Revenue Cycle Management - Process Resource Center

Procedure: 2.3 Office Visit Charges

Inbound Queue

Edison Office visit Charge Retrieval:

- Go into Medevolve
- Click on Posting tab on the top
- Click on inbound queue
- Under transaction type right click on charges
- Click on show all charges transactions
- Make sure you put all charges in name order (so you don't miss any duplicate charges)
- If you find a duplicate charge click on process bottom on the left, make sure there is a check mark
- Right click in the line and then pick do not process
- Once you have removed all duplicate charges move on to the next step
- For any Medicare or commercial as Primary ins. Just click on the box all the way to the left so they can be processed- a check mark should appear
- For any Motor vehicle or Workers compensation as primary insurance you must add the state of where the accident took place (almost always NJ), the date of accident, and check off whether it is an auto accident or a work-related accident – this is all to the right of the insurance box
- To the find accident information you must go to the Primary insurance box and click on the drop-down arrow and then double click on the appropriate insurance and when you get the new window it will show you all needed information
- The date of accident should always be in the effective date box, if it is not there please advise your team lead
- Once all information is entered please make sure all the small boxes all the way to the left have a check mark on them
- Then click create charges at the bottom of the page
- It will then ask to create a HL7 report -> Please click NO
- Then click new control
- Then go to control totals the first tab on the top in the same account posting window
- There you will find all your charges , please review them once again make sure no charges are left with a $0 amount , if you do come across this please advise your team lead and they will find and add the charge amount for you
- One everything is ready to go you may then click on close control on the bottom of that page

Edison EMG Charge Retrieval:

- Must log into sharefile
- Go to folders , then shared folders
- Go to payment posting
- Edison Spine Center
- Edison Spine Payments & Charges
- Dr. Idank EMGS
- Unbilled EMGS

<u>Edison Procedure and Surgery visits:</u>

- Go to Medevolve
- Click on Schedule
- Make sure the following is checked off on the boxes at the top
- In the resource box check off Dr. Aranus, Dr.Idank, Dr. Liu, Dr. Lombardi , and Dr. Patti
- In the location box please make sure that JFK Medical Center-ER , JFK Medical Center OP ,Menlo Park
- In the Categories box , make sure the established patient box is checked off, as well as new patient ,and Surgery is checked off
- Once you have clicked off on the date you need you will see everyone on the schedule
- Then go to Exscribe the EMR and find the procedure op reports
- All surgeries are to be coded by Brian or Yesenia

<u>Dr. Sammy Masri Charge retrieval:</u>

- Go to Sharefile
- Go to shared folders
- Go to charge posting
- Then click on Masri Charges
- Go to the incoming charges folder
- There you will review and see all superbills then they are to be moved to a folder called ready to be posted folder so that Getix may take over

<u>IOM Charges (Dr. Masri) charge retrieval:</u>

- Go onto Chrome go to http://usmon.com/
- Login
- Go to Calendar up top
- Then click on calendar again in the drop down
- Click on the box that shows an appointment on the date you are ready to bill

- Find the person's name on there

- Go to patient records on the top > click drop down arrow > then go to global search
- Type in the patients name
- Once patient's name appears hit search > go to the appropriate surgery date
- Then click on closed cases
- Go to uploads
- Then click on download next to the SUPER BILL IN RED > (please note if super bill is not in red it is not complete and not ready to bill)
- Once the superbill is uploaded you will see everything needed to bill the date of service , except the only thing you will not find on the superbill is the claim #, ID # for the insurance as well as the Date of accident if MVA or WC insurance that is listed on the top of the superbill
- To find the information missing you may click out of the superbill and click on Face sheet to download in the "downloads window"
- Once downloaded you will find all the information you need to complete your charge to bill out (claim # for MVA or WC , Date of accident, and the health insurance ID or insurance ID Card)