



DHA UBO Revenue Cycle CPA Go-Live Program Office Site Support

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Agenda

- DHA UBO Process Documents and Link
- DHA UBO Program Activities
- Go-Live Transition and Billing: Cerner Patient Accounting and ABACUS
- Medical Insurance Management
- Profile and Health Plans
- VA Billing
- Claim and Registration Data Source
- Work Queues
- CPA Perspectives



DHA UBO Process Documents

- DHA UBO Learning Center
<https://info.health.mil/bus/brm/ubo/SitePages/LearningCenter.aspx>
- Revenue Cycle SOP
 - ABACUS – GENESIS Guide: Steps to resolve and process various issues with the Genesis interface.
 - ✓ DHA UBO SOP 1A ABACUS GENESIS GUIDE
- Go-Live Documents
 - HelpFul HandOuts – Draft Version
 - ✓ Continuous updates



General Overview Documents “A”

CPA UBO SOP A1/A2 General Overview Queues Reports
UBO HelpFul HandOut A3 Revenue Cycle SetUp Preferences
UBO HelpFul HandOut A4 CPA Role Crosswalk ABACUS Roles
UBO HelpFul HandOut A7 ABACUS Crosswalk RevenueCycle

Profile & Health Plan “B”

UBO HelpFul HandOut B1/B2 Profile & Health Plan Work Items
UBO HelpFul HandOut B3 Experian Insurance Discovery

Poster “C”

UBO HelpFul HandOut C1/C2 UBO Poster

Check Weekly

Not all inclusive



PROCESS DOCUMENTS
LEARNING CENTER

Insurance /Billing “D” (CMS1450/CMS1500)

UBO HelpFul HandOut D Medical Insurance Management
 UBO HelpFul HandOut D1A Insurance Queues
 UBO HelpFul HandOut D1B/D2 Insurance SSI Processes
 UBO HelpFul HandOut D3 Edit Failure Work Items Alpha II SSI
 UBO HelpFul HandOut D5 Billing Veteran Administration

Non-Insurance Billing “E” (Statement/SF1080)

UBO HelpFul HandOut E1/E2 Non-Insurance Queues
 UBO HelpFul HandOut E3 Billing Medical Affirmative Claim

Combined “F” / Misc “J”

UBO HelpFul HandOut F1 Error Queues Work Items Summary
 UBO HelpFul HandOut J1 MISSING APPS Refresh Citrix

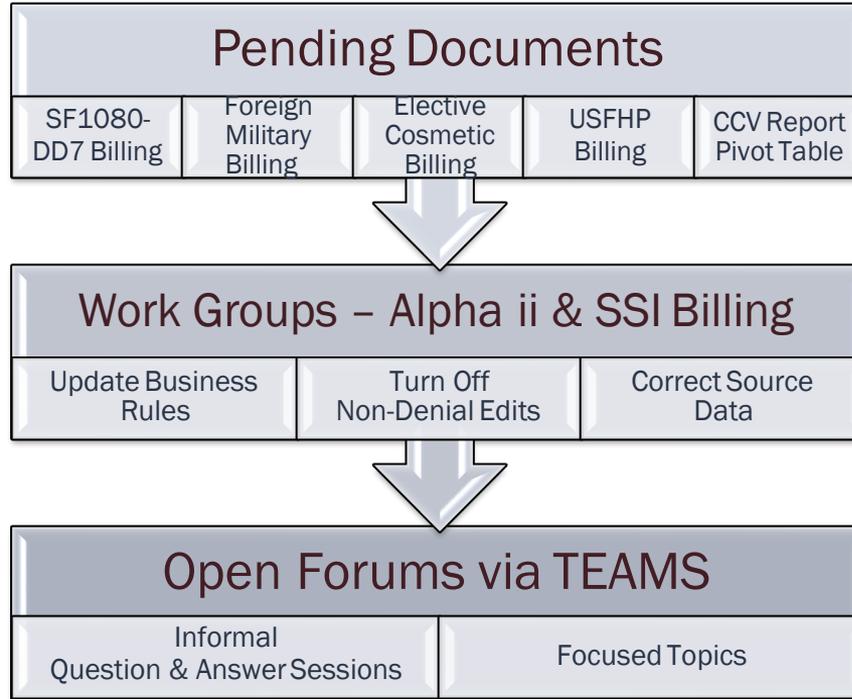
Check
Weekly

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DHA UBO Program In the Works

Coming
Soon

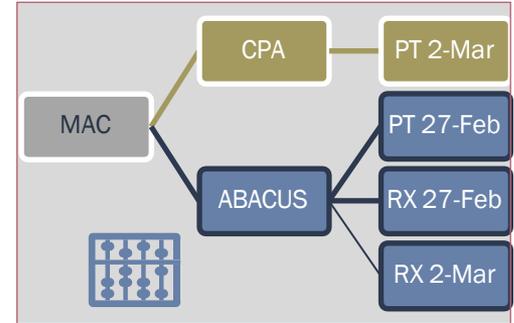
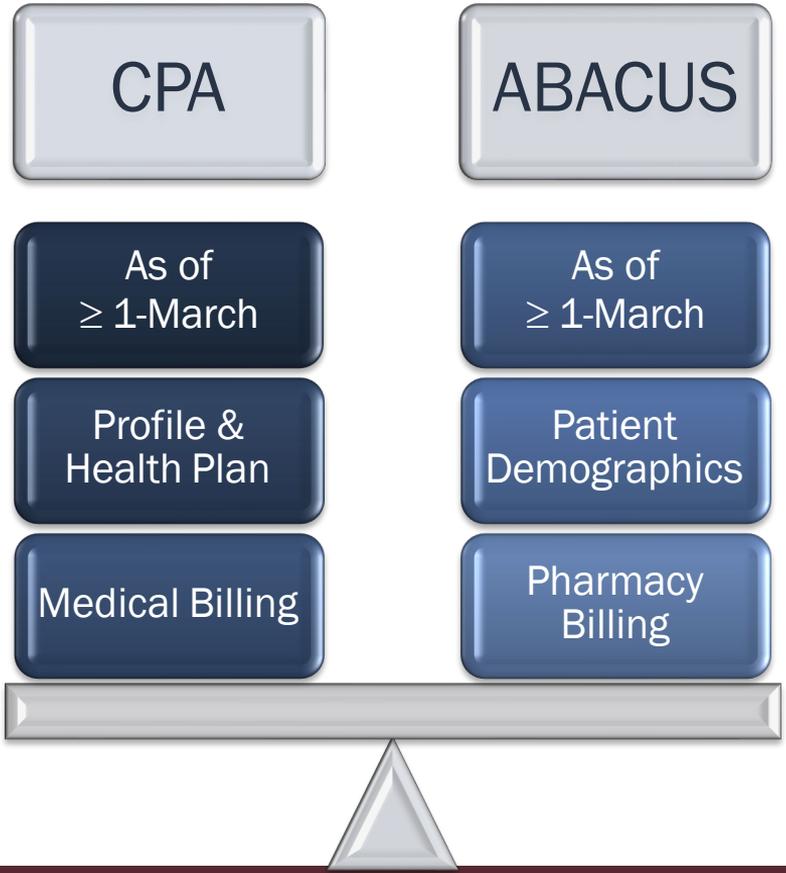


Go-Live Transition ~ Billing

- Billing Transition
 - ABACUS
 - ✓ All Pharmacy
 - MHS Genesis
 - ✓ Revenue Cycle and Cerner Patient Accounting
 - ✓ All Medical as of Go-Live



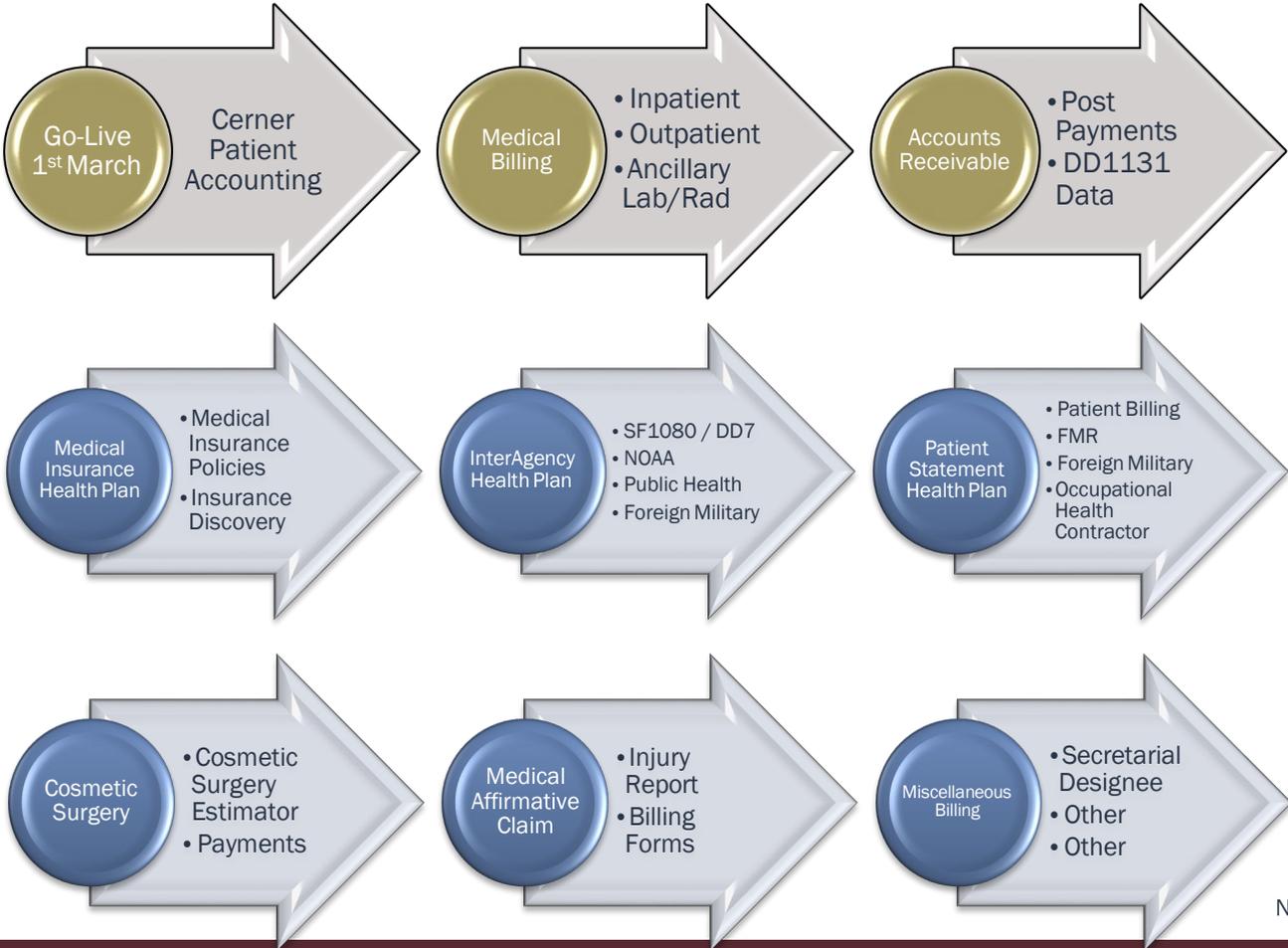
GO-LIVE TRANSITION BILLING



PT - Physical Therapy
RX - Pharmacy

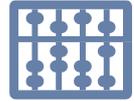


GO-LIVE TRANSITION CERNER PATIENT ACCOUNTING

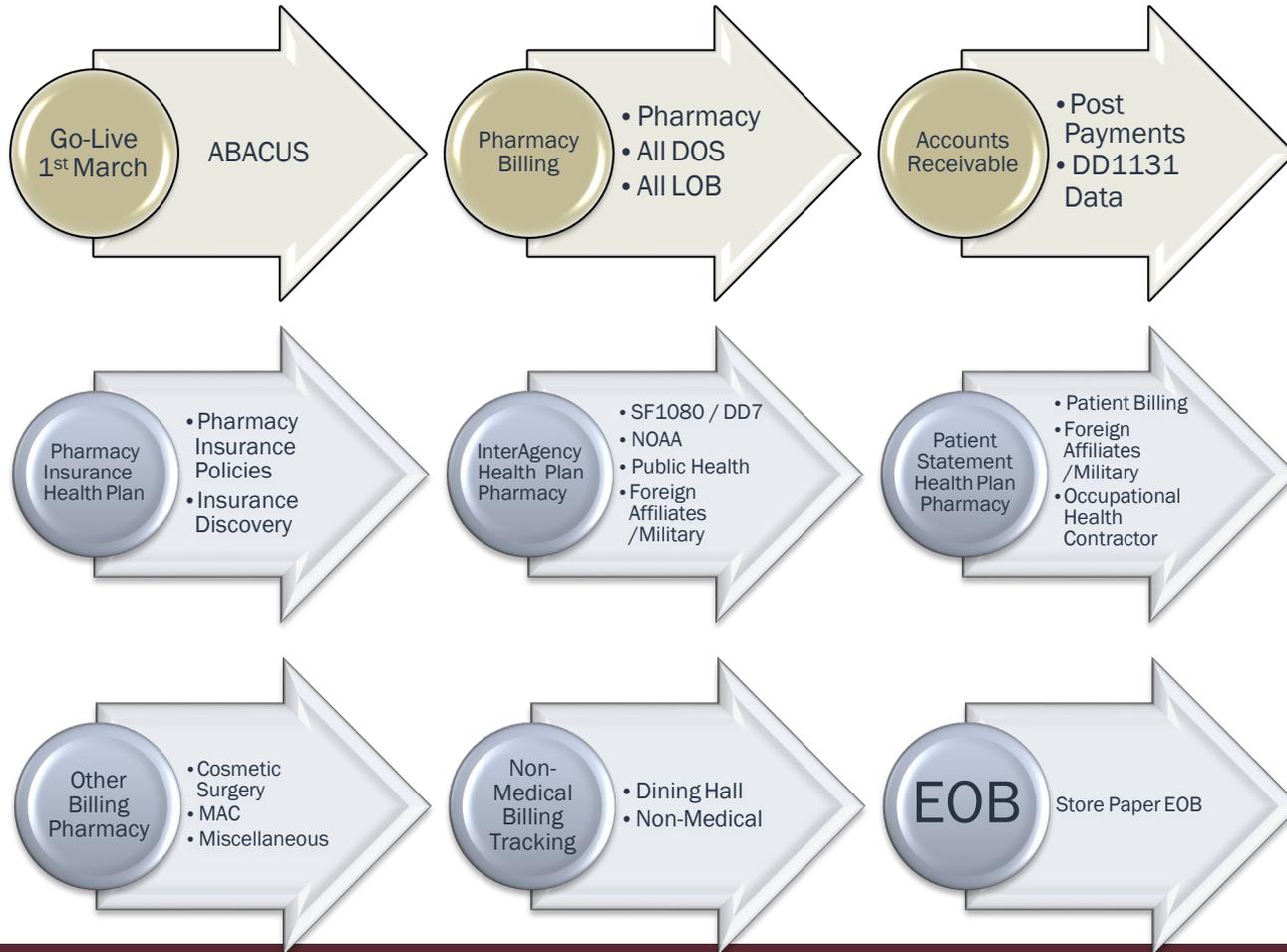


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GO-LIVE TRANSITION ABACUS



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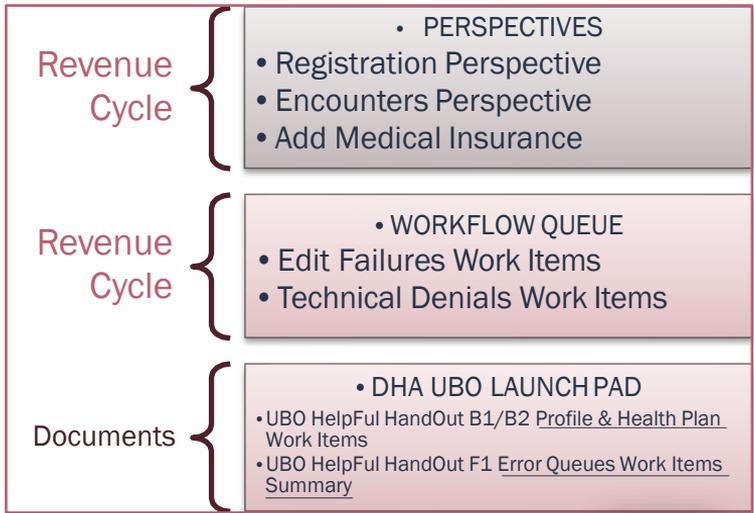
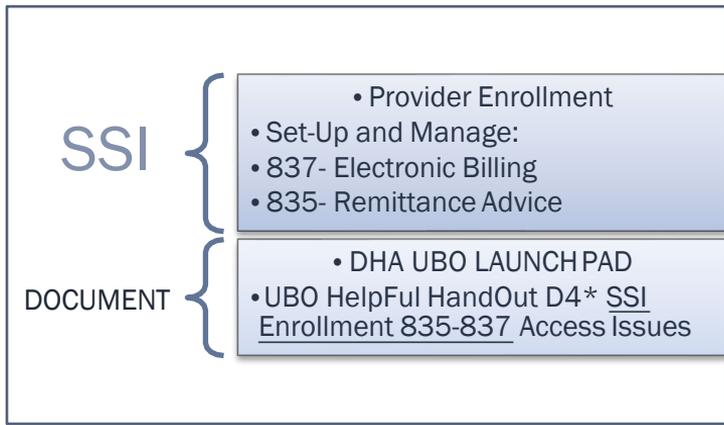
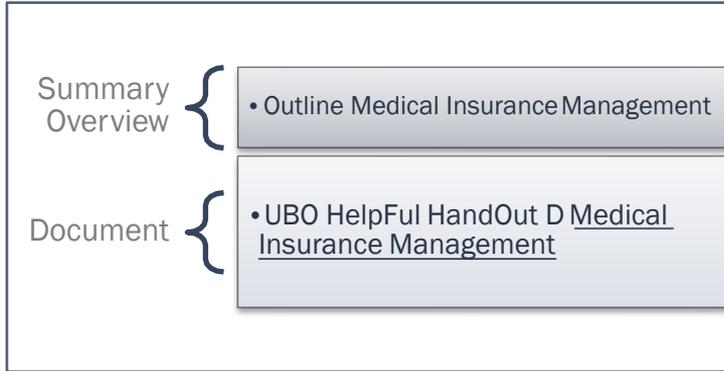


Go-Live Medical Insurance Management

- Medical Insurance Management
 - Joint Insurance Health Plans (JIHP)
 - ✓ Shared Medical Insurance Health Plans with VA
 - SSI Clearinghouse ~ Provider Enrollment Portal
 - ✓ Maintain 837- Electronic Billing Payers
 - ✓ Maintain 835- Electronic Remittance Advice Payers
 - Experian Medical Insurance Discovery
 - ✓ Other Health Insurance Policies
 - Revenue Cycle ~ Registration and Encounter Perspectives
 - ✓ Maintain Medical Insurance Policies



MEDICAL INSURANCE MANAGEMENT



MEDICAL INSURANCE MANAGEMENT



SSI - Enrollment Portal

- * Insurance Health Plan List / JIHP List
- * Insurance Name - Address - Payor-ID
- * AETNA PPO ~ 60054-NOCD

- * 837- Electronic Billing
- * Set-up All MTF NPI/DMIS-ID
- * Professional and Institutional

- * 835- Remittance Advice
- * Set-up Billing Entity Only
- * Professional and Institutional

Comments

- * AETNA PPO ~ 60054-NOCD
- * Billing Entity Facility NPI plus four NPI

- * 837- Electronic Billing
- * 5 NPI x 2 Prof/Inst = 10 Total
- * No Enrolment (usually)

- * 835- Remittance Advice
- * 1 NPI x 2 Prof/Inst = 2 Total
- * Enrollment Required
- * Monitor & Complete Requests

JIHP CERNER BEDROCK LIST

PAYOR-ID	HEALTH PLAN			
	AETNA SMALL GROUP WEST PPO	Medical Only	PO BOX 981204	* No Payor-ID and Wrong Address ~ SSI Error Billing
** 60054-NOCD	AETNA PPO	Medical Only	PO BOX 14079	* Payor-ID and Address ~ Correct
	AETNA - MD (AETKY0042)	Medical Only	PO BOX 14079	* ABACUS Format - No Payor-ID ~ SSI Error Billing



MEDICAL INSURANCE MANAGEMENT



Experian

- * Medical Insurance Discovery
- * Searches for insurance, excluding Active Duty



- * Discovered Policies
- * Provides eligibility data
- * Do not add Medicare or Medicaid for beneficiaries



- * Add Insurance Information
- * Registration Perspective First
- * Encounter Perspective for prior encounters if applicable



Comments

- * Active-Duty Navy Spouse
- * Appointment in 10 days
- * Last searched 1 year ago

- * Medical Insurance Found
- * Aetna PPO
- * Effective 5 months ago
- * Medicare/Medicaid Complete w/note

- * Add policy to Registration Perspective
- * Select insurance set-up in SSI; if not, add to SSI and verify payor-ID is in Cerner Bedrock
- * Update prior encounters to add Aetna PPO and backbill for last 5 months
- * Front Desk will select updated Health Plan during check-in



MEDICAL INSURANCE MANAGEMENT

Revenue Cycle

* Registration Perspective
* New or Updated policy data entered

* Encounters Perspective
* Add/Modify from Registration Perspective for prior encounters

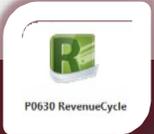
* WorkFlow-Queue Work Items
* Resolve Work Item Errors

Comments

* Select Insurance- Aetna PPO
* Add Subscriber, Effective Date, Policy Data
* Beneficiary TPC is Sequence 1

* UBO updates encounters after patient was seen
* UBO is unable to complete all pre-visit data
* Updating and Adding insurance will Cancel current claims and create new ones

* Resolve All Work Items
* Wide range of potential errors

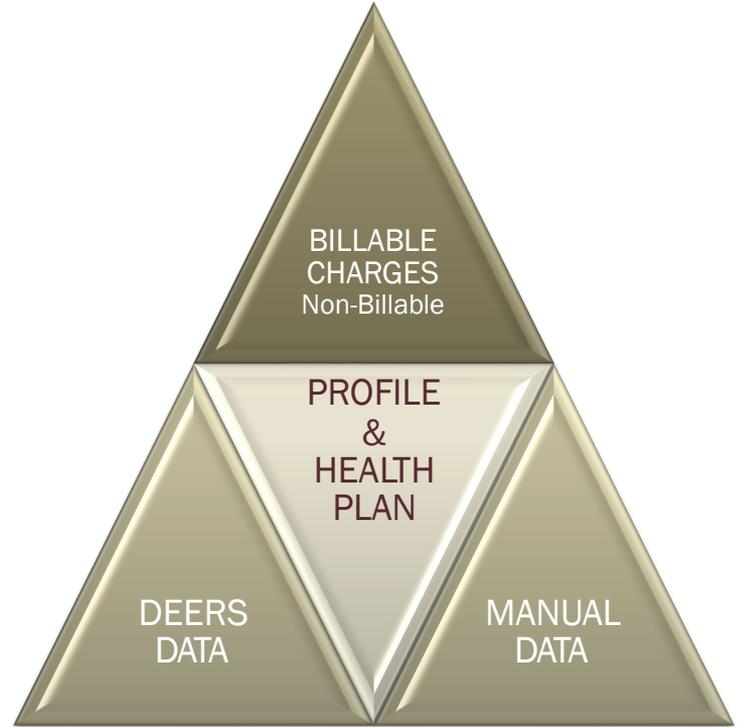
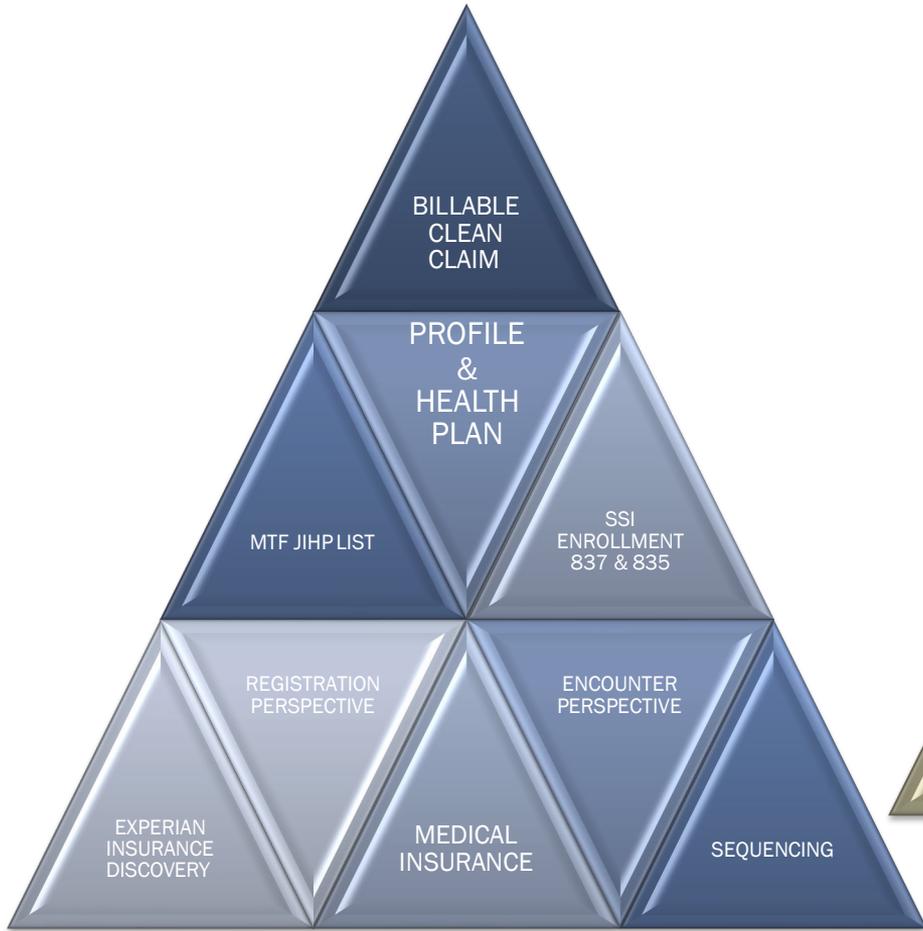


Go-Live Profile & Health Plans

- Profile and Health Plans



PROFILE AND HEALTH PLAN



Billing - Patient Account Perspective

- Patient Account Perspective ~ Revenue Cycle
 - Displays the billing elements @
 - ✓ Person-Level ~ Patient Account-Level ~ Encounter-Level ...
 - ✓ Balances ~ Claims ~ Statements ~ Transactions ~ Billing Holds ~ Comprehensive Information ...
- Patient Account Perspective ~ Layers for a Patient Account
 - Patient Level
 - ✓ 1 Patient Record → 1 Medical Record Number → 1 Patient Account Number
 - Patient Account Number is used within Patient Account Perspective
 - Encounter Level
 - ✓ Patient Visit → Encounter Number (FIN#)
 - Encounter # is used within financial areas to identify visit charges
 - Charges and Balances are at the Encounter Level



Source Data ~ Claim Form

Registration Perspective Data

Encounters

Encounter: 11893135, 04/05/2022 3:49 PM-04/05/2022 3:56 PM

Patient Information | Encounter Information | Guarantor | Insurance | UB04

Insurance Summary

Financial Responsibility Primary Self-Pay Status Self-Pay Follow Up Det

Medicare Coverage Wounded Warrior

+ Add + Modify + Remove + Sequence Insurances + Change Profile + Submit Eligibility + Eligibility Details

Seq	Health Plan	Payer	Financial Class	Subscriber	Patient Number	Group Number	Begin Date
1	BS CALIFORNIA PPO	BLUE SHIELD CALIFORNIA	Blue Cross/Blue Shield	ZZTEST, INVOICEFIVE DD	POLICY_NUMBER	GROUP_NUMBER	02/01/2023

Change Profile

Add From Person

Authorizations

Authorization Number	Authorization Type	Authorization Status	Provider	Service Begin Date	Service End Date	Date Obtained	Service Authorized	Decrement	Diagno
AUTHORIZATION	Authorization	Approved		02/07/2023			ENT	Visits	

Encounter Perspective Data

Cerner Bedrock Data

80 PAYER NAME: BS CALIFORNIA PPO

51 HEALTH PLAN ID: BS-12345

56 NPI: 1730134206

88 INSURED'S NAME: ZZTEST, INVOICEFIVE D

80 INSURED'S UNIQUE ID: 18 POLICY_NUMBER

61 GROUP NAME: GROUP_NUMBER

80 TREATMENT AUTHORIZATION CODES: AUTHORIZATION

64 DOCUMENT CONTROL NUMBER: TOB 137- SSI / REMITTANCE

86 EMPLOYER NAME: CERNER

78 ATTENDING NPI: 1790165876

77 OPERATING NPI: CERNER

80 REMARKS: 10 USC 1095 IS ASSU... B3261QM1100X
MED UNDER TITLE ASSIGNME
NT OF BENEFITS

HIM/Coding

Patient Account Perspective



Improving Health and Building Readiness. Anytime, Anywhere – Always

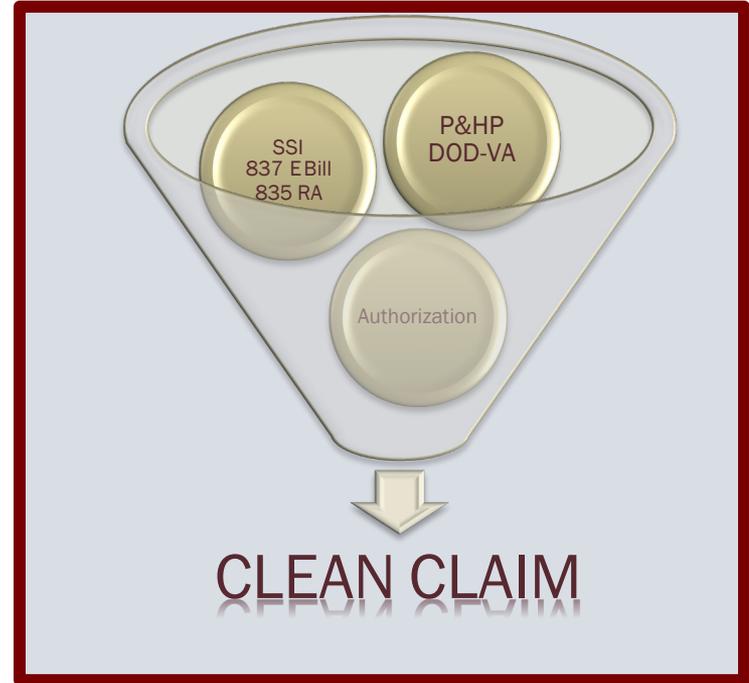


VETERAN ADMINISTRATION Billing Overview

- Prior to Go-Live Date of Service
 - Continue same process in ABACUS and GFEBS.
- As of Go-Live Date of Service
 - Revenue Cycle- Medical claims billed electronically via SSI
 - ABACUS- Continue pharmacy billing process

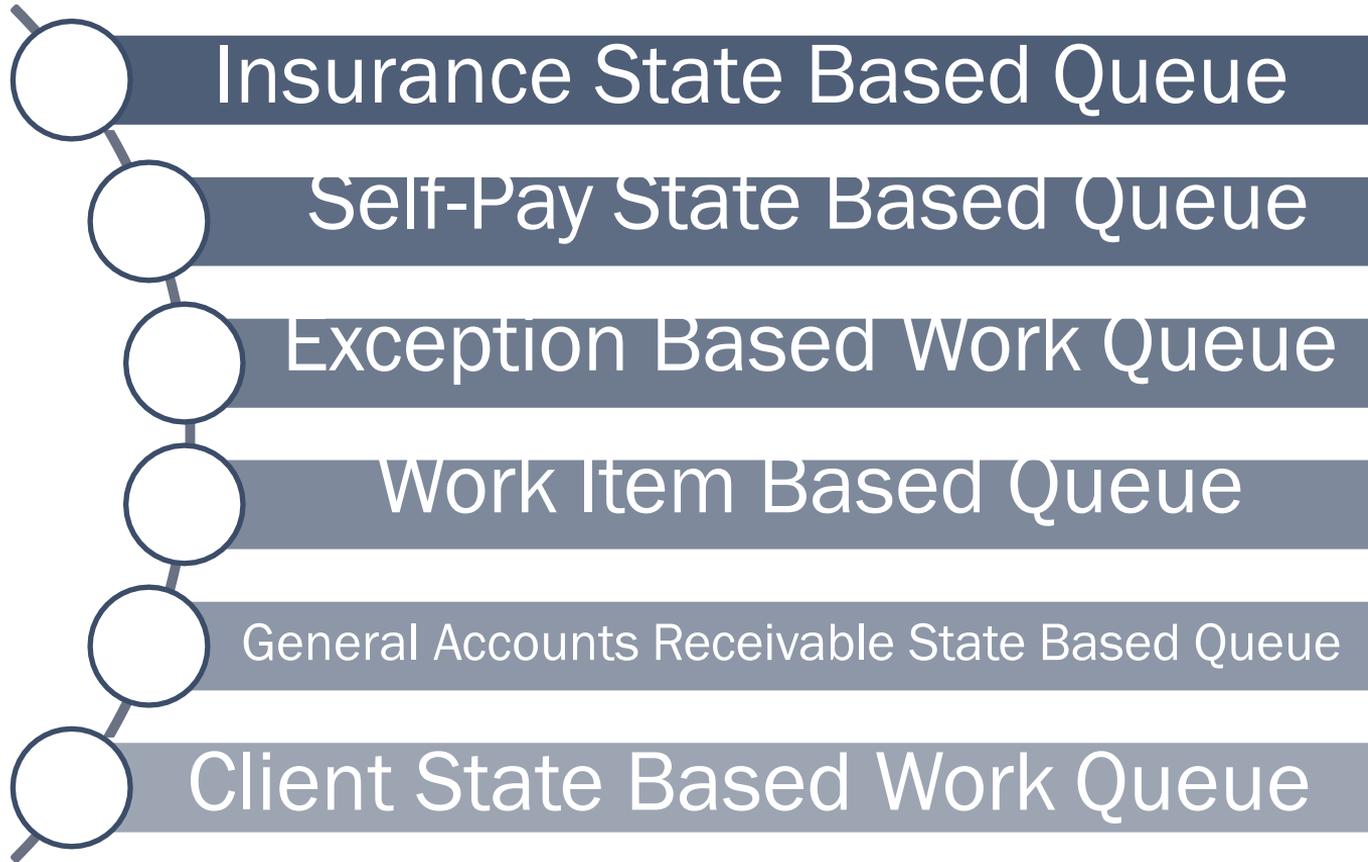


VETERAN ADMINISTRATION PROCESS



Not all inclusive





In Process – Discern CCV Pivot Table

Sum of Amount		Column Labels							Electronic Fund	
				Check Total	Credit Card	Credit Card Total	Electronic Fund Transfer		Transfer Total	Grand Total
BATCH ID	<input type="checkbox"/> Check	PUBLIC- MSA	PUBLIC-TPC		PUBLIC- MSA	PUBLIC-TPC	PUBLIC-MSA	PUBLIC-TPC		
62503892							-103.15	-53.78	-156.93	-156.93
1/12/2023							-103.15	-53.78	-156.93	-156.93
62503926								-149.5	-149.5	-149.5
1/12/2023								-149.5	-149.5	-149.5
62504092								-320.95	-320.95	-320.95
1/12/2023								-320.95	-320.95	-320.95
62504109								-270.86	-270.86	-270.86
1/18/2023								-270.86	-270.86	-270.86
62504156							-9.16	-218.56	-227.72	-227.72
1/18/2023							-9.16	-218.56	-227.72	-227.72
62506604								-464.4	-464.4	-464.4
1/5/2023								-464.4	-464.4	-464.4
62506706								-260.18	-260.18	-260.18
1/5/2023								-260.18	-260.18	-260.18
62506769						-388.74				-388.74
1/5/2023						-388.74				-388.74
62508959					-23.7					-23.7
1/3/2023					-23.7					-23.7
62509016								-105.73	-105.73	-105.73
1/18/2023								-105.73	-105.73	-105.73
66008488		-99.39	-186.37	-285.76						-285.76
12/23/2022		-99.39	-186.37	-285.76						-285.76
Grand Total		-99.39	-186.37	-285.76	-23.7	-388.74	-412.44	-112.31	-1843.96	-1956.27



Appendix

- CPA – Cerner Patient Accounting
- Medical Billing –
 - Inpatient Itemized Billing
 - Outpatient Itemized Billing
 - Ancillary Billing – Laboratory / Radiology
- Date of Service
 - DOS



Questions?



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