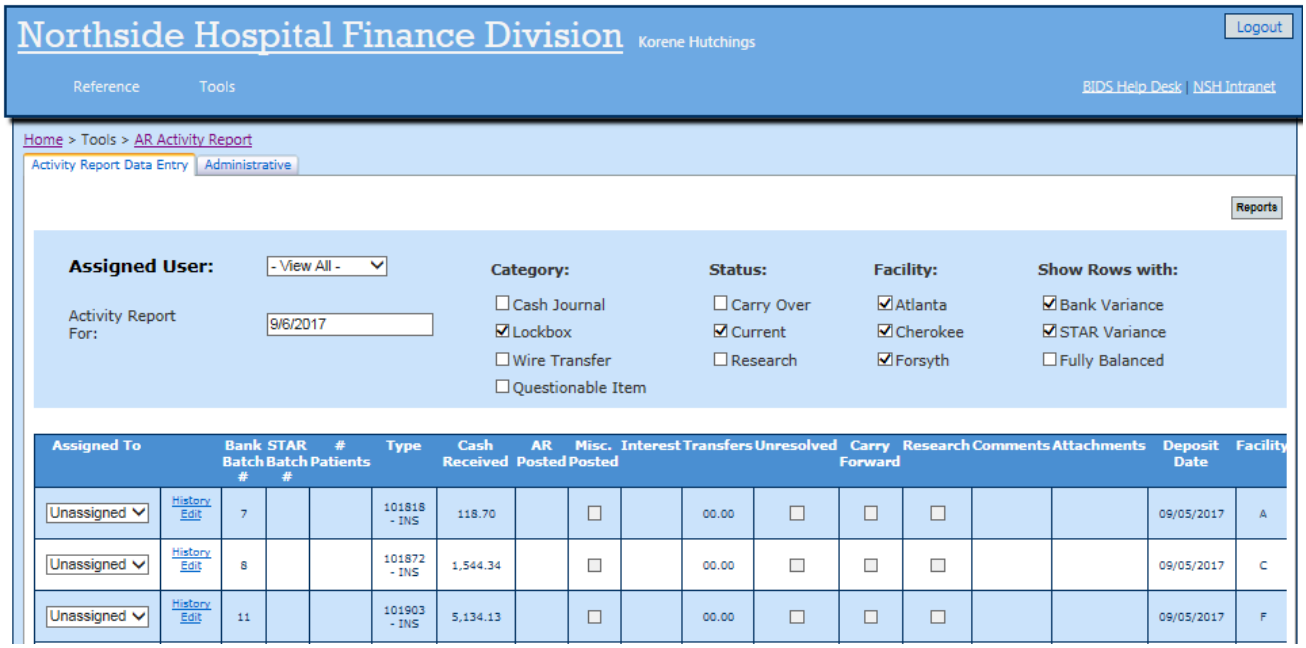
AR Daily Activity Report Procedures



Link to website: [Home Page - Northside Hospital Finance Web](http://financeweb.northside.local/)
http://financeweb.northside.local/

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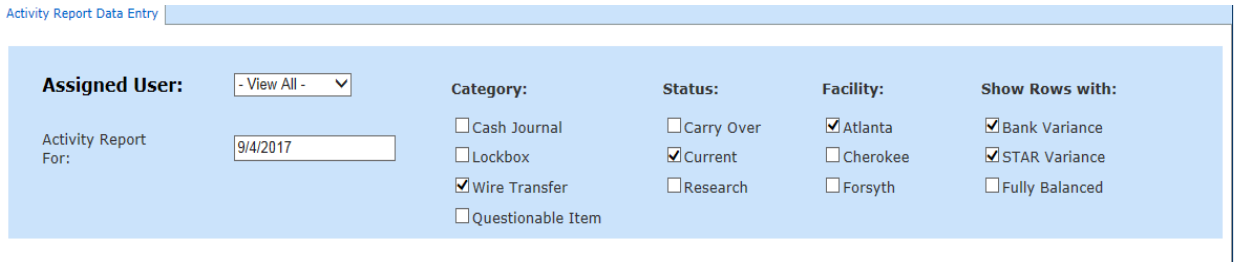
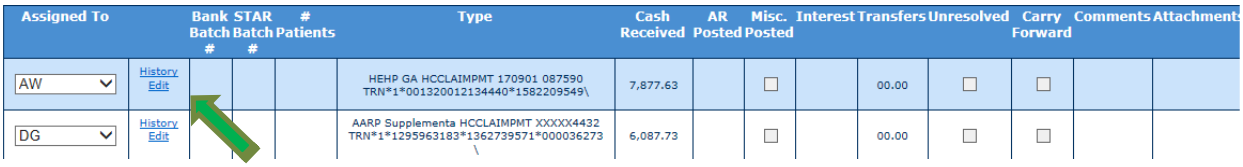
****ALL STAR BATCHES MUST BE ENTERED IN AR ACTIVITY REPORT BY THE END OF THE DAY ON THE SAME DAY THEY ARE APPROVED****

--- Batch Entry ---

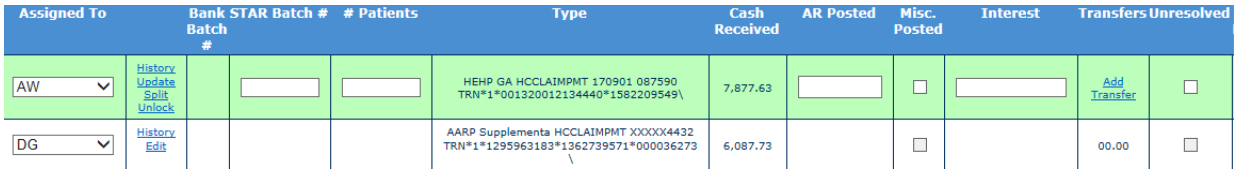
1. In the online **AR Activity Report**, check the appropriate boxes in **Category, Status**, and **Facility** depending on the STAR Batch report printout
   ~ For this example, we will enter Atlanta's Wire Transfers~



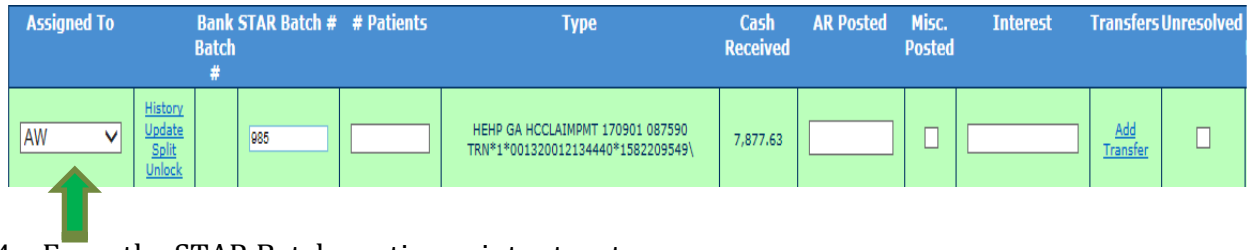
2. To start entering information in a row, Select **Edit** on left side of the row



- Once **Edit** is selected, the row is unlocked (row color changes to green), and information can be entered in the columns



3. In the **Assigned To** column, select your initials using the drop down arrow



4. From the STAR Batch posting printout, enter:
   - Batch Code in **STAR Batch #** column
   - # of Trans in **# Patients** column

- Batch Total amount in the **AR Posted** column

```
     Northside Atlanta Star Financials Cash Posting Exit Batch Processor
                                                  Wed Dec 13, 2017 12:02 pm


 1 Batch Code          2 Batch Description                    3 # of Trans
   836                   HUMANA 170912H00403COM0035            17
CASH    4 Starting Balance  5 Total Entered    6 Batch Total     7 Variance
                            7,877.63           7,877.63           .00
CONTRACTUAL ADJUSTMENTS     8 Total Entered    9 Batch Total    10 Variance
                              .00
11 Batch Status            12 Agency Fees
   Balanced
```

Assigned To		Bank STAR Batch # Batch #	# Patients	Type	Cash Received	AR Posted	Misc. Posted	Interest	Transfers	Unresolved
AW	History Update Split Unlock	836	17	HEHP GA HCCLAIMPMT 170901 087590 TRN*1*001320012134440*1582209549\	7,877.63	7877.63			Add Transfer	

5. Select **Update** on left side of row to submit the row
   - If **Update** is not selected, information entered will not save and will have to re-entered

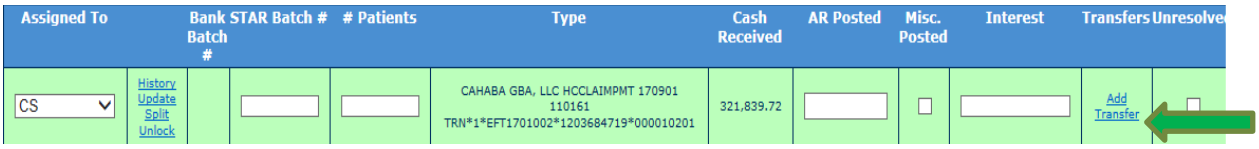
Assigned To		Bank STAR Batch # Batch #	# Patients	Type	Cash Received	AR Posted	Misc. Posted	Interest	Transfers	Unresolved
AW	History Update Split Unlock	836	17	HEHP GA HCCLAIMPMT 170901 087590 TRN*1*001320012134440*1582209549\	7,877.63	7877.63			Add Transfer	

--- Batch Entry with Transfer ---

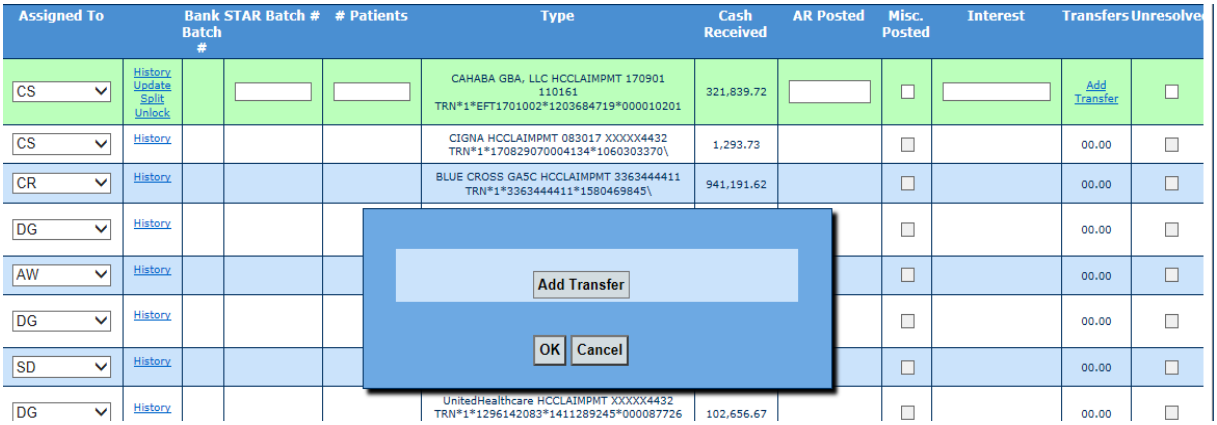
For entries that have an amount transferring to another entity

~ Example, from Atlanta to Forsyth ~

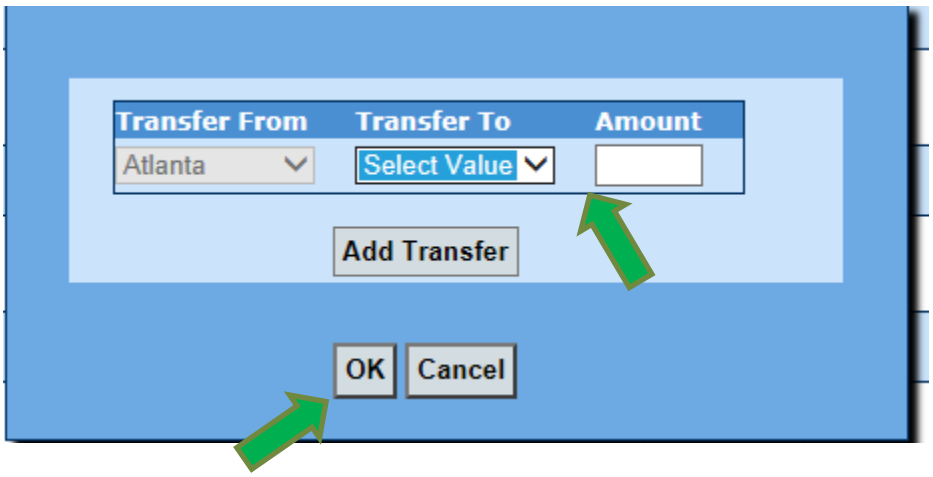
1. Select **Add Transfer** in the **Transfer** column



2. From pop-up, select **Add Transfer**



3. Select the entity to transfer to from the drop down and enter the amount.



4. If only transferring to one entity Select **OK**

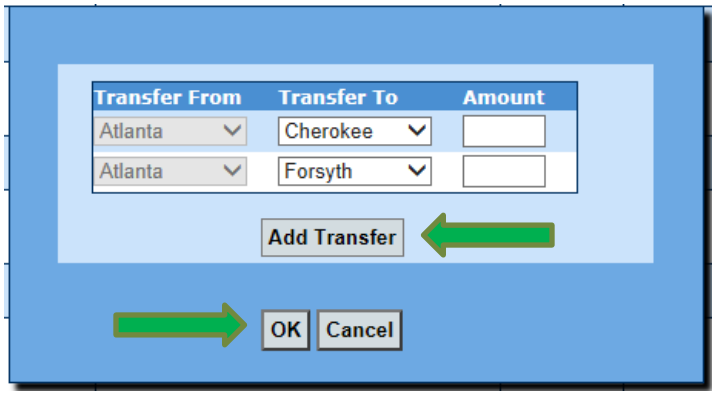
--- Batch Entry with Two Transfers ---

If transferring to two other entities

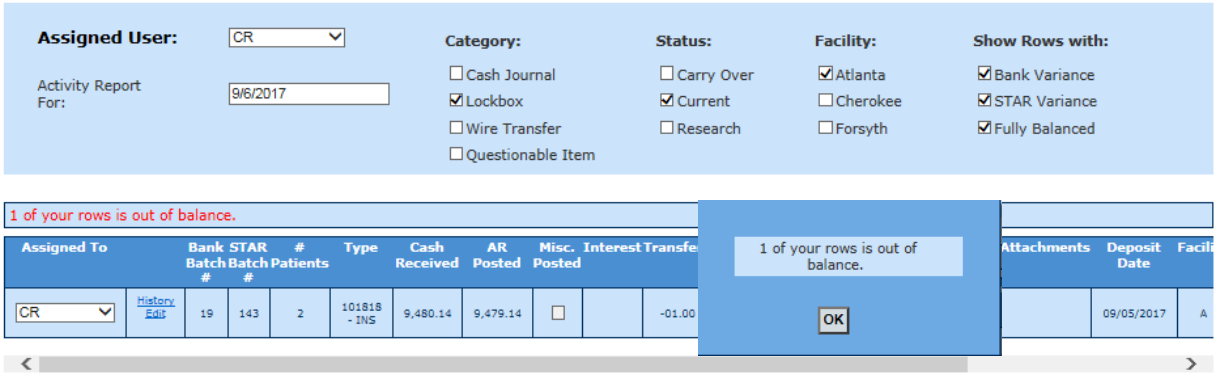
~ Example: transferring from Atlanta to Forsyth **AND** Cherokee ~

1. Select **Add Transfer** twice

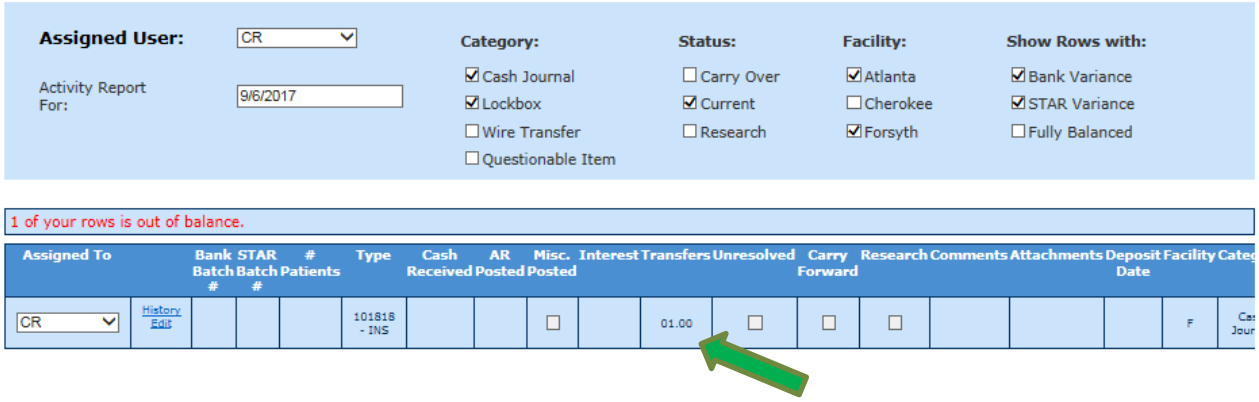
2. Select the entity to transfer to from the drop down and enter the amount



3. Once transfers are entered Select **OK**



- After transferring the amount to another entity, a notification will show on the top "1 of your rows is out of balance"
  -- Change the check boxes on top to go to the entity the amount got transferred to.
  -- Find row with the amount transferred (the amount will be under the **Transfer** column)



4. Edit row, and enter **STAR BATCH#, # PATIENTS** and amount in **AR POSTED** column to balance the row

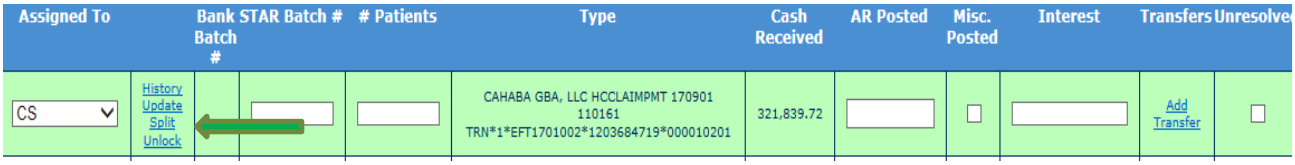
--- Batch Entry with Multiple Batches ---

For entries with more than one Batch

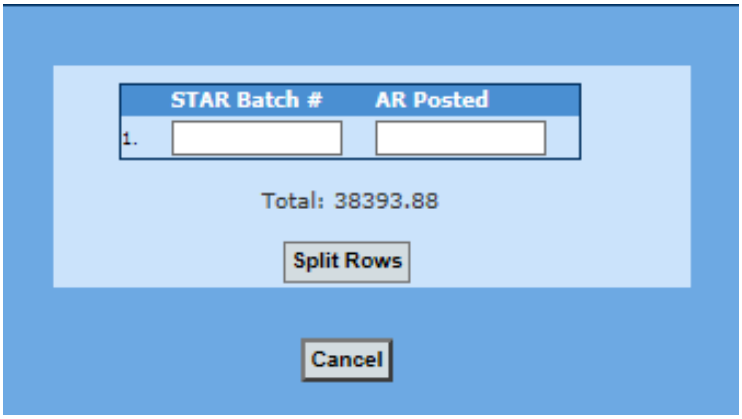
~ Example: enter two Star batches for one payment received ~

1. Select **Edit** button to open row

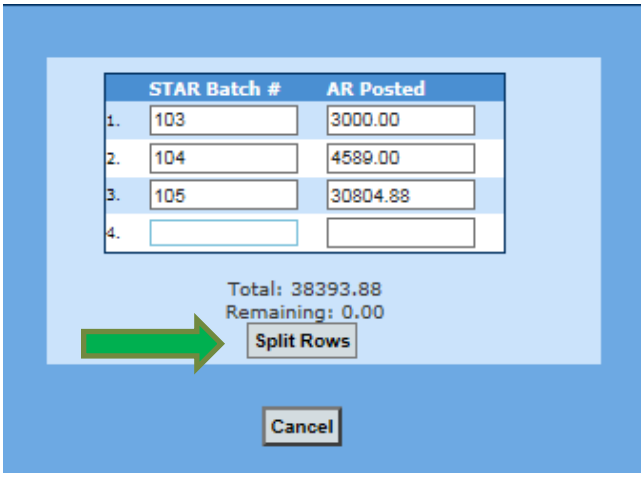
2. Select **Split**



3. On pop-up, enter the Batch Code in **STAR Batch #** and Batch Total in **AR Posted**
   - Repeat for each STAR Batch #



4. Select **Split Rows** when complete



5. Add total # of Trans for all STAR batches in **# Patients** column

Assigned To		Bank Batch #	STAR Batch #	# Patients	Type	Cash Received	AR Posted
CS	History Update Split Unlock		Split - 1007,1008	2	CIGNA HCCLAIMPMT 083017 XXXXX4432 TRN*1*170829070004134*1060303370\	1,293.73	1,293.73

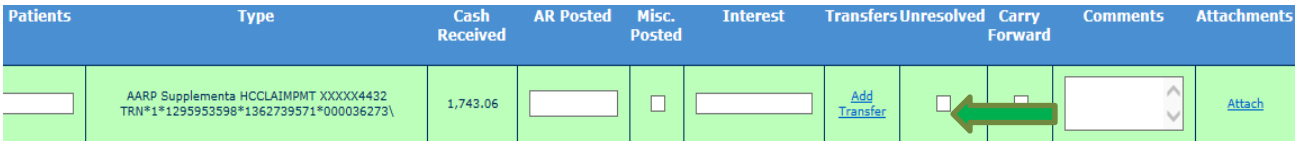
6. Select **Update** to submit the row

--- Batch Entry with Unresolved ---

If an entry has an unresolved amount

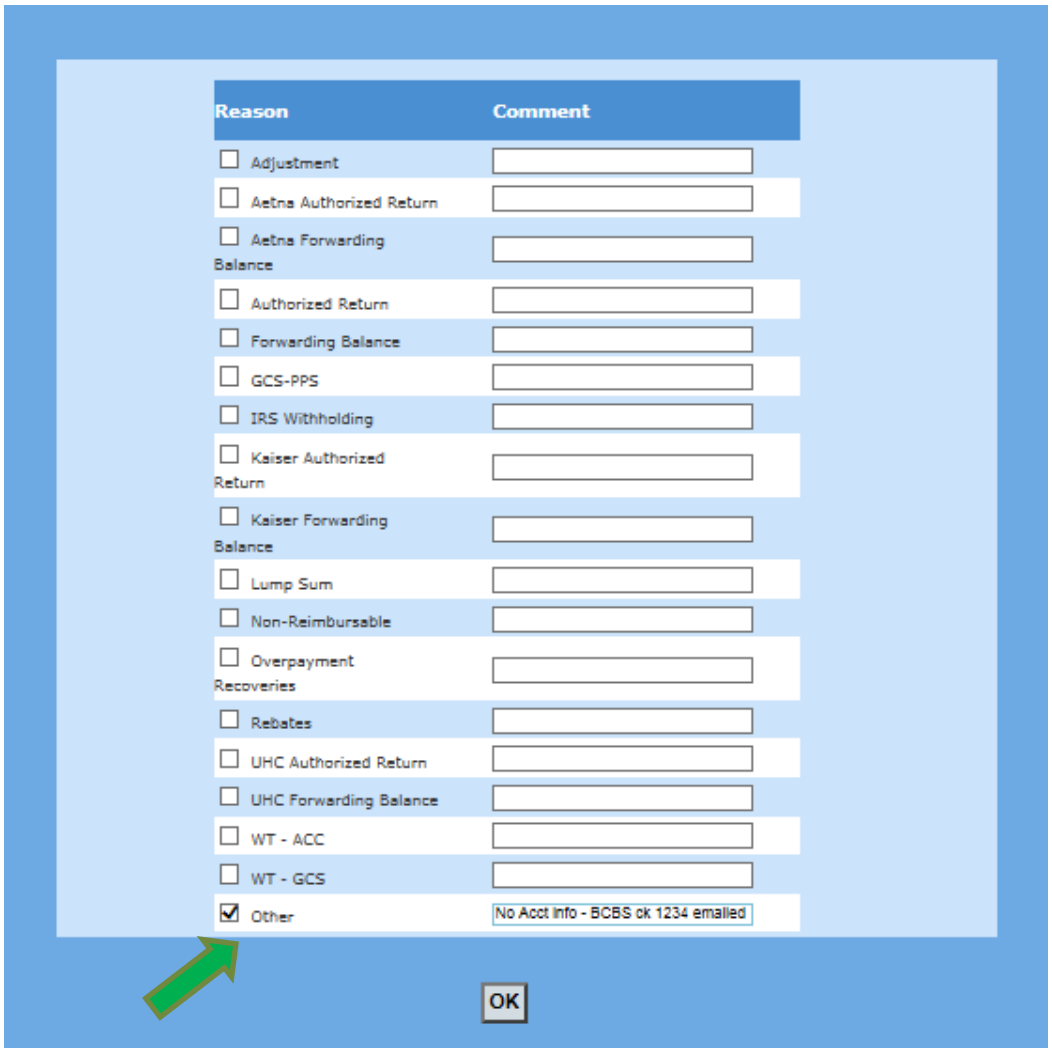
~ Example: enter Unresolved with no account information ~

1. Select check box in **Unresolved** column



Patients	Type	Cash Received	AR Posted	Misc. Posted	Interest	Transfers	Unresolved	Carry Forward	Comments	Attachments
	AARP Supplementa HCCLAIMPMT XXXXX4432 TRN*1*1295953598*1362739571*000036273\	1,743.06				Add Transfer				Attach

2. In the pop up window, check the box with correct reason, and enter comment
   - Comments: payer, check number, amount, who contacted to help locate information

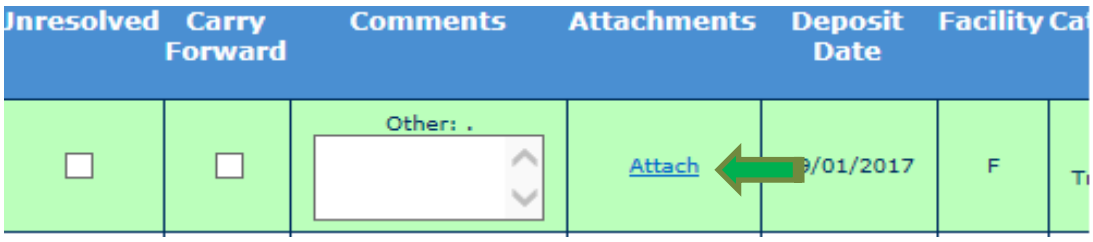


Reason	Comment
☐ Adjustment	
☐ Aetna Authorized Return	
☐ Aetna Forwarding Balance	
☐ Authorized Return	
☐ Forwarding Balance	
☐ GCS-PPS	
☐ IRS Withholding	
☐ Kaiser Authorized Return	
☐ Kaiser Forwarding Balance	
☐ Lump Sum	
☐ Non-Reimbursable	
☐ Overpayment Recoveries	
☐ Rebates	
☐ UHC Authorized Return	
☐ UHC Forwarding Balance	
☐ WT - ACC	
☐ WT - GCS	
☑ Other	No Acct Info - BCBS ck 1234 emailed

OK

3. After comments added select **OK**

4. For entries with unresolved amounts, an attachment is **REQUIRED** for the row to be correctly submitted
    - Select on **Attach** link under **Attachments** column, and add file supporting the unresolved amount

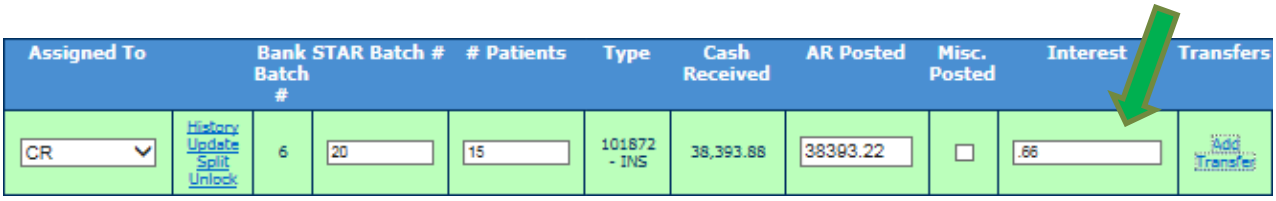


--- Batch Entry with Interest ---

For entries that contain an interest amount

~ Example: Entering $.88 interest ~

1. Enter interest amount into column titled **Interest**

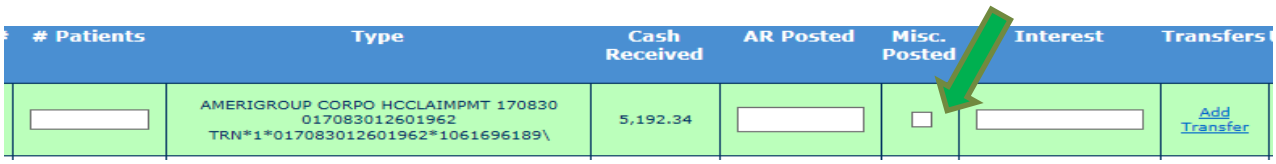


--- Batch Entry with Miscellaneous Amount ---

For entering Miscellaneous amount

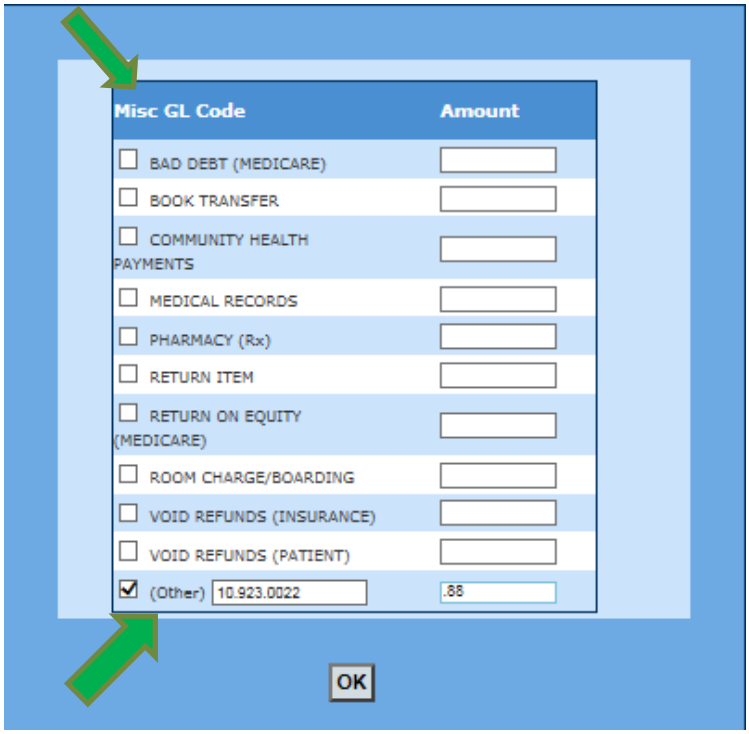
~ Example: Adding Miscellaneous payment to unapplied GL code ~

1. Check the box under the **Misc. Posted** column



# Patients	Type	Cash Received	AR Posted	Misc. Posted	Interest	Transfers
	AMERIGROUP CORPO HCCLAIMPMT 170830 017083012601962 TRN*1*017083012601962*1061696189\	5,192.34				Add Transfer

2. Select **Misc GL Code** description and enter **Amount**



Misc GL Code	Amount
BAD DEBT (MEDICARE)	
BOOK TRANSFER	
COMMUNITY HEALTH PAYMENTS	
MEDICAL RECORDS	
PHARMACY (Rx)	
RETURN ITEM	
RETURN ON EQUITY (MEDICARE)	
ROOM CHARGE/BOARDING	
VOID REFUNDS (INSURANCE)	
VOID REFUNDS (PATIENT)	
(Other) 10.923.0022	.88

OK

- If **Other is selected**, enter GL Code
  - Example EE.DDD.SSSS (10.923.0022)
- Select **OK**

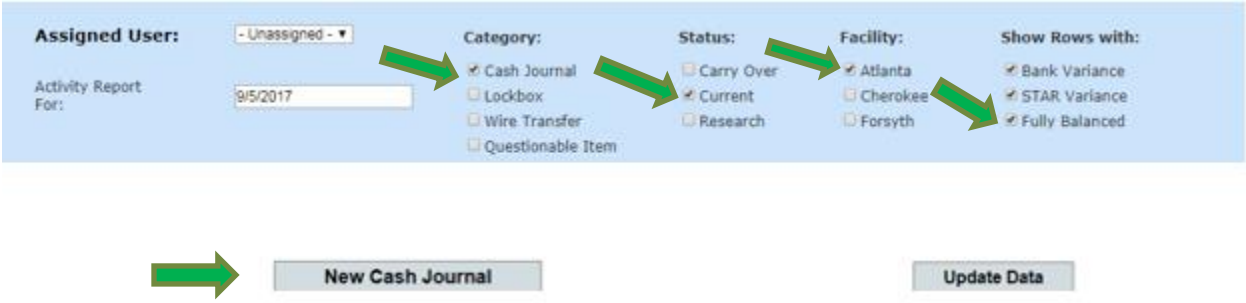
--- Adding New Cash Journal ---

To add a New Cash Journal entry,

~ Example: Adding Wire Zero Payment ~

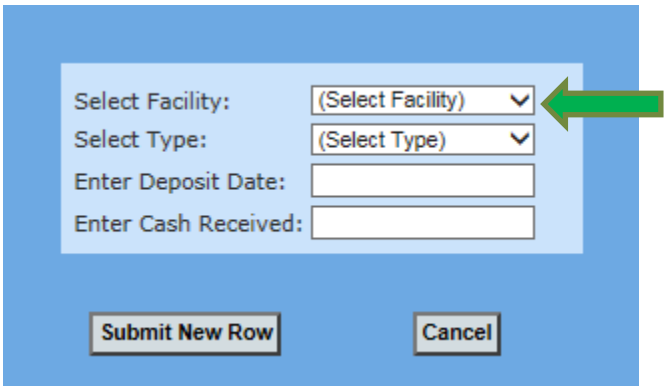
1. Select your initials in the **Assigned User** drop menu

2. Select **Cash Journal**, **Current**, the **Entity**, and **Fully Balanced**



3. Click on **New Cash Journal** button to create a new entry

4. Select **Facility** from drop down
   - **<u>Facility cannot be changed after submitted</u>**

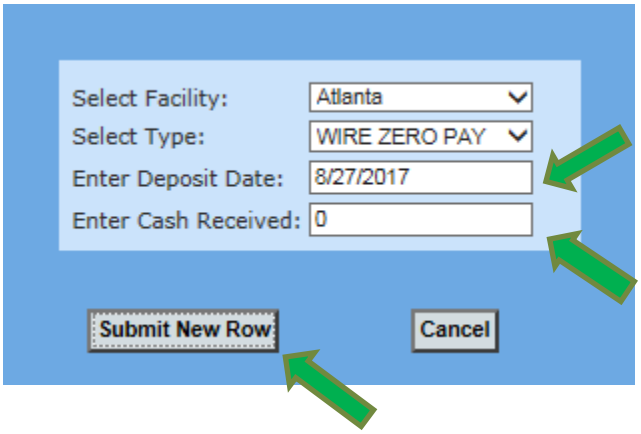


5. Select **Type** from drop down

Full Description	Short Description
ACCOUNT ADJUSTMENT	ACCT ADJ
AMEX CHARGEBACK	AMEX
CREDIT CARDS	CC
CLIENTLINE CHARGEBAC	CLIENTLINE
CONSOLIDATED PPS	CONS PPS
CORRECTION	CORR
GCS Payments	GCS
GCS TRUE-UP	GCS TRUE-UP
ONCOLOGY BUSINESS OFFICE	ONCOLOGY BUS
PATIENT PAYMENT SOLUTIONS	PPS
PPS SETTLEMENT RETURNS	PPS SETTLEME
PPS Returned Checks	PPS RTN CK
PAYROLL DEDUCTION FEES (BI-WEEKLY)	PAYROLL DED
TRANSFER	TRANSFER
BOOK TRANSFER	BOOK TRANSF
TRANSFER REQUEST	TRANSFER-R
WIRE TRANSFER	WIRE TRANSFER
AP VOID REFUNDS	VOID REFUND
WIRE ZERO PAYMENTS	WIRE ZERO PAY
ZERO PAYMENT	ZERO PAYMENT

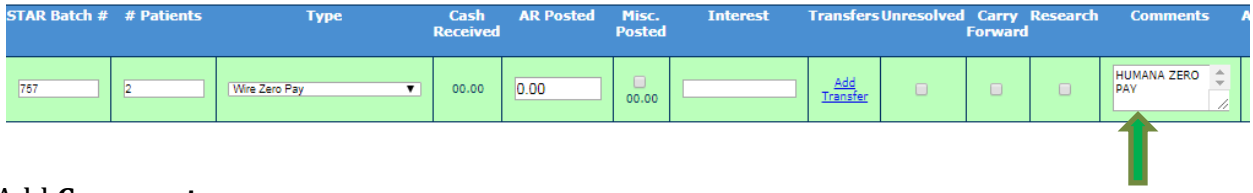
6. Enter **Deposit Date**
    - Date payment received or date of file

7. Enter **Cash Received**
    - If no money received, enter 0
    - If **Deposit Date** is older than 60 days it must be added by an Administrator



8. Click **Submit New Row** to create new row

9. Enter **STAR Batch #, # Patients** and **AR Posted**



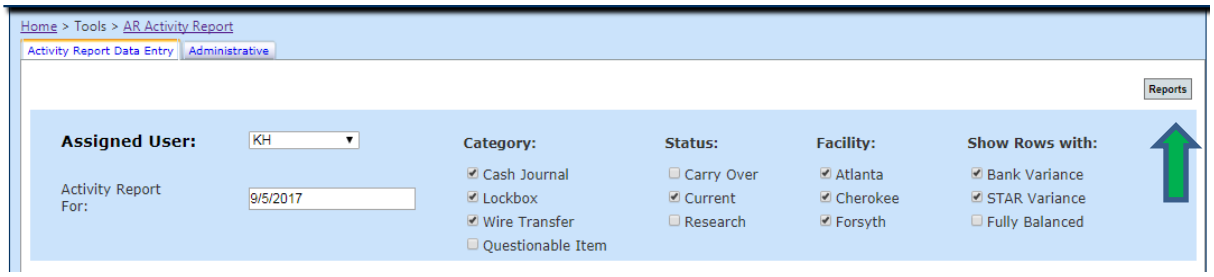
STAR Batch #	# Patients	Type	Cash Received	AR Posted	Misc. Posted	Interest	Transfers	Unresolved	Carry Forward	Research	Comments	A
757	2	Wire Zero Pay	00.00	0.00	00.00		Add Transfer				HUMANA ZERO PAY	

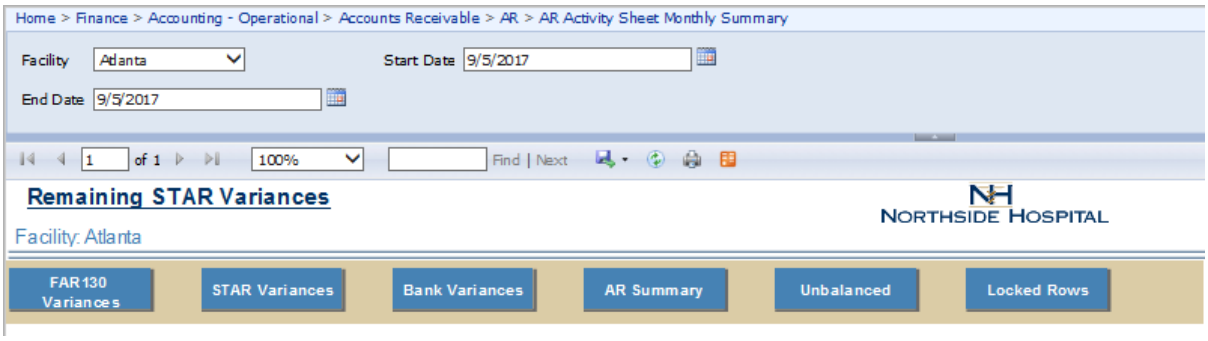
10. Add **Comments**
    - For Wire zero payment, add payer
        - Example – HUMANA ZERO PAYMENT

--- Balancing of AR Daily Activity Report ---

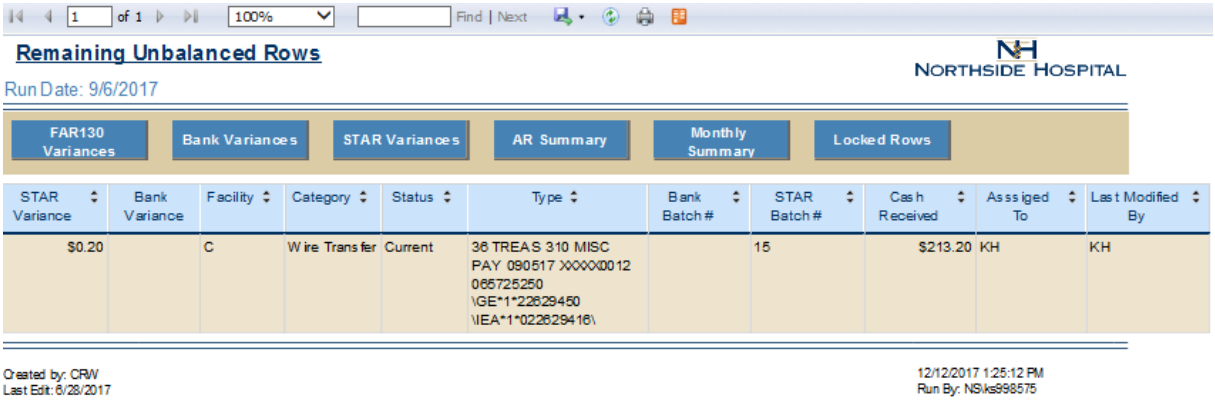
1. Verify all payments on all current tabs for any items to be moved to Questionable Items

2. Select **Reports** button on top right of AR Activity Report
   - Must be opened in Internet Explorer (will not work properly in Chrome)





3. Select **Unbalanced** – this will show any lines that are unbalanced in AR Activity Report, assigned to and last modifier
   - Forward list to appropriate person to correct or correct line



STAR Variance	Bank Variance	Facility	Category	Status	Type	Bank Batch #	STAR Batch #	Cash Received	Assiged To	Last Modified By
$0.20		C	Wire Transfer	Current	36 TREAS 310 MISC PAY 090517 XXXXX0012 066725250 \GE*1*22629450 \IEA*1*022629416\		15	$213.20	KH	KH

4. Select **FAR130 Variances** – this will show any STAR batch #'s that do not match between FAR130 and AR Activity Report

3 of 5 | 100% | Find | Next

FAR 130 Balancing

NORTHSIDE HOSPITAL

Run Date: 9/6/2017

STAR Variances | Bank Variances | AR Summary | Monthly Summary | Unbalanced | Locked Rows

Facility	STAR Batch #	Category	Status	FAR 130 AR	AR Posted	AR Variance	FAR 130 Patient Count	Posted # of Patients	Patient Variance
C	15	Wire Transfer	Current		$213.00	($213.00)		1	-1

5. Select **STAR Variances** – this will show any rows that have a STAR variance
    - STAR variance exist when more money is received than posted

1 of 1 | 100% | Find | Next

Remaining STAR Variances

NORTHSIDE HOSPITAL

Run Date: 9/6/2017

FAR130 Variances | Bank Variances | AR Summary | Monthly Summary | Unbalanced | Locked Rows

STAR Variance	Facility	Category	Status	Type	Bank Batch #	STAR Batch #	Cash Received	AR Posted	Assiged To	Last Modified By
$0.20	C	Wire Transfer	Current	36 TREAS 310 MISC PAY 090517 XXXXX0012 065725250\GE*1*22629450 \IEA*1*022629416\		15	$213.20	$213.00	KH	KH

Created by: CRW
Last Edit: 6/28/2017

12/12/2017 1:29:21 PM
Run By: NS\ks998575

6. Select **Bank Variances** – this will show any rows that have a Bank variance
    - Bank Variance is more money was posted than what was received

1 of 1 | 100% | Find | Next

Remaining Bank Variances

NORTHSIDE HOSPITAL

Run Date: 9/6/2017

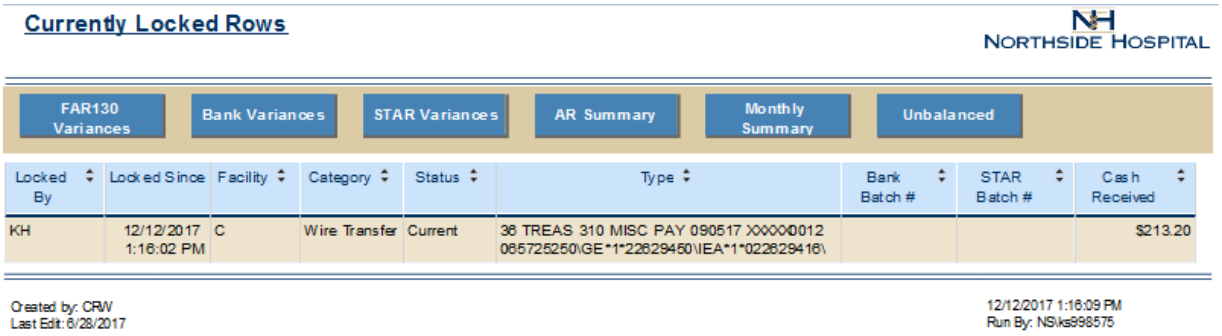
FAR130 Variances | STAR Variances | AR Summary | Monthly Summary | Unbalanced | Locked Rows

Bank Variance	Facility	Category	Status	Type	Bank Batch #	STAR Batch #	Cash Received	AR Posted	Assiged To	Last Modified By
$0.31	A	Cash Journal	Carry Over	ZERO PAY			($331.69)	($332.00)	KH	KH

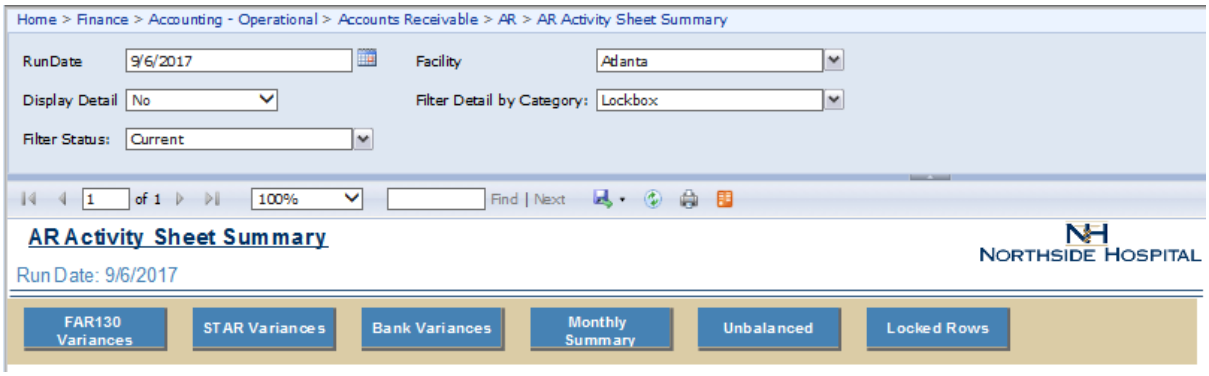
Created by: CRW
Last Edit: 7/31/2017

12/12/2017 1:32:29 PM
Run By: NS\ks998575

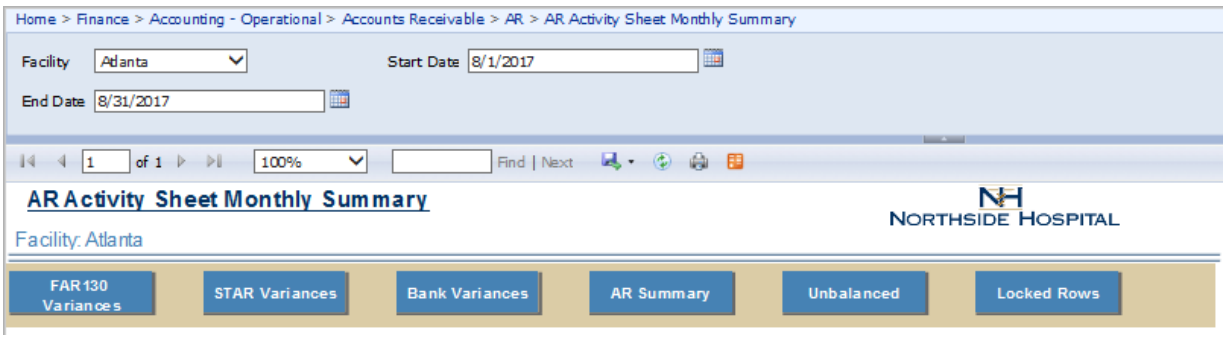
7. Select **Locked Rows** – this will show any rows that are locked for editing



8. Select **AR Summary** – Summary and Daily amounts



9. Select **Monthly Summary** – Daily overview amounts with monthly totals
   - Formerly known as AR Daily



10. Note: You must have Administrative rights to perform this step
    Once completely balanced and ready to finalize, select **Run Daily Process** in the AR Activity Report– this will email the AR Summary and Monthly Summary to appropriate contacts and compile / build AR Activity Report for the next day (including moving any payments received on AR Activity Report that were not posted or were entered to unresolved to appropriate carry over).
    This step cannot be undone, so it is imperative that all balancing procedures are followed.