Electronic Payments & Statements User Guide

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Welcome to Electronic Payments & Statements

With Electronic Payments and Statements (EPS) we deliver your claim payments and Explanation of Benefits (EOB) electronically, allowing your office faster payment, easier reconciliation, less paperwork and much greater efficiency.

Say goodbye to:

- Check clearing wait time
- Check processing fees
- Searching through files for claim and payment information
- Frustrating reconciliation tasks

And say hello to:

- Direct Deposit (ACH) or Virtual Card Payments
- Online Payment and Claim information
- Fast and Easy information searches
- Simplified reconciliation

This Guide will Show You How to:

- Download an electronic version of your remittance advice to use with your office computer billing software
- View and print hard copies of your remittance advice
- Search for payments and claims information by Date of Service, Account Number, Patient Name, Payment Number, and more
- Maintain your enrollment information, update office contacts, change bank account information and more

Get more information about EPS on the Welcome Page

Resources provides access to:

- FAQs
- Help
- User Guide
- Contact Us

Registered EPS Users

- Select your TIN number from the drop down box.
- The EPS Welcome Page offers you options to View Payments, Search Remittance, Payer PRAs, Payment Data Files, Maintain Enrollment, Manage Users and My Profile.

Closing EPS Welcome Page

- Select Logout in the upper right-hand corner to end your EPS session.

View and Print Remittances

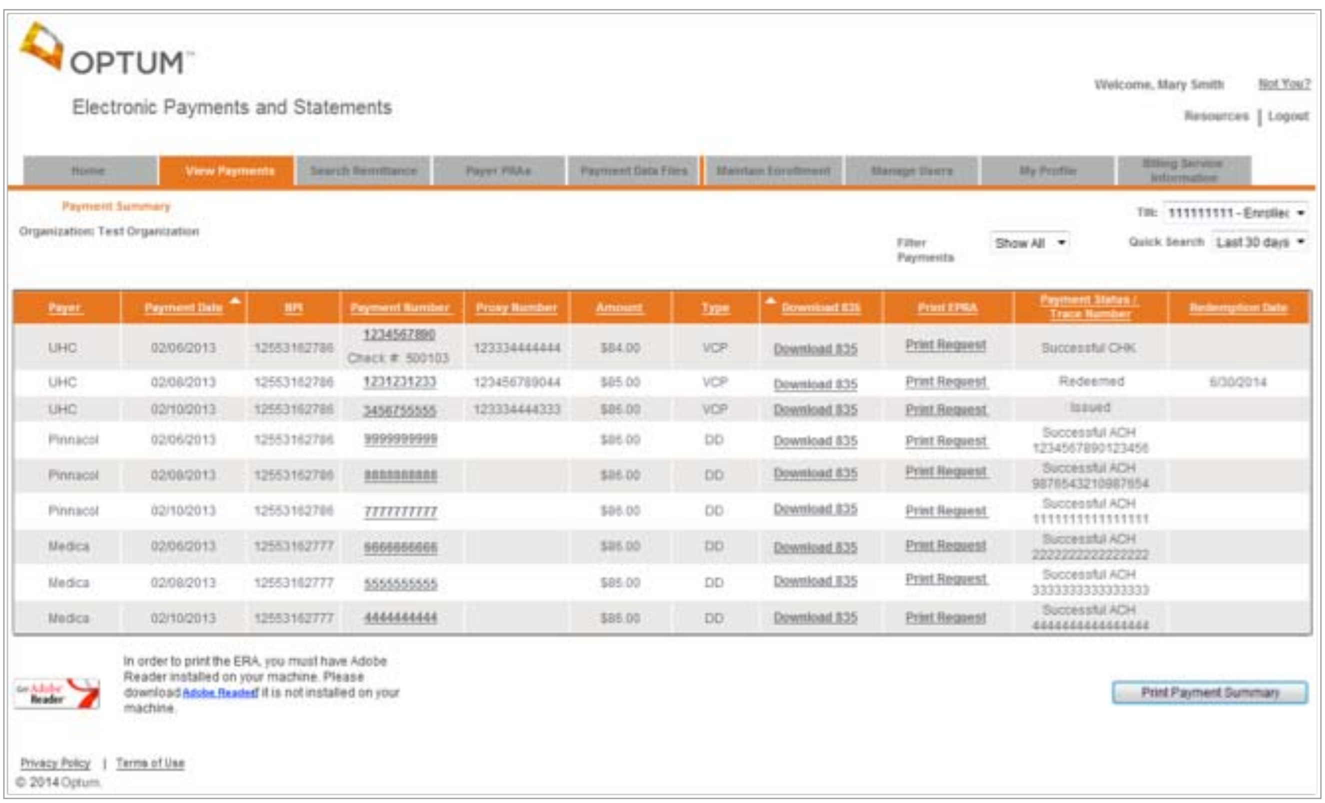
View Payments

Review summary level information for payments

- Select the View Payments tab to display the **Payment Summary**

Payment Summary

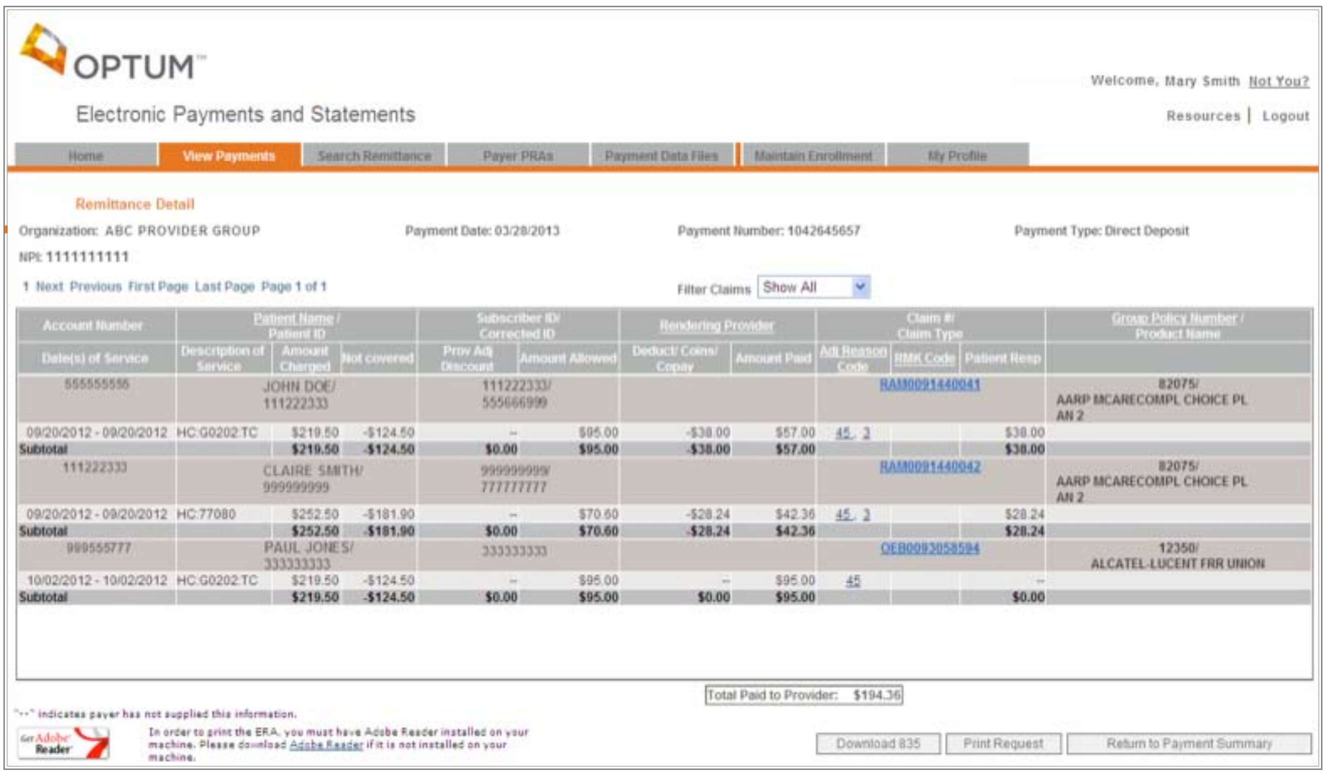
- Payments display from the past 30 days as a default
- Select the Quick Search drop-down box to change payments display to the last 60 days or 90 days.
- Filter payments to view by National Provider Identifier (NPI) or TIN by choosing the appropriate selection in the 'Filter Payments' drop-down box located near the top of the page. (Applicable only if your organization designated payments by NPI number(s) during the EPS enrollment process. If you are already enrolled, but wish to designate future payments by NPI, please see page 19 for more information).
- Sort payments by selecting the arrow icon next to the column header. Arrow up indicates ascending order and arrow down descending order.
- View Remittance Details for a payment by locating the payment row and selecting the link for the corresponding Payment Number.
- Download a 835 file for a particular payment by selecting the link Download for the corresponding payment row.
- Print an electronic remittance advice (ERA) for a particular payment by selecting the link Print Request for the corresponding payment row. Adobe® Reader® is required to use this print feature. To download Adobe Reader, select the Adobe Reader icon.
- Print the entire Payment Summary page by selecting the button Print Payment Summary. From print preview, right click your mouse and choose the print command.
- View the Deposit Status of your payment. 'Successful ACH' will indicate your payment was sent electronically and has been deposited into your bank account. If your payment is returned, you will see a status of 'Failed'. You will be contacted by the EPS team to correct the issue relating to this payment or by hovering over the Failed status, you can obtain the appropriate number to call for assistance. If no resolution to issue by third business day, EPS will mark this payment as 'Successful Check' and you will be receiving a paper check from your Payer's bank. For VCP payments, you will see statuses of 'Issued' or 'Redeemed'. Once funds are redeemed for a VCP, a date will display in the Redemption Date column. In the event funds are not redeemed within 30 days, you will see status of 'Successful Check', as expired VCPs are then sent out as check payments.



Remittance Detail

After selecting the link **Payment Number** for a payment row, the **Remittance Detai**l page will display all claims that are included in a particular payment

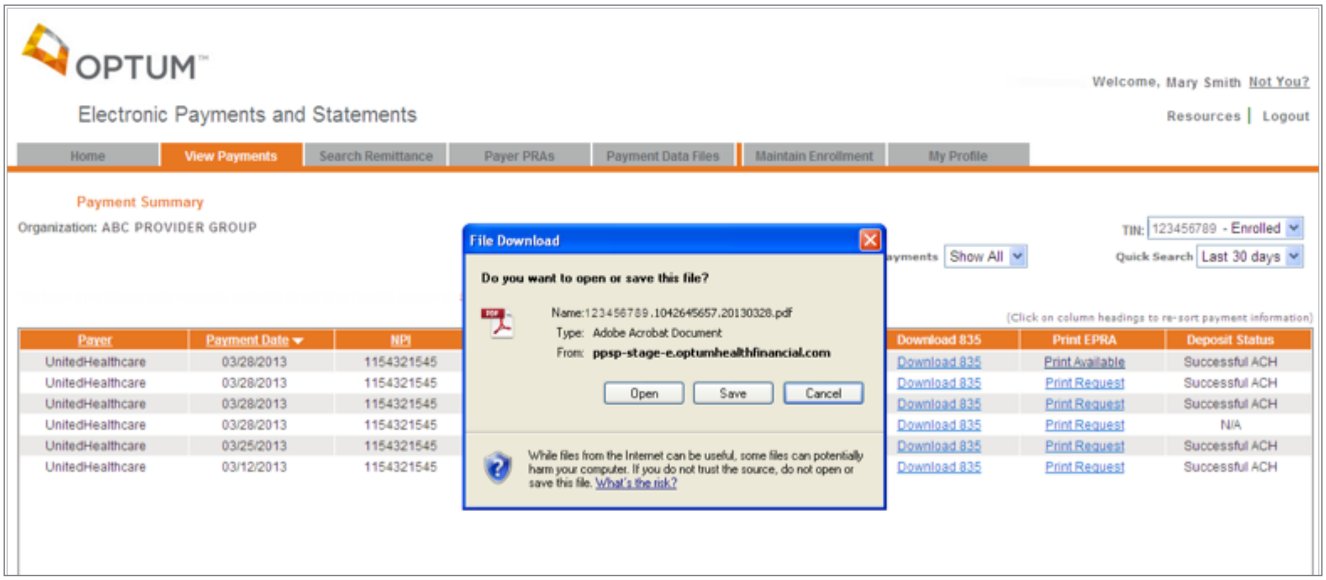
- Download a 835 file for a particular payment by selecting the button **Download 835**
- Print an electronic remittance advice (ERA) for a particular payment by selecting the button **Print Request**
- Return to Payment Summary by selecting the button **Return to Payment Summary**
- View **Additional Details** for a specific claim by selecting the **Claim Number** link for that claim
- View the **Explanation of a specific Adjustment Reason or Remark Code** by selecting the code link for that claim
- View a complete list of all Adjustment Reason and Remark Codes by selecting the column header link **Adj Reason Code or RMK Code**
- Print either the Adj Reason Code or RMK Code list by right clicking on the page and selecting print
- View any **Provider Level Adjustments (PLBs)** associated with a payment by selecting the last page and scrolling to the bottom of the page
- View PLBs by scrolling or, to view the full list without scrolling, select the button **Print Request** and print the last page



Print Electronic Remittance Advice

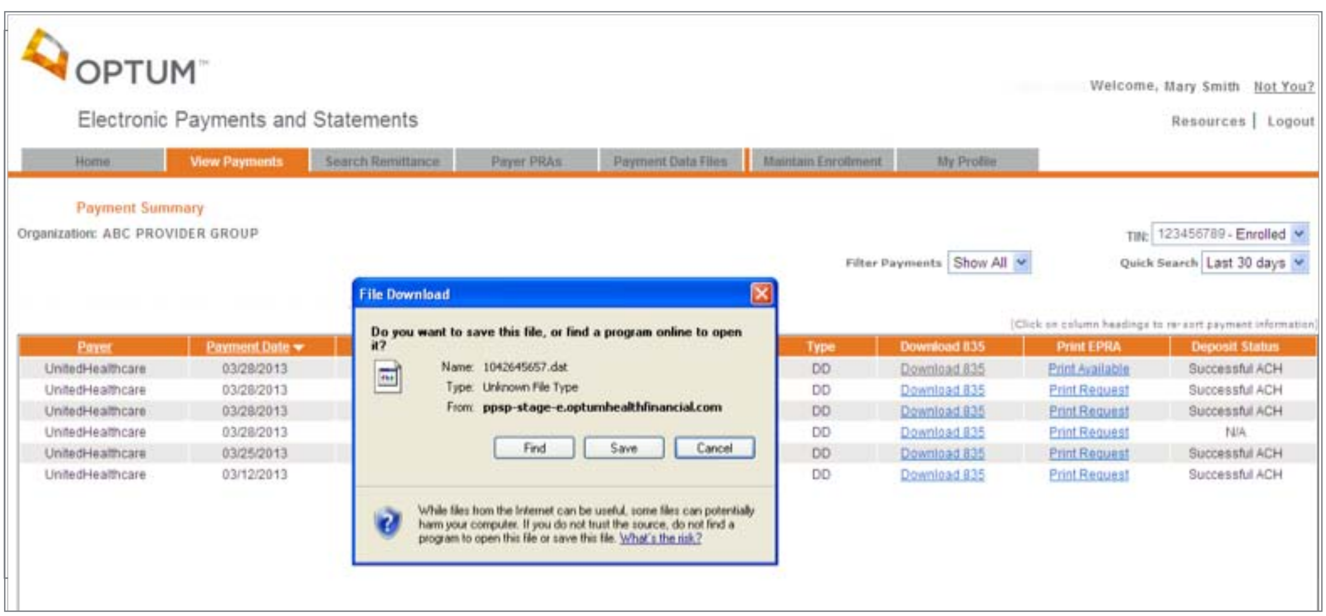
- Print an electronic remittance advice by selecting either **Print** or **Print Request** (ERAs that exceed 2500 pages can be made available for printing by clicking the **Print Request** link)Download dialog box will appear; select the button **Open**
- Adobe Reader will open and display the ERA
- Select the **Print** icon to print the ERA
- Adobe Reader is required to use this print feature

To download Adobe Reader, select the Adobe Reader icon located on the bottom left-hand corner of the screen



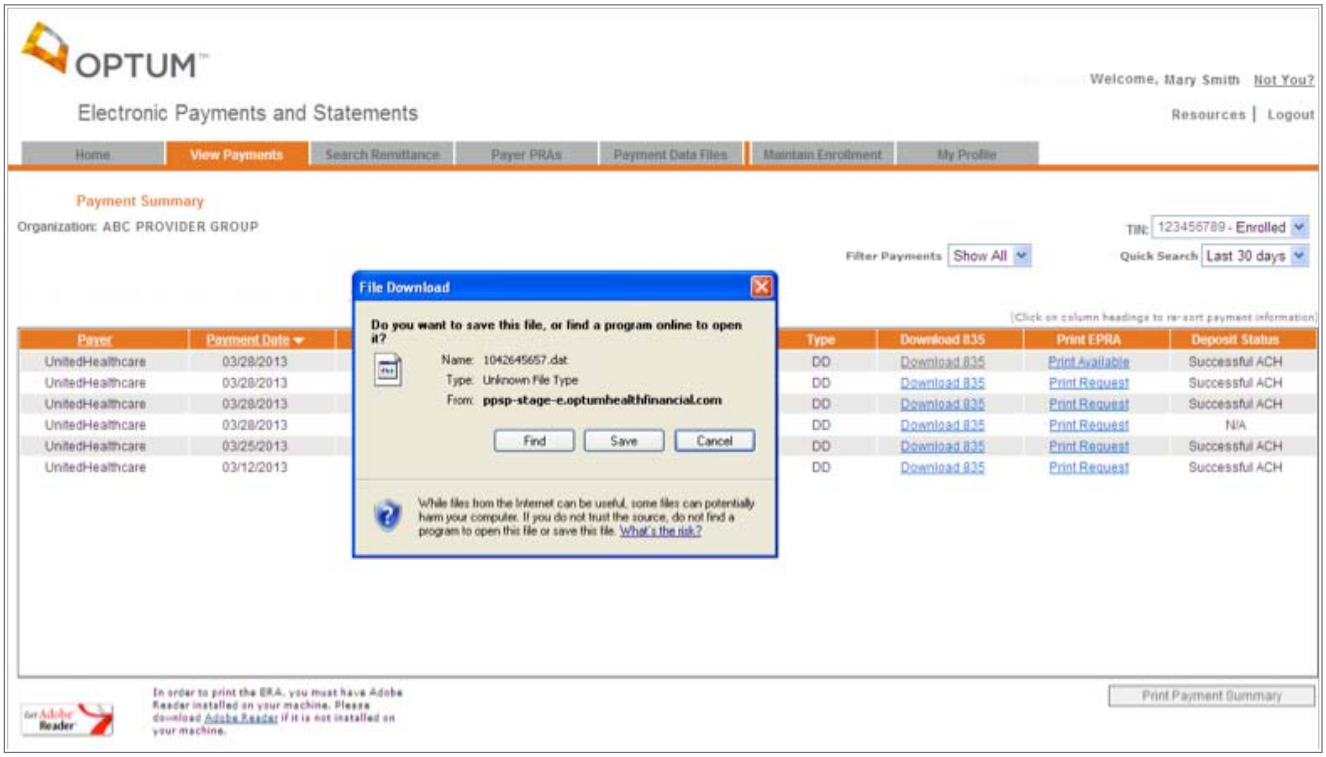
Download 835 file Save 835 file

- Download the 835 file by selecting **Download 835** from the Download 835 column. Download dialog box will appear. Select **Save**
- The 835 file is now available to upload to your Practice Management System

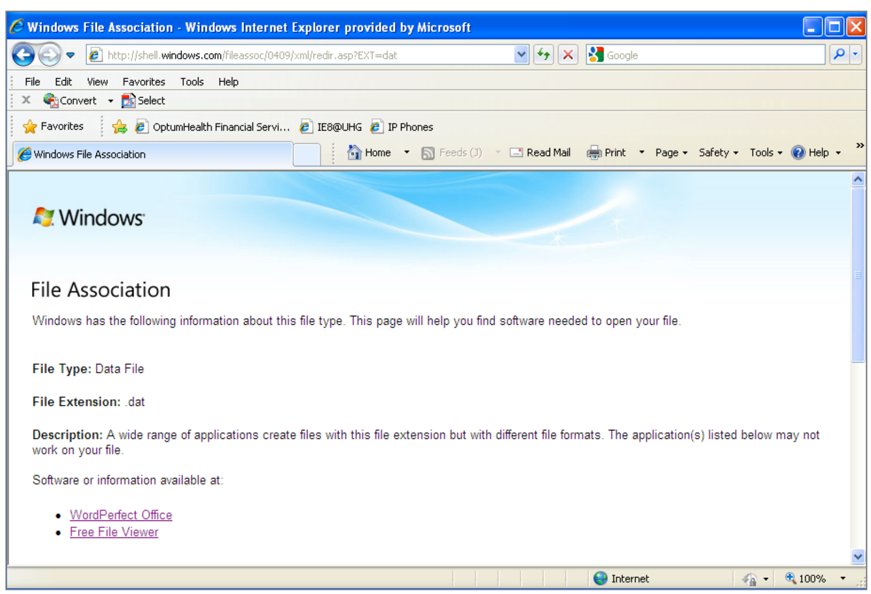


Open 835 file

- Download the 835 file by selecting the link **Download 835** from the Download 835 column
- Download dialog box will appear and select the button **Find**



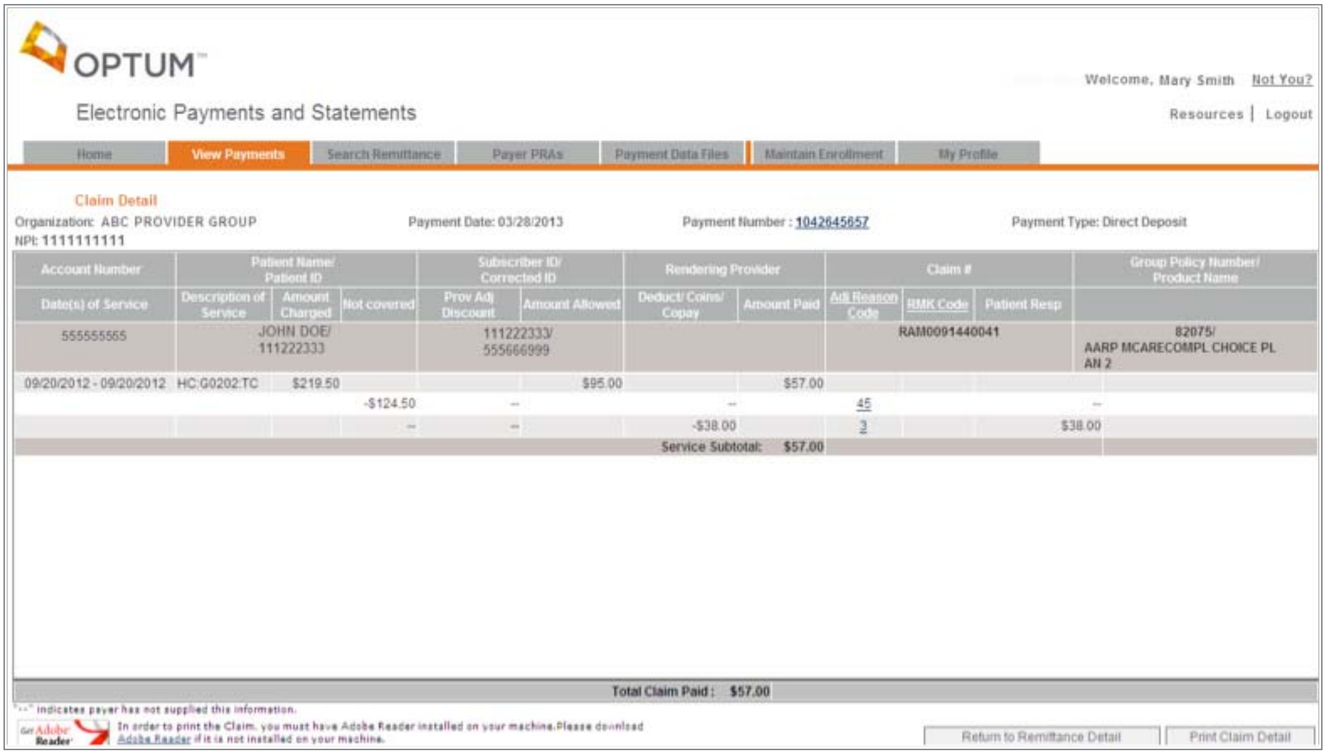
- Depending on which Windows operation System is running on your computer, a new window will open with information on software available to open your file.
- Select from software available to open your .dat file.
- Open With dialog box will appear, under Recommended Programs. Select Notepad, and then select OK



Claim Detail

After selecting the link **Claim Number** for a payment row, the **Claim Detail** page will display all service level and adjustment information for a single claim

- Each adjustment will display on a row corresponding to the appropriate service
- Print the Claim Detail by selecting the button **Print Claim Detail**
- Return to the Remittance Detail by selecting the button **Return to Remittance Detail**



Search Remittance

Payment and claim search using Electronic Payments and Statements

- Select the link **Search Remittance** to display eight search options
- Search for payments and claims by Date(s) of Service, Account Number, Subscriber ID, Patient Name, Payment Number, Zero Payment Claims, National Provider Identifier (NPI), or Claim Number
- Use Search Remittance to look up claim data for the past 13 months
- Select the radio button for the search option desired

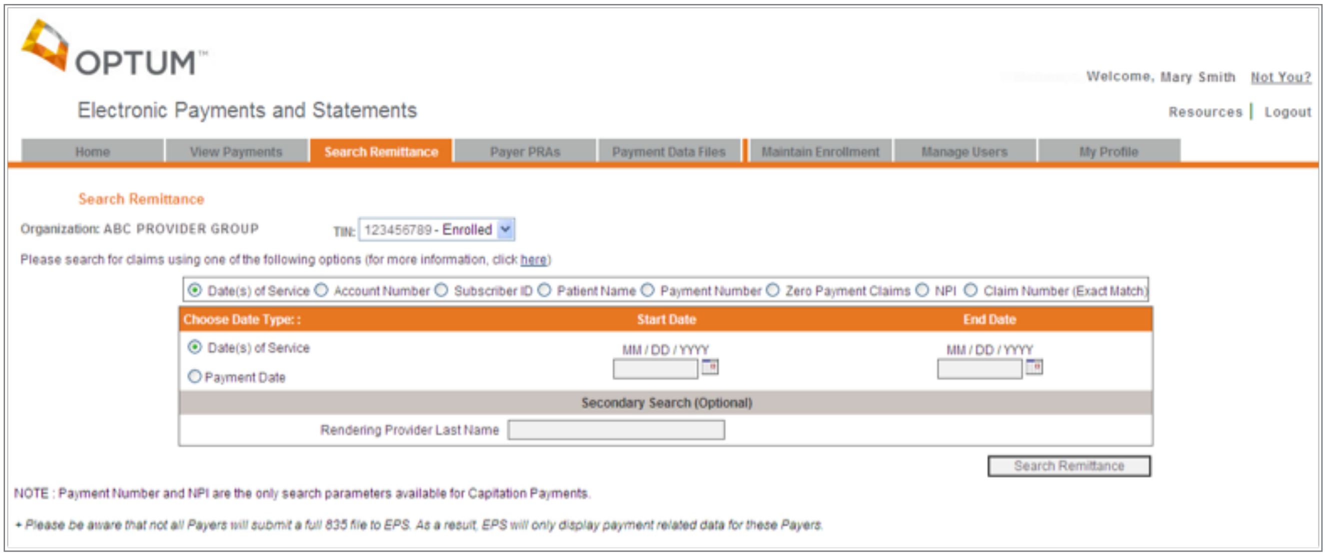
- **Search Criteria Definitions** are available for more information by selecting **Click here** link

Search Critieria Definitions

- Date of Service - Search Date of Service (the date the patient received the service) or Payment Date (the date your organization was paid for this claim) - You may also include the Rendering Provider Name to refine your search.
- Account Number - Search by the patient account number.
- Subscriber Id - Search for the subscriber ID in a date range using either Date of Service or Payment Date.
- Patient Name - Search by patient first and last name.
- Payment Number - Search by unique payment number.
- Zero Payment Claims - Search for claims where the net payment to the organization was zero within a date range using either Date of Service or Payment Date.
- NPI - Search by National Provider Identifier.
- Claim Number(Exact Match) - Search by Claim Number.

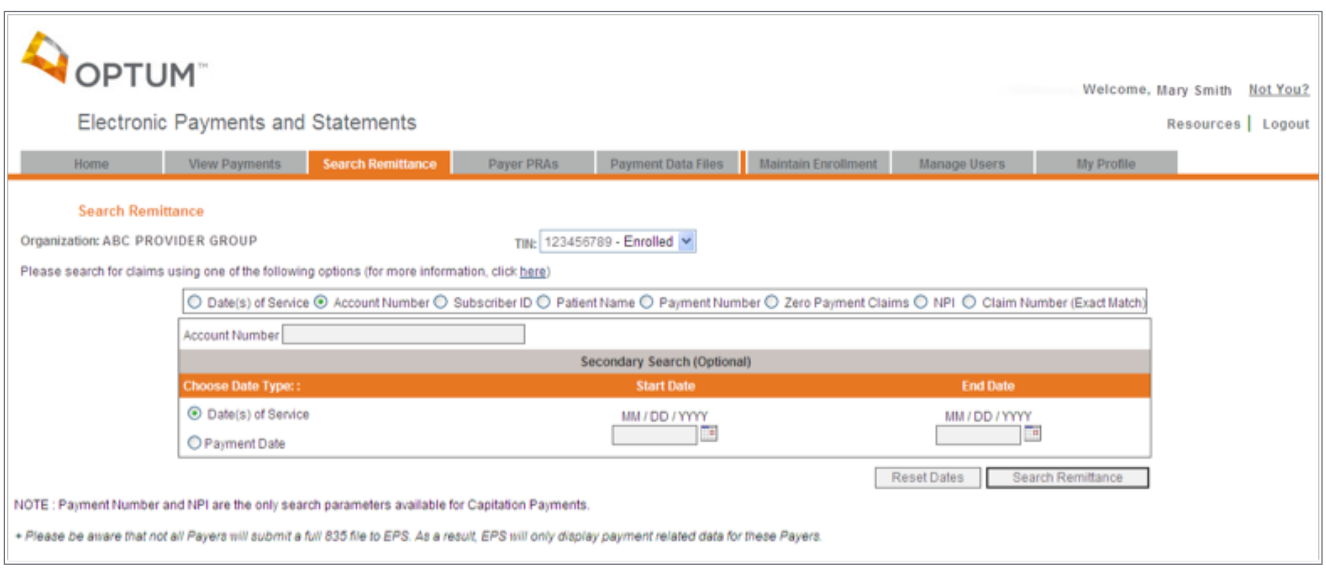
Search by Date(s) of Service

- Select the radio button for **Date of Service**
- Select **Calendar icon** to enter the Start Date and End Date
- Optional Secondary Search is to enter the **Rendering Provider Last Name**
- **Reset/Clear Search** at anytime by selecting a different radio button or by selecting the button **Search Remittance**



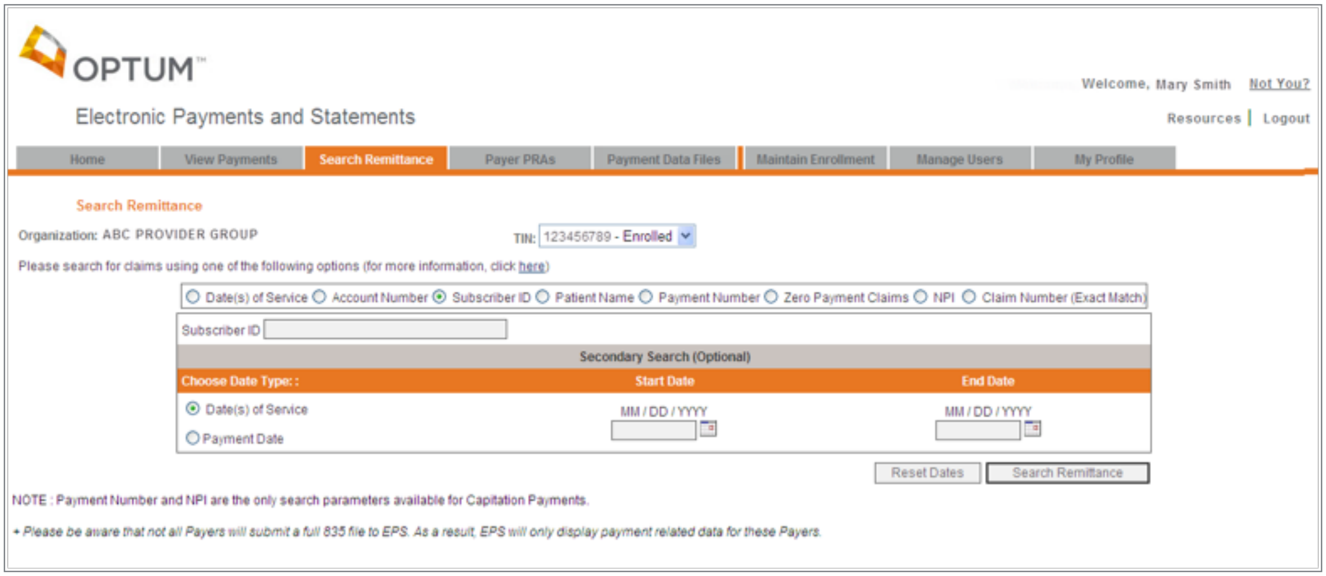
Search by your Patient Account Number

- Select the radio button for **Account Number**
- Enter **Account Number**
- Optional Secondary Search options available by Date of Service or Payment Date



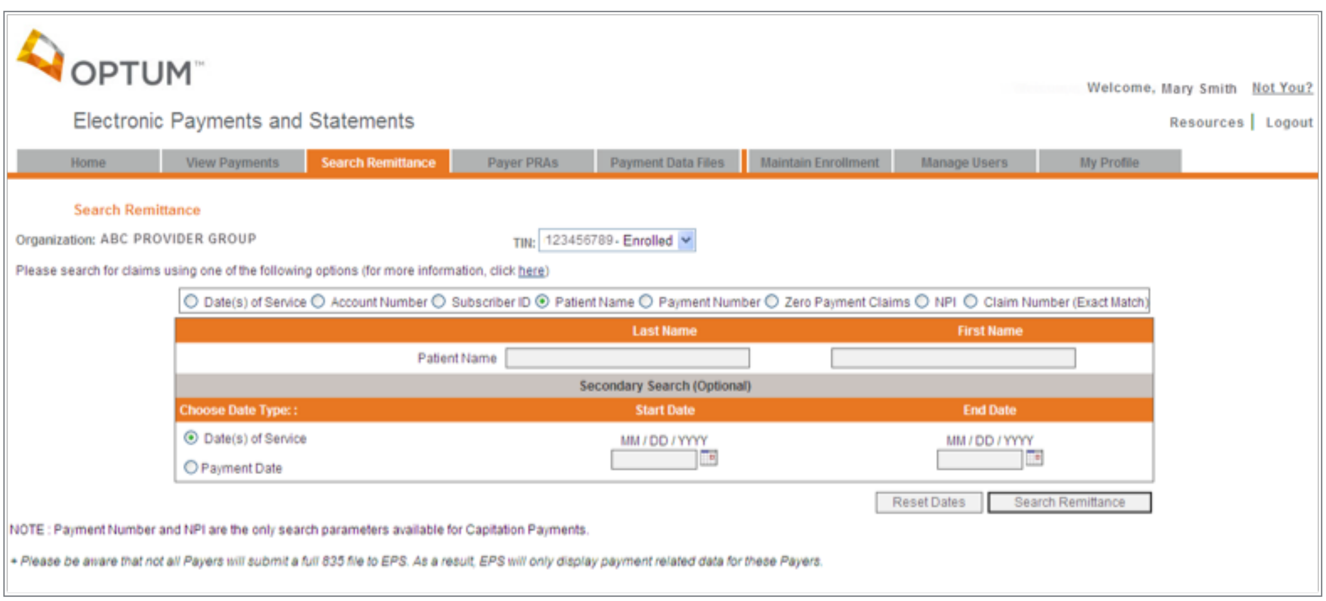
Search by Subscriber ID

- Select the radio button for **Subscriber ID**
- Enter **Subscriber ID**
- Optional Secondary Search options available by Date of Service or Payment Date



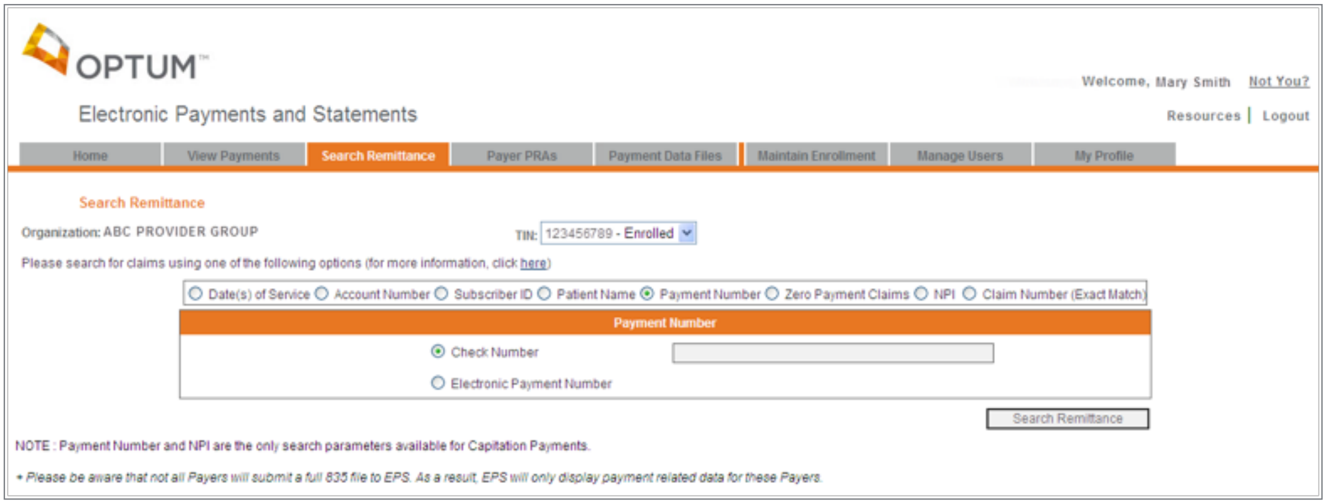
Search by Patient Name

- Select the radio button for **Patient Name**
- Enter **Patient Last Name and First Name**
- Optional Secondary Search options available by Date of Service or Payment Date



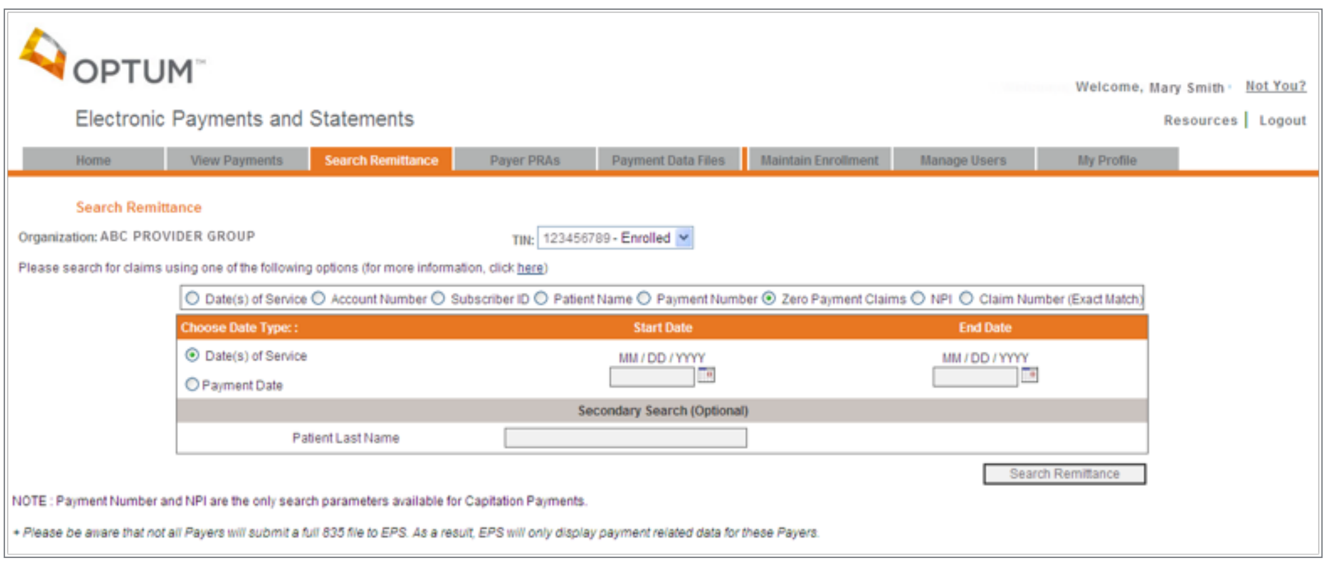
Search by Payment Number

- Select the radio button for **Payment Number**
- Select radio button for **Check Number** or **Electronic Payment Number**
- Enter **Payment Number**



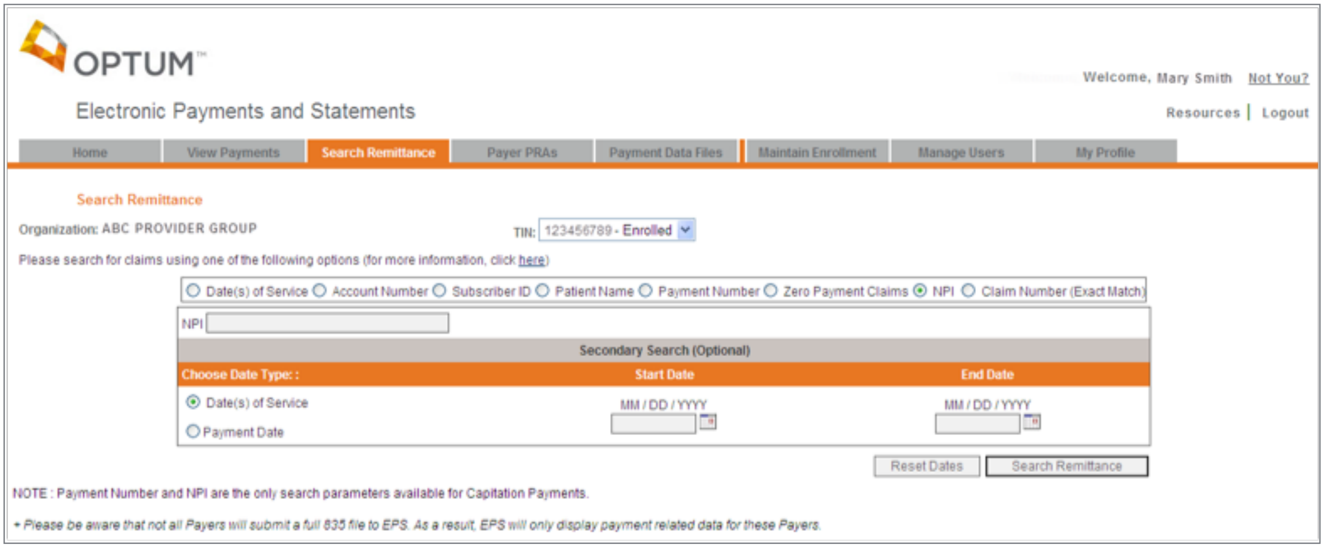
Search by Zero Payment Claims

- Zero Payment Claims refers to adjustment claims or denied claims
- Select the radio button for **Zero Payment Claims**
- Select the radio button for either **Date of Service** or **Payment Date**
- Select the **Calendar icon** to enter the Start Date and End Date
- Optional Secondary Search is to enter the **Patient's Last Name**



Search by National Provider Identifier (NPI)

- If your organization is directing payments to multiple checking accounts under a single Tax Identification Number (TIN), you can view payments by NPI
- Select the radio button for **NPI**
- Select the radio button for either the **Date of Service** or **Payment Date**
- Select the **Calendar icon** to enter the Start Date and End Date



Search by Claim Number

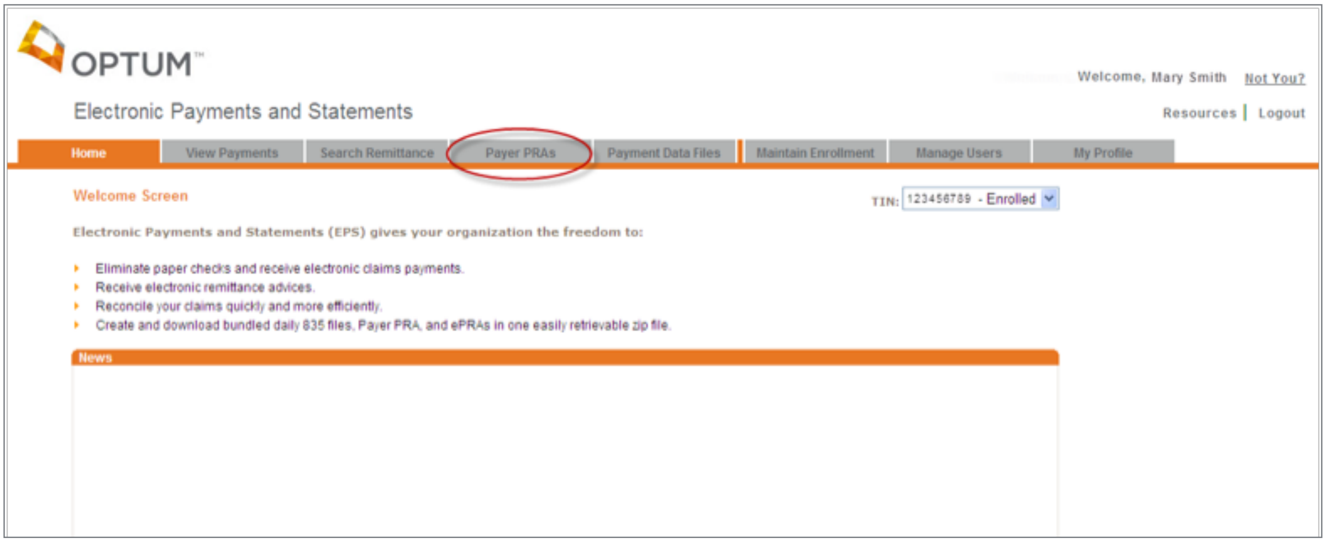
- Select the radio button for **Claim Number**
- Enter **Claim Number**

Search Results

- Displays claims that match the chosen search criteria
- Select the link Payment Number to view the Remittance Details
- Select the Claim Number link to view the Claim Details
- Select button Print Search Results to print information
- Print preview page displays and then right click and choose the Print Command
- Select button New Search to begin a new search

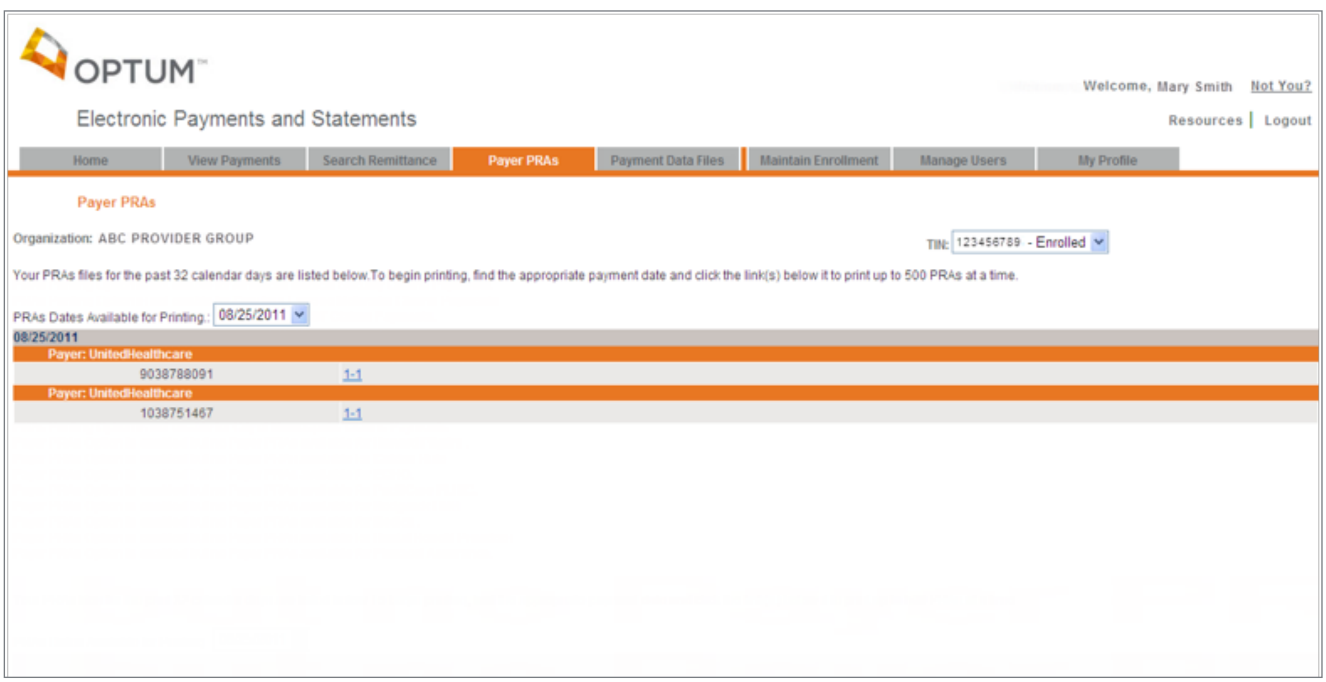
Payer PRAs View and Print

- From the EPS Welcome Page, select the Payer PRAs tab
- You may view and print up to 500 Payer PRAs at a time
- Individual PRAs for the past 15 business days are available using the Payer PRAs feature.

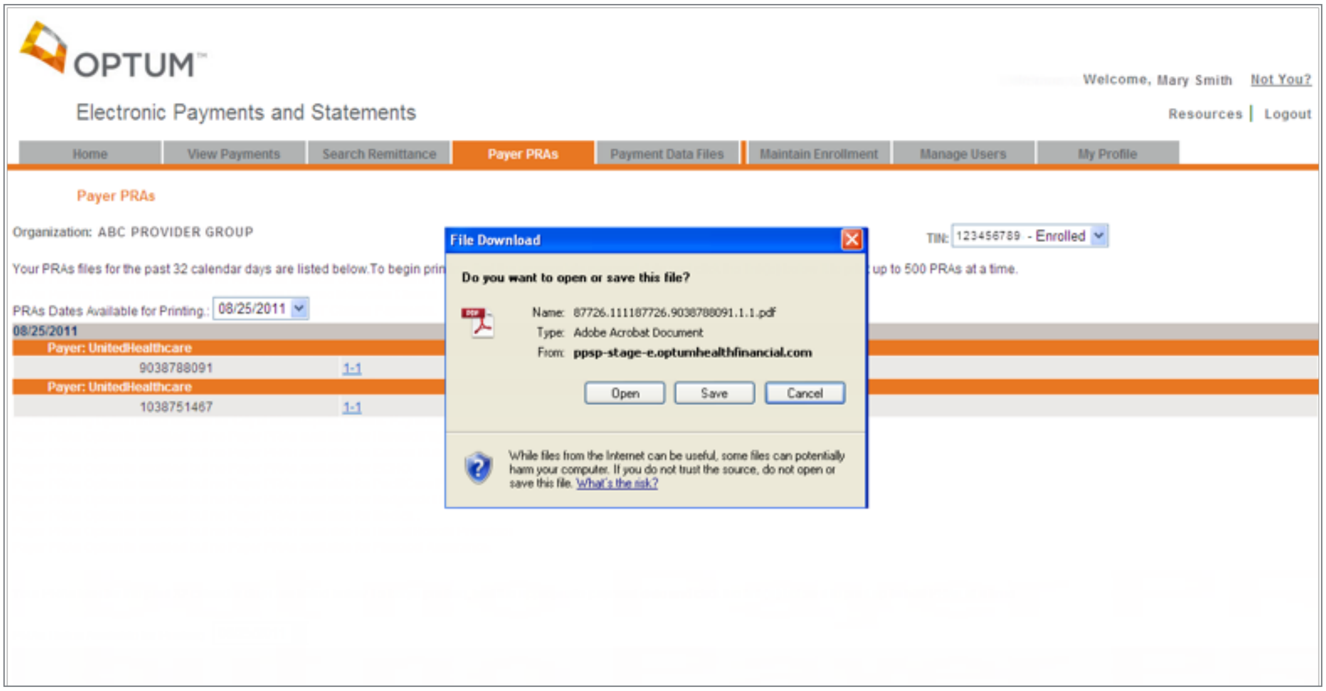


PRA Printing

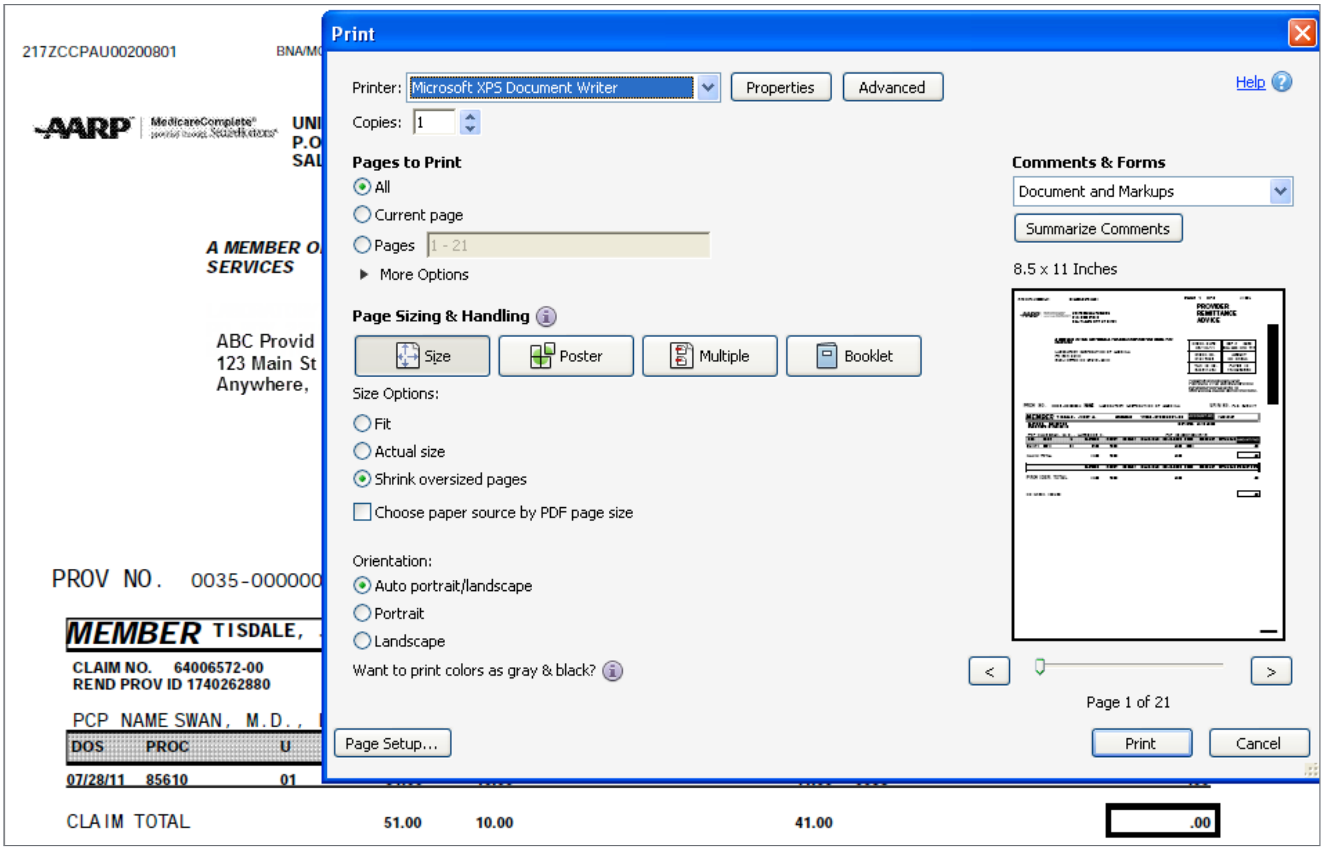
- Locate the desired payment date
- Select the link segment to open the PRA files for that payment date (Payer PRA files are available for the past 15 business days)



- Payer PRAs processing screen displays while PRAs are downloading from the server
- Upon completion of download. Adobe Reader will launch containing up to 500 PRAs
- Select the **Calendar icon** to enter the Start Date and End Date



- Select the **Print icon** and '**OK**' to print the PRAs
- The Print All PRA page is still open behind in a separate window. You can print additional PRA files, if required
- To close Adobe Reader, select the **Close Window "X" box** on the upper right corner

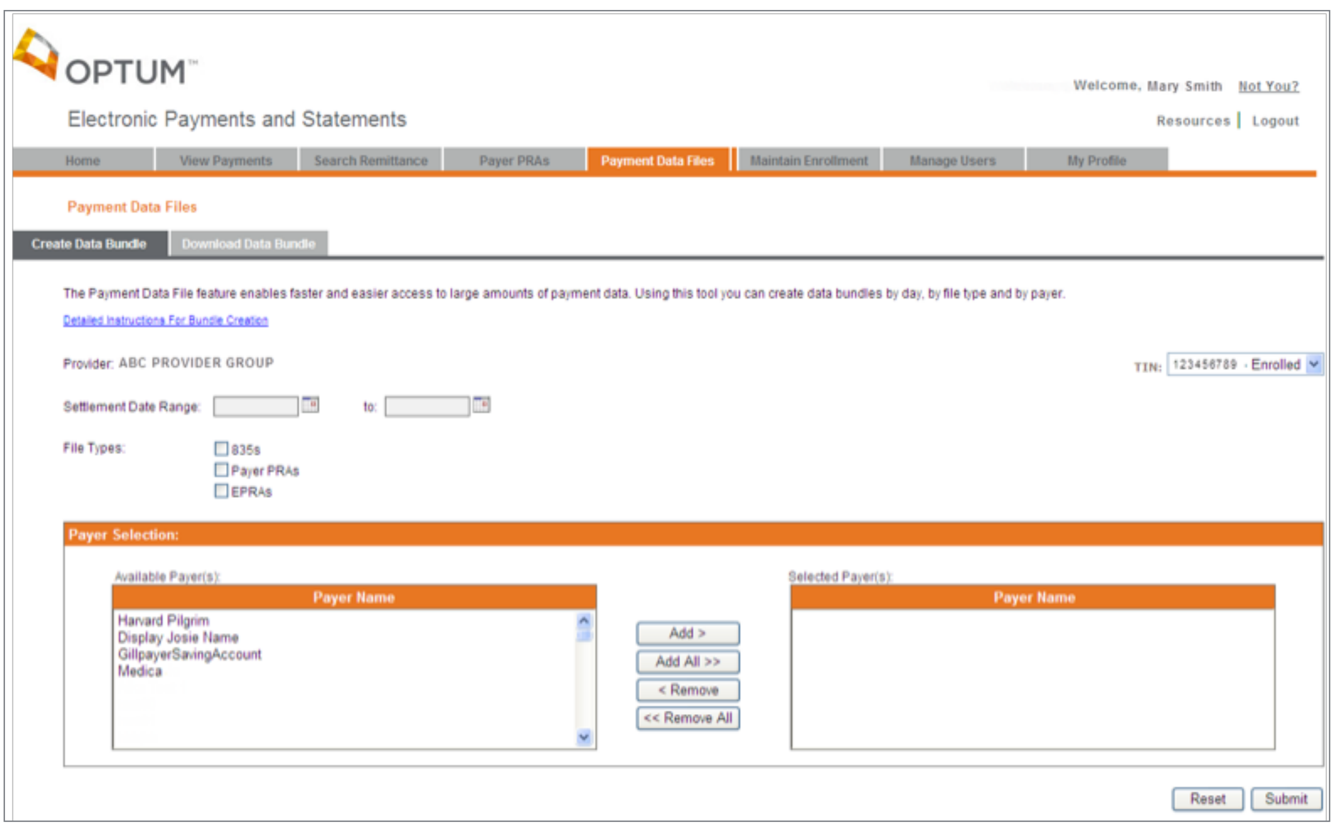


Payment Data Files

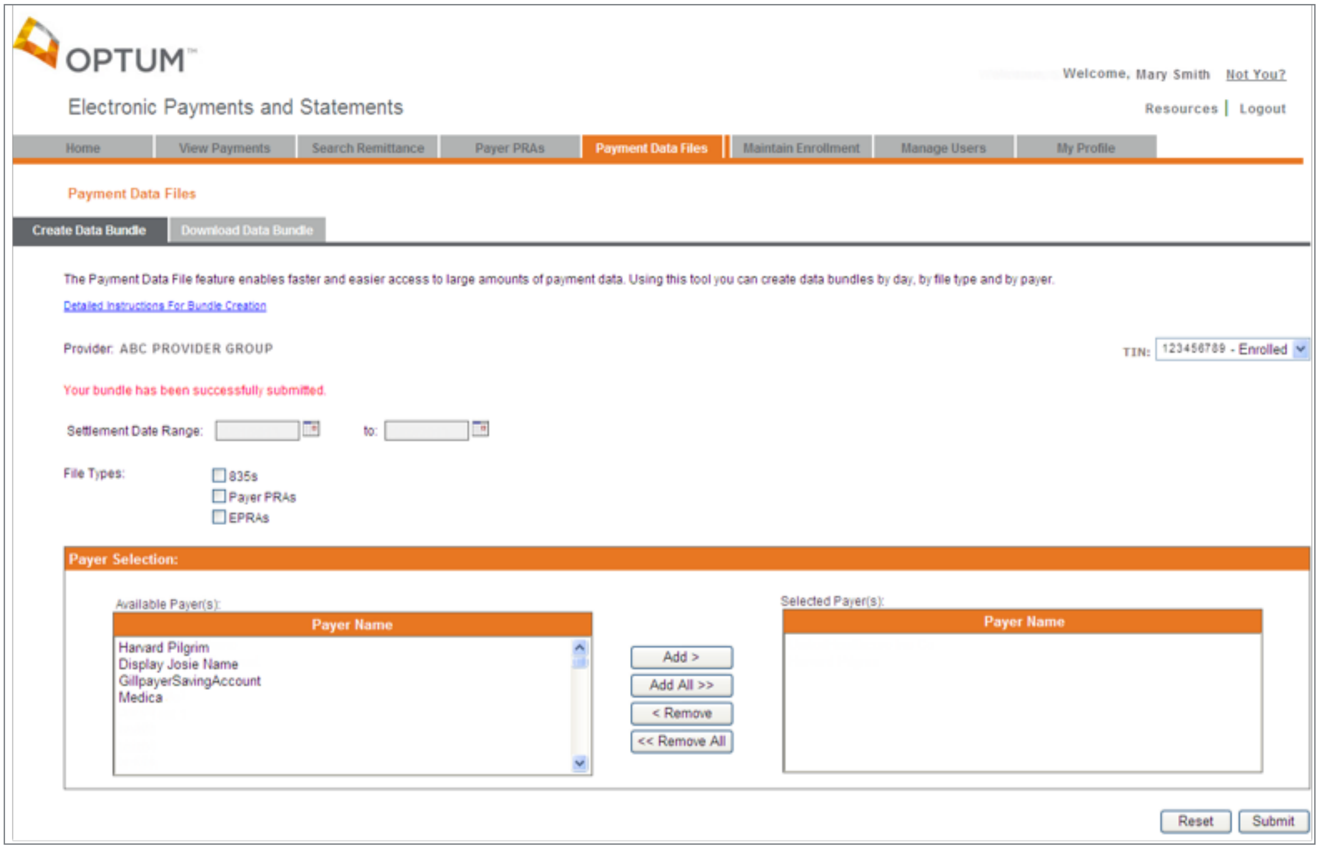
- From the EPS Welcome Page, select the Payment Data Files tab
- You can request and download bundled 835 files, Payer PRAs and ePRAs in one centralized location

Create Data Bundle

- Select the desired Settlement Date or Date Range, File Type(s) and Payer(s) to include in your data bundle request

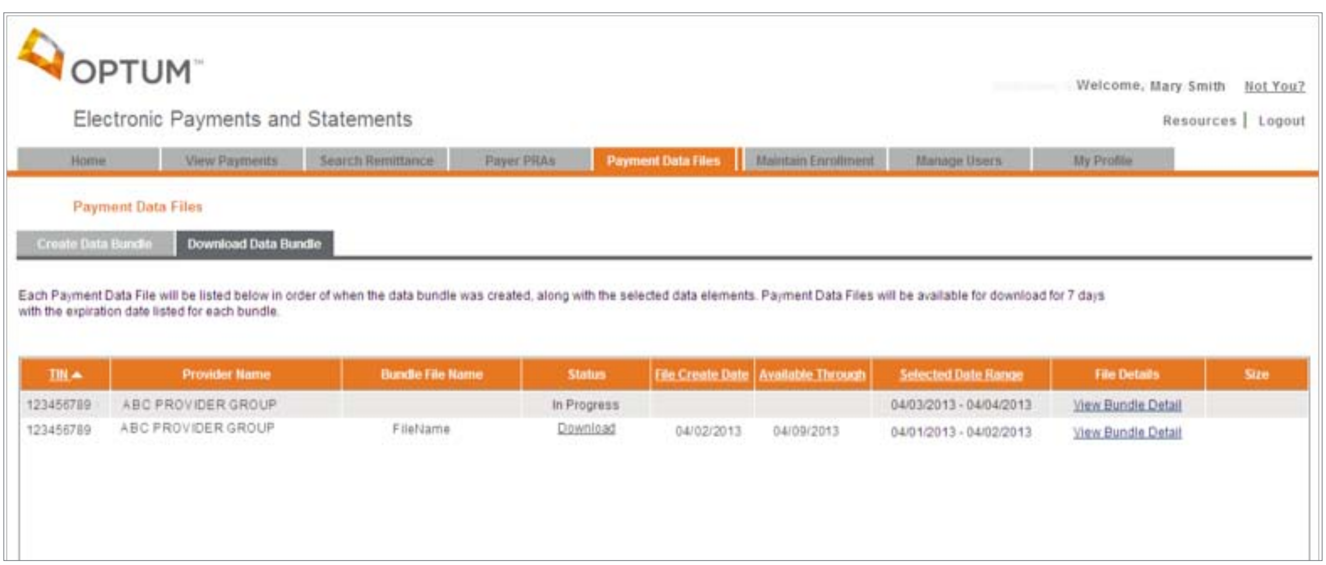


- You will receive an online message indicating that your request was successfully submitted
- When processing is complete for the requested data bundle(s), you will receive an email notification that your data bundle is available for download



Download Data Bundle

- Each requested data bundle is displayed in the order in which it was created
- Upon selecting 'Download', a zipped file will be presented containing separate folders for each payer
- Data bundles are available for download for 7 days



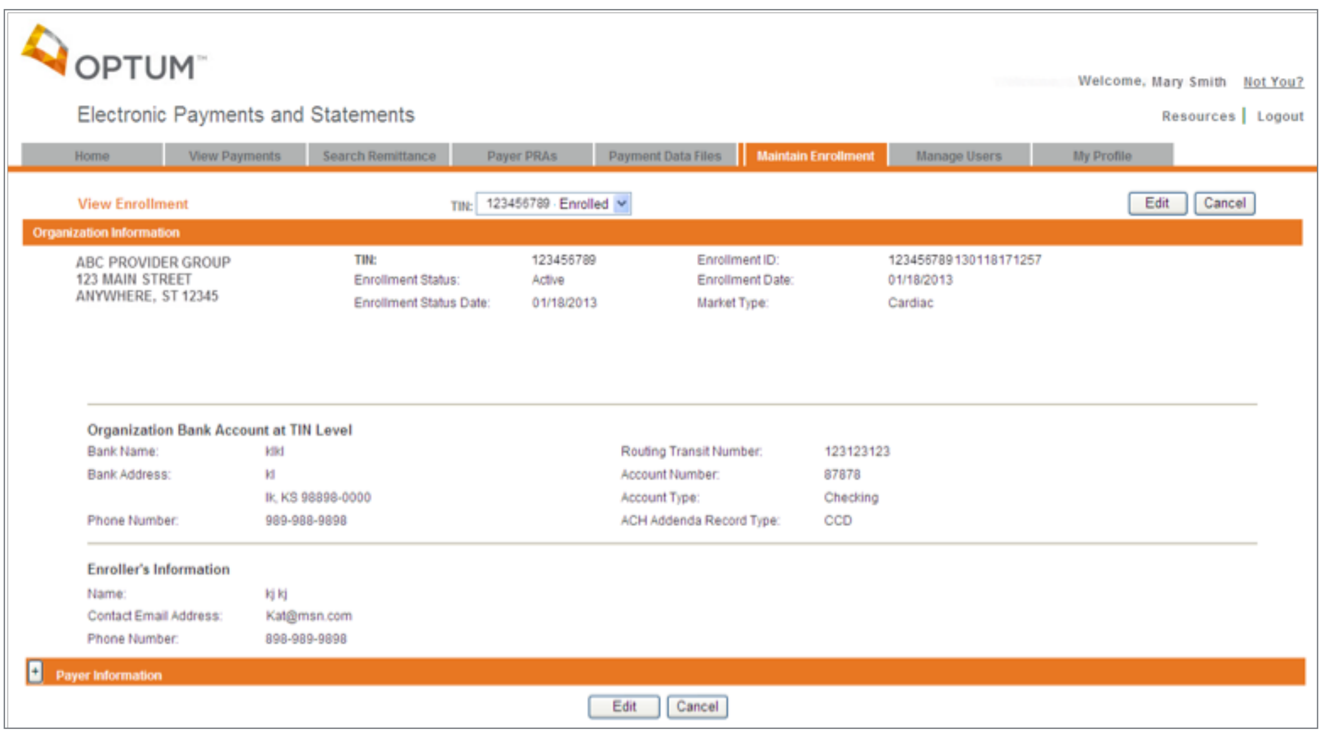
Maintain Enrollment

The Maintain Enrollment feature allows you to view or update existing enrollment details for an organization.

- To view current enrollment information for an organization select **Maintain Enrollment**

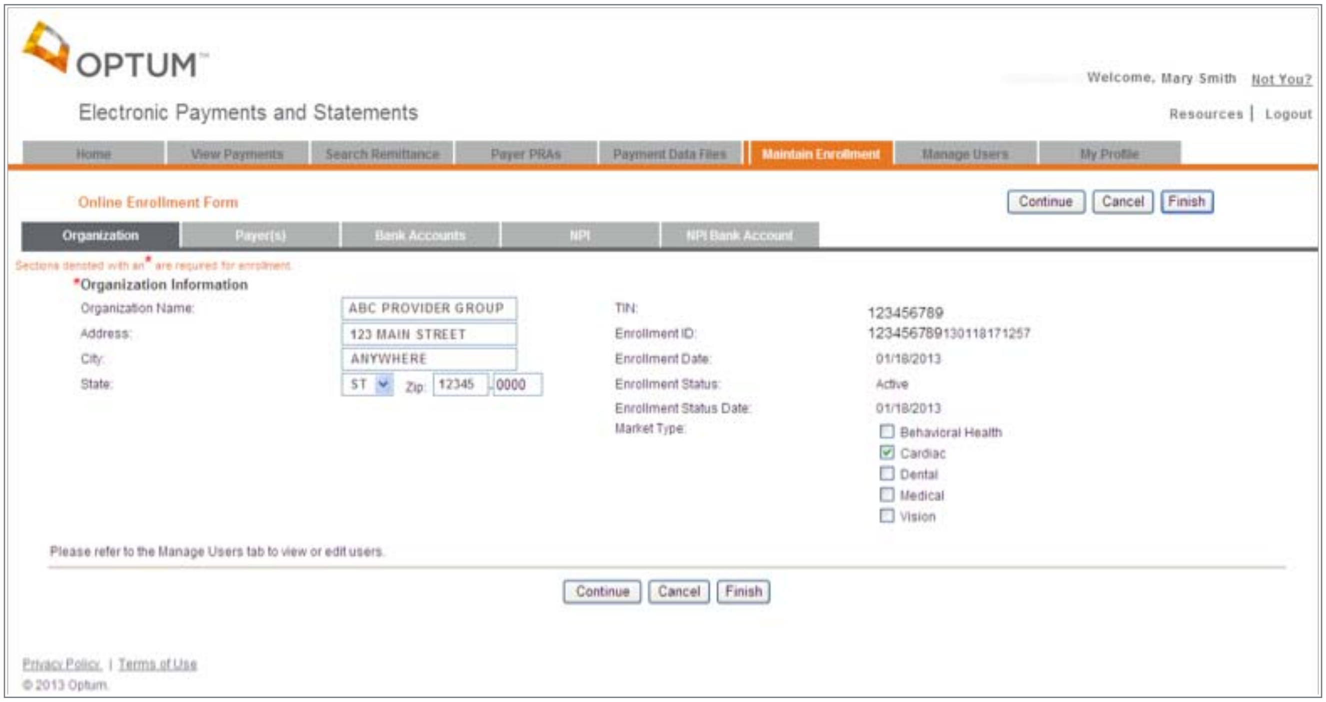
From the Organization Information page

- Select **Edit** to begin updates



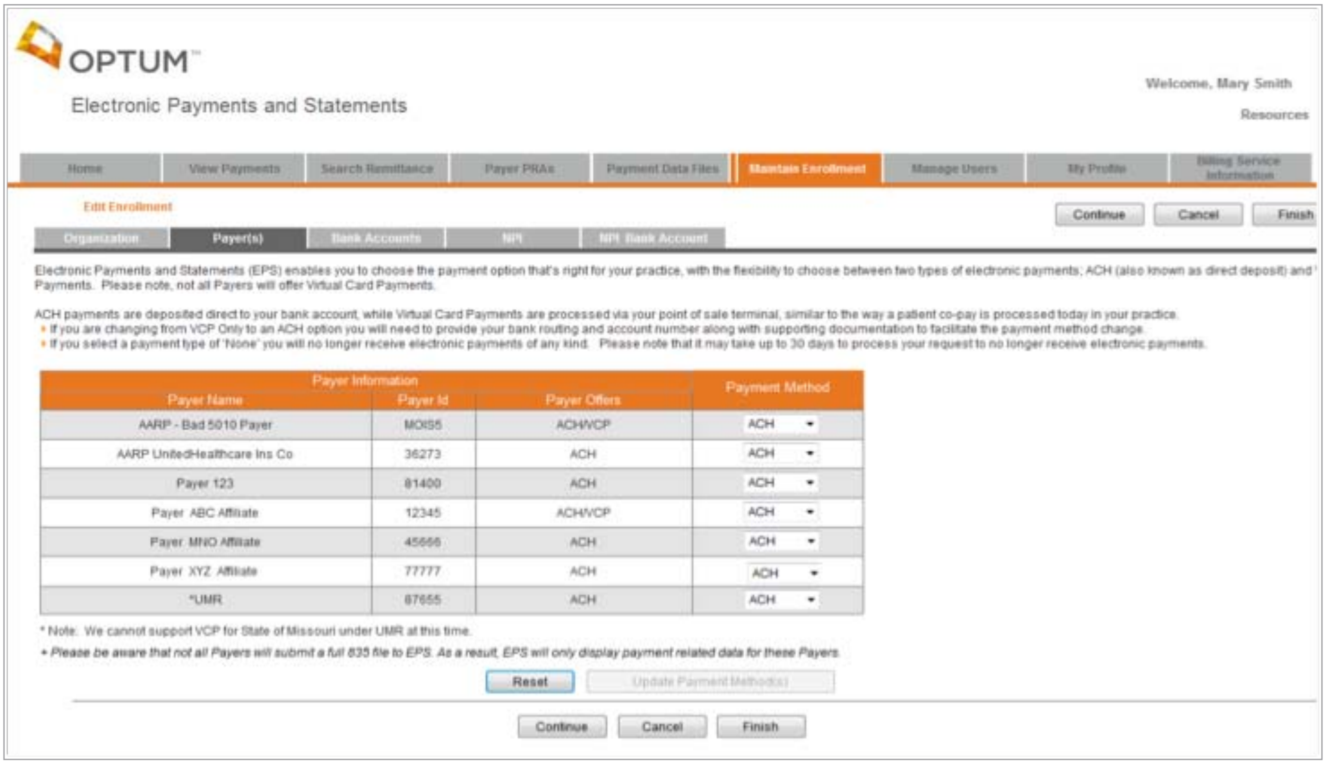
Organization Tab

- Enter changes to Organization Information. Then click **Continue** to continue making changes, **Cancel** to cancel changes, or **Finish** if changes are complete



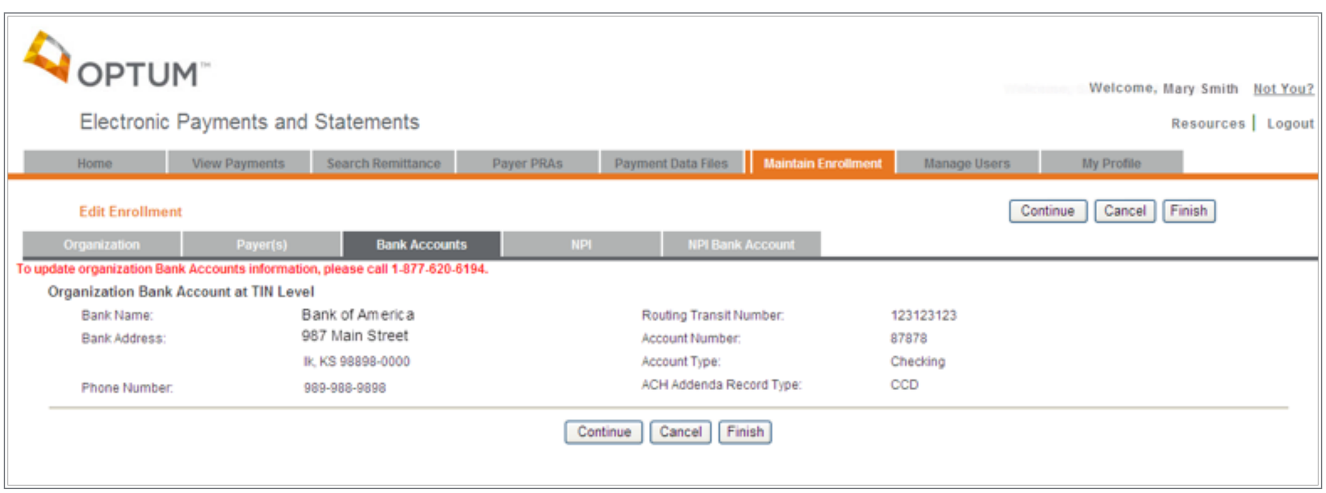
Payers Tab

- Update the Payment Method for a specific Payer by clicking on the Payment Method dropdown and selecting a payment method.



Bank Accounts Tab

- To update Organization Bank Account(s) Information, from the ‘Resources’ menu, select ‘Contact Us’ for EPS Support information
- Note: Changes to Organization Bank Account(s) Information must be submitted in writing
- Click **Continue** to continue making changes, **Cancel** to cancel changes or **Finish** if changes are complete

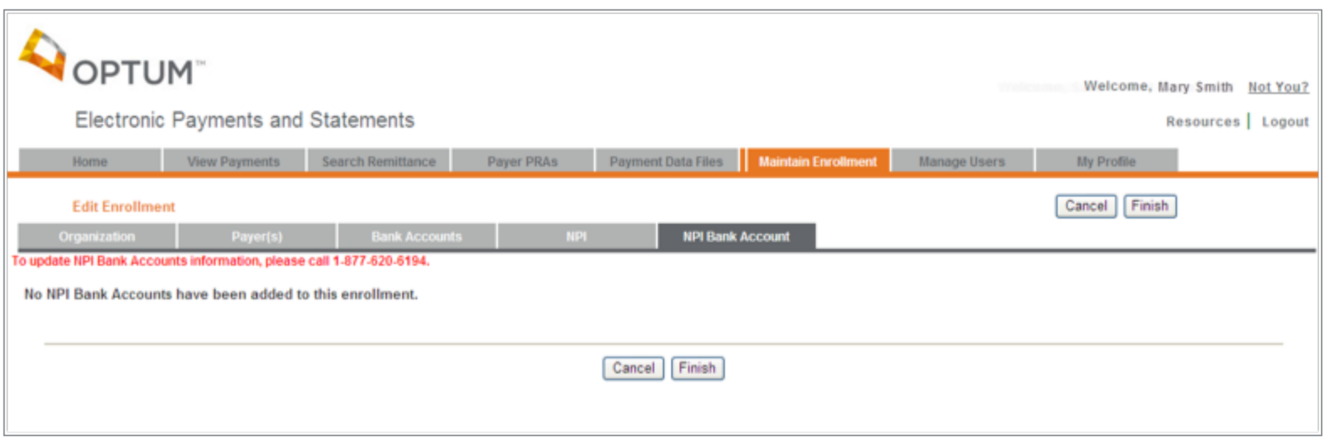


National Provider Identifier Tab

- To update EPS payments at the National Provider Identifier (NPI) information, from the 'Resources' menu, select 'Contact Us' for EPS Support information
- Note: Changes to NPI information must be submitted in writing
- Click **Continue** to continue making changes, **Cancel** to cancel changes or **Finish** if changes are complete

NPI Bank Accounts Tab

- To update EPS payments at the National Provider Identifier (NPI) level to separate NPI Bank accounts, from the 'Resources' menu, select 'Contact Us' for EPS Support information
- Note: Changes to NPI information must be submitted in writing
- Click **Cancel** to cancel changes or **Finish** to finish changes



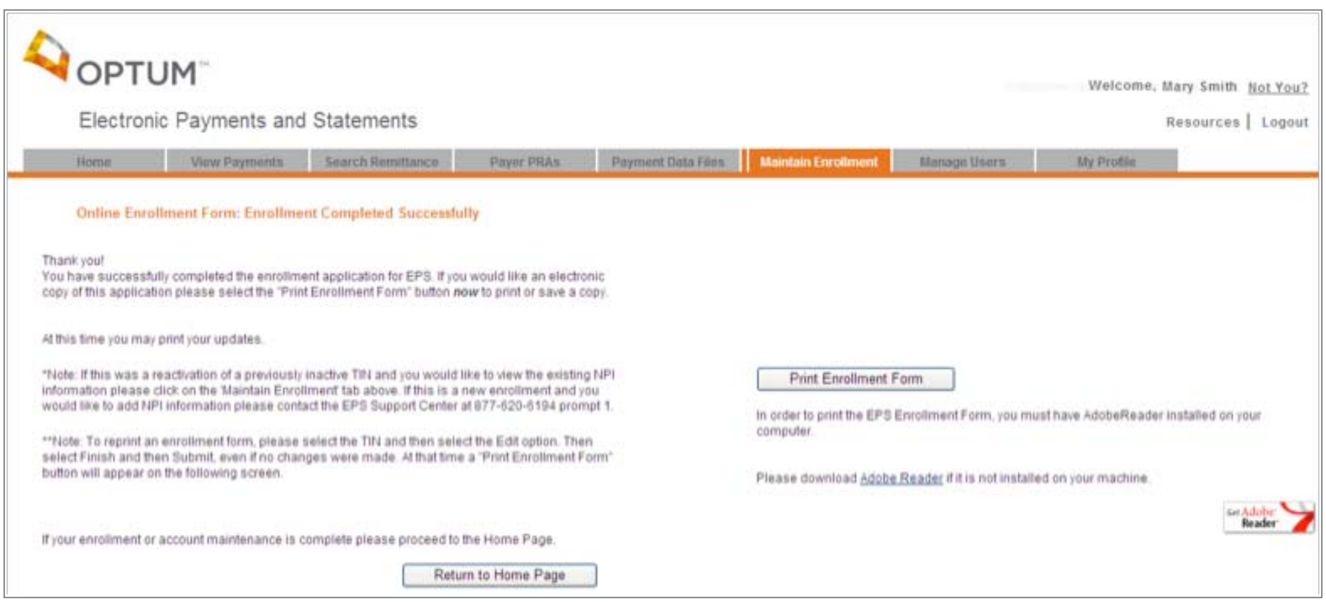
Review Edits to Organization Information

After selecting Finish on any of the previous pages, you will be returned to the Organization Information page

- If more changes are necessary, select **Edit**
- If information is correct, select **Submit**
- Click **Cancel** to exit Maintain Enrollment without saving any changes

Print Enrollment Form

- Select **Print Enrollment Form**



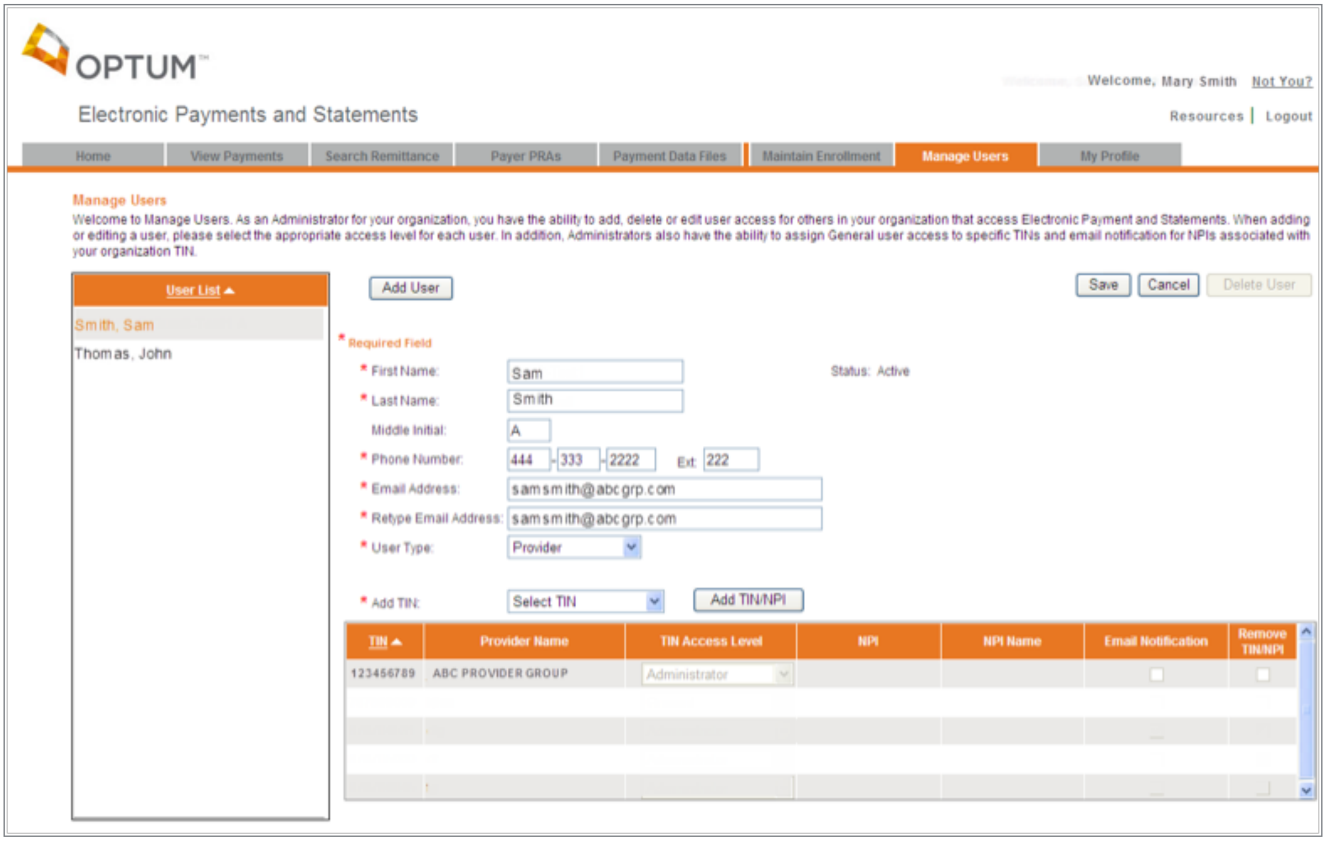
Manage Users

- From the EPS Welcome Page, select the Manage Users tab
- You can add, edit or delete users from your Organization for EPS Optum portal access

Note: This tab will only appear for Administrator access. Tab will not display for General users.

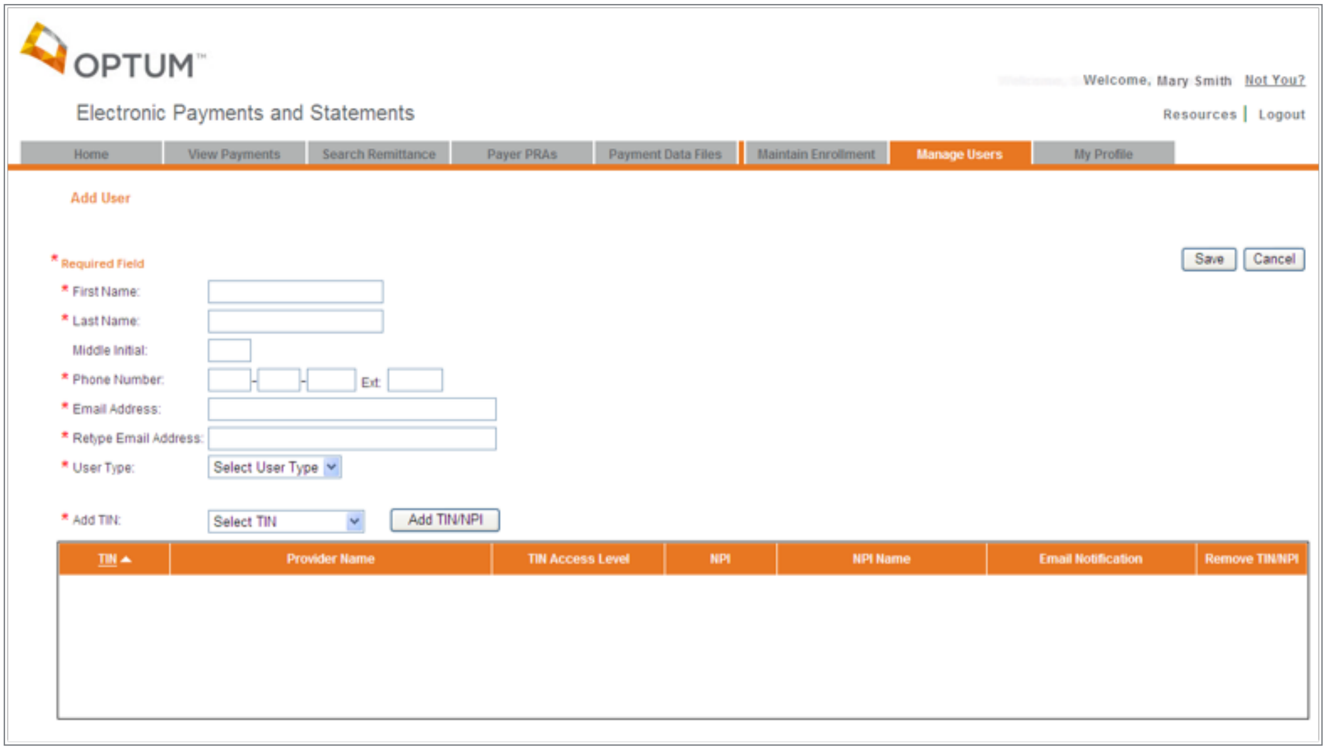
View and Edit User

- The Manage Users feature allows the Administrator to view, add or delete their Organization's users for EPS Optum access.
- Selection of an individual from the User List populates the user's information within the data fields and the TIN grid below.
- Users active for EPS Optum portal access display under the User List.
- Administrator is able to view which TIN's the user is associated to, the user's access level (whether Administrator or General) and if they receive email notifications (for the TIN or specific TIN/NPI).



Add User

- Selection of the Add User button, allows the Administrator to add a new user to their Organization.
- Upon entry of all required data and selection of Save, pre-registration materials will be triggered for the newly added user.
- A unique User Name will be created and emailed along with the pre-registration url for self-service registration to the EPS Optum portal.
- Upon the new user successfully completing their registration process, their name will then appear as an active user on the User List within the Manage Users tab.

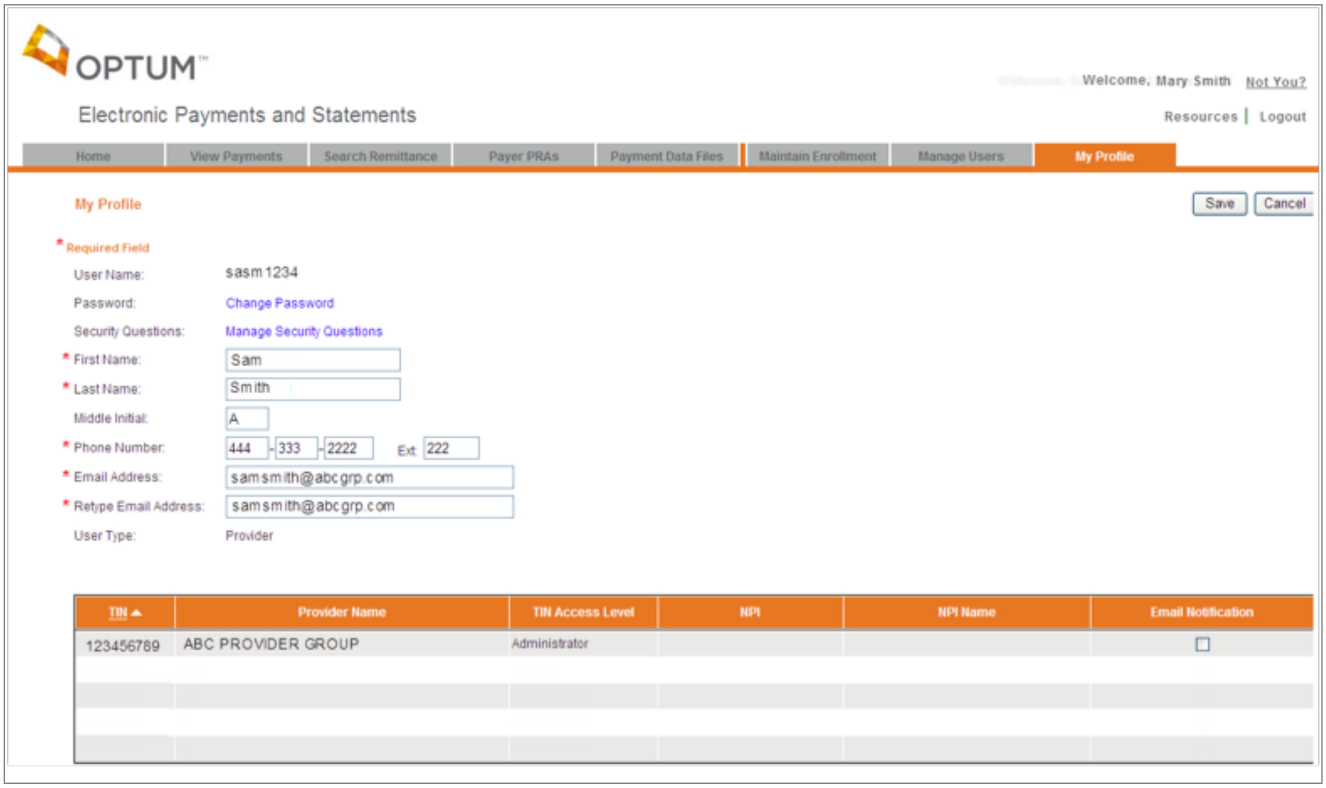


My Profile

- From the EPS Welcome Page, select the My Profile tab
- You can manage your own EPS Optum portal profile information.

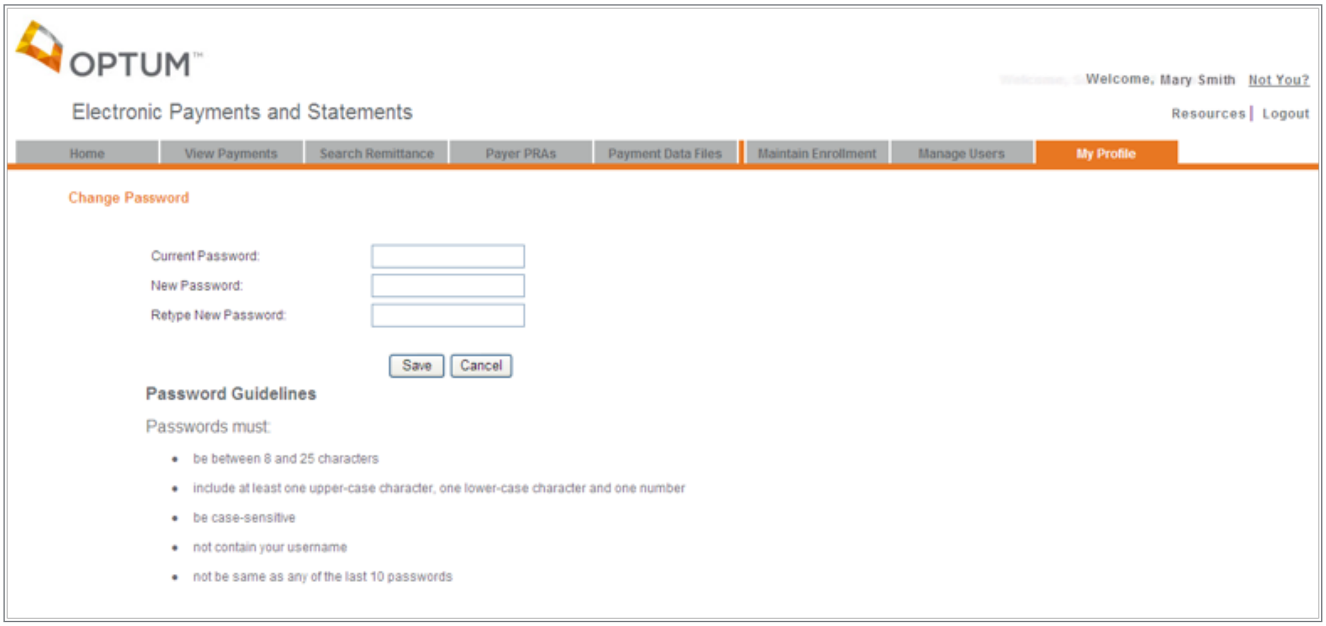
My Profile View and Edit

- View your personal information and make any updates, as necessary.
- View all the TINs you are associated with, your access level for each of these TINs and whether or not you are enabled for email notifications.
- Change your password.
- Change your security questions.



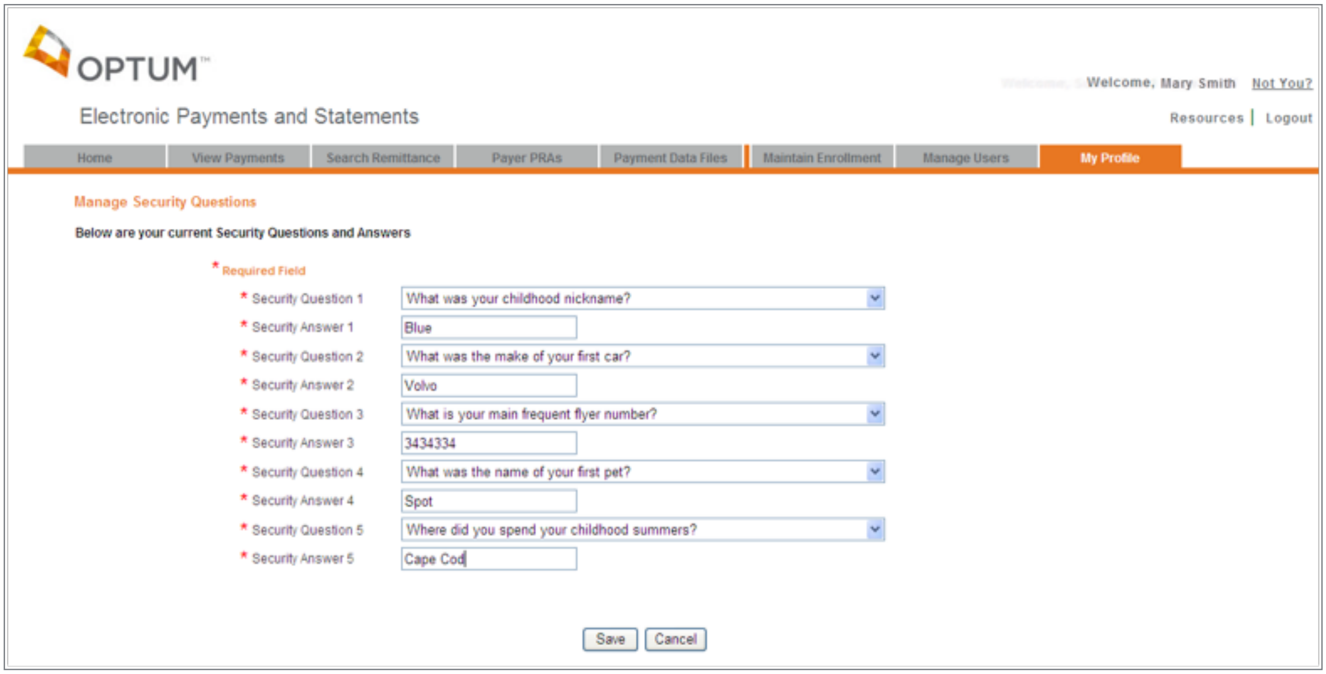
Change Password

- Follow password guidelines to change your password.
- Upon saving your new password, an email will be sent confirming your change.



View and Edit Security Questions

- Modify one or more of your security questions and answers.



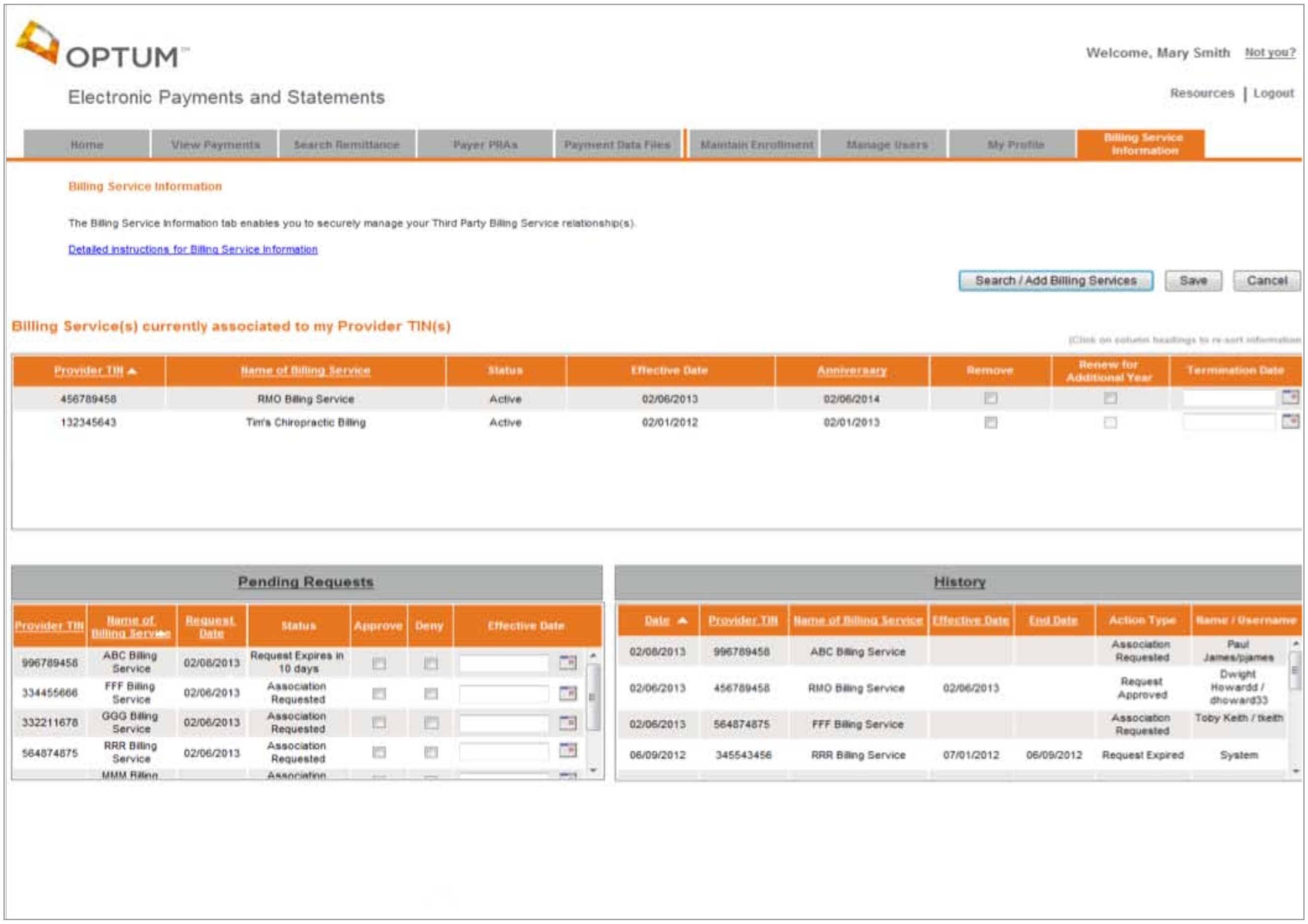
Billing Service Information

- From the EPS Welcome Page, select the Billing Service Information tab
- On this tab, you have the ability to manage your Third Party Billing Service relationship(s)

Note: This tab will only appear for Administrator access. Tab will not display for General users.

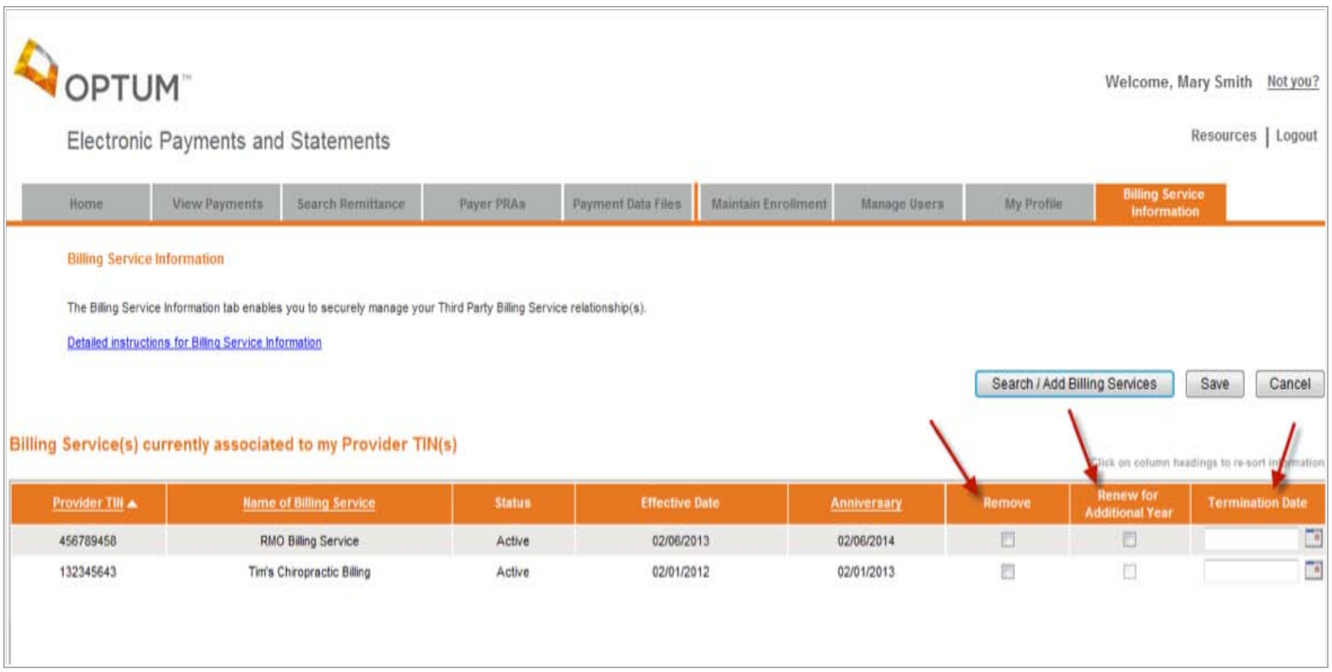
View Billing Service Information

- The Billing Service Information tab allows the Administrator to view billing service association(s) for your organization.
- The upper grid displays current active billing service(s) associated to your organization.
- The bottom left grid displays any pending billing service requests to access your payment information on EPS.
- The bottom right grid displays all historical billing service association activity for your organization.



Current Provider/Billing Service Association(s)

- Provider TIN and billing service information displays for all active association(s). This association allows billing service approved access to your payment information.
- Selecting the 'Remove' option will immediately remove the billing service association and they will no longer have access to your payment information.
- The 'Renew' option will become available 14 days prior to your scheduled anniversary date.
- Selecting this option will extend your active association to the billing service for another year.
- After reaching 14 days beyond your anniversary date and you have not renewed this association, the association will expire and the billing service will no longer have access to your payment information.
- The Termination Date option allows you to terminate your association to the billing service as of the current date or a date in the future.
- Association with future termination date will still allow billing service access to your payment information.
- After the termination date has been reached, the billing service will no longer have access to your payment information.



Pending Billing Service Requests for Provider Association

- Billing services can request access to view your payment information. These requests will appear in the Pending Requests section.
- Selecting the ‘Approve’ option and corresponding Effective Date will create an active billing service association and allow them access to your payment information.
- Selecting the ‘Deny’ option will not allow the billing service access to your payment information.

Pending Requests

Provider TIN	Name of Billing Service	Request Date	Status	Approve	Deny	Effective Date
996789458	ABC Billing Service	02/08/2013	Request Expires in 10 days			
334455666	FFF Billing Service	02/06/2013	Association Requested			
332211678	GGG Billing Service	02/06/2013	Association Requested			
564874875	RRR Billing Service	02/06/2013	Association Requested			
	MMM Billing		Association			

Historical Provider/Billing Service Associations

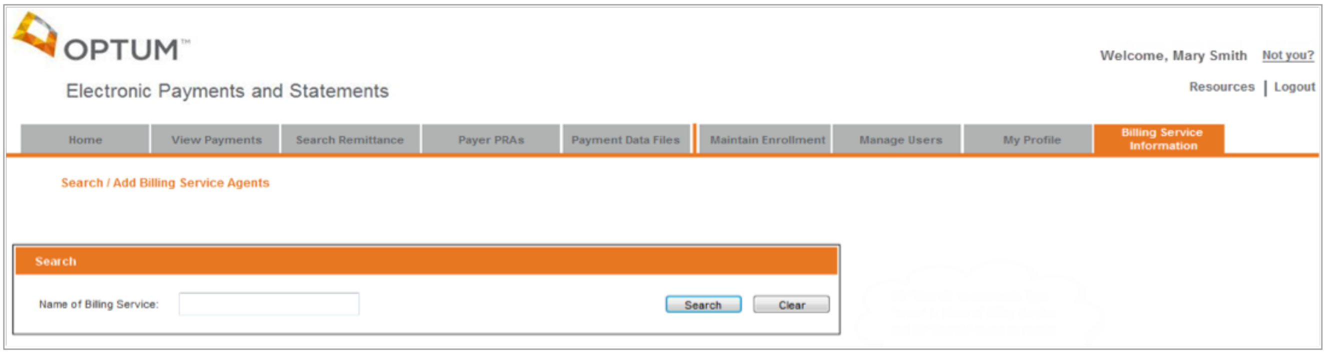
- History displays all billing service association activity for your organization.
- Activities include:
  - Association Requested
  - Request Denied
  - Request Approved
  - Request Expired
  - Terminated
  - Renewed for another Year
  - Renewal Expired
  - Association Removed
  - Active

History

Date	Provider TIN	Name of Billing Service	Effective Date	End Date	Action Type	Name / Username
02/08/2013	996789458	ABC Billing Service			Association Requested	Paul James/pjames
02/06/2013	456789458	RMO Billing Service	02/06/2013		Request Approved	Dwight Howardd / dhoward33
02/06/2013	564874875	FFF Billing Service			Association Requested	Toby Keith / tkeith
06/09/2012	345543456	RRR Billing Service	07/01/2012	06/09/2012	Request Expired	System

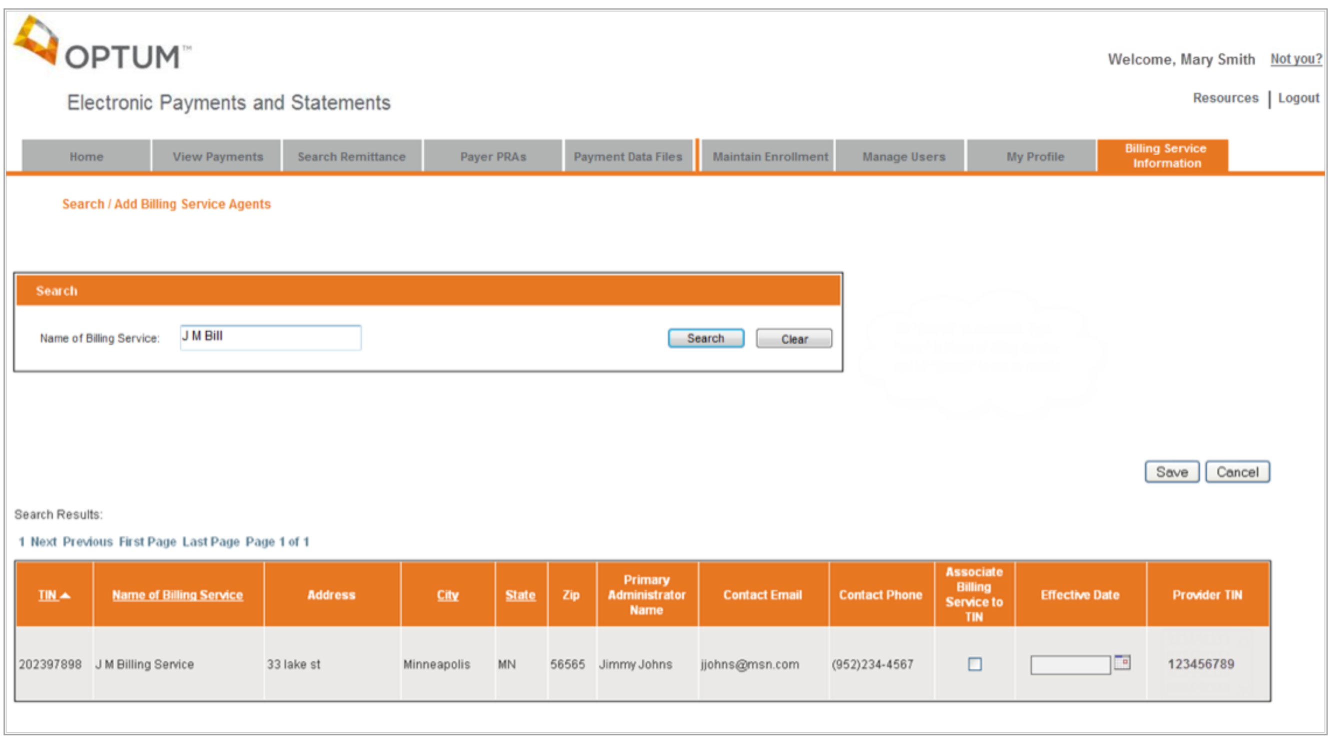
Search/Add Billing Services

- You have the ability to search and associate a billing service to your organization.



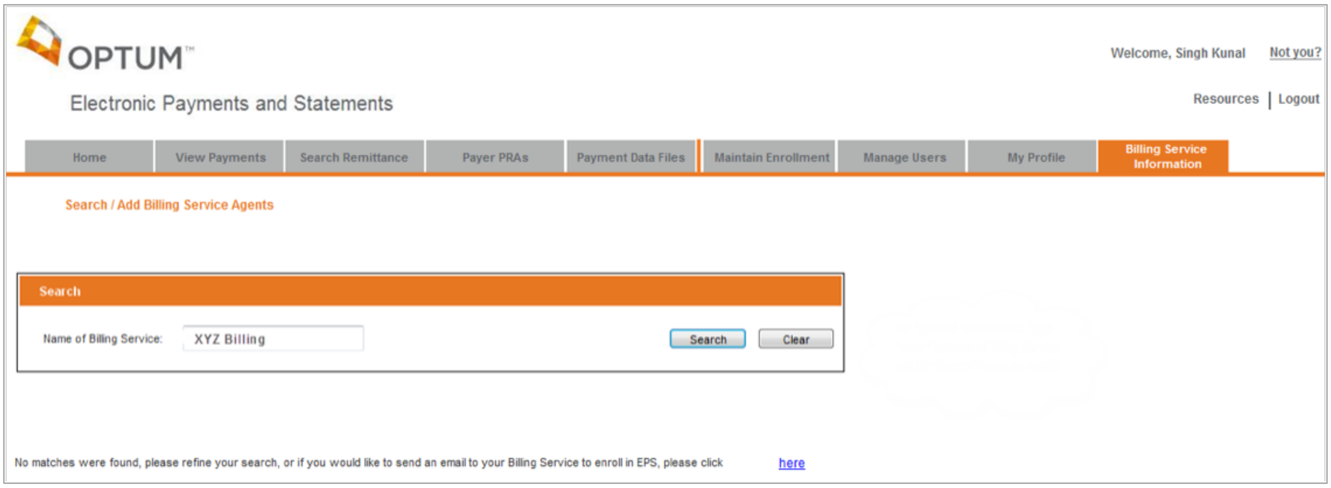
Search/Add Billing Services – Match(es) Found

- You can enter a name of a billing service and results will display in the below grid.
- Entry of a partial name or multiple matches found for entered data will display in the below grid.



Search/Add Billing Services – No Match Found

- If no match could be found for entered billing service name, a message will display to either check your entered data or to send an email to your billing service to enroll in EPS.
- In order for your organization to allow billing services access to your payment information, they must be enrolled in EPS.



Search/Add Billing Services – Send Email

- An email is presented for you to use to send a request to your billing service to enroll in EPS.
- If you want to send your own message, you can clear the data out and type in your own text.
- Enter your billing service's email address and hit 'Send'. Email will be immediately sent out to the billing service.