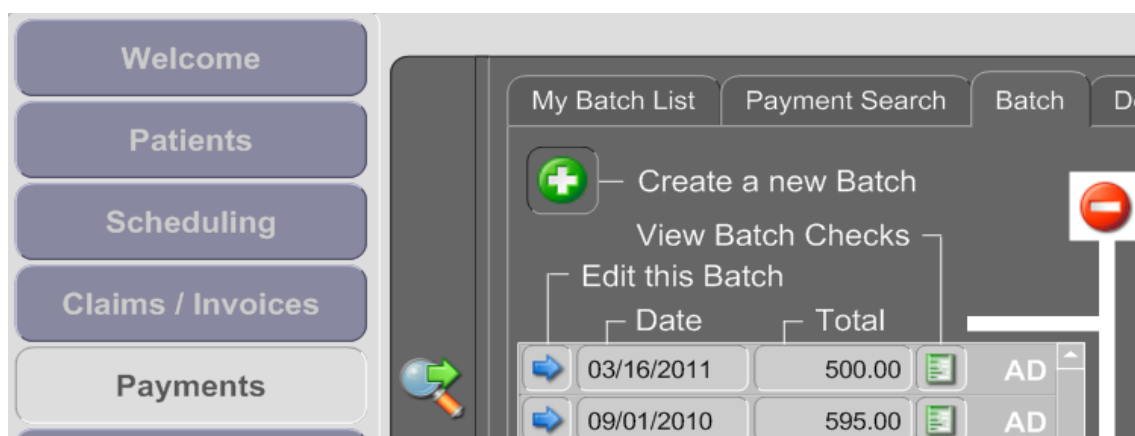




Batch and Single Payments

- To create a new batch payment:
 - Go to the **Payments** menu and select the **Batch** tab. You will see a list of previously created batch payments.
 - Click on the green plus icon labeled “**Create a new Batch**” to create a new batch payment.



- Important Note: When you are doing a batch payment for an insurance carrier and you have multiple insurance carriers with the *same* name but *different* addresses, they must be linked in the carrier file, since the carrier will include them together in a single EOB. The screen shown below is from the **Carriers/Accounts** menu.

EB Pro Batch and Single Payments

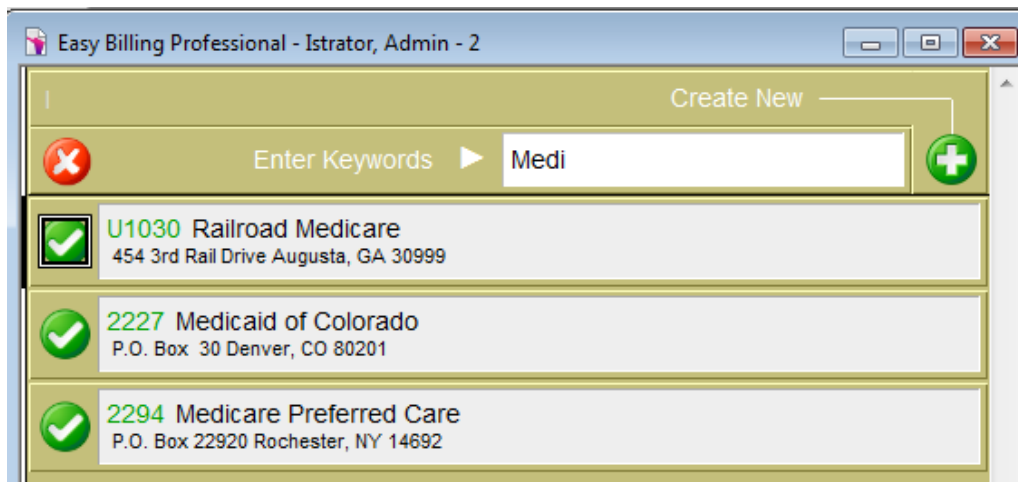
The screenshot shows the 'Carriers' section of the EB Pro interface. At the top, there are fields for 'ID' (1944), 'Account #' (1944), and 'Blue Cross Blue Shield of New Mexico'. Below these are tabs for 'Name', 'Contracts', 'Qualifiers', 'Receiver', 'Account Linking', 'Account Ledgers', and 'Carrier Ledgers'. The 'Keywords' section has 'All' selected. The 'Payer ID' is '00790'. The 'Master Account' is highlighted in green. The 'Linked Accounts' section shows '1944' with a red minus icon.

- Create a new batch check from an insurance carrier.
 - Click on the drop down menu in the “Carrier” field to choose the specific carrier for this check.

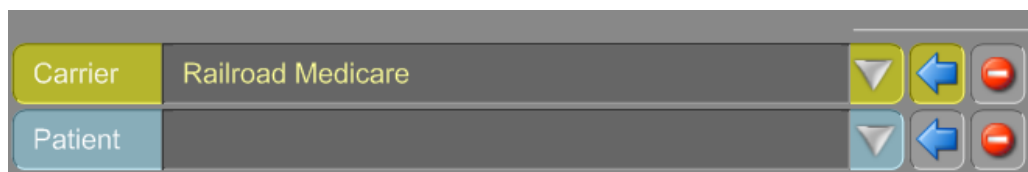
The screenshot shows the 'Batch' section of the EB Pro interface. The 'Carrier' field is highlighted in green. The 'Patient' field is highlighted in blue. The 'Selected' and 'Attached' tabs are visible. The 'Carrier' field has a dropdown arrow, a blue arrow, and a red minus icon. The 'Patient' field has a dropdown arrow, a blue arrow, and a red minus icon.

- Begin typing the name of the carrier and the relative names will appear in the list below.
- Click the green check next to the carrier name to select that carrier, or click the green plus icon to create a new carrier, if you do not see it in the list.

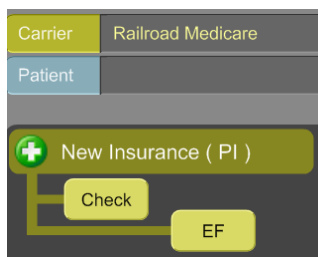
EB Pro Batch and Single Payments



- Once the carrier has been loaded, on the right of the carrier name you will see a blue arrow. You can click on the blue arrow to go to the carrier file.
- The red minus icon will remove this carrier if you want to choose another carrier.



- Click the **Check** button to create a check for the selected carrier. You will land on the **Checks Selected** tab on the **Selected** tab.



EB Pro Batch and Single Payments

- Enter the check number
- Enter the check date. To change the date, click on the calendar icon.
- Enter the payment amount

The screenshot displays the 'Check Selected' screen in the EB Pro software. At the top, there are tabs for 'Checks', 'Selected', and 'Attached'. Below these are sub-tabs for 'Check Selected', 'Applied Items', 'Claim Status', and 'Info'. The main area is titled 'Select a Payment Method' and features a grid of buttons: CA, CH (highlighted in green), CR, DC, EF, OT, PI, P, and I. Below the grid, there is a section for 'Test 1, Manchester' with a 'Check or Ref #' field containing '04/21/2011' and an 'Amount' field. A search icon is visible next to the amount field. To the left of the main area is a 'PI' (Payment Item) list with 'Applied', 'Unapplied', and 'Refunded' categories. Below this is a 'Claim' section for 'Test 2, Concord' with a 'Concord' field and an 'NH' field. At the bottom, there is a 'Carrier Account ID' field with 'EBA2691' and buttons 'P', 'S', and 'T'. The bottom-most section shows a 'Claim #' field with 'CLA183' and '03/16/2011', and a patient name 'Kirk, James Tiberius' with a dropdown arrow.

- Search for a specific patient by clicking on the drop down at the bottom of the screen. Once you enter your keyword search, you will see all the patients that match the search, as well as the claim numbers on the left hand side.

This screenshot shows a patient search result in the EB Pro software. It features a 'Refunded' category with a value of '1020.00'. The patient information includes 'Augusta, GA' and the phone number '877-288-7600'. The 'Carrier Account ID' is 'U1030' with buttons 'P', 'S', and 'T'. The 'Claim #' field shows 'CLA8' and the date '08/25/2009'. The patient name 'Cassidy, Sarah' is displayed with a dropdown arrow.

- You can roll over the claims to get info in order to pick a specific claim, or click on a specific claim to load that claim.

EB Pro Batch and Single Payments

- When rolling over the claim with the mouse in the keyword search, you can see the claim number, who created it, the patient's name, date of birth, claim status and who verified the claim.

Keywords	Cas	Open Processed Verified				
✓ CLA5	08/24/2009	Cassidy	Sarah	Y		
✓ CLA6	08/25/2009	Cassidy	Sarah	Y	Y	
✓ CLA7	08/26/2009	Cassidy	Sarah	Y	Y	Y
✓ CLA8	08/25/2009	Cassidy	Sarah	Y	Y	Y
✓ CLA13	09/01/2009	Cassidy	Sarah	Y	N	
✓ CLA14			Sarah	Y	N	Y
✓ CLA16			Sarah	Y		Y
✓ CLA17			Sarah	Y		Y
✓ CLA18			Sarah	Y	Y	Y
✓ CLA19			Sarah	Y	Y	Y
✓ CLA20			Sarah	Y		Y
✓ CLA35			Sarah	Y		
✓ CLA52			Sarah	Y	N	Y
✓ CLA111			Sarah	Y	N	
✓ CLA190			Sarah	Y	N	

- You can also click on **Claims Relative** tab to go to the open claims that are relative to this carrier.
 - You can click on the blue arrow next to any claim to go to that claim. Then use the blue Back Arrow on the claim to return.
 - If you roll your mouse over the icon for the claim, to view the tool tip, it will show the patient name, account number, first date of service and status.

EB Pro Batch and Single Payments

Apply Charges Claims Relative TR

Carrier
Patient
Provider
Claim Payments

Railroad Medicare
877-288-7600

454 3rd Rail Drive

Augusta
GA
30999

Load this Claim

Processed	Verified	Status	Insurance	Balance
CL Date	Claim #	Charge	Payments	
08/25/2009	Y CLA8	90.00	P	90.00

Open Claims

- Click the magnifying glass icon under “Load this Claim” for the claim to which you want to begin applying money.

Load this Claim

Processed	Verified	Status	Charge
CL Date	Claim #		
08/25/2009	Y CLA8		90.00

- Click the **Pay** icon to apply a line payment, or an adjustment to a specific line, or
- Click **“Pay All”** to pay all lines to be paid in full from this check.

Click to apply line payment

Select

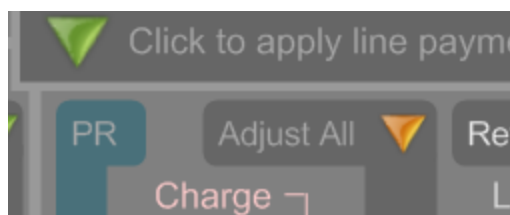
GoTo	CPT	Charge	Line Bal.
Date			
09/04/2009	97014	45.00	45.00
09/04/2009	10021	55.00	55.00
09/04/2009	99203	135.00	135.00

Pay All
PR
Adjust All
Refresh

1	2
3	P

EB Pro Batch and Single Payments

- Click the **Adjust All** icon to adjust all remaining line balances. The amount of the line balance will appear in the “Amount” field if you have enough money in your check to pay that amount, or you can enter the amount that you want to apply to that line.



- If you click the calculator icon, the remaining balance of that line item will be calculated for you, or you can enter the “Adjustment” manually.

A screenshot of the payment adjustment form. At the top, there is a navigation bar with tabs labeled: CLM, PA_LN, PA_CL, AJ_LN, AJ_CL, RE_LN, RE_CL, PR_LN, CH_LN, TRCS, and N. The main form area has a green background. It contains three input fields: 'Date' with the value '04/14/2011', 'Amount' with the value '45', and 'Adjustment' which is currently empty. A plus sign (+) is positioned between the 'Amount' and 'Adjustment' fields. To the right of the 'Adjustment' field is a calculator icon and a green checkmark icon in a circle.

- Click the green check icon to save
- If you entered an “Adjustment” amount, you will be taken to a screen to enter your “Reason Group” and “Reason Codes”.
 - Click on the drop down menu to choose the “Reason Group” and “Reason Code”, which will be listed on your EOB from your insurance carrier.
 - When sending secondary claims, you must have the “Reason Group” and “Reason Code” from the primary payment in the secondary claim.

EB Pro Batch and Single Payments

CLM PA_LN PA_CL AJ_LN AJ_CL RE_LN RE_CL PR_LN CH_LN TRCS N

Date 04/14/2011

Reason Group CO

Reason Code A2

From 1 2 3 P AL

Railroad Medicare

Amount 20.00

- Continue the process by clicking on the lines to which you want to add payments and adjustments, until you have completed applying payments and adjustments to this claim.
- While you are entering payments and adjustment for the claims, the “Applied” and “Unapplied” amounts are constantly updating.

	PI
Applied	70.00
Unapplied	1020.00
Refunded	

Claims

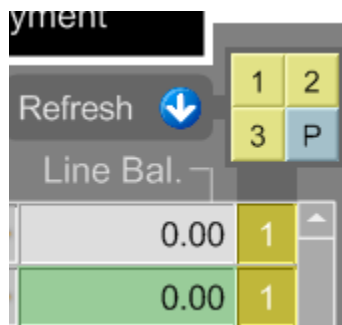
Railroad Medicare

Augusta

877-288-

- Once the payments and adjustments have been applied to a claim, if there is a line balance remaining you will want to update from primary to secondary, or to patient, etc. Click on '1', '2', '3', or 'P' to update all the lines at one time, or you can change it on each individual line.

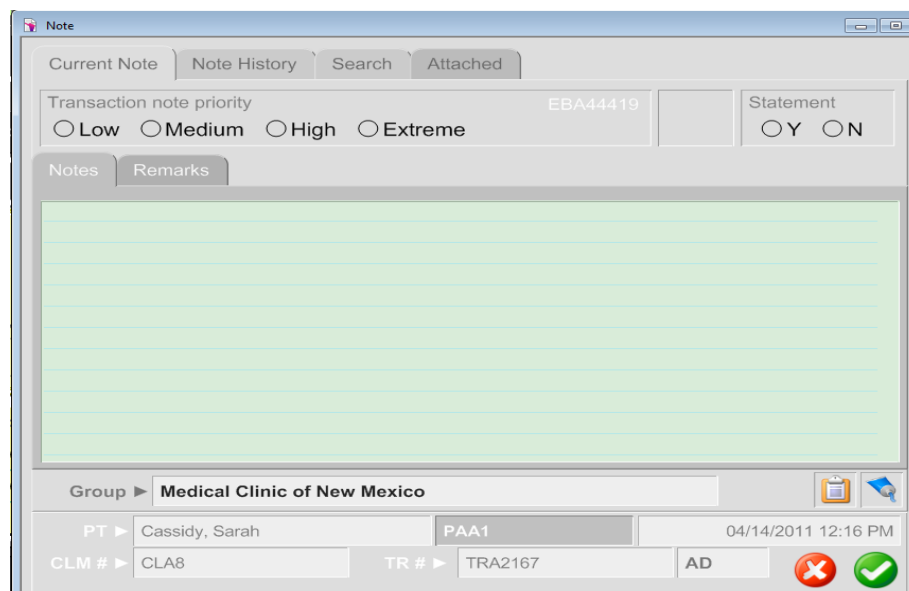
EB Pro Batch and Single Payments



- When applying a payment or adjustment you always have an option to view a previous note that has been entered, or you can create a new note by clicking the note creation icon that's specific to this charge.



- When creating a new note, you can set the note priority, add this note to this statement, or to the superbill. Click the green check icon to save any changes.



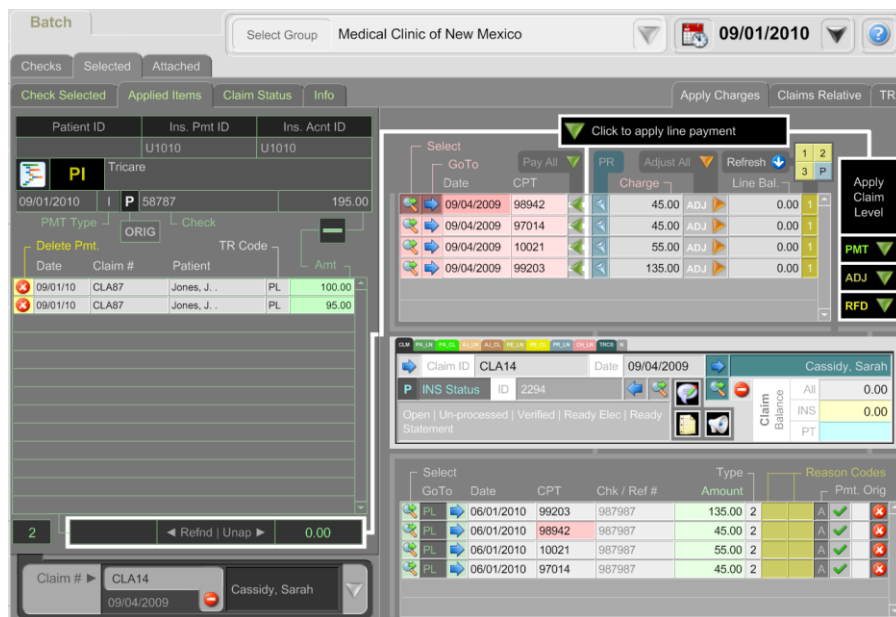
EB Pro Batch and Single Payments

- When finished with the claim, click the **Claims Relative** tab to continue applying this check to another claim.

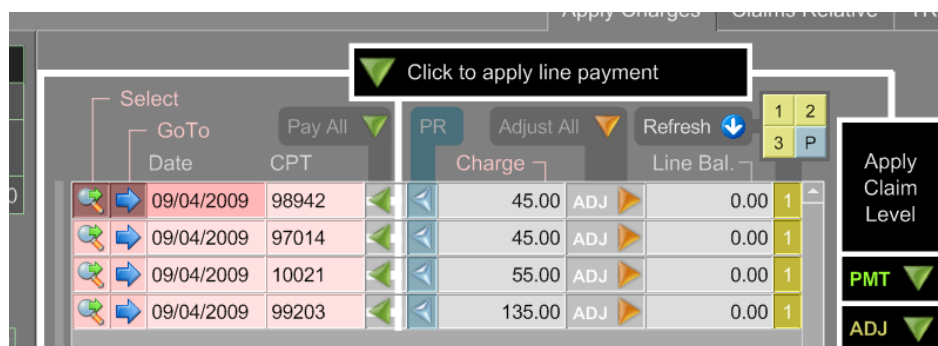
The batch payment process is the same for a patient as it is for an insurance carrier.

1. Click the green plus icon to create a new batch.
 2. Click the drop down to choose the patient name, id, claim number, or DOB.
 3. Choose if paying by check, debit, cash or credit card.
 4. Enter the check number, change the date, if needed, and enter the amount of the check.
 5. Click on any claim to load, apply payments and adjustments.
 6. When you are finished, if you have any applied amount, those can be used later toward any of their visits.
- Click the **Applied Items** tab to see all of the claims that have been applied in this carrier's check.
 - If you click on the claim on the left hand side, you will see on the right hand side the corresponding payments, adjustments and reason codes that have been applied specifically to that claim from this check.

EB Pro Batch and Single Payments



- Click the blue arrow to the left of each line item charge go to the **Charge Entry** screen to view specific detail and add information, such as referral, or supplemental information.



EB Pro Batch and Single Payments

Charge Entry **CL** ID TRA35 Patient Cassidy, Sarah
 CHG Assisting Claim CLA14 Group Medical Clinic of New Mexico

From 09/04/2009 To 09/04/2009 Responsible Party (1 = Primary | 2 = Secondary | 3 = Tertiary | P = PT)
 Date of Service ▶ 09/04/2009 Place of Service Code ▶ 11 EMG ▶

CPT Code 97014 Modifiers M1 M2 M3 M4 Code ▶ Clear ▶
 Procedure ▶ 97014

Diagnosis Pointers ▶ 1 Code ▶ UN Set to Contract Price ▶ Unit Charge ▶ 45.00
 Days / Units ▶ 1 Code ▶ EPSDT / Family Plan ▶ Y N

Providers Referral / Account Category / Status Group / Facility Time Supplemental
 Rendering Maulder, Kevin L, MD
 Rendering Provider Qualifier Code
 Rendering Provider NPI # Override

Amount ▶ Tax Rate ▶ 6.35% Y N
 Acs # ▶ Ref. ▶

- Click the blue arrow to the left of each line item payment go to the **Applied** screen to view specific detail and add information, such as referral, or supplemental information.

GoTo	Date	CPT	Chk / Ref #	Type	Amount	Reason Codes
PL	06/01/2010	99203	987987	2	135.00	A ✓
PL	06/01/2010	98942	987987	2	45.00	A ✓
PL	06/01/2010	10021	987987	2	55.00	A ✓
PL	06/01/2010	97014	987987	2	45.00	A ✓

EB Pro Batch and Single Payments

Applied

PL
A

ID ▶ TRA1344

Patient ▶ Cassidy, Sarah

Aux

Claim ▶ CLA14

Group ▶ Medical Clinic of New Mexico

Date ▶ 06/01/2010

Method ▶ CH

Reference # ▶ 987987

Type
 1 - Primary
2 - Secondary
 3 - Tertiary
 P - Patient

From
 1944
 Blue Cross Blue Shield of New Mexico

Set to CHG Balance ▶

Apply ▶ **135.00**

Calculate Adjustment ▶

Set to PT Responsibility ▶

Add this Amt ▶

+ Create Adjustment

+ Create Payment

Charge Activity
Claim Charges
Source
Cat / Stat
Providers
Other
Time

This is the charge that the current item was applied against

Procedure ▶ 99203 ID ▶ TRA718 CHG ▶ 135.00

Date of Service ▶ 09/04/2009 Product ▶ Balance Responsible ▶ 1

Below are all the items applied against the above charge

Transaction Code	Type	Reason - Category Code	Payment Method Code	Origination
Date		Transaction Category	Check / Ref #	Amount
▶	06/01/2010	PL 2 Line Level Payment	987987	CH A 135.00

Green text indicates the currently viewed item.

Reason Codes
 Group ▶ Code ▶

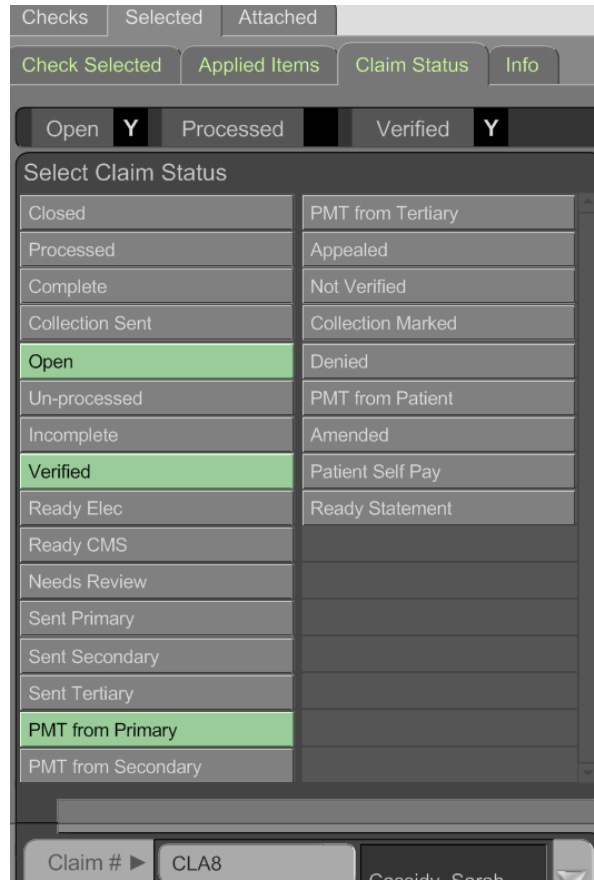
Tax Received ▶

Pay Transaction ID ▶ TRA718

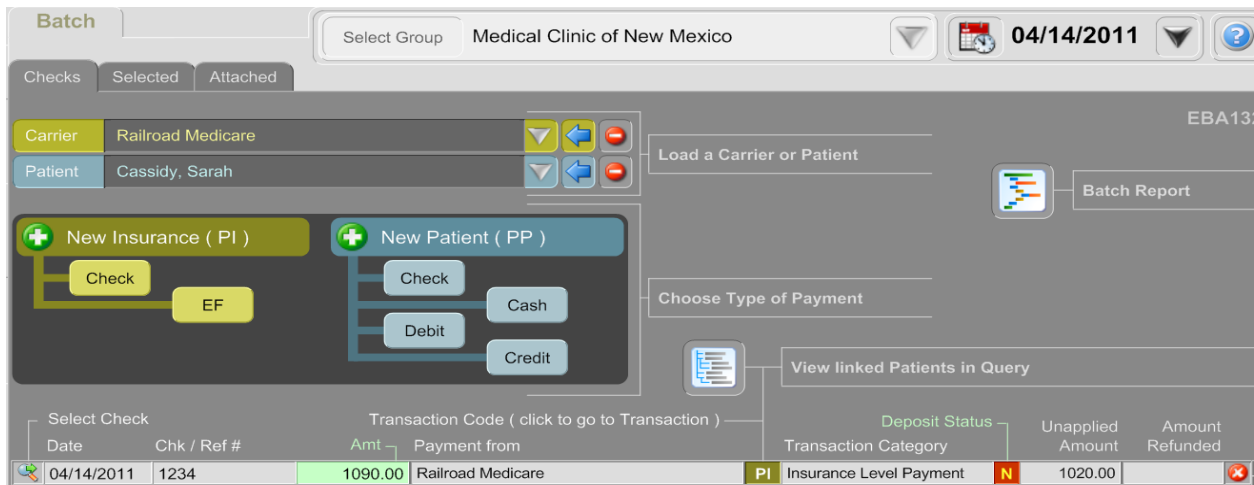
Payment Source ID ▶ TRA1339

- The claim status can be updated at any time by clicking on the **Claim Status** tab.
- Click to select or deselect each of the statuses to update the claim according to the payment that has been made. In this case, "PMT from Primary".

EB Pro Batch and Single Payments



- On the **Checks** tab, click on the icon to select a check.



To print the Payment Report, click on the red, white and blue report icon labeled “**Batch Report**” on the **Checks** tab, or on the **Applied Items** tab.

EB Pro Batch and Single Payments

1. If you want to export the info to Excel, choose the **Preview** button and then you will be able to access the Excel export feature.
2. You can create a PDF, or print the report.
3. Click the blue Back Arrow to return.

Payment Report

TR Date	Deposit Status (Y = Yes)		Transaction Code			Actual Payment	Source Payment Amount Refunded			Unap. Amount
	Claim ID	Code	Provider	Patient	Transaction Code		Apd. INS	Apd. PT	Refund	
04/14/2011	N	InsPmt			PI	1,090.00				1,020.00
04/14/2011	CLA8	99212	Maulder, K., MD	Cassidy, S.	PL		25.00			
04/14/2011	CLA8	97014	Maulder, K., MD	Cassidy, S.	PL		45.00			
Ref # 1234						Date: 04/14/2011	1,090.00	70.00		1,020.00
From: Railroad Medicare							1,090.00	70.00		1,020.00
Grand Totals							1,090.00	70.00		1,020.00

