

Billing Audit

1. Service Authorization

Provider can use the Service Authorization Renewal search feature to generate a report to check which Service Authorization has not been renewed.

Report Name: [Service Authorization Renewal Search report](#)

Steps:

1. Click on the 'Renewal Search' link beside Service Authorization on the Billing tab of the Dashboard
2. On the Service Authorization Renewal Search page select a first date range and a second date range along with necessary search criteria
3. The result will list Service Authorizations ending within the first date range but was not renewed within the second date range
4. Clicking on the 'Export to Excel' link at the bottom of the page will export the resulted list to an Excel.

Providers can use the following report to check if Service Authorizations has been associated with individuals according to program enrollment:

Report Name: [Active Individuals with active Service Authorizations by Program Enrollment](#)

Steps:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report to view a list of individuals with the programs they are enrolled in with the associated Service Authorization with Begin and End Date.
3. For a given row, if the Service Authorization ID column is empty then it would mean that the individual is not linked to any Service Authorization

2. Attendance

Reviewing Attendance Data prior to Bill Generation

Providers can utilize the 'Attendance Summary Search' to check all their Attendance Entries for a given period.

- Check the time input for all the Attendance Data
- Check if all the Attendance entries have been Approved.

Report Name: [Attendance Summary Search Report](#)

Steps:

1. Click on the 'Summary' link beside Attendance on the Billing tab

2. Keep the Program, Service and other fields empty and select the 'Start Date' and 'End Date'
3. Generate the Report for 'Approved' Service Authorizations
4. Check the time input for all the Attendance Data
5. Check if all the Attendance entries have been 'Approved'
6. Repeat steps 1 to 5 for 'Discontinued' Service Authorizations

Reviewing Attendance Data after Bill Generation

Providers can use the following report from the report Library after bill generation to check if all the Attendance data has been swept for billing accordingly or not:

Report Name: [Attendance Billing Summary Report](#)

Steps:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the service period that you want to review
3. On the report, check the 'Status' column and make sure that all the Attendance Data are in 'Submitted for Billing' status.
4. The 'Non Billable Units' and 'Billing Data System Message' columns can be used to check if any billable unit was not generated and for what reason (Insufficient Units / Authorized Units Per Period).

3. ISP Program

Check ISP Program link with Service Authorization

Providers can use the following report to check if an ISP Program is linked to a service authorization or:

Report Name: [ISP Program linked to Service Authorization Report by ISP Create Date](#)

Steps:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for a date range. The report will show a list of all the ISP Programs that were created within that date range
3. For a given row, if the Service Authorization columns are empty then it would mean that the ISP program is not linked to any Service Authorization

4. ISP Data

Providers can use the following report both before and after bill submission to check the time inputs of all ISP Data and whether they have been billed or not:

Report Name: [ISP Data Basic Report](#)

Steps for reviewing ISP Data prior to Bill Generation:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the service period you want to review
3. Providers should review all the ISP Data and whether they have been marked as 'Billable' or not

Steps for reviewing ISP Data after Bill Generation:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the service period you want to review
3. Providers should check the 'Billed' column and make sure that all the ISP data has been used for billing.

5. Case Note

Providers can use the following report both before and after bill submission to check Case Note information and whether the Case Notes are billable or not and to check whether they have been billed or not:

Report Name: [Case Note Detailed Report](#)

Steps for reviewing Case Notes prior to Bill Generation:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the service period you want to review
3. Check if all the Case Notes are marked as 'Billable' or not from the 'Billable' column
4. If bill has not been submitted for a Case Note, then the corresponding 'Billed' column will show 'No'

Steps for reviewing Case notes after Bill Generation:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the service period you want to review
3. If bill has been submitted for a Case Note, then the corresponding 'Billed' column will show 'Yes'.

6. Claim Generation

After providers have completed generating Billing Data for all their services, they should proceed with claim generation. Claims can be generated with or without using 'Claim Templates'.

7. Unclaimed Report

After generating claims for all the services, providers can use the 'Unclaimed Report' on the Billing tab to check for any unclaimed Billing Data (Billing Data for which claims have not been generated yet).

If any entry shows up in the Unclaimed Report it would mean:

- There was a late entry of Billing Data generation after the claim generation cycle.
- The Funding Source was missing/not selected in the Service Authorization.
- The Claim Template was missing or not setup correctly for the individual.
- A Service Code was skipped during claim generation.

8. Checking if any ISP Data or Attendance was entered/updated after the most recent Claim or Billing Data generation cycle

Providers can use the following reports to check the dates entered before and after the most recent Claim or Billing Data generation cycle:

- [Audit - ISP Data - Updated/Late Entry report](#)
- [Audit - Attendance - Updated/Late Entry report](#)

Steps:

1. Click on the 'View' link beside Report Library on the Agency Reports tab
2. Search for the report from the 'List of Reports' page and generate the report for the period you want to review.
3. Providers should enter the Service Dates as the service period
4. On the report, the 'Entered Date' and 'Last Updated Date' information can be used to determine if a data was updated after bill generation date.