Applying Contractual Adjustment

🖥 GO TO

BILLING>CLAIMS>VIEW CLAIMS>POST PAYMENT

☰ STEPS

1. Enter the allowed amount in the allowable field as seen in the EOB

Available Funds	Allowable	Payment Amount	Adjustment Type	Adj Amount	Adjustment Type	Adj Amount	Adjustment Type	Adj Amount
10/11	$5.00	Ck #: NH1Ja ▼	$ 200.00	$	Co-Pay ▼	- $ 0.00	Co-Insuran ▼	- $ 0.00	Contractual ▼	- $ 0.00

2. A line item will then be populated showing this adjustment

REASON	PROCEDURE	DATE OF SERVICE	AMOUNT CHARGED	ALLOWABLE	AMOUNT ADJUSTED	AMOUNT PAID	AMOUNT OWED	OWED BY
Procedure 🗒	99214	01/16/19	$300.00	$200.00	$-100.00	$100.00	$100.00	AETNA

3. To Zero out the balance for amount owed by insurance, adjust the amount as contractual

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Procedure 🗒	99214	01/16/19	$300.00	$200.00	$-200.00	$100.00	$0.00	AETNA

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10/11	$5.00	Ck #: NH1Ja ▼	$ 0.00	$	Co-Pay ▼	- $ 0.00	Co-Insuran ▼	- $ 0.00	Contractual ▼	- $ 100.00

4. User Correction – to correct any mistake in posting. This can be used to add or deduct funds to adjust the balance

   a. Example: adding $50 adjusts the balance under Amount Owed

AMOUNT CHARGED	ALLOWABLE	AMOUNT ADJUSTED	AMOUNT PAID	AMOUNT OWED	OWED BY
$100.00		$0.00	$0.00	$100.00	TEST, MYRNA
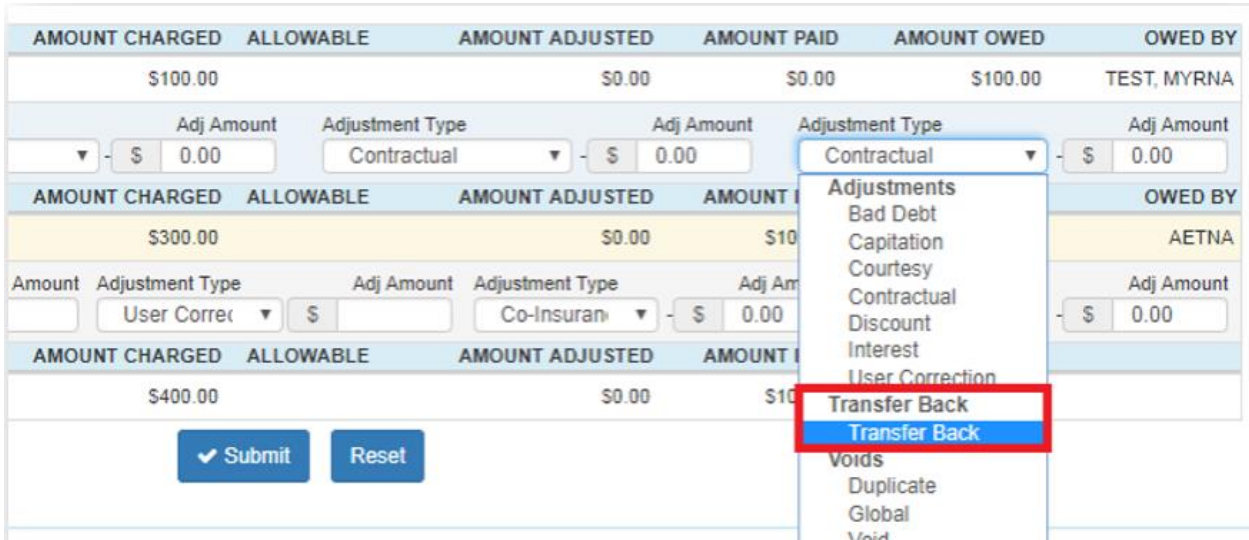
	Adj Amount	Adjustment Type	Adj Amount	Adjustment Type	Adj Amount
▼	- $ 0.00	Contractual ▼	- $ 0.00	Contractual ▼	- $ 0.00

AMOUNT CHARGED	ALLOWABLE	AMOUNT ADJUSTED	AMOUNT PAID	AMOUNT OWED	OWED BY
$300.00		$50.00	$100.00	$250.00	AETNA

mount	Adjustment Type	Adj Amount	Adjustment Type	Adj Amount	Adjustment Type	Adj Amount
	User Correc ▼	$ 50.00	Co-Insuran ▼	- $ 0.00	Contractual ▼	- $ 0.00
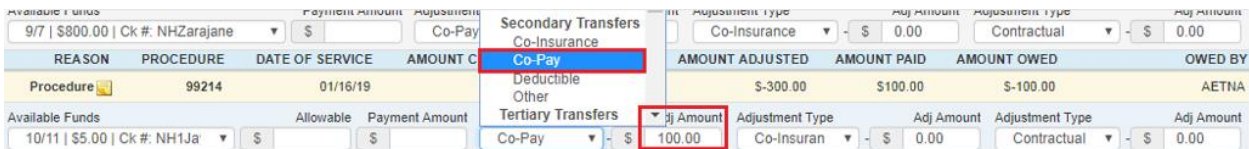
AMOUNT CHARGED	ALLOWABLE	AMOUNT ADJUSTED	AMOUNT PAID	AMOUNT OWED
$400.00		$0.00	$100.00	$300.00

5. Transfer Back – appears every time a balance is moved from one entity to another. This option is used to return a balance back to where it came from

6. Secondary Transfers – to move a balance from the primary to the secondary insurance

   a. Example - $100 is patient's copayment, since patient has a secondary insurance, this will then be transferred to that insurance and not the patient by choosing Secondary Transfers

   b. A new line item will be populated in the post payment screen showing this adjustment

7. Claim History – shows the history of adjustments and details of the check entered into the system for the payment

8. Selecting the Edit Payment link pulls up the Payment Editing Tool

9. If you need to adjust a payment, simply indicate the value to add or deduct to the payment amount in the Adjustment Amount field

    a. Example: the payment for 99214 should only be $75, but it was incorrectly entered at $100. Enter the amount to deduct in the Adjustment field and hit Submit

NOTES

- *Types of Patient Transfers:*
    - *Balance Bill – used to bill the entire balance to the patient*
    - *Coinsurance*
    - *Copay*
    - *Deductible*
    - *Other (to bill a portion of the balance to the patient that doesn't fall under balance bill, coinsurance, copay, or deductible*

- *Types of Voids: (will void the entire line item)*
    - *Duplicate*
    - *Global*
    - *Void (deleted a claim created in error)*