Accounts Receivable Process Guide

The Cash Payment Module and Collection Dashboard

Contents

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 HHAeXchange Client Support.

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.
HHAX	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.
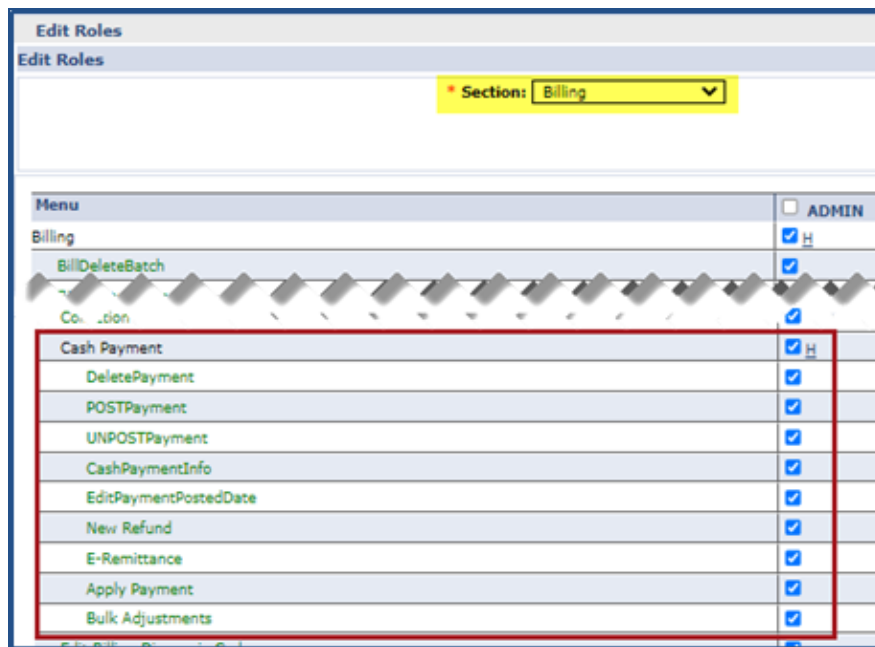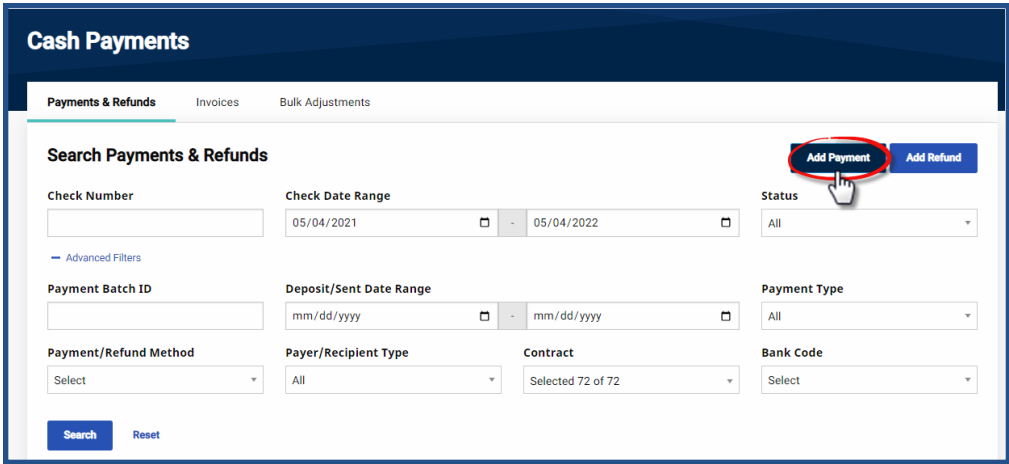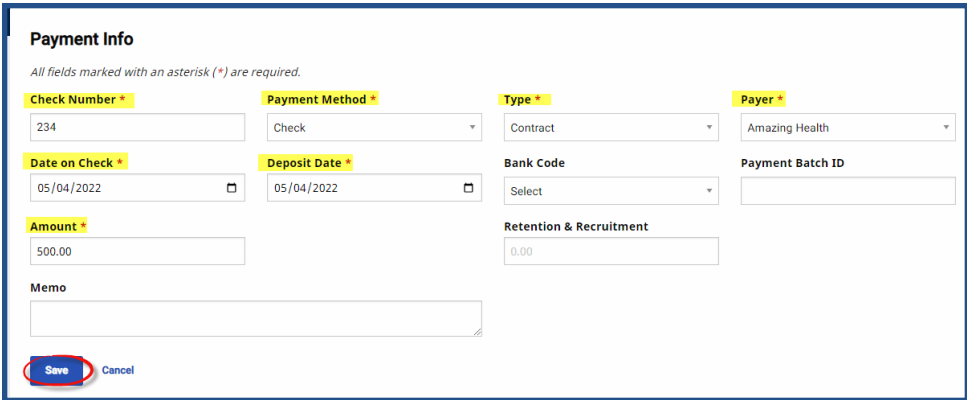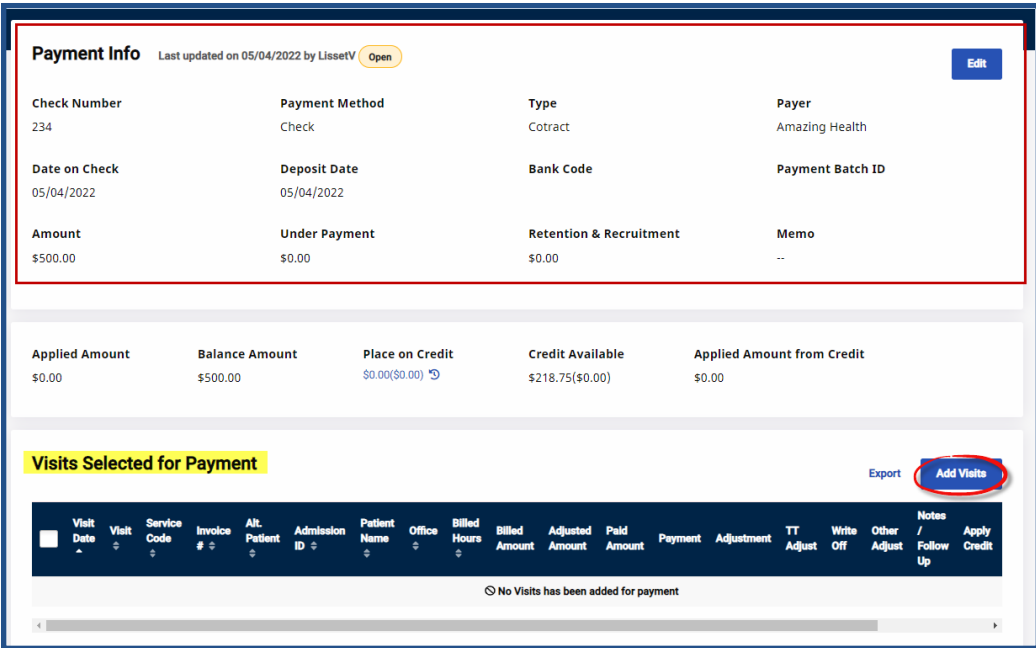

Cash Payment Permissions

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.

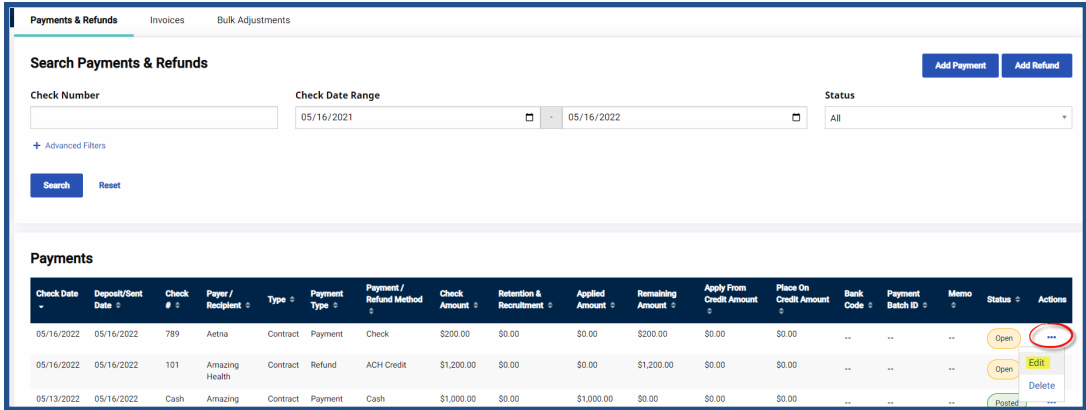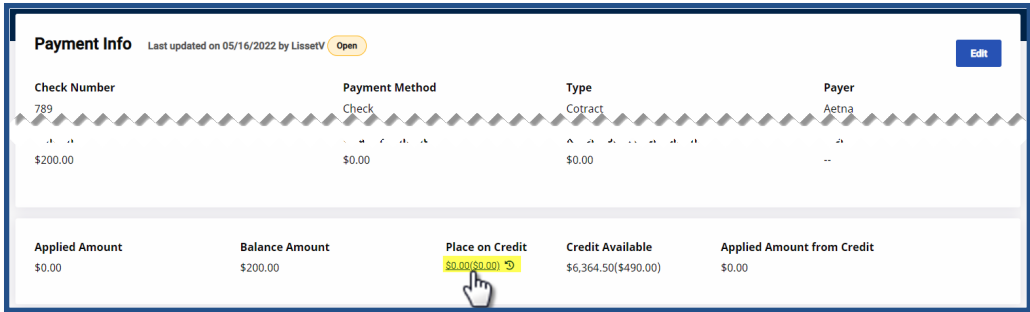| Step	Action
1	Navigate to *Billing > Cash Payment* to open the *Cash Payments* page.
2	The *Payments & Refunds* tab open by default. Click on the **Add Payment** button (as illustrated). **Cash Payments: Add Payment**
3	On the *Add Payment/Payment Info* window, complete the required fields (denoted with red asterisks). Click **Save** to continue.

Step	Action
	Payment Info
	Note: When entering payment info from a Contract, the system prompts users to select a Payer (as seen in the image above); whereas a Private Pay payment requires the Patient's Admission ID. The **Retention & Recruitment** field is used to record any funds sent with the payment which may be used by your Agency to improve working conditions for existing Caregivers and/or to attract new employees. The value entered in this field is deducted from the overall **Amount**.
4	The **Payment Info** appears on the header of the page. From here, click the **Edit** button to update the Payment Info or scroll to the *Visits Selected for Payment* section to apply visits to the payment. Click on the **Add Visits** button. **Payment Info Summary: Add Visits**
5	The *Add Payment* window opens. Use the search filters to locate visits and/or click on **Search** to generate results. From the Search Results, select the visits to apply payment to and click on the **Add** button (at the bottom of the page).

Step	Action
	Select Visits to Add
6	On the *Visit Selected for Payment* section, there are several options per line item to include **Payment**, **Adjustment**, **TT Adjustment**, **Write-off**, or **Other Adjustments**. To apply the full payment to the visit, select the checkbox to the left of the **Visit Date** column. **Save/Post Payments**
7	Above the search results, review the **Applied Amount**, (payment previously applied to the visit (s)), the **Balance Amount** (remaining balance), and the **Applied From Credit**, (amount applied from existing credit). **Check Summary Review**
8	Once complete, click on *Save* to save changes and continue adding visits (click on the *Add Visits* button). To apply payment to the selected visits, click on the *Post* button to finalize. *Note:* To post a payment, the **Balance Amount** must be zero.

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. **Edit the Posted Payment**
3	On the *Payment Info* section, click on the link under the **Place on Credit** field. **Place on Credit Field**
4	The *Place on Credit* 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.

Patient-Specific Credit

| 5 | Click the ***Save*** 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).

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.

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.
2	Select the **Bulk Adjustments** tab on top menu (as illustrated). **Cash Payments: Bulk Adjustments Tab**
3	Search for the desired open invoice items. To place an automatic adjustment to all invoice items returned by the search, enter values in the **Default Adjustment As** and/or **Visit Balance Is**. **Visit Balance and Default Adjustment As Fields**

Option	Description
Default Adjustment As	Assign an Adjustment Reason to all open invoice items returned by the search. **Adjustment Reasons** include *Adjustment*, *TT Adjust*, and *Write-off*, or any custom reason created via the Reference Table function.
Visit Balance	Specify which open invoice items returned by the search receive an adjustment, reducing the balance to "0". Use an available qualifier (such as Less than, Greater than, Equal to, or Between) and/or a numeric value

Step	Action
4	The search returns invoice items for the chosen search criteria to include the adjustment settings entered in the **Default Adjustment As** and **Visit Balance** fields. Select the checkbox to the left of the **Visit Date** column to apply an adjustment to an open invoice item and confirm the item for processing. **Selected Open Invoice Items** *Note: Even if adjustments have been applied using the Default Adjustment As and Visit Balance Is fields, the invoice items must still be selected to finalize the adjustments.*
5	Click the **Process Adjustments** button once all items are selected.

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

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
1	Navigate to **Billing > Cash Payment**. Select the E-Remittances tab from the top menu of the page. **Cash Payments: E-Remittances Tab**
2	On the *Search E-Remittances* section, use the search filters and/or click **Search** to locate the E-Remittance.
3	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**. **E-Remittances Search Page and Results**
4	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.
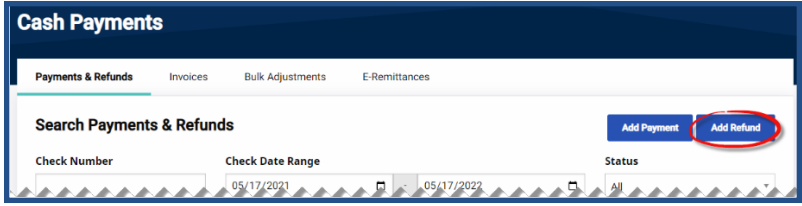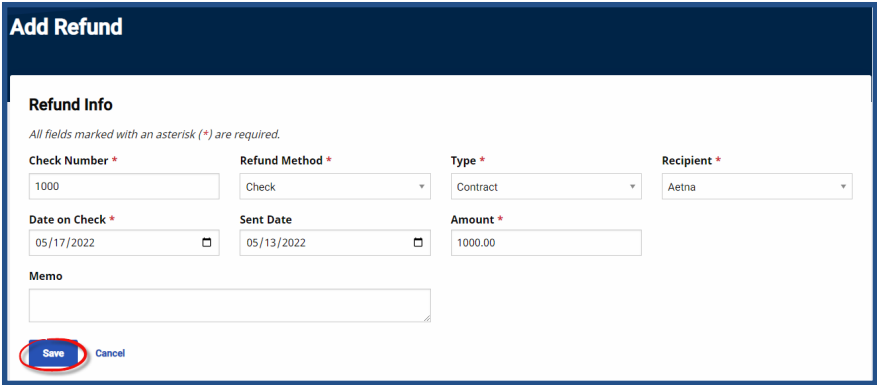
Step	Action
	Electronic Remittance Preview

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.
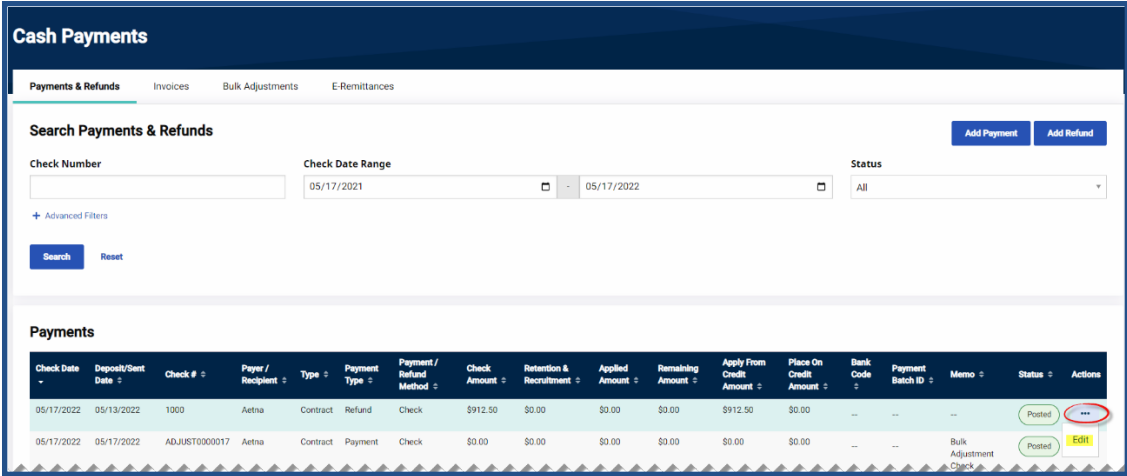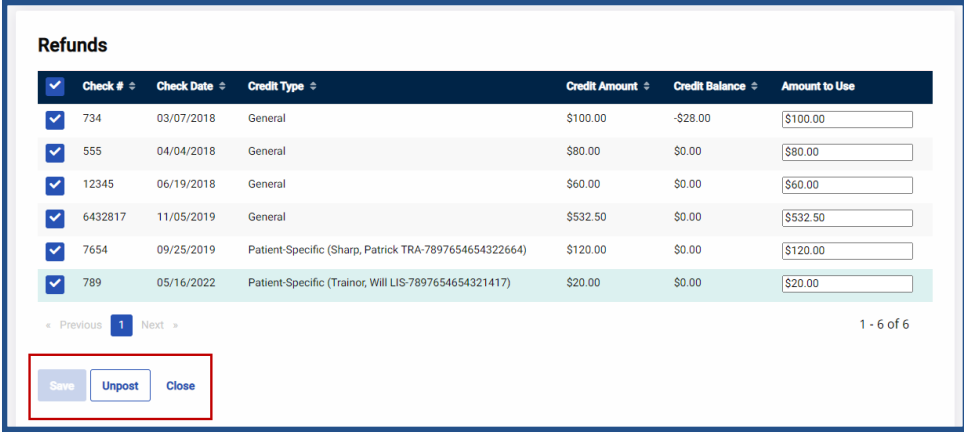
Step	Action
1	Navigate to **Billing > Cash Payment**. Click on the **Add Refund** button in the Payments & Refunds tab. **Cash Payments** Payments & Refunds Invoices Bulk Adjustments E-Remittances **Search Payments & Refunds** Add Payment Add Refund Check Number Check Date Range Status 05/17/2021 - 05/17/2022 All **Cash Payments: Add Refund**
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. **Add Refund** **Refund Info** *All fields marked with an asterisk (*) are required.* Check Number * Refund Method * Type * Recipient * 1000 Check Contract Aetna Date on Check * Sent Date Amount * 05/17/2022 05/13/2022 1000.00 Memo Save Cancel **Add Refund: Refund Info** **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	Action
3	The *Refund Info* page opens with the summary of the entered information. Click the **Apply Credit for Refund** button to apply the credit to the appropriate Payer. **Refund Info: Apply Credit for Refund**
4	The *Apply Credit for Refund* window opens. Select which credit to apply or from which Check or Patient to take the credit from. Click **Save**. **Apply Credit for Refund**

Step	Action
5	Once saved, a quick-view summary shows how much of the credit was applied as well as any remaining credit balances. All applied refunds appear under the *Refunds* section. Click **Save** to save the information and continue processing refunds or click the **Post Refund** button to finalize. **Save/Post Refund**

Note: Credit refunded is no longer available once refunds have been logged into the system. All **Unapplied Amount** must be used 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 **Billing > Cash Payment** From the *Payments & Refunds* tab use the search filters and/or click the **Search** button.
2	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. **Search Payment & Refunds Page**
3	The *Add Refund/Refund Info* page opens. Review or modify payment or refund (if/as needed). To modify either the Refund or items applied to the refund, click on the **Unpost** button at the bottom of the page. **Unposting to Modify**
4	The *Unpost Refund* window opens. Select a **Reason** value (required) from the dropdown menu. Click **Save** to continue.

Step	Action
	Upost Refund Window
5	The Status changes from *Posted* to *Open*. In the *Refund Info* section, click on the **Edit** button to make edits to the refund itself. **Refund Edit** To make edits to the items within the refund, either change/enter modifications in the respective fields or remove items within the refund. Once complete, click on the **Post Refund** button to repost. **Edit Refund Item(s)** *Note: Once a payment or refund has been updated, they must be re-posted.*

Updated Remittance Logic for Deleted Invoices

DISCLAIMER
This logic is activated by HHAX System Administration. Please contact HHAX Support Team 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.
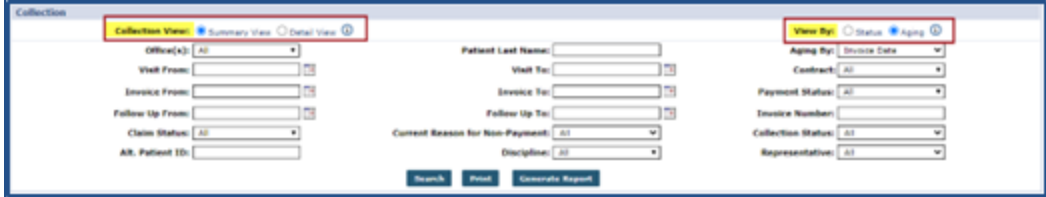
The Collection Dashboard

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.*
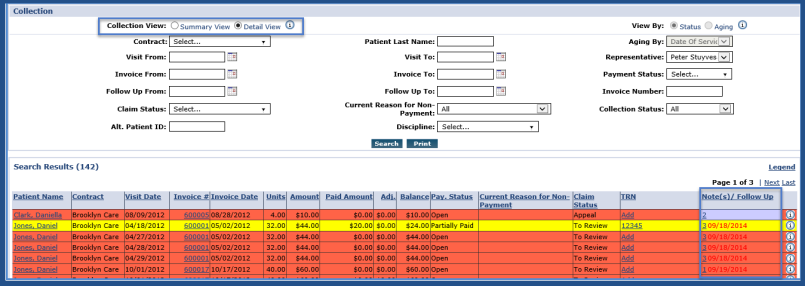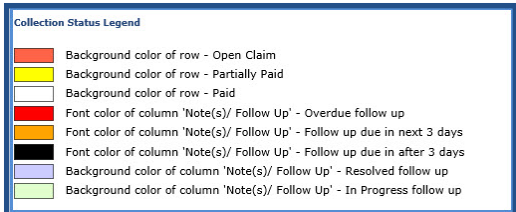
Searching for Collection Issues

Follow the steps below to search for Collection issues.

Step	Action
1	Navigate to ***Action > Collection*** and generate a search using the available filters to include the **Collection View** options (*Summary* or *Detail View*) as well as **View By** options (*Status* or *Aging*). <table><tr><th>Option</th><th>Description</th></tr><tr><td>Summary View</td><td>Displays all active **Contracts**, open claims, money owed, and any partially paid balances if viewed by **Status**</td></tr><tr><td>Detail View</td><td>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.</td></tr><tr><td>Status</td><td>Provides results by payment/collection status</td></tr><tr><td>Aging</td><td>Provides results depending on how far back the invoice has been outstanding (open claims and money owed in 30-day intervals).</td></tr></table> Collection Dashboard

Step	Action
2	This step provides details if *Summary View* option is selected with the corresponding **View By** selection. **Search Results (14)** — Legend — Page 1 of 1 Summary View by Status Summary View by Aging *Note: Only the Summary View can be modified by the Status and Aging view options. The Aging option can only be viewed in Summary View.*

Summary View by Status table:

Search Results (14) — Legend — Page 1 of 1

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	1/ $14.00
Marycare	110/ $12,444.00	1/ $105.12
Aetna	1/ $40.00	0/ $0.00
Accrued Care	7/ $95.00	0/ $0.00
Excellent Care	0/ $0.00	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	2/ $142.00
Auth Demo Contract	1/ $100.00	0/ $0.00

Summary View by Status

Summary View by Aging table:

Search Results (9) — Legend — Page 1 of 1

Contract	Current	30 Days	60 Days	90 Days	120 Days	150 Days	180 Days	> 180 Days	Total	Credits
Private Pay	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00		0/ $0.00	$230.00
USA Premier	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	15/ $310.75	15/ $310.75	
Caring Hands LLC	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	58/ $2,555.00	58/ $2,555.00	$10.00
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	
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	3/ $145.00	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	4/ $59.00	4/ $59.00	$218.75
Accrued Care	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	0/ $0.00	7/ $95.00	7/ $95.00	
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	$5,102.00
	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	

Summary View by Aging

Note: Only the Summary View can be modified by the Status and Aging view options. The Aging option can only be viewed in Summary View.

Step	Action
3	This step provides details if *Detail View* option is selected with the **View By***Status* selection. From the search results, review any pertinent payment information associated with a visit. The Patient's profile may be accessed corresponding to the applicable invoice for the visit as well as any notes associated with the issue. **Collection Detail View** In the **Detail View**, each line item is highlighted by a color corresponding to the *Status*. Click the **Legend** link above the search results (top-right) to access this legend. **Collection Status Legend**

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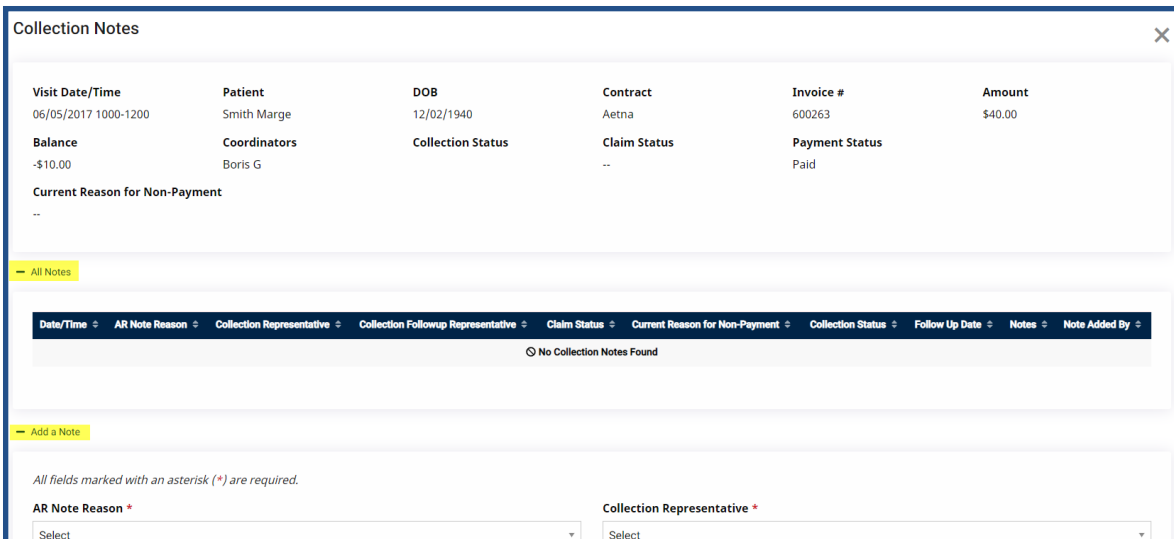
The **Collection Notes** functionality is used to maintain a record of outstanding collection issues, such as:

- **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
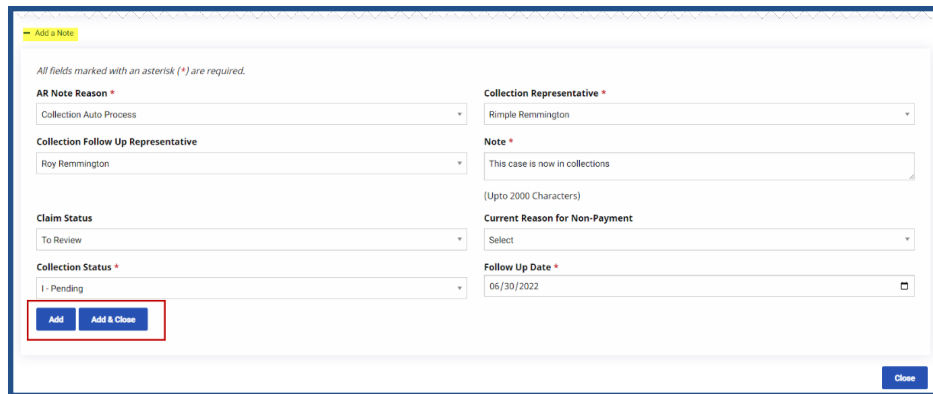
Visit Date/Time	Patient	DOB	Contract	Invoice #	Amount
06/05/2017 1000-1200	Smith Marge	12/02/1940	Aetna	600263	$40.00

Balance	Coordinators	Collection Status	Claim Status	Payment Status	
-$10.00	Boris G		--	Paid	

Current Reason for Non-Payment
--

— All Notes

Date/Time ⇕	AR Note Reason ⇕	Collection Representative ⇕	Collection Followup Representative ⇕	Claim Status ⇕	Current Reason for Non-Payment ⇕	Collection Status ⇕	Follow Up Date ⇕	Notes ⇕	Note Added By ⇕
			⊘ No Collection Notes Found						

— Add a Note

All fields marked with an asterisk (*) are required.

AR Note Reason *   **Collection Representative ***

Select   Select

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 Collections Note

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

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).
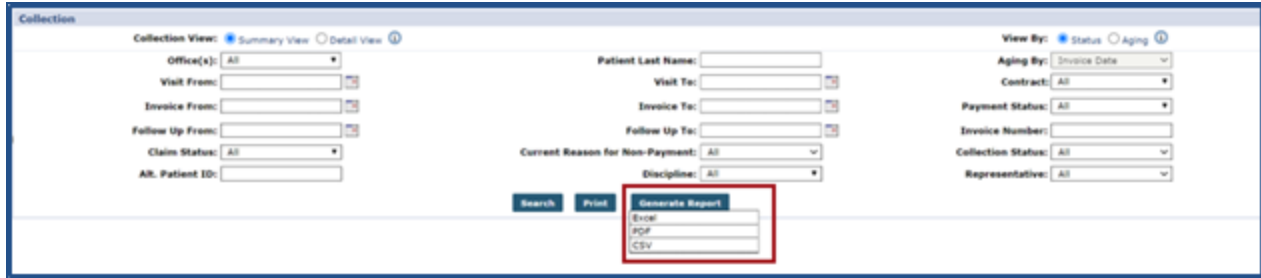
Collections Page: Generate Report Button

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

Background Report Monitor: Collection Report In Progress

Refer to the Collection Reports section for details on the available reports.
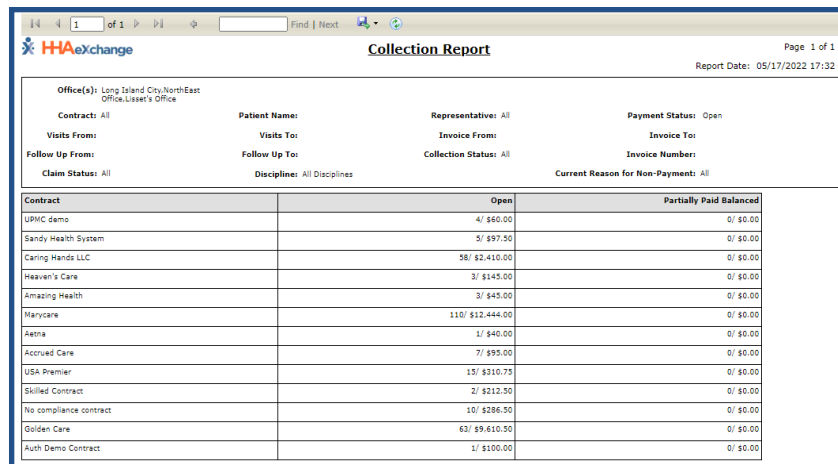
Reports

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.**

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**.

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**.

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.

Contract Category ⇕	Contract Name ⇕	Hourly ⇕	Daily ⇕	Visit ⇕	Supply/ Expense/ Mileage Units ⇕	Total ⇕
	Accrued Care (ID : 12884)	01:00	0	2	0.00	$40.00
MLTC	Amazing Health (ID : 10149)	01:00	0	0	0.00	$20.00
Private Pay	Caring Hands LLC (ID : 10042)	01:00	0	0	0.00	$0.00
	Sandy Health System (ID : 4904)	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 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.

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Cash Receipt Journal

Report Date: 05/17/2022 05:43 PM

Office(s):	Long Island City,NorthEast Office,Lisset's Office	Contract(s): All	Check Number:
Group by Contract:	No	Check From Date:	Check To Date:
Payment Type:	All	Check Amount From:	Check Amount To:
Include unapplied checks:	Yes	Deposit From Date:	Deposit To Date:
Display Contract ID:	No	Post From Date:	Post To Date:
Patient Team(s):	All	Patient Location(s): All	Patient Branch(es): All

R&R: Retention and Recruitment, CD: Check Date, DD: Deposit Date, PD: Posted Date, CA: Check Amount,PN: Patient Name, PI: Patient 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
01_Testing New 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	
Accrued Care	1234	CD: 7/27/2016 DD: 08/03/2016	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.

Cash Posting Detail by Check

Page 1 of 1

Report Date: 10/28/2015 09:54 AM

Claim Type:	Payment	Contract:	All	Invoice No:		Check:	11111
Visit From Date:		Visit To Date:		Check From Date:		Check To Date:	
Post From Date:		Post To Date:		Deposit From Date:		Deposit To Date:	
Admission ID:	900003	Location:	All	Team:	All	Discipline:	All
Group By:	Check	Payment Status:	All	Check With Notes:	No	Patient With Page 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
	Patient Name :	Figgous Cyrial						Contract:	Caring Hands 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	
	Patient Name : Figgous Cyrial		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.

Payment Adjustment Report
Northeast Homecare Services

Office(s):	Long Island City,NorthEast Office,Lisset's Office
Visit From Date:	
Visit To Date:	
Invoice From Date:	
Invoice To Date:	
Check From Date:	05/01/2017
Check To Date:	05/17/2022
Deposit From Date:	
Deposit To Date:	
Contract(s):	All
Check Number:	
Patient:	
Payment Adjustment Reason:	All
Group By:	Contract
Patient Team(s):	All
Patient Location(s):	All
Patient Branch(es):	All

	INVOICE DETAILS							PAYMENTS				ADJUSTMENTS	
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 - 06/09/2017	LIS-7897654654321418 Smith Marge	Aetna	200.0000	210.0000	-10.0000	789	05/16/2022	05/16/2022	20.0000		
												Adjustment	20.0000
								ADJUST0000017	05/17/2022	05/17/2022	10.0000	WriteOff	10.0000
600251	06/21/2017	06/05/2017 - 06/07/2017	LIS-7897654654321417 Trainor Will	Amazing Health	84.0000	94.0000	-10.0000	Cash	05/13/2022	05/16/2022			
								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.

Credit Report
Northeast Homecare Services
Report Date: 05/17/2022 05:47 PM
Page 1 of 1

Office(s): Long Island City,NorthEast Office,Lisset's Office	Display: All
Check Number: All	Check Date From:
Patient Team(s): All	Patient Location(s): All
Posted Status: All	

Contract(s): Aetna
Check Date To:
Patient Branch(es): All

			Check Details									Credit Details			
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	06/05/2017	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	11111111	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	06/19/2018	07/18/2018	06/19/2018	300.00	60.00	0.00	1000	60.00						
Aetna	Credit Card	12387889	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	72818	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	6432817	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.

HHAeXchange		AR Summary Report											Page 1 of 1

Report Date: 05/17/2022 05:50 PM

Office(s): Long Island City,NorthEast Office,Lisset's Office		**Contract(s):** All			**As of Date:** 12/19/2021 (Check Date)	
Discipline: All		**Service Code:** All			**Aging Based On:** Due Date	
Contract Category: All		**Patient Branch(es):** All			**Include over payment in the report:** No	
Patient Team(s): All		**Patient Location(s):** All			**Display Current UnApplied Credit:** No	
		Display Current UnApplied Cash: No				

Note: 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 credit 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)									$12,549.12	$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_Service	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.

HHAeXchange		AR Detail Report V2						Page 1 of 7

Report Date: 05/17/2022 05:51 PM

Office(s): Long Island City,NorthEast Office,Lisset's Office		**Group By:** None
Contract(s): All		**Include over payment in the report:** No
As of Date: 5/17/2022 (Check Date)		**Contract Category(ies):** All
Discipline: All		**Service Code:** All
Patient Team(s): All		**Additional Columns Display:**
Patient Location(s): All		**Patient Branch(es):** All

Sr#	Admission ID	Patient Name	Invoice #	Invoice Date	Export Status	Due Date	Aging	Billed Amt	Remaining Amt
Office: Long Island City									
Contract: Accrued Care (ID : 12884)									
1	LIC-7897654654322569	Evans Oliver	601409	11/01/2019	N	12/31/2019	868	$5.00	$5.00
2	LIC-7897654654322569	Evans Oliver	601551	03/23/2020	N	05/22/2020	725	$40.00	$40.00
3	LIC-7897654654322569	Evans Oliver	601565	05/07/2020	N	07/06/2020	680	$10.00	$10.00
4	LIC-7897654654322569	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.

		AR Detail Per Visit											Page 1 of 2

Report Date: 05/17/2022 05:57 PM

Office(s): Long Island City,NorthEast Office,Lisset's Office	Contract(s): All	Discipline: All
Visit From Date:	Visit To Date:	Patient Name:
Invoice From Date: 05/01/2017	Invoice To Date: 05/17/2018	Invoice Number:
Service Code: All	Only Posted Payments: No	Display Contract ID: No
Patient Team(s): All	Patient Branch(es): All	Patient Location(s): All
Group By Team: No	Display Alt. Patient ID: No	

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
Contract: 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)		
Contract: Amazing 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)		
Contract: 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