

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Reviewing Open Superbills

Last Modified on 02/14/2020 2:32 pm EST

Version 14.19

Path: Billing tab > Billing Center button > Superbills tab

Path: Main Navigation Panel > Superbills

Overview

The Superbills tab of the Billing Center houses all unconverted superbill charges for your practice. It is often visited after daily billing to ensure there are no outstanding charges for the billed date(s) that may not be identifiable from the Patient Tracking. The Superbills tab may be sorted by Date Range, Location, and Stage for easy navigation.

Additional functionality of the Superbills tab includes:

- The ability to convert charges to claims.
- The ability to add comments to superbill charges.

Sort Superbills by Date Range or Location

You will notice the Payer and Provider drop-down menus *aren't* available in the Superbills tab. They are displayed in the window for use throughout the rest of the Billing Center. The Date Range, Location, and Stage options are available on the Superbills tab. They can be used to determine what superbills are displayed in the grid.

Date range:

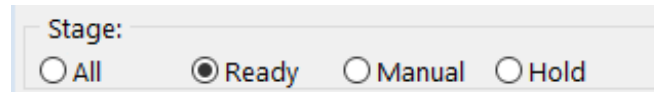
All 7 days 30 days 90 days to

Location:

All Primary Lc

Categorize Superbills by Stage

Superbill stages provide a level of categorization for unposted charges. By default, all superbills have the **Ready** stage option selected, but it may be manually changed by users depending on the status of the superbill. Unlike comments, the superbill stage pertains to all charges for a date of service and are *not* selected individually per charge line. The meaning of the stages can largely be determined by the practice. There are three main categorizations:



The screenshot shows a form field labeled "Stage:" with four radio button options: "All", "Ready", "Manual", and "Hold". The "Ready" option is selected, indicated by a filled radio button.

- **All:** Displays all Superbills regardless of Stage.
- **Ready:** Displays all Superbills that have a Status of Ready.
- **Manual:** Displays all Superbills that have a Status of Ready - bill manually
- **Hold:** Displays all Superbills that have a Status of Hold - not finalized, Hold - missing insurance, - Hold - missing information, Hold - missing credentials, Hold- coding review, and Hold - other reason.

Change the Stage of a Superbill

1. Navigate to the **Superbill** for which you would like to edit the **Stage**.
2. Click the **Stage** field.
3. Select a **Stage** from the drop-down menu. The **Superbill** will be moved to the appropriate bucket. The **Stage** options are:
 - Ready
 - Ready - bill manually
 - Hold - not finalized
 - Hold - missing insurance
 - Hold - missing information
 - Hold - missing credentials
 - Hold- coding review
 - Hold - other reason
 - Converted
 - Forwarded
4. Select the appropriate radio button to view the **Superbill**.



Example: The Ready - bill status manually may indicate to the biller to proceed with caution with that particular Superbill, because the listed charges may require special care. An example of a Superbill with the Status of Ready-Bill Manually would be if the charges are for a visit resulting from a motor vehicle accident. For those charges, the biller would manually

add information in the Other Items tab of the Add/Edit Charges window. See [Other Items](#) for other cases where this may be considered.



Tip: It is recommend that dients of OP's Pediatric Billing Service (RCM) consult with their RCM Biller prior to manually changing any superbill stages.

Convert Charges from the Superbills tab

On the Superbills tab, the same [charge posting options](#) that you have in any window where charges may be converted to claims are available.

Add Comments to Superbill Charges

As you review Superbill charges, you have the ability to add a Comment to each Charge. These Comments are visible on the charges in the Patient's Chart. Comments are *not* converted with the Charges and are not displayed on the Claim.

Version 14.10

Billing button > Superbills tab

Overview

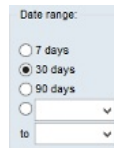
The Electronic Billing Center's Superbills tab houses all unconverted superbill charges for your practice. It is often visited after daily billing to ensure there are no outstanding charges for the billed date(s) that may not be identifiable from the Patient Tracking. For more information on how charges are sent to Superbills, click [here](#). The Superbills tab may be sorted by date range, location, and stage for easy navigation.

Additional functionality of the Superbills tab includes:

- The ability to convert Charges to Claims directly from the Superbills tab.
- The ability to add Comments to Superbill charges.
- The ability to place Superbills in a Stage for more thorough categorization.

Sort Superbills by Date Range or Location

On the left panel of the window, you will notice Payer and Provider drop-down menus. These Drop-Down Menus are *not* available for use in the Superbills tab, but are displayed there for use throughout the rest of the Billing Center. The Date Range and Location options are available on the Superbills tab. They can be used to determine what Date Range and Location of Superbills are displayed on the grid.



Date range:

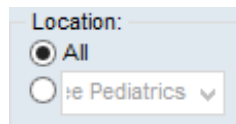
7 days

30 days

90 days

[dropdown]

to [dropdown]



Location:

All

[dropdown: Pediatric]

Convert Charges from the Superbills tab

On the Superbills tab, the same **charge posting options** that you have in any window where charges may be converted to claims are available.

Add Comments to Superbill Charges

As you review superbill charges, you have the ability to add a Comment to each charge. These Comments will also be visible in the Patient's Account Charges tab. Comments are not converted with the charges and will not appear on the claim.

Categorize Superbills by Stage

Superbill Stages provide a level of categorization for unposted Charges. All Superbills are defaulted with a Ready stage, but may be manually changed by users depending on the Status of the Superbill. The meaning of the Stages can largely be determined by the practice.

The Stage options are:

- Ready
- Ready - bill manually
- Hold - not finalized

- Hold - missing insurance
- Hold - missing information
- Hold - missing credentials
- Hold - other reason
- Converted
- Forwarded



Example: The Ready - bill status manually may indicate to the biller to proceed with caution with that particular Superbill, because the listed charges may require special care. An example of a Superbill with the Status of Ready-Bill Manually would be if the charges are for a visit resulting from a motor vehicle accident. For those charges, the biller would have to manually add information in the Other Items tab of the Add/Edit Charges window. See [Other Items](#) for other cases where this may be considered.

Unlike Comments, the Superbill Stage pertains to all Charges for a date of service and are not selected individually per charge line.



Warning: Clients of OP's Pediatric Billing Service (PBS) *must* consult with their PBS Account Manager prior to manually changing any Superbill Stages.

These Stages are further grouped into three buckets by which the Superbills tab can be viewed: All, Ready, Manual, or Hold.

Stage:

All Ready Manual Hold

- **All:** Displays all Superbills regardless of Stage.
- **Ready:** Displays all Superbills that have a Status of Ready.
- **Manual:** Displays all Superbills that have a Status of Ready - bill manually
- **Hold:** Displays all Superbills that have a Status of Hold - not finalized, Hold - missing insurance, - Hold - missing information, Hold - missing credentials, and Hold - other reason.

To change the Stage of a Superbill:

1. Navigate to the **Superbill** for which you would like to edit the **Stage**.
2. Click the **Stage** field.
3. Select a **Stage** from the drop-down menu. The Superbill will be moved to the appropriate bucket.
4. Select that **Bucket's** radio button to view the Superbill.