



DHA Uniform Business Office Patient Responsibility Webinar

Yvette Guerrero
September 2024

Patient Responsibility -

- Patient Responsibility encounters are billed to the guarantor or patient for reimbursable charges.
 - Encounters are validated using emailed lists or in work queues.
- Patient Statement Process:
 - RevSpring is a third-party vendor that prints and mails Patient Statements.
 - Centralized Receivables Service (CRS) receives Patient Statement uploaded by UBO staff, then mails and pursues collections.
 - ✓ CRS is not available to all billing entities.



Webinar Overview of Patient Responsibility Billing

- Topics are grouped by dates, then into categories.
 - Date of Service \leq June 20, 2023
 - ✓ Pre-NDAA
 - Date of Service \geq June 21, 2023
 - ✓ NDAA 716 Hold
 - Profile & Health Plan (P&HP)

Terms used following slides:
 \leq June 20, 2023 = "June 20th"
 \geq June 21, 2023 = "June 21st"
NDAA 716 = "716"

- Dates and categories are separated into Queues.
 - RevSpring
 - ✓ Good Standing Self Pay
 - CRS Encounter Review
 - ✓ Transferred CRS WI
 - NDAA 716 Review WI
 - ✓ NDAA 716 Waiting CFR
 - NDAA 716 CRS Review WI
 - ✓ NDAA 716 CRS Waiting CFR

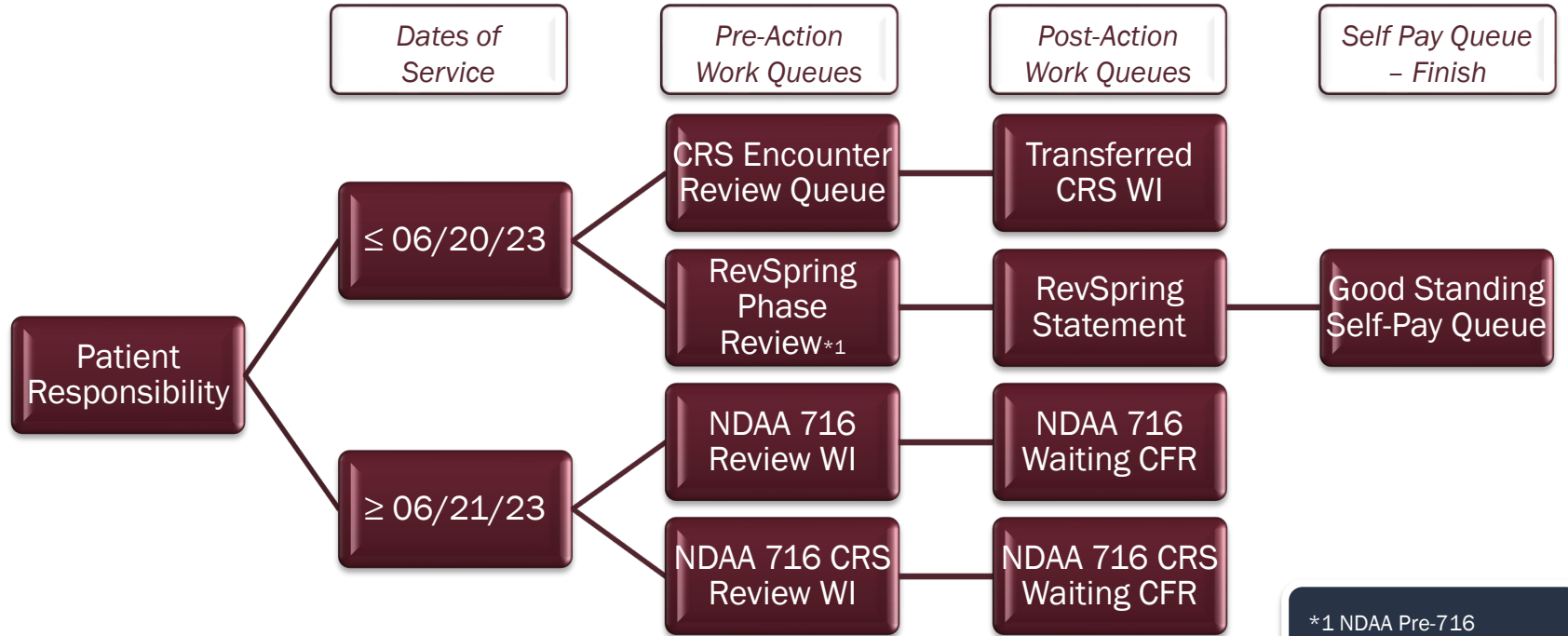


BLUF

- The Patient Responsibility Webinar and the Open Forums work together to assist the billing entities to resolve the encounters in the work queues.
 - The webinar has high level steps and checklists to assist in organizing what queues need to be worked and what steps to take next.
- The webinar also has detailed billing entity data of where the encounters are and where to focus efforts.
 - The UBO HelpFul HandOut for Patient Responsibility has the processes to assist in resolving the encounters in the work queues. Updated version available September 30th.



Patient Responsibility High Level by Date



*1 NDA Pre-716
RevSpring Excl System WI



PATIENT RESPONSIBILITY ≤ 06/20/2023

DOS ≤ 06/20/23
RevSpring

NDA Pre-716
RevSpring WI
Queue *1
PHASES

Good
Standing
Self-Pay
Queue

CRS
Encounter
Review
Queue

Transferred
to CRS WI
Queue

DOS ≤ 06/20/23
CRS Upload

*1
Phased lists will
be provided.



Overview Encounters ≤ 06/20/2023

Pre-NDAA 716

Dates of Service 1-April-2022 to 20-June-2023

* Prior to NDAA 716

Billable Patient Statements

- RevSpring – Print and Mail – Phases
 - CRS – Upload Patient Statement
-



Patient Responsibility ~ ≤ 06/20/2023

RevSpring Phase I Civilian Emergency ~ In-Process

RevSpring Patient Statement Phase 1a: In-Process

- Financial Class of Civilian Emergency (w/exceptions)
 - Excluded Billing Entities with CRS Encounters
- Statements Generated and Sent via RevSpring
- List of Address and P&HP Issues to go back to Billing Entity to Resolve

RevSpring Patient Statement Phase 1b: Pending

- Financial Class of Civilian Emergency (w/exceptions)
- CRS Billing Entities - Non-CRS Encounters



Patient Responsibility Encounters ~ ≤ 06/20/2023

Checklist: RevSpring Patient Statement Review

RevSpring List	Steps to do
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Validate Patient List	<input type="checkbox"/> Review Every Patient
<input type="checkbox"/> Verify Profile & Health Plan	<input type="checkbox"/> Update Profile & Health Plan
<input type="checkbox"/> Verify Guarantor Name	<input type="checkbox"/> Guarantor Tab - Update if Blank
<input type="checkbox"/> Verify Guarantor Address	<input type="checkbox"/> Guarantor Tab - Update if Blank
<input type="checkbox"/> Review Tabs	<input type="checkbox"/> Resolve Work Items - Other Issues
<input type="checkbox"/> Respond When Completed	<input type="checkbox"/> Follow Instructions in Email

- RevSpring Statements are generated in phases for DOS ≤ 06/20/2023.
- Each billing entity will receive a list of patients qualifying for RevSpring Phase 2 this October.
- Each billing entity will validate each encounter, update if required.



Patient Statement Release Plan v6 (as of 9/23/2024)

Description	Timeframe	Estimated Date	Encounter Review Volume
Patient Statement Design Validation	Completed	-	-
QR code update and implementation	Pending, no dependency for release	-	-
Address Validation	Pending final validation by LPDH/RevSpring, 2 weeks	06/12 Complete	-
Insert Language	Completed	-	-
Work Item Build	3-4 weeks estimated timeframe once submitted for JSAAB and workplan approval, 1 additional week for system application/implementation	06/05 Build Start 07/29 Build Complete	-
Phase 1 - Civilian Emergency Financial Class Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	07/31 Start 08/21 Review Complete 09/20	≈15,000
Phase 2 – Secretarial Designee, Civilian Contractor, Cosmetic, Non-Government Agency, Service Affiliates, Invited Guests Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	09/30 Start 10/21 Review Complete 10/28	≈10,000
Phase 3 - TRICARE FMR Billing Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	11/04 Start 11/25 Review Complete 12/02	≈15,000
Phase 4 - Civilian Employee Financial Class Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	12/09 Start 12/30 Review Complete 01/06	≈10,000
Phase 5 – Foreign Affiliates Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	01/13 Start 02/03 Review Complete 02/10	≈1,500
Phase 6 – All Other Patient Responsibility or Manually Held Ops Job Patient Statement Release	MTF Review - 3 weeks Work Item Application and Proofing - 2 weeks Statements Approved	02/17 Start 03/10 Review Complete 03/17	-

Improving Health and Building Readiness. Anytime, Anywhere - Always



UBO HelpFul HandOut (5c1a) PtR Patient Responsibility

“CRS Encounter Review” – Overview 1 ~ ≤ 06/20/2023

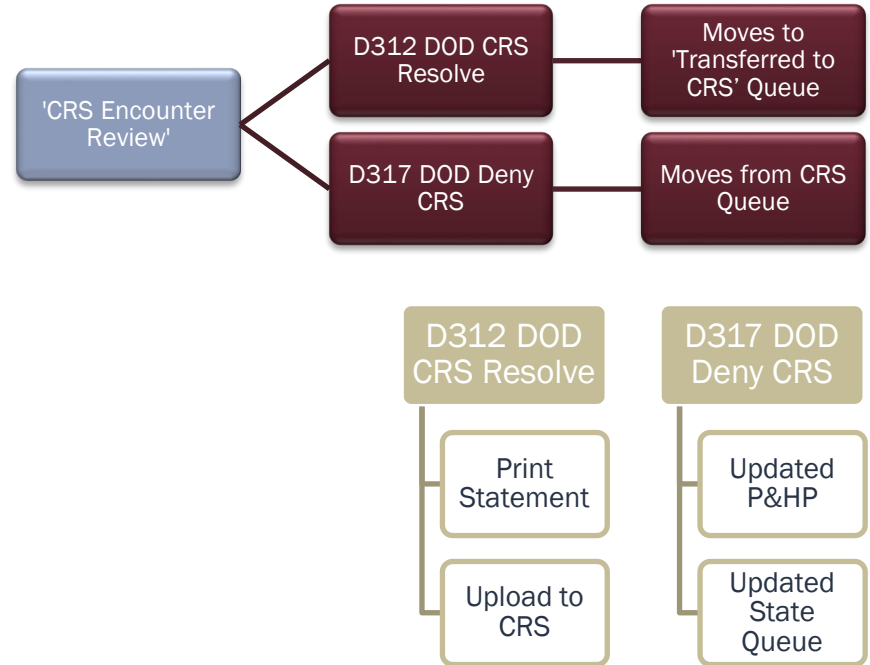
“CRS Encounter Review”

Work the queue 3-5 times a week.

Validated CRS encounter Statements are generated and uploaded to CRS. Not every profile and/or health plan qualifies for CRS.

CRS process only applies to MTFs with CRS access.

Pending correction for billing entities with CRS Queues and no CRS access



UBO HelpFul HandOut (5c1a) PtR Patient Responsibility

“CRS Encounter Review” – Overview 2 ~ ≤ 06/20/2023

Detailed steps-
HelpFul HandOut

CRS ENCOUNTER REVIEW Queue

- WorkFlow-Queue: 'CRS Encounter Review'
- Workflow Tab - Work Item: D312 - CRS Encounter Review
 - Apply D312 to Resolve or D317 to Deny

CRS RESOLVE D312 (Action Code)

- Workflow Tab - Apply Action Code: D312 DOD Resolve CRS Encounter
 - Review encounter, meets CRS criteria
 - Generate Statement - Upload to CRS
 - System Moves to: 'Transferred to CRS 'WI''
 - Now Workflow Tab: 'D313 - DOD Transferred to CRS'

CRS DENY D317 (Action Code)

- Workflow Tab - Apply Action Code: D317 DOD Deny CRS Transfer
 - Scenario #1: Profile & Health Plan Updated, Does not qualify for CRS
 - Scenario #2: No Charges or Zero Balance
 - Scenario #3: MTF does not have CRS

Transferred to CRS 'WI' ~ Resolve D313

- WorkFlow-Queue: 'Transferred to CRS 'WI''
- Workflow Tab- Work Item 'D313 - DOD Transferred to CRS'
 - Apply Action Code: 'D313 to Resolve Transferred to CRS'



Patient Responsibility Encounters ~ ≤ 06/20/2023

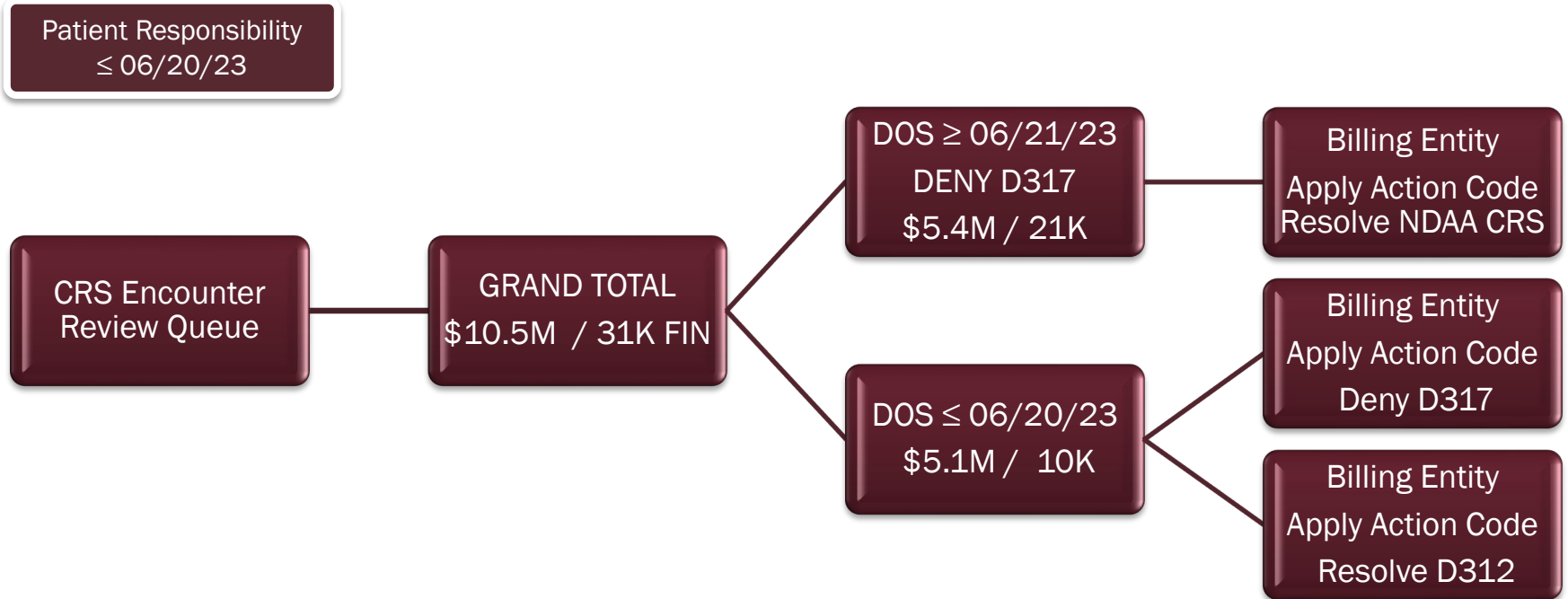
Checklist: “CRS Encounter Review”

CRS Encounter Review	Steps to do
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Filter ≥ 06/21/23	<input type="checkbox"/> Apply Action Code D317 Remove
<input type="checkbox"/> Filter ≤ 06/20/23	<input type="checkbox"/> Only if above not done
<input type="checkbox"/> Verify Profile & Health Plan	<input type="checkbox"/> Update Profile & Health Plan
<input type="checkbox"/> Verify Guarantor Name	<input type="checkbox"/> Guarantor Tab – Update if Blank
<input type="checkbox"/> Verify Guarantor Address	<input type="checkbox"/> Guarantor Tab – Update if Blank
<input type="checkbox"/> Qualify for CRS Upload ~ YES	<input type="checkbox"/> Print Statement ~ Statement Cycle
<input type="checkbox"/> Upload to CRS ~ YES	<input type="checkbox"/> Apply Action Code D312 Resolve
<input type="checkbox"/> Qualify for CRS ~ NO	<input type="checkbox"/> Apply Action Code D317 Deny

- Validate each encounter ≤ 06/20/23. Incorrect P&HP, update, then apply action code; qualifies for CRS, print Statement, update Statement Cycle, then upload to CRS, apply action code.
- Remove DOS ≥ 06/21/23, system error select encounters and apply action code to remove.



Patient Responsibility: CRS Encounter Review



Patient Responsibility ~ ≤ 06/20/2023

“CRS Encounter Review” ~ Totals – (Remove/Validate)

Billing Entity to do:

Resolve “CRS Encounter Review” Queue ~ Grand Total: \$10.5 M / 31 K

- Status Date should not exceed 7 days
- CRS Encounter Review

Resolve DOS ≤ 06/20/23 ~ \$5.1 M / 10 K

- Update Profile & Health Plan
- Transfer to CRS

Resolve DOS ≥ 06/21/23 ~ \$5.4 M / 21 K (NDAA 716 DOS)

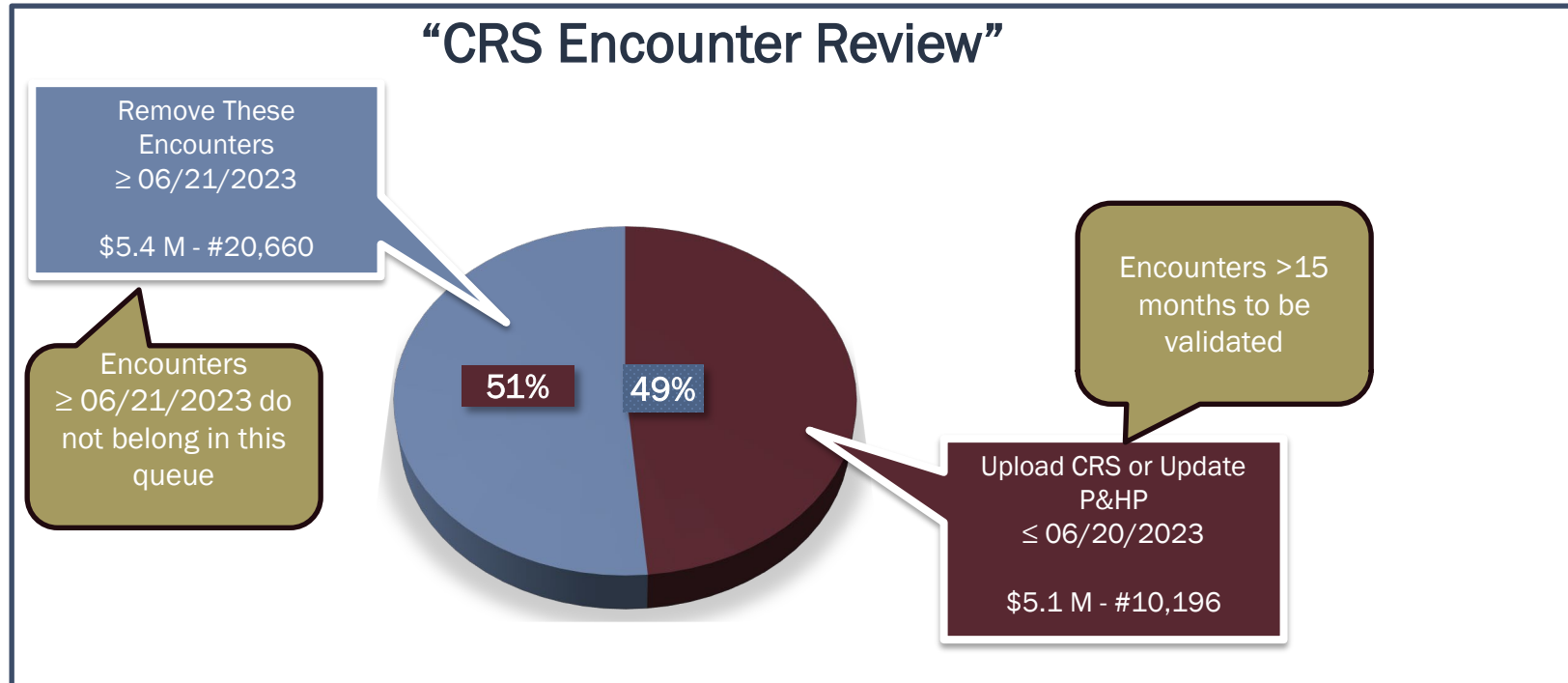
- Apply Action Code D317 Deny CRS
- Review in NDAA-CRS ‘WI’

Test Patients ~ 2 K

- Pending Guidance



“CRS Encounter Review” Chart



Patient Responsibility ~ ≤ 06/20/2023 (49%)

“CRS Encounter Review” – Billing Entity Status (Validate)

Row Labels	Balance	Count of FIN
CRS Encounter Review	\$ 5,064,443.55	10196
⊕ 0126 Naval Hospital Bremerton	\$ 362,646.05	1907
⊕ 0104-NH Beaufort	\$ 87,314.26	999
⊕ 0029 Naval Medical Center San Diego	\$ 217,750.46	904
⊕ 0032 Evans Army Community Hospital	\$ 209,749.88	754
⊕ 0123 MMC AT Augusta-Belvoir	\$ 320,336.70	639
⊕ 0125 Madigan AMC	\$ 383,930.75	551
⊕ 0039-NH Jacksonville	\$ 158,409.73	536
⊕ 0109-AMC BAMC-FSH	\$ 1,558,150.97	535
⊕ 0067 - Walter Reed Natl Mil Med Cntr	\$ 138,641.45	491
⊕ 0048-ACH Martin-Moore	\$ 145,866.72	483
⊕ 0024 NH Camp Pendleton	\$ 282,644.12	403
⊕ 0047-AMC Eisenhower	\$ 107,007.24	400
⊕ 0006 673rd MDG	\$ 220,755.07	266
⊕ 0131 Weed ACH	\$ 94,107.45	250
⊕ 0014-60th Medical Group- Travis	\$ 55,297.00	164
⊕ 0073-AF-MC-81st MEDGRP-Keesler	\$ 61,581.64	160
⊕ 0052 AMC TRIPLER-SHAFTER	\$ 111,775.75	100
⊕ 0079 99th MDG - OCallaghan HOSP	\$ 331,636.39	90
⊕ 0120 633rd Medical Group	\$ 13,676.08	82
⊕ 0117- AF-ASU-59th MDW- WHASC- Lackland	\$ 8,628.60	76

CRS Encounter Review

⊕ 0064-ACH Bayne-Jones-Johnson	\$ 34,599.64	57
⊕ 0038-NH Pensacola	\$ -	57
⊕ 0066 316th Medical Group-Malcom Grow	\$ 13,205.42	51
⊕ 0030 Robert E. Bush Naval Hospital Twentynine Pal	\$ 14,930.35	46
⊕ 0049 ACH Winn - Stewart	\$ 9,058.11	34
⊕ 0131 Weed ACH - Yuma	\$ 5,118.44	34
⊕ 0108 AMC William Beaumont - Bliss	\$ 6,901.24	30
⊕ 0091 NMC Camp Lejeune	\$ 85,185.24	28
⊕ 0615 NH Guantanamo Bay	\$ 2,973.28	18
⊕ 0060-Ach Blanchfield-Campbell	\$ 10,435.23	13
⊕ 0086 Keller ACH-West Point	\$ 3,030.48	11
⊕ 0124 Naval Medical Center Portsmouth	\$ 6,837.10	11
⊕ 0110-AMC Darnall-Cavazos	\$ 540.49	4
⊕ 0048-ACH Martin-Moore-7SFG	\$ 382.69	4
⊕ 0048-ACH Martin-Moore-Eglin	\$ 446.84	3
⊕ 0089-AMC Womack-Liberty	\$ 352.28	2
⊕ 0057 Irwin Army Community Hospital	\$ 480.64	2
⊕ 0621-NH Okinawa	\$ 59.77	1
Grand Total	\$ 5,064,443.55	10196



Patient Responsibility ~ ≥ 06/21/2023 (51%)

“CRS Encounter Review” – Apply Action Code (Remove)

> CRS Encounter Review

Row Labels	Sum of ENCOUNTER_BALANCE	Count of FIN
CRS Encounter Review	\$ 5,359,420.15	20660
⊕0123 MMC AT Augusta-Belvoir	\$ 997,621.05	2806
⊕0029 Naval Medical Center San Diego	\$ 446,896.19	1899
⊕0126 Naval Hospital Bremerton	\$ 162,546.26	1322
⊕0104-NH Beaufort	\$ 99,545.73	1297
⊕0607 Landstuhl Regional Medical Center	\$ 255,597.78	1121
⊕0024 NH Camp Pendleton	\$ 317,237.84	991
⊕0060-Ach Blanchfield-Campbell	\$ 162,435.45	978
⊕0047-AMC Eisenhower	\$ 176,632.71	978
⊕0048-ACH Martin-Moore	\$ 163,433.62	874
⊕0039-NH Jacksonville	\$ 171,071.40	866
⊕0125 Madigan AMC	\$ 420,027.41	800
⊕0091 NMC Camp Lejeune	\$ 431,406.02	720
⊕0615 NH Guantanamo Bay	\$ 84,772.38	553
⊕0006 673rd MDG	\$ 244,340.50	551
⊕0014-60th Medical Group- Travis	\$ 145,663.32	527
⊕0624 US Naval Hospital Sigonella	\$ 69,817.62	472
⊕0617 USNH Naples	\$ 63,728.30	433
⊕0117- AF-ASU-59th MDW- WHASC- Lackland	\$ 54,457.19	371
⊕0621-NH Okinawa	\$ 34,855.33	287
⊕0073-AF-MC-81st MEDGRP-Keesler	\$ 72,528.33	279
⊕0064-ACH Bayne-Jones-Johnson	\$ 101,217.71	279
⊕0131 Weed ACH	\$ 49,799.49	244
⊕0120 633rd Medical Group	\$ 26,374.03	195
⊕0052 AMC TRIPLER-SHAFTER	\$ 98,609.21	194

⊕0079 99th MDG - OCallaghan HOSP	\$ 203,629.01	172
⊕0639-35th MEDGRP-MISAWA	\$ 23,246.65	168
⊕0640-374th MEDGRP-YOKOTA	\$ 44,448.05	160
⊕0067 - Walter Reed Natl Mil Med Cntr	\$ 18,745.34	158
⊕0622-Naval Hospital Yokosuka	\$ 23,423.01	137
⊕0049 ACH Winn - Stewart	\$ 31,517.38	134
⊕0624 US Naval Hospital Sigonella - Bahrain	\$ 11,680.84	94
⊕0638-51st MEDGRP-OSAN	\$ 12,137.40	84
⊕0089-AMC Womack-Liberty	\$ 6,703.73	83
⊕0030 Robert E. Bush Naval Hospital Twentynine Pal	\$ 62,984.20	71
⊕0047-AMC Eisenhower-Rodriguez Buchanan	\$ 8,899.57	68
⊕0086 Keller ACH-West Point	\$ 21,137.45	57
⊕0622-Naval Hospital Yokosuka - Diego Garcia	\$ 3,101.29	46
⊕0108 AMC William Beaumont - Bliss	\$ 8,955.12	39
⊕0131 Weed ACH - Yuma	\$ 3,402.18	38
⊕0109-AMC BAMC-FSH	\$ 15,677.96	36
⊕0618 US Naval Hospital Rota	\$ 3,157.75	16
⊕0038-NH Pensacola	\$ 344.80	13
⊕0048-ACH Martin-Moore-7SFG	\$ 1,146.77	13
⊕0612-ACH Brian D Allgood-Pyeongtaek (Camp Humphre	\$ 1,611.66	13
⊕0624 US Naval Hospital Sigonella - Souda Bay	\$ 1,487.53	8
⊕0620-Naval Hospital Guam	\$ 352.52	8
⊕0113 -AF -C 82nd MEDGRP Sheppard	\$ 21.97	2
⊕0048-ACH Martin-Moore-Eglin	\$ 315.62	2
⊕0609 Bavaria Medical Command	\$ 0.83	1
⊕0055-Af-C-375Th Medgrp-Scott	\$ 187.01	1
⊕0057 Irwin Army Community Hospital	\$ 489.64	1
Grand Total	\$ 5,359,420.15	20660



PATIENT RESPONSIBILITY ≥ 06/21/2023

DOS ≥ 06/21/23
RevSpring HOLD

NDA 716
Review WI
Queue

NDA 716
Waiting CFR
Queue

NDA 716
CRS Review
WI Queue

NDA 716
CRS
Waiting
CFR Queue

DOS ≥ 06/21/23
CRS Upload HOLD



Overview Encounters ~ ≥ 06/21/2023

NDAAs 716

Dates 21-June-2023 to Current

of
Service

* NDAAs 716 Hold

Hold Patient Statements

- Review for RevSpring

- Review for CRS



NDAA 716

Patient Responsibility Hold
Effective ≥ 06/21/2023

**THE ASSISTANT SECRETARY OF DEFENSE**

1200 DEFENSE PENTAGON
WASHINGTON, DC 20301-1200

HEALTH AFFAIRS**JUN 20 2023**

MEMORANDUM FOR DIRECTOR, DEFENSE HEALTH AGENCY

SUBJECT: Temporary Deferral in Medical Billing of Civilian Non-beneficiaries

While the Department is establishing procedures necessary to implement the changes to 10 U.S.C. § 1079b enacted in section 716 of the James M. Inhofe National Defense Authorization Act for Fiscal Year 2023, I direct that the Defense Health Agency defer establishment and issuance of medical bills to civilian non-beneficiary patients who are not covered by a third party insurer, and who receive care at military medical treatment facilities (MTFs) on or after June 21, 2023, until further notice.

Pursuant to authorization conferred by patient execution of the DD Form 2569 and by applicable provisions of law, MTFs shall continue to submit claims to third party payers for reasonable charges for healthcare services provided. However, when insurance payments are received, MTFs shall not issue invoices to civilian non-beneficiary patients for co-pays, co-insurance, deductibles, nominal fees, and non-covered services, until further notice.

Questions pertaining to this matter may be directed to my point of contact, Ms. Merlyn Jenkins, (703) 681-7346 or e-mail: merlyn.jenkins.civ@health.mil.

A handwritten signature in black ink, appearing to read "Lester Martinez-Lopez".

Lester Martinez-López, M.D., M.P.H.

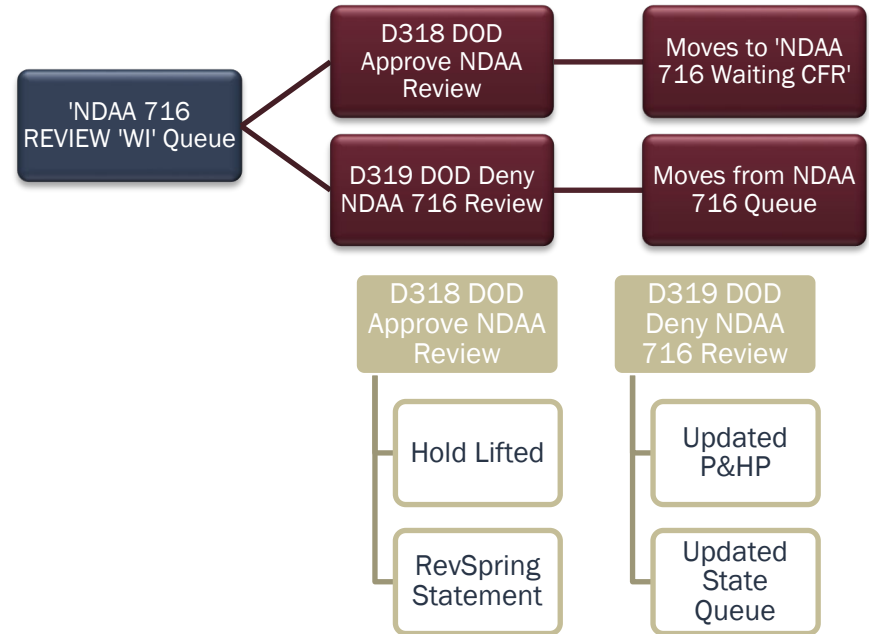


UBO HelpFul HandOut (5c1a) PtR Patient Responsibility

“NDAA 716 Review ‘WI’” –Overview 1 ~ ≥ 06/21/23

Encounters with a date of service \geq 06/21/2023 with a self-pay health plan and/or financial class; to include self-pay after insurance has been processed populate the “NDAA 716 Review ‘WI’” queue.

Action codes are applied to move encounters to the corresponding “NDAA 716 Waiting CFR” queue. Updated P&HP are moved to appropriate queue.



UBO HelpFul HandOut (5c1c) PtR Patient Responsibility

“NDAA 716 Review ‘WI’” – Action Codes ~ ≥ 06/21/23

Detailed steps- HelpFul HandOut

NDAA 716 REVIEW 'WI' Queue

- Workflow-Queue: 'NDAA 716 Review 'WI' Queue
- Workflow Tab - Work Item: D318 - DOD Hold NDAA 716 Patient
- Current Billing Holds Tab: 'DOD Hold NDAA 716 Patient'
- Review: Apply D318 to Approve or D319 to Deny (Pending D320 Resolve)

NDAA 716 APPROVE D318 (Action Code)

- Workflow Tab - Apply Action Code: **D318 DOD Approve NDAA 716 Review**
- Reviewed encounter, meets RevSpring Patient Statement criteria
- System Moves to: 'NDAA 716 Waiting CFR' Queue
- Now Workflow Tab: 'D318 - DOD Hold NDAA 716 Patient'
- Now Billing Holds Tab: 'DOD Hold NDAA 716 Patient'

NDAA 716 DENY D319 (Action Code)

- Workflow Tab - Apply Action Code: **D319 DOD Deny NDAA 716 Review**
- Scenario #1: Profile & Health Plan Updated, Does not qualify for NDAA
- Scenario #2: No Charges or Zero Balance
- Moves to - Varies per encounter
- Billing Holds - Removed



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

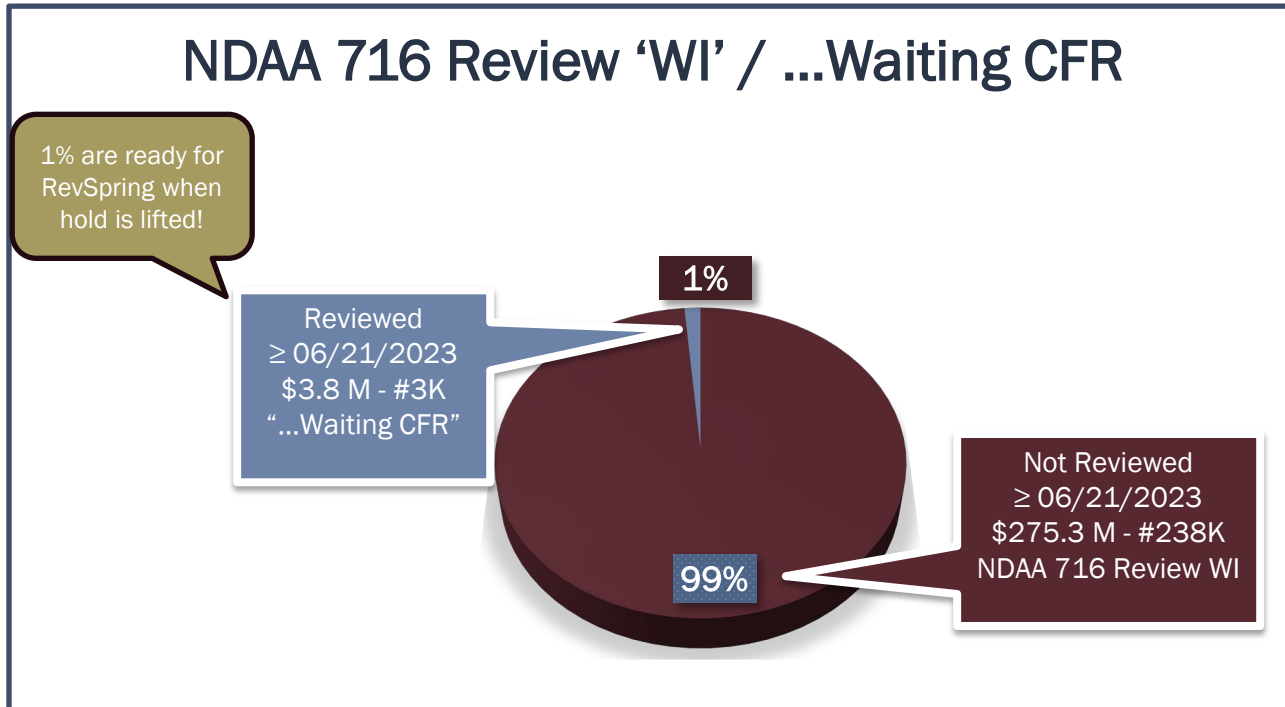
“NDAA 716 Review ‘WI’” ~ Dollar Value & Count

- Unable to pull detailed Discern report, too large. Encounter counts were pulled instead. The value is an estimate.
 - NDAA 716 Waiting CFR
 - ✓ $3327 / \$3.8M = \$1,155$
 - NDAA 716 Review ‘WI’
 - ✓ $238,317 * \$1,155 = \$275M$
 - \$275M Estimate

	ENCOUNTER	Count
NDAA 716 Review 'WI' *1	\$ 275,256,135.00	238,317
NDAA 716 Waiting CFR	\$ 3,843,029.00	3,327
*1 Estimate \$\$		



“NDAA 716 Review ‘WI’” & “...Waiting CFR” Chart



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

“NDAA 716 Waiting CFR” - Billing Entity Validated 1%

Row Labels	Sum of ENCOUNTER_BALANCE	Count of FIN
⊖ NDAA 716 Waiting CFR	\$ 3,843,029.64	3327
⊕ 0622-Naval Hospital Yokosuka	\$ 238,360.39	1346
⊕ 0618 US Naval Hospital Rota	\$ 40,295.98	397
⊕ 0639-35th MEDGRP-MISAWA	\$ 43,972.88	245
⊕ 0621-NH Okinawa	\$ 113,314.99	204
⊕ 0109-AMC BAMC-FSH	\$ 2,777,226.70	195
⊕ 0090 AF-C-4TH MEDGRP-SJ (Seymour Johnson)	\$ 6,233.15	190
⊕ 0083 Kirtland Medical Clinic	\$ 20,718.77	171
⊕ 0075 General Leonard Wood ACH	\$ 47,818.39	152
⊕ 0615 NH Guantanamo Bay	\$ 14,232.49	76
⊕ 0068 NHC Patuxent River	\$ -	51
⊕ 0067 - Walter Reed Natl Mil Med Cntr	\$ 489,178.98	39
⊕ 0036 436th Medical Group	\$ 127.76	35
⊕ 0125 Madigan AMC	\$ 90.31	31
⊕ 0005 Bassett ACH	\$ 2,519.30	17
⊕ 0108 AMC William Beaumont - Bliss	\$ 2,894.29	15
⊕ 0635 39th MDG Incirlik	\$ 6,944.45	13
⊕ 0622-Naval Hospital Yokosuka - Diego Garcia	\$ 624.57	13
⊕ 0061-AHC Ireland-Knox	\$ 3,941.21	13
⊕ 0620-Naval Hospital Guam	\$ 1,571.60	12
⊕ 0057 Irwin Army Community Hospital	\$ 7,055.90	11
⊕ 0804-18th MEDGRP-KADENA	\$ 1,027.77	10
⊕ 0098 AHC Reynolds-Sill	\$ 73.53	9
⊕ 0089-AMC Womack-Liberty	\$ 634.46	8
⊕ 0029 Naval Medical Center San Diego	\$ 324.49	8
⊕ 0049 ACH Winn - Stewart	\$ 2,732.20	6
⊕ 0052 AMC TRIPLER-SHAFTER	\$ 1,584.02	6
⊕ 0095-88th Medical Group	\$ 8,643.22	6
⊕ 0100 NHC New England	\$ 174.11	5
⊕ 0127 NHC Oak Harbor	\$ 1,902.16	5

Row Labels	Sum of ENCOUNTER_BALANCE	Count of FIN
⊕ NDAA 716 Waiting CFR	\$ 3,843,029.64	3327
Grand Total	\$ 3,843,029.64	3327

⊕ 0060-Ach Blanchfield-Campbell	\$ -	4
⊕ 0612-ACH Brian D Allgood-Pyeongtaek (Camp Humphre	\$ 352.28	4
⊕ 0073-AF-MC-81st MEDGRP-Keesler	\$ -	3
⊕ 0014-60th Medical Group- Travis	\$ 645.35	3
⊕ 0013 AF-C-19TH MEDGRP-Little Rock	\$ -	2
⊕ 0024 NH Camp Pendleton	\$ 274.82	2
⊕ 0129 FE WARREN AFB CLINIC	\$ 6.30	2
⊕ 0069 Kimbrough AMB CAR Cen-Meade	\$ -	2
⊕ 0330 Guthrie AHC-Drum	\$ -	2
⊕ 0607 Landstuhl Regional Medical Center	\$ 241.72	2
⊕ 0091 NMC Camp Lejeune	\$ 932.04	2
⊕ 0019 412th MDG	\$ -	1
⊕ 0610-BG Crawford Sams-Camp Zama	\$ 189.53	1
⊕ 0110-AMC Darnall-Cavazos	\$ 433.07	1
⊕ 0802-36th MEDGRP-Andersen	\$ 287.82	1
⊕ 0117- AF-ASU-59th MDW- WHASC- Lackland	\$ -	1
⊕ 0008 R.W.Bliss Army Health Center	\$ 14.01	1
⊕ 0617 USNH Naples	\$ 5,105.55	1
⊕ 0048-ACH Martin-Moore	\$ -	1
⊕ 0001-AHC Fox-Redstone Arsenal	\$ -	1
⊕ 0092 NHC Cherry Point	\$ 329.08	1
Grand Total	\$ 3,843,029.64	3327



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

“NDAA 716 Review ‘WI’” - Billing to Validate 99%

NDAA 716 Review 'WI' 09/23/2024	Count 238,317				
Pre-Billing User Group (0069)	19101	Pre-Billing User Group (0640)	1526	Pre-Billing User Group (0046)	453
Pre-Billing User Group (0096)	13242	Pre-Billing User Group (0326)	1497	Pre-Billing User Group (0306)	447
Pre-Billing User Group (0330)	12113	Pre-Billing User Group (0131)	1487	Pre-Billing User Group (0019)	427
Pre-Billing User Group (0001)	10953	Pre-Billing User Group (0048)	1482	Pre-Billing User Group (0114)	410
Pre-Billing User Group (0057)	10036	Pre-Billing User Group (0252)	1322	Pre-Billing User Group (0610)	402
Pre-Billing User Group (0126)	9073	Pre-Billing User Group (0032)	1310	Pre-Billing User Group (0084)	401
Pre-Billing User Group (0061)	8988	Pre-Billing User Group (0617)	1264	Pre-Billing User Group (0310)	400
Pre-Billing User Group (0110)	6778	Pre-Billing User Group (0118)	1247	Pre-Billing User Group (0013)	399
Pre-Billing User Group (0067)	6636	Pre-Billing User Group (0607)	1244	Pre-Billing User Group (0018)	388
Pre-Billing User Group (0113)	5898	Pre-Billing User Group (0004)	1192	Pre-Billing User Group (0805)	376
Pre-Billing User Group (0051)	5621	Pre-Billing User Group (0060)	1108	Pre-Billing User Group (0128)	366
Pre-Billing User Group (0123)	5499	Pre-Billing User Group (0064)	1101	Pre-Billing User Group (0050)	364
Pre-Billing User Group (0385)	4839	Pre-Billing User Group (0052)	1094	Pre-Billing User Group (0015)	362
Pre-Billing User Group (0058)	4772	Pre-Billing User Group (0612)	1073	Pre-Billing User Group (0005)	334
Pre-Billing User Group (0124)	4464	Pre-Billing User Group (0055)	978	Pre-Billing User Group (0077)	334
Pre-Billing User Group (0029)	4053	Pre-Billing User Group (0120)	939	Pre-Billing User Group (0802)	326
Pre-Billing User Group (0089)	3991	Pre-Billing User Group (0010)	928	Pre-Billing User Group (0248)	316
Pre-Billing User Group (0003)	3725	Pre-Billing User Group (0287)	865	Pre-Billing User Group (0203)	311
Pre-Billing User Group (0068)	3716	Pre-Billing User Group (0066)	846	Pre-Billing User Group (0036)	310

Pre-Billing User Group (0125)	3667	Pre-Billing User Group (0043)	834	Pre-Billing User Group (0094)	301	Pre-Billing User Group (0000)	3
Pre-Billing User Group (0032)	3634	Pre-Billing User Group (0053)	833	Pre-Billing User Group (0106)	283	Pre-Billing User Group (0000)	2
Pre-Billing User Group (0117)	3492	Pre-Billing User Group (0078)	746	Pre-Billing User Group (0075)	270	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0033)	3397	Pre-Billing User Group (0103)	709	Pre-Billing User Group (0620)	268	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0105)	3023	Pre-Billing User Group (0127)	688	Pre-Billing User Group (0101)	243	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0039)	2875	Pre-Billing User Group (0006)	683	Pre-Billing User Group (0806)	236	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0621)	2591	Pre-Billing User Group (0129)	665	Pre-Billing User Group (0098)	219	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0122)	2573	Pre-Billing User Group (0074)	621	Pre-Billing User Group (0808)	215	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0121)	2439	Pre-Billing User Group (7139)	601	Pre-Billing User Group (0112)	207	Pre-Billing User Group (0000)	1
Pre-Billing User Group (0014)	2257	Pre-Billing User Group (0356)	566	Pre-Billing User Group (0059)	203		
Pre-Billing User Group (0042)	2175	Pre-Billing User Group (0062)	552	Pre-Billing User Group (0804)	200		
Pre-Billing User Group (0073)	2041	Pre-Billing User Group (0091)	552	Pre-Billing User Group (0364)	195		
Pre-Billing User Group (0009)	1935	Pre-Billing User Group (7200)	528	Pre-Billing User Group (0638)	194		
Pre-Billing User Group (0045)	1860	Pre-Billing User Group (0280)	518	Pre-Billing User Group (0093)	158		
Pre-Billing User Group (0633)	1846	Pre-Billing User Group (0104)	511	Pre-Billing User Group (0639)	153		
Pre-Billing User Group (0024)	1826	Pre-Billing User Group (0086)	504	Pre-Billing User Group (0083)	148		
Pre-Billing User Group (0047)	1772	Pre-Billing User Group (0615)	484	Pre-Billing User Group (0000)	140		
Pre-Billing User Group (0624)	1636	Pre-Billing User Group (0056)	482	Pre-Billing User Group (0049)	139		
Pre-Billing User Group (0028)	1620	Pre-Billing User Group (0076)	477	Pre-Billing User Group (0095)	107		
Pre-Billing User Group (0113)	1578	Pre-Billing User Group (0100)	455	Pre-Billing User Group (0097)	106		
		Pre-Billing User Group (0085)	454				

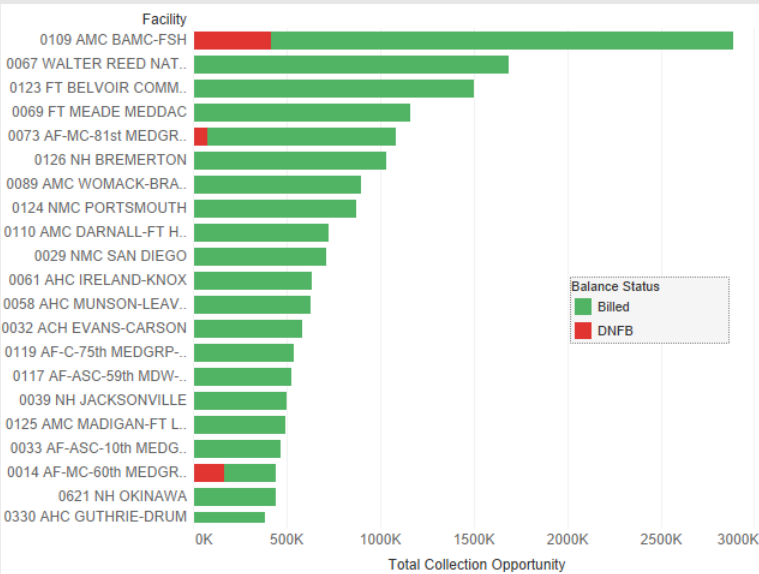




AR Collection Opportunity Overview

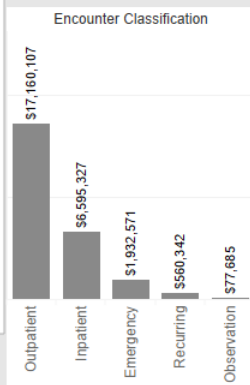


Collection Opportunity by Balance Status

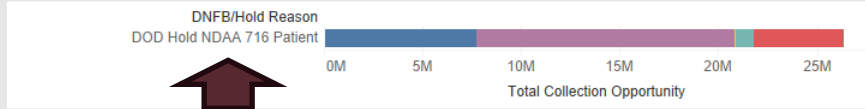


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Data Month
August 2024



DNFB/Hold Reason by Primary Financial Class (PFC) Group



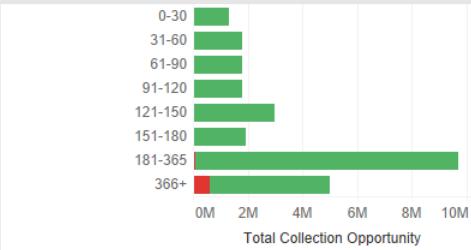
Dashboard as of 1 September 2024
Patient AR Analysis Encounter HA

DOD Hold NDAAs 716 Patient
- Data includes both
- NDAAs 716 Review WI
- NDAAs 716 Waiting CFR

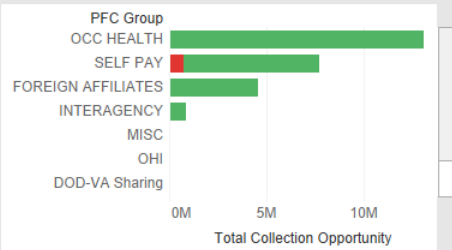
Report will not match the Discern Workqueue-Report.

- PFC Group**
- Null
 - DOD-VA Sharing
 - FOREIGN AFFILIATES
 - INTERAGENCY
 - MAC
 - MISC
 - OCC HEALTH
 - OHI
 - SELF PAY

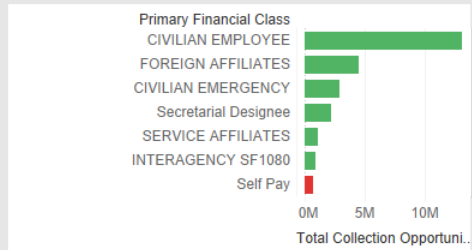
Discharge Age by Balance Status



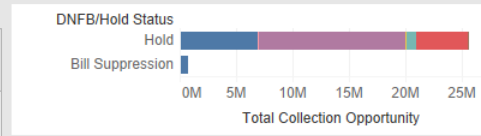
PFC Group by Balance Status



PFC by Balance Status



DNFB/Hold Status by PFC Group

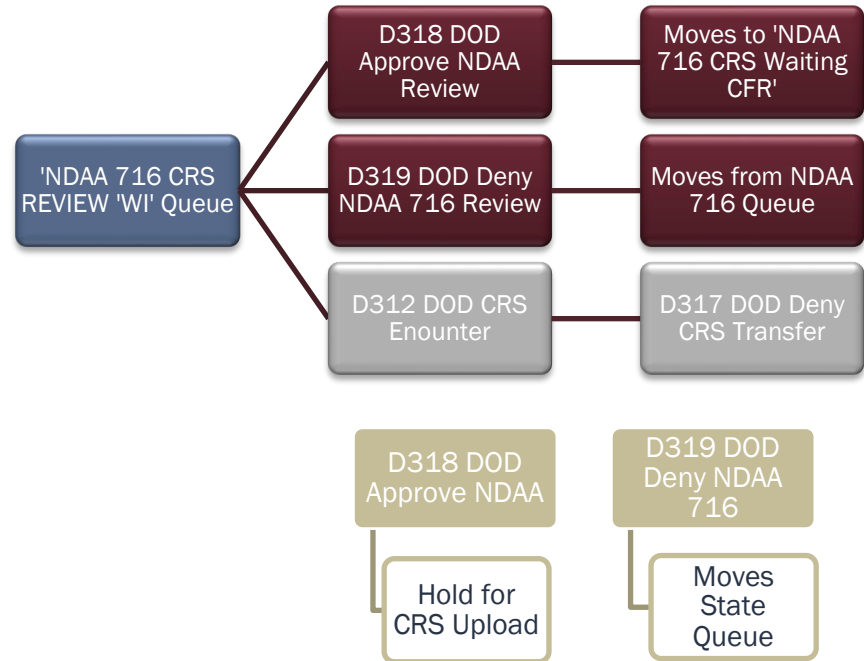


UBO HelpFul HandOut (5c1a) PtR Patient Responsibility

“NDAA 716 CRS Review ‘WI’” Overview 1 ~ ≥ 06/21/2023

Encounters with a date of service \geq 06/21/2023 with a self-pay health plan and/or financial class; to include self-pay after insurance has been processed populate the “NDAA 716 CRS Review ‘WI’” queue for an MTF with CRS. Review the CRS section for additional information.

Action codes are applied to move encounters to the corresponding “NDAA 716 CRS Waiting CFR” queue. Updated P&HP are moved to appropriate queue.



UBO HelpFul HandOut (5c1a) PtR Patient Responsibility

“NDAA 716 CRS Review ‘WI’” Overview 2 ~ ≥ 06/21/2023

Detailed steps- HelpFul HandOut

▶ NDAA 716 CRS REVIEW 'WI' Queue ◀

- WorkFlow-Queue: 'NDAA 716 CRS Review 'WI' Queue
- Workflow Tab - Work Item: D319 - DOD Hold NDAA 716 CRS Patient
- Current Billing Holds Tab: 'DOD Hold NDAA CRS 716 Patient'
- Review: Apply D318 to Approve or D319 to Deny (Pending D320 Resolve)

▶ NDAA 716 APPROVE D318 (Action Code) ◀

- Workflow Tab - Apply Action Code: D318 DOD Approve NDAA 716 Review
- Reviewed encounter, meets CRS Patient Statement criteria
- System Moves to: 'NDAA 716 CRS Waiting CFR' Queue
- Now Workflow Tab: 'D319 - DOD Hold NDAA 716 CRS Patient'
- Now Billing Holds Tab: 'DOD Hold NDAA 716 CRS Patient'

▶ NDAA 716 DENY D319 (Action Code) ◀

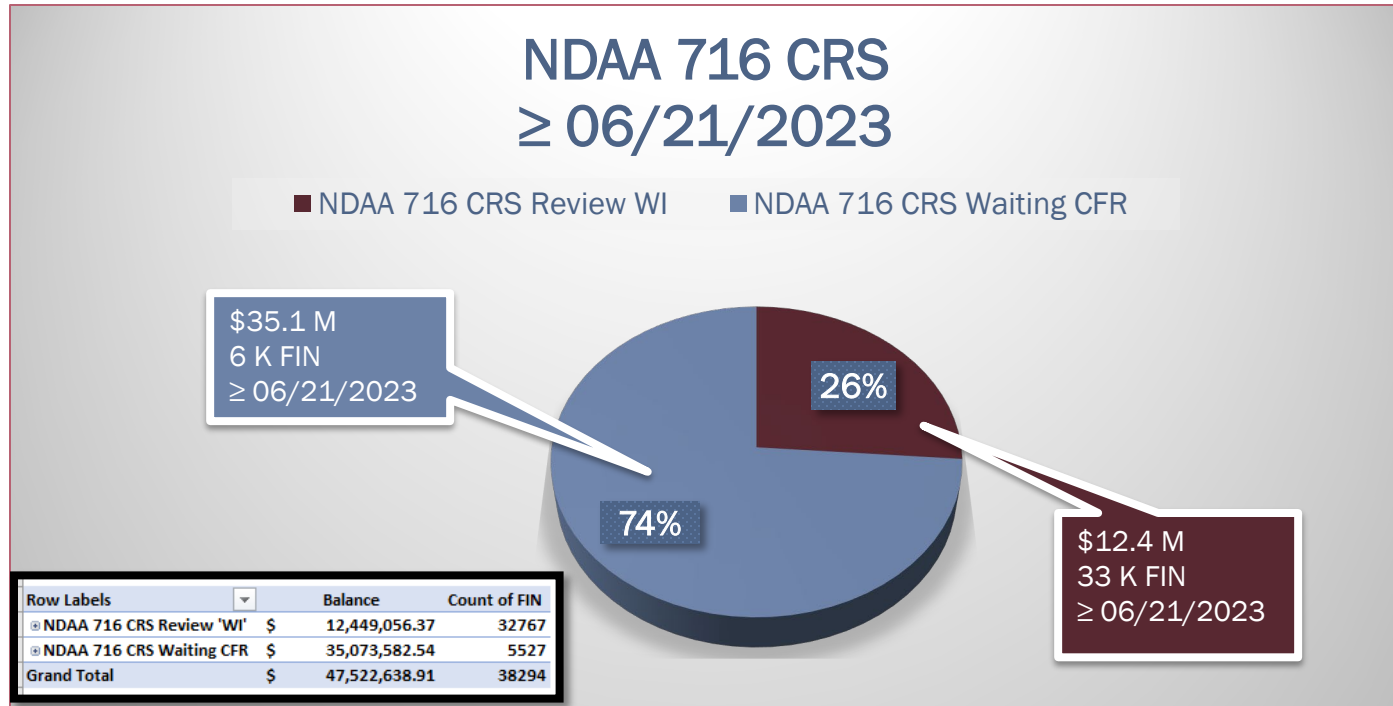
- Workflow Tab - Apply Action Code: D319 DOD Deny NDAA 716 Review
- Scenario #1: Profile & Health Plan Updated, Does not qualify for NDAA
- Scenario #2: No Charges or Zero Balance
- Moves to - Varies per encounter
- Billing Holds - Removed

▶ D312 DOD CRS Encounter with D319 DOD Hold NDAA 716 ◀

- Workflow Tab - Apply Action Code: D317 DOD Deny CRS Transfer
- D312 applied in error
- Apply D317 for all encounters with a NDAA 716 CRS



“NDAA 716 CRS Review ‘WI’” & “...Waiting CFR”



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

“NDAA 716 CRS Review” & “...Waiting CFR” Done & Not Done

Row Labels	Balance	# FIN
0109-AMC BAMC-FSH		
NDAA 716 CRS Review 'WI'	\$ 86,933.90	147
NDAA 716 CRS Waiting CFR	\$ 33,639,007.38	4255
0109-AMC BAMC-FSH Total	\$ 33,725,941.28	4402
0123 MMC AT Augusta-Belvoir		
NDAA 716 CRS Review 'WI'	\$ 1,654,693.54	3134
0123 MMC AT Augusta-Belvoir Total	\$ 1,654,693.54	3134
0067 - Walter Reed Natl Mil Med Cntr		
NDAA 716 CRS Review 'WI'	\$ 985,382.36	2954
NDAA 716 CRS Waiting CFR	\$ 668,714.07	56
0067 - Walter Reed Natl Mil Med Cntr Total	\$ 1,654,096.43	3010
0029 Naval Medical Center San Diego		
NDAA 716 CRS Review 'WI'	\$ 793,577.72	2143
NDAA 716 CRS Waiting CFR	\$ 3,969.18	9
0029 Naval Medical Center San Diego Total	\$ 797,546.90	2152
0032 Evans Army Community Hospital		
NDAA 716 CRS Review 'WI'	\$ 364,696.90	1761
0032 Evans Army Community Hospital Total	\$ 364,696.90	1761
0126 Naval Hospital Bremerton		
NDAA 716 CRS Review 'WI'	\$ 169,456.60	1392
0126 Naval Hospital Bremerton Total	\$ 169,456.60	1392
0607 Landstuhl Regional Medical Center		
NDAA 716 CRS Review 'WI'	\$ 345,706.33	1379
NDAA 716 CRS Waiting CFR	\$ 822.25	1
0607 Landstuhl Regional Medical Center Total	\$ 346,528.58	1380
0104-NH Beaufort		
NDAA 716 CRS Review 'WI'	\$ 109,356.05	1375
0104-NH Beaufort Total	\$ 109,356.05	1375
0060-Ach Blanchfield-Campbell		
NDAA 716 CRS Review 'WI'	\$ 240,962.71	1228
NDAA 716 CRS Waiting CFR	\$ 378.71	6
0060-Ach Blanchfield-Campbell Total	\$ 241,341.42	1234

0047-AMC Eisenhower		
NDAA 716 CRS Review 'WI'	\$ 270,729.95	1199
0047-AMC Eisenhower Total	\$ 270,729.95	1199
0117- AF-ASU-59th MDW- WHASC- Lackland		
NDAA 716 CRS Review 'WI'	\$ 159,174.93	1175
NDAA 716 CRS Waiting CFR	\$ 2,970.48	6
0117- AF-ASU-59th MDW- WHASC- Lackland Total	\$ 162,145.41	1181
0024 NH Camp Pendleton		
NDAA 716 CRS Review 'WI'	\$ 679,789.43	1174
0024 NH Camp Pendleton Total	\$ 679,789.43	1174
0125 Madigan AMC		
NDAA 716 CRS Review 'WI'	\$ 377,725.49	1134
NDAA 716 CRS Waiting CFR	\$ 42.21	3
0125 Madigan AMC Total	\$ 377,767.70	1137
0091 NMC Camp Lejeune		
NDAA 716 CRS Review 'WI'	\$ 895,519.65	924
NDAA 716 CRS Waiting CFR	\$ 296,037.41	132
0091 NMC Camp Lejeune Total	\$ 1,191,557.06	1056
0039-NH Jacksonville		
NDAA 716 CRS Review 'WI'	\$ 243,760.35	1022
0039-NH Jacksonville Total	\$ 243,760.35	1022
0615 NH Guantanamo Bay		
NDAA 716 CRS Review 'WI'	\$ 122,156.70	723
NDAA 716 CRS Waiting CFR	\$ 48,508.36	276
0615 NH Guantanamo Bay Total	\$ 170,665.06	999
0048-ACH Martin-Moore		
NDAA 716 CRS Review 'WI'	\$ 197,825.22	942
NDAA 716 CRS Waiting CFR	\$ -	1
0048-ACH Martin-Moore Total	\$ 197,825.22	943
0042-AF-H-96th MEDGRP-Eglin		
NDAA 716 CRS Review 'WI'	\$ 956,847.97	791
0042-AF-H-96th MEDGRP-Eglin Total	\$ 956,847.97	791
0006 673rd MDG		
NDAA 716 CRS Review 'WI'	\$ 452,729.30	719
0006 673rd MDG Total	\$ 452,729.30	719
0014-60th Medical Group- Travis		
NDAA 716 CRS Review 'WI'	\$ 192,318.10	671
0014-60th Medical Group- Travis Total	\$ 192,318.10	671



Improving Health and Building Readiness. Anytime, Anywhere - Always

Discern Workqueue
- Report 091724



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

“NDAA 716 CRS Review” & “...Waiting CFR” Done & Not Done

0124 Naval Medical Center Portsmouth		
NDAA 716 CRS Review 'WI'	\$ 962,967.46	670
0124 Naval Medical Center Portsmouth Total	\$ 962,967.46	670
0621-NH Okinawa		
NDAA 716 CRS Review 'WI'	\$ 105,845.50	590
NDAA 716 CRS Waiting CFR	\$ 25,396.42	51
0621-NH Okinawa Total	\$ 131,241.92	641
0624 US Naval Hospital Sigonella		
NDAA 716 CRS Review 'WI'	\$ 89,754.02	575
0624 US Naval Hospital Sigonella Total	\$ 89,754.02	575
0089-AMC Womack-Liberty		
NDAA 716 CRS Review 'WI'	\$ 433,460.35	553
NDAA 716 CRS Waiting CFR	\$ 5,255.88	12
0089-AMC Womack-Liberty Total	\$ 438,716.23	565
0052 AMC TRIPLER-SHAFTER		
NDAA 716 CRS Review 'WI'	\$ 191,248.03	490
0052 AMC TRIPLER-SHAFTER Total	\$ 191,248.03	490
0064-ACH Bayne-Jones-Johnson		
NDAA 716 CRS Review 'WI'	\$ 183,698.59	449
0064-ACH Bayne-Jones-Johnson Total	\$ 183,698.59	449
0617 USNH Naples		
NDAA 716 CRS Review 'WI'	\$ 93,513.13	371
0617 USNH Naples Total	\$ 93,513.13	371
0073-AF-MC-81st MEDGRP-Keesler		
NDAA 716 CRS Review 'WI'	\$ 125,938.48	371
0073-AF-MC-81st MEDGRP-Keesler Total	\$ 125,938.48	371
0066 316th Medical Group-Malcom Grow		
NDAA 716 CRS Review 'WI'	\$ 102,865.75	365
0066 316th Medical Group-Malcom Grow Total	\$ 102,865.75	365
0131 Weed ACH		
NDAA 716 CRS Review 'WI'	\$ 81,665.72	348
0131 Weed ACH Total	\$ 81,665.72	348
0640-374th MEDGRP-YOKOTA		
NDAA 716 CRS Review 'WI'	\$ 86,506.40	323
0640-374th MEDGRP-YOKOTA Total	\$ 86,506.40	323
0622-Naval Hospital Yokosuka		
NDAA 716 CRS Review 'WI'	\$ 40,969.20	4
NDAA 716 CRS Waiting CFR	\$ 62,059.74	314

0622-Naval Hospital Yokosuka		
NDAA 716 CRS Review 'WI'	\$ 40,969.20	4
NDAA 716 CRS Waiting CFR	\$ 62,059.74	314
0622-Naval Hospital Yokosuka Total	\$ 103,028.94	318
0120 633rd Medical Group		
NDAA 716 CRS Review 'WI'	\$ 68,013.33	286
0120 633rd Medical Group Total	\$ 68,013.33	286
0639-35th MEDGRP-MISAWA		
NDAA 716 CRS Review 'WI'	\$ 51,843.41	202
NDAA 716 CRS Waiting CFR	\$ 2,724.66	17
0639-35th MEDGRP-MISAWA Total	\$ 54,568.07	219
0049 ACH Winn - Stewart		
NDAA 716 CRS Review 'WI'	\$ 71,299.24	200
NDAA 716 CRS Waiting CFR	\$ 277.06	1
0049 ACH Winn - Stewart Total	\$ 71,576.30	201
0108 AMC William Beaumont - Bliss		
NDAA 716 CRS Review 'WI'	\$ 8,238.55	11
NDAA 716 CRS Waiting CFR	\$ 117,058.91	152
0108 AMC William Beaumont - Bliss Total	\$ 125,297.46	163
0638-51st MEDGRP-OSAN		
NDAA 716 CRS Review 'WI'	\$ 36,872.49	156
0638-51st MEDGRP-OSAN Total	\$ 36,872.49	156
0612-ACH Brian D Allgood-Pyeongtaek (Camp Humphre		
NDAA 716 CRS Review 'WI'	\$ 7,005.30	138
NDAA 716 CRS Waiting CFR	\$ 330.40	2
0612-ACH Brian D Allgood-Pyeongtaek (Camp Humphre Total	\$ 7,335.70	140
0030 Robert E. Bush Naval Hospital Twentynine Pal		
NDAA 716 CRS Review 'WI'	\$ 101,149.37	110
NDAA 716 CRS Waiting CFR	\$ 8,218.18	16
0030 Robert E. Bush Naval Hospital Twentynine Pal Total	\$ 109,367.55	126
0624 US Naval Hospital Sigonella - Bahrain		
NDAA 716 CRS Review 'WI'	\$ 18,193.85	107
0624 US Naval Hospital Sigonella - Bahrain Total	\$ 18,193.85	107
0086 Keller ACH-West Point		
NDAA 716 CRS Review 'WI'	\$ 33,666.61	78
0086 Keller ACH-West Point Total	\$ 33,666.61	78
0047-AMC Eisenhower-Rodriguez Buchanan		
NDAA 716 CRS Review 'WI'	\$ 9,695.91	75
0047-AMC Eisenhower-Rodriguez Buchanan Total	\$ 9,695.91	75



Patient Responsibility NDAA 716 ~ ≥ 06/21/2023

“NDAA 716 CRS Review” & “...Waiting CFR” Done & Not Done

0057 Irwin Army Community Hospital			
NDAA 716 CRS Review 'WI'	\$	6,506.53	24
NDAA 716 CRS Waiting CFR	\$	25,506.40	51
0057 Irwin Army Community Hospital Total	\$	32,012.93	75
0618 US Naval Hospital Rota			
NDAA 716 CRS Review 'WI'	\$	2,109.83	9
NDAA 716 CRS Waiting CFR	\$	20,027.39	66
0618 US Naval Hospital Rota Total	\$	22,137.22	75
0620-Naval Hospital Guam			
NDAA 716 CRS Review 'WI'	\$	10,319.75	25
NDAA 716 CRS Waiting CFR	\$	135,601.98	38
0620-Naval Hospital Guam Total	\$	145,921.73	63
0622-Naval Hospital Yokosuka - Diego Garcia			
NDAA 716 CRS Waiting CFR	\$	3,163.31	45
0622-Naval Hospital Yokosuka - Diego Garcia Total	\$	3,163.31	45
0095-88th Medical Group			
NDAA 716 CRS Review 'WI'	\$	131.31	44
0095-88th Medical Group Total	\$	131.31	44
0079 99th MDG - OCallaghan HOSP			
NDAA 716 CRS Review 'WI'	\$	206,172.56	43
0079 99th MDG - OCallaghan HOSP Total	\$	206,172.56	43
0131 Weed ACH - Yuma			
NDAA 716 CRS Review 'WI'	\$	3,421.73	39
0131 Weed ACH - Yuma Total	\$	3,421.73	39
0038-NH Pensacola			
NDAA 716 CRS Review 'WI'	\$	7,901.19	38
0038-NH Pensacola Total	\$	7,901.19	38
0005 Bassett ACH			
NDAA 716 CRS Review 'WI'	\$	1,498.93	23
NDAA 716 CRS Waiting CFR	\$	6,956.25	12
0005 Bassett ACH Total	\$	8,455.18	35
0624 US Naval Hospital Sigonella - Souda Bay			
NDAA 716 CRS Review 'WI'	\$	1,776.59	11
0624 US Naval Hospital Sigonella - Souda Bay Total	\$	1,776.59	11
0609 Bavaria Medical Command			
NDAA 716 CRS Review 'WI'	\$	964.01	10
0609 Bavaria Medical Command Total	\$	964.01	10

0048-ACH Martin-Moore-7SFG			
NDAA 716 CRS Review 'WI'	\$	351.54	8
NDAA 716 CRS Waiting CFR	\$	-	1
0048-ACH Martin-Moore-7SFG Total	\$	351.54	9
0028 - Naval Health Clinic Lemoore			
NDAA 716 CRS Review 'WI'	\$	308.09	8
0028 - Naval Health Clinic Lemoore Total	\$	308.09	8
0113 -AF -C 82nd MEDGRP Sheppard			
NDAA 716 CRS Review 'WI'	\$	775.85	6
0113 -AF -C 82nd MEDGRP Sheppard Total	\$	775.85	6
0118 - NHC Corpus Christi			
NDAA 716 CRS Review 'WI'	\$	121.00	5
0118 - NHC Corpus Christi Total	\$	121.00	5
0098 AHC Reynolds-Sill			
NDAA 716 CRS Review 'WI'	\$	2,349.29	5
0098 AHC Reynolds-Sill Total	\$	2,349.29	5
0055-Af-C-375Th Medgrp-Scott			
NDAA 716 CRS Review 'WI'	\$	202.34	4
0055-Af-C-375Th Medgrp-Scott Total	\$	202.34	4
0127 NHC Oak Harbor			
NDAA 716 CRS Waiting CFR	\$	381.80	3
0127 NHC Oak Harbor Total	\$	381.80	3
0385 NHC Quantico			
NDAA 716 CRS Review 'WI'	\$	54.67	2
0385 NHC Quantico Total	\$	54.67	2
0048-ACH Martin-Moore-Eglin			
NDAA 716 CRS Review 'WI'	\$	315.62	2
0048-ACH Martin-Moore-Eglin Total	\$	315.62	2
0092 NHC Cherry Point			
NDAA 716 CRS Review 'WI'	\$	21.65	2
0092 NHC Cherry Point Total	\$	21.65	2
0100 NHC New England			
NDAA 716 CRS Waiting CFR	\$	174.11	1
0100 NHC New England Total	\$	174.11	1
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NDAA 716 CRS Review 'WI'			
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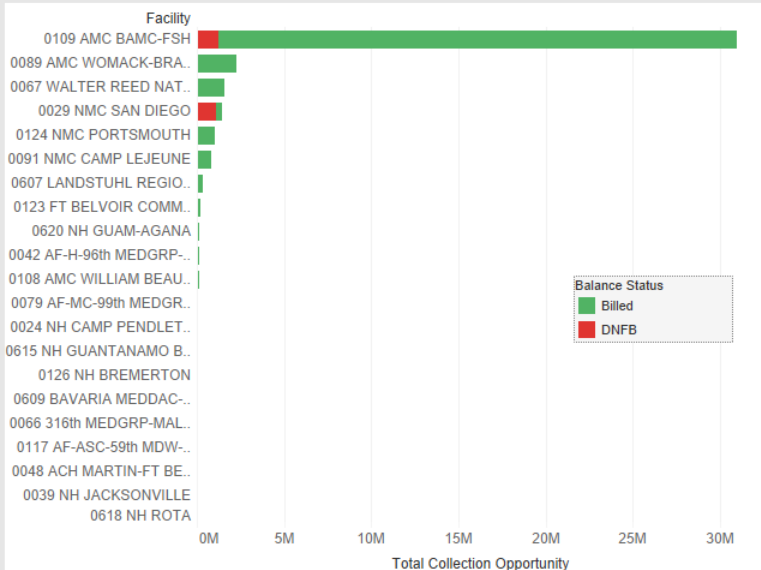




AR Collection Opportunity Overview

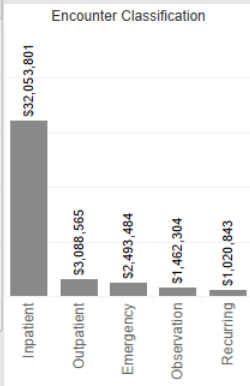


Collection Opportunity by Balance Status

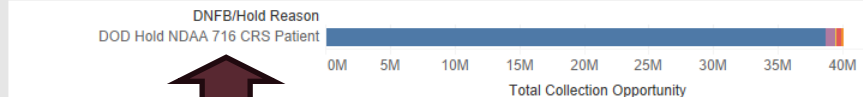


Collection Opportunity Displayed:
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Data Month
August 2024



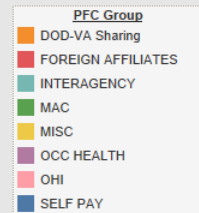
DNFB/Hold Reason by Primary Financial Class (PFC) Group



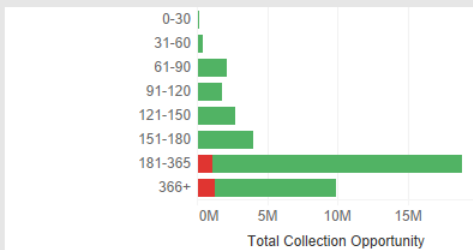
Dashboard as of 1 September 2024
Patient AR Analysis Encounter HA

DOD Hold NDA 716 CRS Patient
- Data includes both
- NDA 716 CRS Review WI
- NDA 716 CRS Waiting CFR

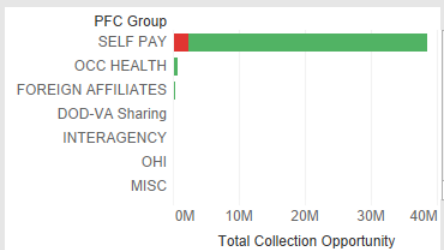
Report will not match the Discern Workqueue-Report.



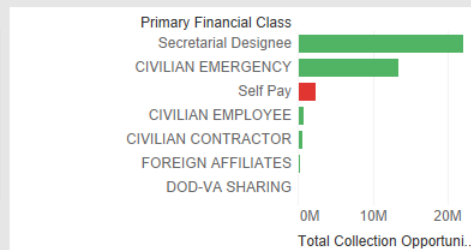
Discharge Age by Balance Status



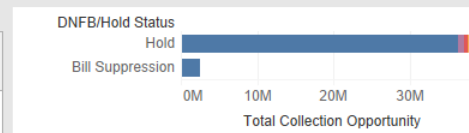
PFC Group by Balance Status



PFC by Balance Status

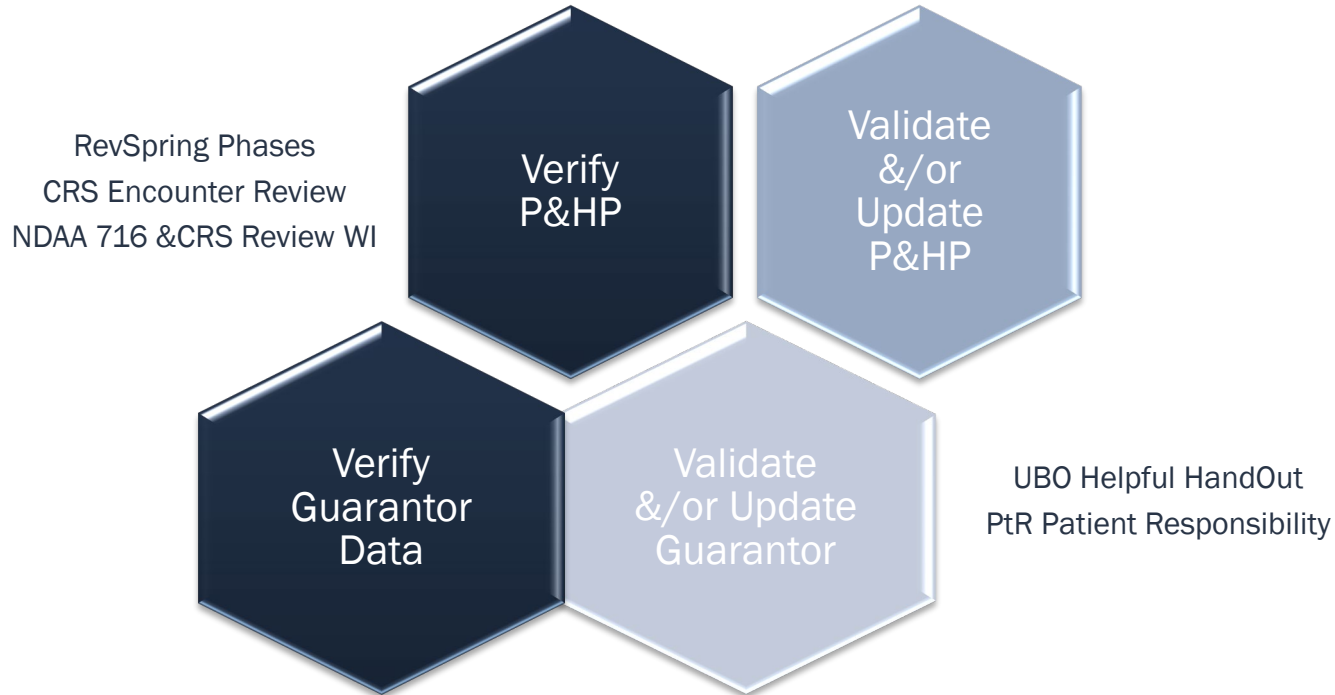


DNFB/Hold Status by PFC Group



PATIENT RESPONSIBILITY

Profile & Health Plan ~ Guarantor



Registration / Encounters Perspective

Checklist: Profile & Health Plan Verify and Update

Profile & Health Plan	Steps to do
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Verify Profile & Health Plan	<input type="checkbox"/> Correct P&HP or Incorrect P&HP
<input type="checkbox"/> Registration Perspective	<input type="checkbox"/> Tricare Benefit? Other Benefit?
<input type="checkbox"/> Encounters Perspective	<input type="checkbox"/> Correct P&HP or Update P&HP
<input type="checkbox"/> Guarantor Tab	<input type="checkbox"/> Next Slide
<input type="checkbox"/> Action Code if Applicable	<input type="checkbox"/> DOD Deny or DOD Approve or Nothing

- Review and verify the Profile & Health Plan in Insurance Tab in the Registration / Encounters Perspective.
- The encounters should be Patient Responsibility, unless updated.



Registration / Encounters Perspective

Checklist: Guarantor Verify and Update

Guarantor	Steps to do
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> (1st: Verify Profile & Health Plan)	<input type="checkbox"/> (Update if Required)
<input type="checkbox"/> Encounters Perspective	<input type="checkbox"/> Verify Guarantor Tab Name/Address
<input type="checkbox"/> Missing/Incomplete Data	<input type="checkbox"/> Update Required
<input type="checkbox"/> Registration/Encounters Perspective	<input type="checkbox"/> Update Guarantor Tab

- Review and verify the Guarantor tab in the Registration / Encounters Perspective. A name and complete address are required for all financial classes. The Guarantor name and address populate the Patient Statement and is a required data element.
- If data incomplete the Statement will be suspended in RevSpring.



Profile & Health Plan Verify and Update

Tricare Benefit in Registration Perspective

Registration Perspective Encounters Perspective






Registration Perspective

- Tricare Benefit
 - Eligible on DOS

Encounters Perspective

- P&HP = Self-Pay
 -  Modify – Change Profile Tricare

Patient Account Perspective

- Tricare P&HP for Encounter
 -  Apply Action Code
 -  D317 DOD Deny CRS
 -  D319 DOD Deny NDAA 716
 -  Resolve Voided Benefit Order
 -  D170 Resolve Voided Benefit

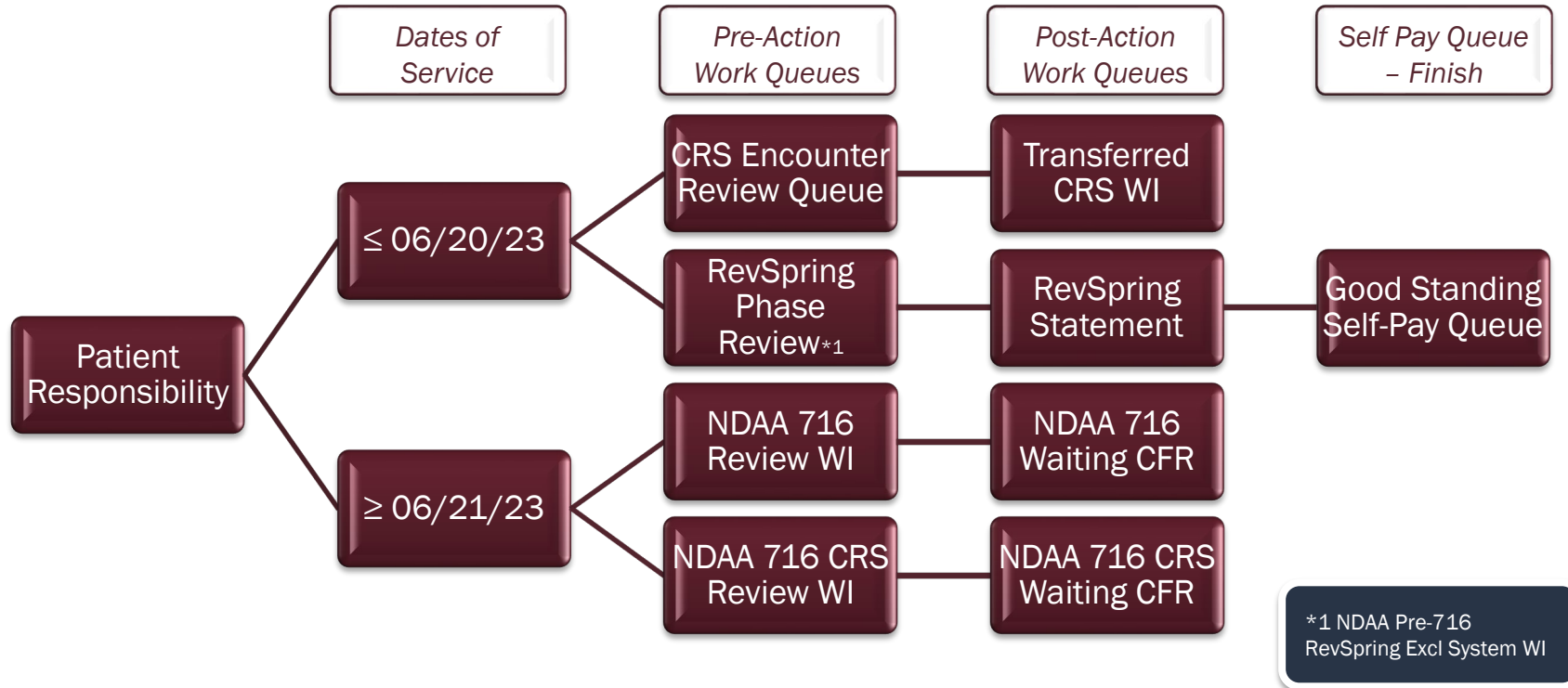
Tricare Benefits

- ✓ Newborn:
 - ✦ Additional research if Tricare not in Registration Perspective. PAD assistance. Do not just transfer to PAD if not actively worked.
- ✓ Mom Tricare
 - ✦ Secretarial Designee Newborn
- ✓ DOD Benefits – Expired
 - ✦ Tricare Benefits on DOS

Not an all-inclusive list.



Patient Responsibility High Level by Date



QUESTIONS



Improving Health and Building Readiness. Anytime, Anywhere - Always

