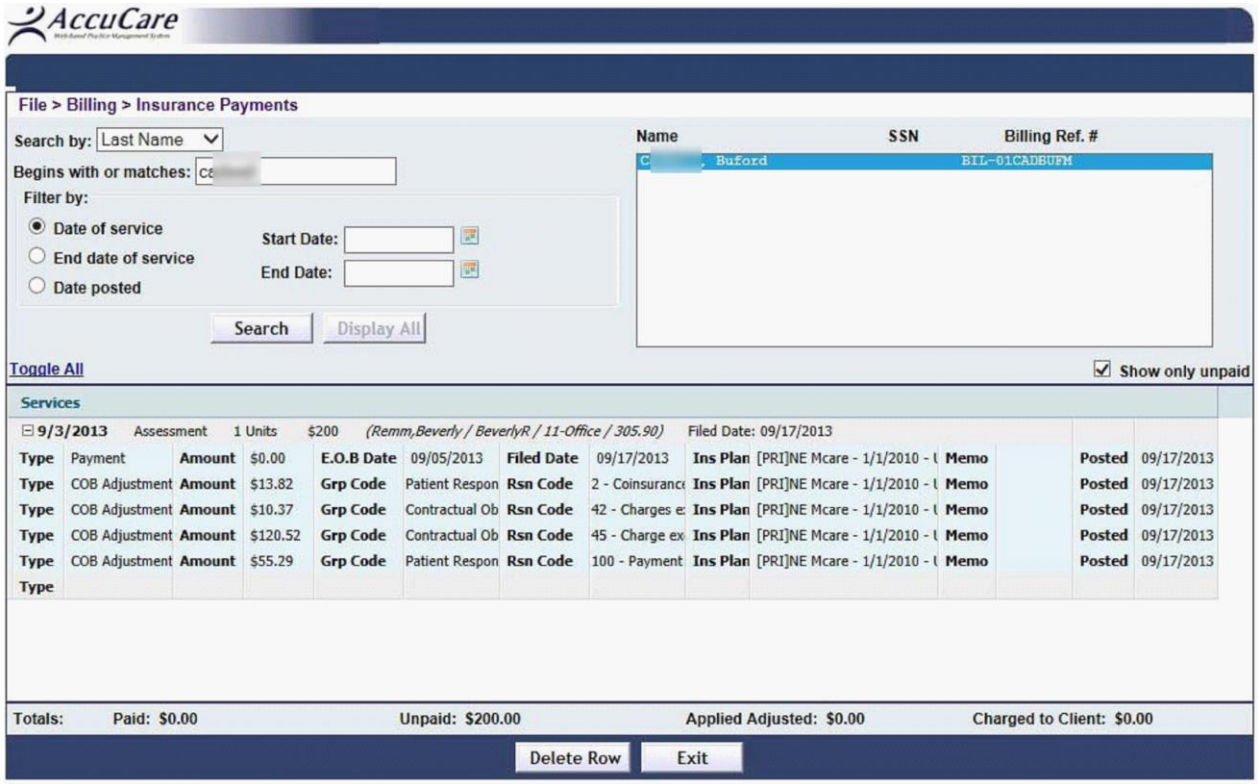
PERF PROV	SERV DATE	POS	NOS	PROC	MODS	BILLED	ALLOWED	DEDUCT	COINS	GRP/RC-AMT	PROV PD
AME CA[redacted], BUFORD			HIC 333333333A		ACNT C[redacted]12546P-02		ICN 1708321011XXX		ASG N	MOA MA28	
1223344XXX	0704 070408	12	1	E0431		200.00	69.11	0.00	13.82	CO-42 10.37 CO-45 120.52 PR-100 55.29	0.00
PT RESP	79.48		CLAIM TOTALS			200.00	69.11	0.00	13.82	186.18	0.00 0.00 NET

The information from this EOB tells us:

Total Amount Charged	**$200.00**	**Payment from Primary Insurance**	**$ 0.00**
Adjustment due to Patient Co-Ins	**$ 13.82**	**Adjustment due to CO -42**	**$ 10.37**
Adjustment due to CO -45	**$120.52**	**Adjustment due to PR-100**	**$ 55.29**

The total of the payment plus the four adjustments equals the charge amount of $200.00

Below is how the information would be entered in the Insurance Payments in AccuCare to be able to generate a secondary claim.



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Now that the Primary Payment amount and all of the COB adjustment amounts equal the charge amount, a secondary claim can now be prepared and submitted to the secondary insurance plan.

The step for preparing and submitting a secondary claim uses the same process for preparing and submitting primary insurance claims.

Either at this time or the next time that you go to Submit Service click the Display All Ready button. The claims that you have entered the information for to be sent to secondary insurance will now appear in the Submit Services screen with Ready status. Once these claims have been prepared with the method of electronic or paper, next you will submit or print in the Submit Insurance button.

Orion Healthcare Technology - Phone: 800-324-7966
billingsupport@orionhealthcare.com