REVENUE RESOLVE

eMEDIX Online

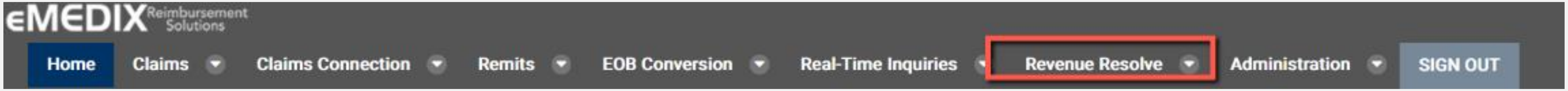
Revenue Resolve

Revenue Resolve allows customers to manage their denials by creating a Work List and functions to allow the user to view which actions are needed for their denial. This feature allows:

- Administrators to manage the users and their denial workload
- Users to move their denial through the various actions and statuses until complete
- Users to view their open denials in a simple dashboard
- Users to send letters from inside the product
- Notes and documents to be entered

Accessing Revenue Resolve

- Click on Revenue Resolve tab in the eMEDIX Toolbar
  - Note you must have subscribed and have privilege of RR   to access
    - RR view: can see information in tab, but cannot perform any functions
    - RR User: has access to Revenue Resolve and can work within the tab
    - RR Admin: includes ability to setup RR Resolve



REVENUE RESOLVE: SETUP

Revenue Resolve: Setup

The Setup feature includes User Setup, Due Date, Signature Setup, and Task Setup for denials. To view Setup, the user must have administrative rights. Click Setup from the Revenue Resolve drop-down menu. The Revenue Resolve Setup screen displays.

The Setup screen includes the following tabs:

- User Setup Tab
- Due Date Tab
- Signature Setup Tab
- Task Setup Tab

CompuGroup Medical

Revenue Resolve Setup: User Setup

The User Setup feature allows administrators to assign denials to different users. Users may select various options and combinations from this list and customize the setup as needed.

- Click the drop-down arrow to make selection(s) for each category for each User. Priority should be assigned after selecting all the criteria. Click the arrows to move the user(s) up or down the list.
- In the Patient Account Number field, enter an asterisk (*) for the wild card and any other relevant character needed for the search. Searches can include special characters such as dashes and spaces.
- Enter a whole dollar amount in the Total Charges Greater Than (Total Chrgs >) field to add all claims with one penny over the specified dollar amount to the queue. An error message displays if the data entered is invalid.
- Users may work specific codes for denials by entering Claim Adjustment Group Codes (Claim Adj Group) and/or Claim Adjustment Reason Codes (Claim Adj Code).
- Select a Claim Status Code from the drop-down menu.
- Click New to add a blank line to the table. To delete a line, click the red X in the Delete column. Click Save to save any changes made to the setup.

- If you setup this section, it is important you select the Default Assignment user from the drop-down menu. The user selected receives all remits that do not fit the assignment criteria.

User Setup | Due Date | Signature Setup | Task Setup

User Setup

Showing 1 to 3 of 3 entries

Priority	#	User	Pay To NPI	Claim Filing Indicator	Pat Acct #	Patient Last Name	Business Scenario (CARC & RARC)	Total Chrgs >	Claim Adj Group	Claim Adj Code	Claim Status Code	Delete
	1	mmckinney				A Thru E						
	2	demouser				F Thru L						
	3	smatlack				M Thru Z						

Showing 1 to 3 of 3 entries

Default Assignment

All Others jdaniel

User will receive all denials that do not fit other assignment criteria.

New Save

Revenue Resolve Setup: Due Date

The Due Date feature allows the user to automatically set a due date for a denial. The date can be set by Payer Tax ID, Claim Filing Indicator, Business Scenario, or a combination of any three. At least one option plus the due date must be selected. The user sets the number of days to count to the current day.

- Priority should be assigned after selecting all the criteria. Click the arrows to move the user(s) up or down the list.
- Click New to add a blank line to the table. Click Save to save any changes made to the setup. The Due Date column displays in the Work List.

User Setup | Due Date | Signature Setup | Task Setup

Due Date

Showing 1 to 3 of 3 entries

Priority	#	Payer Tax Id	Claim Filing Indicator	Business Scenario (CARC & RARC)	Number of Days
	1	1450173185	TV - Title V	Timely Filing Limit	5
	2	1351840597	MC - Medicaid	Billed Service, Not Separately Payable	4
	3	1450173185	15 - Indemnity Insurance	Timely Filing Limit	15

Showing 1 to 3 of 3 entries

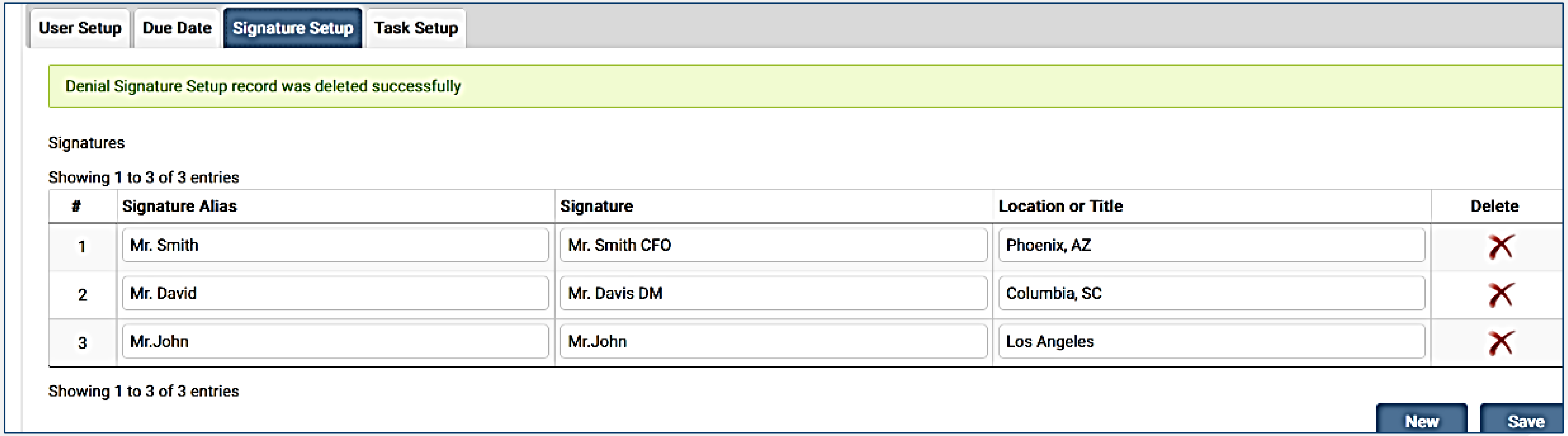
New Save

Revenue Resolve Setup: Signature Setup

Signature Setup feature allows the user to add multiple signatures to their system, which enables them to select the signature as needed instead of entering it manually each time an appeal letter is created. Once the user has entered signatures in the Setup screen, a list of signatures to choose from is available when creating an appeal letter. This speeds up the appeal letter creation process.

To add a signature:

- From the Setup screen, click the Signature Setup tab.
- Click New to enter a signature.

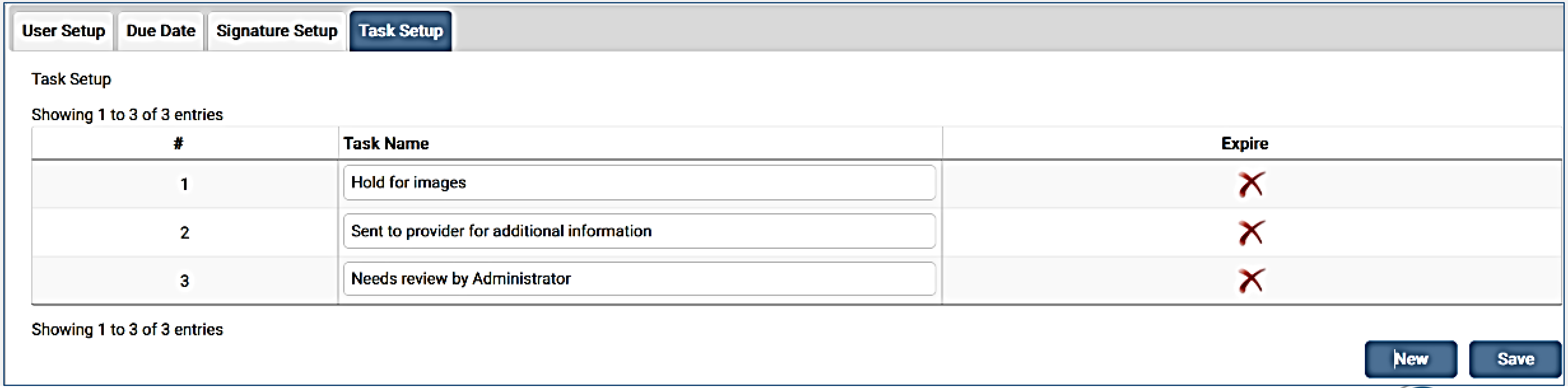


Revenue Resolve Setup: Task Setup

The Task Setup feature allows users to create, edit, and expire tasks. The Dashboard Account Details includes a drop-down list that displays the current tasks and tasks assigned to the TPID. When a task is created in the Task Setup screen, it is available as a Task in the drop-down menu on the Account Details.

To create a new task:

1. From the Setup screen, click the Task Setup tab.
2. Click New to enter a task. A blank line is added to the table.



REVENUE RESOLVE DASHBOARD

Revenue Resolve: Dashboard

The Dashboard allows the user to view their denials. It consists of the following sections:

- My Statuses: Lists all the denials in the user's workspace, grouped by status.
- Denial Types: Displays the reasons for the denial, based on operating rules.
- Work List: Displays all open denials in that user's inventory.

The Admin user has two views in Dashboard: Admin View and My View. The Admin can toggle back and forth between the two views by clicking the view link on the Dashboard.

- Admin View displays all denials open for all users,
- My View displays denials for that specific user only.

Type	Count	Total
Appealed	3	$567.00
Closed	0	$0.00
Hold	0	$0.00
In Progress	8	$2,913.69
New	30	$20,245.95
Payer Pending	0	$0.00
Updated	0	$0.00

Showing 1 to 7 of 7 entries   Previous 1 Next

Business Scenario	Count	Total
Additional Information Required	2	$490.00
Billed Service, Not Separately Payable	6	$2,563.94
Eligibility	0	$0.00
Med Necessity	5	$2,135.00
Missing/Invalid/Incomplete Data	11	$4,457.00
RAC	1	$162.80
Service Not Covered by Health Plan	15	$13,797.90

Showing 1 to 7 of 9 entries   Previous 1 2 Next

Add New

Work List

Copy Excel CSV PDF Print Show 50 entries   Search: Previous 1 Next

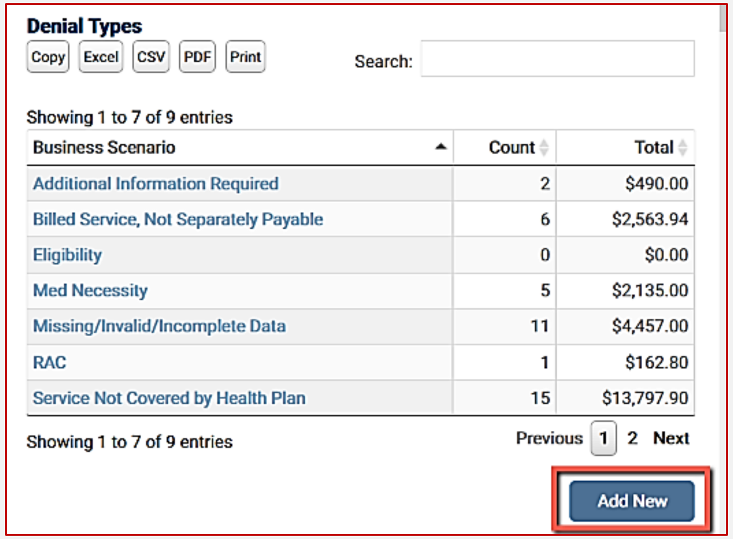
Showing 1 to 41 of 41 entries

Payer	Patient Control	Patient Name	DOS	Total Charge	Payer Paid	Status	Start Date	Due Date	Priority	Task	User
CGS - DME MAC JURISDICTION C	68699701	PEOPLE, BETA	06/25/2014-06/25/2014	$900.00	$0.00	New	04/05/2019		Normal		demouser

Revenue Resolve: Dashboard

To add a new denial to the Dashboard, click Add New from the Dashboard or Workspace. The Denial Import screen displays.

- Users must input information in all of the fields, which can be found on the 835 or the ERA in Remit Manager. Click Find to search for the denial.
- Select the desired denial from the returned list of denial(s) and click Import.
- Once selected, the denial displays in the Work List. Only one selection at a time is permissible.
- The claim is editable, and the Business Scenario displays as Unspecified Business Scenario.



Business Scenario	Count	Total
Additional Information Required	2	$490.00
Billed Service, Not Separately Payable	6	$2,563.94
Eligibility	0	$0.00
Med Necessity	5	$2,135.00
Missing/Invalid/Incomplete Data	11	$4,457.00
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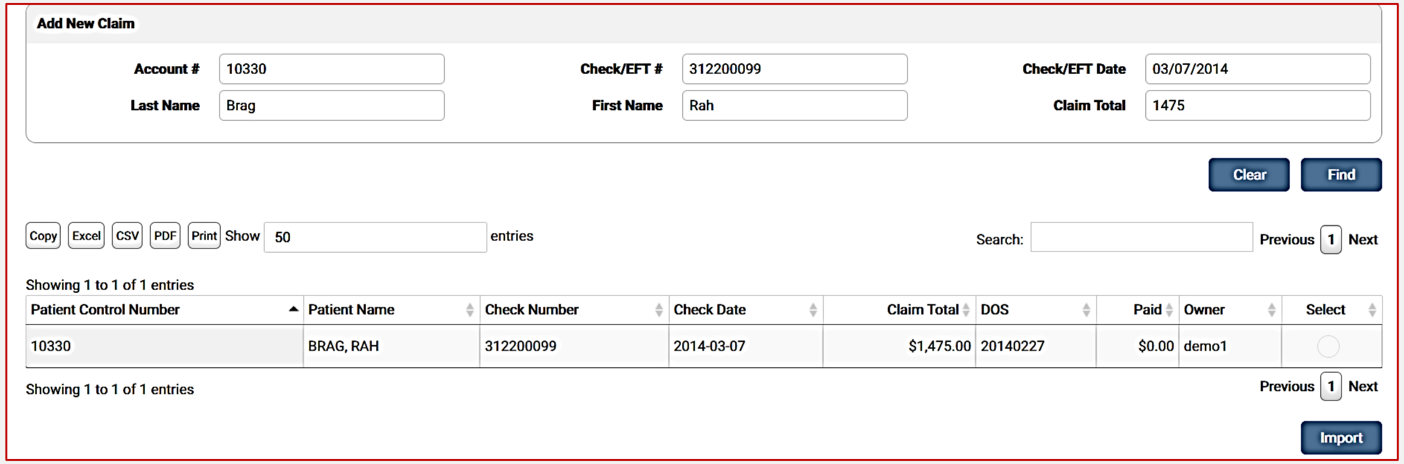


Patient Control Number	Patient Name	Check Number	Check Date	Claim Total	DOS	Paid	Owner	Select
10330	BRAG, RAH	312200099	2014-03-07	$1,475.00	20140227	$0.00	demo1	

REVENUE RESOLVE WORKSPACE

Revenue Resolve: Workspace

You can access the Workspace from the click Workspace from the Revenue Resolve drop-down menu. When accessing the Workspace from the menu options, the search screen displays with a blank grid. The Workspace is also accessed when the user selects a denial from My Statuses or Denial Types on the Dashboard. The Work List grid contains the list of the chosen search/filter.

To filter for specific denials, enter the search criteria in the Filter field. A user can search by one or multiple selected search options. If a user searches Closed claims, a required From and To date selection field displays. The From and To closed dates are automatically populated with a 30-day date range. The user may edit this range, if needed. If a group is selected from the Claim Adj Group drop-down menu, a Claim Adj Code must also be entered. The Update All button is activated when a user selects the desired filter(s) from the search criteria and clicks Search.

Wild Card Searches

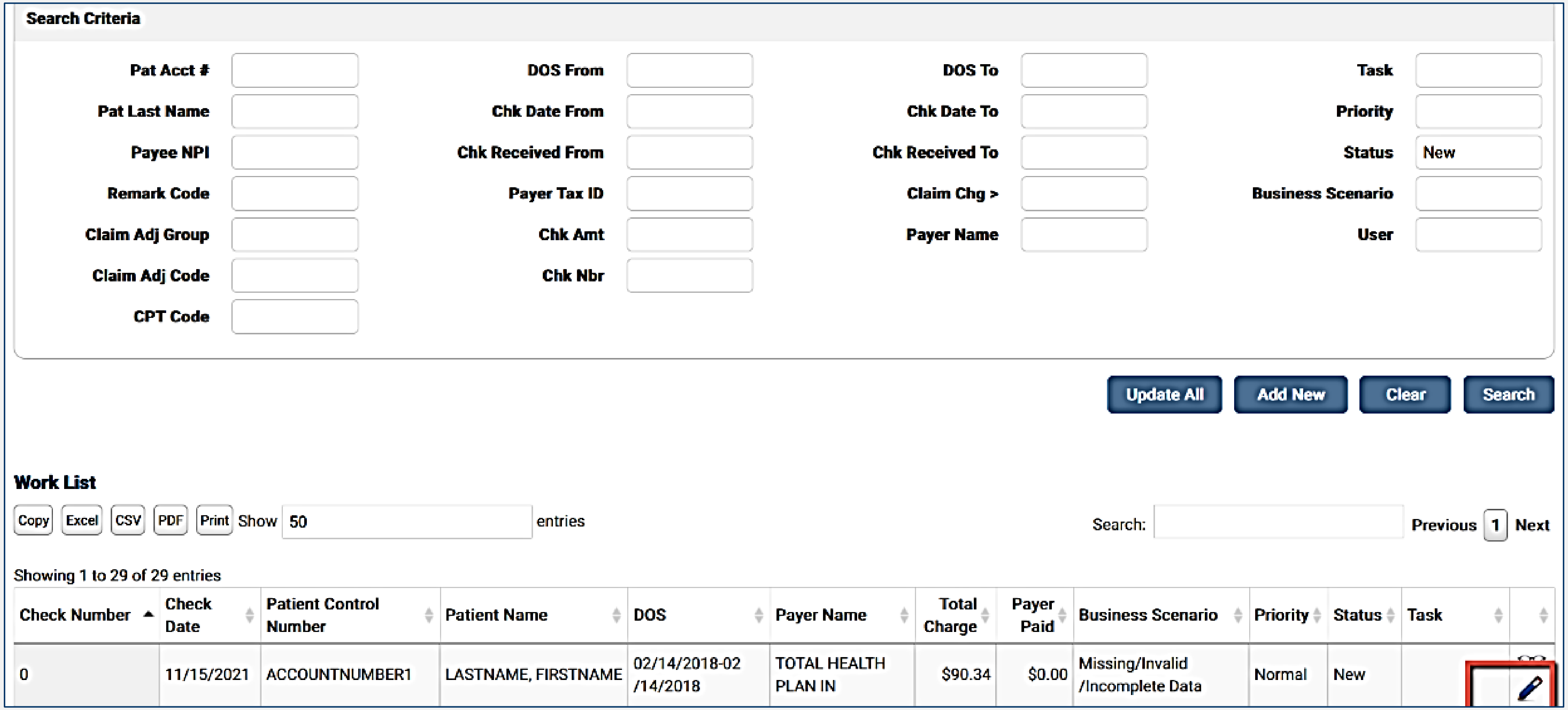
The wild card search feature allows the user to search the patient control numbers with a wild card (%) to quickly identify providers. The wild card works whether entered before or after data, and allows searches that include special characters such as dashes and spaces. Example: %-2 or % 2.

To use a wild card screen:

In the Patient Control Number field, enter a percentage (%) for the wild card and any other relevant character needed for the search. Searches can include special characters such as dashes and spaces.

- Click Search.
- The Work List displays the available results. Any patient control number that contains the logic to identify the provider based on the wild card displays in the grid. If more than 1,000 results are returned, the first 1,000 records are displayed. Narrow your search criteria to view additional records.

Revenue Resolve: Workspace



Revenue Resolve: Dashboard

To view account details, notes, documents, and/or history, and to work the denial:

- Click on the desired label in My Statuses or Denial Types.
- An active filter also allows the user to update all claims in the active filter all at one time.

Click on a claim listed in the Work List section (click on Payer Name)

Type	Count	Total
Appealed	3	$567.00
Closed	0	$0.00
Hold	0	$0.00
In Progress	8	$2,913.69
New	30	$20,245.95
Payer Pending	0	$0.00
Updated	0	$0.00

Showing 1 to 7 of 7 entries Previous 1 Next

Business Scenario	Count	Total
Additional Information Required	2	$490.00
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Showing 1 to 7 of 9 entries Previous 1 2 Next

Add New

Work List

Copy Excel CSV PDF Print Show 50 entries

Search: Previous 1 Next

Showing 1 to 41 of 41 entries

Payer	Patient Control	Patient Name	DOS	Total Charge	Payer Paid	Status	Start Date	Due Date	Priority	Task	User
CGS - DME MAC JURISDICTION C	68699701	PEOPLE, BETA	06/25/2014-06/25/2014	$900.00	$0.00	New	04/05/2019		Normal		demouser

Revenue Resolve: Workspace

Work List

Copy Excel CSV PDF Print Show 50 entries

Search: Previous 1 Next

Showing 1 to 2 of 2 entries

Check Number	Check Date	Patient Control Number	Patient Name	DOS	Payer Name	Total Charge	Payer Paid	Business Scenario	Priority	Status	Task	
001290046312085	10/04/2019	236	WOODS, IVY	05/24/2016-05/24/2016	HUMANA INC.	$65.00	$0.00	Additional Information Required	High	Appealed		
001290046312085	08/12/2021	11186601	MOUSE, MICKEY	05/21/2021-05/21/2021	MEDICARE A NOVITAS	$425.00	$0.00	Additional Information Required	Normal	New	Bill to Secondary	

Showing 1 to 2 of 2 entries

Previous 1 Next

Click on the pencil icon in the Work List to view the Account Details screen in Revenue Resolve Workspace
Click on the eyeglasses icon to see the related denial (EOB).

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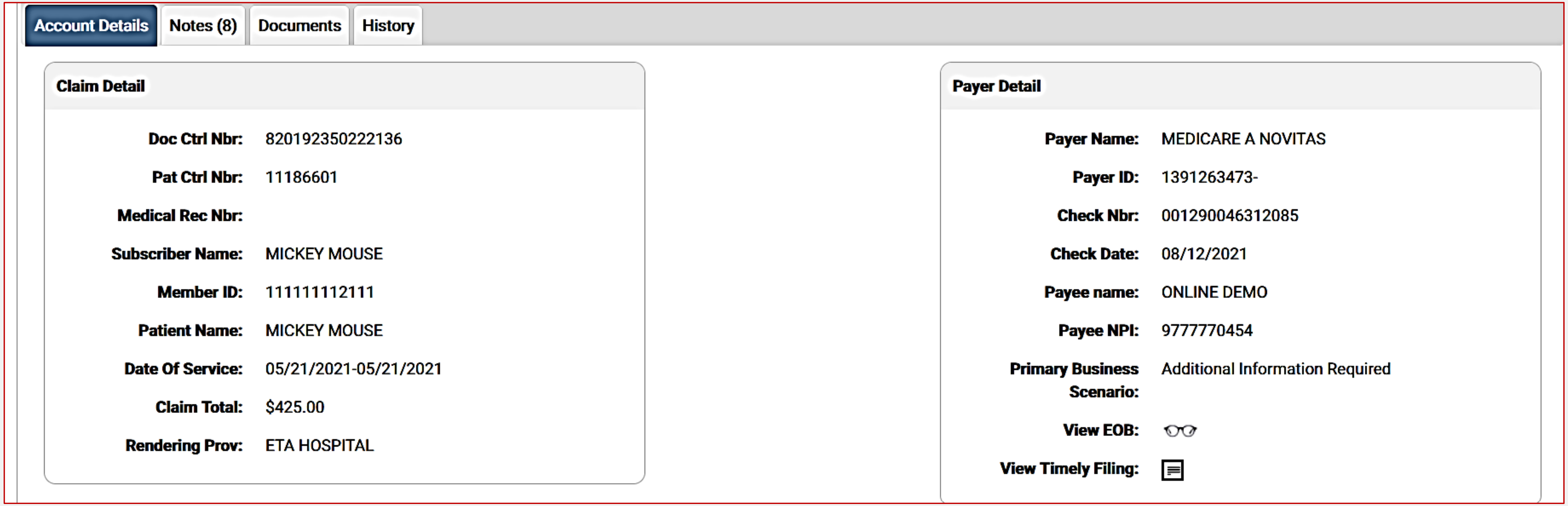
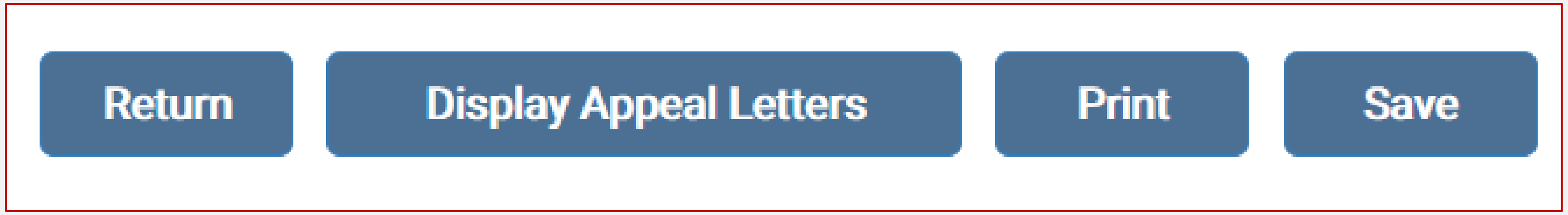
Revenue Resolve: Workspace (General Tab)

The Payer Detail section includes options to View EOB and View Timely Filing.
Click View EOB icon (glasses), to view the human readable remit.
Users can view the Proof of Timely Filing Letter associated with a denial if a denial remit matches and is available in Claims Connection.



Revenue Resolve: Worklist – Workspace (General Tab)



Submit Files: Click to upload files to the Documents tab.
Back: Click to return to the Workspace screen.
Display Appeal Letters: Allows the user to generate an appeal letter for the denial.
Print: Displays a printable version of the Workspace in a separate browser.
Save: Click to save any changes made before exiting the screen.

Revenue Resolve: Worklist – Workspace (General Tab)

Revenue Resolve Section:

- Use the drop-down to change owner, due date, assign a Task and set priority.
- Denial reason(s) are listed at the bottom.

Revenue Resolve

Owner:	jdaniel	**Due Date:**	10/09/2021
Change Owner	jdaniel	**Change Due Date**	10/09/2021
Business Scenario	Additional Information Required	**Status**	New
Task	Needs Documentation	**Priority**	Normal

Return | Display Appeal Letters | Print | Save

Copy | Excel | CSV | PDF | Print | Show 50 entries

Search: Previous 1 Next

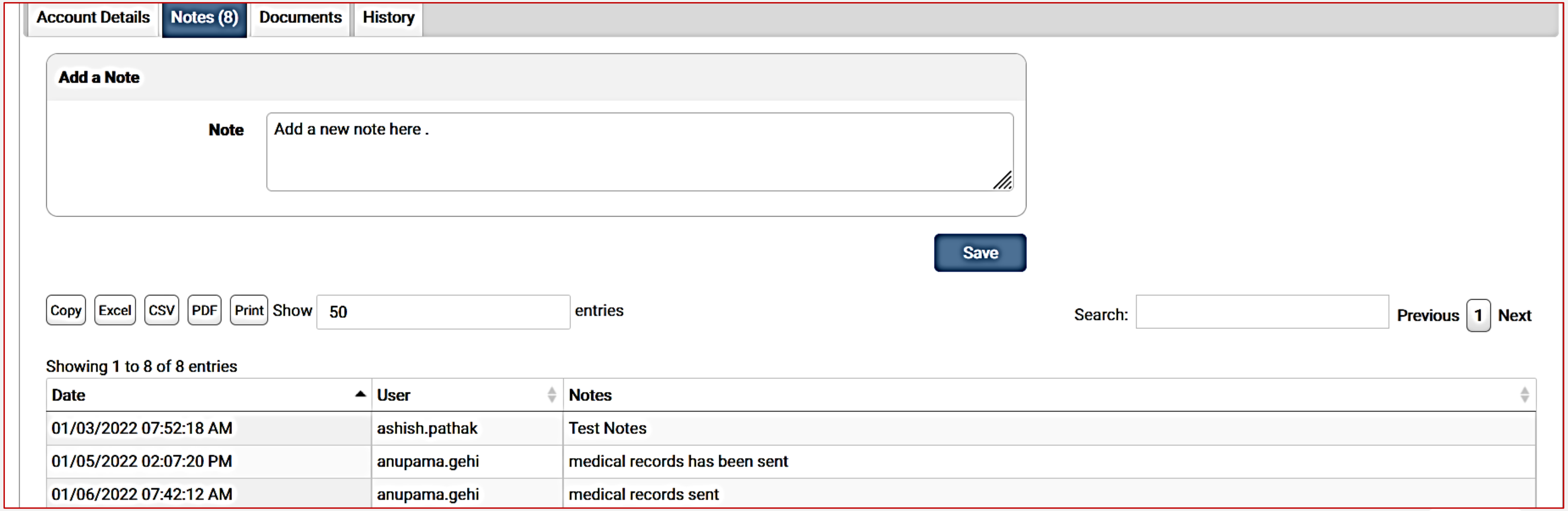
Showing 1 to 2 of 2 entries

Code Type	Code	Description	Level
CARC	252	An attachment/other documentation is required to adjudicate this claim/service. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT).	Line
RARC	M127	Missing patient medical record for this service.	Line

Revenue Resolve: Worklist – Workspace (Notes Tab)

The Notes Tab allows users to add notes to a denial.

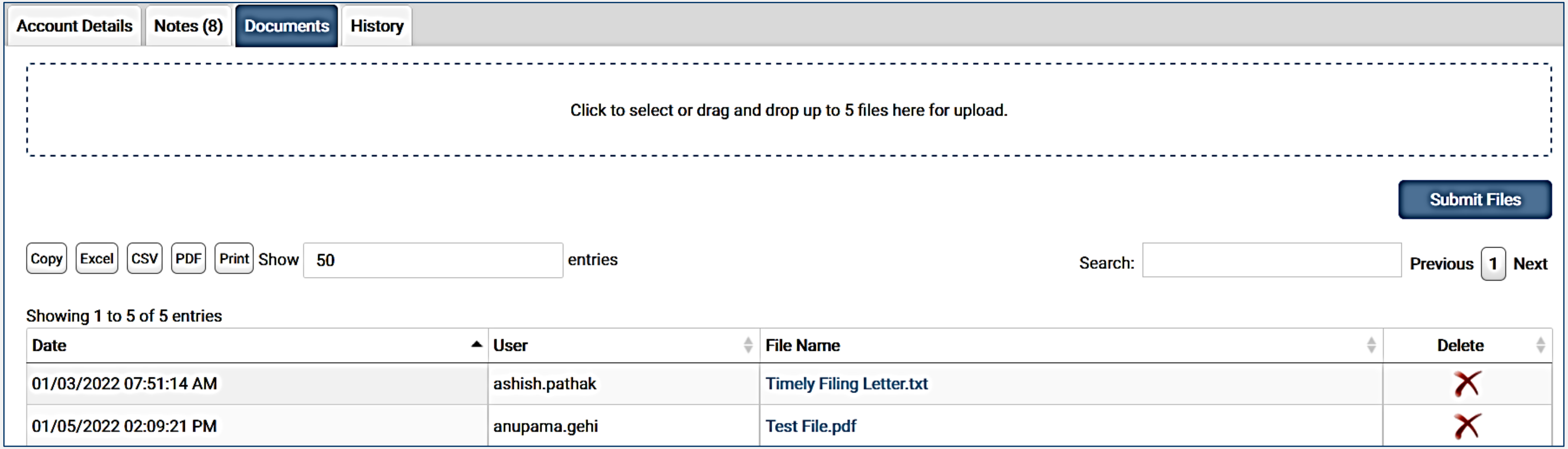
- Enter the note in the Add a Note field and click Save.
- The notes display in the table.
- Notes added in the Update All section of the Workspace also display in this tab.



Revenue Resolve: Worklist – Workspace (Documents Tab)

The Documents Tab allows a user to add or view documents attached to the denial.

- Click the drag and drop area to select a file or drag and drop up to five (5) files for upload.
- Click Submit Files to submit.
- Click the File Name to display the document. Click the red X to delete a document.



Revenue Resolve: Worklist – Workspace (History Tab)

The History Tab displays an audit trail of all activity associated with a denial..

Account Details | Notes (4) | Documents | **History**

Copy | Excel | CSV | PDF | Print | Show 50 entries

Search: | Previous | 1 | 2 | Next

Showing 1 to 50 of 71 entries

Date	User	Activity	Record	Original Data	New Data
02/10/2022 08:07:40 AM	SYSTEM	Revenue Resolve Import	Imported Denial for ACCOUNTNUMBER8 from 0047489946 successfully. (106)		
02/14/2022 12:17:48 PM	ashish.pathak	Revenue Resolve View Readable	Viewed human readable ERA for ACCOUNTNUMBER8 FIRST LASTNAME (106)		
02/14/2022 12:19:09 PM	ashish.pathak	Revenue Resolve Details View	Viewed Account Details for ACCOUNTNUMBER8 FIRST LASTNAME (106)		
02/14/2022 12:19:39 PM	ashish.pathak	Revenue Resolve View Readable	Viewed human readable ERA for ACCOUNTNUMBER8 FIRST LASTNAME (106)		
02/14/2022 01:17:42 PM	ashish.pathak	Revenue Resolve Details View	Viewed Account Details for ACCOUNTNUMBER8 FIRST LASTNAME (106)		

REVENUE RESOLVE UPDATE ALL

Revenue Resolve: Update All

Users may **update all** claims all at one time for Status, User, Priority, Task, Due Date, and/or Business Scenario. The Business Scenario option is only available for Unspecified. The claims must be within an active filter from selecting a link in the Dashboard, or from a search in the Workspace.

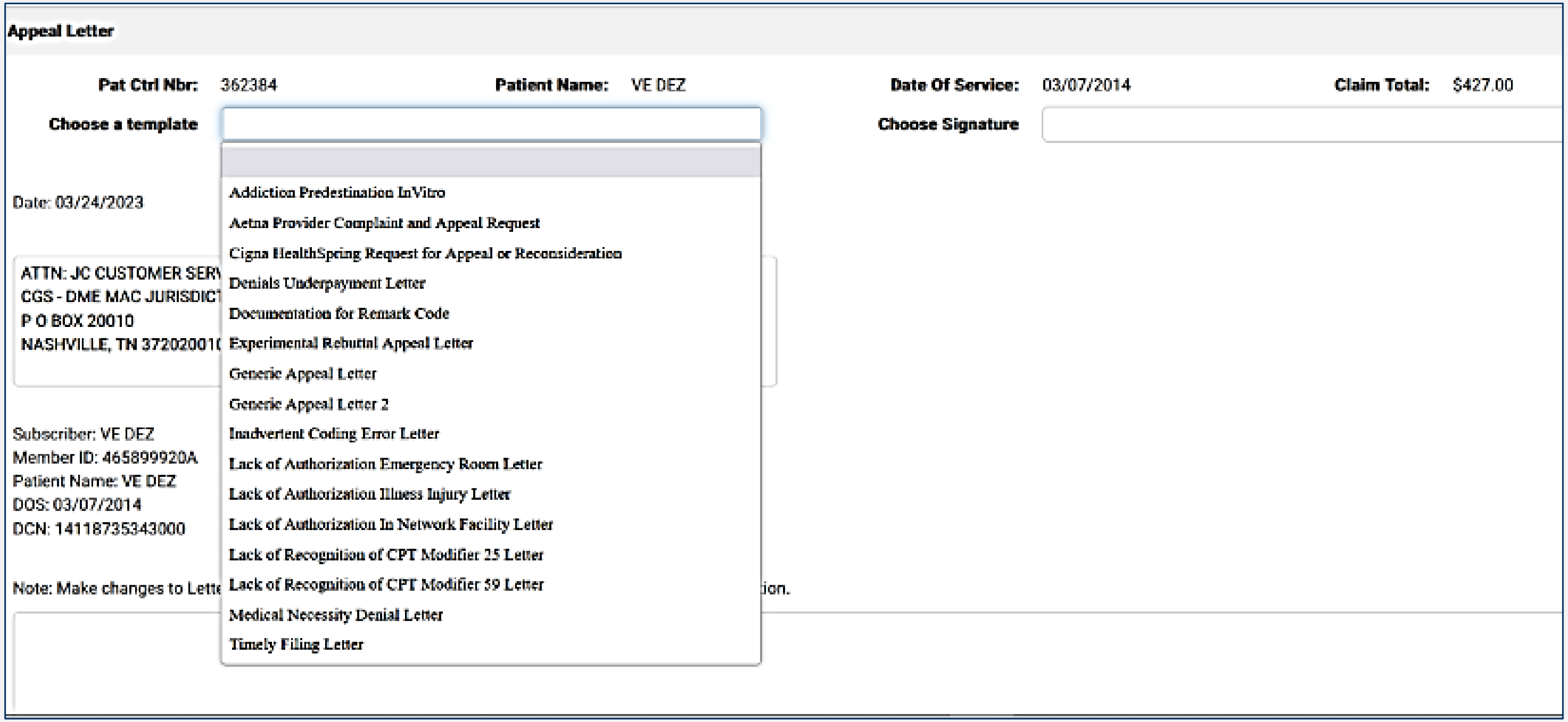
To update all claims:

- From the Workspace, select the desired filter(s) from the Search Criteria and click Search. The Update All button is activated.
- From the Revenue Resolve Dashboard. Select a filter link from the Dashboard to access the workspace.
- Click Update All. An Update table displays with the available update options. Make the necessary changes and click Save.
- Once the update is saved, if the changes are different from the filter, the list of denials in the table may change.
- The Work List table displays the updated information and indicates the records were successfully updated.

REVENUE RESOLVE DENIAL LETTERS

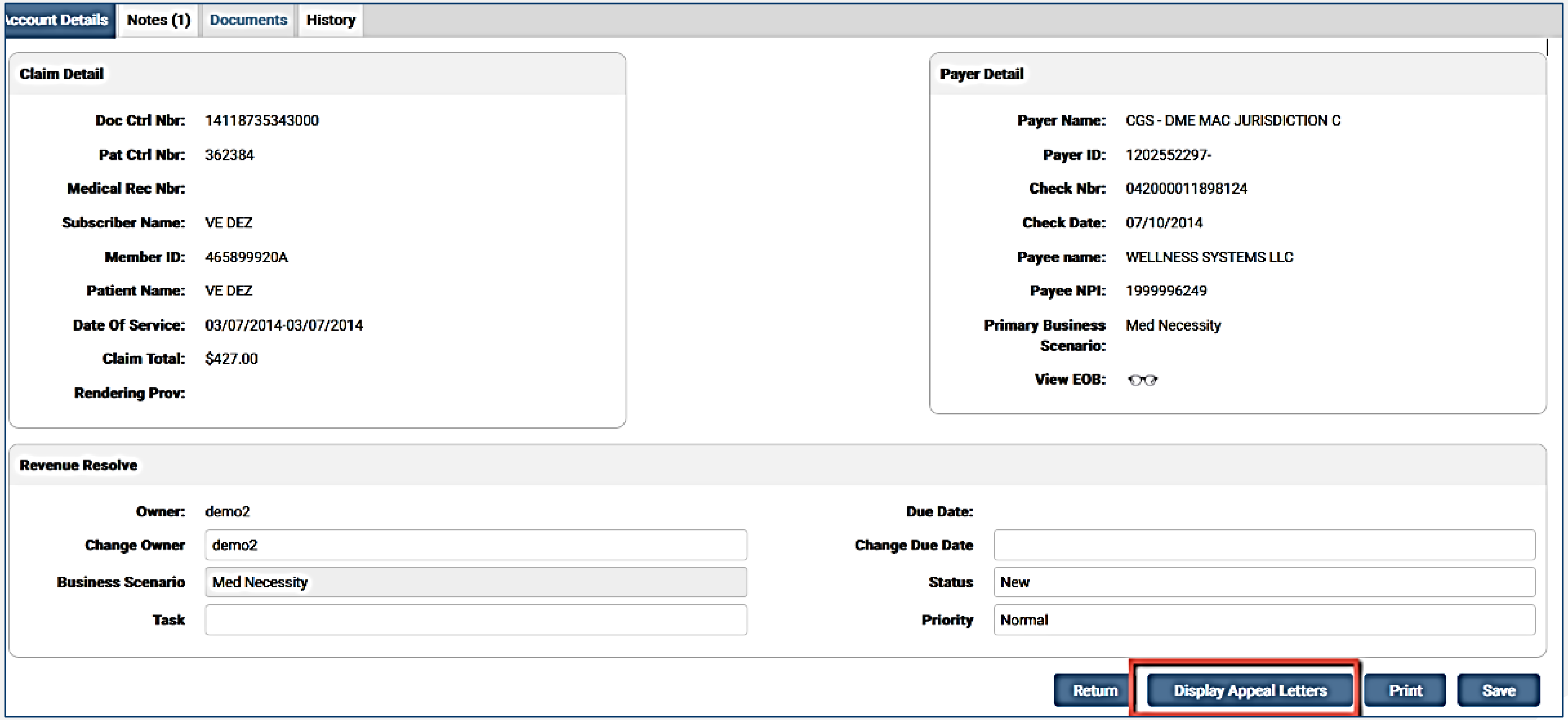
Revenue Resolve: Denial Letters

The Appeal Letters option allows the user to select and mail an appeal letter with the denial. The user may choose from a set list of appeal letters. The denial information is automatically populated into the letter, but the user may make changes to the body of the letter. The letter can be printed and/or saved.



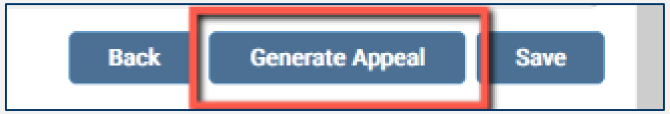
Revenue Resolve: Denial Letters

- Click Display Appeal Letters from the Account Details screen. The Appeal Letter window displays.



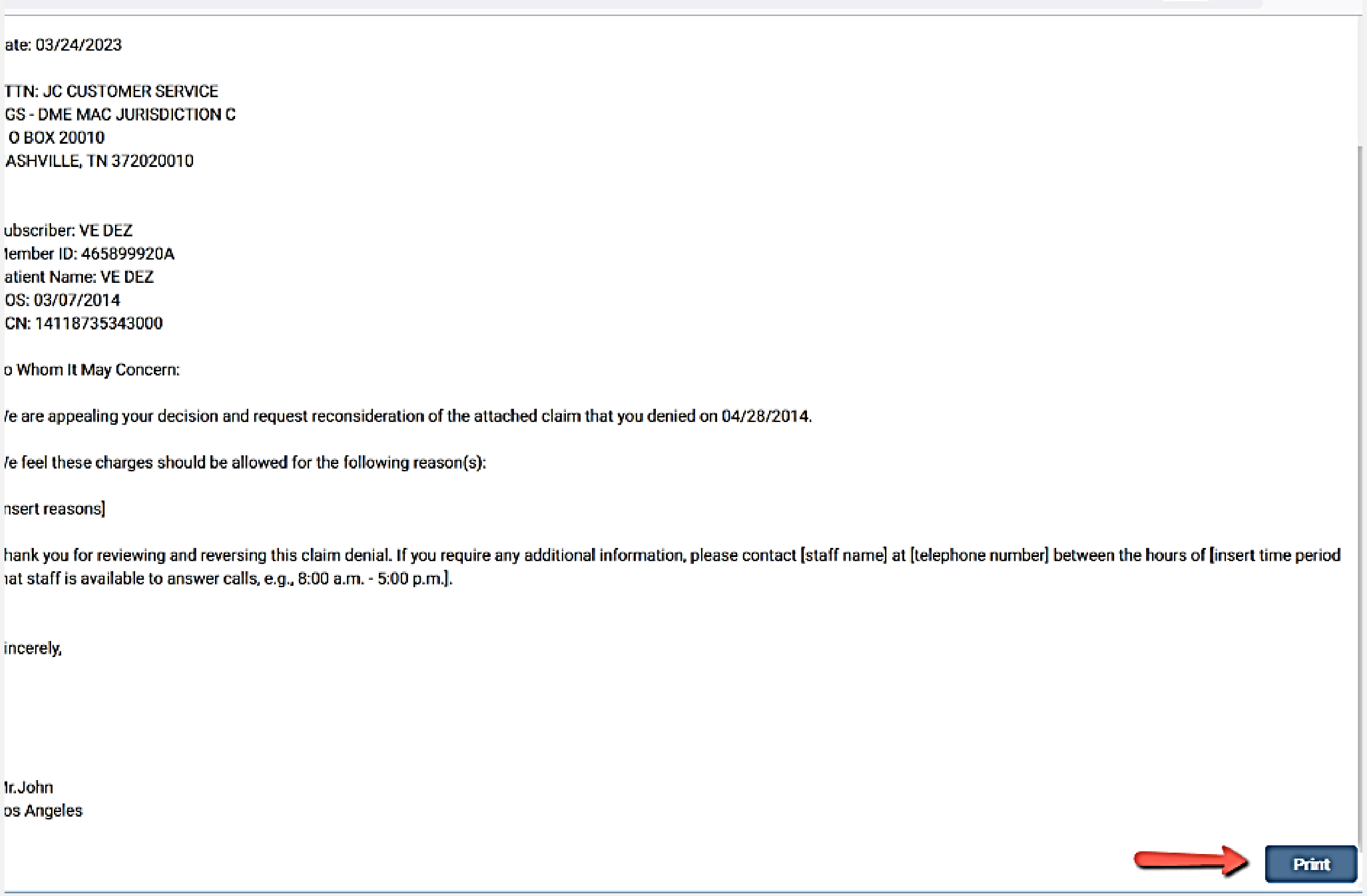
Revenue Resolve: Denial Letters

- Choose a template from the drop-down menu. The body of the letter populates in the window.
- Select a signature from the drop-down menu. Signatures are created in the Signature Setup tab. Once selected, the signature displays in the generated appeal letter.
- Users may edit the insurance information, if necessary.
- Make any necessary changes to the body of the letter and click Generate Appeal to create the letter.



Revenue Resolve: Denial Letters

- When a user clicks Generate Appeal, the appeal letter is automatically saved in the Documents tab in the Workspace. Click the File Name to view the letter.
- When completed, click Save to save the letter, if desired. The letter is automatically saved to the Documents tab in addition to the desktop.


ate: 03/24/2023

TTN: JC CUSTOMER SERVICE
GS - DME MAC JURISDICTION C
O BOX 20010
ASHVILLE, TN 372020010

ubscriber: VE DEZ
lember ID: 465899920A
atient Name: VE DEZ
OS: 03/07/2014
CN: 14118735343000

o Whom It May Concern:

/e are appealing your decision and request reconsideration of the attached claim that you denied on 04/28/2014.

/e feel these charges should be allowed for the following reason(s):

nsert reasons]

hank you for reviewing and reversing this claim denial. If you require any additional information, please contact [staff name] at [telephone number] between the hours of [insert time period
nat staff is available to answer calls, e.g., 8:00 a.m. - 5:00 p.m.].

incerely,

1r.John
os Angeles

REVENUE RESOLVE REPORTS

Revenue Resolve: Reports

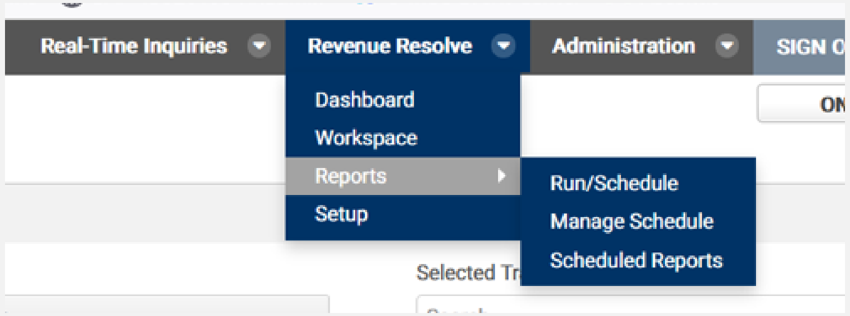
The Reports feature allows users to run reports for Revenue Resolve. Users must have the appropriate role/permissions to view and schedule all available reports.

There are three (3) menu options:

- Run/Schedule: Gives users the ability to schedule and run reports.
- Manage Schedule: Allows the user to edit and delete scheduled reports.
- Scheduled Reports: Allows the user to search and download previously scheduled reports.

To access Revenue Resolve Reports:

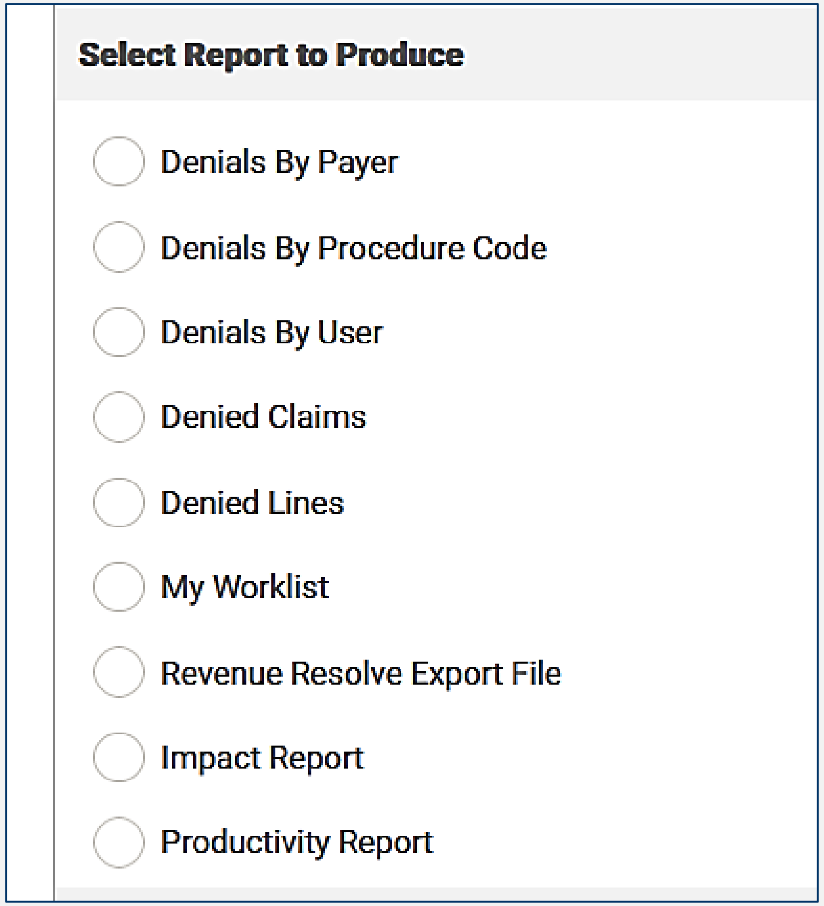
- Click on the Revenue Resolve tab
- Select Reports
- Select Sub-category



Revenue Resolve: Reports – Run/Schedule

To run a report:

- Use the arrow keys to select available Trading Partners. One or more TPID(s) may be selected for the report. If no selection is made, the report runs for the TPID selected at login. Note: The TPID selection is only enabled for sites with more than one TPID.
- Use the radio buttons to select the report to produce After selecting the report to produce, an option field displays requiring the user to enter a date range or select a filter option. This option varies by report type selected.
- Select a document format type and click View to view and save/print the report.



Note: to see a list of reports available and a description please review to the Help Guide under the Administration tab.

Revenue Resolve: Reports – Run/Schedule

To schedule a report:

- User will complete the filters as for running a report.
- When selecting a Document Type selection Users cannot schedule a Web Page (HTML) formatted report.
- Select Schedule. e. The Report Scheduler screen displays.
  - Choose the Schedule Start date. Users can select to schedule a report Immediately or choose a specific Start Date.
  - Enter one or more email addresses in the Email Address field. To separate multiple email addresses, use a semicolon (;) between each one
  - Select the Recurrence Type from the drop-down menu. Options are None, Simple, and Calendar.
    - If a Simple recurrence type is selected, enter the number of times to repeat the report. Enter the information on when to end the schedule,/
  - If a Calendar recurrence type is selected, use the arrows to select the specific months and day to run the report, specific dates in the month (the time of day, and select a date to end the schedule, if needed.   Time of Day is a required field.
- Click Save. A message displays stating the report was successfully scheduled.

Revenue Resolve: Reports – Manage Schedule

The Manage Schedule feature allows users to edit or delete previously scheduled reports.

To **modify** a scheduled reports:

- Select Reports from the Revenue Resolve drop-down menu and then click Manage Schedule.
- The Manage Schedule screen displays with any previously scheduled reports in the grid.
- Click the pencil icon to edit a report schedule.
  - The Manage Schedule screen displays and is populated with the schedule information for the selected report.
  - Make any necessary changes, if needed, and click Next.
  - Make any changes to the Schedule Start information for the report and click Save. If no changes are necessary to the schedule, leave as is and click Save.
- The Manage Schedule screen displays with a message stating the schedule was updated successfully and the grid contains the updated schedule information and a new create date.

To ***delete*** a scheduled report, click the red X icon in the Delete column. A message displays indicating the schedule was deleted successfully and the report is removed from the grid/

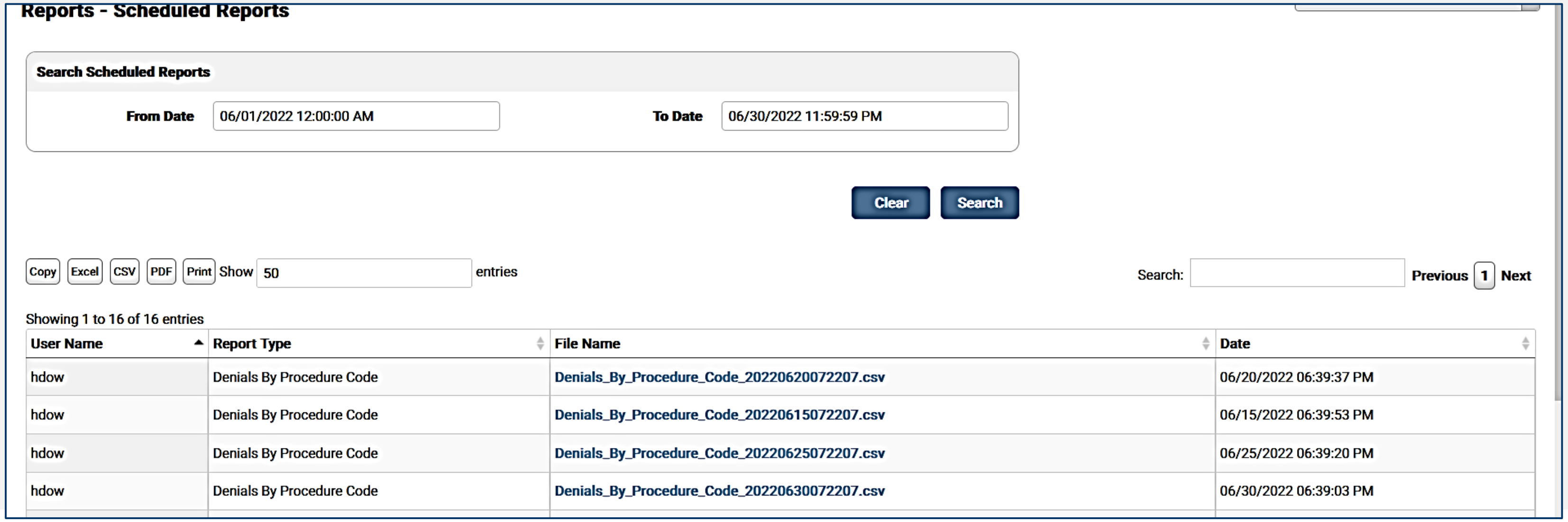
- .

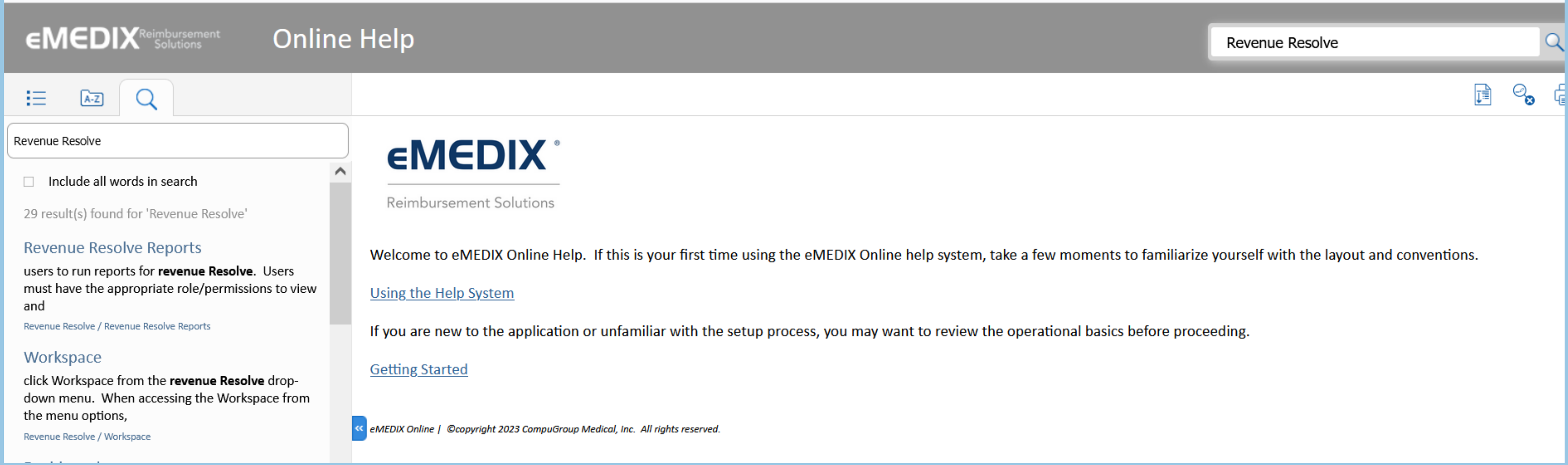
Revenue Resolve: Reports – Scheduled Reports

The Scheduled Reports feature allows users to search and download previously scheduled reports.

To search for reports:

- Select Reports from the Revenue Resolve drop-down menu and then click Scheduled Reports.
- The Search Scheduled Reports screen displays.
- Enter the desired dates in the From and To date fields and click Search, or just click Search to view all available results. Any available reports display in the search grid.
- The grid displays the User Name, Report Type, File Name, and Date. C
- lick the File Name to download and view the report.





For additional information reference the Help guide within eMEDIX Online

Click on Administration tab and select HELP.