Release v4.10

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CubHub Systems, Inc.

Secondary Billing UI Changes

Billing> A/R> Click on claim> Select line(s)> Forward or Replacement Claim

Top of Page

- Update button relabeled Save (which is most commonly utilized on Rep when ICN manually added)

- Send button relabeled Save and Send

- Forward only: removed [ ]Include inactive Payers' and will now display those payers in the payer option drop down with label (Inactive)

Secondary Billing UI Changes

Claim line detail

- Removed the From and To for DOS and replaced with Service Date

- Removed POS

- Updated Column: RC so if multiple exist separated by semicolon
  ex: CO-45; PR-3

- Removed from view: Adjustment reason Code ,Group, Service
  Code and Adjudication Date

- Updated set all icon: labeled Set All

Billing> A/R> Click on claim> Select line(s)> Forward or Replacement Claim> Set All

**When 'Set All' is clicked will see the fields below to mass apply
to all lines:**

adjustment reason

group

service code

adjudication date

Set All			✕
Adjustment Reason Code	Adjustment Reason Group	Billing Code	
	—	—	Adjudication Date
			🖫 SET ALL

Adjustment Reason Codes & Amounts

Billing> A/R> Click on claim> Select line(s)> Forward or Replacement Claim> Click on service line

In secondary claims, Adjustment Reason Codes & Amounts may be accessed by clicking on claim line and will take into account denial reason code(s) and their amounts for secondary billing :

- On claim details view: RC if multiple separated by semi-colon CO-45; PR-3)

- Behind line click: includes RC Amount Actions

Clicking on individual line will show details of existing claim line breakdown and now also includes:

- each RC and RC dollar amount

- user can add additional reasons and amount if they want to

- user can remove and edit

- will work like payer billing code rate additions

- click + to add

- click trashcan to remove

- click save and then set all in secondary claim

Adjustment Reason Codes & Amounts

Validations:

- The line RC code amounts are available only if pulled from remit

- CubHub will do what it has always done and send COB amount in claim equaling total billed minus any prior payment

- If user manually edits RC amounts, amounts cannot exceed billed amount minus any prior payments

- If multiple remits exist we pull last one (using ICN, Adjudication Date and RCs) and pull ICN or adjudication date and RC

Bulk Secondary Billing

Billing> A/R> Adv Filter: Secondary Payer

Users may multi-select claims from the A/R to bulk send forward or replacement claims.

- A/R Page Update to accommodate this feature:
  - New Advanced Filter: Secondary Payer
  - Used to identify all the existing claims where the patient(s) have this other payer in their patient financial details that can be forward or replaced

- The secondary payer must be Active for the patient(s)

- When this filter applied, A/R will ONLY show claims where:
  - The patient has this other payer and
  - The payer is Active for the patient(s)
  - The claim does NOT already have a forward or replacement against it

Advanced Filter ✕

Team Filter
Training Team ✕   ✕

Patient Status
All

A/R Type
All

Secondary Payer

☐ Past Due   ☐ Only Denials

RESET   APPLY

Bulk Secondary Billing

Billing> Secondary Billing

Rules to utilize the Bulk Secondary Billing option:

- User must FIRST filter by secondary payer they want to bulk send to

- User may only bulk send to the same payer

- If the bulk sent claim(s) process without error will follow standard process based on payer setting (to Waystar, Handle Manually, Send to EVV)

- If the bulk sent claim(s) fail, claims will be stored in the new page: Secondary Billing
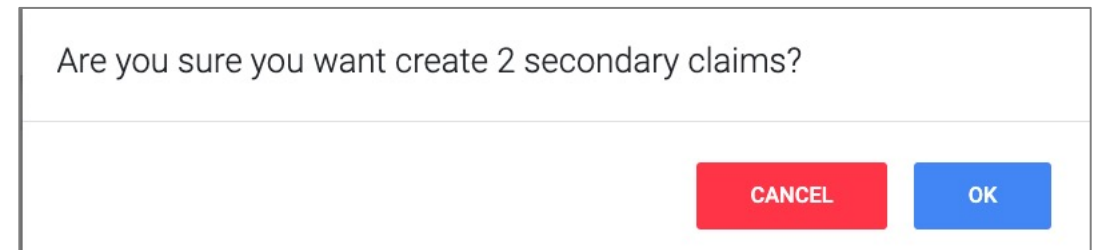
Creating Bulk Secondary Billing

Select claims> Ellipsis> Bulk Secondary Billing> OK

Follow the steps below to create bulk secondary billing:

1. Filter by Secondary Payer in Advanced Filter

2. Select multiple claims

3. Click ellipsis> Bulk Secondary Billing

4. Confirmation message will ask if user wants to create [number] secondary claims

    Cancel: no action taken

    OK: New Modal will appear


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                              ...

Add Note
Download A/R
Download Aging Summary
Include Archived
Download 837s
Bulk Secondary Billing
```

Are you sure you want create 2 secondary claims?

CANCEL   OK
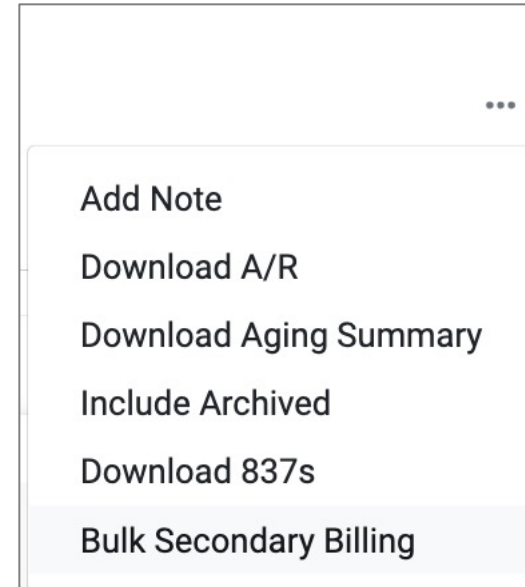
Bulk Secondary Claim Modal

Modal Fields

- Secondary Claim Type: User indicates if they want forward or replace to the secondary payer

- [ ] send as new claim?: Only an option if claim type = Forward

- Credit memo: [x]original claim or [ ]credit memo forward claim (defaults to original claim)

- Destination Payer: Displays the secondary payer

- List of claims selected and secondary claim status: Saved or Sent

Action Buttons

- Save: creates all secondary claims BUT DOES NOT SEND

- Save & Send: creates all secondary claims and tries to submit, if any fail goes to new UI

- Stop: if user has clicked Save & Send clicking this will halt the process

- Resume: (only visible if Stop button used) Will resume the process

- Close: closes the modal if not not in the middle of processing

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Save/Send Secondary Claims

Secondary Claim Type
Forward Balance

Credit Memo
Original Claim

Destination Payer: AZ UHC - Commercial 1500

☐ Send As New Claim?

🔍 Search

1-5 of 5

Saved	Sent	Patient ↑↓	Claim # ↑↓	Original Payer ↑↓
—	—	Beasley, Gus	M-6493CES1000	AZ DDD
—	—	Beasley, Gus	M-6494CES1000	AZ DDD
—	—	Beasley, Gus	M-6495CES1000	AZ DDD
—	—	Beasley, Gus	M-6496CES1000	AZ DDD
—	—	Beasley, Gus	M-6497CES1000	AZ DDD

CLOSE   SAVE   SAVE/SEND   STOP

Bulk Secondary Claim Modal

Notes on Additional Function

- Spin shows on each line (once save and send clicked)

- Progress bar shows on modal (once save and send clicked)

- Once processing begins, user cannot close modal until all completed

- If errors occur, a note will be created on original claim and the created secondary claim goes to new Secondary Billing page

- If user closes the browser completely while processing, processing will immediately stop and:
  - any claims that got created will process as expected
  - any claims that did not will have to be re-selected from A/R to start process over

Bulk Secondary Claim Rules

- CubHub will pull adjudication date from either:
  - The remit on the original claim, if one exists
  - Patient - Financial - Payer settings for that secondary payer
  (if there is a disposition and [x] Set Disposition to Claim Date is true)
- CubHub will pull the ICN if it exists from the original denial
- CubHub will pull the Adjust RC if it exists from the original denial
- If there is not an Adjust RC, CubHub will set Adjust RC to 96 (Non-Covered Charges)
- CubHub will set Adjustment Reason to Patient Responsibility in all scenarios

Automatic Failures

- Any claims bulk sent will fail and be moved to the new Secondary Claims if:
  - Forward: Adjudication date missing (unless [x] Send as new claim was utilized)
  - Replacement: Adjudication date or ICN missing

Secondary Claims Progress Bars

The above image displays progress bars that appear once user clicks Save or Save & Send