



# Revenue Cycle Posting Payments

Griffin Turnage

# Topics

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- Intro to Posting/Posting basics
- Active General AR State Queue
- Remittance Queue Overview
- Remittance Posting Tab Overview
- Posting 835 Remittance TPC - MSA – VA
- Locating EOB in SSI
- Remarks Overview
- Denials Overview
- Questions



# Introduction to Posting



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# Posting Helpful Handout

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- UBO HelpFul HandOut (2a2p) POSTER UBO 2024\_0604.pdf
  - Located on LaunchPad on the MHS GENESIS – UBO Revenue Cycle page



# Remittance Tab

Revenue Cycle - Department Of Defense - My Workflow - Opened by TURNAGE, GRIFFIN C

File View Task Help

Search Patient Account Registration Encounters

Personnel Reports Charge Batches Refunds

Personnel: TURNAGE, GRIFFIN C

Filters 2 filters selected No Items For Current Filters

Check Number [ ] National Provider Identifier [ ] Apply

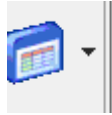
Remittance Name	Type	Created Date	Check Number	Remittance Number	Payment Control Total	Current Payment Total	Created By



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# Remittance Creation Window



The screenshot shows a software window titled "Create New Remittance" with the following fields:

- Remittance Name:** A text input field at the top, highlighted in yellow.
- Currency Type:** A dropdown menu currently showing "United States Dollar".
- Payment Control Total:** A text input field.
- Deposit Date:** A date picker field.
- Posted Date:** A date picker field showing "12/16/2024".
- Payer:** A text input field.
- Payment Method:** A dropdown menu.
- Check Date:** A date picker field.
- Payment Description:** A text input field.
- Payment Alias:** A text input field.
- Adjustment Alias:** A text input field.
- Apply Comment:** A large text area for entering comments.
- Predefined Comment:** A dropdown menu.
- Importance:** A dropdown menu currently set to "Medium".

The window includes standard OS window controls (minimize, maximize, close) and buttons for "OK" and "Cancel" at the bottom right. In the background, a spreadsheet is partially visible with columns labeled "Total" and "Current Pay".



# Remittance Transaction Tab

Remittance Entry Remittance

Remittance: Delta General AR Test, 1613525, Open

Claim	Payer	Payer Control Number	Payment Alias	Payment
Payment Method	Payment Description	Check Date	Adjustment Alias	Adjustment
Adjustment Group Code	Adjustment Reason Code	Copay	Coinsurance	Deductible

Remarks

Remark	Remark Amount	Remark Group Code	
			Add
Alias	Remark	Remark Group Code	Amount

Apply Comment

Predefined Comment:

Calculate Contractual Adjustment

Add Clear

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Remittance Detail

Remittance: Delta General AR Test, 1613525, Open

Filters Search

#	Payment	Adjustment	Name	Posted To	Posting Level
1	(\$250.00)		Delta A/R General	838745	Account
2	(\$460.00)		QQRCTEST, HEALY	300000000000160	Claim



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# General AR Account

Delta A/R General Account: 838745 Type: General A/R

Business Account

Business Account: 838745 - Delta A/R General

Account	Description	Type	Billing Provider	Balance
838745	Delta A/R General	General A/R	Delta	(\$230.00)

Transactions

Business Account: 838745 - Delta A/R General

Filter Search

Type	Date	Amount	Alias	Alias Description	Remittance Description
Payment	10/08/2019	(\$230.00)	4820	Unidentified payment - DOD Unidentified Payment	10/08/2019, Overall Payments: (\$680.00), Overall Adjustments: \$0.00
Payment	10/08/2019	\$0.00	4820	Unidentified payment - DOD Unidentified Payment	10/08/2019, Overall Payments: (\$680.00), Overall Adjustments: \$0.00
Payment	10/08/2019	\$0.00	5400	Unidentified payment - Unidentified Payment	10/08/2019, Overall Payments: (\$100.00), Overall Adjustments: \$0.00

Billing Entity General A/R – Sample



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# Start Your Day as a UBO Poster

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- UBO Poster focus is the Remittance tab, and paper Remittance Advice.
- Daily, post non-paid 835 Remittances in Remittances tab, this will clear the accounts receivable (AR), or apply a work item to be resolved.
- Daily, post non-paid paper Remittances, two options Manual Remittance, or Apply Adjustment.
- Daily, post the paid Remittances in Remittances tab, this will clear the accounts receivable (AR), or apply a work item to be resolved.
- Daily, post the paid paper Remittances by selecting the Manual Remittance icon, this will clear the accounts receivable (AR), or apply a work item to be resolved.
- Run Cash Collection Voucher report out of Discern Analytics to assist with DD1131 preparation.



# General A/R State Based Queue



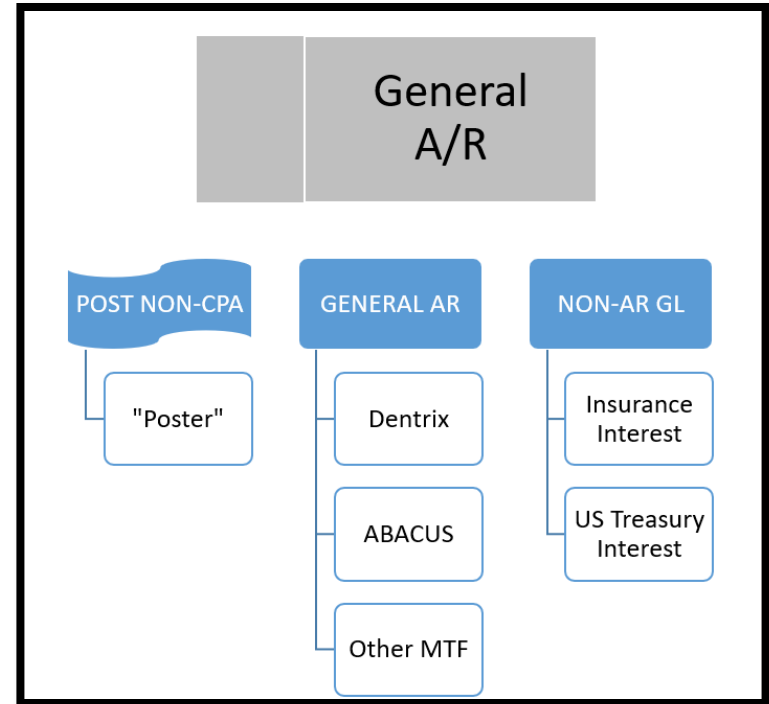
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# General A/R State Based Queue (1)

- General Accounts Receivable has one state-based queue.
- The General Accounts Receivable State queue is for transactions without an encounter, this would include legacy 835 or Dentrix .

\* Section has additional details.



# Active General Account Receivable State Queue

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- Reference the Posting Helpful handout in Section 2.0
  - Detailed instructions included for:
    - ✓ Resolve Payment in Transactions TAB
    - ✓ Reversing Transactions for ABACUS Payments
    - ✓ Transfer Transactions – To correct account
    - ✓ Transferring Refund Required to the Payor
    - ✓ ABACUS or Dentrix Transactions



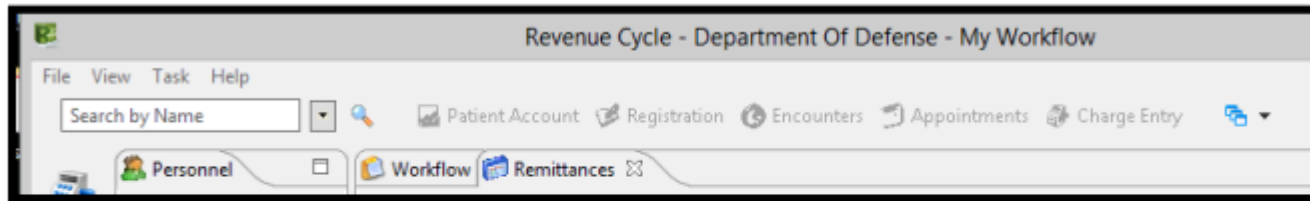
# Remittance Queue Overview



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# Remittance - Queue Tab

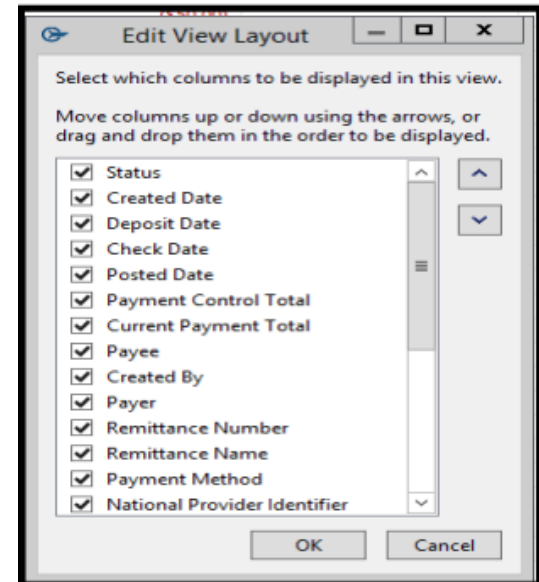


My Workflow Icon



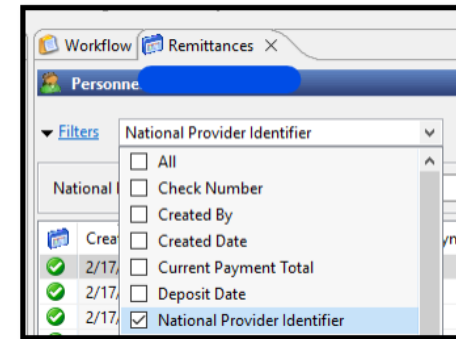
# Update Display Layout

- Remittances-Queue tab, update View Layout; select the vertical ellipses to 'Edit' then 'View Layout'.



# Adding Filter to 835 Remittance

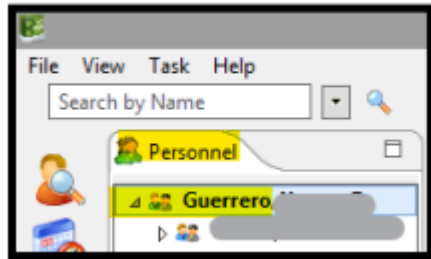
1. Remittances-Queue tab, search by NPI to capture all remittances.
2. Optional, the Payee filter selection displays the MTF RA Filters drop-down, select Payee, enter DMIS ID and select DMIS+A (C, H, M), and then Apply Add additional filters as needed.
3. Remittances-Queue is a database of system populated 835 RA transactions.





# Adding Filter Manual Remittance

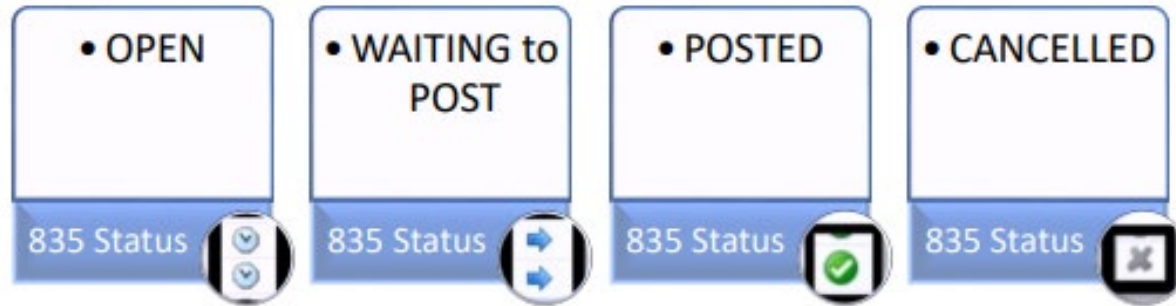
- Remittances-Queue tab contains the Manual RA transactions; the Created By filter selection displays the selected personnel to the left. Select personnel first, then Filters drop-down, select Created By, select User, and then Apply.



Created Date	Deposit Date	Check Date	Posted Date	Payment Control ...	Current Payment Total	Payee	Created By	Payer
08/18/2022	08/15/2022		08/18/2022	(\$50.00)	\$0.00		Guerrero, [redacted]	AETNA
08/17/2022	08/05/2022		08/17/2022	(\$50.00)	\$0.00		Guerrero, [redacted]	AETNA



# Remittance Status Line Item



# Remittances Tab Format – System Created

- Remittances Tab - Format View Layout
  - Layout makes it easier to quickly identify data elements
  - Filter by Payee – MTF DMIS ID
  - This does not pull-up Manual Remittances
  - Section 3.0 Remittances-Queue' Tab Overview – Follow steps

Created Date	Deposit Date	Check Date	Posted Date	Payment Control Total	Current Payment Total	Remittance Number	Payee	Created By	Payer	Remittance Name	Payment Method	Natio...	T
04/17/2023	04/18/2023		04/18/2023	\$0.00	\$0.00	84880682	0126A-NH Bremerton	System	UNITED HEALTHCARE	85680665885680665...		14270...	E
04/17/2023	04/18/2023		04/18/2023	\$0.00	\$0.00	84924865	0126A-NH Bremerton	System	UNITED HEALTHCARE	85680393585680393...		14270...	E
04/16/2023	04/19/2023	04/18/2023	04/18/2023	(\$55.14)	(\$55.14)	84835212	0126A-NH Bremerton	System	BLUE SHIELD WASHI...	57794385311116-202...	Electronic Fund Tra...	14270...	E



# Remittances Tab Format – Manual Created

- Personnel Tab & Remittances Tab-
  - Select Poster from Personnel Tab – Must have access to user
  - Filter by Created By – User (Double click name ‘BOLD’)
  - Section 3.0 Remittances-Queue’ Tab Overview – Follow steps

The screenshot displays a software interface with two main tabs: 'Personnel' and 'Workflow Remittances'. The 'Personnel' tab on the left shows a list of user groups and individual users, with 'Urubio' selected. The 'Workflow Remittances' tab on the right shows a filter set to 'Created By' with 'User' selected. Below the filter is a table of remittance data.

Created Date	Deposit Date	Check Date	Posted Date	Payment Control Total	Current Payment Total	Remittance Number	Payee	Created By
04/12/2023	03/09/2023		04/13/2023	(\$1,028.84)	(\$1,028.84)	84161463		Urubio
04/12/2023	03/09/2023		04/12/2023	(\$0.84)	(\$0.84)	84156545		Urubio



# Remittance Posting Window Overview



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The screenshot shows a software window titled "Remittance Entry" with a sub-tab "Remittance". The main title bar includes "Remittance: 20220818 20220815 AETNA \$50 GUERRERO" and "Upper Left Side". The interface is divided into several sections:

- Header Section:** Includes fields for Claim Service Item, Service Item, Payer, Payer Control Number, Payment Alias, and Payment.
- Payment Details Section:** Includes Payment Method, Payment Description, Check Date, Adjustment Alias, Adjustment, and Adjustment Group Code.
- Adjustment Section:** Includes Adjustment Reason Code (with a callout for "Copay"), Coinsurance, and Deductible. Callouts "MSA" and "TPC" are present near this section.
- Remarks Section:** A table with columns for Remark, Remark Amount, Remark Group Code, Alias, Remark, Remark Group Code, and Amount. A callout box states: "Remarks Section tracks all CAR Codes and Adjustment Reason Codes. Entries become 'Workflow-Queue' tab Technical Denials Work Items (WI)".
- Apply Comment Section:** A text area for comments with a callout: "Payment and Adjustment Transaction details for patient account are populated or entered in this tab." Below it is a "Predefined Comment" dropdown showing "100-Called Patient" and a callout: "Select Add to add another line or to save".
- Footer Section:** Includes a checkbox for "Calculate Contractual Adjustment", a callout: "Leave as default, unless other selection applies.", and "Add" and "Clear" buttons.

The screenshot shows a dropdown menu for "Claim Service Item". The menu items are:

- Account
- Claim
- Claim Service Item
- Encounter
- Invoice
- Statement

**Claim** level Insurance payment  
**Claim Service Item** level Insurance payment by line item (CPT)  
**Account** level Patient payment post to oldest accounts first  
**Encounter** level Patient payment  
**Statement** level Patient payment



Displayed is the breakdown of the 'Related Balances' tab, which identifies TPC or MSA-Public claims, and 'Remittance Summary' tab, which tracks accumulative payments and adjustments for 835.

Related Balances X
Upper Right Side

	Sequence	Health Plan	Payer		Balance
✓	1	AETNA	AETNA	← TPC	\$40.00
✓	2	TRICARE PRIME FAMILY MBR	TRICARE		\$ -
	3	TRICARE PRIME FINAL BENEFIT	Self Pay		\$ -

	Sequence	Health Plan	Payer		Balance
✓	1	CIVILIAN EMERGENCY	Self Pay	← MSA	\$40.00
✓	2	AETNA	AETNA		\$ -
	3	CIVILIAN EMERGENCY FINAL BENEFIT	Self Pay		\$ -

Remittance Summary X

Remittance: 20220818 20220815 AETNA \$50 GUERREROC, [REDACTED], Open

Group By: Payer Filter By: All

Description	Payment	Adjustment
AETNA	(\$5.00)	(\$5.00)
<b>Totals:</b>	<b>(\$5.00)</b>	<b>(\$5.00)</b>

Tracks Payments - Adjustments



Displayed is the breakdown of the 'Remittance Detail' tab, which tracks Claims and Claim Service Item transactions, and 'Claim' tab, with claim details. The 'Claims' tab was moved here.

Remittance Detail

Remittance: 20220818 20220815 AETNA \$50 GUERREROC, Open

Filters Search Count: 1 Claim Total: \$37.27 Payment: (\$5.00) Adjustment: (\$5.00) Patient Liability: \$0.00

	Payment	Adjustment	Name	Posted To	Posting Level	Health Plan	Policy Number
1	(\$5.00)	(\$5.00)	CVT, TEST...	300000000040230...	Charge	AETNA PPO	

Remittance Detail

Claim

Claim: 300000000040230, 01/30/2022

Account: 9822179000001 Encounter: 11880185 Begin Date: 11/29/2021 11:21

End Date: 11/29/2021 23:59 Encounter Balance: \$124.22 Guarantor: CVT, TESTEVEN

Claim: 300000000040230 Status: Submitted

Patient Member Number: Subscriber Member Number:

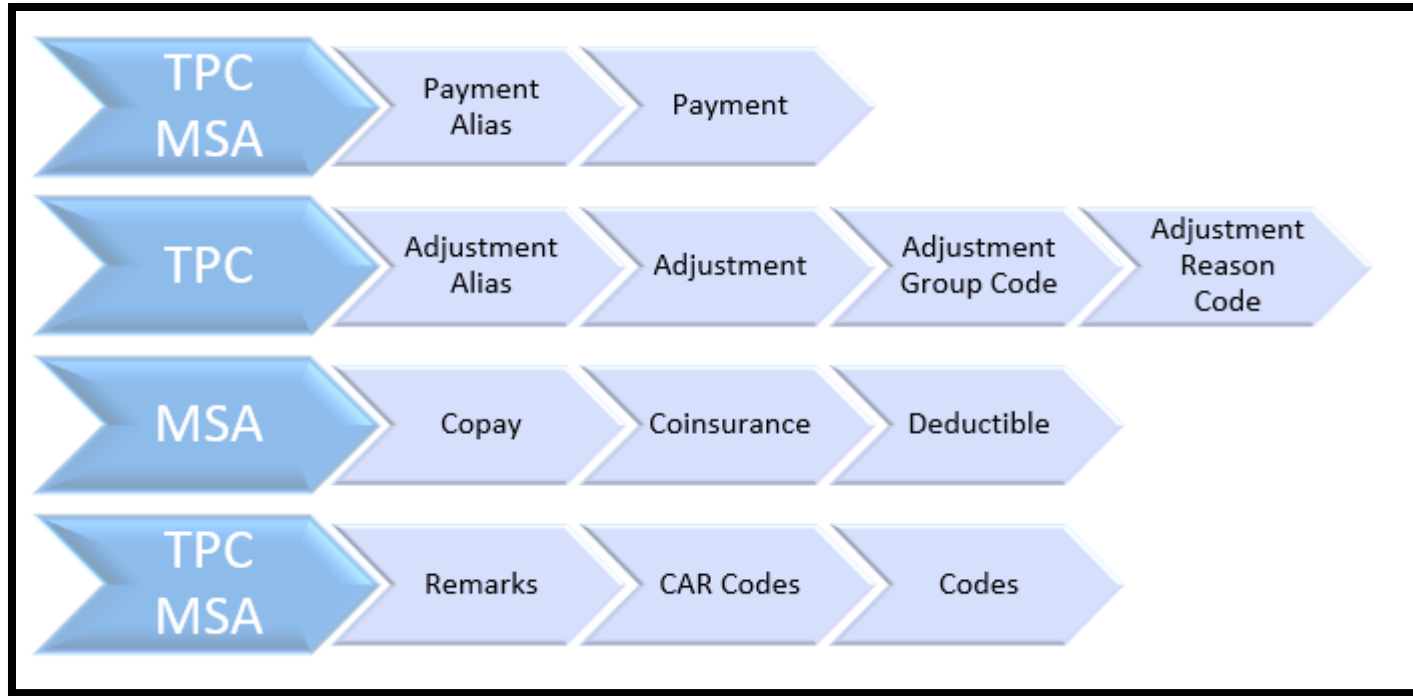
Group Number: Payer: AETNA

Charges: \$37.27 Health Plan: AETNA PPO Claim Balance: \$37.27





Adjustment logic and selection differ for TPC and MSA-Public, for TPC patients are not responsible for remaining balance, since the patients are Tricare beneficiaries; the MSA-Public patients are responsible for remaining balance, with exceptions.



# CARC Transaction Alias Table

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- Document Name: UBO HelpFul HandOut (2a3x) Poster  
CARC\_Transaction Alias\_MORE 25Jul23
  - Located on LaunchPad on the MHS GENESIS – UBO Revenue Cycle page



# Posting 835 Remittance



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# Remittance Posting Window



# Posting 835 Payment Remittance - Select

- Remittances Tab, select line item to post
- Verify amount in Remittance Summary Tab
- Section 6.0 Posting 835 Remittance TPC MSA VA

Created Date	Deposit Date	Check Date	Posted Date	Payment Control ...	Current Payment Total	Payer	Payee
08/18/2022	08/15/2022		08/18/2022	(\$50.00)	(\$5.00)	AETNA	
08/17/2022	08/05/2022		08/17/2022	(\$50.00)	\$0.00	AETNA	
07/31/2022	07/02/2022	06/23/2022	07/31/2022	(\$75.00)	(\$75.00)	MERITAIN HEALTH	
07/31/2022	08/04/2022		07/31/2022	(\$50.00)	(\$50.00)	MERITAIN HEALTH	

Description	Payment	Adjustment
BLUE SHIELD WASHINGTON REGENCE	(\$313.19)	\$0.00
<b>Totals:</b>	<b>(\$313.19)</b>	<b>\$0.00</b>



# Review Line Items ~ Post Remittance

- Remittance Detail Tab, select first line item (double-click)
- Remittance Entry Tab, populates with data
- Related Balances Tab, verify MSA or TPC claim
- Repeat for all line items
- Post Remittance Button

Remittance Detail - Payment

Claim Service Item 30000	Service Item 1- 99215 - Office Visit Lt	Payer WASHINGTON PREMIERA	Payer Control Number 4600	Payment Alias 4600	Payment \$182.41
Payment Method Electronic Fund Transfer	Payment Description	Check Date	Adjustment Alias	Adjustment	Adjustment Group Code

Related Balances

Balance: Professional, Primary, 06/15/2022 - 06/15/2022

Filters Search [v] Displaying 2 Items

✓	Sequence	Health Plan	Payer	Balance
✓	1	BC WASHINGTON...	BLUE C...	\$182.41
	2	TRICARE PRIME F...	TRICARE	\$0.00

Update Disable Cancel



# Posting 835 Non-Payment Remittance CARC 1

- Basic steps are the same for non-payment and payment for Adjustment Codes
- Remittance Detail Tab line item will not have a payment
- Related Balance Tab identifies adjustment code, MSA or TPC, example is TPC
- Post Remittance

Remittance Detail window showing a table with the following data:

#	Payment	Adjustment	Name	Posted To	Posting Level
1	\$0.00	(\$6.88)			Charge

Remittance Entry window showing detailed fields:

- Claim Service Item: 1-80048
- Service Item: 1-80048
- Payer: WASHINGTON REGENCE
- Payer Control Number: 4600
- Payment Alias: 4600
- Payment: \$0.00
- Payment Method: [Dropdown]
- Payment Description: [Dropdown]
- Check Date: [Dropdown]
- Adjustment Alias: W15
- Adjustment: \$6.88
- Adjustment Group Code: Patient Responsibility
- Adjustment Reason Code: [Dropdown]
- Copyay: [Dropdown]
- Coinsurance: [Dropdown]
- Deductible: [Dropdown]
- Remarks: [Table with Alias, Remark, Remark Group Code, Amount]
- Apply Comment: [Text Area]
- Predefined Comment: 100-Called Patient
- Buttons: Update (highlighted), Disable, Cancel



# Expanded View

- Remittance Detail Tab
  - Expand line item by selecting up-triangle
    - ✓ Detailed adjustment
    - ✓ Link to account

The screenshot displays a web application interface for a Remittance Detail. The browser tabs show 'Remittance Detail' and 'Claim'. The page title is 'Remittance Detail -1, Payment'. Below the title is a search bar and a dropdown menu. The main content area is divided into three columns of information:

Status: Working	Sequence: 1	Posted To: 3000
Policy Number:	Converted Payment: \$0.00	Payment: \$0.00
Payment Method:	Payment Description: 9013377339	Check Date:
Adjustment: W15 - Other credit adjustment - DOD Co pay or Deductible WO - (\$36.77)PR-1	Adjustment: W08 - Other credit adjustment - DOD Amount of Coverage WO - (\$103.35)PR-1	Adjustment: (\$140.12)
Entered By: System	Guarantor:	Claim DOS: 12/20/2022
Comment:		





# Non-Payment – Claim Zero Balance

- Related Balances Tab is zero
- All Remittance Detail lines
- Cancel Remittance
- If not “cancelled” it will show up on reports as not-resolved

The screenshot displays a software interface with two tabs: "Remittance Entry" and "Related Balances".

**Remittance Entry Tab:**

- Message: "claim does not match the payer of the Remittance." (highlighted with a red box)
- Buttons: "Cancel Remittance" (highlighted in yellow)
- Table:

Item	Service Item	Payer	Payer Control Number	Payment Alias	Payment
032	1 - 99203 - 99203 - Clinic	LUE CROSS CALIFORNIA	[Redacted]	4600	\$0.00
Code	Payment Description	Check Date	Adjustment Alias	Adjustment	Adjustment Group Code

**Related Balances Tab:**

- Message: "Balance: Professional, Primary, 01/27/2023 - 01/27/2023" (highlighted in yellow)
- Buttons: "Filters" (dropdown), "Search" (input), "Displaying 2 Items"
- Table:

Sequence	Health Plan	Payer	Balance
1	BC CALIFORNIA A...	BLUE CR...	\$0.00
2	TRICARE DIRECT F...	TRICARE	\$0.00



# Locating EOB in SSI



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# Locate and Copy Check Number

The screenshot shows a software interface with a 'Remittances' tab. A table lists remittance entries with columns for Payer, Created Date, and Remittance Name. Below the table, a summary section displays details for a selected remittance, including 'Check Number: CF55', which is highlighted in yellow and circled in red. Other details include 'Status: Open', 'Current Payment Total: \$0.00', 'Type: Electronic', and 'Deposit Date: 05/24/2023'.

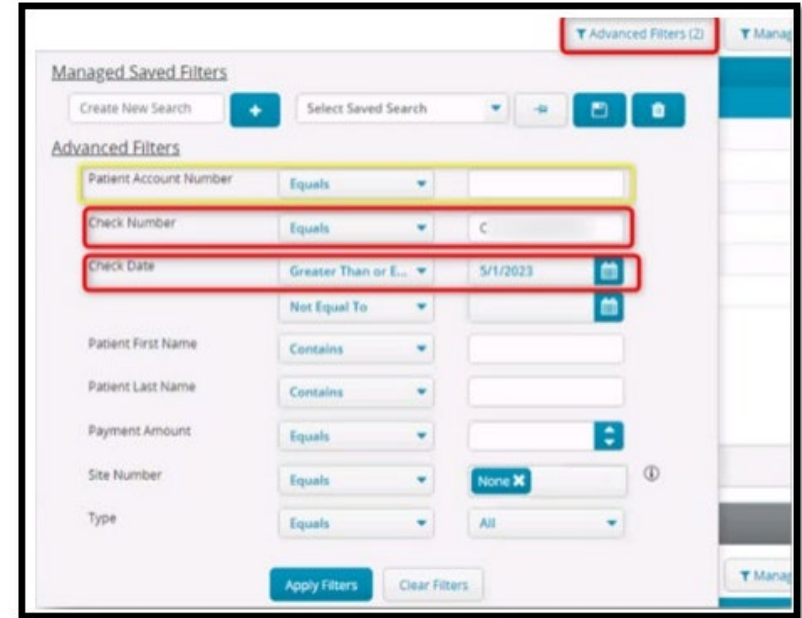
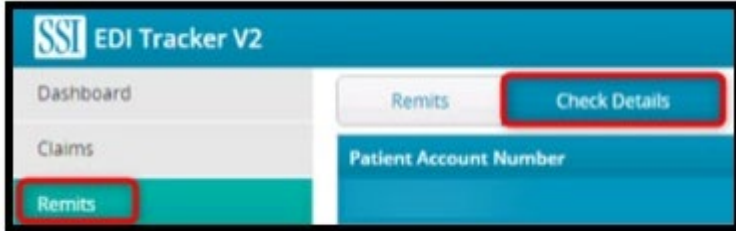
Payer	Created Date	Remittance Name
UMR	05/22/2023	
HOME STATE HEALTH P...	05/22/2023	
BLUE CROSS BLUE SHIEL...	05/21/2023	
BLUE CROSS BLUE SHIEL...	05/20/2023	

Summary details:

- Status: Open
- Current Payment Total: \$0.00
- Payment Method:
- Currency:
- Remittance Name:
- Out of Balance Amount:
- Check Date:
- National Provider Identifier:
- Type: Electronic
- Created By: System
- Check Number: CF55**
- Deposit Date: 05/24/2023




# Search Check Number in SSI






# Open EOB

Selected Remit ID:

Selected Remit ID:					
Remits		Associated Files			
Facility	Site Number	Check Date ↓	Process Date	Post Date	Ch
AMC Darnell Ft. Hood 0...		05/23/2023	05/24/2023	05/24/2023	C2

Click the 'eye'  icon next to the file that has .RPT after it. This is your EOB.

Selected Remit ID:

Selected Remit ID:					
Remits		Associated Files			
File Name	Process ID	File Number	File Type	File Date	Download
1001		1001	RPT	05/24/2023	
1002		1002	RPT	05/24/2023	
1003		1003	RPT	05/24/2023	



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# Remarks Overview

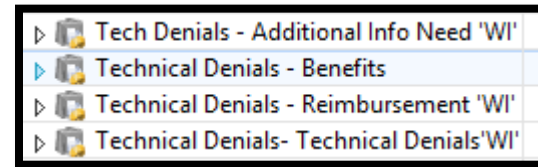


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# Remarks Section Tab

- Transactions in the Remarks section may trigger Technical Denials in the WorkFlow Queue
- Recommend each site create a payer list of reasons when a Technical Denial is not required
- Section 7.0 Remarks Section



▶	📄	Tech Denials - Additional Info Need 'WI'
▶	📄	Technical Denials - Benefits
▶	📄	Technical Denials - Reimbursement 'WI'
▶	📄	Technical Denials- Technical Denials'WI'



# Denials Overview



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# Denial #1- No Payment ~ Disable Line Item ~ Process

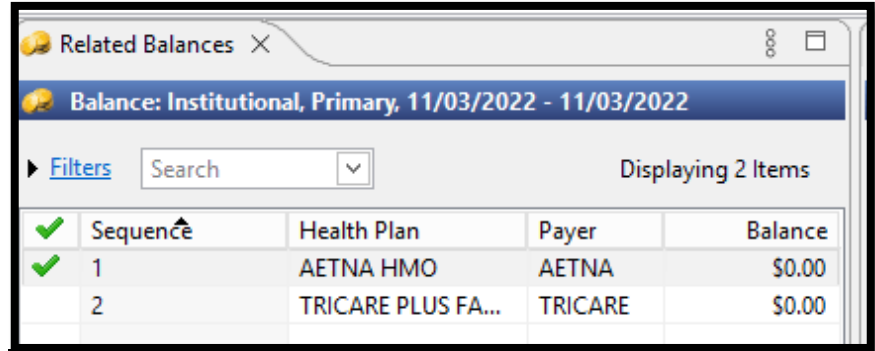
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- Denial #1 is a non-payment
  - Same process for a payment
- How to process:
  - Line item with zero charges
  - Line item with Reason Code and Adjustments



# Denial #1- Disable Line Items

- Line item does not have a balance
- Other line items with a balance
- Right-click to select 'Disable'

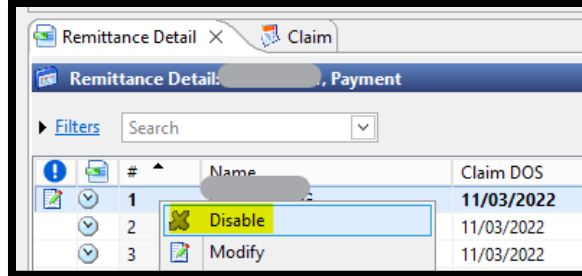


Related Balances X

Balance: Institutional, Primary, 11/03/2022 - 11/03/2022

Filters Search [v] Displaying 2 Items

✓	Sequence	Health Plan	Payer	Balance
✓	1	AETNA HMO	AETNA	\$0.00
	2	TRICARE PLUS FA...	TRICARE	\$0.00



Remittance Detail X Claim

Remittance Detail: [redacted], Payment

Filters Search [v]

!	#	Name	Claim DOS
[icon]	1	[redacted]	11/03/2022
[icon]	2	[redacted]	11/03/2022
[icon]	3	Modify	11/03/2022

Disable



# Denial #1- Misrouted Claim N418

- Related Balances Tab has a balance
- Update line item
- Remittance Detail displays removed and posted line items
- Post RA

The screenshot shows the 'Remittance Entry' window with the following details:

- Claim Service Item:** 30004
- Service Item:** 1 - 93282
- Payer:** 1 - AETNA
- Payer Control Number:** E536
- Payment Alias:** 4600
- Payment:** \$0.00
- Payment Method:** 992
- Payment Description:** Copay
- Check Date:** [Empty]
- Adjustment Alias:** W08
- Adjustment:** \$48.78
- Adjustment Group Code:** Contractual Obligations
- Adjustment Reason Code:** B11
- Remarks:** N418 Misrouted claim
- Predefined Comment:** 100-Called Patient

The screenshot shows the 'Related Balances' window with the following table:

Balance: Institutional, Primary, 12/07/2022 - 12/07/2022				
Sequence	Health Plan	Payer	Balance	
1	AETNA HMO	AETNA	\$48.78	
2	TRICARE PRIME SP...	TRICARE	\$0.00	

The screenshot shows the 'Remittance Detail' window with the following list of lines:

Line	Status
1	X
2	X
3	X
4	X
5	X
6	X
7	X
8	X
9	✓



# Denial #1- Patient Account Transactions

- Insurance Transactions Tab, displays Adjustment
- Balances Tab, displays Adjustment and Rolled Balance

Note:  
Going to  
review  
CARC  
applying  
W08.

Type	Date	Amount	Original Amount	Alias	Alias Description	Activity Date	Payer Name
Payment	02/21/2023	\$0.00	\$0.00	4600	Insurance payment - DOD Insurance ...	04/18/2023	AETNA
Adjustment	02/21/2023	(\$48.78)	(\$48.78)	W08	Other credit adjustment - DOD Amo...	04/18/2023	AETNA
Information ...	02/21/2023	\$0.00		N418	Misrouted claim	04/18/2023	AETNA

Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance	Bill Type	Rolled Date
12/07/2022	Primary	Complete	AETNA HMO	AETNA	Commercial/OHI	DOD Default Technical Charg...	(\$48.78)	\$0.00	\$0.00	HCFA 1450	04/18/2023
12/07/2022	Primary	Generated	AETNA HMO	AETNA	Commercial/OHI	DOD Default Professional - C...	\$0.00	\$0.00	\$45.02	HCFA 1500	
12/07/2022	Secondary	Complete	TRICARE PRIME SP...	TRICARE	Tricare	DOD Default Technical Charg...	\$0.00	\$0.00	\$0.00	HCFA 1450	04/18/2023
12/07/2022	Secondary	Transmitt...	TRICARE PRIME SP...	TRICARE	Tricare	DOD Default Professional - C...	\$0.00	\$0.00	\$0.00	HCFA 1500	
12/07/2022	Self Pay	Ready to ...	TRICARE FINAL BEN...		Self Pay	Self Pay	\$0.00	\$0.00	\$0.00		



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# Denial #2- CARC27- Expenses after coverage terminated

- Policy not terminated
  - No date in Registration Perspective
  - CARC27 in Remarks, add Comment – Update
- Creates Technical Denial for follow up.

Alias	Remark	Remark Group Code	Amount
27	Expenses incurred after coverage termin	Patient Responsibility	\$182.41



# Denial #2- CARC27- Expenses after coverage terminated

- Policy Terminated
  - Date in Registration Perspective
  - Adjustment Alias W18 DOD Termed and amount
  - Adjustment Group Code is Other Adjustment
  - Adjustment Reason Code 27
  - Balance adjusted off
  - No Technical Denial

Payment Method	Payment Description	Check Date	Adjustment Alias	Adjustment	Adjustment Group Code
			W18	\$182.41	Other Adjustments
Adjustment Reason Code	Copay	Coinsurance			
27					
Remarks					
Remark	Remark Amount	Remark Group Code			
Alias	Remark	Remark Group Code	Amount		
27	Expenses incurred after coverage termin	Patient Responsibility	\$182.41		
Apply Comment					
Termination date in Reg Perspective					
Predefined Comment: 100-Called Patient					
<input type="checkbox"/> W08: Contractual Adjustment: \$0.00					
<input type="button" value="Update"/> <input type="button" value="Disable"/> <input type="button" value="Cancel"/>					



# Denial #3- CARC242 Service Not Prov Network Provider

- CARC 242- Requires follow-up
- No Adjustment Amounts
- Create Technical Denial

Remittance Entry - 2, Payment

Claim Service Item: 30000, Service Item: 2-85025, Payer: UNITED HEALTHCARE, Payer Control Number: DT8011, Payment Alias: 4600, Payment: \$0.00

Payment Method: , Payment Description: , Check Date: , Adjustment Alias: , Adjustment: , Adjustment Group Code: , Deductible: , Adjustment Reason Code: , Copay: , Coinsurance: , Remarks: , Apply Comment: , Predefined Comment: 100-Called Patient

Alias	Remark	Remark Group Code	Amount
242	Services not prov by netwk/prm care prov	Patient Responsibility	\$16.38

W08: Contractual Adjustment: \$16.38

Update Disable Cancel

Remittance Detail - 1, Payment

Filters: Search

#	Name	Claim DOS	Posted To	Payment
2		02/06/2023		\$0.00
1		02/06/2023		\$0.00



# Denial #3- CARC242 Service Not Prov Network Provider (1)

- Balances Tab does not have adjustment
- Insurance Transactions Tab did not adjust balance

Balances X Claims Statements Charges Insurance Transactions Self Pay Transactions Billing Holds Images Workflow Timeline

Encounter [redacted] - 02/06/2023

Filters Search

!	📄	Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance	Bill Type
		02/06/2023	Primary	Generated	UNITED HEALTHCA...	UNITED ...	Commercial/OHI	DOD Default Technical Charg...	\$0.00	\$0.00	\$33.73	HCFA 1450
		02/06/2023	Secondary	Waiting fo...	TRICARE PRIME SP...	TRICARE	Tricare	DOD Default Technical Charg...	\$0.00	\$0.00	\$0.00	HCFA 1450
		02/06/2023	Self Pay	Ready to ...	TRICARE FINAL BEN...		Self Pay	Self Pay	\$0.00	\$0.00	\$0.00	

Balances Claims Statements Charges Insurance Transactions X Self Pay Transactions Billing Holds Images Workflow Timeline

Encounter [redacted] 02/06/2023 - 02/06/2023

Filters Search

📄	Type	Date	Amount	Original A...	Alias	Alias Description	Activity Date
✓	Payment	02/27/2023	\$0.00	\$0.00	4600	Insurance payment - DOD Insurance Payment	04/18/2023
✓	Payment	02/27/2023	\$0.00	\$0.00	4600	Insurance payment - DOD Insurance Payment	04/18/2023
✓	Technical Denial	02/27/2023	(\$16.38)		242	Services not prov by netwk/prm care prov	04/18/2023
✓	Technical Denial	02/27/2023	(\$17.35)		242	Services not prov by netwk/prm care prov	04/18/2023





# Denial #3- CARC242 Service Not Prov Network Provider

- Created a Technical Denial for follow-up
- Workflow Tab D141 DOD Technical Denials ~ WorkFlow-Queue Tech Denials - WI

Status	Date	Amount	Description	Type	Work Item
	04/18/2023	\$33.73	52041430; Institutional; UNITED HEALTHCARE PPO; 02/06/23	Insurance Balance	D141 - DOD Technical Denials - Additional Info Needed
	02/27/2023	\$33.73	52041430; Institutional; UNITED HEALTHCARE PPO; 02/06/23	Insurance Balance	
	02/11/2023	\$33.73	52041430; 300000067705212; Institutional; UNITED HEALTHCARE PPO	Claim	

	Tech Denials - Additional Info Need 'WI'	1	\$51.08
	Post Billing User Group (0029)	1	\$51.08

Status Date	Admission Date	Amount	Patient Name	Encounter Number	Balance Status	Payer
04/18/2023	02/06/2023	\$33.73			Generated	UNITED HEALTHCARE



# Questions

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