Main Navigation Panel: Billing Badges

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Version 20.0

Overview

Badges in the Main Navigation Panel (also known as 'Alert Bar') represent the number of outstanding items as they relate to the specific areas in OP. They are visible based on the permissions of the logged in user.

The badges in the Billing Group are updated every 120 seconds. If an updated badge count is needed before the automatic refresh occurs, the user can right-click in the Navigation Panel and click **Refresh Badges**. The permission needed to see this group in the Main Nav Panel is **Billing_Overview**. Badges in the Billing Group are calculated based on the logic below.

> **Note**: The logic below explains how the badges are calculated and should *not* assume there is not other outstanding work outside of the parameters of the badges. Once the Billing Center is accessed by clicking the items in the Billing group, the scope at the top of the window may be changed. Changing of the scope is useful and necessary in situations such as when working accounts receivable.

Claims

Any non-Self Pay claims with a date of service in the last 30 days, an insurance balance, and category code Q0. The permission needed to see this item in the Main Nav Panel is Billing_View_Claims.

Superbills

Number of patients with unconverted superbill charges (in a Ready or any Hold status) with a date of service of 30 days from current. The permission needed to see this item in the Main Nav Panel is **Billing_View_Superbills**.

- **If the logged in user is a Provider**: the user will see charges for which they are the Rendering Provider.
- **If the logged in user is not a Provider** the user will see all superbills that meet the criteria.

Rejections

Number of non- Self Pay claims with a date of service in the last 30 days, an insurance balance, and a rejected category code (A3-A8 and F2). The permission needed to see this item in the Main Nav Panel is **Billing_View_Claims**.

Queue

Number of claims in the Transmit Queue. The permission needed to see this item in the Main Nav Panel is **Billing_View_Queue**.

Remits

Number of unique check numbers that have not bee completely posted. The permission needed to see this item in the Main Nav Panel is **Billing_View_Adjudications**.

Not Ack

Number of unpaid claims with a date of service in the last 30 days that have been sent but not acknowledged. The permission needed to see this item in the Main Nav Panel is **Billing_View_Claims**.