

ABACUS eOHI Discovery

23 February 2021 0800 – 0900 EST
25 February 2021 1400 – 1500 EST

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- Overview
- Purpose
- Navigating in ABACUS
- OHI Discovery
- OHI Discovery Reports
- Patient Demographics & OHI
- OHI Discovery Workflow
- Resources

- Other Health Insurance (OHI) Discovery is a reporting program designed to provide visibility and analysis on insurance coverage located by ABACUS.
- OHI Discovery searches for patients that meet the following criteria:
 - Patient is in a Line of Business billable to a third-party insurer
 - Patient has a transaction in ABACUS
 - Patient does not have current insurance loaded into ABACUS
- OHI Discovery will search two weeks worth of patient transactions that are 21 days or older
 - The 21-day window allows time for staff to enter OHI information

- OHI Discovery steps:
 - A search file is generated which contains all the necessary information for the OHI search to be conducted and validated
 - The search file is securely transferred to the clearinghouse for OHI Discovery.
 - OHI hits are validated and returned to ABACUS.
 - Hits are loaded and can be accessed by OHI personnel to update ABACUS, CHCS or MHS GENESIS
 - The response file containing the OHI Discovery hits can be exported into Excel for loading into CHCS and MHS GENESIS
 - For legacy MTFs, CHCS triggers the OHI to be loaded to ABACUS via the daily loaders
 - For MHS GENESIS sites, information is added manually to both MHS GENESIS and ABACUS
 - The patient master record will be marked with the date of search and the date of discovered OHI



Increase Collections



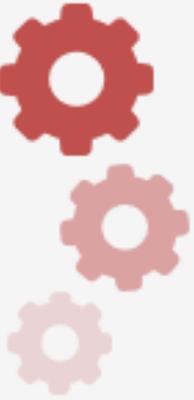
Increase \$ Opportunities

Higher OHI Rate

Future Billable Encounters



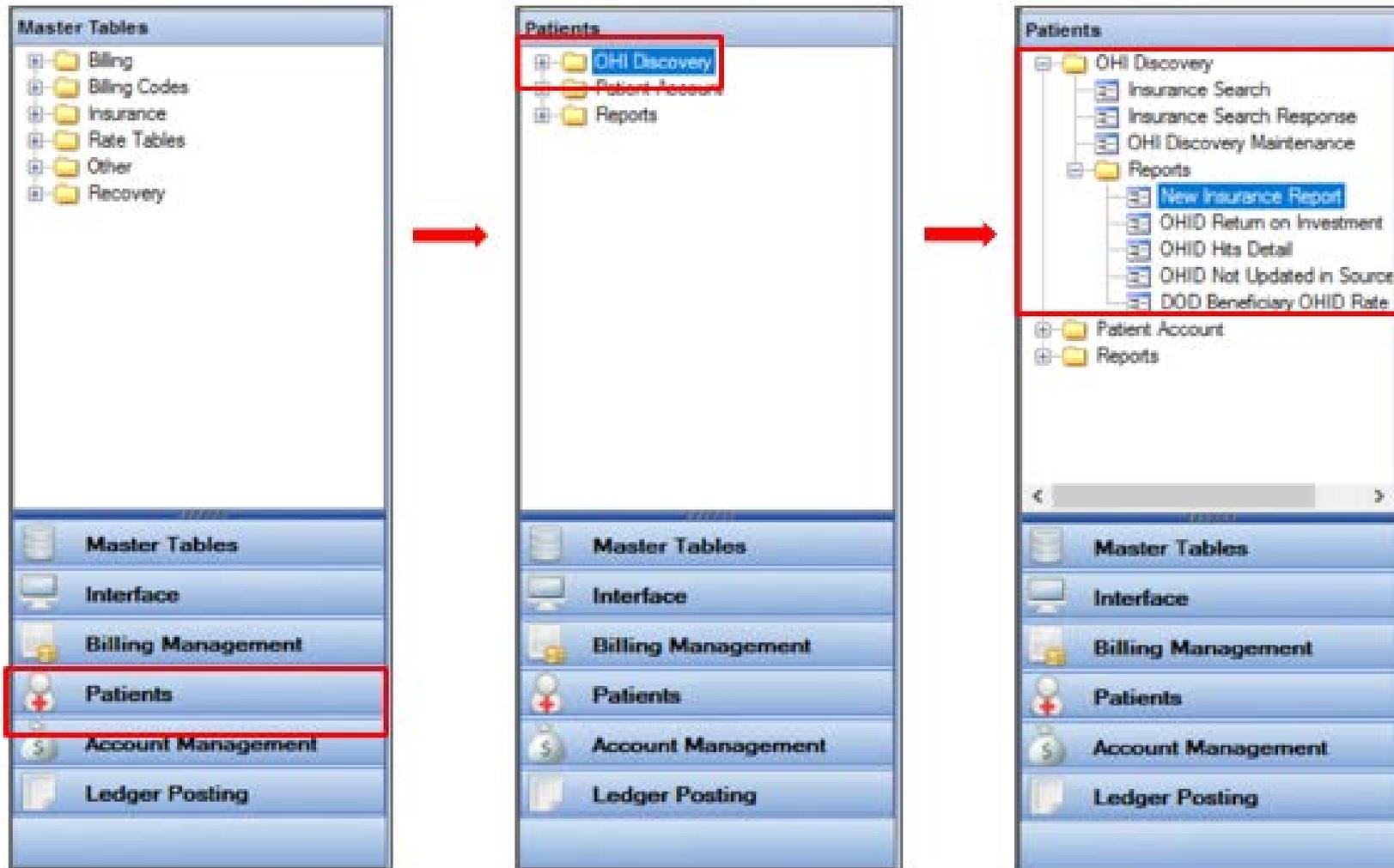
Maximize Business Capture Efficiencies

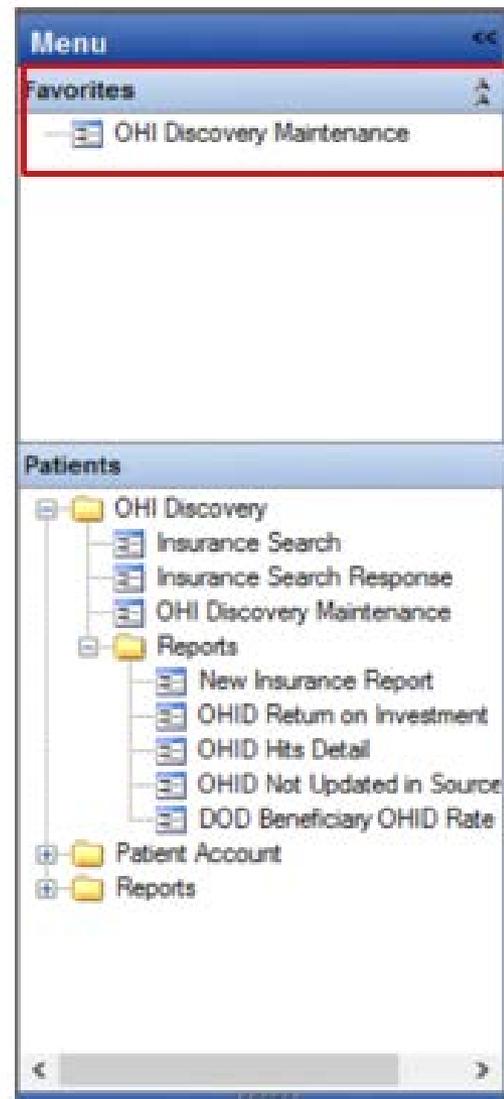
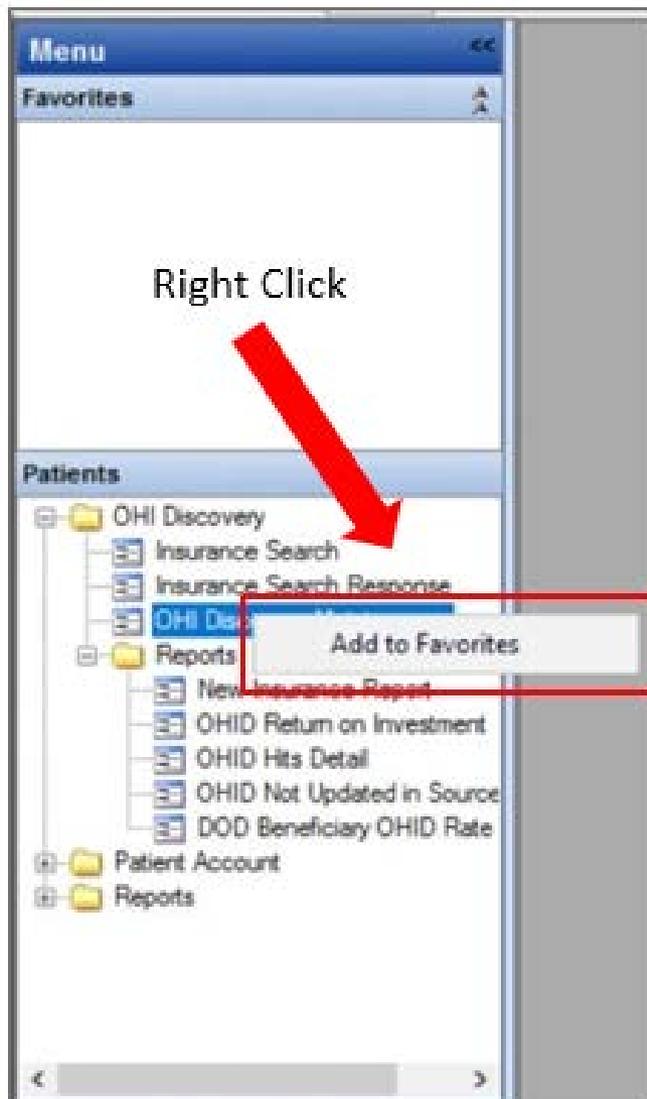


Decrease Cost of Manual OHI Searches

Productivity and Resource Utilization

ABACUS > Patients > OHI Discovery





ABACUS > Patients > OHI Discovery > Insurance Search

Patients

- [-] OHI Discovery
 - [-] Insurance Search ←
 - [-] Insurance Search Response
 - [-] OHI Discovery Maintenance
- [+] Reports
- [+] Patient Account
- [+] Reports

- Master Tables
- Interface
- Billing Management
- Patients
- Account Management
- Ledger Posting

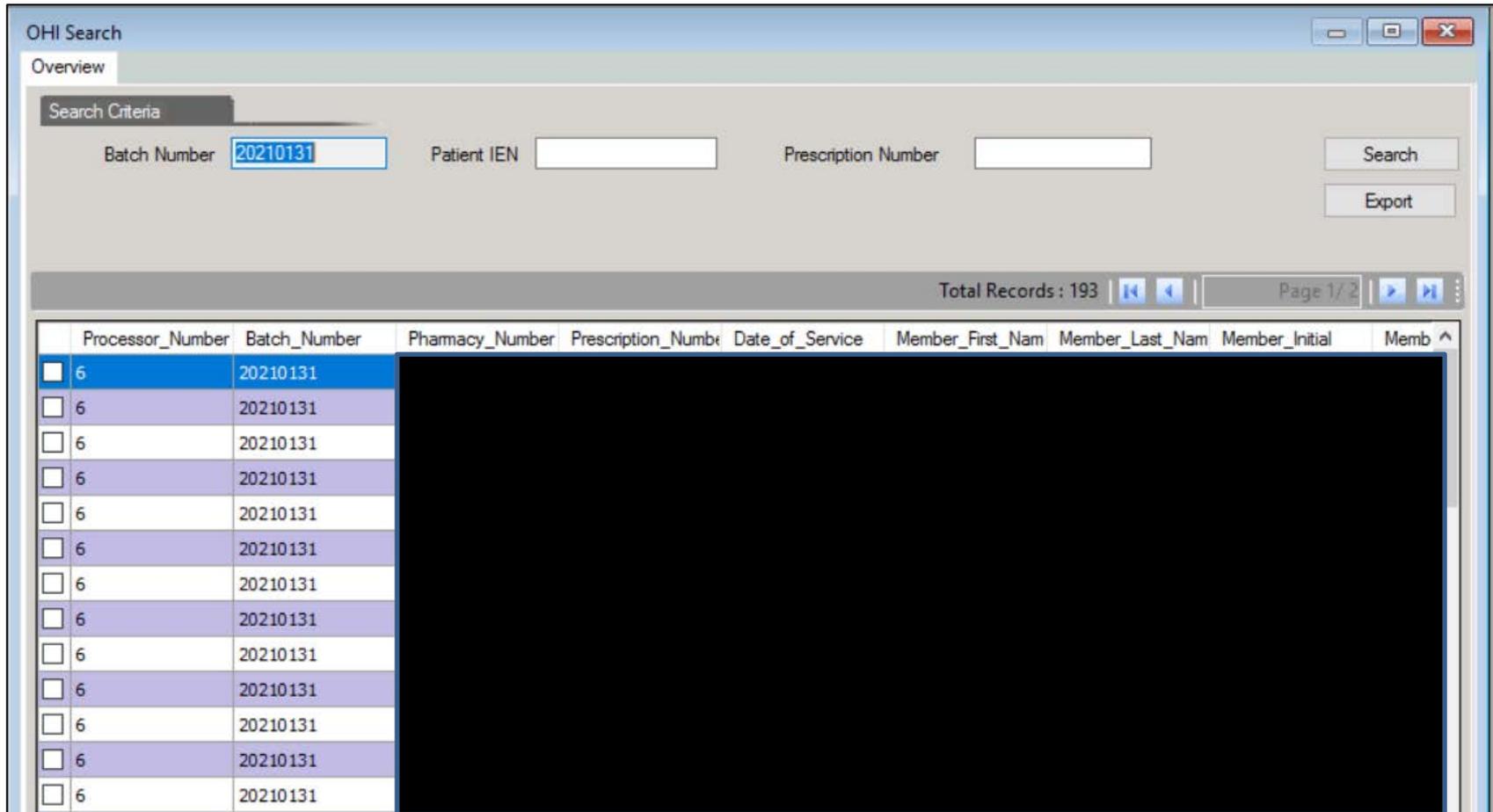
Insurance Search

Batch Number Search Date Search View All

Total Records : 108 Page 1/2

Batch Number	Search Date	Number of Searches	Number of RX Hits	Number of MD Hits
20210131	1/31/2021 4:00 PM	193		
20210117	1/17/2021 4:00 PM	311		
20210103	1/3/2021 4:00 PM	336	2	2
20201220	12/20/2020 4:00 PM	299	4	3
20201206	12/6/2020 4:00 PM	311	3	3
20201122	11/22/2020 4:00 PM	282	6	5
20201108	11/8/2020 4:00 PM	347	10	10
20201025	10/25/2020 4:00 PM	277	6	5
20201011	10/11/2020 4:00 PM	296	7	7
20200927	9/27/2020 4:00 PM	240	6	6
20200913	9/13/2020 4:00 PM	291	4	4
20200830	8/30/2020 4:00 PM	271	16	16
20200816	8/16/2020 4:00 PM	242	9	8
20200802	8/2/2020 4:00 PM	252	7	4
20200719	7/19/2020 4:00 PM	256	5	4
20200705	7/5/2020 4:00 PM	234	3	2
20200621	6/21/2020 4:00 PM	214	12	11
20200607	6/7/2020 4:00 PM	167	4	4
20200524	5/24/2020 4:00 PM	193	5	5
20200510	5/10/2020 4:00 PM	201	5	5
20200426	4/26/2020 4:00 PM	257	8	7
20200412	4/12/2020 4:00 PM	384	13	11

ABACUS > Patients > OHI Discovery > Insurance Search



OHI Search

Overview

Search Criteria

Batch Number Patient IEN Prescription Number

Total Records : 193 | Page 1 / 2

Processor_Number	Batch_Number	Pharmacy_Number	Prescription_Number	Date_of_Service	Member_First_Nam	Member_Last_Nam	Member_Initial	Memb
<input checked="" type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						

ABACUS > Patients > OHI Discovery > Insurance Search

User Functionality

- Users can review this table to monitor and track Batch Numbers. The Batch Numbers display the search dates assigned to them as well as the number of Hits being returned to each batch.
- This table does not need to be monitored daily.



ABACUS > Patients > OHI Discovery > Insurance Search Response

Patients

- [-] OHI Discovery
 - [-] Insurance Search
 - [-] Insurance Search Response**
 - [-] OHI Discovery Maintenance
- [+] Reports
- [+] Patient Account
- [+] Reports

Master Tables

Interface

Billing Management

Patients

Account Management

Ledger Posting

Insurance Search Response

Response ID Load Date

Search View All

Total Records : 446 Page 1 / 5

Response ID	Date Loaded	Number of RX Hits	Number of MD Hits
31457	3/22/2016 12:39 PM	42	42
31742	3/25/2016 11:04 AM	11	11
31984	4/1/2016 4:29 PM	31	31
32319	4/8/2016 2:00 AM	34	32
33553	5/3/2016 12:38 PM	94	30
36465	7/4/2016 2:02 AM	70	45
40311	9/23/2016 2:01 AM	5	5
40645	9/30/2016 2:01 AM	6	6
40965	10/7/2016 2:01 AM	3	2
40965	10/7/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	2	2
41303	10/14/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	17	17
41619	10/21/2016 2:01 AM	1	1
41619	10/21/2016 2:01 AM	12	12
41947	10/28/2016 2:01 AM	2	2
41947	10/28/2016 2:01 AM	2	2
42220	11/4/2016 1:59 AM	1	0
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	1	1
42617	11/11/2016 2:01 AM	1	1



ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview

Search Criteria

Response ID Patient IEN Prescription Number

Total Records : 42 | Page 1 / 1

	File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified	Response ID
<input type="checkbox"/>	N29_3_14	20160314				2/12/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/2/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/9/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				7/10/2015	31457
<input type="checkbox"/>	N29_3_14	20160314				1/28/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/4/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				10/23/2015	31457
<input type="checkbox"/>	N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/>	N29_3_14	20160314				2/15/2016	31457

ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview Details

General Information

Reference Number: 58913504 Verified By: Becky Gomez Verification Complete: 03/17/2016

File Identifier: Benefit_Recovery_Response_20160315010149.txt File Name Key: K29_3_14

Patient Demographics

Patient Last Name: [REDACTED] Patient First Name: [REDACTED] Patient Middle Name: D

Patient Address 1: [REDACTED]

Patient Address 2: [REDACTED]

Patient City: [REDACTED] Patient State: [REDACTED] Patient Zip: [REDACTED]

Patient Gender: [REDACTED] Patient DOB: [REDACTED] Patient SSN: [REDACTED]

Date of Service: [REDACTED] Patient IEN: [REDACTED]

Medical Coverage

Carrier ID: MAIKY0032 Policy IEN: [REDACTED] Insurance Identifier: Primary

Policy Holder FMP Code: 30 Policy Holder Associated Code: Spouse

Coverage Type: [REDACTED] Carrier Name: MAIL HANDLERS Carrier Tel No: 8004107778

Policy Effect Date: 01/10/2016 Policy End Date: 12/31/2199 Group ID: [REDACTED]

Group Name: MAIL HANDLERS BENEFIT PLN/880800050177500 HIC Coverage Payer Type: B

Carrier Address 1: PO BOX 8402 Carrier City: [REDACTED]

Carrier Address 2: [REDACTED]

Carrier State: KY Carrier Zip: 40742 Policy Number: [REDACTED]

Policy Holder Name (Last, First): HYLTON CORA Policy Holder DOB: [REDACTED]

Address 1: [REDACTED] Policy Holder Gender: [REDACTED]

Address 2: [REDACTED]

ABACUS > Patients > OHI Discovery > Insurance Search Response

User Functionality

- Users can review this table to monitor and track the number of verified OHI policies returned to ABACUS. Users can view the details of the verified OHI to review what the ABACUS OHI Discovery team has already verified.
- This table can be monitored every Friday. Friday is the scheduled interval for the upload of response loads. If no new verified policies are ready for upload, it is possible that a response load is not received every Friday.



ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

Patients

- [-] OHI Discovery
 - [+] Insurance Search
 - [+] Insurance Search Response
 - [+] **OHI Discovery Maintenance**
 - [+] Reports
- [+] Patient Account
- [+] Reports

Master Tables

Interface

Billing Management

Patients

Account Management

Ledger Posting

OHI Discovery Maintenance

Overview

Search Criteria

Batch Number Patient IEN Prescription Number

Total Records : 4 | Page 1/1

File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified
<input checked="" type="checkbox"/> BRI_3_2	20150302	[REDACTED]	[REDACTED]	[REDACTED]	1/9/2015
<input type="checkbox"/> BRI_3_2	20150302	[REDACTED]	[REDACTED]	[REDACTED]	2/11/2015
<input type="checkbox"/> BRI_3_2	20150302	[REDACTED]	[REDACTED]	[REDACTED]	1/6/2015
<input type="checkbox"/> BRI_3_2	20150302	[REDACTED]	[REDACTED]	[REDACTED]	1/9/2015

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

OHI Discovery Maintenance

Overview
Details

Medical Coverage

Carrier ID ⓘ

Policy Holder FMP Code ⓘ

Coverage Type

Policy Effect Date / /

Group Name

Center Address 1

Center Address 2

Center State Center Zip

Policy Holder Name (Last, First)

Address 1

Address 2

City, St, Entry

Pol Holder SSN Zip

Status

Policy IEN ⓘ

Policy Holder Associated Code ⓘ

Carrier Name

Policy End Date / /

Insurance Identifier ⓘ

Carrier Tel No

Group ID

HIC Coverage Payer Type

Center City

Policy Number

Policy Holder DOB

Policy Holder Gender

Phone Number

Pharmacy Coverage

Carrier ID ⓘ

Policy Holder FMP Code ⓘ

Rx Group Plan Name

Rx Effective Date Rx Termination Date / /

Rx Name

Rx Address

Rx State Rx Zip

BIN Number PCN Number

Policy IEN ⓘ

Policy Holder Associated Code ⓘ

Insurance Identifier ⓘ

Rx Group Number

HIC Coverage Payer Type

Rx City

Rx Policy Number

Rx Phone

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

User Functionality

- Users can use this table to update OHI information for the discovered insurance policies as a result of the OHI Discovery process. The insurance information displayed in the Details screen can be used in order to update the information into the source system of record or into ABACUS directly. It is recommended that the information be updated into the source system, but should an immediate update be required for billing purposes, users have the option of updating directly into the **ABACUS Patient Demographics and OHI** table.
- This table can be monitored and worked through as frequently as the response files are received and as workload allows.



ABACUS > Patients > Patient Account > Patient Demographics and OHI

Patient Demographics and OHI

Overview

Patient SSN Patient Last Name Patient First Name
 OHI Search Date DMIS Code Patient IEN
 OHI Date From OHI Date To EDIPI
 Sponsor SSN Sponsor Last Name Sponsor First Name

Total Records: 12471 Page 1/125

Patient SSN	Patient Last Name	Patient First Name	Patient IEN	EDIPI	DMIS Code	Sponsor SSN	Sponsor Last Name	Sponsor First Name
999-99-0011	WINSTON990	GEORGE88	909090		0039	999-99-0011	WINSTON9000	GEORGE88
999-98-7897	THORNTON00	KHALID89	33531		0039	999-98-7897	THORNTON00	KHALID89
999-95-1951	DOE1	MIMI1	951951		0039	999-95-1951	DOE1	MIMI1
999-93-7921	HOLMES068	RENEE775	3388737		0039	999-93-7921	HOLMES068	RENEE775
999-93-5935	DOE1	DEAN1	935935		0039	999-93-5935	DOE1	DEAN1
999-93-1931	DOE1	ERIN1	139139		0039	999-93-1931	DOE1	ERIN1
999-93-1931	DOE1	BRAD1	931931		0039	999-93-1931	DOE1	BRAD1
999-92-6926	DOE1	HARRY1	926926		0039	999-92-6926	DOE1	HARRY1
999-92-5925	DOE1	JOEY1	925925		0039	999-92-5925	DOE1	JOEY1
999-92-0920	DOE1	MALRICE1	920920		0039	999-92-0920	DOE1	MALRICE1
999-91-3913	DOE1	STEVE1	913913		0039	999-91-3913	DOE1	STEVE1
999-88-8555	JACKSON01	JOSHUA01	900000000022		0039	999-88-8555	JACKSON01	JOSHUA01

ABACUS > Patients > Patient Account > Patient Demographics and OHI

Patient Demographics and OHI
_ □ ✕

Overview Details

Patient Details

Patient SSN: 990-04-9981 Patient IDN: 82707 Inactive

Patient Last Name: WYATT1 Patient First Name: ENRIQUE2 Middle Name:

Address 1: 85 COWLEY BOULEVARD

Address 2:

State: MN Country: City: COLORADO Zip: 61837

Zip Extn: Home Phone: 532-555-5358 DOB: 10/12/1918

Gender: Female Pat Cat: A47 Rank: FMP: 30

Form Location: Date filed out 2569: // Dual Eligible?

Remarks: Last OHI Search: //

Represented Country: EOPB: HODP Code: OHI Found Date: //

DEERS Check Date: // Patient Email:

[View Change Log](#)

Action

Send Card Send Letter

Sponsor Information Billed Entity Patient Employer

Sponsor Details

Sponsor SSN: 990-04-9981 Sponsor Last Name: WYATT1 Sponsor First Name: ENRIQUE2 JR Middle Name:

Address 1: 85 COWLEY BOULEVARD City, State, Country: COLORADO MN

Address 2: Zip, Extn, Phone: 61837 5325555358

Gender:

Patient is the Sponsor?

Other Info

CHCS Host DMIS: 0039

Medicare Coverage: AB

[Carrier Lookup](#)

[Facility History](#)

OHI Discovery

Last OHI Search: //

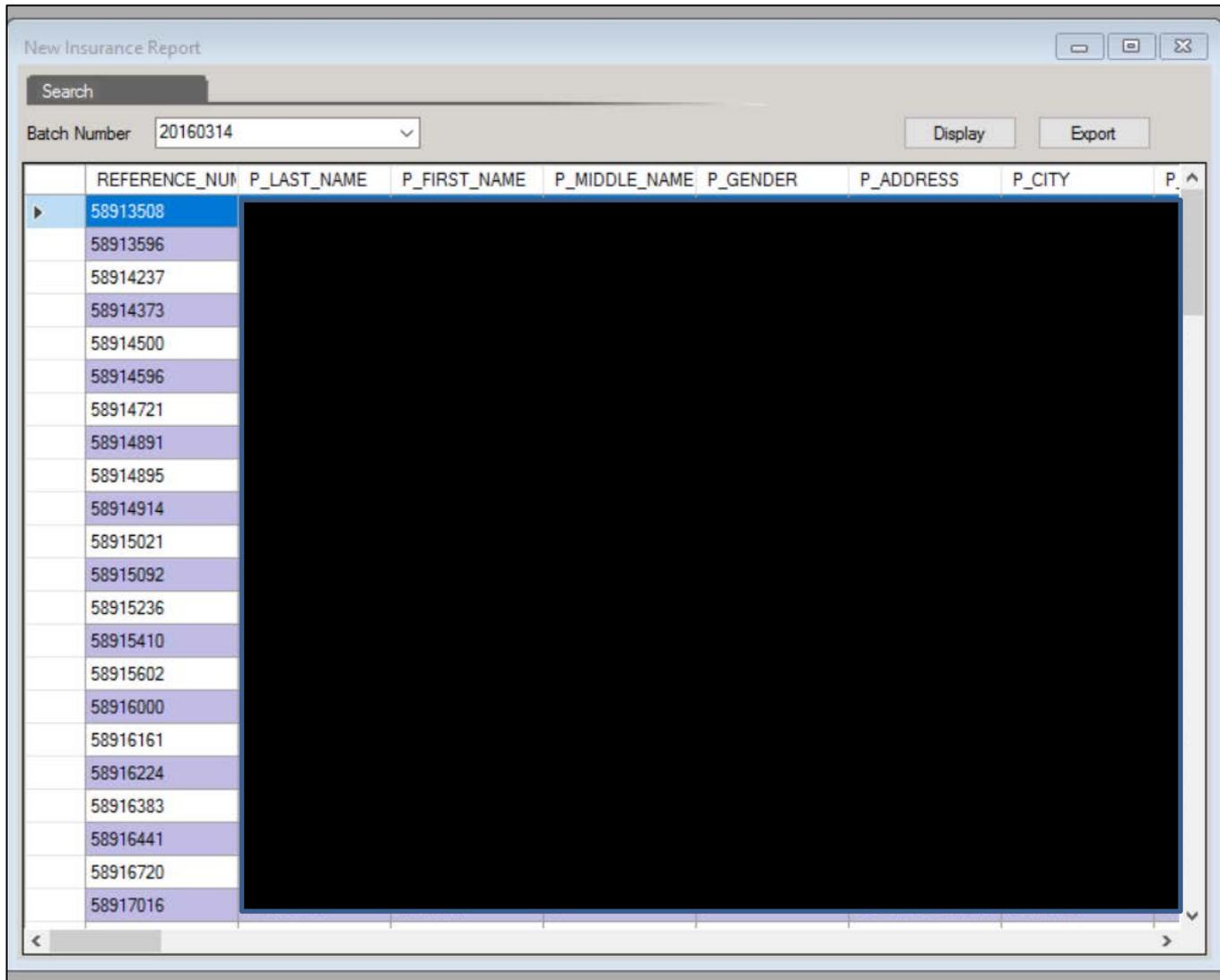
OHI Found Date: //

Medical Insurance Info Rx Coverage Info Attachments Command Interest Codes Notes Pre-Authorization Covered Members Info CARE/CAID Veterans Affairs

of 1 Include Non-Ranked

Insurance Type	Identifier	Policy No	Policy IDN	Carrier ID	Name	Effective Date	Termination Date	Status
Medical Only	Primary	R30315288	1	BCBFL0004	WYATT1, ENRIQUE2	01/01/1995		Active

ABACUS > Patients > OHI Discovery > Reports > New Insurance Report



New Insurance Report

Search

Batch Number: 20160314

Display Export

	REFERENCE_NUM	P_LAST_NAME	P_FIRST_NAME	P_MIDDLE_NAME	P_GENDER	P_ADDRESS	P_CITY	P
▶	58913508							
	58913596							
	58914237							
	58914373							
	58914500							
	58914596							
	58914721							
	58914891							
	58914895							
	58914914							
	58915021							
	58915092							
	58915236							
	58915410							
	58915602							
	58916000							
	58916161							
	58916224							
	58916383							
	58916441							
	58916720							
	58917016							



ABACUS > Patients > OHI Discovery > Reports > OHID Return on Investment

For Official Use Only

Uniform Business Office
OHI Discovery Return on Investment
WRNMMC
MSA55-IN,MSA55-OUT,MSA14-IN,MSA14-OUT,MSA13-IN,MSA13-OUT,MSA11-IN,MSA11-OUT,MSA12-IN,
2/1/2021 thru 2/28/2021

LOB	Total No of Claims	Paid Claims	Not Paid Claims	Open Claims	Total Billed	Total Collected	No of OHI Discovered Policies
TPC1-IN							
TPC1-IN	1	0	0	1	\$71,886.90	\$0.00	1
TPC1-IN Totals	1	0	0	1	\$71,886.90	\$0.00	1
TPC2-OUT							
TPC2-OUT	150	0	0	150	\$16,293.89	\$0.00	83
TPC2-OUT Totals	150	0	0	150	\$16,293.89	\$0.00	83
Totals:	151	0	0	151	\$88,180.79	\$0.00	84



ABACUS > Patients > OHI Discovery > Reports > OHID Hits Detail

For Official Use Only

Uniform Business Office
OHI Discovered Hits Detail
WRNMMC
1/1/2021 thru 2/28/2021

Billing DMIS	Batch Date	OHI Searches	Total Policies	RX Policies	Medical Policies	Hit Rate
0067	20210117	311				
0067	20210103	336	4	2	2	1.19
0067	20210131	193				
Totals		840	4	2	2	0.48



OHI Discovery Not Updated in Source System

ABACUS > Patients > OHI Discovery > Reports > OHID Not Updated in Source System

For Official Use Only

Uniform Business Office
OHI Discovery Not Updated in Source System
WRNMMC
2/1/2021 thru 2/28/2021

Patient Last Name	Patient First Name	DOB	Last 4 SSN	Patient IEN	PATCAT	Carrier Name	OHID Export Date	IN TYPE
						CAREFIRST BCBS MD	02/05/2021	MEDICAL
						CAREMARK	02/05/2021	PHARMACY
						BCBS GEORGIA	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CIGNAHEALTHCARE	02/05/2021	MEDICAL
						DSTPSVRX	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						AETNA- TX	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CAREFIRST BCBS FED MD	02/05/2021	MEDICAL
						CAREMARK CAREFIRST MD	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CIGNA	02/05/2021	MEDICAL
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CAREFIRST BCBS MD	04/24/2020	MEDICAL
						CAREFIRST BCBS MD	02/05/2021	MEDICAL
CAREMARK	04/24/2020	PHARMACY						

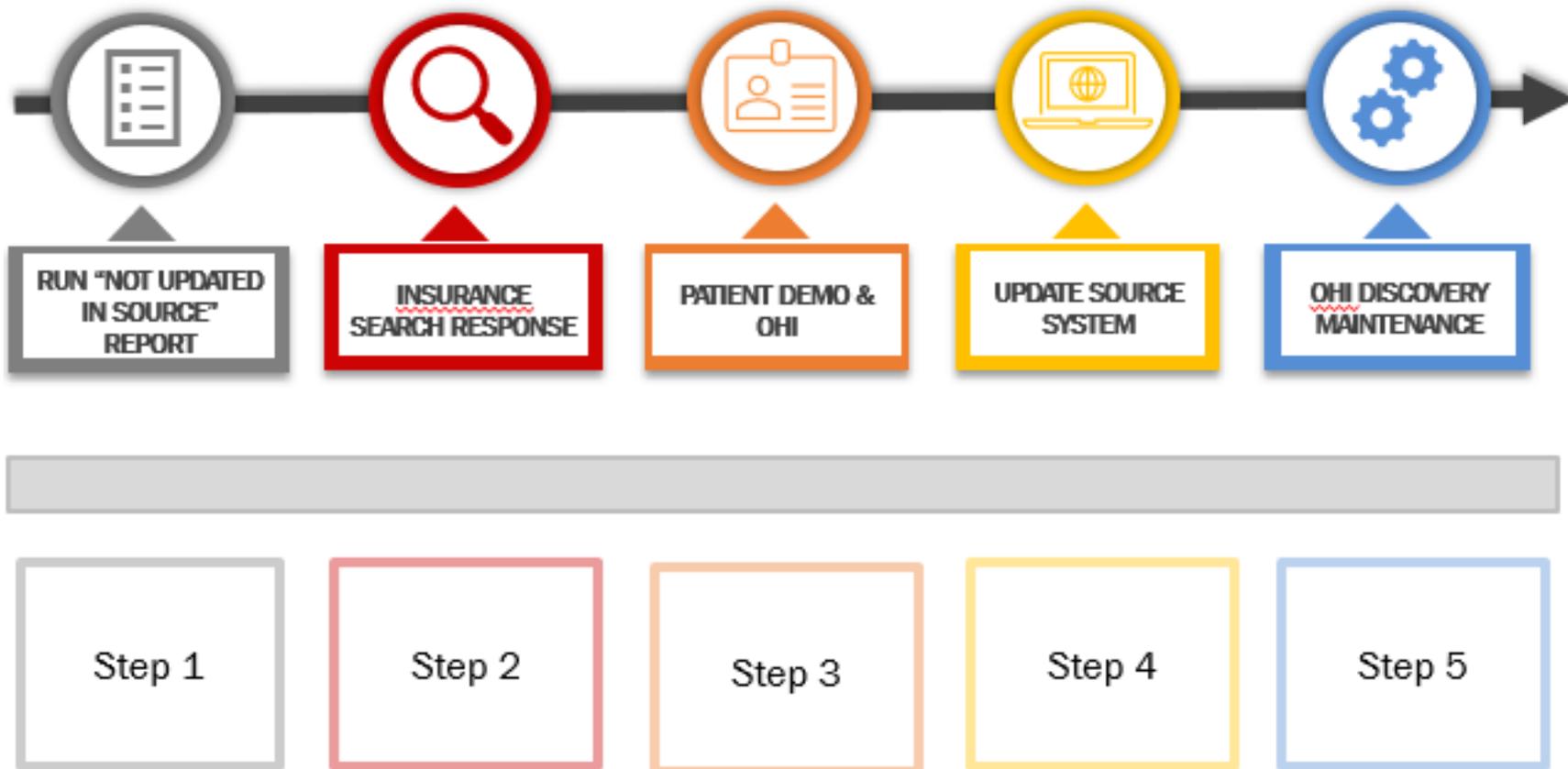


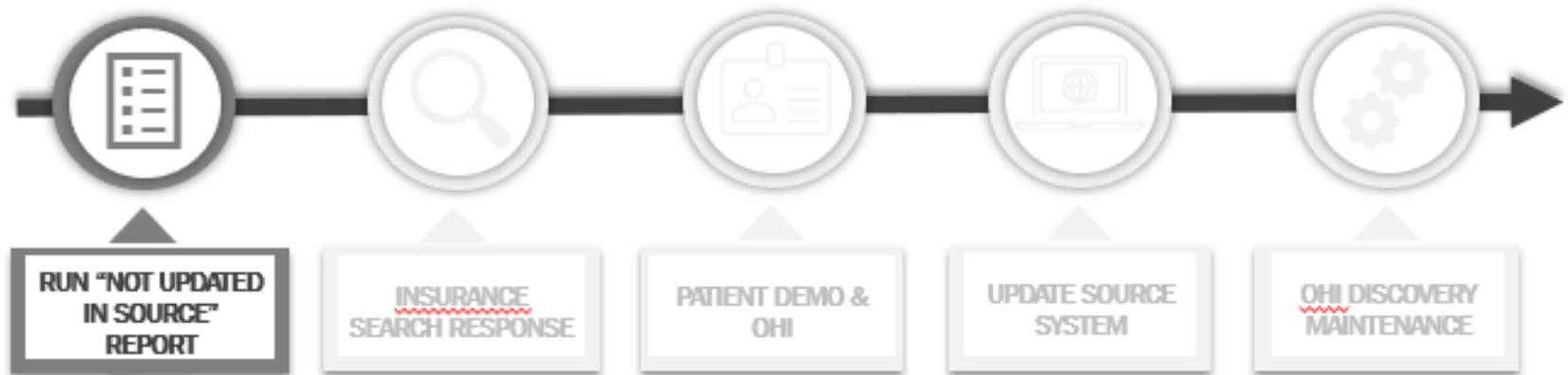
ABACUS > Patients > OHI Discovery > Reports > DoD Beneficiary OHID Rate

For Official Use Only

Uniform Business Office
DOD Beneficiary OHI Rate
WRNMMC
2/1/2021 thru 2/28/2021

DOD Beneficiaries With OHI	DOD Beneficiaries Without OHI	Total DOD Beneficiaries	DoD Beneficiary with OHI Rate
822	12,739	13,561	6.06
822	12,739	13,561	6.06





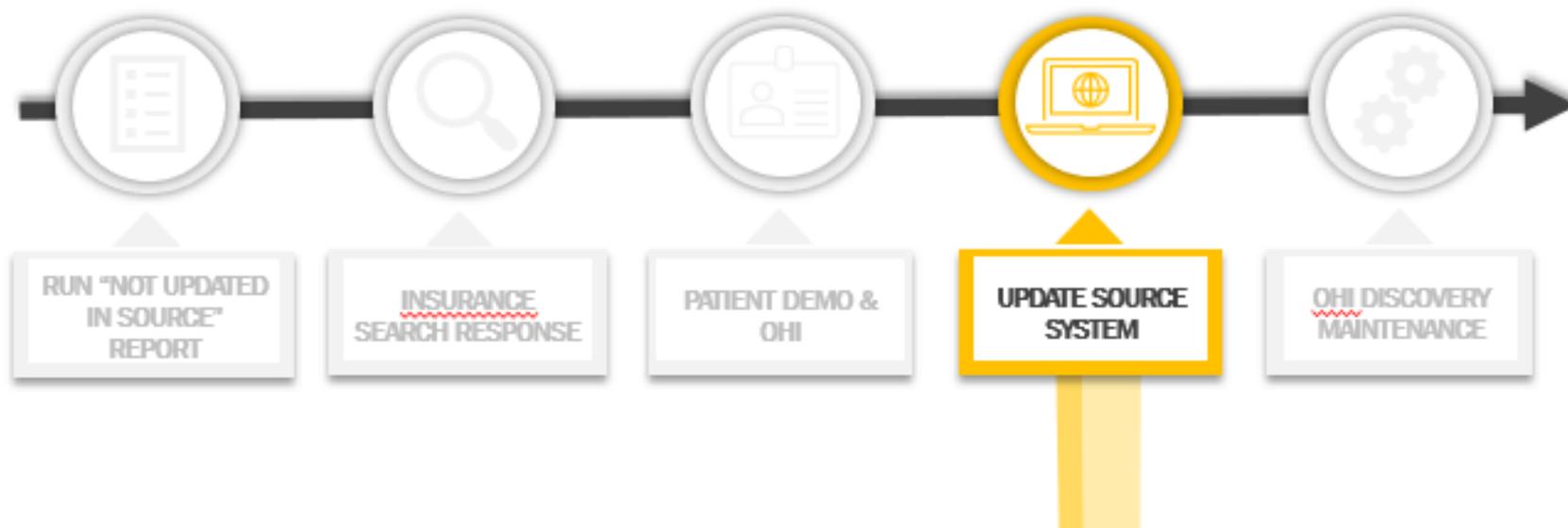
- Run the “Not Updated in Source System” report under OHI Discovery reports.
- This represents an outstanding worklist which acts as a starting point.
- Notate the OHID Export Date.



- Using the OHID Export Date from the "Not Updated in Source System" report, search for patient in Insurance Search Response under OHI Discovery.
- When located, double-click the patient to obtain details of OHI hits.



- Use patient first and last name to bring up their Patient Demographics & OHI details screen.
- Verify if OHI from Insurance Search Response is present in the Patient Demographics & OHI screen.



Legacy MTFs:

- If OHI is present in Patient Demographics & OHI , skip to final step.
- If OHI is not present, information should be added into CHCS and will then flow back to ABACUS.
- If needed for immediate billing, information should be entered into ABACUS directly and then CHCS.

MHS GENESIS MTFs:

- If OHI is present in Patient Demographics & OHI, information should also be added into MHS GENESIS.
- If OHI is not present, information should be added directly into both ABACUS and MHS GENESIS.



- Confirm OHI information is loaded in both ABACUS and CHCS/MHS GENESIS.
- Locate patient in OHI Discovery Maintenance.
- Double-click patient and navigate to the bottom of the details screen.
- Select "complete" to remove patient from the list.
- Patient will fall off "Not Updated in Source System" list.

- ABACUS FAQ/Knowledge Base
 - ABACUS Operations Manual (v2.17)
 - OHI Discovery Job Aid (v1.1)

- ABACUS Computer-Based Training
 - OHI Discovery
 - OHI Discovery Reports

- DHA UBO Launchpad
 - DHA UBO ABACUS Guides
 - MHS GENESIS OHI Standard Operating Procedure

Questions?



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 - Complete a post-test available *within* the archived webinar
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 - If you receive a passing score of at least 70%, we will e-mail MHS personnel with a .mil email address a Certificate of Approval including an AAPC Index Number

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