

# 2024 Indian Health Service Partnership Conference

ERA Posting (Posting Electronically) -  
Current Issues and Best Practices

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# *Current Issues* & Best Practices: ERA-PIMC

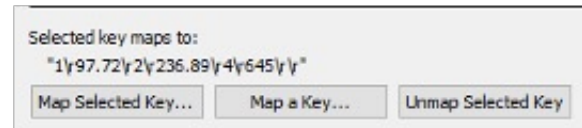
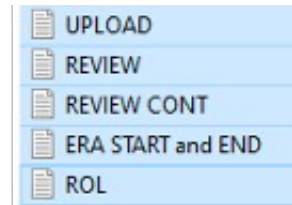
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- Communication between TPB and AR (835 file transmissions)
  - Exporting multiple times – (correct status of claim - AHCCCS online before re-sending)
    - Results in payment/double payments AND multiple denials - duplicate denial(s)
      - ERA post from zero dollar to high dollar
        - Example: Reversal of duplicate denial, post payment(s), re-roll & enter notes message
        - Double payments – recoup/void process online
- Rollover payments – AHCCCS Secondary
  - Medicare: ERA will sometimes post MCD payment to MCR claims that are pending posting
    - If not caught/miss in Review (MCR AR tech will notify – reversal of payment (PC to/from)
  - Private Insurance payments: ERA will sometimes post to the secondary claim (already created)
    - If for exact bill/paid amount
      - Others pushed to Exception Report
  - Private Insurance denials: will sometimes come in through 835 file (rare)
    - Accidentally mailed to AHCCCS



# Current Issues & **Best Practices**: ERA-PIMC

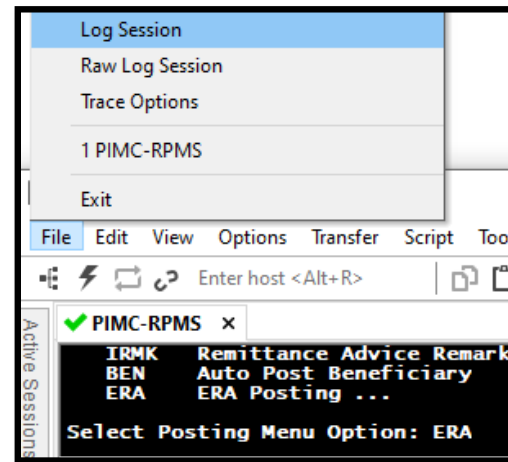
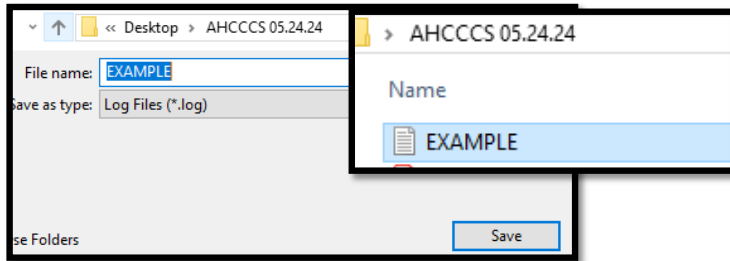
- ERA process/steps (start 08/2016)
  - Each capture/log separately
    - Example: PIMC naming convention
- Easyprint – print reports
  - Print to Adobe save within paid folder
  - No paper print out
- Utilize “F” key function/set up
  - Save “key strokes”
    - PgUp set key
- Yearly rate adjustment
  - Post manually – from Easyprint



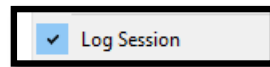
# Current Issues & **Best Practices**: ERA-PIMC

- All ERA steps are captured – File, Log Session before ERA option
- RPMS – AR,PST,ERA -> (Log Session click)

- Name notepad/save ->Example below
- Saved to folder



- Log Session – on

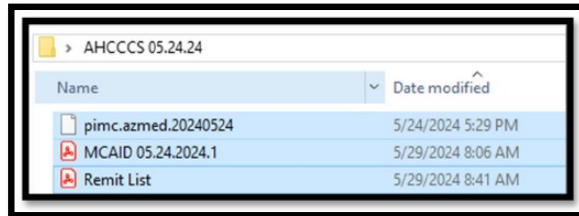


# Current Issues & **Best Practices**: ERA-PIMC

- o Easyprint

Check Date	Check/EFT ...	Check/EFT ...	Claims	Check/EFT Number
05/22/24	1240233.42	EFT	1991	202405223590254

- o Folder create/copy desktop



Name	Date modified
pimc.azmed.20240524	5/24/2024 5:29 PM
MCAID 05.24.2024.1	5/29/2024 8:06 AM
Remit List	5/29/2024 8:41 AM

- o Log ERA posting (example: ERA post total 1771)

ERA POSTING			
MEDICAID			
DATE	TIME IN	TIME OUT	A/R Tech Name
5/29/2024	10:24AM	10:46AM	TP

```

WITH SESSION ID 3240529.102445    SESSION STATUS: OPEN

Cashiering Function - Payments
Count                - 1450                $1209654.49

Cashiering Function - Adjustments
CO-PAY              - 0                    $ 0.00
DEDUCTIBLE          - 0                    $ 0.00
GROUPER ALLOWANCE  - 0                    $ 0.00
NO PAYMENT          - 223                 $ 210892.91
NON PAYMENT        - 0                    $ 0.00
PAYMENT CREDIT     - 0                    $ 0.00
PENALTY            - 0                    $ 0.00
UNDEF              - 95                    $ 0.00
WRITE OFF          - 3                    $ 35663.00
Total Adjustments  = 321                 $ 246555.91

Cashiering Function - Refunds
Count                - 0                    $ 0.00

Do you wish to log out now?? Yes// YES

By logging out, you are confirming the system balances. Are you sure you wish to
log out?? Yes// YES

Fine, the session 3240529.102445 will be sent to your manager for processing.
Status for Session 3240529.102445 has been set to RECONCILED

Enter RETURN to continue or '^' to exit:

AR      A/R MASTER MENU ...
TDIR    Telephone Directory [PIMC]

Select IHS Core Option: Time

May 29, 2024 10:46:53 am
    
```

# Current Issues & **Best Practices**: ERA-PIMC

- Print ERA reports – clean up

```
NEW Load New Import
VIEW View Import Header
TRN Check Amount and Check number for 835
BPR Review & Match ERA to Collection Batch
BLMT A/R Bill Matching
REV Review Postable Claims
PST Post ERA Claims
RPT Report ERA Claims
NFND ERA Check Not Batched Report
RPTC List Corrections Sent in ERA

Select ERA Posting Option: RPT
```

```
Select file: 1595_ERA_05/29/2024 pimc.azmed.20240524CHK/EFT #: 2024

1) CHECK #: 202405223590254 BATCH: FY24 MCAID-05/24/2024-1
A/R ACCOUNT: MEDICAID BATCHED AMT: 1,240,233.42BALANCE:
FULL CHECK #: 202405223590254

Please enter the LINE # of the check you wish to REPORT: 1//
```

- Enter ERA# xxxx

- Pick or default to Line # of check
- Report list
  - All, Claim Unmatched & Exception → Response
  - Select the type of report: D → Detailed
  - Device: 0;132;9999
  - Each report (Log Session) to notepad
  - Example of PIMC naming convention:

```
Reports for : 1595_ERA_05/29/2024
pimc.azmed.20240524
CHK/EFT #: 202405223590254

Enter the list of Claim Status(s) you desire to print,
and in the sequence to be printed out.


C - Claim Unmatched R - Reason Unmatched N - Not to Post
M - Matched P - Posted E - Exception
A - All Categories
Example: CRN

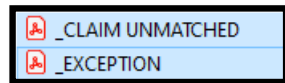
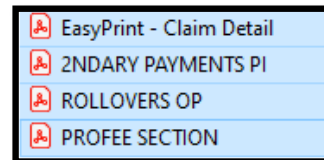
Enter response:
```

ALL
CLAIM UNMATCHED
EXCEPTION



# Current Issues & **Best Practices**: ERA-PIMC

- o Print reports – Easyprint
  - o Denials, Recoup/voids, Rollovers (O/P), Profee Section (etc)
    - o Example of PIMC: 
- o Open notepad – Claim Unmatched & Exception
  - o Scroll to end of reports
    - o Add payments amounts to get total of remaining open balance
      - o Totals balance out
      - o Reports print to PDF



```

*****
TOTALS FOR CLAIM UNMATCHED
AMOUNT BILLED..... 311 BILLS(S)    $    97,417.86
PAYMENTS.....       188 BILLS(S)    $    14,598.59
ADJUSTMENTS.....    271 BILLS(S)          $      82,819.27

*****
** END OF REPORT **
*****
TOTALS FOR EXCEPTION
AMOUNT BILLED.....  140 BILLS(S)    $   170,843.92
PAYMENTS.....       131 BILLS(S)    $   15,980.34
ADJUSTMENTS.....    138 BILLS(S)          $   154,863.58

*****
** END OF REPORT **
*****
1) CHECK #: 202405223590254  BATCH: FY24 MCAID-05/24/2024-1  ITEM: 1
   A/R ACCOUNT: MEDICAID      BATCHED AMT: 1,240,233.42BALANCE: 30,578.93
   FULL CHECK #: 202405223590254
    
```

- o Shuffle between reports to start clean up / closing batch out completely
  - o Rollovers are forward TPB
  - o Contact Request (update) forward Contact Rep



# Contact Information

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