



FREQUENCY ASKED QUESTIONS

Question 1: What does the red lock mean on a claim?

Answer:

Hard closing permanently locks all posted financial transactions for a specific date range. The locked periods display in the Recently Closed Transactions section.

Date ranges are based on the following:

- a. Charges: Claim Date
- b. Payments: Received Date
- c. Adjustments: Adjustment Date
- d. Refunds: Refund Date

Modifications to **non-financial** data can be edited on a hard-closed claim without voiding and recreating the claim. When a modification to a hard-closed transaction on a hard-closed claim or an insurance payment is required, the claim must be voided and recreated. This process will ensure the changes are captured in the current financial period to preserve the past's integrity (hard closed) financial data.

When a claim is Voided and Recreated, the original claim will be voided, a mirror opposite of the original claim is created and voided, and a re-created claim is created that can be changed. The Claim header will indicate the copied to and from claim numbers. Any payments and/or adjustments linked to the original claim will be linked to the new (recreated) claim.

To void and recreate a claim:

1. From the hard-closed claim, click Options, then select Void and Recreate Claim

Question 2: How to find a fee for a CPT?

Answer:

1. Go to Menu <Billing>CPT<CPT/HCPCS Codes
 - a. Enter CPT you are inquiring about
 - b. Change fee schedule at top of screen to see desired allowed fee

Id	CPT	Name	Fee	Allowed	Cost	TOS	M1	M2	M3
275806	90460	IMMUNIZATION FIRST VACCINE/TOXOID	\$42.00	\$24.00	\$0.00	1			