



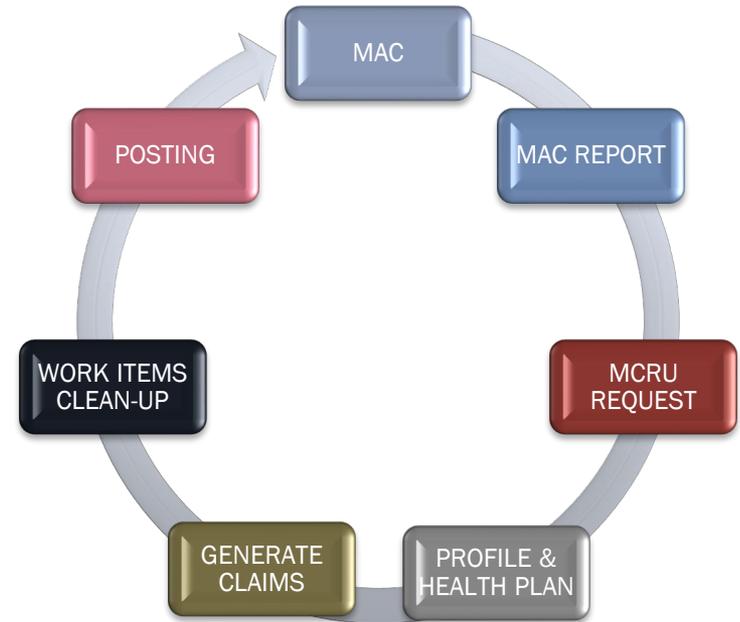
Medical Affirmative Claims Process DECEMBER 2023 WEBINAR

Yvette Guerrero

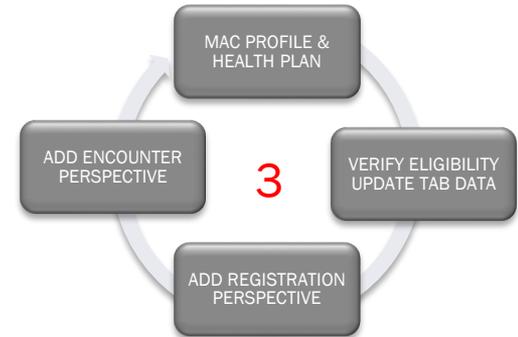
December 12/14, 2023

OVERVIEW ~ MAC TOPIC

- Topic Sections
 - MAC Report (#1)
 - MAC MCRU Request (#2)
 - MAC Profile & Health Plan (#3)
 - MAC Generate Claims (#4)
 - MAC Work Items / Clean-Up (#5)
 - MAC Posting (#6)



OVERVIEW ~ MAC STAGES



Improving Health and Building Readiness. Anytime, Anywhere — Always



OVERVIEW ~ MAC REPORT (#1)

- MAC Report
 - Discern Reporting Portal - Run
 - ✓ Discern Reporting Portal Daily Log of Patients Treated for Injuries
 - Format and Review Report
 - Forward Report to Designated Legal
 - ✓ Follow local/service process



MAC REPORT ~ Discern Reporting – Launch #1

- Launch Discern Reporting Portal Application, the application is on the Cerner Citrix Workspace.



**P0630 Discern
Reporting Portal**



MAC REPORT ~ Discern Reporting – Run #1

- Consult with MTF/Service MCRU-Legal first for guidance on running report and formatting data.
- Search for report, type “injur” to display report to run.

The screenshot displays the Discern Reporting web application interface. At the top, a search bar contains the text "injur". Below the search bar, there are tabs for "All Reports (1)" and "My Favorites (0)". The main content area shows a table with one report entry:

Report Name	Categories	Favorite
Daily Log of Patients Treated for Injuries	Validation	☆

Below the table, the details for the selected report are shown:

Description:
This report will be used to identify injuries for MAC claims.

Suggested Report User:
No suggested user.

Suggested Report Frequency:
No suggested frequency.

Support Reference Number:
cd22b1f0-6a6d-421f-ac09-cdf6909172fe

Reporting Application:
DA2

Alternate name:
No alternative name.

On the right side of the details, there are three buttons: "Run", "Run in Background", and "View Documents".



MAC REPORT ~ Discern Reporting – Parameters #1

- Track Dates to ensure all dates are captured, run at least one day prior to avoid duplicates.
- On 11 December
 - Begin Discharge 12/3/2023
 - End Discharge 12/10/2023
- On 18 December
 - Begin Discharge 12/11/2023
 - End Discharge 12/17/2023

Parameter

Parameters marked with * are required.

Billing Entity: *

- 0008 R.V. Bliss Army Health Center
- 0009 56th Medical Group
- 0010 Davis Monthan Clinic
- 0013 AF-C-19TH MEDGRP-Little Rock
- 0014-60th Medical Group- Travis
- 0015 9th Medical Group
- 0018 30th Medical Group
- 0019 412th MDG
- 0024 NH Camp Pendleton
- 0028- Naval Health Clinic Lemoore

Begin Discharge: *

12/3/2023

End Discharge: *

12/10/2023

OK Cancel



MAC REPORT ~ Discern Reporting – Export Report #1

- Export Data icon will create a CSV (Excel'ish) file.



Reporting Portal

Reporting Portal Daily Log of Patients Treated for Injuries

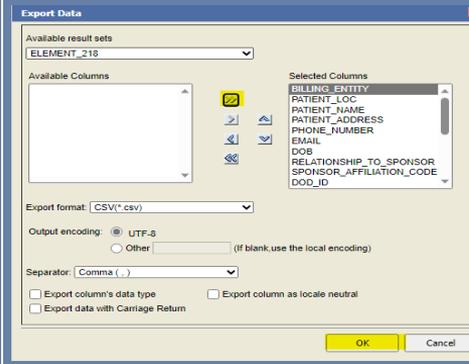
Change Runtime Prompts

Daily Log of Patients Treated for Injuries

Showing page 1 of 6

Billing Entity:	0125 Madigan AMC
Begin Date:	03-Sep-2023 to 09-Sep-2023

- Select all columns for report, (save), then select Open File to create an Excel/CSV File.



Export Data

Available result sets
ELEMENT_218

Available Columns

Selected Columns
BILLING_ENTITY
PATIENT_LOC
PATIENT_NAME
PATIENT_ADDRESS
PHONE NUMBER
EMAIL
DOB
RELATIONSHIP_TO_SPONSOR
SPONSOR_AFFILIATION_CODE
DOD_ID

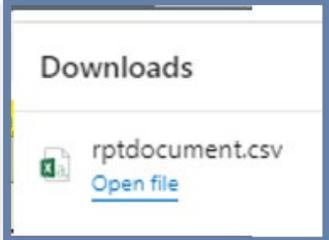
Export format: CSV(*.csv)

Output encoding: UTF-8
 Other (if blank use the local encoding)

Separator: Comma (,)

Export column's data type
 Export data with Carriage Return

OK Cancel



Downloads

rptdocument.csv

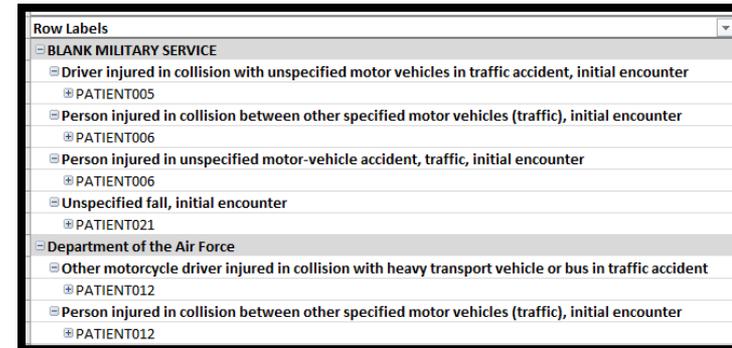
Open file



MAC REPORT ~ Excel Injury Report - Format/Forward #1

- Review the data, and format per MRCU request.
- Sample report and PivotTable are located on the DHA UBO SharePoint.
- UBO HelpFul HandOut
 - V2-a UBO HelpFul HandOut – EXCEL 3d MAC Injury Report

- Forward to MCRU as instructed. Follow Service or MTF guidance to process.

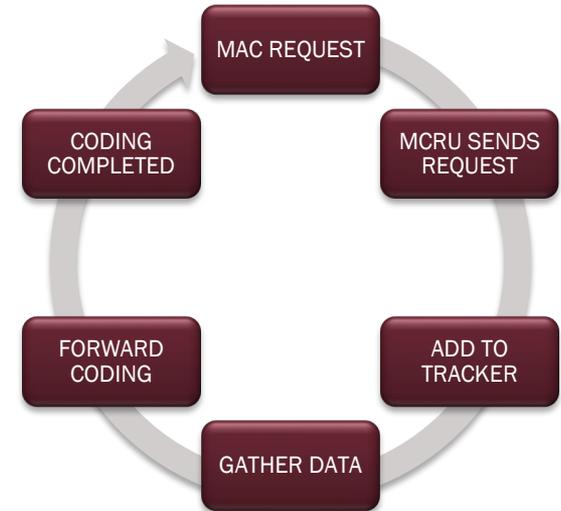


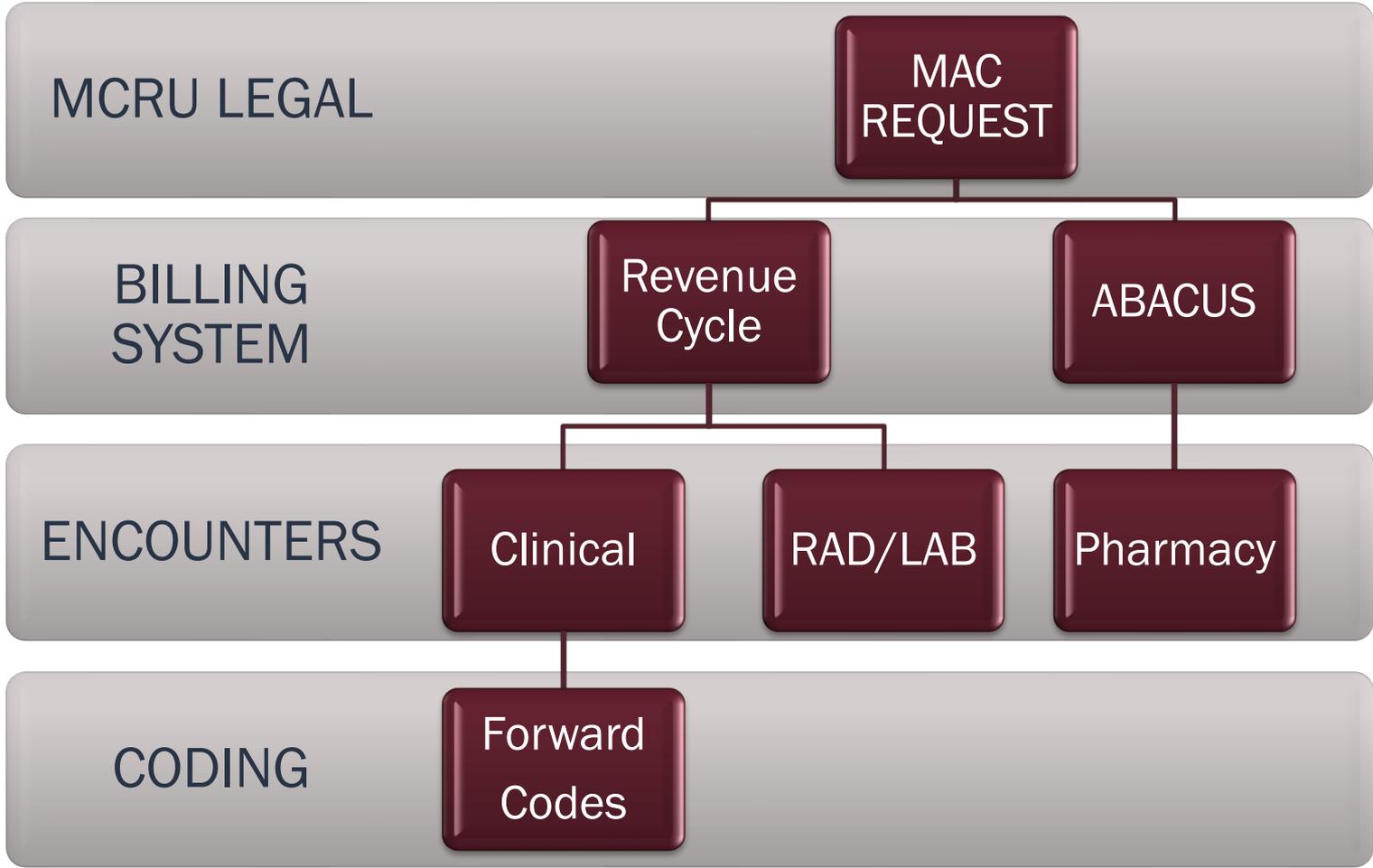
Row Labels
BLANK MILITARY SERVICE
Driver injured in collision with unspecified motor vehicles in traffic accident, initial encounter
PATIENT005
Person injured in collision between other specified motor vehicles (traffic), initial encounter
PATIENT006
Person injured in unspecified motor-vehicle accident, traffic, initial encounter
PATIENT006
Unspecified fall, initial encounter
PATIENT021
Department of the Air Force
Other motorcycle driver injured in collision with heavy transport vehicle or bus in traffic accident
PATIENT012
Person injured in collision between other specified motor vehicles (traffic), initial encounter
PATIENT012



OVERVIEW ~ MAC REQUEST (#2)

- MAC Request
 - Receive request from Legal
 - Add to Internal MAC Tracker
 - Gather Encounter Data
 - Forward to Coding
 - Coding Completed
 - Update Tracker





MAC REQUEST ~ Notification Received MCRU #2

- Notification received from MCRU-Legal to create claims. Do not create MAC claims prior, this process changes the financial class.
- Identify billable MAC Encounter, then forward clinical encounter information to coding
- Do not add P&HP to encounter until coding is completed.

- Dates of Service
 - ABACUS
 - ✓ DOS prior to Revenue Cycle Implementation
 - ✓ All take-home Pharmacy
 - Revenue Cycle
 - ✓ DOS as of Revenue Cycle Implementation
 - ✓ No take-home pharmacy



MAC REQUEST ~ MAC Tracker Required #2

- REQUIREMENT
- All MTF UBO are required to create a MAC Coding Tracker. Columns may be added or rearranged as needed
- Example in HelpFul HandOut
 - V2-a UBO HelpFul HandOut ~ EXCEL 3d MAC Coding Tracker

STATUS:				
WHITE - Needs Attention/No action has been taken				
Yellow - PAD has completed their actions				
Green - UBO completed				
Orange - Conference Needed				
RED - Missing Information/Requires UBO attention				
Pink - Hold for review				
STATUS	REQUESTED DATE	CODED DATE	PATIENT	DOB
Ready to bill	9/1/2023	9/28/2023	Doe, John	12/20/1988



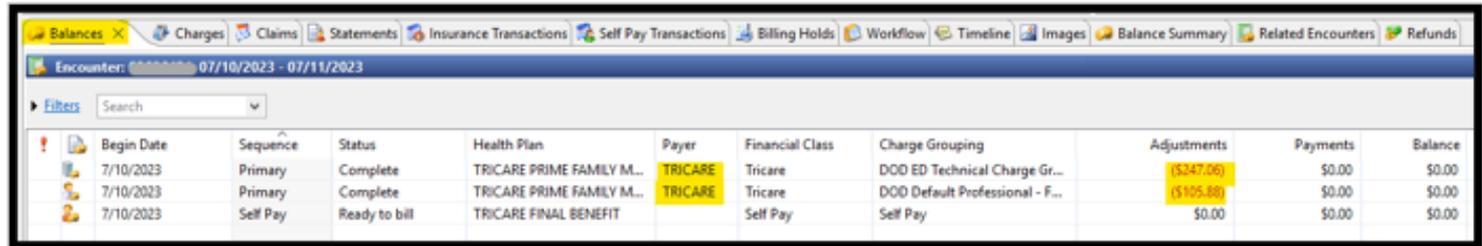
OVERVIEW ~ MAC PROFILE & HEALTH PLAN (#3)

- MAC Profile & Health Plan
 - Registration Perspective, verify Tricare Eligibility, only Tricare Beneficiaries are eligible for MAC claims. Add the MAC P&HP before or after coding.
 - Patient Account Perspective, review various tabs and update for each encounter.
 - Coding has been completed, update the tracker.
 - Encounter Perspective, add MAC P&HP to coded clinical encounter, RAD/LAB.



MAC P&HP ~ Review Balances Tab #3

- Patient Account Perspective ~ Balances Tab
 - Review line items, are the Health Plans Tricare, are there Adjustments applied that need to be reversed.
 - Example below has adjustments applied, proceed to the Insurance Transactions Tab to review.



The screenshot displays the 'Balances' tab in a software interface. At the top, there are navigation tabs for Balances, Charges, Claims, Statements, Insurance Transactions, Self Pay Transactions, Billing Holds, Workflow, Timeline, Images, Balance Summary, Related Encounters, and Refunds. Below the navigation is a header for the encounter: 'Encounter: @@@@ 07/10/2023 - 07/11/2023'. A 'Filters' section is visible with a search box. The main content is a table with the following columns: Begin Date, Sequence, Status, Health Plan, Payer, Financial Class, Charge Grouping, Adjustments, Payments, and Balance. Three rows of data are shown, with the 'Adjustments' column containing values in red text, indicating adjustments that need to be reversed.

Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance
7/10/2023	Primary	Complete	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD ED Technical Charge Gr...	(\$247.06)	\$0.00	\$0.00
7/10/2023	Primary	Complete	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD Default Professional - F...	(\$105.88)	\$0.00	\$0.00
7/10/2023	Self Pay	Ready to bill	TRICARE FINAL BENEFIT		Self Pay	Self Pay	\$0.00	\$0.00	\$0.00



MAC P&HP ~ Review Insurance Transactions Tab #3

- Patient Account Perspective ~ Insurance Transactions Tab
 - Reverse Adjustments, review line items, if Adjustments applied is 5100 Tricare, select all line items and Reverse Transactions.
 - Example below has 5100 Tricare adjustment.

Type	Date	Activity Date	AR GL Date	Reversed Date	Transferred Date	Claim	Original Amount
Adjust...	4/30/2...	4/30/2023	9/1/2023	9/1/2023			(\$38.23)
Adjust...	4/30/2...	4/30/2023	9/1/2023	9/1/2023			(\$89.21)

Reverse Transaction

Are you sure you want to reverse these 3 transactions?

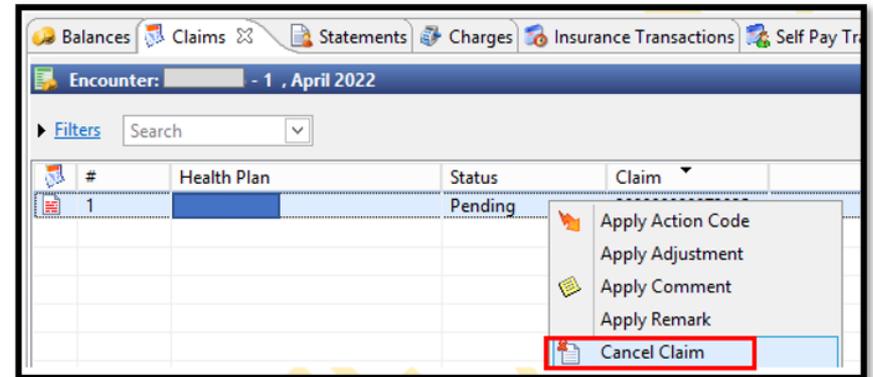
Yes No

Original Amount	Amount	Alias	Adjustme
(\$88.65)	(\$88.65)	5100	
(\$125.38)	(\$125.38)	5100	
(\$121.35)	(\$121.35)	5100	



MAC P&HP ~ Review Claims Tab #3

- Patient Account Perspective ~ Claims Tab
 - Review claim line items, cancel Tricare claims, now the benefit order status updates to Ready to Bill in Balances Tab.



MAC P&HP ~ Review Balances Tab Again #3

- Patient Account Perspective ~ Balances Tab
 - Review line items, status should be Ready to Bill, and no adjustments. There may be possible insurance payments.
 - Example below is what the data should look like.

Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance
7/10/2023	Primary	Ready to bill	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD ED Technical Charge Gr...	\$0.00	\$0.00	\$247.06
7/10/2023	Primary	Ready to bill	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD Default Professional - F...	\$0.00	\$0.00	\$105.88
7/10/2023	Self Pay	Ready to bill	TRICARE FINAL BENEFIT		Self Pay	Self Pay	\$0.00	\$0.00	\$0.00



MAC P&HP ~ Registration Perspective Health Plan #3

- Registration Perspective add Profile and Health Plan
 - Health Plan Selection select MAC CMAC Health Plan. Pending addresses to be added to bedrock.

The screenshot shows the 'Health Plan Selection' interface. At the top, it says 'Eligible Plans for Subscriber (0)'. Below that is a 'Health Plan Search' section with a 'Search By' dropdown set to 'Payer Name' and a search input field containing 'MAC'. An orange arrow points to the search input field. To the right of the input field are 'Search' and 'Clear' buttons, with another orange arrow pointing down to the 'Search' button. Below the search section is a table with the following columns: Health Plan, Insurance Office, Type, Address, Payer, Financial Class, Plan Aliases, and Service Type. The table contains five rows of data, with the third row, 'MAC CMAC', highlighted in blue. An orange arrow points up to the 'MAC CMAC' row.

Health Plan	Insurance Office	Type	Address	Payer	Financial Class	Plan Aliases	Service Type
> 000 MAC CMAC RX				MAC	MAC		Pharmacy Only
> 000 MAC WORK COMP RX				MAC	Self Pay		Pharmacy Only
> MAC CMAC				MAC	MAC		Medical Only
↑ MAC FINAL BENEFIT				MAC	Self Pay		Medical Only
> MAC WORK COMP				MAC	MAC		Medical Only



MAC P&HP ~ Registration Perspective Insurance Data #3

- Registration Perspective ~ Profile and Health Plan
 - Enter Name and Address of where claims will be sent, pending addition of MCRU addresses in Bedrock, complete plan details.

ADD Insurance

Sponsor | Insurance

Health Plan
Search for Health Plan

Details
Plan Financial Class: MAC Plan Type: DoD/Military Health Plan Name: MAC CMAC Payer: MAC

Health Plan Address
ADDRESS WHERE CLAIMS WILL BE SENT
Address Line 1: MCRU Address Line 2: 3551 ROGER BROOKE DR
Country: US Zip Code: 98112 City: BREMERTON State: WA
Contact: Number: Extension: () -

Plan Details
Begin Date: 09/29/2021 End Date: DBN/OHI Member Nbr: MCRU SAN DIEGO Group Name: DOJ 2958P21 Group Number: CLAIM#
Last Name: First Name: Middle Name:

OK Cancel

Sponsor | Insurance

Health Plan
Search for Health Plan

Details
Plan Financial Class: MAC Plan Type: DoD/Military Health Plan Name: MAC CMAC Payer: MAC

Health Plan Address
Address Line 1: MCRU Address Line 2: 3551 ROGER BROOKE DR
Country: US Zip Code: 78234 City: FORT SAM HOUSTON State: TX
Contact: Number: Extension: () -

Plan Details
Begin Date: 07/11/2023 End Date: DBN/OHI Member Nbr: Group Name: DOI_07112023 Group Number: MCRU



MAC P&HP ~ Registration Perspective Profile #3

- Registration Perspective ~ Profile and Health Plan
 - Insurance Tab, add MAC Profile and link MAC Health Plan.

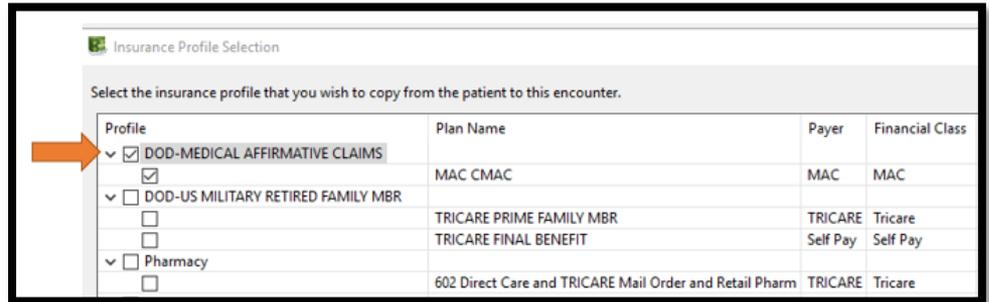
The screenshot shows the 'Insurance' tab in a registration perspective profile. The table below displays the insurance profiles and their details.

Profile	Seq	Health Plan	Payer	Financial Class	Subscriber	Member Number	Group Number
✓ DOD-MEDICAL AFFIRMATIVE CLAIMS	1	MAC CMAC	MAC	MAC	[Redacted]		
✓ DOD-US MILITARY RETIRED FAMILY MBR	1	TRICARE PRIME FAMILY MBR	TRICARE	Tricare	[Redacted]		315
	2	TRICARE FINAL BENEFIT	Self Pay	Self Pay	[Redacted]		
✓ Pharmacy	1	602 Direct Care and TRICARE Mail Order and Retail Pharm	TRICARE	Tricare	[Redacted]		602



MAC P&HP ~ Encounters Perspective Change Profile #3

- Encounters Perspective ~ Profile and Health Plan
 - Perform this step after coding is completed, then the MAC claims will have the updated codes if applicable. Proceed to Insurance Tab to change Profile for MAC related encounters.



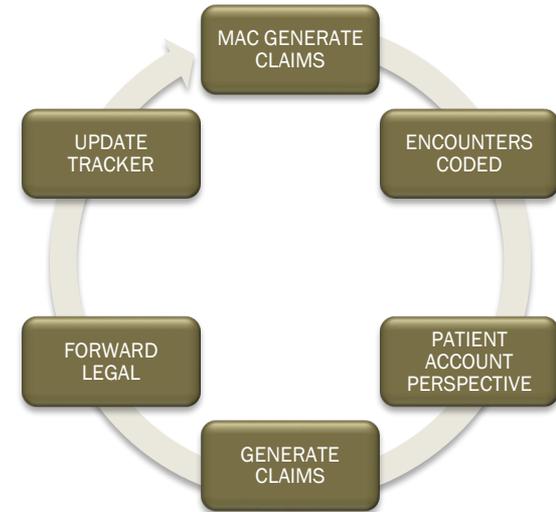
Insurance Profile Selection

Select the insurance profile that you wish to copy from the patient to this encounter.

Profile	Plan Name	Payer	Financial Class
<input checked="" type="checkbox"/> DOD-MEDICAL AFFIRMATIVE CLAIMS			
<input checked="" type="checkbox"/>	MAC CMAC	MAC	MAC
<input type="checkbox"/> DOD-US MILITARY RETIRED FAMILY MBR			
<input type="checkbox"/>	TRICARE PRIME FAMILY MBR	TRICARE	Tricare
<input type="checkbox"/>	TRICARE FINAL BENEFIT	Self Pay	Self Pay
<input type="checkbox"/> Pharmacy			
<input type="checkbox"/>	602 Direct Care and TRICARE Mail Order and Retail Pharm	TRICARE	Tricare

OVERVIEW ~ MAC GENERATE CLAIMS (#4)

- MAC GENERATE CLAIMS
 - Encounters are Coded
 - Patient Account Perspective Review
 - Generate Claims
 - Generating Claims (#4) and Resolving Errors (#5) may overlap in sequence
 - Forward all Document to MCRU Legal
 - Update Internal MAC Tracker



GENERATE CLAIM ~ Add Accident-Related Data #4

- Encounter Perspective ~ Encounter Details Tab
 - Add Accident-Related Visit information to encounter, the information will print on claims forms.

Encounter: [Patient Name]

Patient Information | Encounter Information | Guarantor | Insurance | UB04

Location
Facility: 0126C Building: 0126C-FM Nurse Unit: 0126C-FM-TM1 Room: []
Bed: [] Encounter Type: [] Previous Patient Type: [] Medical Service: []
Accommodation: [] Accommodation Request: [] Isolation: []

Encounter Details **ENCOUNTER DETAILS**
Admit Type: Elective Admit Source: Patient/Self Referral Source: [] Reason for Visit: Endo Biopsy

Physicians
Attending/Referring Physician: [] Admitting Physician: [] Referring Provider: []

Accident Related Visit
Accident Related Visit: No **PLEASE NOTE THAT THE ACCIDENT RELATED VISIT IS LISTED AS NO**

Security

Encounter: [Patient Name]

Patient Information | Encounter Information | Guarantor | Insurance | UB04

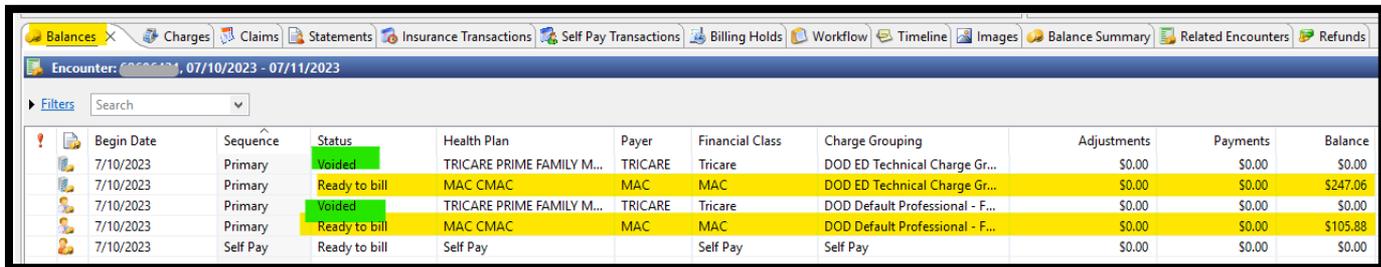
Location
Facility: 0127A Building: 0127A-PT Nurse Unit: 0127A-PT-CL Room: []
Bed: [] Encounter Type: Recurring Previous Patient Type: [] Medical Service: Physical Therapy
Accommodation: [] Accommodation Request: [] Isolation: []

Encounter Information
Admit Type: Elective Referral Source: [] Reason for Visit: F/U shoulder
Accident Related Visit: Yes Patient Case: [] Accident Type: Accident w/ TPL Coverage **Accident Date**: []
Location: [] Accident State: [] Onset of Illness: []

Accident Description
[]

GENERATE CLAIM ~ Review Balances Tab #4

- Patient Account Perspective ~ Review Encounter
 - Balances Tab at the Encounter Level may display a Status of Voided for a Tricare Health Plan. All columns should be “0.00”. MAC Health Plan should be in Ready to Bill Status with a balance in the Balance column.

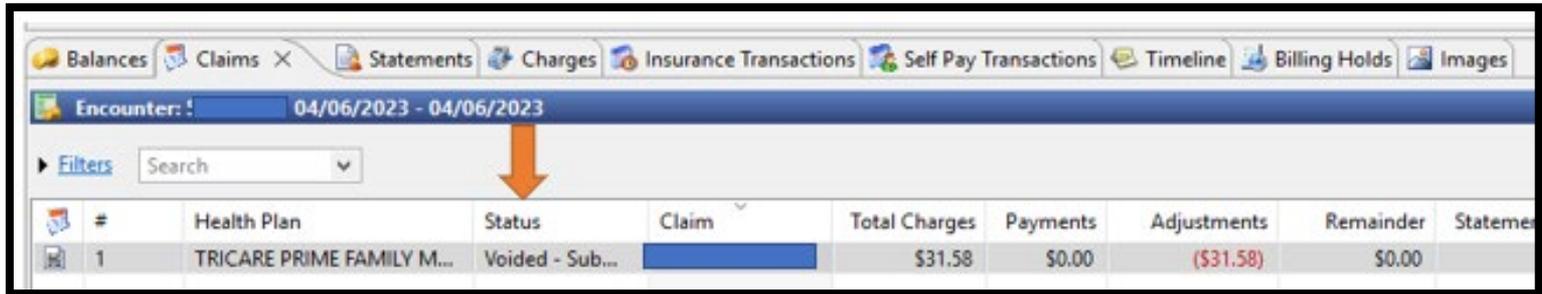


!	📄	Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance
		7/10/2023	Primary	Voided	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD ED Technical Charge Gr...	\$0.00	\$0.00	\$0.00
		7/10/2023	Primary	Ready to bill	MAC CMAC	MAC	MAC	DOD ED Technical Charge Gr...	\$0.00	\$0.00	\$247.06
		7/10/2023	Primary	Voided	TRICARE PRIME FAMILY M...	TRICARE	Tricare	DOD Default Professional - F...	\$0.00	\$0.00	\$0.00
		7/10/2023	Primary	Ready to bill	MAC CMAC	MAC	MAC	DOD Default Professional - F...	\$0.00	\$0.00	\$105.88
		7/10/2023	Self Pay	Ready to bill	Self Pay	Self Pay	Self Pay	Self Pay	\$0.00	\$0.00	\$0.00



GENERATE CLAIMS ~ Review Claims Tab #4

- Review Encounter ~ Patient Account Perspective
 - Tricare Health Plans should be in Voided Status – No Payments and No Adjustments. Resolve if there are any transactions.
 - Example below has an adjustment that needs to be reversed.

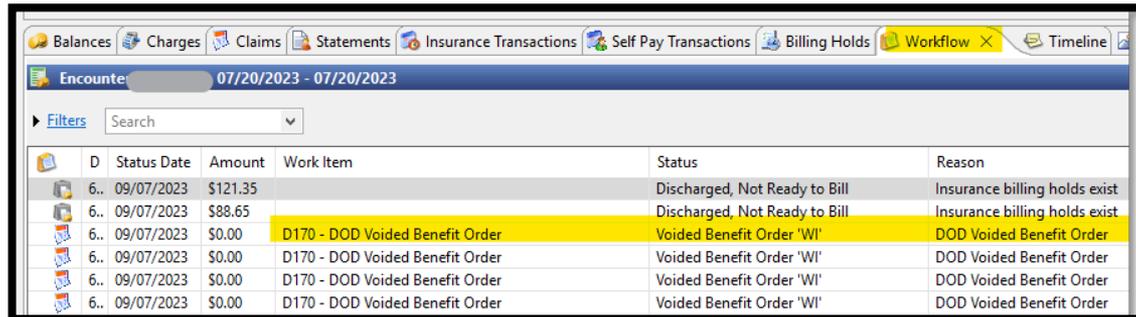


The screenshot displays a software interface with a navigation bar at the top containing tabs for Balances, Claims, Statements, Charges, Insurance Transactions, Self Pay Transactions, Timeline, Billing Holds, and Images. Below the navigation bar, there is a search bar and a table with the following data:

#	Health Plan	Status	Claim	Total Charges	Payments	Adjustments	Remainder	Statement
1	TRICARE PRIME FAMILY M...	Voided - Sub...		\$31.58	\$0.00	\$(31.58)	\$0.00	

GENERATE CLAIMS ~ Review Workflow Tab #4

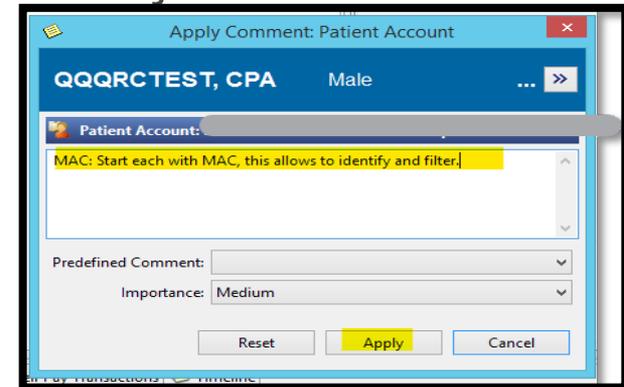
- Patient Account Perspective ~ Review Encounter
 - If there is a Voided Benefit Order 'WI', Apply Action Code D170 to resolve 'WI' if zero balance. 'WI' should not occur if balance is already zero.



D	Status Date	Amount	Work Item	Status	Reason
6..	09/07/2023	\$121.35		Discharged, Not Ready to Bill	Insurance billing holds exist
6..	09/07/2023	\$88.65		Discharged, Not Ready to Bill	Insurance billing holds exist
6..	09/07/2023	\$0.00	D170 - DOD Voided Benefit Order	Voided Benefit Order 'WI'	DOD Voided Benefit Order
6..	09/07/2023	\$0.00	D170 - DOD Voided Benefit Order	Voided Benefit Order 'WI'	DOD Voided Benefit Order
6..	09/07/2023	\$0.00	D170 - DOD Voided Benefit Order	Voided Benefit Order 'WI'	DOD Voided Benefit Order
6..	09/07/2023	\$0.00	D170 - DOD Voided Benefit Order	Voided Benefit Order 'WI'	DOD Voided Benefit Order

GENERATE CLAIM ~ Timeline Tab #4

- Patient Account Perspective ~ Timeline Apply Comment
 - Apply a comment at the Patient Account Level (Navi-Bar) for MAC, start comment with “MAC...” this will allow a search option for the Comment filter. Remember all comments subject to be disclosed.



GENERATE CLAIMS ~ Generate Claim #4

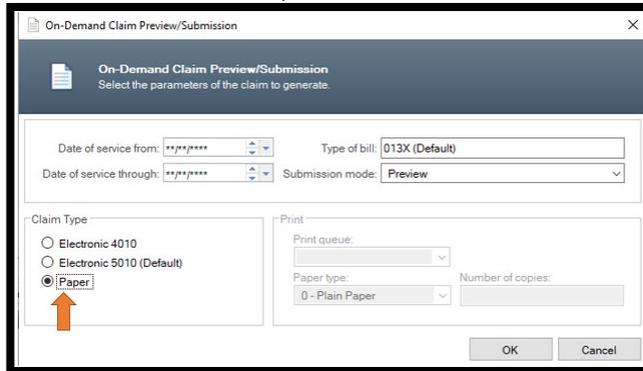
- Patient Account Perspective ~ Balances Tab
 - Claim status should be **Ready to Bill**, if yes select **Generate Claim** from list. Repeat this process for every claim within an encounter with the MAC Health Plan, then for all encounters with a MAC P&HP.

The screenshot displays a software interface with a table of claims and a context menu. The table has columns for Sequence, Status, Health Plan, Begin Date, and End Date. The context menu is open, showing options like 'Generate Claim', 'Generate Continuing Interim Claim', and 'Generate Final Interim Claim'. An orange arrow points to the 'Generate Claim' option in the menu, and another orange arrow points to the 'Ready to bill' status in the table.

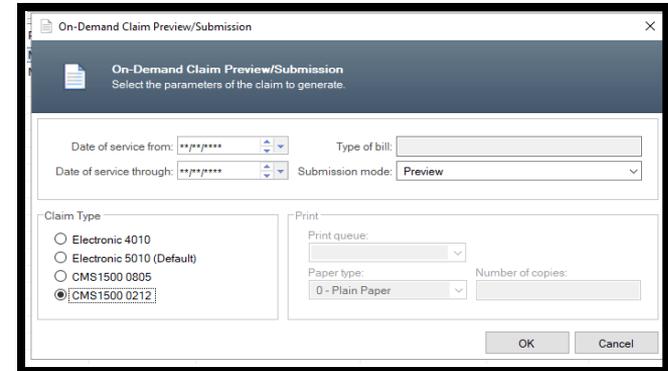
Sequence	Status	Health Plan	Begin Date	End Date
Primary	Ready to bill	MAC CMAC	4/6/2023	4/6/2023
Primary	Ready to bill	MAC CMAC	4/6/2023	4/6/2023
Self Pay	Ready to bill	Self Pay	4/6/2023	4/6/2023

GENERATE CLAIM ~ Claim Preview/Submission #4

- On-Demand Claim Preview/Submission will be displayed.
 - Claim Type – Select Paper for UB04/CMS1450
 - Claim Type – Select CMS 1500 0805 or CMS 1500 0212
 - ✓ Review CMS1500, bottom of form will have the version



The screenshot shows the 'On-Demand Claim Preview/Submission' dialog box. The 'Claim Type' section has three radio buttons: 'Electronic 4010', 'Electronic 5010 (Default)', and 'Paper'. The 'Paper' option is selected, and a red arrow points to it. The 'Type of bill' is set to '013X (Default)'. The 'Submission mode' is set to 'Preview'. The 'Paper type' is '0 - Plain Paper' and the 'Number of copies' is empty. The 'Date of service from' and 'Date of service through' fields are empty. The 'Print' section has a 'Print queue' dropdown and a 'Print' button. The 'OK' and 'Cancel' buttons are at the bottom right.



The screenshot shows the 'On-Demand Claim Preview/Submission' dialog box. The 'Claim Type' section has four radio buttons: 'Electronic 4010', 'Electronic 5010 (Default)', 'CMS1500 0805', and 'CMS1500 0212'. The 'CMS1500 0212' option is selected. The 'Type of bill' is empty. The 'Submission mode' is set to 'Preview'. The 'Paper type' is '0 - Plain Paper' and the 'Number of copies' is empty. The 'Date of service from' and 'Date of service through' fields are empty. The 'Print' section has a 'Print queue' dropdown and a 'Print' button. The 'OK' and 'Cancel' buttons are at the bottom right.

GENERATE CLAIM ~ Print #4

- The Bill Record Browser is displayed after printer icon is selected. Select the print to local printer, still pending a PDF option.

Bill Record Submission

Claim Print Options

Claim only

Itemized bill only

Both claim and itemized bill

Claim print queue:

Itemized bill print queue:

Paper type: 0 - Plain Paper

Number of copies: 1

Print Cancel

Output Destination

Task View

Default

Always treat my personal default output destination as the default

Always use the default output destination associated with the computer that I am using

Output Devices

Favorites Other Output Devices

Device Name	Description	Type	Location
bremnbw1204a	Business Office - Third Party Insur...	PRINTER	0126A-NH Bremerton

OVERVIEW ~ MAC CLEAN-UP (#5)

- MAC WORK ITEMS / CLEAN-UP
 - Patient Account Perspective
 - Review All Tabs
 - Resolve Work Items
 - Resolve Errors and Encounter Clean-up
 - Generating Claims (#4) and Resolving Errors (#5) may overlap in sequence
 - Monitor and Review all MAC Encounters



CLEAN-UP ~ Encounters Tab (Patient Account) #5

- At the Person > Patient Account level in the Navi-bar, Encounters Tab displays MAC Health Plan encounters to review.
- Example below displays multiple MAC health plans with Pending and Active Status, plus several adjustments applied. Selected 3/1/2023 encounter.

Begin Date	Encounter	Total Charges	Total Balance	Total Adjustme...	Total Payments	Patient Balance	Health Plan	Financial Class	Dunning Level	Type	Status
9/25/2023 6:04 PM	[Redacted]	\$160.48	\$160.48	\$0.00	\$0.00	\$0.00	TRICARE PLUS FAMIL...	Tricare		Emergen...	Pending
8/30/2023 5:45 AM	[Redacted]	\$374.88	\$163.83	(\$211.05)	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Active
4/27/2023 11:02 AM	[Redacted]	\$143.97	\$143.97	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
4/20/2023 10:54 AM	[Redacted]	\$143.97	\$143.97	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
4/13/2023 11:00 AM	[Redacted]	\$143.97	\$143.97	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
4/3/2023 11:00 AM	[Redacted]	\$244.41	\$244.41	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
3/29/2023 8:47 AM	[Redacted]	\$287.94	\$287.94	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
3/22/2023 7:00 AM	[Redacted]	\$143.97	\$143.97	\$0.00	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Pending
3/6/2023 6:40 PM	[Redacted]	\$4,464.45	(\$1,405.58)	(\$5,870.03)	\$0.00	\$0.00	MAC CMAC	MAC		Inpatient	Active
3/1/2023 11:15 AM	[Redacted]	\$246.73	(\$246.73)	(\$493.46)	\$0.00	\$0.00	MAC CMAC	MAC		Clinic	Active
		\$6,354.77	(\$219.77)	(\$6,574.54)	\$0.00	\$0.00					

Improving Health and Building Readiness. Anytime, Anywhere — Always



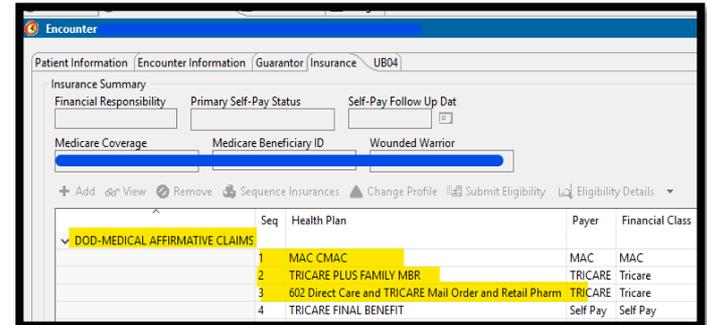
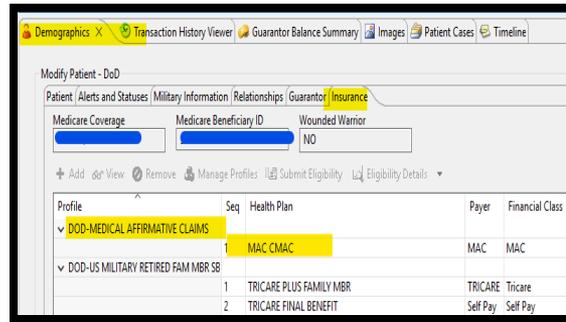
CLEAN-UP ~ Balances Tab #5

- Review Encounter Perspective P&HP to verify correct set-up.
- Review line items:
 - Tricare Plus- two lines Primary with Adjustments applied in Voided status – review Insurance Transaction Tab; two lines Secondary no Transactions.
 - 602 Direct Pharmacy- two lines Secondary with no Transactions applied in Voided status; two lines Tertiary waiting for prior BO... with no Transactions; all 602 health plans have zero balance.
 - MAC- two lines Primary MAC with Balances in Ready to Bill Status and Generated Status.



CLEAN-UP ~ Registration/Encounter Perspective #5

- Registration Perspective ~ Insurance Tab displays correct set-up of MAC P&HP.



- Encounters Perspective ~ Insurance Tab displays incorrect set-up of Tricare and MAC. This is why there are several extra health plans in the Balances tab.



CLEAN-UP ~ Resolving Errors P&HP #5

- Correct P&HP in Encounter Perspective, allowing transactions to update and correct if applicable. Removed all except MAC.

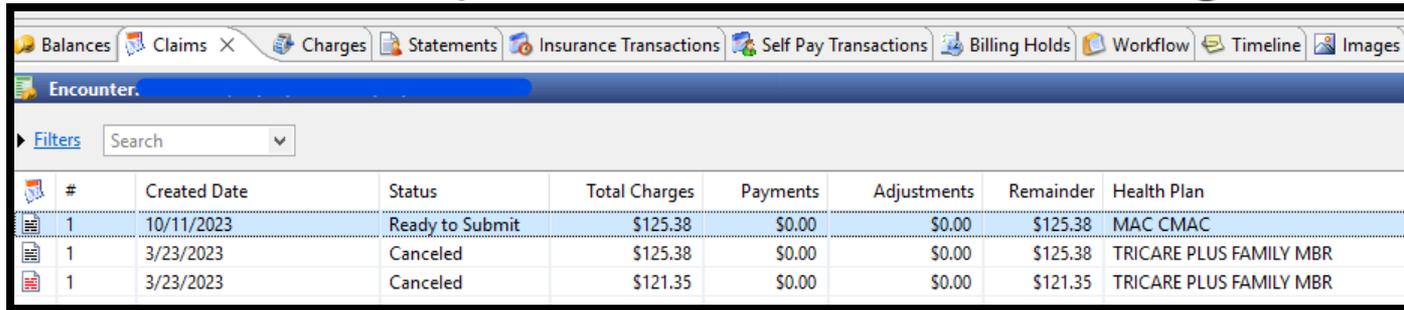
	Seq	Health Plan	Payer	Financial Class
▼ DOD-MEDICAL AFFIRMATIVE CLAIMS				
	1	MAC CMAC	MAC	MAC

- Reverse Adjustments in Insurance Transaction Tab, verified all were 5100.

Type	Date	Activity Date	AR GL Date	Reversed Date	Transferred Date	Original Amount	Amount	Alias
✗ Adjustment	3/25/2023	3/25/2023	9/13/2023	12/11/2023		(\$125.38)	\$0.00	5100
✗ Adjustment	3/25/2023	3/25/2023	9/13/2023	12/11/2023		(\$121.35)	\$0.00	5100
✗ Adjustment	3/25/2023	3/25/2023	9/13/2023	12/11/2023		(\$125.38)	\$0.00	5100
✗ Adjustment	3/25/2023	3/25/2023	9/13/2023	12/11/2023		(\$121.35)	\$0.00	5100

CLEAN-UP ~ Resolving Errors P&HP #5

- Review Claims Tab, Tricare have been Canceled already; only 1 MAC claim in Ready to Submit status and missing one claim.



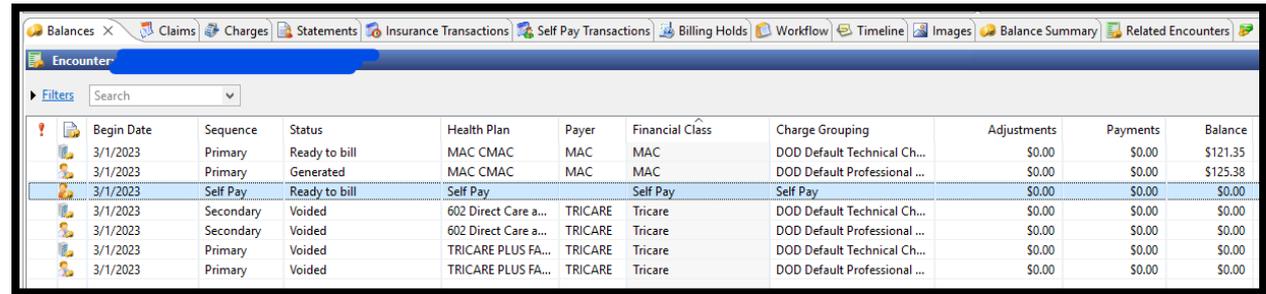
The screenshot shows a software interface with a navigation bar at the top containing tabs for Balances, Claims, Charges, Statements, Insurance Transactions, Self Pay Transactions, Billing Holds, Workflow, Timeline, and Images. Below the navigation bar is a section titled "Encounter." with a "Filters" dropdown and a search box. The main content is a table with the following data:

#	Created Date	Status	Total Charges	Payments	Adjustments	Remainder	Health Plan
1	10/11/2023	Ready to Submit	\$125.38	\$0.00	\$0.00	\$125.38	MAC CMAC
1	3/23/2023	Canceled	\$125.38	\$0.00	\$0.00	\$125.38	TRICARE PLUS FAMILY MBR
1	3/23/2023	Canceled	\$121.35	\$0.00	\$0.00	\$121.35	TRICARE PLUS FAMILY MBR

- Review Workflow Tab, there are no Work Items to resolve.

CLEAN-UP ~ Resolving Errors P&HP #5

- Review Balances Tab again, MAC Health Plans need to be billed and printed; old Tricare health plans are now voided with no transactions.



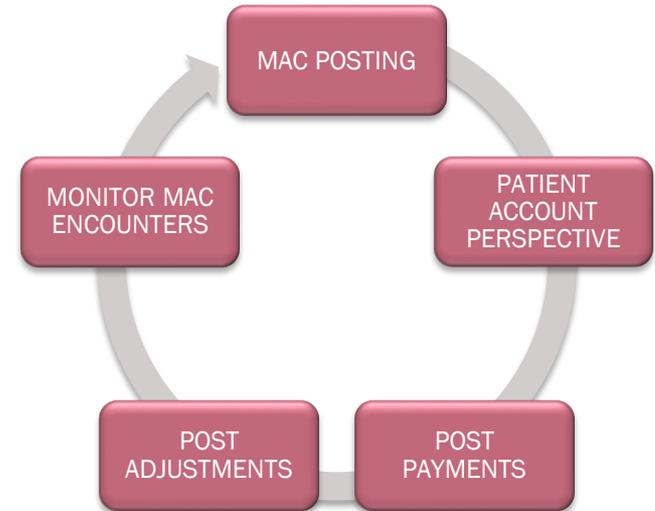
Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance
3/1/2023	Primary	Ready to bill	MAC CMAC	MAC	MAC	DOD Default Technical Ch...	\$0.00	\$0.00	\$121.35
3/1/2023	Primary	Generated	MAC CMAC	MAC	MAC	DOD Default Professional ...	\$0.00	\$0.00	\$125.38
3/1/2023	Self Pay	Ready to bill	Self Pay		Self Pay	Self Pay	\$0.00	\$0.00	\$0.00
3/1/2023	Secondary	Voided	602 Direct Care a...	TRICARE	Tricare	DOD Default Technical Ch...	\$0.00	\$0.00	\$0.00
3/1/2023	Secondary	Voided	602 Direct Care a...	TRICARE	Tricare	DOD Default Professional ...	\$0.00	\$0.00	\$0.00
3/1/2023	Primary	Voided	TRICARE PLUS FA...	TRICARE	Tricare	DOD Default Technical Ch...	\$0.00	\$0.00	\$0.00
3/1/2023	Primary	Voided	TRICARE PLUS FA...	TRICARE	Tricare	DOD Default Professional ...	\$0.00	\$0.00	\$0.00

- Repeat for every encounter for the patient to resolve the errors. Goal is to resolve the issues once claims are generated and printed in the future.



OVERVIEW ~ MAC POSTING (#6)

- MAC POSTING
 - Patient Account Perspective
 - Post All Payments
 - Post All Adjustments
 - ✓ To include Closed Cases
 - Monitor and Review all MAC Encounters



POSTING – Manual Remittance #6

- Patient Account Perspective ~ Create Manual Remittance Icon
 - Create a Manual Remittance to post payments and adjustments.
 - Payment Alias Revenue Cycle
 - ✓ 4600 Insurance Payment for claims
 - ✓ 4706 Law Firm Payment for claims
 - ✓ PLB TL for Non-Revenue Cycle (Tricare, AirEvac...)
 - Adjustment Alias
 - ✓ W50 DOD MAC WO
 - ABACUS claims are posted in ABACUS.



POSTING ~ Create MTF Deposit #6

- Create New Remittance
 - MTF received check in mail
 - Payer is MAC, payors are not set-up
 - Attorney Check 4706 Payment Alias
 - MAC Adjustment is W50
 - Payment Breakdown, Claims \$1500 and Non-AR GL for Tricare portion \$500
 - Adjustment \$1000 W50

The screenshot shows a 'Create New Remittance' dialog box with the following fields and values:

- Remittance Name: 08312023 08152023 ATTORNEY \$2000
- Currency Type: United States Dollar
- Payment Control Total: \$2,000.00
- Deposit Date: 08/15/2023
- Posted Date: 08/31/2023
- Payer: MAC
- Payment Method: Check
- Check Date: 08/11/2023
- Check Number: 123456
- Payment Alias: 4706
- Adjustment Alias: W50
- Apply Comment: Payment received from ABC Law Firm, MTF deposited \$1500 for Claims and \$500 for Tricare Adjust off balance \$1000
- Predefined Comment: (empty)
- Importance: Medium

Buttons: OK, Cancel



POSTING ~ Create MCRU Deposit #6

- Create New Remittance
 - MCRU deposited and created DD1131
 - ✓ Payment Method
 - External Collection
 - ✓ Payment Description
 - DD1131 Payment MCRU...

Create New Remittance

Remittance Name
08312023 08012023 MCRU \$1000

Currency Type
United States Dollar

Payment Control Total
\$1,000.00

Deposit Date
08/17/2023

Posted Date
08/31/2023

Payer
MAC

Payment Method
External Collection

Check Date

Payment Description
DD1131 Payment MCRU San Diego

Payment Alias
4600

Adjustment Alias
W50

Apply Comment
DD1131 Payment received from MCRU from Insurance

Predefined Comment:

Importance: Medium

OK Cancel



Create New Remittance

Remittance Name
Data Displayed 'Ins/SP Trans' Details "Batch Description"

Currency Type
United States Dollar

Payment Control Total

Deposit Date
Posted Date
09/01/2023

Payer
MAC

Payment Method
Check Date

Payment Description

Payment Alias
Adjustment Alias
W50

Apply Comment
Does not print anywhere

Predefined Comment:

Importance: Medium

OK Cancel

Create Pattern:

- 1) To identify monthly DD1131 from MCRU.
- 2) To identify monthly 'Closed' report from MCRU.
- 3) To identify MAC payment to MTF.

Enter entire deposit amount.
Blank if no payment

Payer is MAC.
Separate payers not set-up.

Payment Method-
Select External Collection for MCRU DD1131.

Payment Description- (External)
Displayed Ins/SP Transaction details.

Payment Alias- See below.

Adjustment Alias- Always W50 MAC.

Apply Comment- Add comments, do not see where this is printed anywhere.

- Payment Method
- ACH
 - Cashiers Check
 - Check
 - Electronic Fund Transfer
 - External Collection
 - IPAC
 - Money Order
 - Paypal
 - Travelers Check

- Payment Alias Revenue Cycle:
- 4600 Insurance Payment for claims
 - 4706 Law Firm Payment for claims
 - PLB TL for Non-Revenue Cycle (Tricare, AirEvac...)

MAC Post Payments - Adjustments



RESOURCES ~ HELPFUL HANDOUT MAC

- Reference DHA UBO SharePoint for current information
- DHA UBO Revenue Cycle HelpFul HandOuts:
 - [Available on the "MHS GENESIS – UBO Revenue Cycle" page on Launchpad](#)

2023

DEFENSE HEALTH AGENCY
DEPARTMENT OF DEFENSE

Uniform Business Office J-8

Medically Ready Force... Ready Medical Force

MHS GENESIS
DHA UBO HelpFul HandOut
Revenue Cycle

MAC PROCESS
Profile & Health Plan
Billing
Posting



PENDING ~ MAC Combined Cover Sheet

- Discern Reporting will have a MAC Combined Cover Sheet, the form is still in validation phase, use a manual form until then.
- If someone has their prior service version in a PDF format, please forward to me; it will be added to UBO SharePoint.

Discern Prompt: LCAH_NCR_AF_438:DBA

*Billing Entity	0105-AMC Moncrief/Jackson 0118-20th Medical Group 0109-AMC William Beaumont - Bliss 0109-AMC BAME FSH 0110-AMC D'annal/Hood
*MRN	00001 MRN
*Case Number	PENDING CASE NUMBER
Current Organization and Station	
*How	UNKNOWN HOW
*When	07/11/2023 WHEN
*Where	UNKNOWN WHERE
*Type Of Notification	Initial Transfer Update Final
*Total Charges	100.00
Title of Preparer	DHA UBO MAC

Return to prompts on close of output

Ready



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