



Insurance Payment Posting

Objectives & Goals:

- Review hotkeys for insurance posting
- Review insurance payment posting details
- Parameters specific for Insurance Payment posting
- Refund insurance overpayment

Hotkeys

F8 - Opens Insurance Payment Posting screen

The **Alt** key plus any letter underlined will take user to that field.

Alt E takes user to top Date field

Alt P takes user to Patient Name field

Alt D takes user to Paid field

Alt W takes user to Write Off field

Ctrl S will save all

Ctrl N will create new

Hitting the Spacebar when in the "Code" box will automatically bring up the Code window.

Payment Posting

Insurance Payment Posting



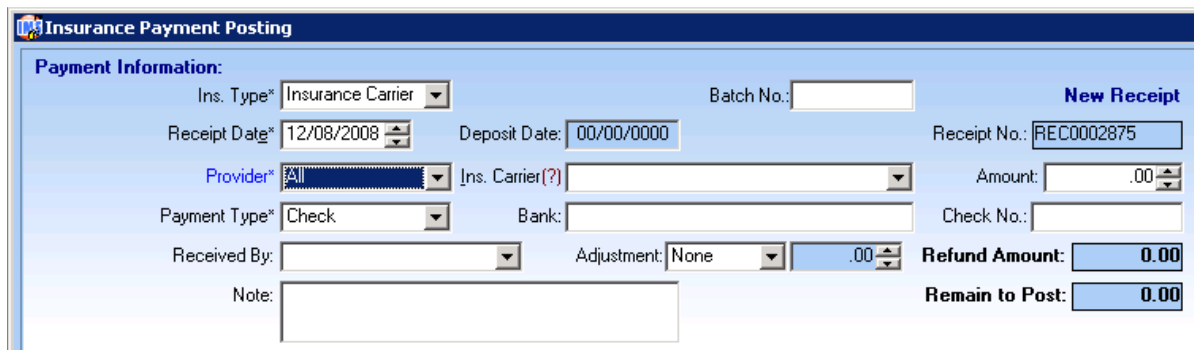
NOTES:



Select the Insurance payment posting icon  on the toolbar or press the hotkey **F8**.

Payment Information

The top section displays payment information section. This is the information for one check received from an insurance company.



Insurance Payment Posting

Payment Information:

Ins. Type* Insurance Carrier Batch No.:

Receipt Date* 12/08/2008 Deposit Date: 00/00/0000 Receipt No.: REC0002875

Provider* All Ins. Carrier(?) Amount: .00

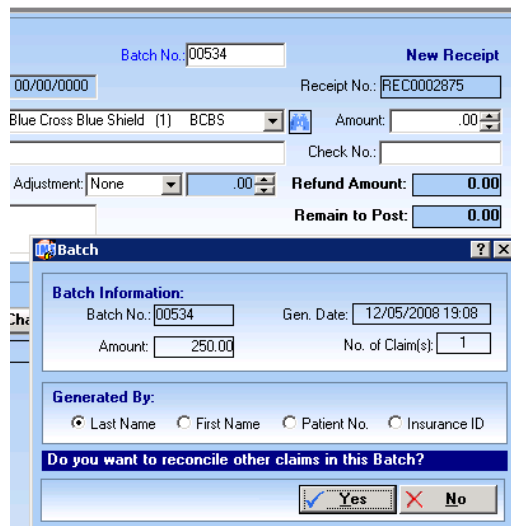
Payment Type* Check Bank: Check No.:

Received By: Adjustment: None .00 Refund Amount: 0.00

Note: Remain to Post: 0.00

Ins Type – choose Insurance Carrier or Plan in order to select the organization making the payment. Choose all to not select an organization.

Batch No – Users can input the claim batch number if you so wish to bring forward all transaction lines linked to the claim file. The batch screen will appear asking if you wish to generate by Last Name, First Name, Patient Number, Insurance ID. The default is last name. When clicking Yes, all transactions linked to that claim batch ID will be displayed allowing user to enter payment information.



Batch No: 00534 **New Receipt**

00/00/0000 Receipt No.: REC0002875

Blue Cross Blue Shield (1) BCBS Amount: .00

Adjustment: None .00 Refund Amount: 0.00

Remain to Post: 0.00

Batch

Batch Information:

Batch No.: 00534 Gen. Date: 12/05/2008 19:08

Amount: 250.00 No. of Claim(s): 1

Generated By:

☒ Last Name ☐ First Name ☐ Patient No. ☐ Insurance ID

Do you want to reconcile other claims in this Batch?

☒ Yes ☐ No

NOTES:



Receipt Date defaults to the current date and usually refers to the date the user wishes to record the check as being received and deposited.

Deposit Date is set from the Deposit tool.

Receipt No: is set by the program or reflects downloaded 835 file.

Provider allows user to select a specific provider in the group which this check is linked to, or ALL which allows posting again several / multiple provider accounts.

Insurance allows user to select the specific insurance carrier or plan. Can leave blank if Insurance Type was left as All.

Amount user will input the total amount of the check to be distributed among multiple patients.

Payment Type user can distinguish between check or EFT. Other options include cash, credit card, money order, debit card but these options really only apply to patient payments.

Bank allows user to indicate which bank this check was deposited in. This is helpful for those clinics with multiple banking accounts.

Check No allows user to input the check number.

Received by will default the individual who is logged into that system at the time. This indicates the individual entering the payment information. It is very important that this be valid.

Adjustment is used if the check is to be adjusted as an over payment or under payment. When entering a payment the default should be None.

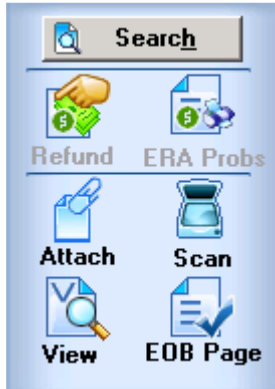
Refund Amount will reflect the amount to be refunded.

Note: allows user to input a note specific for this check. This note can be viewed when clicking "search" and displaying the payments in history.

Remainder to post displays the dollar amount remaining to be posted

NOTES:

Right panel includes:



By clicking **Search**, the Receipt search window will display allowing user to search for previous insurance payments. Note the filters allow the user to drill down to specifics.

Search Receipt (Payment)										
Provider:	Patient (?)	Insurance (?)	From Date:	To Date:	Check/Card:	Receipt No.:	Paid By:	Over Paid:	Control No.:	
All		All	11/05/07	10/06/08			Insurance	All		
Date	Receipt	Ins Type	Insurance	Reference	Patient	Rec. Amt.	Apply Amt.	Unapply Amt.	Serv. From	CPT

Once a previously input deposit is found, the user can bring forward the receipt details. This is helpful if the user has posted a payment but not finished and has a remainder balance which to post.

Attach allows the user to attach an EOB file or attachment to the specific insurance check entry.

Scan allows the user to scan in the EOB.

View allows user to view the scanned EOB or attached EOB file.

EOB Page indicates the specific page(s) of the EOB

NOTES:



EOB Section

EOB:													
Patient* (?)	Service	CPT	Claimed	Charge	Rec.	W/O	Paid	Co-Ins.	Ins.	Pt. Resp.	Writeoff	Codes	EOB
>				0.00	0.00	0.00	.00	.00		.00	.00		0.00

The EOB section contains the payment details. Each line represents the payment made to a separate charge.

Enter a patient name and tab off the field. The **Pending Bills** selection window opens allowing the user to select the charges that are being paid. Place a check for each charge; note that when a charge is selected, the system asks if all charges from that service should also be selected.

Once the charges are selected, this information will populate into the EOB table.

Use the tab key to move through the fields entering the following information:

Paid amount – as reflected by the insurance EOB, this is the amount paid on the specific date of service for that specific CPT code.


Co-Ins - the amount to send to secondary insurance carrier


Patient Responsibility - this includes any amount which is patient responsible, including the copayment amount. Note, if you leave this field blank the system will assume that the patient had no copayment to ever be paid on this charge, nor was responsible for any amount for this DOS and CPT. It is extremely important that if the patient was responsible for any portion of the amount that amount be input.

Write-off is the amount to be written off, and will auto populate.

Rejection codes - if the claim is rejected, click on the icon and choose a rejection code.

Page of the EOB – input the page which this specific payment can be found on the EOB, very helpful if the EOB has been scanned into the system.

To enter an adjustment, use the  icon at the end of the row. See the window below.

 Adjustment

Over Paid:

Refund Amt.: Refund Date:

Refund Ref.:

☒ Ok
 ☐ Cancel

NOTES:



When posting a payment, windows pop-up at the bottom of the screen detailing the charge information and showing payment history. The information viewed is specific to the active charge / payment posting line.

EOB:

Patient* (?)	Service	CPT	Claimed	Charge	Rec.	W/O	Paid	Co-Ins.	Ins.	Pt. Resp.	Writeoff	Codes	EOB	Balance
> Test, New (PT00000025)	10/22/2008	99205	250.00	P 250.00	20.00	0.00	.00	.00	.00	.00	.00			250.00

Serv. Date	CPT	Claimed	Resp. Party	Charge	Balance	Pt. Paid	Ins. Paid	Ins. W/O	Pt. W/O
10/22/2008	99205	250.00	Aetna	250.00	230.00	20.00	0.00	0.00	0.00

Select linked primary ins. charges...

Select Paid Charges...

Show pending bills...

Additional Detail (Charge)

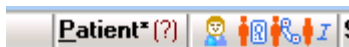
Claim Form Code: 99205	Ins: Aetna,Mcare
Diagnosis: 110.1	
Modifiers: 25	
Approved Amt: 0.00	Expected Amt: 0.00
Note: Click here to open charge posting	

Payment History

CPT	Paid by	Rec.Dt	Claim	Co-Ins	Pt. Resp.	Writeoff	Paid	Overpaid	Refun
99205	Patient (Self)	08/03/08	20.00	0.00	0.00	0.00	20.00	0.00	0.
99205		10/22/08	20.00	0.00	0.00	0.00	-20.00	0.00	0.
99205		12/01/08	20.00	0.00	0.00	0.00	-20.00	0.00	0.
Open Credit							08/03/08	15.00	0.00

Ctrl+F7:Payment Codes Ctrl+F8:Co-Ins Adjustment **Total: 0.00** Ctrl+Shift+E - To open EOB page F11- Add Row F12- Delete Row

Users can post the payments to multiple patients by selecting the patient line by line.



The view patient information click on Patient or the “Waldo” image. Throughout the program these same icons are available allowing the user to view various information for the selected patient. Often users find clicking on “Waldo” and choosing Patient Ledger will provide them with a great deal of information if questions arise. The importance to this feature is the user is not forced to close the payment posting screen, but instead can view detailed information about the patient’s account before ever leaving the insurance payment posting area.

NOTES:



INSURANCE PAYMENT POSTING TIPS:

Important Parameters to consider before starting:

Do you want the ability to save the deposit without zero-ing out the deposit amount? This can be very important if you are interrupted, wish to save the entries completed at that point and come back to it later to finish applying the funds to each patient.

Do you want the check receipt date to default to the date you enter the first time and not change after saving? After saving the payment, once you click to add a NEW insurance check the program will default to today. If you wish to change this to the receipt date and have that same date repeat, then a parameter change can be made.

Do you want the Payment Type to default to All, Insurance Carrier or Insurance Plan? This again is a parameter setting.

Do you want to be warned if the payment is less than the amount you have in the Fee Schedule? This again is a parameter setting.

The Parameter settings for this group is found under Setup | Parameters | System | Payment Posting.

Allow to save receipt eventhough remain to post is greater than zero.	Yes
>> Select Current Saved Receipt Date in Insurance Receipt	Yes

Do you want the Insurance type as a default? You can choose All, Plan or Carrier.

NOTES:



The Parameter setting for this issue is found under Setup | Parameters | User | Billing General.

A screenshot of the SuiteMed software's 'Parameters' window. The window has a title bar 'Parameters' and a left-hand navigation pane titled 'User Parameters'. The navigation pane lists several categories: Billing, Visit Note, Visit Note Template, Schedule/Check In-Out, Reminder & Fax, Prescription, Scanner, Email, Allergy Shot, and Other. The 'Billing' category is selected and expanded, showing a list of parameters. The main area of the window displays a table with two columns: 'Parameter' and 'Value'. The parameters listed are: 'Open scanned EOB in' (Value: Response Wind), 'Open scanned super bill in' (Value: Response Wind), 'Open TO BE BILLED on Bill adding' (Value: No), 'Open TO BE BILLED on Bill opening' (Value: No), 'Open TO BE BILLED on Bill saving' (Value: No), 'Open Transfer To Co-Insurance' (Value: Yes), '>> Post Insurance payment by' (Value: Plan), 'Prompt for Insurance selection in Auto Recon.' (Value: All Carrier), and 'Search anywhere in data for ICD' (Value: Plan).

Parameter	Value
Open scanned EOB in	Response Wind
Open scanned super bill in	Response Wind
Open TO BE BILLED on Bill adding	No
Open TO BE BILLED on Bill opening	No
Open TO BE BILLED on Bill saving	No
Open Transfer To Co-Insurance	Yes
>> Post Insurance payment by	Plan
Prompt for Insurance selection in Auto Recon.	All Carrier
Search anywhere in data for ICD	Plan

NOTES:



Insurance Payment Posting Tips:

Scenario: Insurance overpaid on a patient account. In this scenario we will post the individuals' line item and note it as a refund.

From Insurance Payment Posting, enter the amount of the check.

Input the patient name, however, since the charge was paid and is now 0, you must click the "show paid". Choose the charge like and return to the Insurance Payment Posting screen.

When entering the payment amount you will be warned and prompted to set this as "over paid". Click Yes.

EOB:

Patient*	Service	CPT	Claimed	Charge	Rec.	W/O	Paid	Co-Ins.	Ins.	Pt. Resp.	Wri
> Danner, MARY (PT0000165)	04/10/2006	99213	84.00	P 84.00	61.25	22.75	12.00	.00		.00	

Intelligent Medical Software (IMS)

? Paid amount cannot be greater than Claimed amount. Do you want to set Over Paid?

Next, click the box at the right of the Balance Amount of 0 ☐ and note the Over Paid amount is there. **SAVE.**

W/O	Paid	Co-Ins.	Ins.	Pt. Resp.	Writeoff	Codes	EOB	Balance
2.75	45.00	.00		.00	.00			0.00

Adjustment

Over Paid:

Refund Amt.: Refund Date:

Refund Ref.:

NOTES:



To **REFUND** go to the patient ledger. You can do so quickly by clicking on the patient head icon “Waldo” and choosing patient ledger.

In the Patient Ledger you will see the note of Overpaid.

			10/24/08	IW	Reverse Writeoff to Aetna		5.00
99213	25	1.00	04/10/06	CH	OFFICE VISIT EST. LEVEL 3	292(Paid)	84.00
>>			10/24/08	IR	Payment from Aetna Overpaid : 45.00		-45.00
			10/24/08	IR	Payment from Aetna		-61.25

To Refund you must right click on the line with the Overpaid amount and choose **Refund**.

OFFICE VISIT EST. LEVEL 3	292(Paid)
Payment from Aetna	
Overpaid : 45.00	
Payment from Aetna	
Writeoff from Aetna	
Writeoff from Aetna	
Reverse Writeoff to Aetna	
Add...	
Edit...	
Delete...	
Set Color	
Write off	
Payment Code History...	
Return Check...	
Refund...	
Adjust to Charge...	
View EOB...	
Show Edit Log Detail	

Refund Posting									
Refund Information:									
Ins Type: Insurance Plan		Date: 10/24/2008		Doctor: Alvarado, CHARLES		Refund No.: REF00000005		New Refund	
Refund To: Insurance		Insurance (?): Aetna (292) AET14		Amount: 45.00		Check No.:		Remain to Post: 0.00	
Refund Type: Check		Bank:		Check No.:		Refunded By:		Note:	
Pending Over Payment:									
Sel	Date	Receipt	Service Date	CPT	Patient Name	Amount	Unapp. Amt	Refund	Balance
>	10/24/2008	REC00000535	04/10/2006	99213	Danner, MARY	45.00	45.00	45.00	0.00

The Refund Posting screen will appear. All the necessary information will pre-populate this screen.

Click to **SAVE**. You will be prompted to print the refund – which is by choice.

NOTES:



Below is a sample of the printed Refund.

Office 55
4455 Medical Dr San Antonio, TX 78229
Phone: (510) 555-6665 Fax: (510) 555-1703
Refund Detail

Refund Date: 10/26/2008	Doctor: Alvarado, CHARLES	Refund No: REF0000007
Refund To: Insurance	Insurance Plan: AccuMed:	Refund Amount: 5.00
Refund Type: Check	Bank:	Check No:
Refund By:		

Refund(s):

Date	Receipt No	Service From	CPT	Patient	Amount	Unapply Amount	Refund Amount	Balance
09/08/2008	REC0000507	05/19/2004	99215	Smith, Theodore	5.00	0.00	5.00	0.00
						Total:	5.00	

NOTES:
