Defense Health Agency
Uniform Business Office

ABACUS Updates

27 April 2021 0800 – 0900 EDT
29 April 2021 1400 – 1500 EDT

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Agenda

- Webinar Goal
- ABACUS User Re-certification
- ABACUS Compliance
- ABACUS Portal
- Enterprise Reporting
- Billing and Collections Application
- Submitting Rx Claims to the Medical Clearinghouse via 837
- ABACUS Resources

Webinar Goal

- The goal of this webinar presentation is to ensure ABACUS users are aware of the most recent requirements and changes.
  - ABACUS users and MTF UBOs have new compliance requirements to follow.
  - ABACUS Release 2.5.0 and 2.6.0 (deployed in January 2021 & April 2021) includes several key updates for Priority 1-5 Sustainment Requirements.

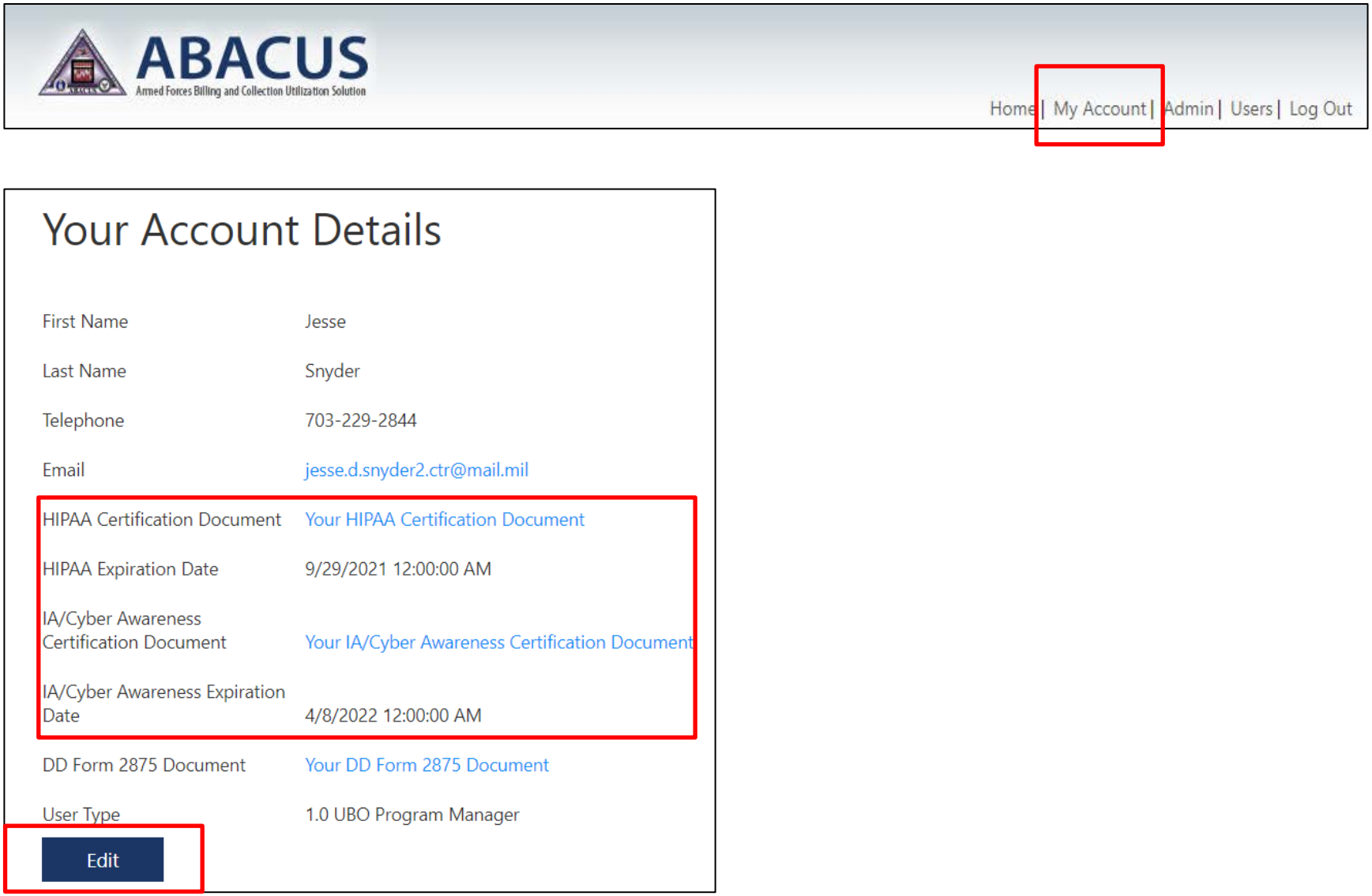
ABACUS Requirements

ABACUS User Re-certification

- In October of 2020, ABACUS was updated to allow users to separately upload their Cyber Awareness and HIPAA training certificates.
  - Previously, the Cyber Awareness certificate had to combined into one document and upload with the HIPAA certificate.

- Updates were made in response to DHA audit findings and recommendations.

- The DHA UBO Program Office communicated this new requirement to all affected ABACUS users.
  - Notices were sent several times throughout November 2020.
  - Deadline for compliance was set at December 15, 2020.
  - Non-compliant accounts were disabled.


ABACUS
Armed Forces Billing and Collection Utilization Solution
Home | My Account | Admin | Users | Log Out
Your Account Details
First Name
Jesse
Last Name
Snyder
Telephone
703-229-2844
Email
jesse.d.snyder2.ctr@mail.mil
HIPAA Certification Document
Your HIPAA Certification Document
HIPAA Expiration Date
9/29/2021 12:00:00 AM
IA/Cyber Awareness Certification Document
Your IA/Cyber Awareness Certification Document
IA/Cyber Awareness Expiration Date
4/8/2022 12:00:00 AM
DD Form 2875 Document
Your DD Form 2875 Document
User Type
1.0 UBO Program Manager
Edit

ABACUS Compliance

- In compliance with DHA-PI 8100.01, ABACUS compliance reporting instructions were developed and distributed to MTF UBOs.
  - *"Information Security Compliance for Defense Health Agency Financially Auditable Information Systems."*

- All MTFs using ABACUS are responsible for implementing, operating, monitoring, and reporting effective Information Security Controls.

- MTFs are responsible for reporting compliance on a monthly basis.

ABACUS User Requirements

1) Completed and approved DD 2875.
2) Current Cyber Awareness and HIPAA training certificates.

- ABACUS users are responsible for properly completing the DD 2875 and coordinating for signatures.
- ABACUS users are responsible for completing and maintaining the proper training and ensuring their ABACUS account is up to date.

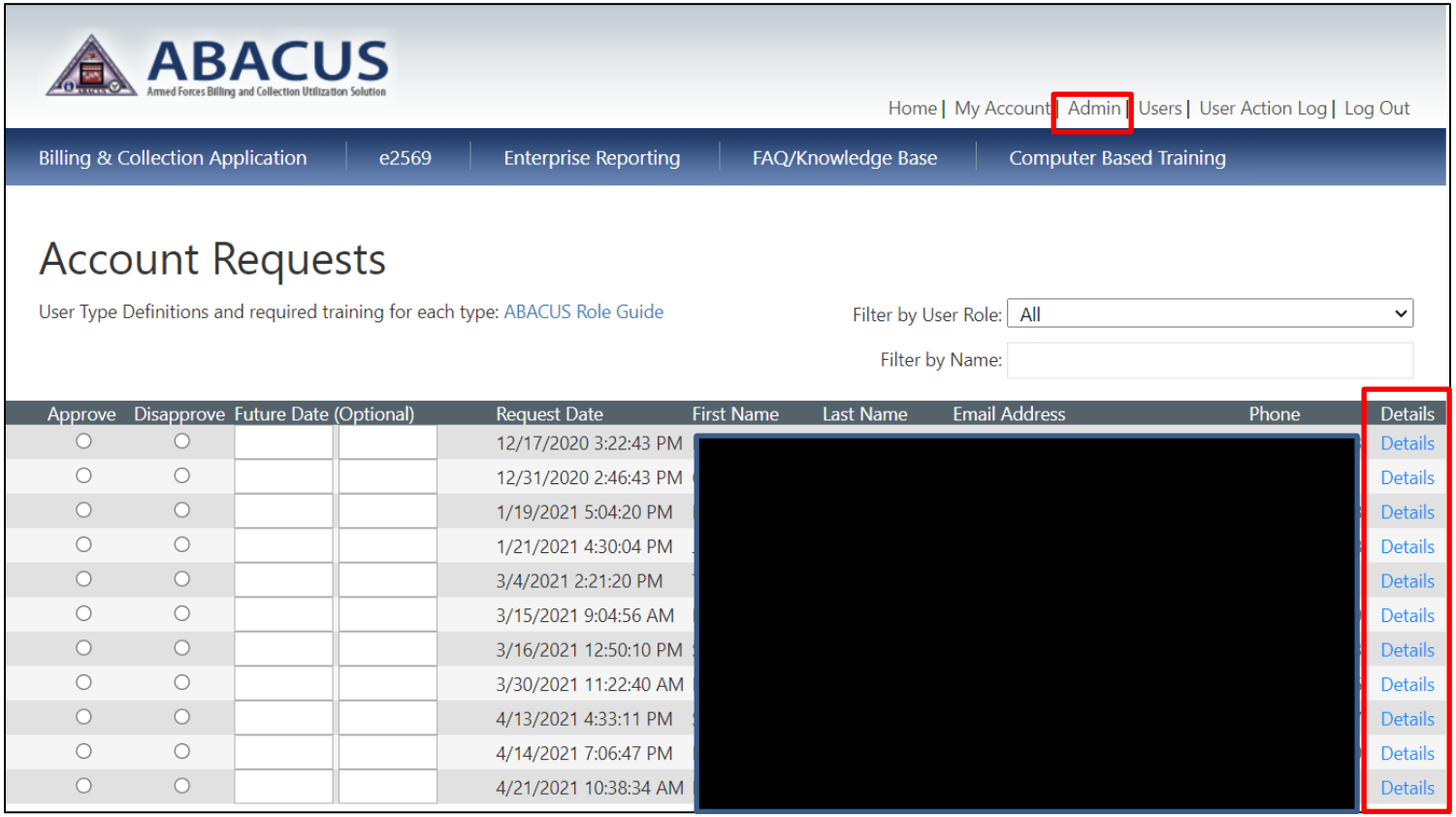
ABACUS Approver Requirements

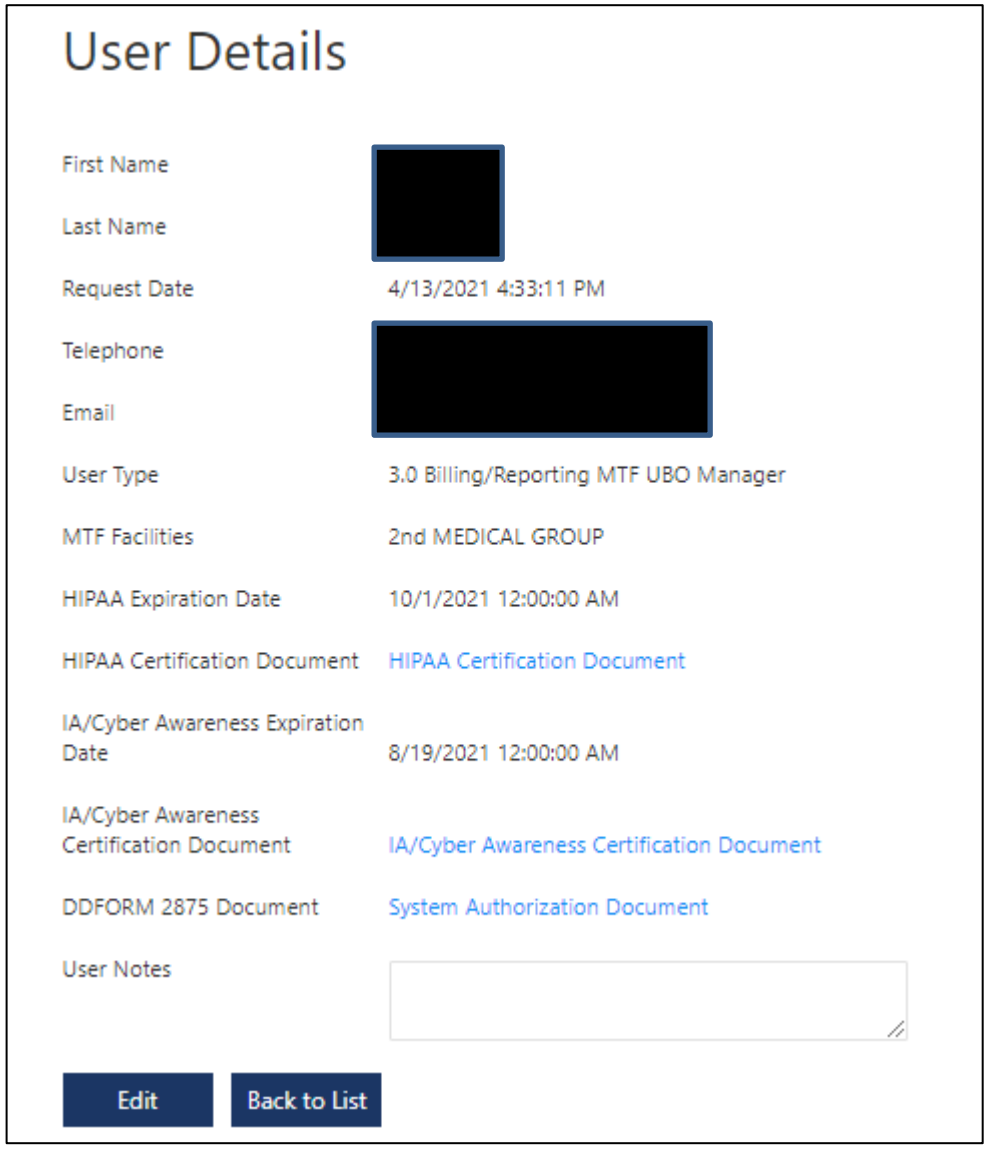
1) Confirm completed and approved DD 2875
2) Confirm current Cyber Awareness and HIPAA certificates.
3) Review and validate the requested User Role
4) Disable users when access is no longer required for reasons such as:
   - Termination of employment
   - Change in responsibility or role
   - Permanent Change of Station

Approver Notes

- All updates to user accounts and the reason for the update are documented in the Approver Notes field.
- Approver Notes are cumulative and remain with the user's account record for the life of the record.

- When Approver selects the Admin page, all the prospective users waiting to be approved by the Approver at that MTF appear on the screen.
- Approver clicks Details link next to the user to review their Account.

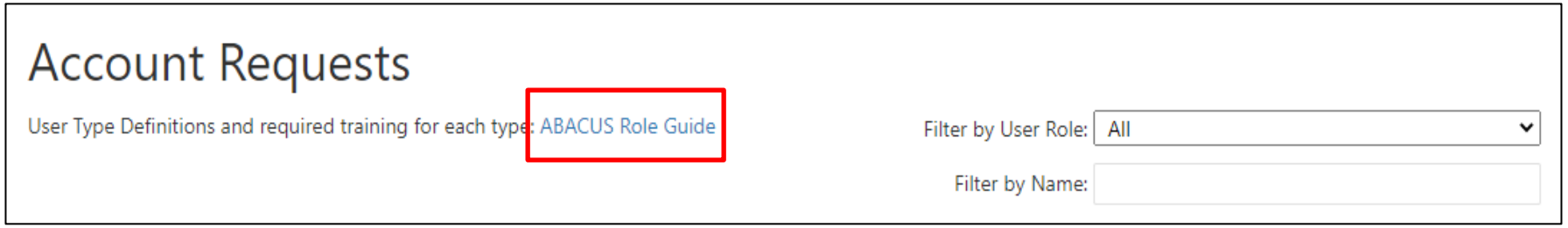




- Approver will verify that all information is correct for the new user on their Details page.
- The Approver has the capability to edit fields as needed.
- Add Approver notes!

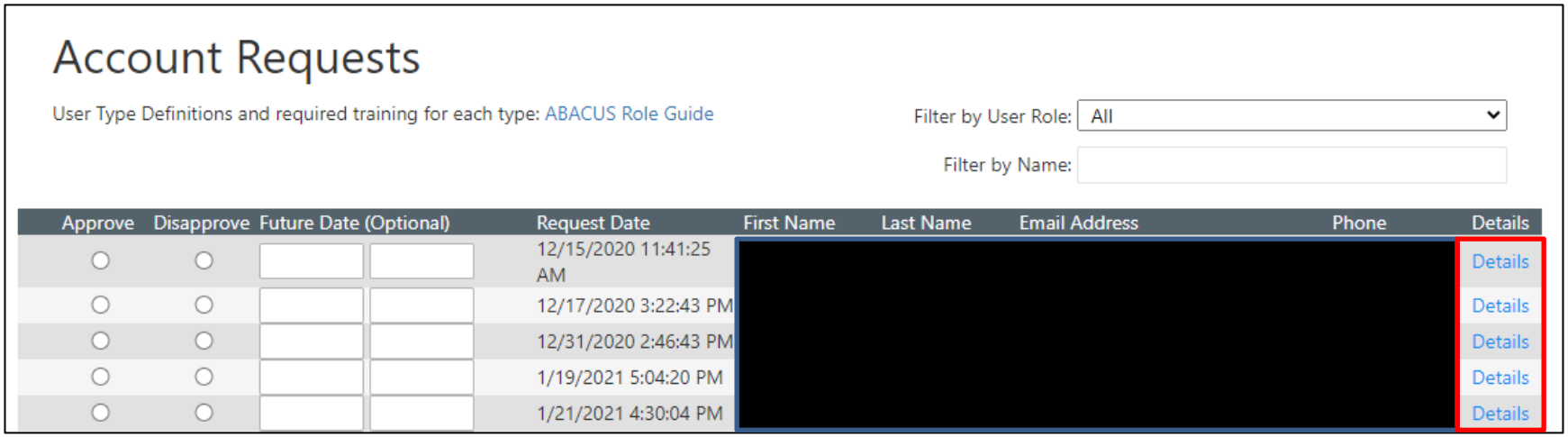
Question: How do approvers confirm the proper User Role?

Answer: The ABACUS Application User Roles and Access Guide is the product of a comprehensive Segregation of Duties Analysis conducted by functional representatives.

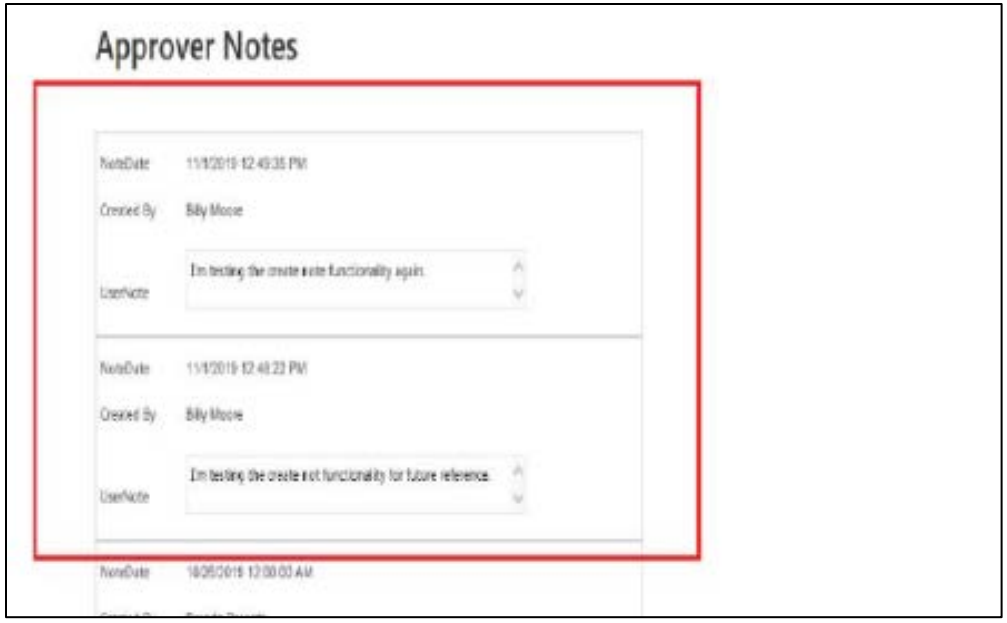


Question: How do approvers document their review?

Answer: Approvers should use the "Approver Notes" field to document that a review has been performed and any edits made.

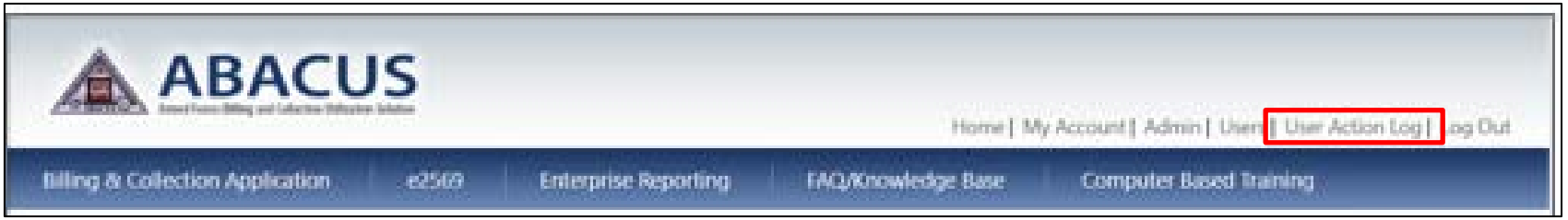


ABACUS Compliance



Question: What audit trail capabilities does ABACUS have?

Answer: Approver roles have access to the ABACUS User Action Log.



ABACUS User Action Log

User Name: Jesse Snyder

Select a different user by Name: Jesse Snyder

Export to Excel

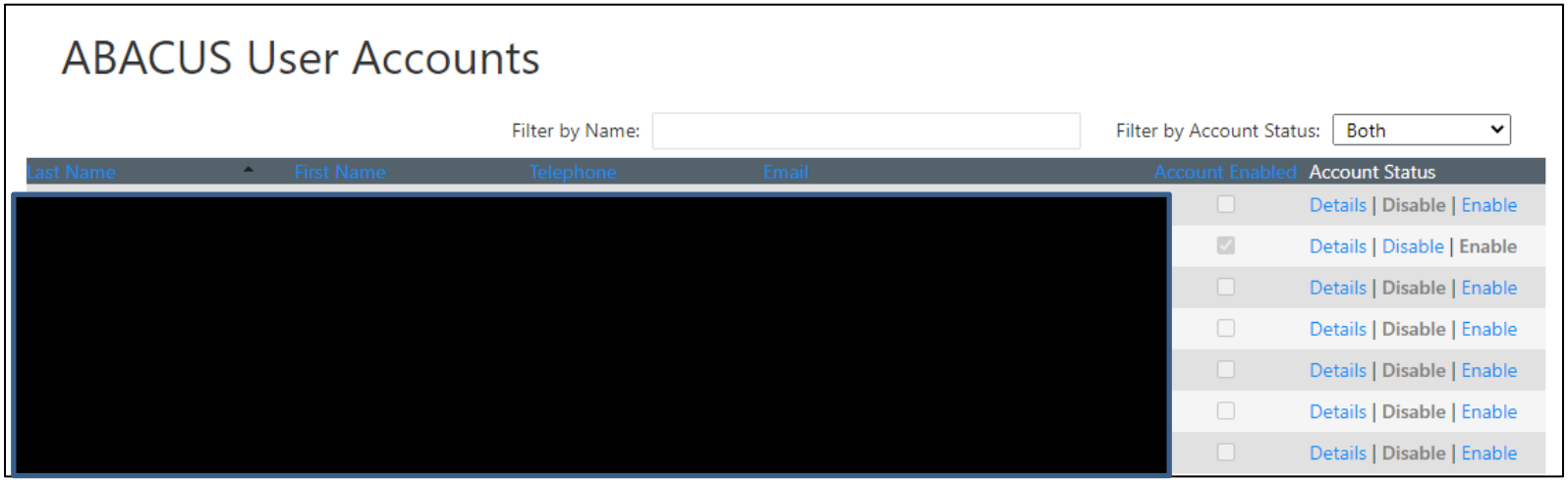
Action DateTime	Action Description
4/8/2021 1:22:54 PM	Account updated
4/8/2021 1:22:42 PM	Uploaded IA/Cyber Awareness Certification document by user or manager
4/8/2021 1:21:12 PM	Account updated
3/10/2021 11:00:23 AM	Updated account for [redacted]
3/10/2021 11:00:18 AM	Updated account for
2/12/2021 6:00:00 PM	Completed CBT OHI Discovery
1/26/2021 10:53:13 AM	Updated account for [redacted]
1/7/2021 4:14:39 PM	Updated account for
1/7/2021 11:03:32 AM	Updated account for
1/7/2021 10:52:31 AM	Account updated
12/23/2020 12:00:00 PM	Completed CBT OHI Discovery Reports
12/23/2020 12:00:00 PM	Completed CBT OHI Discovery
12/23/2020 11:56:29 AM	Updated account for [redacted]
12/22/2020 12:00:01 PM	Completed CBT e2569 UBO Staff

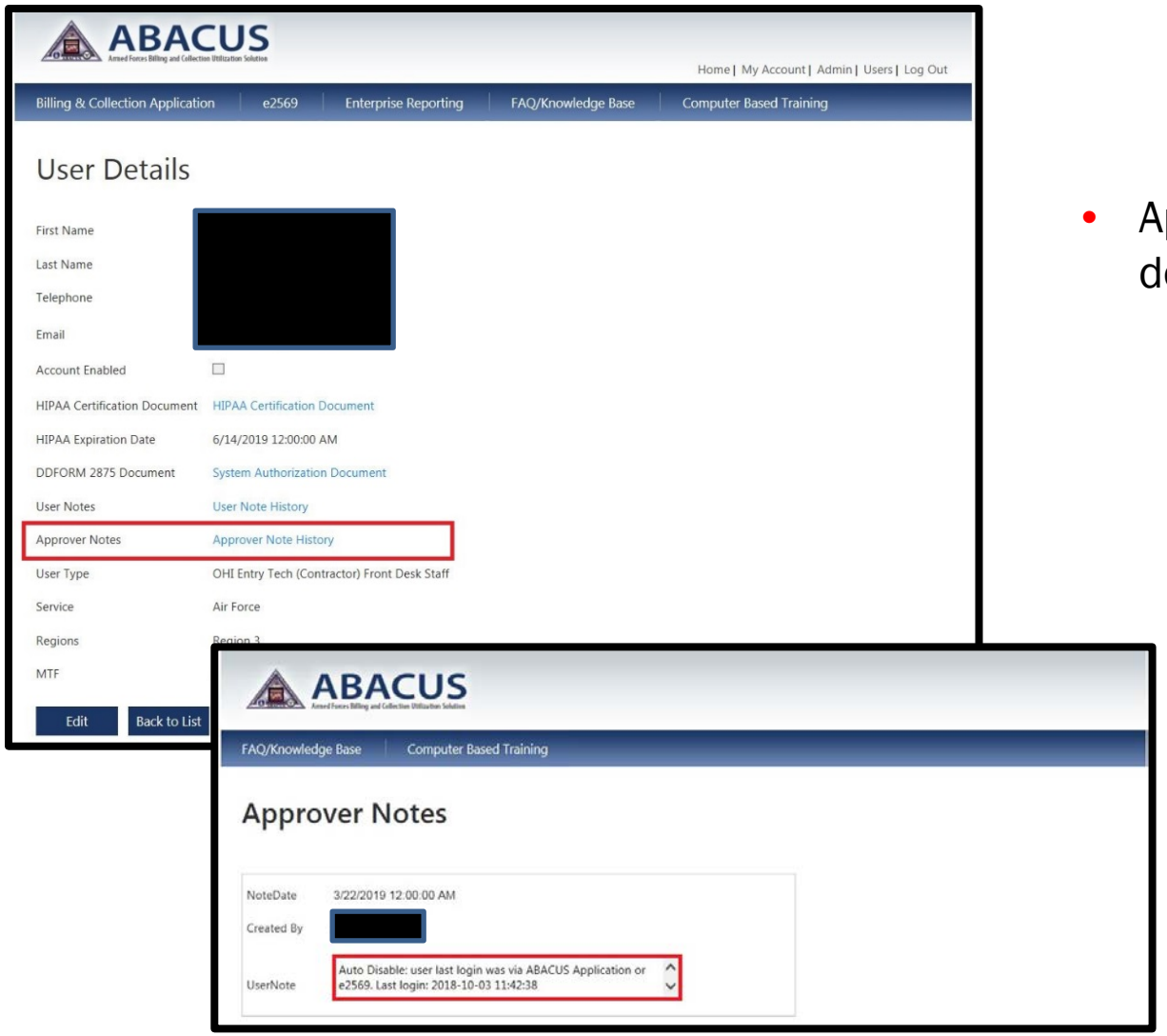
MTF Requirements

- The following items must be reported on a monthly basis:
  - All ABACUS user accounts have the appropriate documentation.
  - Evidence that a Segregation of Duties analysis has been completed for the account.
  - Verification that all ABACUS user accounts have been reviewed within the last 365 days and that permissions match the user job description
  - Verification that all ABACUS user accounts are deprovisioned within 30 days whenever the user no longer requires access to the system, unless they are on Temporary Duty and expected to return within 90 days.

Question: How does an MTF report compliance?

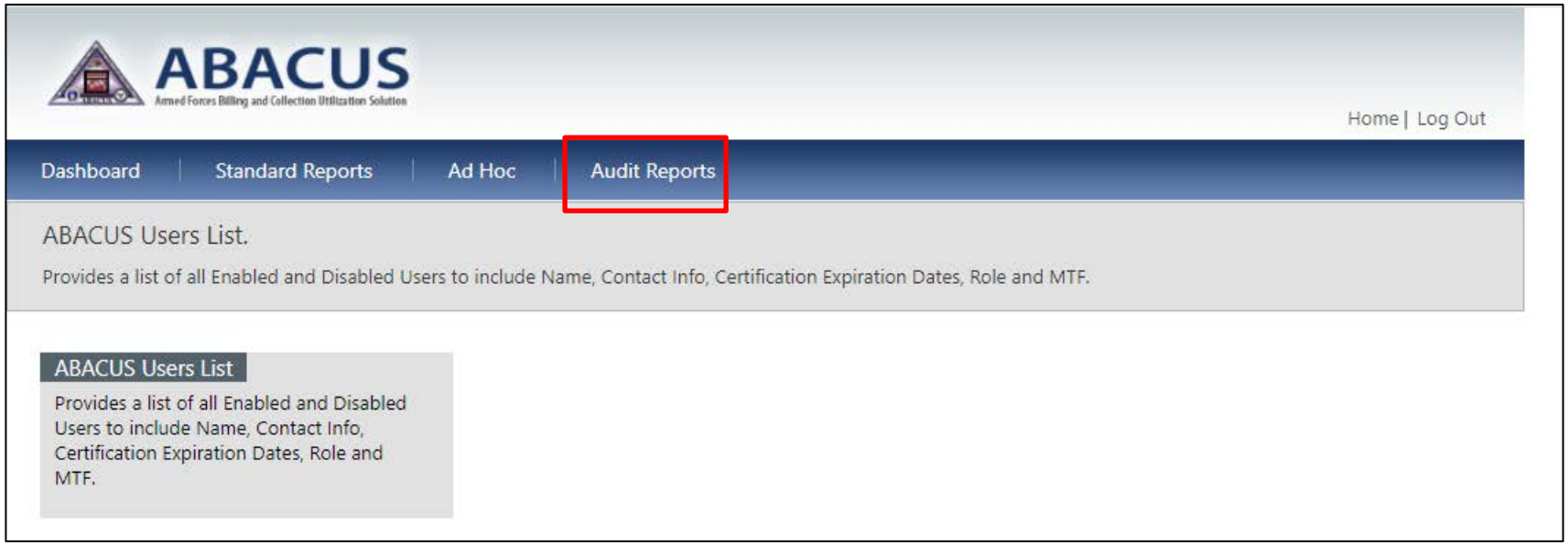
Answer: MTFs should use print screen functionality to capture the full list of ABACUS users and the Approver Notes to indicate a completed review.





- Approver's Note History documents all activity.

ABACUS Compliance



User List

1 of 1 Find | Next

ABACUS Users List

Last Name	First Name	Telephone	Email	Account Status	Disabled Date	HIPAA Expiration	IA Expiration	2875 Present	Approver	User Type	MTF(s)
[redacted]				Disabled	Dec 20 2017 12:00AM	2/6/2017 12:00:00 AM		Yes	[redacted]	6	20th MEDICAL GROUP
				Enabled		4/8/2022 12:00:00 AM	4/8/2022 12:00:00 AM	Yes		7	WILLIAM BEAUMONT AMC
				Disabled	Jul 10 2019 12:00AM	4/9/2020 12:00:00 AM		Yes		5	MULTIPLE
				Disabled	Feb 11 2018 12:00AM	1/12/2018 12:00:00 AM		Yes		6	WOMACK AMC
				Disabled	Nov 15 2017 12:00AM	3/9/2017 12:00:00 AM		Yes		7	NAVAL HEALTH CLINIC CHARLESTON
				Disabled	Mar 24 2019 12:00AM	9/5/2019 12:00:00 AM		Yes		6	MIKE O'CALLAGHAN FEDERAL HOSPITAL
				Disabled	Feb 25 2021 12:00AM	9/17/2021 12:00:00 AM	9/5/2022 12:00:00 AM	Yes		1	ALL
				Disabled	May 24 2017 12:00AM	9/1/2016 12:00:00 AM		Yes		8	BROOKE AMC-SAMMC
				Disabled	Nov 15 2017 12:00AM	10/5/2017 12:00:00 AM		No		2	MULTIPLE

ABACUS Updates

- The Service and Region fields have been removed throughout ABACUS in support of the new DHA Market structure.

Impact to ABACUS Users

User Registration

- Users can no longer register for Service or Region roles
- All user roles (except UBO Manager) will have to register for specific MTFs
- Users can register for one, multiple, or all MTFs

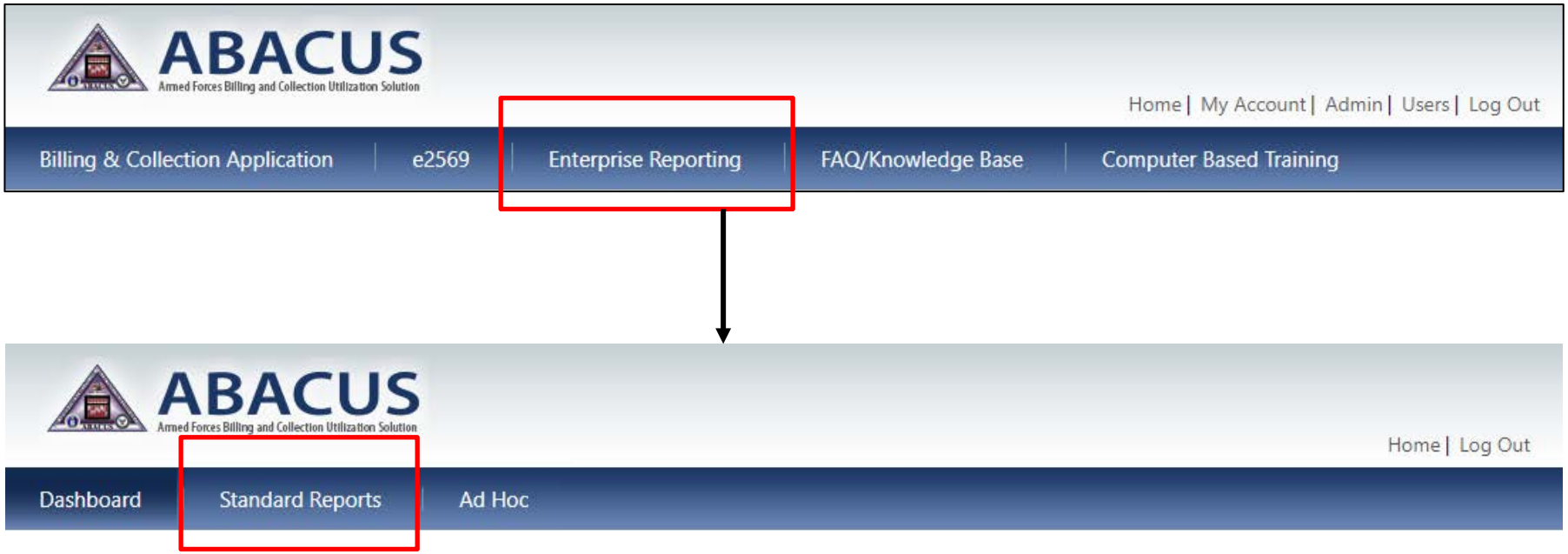
Admin & User Pages

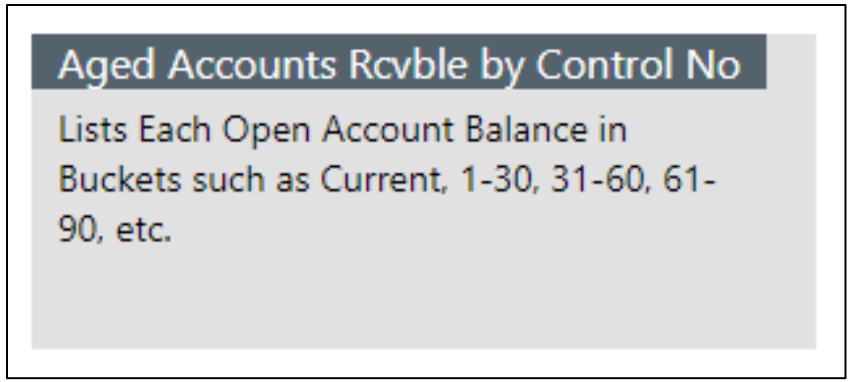
- Approver roles can no longer assign a user to a Service or Region
- Approver can assign a user to multiple MTFs as needed

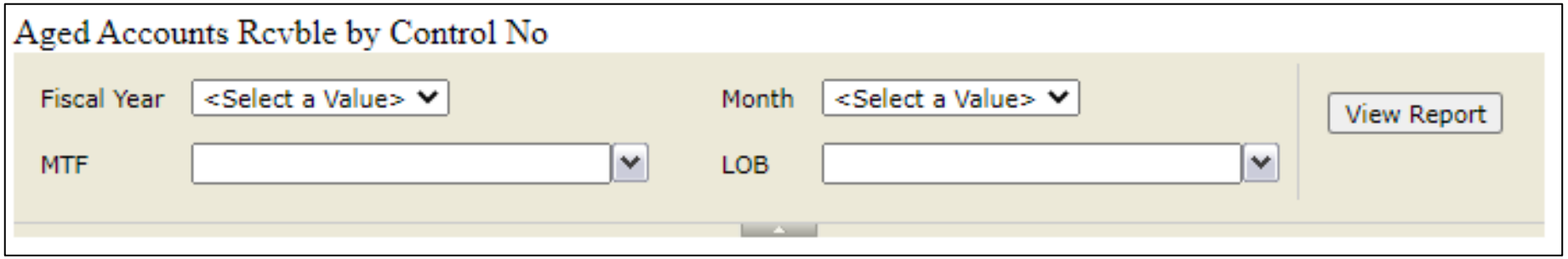
ABACUS Guides

- Access Roles Org Chart
- ABACUS Role Guide
- ABACUS Operations Manual

- The “Aged Accounts Receivable by Control Number” report has been added to the Enterprise Reporting – Standard Reports module.
- This report shows aged accounts receivables by control number. The report lists control numbers by date range from current date up to 10 years and there are totals for each date range at the end of the report.




Aged Accounts Rcvble by Control No
Lists Each Open Account Balance in Buckets such as Current, 1-30, 31-60, 61-90, etc.


Aged Accounts Rcvble by Control No
Fiscal Year
<Select a Value>
Month
<Select a Value>
View Report
MTF
LOB

Master Tables

- User roles can place a termination date on a Certifying Officer for all forms and create a new one.
  - Auditor request to create a clean audit trail
- Users can add a Certifying Officer for DD 1131/CCV.
  - Previously, a Helpdesk ticket was required
- A copy feature has been added to Dining Hall SIK to copy over parameters from the last active input.
  - Users can copy a previously entered rate in the Dining Hall SIK rate table.
- The begin and end date as well as the date/time the date was entered has been updated for the Dining Hall SIK rate.
- A feature has been added to prevent users being able to back date effective date of Dining Hall SIK entries.

ABACUS Operations Manual
Section 2 Master Tables Module…Page 22

A/R Management Module

- ABACUS User Roles 1.0 & 2.0 can grant an extension on an account for 16-365 days.
  - 1.0 – UBO Program Manager
  - 2.0 – DHA/Market UBO Manager

Additional Notes

- Previously, the longest extension was 15 days.
- Users can select increments of days (e.g., 30, 180, 365)

ABACUS Operations Manual
Section 8.1.3 Extensions…Page 265

A/R Management Module

- Users can enter write-off amounts to a “D” uncollectible code to an account.
- Users can also apply more than one “D” uncollectible code to an account.

Additional Notes

- Users can enter the amount on a specific control number and select a code from a dropdown for that individual amount/control number.
- If more than one code needs to be entered on one control number, the user might have to enter one transaction, save then enter another.

ABACUS Operations Manual
Section 8.1 AR Management…Page 259

A/R Management Module

- Users can print an I&R, DLQ, and/or FN with the newly changed updated address when changed in Patient Demo & OHI without having to re-start due process.

Additional Notes

- The request to update the address on an existing I&R, DLQ or FN was accomplished by adding a button in the AR Management Details.

ABACUS Operations Manual
Section 8.1 AR Management…Page 259

A/R Management Module

- Users can view the Date of Service listed in the Invoice Detail screen to be able to provide a clear picture to the patient without having to access Recovery.

Additional Notes

- For Inpatient, the discharge date is the date of service.

ABACUS Operations Manual
Section 8.1 AR Management…Page 259

Cash Collection Voucher (CCV)

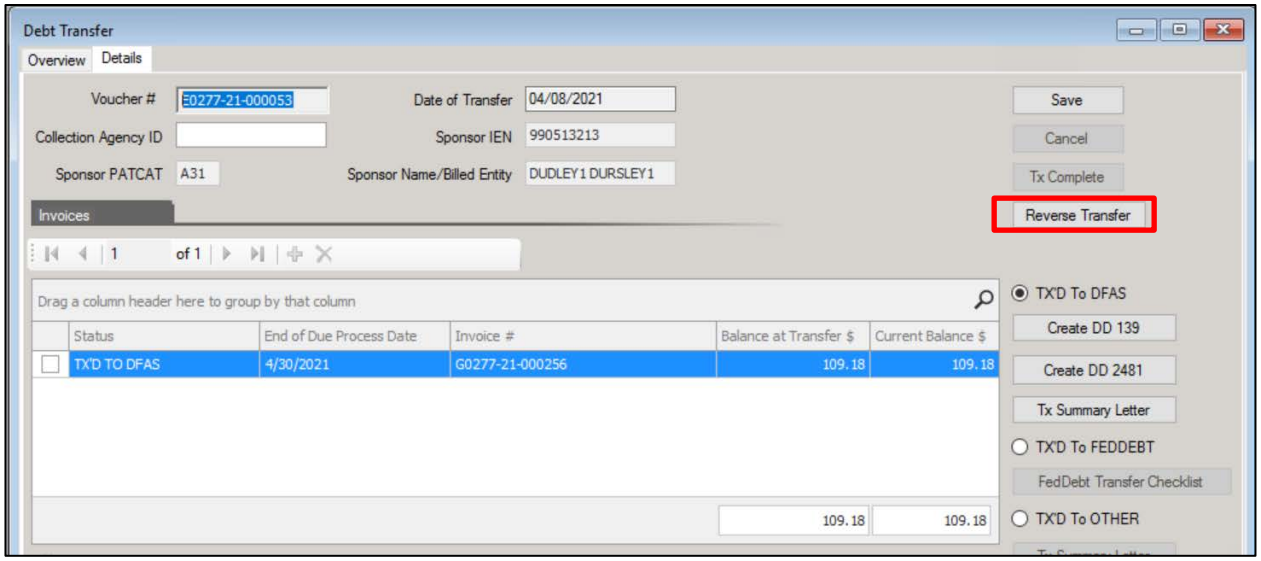
- The Cash Collection Voucher (CCV) screen has been modified to provide the capability to export all individual claims that support CCV to Excel and/or PDF.

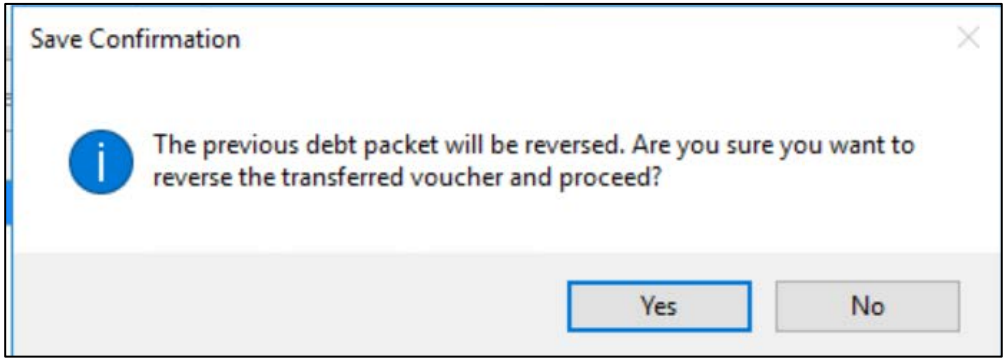
ABACUS Operations Manual
Section 8.3 Cash Collection Voucher…Page 269

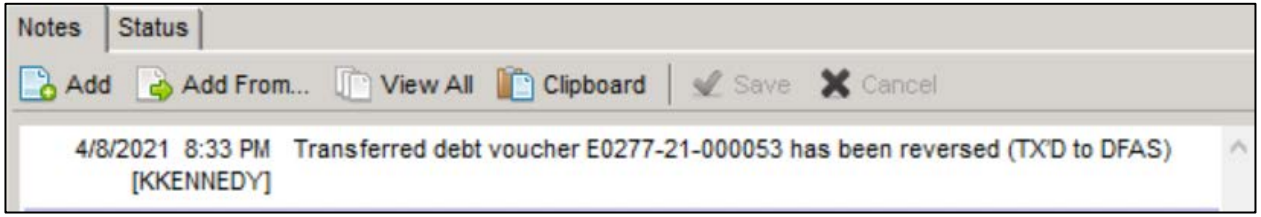
Debt Transfer

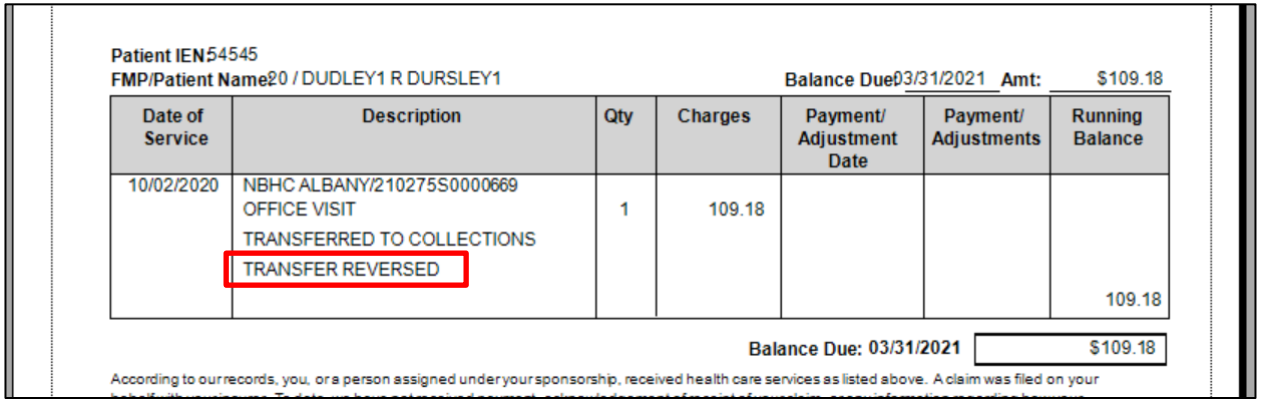
- A free text feature has been added to give the users the ability to enter a Company Code, when creating a DD139.
  - Length 10 Alpha-Numeric characters
- User will be able to view the total outstanding balance at the bottom of the reason for adjustment details.
- The copy of the original I&R will be printed with the debt package.
  - Before the release, the updated I&R printed, but showed a "0.00" balance since the "transferred to collections" amount is updated
- Users can change the Higher Collection Authority (HCA) from DFAS to FedDebt or to Other to support audits.
- Users can reverse a debt voucher in Debt Transfer.

ABACUS Operations Manual
Section 8.4 Debt Transfer…Page 276


Debt Transfer
Overview
Details
Voucher #
E0277-21-000053
Date of Transfer
04/08/2021
Collection Agency ID
Sponsor IEN
990513213
Sponsor PATCAT
A31
Sponsor Name/Billed Entity
DUDLEY1 DURSLEY1
Save
Cancel
Tx Complete
Reverse Transfer
Invoices
1
of 1
Drag a column header here to group by that column
Status
End of Due Process Date
Invoice #
Balance at Transfer $
Current Balance $
TX'D TO DFAS
4/30/2021
G0277-21-000256
109.18
109.18
109.18
109.18
TX'D To DFAS
Create DD 139
Create DD 2481
Tx Summary Letter
TX'D To FEDDEBT
FedDebt Transfer Checklist
TX'D To OTHER


Save Confirmation
The previous debt packet will be reversed. Are you sure you want to reverse the transferred voucher and proceed?
Yes
No





Patient IEN 54545
FMP/Patient Name 20 / DUDLEY1 R DURSLEY1 Balance Due 03/31/2021 Amt: $109.18

Date of Service	Description	Qty	Charges	Payment/ Adjustment Date	Payment/ Adjustments	Running Balance
10/02/2020	NBHC ALBANY/210275S0000669 OFFICE VISIT TRANSFERRED TO COLLECTIONS TRANSFER REVERSED	1	109.18			109.18

Balance Due: 03/31/2021 $109.18

According to our records, you, or a person assigned under your sponsorship, received health care services as listed above. A claim was filed on your

Elective Cosmetic Surgery (ECS)

- Currently, unmatched lines that are not valid ECS entries cannot be deleted. This update gives users the ability to delete an ECS entry after inputting a note to explain why a voucher was not created.
- Users can view the details of an unmatched line prior to creating a voucher.
- Users can select the appropriate CPT within ECS based on the date of service.

Additional Notes

- Previous functionality did not show details of the service provided. It only allowed the user to create a voucher and only after creating the voucher did the user realize that the services provided were not ECS related.

ABACUS Operations Manual
Section 8.7 Elective Cosmetic Surgery…Page 311

Invoice Payments

- The Invoice Payments screen has been updated to have the system to prevent users from posting payments in Invoice Payments to accounts that have been transferred in ABACUS.

Additional Notes

- ABACUS allows accounts that have been transferred to be seen in Invoice Payments. ABACUS will now notify users that because the account is transferred, payment should be applied in Debt Transfer.

ABACUS Operations Manual
Section 8.8 Invoice Payments…Page 316

Refund Reconciliation

- Users can add notes and attachments to packets in DFAS completed status.
- The list of accounts that require refunds have the capability to be exported.
- The window screen for ‘Payee’, ‘Fund Number’, and ‘Article or Services’ has been increased to a comfortable size for the users.
- The SF1049 and SF1034 forms have been updated to allow signatures for two certifiers.

Additional Notes

- Auditor indicated that it should be required in ABACUS for the SF1049 and SF1034 to be signed by two certifiers, 1) UBO indicating that refund is valid, and 2) Budget indicating that funds are available.

ABACUS Operations Manual
Section 8.11 Refund Reconciliation…Page 326

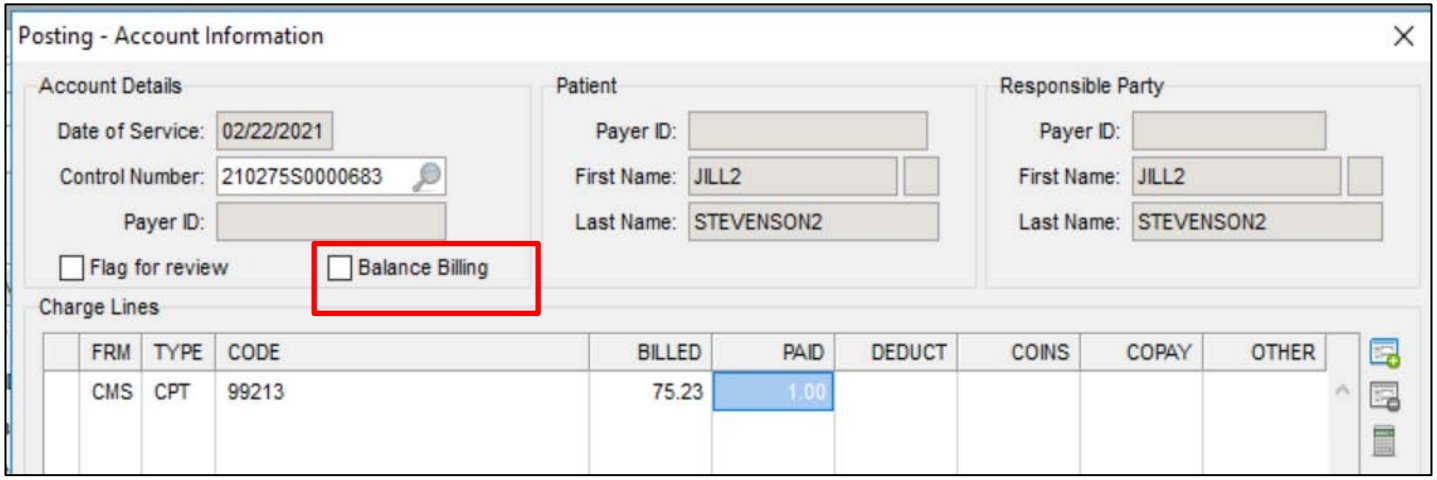
Ledger Posting

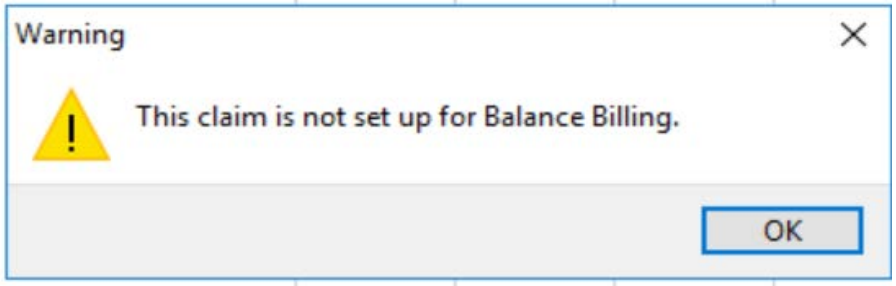
- Users can view the current status, previous payments, adjustments, write-offs, and the balance of an account in Ledger Posting.
- Users can initiate a balance bill directly from Ledger Posting without waiting for the next day in Recovery.

Additional Notes

- In order to balance bill, the following criteria must be met:
  - The claim's LOB must allow for balance billing
  - An invoice must not already exist for the claim
  - The Balance Billing button in Recovery must be active

ABACUS Operations Manual
Section 7 Ledger Posting Module…Page 225


Posting - Account Information
Account Details
Date of Service: 02/22/2021
Control Number: 210275S0000683
Payer ID:
Flag for review
Balance Billing
Patient
Payer ID:
First Name: JILL2
Last Name: STEVENSON2
Responsible Party
Payer ID:
First Name: JILL2
Last Name: STEVENSON2
Charge Lines
FRM TYPE CODE BILLED PAID DEDUCT COINS COPAY OTHER
CMS CPT 99213 75.23 1.00

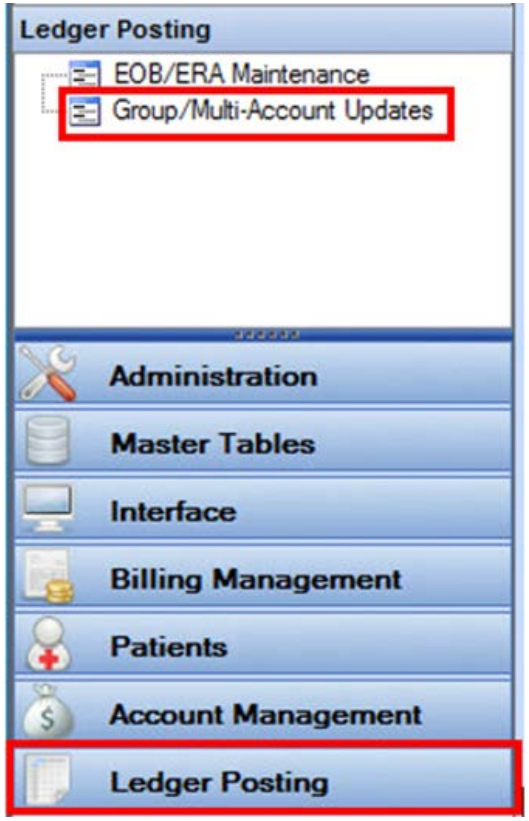

Warning
This claim is not set up for Balance Billing.
OK

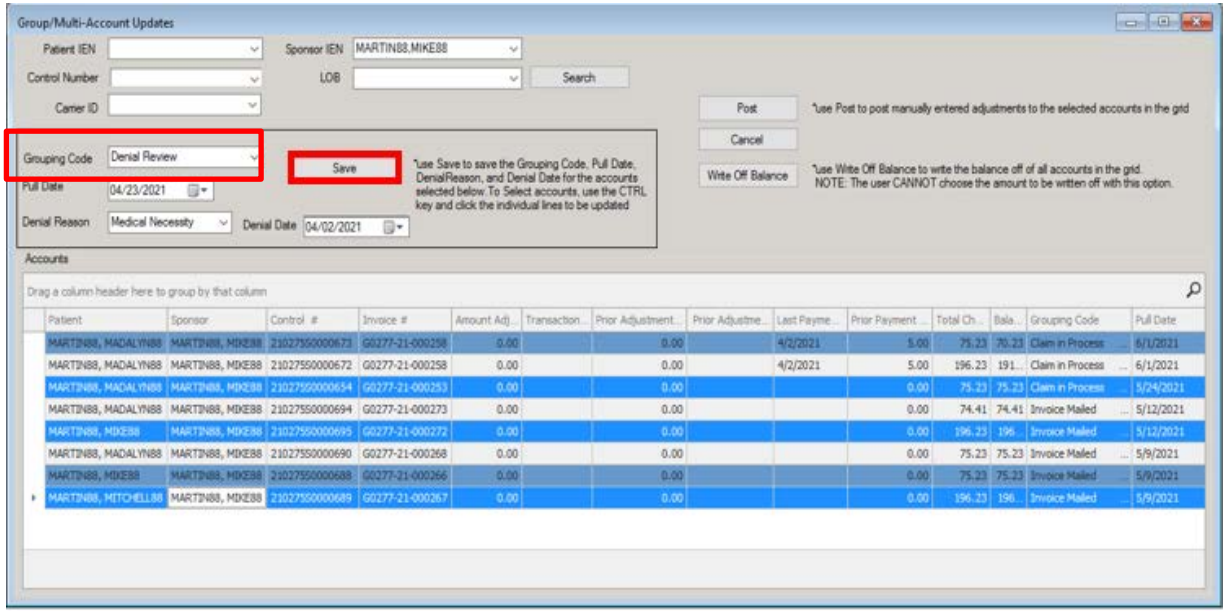
Ledger Posting

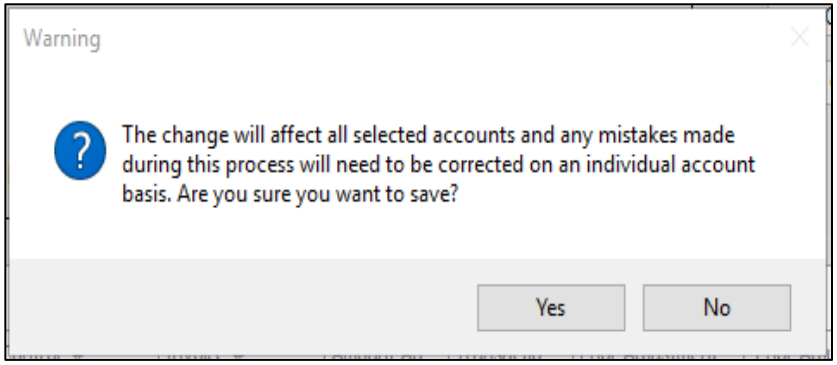
- The April 2021 Release of ABACUS includes a new program, Group/Multi-Account Updates, in the Ledger Posting Module.
- This new program allows users to apply write-offs to multiple accounts, write-off the entire balance of multiple accounts, and update the grouping code, pull date, and/or denial reason and last denial date of multiple accounts.

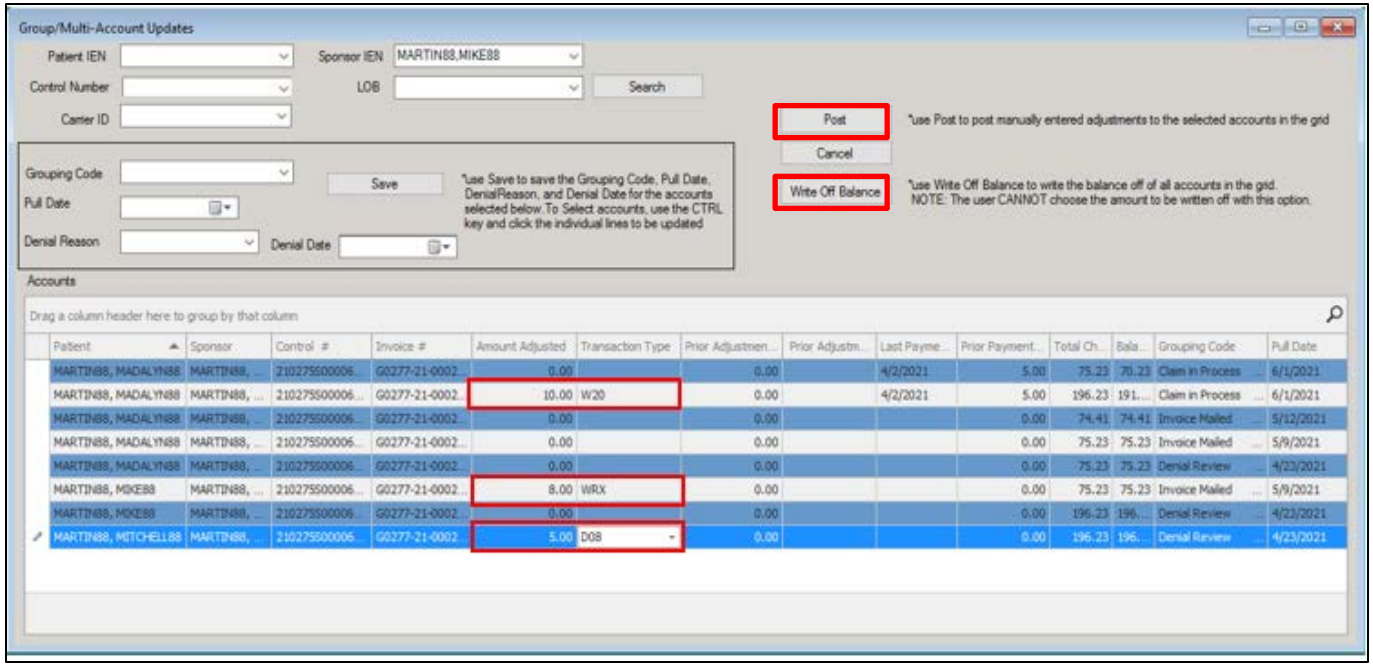
ABACUS Operations Manual
Section 7 Ledger Posting Module…Page 225

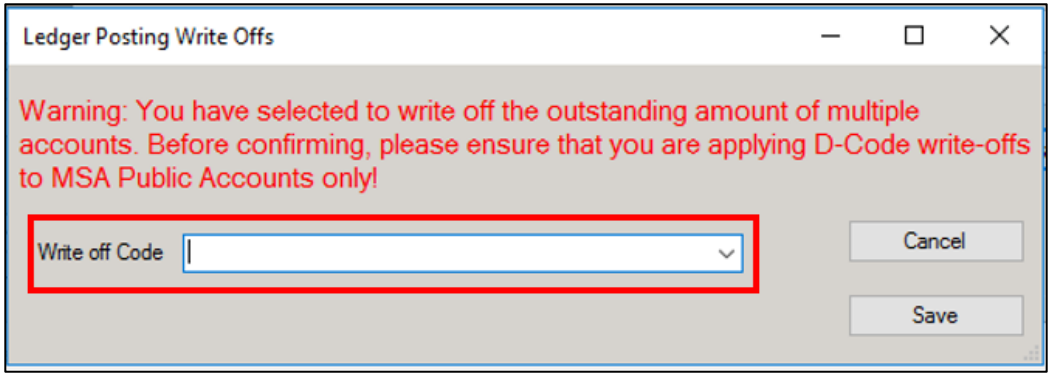
Billing and Collections Application








Group/Multi-Account Updates
Patient IEN
Sponsor IEN
MARTIN88,MIKE88
Control Number
LOB
Search
Carrier ID
Post
*use Post to post manually entered adjustments to the selected accounts in the grid
Cancel
Grouping Code
Save
*use Save to save the Grouping Code, Pull Date, DenialReason, and Denial Date for the accounts selected below.To Select accounts, use the CTRL key and click the individual lines to be updated
Pull Date
Write Off Balance
*use Write Off Balance to write the balance off of all accounts in the grid. NOTE: The user CANNOT choose the amount to be written off with this option.
Denial Reason
Denial Date
Accounts
Drag a column header here to group by that column
Patient
Sponsor
Control #
Invoice #
Amount Adjusted
Transaction Type
Prior Adjustmen...
Prior Adjustm...
Last Payme...
Prior Payment...
Total Ch...
Bala...
Grouping Code
Pull Date
MARTIN88, MADALYN88
MARTIN88, MIKE88
MARTIN88, MITCHELL88
10.00
W20
8.00
WRX
5.00
D08
Claim in Process
Invoice Mailed
Denial Review


Ledger Posting Write Offs
Warning: You have selected to write off the outstanding amount of multiple accounts. Before confirming, please ensure that you are applying D-Code write-offs to MSA Public Accounts only!
Write off Code
Cancel
Save

Submitting Rx Claims to the Medical Clearinghouse

Background on Issue

- NH Pensacola had issues getting BCBS TN to pay for initial fills. MTFs resorted to manual work arounds including submitting paper forms through USPS.
- Tripler AMC was requested by VHA to send prescription claims electronically through the medical clearinghouse for processing in the new ECAMS system.

ABACUS Updates

- ABACUS was updated to send Rx claims to the medical clearinghouse for electronic submission (837s) to the medical payers.

User Benefits

- Faster payments from the payers with less denials/rejections.
- Reduction in the number of paper claim submissions.

Question: How does an MTF set up this capability?

Answer: Submit a helpdesk ticket (dhagsc@mail.mil) with the MD HIC IDs they'd like to send the Rx claims electronically. Once the ticket is received, it will be a 3-5 days turnaround for the capability to be setup.

Resources

- ABACUS Homepage (https://abacusmhs.health.mil)
  - ABACUS Role Guide
  - ABACUS Operations Manual
  - Frequently Asked Questions

- ABACUS SharePoint (https://info.health.mil/dhss/home/ResDiv/ABACUS/SitePages/Home.aspx)
  - Release Notes

- DHA Launchpad (https://info.health.mil/bus/brm/ubo/SitePages/ABACUS.aspx)
  - Release Notes
  - ABACUS Compliance Reporting Instructions
  - DHA-PI 8100.01

Questions?

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