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Policy: Billing Office Procedures

This policy is to ensure that proper billing of the office visits and other procedures done in office setting are done properly:

STEP 1

Before starting entry of any charges please make sure to create a batch for all unapplied payments:

- Go to **Posting** Icon in Nextgen Bar which will bring up **Batch Posting** Screen
- Click on small **Bule Notepad** looking window and scroll to **New** than **Batch**
- **Batch Maintanance** screen opens
- In **Unassigned** box please enter "Unapplied and current date in this format" 00/00/0000" (example Unapplied 07212014) than click OK
- This brings up **Batch Posting** Window in which all batches are listed
- Find your newly created batch and click on it to highlight it in blue
- Then right click on it, go down to "**Set as Active Batch**" which puts green check mark to the left of the batch meaning that it was activated to accept transactions
- Click **Close**

STEP 2

- Go to **File** – **Processes** – **Pending Charges**
- **Process Pending Charges** screen pops up
- Do not enter anything into the search windows just click **Find**
- This operation brings up all charges that had been submitted by Dr Reddy from HER
- Make sure to remove checkmarks under
- Double click on the first person in the list which will bring that patient **Chart** up

- **Alerts** Box will pop up. Please make sure that you read the alerts since they might pertain to billing however if they are not they can be closed at any time
- Patient **Chart** is opened up with all **Encounters** for particular patient. Only one of the encounters in highlighted in blue which is the one that has pending charges from EHR
- Go to Charges icon at the top (orange notepad icon) which will bring Nextgen message up "**One or more charges had been pre-loaded as a result of the creation of EHR patients procedures. Do you accept the pre-loaded charge."**
- At this point after verification of coding you have an option to either accept the charge of reject it.
- If you click **Yes** you accepted all listed charges. System will ask you if you would like "Would you like to utilize $_ credit for this encounter". If you have unapplied batch activated you can click yes which will bring any payments made by patient into this encounter. Be careful as mistakes are happening and account payments are posted fully to encounters which will result in a credit that will have to be transferred to different encounters.
- If you click **No** you rejected the charge which will no longer pop up for acceptance. You will than have to manually input your charges.
- If you click **Cancel** the **Alerts** box pops up again and you still have pending charges to accept.
- If you accepted the charges after making sure that coding was verified based on the insurance click on EHR Icon at the top of the Tool bar
- This will take you directly to pt chart in EHR
- Click either on Dr Reddy note and scroll down to Orders to see if any additional testing such as EKG, Holter, Pacemaker Check, Echocardiogram, Stress Echo or MPSS was done so you can add CPT codes manually to the rest of the same day billing in EPM