

# CATEGORY: PAYMENT POSTING ~ TASK: ERA

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## Getting Started

We recommend users have a solid understanding of Manual Post Insurance, Escrow and Reference Batch. Please see the Help Center in the bottom left hand of the database > PDF.

Easily post Electronic Remits. Click '**Payments**' in the sidebar or the '**GO**'-cut 'ERA'

All 'Loaded' ERA's viewable from the 'Payment, Adjustment & Refund Processing' page. Click [All ERAs](#) to view 'Posted' and 'Loaded'. Click the ERA or Remits number to Post

ERA	Remits	Other	Load Date	Status	In
<a href="#">6518</a>	<a href="#">2</a>	0	09/24/2015	Loaded	MEDICARE

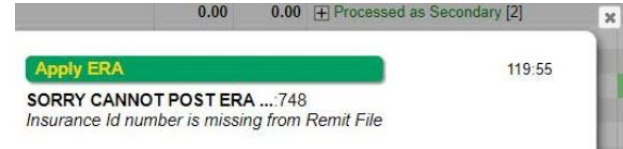
## How to Post an ERA - Overview

1. From the ERA List > Use Filter Criteria to locate the ERA to Post
2. Click the **ERA number**
3. Click '**View Remit Items**'
4. Click **[Apply]**
5. Work Remits in the status '**On Hold**' or '**DW**' - post all escrow
6. Click the **ERA number** to return to the ERA Dashboard to double check all money has been posted

# CATEGORY: PAYMENT POSTING ~ TASK: ERA

## How to add an Insurance ID and/or Payer ID to an ERA

This step is only necessary if you see the message: SORRY CANNOT POST ERA... INSURANCE ID NUMBER IS MISSING FROM REMIT FILE or if a Remit goes on hold for a similar reason



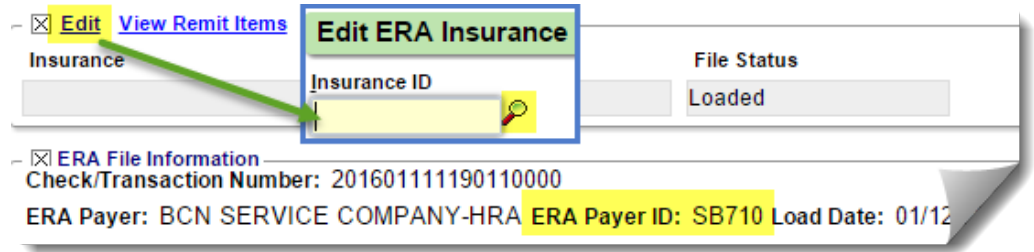
There may be some mapping necessary when you first receive an ERA from an Insurance Company.

In this examples note the missing Insurance and Payer ID on the ERA List page

ERA Remits	Load Date	Status	Insurance	Check/Trans	EFT	Paid Date	Post Date	Amount	A	P	H	DW	CW	O	Payer ID
555 1	01/12/2016	Loaded		201601111190		01/10/2016		0.00	1	0	0	0	0	0	

## Map the ERA payer ID to an Insurance on the ERA File Dashboard

- Take note of the ERA Payer ID
- Click the ERA number
- Click 'Edit' on the ERA File Dashboard
- Lookup and ADD the most likely Insurance > Save

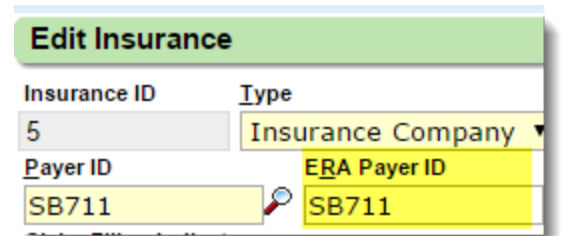


## Add the ERA Payer ID to the Insurance Library

Ideally this action was taken when the Insurance library was setup. This action provides the program a way to recognize these ERA files on a go forward. \* for more about Insurance Library Setup see Help Center > Getting Started > Add an Insurance

To find the Insurance ID affiliated with any encounters that go on hold or if the entire ERA will not post any encounter. Look to the policy ara

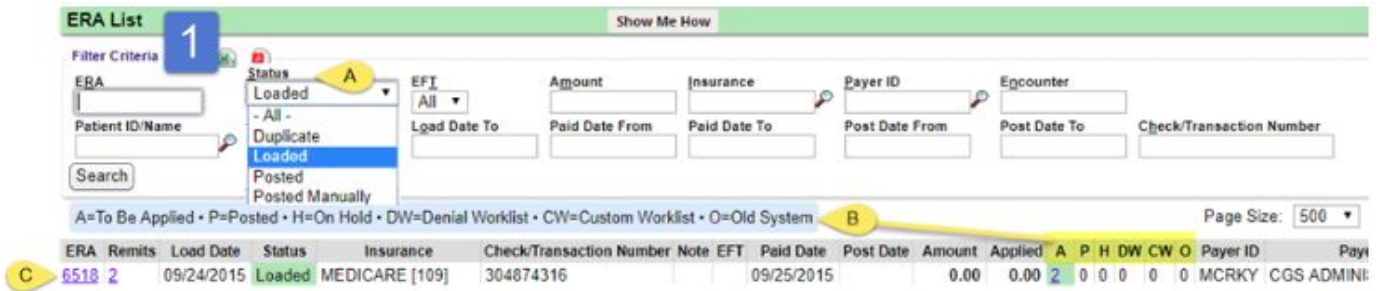
- Copy the Payer ID listed on the ERA File Dashboard
- Go to the Insurance Library > Choose the Insurance to update
- Click to Edit
- ADD the ERA Payer ID > Save
- In some instances ERA's for the same insurance are received from multiple payer IDs. To add several payer IDs use a comma to separate them without a space



# CATEGORY: PAYMENT POSTING ~ TASK: ERA

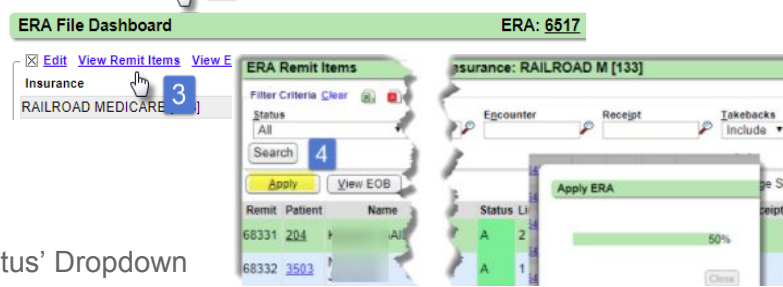
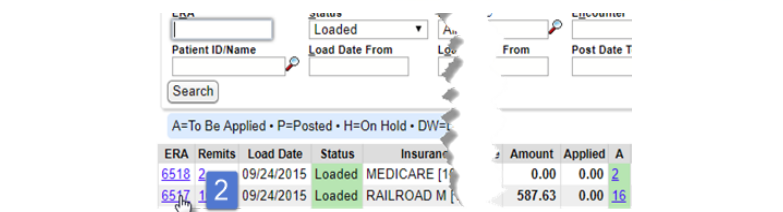
## ERA List page

- A. **Filter Criteria** allows the user to filter the page for specific ERA
  - o 'Loaded' ERA show by default > To view previously processed ERA use the Status Dropdown
- B. **Status Key** - Each column displays the number of remits in this status
- C. **ERA Number** is a hyperlink



## How to Post an ERA

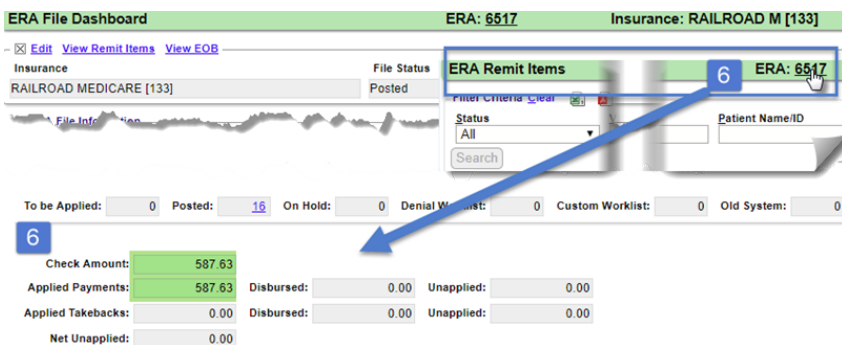
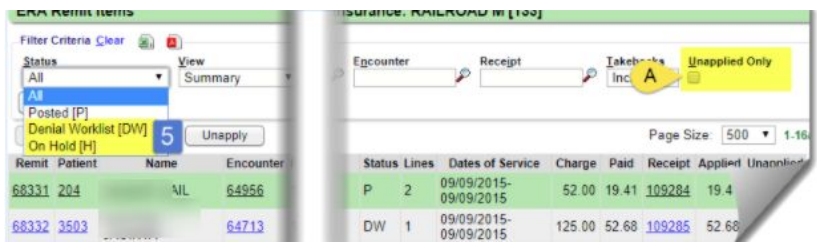
1. Use 'Filter Criteria' to locate the ERA
  2. On the 'ERA List' page > Click **ERA number**
  3. 'ERA File Dashboard' > Click '**View Remit Items**'
  4. Click **[Apply]**
- 'Apply ERA' popup displays a % countdown  
 → Generates receipts and auto-post payment or holds remits for manual review, based on system delivered rules  
 → After 'Apply', the remit numbers become hyperlinks



5. Work Remits in the status '**Hold**' or '**DW**' - Use the 'Status' Dropdown to filter for the 'On Hold' and 'Denial Worklist' Remits \* see below > *How do I post DW, Denial Worklist or On Hold remits?*

A. Use checkbox 'Unapplied Only' to be sure *NO money is left in Escrow*

6. Click the **ERA number** on the 'ERA Remit Items Page' to return to the 'ERA File Dashboard' to double check all money has been posted.



In our screenshot the 'Check Amount' and the 'Applied Payments' are equal and there is no 'Unapplied' amount, therefore we have posted this ERA in full.

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## How do I post DW, Denial Worklist or On Hold remits?

We intentionally put remits in status DW or On Hold for manual review. The user may decide to post as it has been remitted, in full, or per line or choose to decide after posting the money in escrow, to appeal the adjudication with the insurance.

ERA Remit Items page > Use the Status filter for DW or Hold > Click Remit number to access the 'Manage Electronic Remittance Items'

ERA Remit Items: 6506 Ins

Filter Criteria Clear

Status Denial Worklist [D]

Search

Apply View

Remit	Patient	Bal	Claim Type	Status
68176	842Z PE	00	Denied [4]	DW

Manage Electronic Remittance Item ERA: 6506 Insurance: BCBS [107]

Remit	Patient	Name	Encounter	Ref. Batch	Receipt	Amount	Escrow
68176	842Z A	DYLAN, ROBERT M	65396 B	2748 C	109404 D	0.00	0.00

Remit Status: Denial Worklist E

View EOB Denied

Manual Post 2

Line	Charge	Allowed	Paid	Adjusted	Action
1	25.00	0.00	0.00	0.00	- SELECT - 4 Post Expert

Claim Action 1

Do not Post / Transfer Balance  
Post as Note / Leave Balance  
Post as Note / Transfer Balance  
Post as Remitted  
Procedure Specific -

Do not Post / Transfer Balance  
Post as Note / Leave Balance  
Post as Note / Transfer Balance

Insurance Profile for this Encounter Insurance Management F

Role	Balance	After Posting G
PRIMARY	85.00	85.00
PATIENT	0.00	0.00

Change Remit Status/Worklist

Change Remit Status/Worklist Posted [P] 6

Note Save as Billing Note

Paid: \$0, Allowed: \$0 H

Denial Worklist [DW]  
Ready to be Applied [A]  
Posted [P]  
On Hold [H]  
Custom Worklist [CW]  
Denial Worklist [DW]  
Old System [O]

Save [F2] 7 Cancel

- 'Claim Action' drop-down determines how remit posts; if a 'Claim Action' is selected, 'Remit Status' (6) updates to 'Posted' > Do not Post/ Transfer Balance, Post as Note/Leave Balance, Post as Note Transfer Balance or Procedure Specific \* see 'What does Post as Note do?'
- [Manual Post] - opens popup to manually post
- Procedure Specific - choose an action per line
- [Post Expert]
- Drop-down to map to corrected Charge Line number
- 'Change Remit Status/Worklist':
  - 'Posted' - 'Claim Action' chosen or no action taken and user wishes to mark the remit as 'Posted' (completed)
  - 'On Hold' - Remit put in 'Hold' status (still needs to be managed)
  - 'Custom Worklist' - Remit to be added to 'Custom' (user defined) worklist
  - 'Denial Worklist' - Remit added to 'Denial' (system) worklist
  - 'Old System' - Charge generated from Old Practice Management
- [Save]

Manual Post

Post Insurance Payment(s) Receipt: 109425

Receipt	Insurance
109425	BLUE CROSS / BLUE SHIELD [107]

Received	Check Date	Posted	Reference
09/24/2015		10/29/2018	3332702

Post As Insurance (PRIMARY) BCBS [107] Post As Responsibility - Default -

Patient:	Encounter:	Allowed:	Paid:	CO-
8008	65697	0.00	0.00	

DOS	CPT	Charge	Balance	Allowed	Pa
05/02/18	99396	175.00		175.00	

Undistributed: 175.00 Other Code Other Amount

- Hyperlinks to 'Patient'
- 'Encounter'
- 'Reference Batch'
- 'Receipt'
- Remit Status - if DW or On Hold see Note below for details
- Link to 'Insurance Management'
- After Posting - visual on how the 'Claim Action' will affect this remit
- Note - Contains system delivered reason item is on Hold or in DW, can be added to by the user

If some of the ERA is adjudicated for a Legacy system and are in our PM > You choose to post the ERA by clicking [Apply] as usual.

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- We 'Disburse' any remits that do not have OUR account format of patient ID, the letter 'E' and the encounter ID, ie 27e14. The system produces a Receipt that has the letter 'O' in the Disbursed field, O=Old System. This Receipt is a holding card to indicate this money should be posted into the Old PM and is not reported as part of the A/R. This field is editable.

## What does 'Post as Note' do?

**Post as Note / Leave or Transfer Balance-** The transactions will simply be posted as notes in the ledger and will have *no financial impact*. 'Leave' - Balance stays with the current payer for possible appeal etc  
 \*The transaction is just a NOTE so no Balance change is made

→ Here is an example of what this action looks in the expanded line item details

Posted Date	Receipt	Transaction	Insurance	Role	Transaction	Description	Amount	User	Batch/Period	Balance
08/17/2016	<input type="checkbox"/> 31306	35748	UNITED HEA [339]	1	NOTE-IP	NOTE - INSURANCE PAYMENT	0.00	ERA/SUPPORT	2210	1,548.00
08/17/2016	<input type="checkbox"/> 31306	35748	UNITED HEA [339]	1	NOTE-ALWD	NOTE - INSURANCE ALLOWED	0.00	ERA/SUPPORT	2210	1,548.00
08/17/2016	<input type="checkbox"/> 31306	35748	UNITED HEA [339]	1	NOTE-CO197	NOTE - CONTRACTUAL OBLIGATION	379.57	ERA/SUPPORT	2210	1,548.00
08/17/2016	<input type="checkbox"/> 31306	35748	UNITED HEA [339]	1	NOTE-CO45	NOTE - INSURANCE PAYMENT ADJUSTMENT	1,168.43	ERA/SUPPORT	2210	1,548.00

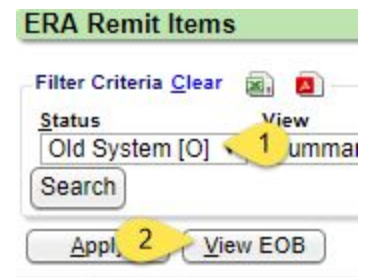
'Transfer'- Balance drops to the next responsible party (this option is rarely used)

## Print an EOB to post into the Legacy PM

On the 'ERA Remit Item' > After you have clicked [Apply]

- Use 'Filter Criteria' to filter for status 'Old System'
- [View EOB]

The EOB has a 'total paid' amount filtered by the amount to post into the Legacy PM



ADVTAS SOLUTIONS, INC.  
PO BOX 3399  
MECHANICSBURG, PA 170557644

NPI #: [REDACTED]  
Date: 10/18/2018

TOTAL CLAIMS	21
BILLED AMOUNT	8,508.22
TOTAL REASON CODE ADJUSTMENT AMOUNT	6288.18
TOTAL ALLOWED AMOUNT	2,245.28
TOTAL DEFLECTIVE AMOUNT	8.88
TOTAL COINSURANCE AMOUNT	448.52
<b>TOTAL PAID TO PROVIDER</b>	<b>1,766.22</b>
TOTAL INTEREST AMOUNT	8.88
TOTAL CHECKNETT AMOUNT	4,066.61

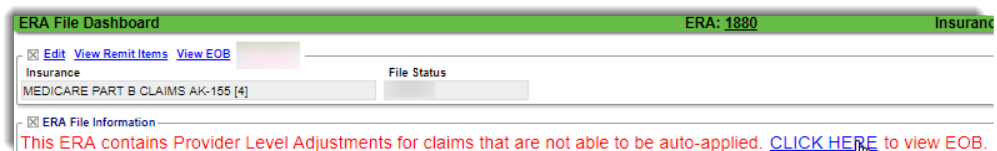
This amount will reflect on the ERA file Dashboard as well

### ERA File Dashboard

Check Amount:	4,808.61	Applied Payments:	1,666.27	Disbursed:	1,760.52
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## How should I use 'Attach New Receipt', 'Attach Existing Receipt'

This feature is especially helpful to manage 'Provider Level Adjustments'. How to use '[Attach New Receipt](#)' - First identify the dollar amount of the receipt(s). At the ERA File Dashboard look for '**Provider Level Adjustments**' for Take back- Recovery, Penalty or Interest at the 'Provider' level> '[Click Here](#)' to view the EOB



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The Provider Level Adjustment Details are near the bottom of the EOB

**TAKE BACK** > Look for **WO - Overpayment recovery** or **FB - Forwarding Balance** - this may indicate the payer is doing a take back or recovery of money. They should have sent additional information regarding the details in a separate letter. At times they include the encounter number as seen below in the FCN section

Look at the 'Total Check Amount' to be sure this amount is being recovered *at this time and not a future date*

*You are now ready to create a receipt for the correct amount*

TOTAL PAID TO PROVIDER  
TOTAL INTEREST AMOUNT  
TOTAL CHECK/EFT AMOUNT

**PROVIDER LEVEL ADJUSTMENT DETAILS** ✓  
PROV ADJ CODE: WO FCN/OTHER IDENTIFIER: 839617199700480 57340E7876 AMT: 51.82

**GLOSSARY : GROUP, REASON, RARC, REMARK AND REASON CODES**

MA18	See claim information also being forwarded to the patient's supplemental insurer. Send any questions regarding supplement
N700	Payment adjusted based on the Electronic Health Records (EHR) Incentive Program.
PR-2	Coinsurance Amount
WO	Overpayment Recovery

PROVIDER PAYMENT SUMMARY REPORT FOR:

NPI	
CHECK DATE	09/14/2017
CHECK/EFT TRACE #	
TOTAL CLAIMS	31
BILLED AMOUNT	8,113.00
TOTAL REASON CODE ADJUSTMENT AMOUNT	4,352.89
TOTAL ALLOWED AMOUNT	3,821.22
TOTAL DEDUCTIBLE AMOUNT	0.00
TOTAL COINSURANCE AMOUNT	764.24
TOTAL PAID TO PROVIDER	2,995.87
TOTAL INTEREST AMOUNT	0.00
TOTAL CHECK/EFT AMOUNT	2,944.05

- For the Receipt > Click
  - 'Attach New Receipt' - you are going to enter the Receipt now **OR**
  - 'Attach Existing Receipt' - you already entered the Receipt, and need to associate it with this ERA
- Key in the Receipt and [SAVE]
- Click on the Receipt > use [Post] or [Post Expert]

ERA File Dashboard ERA: 3881 Insurance: M

This ERA contains Provider Level Adjustments for claims that are not able to be auto

Modify Program 173.14

Payment Type Insurance Payment

Payment Information

Post Date	Received Date	Check Date
01/28/2016	05/10/2016	05/10/2016

Insurance 109

Received Amount \$-79.00

Takeback or Penalty is a negative amount. Interest is a positive amount

Additional Info

Reference / Check Number E757357

Received From POS Payment Disbursed

Receipts Attached to this ERA not on a Remit Attach New Receipt Attach Existing Receipt

38278 X IP 0 Use the new receipt to manually post

**I have manually posted an ERA, can I attach the existing receipt(s) to an existing ERA?**

Yes. Go to the ERA File Dashboard > Click 'Attach Existing Receipt', in the popup, click the receipt hyperlink. This action affiliates the ERA with the existing manually posted receipt, with the ERA number.

ERA File Dashboard ERA: 1058

Edit View Remit Items View EOB

Insurance MUTUAL OF OMAHA [427] File Status Posted

Filter Criteria Clear

Receipt	Received From	Received To	Posted From	Posted To
From/To	Reference	EFT	Amount	Batch

Search

**How do I add a receipt to be posted in the Old or Legacy PM**

Receipt	Received	Posted	Type	From/To	Referen
6331	7/19/2016	08/31/2016	IP	MUTUAL OF OMAHA [427]	H011608174212261
5764	8/17/2016	08/17/2016	IP	MUTUAL OF OMAHA [427]	H021608154212261

On the ERA File Dashboard

- Click 'Attach New Receipt'
- Key in the amount
- 'Disbursed' field type the letter 'O'
- Save the receipt
- Post into your legacy PM

ERA File Dashboard ERA: 2708

Edit View Remit Items View EOB

Add Payment Receipt

Payment Type Patient Payment

Payment Information

Post Date	Received Date	Check Date
	06/04/2018	06/07/2018

Insurance AEO01

Received \$0.00 Method EF

Additional Info

Reference / Check Number 81815550001574

Received From

Disbursed O

If the item needs to be posted in your old system -type the letter O here

Receipts Attached to this ERA not on a Remit Attach New Receipt Attach Existing Receipt

# CATEGORY: PAYMENT POSTING ~ TASK: ERA

## What should I do if the ERA is listed as a Duplicate?

At times payers send our clearinghouse duplicate files. These are forward into our system for your review. We add a message like this to invite you to confirm if this is indeed a duplicate.

'Click Here' opens the ERA list filtered by this check.

**ERA File Dashboard** ERA: 5226

ERA File Information

Another ERA exists with check number: XXXXXXXXXX [CLICK HERE](#) to view the possible duplicate.

Post the correct ERA. On the second 'duplicate' ERA > At the top left of the ERA File Dashboard > Click 'Edit

- Change the File Status to 'Duplicate' or 'Archived' in the drop-down > enter a Note that it is a Duplicate > [Save]

**ERA File Dashboard**

[Edit](#) [View Remit Items](#) [View EOB](#)

Insurance

**Modify ERA Insurance**

Insurance ID: [REDACTED]

File Status: - SELECT -

Note: - SELECT -

Archived [AR]

Duplicate [D]

Loaded [L]

Save [F2] OLD SYSTEM [OLD]

This changes the status without having to Apply. Note displays on ERA and ERA File Dashboards

Status: - All - (?) Amount: [REDACTED] Insurance: [REDACTED]

Ref Batch: [REDACTED]

EFT: - All -

Ref Batch: [REDACTED]

Posted To: [REDACTED] Applied From: [REDACTED] Applied To: [REDACTED]

to Be Applied | P=Posted | H=On Hold | DW=Denial Worklist | CW=Custom Worklist

Status	Insurance	Check/Transaction Number	Note	EFT	Paid
Archived	UNITED HEA [11]		duplicate check		
Posted	UNITED HEA [11]			✓	04/06/21

## ERA Reporting

The Reference Batch [Report] and Batch Breakdown

Receipts Management Report > filters of interest: Filter by 'Reference Batch', Insurance Payment, ERA, EFT and most importantly 'Consolidate ERA Receipts'

**Report**

**Batch Details** **Batch: 527 EFT PAYMENTS**

Category	Amount
Receipts	32,058.25
Disbursed Receipts	20,037.05
Payments	12,021.20
Payments Applied Outside of this Batch	0.00
Escrow	0.00
<b>Total</b>	<b>32,058.25</b>

**Insurance Receipts**

Check:	0.00
EFT:	32,058.25
Card:	0.00
Refunds:	0.00
<b>Total:</b>	<b>32,058.25</b>

**Receipt Management**

Filter By: Reference Batch

Reference Batch: 527

Receipt Types: Patient Payment [PP]:  Insurance Payment [IP]:

On ERA: Include

POS: Include (?)

Copay: Include

Escrow: Include (?)

Disbursed: Include (?)

Cash: Include

Check: Include

Card: Include

Card Type: [REDACTED]

EFT: Include

Total By: Include Exclude Only

Consolidate ERA Receipts:  (?)

Grand Totals Only:

Include Payments:

Footer Info: [REDACTED]

Run [F2]

**Receipt Management** 07/16/2019 10:59 AM

Reference Batch: 527

Receipt/ERA	Posted	Received	Type	From/To	Reference	POS	Batch	User	Amount	Copay	Applied	Escrow
E:166	07/16/2019	07/09/2019	IP	CIGNA [CIGNA]	190709190063868 (EFT)		527	ERA/s	0.00	0.00	0.00	0.00
E:121	07/16/2019	07/10/2019	IP	BCBSNAT [BCBSNAT]	723680069 (EFT)		527	ERA/s	10,459.79	0.00	10,459.79	0.00
E:145	07/16/2019	07/10/2019	IP	TRIFORLIFE [TRIFORLIFE]	2192744121 (EFT)		527	ERA/s	15.42	0.00	15.42	0.00
<b>Total Receipts</b>									<b>32,058.25</b>	<b>0.00</b>	<b>32,058.25</b>	<b>0.00</b>
<b>Total Payments</b>									<b>32,058.25</b>	<b>0.00</b>	<b>32,058.25</b>	<b>0.00</b>

**Related Help Docs**

Reference Batch, Manual Post Insurance, Receipt Correction, Escrow, Insurance Management, Worklist, Corrected claims and paperwork, Reverse or Modify Charge, and Insurance Refund Takeback and Reversal