

# 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.

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# Manage Claims

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

## View Claim Status

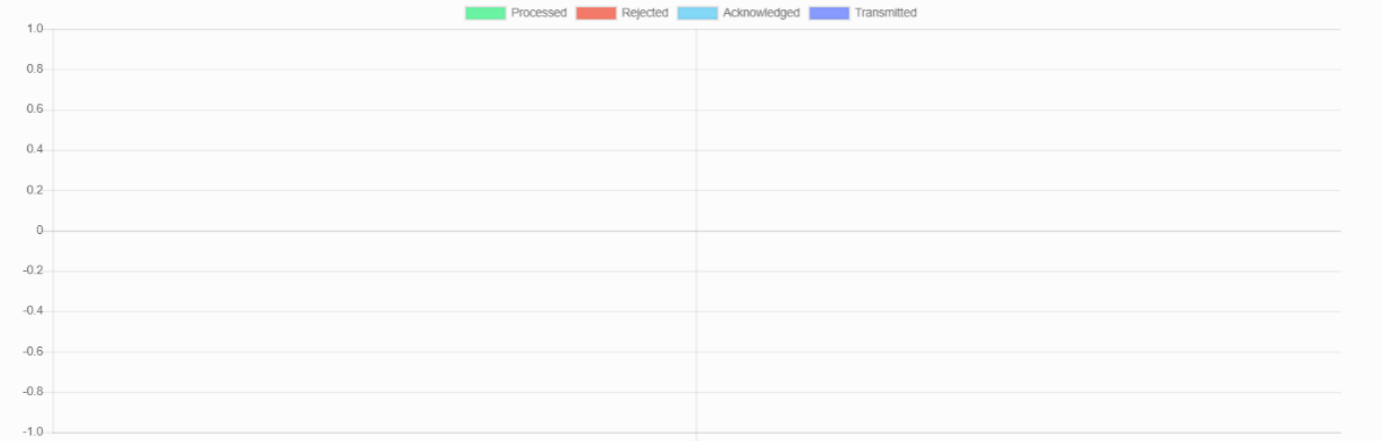
**Billing >> Manage Claims**

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



United Healthcare

Batch ID	Patient Name	Payor	Insured ID	FDOS		Charges	Status	Action
<input type="text" value="BatchID"/>	<input type="text" value="Select Patient"/>	<input type="text" value="Select Payor"/>	<input type="text" value="Insured's ID Number"/>	<input type="text" value="Start Date"/>	<input type="text" value="End Date"/>			<input type="button" value="Search"/> <input type="button" value="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

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

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  
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

	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		<span>Action</span>
<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	<span>Download Overview File</span>	<span>Submit Claim</span>
<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	<input type="checkbox"/> Billing Notes	
<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	<span>Mark As Sent</span>	

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  
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 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		<span>Action</span>
<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		<span>Action</span>
<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		<span>Action</span>
<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		<span>Action</span>

## 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 ➕ Add Batch

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

BatchID #: 
Search Reset

☐ Refresh
 
Prev 1 2 3 10 Next

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

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: 
 Payor: 
 Service Code: 
 Client Name:

Start Date: 
 End Date: 
Search Reset

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

➡ Add Batch

Batch Type: 
 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

The Batch has been created for Adjustment (Void / Replace)Submission. Select the check box and click Submit claim option.

☐ Refresh
 
Prev 1 2 3 4 Next

Batch	Batch Summary	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
21041	Payor: → Optima Health Community Care Description: → <span>Adjustment(Void/Replace) Submission</span>	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			<span>Action</span>

☒ Refresh
 
Prev 1 2 3 4 Next

Batch	Batch Summary	Download Overview File	Line Items	Services Summary	Batch Status Summary	Sort by	ERA	Action
21041	Payor: → Optima Health Community Care Description: → <span>Adjustment(Void/Replace) Submission</span>	<span>Submit Claim</span>	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			<span>Action</span>



# 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

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