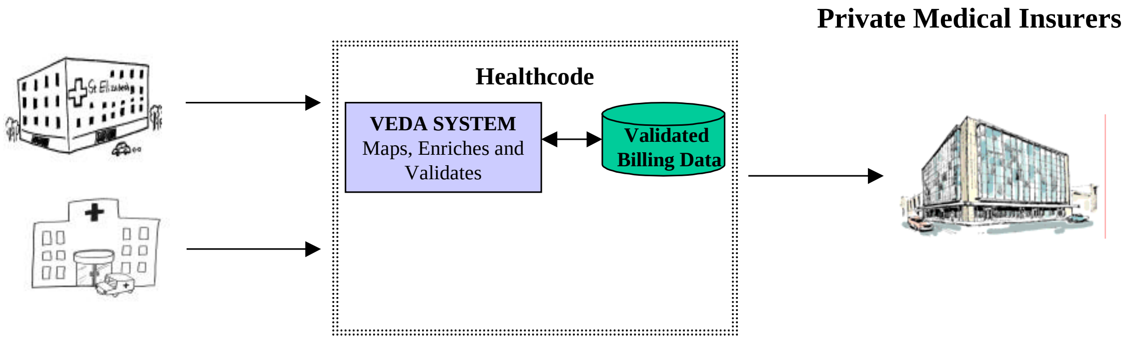
Quick Reference Guide – Healthcode e Practice *biller*

<u>Quick Reference Guide – Healthcode e Practice *biller*</u>

Electronic billing was a huge improvement on paper invoices and the postal system. But inevitably data had to be keyed into a system. Now we've developed a vastly superior billing system that largely does away with the need to key data.

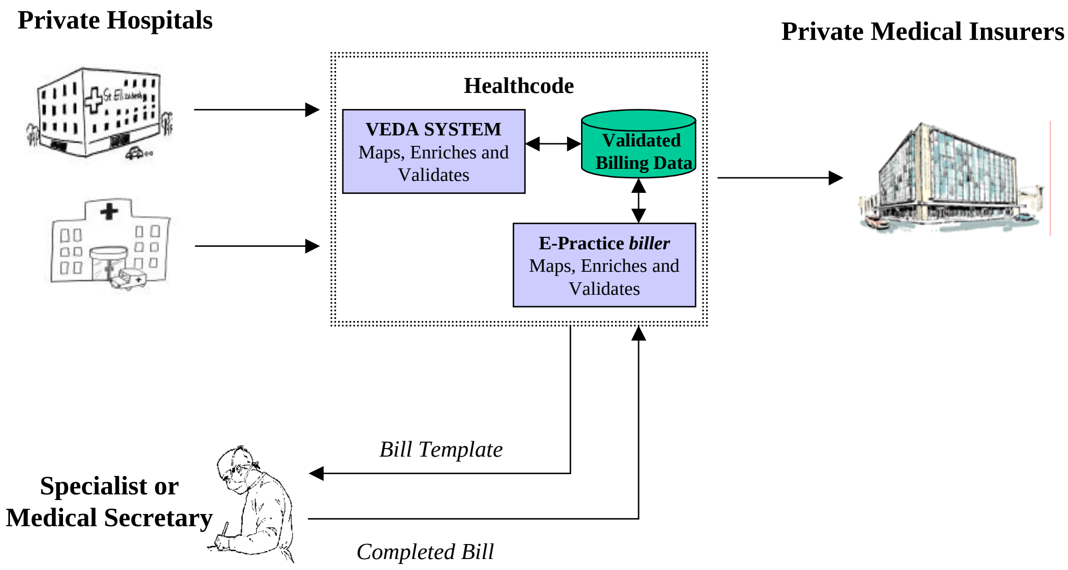
How it works

Our billing service HC VEDA® is established in over 200 private hospitals and NHS private patient units throughout the UK. Currently six PMI Insurers, including BUPA and AXA PPP healthcare, receive their bills from those hospitals via Healthcode.



Once Healthcode receives a bill from a hospital, it performs a number of processes on it, including mapping the data from proprietary code sets to industry standard ones, enriching data for completeness and accuracy and validating against the insurer rule sets. Only once the data has been through all these processes is it deemed ready to be presented to the Insurer. At this stage however Healthcode has, within its HC VEDA® system, a validated medical bill with industry standard data recorded against it. A key data element that is included within each and every bill is the controlling specialist.

As Healthcode knows which specialist controlled that episode, once that specialist or secretary has registered as an e Practice *biller* customer, Healthcode can present the template to the user.



Consultants are presented a list of all their bill templates from the last 30 days when using the system. The facility is available equally to anaesthetists but the request process works slightly differently – this is due to the way hospital bills are coded.

The data presented to the specialist has already been validated by Healthcode - only validated hospital bills are presented as templates. In this way, there is a very high degree of certainty that the data template the specialist receives and uses as the basis for submitting the bill will pass the billing validation process.

Healthcode will only release the template data to the specific specialist or secretary. This is controlled via a rigorous registration process and delivered over a secure encrypted internet connection. Any data proprietary and confidential to the treating hospital, specifically their charges, are removed from the template and not available to the specialist.

Submitting an Auto-Populated Bill

The auto-population feature Healthcode delivers within its e Practice *biller* service provides registered e Practice *biller* users with a data template from which they may enter their bill and dispatch to the relevant Insurer.

The template will provide you with the key information they require for a bill including:

- Patient demographics
- Required Insurance information
- Episode details (key dates and locations)
- Diagnosis and Procedure Codes

All you need to do is confirm what you are charging for (i.e. initial consultation, surgical procedure etc.) and the amount you wish to charge. The bill is then complete and can be sent to the Insurer.

- To create an auto-populated bill select *Billing, Hospital Procedures*

You will then be presented with a list of hospital bills submitted in the last 30 days, where you were the controlling specialist, in order for you to raise your own bill for the patient's treatment.

If the patient you wish to bill for is not listed this means that we haven't received a validated hospital bill for the patients treatment. The bill for the patient's treatment must then be raised by adding the patient and creating the bill. This is described later and will require an element of keying.

Alternatively check back in a few days to see whether we have received the bill.

- Click on the patient you wish to raise a bill for

Hospital Procedures

Patient Name	Hospital	Procedure Date	Consultant	Insurer
Training Eighteen	Haywards Heath Nuffield Hospital	22/10/2001	Mr M	BUPA
Training Elven	Haywards Heath Nuffield Hospital	09/10/2001	Mr M	BUPA
Training Fifthteen	Haywards Heath Nuffield Hospital	07/11/2001	Mr M	BUPA
Training Five	Haywards Heath Nuffield Hospital	28/10/2001	Mr M	BUPA
Training Four	Haywards Heath Nuffield Hospital	18/10/2001	Mr M	BUPA
Training Fourteen	Haywards Heath Nuffield Hospital	23/10/2001	Mr M	BUPA
Training Nineteen	Haywards Heath Nuffield Hospital	06/11/2001	Mr M	BUPA
Training One	Haywards Heath Nuffield Hospital	05/11/2001	Mr M	BUPA
Training Seventeen	Haywards Heath Nuffield Hospital	29/10/2001	Mr M	BUPA
Training Six	Haywards Heath Nuffield Hospital	02/02/2001	Mr M	BUPA
Training Thirteen	Haywards Heath Nuffield Hospital	08/11/2001	Mr M	BUPA
Training Twelve	Haywards Heath Nuffield Hospital	05/11/2001	Mr M	BUPA
Training Twenty	Haywards Heath Nuffield Hospital	25/10/2001	Mr M	BUPA
Training Twenty-Five	Haywards Heath Nuffield Hospital	28/10/2001	Mr M	BUPA
Training Twenty-Four	Haywards Heath Nuffield Hospital	18/10/2001	Mr M	BUPA
Training Twenty-One	Haywards Heath Nuffield Hospital	05/11/2001	Mr M	BUPA
Training Twenty-Three	Haywards Heath Nuffield Hospital	06/11/2001	Mr M	BUPA
Training Twenty-Two	Haywards Heath Nuffield Hospital	02/02/2001	Mr M	BUPA
Training Two	Haywards Heath Nuffield Hospital	02/02/2001	Mr M	BUPA

Filter By Consultant
Controlling Specialist: -

Change Date Range
Date Range: Submitted in the last 30 days

Anaesthetists will be able to enter search criteria in order to locate the specific patient and treatment episode for whom they wish to bill.

Find Hospital Procedure

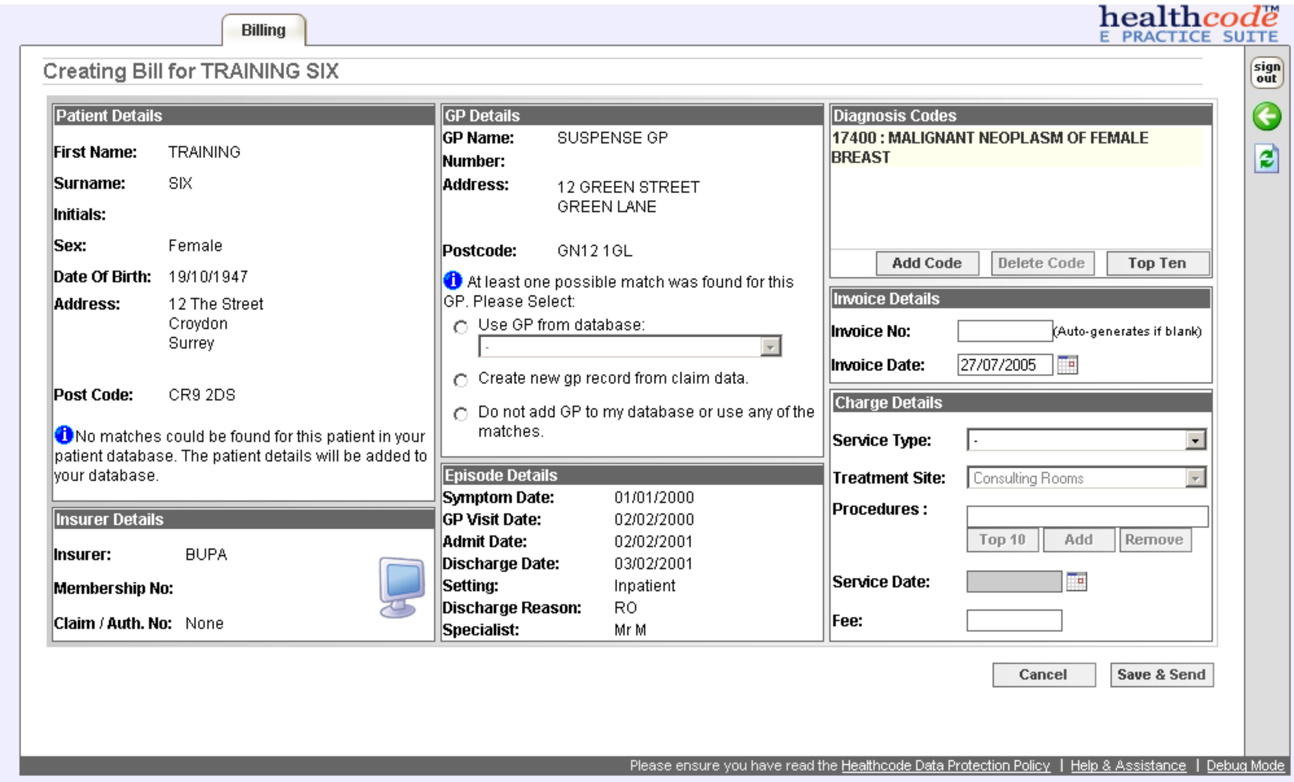
Enter Procedure Details
Last Name:
Date Of Birth:
Treatment Date:
Treatment Hospital: N/A
Search

You will then be presented with a bill template to complete.

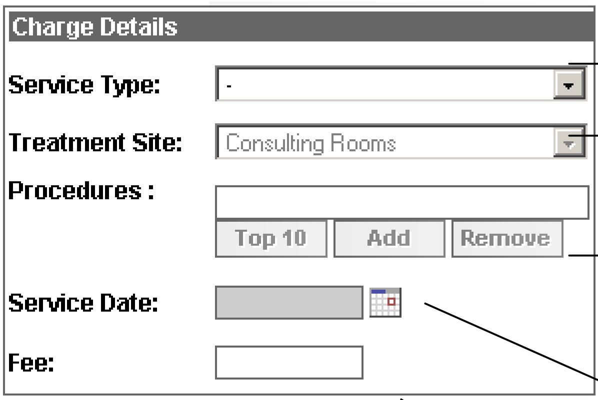
The patient details will be added to your patient database if not already present.

If the patient is already on your listing you will be prompted to select the data to use.

The GP details will also prompt whether you wish the GP details to be saved to your GP listing.



-To complete the bill simply complete the Charge Details



Select the Service Type from the drop down listing.

Dependant on the Service Type selected, the treatment site may default to where the patient was seen or alternatively select where you saw the patient

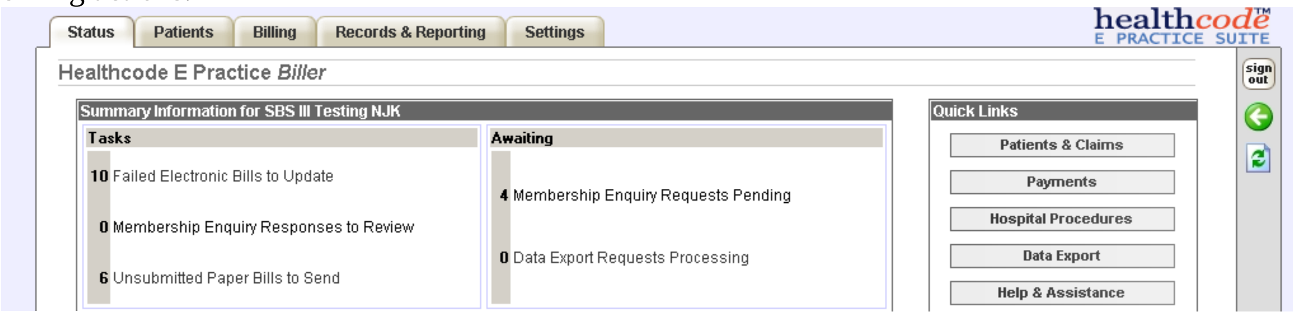
If you are charging for theatre time or consultation with minor treatment, search for or select a procedure code from your Top Ten

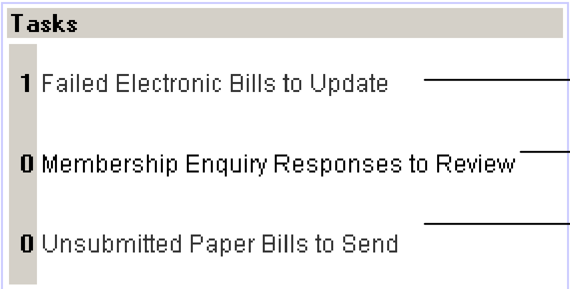
Dependant on the Service Type selected, the service date may default to when the patient was seen or alternatively select the date you saw the patient

Finally enter the fee for the bill and click Save & Send

Status Page

The Healthcode e Practice *biller* Status Page provides a quick link to all the central functions of the system providing an “at a glance” graphical view of your outstanding payments and any outstanding billing actions.





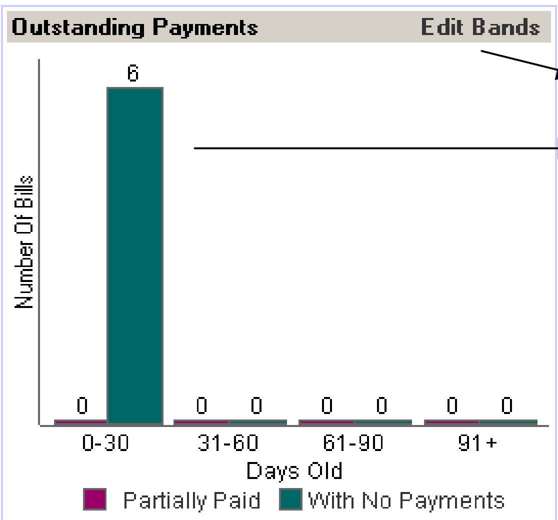
Electronic Bills processed that require further amendments in order to pass Insurer Validation

Matches returned from the Insurer Membership Enquiry (ME) Database

Paper bills that have been entered but require printing

Number of ME requests that have been submitted to Insurers but not responded to

Number of Data Export Requests in process

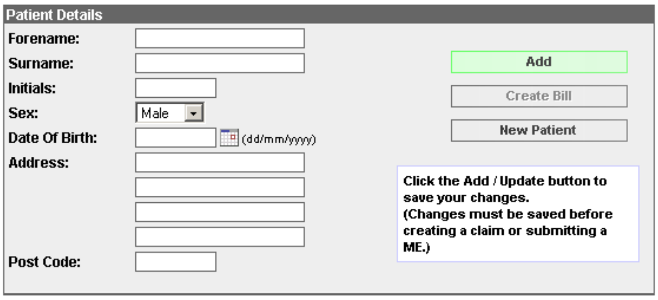


Facility to define your own aged debt bands/parameters

Graphical View of your outstanding Payments

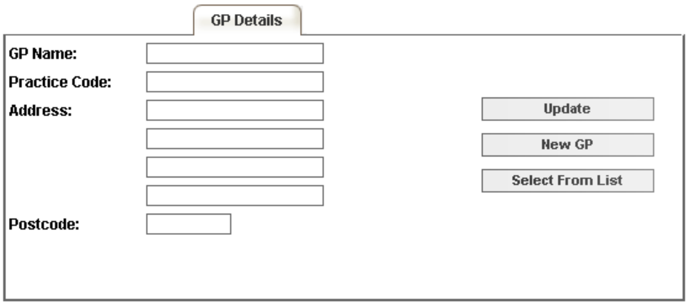
Entering Patients

-Click on the *Patients* Tab to add or update patient information



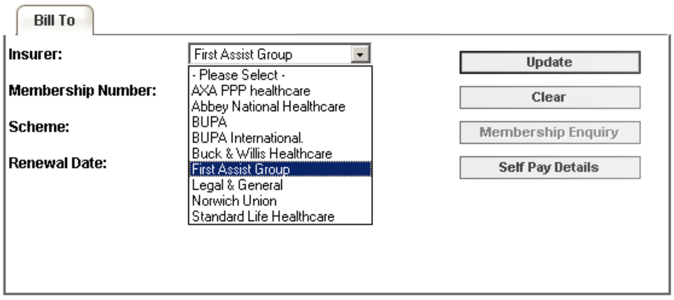
To enter new patient details simply click New Patient, enter their details and click on Add

- Select '*GP details*' to add the patients GP details.



Either enter new GP details or select a GP from the list of GP's already entered

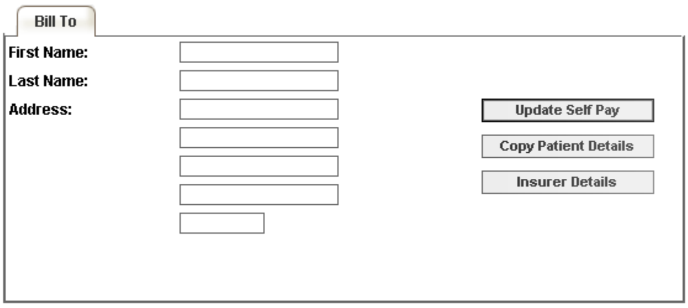
- **Select the '*Bill to*' tab to select who will be receiving the bill for the patient's treatment.**



Insured Patients

From the drop down list select the insurer. Enter the Membership Number or request a Membership Enquiry from one of the participating Insurers* to automatically populate your patient information.

* *Bupa / Axa-PPP / Standard Life*



Non Insured Patients

Either copy the patient details, by selecting 'copy patient details' or enter an alternative name & address

-To update patient's details, select the patient from the list, amend the details required and click on Update

Please use the icon to refresh the patient listing to view the updated details.

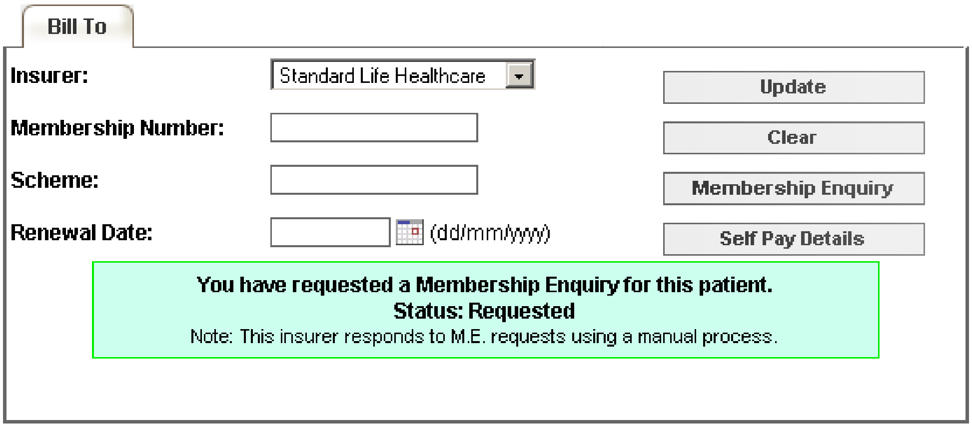
Membership Enquiry (ME)& Member Auto-Population (Subscribed Users Only)

Membership Enquiry

-Select a patient from the listing (ensure the patient is insured with a participating ME Insurer)

-Click on Membership Enquiry on the *Bill To* tab

This will submit the patient details to the Insurer.



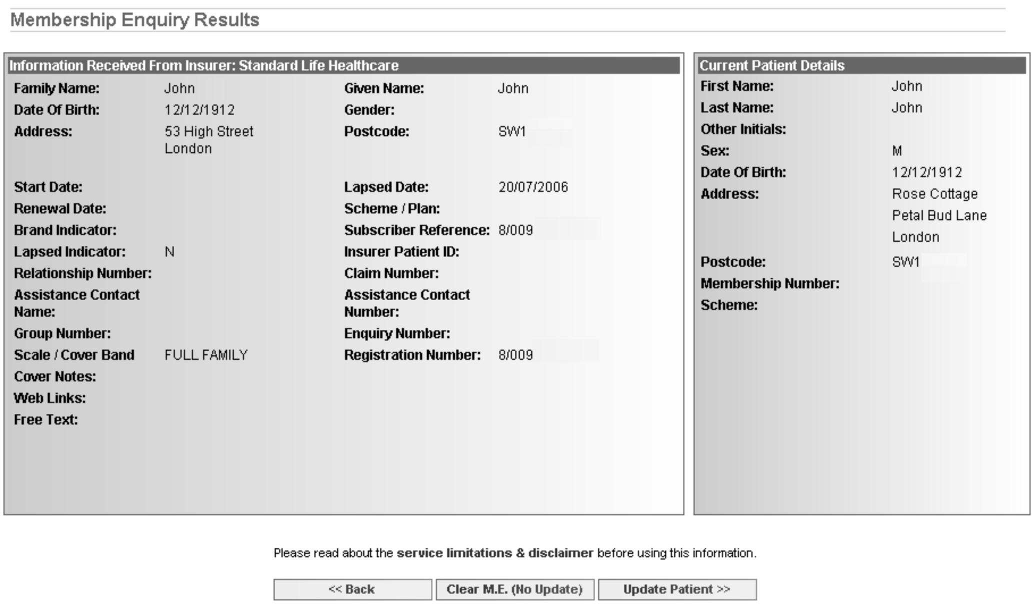
Once a response is received this will be viewable via the *Bill To* tab

-Click on Review & Update to view the data and amend your patient details with the details returned from the insurer.

The response will display the details returned from the Insurer.

-To keep the current patient details select Clear M.E (No Update)

-To replace the current details held on the patient select Update Patient >>



Entering a bill

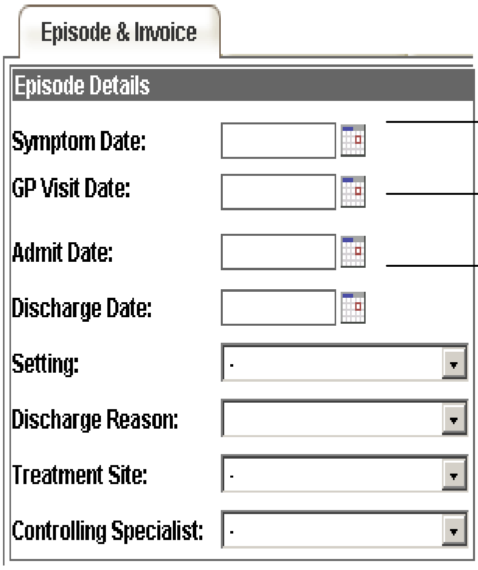
To enter a bill you must first select the patient from the listing, ensuring the *Bill To* information is complete.

-With the patient selected click on Create Bill **on the** ***Patient*** Tab

The bill template screen will display.

-Enter details of the patients attendance / stay

Episode Details - These details are not mandatory for Non-Edi Insurers or Self Pay Invoices. This section for EDI insurers is mandatory / optional according to the validation rules



Enter the date the patient first had symptoms (if known)

Enter the date the patient saw their GP

Enter the Admission & Discharge dates if patient was seen as an Inpatient or Daycase

Select the setting in which the patient was seen

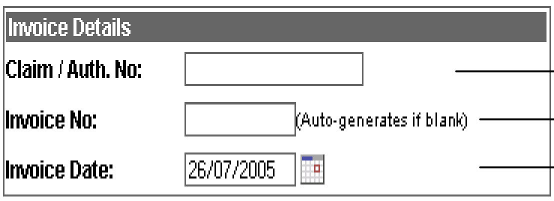
Select the reason for patient discharge

Select where the patient was seen if not seen in Consulting Rooms

If the controlling specialist or surgeon in charge of the patient care is anyone other than yourself, select them here or else select yourself

-Enter the Invoice Details

These details specify the invoice numbering and date of invoice.



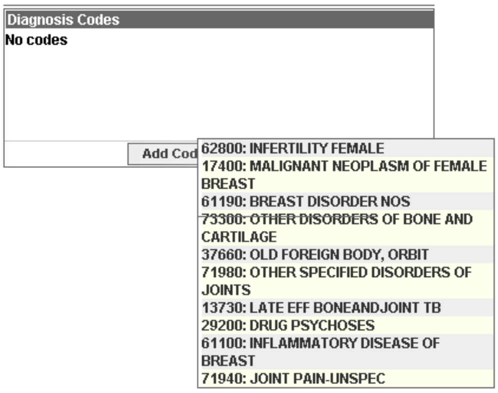
Enter Authorisation Number (if provided)

Enter Invoice Number or leave blank to Auto-generate

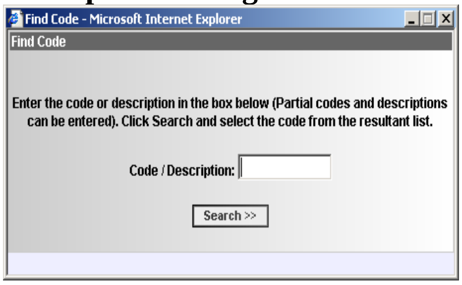
Invoice Date will default to current date unless changed

-Enter a diagnosis for the patients condition
This section is only mandatory for some EDI Bills. To search for a diagnosis code click on Add Code or alternatively select one previously used via the Top Ten.

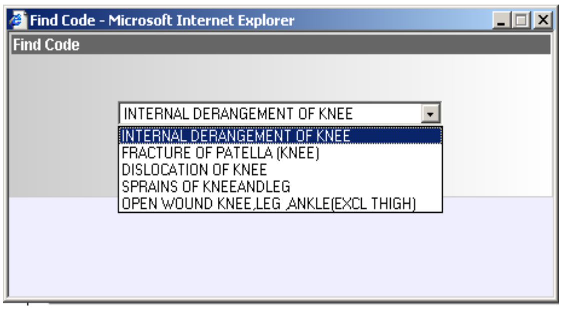
Click Top Ten to select one of your most commonly used codes



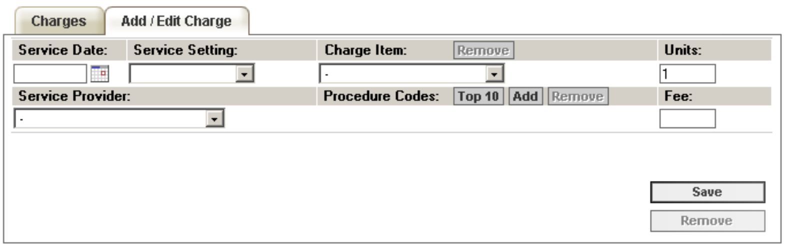
<u>To search for a code</u>
Select Add Code & enter partial or full description of diagnosis



Select a diagnosis description from returned matches



<u>Entering the Charges</u>

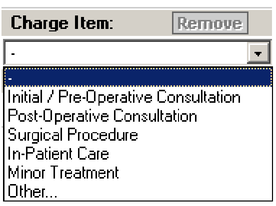


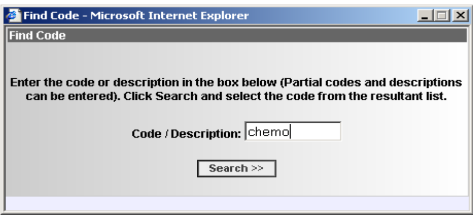
-Select or enter the Service Date as the date you saw the patient

-Select the Setting in which you saw the patient

-Select a predefined Charge or search for a specific Charge by selecting Other from the list of Charge Items

Selecting **Other** will enable you to enter search characters to search for a charge code.





-Select the Units as the number of charges the fee covers (eg. 2 procedures)

-Select the Service Provider as the provider of the service

-If billing for a procedure carried out search for a Procedure Code or select from your Top Ten
-Enter the total Fee for the service

Click on Save to save the charge.

You can continue to add charges until the bill is complete.

To complete the bill click on Save & Send or Save & Print

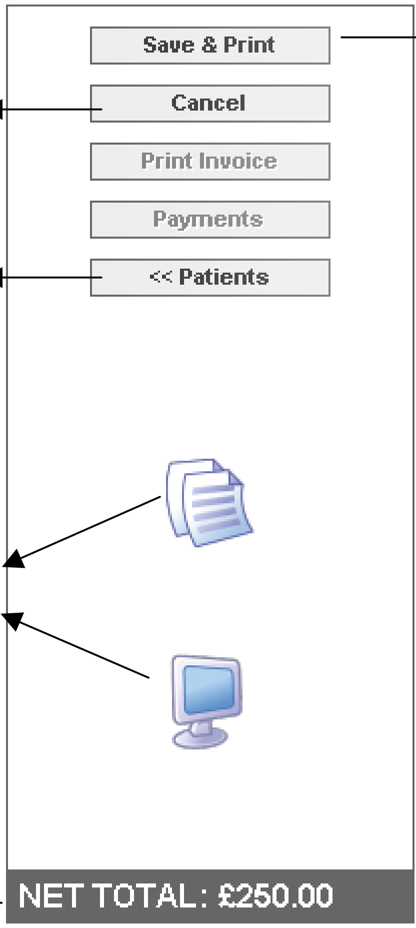
Saving & Sending / Printing the Bill

If you are set-up to send bills electronically to an Insurer, the completed bill will be processed through that insurers validation rules and sent electronically.

If you are not set-up to bill electronically to an Insurer, you will be prompted to print the completed bill to send by post.

To check your billing status with the Insurers click on Payee Provider option within the *Settings* Tab

-To save and send/print the bill click on Save & Send/Print



Cancel the bill entry

Return to the Patients Tab (this doesn't save your bill)

Icon representing how the bill will be sent (Paper or EDI)

Total of the charges

Saving & Sending/Printing

Dependent on whom the bill is being paid by, once the above sections of the bill have been completed, you can Send or Print the bill.

Self Pay & Non-Edi Insurer Bills

You will be prompted to **Save & Print** and given the option to Print Now or Print Later

Bills selected to Print Later can be viewed via the *Unsubmitted Paper Bills* section on the *Status* Screen

EDI Insurer Bills

You will be prompted to **Save & Send.**
This will process the bill through the Insurer Validation rules.

If the bill passes validation you will be returned back to the *Patients* Tab

If the bill has incomplete or invalid details, the bill will be displayed on the screen and not sent until the errors have been actioned.

Any bills that fail Insurer validation will be saved against the patient until the errors are corrected.

Validation Error Messages

Any error messages & the relevant fields will display in Red.

The error message will specify the following

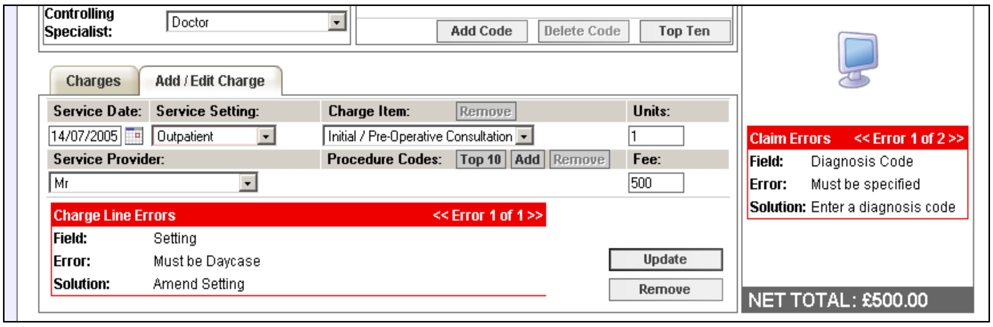
- The **field** which contains the error
- The actual **Error** with the field (according to the validation rules)
- The recommended **solution** on how to fix the error

Follow the solution contained within the Error Message to resolve the problem.

Please contact the helpdesk if you require assistance with clearing error messages.

The screen will display any errors on the claim and on the charges.

-Use the << and >> option if necessary to scroll through the Errors.



If the errors are on the charge lines, click Update after making changes before resending the bill.

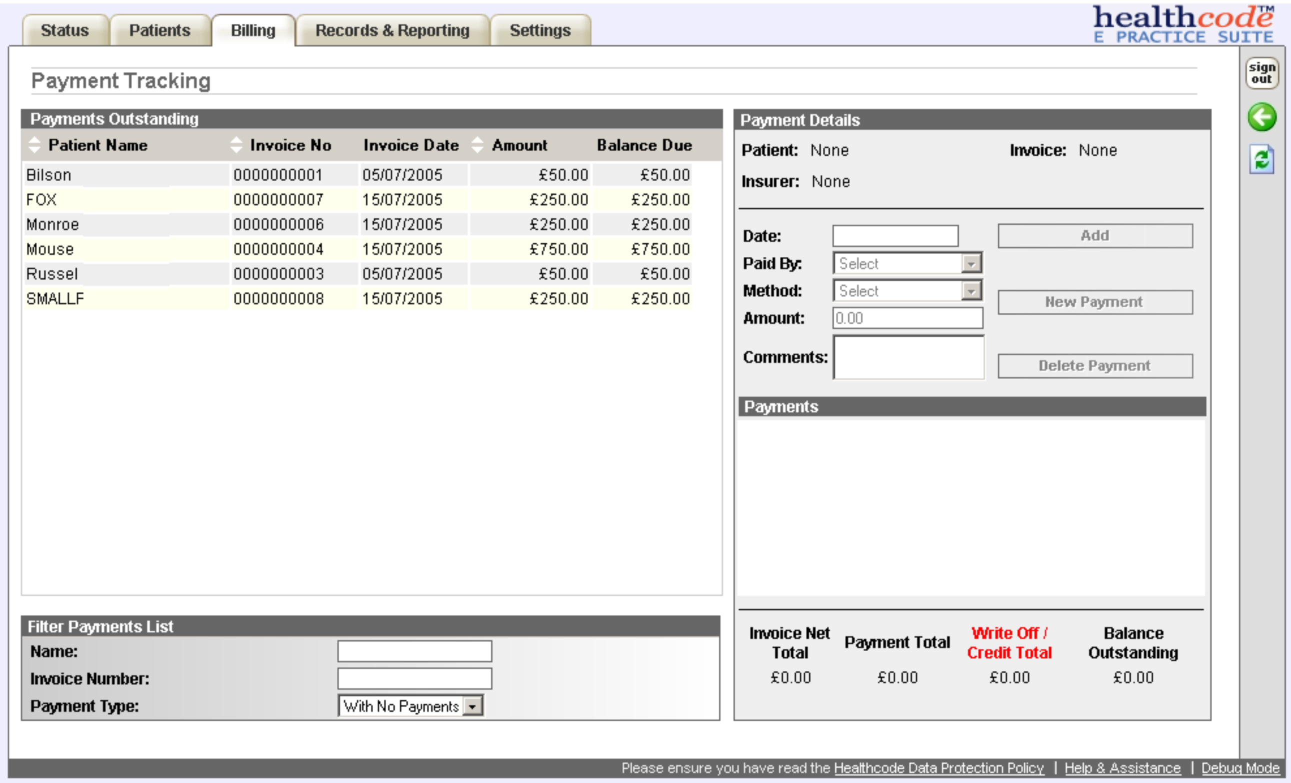
-Once the errors have been corrected select Save & Send again to re-submit the bill through the validation rules.

Entering Payments

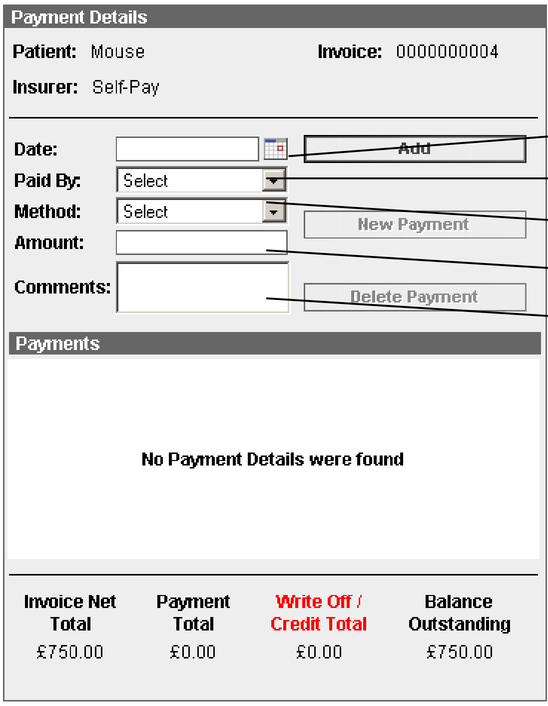
You can record entry of a payment for a bill via the *View Bills* section of the *Patients* Tab or

-Select *Billing, Payment Tracking*

This will display, by default, the bills that have been entered but not had any payments recorded against them.
A filter is available to filter the bills by their payment status, name or Invoice number



-To enter a payment, select a bill from the listing



Select or Enter the date of payment

Select who made the payment

Select the method of the payment

Select the amount paid

Enter any other comments you think would be useful

Click on Add to save the payment

Viewing / Cancelling & Re-Printing Bills

All bills are listed against the patient on the *Patients* Tab

-To view, cancel or re-print a bill select the patient from the listing
-Then click the *List Bills* Tab

List Bills

Invoice Number	Invoice Date	Total	Amount Paid	Status
0000000001	05/07/2005	£50.00	£50.00	Submitted
0000000004	15/07/2005	£750.00	£0.00	Submitted
0000000009	27/07/2005	£20.00	£0.00	Failed
0000000010	27/07/2005	£250.00	£0.00	Ready for submission

View Bill | Manage Payments

-Click on View Bill to view / update the bill

Only bills that have failed the Insurer validation rules will be able to be amended and resaved.

Bills already submitted can be cancelled or re-printed for accounting purposes.

Bills that have been cancelled will no longer be available on the list bills tab.

-To enter payments on a submitted bill click on Manage Payments

This will take you through to Payment Tracking with the patient & invoice already selected.

-To update a failed bill select to View Bill

You will then be presented the bill with the errors

Logging out & Help & Assistance

Please do not use any of your usual browser buttons whilst logged into Healthcode E-Practice *biller*

Using any of these buttons will cause you to be logged out of the system.

Please use the Back  and Refresh  icons provided on the right hand side toolbar.

The system will log you out after 20 minutes of inactivity. Please use the 

icon on the toolbar to log out of the system.

If you experience difficulties or would like any assistance please do not hesitate to contact the Helpdesk via the Help & Assistance option on the *Settings* Tab.

If you require the addition of a treatment site or you wish to report an error please do this via the Open Error Logs section within Help & Assistance.