



10/05/2024



Navigating to the Resolve Bill Page

4. Select the **Bills** Tab.

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Navigating to the Resolve Bill Page

8. Select the **Go** button to perform the search.

Note: You may use the additional fields on this page to narrow your search further using multiple filter criteria.

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How to Resolve Bills – Job Aid (6 of 17)

Viewing a Bill

From the Bill Header Detail page, the Error Code near the top of the 1. page will tell you what needs to be done or where it is in the payment process. Shour • = Errors to Resolve ~ Error ion/Busi Unit Bill Run Error Number Code Adjustment Reason Code Disposition Forcible Deniable Suspended Erroneous Date Data Assignm Date TCN Error Description on Bus Type 4. ... Unit SUSPEND IH 975-NO IH PPA 975-NO IH PPA Adjudicatio 1 90937 CONTRACTOR PPA BILLS 04/13/2020 04/13/2020 S-Suspend Y Review Review Posted FOR REVIEW Select the **Show** button to navigate to the **Service Line List** page. 2. Sh Ⅲ Errors to Resolve Bill Erro Run Error Adjustment Reason Code Suspended Erroned Date Data Assignm Date TCN Error Description **Disposition Forcible Deniable** Location/Bu Unit Location/But Unit Source Data Type 27 SUSPEND IH 975-NO IH PPA 975-NO IH PPA Adjudicatio 90937 CONTRACTOR PPA BILLS 04/13/2020 04/13/2020 S-Suspend Y Review Review Posted FOR REVIEW



Viewing a Bill

3. Select the Service Line List menu item. O Show -Anesthesia Procedure Codes Bill Cutbacks Error **Bill Enhancement Amounts** ess Location/Business Unit Bill Limit List A V Bill Notes **Bill Recoveries** 975-NO IH PPA Review Denied Reasons **Diagnosis** Codes **K** First **Duplicate List** Error History **HIPAA File Details** Source/Category: DDE/ Indicators Pricing Path Information Reference Information Related Causes Resolution Notes Summary Adjudication Date: 04/1 Service Line Detail Service Line List Submitted Values



Retrieving Bill Images

1. At the top of the Bill Header page, select the **paperclip icon**. (see alternate way to retrieve bill images in next row)





How to Resolve Bills – Job Aid (10 of 17)

Retrieving Bill Images

(alternate way to r	etrieve bill ir	mages)			
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How to Resolve Bills – Job Aid (11 of 17)

Retrieving Bill Images

(a	lternate way to retrie	ve bill images continued)	
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		⊙ Go	



Viewing a Bill

Note: The Service Line will show the Billed Amount (the amount the contractor/provider is billing), the Allowed Amount (amount allowed under the contract or fee schedule), and the Paid Amount (the amount actually paid).

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Retrieving Bill Images

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How to Resolve Bills – Job Aid (13 of 17)

Adding Attachments

Attachments can be added to a bill during resolution ensuring that all relevant documentation is accessible for review and decision-making throughout the adjudication process.

1. Select the **Attachments** option from the **Show** menu.

III Errors to F	Resolve												Anesthe	ai Providers esia Procedure	Codes
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2. To upload the necessary document, select Upload Images/Attachments.

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Adding Attachment

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Approving/Denying Bills

1.	On the select	e Bill Header Details page, scroll to the bottom of the screen to the Resolve button at the bottom right of the page.	
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		RV Payment Date:	
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Approving/Denying Bills

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How to Resolve Bills – Job Aid (16 of 17)

Approving/Denying Bills

 From the Error Action drop-down, select the action you want to take. The options are:
 Deny – Deny the bill
 Force – Approve the bill
 Release – Bill goes through further processing or back through adjudication

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