



Processing the Electronic Remittance Advice ERA 835

RPMS Accounts Receivable Training

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Objectives

- About the Electronic Remittance Advice (ERA)
- Defining the Process
- Creating the Collection Batch
- Loading and Preparing the File for Posting
- Posting the ERA
- Reports
- Troubleshooting
- Questions/Discussion



Disclaimer

- The information in this presentation is meant for guidance. Please follow your policies and procedures and seek assistance when needed.
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About the Electronic Remittance Advice



Remittance Advice and Types

The Remittance Advice (RA) explains details about payments and adjustments made to claims processed by the payer

- Two types of Remittance Advices exist
 - Electronic Remittance Advice (ERA)
 - HIPAA-compliant X12N 835 format, Version 5010
 - Companion guides available for view on the CMS Website: [Medicare Electronic Billing](#)
 - Standard Paper Remittance Advice (SPR)
- Agreements are put in place to receive the electronic remittance advice
 - Directly from payer
 - Via clearinghouse
 - PNC Bank – federal sites



Viewing the Electronic Remittance Advice

- Sites can use a third-party software to view the ERA in a paper remittance format
 - Institutional
 - PC Print Software
 - Professional including Dental
 - [Medicare Remit Easy Print \(MREP\)](#)
 - Used to view and print remittance information on all claims included in the 835
 - View and print remittance information for a single claim
 - View and print a summary page
 - View, print, export special reports



Easy Print Display

Medicare Remit EasyPrint v4.5

File Tab View Report Search Tools Help

Import Report Archive Restore Delete Search Print List

Payer Name	Payee Name	Payee ID	Check D...	Check/E...	Check/E...	Claims	Check/EFT Number	Version	Filename
ANYSTATE M...	INDIAN HEALTH HO...	9991199...	07/20/17	0.00	NON	1	00000000000	005010X22...	ANYSTATE ...
BCBS OF NE...	CUSTOMER SERVIC...	1932187...	03/22/11	14825.82	CHK	4	3601125413	005010X22...	BCBS OF NE...

Claim List Claim Detail Remit Summary Data View Search Glossary

Name	ACNT	ICN	Billed Amount	Paid Amount	From Date	To Date	ASG
<input type="checkbox"/> PATIENT, PAULA	1967495A-18-9999	17195381440015777	145.00	0.00	5/8/2017	5/8/2017	Y

Print Check All UnCheck All Data

Segment count >>29 7/12/2018



Sample Easy Print ERA

BCBS OF NEW MEXICO
555321 ABC STREET ADDRESS
LOS ANGELES, CA 90001

MEDICARE
REMITTANCE
ADVICE

PAYER TECHNICAL CONTACT INFORMATION:
NOT AVAILABLE

CUSTOMER SERVICE DEPARTMENT
77177 CENTER COURT ADDRESS
CHICAGO, IL 60611

NPI #: 1932187424
DATE: 03/22/2011
PAGE #: 1

CHECK/EFT #: 3601125413

REND-PROV RARC	SERV-DATE	POS	PD-PROC/MODS	PD-NOS SUB-NOS	BILLED SUB-PROC	ALLOWED GRP/CARC	DEDUCT CARC-AMT	COINS ADJ-QTY	PROV-PD BS
NAME: QOYNTENE, BERNICE HIC: 174A71983 ACNT: 31268A ICN: 2011ZQ000004 ASG: Y MDA:									
PT RESP	0.00	CARC	0.00	CLAIM TOTALS	0.00	0.00	0.00	0.00	985.00
ADJ TO TOTALS: PREV PD				INTEREST	0.00	LATE FILING CHARGE	0.00	NET	0.00
						CO-78	456.18		03
						CO-23	157.54		
OTHER CLAIM REL IDENTIFICATION: (1L) 90952C (CE) CTR99990001									
NAME: QOYNTENE, BERNICE HIC: VZQ758A71987 ACNT: 31267A ICN: 2011ZQ000005 ASG: Y MDA:									
PT RESP	0.00	CARC	0.00	CLAIM TOTALS	0.00	0.00	0.00	0.00	40.41
ADJ TO TOTALS: PREV PD				INTEREST	0.00	LATE FILING CHARGE	0.00	NET	0.00
						CO-23	157.54		
						CO-23	157.54		
(CE) CTR99990001 (CE) CTR99990001									
NAME: LAFARGE, JOY HIC: 345A71952 ACNT: 30342A ICN: 2011ZQ000006 ASG: Y MDA:									
PT RESP	0.00	CARC	0.00	CLAIM TOTALS	0.00	0.00	0.00	0.00	40.41
ADJ TO TOTALS: PREV PD				INTEREST	0.00	LATE FILING CHARGE	0.00	NET	0.00
						CO-23	157.54		
						CO-23	157.54		
(CE) CTR99990001 (CE) CTR99990001									
NAME: BAGGER, ELIZABETH HIC: 258A71826 ACNT: 30300A ICN: 2011ZQ000007 ASG: Y MDA:									
PT RESP	0.00	CARC	0.00	CLAIM TOTALS	0.00	0.00	0.00	0.00	260.00
ADJ TO TOTALS: PREV PD				INTEREST	0.00	LATE FILING CHARGE	0.00	NET	0.00
						CO-23	157.54		
						CO-23	157.54		
(CE) CTR99990001 (CE) CTR99990001									
TOTALS:	# OF CLAIMS	BILLED AMT	ALLOWED AMT	DEDUCT AMT	COINS AMT	TOTAL CARC-AMT	PROV-PD AMT	PROV ADJ-AMT	CHECK AMT
	4	0.00	0.00	0.00	0.00	0.00	1325.82	0.00	14825.82

GLOSSARY : GROUP, REASON, MDA, REMARK AND REASON CODES, CORE BUSINESS SCENARIOS

23 The impact of prior payer(s) adjudication including payments and/or adjustments. (Use only with Group Code OA)

3 (BS) Billed Service Not Covered by Health Plan

78 Non-Covered days/Room charge adjustment.

CD Contractual Obligations



ERA Data Elements

- Group Codes
 - Claim Adjustment Reason Codes (CARC)
 - Provides financial information about claim decisions
 - Used as an adjustment on the claims and, when posted, affects the balance of bill
 - Some CARC codes are classified as Pending or General Category in RPMS and have no effect on the balance
 - Remittance Advice Remark Codes (RARC)
 - Further explain an adjustment or relay informational messages not included in a CARC
 - [Provider-Level Balance \(PLB\) Reason Codes](#)
 - Describe adjustments made at the Provider level, instead of adjustments at a claim or service line level as described in MM7068
 - An increase in payment for interest due as a result of a late payment by the payer
 - A deduction from payment as a result of a prior overpayment
 - An increase in payment as a result of a provider incentive plan
- CARC Codes are mapped to the A/R Adjustment Categories and Types

Viewing the CARC and RARC Code Sets

RPMS Accounts Receivable contain menu items used to look up the Claim Adjustment Reason Code (CARC) and the Remittance Advice Remark Codes (RARC)

- **Create Report Std Adjustment Reason Codes (PST→RADJ)** to print the crosswalk from the CARC codes to the A/R Adjustment codes
- **Standard Adjustment Reason Inquiry (PST→IADJ)** may be used to view an individual CARC code and what it's been mapped to
- **Remittance Advice Remark Code Inquiry (PST→IRMK)** may be used to look up the RARC code which provides additional detail for the code



Standard Adjustment Reason Inquiry (IADJ)

- Select option to view the CARC
- System displays the crosswalk to the A/R Adjustment Category and Type

NOTE: For a complete hardcopy listing of Standard Adjustment Reason Codes, please refer to the User Manual.

Standard Adjustment Reason Code: **245**

Output DEVICE: HOME// Virtual

=====
Standard Adjustment Reason Code Inquiry JUL 12,2018@09:40 Page 1
=====

STANDARD	SHORT
CODE: 245	DESC: Prov performance program withhold.

RPMS 15	RPMS 985
CATEGORY: PENALTY	REASON: Prov performance prog withhold

FULL STANDARD CODE DESCRIPTION:

Provider performance program withhold.



Defining the Process



RPMS Requirements

- Access to the ERA Posting Menu in Accounts Receivable
 - Keys: BARZ ERA MENU
 - File Manager Codes: MV
- Software to download the ERA file
- Access to the RPMS directory where the ERA file is to be stored
 - ERA must be placed in a secure directory due to Protected Health Information (PHI)
 - Sufficient permission must be granted by System Administrator
- Shared directory access
- Must be signed into a cashiering session, if used



ERA Tracking Log

- A tracking log to record all ERA activity is strongly encouraged
- This log must be stored in a shared directory and updated after activity is performed for an ERA file

J18 AML													
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Facility	INDIAN HEALTH HOSPITAL											
2	Payer	EMC File Name	Deposit Date	Check/EFT	Check Amount	Renamed Filename	RPMS Load	Collection Batch	Collection Item	Assigned To	RPMS Post	Completed	Comments
18	Medicare A	ERN00193.ERN	6/27/2018	10023231	14,201.00	IH-MCRA-0627181.ERN	7/2/2018	MCR OPV-06/30/2018-1	4	AML	7/3/2018	Yes	Follow up on two bills
19													
20													



ERA Import Delete

(A/R → MAN → ERAD)

This Manager option is used to remove duplicate file uploads or files that may have been uploaded in error

- Files that have not been posted may be removed
- Files that have been posted cannot be deleted

```
This is to delete ERA Import file
```

```
Select A/R EDI IMPORT NAME: 1072_ERA_07/12/2018  MCPARTB0707161.ERN  B
```

```
IMPORT: 1072_ERA_07/12/2018  
EDI    : HIPAA 835 v5010  
ERA    : MCPARTB0707161.ERN  
Delete this file? N// YES
```

```
1072_ERA_07/12/2018  DELETED
```

```
This is to delete ERA Import file
```

```
Select A/R EDI IMPORT NAME: 1069_ERA_07/11/2018IH-MCRA-0627181.ERN P  
This file has one or more posted claims. Cannot delete.
```



The Collection Batch



Collection Batch Requirements

The collection batch is used to record check data for future posting

- Certain elements must match in order for the batch and item to be matched to the ERA 835 file
 - Check Number: Must match exactly as it appears on the electronic remittance
 - Add leading zeros – “0000123456”
 - Add alpha characters – “EFT00123456”
 - Add symbols – “1001-00193”
- Corrections may be made to the Check Number and/or Payer (A/R Account) by using the Edit Treasury Deposit Number (A/R → MAN → ETDN)
 - Changes can only be made if no payments have been posted to the collection batch
 - If an upload failed and corrections made, re-run the option to Review and Match ERA to Collection Batch (BPR)



ERA Posting



ERA Posting Menu

```
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p28          |
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ERA Posting          |
|          INDIAN HEALTH HOSPITAL          |
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
User: LUJAN,ADRIAN M          BUSINESS OFFICE          12-JUN-2018 9:56 AM

NEW      Load New Import
VIEW     View Import Header
TRN      Check Amount and Check number for 835
BPR      Review & Match ERA to Collection Batch
BLMT     A/R Bill Matching
REV      Review Postable Claims
PST      Post ERA Claims
RPT      Report ERA Claims
NFND     ERA Check Not Batched Report
RPTC     List Corrections Sent in ERA

Select ERA Posting <TEST ACCOUNT> Option:
```



Load New Import (NEW)

Imports (pulls) file data from the ERA 835 into Accounts Receivable and performs checks to ensure file is valid and formatted correctly

- Process
 - Enter Signature Code
 - Confirm that the default directory path displayed is correct
 - At the File Name prompt, type a file name of the ERA file to be uploaded
 - May use a wild card (*) or a wild card with the partial filename to identify files in the directory
 - The wild card entries may nor may not be valid 835 files
 - Once the filename is confirmed and uploaded, a filename is assigned and must be used for future reference for this entry
- The uploaded ERA File creates an A/R ERA Filename used to reference for matching, reviewing and posting
 - The format for this entry is IMPORT#_ERA_DATE

TRANSPORT FILE:	MCPARTB0707161.ERN
IMPORT NAME:	1072_ERA_07/12/2018



Load New Import – Adding File Name

```
+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p26          |
+                   Load New Import                   +
|                   INDIAN HEALTH HOSPITAL                   |
+-----+
User: LUJAN,ADRIAN M          BUSINESS OFFICE          11-JUL-2018 12:40 PM

Enter your Current Signature Code:      SIGNATURE VERIFIED
Enter the directory path for the transport file: c:\rpms\// C:\RPMS\ERA\
File Name : IH-MCRA-0627181.ERN

CHECKING FILE FORMAT.....
File type: HIPAA 835 v5010 FILE FORMAT OKAY.

File          Directory          Transport
IH-MCRA-0627181.ERN    C:\RPMS\ERA\    HIPAA 835 v5010

Do you want to proceed? N//
```



Load New Import – Data Parsing

```
LINE COUNT LOADED: 6
```

```
A/R EDI IMPORT HOST FILE NAME: 1069_ERA_07/11/2018
```

```
The IH-MCRA-0627181.ERN file has been successful in updating  
the transport global
```

```
6 records updated
```

```
PROCESSING
```

```
TRANSPORT FILE:      IH-MCRA-0627181.ERN
```

```
IMPORT NAME:         1069_ERA_07/11/2018
```

```
Starting stage 1 of 3 -> Extract data from transport to segments
```

```
Splitting image into Segments
```

```
...
```

```
Identifying Segments Uniquely
```

```
... 34
```

```
Stage 1 -> Complete
```

```
Starting stage 2 of 3 -> Parse segments into elements & values
```

```
Processing Segment Elements into Values
```

```
... 34
```

```
Stand by to print TRN - Check Number/Check Amount Report...
```



ERA Check Number and Check Amount Report

```
=====
ERA CHECK NUMBER AND CHECK AMOUNTS REPORT          JUL 12,2018@07:05   Page 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR FILE NAME: IH-BCBS-051418.ERN
FOR RPMS FILE: 1071_ERA_07/11/2018
-----
```

```
=====
SET          PAYER          CD  PAYMENT          CHECK          CHK DATE
-----
0001  BLUE CROSS BLUE SH  I          47.30 96-869230          04/30/18
```

```
**This 835 ERA File contains 1 BPR segments totaling $47.30
**Use the Check Posting Summary (CPS) to confirm checks have been batched
```

```
* * E N D   O F   R E P O R T * *
```



Load New Import – Bill Extraction

```
Enter RETURN to continue or '^' to exit:
```

```
Stage 2 -> Complete
```

```
Starting stage 3 of 3 -> Build postable claims
```

```
Processing Record Values into Postable Claims
```

```
31419A-IH-99090 2
```

```
Checking balance of each check within ERA...
```

	(CLP04)		(PLB)		(BPR02)
Check REMIT01678 balances	0.00	-	NO PLB	<>	0.00

```
Stage 3 -> Complete
```




Load New Import Data Checks-Invalid Format

Checks validate file format for 835 Version 5010 compliance

- Files not in a valid format will not be uploaded
- An error message will be displayed to the user

Files not in a valid format may be due to

- Old or invalid 835 format
- File transfer or download issue
- Non-835 file

```
+++++
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p26          |
+                   Load New Import                        +
|                   INDIAN HEALTH HOSPITAL                  |
+++++
User: LUJAN,ADRIAN M           BUSINESS OFFICE           11-JUL-2018 7:37 AM

Enter your Current Signature Code:    SIGNATURE VERIFIED
Enter the directory path for the transport file: c:\rpms\
File Name : ERN

CHECKING FILE FORMAT.....

Error opening file...please verify filename and directory and try again

Enter RETURN to continue:
```



Load New Import - File Previously Loaded

- Additional checks are performed for files previously loaded
- A message is displayed to the user to indicate when the file was originally loaded
- If loaded, the file may not be postable

```
Enter your Current Signature Code: SIGNATURE VERIFIED
Enter the directory path for the transport file: c:\rpms\//
File Name : MCPARTB1014161.ERN
```

```
CHECKING FILE FORMAT.....
File type: HIPAA 835 v5010 FILE FORMAT OKAY.
```

```
This file was previously loaded on JUN 19, 2018@13:39:07 as
file 1068_ERA_06/19/2018
```

```
You can exit and review the import by entering
the filename in the View Import Header option.
```

```
NOTE: reloading a file will create duplicate entries in the A/R EDI Check!
Proceed with caution
```

```
Nothing has been posted from this ERA. If you reload it, the original file
will be replaced with this file. Any edits done in REV will be lost.
Do you wish to reload this file? N//
```



View Import Header (VIEW)

Displays ERA 835 raw batch data and may be used to verify data elements used for collection batching and posting

- Displays segment data in the 835 broken down by data elements
 - Example, CLP Segment displays Claim Information along with payment data
- User must review the Check Number and Check Amount and confirm it matches what is in the collection batch
 - A mismatch will not allow the collection batch to be matched to the 835
- Consider using the 'Check Amount and Check Number for 835' option (TRN) to review check and payer information



View Import Header Data Elements

TRN Detail

- TRN02: Check Number

BPR Detail

- BPR02: Check Amount
- BPR16: Check Issue Date

N1 Detail

- N102: Payer Name

VIEW IMPORT: 1068_ERA_06/19/2018

***TRN** **2-040-TRN**

Trace Type Code 1 | Current Transaction Trace Numbers
Check or EFT Trace Number **894096493**
Payer Identifier 1205296137

***BPR** **2-020-BPR**

Transaction Handling Code I | Remittance Information Only
Total Provider Payment **269.71**
Credit/Debit Flag Code C | Credit
Payment Method Code ACH | Automated Clearing House
Payment Format Code CCP | Cash Concentration/Disbursement+Addenda
DFI ID # Qualifier (send) 01 | ABA Transit Routing # Including Check
DFI ID # (sender) 081517693
Account # Qualifier (send) DA | Demand Deposit
Bank Account Number (send) 152302017594
Payer Identifier 1205296137
DFI ID # Qualifier (recei) 01 | ABA Transit Routing # Including Check
DFI ID # (receiver) 065300279
Account # Qualifier (rece) DA | Demand Deposit
Bank Account Number (rece) 1002575702
Check Issue/EFT Effective **20161014**

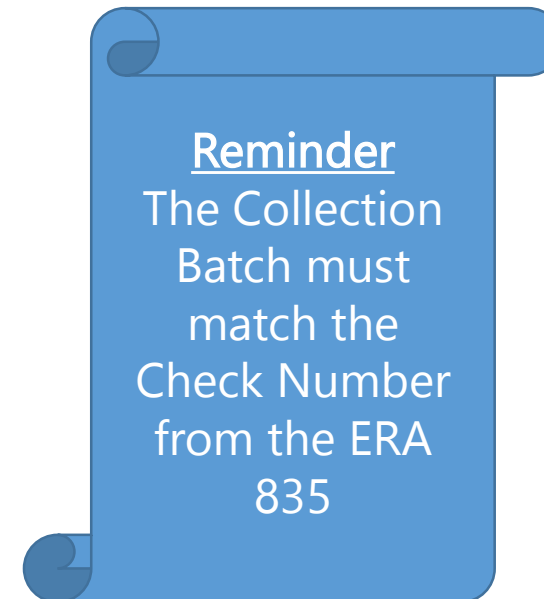
***N1** **2-080.A-N1**

Entity Identifier Code PR | Payer
Payer/Payee Name **NOVITAS SOLUTIONS, INC.**
Identification Code Quali | No Match

Check Amount and Check Number for 835 (TRN)

Displays a report of ERA 835 check data used for Collection Batching and matching

- Report displays
 - Number of checks received
 - Transaction Handling Code (CD)
 - C – Payment Accompanies Remittance Advice
 - H – Notification Only
 - I – Remittance Information Only
 - Payment amount for each check
 - Check Number
 - Check Date





Display of ERA Check Number & Amounts Report

```
=====
ERA CHECK NUMBER AND CHECK AMOUNTS REPORT          JUL 11,2018@10:29   Page 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR FILE NAME: MCPARTB1014161.ERN
FOR RPMS FILE: 1068_ERA_06/19/2018
-----
```

```
=====
SET          PAYER          CD  PAYMENT          CHECK          CHK DATE
-----
```

SET	PAYER	CD	PAYMENT	CHECK	CHK DATE
0001	20161013	I	269.71	894096493	10/14/16
0002	20161013	I	159.08	894096492	10/14/16
0003	20161013	I	338.78	894096491	10/14/16
0004	20161013	I	79.15	894096494	10/14/16
0005	20161013	I	2,614.38	894096490	10/14/16

```
**This 835 ERA File contains 5 BPR segments totaling $3,461.10
**Use the Check Posting Summary (CPS) to confirm checks have been batched
```

* * E N D O F R E P O R T * *



Review & Match ERA to Collection Batch (BPR)

Matches the ERA 835 to the Collection Batch and Collection Item using ERA Check Number

- Process
 - In the option, type the RPMS-generated ERA filename
 - All EFT/Check Numbers will display for the user to review along with the A/R Collection Batch and the Collection Batch Item Number
 - A Check Matching Report displays to provide matching details
 - A PLB Segment Detail Report will also generate notifying the user of any provider level adjustments
 - PLB Segment data must be noted
 - PLB Adjustments will affect the total amounts posted



Matched

- The system will begin matching the ERA to a collection batch
- Matched entries are displayed
- A matching report will display all matched entries

Matching ERA 835 to A/R Collection Batch & Items...

Select file: 1069_ERA_07/11/2018IH-MCRA-0627181.ERNCHK/EFT #: REMIT01678

I will begin matching the following items:

#1 BPR02: 0.00
TRN02: REMIT01678 Matching... done!
Match to: LOCKBOX-06/20/2018-2 ITEM: 1
TDN/IPAC: 123456

1 ENTRY HAS BEEN MATCHED.....\$ 0.00
TOTAL.....\$ 0.00

=====
ERA/RPMS CHECK MATCHING REPORT JUL 11,2018@12:57 Page 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR RPMS FILE: 1069_ERA_07/11/2018
=====

ST	AMOUNT	CHECK#	COLL. BATCH/ITEM	FOUND
2172	0.00	REMIT01678	LOCKBOX-06/20/2018-2	1

IMPORT FILE SUMMARY:
TOTAL SEGMENTS PROCESSED.....: 33
TOTAL AMOUNT PROCESSED.....\$ 0.00



Not Matched

- User is notified the ERA hasn't been matched to a Collection Batch or Item
 - Has the check been batched? Use the Check Posting Summary (CPS) to locate the check
 - The check was batched but the check and/or dollar amount is incorrect
 - Use the Edit Check Number (ETDN) option to correct the bad entries

Matching ERA 835 to A/R Collection Batch & Items...

Select file: 1070_ERA_07/11/2018MCPARTA0120171.ERNCHK/EFT #: EFT4312845

I will begin matching the following items:

#1 BPR02: 15,773.80
TRN02: EFT4312845

Matching... not done!

Match to: COLLECTION BATCH/ITEM NOT FOUND. PLACING ON NOT FOUND REPORT!

1 ENTRY HAS NOT BEEN MATCHED.....\$	15,773.80
TOTAL.....\$	15,773.80

```

=====
ERA/RPMS CHECK MATCHING REPORT                                JUL 11,2018@16:51   Page 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR RPMS FILE: 1070_ERA_07/11/2018
=====

```

ST	AMOUNT	CHECK#	COLL. BATCH/ITEM FOUND
----	--------	--------	------------------------

1848*	15,773.80	EFT4312845	NOT FOUND
-------	-----------	------------	------------------

IMPORT FILE SUMMARY:

TOTAL SEGMENTS PROCESSED.....:	812
TOTAL AMOUNT PROCESSED.....\$	15,773.80

PLEASE REVIEW THE BPR 'NOT FOUND' REPORT AND CREATE A BATCH FOR THE BPR SEGMENT 'NOT FOUND'.

* - Indicates a PLB segment has been located.
Collection item balance may not match check balance!



PLB Segment Notification

- The PLB Segment provides Provider-Level adjustment information for debits or credits that may offset the actual paid amount of a check
- These may be reported as credits or debits
- Penalties are common
- PLB Detail report shows segment data

```
=====
PLB DETAIL REPORT                                JUL 11,2018@16:51:23    PAGE 1
LOCATION: INDIAN HEALTH HOSPITAL
FOR RPMS FILE: 1070_ERA_07/11/2018
=====
```

NO	NPI	AMOUNT	FY DATE	CD	DESCRIPTION	REFERENCE ID
	1790865780		SEP 30, 2017			
1		1,969.21		E3	Withholding	21701300732304MSA 093050382C1

		1,969.21				

		1,969.21				



A/R Bill Matching (BLMT)

Used to match the claims from the ERA 835 upload to bills in Accounts Receivable

- The following criteria is used to match
 - Bill Number or Prescription (RX) Number
 - The Amount of the Bill
 - Date of Service from the Visit
- Bills not matched may be reviewed in the next step
- The Detailed Report of the Matching Process lists the bills that were not matched (Unmatched Status)

Note: All three elements must match or the claim will be marked as Unmatched



Display of A/R Bill Matching

- Process
 - Type in the RPMS ERA Filename
 - The system will begin matching the file to the RPMS bills and scrolls the information
 - Additional items are checked
 - PLB Segment data
 - Payment Reversals
 - Negative Payments

```
Select file: 1071_ERA_07/11/2018IH-BCBS-051418.ERNCHK/EFT #: 96-869230
```

```
I will begin bill matching...
```

```
Matching E-Claims to A/R Bills and Reason Codes
```

```
Processing Claim Status using claim Index B
```

```
PERFORMING TRADITIONAL HIPAA CHECKS...(5010)
```

```
PROCESSING ENTRY: 3 CLAIM 31421A-IH-1106
```

```
1 31421A-IH-1106 31421A-IH-1106
```

```
ERA BILL 31421A-IH-1106 MATCHED TO (POS) A/R BILL 31421A-IH-1106
```

```
PROCESSING ENTRY: 1 CLAIM 31422A-IH-1122
```

```
2 31422A-IH-1122 31422A-IH-1122
```

```
ERA BILL 31422A-IH-1122 MATCHED TO (POS) A/R BILL 31422A-IH-1122
```

```
PROCESSING ENTRY: 2 CLAIM 31423A-IH-1122
```

```
3 31423A-IH-1122 31423A-IH-1122
```

```
ERA BILL 31423A-IH-1122 MATCHED TO (POS) A/R BILL 31423A-IH-1122
```

```
Now will look for PLBs, Payment Reversals, and Negative Payments...
```

```
Looking for PLB Segment... No PLB Segments found
```

```
Looking for Payment Reversals... No Payment Reversals found
```

```
Looking for Negative Payments... No Negative Payments found
```



Display of Matched Bill

- Additional details are displayed
 - Current bill balance from RPMS
 - Payments and Adjustments from the ERA 835
 - Calculated balance when transactions post

```

CHECKING FOR NEGATIVE BALANCE IF MATCHED ERA CLAIMS ARE POSTED...

2  ERA BILL: 31421A-IH-1106                CURRENT BILL AMT(RPMS):      514.00
                                         PYMT:                       0.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      448.00
A/R CAT:DEDUCTIBLE  A/R RSN:Deductible                ADJ:                       66.00
                                         BILL BALANCE IF ERA CLAIM IS POSTED: 0.00

4  ERA BILL: 31422A-IH-1122                CURRENT BILL AMT(RPMS):      100.00
                                         PYMT:                       0.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      57.00
A/R CAT:DEDUCTIBLE  A/R RSN:Deductible                ADJ:                       43.00
                                         BILL BALANCE IF ERA CLAIM IS POSTED: 0.00

6  ERA BILL: 31423A-IH-1122                CURRENT BILL AMT(RPMS):      422.00
                                         PYMT:                       47.30
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      86.00
A/R CAT:DEDUCTIBLE  A/R RSN:Deductible                ADJ:                       70.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      27.00
A/R CAT:CO-PAY      A/R RSN:Coinsurance Amount        ADJ:                        5.60
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      85.00
A/R CAT:DEDUCTIBLE  A/R RSN:Deductible                ADJ:                       34.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      24.00
A/R CAT:CO-PAY      A/R RSN:Coinsurance Amount        ADJ:                        6.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      11.00
A/R CAT:DEDUCTIBLE  A/R RSN:Deductible                ADJ:                        7.00
A/R CAT:NON PAYMENT A/R RSN:Chgs exceed fee schd/max a1 ADJ:      18.87
A/R CAT:CO-PAY      A/R RSN:Coinsurance Amount        ADJ:                        0.23
                                         BILL BALANCE IF ERA CLAIM IS POSTED: 0.00

Matched Bills:      3 for $          47.30
Unmatched Bills:    0 for $           0.00
Total Bills:        3 for $          47.30

CHECKING ERA CHECK TOTALS FOR 96-869230 TOTAL                47.30

CHECKING BATCH: PVT INS OPV-07/11/2018-1 POSTING BALANCE: 47.3

LOOKING FOR NON-MATCHED PAYMENTS AGAINST NONPAYMENT BATCHES

```



Detailed Report

- A Detailed Report may be printed
- Displays the matched bill from the ERA 835 and from RPMS
- Displays the billed amount from RPMS and from the ERA 835 file

```
=====
** Detailed report of the matching process **
HIPAA 835 v5010                               File:   Chk/EFT#: 96-869230
=====
Created: 3180711.192734
PERFORMING TRADITIONAL HIPAA CHECKS...(5010)
-----
PROCESSING ENTRY:      3  CLAIM 31421A-IH-1106
ERA BILL : 31421A-IH-1106           ERA BILL TYPE: 1 | Processed as
Primary
ERA BILLED: 514                   ERA DOS: 20180422
A/R BILLED: 514                   A/R DOS: 20180422
BAR BILL : 31421A-IH-1106
          ERA BILL 31421A-IH-1106 MATCHED TO (POS) A/R BILL 31421A-IH-1106
-----
PROCESSING ENTRY:      1  CLAIM 31422A-IH-1122
ERA BILL : 31422A-IH-1122           ERA BILL TYPE: 1 | Processed as
Primary
ERA BILLED: 100                   ERA DOS: 20180323
A/R BILLED: 100                   A/R DOS: 20180323
BAR BILL : 31422A-IH-1122
          ERA BILL 31422A-IH-1122 MATCHED TO (POS) A/R BILL 31422A-IH-1122
-----
PROCESSING ENTRY:      2  CLAIM 31423A-IH-1122
ERA BILL : 31423A-IH-1122           ERA BILL TYPE: 1 | Processed as
Primary
ERA BILLED: 422                   ERA DOS: 20171027
A/R BILLED: 422                   A/R DOS: 20171027
BAR BILL : 31423A-IH-1122
          ERA BILL 31423A-IH-1122 MATCHED TO (POS) A/R BILL 31423A-IH-1122
--- END OF REPORT ---
=====
Matching complete
```



Unmatched Bills

- Bills not matched will display during the matching process
- The detailed report will provide the details on why the bill was not matched
- Bill may be manually matched using the Review Postable Claims option

```
I will begin bill matching...
Matching E-Claims to A/R Bills and Reason Codes

Processing Claim Status using claim Index B

PERFORMING TRADITIONAL HIPAA CHECKS...(5010)
PROCESSING ENTRY:      1 CLAIM 328813A-DC-99999
  1      328813A-DC-99999  328813A-DC-99999
328813A-DC-99999  ***CLAIM NOT FOUND IN RPMS***
```

```
=====
                ** Detailed report of the matching process **
HIPAA 835 v5010                               File:   Chk/EFT#: 896210457
=====
Created: 3180711.193418
PERFORMING TRADITIONAL HIPAA CHECKS...(5010)
-----
PROCESSING ENTRY:      1 CLAIM 328813A-DC-99999
328813A-DC-99999  ***CLAIM NOT FOUND IN RPMS***
--- END OF REPORT ---
=====
```

Matching complete



Review Postable Claims (REV)

Displays all ERA 835 bills along with their matched status and allows the user to run an Auto Review, modify the posting status or add comments

- Option must be initialized prior to posting (PST) or ERA 835 file will not run
- Process
 - Type the RPMS ERA batch filename to review entries
 - If a bill is **Matched**, each entry will display the bill number from the ERA 835 along with the matched RPMS A/R bill
 - If a bill is **Unmatched**, the ERA 835 bill entry did not match the criteria for matching
 - Bills **Matched** or **Unmatched** with **Reasons Not to Post** indicate there may be additional follow up needed to complete matching or that the bill may have to be manually posted



Review Postable Claims Screen Display

BAR Claim Review Jul 11, 2018 19:39:33 Page: 1 of 0
HIPAA 835 v5010 File: 1071_ERA_07/11/2018 Chk/EFT#: 96-869230

#	Claim	Date	Patient	AR Account	Status
1	31422A-IH-1122	MAR 23, 2018	MEGABUCKS,SYLVIA		MATCHED
	31422A-IH-1122	MAR 23, 2018	MEGABUCKS,SYLVIA	BCBS OF NEW MEX	
2	31423A-IH-1122	OCT 27, 2017	MEGABUCKS,SYLVIA		MATCHED
	31423A-IH-1122	OCT 27, 2017	MEGABUCKS,SYLVIA	BCBS OF NEW MEX	
3	31421A-IH-1106	APR 22, 2018	GARCIA,CHRISTOPHER		MATCHED
	31421A-IH-1106	APR 22, 2018	MEGABUCKS,CHRIS	BCBS OF NEW MEX	

Enter ?? for more actions

- 1 Edit Status
 - 2 Run Auto Review
 - 3 View Comment
- Select Action:Quit//



Review Postable Claims – Run Auto Review

- Use Auto Review to match up bills
- Helpful if changes may have been made to correct the file prior to posting
 - Example would be if a Standard Adjustment Reason code was added to the system

```
Select Action:Quit// 2   Run Auto Review
```

```
ERA BILL 31421A-IH-1106 MATCHED TO   A/R BILL 31421A-IH-1106  
ERA BILL 31423A-IH-1122 MATCHED TO   A/R BILL 31423A-IH-1122
```

```
Now will look for PLBs, Payment Reversals, and Negative Payments...
```

```
Looking for PLB Segment... No PLB Segments found
```

```
Looking for Payment Reversals... No Payment Reversals found
```

```
Looking for Negative Payments... No Negative Payments found  
<CR> - Continue:
```

```
Matched Bills:      2 for $      47.30  
Unmatched Bills:   1 for $       0.00  
Total Bills:       3 for $      47.30
```



Review Postable Claims – Edit Status and Comments

- Use Edit Status to change the status of a claim from
 - Matched to Exception
 - Exception to Matched
 - Unmatched to Matched or Exception
- Use View Comment to display comments added for worked bills

```
Select Action:Quit// 1 Edit Status
Select (s): (1-3): 1
Do you wish to change the status of claim 31422A-IH-1122 (# 1 )
from status 'MATCHED' to 'EXCEPTION' <N>? :
Enter Yes or No: Y

COMMENT: MANUALLY POST DUE TO ISSUES AL
```

#	Claim	Date	Patient	AR Account	Status
1	*31422A-IH-1122	MAR 23, 2018	MEGABUCKS,SYLVIA		EXCEPTION
	31422A-IH-1122	MAR 23, 2018	MEGABUCKS,SYLVIA	BCBS OF NEW MEX	



Reasons Not to Post

- Claims that have been Matched may contain a Reason Not to Post
 - Negative Balance Will Result in RPMS Bill
 - If posted, the posted amount will exceed the amount of the Current Bill Balance
 - RA Claim in RPMS AR but Cancelled in 3P
 - A Bill exists in AR but has been Cancelled
 - Payment Reversal Found -- Must do Manual Posting
 - Payment Reversals are posted manually using Payment Credit
 - No Batch Found for ERA Check
 - A batch is missing and must be created
 - The Check Number in the Collection Batch is incorrect
- Unmatched Claims may contain the following Reason Not to Post
 - RA Claim Not Found in RPMS



Post ERA Claims (PST)

Used to post transaction data from the ERA 835 for Matched claims

- Allow time for this process to complete
- The REV-Review Postable Claims option must be completed prior to posting
- If used, a Cashiering Session needs to be opened
- Roll Back function must be completed once file has been posted



Post ERA Claims – Entering File Name

- Enter the RPMS-generated file name provided in the NEW option
- If more than one check exists, select the check to post
- Type 'YES' when ready to post

```
+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p28          |
+-----+
|          Post ERA Claims                                  +-----+
|          INDIAN HEALTH HOSPITAL                          |
|          ** LOGGED INTO CASHIERING MODE **              |
+-----+
User: LUJAN,ADRIAN M          BUSINESS OFFICE          11-JUL-2018 9:51 PM

Select file: 1071_ERA_07/11/2018IH-BCBS-051418.ERNCHK/EFT #: 96-869230

1) CHECK #: 96-869230          BATCH: PVT INS OPV-07/11/2018-1          ITEM: 1
   A/R ACCOUNT: BCBS OF NEW MEX BATCHED AMT:          47.30  BALANCE:          47.30

Please enter the LINE # of the check you wish to POST: 1// 1

Do you want to post ERA Claims for Chk/EFT 96-869230 now? N// YES
```



Post ERA Claims

- As the ERA posts, the system will display what is being posted
- Grouped payments and adjustments will post as such
- Itemized payments will post each individual transaction

Matched Bills:	1 for \$	47.30
Unmatched Bills:	2 for \$	0.00
Total Bills:	3 for \$	47.30
Billed: 422	Payment: 47.3	
ADJ: 86	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: 70	DEDUCTIBLE	Deductible
STND REAS: 1	Deductible Amount	
ADJ: 27	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: 5.6	CO-PAY	Coinsurance Amount
STND REAS: 2	Coinsurance Amount	
ADJ: 85	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: 34	DEDUCTIBLE	Deductible
STND REAS: 1	Deductible Amount	
ADJ: 24	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: 6	CO-PAY	Coinsurance Amount
STND REAS: 2	Coinsurance Amount	
ADJ: 11	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: 7	DEDUCTIBLE	Deductible
STND REAS: 1	Deductible Amount	
ADJ: 18.87	NON PAYMENT	Chgs exceed fee schd/max allow
STND REAS: 45	Charges exceed fee schedule/max allow or contracted/legis	
lated fee arrangement		
ADJ: .23	CO-PAY	Coinsurance Amount
STND REAS: 2	Coinsurance Amount	

2 Bills posted to AR.



Post ERA Claims – Roll Back

- When posting is complete, the system will prompt to Roll Back
- Roll back checks for other resources to bill and opens the claim for additional billing
- Roll back completes the claim and bill in Third Party Billing

```
Do you want to rollback to 3P the bills that just posted? N// YES
OK, now rolling back 3P the bills that just posted for chk/EFT 96-869230

Reviewing Bill 31421A-IH-1106                                     6847
BILL          31421A-IH-1106 >PAYMENTS<                          >ADJUSTMENTS<
BILLED        514.00      3-P CRD          0.00      NON-PAY      448.00
PAY TOT       0.00      PAYMENTS      0.00      DED          66.00
ADJ TOT       514.00      PAY CRD       0.00      CO-PAY       0.00
                                   WR OFFS      0.00      PENALTY      0.00
                                   GROUPER     0.00      STC          0.00
                                   REFUND      0.00      TOTAL ADJ*   514.00
ROLLOVER      514.00      TOTAL PAY*    0.00

Pat:          MEGABUCKS,CHRIS          Visit Type.: PROFESSIONAL COMPONENT
                                           Bill Status:

Original bill approved with the following:

P: BCBS OF NEW MEXICO
S:
T:

Enter RETURN to continue:
```




Post ERA Claims – Additional Follow Up

- Update the ERA 835 Batch File Tracking Log to indicate the file has been posted
- Bills marked as Unmatched, Excepted or Matched with a Reason Not to Post must be completed
 - In most cases, the bills would need to be manually posted
- Complete the collection batch by posting remaining amounts or placing the remaining balance into Unallocated
 - Unallocated amounts must be completed
- Notify Billing of claims opened during the roll back process



Report ERA Claims (RPT)

Report of all ERA activity by category (Posted, Matched, Unmatched, etc.) and posted transactions by bill number

- May be generated as a detail or summary report
- Process

- Enter the RPMS file name
- Choose the Claim Status
 - C - Claim Unmatched
 - E - Exception
 - P - Posted
 - A - All Categories
- Choose report type
 - D – Detail
 - S – Summary
 - B – Both Detail and Summary

Enter the list of Claim Status(s) you desire to print, and in the sequence to be printed out.

C - Claim Unmatched	R - Reason Unmatched	N - Not to Post
M - Matched	P - Posted	X - Claim & Reason Unmatched
A - All Categories	E - Exception	

Example: CRXN

Select the type of report: : (D/B/S): ??

Enter a code from the list.

Select one of the following:

D	Detailed
B	Brief - One Line
S	Summary - Totals Only



Posted Bills

- Report will display all posted activity
- Details from the ERA file are displayed

WARNING: Confidential Patient Information, Privacy Act Applies

ELECTRONIC CLAIM REPORT - Detailed
FOR FILE NAME: IH-BCBS-051418.ERN

JUL 12, 2018@07:58 Page 5
CHECK/EFT TRACE: 96-869230
NPI: 7745613100

FOR RPMS FILE: 1071_ERA_07/11/2018 FOR INDIAN HEALTH HOSP

BATCH: PVT INS OPV-07/11/2018-1

ITEM # 1

BLUE CROSS BLUE SHIELD OF NM
PO BOX 27630
ALBUQUERQUE, NM 87125-7630

E-BUSINESS SUPPORT CENTER
8005551234

11 Charges exceed fee schedule/max allow or contr \$ 18.87
4 NON PAYMENT / 645 Chgs exceed fee schd/max allow
12 Coinsurance Amount.....\$ 0.23
14 CO-PAY / 602 Coinsurance Amount

31421A-IH-1106 DEMOPATIENT,PAT 20180422 - XYZ103072463

AMOUNT BILLED.....\$ 514.00
PAYMENT.....\$ 0.00

ADJUSTMENTS

1 Charges exceed fee schedule/max allow or contr \$ 448.00
4 NON PAYMENT / 645 Chgs exceed fee schd/max allow
2 Deductible Amount.....\$ 66.00
13 DEDUCTIBLE / 29 Deductible

TOTALS FOR POSTED

AMOUNT BILLED..... 2 BILLS(S) \$ 936.00
PAYMENTS..... 1 BILLS(S) \$ 47.30
ADJUSTMENTS..... 2 BILLS(S) \$ 888.70

* * E N D O F R E P O R T * *



ERA Check Not Batched Report (NFND)

Displays a list of Checks not matched to a Collection Batch

- Action would need to be taken for each check
 - Locate deposit and create the collection batch
 - Missing checks would need to be researched
 - If the Check has been batched, correct the check number and then match
- Use the RPMS generated ERA filename to display Check data



ERA Check Not Batched Report

NOT FOUND REPORT

JUL 12, 2018@08:02 Page 1

LOCATION: INDIAN HEALTH HOSP
FOR RPMS FILE: 1070_ERA_07/11/2018

ST	PAYER	CHECK# (TRN02)	PAYMENT (BPR02)
1848*	NOVITAS SOLUTIONS	EFT4312845	15,773.80

* - Indicates a PLB segment has been located on this check.

* * E N D O F R E P O R T * *

List Corrections Sent in ERA (RPTC)

Used to report updates to the Patient/Policy Holder Name and/or the Patient/Policy Holder policy number since the payer may elect to update this data as a response back to the provider

- Enter the RPMS generated file name
- The system will scan the uploaded file for changes to
 - Patient Name
 - Policy Holder Name
 - Patient's Policy Identifier
 - Policy Holder's Identifier
- This information may be used to manually update eligibility data in Patient Registration



Troubleshooting



ERA Filename Prompt Displays in Upload

- Issue: During the ERA 835 file import process, the system may ask for the filename to entered after it's been generated by AR
- Resolution: Press the <Spacebar> and the <Enter> keys to auto-populate the ERA filename

```
LINE COUNT LOADED: 6
```

```
A/R EDI IMPORT HOST FILE NAME:
```




References

- [Medicare Learning Network: Remittance Advice Information – An Overview](#)
- [CMS Health Care Payment and Remittance Advice Webpage](#)
- [835 Companion Documents: Medicare Electronic Billing](#)
- [Washington Publishing Company \(WPC\) Claim Adjustment Reason Codes \(CARC\) and Remittance Advice Remark Codes \(RARC\)](#)
- [Provider-Level Based \(PLB\) Reason Codes – MLN Matters Article 7068](#)



Issues and Feedback

- Tiered System of Support
 - Local IT
 - Area Office IT Service Desk
 - [Area IT Service Desk](#)
 - National IT Service Desk
 - [National IT Service Desk](#)
- Feedback
 - [RPMS Application Feedback Page](#)



ERA Quick Reference Guide (A/R – PST – ERA)

NEW Load New Import

VIEW View Import Header

TRN Check Amount and Check number for 835 **BPR** Review & Match ERA to Collection Batch **BLMT** A/R Bill Matching

REV Review Postable Claims **PST** Post ERA Claims

RPT Report ERA Claims

NFND ERA Check Not Batched Report

Select ERA Posting Option:

The highlighted menu options above are the required steps to completely process an 835 file in RPMS. They are listed in the order that they need to be run. The menu options that are not highlighted are informational only and not required to process an ERA file. Please refer to the Accounts Receivable v1.8 patch 20 addendum for detailed instructions on processing an 835 file.

Note: The ERA posting menu is locked with the following security key: BARZ ERA MENU.

NEW – Load New Import

This option loads the 835 file into RPMS. Before the file can be loaded into RPMS it must be placed into a folder on your server. If you don't already have a folder set up for your ERA files you will need to work with your local IT to get that in place. You will also need to know the directory path for that folder. The directory path tells RPMS where to go find your ERA files for loading into RPMS. An example of a directory path is: f:\user2\ERAfiles.

BPR – Review & Match ERA to Collection Batch

This option matches up the checks in the ERA file to Collection Batch/Items in RPMS. ERA checks must be batched in RPMS just like any other check, and the ERA check number must be entered into the batch exactly the way it appears in the ERA file.

BLMT – A/R Bill Matching

This option matches up the claims in the ERA file to bills in RPMS. There are three pieces of data that must match up from the ERA claim to an RPMS bill in order for the system to make an automatic match:

Bill number up to the first alpha character, or Rx number

Date of service

Billed amount

REV – Review Postable Claims

This option displays all the claims in the ERA file as well as the ERA claim status (Matched, Unmatched, and/or Reasons Not to Post), and will allow the user to manually change the status of the ERA claims.

PST – Post ERA Claims

This option posts the payments and adjustments in the ERA file to matched RPMS bills. Bills that are Unmatched or have been marked with a Reason Not to Post will have to be reviewed and posted manually, if needed.



Questions and Discussion