



# Revenue Cycle: Work Queue Management

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# BLUF



- The webinar provides an overview of the management of the work queues in Revenue Cycle to include state-based queues, exception-based queues, and work item queues.



# Agenda



- Work Queue Assignment Strategy
  - Pre-Billing User Group
  - Post-Billing User Group
  - DOD-VA User Group
  - SF1080 User Group
  - Cash Poster User Group
  - Tricare User Group
  - UBO Manager User Group
- State Based Queue Overview
  - Pending Edit Claim
  - Past Due
  - At Risk
  - Credit Balance
  - EOB Variance
- Exception Based Queue Overview
  - Demographic Modifications
  - Coding Updates
  - Late Charge Review
- General A/R State Based Queue Overview
- Work Item Queue Overview
  - Work Item Hierarchy
  - Action Codes
- Edit Resolution Activities
- Revenue Cycle Improvement Actions
- Resources
- Questions



# Work Queue Assignment Strategy

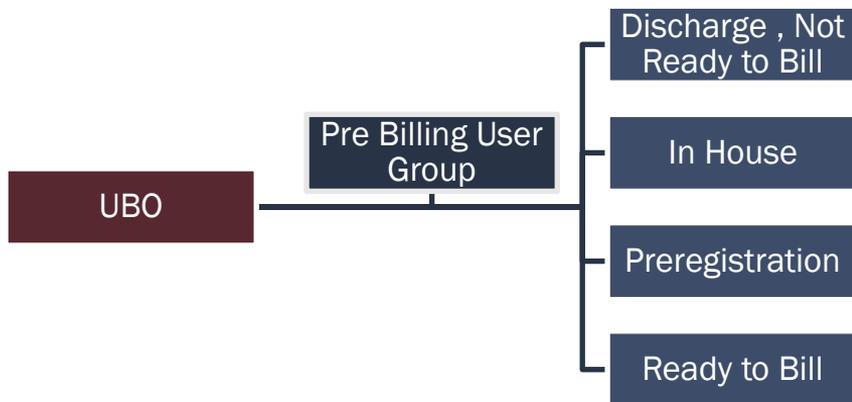


- This is the configuration for how Work Queue setup and assignment is designed within the Revenue Cycle application. This is DHA's Enterprise design and will be flexible when necessary, depending on the MTF and UBO size.





# Work Queue Assignment – Pre Billing User Group



- Adoption Review 'WI'
- Ambulance Review 'WI'
- CRS Encounter Review
- Deceased Prior to Discharge 'WI'
- DOD Encounter Review - Mass Vaccine 'WI'
- DOD Encounter Review - MIL Custody 'WI'
- DOD Encounter Review - Occ. Health 'WI'
- DOD Encounter Review-Mass Readiness 'WI'
- DOD-VA 459 Psych – 3B2 Charges 'WI'
- ECS Reconciliation 'WI'
- Edit Failure - ANSI 'WI'
- Edit Failure - Authorization 'WI'
- Edit Failure - Condition Codes 'WI'
- Edit Failure - Dates 'WI'
- Edit Failure - ID 'WI'
- Edit Failure - Occurrence Codes 'WI'
- Edit Failure - Other 'WI'
- Edit Failure - Place of Service 'WI'
- Edit Failure - Provider 'WI'
- Edit Failure - Quality Measures 'WI'
- Edit Failure - Reimbursement 'WI'
- Edit Failure - Revenue Codes 'WI'
- Edit Failure - Type of Service 'WI'
- Edit Failure - Value Codes 'WI'
- Foreign Military Billing Processing 'WI'
- Foreign Military Place Holder HP 'WI'
- Foreign Military Review - UBO 'WI'
- GITMO Unique Billing Rates
- IOC Refresh Recurring 'WI'
- NDAA 716 CRS Waiting CFR
- NDAA 716 Self File Exception 'WI'
- NDAA 716 Waiting CFR
- NDAA Pre-716 RevSpring Excl Manual 'WI'
- NDAA Pre-716 RevSpring Excl System 'WI'
- OHI Not Applicable 'WI'
- PAD to UBO Review Needed 'WI'
- Same Day Encounters Combine 'WI'
- SecDes - Encounter Mod 'WI'
- Test Patient With Charges 'WI'
- UBO Review Needed 'WI'

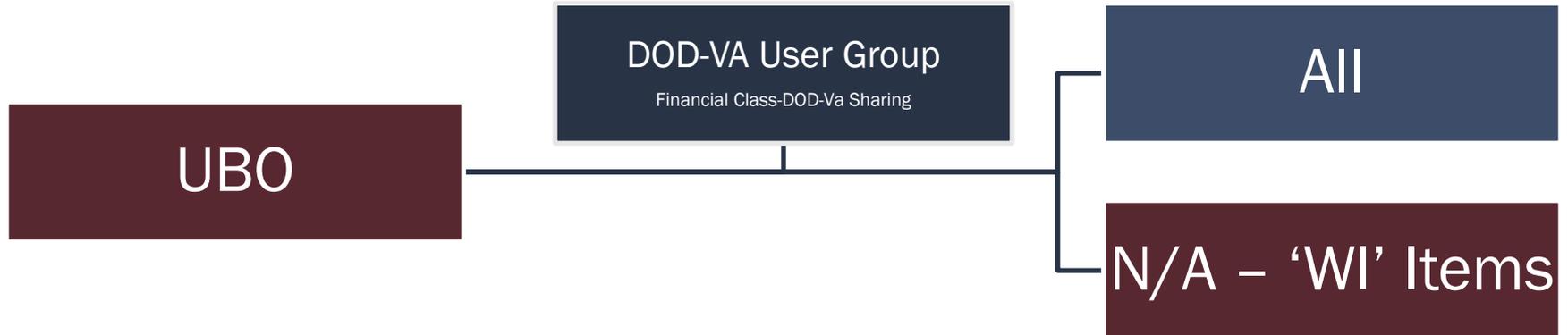


# Work Queue Assignment – Post Billing User Group





# Work Queue Assignment – DOD-VA User Group



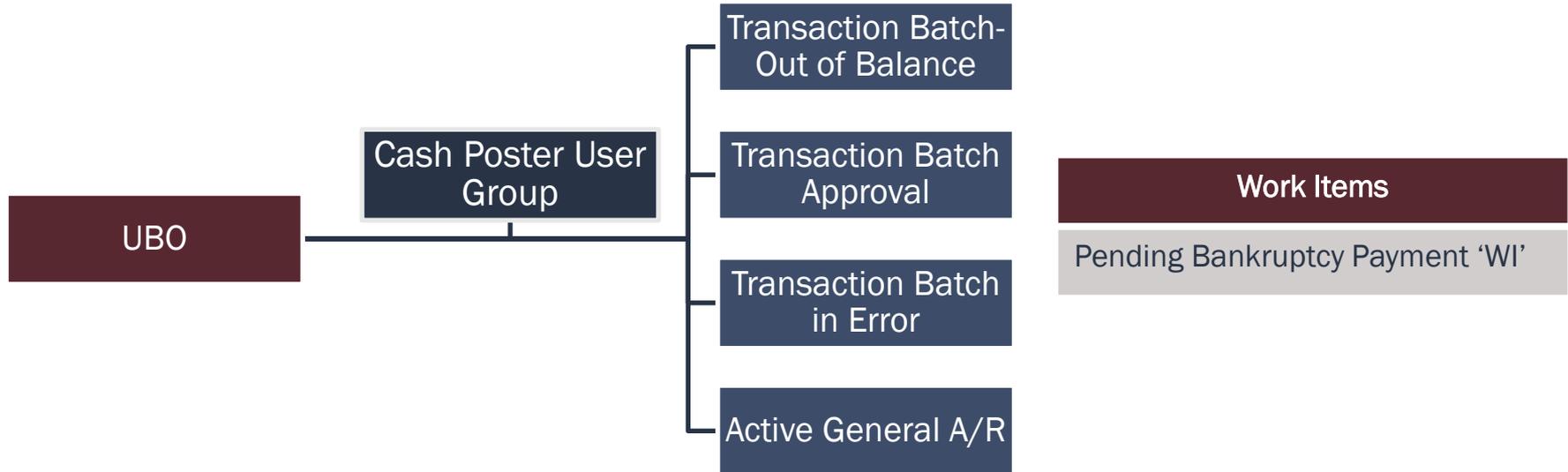


# Work Queue Assignment – SF1080 User Group





# Work Queue Assignment – Cash Poster User Group





# Work Queue Assignment – Tricare User Group





# Work Queue Assignment – UBO Manger User Group



Work Items
Technical Denial Review Required 'WI'
Refund Budget Officer Approval 'WI'
Medical Record Request-Management 'WI'
Two Midnight Not Met
Pass Through Billing 'WI'
DOD Insurance Balance Statement Hold 'WI'



# State Based Queue Overview



- State-Based Queues identify the current disposition of an encounter's insurance or self pay balance as it progresses through the Revenue Cycle.
- All active balances within Revenue Cycle are assigned to a State-Based queue.
- Although some state-based queues are monitoring queues, there are others needing additional action to progress through the Revenue Cycle.
- Not all insurance or self-pay balances have an error.
- Nightly OPS job transition encounters insurance or self pay balance to another State-Based Queue as errors are resolved or holding periods met.
- An encounter may appear in both a state-based and exception-based queue as they progress through the Revenue Cycle
- There are 4 State-Based queue categories, however the following 3 are relevant to UBO:
  - Insurance State Based Queue
  - Self Pay State Based Queue
  - General Accounts Receivable State Based Queue



# State Based Queue Categories



Insurance	Self Pay	General A/R
Preregistration (Monitoring Queue)	Preregistration (Monitoring Queue)	Active General AR
In House (Monitoring Queue)	In House (Monitoring Queue)	-
Discharged, Not Ready to Bill (Monitoring Queue)	Discharged, Not Ready to Bill (Monitoring Queue)	-
Ready to Bill (Monitoring Queue)	Ready to Bill (Monitoring Queue)	-
Edit Failure (Monitoring Queue)	Good Standing Self-Pay(Monitoring Queue)	-
Pending Edit Claim	Past Due Self-Pay	-
Pending Reimbursement (Monitoring Queue)	Self-Pay Credit Balance	-
Past Due	Bad Debt (Monitoring Queue)	-
At Risk Claim	Unassigned State (Self Pay Follow-Up)	-
EOB Variance	-	-
Credit Balance	-	-
Technical Denial (Monitoring Queue)	-	-
Unassigned State (Insurance Follow-Up)	-	-



# State Based Queues



- Pending Edit Claim
  - Contains claims submitted to SSI but not transmitted to the payer for adjudication.
  - Review claim within SSI to verify status and process accordingly.
  - Actions that remove items:
    - ✓ Transmit date is received through SSI.
    - ✓ Transmit date is manually entered for a paper claim.
    - ✓ Claim is canceled.
      - Claims canceled, deleted, or altered in SSI are not updated in Revenue Cycle without manual intervention. If claims are canceled or deleted in SSI, manually complete the same action in Revenue Cycle.
- Past Due
  - Contains transmitted claims that are past the expected claim adjudication date. Past Due parameters are customer-defined and may vary by payer.
  - Actions that remove items:
    - ✓ Claims moves to an At-Risk status.
    - ✓ Payment or adjustments is received and posted.
    - ✓ Denial is posted.
    - ✓ Outstanding balance is moved to a new benefit order or completed.
    - ✓ Claim is canceled.
- At Risk
  - Transmitted claims past a set adjudication date with no response
  - Actions that remove items:
    - ✓ Payment or adjustment is received and posted.
    - ✓ Denial is posted.
    - ✓ Outstanding balance is moved to a new benefit order or completed.
    - ✓ Claim is canceled.



## State Based Queue (2)



- Credit Balance
  - Transmitted claims past a set adjudication date with no response.
  - Actions that remove items:
    - ✓ The credit balance is manually resolved by a balance transfer, corrected claims, a refund, or posting corrections.
- EOB Variance
  - Benefit orders that been completed and have an outstanding balance.
  - Actions that remove items:
    - ✓ Outstanding balance is manually resolved by a balance transfer or posting corrections.



# Exception Base Queues Overview

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- Encounters requiring additional actions to ensure accurate payment/adjustment postings or payer/patient reimbursement.
- Exception queues are based on system and DHA defined logic.
- An item may appear in multiple Exception Queues, but only one balance in State-Based Queue.



# Exception Based Queue List



Encounter Exceptions	Claim Exceptions	Transaction Batch Exceptions
In Collections	Pending Late Charge Review	Transaction Batch in Error
In Collections Preview	Late Charges	-
Demographic Modifications	-	-
Coding Updates	-	-



# Exception Based Workqueue



- Demographic Modifications
  - Encounters qualify if a health plan modification occurs after initial claim submission
    - ✓ An action code is applied to encounter.
    - ✓ Encounter holds are manually removed.
    - ✓ A queue item is manually released.
- Coding Updates
  - Encounters qualify if coding updates are saved after initial claim submission.
    - ✓ A queue item is manually released.
- Late Charge Review
  - Claims qualify if associated late charges are designated for manual review through late charge processing PBM rules.
  - Actions that remove items:
    - ✓ Late charges are billed (through replacement or late charge only claim), adjusted or credited.
    - ✓ A claim is canceled.



# General Accounts Receivable (A/R) State Based Queue Overview

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- General A/R has one state-based queue and is for transactions without an encounter.
- The Active General A/R has transactions not associated with a patient account. The transactions post to the Active General A/R queue, and the transactions transfers to a patient account, or reversed.
- Transactions not associated to an encounter, claim, or claim service item in Revenue Cycle posts to the Account level.



## Work Item Based Queues



- Work Items are identified by the “WI” at the end of Queue Name.

>	NDA 716 CRS Review 'WI'	78
>	NDA 716 Review 'WI'	2051
>	NDA Pre-716 RevSpring Excl Manual 'WI'	4
>	NDA Pre-716 RevSpring Excl System 'WI'	1429

- Work Items identify specific encounter issues based on defined criteria.
- Work Items are created, either manually or through a system event, and must be resolved.
- Work Items are designed to help facilities route work and resolve items with potential issues.
- Work Items can be identified at different levels of the Patient Account.
  - Encounter, Insurance Balance, Claim
- Multiple work items may exist on a claim.



# Work Item Hierarchy



- The diagram below displays the hierarchy of work item population for encounter level holds and claim level edit failures.
- It is recommended to leverage the below hierarchy, when possible as a best practice for resolving encounter level holds and claim level edit failures.
- Resolving all work items is an important step, as it allows encounters to progress to claim submission, reimbursement, and accurate workload capture.





# Action Codes



- Action Codes enable end-users to record completed work for tracking productivity and driving automated workflow process models.
- When Action Codes are applied, the detail is added to the Timeline tab.
- Action Codes are applied after an edit is resolved to signify that the work item is complete and can be removed from the workqueue.
- Apply action code by right clicking the Work Item on the workflow tab and select Apply Action Code.

The screenshot shows a workflow application interface. The main window displays a table with the following data:

Status Date	Amount	Work Item	Status
06/18/2023	\$210.35		Edit Failure
06/18/2023	\$163.52		Edit Failure
06/16/2023	\$210.35	D116 - DOD Edit Failure - ANSI	Edit Failure - ANSI 'WI'
06/16/2023	\$163.52	D116 - DOD Edit Failure - ANSI	

Below the table, a context menu is open over the last row, showing the option "Apply Action Code".

The "Apply Action Code" dialog box is open, showing the following details:

- Action Code: D116
- Alias: D116
- Name: DOD Resolve Edit Failure

At the bottom of the dialog, there is a button labeled "Edit Failure - ANSI 'WI'" with up and down arrows.



# Action Code List and Description



- Action codes are alpha numeric 4-digit codes that are specific to an edit or hold category.
  - If the edit category being resolved does not have a specific action code, use D116.

Action Code	Description
D116	DOD Resolve Edit Failure
D303	DOD Resolve Room and Bed/LOS Mismatch
D410	DOD Resolve CCI/OCE Edit
D412	DOD Resolve CPT/HCPCS Edit
D413	DOD Resolve Diagnosis Edit
D417	DOD Resolve Modifier Edit
D418	DOD Resolve Trauma Team Response
D443	DOD Resolve Units Edit
D445	DOD Resolve Profee Coding



# Edit Resolution Activities



- Revenue Cycle Edit Failure Work Group
  - Internal working session between functional stakeholders to discuss enterprise Alpha II Claim Scrubber configuration.
  - Perform ongoing analysis of Edit Failure reporting from Discern to identify trends, high volume/problematic issues, and to review issues identified by UBO, MCPB, PAD, Health Informatics, and Leidos team.
- Edit Reconfiguration and Workflow Re-Design
  - Strategic goal is to reduce volume and nature of un-necessary and low value edits, allowing coding, billing, and registration staff to concentrate on high value claim edits impacting both revenue and workload capture
  - Tickets are submitted to GSC to revise edit configuration or to assist in troubleshooting problematic issues



# Revenue Cycle Improvement Action



- Revenue Cycle Improvement Action Projects are led by the Defense Healthcare Management Systems Modernization (DHMSM) Team
  - Provide information and support for updates to MHS Genesis
  - Focus on fixing technical issues and improving workflows
  - Adoption Central:
    - ✓ <https://militaryhealth.sharepoint-mil.us/sites/MHSGenesisAdoption/SitePages/Wave-Gap-Projects.aspx>
      - Tip Sheets and guides to walk you through changes
      - Recorded Adoption Sessions for on-demand training
      - Schedules and updates on upcoming improvements
      - Monthly newsletters with the latest news and tips



# Resources



- UBO SharePoint:
  - <https://militaryhealth.sharepoint-mil.us/sites/j8-brm-ubo/SitePages/UBORC.aspx>
    - [UBO Helpful Handout \(3a1p\) WQ WORKFLOW QUEUE A-Z 2025\\_0106 PDF.pdf](#)
    - [UBO HelpFul HandOut \(3a3x\) WQ Edit Failure Work Items Alpha II SSI 2023\\_1019.xlsx](#)
    - [UBO HelpFul HandOut \(2a2p\) POSTER UBO 2024\\_0604.pdf](#)
- Work Item Workbook:
  - <https://militaryhealth.sharepoint-mil.us/sites/j8-brm-rcmb-Revenue-Integrity/SitePages/PG.aspx>



# Questions





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