What's New in 9.5

April

2015

This document was developed by Genius Solutions to introduce users to the new features of eTHOMAS Version 9.5. Click on the text or page numbers within the Contents page to be brought to that specific item within the document.

eTHOMAS

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AutoPost Improvements

eTHOMAS has had the ability, for many years, to post insurance payments based upon the information from the 835 Insurance Payment report also known as an 835 or an ERA (Electronic Remittance Advice) received from the payer or clearinghouse. At the release of 9.4 last year, we made it possible to AutoPost paper claims. This year, we have made additional improvements to AutoPost.

If you have never used the AutoPost feature or would like to be trained on that feature, Genius Solutions holds routine webinars on how to AutoPost in eTHOMAS. To get more information on our webinars, you may visit our website at www.geniussolutions.com, select your specialty, and then click on Events to see the upcoming webinars. You may also call us and inquire about our webinars at 586-751-9080 and press 5 for Administration.

All of the improvements are contingent on 835 files loaded into eTHOMAS after being updated to version 9.5. If you have checks loaded into eTHOMAS previous to the release the changes will not be present, however, you may delete the checks from the AutoPost area and reload them in order to take advantage of the improvements.

The improvements are listed as well as detailed individually within this document.

- Adjustment Reason Codes will be displayed on the line items of the 835 payment report
- Modifications to the AutoPost screen
- All items from the 835 report loaded into EDI Client and in turn loaded into eTHOMAS (for the intended medsys)
 will either appear as Good Claims to post or as AutoPost Exceptions
- There are new items included on the AutoPost List: Claim number, a Withheld (Wheld) column, a column for Other Financial Code (OFC), and the Claim Adjustment Reason Codes (Reason Cds)
- AutoPost Exceptions which may be viewed, retrieved, and removed at the user's discretion
- Non-Covered Services (those charges which do not have an approved amount) will go onto the AutoPost Exception
- Claims that are AutPosted and are left with a zero claim balance will be put in a Complete status

Detailed Adjustment Reason Codes Included on the 835 Insurance Payment Report

The Insurance Payment Report which is printed from EDI Client will now display all Claim Adjustment Reason Codes (CARCs) sent on the 835 report from the payer or clearinghouse. The CARCs will display on each line of service. The definition of each code may be obtained from the last page of the Insurance Payment Report like it always has. Outlined in Red is an example of the CARCs on the report.

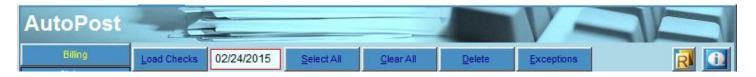
		insul	rance	Payme	пт кер	OFT Pri	nted on 02/10/2	015 Tuesday	15:23:06
Payer: WISC	ONSIN PHYSIC	IANS SERV	ICE						
Provider: GENII	JS SOLUTIONS	SINC		Taxid/P	roviderCode	1234567890	1		
Check: 88797	5344		Date:	01/15/2015	А	mount:	87.71		
Name: SOLUTIONS, F	PAULA	HIC: 3675	00110A	Acct: P511979T	522480	ICN:1814363016	780 MOA	MA01 MA18	
DOS 12/15/2014- 12/15	Procedure 17110	POS Qty	Charged 155.00	Paid 87.71	Approved 111.88	43.12 CO	-253 \$	Copay 22.38 13.12 1.79	Other 1.79
Claim Information	-	m Totals: o: BCBS OF	155.00 MICHIGAN	87.71	111.88	43.12	0.00	22.38	1.79
Claim Count: 1	Che	ck Totals:	155.00	87.71				·	

There may be more than one adjustment code per service line, explaining what each adjusted amount represents; as in the example above. Below is an example of the last page of the Insurance Payment Report which details the adjustments within the report, a description, and a count of the number of adjustments for that code.

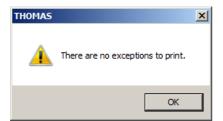
	ANSI 835 Adjustment Summary	Printed o
Adjustment 2	Description Coinsurance Amount	Count 1
22	Payment adjusted because this care may be covered by another payer per coordination of benefits.	1
253	Sequestration - reduction in federal spending	1
27	Expenses incurred after coverage terminated.	2
45	Charges exceed your contracted/ legislated fee arrangement. This change to be effective 6/1/07: Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).	1
50	These are non-covered services because this is not deemed a 'medical necessity' by the payer.	2

AutoPost Screen

The first thing you should notice is the AutoPost screen has been modified to include an Exceptions button. The Exceptions button will print out a report of the AutoPost Exceptions which have been posted to the AutoPost Exceptions area. This is a new area which will be detailed later in the document.

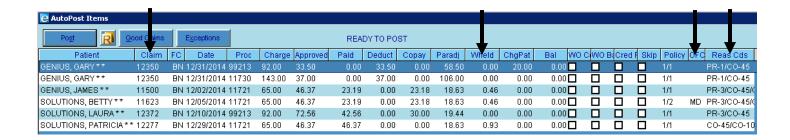


If there are no exceptions to display a message will display when the Exceptions button is clicked that "There are no exceptions to print".



Good Claims and Exceptions

Once the 835 payment report(s) has been loaded into eTHOMAS though EDI client, you will notice the AutoPost screen has been modified. The AutoPost Items will include the Claim number, a Withheld (Wheld) column, a column for Other Financial Code (OFC), and the Claim Adjustment Reason Codes (Reason Cds). The screen below has arrows denoting these new areas.



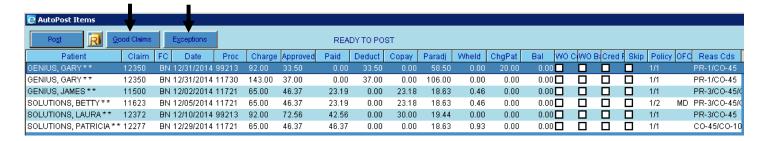
- Claim: The Claim number has been added for ease of reference if the user decides to Skip this line of service.
- Wheld: Any Withheld amounts from the 835 payment report will be listed under the Wheld column.
- **OFC:** The Other Financial Code, or OFC as it is displayed on the AutoPost Items screen, will display the Secondary or Tertiary Financial Code that is next in line on the claim at the time the 835 was loaded into eTHOMAS.
- **Reas Cds:** The Claim Adjustment Codes (CARCs) will display under the Reas Cds column. If you cannot see all the Reas Cds (reason codes) you may click and drag the column over until you can see them.

Explanation of the buttons within the AutoPost Items

Post:	Click on "Post" to AutoPost any items listed under Good	Po <u>s</u> t
	Claims and move any items listed under the Exceptions	
	button to the AutoPost Exception list.	
Report:	Click to get a report of the items listed either Good Claims	R
	or Exceptions depending upon which button was pressed.	
Good Claims:	To get a listing of the Good Claims (the items that will	Good Claims
	AutoPost), click the Good Claims button.	_
Exceptions:	Click to get a listing of the Exceptions (the items that will	Exceptions (
	not AutoPost) click the Exceptions button.	
READY TO POST:	The heading Ready To Post indicates the user is under Good	Claims item
	listing.	
EXCEPTIONS:	The heading Exceptions indicates the user is under the Excep	tions item listing.

In addition to the new columns you will notice two new buttons: Good Claims





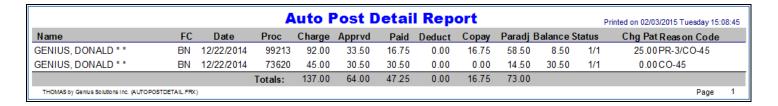
Good Claims

Good Claims are those items from the 835 report that are eligible to AutoPost.



When accessing AutoPost, by default, the Good Claims will already be displayed and are "Ready to Post".

Click the Post button route of finish autoposting and move any Exceptions to the the AutoPost Exceptions screen. To view the Exceptions from the AutoPost Items, click the Exceptions button (detailed below) prior to posting the Good Claims.



Click the Report button to print your Auto Post Detail Report before clicking the Post or Exceptions button. The AutoPost Detail Report now displays the Reason Codes to the far right on the report.

Exceptions

Exceptions are those items from the 835 report that will not AutoPost.



Before posting the Good Claims you may click the Exceptions button

To see the claim transactions that will not AutoPost with their Claim Adjustment Reason Codes (CARCs). The Patient name will appear, the Claim number, FN Genius Solutions, Inc.

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ETHOMAS Version 9.5

(Financial Code), Date (Date of Service), Proc (Procedure Code), Code (Reason/Rejection code), Detail (Memo will allow you to see a dialog box with the description of the reason code), Message (a modified version of the memo), Charge, Approved, Paid, Deductible, Copay, Paradj (Participating Adjustment) and Bal (Balance). From this screen you will have the option to enter into the Post Insurance screen. 835s loaded prior to 9.5 will be denoted with a lower case "m" in the Memo field of the Detail. In addition, those items that will not post because the service cannot be found or the patient cannot be found will be denoted with a lower case "m".

Before you click Post you may click the Report button to print or view your Auto Post Exceptions Detail Report. This report will display the Reason Codes and Error Messages.

Name	FC	Date	Proc	Charge	Apprvd	Paid	Deduct	Copay	Paradj B	alance Status	Chg Pat	
Reason Code				<u>Error Mes</u>	sage							
GENIUS, NEIL * *	OT	12/05/2014	99203	140.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CO-96 ◀			\longrightarrow	Service no	t Approve	ł						
GENIUS, NEIL * *	OT	12/18/2014	S0395	75.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CO-234				Service no	t Approve	Ł						
GENIUS, NEIL * *	OT	12/18/2014	A4580	40.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CO-8			1	Service no	it Approve	Ł						
GENIUS, NEIL * *	OT	12/18/2014	99002	10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CO-234			1	Service no	it Approve	Ŀ						
GENIUS, NEIL * *	OT	12/18/2014	L3000	212.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CO-96			;	Service no	it Approve	Ł						
GENIUS, NEIL * *	OT	12/18/2014	L3000	212.50	212.50	212.50	0.00	0.00	0.00	0.00	0.00	
Transaction not found												
			Totals:	690.00	212.50	212.50	0.00	0.00	0.00			

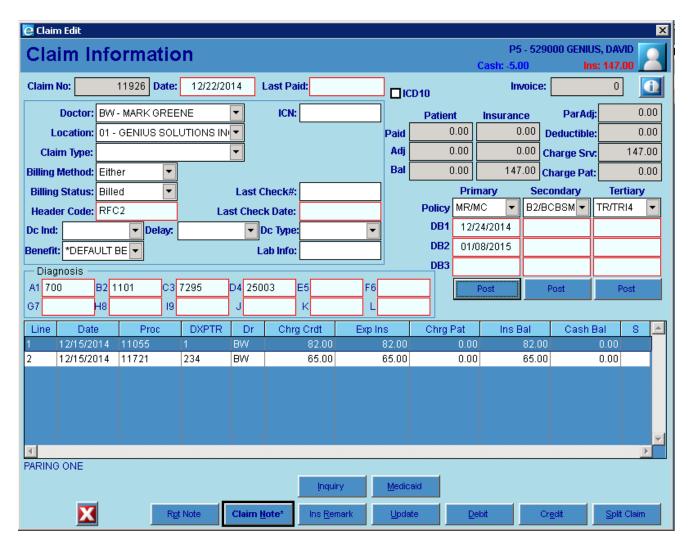
From the AutoPost Exception Items, you now have the option to work your Exceptions from this screen. Double click on an item to enter into the Claim Information screen. An Insurance Payment may be posted from here.



The AutoPost Exception report includes the Patient, Claim number, Financial Code, Date of Service, Procedure, Claim Adjustment Reason Code (CARC), Detail, and Message. The detail will show "Memo" (hover your mouse over to see the detail of the CARC) or "memo" which will not show the detail of the CARC because the 835 was loaded in eTHOMAS prior to Version 9.5. The claim can be double clicked and worked right from this screen then click the <u>Post</u> button to post an insurance payment on the claim(s).

By doing a single left click on a line of service and then hovering your mouse over the Memo, a dialog screen will appear so that you may read the full message of the reasons/adjustment codes.





All Exceptions that are posted will be placed in the AutoPost Exceptions, which may be accessed from the left-side menu. In addition, to the right of the Bal (balance) of each line item is the Check Date, Check Number, and Check Name associated with the specific item.



AutoPost Exceptions

There is a new link within the Billing tab called AutoPost Exceptions. The AutoPost Exceptions will display all those items that have been loaded into eTHOMAS but will not AutoPost from the 835 payment report. Exceptions from the 835s that are prior to 9.5 will not be listed in the AutoPost Exceptions area.



Click AutoPost Exceptions. Click to print a list of the Name, Claim, Date, Procedure, Paid, and Claim Adjustment Reason Codes (CARCs).



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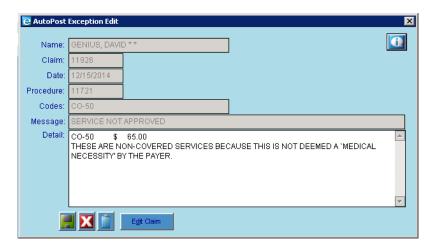
AutoPost Exceptions Report

Printed on 02/25/2015 Wednesday 12:12:2:

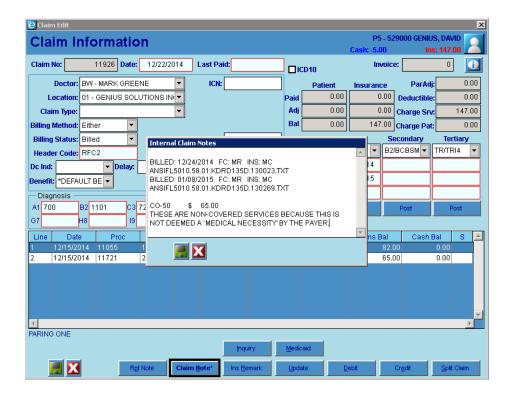
Check: 385495079		Check Date: 01/15/2015		WISCONSIN PHYSICIANS	
Name	Claim	D ate	Procedure	Paid Error	
GENIUS, DAVID *	** 11926	12/15/2014	11721	Service not Approved	
CO-50 \$ 6	35.00				
These are non-co	vered service	s because this is	not deemed a `	medical necessity' by the payer.	
GENIUS, EDWAF	RD 11144	11/19/2014	97597	Patient Liability Discrepancy	
CO-22 \$ 1	50.00				
Payment adjusted	l because this	care may be cov	ered by another	payer per coordination of benefits.	
GENIUS, GEORG	E 12329	12/30/2014	11721	Service not Approved	
CO-50 \$ 6	65.00				
These are non-co	vered service	s because this is	not deemed a `	medical necessity' by the payer.	
GENIUS, JACK*	* 11497	12/02/2014	99213	Patient Liability Discrepancy	
PR-27 \$ 9	32.00				
Expenses incurre	d after covera	ge terminated.			
GENIUS, JACK*	* 11497	12/02/2014	73630	Patient Liability Discrepancy	
PR-27 \$ 5	52.00				
Expenses incurre	d after covera	ge terminated.			
			Total Paid:	0.00	

When you close out of the report, you will brought back to the AutoPost Exceptions list. From here, you may use the AutoPost Exception Edit.

Highlight the Exception and press the pencil to edit . This will bring up the AutoPost Exception Edit. In the Detail you can write extra notes if desired.



The "Detail" may be copied and then pasted within the Claim Edit, using the Edit Claim button, to open the Claim Information. The detail may be copied into the Claim Note. The claim may be corrected, posted, Rebilled/Unbilled, put into another status such as Secondary or Tertiary, or completed.





Once the claims have been worked, you may want to use the options below to remove the claims that are in Complete Status or Unbilled, Rebilled, Secondary, and Tertiary Status.

- Use the Rmv <u>C</u> button to remove those claims that are in a <u>C</u>omplete status.
- Use the Rmv <u>U</u>RST to remove claims in an <u>U</u>nbilled, <u>R</u>ebilled, <u>S</u>econdary, and <u>T</u>ertiary status.



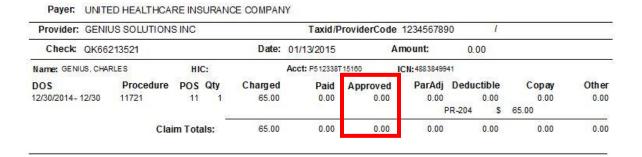
Rmv

Use the Search within the AutoPost Exceptions to search by Patient Name, Claim Number, Service Date, Check No. or Check Name.

Non-Covered Services

Non-Covered Services are those items that <u>do not have an approved amount</u> on the 835 payment voucher. Any service that does not have an approved amount will be placed on the new AutoPost Exception area of eTHOMAS. Users will have the ability to manually post insurance payments on those items from the AutoPost Exceptions.

Below is an example of an 835 where the items loaded will be placed on the AutoPost Exceptions since there is not an approved amount.

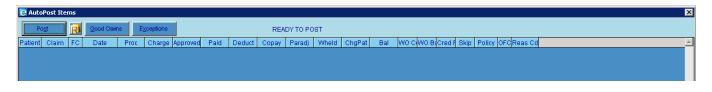


Once the check has been loaded into eTHOMAS, it will appear on the AutoPost list, click Load Checks

Load Checks

AutoPost					
Billing	<u>L</u> oad Checks	02/25/2015 <u>S</u> elect All	<u>C</u> lear All	<u>D</u> elete <u>Exceptions</u>	R
Claims	Check Da	te Check No.		Check Name	Amount
Statements Billing Validation	01/05/2015	129102755		MERITAIN HEALTH	37.37
Post Charges	01/14/2015	707229430		BCBSM	33.81
Post Ins Payment	01/13/201 5	5 PH45819421		UNITED HEALTHCARE IN	15.04
Post Pat Payment	01/13/2 015	5 PH77768504		UNITED HEALTHCARE IN	261.03
Other Claim Status	01/13/2 015	6 QC09398853		UNITED HEALTHCARE IN	27.24
Patient Contracts	01/13/2 015	6 QC09399139		UNITED HEALTHCARE IN	21.18
Stmt/Service Charge	01/13/2 015	5 QK66213521		UNITED HEALTHCARE IN	0.00
Capitated Checks	01/16/201 5	2015011210900083060982	634	BLUE CARE NETWORK OF	133.48
Inquiry Claims	01/16/2015	2015011210800298065357	364	BCN SERVICE COMPANY	47.25
AutoPost	01/06/2015	5 D000101 - 146		TRICARE TDEFIC	15.97
	Ø 01/15/2016			WISCONSIN PHYSICIANS	0.00
Auto WriteOff	91/15/2016	887975344		WISCONSIN PHYSICIANS	87.71

The check we are loading in this example has a \$ 0.00 approved/payment amount. Consequently when we load the check we will be brought to a blank AutoPost Items screen.



In our example our only option is to click which takes us to a list of all exceptions on this check.



You may see the explanation of any given Code by hovering over the word Memo (capital M). These codes and descriptions come from the 835 payment report. You may also see memo (lower case m) which tells you there is no message from the 835. Those 835s which do not have memo detail are those 835s loaded into eTHOMAS prior to the

update of Version 9.5, those items that have been skipped by the user, or those items in which eTHOMAS cannot locate within the system such as "can't find patient or transaction".

Claims that are AutoPosted and Left with a Zero Claim Balance

When a claim is AutoPosted and the claim balance is zero, the claim will be put in a Complete status. Prior to these improvements, AutoPost would put the claim in the next policy status either Secondary or Tertiary.

Keyboard Entry for Posting Charges, Patient Payments, and Insurance Payments

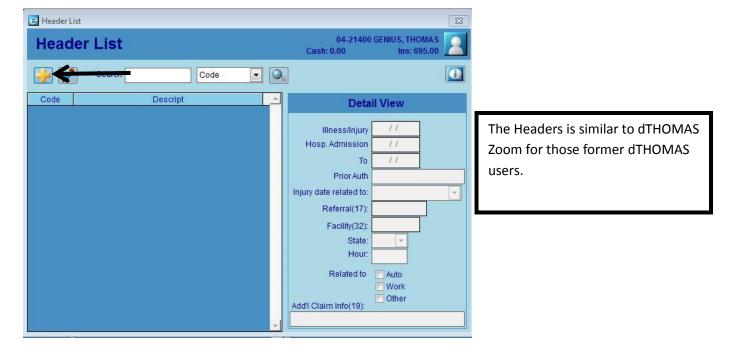
There is a new System Setting EnableExtraKeys. When activated with a value of 1, the posting charges, patient payments, and insurance payments may be used with keyboard entry in order to help make the posting process quick and efficient for users! All other shortcut functions will work as they always have throughout these areas with or without the setting activated.

Posting Charges

From the patient screen you can still click on Post Charges OR Alt + P to Post Charges.



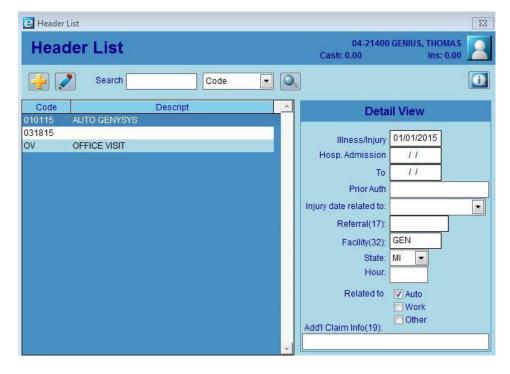
The Header List will come up next if system setting POSTADDHEADER is set with a value of 1. If no headers are listed then the plus sign is highlighted. To add a header just hit **Enter**.



You will be brought to a new header with today's date as the code. You may change the code, the description and populate this header as need be; similar to dTHOMAS zoom.



A patient that already has headers listed will have the first one highlighted.

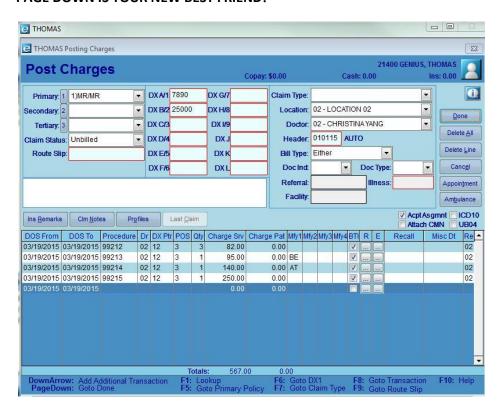


You may hit **Enter** to choose OR you may use your **up and down arrows** to select the header that is appropriate for the claim on which you are working.



Once you have highlighted the correct header hit **Enter** and eTHOMAS will place it onto the claim. You will enter the Post Charges screen.

PAGE DOWN IS YOUR NEW BEST FRIEND!



Enter your diagnosis code(s) - Page down

Enter your first procedure code, tab if you wish to edit – page down if done

Enter your second procedure code – page down

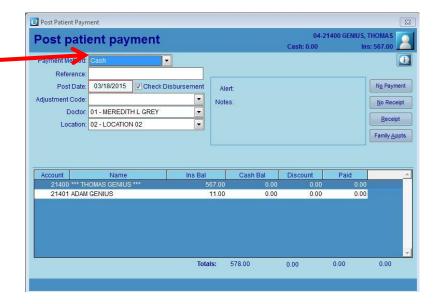
Enter your last procedure codes - page down twice

Your Done button is now highlighted.

Hit Enter and you are DONE!

Posting Patient Payments

When you enter the Post patient payment screen eTHOMAS defaults to Payment Method/Cash. You can use your **up and down arrows** OR **quickly type** the first couple letters to find what you are looking for. Options are Cash, Credit Card, Check, Money Order, Third Party Check, EFT, Gift Certificate, Other.



When system setting SHOWCREDITONPATPAY has a value of 1

- When you have a patient payment Page Down/tab takes you to Discount then Paid column.
- Enter your patient payment and Page Down takes you to No Receipt.
- If you want a receipt use your **down arrow** to go to Receipt.

Either way hit **Enter** and a new icon shows up and it is already highlighted.

Hit Enter to "Post" the payment. Payments do not get posted until you Post!



- When you have no payment Page down/Page Down takes you to No Receipt.
- Enter and you are done.

When system setting SHOWCREDITONPATPAY has a blank value:

- When you have a patient payment **Page down** takes you to the Paid column.
- Enter your patient payment and Page Down takes you to No Receipt.
- If you want a receipt use your **Down Arrow** to go to Receipt and **Enter**.
- When you have no payment Page down/Page Down takes you to No Receipt hit Enter.



Posing Insurance Payments

Post Insurance Payment from Patient Screen

- Use your mouse or Alt I to take you into the Billed Claim List
- Use your **up and down arrows** to highlight the correct claim.
- Alt P (for Primary) Alt S (for Secondary) or Alt T (for Tertiary) opens the screen to post your insurance payment and defaults to the Check Number.
- Once all fields in the top left corner are correct Page Down takes you to the first approved line.
- Down Arrow for the next transaction line.
- When you are done Page Down will either take you to the last field of the approved column.
- From the last line Page Down takes you to done. Hit Enter to post the payment.

Post Insurance Payments from The Billing Tab.

With the new system setting turned on eTHOMAS will now default to the Claim # when posting Insurance Payments.



Sort Appointments in Ascending Order on Patient Screen

There is a new System Setting AppPatScreenASC. If activated with a value of 1, the appointments on the Patient Information screen will display in ascending order. This setting is designed to help those clients who have activated the System Setting AppShowOld where the appointments display in descending order by default.

Using AutoCharge with Multiple Authorization Numbers

eTHOMAS has had the ability for quite some time of importing charges from third-party software, such as an EHR or Lab. This saves our clients countless hours of data entry since the charges can be sent from their third-party software to eTHOMAS through our GS Interface program. If you are interested in getting more information on importing your charges from your EHR to eTHOMAS, please contact us!

Multiple authorizations may now be imported into the AutoCharge portion of eTHOMAS. When the system setting IMPADDDEFHEADER is activated with a value of 4 and 9 (other values may be in there as well, but these two values need to at least be present), and when multiple lines of service are imported through AutoCharge with multiple authorization numbers, eTHOMAS will:

Create a new claim header

patient has three different authorization numbers.

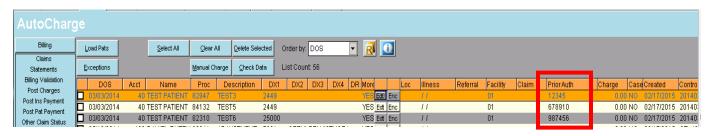
• Merge the individual authorization numbers onto the single claim header with each authorization number separated by a forward slash "/".

The authorization field from the header will now hold up to fifty (50) characters. If importing multiple authorization numbers onto a claim you will need to add a 9 to the System Setting IMPADDDEFHEADER before importing those patients into the AutoCharge area.

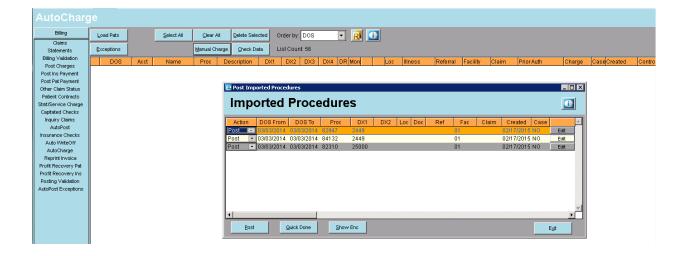
From the AutoCharge area, select the lines of service that should be posted together and press the Manual Charge button

Manual Charge

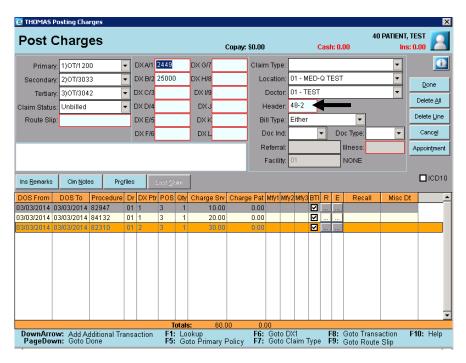
This can also be done at the patient level when posting charges, if there are lines of service within the AutoCharge area, select the lines of service from the Imported Procedures. Notice in the example below, the



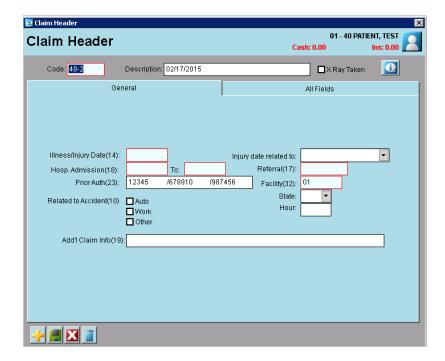
The Imported Procedures will be displayed to post. Click the Post button



Once you have clicked Post, the Post Charges screen will be displayed. Notice the Header that is added. The naming convention with the IMPADDDEFHEADER value 4 is the Julian Date (in this case 48) and the dash indicates the second header created for this patient on date 48.



To view the Authorization Numbers, open the Claim Header.



Genius Instant Eligibility

Genius Solutions has e-eligibility for eTHOMAS. e-Eligibility allows you to verify patient insurance with the push of a button! If you are interested in learning more about the eligibility feature in eTHOMAS, please contact Genius Solutions at 586-751-9080 (out-of-Michigan: 800-645-0955) or email us at Sales2@geniussolutions.com.

With the release of Version 9.5, you will notice the buttons for the instant eligibility are ready for activation in the Policy and Posting Charges screen. If eligibility is not active a message will pop up when clicked providing you with more information on eligibility.



From within the Policy Information screen you will see the View Eligibility and Check Eligibility buttons. These buttons are to view and check eligibility from within eTHOMAS when activated.



From within the Post Charges screen you will see a 1, 2, 3 to the left of the Primary/Secondary Tertiary. These buttons are to be check eligibility from within eTHOMAS for the specified policy, when activated.

