ECHOVANTAGE RELEASE NOTES

VERSION 3.21 – HOTFIX 1

OVERVIEW

This hotfix release addresses an issue related to Waterfalling Contractual Adjustments. When a Primary Payer's Contractual Adjustment waterfalled to the next Payer or Payers, the subsequent Payer's expected or contractual adjustment was still considered. In some cases, including the subsequent Payer's expected/contractual adjustment resulted in a charge less than or equal to zero, so the Payer was skipped. In the example below, Payer MEDB should have the $10.00 charge, not SELF.

To address the issue, now when a Primary Payer has a contracted rate with the Contractual Adjustments set to waterfall to the next Payer, all subsequent Payers Expected/Contractual Adjustments are ignored. The "Contractual Adjustments Waterfall to the Next Payer(s)" checkbox in *Configuration > Services/Payers > Payers > Processing* determines if Contractual Adjustments waterfall. Reprocessing the Service above now results in the $10.00 charge to MEDB.

Finding Affected Claims

Under the Fiscal Reports folder, a temporary report called *Waterfall Hotfix Troubleshooting*, was created to help with troubleshooting. This report will be removed in a future release. Please review each result as there are likely to be some false-positives in the report. The next section outlines the steps to correct any affected Claims.

Correcting Affected Claims

Once Claims are identified where a Contractual or Expected adjustment caused a payer to be skipped, Reprocess All Payers for the Claim(s) so that the Charges are correctly created. To do this,

1. Navigate to the Claims Management screen.

- (a) Select the checkbox for each Claim that should be Reprocessed. The use of Filters can help expedite this process.
- (b) Click in the Action drop-down and select the *Reprocess ALL Payers* option.
- (c) Enter a message for the job. The message makes it easy to identify the job on the *Reprocessing History* and the *Reprocessing Errors* tabs.
- (d) Update the Transaction Date if desired; the default is the current date.
- (e) Select the now enabled blue *CONTINUE WITH SELECTION* button.
- (f) A *Reprocess All Payers* confirmation modal displays, select *REPROCESS* to continue.

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- Next, navigate to the Claims *Reprocessing History* tab.

- Review and correct any errors. Error details are found on the *Reprocessing Errors* tab.
- (g) When the job is error-free, select *FINALIZE* to complete the *Reprocess All Payers* process.

2. Navigate to Remittances and find the original payment from the first Payer on the Remittances screen. Selecting a Reprocessed in the Status filters helps refine the results.

3. Select the remittance and search for the new Charge that was just created.

- The reprocessed Charge has *ACTIVE* status.
- Mark the Remittance as Ready.
- Select *SAVE.*

4. Next, navigate to the Vantage Point and process Remittances.

5. When the Remittance job is finalized, the corrected Waterfall Create Charges job is in *PREVIEW* Status in the *Unprocessed Services >> Create Charges > History* tab.

- Finalize the Create Charges job.
- Then navigate to the *Unbilled Charges >> Create Bills > Create* tab.

6. Select the now correct waterfall Charge, and create and process bills per your standard workflow.

UPDATES

Ticket #	Description
FW-10798	When generating Self Pay balances, the Primary Payer's Contractual adjustment is respected if set to Waterfall on the Payers > Processing tab.

BUG FIXES

Ticket #	Case #	Description
FW-11797		Expected Adjustments no longer cause a Payer to be skipped in the waterfall process.
FW-11831		An issue was addressed where no charges were created for Payer(s) with a Contracted/Expected rate of $0.00. Now the $0.00 charge is processed, and the Claim Details shows: • Charge $xx.xx • Expected/Contract Adj $xx.xx • Balance $0.00