

GET YOUR
“NEXTPERTISE™”

ON

QSiDental | UGM

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Topic

Effective Use of ERA for QSI Dental

Level

Tuesday, November 13 – 11:00AM to 12:15PM

Things our lawyers make us say...

Neither NextGen Healthcare nor any presenter at the Users Group Meeting is engaged in rendering legal or other professional advice and this presentation is not a substitute for the advice of your attorney, accountant and/or other professional advisor.

Session Guidelines

- Turn off all cell phones & pagers
- Questions will be addressed at the end of the presentation
- Refrain from personal discussion

EDI ERA – What is it?

- ERA = Electronic Remittance Advice
- A healthcare industry standard for Payers to electronically transmit payment details
- Also known as 835 posting

EDI ERA Benefits

Benefits

- Automated Posting of Payments
- More accurate payment posting
- Improved Reporting – Claim Notes
- Review ERA Data directly from QSI
- Through use of NEA attach Primary EOB to 2ndy claims

Staff Hour Savings

Paper Processing

*3-5 minutes per claim
Scan and post all EOBs*



ERA Processing



*Only posting exceptions for
ERA carriers!*

More Accurate Data

Paper Processing

Potential for human error

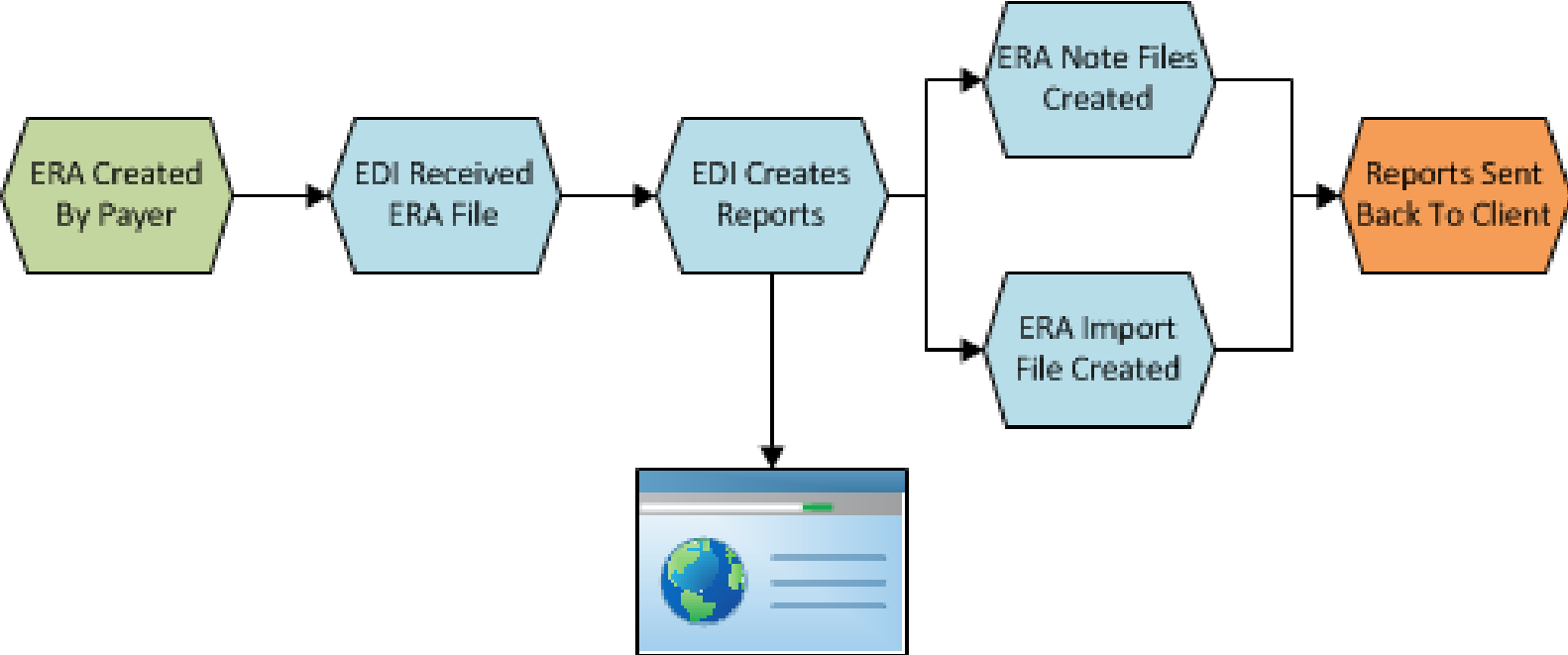


ERA Processing



More accurate and faster posting for ERA carriers

EDI ERA Process



What you see in QSI

Claim Notes

Notes lookup for Claim 04284

Note#	Created	Who	Text	Due Date	Who	Complete
00001	09/28/12	000	Accepted/Processed By QUIC	09/28/12	998	09/28/12
00002	10/02/12	000	Forwarded/Acknowledgement, RC:A0:	10/02/12	998	10/02/12
00003	10/02/12	000	Acceptance/Acknowledgem RC:A2:19:	10/02/12	998	10/02/12
00004	10/05/12	000	EOB \$220.40 ACH#:812278510099999	10/05/12	998	10/09/12

Find:

^-Sort N'ew E'dit

Detail for Claim 04284 Note 00004

Note:

Assigned Emp#:

Due date:

Completed date:

Status:

S'ave (F3), M'ove:

Created: 10/05/12 19:18 by
Last Modified: 10/09/12 06:57 by

F4-View Note Detail F3-Save Cancel

What you see in QSI

Claim Notes – Detail for EOB view

34 Claim Notes (,Q.NT01)		Patient: 1234560		10/17/12	
Patient: 1234560 MCDONALD,RALPH		ELECTRONIC REMITTANCE ADVICE			
EOB \$220.40 (C:04284 N:00004)		HAPPY TOOTH DENTAL DENTAL CORPOR		AETNA	
C'ancel, N'ext: F2-Options, Home, End, [#]Arrows		18100 VON KARMAN AVE		151 FARMINGTON AVENUE	
Patient: 1234560 10/17/12		IRVINE,CA 92618		HARTFORD,CT 06156	
ELECTRONIC REMITTANCE ADVICE		CHECK/EFT:812278510099999		PRODUCTION DATE: 10/04/2012	
HAPPY TOOTH DENTAL		ICN:EDYZ3G9999990			
18100 VON KARMAN AVE		MCDONALD,RALPH			
IRVINE,CA 92618		Statement Period Start:		Statement Period End:	
CHECK/EFT:812278510099999		Account: 12345604284		POS: 11 HIC:820213660	
ICN:EDYZ3G9999990		Provider: 1932296489			
MCDONALD,RALPH		Status: Processed as Primary			
Statement Period Start:		Total Claim Amt: 1010.00		Total Paid Amt: 220.40	
Statement					
Account: 12345604284		POS: 11		HIC:820213660	
Status: Processed as Primary					
		ServDate		Proc	
		Billed		Allowed	
		Paid		CAS-Code	
		CAS-Amt			
		09/21/2012		D9310	
		145.00		66.00	
		09/21/2012		D9241	
		550.00		550.00	
		09/21/2012		D7220	
		315.00		193.00	
		154.40		CO 45	
				PR 2	
				122.00	
				38.60	
		SUMMARY			
		1010.00		809.00	
				220.40	
				789.60	
		CO - Contractual obligations			
		Charges exceed fee schedule or max allowable am		CO 45	
				201.00	
		PR - Patient Responsibility			
		Coinsurance Amount		PR 2	
		Non-covered charge(s). 1 Remark Code be provide		PR 96	
				38.60	
				550.00	
		Health Care Remark Codes			
		N130 - Consult plan benefit documents/guidelines for information about restrictions for this service.			

Hurdles to overcome

- How will Q.ERA know how to post the payments the way I want?
- What about the exceptions to the rule?

Posting Profiles

Q.ERA – Update Profiles

14 QUIC Electronic Insurance Payments (,102)

- 1 Post/Audit
- 2 Update Profiles
- 3 File Utilities

Option: **2**

14 QUIC Electronic Insurance Payments - Update Profiles (,102)

Profile Number: 1

Name: BC/BS

FQHC Profile (Y/N): N/A

Payment Code: DI DIRECT DEPOSIT INS

Write-off Adjustment Code, None: 6I INS CONTRACT ADJ

Overpayment Adjustment Code: AJ INS DEBIT ADJ

Adjust from F'ile, R'emain Expect: R

Post Deductible Transaction (Y/N): N/A

Claim Submitter's ID Positions: Pat: 01-07 Claim: 08-12

Procedure Code field (PSAH): A

Match Modifiers (N/Alt Code): N/A

Crossover Claims Batch Number: N/A

Carrier Code: HP

Reason Codes Needing Review:

PAID MORE/LESS THAN EXPECTED

A'udit, P'artial Pay, R'eject: P

Claim \$ or %: \$0

Line Item \$ or %: \$20

S'ave, C'ancel: █

When are payments posted?

Q.ERA – Post/Audit

14 QUIC Electronic Insurance Payments (,102)

1 Post/Audit
2 Update Profiles
3 File Utilities

Option: **1**

14 QUIC Electronic Insurance Payments - Post/Audit (,102)
QUIC ERA Files Available For Posting

File Name	Size	Date/Time
eob14_60054_20110128_102017.001	4161	Jan 28 2011
eob14_60054_20110128_104430.001	4340	Jan 28 2011
eob14_60054_20121105_230048	1857	Nov 5 23:00
eob14_60054_20121105_231436	1857	Nov 5 23:14
eob14_60054_20121105_232342	1857	Nov 5 23:23
eob14_60054_20121106_094424	1857	Nov 6 09:44
eob14_88881_20110208_104045.001	2120	Feb 8 2011

Find:

sF3-Tag ^-Sort OK Cancel

Reports

QUIC ERA REJECTION REPORT							
CLAIM	PAT #	PATIENT NAME	PAID	ADJUSTED	REQUESTED	EXPECTED	AUDIT MESSAGES / COMMENTS

Check: 821098542251635							10/30/2012 1570.84 ACH
0	0	JARDIN, JOHN	1251.41		6819.00		Invalid pt/clm Dt:10/04/12 CRN:EC221QYSR0020
4723	4052410	HORN, ALVIN	120.02		398.82		Claim status not O'pen or P'artial
1527	5014140	CAULTSON, JENNIFER	199.41		398.82		Claim Number Not Found Dt:08/10/12 CRN:PK212R2GF0021

Check: 812298380003671			85.80		107.25		10/30/2012 85.80 ACH
4855	3074010	PINTO, BIANCA					Claim status not O'pen or P'artial
			1,656.64		7,723.89		
				0.00		0.00	

QUIC ERA PAYMENT/ADJUSTMENT REPORT							
08 FILE: eob08_60054_20121025_123906							10/30/12 10:06 PAGE 2
CLAIM	PAT #	PATIENT NAME	PAID	ADJUSTED	REQUESTED	EXPECTED	AUDIT MESSAGES / COMMENTS

Check: 811288450901302							10/30/2012 478.00 ACH
2681	4026310	GONZALEZ, MARIA	362.00		730.00	371.20	Claim payment PartPD
			77.00		167.00	81.60	Procedure D7140
			77.00		167.00	81.60	Procedure D7140
			158.00		280.00	158.00	Procedure D2335
			25.00		53.00	25.00	Procedure D1351

TOTAL AMOUNT REQUESTED:						9,675.25	
TOTAL AMOUNT PAID:						3,831.28	
TOTAL AMOUNT POSTED:						2,174.64	
TOTAL ADJUSTMENTS POSTED:						0.00	
TOTAL DEDUCTIBLE AMOUNT:						150.00	
TOTAL AMOUNT PREVIOUSLY POSTED:						0.00	
TOTAL REMAINING TO BE POSTED:						1,656.64	

- Audit

QUIC ERA AUDIT REPORT							
08 FILE: eob08_60054_20121025_123906							10/30/12 10:06
CLAIM	PAT #	PATIENT NAME	PAID	ADJUSTED	REQUESTED	EXPECTED	AUDIT MESSAGES / COMMENTS

Check: 812288450901302							10/30/2012 478.00 ACH
2681	4026310	GONZALEZ, MARIA			10.00		Line item denied:D9215
			362.00		730.00	371.20	Claim partially paid
			362.00		730.00	371.20	Adj codes: C045, C097,

Check: 812298570103111							10/30/2012 647.20 ACH
7899	2095740	MILLER, DEONA	56.00		180.00	56.00	Adj codes: C045, PR2,
7768	1112110	SMITH, SARA	75.20		227.00	75.20	Adj codes: C045, PR2,

More Hurdles ...

- Manage Check deposits and Electronic Funds Transfers (EFTs)
 - Details are imported into the insurance check file (9.6) from the 835
 - We are working on improvements to help this process (9.7)
- Check received, but missing the 835?
 - EDI analyst is there to help you (usually an enrollment issue)

How it starts??

- The Enrollment process
- Requires 9.6
- SOF (Supplemental Order Form)
- EDI analyst supports you throughout the enrollment process.
- Period where you'll receive paper EOB AND 835
- Client “Go Live”
- Can access EOB on payer's web site.

What about carriers that don't do ERA? (or at least not well)

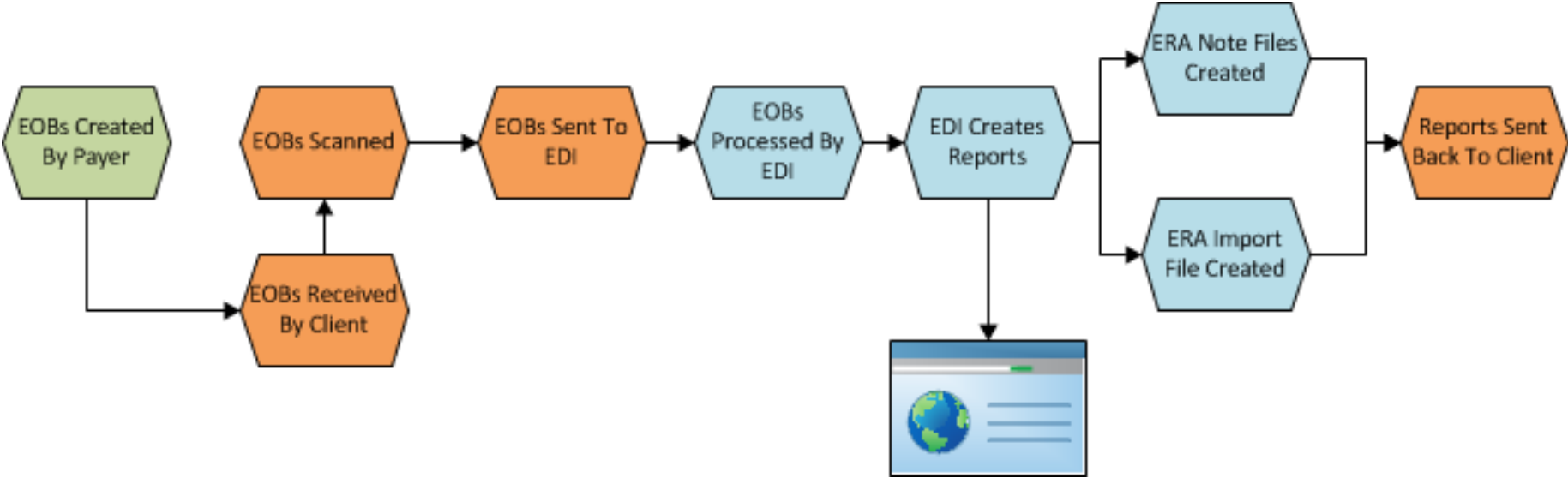
Insurance Payment Entry

- Now have 2 processes for posting payments
 - Q.ERA – electronic posting (behind the scenes)
 - ,29 (IPS) or ,28(Open Item) - manual posting for carriers that don't support ERA
- What can you do?

We're working on a new service called...

ERA ScanLink

EDI ERA ScanLink Process



What you get in QSI

Same as direct ERA







PLUS

Direct link to scanned image of the paper EOB

EDI ERA ScanLink Benefits

- Payment posting process is the same for ALL claims
 - Include carriers that don't support direct ERA
 - Include paper claims
- Retain scanned image of the paper EOB
- Scanned EOB's get linked to each patient/claim for easy access along with the electronic format

Comparison

Paper	ERA	ERA ScanLink (in development)
Everything is manual	Still have manual process for carriers that don't do ERA	Allow everything to go ERA/same process
Scan/File hard copy 	Scan/File hard copy 	Scan/File hard copy 
Remittance posting 	Remittance posting 	Remittance posting 

Summary

- **EDI ERA**
 - Available today with Version 9.6
- **EDI ERA ScanLink**
 - Initial phase is in beta testing

Client Feedback & Questions