eBilling – Preserve Claim Number When Cloning

Patch IB*2*433
Patch PRCA*4.5*270

Release Notes and Installation Guide
Version 1.0

May 2011

Veterans Affairs
Product Development (PD)

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Revision History

Date	Version	Description	Author
05/04/2011	1.0	Initial	G. Fiamengo M. Simons Berry Anderson

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1   Introduction

Release Date: May 2011

Patch Release: IB*2*433   PRCA*4.5*270

Initial Release Version: 1.0

The purpose of these patches are to provide the ability for sites to correct claims that have been either rejected at some stage in the processing of the claim or adjudicated by the payer and denied for some reason, a correctable reason, and to have the corrected version of the claim maintain the original claim number. Once corrected, the site can then resubmit the claim, electronically or by mail, to the payer for reprocessing.

The changes are primarily to the Integrated Billing (IB) module, Patch IB*2*433. Because there is a correlation between claim numbers in IB and claim numbers in Accounts Receivable (AR), the accompanying AR patch, Patch PRCA*4.5*270 modifies the BILL NUMBER field of the ACCOUNTS RECEIVABLE file to support adding the iteration number to the claim number of the original claim once it has been cancelled via the new correction process.

These changes result from business needs identified by the Chief Business Office (CBO). The ability to resubmit a rejected or denied claim with the original claim number is the normal process for most of the industry. This capability will also provide the ability to better track the processing of claims as it will provide the ability to follow claims through the resubmission process and to track the changes that were required as a result of a rejections or denials.

1.1   Hardware Compatibility

These patches are enhancements to existing VistA legacy modules and require no special hardware considerations.

1.2   System Specifications

These patches are enhancements to existing VistA legacy modules and require no special system considerations.

1.3   Installation and Configuration Notes

PRCA*4.5*270 and IB*2*433 should be installed together, with PRCA*4.5*270 being installed first. PRCA*4.5*270 makes some modifications to the ACCOUNTS RECEIVABLE file (#430), BILL NO. field (#.01), specifically the field description and D cross-reference. IB*2*433 contains the new Correct Rejected/Denied Claim menu option and protocol, as well as the routines to support this new function. In addition, it also adds a new security key, IB CLON, which locks the Copy and Cancel [IB COPY AND CANCEL] menu option to limit future use of this existing option. The IB patch also decreases the bottom margin of the LIST TEMPLATE: IBCEM MRA MANAGEMENT, to allow for the addition of the new CR (Correct Bill) action to the MRW [IBCE MRA MANAGEMENT] menu option.

The patches are to be installed using the KIDS → Installation → 6 (Install package) option. Because the IB*2*433 patch includes new and modified menu options, if your system does NOT automatically rebuild menu trees as part of a nightly tasked option, it is recommended that you answer YES at the following prompt:

Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//

There are no pre or post-installation or configuration activities associated with this install.

1.4 Supported Functionality

This release will provide a new IB option that will allow users to correct rejected or denied claims to third party insurance companies while maintaining the original claim number.

2 Release Changes and Enhancements

2.1 New Option

The new option, Correct Rejected/Denied Bill [IB CORRECT REJECTED/DENIED] will be added to the following locations:
1. UB82 - Third Party Billing Menu ... [IB THIRD PARTY BILLING MENU]
2. CSA - Claims Status Awaiting Resolution [IBCE CLAIMS STATUS AWAITING]
3. MRW - MRA Management WorkList [IBCE MRA MANAGEMENT]

This new option cannot be used on claims with the following Billing Rate Types:
- INTERAGENCY
- SHARING AGREEMENT
- TRICARE or TRICARE REIMB.
- WORKMAN'S COMP. – Varies with which AR Fund the Workman's Compensation claim is associated

When users attempt to use the **CRD Correct Rejected/Denied Bill** option to correct a rejected or denied claim which has an excluded Billing Rate Type, they will be warned that they must use the existing **CLON Copy and Cancel** option.

```
Select Third Party Billing Menu Option: CRD  Correct Rejected/Denied Bill

Enter BILL NUMBER or Patient NAME:   K600XXX      IB,PATIENT1     XX-XX-XX
    Outpatient     REIMBURSABLE INS.    PRNT/TX

This option cannot be used to correct some Billing Rate Types (Example: TRICARE).
Use Copy and Cancel (CLON) to correct this bill.
```

2.1.1 UB82

```
Select Billing Supervisor Menu Option: ub82  Third Party Billing Menu

   ADPR   Print Bill Addendum Sheet
   AUTH   Authorize Bill Generation
   BILL   Enter/Edit Billing Information
   CANC   Cancel Bill
   CLA    Multiple CLAIMSMANAGER Claim Send
   CLON   Copy and Cancel
   CPST   Copy for Secondary/Tertiary Bill
   CRD    Correct Rejected/Denied Bill
   DLST   Delete Auto Biller Results
   GEN    Print Bill
   INQU   Patient Billing Inquiry
   LIST   Print Auto Biller Results
   PRNT   Print Authorized Bills
   RETN   Return Bill Menu ...
   VIEW   View Bills Pending Transmission
   VIST   Outpatient Visit Date Inquiry
```

2.1.2 CSA

```
Claims Status Awaiting       Jul 14, 2010@15:51:06       Page:   1 of   1
                    CLAIMS STATUS AWAITING RESOLUTION-DETAIL
Message Status = NOT REVIEWED

     Bill #    Payer Name          Patient Name       SSN  Svc Date  Curr Bal
     K700XXX   MEDICARE (WNR)      IB,PATIENT 1       XXXX  XX/XX/XX  $3298.15


     Svc Loc: HOSPITAL                     Division: CHEYENNE VAMROC
 Biller Name: IB,CLERK 3               Days Pending: 1250
  Date Rec'd: XX/XX/XX@08:31          Dt Generated: XX/XX/XX@06:38

Message Text:
  Error    CODE NOT RECOGNIZED BY OPPS; ALTERNATE CODE FOR SAME SERVICE
    MAY BE AVAILABLE.
  Patient: IB,P
  Service Dates: XX/XX/XX – XX/XX/XX
  Source: Sent by non-payer (RTP)

         Enter ?? for more actions
    Cancel Bill                Process COB              Print Bill
    Correct Bill               Retransmit Bill          Exit
    EDI History Display        Review Status
    Enter/Edit Comments        Third Party Joint Inq.
Select Action: Quit//
```

2.1.3 MRW

```
MRA Management WorkList        Jul 14, 2010@15:55:24        Page:    1 of   11


    Bill #       Svc Date Patient Name        SSN   Pt Resp  Bill Amt  Care/Form
BILLER: IB,CLERK 45
1   442-K602XXX  XX/XX/XX IB,PATIENT 33     XXXX      8.42    299.47  OP/1500
      Insurers:  MEDICARE (WNR), UNITEDHEALTHCARE
    MRA Status:  PROCESSED, Feb 28, 2007
2   442-K700XXX  XX/XX/XX IB,PATIENT56      XXXX      0.00     60.07  OP/1500
      Insurers:  MEDICARE (WNR), UNITED COMMERCIAL TRAVELERS
    MRA Status:  DENIED, Oct 25, 2006
3   442-K700XXX  XX/XX/XX IB,PATIENT 2      XXXX    109.91    109.91  OP/1500
       Insurers: MEDICARE (WNR), AMERICAN REPUBLIC INSURANCE CO
    MRA Status:  DENIED, Nov 20, 2006
4   442-K700XXX  XX/XX/XX IB,PATIENT 6      XXXX      0.00    341.46  OP/UB-04
       Insurers: MEDICARE (WNR), MUTUAL OF OMAHA
    MRA Status:  DENIED, Dec 05, 2006
5   442-K700XXX  XX/XX/XX IB,PATIENT 58     XXXX      0.00     76.36  OP/UB-04
       Insurers: MEDICARE (WNR), BLUE CROSS/BS NE (65+WY)
+         Enter ?? for more actions
PC  Process COB          VC  View Comments        PM  Print MRA
VE  View an EOB          CB  Cancel Bill          TP  Third Party Joint Inq.
SU  Summary MRA Info     CR  Correct Bill         Q   Exit
EC  Enter Comments       CC  Cancel/Clone A Bill
RS  Review Status        VB  View Bill
Select Action: Quit//
```

This new option will function in a manner similar to the existing Copy and Cancel option. It should be used to correct claims that have been rejected at any stage in the claims processing (FSC, Emdeon or Insurance Company) or denied by the Insurance Company. The old claim will be cancelled and renamed with the original claim number plus an incremental number, KXXXXXX-01. A new claim, which is a copy of the original claim, will be created and will maintain the original claim number.

2.1.4 CRD

```
Select Third Party Billing Menu Option: CRD  Correct Rejected/Denied Bill


Enter BILL NUMBER or Patient NAME:   K701XXX     IB,PATIENT T     06-22-10
Outpatient     REIMBURSABLE INS.     PRNT/TX

ARE YOU SURE YOU WANT TO CANCEL THIS BILL? No// y  (Yes)

LAST CHANCE TO CHANGE YOUR MIND...
CANCEL BILL?: y  (YES)
REASON CANCELLED: Testing

...Bill has been cancelled...
>> The receivable associated with the claim was cancelled.
```

```
IB,PATIENT T (XXX-XX-XXXX)                                   DOB: XXX XX,XXXX
==============================================================================
Rate Type    : REIMBURSABLE INS.
Event Date   : XXX XX,XXXX
Sensitive    : NO
Responsible  : INSURANCE CARRIER   (Specify CARRIER on SCREEN 3)

Loc of Care  : HOSPITAL (INCLUDES CLINIC) - INPT. OR OPT.
Event Source : Outpatient
Timeframe    : ADMIT THRU DISCHARGE
                (Specify actual bill type fields on SCREENs 6/7)

Bill From    : XXX XX,XXXX
Bill To      : XXX XX,XXXX

Initial Bill# :  K701XXX
Copied Bill#  :  K701XXX-01

Please verify the above information for the bill you just entered.  Once this
information is accepted it will no longer be editable and you will be required
to CANCEL THE BILL if changes to this information are necessary.

IS THE ABOVE INFORMATION CORRECT AS SHOWN? Yes//
```

Before the new claim is Authorized, the history will be displayed.

```
... Executing A/R edits

No A/R errors found

Entered       : JUL 14, XXXX by IB,CLERK 1
Copied        : Jul 14, XXXX by IB,CLERK 2
Copied From   : K701XXX-01
Reason Copied : Testing

WANT TO EDIT SCREENS? NO//

THIS BILL WILL BE TRANSMITTED ELECTRONICALLY

WANT TO AUTHORIZE BILL AT THIS TIME? No//
```

The history will be available from the following locations:
1. TPJI - Third Party Joint Inquiry [IBJ THIRD PARTY JOINT INQUIRY]
2. INQ - Patient Billing Inquiry [IB OUTPUT FULL INQ BY BILL NO]
3. BILL - Enter/Edit Billing Information [IB EDIT BILLING INFO]

This option can NOT be used to correct a claim if any payment has been posted to the claim in Accounts Receivable (AR). If any payment has been posted, then the old option Copy and Cancel option must be used.

```
Enter BILL NUMBER or Patient NAME: K600XXX     IB,PATIENT 20     XX-XX-XXXX
Outpatient     REIMBURSABLE INS.     PRNT/TX

Please note a PAYMENT of **$45** has been POSTED to this bill. Copy and cancel
(CLON) must be used to correct this bill.

Enter BILL NUMBER or Patient NAME:
```

2.2 Modified Option

The existing option, Copy and Cancel [IB COPY AND CANCEL] will be locked with a new Security Key, IB CLON.

3 SUPPORT INFORMATION

During Field Testing, these patches will be supported by the Office of Enterprise Development, the development team. For the first 30 days following National Release, the development team will work with the Product Support team to assist with any issues that arrive related to these patches. At the end of this 30 day period, assistance with issues related to these patches will be addressed through the Help Desk and the submittal of Remedy tickets if needed.