Defense Health Agency
Uniform Business Office

Electronic Billing

15 December 2020 1100 – 1200 EST
17 December 2020 1600 – 1700 EST

For entry into the webinar, log into: **http://federaladvisory.adobeconnect.com/ubo_webinar.**

Enter as a guest with your full name and Service or DHA affiliation for attendance verification.

Instructions for CEU credit are at the end of this presentation.

View and listen to the webinar through your computer or Web–enabled mobile device. Note: The DHA UBO Program Office is not responsible for and does not reimburse any airtime, data, roaming or other charges for mobile, wireless and any other internet connections and use.

If you need technical assistance with this webinar, contact us at webmeeting@federaladvisory.com.

You may submit a question or request technical assistance at any during a live broadcast time by entering it into the "Question" field of Adobe Connect.

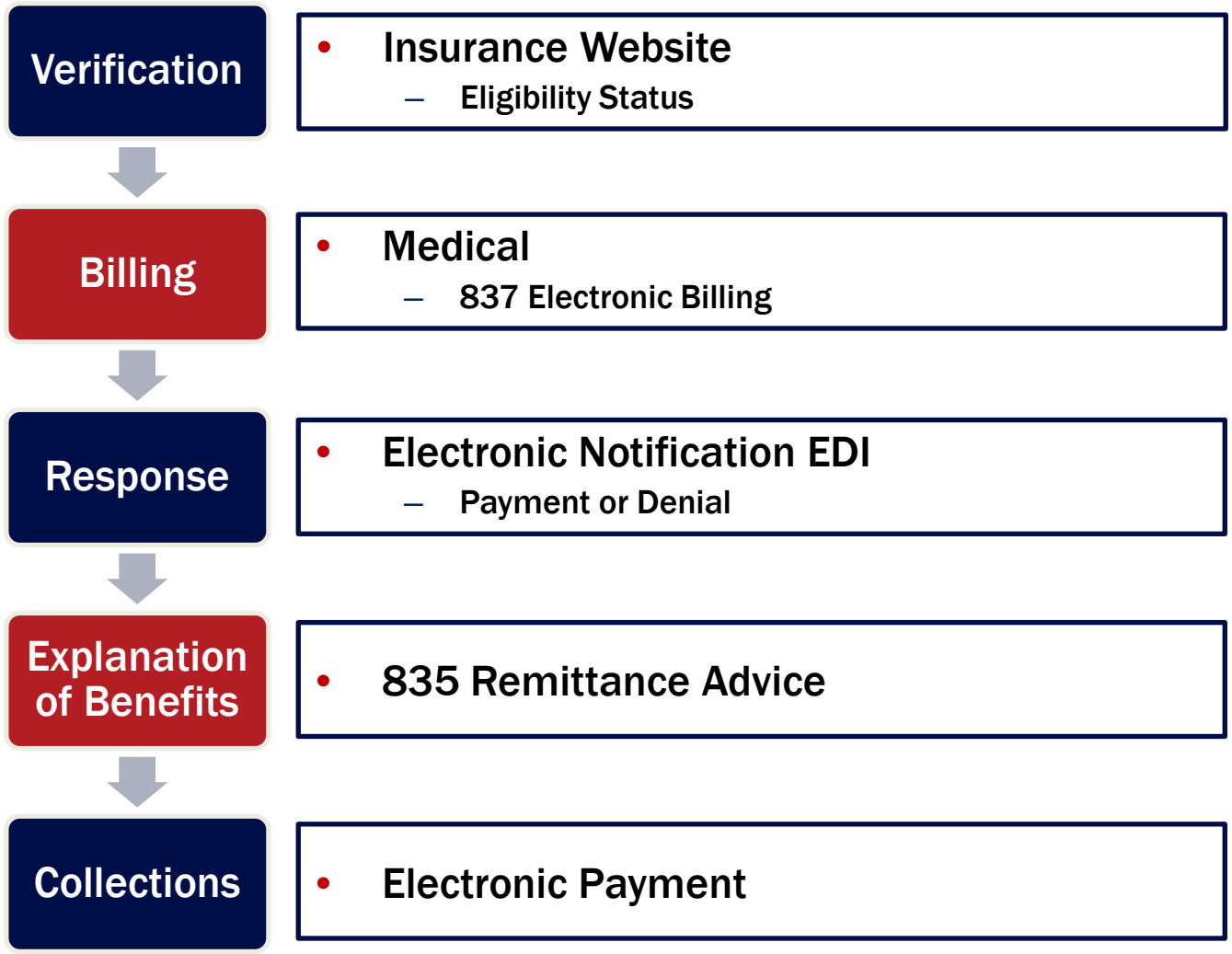
Purpose

- Electronic Claims Life Cycle
- 837 Electronic Data Interchange (EDI)
- 835 Electronic Remittance Advice (ERA)
- Electronic Funds Transfers (EFT)
- ABACUS Recovery
- Additional Resources

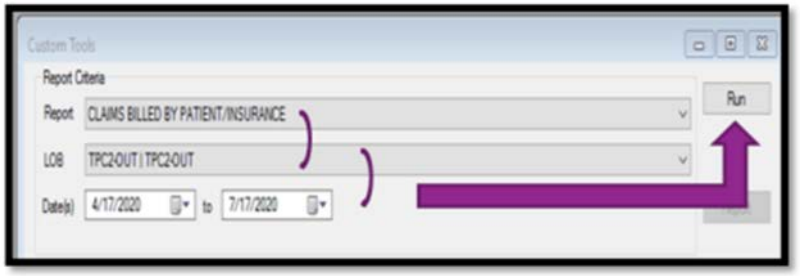
Defense Health Agency
Uniform Business Office

Electronic Claims Life Cycle

Electronic Claims Life Cycle



Medical Insurance Data Report



Select "Claims billed by patient/insurance"

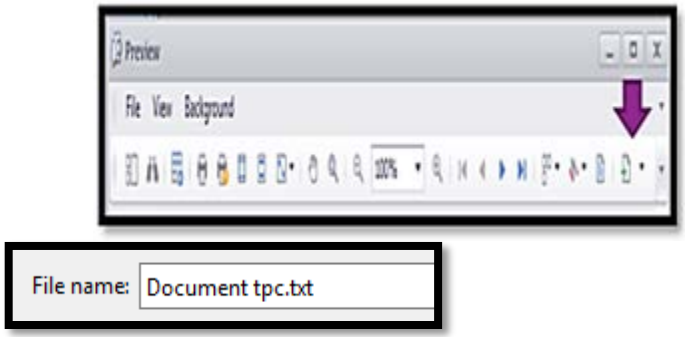
Select LOB "TPC2-OUT" from drop-down

Select Date (last 3-6 months)

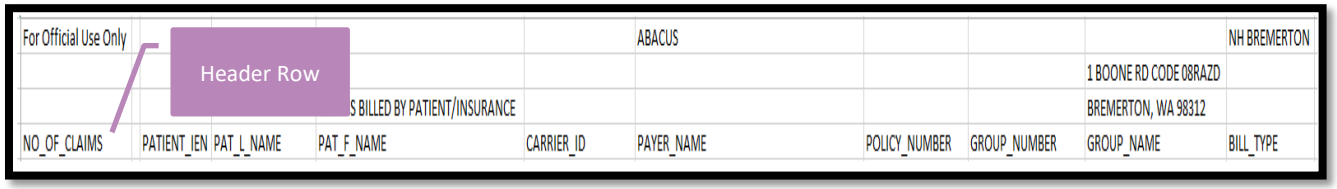
Select "Run" & then "Report"

Medical HIC IDs Billed

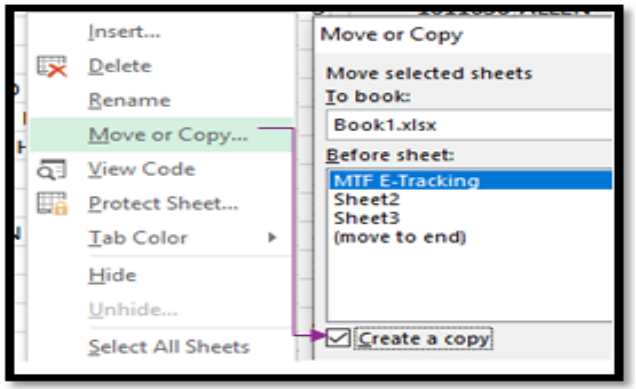
- Pop-up Preview→ Export Document
  - Select “Text File” from the drop down
  - Pop-up→ OK
  - Pop-up→ “Save As”→ Insert File Name
  - Select “Save”
- Save to Desktop
  - Pop-up→ “Do you want to open this file” click “No”
- Open new Excel workbook
  - “Data”→ “Get External Data”→ “Select from Text”
  - Find intended document→ Select “Import”
    - Pop-up→ ”Next”→ ”Next”→ ”Finish”
    - Pop-up→ Import Data select “OK”
- Save As “MTF Name Payer List Electronic v1.Excel”



- Rename Sheet1 as “1y Claim Billed Master”

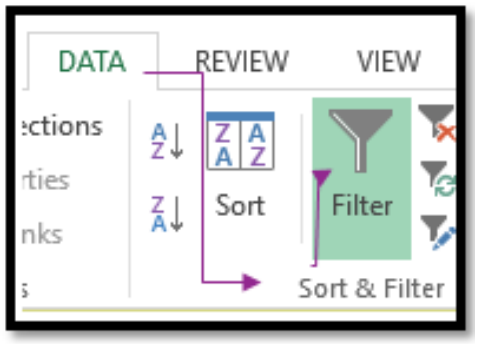


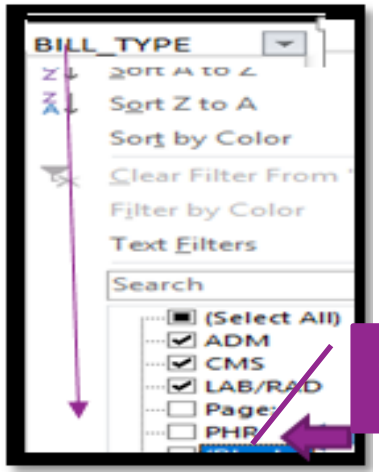
- Copy data to another tab
  - Right-click tab “1y Claim Billed Master,” select “move or copy”→ “Create a Copy”
  - Copy for Pharmacy HICs, also as safety file



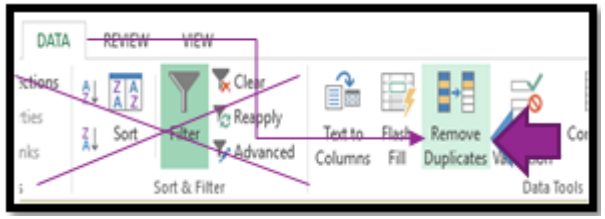
Medical HIC IDs Billed

- Select “Header Row”
- Go to “Data” in top menu
  - In “Sort and Filter” select “Filter”
- Select “Header Row” again → “Filter Column by Bill Type”
  - Select “PHR” from drop-down
  - Select all “PHR” rows and delete
  - Select ALL from Bill Type and click OK
  - Pharmacy HICs next phase
- Select/Highlight “Header Row” along with all data rows
- Go to “Data”
  - In “Data Tools” select “Remove Duplicates





Only select PHR, rest are not checked.



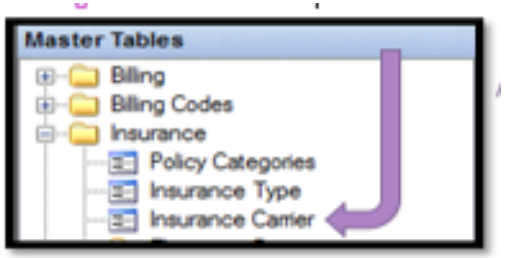
Medical HIC IDs Billed

- Pop-up “Remove Duplicates”→ Check Box “My Data Has Headers” and Select “Carrier ID”→ “Payer Name”→ “OK”
- A Box “Removed Duplicates” will show → “OK”
- List of all Billed MD Carrier ID (HIC) and Payer Name
  - Right-click tab “Rename” as “2y Claim Billed Medical

CARRIER_ID	PAYER_NAME
AETKY0010	AETNA US HEALTHCARE
AETTX0031	AETNA US HEALTHCARE
BCBWA0001	BCBS FEDERAL WASHINGTON
CIGDE0015	CIGNA INTERNATIONAL

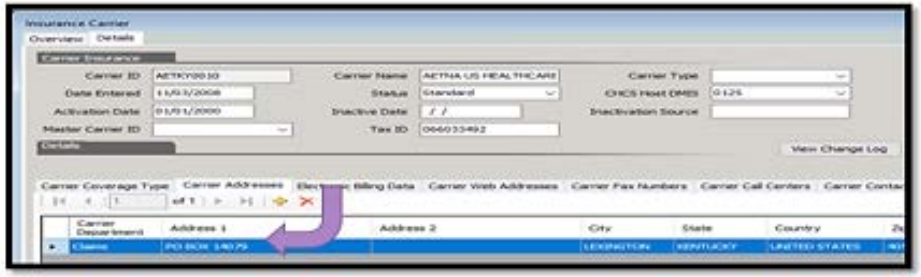
Medical Payer – HIC ID list

- Log in to ABACUS
- Go to Master Tables→ Insurance Carrier



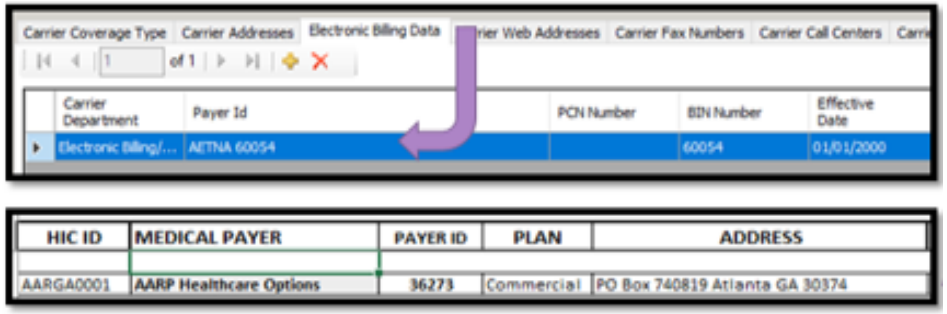
- Enter HIC ID from list into Search box
  - Select Carrier ID HIC ID line

- Select “Carrier Addresses” tab for MD address



Medical Payer – HIC ID List

- Select “Electronic Billing Data” tab for Payer ID
  - Insert data into Excel



- Prior Auth: Add notes→ MTF Notes: Add notes
- Duplicate HIC IDs
  - Research and Choose one or research and add notes how to choose correct HIC ID if duplicates exist
- Repeat for every payer, or top payers to start

UBO

Defense Health Agency
Uniform Business Office

Electronic Data Interchange (EDI)

ABACUS 837

EDI Set-up

Website

- Insurance Website
  - Verify eligibility; Check claim status

837 - Bill

- 837 Electronic Billing
  - Send claim electronically

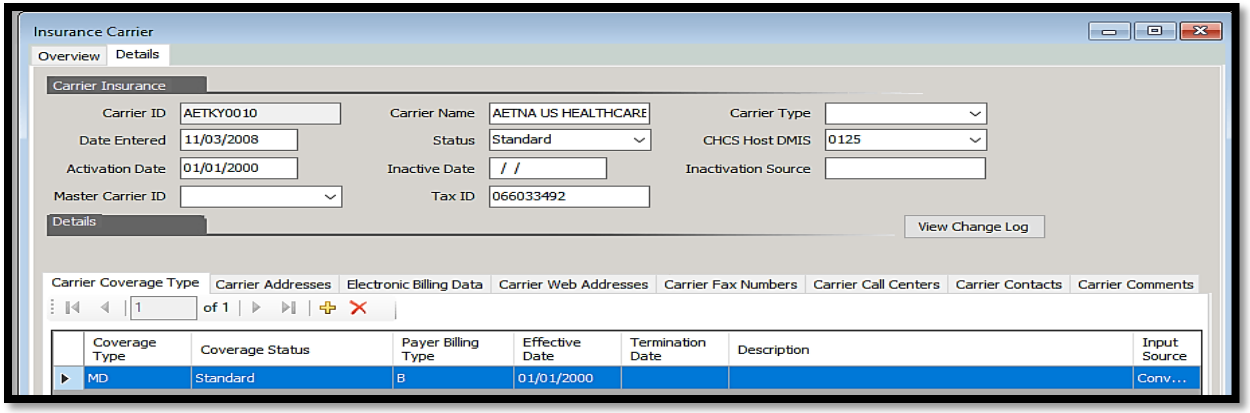
835 - ERA

- 835 Electronic Remittance Advice (ERA)
  - Receive electronic ERA

EFT

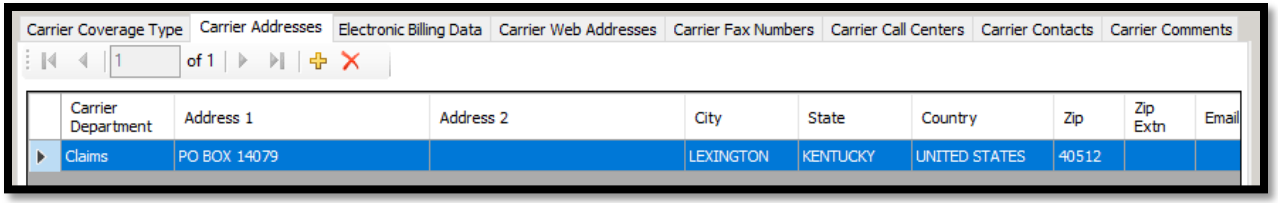
- Electronic Funds Transfer (EFT)
  - Receive electronic payment

- Master Tables→ Insurance→ Insurance Carrier

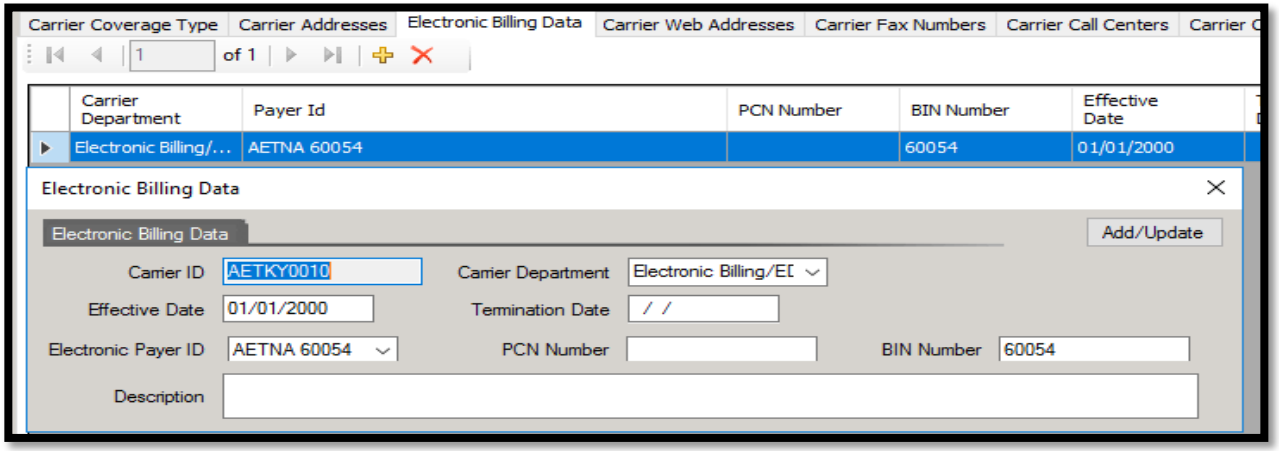


- Choose Carrier-Payer HIC ID
  - Extra Coverage types can be removed

- Address Updated can be updated in PO Box 14079



- Add Electronic Billing Data



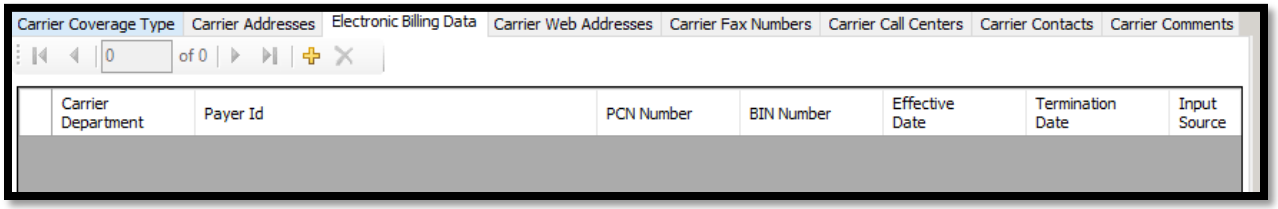
- Adding Master Carrier

AETKY0034	0125	AETNA GLOBAL BENEFITS	PO BOX 14079		LEXINGTON	KY	True
AETKY0010	0125	AETNA US HEALTHCARE	PO BOX 14079		LEXINGTON	KY	True
AETKY0005	0125	AETNA US HEALTHCARE	PO BOX 14089		LEXINGTON	KY	True

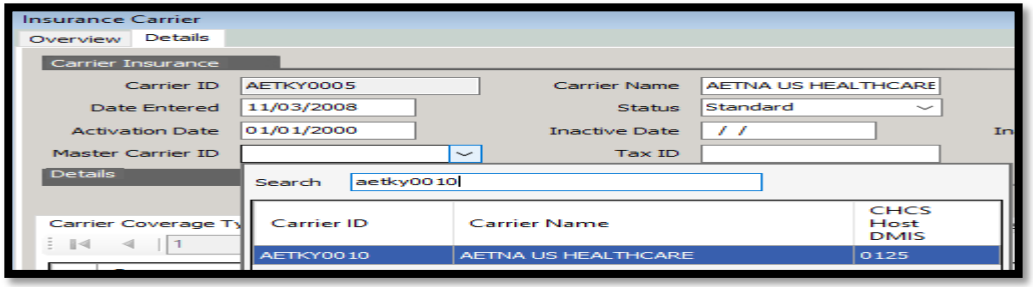
- Removed extra Coverage Types

Coverage Type	Coverage Status	Payer Billing Type	Effective Date	Termination Date	Description	Input Source
MD	Standard	B	01/01/2000		AETNA US HEALTHCARE	Conv...

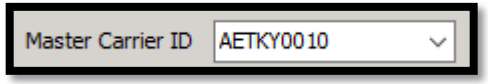
- Verified electronic, deleted (X) if not blank



- Add/select Master Carrier



- Save

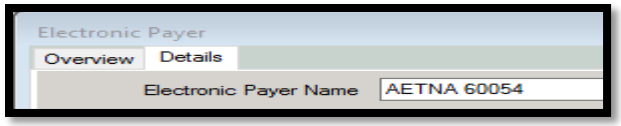


Electronic Payer

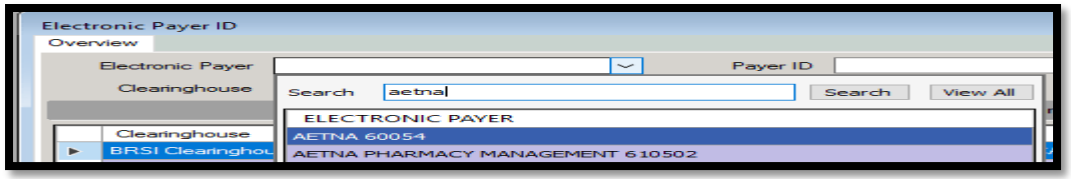
- Master Tables→ Insurance→ Electronic Payer
  - Electronic Payer & Payer ID

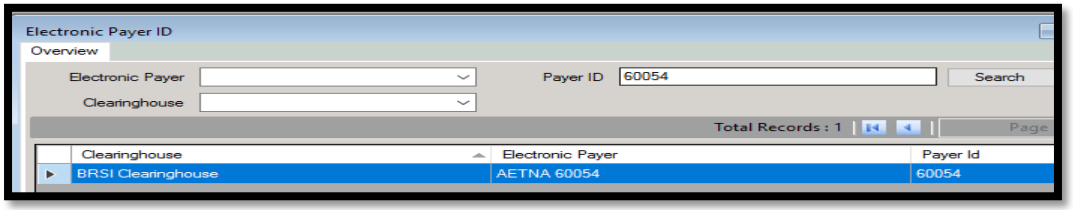
- MTF Detailed HIC ID Data for Medical is Tracker in Excel

- Setting up a HIC ID to bill electronically
  - Electronic Payer
  - Electronic Payer ID
    - https://www.practiceinsight.net/payers/payer-list/
  - Insurance Carrier

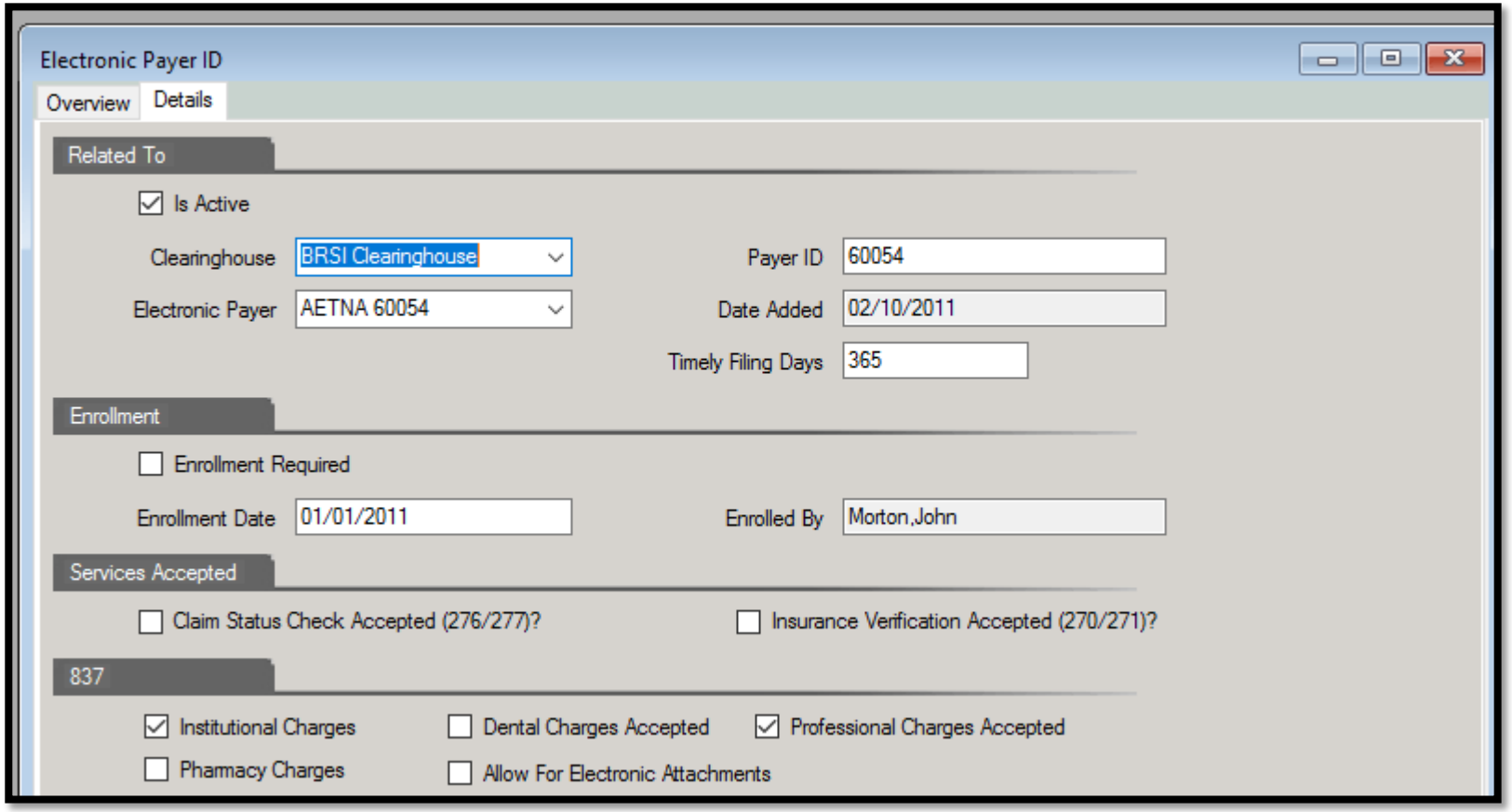


- Electronic Payer
  - Add Payer ID
- Search by Name or Payer ID
  - Electronic Payer-Timely Filing Days: Aetna is several years, update
- Save





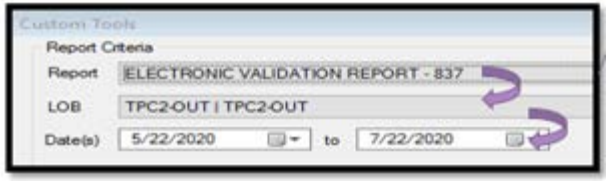
Electronic Payer

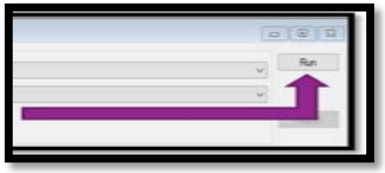


Validate 837 Submissions

- Log in to ABACUS
- Go to Account Management→ Custom Tools→ Custom Tools

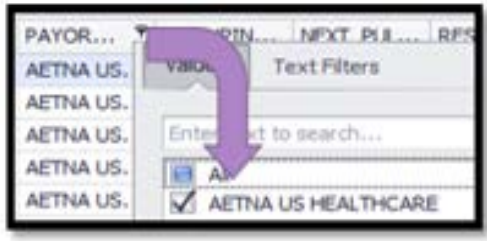
- Custom Tools-Report Criteria
  - Select “ELECTRONIC VALIDATION REPORT -837” from drop-down
  - Select LOB “TPC2- OUT” from drop-down
  - Select date (last 2-6 months)

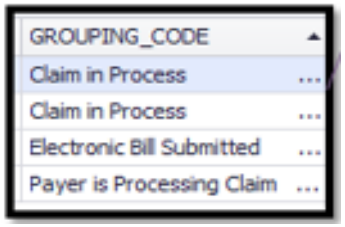


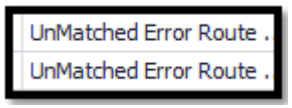


Validate 837 Submissions

- Click on Payer tab, select “Aetna” from drop-down
- Review Grouping_Code tab for processed encounters
- Repeat for all payers







Training Point- Grouping Code
If there are issues, it is not always apparent. Claim in Process or Electronic Bill Submitted look good, but the claim may not have gone out, or no response from insurance; check the Transmit date and Recovery for the control number if needed.

UBO

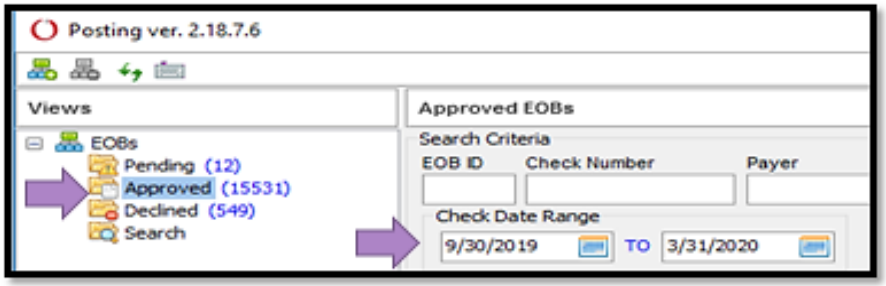
Defense Health Agency
Uniform Business Office

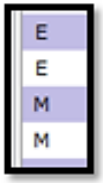
Electronic Remittance Advice (ERA)

ABACUS 835

- Identify current electronic 835-ERA in ABACUS

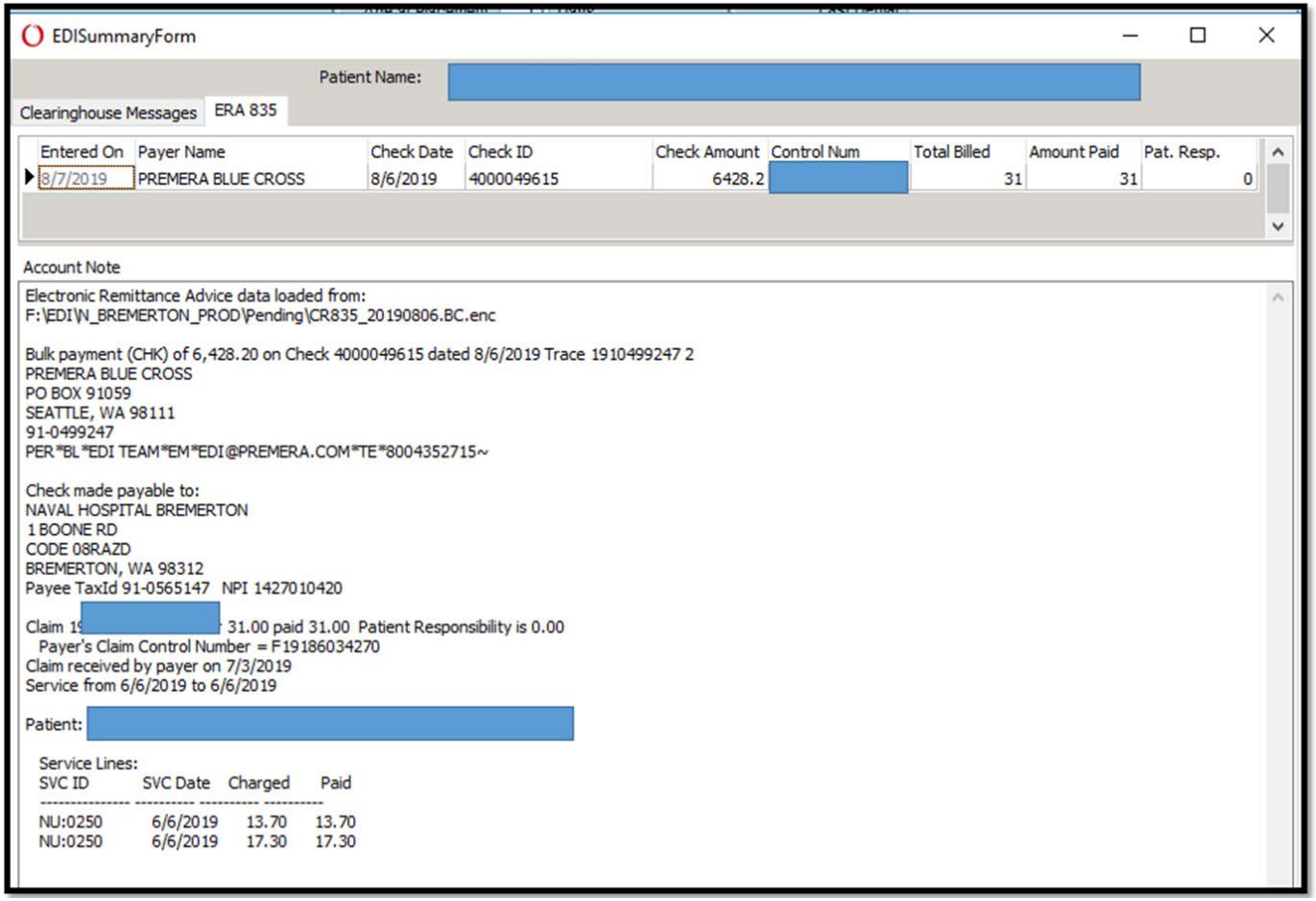
- Log into ABACUS
  - Go to Ledger Posting→ EOB ERA Maintenance
  - Select EOBs Approved
    - Select “Payer” in header row to alphabetize
  - E is 835-ERA and M is Manual





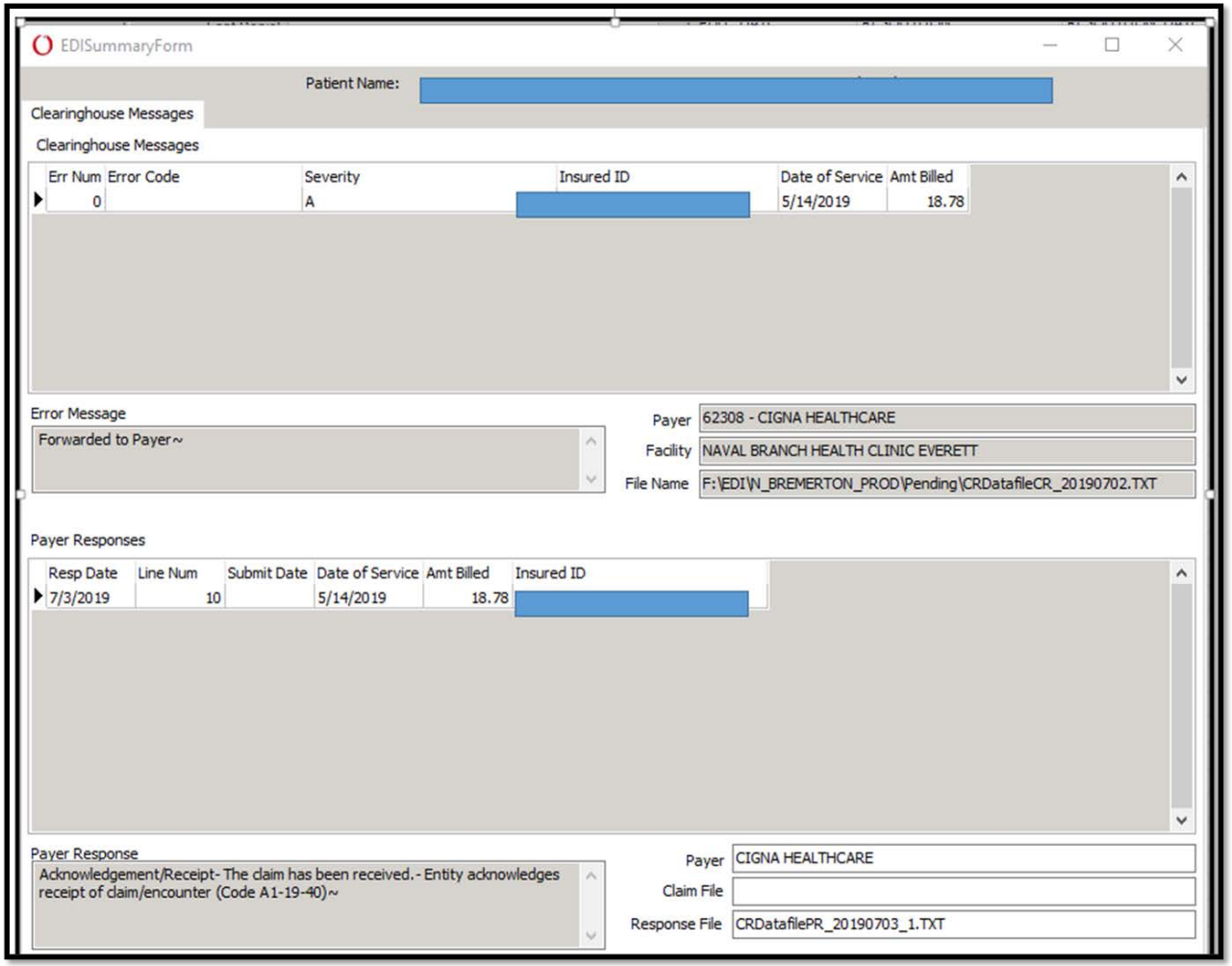
835 Electronic Remittance Advice

- 835 ERA has all required data



835 Electronic Remittance Advice

- Research required if no payment received



UBO

Defense Health Agency
Uniform Business Office

Electronic Funds Transfer (EFT)

Electronic Funds Transfer

- Identify medical payer payment method
- Review daily check log
- Review Collections Information Repository (CIR) or Internal tracker for EFT (ACH) and credit card payments
  - Insert CC for credit card for all payers in the daily credit card log
  - Insert EFT for EFT (ACH) for all payers in the daily EFT log

- Review master list- medical payers- online service
- Each Payer may be a different process to implement

K * DD1131 OTCnet	DATE	DD1131 * OTCnet/Check	Check Total	TPC OutPt *TPT* K1
4000134634	7-Jul-2020	BCBS Federal	$ 3,321.28	$ 3,321.28
4000133839	30-Jun-2020	BCBS Federal	$ 9,767.66	$ 9,767.66
198814839	26-Jun-2020	Premera Blue Cross	$ 147.97	$ 147.97
TOTAL: K*DD1131		**$ 13,236.91**	**$ 13,236.91**	**$ 13,236.91**

Checks

Electronic Funds Transfer

G * DD1131 CGateway	DATE	CreditGateway- ACH (EFT)	Check Total	TPC OutPt *TPT*
V020032	2-Jul-2020	PREMERA	$13,671.82	$13,671.82
V060017	6-Jul-2020	PREMERA	$ 1,179.05	$ 1,179.05
V060017	6-Jul-2020	REGENCE BCBCO	$ 58.00	$ 58.00
TOTAL: G*DD1131		**$ 14,908.87**	**$14,908.87**	**$14,908.87**

EFT

C * DD1131 PayGov	DATE	PayGov/Credit Card	Check Total	TPC OutPt *TPT* C1
V548685	9-Jul-2020	Sound Health & Wellness T	$ 2,426.75	$ 2,426.75
V548685	9-Jul-2020	Sound Health & Wellness T	$ 54.74	$ 54.74
V551218	14-Jul-2020	Sound Health & Wellness T	$ 196.80	$ 196.80
TOTAL: C*DD1131		**$ 2,678.29**	**$ 2,678.29**	**$ 2,678.29**

Credit Card

Collections Information Repository (CIR)

Voucher Detail Report

Reporting Program/Subprogram:	Pay.gov
Partner Name:	Pay.gov

Credit card

Reporting Program/Subprogram:	Credit Gateway:ACH
Partner Name:	ACH CG

EFT

Reporting Program/Subprogram:	OTCnet:E-Check Deposit
Partner Name:	OTCnet

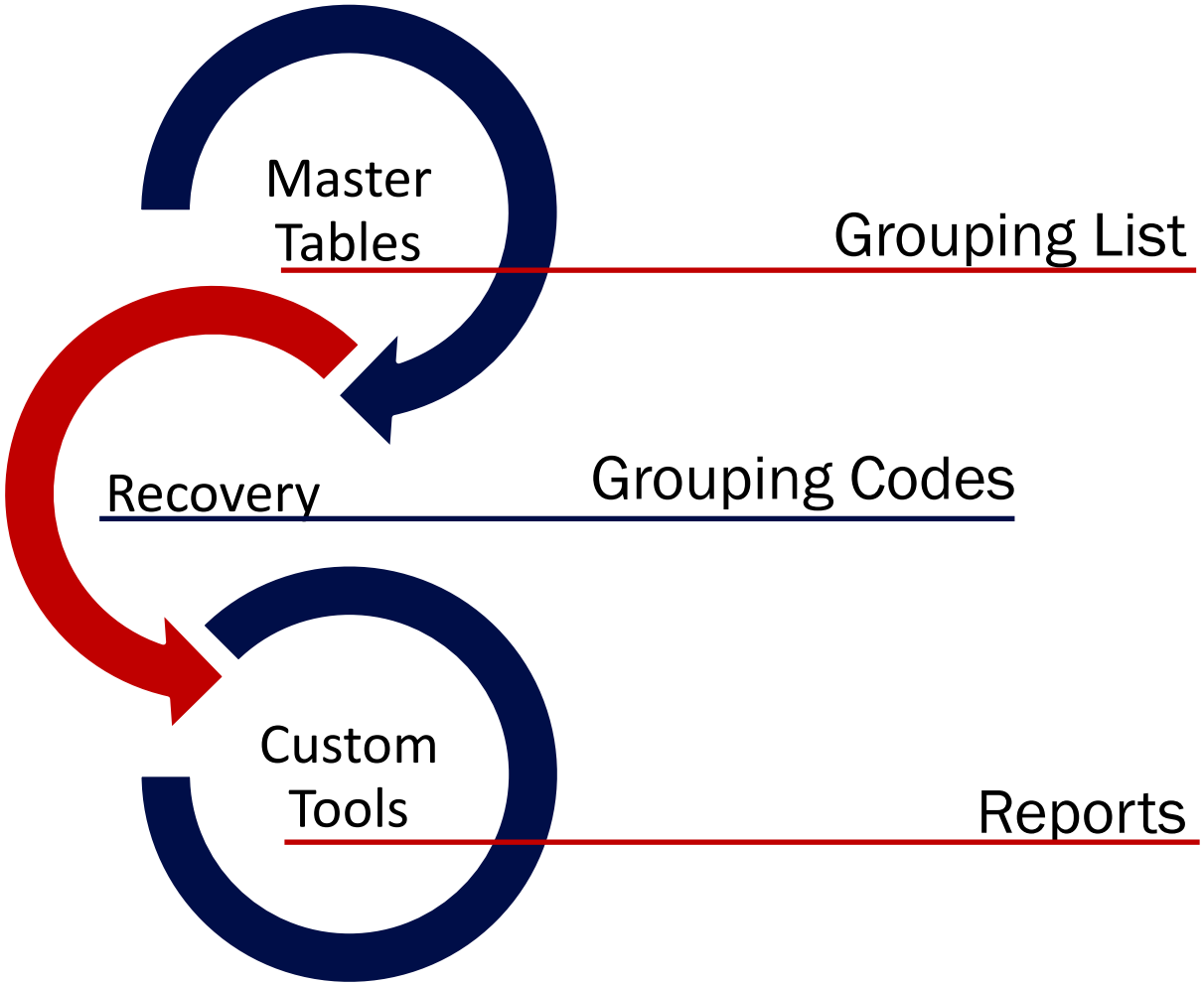
Check

UBO

Defense Health Agency
Uniform Business Office

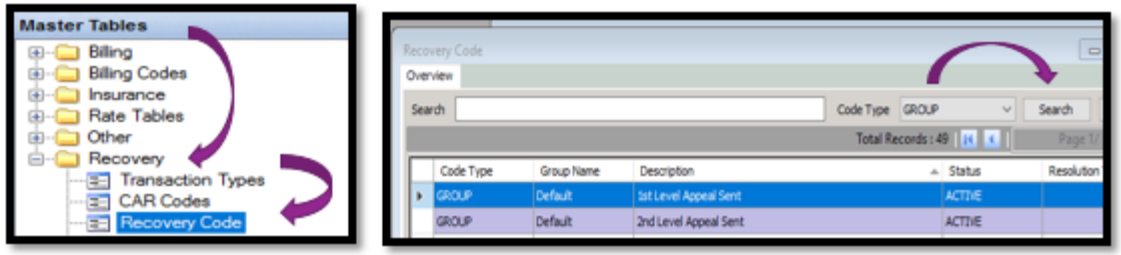
ABACUS Account Management

Recovery Grouping Codes


Master Tables
Grouping List
Recovery
Grouping Codes
Custom Tools
Reports

ABACUS Grouping Codes

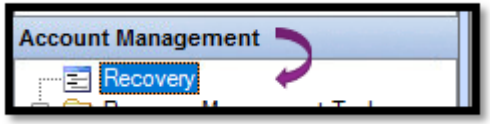
- Log-in to ABACUS
- Master Tables→ Recovery→ Recovery Codes
  - Select code type “group” from drop-down
  - Click “search”

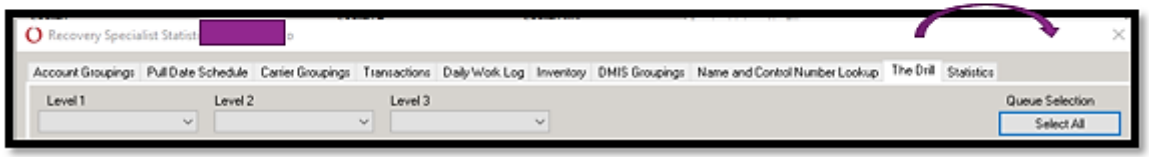


  - Available Recovery Codes are listed with Active Status
    - Prior ARMS-Pro sites will have additional Grouping Codes

ABACUS Recovery Grouping

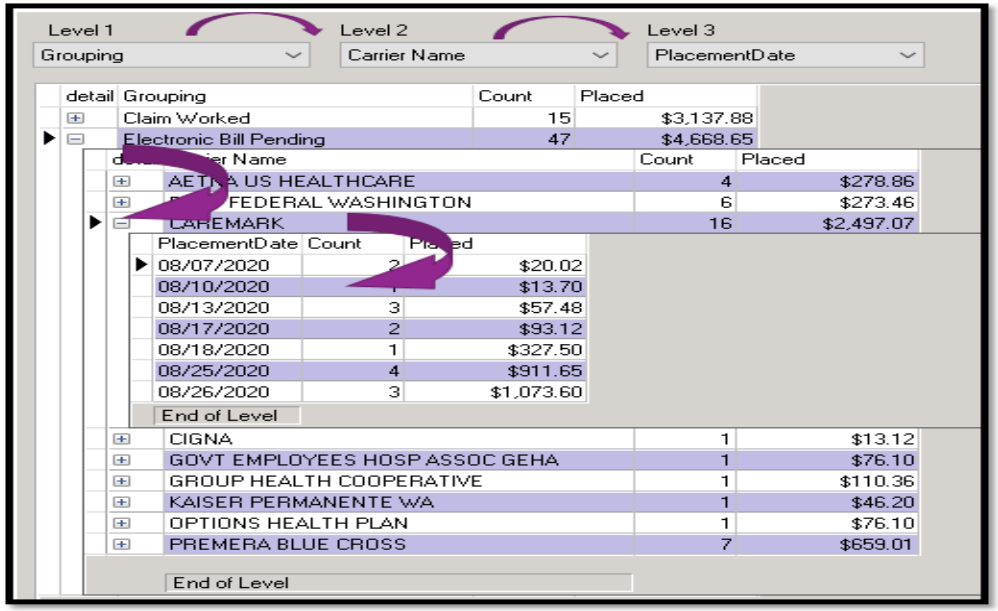
- Go to Account Management→ Recovery
- Click “Queue Info”
- Click on “The Drill” tab
  - Queue Selection→ “Select All” (pulls up open encounters)



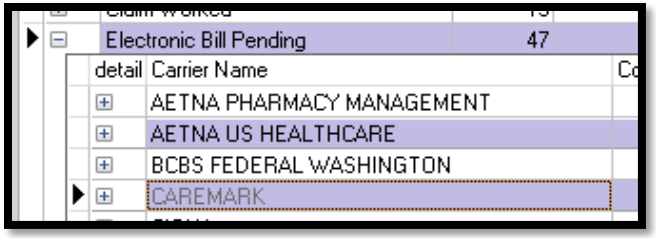


  - Select Level 1 “Grouping” from drop-down
  - Select Level 2”Carrier Name” from drop-down
  - Select Level 3 “Placement Data” from drop-down

- Select “+”Grouping Code for Electronic Bill Pending, then Payer, then Placement Date

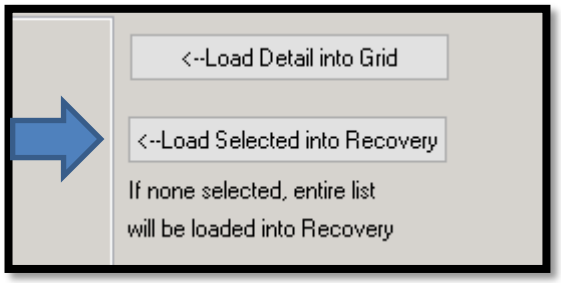


  - Select desired row

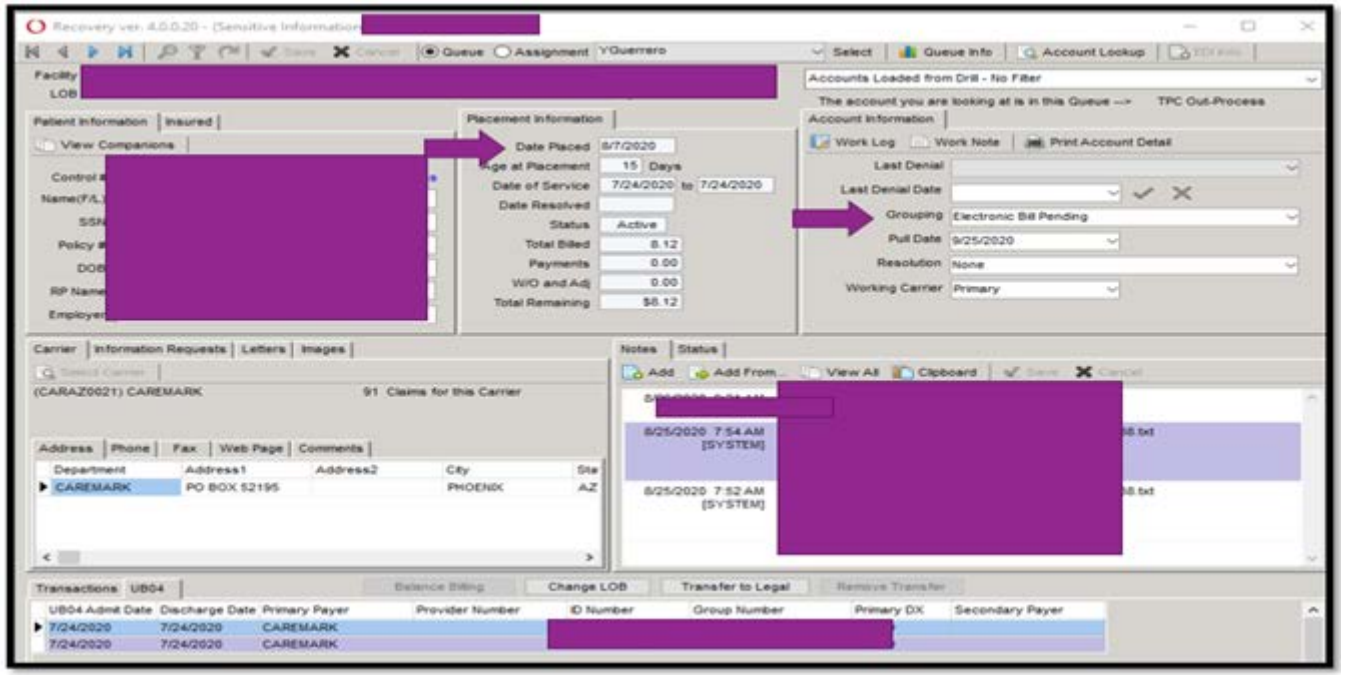


ABACUS Recovery Grouping

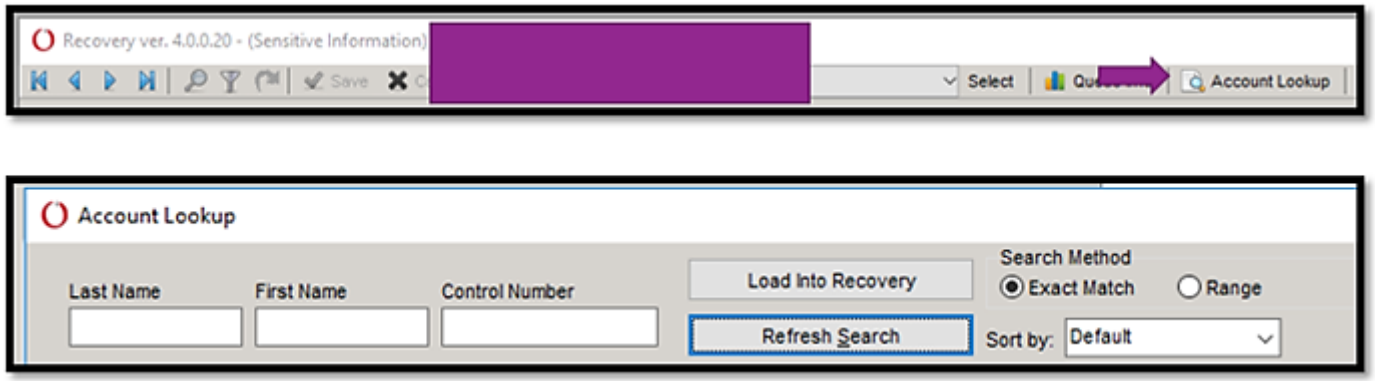
- Click “Load Selected into Recovery”



- Selected encounters are now in Recovery screen

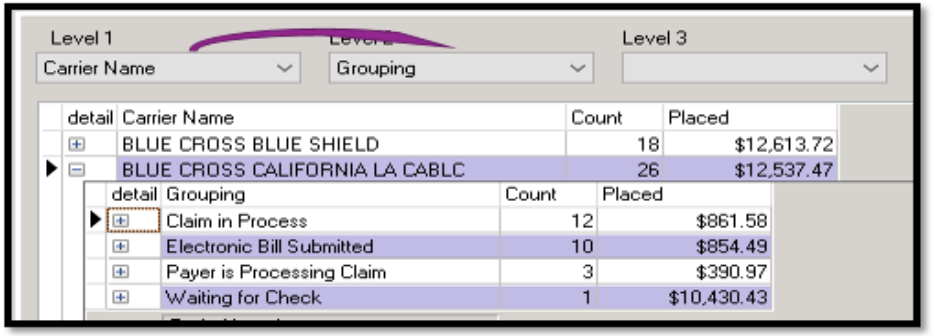


- Encounters may also be pulled up by “Control Number” or “Patient Name”
  - Click on “Account Lookup”
  - Click “Refresh Search” for results
  - Account lookup will open closed encounters



"The Drill" Examples

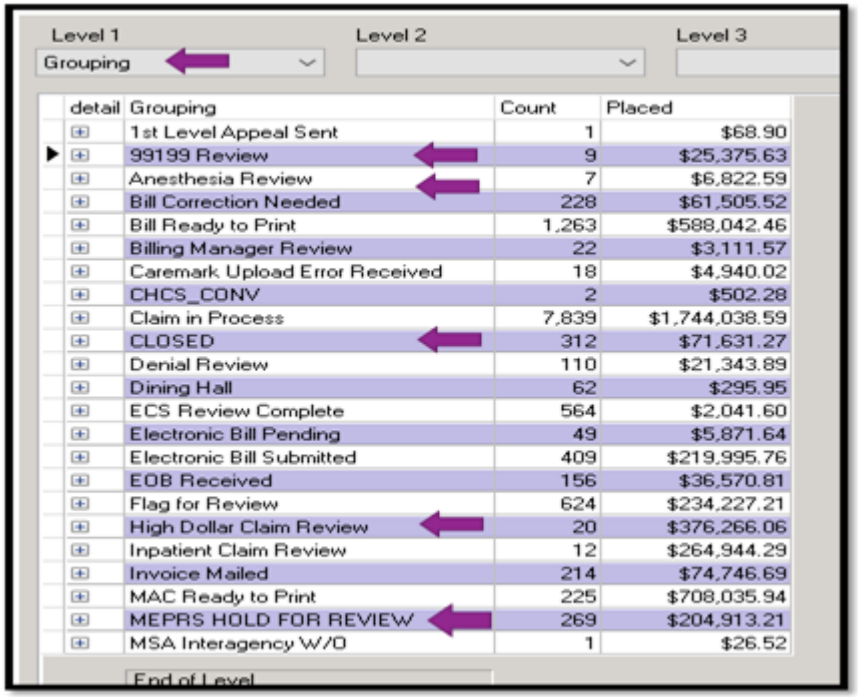
- Working by Carrier
  - Allows pattern finding, research on website, phone calls



detail	Carrier Name	Count	Placed
⊞	BLUE CROSS BLUE SHIELD	18	$12,613.72
⊟	BLUE CROSS CALIFORNIA LA CABLC	26	$12,537.47

detail	Grouping	Count	Placed
⊞	Claim in Process	12	$861.58
⊞	Electronic Bill Submitted	10	$854.49
⊞	Payer is Processing Claim	3	$390.97
⊞	Waiting for Check	1	$10,430.43

- Working by Grouping
  - Allows for identification and working of bill holds in Recovery
  - Displays open encounters



detail	Grouping	Count	Placed
⊞	1st Level Appeal Sent	1	$68.90
⊞	99199 Review	9	$25,375.63
⊞	Anesthesia Review	7	$6,822.59
⊞	Bill Correction Needed	228	$61,505.52
⊞	Bill Ready to Print	1,263	$588,042.46
⊞	Billing Manager Review	22	$3,111.57
⊞	Caremark Upload Error Received	18	$4,940.02
⊞	CHCS_CONV	2	$502.28
⊞	Claim in Process	7,839	$1,744,038.59
⊞	CLOSED	312	$71,631.27
⊞	Denial Review	110	$21,343.89
⊞	Dining Hall	62	$295.95
⊞	ECS Review Complete	564	$2,041.60
⊞	Electronic Bill Pending	49	$5,871.64
⊞	Electronic Bill Submitted	409	$219,995.76
⊞	EOB Received	156	$36,570.81
⊞	Flag for Review	624	$234,227.21
⊞	High Dollar Claim Review	20	$376,266.06
⊞	Inpatient Claim Review	12	$264,944.29
⊞	Invoice Mailed	214	$74,746.69
⊞	MAC Ready to Print	225	$708,035.94
⊞	MEPRS HOLD FOR REVIEW	269	$204,913.21
⊞	MSA Interagency W/O	1	$26.52

End of Level

Additional Resources

- “Rx Billing” (March 2020)
- “ABACUS EDI Rx Claims Overview” (October 2018)
- “Electronic Billing” (October 2017)

https://health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Learning-Center/Archived-Webinars

- Contact DHA UBO Helpdesk

ubo.helpdesk@intellectsolutions.com

Questions?

Instructions for CEU Credit

This in-service webinar has been approved by the American Academy of Professional Coders (AAPC) for 1.0 Continuing Education Unit (CEU) credit for DoD personnel (.mil address required). Granting of this approval in no way constitutes endorsement by the AAPC of the program, content or the program sponsor. There is no charge for this credit.

- **Live broadcast webinar (Post-Test not required)**
  - Login prior to the broadcast with your: 1) full name; 2) Service affiliation; and 3) e-mail address
  - View the entire broadcast
  - After completion of both live broadcasts and after attendance records have been verified, a Certificate of Approval including an AAPC Index Number will be sent via e-mail to participants who logged in or e-mailed as required. This may take several business days.

- **Archived webinar (Post-Test required)**
  - View the entire archived webinar (free and available on demand at http://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Learning-Center/Archived-Webinars)
  - Complete a post-test available *within* the archived webinar
  - E-mail answers to ubo.helpdesk@intellectsolutions.com
  - If you receive a passing score of at least 70%, we will e-mail MHS personnel with a .mil email address a Certificate of Approval including an AAPC Index Number

- The original Certificate of Approval may not be altered except to add the participant's name and webinar date or the date the archived Webinar was viewed. Certificates should be maintained on file for at least six months beyond your renewal date in the event you are selected for CEU verification by AAPC

- For additional information or questions regarding AAPC CEUs, please contact the AAPC.

- Other organizations, such as American Health Information Management Association (AHIMA), American College of Healthcare Executives (ACHE), and American Association of Healthcare Administrative Managers (AAHAM), may also grant credit for DHA UBO Webinars. Check with the organization directly for qualification and reporting guidance.