



ADMIN GUIDE: BILLING MODULE v1.1

Overview

The Billing Module allows users with Billing Role to review, batch, process, approve, and reconcile entries for billing purposes. The system will generate a billing file with all necessary data that can be used to create the document needed to send to funding sources for payment.

Batches

The Batches function is the landing page for the Billing Module. The table will list every batch in the system. Use the filters to search for a particular batch.

Batches can be created from either the Batches screen or the Punch Entries screen.

To create a new batch from the Batches screen:

1. Login with an appropriate profile
2. Click Billing on the top bar
3. Click Actions, then New Billing Batch
4. Complete the Create Batch wizard
 - a. Option 1: Specify Criteria
 - i. Name: Give the batch a name that can be recognized easily
 - ii. Description (optional)
 - iii. Up to Date: specify the range of entries you want to include in the batch. The up to date will be the latest date of service included; the system will include any available entries prior to that date.
 - iv. Funding Source: one batch will be created per funding source
 - v. Cost Center Code (optional): leave blank to include all cost centers, use a wildcard to include cost centers that start with the same characters (i.e. to include all AZ cost centers, type AZ*), or type a specific cost center.
 - vi. Service Code (optional): leave blank to include all service codes for the specified funding source and units (see below), use a wildcard to include service codes that start with the same characters (i.e. to include all 151 service codes, type 151*), or type a specific service code
 - vii. Account Type
 - viii. Client Name (optional): leave blank to include all clients or type a specific Client Name.
 - ix. Units: Only one unit type can be included in a single billing batch.
 - b. Option 2: Create batch from a payroll batch (this option allows users to create a billing batch that includes entries from a payroll batch in Reconciled status)
 - i. Click Select from Payroll Batches
 - ii. Use the filters to find the desired batch
 - iii. Select the checkbox next to the desired batch
 - iv. Click Save
 - v. If the batch looks correct, select the checkbox on the Batch Creation page
5. Click Next
6. On the Batch Summary page, review the information, then click Save.

7. Click Yes on the confirmation alert
8. The system will take you to the Batch Details page with the batch in Pending Status.

Batch Details Page

The Batch Details Page will show:

- Actions Menu
 - New Note
 - New Attachment
 - Edit Batch: change the name and description of the batch
 - Edit Custom Field Values: add additional batch fields specific to your company
- Green button: The label will change depending on what status the batch is in
- Batch Details window
 - Batch id: unique system id number
 - Date: date the batch was created
 - Status: current status of the batch
 - Pending
 - InProcess or Process Started
 - Processed
 - ApproveInProcess
 - Approved
 - Transmitted
 - Reconciled
 - No. of Credit Entries: total number of positive entries
 - No. of Debit Entries: total number of negative entries
 - Credit Total: total amount of positive entries
 - Debit Total: total amount of debit entries
 - Rounded Amount: total amount rounded (this plus the debit total should equal credit total)
 - No. of Client: total number of clients who have entries in the batch
 - Funding Source: Funding Source that the batch is for
 - Units: unit type
- Entries, Rollups, Notes, Attachments, Events, Custom Fields, History tables

Pending Status

When a batch is in Pending status, you can:

- Search, filter, and view entries
- Add Notes & Attachments
- Refresh Billing Rate
 - Click the blue Refresh Billing Rate button to update rates for any entries had a rate change after they were approved.
- Remove entries
 - Select the checkbox next to desired entries
 - Click the red Remove button
 - Click Yes on the confirmation window

- Remove all entries to cancel the batch
 - Select the checkbox in the table header to select all entries
 - Click the red Remove button
 - Click Yes on the confirmation window
 - The batch will have a status of canceled (NOTE: No action can be taken on Canceled batches)
- Split the batch into two batches
 - Select the entries you wish to move to another batch
 - Click the gray Split button
 - Complete the wizard and click Save
 - A second batch will be created in Pending status with the selected entries
- Click Process to start processing the batch

Processed Status

After clicking Process, the batch will move to InProcess status. No action can be taken on the batch during this time. Users can navigate to other pages or log out while the batch processes. The system will send a notification when the process is complete. Processing a batch will create a corresponding billing entry for every punch entry. The system will take any necessary actions of rounding and/or multiplying hours to units per billing multipliers. When a batch is in Processed Status, you can:

- Search, filter, and view entries
- Add notes and attachments
- Edit individual Billing Entries
 - Click the billing entry to open the details page
 - Click Actions, then Edit Entry
 - Edit any necessary information
 - Click Save, then Yes on the confirmation window
 - Click the blue hyperlinked Batch Name in the Billing Entry Details box to return to the Batch Details page
- Click Approve to approve the batch

Transmitted Status

After clicking Approve, the batch will move to Approve InProcess status. No action can be taken on the batch during this time. Users can navigate to other pages or log out while the batch processes. The system will send a notification when the process is complete. Approving a batch will update the following statuses:

- Batch status will update from Approve InProcess to Transmitted
- Billing entry statuses will update from Pending to Approved

When a batch is in Transmitted status, the following actions can be taken:

- Search, filter, and view entries
- Add notes and attachments
- Download the Raw Billing Dump File
 - Click Attachments
 - Click the download icon for the file you wish to open

- This data in this file can be used to create any necessary documents to submit billing to the funding source
- Click Reconcile to reconcile the batch. Complete this step once payment has been received for the entries. Reconciliation can be done via Batch Details page or the Reconcile function on the side bar. To reconcile via Batch Details:
 - Create a correctly formatted txt file that includes every Rollup in the batch. Columns must be in the following order:
 - Portal Rollup ID (required) - the Rollup ID as listed in the portal. If reconciling from batch details page, every rollup in the batch must be listed on the file. There should be one row per rollup.
 - Net Amount (Required) - the total amount paid for the rollup
 - Rollup Reference (optional)
 - GL Code (required) - General Ledger code for associated rollup. Enter NA if it's not applicable.
 - Rollup Date (required) - date the entries in the rollup were paid for
 - Rollup Reference2 (optional)
 - Rollup Reference3 (optional)
 - Click the green Reconcile button
 - Enter a Ref Reconcile Id (required) - this can be any reference number you choose
 - File Name (required) - this name will appear in the attachments table to describe the reconcile file
 - Add Attachment - attach the Reconcile txt file here
 - Click Reconcile
 - The system will start the reconciliation process. The batch status will update to ReconciliationInProgress.
 - Once complete, the user can see the results file under the Reconcile Function.
 - If any entry failed reconciliation, the Results file will display the Reconciliation status and the reason for failure
 - If entries were successfully reconciled, the results file will list Success as the Reconciliation Status.
 - If all entries were successfully reconciled, the batch status will update to Reconciled. If the amount received (as listed in the reconcile file) matches or exceeds the Net Amount, the entry statuses will update to Paid. To see these amounts, click the blue Rollup ID. This will open the Rollup Details page.
- Billing Batches can be reconciled as many times as necessary.

Reconciled Status

Reconciled status means that at least a partial payment has been received for the entries. The same actions listed under Transmitted status can be taken when a batch is in Reconciled Status.

Punch Entries

The Punch Entries tab within the Billing Module lists all entries that are ready to be processed or have already been processed in a billing batch. Entries that have been approved and do not violate an authorization max (remaining balance, daily max, weekly max, or monthly max) will appear in this table. Entries include:

- Hourly Punch Entries
- Residential Program Attendance Entries
- Residential Program Absent Entries
- Day Program Attendance Entries
- Group Service Attendance Entries
- Parenting Program Attendance Entries
- Parenting Program Absent Entries
- Client Transportation Entries
- Transportation Entries
- Vendor Payment Entries

New Billing Batches can be created directly from the Punch Entries function. To do so:

- Use the filters to search for the desired punches and click Search
- Select the header checkbox to select all listed entries, or select the checkbox next to each entry that you wish to include in the batch
- Click New Batch to create a New Batch
 - Complete the wizard to create a New Batch
- Click Add to Existing Batch to add the selected entries to an existing Pending Billing Batch
- Click Remove to remove the selected entries from an existing Pending Billing Batch

Billing Entries

The Billing Entries function lists all existing billing entries. This table is a great way to look up details of individual billing entries, including status. Billing Entries in Approved status can be edited by clicking in the entry row to open the Billing Entry Details Page.

CPT/HCPCS Codes

Manage CPT/HCPCS Codes and modifiers on individual billing entries from this function. Billing entries will appear on this table based on the specified search criteria. Please note that Client Name and Service Code are required search fields. Pending billing entries can be edited to change the default code/modifiers. To do so:

1. Log in to the web portal using a profile with billing role.
2. Click Billing on the top bar.
3. Click CPT/HCPCS Codes on the side bar.
4. Use the filters to search for the desired client and service code (and specific date range if necessary), and click search.
5. Select the checkbox next to Pending entries that you wish to add/edit CPT/HCPCS. Click the header checkbox to select all displayed entries.
6. Click Add/Edit CPT/HCPCS
7. Enter the desired values. Please note that only CPT or HCPCS Code can be entered. You cannot enter both.
8. Click Save.

NOTE: If you do not add or edit CPT/HCPCS codes, the default code and modifiers from the service code and funding account will be applied to the billing entries.

Unbillable Entries

The Unbillable Entries function lists all entries that are partially or fully unbillable. An entry will show up on this table if the entry partially or fully exceeds the:

- authorization remaining balance
- authorization daily max
- authorization weekly max
- authorization monthly max

The following actions can be taken on the Unbillable Entries function:

- Search - Use the filters to find specific entries
- Refresh Billable Amount - After an authorization is updated, click the blue Refresh Billable Amount button to update the entries. This process also runs automatically each night.
- New Write Off Batch, Add to Write Off Batch, Remove - use the checkboxes to select desired entries, then use these buttons to perform the desired task. Please see [Admin Guide - Write Off Batches](#) for full instructions on this function.
- Click any entry to open the Entry Detail Page.

Previously Billed Entries

The Previously Billed Entries function lists all entries that have been compensated (edited or canceled) after being processed in a billing batch. This may occur if an error was noticed some time after the billing process was completed. Previously billed entries also appear on the Punch Entries page, but the Previously Billed Entries function allows a quick way to find specific entries, as well as an easy way to batch compensating and corrected entries together. New Billing Batches can be created directly from the Previously Billed Entries function. To do so:

- Use the filters to search for the desired punches and click Search
- Select the header checkbox to select all listed entries, or select the checkbox next to each entry that you wish to include in the batch
- Click New Batch to create a New Batch
 - Complete the wizard to create a New Batch
- Click Add to Existing Batch to add the selected entries to an existing Pending Billing Batch
- Click Remove to remove the selected entries from an existing Pending Billing Batch

Entity Functions

The following functions are also listed on the sidebar of the Billing Module:

- Employees
- Clients
- Residential Programs
- Day Programs
- Group Services
- Parenting Programs
- Funding Sources
- Cost Centers

These functions allow users with Billing Role to quickly search for information they might need regarding each of these entities.

Rollups

The Rollups function allows a quick view of every rollup in the system and the current status. Rollups are a group of entries, similar to how an invoice would include a specific set of entries. Which entries are included on a rollup is decided by the rollup setting on the Service Code. The following information is provided in the Rollups table:

- Rollup ID
- Batch ID
- Rollup Date - This will remain blank until the rollup is reconciled. The date listed is the date that was listed in the reconcile file.
- Rollup Reference - This will remain blank until the rollup is reconciled. The reference listed is that which was listed in the reconcile file.
- GL Code - This will remain blank until the rollup is reconciled. The GL Code listed is that which was listed in the reconcile file
- Net Units - total units to be billed
- Net Amount - total amount to be billed
- Status
 - Open - payment has not been received (the rollup has not been fully reconciled)
 - Paid - payment has been received (the rollup has been fully reconciled)

To view Rollup details, including a list of all entries that are part of the rollup, click anywhere in a rollup row to open the Rollup Details Page.

Reconcile

As mentioned under Batches, billing batches can be reconciled from either the Batch Details page or the Reconcile function on the side bar. Reconciling from the Reconcile function allows users to reconcile rollups across multiple batches. To do so:

- Prepare your Reconcile file. This file must be a txt file (tab delimited) and should contain the following columns with headers exactly as listed:
 - Portal Rollup ID - The Rollup ID as listed in DCI. Create one row per rollup ID. You must include every rollup ID listed in the batch. **(required)**
 - Net Amount - The net amount of payment received **(required)**
 - Rollup Reference - Any reference if necessary **(optional)**
 - GL Code - General ledger code **(required)**
 - Rollup Date - date payment was received **(required)**
 - Rollup Reference 2 - additional information if necessary **(optional)**
 - Rollup Reference 3 - additional information if necessary **(optional)**
- Login to a profile with the appropriate role and/or permission via the DCI website
- Select Billing from the header
- Select Reconcile from the side bar
- Click Actions, then Upload File
- Add Ref. Reconcile ID and File Name (these can be any that you choose)

- Click Add Attachment and attach your prepared file
- Click Save.
 - The system will start the reconciliation process.
 - Once complete, the user can see the results file under the Reconcile Function.
 - If any entry failed reconciliation, the Results file will display the Reconciliation status and the reason for failure
 - If entries were successfully reconciled, the results file will list Success as the Reconciliation Status.
 - If all entries were successfully reconciled, the batch status will update to Reconciled. If the amount received (as listed in the reconcile file) matches or exceeds the Net Amount, the entry statuses will update to Paid. To see these amounts, click the blue Rollup ID. This will open the Rollup Details page.
- Billing Batches can be reconciled as many times as necessary.

NOTE: Write-Off entries are not reconciled.