

Exa® PACS/RIS

Feature Summary

Posting Payments

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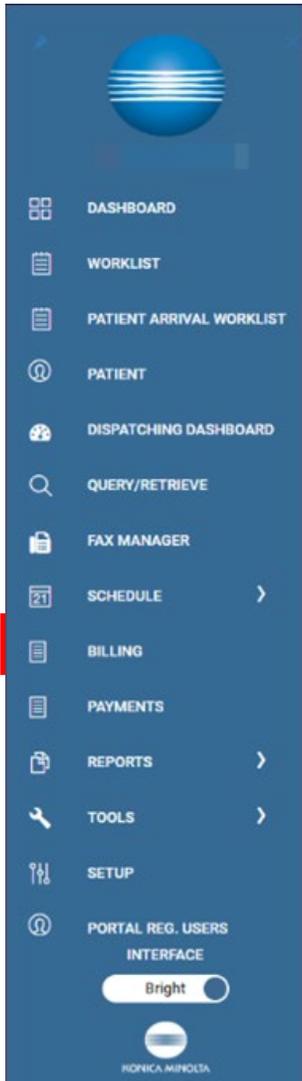
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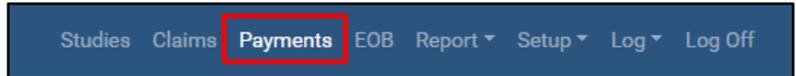
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Posting a payment Exa Billing

Burger > Billing...

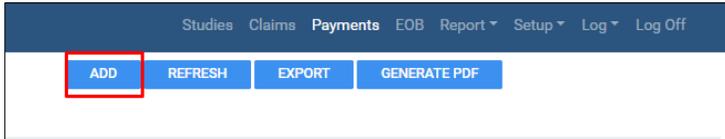


...Payments

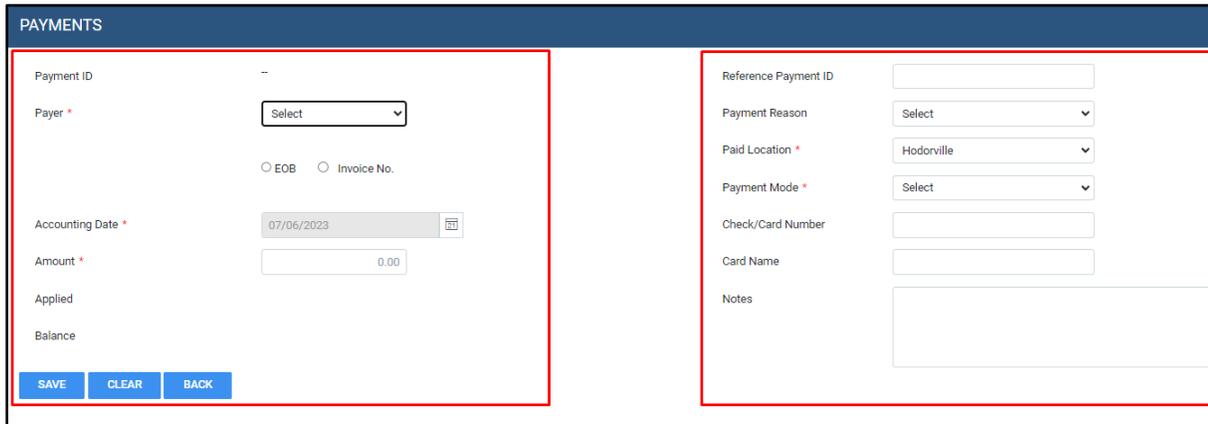


Posting a payment in Exa Billing refers to recording payments from patients, insurance companies, or other third-party payers and applying them to the corresponding patient accounts. It involves updating the financial records and reconciling the payments with the billed charges.

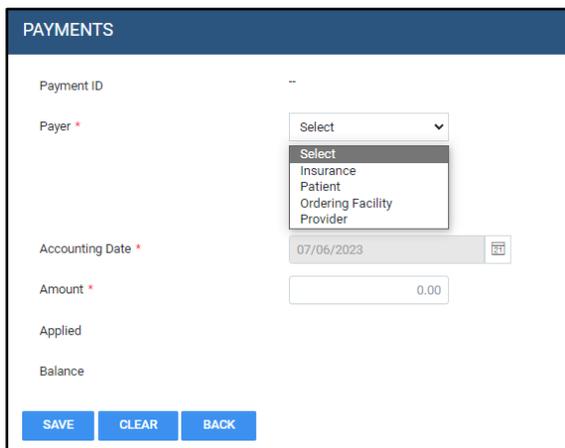
In Billing, select **ADD** to post a manual payment.



Enter settings in the **Payments** screen.



Left pane:



- Payment ID – The system will generate a payment ID after you save the payment.
- Payer – Select Insurance, Patient, Ordering Facility, or Provider, and then select corresponding payer information in the second drop-down that appears.
- Accounting date – This is specific to each customer, but accounting dates can be the day the payment was received or the day the payment was posted (when it arrives at the bank.)
- Amount – The total payment to be applied.
- Applied – The amount of funds used when posting the payment.

Right Pane:

Reference Payment ID	<input type="text"/>
Payment Reason	<input type="text" value="Select"/>
Paid Location *	<input type="text" value="Hodorville"/>
Payment Mode *	<input type="text" value="Select"/>
Check/Card Number	<input type="text"/>
Card Name	<input type="text"/>
Notes	<input type="text"/>

- Reference Payment ID – Internal numbers or notes.
- Payment Reason – Select a reason such as Copay, Self, or Insurance. You can add more payment reasons in the Billing the Setup screen.
- Paid Location – If there are multiple facilities, select the facility the payment applies to.
- Payment refers to the method of payment
- Check/Card Number – Unless the payment is cash, enter a check / EFT number or card number. If using a card, avoid entering the whole card number.
- Notes – Type notes to appear on the receipt.

Posting a patient payment

When posting a patient payment, the Payer search bar prompts the user to enter the patient's information.

When the patient is identified, payments can be applied to claim lines. The dependent claims with an open balance appear under the **Pending Payment by Patient/Claim/Invoice No.** section. Here, you can open the claim by double-clicking it or selecting the edit (pencil) button and apply the funds.

The screenshot shows a 'PAYMENTS' form with the following fields and values:

- Payment ID: 42
- Payer: Patient (dropdown)
- Test: Cheryl
- 1073TST
- 06/10/1972
- Test, Cheryl (dropdown)
- APPLY ALL (button)
- Accounting Date: 07/06/2023
- Amount: 15.00
- Applied: \$0.00
- Balance: \$15.00

Buttons at the bottom: SAVE, ADD, PRINT, PRINT RECEIPT, DELETE, BACK, DOCUMENTS.

The screenshot shows a 'PENDING PAYMENTS' table with the following data:

CLAIM NUMBER	INVOICE NO.	PATIENT	CLAIM DATE	BILL FEE	BALANCE	CPT CODES	ACCOUNT NO.
1		Test, Cheryl	07/07/2022	\$100.00	\$0.00	70551	1073TST

Buttons at the top: SAVE, ADD, PRINT, PRINT RECEIPT, DELETE, BACK, DOCUMENTS. Buttons at the bottom: REFRESH, BACK TO SEARCH.

Enter the payment in the **This Payment** column. If an adjustment is applicable to the claim, you can enter the adjustment here.

The screenshot shows a 'Claim: # 1, Test, Cheryl' form with the following data:

OPT Code	CPT Description	Bill Fee	Payment	This Payment	Allowed	Adjustment	This Adjustment	Balance	CAS
70551	MRI BRN BRN STEM C-MATRL	100.00	100.00	0.00	0.00	0.00	0.00	0.00	CAS

Buttons at the bottom: SAVE, CLEAN, CANCEL.

If the applied amount resolves the balance on the claim, the claim status automatically changes to Paid in Full. You can add adjustment codes to the claim on this screen. The applied payment appears in the Applied Payments tab.

SAVE ADD PRINT PRINT RECEIPT DELETE BACK DOCUMENTS											
PENDING PAYMENTS PENDING PAYMENTS(BY PATIENT/CLAIM/INVOICE NO.) APPLIED PAYMENTS											REFRESH
CLAIM NUMBER	INVOICE NO.	PATIENT	CLAIM DATE	BILL FEE	PATIENT PAID	PAYER PAID	ADJUSTMENT	THIS ADJUSTMENT	THIS PAYMENT	BALANCE	CPT CODES
1		Test, Cheryl	07/08/2022	\$100.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$50.00)	70551

Applying a manual insurance payment

Follow the steps in boxes 1 and 2 to add an insurance payment. Note that you must select the insurance option and choose a payment mode of EFT or Check. Alternatively, you can select the payment mode of Adjustment if the insurance payment is a take-back from another account.

After creating the payment, search for the claims on the EOB on the **Pending Payments (by Patient/Claim/invoice No.)** tab.

PENDING PAYMENTS	PENDING PAYMENTS(BY PATIENT/CLAIM/INVOICE NO.)	APPLIED PAYMENTS
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Applying a negative adjustment

- *Credit adjustments* remove money/balances – such as a small balance write-off.
- *Debit adjustments* add money/balances back to the transaction, such as interest paid.
- *Refund debits* apply when the patient needs a refund
- *Recoupment debits* occur when insurance may take back payments

Refunding a patient

When you need to issue a patient refund, you must first identify the overpayment by checking the claim. To do this, you can open the claim and select the **Payment** tab at the bottom of the screen.

Select the **New Payment** button and then select the responsible party as the patient. Under the payment mode, choose **Adjustment**.

In the new screen, select **DR** and add the adjustment amount. Select the adjustment code as **Refund**, and then select **Save**.

The adjustment appears in the payment screen.

Removing applied funds

You can remove applied funds on a claim by opening the claim in the payment module.

The screenshot shows the 'PAYMENTS' interface with the following details:

- Payment ID: 47
- Payer: Patient (Test, Cheryl)
- Accounting Date: 08/23/2023
- Amount: \$0.00
- Applied: \$20.00
- Balance: \$30.00
- Payment Reason: Self
- Paid Location: Hodenville
- Payment Mode: Cash

The 'APPLIED PAYMENTS' table is as follows:

CLAIM NUMBER	INVOICE NO.	PATIENT	CLAIM DATE	BILL FEE	PATIENT PAID	PAYER PAID	ADJUSTMENT	THIS ADJUSTMENT	THIS PAYMENT	BALANCE	CPT CODES
1	1	Test, Cheryl	07/08/2022	\$100.00	\$50.00	\$0.00	\$30.00	\$0.00	\$20.00	\$0.00	70551

Select the edit (pencil) button to open the claim.

The screenshot shows the 'Claim: # 1, Test, Cheryl' detail view with the following summary:

- Total Bill Fee: \$100.00
- Applied Payment: \$20.00
- Applied Adjustment: \$0.00
- Total Payment Record Balance: \$30.00

The table below shows the payment details:

CPT Code	CPT Description	Bill Fee	Payment	This Payment	Allowed	Adjustment	This Adjustment	Balance	CAS
70551	MRI BRN BRN STEM C-MATRL	100.00	50.00	20.00	0.00	30.00	0.00	0.00	CAS

At the bottom, the 'PAY IN FULL' section shows:

- Total Bill Fee: \$100.00
- Others Paid: \$0.00
- Adjustment: \$30.00
- Patient Paid: \$70.00
- Balance: \$0.00

The 'CLAIM STATUS' is 'Paid In Full'. The 'CLEAR' button is highlighted in red.

Select **CLEAR** or manually zero out the payment in the **This Payment** box and select **SAVE**.

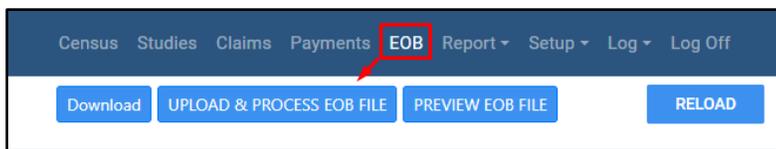
If you need to remove funds, you can use an adjustment code. If the existing adjustment codes don't meet your needs, you can create a new one in Billing's **Setup** area.

We recommend adding a billing note when adjusting a payment. The payment history still appears on the claim. A payment must be deleted if it needs to be completely removed from the claim history.

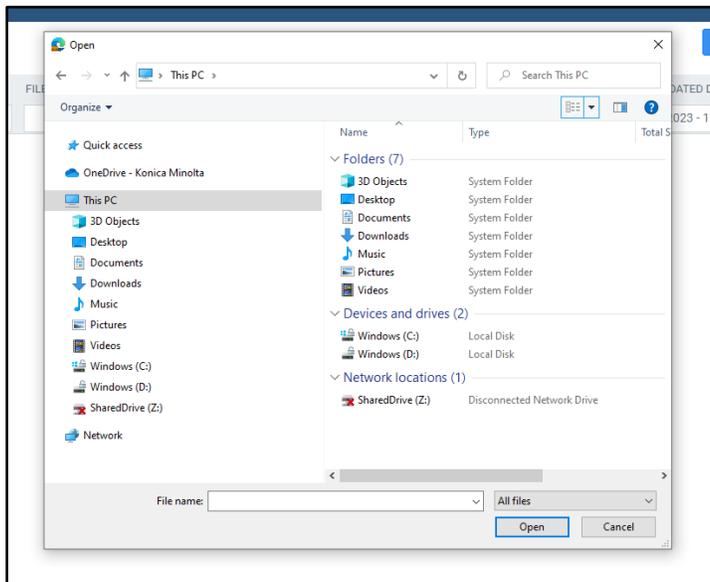
Uploading electronic payments

In Exa Billing, you can upload 835 files. In the healthcare industry, 835 files often refer to Electronic Remittance Advice (ERA) files. These files contain important information about claim payments and are commonly used by healthcare practices, facilities, and billing companies to automate the process of posting claim payments into their systems.

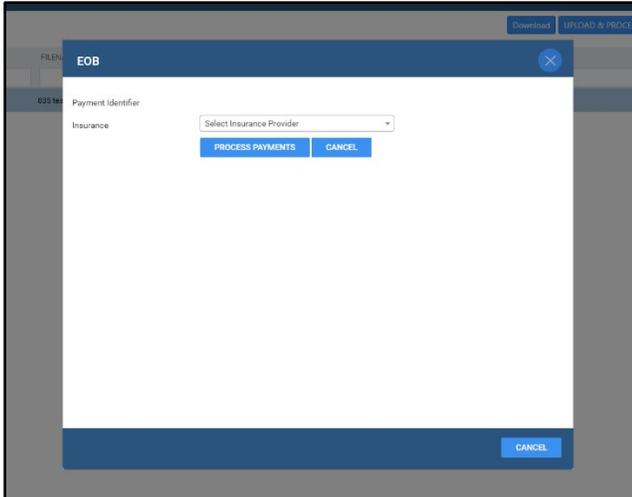
To upload a payment file, first download it to your desktop or designated folder. In Billing, select the **EOB** tab, and then select **Upload & Process EOB File**.



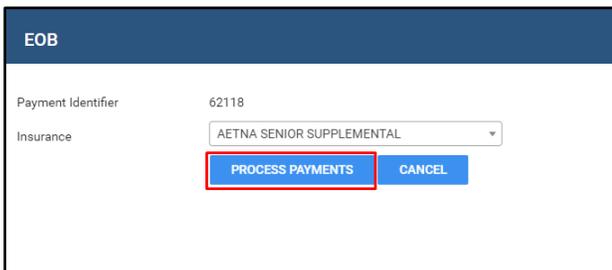
Select the payment file and select **Open**. Payment files can be stored in a folder of your choice.



Choose the insurance carrier the payment pertains to.



Select **PROCESS PAYMENTS**.



The file appears in the EOB screen, and the status should be Success.

ID	PAYMENT ID	FILENAME	SIZE	FILE UPDATED DATETIME	STATUS
1	54	835 testfileFL2023041420525953_File164_File1dat835680009.C776.R251.835	8 KB	10/11/2023 - 11/09/2023	All

Additional UI elements visible in the screenshot include a navigation bar with "EOB" selected, and buttons for "Download", "UPLOAD & PROCESS EOB FILE", "PREVIEW EOB FILE", and "RELOAD".

Payments are matched based on last name. The patient's name entered at the time of registration must match the patient's name on their insurance card. If it does not match, the claim is not automatically posted.

The uploaded file now has a payment ID and can be found in the Payment Tab.

PAYMENTS															
Payment Status		APPLY TO PAYMENT		Payment Total	Total Payment Applied	Adjustment Total	ADD REFRESH EXPORT GENERATE PDF								
ALL SELECTED (4)		SMALL BALANCE ADJUSTMENT		\$5,795.71	\$155.00	\$924.00									
PAYMENT ID	REFERENCE	PAYMENT DATE	ACCOUNTING DATE	PAYER TYPE	PAYER NAME	PATIENT MRN	PAYMENT AMOUNT	PAYMENT APPLIED	BALANCE	ADJUSTMENT	NOTES	PAYMENT MODE	CHECK/CARD NUMBER	FACILITY	POSTED
54		11/09/2023	04/18/2023	Insurance	AETNA SENIOR SUPPLEME		\$3,422.71	\$0.00	\$3,422.71	\$0.00	Amount shown in EOB : EFT	EFT	812662870	Hodenville	Harper
53		11/01/2023	11/01/2023	Patient	Harper, Test	ZZ DUMMY ACCOUNT -	\$0.00	\$0.00	\$0.00	\$719.00	Small Balance Write-Off Adjustments			Konica Minolta He Harper	

The system also displays the payment amount and the amount received that matches outstanding claims.

PAYMENTS Census Studies Claims Pa

Payment ID: 54 Reference Payment ID:

Payer: Insurance Payment Reason: Select

AETNA SENIOR SUPPLEMENTAL Paid Location: Hodenville

EOB Invoice No. Invoice No.

Accounting Date: 04/18/2023 Payment Mode: EFT

Amount: 3422.71 Check/Card Number: 812662870

Applied: \$0.00 Card Name:

Balance: \$3,422.71 Notes: Amount shown in EOB : 3422.71
Amount received for matching orders : 0.00

SAVE ADD PRINT DELETE BACK

PENDING PAYMENTS **PENDING PAYMENTS(BY PATIENT/CLAIM/INVOICE NO.)** APPLIED PAYMENTS

If a payment does not automatically post to a claim, you can find the claim by searching in the PENDING PAYMENTS (BY PATIENT/CLAIM/INVOICE NO.) tab.

PENDING PAYMENTS **PENDING PAYMENTS(BY PATIENT/CLAIM/INVOICE NO.)** APPLIED PAYMENTS

Starts With: All Show Inactive Search Owners

Last Name: First Name: MRN:

Claim ID: SEARCH Invoice No.: SEARCH

PATIENT SEARCH RESULTS

Exporting payments

Payment records can be exported as an alternate way to manage raw payment data in a custom format. The criteria for export can be filtered by any field that has the dropdown button.



After setting the criteria, select **Export** in the top right corner. The report is in .csv format and has all columns listed in the payment module.

