



CareWhen Training

Payment Tasks

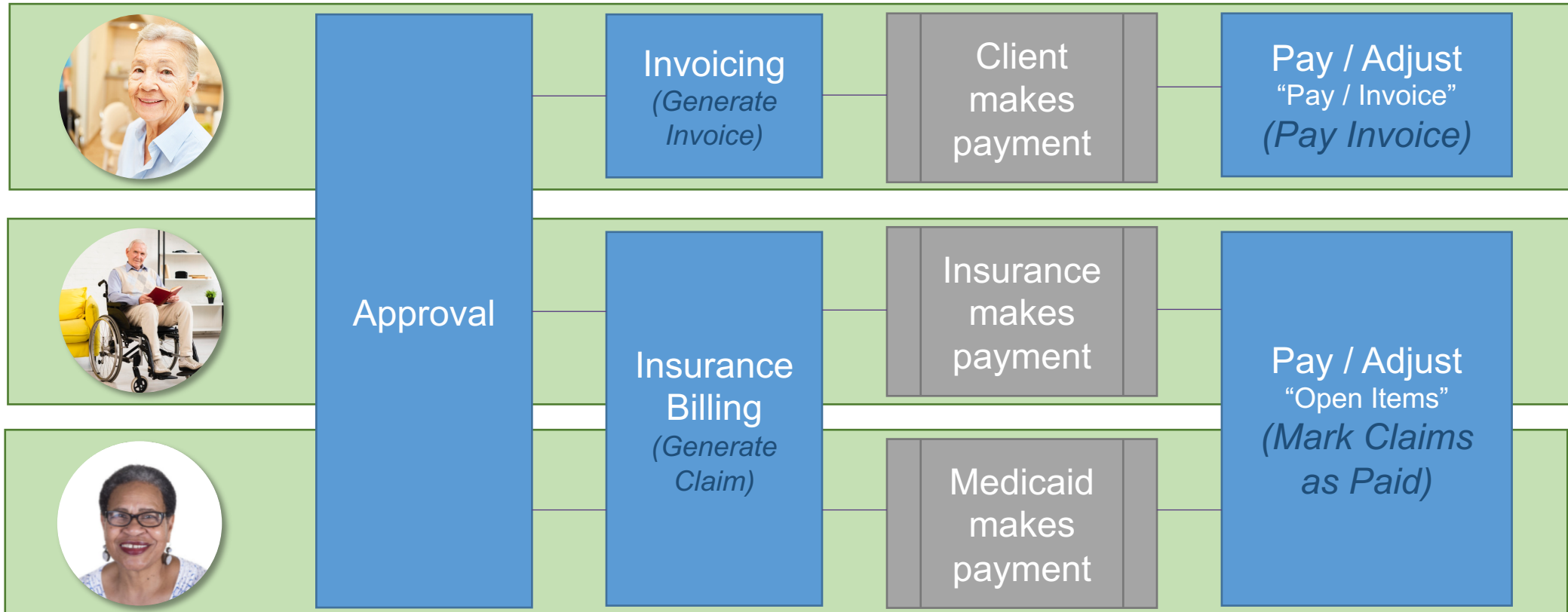
CareWhen Payment Tasks

The action of applying payments to invoices or claims in CareWhen can be found under the heading “Tasks”.

Tasks				
Approval	Misc Transactions	Pay/Adjust	Invoicing	Insurance Billing
<p>Review and sign-off on completed visits.</p> <p><i>Note: Approved visits are then processed as an invoice or claim based on Payor type.</i></p>	<p>Add in supplementary payments to account for additional charges such as un-accounted for mileage.</p>	<p>Apply manual payments towards outstanding invoices</p> <p>Add adjustments if needed.</p>	<p>Generate invoices from Approved Visits.</p> <p><i>Note: Invoices may be downloaded for printing or emailed directly to clients.</i></p>	<p>Manage claims that need to be sent to claims-based Payors.</p> <p><i>Note: Claims may be downloaded in either print or data formats based on file type.</i></p>

CareWhen Payment Process

To illustrate the use of Payment “Tasks”, see below for a map of how certain tabs would be used to process billing for each of our Client examples.



CareWhen Payment Tasks



Tasks > Approval



From the Approval tab under Tasks, you may search for completed visits. Use the search bar to locate the visits you wish to approve. To search for Martha's completed visit, we'll search for PVT (Private Pay).

1 Tasks

2 Approval

3 Criteria: PVT

4 [Checkmark icon]

5 Approve

Flags are used to signal potential issues with completed visits. Mouse-over the flags to display the flag reason.

Confirm Approve
? Approve 1 Visit through 11/19/2020?
Yes No Cancel

Approval Date	Client Name	# Visits	View
11/19/2020	Demo, Martha	1	[Icons]
Remaining :		0	

After clicking Approve, selected visits will be moved to the Approval queue and will display under Pending Approvals. These will clear automatically once processed.

CareWhen Invoicing and Claims



Tasks > Invoicing > Invoicing

Once Martha's visit has been Approved, an Invoice can be generated from the Invoicing tab. This is done by searching for her Approved Visit via the search bar, selecting an Invoice Date, and clicking "Invoice".

Note: For the "Invoice" button to be click-able, the "Invoice Date" cannot be set *before* the date of the completed visit.

The screenshot shows the 'Invoicing' tab in the software. Callout 1 points to the 'Invoicing' tab. Callout 2 points to the 'Invoicing' sub-tab. Callout 3 points to the filters (All Clients, PVT, All Client Types). Callout 4 points to the 'Demo, Martha' client entry in the table. Callout 5 points to the 'Invoice Through' date (11/19/2020) and 'Invoice Date' (11/19/2020) fields. Callout 6 points to the 'Invoice' button.

Client ↑	From Date	To Date	Payor	Client Type	Amount Totals	Tax	Total
<input checked="" type="checkbox"/> Demo, Martha	11/18/2020	11/18/2020	PVT		\$10.00	\$0.00	\$10.00
Totals (1) :							
	11/18/2020	11/18/2020			\$10.00	\$0.00	\$10.00

Visit Detail for: Demo, Martha : PVT										
Service Date	Caregiver	Code	Description	Payor	Qty	Amount	Tax	Pymt/Adj	Balance	
11/18/2020	Cheerie, Cheryl [CNA]	36010	Homemak...	PVT	1.00	\$10.00	\$0.00		\$10.00	
Totals:										

When you select a Client, Visit Details will populate with a summary of all Approved Visits that will be included on the Invoice.

CareWhen Invoicing and Claims



Tasks > Invoicing > Client Invoices

With the Invoice generated, navigate to the Client Invoices tab. Martha is set up to receive print Invoices.

4 Use the Process Button to process all selected invoices via the Client's preferred delivery format. This will either generate a printable invoice, or email the invoice directly to the Client.

If multiple invoices exist for a single Client, use the Combine button to create a print invoice combining all selected invoices.

Invoice #	Client Name	Invoice Date	Delivery ...	Delivery Status	Sent On	Download
<input checked="" type="checkbox"/>	Demo, Martha	11/19/2020	✉	Pending		Ready

Queued On ↓	Invoice Job Name	Invoices	Queued By	File Type	Download	
<input type="checkbox"/>	11/19/2020 10:30 AM	Invoices-11/19/2020	1011	Morse, Evan	pdf	Ready

Use the search bar to filter available Client Invoices.

5 Once processed, printable Invoices move to the Print Queue as PDFs. These are then downloaded, printed, and sent to the Client / Responsible Party.

CareWhen Invoicing and Claims



Tasks > Pay / Adjust > Pay Invoice

After receiving her invoice, Martha sent the Agency a credit card payment of \$10 to pay her invoice. This is entered under the Pay / Invoice tab within Pay / Adjust.

Add a new payment, select the applicable Payor and Client. This will populate the payment box with all outstanding Invoices for the Client. Enter in a payment amount in the Payment column, then click Save.

1 Pay/Adjust

2 Pay/Invoice

3 Add

4 Payor: PVT - Private Pay
Client: Demo, Martha
Payment Code: 3 - Credit Card Payment
Pay/Adj Date: 11/19/2020

5

Inv#	Invoice Date ↑	Amount	Payment	Adjust	Adj Code	Balance
1011	11/19/2020	\$0.00	\$10.00	\$0.00	0	\$0.00

Save & New Save & Close Cancel

Invoice Payments may be generated for any Payor marked as "Can Invoice".
As in this example, this is typically used for Private Pay.

CareWhen Invoicing and Claims



Tasks > Pay / Adjust > Pay Invoice continued

Once invoice payments have been added to the Pay / Invoice area, they must be approved before being posted to the Client's account. When a Client payment has successfully cleared, check the box next to the payment, select an Approve Date, and click the Approve button.

Configuration Note

- The Approve Date cannot be set in the future *and* must come on or after the Pay / Adjust date set in the payment.

Client	Invoice...	Invoice Date	Pa...	Invoice Amount	P...	Pay Amount	A...	Adj Amount	Balance Due	Check Number	Pay/Adj Date	
<input checked="" type="checkbox"/>	Demo, Mart...	1011	11/19/2020	PVT	\$10.00	3...	\$10.00	\$0.00	\$0.00		11/19/2020	<input checked="" type="checkbox"/>
						\$10.00		\$0.00	\$0.00			

CareWhen Invoicing and Claims

Tasks > Insurance Billing > Insurance Prep



Charlie and Katherine's Payors both utilize Claims. These are managed from the Insurance Billing tab and, unlike Invoices, are managed in groups based on the Payor rather than the Client.

Filter available potential Claims via Payor and select a "Prepare Insurance Through" date. Multiple Payor filters can be selected for faster searching.

Select the Payor you wish to create a Claim for and select "Create Claims".

The View Details button to inspect each item of a Claim for the selected Payor.

Payor	Held Count	Held Total	Count	Total
<input checked="" type="checkbox"/> MDC - Medicaid	0	\$0.00	1	\$12.00
	0	\$0.00	1	\$12.00

Insurance Prep Detail for: MDC - Medicaid							
Client Name ↑	From	To	Subscriber	Authorization	Held/Delayed	Held	Total
Demo, Katherine [23.N]	11/18/2020	11/18/2020				\$0.00	\$12.00

CareWhen Invoicing and Claims

Tasks > Insurance Billing > Insurance Claims



When a Claim has been prepared, it moves to the Insurance Claims tab. From here, the Claim may be rendered as a file type based on the billing needs of the Payor (such as UB04 print claim or an EMC electronic claim).

A Claim's status will update as the Claim is worked on:

"Pending" indicates a Claim that hasn't been exported to a file.

"Processing" indicates a Claim that is actively being turned into a file. This can take a few minutes to complete.

Once a Claim has been converted into a file, the Status will turn **green** and display who made the file and when.

The screenshot shows the 'Insurance Billing' tab selected. The 'Insurance Claims' sub-tab is active. A dropdown menu is set to 'UB04' and the 'Create File' button is visible. Below this is a table of claims with two rows highlighted in red. The first row is for 'MDC - Medicaid' and the second is for 'AMI - Assured Medical Insurance'. Both have a status of 'Pending'. The interface also includes a 'Download Queue' section at the bottom.

Created On	Claim Date	Payor Name	Claim Type	Total	Status
11/20/2020	11/20/2020	MDC - Medicaid	Professional	\$12.00	Pending
11/20/2020	11/20/2020	AMI - Assured Medical Insurance	Professional	\$14.00	Pending

CareWhen Invoicing and Claims



Tasks > Insurance Billing > Insurance Claims continued



Once a Claim has been converted to a file, it will be placed in the Download Queue. From here, the Claims files may be downloaded and sent to the Payor. For Insurance and Medicaid Payors, this is generally done via an upload to a Claims portal.

Queued On ↓	Payor	Claim Info / Filename	File Type	Queued By	Download	
11/20/2020 12:47 PM	MDC	MDC Claim X12 - 11_20_2020	clm	Morse, Evan	Ready	ⓧ
11/20/2020 12:47 PM	AMI	AMI Claim UB04 - 11_20_2020	pdf	Morse, Evan	Ready	ⓧ

Electronic Claims files (file type "clm") may be previewed with the "Claim as Text" button

```
"ISA*00*" *00*" *01*AV09311993 *ZZ*030240928 *201120*1247*  
GS*HC*AV09311993*030240928*20201120*1247*1*X*005010X222A1~  
ST*837*0001*005010X222A1~  
BHT*0019*00*20112012470*20201120*1247*CH~  
NM1*41*2*ASSURICARE****46*AV09311993~  
PERTC*BILLER NAME*TE*FX~  
NM1*40*2*MEDICAID****46*030240928~  
HL*1**20*1~  
PRV*BI*PXC*555E0000Z~  
NM1*85*2*ASSURICARE****XX*9876543210~  
N3*100 5TH AVE~  
N4*WALTHAM*MA*024518703~  
REF*E199999999~  
HL*2*1*22*0~  
SBR*P*18*MEDICAID****MC~  
NM1*IL*1*DEMO*KATHERINE****MI~  
N3*103 5TH AVE~  
N4*WALTHAM*MA*024518703~  
DMG*D8*19380509F~  
NM1*PR*2*MEDICAID****PI*12345~  
CLM*23*12***2*B*1*Y*A*Y*Y~  
DTP*435*D8*20201103~  
HI*ABK~  
LX*1~  
SV1*HC.S5125*12*UN*4****1~  
DTP*472*D8*20201118~  
SE*25*0001~  
GE*11~  
IEA*1*000010006~  
..
```

For these examples, Katherine's Medicaid Claim has been turned into an EMC file, and Charlie's Insurance Claim has been turned into a UB04.

Sample of an EMC file displayed as text

CareWhen Invoicing and Claims

Tasks > Pay / Adjust > Open Items



Post Insurance or Medicaid-based payments to a Client's account from the Open Items tab under Pay / Adjust.

From this tab, select the Add button to bring up the payment window. Input a Payor, Payor Code, Pay Date, and Client. Selecting a Client will display the open Claims associated with the Client's account. Received payments may be added here.

The screenshot shows the AssuriCare software interface. The top navigation bar includes 'Home', 'Scheduler', 'Clients', 'Caregivers', 'Tasks', 'Messages', 'Settings', and 'Help'. Below this is a secondary menu with 'Send Reminders', 'Exports', 'Approval', 'Misc Trans...', 'Pay/Adjust', 'Invoicing', 'Insurance Billing', and 'Time Sheets'. The 'Pay' section is active, with 'Open Items' selected. A table with columns for Client, Pa..., Insurance Co, Service Date, Charge Code, Amount, P..., Pay Amt, A..., Adj Amt, Transfer Amt, T..., and Balance Due is visible. A dialog box titled 'Add Open Item Payments' is open, containing the following fields:

- Payor*: AMI - Assured Medical Insurance
- Payment Code*: 2 - LTC Insurance Payment
- Pay/Adj Date*: 11/20/2020
- Check#: [empty]
- Comment: [empty]
- Client*: Demo, Charlie

Below these fields is a table with columns: Service Date, Visit Code, Amount, Balance, Payment, Adjust, A..., Transfer, Transfe..., and To. The table contains one row:

Service Date	Visit Code	Amount	Balance	Payment	Adjust	A...	Transfer	Transfe...	To
11/18/2020	36011	\$14.00	\$0.00	\$14.00	\$0.00		\$0.00		

At the bottom of the dialog box are buttons for 'Save & New', 'Save & Close', and 'Cancel'.

CareWhen Invoicing and Claims

Tasks > Pay / Adjust > Open Items continued



When the Insurance and Medicaid payments have cleared for Charlie and Katherine's bills, "Approve" the payments from the Open Items tab. Select the items from the table, set an Approve Date, and click Approve.

Configuration Note

- The Approve Date cannot be set in the future *and* must come on or after the Pay / Adjust date set in the payment.

The screenshot shows the 'Open Items' tab in the software. At the top, there are tabs for 'Pay/Adjust', 'Open Items', 'Auto Post', and 'Pay/Invoice'. Below the tabs is a toolbar with icons for adding, deleting, and approving items. A red box highlights the 'Approve Date' field set to '11/20/2020' and the 'Approve' button. A table below shows two items selected with checkboxes. A dialog box titled 'Confirm Approve' is open, asking 'Approve 2 payments through 11/20/2020?' with 'Yes', 'No', and 'Cancel' buttons. Red callout numbers 1 through 4 point to the table, the 'Approve Date' field, the 'Approve' button, and the dialog box respectively.

Client	Pa...	Insurance Co	Service Date	Charge Code	Amount	P...	Pay Amt	A...	Adj Amt	Transfer Amt	T...	Balance Due
✓ Demo, Cha...	AMI	Assured Medical Insurance	11/18/2020	36011 Personal Care Hou...	\$14.00	2...	\$14.00		\$0.00	\$0.00		\$0.00
✓ Demo, Kath...	MDC	Medicaid	11/18/2020	36011 Personal Care Hou...	\$12.00	1...	\$12.00		\$0.00	\$0.00		\$0.00

CareWhen Invoicing and Claims



Client Settings > Details



Once a payment has been approved, review paid Invoices or Claims from the Details tab of a Client's Settings area.

Any unpaid Invoices or Claims will be viewable from this area, as will the current balance due on the Client account.

After following these steps, Martha, Charlie, and Katherine have all paid for their services and no longer have an outstanding balance in CareWhen.

Edit Client Record [Martha Demo]

Agency | Billing | Contacts | Location | Notes | Financial | Reminders | Orders | **Detail** | Care Plans | Assets

Show: Service Date | Last 90 days

	Service Date	Caregiver	Code	D...	P...	Qty	Amoun...	Tax	Pynt/Adj	Balance
+	11/13/2020	Billings,...	36010	H...	P...	1.00	\$10.00	\$0.00	-\$10.00	\$0.00
+	11/18/2020	Cheerie...	36010	H...	P...	1.00	\$10.00	\$0.00	-\$10.00	\$0.00
Totals:							\$20.00	\$0.00	-\$20.00/\$...	\$0.00

Visit Transaction Detail for Homemaker Hourly : 11/18/2020

Visit Info				Billing Info		Claim/Invoice	
Start	Stop	Duration	Subscriber:	Martha Demo		Invoice#:	1011
Actual 05:00 PM	06:00 PM	01:00	Payor:	Private Pay		Invoice Date:	11/19/2020 (by Morse, Evan on 11/19/2020)
Rate \$10.00 Hourly	Source:	Standard	Insurance:			Claim Date:	
Approved: 11/19/2020 (by Morse, Evan on 11/19/2020)	Preauth#:					Last Billed On:	
Tran Date: 11/19/2020	Billing Code:	S5130					

Martha's Client Details page reflecting completed Invoice payments and a \$0.00 balance on her account.