Payments and Adjustments User Guide

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Payment Adjustments

Payments/Adjustments

In SmartCare, *Payments and Adjustments* is the stage in the Billing process when the agency is entering payments into the system and applying payments and adjustments to service lines on clients' account. Payments and adjustments can be from an insurance company, a payer or the client.

Managing Payments and Adjustments in SmartCare

There are two ways to manage payments and adjustments in SmartCare:

- Two stages
- One stage

Two Stage Process to Enter and Post Payments to a Client's Account
With the two stage process:

1. The payment is entered onto the client's account. For example, this is often a receptionist's responsibility to enter the payment when a client pays at the time of service.
2. Later, post the payment to the client's account. This is the second step in the process. For example, when someone in bookkeeping or accounting applies the payment to the service line on the client's account

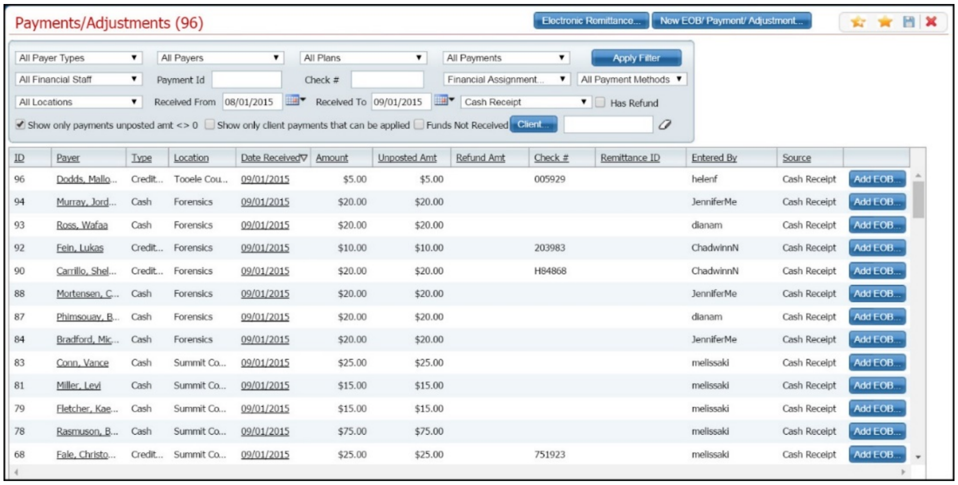
One Stage Process to Enter and Post a Payment to a Client's Account
When payments or electronic remittances are received, they can be entered and applied in one event. For example, the bookkeeping or accounting department is responsible for entering and posting payments that arrive in the mail, through a lockbox or electronic remittance file.

Regardless of how you manage payments and adjustments, you follow the same steps, but can do them at different times and by different system users. You work with payments and adjustments from the *Payments/Adjustments (####)* list page.

Display the Payments/Adjustments List Page

1. Follow this path: **My Office tab > Billing banner > Payments/Adjustments banner**. View field definitions.

   The *Payments/Adjustments (####)* list page is displayed.



ID	Payer	Type	Location	Date Received	Amount	Unposted Amt	Refund Amt	Check #	Remittance ID	Entered By	Source	
96	Dodds, Mallo...	Credit...	Tooele Cou...	09/01/2015	$5.00	$5.00		005929		helenf	Cash Receipt	Add EOB...
94	Murray, Jord...	Cash	Forensics	09/01/2015	$20.00	$20.00				JenniferMe	Cash Receipt	Add EOB...
93	Ross, Wafaa	Cash	Forensics	09/01/2015	$20.00	$20.00				dianam	Cash Receipt	Add EOB...
92	Fein, Lukas	Credit...	Forensics	09/01/2015	$10.00	$10.00		203983		ChadwinnN	Cash Receipt	Add EOB...
90	Carrillo, Shel...	Credit...	Forensics	09/01/2015	$20.00	$20.00		H84868		ChadwinnN	Cash Receipt	Add EOB...
88	Mortensen, C...	Cash	Forensics	09/01/2015	$20.00	$20.00				JenniferMe	Cash Receipt	Add EOB...
87	Phimsouay, B...	Cash	Forensics	09/01/2015	$20.00	$20.00				dianam	Cash Receipt	Add EOB...
84	Bradford, Mic...	Cash	Forensics	09/01/2015	$20.00	$20.00				JenniferMe	Cash Receipt	Add EOB...
83	Conn, Vance	Cash	Summit Co...	09/01/2015	$25.00	$25.00				melissaki	Cash Receipt	Add EOB...
81	Miller, Levi	Cash	Summit Co...	09/01/2015	$15.00	$15.00				melissaki	Cash Receipt	Add EOB...
79	Fletcher, Kae...	Cash	Summit Co...	09/01/2015	$15.00	$15.00				melissaki	Cash Receipt	Add EOB...
78	Rasmuson, B...	Cash	Summit Co...	09/01/2015	$75.00	$75.00				melissaki	Cash Receipt	Add EOB...
68	Fale, Christo...	Credit...	Summit Co...	09/01/2015	$25.00	$25.00		751923		melissaki	Cash Receipt	Add EOB...

From the *Payments/Adjustments* list page, you can:

- Enter a New EOB/Payment/Adjustment
- Delete a payment
- Process a refund
- Post payments and adjustments to services
- Correct posted payments and adjustments
- Accept an electronic remittance
- Add an EOB to a Client's Account
- Export payment and adjustment information to Excel

Add an EOB to a Client's Account

There are two methods for getting the client's EOB into SmartCare and attached to the client's account. You can:

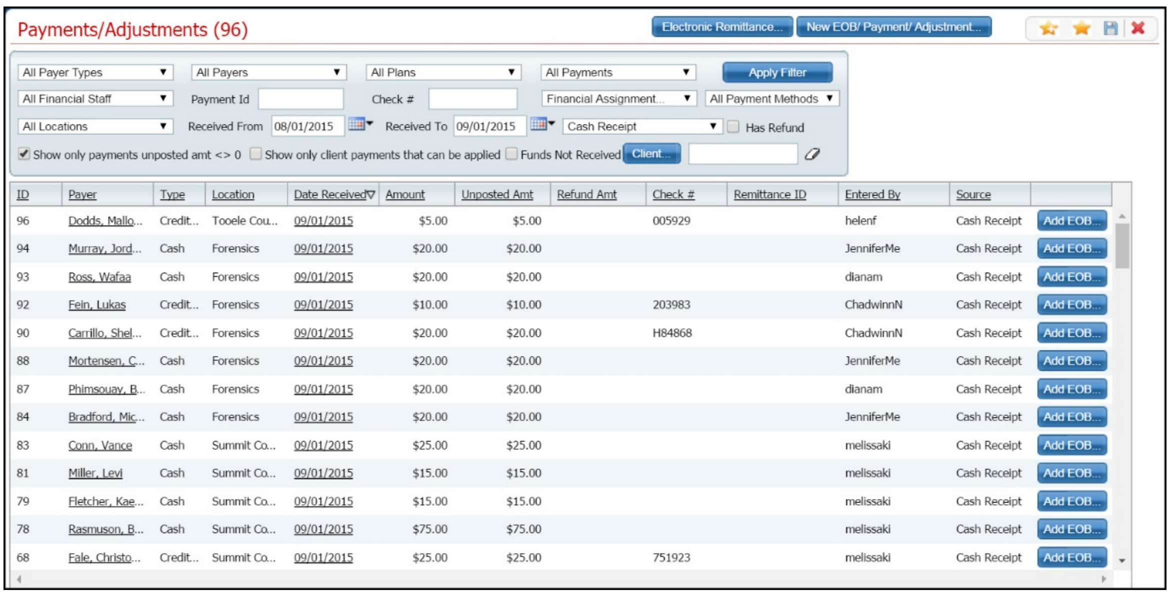
- Scan a paper document
- Upload an electronic file

Use this task to scan or upload an EOB from the client's insurance plan to the account.

To Scan an EOB Document to a Client's Account

1. Display the *Payments/Adjustments (####)* list page. Tell me how...

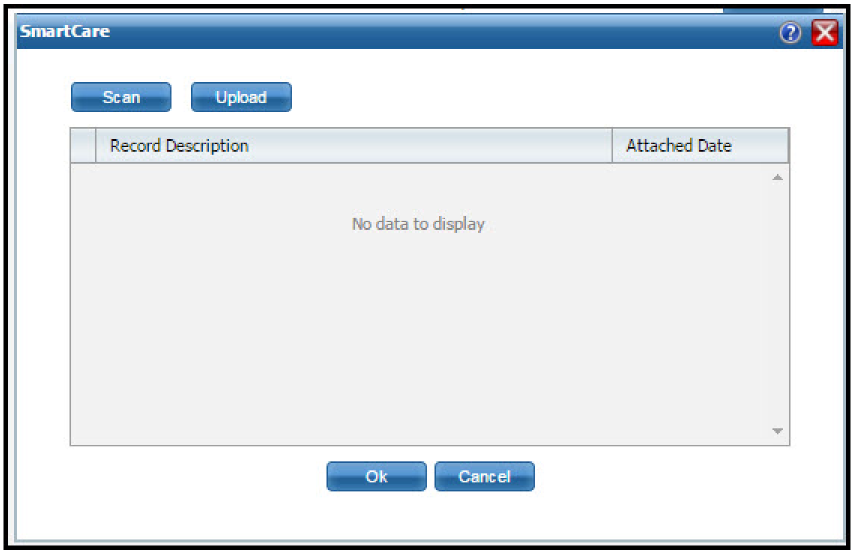
   The *Payments/Adjustments (####)* list page is displayed. View field definitions.



2. Filter the list to determine the records that are displayed. Tell me how...

3. Find the **client account** you want, and click the **Add EOB** button.

   The *Scan/Upload* window is displayed. View field definitions.



4. Click the **Scan** button.

The *Reading from device status* window is displayed.

When the scan is complete, the file is displayed in the *Record Detail* page. View field definitions.

5. Select the ***Effective date, Record Type*** and enter a **description** of the scanned document.

6. Click the **Save** button.

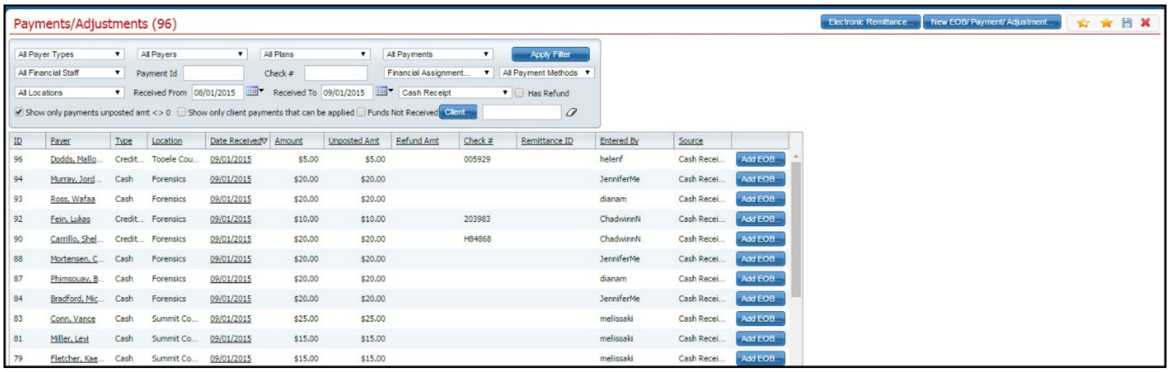
7. Click the **Exit** icon in the tool bar to close the *Scanned Medical Record Detail* page.

To Upload an EOB to a Client's Account

Use this task when you have the EOB as a computer file saved to your computer.

1. Display the *Payments/Adjustments* list page. Tell me how...

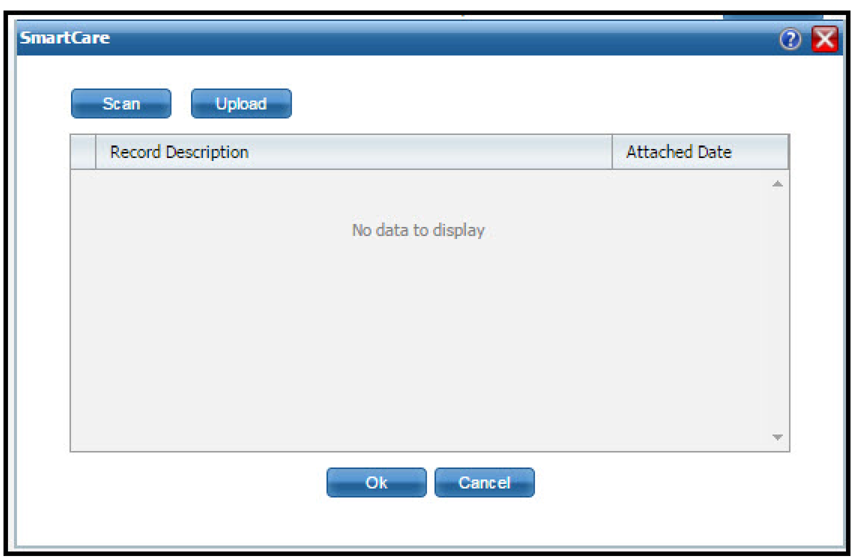
   The *Payments/Adjustments* list page is displayed. View field definitions.



2. Filter the list to determine the records that are displayed. Tell me how...

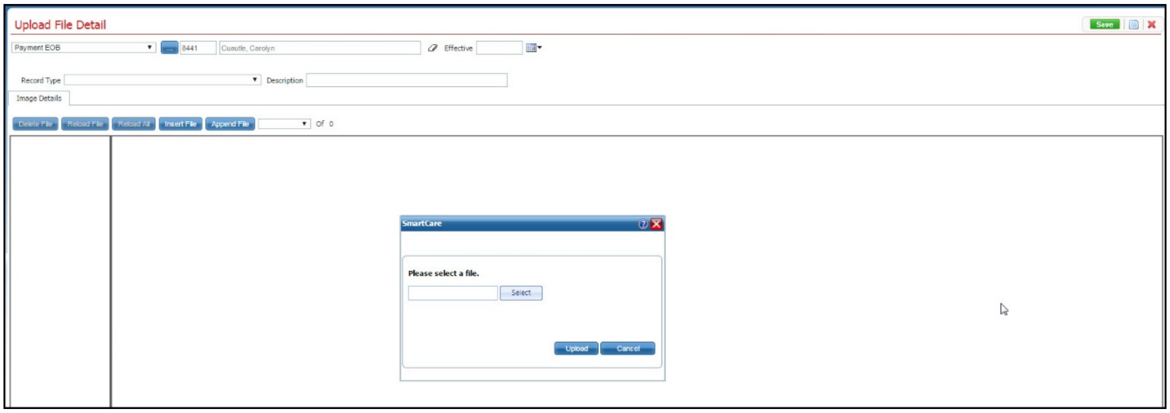
3. Click on the **Add EOB** button on the client's service line where you want to add the EOB document.

   The *Scan or Upload* window is displayed. View field definitions.



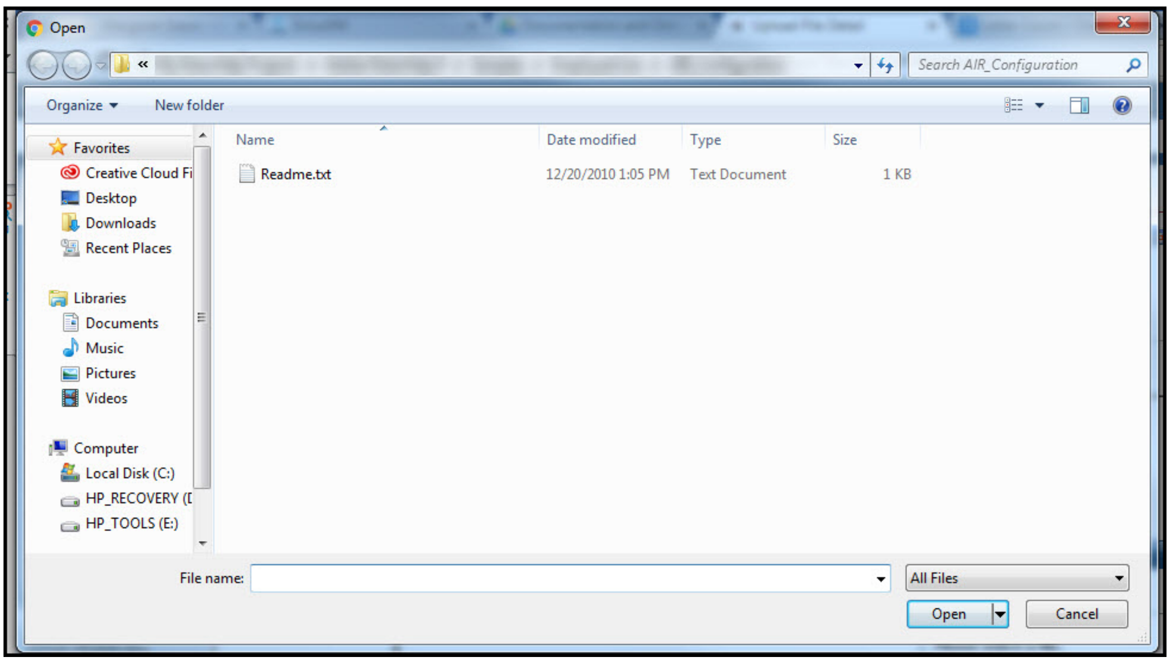
4. Click the **Upload** button.

   The *Upload File Detail* page is displayed with the *Please select a file* pop up window.



5. Click the **Select** button in the pop up window to find the file to upload.

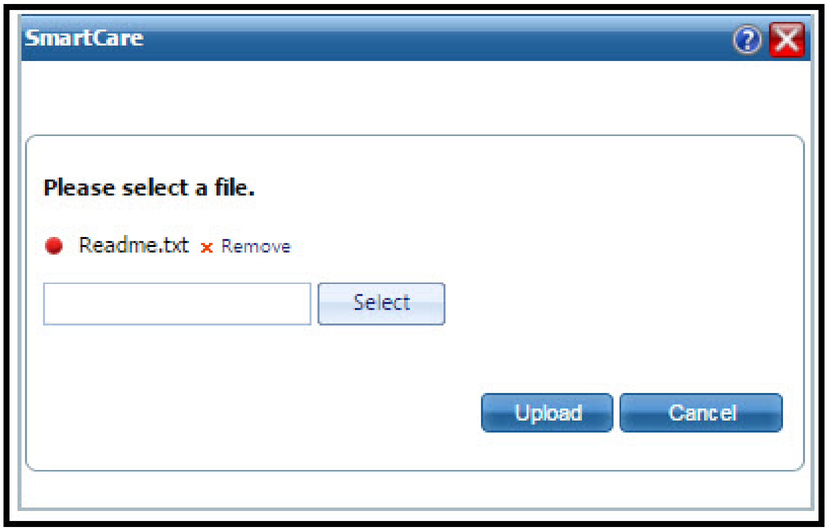
The *Windows Explorer* window is displayed.



6. Find the **file** and click on it to select it.

7. Click the **Open** button.

The file name is displayed in the *Please select a file* window. A red dot icon before the file name indicates the file is not in an acceptable format.



8. To remove the file without uploading it, click the **Remove** icon. 

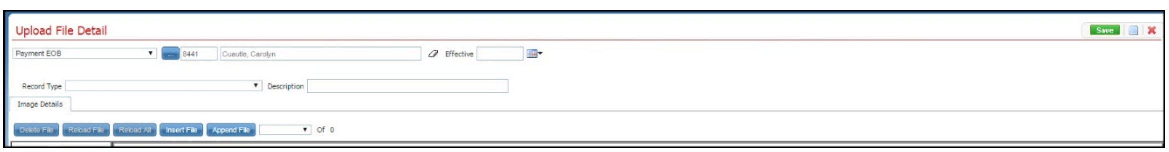
9. Repeat steps 5 through 7 of this task to find and select a different file.

   -or-

   When the file you want is selected and you are ready to upload the file, click the **Upload** button.

   The file is displayed in the bottom portion of the *Upload File Detail* page.

10. Complete the **fields** at the top of the *Upload File Detail* page. View field definitions.



10. When the upload and fields are complete, click the **Save** button in the tool bar.

11. Click the **Exit** icon to return to the *Payments/Adjustments* list page.

    The *Payments/Adjustments* list page is displayed.

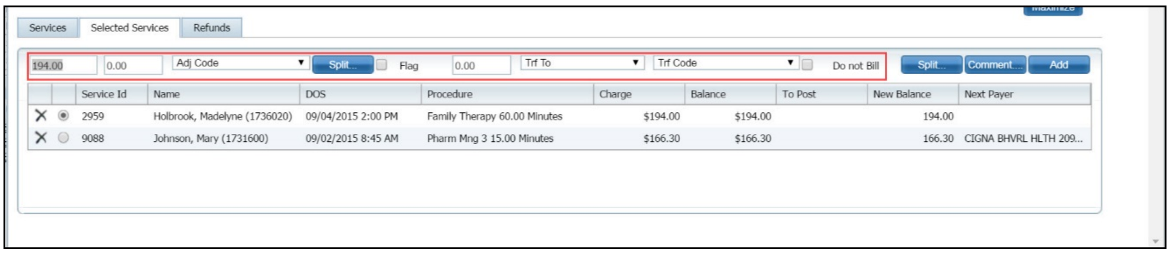
Why can't I access these screens?

Apply Multiple Adjustments to a Service Line

Use these steps when you need to apply multiple adjustments with different adjustment codes to one service line. This task is a portion of the Post a Payment and Adjustment to a Service Line topic from step 12.

1. Complete steps 1 through 13 in the Post a Payment and Adjustment to a Service Line topic.

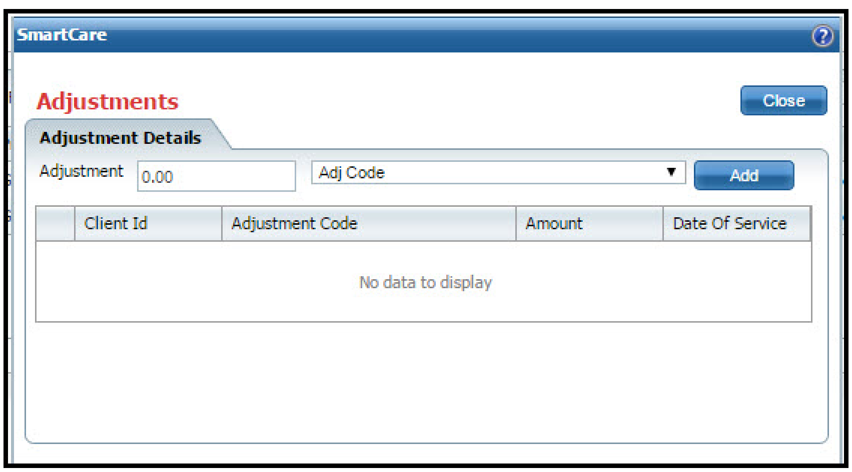
   The *Payment /Adjustment Posting* page should be displayed with the *Selected Services* sub-tab active.



2. Make sure the **correct service line** is selected. The radio button is selected on the service line that you want to apply the payment and adjustments to.

3. Click the first **Split** button.

   The *Adjustments* window is displayed.



4. Type the **dollar amount** of the first adjustment in the *Adjustment* field. If the dollar amount has two trailing zeros, enter just the dollar amount and the system adds the decimal point and two trailing zeros. However, if the adjustment amount has a dollar and cents amount, type the dollar amount, a decimal point and the two trailing cent digits.

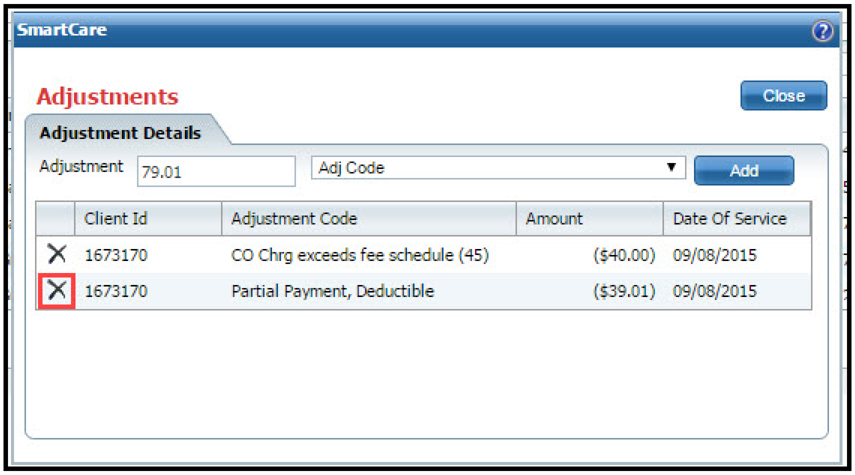
5. Select the **adjustment code** that describes the adjustment from the drop down.

6. Click the **Add** button.

The adjustment and code are added to the list panel below. Note that the *Client Id* and *Date of Service* are also displayed from the client's service line.

7. Repeat **steps 4 through 6** for all adjustments.

8. To delete an adjustment line you entered, click the **delete** icon for the adjustment code you want to delete. Refer to the red box in the figure below.



a. Click the **OK** button in the *Confirmation Message* window. The adjustment line is deleted.

9. When you have added all adjustments for this service line, click the **Close** button.

If you did not adjust the full balance, notice that the remaining balance is displayed in the field to the right of the *Flag* option which is the **Transfer** field.

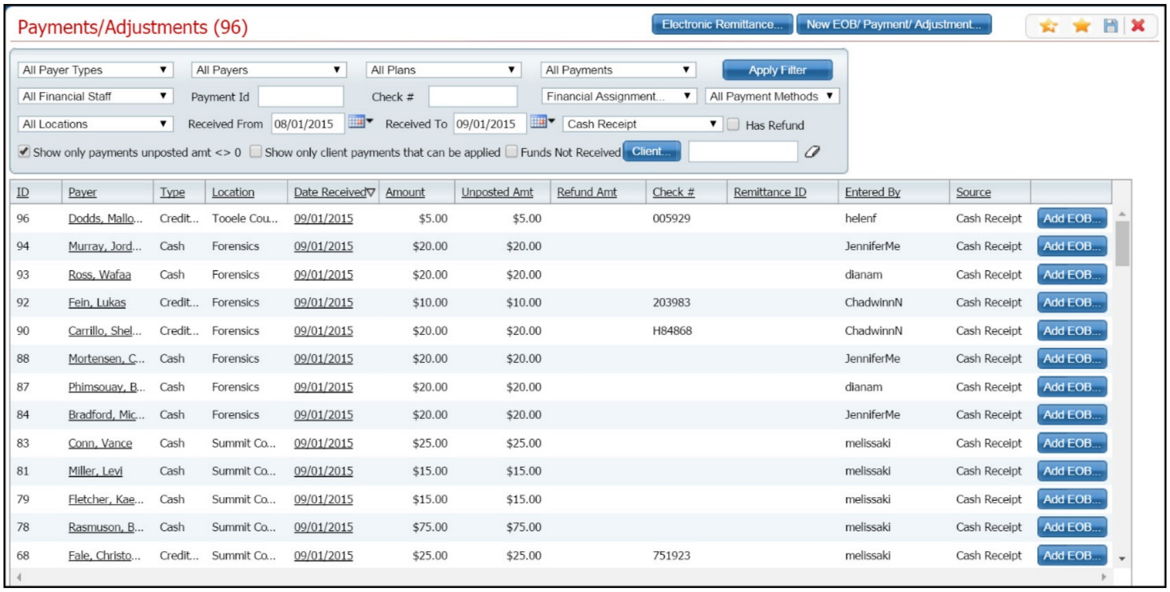
10. Return to the Post Payments and Adjustments to Services topic at step 12.

Why can't I access these screens?

Correct a Posted Payment or Adjustment

1. Follow this path: **My Office tab > Billing banner > Payments/Adjustments banner**.

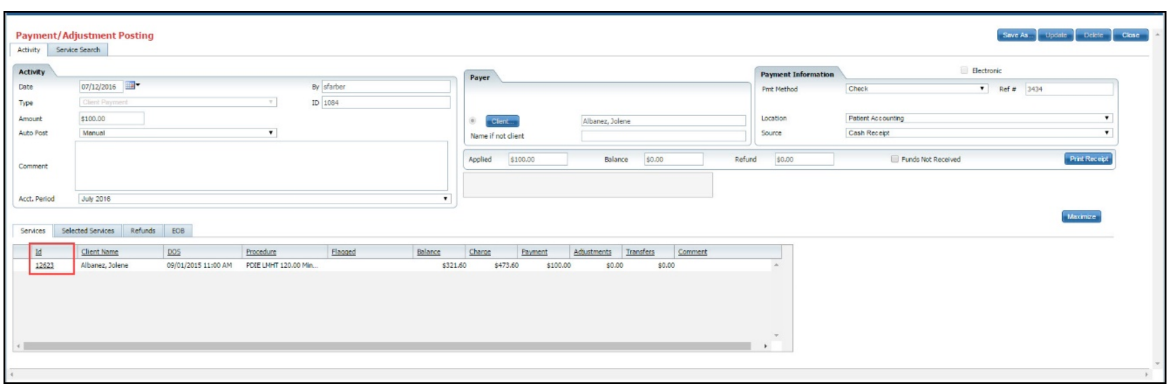
   The *Payments/Adjustments* (####) list page is displayed. View [field definitions](#).



2. Filter the list to determine the records that are displayed to find the client account you need to correct. [Tell me how...](#)

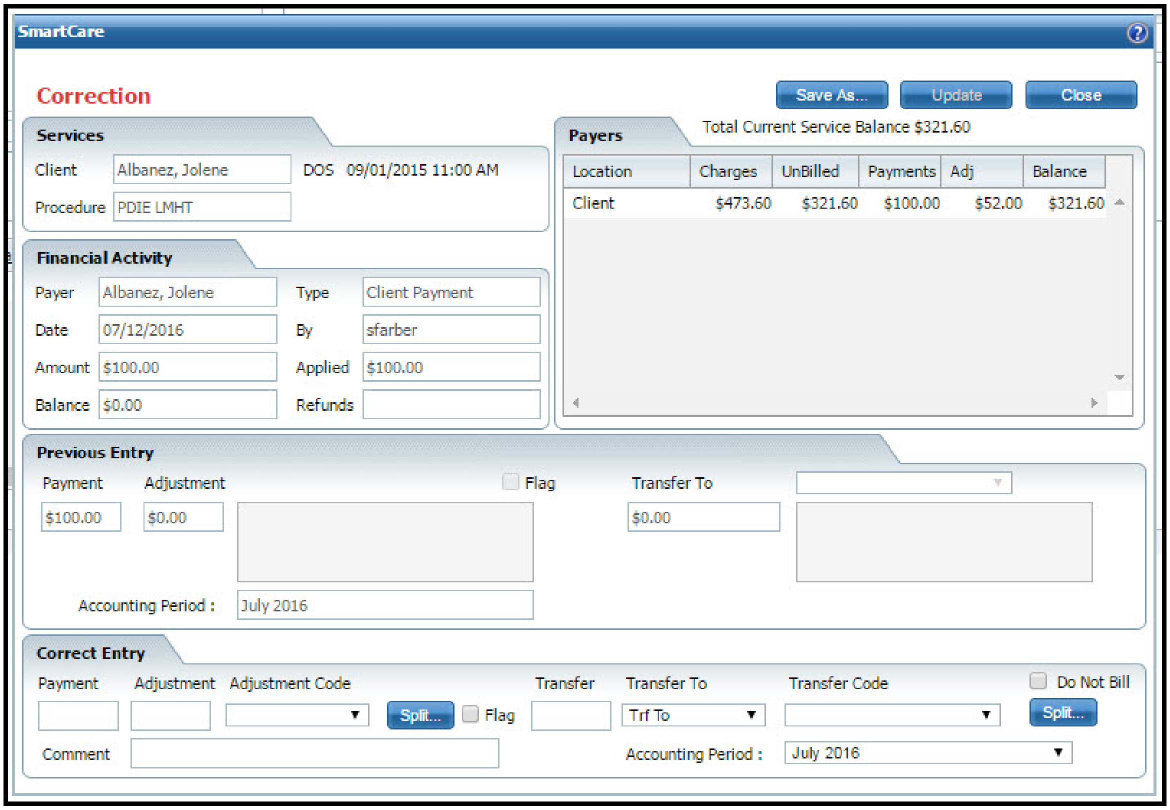
3. Click on the **hyperlinked date** in the *Date Received* column.

   The *Payment/Adjustment Posting* page is displayed with the *Services* sub-tab active. The original payment and posting information is displayed. View [field definitions](#).



4. Click on the **hyperlinked number** in the *Id* column in the *Services* sub-tab. Refer to the red box in the figure above.

   The *Correction* window is displayed. View [field definitions](#).



5. Complete the **fields** in the *Correct Entry* section. Type in all the fields in the first line in this section with the correct information. It will replace the existing, incorrect fields.

a. If you need to add, change or delete a multiple adjustment, refer to Apply Multiple Adjustments to a Service Line.

b. If you need to add, change or delete a multiple transfer, refer to Transfer the Balance to Several Payers.

6. When the fields are complete, click the **Update** button to save your work.

7. On the *Payment/Adjustment Posting* page, click the **Close** button to exit.

The *Payments/Adjustments (####)* list page is displayed.

Why can't I access these screens?

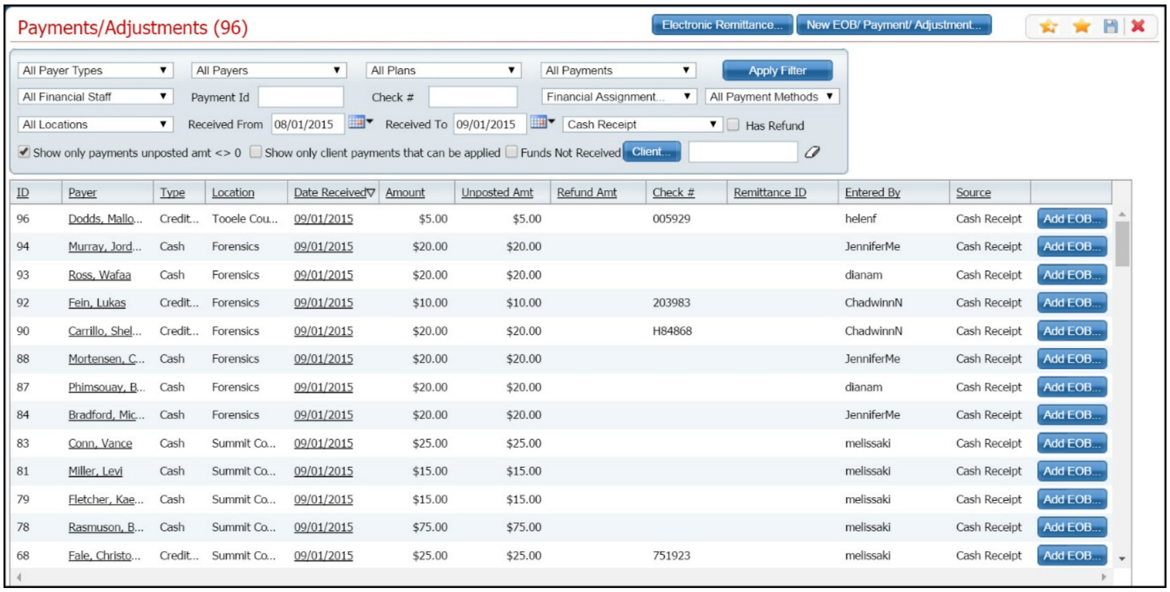
Delete an Unposted Payment

You can delete a payment that has been entered into the system, but has not yet been posted to a service line. Once a payment has been posted to a service line, you can only correct the payment, adjustment and transfer information.

Use care when you delete information from the system.

1. Display the *Payments/Adjustments* (####) list page. Tell me how....

   The *Payments/Adjustments (####)* list page is displayed. View field definitions.

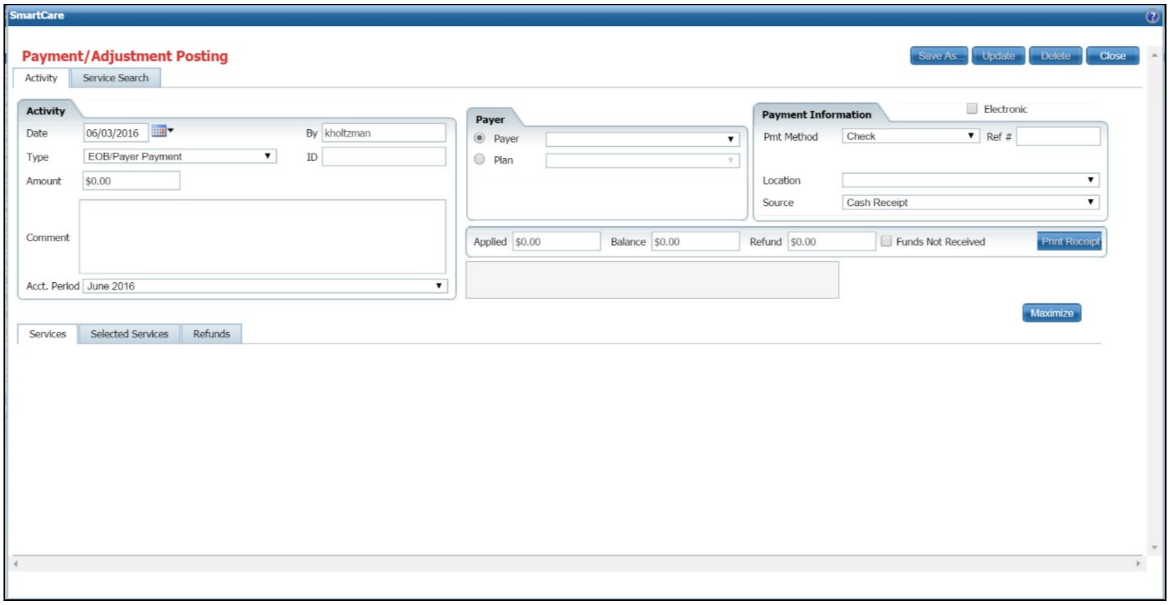


2. Filter the list to determine the records that are displayed. Tell me how...

3. Find the **payment** you want to delete.

4. Click on the **hyperlinked date** in the *Date Received* column.

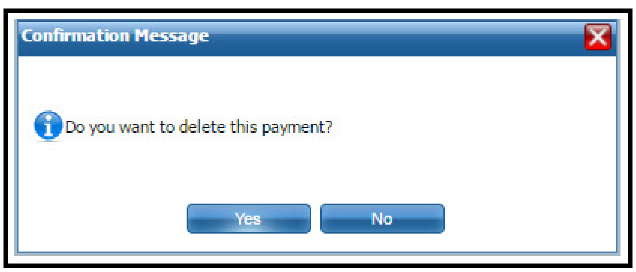
   The *Payment/Adjustment Posting* page is displayed. View field definitions.



5. Verify that the **correct client and payment information** is displayed.

6. Click the **Delete** button in the tool bar.

   The *Confirmation Message* window is displayed.



7. Click the **Yes** button in the window.

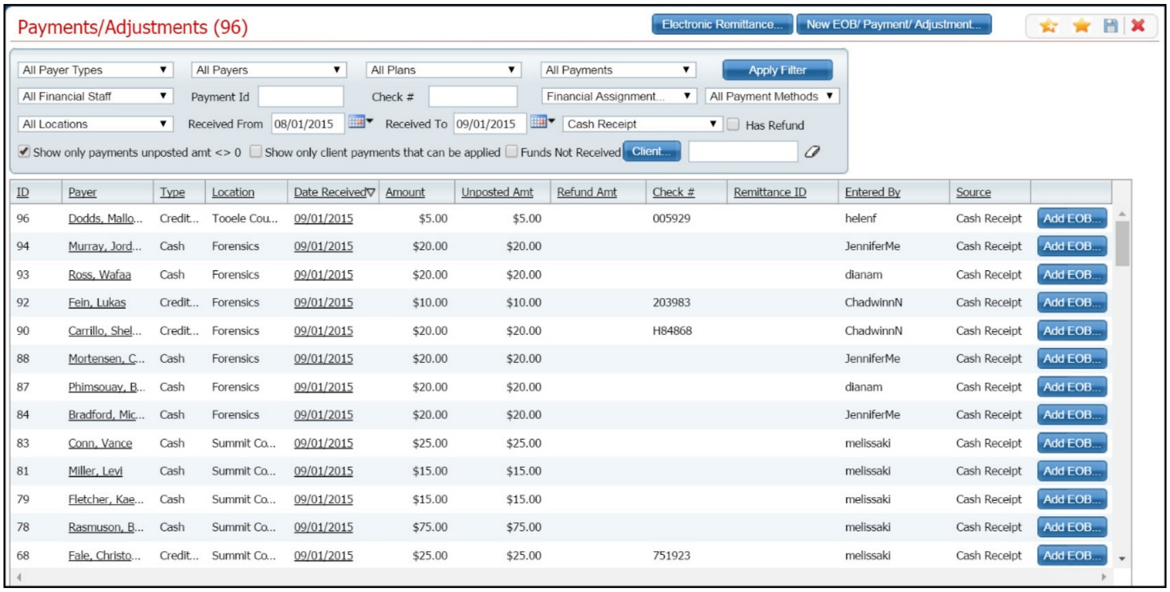
   The payment is deleted and the *Payments/Adjustments (####)* list page is displayed.

[Why can't I access these screens?]

Display the Electronic Remittance File Details Window

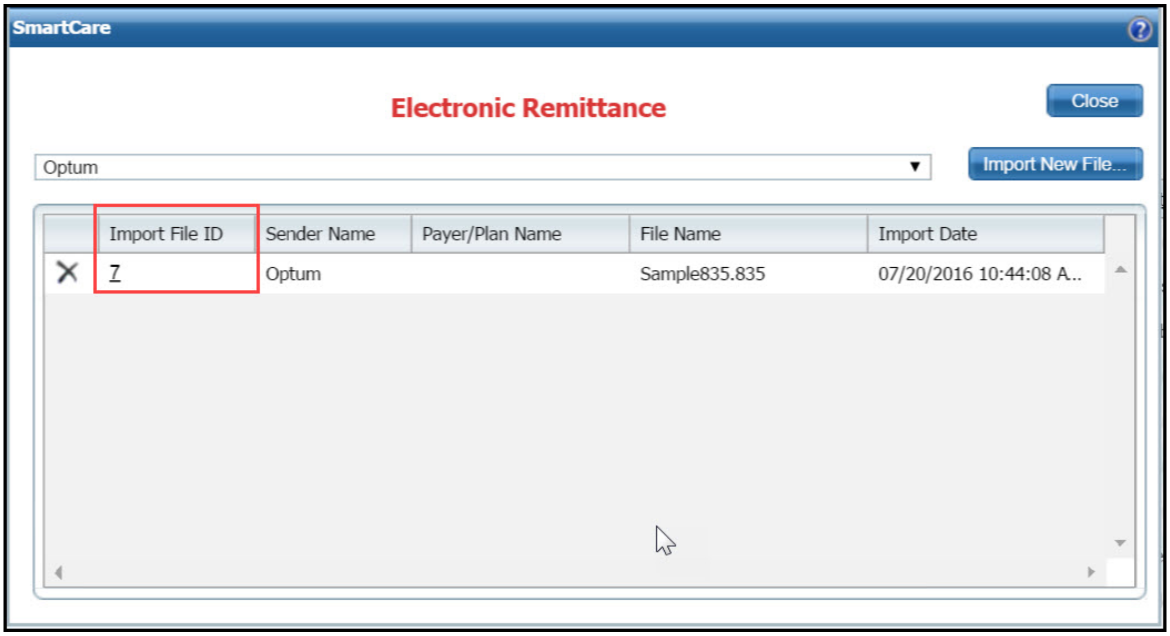
1. Display the *Payments/Adjustments (###)* list page. Tell me how...

   The *Payments/Adjustments (####)* list page is displayed. View field definitions.



2. Click on the **Electronic Remittance** button.

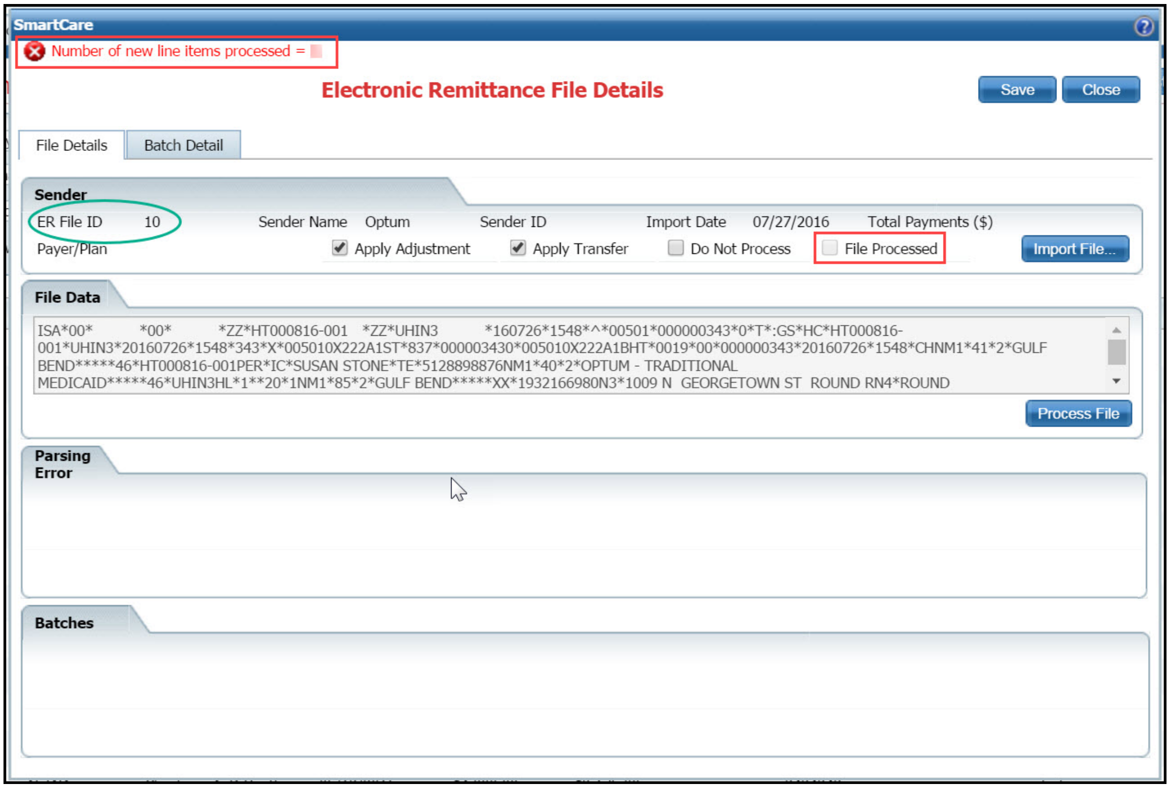
   The *Electronic Remittance* window is displayed. View field definitions.



3. Note the **red box** in the figure above. This box is outlining the ID number that you need to know to run the report.

4. Click on the **hyperlinked number** in the *Import File ID* column.

   The *Electronic Remittance File Details* window is displayed. View field definitions.



5. Note the **green circle** in the figure above. This circle is outlining the file ID that you need to run the report. While the fields have different headings they are the same number.

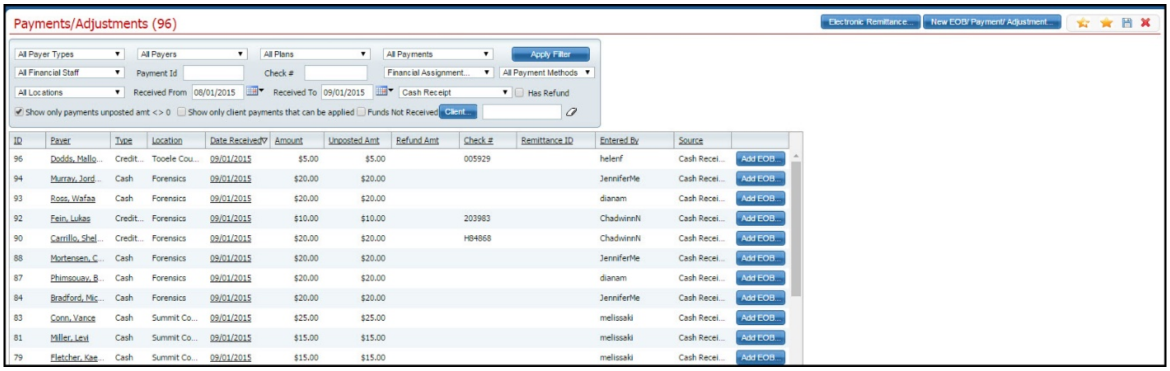
6. Click the **Close** button to exit from the window.

Why can't I access these screens?

Display the Payments Adjustments List Page

1. Follow this path: **My Office tab > Billing banner > Payments/Adjustments banner**. View field definitions.

The *Payments/Adjustments* list page is displayed.



Electronic Remittance of Payment

Use this task to open the electronic remittance (ER) file from an insurer to post payments, adjustments and EOB information to clients' accounts. The guidelines for what is processed are defined during the analysis of your agency's needs before implementation.

The electronic remittance file from the insurance plan is a file in an 835 file type. SmartCare is designed to process an 835 file format.

The Electronic Remittance Process

1. Import the electronic remittance file from the payer to SmartCare.

2. The file is processed automatically during the overnight batch process.

During the overnight process, the system can automatically:

- Post the payment to the correct service line charge.
- Make adjustments.
- Transfer balances still owing to the responsible party.
    - Amounts transferred to another payer are processed during the overnight process the next night and are marked as *Ready To Bill* so the balance is automatically included the next time you create claims.

You can perform the following tasks on an electronic remittance file:

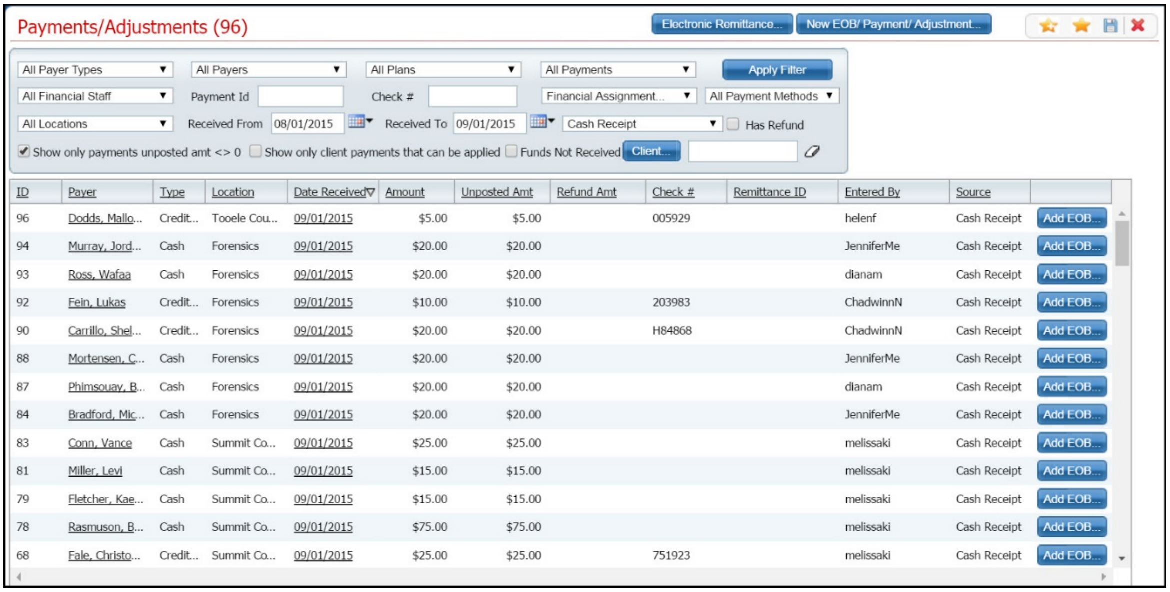
Import the Electronic Remittance File

Manually Process the ER File

Import the Electronic Remittance File

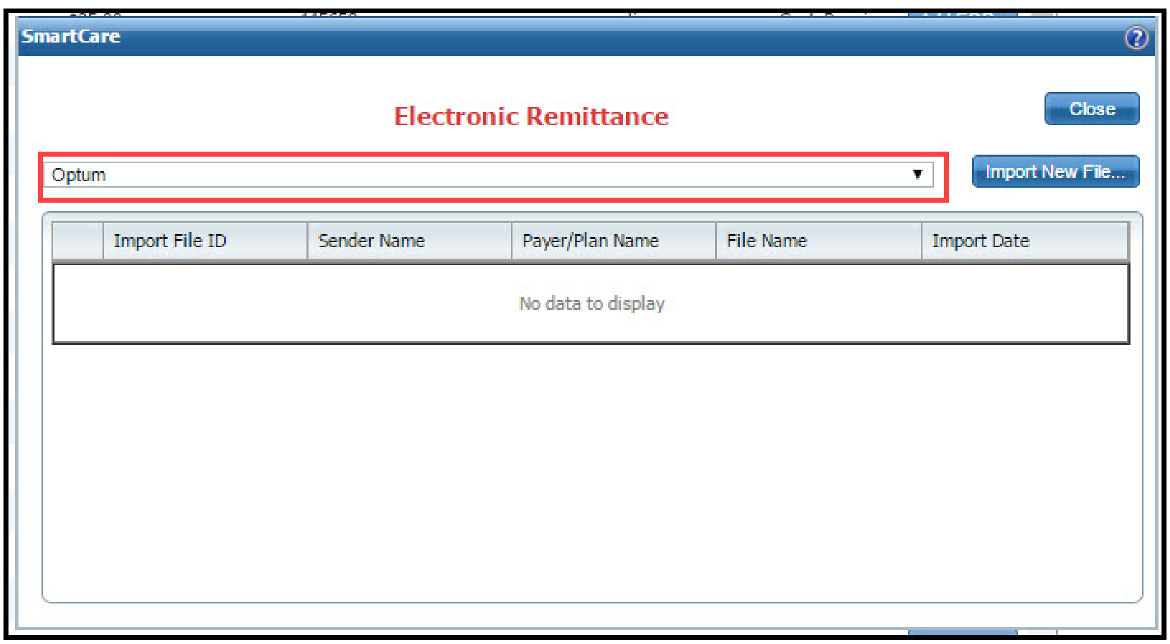
1. Display the *Payments/Adjustments (####)* list page. Tell me how...

   The *Payments/Adjustments (####)* list page is displayed. View field definitions.



2. Click the **Electronic Remittance** button in the tool bar.

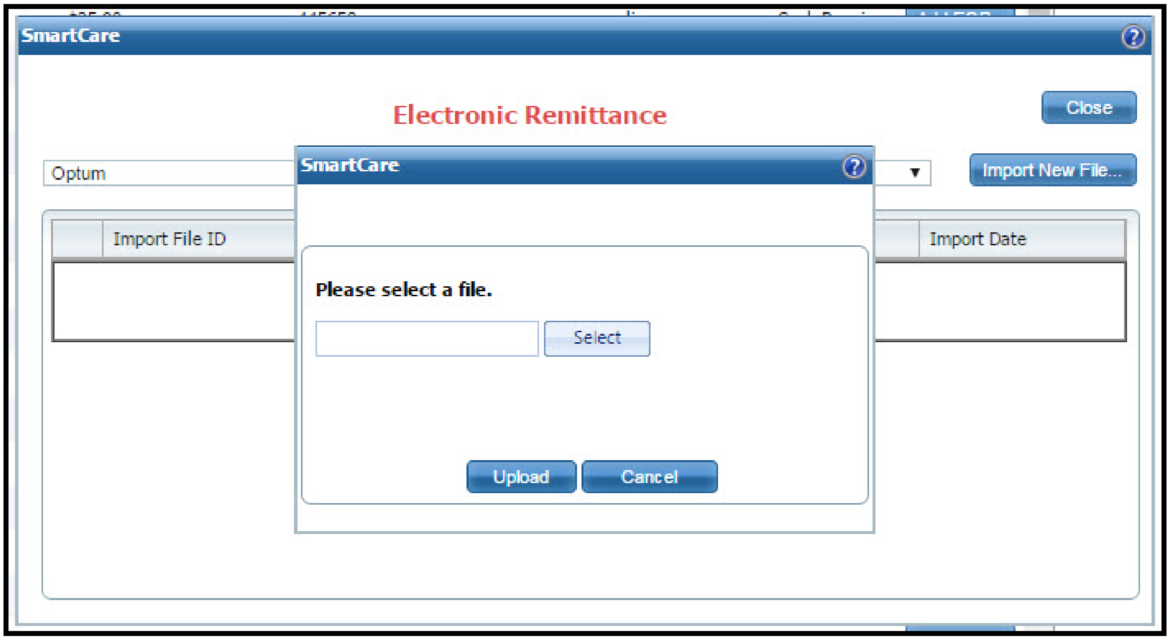
The *Electronic Remittance* window is displayed. View [field definitions].



3. Select the **payer** from the drop down list. Refer to the red box in the figure above.

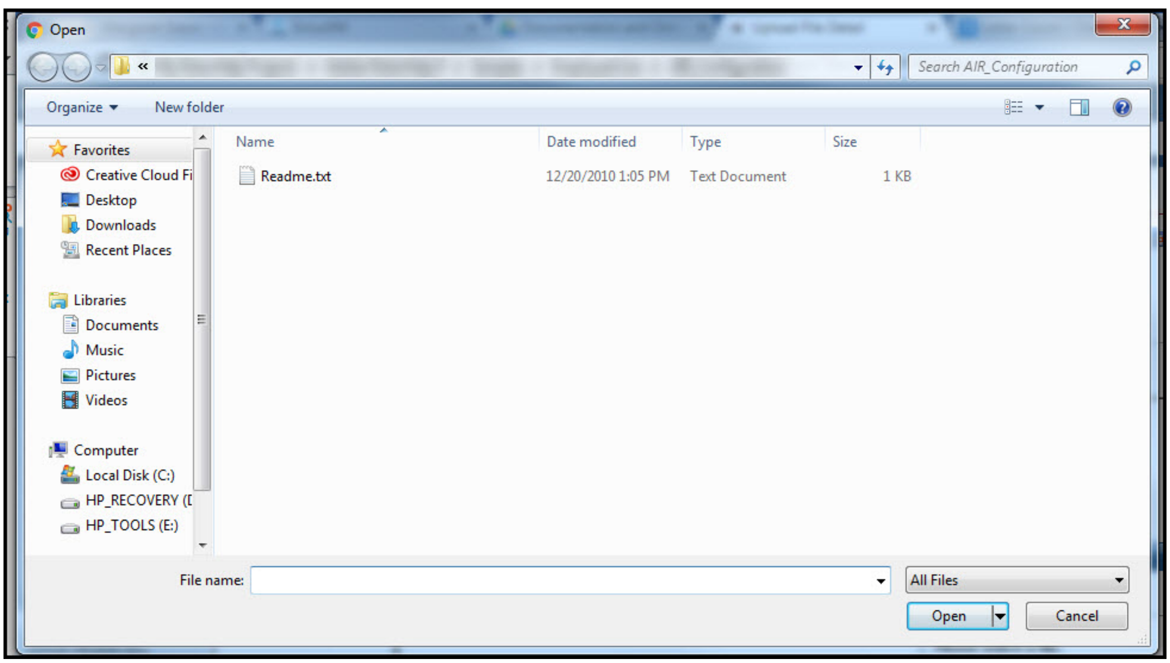
4. Click the **Import New File** button.

The *Please select a file* pop up window is displayed.



5. Click the **Select** button in the pop up window to find the electronic remittance file to upload.

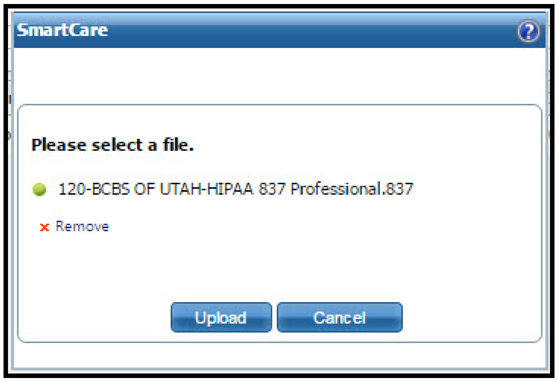
The *Windows Explorer* window is displayed.



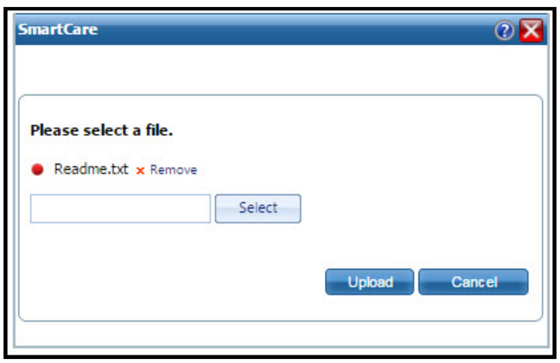
6. Find the **file** and click on it to select it.

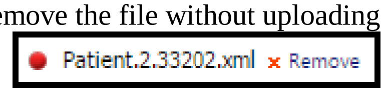
7. Click the **Open** button.

The file name is displayed in the *Please select a file* window. Notice that the file name is listed in the window and there is a green dot to the left of the file name. The green dot identifies that the file is in the correct format. Continue with step 8.



A red dot icon before the file name indicates the file is not in an acceptable format.

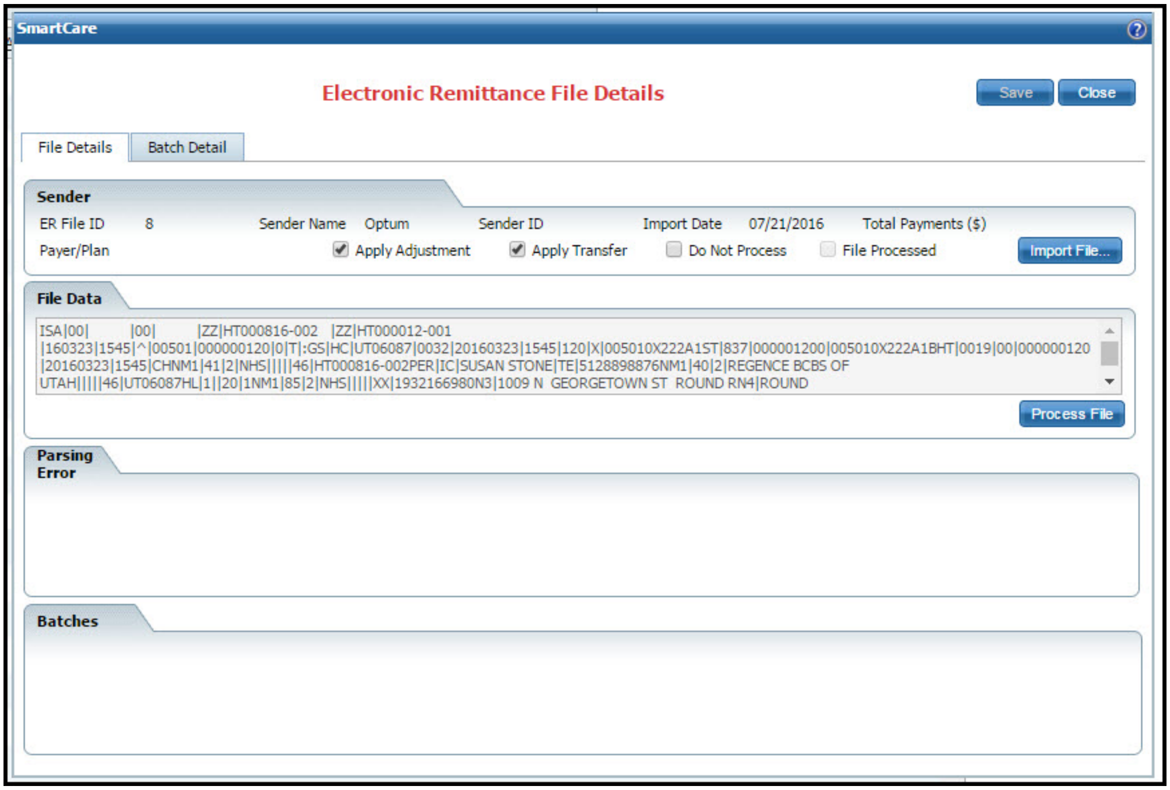


a. To remove the file without uploading it, click the **Remove** icon. 

b. Repeat steps 5 through 7 of this task to find and select a different file, if needed,

8. When the file you want is selected and you are ready to upload the file, click the **Upload** button.

The *Electronic Remittance File Details* window is displayed. View [field definitions](#).



9. Notice that the file contents are displayed in the *File Data* section.

10. Deselect the **Apply Adjustment** and/or **Apply Transfer** check boxes, if desired.

    These two check boxes control whether or not adjustments and transfer are automatically applied to service lines. Payments are still posted. Selecting the check box indicates to have the process make the adjustments and/or transfers. Deselecting the check boxes avoids having the process complete the adjustments and/or transfers.

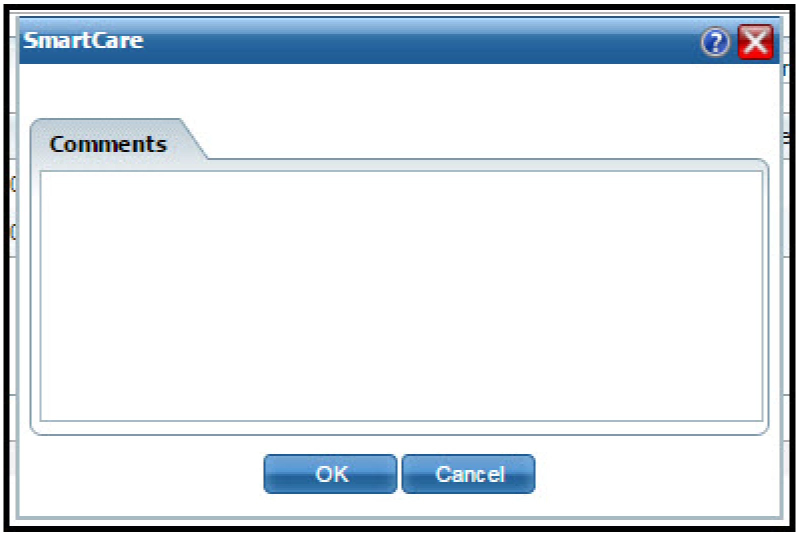
11. Select the **Do Not Process** check box if you do not want the file processed in the overnight batch process.

12. At this point the file has been imported to the SmartCare system. You can stop now and the file will be automatically processed during the overnight batch process. Payments, adjustments and transfers will be automatically posted to the clients' accounts, unless you deselected the *Apply Adjustment* and/or *Apply Transfer* check boxes.

[Why can't I access these screens?]

Enter a Comment on a Payment or Adjustment

When you click the *Comment* button on the *Payment/Adjustment Posting* page in the *Selected Services* sub-tab, the *Comments* window is displayed.



1. Place your **cursor** in the open area in the *Comments* tab.

2. Type your comment about the payment or adjustment. You can enter an unlimited number of characters in the field. The field expands to allow you to enter an unlimited number of characters. A scroll bar is displayed on the right side of the field. Press the **Tab** key on your keyboard to re-display the *OK* and *Cancel* buttons.

3. Click the **OK** button to save the comments.

   The comment is displayed in the *Comment* column on the *Services* sub-tab on the *Payment/Adjustment Posting* page.

4. Return to the Post Payments and Adjustments to Services topic step 14 to continue posting payments and adjustments.

Why can't I access these screens?

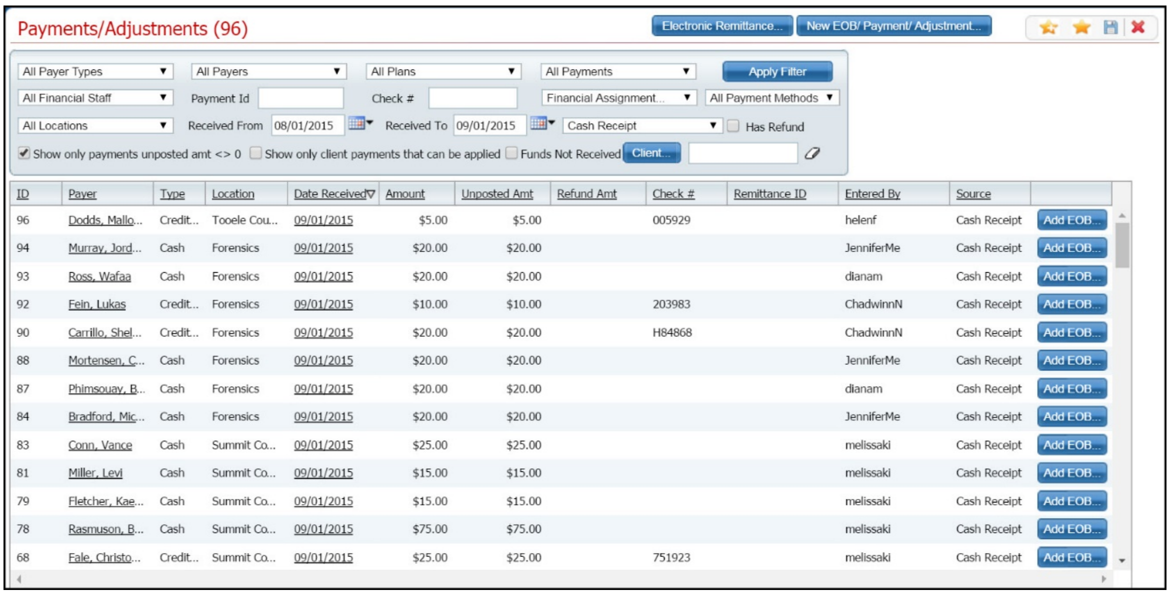
Enter a New EOB/Payment/Adjustment

There are two steps to posting a payment to a client's account:

- Entering a new EOB, payment or adjustment into the system.
- Posting or applying the payment or adjustment to the client's account - Refer to Post a Payment and Adjustment to a Service Line.

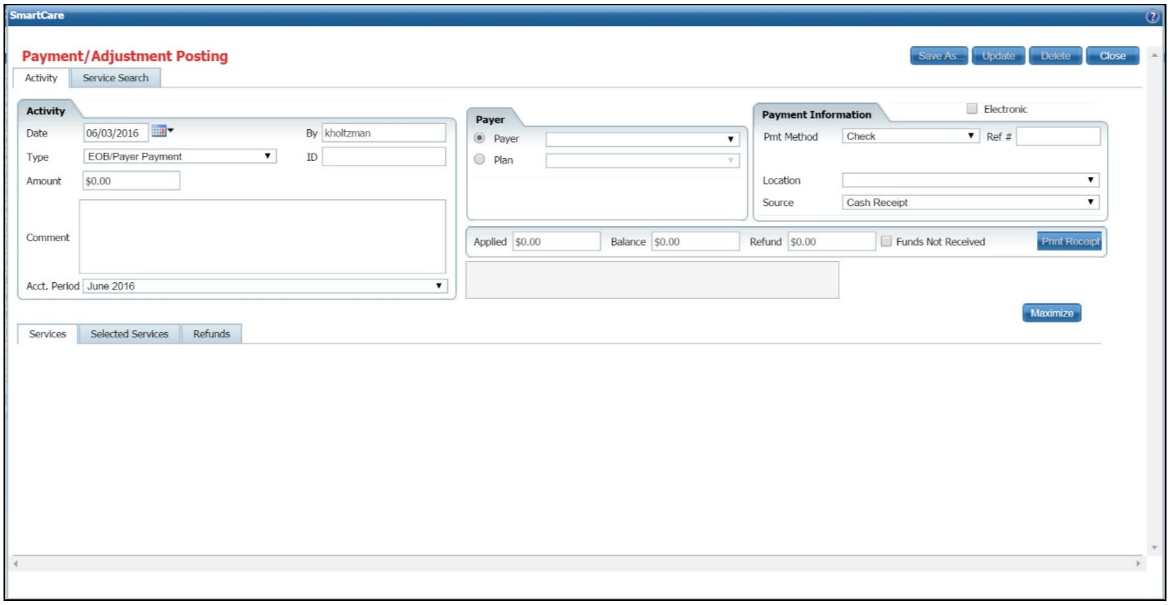
Use this task to enter an EOB, payment or adjustment to a client's account. If you are ready to post the payment or adjustment to the service line, refer to Post a Payment and Adjustment to a Service Line.

1. Display the *Payments/Adjustments (###)* list page. Tell me how... View field definitions.



2. Click the **New EOB/Payment/Adjustment** button.

   The *Payment/Adjustment Posting* window is displayed. View field definitions.



3. Complete the **Activity** section of the *Activity* tab.

4. Complete the **Payer** section of the *Activity* tab.

5. Complete the **Payment Information** section on the *Activity* tab.

6. Click the **Update** button.

   The payment is entered on the client's account.

7. You can now post the payment or adjustment to the account(s) or exit and return later to post the payment/adjustment.

8. To post the payment or adjustment to the service line, refer to Post a Payment and Adjustment to a Service Line.

   -or-

   To exit and return later, click the **Close** button. When you are ready to post the payments and adjustments, refer to Post a Payments and Adjustments to Services.

From this page, you can also:

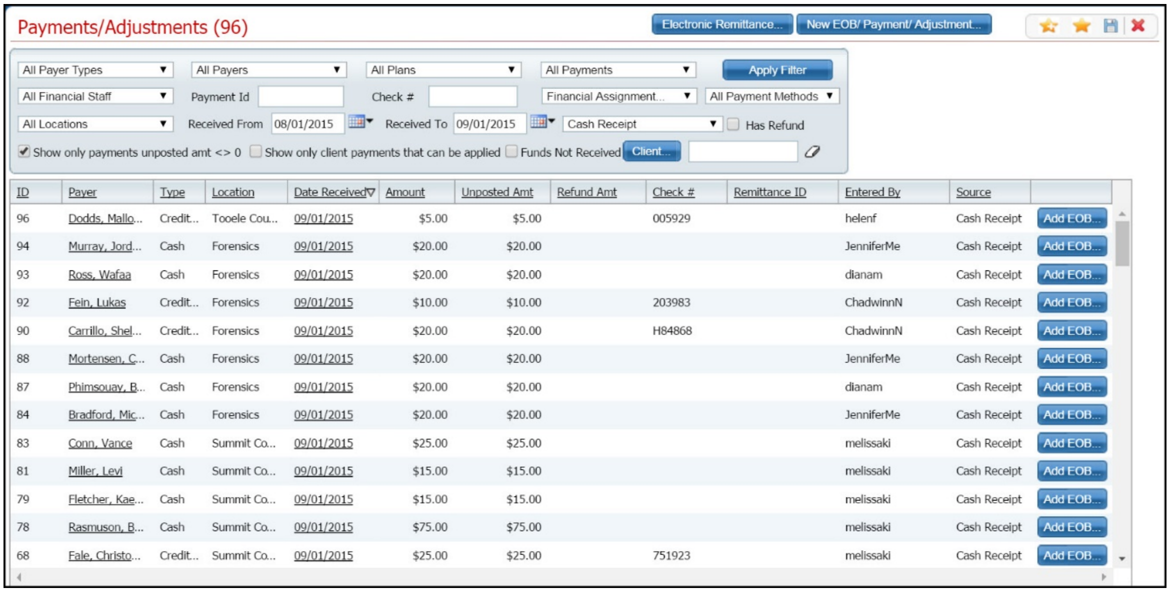
- Save the information to an Excel spreadsheet
- Delete a payment
- Print a receipt

Why can't I access these screens?

Export the Payments Adjustments (###) List Page Data

1. Display the *Payments/Adjustments* (####) list page. [Tell me how...]

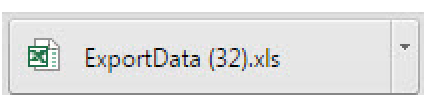
   The *Payments/Adjustments (####)* list page is displayed. View [field definitions].



2. Filter the list to determine the records that are displayed. [Tell me how...]

3. When the records are displayed that you want to export the information to an Excel spreadsheet, click the **Export**  icon in the tool bar.

   The *ExportData* button is displayed in the footer of your browser window.



4. Click on the **button** to open the Excel file.

   The file is opened in an Excel spreadsheet. You can edit, print and save the file as needed.

[Why can't I access these screens?]

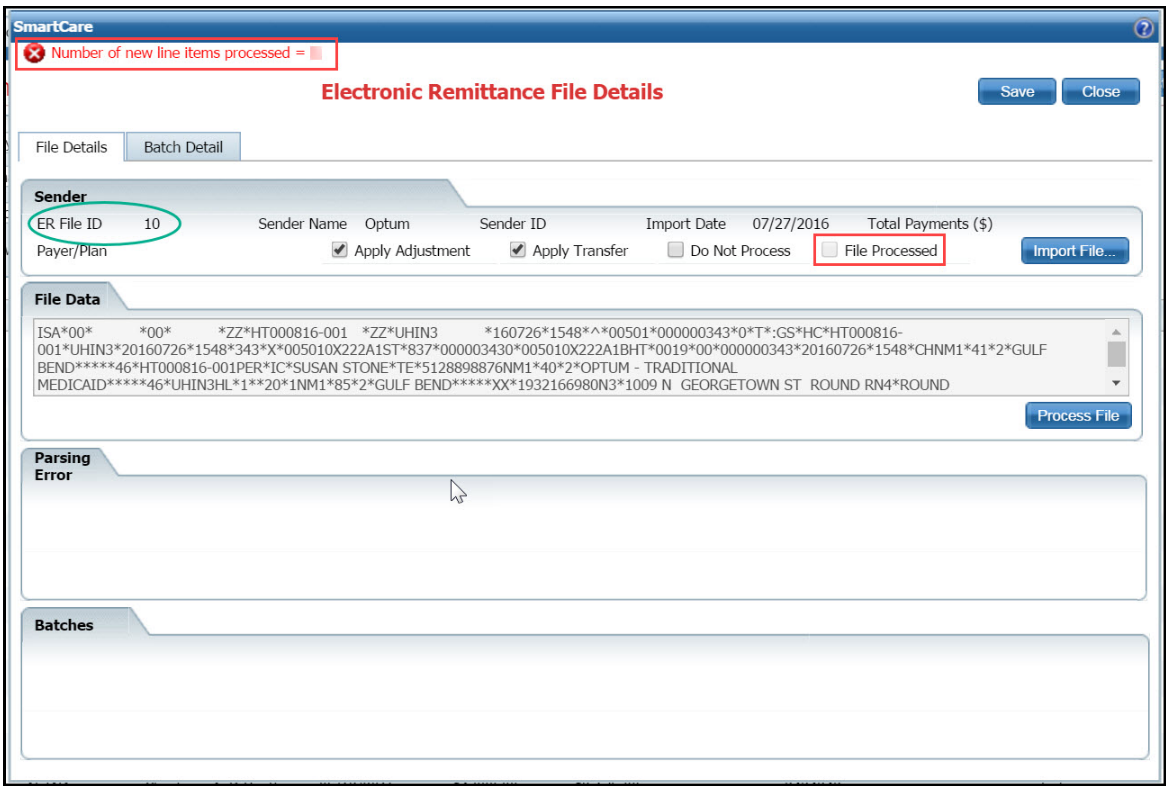
Manually Process an ER File

Typically, once the ER file is imported into SmartCare, the file is processed automatically during the overnight batch process. However, after you import an ER file, you can manually process the file. Use this task to manually process the file.

1. Complete all steps of the Import an Electronic Remittance File task.

2. Click the **Process File** button.

   This process can take up to 20 minutes to complete, depending on the number of records in the file. When the process is complete, a message appears in the upper left corner of the window listing the number of lines that were processed. Also, the *File Processed* check box on the *Electronic Remittance File Details* window is selected indicating the process is complete.



3. Make note of the *Import File ID* assigned to the file when it is was imported. You can find this number on the *Electronic Remittance* window from the imported file's list in the *Import File ID* column or on the *Electronic Remittance File Details* window in the *ER File ID* field. See the **green circle** in the figure above.

4. Access the **My Reports** page from the *My Office* tab to print the report to verify all the information that was posted to clients' accounts.

5. Type the **Import File ID** for the import file whose information you want to review in the *ERFile ID* field.

6. Click the **View Report** button.

   The report is displayed on the screen.

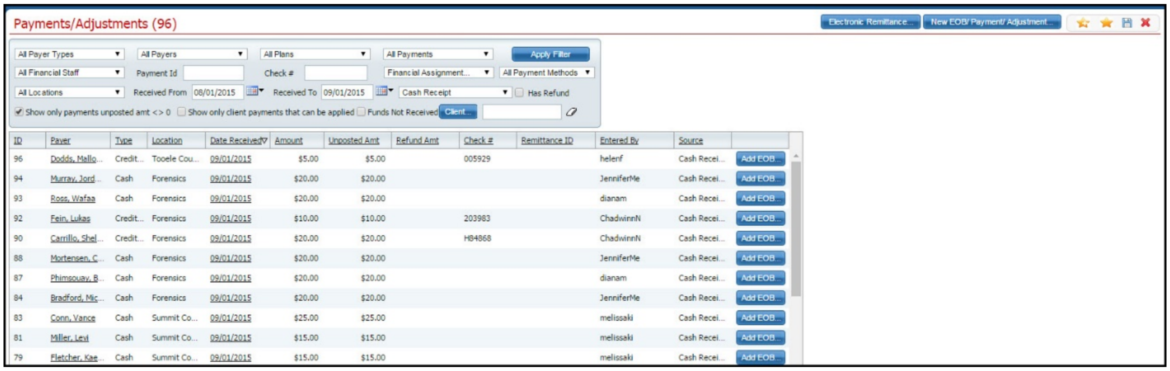
Why can't I access these screens?

Post a Payment and Adjustment to a Service Line

Use this task if you have already entered the new EOB, payment or adjustment to a client's service line. If the EOB/payment/adjustment has not been entered yet, refer to Enter a New EOB/Payment/Adjustment.

1. Display the *Payments/Adjustments* (####) list page. Tell me how...

   The *Payments/Adjustments (####)* list page is displayed. View field definitions.



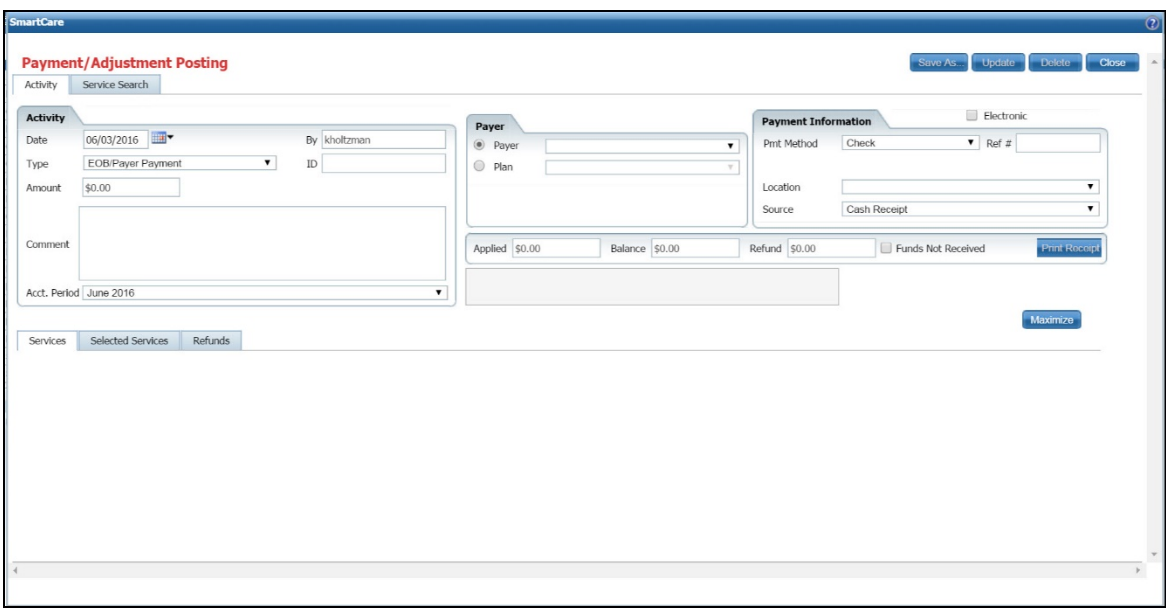
2. Filter the list to determine the records that are displayed. Tell me how...

3. Find the **record of the payment** you want to post.

4. Click the **hyperlinked date** in the *Date Received* column.

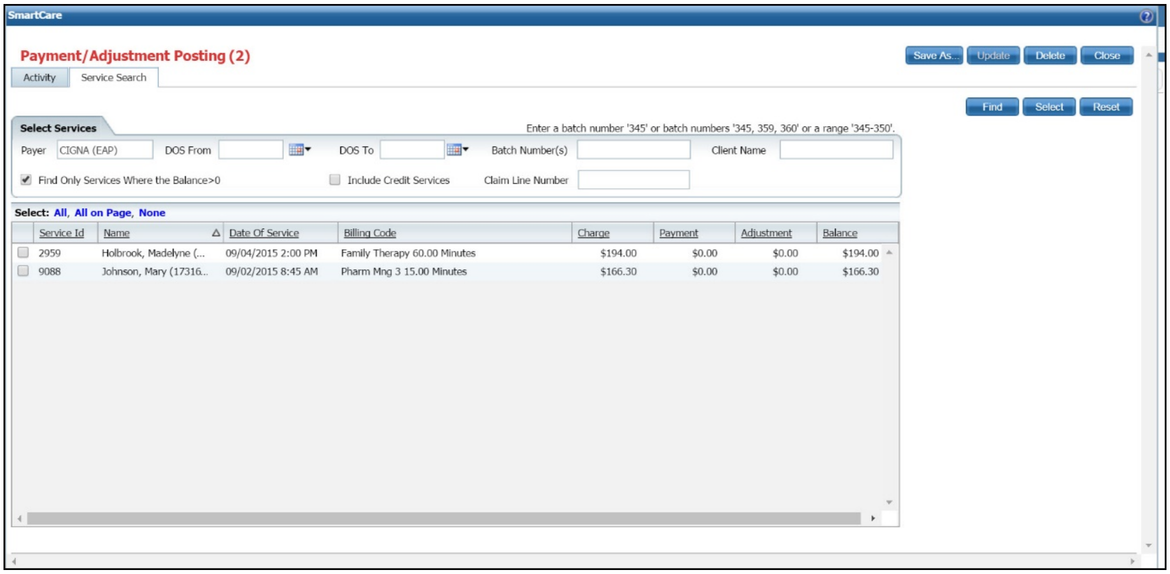
   The *Payment/Adjustment Posting* window is displayed. View field definitions.

   Note: The payment information is already entered and displayed in the fields on the *Activity* tab.



5. Click the **Service Search** tab.

   The *Service Search* tab is displayed. View field definitions.



6. Filter the list to determine the records that are displayed. Tell me how...

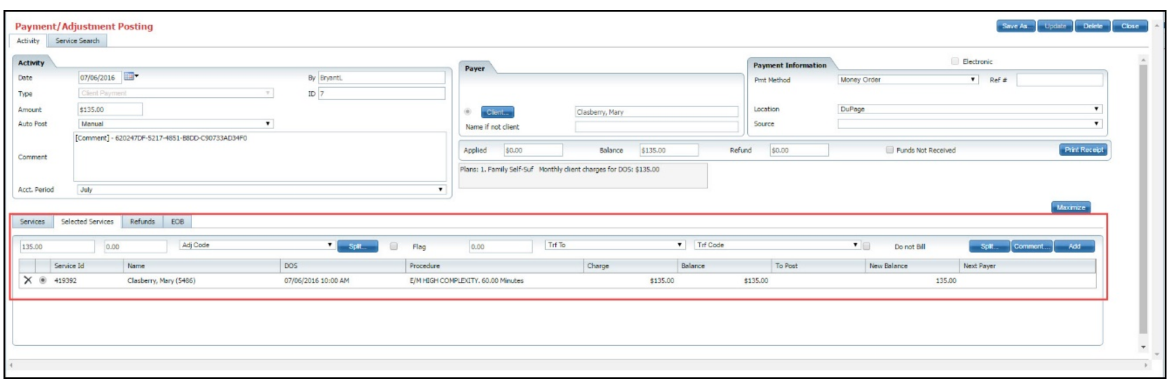
7. Click the **Find** button.

   The client service lines that fit the search criteria are displayed.

8. Select the **check box** next to each client service line that you want to pay.

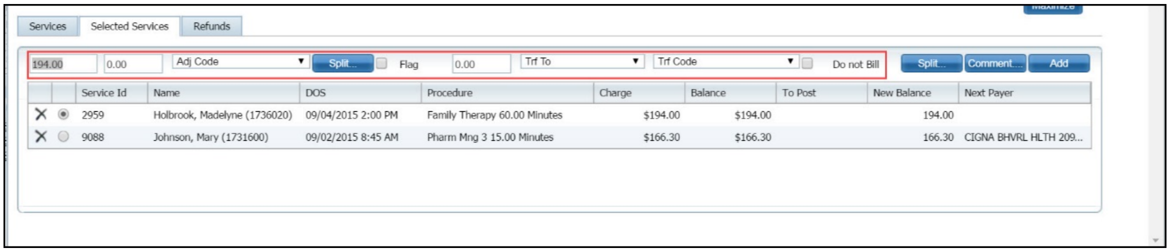
9. Click the **Select** button.

   The client service line information is displayed in the *Selected Services* sub-tab on the *Payment/Adjustment Posting* page. Refer to the red outline in the figure below. View field definitions.



10. Notice that the first record listed is selected. If you want to pay a different client record, select the check box next to the record you want to pay, adjust or transfer.

11. Apply the **payment** using the fields displayed just above the list of client records. Refer to the red box in the figure below.

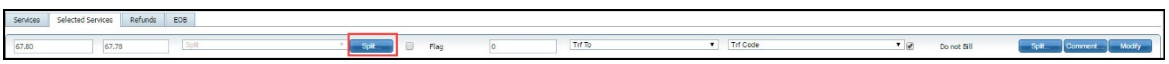


The payment amount is the first field on the left. Notice that the total charge amount is displayed in the field for the client record that is selected in the list panel below.

a. To pay a different amount, type the payment amount in the field.

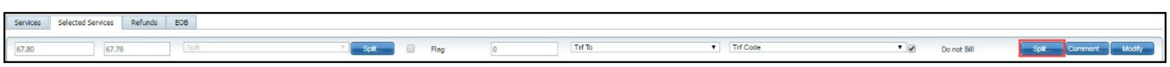
12. To apply a single adjustment, type the **dollar amount** of the adjustment in the second field, just to the right of the payment amount. Select an **adjustment code** that describes the adjustment from the drop down.

To apply multiple adjustments with different adjustment codes, click the **Split** button. Tell me how... See the red box in the figure below.

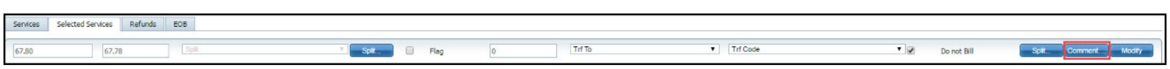


13. To transfer an amount to a single payer, select the payer to transfer the amount to from the *Trf To* drop down. Use this step if the client has more than one coverage plan to bill a secondary insurance or to the client. For example, if the balance is the client's responsibility such as deductible or co-pay.

To transfer the balance due to several payers, click the **Split** button (next to the *Comment* button). Tell me how... Refer to the red box in the figure below.



14. To enter a comment on the payment or adjustment, click the **Comment** button. Tell me how... Notice the red box in the figure below.

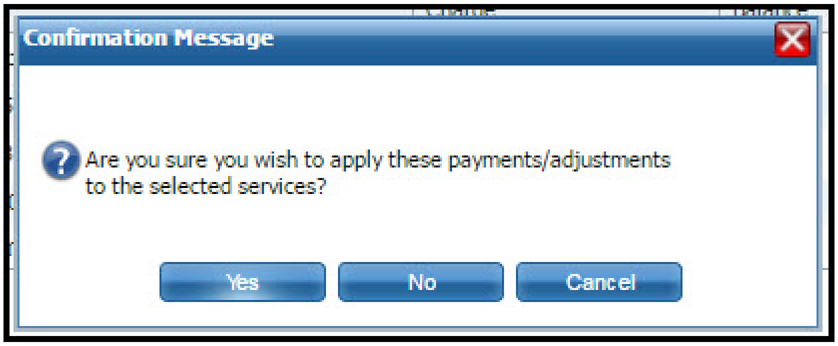


15. When you have entered all the information for the service line, click the **Add** button. The information is saved and the next service line is selected.

16. When you have entered the entire payment amount or you want to leave the page before you are finished, click the **Update** button at the top of the page.

The information on all the fields you entered is saved in the system and the service line(s) is displayed on the *Services* tab.

The *Confirmation Message* window is displayed.



17. Click the **Yes** button in the *Confirmation Message* window.

18. To exit from the *Payment/Adjustment Posting* window, click the **Close** button.

    The *Payments/Adjustments (####)* list page is displayed.

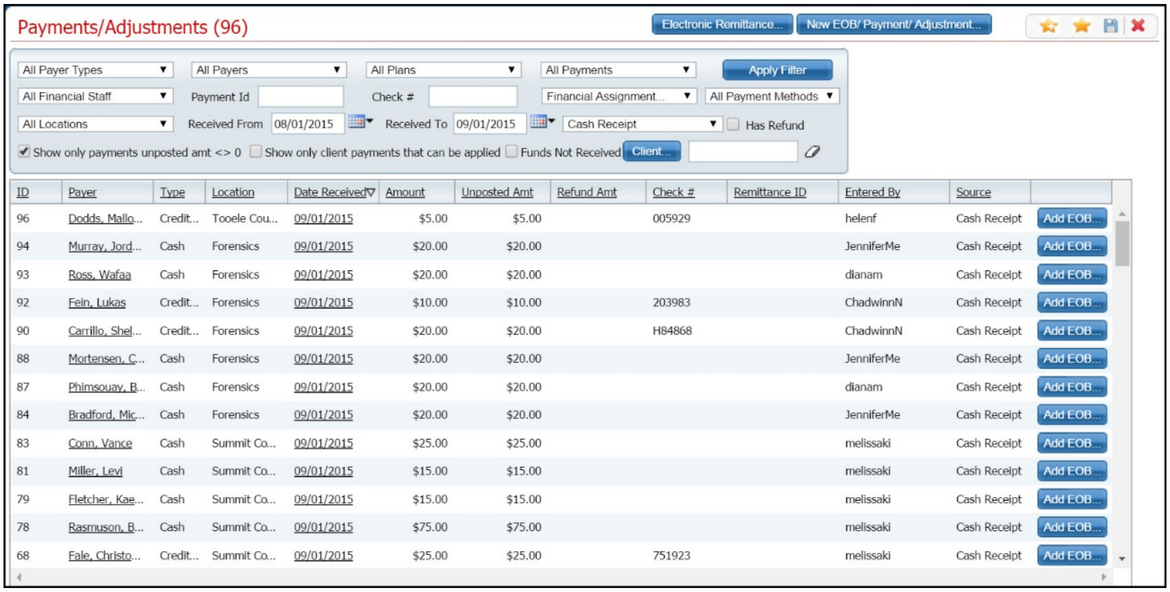
Why can't I access these screens?

Print a Receipt

When you enter a payment to an account, you can print a receipt for the payment.

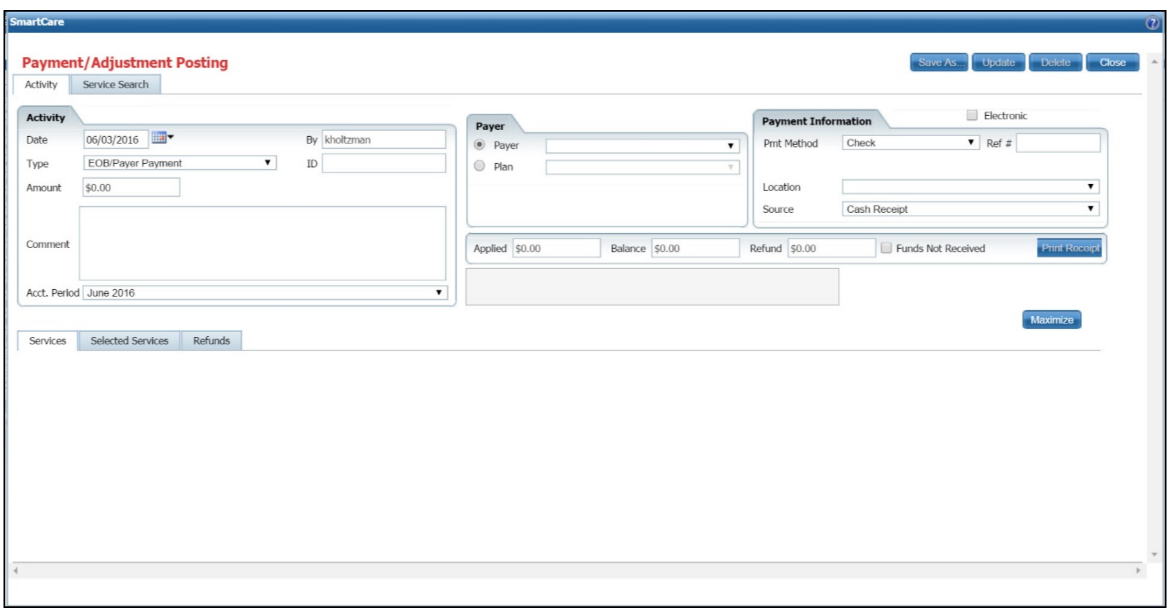
1. Display the *Payments/Adjustments (####)* list page. [Tell me how...](#)

   The *Payments/Adjustments (####)* list page is displayed. View [field definitions](#).



2. Click the **New EOB/Payment/Adjustment** button in the tool bar.

   The *Payment/Adjustment Posting* window is displayed. View [field definitions](#).



3. Complete the **Activity** section of the *Activity* tab.

4. Complete the **Payer** section of the *Activity* tab.

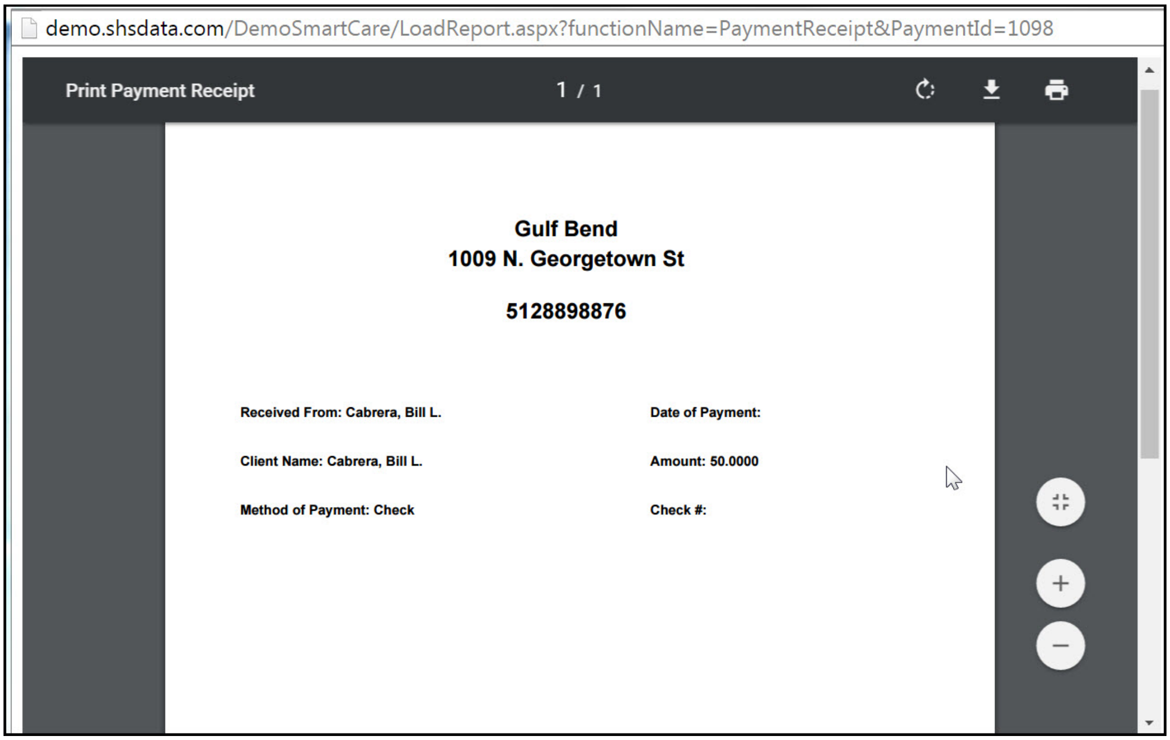
5. Complete the **Payment Information** section on the *Activity* tab.

6. Click the **Update** button.

   The payment is entered on the client's account. The Print Receipt button is activated.

7. Click the **Print Receipt** button.

   The *Payment Receipt* window is displayed. View field definitions.



Why can't I access these screens?

Process a Refund

When an overpayment is posted to a client's account, it is entered on the account, but is not posted to a service line. When you process a refund, you do not post the refund to a service line, instead you create a refund amount on the client's account.

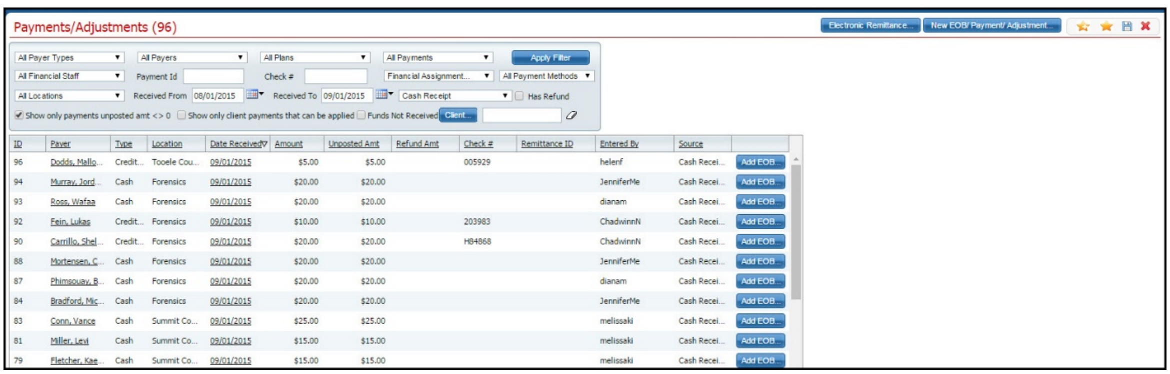
After posting the refund amount on the client's account, the refund process is complete. You do not do anything else with the amount and the system does not post or create a payment or print a check. Creating the check is completed outside of the SmartCare system.

Leave a comment and information about the refund on the client account, if desired.

To Process a Refund

1. Display the *Payments/Adjustments (####)* list page. Tell me how...

   The *Payments/Adjustments (####)* list page is displayed. View field definitions.

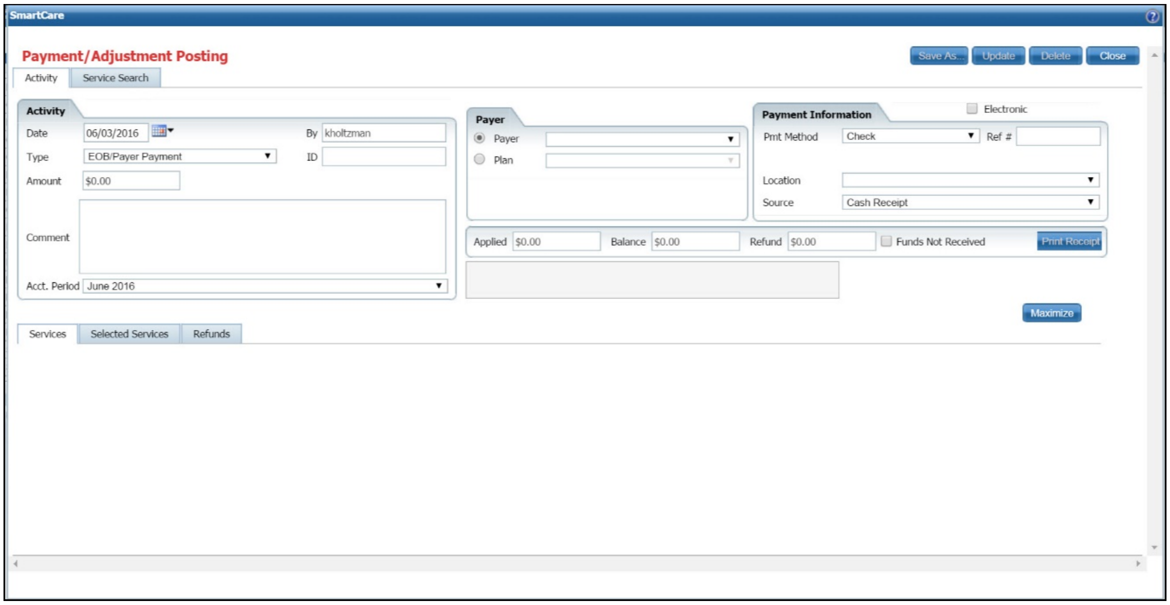


2. Filter the list to determine the records that are displayed. Tell me how...

   Tip: Use the *Has Refund* check box to display accounts that display a Refund Amount.

3. Click the **New EOB/Payment/Adjustment** button.

   The *Payment/Adjustment Posting* page is displayed. View field definitions.

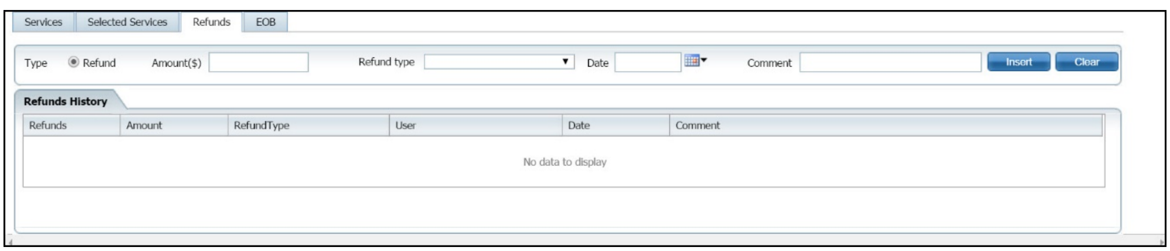


4. Select **who** the refund is for in the *Type* drop down. Select either **Client Payment** or **EOB/Payer Payment**.

5. Select the **Client, Payer** or **Plan** in the *Payer* section.

6. Click on the **Refunds** tab.

The *Refunds* tab is displayed. View field definitions.



7. Complete the **fields** in the first line of the tab.

8. Click the **Insert** button to save the refund information and list the information in the *Refunds History* section.

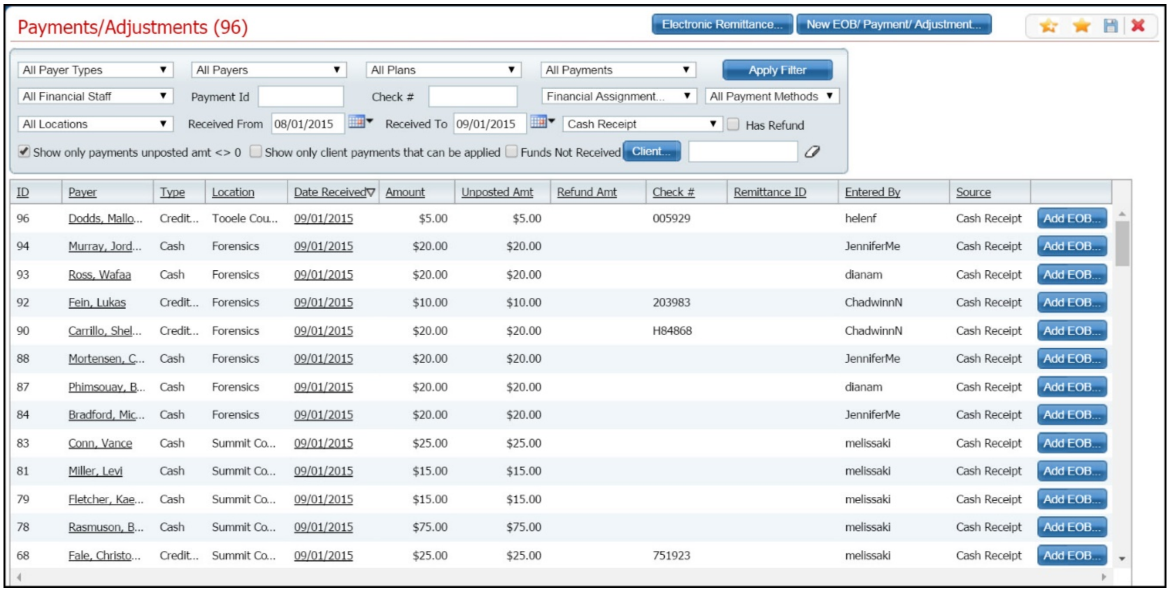
9. Click the **Update** button to save your work.

10. Click the **Close** button to close the window and return to the *Payments/Adjustments (####)* list page.

Why can't I access these screens?

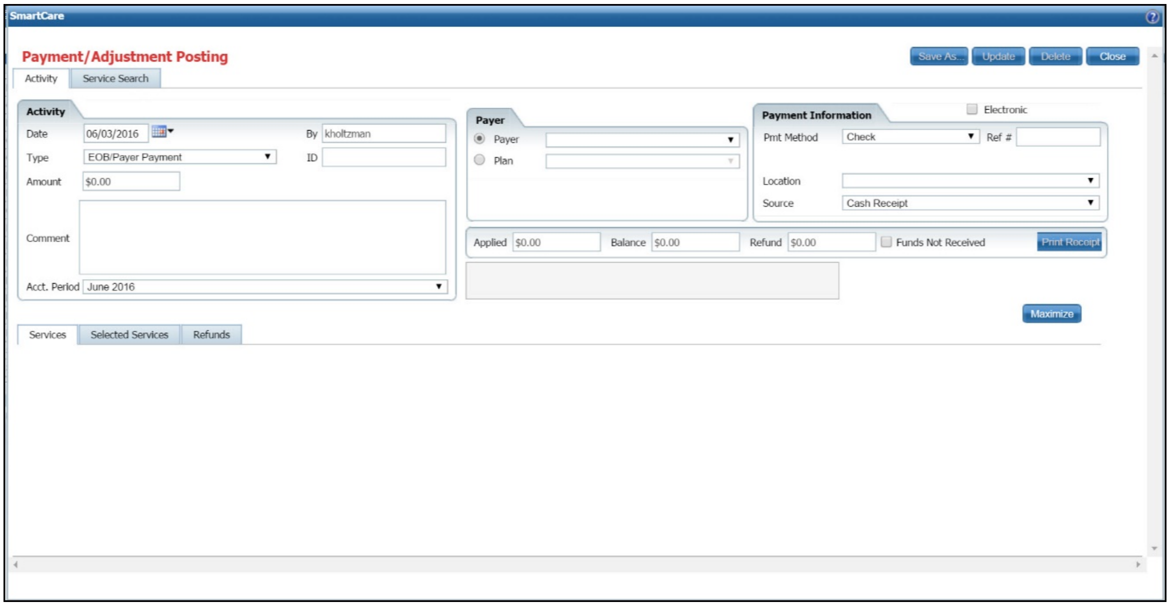
Save Payment Information to an Excel File

1. Display the *Payments/Adjustments (###)* list page. Tell me how... View field definitions.



2. Click the **New EOB/Payment/Adjustment** button.

The *Payment/Adjustment Posting* window is displayed. View field definitions.



3. Complete the **Activity** section of the *Activity* tab.

4. Complete the **Payer** section of the *Activity* tab.

5. Complete the **Payment Information** section on the *Activity* tab.

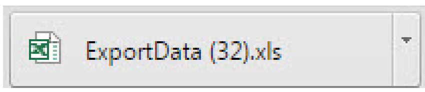
6. Click the **Update** button.

   The payment is entered on the client's account.

7. Click the **Save As** 

button to save the payment information to an Excel file.

   The *ExportData* button is displayed in the footer of your browser window.



8. Click on the **button** to open the Excel file.

   The file is opened in an Excel spreadsheet. You can edit, print and save the file as needed.

9. You can now post the payment or adjustment to the account(s) or exit and return later to post the payment/adjustment.

10. To post the payment or adjustment to the service line, refer to Post a Payment and Adjustment to a Service Line.

    -or-

    To exit and return later, click the **Close** button. When you are ready to post the payments and adjustments, refer to Post a Payments and Adjustments to Services.

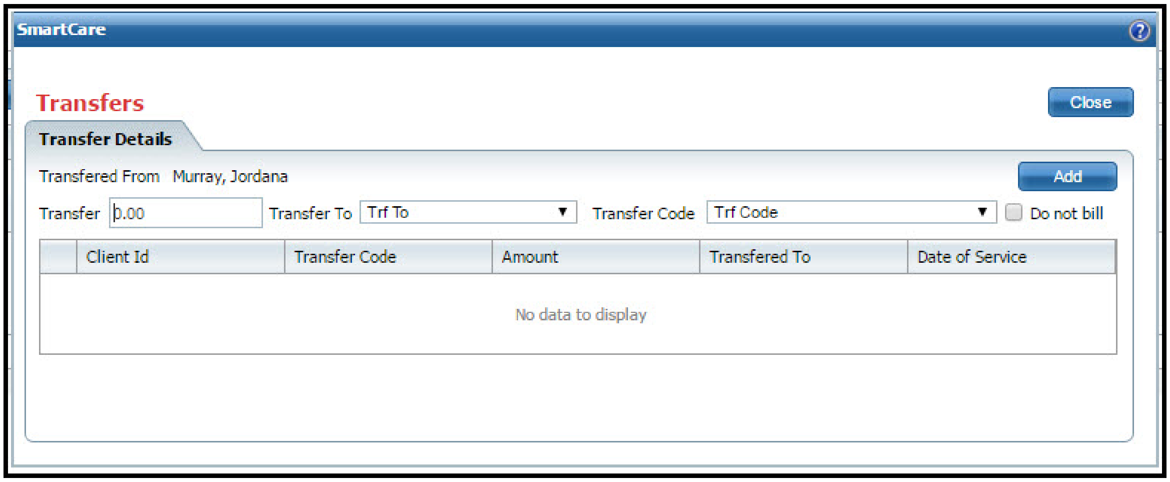
Why can't I access these screens?

Transfer the Balance to Several Payers

This task is a portion of the Post Payments and Adjustments to Services topic from step 13.

1. To transfer the balance to several payers, click the **Split** button to the left of the *Comment* button.

   The *Transfers* window is displayed.



2. Type the **amount** of the balance to transfer in the *Transfer* field.

3. Select the **payer** to transfer the balance to in the *Transfer To* drop down field.

4. Select the **reason code** for the transfer from the *Transfer Code* drop down field.

5. Select the **Do not bill option** to avoid sending a statement to the payer.

6. Click the **Add** button.

   The transfer amount is displayed in the list panel. Notice that the *Client Id* and *Date of Service* are also displayed.

7. Repeat **steps 1 through 7** of this task for each balance you need to transfer to a payer.

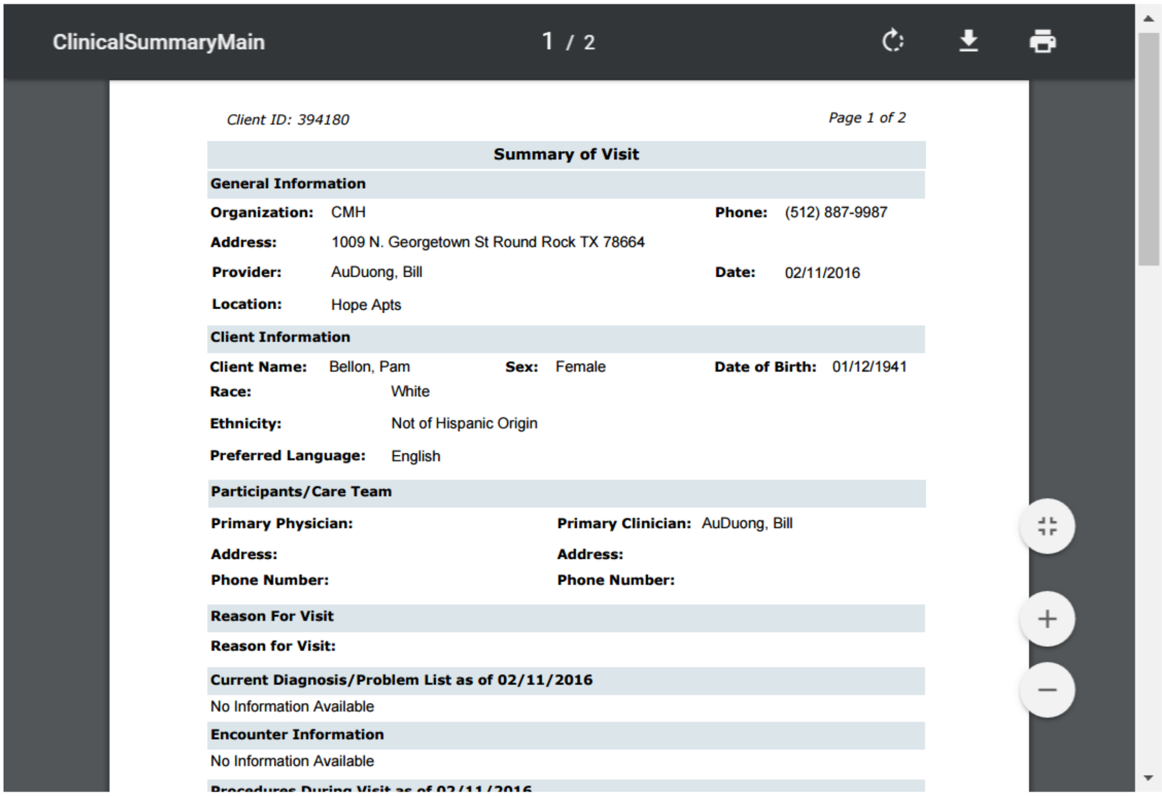
8. When you are done transferring the balances, click the **Close** button.

9. Return to the Post Payments and Adjustments to Services topic step 13 to continue posting payments and adjustments.

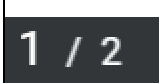
View the Clinical Summary Document before Printing

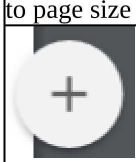
1. With the *Print Clinical Summary* window displayed, move the cursor over the document image.

   These icons appear on the image. Refer to the icon definitions table below the image for a definition of each icon.



Icon Definitions

Field	Description
When you hover your cursor over the *Clinical Summary* image, these icons are displayed.	
 Page numbers	The number to the right of the slash / indicates the number of pages in the summary document. The number to the left of the slash identifies the number of the page that is displayed. Use the **PgDn** button on your keyboard or the scroll bar in the image to move to a different page.
 Rotate clockwise	Click this icon to rotate the image of the summary document clockwise on quarter turn. To return to the original display, you can keep clicking the icon to continue rotating the document clockwise a quarter turn.
 Download document	Click the icon to download a copy of the summary document to the local drive on your computer.

 Print document	Click this icon to print the document.
 Fit the document to page size	Click this icon to increase the size of the document to page-size.
 Zoom in to magnify the view of the document	Click this icon to zoom in to magnify the view of the document.
 Zoom out to decrease the view of the document.	Click this icon to zoom out to decrease the view of the document.

Return to the *Print Clinical Summary* topic.

View the Electronic Remittance Details Report

In the *My Reports* banner on the *My Office* tab, there will be a report that lists the 835 files that have been processed. The report name and format will be custom for your agency.

1. Select the hyperlinked report name from the *My Reports* page.

   The *Report View* window is displayed.

2. Type the **Import File ID** in the *ERFile ID* field.

3. Click the **View Report** button.

   The information about the electronic remittance file is displayed.

4. To export the file to a different format, click the **arrow** in the *Select a format* drop down and select the **report format** you want.

   Select from the following format types:

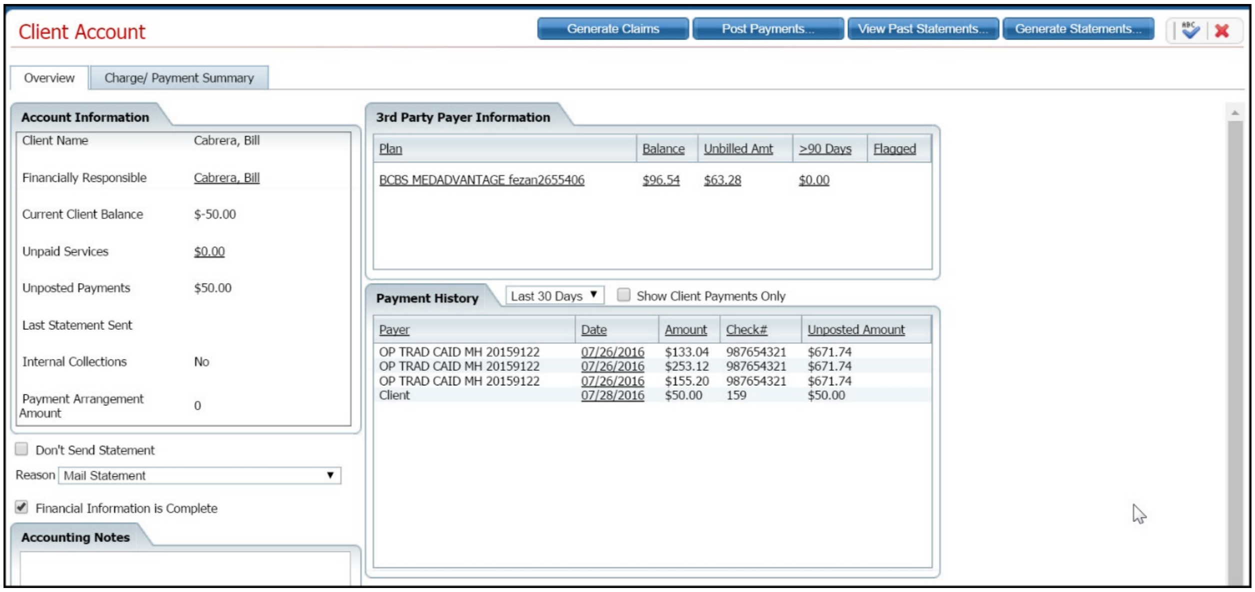
Format Type	Uses
XML file with report data	
CSV (comma delimited)	Where applicable, can be pasted into another software application that can accept copies of CSV files.
PDF	Useful for printing or viewing on screen.
MHTML (web archive)	
Excel	Useful for transferring to another spreadsheet. The information will be formatted in rows and columns with individual data in separate cells. Can be printed and edited.
TIFF file	This is an image of the file. This file cannot be edited. It can be printed.
Word	Useful for transferring to another Word or word processing document. The information will be formatted in tables with individual data in separate cells. Can be printed and edited. Can also be converted to a PDF format in Word..

5. Click the **Export** icon.

   The file is exported to the desired format or application where you can work with the data and save the file or report.

Field Definitions

Client Account Overview Tab Field Definitions

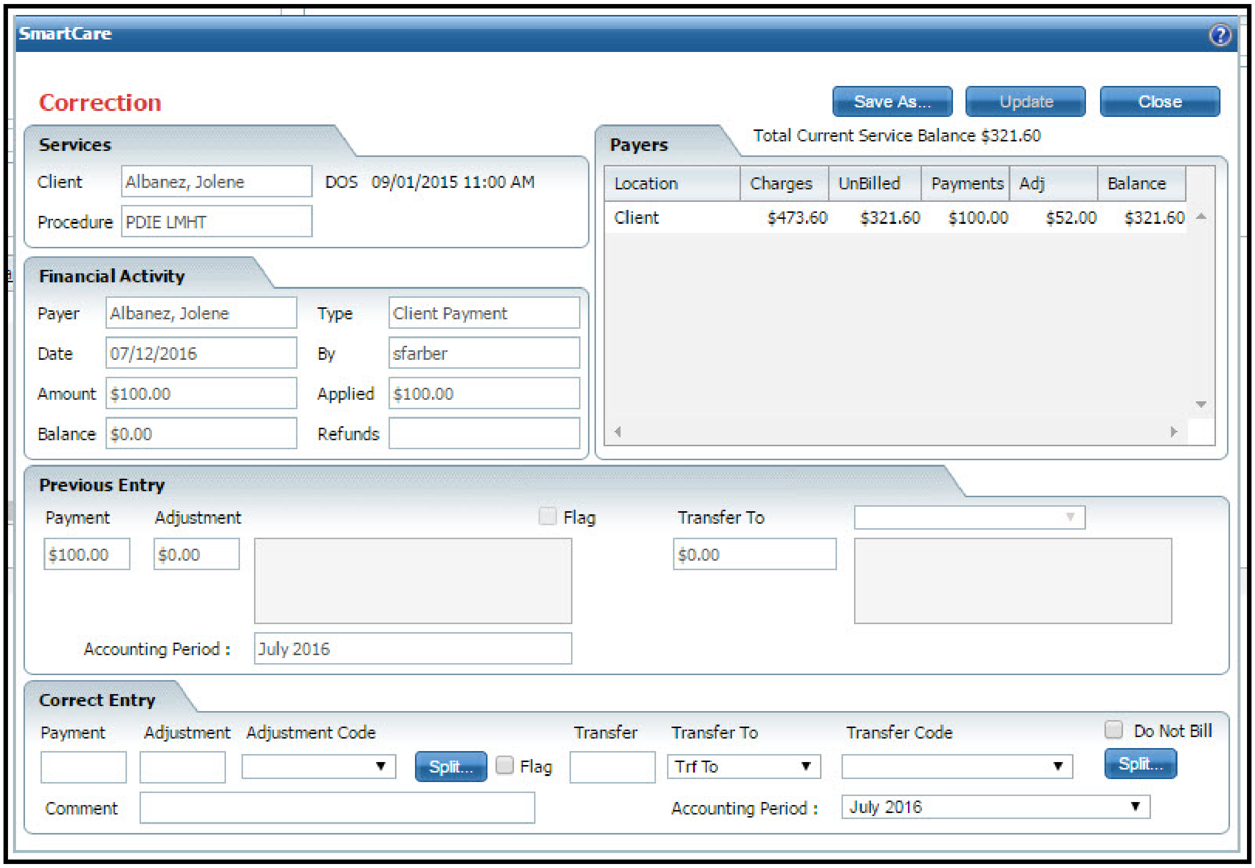


An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Account Information	
Client Name	Identifies the name of the client on the account Last name, First name.
Financially Responsible	Identifies the name of the person who is financially responsible for paying the account balance. Click the **hyperlinked name** to display the *Client Account* page.
Current Client Balance	Identifies the current balance on the account that the client is responsible for.
Unpaid Services	Identifies the dollar amount of any unpaid services on the account. Click the **hyperlinked dollar amount** to display the *Charge/Payment Summary* tab on the *Client Account* page.
Unposted Payments	Identifies the dollar amount of any payments that are entered on the account, but are not posted to a service line charge.
Last Statement Sent	Identifies the date that the last statement was sent to the client.
Internal Collections	Identifies whether or not the client's account is in internal collections for payment.
Payment Arrangement Amount	Identifies the dollar amount of any payment arrangement set between the client and the agency accounting department.
Don't Send Statement	Use the check box to avoid sending a paper statement to the client for any outstanding balance each month.
Reason	If you select the *Don't Send Statement* check box, select the **reason for not sending a statement** from the *Reason* drop down.
Financial Information is Complete	Select this check box when all financial information is completely entered in the system. Until this check box is selected, the system will not generate claims or statements to the client or his/her plans and payers.
Accounting Notes	Use the *Accounting Notes* field to enter any comments and information needed on the account. You can enter an unlimited number of characters. Scroll bars appear on the right

	side of the panel if enough characters are inserted in the panel. You can run spell check on the text. Tell me how...
3rd Party Payer Information	
Plan	Identifies the third party payers on the client's account who have a balance owing. Click the **hyperlnked plan name** to display the *Charge/Payment Summary* tab with this plan's charges that are currently owed listed.
Balance	Identifies the total current balance owing from the third party plan.
Unbilled Amt	Identifies the portion of the *Balance* that has not yet been billed to the plan.
>90 Days	Identifies the dollar amount of the balance for this third party payer that is over 90 days old.
Flagged	Identifies whether or not a service line is flagged.
Payment History	
<days drop down>	Select an option from the drop down to filter the payment history by the date of the payment. Options are: • All payments • Last 30 days • Last 60 days • Last 90 days
Show Client Payments Only	Select the check box to display only client's payments. Otherwise, all payments on the account are listed regardless of who made the payment.
Payer	Identifies who made the payment to the account.
Date	Identifies the date the payment was entered on the account.
Amount	Identifies the dollar amount of the payment.
Check#	Identifies the check number entered when the payment was entered into the system.
Unposted Amount	Identifies the dollar amount of the payment which has been entered on the account, but has not been posted to a charge.

Correction Window Field Definitions

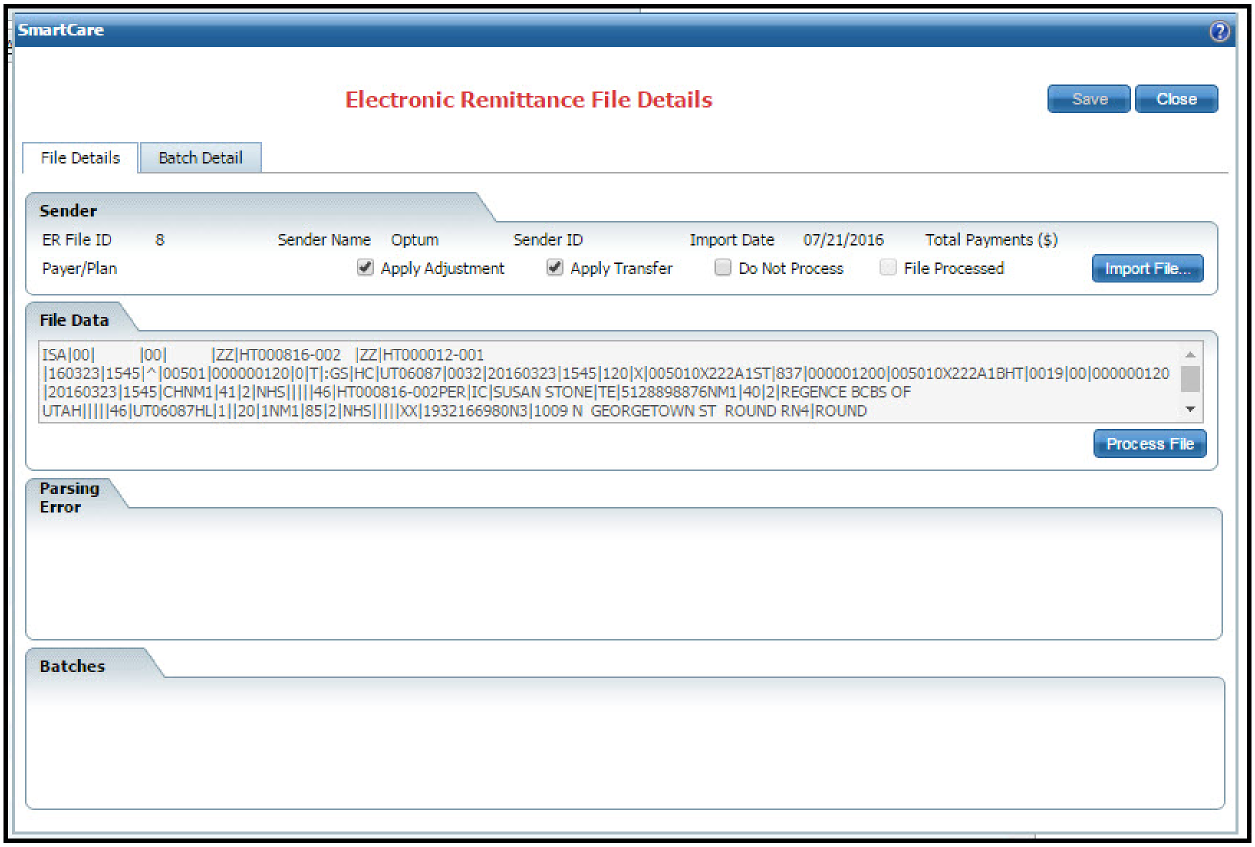


An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Services	
Client	Identifies the client's name for the service.
DOS	Identifies the date of service and the time of service.
Procedure	Identifies the procedure code that defines the service.
Financial Activity	
Payer	Identifies who made the payment.
Type	Identifies the type of payment.
Date	Identifies the date of the payment.
By	Identifies who posted the payment.
Amount	Identifies the dollar amount of the payment.
Applied	Identifies the amount of the payment applied to the charge.
Balance	Identifies the balance of the payment left to post.
Refunds	Identifies any refund due to the payer.
Payers	
Total Current Service Balance	Identifies the current balance on the service.
Location	Identifies where the payment was made.
Charges	Identifies the total charges on the client's account.

Unbilled	Identifies the balance on the account that has not been billed.
Payments	Identifies the dollar total of payments applied and posted to the account.
Adj	Identifies the dollar total of adjustments posted to the account.
Balance	Identifies the current balance owing on the account.
Previous Entry	
Payment	Identifies the payment that was posted to the account for the date of service shown in the *Services* section.
Adjustment	Identifies the dollar amount of the adjustment posted to the account for the date of service shown in the *Services* section.
<panel>	Identifies the dollar amount(s) and adjustment code(s) designated for the adjustment amount shown in the *Adjustment* field. If the list extends below the bottom border of the panel, click in the panel to display the entire list.
Flag	Identifies whether or not the payment or adjustment was flagged. Where does the flag appear??? Same as flags in client viewing area?
Transfer To	Identifies the dollar amount that was transferred to another payer.
<drop down> field	Identifies the transfer code assigned to the transfer???
<panel>	Identifies the dollar amount and transfer code transferred to another payer.
Accounting Period	Identifies the accounting period selected to post the activity to.
Correct Entry	
To correct an entry, type all fields as you want them to be. Do not just type the correct amount in a field.	
Payment	Identifies the dollar amount that the payment should be.
Adjustment	Identifies the dollar amount that the adjustment should be.
Adjustment Code	Identifies the corrected code that defines the adjustment
Split button	Use the **Split** button to post multiple adjustments with different adjustment codes.
Flag	Identifies that you want to assign a flag to the payment/adjustment.
Transfer	Identifies the dollar amount of the charge to transfer to another payer.
Transfer To	Identifies the name of the additional payer(s) to transfer the charge(s) to.
Transfer Code	Identifies the reason code assigned to the transfer.
Do Not Bill	Identifies that the balance should not be billed to a payer.
Split button	Use the **Split** button to transfer amounts to multiple payers.
Comment	Use the *Comment* field to enter comments on the correction. You can enter up to 750 characters. The characters are displayed to the right as you type in the field.
Accounting Period	Identifies the accounting period the payment/adjustment should be posted to in the Ledger. Typically, only the current accounting period is displayed.

Electronic Remittance File Details Window Field Definitions

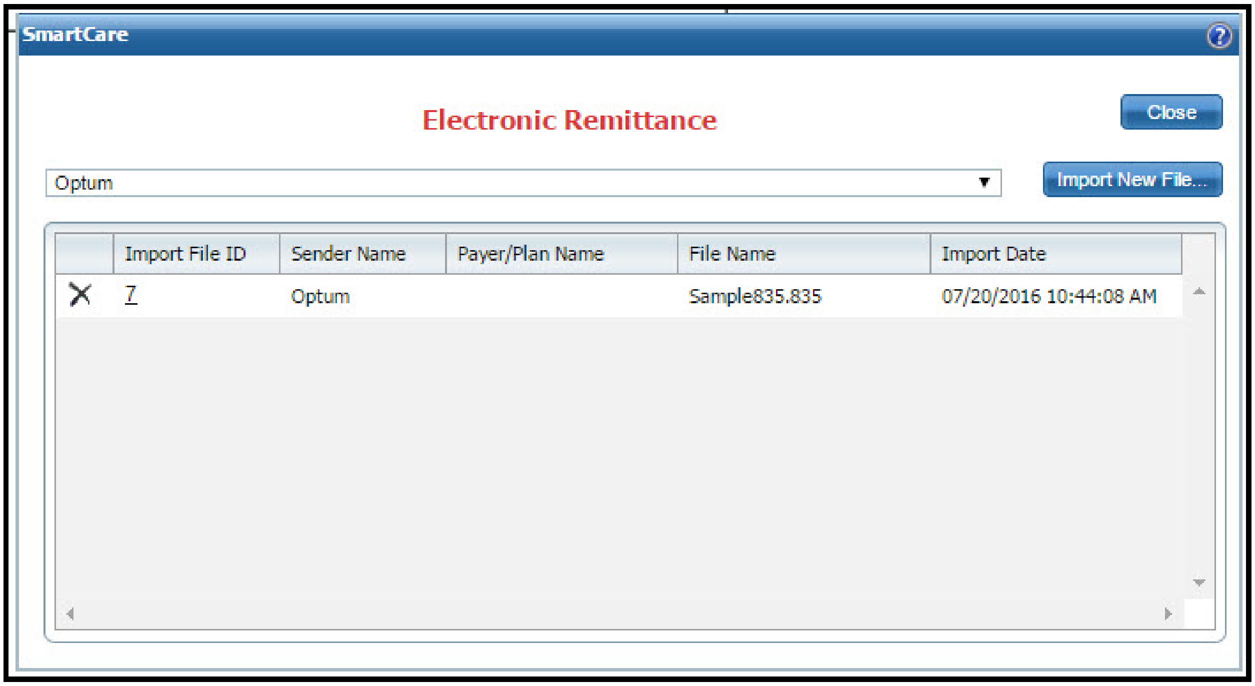


An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Sender	
ER File ID	Identifies the unique number assigned by the system to the file when it is imported into the system.
Sender Name	Identifies the entity sending the file.
Sender ID	Identifies the system ID assigned to the sender when the company was set up in the system.
Import Date	Identifies the date the file was imported into the SmartCare system.
Total Payments ($)	Identifies the total dollar amount of payments included in the file.
Payer/Plan	Identifies the payer organization or insurance plan who is paying for services.
Apply Adjustment	Identifies whether or not the ER process will apply adjustments to service lines from the payer/plan.
Apply Transfer	Identifies whether or not the ER process will create transfers for balances to secondary payers/plans.
Do Not Process	Identifies whether or not you want the electronic remittance process in the overnight batch process.
File Processed	When selected, identifies that the file process is completed.
File Data	
	Text in the field identifies the actual data in the file displayed. Use the scroll bar to advance through the file, if needed.

Parsing Error	
	Identifies any parsing errors found when the file is processed in the overnight process by SmartCare.
Batches	
	If the file is over a certain size, the system breaks the file into batches of 5000 lines or less. The batches are listed with specific information about each file, including a batch ID that the system assigns.

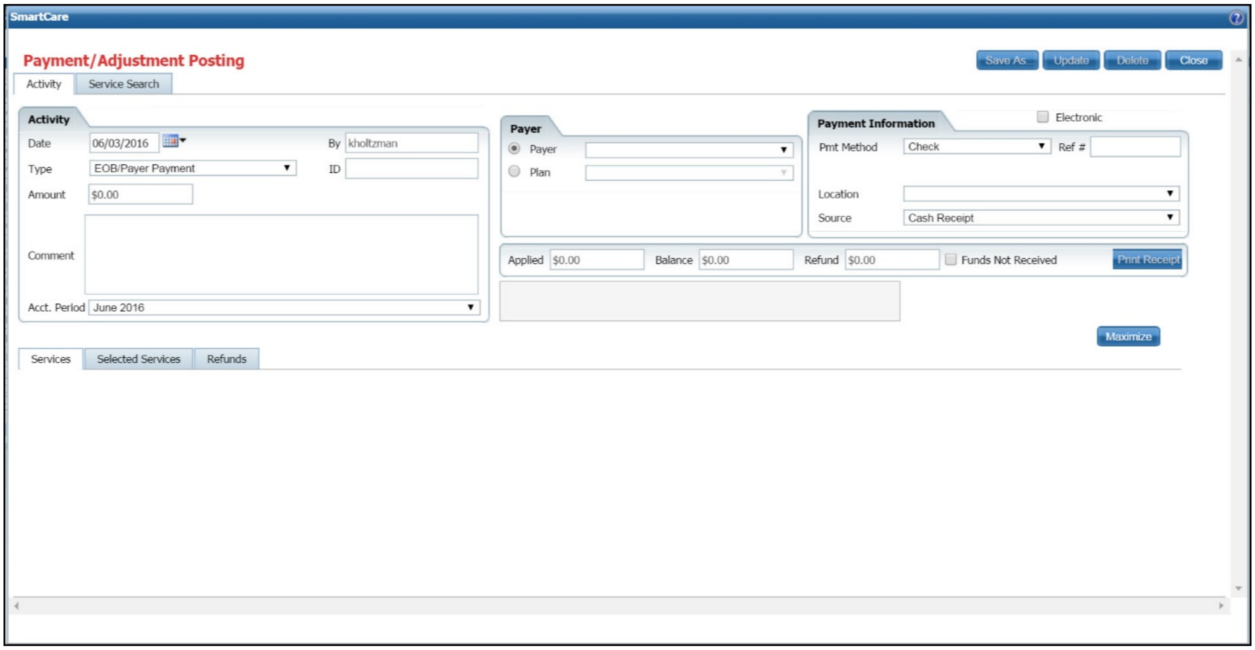
Electronic Remittance Window Field Definitions



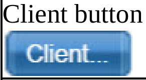
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	**Description**
Select Electronic Remittance sender	Identifies the sender of the electronic remittance you have chosen.
List	
Delete icon 	Use the **delete** icon to delete the file from the system.
Import File ID	Identifies the ID number assigned by the system to the file when it is imported. Click the **hyperlinked number** to open the *Electronic Remittance File Details* window to view specific information and the contents of the file. You can also process the file from the *Electronic Remittance File Details* window.
Sender Name	Identifies the organization sending the file.
Payer/Plan Name	Identifies who the remittance is from. This is the organization who is paying for the service lines.
File Name	Identifies the file name.
Import Date	Identifies the date and time of the import process.

Payment Adjustment Posting Window Activity Tab Field Definitions



An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

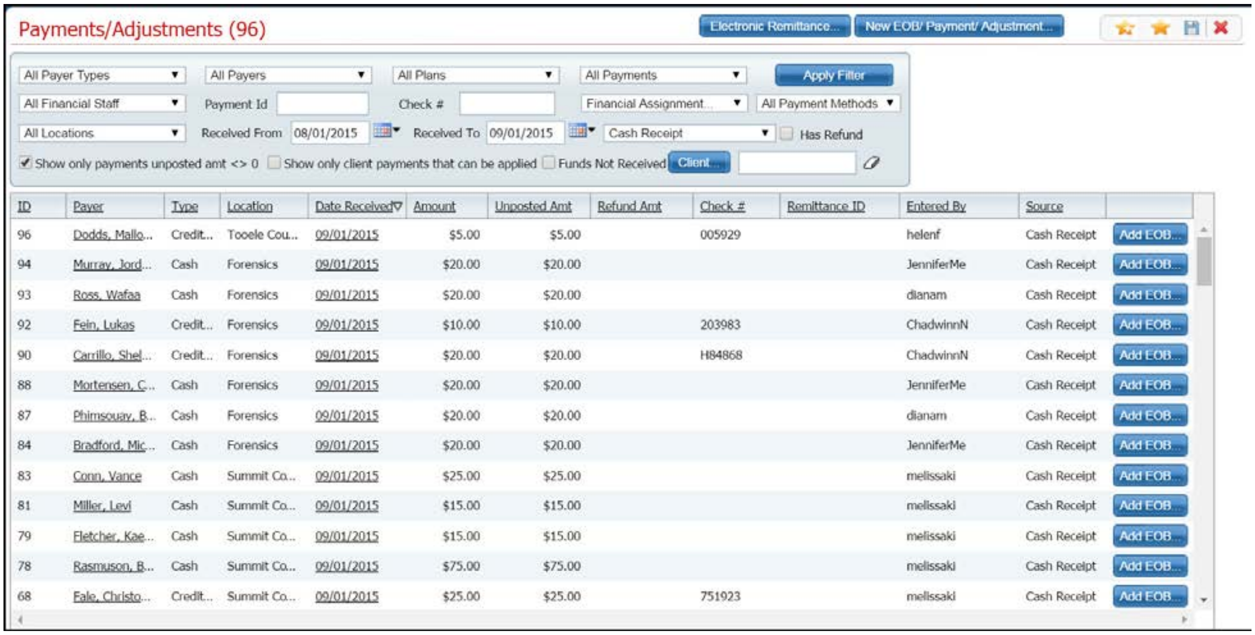
Field	Description
Activity	
Date	Identifies the date the payment was received. Defaults to the current day's date. Use the calendar icon to change the date.
By	Identifies the system user who is applying the payment or adjustment.
Type	Identifies what kind of transaction is being entered on the client's account. Options are: • Adjustment • Client Payment • EOB/Payer Payment
ID	Identifies the payment ID assigned by the system when the payment is entered into the system.
Amount	Identifies the dollar amount of the payment. You can enter up to 15 numbers. The system adds the decimal point and the trailing two zeros.
Comment	Identifies a comment added about the payment. You can enter an unlimited number of characters in this field.
Acct. Period	Identifies the accounting period the payment will be posted to.
Payer - Adjustment This section changes depending on the selection you made in the *Type* field in the *Activity* section.	
Payer	Identifies who is making the payment that requires an adjustment.
Plan	Identifies who is making the payment that requires an adjustment.
Client button 	Click the **Client** button to select the name of the account where you are making the adjustment. The *Client Search* window is displayed. Tell me how...
Payer - Client Payment This section changes depending on the selection you made in the *Type* field in the *Activity* section.	
Client button	Click the **Client** button to select the name of the client who is making the payment. The *Client Search* window is displayed. Tell me how...

Client...	
Name if not client	Type the payer's name, if it is not the client.
Payer - EOB/Payer Payment This section changes depending on the selection you made in the *Type* field in the *Activity* section.	
Payer	Identifies who is making the payment. Use this selection if one payer pays for multiple plans.
Plan	Identifies the plan that is making the payment. Choose if the plan is making the payment for services.
Payment Information	
Electronic	This check box is selected if an electronic remittance posted the payments, adjustments and transfers.
Pmt Method	Identifies how the money is received. Options are: • Amex • Cash • CC • Check • Credit Card • Money • NO
Ref #	Identifies the number of the payment document. For example, a check number or remittance advice number. You can enter up to 50 characters in this field.
Location	Identifies the location where the payment is received.
Source	Identifies the source of the payment to the organization. Options are: • Cash Receipt • Deposit Report • LB • Lock Box • Mail • NO • System • Transfer Voucher
Payment Listing	
Applied	Identifies the dollar amount of the payment applied to the account. This amount does not appear until the payment is posted to a service line.
Balance	Identifies the dollar amount of the payment. As you post the payment to a service, this amount is decremented. During the posting process, this field displays the balance remaining on the payment that still needs to be applied to an account.
Refund	Identifies the dollar amount of any refunds that are posted during this payment posting.
Funds Not Received	This check box identifies that you are entering EOB information to client services, but the money has not yet been received in the agencies office or checking account.
Print Receipt button Print Receipt	When the payment is posted to the account(s), click the **Print Receipt** button to print a receipt. Tell me how...
<comment> area	The system displays information about the payment as you apply the payment to each charge.
Maximize button Maximize	When services are listed in the *Services* section below for payment, click the **Maximize** button to display more lines.
Minimize button Minimize	When you have maximized the screen to list more charge lines, click the **Minimize** button to display fewer lines.
Services Sub-tab	
Information is displayed in this section, after you apply the payment and adjustment to the service..	
Id	Identifies the ID assigned to the charge when it was created in the system.

Client Name	Identifies the name of the client whose account you are posting a payment or adjustment to.
DOS	Identifies the date of service for the charge on the client's account.
Procedure	Identifies the procedure code for the service.
Flagged	Identifies whether or not a flag has been applied to the account.
Balance	Identifies the account balance after the current payment was applied.
Charge	Identifies the original dollar amount charge for the service.
Payment	Identifies the dollar amount of the payment applied in this transaction.
Adjustments	Identifies the dollar amount of any adjustment applied in this transaction.
Transfers	Identifies the dollar amount of any transfers made in this transaction.
Comment	Displays comments, if any were entered during this transaction.
Selected Services Sub-tab	
First Row in the Sub-tab	
Payment amount	When a service line is selected in the list, the total service line dollar amount is listed in this field. This identifies the amount to pay on the account. To change the amount of the payment, type the new payment dollar amount in the field. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros. Notice that if you change the dollar amount, the balance after the payment amount is subtracted from the service line charge is displayed in the *Transfer to* field.
Adjustment amount	To write-off an amount from the service line charge, type the adjustment amount in the field. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros.
Adj Code	Select a reason code for the adjustment from the drop down list.
Split button 	To apply multiple adjustments based on different reasons, click the **Split** button first before entering an adjustment amount or adjustment code. Tell me how...
Flag	Select the check box to flag the service line for additional work.
Transfer amount	To transfer an amount to a different payer or to the client for payment, enter the dollar amount to transfer. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros.
Trf To	Select the payer to transfer the amount to for payment. The drop down list contains the client's name and all plans set up for the client.
Trf Code	Select a reason code for the transfer from the drop down list.
Do not Bill	Select the check box to avoid sending a statement to the client.
Split button 	To set up multiple transfers, click the **Split** button first, before entering the transfer amount or transfer to selection. Tell me how...
Comment button 	To enter a comment on this service line, click the **Comment** button. Tell me how...
Add button 	When you have entered all the information for the payment, adjustment and transfer, click the **Add** button. The information is displayed in the *Services* sub-tab list section, indicating that the information is posted to the system. Notice when you click the *Add* button, the next service line is selected for entering information.
Modify button 	If you select an item in the list where information has already been added to the service line, the *Add* button changes to the *Modify* button. Makes changes in fields as needed, then click the **Modify** button.
List Section of the Selected Services Sub-tab	

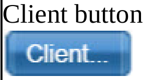
Delete icon 	Use the **delete** icon to delete the service line from the selected services list. This does not delete the service line from the system, but just from this payment posting.
Radio button 	Use the radio button to select the service line you want to work on. When you select the radio button, the amount of the charge is displayed in the payment field.
Service Id	Identifies the ID assigned to the service by the system when the service was created.
Name	Identifies the client's name who received the service.
DOS	Identifies the date of service for this charge.
Procedure	Identifies the procedure code defining the service.
Charge	Identifies the dollar amount charged for the service.
Balance	Identifies total current balance owing for the service line.
To Post	Identifies the total dollar amount(s) enter as payment, adjustment and transfer. The amount is not posted to the service line until you click the Update button when you are done posting payments.
New Balance	Identifies the new balance owing on this service line after the payment and adjustments are posted. The new balance is not updated until you click the Update button when you are done posting payments.
Next Payer	Identifies the name of the payer or plan where the balance is being transferred for payment.
Refunds Sub-tab	
Refund	Identifies the type of transaction being posted in this sub-tab.
Amount($)	Identifies the dollar amount of the refund being posted to the account.
Refund type	Identifies the type of refund being posted.
Date	Identifies the date you are posting the refund on the account.
Comment	Identifies any comment entered to describe this transaction. You can enter up to 390 characters in this field.
Refunds History section	
Refunds	Identifies that the transaction is a refund.
Amount	Identifies the dollar amount of the transaction.
Refund/Type	Identifies the type of transaction.
User	Identifies the user sign on name of the person who posted the transaction.
Date	Identifies the date the transaction was posted.
Comment	Identifies any information describing the transaction.
EOB Sub-tab	
Record Description	Identifies the type of EOB document scanned or uploaded to the system for this payer.
Attached Date	Identifies the date the EOB was added to the system.

Payments/Adjustments List Page Field Definitions



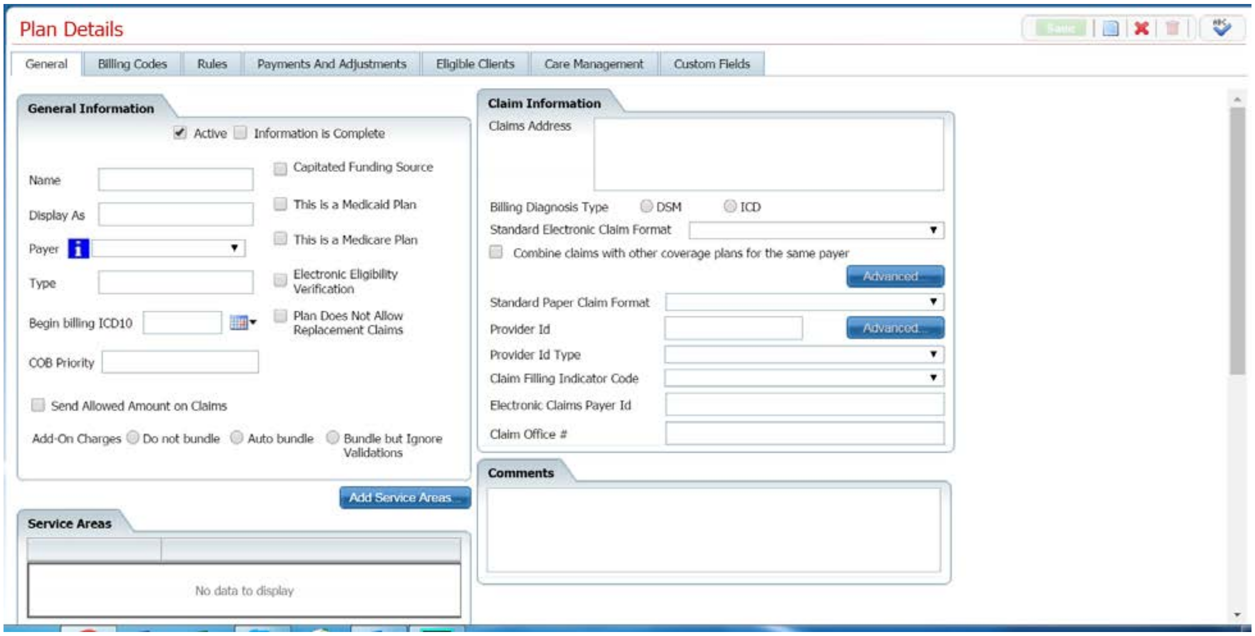
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

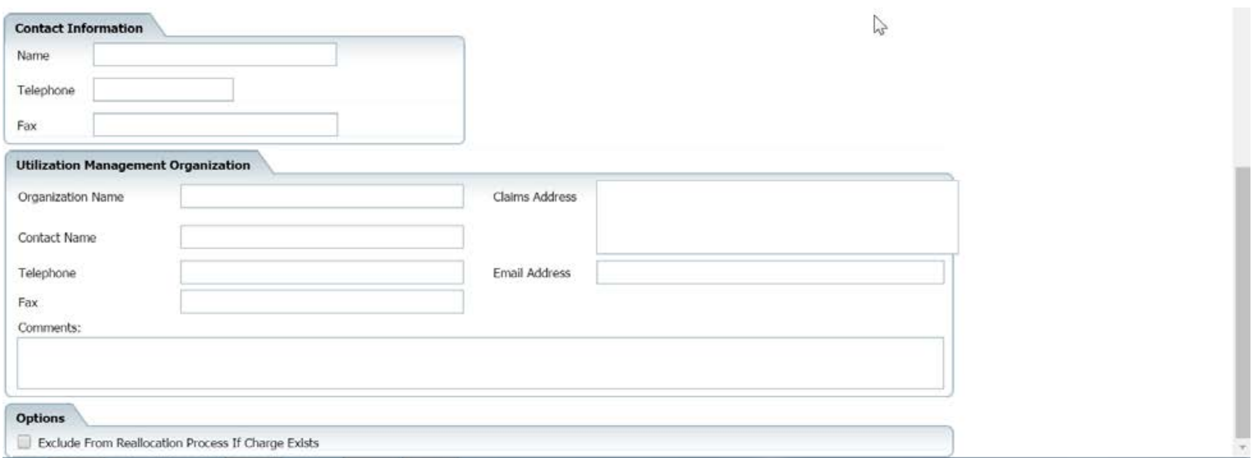
Field	Description
Filter	
All Payer Types	Payer types identify the various categories of payers. Select from the drop-down list to filter records to display in the List area of the page. Options are: • All Payer Types • Choose from the list of all payer types in the system
All Payers	Payers identify the specific insurers who pay for services. Select from the drop-down list to filter records to display in the List area of the page. Options are: • All Payers • Choose from the list of payers in the system
All Plans	Plans identify the specific insurance companies' coverage plans. Select from the drop-down list to filter records to display in the List area of the page. Options are: • All Plans • Choose from the list of insurance plans set up in the system
All Payments	Select from the drop-down list to filter records to display in the List area of the page. Options are: • All Payments • All Activity Types • Adjustment • Claims Creation • Client Payment • EOB/Payer Payment • Service Complete • Service Deleted
All Financial Staff	Select from the drop-down list to filter records to display in the List area of the page. Options are:

	• All Financial Staff • Choose from the list of agency staff entered into the system
Payment Id	Enter a payment ID to display a specific payment. The payment ID is assigned by the system when a payment is entered on an account.
Check #	Enter a check number to search for and display the specific payment.
Financial Assignment	Select from the drop-down list to filter records to display in the List area of the page. Options are controlled by financial assignments set up by your agency. A financial assignment is a group created in SmartCare that includes specific payers who are assigned to a accounting or bookkeeping staff member to be responsible for. This assignment lets the staff member search for only the payers in their financial assignment group.
All Payment Methods	Select from the drop-down list to filter records to display in the List area of the page. Options are controlled by your agency's set up of SmartCare Global Codes.
All Locations	Select from the drop-down list to filter records to display in the List area of the page. Options are: • All Locations • Choose from the various locations set up for the agency where clients are seen
Received From	Use the calendar icon to select the starting date of payment receipts that you want to display.
Received To	Use the calendar icon to select the ending date of payment receipts that you want to display.
Cash Receipt	Select from the drop-down list to filter records to display in the List area of the page. Options are controlled by your agency's set up of SmartCare Global Codes.
Has Refund	Select the check box to display records where there is a credit balance on the account and the payer on the account is due a refund.
Show only payments unposted <> 0	Select the check box to display records where there are unposted payments are less than or greater than zero.
Show only client payments that can be applied	Select the check box to display records where there are payments that can be applied.
Funds Not Received	Identifies that an EOB was received from which you can enter payments and adjustments on account(s), but the money has not been received yet nor deposited to the bank yet. Select the check box on the *Payment/Adjustment Posting* page in the *Activity* tab when you enter the payment. Filtering this check box lets you find those payments that were posted from the EOB to verify that the money has arrived.
Client button 	Click the **Client** button to display the *Client Search* window to search for a specific client. When you select the client from the window, the client's name is displayed in the field. You cannot type a name directly in this field.
Eraser icon 	Click the **eraser** icon to delete any name displayed in the *Client* field.
List	
ID	Identifies the ID the system assigned to the payment when it was entered into the system.
Payer	Identifies the party making the payment. If the payer is a client, click the **hyperlinked name** to display the client's account page. View field definitions. If the payer is a plan, click the **hyperlinked name** to display the *Plan Details* page. View field definitions.
Type	Identifies the payment method used to make the payment.
Location	Identifies where the payment was received.
Date Received	Identifies the date the agency received the payment. Click on the **hyperlinked date** to display the *Payment/Adjustment Posting* page. View field definitions.
Amount	Identifies the dollar amount of the payment.
Unposted Amt	Identifies the dollar amount that has not been posted to charges on the account.
Refund Amt	Identifies the dollar amount if a refund is due to the payer.

Check #	If the payer paid by check, the check number is listed.
Remittance ID	If the payment was from a group payment, identifies the ID assigned to the remittance.
Entered By	Identifies the user name of the person who entered the payment into SmartCare.
Source	Identifies the format the agency received the payment in.
Add EOB button 	Click the **Add EOB** button to scan or upload an *Explanation of Benefits (EOB)* document from a payer. Tell me how...

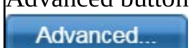
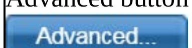
Plan Details General Tab Field Definitions





An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	**Description**
General Information	
Active	Identifies whether the plan information is active in the system or not.
Information is Complete	Identifies whether the content for this plan is complete or not. Until the option is checked, the plan is not displayed in drop-downs throughout the system nor are claims created and sent to this plan.
Name*	Identifies the name of the plan.
Display As*	Identifies the name of the plan that is displayed throughout the system and on report. The first 20 characters of the Name are displayed. You can change the Display As name to the name you want to appear in drop downs and throughout the system.

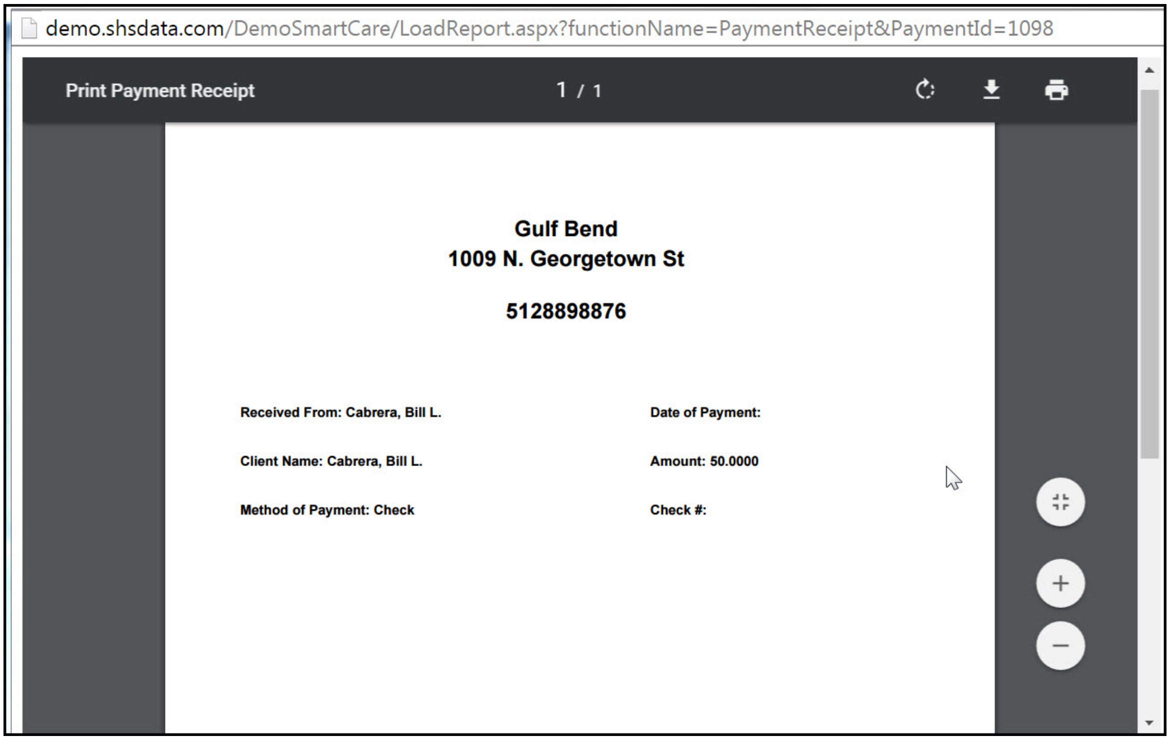
Payer*	Identifies the entity which writes the checks. If the same payer is used by multiple plans, you can use that payer for services covered by those plans.
Type	The payer description selected in the Payer field is displayed here. The types are a Global Code set up to categorize payers into the group types.
Begin billing ICD10	Identifies the date when this plan will begin accepting billing using diagnosis codes from IDC10.
COB Priority	Coordination of benefits. Identifies the priority for this plan when a client is covered by multiple plans.
Send Allowed Amount on Claims	Identifies that only the allowed amount is included on claims to this plan.
Add-On Charges	The options identifies how to handle billing when add-on codes are added to the main procedure code selected on the service. Options are: • Do not bundle • Auto bundle • Bundle but Ignore Validations
Capitated Funding Source	Identifies that this plan is a capitated funding source. This means that the plan pays a set amount for each enrolled person for a period of time
This is a Medicaid Plan	Identifies that this plan is part of Medicaid.
This is a Medicare Plan	Identifies that this plan is part of Medicare.
Electronic Eligibility Verification	Identifies that this plan verifies a client's eligibility in the plan electronically at registration or admission.
Plan Does Not Allow Replacement Claims	Identifies that the plan does not allow corrections to previously submitted claims.
Service Areas	
	Click the **Add Service Areas** button to add service areas to the plan. Tell me how...
Service Areas	
Claim Information	
Claims Address	Identifies the address where claims are sent for processing for payment.
Billing Diagnosis Type	Identifies whether billing is sent to this payer with DSM or ICD diagnosis codes.
Standard Electronic Claim Format	Identifies the electronic claim format that this payer uses. Either this format or the standard paper claim format must be selected for the system to generate claims.
Combine claims with other coverage plans for the same payer	Identifies whether or not you want claims from other plans combined if they are submitted to the same payer.
Advanced button 	Click the **Advanced** button to enter advanced claim formats both electronic and paper for this plan.
Standard Paper Claim Format	Identifies the format the payer wants paper claims submitted to them. Either this format or the standard paper claim format must be selected for the system to generate claims.
Advanced button 	Click the **second Advance** button to enter *An Advanced Provider ID Definition* for the Plan.
Provider Id	Identifies the *Provider ID* issued by the payer.
Provider Id Type	Identifies which payer issued the Provider ID.
Claim Filling Indicator Code	Identifies the claim filling indicator code used by the payer.
Electronic Claims Payer Id	Identifies the payer's ID for electronic claims.
Claim Office #	Identifies the payer's claim office phone number.
Comments	
Comment	Enter comments as needed for this plan. You can enter unlimited characters.
Service Areas	
Add Service Areas button	Click the **Add Service Areas** button to add service areas that are billable for this plan.

	
(service areas name)	Identifies the services area(s) that have been added to this plan. To delete a service area, click the  next to the service area you want to delete.
Contact Information	
Name	Identifies the name of the contact person at this plan.
Telephone	Identifies the plan's contact person's phone number.
Fax	Identifies the plan's contact person's fax number.
Utilization Management Organization	
Organization Name	Identifies the organization that authorizes services for this plan.
Contact Name	Identifies the name of the contact person at the UM organization.
Telephone	Identifies the phone number of the contact person at the UM organization.
Fax	Identifies the fax number of the contact person at the UM organization.
Comments	Enter comments as needed for the UM organization. You can enter an unlimited number of characters.
Claims Address	Identifies the address where claims are sent for this UM organization.
Email Address	Identifies the email address for the contact person at the UM organization.
Options	
Exclude From Reallocation Process If Charge Exists	

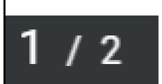
Print Payment Receipt Document Page Field Definitions

1. With the *Print Payment Receipt* window displayed, move the cursor over the document image.

   These icons appear on the image. Refer to the icon definitions table below the image for a definition of each icon.

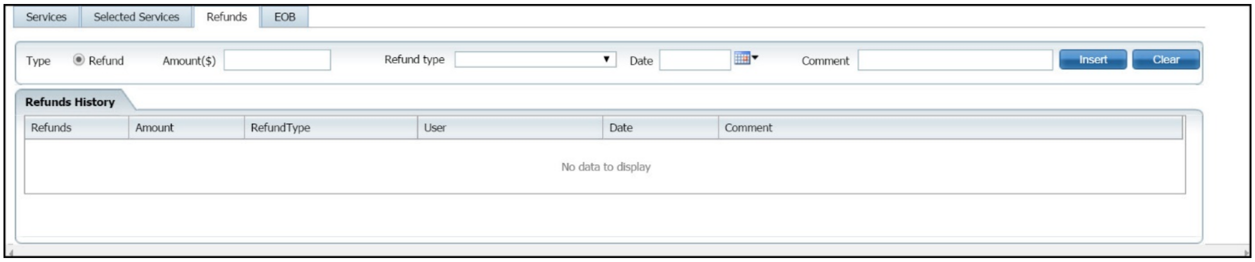


Icon Definitions

Field	Description
When you hover your cursor over the image, these icons are displayed.	
 Page numbers	The number to the right of the slash / indicates the number of pages in the document. The number to the left of the slash identifies the number of the page that is displayed. Use the **PgDn** button on your keyboard or the scroll bar in the image to move to a different page.
 Rotate clockwise	Click the **rotate clockwise** icon to rotate the image of the document clockwise on quarter turn. To return to the original display, keep clicking the icon to continue rotating the document clockwise a quarter turn.
 Download document	Click the **download** icon to download a copy of the document to the local drive on your computer.
 Print document	Click the **print document** icon to print the document.

 Fit to page	Click the **Fit to Page** icon to change the size of the document to page-size.
 Zoom in to magnify the view of the document	Click the **Zoom in** icon to magnify the view of the document.
 Zoom out to decrease the view of the document.	Click the **Zoom out** icon to decrease the view of the document.

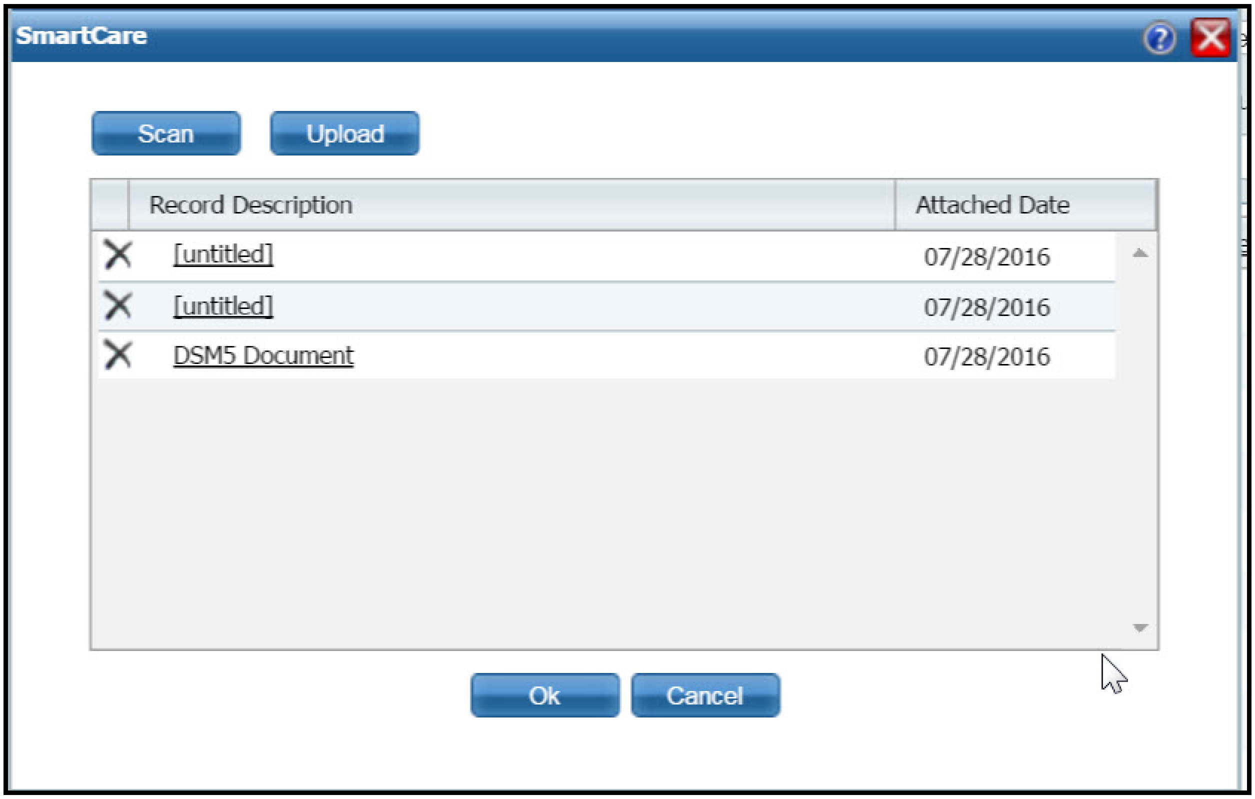
Refunds Tab Field Definitions



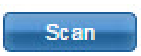
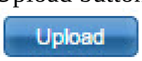
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	**Description**
Type	Identifies the activity on the account as a refund.
Amount($)	Type the dollar amount of the refund in this field.
Refund type	Use the drop down arrow to select the type of refund.
Date	Use the calendar icon to select the date of the refund.
Comment	Enter a comment about the refund. You can enter an unlimited number of characters.
Refunds History	
Refunds	Identifies that the transaction is a refund.
Amount	Identifies the dollar amount of the refund posted to the client account.
Refund Type	Identifies the type of refund.
User	Identifies the user sign on name of the person who entered the refund.
Date	Identifies the date the refund was created on the account.
Comment	Displays any comment entered for the refund.

Scan or Upload Window Field Definitions

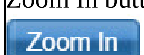


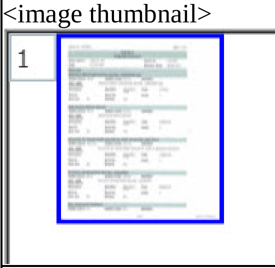
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Scan button 	Click the **Scan** button to scan a paper document into the system and attach to the client's account. Tell me how...
Upload button 	Click the **Upload** button to upload an electronic file saved to your SmartCare computer system. Tell me how...
Delete icon 	Click the **delete** icon to delete a scanned document. Click the **Yes** button in the *Confirmation Message* window that is displayed. Click the **OK** icon on the *Scan or Upload* window.
Record Description	Identifies the type of document file that was uploaded. This is the description entered on the *Record Detail* page in the *Description* field. Click the **hyperlinked name** in this column to display the View Images window with the scanned document displayed.
Attached Date	Identifies the date the file was uploaded. This is the date selected on the *Record Detail* page in the *Effective* field.

Scanned Medical Record Detail Page Field Definitions

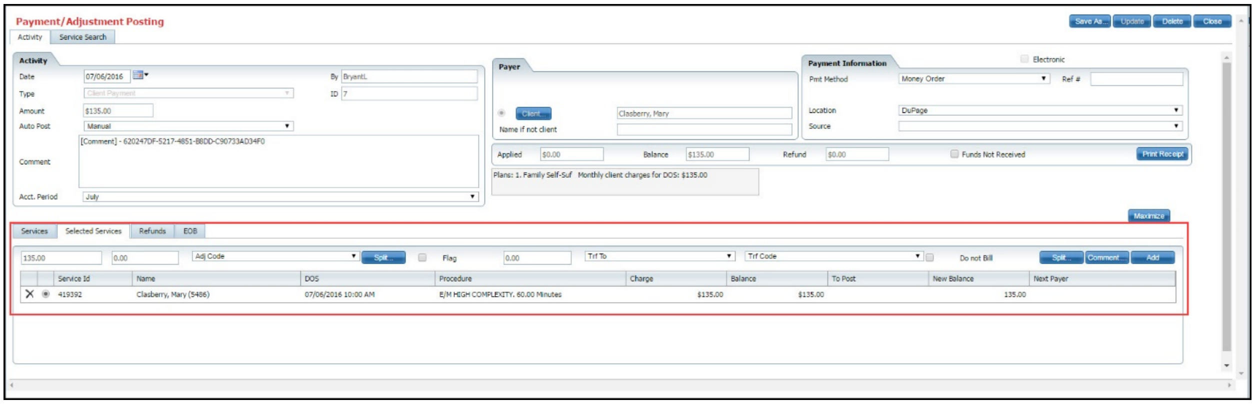
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Filter	
Payment EOB	Identifies the type of document you are scanning. This information comes from the page and button you used to scan the document. Click the arrow in the drop down to select a different document type.
Client Search button 	Click the **Client Search** button to search for a client. Tell me how...
Client ID	Identifies the ID assigned to the client when the client was registered in the system. This information is filled in from the page where you accessed the scan document page.
Client name	Identifies the client's name that you are going to scan a document into the system. This information is filled in from the page where you accessed the scan document page.
Eraser icon 	Use the **eraser**  icon to clear the text from the client ID and client name fields.
Effective	Use the calendar icon to select the effective date of the document you are scanning.
Record Type	Use the drop down arrow to select the record type you are scanning.
Description	Enter a description of the document you are scanning. You can enter up to 100 characters in this field.
Image Detail	
Whole Page button 	Click the **Whole Page** button to display the scanned image to view the whole page.
Zoom In button 	Click the **Zoom In** button to enlarge the scanned image to view a specific portion more easily.
Zoom Out button 	Click the **Zoom Out** button to decrease the size of the scanned image.

Delete button Delete	Click the **Delete** button to delete the scanned image.
Reload button Reload	Click the **Reload** button to add the displayed page again into the scanned document.
Reload All button Reload All	Click the **Reload All** button to add all scanned pages of this images.
Insert Pages(s) button Insert Page(s)	Click the **Insert Page(s)** button to scan another document to insert into the currently scanned image.
Append Page(s) button Append Page(s)	Click the **Append Page(s)** button to scan another document to add the those pages at the end of the currently scanned image.
Edit Image Edit Image...	Click the **Edit Image** button to edit the scanned image.
Page 1 of ___ Page 1 ▼ of 1	The *Page 1 of #* icon identifies what page you are displaying in the scanned document. Use the drop down arrow to select a different page to view.
<image thumbnail> 	All scanned pages are displayed in this column. Click on the **thumbnail** to display that specific page.
Image	Identifies the enlarged image of the page you are viewing.

Selected Services Sub-tab Field Definitions

Notice that the *Selected Services* sub-tab is identified by the red box in the figure below.

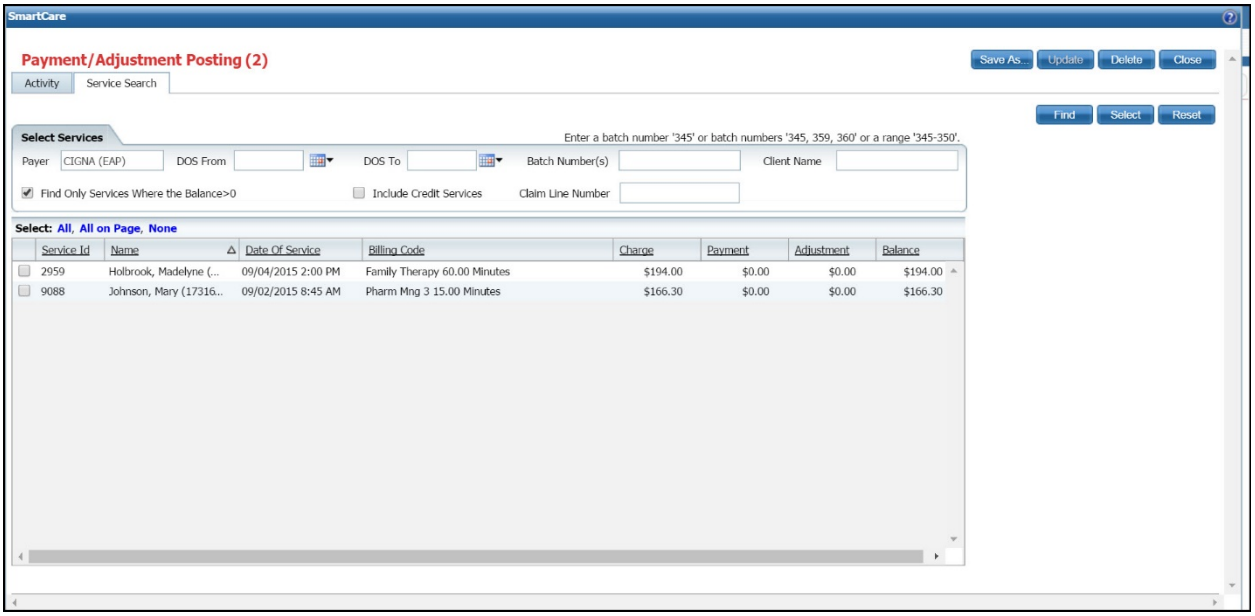


An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
First Row in the Sub-tab	
Payment amount	When a service line is selected in the list, the total service line dollar amount is listed in this field. This identifies the amount to pay on the account. To change the amount of the payment, type the new payment dollar amount in the field. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros. Notice that if you change the dollar amount, the balance after the payment amount is subtracted is displayed in the *Transfer to* field.
Adjustment amount	To write-off an amount from the service line charge, type the adjustment amount in the field. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros.
Adj Code	Select a reason code for the adjustment from the drop down list.
Split button 	To apply multiple adjustments based on different reasons, click the **Split** button first before entering an adjustment amount or adjustment code. Tell me how...
Flag	Select the check box to flag the service line for additional work.
Transfer amount	To transfer an amount to a different payer or the client for payment, enter the dollar amount to transfer. Enter the payment as dollar amount, decimal point and cents amount. If you type just numbers, the system will add a decimal point and two trailing zeros.
Trf To	Select the payer to transfer the amount to for payment. The drop down list contains the client's name and all plans set up for the client.
Trf Code	Select a reason code for the adjustment from the drop down list.
Do not Bill	Select the check box to avoid sending a statement to the client.
Split button 	To set up multiple transfers, click the **Split** button first, before entering the transfer amount or transfer to selection. Tell me how...
Comment button 	To enter a comment on this service line, click the **Comment** button. Tell me how...

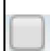
Add button Add	When you have entered all the information for the payment, adjustment and transfer, click the **Add** button. The information is displayed in the *Services* sub-tab list section, indicating that the information is posted to the system. Notice when you click the *Add* button, the next service line is selected for entering information.
Modify button Modify	If you select an item where information has already been added to the service line, the Add button changes to the Modify button. Makes changes in fields as needed, then click the Modify button.
List	
Delete icon	Use the delete icon to delete the service line from the selected services list. This does not delete the service line from the system.
Radio button	Use the radio button to select the service line you want to work on. When you select the radio button, the amount of the charge is displayed in the payment field.
Service Id	Identifies the ID assigned to the service by the system when the service was created.
Name	Identifies the client's name who received the service.
DOS	Identifies the date of service for this charge.
Procedure	Identifies the procedure code defining the service.
Charge	Identifies the dollar amount charged for the service.
Balance	Identifies total amount of payments, adjustments and transfers posted to the service line.
To Post	Identifies the total dollar amount the system will post to this service line.
New Balance	Identifies the new balance owing on this service line after the payment and adjustments are posted.
Next Payer	Identifies the dollar amount being transferred to another payer(s).

Service Search Tab Field Definitions



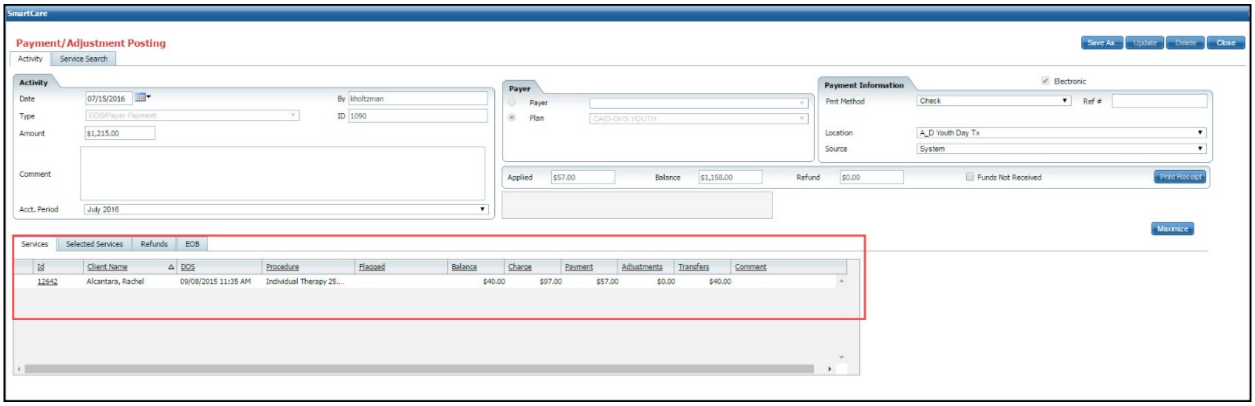
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Select Services	
Payer	Identifies the person's name who provided the payment for the account. This may be different than the client's name on the account.
DOS From	Identifies the beginning date of service you want to list records from. Use the calendar icon to select the date.
DOS To	Identifies the last date of service you to list records from. Use the calendar icon to select the date.
Batch Number(s)	Enter batch number(s) to display records from a specific batch. You can search for: • One batch - enter one batch number • Multiple batch numbers - if the numbers are not in sequence, type the numbers and separate them by commas. For example, to find services in three batches, enter the numbers as 345, 359, 360 • Range of batch numbers - type 345-350
Client Name	To search by client name, if it is different than the payer, type the client's name. Type in only the client's last name or first name to display only that client's records.

Find Only Services Where the Balance >0	Select the **check box** to indicate that you only want to see records where the account balance is greater than zero, i.e., an amount owing on the account..
Include Credit Services	Select the **check box** to display client service records that have a negative balance.
Claim Line Number	When a claim is created from a service and charge, the system assigns a number to each line in the claim.
List	
Select: All, All on Page, None	Click the option to select records in the list. Options are: • All - Selects all records that are listed, including records that you cannot see. • All on Page - Selects only the records listed on one page. If there are multiple pages of records, note the page list at the bottom of the list panel. • None - If you have selected records and want to deselect them, use the **None** option.
<check box> 	Select the **check box** next to each client record that you want to apply the payment or adjustment to.
Service Id	Identifies the ID assigned by the system when the service was created in the system.
Name	Identifies the client's name associated with the service.
Date of Service	Identifies the date of service.
Billing Code	Identifies the billing code used to bill the payer.
Charge	Identifies the dollar amount charged for the service.
Payment	Identifies any payment already posted to the service line.
Adjustment	Identifies any adjustment already posted to the service line.
Balance	Identifies the balance remaining due on the service line.

Services Sub-tab Field Definitions

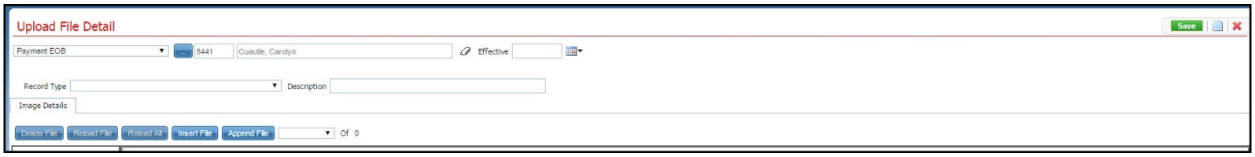
Notice that the *Services* sub-tab is identified by the red box in the figure below. Service lines appear on this sub-tab after payments, adjustments and/or transfers have been posted on the service line.



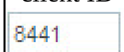
An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Plus sign button 	Click the **plus sign** button to display additional lines of information or activity posted on the service line.
Id	Identifies the ID assigned to the service line when it was added to the system.
Client Name	Identifies the client's name who received the service.
DOS	Identifies the date of service for this charge.
Procedure	Identifies the procedure code defining the service.
Flagged	Identifies whether or not the service line was flagged.
Balance	Identifies any balance still owing on the service line.
Charge	Identifies the original charge of the service line.
Payment	Identifies the dollar amount of the payment posted to the service line.
Adjustments	Identifies the dollar amount of any adjustment(s) posted to the service line.
Transfers	Identifies the dollar amount of any unpaid balance transferred to another payer.
Comment	Identifies if any comments were added to the payment/adjustment activity on this service line.

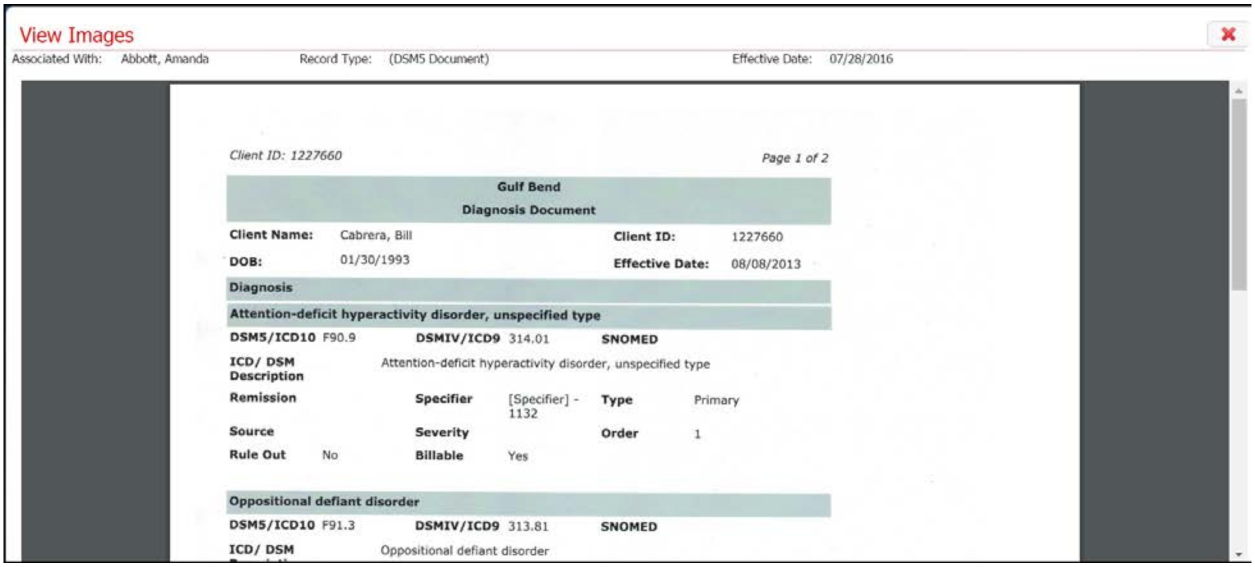
Upload File Detail Page Field Definitions



An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Payment EOB	Identifies the type of file you are uploading.
Client Search button 	Click the **Client Search** button to find a different client account. Tell me how...
<client ID> 	Identifies the client's ID. This is the number assigned by the system when the client was added to the system.
Client Name	Identifies the client's name. It is displayed as Last name, First name.
Eraser icon 	Use the **eraser** icon to delete the client name that appears in the previous field.
Effective	Use the calendar icon to specify the date an existing file was uploaded.
Record Type	Identifies the type of document to be uploaded or found in the system.
Description	When uploading a document/file, type a description of the file. You can enter up to 100 characters in this field.

View Images Window Field Definitions

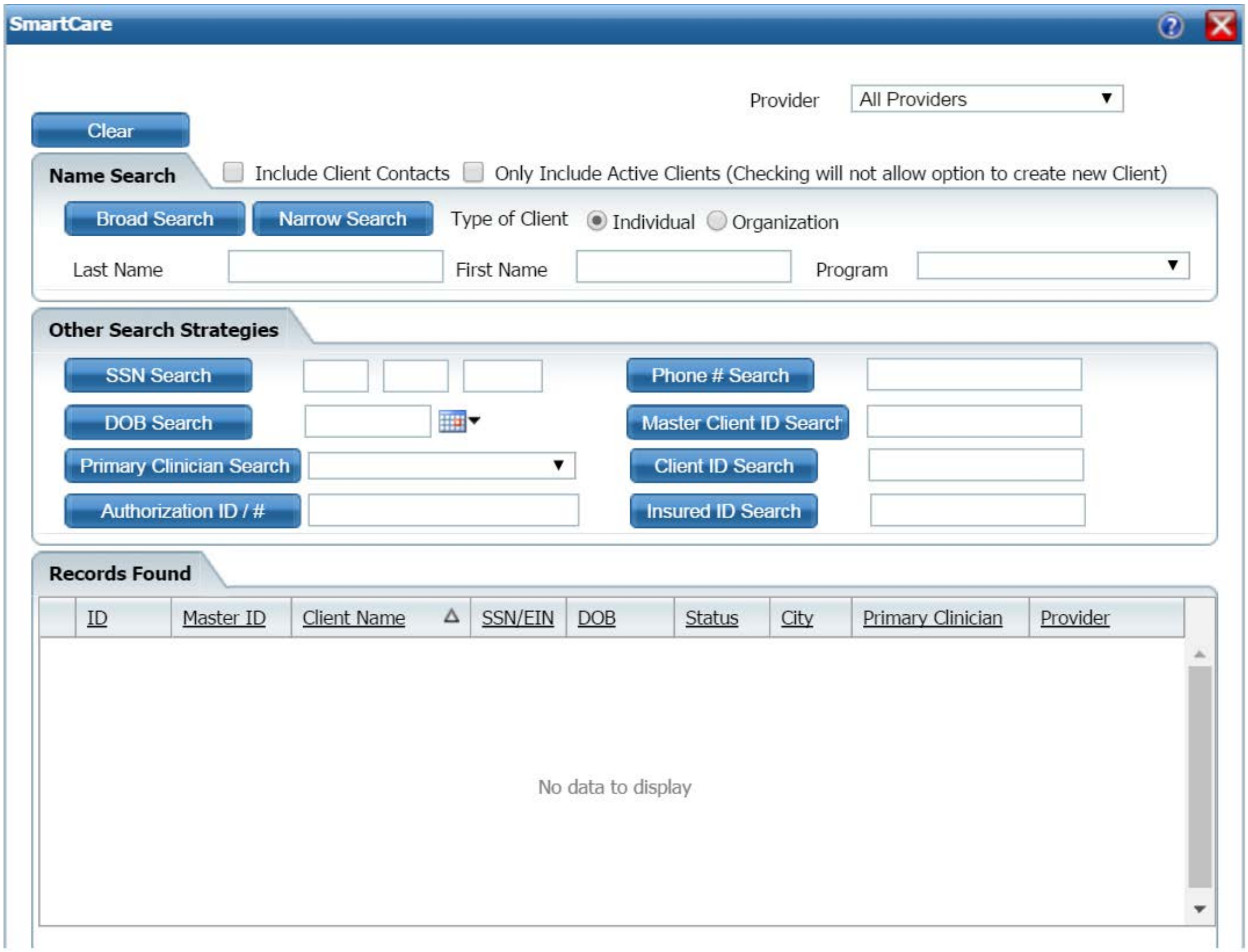


An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Associated With:	Identifies the client's name that the scanned document is for.
Record Type	Identifies the type of record scanned. This is the *Description* entered when the document was scanned.
Effective Date	Identifies the date the document was scanned.
Scanned image	The scanned image is displayed.

Search

Client Search Window Field Definition



An asterisk (*) following the field name indicates a Required field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	**Description**
Clear button	Use to clear any information filled in the field before you conduct a new search.
Include Client Contacts	Select the include contacts of the client in the search. What is this???
Only Include Active Clients	The search only searches through clients marked as Active. If you select this checkbox, you will not be able to create a new client.
Name Search tab	
Last Name	Enter the client's last name that you are looking for. Type up to 30 characters.
First Name	Insert the client's first name that you are looking for. Type up to 20 characters.
Program	Select the Program that the client is registered in.
Other Search Strategies	
SSN Search	Enter the client's social security number in the fields provided.
DOB Search	Enter the client's date of birth in mm/add/yyyy format or select from the calendar icon.

Primary Clinician Search	To search by primary clinician, select the clinician using the drop-down list.
Phone # Search	To search by the client's phone number, type the phone number with no hyphens.
Master Client ID Search	To search by Master Client ID, type the ID number in the field.
Client ID Search	To search by the client's ID, type the ID number in the field.
Insured ID Search	To search by the insured ID, type the ID number in the field. This is the ID that is assigned to the person who carries the insurance for the client.
Records Found	
ID	Identifies the Client's ID assigned in SmartCare.
Master ID	Identifies the Client's Master ID if one is assigned in SmartCare.
First Name	Identifies the client's first name.
Last Name	Identifies the client's last name.
SSN	Identifies the client's social security number.
DOB	Identifies the client's date of birth.
Status	Identifies the client's current status in SmartCare.
City	Identifies the client's city of residence.
Primary Clinician	Identifies the primary clinician assigned to the client.
Provider	Identifies the provider assigned to the client.

Search for a Client

When you click on the drop-down arrow next to *Open* in the *Bed Census List Page*, the *Search for Client* window is displayed. In this window, you search for the client you want to admit. If the client has already been registered in the system, use that client record to complete the admission. If the client is not found, then follow your office's policy for registering the client.

Searching Best Practices

- To avoid duplicate records, use due diligence to ensure the client is not already entered in the system.
- Use the defined search strategy as explained in the procedure below.
- Use more specific searches found in the *Other Search Strategies* section, as needed.
- If no matches are found, assume the client is new and has not been registered in the system. Follow your office policy for registering the client.

To Search for a Client

1. When the *Client Search* window is displayed, complete the **Name Search, SSN Search** and **DOB Search** fields. View field definitions.

2. Click the **Broad Search** button.

3. If no client is found, click the **Narrow Search** button.

4. If no client is found, click the **SSN Search** button.

5. If no client is found, click the **DOB Search** button.

6. When using *Other Search Strategies*, enter the information you want to search on and click the blue button to the left of the field to start the search.

7. If a matching record is found, the information is displayed in the *Records Found* tab.

a. Verify that the information that is listed matches the client you are working with.

b. If more than one client is listed, select the open circle to the left of the client line to select the client in the *Records Found* section.

c. Click the **Select** button.

-or-

If no match is found, the client is not registered in the system.

Why can't I access these screens?

Miscellaneous

Check for Spelling Errors in a Free-form Comment Field

When you have entered text in free-form comment fields on a page or window, if the spell check icon is present in the task bar, you can check for spelling errors in the comment fields.

1. Complete all comment fields on a page or window.

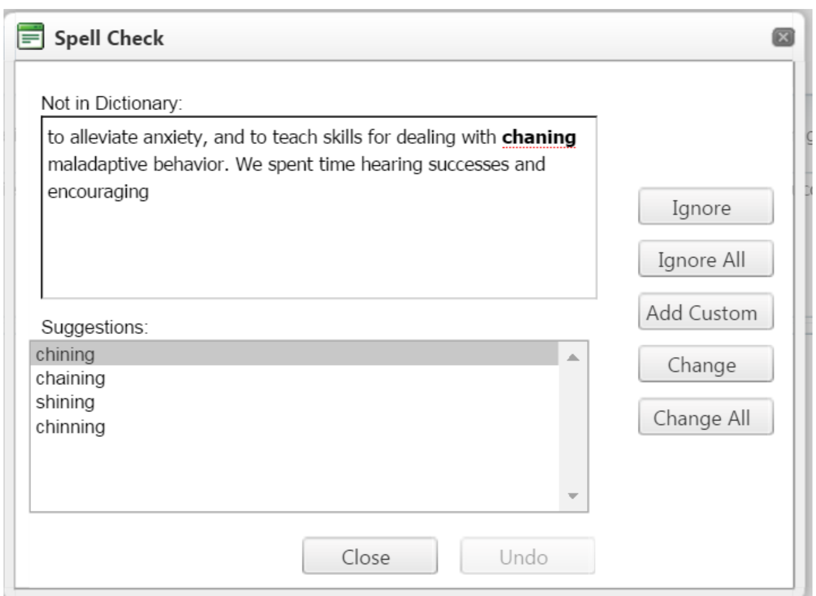
2. Click the **spell check** 

icon in the task bar.

   Spell Check searches all comment fields.

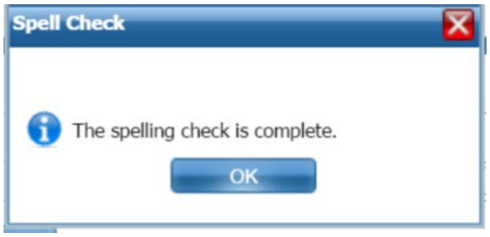
   If a misspelled word is found, the *Spell Check* window is displayed.

3. Notice that the misspelled word is bolded and underlined with a red dotted line in the *Not in Dictionary* pan. Suggestions for correct spellings are listed in the *Suggestions* panel. View field definitions.



-or-

If the *Spell check is complete* window is displayed, the spell check is complete.

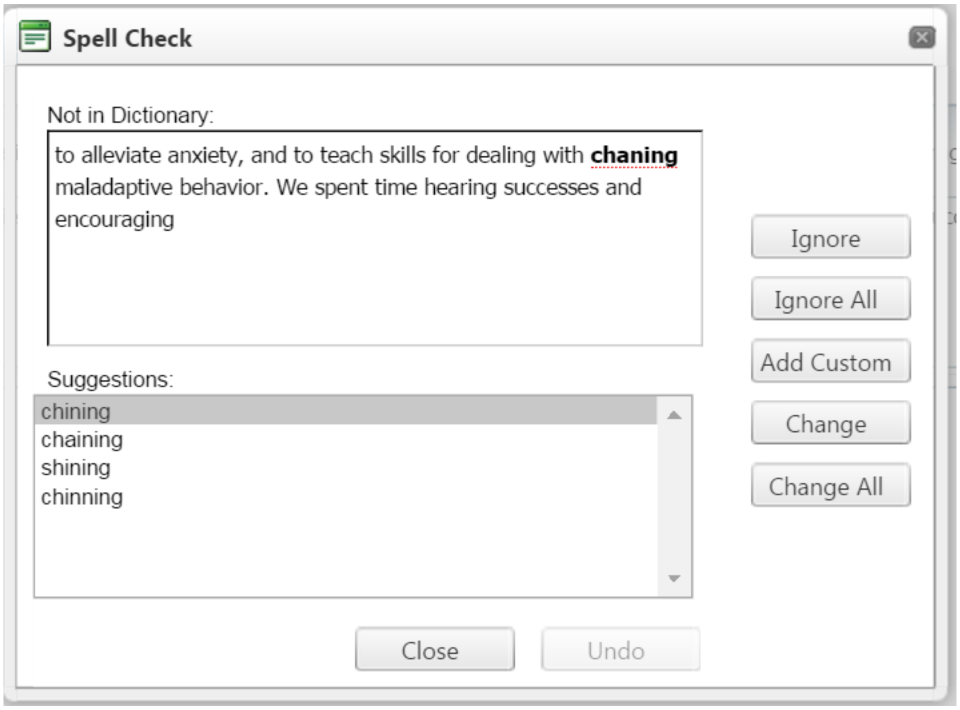


4. Click the **Yes** button in the *Spell check is complete* window.

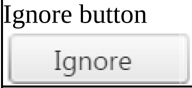
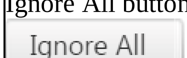
   The page you started the *Spell Check* from is displayed.

Why can't I access these screens?

Spell Check Window Field Definitions



An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Not in Dictionary	
<text>	Displays the text that contains a misspelled word(s). The first misspelled word is bolded and underlined with a red dotted line.
Suggestions	
Word list	Words suggested by *Spell Check* to replace and correct the misspelled word. If no suggestions are listed, place your cursor in the misspelled word in the *Not in Dictionary* panel and correct the spelling. Click the **Change** or **Change All** button to correct the spelling.
Buttons	
Ignore button 	Click the **Ignore** button to accept the spelling as it is shown in the comment field. Spell check displays and highlights the next misspelled word, if there are any.
Ignore All button 	Click the **Ignore All** button to accept all incidents of the currently highlighted misspelled words as shown in the comment field.
Add Custom button 	Click the **Add Custom** button to add the word to the system dictionary. If you add the word with its shown spelling, it will not no longer be shown as a misspelled word. Use this function for words, such as brand name words, or commonly used abbreviations in your facility. By adding these custom words, they will no longer be shown as misspelled.

	When you click the *Add Custom* button, a message window asks if you want to add the word to the dictionary. Click **Yes** to save the word.
Change button 	In the *Suggestions* panel, highlight the correctly spelled word and click the **Change** button. The next misspelled word is displayed and highlighted in the *Not in Dictionary* panel.
Change All button 	In the *Suggestions* panel, highlight the correctly spelled word and click the **Change All** button to correct all instances of this same misspelled word. The next misspelled word is displayed and highlighted in the *Not in Dictionary* panel.
Close button 	When you have finished correcting misspelled words, click the **Close** button. The *Spell Check Complete* window is displayed if all misspelled words have been corrected or ignored.
Undo button 	Click the **Undo** button to undo the last action that you took in the *Spell Check* window.

Filter a List Page

A list page displays a list of all the content categories on the page. Using the filters you can narrow the list of information that you view. The filters vary depending on the content of the list.

1. Follow a path from a banner selection to display a list page.

   The list page is displayed

2. In the drop-down lists in the *Filter* box, select the items in each drop-down list to limit what is displayed on the page.

3. Click the **Apply Filter** button.

   Note: The filter that you apply to that page remains until you change the filters and click the *Apply Filter* button again.

4. When the list is displayed, click on a **hyperlinked item** to view the detail page for that item.

Why Can't I Access a Screen?

You can only access screens that your user sign on has been granted access to. This property is referred to as *Permissions*. Use the table below to find the screen you need access to and determine the Permissions that are needed. To solve this, you need to discuss this issue with your system administrator to have the Permissions changed.

To access *Permissions:*

1. Follow this path: **Administration ▸ User/Role Setup ▸ Role Definition.**

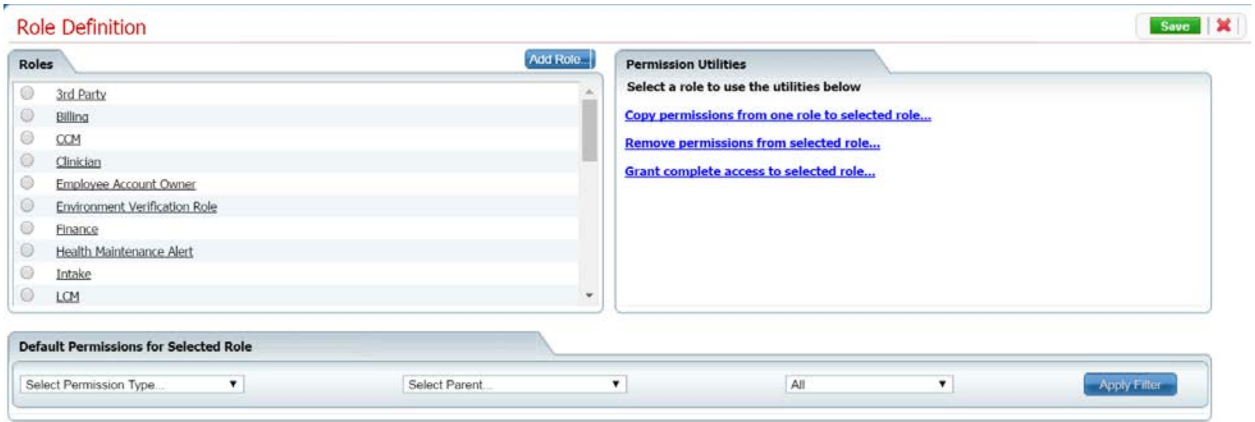
   The *Role Definition* page is displayed. View field definitions.

From the *Permissions* page, you can:

Determine Which Permissions Are Needed for the Payments/Adjustments Pages

Permission Type	Parent	Permission Item
Screen (New Mode)	Payment/Adjustment Details	Delete
Screen (New Mode)	Payment/Adjustment Details	New
Screen (New Mode)	Payment/Adjustment Details	Save
Screen (New Mode)	Payments/Adjustments	Button_ElectronicRemittance
Screen (New Mode)	Payments/Adjustments	Export
Screen (New Mode)	Payments/Adjustments	New
Screen (Upload Mode)	Payment/Adjustment Details	Delete
Screen (Upload Mode)	Payment/Adjustment Details	New
Screen (Upload Mode)	Payment/Adjustment Details	Save
Screen (Upload Mode)	Payments/Adjustments	Button_ElectronicRemittance
Screen (Upload Mode)	Payments/Adjustments	Export
Screen (Upload Mode)	Payments/Adjustments	New
Screens	My Client	Payment/Adjustments Details

Role Definitions Page Field Definitions



An asterisk (*) following the field name indicates a *Required* field in the Core SmartCare system. Your system may have been customized to require additional fields.

Field	Description
Roles	
Roles	All roles defined in the system. A role defines a collection of permissions to make it eas member who will use the system. Permissions are assigned to staff to give them permiss windows in SmartCare.
Add Role 	Click the **Add Role** button to add a new role to the system and assign permissions to that role.
Default Permissions for Selected Role	
Select Permission Type	Use this drop down list to display one permission type for the selected role.
Select Parent	Use this drop down list to select a specific parent type to view.
All	Use this drop down list to select to view all permissions, Granted permissions or Denied permiss
Permission Utilities	
Selected Role	This field appears if you have selected a role in the *Roles* section.
Copy permissions from one role to selected role	Click the **hyperlink** to copy permissions set up for one role to the Selected Role. When you clic from the role you select in the *Copy Permission from...* drop down list. However, If there are per these permission are **not** overridden.
Remove permissions from selected role	Use this option to remove all permissions from the selected role.
Grant complete access to the selected role	Use this option to grant all permissions in the system to the selected role.