

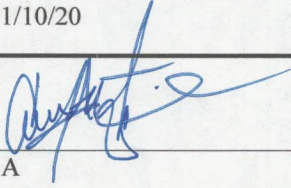
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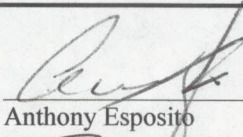
**TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER at El Paso  
POLICY AND PROCEDURES**

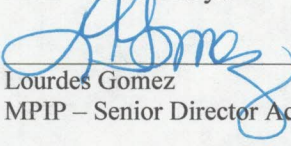
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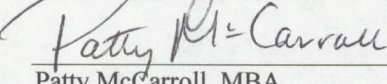
Effective Date: 01/10/20

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**TITLE: Legacy AR Balance Forward Control Write-Off Process & Reconciliation**

**Policy #: ACCT #6**


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**Policy Statement:** This policy emphasizes on maintaining a systematic approach to determine a balance forward of the Legacy remaining AR balance that was written off on end of month February 2017 in order to completely close posting activity in the Centricity Business Legacy System. The main purpose of these procedures is to correctly apply payments and adjustments and maintain a correct balance forward on accounts that belong to remaining Legacy AR written off.

**I. General Procedures:**


1. The MPIP department planned and implemented a write-off process in which all remaining Accounts Receivable in Legacy Centricity Business were written off in order to terminate posting procedures into the Legacy System. Accounts were written-off during the months of October, November, December 2016 and January and February 2017.
2. Former Interim Executive Director (IED), Mr. Roberto Trujillo, and MPIP Senior Director of Billing & Collections (SDBC), Ana Deslongchamps, provided former MPIP Senior Director of Accounting (SDA), Adriana Garcia with two reports (Microsoft Excel spreadsheets) including information of the invoices written off in the Legacy System due to conversion process.

**Report #1 (Balances Written Off based on Denial Codes)** – Including information of invoices that were adjusted/written off during the months of October, November, December 2016, January 2017, and at the beginning of February 2017.

 AR Legacy Adjusted Invoices Oct - Feb.xlsx

**Report #2 (Self Pay and PT promised payments balances written off)** - Including information of the invoices written off on February 24, 2017.

3. Former SDA extracted and manipulated some information from these reports to create the **AR-Write off listing as of 02-28-2017 for the TTUHSC AR roll down project** explained above.

 4\_AR - Legacy Write Off Balances as of 02-28-2017 FINAL

Please note that this AR-Write off listing is divided in two sections:

b) AR – Legacy Write Off Balances based on Denial Codes:

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER - EL PASO				
Medical Income Practice Plan				
A/R - Legacy Write Off Balances				
As of 02-28-17				
MPIP				
Trn Inv Num	Trn Paycode Num	Trn Paycode Name	Trn Pos tDtd ActDate	Amount
17385661	12	BAD DEBT WRITE-OFF	02/22/2017	\$116.57
24483171	1007	NON-COVERED SERVICE	02/26/2017	\$113.00
29653720	1008	NO REF/AUTH OBTAINED	02/26/2017	\$103.00
31325742	1019	ELIGIBILITY ERROR	01/26/2017	\$22.05
32406331	1011	BUNDLED SERVICES	01/23/2017	\$112.69
32996167	507	SMALL BALANCE W/O	02/15/2017	\$5.00
33111203	1010	PROVIDER NOT ENROLLED/OUT OF NETWORK	11/29/2016	\$79.00
33137750	45	MEDICAID ADJUSTMENT	10/27/2016	\$20.83
33285518	52	MEDICARE WRITEOFF/NONCOVERED	10/26/2016	\$183.00
33340310	1443	COMMERCIAL DEADLINE -OTHER	02/26/2017	\$429.00
33710304	43	FILING DEADLINE WRITE OFF	11/30/2016	\$922.00
33736666	777	PAST INITIAL FILING DEADLINE W/O	02/28/2017	\$384.00
Grand Total Amount				\$2,235,597.69

Extract from AR-Legacy Write Off Balances as of 02-28-17.  
 (Section –Denial Codes) – Note extract is including all 12 paycodes related to this section of the AR Legacy Write Off process.

a) AR – Legacy Write Off Balances (Self Pay and PT promised payments sent to Collection Agency):

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER - EL PASO			
Medical Income Practice Plan			
A/R - Legacy Write Off Balances (Self Pay and Promise Pay sent to CA - CRI)			
MPIP			
As of 02-28-17			
Trn Inv Num	Trn PaycodeNum	Amount	
34527347	58	\$24.76	
34527348	58	\$25.18	
34536006	58	\$3.70	
34536007	58	\$3.70	
34536008	58	\$7.11	
34536009	58	\$22.05	
34536010	58	\$3.70	
34682197	58	\$25.00	
35357084	58	\$696.47	
Grand Total Amount		\$401,917.59	

Extract from AR-Legacy Write Off Balances as of 02-28-17.  
 (Section –Self Pay and PT promised payments) – Note extract is including paycode 58 related to this section of the AR Legacy Write Off List.

4. Starting April 1, 2017, and on a monthly basis, MPIP Lead Analyst will manipulate the reports listed below in order to **reconcile and maintain a Balance Forward Control** of Legacy Accounts Receivable Write-Off Balances.
  - a) AR-Legacy Write off Balances as of 02-28-2017 (Beginning Balance) as outlined in general procedure #3
  - b) Legacy Conversion - Net Collections for the active month (This report is an Informatics Reports designed and generated by Senior Director of Accounting, Lourdes Gomez and includes **payments/adjustment transactions affecting the Legacy Accounts Receivable Balance – Per ACC-Accounting Policy #5)**
5. Starting August 1, 2019 reconciliation, MPIP Lead Analyst will add a new Tab to the report in which it incorporates any new invoices. On a monthly basis, MPIP Lead Analyst, will reconcile, add, and review any of the new Legacy invoices that had any activity and were not provided in any of the lists mentioned above from former IED or by SDBC. If new invoices need to be added, then they will be added to this new Tab. The balances will come from 2 different Informatics Reports that are designed and generated by MPIP Lead Analyst, which are modified and manipulated on a monthly basis to include any of the invoices that might not have a match from any of the lists.

The 2 Informatics reports listed below are used in order to balance and reconcile any new invoice activity that needs to be added to the report.

- a) The “Ceastorg – Legacy WO Recon Rpt” which is found in the Informatics: Legacy Default Site calculates any balance that was left on Legacy for each new invoice.
  - b) The “Ceastorg – Legacy WO Recon Rpt” which is found in the Informatics: CBIZ Default Site finds any adjustments, payments and recoupments that were done to a specific Legacy Invoice in CBIZ. If it includes a new invoice, then starting running date will be September 1, 2016 for this report.
6. Extraction Process from CBIZ Informatics Rpt:
    1. After running “Ceastorg – Legacy WO Recon Rpt” from Informatics: CBIZ Default Site, we will extract the Legacy Invoice Number from each of the COMMENT Lines. This process needs to be reviewed carefully since we need to be careful to include all of the payments/adjustments done to all of the invoices for an accurate balance.

Trn Inv Num	Trn Comment	Trn Key	Trn Post Dtd Act Date	Trn Post Ext Pd	Blc Batch Num	Trn Charge Amt	Trn Pay Amt	Trn Adjamt	Refunds CBIZ & Legacy	CBIZ INV BAL	leg inv
811711	PATRIORT 32214744/SIDDIQI MD,TARIQ S	56	12/13/2017	201712	39506	0	83.35	59.81	0	143.16	32214744
811711	PATRIORT 32248364/ABBAS MD,AMER	58	12/13/2017	201712	39506	0	41.97	-138.54	0	(180.51)	32248364
811711	PATRIORT 32248364/ABBAS MD,AMER	60	12/13/2017	201712	39506	0	52.46	125.42	0	177.88	32248364

Extract each of the Legacy invoice numbers carefully, and make sure that you are capturing accurately each invoice number.

2. Once all of the Invoice Numbers are extracted from the Comment section from the report, then all payments and adjustments will be applied accordingly to each of the invoices in the list under the “CBIZ BAL” Column.

Inv Num	Trn Charge Amt	Trn Pay Amt	Trn Adjamt	Legacy Cbiz Refunds	Legacy Inv Bal	CBIZ BAL	ENDING BALANCE
8735090	\$ 85.00	\$ 45.85	\$ -	\$ -	\$ 39.15	\$ 85.00	\$ (45.85)
10929002	\$ 35.00	\$ 10.00	\$ -	\$ -	\$ 25.00	\$ 36.39	\$ (11.39)
12946303	\$ 55.00	\$ 10.00	\$ -	\$ -	\$ 45.00	\$ 62.55	\$ (17.55)

Subtract from Legacy Inv Balance Column any of the balances from CBIZ in order to calculate new ending balance. If your Ending balance becomes negative, then proceed to analyze that invoice and determine if the Insurance or patient will be receiving the refund amount.

## II. Reconciliation/Balance Forward Control Procedures:

1. Payments and adjustments included in the Legacy Conversion-Net Collections file are applied to the beginning balances extracted from the AR-Legacy Write off Balances as of 02-28-2017. Application of payments is based on **Legacy invoice number** included in the Legacy Conversion-Net Collections spreadsheet.

Trn Inv Num	Trn K	Trn Paycode Num	Trn Pay Amt	Trn Adjamt	Trn Debit Amt	Trn Comment	DA Name	Inv Provider Name	Div Name	Doc Batch Num	Invoice Log
343104	2	18	\$ 0.02	\$	\$	SNLNEZ 34773900 BIT	SUR GENERAL 304000	OTHER MD SURG	SURGERY	11823	34773900
343105	2	32	\$ 249.97	\$	\$	YGUEV 34792848	INT GENERAL 306001	OTHER MD INT MED	INTERNAL MEDICINE	11860	34792848
343100	32	40	\$ (0.20)	\$	\$	35297821 PIRYAWAT H	NEU GENERAL 306000	OTHER MD NEURO	NEUROLOGY	11860	35297821

Extract from Legacy Conversion-Net Collections file  
Payments/Adjustments are applied based on Legacy Invoice Number

Trn Inv Num	Trn Paycode	Trn Paycode Name	Trn Post Dtd	Begg Bal 03-01-2017	Pct	Payments	Pct	Adjustments	Bal 03-31-17
31732627	12	BAD DEBT WRITE-OFF	02/22/2017	\$448.89		448.69			\$0.00
32617704	507	SMALL BALANCE W/O	02/28/2017	\$8.98	20	13.23	20	12.77	(\$17.02)
33311856	12	BAD DEBT WRITE-OFF	02/28/2017	\$115.00	20	341.11	20	221.89	(\$448.00)
33583615	1008	NO REF/AUTH OBTAINED	02/26/2017	\$148.00	20	49.98	20	98.02	\$0.00
33917504	52	MEDICARE WRITEOFF/NO	02/26/2017	\$458.00	18	184.41	18	273.59	\$0.00
33920746	1008	NO REF/AUTH OBTAINED	11/29/2016	\$161.72	20	103.42	20	64.58	(\$6.28)
<b>Totals</b>				<b>\$2,235,597.69</b>		<b>\$47,927.61</b>		<b>\$67,678.58</b>	<b>\$2,119,991.50</b>

Extract from Legacy AR-Legacy Write Off Balances as of 03-31-2017 -- Section I, Balances Written Off Based on Denial Codes.

Payments/Adjustments are applied based on Legacy Invoice Number

Trn Inv Num	Trn Paycode Num	Amount	Payments	Adjmts	Bal after pmts
34783864	58	\$1.64	\$1.64		\$0.00
34326064	58	\$1.89	\$1.89		\$0.00
34963551	58	\$15.00	\$15.00		\$0.00
<b>Grand Total Amount</b>		<b>\$401,917.59</b>	<b>\$6,476.56</b>	<b>\$831.34</b>	<b>\$394,609.69</b>

Extract from Legacy AR-Legacy Write Off Balances as of 03-31-2017 -- Section II, Balances Written Off Self Pay and PT promised payments sent to C/A-CRI.

Payments/Adjustments are applied based on Legacy Invoice Number .

2. Total amount of **Net Collections** resulting from the application of payments and adjustments to the beginning balances on the AR-Legacy Write off Balances as of 03-31-17 file **need to be reconciled** with the total Net Collections on the Legacy Conversion-Net Collections file. After amounts have been reconciled, a summary of the Balance Forward of the A/R-Legacy Write Off balance generates.

## III. Credit Balances and Refund issuance procedures:

1. In some instances, credit balances can result from the application of payments/adjustments to Legacy Write off balances. After credit balances identify, refund issuance procedures follow.
2. These general procedures are followed in order to determine if a refund needs to be issued:
  - a. After reconciliation of Legacy invoices, refunds team is made aware of all legacy invoices with a credit balance.
  - b. Once the refunds team receives the legacy invoice numbers, review each invoice by checking all payments and adjustments made within the invoice.
  - c. Once the reviewing process is complete, we begin the refund process.

#### **IV. Reporting procedures:**

1. On a Monthly basis, MPIP Lead Analyst produces a Balance Forward Control report for Legacy Accounts Receivable Written Off. Two additional Balance Forward Control reports are completed and attached to the Summary Report in order to separate Section I, and Section II related Legacy Accounts written off as explained before in these policies and procedures.