
Electronic Remittance Posting

APPLICATION MANUAL

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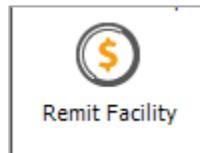
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Remittance Posting

Electronic remittance posting is available through the VertexDR practice suite. A service pushes remittance files into the Suite. Any corrupt files and/or duplicate files are filtered out by the service. Therefore, only viable files are downloaded into the Suite to be worked.

Accessing Remit

1. To access the Remit Module, from the *Office* Section of the Navigation Pane, click the **Remit Facility** Icon.



2. The *Remit Facility* Window opens. All of the remittance files that have not yet been released are displayed.

Viewing and Working Remittance Files

The carrier lists are collapsed by default.

Click the **Plus (+)** Icon to the left of the carrier name to view all unreleased remittance files for a specific carrier.

Filter Options

Specific remittance files can be viewed using the filter options. When utilizing the filter options, click the Filter Button to process the filters.

- **Insurance Carrier** Dropdown – Select a specific carrier from the dropdown to view remittance files for only that carrier.
- *Date* Fields – The *From* and *To Date* Fields can be used to view remittance files by check date.
- *Check No:* Field – A specific check number can be viewed.
- **Show released records** Checkbox – If a remittance file has already been released but errors still exist within the file, it can be viewed by selecting the checkbox.
- **Show completed records** Checkbox – If a remittance file has already been released and the denials have been completed or no denials existed within the file, it can be viewed by selecting the checkbox.

View Check Details

1. Once the desired remittance file has been selected, click the **View Check Details** Button on the Toolbar to view the items contained within the file.

Note: The user may also double-click on the remittance file.

2. The *Remittance Records Display* Window opens. This allows for
 - a. **Import Errors** (errors in which there is a discrepancy in the data, i.e. a credit will be created or there is a name mismatch, that halts the system from automatically posting the payment or deductible)
 - b. **EOB Errors** (denials received from the insurance company) to be worked. The following options can be used to view the check details.

Remittance Records Display
The work list contains accounts that have transactions posted from the ERA files. Please correct any errors prior to releasing the transactions.

Work List Sort: EOB Order CONNECTICUT BLUE SHIELD
Work List Filter: Not Filtered Check No: 2012703136 Dated: 11/4/2016 Check Amt: \$422.05
Charges: \$2,358.39 Co-Ins: \$0.34 Deductible: \$88.47 CoPays: \$0.00

Cpt Code	Mod	Charge	Paid	Co Ins	Copay	Deductible	Adjust	Errors
93971	26	100.00	0.00	0.00	0.00	4.86	95.14	Import CO-45
93971	26	100.00	0.00	0.00	0.00	4.86	95.14	Import CO-45
71010	26	35.00	0.00	0.00	0.00	1.97	33.03	Import CO-45
74177	26	425.00	0.00	0.00	0.00	19.69	405.31	Import CO-45
76641	26	119.00	0.00	0.00	0.00	7.87	111.13	Import CO-45
76641	26	119.00	0.00	0.00	0.00	7.87	111.13	Import CO-45
74000	26	42.00	0.00	0.00	0.00	1.97	40.03	Import CO-45
71010	26	35.00	0.00	0.00	0.00	1.97	33.03	Import CO-45
71010	26	35.00	0.00	0.00	0.00	1.97	33.03	Import CO-45
72125	26	223.00	0.00	0.00	0.00	11.59	211.41	Import CO-45
70450	26	223.00	0.00	0.00	0.00	6.93	216.07	Import CO-45
70486	26	230.00	0.00	0.00	0.00	6.93	223.07	Import CO-45
77051	26	25.00	0.00	0.00	0.00	0.60	24.40	Import CO-45
G0204	26	100.00	0.00	0.00	0.00	9.39	90.61	Import CO-45
76700	26	8.70	8.70	0.00	0.00	0.00	0.00	Import CO-45
77052	26	25.00	0.00	0.00	0.00	0.00	25.00	EOB CO-45

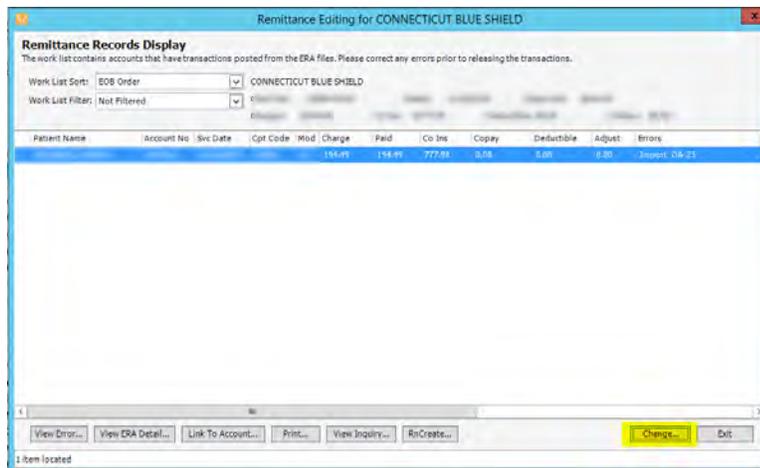
96 items located

- **View Error** Button – EOB Errors and Import Errors can be viewed.
- **View ERA Details** Button – The electronic information that is obtained with the remittance files can be viewed.
- **Link To Account** Button – If the patient’s account number did not come over correctly on the ERA file or the name has changed (usually due to marriage), the line item can be attached to the correct patient.
- **Print** Button – print out the ERA view, can be used to work denials or if any manual posting needs to be done.
- **View Inquiry** Button – All charges and payments previously posted for the highlighted patient can be viewed within Patient Definition.
- **RnCreate** button – EOBs that are created from the ERA file can be found here.

- **Change** Button – If necessary, EOB information, such as the co-payment amount and adjustment information can be modified.

How to Fix Remittance Errors

1. Import Errors: these error generally have payments attached to them. Usually there is a discrepancy with the data which caused the system to not automatically post the money. The most common discrepancies are: name does not match, posting will create a credit (user will have to manually post the money) or when the ERA file originally downloaded within the VertexDr system the primary insurance payment was not posted so the account and the ERA file balances do not match.
 - a. For all Import Errors the user can try to force the system to post the money. Highlight on the patient that has the import error and hit 'change.'



With the line item highlighted, as long as the remaining balance matching the balance the system would like to post, then the user can hit 'save' to get the system to override the import error and the ERA file will post the payment.

- b. If the remaining balance does not match the balance the system would like to post, then the user will have to manually post the payment since the system will not post a credit via ERA file.
 - c. If a user has to manually post payments from the ERA file, the error will still be attached to line item on the ERA file. Therefore, when the ERA file is released, the system will NOT post the money. The user should release the ERA file and then go into the batch and manually post any payments that need to be posted.
2. EOB Errors: these errors cannot be fixed, these are actual denials from the insurance company. When the user releases the ERA file the system will post a DENY posting and attach the denial. This denial will be available to work on the SmartQ after the closing has been run and the batch has been released.
3. When finished working the remittance file, click the **Exit** Button to return to the *Remit Facility* Window

Marking Remittance Files as Complete

If the user is able to complete all errors within the remittance file, the file can be marked as complete. If any Import or EOB error still exists within the file, the user will not be able to mark as complete.

To do so, right-click on the checkbox to the left of the remittance file. The user may then work other remittance files and release them all later.

Note: Marking remittance files as complete is optional. Remittance files can be released to a batch even if they are not marked as complete.

Releasing Remittance Files

Once all errors have been worked, the remittance file(s) must be released to a batch for posting. The Remit Module allows for multiple remittance files within one carrier to be released at one time.

Selecting Remittance Files for Release

The user has two (2) options to release remittance files to a batch for posting:

1. Release an individual remittance file: Highlight a single file within a carrier.
2. Release multiple remittance files within a given carrier: Using either the **CTRL** Key or the **Shift** Key, select several files, or all files, within a single carrier.

Releasing Remittance Files to a Posting Batch

1. Once the desired file(s) have been selected, from the *Remit Facility* Window, click the **Release into Batch** Button on the Toolbar.
2. The *Batch Verification* Window displays, asking the user if they would like to release into a manual batch. By clicking the **Yes** Button the *Batch Selection* Window where a previously created batch will come up and the user will have to select a batch that was already created or a new batch can be created. By clicking the **No** Button the system will automatically create a batch in the *Posting Area* with the selected remittance files.

Note: Once the remittance files have been released they will no longer appear in the *Remit Facility* Window unless the **Show released records** Checkbox is selected.

Remit Options

Insurance Carrier: Show released records
 Date: 11/10/2015 to 11/10/2016 Show completed records
 Check No:

Completed	Remit Date	Check No	Client	Check Amt	Total	Errors	Errors Completed	Release Date	Released
+ AARP (2 items)									
+ AETNA (8 items)									
+ CHAMPVA (1 item)									
+ CIGNA (40 items)									
+ CONNECTICARE (9 items)									
+ CONNECTICUT BLUE SHIELD (21 items)									
<input type="checkbox"/>	11/08/2016			171.24	4	0	0		0
<input type="checkbox"/>	11/08/2016			693.12	21				
<input type="checkbox"/>	11/08/2016			14.70	1				
<input type="checkbox"/>	11/07/2016			121.99	4				
<input type="checkbox"/>	11/07/2016			9.68	2				
<input type="checkbox"/>	11/07/2016			9.16	2				
<input type="checkbox"/>	11/07/2016			64.57	2				
<input type="checkbox"/>	11/07/2016			11.21	3				
<input type="checkbox"/>	11/07/2016			9.02	3				
<input type="checkbox"/>	11/07/2016			207.84	8	2	0		0
<input checked="" type="checkbox"/>	11/07/2016			1083.42	31	1	0		0
<input checked="" type="checkbox"/>	11/04/2016			422.05	96	51	0		0
<input type="checkbox"/>	11/04/2016			11307.83	291	43	0		0
<input type="checkbox"/>	11/04/2016			136.03	1	1	0		0
<input type="checkbox"/>	11/04/2016			9778.56	268	28	0		0
<input type="checkbox"/>	11/04/2016			1.97	1	0	0		0
<input type="checkbox"/>	11/04/2016			738.93	41	7	0		0
<input type="checkbox"/>	11/04/2016			25.21	3	1	0		0
<input type="checkbox"/>	11/04/2016			1.97	1	0	0		0
<input type="checkbox"/>	11/04/2016			18.52	4	2	0		0
<input type="checkbox"/>	11/02/2016			2.34	1	0	0		0

Batch Verification

Would you like to release to a manual batch?

Yes No

- The *Remit Facility* Window is updated with the following information:
 - Release Date* Column is updated with the date that the file(s) was released to a batch.
 - The *Released* Column is updated with the number of items that were released into the batch.
- If any transactions contained errors, they are moved into the Denial Work Queue within the Remit Facility or SmartQ based on access.

Accessing View Check Denial Queue (NON SmartQ Users)

While the user is within Remit Facility filter out the 'show released records.' When the flag is checked off the date will automatically default to a week. If there are checks that need to be worked prior to the default, manually change the date range. Click the Filter Button to process the filter.

The carrier lists are collapsed by default.

Click the **Plus (+)** Icon to the left of the carrier name to view all unreleased remittance files for a specific carrier.

1. Once the desired remittance file has been selected, click the **View Check Denial Queue** Button on the Toolbar to view the denials contained within the file that need to be addressed.
2. Highlight any of the patient's and the remit denial details will display at the bottom of the screen.