

Billing

Billing refers to the process of invoicing and charging for medical services provided to patients in their homes. It involves documenting the care, submitting claims to insurance companies and collecting payments for the services rendered by the caregiver to the patient.

- [Manage Claims](#)
- [Billing Claims](#)
- [Reconcile Payments / ERA, Reconcile 835/ EOB and EDI File Log](#)
- [Download 837 File](#)

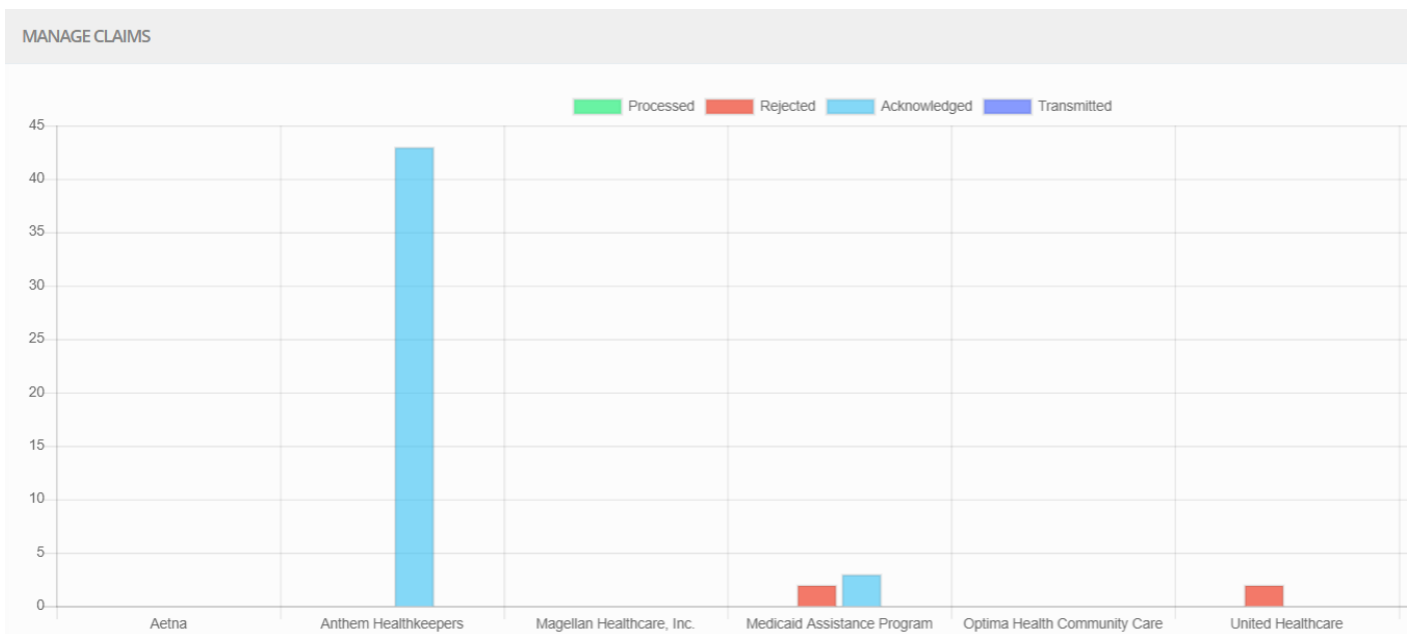
Manage Claims

The Manage Claims option includes data like Processed Claims, Rejected, Acknowledged and Transmitted claims in the system.

View Claim Status

Billing >> Manage Claims

The user can view the claim status by using the option Manage Claims.





For searching the Batch Status, update the Batch ID, Patient Name, Payor, Start Date and End Date and click Search option.

MANAGE CLAIMS

Processed Rejected Acknowledged Transmitted



United Healthcare

Batch ID	Patient Name	Payor	Insured ID	FDOS	Charges	Status	Action
BatchID	Select Patient	Select Payor	Insured's ID Number	Start Date  End Date 			Search Reset

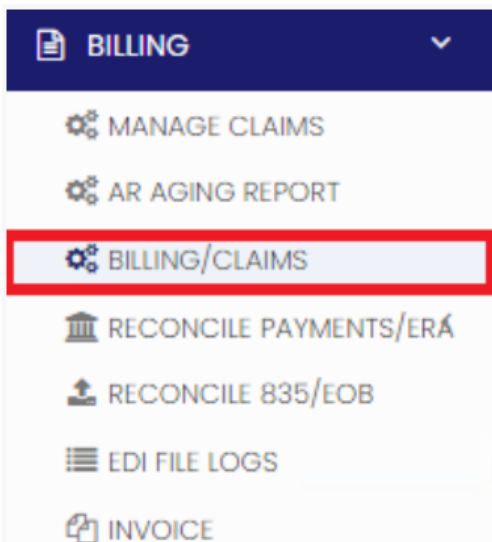
Billing Claims

Billing claims are formal documents submitted to insurance companies and seeking reimbursement for medical services delivered to patients in their homes. These claims detail the services provided, associated costs, and ensure proper compensation for home-based services.

Adding Batch for Billing



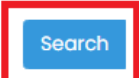

Billing >> Billing Claims

To bill the visits in the Timesheet, the user has to create Batches for the Timesheet and submit them to the insurance company for payment.



Click +Add Batch option on the top right side of the screen. Select the Batch Type as Initial Submission, Select the Payor, Service code, Start Date, End Date and Click Search option. Now a popup will appear with the details of the Timesheet, check the box and Click Create Batch option for adding a Batch.

Add Batch

Batch Type Initial Submission ▼	Payor United Healthcare ▼	Service Code Personal Care - T1019 - HI ▼	Client Name Client Name
Start Date 10/11/2023 	End Date 10/18/2023 	Search  Reset 	

The Batch is created with initial submission. Now under Actions Click the Submit Claim option.

BILLING/CLAIMS BATCH 837 RELATED INFORMATION + Add Batch

Batch Type: Payor: Start Date: End Date: Comment: Client Name:

BatchID #: Search Reset

Refresh All

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
<input type="checkbox"/> 50224	Payor: → United Healthcare Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$13.70 Service Span: 06/02/2023-06/02/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: N/A Sent By: N/A			Action Download Overview File Submit Claim Billing Notes
<input type="checkbox"/> 50195	Payor: → Straight Medicaid Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$900.00 Service Span: 01/09/2023-01/09/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: N/A Sent By: N/A			Action Mark As Sent
<input type="checkbox"/> 50194	Payor: → Straight Medicaid Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$450.00 Service Span: 01/02/2023-01/02/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: N/A Sent By: N/A			Action Mark As Sent
<input type="checkbox"/> 50193	Payor: → Straight Medicaid Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$900.00 Service Span: 01/16/2023-01/16/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: N/A Sent By: N/A			Action Mark As Sent

Once the Batch is submitted, a green color mark appears on the Batch number to indicate that the Batch is submitted.

BILLING/CLAIMS BATCH 837 RELATED INFORMATION + Add Batch

Batch Type: Payor: Start Date: End Date: Comment: Client Name:

BatchID #: Search Reset

Refresh Sent

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
<input type="checkbox"/> 5015	Payor: → Anthem Healthkeepers Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$103.32 Service Span: 12/01/2021-04/01/2022	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: 04/06/2022 Sent By: me-admin			Action
<input type="checkbox"/> 50130	Payor: → Anthem Healthkeepers Description: → Initial Submission	Gathered: 1 Rolled Up: 1	Billing Amount: \$0.00 Service Span: 02/01/2021-03/12/2021	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: 05/08/2021 Sent By: me-admin			Action
<input type="checkbox"/> 50127	Payor: → Anthem Healthkeepers Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$0.00 Service Span: 10/01/2020-11/30/2020	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: 11/03/2020 Sent By: me-admin			Action
<input type="checkbox"/> 50125	Payor: → United Healthcare Description: → Initial Submission	Gathered: 6 Rolled Up: 6	Billing Amount: \$0.00 Service Span: 06/03/2020-10/28/2020	Allowed Amt: \$0.00 Paid Amt: \$0.00 Sent Date: 10/03/2020 Sent By: me-admin			Action

Resubmission of Batches

Billing >> Billing Claims

For Resubmission of Claims follow these steps:

- Select the Batch by using the check box.
- Click Bulk Action - Mark As option in the screen.
- Select Replacement option.

BILLING/CLAIMS BATCH 837 RELATED INFORMATION

Batch Type: Select Batch Type
Payor: Select Payor
Start Date: mm/dd/yyyy
End Date: mm/dd/yyyy
Comment: Comment
Client Name: Client Name

BatchID #: BatchID [Search] [Reset]

[Refresh] [All] [Action] [Bulk Action - Mark As]

Batch	Batch Summary	Resend	ns	Services Summary	Batch Status Summary	Sort by	ERA	Action
110673	Payor: → Molina Healthca Description: → Replacement	Void	2 2	Billing Amount: \$143.08 Service Span: 06/01/2023-06/04/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00			Action

Now click Add Batch option and Select the Batch Type as Adjustment (Void/Replace)Submission and update the Payor Name, Start Date, End Date and Click Search option.

Add Batch

Batch Type: Adjustment(Void/Replace)
Payor: Optima Health Communit
Service Code: Select Service
Client Name: Client Name

Start Date: 08/31/2023
End Date: 09/11/2023
[Search] [Reset]

The following screen appears with the Line item. Select the line item and click create Batch option.

Add Batch

Batch Type: Adjustment(Void/Replace)
Comment: Comment
Create Patient Wise Batches:
[Create Batch]

Note*: Please select claims to create a new batch.
Total Selected : Claims 1 , Amount : 606.55, Line Items : 5

<input checked="" type="checkbox"/>	Patient	Account #	Medicaid #	Date of Birth	Total Line Items	Total Amount	Action
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The Batch has been created for Adjustment (Void / Replace)Submission. Select the check box and click Submit claim option.

[Refresh] [All] [Action] [Bulk Action - Mark As]

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
<input type="checkbox"/>	21041 Payor: → Optima Health Community Care Description: → Adjustment(Void/Replace) Submission	Gathered: 5 Rolled Up: 5	Billing Amount: \$606.55 Service Span: 08/31/2023-09/11/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00	Sent Date: N/A Sent By: N/A		Action

[Refresh] [All] [Action] [Bulk Action - Mark As]

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
<input checked="" type="checkbox"/>	21041 Payor: → Optima Health Community Care Description: → Adjustment(Void/Replace) Submission	Gathered: 5 Rolled Up: 5	Billing Amount: \$606.55 Service Span: 08/31/2023-09/11/2023	Allowed Amt: \$0.00 Paid Amt: \$0.00	Sent Date: N/A Sent By: N/A		Action

[Download Overview File] [Submit Claim] [Generate 837]

Reconcile Payments / ERA, Reconcile 835/ EOB and EDI File Log

Reconcile Payments / ERA

Reconcile payments refers to the process of comparing received payments from insurance providers and patients against the billed charges for services provided. This ensures accuracy, identifies discrepancies, and helps resolve outstanding balances, contributing to the financial stability of the home health care agency. Electronic Remittance Advice, which is an electronic document that provides detailed information about payment and denial of claims.

Get Latest ERA

Billing >> Reconcile Payments / ERA

Click the option Latest ERA. The following screen appears, click Get Latest ERA option. The latest ERA details will be displayed on the screen.

LATEST ERA GET LATEST ERA AND PROCESS INFORMATION

Payor Select Payor	Check / ETF Number CheckNumber	ERA ID ERA	Paid Start Date Start Date	Paid End Date End Date
Received Start Date Start Date	Received End Date End Date	Q Search ✕ Reset		

[Get Latest ERA](#) [Get Latest & Process ALL ERA](#)

Payor Name	ERA ID	Paid Amount	Paid Date	Check Number	Received Time	Status	Batch #s Mapped	Action
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Reconcile 835/ EOB

Reconcile 835/ EOB helps home healthcare providers to verify that payments and denials on the EOB are consistent with the ERA, ensuring accurate financial management and claims processing.

Billing >> Reconcile 835/EOB

Update the required fields and click Search option. The details will appear on the screen with Patient name and Billed amount.

RECONCILE 835 / EOB RECONCILE 835 / EOB RELATED INFORMATION All Filters

Payer All	Batch # Batch Number	Claim # Claim Number	Payer Claim # Payer Claim Number	Client boyd.comie	Service Code T1019
Modifier All	Claim Status All	Payer Claim Status All	Service Start Date mm/dd/yy	Service End Date mm/dd/yy	Denial / Adjustment Code All
Reconcile Record Type Sent Only, w/ 835 Process	Upload 835 File Search uploaded 835 files	Search Reset		Group Code All	

EDI File Log

An EDI (Electronic Data Interchange) file log is a record of digital interactions between healthcare providers, payers, and agencies. It tracks the exchange of patient data, claims, and billing information, ensuring compliance with industry standards and facilitating efficient communication for better patient care and reimbursement.

Billing >> EDI File Log

The list of EDI File logs information is displayed in the screen. Enter the File Name, File type and click Search option to view the required EDI File.

EDI FILE LOGS LIST EDI FILE LOGS INFORMATION

Refresh

Batch	File Name	File Type	File Size	Added By	Added Date	Action
	<input type="text" value="File Name"/>	<input type="text" value="File Type"/>				<input type="button" value="Search"/> <input type="button" value="Reset"/>
<input type="checkbox"/> 2	Aetna_09082019_09182019_IS_2.txt	837	0.94 KB	N/A	09/17/2019	<input type="button" value="Delete"/>
<input type="checkbox"/> 1	Aetna_09082019_09182019_IS_1.txt	837	0.94 KB	N/A	09/17/2019	<input type="button" value="Delete"/>

Download 837 File

Download 837 File

Step 1:

Go to Billing >> Billing claims module

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary		ERA	Action
				Sort by			
51580	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 14 Rolled Up: 14	Billing Amount: \$2,164.61 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/21/2025 Sent By: qbarnes		Action
51578	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 14 Rolled Up: 14	Billing Amount: \$1,820.70 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/21/2025 Sent By: qbarnes		Action
51577	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/14/2025 Sent By: qbarnes		Action
51576	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$283.22 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/14/2025 Sent By: qbarnes		Action
51575	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/14/2025 Sent By: qbarnes		Action
51574	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$222.53 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ -	Sent Date: 10/14/2025 Sent By: qbarnes		Action

Step 2:

Select the Batch and Click "Submit Claim" option.

CLIENT < SCHEDULING < TRANSPORTATION < TIME SHEET < BILLING >

BatchID # [BatchID] [Search] [Reset]

Refresh All Action Bulk Action - Mark As

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	ERA	Action
51580	Payor: → Optima Description: → Generate 8371	Gathered: 14 Rolled Up: 14	Billing Amount: \$2,164.61 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/21/2025 Sent By: qbarnes		Action
51578	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 14 Rolled Up: 14	Billing Amount: \$1,820.70 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/21/2025 Sent By: qbarnes		Action
51577	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes		Action
51576	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$283.22 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes		Action
51575	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes		Action
51574	Payor: → Optima Health Community Care	Gathered: 2	Billing Amount: \$222.53	Allowed Amt: Sent Date:		Action

Step3:

Click "Yes Continue" option

Validate Batch(es) And Generate EDI 837P File(s)

Batch	Batch Summary	Validation	Edi 837 File
51577 Sent	Payor: United Healthcare Description: Initial Submission 10/12/2025-10/12/2025 Site: N/A		

Note: Please check and confirm that batch(es) details are fine and you are going to **Validate this batch(es) And Generate EDI 837 File(s)**. Click on "Yes Continue..." button to continue.

[Yes, Continue...](#)

51578	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 14 Rolled Up: 14	Billing Amount: \$1,820.70 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/21/2025 Sent By: qbarnes	Action
51577	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes	Action
51576	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$283.22 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes	Action

Step 4:

Click the option "Download" to download the 837 File.

Validate Batch(es) And Generate EDI 837P File(s)

Batch	Batch Summary	Validation	Edi 837 File
51577 Sent	Payor: United Healthcare Description: Initial Submission 10/12/2025-10/12/2025 Site: N/A	Passed	Passed

Note: Please check and confirm that batch(es) details are fine and you are going to **Validate this batch(es) And Generate EDI 837 File(s)**. Click on "Yes Continue..." button to continue.

[Submit Claim](#)

[Download](#)

51578	Payor: → Optima Health Community Care Description: → Initial Submission	Gathered: 14 Rolled Up: 14	Billing Amount: \$1,820.70 Service Span: 10/13/2025-10/19/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/21/2025 Sent By: qbarnes	Action
51577	Payor: → United Healthcare Description: → Initial Submission	Gathered: 2 Rolled Up: 2	Billing Amount: \$343.91 Service Span: 10/12/2025-10/12/2025	Allowed Amt: \$ - Paid Amt: \$ - Sent Date: 10/14/2025 Sent By: qbarnes	Action

