

athenaPractice™ PatientPaymentAutoPost EDI Plug-in 2022.01.29.0

Installation and Setup Guide

February 2023 Document Version 2

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The PatientPaymentAutoPost (PPAP) EDI plug-in is an auxiliary program that works with athenaPractice v12.3, v19.x, v20.x, or later to allow the automatic posting of personal payment files from the EDI clearinghouse. This document describes how to install and set up the PPAP EDI plug-in and modify your existing athenaPractice database to post these personal payment files.

The procedures you need to perform depend on your reason for installing the plug-in, for example first-time implementation of EDI patient payment processing versus a simple plug-in upgrade. Refer to the appropriate checklist to determine the required procedures.

Checklist for first time installations

If your practice is new to EDI patient payment transaction processing or if this is a first-time installation of the PPAP plug-in, you need to perform the following tasks to install the plug-in and set up athenaPractice for transaction processing.

- Some tasks have more than one procedure.
- "Patient Payment Setup"
- "Order PatientPaymentAutoPost license"
- Collect required information"
- "Install the PatientPaymentAutoPost EDI plug-in"
- "Verify plug-in installation"
- "Set up the clearinghouse"

Checklist for upgrading only

If you want to upgrade the currently installed plug-in, you need to perform only the following procedures.

If you are changing clearinghouses, you should consider this a new installation. See the "Checklist for first time installations".

- "Uninstall the previously installed PatientPaymentAutoPost EDI plug-in"
- "Install the PatientPaymentAutoPost EDI plug-in"
- "Verify plug-in installation"

Patient Payment Setup

Before you can electronically process patient payments through the PatientPaymentAutoPost clearinghouse, you must be contracted for VVC Holding Statements.

Once your contract has been processed you can install the patient payment plug-in. Once you are setup with SmartPay and are processing patient payments online, you will receive your first patient payment file. Please follow up with your EDI Implementation specialist to help setup and post the first file.

Order PatientPaymentAutoPost license

Before you can use the PatientPaymentAutoPost Plug-in to automatically post patient payment files, you must have a PPAP license.

If you are a new customer, your PatientPaymentAutoPost license is ordered by your VAR or VVC Holding LLC sales representative when you purchase athenaPractice. License numbers are added to your database when the VAR or sales representative installs at your site.

If you are adding this plug-in to your current athenaPractice system, contact your VAR or VVC Holding LLC sales representative, and they will contact VVC Holding LLC to add PPAP to your license. Then, VVC Holding LLC Technical Support will contact you to help you add the license information to your database.

The PatientPaymentAutoPost license is:

License	ID	Part number
CEDI Post PT Payments	714	Centricity EDI Auto Post Patient Payments

Collect required information

Use the following checklist to ensure you have the information required to set up the athenaPractice database for EDI transaction processing.

Site information

- Server name name of your SQL server ______
 Username SA (system administrator) _______
 Password system administrator password _______
 Database name ______
 PatientPaymentAutoPost information
- File Transmission Logon ID contact your EDI Implementation Specialist
- File Transmission Logon Password contact your EDI Implementation Specialist
- File Transmission User ID contact your FileTransfer Specialist
- File Transmission Submitter Name contact your EDI Implementation Specialist

Uninstall the previously installed PatientPaymentAutoPost EDI plug-in

Perform this procedure to uninstall the PatientPaymentAutoPost EDI plug-in on a workstation (local computer) or a network server.

- 1. Exit the athenaPractice application completely.
- 2. Navigate to the Control Panel\Programs\Programs and Features.
- 3. Select the previously installed PatientPaymentAutoPost EDI plugin and select **Uninstall** option. Follow the uninstallation process.
- 4. Verify that the PatientPaymentAutoPost EDI plug-in was successfully removed from **Programs and Features.**
- 5. This is a one-time step. The other steps are repeated on each client where you have the plug-in installed. Remove the PatientPaymentAutoPost folder from the install folder and the PatientPaymentAutoPost XML file from the Optional folder in JBoss. Here is the default directory: C:\Program Files\Centricity Practice Solution\jboss\standalone\deployments\demo.client.war\install; where demo is replaced by the name of your database.

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6. Ensure below 3 DLLs are deleted from all your clients where the previous version of the PPAP plugin was installed. This is the default location: C:\Program Files (x86)\Centricity Practice Solution\Client. The uninstall from the Control Panel in step 2 may have removed some or all of the dlls. However, any that remain should be deleted for a clean install.

PatientPaymentAutoPost.dll PatientPaymentAutoPost.Utils.dll Virence.CPO.PatientPaymentAutoPost.FileParser.dll

Local Disk (C:)	↑ Name	Date modified	Type	Size
Apps	Newtonsoft Json dll	10/7/2021 10:27 AM	Application extension	421 KE
BU_SL_HOTFIX_5	notware PWorks.dl	1/6/2022 6:52 AM	Application intension	1.324 KB
CentricityStaging	nooftware.IPWorks.System.dll	1/6/2022 6:52 AM	Application extension	109 KB
GEDeployment	E ocidi	10/7/2021 10:27 AM	Application extension	104 KB
index	G Oracle.DataAccess.dll	10/7/2021 10:27 AM	Application extension	464.83
	Oracle.ManagedDataAccess.dll	8/1/2014 1:20 AM	Application extension	3,792 KB
Bogiczuary	PatientPaymentAutoPost.dll	1/6/2022 6:53 AM	Application extension	190 KB
MK	PatientPaymentAutoPost.Utils.dll	1/6/2022.6:53 AM	Application extension	29.68
PerfLogs	Quetzdl	10/7/2021 10:27 AM	Application extension	929 KB
Program Files	ROBOEX32.DLL	10/7/2021 10:31 AM	Application extension	1,032 KB
Program Files (x06)	ShTree_036_A_70.dll	10/7/2021 10:27 AM	Application extension	600 KB
Athenahealth Downloaded Installations	SHDocVw.dll	10/7/2021 10:27 AM	Application extension	128.88
Business Objects	System.identityModel.Tokens.Jwt.dll	10/7/2021 10:27 AM	Application extension	125 KB
Cartick Backs Coldina	System Windows.Interactivity.dll	10/7/2021 10:27 AM	Application extension	55 KB
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Client	🗟 u25miit.dll	10/7/2021 1:13 PM	Application extension	53 KB
Advisor	UpgradeHelpers.FontHelper.dll	10/7/2021 11:49 AM	Application extension	5.68
bmps	UpgradeHelpers.FpSpread.dll	10/7/2021 11:49 AM	Application extension	81 KB
CCC .	UpgradeHelpers.Gui.ContainerHelper.dll	10/7/2021 11:49 AM	Application extension	33 KB
CCC-Pediatric	UpgradeHelpers.Gui.dll	10/7/2021 11:49 AM	Application extension	94 KB
CCC-THE	UpgradeHelpers.Gui.Graphics.dll	10/7/2021 11:49 AM	Application extension	31 KB
CCC Venine	UpgradeHelpers.NotUpgradeHelper.dll	10/7/2021 11:49 AM	Application extension	7.68
Contrict designation	UpgradeHelpers.SupportHelper.dll	10/7/2021 11:49 AM	Application extension	10 KB
CentricityAdmin Toolbox	UpgradeHelpers.Utils.dll	10/7/2021 11:49 AM	Application extension	28.48
chart_videos	UpgradeHelpers.Utils.ReflectionHelper.dll	10/7/2021 11-49 AM	Application extension	147.83
Clinical Content	UpgradeHelpers.V8.dll	10/7/2021 11:49 AM	Application extension	30 KB
CLINICFOLDERNAME	S VBURLAR	10/7/2021 1:13 PM	Application extension	93 KB
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Forms	i widevinecdmadapter.dll	10/7/2021 10:27 AM	Application extension	207 KB
avides .	S WindowsAPI.dll	10/2/2021 1:13 PM	Application extension	40 KB
imaner	🔄 zib.dl	10/7/2021 10:28 AM	Application extension	52.68
	🔄 tring.dll	10/7/2021 10:27 AM	Application extension	433 KB
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50X	natives, blob.bin	10/7/2021 10:27 AM	8/24 F6e	-327 KB

Install the PatientPaymentAutoPost EDI plug-in

Perform this procedure to install the PatientPaymentAutoPost EDI plug-in on a workstation (local computer) or a network server.

If you are installing the plug-in locally, you must install the plug-in on all workstations that are used to post patient payments.

Prerequisites

- "Patient Payment Setup".
- Have administrative privileges to the computer or be logged on as the administrator.
- □ Know the server name, database name, and SA password. See "Collect required information".
- Have athenaPractice security permissions.

To install the PatientPaymentAutoPost EDI plug-in

1. From the main menu, click the **Product Updates** button.



2. The athenaPractice Product Installation page will appear.

Important Note

Before proceeding to the next step for installation or upgradation of plugins, the user will need to have the "**Product Update**" page open but completely exit the CPS application. To ensure that no application process is running in the background using the "Reset CPS Process" option available on the client desktop to close any orphaned CPS process running in the background.

If you are on a Terminal Server or Citrix Server client machine, ensure that all users have logged out and exited the CPS application.

4	athenaPractice	ealth V20	
Visit the athenaPra	ctice Website for Product Up	<u>dates</u>	
Client Setup The following files w	ill install the athenaPractice	application and required	l service packs on your machine.
Product Name	Local Workstation	Local Server	Status
CPS_Client	20.0.6757.0	20.0.6757.0	no update required
Optional Com	ponents		
Product Name	Local Workstation	Local Server	Status
Java Runtime Env This is the Sun Java internet transmission install this item.	i <mark>rronment</mark> a Runtime Environment. It is n n to some EDI payers. If you	required for using searc do not have Java Runti	h in the online help and for me on your workstation, please
Java Runtime Enviro	onment		update/install

3. Click the link **Visit the athenaPractice Website for Product Updates** to download updates.

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<u>Visit the athenaPra</u> Client Setup The following files w	ctice Website for Product Up vill install the athenaPractice	dates application and required	l service packs on your machine
Product Name	Local Workstation	Local Server	Status
CPS_Client	20.0.6757.0	20.0.6757.0	no update required
Optional Comp Product Name Java Runtime Env This is the Sun Java internet transmissio install this item.	Conents Local Workstation rironment a Runtime Environment. It is r in to some EDI payers. If you	Local Server required for using searc do not have Java Runti	Status h in the online help and for me on your workstation, please

The Product Updates page displays.

4. Under **Status**, select the **Download Update** or **New Download** link for the desired plug-in. **The File Download page displays:**

🎾at	hena h	nealth		
ath	enaPractio	ce™ v20		
Back to the Product Installe	page			
Plua-ins				
Items in this section are part	t of the athenaPra	actice 20 plug-in i	nstall package.	
To download and install a plu	ug-in: Download Undete	or New Download	d link for the desir	od plug in
The File Download page of	lisplays.	S OF INEW DOWNIOa	a link for the desir	eu piug-in.
2. Select the Back to Produ	ct Product Updat	e page link, when	the download is o	complete.
3. Under Support Documents The support document co	s, select the sup ntains plug-in ins	port document lini	k for the desired p ons and setup info	lug-in. rmation.
4. Save the document to you	ir hard drive.		·······	
Select the Back to Produce documents	ct Installer page I	link, when you hav	ve downloaded all	desired plug-ins and
6. Open the support docume	ent and follow the	plug-in installatio	n and setup instru	ictions.
Product Name	l ocal Server	athena Server	Status	Support Document
Availity	Not Found	20.0.29.0	New Download	support document
athenaPractice	Not Found	20.0.39.0	New Download	support document
athenaPracticeRT	Not Found	20.0.27.0	New Download	
ChangeHealthcare	Not Found	20.0.14.0		support document
CPSHCM		20.0.14.0	New Download	support document
ExpressBill	Not Found	20.0.14.0	New Download	support document support document support document
	Not Found Not Found	20.0.14.0 20.0.0.2 20.0.8.0	New Download New Download New Download	support document support document support document
GenericEStatements	Not Found Not Found Not Found	20.0.14.0 20.0.0.2 20.0.8.0 20.0.7.0	New Download New Download New Download New Download	support document support document support document support document support document
GenericEStatements PatientPaymentAutoPost	Not Found Not Found Not Found Not Found	20.0.14.0 20.0.0.2 20.0.8.0 20.0.7.0 2022.01.29.0	New Download New Download New Download New Download New Download	support document support document support document support document support document

5. Verify the messages when the download is completed.

	Vathena health athenaPractice [™] v20
Back to Product Update	es page
Downloading Update fo	r: PatientPaymentAutoPost
FROM:	http://green.millbrook.com/ProductUpdates/CPS200/Install/Optional/PatientPaymentAutoPost.xml
TO:	/C/Program Files/Centricity Practice Solution/jboss/standalone/deployments/duncan.client.war//Install/Optional/PatientPaymentAutoPost.xml
File Download Successi	iul .
FROM:	install PatientPaymentAutoPost/b_install.gif
TO:	/C/Program Files/Centricity Practice Solution/jboss/standalone/deployments/duncan.client.war/install/PatientPaymentAutoPost/b_install.gif
File Download Successi	iul!
FROM:	install PatientPaymentAutoPost/Default.htm
TO:	/C/Program Files/Centricity Practice Solution/jboss/standalone/deployments/duncan.client.war/install/PatientPaymentAutoPost/Default.htm
File Download Successi	tu!
FROM:	install/PatientPaymentAutoPost/Default_installing.htm
TO:	/C/Program Files/Centricity Practice Solution/jboss/standalone/deployments/duncan.client.war/install/PatientPaymentAutoPost/Default_installing.htm

6. Click Back to Product Update page.



7. Click Back to Product Installer Page.

Vathena health athenaPractice [™] v20					
Back to the Product Installe	<u>r page</u>				
 To download and install a plint of the particular of	ug-in: Download Update lisplays. ct Product Update s, select the supp ntains plug-in inst in hard drive. ct Installer page li ent and follow the	or New Download e page link, when bort document link tallation instruction ink, when you have plug-in installation	link for the desire the download is c for the desired pl ns and setup infor e downloaded all and setup instru	ed plug-in. complete. lug-in. rmation. desired plug-ins and ctions.	
Product Name	Local Server	athena Server	Status	Support Document	
Availity	Not Found	20.0.29.0	New Download	support document	
athenaPractice	Not Found	20.0.39.0	New Download	support document	
athenaPracticeRT	Not Found	20.0.27.0	New Download	support document	
				oupport docarrient	
ChangeHealthcare	Not Found	20.0.14.0	New Download	support document	
ChangeHealthcare CPSHCM	Not Found Not Found	20.0.14.0 20.0.0.2	New Download New Download	support document support document	
ChangeHealthcare CPSHCM ExpressBill	Not Found Not Found Not Found	20.0.14.0 20.0.0.2 20.0.8.0	New Download New Download New Download	support document support document support document	
ChangeHealthCare CPSHCM ExpressBill GenericEStatements	Not Found Not Found Not Found Not Found	20.0.14.0 20.0.0.2 20.0.8.0 20.0.7.0	New Download New Download New Download New Download	support document support document support document support document	
ChangeHealthCare CPSHCM ExpressBill GenericEStatements PatientPaymentAutoPost	Not Found Not Found Not Found Not Found 2022.01.29.0	20.0.14.0 20.0.0.2 20.0.8.0 20.0.7.0 2022.01.29.0	New Download New Download New Download New Download Up to date	support document support document support document support document support document	

8. In the **Optional Components** section (for a new installation), select the **PatientPaymentAutoPost EDI** install link to install the plug-in for the first time.

Optional Components				
Product Name	Local Workstation	Local Server	Statue	
PatientPaymentAutoPost	Not Installed	2022.01.29.0	install	
Java Runtime Environment				

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- install/P P X O cpsdev015162001 http://cpsdev015162001:9 One-Click Install Help Installing plugin... g!! Setup ha ation shall co Do you want to install this software? Name: PatientPaymentAutoPo Publisher: Athenahealth, Inc * More options Install Don't Install es 50 se While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the ri Vhen installation completes, click <u>here to return</u>.
- 9. The InstallShield One-Step Install page displays, click on Install.

10. The InstallShield Wizard displays, click on Next.



11. Follow the installation instructions to complete the installation.

PatientPaymentAutoPost - InstallShield Wizard	×
Information Please read the following text.	Z
Installing PatientPaymentAutoPost Payment Post Plugin is a two-step process:	^
 The "Yes, configure a database" option on the Setup Type page in this installation must be run at least one (1) time to configure the database that will be used. Once this has been done, all other client machines may use the "No. inst. 	
 a) an other client had machines may use the "No, just install the plugin on this workstation" option. 2). Both options will copy and register the (PatientPaymentAutoPost.dll) file to the athenaPractice Client directory on the local machine. 	J
InstallShield	>
< Back Next >	Cancel

12. Click **Next** to Configure with Database.

PatientPaymentAutoPost - InstallShield Wizard
Setup Type Select the setup type that best suits your needs.
In addition to installing the plug-in on this workstation, would you like to configure a database to use the plug-in?
Yes, configure a database.
\bigcirc No, just install the plug-in on this workstation.
InstallShield
< Back Next > Cancel

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13. Fill out the Database details, Click **OK.**

	Database Login
Please enter th desired databa system adminis	ne information below to login into the ase. You must enter a Username that is a strator.
Server	
Username	
Password	
Database	
	OK Canad

14. Click Finish to complete the installation. Restart the workstation if required.

PatientPay	mentAutoPost - InstallShield Wizard
	InstallShield Wizard Complete Setup has finished installing PatientPaymentAutoPost on your computer.
	< Back Finish Cancel

15. Verify that the application version is correct in the Control Panel and Product Update page:

Vame		Publisher	In	stalled On	Size	Version
PatientPaymentAutoPost		athenahealth, Inc	1/	12/2022	4.95 MB	2022.01.29.0
vathe athena	enahealth Practice™ v20	า				
Visit the athenaPractice Website f Client Setup The following files will install the at	or Product Updates	n and required service	ce packs on your			
machine. Product Name	Local Workstation	Local Server	Status			
CPS_Client	20.0.6757.0	20.0.6757.0	no update required			
Optional Components Product Name PatientPaymentAutoPost Java Runtime Environment This is the Sun Java Runtime Envir internet transmission to some EDI install this item.	Local Workstation 2022.01.29.0 onment. It is required for payers. If you do not ha	Local Server 2022.01.29.0 I using search in the ave Java Runtime on	Status no update required online help and for your workstation, ple	ease		

Verify plug-in installation

Perform this procedure to ensure the PatientPaymentAutoPost EDI plug-in is successfully

installed. To verify plug-in installation

1. From the athenaPractice main menu, click Administration.

The Administration window displays.

2. Select Edit > Plug-Ins.

The Plug-ins window displays with the Claim Files Creator tab selected.

- 3. Select the Statement File Creator tab.
- 4. Select the desired plug-in, then click Verify.

The File Creator window displays.

- 5. Ensure each item is "available," then click **OK**.
- 6. Select the File Transmitters tab, then repeat steps 4 and 5.
- 7. Click **Cancel** to close the Plug-in window.

Troubleshoot installation

Plug-in file settings are configured automatically when you install the plug-in. If your installation verification failed, compare your plug-in file settings with the settings in the examples that follow. If you find discrepancies, contact your VAR or Services.

Do not alter these settings unless you know how to create your own plug-ins or
have specific instructions from your VAR or Services.

Before using EDI Submission Management, you must log out of athenaPractice and close the Internet Explorer® start screen to view recently installed plug-ins.

The procedure for comparing plug-in file settings for PatientPaymentAutoPost EDI is "View PatientPaymentAutoPost EDI plug-in file settings" .

View PatientPaymentAutoPost EDI plug-in file settings

Perform this procedure to compare your PatientPaymentAutoPost plug-in file settings to the settings in the examples.

To view the PatientPaymentAutoPost plug-in file settings

1. From the Administration window, select EDI> Plug-ins.

The Plug-ins window displays with the Claim File Creators tab selected.

- 2. Select the **File Transmitters** tab, then from the **Name** column select **PatientPaymentAutoPost File Transmitter**.
- 3. Click Modify.

The Modify File Transmitter window displays.

dify File Transmitter	×
Inactive	
ame PatientPaymentAutoPost File Transmitter	
File Transmitter Plug-In	
Prog ID Virence.CPO.PatientPaymentAutoPost.Transmission About	
- Optional Local Plug-Ins	
Clearinghouse Settings Prog ID Virence.CPO.PatientPaymentAutoPost.TransmissionCH About	
	_
Venity UK Cancel	

- 4. Compare your settings with the settings in the example, then click **Cancel**.
- 5. Select the Statement File Creators tab.
- 6. Select PatientPaymentAutoPost Statements File Creator, then click Modify.

The Modify Statement File Creator window displays.

Modify Statement File Creator		×
Inactive		
Name PatientPaymentAutoPost Stater	ments File Creator	
File Creator Plug-In		
Prog ID Virence.CPO.PatientPaymen	ntAutoPost.Statements About	
Coptional Local Plug-Ins		
Clearinghouse Settings Prog ID	Virence.CPO.PatientPaymentAutoPost.StatementCreatic	About
File Viewer Prog ID	MBCGenericFileViewer90.Viewer	About
4		
Verify	OK	Cancel

- 7. Compare your settings with the settings in the example, then click **Cancel**.
- 8. Click **Cancel** to close the Plug-ins window and return to the Administration window.

Set up the clearinghouse

Before you successfully process electronic patient payment files via the PatientPaymentAutoPost clearinghouse, you must ensure the athenaPractice database is set up with the required information. For example, the database must contain clearinghousespecific information for connecting and logging on and transmitting files.

Procedures for setting up the clearinghouse are:

- "Select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window"
- "Set up submitter information"
- "Set up File Transmission"

Select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window

Perform this procedure to find the PatientPaymentAutoPost clearinghouse and access the Edit Clearinghouse Settings window. From this window, you enter information that is required to create and transmit patient payment files.

To select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window

1. From the Administration window, select EDI> Clearinghouses.

The Find Clearinghouse window displays.

- 2. Click Search.
- 3. In the search results, select PatientPaymentAutoPost, then click Edit.

The Edit Clearinghouse Settings window displays with the File Transmission/Processing tab selected.

Edit Clearinghouse So	ettings	×
File Transmission/Prod	cessing File Creator	
🗖 Inactive		
Clearinghouse Name	PatientPaymentAutoPost	
ID	18	
Submitter Informati	on	
Name		
Contact		
Phone		
Logon ID		
Logon Password		
File Transmission	PatientPaymentAutoPost File Transmit 💌	Settings
File Processor	PatientPaymentAutoPost File Process	Settings
Statement Creator	PatientPaymentAutoPost Statements F	Settings
Import		
	ОК	Cancel

Set up submitter information

Perform this procedure to enter contact information that enables two-way communication between your site and the PatientPaymentAutoPost clearinghouse.

Prerequisites

- Obtain site contact and PatientPaymentAutoPost logon information. See "Collect required information".
- "Select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window".

To set up submitter information

 $\hfill \Box$ On the File Transmission/Processing tab of the Edit Clearinghouse Settings window under

Submitter Information, complete the fields using the following criteria:

* \Box indicates an entry or selection in this field or row is required.

Use this field	To do this
PatientPaymentAutoP	ost. Site specific indicates site specifications.
* Name	Site specific Enter the name of the company or office that is transmitting files.
* Contact	Site specific \Box Enter the name of the person the clearinghouse may cont as needed.
* Phone	Site specific \square Enter the phone number of the contact person at this site.
*Logon ID	Site specific Enter Logon ID.
* Logon Password	Site specific - Enter Logon Password.

Recommended indicates the suggested setting for

Set up File Transmission

Perform this procedure on computers used to transmit files to the clearinghouse.

Prerequisites

- Obtain connection information. See "Collect required information".
- "Select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window".

To set up file transmission

- 1. On the **File Transmission/Processing** tab of the Edit Clearinghouse Settings window under **Plug-ins**, select **PatientPaymentAutoPost File Transmitter** from the **File Transmission** list.
- 2. Click Settings.

The Payment Auto Post Transmission Settings window displays.

Payment Auto Pos	t Transmission Settings	×
Account Number		
User ID	FileTransfer	
URL	https://edi.idxasp.com/XMLF	ileTransfer
Time Zone	CST Central Standard Time	•
Timeout	60	Reset URL
		OK Cancel

- 3. Complete the fields using the following criteria:
 - *
 indicates an entry or selection in this field or row is required.

Recommended
indicates the suggested setting for

PatientPaymentAutoPost.

Site specific \Box indicates site specifications.

Clearinghouse specific \Box indicates clearinghouse-specific requirements. Check with the clearinghouse to determine requirements.

Use this field	To do this
Account Number	Recommended Leave Blank
*User ID	Site specific Better FileTransfer (provided by your implementation or support analyst)
URL	Enter https://edi.idxasp.com/XMLFileTransfer
TimeZone	Site specific \Box Select the time zone for your site
Timeout	Recommended - Enter 60

4. Click **OK** to save your changes and return to the Edit Clearinghouse Settings window.

Set up File Processor

Perform this procedure to select the patient payment remit posting parameters.

Prerequisites

"Select PatientPaymentAutoPost and access the Edit Clearinghouse Settings window".

To set up File Processor

- 1. On the File Transmission/Processing tab of the Edit Clearinghouse Settings window under Plug-ins then File Processor section, select PatientPaymentAutoPost File Processor from the File Processor dropdown list.
- 2. Click Settings.

The Payment Auto Post File Processing Settings window displays.



- 3. Complete the fields using the following criteria:
 - *
 indicates an entry or selection in this field or row is required.
 - **Recommended**
 indicates the suggested setting for

PatientPaymentAutoPost.

Site specific
indicates site specifications.

Clearinghouse specific indicates clearinghouse-specific requirements. Check with the clearinghouse to determine requirements.

Use this field	To do this
*Apply Payment Type	Site specific Select payment mode to apply payment Allow Credit Balance or Don't Allow Credit Balance
	Allow Credit Balance: This would select all claims for a specific guarantor that have personal balances. Payments would be applied beginning with the claims with the oldest DOS. The plug-in will continue paying claims with patient balances until the payment amount is exhausted. If a patient payment amount still remains unapplied and there are no more claims with patient balances, then the residual patient paid amount will be applied to the last procedure paid and put the claim in an overpaid status. If no claims are identified with a patient balance, then no amount will be posted, and the amount will be reported in the Unapplied section of the log report in EDI Response Management.
	Don't Allow Credit Balance : This would select all charges for a specific guarantor that have personal balances. Payments would be applied beginning with the claims with the oldest DOS. The plug-in will continue paying claims until the payment amount is exhausted. If a patient payment amount still remains unapplied and there are no more claims with patient balances, then the residual amount will be reported in the Unapplied section of the log file in EDI Response Management. If no claims are identified with a patient balance, then no amount will be posted, and the amount will be reported in the Unapplied section of the log report in EDI Response Management.

*Limit Visits to Company Site specific Select True or False

When payments are captured in the Smart Pay website, be it from the patient portal, the office back end portal, the IVR or lock box, the company associated to the statement identified to be paid will be included in the patient payment file. Payments that are auto posted from this file, can be applied to claims in the application that are outstanding for that company. Or, in the case that the practice has multiple companies setup in the application and patients are all shared among them, then if the practice decides to, you can have the payment apply to ANY visit for that guarantor that has an outstanding patient balance.

True - Limits the selection of visits that the patient payments can be applied to, to a specific company which is mentioned under H1 segment of patient payment file.

False – Any visit for a guarantor with a patient balance outstanding, regardless of the company associate with it, will be eligible to have a payment applied to it. However, all things being equal, if one of the two visits are associated to the company that the payment is intended for in the payment file then that visit will be favored for payment over the other. Preference would be given to the company ID in the patient payment file, then to all other visits by oldest date of service first.

*Batch/File Level Process Site specific Select True or False

Traditionally, when posting patient payments each guarantor has its own entry in a batch in transactions management. Every payment transaction that is successfully processed by the plug in will have a guarantor entry in the batch allowing users to track the successfully posted payments. These might show fully applied or some Unapplied funds; Unapplied might occur because of patient making an over payment and the setting to apply payment type is set to Don't allow credit balances or there are no claims with patient balances outstanding. However, there can also be a situation where the guarantor ID returned in the patient payment file could not find a match in the application e.g. QuickPay entries are manually entered and typos could occur. If that is the case, then these would only appear in the log file. Only entries where valid guarantors are found would show up in the batch. If a user does not follow the recommended workflow and find the unapplied funds in the log file, the batch could end up getting closed without accounting for all the unapplied funds.

Therefore, we are including the option to create a batch entry at the file level. This is similar to how Electronic Remittance Advices (ERA) files are processed.

Ό,		Transaction Management - 1																								
E	ile <u>E</u>	dit	View	Optio	ns	Help																				
) [1 Q-	\$	1		2	€.	0	170	6		۶	5.	\$ill	Ξ¥										
0	5 8	3																								
		-						- /				_		-										-		
		P	ayer				Batc	h				Sourc	e	Pa	ymer	nt A	Adjus	tme	Transfer	Un-applie	d Funds	# of Item	s Document #	Date	Deposit Date	
		1 U	Inapplie	d file 1			pawa	m			F	atien	ł		800.0	00	(0.00	0.00		200.00	1		10/16/2019	10/16/2019	
		T	otal 😽	8											800.0)0	(0.00	0.00		200.00	1				

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In this case the Payer is the Patient Payment file name that was processed. There would be one line for all the transactions in that file. Users could drill into that line to see the claims that payments were applied to. Additionally, we are now able to record the posted amount and compare that to the paid amount for the file.

If there were any funds that were not applied the payment poster would now be required to reconcile the unapplied funds before they could close their batch.

Also, since the payment method is captured for the file as a whole, there will be a need for the EDI clearinghouse to split the patient payment file out by payment type in order to record a correct value for the collection of payments in that batch.

For instance, here is a screen shot of the Payment Entry screen. In this example there is only one place to indicate that the method of payment to all the entries in this batch is Check. In the case of an ERA file, there is one check number for multiple claim payments. However, in the case of patient payments, each guarantor would typically have a unique check number. Since there is only one spot for a check number and since each guarantor would have their own check number, we are unable to enter a check number here as it would not apply to all the payments in the same file. Therefore, if we select this option, we could still know that the payment was a check but we would not be able to record the check number.



Here are the Pros and Cons for each method:

Posting by Guarantor:

Pro: All the details of the payment are kept.

The name of the payer is the guarantor's name.

Con: Unapplied funds may not show up in the batch details and the batch could be closed without accounting for all the payments.

Posting at a File level:

Pro: Total file payment and amount posted are recorded in the batch details ensuring that the batch cannot be closed until all unapplied funds are accounted for.

Con: The payment file will need to be split by payment type in order to enter valid information in payment entry record. However, some payment method data will be lost as it would not necessarily apply to all the payments in the same batch: i.e. Check number, Credit Card number.

True - payment process will happen based on batch/file level process.

False - payment process will be based on guarantors and not at batch/file level process.

Note: The total payment for the file is not always tracked in the batch, so there could be unapplied funds that can only be identified from reviewing the posting results log file.

- 4. Click **OK** to save your changes and return to the Edit Clearinghouse Settings window.
- 5. Click **OK** to close the **Edit Clearinghouse Settings** window.
- 6. Click Close to close the Find Clearinghouse window.
- 7. Click **OK** to return to the Administration Application window.

Patient Payment Auto Post Workflow

- 1. Login to the athenaPractice client.
- 2. From the main menu, click the **EDI Response Management** button. EDI Response Management Criteria window displays

EDI Response Management	riteria	×
File Name		
Clearinghouse	PatientPaymentAutoPos	
Date Received	From 04/12/2019	To //
Short Description		
Long Description		
Search for files containing the fo	owing text:	
Processed Status		
Processed without errors	 Processed with errors 	Not Processed
Include Archived		
	Reset	OK Cancel

- 3. From Clearinghouse field, select PatientPaymentAutoPost.
- 4. Enter date received, then click **OK**. EDI Response Management window displays
- 5. Click the **Retrieve** button to get the PatientPayment file from the server. Message appear stating transmission successful.

Note: If transmission failed where there were no files in the server, a message file will download and appear in the EDI Response Management window.

PatientPaymentAutoPost EDI plug-in Installation and Setup Guide



Select the file, right-click, and click **View.** The file open.

MSGD1910161617 - Notepad File Edit Format View Help 10/16/2019 4:17:02 PM Message Code : 0 -Message Description : No new files available to download Message Type : A -

- 6. If there was a file that was successfully retrieved, you'll see a successful transmission message. Close the successful transmission message window, click the **Refresh** button. PatientPayment file appear with "Not Processed" status
- 7. Select the PatientPayment file, click **Process** button.
- 8. Click Yes to message box "Are you sure you want to process the checked report files?"
- 9. Click **OK** to message box "Please select a batch for patient payment auto post."
- 10. From Find Batch window, create a new batch or select an existing batch.

	Find Batch		Ŀ	- D X
ABCDEFGHIJKL Name Date of Entry From // To //	MNOPQRS Status	n TUVw	XYZ	<u>S</u> earch <u>C</u> lear
Name	Date of Entry	Status	Unappli	Unknown F
Batch_20191018_001	10/18/2019	Open	No	No
< III				>
< III		L	Set as a	default

Note: for multiple PatientPayment files process at the same time, a batch file will need to be created for each PatientPayment file.

- 11. Click **OK** on the Find Batch window.
- Click **OK** to message "Payment processing completed for selected file(s)." **Note**: If the payment processed failed, see Troubleshooting section. EDI Response Management window displays

13. Verify PatientPayment file appeared with status "Processed Without Errors."

EDI R	esponse Management	- 5						_
ile E	dit <u>V</u> iew <u>O</u> ptions <u>H</u>	elp						
n é) 🗐 🖧 S 🍓	a ø 🍋 🖉 🖬	😭 🗐 🔑 🛼 s	il 🗐 🕞				
	¥							
\$ ×	1							
	Name	Clearinghouse	Date/Time Received	Processed Status	Short Description	Long Description	File Status	Date /
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:08:00	Processed Without Errors	Patient Payment File	Patient Payment on Friday, June 07, 2019 1:2	Active	
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:08:00	Processed Without Errors	Patient Payment File	Patient Payment on Friday, June 07, 2019 1:0	Active	
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:09:17	Not Processed	Patient Payment Log File	Patient Payment Log File	Active	
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:20:18	Not Processed	Patient Payment Log File	Patient Payment Log File	Active	
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:23:00	Processed Without Errors	Patient Payment File	Patient Payment on Friday, June 07, 2019 1:2	Active	
	Payment_File_Test_/th_	PatientPaymentAutoPost	06/07/2019 13:23:49	Not Processed	Patient Payment Log File	Patient Payment Log File	Active	
	Payment_File_Test_7th_	PatientPaymentAutoPost	06/07/2019 13:25:00	Processed Without Errors	Patient Payment File	Patient Payment on Friday, June 07, 2019 1:2	Active	
	Payment_File_Test_/th_	PatientPaymentAutoPost	06/07/2019 13:25:00	Processed Without Errors	Patient Payment File	Patient Payment on Friday, June 07, 2019 1:2	Active	
	Payment_File_Test_7th	PatientPaymentAutoPost	06/07/2013 13:26:32	Not Processed	Patient Payment Log File	Patient Payment Log File	Active	
	I dynonChie_resCruit	r adenti aymenteator est	00/01/2013 10:20:30	Nothocessed	T attent Tayment Log Tile	T dilerk Faymerk Log File	Active	
1								<u> </u>
	- vport Delete (Archive Betrieve	Process					Close
			102033					01030

- 14. Click Close button.
- 15. From the main menu screen, click on **Transaction Management**. Transaction Management Criteria screen displays
- 16. In the Batch field, click on **binocular** icon. Find Batch screen displays
- 17. Find the batch file, select the batch in the grid, and click **OK**. Transaction Management Criteria screen displays
- 18. Verify the batch appear in the **Batch** field and click **OK**. Transaction Management screen displays
- 19. Double click on the batch file and verify the payment got posted correctly. Note: Payments will be applied to visits First-in, First-out... meaning that the oldest claims with patient balances are identified first for payment. If the payment amount is larger than the amount paid on the first claim, then next claim for that guarantor with a patient balance will be identified for payments.
- 20. Another way to check the payment is go to the PatientPayment file (right click on the file in step 13 and click **View**), open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly. If you are familiar with posting ERA files, this would be the equivalent of using your EOB to verify that all the payments posted correctly.

File Co	C:/Patient P Edit Sean	iryment Auto Post/Patien dr. View: Encoding: Lan 😘 🎧 😂 🗼 🏨 🏫	ithyment_10.16.20 guage_Settings_1 DC	19 - Notepad++ ools Macro Run Plugins Window ≷ 🔍 🌆 🔂 🛨 🤋 🌉 🖉	7 2 💷 🕸 💌 🖷 🖢 🕷	0 m2				×
Ha	lange log E	PatientPayment_10.1	6.2019 🔛							
1234	H1 P1 P1 T1000	WPM 32 2101 2101 0019000000000000000000000000	EM CT002780 CT002780 2000000004	201909100000014000 201909100000014000	20190910CHK macchia macchia	shannon DEMO_7 shannon DEMO_7	СВК 12345 СВК 12345	6777654422 6777654423	PRE2019 PER2019	90910 90901
<										>
Norm	al text file			length: 418 lines: 4	In:3 Col	:26 Sel:0]0	Windows (C	(R UF) UTF-8		IN .

The format for PatientPayment file is as follows:

- A Guarantor ID
- B Paid amount (assumed decimal for last 2 digits)
- C Guarantor Name
- D Client short name and Paid Service ID (company or provider ID depending if statements are generated by company or provider)
- E Payment Method
- F Check or Credit Card number
- G Payment Type (PER regular payment, PRE prepayment (deposits), COP Copay)
- 21. Close the PatientPayment file.

File Level and Guarantor Batch Workflows

File Level Batch

- If Batch/File Process is set to True in Payment Auto Post File Process Settings window in Administration. Note: this setting requires that the payment file be split by payment type. If you are to create a batch at the file level, the file must be all for the same payment type. Contact your EDI Implementation specialist to have the files setup to split by payment type.
- 2. Login to the athenaPractice client.
- 3. From the main menu window, click the **EDI Response Management** button. EDI Response Management Criteria window displays

EDI Response Management	Criteria 🗙
File Name	
Clearinghouse	PatientPaymentAutoPost
Date Received	From 04/12/2019 To / /
Short Description	
Long Description	
Search for files containing the f	ollowing text:
Processed Status	
Processed without errors	Processed with errors Vot Processed
Include Archived	
	Reset OK Cancel

- 4. Enter date received, then click **OK**. EDI Response Management window displays
- 5. Click the **Retrieve** button. Find Clearinghouse window displays
- 6. Search for the PatientPaymentAutoPost Plug in and select it.

	Fin	d Clearinghouse 📃 🗖 🗙
ABCDEFGHIJ	IKLM	N O P Q R S T U V W X Y Z Search
Clearinghouse		Clear
Show Inactive Clearinghou	ses	
Clearinghouse	ID	Name
Centricity	Solutions Practice Management	
CentricityRTE	Solutions Practice Management	
ETactics All Clinics	3	Solutions Practice Management
Expressbill WFM	4	Waters Family Medicine
Generic E-Statements	13	
PatientPaymentAutoPost	14	HealthCare
New Edb	Delete	
New Edit	Delete	UN Lancel

7. Click OK

Message window appear stating transmission successful.

8. Click the **Refresh** button.

PatientPayment file appear with "Not Processed" status

It View Qotions Help It View Qotions Help It View Qotions Help It Solar S 10 It View Qotions Help It View Qotions Help It Solar S 10 It View Qotions Help It View Qotions Help It Solar S 10 It View Qotions Help	It View Qations Help	View Options Help We work	Kame Clearinghouse Date/Time Received Processed Status Short Description File Status Name Clearinghouse Date/Time Received Processed Status Short Description File Status MSGD1911051981 DtT PatierPayment/AudPort 11/06/2019194912 Not Pocessed Download Response Message Download Response Message Active MSGD1911051951 DtT PatierPayment/AudPort 11/06/20191951:12 Not Pocessed Download Response Message Active MSGD1911061951 DtT PatierPayment/AudPort 11/06/20191951:12 Not Pocessed Download Response Message Active MSGD1911061951 DtT PatierPayment/AudPort 11/06/20191951:12 Not Pocessed Download Response Message Active MSGD1911061951 DtT PatierPayment/AudPort 11/06/20191951:12 Not Pocessed Download Response Message Download Response Message Active	File Status Date Archive (a)g Active	Archived By	
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- 9. Select the PatientPayment file, click Process button.
- 10. Click Yes to message box "Are you sure you want to process the checked report files?"
- 11. Click **OK** to message box "Please select a batch for patient payment auto post."
- 12. From Find Batch window, create a new batch or select an existing batch.

	Find Batch			- - X
ABCDEFGHIJKL Name Date of Entry From / / To / /	MNOPQR Status	S TUVw	XYZ	<u>S</u> earch <u>C</u> lear
Name	Date of Entry	Status	Unappli	Unknown F
	A			
				>
New <u>E</u> dit <u>D</u> elete	Merge		OK	default Cancel

- 13. Click **OK** on the Find Batch window.
- 14. Click **OK** to message "Payment processing completed for selected file(s)." EDI Response Management window displays
- 15. Click the **Refresh** button. Log file appear
 - **Note:** If you have an amount that is unapplied, you must go to the log file and reconcile it manually.
- 16. Select the log file, right click, and select View.

Log file displays

Unapplied file 1_20191016_log - Notepad
File Edit Format View Help
Çurrent Date: Wednesday, October 16, 2019
Parsing status : Successful!
Processed File: Unapplied file 1 Payment Process Batch Name : pawan
Company Details : WFM 32 Limit Visit To Company : False Batch/File Level Process : True

Payment Status : Payment record processed successfully.
Guarantor Id : 13853 Guarantor Name : guadalupe dubord
Check # : 88723642364897 Card # : Process Date : 10/16/2019 Payment Mode : CHK
Service Date : 10/16/2019 PaymentType : COP Payment Processing Type : Quickpay
Total Paid Amount : \$1000.00Applied Amount : \$800.00Unapplied Amount : \$200.00
Excess Credit Amount : \$200.00
Transaction Type : Payment

******* Transactions Summary as on 10/16/2019 7:20:42 PM**********
Total Amount in File : \$1000
****** Payment Transactions ******

- 17. Click **Close** button.
- 18. From the main menu screen, click on **Transaction Management**. Transaction Management Criteria window displays
- 19. In the Batch field, click on **binocular** icon. Find Batch screen window displays
- 20. Find the batch file, select the batch in the grid, and click **OK**. Transaction Management Criteria window displays
- 21. Verify the batch appear in the **Batch** field and click **OK**.

Ό,														Transaction M	anageme	ent - 1		
<u>F</u> ile	Ē	dit <u>V</u> iew	Optio	ns <u>H</u> el	р													
	٢		\$	御日	3	6	0			۶	SJ Sill E	1 📭						
Q	S																	
		Payer			Batc	h			Source	e	Payment	Adjustme	Transfer	Un-applied Funds	# of Items	Document #	Date	Deposit Date
		Unapplied	l file 1		pawa	n			Patient		800.00	0.00	0.00	200.00	1		10/16/2019	10/16/2019
		Total V									800.00	0.00	0.00	200.00	· ·			
	-																	
	P	ayment Entry		D	elete			Move										

Transaction Management screen displays

22. Double click on the batch file and verify Payer show batch file level.

Payment Entry window displays

0					Payment Ent	try - 1						- 0 >
File Edit View Options H	lelp											
🗏 🙆 🖾 💲 📲	1 2 Q 0 B		\$ill 🗹 📭									
Source	O Insurance	Deposit Date	10/16/2019									
Limit visits to company	(all) V		Payment Information									
Batch	pawan [Amount		1000.00								
Ticket #		Amount Rema	ining	200.00								
Guarantor	× 0	Method	Check	~								
Patient	~ <u>¢</u>	Check #										
Visit 🔿 All 💿 Unpaid	¥	Account #										
Payer	Unapplied file 1	V DL#										
		Check Date	10/16/2019									
Visit Besponsible Provider									Patient Balance		Denosit	
Facility									Insurance Balance		Doposik	
Company									Total Balance			
			T	1	1	1	1			I	_	
Ticket #	Patient	Patient ID	Payment 800.00	Adjustment	Transfer	Payer	Visit Date	Patient Balance	Insurance Balanc	Total	_	
61003120	sato, autelia L	1.0442	000.00	10.00	0.00	T on applied file 1	110/10/2013	0.00	0.00	0.00	_	
Auto-Apply New	Modify Delete	•								Pr	nt OK	Cancel
	31	1 Arsenal	Street Wat	ertown M	1A 02472 • 6	17 402 100	0 • athe	nahealth	com			

Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ and view the data and compare back to here to make sure they are posting correctly.

Guarantor Level Batch

- 1. If Batch/File Process is set to False in **Payment Auto Post File Process Settings** window in Administration.
- 2. Follow the same steps as above to retrieve the charges and process the file (steps 2 to 13).
- 3. Click the **Refresh** button. Log file appear.

					EDI Respor	nse Management - 1					_ 0 ×
File	Ec	dit <u>V</u> iew Options <u>H</u> elp									
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Q	8										
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	_					1					
		Name	Clearinghouse	Date/Time Received	Processed Status	Short Description	Long Description	File Status	Date Archived	Archived By	Date Processed
		MSGD1910161617.TXT	PatientPaymentAuto	10/16/2019 16:17:02	Not Processed	Download Response Messas	Download Response Messasc	Active			10/16/2019
	H.	Upapplied file 1, 20191016, log tyt	PatientPaumentAutor	10/16/2019 19:20:42	Not Processed	Patient Payment Log File	Patient Payment Log File	Active			10/16/2019
		Unapplied at guarantor level file 1	PatientPaymentAutof	10/16/2019 19:37:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesd	Active			10/16/2019
		Unapplied at guarantor level file 1_2019 916_log.txt	PatientPaymentAutoF	10/16/2019 19:37:30	Not Processed	Patient Payment Log File	Patient Payment Log File	Active			10/16/2019
		.0									
	<				ш						>
	-	Delete Archive Patrices	Presente								Class
	E	Apoir Delete Archive Lietneve	riogess								Close

4. Select the log file, right click and select **View**. **Note:** Review the unapplied payments for manual reconciliation before you close the file.

Log file display

```
remit-patpay-XXX-052119-008_20191107_log - Notepad
File Edit Format View Help
Current Date: Thursday, November 7, 2019
Parsing status : Successful!
Processed File: remit-patpay-XXX-052119-008 Payment Process Batch Name : Duncan_20191107
Company Details : WFM 32 Limit Visit To Company : False Batch/File Level Process : False
*** Ticket Number : LR00311 Guarantor Id : 13193
            Payment Status : Failed in payment process : Incorrect guarantor/ticket details.
            Guarantor Id : 13193
                                    Guarantor Name : elise allebach
           Check #
                     :
                                    Card #
                                              .
                                                            Process Date : 11/07/2019 Payment Mode : CASH
           Service Date : 10/03/2019 PaymentType : COP
                                                           Payment Processing Type : eCashiering
           Total Paid Amount : $120.00
                                          Applied Amount : $0.00 Unapplied Amount : $120.00
           Transaction Type : Payment
            _____*******
*********
*** Ticket Number : LR003110 Guarantor Id : 13193
            Payment Status : Payment record processed successfully.
            Guarantor Id : 13193
                                    Guarantor Name : elise allebach
            Check #
                     . .
                                    Card # :
                                                       Process Date : 11/07/2019
                                                                            Payment Mode : CASH
            Service Date : 10/03/2019
                                  PaymentType : COP
                                                     Payment Processing Type : eCashiering
            Total Paid Amount : $90.00
                                          Applied Amount : $90.00
                                                                  Unapplied Amount : $0.00
           Transaction Type : Payment
            _____*******
*** Ticket Number : LR003110 Guarantor Id : 13193
            Payment Status : Payment record processed successfully.
            Guarantor Id : 13193
                                    Guarantor Name : elise allebach
                     :
            Check #
                                    Card # :
                                                      Process Date : 11/07/2019
                                                                               Payment Mode : CASH
                                    PaymentType : COP Payment Processing Type : eCashiering
            Service Date : 10/03/2019
            Total Paid Amount : $800.00
                                          Applied Amount : $800.00
                                                                   Unapplied Amount : $0.00
            Transaction Type : Payment
```

*** Ticket Num	ber : WMT002054 Guarantor Id :		
	Payment Status : Payment record	processed successfully.	
	Guarantor Id : 17810	Guarantor Name : guadal	upe markowski
	Check # :	Card # : 9988	Process Date : 11/07/2019 Payment Mode : VSA
	Service Date : 09/09/2019	PaymentType : COP	Payment Processing Type : eCashiering
	Total Paid Amount : \$50.00	Applied Amount	: \$50.00 Unapplied Amount : \$0.00
	Transaction Type : Payment		
*** Ticket Num	ber : WMT002054 Guarantor Id		
	Payment Status : Payment record	processed successfully.	
	Guarantor Id : 17810	Guarantor Name : guadal	upe markowski
	Check # :	Card # : 2233	Process Date : 11/07/2019 Payment Mode : VSA
	Service Date : 09/09/2019	PaymentType : COP	Payment Processing Type : eCashiering
	Total Paid Amount : \$50.00	Applied Amount	: \$50.00 Unapplied Amount : \$0.00
	Transaction Type : Payment		

*** Ticket Num	ber : WF010402 Guarantor Id :	3296	
	Payment Status : Payment record	processed successfully.	
	Guarantor Id : 3296	Guarantor Name : liana	forck
	Check # : 264745	Card # :	Process Date : 11/07/2019 Payment Mode : CHK
	Service Date : 10/07/2019	PaymentType : PER	Payment Processing Type : Quickpay
	Total Paid Amount : \$20.00	Applied Amount	: \$20.00 Unapplied Amount : \$0.00
	Transaction Type : Payment		
		********* _******	
*** Ticket Numb	per : WF010402 Guarantor Id : 3	296	
	Payment Status : Payment record p	rocessed successfully.	
	Guarantor Id : 3296	Guarantor Name : liana for	ck
	Check # : 124587	Card # : Pr	ocess Date : 11/07/2019 Payment Mode : CHK
	Service Date : 10/0//2019	Applied Amount : \$2	yment Processing Type : Quickpay
	Transaction Type · Payment	Appiled Amount . \$2	0.00 Unappired Amount . po.00
		_*****	
*******		END	******
****** Transac	tions Summary as on 11/7/2019 8:56	:45 PM**********	
Total Amount in	n File : \$1150		
*****	Payment Transactions ******		
Total Amount Ur	applied : \$120.00		
Lotal Amount Ar	plied : \$1030.00		

- 5. Click **Close** button. **Note:** Before you close the log file, we suggest checking for unapplied payments for manual reconciliation.
- 6. From the main menu screen, click on **Transaction Management.** Transaction Management Criteria screen display
- 7. In the Batch field, click on **binocular** icon Find Batch screen appear
- 8. Find the batch file, select the batch in the grid, and click **OK** Transaction Management Criteria screen appear
- 9. Verify the batch appear in the **Batch** field and click **OK** Transaction Management screen display

Θ,							T	ransaction Man	agement	- 1		
<u>F</u> ile	Edi	t <u>V</u> iew <u>O</u> ptions <u>H</u> elp										
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Q	S											
~												
		Pavor	Patch	Source	Baymont	Adjustme	Transfor	Up applied Funds	# of Itoms	Document #	Data	Deposit Date
		allebach alice	Duncan 20191107	Patient	-204 65	Aujustine 0.00	0.00	.1695.25	# Of Items	Document #	Date	10/02/2019
	E.	allebach elise	Duncan_20191107	Patient	90.00	0.00	0.00	0.00	1			10/03/2019
		allebach, eilse	Duncan 20191107	Patient	165.00	0.00	0.00	0.00	1			10/03/2019
	i i	allebach, elise	Duncan 20191107	Patient	800.00	0.00	0.00	0.00	1			10/03/2019
		forck, lian	Duncan 20191107	Patient	20.00	0.00	0.00	0.00	1	264745	10/07/2019	10/07/2019
		forck, liana	Duncan_20191107	Patient	20.00	0.00	0.00	0.00	1	124587	10/07/2019	10/07/2019
		markowski, guadalupe	Duncan_20191107	Patient	50.00	0.00	0.00	0.00	1	9988	09/09/2019	09/09/2019
		markowski, guadalupe	Duncan_20191107	Patient	50.00	0.00	0.00	0.00	1	2233	09/09/2019	09/09/2019
		Total			890.35	0.00	0.00	-1695.35	12			
	I											
	Pre	mant Entry Delate	Mosra									
	<u>P</u> a)	Delete	<u>IM</u> ove									

					Payment E	ntry - 11					
Edit View Options	Help										
③ 🗉 🛵 \$ 🦷			+ \$1 ₹ 🖡								
U											
iource	🔘 Insurance 💿 Patient	Deposit Dat	e 10/03/20	19							
imit visits to company	(all)	·	— Payment Informat	tion							
latch	Duncan_20191107	M Amount		800.00							
íicket #		Amount Rer	naining	0.00							
àuarantor		Method	Cash	~							
Patient		Amount Ter	idered	0.00							
/isit ◯ All	~	Change Du		0.00							
² aver	allebach, elise	v									
Visit											
Responsible Provider									Patient Balance		Dep
F 10									Insurance Balance		
Facility									Total Balance		
Facility Company											
Facility Company Ticket#	Patient	Patient ID	Payment	Adjustment	Transfer	Payer	Visit Date	Patient Balance	Insurance Balanc	Total	

10. Double click on the batch file and verify payer show guarantor.

11. Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly.

Deposit Workflows

Prepay type with date of service or ticket number

Deposits occur in athenaPractice when a payment needs to be recorded but there are no charges to post against, at this time. For instance, a patient might be seen for an office visit and upon checking out they could make a copayment. Or a patient may schedule a procedure for a later time and may want to put a deposit ahead of time. In either case, there may not yet be any procedure to post against. Deposits may be recorded by the practice, using the Smart Pay website, by identifying the transaction type of Pre-Payment and including the visit ticket number that we want to apply the deposit to.

shiering Accept Paym	ent Account Payment				
Accounts for this Payment				٩	Search for Accounts
Name Edwin G Smith	Account Number 9874	Sub Account Number 123456	Service Date		Payment Amount \$ 40.00
Payment Type1 Pre-Payment	-				Amount Due: \$40.00
The ayrine in	·				Total Daymont An

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This is what the field labels mean: Name = Guarantor's Name, Account Number = Guarantor's ID, Sub Account Number = Ticket number we want the deposit to be applied to, Payment Type field select Pre-Payment for a deposit. When the payment file comes back to processed in athenaPractice, with the type of Pre-Payment and the Ticket number supplied, the deposit will be posted if at the time of posting there are still no procedures entered on the visit. If procedures are added to the visit between the time the payment is recorded on the website and when the payment file is received and processed, the payment will be applied like a regular payment to that visit, instead of a deposit.

Deposits, at this time will need to have ticket number in order to post. If no ticket number exists for the visit, then the funds will be unassigned. Also, if there is a ticket number but the type is not Pre-Payment, then the funds will attempt to pay that specific visit. If there are no charges it will not post as a deposit but instead be unapplied for manual posting.

Lastly, if there are charges waiting to be retrieved from the application a deposit will not be taken as that will permanently discard the retrieval data. The transaction will also go to unapplied.

- 1. Follow the same steps as above to retrieve the charges and process the file (steps 2 to 13).
- 2. Click the **Refresh** button Log file appear
- 3. Select the log file, right click, and select View.

Γ		Name	Clearinghouse	Date/Time Received	Processed Status	Short Description	Long Description	File Status
1		SuperBillTicketTest	PatientPaymentAutof	10/09/2019 13:15:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
1		SuperBillTicketTest_20191009_log.txt	PatientPaymentAutof	10/09/2019 13:17:34	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
1		SuperBillTicketTest COP	PatientPaymentAutof	10/09/2019 15:09:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
1		SuperBillTicketTest COP_20191009_log.txt	PatientPaymentAutof	10/09/2019 15:10:01	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
1		Bick Scenario Deposit 1 - Copy	PatientPaymentAutof	10/09/2019 16:46:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
1		Bick Scenario Deposit 1 - Copy_20191009_log.txt	PatientPaymentAutof	10/09/2019 16:49:49	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
1		Bick Scenario Deposit 2 - Copy	PatientPaymentAutof	10/09/2019 16:52:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
1		Bick Scenario Deposit 2 - Copy_20191009_log.txt	PatientPaymentAutof	10/09/2019 16:52:46	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
1		Bick Scenario Refund 1 - Copy	PatientPaymentAutof	10/09/2019 17:34:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
1		Bick Scenario Refund 1 - Copy_20191009_log.txt	PatientPaymentAutof	10/09/2019 17:34:32	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
		Bick Scenario Deposit 1	PatientPaymentAutof	10/09/2019 18:38:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active
		Bick Scenario Deposit 1_20101000	PatientPaymentAutol	10/09/2019 18:42:24	Not Processed	Patient Payment Log File	Patient Payment Log File	Active
		E Vid 2						
		View Errors						
	<				ш			
-								
	B	gport Delete Archive Retrieve	Pro <u>c</u> ess					

4. In the Log file, verify the information like Applied Payment details.

🖉 Bick Scenario Depo	osit 1_20191009_log - N	lotepad			- 0
File Edit Format	View Help				
Current Date: W	ednesday, Octob	er 9, 2019			
Parsing status	: Successful!				
Processed File:	Bick Scenario	Deposit 1 Payme	ent Process Batch Name : E	Bick Demo 9th Oct	
Company Details	: WFM 32 Lim	it Visit To Compan	ny : False Batch/File Le	evel Process : True	
********			Unapplied Payment o	details	****
*******			Applied Payment det	tails	*******
*** Ticket Numb	er : DB004138	Guarantor Id :	13414		
	Payment Status	: Payment record	processed successfully.		
	Guarantor Id	: 13414	Guarantor Name : jo abo	0	
	Check #	:	Card # : 9988	Process Date : 10/09/2019	Payment Mode : VSA
	Service Date	: 10/09/2019	PaymentType : PRE	Payment Processing Type : Qui	ckpay
	Total Paid Amo	unt : \$50	Applied Amount : \$50	Unapplied Amount : \$0	
	Transaction Ty	pe : Deposit			

*** Ticket Numb	er : DB004137	Guarantor Id :	13414		
	Payment Status	: Payment record	processed successfully.		
	Guarantor Id	: 13414	Guarantor Name : jo abo)	
	Check #	:	Card # : 9988	Process Date : 10/09/2019	Payment Mode : VSA
	Service Date	: 10/09/2019	PaymentType : PRE	Payment Processing Type : Qui	ckpay
	Total Paid Amo	unt : \$50	Applied Amount : \$50	Unapplied Amount : \$0	
	Transaction Ty	pe : Deposit			

5. Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly.

		C:\Users\Sin	gh.PawanKumar\Desi	ktop\patient payment file:	s 12.3.sp3\Buil	d 39\Bick Scenario Deposit 1	- Notepad	++
File	Edit Search View Enco	ding Language Settings Tool	s Macro Run Plugins t 💐 🖪 🔂 🎫 1	: Window ? 	• • • •			
Bid	k Scenario Deposit 2 🔝 🔚 Bio	ek Scenario Deposit 1 🔝 🔚 Bick Sce	inario Refund 1 - Copy 🔀 🔚	Batch Level File processing TF 3 bi	uid 39 - Copy 13	Batch Level File processing TF 1 build	39 - Copy 🔀	Batch Level File processing TF 2 build 39 - Copy
1 2 3 4	H1 NFM 32 P1 13414 P1 13414 T10000010000000000000000000000000000	EMDECN DB004138 DB004137	2019 201910090000005000 20191009000005000	1003VS A	abo Tabo	jo Demo_7 jo Demo_7	VSA VSA	9988PRE20191009 9988PRE20191009
Norma	al text file			length : 493	lines : 4	Ln:2 Col:46 Sel:0 0		Windows (CR LF) UTF-8

Prepay type with no date of service or ticket number

- 1. Login to the client
- 2. From the main menu, click the EDI Response Management button.

EDI Response Management Criteria window displays

EDI Response Management	Criteria 🛛 🗙
File Name	
Clearinghouse	PatientPaymentAutoPost 💌
Date Received	From 04/12/2019 To 7 /
Short Description	
Long Description	
Search for files containing the f	ollowing text:
Processed Status	
Processed without errors	Processed with errors 🔽 Not Processed
Include Archived	
	Reset OK Cancel

- 3. Enter date received, then click **OK**. EDI Response Management window displays
- 4. Click the **Retrieve** button to get the PatientPayment file from the server. Message appear stating transmission successful.
- 5. Click the **Refresh** button. PatientPayment file appear with "Not Processed" status
- 6. Select the PatientPayment file, click **Process** button.
- 7. Click Yes to message box "Are you sure you want to process the checked report files?"
- 8. Click OK to message box "Please select a batch for patient payment auto post."
- 9. From Find Batch window, create a new batch or select an existing batch
- 10. Click **OK** on the Find Batch window.
- 11. Click **OK** to message "Payment processing completed for selected file(s)." EDI Response Management window displays
- 12. Click the **Refresh** button Log file appear

					EDI Respor	se Management - 1					- 0)
E	ile	Edit View Options Help									
Ĩ				sili 🗐 📭							
6											
Π.	0	5									
		Name	Clearinghouse	Date/Time Received	Processed Status	Short Description	Long Description	File Status	Date Archived	Archived By	Date Processed
	E	MSGD1910161617.TXT	PatientPaymentAutof	10/16/2019 16:17:02	Not Processed	Download Response Messasg	Download Response Messasg	Active			
		Unapplied file 1	PatientPaymentAutof	10/16/2019 19:19:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active			10/16/2019
		Unapplied file 1_20191016_log.txt	PatientPaymentAutof	10/16/2019 19:20:42	Not Processed	Patient Payment Log File	Patient Payment Log File	Active			10/16/2019
		Unapplied at guarantor level file 1	PatientPaymentAutof	10/16/2019 19:37:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active			10/16/2019
		Unapplied at guarantor level file 1_20191016_log.txt	PatientPaymentAutof	10/16/2019 19:37:30	Not Processed	Patient Payment Log File	Patient Payment Log File	Active			10/16/2019
		Deposit without ticket number	PatientPaymentAutoF	10/16/2019 19:57:00	Processed Without Errors	Patient Payment File	Patient Payment on Wednesda	Active		-	10/16/2019
	- H	Deposit without ticket number_20191016_log.txt	PatientPaymentAutor	10/16/2013 13:58:53	NOT Processed	Patient Payment Log File	Patient Payment Log File	Active			10/16/2019
		48									
	<				ш						>
		Export Delete Archive Retrieve Pr	rocess								Close

Select the log file, right click and select View.

Log file display

Deposit Scenario_20191018_log - Notepad	- 0 ×
File Edit Format View Help	
Current Date: Friday, October 18, 2019	
Parsing status : Successful!	
Processed File: Deposit Scenario Payment Process Batch Name : Batch_20191018_001	
Company Details : WFM 32 Limit Visit To Company : False Batch/File Level Process : False	
**** Ticket Number : Guarantor Id : 13193	
Payment Status : Failed in payment process : Unable to map visit in database for this (ClaimNumber/TicketNumber) and Service Date(DOS).	
Guarantor Id : 13193 Guarantor Name : elise allebach	
Check # : 88723642364891 Card # : Process Date : 10/18/2019 Payment Mode : CHK	
Service Date : 10/18/2019 PaymentType : PRE Payment Processing Type : eCashiering	
Total Paid Amount : \$50.00 Applied Amount : \$0.00 Unapplied Amount : \$50.00	
Transaction Type : Deposit	

-Applied Payment details	
******* Transactions Summary as on 10/18/2019 6:25:32 PM**********	
Total Amount in File : \$50	
****** Deposit Transactions ******	
Total Deposit Unapplied : \$50.00	

Note: When there are multiple visits, the deposit will be applied to the most recent one.

13. Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly.

PatientPaymentAutoPost EDI plug-in Installation and Setup Guide

1m	*C:	Natient I	Payment Auto Post\Lat	est DRAFT Docs\Deposit Scenario	- Notepad++				_		\times	
File	e Ec	dit Searc	h View Encoding La	nguage Settings Tools Macro	Run Plugins Windo	ow ?					Х	
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E Deposit Scenario												
1 H1 WFM 32 EMDEON 20191018CHK												
	2	P1	13193	201910180000005000	allebach	elise DEMO_7	CHK 88723642364891	PRE20191018	e	Cashieri	ng	
3 T10000005000000000000000000000000000000												
<												
No	Normal text file length : 244 lines : 3 Ln : 2 Col : 79 Sel : 0 0 Windows (CR LF) UTF-8											

Refund Workflows

Void or Refund on Electronic Transaction

Refunds will be applied as a Last-In/First-Out order, which is the reverse order of payments. If a file contains payments and refunds, the payments will all be applied first, then the refunds will be applied.

- 1. Login to the client
- 2. From the main menu screen, click the Billing button, and go to Billing screen

Ext	Guarantor	Ticket #	Visit	Entered	Patient ID	Patient	Doctor	Facility	Company	Status	Visit Balance	Total Deposit	Visit Patient Bala	Description
No	dubord, guadalup	LR003112	10/07/2019	10/07/2019	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	In progress - Primary	0.00	0.00	0.00	
No	dubord, guadalup	LR003113	10/07/2019	10/07/2019	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	In progress - Primary	0.00	0.00	0.00	
No	dubord, guadalup	LR003115	10/07/2019	10/07/2019	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	In progress - Primary	0.00	0.00	0.00	
No	dubord, guadalup	LR003114	10/07/2019	10/07/2019	14628	sato, gema	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	In progress - Primary	0.00	0.00	0.00	
No	dubord, guadalup	LR002535	05/19/2010	05/24/2010	14628	sato, gema	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	Filed - Primary	80.00	0.00	0.00	
No	dubord, guadalup	LR002319	04/21/2010	04/26/2010	14628	sato, gema	Rao PA-C, Shara	t Linsday Regional	Lindsay Agional	Waiting patient paymen	t 20.00	0.00	20.00	
No	dubord, guadalup	LR002284	04/19/2010	04/21/2010	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	Paid	0.00	0.00	0.00	
No	dubord, guadalup	LR002600	05/19/2010	05/24/2010	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	Lindsay Regional	Paid	0.00	0.00	0.00	
No	dubord, guadalup	LR003117	10/09/2019	10/09/2019	13442	sato, aurelia E	Rao PA-C, Shara	t Linsday Regional	WFM	Overpaid	-10.00	0.00	-10.00	
1														
Ap	Concurrent	Retrie	eve Charges								Visit Balances	Total Insu 90.00 80	rance Patient	t Deposit 0.00

3. From the main menu screen, click the EDI Response Management button.

EDI Response Management Criteria window displays

EDI Response Management	Criteria 🛛 🗙
File Name	
Clearinghouse	PatientPaymentAutoPost
Date Received	From 04/12/2019 To 7 /
Short Description	
Long Description	
Search for files containing the fo	ollowing text:
Processed Status	
Processed without errors	Processed with errors 🔽 Not Processed
Include Archived	
	Reset OK Cancel

- 4. Enter date received, then click **OK**. EDI Response Management window displays
- 5. Click the **Retrieve** button to get the PatientPayment file from the server. Message appear stating transmission successful.
- 6. Click the **Refresh** button. PatientPayment file appear with "Not Processed" status
- 7. Select the PatientPayment file, click **Process** button.
- 8. Click Yes to message box "Are you sure you want to process the checked report files?"
- 9. Click OK to message box "Please select a batch for patient payment auto post."
- 10. From Find Batch window, create a new batch or select an existing batch
- 11. Click **OK** on the **Find Batch** window.
- 12. Click **OK** to message "Payment processing completed for selected file(s)." EDI Response Management window displays
- 13. Click the **Refresh** button Log file displays
- 14. Select the log file, right click, and click View.
- 15. In the log file, review the information Unapplied and Applied Payment details.

remit-patpay-XXX-052119-007_20191107_log - Notepad
Current Date: Thursday, November 7, 2019
Parsing status : Successful!
Processed File: remit-patpay-XXX-052119-007 Payment Process Batch Name : Duncan_20191107
Company Details : WFM 32 Limit Visit To Company : False Batch/File Level Process : False

Payment Status : Payment record processed successfully.
Guarantor Id : 13193 Guarantor Name : elise allebach
Check # : Card # : Process Date : 11/07/2019 Payment Mode : CASH
Service Date : 10/03/2019 PaymentType : COP Payment Processing Type : eCashiering
Total Paid Amount : \$-2000.00 Applied Amount : \$0.00 Unapplied Amount : \$-1695.35
Transaction Type : Refund

Payment Status : Payment record processed successfully.
Guarantor Id : 13193 Guarantor Name : elise allebach
Check # : Card # : Process Date : 11/07/2019 Payment Mode : CASH
Service Date : 10/03/2019 PaymentType : COP Payment Processing Type : eCashiering
Total Paid Amount : \$165.00 Applied Amount : \$165.00 Unapplied Amount : \$0.00
Transaction Type : Payment
*** Ticket Number : LR003110 Guarantor Id : 13193
Payment Status : Payment record processed successfully.
Guarantor Id : 13193 Guarantor Name : elise allebach
Check # : Card # : Process Date : 11/07/2019 Payment Mode : CASH
Service Date : 10/03/2019 PaymentType : COP Payment Processing Type : eCashiering
Total Paid Amount : \$-2000.00 Applied Amount : \$-100.00 Unapplied Amount : \$0.00
Transaction Type : Refund
Note : Remaining balance either applied to next ticket or unapplied. Remaining balance amount is \$: -1900.00

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*** Ticket Num	ber : 035228	Guarantor Id :	********* 13193		
	Payment Statu	s : Payment record	processed successfully.		
	Guarantor Id	: 13193	Guarantor Name : elise	allebach	
	Check #	:	Card # :	Process Date : 11/07/2019	Payment Mode : CASH
	Service Date	: 10/03/2019	PaymentType : COP	Payment Processing Type : eCa	ashiering
	Total Paid Am	ount : \$-2000.00	Applied Amount	: \$-10.00 Unapplied Am	ount : \$0.00
	Transaction T	ype : Refund			
	Note : Remain	ing balance either	applied to next ticket o	r unapplied. Remaining balance	amount is \$: -1890.00

*** licket Num	Der : LK003108	Guarantor 1d :	13193		
	Payment Statu	s : Payment record	processed successfully.		
	Guarantor Id	: 13193	Guarantor Name : elise	allebach	
	Check #	:	Card # :	Process Date : 11/07/2019	Payment Mode : CASH
	Service Date	: 10/03/2019	PaymentType : COP	Payment Processing Type : eC	ashiering
	Total Paid Am	ount : \$-2000.00	Applied Amount	: \$-111.00 Unapplied Am	ount : \$0.00
	Transaction T	ype : Refund			
	Note : Remain	ing balance either	applied to next ticket o	r unapplied. Remaining balance	amount is \$: -1779.00

*** Ticket Num	ber : LR003111	Guarantor Id :	13193		
	Payment Statu	s : Payment record	processed successfully.		
	Guarantor Id	: 13193	Guarantor Name : elise	allebach	
	Check #	:	Card # :	Process Date : 11/07/2019	Payment Mode : CASH
	Service Date	: 10/03/2019	PaymentType : COP	Payment Processing Type : eC	ashiering
	Total Paid Am	ount : \$-2000.00	Applied Amount	: \$-33.65 Unapplied Am	ount : \$0.00
	Transaction T	ype : Refund			
	Note : Remain	ing balance either	applied to next ticket o	r unapplied. Remaining balance	amount is \$: -1745.35

*** Ticket Number : LR003123 Guarantor Id : 13193
Payment Status : Payment record processed successfully.
Guarantor Id : 13193 Guarantor Name : elise allebach
Check # : Card # : Process Date : 11/07/2019 Payment Mode : CASH
Service Date : 10/03/2019 PaymentType : COP Payment Processing Type : eCashiering
Total Paid Amount : \$-2000.00 Applied Amount : \$-50.00 Unapplied Amount : \$0.00
Transaction Type : Refund
Note : Remaining balance either applied to next ticket or unapplied. Remaining balance amount is \$: -1695.35
-LIND
otal Amount in File : \$-1835
****** Payment Transactions ******
otal Amount Unapplied : \$0.00
otal Amount Applied : \$165.00
****** Refund Transactions ******
otal Refund Unapplied : \$-1695.35
otal Refund Applied : \$-304.65

- 16. Close the log file.
- 17. Click Close button on EDI Response Management screen.
- 18. From the main menu screen, click on **Transaction Management.** Transaction Management Criteria window displays
- 19. In the Batch field, click on **binocular** icon. Find Batch screen displays
- 20. Find the batch file, select the batch in the grid, and click **OK**. Transaction Management Criteria screen appear
- 21. Verify the batch appear in the **Batch** field and click **OK**. Transaction Management screen display
- 22. Double click on the batch file

File	Edi	t <u>V</u> iew <u>Options</u> <u>H</u> elp										
	٢	■ 品 \$ 物 ■ ;	2 6, 0, 7 6	PPB	\$ill 🖅	D.						
Q	53											
-0	2											
		Payer	Batch	Source	Payment	Adjustme	Transfer	Un-applied Funds	# of Items	Document #	Date	Deposit Date
		allebach, elise	Duncan_20191107	Patient	-304.65	0.00	0.00	-1695.35	5			10/03/2019
		allebach, elise 😽	Duncan_20191107	Patient	165.00	0.00	0.00	0.00	1			10/03/2019
		Total			-139.65	0.00	0.00	-1695.35	6			
	I											
	I											
	Pay	ment Entry Delete	e <u>M</u> ove									
1												

23. Review Payment Entry window

File Edit View Options H	lelp										
■ ③ ■ ♣ \$ ¶ ■ 0	≣ 2 ©, 0, 7× 5	8 × B.	sili 🗹 📭								
Source	O Insurance Patient	Deposit Date	10/03/20	19							
Limit visits to company	(all) v		Payment Informat	ion ———							
Batch	Duncan_20191107	Amount		-2000.00							
Ticket #		Amount Rema	ining	-1695.35							
Guarantor		Method	Cash	13-							
Patient	~ (#	Amount Tende	ered	0.00							
Visit 🔵 All 💿 Unpaid	v	Change Due		0.00							
Payer	allebach, elise										
Visit											
Responsible Provider									Patient Balance		Deposit
Facility									Insurance Balance		
Company									Total Balance		
Ticket #	Patient	Patient ID	Payment	Adjustment	Transfer	Payer	Visit Date	Patient Balance	Insurance Balanc	Total	
LR003110	lacewell, mercedes	3802	-100.00	0.00	0.00	allebach, elise	10/03/201	0.00	0.00	0.00	
035228	lacewell, mercedes	3802	-10.00	0.00	0.00	allebach, elise	10/14/201	0.00	125.00	125.00	
LR003108	lacewell, mercedes 8	3802	-111.00	0.00	0.00	allebach, elise	10/03/201:	0.00	0.00	0.00	
LR003111	lacewell, mercedes 8	3802	-33.65	0.00	0.00	allebach, elise	10/03/201	0.00	0.00	0.00	
LR003123	lacewell, mercedes	3802	-50.00	0.00	0.00	allebach, elise	10/24/201	0.00	0.00	0.00	
		_								_	
Auto-Apply New	Modify Delete										Print O

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24. Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly.

Limit Visits to Company

- 1. Login to the client
- 2. If Limit Visits To Company is set to True in the Payment Auto Post File Processing Setting screen in Administration module.

Payment Auto Post	File Proce	ssing Settings
Apply Payments Type	Allow Credit	Balance 🗸
Limit Visits To Company	True	⊖ False
Batch/File Level Process	True	⊖ False
Note: The payment instrur payment records.	ment details s	shall not be posted to the
		OK Cancel

Note: If the setting to Limit Visits to Company equals True, then payment record of payment file should get paid only to specific company, which is mentioned under H1 segment of PatientPayment file.

H1	WFM 32		EMDEON		20191009CHK			
P1	13853	LR003113	20191009-000005000	dubord	guadalupeRTEST 7	CHK 88723642364897	COP20191007	Quickpay
P1	13853	LR003117	20191009-000003000	dubord	guadalupeRTEST 7	CHK 88723642364897	COP20191007	Quickpay
P1	13853	LR002319	20191009000005000	dubord	guadalupe TEST 7	CHK 88723642364897	COP20191007	Quickpay
T10000	0-30000000000	00300000000	07					

From the main menu screen, click the **Billing** button, and view visit list. In the example below where guarantor has multiple companies.

Eil	e E	dit	Vie	w <u>0</u>	ptior	IS	Help																						
F	Ċ	5 1		8	\$	復	目	S	6	0	F .	1		× 0	L Sill	Z													
Q	5	3		(i)	Ð	×	Ø	0																					
		_																											
	Exte	G	uaran	tor		1	icket	t#	Visi	t	En	tered	Pat	tient ID	Patien	t	Doctor		Fa	cility	Company	1		Status		Visit Balance	Total Deposit	Visit Patier	nt Bala De
	No	du	bord,	guada	alup	L	R003	112	10/0	7/2019	10/	07/2019	134	142	sato, a	irelia E	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	In progress	- Primary	0.00	0.00	0.00	
	No	du	bord,	guada	lup	L	R003	113	10/0	7/2019	10/	07/2019	134	142	sato, a	relia E	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	In progress	- Primary	0.00	0.00	0.00	
	No	du	bord,	guada	lup	L	R003	115	10/0	7/2019	10/	07/2019	134	142	sato, a	irelia E	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	ln progress	- Primary	0.00	0.00	0.00	
	No	du	bord,	guada	lup	L	R003	114	10/0	7/2019	10/	07/2019	146	528	sato, g	ema	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	In progress	- Primary	-50.00	50.00	-50.00	
	No	du	bord,	guada	lup	L	R002	535	05/1	9/2010	05/	24/2010	146	528	sato, g	ema	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	Filed - Prim	ary	80.00	500	0.00	
	No	du	bord,	guada	lup		R002	319	04/2	1/2010	04/	26/2010	146	528	sato, g	ema	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	Waiting pati	ent payment	20.00	0.00	20.00	
	No	du	bord,	guada	lup	L	R002	284	04/1	9/2010	04/	21/2010	134	142	sato, a	urelia E	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	Paid		0.00	0.00	0.00	
	No	du	bord,	guada	lup	L	R002	600	05/1	9/2010	05/	24/2010	134	142	sato, a	urelia E	Rao PA-	C, Shara	at Lin	sday Regional	Lindsay Re	gional M	edical Clinic	Paid		0.00	0.00	0.00	
	No	du	bord,	guada	lup	L	R003	117	10/0	9/2019	10/	09/2019	134	142	sato, a	relia E	Rao PA-	C, Shara	at Lin	sday Regional	WFM			Overpaid		-10.00	0.00	-10.00	
L	•	_			_	_	_		_	_	_	_	_						_			_				_			
[App	rov	e	Conc	urrer	су	R	etriev	e Cł	narges														v	isit Balances	Total 40.00	Insurance 80.00	Patient -40.00	Deposit 50.00

3. From the main menu screen, click the **EDI Response Management** button. EDI Response Management Criteria window displays

EDI Response Management	Criteria 🛛 🗙
File Name	
Clearinghouse	PatientPaymentAutoPost
Date Received	From 04/12/2019 To / /
Short Description	
Long Description	
Search for files containing the I	following text:
Processed Status	
Processed without errors	Processed with errors Vot Processed
Include Archived	
	Reset OK Cancel

4. Enter date received, then click **OK**.

EDI Response Management window displays

- 5. Click the **Retrieve** button to get the PatientPayment file from the server. Message appear stating transmission successful.
- 6. Click the **Refresh** button.

PatientPayment file appear with "Not Processed" status

- 7. Select the PatientPayment file, click **Process** button.
- 8. The message box "Are you sure you want to process the checked report files?" display. Click **Yes**.
- 9. Click **OK** to message box "Prease serect a batch for patient payment opst."

- 10. From Find Batch window, create a new batch or select an existing batch.
- 11. Click **OK** on the Find Batch window.

Message window may appear stating "Failed in payment process: Guarantor does not belong to this company. Hence transaction cannot be processed for this guarantor. 13853"

	Processing: Report User Progre	ess
illed in payment process : Gi ocessed for this guarantor.1	arantor does not belong to this company. H 1857	lence transaction cannot be
	Cancel	

12. Click Cancel.

Message window may appear stating the following:

Report Processing User Critical Errors	
Failed in payment process : Guarantor does not belong to this company. Hence transaction cannot be proc Failed in payment process : Guarantor does not belong to this company. Hence transaction cannot be proc	
< III >	

- 13. Click OK.
- 14. Click **OK** to message "Payment processing completed for selected file(s)."
- 15. EDI Response Management window displays
- 16. Click the Refresh button Log file appear
- 17. Select the log file, right click, and click **View**.
- 18. In the log file, review the information Unapplied and Applied Payment details.

🗐 Scenario Refund 2_20191009_log - Notepad — 🗆 🖉									
File Edit Format View Help									
Processed File:	Processed File: Scenario Refund 2 Payment Process Batch Name : Þemo 9th Oct								
Company Details	: WFM 32 Limit Visit To Company : True Batch/File Level Process : True								

*** Ticket Numbe	** Ticket Number : LR002319 Guarantor Id : 13853								
	Payment Status : Failed in payment process : Guarantor does not belong to this company. Hence transaction cannot be processed for this guarantor								
	Guarantor Id : 13853 Guarantor Name : guadalupe dubord								
	Check # : 88723642364897 Card # : Process Date : 10/09/2019 Payment Mode : CHK								
	Service Date : 10/07/2019 PaymentType : COP Payment Processing Type : Quickpay								
	Total Paid Amount : \$50 Applied Amount : \$0 Unapplied Amount : \$50								
	Transaction Type : Payment								
*** Ticket Numbe	er : LR003113 Guarantor Id : 13853								
	Payment Status : Failed in payment process : Guarantor does not belong to this company. Hence transaction cannot be processed for this	guar	antor	•					
	Guarantor Id : 13853 Guarantor Name : guadalupe R dubord								
	Check # : 88723642364897 Card # : Process Date : 10/09/2019 Payment Mode : CHK								
	Service Date : 10/07/2019 PaymentType : COP Payment Processing Type : Quickpay								
	Total Paid Amount : \$-50 Applied Amount : \$0 Unapplied Amount : \$-50								
	Transaction Type : Refund								

*** Ticket Numbe	er : LR003117 Guarantor Id : 13853								
	Payment Status : Failed in payment process : Guarantor does not have any visit to apply payment/refund/deposit.								
	Guarantor Id : 13853 Guarantor Name : guadalupe R dubord								
	Check # : 88723642364897 Card # : Process Date : 10/09/2019 Payment Mode : CHK								
	Service Date : 10/07/2019 PaymentType : COP Payment Processing Type : Quickpay								
	Total Paid Amount : \$-30 Applied Amount : \$0 Unapplied Amount : \$-20								
	Excess Refund Amount : \$-20								
	Transaction Type : Refund								
				_					

*** Ticket Number : LR003117 Guarantor Id : 13853									
	Payment Status	: Payment record	processed successfully.						
	Guarantor Id	: 13853	Guarantor Name : guadalu	ipe R dub	ord				
	Check #	: 88723642364897	Card # :		Process Date : 10/09/2019	Payment Mode : CHK			
	Service Date	: 10/07/2019	PaymentType : COP	Payment	Processing Type : Quickpay				
	Total Paid Amo	ount : \$-30	Applied Amount :	\$-10	Unapplied Amount : \$0				
	Transaction Ty	rpe : Refund							
	Note : Remaini	ng balance either	applied to next ticket or	unappli	ed. Remaining balance amount is	5 \$: -20			
*******			********* *			********			
*********			END						
****** Transac	tions Summary a	is on 10/9/2019 7:2	3:43 PM***********						
Total Amount in	File : \$-30								
*****	Payment Transac	tions ******							
Total Amount Un	Total Amount Unapplied : \$50								
Total Amount Ap	Total Amount Applied : \$0								
*****	Refund Transact	ions *****							
Total Refund Un	applied : \$-70)							
Total Refund Applied : \$-10									

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- 19. Close the log file.
- 20. Click Close button on EDI Response Management screen.
- 21. From the main menu screen, click on **Transaction Management**. Transaction Management Criteria screen display
- 22. In the Batch field, click on **binocular** icon. Find Batch screen appear
- 23. Find the batch file, select the batch in the grid, and click **OK**. Transaction Management Criteria screen appear
- 24. Verify the batch appear in the **Batch** field and click **OK**. Transaction Management screen displays
- 25. Double click on the batch file.

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<u>F</u> ile	Edit View Options Help C II C III C IIII C IIIII Edit View Options Help IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	ප් ම ම ම		해 한 🕞					
	Payer	Batch	Source Pay	yment Adjustme	Transfer	Un-applied Funds	# of Items Document #	Date Deposit Date	-
	Bick Scenario Refund 2	Bick Demo9thOct	Patient	-10.00 0.00	0.00	-20.00	e e 1	10/07/2019 10/07/2019]
	Payment Frity. Del	lete Move			0.00	-20.00		Close	
Done					Defaul	t Batch: Pawan_9th	hwinst	ton 🔛 🎲 7:32 PM	

					Payment E	ntry - 15	- <u>+</u> al		172.16.1	30.132
Edit View Option	s Help									
🖲 🖾 💲 🖇	a <i>g p</i> e e		le sili 🗹 📭							
0										
ource	O Insurance Patien	Deposit Da	e 10/07/201	9						
imit visits to company	(all)	v	- Payment Informatic	on						
latch	Bick Demo 9th Oct	66 Amount	1	-30.00						
isket #		Amount Pa	n ainin a	20.00						
ILKEL#		Allount He	Cheak	-20.00						
iuarantor		Method	Check							
atient		✓ 👧 Lheck #								
risit 🔘 All 🖲 Unpa	aid 🗸 🗸	Account #								
ayer	Bick Scenario Refund 2	DL #								
		Check Date	10/07/201	9						
Visit Responsible Provider									Patient Palance	
									Falleric Dalarice	
racility									Insulance balance	
Lompany									l otal Balance	
Ticket #	Patient	Patient ID	Payment	Adjustment	Transfer	Payer	Visit Date	Patient Balance	Insurance Balanc	Total
	sato, aurelia E	13442	-10.00	0.00	0.00	Bick Scenario Refu	10/09/201	0.00	0.00	

26. Review the information.

27. Another way to check the payment and updated balance is go to the PatientPayment file, open it using Notepad or Notepad++ view the data and compare back to here to make sure they are posting correctly.

i *	*C:\Patient Payment Auto Post\Example files\Scenario Refund 2 - Notepad++ ×								\times	
File	e Edit Search View Encoding Language Settings Tools Macro Run Plugins Window ? X									
6	. = = =									
🔡 ра	tient	_payment_20191016 🗵 🔚 S	Scenario Refund 2							
1	Н	11 WFM 32		EMDEON		20191009CHK				
2	P	1 13853	LR003113	20191009-000005000	dubord	guadalupeRTEST 7	CHK 88723642364897	COP20191007	Quickpa	ay
3	P	1 13853	LR003117	20191009-000003000	dubord	guadalupeRTEST 7	CHK 88723642364897	COP20191007	Quickpa	ay
4	P	1 13853	LR002319	201910090000005000	dubord	guadalupe TEST 7	CHK 88723642364897	COP20191007	Quickpa	ау
5	T	100000-30000000000	00300000000	07						
<										>

Troubleshooting

Payment Processing Exception

There are issues that might occur during payment processing.

If you see this message	Then
After you created a batch, you're prompted to refer to log files for more details because the payment processing failed for one or more guarantor(s). Another message may follow displaying the incorrect guarantor details guarantor id, first and last name.	There may be issues with guarantor information. From EDI Response Management window, open the Patient Payment log and look for guarantor details under Unapplied Payment details. There you will see the ticket number, patient status, guarantor ID, guarantor name, process date, and other information. Note: Anything under Unapplied Payment details will need to be posted manually.

Patient Payment log

Payment_File_Test_30_May-01.txt_20190528_log.txt - Notepa	ad I							
File Edit Format View Help								
Current Date: Thursday, May 30, 2019								
Parsing status : Successfull!								
Processed File: Payment_File_Test_30_May-01.tx	ct Payment Process Batch Name : anil_30_may							
*** Ticket Number : Guarantor Id : 18985	Unapplied Payment details********							
Payment Status : Failed in payr	ment process : Excess credit balance.							
Guarantor Id : 18985	Guarantor Name : Patient1 F Patient1 L							
Check # :	Card # : 9806 Process Date : 05/28/2019 Payment Mode : VSA							
Service Date : 05/28/2019	PaymentType : PER Payment Processing Type : Quickpay							
Total Paid Amount : \$50	Applied Amount : \$0 Unapplied Amount : \$50							
Excess Credit Amount : \$50								
*** Ticket Number : P001567 Guarantor Id								
Payment Status : Failed in payr	mment process : Excess credit balance.							
Guarantor Id : 18985	Guarantor Name : Patient1 F Patient1 L							
Check # :	Card # : 9806 Process Date : 05/28/2019 Payment Mode : VSA							
Service Date : 05/28/2019	PaymentType : PER Payment Processing Type : eCashiering							
Total Paid Amount : \$30	Applied Amount : \$0 Unapplied Amount : \$30							
Excess Credit Amount : \$30								
YYYYYYYYYY YYYYYYYYYY	Applied Payment details********							
Summer : POUISEL Guarantor Id	: 1/980							
Payment status : Payment recom	a processed successionly.							
Guarantor Id : 17986	Guaranton Name : Europhistz Europastz							
	Caru # . 0000 Process Date : 07/28/2019 Payment mode : CASH							
Tetal paid Amount : \$20	Payment ype : PER Payment Processing type : ecasinering							
Total Para Amount : \$50	Appriled Amount : \$50 - Onappriled Amount : \$0							
l								
******	ENDEND							
****** Payment Summary : **********								
Total Amount in File : \$480								
Total Amount Unapplied : \$390								
Total Amount Applied : \$90								
•								

Unapplied and Applied Payment details field descriptions on the Patient Payment log:

Payment Status: Will indicate if the payment posting was successful or if an error occurred. If there is an error, there will be a reason message.

Guarantor Id: Id used to match from payment file to the application.

Ticket Number: Ticket number that the payment was applied to.

Guarantor Id: Guarantor ID number that was used to identify claims for patient payments.

Guarantor Name: Guarantor Name from payment file.

Check #: Check number if payment is using Check method

Card #: Last 4 digits of the Credit Card number if payment type is Credit Card.

Process Date: Date that the payment file was processed in EDI Response Management

Payment Mode: possible values are: Cash, Chk, CreditCard (If file is split by type but not by individual CC company), Vsa (Visa), MCD (Master Card), AMX (American Express), DIS (Discover) Service Date

Service Date: Service date from CHC payment portal

Payment Type: PER=Patient Balance, COP=Copay, POS=POS Collection, REP=Re Payment, COI=Co Ins, TPY=Time Payment, COL=Collections, BDP=Bad Debt POS, DIS=PTPL 10% DISCOUNT**Payment Processing Type:** IVR ,eLockBox, eCashiering, Patient Pay Online, Patient Pay Online- Quickpay **Total Paid Amount:** amount that the guarantor paid and captured in Smart Pay. **Applied Amount:** amount of the total paid amount which was applied to this ticket.

Unapplied Amount: total paid amount – Applied amount.

If you run into the following	Then
If any feature of the plug-in is not working	Check that the ADOBE.dll library file is on the client machine. If not found, you can download it from Microsoft website. Install the file or copy the dll in the system directory.
If there is a mismatch in deposit amount in Billing	Run EixAggregate - <database name=""> (e.g. EixAggregate – Duncan) job. 1. Connect to SQL Server Management Studio 2. Go to SQL Server Agent and open Jobs folder 3. Select EixAggregate - <database name>, right click on it, and select Start Job at Step</database </database>

Getting Technical Support

If you require help, contact your Value Added Reseller or Services at 888-436-8491 or online via the athena Flex Customer Portal Cases page.

Register to access the athenaFlex Customer Portal

- 1. Go to the athena Flex Customer Portal main page and click Register For An Account.
- 2. Fill out the registration form, including all required fields (*).
- 3. Check one or more products in the list. (Select the product(s) you have licensed. At least one is required.)
- 4. Click Register to request access.

You will receive an activation email approximately 24-48 hours later with instructions for logging in. Youruser name will be the email address you chose when registering.

If you have questions or difficulty completing registration, contact Customer Service at 888-436-8491.

Join online communities

You can join online communities related to your product and features and view the latest communications, product postings, and other implementation resources.

- 1. Log in to the athenFlex Customer Portal for your product, and then click Community.
- 2. Under Resources, select Available Communities
- 3. Select **Join** for communication threads you want to follow. Select **Unjoin** to stop following. You'll receivea weekly digest email update when new items are posted to a community you joined.
- To change how often to receive email updates, visit each joined community and click the Weekly Digestemail icon the upper right corner. Then select a frequency: Weekly Digest (default), Daily Digest, Every Post, or Limited.
- 5. To view the latest communications online, log in and look under **Recent Content** or select a communityname.