RESOURCE AND PATIENT MANAGEMENT SYSTEM

Accounts Receivable

(BAR)

Addendum to User Manual

Version 1.8 Patch 36
September 2024

Table of Contents

Preface

This document provides information for the user pertaining to minor corrections included in Accounts Receivable v1.8 p36. Please distribute this addendum to the business office staff prior to patch installation.

> **Note**: This addendum is not intended to be a process guide. Contact your business office manager or area business office coordinator for questions regarding posting or accounts receivable processes.

1.0   Introduction

1.1   Summary of Changes

FID74824, 74825-numerous corrections were made to patient statements to ensure that the data reported is accurate. Please refer to Section 2.0 of this document for details and examples.

FID110138-changes were made behind the scenes to allow for processing unusually large ERA/835 files. Prior to this patch, several sites reported that unusually large ERA files were timing out and failing to post completely. This was caused by a clean-up utility that was deleting the file where ERA data is temporarily stored before it's posted. To correct this, the purge date for temporary files was set to four days, allowing for plenty of time to process and post an ERA file. No changes were made to the functionality seen by the user.

2.0   Patch 36 Details

Numerous corrections were made to patient statements to ensure that the information provided is accurate. These corrections affect the menu options in bold below.

```
      +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
      |          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p36          |
      +              Patient Account Statement Menu              +
      |                   2017 DEMO HOSPITAL                      |
      +-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+-+
   User: USER,SUPER            BUSINESS OFFICE    11-JUL-2024 9:14 AM


   SHDR   Enter/Edit Statement Header Text
   FLAG   Flag Patient Accounts for Statements
   PRA    Print All Flagged Patients' Account Statements
   PRO    Print One Flagged Patient's Account Statement
   PUR    Purge Patient Account Statements
   REB    Rebuild Statements for All Flagged Pat


Select Patient Account Statement Menu Option:
```

Figure 2-1: Patient statement menu options affected by patch 36

The corrections made to patient statement are as follows:

- The PRA date range and the data reported will reflect the entire previous month's date range. For example, if the tasked job runs on any day in July, the statements will reflect a date range of 6/1/2024 – 6/30/2024

- Bills posted to a zero balance during the previous month will be reflected on PRA statements. These bills will be dropped from the patient's statement on the following month's statement run. The PRO option will always reflect zero balance bills if they were posted to a zero balance within the user-specified date range

- Transactions posted on the last day of the month will be included on PRA statement runs

- Payment credit adjustments will be reflected as payments. If the patient was used as the A/R Account for a payment credit, the transaction will be displayed in the Patient Payment column. If an insurer was used, the transaction will be displayed in the Insurance Payment column

- A field for the clinic (CLN) was added to the bill line

- Cancelled bills will no longer be included on statements

- When a patient prepayment has been completely posted to a bill, it will be dropped from the Pre-payments section and reflected in the Patient Payment column for the bill it was posted to

- Statements will only print for the location the user is logged in to

- The PUR option will only allow for purging statement runs for the location the user is logged in to

- The REB option will no longer change the location the user is logged in to

```
 Statement Date: 07/08/2024                                    Page: 1

                    DEPARTMENT OF HEALTH & HUMAN SERVICES
                         INDIAN DEMO HOSPITAL
                         456 HEALTHCARE ROAD NE
                      ALBUQUERQUE, NEW MEXICO  12345

                   S T A T E M E N T   O F   S E R V I C E S

   DEMO,PATIENT                                STATEMENT PERIOD
   123 RESIDENCE DR                            06/01/2024 - 06/30/2024
   ANYTOWN, US, 12345


=================================================================================
    BILLED      INSURANCE     PATIENT    ADJUSTED     INSURANCE     PATIENT
    AMOUNT       PAYMENT      PAYMENT     AMOUNT      OUTSTANDING   AMOUNT DUE
=================================================================================

   LOCATION:  IHS DEMO HOSPITAL

SERVICE DT: 03/31/24   BILL#: 123456      PRV: COOPER              CLN: GENERAL
      414.00       223.00        0.00      141.00         0.00         50.00

SERVICE DT: 04/12/24   BILL#: 123567      PRV: COOPER              CLN: INTERNA
      362.00       300.00       25.00       37.00         0.00          **

SERVICE DT: 05/30/24   BILL#: 123678      PRV: COOPER              CLN: GENERAL
      227.00       112.00       25.00       65.00         0.00         25.00

    ---------   ---------   ---------   ---------     ---------   ---------
      1003.00        0.00       50.00        0.00        389.00         75.00


---------------------------------------------------------------------------------
Pre-payments:
1. Receipt #DH0001234567     $  25.00  FOR 06/21/2024     CHECK #12345
---------------------------------------------------------------------------------
=================================================================================
** SUMMARY by days due**
---------------------------------------------------------------------------------
0-29 Days       30-59 Days    60-89 Days    90-120+ Days       TOTAL DUE
$   25.00     $    0.00     $   50.00     $    0.00         $    75.00
=================================================================================

                    +++PAYMENT DUE UPON RECEIPT+++

** Your Insurance has been billed. You may be responsible for all or
a portion of the billed amount based on your scheduled benefits.
Statement reflects all transactions up to statement date.

This statement is intended for the above named patient, if you have
received this statement in error please notify us immediately.
```

Figure 2-2: Example of a PRA statement generated in July 2024

Acronym List

Acronym	Term Meaning
A/R	Accounts Receivable
ERA	Electronic Remittance Advice (835 file)
FID	Feature ID-a number assigned to a software change
IHS	Indian Health Service
IT	Information Technology
RPMS	Resource and Patient Management System

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

Phone: (888) 830-7280 (toll free)

Web: https://www.ihs.gov/itsupport/

Email: itsupport@ihs.gov