

Process Guide

The Cash Payment Module and Collection Dashboard

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Accounts Receivable

Overview

The **Accounts Receivable** category provides guidance and instructions on the setup and functionality of the HHAeXchange (HHAX) Accounts Receivable feature to include the Cash Payment Module and Collection Dashboard.

Please direct any questions, thoughts, or concerns regarding the content herein to <u>HHAeXchange Client</u> <u>Support</u>.

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
ННАХ	Acronym for HHAeXchange



The Cash Payment Module

The **Cash Payments** page (*Billing > Cash Payment* is a record keeping tool that allows an Agency to track payments against open invoices. The process of logging payments for Contracts (Payers) and Private Pay Patients can be handled either automatically or manually, depending on the type of payment remittance the Payer supports.

This guide covers the process of entering and editing payments, issuing refunds, placing money on credit, and adjusting payments, among other actions. Note that this is a record keeping tool and any actual payment transactions take place outside of HHAX.

Permissions

Role permissions must be enabled to operate in the **Cash Payment** module. To grant permissions to a role, navigate to *Admin > User Management > Edit Roles*. Select *Billing* from the **Section** field dropdown and applicable roles from the **Roles** dropdown field. Click *Search* to edit permissions.

Select **Cash Payment** and all applicable permissions to include **E-Remittance** and **Apply Payment**, if/as applicable to the selected roles. Click *Save* to finalize.

Edit Roles		
Edit Roles		
* Section: Billing 🗸		
Menu		MIN
Billing	🗹 <u>н</u>	
BillDeleteBatch		
	1	
Co., Leion		
Cash Payment	₫н	
DeletePayment		
POSTPayment		
UNPOSTPayment		
CashPaymentInfo		
EditPaymentPostedDate		
New Refund		
E-Remittance		
Apply Payment		
Bulk Adjustments		

Cash Payment Permissions



Logging Manual Payments

If a Payer provides a "paper" (non-electronic) explanation of payments, then this information is added manually to the Cash Payment page. To manually log payments, enter the summary details of the payment, then apply the payment to individual invoices which have been processed in HHAX.

Even if the Payer provides a **Remittance** (an electronic explanation of payments), any discrepancies between the **Billed Amount** and the **Remittance** received need to be adjusted manually. HHAX only automatically processes if the remittance lists the invoice as paid in full. Invoices which have been denied or received partial payments must be logged manually.

Complete the following steps to enter a manual payment in the system.

Step	Action										
1	Navigate to Billing > Cash Pa	yment to open the	Cash Payments page	e.							
	The <i>Payments & Refunds</i> tab open by default. Click on the Add Payment button (as illustrated Cash Payments										
2	Payments & Refunds Invoices	Payments & Refunds Invoices Bulk Adjustments									
	Search Payments & Refunds	Check Date Range		Add Peyment Add Refund							
	- Advanced Filters	05/04/2021	- 05/04/2022	All							
	Payment Batch ID	Deposit/Sent Date Range		Payment Type							
		mm/dd/yyyy	- mm/dd/yyyy	All							
	Payment/Refund Method Select *	Payer/Recipient Type	Contract Selected 72 of 72 *	Bank Code Select							
	Search Reset										
		Cash Payment	s: Add Payment								
	On the Add Payment/Paymer	<i>nt Info</i> window, cor	nplete the required f	ields (denoted with red							
	asterisks). Click Save to conti	nue.									
	Payment Info										
	All fields marked with an asterisk (*) are	required.									
	Check Number *	Payment Method *	Type *	Payer *							
•	234	Check	Contract *	Amazing Health *							
3	Date on Check *	Deposit Date *	Bank Code	Payment Batch ID							
			Botontion & Boswitmont								
	500.00		0.00								
	Memo										
	Save Cancel		_								



Step		Ac	tion	
		Paym	ent Info	
	Note: When entering pa the image above); wher	ayment info from a Contract, t eas a Private Pay payment re	he system prompts use quires the Patient's Adn	rs to select a Payer (as seen in nission ID.
	The Retention & Recrui your Agency to improve value entered in this fiel	tment field is used to record o working conditions for existin Id is deducted from the overal	ny funds sent with the _l ng Caregivers and/or to I Amount .	payment which may be used by attract new employees. The
	The Payment Info app	pears on the header of the	page. From here, clic	k the <i>Edit</i> button to update
	the Payment Info or s	croll to the Visits Selected ;	<i>for Payment</i> section to	o apply visits to the
	payment. Click on the	e Add Visits button.		
	Payment Info Last up	dated on 05/04/2022 by LissetV Open		Edit
	234 Check Number	Payment Method Check	Type Cotract	Payer Amazing Health
	Date on Check 05/04/2022	Deposit Date 05/04/2022	Bank Code	Payment Batch ID
	Amount \$500.00	Under Payment \$0.00	Retention & Recruitment \$0.00	Memo
-	Applied Amount \$0.00	Balance Amount Place on Credit \$500.00 \$0.00(\$0.00) \$	Credit Available Applied Ame \$218.75(\$0.00) \$0.00	ount from Credit
	Visits Selected for P	Payment		Export Add Visits
	Visit Visit Service Date ≎ Code	Involce Alt. Admission Patient Office Billed #	ed Adjusted Pald Peyment Adjustmer ount Amount Amount	Notes TT Write Other / Apply 4 Adjust Off Adjust Follow Credit Up
	¢	⊗ No	Visits has been added for payment	,
	-	Payment Info Su	mmary: Add Visits	
	The Add Payment win	dow opens. Use the search	n filters to locate visits	s and/or click on Search to
5	generate results. Fron	n the Search Results, select	t the visits to apply pa	yment to and click on the
	Add button (at the bo	ottom of the page).		



•							A	ctio	n								
		Total Amount (current) \$1,059,00 Applied Amount (current) \$248,00 Applied Amount from Credit(current) \$0,00										~~~~~					
		Visit Date Invoice Visit ¢ ¢ visit	Service ≠ Code ≑ ≠	Admission ID +	Patient Name ≑	Alt. Patient ID ‡ ‡	e Billed Hrs ¢	Billed Amount ¢	Adjustmen Amount	t Paid Amount	Payment	Adjustment	TT Adjustmen	Write Off	Other Adjust	Note	Apply Credit
		1800 06/05/2017 600251 1000- 1200	HSK Hrly 7	7897654654321417	Traingr Will	Office Lisse Office	e t's 02:00 e	\$24.00	\$0.00	\$0.00	\$20.0	\$0.00	\$0.00	\$0.00	\$0.00 \$0.00	Add Add	\$0.00 \$0.00
		06/06/2017 600251 1000- 1200 06/07/2017 600266 0800	HSK Hrly 7	7897654654321417	Train <u>or</u> Will Adams Sam	Lisse Office Lisse	a's 02:00 e a's 10:00	\$24.00	\$0.00 \$0.00	\$0.00 \$0.00	\$24.00	\$0.00	\$0.00	\$0.00	\$0.00	Add	\$0.00
		20 05, 171, 120 /61, 1861100. 1400	Hourly	st	h. dBh. d Harriet	125. Co. g Island City	V 6d0	/\$20b./		പം	\$0.00	Prigo	<u>}50.06</u>		\$0.00	Add	\$0.00
		< Previous 1 Next >														С	ancel Add
						Se	elect	Visits	to A	dd							
	Pay pay	/ment, Adjustr /ment to the vi	nent, T isit, sel	r T Adju ect the	stmer check	n t, Wr kbox te	i te- o	off, (e lef	or O t of	the the	· Adj Visit	ustm Date	e col	. To umn	apply	the	full
		Visits Selected for Payn	Invoice Alt.		Patient Offic	e Billed Bill	led Adiu	sted Paid			π	Write		Notes /		Exp	ort Add Visits
		✓ Code		Admission ID ¢ LIS- 7897654654321436	Adams Lissr 5 Sam Offic	Hours An	nount Amo	unt Amoi	stant Paymer	nt Adjustm	Adjust	Off \$0.00	\$0.00	Follow Up Add Note	Apply Credit	¢ \$0.00	Batch # ©
6		✓ 06/05/2017 1000- HSK 1200 Hrly	600251	LIS- 7897654654321417	Trainor Lisse 7 Will Offic	et's 02:00 \$2; ce	4.00 \$0.0	0 \$0.00	\$24.00	\$0.00	\$0.00	\$0.00	\$0.00	Add Note	\$0.00	\$0.00	10149NEHS00081
		✓ 06/06/2017 1000- HSK 1200 Hrly	600251	LIS- 7897654654321417	Trainor Lisse 7 Will Offic	et's 02:00 \$2- ce	4.00 \$0.0	0 \$0.00	\$24.00	\$0.00	\$0.00	\$0.00	\$0.00	Add Note	\$0.00	\$0.00	10149NEHS00081
		Previous Next Next Save Post Close]													-	1 - 3 of 3
			4			Sav	ve/Po	ost Pa	ayme	nts							
			Above the search results, review the Applied Amount , (payment previously applied to t (s)), the Balance Amount (remaining balance), and the Applied From Credit , (amount a from existing credit).									tho vic					
	Ab (s)) fro	ove the search , the Balance A m existing crec	results \moun lit).	s, reviev t (rema	w the aining	Appli balan	ed A	and	u nt , the	(pay Ap	/mer blied	nt pr Fror	eviou n Cre	usly a e dit ,	ipplie (amo	a to unt	applied
7	Abo (s)) fro	ove the search , the Balance A m existing crec Applied Amount \$1,000.00	results Amoun Jit).	s, review nt (rema nce Amount	w the aining	Applie balan Place \$0.000	ed A (Ce), e on Cre (\$0.00) D	and	unt, the	(pay App cre \$21	/mei blied dit Avai 8.75(\$0.0	nt pro	eviou n Cre	asly a edit, App \$0.0	ipplie (amo lied Amou	unt unt	applied
7	Abo (s)) fro	ove the search , the Balance A m existing crec Applied Amount \$1,000.00	results Amoun Jit). Bala \$0.0	5, reviev I t (rema I t (rema	w the aining	Applie balan Place S0.000 Chec	ed A (Ce), e on Cre (\$0.00) *	and dit mma	unt, the ry Re	(pay Apr cre \$21	/mer blied	nt pro Fror able	eviou n Cre	App \$0.0	ipplie (amo lied Amou	id to unt	applied
7	Abo (s)) fro 0n but	ove the search , the Balance <i>A</i> m existing crec Applied Amount \$1,000.00 ce complete, cl :ton). To apply	results Amoun dit). Bala so.o lick on payme	s, review nt (rema ance Amount o Save to ent to th	w the aining o save he sele	Appli balan Place 50.000 Chec c chang ected	ed A (ce), on Cre (s0.00) ¹ ck Sun ges a visit	and dit mma and ss, cl	unt, the ry Re cont ick c	(pay App cre \$21 eview cinue on th	dit Avai	ht pro	eviou n Cro visits uttor	App so.o (clic n to f	(amo (amo lied Amou k on 1 inaliz	the J	Credit



Credit

Credit refers to extra money received in a payment that is typically retained by an Agency to cover balances of future invoices. For example, if an Agency invoices a Payer \$1,000 and receives a remittance of \$1,200, the Payer may request for the extra \$200 be placed on credit and used to pay a future invoice.

When converting income from a payment to credit, the amount converted is deducted from the **Balance Amount** of the payment. Follow the steps below to add or use Credit in the system.

Step	Action
1	Navigate to Billing > Cash Payments to open the Cash Payments page.
2	On the Cash Payments page, search for the Payment. Once located, click on the ellipsis () under the Actions column of the applicable row. Select Edit from the menu, as seen in the image.
	Payments Span=1000000000000000000000000000000000000
3	On the Payment Info section, click on the link under the Place on Credit field.
	S0.00 S200.00 S0.00 S0.0
4	 The <i>Place on Credit</i> window opens. Select General Credit to cover the balance of any visits authorized by the Payer in future payments. Select Patient-Specific Credit to apply to visits scheduled for a specific Patient. When selecting Patient-Specific Credit, the system prompts to search for the Patient and to



Step	Action
	enter the credit amount in the Amount field.
	Place on Credit X
	Check Number General Credit ① 789 \$0.00 Patient-Specific Credit ①
	Selected Patients and Credit
	Patient Amount Trainor Will (LIS-7897654654321417) Q \$20.00 Image: Second
	Patient-Specific Credit
5	Click the <i>Save</i> button at the bottom of the window to save.

The system differentiates between **General** and **Patient-Specific Credit** by placing the latter in parenthesis. The total amount of the payment placed on Credit (**General + Patient**) displays next to it (as illustrated in the following image).

Applied Amount \$0.00	Balance Amount \$180.00	Place on Credit \$20.00(\$20.00) 🕥	Credit Available \$6,384.50(\$510.00)	Applied Amount from Credit \$0.00

Total Credit (Patient-Specific Credit)

The **Place on Credit** field displays funds converted to Credit from the current payment (and is unavailable for use), while the **Credit Available** field displays credit from past payments (and is available for use).

To apply existing credit to a visit, click the link in the **Apply Credit** column.



Apply Credit and Balance

Note: Applying Credits does not impact the Balance Amount of the current Payment, but it affects the balance of the visit. When Credit is applied to a visit, it is reflected on the **Available Credit** field.



Added Credit Type Field

A **Credit Type** dropdown field in the *Place on Credit* window (*Billing > Cash Payment > Add Payment*) allows Providers to assign credit types (**General Credit** or **Security Deposit**), used for reporting purposes.

Check Number	Payer	Credit Type	General Credit 🏮
demo1		General Credit 👻	\$0.00
		Security Deposit	\$0.00
		General Credit *	\$0.00

Place on Credit: Credit Type Field



Adjustments

The **Adjustments** feature is used to close out an open balance for an invoice without affecting the overall **Balance Amount** for the Payment. Generally, Adjustments are entered when a payment is less than the invoiced amount, and the full payment amount is not anticipated. For example, a \$20 payment is received for an invoice issued for \$40; therefore, an adjustment of \$20 is entered to close the balance.

Billed Amount ¢	Adjustment Amount	Paid Amount	Payment	Adjustment	TT Adjustment	Write Off	Other Adjust	Note	Apply Credit	Balance ¢
\$40.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00	Add	\$0.00	\$0.00
							***	~~~	,,,,,	
\$40.00	\$0.00	\$0.00	\$20.00	\$20.00	\$0.00	\$0.00	\$0.00	Add	\$0.00	\$0.00

Adjustment

In HHAX, all adjustments work the same. Values entered serve to close the balance of the invoice without drawing money from the available payment Balance amount. Logging adjustments under a category allows an Agency to classify and report on different adjustments.

Note: Adjustments, TT Adjustments, and Write-Offs are default fields in HHAX. Click **Other Adjustment**, to allow adjustment amounts to be tagged with custom Adjustment Reasons (configured via the **Reference Table Management** function).

Bulk Adjustments

The **Bulk Adjustment** function is used to apply and process adjustments to open invoice items. Adjustments may be entered on a case-by-case basis, or adjustment criteria can be set to apply and process adjustments to multiple items.



Follow the steps below to process adjustments using the Bulk Adjustments function.

Step	Action									
1	Navigate to Billing > Cash Payments to open the Cash Payments page.									
	Select the Bulk Adjustments tab on top menu (as illustrated).									
2	Cash Payments									
	Payments & Refunds Invoices Bulk Adjustments									
	Cash Payments: Bulk Adjustments Tab									
	Search for the desired open invoice items. To place an automatic adjustment to all invoice item	S								
	returned by the search, enter values in the Default Adjustment As and/or Visit Balance Is .									
	Search Bulk Adjustments									
	Office Patient Admission ID Visit Balance All (r/3 others) • Q is Between • \$ 0 and \$ 100									
	- Advanced Filters									
	Date Rannes Contract ID Alt. Patient ID									
	At least one of the date ranges must be limited to 90 days Selected 73 of 73 v									
	Visit Date Range Patient First Name Patient Last Name									
	06/01/2017									
	Invoice Date Range Billing Batch Number Invoice Number									
	Check Date Range Check Number Service Code									
	mm/dd/yyyy 🗖 · mm/dd/yyyy									
	Default Adjustment As									
3										
	Search Roset									
	Visit Balance and Default Adjustment As Fields									
	Option Description									
	Assign an Adjustment Reason to all open invoice items									
	returned by the search. Adjustment Reasons include									
	Default Adjustment As Adjustment, TT Adjust, and Write-off, or any custom reason									
	created via the Reference Table function.									
	Specify which open invoice items returned by the search									
	specify which open invoice items returned by the search									
	Visit Balance									
	available qualifier (such as Less than, Greater than, Equal to, or									
	Between) and/or a numeric value									



Step										Actic	on						
	The s enter the V proce	ea ed isit essi	rch re in th t Dat ing.	etur Ie D e co	ns inv efault lumn	oice t Adj to a	item i ustm pply a	s for the ent As a an adjust	chos nd Vi tment	en se sit Ba : to ai	arch I lanc n ope	criter e fielo en inv	ia to i ls. Sel oice il	nclud ect th :em a	e the a le cheo nd cor	adjustmen ckbox to th nfirm the it	t settings ne left of tem for
	Г	Bulk	Adjustn	nents													
			Visit Date	Visit ¢	Service Code ÷	invoice # ¢	Alt. Patient ID ¢	Admission ID ¢	Patient ¢	Office ¢	Billed Hours ¢	Billed Amount ≎	Adjusted Amount ÷	Paid Amount ¢	Adjustment ¢	Adjustment Type 🗘	
			08/01/2017	0800- 1000	HHA Standard	600304	12345	LIC-56789	McBride Harriet	Long Island City	02:00	\$0.00	\$0.00	\$0.00	\$10.00	Write Off	¥
			06/05/2017	0800- 1800	HHA Hrly	600266		LIS- 7897654654321436	Adams Sam	Lisset's Office	10:00	\$200.00	\$0.00	\$200.00	\$10.00	Write Off	×
4			06/05/2017	1000- 1200	HHA Hourly	600263	-	LIS- 7897654654321418	Smith Marge	Lisset's Office	02:00	\$40.00	\$0.00	\$40.00	\$10.00	Write Off	•
			06/05/2017	1000- 1200	HSK Hrly	600251		LIS- 7897654654321417	Trainor Will	Lisset's Office	02:00	\$24.00	\$0.00	\$24.00	\$10.00	Write Off	*
			06/06/2017	0800- 1800	HHA Hrly	600266	-	LIS- 7897654654321436	Adams Sam	Lisset's Office	10:00	\$200.00	\$0.00	\$200.00	\$10.00	Write Off	v
	(Pro 	evious 1	2 Next a												1+1	0 of 14
								Sele	ected C	Open l	nvoice	e Items	;				
	Note: the in	Ev voi	en if c ce ite	adjus ms r	stmen nust si	ts ha till be	ve bee e selec	en applied ted to fin	d usin <u>c</u> alize t	g the l he ad	Defau justr	ilt Adj nents.	ustme	nt As d	and Vi s	sit Balance	Is fields,
5	Click	the	e Pro	cess	Adju	stme	ents k	outton or	nce al	l iten	ns are	e sele	cted.				

When a Bulk Adjustment completes, the system generates one or more checks (depending on the number of unique Contracts represented in the Bulk Adjustment).

Cash Pa	yments																
Payments & F	Refunds Invoi	ices Bulk A	djustments														
Search P	ayments & Re	funds													Add Payme	nt Add	Refund
Check Num	ber				Check Date Ra	ange							Status				
					05/17/2021				05/17/2022				All				٣
+ Advanced I	iters																
Search	Reset																
Payment	s																
Check Date	Deposit/Sent Date	Check # 0	Payer / Recipient	Type 0	Payment Type ¢	Payment / Refund Method ©	Check Amount	Retention & Recruitment ÷	Applied Amount ¢	Remaining Amount ÷	Apply From Credit Amount ¢	Place On Credit Amount ¢	Bank Code ¢	Payment Batch ID ‡	Memo 0	Status 0	Actions
05/17/2022	05/17/2022	ADJUST0000017	Aetna	Contract	Payment	Check	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-	-	Bulk Adjustment Check	Posted	
05/17/2022	05/17/2022	ADJUST0000016	Amozing Health	Contract	Payment	Check	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-	-	Bulk Adjustment Check	Posted	
05/17/2022	05/17/2022	ADJUST0000015	Caring Hands LLC	Contract	Payment	Check	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	S0.00	-	-	Bulk Adjustment Check	Posted	
	N05 5/2"R	101	An ring test	(hetra)	. Month	HON:	S12 A00	- 50	2 10 A	1,20-40		N0.0					

Bulk Adjustment Checks

Checks generated via the Bulk Adjustment process are automatically assigned a *Posted* status and are prefixed with "ADJUST" (under the **Check #** column) to easily differentiate between actual checks and



adjustment checks. The purpose of the adjustment check is to provide Agencies a simple method of tracking adjustments created using the Bulk Adjustment process.



E-Remittance

Payments sent in an electronic format can be automatically applied to the corresponding invoices in a process called **E-Remittance**. **E-Remittances** only apply payments to line items that are paid in full; any discrepancies in the billed amount and actual payment must be adjusted manually in the **Cash Payment** page. Follow the steps below to review E-Remittance payments in the system.

Step	Action
	Navigate to <i>Billing > Cash Payment</i> . Select the E-Remittances tab from the top menu of the page.
1	Cash Payments
	Payments & Refunds Invoices Bulk Adjustments
	Cash Payments: E-Remittances Tab
2	On the <i>Search E-Remittances</i> section, use the search filters and/or click Search to locate the E- Remittance.
	On the search results, each line item provides information such as Billed Amount , Paid Amount , Rejected Amount , and Adjusted Amount as well as payment Status .
3	Search E-Remittances Contract Date Range Status Selected 2 of 739 mm/dd/yyyy
•	E-Remittances
	925268 20200508 11/25/2015 05/11/2020 AB Contract 1 0 \$40.00 \$40.00 \$1.16 \$0.00 \$40.00 Applied -
	926594 20200512 11/25/2015 05/12/2020 AB Contract 1 0 \$40.00 \$40.00 \$1.16 \$0.00 \$40.00 Applied -
	E-Remittances Search Page and Results
	Click on the units under Billed Amount or Rejected Amount to download a PDF containing the E- Remittance details. Follow the system prompts to download and open the file.
	Electronic Remittance Preview Page 1 of 1 Report Date: 5/17/2022 12:48:49 PM Check ID: 917635 Check Number: 30122014799 Check Date: 01/17/2018 Contract Name: AB Contract Received Date: 04/30/2020
4	Sr # Invoice Service Patient Number Patient Name Bill Amt Paid Amt Payer Ref. No Adj.Amt. Interest Amt Adj.Code Adj.Desc. Status Remark Code 1 601027 07/09/2016 Mandaliya Viral \$47.25 \$20.25 \$0.00 \$0.00 \$0.00 Accepted 2 600839 07/19/2016 Mandaliya Viral \$15.75 \$15.75 \$0.00 \$0.00 \$0.00 Accepted
	Claim No Total Billed Amt Total Paid Resp. Total Paient AdjAmt Total Paient AdjAmt Total Paient AdjAmt Total Paient Amt Total Paient AdjAmt Total Paient Amt Total Paient AdjAmt Total Paient Amt Total Paient AdjAmt Total Paient AdjAmt <thtotal paient<br="">AdjAmt Total Paient Ad</thtotal>



Step	Action
	Electronic Remittance Preview



Logging Refunds

Refunds are processed when a **Contract** requests a credit reimbursement, or to return a security deposit when a **Private Pay** Patient cancels their service. Follow the steps below to log a refund.

Step	Action
	Navigate to <i>Billing > Cash Payment</i> . Click on the <i>Add Refund</i> button in the Payments & Refunds tab.
1	Cash Payments Payments & Refunds Invoices Bulk Adjustments E-Remittances Search Payments & Refunds Check Number Check Date Range Status Check Number OS/17/2021 OF 05/17/2022 A
2	The Add Refund/Refund Info window opens. Enter the required fields (denoted with a red asterisk) as well as other pertinent refund information. Click Save to continue.
	Note: When entering refund information for a Contract, select the Payer as prompted by the system; for a Private Pay refund, enter the required Patient's Admission ID .



Step				A	ction			
	The <i>Re</i> for Re j	e <i>fund Info</i> page f und button to	opens with apply the c	the summary redit to the ap	of the ente propriate P	ered informati Payer.	ion. Click the Apply	Credit
		Refund Info					Edit	
		Check Number 1000	Refunc Check	l Method	Type Contract	Ri Ar	ecipient etna	
3		Date on Check 05/17/2022	Sent D 05/13/2	ate 2022	Amount \$1,000.00	M 	lemo	
		Unapplied Amount \$1,000.00	Credit Used \$0.00	Available Credits \$5,874.50				
		Refunds	Okask Data 🛎	Pandit Time. 🛆	Ozadik Amarınt 🔺	Condit Dalanna 🛎	Apply Credit for Refund	
				Refund Info: App	ly Credit for	Refund		•
	The Ar Patien	oply Credit for F t to take the cr	Refund wind edit from. C Apply Cre General Cred	low opens. Sele Click <i>Save</i> . dit for Refund its (Aetna)	ect which c	redit to apply	or from which Cheo	ck or
			Check # ÷	Check Date	÷ Credit Balance ÷	Amount to Use		
			734	03/07/2018 \$100.00	\$22.00	\$50.00		
			 ✓ 555 ✓ 12345 	04/04/2018 \$80.00	\$40.00	\$40.00		
4			6432817	11/05/2019 \$532.50	\$32.50	\$500.00		
			Patient-Spec	ific Credits				
			Check Che # ≎ ≎	eck Date Patient 🗢	Credit Credi Amount Balan \$ \$	t ice Amount to Use		
			7654 09/	25/2019 Sharp, Patrick (TRA- 7897654654322664)	\$120.00 \$0.00	\$120.00		
			780 057	16/2022 Trainor Will /LIC.	\$20 00 \$0 00	Cancel	ave	
				Apply Cre	dit for Refun	d		



Step						Action				
	Once save remaining save the i	ed, a g cre nfor ^{Unap}	dit bal mation	-view su lances. A n and cc t credit L \$760.00	Immary shows he All applied refunc ontinue processin Jsed Available Cred \$5,254.50	bw much o ls appear u g refunds	f the crec inder the or click th	lit was ap <i>Refunds</i> e Post Re	plied as well a section. Click S e fund button t	s any G ave to o finalize.
		Refu	ınds						Apply Credit for Refund	
			Check # ‡	Check Date ≑	Credit Type 🗢		Credit Amount \$	Credit Balance \$	Amount to Use	
		~	734	03/07/2018	General		\$100.00	\$22.00	\$50.00	
5			555	04/04/2018	General		\$80.00	\$40.00	\$40.00	
		~	12345	06/19/2018	General		\$60.00	\$30.00	\$30.00	
			6432817	11/05/2019	General		\$532.50	\$32.50	\$500.00	
		~	7654	09/25/2019	Patient-Specific (Sharp, Patrick TRA-789	7654654322664)	\$120.00	\$0.00	\$120.00	
			789	05/16/2022	Patient-Specific (Trainor, Will LIS-78976	54654321417)	\$20.00	\$0.00	\$20.00	
		« Pre	evious 1 N	ext »					1 - 6 of 6	
					Sav	e/Post Refur	nd			-
	Note: Cred	lit rej	funded	is no lon	ger available once	refunds ha	ve been lo <u>g</u>	gged into t	the system. All L	Inapplied
	Amount m	ust k	oe usea	to Post	the refund.					



Search and Edit Payments/Refunds

HHAX maintains records of all payment and refund information entered in the *Cash Payments* page. Follow the steps below to search for a payment or refund.

Step		Action												
1	Navigate to <i>Billing > Cash Paymer</i> and/or click the <i>Search</i> button.	t From the <i>Payments & R</i>	<i>Refunds</i> tab use the sea	rch filters										
	On the search results, click on the ellipsis () under the Actions column for the selected item and select Edit . For example, a Refund is selected, as illustrated in the following image.													
	Cash Payments Payments & Refunds Invoices Bulk Adjustments E-Remiltance													
2	Check Number Check Date Range OS/17/2021 Advanced Filters	05/17/2022	Status All	Add Payment Add Refund										
	Search Reset													
	Detect Date Deposit/Sent Oweck # :: Payer / Recipitert :: Type :: Payment / Type :: 05/17/2022 05/13/2022 1000 Activa Contract Refund	Payment/ Chuck Retention & Applied Remaining Retend Annunt Recruitment Annunt Annunt Chuck \$912.50 \$0.00 \$0.00 \$0.00	g Aşşiy From Pisce On Bank Payment Men Credit Credit Code Bank D : Anoxet 2 Bankh D : \$912.50 \$0.00	no © Statua © Actions										
	05/17/2022 05/17/2022 ADJUST0000017 Aetoa Contract Payment	Check 50.00 50.00 50.00 50.00	50.00 50.00 But Adp Cage	stment Posted Edit										
	The Add Refund/Refund Info page	opens. Review or modify	payment or refund (if/a	as needed). To										
	modify either the Refund or items	applied to the refund, clie	ck on the Unpost butto	n at the										
	bottom of the page.													
	Refunds													
	Check #	÷ Credit An	nount											
	734 03/07/2018 General	\$100.00	-\$28.00 \$100.00											
2	S55 04/04/2018 General	\$80.00	\$0.00											
5	✓ 12345 06/19/2018 General	\$60.00	\$0.00											
	6432817 11/05/2019 General	\$532.50	\$0.00											
	▼ 7634 09/23/2019 Patient-Sper	ific (Trainor, Will LIS-7897654654321417) \$20.00	\$0.00											
	< Previous 1 Next >		1-6	of 6										
	Save Unpost Close													
		Unposting to Modify												
4	The Unpost Refund window opens	. Select a Reason value (re	equired) from the drop	down menu.										
	Click Save to continue.													



Step			Act	ion		
		Unpost Refund			:	×
		Check Number 1000 Type Contract	Check Date 05/17/2022 Payer Aetna	Sent Date 05/13/2022	Refund Type Check Amount \$912.50	
		Memo Reason * Required Revision Needed Note	v		Cancel Save	
			Upost Refu	nd Window		
	The Status changes fr make edits to the refu	om <i>Posted</i> to und itself.	<i>Open</i> . In the F	Refund Info se	ection, click	on the <i>Edit</i> button to
	Add Retu Refund In	INC Ifo Last updated on 05	5/17/2022 by LissetV Ope	n		Edit
	Check Numb 1000	ber	Refund Method Check	Type Contract	Recipien Aetna	t
	05/17/2022	ck	Sent Date 05/13/2022	Amount \$912.50	Memo	
			Refun	d Edit		
5	To make edits to the i fields or remove item repost.	items within t s within the re	he refund, eitl efund. Once co	ner change/e omplete, clicl	nter modific < on the Pos	ations in the respective t Refund button to
	Refunds				~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	N N N N N N N
	Check #		\$	Credit Amount ≑	Credit Balance 🗢 Amour	t to Use
	734	03/07/2018 General		\$100.00	-\$28.00	10
	555	04/04/2018 General		\$80.00	\$0.00	
	 ✓ 12345 ✓ 6432817 	11/05/2019 General		\$532.50	\$0.00 \$532.	50
	7654	09/25/2019 Patient-Spec	ific (Sharp, Patrick TRA-78976546543	22664) \$120.00	\$0.00	10
	789	05/16/2022 Patient-Spec	ific (Trainor, Will LIS-78976546543214	\$17) \$20.00	\$0.00	<u> </u>
	< Previous 1 Save Post	Refund Close				1 - 6 of 6
			Edit Refur	nd Item(s)		
	Note: Once a payment of	or refund has b	een updated, th	ey must be re-	posted.	

Updated Remittance Logic for Deleted Invoices

DISCLAIMER

This logic is activated by HHAX System Administration. Please contact <u>HHAX Support Team</u> for details, setup, and guidance.

An electronic remittance processing option is available that applies payments automatically not only based on a visit's current invoice number, but also for any deleted invoice numbers associated with that visit. This option searches for deleted invoices and attempts to match deleted invoices with newly created invoices based on the visit date.

In some situations, users may delete invoices to modify visit information after a claim has been transmitted to a Payer, but before a remittance response has been received. In these scenarios, the original invoice number of the visit is removed. Previously, when a remittance was received, the system was unable to match it with the visit because of the different invoice number.

With this option, the remittance process:

- First looks to match by current invoice number
- If a match is not found, then the remittance process looks to match by any "deleted invoice numbers" which had previously been associated with the visit.

This second round of processing ensures as many records as possible are automatically applied, resulting in less manual remittance processing from accounts receivable users.



The Collection Dashboard

The **Collection Dashboard** is a record keeping tool used to track the status of outstanding collection issues, such as partial payments or denied claims. Use the available filtering fields to sort through collections issues and address urgent cases.

Note: Any adjustments or edits made to payment information must be completed in the *Cash Payment* page.

Searching for Collection Issues

Follow the steps below to search for Collection issues.

Step		Action											
	Navigate to Action > Collection and generate a search using the available filters to inc Collection View options (Summary or Detail View) as well as View By options (Status												
	Option Description												
	Summary View	Displays all active Contracts , open claims, money owed, and any partially paid balances if viewed by Status											
	Detail View	Displays information on each individual Visit with pay discrepancies. It also pulls the notes from the Note(s)/Follow Up field in the Cash Payment page.											
1	Status	Provides results by payment/collection status											
	Aging	Provides results depending on how far back the invoice has been outstanding (open claims and money owed in 30-day intervals).											
	Collection Collection Voil 7 Investor Fr Follow Up fr Chain Bit Alt, Patient												



This sten nr	ovides de	tails if (Summ	ary Vie	w ontic	n is se	lected wi	th the corr	esponding Vi	
rins step pr	ovides de		Junnin	ury vier	w optic	1113 30				ew by
selection.										
	Search Re	sults (14)							Legend	
									Page 1 of 1	
	Contract					Ope	en	Partially F	aid Balanced	
	UPMC demo					4/ \$60.0	00		0/ \$0.00	
	Sandy Healt	System				5/ \$97.	50		0/ \$0.00	
	Caring Hand	s LLC				58/ \$2,410.0	00		0/ \$0.00	
	Heaven's Ca	re				3/ \$145.	00		0/ \$0.00	
	Amazing Hea	alth				3/ \$45.0	00		1/\$14.00	
	Marycare				1	10/ \$12,444.	00		1/\$105.12	
	Aetna				4	1/\$40.0	00		0/ \$0.00	
	Accrued Care	-				7/ \$95 (no		0/ \$0.00	
	Excellent Ca	-				0/ \$0.0	00		0/ \$0.00	
	USA Premier					15/ \$310.	75		0/ \$0.00	
	Skilled Contr	act				2/ \$212.	50		0/ \$0.00	
	No complian	ce contract				10/ \$286.	50		0/ \$0.00	
	Golden Care					63/ \$9.610	50		2/\$142.00	
	Auth Demo (Contract				1/ \$100.0	00		0/ \$0.00	
				C			totus			
Search Results (9)				Jui	iiiiai y v	lew by 5	ialus			Le
										Page 1 o
Contract	Current 3	0 Days 60	Days	90 Days 1	20 Days	150 Days	180 Days > 18	0 Days T	otal C	redits
Private Pay	0/ \$0.00	0/\$0.00	0/\$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	0/\$0.00	15/ 6310 75	0/ \$0.00	\$230.0
Caring Hands LLC	0/ \$0.00	0/\$0.00	0/\$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	0/\$0.00	<u>15/ \$310.75</u> 58/ \$2,555.00	15/ \$310.75 58/ \$2.555.00	\$10.0
Marycare	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	111/ \$12,549.12	111/ \$12,549.12	÷10.01
Golden Care	0/ \$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	65/ \$9,752.50	65/ \$9,752.50	
Heaven's Care	0/ \$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	<u>3/ \$145.00</u>	3/ \$145.00	
Amazing Health	0/\$0.00	0/\$0.00	0/ \$0.00	0/\$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	<u>4/ \$59.00</u> 7/ \$05.00	4/ \$59.00	\$218.7
Aetna	0/\$0.00	0/\$0.00	0/ \$0.00	0/\$0.00	0/\$0.00	0/\$0.00	0/ \$0.00	1/ \$40.00	1/ \$40.00	\$5,102.0
	0/ \$0.00	0/\$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	0/ \$0.00	264/ \$25,506.37	264/ \$25,506.37	
				Sur	nmary \	/iew by /	Aging			







Collection Notes

The **Collection Notes** functionality is used to maintain a record of outstanding collection issues, such as:

- Track any communications between the Agency and Payer as well as within the Agency.
- Assign issues to specific users (or Collection Representatives).
- Set **Follow Up Dates** which prompt the system to remind Collection Representatives to review the case.

This function is located in both the *Cash Payment* page (*Billing > Cash Payment* and the **Collection Dashboard** (*Action > Collection*) to facilitate communication between internal users.

The following image illustrates the *Collection Notes* page from the Cash Payments module.

- To view all notes associated with this item, click the + All Notes to expand the All Notes section.
- To add a note, click on the + Add a Note to expand the fields.

Collection Notes						×
Visit Date/Time 06/05/2017 1000-1200	Patient Smith Marge	DOB 12/02/1940	Contract Aetna	Invoice # 600263	Amount \$40.00	
Balance -\$10.00	Coordinators Boris G	Collection Status	Claim Status 	Payment Status Paid		
Current Reason for No 	on-Payment					
- All Notes						
Date/Time	Reason	Collection Followup Representative +	Claim Status	on-Payment	Follow Up Date 💠 Notes 🗘	Note Added By \$
		0	No Collection Notes Found			
- Add a Note						
All fields marked with a	n asterisk (*) are required.					
AR Note Reason * Select			Collection Representa	tive *		Ŧ

Collection Notes



Add a Note

Click on the **+Add a Note** to add a note to a case. Complete the required and optional fields. Click on **Add** to add the note or **Add & Close** to complete the addition.

Add a Note	
All fields marked with an asterisk (*) are required.	
AR Note Reason *	Collection Representative *
Collection Auto Process *	Rimple Remmington *
Collection Follow Up Representative	Note *
Roy Remmington *	This case is now in collections
	(Upto 2000 Characters)
Claim Status	Current Reason for Non-Payment
To Review *	Select
Collection Status *	Follow Up Date *
I - Pending v	06/30/2022
Add Add & Close	
	cie

Add a Collections Note

In the Collections function, search for a case. From the Search Results, Click the <u>+</u> link under the **Note** (s)/Follow Up column for the respective case. On the *Collection Note* window, complete the required and optional fields

			×
Collection Note			Print Close
Patient Name: Northeast Elizabe DOB: 10/16/1927 Coordinator(s): Current Reason for Non-Payment:	th Visit Date: 04/07/2016 Visit Time: 0900-1400 Collection Status:	Invoice #: 600093 Amount: \$15.00 Claim Status:	Contract: UPMC demo Balance: \$15.00 Payment Status: Open
	No Collection N	lote Found.	
New Nete			
New Hote			
Date:	5/17/2022		
* AR Note Reason:	Delayed 🗸		
* Collection Representative:	Jon Franqui	*	
Collection Follow Up Representative:	Roy Remmington	*	
* Note:	Use this field to describe the payment issue.		
	(Upto 2000 Characters)		
Claim Status:	To Review 🖌		
Current Reason for Non-Payment:	Select 🗸		
* Collection Status:	I - Pending 💙		
* Follow Up Date:	05/31/2022		
Apply Note To:	This visit 🗸		
	Save & Close Close		

Collection Dashboard: Collection (New) Note

Any collection issue an Agency is in the process of resolving may be monitored with the **Note(s)/Follow Up** functionality.

Note: This function relies on custom values setup by the Agency such as: AR Note Reason, Collection Representative, Collection Follow Up Representative, Claim Status, Current Reason for Non-Payment, and Collection Status (all Reference Table items).



Generate Report Button on Collection Page

Use the *Generate Report* button on the *Collection* page to run Collections reports in the background. To run a report, select criteria using the filter fields (not required), on the *Generate Report* button, and select a report output format (Excel, PDF, or CSV).

Collection					
Collection View:	Summary View O Detail View 🛈			View By:	Status O Aging ①
Office(s):	AI •	Patient Last Name:		Aging By:	Snvoice Dete 👻
Visit From:		Visit Te:	1	Contract:	Al •
Invoice From:		Invoice Te:		Payment Status:	A8 •
Follow Up From:	2	follow Up Ta:	3	Invoice Number:	
Claim Status:	A1 •	Current Reason for Non-Payment:	All V	Collection Status:	A1 V
Ait. Patient IO:		Discipline:	A1 *	Representative:	All V
		Search Print Generate Rep	1		
		#0# CSV			
		<u>(</u>			

Collections Page: Generate Report Button

To view the report progression status, navigate to the *Background Report Monitor* page (*Admin > Background Report Monitor*).

Background Report M	Ionitor			TEL	XSWEB01 HHA	Reports - Version 2.98
In Process Reports (r	efreshes automatical	ly)				
						Next Last
Report	1	Submitted Time	Actual Start Time	End Time	Duration	Status
Collection Report_SummaryByStatus	_812_ENT6020	1/12/2023 10:23:13 AM			00:00	In Progress
Comparison of Hours		11/28/2022 6:03:58 AM			1084:20	In Progress
Billing Review Detail_873		11/24/2022 7:29:50 AM			1178:54	In Progress
Billing Review Detail_873		11/24/2022 7:29:50 AM			1178:54	In Progress
Filling Review Semanny	72	11/24/2022 7:24/26 / 4			170 59	In Binggins
Completed Reports						
Search Results (56)						
						Next Last
Report	Submitted Time	Actual Start Time	End Time	Duration	Status	Download
Visit Report	7/1/2022 8:44:02 AM	7/1/2022 8:44:28 AM	7/1/2022 8:44:36 AM	00:00	Completed	Download
and all and a second strategy	2/4/2022 5:02:54 444	7/1/2022 5:07:58	7/1/2022 5:08:33	00.04	Constant.	Demaland

Background Report Monitor: Collection Report In Progress

Refer to the <u>Collection Reports</u> section for details on the available reports.



Reports

Tip: Press the Ctrl-F keys to search this topic.

The information entered on invoices and in the Cash Payment module can be exported and formatted into various **Reports**. While some reports provide a basic overview, others offer complete and specific information.

Collection Report, Summary View

The **Collection Report**, *Summary View* displays information from the **Collection Dashboard** in the *Summary View*. This report displays information based on the search parameters set on the **Collection** page. To run this report, navigate to *Action > Collection*, select the *Summary View* radio button, and click the *Print* button.

4 4 1 of 1 ▷ ▷ ¢		Find Next 🛛 🖳	• 🚯		
X HHAeXchange		g	Collection Report		Page 1 of 1
				Report Date: 0	5/17/2022 17:32
Office(s): Long Island City,NorthEast Office,Lisset's Office	t				
Contract: All	Patient N	ime:	Representative: All	Payment Status: Open	
Visits From:	Visit	i To:	Invoice From:	Invoice To:	
Follow Up From:	Follow U	To:	Collection Status: All	Invoice Number:	
Claim Status: All	Discip	line: All Disciplines		Current Reason for Non-Payment: All	
Contract			Open	Partially Paid Balanced	
UPMC demo			4/ \$60.00	0/ \$0.00	
Sandy Health System			5/ \$97.50	0/ \$0.00	
Caring Hands LLC			58/ \$2,410.00	0/\$0.00	
Heaven's Care			3/ \$145.00	0/\$0.00	
Amazing Health			3/ \$45.00	0/ \$0.00	
Marycare			110/ \$12,444.00	0/ \$0.00	
Aetna			1/ \$40.00	0/ \$0.00	
Accrued Care			7/ \$95.00	0/ \$0.00	
USA Premier			15/ \$310.75	0/ \$0.00	
Skilled Contract			2/ \$212.50	0/\$0.00	
No compliance contract			10/ \$286.50	0/\$0.00	
Golden Care			63/ \$9,610.50	0/\$0.00	
Auth Demo Contract			1/ \$100.00	0/\$0.00	

Collection Report by Summary



Collection Report, Detail View

The **Collection Report**, *Detail View* displays information from the **Collection Dashboard** in the *Detail View*. The Report displays information based on the search parameters set on the **Collection** page. To run this report, navigate to *Action > Collection*, select the *Detail View* radio button, click the *Print* button and select **Print Detailed View**.

ł	4 1	of 7 🕨	× I	¢ [Find Next	H. 6)											
×	HAexo	hange				Colle	ection F	Report							Page 1 of	7		
				Report Date: 05/17/2022 17:34										34				
	Office(s)	: Long Islar Office,Liss	id City,NorthEa et's Office	st														
	Contract	: All			Patient Name:		Rep	resentativ	e: All		F	ayment Sta	tus: Open					
	Visits From				Visits To:		In	voice Fror	n:			Invoice	To:					
Fo	low Up From:				Follow Up To:		Collec	tion Statu	s: All		I	nvoice Numl	ber:					
	Claim Status	: All			Discipline: All Discipline				Current	Reason fo	r Non-Paym	ent: All						
														-				
Sr ≢.	Patient 🛟 Name	Office 🛟	Contract 🛊	Visit ‡ Date	Visit/Supply/Expense 🛊	Invoice 🛟	Invoice ‡ Date	Units 🛟	Amount 🛟	Paid ‡ Amount	Adj. 🛟	Balance 🛟	Pay. ‡ Status	Current Reason	Claim ‡ Status	TRN ‡	Note(s)/ ‡ Follow	Alt Patient
														- Payment			Up	10
	McBride, Harriet	Long Island City	Caring Hands LLC	12/24/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	McBride, Harriet	Long Island City	Caring Hands LLC	12/26/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	McBride, Harriet	Long Island City	Caring Hands LLC	12/29/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	McBride, Harriet	Long Island City	Caring Hands LLC	12/30/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	McBride, Harriet	Long Island City	Caring Hands LLC	12/31/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	Dangerfield, Podney	Long Island City	Heaven's Gare	1/1/2016	1000-1100	600022	1/19/2016	1.00	\$20.00	\$0.00	\$0.00	\$20.00	Open				(1)	

Collection Report, Detail View

Collection Report, Detail View by Patient

The **Collection Report**, *Detail View* displays information from the **Collection Dashboard** in the *Detail View*. This report breaks down the information by Patient according to the search parameters set on the **Collection** page. To run this report, navigate to *Action > Collection*, select the *Detail View* radio button, click the *Print* button and select **Print Detailed View by Patient**.

ł		of 9		\$	Find Next	4 • @)											
\$		(change				Colle	ection R	Report						F	Page 1 of 9			
1		change											Report D	ate: 05/17/	2022 17:36			
Γ	Office(s): Long Islar	d City.NorthEa	st												7		
		Office,Liss	et's Óffice															
	Contra	ct: All		1	Patient Name:		Repr	esentative	n All		P	ayment Stat	us: Open					
	Visits Fro	m:			Visits To:		Invoice From:					Invoice	To:					
F	Follow Up From	n:			Follow Up To:		Collection Status: All Invoice					voice Numb	er:					
	Claim State	us: All			Discipline: All Disciplines	:	Current Reason for Non-Payment: All											
s	r Patient	• Office •	Contract *	Visit *	Visit/Supply/Expense *	Invoice *	Invoice *	Units *	Amount *	Paid *	Adi. *	Balance *	Pay. +	Current *	Claim *	TRN *	Note(s)/ *	Alt
#	Name	Name	-	Date		#	Date	•	· · · · · ·	Amount		· · · ·	Status	Reason for Non	Status		Follow	Patient ID
														- Payment				
м	IcBride, Harriet																	
	1 McBride, Harriet	Long Island City	Caring Hands LLC	12/24/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	2 McBride, Harriet	Long Island City	Caring Hands LLC	12/26/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	3 McBride, Harriet	Long Island City	Caring Hands LLC	12/29/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	4 McBride, Harriet	Long Island City	Caring Hands LLC	12/30/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	5 McBride, Harriet	Long Island City	Caring Hands LLC	12/31/2015	1000-1200	600029	2/19/2016	8.00	\$30.00	\$0.00	\$0.00	\$30.00	Open					12345
	6 McBride, Harriet	Long Island	Caring Hands LLC	1/1/2016	Supply	600028	2/4/2016	1.00	\$15.00	\$0.00	\$0.00	\$15.00	Open					12345
1		- Tity	list stee															

Collection Report, Detail View by Patient



Billing by Contract Summary

The **Billing by Contract Summary Report (***Report > Sales > Billing by Contract Summary***)** provides a high-level overview of revenue for a Contract(s) over a specified time frame. The report can be broadened to include all Contracts managed by an Agency.

* HAeXchar	ae	<u>Billing b</u>	y Contract S	Summar	<u>y</u>	Page 1 of					
						Report Date: 05/17/2022 06:12 P					
Office(s):	Long Island City,NorthEast Office,Lisset's	Invoic	e From Date: 4/17	7/2020	In	Invoice To Date: 5/17/2022					
Contract:	All	Visi	t From Date: 4/17	/2020		Visit To Date: 5/17/2022					
Patient Team(s):	All	Patient	Location(s): All		Patier	t Branch(es):	All				
Coordinator:	All		Group By: All								
Remove Non- Billable Visits:	No	Contract Ca	tegory(ies): All								
Contract Category	\$ Cont	ract Name 🛊	Hourly 💲	Daily 💲	Visit \$	Supply/ \$ Expense/ Mileage Units	Total ‡				
	Accru	ied Care (ID : 12884)	01:00	0	2	0.00	\$40.00				
MLTC	Amaz	ing Health (ID : 10149)	01:00	0	0	0.00	\$20.00				
Private Pay	Carin 1004	g Hands LLC (ID : 2)	01:00	0	0	0.00	\$0.00				
	Sand 4904	y Health System (ID:)	02:00	0	0	0.00	\$30.00				
		Grand Total :	05:00	0	2	0.00	\$90.00				

Billing by Contract Summary Report

Billing by Contract Detail

The **Billing by Contract Detail Report** (*Report > Sales > Billing by Contract Detail*) breaks down the information found on the Billing by Contract Summary report by invoice.

•					Billing by	v Contr	act Deta	il					Page 1 of 1		· · · · · ·
X	ПАехс	nange			Dining Di	<u>y contra</u>	att Deta	ш			Report (Date: 05/	17/2022 18:09		
<u> </u>											incport i			1	
	Of	fice(s): Long	Island City,NorthEast	Office,Lisset's	Invoice From	m Date: 4/	17/2021		1	ínvoice To	Date: 5/	17/2022			
	6	interacti All	-		Visit Fro	m Date:				Visit To					
		ontract: All			Consta	in Date.			Line To House 0:00						
	Coord	linator: All			Servic	e Code: All									
	Dis	cipline: All		Co	ntract Catego	ry(ies): All	I			Grou	p By : All	l			
•	atient Bran	ch(es): All		Patient Team(s): All							on(s): All	í.			
R	emove Non-I	Billable Visit	s: No												
														1	
Note	 This report service code 	t provides de a	tailed invoice inform	lation for the speci	fic invoice or v	/isit date ra	inge. This rep	port may also i	be limited to I	nvoices for	a specifi	ic contract	i, discipline,		
Co. A	Trucico A	Tunalea A	Advaission TD A	D-tight Name 4	Dissipling &	Comico	Contract A	Wait Data A	Cabadula A	ttourbe &	Daily A	Minite	Cupply/ A		Dillod A
Sr +	No	Date	Admission 10 -	Patient Name -	Discipline +	Code	Name	VISIT Date -	Schedule +	HOURY -	Daily -	VISIUS -	Expense/ Mileage Units	Rate	Amt
Acc	rued Care (I	D:12884)					1	1	1					I	
	601683	05/14/2021	LIC- 7897654654322569	Evans Oliver	RN	Initial Integrated	Accrued Care	08-17-2020	0900-1000	00:00	0	1	0.00	\$10.00	\$10.00
2	2 601708	10/15/2021	LIC- 7897654654322569	Evans Oliver	RN	Initial Integrated	Accrued Care	10-04-2021	0900-1000	00:00	0	1	0.00	\$10.00	\$10.00
								Total : A	ccrued Care	00:00	0	2	0.00		\$20.00
UPN	IC demo (ID	: 4016)													
:	601701	08/05/2021	LIC-43870876	Northeast Elizabeth	HHA	HHA D1	UPMC demo	04-06-2016	0900-1400	00:00	1	0	0.00	\$15.00	\$15.00
			•					Total :	UPMC demo	00:00	1	0	0.00		\$15.00
													,	·	

Billing by Contract Detail Report



Cash Receipt Journal

The **Cash Receipt Journal Report** (*Report > AR > Cash Posting > Cash Receipt Journal*) provides an overview of remittance checks entered in the Cash Payment module. It also displays the total amount of money received by a contract.

					* •							
🗴 HHAe)	change			<u>C</u>	ash Recei	<u>pt Journal</u>						Page 1 of
	_								R	leport Da	ate: 05/17/	2022 05:43 P
	Office(s):	Long Island City, Office	NorthEast Office,L	isset's	Contract(s)	: All		Check	Num	ber:		
Grou	by Contract:	No		Che	ck From Date:			Check	To D	ate:		
P	ayment Type:	All		Check	Amount From:		Ch	eck Am	ount	t To:		
Inclu	de unapplied checks:	Yes		Depo	sit From Date:		C	eposit	To D	ate:		
Displa	Contract ID:	No		Po	st From Date:			Post	To D	ate:		
Pat	ient Team(s):	All		Patier	t Location(s):	All	Patie	Patient Branch(es): All				
R&R: Re	tention and Re	ecruitment, CD:	Check Date, DD	: Deposit Dat	e, PD: Posted I	Date, CA: Check Amou	int,PN: Patient Name	e, PI: Pa	atien	t ID		
Contract ‡ Name	Ref/Check \$ No.	Check Date Deposit Date Posted Date	Check Amt R&R	Applied ‡ Amount	Remaining ‡	Placed On Credit \$	Applied From ‡ Credit	Adj. Amt	\$	Type ‡	Check Memo	
		Date										
1_Testing lew Contract	147147	CD: 8/22/2018 DD: 08/22/2018 PD:	CA: \$1,000.00 R&R: \$0.00	\$0.00	\$1,000.00	GC: \$0.00 PC: \$0.00	GC: \$0.00 PC: \$0.00		'	Check		

Cash Receipt Journal

Cash Posting Detail by Check

The **Cash Posting Detail by Check Report (***Report > AR > Cash Posting > Cash Posting Detail by Check***)** breaks-down the distribution of a check from invoice to invoice. It also provides information on any adjustments made or credit applied.

🎠н	HAeXchan	ge			<u>(</u>	ash Postin	g Detail by	<u>Check</u>		Page 1 of 1			
											Report Date: 1	L0/28/2015 09:54 AM	
	Claim Type:	Payment		Cont	ract: All		Invo	ice No:		Check: 11111			
Visi	t From Date:		Vi	isit To I	Date:		Check From	Date:		Check To Date:			
Pos	t From Date:		P	ost To I	Date:		Deposit Fron	n Date:		Depos	sit To Date:		
A	dmission ID:	900003		Loca	ition: All			Team: All			Discipline: All		
	Group By:	: Check	Payn	nent St	atus: All	Check With Notes: No Patient W					age Break: No		
Sr.No	Alternate Patient ID	Patient Name	Service Date	Units	Inv. No. Inv. Date	Bill Amt.	Payment	Adjustment	TT Adj.	Write-Off	Other Adj.	Notes	
	Claim Type:	Payment	Check No:	11111		Check Date:	10/26/15	Post Date:			Placed on Credit:	\$0.00	
	Pa	atient Name :	Figgous Cyri	ial			Contract:	Caring Hands I	Medical Group	,			
1		Figgous Cyrial	09/14/15	4.00	600005 10/13/2015	\$100.00	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00		
2		Figgous Cyrial	09/15/15	24.00	600005 10/13/2015	\$84.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12.00		
3		Figgous Cyrial	09/16/15	24.00	600005 10/13/2015	\$84.00	\$60.00	\$24.00	\$0.00	\$0.00	\$0.00		
4		Figgous Cyrial	09/17/15	24.00	600005 10/13/2015	\$84.00	\$0.00	\$0.00	\$0.00	\$14.00	\$0.00		
	Pa	atient Name :	Figgous Cyri	al	Total :	\$352.00	\$100.00	\$24.00	\$0.00	\$14.00	\$12.00		

Cash Posting Detail by Check Report



Payment Adjustment Report

The **Payment Adjustment Report** (*Report > AR > Cash Posting > Payment Adjustment Report*) is used to review adjustments made to checks in the Cash Posting module.

		Pa	ayment Ac Northeas	d justmen st Homecar	t Rep e Servie	ort X	H	AeXch	ange				
					Offi	ce(s): Long	JIsland City	NorthEast Office,	Lisset's Office	e i i i i i i i i i i i i i i i i i i i			
					Visit From	Date:							
					Visit To	Date:							
				li li	nvoice From	Date:							
					Invoice To	Date:							
					Check From	Date: 05/01	1/2017						
					Check To	Date: 05/17	7/2022						
				D	eposit From	Date:							
					Deposit To	Date:							
					Contra	ect(s): All							
					Check Nu	mber:							
				-	Pa	itient:							
				Payment Ac	ljustment Re	ason: All							
					Grou Datiant Tax	ip By: Cont	ract						
				D	rationt Locati								
					atient Branc	b(ee): All							
					ation brane	nicali All							
			INVOICE D	ETAILS					PAYME	INTS		ADJUST	MENTS
Invoice Number	Invoice Date	Visit Date	Patient	Contract	Billed	Paid	Balance	Check Number	Check Date	Deposit Date	Adjustments	Reason	Adjustment
600263	06/21/2017	06/05/2017	LIS-	Aetna	200.0000	210.0000	-10.0000	789	05/16/2022	05/16/2022	20.0000		
		- 06/09/2017	7897654654321418 Smith Marge									Adjustment	20.0000
			2					ADJUST0000017	05/17/2022	05/17/2022	10.0000	WriteOff	10.0000
600251	06/21/2017	06/05/2017	LIS-	Amazing Health	84.0000	94.0000	-10.0000	Cash	05/13/2022	05/16/2022			
		06/07/2017	Trainor Will					ADJUST0000016	05/17/2022	05/17/2022	10.0000	WriteOff	10.0000

Payment Adjustment Report

Credit Report

The **Credit Report** (*Report* > *AR* > *Cash Posting* > *Credit Report*) is used to review everything relating to credit: credit received, placed on a payment, refunded, etc.

×	HHAeXcha	nge			Ν	Credit Report Northeast Homecare Services									Page 1 of 1 Report Date: 05/17/2022 05:47 PM					
Office(s): Long Island City,NorthEast Dise						Displa	ay: All Contract(s): Aetna													
	Check Nun	office aber: All	e,Lisset's Office		Check Date From:					Check Date To:										
	Patient Team(c): All				Patient Legation (s): All					Patier	t Branch(e	s): All								
	Dested St				- dilei	it cocation(21			- delet	it branch(c	371 7 m								
Posted Status: All																				
	Check Details												Credit Det	Defails t Visit Date Check Number 00 0005/2017 759						
	Payer	Payment Type	Check Number	Check Date	Posted Date	Deposit Date	Check Amount	Credit Placed	Credit Left	Refund Check Number	Refund Amount	Total Paid From Credit	Aging	Paid From Credit	Billed Amount	Visit Date	Check Number			
Aetna		Check	456	01/31/2018		01/31/2018	100.00	20.00	20.00		0.00	0.00		0.00	40.00	08/05/2017	789			
Aetna		Check	190	02/12/2018		02/12/2018	250.00	50.00	50.00		0.00									
Aetna		Check	734	03/07/2018	04/12/2018	03/07/2018	220.00	100.00	-28.00	1000	100.00									
Aetna		Check	1111111	03/15/2018		03/15/2018	100.00	10.00	10.00		0.00									
Aetna		Check	555	04/04/2018	04/04/2018	04/04/2018	300.00	80.00	0.00	1000	80.00									
Aetna		Check	12345	08/19/2018	07/18/2018	08/19/2018	300.00	60.00	0.00	1000	60.00									
Aetna		Credit Card	12397889	08/02/2018		08/02/2018	360.00	360.00	360.00		0.00									
Aetna		Check	9977	08/08/2018		08/09/2018	150.00	30.00	30.00		0.00									
Aetna		Check	6789	08/09/2018		08/09/2018	150.00	10.00	10.00		0.00									
Aetna		Check	150	04/17/2019		04/17/2019	100.00	20.00	20.00		0.00									
Aetna		Check	72618	05/11/2019		05/11/2019	5000.00	5000.00	5000.00		0.00									
Aetna		Check	7654	09/25/2019	09/25/2019	09/25/2019	120.00	120.00	0.00	1000	120.00									
Aetna		Check	0432817	11/05/2019	11/07/2019	11/07/2019	700.00	532.50	0.00	1000	532.50									
Aetna		Check	789	05/16/2022	05/16/2022	05/16/2022	200.00	20.00	0.00	1000	20.00									
Total							8050.00	6412.50	5472.00		912.50	0.00		0.00	40.00					

Credit Report



AR Summary

The **AR Summary Report** (*Report* > *AR* > *AR Summary Report*) contains an aging view of client receivables, or the billing minus the cash payments. The receivables are divided into thirty day increments.

AR Summary Report Page 1 of 1																	
	Report Date: 05/17/2022 05:50 PM																
	Office(s): Long Island City,Nort Office,Lisset's Office	hEast	ast Contract(s): All						As of Date: 12/19/2021 (Check Date)							
	Disciplin	ne: All			Service 0	ode: All				4	ging Based	i On: Due Date					
c	ontract Catego	ry: All		Patient Branch(es): All						ver paymei	nt in the re	port: No					
	Patient Team(s): All		Patie	ent Locatio	n(s): All			Display	Current Ur	Applied Cr	edit: No					
			Display	Current L	JnApplied C												
Note credi withi	vote: AR by contract as of the specified check date. This report can also be run for a specific contract, caregiver discipline and service code, with options to include unapplied cash, unapplied redit and overpayment in the report. In order to reconcile against the AR Detail Report and AR Detail Per Visit, you must select Include Overpayments Results may be grouped by Team within Contract.																
Sr #	Contract Category	Contract Name	Current	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	> 210	Total					
1		Accrued Care (ID : 12884)		\$10.00					\$10.00		\$75.00	\$95.00					
2	MLTC	Aetna (ID : 11782)									\$240.00	\$240.00					
3	MLTC	Amazing Health (ID : 10149)									\$1,059.00	\$1,059.00					
4	CHHA	Auth Demo Contract (ID : 22190)									\$100.00	\$100.00					
5	Private Pay	Caring Hands LLC (ID : 10042)									\$2,545.00	\$2,545.00					
6	MCO	Golden Care (ID : 20917)									\$9,752.50	\$9,752.50					
7		Heaven's Care (ID : 10130)									\$145.00	\$145.00					
8		Marycare (ID : 11181)									\$12,549.1 2	\$12,549.12					
9	HHA_Service	No compliance contract (ID : 14810)									\$286.50	\$286.50					
10		Sandy Health System (ID : 4904)									\$97.50	\$97.50					
11	Skilled_Servic e	Skilled Contract (ID : 14539)									\$212.50	\$212.50					
12		UPMC demo (ID : 4016)						\$15.00			\$45.00	\$60.00					
13	MCO	USA Premier (ID : 14297)									\$310.75	\$310.75					
		Total:		\$10.00				\$15.00	\$10.00		\$27,417. 87	\$27,452.87					

AR Summary Report

AR Detail Report

The **AR Detail Report** (*Report > AR > AR Detail Report V2*) breaks down receivables to the invoice level, showing the patient details as well as billing information and notes made in the Cash Payment module.

• •										Dage 1 of 7					
X HAeXchange						ARD	etail	Report V2		Fage 1017					
			Report Date: 05/17/2022 05:51 PM												
		Office(s): Long Office	Island City,No	rthEast Office,Lis	set's			Group	By: None						
	Co	ntract(s): All				Include ov	er paym	ent in the repo	ort: No						
	A	s of Date: 5/17/	2022 (Check	Date)			Contra	ct Category(ie	s): All						
		Discipline: All						Service Co	de: All						
	Patient	Team(s): All				Ad	ditional	Columns Displ	ay:						
	Patient Lo	cation(s): All					Pa	tient Branch(e	s): All						
Sr#	Admission ID	Patient Name	Invoice #	Invoice Date	Export Status	Due Date	Aging	Billed Amt	Remaining Amt						
Office	: Long Island Ci	ty		•											
Contr	ontract: Accrued Care (ID : 12884)														
1	LIC- 7897654654322 569	Evans Oliver	601409	11/01/2019	N	12/31/2019	868	\$5.00	\$5.00						
2	LIC- 7897654654322 569	Evans Oliver	601551	03/23/2020	N	05/22/2020	725	\$40.00	\$40.00						
3	LIC- 7897654654322 569	Evans Oliver	601565	05/07/2020	N	07/06/2020	680	\$10.00	\$10.00						
4	LIC- 7897654654322	Evans Oliver	601615	08/18/2020	N	10/17/2020	577	\$20.00	\$20.00						

AR Detail Report



AR Detail per Visit

The **AR Detail per Visit Report** (*Report > AR > AR Detail per Visit*) breaks down receivable to the visit level, or each individual visit within an invoice.

×		ange			Α			1	age 1 of 2	2						
												Report Date: 05/17/2022 05:57 PM				
	Office(s): Long Island City,NorthEast Office,Lisset's Office				Contr	act(s): All	Discipline: All									
	Visit From [Date:			Visit T	o Date:			Patien	t Name:						
Ir	voice From [Date: 05/01/2017			Invoice T	o Date: 05/1			Invoice N	Number:						
	Service (ode: All		Onl	y Posted Pay	ments: No			Dis	splay Cont	ract ID: N	lo				
	Patient Tear	n(s): All			Patient Bran	ch(es): All		Pa	tient Loca	ition(s): A	dl					
	Group By T	eam: No		Dis												
Sr	[≠] Visit ≎ Date	Admission ID 💲	Patient ‡ Name	Invoice \$ #	Invoice ‡ Date	Last ‡ Exported Date	Service ‡ Code	Terms ‡	Hours \$	Total ‡ Amt	Paid ‡ Amt	Adj. ‡ Amt	Balance 💲	Aging ‡	Visit \$ Aging	
Con	tract: Aetna															
	1 06/05/2017	LIS- 7897654654321418	Smith Marge	600263	06/21/2017	05/05/2022	HHA Hourly	30	02:00	\$40.00	\$40.00	\$10.00	(\$10.00)	1791	1807	
		÷							Total:	\$40.00	\$40.00	\$10.00	(\$10.00)			
Con	tract: Amazir	ng Health														
	1 06/05/2017	LIS- 7897654654321417	Trainor Will	600251	06/21/2017		HSK Hrly	60	02:00	\$24.00	\$24.00	\$10.00	(\$10.00)	1791	1807	
:	2 06/05/2017	LIS- 7897654654321436	Adams Sam	600266	06/22/2017		HHA Hrly	60	10:00	\$200.00	\$200.00	\$10.00	(\$10.00)	1790	1807	
:	3 06/06/2017	LIS- 7897654654321436	Adams Sam	600266	06/22/2017		HHA Hrly	60	10:00	\$200.00	\$200.00	\$10.00	(\$10.00)	1790	1806	
Total: \$424.00 \$424.00 \$30.00 (\$30.00)																
Con	tract: Caring	Hands LLC														
	1 08/01/2017	LIC-56789	McBride Harriet	600304	08/03/2017		HHA Standard	30	02:00	\$0.00	\$0.00	\$10.00	(\$10.00)	1748	1750	

AR Detail per Visit Report