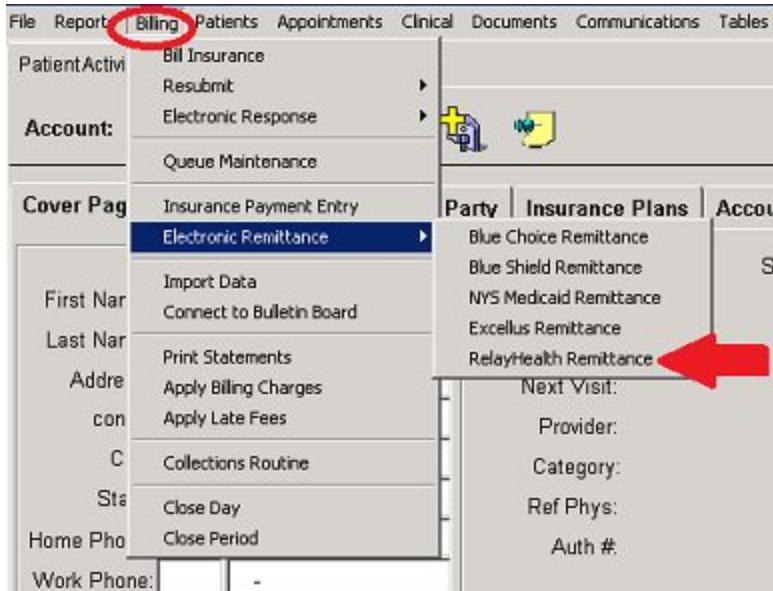


Insurance Payment Posting

1. Downloading Electronic Files from Relay
2. Posting Electronic Remittances
3. Posting Paper Remittances

1. Downloading Electronic Files from Relay.

From Toolbar, choose Billing, Electronic Remittance, RelayHealth Remittance.



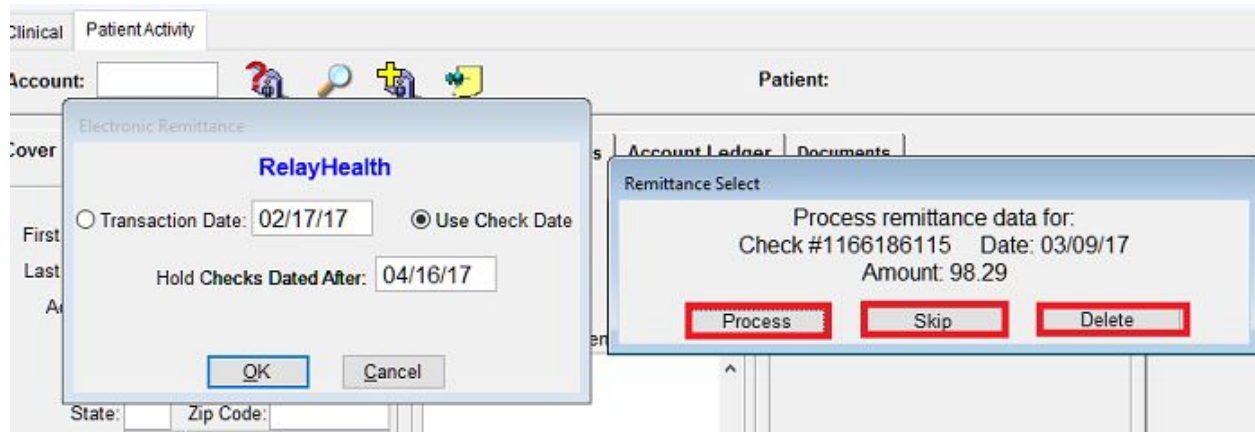
In **Electronic Remittance** window, choose desired date range. Choose posting by transaction date or check date. Whichever one you choose, this should be how you will consistently do it each time. OK.



Transaction Date: Date you are processing the remittance.

Check Date: Date on remittance/check.

System will retrieve remittances from Relay and a **Remittance Select** window will open.



You may choose to **Process**, **Skip** or **Delete** each remittance.

Each remittance will show Check #, Date and Amount.

Process: See below

Skip: Choose not to process at this time

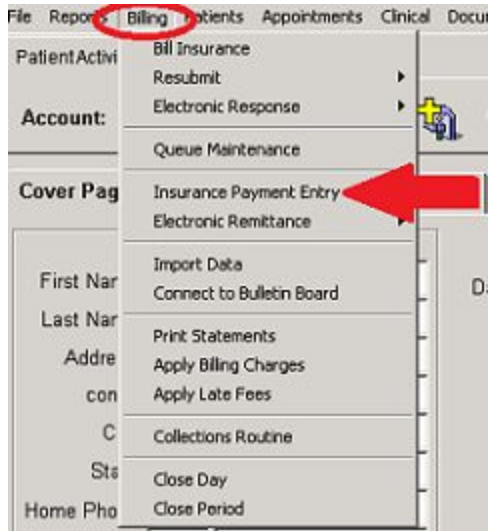
Delete: Permanently remove from process queue. (For example, a duplicate remittance.)

2. Processing/Posting Electronic Remittance.

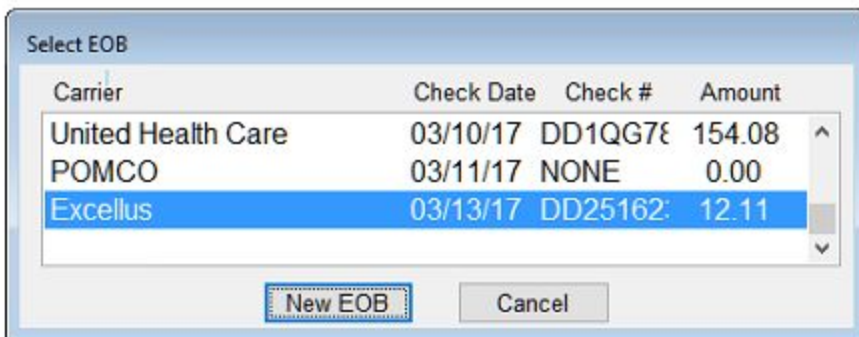
Click **Process** to post.

After processing, you may now balance remittances and review denials.

Go to Billing, Insurance Payment Entry.



From **Select EOB** window, click on which remittance you want to review.



Check details populate across the top. Click on patient name along left side to bring up details of individual claims. Total applied should always equal check amount at the top. The five buttons circled on the right allow further action or access to details on the claim. Click on **Select EOB** at the bottom to bring you back to the Select EOB window.

Clinical PatientActivity Insurance Payments

Carrier: **AETNA** Date: 03/08/201 Check #: 030317 Amount: **60.00** Pay Code: AEP

Patient	Account #	Claim #	Payment
Ch	146	184734	60.00

Charge: **117.15** Primary: Aetna
 Ins Bal: **0.00** Secondary: none
 Pat Bal: **0.00** Tertiary: none

Remittance

Co-Payment:	10.00
Disallowed:	47.15
Risk Withheld:	0.00
Net Payment:	60.00

Bill Ins
 Write-Off
 Bill Patient
 Claim
 Billing Note

Total Applied: **60.00**

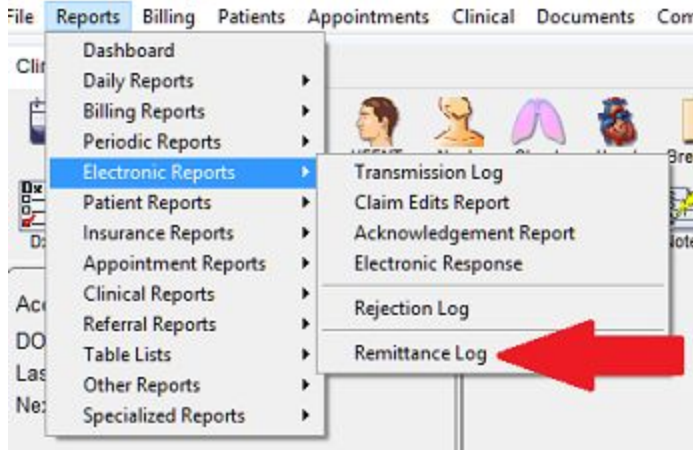
Date	Proc	Charge	Allowed	Deduct	Disallowed	Reason	Net Pay
02/22/17	99213	117.15	53.75	53.75	63.40	Charge exceeds fee schedule/maximu	0.00
02/27/17	99213	117.15	71.22	0.00	47.15	Charge exceeds fee schedule/maximu	60.00

Add Claim Delete Claim New EOB **Select EOB** Print EOB Exit

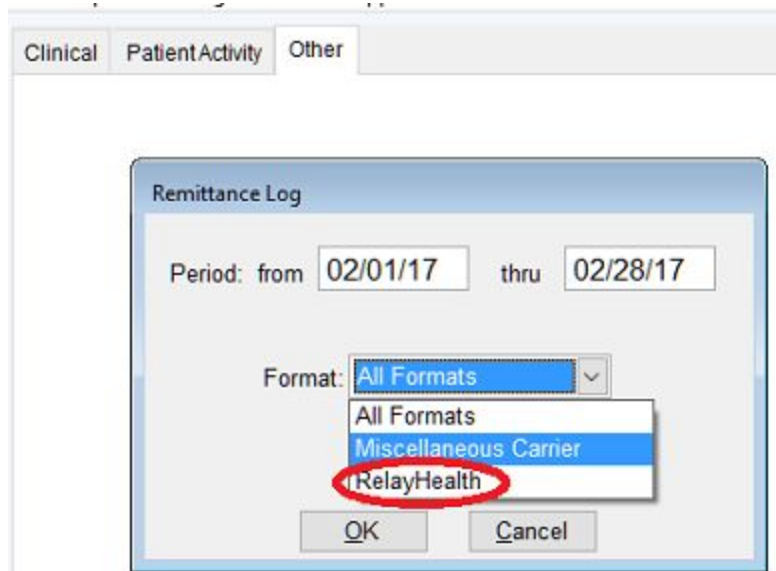
The magnifying glass icon, after the patient' name, takes you to the Patient Activity screen.

Remittance Log: Per your office policy, you may print the Remittance Log to see what the system has posted and/or what has not been reconciled.

Reports, Electronic Reports, Remittance Log.



Enter desired date range. Choose **RelayHealth** for drop down box. OK

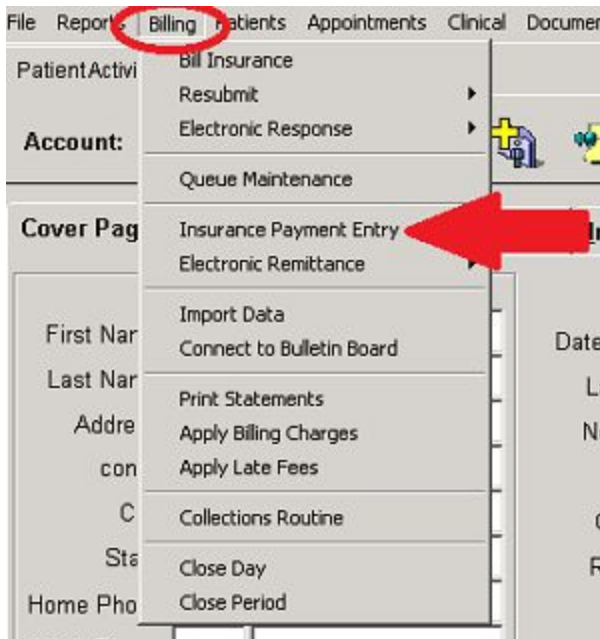


Example of the Remittance Log:

Remittance Log								
Patient	Account	Claim #	Deductible	Disallowed	Write-Off	Risk	Pat Billed	Payment
Format: RelayHealth			Check #2017012610			Date: 02/04/17		
Remittance Actions								
C	Barbra	4857-00	184104	01/24/17				
	Payment applied							57.16
	Disallowed amount written off				44.99			
R	Richard	1747-00	183429	12/14/16				
	Payment applied							154.11
	*** Charge(s) denied - review claim ***							
W:	Ethel	973-00	184100	01/24/17				
	Payment applied							91.47
	Disallowed amount written off				71.81			
Totals					116.80			302.74

3. Posting Paper Remittance

From Billing tab, click on **Insurance Payment Entry**.



From **Select Claim** window, enter patient account # or search by name. Choose correct Claim # from drop down list.

The screenshot shows a software window titled "Select Claim". At the top, there is a text field for "Account:" containing the number "10728" (highlighted with a red box), followed by a text field containing "R" and another text field containing ", Amy". Below this is a table with columns "Date", "Claim #", and "Ins Balance". The first row of the table is highlighted in blue and has a dropdown arrow on its right side (also highlighted with a red box). The dropdown menu is open, showing the same row selected. Below the table, there are labels for "Co-Pa", "Disal", and "Risk Wit" with corresponding input fields.

Claim #:	Date	Claim #	Ins Balance
	03/01/17	215001	74.35
	03/04/16	205259	0.00
	02/05/16	205931	0.00
	03/15/16	206258	0.00
	05/31/16	208536	0.00
	09/06/16	211214	0.00
	03/01/17	215001	74.35
	03/13/17	215270	0.00

