



**Revenue Cycle Management (RCM) System
User Manual**

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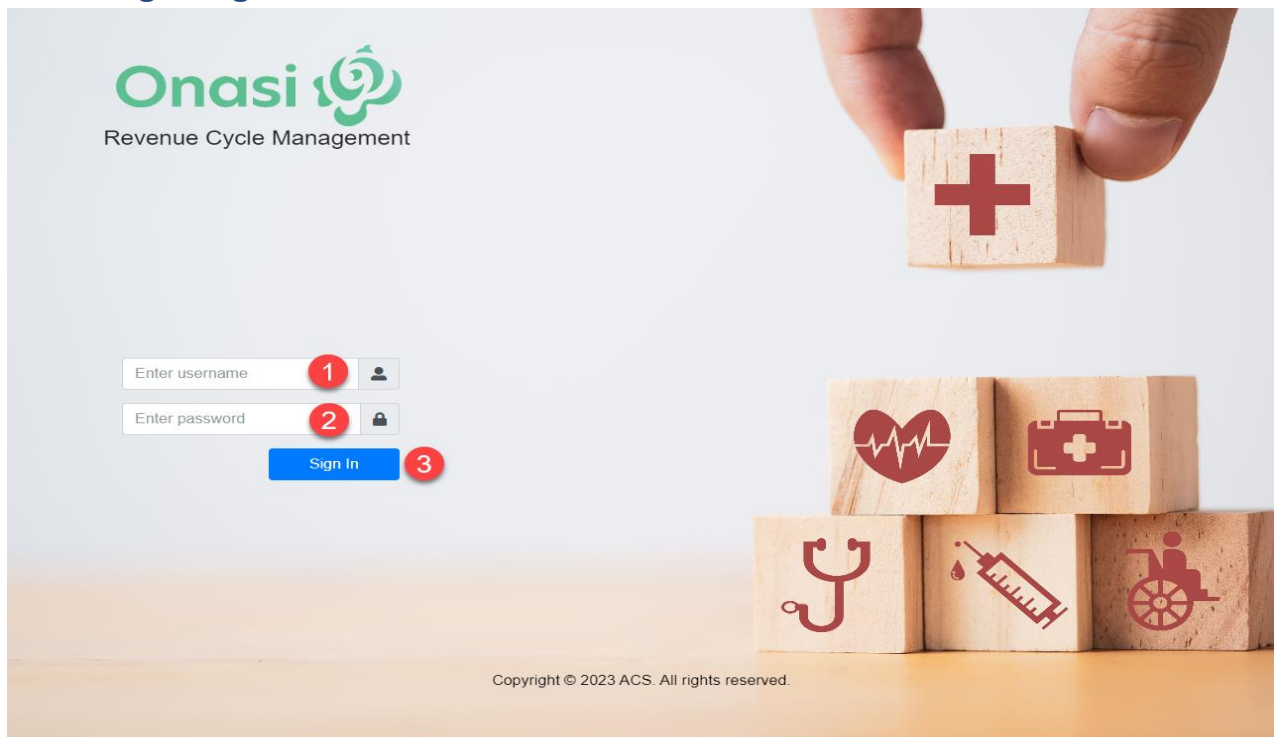
URL: nis.nhtc.com.sa	Login: admin1	Password: 12345678
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1. Introduction

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.

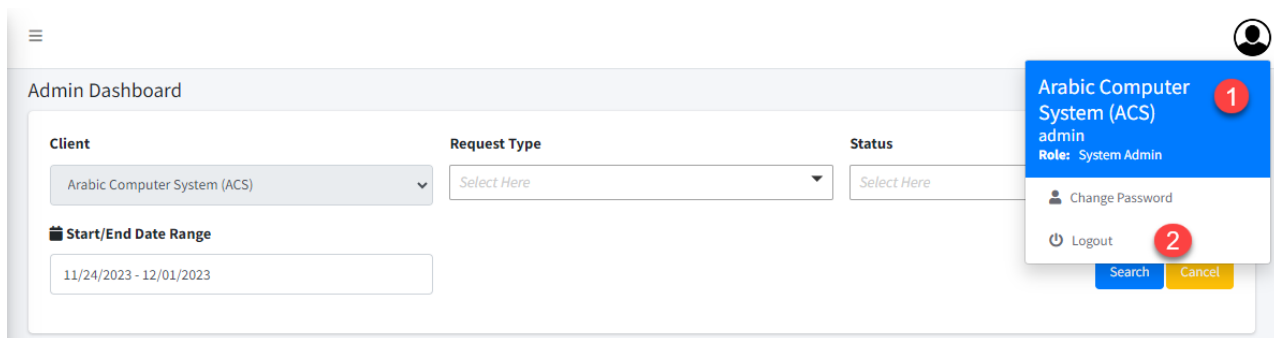
2. Login Process

2.1 Login Page



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

2.2 Logout Page



Admin Dashboard

Client: Arabic Computer System (ACS) | Request Type: Select Here | Status: Select Here

Start/End Date Range: 11/24/2023 - 12/01/2023

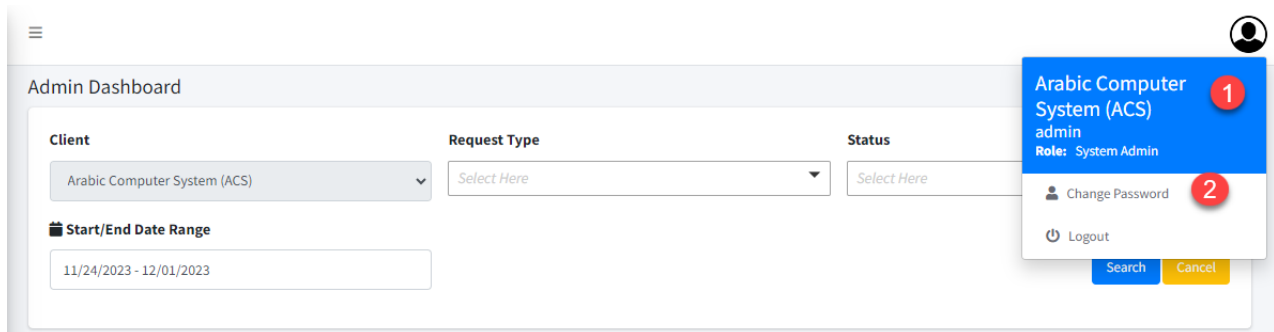
User Profile: Arabic Computer System (ACS) admin, Role: System Admin

Change Password | Logout

Search | Cancel

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

2.3 Change Password



Admin Dashboard

Client: Arabic Computer System (ACS) | Request Type: Select Here | Status: Select Here

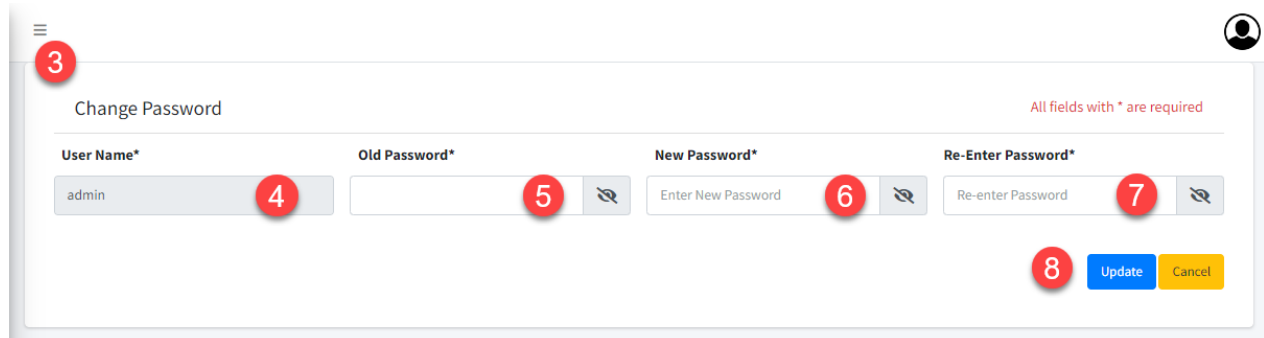
Start/End Date Range: 11/24/2023 - 12/01/2023

User Profile: Arabic Computer System (ACS) admin, Role: System Admin

Change Password | Logout

Search | Cancel

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



Change Password

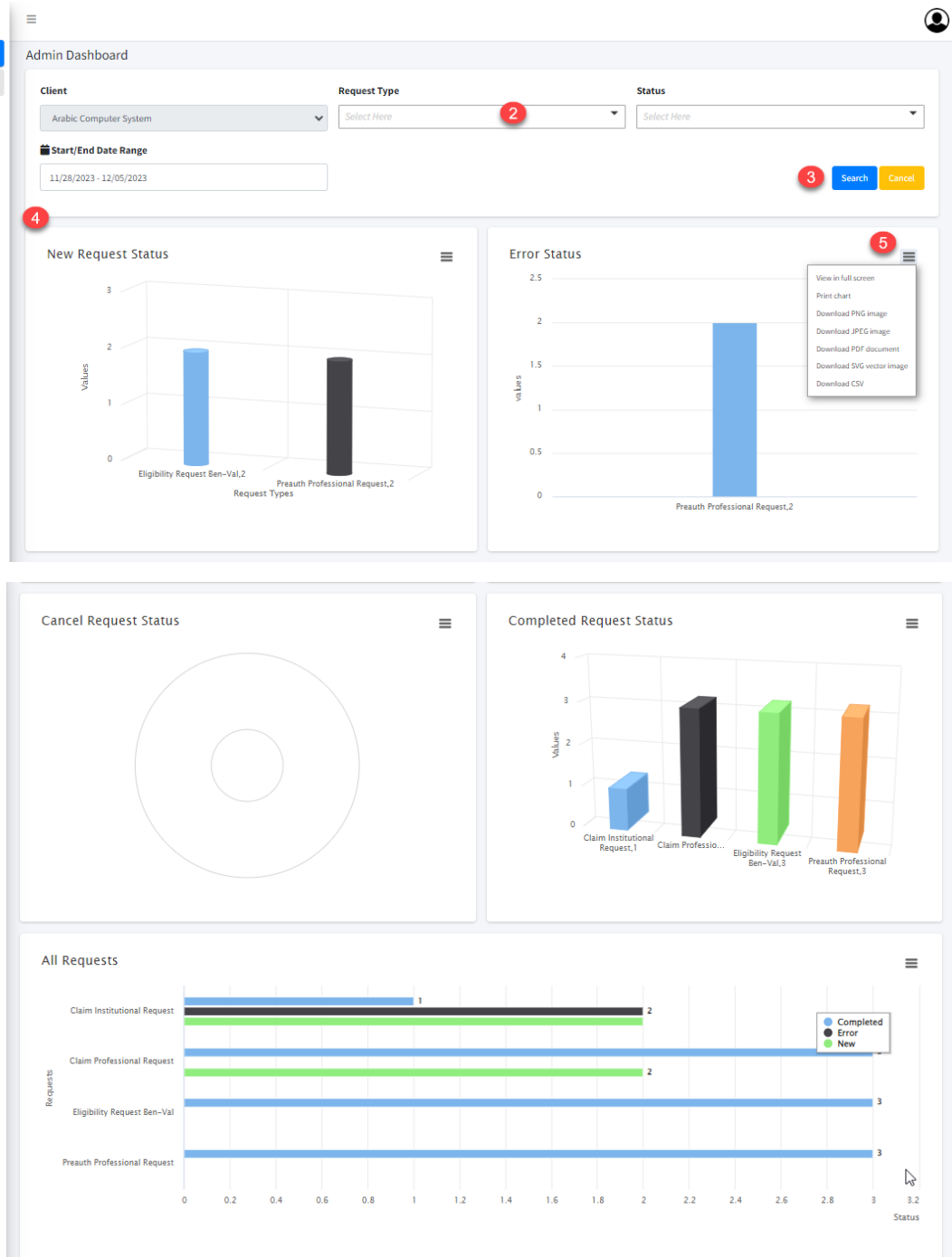
All fields with * are required

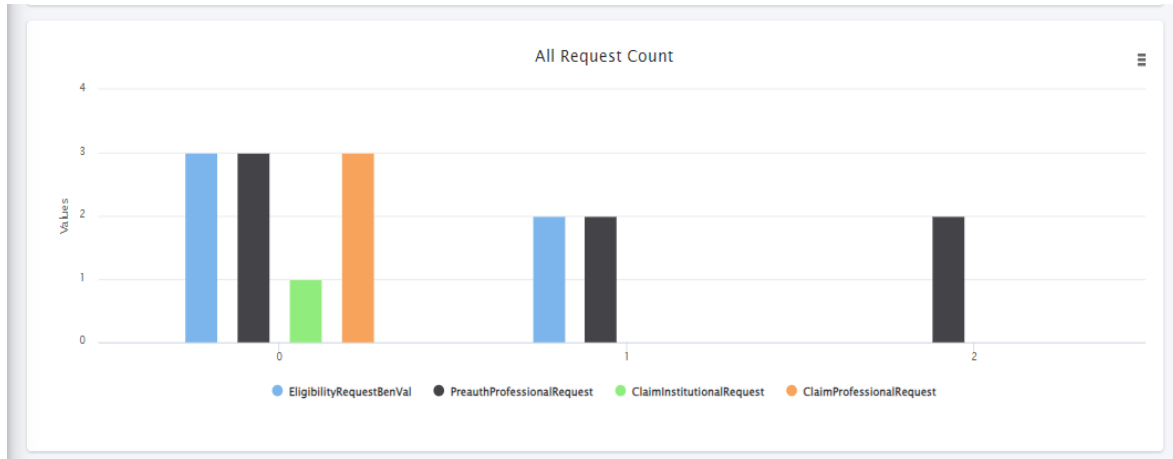
User Name*: admin | Old Password*: | New Password*: Enter New Password | Re-Enter Password*: Re-enter Password

Update | Cancel

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



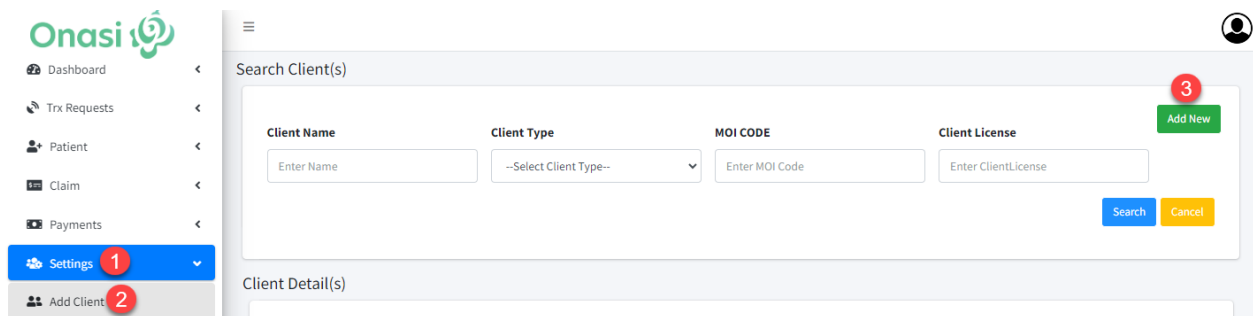


1. Click on the Dashboard module and the user is navigated to the Dashboard.
2. Select Request Type, Status or Start/End Date Ranges from the drop down list.
3. Press the Search button to search the data.
4. Related graphical depiction of New Request Status, Error Status, Cancel Request Status, Completed 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.

Client Registration



Add New Client

Client Name *

Client Type *

MOI CODE *

Client License *

Address

Active: ☒

Location

Location Type

Name

License #

Organization Url

Active: ☒

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 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 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.

Account Emails



Person Name*	Designation*	Email Address*	Active
<input type="text" value="Enter Person Name"/>	<input type="text" value="Enter Designation"/>	<input type="text" value="Enter Email Address"/>	<input checked="" type="checkbox"/>
			<div>16</div> <div>+</div> <div>17</div> <div>Save</div>

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.



Search Client(s)

Client Name	Client Type	MOI CODE	Client License
<input type="text" value="Enter Name"/>	<input type="text" value="--Select Client Type--"/>	<input type="text" value="Enter MOI Code"/>	<input type="text" value="Enter ClientLicense"/>
			<div>20</div> <div>Search</div> <div>Cancel</div>

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.

Add User(s)

Personal Info

First Name *

Enter First Name

2

Middle Name *

Enter Middle Name

3

Last Name *

Enter Last Name

4

Date Of Birth

mm/dd/yyyy

Gender

Select Gender

Phone Number

Enter Phone Number

Identification Number

Enter CNIC Number

Registration Number*

Enter Registration Numer

5

Address

Enter Address

Login Info

User Name *

Enter User Name

6

User Password *

Enter Password

7

Email Address*

Enter Email Address

8

User Role

Description

Enter Description

Role *

--Select Role Type--

9

Client *

Arabic Computer System (ACS)

10

Is Active:

☒

11

Save

Cancel

User Detail(s)

Show

10

entries

Search:

Sr#	Edit	User Name	Client	Role	Created On	Status
1	<div></div>	admin	Arabic Computer System (ACS)	System Admin	11/23/2022 4:43:46 PM	Active

Showing 1 to 1 of 1 entries

Previous

1

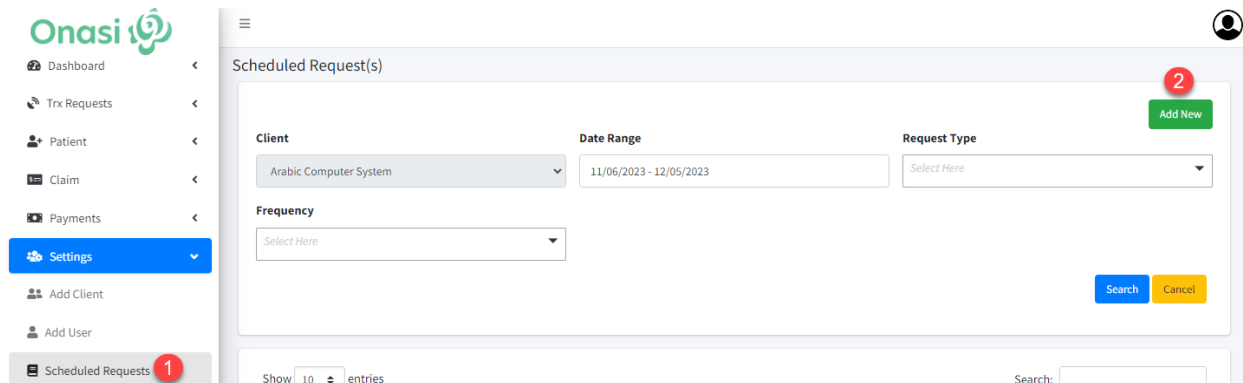
Next

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.

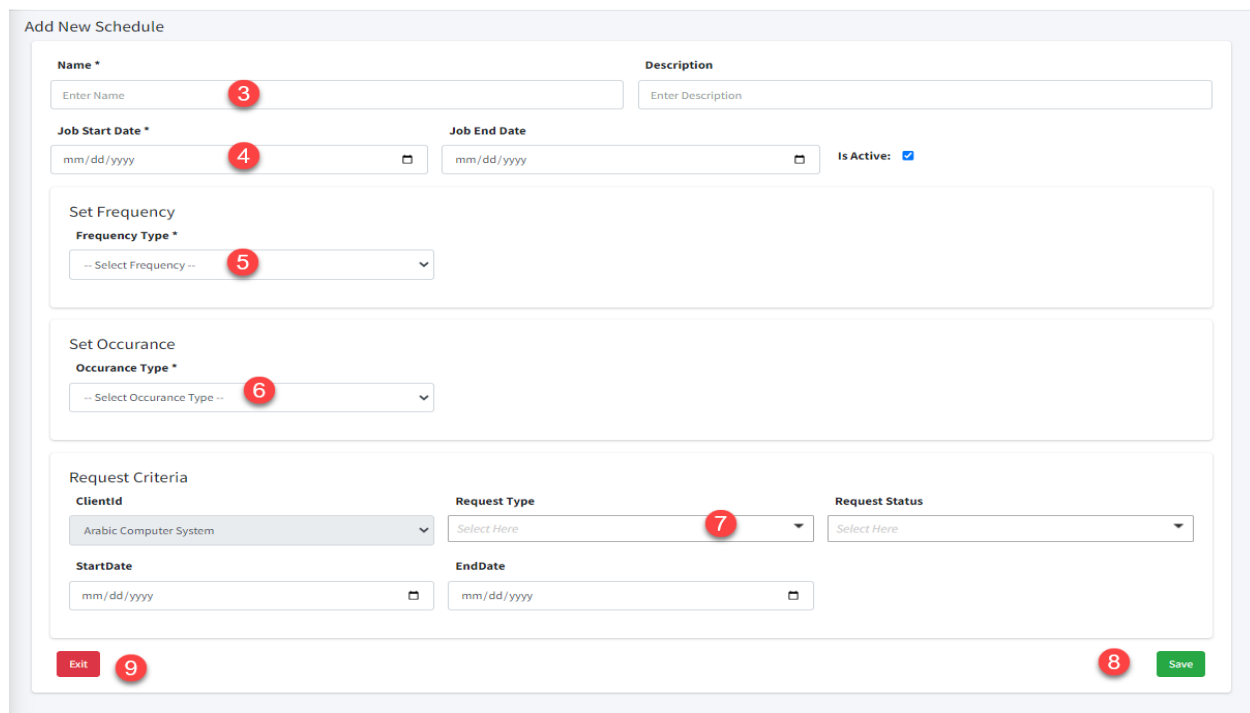
9. Select Role from the drop-down menu.
10. Select Client from the drop-down menu.
11. Press the Save button to save the information
12. User can also edit the data by clicking on Edit action.

4.3 Scheduled Requests

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

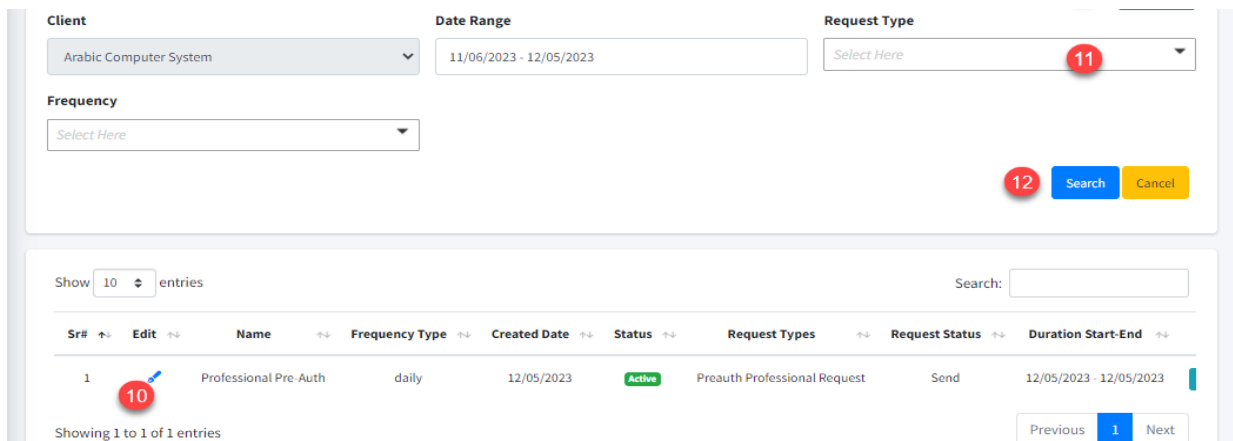


1. User can schedule requests by clicking on the Scheduled Requests page.
2. User can add new schedule by clicking Add New button.



3. Enter Name.

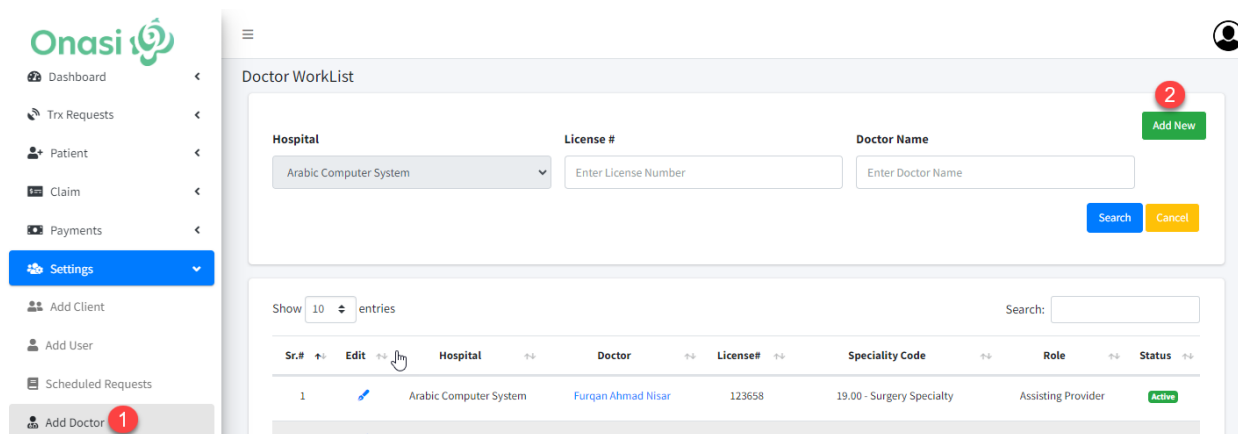
4. Entering Job Start Date.
5. Select Frequency Type from the drop-down menu.
6. Select Occurrence Type from the drop-down menu.
7. Select Request Type from the drop-down menu.
8. User can save the data on clicking the Save button.
9. User can exit the form by clicking the Exit button.



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.

Add New Doctor

Hospital
Arabic Computer Sys...

First Name*
Enter FirstName
3

Middle Name*
Enter MiddleName
4

Last Name*
Enter LastName
5

License #*
Enter LicenseNumber
6

Specialty Code*
--Select Speciality C...
7

Role*
--Select Role--
8

Is Active: ☒

9
Save
Cancel

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.

Doctor WorkList

Hospital
Arabic Computer System

License #
Enter License Number

Doctor Name
Enter Doctor Name
11

Add New

Search
Cancel

Show 10 entries

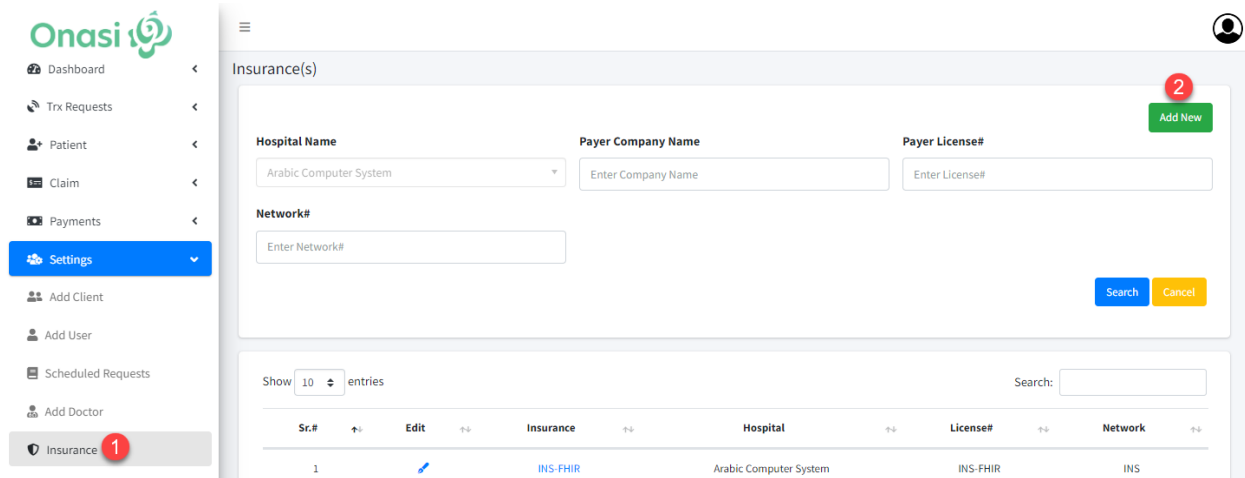
10

Sr.#	Edit	Hospital	Doctor	License#	Speciality Code	Role	Status
1	10	Arabic Computer System	Furqan Ahmad Nisar	123658	19.00 - Surgery Specialty	Assisting Provider	Active

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.

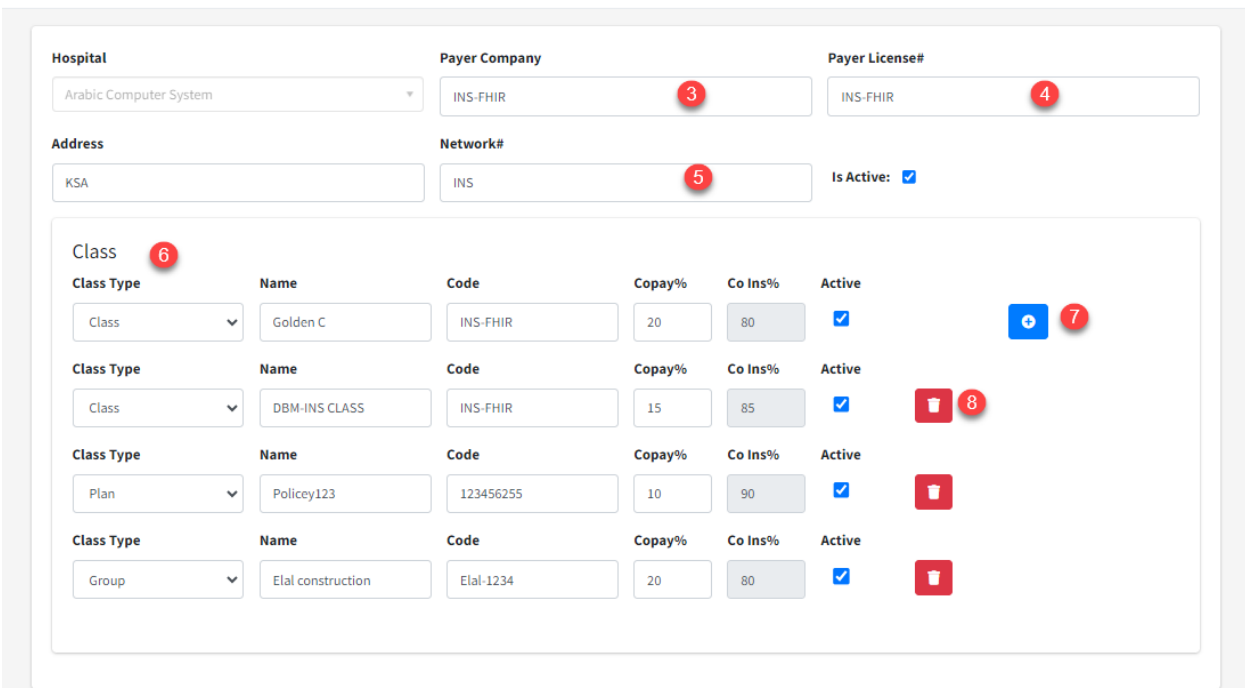
4.5 Insurance

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.

Insurance Detail(s)



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

Product & Service Costing

Product & Services Type Procedures on nervous system 9 **Search Filter** --Select No-- 10 12 Search Items Move

UnMapped

ID	Code	Description	Insurance Code	Insurance Description	Cost	Discount#	Date	Active
9	18216-24-00	Spinal infus other/cmb thrc subs		Spinal infusion of other or combined therapeutic substance(s)				<input checked="" type="checkbox"/> 11
10	18216-27-00	Epidural inj/o local anaesthetic		Epidural injection of local anaesthetic				<input type="checkbox"/>
11	18216-28-00	Epidural inj/o opioid		Epidural injection of opioid				<input type="checkbox"/>
12	18216-29-00	Caudal inj/o local anaesthetic		Caudal injection of local anaesthetic				<input type="checkbox"/>

Mapped 13

Code	Description	Insurance Code	Insurance Description	Cost	Discount#	Date	Active
18216-24-00	Spinal infus other/cmb thrc subs	A8001 14	Enter Insurance De:	100 15	2% 16	12/07/2023 17	<input checked="" type="checkbox"/> 18

19 20 Update Cancel

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.

Insurance(s)

Add New

Hospital Name

Arabic Computer System

Payer Company Name

Enter Company Name

Payer License#

Enter License#

Network#

Enter Network#

24

Search

Cancel

Show 10 entries

Search:

Sr.#	Edit	Insurance	Hospital	License#
1		INS FHIR	Arabic Computer System	INS FHIR

Showing 1 to 1 of 1 entries

Previous

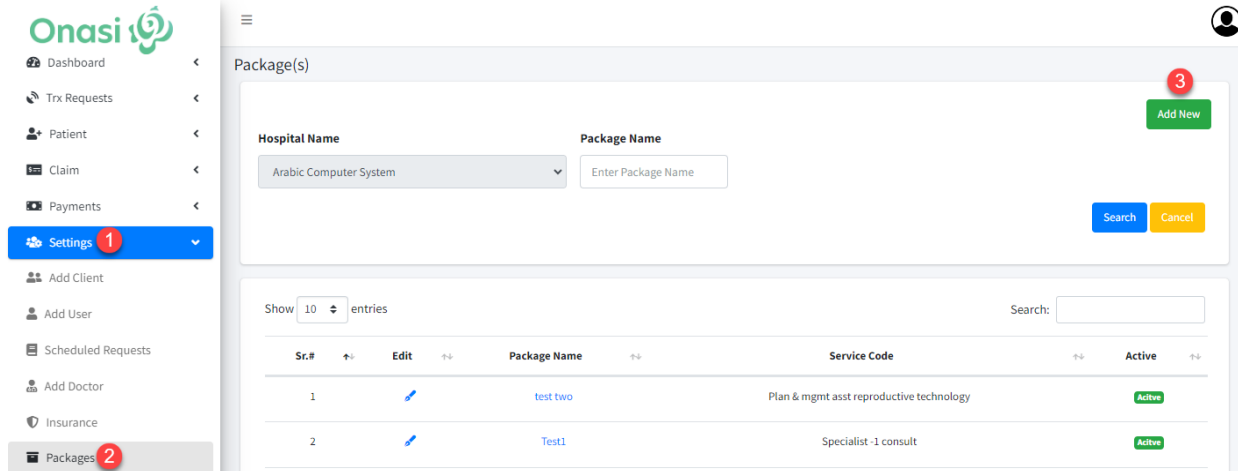
1

Next

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.

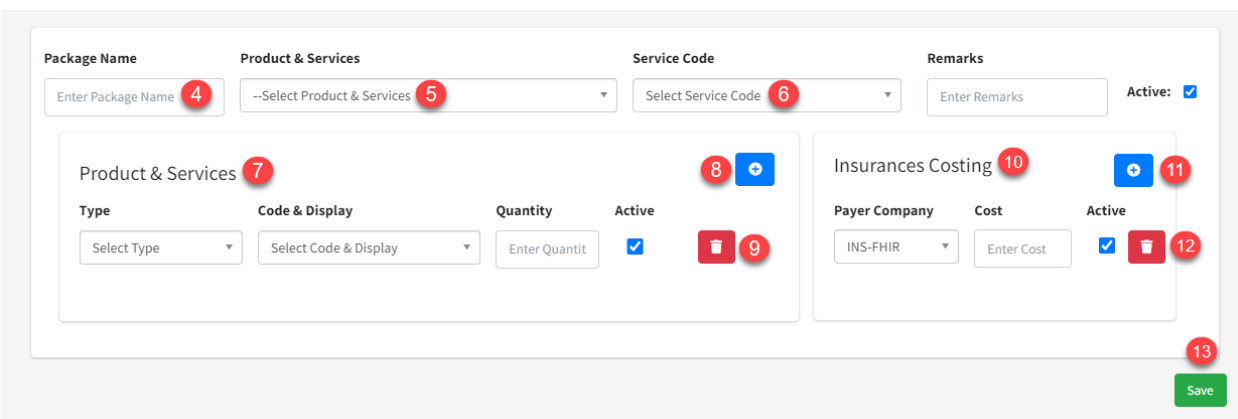
4.6 Packages

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.

Package



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.

Package(s)

Hospital Name
Arabic Computer System

Package Name
Enter Package Name 15

Add New

Show 10 entries

Search:

Sr.#	Edit	Package Name	Service Code	Active
1	14	test two 17	Plan & mgmt asst reproductive technology	Active

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

Onasi

Dashboard
Trx Requests
Patient
Claim
Payments
Settings
Add Client
Add User
Scheduled Requests
Add Doctor
Insurance
Packages
Client Tax Registration
Email Template
Mapping
BVR

Client Tax Registration

Client Name *
Arabic Computer System

Type *
-- Select Tax Type -- 2

Value% *
Enter Value 3

Active: ☒

4 Save Cancel

Client Tax Registration Detail(s)

Show 10 entries

Search:

Sr#	Edit	Client Name	Tax Type	Value%	Stauts
1	5	Arabic Computer System	VAT	6	Active
2		Arabic Computer System	VAT	15	Active
3		Arabic Computer System	VAT	15	Active
4		Arabic Computer System	Nphies Tax	0	Active

Showing 1 to 4 of 4 entries

Previous 1 Next

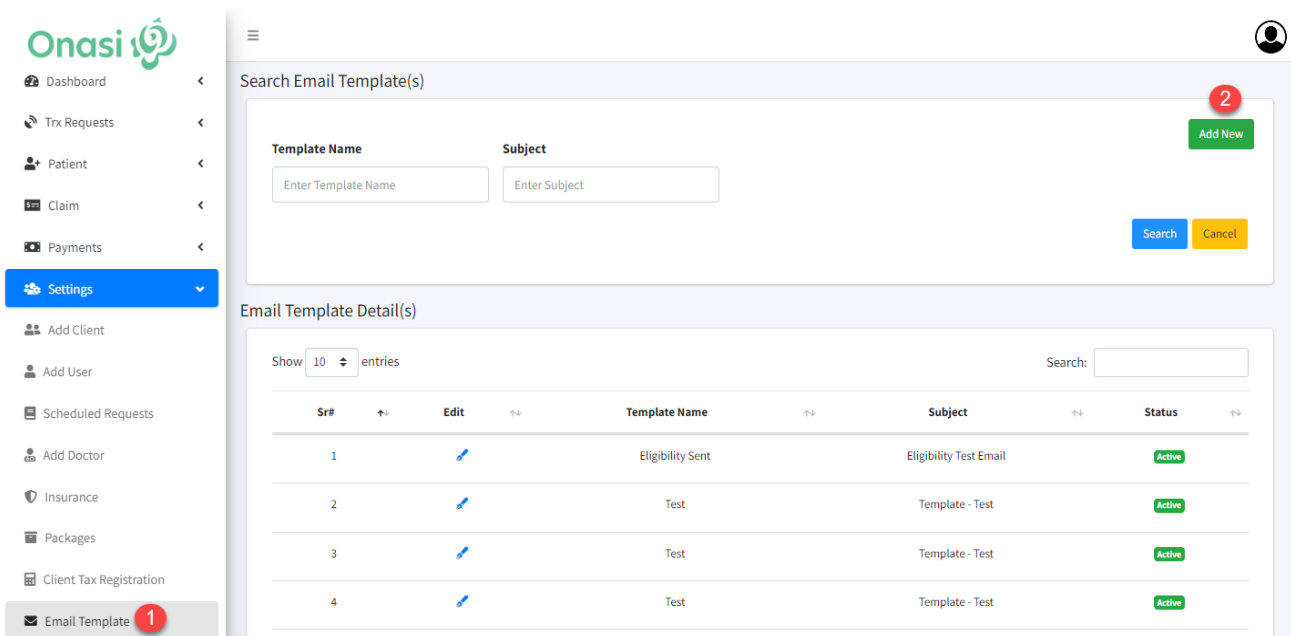
1. Click on Client Tax Registration.

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.







Search Email Template(s)

Template Name: Subject:

Add New **Search** **Cancel**

Email Template Detail(s)

Show 10 entries Search:

Sr#	Edit	Template Name	Subject	Status
1		Eligibility Sent	Eligibility Test Email	Active
2		Test	Template - Test	Active
3		Test	Template - Test	Active
4		Test	Template - Test	Active

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

Email Template Registration



Email Template Title*

Enter Template Title

Description*

Enter Description

Active

☒

Subject*

Enter Subject

Body*

Normal

B

I

U

Signature*

Normal

B

I

U

Recipient(s)

Receiver Name*

Select Email Account

Type*

To

Email Address*

Enter Email Address

Active

☒

+

Save

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.

Search Email Template(s)

Template Name

Subject

Email Template Detail(s)

Show 10 entries

Sr#	Edit	Template Name	Subject	Status
1	<input type="button" value="Edit"/>	Eligibility Sent	Eligibility Test Email	Active

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

Onasi

- Dashboard
- Trx Requests
- Patient
- Claim
- Payments
- Settings
- Add Client
- Add User
- Scheduled Requests
- Add Doctor
- Insurance
- Packages
- Client Tax Registration
- Email Template
- Mapping
- BVR

Shadow Billing Code Mapping

Client*

Code Type*

Arabic Computer System (ACS)

-- Select Code Type --

Nphies Code*

Client Code*

-- Select Nphies Code --

Active*

☐

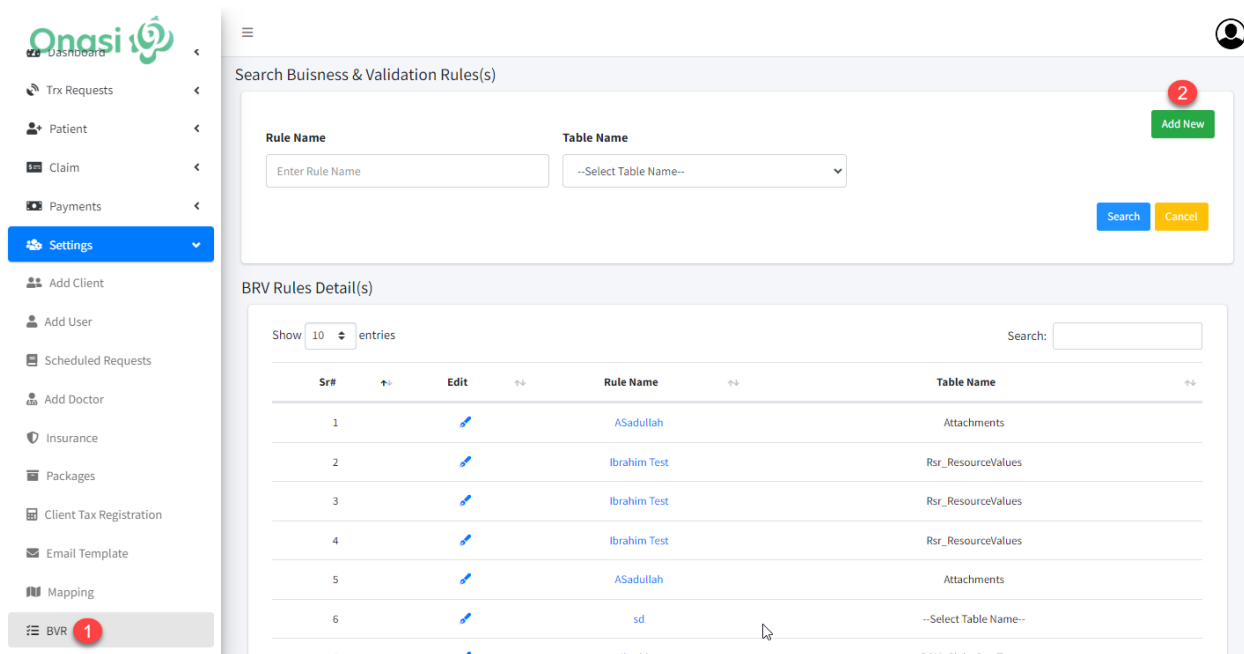
Codes Mapped Detail(s)

Sr#	Actions	Client	Code Type	Nphies Code	Client Code	Status
1	<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Arabic Computer System (ACS)	benefit category - Standard Codings Given By Nphies	Medical Care (Medical Care.)	8	Not Active
2	<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Arabic Computer System (ACS)	Drugs - Drugs and Medicines	UNLISTED CODE (N/A)	124165165	Active
3	<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Arabic Computer System (ACS)	KSA Service Codes - KSA Service Codes	Room & board: suite (836100150)	A9999	Active
4	<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Arabic Computer System (ACS)	Drugs - Drugs and Medicines	UNLISTED CODE (N/A)	124165165	Not Active

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.



The screenshot displays the Onasi BVR (Business Rule Validation) interface. On the left is a sidebar with various navigation options, including 'BVR' which is highlighted with a red circle and the number '1'. The main area features a 'Search Business & Validation Rules(s)' section with input fields for 'Rule Name' and 'Table Name', and buttons for 'Add New', 'Search', and 'Cancel'. Below this is a table titled 'BRV Rules Detail(s)' showing a list of rules. The table has columns for 'Sr#', 'Rule Name', and 'Table Name'. The rules listed are:

Sr#	Rule Name	Table Name
1	ASadullah	Attachments
2	Ibrahim Test	Rsr_ResourceValues
3	Ibrahim Test	Rsr_ResourceValues
4	Ibrahim Test	Rsr_ResourceValues
5	ASadullah	Attachments
6	sd	--Select Table Name--
7	Ibrahim Test	Rsr_ResourceValues

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

Add New BRVR

Rule Name*

Enter Rule Name

Table Name*

--Select Table Name--

Active
☒

Operator*

--Select Operator--

Rule Display

Enter Rule

Column Name

--Select Column Name--

Expressions

Enter Expression

Active
☒

6

+

7

Save

Cancel

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.

Search Business & Validation Rules(s)

Rule Name

Enter Rule Name

Table Name

--Select Table Name--

Add New

10

Search



Cancel

BRV Rules Detail(s)

Show 10 entries

8

Search:

Sr#	Edit	Rule Name	Table Name
1		ASadullah	Attachments
2		Ibrahim Test	Rsr_ResourceValues

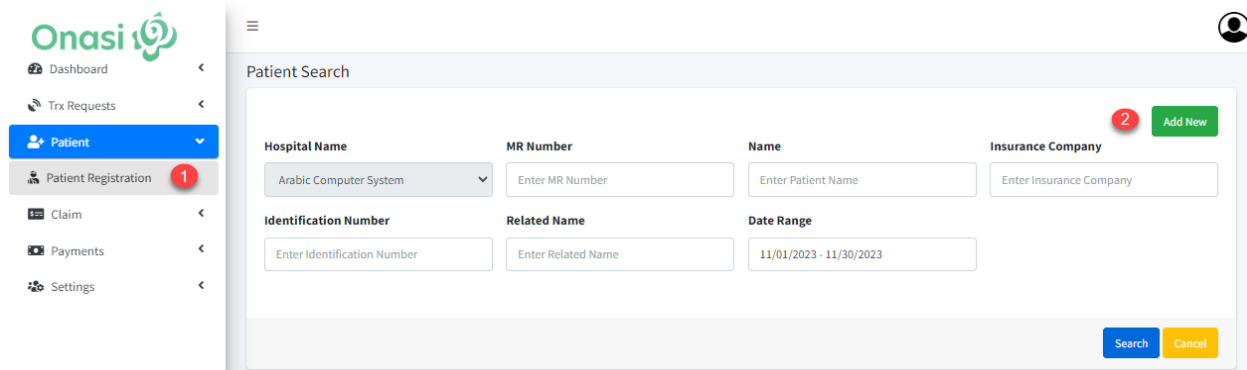
11

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.

7









- 

 شركة أنظمة الحاسب الآلي العربي

 ARABIC COMPUTER SYSTEMS LTD




Patient Worklist

Show 10 entries Search:

Sr.#	Actions	MR#	Patient	Hospital	Payer	Related	Relation	Status
1	 	MR00000362	Ali Salam Turkey	Arabic Computer System	INS-FHIR	-	Self	Active
2	 	MR00000361	Usman ali Usman	Arabic Computer System	INS-FHIR	-	Self	Active
3	 	MR00000360	ali usman khan	Arabic Computer System	INS-FHIR	-	Self	Active
4	 	MR00000359	Ahmad ali Nauman	Arabic Computer System	INS-FHIR	-	Self	Active

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

Patient Search

Add New

Hospital Name **MR Number** **Name** **Insurance Company**

Arabic Computer System Enter MR Number Enter Patient Name Enter Insurance Company

Identification Number **Related Name** **Date Range**

Enter Identification Number Enter Related Name 11/30/2023 - 12/06/2023









Search **Cancel**

- Enter MR Number.
- Press search button to search the data

6. Verify Eligibility

Patient Worklist

Show 10 entries Search:

Sr.#	Actions	MR#	Patient	Hospital	Payer	Related	Relation	Status
1	 	MR00000362	Ali Salam Turkey	Arabic Computer System	INS-FHIR	-	Self	Active
2	 	MR00000361	Usman ali Usman	Arabic Computer System	INS-FHIR	-	Self	Active
3	 	MR00000360	ali usman khan	Arabic Computer System	INS-FHIR	-	Self	Active
4	 	MR00000359	Ahmad ali Nauman	Arabic Computer System	INS-FHIR	-	Self	Active

- Click on the eligibility icon

Request Eligibility 2

3

☒ Coverage benefits
 ☒ Coverage Validation
 ☐ Coverage Discovery
 ☐ Coverage Discovery + Coverage benefits

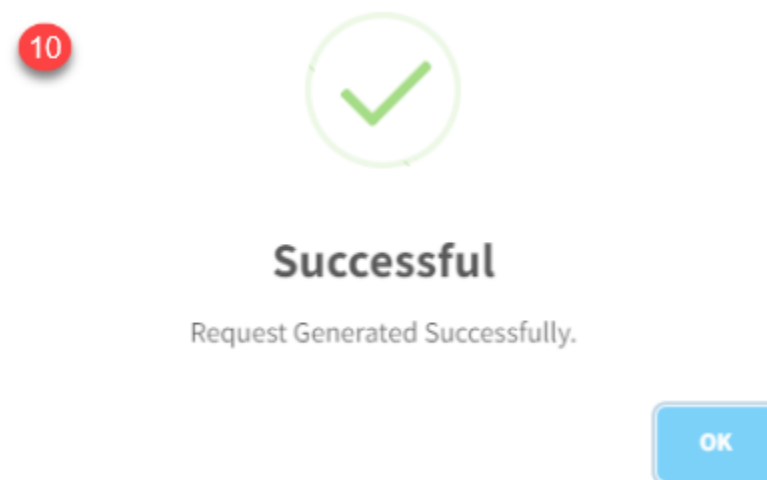
Priority * 4 Location * 5 Date Range * 6 Transfer 7 NewBorn 8

Normal 4 Arabic 5 12/06/2023 - 12/06/2023 6 ☒ ☐

9 8

Close Send Eligibility

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

New Client Request(s)

Client: Arabic Computer System

Request Type: --Select Request Type--

MR Number:

Date Range: 12/05/2023 - 12/06/2023

Search Cancel

Show 10 entries

Sr.#	Request Id	Claim Number	Patient Info	Payer	Request Type	Date-Time	Status	Actions
1	2080		425 - Ali Salam Turkey	INS-FHIR	Eligibility Request Ben Val	12/6/2023 3:13:12 PM	New	...
2	2078		423 - Usman ali Usman	INS-FHIR	Eligibility Request Ben Val	12/6/2023 2:29:18 PM	New	...

Showing 1 to 2 of 2 entries

Previous 1 Next

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.

Claim(s)

Client: Arabic Computer System

Date Range: 10/04/2023 - 12/05/2023

Status: --Select Status--

Patient: --Search Patient--

Insurance Company: --Select Insurance Company--

Claim Type: Select Claim Type

Care Team: Select Doctor

Diagnosis: Select Diagnosis

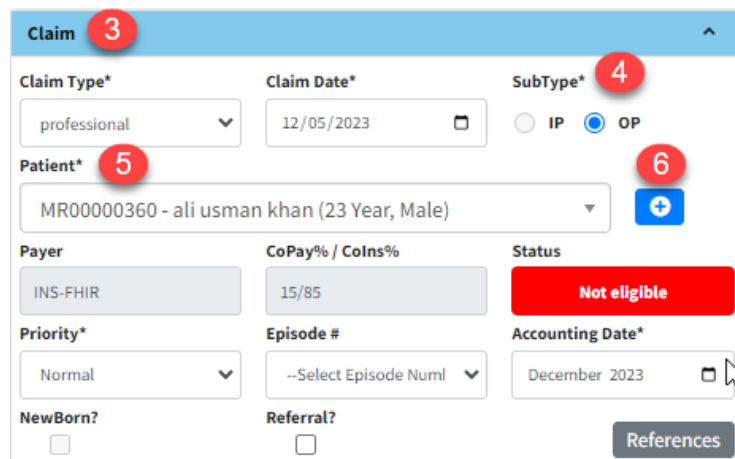
Add New

Search Cancel

1. Click on the Claim module.

2. User can add a new claim by pressing the Add New button.

Billor Worklist:



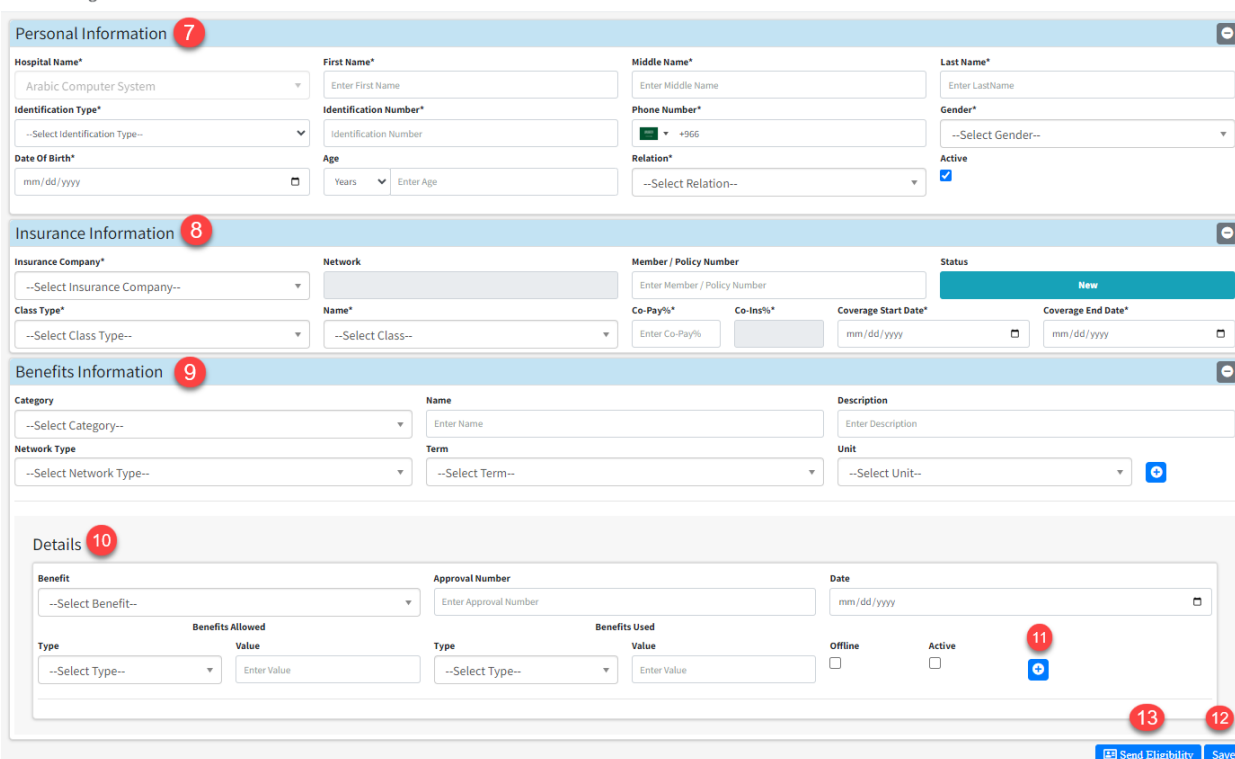
The screenshot shows the 'Claim' form with the following fields and annotations:

- 3**: Points to the 'Claim' title bar.
- 4**: Points to the 'SubType*' dropdown menu.
- 5**: Points to the 'Patient*' dropdown menu.
- 6**: Points to the blue plus icon for adding a new patient.

Other visible fields include: Claim Type* (professional), Claim Date* (12/05/2023), SubType* (radio buttons for IP and OP), Payer (INS-FHIR), CoPay% / CoIns% (15/85), Status (Not eligible), Priority* (Normal), Episode # (--Select Episode Numl), Accounting Date* (December 2023), NewBorn? (checkbox), and Referral? (checkbox).

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.

Patient Registration



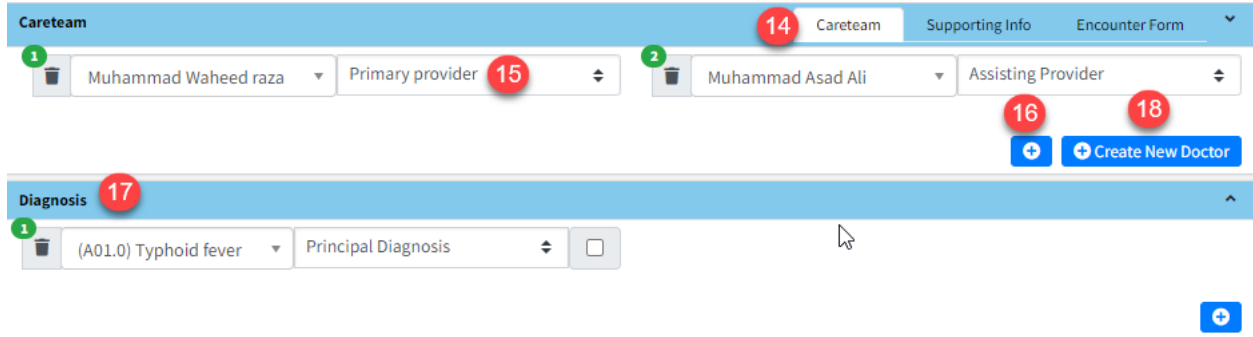
The screenshot shows the 'Patient Registration' form with the following sections and annotations:

- 7**: Points to the 'Personal Information' section header.
- 8**: Points to the 'Insurance Information' section header.
- 9**: Points to the 'Benefits Information' section header.
- 10**: Points to the 'Details' section header.
- 11**: Points to the blue plus icon for adding a new benefit.
- 12**: Points to the 'Save' button.
- 13**: Points to the 'Send Eligibility' button.

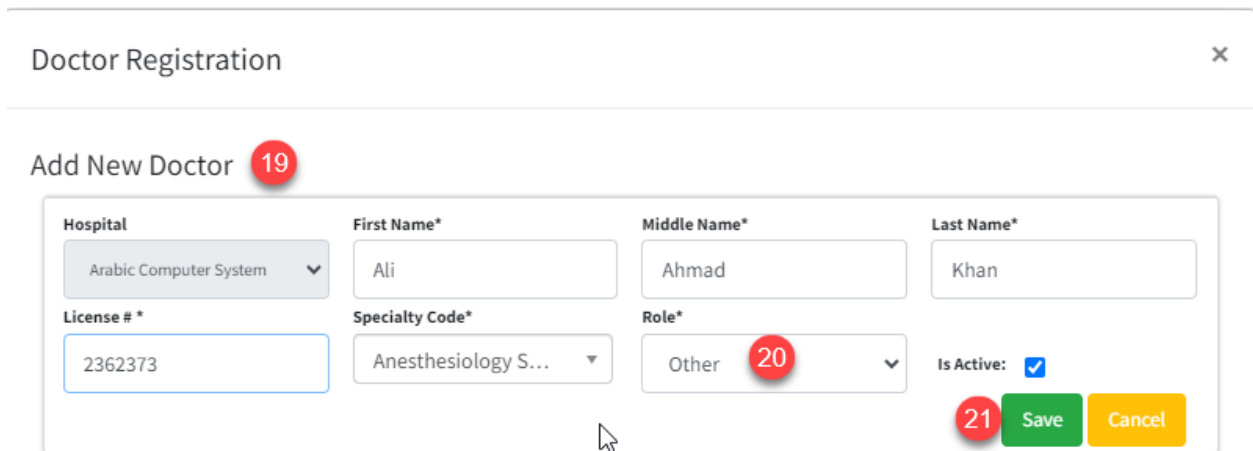
Other visible fields include: Hospital Name*, First Name*, Middle Name*, Last Name*, Identification Type*, Identification Number*, Phone Number*, Gender*, Date Of Birth*, Age, Relation*, Insurance Company*, Network, Member / Policy Number, Status (New), Class Type*, Name*, Co-Pay%, Co-Ins%, Coverage Start Date*, Coverage End Date*, Category, Name, Description, Network Type, Term, Unit, Benefit, Approval Number, Date, Type, Value, and Offline/Active checkboxes.

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.

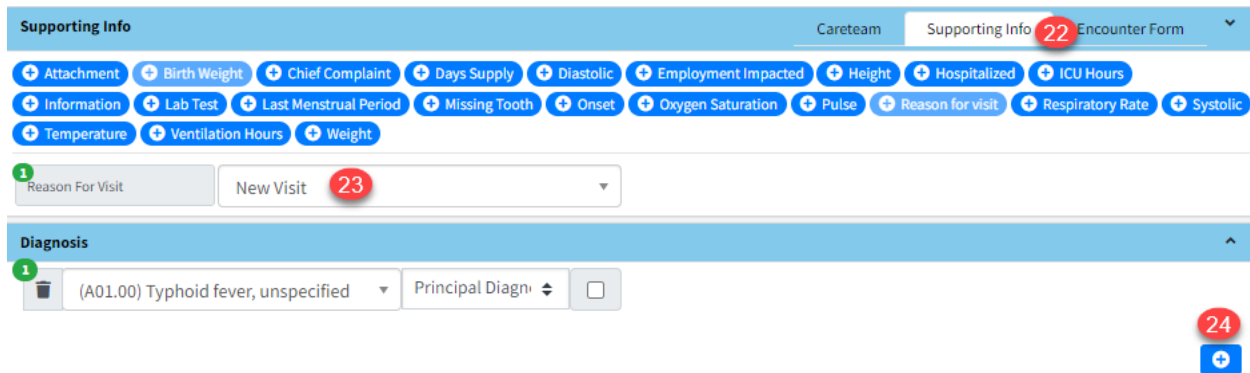
10. User can enter the details of the benefits from here.
11. Press the plus icon to add multiple data.
12. Press the Save button to save the form.
13. Send the eligibility directly by pressing the Send Eligibility button.



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.

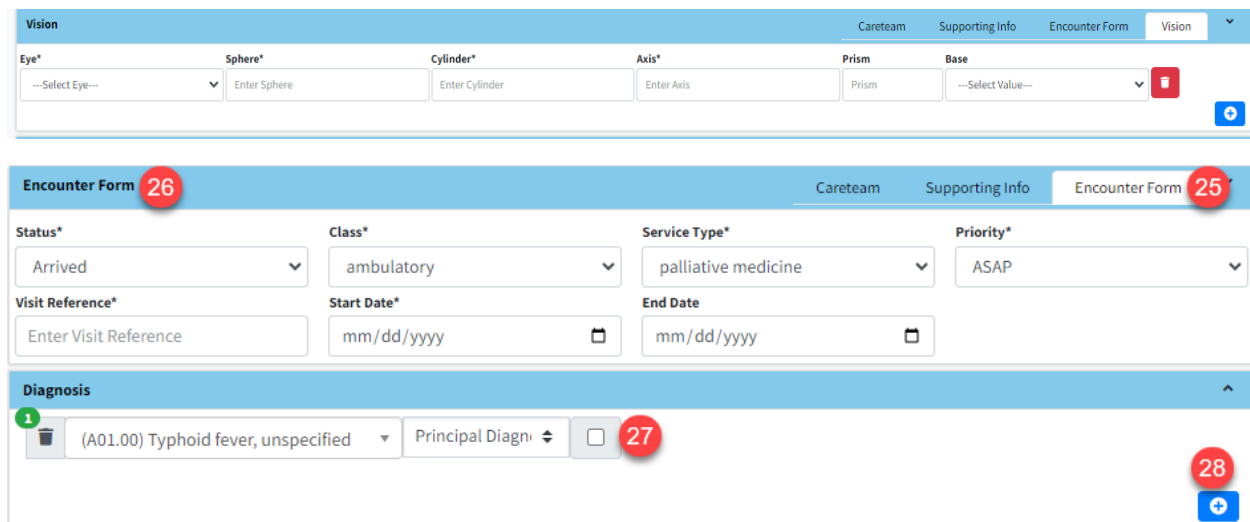


22. User can enter the Supporting Info from here.

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.

Product & Service(s) 29

Type	P&S	Date	RC	RD	RS	Unit	Cost	Discount	E&P
30 Laboratory and Pathology	73000-00-90 - Liver function panel	12/05/2023 - 12/05/20	1 x	1 x	Select S	1	10	0	

31 Add 32 Delete Total Cost 10

Financial Detail(s) 33

Total Amount	Total Discount Amount	Tax%	Tax Amount	Net Amount
Enter Total Amount	Enter Total Discount	Enter Tax%	Enter Tax Amount	Enter Net Amount
Patient Share%	Patient Amount	Nphies Share%	Nphies Amount	Insurance Amount
Enter Patient Share%	Enter Patient Amount	Enter Nphies Share%	Enter Nphies Amount	Enter Insurance Amount
Paid Amount	Balance			
Enter Paid Amount	0.00			

34 Save 35 Reviewed 36 Send Pre-Auth 37 Send Claim Cancel

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.

Claim(s)

Client: Arabic Computer System

Date Range: 01/01/2024 - 01/31/2024 39

Status: --Select Status-- 40

Patient: --Search Patient-- 41

Insurance Company: --Select Insurance Company-- 42

Claim Type: Select Claim Type

Care Team: Select Doctor

Diagnosis: Select Diagnosis

43 Search 44 Cancel

45 Generate Batch Request

Show: 10 entries

Sr.#	Actions	Claim#	Claim Type	Patient	Date	Status
1	38	CL00000264	professional	usman khalid Jutt	1/8/2024	Preauth Submitted

Showing 1 to 1 of 1 entries

Previous 1 Next

38. User can access the Edit action from here.

39. User can Search any existing claim by entering Date Range.

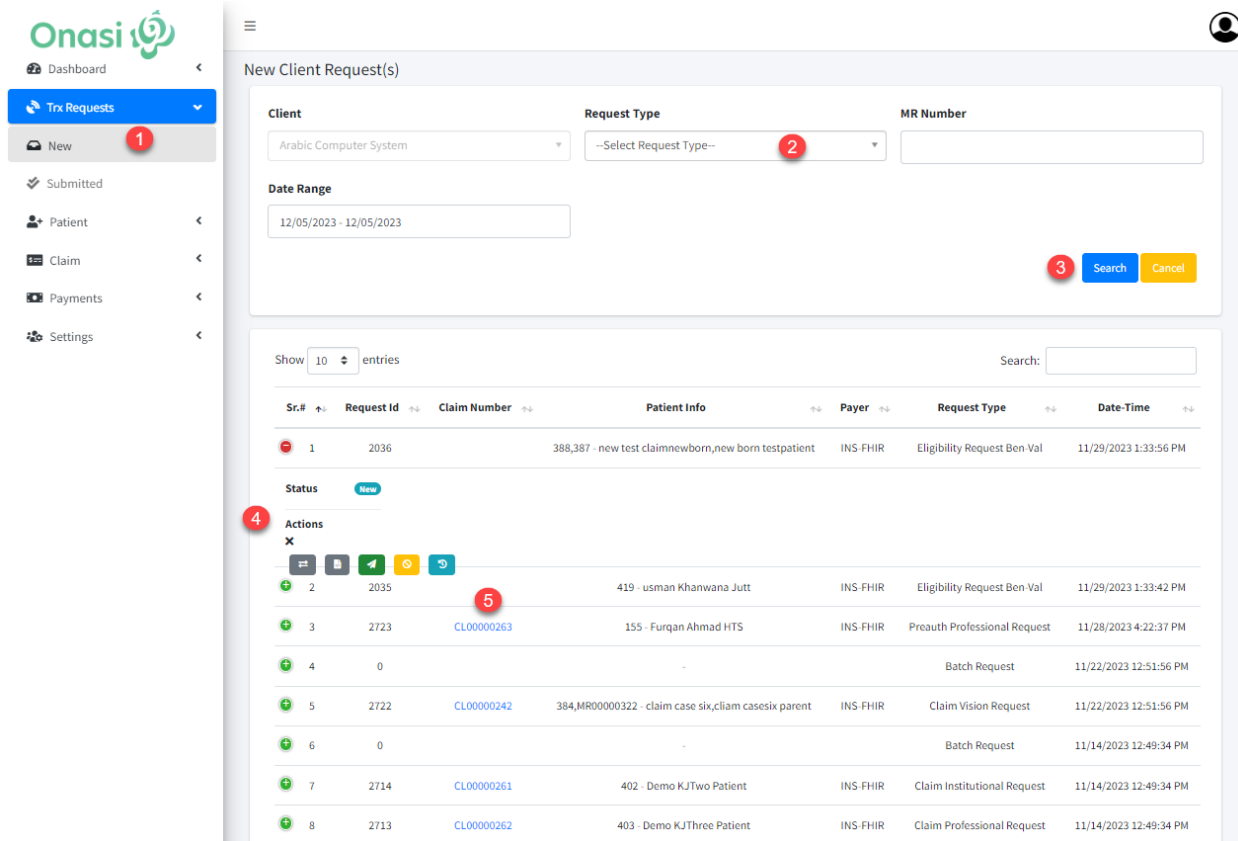
40. Selecting Status from the drop-down menu.

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



Onasi

Dashboard <

Trx Requests >

New **1**

Submitted

Patient <

Claim <

Payments <

Settings <

New Client Request(s)

Client: Arabic Computer System

Request Type: --Select Request Type-- **2**

MR Number:

Date Range: 12/05/2023 - 12/05/2023

3 Search Cancel

Show 10 entries Search:

Sr.#	Request Id	Claim Number	Patient Info	Payer	Request Type	Date-Time
1	2036		388,387 - new test claimnewborn,new born testpatient	INS-FHIR	Eligibility Request Ben Val	11/29/2023 1:33:56 PM
Status New						
Actions X						
2	2035	5	419 - usman Khanwana Jutt	INS-FHIR	Eligibility Request Ben Val	11/29/2023 1:33:42 PM
3	2723	CL00000263	155 - Furqan Ahmad HTS	INS-FHIR	Preauth Professional Request	11/28/2023 4:22:37 PM
4	0		-		Batch Request	11/22/2023 12:51:56 PM
5	2722	CL00000242	384,MR00000322 - claim case six,cliam casesix parent	INS-FHIR	Claim Vision Request	11/22/2023 12:51:56 PM
6	0		-		Batch Request	11/14/2023 12:49:34 PM
7	2714	CL00000261	402 - Demo KJTwo Patient	INS-FHIR	Claim Institutional Request	11/14/2023 12:49:34 PM
8	2713	CL00000262	403 - Demo KJThree Patient	INS-FHIR	Claim Professional Request	11/14/2023 12:49:34 PM

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:

Claim Info
Communication Request
Communication

1

Diagnosis
Principle: A88.0

Subscriber Relationship: Self
Subscription Type: extended healthcare
Patient Details
Patient Name: Demo One RCM Patient One
Document Type : NI
Patient Identifier : 1953248756
Birth Date : 1968-11-20
Gender : male

Authorization Details
Bundle ID: 1fa284f7-1494-499b-a86f-8d071548733b
Transaction Identifier : 2465
Type: professional
Sub Type: op
Receiver : INS-FHIR
Payer : INS-FHIR
Provider: Arabic Computer System (ACS)
Priority: Normal
Created Date: 20/11/2023
Claim ID: Claim Not Found !

Tx: **New**

Item

Seq#	Code & Desc	Doctor	Factor	Qty	Price	Net	Pat Share	Tax	Reason	Outcome
1	73000-00-40 - CMP	Muhammad Ali Iqbal	0	1	100	112	20	12		
2	73000-00-90 - Liver function panel	Muhammad Ali Iqbal	0	1	100	112	20	12		
3	73050-15-70 - Blood glucose after glucose admin	Muhammad Ali Iqbal	0	1	100	112	20	12		
4	12306-00-00 - Bone densitometry usg dual energy xray	Muhammad Ali Iqbal	0	1	100	112	20	12		
5	55038-00-00 - Ultrasound of urinary tract	Muhammad Ali Iqbal	0	1	100	112	20	12		

****** 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

Claim Info
Communication Request
Communication

2

Communication Request Info

Bundle Id:	Identifier :	Priority :
Status:	Reason:	Sender:
Recipient:	Preauthorization/Claim Identifier :	
Category:		
Contents:		

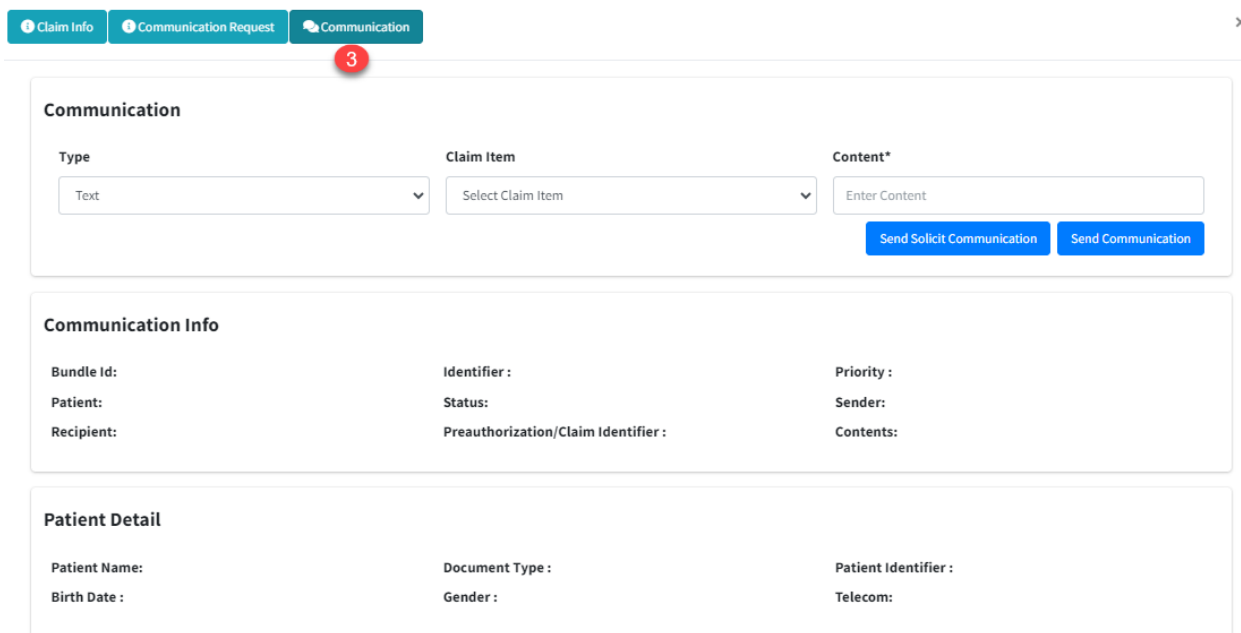
Patient Detail

Patient Name:	Document Type :	Patient Identifier :
Birth Date :	Gender :	Telecom:

**** 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)



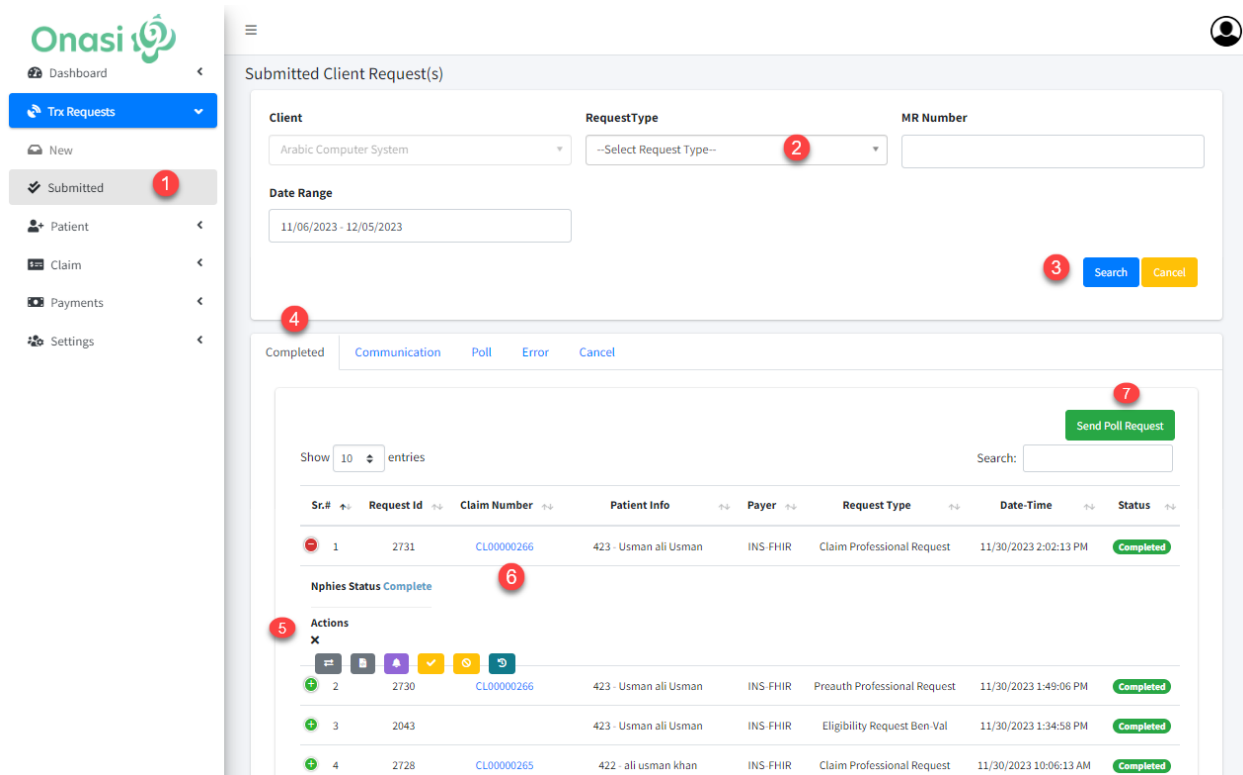
Sr.#	Status	Date-Time	Request Type	Seen By	Reading Notes	View
1	New	11/29/2023 4:40:22 PM	Preauth Professional Request	admin1 12/7/2023 10:05:09 AM		  

**** 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



Submitted Client Request(s)

Client: Arabic Computer System

RequestType: --Select Request Type--

MR Number:

Date Range: 11/06/2023 - 12/05/2023

Search: [button] [button]

Completed

Communication Poll Error Cancel

Show 10 entries

Search:

Sr.#	Request Id	Claim Number	Patient Info	Payer	Request Type	Date-Time	Status
1	2731	CL00000266	423 - Usman ali Usman	INS- FHIR	Claim Professional Request	11/30/2023 2:02:13 PM	Completed
Nphies Status Complete							
Actions							
2	2730	CL00000266	423 - Usman ali Usman	INS- FHIR	Preauth Professional Request	11/30/2023 1:49:06 PM	Completed
3	2043		423 - Usman ali Usman	INS- FHIR	Eligibility Request Ben Val	11/30/2023 1:34:58 PM	Completed
4	2728	CL00000265	422 - ali usman khan	INS- FHIR	Claim Professional Request	11/30/2023 10:06:13 AM	Completed

Send Poll Request

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.

Poll Request Form



Client

Arabic Computer System

Provider

--Select Provider--

Poll Input Type

--Poll Input Type--

Message Type

--Message Type--

Date Range

12/05/2023 - 12/05/2023

Action



13

Send

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.

Completed 0

Communication 0

Poll 0



Error 0

Cancel 0

14

entries

Search:

Resource Id	Patient Info	Payer	Request Type	Date-Time	Status	Nphies Status	Actions	Req
2587	357 - Muhammad Usama shakir	INS-FHIR	Preauth Institutional Request	10/30/2023 5:20:08 PM	Completed	Complete	 	

1 of 1 entries

Previous

1

Next

15

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

Authorization Info
Communication Request Info
Communication Info

16

Communication

Type

Text

17

Claim Item

Select Claim Item

Content*

Enter Content

Send Solicit Communication

Send Communication

18

Communication Info

Bundle Id: e0568557-39c6-489c-a4b5-ac3c855d4e27

Identifier: e949a594-0326-4bed-acf3-b68a4dfc8cac

Priority: routine

Patient: Muhammad Usama shakir

Status: acknowledgement

Sender:

Recipient:

Preauthorization/Claim Identifier: 2587

Contents: text

Patient Detail

Patient Name: Muhammad Usama shakir

Document Type: PRC

Patient Identifier: 2321312344

Birth Date: 1989-10-30

Gender: male

Telecom: +966 51 111 1111

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).

Completed
Communication
Poll
Error
Cancel

19

Send Poll Request

Show 10 entries

Search:

Sr.#	Request Type	Date-Time	Status	Actions
1	Poll Request	11/27/2023 2:50:30 PM	New	
2	Poll Request	11/27/2023 1:11:21 PM	Completed	
3	Poll Request	11/27/2023 1:07:01 PM	Completed	

Showing 1 to 3 of 3 entries

Previous

1

Next

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).

Completed
Communication
Poll
Error
Cancel

20

Send Poll Request

Show 10 entries

Search:

Sr.#	Request Id	Claim Number	Patient Info	Payer	Request Type	Date-Time	Status	Nphies Status	Actions
1	2729	CL00000266	423 - Usman ali Usman	INS-FHIR	Preauth Professional Request	11/30/2023 1:45:58 PM	Error	Error	
2	2724	CL00000264	421 - Ahmad ali Nauman	INS-FHIR	Preauth Professional Request	11/29/2023 2:23:32 PM	Error	Error	

21

22

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.

Completed	Communication	Poll	Error	Cancel	
-----------	---------------	------	-------	--------	--

Show 10 entries

Search:

23

24

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,claim 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.

Payment(s)

Client

Arabic Computer System

Date Range

11/01/2023 - 11/30/2023

Search

Cancel

Show 10 entries

Search:

Sr.#	Request Type	Date-Time	Status	Payment Reference	Actions
1	Payment Reconciliation	11/5/2023 12:16:56 PM	Completed	paymenttestingreference23312312312	[Icons]
2	Payment Reconciliation	11/3/2023 3:03:30 PM	Completed	paymentnumber34324234234	[Icons]
3	Payment Reconciliation	11/3/2023 2:56:32 PM	Completed	paymentreference321321312	[Icons]
4	Payment Reconciliation	11/3/2023 2:52:32 PM	New	payment123456	[Icons]
5	Payment Reconciliation	11/2/2023 5:52:39 PM	Error	2 claim (1 positive 1 negative) 1	[Icons]
6	Payment Reconciliation	11/2/2023 5:43:47 PM	Error	2 claim positive (1 partial) 1	[Icons]
7	Payment Reconciliation	11/2/2023 5:37:47 PM	New	1 claim positive (1 partial) 1	[Icons]

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

Transaction View

Payment Reconciliation Detail

Payment Reconciliation Info

Bundle Id: afbdac2a-3cd3-4e5b-8efd-3c11d73c571f

Payment Amount: 414.2

Payment Date: 05-11-2023

Payment Reference: paymenttestingreference23312312312

Created: 05-11-2023

Payment Period: From : 05-11-2023 - To : 05-11-2023

Insurer: Arabic Computer System

Outcome Status: complete

Full Payment Reconciliation Details

Payment Notice Details

Bundle Id: 3c4fb22d-e35e-4357-bb39-7f9c3de478cb

Payment ID: 1975

Amount: 414.2

Status: cleared

Outcome: acknowledgement

Adjust To Claim

- 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

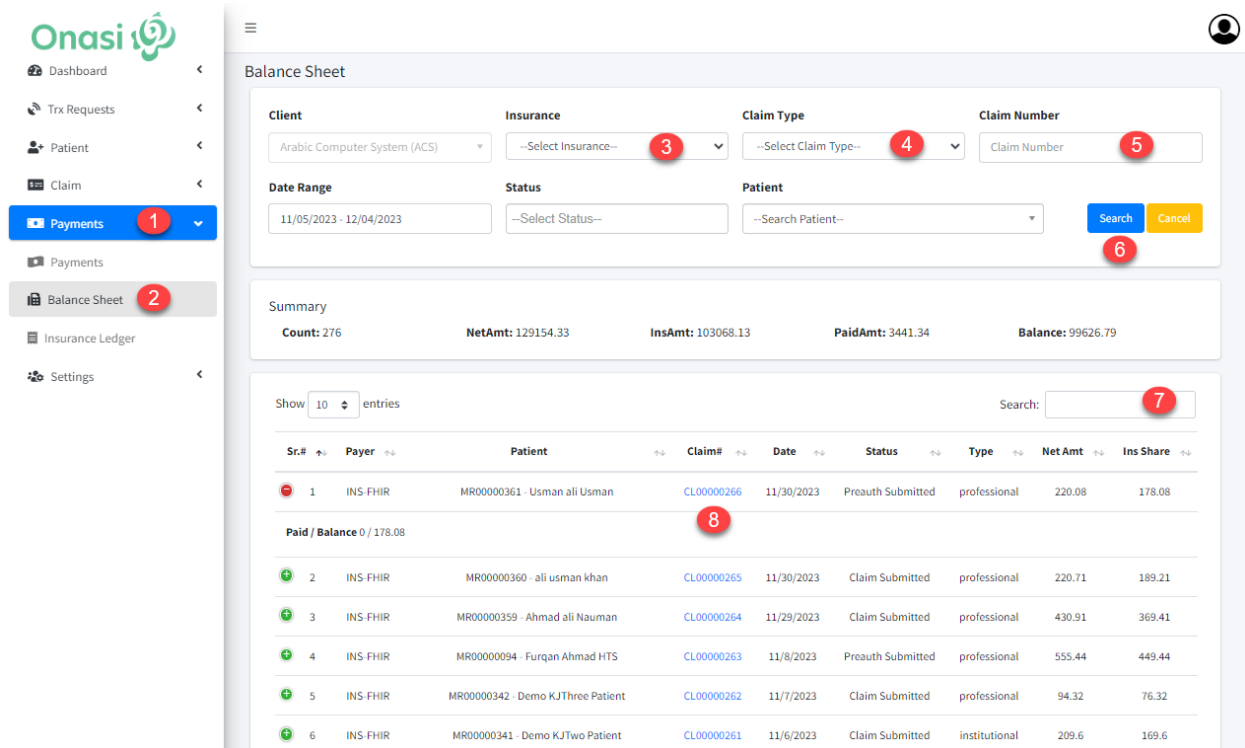
Audit Trial(s) ×

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

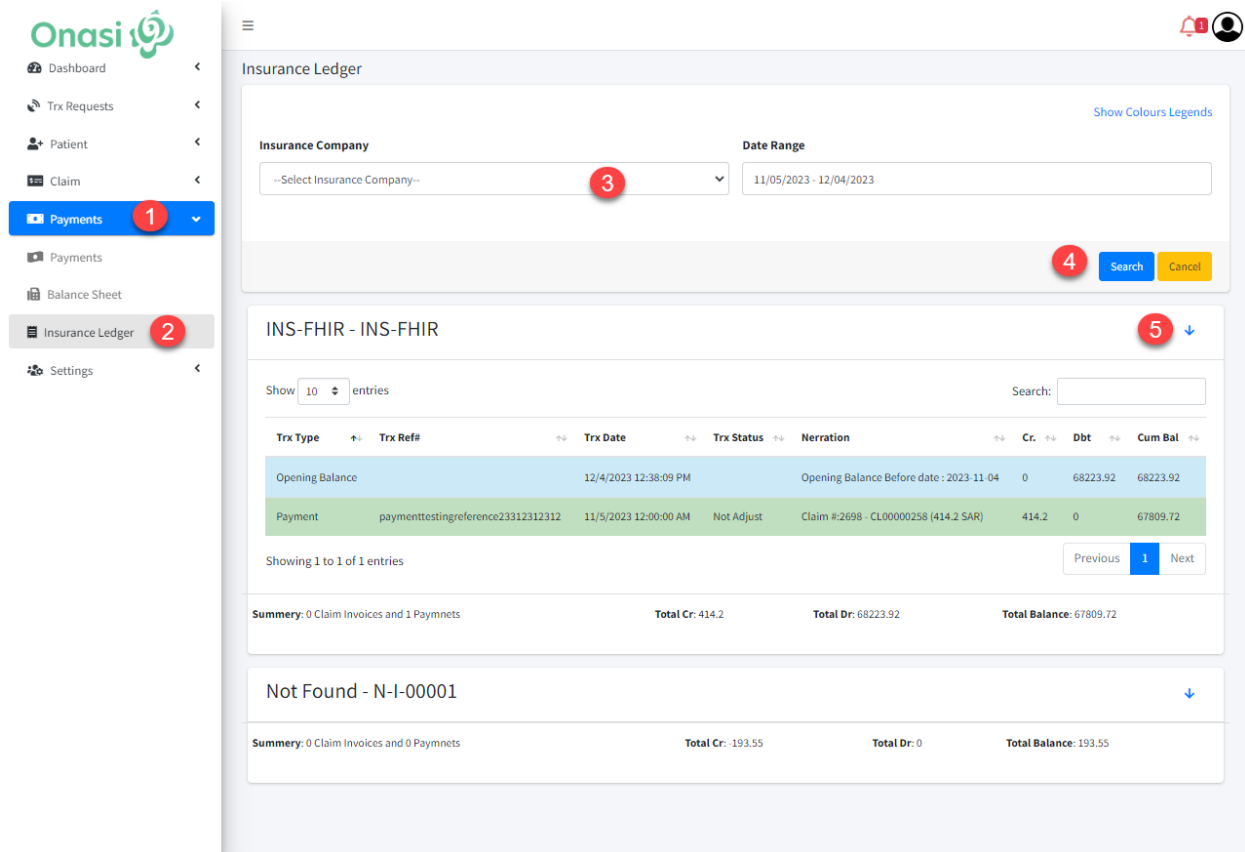


The screenshot shows the Onasi Balance Sheet interface. On the left is a sidebar with navigation options: Dashboard, Trx Requests, Patient, Claim, Payments (highlighted with a red circle 1), Balance Sheet (highlighted with a red circle 2), Insurance Ledger, and Settings. The main area is titled 'Balance Sheet' and contains a search form with fields for Client (Arabic Computer System (ACS)), Insurance (dropdown with red circle 3), Claim Type (dropdown with red circle 4), Claim Number (text field with red circle 5), Date Range (11/05/2023 - 12/04/2023), Status (dropdown), and Patient (search field). A Search button (red circle 6) and a Cancel button are also present. Below the search form is a Summary section showing Count: 276, NetAmt: 129154.33, InsAmt: 103068.13, PaidAmt: 3441.34, and Balance: 99626.79. At the bottom is a table of entries with columns: Sr.#, Payer, Patient, Claim#, Date, Status, Type, Net Amt, and Ins Share. The table shows 6 entries. A search bar (red circle 7) is located above the table. A red circle 8 highlights the Claim# column header.

Sr.#	Payer	Patient	Claim#	Date	Status	Type	Net Amt	Ins Share
1	INS-FHIR	MR00000361 - Usman ali Usman	CL00000266	11/30/2023	Preauth Submitted	professional	220.08	178.08
Paid / Balance 0 / 178.08								
2	INS-FHIR	MR00000360 - ali usman khan	CL00000265	11/30/2023	Claim Submitted	professional	220.71	189.21
3	INS-FHIR	MR00000359 - Ahmad ali Nauman	CL00000264	11/29/2023	Claim Submitted	professional	430.91	369.41
4	INS-FHIR	MR00000094 - Furqan Ahmad HTS	CL00000263	11/8/2023	Preauth Submitted	professional	555.44	449.44
5	INS-FHIR	MR00000342 - Demo KJThree Patient	CL00000262	11/7/2023	Claim Submitted	professional	94.32	76.32
6	INS-FHIR	MR00000341 - Demo KJTwo Patient	CL00000261	11/6/2023	Claim Submitted	institutional	209.6	169.6

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



The screenshot shows the Onasi Insurance Ledger interface. The left sidebar contains the Onasi logo and a menu with items: Dashboard, Trx Requests, Patient, Claim, Payments (highlighted with a red circle 1), Payments, Balance Sheet, Insurance Ledger (highlighted with a red circle 2), and Settings. The main area is titled 'Insurance Ledger' and includes a 'Show Colours Legends' link. Below this, there are filters for 'Insurance Company' (a dropdown menu with a red circle 3) and 'Date Range' (a date picker showing '11/05/2023 - 12/04/2023'). A red circle 4 highlights the 'Search' button. Below the filters, the ledger title 'INS-FHIR - INS-FHIR' is shown with a red circle 5 and a dropdown arrow. The ledger displays a table with columns: Trx Type, Trx Ref#, Trx Date, Trx Status, Narration, Cr., Dbt, and Cum Bal. The table contains one entry: 'Opening Balance' with a date of '12/4/2023 12:38:09 PM' and a balance of '68223.92'. Below the table, there is a 'Showing 1 to 1 of 1 entries' message and a 'Previous 1 Next' navigation bar. At the bottom, a 'Summary' row shows '0 Claim Invoices and 1 Paymnts' with a 'Total Cr: 414.2', 'Total Dr: 68223.92', and 'Total Balance: 67809.72'. Below this, there is a 'Not Found - N-I-00001' message and another 'Summary' row showing '0 Claim Invoices and 0 Paymnts' with a 'Total Cr: -193.55', 'Total Dr: 0', and 'Total Balance: 193.55'.

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.