Publications with integrated MedTrak usage include:

Published by ADePT Electronic Solutions, LLC — written by Rick Schanhals

Medical Clinic Workflow ● 5th Edition (2017)


Medical Assisting - Clinical and Administrative (2015)


Published by Elsevier Inc.

ePractice Kit for Medical Front Office Skills
written by Carol Buck MS, CPC, CPC-H, CCS-P (2011)

Electronic Health Record for the Physician’s Office
written by Amy DeVore CMA (AAMA), CPC (2011)

Electronic Health Records - Understanding the Medical Office Workflow
written by Rick Schanhals BSE IE and Mathematics, CHTS-CP, CHTS-PW (2013)
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Preface

What is this book about?

The goal of this book is to provide the health care billing student with the experience of using MedTrak’s integrated electronic health record and practice management system to understand the medical revenue cycle management process from line item charge review and posting charges to a bill through payment collections and refunds. With millions of patient visits processed, MedTrak’s internet-based system is proven technology that enables the student to operate their own medical facility.

By doing the 15 case studies in this book, the student will do every billing step in the revenue cycle process for the following billing and payer situations:

- Primary care patient with left ankle pain and three payers
- Self pay primary care patient with a UTI
- Primary care patient with left ear pain and Blue Cross insurance
- Primary care patient with abdominal pain and Medicare and Tricare insurance
- Employee health patient for an annual physical examination
- Drug screen patient for an employer
- Worker’s compensation patient with a finger laceration
- Worker’s compensation patient with lower back pain
- Primary care patient with a sore throat and cough and Humana insurance
- Primary care patient for a youth sports physical and guarantor as the payer
- Primary care patient with multiple injuries from an MVA and Cigna insurance
- Primary care patient with a dog bite and Aetna insurance
- Primary care patient whose check was returned due to non-sufficient funds
- Primary care patient whose account needs to be sent to a collection agency
- Primary care patient whose account needs to be written off as bad debt
Curricular Features

Students and instructors alike state that MedTrak’s integrated EHR and practice management system is "easy to learn", "easy to use", and provides a great tool for students to learn "billing workflow".

- **Estimated duration** is the amount of time typically needed to complete the chapter.

- **Learning outcomes** are directly related to the content and case studies covered in the chapter and will be demonstrated by the student through their work products and review activities.

- **Key concepts** identify the major topics covered.

- **Work products** provide a way for the student to demonstrate their completion of the chapter.

- **Review activities** enable students to reinforce the material that they learned in each chapter.

Note to Students

This book and associated MedTrak activities use a building block approach to learning the medical clinic workflow processes. Read carefully and do all of the steps and you will successfully complete the activities and understand the material covered in this book.
MedTrak provides each student with an assessment functionality to check their work before they turn in their assignments. This Self Assessment process compares the student’s work to the expected input for each chapter and provides a report of the results of the comparison identifying any errors.

The student activates the Self Assessment processing by entering a command on either the Patients screen, the Scheduling screen, the Clinic Status screen, or the Further Review Needed dashboard.

In addition to the identification of any errors made by the student, MedTrak provides a percentage grade for each chapter attempt.

Below is an example of how the student activates the Self Assessment for Chapter 3 - Adding a Patient.

1. You should be on the Patients screen
2. Type “SA03” in any command field
   (SA stands for self assessment and 03 is the chapter #)
3. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
4. Click the View Prints button
   (The Available User Reports window opens)
5. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button)
6. Review the Self Assessment report. If you have errors, correct them and re-run the report.
7. Do NOT proceed until you have an error-free report
In this Self Assessment example, the student made five errors when adding Mr. Anderson in Chapter 3 (shown below).

After reviewing this report, the student went back into Mr. Anderson’s patient demographics and fixed the errors. Then the student ran the Self Assessment report again to turn in (shown below).
Introduction
Revenue Cycle Management

Learning Outcomes

► A brief understanding of what revenue cycle management means

Key Concepts

► Billing workflow
► Rules-based methodology
► Revenue cycle management
► Computer assisted coding
► Computerized provider order entry
Below are the major billing processes that make up the health care billing functionality.

**Bill for the encounter:**
- Review encounters needing additional information
- Edit charges for the encounter
- Post charges to create the invoice
- Send bill electronically or by mail

**Payment posting, collections, and refunds:**
- Create payment batches
- Record payments
- Post payments and adjustments to invoices
- Monitor aged accounts receivable
- Record collection activities
- Process refunds

**Rules-based methodology**

To achieve effective billing workflow, the processes need to be broken down into their individual steps using a rules-based methodology. MedTrak’s billing rules-based methodology is comprised of a combination of three basic components:

1. **Specialized dashboards designed to model medical workflow:**
   - Unbilled charges dashboard
   - Accounts receivable dashboard
   - Referrals dashboard

2. **Screen sequences that automatically step users through data capture:**
   - Payment processing

3. **Functionality attached to clinical objects to complete their characteristics**
   - Attaching payers with subscriber information to patients
   - Attaching worker’s compensation insurance to companies
   - Rates assigned by billing codes to specific procedures
Revenue cycle management in health care refers to the control of the patient’s health care information from the time that they schedule an appointment until their account is paid in full. The health care facility needs to take the necessary steps to be sure that they get paid in a timely manner for the services that they furnish to the patient. Money keeps the health care facility in business. Every phase of the revenue cycle is critical, from scheduling to collecting the final payment.

Management of revenue in health care is complicated by the fact that typically the patient does not pay out-of-pocket for services at the time that they are rendered. Services are delivered by a health care provider to the patient, but the bill is usually sent to a third party for payment.

To reduce the length of time for the revenue cycle for each patient, every step in the care and treatment of the patient must be captured at the point-of-care and in real-time. This means that everyone in the medical facility who cares or treats the patient needs to be sure that the information they enter into the patient’s health record is accurate and timely. Every member of the health care team has to take responsibility for their part in the revenue cycle to help keep the medical facility financially viable.
Importance of registration accuracy

The first step in the revenue cycle is patient recognition. This means accurately verifying the patient’s name and address, phone numbers, and insurance information. If this first step is not done correctly, then the revenue cycle for the patient will be flawed from the beginning and the medical facility might never receive payment for the services rendered to the patient. This means that the scheduler initiates revenue cycle management for each patient and must record the correct billing address, insurance subscriber information, and social security number.

Before the visit, eligibility verification is also a best practice that all medical facilities should endeavor to attain. Knowing that a patient’s insurance plan will cover the potential health care services that might be rendered eliminates the possibility that the insurance claim will be denied due to an eligibility issue. More than half of denied insurance claims are due to eligibility issues. This not only results in the medical facility not receiving payment for services rendered but also causes the medical facility to spend extra billing personnel time working on the insurance claim denials to get the rejected claims paid.

Importance of billing accuracy

Automating the charge posting process (computer assisted coding - CAC) to eliminate the need to use charge slips is an efficient way to accurately record the charges needed for billing. Using a point-of-care electronic health record (like MedTrak) that drives the charges directly from the clinical activity completely removes the need for a charge slip. For example, if the clinical staff orders an x-ray for the patient, the placing of the x-ray order in the computerized provider order entry (CPOE) system automatically creates a charge for the x-ray with the correct CPT code. In like fashion, as the clinical staff records any other clinical activity that is billable, the electronic health record system automatically creates the appropriate charges with accurate CPT codes. This type of processing eliminates the need for manual charge posting. The initial billing activity then becomes one of editing billing information to ensure that the billing data is complete and reasonable.
Another aspect of automated charge posting by the electronic health record is that the charges will exactly match the clinical activity, thus ensuring that the bill is 100% in agreement with the services performed for the patient. Additionally, if the electronic health record is problem-focused then the most likely orders for the presenting problem will appear first for selection by the provider. For example, if the patient presents with a left ankle injury, the x-rays for the left lower extremity display for selection. This helps make the selections of orders by the providers more efficient and accurate to the patient’s reasons for being seen at the medical facility.

Using electronic claim submission and electronic remittance payment posting are two more ways to achieve accurate and efficient billing. Automating both of these functions in addition to automatic charge posting saves billing department time that can then be used to follow up on unpaid bills.

You will learn more about automated charge posting using MedTrak’s problem focused electronic health record as you complete the case studies in this book.

**Billing Example in this Book**

*Charles Anderson hurts his left ankle while walking down some stairs at home. He receives treatment at a local urgent care clinic where the physician diagnoses some internal derangement of the left ankle and refers the patient to an orthopedic specialist.*

While at the urgent care clinic, the patient receives the following:

- An x-ray of his left ankle
- Ice treatment for his left ankle
- An ankle brace applied by the clinical staff
- A referral to an orthopedic specialist
- A prescription for ibuprofen
- Aftercare instructions about how to self-treat the injury at home:

The patient has three payers:

- **Blue Cross / Blue Shield** (primary payer)
- **Nationwide Insurance** (secondary payer)
- **Self pay** - (tertiary payer)

1. The healthcare facility will send Blue Cross the initial bill for the full amount of the charges.

2. After posting the payment from Blue Cross, the healthcare facility will then bill Nationwide for the balance of the charges not paid by Blue Cross.

3. After posting the payment from Nationwide, the healthcare facility will bill the patient the balance of any charges not paid by the insurance companies.
Chapter 1 - Review Activities

Answer the following questions:

1. Which of the following are a part of the health care revenue cycle?

   A. Billing review
   B. Copayment collection
   C. Collection activity
   D. Scheduling
   E. Payment posting
   F. Registration
   G. Patient care
   H. All of the above

2. Which of the following processes help increase the efficiency and accuracy of health care billing thus improving the results of the revenue cycle?

   A. Electronic claims submission
   B. Electronic remittance posting
   C. Point of care clinical processing
   D. Automated charge posting
   E. Automated insurance eligibility checking
   F. Computer assisted coding
   G. All of the above
Logging into MedTrak

Learning Outcomes

- How to access MedTrak
- Using your browser
- Important checkpoints

Key Concepts

- Application service provider (ASP)
- Meaningful Use Objectives:
  Core #15 - Protect Electronic Health Information

Logging into MedTrak

- MedTrak is a cloud-based, fully integrated EHR (electronic health record) and practice management system that can be accessed anywhere there is an internet connection. While completing the exercises in this book, MedTrak is your Application Services Provider (ASP), thus enabling you to use the same programs and database servers as other students.

- Your instructor will provide you with login information. You do not need to install any software. Every time that you click a button in MedTrak, your data is saved automatically.

- Write down your MedTrak username and password, and keep it somewhere safe. Protecting electronic health information through the use of unique names and passwords is part of Core Objective #15 of Meaningful Use.

- Log out of MedTrak by clicking the Log Off button.
Chapter 2 — Logging into MedTrak

Browsers and devices

Although MedTrak may work with most modern browsers, it works best when run in Internet Explorer and Mozilla Firefox.

Not all of MedTrak’s functionality may work as designed when using other browsers, such as Chrome, Safari, and Opera.

The use of mobile devices is discouraged. Traditional computers are recommended, due to efficiency of data entry, cursor precision, and internet connectivity.

Using your browser with MedTrak

When you access your virtual clinic in MedTrak, you should not use your browser buttons for navigation. In order to move from one part of the system to another, you will use MedTrak’s internal links and buttons.

Please do not use your browser’s navigation functions in MedTrak.

Keys to successful completion of this book

This book has successfully guided thousands of students in the completion of realistic, hands-on EHR exercises. If you follow the directions carefully, you will complete these exercises with ease.

However, keep in mind that MedTrak uses a building block approach to the exercises in this book. Many of the later exercises are dependent upon successful completion of the exercises that preceded them. Every step is important. Read carefully, and be sure to complete each step in the order presented.
Adding a Patient

3

Estimated Duration
15 Minutes

Learning Outcomes

► How to add a new patient to the patient database in MedTrak

Key Concepts

► Audit log
► Meaningful Use Objectives:
  Core #7 - Record demographics
  Core #11 - Clinical decision support
  Core #15 - Generate audit log
Adding a Patient

After logging into MedTrak, the MedTrak Main Menu appears (shown below).

To add a patient to the patient database, the administrative assistant clicks the Patient Registration button. The Patients screen (shown below) appears.

This screen type is called a list processor. List processor screens in MedTrak present the contents of a database of records. In this case, the Patients list processor presents the database of patients.

For this example, the administrative assistant is going to add Charles T. Anderson to the patient database using the information found on Mr. Anderson’s patient registration form located at the end of this chapter.
To add a new patient to the patient database, the administrative assistant clicks the Add Patient button. The next screen to appear is the Patient: Add by SSN screen.

After entering Mr. Anderson’s social number 255-65-6376 (shown on the right), the administrative assistant clicks the Submit button.

Some patients will not provide their social security number, and some patients do not have one. If the social security number is unavailable, the administrative assistant enters 999-99-9999 in this field.

The next screen to appear is the Patient: Add demographic screen (shown below). If the social security number is already in the patient database, the patient’s demographic information is shown for review. Otherwise, only the social security number is pre-populated. In this example, Mr. Anderson is not in the patient database so only his social security number is on the screen.
On the **Patient: Add** demographics screen, red asterisks appear next to the fields that are required. If a required field is not completed, a message appears in red below the date and time at the top of the screen and the cursor is placed next to the field that needs information.

Required fields on the screen include the ones for recording demographics which complies with Core Objective #7 of **Meaningful Use**:

- Date of birth (Birthdate on the MedTrak screen)
- Gender
- Preferred language
- Race
- Ethnicity

The administrative assistant types the information from Mr. Anderson’s patient registration form on the **Patient: Add** screen (shown below) using appropriate punctuation and capitalization. For example, when entering a street name, the administrative assistant enters “258 West Olive Street” instead of “258 west olive street” or “258 WEST OLIVE STREET.”

---

**Mr. Anderson’s demographic information**

![Patient: Add screen](image_url)
When finished, the administrative assistant clicks the Submit button. The next screen to appear is the Company: Select screen (shown below).

If simply adding a new patient, company selection is not necessary. The administrative assistant clicks the Exit Screen button to return to the Patients screen (shown below). Mr. Anderson’s name now appears in the list.
Do This - 3.01

1. Sign into MedTrak
2. Click the Patient Registration button
   (You should be on the Patients screen)
3. Click the Add Patient button
   (You should be on the Patient: Add by SSN screen)
4. Type “255 65 6376” in the SSN fields
5. Click the Submit button
   (You should be on the Patient; Add screen)
6. Enter Charles T. Anderson’s patient demographic data
   (Patient registration form is at the end of the chapter)
7. Click the Submit button
   (You should be on the Company: Select screen)
8. Click the Exit Screen button
   (You should be back on the Patients screen)
9. Mr. Anderson is now in your patient database

Self Assessment

Do This - 3.02

1. You should be on the Patients screen
2. Type “SA03” in any command field
   (SA stands for self assessment and 03 is the chapter #)
3. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
4. Click the View Prints button
   (The Available User Reports window opens)
5. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button)
6. Review the Self Assessment report. If you have errors,
   correct them and re-run the report.
7. Do NOT proceed until you have an error-free report
MedTrak records all user actions related to any additions, corrections, and deletions of the patient’s demographic information in a Patient Log. This patient demographics audit log enables users to review who made what changes to the patient’s demographics, what changes were made, and when they were made. Recording this health care data in an audit log is part of Core Objective #15 of Meaningful Use.

To view the Patient Log for the first patient added, Mr. Anderson, the administrative assistant accesses the patient database by clicking the Patient Registration button on the MedTrak Main Menu.

On the Patients screen (shown below), the administrative assistant places the cursor in the command field next to Mr. Anderson and clicks the More Functions button.

The next screen to appear is the Command Help screen (shown on the next page) for the Patients screen.

Commonly used functionality is available using the buttons on the left side of the screen. All functionality for the MedTrak screen that you are on is available by clicking the More Functions button. The Patient Log functionality is not commonly used, therefore it does not have a button.
Chapter 3 — Adding a Patient

On the Command Help screen for the Patients screen, the administrative assistant selects the Log command either by clicking the checkbox next to it or by clicking the Log command itself (it is a web link button).

The Patient Log for Mr. Anderson appears (shown below). This screen displays the audit log record for the addition of Mr. Anderson’s patient record.

As you can see on this screen, Mr. Anderson’s patient demographics record was added by RDS at 8:45a on June 4th, 2012.
Chapter 3 — Adding a Patient

So far, you have learned two ways to activate functionality on a list processor type screen in MedTrak. Clicking a function button located on the left side of the screen is the first way. Clicking the More Functions... button and selecting the functionality from the Command Help screen is the second way. Now you will learn a third way. The third way to activate functionality on a list processor screen in MedTrak is to type the command in the command field next to the selected record and press the ENTER key.

You will need to produce a print of the Patient Log for this patient to turn in for your assignment. To print the patient log for Mr. Anderson, on the Patient Log screen (shown below), type the print command “pr” in the command field next to the “added” log record and press the ENTER key.

After pressing the ENTER key, the Patient Log screen refreshes with the message “Report sent to printer/queue - use View Prints link...” at the top of the screen in green. This means that your report, in PDF format, is now in your Available User Reports queue and ready for you to send to a printer or to save on your computer.
To view your report, click the Exit Screen button on the Patient Log. The next screen to appear is the Patients screen (shown below).

On the Patients screen, click the View Prints button. This will open up the Available User Reports screen (shown below) in another window.

For this example, the only print that is currently available is the Patient Log report for Mr. Anderson. With the cursor in command field next to this report, click the View Report button. The PDF formatted print (shown below) will open up in another window for you to either print or save.
From the PDF window, you may print a physical copy if you have a printer attached to your computer, or you may save a copy to your hard drive or memory stick.

After printing or saving your patient log, close the PDF window, then close the Available User Reports window.

1. Be sure that you are still on Anderson’s Patient Log
2. Place the cursor next to the “added” log record
3. Type the print command “pr”
4. Press the ENTER key  
   (The Patient Log screen refreshes)  
   (“Report sent to printer/queue - use View Prints link...” message appears)
5. Your report, as a PDF, will be available shortly
6. Click the Exit Screen button  
   (You should be back on the Patients screen)
7. Click the View Prints button  
   (The Available User Reports window opens)
8. Find your report (If it does not appear, click the Refresh button)
9. Place the cursor next to the Log print
10. Click the View Print button  
    (The Patient Log PDF opens in another window)
11. Print the report or save / download it to your computer
12. Close the PDF window
13. Close the Available User Reports window  
    (You should be back on the Patients screen)
RDS Medical Care

“caring for you”

Date 4 / 19 / 2012

Patient Registration

Social Security Number 255 - 65 - 6376

Name & Address

Prefix (Mr., Mrs., Ms.) Mr.
First Name Charles
Middle Initial T
Last Name Anderson
Suffix (Jr., Sr., II, III) 
Address Line 2 123 South Main Street
Address Line 3
Address Line 4 
City North Muskegon
State MI
Zip 49445

Other Information

Home Phone (231) 555 - 7537
Alternate Phone (231) 555 - 9010
Work Phone (231) 555 - 4552 Extension ______
Date of Birth 12 / 02 / 1975 (mm/dd/yyyy)
Gender X Male □ Female
Marital Status □ Single Y Married □ Widowed □ Separated □ Divorced
Preferred Language English
Race Y White □ Black or African American □ Asian
□ Native Hawaiian or Other Pacific Islander □ American Indian or Alaska Native □ Other
Ethnicity □ Hispanic or Latino Y Not Hispanic or Latino

For office use only: Employee Number ______ Medical Record Number ______ Reform042012
Chapter 3 - Review Activities

Answer the following questions:

1. All patients have a social security number and provide it.
   True
   False

2. Which of the following patient demographic fields is NOT required for Meaningful Use?
   A. Ethnicity
   B. Race
   C. Gender
   D. Patient name
   E. Preferred language
   F. Date of birth

3. In your own words, state why you think that it is important for the government to track patient demographics for health care purposes.

4. In your own words, state why you think that it is important for EHR systems to keep audit logs.

5. MedTrak keeps which of the following patient information in a log?
   A. When a patient is registered.
   B. When patient demographics are changed.
   C. Who registered a patient.
   D. Who changed a patient’s demographic information.
   E. All of the above
Chapter 3 — Adding a Patient

07/22/15 3:02p Entry: RDS  Term: EVOL

*** END OF PRINT 07/22/15 3:03p - Ronald D Sampson ***
Learning Outcomes

► How to identify the common elements on a MedTrak screen
► How to use the function keys
► How to use the tab key
► How to select an item in a list
► How to select a command from the Help screen
► How to enter a command
► How to use multiple commands on the same screen
► How to search
► How to use selection boxes

Key Concepts

► User Guide
► Common elements
► Function keys
► Basic navigation
► Selecting items
► Entering commands
► Searching
► Selection boxes
This chapter utilizes the User Guide on the MedTrak Main Menu. Because you will reference the User Guide throughout the exercises in this chapter, keep it open on your desktop (it is in its own window).

### Do This - 4.01

1. **Sign into MedTrak**  
   (You should be on the MedTrak Main Menu)
2. **Click the User Guide button**  
   (The User Guide will open in a new window)
3. **Move the User Guide aside to keep it accessible**
4. **In the MedTrak window:**  
   Click the Patient Registration button  
   (You should be on the Patients screen)

### Section 1 - Common Screen Elements

1. **In the User Guide window:**  
   Read Section 1 - Common Elements
2. **In the MedTrak window:**  
   Review the different elements on the Patients screen

### Section 2 - Function Keys

1. **In the User Guide window:**  
   Read Section 2 - Function Keys
2. **In the MedTrak window:**  
   Try the different function keys on the Patients screen
Section 3 - Basic Navigation

1. In the User Guide window:
   Read Section 3 - Basic Navigation
2. In the MedTrak window:
   Press the Tab key to move the cursor down the screen
3. Hold the Shift key down and press the Tab key to move the cursor up the screen

Section 3.1 - Selecting Items

1. Place the cursor in the command field next to a patient
2. Press the ENTER key
3. On the next screen, click the Exit Screen button (F3 key)
4. Type an “x” and press the ENTER key
5. On the next screen, click the Exit Screen button (F3 key)
6. Click the Select Patient button under Available Functions on the left side of the screen
7. On the next screen, click the Exit Screen button (F3 key)

Section 3.2 - Entering Commands

1. Place the cursor in the command field next to a patient
2. Click the Change Patient button under Available Functions on the left side of the screen
3. On the next screen, click the Exit Screen button (F3 key)
Chapter 4 — Helpful Tips and Navigation

**Do This - 4.07**

1. Place the cursor in the command field next to a patient
2. Type the *Change* command - “ch”
3. Press the **ENTER** key
4. On the next screen, click the *Exit Screen* button (**F3** key)

**Do This - 4.08**

1. Place the cursor in the command field next to a patient
2. Click the *More Functions...* button under *Available Functions* on the left side of the screen (**F1** key)
3. Click the *Change* checkbox
4. On the next screen, click the *Exit Screen* button (**F3** key)

**Do This - 4.09**

1. Place the cursor in the command field next to a patient
2. Click the *More Functions...* button under *Available Functions* on the left side of the screen (**F1** key)
3. Click the *Change* web link button
4. On the next screen, click the *Exit Screen* button (**F3** key)

**Multiple Commands on a Screen**

Manual entry offers an additional benefit of being able to run several commands on records consecutively. To change three patient’s records using the change command, type “ch” in three command fields (shown on the next page) and press the **ENTER** key. Use the **Tab** key to move to the next field. The change program processes three times in a row - once for each selected record, thus saving time.

You can navigate nearly every screen without taking your hands away from the keyboard.
1. On the Patients screen, type the “ch” command next to three patients

2. Press the ENTER key

3. When the 1st patient screen appears, click the Exit Screen button (F3 key)

4. When the 2nd patient screen appears, click the Exit Screen button (F3 key)

5. When the 3rd patient screen appears, click the Exit Screen button (F3 key)

**Section 4 - Selection Boxes**

1. In the User Guide window:
   Read Section 4 - Selection Boxes
   (you will use selections boxes during patient registration and clinical processing)
Chapter 4 — Helpful Tips and Navigation

Searching

Do This - 4.12

1. In the User Guide window:
   Read Section 7 - Searching
2. In the MedTrak window:
   Practice searching for some patient names

Browsers and Devices

Do This - 4.13

1. In the User Guide window:
   Read Section 8 - Browsers and Devices

Self Assessment

There is no Self Assessment report for this chapter.
Copying Cases

Learning Outcomes

► How to copy a case in MedTrak for billing and reimbursement purposes
In addition to the left ankle pain example case in this book, MedTrak built the following cases for students to copy for billing and reimbursement training from actual cases recorded by our clients.

**Ambulatory Clinic**

**Patient Responsibility**

- **UTI** - Self Pay (CL04)
- **Left ear pain** - Blue Cross / Blue Shield (CL05)
- **Abdominal pain** - Medicare and Tricare (CL06)

**Employee Health**

- **Annual physical** examination for an employee (EH51)
- **Drug screen only** for an employee (EH52)

**Worker’s Compensation**

- **Laceration right little finger** while working (WC71)
- **Lower back pain** because of an on the job injury (WC72)

**Physician’s Office**

**Patient Responsibility**

- **Sore throat and cough** - Humana (PO11)
- **Sports physical** - Guarantor (PO12)

**Emergency Department**

**Patient Responsibility**

- **MVA – multiple injuries** - Cigna (ED21)
- **Dog bite left arm** - Aetna (ED22)

**Collection Activity**

- **Non-sufficient funds** - self pay (NSF1)
- **Collection agency** - self pay (CAG1)
- **Bad Debt - Write-off** - self pay (BDW1)

To copy a case, add a new patient with the demographic information from the Case Study that you wish to copy. Only add the patient’s demographic information, do not select a company.

For the example in this book (shown on the next page), we added Charles T. Anderson as the patient.
From the MedTrak Main Menu, click the Patient Registration button. Place the cursor in the command field next to Mr. Anderson and type the copy command (copy).

Press the ENTER key.
The next screen to appear is the MedTrak - Billing Case Studies screen (shown below).
For the example in this book, click the Example - Billing Book - Left Ankle Pain case study name. The Patients screen reappears with the message “Case Copy for Example successfully completed…” (shown below). Mr. Anderson is now on the Unbilled Dashboard.

Do This - 5.01
1. Sign into MedTrak
2. Click the Patient Registration button
   (You should be on the Patients screen)
3. Place the cursor next to Mr. Anderson
4. Type the copy command (copy)
5. Press the ENTER key
   (You should be on MedTrak - Billing Case Studies screen)
6. Click the Example - Billing Book - Left Ankle Pain name
   (Copy successful message appears on the Patients screen)

Self Assessment

Do This - 5.02
1. You should be on the Patients screen
2. Type “SA05” in any command field
   (SA stands for self assessment field and 05 is the chapter #)
3. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
4. Click the View Prints button
   (The Available User Reports window opens)
5. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button)
6. Review the Self Assessment report. If you have errors, correct them and re-run the report.
7. Do NOT proceed until you have an error-free report
Unbilled Charges

Key Concepts

► Billable items
► Billing coders
► Super bill
► Rate tables
► Line item charge
► Computer assisted coding (CAC)
► Billing editors
► Further review needed
► Incomplete visits
► Completed visits
► Needs authorization
► Demographics need review
► Provider notes are incomplete
► Charges available for review
► Further review done
► Transcriptionist
Unbilled Charges

The first step in the medical billing process is to convert the clinical activities to billable items to present on the invoice to the payer. In medical facilities that use paper to document the clinical activities, the items listed on paper (typically called a super bill) need to be entered into the billing system. Billing coders use the information on the super bill plus any other clinical documentation (paper chart) to be sure that all billable items are accurately and completely coded. The coders enter the CPT (Current Procedural Terminology) codes into the billing system along with the appropriate HCPCS codes (Healthcare Common Procedure Coding System) and NDC codes (National Drug Codes).

A billing system contains rate tables that add the rate to the billable item (line item charge) based on the type of visit, the location, and the payer. Different rate tables exist for Medicare, insurance companies, worker’s compensation, employee health, and self pay visits.

With the advent of medical workflow systems like MedTrak, the first step in the medical billing process is now automated and referred to as computer assisted coding (CAC). The line item charges including the rate based on the type of visit, location, and payer are automatically created during the clinical processing. This automatic line item charge creation eliminates the need for a coder to manually enter the charges for the visit. The coders now become billing editors. They review the billing information to be sure that the line item charges are reasonable and complete. The billing editor has the on-line chart for researching the billable items. If the billing editors have questions about the billable items, they can send a request for further information (further review needed (FRN)) to the physician or clinical staff directly in the system. This enables the billing editor to work remotely and completely without paper. The billing editor can be sitting anywhere they have access to the internet.

In MedTrak, all of the line item charges created during the clinical visit appear on the Unbilled Charges Dashboard. This dashboard is used by the billing editors to track their workflow and process the line item charges for the encounters (patient visits). The billing managers also use this dashboard to monitor the billing editor’s workload.

To access the Unbilled Charges Dashboard, the billing editor clicks the Billing button on the MedTrak Main Menu (shown below).
Chapter 6 — Unbilled Charges

The next screen to appear is the Billing Menu (shown below).

On the Billing Menu, the billing editor clicks the Unbilled Dashboard button. The next screen to appear is the Unbilled Charges Dashboard for the location based on the billing editor’s location signon information (shown below).
The Un billed Charges Dashboard provides a consolidated view of all of the unbilled charges for a particular medical location. To save the billing editors time, MedTrak audits the clinical and billing data for visits and categorizes the visits as follows:

**Incomplete Visits**

The top portion of the dashboard contains information about charges for patient visits that need further information before they can be billed. Labeled in red, the visits (in dollars and cents) found are considered incomplete because the visits still need authorization, the patient or employer demographics needs reviewing, the provider’s history and exam notes are incomplete or some other question about the visit is yet unanswered (further review needed).

These incomplete visits are not ready to be posted to an invoice and will be blocked from posting by MedTrak until the issues holding up these visits from billing are removed. Once the issues are cleared up, these visits drop down into the green section for completed visits, in either the Charges available for review or Further review done depending on the circumstances.

**Needs authorization** for treatment – for example: a work comp injury where the worker is bleeding and needs immediate medical attention, but the employer contact is not available to authorize the visit either in person or by telephone. Or in another situation, the insurance company needs to authorize the visit before the patient can be seen, but it is an emergency.

**Demographics need review** by billing personnel before posting the charges. This category results from name and/or address changes to the patient or the employer that need to be reviewed before the charges will be freed up for posting to an invoice.

**Provider notes are incomplete** and need to be completed and/or reviewed before releasing the charges for posting to an invoice. The physician’s notes concerning the patient’s history and the physical exam conducted do not have to be completed while the patient is being seen in the medical facility. Once the clinical staff reviews that the physician’s notes are complete, they will release the charges for posting off the Pending / Incomplete Visits screen.

**Further review needed** charges result from the billing staff sending a further review needed request to the physician or other clinical staff asking a question about the charges related to the visit. Once the physician or clinical staff responds, the charges move down to the Completed visits category of Further review done.
Chapter 6 — Unbilled Charges

Completed Visits

**Charges available for review** include all visits that are ready for posting to an invoice that have not had a **Further Review Needed** (FRN) order on them.

**Further review done** includes all visits that are ready for posting to an invoice that have had a **Further Review Needed** (FRN) order on them completed by the physician or clinical staff.

Links

The bottom portion of the screen contains links to other information in MedTrak.

**Needs authorization**

The **Needs authorization** category on the **Unbilled Charges Dashboard** provides access to visits that are not authorized yet. For worker’s compensation initial visits and employee health initial visits, the authorization information is in the visit record and needs to be updated there. For patient responsibility visits, authorization records are attached to the patient record.

For this example, the visit did not need authorization, so the visit charges do not appear in this section of the dashboard.

**Demographics need review**

The **Demographics need review** category on the **Unbilled Charges Dashboard** provides access to visits that need the demographic information (patient or employer name and address, etc.) reviewed before posting another invoice. For each patient and/or employer whose demographic information has changed since the last time the demographic log was reviewed and approved by an authorized person, MedTrak set a DR flag (demographics need review).

Each visit that contains the DR flag (demographics need review) requires a review of the patient or company demographic change log. Once the demographic log is reviewed and approved by the billing editor, the DR flag for all visits for the patient or employer is cleared.

For this example, Mr. Anderson’s primary payer is Blue Cross / Blue Shield of Michigan. Therefore, his visit charges are totaled in the Patient column of the **Demographics need review** section on the **Unbilled Charges Dashboard** (shown on the next page).
The billing editor clicks the amount field to access the visits represented by it. In this example the billing editor clicks the $454.50 dollar amount.

Because this is a patient responsibility visit, the next screen to appear is the Unbilled Charges: Patient, Need Demographic Review screen which shows the totals by financial class (shown below).

When processing unbilled charges, billing editors prefer to work one financial class at a time. This processing screen will break down the dollar amount into the different financial classes that it represents.

Mr. Anderson has Blue Cross / Blue Shield of Michigan as his primary insurance company. Blue Cross / Blue Shield of Michigan is a commercial insurance carrier, so the billing editor places the cursor in the command field next to COMM INS and clicks the Select Class button.

The next screen to appear is the Unbilled Charges: Patient, COMM INS screen. This screen lists all of the visits with unbilled charges that need their demographics reviewed for that medical facility for patient responsibility patients with a financial class of commercial insurance.

These visits are marked with a DR flag to indicate that the patient demographics need reviewing (shown on the next page).
To review the demographic changes log for Mr. Anderson, the billing editor places the cursor in the command field next to his visit and clicks the Log Review button to see the Patient Log screen (shown below).

The purpose of tracking and reviewing demographic changes to the patient’s or employer’s records, is to be sure that no one has made a change that would adversely affect the billing in any way. If an invoice is sent to the wrong address or to the wrong payer, it will be a long drawn out process to learn of the mistake, correct it, and then invoice the right payer or payer address. This type of mistake is costly and could result in never receiving payment for the services.
Mr. Anderson’s demographic log shows when he was added to the patient database. After reviewing the demographic log records for accuracy, the billing editor clicks the Log is OK button to clear the DR flag (demographic review flag). The Log Review Approval screen appears for confirmation that the demographic changes are correct (shown below).

The billing editor then clicks the Submit button to approve the demographic changes. The Unbilled Charges: Patient, COMM INS screen reappears with Mr. Anderson no longer appearing because his DR flag was cleared with the approval of his patient demographic log (shown below). The message “ANDERSON, CHARLES T. - patient log approved...” displays at the top.

**Do This - 6.01**

1. **Sign into MedTrak**  
   (You should be on the MedTrak Main Menu)

2. **Click the Billing button**  
   (You should be on the Billing Menu)

3. **Click the Unbilled Dashboard button**  
   (You should be on Unbilled Charges Dashboard)
1. Click the Incomplete visits / Demographics need review / Patient amount
   (You should be on the Untilled Charges: Patient, Need Demographic Review screen)

2. Place the cursor in the command field next to COMM INS

3. Click the Select Class button
   (You should be on Unbilled Charges: Patient, COMM INS screen)

4. Place the cursor in the command field for Anderson

5. Click the Log Review button
   (You should be on Patient Log screen for Mr. Anderson)

6. Review Mr. Anderson’s demographic log information

7. Click the Log is OK button
   (You should be the Log Review Approval screen)

8. Click the Submit button
   (You should be back on the Unbilled Charges: Patient, COMM INS screen)
   (The “Anderson, Charles T - patient log approved...” message appears)
   (You should not see Mr. Anderson)

When appropriate, the billing editor continues to review demographic logs for the rest of the visits on the screen to clear their DR flags.

In this example, the billing editor exits this screen by clicking the Exit Screen.
In this example, the billing editor also exits this screen by clicking the *Exit Screen* button. The Unbilled Charges Dashboard reappears (shown below).

The *Incomplete Visits / Demographics need review / Patient* amount is now zero (decreased from 454.50). Mr. Anderson’s patient demographic review being approved caused this decrease.

The *Completed Visits / Charges available for review / Patient* amount is now 454.50 (increased from zero). Mr. Anderson’s patient demographic review being approved caused this increase.

### Do This - 6.03

1. **Click Exit Screen button**
   
   (You should be back on the Unbilled Charges: Patient, Need Demographic Review screen)  
   
   (The COMM INS financial class no longer appears)

2. **Click Exit Screen button again**
   
   (You should be on Unbilled Charges Dashboard)  
   
   (The Incomplete visits / Demographics need review / Patient amount should be zero)

   (The Completed visits / Charges available for review / Patient amount should be 454.50)

3. **Click the Exit Dashboard button**
   
   (You should be back on the Billing Menu)
The **Provider notes are incomplete** section includes visits that need the CL flag cleared (provider's checklist containing history and exam questions). This flag is removed in the **Pending - Incomplete Visits**. This flag (CL) removal is the responsibility of the clinical staff and not the billing department. Each visit that contains the provider notes are incomplete flag CL, requires someone on the clinical staff to work with the physician to complete the history and exam questions on the doctor’s checklist. The physician could dictate their notes and have a transcriptionist enter the information in the checklist. After verifying that the notes are complete, the clinical staff uses the “cmcl” command (it stands for completed checklist) on the pending screen next to the visit to clear the flag.

For the purposes of this textbook, Mr. Anderson’s visit does not need the CL flag cleared.

The **Further review needed** section contains visits that the billing department had additional questions about before they could post the charges to an invoice. The billing department creates the further review needed status by placing a **FURTHER REVIEW NEEDED** order on the visit.

For the purposes of this textbook, Mr. Anderson’s visit does not use the further review needed functionality.

Colored in **green**, the visits found in the second section on the dashboard are considered “**completed**” and ready to post to an invoice. Visits are broken down into two categories: **Charges available for review** and **Further review done**.

The **Charges available for review** visits flow from the **Incomplete visits area** for Needs authorization, Demographics need review, and Provider notes are incomplete.

The **Further review done** visits flow from the **Further review needed** category.

In this example, the only flag that needed clearing was the **Demographics Need Review** (DR) flag. Once that flag cleared, Mr. Anderson’s visit moved down to the **Completed visits** category for billing.
During the processing of the charges ready for posting to an invoice, the billing editor either posts the charges or sends a further review needed message to the physician asking for clarification of some of the billing information.

Because MedTrak is real-time, the Unbilled Charges Dashboard constantly updates to reflect the current status of the unbilled charges for the medical facility.

**Self Assessment**

1. You should be on the Billing Menu
2. Click the Patients button in the Search section
   (You should be on the Patients screen)
3. Type “SA06” in any command field
   (SA stands for self assessment and 06 is the chapter #)
4. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
5. Click the View Prints button
   (The Available User Reports window opens)
6. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button )
7. Review the Self Assessment report. If you have errors, correct them and re-run the report.
8. Do NOT proceed until you have an error-free report
9. Click the Exit Screen button
   (You should be back on the Billing Menu)
Chapter 6 - Review Activities

Answer the following questions:

1. Which of the following are criteria that billing systems use to determine the charge for a line item?
   A. The patient’s age and gender.
   B. The location where the services were performed.
   C. The payer’s allowable rate.
   D. The type of patient visit.
   E. All of the above.
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Posting Charges to a Bill

Key Concepts

- Billing editor
- Ready for posting
- Charges available for review
- Further review done
- Financial class

- Line item charge information
- Ignored line item
- Assigning diagnoses to each line item
- Posting the charges
- Supplemental information

Estimated Duration
20 Minutes
The MedTrak Unbilled Charges Dashboard displays the total amount of charges for the patient visits that are ready for posting to an invoice.

The **billing editor**, working with the collaboration of the clinical staff, has:

- Cleared the encounters needing authorization
- Reviewed the demographic changes to the patient and the employers
- Reminded the physicians of the encounters still needing the history and exam completed
- Sent **Further Review Needed** messages to the clinical staff asking for clarification

The encounters **ready for posting** to a bill are in the following categories:

### Completed Visits

**Charges available for review** include all visits that are ready for posting to an invoice that have not had a **Further Review Needed** (FRN) order on them.

**Further review done** includes all visits that have had a **Further Review Needed** (FRN) order on them completed by the physician or clinical staff.

To access the Unbilled Charges Dashboard, the billing editor clicks the **Billing** button off the MedTrak Main Menu then clicks the **Unbilled Dashboard** button.
1. **Sign into MedTrak**  
   (You should be on the MedTrak Main Menu)

2. **Click the Billing button**  
   (You should be on the Billing Menu)

3. **Click the Unbilled Dashboard button**  
   (You should be on Unbilled Charges Dashboard)

---

### Charges Available for Review

In this example, the billing editor clicks the **Completed Visits / Charges available for review / Patient amount** (which should be **454.50**). The next screen to appear is the **Unbilled Charges: Patient, Ready to Post** screen (shown below).

When processing unbilled charges, billing editors like to work one **financial class** at a time. For this example, the only encounter ready for billing is in the **COMM INS** (commercial insurance) financial class.

Mr. Anderson has Blue Cross / Blue Shield of Michigan as his primary payer. Blue Cross / Blue Shield of Michigan is a commercial insurance carrier, so the billing editor places the cursor in the command field next to **COMM INS** and clicks the **Select Class** button.

The next screen to appear is the **Unbilled Charges: Patient, COMM INS** screen. This screen lists all of the encounters for that clinic location for patient responsibility patients with a financial class of commercial insurance (shown on the next page).
In this example, the only patient visit on this screen that is ready for charge posting is Mr. Anderson’s visit. This screen displays:

- **Location** - this can be changed by entering a different location number and pressing the **ENTER** key
- **View** - the view of the encounters can be by date of service, patient, and company
- **Flag** - selecting the completed visits total automatically sets the flag to **Ready to Post**
- **Search** - to quickly search for an encounter based on the type of view

The billing editor places the cursor in the command field next to Mr. Anderson’s visit and clicks the **Select** button to review the billing information from this visit (shown below).

In the body of the screen, the following information displays:

- Any special notes about the billing (if available – for work comp and employee health)
- Diagnoses including ICD9 code (all will list if there is more than 1)
- Level of Service CPT code
After reviewing this information, the billing editor clicks the *Show Charges* button. The *Visit Charges* screen Mr. Anderson’s visit appears (shown below).

![Visit Charges Screen](image)

Anderson’s visit charges

Information about Mr. Anderson’s patient’s visit shows at the top of the screen:

- **Date of service**: 04/03/13
- **Type of visit**: I/DOC - initial visit to see a doctor
- **Provider’s initials**: RDS
- **Medical facility location id**: 0009507
- **Name of the patient**: Anderson, Charles T.
- **Reason for the visit**: Left ankle pain
- **Total charges for the visit**: $454.50
- **Diagnoses appear in the box**: 1. 718.97 Derangement Left Ankle, Unspecified

In the body of the screen, the following information displays about the line items for posting to the bill:

- **Line item description**
- **CPT code**
- **CPT modifier (if needed)**
- **HCPCS code (if needed)**
- **NDC code (if needed)**
- **Amount of the charge for the line item**
Several of the line items appear with an *IGNORE* or *HEADER* in the charge amount field. MedTrak automatically ignores header information and prescriptions, because these are not billable. The ignored line items provide additional billing information for the billing editor.

Sometimes line items appear with a zero charge amount associated with them. This is also intentional. MedTrak provides line item information with zero charge amounts to notify the billing editor of certain procedures performed for the patient to indicate how involved the visit was. The billing editor manually ignores these zero amount line items before posting the bill.

In this example, the following line items appear automatically ignored by MedTrak:

- **X-RAY OVER-READ** - the charge for this is included in the left ankle x-ray line item
- Header line item for the **LEFT ANKLE APPLIANCE**
- Prescription line item for the **IBUPROFEN TABS 800MG**
- **ORTHOPEDIC CONSULTATION**

Mr. Anderson’s line items are a direct result of the clinical activity documented by the physician and the clinical staff. To fix a line item that contains an erroneous code the billing editor places the cursor in the command field next to the line item and clicks the *Change* button. If this occurs, the billing editor will fix this one and send a message to the billing rules manager to correct the rule. That way, the next time this line item is selected, the code will be correct.

This example only had one diagnosis. MedTrak, therefore, automatically assigns it to each line item. If the visit had several diagnoses, each line item would need the appropriate diagnoses attached to it for presentation to the payer on the CMS1500 form.

To associate a line item with a diagnosis, use the following diagnoses numbers in the command field next to the line item and press the *ENTER* key (shown on the next page).
Additionally, other supplemental information is needed for some invoices. MedTrak provides access to these supplemental fields through the use of the Supplemental Info button.

In this example, the billing editor will not be inputting any of the supplemental information fields.

After reviewing all of the charges for accuracy and relevancy, the billing editor posts the charges to an invoice. To post the charges, the billing editor places the cursor in any one of the line item command fields and clicks the Post Charges button.

MedTrak performs a number of edits to check the line item charge posting for accuracy and completeness of data. If any of the edits fail, MedTrak will refresh the charges screen with the error message presented in red right under the date and time at the top of the screen. If there are no errors, MedTrak will post the invoice. Some of these line item edits include:

- Line item amount is not zero
- CPT codes exist for each line item (or HCPCS or NDC codes)
- If multiple diagnoses, each line item is associated with a diagnosis.

The Unbilled Charges: Patient, COMM INS screen will reappear with a “Post completed...” message at the top. Mr. Anderson’s visit will not be on the screen, because the charges are now posted to an invoice (shown below).
The billing editor will continue to process the visits on this screen. When finished, the billing editor clicks the Exit Screen button to return to the Unbilled Charges: Patient, Ready to Post screen. From that screen the billing editor can choose another financial class to process, or exit to the Unbilled Charges Dashboard.

In this example, the billing editor clicks the Exit Screen button to return to the Unbilled Charges Dashboard. The Completed Visits / Charges available for review / Patient amount should be decreased to zero (it was 454.50) because Mr. Anderson’s visit is now posted (shown below).

1. **Click the Completed visits / Charges available for review / Patient amount**
   (You should be on the Untilled Charges: Patient, Ready to Post screen)

2. **Place the cursor next to COMM INS**

3. **Click the Select Class button**
   (You should be on the Unbilled Charges: Patient, COMM INS screen)

4. **Place the cursor next to Anderson**

5. **Click the Select button**
   (You should be on Anderson’s Visit Information screen)

6. **Click the Show Charges button**
   (You should be on Anderson’s Visit Charges screen)

7. **After reviewing the line items, click the Post Charges button**
   (You should be back on the Unbilled Charges: Patient, COMM INS screen)
1. The message “Post completed…” should appear at the top

2. Click the Exit Screen button
   (You should be on the Untilled Charges: Patient, Ready to Post screen)

3. Click the Exit Screen button again
   (You should be on the Unbilled Charges Dashboard)
   (The Completed Visits / Charges available for review / Patient amount should be zero)

4. Click the Exit Dashboard button
   (You should be back on the Billing Menu)

---

### Self Assessment

1. You should be on the Billing Menu

2. Click the Patients button in the Search section
   (You should be on the Patients screen)

3. Type “SA07” in any command field
   (SA stands for self assessment and 07 is the chapter #)

4. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)

5. Click the View Prints button
   (The Available User Reports window opens)

6. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button)

7. Review the Self Assessment report. If you have errors, correct them and re-run the report.

8. Do NOT proceed until you have an error-free report

9. Click the Exit Screen button
   (You should be back on the Billing Menu)
Chapter 7 - Review Activities

Answer the following questions:

1. For multiple diagnoses visits, should the appropriate diagnoses be assigned to each line item?
   
   No
   Yes
Printing Bills

Estimated Duration
15 Minutes

Key Concepts

- Electronically transmitted
- Clearing house
- State required forms for worker’s compensation
- Print bills in batches
- Invoice processors

Estimated Duration
15 Minutes
Chapter 8  —  Printing Bills

After the billing staff creates the bill for the encounter, MedTrak accumulates the bill along with all of the bills that have not been printed (or **electronically transmitted**) on a Bills Ready to be Processed dashboard. MedTrak allows the user to print bills in batches, individually, or send them electronically to a **clearing house** for transmission to the payer.

To print a bill or transmit it to a payer, the billing staff uses the Bills Ready to be Processed dashboard. The billing staff accesses the Billing Menu off the MedTrak Main Menu then clicks the Bills to be Processed button (shown below).

**Bills Ready to be Processed**

<table>
<thead>
<tr>
<th>Available Functions</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Printed</strong></td>
<td>Number</td>
<td>Amount</td>
</tr>
<tr>
<td>Company - CMS1500</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Company - Invoices</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Company Total</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Insurance - CMS1500</td>
<td>1</td>
<td>454.50</td>
</tr>
<tr>
<td>Insurance - Invoices</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Insurance Total</td>
<td>1</td>
<td>454.50</td>
</tr>
<tr>
<td>Patient - CMS1500</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Patient - Invoices</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Patient Total</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Printed Sub-total</td>
<td>1</td>
<td>454.50</td>
</tr>
</tbody>
</table>

| **Electronically**           |   |   |
| Work Comp - CMS1500          | 0   | 0.00  |
| Total all bills              | 1   | 454.50|

Anderson’s invoice is ready to be printed.
This screen is divided into the different types of bills that a medical entity could send out to payers. Bills will either be printed for mailing or transmitted for electronic submission. Additionally, bills can be mailed to companies (employers), insurance companies, and patients either on a CMS1500 or the MedTrak invoice format. Bills can be electronically sent to clearing houses that handle group health or worker’s compensation. Worker’s compensation requires sending additional supporting information attached to the CMS1500, the patient’s chart and any required forms based on the state regulations. For example, the State of California requires that the patient’s chart and a DFR (Doctor’s First Report) accompany the CMS1500 for an initial injury patient visit.

In this example, the payer for Mr. Anderson’s invoice is Blue Cross / Blue Shield of Michigan and the electronic submission flag is not set on for the payer (in the payer profile). So, Anderson’s bill will be in the Insurance - CMS1500 category of the Printed section on the Bills Ready to be Processed dashboard. Typically, the billing staff will print all of the bills in one category at a time or transmit all of the bills at the same time. However, for this chapter, you will print just your bill. To locate the bill to print, the billing staff places the cursor in the command field next to the Insurance - CMS1500 category and clicks the View bills button. The next screen that appears is the Invoices, Unprinted, CMS1500’s, Not Bill Elec screen. This screen lists just the one invoice for this example (shown below). Normally, this screen could list many more invoices.

1. **Sign into MedTrak**  
   (You should be on the MedTrak Main Menu)

2. **Click the Billing button**  
   (You should be on the Billing Menu)

3. **Click the Bills to be Processed button**  
   (You should be on Bills Ready to be Processed)
This processor is used for all **invoice processors**. That is why it has the following options available:

- **Payer Display** - invoices can be displayed by:
  - All payers
  - Patient name
  - Insurance company name
  - Employer name
  - Other payer group name

- **Display Order** - the view of the invoices can be sorted by:
  - Date of service
  - Payer name
  - Patient name
  - Employer name
  - Invoice number
  - Case number
  - Social security number

- **Show All Invoices** - regardless of whether the balance owed by the payer is zero or not

- **Showing Only Non-zero Balance Invoices** - only positive or negative balances

- **Search** - to quickly search for an invoice based on the type of view

To print just this one invoice, the billing staff places the cursor in the command field next to Mr. Anderson’s invoice and clicks the **Print Invoice** button. MedTrak would send this invoice to the printer assigned to the MedTrak login of the billing staff.

The **Invoices, Unprinted, CMS1500’s, Not Bill Elec** screen refreshes with the message “**Report sent to printer/queue - use View Prints link...**” (shown below). Mr. Anderson’s CMS1500 for Blue Cross/Blue Shield of Michigan is now in the PDF queue for you to print as a work product for this chapter.
The billing staff clicks the Exit Screen button to return to the Bills Ready to be Processed screen. The number of invoices ready to print is now reduced by one and the dollar amount is also reduced. In this example, both of these amounts are now zero (shown below).

1. Place the cursor next to Insurance - CMS1500 category
2. Click the View bills button
   (You should be on the Invoices, Unprinted, CMS1500’s Not Bill Elec screen)
3. Record the invoice number for use in Chapters 9 & 12
   (You will use this when you are posting payments)
   (Your invoice number is just to the right of the patient’s name - do not include the “c”)
4. Place the cursor next to Mr. Anderson’s invoice
5. Click the Print Invoice button
   (“Report sent to printer/queue - use View Prints link...” message appears)
6. Click Exit Screen button
   (You should be back on the Bills Ready to be Processed screen)
   (The Insurance - CMS1500 value should now be zero)
7. Click Exit Screen button again
   (You should be back on the Billing Menu)
### Self Assessment

1. You should be on the Billing Menu
2. Click the *Patients* button in the Search section  
   (You should be on the *Patients* screen)
3. Type “SA08” in any command field  
   (SA stands for self assessment and 08 is the chapter #)
4. Press the *ENTER* key  
   (“Self Assessment sent to printer/queue…” appears)
5. Click the *View Prints* button  
   (The *Available User Reports* window opens)
6. Find the *Self Assessment* report that you just printed  
   (If it does not appear, click the *Refresh* button)
7. Review the *Self Assessment* report. If you have errors,  
   correct them and re-run the report.
8. Do **NOT** proceed until you have an error-free report

### Printing the Blue Cross CMS1500

1. Print or save Mr. Anderson’s CMS1500 that MedTrak  
   sent to your printer/queue  
   (You should be on the *Patients* screen)
2. To view your print queue, click the *View Prints* button
3. Find your report (If it does not appear, click *Refresh* button)
4. Place the cursor next to the print that you want
5. Click the *View Report* button  
   (The PDF will open in another window)
6. Print the report or save / download it to your computer
7. Close the *PDF* window
8. Close the *Available User Reports* window  
   (You should be back on *Patients* screen)
9. Click the *Exit Screen* button  
   (You should be back on the *Billing Menu*)
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Payment Processing

Estimated Duration
45 Minutes

Key Concepts

- Batched totals
- Weekly deposit
- Daily deposit
- Lock box

- Auditing and control
- Tax identification number
- Explanation of benefits
- Balance bill
Medical facilities receive payments for services in several ways.

- Some patients pay for services at the collection desk. These payments could be for all of the charges for the visit, or the copayment amount required by the insurance company, or the coinsurance percentage amount required by the insurance company.

- Some payments arrive in the mail from patients, insurance companies, employers, and other payers.

- Some payments are made electronically by the insurance company.

The payments received at the collection desk are typically batch totaled (batch totals) for a weekly deposit to the bank. Depending on the procedures for the medical facility, the payments collected could be batched on a daily basis.

The payments that arrive in the mail are typically batch totaled for a daily deposit to the bank.

Some medical facilities use a service from the bank called a “lock box”. Lock box services involve the bank opening mail containing checks from patients and other payers, and depositing the checks to the medical facilities account. The bank will make a copy of the check and send the check copy to the medical facility along with any remittance documentation that the payer included with the check. Using this service facilitates faster access to their payments for the medical facility.

The Payment Batches screen records and tracks the payment batches for the medical facility. A new batch record is added for each deposit made to the bank. For auditing and control purposes, the total money in the bank deposit must match the total of the payments in the batch.

The payment entry staff accesses the Billing Menu from the MedTrak Main Menu. On the Billing Menu, the user clicks the Payment Batches button to display the Payment Batches screen for that medical entity (shown on the next page).

Do This - 9.01

1. Sign into MedTrak
   (You should be on the MedTrak Main Menu)

2. Click the Billing button
   (You should be on the Billing Menu)

3. Be sure to have your invoice number from Chapter 8. If you do not have it, you can find it on your Self Assessment report from Chapter 8. You can also locate it by going to Invoices All off the Billing Menu.

4. Click the Payment Batches button
   (You should be on the Payment Batches screen)
The Payment Batches screen defaults to displaying only payment batches with unapplied payment amounts. Those are batches with a remaining balance that will be applied to invoices or refunded to the payer. To see all of the payment batches (including closed batches whose balances are zero), the payment entry staff clicks the *Show all balances* button.

For the purposes of this book, MedTrak sets the Payment Batches screen (shown below) to display all payment batches. Currently there are no payment batches.

The Payment Batches screen has the following options available:

- **Batch Type** - payment batches can be displayed by:
  - **Un-submitted** - batches that are not ready for review by a supervisor
  - **Submitted** - batches that are ready for review by a supervisor
  - **Approved** - batches that have been reviewed and approved by a supervisor for payment posting to invoices
  - **All** - all types of payment batches - un-submitted, submitted, and approved

- **Display Order** - the view of the invoices can be sorted by:
  - Payment batch date
  - Payment batch number

- **Show all balances** - regardless of whether the balance on the batch is zero or not

- **Show only non-zero balances** - only positive or negative balance payment batches

- **Search** - to quickly search for a payment batch based on sort order
Some medical facilities separate the payment processing functions for **auditing and control** purposes. They have one group of employees open checks, total them for the bank deposit, and record them in batches. The supervisor then reviews the bank deposit and compares it to the batch totals. If they are in balance, the supervisor approves the batch for application of the payments to the open invoices and the bank deposit for delivery to the bank. Then, another group of employees applies the payments to the open invoices. Only approved payment batches can be applied to open invoices.

For purposes of this book, the payment batches will automatically be approved for payment posting and not require the supervisor to approve them.

For this example, the payment batch total is **$236.50** and contain two payments:

1. The **$25.00** copayment from the patient collected by the collection desk person when the patient was done with their visit.
2. A check from Blue Cross / Blue Shield of Michigan for **$211.50**.

To add a new batch of payments, the payment entry staff clicks the **Add** button. The **Payment Batch: Add** screen (shown below) contains the data for the example payment batch.

- **Batch Number** - automatically created by MedTrak when the payment batch is submitted
- **Date and Time** - MedTrak also automatically puts in the current date and time. The payment entry staff will change these to match the bank deposit.
- **TIN** - this field is for the **tax identification number** (TIN) for tax reporting purposes. Every medical facility has at least one. A medical facility could have multiple TIN’s depending on the legal structure of the business. Income must be reported to the government based on business ownership, medical facilities therefore batch their payments by date and TIN. For this example, the payment entry staff enters “**master**” for the TIN.

- **Description** - this contains a description of the batch made up by the payment entry staff. In this example, the payment entry staff enters “**RDS - August 24, 2012**”.

- **Batch Total** - Then the payment entry staff enters the batch total amount of **$236.50** and clicks the **Submit** button to create the payment batch header record.

1. **Click the Add button**  
   (You should be on the **Payment Batch: Add** screen)

2. **Leave the Date and Time fields as loaded by MedTrak**

3. **Type “**master**” in the TIN field**

4. **Type your MedTrak employee initials and today’s date in the Description field**

5. **Type “236.50” in the Batch Total field (representing $236.50)**

6. **Click the Submit button**  
   (You should be on **Payment: Add** screen)

---

**Adding a Payment**  
---

The next screen to appear is the **Payment: Add** screen for adding individual payments to the batch (shown below).
MedTrak automatically sets the **Type** of payment to **Check** (because most payments come in the form of a check). If the payment is made another way (cash, credit card, or money order), the payment entry staff uses the type of payment drop-down list to select the other type of payment.

For the **Source Type** field, the payment entry person uses the drop-down list to select the type of payment source. For this example, the first payment source type will be **Patient/Guarantor**, and the second payment from Blue Cross / Blue Shield of Michigan will have a source type of **Private Insurance**.

The **Pay Inv #** is an important field. To save time, MedTrak allows the payment entry staff to enter the invoice number that the payment is paying. Many times the payer will either record the invoice number on their check or enclose an explanation of benefits with the check.

The explanation of benefits (EOB) is exactly what its name implies. The EOB explains exactly what the payer is paying and why. Typically, insurance companies do not pay the full amount of the line item charges on an invoice, unless the medical facility bills exactly what the payer is expecting to pay.

On the **Payment: Add** screen, the payment entry staff records all of the information about the payment:

- **Type** - Check, Cash, Credit Card, etc.
- **Source Type** - source of the payment will be one of the following
  - **Company** - the patient’s employer
  - **Patient/Guarantor**
  - **Private Insurance** - Blue Cross or Medicare, or other private insurance company
  - **Work Comp Insurance** - the employer’s insurance company
  - **Other Payer** - a drug screen third party administrator or drug screen consortium
- **TIN** - this will automatically be filled in from the payment batch information
- **Check #**
- **Date** of the check
- **Pay Inv #** - this is the invoice number that the payment is paying (if the payer records it on the EOB)
- **Amount** of the payment
- **Credit card** information (if the payer used a credit card) is at the bottom of the screen
For the first payment in the batch, the payment entry staff records the payment from the patient for the $25.00 copayment amount. The patient wrote check number 978 on August 3, 2012 to pay for invoice number 62367 (shown below).

- **Type**: Check
- **Source Type**: Patient/Guarantor
- **TIN**: MASTER
- **Check #**: 978
- **Date**: 08/03/12
- **Pay Inv #**: 62367 (This is Mr. Anderson’s invoice number from the example in this book.)
- **Amount**: 25 (This represents $25.00.)

After recording the payment information, the payment entry staff clicks the **Submit** button. The next screen to appear is the **Patient/Guarantor: Select** screen (shown below) where the source of the payment will be selected.

The payment entry staff places the cursor in the command field next to Mr. Anderson and clicks the **Select** button.
Chapter 9 — Payment Processing

Do This - 9.03

1. Select Patient/Guarantor from the Source Type drop-down
2. Leave the TIN as loaded from the payment batch
   (The TIN should be “MASTER”)
3. Type “978” in the Check # field
4. Type yesterday’s date in the Date field (mm/dd/yy)
5. Type your invoice number for Mr. Anderson in the Pay Inv # field
   (Type the invoice number for your invoice that you wrote down when doing Chapter 8 - not 62367)
6. Skip the Group Invoice Number box
7. Type “25” in the Amount field (representing $25.00)
8. Click the Submit button
   (You should be on the Patient/Guarantor: Select screen)
9. Place the cursor in the command field next to Mr. Anderson
10. Click the Select button
    (You should be on the Payment Posting screen for your invoice)

Posting Payments to Line Items

After selecting the payer, the next screen to appear is the Payment Posting screen for the invoice.

This screen is broken down as follows:

- The invoice information is in the top frame in green
- The payment information is in the top frame in blue
- The line item information is in the bottom frame and presents up to four line items on one screen
There are columns of numbers for each line item for:

- Billed amount
- Total paid by all payments
- Total adjusted by all payments
- Amount paid by this payment
- Up to five adjustment, denial, and write-off codes and amounts
- Balance owed

Totals at the bottom for the entire invoice

The buttons are used to:

- **Submit Payment** - transmit the payment posting information to MedTrak
- **Paid in Full** - automatically enters the paid amount equal to the billed amount for each line item. Use this button only when the total payment amount equals the total of the invoice
- **Adjustment Codes** - displays the list of adjustment, denial, and write-off codes available to the medical facility.
- **Line Item Log** - displays the history of all of the payment and adjustment activity for the line items for this invoice

For this example, the payment entry staff enters the **$25.00** payment (without the dollar sign or cents included) for the copayment that Mr. Anderson paid towards the cost of his office visit (shown below).
The payment entry staff then clicks the **Submit Payment** button. The Payment Posting screen refreshes showing the copayment amount recorded. The payment information at the top of the screen shows that the balance left on Mr. Anderson’s payment is zero (shown below).

The **Office Visit – Level of Service** line item shows the total paid is $25.00. The balance of the line item is now $125.00.

After reviewing the application of the payment to this invoice, the payment entry staff clicks the **Exit Screen** button to add the next payment to the payment batch. The **Payment: Add** screen reappears with the message “**Successful add - ready to add another...**” (shown below)

---

**Do This - 9.04**

1. Be sure that the cursor is in the **Paid** field for the **Office Visit - Level of Service** line item
2. Type “25” in the **Paid** field (representing $25.00)
3. Click the **Submit Payment** button
   (The **Office Visit** line item balance is now 125.00)
4. Click the **Exit Screen** button
   (You should be back on the **Payment: Add** screen)
   (The “**Successful add - ready to add another...**” message appears)
For the second payment, the payment entry staff records the payment from the private insurance company (Blue Cross / Blue Shield of Michigan) for $211.50. They enclosed an EOB with check number 36722 dated August 10, 2012 to pay for invoice number 62367 (shown below).

<table>
<thead>
<tr>
<th>Type</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source Type</td>
<td>Private Insurance</td>
</tr>
<tr>
<td>TIN</td>
<td>MASTER</td>
</tr>
<tr>
<td>Check #</td>
<td>36722</td>
</tr>
<tr>
<td>Date</td>
<td>08/10/12</td>
</tr>
<tr>
<td>Pay Inv #</td>
<td>62367</td>
</tr>
<tr>
<td>Amount</td>
<td>211.50</td>
</tr>
</tbody>
</table>

(This is Mr. Anderson’s invoice number from the example in this book.)

After entering the payment information, the payment entry staff clicks the Submit button. The next screen to appear is the Entity / Payers: Select screen for selecting the private insurance. On this screen, the payment entry staff places the cursor next to Blue Cross / Blue Shield of Michigan (shown below).
Then the payment entry staff clicks the **Select Payer** button.

1. **Select Private Insurance** from the **Source Type** list
2. Leave the TIN as loaded from the payment batch (The TIN should be “MASTER”)
3. Type “36722” in the **Check #** field
4. Type yesterday’s date in the **Date** field (mm/dd/yy)
5. Type your invoice number for Mr. Anderson in the **Pay Inv #** field
   (Type the invoice number for your invoice that you wrote down when doing Chapter 8 - not 62367)
6. **Skip the Group Invoice Number** field
7. Type “211.50” in the **Amount** field (representing $211.50)
8. Click the **Submit** button
   (You should be on the **Entity / Payers: Select** screen)
9. Place the cursor in the command field next to **Blue Cross / Blue Shield of Michigan**
10. **Click the Select Payer button**
    (You should be on the **Payment Posting** screen for your invoice)

---

### Posting Payments to Line Items

After selecting the payer, the next screen to appear is the **Payment Posting** screen (shown below):
Mr. Anderson’s $25.00 payment information recorded previously is displayed on this screen in the **Total Paid** column.

For this example, the payment entry staff enters Blue Cross / Blue Shield of Michigan’s payment and adjustment information to the line items based on the explanation of benefits (EOB) enclosed with the check as listed below:

- **Office Visit** paid $25.00.
  
  credited $25.00 for the patient’s copayment
  
  credited the patient’s deductible for $100.00

- **X-ray lt ankle** paid $50.00.
  
  adjusted $20.00 for belonging to a PPO (A01)

- **Ice instant pack** paid $5.00.
  
  adjusted $7.50 for belonging to the PPO (A01)

- **Ankle lace up** paid $51.50.
  
  adjusted $31.50 for belonging to the PPO (A01)

- **Appl splint short leg** paid $80.00.
  
  adjusted $59.00 for belonging to the PPO (A01)

When the payment entry staff places the cursor in a **Code** field for a line item and clicks the **Adjustment Codes** button, the **Adjustment Codes** screen appears. The first five codes are standard codes that MedTrak provides for everyone to use. After the DD code, the codes are specific to the medical facility (shown on the next page).

- **BB** for balance billing the line item to the next payer

- **RB** for rebilling the line item to the current payer

- **CP** to indicate that the amount next to the code field is the patient’s copayment amount

- **CI** to indicate that the amount next to the code field is the patient’s coinsurance percentage amount

- **DD** to indicate that the amount next to the code field is applied to the patient’s deductible
MedTrak is set up to accept up to five adjustment codes for each line item. If a patient has multiple payers (in this example, Blue Cross / Blue Shield of Michigan is the primary payer and Nationwide Insurance is the secondary payer), the payment entry staff can balance bill the office visit line item to the next payer using the “bb” command in the Code field for the line item. Notice that codes are not case sensitive, and therefore, can be entered in lower case. There are five line items on this invoice. Each payment posting screen only displays four line items on one screen.

The Page Down and Page Up buttons act just like the Submit Payment button, and they move up a screen or down a screen after recording the payment data that is on the screen. This saves time.

The payment entry staff enters the payment and adjustment information for the Blue Cross / Blue Shield of Michigan payment for the first four line items (shown on the next page).
After entering the information for the first four line items, the payment entry staff clicks the **Page Down** button which both submits this screen and advances to the second **Payment Posting** screen to view the rest of the line items for this invoice. The payment staff enters the payment and adjustment information for the final line item (application of the short leg splint) (shown below).

The payment entry staff clicks the **Submit Payment** button, which refreshes the **Payment Posting** screen with the payment information updated.
The $211.50 payment from Blue Cross is applied to each line item including the associated adjustments. The payment balance is zero. The $100.00 invoice balance will now be billed to the secondary payer, Nationwide Insurance (shown below).

The payment entry staff clicks the Exit Screen button to return to the Payment: Add screen (not shown).

1. Be sure the cursor is in the Paid field for Office Visit
2. Type “25” (representing $25.00)
3. Place the cursor in the first Code field for Office Visit
4. Type “cp”
   (This is the code for copayment)
5. Place the cursor in first Amount field for Office Visit
6. Type “25” (representing $25.00)
   (This is the copayment amount)
7. Place cursor in second Code field for Office Visit
8. Type “dd”
   (This is the code for deductible)
1. Place the cursor in second **Amount** field for the Office Visit

2. Type “100” (representing $100.00)  
   (This is the amount that Blue Cross / Blue Shield of Michigan is applying to Anderson’s deductible)

3. Place the cursor in the **Paid** field for the X-ray

4. Type “50” (representing $50.00)

5. Place the cursor in the first **Code** field for the X-ray

6. Type “a01”  
   (This is the code for the PPO adjustment)

7. Place the cursor in first **Amount** field for X-ray  
   (The cursor automatically moved to the amount field after entering the code)

8. Type “20” (representing $20.00)  
   (This is the PPO adjustment amount for the X-ray)

9. Place the cursor in the **Paid** field for the Ice Pack

10. Type “5” (representing $5.00)

11. Place the cursor in the first **Code** field for the Ice Pack

12. Type “a01”

13. Place the cursor in first **Amount** field for Ice Pack

14. Type “7.50” (representing $7.50)

15. Place the cursor in the **Paid** field for the Ankle Lace Up

16. Type “51.50” (representing $51.50)

17. Place the cursor in the first **Code** field for the Ankle Lace Up

18. Type “a01”

19. Place the cursor in first **Amount** field for Ankle Lace Up

20. Type “31.50” (representing $31.50)

21. Click the *Page Down* button

22. Be sure the cursor is in **Paid** field for the Appl Splint

23. Type “80” (representing $80.00)
There are only two payments in this batch, so the payment entry staff clicks the Exit Screen button on the Payment: Add screen. The next screen to appear is the Payment Batch / Payments screen showing the two payments. One payment is from Mr. Anderson for $25.00, and the other is from Blue Cross / Blue Shield of Michigan for $211.50 (shown below).

Both payments appear in the batch

Both of these payments have balances of zero, meaning that all of the payments are applied to invoices. The payment entry staff clicks the Exit Screen button to return to the Payment Batches screen to add another payment batch (shown on the next page).
Chapter 9 — Payment Processing

1. Click the Exit Screen button
   (You should be on the Payment Batch / Payments)
   (Both payments should have a balance of zero)

2. Click the Exit Screen button again
   (You should be on the Payment Batches screen)
   (Your payment batch should have a zero balance)

3. Click the Exit Screen button again
   (You should be back on the Billing Menu)

---

Self Assessment

1. You should be on the Billing Menu
2. Click the Patients button in the Search section
   (You should be on the Patients screen)
3. Type “SA09” in any command field
   (SA stands for self assessment and 09 is the chapter #)
4. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
5. Click the View Prints button
   (The Available User Reports window opens)
6. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button)
7. Review the Self Assessment report. If you have errors, correct them and re-run the report.
8. Do NOT proceed until you have an error-free report
Chapter 9 — Payment Processing

Printing the Patient Statement for Anderson

You will need to produce a print of Mr. Anderson’s patient statement to turn in for your assignment.

1. Place the cursor in Mr. Anderson’s command field
   (You should still be on the Patients screen)
2. Type “prst” to print Mr. Anderson’s statement
3. Press the ENTER key
   (The Patients screen should refresh with the “Statement sent to printer/queue…” message)
4. Click the Exit Screen button
   (You should be back on the Billing Menu)
5. Print or save the patient statement for Mr. Anderson
6. To view your print queue, click the View Prints button
   (This will open another window displaying your PDF print queue called Available User Reports)
7. Find your report (If it does not appear, click the Refresh button)
8. Place the cursor next to the print that you want
9. Click the View Report button
   (The PDF will open in another window)
10. Print the report or save / download it to your computer
11. Close the PDF window
12. Close the Available User Reports window
    (You should be back on the Billing Menu)
Chapter 9 - Review Activities

Answer the following questions:

1. A “lock box” service is used by medical facilities for payments received by?
   A. Patients paying their bill at the collection desk.
   B. Electronic payments made by insurance companies.
   C. Regular mail.

2. Batch totals entered into a billing system should match the bank deposits?
   No
   Yes

3. Which of the following situations might occur when posting payment information to a line item?
   A. The balance on the line item is paid in full.
   B. The balance on the line item is overpaid.
   C. The balance on the line item is not paid at all but adjusted to zero.
   D. A portion of the line item is paid leaving a balance due.
   E. A portion of the line item is paid and the balance adjusted to zero.
   F. The whole line item amount is denied.
   G. The line item is credited to the patient’s deductible.
   H. The line item is credited with the patient’s coinsurance amount.
   I. The office visit line item is credited with the patient’s copayment amount.
   J. The line item is re-billed to the current payer.
   K. The line item is balance billed to the next payer.
   L. All of the above.
Bill To  
Mr. Charles T. Anderson  
123 South Main Street  
North Muskegon, MI 49445

Remit To  
RDS Medical Care  
1847 Ruddiman Drive  
North Muskegon, MI 49445  
Phone: (231) 744-4759

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/22/15</td>
<td>ANDERSON, CHARLES T. (Pet #477CBM) - LEFT ANKLE PAIN, Inv #326753, RDS Medical Care</td>
<td>150.00</td>
<td>100.00</td>
</tr>
<tr>
<td></td>
<td>Office Visit - Level of Service (99203)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/22/15</td>
<td>Paid $ 25.00 by ANDERSON, CHARLES T. by Check, #978, 07/21/15</td>
<td>25.00-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paid by Blue Cross / Blue Shield of Michigan by Check, #36722, 07/21/15</td>
<td>25.00-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Copayment of $ 25.00 applied by Blue Cross / Blue Shield of Michigan</td>
<td></td>
<td>100.00</td>
</tr>
<tr>
<td></td>
<td>Deductible of $ 100.00 applied by Blue Cross / Blue Shield of Michigan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/22/15</td>
<td>X-RAY LT ANKLE (3W) (73610, LT)</td>
<td>70.00</td>
<td>0.00</td>
</tr>
<tr>
<td>07/22/15</td>
<td>Paid by Blue Cross / Blue Shield of Michigan by Check, #36722, 07/21/15</td>
<td>50.00-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adjusted by Blue Cross / Blue Shield of Michigan, Adjustment PPO reduction</td>
<td>20.00-</td>
<td></td>
</tr>
<tr>
<td>07/22/15</td>
<td>ICE PACK INSTANT (A8999)</td>
<td>12.50</td>
<td>0.00</td>
</tr>
<tr>
<td>07/22/15</td>
<td>Paid by Blue Cross / Blue Shield of Michigan by Check, #36722, 07/21/15</td>
<td>5.00-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adjusted by Blue Cross / Blue Shield of Michigan, Adjustment PPO reduction</td>
<td>7.50-</td>
<td></td>
</tr>
<tr>
<td>07/22/15</td>
<td>ANKLE LACE UP MD (LLE) (L1902,NU)</td>
<td>83.00</td>
<td>0.00</td>
</tr>
<tr>
<td>07/22/15</td>
<td>Paid by Blue Cross / Blue Shield of Michigan by Check, #36722, 07/21/15</td>
<td>51.50-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adjusted by Blue Cross / Blue Shield of Michigan, Adjustment PPO reduction</td>
<td>31.50-</td>
<td></td>
</tr>
<tr>
<td>07/22/15</td>
<td>APPL SPLINT SHORT LEG (29515)</td>
<td>139.00</td>
<td>0.00</td>
</tr>
<tr>
<td>07/22/15</td>
<td>Paid by Blue Cross / Blue Shield of Michigan by Check, #36722, 07/21/15</td>
<td>80.00-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adjusted by Blue Cross / Blue Shield of Michigan, Adjustment PPO reduction</td>
<td>59.00-</td>
<td></td>
</tr>
</tbody>
</table>

Invoice Balance Due (A/R - 0-30 days) 100.00

Total Balance: 100.00

<table>
<thead>
<tr>
<th>Aging</th>
<th>0-30</th>
<th>31-60</th>
<th>61-90</th>
<th>91-120</th>
<th>Over 120</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>100.00</td>
</tr>
</tbody>
</table>

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Accounts Receivable

Key Concepts

- No payments
- Underpaid invoices
- Overpaid invoices
- Denied invoices
- No follow-up

- With follow-up
- Payments not yet applied
- Unidentified payments
- Debit accounts receivable
- Credit accounts receivable
To access the Accounts Receivable Aging dashboard (shown below), the billing staff signs into MedTrak, clicks the Billing button, and then clicks the AR Dashboard button. This dashboard tracks invoices and payments with non-zero balances, including:

- Invoices with **no payments**
- Partially paid invoices (underpaid invoices)
- **Overpaid invoices** (where the payer paid more than they owed or two payers paid for the same invoice)
- **Denied invoices** (where the payer denies that they owe for the charges)
- Invoices with **no follow-up** (where no collection activities have been started yet)
- Invoices **with follow-up** (where collection activities have started)
- Payments not yet applied to invoices where the payer is known to the medical facility (unapplied payments)
- Payments received from sources where the payer is not known (unidentified payments)

### Accounts Receivable Aging - As of 08/24/12

<table>
<thead>
<tr>
<th>Debit A/R</th>
<th>TOTAL</th>
<th>0-30</th>
<th>31-60</th>
<th>61+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Insurance (0)</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Employer (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Debit (0)</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Credit A/R</th>
<th>TOTAL</th>
<th>0-30</th>
<th>31-60</th>
<th>61+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Insurance (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Employer (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unapplied (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unidentified (0)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
The Accounts Receivable Aging dashboard has two main sections:

- **Debit A/R** - separates by the type of payer and includes all unpaid invoices whether underpaid or with no payments. The total number of invoices included in each displays in parentheses next to the category title. **Debit accounts receivable** represents money that is owed by the payers to the medical facility.

- **Credit A/R** - separates by the type of payer and includes all overpaid invoices, unapplied payments, and unidentified payments. The total number of invoices or payments included in each displays in parentheses next to the category title. **Credit accounts receivable** represents money that is owed by the medical facility to the payers.

**Total Debit, Total Credit, and Total Net AR** - MedTrak displays totals for the debit accounts receivable with individual amounts for the credit categories. Again, the total number of invoices and payments displays in parentheses next to the category title.

The Accounts Receivable Aging dashboard breaks down into aging periods (columns of information) (shown below).

<table>
<thead>
<tr>
<th>Aging Period</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>Total in that category</td>
</tr>
<tr>
<td>0-30</td>
<td>Total in that category that are 0 days old or less</td>
</tr>
<tr>
<td>31-60</td>
<td>Total in that category that are between 31 and 60 days old</td>
</tr>
<tr>
<td>61-90</td>
<td>Total in that category that are between 61 and 90 days old</td>
</tr>
<tr>
<td>91-120</td>
<td>Total in that category that are between 91 and 120 days old</td>
</tr>
<tr>
<td>121-150</td>
<td>Total in that category that are between 121 and 150 days old</td>
</tr>
<tr>
<td>151-180</td>
<td>Total in that category that are between 151 and 180 days old</td>
</tr>
<tr>
<td>181-270</td>
<td>Total in that category that are between 181 and 270 days old</td>
</tr>
<tr>
<td>271-360</td>
<td>Total in that category that are between 271 and 360 days old</td>
</tr>
<tr>
<td>361+</td>
<td>Total in that category that are over 360 days (in essence one year)</td>
</tr>
</tbody>
</table>

Filters are set up to display just the invoices for one medical facility or the entire entity. The billing staff can also filter the dashboard based on the activity (no payment, underpaid, overpaid, and denied), and by invoices with follow-up and without. For invoices with follow-up, the billing staff can filter by the account representative responsible for collecting payment for the invoice.

The accounts receivable aging totals reflect the amounts based on the last time that the dashboard was refreshed by the billing staff. Typically, billing staffs refresh the accounts receivable dashboard each morning to reflect all of the previous day’s activity. To refresh the accounts receivable aging, the billing staff clicks the **Refresh Totals** button.

For the purposes of this book, MedTrak automatically refreshes the dashboard each time that it is displayed.
To display the invoices (or payments) in that category for that aging time period, the billing staff clicks the appropriate amount field.

To display the different aging time periods, the billing staff clicks the arrow buttons or the Next Time Periods and Prev Time Periods buttons.

The Accounts Receivable Aging dashboard is now set to the next set of aging time periods from the previously shown screen (shown below).

1. **Sign into MedTrak**  
   (You should be on the MedTrak Main Menu)

2. **Click the Billing button**  
   (You should be on the Billing Menu)

3. **Click the AR Dashboard button**  
   (You should be on the Accounts Receivable Aging)

4. **Review the information on the dashboard**

5. **Click the right arrow button at the top of screen**  
   (You should be on the 91-120 aging time period screen)

6. **Click the Prev Time Periods button**  
   (You should be back on 0-30 aging time period screen)
The **Activity** filter at the top of the screen is a drop-down list. The billing staff clicks the **Activity** drop-down list, selects the invoice activity filter, and then clicks the **Reset View** button at the top right of the screen or the **Reset View** button on the left side of the screen (shown below).

---

**Do This - 10.02**

1. Click the **Activity** drop-down list
2. Select the **Underpaid invoices** option
3. Click the **Reset View** button
   (You should be viewing the aging for underpaid invoices only)
4. Click the **Activity** drop-down list
5. Select the **All invoices** option
6. Click the **Reset View** button
   (You should be viewing the aging for all invoices)
Follow-up Filter

The *Follow-up* filter at the top of the screen is also a drop-down list. The billing staff clicks the *Follow-up* drop-down list, selects the follow-up filter, and then clicks the *Reset View* button at the top of the screen or the *Reset View* button on the left side of the screen (shown below).

```plaintext
<table>
<thead>
<tr>
<th>Available Functions</th>
<th>A/R</th>
<th>TOTAL</th>
<th>91-120</th>
<th>121-150</th>
<th>151-100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset View</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refresh Totals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Next Time Periods</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prev Time Periods</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exit Screen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Follow-up filter drop-down list selection

Do This - 10.03

1. Click the *Follow-up* drop-down list
2. Select the *With follow-up* option
3. Click the *Reset View* button
   (You should be viewing the aging for follow-up invoices only)
4. Click the *Follow-up* drop-down list
5. Select the *With and without* option
6. Click the *Reset View* button
   (You should be viewing the aging for all invoices)
To view the invoices in a category, the billing staff clicks the amount that represents the category and aging period.

On the Accounts Receivable Aging dashboard, the billing staff clicks the Debit A/R / Insurance category for the 0-30 day aging period to locate Mr. Anderson’s invoice from the last chapter (shown below).

The first screen to appear is the A/R by Balance: Insurance, Age 0-30 screen that displays the payers in total balance owed order (shown below). The payer with the highest total balance appears first on the list.

Because Mr. Anderson’s invoice’s primary payer is Blue Cross / Blue Shield of Michigan, the billing staff clicks the Blue Cross / Blue Shield of Michigan name.
Chapter 10 — Accounts Receivable

The Invoices screen showing the 0-30 day invoices for Blue Cross/Blue Shield of Michigan displays.

The Anderson invoice appears on the first screen (shown below). If the patient’s invoice did not appear on the screen, the billing staff would change the Payer Display to be by patient and then use the Search function to locate the patient.

The Invoices screen accessed from the Accounts Receivable Aging dashboard only displays invoices with a non-zero balance.

At the top of the Invoices screen, there is a drop-down list for resetting the Payer Display. The billing staff selects a different payer display and clicks the Change Payer Display button (shown below).

Also at the top of the Invoices screen is a drop-down list for resetting the Display Order. The billing staff selects a different display order and clicks the Change Display Order button (shown on the next page).
The Invoices screen also has a search function to locate an invoice. The billing staff types in the search parameter in the Search field and clicks the Search button to reset the display.

**Balance billing to the secondary payer**

In this example, Mr. Anderson has a secondary payer (Nationwide Insurance). Because Blue Cross / Blue Shield of Michigan applied $100.00 of the office visit to the patient’s deductible, this balance is still outstanding on the invoice.

The billing staff is going to balance bill the $100.00 to Nationwide Insurance. The payment entry person could have balance billed the invoice by using the balance billing command on the line item when posting the Blue Cross / Blue Shield of Michigan payment, but in this example the billing staff will balance bill the invoice using the Invoices screen.

To balance bill the next payer, the billing staff enters the balance billing command “bb” in the command field next to Mr. Anderson’s invoice on the Invoices screen (shown below).
Chapter 10 — Accounts Receivable

The billing staff presses the ENTER key. The Invoices screen refreshes with the message “Balance Billed to COMM INS—Nationwide Insurance...”. The invoice now shows that Nationwide Insurance is the payer.

![Invoices, Age: 0-30](Image)

Nationwide is now the payer

The billing staff clicks the Exit Screen button on the Invoices screen and then clicks the Exit Screen button on the A/R by Balance screen to return to the Accounts Receivable Aging dashboard (shown below).

![ACCOUNTS RECEIVABLE AGING - AS OF 08/24/12](Image)

Accounts Receivable Aging dashboard

The Anderson invoice balance of $100.00 is now owed by Nationwide Insurance. For this example, the billing staff will print and send the CMS1500 invoice to Nationwide Insurance. To access the Nationwide invoice, the billing staff clicks the amount in the 0-30 Insurance column. The next screen to appear is the A/R by Balance: Insurance, Age: 0-30 showing that Nationwide has a balance (shown on the next page).
Selecting Nationwide Insurance displays the Invoices screen showing the Anderson invoice with a balance of $100.00 (shown below).

For this example the billing staff places the cursor in the command field next to Mr. Anderson’s invoice and clicks the Print Invoice button. The screen refreshes with the message “Report sent to printer/queue - use View Prints link...”

1. Click the 0-30 category for Debit AR / Insurance (You should be on the A/R by Balance screen)
2. Click the Blue Cross / Blue Shield of Michigan name (You should be on the Invoices: Age 0-30 screen)
3. Place the cursor next to Mr. Anderson’s invoice
4. Type “bb” (the balance billing command)
5. Press the ENTER key (Mr. Anderson’s invoice is now balance billed to Nationwide Insurance)

**NOTE - Do not enter the “bb” command twice.

6. Click the Exit Screen button (You should be back on the A/R by Balance screen)
Chapter 10 — Accounts Receivable

Do This - 10.05

1. Click the Exit Screen button again
   (You should be back on the Accounts Receivable Aging dashboard)

2. Review the totals on the dashboard

3. Click the 0-30 category for the Debit AR / Insurance
   (You should be on the A/R by Balance screen)

4. Click the Nationwide Insurance name
   (You should be on the Invoices: Age 0-30 screen)

5. Place the cursor next to Mr. Anderson’s invoice

6. Click the Print Invoice button
   (Mr. Anderson’s invoice will be in the View Prints PDF queue)

7. Click the Exit Screen button
   (You should be back on the A/R by Balance screen)

8. Click the Exit Screen button again
   (You should be back on the Accounts Receivable Aging dashboard)

9. Click the Exit Screen button again
   (You should be back on the Billing Menu)
Self Assessment

1. You should be on the Billing Menu
2. Click the Patients button in the Search section
   (You should be on the Patients screen)
3. Type “SA10” in any command field
   (SA stands for self assessment and 10 is the chapter #)
4. Press the ENTER key
   (“Self Assessment sent to printer/queue…” appears)
5. Click the View Prints button
   (The Available User Reports window opens)
6. Find the Self Assessment report that you just printed
   (If it does not appear, click the Refresh button )
7. Review the Self Assessment report. If you have errors, correct them and re-run the report.
8. Do NOT proceed until you have an error-free report
9. Click the Exit Screen button
   (You should be back on the Billing Menu)

Printing the Nationwide CMS1500

1. Print or save Mr. Anderson’s CMS1500 to Nationwide Insurance that MedTrak sent to your printer/queue
2. To view your print queue, click the View Prints button
3. Find your report (If it does not appear, click Refresh)
4. Place the cursor next to the print that you want
5. Click the View Report button
   (The PDF will open in another window)
6. Print the report or save / download it to your computer
7. Close the PDF window
8. Close the Available User Reports window
   (You should be back on the Billing Menu)
Chapter 10 - Review Activities

Answer the following questions:

1. Accounts receivable systems track invoices and payments with non-zero balances?
   - No
   - Yes

2. Invoices with balances include which of the following situations?
   - A. Invoices with no payments.
   - B. Partially paid invoices (underpaid).
   - C. Overpaid invoices – the payer paid too much or two payers paid the same invoice.
   - D. Denied invoices where the payer denies owing the charges.
   - E. All of the above.

3. Unapplied payments are payments with balances not used to pay invoices?
   - Yes
   - No

4. Unidentified payments are payments from payers with unlisted phone numbers?
   - No
   - Yes

5. Debit accounts receivable include which of the following?
   - A. Invoices with no payments applied.
   - B. Invoices that are partially paid.
   - C. Payments made from insurance companies.
   - D. Invoices that are overpaid.
   - E. All of the above.

6. Credit accounts receivable include which of the following?
   - A. Unapplied payments.
   - B. Unidentified payments.
   - C. Invoices that are overpaid.
   - D. All of the above.
This page intentionally left blank.
Collection Activity

Estimated Duration
20 Minutes

Key Concepts

- Case / billing activity log
- Follow-up notes
- Attaching documents
- Reminders (ticklers) for follow-up activity
MedTrak provides collection activities to be logged through the use of a **Case/Billing Activity Log**. The collection staff accesses the **Case/Billing Activity Log** from the **Invoices** processor.

In this example, the collection staff uses the **Accounts Receivable Aging** dashboard to find the invoice to record collection activity.

Collection staff activities include:

- Recording **follow-up notes** based on conversations or emails or letters from payers related to paying outstanding invoices.
- **Attaching documents** (both scanned and emailed) related to the collection activity.
- Setting up **reminders** for further follow-up activity.

In this example, the collection staff:

- Records a follow-up note related to an attempted phone conversation with the payer (Nationwide)
- Attaches a document sent by Nationwide denying responsibility for paying the invoice
- Sets up a reminder to call the payer again

The collection staff accesses the **Accounts Receivable Aging** dashboard from the **Billing Menu** (shown below).
Then the collection staff locates the invoice by clicking the amount the Debit A/R / Insurance / 0-30 aging category on the Accounts Receivable Aging dashboard. The next screen to appear is the A/R by Balance: Insurance, Age: 0-30 (shown below).

![A/R by Balance: Insurance, Age: 0-30](image)

Then the collection staff selects the payer (Nationwide) from the A/R by Balance processor. The next screen to appear is the Invoices, Age: 0-30 showing the Nationwide invoice for Mr. Anderson (shown below).

![Invoices, Age: 0-30](image)

The collection staff places the cursor in the command field next to the invoice and clicks the Activity Log button. The next screen to appear is the Case / Billing Activity Log. Because this is the first time the collection staff is accessing this processor, there are no log entries on the screen (shown on the next page).
Chapter 11 — Collection Activity

Do This - 11.01

1. **Sign into MedTrak**
   (You should be on the MedTrak Main Menu)

2. **Click the Billing button**
   (You should be on the Billing Menu)

3. **Click the AR Dashboard button**
   (You should be on the Accounts Receivable Aging dashboard)

4. **Click the 0-30 category for the Debit A/R / Insurance**
   (You should be on the A/R by Balance screen)

5. **Click the Nationwide Insurance name**
   (You should be on the Invoices screen)

6. **Locate your invoice**
   (Change the display if needed and use the Search)

7. **Place the cursor next to the Nationwide Insurance invoice**

8. **Click the Activity Log button**
   (You should be on the Case / Billing Activity Log screen)
Billing Notes

When the collection staff records a follow-up billing note in the activity log for the patient’s case, the invoice is automatically considered in follow-up and can be filtered using the Follow-up filter on the Accounts Receivable Aging dashboard.

To place the invoice into the Follow-up category, the collection staff clicks the Add Note button on the Case / Billing Activity Log screen to display the Case / Billing / Note: Add screen (shown below).

Each follow-up note requires a three character code in the Note Code field. To view the available codes, the collection staff clicks the Note Codes button to display the Note Codes screen (shown below).
There are three types of billing note codes:

- **Follow-up notes** - these will automatically put the invoice in the With Follow-up category on the Accounts Receivable Dashboard.
- **General notes** - these are just comment notes about the case of billings.
- **Refund notes** - these notes relate to refunds of payments on the case.

In this example, the collection staff records a follow-up note regarding a phone call made to Betsy Flannery at Nationwide Insurance about the denial letter received from the payer. The collection staff did not reach Betsy and marked the note with a follow-up code of **F01 - Left Voice Message** (shown below).

After selecting the note code and entering the note, the collection staff clicks the **Submit Note** button. The Case/Billing Activity Log reappears showing the follow-up note (shown below). The invoice is now in the With Follow-up accounts receivable category.
MedTrak allows the attaching of foreign documents (documents received from outside the medical facility) to a case. These could be the scanned insurance and ID card at the front desk. They could also be scanned denial letters or other billing correspondence from payers.

To attach a document to the Case / Billing Activity Log, the collection staff clicks the Add Document button. This screen might look different on your computer depending on the internet browser you use. The next screen to appear is the Add Document screen. In this example, the collection staff types the description of the document (shown below).
Then the collection staff clicks the **Browse** (or **Choose File**) button to locate the document in the local network (shown below).

After locating the document in the local network, the collection staff clicks the **Open** button to record the document’s local address. The **Add Document** screen refreshes showing the address of the document (shown below).
The collection staff clicks the *Upload* button to store the document in MedTrak’s server. The *Case / Billing Activity Log* screen refreshes with the record of the document now appearing (shown below).

To view the document, the collection staff places the cursor in the command field next to the document and clicks the *Select* button. The attached document will appear in another window.

1. Click the *Add Document* button  
   (You should be on the *Add Document* screen)

2. Click the *Browse* (or *Choose File*) button  
   (You should be on the file selection screen specific to your local computer)

3. Locate and select any small document of your choice to upload to MedTrak (to represent the Nationwide letter)

4. Click the *Open* button  
   (You should be back on the *Add Document* screen)  
   (Your document’s address should be on this screen)

5. Change the document description to  
   “Denial letter from Nationwide Insurance”

6. Click the *Upload* button  
   (You should be back on the *Case / Billing Activity Log*)  
   (Your document’s log record should be on this screen)

7. Be sure that the cursor is next to your document’s log record

8. Click the *Select* button  
   (A window appears displaying your document)

9. Close your document window  
   (You should be back on the *Case / Billing Activity Log*)
Reminders (ticklers)

In this example, the collection staff decides to set up a reminder to call Betsy Flannery at Nationwide. To set up the reminder, the collection staff clicks the Add Reminder button. The Case / Billing Reminder screen appears. The collection staff changes the date to the next day, sets the time to 3:00p, and types the reminder (shown below).

The collection staff clicks the Submit button. The Case / Billing Reminder screen refreshes in the event the collection staff wants to create an additional reminder on the case (shown below).
The collection staff clicks the *Exit Screen* button to return to the *Case / Billing Activity Log* screen (shown below). The reminder is now part of the log.

1. Click the *Add Reminder* button
   (You should be on the *Case / Billing Reminder* screen)
2. Change the *Date* to tomorrow
3. Leave the *Time* as it is
4. Type in a reminder *Description* similar to the example
5. Click the *Submit* button
   (The *Case / Billing Reminder* screen refreshes)
6. Click the *Exit Screen* button
   (You should be back on the *Case / Billing Activity Log*
   (Your reminder should be on this screen)
7. Place the cursor next to each entry and click the *Select* button
   (Review each one of your entries)
   (Return to the *Case / Billing Activity Log* after reviewing each entry)
Chapter 11 — Collection Activity

Do This - 11.05

1. Place the cursor in the command field next to any one of the entries on the Case / Billing Activity Log
2. Type the print command “pr”
3. Press the ENTER key
   (“Report sent to printer/queue - use View Prints link...” message appears)
   (Your Case / Billing Activity Log print is now in your PDF queue)
4. Click the Exit Screen button four times to return to the Billing Menu

Reviewing Reminders

To review reminders the collection staff accesses the reminders that pertain to them by clicking the Reminders button on the Billing Menu (shown below).

The Case / Billing Reminders screen appears showing the reminder to call Betsy Flannery at Nationwide Insurance regarding the Anderson invoice (shown below).
To filter the reminders, the collection staff types their initials in the **Initials** field and clicks **Initials** button.

The collection staff can select a reminder and change it. They can close the reminder when it is done. They can also access the **Case / Billing Activity Log** to record more information about the collection activity.

When reminders are closed, they do not appear on this screen anymore, but they do remain on the **Case / Billing Activity Log** as a record of the collection staff’s actions.

### Do This - 11.06

1. **Click the Reminders** button on the **Billing Menu**  
   (You should be on the **Case / Billing Reminders** screen)
2. **Be sure that the cursor is next to your reminder**
3. **Click the Close button**  
   (Your reminder should not appear anymore)
4. **Click the Exit Screen button**  
   (You should be back on the **Billing Menu**)

### Self Assessment

1. **You should be on the Billing Menu**
2. **Click the Patients** button in the **Search** section  
   (You should be on the **Patients** screen)
3. **Type “SA11” in any command field**  
   (SA stands for self assessment and 11 is the chapter #)
4. **Press the ENTER key**  
   ("Self Assessment sent to printer/queue..." appears)
5. **Click the View Prints button**  
   (The **Available User Reports** window opens)
6. **Find the Self Assessment report that you just printed**  
   (If it does not appear, click the **Refresh** button)
7. **Review the Self Assessment report. If you have errors,**  
   **correct them and re-run the report.**
8. **Do NOT proceed until you have an error-free report**
9. **Click the Exit Screen button**  
   (You should be back on the **Billing Menu**)

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Chapter 11 — Collection Activity

Printing the Case / Billing Activity Log

Do This - 11.08

1. Print Mr. Anderson’s Case / Billing Activity Log
2. To view your print queue, click the View Prints button
   (This will open another window displaying your PDF print queue called Available User Reports)
3. Find your report (If it does not appear, click the Refresh button)
4. Place the cursor next to the print that you want
5. Click the View Report button
   (The PDF will open in another window)
6. Print the report or save / download it to your computer
7. Close the PDF window
8. Close the Available User Reports window
   (You should be back on the Billing Menu)

Chapter 11 - Review Activities

Answer the following questions:

1. Collection activities include which of the following?
   A. Setting up reminders for further follow-up activity.
   B. Recording notes about conversations related to collection activity.
   C. Attaching documents to the file related to collection activity.
   D. All of the above.
07/23/15 Reminder: Call Betsy Flannery at Nationwide about Anderson invoice.

07/22/15 Document: Denial letter from Nationwide Insurance

07/22/15 Note: Called Nationwide to discuss payment of $100.00 invoice. Left a message for Betsy Flannery - 231-858-3737 to call me back.

*** END OF PRINT 07/30/15 10:30p - Ronald D Sampson ***
Refunds

Key Concepts

- Refunds to the payer
- Unapplied payments
- Unidentified payments
- Refunding an overpayment on a line item
- Refund batch
- Refund check processing

Estimated Duration
45 Minutes
Refund Processing

Sometimes payers (insurance companies, employers, patients, guarantors) pay money to a medical facility in error. In these situations, the medical facility refunds to the payer for all or a portion of the payment:

- Duplicate payments
- Paying more than what they owe
- Paying the wrong medical facility
- Paying for services that another payer already paid

MedTrak allows for the processing of the two basic types of refund situations.

1. **Refunding all or a part of payment where there is no invoice to apply the money**
   - A known payer sent in a payment for more than the amount that they owed (unapplied payment). This is an unapplied payment because the payment entry staff could not determine which of the payer’s invoices they are paying.
   - An unknown payer sent in a payment who does not owe you any money (unidentified payment). This is an unidentified payment because the payment entry staff could not determine that the payer owed them any money.

2. **Refunding an overpayment on a line item of an invoice**
   - A payer paid the same invoice twice with both payments posted on the line items. The payer for some reason sends two checks to pay for the same invoice.
   - Two payers paid the same invoice with both payments posted on the line items. Sometimes both the patient and the insurance company pay for the same invoice.
   - A payer paid more than what they owed and the excess was posted to one of the line items on an invoice.

**Below are the basic workflow steps involved when refunding to a payer:**

1. The payment entry staff creates an open refund batch to collect the refund information
2. The payment entry staff identifies that a payer should receive a refund
3. The payment entry staff records the amount of the refund
4. The payment entry staff records who should receive the refund check
5. The payment entry staff collects the refunds for a certain period of time into a batch
6. The payment entry staff sends the refund requests to the accounts payable department for refund check processing
7. The accounts payable department writes the refund checks and mails them
8. The accounts payable department sends copies of the checks with the refund requests back to the payment entry staff
9. The payment entry staff records the refund check information in the refund records
10. Once all of the refund request records have refund check information recorded, the refund batch automatically closes

In the example in this book, both the patient and the secondary insurance company send in payments that require the medical facility to refund a portion of them.

- Nationwide Insurance receives the bill for $100.00 for the office visit and pays $100.00. Mr. Anderson is actually responsible for a $20.00 copayment for the office visit and Nationwide indicates this patient obligation on the EOB (explanation of benefits). This means that Nationwide paid $20.00 more than they were responsible to pay. The medical facility will refund Nationwide $20.00.

- After reading the EOB from Blue Cross / Blue Shield of Michigan, the patient (Mr. Anderson) assumes that the $100.00 invoice balance is owed by him. He writes a check for $100.00, but his obligation was for only $20.00 (the Nationwide Insurance copayment amount). The medical facility will refund Mr. Anderson $80.00.

For this example, the payment entry staff records both the Nationwide Insurance payment for $100.00 and the Anderson patient payment for $100.00 in the same payment batch.

The payment entry staff accesses the Billing Menu from the MedTrak Main Menu. On the Billing Menu, the user clicks the Payment Batches button to display the Payment Batches screen for that medical facility (shown on the next page).
Chapter 12 — Refunds

For this example, the payment batch total is $200.00 and contain two payments:

1. A check from Nationwide Insurance for $100.00.
2. A check from Mr. Anderson for $100.00.

As you learned in Chapter 9, to add a new batch of payments the payment entry staff clicks the Add button. The Payment Batch: Add screen appears (shown on the next page).

Below is a description of the fields on this screen:

- **Batch Number**: automatically created by MedTrak when the payment batch is added
- **Date and Time**: MedTrak also automatically puts in the current date and time. The payment entry staff will change these to match the bank deposit.
- **TIN**: master (This is the Tax Identification Number and is required for tax purposes.)
- **Description**: Payments for refund chapter (This contains a description of the batch made up by the payment entry staff.)
- **Batch Total**: 200 (This represents $200.00)
Chapter 12 — Refunds

The next screen is the Payment: Add screen for adding individual payments. For the first payment, the payment entry staff records the $100.00 payment from Nationwide Insurance. Nationwide wrote check number 58779 on September 1, 2012 to pay for invoice number 62367 (shown on the next page).

<table>
<thead>
<tr>
<th>Type</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source Type</td>
<td>Private Insurance</td>
</tr>
<tr>
<td>TIN</td>
<td>MASTER</td>
</tr>
<tr>
<td>Check #</td>
<td>58779</td>
</tr>
<tr>
<td>Date</td>
<td>09/01/12</td>
</tr>
<tr>
<td>Pay Inv #</td>
<td>62367</td>
</tr>
<tr>
<td>Amount</td>
<td>100</td>
</tr>
</tbody>
</table>

(This represents $100.00.)
Chapter 12 — Refunds

After recording the payment information, the payment entry staff clicks the Submit button.

The next screen to appear is the Entity / Payers: Select screen (shown below). The payment entry staff searches for Nationwide Insurance and then places the cursor in the command field next to Nationwide Insurance.

Then the payment entry staff clicks the Select Payer button.

1. Select Private Insurance from the Source Type drop-down list
2. Leave the TIN field as loaded from the payment batch (it should be MASTER)
3. Type “58779” in the Check # field
4. Type yesterday’s date in the Date field (mm/dd/yy)
5. Type your invoice number in the Pay Inv # field (Type your invoice number from Chapter 8 - not 62367)
Chapter 12 — Refunds

1. Skip the Group Invoice Number checkbox
2. Type “100” in the Amount field (representing $100.00)
3. Click the Submit button
   (You should be on the Entity Payers: Select screen)
4. Type “Nationwide” in Search field
5. Click the Search button
   (The Entity Payers: Select screen should reset to Nationwide Insurance)
6. Place the cursor next to Nationwide Insurance
7. Click the Select Payer button
   (You should be on the Payment Posting screen for Mr. Anderson’s invoice)

After selecting the payer, the next screen to appear is the Payment Posting screen for the invoice.

Based on the information included on the EOB (explanation of benefits) from Nationwide Insurance, the payment entry staff posts a payment of $80.00 for the office visit and records a $20.00 copayment obligation for the patient (shown below).

![Payment Posting Screen](image)

Then the payment entry clerk clicks the Submit Payment button. Even though the Nationwide Insurance check is for $100.00, the payment entry staff only posted $80.00 of it based on the payment information on the EOB for this invoice.

After reviewing all of the other Nationwide Insurance invoices, the payment entry staff will conclude that the $20.00 balance is an overpayment and needs to be refunded to Nationwide Insurance.
Chapter 12 — Refunds

The Payment Posting screen refreshes showing the payment information recorded.

The payment information at the top shows that the balance remaining on the Nationwide Insurance payment is **$20.00** (shown below).

The Office visit line item shows the total paid is **$130.00**. The balance of the office visit is now **$20.00**.

After reviewing the application of the payment to this invoice, the payment entry staff clicks the Exit Screen button.

The next screen to appear is the Invoices Applied by Payment screen displaying the invoices paid by this payment. This screen appears because the payment balance is **$20.00** (shown below).

The payment entry staff clicks the Exit Screen button to add the next payment to the payment batch.
1. Be sure that the cursor is in the Paid field for the Office Visit
2. Type “80″ in the Paid field for the Office Visit line item (representing $80.00)
3. Place the cursor in the first Code field for the Office Visit
4. Type “cp” in the first Code field for the Office Visit
   (This represents the copayment from Mr. Anderson for Nationwide Insurance)
5. Place the cursor in the first Amount field for Office Visit
6. Type “20″ in the first Amount field for the Office Visit
   (representing $20.00)
7. Click the Submit Payment button
   (The Payment Posting screen should refresh showing the Nationwide Insurance payment information)
8. Check that your payment information recorded properly
9. Click the Exit Screen button
   (You should be on the Invoices Applied by Payment screen)
10. Click the Exit Screen button again
    (You should be on the Payment: Add screen)
    (The message “Successful add - ready to add another...” should appear)

The Payment: Add screen reappears with the message “Successful add - ready to add another...”

On this screen, the payment entry staff records the payment from Mr. Anderson for $100.00 (shown on the next page). Mr. Anderson wrote check number 989 on September 2, 2012 to pay for invoice number 62367.

Type: Check
Source Type: Patient/Guarantor
TIN: MASTER
Check #: 989
Date: 09/02/12
Pay Inv #: 62367
Amount: 100 (represents $100.00)
After recording the payment information, the payment entry staff clicks the **Submit** button.

The next screen to appear is the Patient/Guarantor: Select screen (shown below).

The payment entry staff places the cursor in the command field next to Mr. Anderson and clicks the **Select** button.

1. **Select Patient/Guarantor** from the **Source Type** drop-down
2. Leave the TIN field as loaded from the payment batch
   (It should be **MASTER**)
3. Type “989” in the **Check #** field
4. Type yesterday’s date in the **Date** field (mm/dd/yy)
5. Type your invoice number in the **Pay Inv #** field
   (Type your invoice number from Chapter 8 - not 62367)
Chapter 12 — Refunds

After selecting the payer, the next screen to appear is the Payment Posting screen for the invoice.

The payment entry staff posts the payment from Mr. Anderson for $100.00 for the office visit (shown below). Even though the balance due for the Office visit is only $20.00, the payment entry staff records the full amount of the payment from patient anyway. At this time, the payment entry staff is not sure who will be credited for the overpayment amount.

![Payment Posting Screen](image)

Then the payment entry staff clicks the Submit Payment button.

The Payment Posting screen refreshes showing the payment information recorded. The payment information at the top shows the balance left on the payment is zero (shown on the next page).

---

1. Skip the Group Invoice Number checkbox
2. Type “100” in the Amount field (representing $100.00)
3. Click the Submit button  
   (You should be on the Patient/Guarantor: Select screen)
4. Place the cursor next to Mr. Anderson
5. Click the Select button  
   (You should be on the Payment Posting screen for Mr. Anderson’s invoice)
Chapter 12 — Refunds

After reviewing all of the other payment information on this invoice, the payment entry staff will conclude that the $80.00 credit balance is an overpayment and needs to be refunded to the patient.

The Office visit line item shows the total paid is $230.00. The balance of the Office visit line item is now a credit of $80.00. After reviewing the application of the payment to this invoice, the payment entry staff clicks the Exit Screen button.

The Invoices Applied by Payment screen is skipped because the balance on this payment is zero.

The Payment: Add screen reappears with the message “Successful add - ready to add another...”

Do This - 12.08

1. Place the cursor is in the Paid field for the Office Visit
2. Type “100” (representing $100.00)
3. Click the Submit Payment button
   (The Payment Posting screen should refresh showing the Anderson payment information)
4. Check that your payment information recorded properly
5. Click the Exit Screen button
   (The Payment: Add screen should appear again)
   (The Invoices Applied by Payment screen is skipped because the Anderson payment balance is zero)
Because these are the only two payments for this batch, the payment entry staff then clicks the *Exit Screen* button.

The next screen to appear is the Payment Batch / Payments screen (shown below). This screen lists all of the payments in the batch. For this example, the Payment Batch / Payments screen lists both the Nationwide Insurance payment for $100.00 and Mr. Anderson’s payment for $100.00. The screen shows that there is still a $20.00 balance on the Nationwide Insurance payment. The screen shows a zero balance on Mr. Anderson’s payment indicating the full amount of his payment was posted.

After reviewing the payments, the payment entry staff clicks the *Exit Screen* button again to return to the Payment Batch / Payments screen and then clicks the *Exit Screen* button again to return to the Billing Menu.

1. **Click the *Exit Screen* button**
   (You should be on the Payment Batch / Payments screen)

2. **Review your payments**

3. **Click the *Exit Screen* button again**
   (You should be back on the Payment Batches screen)

4. **Click the *Exit Screen* button again**
   (You should be back on the Billing Menu)
Creating a Refund Batch

To create an open refund batch to collect the refund details, the payment entry staff clicks the *Refund Batches* button on the *Billing Menu* (shown below).

The next screen to appear is the *Refund Batches* screen (shown below). In this example, there are no open refund batches to display.

To add a refund batch, the payment entry staff clicks the *Add* button.

The next screen to appear is the *Refund Batch: Add* screen. The date and time are automatically filled in with the current date and time by MedTrak. The payment entry staff types in a description for the batch of “*Anderson refunds*” (shown on the next page).
Chapter 12 — Refunds

Then the payment entry staff clicks the *Submit* button. The *Refund Batches* screen reappears displaying the newly added refund batch (shown below).

<table>
<thead>
<tr>
<th>Date</th>
<th>Batch#</th>
<th>Count</th>
<th>Batch Amt</th>
<th>Balance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/07/12</td>
<td>26</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>Anderson refunds</td>
</tr>
</tbody>
</table>

1. **Click the Refund Batches button on the Billing Menu**  
   (You should be on the Refund Batches screen)
2. **Click the Add button**  
   (You should be on the Refund Batch: Add screen)
3. **Leave Date and Time fields as pre-populated by MedTrak**
4. **Type “Anderson refunds” in the batch description**
5. **Click the Submit button**  
   (You should be back on the Refund Batches screen)  
   (You should see the refund batch that you just added)
6. **Click the Exit Screen button**  
   (You should be back on the Billing Menu)
Refunding Unapplied Payments

In this example, Nationwide Insurance sent in a check for $20.00 more than they owed. This $20.00 is reflected on the Accounts Receivable Aging dashboard in the Unapplied Payments section.

From the Billing Menu, the payment entry staff clicks the AR Dashboard button (shown below).

The next screen to appear is the Accounts Receivable Aging dashboard (shown below).

Unapplied payments of $20.00
To review the **Unapplied Payments**, the payment entry person clicks the total amount field. The next screen to appear is the **Payments by Balance** screen displaying the unapplied payments totals by payer (shown below).

In this example, Nationwide Insurance is the only payer with an unapplied payment. To select Nationwide’s unapplied payment, the payment entry staff clicks the payer’s name. The next screen to appear is the **Private Insurance / Payments** screen displaying the unapplied payment amounts for Nationwide (shown below). To refund the $20.00 balance to Nationwide, the payment entry staff places the cursor next to the payment and clicks the **Refund** button.

1. **Click the AR Dashboard button on the Billing Menu**  
   (You should be on the Accounts Receivable Aging)
2. **Click the Total amount for the Unapplied category**  
   (You should be on the Payments by Balance screen)
3. **Click the Nationwide Insurance name**  
   (You should be on the Private Insurance / Payments)
4. **Place the cursor next to the 100.00 Nationwide payment**
5. **Click the Refund button**  
   (You should be on the Refund screen)
The next screen to appear is the **Refund** screen (shown below).

The payment entry staff clicks the **Codes** button to display the available refund codes (shown below).
To select the refund code for an insurance overpayment, the payment entry staff clicks the **R20 - Insurance - overpayment** checkbox. The **Refund** screen refreshes showing the selected refund code.

The payment entry staff enters the rest of the fields on the **Refund** screen (shown below).

```
Amount  20  (This represents $20.00.)
Name    Nationwide Insurance
Address Line 2  233 South Main Street
City     Glen Arbor
State    mi
Zip Code 49636
```

Then the payment entry staff clicks the **Submit** button.

The next screen to appear is the **Refund Detail** screen showing the refund just added by the payment entry staff. This screen shows that for the Nationwide Insurance check that a refund of **$20.00** is pending due to an insurance company overpayment (shown on the next page).
The payment entry staff clicks the Exit Screen button to return to the Private Insurance / Payments screen to process any other refund of an overpayment by Nationwide Insurance. In this example, the $20.00 payment was the only unapplied payment for Nationwide, so the payment entry staff clicks the Exit Screen button again to return to the Payments by Balance screen to process refunds for any other payers with unapplied payments. Again, in this example, the payment entry staff clicks the Exit Screen button to return to the Accounts Receivable Aging dashboard (shown below). The Unapplied payments total is now zero.

Unapplied payments total is now zero
Chapter 12 — Refunds

1. Click the **Codes** button  
   (You should be on the **Refund Codes** screen)

2. Click the checkbox for the **R20 - Insurance - overpayment**  
   (You should be back on the **Refund** screen)  
   (The **R20 - Insurance - overpayment** refund code appears)

3. Type “20” in the **Amount** field (representing $20.00)

4. Type “Nationwide Insurance” in the **Name** field

5. Type “233 South Main Street” in the **Address Line 2** field

6. Type “Glen Arbor” in the **City** field

7. Type “mi” in the **State** field

8. Type “49636” in the **Zip** field

9. Click the **Submit** button  
   (You should be on the **Refund Detail** screen)

10. Click the **Exit Screen** button  
    (You should be on **Private Insurance / Payments** screen)

11. Click the **Exit Screen** button again  
    (You should be on the **Payments by Balance** screen)

12. Click the **Exit Screen** button again  
    (You should be back on the **Accounts Receivable Aging** dashboard)  
    (The **Unapplied** payments total should be zero)

The Nationwide Insurance refund is now in a pending status and included in the refund batch that the payment entry staff previously added.

Refunding an Overpayment on a Line Item

In this example, the patient, Mr. Anderson, sent in a check for $80.00 more than they owed. This $80.00 is reflected on the **Accounts Receivable Aging** dashboard in **Overpaid Invoices**.

To review overpaid invoices, the payment entry staff resets the view of the **Accounts Receivable Aging** dashboard to display only the totals for overpaid invoices.

To reset the view, the payment entry staff clicks the drop-down list for the **Activity** field (shown on the next page).
Then the payment entry staff selects **Overpaid Invoices** and clicks the **Reset View** button.

After resetting the view to overpaid invoices, the Accounts Receivable Aging dashboard refreshes displaying only information about overpaid invoices (shown below).
To view the overpaid invoices for insurance companies, the payment entry staff clicks the total amount for Insurance in the Credit A/R section of the dashboard.

The next screen to appear is the Invoices, Overpaid, Credit AR (shown below).

The Nationwide Insurance invoice for Mr. Anderson shows a credit balance of $80.00. The payment entry staff places the cursor in the command field next to the invoice and clicks the Select Invoice button.

The next screen to appear is the Payments Applied on Invoice screen for all of the payments posted to Mr. Anderson’s invoice (shown below).

To refund the overpayment made by Mr. Anderson, the payment entry staff places the cursor in the command field next to the $100.00 made by Mr. Anderson (not the $25.00 payment) and clicks the Select Payment button.
Chapter 12 — Refunds

The next screen to appear is the **Payment Posting** screen for the $100.00 payment made by Mr. Anderson (shown below).

To refund the overpayment of $80.00 made by Mr. Anderson and posted to the **Office visit** line item, the payment entry staff places the cursor in the first **Code** field next to the **Office visit** line item and clicks the **Adjustment Codes** button.

The next screen to appear is the **Adjustment Codes** selection screen. On this screen, the payment posting person needs to page down multiple times to display the refund codes (shown below).
Chapter 12 — Refunds

The payment entry person selects the **R00 - Patient - overpayment** code by clicking the checkbox. The Payment Posting screen reappears with the R00 code in the first Code field. The payment entry staff then enters 80 in the first Amount field for the $80.00 refund to Mr. Anderson (shown below).

After entering the code and amount, the payment entry staff clicks the *Submit Payment* button.

The Payment Posting screen now reflects the $80.00 refund. Both the balance on the Office Visit line item and the invoice are now zero (shown below).
The payment entry person clicks the *Exit Screen* button to return to the Payments Applied on Invoice screen (shown below). The $100.00 Anderson payment now shows a credit of **$80.00** in the *Adj/Ref* (adjustment / refund) column to reflect the pending refund.

The payment entry staff clicks the *Exit Screen* button to return to the Invoices, Overpaid, Credit AR screen to continue processing refunds for overpaid invoices.

In this example, the payment entry staff clicks the *Exit Screen* button to return to the Accounts Receivable Aging dashboard.

On the Accounts Receivable Aging dashboard, the payment entry staff clicks the *Exit Screen* button again to return to the Billing Menu.

Mr. Anderson’s refund is now in a pending status and included in the refund batch that the payment entry staff previously added.

---

**Do This - 12.13**

1. **Select Overpaid invoices** from the Activity drop-down list  
   (You should be on the Accounts Receivable Aging)

2. **Click the Reset View button**  
   (The Accounts Receivable Aging should now be showing overpaid invoices)

3. **Click the Total for Credit A/R / Insurance amount**  
   (You should be on Invoices, Overpaid, Credit AR screen)
1. Place the cursor next to Mr. Anderson’s invoice

2. Click the Select Invoice button
   (You should be on Payments Applied on Invoice screen)

3. Place the cursor next to Mr. Anderson’s $100.00 payment
   (Be sure to select Mr. Anderson’s $100.00 payment
    and *** NOT *** his $25.00 payment)

4. Click the Select Payment button
   (You should be on the Payment Posting screen)

5. Place the cursor in the first Code field for the Office visit
   which is overpaid

6. Click the Adjustment Codes button
   (You should be on the Adjustment Codes selection screen)

7. Page down multiple times to locate the R00 - Patient
   overpayment refund code

8. Click the checkbox for the R00 - Patient - overpayment code
   (You should be back on the Payment Posting screen
    showing the refund code)

9. Type “80” in the first Amount field for the Office visit
   (representing $80.00)

10. Click the Submit Payment button
    (The Payment Posting screen should reflect the refund)

11. Click the Exit Screen button
    (You should be on Payments Applied on Invoice screen)

12. Click the Exit Screen button again
    (You should be on Invoices, Overpaid, Credit AR screen)

13. Click the Exit Screen button again
    (You should be back on the Accounts Receivable Aging
        dashboard)
    (The total for Credit A/R Insurance balance should be
     zero)

14. Click the Exit Screen button again
    (You should be back on the Billing Menu)
Submitting a Refund Batch to Accounts Payable

Either on demand or based on a regular cycle, the payment entry staff submits refund batch information to the accounts payable department for payment. The payment entry staff typically fills out a check request for each refund request and prints the refund batch information to send along with the refund requests.

Before sending the refund requests to accounts payable, the payment entry staff accesses the Refund Batches screen (shown below) by clicking the Refund Batches button on the Billing Menu.

To select the refund batch for reviewing and updating the payer address information, the payment entry staff places the cursor in the command field next to the refund batch and clicks the Select button.

The next screen to appear is the Refund Master screen displaying all of the refunds in the batch (shown below).
Both the Nationwide refund and the Anderson refund display. The Nationwide refund is associated with the payment, and Mr. Anderson’s refund is associated with the invoice. The “p” to the right of the amount fields indicates that this is still a pending refund, meaning that the refund check has not yet been written and sent to the payer.

The payment entry staff reviews the payer address information for each refund request to be sure that it is complete. To review the address information, the payment entry staff places the cursor in the command field next to the Nationwide refund and clicks the *Change* button. In this example, the payment entry staff filled in the address information for the Nationwide Insurance refund when they created the refund (shown below).

The payment entry staff reviews the address information to be sure that it is correct and clicks the *Exit Screen* button to return to the *Refund Master* screen.

The payment entry staff places the cursor next to the Anderson refund and clicks the *Change* button. The Anderson refund did not have the address information completed, so the payment entry staff enters Mr. Anderson’s address information for the refund check (shown on the next page).
After completing the address information, the payment entry staff clicks the *Submit* button to accept the changes. The *Refund Master* screen reappears (shown below).

The payment entry staff clicks the *Exit Screen* button to return to the *Refund Batches* screen (shown on the next page).
To close this refund batch and prevent additional refunds from accumulating in it, the payment entry staff submits the batch. To submit the refund batch, the payment entry staff places the cursor in the command field next to the refund batch and clicks the Submit button. The Refund Batches screen refreshes with the refund batch now submitted showing “SUB” to the right of the balance and the message “Batch submitted...” at the top of the screen (shown below).

1. Click the Refund Batches button on the Billing Menu
   (You should be on the Refund Batches screen)
2. Be sure that the cursor is next to your refund batch
3. Click the Select button
   (You should be on the Refund Master screen)
4. Be sure that the cursor is next to the Nationwide Insurance refund
5. Click the Change button
   (You should be on the Nationwide Refund screen)
6. Verify the address information for the refund check
After Accounts Payable Writes the Refund Checks

The refund batch is in a submitted status until the accounts payable department writes the refund checks and sends copies of the checks back to the payment entry staff. When the payment entry staff receives the check copies, they update the refund check information in the refund master records.

To update the refund check information, the payment entry staff accesses the Refund Batches screen by clicking the Refund Batches button on the Billing Menu.
To select the refund batch for updating the check information, the payment entry staff places the cursor next to the refund batch and clicks the **Select** button.

The next screen to appear is the **Refund Master** screen displaying all of the refunds in the batch.

The payment entry staff updates each master refund record with the refund check information. To update the refund check information for the Nationwide Insurance refund, the payment entry staff places the cursor in the command field next to the Nationwide refund and clicks the **Change** button.

The next screen to appear is the **Refund** screen. Because this is a submitted batch and the refund is still pending, the check number, check date, and check amount fields now appear.

The payment entry staff enters the refund check information (shown below).

| Check Number | 7564 |
| Check Date   | 09/05/12 |
| Check Amount | 20    | (This represents $20.00.)

![Refund Screen](image)
Then the payment entry staff clicks the *Submit* button. The *Refund Master* screen reappears with the Nationwide Insurance refund not in the pending status (no “p” next to the amount) because the payment entry staff recorded the refund check information (shown below).

To update the refund check information for the Anderson refund, the payment entry staff places the cursor in the command field next to the Anderson refund and clicks the *Change* button.

The next screen to appear is the Anderson *Refund* screen. The payment entry staff enters the refund check information (shown below).

- **Check Number**: 7565
- **Check Date**: 09/05/12
- **Check Amount**: 80 (This represents $80.00.)
Then the payment entry staff clicks the *Submit* button. The *Refund Master* screen reappears with the Anderson refund not in the pending status (no “p” next to the amount) because the payment entry staff recorded the refund check information (shown below).

![Refund Master Screen]

The payment entry staff clicks the *Exit Screen* button to return to the *Refund Batches* screen (shown below). Because this is a submitted refund batch that has the refund check information entered into each refund master, the refund batch is not available anymore. This refund batch is now closed and will not accept additional refund information.

![Refund Batches Screen]

The payment entry staff is done with the refund batch and clicks the *Exit Screen* button to return to the *Billing Menu*.
Chapter 12 — Refunds

Do This - 12.17

1. Click the Refund Batches button
   (You should be on the Refund Batches screen)

2. Be sure that the cursor is next to your refund batch

3. Click the Select button
   (You should be on Refund Master screen)

4. Place the cursor next to the Nationwide Insurance refund

5. Click the Change button
   (You should be on the Nationwide Refund screen)

6. Type “7564” in the Check Number field

7. Type yesterday’s date in the Check Date field (mm/dd/yy)

8. Type “20” in the Check Amount field (representing $20.00)

9. Click the Submit button
   (You should be back on the Refund Master screen)
   (The “p” for “pending” next to the refund no longer appears)

10. Place the cursor next to the Anderson refund

11. Click the Change button
    (You should be on the Anderson Refund screen)

12. Type “7565” in the Check Number field

13. Type yesterday’s date in the Check Date field (mm/dd/yy)

14. Type “80” in the Check Amount field (representing $80.00)

15. Click the Submit button
    (You should be back on the Refund Master screen)
    (The “p” for “pending” next to the refund no longer appears)

16. Click the Exit Screen button
    (You should be back on the Refund Batches screen)

17. Click the Print button
    (To print your refund batch)
    (Your Refund Batch print is now in your PDF queue)

18. Click the Exit Screen button
    (You should be back on the Billing Menu)
### Self Assessment

1. You should be on the **Billing Menu**
2. Click the **Patients** button in the **Search** section  
   (You should be on the **Patients** screen)
3. Type “SA12“ in any command field  
   (SA stands for self assessment and 12 is the chapter #)
4. Press the **ENTER** key  
   ("Self Assessment sent to printer/queue…” appears)
5. Click the **View Prints** button  
   (The **Available User Reports** window opens)
6. Find the **Self Assessment** report that you just printed  
   (If it does not appear, click the **Refresh** button )
7. Review the **Self Assessment** report. If you have errors, correct them and re-run the report.
8. Do **NOT** proceed until you have an error-free report
9. Click the **Exit Screen** button  
   (You should be back on the **Billing Menu**)

### Printing the Refund Batch

1. Print or save your **Refund Batch** print  
   (You should already be on the **Billing Menu**)
2. Click the **View Prints** button to view your print queue  
   (This will open your PDF queue)
3. Find your report (If it does not appear, click **Refresh**)  
4. Place the cursor next to the print that you want
5. Click the **View Report** button  
   (The PDF will open in another window)
6. Print the report or save / download it to your computer
7. Close the **PDF** window
8. Close the **Available User Reports** window  
   (You should be back on the **Billing Menu**)

---

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Chapter 12 - Review Activities

Answer the following questions:

1. Which of the following are reasons that health care organizations refund payers?
   A. Duplicate payments.
   B. Payments greater that the amount owed.
   C. Payments to the wrong health organization.
   D. All of the above.

2. Which of these terms best describes a payment made by an unknown payer to a health care organization?
   A. Unapplied payment
   B. Unidentified payment
   C. Batch payment
   D. Duplicate payment

3. Which of the following is NOT an example of an overpayment?
   A. Insurance company paid the same invoice twice.
   B. Patient and insurance both paid the same invoice in full.
   C. Patient paid more than the amount owed.
   D. Insurance company paid the wrong health care organization.
Chapter 12 — Refunds

PAGE - 1  Refund Batch #9504  07/22/15
07/22/15  Anderson refunds  4:33p
Count:  2  Amount:  100.00  Balance:  0.00

Nationwide Insurance, CK#58779, 07/21/15
On Payment - R20:Insurance - overpayment


Check sent - #7564, 07/21/15  20.00

ANDERSON, CHARLES T., CK#989, 07/21/15
DOS: 07/22/15, Inv #326753, ANDERSON, CHARLES T., LEFT ANKLE PAIN


Check sent - #7565, 07/21/15  80.00

*** END OF PRINT  07/22/15  4:33p  - Ronald D Sampson ***
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**Additional Case Studies**

<table>
<thead>
<tr>
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<th>Page</th>
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<tbody>
<tr>
<td><strong>Patient Responsibility</strong></td>
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<tr>
<td>UTI - Self Pay</td>
<td>(CL04) 169</td>
</tr>
<tr>
<td><em>Left ear pain</em> - Blue Cross / Blue Shield</td>
<td>(CL05) 173</td>
</tr>
<tr>
<td><em>Abdominal pain</em> - Medicare and Tricare</td>
<td>(CL06) 177</td>
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<tr>
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<tbody>
<tr>
<td>Annual physical examination for an employee</td>
<td>(EH51) 181</td>
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<tr>
<td>Drug screen only for an employee</td>
<td>(EH52) 185</td>
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<td><em>Laceration right little finger</em> while working</td>
<td>(WC71) 189</td>
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<tr>
<td>Lower back pain because of an on the job injury</td>
<td>(WC72) 193</td>
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<tr>
<td><strong>Patient Responsibility</strong></td>
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<tr>
<td>Sore throat and cough - Humana</td>
<td>(PO11) 197</td>
</tr>
<tr>
<td>Sports physical - Guarantor</td>
<td>(PO12) 201</td>
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<td><strong>Patient Responsibility</strong></td>
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<tr>
<td>MVA – multiple injuries - Cigna</td>
<td>(ED21) 205</td>
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<tr>
<td>Dog bite left arm - Aetna</td>
<td>(ED22) 209</td>
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<table>
<thead>
<tr>
<th>Collection Activity</th>
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<tr>
<td>Non-sufficient funds - self pay</td>
<td>(NSF1) 213</td>
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<tr>
<td>Collection agency - self pay</td>
<td>(CAG1) 217</td>
</tr>
<tr>
<td>Bad debt - write-off - self pay</td>
<td>(BDW1) 221</td>
</tr>
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</table>

To get proper credit when you run the self-assessment processes, be sure to enter the patients’ demographic information exactly as they appear in the case studies.
This page intentionally left blank.
Case Study – CL04
UTI – Self Pay

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Janet Miller, a new patient with a urinary tract infection (UTI), arrives at the clinic to see the doctor. She says that she has had the symptoms since she left Italy to visit the United States. She has no US health insurance. At discharge, she writes a personal check number 353 for the full amount of the charges.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>377-04-9814</th>
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</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Ms.</td>
</tr>
<tr>
<td>First Name</td>
<td>Janet</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>G</td>
</tr>
<tr>
<td>Last Name</td>
<td>Miller</td>
</tr>
<tr>
<td>Address</td>
<td>141 First St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-7433</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-4578</td>
</tr>
<tr>
<td>Birth Date</td>
<td>10 / 10 / 1980</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Single</td>
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<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>White</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy** *(Chapters 3 and 5)*

- **Add Janet Miller** using the patient demographic information above.
  *(The patient’s demographic information must be exactly as shown above.)*
  *(Exit from the Company: Select screen.)*

- **Copy case “CL04 – UTI – Self Pay” to Janet Miller.**
  *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard  (Chapters 6 and 7)

- **Locate Janet Miller’s visit** on the Unbilled Dashboard.
  (Because she is a new patient, the demographics will need review.)
- **Review the demographics log:** use the Log Is OK button to clear the DR flag
- **Review the billing information** in the Charges available for review section
  (Clearing the DR flag moves the patient’s visit into Charges available for review.)
- **Post the charges** to create an invoice.

Bills Ready to be Processed  (Chapter 8)

- **Locate the invoice** on the Bills Ready to be Processed screen.
  (Because this is a Self Pay visit, the invoice will be in the Patient - Invoices section.)
- **Use the View Bills function** to locate the invoice.
- **Record the invoice number.**
  (You will need this invoice number when you are applying payments.)
- **Print the invoice.**
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- **Add a payment batch** for $108.74 with the exact description of CL04-1
- **Add Janet Miller’s payment** of $108.74 to the payment batch.
  (The payment Source Type is Patient/Guarantor and the Check Number is 353)
  (Use the invoice number in the payment record to speed locating the invoice.)
- **Pay each of the line items** with this payment. There are no adjustments.
  (After applying this payment, the invoice balance should be zero.)
Print the patient’s statement and run your Self-Assessment report

☐ Go to Patient Registration.

☐ Place the cursor next to Janet Miller.

☐ Type prsz and press the ENTER key to print the patient’s statement.

☐ Type CL04 and press the ENTER key to print your self-assessment.

☐ Print the following documents:

  • Self-assessment for CL04
  • Patient statement

(These prints are found in the View Prints PDF queue.)

This concludes Case Study CL04
Case Study – CL05
Left Ear Pain
Blue Cross / Blue Shield of Michigan

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
James Williams, a new patient with left ear pain, arrives at the clinic to see the doctor. James is a teenager and is accompanied by his mother, Sally Johnson. His left ear started hurting about 4 days ago. He is covered by his mother’s employer’s Blue Cross / Blue Shield of Michigan PPO health insurance. The insurance policy requires a $10.00 co-payment for the office visit and 15% co-insurance. His mother pays the co-payment and co-insurance with check #454 at discharge.

The insurance company receives a bill for the full amount of the charges. The guarantor’s payment at discharge will cover the $10.00 co-payment for the office visit and the co-insurance percentage payment for all of the charges. The insurance company’s payment will be for the balance of the invoice minus any PPO adjustments made to each line item.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>269–05–7733</th>
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<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>James</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>T</td>
</tr>
<tr>
<td>Last Name</td>
<td>Williams</td>
</tr>
<tr>
<td>Address</td>
<td>1200 Moulton St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-4544 (mother’s)</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-1923 (mother’s)</td>
</tr>
<tr>
<td>Birth Date</td>
<td>06 / 20 / 2001</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
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<td>Marital Status</td>
<td>Single</td>
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<td>White</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>
Patient Registration and Case Copy (Chapters 3 and 5)

- Add James Williams with the demographic information above.
  (The patient’s demographic information must be exactly as shown above.)
  (Exit from the Company: Select screen.)
- Copy case “CL05 - Left Ear Pain – Blue Cross/Blue Shield” to James Williams.
  (Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)

Unbilled Charges Dashboard (Chapters 6 and 7)

- Locate James William’s visit on the Unbilled Dashboard.
  (Because this is a new patient, the demographics will need review.)
- Review the demographics log; use the Log Is OK button to clear the DR flag
- Review the billing information in the Charges available for review section
  (Clearing the DR flag moves the patient’s visit into Charges available for review.)
- Post the charges to create an invoice.

Bills Ready to be Processed (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.
  (Because this is a BC/BS insurance visit, the invoice will be in the Insurance – CMS1500 section.)
- Use the View Bills function to locate the invoice.
- Record the invoice number.
  (You will need this invoice number when you are applying payments.)
- Print the invoice.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices (Chapter 9)

- Add a payment batch for $169.27 with the exact description of CL05-1
- Add Sally Johnson’s payment of $41.46 to the payment batch.
  (The payment Source Type is Patient/Guarantor and the Check Number is 454)
  (Use the invoice number in the payment record to speed locating of the invoice.)
- Pay the following line items with this payment.
  (The payment is $10.00 for the copayment of the office visit and 15% for each of the line items.)
  (After applying this payment, the invoice balance should be $168.28)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Office Visit (99202)</td>
<td>23.31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENT Tray (A4550)</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removal Impacted Cerumen (69210)</td>
<td>15.15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Add the Blue Cross / Blue Shield of Michigan payment of $127.81 to the payment batch.  
(The payment Source Type is Private Insurance and the Check Number is 58459)  
(Use the invoice number in the payment record to speed locating the invoice.)

Pay and adjust the following line items with this payment.  
(After applying this payment, the invoice balance should be zero.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99202)</td>
<td>50.23</td>
<td>A01</td>
<td>15.20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CP</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CI</td>
<td>13.31</td>
</tr>
<tr>
<td>ENT Tray (A4550)</td>
<td>12.31</td>
<td>A01</td>
<td>4.69</td>
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<td></td>
<td></td>
<td>CI</td>
<td>3.00</td>
</tr>
<tr>
<td>Removal Impacted Cerumen (69210)</td>
<td>65.27</td>
<td>A01</td>
<td>20.58</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CI</td>
<td>15.15</td>
</tr>
</tbody>
</table>

Note:  The A01 code is a PPO adjustment.  The CP code identifies the $10.00 as the copayment from the patient.  The CI code identifies the amounts as coinsurance payments from the patient.

Print the patient’s statement and run your Self-Assessment report

Go to Patient Registration.

Place the cursor next to James Williams.

Type prsz and press the ENTER key to print the patient’s statement.

Type CL05 and press the ENTER key to print your self-assessment.

Print the following documents:

- Self-assessment for CL05
- Patient statement

(These prints are found in the View Prints PDF queue.)

This concludes Case Study CL05
Case Study – CL06
Abdominal Pain
Medicare / Tricare
Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
George Hernandez, a new patient with abdominal pain, arrives at the clinic to see the doctor. His abdominal pain started yesterday. His primary insurance is Medicare Railroad and his secondary coverage is US Family Health Plan (a Tricare plan).

Medicare Railroad will receive a bill for the full amount of the charges. After receiving the Medicare Railroad payment, US Family Health Plan will receive a bill for the balance. After receiving payment from US Family Health Plan, Mr. Hernandez will be balance billed for what is still left owing.

<table>
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<tr>
<th>Social Security No.</th>
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<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>George</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>R</td>
</tr>
<tr>
<td>Last Name</td>
<td>Hernandez</td>
</tr>
<tr>
<td>Address</td>
<td>892 Main Ave</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
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</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-5498</td>
</tr>
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<tr>
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**Patient Registration and Case Copy (Chapters 3 and 5)**

- **Add** George Hernandez with the demographic information above.
  
  *(The patient’s demographic information must be exactly as shown above.)*
  
  *(Exit from the Company: Select screen.)*

- **Copy case “CL06 – Abdominal Pain – Medicare / Tricare”** to George Hernandez.
  
  *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard  (Chapters 6 and 7)

- Locate George Hernandez’s visit on the Unbilled Dashboard.  
  (Because this is a new patient, the demographics will need review.)
- Review the demographics log; use the Log Is OK button to clear the DR flag
- Review the billing information in the Charges available for review section  
  (Clearing the DR flag moves the patient’s visit into the Charges available for review.)
- Post the charges to create an invoice.

Bills Ready to be Processed  (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.  
  (Because this is a Medicare visit, the invoice will be in the Insurance – CMS1500 section).
  Note: Medicare requires electronic submission of invoices; but for training purposes, the 
  electronic submission rule for Medicare is turned off.
- Use the View Bills function to locate the invoice.
- Record the invoice number.  
  (You will need this invoice number when you are applying payments.)
- Print the invoice.  
  (The printed Medicare Railroad invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- Add a payment batch for $70.00 with the exact description of CL06-1
- Add the Medicare Railroad payment of $70.00 to the payment batch.  
  (The payment Source Type is Private Insurance and the Check Number is 154879)  
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay and adjust the following line items with this payment.  
  (After applying this payment, the invoice balance should be 33.00)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99202)</td>
<td>60.00</td>
<td>A27</td>
<td>5.74</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DD</td>
<td>18.74</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BB</td>
<td></td>
</tr>
<tr>
<td>U/A (10P) – DIP (IN CLINIC) (81002)</td>
<td>10.00</td>
<td>DD</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BB</td>
<td></td>
</tr>
</tbody>
</table>

Note: The A27 code is a Medicare adjustment. The DD code means that Medicare will apply 
the amount to the patient’s deductible. The BB code means that the balance is to be 
billed to the secondary payer. Medicare would automatically bill the secondary 
insurance, but again, for training purposes, you will manually print the balance bill to the 
secondary payer.

- Locate the invoice on the Invoices – All screen.
Print the invoice
(The printed US Family Health Plan invoice is found in the View Prints PDF queue.)

Add another payment batch for $23.00 with the exact description of CL06-2

Add the US Family Health Plan payment of $23.00 to the payment batch.
(The payment Source Type is Private Insurance and the Check Number is 358798)
(Use the invoice number in the payment record to speed locating the invoice.)

Pay and adjust the following line items with this payment.
(After applying this payment, the invoice balance should be 10.00.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99202)</td>
<td>23.00</td>
<td>BB</td>
<td></td>
</tr>
<tr>
<td>U/A (10P) – DIP (IN CLINIC) (81002)</td>
<td></td>
<td>BB</td>
<td></td>
</tr>
</tbody>
</table>

Note: The BB code means that the balance of the invoice is to be billed to the patient.

Locate the invoice on the Invoices – All screen.

Print the invoice
(The printed patient invoice is found in the View Prints PDF queue.)

Add another payment batch for $10.00 with the exact description of CL06-3

Add George Hernandez’s payment of $10.00 to the payment batch.
(The payment Source Type is Patient/Guarantor and the Check Number is 789)
(Use the invoice number in the payment record to speed locating the invoice.)

Pay the following line item with this payment.
(After applying this payment, the invoice balance should be zero.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>U/A (10P) – DIP (IN CLINIC) (81002)</td>
<td>10.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Print the patient’s statement and run your Self-Assessment report

Go to Patient Registration.

Place the cursor next to George Hernandez.

Type prsz and press the ENTER key to print the patient’s statement.

Type CL06 and press the ENTER key to print your self-assessment.

Print the following documents:
- Self-assessment for CL06
- Patient statement
(These prints are found in the View Prints PDF queue.)

This concludes Case Study CL06
Case Study – EH51
Annual Physical – Employee Health
Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Steve Lee arrives at the clinic to see the doctor for an annual employment physical for Simpson Industries. He works in maintenance at Simpson. The personnel manager, Sam Johnson sent a written authorization with the employee for the physical.

This case study isolates one physical examination for processing. Typically, companies have the medical facility group all of their employee health bills onto one bill at the end of the month. They do not get individual bills for each drug screen and physical examination.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>375–51–8848</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>Steve</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>B</td>
</tr>
<tr>
<td>Last Name</td>
<td>Lee</td>
</tr>
<tr>
<td>Address</td>
<td>260 Moulton Ave</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-7422</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-1454</td>
</tr>
<tr>
<td>Birth Date</td>
<td>11 / 22 / 1985</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>Asian</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy (Chapters 3 and 5)**

- **Add Steve Lee** with the demographic information above.
  (The patient’s demographic information must be exactly as shown above.)
  (Exit from the Company: Select screen.)

- **Copy case “EH51 - Annual Physical - Employee Health” to Steve Lee.**
  (Follow the instructions in Chapter 5 of MedTrak's Billing & Reimbursement book.)
Unbilled Charges Dashboard (Chapters 6 and 7)

- Locate Steve Lee’s visit on the Unbilled Dashboard.
  (Remember, this is an employee health visit.)
- Review the billing information in the Charges available for review section
- Post the charges to create an invoice.

Bills Ready to be Processed (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.
  (Because this is an employee health visit, the invoice will be in the Company - Invoices section.)
- Use the View Bills function to locate the invoice.
- Record the invoice number.
  (You will need this invoice number when you are applying payments.)
- Print the invoice.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices (Chapter 9)

- Add a payment batch for $110.00 with the exact description of EH51-1
  (The payment Source Type is Company and the Check Number is 1254)
- Add the Simpson Industries payment of $110.00 to the payment batch.
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay each of the line items with this payment. There are no adjustments.
  (After applying this payment, the invoice balance should be zero.)

Print the patient’s statement and run your Self-Assessment report

- Go to Patient Registration.
- Place the cursor next to the Steve Lee.
- Type prsz and press the ENTER key to print the patient’s statement.
- Type EH51 and press the ENTER key to print your self-assessment.
- Print the following documents:
  - Self-assessment for EH51
  - Patient statement
    (These prints are found in the View Prints PDF queue.)

This concludes Case Study EH51
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Case Study – EH52
Drug Screen Only – Employee Health

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Roger Young, a new patient, arrives at the clinic for an Instant UDS for Simpson Industries. This visit is for a package handler position, and the patient has a written authorization signed by Tom Payton, from human resources.

This case study isolates one drug screen visit for processing. Typically, employers request that the clinic combines (groups) all of their employee health bills onto one invoice at the end of the month. They do not get individual bills for each drug screen and physical examination.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>441–52–7559</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>Roger</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>M</td>
</tr>
<tr>
<td>Last Name</td>
<td>Young</td>
</tr>
<tr>
<td>Address</td>
<td>1400 First St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-7878</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-3670</td>
</tr>
<tr>
<td>Birth Date</td>
<td>12 / 02 / 1982</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>American Indian</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy (Chapters 3 and 5)**

- **Add Roger Young** with the demographic information above.
  
  *(The patient’s demographic information must be exactly as shown above.)*
  
  *(Exit from the Company: Select screen.)*

- **Copy case “EH52 – Drug Screen Only – Employee Health” to Roger Young.**
  
  *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard  (Chapters 6 and 7)

- Locate Roger Young’s visit on the Unbilled Dashboard.
  (Remember, this is an employee health visit.)
- Review the billing information in the Charges available for review section
- Post the charges to create an invoice.

Bills Ready to be Processed  (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.
  (Because this is an employee health visit, the invoice will be in the Company - Invoices section.)
- Use the View Bills function to locate the invoice.
- Record the invoice number.
  (You will need this invoice number when you are applying payments.)
- Print the invoice.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- Add a payment batch for $40.00 with the exact description of EH52-1
- Add the Simpson Industries payment of $40.00 to the payment batch.
  (The payment Source Type is Company and the Check Number is 5487)
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay the line item with this payment. There is no adjustment.
  (After applying this payment, the invoice balance should be zero.)

Print the patient’s statement and run your Self-Assessment report

- Go to Patient Registration.
- Place the cursor next to Roger Young.
- Type prsz and press the ENTER key to print the patient’s statement.
- Type EH52 and press the ENTER key to print your self-assessment.
- Print the following documents:
  - Self-assessment for EH52
  - Patient statement
    (These prints are found in the View Prints PDF queue.)

This concludes Case Study EH52
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Case Study – WC71
Laceration Right Little Finger
Workers Compensation

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
John Mitchell, a new patient with a cut on the right little finger, arrives at the clinic to see the doctor. He works for Bermingham Manufacturing in management. He states that while inspecting the plant on Division Street today, he walked through a door and caught his right little finger in the door cutting it. Joan Temple, in human resources, called with verbal approval for him to be treated. The clinic will bill Bermingham Manufacturing’s worker’s compensation insurance (The Accident Fund) for this visit. The insurance company is already attached to Bermingham.

Bermingham Manufacturing requires a breath alcohol test and a drug screen on initial injuries to determine if the employee was under the influence of a substance when injured. These tests are automatically ordered by MedTrak based on the employer’s rules.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>339–71–1080</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>John</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>R</td>
</tr>
<tr>
<td>Last Name</td>
<td>Mitchell</td>
</tr>
<tr>
<td>Address</td>
<td>166 Townline St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-3733</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-8457</td>
</tr>
<tr>
<td>Birth Date</td>
<td>10 / 05 / 1969</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>Native Hawaiian</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>
Patient Registration and Case Copy  (Chapters 3 and 5)

- Add John Mitchell with the demographic information above.
  (The patient’s demographic information must be exactly as shown above.)
  (Exit from the Company: Select screen.)

  (Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)

Unbilled Charges Dashboard  (Chapters 6 and 7)

- Locate John Mitchell’s visit on the Unbilled Dashboard.
  (Remember, this is a workers compensation visit.)
- Review the billing information in the Charges available for review section
- Post the charges to create the invoices.
  (The Accident Fund will be billed $351.48 for the charges related to the laceration repair).
  (Bermingham Manufacturing will be billed $60.00 for the breath alcohol test and UDS.)

Bills Ready to be Processed  (Chapter 8)

- Locate the invoices on the Bills Ready to be Processed screen.
  (The Accident Fund’s invoice will be in the Insurance – CMS1500 section)
  (Bermingham Manufacturing’s invoice will be in the Company – Invoices section)
- Use the View Bills function to locate the invoices.
- Record both invoice numbers.
  (You will need these invoice numbers when you are applying payments.)
- Print the invoices.
  (The printed invoices are found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- Add a payment batch for $411.48 with the exact description of WC71-1
- Add The Accident Fund payment of $351.48 to the payment batch.
  (The payment Source Type is Work Comp Insurance and the Check Number is 245879)
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay each of the line items with this payment. There are no adjustments.
  (This invoice has more than four line items on it. Be sure to page down.)
  (After applying this payment, this invoice balance should be zero.)
- Add the Bermingham Manufacturing payment of $60.00 to the payment batch.
  (The payment Source Type is Company and the Check Number is 58745)
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay each of the line items with this payment. There are no adjustments.
  (After applying this payment, this invoice balance should be zero.)
Print the patient’s statement and run your Self-Assessment report

- Go to Patient Registration.
- Place the cursor next to John Mitchell.
- Type `prsz` and press the **ENTER** key to print the patient’s statement.
- Type `WC71` and press the **ENTER** key to print your self-assessment.
- Print the following documents:
  - Self-assessment for WC71
  - Patient statement

  *(These prints are found in the **View Prints** PDF queue.)*

*This concludes Case Study WC71*
Case Study – WC72
Lower Back Pain
Workers Compensation
Billing Training Series

This case study is based on actual medical information recorded during a
patient visit made to a medical facility that uses MedTrak.
Jason King, a new patient with lower back pain, arrives at the clinic to see the doctor. He works for Miller Construction as a laborer. He states that while lifting a heavy rock to throw it inside a container, he injured his lower back. His boss, Tom Smith, at Miller Construction verbally authorized the visit. The clinic will bill Miller Construction’s workers compensation insurance (Acme Insurance) for this visit. The insurance company is already attached to Miller Construction.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>522–72–0329</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>Jason</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>N</td>
</tr>
<tr>
<td>Last Name</td>
<td>King</td>
</tr>
<tr>
<td>Address</td>
<td>453 Center St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-3733</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-8542</td>
</tr>
<tr>
<td>Birth Date</td>
<td>01 / 25 / 1973</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>Black or African American</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy (Chapters 3 and 5)**

- **Add Jason King** with the demographic information above.
  *(The patient’s demographic information must be exactly as shown above.)*
  *(Exit from the Company: Select screen.)*

- **Copy case “WC72 – Lower Back Pain – Workers Comp” to Jason King.**
  *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
**Unbilled Charges Dashboard** (Chapters 6 and 7)

- **Locate Jason King’s visit** on the Unbilled Dashboard.
  
  *(Remember, this is a workers compensation visit.)*

- **Review the billing information** in the Charges available for review section.

- **Because there is more than one diagnosis,** you will need to first assign the appropriate diagnoses to each line item before posting the charges. In this case study, both diagnoses apply to each line item, so type a 12 (representing the first and second diagnoses) in the command field next to each line item and press the **ENTER** key. Do this before posting the charges.

- **Post the charges** to create an invoice.
  
  *(Acme Insurance will be billed for the charges related to the lower back injury.)*

**Bills Ready to be Processed** (Chapter 8)

- **Locate the invoice** on the Bills Ready to be Processed screen.
  
  *(Acme’s invoice will be in the Insurance – CMS1500 section.)*

- **Use the View Bills** function to locate the invoice.

- **Record the invoice number.**
  
  *(You will need this invoice number when you are applying payments.)*

- **Print the invoice.**
  
  *(The printed invoice is found in the View Prints PDF queue.)*

**Applying Payments to Invoices** (Chapter 9)

- **Add a payment batch** for **$262.62** with the exact description of WC72-1

- **Add the Acme Insurance payment of $262.62** to the payment batch.
  
  *(The payment Source Type is Work Comp Insurance and the Check Number is 15875)*

  *(Use the invoice number in the payment record to speed locating the invoice.)*

- **Pay and adjust the following line items** with this payment.
  
  *(This invoice has more than four line items on it. Be sure to page down.)*
  
  *(After applying this payment, this invoice balance should be zero.)*

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99204)</td>
<td>185.72</td>
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</tr>
<tr>
<td>X-RAY THORACO-LUMBAR (2VW) (72080)</td>
<td>55.00</td>
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<td></td>
</tr>
<tr>
<td>IBUPROFEN 800MG TAB #30 (99070)</td>
<td>8.75</td>
<td>A04</td>
<td>3.19</td>
</tr>
<tr>
<td>PROPOXY W/APAP 100MG #20 (99070)</td>
<td>7.95</td>
<td>A04</td>
<td>2.90</td>
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<tr>
<td>SOMBRA GEL 4 OZ (99070)</td>
<td>5.20</td>
<td>A04</td>
<td>2.16</td>
</tr>
</tbody>
</table>

**Note:** The A04 code is a Billed Over Fee Schedule adjustment.

---

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Print the patient’s statement and run your Self-Assessment report

☐ Go to Patient Registration.

☐ Place the cursor next to Jason King.

☐ Type prsz and press the ENTER key to print the patient’s statement.

☐ Type WC72 and press the ENTER key to print your self-assessment.

☐ Print the following documents:
  - Self-assessment for WC72
  - Patient statement

(These prints are found in the View Prints PDF queue.)

This concludes Case Study WC72
Case Study – PO11
Sore Throat and Cough – Humana
Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Mary Brooks, a new patient with a sore throat and cough, arrives at the physician’s office to see the doctor. She started coughing last week, and now she has a sore throat and loss of appetite. The physician’s office will bill her insurance company, Humana. Humana requires a $25 copayment. Mary pays the copayment with check #574 at discharge.

The insurance company receives a bill for the full amount of the charges. The patient’s $25 copayment will be applied to the office visit. The insurance company sends an EOB (but no payment) that indicates that the patient was responsible for the $25 copayment and that the rest of the office visit is applied to Mary Brooks’ deductible. Mary will be billed for the balance that was applied to her deductible.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>288–11–2661</th>
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<tbody>
<tr>
<td>Prefix</td>
<td>Ms.</td>
</tr>
<tr>
<td>First Name</td>
<td>Mary</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>A</td>
</tr>
<tr>
<td>Last Name</td>
<td>Brooks</td>
</tr>
<tr>
<td>Address</td>
<td>126 Third St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-3868</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-5467</td>
</tr>
<tr>
<td>Birth Date</td>
<td>03 / 14 / 1957</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
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<tr>
<td>Marital Status</td>
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</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>Black or African American</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy** *(Chapters 3 and 5)*

- **Add Mary Brooks** with the demographic information above. *(The patient’s demographic information must be exactly as shown above.)* *(Exit from the Company: Select screen.)*
- **Copy case “PO11 – Sore Throat and Cough – Humana”** to **Mary Brooks**. *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard (Chapters 6 and 7)

- Locate Mary Brooks’ visit on the Unbilled Dashboard. (Remember, this is a patient responsibility visit.)
- Review the demographics log; use the Log Is OK button to clear the DR flag
- Review the billing information in the Charges available for review section
- Post the charges to create an invoice. (Humana will be billed $132.38 for the charges related to the sore throat and cough visit.)

Bills Ready to be Processed (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen. (Humana’s invoice will be in the Insurance – CMS1500 section.)
- Use the View Bills function to locate the invoice.
- Record the invoice number. (You will need this invoice number when you are applying payments.)
- Print the invoice. (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices (Chapter 9)

- Add a payment batch for $25.00 with the exact description of PO11-1
- Add Mary Brooks’ copayment of $25.00 to the payment batch. (The payment Source Type is Patient/Guarantor and the Check Number is 574) (Use the invoice number in the payment record to speed locating the invoice.)
- Pay the following line item with this payment. (The payment is $25.00 for the co-payment of the office visit. (After applying this payment, the invoice balance should be $107.38.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99203)</td>
<td>25.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Add an adjustment batch for the Humana adjustment with the exact description of PO11-2 (Use the Adj / Denial Batches functionality from the Billing Menu.) (Humana will recognize the $25.00 co-payment and apply the balance to the deductible.)
- Add the Humana adjustment to the adjustment batch. (The payment Source Type is Private Insurance.) (Use the invoice number in the payment record to speed locating the invoice.)
Adjust the following line items with this adjustment.  
(After applying this adjustment, the invoice balance should still be $107.38.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99203)</td>
<td>25.00</td>
<td>CP</td>
<td>25.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DD</td>
<td>107.38</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BB</td>
<td></td>
</tr>
</tbody>
</table>

Note: The CP code recognizes the patient’s co-payment. The DD code means that Humana will apply the amount to the patient’s deductible. The BB code means that the balance is to be billed to the patient.

Locate the invoice on the Invoices – All screen.

Print the invoice  
(The printed invoice for your patient is found in the View Prints PDF queue.)

Add another payment batch for $107.38 with the exact description of PO11-3

Add Mary Brooks’ payment of $107.38 to the payment batch.  
(The payment Source Type is Patient/Guarantor and the Check Number is 585)  
(Use the invoice number in the payment record to speed locating the invoice.)

Pay the following line item with this payment.  
(After applying this payment, this invoice balance should be zero.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99203)</td>
<td>107.38</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Print the patient’s statement and run your Self-Assessment report

Go to Patient Registration.

Place the cursor next to Mary Brooks.

Type prsz and press the ENTER key to print the patient’s statement.

Type PO11 and press the ENTER key to print your self-assessment.

Print the following documents:

- Self-assessment for PO11
- Patient statement  
  (These prints are found in the View Prints PDF queue.)

This concludes Case Study PO11
Case Study – PO12
Sports Physical – Guarantor

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Tommy Flores, a new patient, arrives at the clinic with his father, Jack Taylor, to see the doctor for a sports physical for school. This visit is not covered by insurance. At discharge, the father writes check number 766 to cover the cost of the physical for his son.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>484–12–4604</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
</tr>
<tr>
<td>First Name</td>
<td>Tommy</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>W</td>
</tr>
<tr>
<td>Last Name</td>
<td>Flores</td>
</tr>
<tr>
<td>Address</td>
<td>2341 First St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-9855</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-0976</td>
</tr>
<tr>
<td>Birth Date</td>
<td>11 / 23 / 2002</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Single</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>White</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy** *(Chapters 3 and 5)*

- Add Tommy Flores with the demographic information above. *(The patient’s demographic information must be exactly as shown above.)* *(Exit from the Company: Select screen.)*
- Copy case “PO12 – Sports Physical – Guarantor” to Tommy Flores. *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*

**Unbilled Charges Dashboard** *(Chapters 6 and 7)*

- Locate Tommy Flores’ visit on the Unbilled Dashboard. *(Because this is a new patient, the demographics will need review.)*
- Review the demographics log; use the Log Is OK button to clear the DR flag.
- Review the billing information in the Charges available for review section. *(Clearing the DR flag moves the patient’s visit into Charges available for review.)*
- Post the charges to create an invoice.
Bills Ready to be Processed  (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.
  (Because this is a guarantor visit, the invoice will be in the Patient - Invoices section.)
- Use the View Bills function to locate the invoice.
- Record the invoice number.
  (You will need this invoice number when you are applying payments.)
- Print the invoice.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- Add a payment batch for $47.00 with the exact description of PO12-1.
- Add Jack Taylor’s payment of $47.00 to the payment batch.
  (The payment Source Type is Patient/Guarantor and the Check Number is 766)
  (Use the invoice number in the payment record to speed locating the invoice.)
- Pay the line item with this payment. There is no adjustment.
  (After applying this payment, this invoice balance should be zero.)

Print the patient’s statement and run your Self-Assessment report

- Go to Patient Registration.
- Place the cursor next to Tommy Flores.
- Type prsz and press the ENTER key to print the patient’s statement.
- Type PO12 and press the ENTER key to print your self-assessment.
- Print the following documents:
  - Self-assessment for PO12
  - Patient statement
    (These prints are found in the View Prints PDF queue.)

This concludes Case Study PO12
This page intentionally left blank.
This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Nancy Reyes, a new patient, arrives in the emergency department complaining of neck, back, and shoulder pain due to a motor vehicle accident. Two days ago, Nancy was driving a company car off company time and hit a parked car head-on. She is covered by her employer’s Cigna health insurance. The insurance policy requires a $25 copayment for the office visit. The patient pays the copayment with check #1119 at discharge.

The insurance company will receive a bill for the full amount of the charges. The patient’s $25 copayment will be applied to the line item for the office visit. The insurance company’s payment will be for the balance of the invoice minus any adjustments.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>331–21–7720</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Ms.</td>
</tr>
<tr>
<td>First Name</td>
<td>Nancy</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>F</td>
</tr>
<tr>
<td>Last Name</td>
<td>Reyes</td>
</tr>
<tr>
<td>Address</td>
<td>1122 Main St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-7548</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-5822</td>
</tr>
<tr>
<td>Birth Date</td>
<td>09 / 25 / 1980</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Single</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>White</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy (Chapters 3 and 5)**

- Add Nancy Reyes with the demographic information above.
  *(The patient’s demographic information must be exactly as shown above.)*
  *(Exit from the Company: Select screen.)*

- Copy case “ED21 – MVA – Multiple Injuries – Cigna” to Nancy Reyes.
  *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard (Chapters 6 and 7)

- Locate Nancy Reyes’ visit on the Unbilled Dashboard.
  (Since this is a new patient, the demographics will need review.)

- Review the demographics log; use the Log Is OK button to clear the DR flag

- Review the billing information in the Charges available for review section
  (Clearing the DR flag moves the patient’s visit into the Charges available for review.)

- Because there is more than one diagnosis, you will need to first assign the appropriate diagnoses to each line item before posting the charges. In this case study, both diagnoses apply to each line item, so type a 12 (representing the first and second diagnoses) in the command field next to each line item and press the ENTER key. Do this before posting the charges.

- Post the charges to create an invoice.

Bills Ready to be Processed (Chapter 8)

- Locate the invoice on the Bills Ready to be Processed screen.
  (Because this is a Cigna insurance visit, the invoice will be in the Insurance – CMS1500 section.)

- Use the View Bills function to locate the invoice.

- Record the invoice number.
  (You will need this invoice number when you are applying payments.)

- Print the invoice.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices (Chapter 9)

- Add a payment batch for $160.20 with the exact description of ED21-1

- Add Nancy. Reyes’ copayment of $25.00 to the payment batch.
  (The payment Source Type is Patient/Guarantor and the Check Number is 1119)
  (Use the invoice number in the payment record to speed locating of the invoice.)

- Pay the following line item with this payment.
  (The payment is $25.00 for the co-payment of the office visit.)
  (After applying this payment, this invoice balance should be $160.72.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99204)</td>
<td></td>
<td>25.00</td>
<td></td>
</tr>
</tbody>
</table>

- Add the Cigna payment of $135.20 to the payment batch.
  (The payment Source Type is Private Insurance and the Check Number is 25455)
  (Use the invoice number in the payment record to speed locating the invoice.)
Pay and adjust the following line item with this payment.

(After applying this payment, this invoice balance should be zero.)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99204)</td>
<td>135.20</td>
<td>A01</td>
<td>25.52</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CP</td>
<td>25.00</td>
</tr>
</tbody>
</table>

Print the patient’s statement and run your Self-Assessment report

- Go to Patient Registration.
- Place the cursor next to Nancy Reyes.
- Type prsz and press the ENTER key to print the patient’s statement.
- Type ED21 and press the ENTER key to print your self-assessment.
- Print the following documents:
  - Self-assessment for ED21
  - Patient statement

(These prints are found in the View Prints PDF queue.)

This concludes Case Study ED21
Case Study – ED22
Dog Bite Left Arm – Aetna
Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
A new patient arrives in the emergency department with a dog bite to her left arm. Kathy Peterson was washing her dog when it turned on her and bit her. She is covered by a PPO through Aetna health insurance.

Aetna will receive a bill for the full amount of the charges. Aetna’s payment will be for the less than the full amount with some adjustments. Kathy will then be balance billed for the remainder, but her payment has not yet arrived.

<table>
<thead>
<tr>
<th>Social Security No.</th>
<th>516–22–6297</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefix</td>
<td>Ms.</td>
</tr>
<tr>
<td>First Name</td>
<td>Kathy</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>H</td>
</tr>
<tr>
<td>Last Name</td>
<td>Peterson</td>
</tr>
<tr>
<td>Address</td>
<td>116 Fowler St</td>
</tr>
<tr>
<td>City</td>
<td>North Muskegon</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49445</td>
</tr>
<tr>
<td>Home Phone</td>
<td>(231) 555-5853</td>
</tr>
<tr>
<td>Alternate Phone</td>
<td>(231) 555-4213</td>
</tr>
<tr>
<td>Birth Date</td>
<td>06 / 12 / 1975</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Married</td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
<tr>
<td>Race</td>
<td>White</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Not Hispanic or Latino</td>
</tr>
</tbody>
</table>

**Patient Registration and Case Copy** *(Chapters 3 and 5)*

- Add Kathy Peterson with the demographic information above. *(The patient’s demographic information must be exactly as shown above.)* *(Exit from the Company: Select screen.)*

- Copy case “ED22 – Dog Bite Left Arm – Aetna” to Kathy Peterson. *(Follow the instructions in Chapter 5 of MedTrak’s Billing & Reimbursement book.)*
Unbilled Charges Dashboard  (Chapters 6 and 7)

- **Locate Kathy Peterson’s visit** on the Unbilled Dashboard.
  (Because this is a new patient, the demographics will need review.)

- **Review the demographics log**; use the **Log Is OK** button to clear the DR flag

- **Review the billing information** in the Charges available for review section
  (Clearing the DR flag moves the patient’s visit into the Charges available for review.)

- **Because there is more than one diagnosis**, you will need to first assign the appropriate
  diagnoses to each line item before posting the charges. In this case study, both
  diagnoses apply to each line item, so type a 12 (representing the first and second
  diagnoses) in the command field next to each line item and press the **ENTER** key. Do this
  before posting the charges.

- **Post the charges** to create an invoice.
  (Aetna will be billed for the charges related to the dog bite).

Bills Ready to be Processed  (Chapter 8)

- **Locate the invoice** on the Bills Ready to be Processed screen.
  (Because this is an Aetna insurance visit, the invoice will be in the Insurance - CMS1500 section.)

- **Use the View Bills** function to locate the invoice.

- **Record the invoice number**.
  (You will need this invoice number when you are applying payments.)

- **Print the invoice**.
  (The printed invoice is found in the View Prints PDF queue.)

Applying Payments to Invoices  (Chapter 9)

- **Add a payment batch** for $140.20 with the exact description of ED22-1

- **Add the Aetna payment** of $140.20 to the payment batch.
  (The payment Source Type is Private Insurance and the Check Number is 514668)
  (Use the invoice number in the payment record to speed locating of the invoice.)

- **Pay and adjust the following line items** and balance bill the invoice with this payment.
  (After applying this payment, this invoice balance should be $21.18)

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Paid</th>
<th>Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit (99203)</td>
<td>90.20</td>
<td>A01</td>
<td>21.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>BB</td>
</tr>
<tr>
<td>X-RAY LT FOREARM (2VW) (73090, LT)</td>
<td>50.00</td>
<td>A01</td>
<td>13.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>BB</td>
</tr>
</tbody>
</table>
□ Locate the invoice on the Invoices – All screen.
   (This invoice is still outstanding to the patient and is on the Accounts Receivable dashboard.)

□ Print the invoice.
   (The printed invoice is found in the View Prints PDF queue.)
   (There is a balance left on this invoice of $21.18.)

Print the patient’s statement and run your Self-Assessment report

□ Go to Patient Registration.

□ Place the cursor next to Kathy Peterson.

□ Type prsz and press the ENTER key to print the patient’s statement.

□ Type ED22 and press the ENTER key to print your self-assessment.

□ Print the following documents:
  
  ▪ Self-assessment for ED22
  
  ▪ Patient statement
    
    (These prints are found in the View Prints PDF queue.)

This concludes Case Study ED22
Case Study – NSF1
Non-sufficient Funds

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Janet Miller (from Case Study CL04), paid $108.74 for her visit charges with check number 353. She is a Self Pay patient because she did not have health insurance. The bank has returned her check to your medical facility due to non-sufficient funds (NSF). Janet did not have enough money in her checking account to cover this check.

Janet’s payment needs to be cleared from MedTrak, and then she needs to receive an invoice.

Use your knowledge of MedTrak gained from the previous case studies to locate Janet Miller and her payment in order to remove it. To remove her payment, blank out the Paid fields on the Payment Posting screen. Then print an invoice to send to her.

Patient Location and Patient Invoice

- Locate Janet Miller by searching on the Patients screen.
- Access Janet Miller's invoice by using the invoice command (inv) next to the patient. (You should be on the Patient / Invoices screen showing an invoice with a zero balance.)

Locating the Invoice and Payment

- Display the payments attached to the invoice by clicking the Select Invoice button. (You should be on the Payments Applied on Invoice screen showing one payment of $108.74.)
- Display the payment by clicking the Select Payment button. (You should be on the Payment Posting screen.)
- Clear the Paid amount for both of the line items and click the Submit Payment button. (The invoice balance should now be $108.74.)
- Exit from the Payment Posting screen. (You should be back on the Payments Applied on Invoice screen showing no payments.)
- Exit from the Payments Applied on Invoice screen. (You should be back on the Patient / Invoices screen showing an invoice with a balance of $108.74.)
Collection Activity

□ Display the activity log for the invoice by clicking the Activity Log button. (You should be on the Case / Billing Activity Log screen showing no entries.)

□ Add the following note using the general follow-up note code of F05: “Patient’s check number 353 was returned by the bank due to non-sufficient funds. Patient was then re-billed for the $108.74.”

□ Print the Case / Billing Activity Log using the print command (pr) next to any log entry. (The print shows your follow-up note about the returned check and the invoice rebilling.)

□ Exit from the Case / Billing Activity Log screen. (You should be back on the Patient / Invoices screen showing an invoice with a balance of $108.74.)

□ Print the invoice to send to the patient. (The invoice will be in the View Prints queue.)

□ Exit from the Patient / Invoices screen. (You should be back on the Patients screen with the cursor next to Janet Miller.)

Print the following reports and run your Self-Assessment report

□ You should be on the Patients screen with the cursor next to Janet Miller.

□ Type prsz and press the ENTER key to print the patient’s statement.

□ Type NSF1 and press the ENTER key to print your self-assessment.

□ Print the following documents:
  • Self-assessment for NSF1
  • Patient statement
  • Patient Invoice
  • Case / Billing Activity Log

  (These prints are found in the View Prints PDF queue.)

This concludes Case Study NSF1
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Case Study – CAG1
Collection Agency

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Janet Miller (originally from Case Study CL04 and then from Case Study NSF1), was re-billed $108.74 for her visit charges after her original check was returned by the bank due to non-sufficient funds. Janet has failed to respond to your repeated billings and is now over 90 days in arrears. Your medical facility’s policy regarding overdue accounts calls for the payer’s account to be sent to collections. Your medical facility currently uses Trans-Nation Credit Recovery for collecting past due accounts.

Use your knowledge of MedTrak gained from the previous case studies to locate Janet Miller and her invoice in order to send the invoice to the collection agency. Then print the invoice to send to the collection agency.

**Patient Location and Patient Invoice**

- **Locate Janet Miller** by searching on the Patients screen.
- **Access Janet Miller’s invoice** by using the invoice command (inv) next to the patient.  
  *(You should be on the Patient / Invoices screen showing an invoice with a $108.74 balance.)*

**Locating the Invoice**

- **Send the invoice to collections** by using the send to collections command (stc) next to the invoice.  
  *(You should be on the Entity / Payers: Select screen showing one collection agency.)*
- **Select Trans-Nation Credit Recovery** and then click the Select Payer button.  
  *(You should be back on the Patient / Invoices screen showing the payer is Trans-Nation Credit Recovery.)*

**Collection Activity**

- **Display the activity log for the invoice** by clicking the Activity Log button.  
  *(You should be on the Case / Billing Activity Log screen.)*
- **Add the following note** using the general follow-up note code of F05:  
  "Patient has not responded to multiple attempts over 90 days to collect the balance due. Patient’s account sent to Trans-Nation Credit Recovery for collection."
- **Print the Case / Billing Activity Log** using the print command (pr) next to any log entry.
- **Exit from** the Case / Billing Activity Log screen.  
  *(You should be back on the Patient / Invoices screen showing an invoice with a balance of $108.74)*
- **Print the invoice** for Trans-Nation Credit Recovery.  
  *(The invoice will be in the View Prints queue.)*
Exit from the Patient / Invoices screen.
(You should be back on the Patients screen with the cursor next to Janet Miller.)

Print the following reports and run your Self-Assessment report

- You should be on the Patients screen with the cursor next to Janet Miller.
- Type prsz and press the ENTER key to print the patient’s statement.
- Type CAG1 and press the ENTER key to print your self-assessment.

Print the following documents:
- Self-assessment for CAG1
- Patient Statement
- Trans-Nation Credit Recovery CMS-1500
- Case / Billing Activity Log

(These prints are found in the View Prints PDF queue.)

This concludes Case Study CAG1
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Case Study – BDW1
Bad Debt Write-off

Billing Training Series

This case study is based on actual medical information recorded during a patient visit made to a medical facility that uses MedTrak.
Janet Miller (originally from Case Study CL04, then Case Study NSF1, and then Case Study CAG1), was re-billed $108.74 for her visit charges after her original check was returned by the bank due to non-sufficient funds. She failed to respond to your repeated billings. You then sent her account to Trans-Nation Credit Recovery for collection. Trans-Nation Credit Recovery has attempted to locate her and has notified you that they have not been successful.

Use your knowledge of MedTrak gained from the previous case studies to add an adjustment batch to write off Janet’s $108.74 invoice. Locate Janet Miller and then her invoice and add a note to the activity log that you wrote-off the invoice as a bad debt.

**Writing Off the Invoice**

- **Add an adjustment batch with the exact description** of BDW1-1. The TIN is master.
  
  *(Use the Adj / Denial Batches functionality from the Billing Menu.)*

- **Add Janet Miller’s adjustment** to the adjustment batch.

  *(The Source Type is Patient/Guarantor.)*

  *(Use the invoice number in the adjustment record to speed locating the invoice.)*

- **Write off each of the line items** using the adjustment write-off bad debt code of W06.

  *(After applying this adjustment, the invoice balance should be zero.)*

**Patient Location and Patient Invoice**

- **Locate Janet Miller** by searching on the Patients screen.

- **Access Janet Miller’s invoice** by using the invoice command (inv) next to the patient.

  *(You should be on the Patient / Invoices screen showing an invoice with a zero balance.)*

**Collection Activity**

- **Display the activity log for the invoice** by clicking the Activity Log button.

  *(You should be on the Case / Billing Activity Log screen.)*

- **Add the following note** using the general follow-up note code of F05:

  “Trans-Nation Credit Recovery was not able to locate this patient. Therefore, this invoice is being written off as a bad debt.”

- **Print the Case / Billing Activity Log** using the print command (pr) next to any log entry.

- **Exit from** the Case / Billing Activity Log screen.

- **Exit from** the Patient / Invoices screen.

  *(You should be back on the Patients screen with the cursor next to Janet Miller.)*
Print the following reports and run your Self-Assessment report

☐ You should be on the Patients screen with the cursor next to Janet Miller.

☐ Type prsz and press the ENTER key to print the patient’s statement.

☐ Type BDW1 and press the ENTER key to print your self-assessment.

☐ Print the following documents:
  • Self-assessment for BDW1
  • Patient Statement
  • Case / Billing Activity Log

(These prints are found in the View Prints PDF queue.)

This concludes Case Study BDW1