Revenue Cycle Management (RCM) System

User Manual

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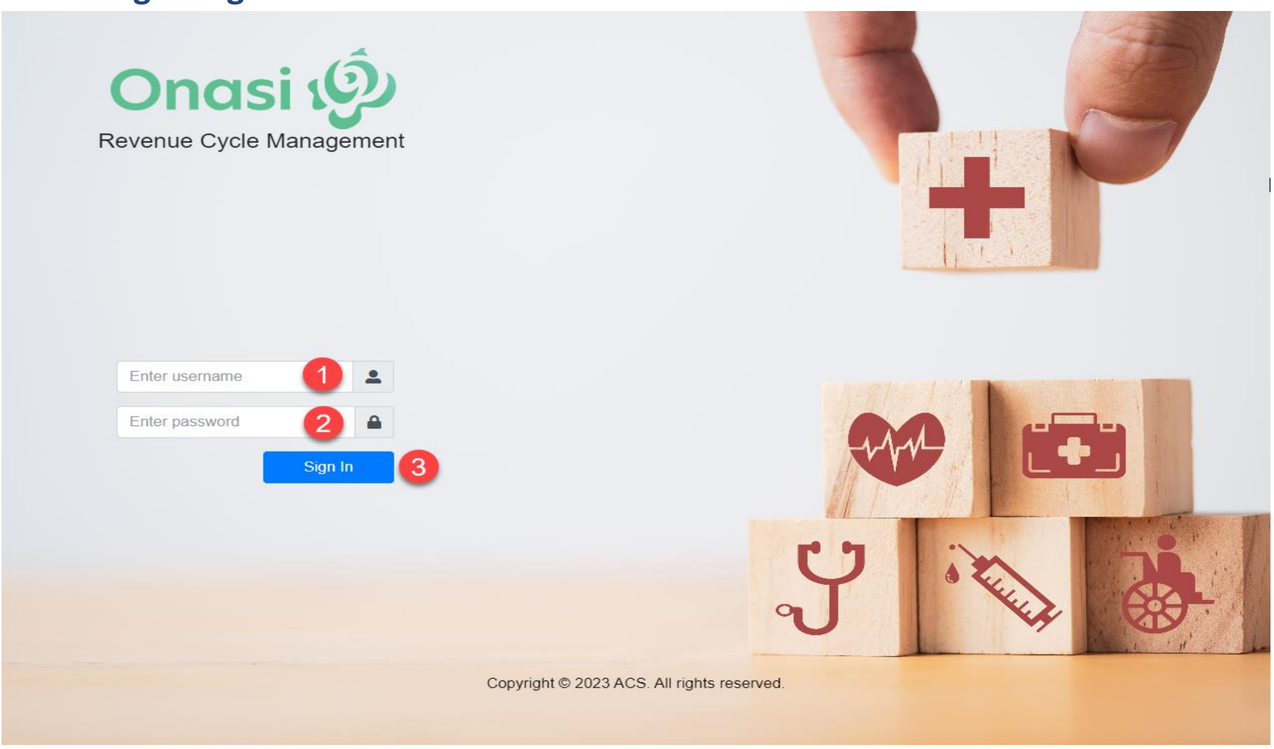
URL: nis.nhtc.com.sa	**Login:** admin1	**Password:** 12345678

1. Introduction

The healthcare revenue cycle visually represents the financial journey of a patient's encounter with a healthcare provider. It starts from registration to final payment and outlines the step-by-step processes involved in billing, coding, claims submission, and reimbursement. The revenue cycle management process includes patient registration, insurance (Patient Eligibility) verification, coding and billing, claims submission, payment posting, denial management and patient collections.

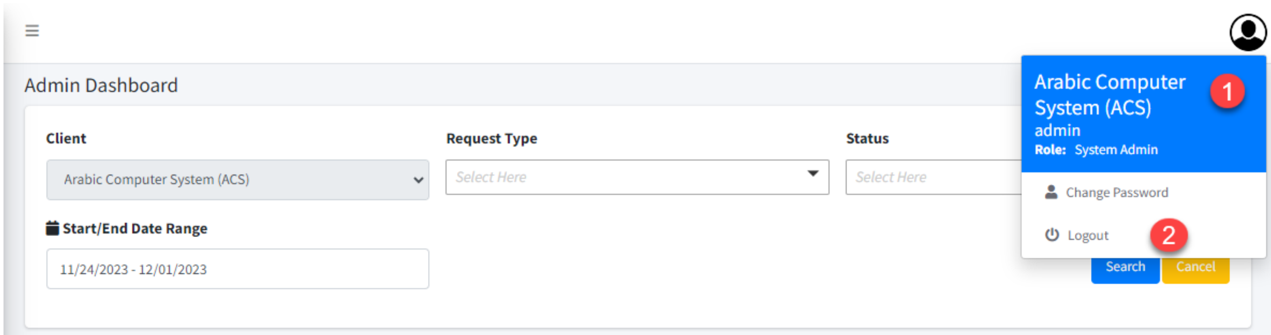
2. Login Process

2.1 Login Page



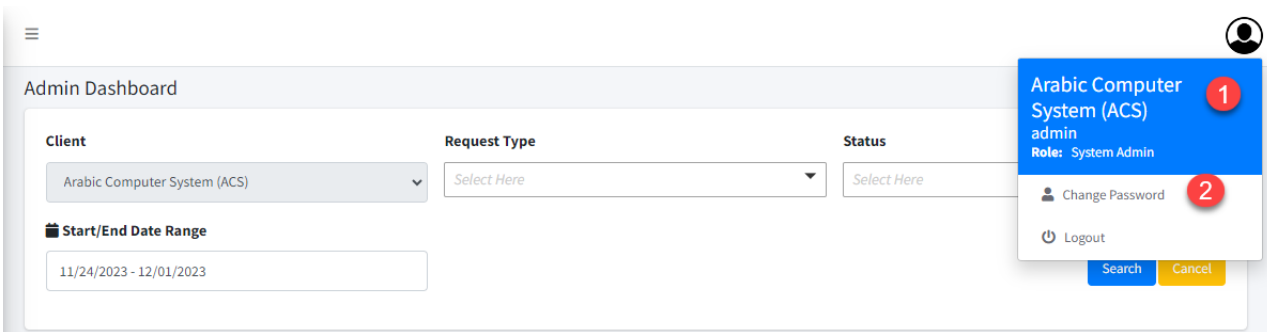
1. Enter registered username.
2. Enter password.
3. Click on the Sign In button.

2.2 Logout Page

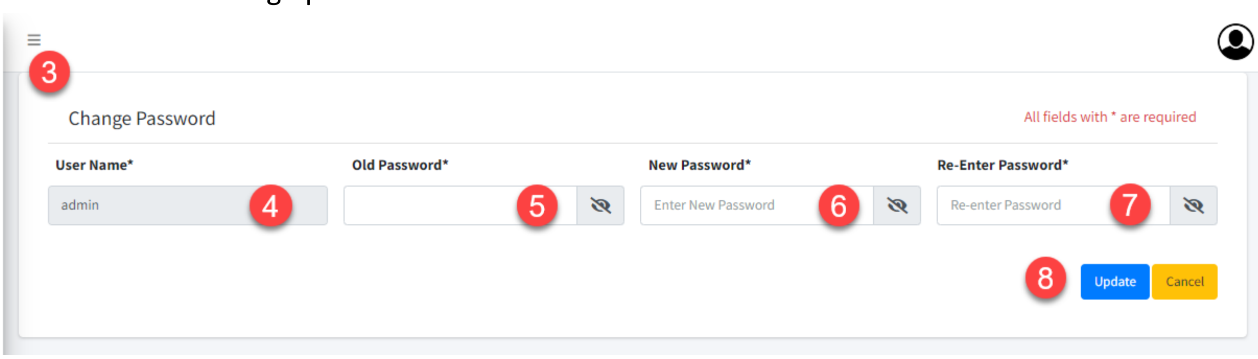


1. Popup appears by clicking the logged in user icon.
2. Click on the logout link.

2.3 Change Password

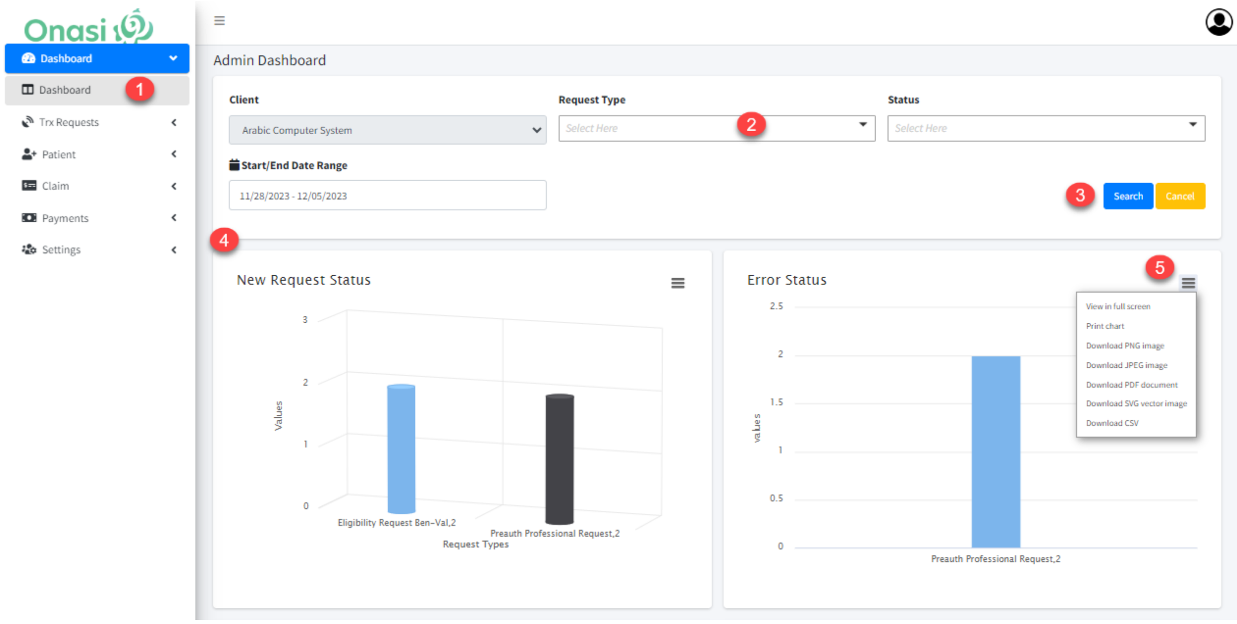


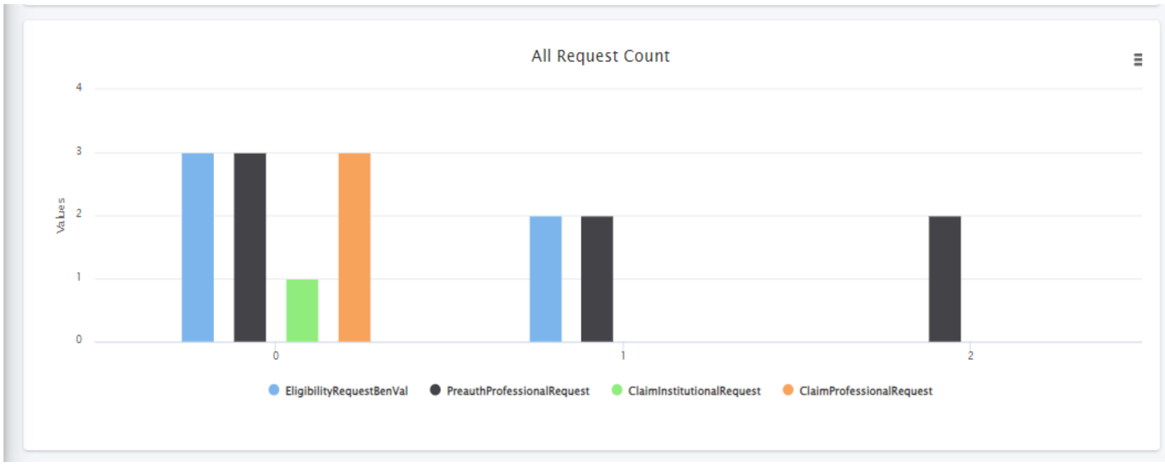
1. Click on the login icon.
2. Click on change password.



3. New page appears.
4. Enter User Name.
5. Enter the Old Password.
6. Enter New Password.
7. Re-Enter Password.
8. Click on the Update button password updates successfully.

3. Admin Dashboard



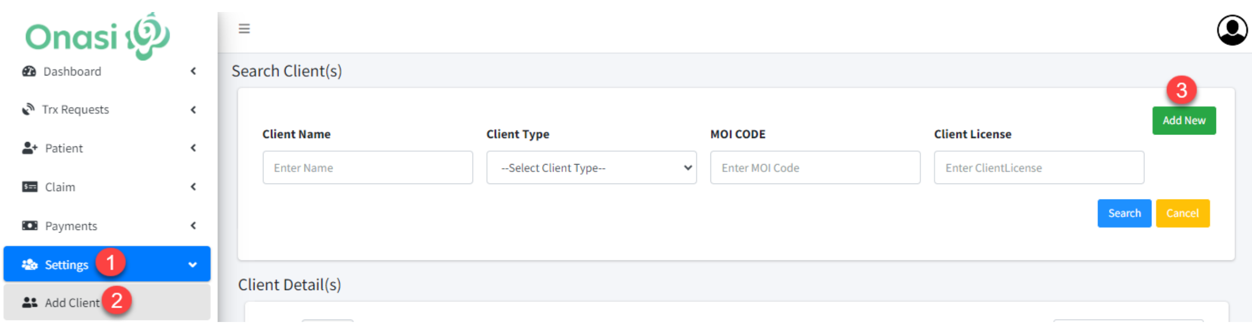


1. Click on the Dashboard module and the user is navigated to the Dashboard.
2. Select Request Type, Status or Start/End Date Ranges from the drop down list.
3. Press the Search button to search the data.
4. Related graphical depiction of New Request Status, Error Status, Cancel Request Status, Completed Request Status, All Requests and All Request Count will be displayed below.
5. User can also view, print & download it from here.

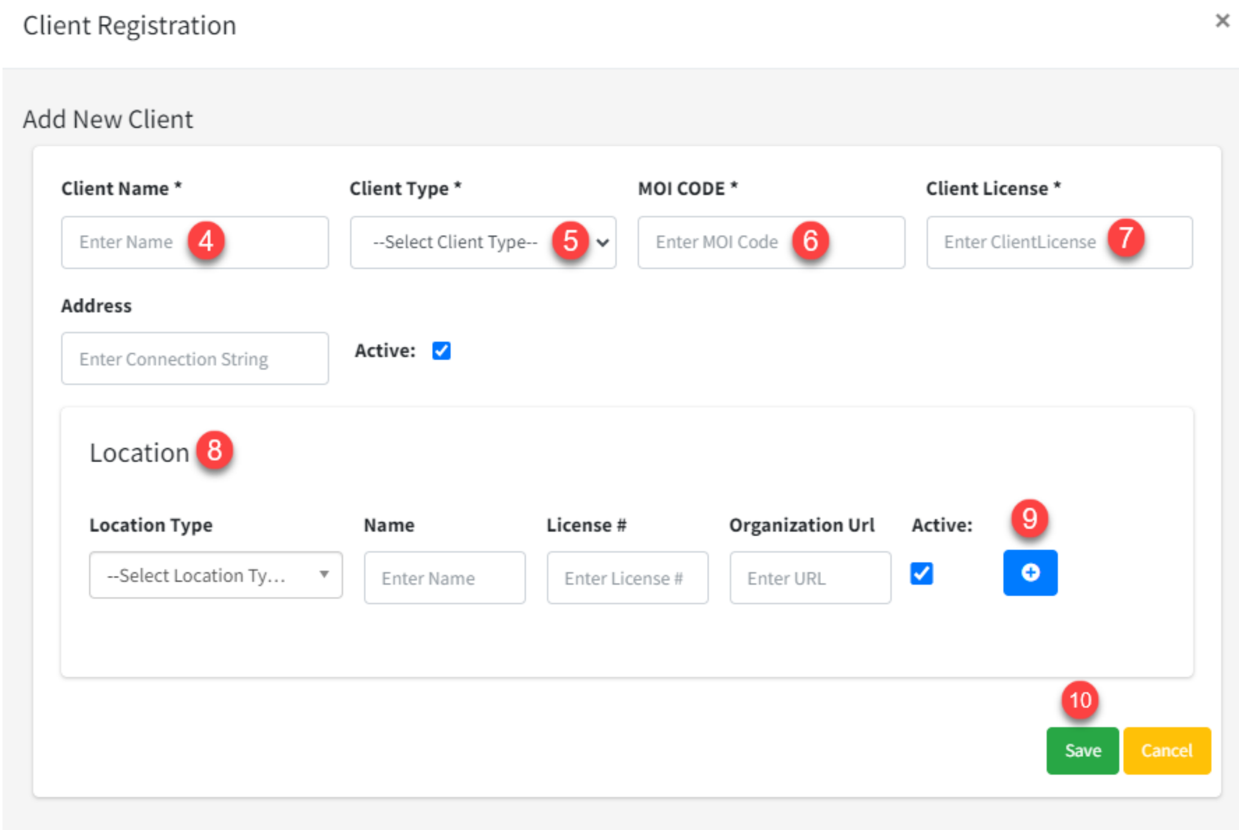
4. Settings

4.1 Add Client

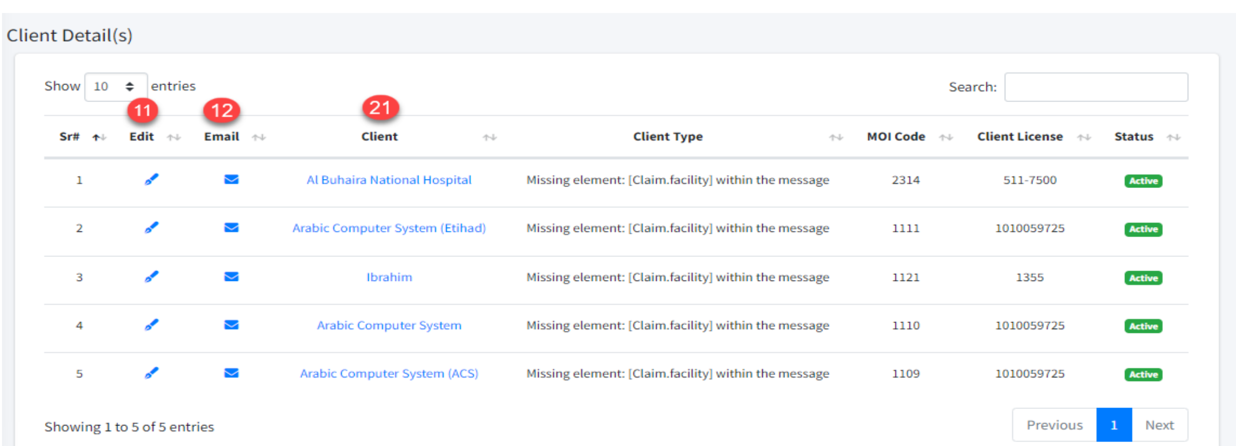
This page facilitates user to add a new client and search the existing one.



1. Click on the Settings module.
2. Click on the Add Client page.
3. Click on the Add New button.



4. Add Client Name.
5. Add Client Type.
6. Add MOI Code.
7. Add Client License.
8. Add all the details in the Location section.
9. User can add more locations by clicking on the Add icon.
10. Click on the Save button to save the data.


Client Detail(s)

Show 10 entries

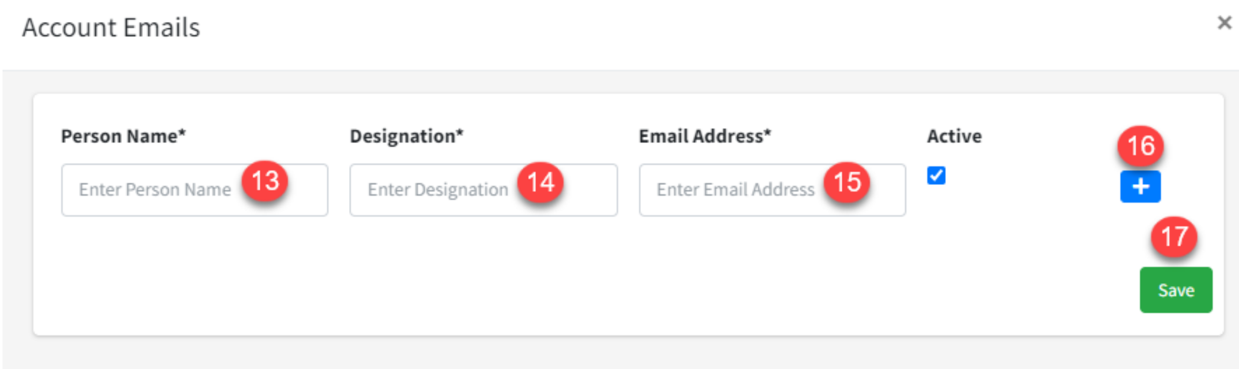
Search:

Sr#	Edit	Email	Client	Client Type	MOI Code	Client License	Status
1			Al Buhaira National Hospital	Missing element: [Claim.facility] within the message	2314	511-7500	Active
2			Arabic Computer System (Etihad)	Missing element: [Claim.facility] within the message	1111	1010059725	Active
3			Ibrahim	Missing element: [Claim.facility] within the message	1121	1355	Active
4			Arabic Computer System	Missing element: [Claim.facility] within the message	1110	1010059725	Active
5			Arabic Computer System (ACS)	Missing element: [Claim.facility] within the message	1109	1010059725	Active

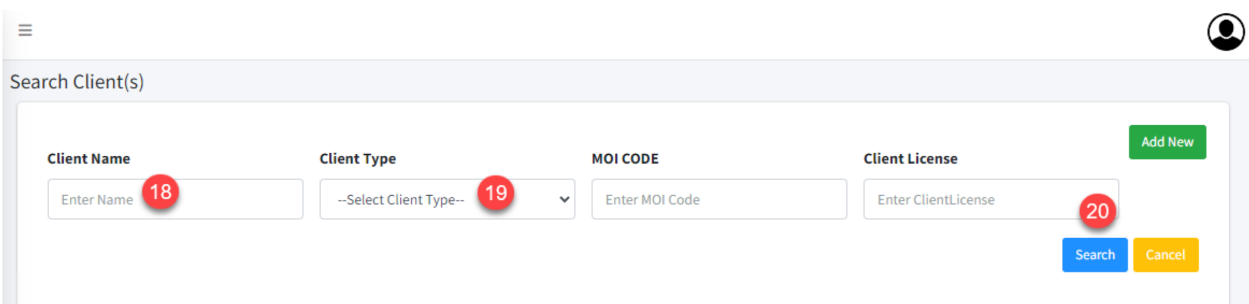
Showing 1 to 5 of 5 entries

Previous 1 Next

11. User can also edit the data on clicking the Edit action.
12. User can add account emails by pressing on the Email icon.



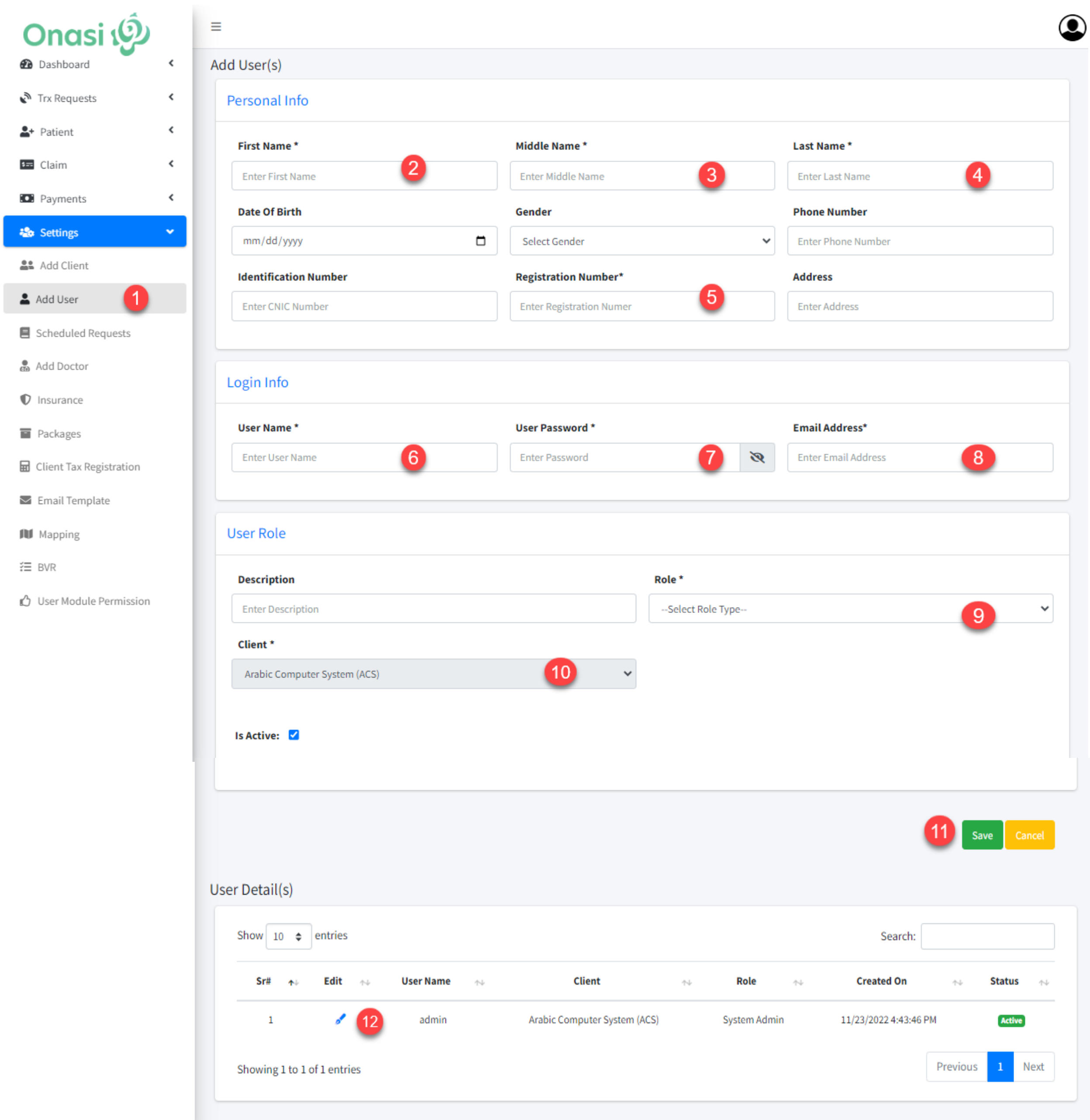
13. Add Person Name.
14. Add Designation.
15. Add Email Address.
16. User can add multiple account emails by pressing the add icon.
17. Press the Save button to save the account emails.



18. User can also search the existing data by adding a Client Name.
19. Select Client Type from the drop down.
20. Click on the Search button to search any record.
21. User can view client details from here.

4.2 Add User

This page facilitates the user to add a new user.

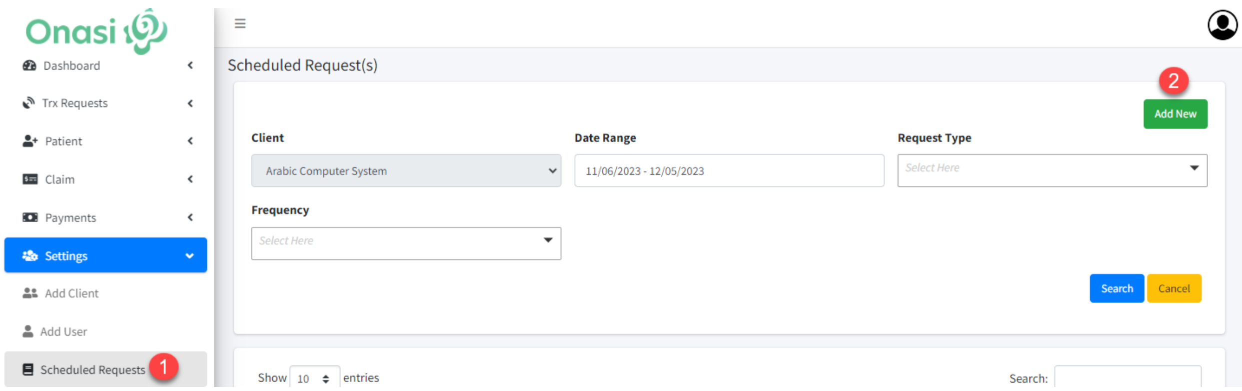


1. User can add new users by clicking on the “Add User” page.
2. Enter First Name.
3. Enter Middle Name.
4. Enter Last Name.
5. Enter Registration Number or any other field if required.
6. Add User Name.
7. Add User Password.
8. Add Email Address.

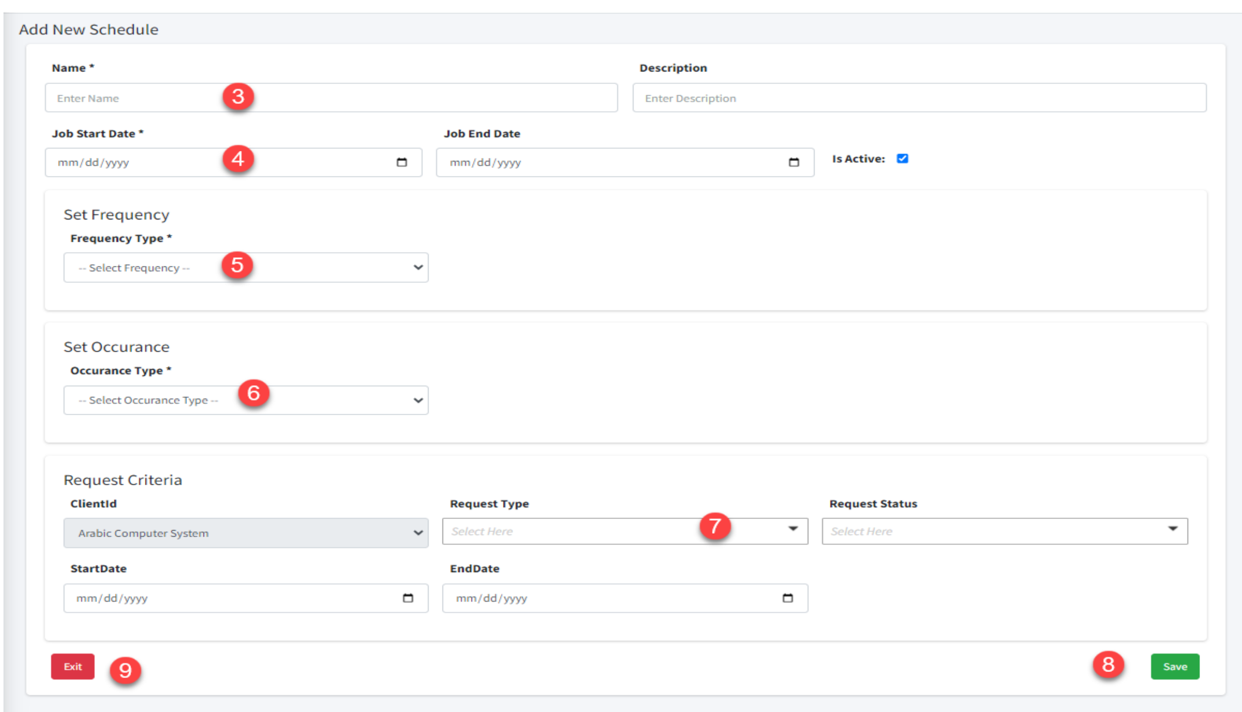
9. Select Role from the drop-down menu.
10. Select Client from the drop-down menu.
11. Press the Save button to save the information
12. User can also edit the data by clicking on Edit action.

4.3 Scheduled Requests

This page facilitates user to add new schedules and search the existing client schedule.

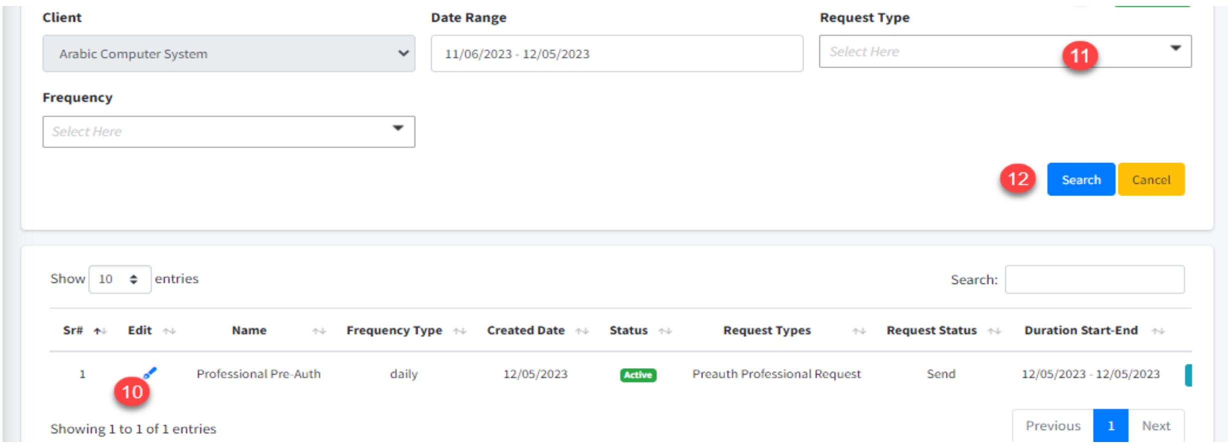


1. User can schedule requests by clicking on the Scheduled Requests page.
2. User can add new schedule by clicking Add New button.



3. Enter Name.

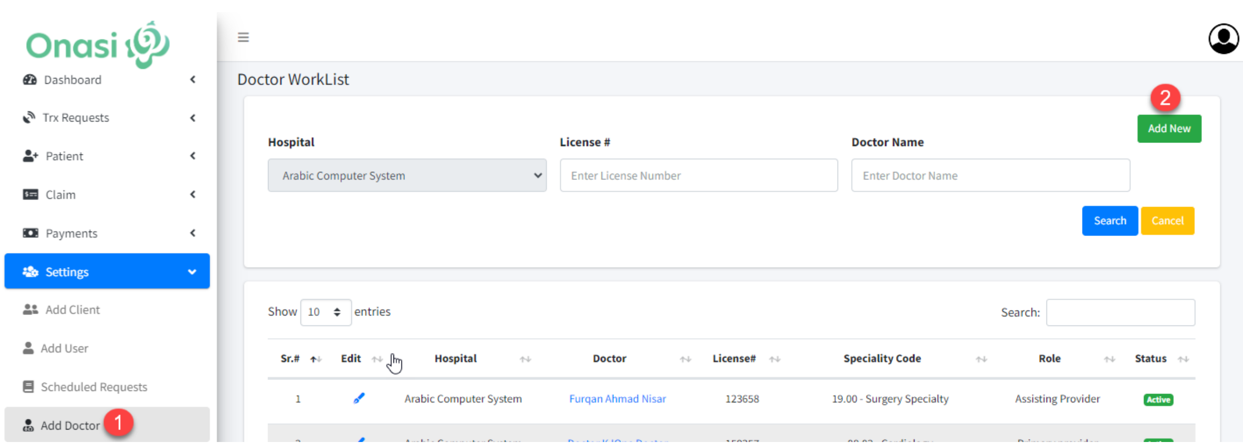
4. Entering Job Start Date.
5. Select Frequency Type from the drop-down menu.
6. Select Occurrence Type from the drop-down menu.
7. Select Request Type from the drop-down menu.
8. User can save the data on clicking the Save button.
9. User can exit the form by clicking the Exit button.



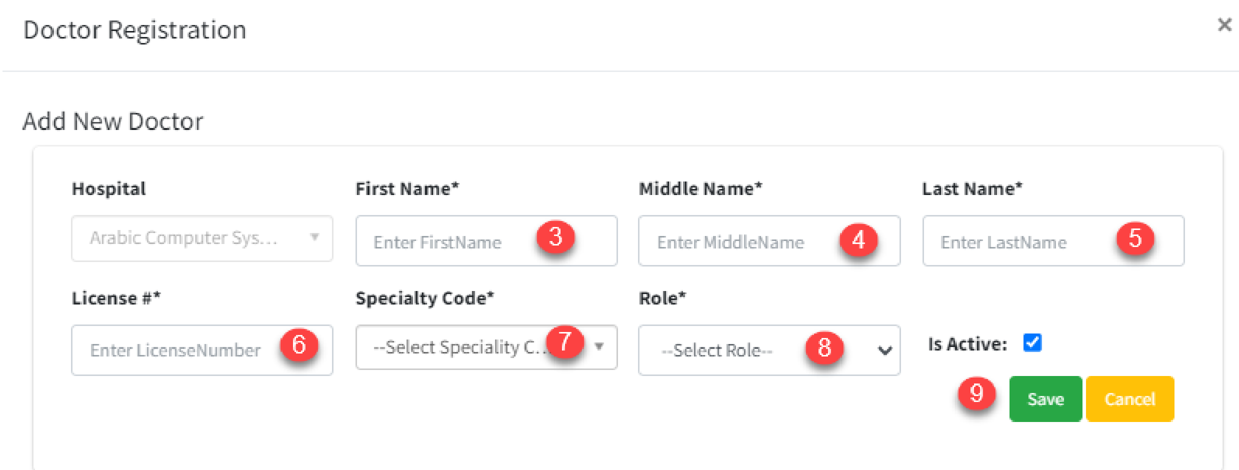
10. User can edit the data by clicking the Edit action.
11. User can Search the requests by selecting Request Type from the drop-down menu.
12. Press the Search button to search the data.

4.4 Add Doctor

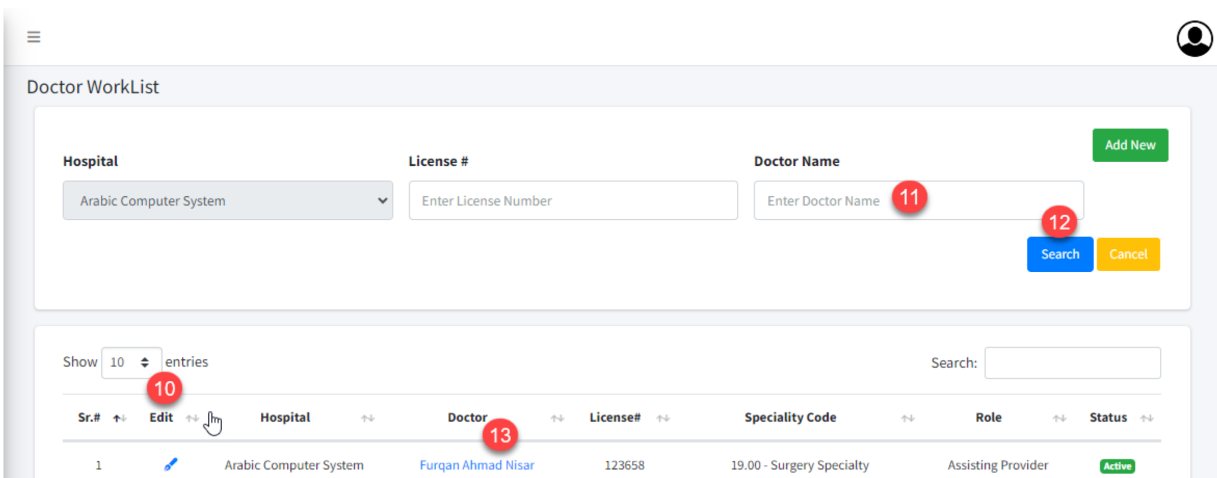
This page facilitates user to add new doctor and search the existing one.



1. Click on the Add Doctor page.
2. User can add new doctor by pressing Add New button.



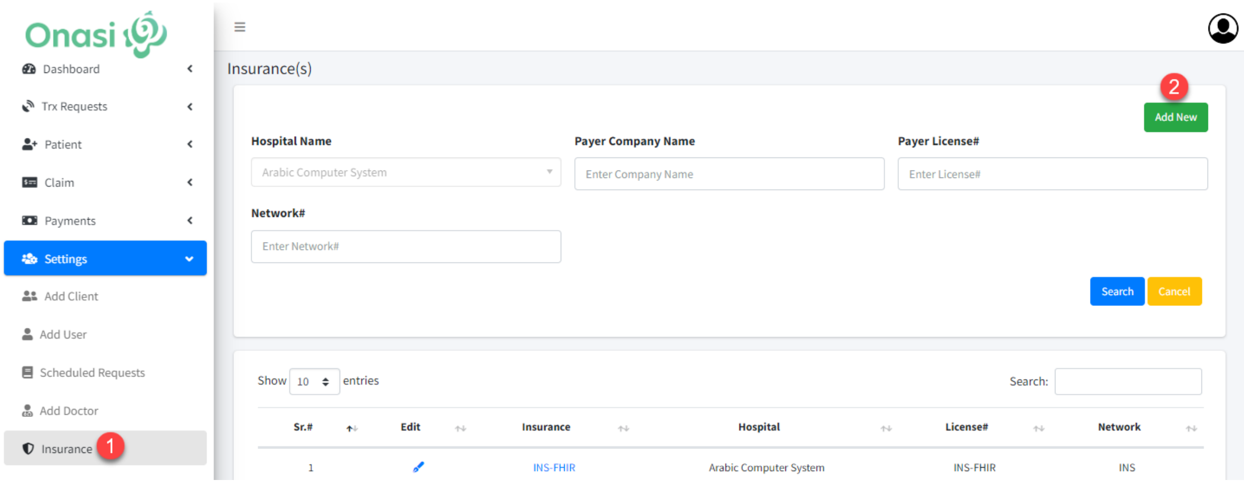
3. Enter First Name.
4. Enter Middle Name.
5. Enter Last Name.
6. Enter License #
7. Select Specialty Code from the drop-down menu.
8. Select Role from the drop-down menu.
9. Press the Save button to save the data.



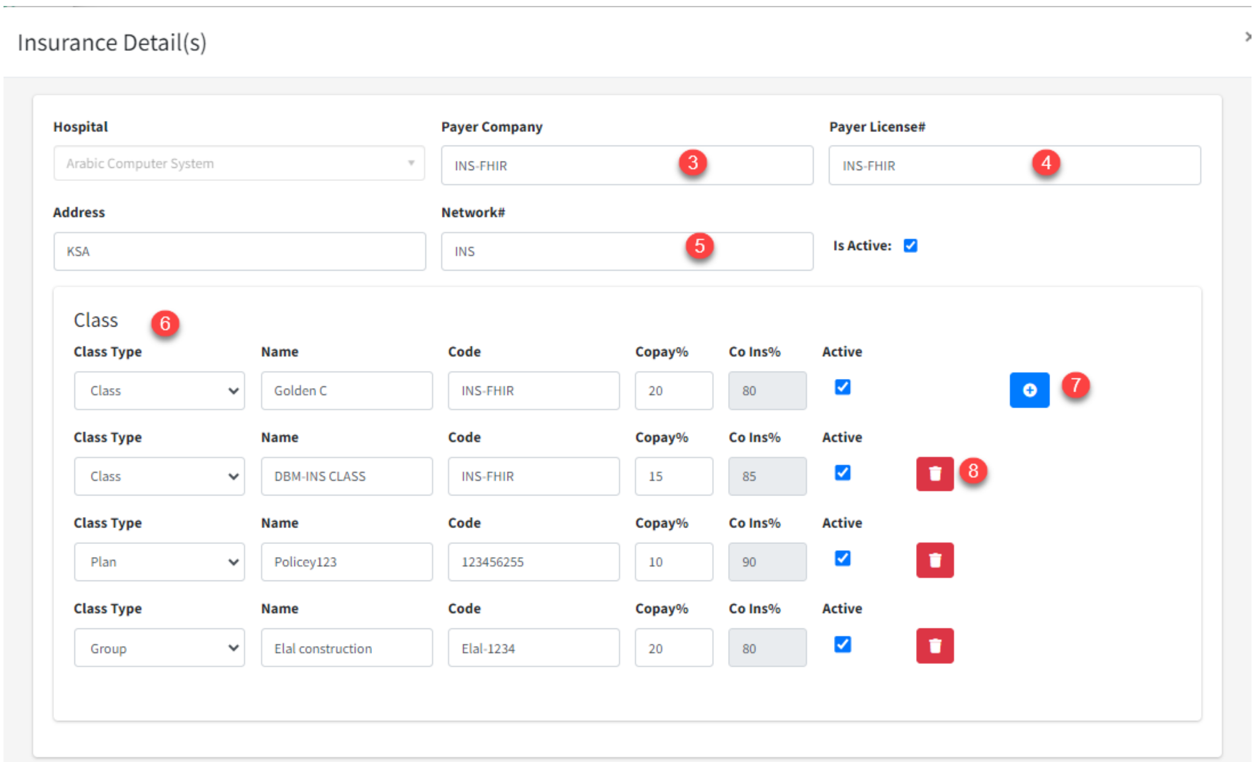
10. User can also access the edit form by pressing Edit action.
11. Enter Doctor Name or License#
12. Press the Search button to search the data.
13. User can view the doctor details from here.

4.5 Insurance

This page facilitates user to add new insurance and mapped insurance codes with NPHIES standard codes.

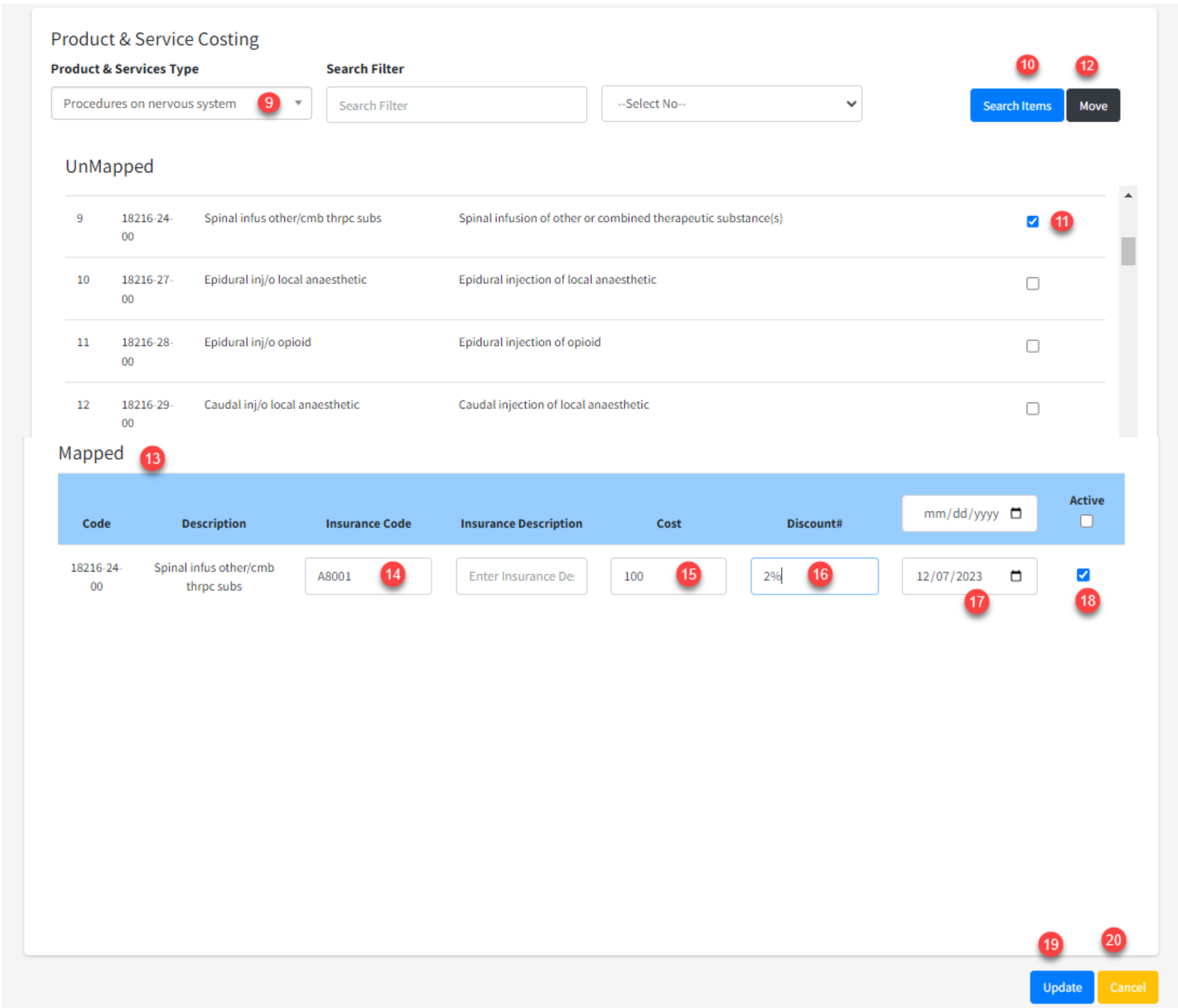


1. Click on the Insurance page.
2. User can add new insurance by pressing the Add New button.



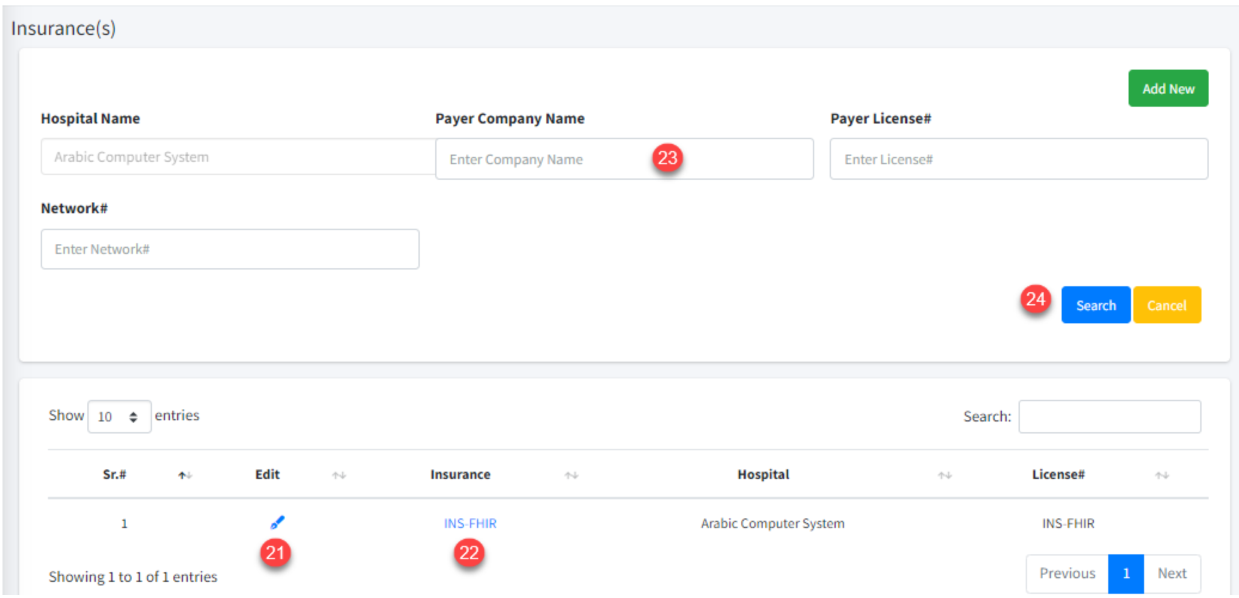
3. Enter Payer Company.
4. Enter Payer License#
5. Enter Network#
6. User can enter the details in Class section from here.

7. User can enter more class by clicking on the add icon
8. User can delete class detail by clicking on bin icon



9. User can map unmapped Nphies code to the insurance company code by selecting the product and service type from drop down list
10. Press the Search button to search the item.
11. Searched items will be shown below user selects the check box of the items he wants to map Nphies code with.
12. Press the move button.
13. Selected unmapped code will move to the Mapped section.

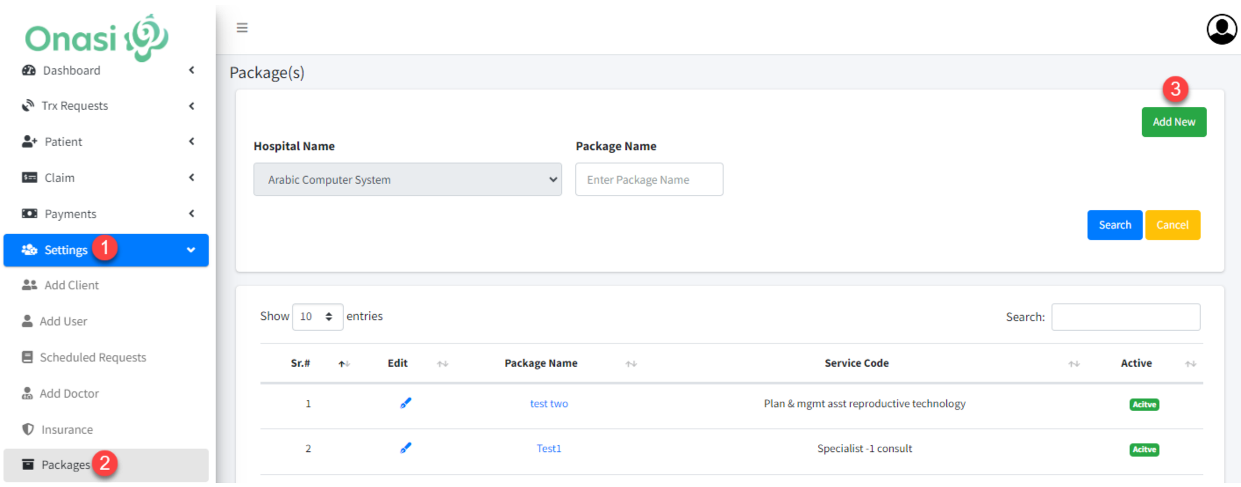
14. Enter the Insurance code.
15. Enter cost.
16. Enter discount.
17. Enter date.
18. Select the Active check box.
19. Press save/update button to save the data now the unmapped Nphies code has mapped with the insurance company code.
20. Press the cancel button to close the form.



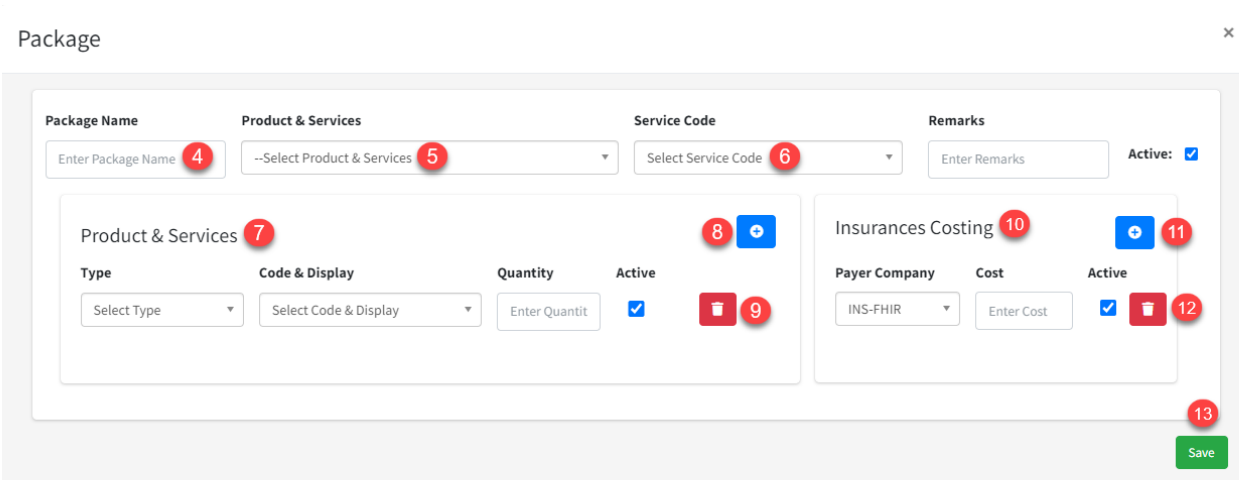
21. User can edit any detail by pressing edit action.
22. User can view insurance details by clicking on Insurance.
23. Enter Payer Company Name or any other field.
24. Press the Search button to search the data.

4.6 Packages

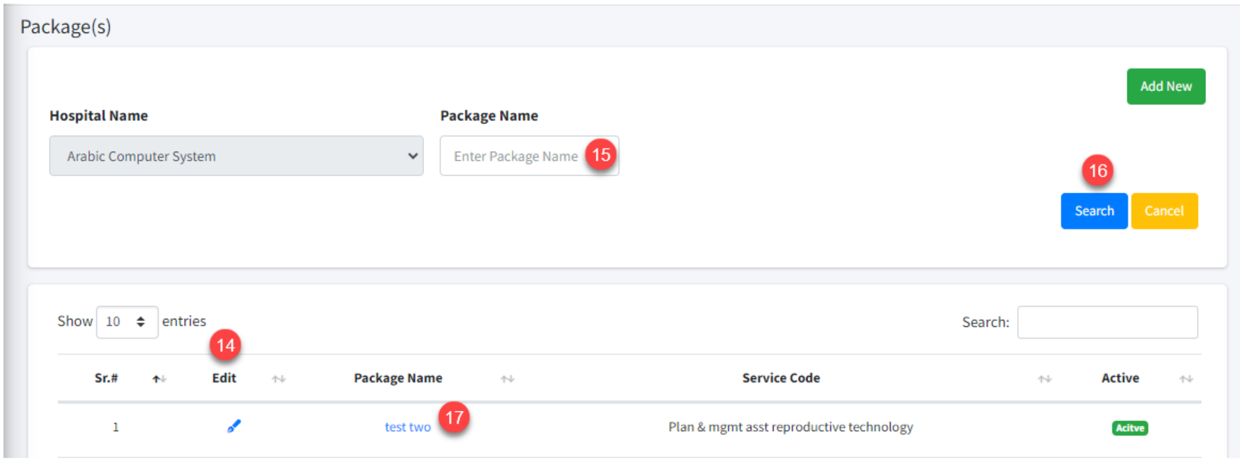
This page facilitates user to add new packages and search the existing one.



1. Click the Settings module.
2. User can search any package on clicking the Packages page.
3. User can add a new package by pressing the Add New button.

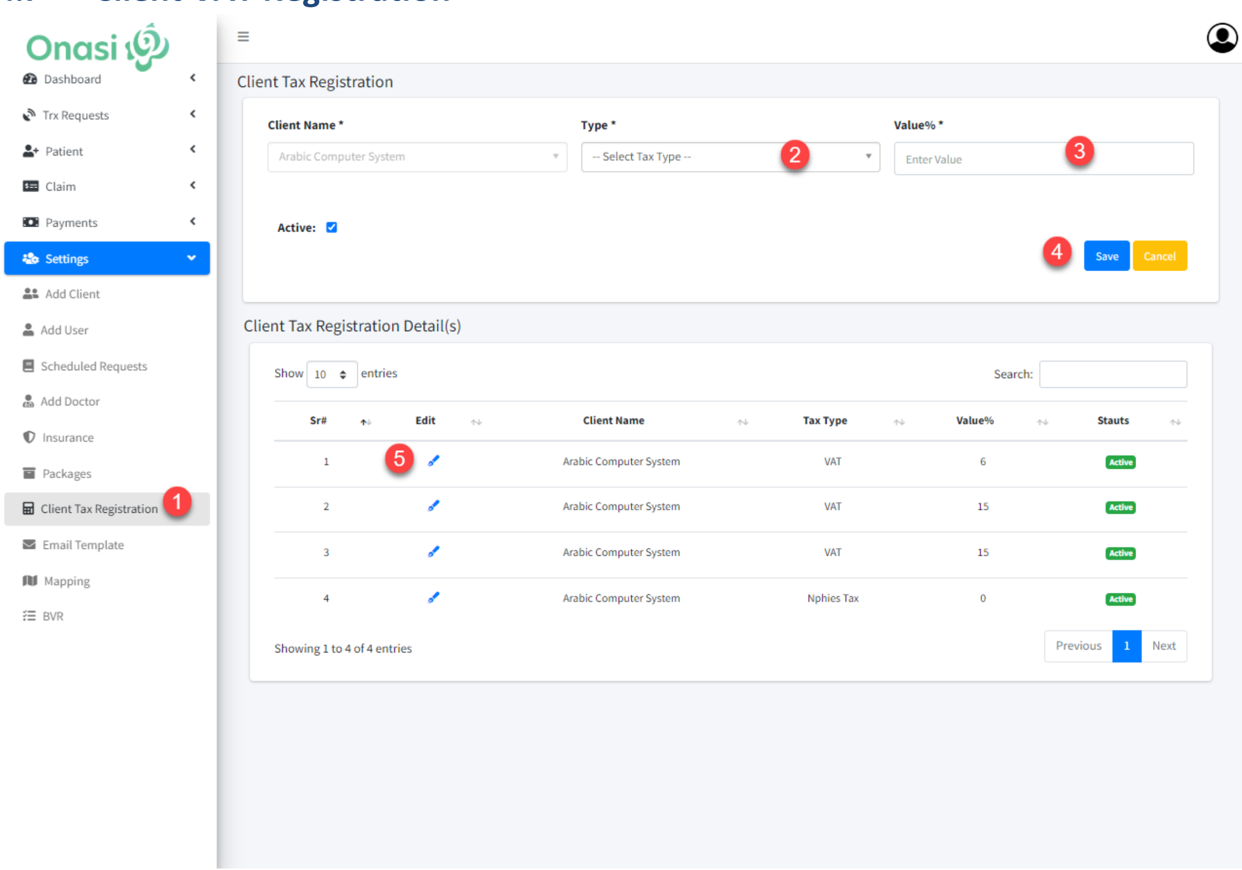


4. Enter Package Name.
5. Select Product & Services from the drop-down menu.
6. Select Service Code from the drop-down menu and enter Remarks if required.
7. User can enter the details in the Product & Services section from here.
8. User can add more by pressing plus icon.
9. User can delete any record from here.
10. User can enter the details in the Insurance Costing section from here.
11. User can add multiple Insurance Costings by pressing the plus icon.
12. Press the delete icon to delete any record.
13. Press the Save button to save a new package.



14. User can access and edit existing package forms by pressing edit action.
15. Enter Package Name to search.
16. Press the Search button to search the data.
17. User can view package details by pressing Package Name.

4.7 Client VAT Registration

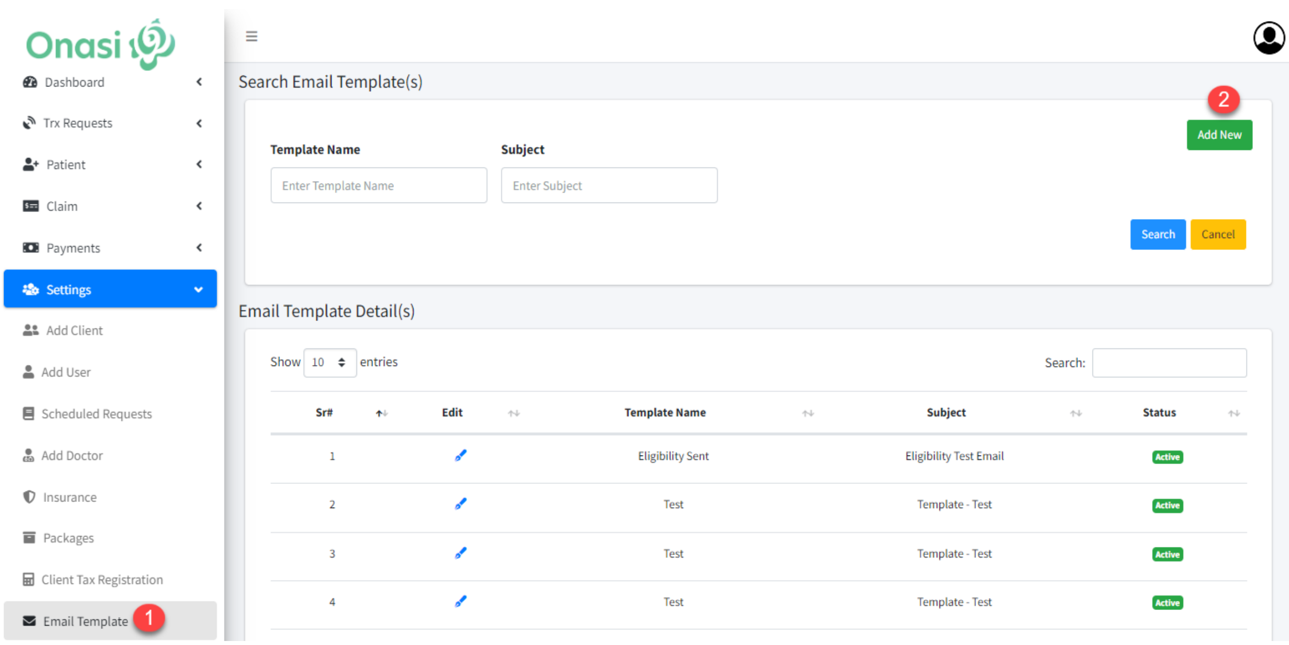


1. Click on Client Tax Registration.
2. Select Type from the drop-down menu.

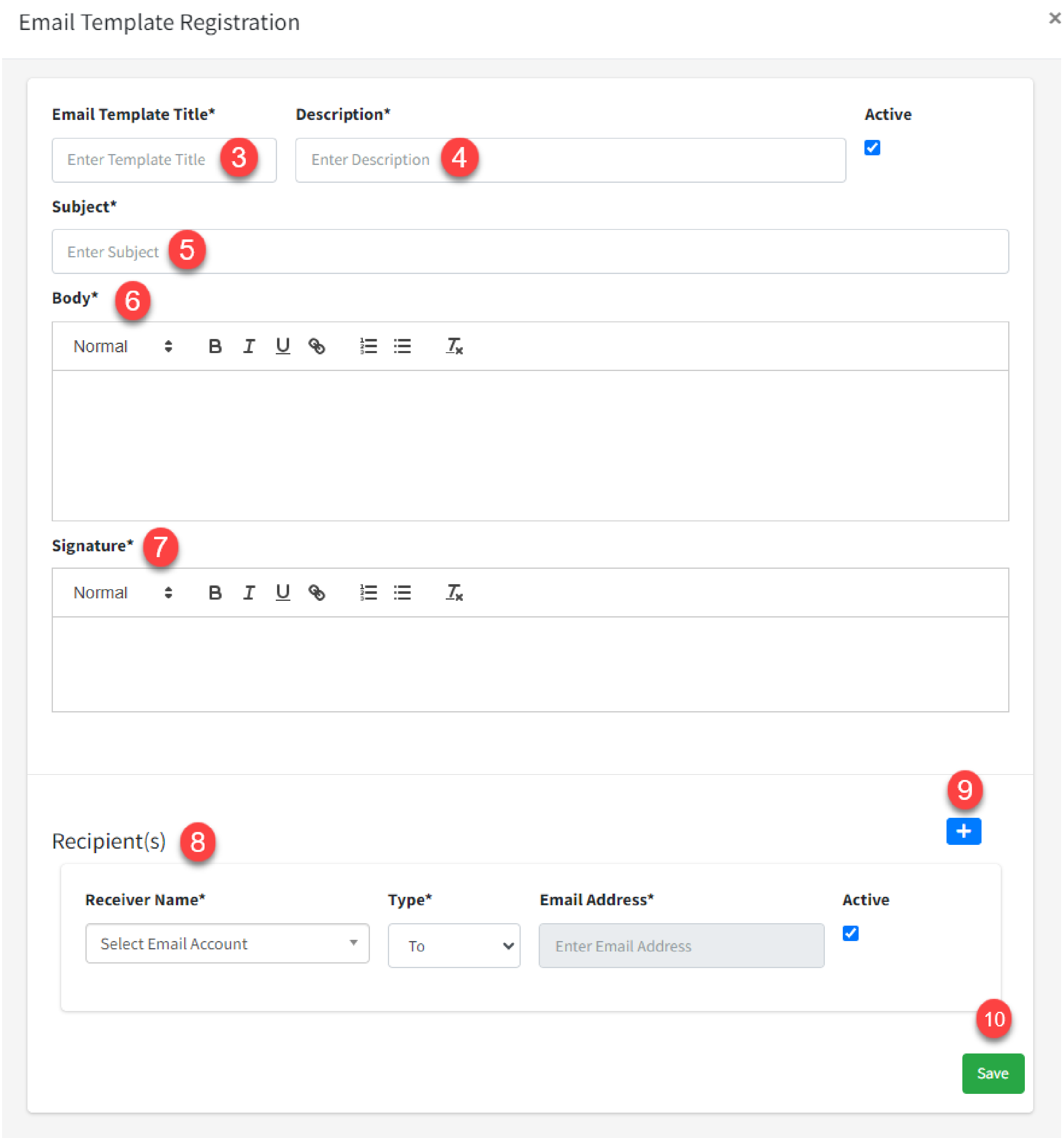
3. Select Value%
4. Press the Save button to save VAT.
5. User can access the edit form by pressing Edit action.

4.8 Email Template

This page facilitates user to add a new email template and search the existing one.

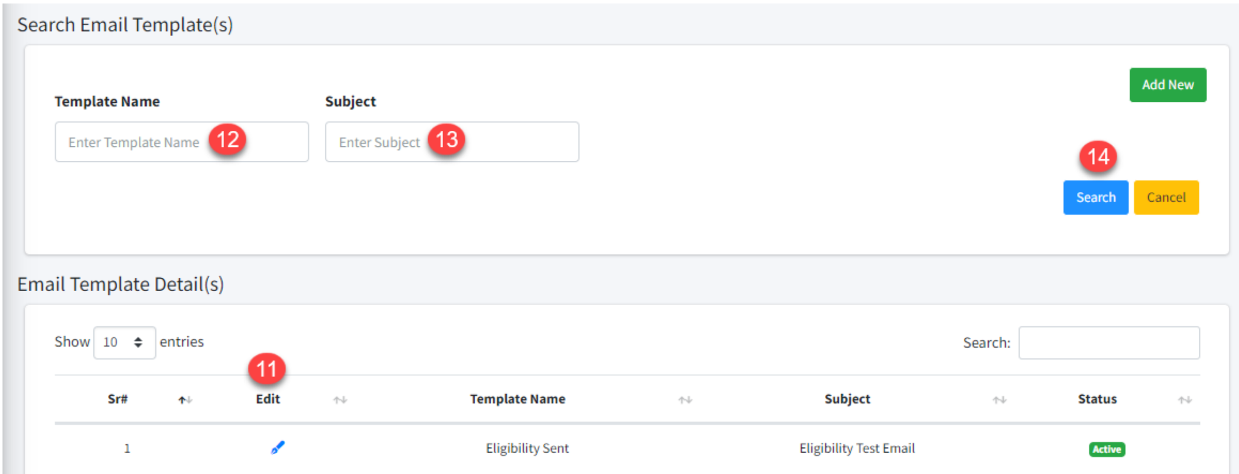


1. Click the Email Template page.
2. User can register a new template by pressing the Add New button.



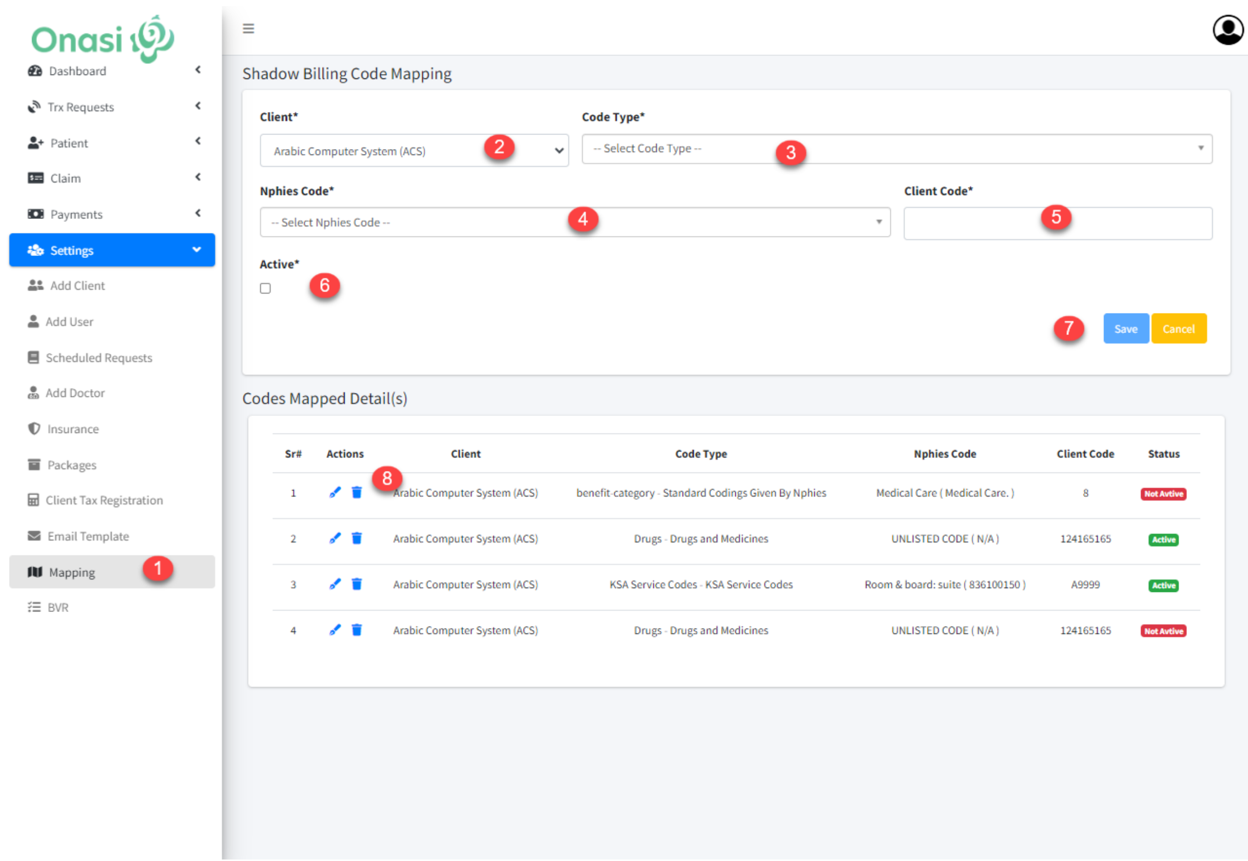
3. Enter Email Template Title.
4. Enter Description.
5. Enter Subject.
6. Enter Body.
7. Add Signature.
8. User can enter the details in the Recipient(s) section from here.

9. User can add more information by pressing the Plus icon.
10. Press the Save button to save the data.



11. User can access the edit form by pressing edit action.
12. User can search by entering the Template Name.
13. Enter Subject if required.
14. Press the Search button to search the data.

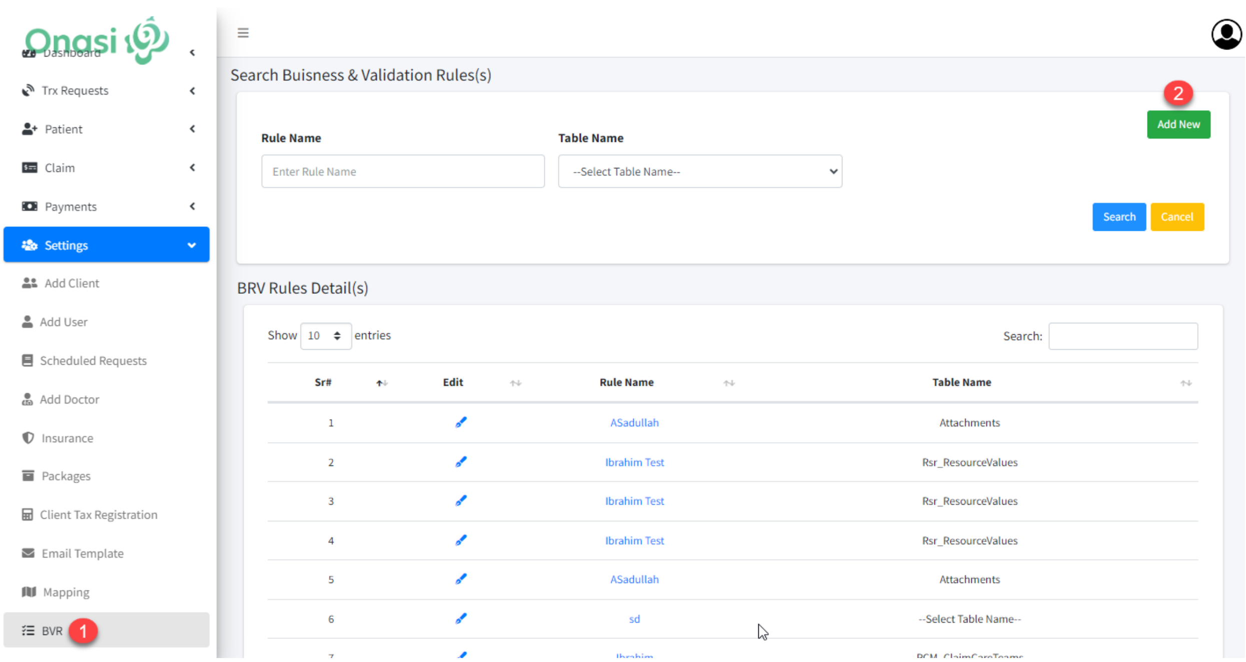
4.9 Mapping



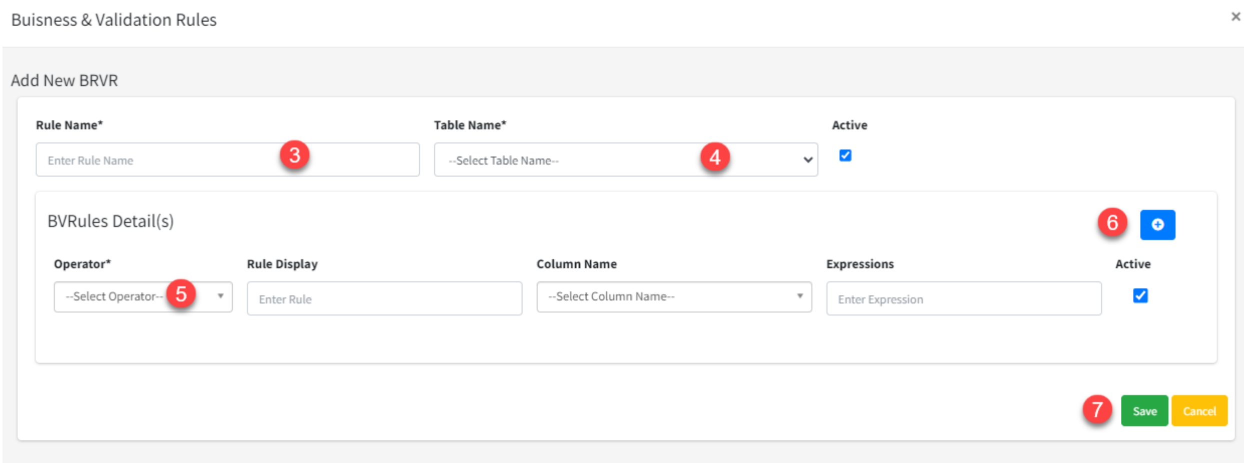
1. Click Mapping Page
2. Enter Client.
3. Enter Code Type from the drop-down menu.
4. Enter Nphies Code from the drop-down menu.
5. Enter Client Code.
6. Mark the Active status.
7. Press the save button to save data.
8. User can edit or delete any record from here.

4.10 BVR (Business Rule Validation)

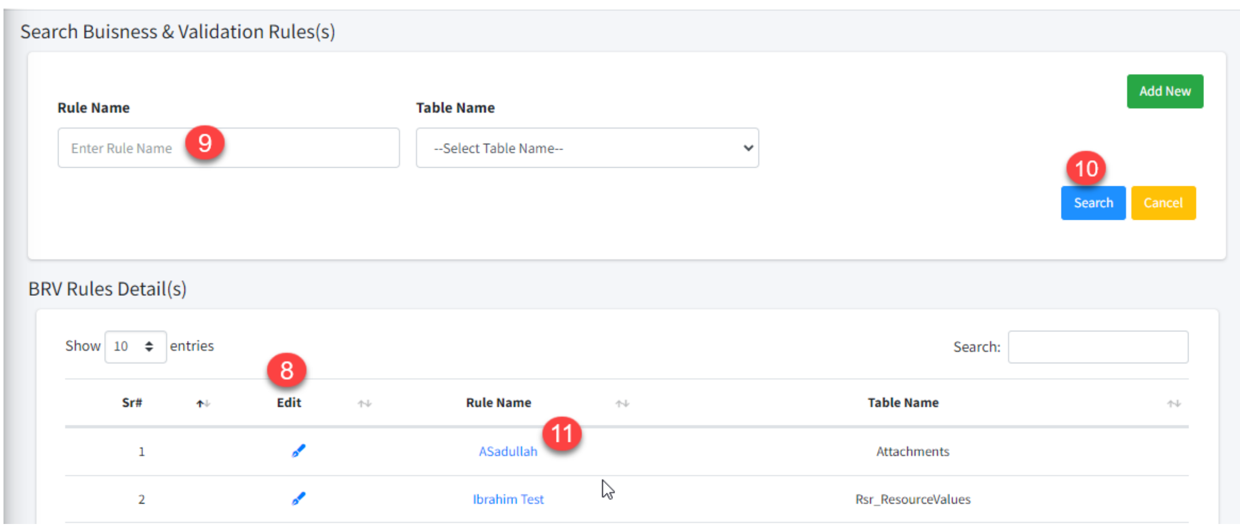
This page facilitates user to add new BVR and search the existing one.



1. Click the BVR page.
2. Press the Add New button to add a new BVR.



3. Enter Rule Name.
4. Enter Table Name.
5. Choose the operator from drop down.
6. Click on the Add icon to add more detail.
7. Press the save button to save the data.

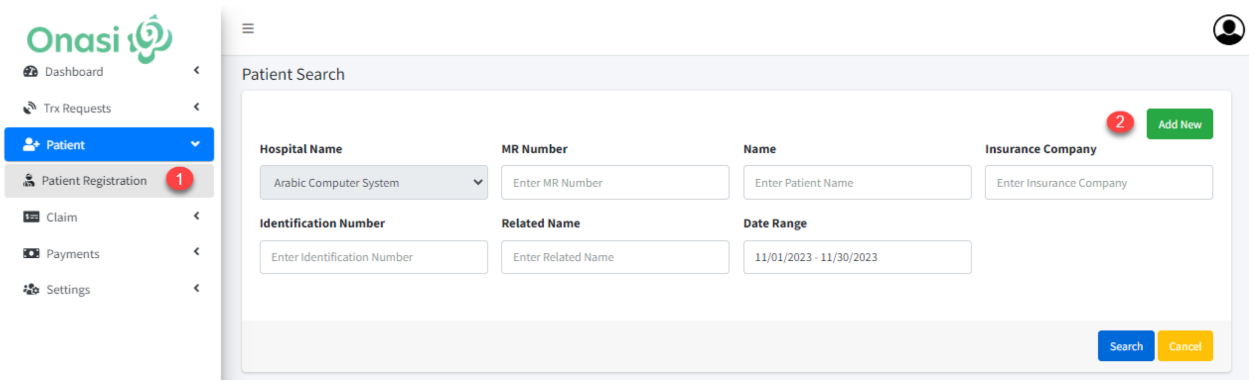


8. User can also edit by clicking on edit action.
9. User can Search BVR by adding Rule name.
10. Click on the search button to perform the search operation.
11. Click on Rule Name to view the Business rule.

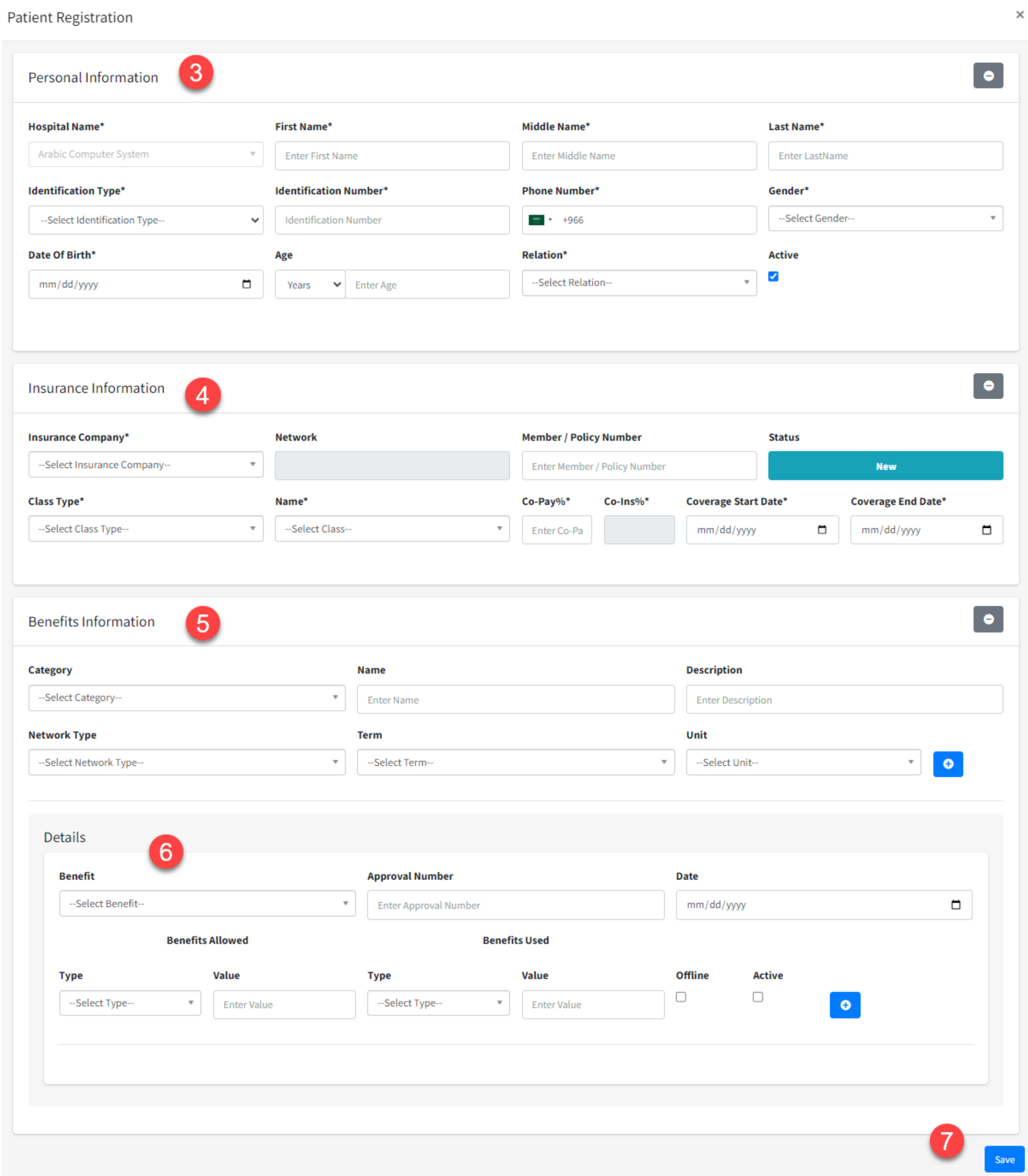
5. Patient

5.1 Patient Registration

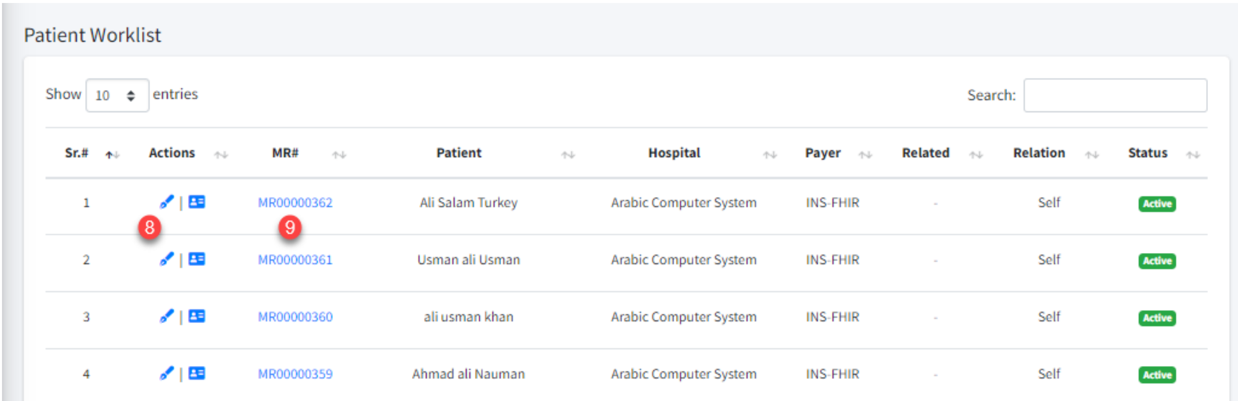
This page facilitates user to register a new patient and search the existing one.



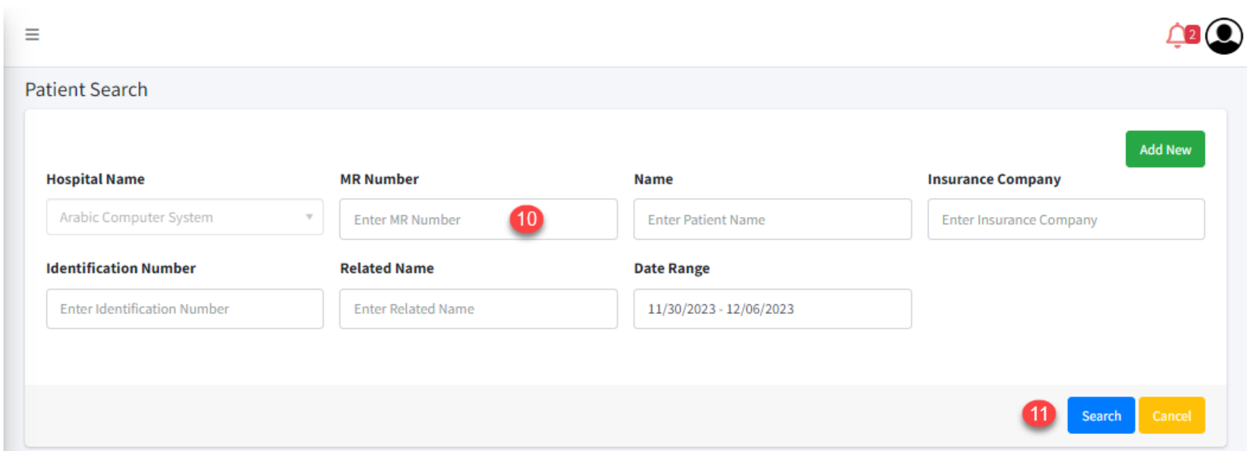
1. Click on the Patient module and Patient Registration page.
2. Press the Add New button.



3. User can register new patients by entering details in the Personal Information section.
4. Add details in the Insurance Information section.
5. Add Benefits Information.
6. Add data in the Details section.
7. Click on the save button to save the information.

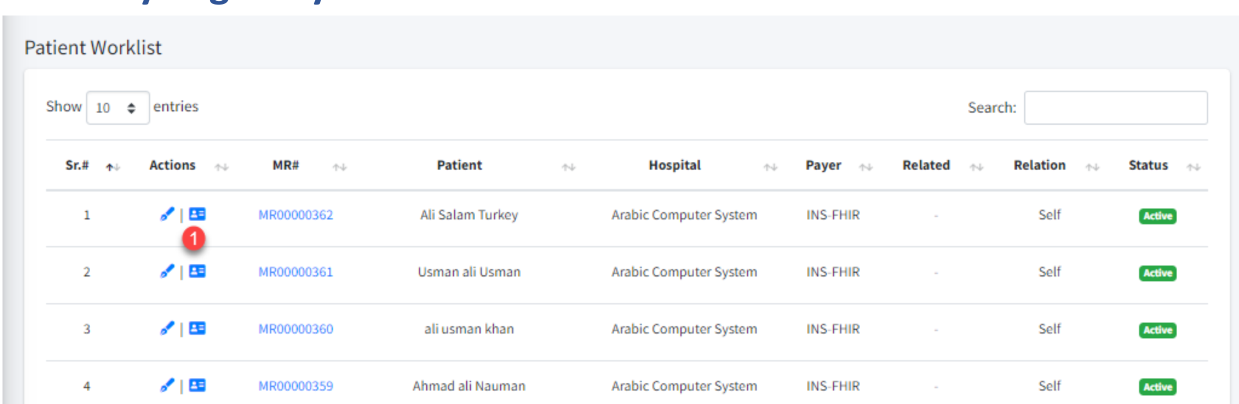


8. User can edit information by clicking on edit action.
9. Click patient MR# to view the patient registration detail.

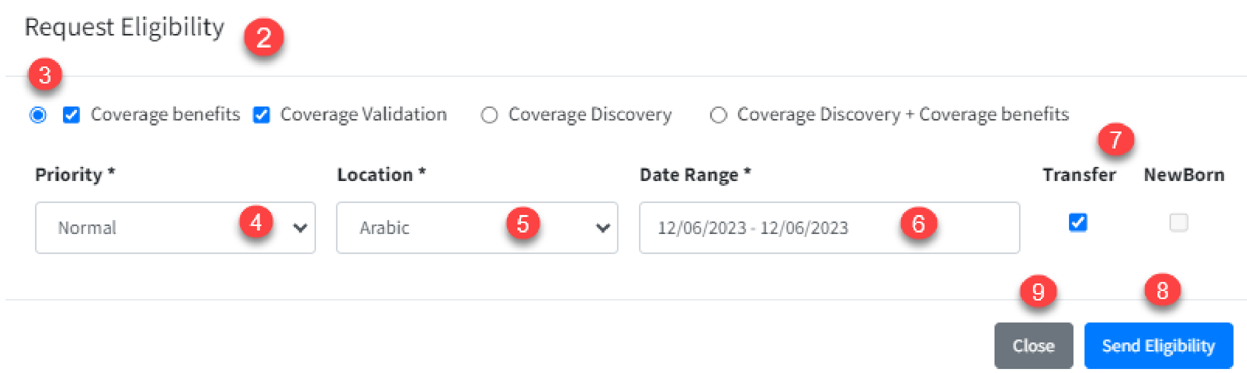


10. Enter MR Number.
11. Press search button to search the data

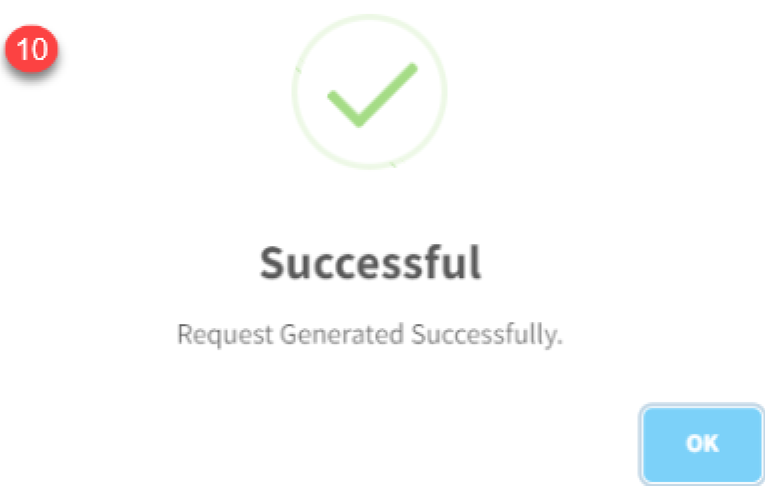
6. Verify Eligibility



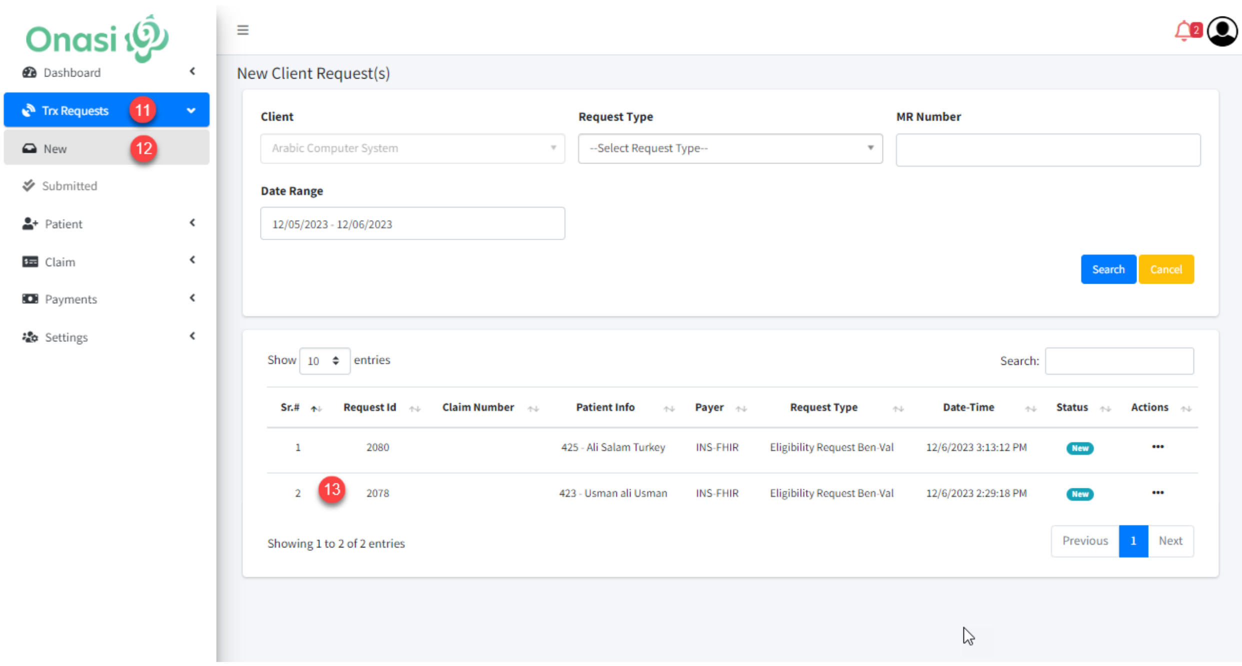
1. Click on the eligibility icon



2. Request Eligibility pop up appears
3. User selects his preferences Coverage benefits, Coverage Validation, Coverage Discovery or Coverage Discovery+Coverage benefits
4. Select Priority from drop down list
5. Select Location From drop down list
6. Add Date Range
7. Select checkbox Transfer or New Born (New Born checkbox will be enabled only when the patient's age is less than 90 days)
8. Press on Send Eligibility button
9. Close button will close the form



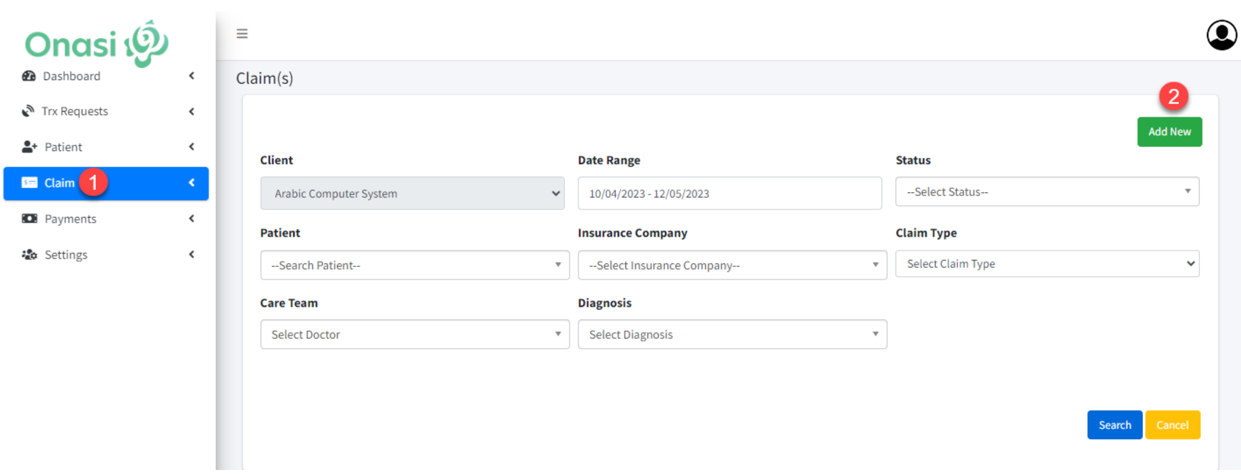
10. FHIR message has been generated successfully and ready to sent to Nphies



11. Click on the Trx Requests module.
12. Click on New Page.
13. Eligibility requests will pop up in the New requests page.

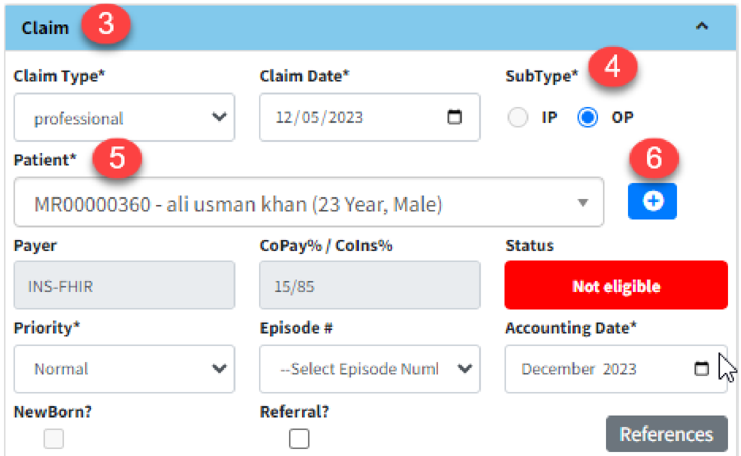
7. Claim

This page facilitates user to add a new claim and search the existing one.

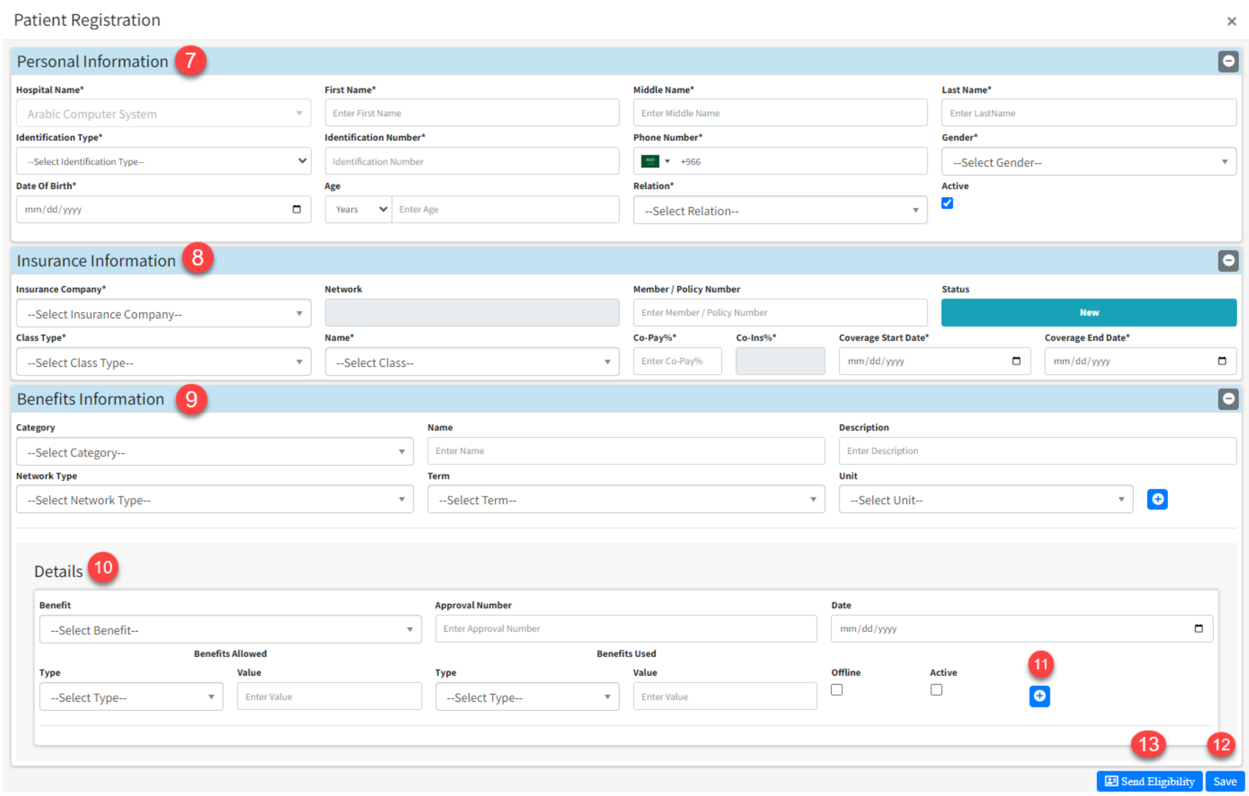


1. Click on the Claim module.
2. User can add a new claim by pressing the Add New button.

Biller Worklist:

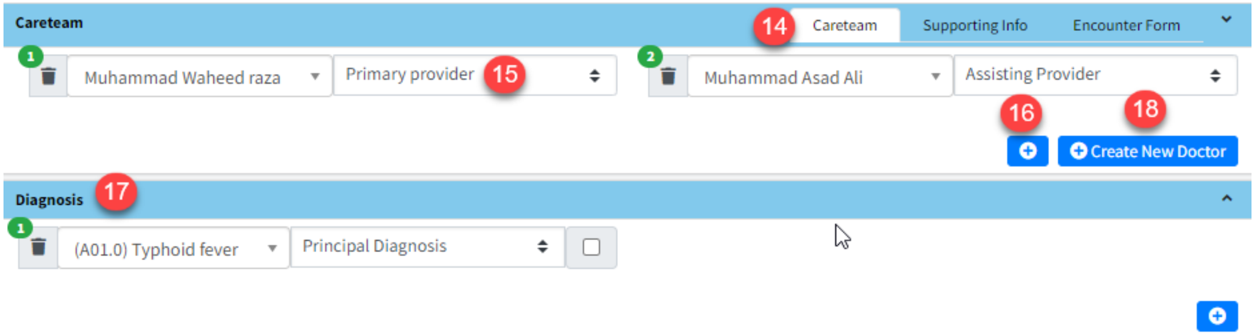


3. User can add all the details in the Claim section from here.
4. Specify the Subtype whether it's for Outpatient or Inpatient.
5. Search the patient from here.
6. Press the plus icon to register a new patient.

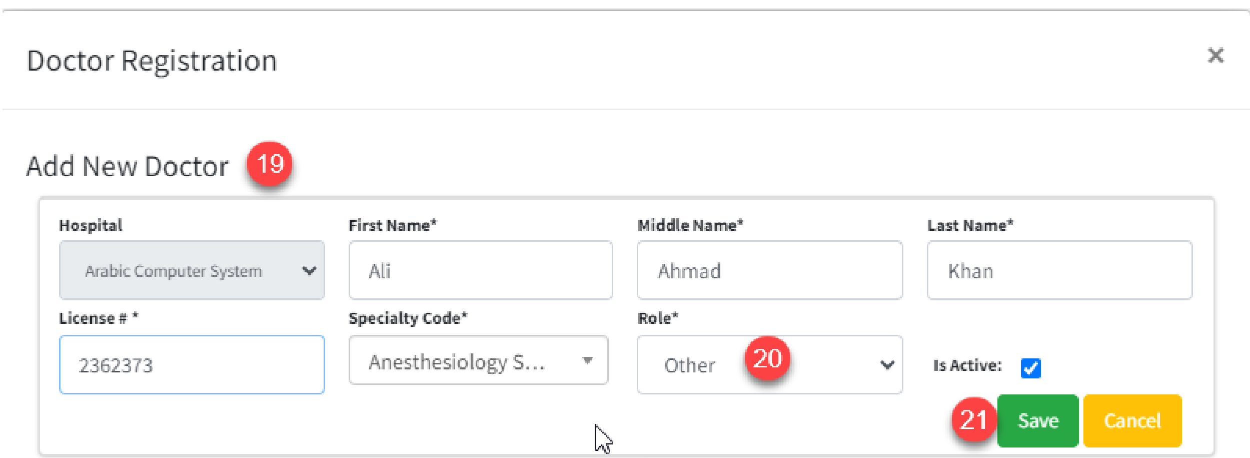


7. User can register a new patient by entering details in Personal Information section from here.
8. User can enter details in the Insurance Information section from here.
9. User can enter details in the Benefits Information section from here.

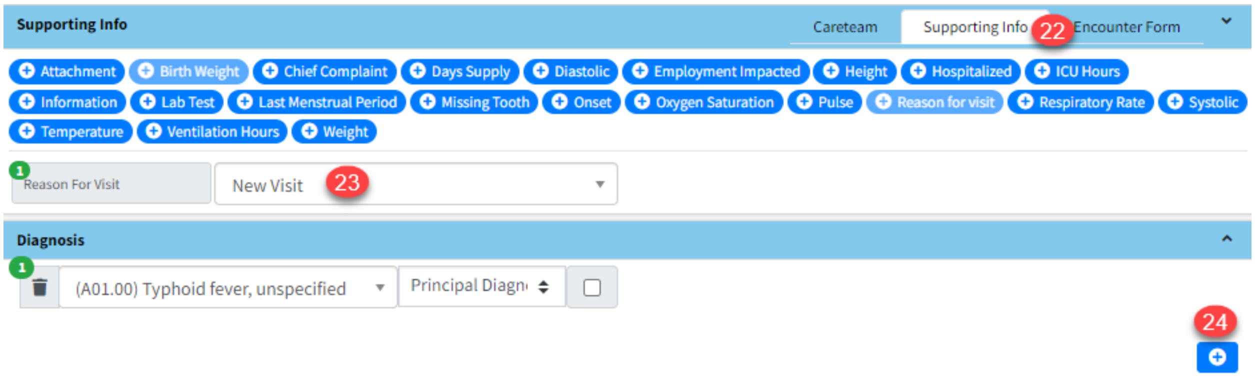
10. User can enter the details of the benefits from here.
11. Press the plus icon to add multiple data.
12. Press the Save button to save the form.
13. Send the eligibility directly by pressing the Send Eligibility button.



14. Click on the Careteam tab to add careteam.
15. Add Careteam. (one primary provider is mandatory as per NPHIES standard).
16. Press the plus icon to add more careteam providers.
17. Add diagnosis. (one principal diagnosis is mandatory as per NPHIES standard).
18. User can also create a new doctor by pressing the Create New Doctor button.

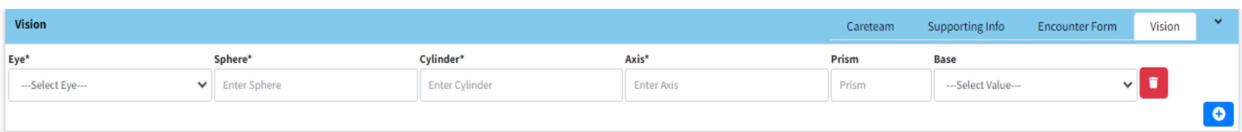


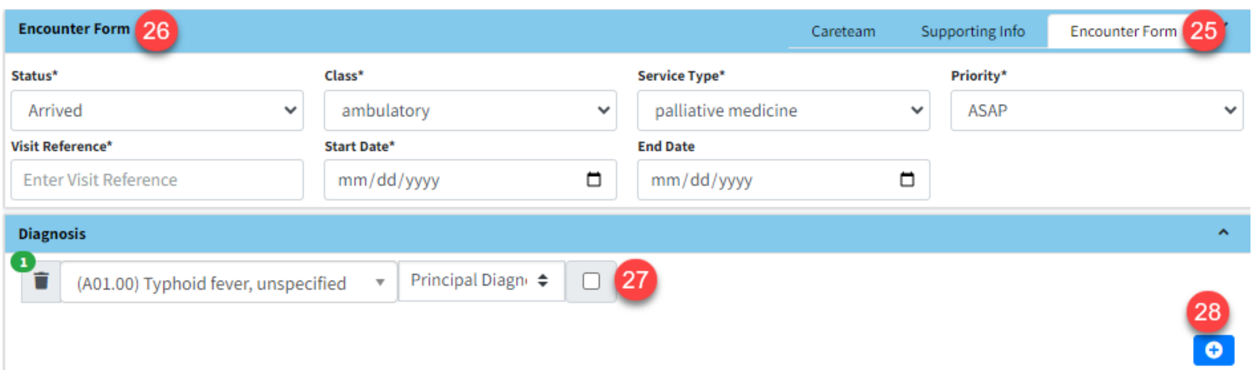
19. Enter all the details in the Add New Doctor section from here.
20. Specify the role for the doctor.
21. Press the Save button to save the data.



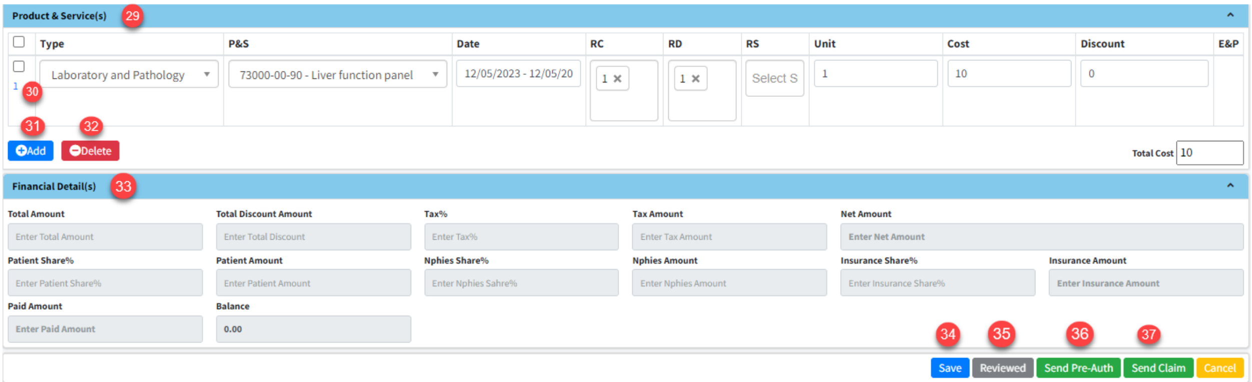
22. User can enter the Supporting Info from here.
23. Add Reason For Visit.
24. Add multiple diagnostics by pressing the plus icon.

Incase of claim type (optical) a new tab vision is shown.

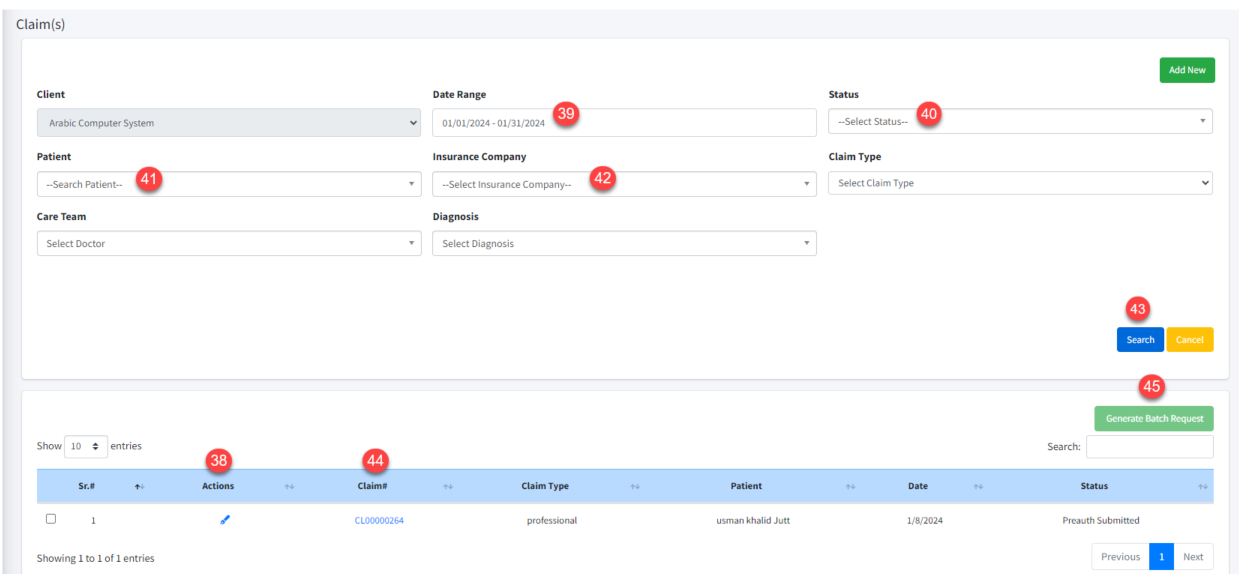




25. Click on the Encounter Form tab.
26. User can enter the details in the Encounter Form section from here.
27. Add Diagnosis details and select type .(As per NPHIES standard 1 diagnosis should be primary).
28. Press the plus icon to add multiple data.



29. User can enter the details in Product & Service(S) section
30. Enter Type, Product & Services from the drop-down menu, Date, Related Careteam, Related Diagnosis, Related Supporting Info will automatically pop up according to the already added data. Predefined Unit and Cost for the related type will automatically be filled.
31. Press Add button to add the data.
32. User can delete any record by clicking Delete button.
33. User can enter details in Financial Detail(S) section from here.
34. Press Save button to save the data.
35. Press Reviewed button to review the claim.
36. Press Send Pre-Auth button to send the authorization.
37. Press the Send Claim button to send.

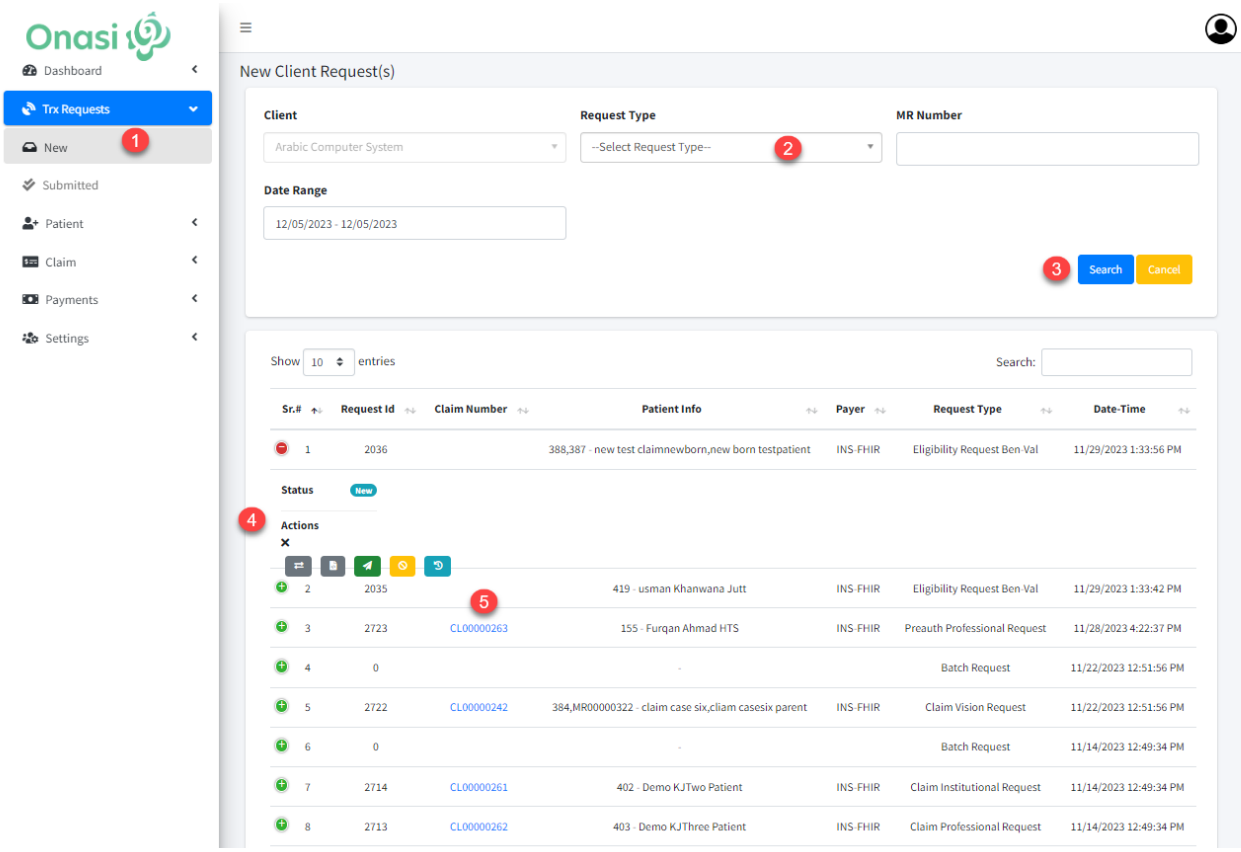


38. User can access the Edit action from here.
39. User can Search any existing claim by entering Date Range.
40. Selecting Status from the drop-down menu.
41. Selecting the Patient from here.

42. Selecting the Insurance Company from the drop-down menu and any other field if required.
43. Press the Search button to search the record.
44. User can also view the claim from here.
45. User can also generate the batch request from here.

8. Trx Requests

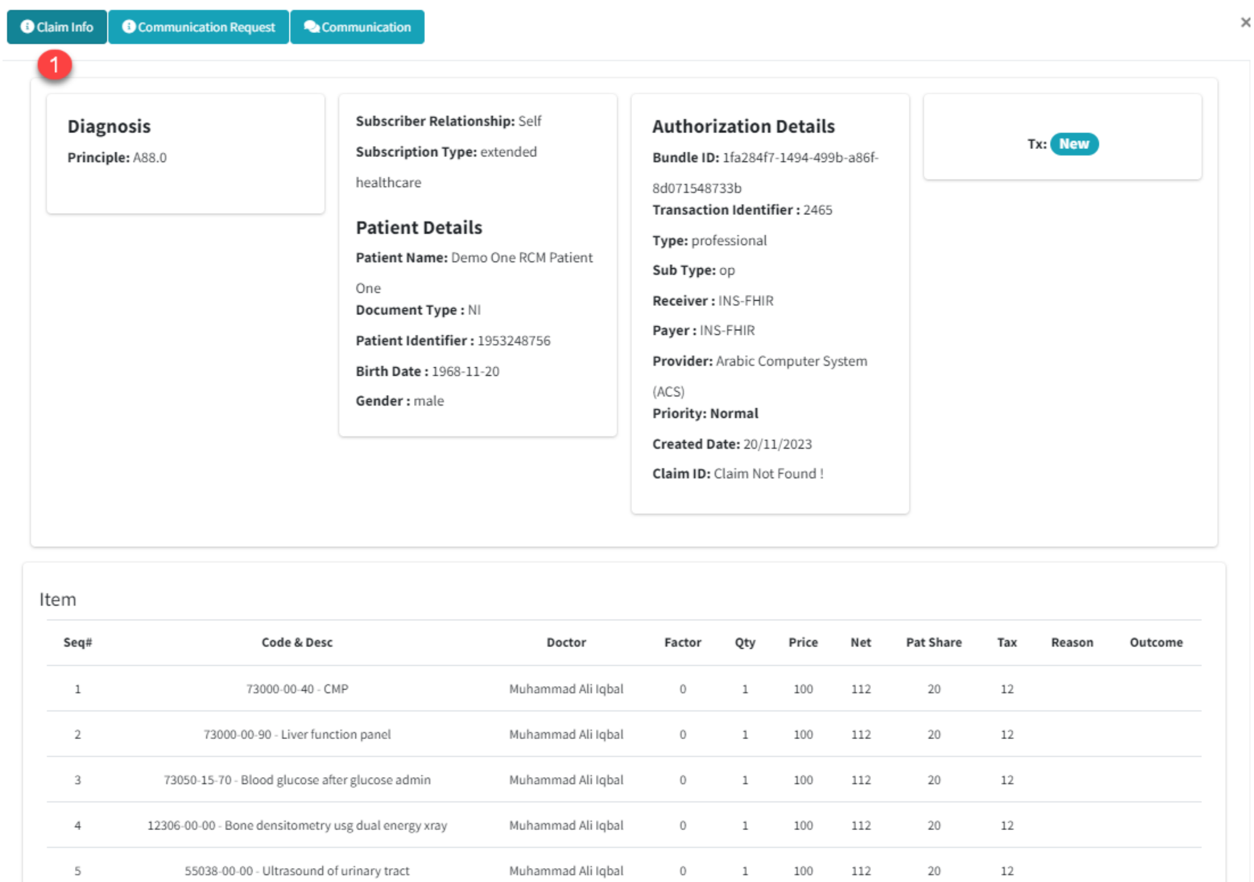
8.1 New Request



1. Click on New page all generated (Eligibility, Pre-auth and claim) requests will be displayed in new page and from here user will send these requests to NPHIES for the verification)
2. User can Search New Client Requests by adding one of any required field.
3. Press the Search button to perform the search operation.
4. All the Searched records or any new client request will be shown in the grid Click on the Action to view all the actions (Transaction View, Jason View, Send, Cancel, Logs)
5. Click on Claim number to view the claim detail.

Transaction View:

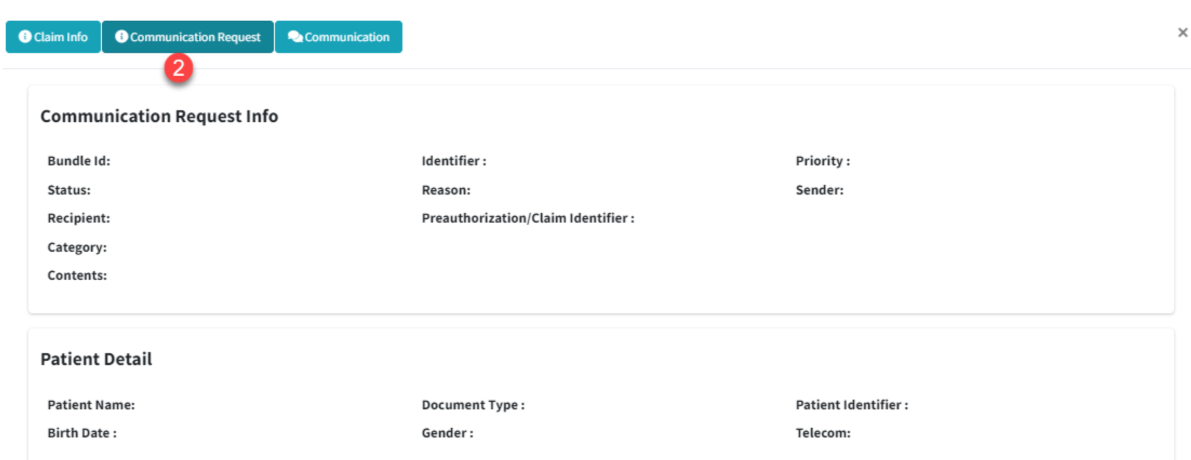
Claim Info:



**If the user wants to re-verify the data like patient info, insurance company info which he has entered in the claim earlier.

1. Select the Claim info button.

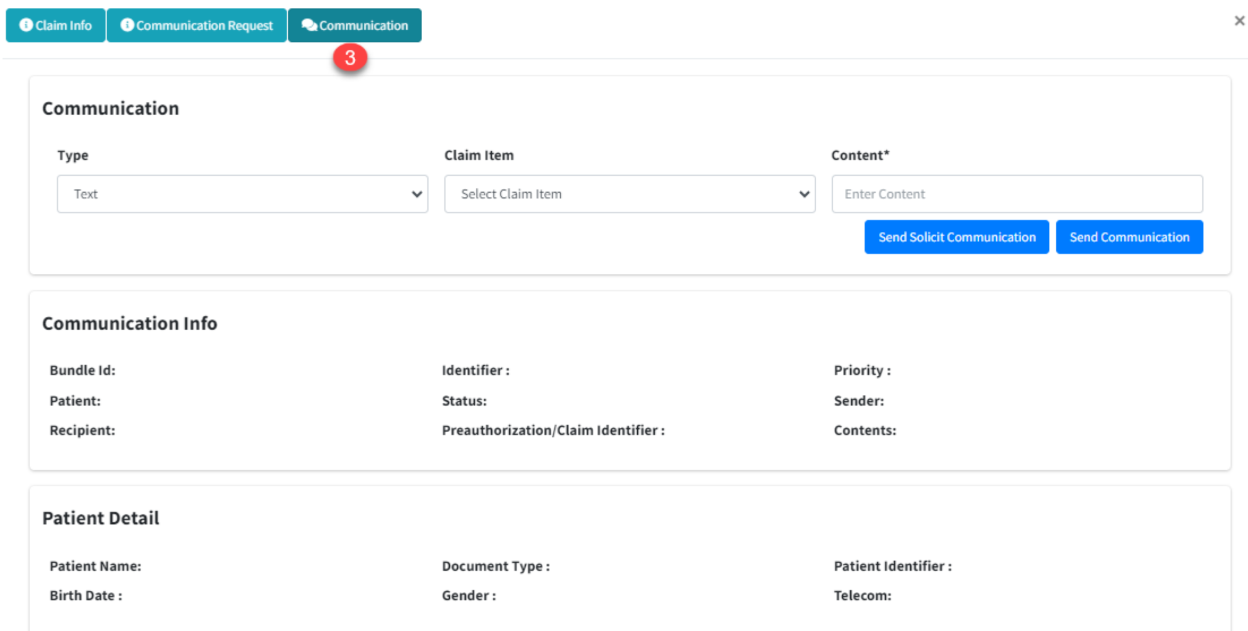
Communication Request



**If the user wants to view communication request details.

2. Click on the Communication Request button.

Communication



** If the user want to send any unsolicited communication request

3. Click on communication button

Select the type, text or file

Select the claim item reference

In case of text enter the context

In case of file browse file type

Click on send communication button

** If the user want to send any solicited communication request

Click on communication button

Select the type, text or file

Select the claim item reference

In case of text enter the context

In case of file browse file type

Click on send communication button

Jason View


```
{
    resourceType: "Bundle"
    id: "1fa284f7-1494-499b-a86f-8d071548733b"
  - meta: {
      - profile: [
            0: "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/bundle|1.0.0"
        ]
    }
    type: "message"
    timestamp: "2023-11-20T10:28:23.511+05:00"
  - entry: [
      - {
            fullUrl: "urn:uuid:96744e5d-57cd-4287-8b72-fa3c4d696dd3"
          - resource: {
                resourceType: "MessageHeader"
                id: "96744e5d-57cd-4287-8b72-fa3c4d696dd3"
              - meta: {
                  - profile: [
                        0: "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/message-header|1.0.0"
                    ]
                }
              - eventCoding: {
                    system: "http://nphies.sa/terminology/CodeSystem/ksa-message-events"
                    code: "claim-request"
                }
              - destination: [
                  - {
                        endpoint: "http://nphies.sa/license/payer-license/INS-FHIR"
                      - receiver: {
                            type: "Organization"
                          - identifier: {
                                system: "http://nphies.sa/license/payer-license"
                                value: "INS-FHIR"
                            }
                        }
                    }
                ]
              - sender: {
                    type: "Organization"
                  - identifier: {
                        system: "http://nphies.sa/license/provider-license"
                        value: "1010059725"
```


Audit Trails

Audit Trial(s)

×

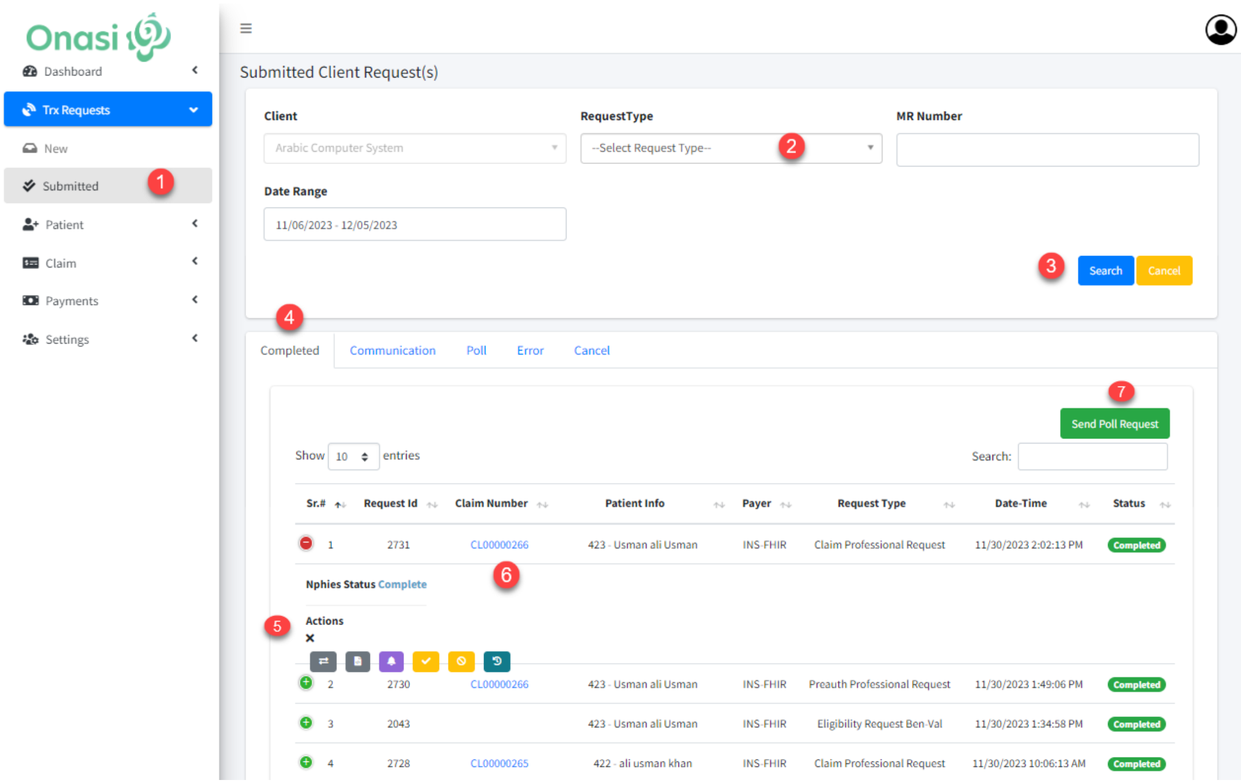
Sr.#	Status	Date-Time	Request Type	Seen By	Reading Notes	View
1	New	11/29/2023 4:40:22 PM	Preauth Professional Request	admin1 12/7/2023 10:05:09 AM		

** If the user wants to view audit trials

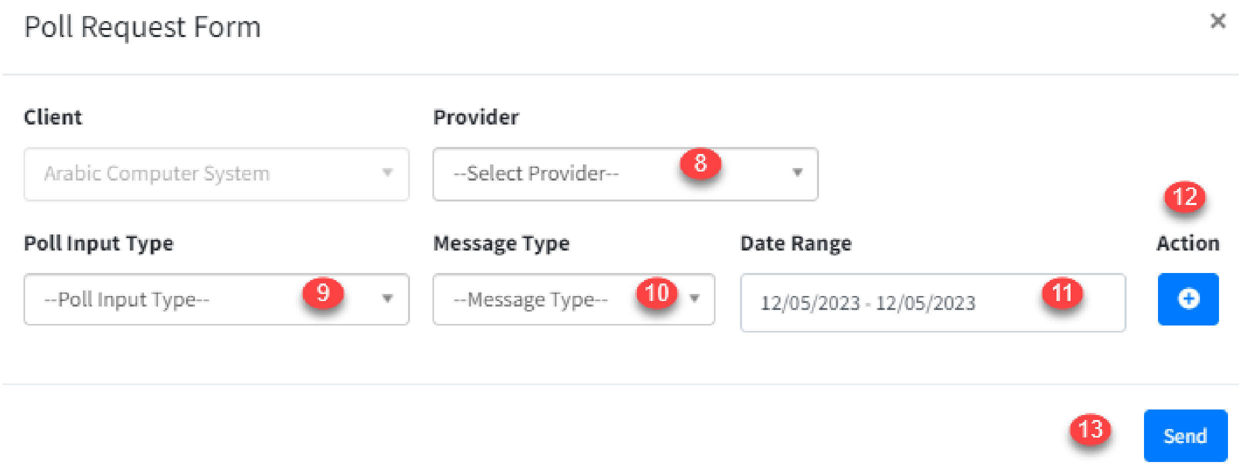
Click on the logs icon.

User can view Request log, Jason and can also download jason from here

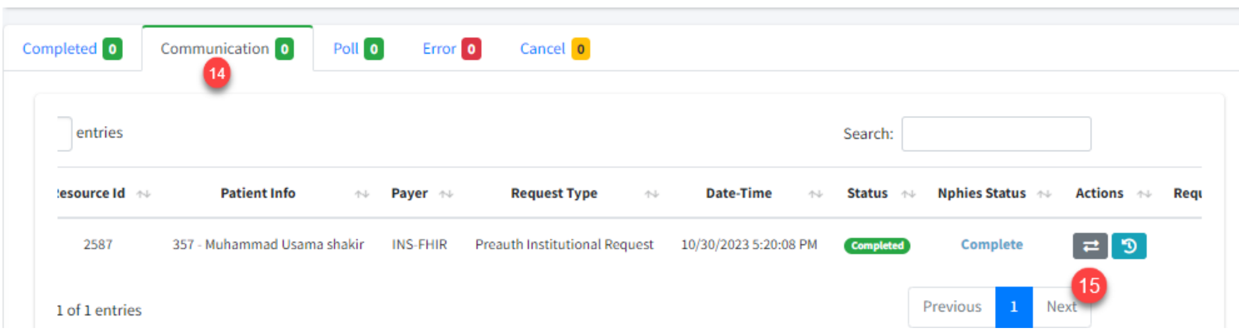
8.2 Submitted



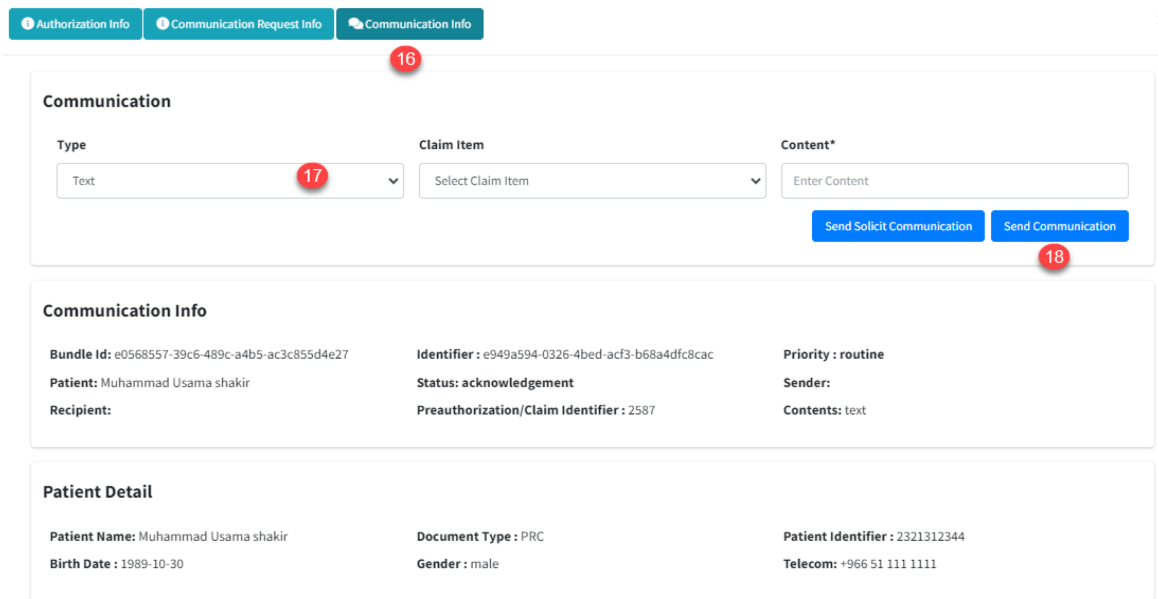
1. Click on the Submitted page.
2. Fill Request type field.
3. Press the search button.
4. Press the completed tab to view all completed requests that are approved by NPHIES.
5. User can view all the actions by clicking on an action that includes the transaction view, Jason view, notify icon, check status, cancel status and can also view the logs.
6. User can view Claim details by clicking on claim number in the grid.
7. User can send poll request by clicking on Send poll request button.



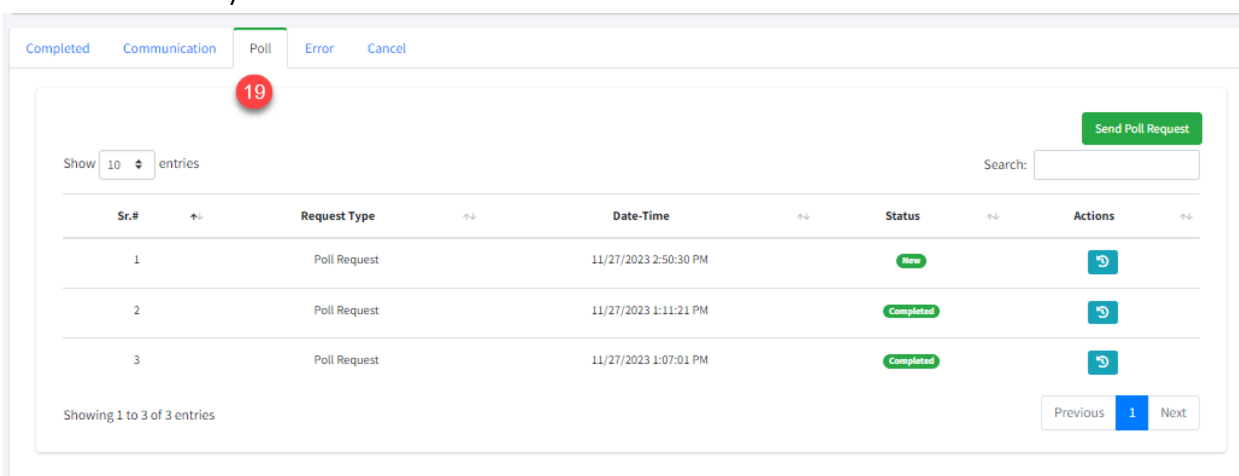
8. To send the poll request user select Provider from drop down list.
9. Select Poll input Type.
10. Select Message Type.
11. Select Date Range.
12. Click on the Add icon to add more detail.
13. Press the send button.



14. To view & send communication requests the user will click on the communication tab.
15. User will click on the transaction view.

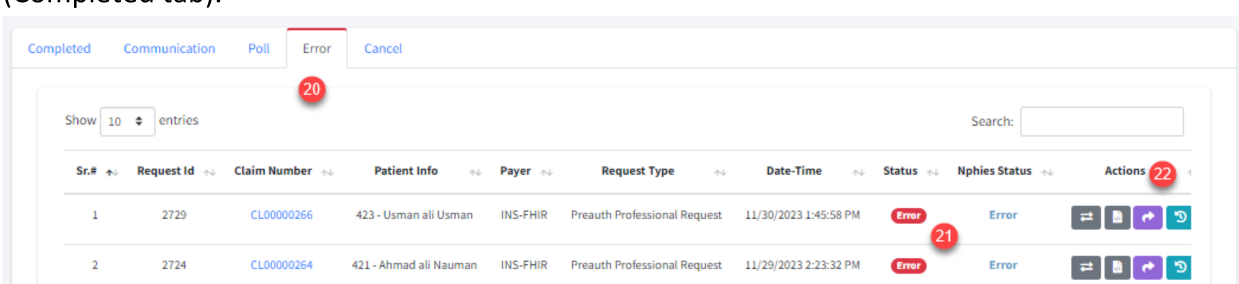


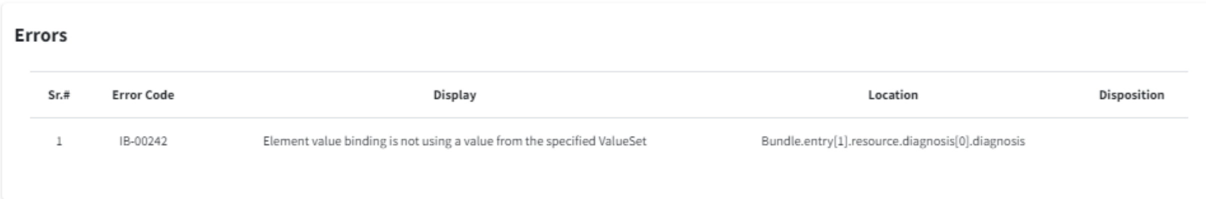
16. Click on the communication info tab.
17. Select the type.
18. Click on send communication button (this communication request will be directly sent to NPHIES).



19. By pressing the poll tab user can view all the poll requests that are sent by user

**User can also poll requests from this tab as well as in the completed tab discussed as above (Completed tab).

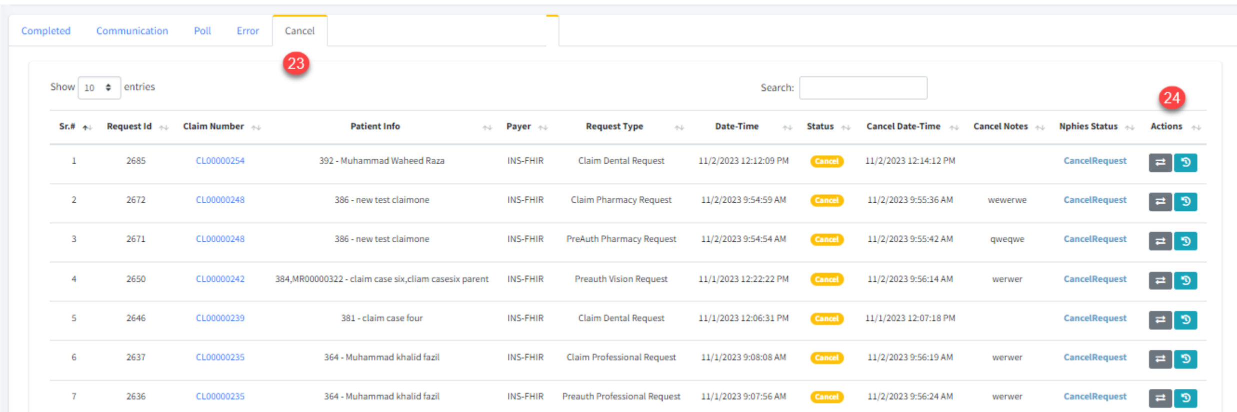




Errors

Sr.#	Error Code	Display	Location	Disposition
1	IB-00242	Element value binding is not using a value from the specified ValueSet	Bundle.entry[1].resource.diagnosis[0].diagnosis	

20. Press the error tab
21. Click on the error status this will show all the error status that has sent by Naphies
22. User can view actions from here.



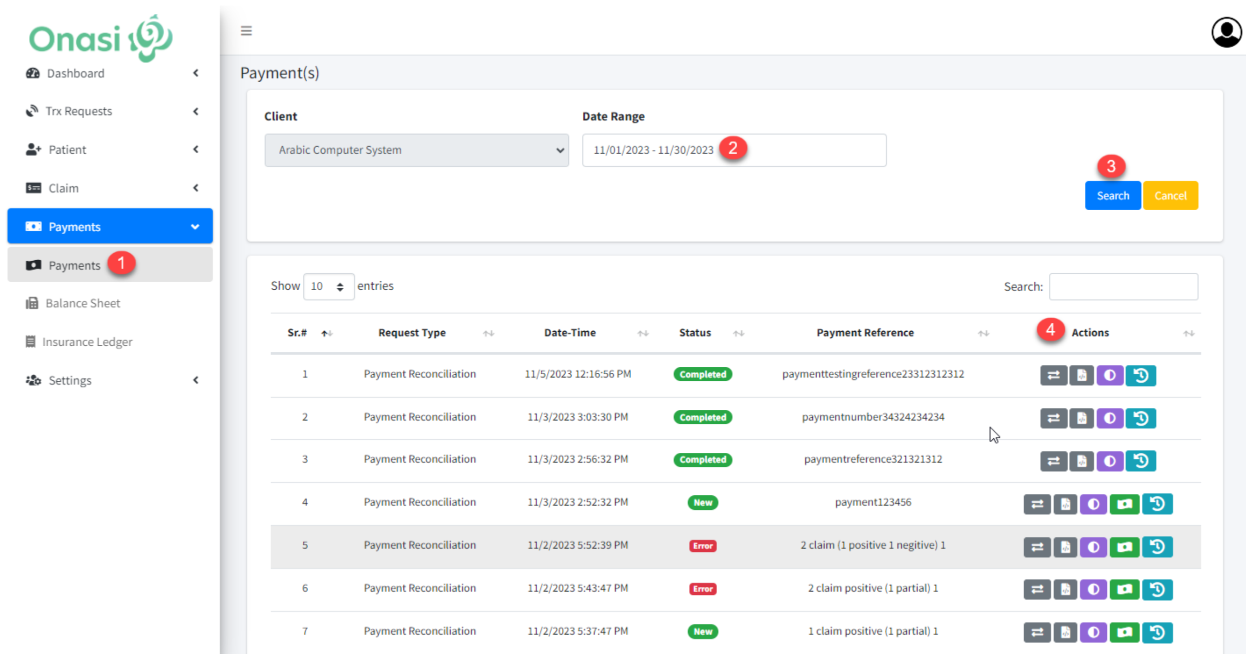
Sr.#	Request Id	Claim Number	Patient Info	Payer	Request Type	Date-Time	Status	Cancel Date-Time	Cancel Notes	Nphies Status	Actions
1	2685	CL00000254	392 - Muhammad Waheed Raza	INS-FHIR	Claim Dental Request	11/2/2023 12:12:09 PM	Cancel	11/2/2023 12:14:12 PM		CancelRequest	
2	2672	CL00000248	386 - new test claimone	INS-FHIR	Claim Pharmacy Request	11/2/2023 9:54:59 AM	Cancel	11/2/2023 9:55:36 AM	wewerwe	CancelRequest	
3	2671	CL00000248	386 - new test claimone	INS-FHIR	PreAuth Pharmacy Request	11/2/2023 9:54:54 AM	Cancel	11/2/2023 9:55:42 AM	qweqwe	CancelRequest	
4	2650	CL00000242	384,MR00000322 - claim case six,cliam casesix parent	INS-FHIR	Preauth Vision Request	11/1/2023 12:22:22 PM	Cancel	11/2/2023 9:56:14 AM	werwer	CancelRequest	
5	2646	CL00000239	381 - claim case four	INS-FHIR	Claim Dental Request	11/1/2023 12:06:31 PM	Cancel	11/1/2023 12:07:18 PM		CancelRequest	
6	2637	CL00000235	364 - Muhammad khalid fazil	INS-FHIR	Claim Professional Request	11/1/2023 9:08:08 AM	Cancel	11/2/2023 9:56:19 AM	werwer	CancelRequest	
7	2636	CL00000235	364 - Muhammad khalid fazil	INS-FHIR	Preauth Professional Request	11/1/2023 9:07:56 AM	Cancel	11/2/2023 9:56:24 AM	werwer	CancelRequest	

23. Press Cancel tab to view all requests that are canceled by the user.
24. User can View action from here.

9. Payments

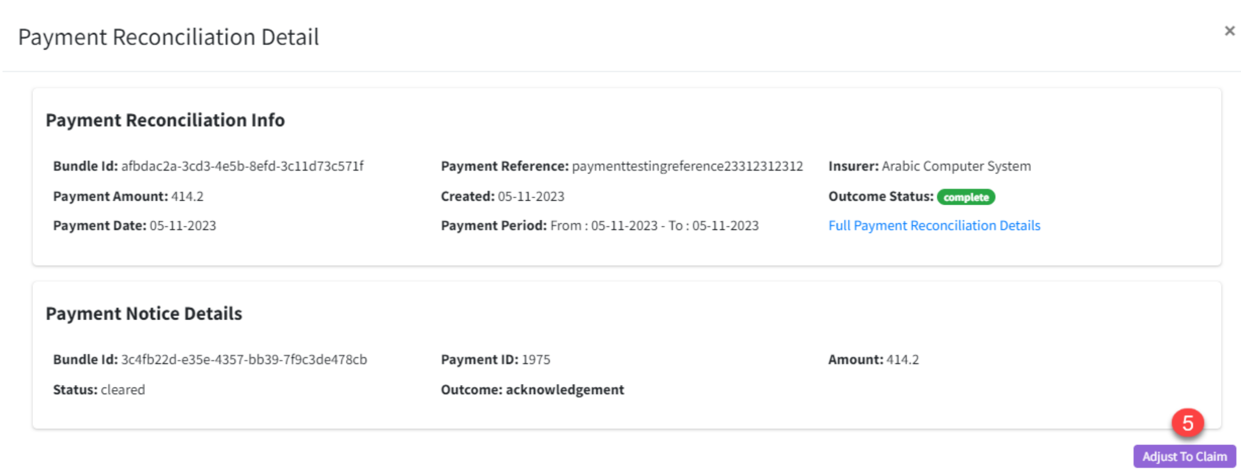
9.1 Search Payment

All the payment reconciliation requests which user POLL from NPHIES will be displayed in the page.



1. Click on the Payments page within the Payments module.
2. Select Date Range from here.
3. Press the Search button to search the data.
4. User can also access the actions like Transaction view, Jason view, Adjust to Claim and Audit Trial from here.

Transaction View



5. Click on the Adjust To Claim button to adjust the payments automatically with the claims whose payment is received.

** If the user wants to see Full payment reconciliation details, the user will click on the link.

Jason Viewer

```
{
    resourceType: "Bundle"
    id: "c18be335-9070-4c1a-9bc4-d24e5198021e"
  - meta: {
      - profile: [
            0: "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/bundle|1.0.0"
        ]
    }
    type: "message"
    timestamp: "2023-11-05T12:25:43.772+03:00"
  - entry: [
      - {
            fullUrl: "http://nphies.sa/MessageHeader/840b40a3-651c-4b8d-91d9-c714815d465a"
          - resource: {
                resourceType: "MessageHeader"
                id: "840b40a3-651c-4b8d-91d9-c714815d465a"
              - meta: {
                  - profile: [
                        0: "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/message-header|1.0.0"
                    ]
                }
              - eventCoding: {
                    system: "http://nphies.sa/terminology/CodeSystem/ksa-message-events"
                    code: "acknowledgement"
                }
              - destination: [
                  - {
                        endpoint: "http://his.nhtc.com.sa"
                      - receiver: {
                            type: "Organization"
                          - identifier: {
                                system: "http://nphies.sa/license/provider-license"
                                value: "1010059725"
                            }
                        }
                    }
                ]
              - sender: {
                    type: "Organization"
                  - identifier: {
                        system: "http://nphies.sa/license/nphies"
                        value: "NPHIES"
                    }
                }
```


Audit Trial

Audit Trial(s)

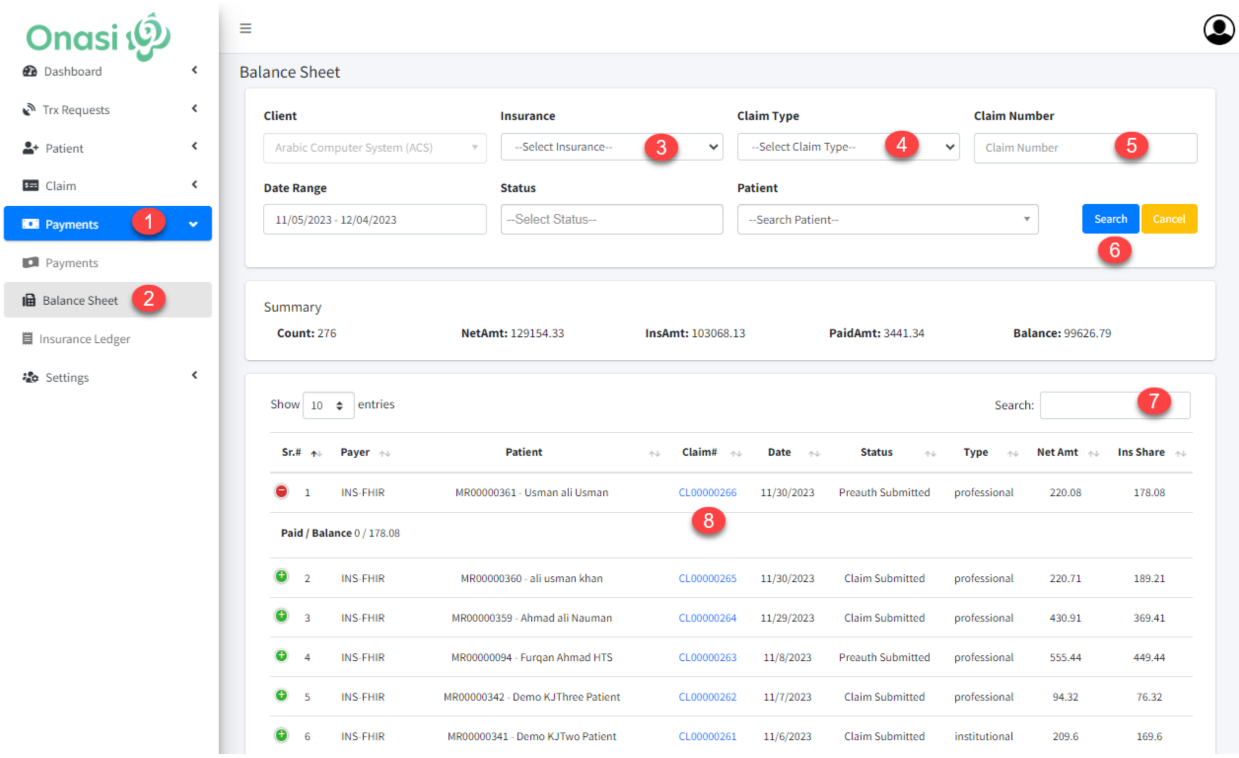
×

Sr.#	Status	Date-Time	Request Type	Seen By	Reading Notes	View
1	New	11/5/2023 12:16:56 PM	Payment Reconciliation			
2	Notified	11/5/2023 12:25:17 PM	Payment Reconciliation			
3	New	11/5/2023 12:25:43 PM	Payment Notice			
4	Send	11/5/2023 12:25:43 PM	Payment Notice			
5	Completed	11/5/2023 12:25:43 PM	Payment Notice			
6	Notified	11/6/2023 9:57:31 AM	Payment Reconciliation			
7	Notified	11/14/2023 10:30:57 AM	Payment Reconciliation			
8	Notified	11/14/2023 10:57:18 AM	Payment Reconciliation			

** If the user wants to view audit trials

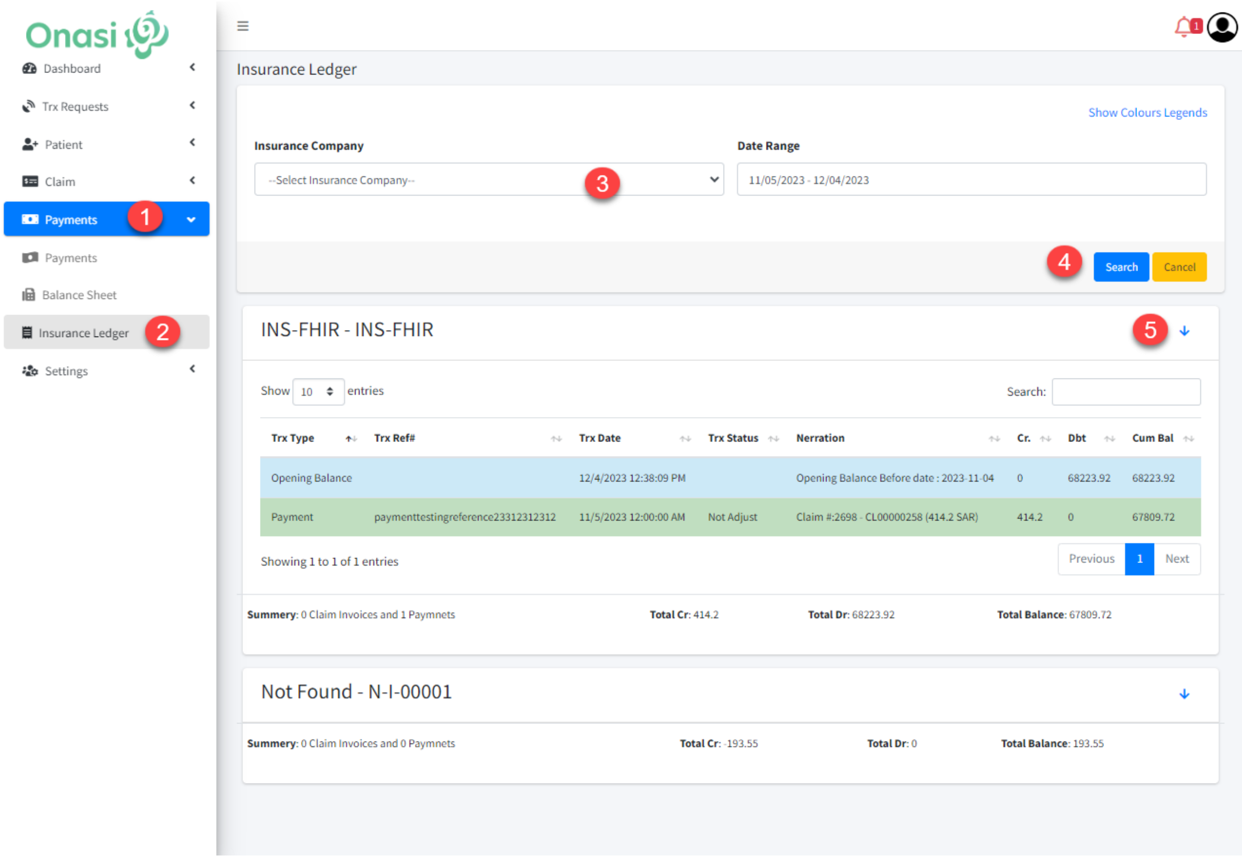
Click on the logs icon.

9.2 Balance Sheet



1. Click on the Payments module.
2. User can search any existing balance sheet from here.
3. Select Insurance from the drop-down menu.
4. Select Claim Type from the drop-down menu.
5. Enter Claim Number or any other field if required.
6. Press the Search button to search the data.
7. User can search any record from here.
8. User can view the claim by clicking on the Claim#

9.3 Insurance ledger



1. Click on the Payments module.
2. User can search any Insurance Ledger from here.
3. Select Insurance Company from the drop-down menu.
4. Press the Search button to search the data.
5. Click on the arrow down icon to min, max the searched record.