

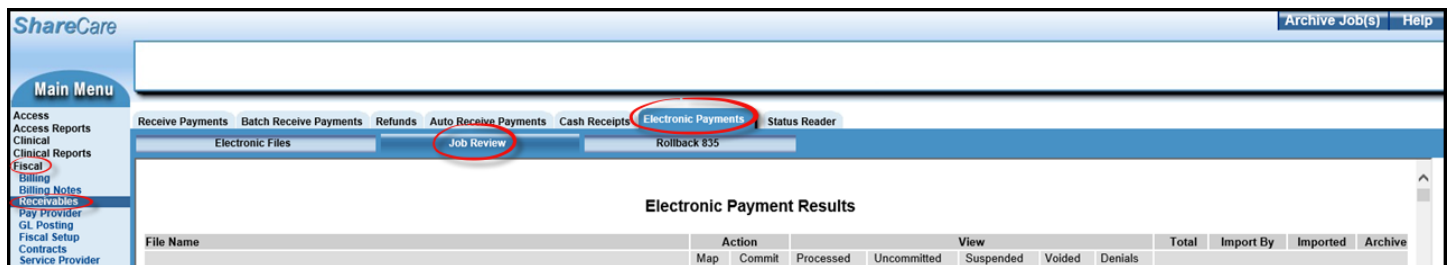
SHARECARE QUICK REFERENCE GUIDE, ELECTRONIC PAYMENTS – JOB REVIEW SCREEN

Version 9.0.0

INTRODUCTION

Electronic Payments – Job Review Screen

This Quick Reference Guide provides additional detail for the practical use of the Job Review Screen found in the Fiscal main menu item. The information contained here supplements the ShareCare version 9.0.0 Release Notes. Get started by navigating to *Fiscal > Receivables > Electronic Payments > Job Review*, as shown below.



WHEN CAN I ARCHIVE A FILE?

A file can be archived when: All the payments have been committed. If $View - Processed = Total$, all the payments are committed.

- In some cases, there is a discrepancy between *Processed* and *Total*. This difference is because the 835 contains “non-ShareCare services” (they have `consumer_ID = 0` and `length(GUID) < 30`). These services are not ever processed, so the file can be archived.
 - The following script can be run and to display the number of “non-ShareCare services.”
 - Make sure to copy/paste the 835 File Name in the script.

```
select count(*) as 'non-ShareCare services'
from Submission_Reconciliation_MCL835
where file_name_835 like '% the 835 File Name.dat' and len(GUID) <30
```

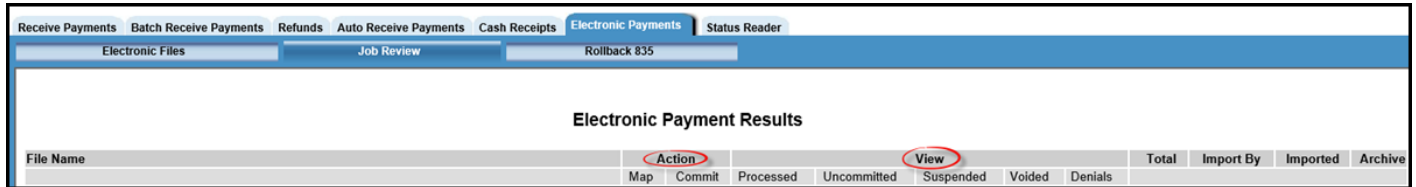
- The result should be “non-ShareCare services” + *Processed* = *Total*.

⚠ When the file is archived, all the data stays in the tables: the archived files will not be shown on the screen. To find these “archived” files: `select * from Import_835_header where archived = 1`

⚠ More than one file may be archived at once.

ACTION AND VIEW COLUMNS

The *Action* column options change the payment(s) status, while the *View* options display the payment(s) status. The *Action* column has two options – **Map** and **Commit**. The *View* column has five options – **Processed, Uncommitted, Suspended, Voided, and Denials**. These options are covered below.



| File Name | Action | | View | | | | | Total | Import By | Imported | Archive |
|-----------|--------|--------|-----------|-------------|-----------|--------|---------|-------|-----------|----------|---------|
| | Map | Commit | Processed | Uncommitted | Suspended | Voided | Denials | | | | |

Action - Map

The Map option is used when a payment came back, and ShareCare cannot match it to a service, or that payment can be matched to more than one Service.


1. Click on the number of payments (in blue) next to an 835 file name to open the “[Map Unmapped Payments]” screen:

[\[Map Unmapped Payments\]](#)
 Select Consumer ID link to begin mapping a payment.
 *** Top 50 Records ***

2. Click on a Consumer ID (blue) link. Consumer ID is the new information provided by ShareCare v9.0.0.

- **[Unmapped Payment]**: all the information about the unmatched payment

An essential piece of information is in the “LCIN” (Line Item Control Number). The last digits represent the consumer_service_ID attached to the payment and can be used to track down the claim.

LICN
 0001-16051000-490098
consumer_service_ID


- **[Likely Matches]**: a list of services that “likely” match the payment above
 - The **CS_ID** is the consumer_service_ID
 - Different results:
 - *** This Service must be rebilled before mapping can be done.
 - *** This Service has been voided from ShareCare.
 - --“map” - ShareCare can map the payment with a service. Be sure that this is the correct Service before you click on [map](#).
 - --“no information”- There is no mapping information.

- **[Unbilled Services]**: a list of unbilled services that “likely” match the payment above (there is some redundancy between **[Likely Matches]** and **[Unbilled Services]**: ShareCare is looking for matching information in different tables)
 - The **CS_ID** is the consumer_service_ID
 - Different results:
 - *** The Service has been voided from ShareCare.
 - *** Billing must be run on this Service before mapping can be done.
 - -- “no information”: There is no mapping information.

3. A quick analysis can be done using the consumer_service_ID from the LCIN and comparing it with the **CS_ID** provided on the screen.

A more in-depth search can be done using the consumer_service_ID from the LCIN and the following screens:

- Receivables > Receive Payments > Lookup
- Clinical > Service Entry > Edit Services
- Billing > MediCal Reconciliation (If the Service has been voided, the 837/837 information is in red.)

Action - Commit

Clicking on the (blue) number of payments commits the *Uncommitted* payments. (These payments are in the **View-Uncommitted** column as well.) Once these payments have been committed, they move to the **Processed** column.

If using *Action-Commit* does not commit the payments, you need to check the *View - Uncommitted* payments column. Additional information is in the *View – Uncommitted* section below.

| Electronic Payment Results | | | | | | | |
|----------------------------|----------|--------------|-------------|-----------|--------|---------|--|
| Action | | View | | | | | |
| Map | Commit | Processed | Uncommitted | Suspended | Voided | Denials | |
| 0 | 0 | <u>39</u> | 0 | 0 | 0 | 0 | |
| 0 | 0 | <u>14809</u> | 0 | 0 | 0 | 0 | |
| 0 | <u>4</u> | <u>25155</u> | <u>4</u> | 0 | 0 | 0 | |
| 0 | 0 | <u>2412</u> | 0 | 0 | 0 | 0 | |
| 0 | 0 | 0 | 0 | <u>2</u> | 0 | 0 | |
| 0 | 0 | <u>6</u> | 0 | 0 | 0 | 0 | |

View – Processed

Selecting a blue underlined number in this column displays a list of all processed payments for that job.

View – Uncommitted

Selecting a blue underline number in this column displays a list of uncommitted payments. These payments match the ones that can be committed with *Action – Commit*.

- The *Action-Commit* list includes uncommitted payments from overpayments applied in the *View–Suspended* screen (see below).
- More information about the consumer_service can be found using the consumer_ID and the service_date in *Receivables > Receive Payments Lookup*.
- The entire history of that Service can be found in the 837-835 files in *Billing > MediCal Reconciliation*.

View – Suspended

Scenario #1: The payment is an “Overpayment.”

- Click [apply](#) to accept the Overpayment.
- The payment moves to the *Action-Commit* column form, where it can be processed.
- Because these same payments are not committed yet, they appear in the *Uncommitted* column as well.

Scenario #2:

- the **Reason** column is empty, and there is an invoice ID

or

- the **Reason** column is *No match*, and there is no invoice to match.

or

- the **Reason** column is *No match*, and there is an invoice to match.

- More information can be found using the consumer_ID and the service_date or the invoice_ID in *Receivables > Receive Payments Lookup*.
- The entire history of that Service can be found in the 837-835 files in *Billing > MediCal Reconciliation*.
- From there, if the decision is made to archive the payment, select the blue [archive](#) link found to the far-right of the *Suppressed / Failed Payments* screen.

| Suppressed / Failed Payments | | | |
|------------------------------|---|-------------|------------------------------------|
| *** Top 50 Records *** | | | |
| Status | Reason Code | Remark Code | Claim Received |
| No Filter | | No Filter | |
| A | CO :Part paid with Realignment (non-Fed) \$ | | 12/07/2016 archive |
| A | CO :Part paid with Realignment (non-Fed) \$ | | 12/07/2016 archive |

View – Voided

The *View – Voided* column is not typically used.

View – Denials

Selecting a blue underline number in this column displays a list of denials with the reason code and the remark code (if applicable).

| Reason Code | Remark Code | Claim Received | Rebill | Print |
|--|-------------|----------------|-------------------------------------|--|
| No Filter | | No Filter | | |
| CO96:M80:Client: previous service on same date | | 02/17/2017 | <input checked="" type="checkbox"/> | Print Edit Service |
| CO96:M80:Client: previous service on same date | | 02/17/2017 | <input type="checkbox"/> | Print Edit Service |

1. Use the *Edit Service* button found on the far right to make changes to the Service.
2. Once the issue is addressed, select the *Rebill* check box. The next step is to create a rebill claim.