We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

Processing e-Bill Adjudications for Interest Payments

Last Modified on 10/16/2019 3:19 pm EDT

Version 14.19

> **Path: Clinical, Billing or Practice Management tab > Patient Chart button > Payments**

Overview

Interest payments received through an ERA adjudication automatically process to a generic account set up for payments/retractions that OP cannot specifically trace to a specific patient account. The generic chart is chart #-5, Provider Adj. e-Billing. OP automatically creates a claim for these adjudications. OP only makes adjudications visible to the user if the corresponding charge transaction is archived (i.e. daysheeted). Since the OP software creates a current claim to post these interest transactions against, you need to run a daysheet so that these adjudications are visible for posting. Interest payments received through an ERA should be handled the same as you would an interest payment received on a physical EOB. If your office does not take an action for this payment, you can refer to Option 1 below. If your office would like to post the interest payment to a specific patient, refer to Option 2 below.

Process e-Billing Adjudications

1. Enter an **Interest Charge** for the payment amount in the specified patient's chart.

> ⚠ **Note**: Refer to Add Miscellaneous CPT, eg. Interest, for the Purpose of Posting a Payment .

> ✅ **Note**: If you cannot identify which patient the interest was actually for, apply it to the patient with the oldest claim paid on the adjudication.

2. Manually post the Insurance Payment for the interest payment to the specified account. See **Entering an Insurance Payment from the Patient Account**.
3. In the Adjudications of the e-Billing center, change the match status of the interest adjudication (as assigned to an account by the name of Provider Adj. e-Billing) to **Discard**, approve and post the transaction.
4. Click the **Patient Chart** button to locate and navigate to patient -5, Provider Adj. e-Billing.
5. Click **Claims**.
6. Locate and click the Claim with the interest payment to highlight it.
7. Click the **Void** button to delete this claim.
8. Click the **Yes** button when prompted to delete the entire claim.

Version 14.10

Path: Smart Toolbar > Account button > Payment tab

Overview

Interest payments received through an ERA adjudication automatically process to a generic account setup for payments/retractions that OP cannot specifically trace to a specific patient account. The generic account is acct #-5, Provider Adj. E-Billing. OP automatically creates a claim which is displayed on your current claims tab. OP makes adjudications visible to the user if the corresponding charge transaction is archived (i.e. daysheeted). Since OP creates a current claim to post these interest transactions against, run a daysheet so these adjudications are visible for posting. Interest payments received through an ERA should be handled the same as an interest payment received on a physical EOB. If your office does not take an action for this payment, refer to Option 1 below. If your office wants to post the interest payment to a specific patient, refer to Option 2 below.

Processing e-Billing Adjudications

1. Enter an **Interest Charge** for the payment amount on the specified account.

> ⚠️ **Note**: Refer to **Add Miscellaneous CPT, eg. Interest, for the Purpose of Posting a Payment** .

> ✅ **Note**: If you cannot identify which patient the interest was actually for, apply it to the patient

> with the oldest claim paid on the adjudication.

2. Manually post the **Insurance Payment** for the interest payment to the specified account. See **Entering an Insurance Payment from the Patient Account**.

3. On the Adjudications tab ![Adjudications] of the e-Billing center, change the match status of the interest adjudication (as assigned an account by the name of Provider Adj. E-Billing) to **Discard**, approve and post the transaction.

4. Click the **Account** button ![Accnt] to go into the account -5, Provider Adj. E-Billing.

5. Click the **Claims** tab ![Claims] .

6. Locate and click the **Claim** with the interest payment to highlight it.

7. Click on the **minus Void** button ![Void] to delete this Claim.

8. Click the **Yes** button when prompted "This action will delete the entire claim, Are you Sure?"