



**AM 2000**

**Release Bulletin Version 3.2.00**

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# Table Of Contents

<b>1</b>	<b>Site Specific Enhancements.....</b>	<b>1</b>
<b>2</b>	<b>CR012477 - Portland VS3 CAD Program Modification .....</b>	<b>1</b>
	Requesting Site: AMR 014 .....	1
	Business Need: .....	1
	Solution: .....	1
<b>3</b>	<b>CR012908 - Michigan Medicaid .....</b>	<b>2</b>
	Requesting Site: AMR Ohio .....	2
	Business Need: .....	2
	Solution: .....	2
<b>4</b>	<b>CR013758 - New Orleans CAD Creating Duplicate Trips.....</b>	<b>3</b>
	Requesting Site: AMR Gulfport/002 .....	3
	Business Need: .....	3
	Solution: .....	3
<b>5</b>	<b>CR013695 - JXN CAD Program.....</b>	<b>4</b>
	Requesting Site: AMR Gulfport/002 .....	4
	Business Need: .....	4
	Solution: .....	4
<b>6</b>	<b>CR013269 - Collection Agency Data Fix.....</b>	<b>5</b>
	Requesting Site: CSC.....	5
	Business Need: .....	5
	Solution: .....	5
<b>7</b>	<b>General Enhancements.....</b>	<b>6</b>

<b>8</b>	<b>CR012487 - Halley ECT Program Prompt for Filename.....</b>	<b>6</b>
	Requesting Site: AMR 001 .....	6
	Business Need:.....	6
	Solution:.....	6
	Functionality: .....	7
	Electronic Claims File Maintenance (MBECTH) program.....	7
	Halley ECT File Name Maintenance (SWECTN) program .....	8
	Halley Exchange Transmission (MBEMHE) program.....	9
<b>9</b>	<b>CR012075 - Invoice Register Report Does Not Run In Batch Mode. ....</b>	<b>11</b>
	Requesting Site: CSC.....	11
	Business Need:.....	11
	Solution:.....	11
	Invoice Register report.....	12
<b>10</b>	<b>CR013110 - Modifications to Auto Insourcing.....</b>	<b>13</b>
	Requesting Site: CSC.....	13
	Business Need:.....	13
	Solution:.....	13
<b>11</b>	<b>CR013070 - Correct Auto Insourcing Process .....</b>	<b>14</b>
	Requesting Site: CSC.....	14
	Business Need:.....	14
	Solution:.....	14
	Functionality: .....	14
<b>12</b>	<b>CR013385 - Data request for AM2000 files.....</b>	<b>15</b>
	Requesting Site: CSC.....	15
	Business Need:.....	15
	Solution:.....	15

Functionality: .....	15
<b>13 CR005147 - Assign Financial Classification .....</b>	<b>17</b>
Requesting Site: AMR West.....	17
Business Need: .....	17
Solution: .....	17
Functionality: .....	19
Contract File Maintenance (MBCONM) program .....	19
Contract List (MBCONL) report .....	20
Contract List (MBCONL) report cont. ....	21
Contract List (MBCONL) report cont. ....	22
Contract List (MBCONL) report cont. ....	23
Contract Capitation Report (MBCCAPR) program.....	24
Contract Capitation (MBCCAP) report .....	25
Contract Capitation (MBCCAP) report Cont. ....	26
Contract Capitation (MBCCAP) report Cont. ....	27
Financial Evaluation by Contract (MBCRVR) program .....	28
Financial Evaluation by Contract (MBCRVR) report .....	29
Financial Evaluation by Contract (MBCRVR) report cont. ....	30
Financial Evaluation by Contract (MBCRVR) report cont. ....	31
<b>14 CR007260 - Corporate Refund Processing.....</b>	<b>32</b>
Requesting Site: AMR Corp .....	32
Business Need: .....	32
Solution: .....	32
Functionality: .....	34
Interface (MBFIACE) program .....	34
Account Inquiry (MBOPIE1) program.....	36
Account Inquiry Accept (MBOPIE1) program.....	37
Account Summary (MBOPIE2) program .....	38
Account Summary, Additional Functions (MBOPIE2) program.....	39
Refund Request (SWRFND) program.....	40
Credit Balance Report (MBCBAR) program .....	41
Refund Queue Status Report (MBRFNDS) program .....	42
Refund Queue Status Detail report.....	43
Refund Queue Status Detail report cont. ....	44

Refund Queue Status Summary report.....	45
Refund Queue Status Summary report.....	46
Queue Re-Assignment (MBRFNDA) program.....	47
Supervisor and Pre-Approver Assign/Re-Assign (MBRFNDA) program .....	48
Refund Assign/Re-Assign (MBRFNDA) program - Total Display .....	49
Refund Queue Maintenance report.....	50
Refund Pre-Processing Queue (MBRFNDP) program .....	51
Refund - Pre-Processing Queue (MBRFNDP) program.....	52
Review Pre-Processing Queue (MBRFNDP) program.....	53
Review Pre-Processing Queue (MBRFNDP) program.....	54
Refund Pre-Processing (MBRFNDP) program .....	55
Refund Processing, Request Medical Record (MBRFNDP) program.....	56
Refund Processing, Pre-Approve (MBRFNDP) program.....	57
Refund Processing, Supervisor (MBRFNDP) program.....	58
Refund Processing, Place on Hold (MBRFNDP) Program .....	59
Refund Processing, Reject (MBRFNDP) program.....	60
Refund Processing Send Back to Pre-Processing (MBRFNDP) program .....	61
Trip Entry , Add Comments (SWTRPCT) program.....	62
Refund Export File Creation (MBRFNDE) program .....	63
Export Total Report (MBRFNDE) program.....	64
Sample Refund Letter.....	65
Refund Check Register (MBRFNDI) program .....	66
New CSR Maintenance Question (MBRFNDM) program.....	68
Refund CSR File Maintenance (MBREFCSR) program.....	69
Cash Receipts and Adjustments (MBCRA33) program.....	70
Standard Comments (MBSTCMN) program .....	71
Trip Summary (MBOPIE5) program .....	72
Division File Maintenance (MBDIVM) program.....	73
Division List (MBDIVL) report .....	74
Parameter File Maintenance (MBPRCO3) program .....	75
Rejected Refund Status (MBRFNDJ) program .....	76
Import File Processing (MBRFND) program.....	77
Refund Import File Creation - Manual (MBRFNDTI) program .....	77
Refund CSR Pre-Approver Status report.....	79
Contract File Maintenance (MBCONM) program .....	81
Insurance File Maintenance (MBINSM2) program .....	82
<b>15 CR013512 - Add System Date to Halley ECT File.....</b>	<b>83</b>
Requesting Site: Corp .....	83
Business Need: .....	83
Solution: .....	83

---

<b>16 CR011041 - Consolidate Financial Evaluation Report.....</b>	<b>84</b>
Requesting Site: Corp .....	84
Business Need: .....	84
Solution: .....	84
Functionality: .....	85
Financial Evaluation report.....	86
Group/Financial Entity Totals report.....	87



## Table Of Figures

Figure 1: Electronic Claims File Maintenance screen .....	7
Figure 2: Halley ECT File Name Maintenance. ....	8
Figure 3: Halley Exchange Transmission Program screen (accept file).....	9
Figure 4: Halley Exchange Transmission Program (confirmation).....	10
Figure 5: Invoice Register report .....	12
Figure 6: Fix Program (FIXTRPC) screen.....	14
Figure 7: File Extract Program (FIXATBR) screen .....	15
Figure 8: ECT File View (MBTEMC) program.....	16
Figure 9: Contract File Maintenance screen .....	19
Figure 10: Contract List report .....	23
Figure 11: Contract Capitation Report screen .....	24
Figure 12: Contract Capitation report.....	27
Figure 13: Financial Evaluation by Contract screen:.....	28
Figure 14: Financial Evaluation by Contract report summary.....	31
Figure 15: Interface (9. 8) screen .....	34
Figure 16: Refund Interface Menu screen .....	35
Figure 17: Account Inquiry (1.21) screen.....	36
Figure 18: Account Inquiry, Accept (1.21) screen .....	37
Figure 19: Account Summary (MBOPIE) screen.....	38
Figure 20: Additional Functions pop-up window.....	39
Figure 21: Refund Request Entry window.....	40
Figure 22: Credit Balance Report screen .....	41
Figure 23: Refund Status Report screen .....	42
Figure 24: Detail Refund Status report.....	44

---

Figure 25: Summary Status report .....	46
Figure 26: Queue Re-Assignment main screen .....	47
Figure 27: Refund Assign/Re-Assign screen .....	48
Figure 28: Refund Assign/Re-Assign screen (total display).....	49
Figure 29: Refund Queue Maintenance report.....	50
Figure 30: Refund Pre-Processing Queue screen.....	51
Figure 31: Refund Pre-Processing Queue screen.....	52
Figure 32: Review Pre-Processing Queue screen .....	53
Figure 33: Review Pre-Processing Queue screen .....	54
Figure 34: Refund Pre-Processing screen .....	55
Figure 35: Medical Records Request pop-up window.....	56
Figure 36: Refund Pre-Approval pop-up window .....	57
Figure 37: Refund Approval pop-up window .....	58
Figure 38: Place Refund on Hold pop-up window .....	59
Figure 39: Reject Refund pop-up window.....	60
Figure 40: Return Refund screen .....	61
Figure 41: Trip Entry, Add Comments screen.....	62
Figure 42: Refund Export screen .....	63
Figure 43: Export Total screen .....	64
Figure 44: Sample Refund Letter.....	65
Figure 45:Refund Check Register screen .....	66
Figure 46:Batch Control screen .....	67
Figure 47: CSR Maintenance Question screen .....	68
Figure 48: Refund CSR Maintenance screen.....	69
Figure 49:Cash Receipts and Adjustments screen .....	70

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Figure 50:Standard Comments screen .....	71
Figure 51:Trip Summary screen .....	72
Figure 52:Division File Maintenance screen .....	73
Figure 53:Parameter File Maintenance screen.....	75
Figure 54:Rejected Refund Status screen .....	76
Figure 55:Import File Processing screen .....	77
Figure 56: Refund Import File Creation screen .....	77
Figure 57:Refund CSR Maintenance screen.....	78
Figure 58: Refund CSR Pre-Approver Status report .....	79
Figure 59: Contract File Maintenance screen .....	81
Figure 60: Insurance File Maintenance screen .....	82
Figure 61: Financial Evaluation report .....	85
Figure 62: Financial Evaluation report (FE).....	85
Figure 63: Financial Entity report.....	86
Figure 64: Financial Evaluation report (group totals).....	87

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# **1 Site Specific Enhancements**

## **2 CR012477 - Portland VS3 CAD Program Modification**

**Requesting Site: AMR 014**

### **Business Need:**

The client requests the ability to populate a trip's zone to the From location.

### **Solution:**

The VS3 CAD (MBCADV3) program was modified to include a flag in the Cad Interface Maintenance program that allows the trip's zone to populate with the zone code attached to the From location in AM2000.

## 3 CR012908 - Michigan Medicaid

### Requesting Site: AMR Ohio

#### Business Need:

The client requests the ability to include specific data from the Medicare screen to the Michigan Medicaid ECT Transmission file.

#### Solution:

The Michigan Medicaid program was modified to allow information from the Medicare screen to be written to the Michigan Medicaid Transmission (MBEMC1M2) file.

The following fields are now populated in the ECT file.

- Injury Code
- Emergency Code
- Discharge Date
- Medicare Status
- Other Insurance Code

## **4 CR013758 - New Orleans CAD Creating Duplicate Trips**

**Requesting Site: AMR Gulfport/002**

### **Business Need:**

The Client requests the ability to remove the 0 placed in the first position of the trip number.

### **Solution:**

The Trittech Cad Transfer (MBCADTRI) program was modified to display 2 as the first digit of the trip number when transferring an AMR South Cad Input file.

## **5 CR013695 - JXN CAD Program**

**Requesting Site: AMR Gulfport/002**

### **Business Need:**

The client requests the ability to remove the zero displayed in the first position of the trip number.

### **Solution:**

The Tritech Cad Transfer (MBCADTRI) program was modified to display 2 as the first digit of the trip number when transferring a Jackson Cad Input file.

## **6 CR013269 - Collection Agency Data Fix**

### **Requesting Site: CSC**

### **Business Need:**

The client requests the ability to add the Trip Collection Plan History file to the BNEWCOL program to allow the program to pick up trips that are sent to the history log and add them to the Collection File.

### **Solution:**

The BNEWCOL program was modified to include the FDTRIPCH, SLTRIPCH, and PCTRIPCH programs

---

## 7 General Enhancements

### 8 CR012487 - Halley ECT Program Prompt for Filename

**Requesting Site: AMR 001**

#### **Business Need:**

The client requests a new prompt that allows you to choose a name for the file created by the ECT program.

#### **Solution:**

The Electronic Claims File Maintenance (MBECTM) program was modified to include the Use Alternate File Name prompt. In addition, the Halley ECT File Name Maintenance (SWECTN) pop-up window was created to allow you to create a new file name or modify an existing file name.



This function is only available for the Halley ECT program at this time.

---

## Functionality:

### Electronic Claims File Maintenance (MBECTH) program

```

=====ttyv1====VVC==== ELECTRONIC CLAIMS FILE MAINTENANCE =====MBECTM==
MODIFY RECORD

=====

FORM #                : 22                -- MODIFIED BY --
DESCRIPTION           : HALLEY EXCHANGE_____ USER: VJC
PROGRAM ID           : HE                DATE: 11/19/1999
MULTIPLE DIV. SUBMITTER ID : N (Y'es, N'o)
FILE NAME            : AMEMCHE2

ID #1 : ame119                ID #5 : ID555555555555555555
ID #2 : ID222222222222222222 ID #6 : ID666666666666666666
ID #3 : PROD                  ID #7 : ID777777777777777777
ID #4 : ID444444444444444444 ID #8 : ID888888888888888888

ALTERNATE FORM BY TOB : N (Y'es, N'o, A'lternate)
REMITTANCE            : N (Y'es, N'o, M'annual)
SORT OPTION           : P (D'ivision, P'rovider)
ELIG RPT REQ         : N (Y'es, N'o)
EDIT FOR VALID CHARACTERS : N
USE ALTERNATE FILE NAME : Y (Y'es, N'o)

[F1]=End, [F2]=Delete, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F10]=Accept

```

Figure 1: Electronic Claims File Maintenance screen

From the Program ID prompt you must enter the Halley ECT (HE) program ID.

From the Use Alternate File Name prompt the system prompts you to choose Y'es (Y) or N'o (N). If you select Y, the new File Maintenance pop-up window displays. If you select N, the program returns to the previous screen. The default value for this prompt is N.

## Halley ECT File Name Maintenance (SWECTN) program

```
==pty/ttyv1===VVC=== HALLEY ECT FILE NAME MAINTENANCE =====SWECTN==
MODIFY RECORD

=====
FORM #           : 22
DESCRIPTION      : HALLEY EXCHANGE

-----
FILE NAME          DESCRIPTION
AMEMCHE2          COMMON NAME FOR HALLEY EXCHANGE
RTG               RODNEY
ame121.nsf        Denver file name
ame128.nsf        Vegas file name

[F1]=End, [F2]=Del, [F3]=Ins, [F4]=Prt, [F5]=Help, [F7]=First, [F8]=Nxt, [F10]=Acpt
```

Figure 2: Halley ECT File Name Maintenance.

The File Maintenance (SWECTN) program allows you to enter new data, or modify existing data using the following prompts:

- From # - Allows you to Include all form numbers referring to Halley Exchange ECT processing.
- File Description - Allows you to display the existing file description.
- File Name - Allows you to enter an Exclusive file name used by the AMR division.

## Halley Exchange Transmission (MBEMHE) program

```

=====MBEMHE=

===== HALLEY EXCHANGE TRANSMISSION PROGRAM =====

*****
****      CREATING TRANSMISSION FILE,      ****
****      PLEASE WAIT                      ****

-----|-----
| FILE NAME                                DESCRIPTION |
| AMEMCHE2                                COMMON NAME FOR HALLEY EXCHANG |
| > FILENAME                              VITALY - FILE NAME TEST FOR MB |
| FILENAME2                               SECOND - FILE NAME TEST FOR MB |
| RTG                                     RODNEY |
|                                     *** END OF FILE *** |
| [F1]END, [F7]1st, [F8]NXT.                SEARCH CODE: _____ |
|-----|-----

====>1]=End, [F4]=PrtScr, [F5]=Help, [F7]=First Screen, [F8]=Next Screen

```

Figure 3: Halley Exchange Transmission Program screen (accept file)



## **9 CR012075 - Invoice Register Report Does Not Run In Batch Mode.**

**Requesting Site: CSC**

### **Business Need:**

The client requested the ability to add the Invoice Register report to the Report Definition Maintenance program.

### **Solution:**

The Report Definition Maintenance (MBRDFM) program was modified to include the Invoice Register Report (MBLVIR) program. This program allows you to run the report without manual entry. In addition, you can now add the report to the site's list of daily, weekly, or monthly reports.

MBVLIR was modified to allow you to run the report for MBCODES in batch mode. The <F6> key is now available to display a search window on the Report Definition Maintenance (8.21) screen.

### Invoice Register report

DATE 11/29/1999 12:58 KCB's TEST FINANCIAL ENTITY MBLVIR PAGE 18

\*\*\* I N V O I C E R E G I S T E R R E P O R T \*\*\*

SELECTED DIV: ALL SELECTED LOB: ALL SELECTED TOB: ALL SELECTED FCLS: ALL SELECT ZIP CODE RANGE: N

FR DOS: 01/01/1998 TO DOS: 11/14/1999 INCLUDE CANCELED TRIPS: Y SORT: M

TRIP NUMBER	PATIENT NAME	D.O.S.	MILES	CHG PER MILE	MILEAGE TTL	BASE RATE	TOTAL CHGS
=====	=====	=====	=====	=====	=====	=====	=====

\*\*\* IMPORT FILE INFORMATION \*\*\*

TOTAL RECORDS : 000145

FILE LOCATION : /u/ftp/reports/INVREG

Figure 5: Invoice Register report

The Invoice Register report now displays the location of your import file

## 10 CR013110 - Modifications to Auto Insourcing

### Requesting Site: CSC

### Business Need:

The client requests the ability to stop the deletion of the export file after it is zipped in the Auto Insourcing (MBINSRCP) program

### Solution:

The SH.ZIP script was modified to include the *M* option to the unzipping command. This option allows the program to delete the source file only after the zipping utility has been successfully completed.

# 11 CR013070 - Correct Auto Insourcing Process

## Requesting Site: CSC

### Business Need:

The client requests a new program to recreate insourcing files

### Solution:

The Fix (FIXTRPCI) program was created to remove the completed date on specific collection plan actions. The Trip (TRIPC) file will modify records based on the criteria entered to change the complete date to zeroes. In addition, the FIXTRPCI will print a report showing you the trips that were changed.

### Functionality:

```
=====FIXTRPC=
[ENTER] = ALL
                                OK TO BEGIN (Y/N) : Y
=====
F/E          : KWT
COLLECT PLAN : COLL  COLLECTION PLAN
ACTION       : IS
COMPLETE DATE: 08/08/1999

[F1]=End, [F4]=PrtScr
```

Figure 6: Fix Program (FIXTRPC) screen

- Function keys function from all prompts.
- A counter displays on line three, showing the totals changed.

## 12 CR013385 - Data request for AM2000 files

### Requesting Site: CSC

### Business Need:

The client requests the ability to include the estimated contractual amount for trips in the extract file.

### Solution:

The File Extract (FIXATBR) program was modified to include a trip's estimated contractual amount in the extract file.

### Functionality:

```

==ttyp4=====BG1===== FILE EXTRACT =====FIXATBR==
      FILE EXTRACT SUCCESSFULLY COMPLETED.      TYPE 'C' TO CONTINUE
=====
FINANCIAL ENTITY: BG1      BOBBY'S TEST F/E
HOME DIRECTORY   : /dataBG1
-----
PERIOD          : 200001      (CCYYMM)
SELECTED DIVS  : Y      (Y'es/A'll)
TYPE           : B      (B'al, C'redit, Z'ero)      INCLUDE HISTORY: Y      (Y/N)
-----
** CURRENT TRIPS **                ** HISTORY TRIPS **

TRIPS READ   :                405      TRIPS READ   :                1,052
TRIPS WRITTEN:                170      TRIPS WRITTEN:                0
TRIP BALANCE :      1,007,272.30-      TRIP BALANCE :                0.00
-----
** GRAND TOTALS **

TRIPS READ   :                1,457      BEGIN TIME   :      13:33:29
TRIPS WRITTEN:                170      END    TIME   :      13:33:32
TRIP BALANCE :      1,007,272.30-

[F1]=End, [F4]=PrtScr

```

Figure 7: File Extract Program (FIXATBR) screen

```
=====MBTEMC=====
                                OK TO BEGIN (Y/N): Y
=====
FILE NAME :   FIXATBRBG1.TXT_
FILE TYPE :   F           (F'ixed length,V'ariable length)
START REC :   0168
END   REC :   0170

[F1]=End
```

Figure 8: ECT File View (MBTEMC) program

## 13 CR005147 - Assign Financial Classification

### Requesting Site: AMR West

### Business Need:

The Client requests the ability to assign financial classification for a given contract.

### Solution:

The following programs were modified to include the new Report by (' C ' ontract Code, ' F ' inancial Class) prompt that gives you the option to select reports by financial class or contract code. Each program's report layout will now display financial class or contract code information.

- Contract Capitation (MBCCAPR) program
- Financial Evaluation by Contract (MBCRVR)
- Contract Billing (MBCOBR)
- Unbilled Contract (MBUBCR)
- Contract File Maintenance (MBCONM)
- Contract Listing (MBCONL)

The following programs were modified to read and sort information from the Contract (AMCONT) file for financial class when processing contract records.

- The Aging By Financial Class (MBFCAR)
- Aging By Contract (MBABCR)
- Procedure Evaluation (MBPREV)
- Denial Analysis (MBDENR)
- Trip Revenue (MBTRRR)
- Financial Evaluation (MBFSUR)
- Cash Analysis (MBCSAR)

- Income Analysis (MBINAR)
- Open Account Analysis (MBOAAR)
- HMO Capitation (MBCAPR)
- Trip Audit (MBTAUR)
- Transport from Hospital Analysis (MBFMODR)
- Facility Modifier (MBFMODR)
- Electronic Transfer Print Insurance Forms (FFEMCR)
- Batch Insurance Print (FFINSB)
- Call Queue Processing (MBCALL1)
- Consolidated Journal (MBCONJ)
- Day Sheet (MBDAYR)
- Revenue Summary by Caller (MBRSBC)
- Claims Denied by Entry User Report (MBCDUR)
- Open Insurance Claims (MBOICR)
- Payment Distribution Report (MBPMDR)
- Insurance Analysis Report (MBINAL)

The End of Day Processing (MBEOD1 and MBEOD2) programs were modified to populate the Analysis Report files with the trip's contract information when a trip record is processed.

## Functionality:

### Contract File Maintenance (MBCONM) program

```

=====q8=====WRC===== CONTRACT FILE MAINTENANCE =====MBCONM==
MODIFY RECORD

=====
CONTRACT CODE      : 1                      -- MODIFIED BY --
DESCRIPTION        : CONT                   USER: WRC
BILL-TO NAME      : CONTRACT 1             DATE: 06/17/1998
ADDRESS           : CONTRACT 1 ADDR1
                  : CONTRACT 1 ADDR2
CITY/STATE/ZIP    : TESTLOCCITY           TL  11111
CONTACT NAME      : CONTRACT 1
CONTACT PHONE     :                       EXT  :
CONTACT FAX       :

COLLECTION PLAN   : MEDIC  MED RECORD
EXPIRATION DATE  : 00/00/0000
REVIEW DATE      : 00/00/0000

AUTO SUSP (Y/N)  : N
ALT FEE SCHEDULE: N
REF AUTH (M/O/S): O
FINANCIAL CLASS  : XXXX  XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

[F1]=End, [F2]=Del, [F3]=Add'lInfo, [F4]=Prt, [F6]=Search, [F8]=Next, [F10]=Accept

```

Figure 9: Contract File Maintenance screen

- The search <F6> option is available for the Financial Class field.
- Spaces are a valid value.
- Four character Code/Class will be followed by the 30 character description.

# Contract List (MBCONL) report

DATE 06/01/98 08:40

William's TEST COMPANY ISYS

MBCONL PAGE 1

\*\*\* C O N T R A C T L I S T \*\*\*

STARTING CONTRACT: 1

FR REVIEW DATE: 00/00/0000 FR EXPIRE DATE: 00/00/0000

ENDING CONTRACT: 5

TO REVIEW DATE: 99/99/9999 TO EXPIRE DATE: 99/99/9999

COLL BILL A/R STD BILL TRP PRO ---CAPITATION---

PLAN FLAG AMT PRO INS SPC FEE AUTO FLG DIS RPT

1 CONTRACT 1 CONTRACT 1 REV: 00/00/0000 MEDIC P C 0 Y N N Y Y 0

CONTRACT 1 ADDR1 CONTRACT 1 EXP: 00/00/0000 AUTO SUSP : N MOD USER: WRC

CONTRACT 1 ADDR2 PHONE: EXT: XXXX FIN-CLS: XXXX ALT FEESCH: N MOD DATE: 11/07/19

TESTLOCITY TL 11111 FAX : BILL-RESP: Y REF AUTH : O CON CLASS: C3

----- INVOICE DEFAULTS -----

(01) (02) (03) (04) (05) (06) (07) (08) (09) (10)

BILL CONT: CONT FORM# : ALT FORM# : TRIP STATUS :

INVOICE TYPE : D INVOICE AMOUNT : C USE P/O : Y

INV BY DIV : N INV BY TOB : N INV BY TRP STAT : N MAX # TRIPS/INV : 999,999

0 BAL ON INV : N OPEN REV ON INV: Y USE PRI INS EXCL: Y MAX \$ AMOUNT/INV: 999,999,999

----- MILEAGE INFORMATION -----

PROC CLS: 02

TOB : (1) ALS (2) BLS (3) MISC (4) (5) (6)

MILES : (1) 0007 (2) 0007 (3) 0007 (4) (5) (6)

----- COMMENTS -----

DATE: 06/18/1996 COMMENT LINE 1 FOR CONTRACT 1

USER: JAS

**Contract List (MBCONL) report cont.**

DATE: 06/18/1996	COMMENT LINE 2 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 3 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 4 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 5 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 6 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 7 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 8 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 9 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 10 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 11 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 12 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 13 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 14 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 15 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 16 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 17 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 18 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 19 FOR CONTRACT 1	USER: JAS
DATE: 06/18/1996	COMMENT LINE 20 FOR CONTRACT 1	USER: JAS

----- P/O NUMBERS AND EFFECTIVE DATES -----

01.	1...51111011115	FR 01/01/1996 TO 01/31/1996	02.	2...52222022225	FR 02/01/1996 TO 02/29/1996
03.	3...53333033335	FR 03/01/1996 TO 03/31/1996	04.	4...54444044445	FR 04/01/1996 TO 04/30/1996
05.	5...55555055555	FR 05/01/1996 TO 05/31/1996	06.	6...56666066665	FR 06/01/1996 TO 06/30/1996
07.	7...57777077775	FR 07/01/1996 TO 07/31/1996	08.	8...58888088885	FR 08/01/1996 TO 08/31/1996
09.	9...59999099995	FR 09/01/1996 TO 09/30/1996	10.	10...50000000005	FR 10/01/1996 TO 10/31/1996

Contract List (MBCONL) report cont.

11. 11..51111011115 FR 11/01/1996 TO 11/30/1996 12. 12..52222022225 FR 12/01/1996 TO 12/31/1996  
 13. 13..53333033335 FR 01/01/1997 TO 01/31/1997 14. 14..54444044445 FR 02/01/1997 TO 02/28/1997  
 15. 15..55555055555 FR 03/01/1997 TO 03/31/1997 16. 16..56666066665 FR 04/01/1997 TO 04/30/1997

DATE 06/01/98 08:40

William's TEST COMPANY ISYS

MBCONL PAGE 2

\*\*\* C O N T R A C T L I S T \*\*\*

STARTING CONTRACT: 1

FR REVIEW DATE: 00/00/0000 FR EXPIRE DATE: 00/00/0000

ENDING CONTRACT: 5

TO REVIEW DATE: 99/99/9999 TO EXPIRE DATE: 99/99/9999

CODE CONTRACT DESCRIPTION/ADDRESS BILL-TO NAME/CONTRACT NAME DATES PLAN FLAG AMT PRO INS SPC FEE AUTO FLG DIS RPT  
 =====  
 COLL BILL A/R STD BILL TRP PRO ---CAPITATION---

17. 17..57777077775 FR 05/01/1997 TO 05/31/1997 18. 18..58888088885 FR 06/01/1997 TO 06/30/1997  
 19. 19..59999099995 FR 07/01/1997 TO 07/31/1997 20. 20..50000000005 FR 08/01/1997 TO 08/31/1997

1234 1234 CONTRACT DESCRIPTION.....> 1234 CONTRACT DESCRIPTION.....> REV: 00/00/0000 1 B C 0 N Y N N N 40 0  
 1234 ADDR1.....>  
 1234 ADDR2.....> PHONE: EXT: EXP: 00/00/0000 AUTO SUSP : N MOD USER: WRC  
 BIRMINGHAM AL 35232 FAX : BILL-RESP: REF AUTH : O FIN-CLS: XXXX ALT FEESCH: N MOD DATE: 04/22/19  
 CON CLASS:

**Contract List (MBCONL) report cont.**

```

----- INVOICE DEFAULTS -----
(01) (02) (03) (04) (05) (06) (07) (08) (09) (10)

BILL CONT:          CONT FORM# : A  ALT FORM# :      TRIP STATUS :
INVOICE TYPE : W  INVOICE AMOUNT : C  USE P/O : Y
INV BY DIV   : Y  INV BY TOB   : Y  INV BY TRP STAT : Y  MAX # TRIPS/INV : 1
0 BAL ON INV : N  OPEN REV ON INV: N  USE PRI INS EXCL: N  MAX $ AMOUNT/INV: 400
----- P/O NUMBERS AND EFFECTIVE DATES -----
01. 11111111111111111111 FR 01/01/1997 TO 01/31/1997 02. 22222222222222222222 FR 02/01/1997 TO 02/28/1997

```

Figure 10: Contract List report

## Contract Capitation Report (MBCCAPR) program

```

==ttypc=====WRC===== CONTRACT CAPITATION REPORT =====MBCCAPR==
[ENTER] = ALL

=====

REPORT BY          : 1      (1=CONTRACT CODE, 2=FINANCIAL CLASS)
CONTRACT CODE     : _____
REPORT FORMAT     :          (1=FORMAT 1, 2=FORMAT 2)

DIVISION          :
LINE OF BUSINESS :
TYPE OF BUSINESS  :

FROM DATE OF SERVICE : / /
TO   DATE OF SERVICE : / /

TRIPS STATUS      :

FROM AMOUNT       :          .00
TO   AMOUNT       :          .00

INCLUDE COMPLETED TRIPS : N (Y/N)

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search

```

Figure 11: Contract Capitation Report screen

- The Report By prompt does not have the search <F6> option. The only valid value is 1 or 2. The 1 value displays Contract Code and the 2 value displays Financial Class data. The default value is 1.
- A valid contract or financial code must be entered at the Contract Code prompt.
- The <F6> option will now function as the Code/Class prompt.

### Contract Capitation (MBCCAP) report

DATE 06/01/98 10:04

William's TEST COMPANY ISYS

MBCCAP PAGE 1

\*\*\* CONTRACT CAPITATION REPORT \*\*\*

FINANCIAL CLASS : XXXX

DIV : 1001 DENVER  
 LOB : \*\*\* ALL \*\*\*  
 TOB : \*\*\* ALL \*\*\*  
 TRIP STATUS: \*\*\* ALL \*\*\*

FROM DATE OF SERVICE: 00/00/0000  
 TO DATE OF SERVICE: 99/99/9999  
 FROM AMOUNT: .00  
 TO AMOUNT: 999,999,999.99  
 INCLUDE COMPLETED TRIPS: Y

TRIP #	DOS	PATIENT NAME	FROM LOCATION	TO LOCATION
=====				
JAS-00011381-04	02/05/1997	MORRIS, MELISSA G		

\*\* TOTAL NUMBER OF TRIPS FOR TOB ALS \*\* 1

\*\* TOTAL NUMBER OF TRIPS FOR LOB DNVR \*\* 1

\*\* TOTAL NUMBER OF TRIPS FOR DIV 1001 \*\* 1

DATE 06/01/98 10:04

William's TEST COMPANY ISYS

MBCCAP PAGE 2

\*\*\* CONTRACT CAPITATION REPORT \*\*\*

### Contract Capitation (MBCCAP) report Cont.

DIV : BHAM BIRMINGHAM DIVISION  
 LOB : \*\*\* ALL \*\*\*  
 TOB : \*\*\* ALL \*\*\*  
 FROM DATE OF SERVICE: 00/00/0000  
 TO DATE OF SERVICE: 99/99/9999  
 FROM AMOUNT: .00  
 TO AMOUNT: 999,999,999.99  
 INCLUDE COMPLETED TRIPS: Y

FINANCIAL CLASS : XXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

TRIP #	DOS	PATIENT NAME	FROM LOCATION	TO LOCATION
--------	-----	--------------	---------------	-------------

DAY-07211995-00	07/18/1995	SENDMAIL, SENDY U	TEST LOCATION NAME	KAISER FRANKLIN CODE 02
JAS-00000462-12	01/05/1997	BOND, LISA		
JAS-00010560-07	01/06/1997	SMITH, J A		
JAS-00010560-12	01/06/1997	SMITH, DAVID W		
COMBINED TRIP: JAS-00010560-14				
JAS-00010588-02	01/29/1997	SMITH, DAVID W		
JAS-00010588-12	02/03/1997	SMITH, DAVID W		
JAS-00010588-22	02/03/1997	SMITH, DAVID W		
JAS-00011381-01	02/05/1997	SMITH, DAVID W		
JAS-00012766-01	02/25/1997	SMITH, DAVID W		
JAS-00013700-01	04/24/1997	SMITH, DAVID W		
JAS-00097009-01	04/30/1997	SMITH, DAVID W		
JAS-00097009-02	04/30/1997	SMITH, DAVID W		
JAS-00097009-04	04/30/1997	MORRIS, MELISSA G		
JAS-00097009-05	04/30/1997	MC CRORY, JOE T		
JAS-00097009-06	04/30/1997	HAWKINS, MARGUERITE L		

**Contract Capitation (MBCCAP) report Cont.**

OPI-00000001-00	01/29/1997	SMITH, DAVID W	KAISER FRANKLIN CODE 02	LOCATION 03
WRC-06131997-01	06/13/1997	HAWKINS, MARGUERITE L		LOCATON 07

\*\* TOTAL NUMBER OF TRIPS FOR TOB ALS \*\* 18

CON-00000001-00	10/08/1996	SMITH, DAVID W	KAISER FRANKLIN CODE 02	LOCATION 03
ENH-00009622-01	10/21/1996	SMITH, DAVID W		
JAS-00097009-03	04/30/1997	CAMPBELL, RAYMOND H		

\*\* TOTAL NUMBER OF TRIPS FOR TOB BLS \*\* 3

Figure 12: Contract Capitation report

- If the Report by Contract Code prompt is selected on the input screen, the Financial Class report header displays the Contract Code.
- 4 character Code/Class will be followed by the 30 character description.

## Financial Evaluation by Contract (MBCRVR) program

```
==pty/ttyw5===WRC=== FINANCIAL EVALUATION BY CONTRACT =====MBCRVR===
[ENTER] = ALL

=====

FOR PERIOD : 08/1995

BREAKDOWN BY

CONTRACT CLASS (Y/N) : N

FINANCIAL CLASS (Y/N) : Y      FCLS: XXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

CONTRACT (Y/N) : N

DIVISION (Y/N) : N

LINE OF BUSINESS (Y/N) : N

TYPE OF BUSINESS (Y/N) : N

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search
```

Figure 13: Financial Evaluation by Contract screen:

- The search <F6> option is available for the Financial Class prompt.
- Spaces are a valid entry. If spaces are entered at the Financial Class prompt, \* ALL \* is displayed instead of a 30 character description. The default value is *N*.

### Financial Evaluation by Contract (MBCRVR) report

DATE 07/01/98 11:32

William's TEST COMPANY ISYS

MBCRVR PAGE 1

\*\*\* F I N A N C I A L E V A L U A T I O N B Y C O N T R A C T \*\*\*

CONTRACT: \*\*\*\* SUMMARY OF ALL CONTRACTS

FOR PERIOD: 08/1995

CONTRACT CLASS: ALL FINANCIAL CLASS: XXXX

DIVISION: N LINE OF BUSINESS: N TYPE OF BUSINESS: N

=====

DIVISION: \*ALL\* LINE OF BUSINESS: \*ALL\* TYPE OF BUSINESS: \*ALL\* CONTRACT CLASS: \*ALL\* FINANCIAL CLASS: XXXX

	AMOUNTS	CTS	AVG
CHARGES :	0.00	0	0.00
ESTIMATED CONTRACTUALS :	0.00		
ESTIMATED CONTRACTUAL TRANSFERS :	0.00		
PAYMENTS :	720.00-		
DISALLOWES :	768.84-		
REFUNDS :	0.00		
TRANSFER :	1,030.00		
WRITE-OFFS :	0.00		
ADJUSTMENTS :	0.00		
LATE CHARGES :	0.00		
ACCRUALS :	0.00	0	0.00
ESTIMATED DISALLOW FOR ACCRUALS :	0.00		
OUTSTANDING BALANCE :	0.00	0	0.00
EXPECTED REFUNDS :	0.00		

### Financial Evaluation by Contract (MBCRVR) report cont.

EXPECTED DISALLOWANCES : 0.00  
 NET BALANCE : 0.00 0 0.00

DATE 07/01/98 11:32 William's TEST COMPANY ISYS MBCRVR PAGE 2

\*\*\* F I N A N C I A L E V A L U A T I O N B Y C O N T R A C T \*\*\*

CONTRACT: \*\*\*\* SUMMARY OF ALL CONTRACTS

FOR PERIOD: 08/1995

CONTRACT CLASS: ALL FINANCIAL CLASS: XXXX

DIVISION: N LINE OF BUSINESS: N TYPE OF BUSINESS: N

=====

DIVISION: \*ALL\* LINE OF BUSINESS: \*ALL\* TYPE OF BUSINESS: \*ALL\* CONTRACT CLASS: \*ALL\* FINANCIAL CLASS: XXXX

	AMOUNTS	CTS	AVG
CHARGES	: 845.00	4	211.25
ESTIMATED CONTRACTUALS	: 70.00		
ESTIMATED CONTRACTUAL TRANSFERS	: 0.00		
PAYMENTS	: 745.00-		
DISALLOWES	: 0.00		
REFUNDS	: 0.00		

**Financial Evaluation by Contract (MBCRVR) report cont.**

TRANSFER	:	100.00-	
WRITE-OFFS	:	0.00	
ADJUSTMENTS	:	0.00	
LATE CHARGES	:	0.00	
ACCRUALS	:	0.00	0 0.00
ESTIMATED DISALLOW FOR ACCRUALS	:	0.00	
OUTSTANDING BALANCE	:	0.00	0 0.00
EXPECTED REFUNDS	:	0.00	
EXPECTED DISALLOWANCES	:	0.00	
NET BALANCE	:	0.00	0 0.00

Figure 14: Financial Evaluation by Contract report summary.

## 14 CR007260 - Corporate Refund Processing

### Requesting Site: AMR Corp

#### Business Need:

The Client requests the ability to add a new refund module to the AM 2000 system that will process refunds directly to the AMR general accounting software.

#### Solution:

The following new programs were added to the AM 2000 system to process refunds directly to the AMR general accounting system. Please refer to the functionality section for detailed user information.

- Refund CSR Maintenance (MBRFNDIM) program
- Refund Queue Processing (MBRFNDQ) program
- Refund Request (SWRFND) program
- Refund Queue Status Report (MBRFNDS) program
- Refund Rejected Status (MBRFNDJ) program
- Queue Re-Assignment (MBRFNDA) program
- Refund Pre-Processing and Supervisor (MBRFNDP) program
- Refund Export File Creation Program (MBRFNDE) program
- Refund Check Register (MBRFNDI) program
- Refund Checks Register Program - Manual (MBRFNDTI) program
- Refund CSR Status Report (MBRFNDC) program

The following new programs were modified in the AM 2000 system to process refunds directly to the AMR general accounting system. Please refer to the functionality section for detailed user information.

- Interfaces (MBIFACE) program
- Account Inquiry (MBOPIE1) program
- Queue Processing (MBCALL) program
- Cash Receipts (MBCRA2) program
- Division File Maintenance (MBDIVM) program
- Division File Listing (MBDIVL) program
- Parameter File Maintenance (MBSTCM)
- Credit Balance Report (MBCBAR) program
- FileM (MBFILM) program
- Standard Comments, File Maintenance (MBSTCMM) program
- Standard Comments, File Listing (MBSTCMM) program
- Standard Comments, Display Master File (MBSTCMM) program
- Trip Summary (MBRFNDE) program
- Refund Checks Processing, Automatic (MBRFNDI) program
- Refund Checks Processing, Manual (MBRFNDTI) program
- Contract File Maintenance (MBCONM) program
- Insurance File Maintenance (MBINSM) program

## Functionality:

This enhancement to the AM200 system will create and process refunds generated from the Account Inquiry (MBOPIE1), Queue Processing (MBCALL), Cash Receipts (MBCRA2), and Credit Balance Report (MBCBAR) programs. The Refunds Interface (MBRFNDIM) program is accessed through the 9.8 menu. Refunds are placed into a queue and pre-processed, and then passed to a supervisor for final approval. After a refund is approved it is added to an export file and transferred via an FTP program to the AMR Accounts Receivable system. When refund checks are written, the AMR Accounts Receivable system sends a file back to process the appropriate refunds.



The Cash Receipts (MBCRA2) program has a flag for entering refunds, and a maximum refund amount. Within the Refunds module, this option is disabled to prevent a faulty refund. The pre-approver and the supervisor must approve the refund before the refund check is issued. If any refund has been requested in error, the refund can be rejected before a check is issued.

## Interface (MBFIACE) program

```

=ttq2=====KWT=====      KWT CONVERTED 2.4.00      =====MBIFACE=
  *DIRECT ACCESS*
  [F1]=END                ENTER OPTION NUMBER: _____      [F5]=HELP
===== INTERFACES MENU =====

          1. IQ SOFTWARE INTERFACE
          2. CAD INTERFACE
          3. LASER PRINTING INTERFACE
          4. COLLECTION AGENCY INTERFACE
          5. MHC BATCH INTERFACE
          6. ELIGIBILITY INTERFACE
          7. DIALER INTERFACE
          8. REFUND INTERFACE

```

Figure 15: Interface (9.8) screen

All refund options are accessed through the Interface (9.8) screen using the new Refund Interface (8) selection prompt. The Refund menu will only work if the flag in the parameter file is set to *Y*. An error will display on line 3 if you try to use refunds, and it is not activated in the parameter file.

```
+ =pty/ttyw5====ETB=====          BASELINE F/E          =====MBIRFND=+
 *DIRECT ACCESS*
 [F1]=END          ENTER OPTION NUMBER: _____          [F5]=HELP
 +===== REFUND INTERFACE MENU =====+

          1. PROCESS PRE-PROCESSING QUEUE
          2. REVIEW PRE-PROCESSING QUEUE
          3. PROCESS SUPERVISOR QUEUE
          4. REVIEW SUPERVISOR QUEUE
          5. QUEUE STATUS REPORT
          6. QUEUE RE-ASSIGNMENT
          7. EXPORT FILE CREATION
          8. IMPORT FILE PROCESSING
          9. REFUND CSR STATUS REPORT
          10. PROCESS REJECTS
```

Figure 16: Refund Interface Menu screen

If you select option 8 from the Interface Menu, the program displays ten options for refund processing. These options are listed in detail below.

## Account Inquiry (MBOPIE1) program

```

==pty/ttywc===WRL===== ACCOUNT INQUIRY =====MBOPIE1==

=====
ACCT#: _____ PAT#:

SOC SEC NO:          SOC SEC NO:
BIRTH DATE:         SEX:      BIRTH DATE:         SEX:
HOME PHONE:         HOME PHONE:
EMPLOYER :         EMPLOYER :
WORK PHONE:         EXT:      WORK PHONE:         EXT:
STATUS CD :         MED REC NO:
LATE CHG :         PRI INS :
LAST PYMT :         CONTRACT :
LAST MAIL :         LAST TRIP :
LAST STMT :

[F1]=End, [F3]=Mini, [F4]=PrtScr, [F5]=Help, [F6]=Search
STATUS CD :         MED REC NO:

```

Figure 17: Account Inquiry (1.21) screen

From the Account Inquiry screen, you must enter a valid account number to access the patient who is due a refund.

## Account Inquiry Accept (MBOPIE1) program

```

==pty/ttywc====WRL===== ACCOUNT INQUIRY =====MBOPIE1==

                                ACCEPT (Y/N) : Y

=====
ACCT#: 000001125                PAT#: 0000

    WILLIAM R. LEDBETTER                WILLIAM R. LEDBETTER
    3535 GRANDVIEW PKWY                3535 GRANDVIEW PKWY
    SUITE 600                          SUITE 600
    BIRMINGHAM AL 35243                BIRMINGHAM AL 35243

SOC SEC NO: 398-39-3838            SOC SEC NO: 398-39-3838
BIRTH DATE: 04/05/1959            BIRTH DATE: 04/05/1959    SEX: M
HOME PHONE: 298-029-2827            HOME PHONE: 298-029-2827
EMPLOYER   : CSC                    EMPLOYER   : CSC
WORK PHONE: 205-968-7864            WORK PHONE: 205-968-7864  EXT: 2
STATUS CD  : AA ACTIVE                MED REC NO: 1
LATE CHG   : Y                       PRI INS   :
LAST PYMT  : 00/00/0000                CONTRACT  :
LAST MAIL  : 00/00/0000                LAST TRIP : 00/00/0000
LAST STMT  : 00/00/0000

[F1]=End, [F3]=Mini, [F4]=PrtScr, [F5]=Help, [F6]=Search

```

Figure 18: Account Inquiry, Accept (1.21) screen

When you enter the correct account number, the program displays the patient information and prompts you to Accept (Y/N). If you enter *Y* to accept, the program displays the Account Summary (MBOPIE2) program screen, where the cursor defaults to the Select Option prompt.

## Account Summary (MBOPIE2) program

```

==pty/ttywc===WRL===== ACCOUNT SUMMARY =====MBOPIE2=
ACCOUNT#: 000001125 WILLIAM R. LEDBETTER                STATUS: AA ACTIVE

=====
          CONTRACT      INSURANCE      RESPONSIBLE      ACCT BALANCE
0 - 30 DAYS:          .00          .00          .00          .00
31 - 60 DAYS:          .00          .00          .00          .00
61 - 90 DAYS:          .00          .00          .00          .00
91 - 120 DAYS:         .00          .00          .00          .00
OVER 120 DAYS:         .00          .00          .00          .00
ACCT TOTALS :          .00          .00          .00          .00
EXP DISALLOW :          .00          .00          .00          .00
-----
NET DUE      :          .00          .00          .00          .00

AMT CURRENTLY SUSPENDED:          .00          PAYMENT PLAN AMOUNT:          .00

LAST PYMT: 00/00/0000      LAST MAIL: 00/00/0000      LAST STMT: 00/00/0000
=====
1. ACCT INFO      4. CMP TRIP INFO      7. AUDIT HISTORY
2. ACCT SUMMARY  5. TRIP SUMMARY
3. CUR TRIP INFO  6. PATIENT SUMMARY
                                     SELECT OPTION:

[F1]=End, [F3]=Mini, [F4]=PrtScr, [F5]=Help, [F10]=Add'lFunc
1. ACCT INFO      4. CMP TRIP INFO      7. AUDIT HISTORY

```

Figure 19: Account Summary (MBOPIE) screen

From the Select Option prompt you will press <F10> to access the new Additional Functions pop-up window, where you can select the new Refund Request (9) select option.

### Account Summary, Additional Functions (MBOPIE2) program

```

=tttyqe=====WRL===== ACCOUNT SUMMARY =====MBOPIE2=
ACCOUNT#: 000001125 WILLIAM R. LEDBETTER STATUS: AA ACTIVE

=====
0 - 30 DAYS: |-----+-----+ ACCT BALANCE
                | ADDITIONAL FUNCTIONS | .00
31 - 60 DAYS: |-----+-----+ | .00
61 - 90 DAYS: |-----+-----+ | .00
91 - 120 DAYS: | 1. ACCOUNT COMMENTS | .00
OVER 120 DAYS: | 2. ACCOUNT MESSAGES | .00
ACCT TOTALS : | 3. ACCOUNT POLICIES | .00
EXP DISALLOW : | 4. PATIENT COMMENTS | .00
NET DUE : | 5. PATIENT COVERAGES | -----
AMT CURRENTLY SUS | 6. TRIP COMMENTS | .00
                | 7. TRIP MESSAGES |
                | 8. MED REC REQUEST | AMOUNT: .00
                | 9. REFUND REQUEST |
LAST PYMT: 00/00/ | STMT: 00/00/0000
===== | SELECT OPTION: 0 | =====
1. ACCT INFO |
2. ACCT SUMMARY | [F1]=End, [F4]=PrtScr |
3. CUR TRIP INFO +-----+ SELECT OPTION: 0

[F1]=End, [F3]=Mini, [F4]=PrtScr, [F5]=Help, [F10]=Add'lFunc

```

Figure 20: Additional Functions pop-up window

From the Additional Functions pop-up window, select option 9 for Refund Request. The Refund option is only active if the flag in the parameter file is set to *Y*. If you select this option and the parameter flag is not set to *Y*, an error box displays. When you select *Y* at the prompt, the new Refund Request Processing window displays.



When you enter a Transaction Code, you need to check the Transaction Code file for a valid refund transaction. If you enter an invalid Transaction code, an error displays and you will be required to re-enter the correct code. All function keys will be active, but the <F6> key is functional only at the Transaction Code prompt and the Refund To prompt. Only transaction types of 3 are valid in the Transaction Code prompt. The trip balance displays as the default amount. Message 1 is a required entry, the <F10> key is used to accept your entry.

If you request a Credit Balance report, the new Create Refund Requests prompt displays on the Credit Balance Report screen.

## Credit Balance Report (MBCBAR) program

```

==pty/ttyw5====KWT===== CREDIT BALANCE REPORT =====MBCBAR==
[ENTER]=ALL

                                OK TO BEGIN (Y/N): Y

=====

BREAKDOWN BY DIV                : N (Y/N)

ACCOUNT STATUS                   :
LINE OF BUSINESS                 :
TYPE OF BUSINESS                 :

SORT/PRINT ORDER                 : A (A=Account #, N=Account Name)
  RANGE, FROM ACCT               : 000000000
    TO ACCT                       : 999999999

CREDIT BALANCE OVER              :      .00

INCLUDE PATIENT HISTORY          : N (Y/N)
INCLUDE ACCOUNT ADDRESS          : N (Y/N)
INCLUDE COMMENTS                 : N (Y/N)
INCLUDE DB-BALANCE ACCOUNTS WITH CR-BALANCE TRIPS: N (Y/N)
CREATE REFUND REQUESTS          : N (Y/N)

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search

```

Figure 22: Credit Balance Report screen

The default value for the new field is *N*. The <F1>, <F4>, and <F5> function keys are active from the new prompt, but <F6> is inactive. If the flag in the parameter file to use refunds is set to the *N* value, an error displays. If you create a refund request the value of the Create Refund Requests prompt is *Y*.

## Refund Queue Status Report (MBRFNDS) program

```

==ttyp3====WRL===== REFUND QUEUE STATUS =====MBRFNDS=
[ENTER]=ALL

===== DETAIL/SUMMARY REPORT =====

  STARTING REQUEST DATE:  00/00/0000

  ENDING REQUEST DATE   :

  PRE-APPROVAL CSR     :          ([ENTER]=All)

  STATUS                :      (Q=Queued, H=Held in Queue, P=Pending Approval
                              A=Approved, I=In Process, S=Supervisor Hold
                              C=Completed, J=Rejected, K=Rejected(Working)
                              [ENTER]=All)

  SELECTED REASON CODE :      (Y'es/A'll)

  DETAIL OR SUMMARY    :      (D=Detail, S=Summary)

[F1]=End, [F4]=PrtScr, [F5]=Help, [F9]=Back

```

Figure 23: Refund Status Report screen

The default for the Starting Request Date prompt is zeroes. The default for the Ending Request Date prompt is all 9s. The default for the Status prompt is All. The default for the Detail Summary prompt is S. The function keys will be active from all prompts. If an invalid status code is entered, the program displays the INVALID STATUS CODE - PRESS ENTER TO CONTINUE error message on line three, and prompts you to re-enter the status code. If the status code of *Held* is selected, the Reason Code is entered. If you select an invalid reason code, the INVALID REASON CODE - PRESS ENTER TO CONTINUE error message displays on line 3 and the system prompts you to re-enter a valid reason code. You may enter All at the Reason Code prompt. Check the Ending date to ensure that is greater than the starting date, if it is not, the program displays the INVALID DATE - PRESS ENTER TO CONTINUE error message on line three and the system prompts you to re-enter a valid date.

### Refund Queue Status Detail report

Date 10/13/1998 10:00  
 PAGE 1  
 KWT CONVERTED 2.4.00  
 \*\*\* R E F U N D Q U E U E S T A T U S D E T A I L R E P O R T \*\*\*  
 MBRFNDS  
 Only appears if the report is run for Held Refunds

STARTING REQUEST DATE: 00/00/0000  
 ENDING REQUEST DATE 99/99/9999  
 STATUS: ALL

TRIP # : KWT-12345678-00 STATUS : H REASON CODE : 0002  
 REFUND TO: KEITH THOMPSON DOC REQ : Y BATCH ID : 123456789012  
 35 GRANDVIEW LANE REQUEST BY : BILLI REQUEST DATE : 10/13/98  
 SUITE 101 PRE-APPV BY: KKLE PRE-APPV DA: 10/20/98  
 BIRMINGHAM, AL 35209 APPV BY : MMSEL APPR DATE : 10/27/98  
 REFUND AMT: \$1,134.00 RFDN TO : INSURANCE INS CODE : 143

-----  
 DATE TYPE DESC  
 10/13/98 MESSAGE PLEASE CASH CHECK WITHIN 90 DAYS!  
 10/13/98 MESSAGE AFTER THAT TIME THE CHECK WILL BE VOIDED.  
 -----  
 10/13/98 NOTE REFUND REQUEST ADDED VIA CASH RECEIPTS  
 10/13/98 NOTE PLEASE WORK THIS REFUND ASAP  
 10/13/98 NOTE REFUND IS DUE PATIENT BECAUSE OF OUR ERROR  
 10/20/98 NOTE PRE-APPROVED, SENDING TO SUPERVISOR; STATUS CHANGED TO "P"  
 10/21/98 NOTE SENT BACK TO PRE-PROCESSING FOR MORE INFO; STATUS CHANGED TO "H"  
 10/23/98 NOTE ADDED NEEDED INFO, SENT TO SUPERVISOR; STATUS CHANGED TO "P"  
 10/27/98 NOTE REFUND APPROVED; STATUS CHANGED TO "A"  
 -----  
 TRIP # : FFD-87654321-00 STATUS : P  
 REFUND TO: JOHN WILLSON DOC REQ : N BATCH ID : 210987654321  
 342 LONG BEACH ST. REQUEST BY: IOEP2 REQUEST DATE : 10/12/98  
 PRE-APPV BY: ERSS2 PRE-APPV DATE: 10/13/98

Refund To information is displayed here, Showing description and code (if applicable).

**Refund Queue Status Detail report cont.**

REFUND AMT:	\$756.45	MOBILE, AL 35255	APPV BY :	RFND TO :	ACCOUNT :	APPR DATE :
DATE	TYPE	DESC				
10/12/98	MESSAGE	PLEASE CASH CHECK WITHIN 90 DAYS!				
10/12/98	MESSAGE	AFTER THAT TIME THE CHECK WILL BE VOIDED.				
10/12/98	NOTE	REFUND REQUEST ADDED VIA CREDIT BALANCE REPORT				
10/12/98	NOTE	PRE-APPROVED, SENDING TO SUPERVISOR; STATUS CHANGED TO "P"				
-----						
Total Refunds	:	2				
Total Refund Amount:	\$	1890.45				

Figure 24: Detail Refund Status report

# Refund Queue Status Summary report

Date	Time	Page	Queue	Status	Summary	MBRFNDS
10/13/1998	10:00	1	KWT	CONVERTED	2.4.00	
*** R E F U N D Q U E U E S T A T U S S U M M A R Y R						
STARTING REQUEST DATE:	00/00/0000	STATUS: ALL				
ENDING REQUEST DATE:	99/99/9999	REASON CODE: ALL				
=====						
TRIP #	: KWT-12345678-00	STATUS	: Q	BATCH ID	: 123456789012	
REFUND TO:	KEITH THOMPSON	DOC REQ	: Y	REQUEST DATE	: 10/13/98	
	35 GRANDVIEW LANE	PRE-APPV BY:	KKLE	PRE-APPV DATE:	10/20/98	
	SUITE 101	APPV BY	: MMSEL	APPV DATE	: 10/27/98	
REFUND AMT:	\$123.34	RFND TO	: INSURANCE	INS CODE	: 143	
-----						
TRIP #	: FFD-87654321-00	STATUS	: P	BATCH ID	: 210987654321	
REFUND TO:	JOHN WILLSON	DOC REQ	: N	REQUEST DATE	: 10/12/98	
	342 LONG BEACH ST.	PRE-APPV BY:	ERSS2	PRE-APPV DATE:	10/13/98	
	MOBILE, AL 35255	APPV BY	:	APPV DATE	:	
REFUND AMT:	\$23.00	RFND TO:	ACCOUNT			
-----						
TRIP #	: AAA-12341234-01	STATUS	: S	CGI - GETTING MORE INFO		
REFUND TO:	SALLY JONES	DOC REQ	: N	BATCH ID	: 948672850384	
	414 COLLAGE ST	REQUEST BY:	IOEP2	REQUEST DATE	: 10/12/98	
	TUSCALOOSA, AL 35255	PRE-APPV BY:	ERSS2	PRE-APPV DATE:	10/13/98	
REFUND AMT:	\$1,290.20	APPV BY	:	APPV DATE	:	
		RFND TO	: PATIENT			
-----						
TRIP #	: BBB-93877281-02	STATUS	: Q	BATCH ID	: 274839582940	
REFUND TO:	PETE GOSS	DOC REQ	: N	REQUEST DATE	: 10/10/98	
	99 EDGECREST DR	REQUEST BY:	IOEP2	PRE-APPV DATE:		
	APT 11-C	PRE-APPV BY:		PRE-APPV DATE:		

Only appears if the report is run for Held Refunds

### Refund Queue Status Summary report

PELHAM, AL 35255	APPV BY	:	APPV DATE	:
REFUND AMT: \$22,343.99	REFND TO	:	CONT CODE	:
-----				
Total Refunds	:	4		
Total Refund Amount:	:	\$ 23,780.53		

Figure 25: Summary Status report

## Queue Re-Assignment (MBRFNDA) program

```
====q2====KWT====      KWT CONVERTED 2.4.00      =====MBRFNDA==
 *DIRECT ACCESS*
 [F1]=END              ENTER OPTION NUMBER: _____      [F5]=HELP
===== REFUND INTERFACE MENU =====

                               1.    PRE-APPROVER CHANGES
                               2.    SUPERVISOR CHANGES
```

Figure 26: Queue Re-Assignment main screen

You will access this screen by selecting option six from the Refund Interface menu main screen. This screen allows you to re-assign specific refunds to the pre-approver or supervisor for changes.

## Supervisor and Pre-Approver Assign/Re-Assign (MBRFNDA) program

```

==pty/ttyw9====KWT===== REFUND ASSIGN/RE-ASSIGN =====MBRFNDA==

                                     OK TO BEGIN (Y/N) : Y
=====

FROM PRE-APPROVER : KWT1

TO PRE-APPROVER   : JMT2

INCLUDE ACCT/PAT  : (Y/N)

INCLUDE INS       : (Y'es / N'o / A'll)

INCLUDE CONT      : (Y'es / N'o / A'll)

INCLUDE OTHER     : (Y/N)

INCLUDE UNKNOWN   : (Y/N)

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search

```

Figure 27: Refund Assign/Re-Assign screen

From this screen you can assign or re-assign specific refunds to a CSR. This is an example of the Pre-Approver Assign/Re-Assign view as selected from the Refund Interface window. If you select Supervisor from the Refund Interface menu, the same screen will appear, but it will be designated as Supervisor Refund Assign/Re-Assign. After the refund information is entered at either screen, the screen displays the total number of refunds changed in the upper left-hand corner.

Press <F6> to select the From or To CSRs option. From here you will assign the refunds to a specific CSR.

## Refund Assign/Re-Assign (MBRFNDA) program - Total Display

```
==pty/ttyw9===KWT===== REFUND ASSIGN/RE-ASSIGN =====MBRFNDA==  
  
TOTAL REFUNDS CHANGED: 12                                PRESS [ENTER] TO CONTINUE.  
=====
```

FROM SUPERVISOR	:	KWT1
TO SUPERVISOR	:	JMT2
INCLUDE ACCT/PAT	:	(Y/N)
INCLUDE INS	:	(Y'es/N'o/A'11)
INCLUDE CONT	:	(Y'es/N'o/A'11)
INCLUDE OTHER	:	(Y/N)
INCLUDE UNKNOWN	:	(Y/N)

```
  
[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search
```

Figure 28: Refund Assign/Re-Assign screen (total display)

This screen displays the total number of refunds changed by the pre-approver or supervisor. Press <F6> to select the From or To CSRs option.



## Refund Pre-Processing Queue (MBRFNDP) program

The Process Pre-Processing Queue (9.8.1) and Process Supervisor Queue (9.8.3) will start the program in the auto mode. All trips are processed in the CSR's queue. The Review Pre-Processing Queue (9.8.2) and Review Supervisor Queue (9.8.4) display all the refunds for the CSR to select manually.

```

=tttyq1=====KWT===== REFUND PRE-PROCESSING QUEUE =====MBRFNDP==
('X' = Select)

=====
CSR: KWT          KEITH THOMPSON
SELECT: A        ('A'll, 'N'on-Worked, 'H'eld)
-----
RFND DATE   TRIP NUMBER      SEQ   STAT   R-CD   REFUND TO          AMOUNT
-----
[F1]=End, [F4]=PrtScr, [F5]=Help

```

Figure 30: Refund Pre-Processing Queue screen

The Default value for the Select prompt is All (A).

If you select *A* for All, the program displays all refunds held in the queue. If you select *N* for Non Worked, the program displays all refunds in the queue that were imported since the last end of day processing. If you select *H* for Held, the program displays all refunds placed on hold by the CSR.

## Refund - Pre-Processing Queue (MBRFNDP) program

```
=ttyq1=====KWT===== REFUND PRE-PROCESSING QUEUE =====MBRFNDP==
[ENTER]=ALL

=====
CSR: KWT          KEITH THOMPSON
SELECT: H        REASON CODE:
-----
-----
          RFND DATE   TRIP NUMBER      SEQ   STAT   R-CD   REFUND TO      AMOUNT

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search
```

Figure 31: Refund Pre-Processing Queue screen

This program checks the reason code displayed against the Reason Code file for validity. If an invalid code is entered, the system displays an error and prompts you to reenter a valid reason code. You can press the *<enter>* key to display all reason codes.

If you select *H* for Held, the program accepts the reason code.

## Review Pre-Processing Queue (MBRFNDP) program

```

+=pty/ttyv5====KWT=====REVIEW PRE-PROCESSING QUEUE =====MBRFNDP====+
('X' = Select)

=====
CSR   : KWT      KEITH THOMPSON
SELECT: N      ('N'one, 'A'acct, 'P'at, 'I'ns, 'C'ont, 'O'ther, 'U'nknown)
-----
      DATE      TRIP NUMBER      ST R-CD TYP REFUND TO      AMOUNT

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F7]=PrevPg, [F8]=NextPg

```

Figure 32: Review Pre-Processing Queue screen

The valid values for the Select prompt are None ('N' one), Account ('A' acct), Patient ('P' at), Contract ('C' ont), Insurance ('I' ns), Other ('O' ther), and Unknown ('U' nkown). The default for this prompt is N. You can select refunds with any or all of the above criteria.

## Review Pre-Processing Queue (MBRFNDP) program

```

+=pty/ttyv5====KWT=====REVIEW PRE-PROCESSING QUEUE =====MBRFNDP====+
('X' = Select)

=====
CSR   : KWT      KEITH THOMPSON
SELECT: N      *** NONE ***
-----
      DATE      TRIP NUMBER      ST R-CD TYP REFUND TO              AMOUNT
[ ] 10/29/99 KWT-07061999-11 Q      A  JOHN M AUSTIN                3.00
[ ] 10/29/99 KWT-07061999-11 Q      P  JOHN M AUSTIN                8.00
[ ] 10/29/99 KWT-07061999-11 Q      I  PRUDENTIAL NJ HEALTH          2.00
[ ] 10/28/99 KWT-07061999-11 Q      A  JOHN M AUSTIN               15044.00
[ ] 10/28/99 KWT-07061999-11 Q      A  JOHN M AUSTIN               15044.00
[ ] 10/28/99 KWT-07061999-11 Q      A  JOHN M AUSTIN                12.00
[ ] 10/28/99 KWT-07061999-11 Q      P  JOHN M AUSTIN               15044.00
[ ] 10/28/99 KWT-07061999-11 Q      A  JOHN M AUSTIN               15044.00
[ ] 10/28/99 KWT-07061999-11 Q      I  KAISER FOUNDATION            234.00
[ ] 10/28/99 KWT-07061999-11 Q      C  CONTRACT 5                   34.00
[ ] 10/29/99 KWT-07061999-11 Q      C  NORTH SUBURBAN MEDICAL CENTER  3.00
[ ] 10/29/99 KWT-07061999-11 Q      O  XXXXXXXXXXXXXXXXXXXXXXXXXXXXX  34.00
[ ] 10/29/99 KWT-07061999-11 Q      P  JOHN M AUSTIN                34.00
[ ] 10/29/99 KWT-19991029-00 Q      A  ACCTDEMOFRST A ACCTDEMOLASTNAM 23.00

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F7]=PrevPg, [F8]=NextPg

```

Figure 33: Review Pre-Processing Queue screen

All function keys are active from the Select prompt. The <F10> function key starts at the first refund in the list and auto processes refunds one by one in the list. The auto option will terminate after you select <F1> out of the processing routine.

## Refund Pre-Processing (MBRFNDP) program

```

=ttYq1=====KWT===== REFUND PROCESSING =====MBRFNDP===
SELECT OPTION: R (R=Research, P=Print Request, H=Hold, J=Reject, M=Modify, N=Notes,
                D=Medical Rec, A=Approve, B=Back to Pre and S=Skip)
=====
TRIP #          : KWT-12345678-12          REQUEST BY      : KMW1
DOS            : 12/12/1998              REQUEST DATE: 12/12/1998
PAT            : JARED THOMPSON           STATUS          : Q
TRAN CD       : 30                       REASON CODE    :

RFND TYPE: I (C'ont, I'ns, A'cct, P'at, O'ther or U'nknown)
INS CODE      : KAISER

TO            : KAISER                    AMOUNT         : $123.45
               413 WILLOW GLEN DR.       SUITE 113
               BIRMINGHAM                AL 35115-1234

MSG1          : THIS IS A TEST MESSAGE - #1
MSG2          : THIS IS A TEST MESSAGE - #2
MSG3          : THIS IS A TEST MESSAGE - #3
MSG4          : THIS IS A TEST MESSAGE - #4
MSG5          : 12345678901234567890123456789012345678901234567890

[F1]=End, [F4]=PrtScr
  
```

This option is only available from the Supervisor screen.

Figure 34: Refund Pre-Processing screen

This is the main processing screen for refunds. From this screen the Pre-Approver or Supervisor has multiple processing options for the refunds. The Pre-Approver and Supervisor menus are identical, with the exception of the B (Back) option on the Supervisor screen. If a supervisor chooses the B option, the refund will be sent back to the CSR with specific reasons for the rejection. The supervisor is required to enter a reason on one of the message lines

## Refund Processing, Request Medical Record (MBRFNDP) program

```

+=pty/ttyw5====ETB===== REFUND PROCESSING =====MBRFND1====+
SELECT OPT+-----+-----+-----+-----+-----+-----+-----+
                                     MEDICAL RECORD REQUEST
+-----+-----+-----+-----+-----+-----+-----+
TRIP #   : TRIP #: TRP-00000001-00      DEPT #:  _      N
DOS      : COMMENT:                      17/1999
PAT      :
TRANS CD :
RFND TYPE:
INS CODE :
TO       :                               $789.60
MSG 1    :
MSG 2    :
MSG 3    :
MSG 4    :
MSG 5    : [F1]=End, [F2]=Delete, [F4]=PrtScr, [F6]=Search, [F10]=Accept
          +-----+

```

Figure 35: Medical Records Request pop-up window

When you select the Medical Record Request option (D=Medical Rec), the Medical Record Request pop-up window displays and prompts you to enter a request based on a specific trip number. This window will only display one request per refund. If the medical record request is already entered in the system, it will display when this window is invoked.

### Refund Processing, Pre-Approve (MBRFNDP) program

```

+=pty/ttyw5====ETB===== REFUND PROCESSING =====MBRFND1====+
SELECT OPTION: A (R=Research,P-Print Request,H=Hold,J=Reject,M=Modify,N=Notes,
                  D=Medical Rec,A=Pre-Approve,S=Skip)
+=====+
TRIP # |-----+N
DOS | REFUND APPROVAL | 7/1999
PAT |-----+
TRANS CD | PRE-APPROVE REFUND: Y (Y/N)
RFND TYP | ADD-NOTES : (Y/N)
INS CODE |
TO | [F1]=End, [F4]=PrtScr | $789.60
+-----+

          BIRMINGHAM          AL 35243

MSG 1 : INS PAID TWICE IN ERROR
MSG 2 : REFUND ISSUED
MSG 3 :
MSG 4 :
MSG 5 :

[F1]=End, [F4]=PrtScr, [F10]=Next
MSG 5 :
MSG 5 :

```

Figure 36: Refund Pre-Approval pop-up window

If you select the Pre Approve (A=Pre-Approve) option, the system displays the Refund Approval pop-up window. The default for Pre-Approve prompt is Y. If you select Y for the add notes question, the system displays the Add Notes screen to accept notes for the refund.

## Refund Processing, Supervisor (MBRFNDP) program

```

+=pty/ttyw5====ETB===== REFUND PROCESSING =====MBRFND1====+
SELECT OPTION: A (R=Research,P-Print Request,H=Hold,J=Reject,M=Modify,N=Notes,
                  D=Medical Rec,A=Pre-Approve,S=Skip)
+=====+
TRIP # +-----+N
DOS | REFUND APPROVAL | 7/1999
PAT |-----|
TRANS CD| APPROVE REFUND: Y (Y/N) |
RFND TYP| ADD-NOTES : (Y/N) |
INS CODE|-----|
TO | [F1]=End, [F4]=PrtScr | $789.60
+-----+

          BIRMINGHAM          AL 35243

MSG 1 : INS PAID TWICE IN ERROR
MSG 2 : REFUND ISSUED
MSG 3 :
MSG 4 :
MSG 5 :

[F1]=End, [F4]=PrtScr
MSG 5 :

```

Figure 37: Refund Approval pop-up window

This is the Supervisor Refund Approval pop-up window. The default for the Pre-Approve prompt is Y. If you select Y for the Add Notes question, the system displays the Add Notes screen to accept notes for the refund.

## Refund Processing, Place on Hold (MBRFNDP) Program

```

+=pty/ttyw5====ETB===== REFUND PROCESSING =====MBRFND1====+
SELECT OPTION: H (R=Research,P-Print Request,H=Hold,J=Reject,M=Modify,N=Notes,
                 D=Medical Rec,A=Pre-Approve,S=Skip)
+=====+
TRIP # +-----+IN
DOS | HOLD REFUND | 7/1999
PAT |-----+
TRANS CD| PLACE ON HOLD : Y (Y/N)
RFND TYP| REASON FOR HOLD:
      | ADD NOTES      : (Y/N)
TO |-----+
      | [F1]=End, [F4]=PrtScr
+-----+
MSG 1
MSG 2 : TRIP IS IN SUSPEND STATUS
MSG 3 :
MSG 4 :
MSG 5 :

[F1]=End, [F4]=PrtScr
MSG 5 :
MSG 5 :

```

Figure 38: Place Refund on Hold pop-up window

If you select the Hold Refund (H=Hold) option, the Hold Refund pop-up window displays. This prompt defaults to N. The Reason For Hold prompt is mandatory, and it is a twenty-five character field. If you select Y for the *Add Notes* option, the program displays the Add Notes screen to allow you to accept notes for the refund.

## Refund Processing, Reject (MBRFNDP) program

```

+=pty/ttyw5====ETB===== REFUND PROCESSING =====MBRFND1====+
SELECT OPTION: J (R=Research,P-Print Request,H=Hold,J=Reject,M=Modify,N=Notes,
                D=Medical Rec,A=Pre-Approve,S=Skip)
+=====+
TRIP # +-----+IN
DOS | REJECT REFUND | 7/1999
PAT |-----|
TRANS CD| REJECT REFUND : Y (Y/N)
RFND TYP| REASON FOR REJECT:
      | ADD NOTES : (Y/N)
TO |-----| $18.00
      | [F1]=End, [F4]=PrtScr
+-----+
MSG 1
MSG 2 : TRIP IS IN SUSPEND STATUS
MSG 3 :
MSG 4 :
MSG 5 :

[F1]=End, [F4]=PrtScr

```

Figure 39: Reject Refund pop-up window

If you select the Reject Refund (J=Reject) option, the Reject Refund pop-up window displays. This prompt defaults to N. The Reason For Reject prompt is mandatory, and it is a twenty-five character field. You can search for reason codes using the <F6> function key from the Reason Code prompt. If you select Y for the *Add Notes* option, the program displays the Add Notes screen to allow you to accept notes for the refund.



## Trip Entry , Add Comments (SWTRPCT) program

```

=====q6=====KWT===== TRIP ENTRY =====SWTRPCT==

===== TRIP COMMENTS =====
PAT#: 000000002-0000 DAVID W. SMITH
TRIP#: CMB-00000001-00
ENTER LINE : _____
BATCH: BHAM/BHAM/JAS
-----
LINE   DATE       COMMENTS                                     USER-ID
-----
0001   04/02/1998  R* CALL REMOVED FROM JAS'S QUEUE                               KWT

[F1]=End, [F2]=Del, [F3]=Add, [F4]=Prt, [F5]=Help, [F6]=Srch, [F7]=Frst, [F8]=Next

```

Figure 41: Trip Entry, Add Comments screen

This screen displays refund comments that you enter on the Trip Inquiry screen.

**R\*** indicates a refund comment.

## Refund Export File Creation (MBRFNDE) program

```
==pty/ttyv1===KCB===== REFUND EXPORT =====MBRFNDE==  
  
=====
```

BATCH-DIV	:	_____
LOB	:	
ID	:	

  

INCLUDE ACCT/PAT:	:	(Y/N)
INCLUDE INS	:	(Y'es/N'o/A'11)
INCLUDE CONT	:	(Y'es/N'o/A'11)
INCLUDE OTHER	:	(Y/N)

  

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search

Figure 42: Refund Export screen

After the refund is approved by the supervisor, you will enter relevant data for the particular refund on this screen. This information is used to create the export file. If you select a batch that is not an active refund batch, the program displays an error on line 3, and you are required to re-enter an active refund batch. The default value for the Accounts/Patient (Acct/Pat) prompt is Y. The default on the Insurance (INS) and Contract (CONT) prompts is A. If you choose Y at either of these prompts, the Multiple Codes Selection (MBCODES) program is called to allow you to select multiple insurance or contract codes.

### Export Total Report (MBRFNDE) program

DATE 01/18/2000 15:11

BASELINE F/E

MBRFND PAGE 1

\*\*\* REFUND EXPORT REPORT \*\*\*

BATCH ID: 1000/100 /3

TRIP NUMBER PAYEE/ACCOUNT NAME

PATIENT/ACCOUNT NAME

PAT ACCT #

DOS

REFUND AMOUNT

=====

RT -00000001-00	SHELBY COUNTY CONTRACT	BRUCE ELLINGTON	000000031	12/13/1999	44.90
TRP-00000001-00	BC/BS	SOLI YEN	000000050	11/05/1999	789.60
TRP-00000002-00	MARIAN BAKER	MARIAN BAKER	000000002	11/05/1999	18.00
TRP-00000003-00	BELINDA S NESTER	BELINDA S. NESTER	000000013	11/09/1999	12.00

DATE 01/18/2000 15:11

BASELINE F/E

MBRFND PAGE 1

\*\*\* REFUND EXPORT TOTAL REPORT \*\*\*

=====

BATCH ID : 1000/100 /3

TOTAL REFUNDS : 4

TOTAL AMOUNT REFUNDED: 864.50

Figure 43: Export Total screen

This report prints after all of the refund information has been processed and approved. This report displays the total number of refunds processed. This report is used to generate refund checks. Refund checks will be mailed to the client with a letter explaining what the refund is for (see below).



## Refund Check Register (MBRFNDI) program

```
==pty/ttyw9===KWT===== REFUND CHECK REGISTER =====MBRFNDI==  
  
                OK TO BEGIN (Y/N) : Y  
  
===== Enter 'X' to select, 'D' to delete =====  
-----  
-----  
  
[_] RFEBX1505  
[ ] RFEBX199910201614  
[ ] RFEBX199910201614.  
[ ] RFEBX19991026  
[ ] RFEBX199910271505  
[ ] RFEBX199910271505.  
*** END OF DATA ***  
  
[F1]=End, [F2]=Select, [F4]=PrtScr, [F5]=Help, [F7]=Prev, [F8]=Next
```

Figure 45:Refund Check Register screen

This screen displays information from the Refund Export file created with all of the check data.

## Batch Maintenance (MBBATM2) program

```

==pty/ttyw8====KWT===== MAINTAIN BATCH CONTROL RECORDS =====MBBATM2==

=====
DIVISION: _____ | BATCH STATUS CODE      :
LOB      : _____ | TRIP JRNL PRINTED     : (Y/N)
BATCH ID | C/R JRNL PRINTED     : (Y/N)
          | DAY SHEET PRINTED    : (Y/N)
BATCH DESCRIPTION : _____ | PROCESSING EOD       : (Y/N)
BATCH INSURANCE  : _____ | DEFAULT BATCH DATE:
BATCH USER      : _____ | -----
          :
ALLOW TRIP ENTRY : (Y/N)      ALLOW ADJUSTMENT ENTRY: (N/A/S)
ALLOW PAYMENT ENTRY : (N/A/S)  REFUND BATCH          : (Y/N)

      ----Payment Types----          ---Adjustment Types---

[F1]=End, [F3]=ChgBatchStat, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F10]=Accept

```

Figure 46:Batch Control screen

This screen is used to set up refund batch information. The default for the new Refund Batch prompt is N. The only valid values for this prompt are Y and N. If you select Y for the Refund batch change, all other selection options default to N. This prevents you from entering invalid information into the Refund batches.

Once the export file is created, the batch status is changed to R. When the import file is processed, the batch status is changed to C automatically, and it can be processed with your daily batches.

## New CSR Maintenance Question (MBRFNDM) program

```
==pty/ttyw4===KWT===== CSR =====MBRFNDM==  
  
=====
```

1. CSR MAINTENANCE

2. REFUND CSR MAINTENANCE

SELECT OPTION: \_

[F1]=End, [F4]=PrtScr, [F5]=Help

Figure 47: CSR Maintenance Question screen

The new CSR Maintenance Question (MBRFNDM) program displays when you invoke Option 1. Option 2 calls the Refund CSR Maintenance (MBREFCSR) program.

## Refund CSR File Maintenance (MBREFCSR) program

```

==pty/ttyv1====KCB===== REFUND CSR FILE MAINTENANCE =====MBREFCSR==

=====
USER ID      : _____          MODIFIED BY:
CSR STATUS  :          (A=ACTIVE, T=TERMINATE, I=INACTIVE)      DATE:
-----PRE-APPROVER-----SUPERVISOR-----
ASSIGN CSR TO THIS QUEUE          (Y/N):
STOP ASSIGNMENT IF INACTIVE       (Y/N):
REDISTRIBUTE QUEUE IF INACTIVE    (Y/N):
REDUCE ASSIGNMENT PERCENTAGE      (0-90):
QUEUE SEQUENCE                    (N/O/Y/D/F/L/T):
SELECTED DIVISIONS                (Y'es/A'11):
SELECTED LOBS                     (Y'es/A'11):
SELECTED TOBS                     (Y'es/A'11):
SELECTED STATUS CODES             (Y'es/A'11):
SELECTED TRIP STATUS CODES       (Y'es/A'11):
SELECTED LAST NAMES STARTING WITH (Y'es/A'11):
INCLUDE ACCOUNT/PATIENT          (Y'es/N'o):
INCLUDE INS. CO. IN QUEUE        (Y'es/N'o/A'11):
INCLUDE CONTRACT                  (Y'es/N'o/A'11):
INCLUDE OTHER                     (Y'es/N'o):
INCLUDE UNKNOWN                   (Y'es/N'o):
[F1]=End, [F2]=Delete, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F10]=Accept

```

Figure 48: Refund CSR Maintenance screen

This screen allows you to setup a user, and set the status for the refunds. All system prompts use the same functions as the CSR File Maintenance (MBCSRM) program.

### Cash Receipts and Adjustments (MBCRA33) program

```

==pty/ttyw4===KWT===== CASH RECEIPTS & ADJUSTMENTS =====MBCRA33==
                                                    ACCEPT (Y/N) : Y
===== ADD MODE =====
ACCOUNT#: 000000002 DAVID W. SMITH                STATUS : AA ACTIVE
  PATIENT#: 0000          DAVID W. SMITH          BATCH  : BHAM/BHAM/JAS
-----
** SUBSCRIBER **                                CASH RECEIPT
TRANS CODE  : 30  REFUND REQUEST
TRANS TYPE  : 3   RE
TRANS DATE  : 03/04/19
AMOUNT      : 200.00
SOURCE      : 2
REFERENCE # :
REFUND TO   : A (A
INS CO CODE :
PRT ON STMT : Y (Y/N)
COMMENT     :
DEDUCTIBLE  : 0.00

                                REFUND REQUEST
                                Create a Refund Request (Y/N)? N
                                JAS-00013290-04
                                JAS-00013290-03
                                04/24/1997
                                2
                                BHAM
                                1660.50
                                1220.50-
                                440.00
                                PAYMENT: .00
                                ADJUST : .00
                                BALANCE: 1660.50

[F1]=End, [F2]=Add'lFunc, [F4]=PrtScr, [F5]=Help, [F6]=Search
    
```

Figure 49:Cash Receipts and Adjustments screen

This screen displays if the account has a negative balance from the Cash Receipts program. If the account has a negative balance Refund Request pop-up window will prompt you to create a refund for the account. The default value for the Create a Refund Request option is N.

## Standard Comments (MBSTCMN) program

```
====/ttyw6====EBX===== STANDARD COMMENTS =====MBSTCMN==  
  
===== FILE MAINTENANCE =====  
  
1. CASH RECEIPTS  
2. ACCOUNT/PATIENT  
3. TRIP  
4. MEDICAL RECORD  
5. REFUND  
  
SELECT OPTION: _  
  
[F1]=End, [F4]=PrtScr, [F5]=Help
```

Figure 50:Standard Comments screen

The new Refund option was added to the selection screen.

## Trip Summary (MBOPIE5) program

```

==ttypf=====KCB===== TRIP SUMMARY =====MBOPIE5==
ACCOUNT#: 000001033  GUNN BOBBY                      STATUS: AA ACTIVE

=====
STARTING DATE OF SERVICE: 00/00/0000  STARTING TRIP NUMBER:  -  -
-----
[ ] MER-00000101-01 0000 07/13/98 POSTED 3101 101 1      215.00  215.00  R
[ ] MER-00000101-10 0000 07/13/98 POSTED 3101 101 1      215.00  215.00
[ ] MER-00000101-98 0000 07/13/98 HISTORY 3101 101 1       25.00    .00
[ ] MER-00000301-91 0000 07/14/98 POSTED 3101 101 1      115.00  115.00
[ ] MER-00000301-93 0000 07/14/98 POSTED 3101 101 1       95.00   95.00
[ ] MER-00000301-98 0000 07/14/98 POSTED 3101 101 1      115.00  115.00
[ ] MER-00000401-01 0000 07/14/98 POSTED 3101 101 1      217.00  217.00
[ ] MER-00000401-03 0000 07/14/98 POSTED 3101 101 1       60.00   60.00
[ ] MER-00000716-44 0000 07/16/98 POSTED 3101 101 1      105.00  105.00
[ ] SPT-00000101-01 0000 07/13/98 HISTORY 3101 101 1       76.00    .00

=====
1. ACCT INFO      4. CMP TRIP INFO  7. AUDIT HISTORY
2. ACCT SUMMARY  5. TRIP SUMMARY  8. SELECT TRIP
3. CUR TRIP INFO 6. PATIENT SUMMARY 9. TRIP SEARCH      SELECT OPTION: __

[F1]=End, [F3]=Mini, [F4]=PrtScr, [F5]=Help, [F7]=First, [F8]=Next, [F10]=Add'lFunc

```

Figure 51: Trip Summary screen

The *R* in the far right column indicates an outstanding refund for the trip displayed.

## Division File Maintenance (MBDIVM) program

```

=====pf=====KWT===== DIVISION FILE MAINTENANCE =====MBDIVM===
MODIFY RECORD

=====
DIVISION CODE          : BHAM          ---MODIFIED BY---
EOM STATUS FLAG       :          NOT PROCESSED OR SELECTED  USER: KWT
DIVISION NAME         : BIRMINGHAM DIVISION_____  DATE: 11/10/1999
ADDRESS               : LKASDJFLASKDJF
                     : DIV ADDR2
CITY/STATE/ZIP        : BIRMINGHAM          AL 35232
PHONE NUMBER          : 205-970-8200      FAX: 205-970-8480
CONTACT FIRST/LAST NAME :
COLLECTION AGENCY     : BHAM1  BHAM1 COLLECTION AGENCY
TIME ZONE (A/E/C/M/P) : C          AUTO CREATE INSRC      : Y  (Y/N)
TRANSPORT RSN REQ (M/O/N) : O          MINIMUM REFUND AMOUNT : 15.00
PROVIDER NUMBERS      :
LOGO ID NUMBER        : DV1          NIGHT CALL START      : 23:00  END: 05:00
ASSESS LATE CHARGE (Y/N) : Y          DETERMINE NIGHT CHARGE: A  (A'rrv/D'ispatch)
OPERATION STATE       : AL          AUTO GEN NIGHT CHARGE : Y  (Y/N)
REMIT TO ADDRESS (D/C) : D          RTN TRIP NIGHT CHARGE : N  (Y/N)
ALT PROV ID'S BY TOB(Y/N) : N          NIGHT PROC CODE : 6050  STAND BY (PER HR)
USE PRI INS EXCL FOR PAT BILLING (Y/N) : Y

[F1]=End, [F2]=Delete, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F10]=Accept

```

Figure 52: Division File Maintenance screen

The new Minimum Refund Amount field defaults to zeros for all divisions. You must set the refund value manually.

### Division List (MBDIVL) report

DATE	11/11/1999	11:13	KWT CONVERTED 2.4.00		MBDIVL	PAGE							
*** D I V I S I O N L I S T ***													
1001	DENVER	303-758-1584	DV1	CO 1002A	D	N	M	03:00	07:00	Y	N	6060	O
	2000 SOUTH COLORADO BLVD.	303-758-9404	USE	PRI	INS	EXCL	:	N	AUTO	INSRC	:	N	REFUND MIN : 10.00
	COLORADO CENTER		ALT	PROV	ID'S	BY	TOB	:	N	MODIFIED	BY:	POR	DATE : 01/25/1999
	DENVER	CO 80222-2816	CONTACT NAME :										
			----- PROVIDER NUMBERS -----										
STATE ID :	ST	ID #01 :	1	ID #11 :	ID #21 :	ID #31 :							
FEDERAL ID :	FED	ID #02 :	2	ID #12 :	ID #22 :	ID #32 :							
MEDICARE :	CARE	ID #03 :	3	ID #13 :	ID #23 :	ID #33 :							
MEDICAID :	CAID	ID #04 :	4	ID #14 :	ID #24 :	ID #34 :							
		ID #05 :	5	ID #15 :	ID #25 :	ID #35 :							
		ID #06 :		ID #16 :	ID #26 :	ID #36 :							
		ID #07 :		ID #17 :	ID #27 :	ID #37 :							
		ID #08 :		ID #18 :	ID #28 :	ID #38 :							
		ID #09 :		ID #19 :	ID #29 :	ID #39 :							
		ID #10 :		ID #20 :	ID #30 :	ID #40 :							
----- ALTERNATE PROVIDER ID'S BY TOB -----													
	TOB	PROVIDER ID		PROV PTR									
1.				00									
2.				00									
3.				00									
4.				00									
5.				00									

The new Refund Minimum prompt was added to the screen.

## Parameter File Maintenance (MBPRC03) program

```
==pty/ttyv5====KWT===== PARAMETER FILE MAINTENANCE =====MBPRC03==

===== OTHER PROCESSING OPTIONS =====

PAID TRIP RETENTION MONTHS                (0/1): 0
AGING MODE          (1=Trip DOS, 2=Bill to change): 1
AUTO INS FILING    ('A'll, 'S'equential, 'N'one): S
ACCT INQUIRY SEARCH (P'at#,N'umb,T'rip,A'cctNm): N
CASH RECEIPTS SEARCH (P'at#,N'umb,T'rip,A'cctNm): N
TRIP SEARCH        (P'at#,N'umb,T'rip,A'cctNm): N
DEFAULT 'FROM' PERIOD #2 FOR ANALYSIS REPORTS : 01
COLLECTION PLAN FOR MISSED PAYMENT PLAN PAYMENT : MISSD MISSED PAYMENT / P
PERFORM DIVISION/LOB PATIENT SEARCHES      (Y/N) : N
DISPLAY DENIAL SOURCE CODE                 (Y/N) : Y
REFUND MINIMUM AMOUNT                      : 20.00
USE REFUND PROCESSING                      : Y

[F1]=End, [F4]=PrtScr, [F5]=Help, [F6]=Search, [F10]=Accept
```

Figure 53:Parameter File Maintenance screen

The new Use Refund Processing field defaults to zeros for all divisions. You must enter a valid value to process. The valid options for this field are *Y* and *N*.

## Rejected Refund Status (MBRFNDJ) program

```

==ptypty/ttyv==KWT===== REJECTED REFUND STATUS =====MBRFNDJ=
[ENTER]=ALL

                                OK TO PRINT (Y/N) : Y

===== DETAIL/SUMMARY REPORT =====

STARTING REQUEST DATE:  00/00/0000

ENDING REQUEST DATE   :  99/99/9999

PRE-APPROVAL CSR      :                ([ENTER]=All)

STATUS                :                (J=Rejected, K=Rejected(Working), [ENTER]=All)

SELECTED REASON CODE :  A  (Y'es/A'll)

DETAIL OR SUMMARY    :  S  (D=Detail, S=Summary)

[F1]=End, [F4]=PrtScr, [F5]=Help, [F9]=Back

```

Figure 54:Rejected Refund Status screen

This screen displays the reject status of the refund for pre-approver or supervisor. From this screen you can run a reporting detailing the status of rejected refunds. The default value for the Starting Request Date prompt is Zeros. The default value for the Ending Request Date prompt is all 9s. The default value for the Status prompt is All. The default value for the Detail Summary prompt is S. If an invalid CSR is entered, the program displays the INVALID CSR - PRESS ENTER TO CONTINUE error message on line three, and prompts you to re-enter the status code. If the status code *J* is selected, all refunds with a *J* status are changed to *K* status. You may enter *A* for the ALL option at the Reason Code prompt. You must check the ending date to ensure that it is greater than the starting date. If the ending date is less than the starting date, the program displays an error on line three, and you are required to reenter the dates.

## Import File Processing (MBRFND) program

```

+=ttyp9=====KWT=====      KWT CONVERTED 2.4.00      =====MBMRFND=+
  *DIRECT ACCESS*
  [F1]=END              ENTER OPTION NUMBER: _____      [F5]=HELP
+===== REFUND INPUT FILE TYPE =====+

                                1. AUTOMATIC IMPORT FILE PROCESSING
                                2. MANUAL IMPORT FILE PROCESSING
  
```

Figure 55: Import File Processing screen

The Import File Processing (MBMRFND) program was created to process import refunds.

## Refund Import File Creation - Manual (MBRFNDTI) program

```

=====p8=====KWT===== REFUND IMPORT FILE CREATION =====MBRFNDTI==
                                ACCEPT (Y/N) : Y
=====
                                BATCH - DIV: BHAM  BIRMINGHAM DIVISION
                                LOB: BHAM  BIRMINGHAM LOB
                                ID: JAS

                                REFUND NUMBER: CMB-00000001-00/00
                                REFUND TO      : RF 1

                                CHECK NUMBER : CHECK #1 _____
                                CHECK AMOUNT  :      1234.00

[F1]=End, [F4]=PrtScr, [F5]=Help, [F10]=Skip
  
```

Figure 56: Refund Import File Creation screen

The batch that is entered must be a valid refund batch, and it must have a Processing Refund status.

## Refund CSR Queue Maintenance (MBRFNDC) program

```
==pty/ttyw2====KCB===== REFUND CSR QUEUE MAINTENANCE =====MBRFNDC==
[ENTER]=ALL

===== PRINT QUEUE STATUS =====

      REFUND CSR CODE   : _____

      TYPE              :          (P're-Approver, S'upervisor)

      SELECTED ACCT/PAT :          (Y/N)

      SELECTED INS      :          (Y'es/A'll)

      SELECTED CONT     :          (Y'es/A'll)

      SELECTED OTHER    :          (Y/N)

      SELECTED UNKNOWN  :          (Y/N)

[F1]=End, [F4]=PrtScr, [F6]=Search
```

Figure 57:Refund CSR Maintenance screen

This screen allows you to select refunds to print on the Refund Status report. The default for the Y/N prompts is Y. The default for the Y'es/A'll prompts is A. The default for the Type prompt is P. Spaces are only valid as a response from the CSR Code prompt. The Multiple Codes Selection (MBCODES) program is called if the response to the Insurance (INS) or Contract (CONT) prompt is Y.

### Refund CSR Pre-Approver Status report

```

DATE 11/24/1999 10:24                                KCB's TEST FINANCIAL ENTITY
*** REFUND CSR PRE - APPROVER STATUS REPORT ***
ACCT/PAT : Y    INS : A    CONT : A    OTHER : Y    UNKNOWN : Y

CSR USER ID NAME      QUEUED    HELD    APPROVED    TOTAL REFUNDS    TOTAL VALUE    AVG VALUE    AVG DAYS
=====
KCB    KAREN BRADDOCK      11         1         0         12           851.46        70.96        11
KWT    KEITH THOMPSON      10         3         0         13           1,170.27      90.02        13

*** REPORT TOTALS ***      21         4         0         25           2,021.73      80.87        12
    
```

Figure 58: Refund CSR Pre-Approver Status report

This report has the same layout as the supervisor's report. The only exception is the Supervisor title appears in the heading instead of Pre-Approver.

The following prompts display on the report:

- Pre-Approver
  - Queued Refunds - *Q status*
  - Held- *H status*

- Approved- *P status*
- Approver
  - Queued- *P status and assigned to a supervisor*
  - Held- *S status*
  - Approved- *A status*

The Total Value prompt displays the total refund amounts. Average days are counted from the creation date for pre-approvers, and from the pre-approval by date for Supervisors. If the Refund has been approved, the days are counted from the pre-approval/approval date. If the refund is not approved the date defaults to the current system date.

## Contract File Maintenance (MBCONM) program

```

===== /ttyw2====KCB===== CONTRACT FILE MAINTENANCE =====MBCONM==
MODIFY RECORD

=====
CONTRACT CODE      : CONT
DESCRIPTION        : DEFAULT FOR NOW!

+----- INVOICE DEFAULTS -----+
BILL-TO FLAG      : P | BILLING CONT:
A/R AMOUNT        : C | INVOICE TYPE: M
STD PROCEDURE CODE : 0 | CONT FORM# : 2  ALT FORM#: 3
CAPITATION CONT (Y/N): N | INVOICE AMOUNT      : B
OK TO BILL INS (Y/N): Y | USE P/O #          (Y/N): N
SUBSCRIPTION (Y/N): N | INV BY DIV         (Y/N): Y
TRIP SPECIFIC (Y/N): Y | INV BY TOB        (Y/N): N
BILL RESP (Y/N): Y | INV BY TRIP STAT (Y/N): N
PROC IN FEESCH (Y/N): N | ZERO BAL ON INV (Y/N): N
CONTRACT CLASS   : | OPEN REV ON INV (Y/N): N
ISSUE CKS (I'nd/G'rp): I | MAX # TRIPS PER INV : 999,999
| MAX $ AMOUNT PER INV : 999,999,999
| USE PRI INS EXCL IF CONT SEC (Y/N): N
+-----+

[F1]=End, [F2]=Del, [F3]=Add'lInfo, [F4]=Prt, [F6]=Search, [F7]=Prev, [F10]=Accept

```

Figure 59: Contract File Maintenance screen

The new Issue Checks (ISSUE CKS {I'nd/G'rp}) prompt was added to allow you to select one refund check or multiple refund checks. If you select the Individual (I'nd) option, the program processes a single check refund for each refund. If you select the Group (G'rp) option, the program processes one check for an entire group of refunds.

*G* and *I* are the only valid options from this prompt. The default value is *I*

## Insurance File Maintenance (MBINSM2) program

```

===== INSURANCE FILE MAINTENANCE =====MBINSM2==
MODIFY RECORD

=====
INSURANCE CODE      : 20   XACT MEDICARE          PRINT PROC DESC(Y/N) : Y
CLAIM MEDIA        : E   (E=Electronic, P=Print) PRINT ZERO CHGS      : Y
ECT FORM NUMBER    : 01   CALIFORNIA BCBS/MEDICARE  ISSUE CKS (I'nd/G'rp) : I
PRT FORM NUMBER (PRI) : 86 1992 NONMCR HCFA 1500 : FLIP CMB TRIP MODS  : N
PRT FORM NUMBER (SEC) : AA COLORADO MEDICAID FORM 1 USE PRIMARY INS PTRS : N
EMERGENCY FORM (Y/N) : N                                USE EXCLUSION TABLE : Y
DEFAULT FILE CODE  : A   (A=Auto, M=Manual)          CARRIER CODE       : M
USE CONTRACT RATES : N   (Y=Yes, N=No, A=Auto)        MEDIGAP#            :
B/C PLAN CODE      :                                PAYER ID            :
BCBS FLAG          (Y/N) : N                          ----- POINTERS -----
AUTO BILL TO       (Y/N) : Y                          PROVIDER ID         : 98
PRINT AMT PAID     (Y/N) : Y                          REF PHYSICIAN ID   : 1
W/O IN AMT PAID    (Y/N) : Y                          TYPE OF SERVICE ID : 0
MCARE INFO REQ(Y/N/B) : Y                          PLACE OF SERVICE ID : 0
MCAID INFO REQ(Y/N/B) : N                          DIAGNOSIS STD CODE : 0
ADDITIONAL INFO STATE:                                MODIFIER STD CODE  : 0
T.A.R. REQUIRED (Y/N) : N                          PROCEDURE STD CODE : 1
PRIOR AUTH REQ (Y/N) : Y                          SPEC PROC STD CODE : 0

[F1]=End, [F2]=Del, [F3]=AddInfo, [F4]=Prt, [F5]=Hlp, [F6]=Search, [F10]=Accept

```

Figure 60: Insurance File Maintenance screen

The new Issue Checks (ISSUE CKS {I'nd/G'rp}) prompt was added to allow you to select one refund check or multiple refund checks for specific insurance companies. If you select the Individual (I'nd) option, the program processes a single check refund for each refund. If you select the Group (G'rp) option, the program processes one check for an entire group of refunds.

*G* and *I* are the only valid options from this prompt. The default value is *I*

## **15 CR013512 - Add System Date to Halley ECT File**

**Requesting Site: Corp**

### **Business Need:**

The client requests the ability to include the system date on the Halley ECT (MBEMHE) program.

### **Solution:**

The Halley ECT (MBEMHE) program was modified to automatically display the system date.

## 16 CR011041 - Consolidate Financial Evaluation Report

**Requesting Site: Corp**

### **Business Need:**

The client requests a version of the Financial Evaluation Report that will run from all F/Es

### **Solution:**

The Financial Evaluation Report (MBGFSUR) program was created to cross over the different HP boxes and obtain information for the selected FEs. This program will print the FE information on a report.

You can access this program from the Utility (5) screen, option 9.



**Note**

At this time, the AMR corporate office is the only site with access to this report program.

---



# Financial Evaluation report

DATE 09/01/1999 08:55

BOBBY'S TEST F/E

MBGFSU PAGE 1

\*\*\* F I N A N C I A L E V A L U A T I O N R E P O R T \*\*\*

FOR PERIOD: 04/1999

BREAKDOWN BY - DIV: Y LOB: N TOB: N INS : N EMER: N SUBSCR: N  
SELECTED - DIV: Y LOB: A TOB: A INS : A

=====

DIVISION: 1 L.O.B.: \*ALL\* T.O.B.: \*ALL\* INS CODE: \*ALL\* EMERGENCY: \* SUBSCRIPTION: \*

	AMOUNTS	CTS	AVG
CHARGES	999,999,999.99-	9,999,999,999-	999,999,999.99-
ESTIMATED CONTRACTUALS	382.00-		
ESTIMATED CONTRACTUAL TRANSFERS	0.00		
PAYMENTS	56,055.55-		
DISALLOWES	0.00		
REFUNDS	0.00		
TRANSFER	0.00		
WRITE-OFFS	0.00		
ADJUSTMENTS	0.00		
LATE CHARGES	0.00		
ACCRUALS	1,415.00	2	707.50
ESTIMATED DISALLOW FOR ACCRUALS	0.00		
OUTSTANDING BALANCE	9,335.55-	61	153.04-
EXPECTED REFUNDS	55,315.55		
EXPECTED DISALLOWANCES	382.00-		
NET BALANCE	45,598.00	61	747.50

Figure 63: Financial Entity report

# Group/Financial Entity Totals report

DATE 09/01/1999 08:55

MBGFSU PAGE 1

\*\*\* F I N A N C I A L E V A L U A T I O N R E P O R T \*\*\*

FOR PERIOD: 04/1999

BREAKDOWN BY - DIV: Y LOB: N TOB: N INS : N EMER: N SUBSCR: N

SELECTED - DIV: Y LOB: A TOB: A INS : A

=====

*** GROUP TOTALS ***	AMOUNTS	CTS	AVG
CHARGES	999,999,999,999.99-	9,999,999,999-	999,999,999,999.99-
ESTIMATED CONTRACTUALS	382.00-		
ESTIMATED CONTRACTUAL TRANSFERS	0.00		
PAYMENTS	56,055.55-		
DISALLOWES	0.00		
REFUNDS	0.00		
TRANSFER	0.00		
WRITE-OFFS	0.00		
ADJUSTMENTS	0.00		
LATE CHARGES	0.00		
ACCRUALS	1,415.00	2	707.50
ESTIMATED DISALLOW FOR ACCRUALS	0.00		
OUTSTANDING BALANCE	9,335.55-	61	153.04-
EXPECTED REFUNDS	55,315.55		
EXPECTED DISALLOWANCES	382.00-		
NET BALANCE	45,598.00	61	747.50

Figure 64: Financial Evaluation report (group totals)

When printing the Financial Entity Totals, the Financial Entity Totals prints instead of the Group Totals prompt. When you print the Report Totals, the F/E heading does not print.