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POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department and the following affiliated entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center (JHBMC), and Howard County General Hospital (HCGH).

PURPOSE

To define the demand bill process for printing paper copies of the UB04 or itemized customer statement from the Keane and Meditech Systems. The UB04 or statement will print in real time (not through day-end processing) at a local printer.

PROCEDURES

JHH – Keane

1. From the **Account Follow-Up Overview** screen, type the Hot Key mnemonic **“DB”** and hit <enter>.
2. At the **Demand Selection Menu**, enter item 2: **“Hipaa Single Demand Bill”** on the Control Line and hit <enter>.
3. On the **Single Demand Bill** screen, the patient’s medical record number and name will default.

Enter a code to specify the type of charges to be processed for the bill or statement and hit <enter>.

Codes: **A: All** (process all charges)
C: Cycle # (process charges for a specific cycle)
D: Date (process charges for a specific date range)

4. On the **Demand Bill** screen:

>>For item 1 **“Demand Insurance #”** make sure the primary insurance is selected


>>Let item 2 **“Include Converted Charges”** default to **“N”**

>>For item 3 **“Printer Profile”** enter the code to specify where the document will print (use **F6** to see a list of codes) and hit <enter>

>>For item 4 **“Bill Form Type”**:

To print UB04:
Enter the code for **UB04 Hardcopy** (use **F6** for a list of codes) and hit <enter>

To print itemized statement:
Enter the code for **Customer Statement** (use **F6** for a list of codes) and hit <enter>


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>>Bypass item 5 “**Optional Bill Form Group**” by hitting <enter>

5. From the Control Line press F2 to post.
6. Hit Esc twice to return to the Overview screen.
7. Retrieve the UB04 or statement from the printer.

JHBMC – Meditech: UB04 _____

1. From the **Process an Account** screen, select “**B**” (Process a Bill) from the drop-down menu.
2. The letter “**L**” (last bill) will default at the **Bill Number** prompt:
 - >>Delete the “**L**” and press look-up/F9 to access a list of bills associated with the account
 - >>Select the desired bill from the list and hit <enter>
3. From the **Process a Bill** screen:
 - >>Select the **Claims** icon
 - >>Select “**Print**” from the drop-down menu
 - >>Enter or click on the selected item
4. On the **Print A Single Claim Form** window:
 - >>Press F9 for available selections
 - >>Be sure to select the UB04 claim form for your insurance
 - >>Enter “**P**” in the **Print/Archive/Both?** field
 - >>To print a date range claim, place “**Y**” in the **Manual Date Range Claim?** field and enter the applicable dates in the **From and Thru Service Date** fields and select the bill(s) you want to restrict to the date range.
 - >>Click on the **green checkmark icon** or F12 to file the information
5. A Confirmation “**Preview Claim?**” will appear. Click **Yes** to view the claim without printing or **No** to print.
6. At the **Print Claim on** window:

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>>Select Send to “Print”

>>Under **Destination – Printer**, use the drop-down menu to select your designated Meditech printer and click **OK**.

7. When the **End of Report** window appears, click **OK**.

JHBMC – Meditech: Itemized Statement

1. From the **Process an Account** screen, click on the **Process a Bill** icon and select “**Process a Bill**” from the drop-down menu.

2. The letter “**L**” (last bill) will default at the **Bill Number** prompt:

>>Delete the “**L**” and press look-up/F9 to access a list of bills associated with the account

>>Select the desired bill from the list and hit <enter>

>>Click on the “**B**” **Bill Printing Routines** icon at the top of the screen

>>From the drop-down menu, select **Print Bill: DETAIL**

3. At the **Bill Data** screen:

>>Select “**Y**” or “**N**” for the **Date Range Bill?** field

>>In the **Print, Archive, or Both?** field type a “**P**”

>>Click on the **green checkmark icon** or F12 to file the information


4. A Confirmation “**Preview Claim?**” will appear. Click **Yes** to view the claim without printing or **No** to print.

5. At the **Print Bill on?** window:

>>Select Send to “Print”

>>Under **Destination – Printer**, use the drop-down menu to select your designated Meditech printer and click **OK**.

6. When the **End of Report** window appears, click **OK**.


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HCGH Meditech: UB04

1. Select **"35" Process a Bill** from the menu.
2. The letter **"L"** (last bill) will default at the **Bill Number** prompt:
 - >>Delete the **"L"** and press look-up/F9 to access a list of bills associated with the account
 - >>Select the desired bill from the list and hit <enter>
3. Select **"20" Print A Claim** form.
4. The cursor will prompt you for insurance: press **F9** and select an insurance, then the cursor will prompt you to select a claim form. Press **F9** and select a form.
5. Enter the date.
6. Select **"N"** for manual date range claim or select **"Y"** to include service from and through dates.
7. Select OK **"Y"**.
8. Select Print device.
9. Select Test Alignment **"N"**.
10. Select screen and print Claim Form **"Y"**.

HCGH Meditech: Itemized Statement

1. Select **"35" Process a Bill** from the menu.
2. The letter **"L"** (last bill) will default at the **Bill Number** prompt:
 - >>Delete the **"L"** and press look-up/F9 to access a list of bills associated with the account
 - >>Select the desired bill from the list and hit <enter>
3. Select **"10" Print Bill** (standard).
4. Screen will pop up: Select **"N"** for manual date range claim or select **"Y"** to include service from and through dates.
5. Enter the date.

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6. Select OK "Y".
7. Select Print device.
8. Select Test Alignment "N".
9. Select screen and print Claim Form "Y".

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL



 Senior Director, JHHS

2/19/09

 Date



 Director, PFS Systems Support, JHHS

1/22/09

 Date