



Billing for Vendors User Guide

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Center for
Information
Management, Inc.

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Billing Introduction

Billing allows vendors to directly data enter the services that were provided into Compass in order to be paid. The Billing module uses a simple process for vendors to submit their bills to the Agent. Vendor users first post the bills and then send them in a batch for the month/year to the Agent. The Agent reviews the bills, comparing to what was authorized and then approves acceptable bills. Once these bills are approved, the vendor user can see this information in the Billing module as well as run aggregate reports for the batch.

Vendor Billing Terminology

Batch – A batch is a group of bills from a vendor for a specific month/year, sent together for the agent for review

Post – Vendor adds bills for the participant services

Dashboard – A quick summary of the status of submitted batches

Bill Selector – A list of participants and services grouped on a page; there are several filters to show different stages of bills

Review – Agents review bills vendors sent in a batch and approve acceptable bills

Stages of a Bill

Bills are organized on the Bill Selector with several filters that can be considered stages of the bill.

Not Posted – This is the first stage where the Bill Selector shows the participants and services bills not posted for the selected month/year

Not Sent – Once bills are posted, they will show on this filter for vendors to see what needs to be sent

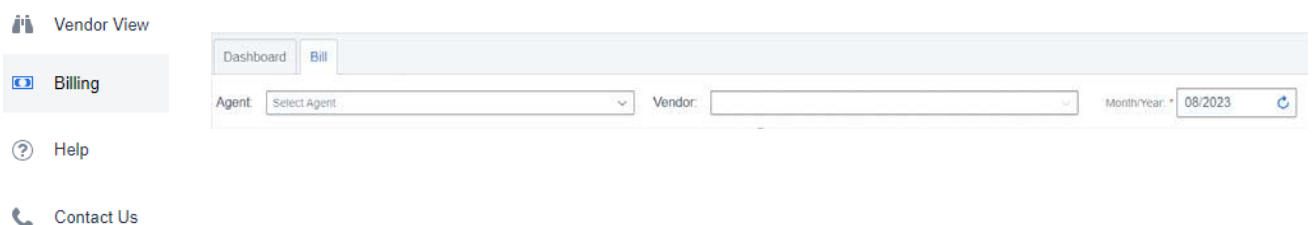
Not Reviewed – After bills are sent in a batch to the Agent, the bills will be listed here

Reviewed – This is the final stage of a bill in that the Agent has reviewed the bill sent by the vendor; this is where batch reports can be run from

All – Lists all bills posted no matter what stage they are in (excludes Not Posted)

Permissions

Vendor users must have permission to access the Billing module. Contact your Agent if you don't have access to either the Billing module itself or to a specific agency.



Billing Navigation

To access the Billing module, click on the Billing option on the left panel. Once that's selected, the Dashboard tab of the Billing module will display on the right. There are two tabs for Billing – Dashboard and Bill.

Quick Start Guide

To get started using Billing, follow these steps:


1. After login, you will be on the Dashboard page. To start posting bills, click the Bill tab and set the agent/vendor if not defaulted to what you need. Then verify the month/year and change if necessary, and click the refresh icon or press Enter key.
2. Choose which service to post bills to by searching for the participant, then clicking the service row and that will navigate to the Bill Detail page. Show All could take several minutes to load, so it is recommended to search instead.
3. Post the information for the month. When finished, click the [Save & Exit] button to return to the Not Posted bill selector.
4. If there is more than one service to post, post bills for the next service and save.
5. Continue posting bills for all participants in the month. When finished, note that the total posted will be in the Unsent Bills box on the bottom of the page. To see what was posted, either click the green arrow in the Unsent Bills box or click the Not Sent selector. If you need to make changes, click the row to edit the bills.
6. To send the bills, on the Not Sent selector, click the green [Send] button. These bills will now show on the Dashboard under the Pending Review section. The agent will then review these. When the batch appears in the Batches Recently Reviewed section or is no longer in the Pending Review section, the agent has approved at least some of the bills. You can also access this information from the Not Reviewed section
7. To review what the agent has approved, click on the Reviewed selector. This will show you the batches sent to the agent with the amounts. You can review what was approved in detail on this page or can run the Reports from the Reports menu after selecting a batch row (only available on the Reviewed selector).

Bill Tab

The Bill tab is where bills are posted and reviewed. At the top are drop-downs for the agent and vendor, as well as the month/year. Vendors may be posting bills for more than one agent. This allows vendor users to select the agent and vendor to be billed from a drop-down list.

Select the appropriate agent and/or vendor if the default names are not the ones to be billed. If the drop-down list cannot be selected, this means you are only enabled for one agent or vendor.

The Month/Year box defaults to the prior month. Simply change the month or year and press “Enter” or click the Refresh icon to switch months. Note that you must highlight the entire date and replace it to change the month.

Month/Year: * 

Once the Agent, Vendor, and Month are selected (or by default), the results will show below for the filter selected. Simply find the person and then click the service row to open the Bill Detail page.

Search Participant

To limit the list to a specific participant, you can enter the Participant first name or last name which will present a list of possibilities to choose from.

- The Participant Search is limited by the currently selected Agent/Vendor & the Month/Year filters
- To search by a person’s full name, type the first and last name such as Fred Flintstone
- Press the Enter key to perform the search
- To bring back the full list for the selector, remove the text in the search and press the Enter key

Bill Selectors

Not Posted Bill Selector

The Not Posted Bill Selector lists participant services authorized for the selected agent, vendor, and month/year that have not had bills posted yet. This shows a row for the authorized services for each participant and service definition line (SDL) for the selected month. You need to search for a participant on this selector to find a participant to post bills for or click Show All button. Note that Show All could take several minutes to load.

Dashboard		Bill		
Agent:	<input type="text" value="14 - Demo Agent"/>	Vendor:	<input type="text" value="127 - Home Care Vendor"/>	
			Month/Year: <input type="text" value="08/2023"/> 	
Bill Selector				
<input type="text" value="Search participants"/>			<input checked="" type="button" value="Not Posted"/> <input type="button" value="Not Sent"/> <input type="button" value="Not Reviewed"/> <input type="button" value="Reviewed"/> <input type="button" value="All"/>	
Participant/Service	DOB/SDL	Compass ID/Fund Source	Authorized Units	Authorized Cost
<input checked="" type="checkbox"/> FLINTSTONE, WILMA K H2015-5502-Comm. Support Sv...	03/14/1951 3000014	11290-26 550	52 52	\$314.08 \$314.08

Participant	Participant’s Last Name, First Name, and Middle Initial (if available)
Service	Service code combination including the HCPCS/CPT Procedure, Modifier, and Standard Remark Code followed by the Short Service Name
DOB	Participant’s Date of Birth

SDL	Service Definition Line Number is an identifier the Agent uses that may include several service authorizations over time. SDLs are grouped by person, service code combination, and fund source.
Compass ID	A unique participant identifier
Fund Source	The fund source code that the Agent designates
Authorized Units	Total Units Authorized for either the participant or the SDL depending on row
Authorized Cost	Total Cost Authorized for either the participant or the SDL depending on row

Authorized amounts are usually straightforward for a given month, but two types of authorizations don't occur on specific dates, so are calculated. For Weekly-Anytime authorizations, the monthly totals are calculated by dividing the units by the 7 days in a week and then multiplying by the number of days in the month covered by the service authorization. For Monthly-Anytime authorizations, the monthly totals are obvious unless the service authorization starts or ends after the beginning or before the end of the month. In those cases, the monthly totals are calculated by dividing the units by the number of days in the month and multiplying by the number of days covered by the service authorization. In addition, non-services and scheduled exceptions will also change the authorized amounts accordingly.

If you cannot find the service to post bills against, contact the agency. They may have set the authorizations up to occur in another month. This is possible for instance if the service was intended to start at the end of the month, but the service was rendered on a day not expected that didn't occur in that month (such as to start regular schedule next week). Or if it's a yearly billed service, this will only be listed in the month/day/date expected.

Not Sent Bill Selector

The Not Posted Bill Selector lists participant services that were posted for the selected agent, vendor, and month/year that have not been sent in a batch yet. This shows a row each bill posted showing the date of service posted as well. If there were multiple bills on a single date of service, they will be listed separately. When you click any bill row, this opens the Bill Detail page. This selector includes the Unsent Bills panel at the bottom.

Not Reviewed Bill Selector

The Not Reviewed Bill Selector lists the batches that were sent, but haven't been reviewed by the Agent yet. This shows a row for the batch, participant, and service definition line (SDL) with the units and cost not reviewed (NR). When you click any SDL row, this opens the Bill Detail page.

Reviewed Bill Selector

The Reviewed Bill Selector lists the batches and also agent-posted bills that have been reviewed. This shows a row for the batch (or agent-posted), participant, and service definition line (SDL) with the units and cost approved (Appr). When you click any SDL row, this opens the Bill Detail page. From this

selector, users can run the batch reports when a batch row is selected from the Reports menu at the top of the selector.

All Bill Selector

The All Bill Selector lists all participants and their service definition lines (SDL), except those not posted. This selector is to find participants that have bill edits to be made or just to look up the information without knowing the stage the bill is at.

Bill Detail

Once you select a row from one of the selectors, the Bill Detail screen is shown. The Bill Detail screen displays the participant's name and service in the top gray banner, in addition to the total units and cost that have been posted for the participant's service month. Each day of the bill month is listed on a separate row on the screen. Dates outside the service authorization date range are covered in gray and cannot be posted.

Service Information

At the top of the screen is information about the person and service shown. The person's name, short service name, Compass ID, and county.

Authorized and Posted total units and total cost for the month are shown. The totals for posted cost and units are updated as the bills are input.

Prior and Future Month Display

If the month to be posted starts or ends in the middle of a week (Sunday to Saturday), the system displays (with gray background) what has been posted (if anything) for the early days of the starting week and/or the last days of the ending week. This helps in the event that only a certain number of units are supposed to be billed in one week; users can easily see what has happened for the other months without having to go back and select that month.


Static Columns

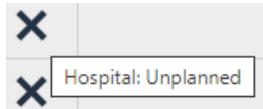
In the selected month, there are eight columns, four of which can be used by the vendor. The columns that cannot be changed are:

Month and Year	To confirm the month being posted
Day of Week	To display the day of the week for each date
Date	To display the date of the month
Batch ID	To display the batch ID bills were sent in
Home	To display the care setting of the person on the day



indicates the person was home on that day

 indicates the person was NOT at home on that day; if you hover your mouse over the icon, the care setting is shown



Auth Units	Displays the authorized units from the service authorization; depending on the type, this may be on the date of service or at the end of the week/month
Appr Units	Displays the approved units once the bills posted are reviewed
Auth Cost/Unit	Displays the authorized cost/unit from the service authorization
Appr Cost/Unit	Displays the approved cost/unit once the bills posted are reviewed

Post Bills Entry Columns

Four columns can be entered/edited by the vendor:

Post Units	To enter the number of units for each date
Cost/Unit	Defaulted from the agent's care plan template or scheduled exception.

Note that days posted for the SDL and custom service must total more than 0 units and cost for the day.

Post Bills Process

Bills that need to be posted can either be found on the Not Posted Bill Selector or the All Bill Selector (if some bills were posted already).



1. Enter the number of units in the 'Posted Units' column for each date of service; only whole numbers are allowed. Make sure you are using the correct unit amount based on the type of service. For instance, if billing for "Homemaker, per 15 min", units should be incremented in 15-minute increments, so a half hour would be 2 units.

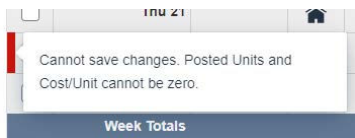
Once you begin posting units, you can use the up/down arrow keys to go to the prior or next day.

Note that when units are entered, the Posted Units and Cost in the top white bar are updated.

2. Posted Cost/Unit will default to what the Agent has in the service authorization. If billing a different date, you will need to input the posted cost/unit. Change the cost/unit only if necessary if there's a special agreement with the Agent. Note that the cost/unit must be an actual dollar amount. This can not be a negative amount.

As with units, you can use the up/down arrow keys to go to the prior or next day.

3. If anything should be communicated about a bill to the Agent, click the  in the Vendor Notes column to add a note for agents to see when reviewing the bill. Vendor Notes when posted will show as . Click on the icon to see the note. If the note needs to be removed, simply open the note and clear out all the text and click Save. Once the bill is sent in a batch, you cannot edit the Vendor Note.
4. If you accidentally post to the wrong day or want to remove what was input, you can remove the posted units and posted cost/unit. Note you cannot post 0 units or \$0 cost/unit, this will produce an error on save.
5. When the month is completely posted, review the total posted units and cost at the top of the screen. If it is not correct, make necessary changes in specific day(s).
6. Click Save & Exit to return to the Not Sent Bill Selector or use Save & Next if want to continue to the next bill that needs to be posted as ordered on the Selector.
7. If when you click Save & Exit and you aren't taken back to the Not Posted selector, then you have errors on the page. Scroll through the month to find a red bar on the left of the checkbox field and click that red bar to see the error. Fix the data and click Save & Exit again.



8. If you do not want to save the bills posted to the page, click Cancel at the bottom of the screen to return to the Bill Selector.

Note: Bills are NOT automatically saved. Users MUST click Save & Exit or Save & Next to save the bills entered.

Set all Days with Different Units or Cost/Unit

Users can set many bills in the month with a different unit or cost/unit by using the features at the top of the Bill Detail screen. *Note that bills missing either the units or cost/unit or have 0's will error, so only select the rows that you want to update.*

To Reset the Units or Cost/Unit:

1. First select which bills that you want to have reset to the different amount by clicking the checkbox next to the bill(s). If you want to reset all bills in the month, click the checkbox at the top of the grid
2. Once the bills are selected, input the posted units or cost/unit you would like the entire month to have in the corresponding box at the top of the grid.

For instance, if a service was ordered at 8 units per day and only 4 units were delivered, users can reset the entire month to 4 units by inputting the value of 4 in the box to the left of the Posted Units Set button.

Or if you want to reset the entire month to zero if there are a lot of changes such as situations where the service wasn't delivered on the exact dates of the care plan, users can input the value of 0 in the box to the left of the Set button.

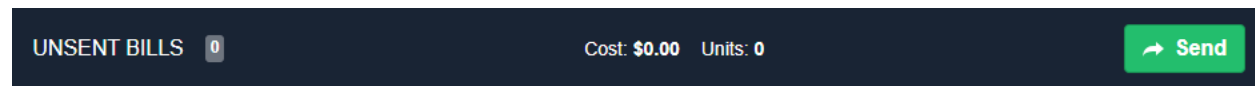
It is rare to change the cost/unit, but if needed, that also can be reset using the Posted Cost/Unit box.

3. Click the [Set] button next to the Posted Units and/or Posted Cost/Unit to update the selected bills in the month.

Unsent Bills

At the bottom of the Dashboard and Bill selectors is a panel called Unsent Bills. These are bills that have been posted by the Vendor but not yet sent to the Agent. Usually, vendors wait until all the bills are posted for the given month (or possibly half the month) and then send the bills. When the bills are sent, they are assigned a batch ID that will be available for Agent users to review.

The total cost and units for any unsent bills, regardless of selected month/year in the selector above, are displayed in that box. If this is 0, then there are no unsent bills. ***This includes all bills posted by all users for the vendor; individual users cannot send only the bills they posted.***



If you are on the Not Sent Bill Selector, then this lists the bills that are waiting to be sent.

If you are anywhere else in Billing, then there will be a green arrow that when selected will take the user to the Not Sent Selector to review those bills prior to sending.

Send Batch to Agent

Once the bills have been checked and the total equals the amount to be billed, follow these steps:

1. Click [Send] button to include all bills in the batch.
2. A certification statement will appear that states these bills are correct and appropriate. Only those with signatures on file at the Agent should click Confirm. This replaces the need for submission of signed paper bills to the agent. Clicking Confirm will send all unsent bills for the vendor. Note that if multiple users are posting bills for the vendor, only one user needs to send the bills since it will send all bills posted by all users of the vendor together.


3. System creates Batch ID and saves the batch with the date and Username of person sending
4. Once the bills are sent, they are considered 'Not Reviewed' until Agents are able to review and approve or deny.

Post Bills after Batch Sent

Vendors are able to post different days or add additional units to bills sent previously. For example, with Agent approval a Vendor might post half of the month in one batch and post the rest of the month in another batch, or might go back to last months' bill and post several days that were missing in the original documentation. Or a vendor may have been missing a timesheet for a PM shift and needs to add those additional units.

When posting bills to a month with a batch already sent, the bills that have been sent will appear with grayed out values so users can see what has already been sent. All days that have not been posted and sent will appear like regular Bill Post days, with the ability to enter as usual. In addition, if units need to be added to existing bills, vendors are able to add rows to a particular bill date.

Add Additional Bills to Existing Billed Dates

To add additional units or a different bill to an existing billed date, simply click on the  in that row. That will add another blank bill line to post against. Add the posted units and verify the posted cost/unit, then click either Save button to post the bill. Since this bill has not been sent yet, this will need to go through the Unsent Bills process like any other posted bill.

When adding units, keep in mind, that you are adding, not replacing the prior bill. For instance, if you initially posted 4 units and now need to post an additional 2 units, when you add the new row, you will enter 2 posted units, not 6. If you add 6, that makes the total 10 units which would be incorrect.

Note that vendors cannot reduce units to an existing billed date by posting negative units. Any reductions need to be sent to the Agent for posting.

Dashboard Tab

The Dashboard tab shows Batches that are Pending Review by the Agent and Batches Recently Reviewed. These are to help both vendors and agent users to identify work that has yet to be done or has recently been completed. This tab does not require users to pick an agent and vendor. Any agents/vendors associated to your user account will show relevant information all at a glance for easy accessibility.

Pending Review

The Pending Review tab lists batches and key information about the batch including the ID, Agent, Vendor, Sent Date/By, Batch Month/Year, and Not Reviewed (NR) Units and Cost. This will include batches that may be partially reviewed, but not completely yet. When a user clicks on a batch, this navigates to the Not Reviewed Bill Selector where more details can be found.

Batch Service Summary Report

This shows a summary of the bills sent to the agent in the batch by service. The participant and daily detail is not shown.

Billing - Batch Service Summary Report

Agent: [REDACTED]			
Batch ID: 397601 Vendor: [REDACTED]			
Month/Year: 07/2023		Sent By: SWIFTB	
Sent Date: 08/14/2023		Max Reviewed Date: 08/15/2023	
Posted:Units: 2,010	Approved:Units: 2,010	Not Reviewed:Units: 0	Difference:Units: 0
Cost: \$8,654.20	Cost: \$8,654.20	Cost: \$0.00	Cost: \$0.00

Service	Units			Total Cost		
	Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed
S0215-7002-Non-emerg. private transport/mile	410	410	0	\$254.20	\$254.20	\$0.00
H2015--Comm. Support Svcs/15min	1,240	1,240	0	\$6,510.00	\$6,510.00	\$0.00
S5130--Homemaker service /15 min	128	128	0	\$672.00	\$672.00	\$0.00
T1019--Personal care /15 min	232	232	0	\$1,218.00	\$1,218.00	\$0.00

Batch Participant/Service Summary Report

This shows a summary of the bills sent to the agent in the batch by participant and service. The daily detail is not shown.

Billing - Batch Participant/Service Summary Report

Agent: [REDACTED]			
Batch ID: 397601 Vendor: [REDACTED]			
Month/Year: 07/2023		Sent By: SWIFTB	
Sent Date: 08/14/2023		Max Reviewed Date: 08/15/2023	
Posted:Units: 2,010	Approved:Units: 2,010	Not Reviewed:Units: 0	Difference:Units: 0
Cost: \$8,654.20	Cost: \$8,654.20	Cost: \$0.00	Cost: \$0.00

Name:	COMPASS ID:	Units			Total Cost		
		Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed
Service: S0215-7002-Non-emerg. private transport/mile	Invoice: 397601	65	65	0	\$40.30	\$40.30	\$0.00
Service: H2015--Comm. Support Svcs/15min	Invoice: 397601	496	496	0	\$2,604.00	\$2,604.00	\$0.00
Totals for [REDACTED]:		561	561	0	\$2,644.30	\$2,644.30	\$0.00

Name:	COMPASS ID:	Units			Total Cost		
		Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed
Service: S5130--Homemaker service /15 min	Invoice: 397601	24	24	0	\$126.00	\$126.00	\$0.00
Totals for [REDACTED]:		24	24	0	\$126.00	\$126.00	\$0.00

Name:	COMPASS ID:	Units			Total Cost		
		Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed
Service: S5130--Homemaker service /15 min	Invoice: 397601	48	48	0	\$252.00	\$252.00	\$0.00
Totals for [REDACTED]:		48	48	0	\$252.00	\$252.00	\$0.00

Agent: [REDACTED]			
Batch ID: 397601 Vendor: [REDACTED]			
Month/Year: 07/2023		Sent By: SWIFTB	
Sent Date: 08/14/2023		Max Reviewed Date: 08/15/2023	
Posted:Units: 2,010	Approved:Units: 2,010	Not Reviewed:Units: 0	Difference:Units: 0
Cost: \$8,654.20	Cost: \$8,654.20	Cost: \$0.00	Cost: \$0.00

I certify that the expenditures being reported are correct and appropriate. Documentation to support these charges is available and maintained as required.

Vendor Signature: _____ Date: _____

Reviewed By: _____ Review Date: _____ Local In-Kind Match: _____

Batch Difference Report

The Batch Difference Report shows the details from the bills reviewed by the agent that were not paid in full. This includes the agent note as to the reason why. Totals for the entire batch are at the top. **Note that if there are no differences in the bills posted versus approved total costs, then the report will come up as blank.**

Billing - Batch Difference Detail Report

Agent: ██████████												
Batch ID: 398142 Vendor: ██████████												
Month/Year: 08/21/2023			Sent By: SWIFTB			Sent Date: 09/01/2023			Max Reviewed Date: 09/05/2023			
Posted:Units: 2,294			Approved:Units: 2,228			Not Reviewed:Units: 0			Difference:Units: -66			
Cost: \$12,043.50			Cost: \$11,697.00			Cost: \$0.00			Cost: (\$346.50)			
Name: ██████████												
Compass ID: ██████████												
Fund: 100												
Invoice: 398142												
County: ██████████												
Service: H2015--Comm. Support Svcs/15min												
			Units			Cost Per Unit			Total Cost			
Service Date	Care Setting	Custom Service	Approved Date	Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed
08/21/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/22/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/23/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/24/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/25/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/26/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/27/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/28/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/29/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									
08/30/2023	Home: Adult Foster Care		09/05/2023	30	24	0	\$5.25	\$5.25	\$0.00	\$157.50	\$126.00	\$0.00
Reviewed By: ██████████			Reviewed Date: 09/05/2023									

Batch Approved Bills by Fund and Procedure

The Batch Approved Bills by Fund and Procedure shows the details of only the bills approved for the batch and organizes them first by the fund source and then the procedure code. This report is used by agencies to identify what stream of funding is paying for the services.

