This chapter discusses

- printing patient statements periodically.

- statement selection options.

- aging your patient invoices.

- family grouped statements functions.

- New Statement Choices added for 9/96 release.

Introduction

The Patient Statements Menu allows your practice to choose from 7 formats. Each of these formats print similar information. The selection and sorting used in the previous version is still used. The new formats include a version to print on blank tractor feed standard size paper or blank single sheet laser paper. In addition some formats have been added for a few different mailers. The pre-printed 7 inch form is no longer the only choice available.

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MOS DEVELOPMENT                                                    _□×
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                            MOS Statement Menu

         PATIENT STATEMENTS                 SELECTED PATIENT STATEMENTS
    1 - Print Statements 42x80 Default   A - Patient Statements 42x80 Default
    2 - Print Statements 66x80           B - Reprint Statement 66x80
    3 - Print Statements 33x100          C - Reprint Statement 33x100
    4 - Print Statements 34x124          D - Reprint Statement 34x124
    5 - Print Statements 34x120          E - Reprint Statement 34x120
    6 - Print Statements 60x80 laser     F - Reprint Statement 60x80 laser
    7 - Print Statement CP 60x80 laser   G - Reprint Statement CP 60x80 laser

    8 - Zip Count for Statements

                            X - Exit
                           F10 - Help

                    Enter Selection > 1


     Produce Monthly Statements for Outstanding Patient Responsible Invoices
```

Figure 10-1: Patient Statement Menu

Each format has a version that is used to print statements each month in the left column. The same format in the right column is used when a reprinted statement is needed for selected patients.

The fourth option on the main menu, "Patient Statements," prints all patient statements in batch. Statements are composed of all invoices for a particular billing party -- usually the patient or the head of a family. Charges that have been assigned to carriers (insurers, workers' compensation, etc.) can be included on patient statements, also.

Note: It is not necessary to do daily recap before running statements.

What is Printed

Patient statements include the following information:

Name and address of the practice
Date of statement
Provider's name
Billing code
Patient number
Responsible party's name and address
Patient's name and address

Invoice numbers
Date of invoice
Procedure I.D.
Procedure description
Amount of procedure
Payments and type of payment
Page total
Total balance due
Dunning message
Aging for Patient Responsible Amounts
Aging for Insurance Responsible Amounts

Sort Statements By Provider

In a multi-provider practice it may be helpful to print the statements by provider. This option is set in the Practice Information file. When this is set to "Y", a statement is printed for each provider to that patient. If it would be better to group all claims to a patient on one statement for the entire practice then be sure this parameter is set to "N". This option is not available when selecting the statements to print, only in the practice information.

The Alphabetic Split

As you answer prompts, remember that the program splits statements up into as many as nine groups a month, depending on your answer to "# of Billings/Month" in the practice file, see chapter 5. The groups are divided alphabetically, so that if you run statements twice a month, for instance, the program splits the statements into two groups -- A to M, N to Z. When you are rerunning statements, you're asked for the lowest and highest letter to reprint, not the number of the run. This option gives you more flexibility -- you can reprint the first run, the first and second run, the first, second and part of the third run, and so on, simply by giving the program the appropriate letters.

Aging the Invoices

Reprinting statements does not change the age of the invoices. Age changes only if the last batch was printed more than 21 days ago.

Selection

The billing cycles per month defined in practice setup. A statement will be printed if the patient balance is zero if the last month contained activity. Other zero balance statements with no activity will not be printed. New options allow insurance invoices, collection & hold invoices and selected providers to be included when printing statements.

Interest / Late Fees

A new option on the Practice Setup will allow the text that is printed on the statement describing this fee to be varied as necessary. It is suggested that it be changed to "Late Fee" to better describe the fee. The options on the right side of the menu listed to reprint will not apply interest, even if it would normally have done so if the statement was selected from the left options.

Instructions

Before starting, make sure that, if your system doesn't include a spooler, the printer is on-line and the correct statement forms are in the printer. If you do have a spooler, you can either print the statements immediately or wait until later (to wait, simply turn off the printer).

Press ④ to select Statements, at the main menu. This prompt appears:

```
MOS DEVELOPMENT                                                    _ □ ×

                            ┌──────────────┐
                            │  Statements  │
                            └──────────────┘


                    ┌──────────────────────────┐
                    │ ALL PROVIDERS            │
                    │ 1   -Vicki Henry         │
                    │ 1-X -William Exec        │
                    │ 11  -Dennis Spanish      │
                    │ 12  -John Candy          │
                    │ 20  -Unis Onnis          │
                    │ 8   -Wilson Pickit       │
                    │ TJP -THOMAS PICKETT      │
                    └──────────────────────────┘



                         SELECT PROVIDERS TABLE
```
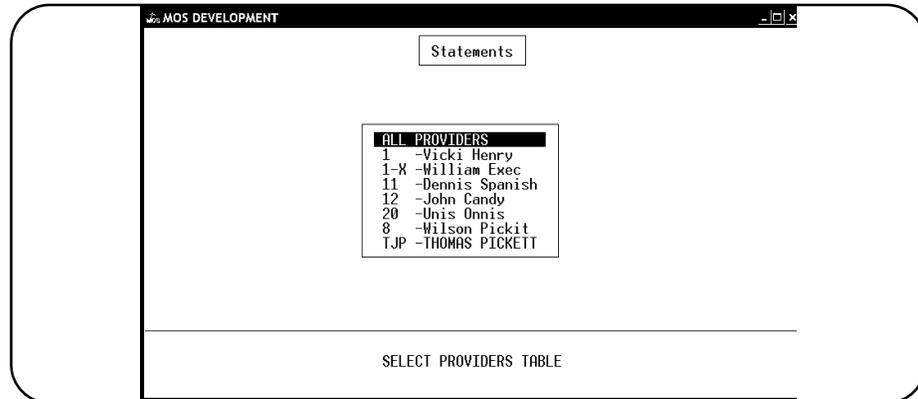
Figure 10-2 : Select Provider

Enter the Provider Code desired or press ENTER to select all providers. Then the following prompt is displayed:

```
IS THIS A NEW RUN or A RE-RUN? >
```
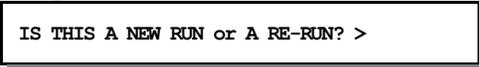
If it is a new run, press N and ENTER . The prompts will vary depending on your answers in the practice setup in chapter 5. If you select a RERUN, jump to the RERUN section below.

Insurance Invoices

```
INCLUDE INSURANCE INVOICES TOO? >
```

Answer Y to include insurance invoices on the patient statements. They are totaled separately and will help the patient track the invoices that are currently unpaid. If Y was your answer to this then the following question appears:

```
PRINT STATEMENTS FOR PATIENT'S WITH ONLY AN INSURANCE BALANCE? >
```
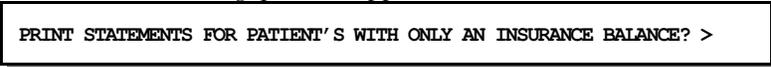
Answer Y to include a statement to a patient that has only insurance invoices at this time.

Zero Balance Prompt

```
PRINT   ZERO   BALANCE   PATIENT
STATEMENTS
WITH CURRENT MONTH ACTIVITY. Y or
ENTER for NO >
```
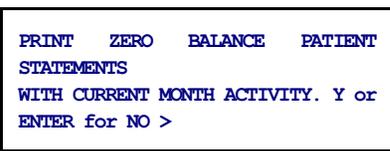
Then a prompt will ask if zero balance patient statements with current month activity should be printed. These should be printed to inform the patient of payments received or credits made that now make their account a zero balance.

Collection & Hold Invoices

```
PRINT COLLECTION & HOLD INVOICES?
>
```

```
MOS DEVELOPMENT                                                    _ □ ×

                            ┌──────────────┐
                            │  Statements  │
                            └──────────────┘


                    THIS IS BILLING NUMBER 3 of 8
                    PATIENTS BILLED WILL BE G THROUGH I



          PRINTING STATEMENTS FOR ZERO BALANCE ACCOUNTS
          NOT PRINTING STATEMENTS FOR CREDIT ACCOUNTS
          SENDING NEW PATIENT STATEMENTS RIGHT AWAY

          PRINTING STATEMENTS FOR HOLD & COLLECTION INV


                         Press ◄── To Continue
```
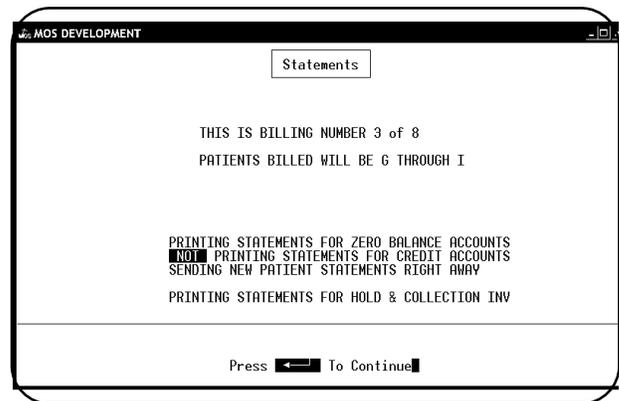
Figure 10-3 : Alpha selection Display

Summarize

Invoice Data

The statements will include collection and hold invoices if you answer Y to this option.

To make the statements shorter, an option is available to Summarize the detail from older statements to print just a balance due amount. A prompt is presented:

```
Summarize data from prior Statement Periods? (Y/N) >
```

Press [Y] to summarize the detail. Press [N] to print the detail the same as before. If you select "Y" a second prompt appears:

```
Detail all Transactions after Date: (mm/dd/yy)
([ENTER]  for 01/01/00) >
```
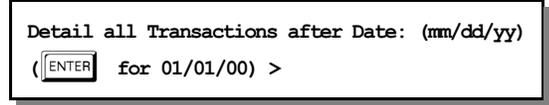
Enter the date the last statements were printed. All transactions before the date given will be summarized for each invoice. All transactions after this date will be listed in detail.

Alpha Selection

If you choose "bill by alpha" in the Practice Setup, this message appears:
where "1 of 4" is the number of the section of the monthly run; and "A through F" are the letters of the names printed in this run. The alphabet can be broken into as many as 9 cycles to be printed in series.

Date Selection

If the selection was "bill by date" in the Practice Setup, this message appears:

With a message showing the days being selected since the last statement run. The last statement date is stored in the Practice Setup next to the Bill by Alpha/Date answer.

Finally, the screen shown at the right is displayed, (your screen my be a little different depending on your answers in the practice file) and the system allows you to enter a special message to be placed on all statements being printed. This may be used to wish a "Happy Holiday" or to announce you will be away on vacation for two weeks etc.
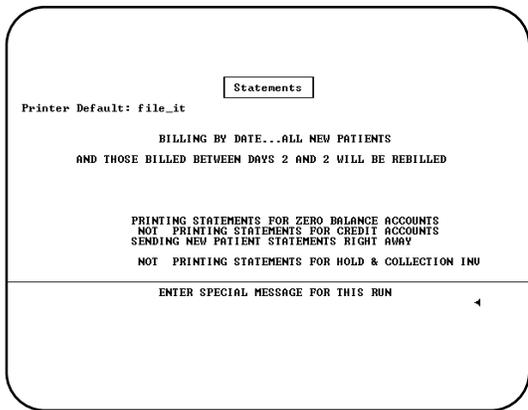
Figure 10-4 : Date Selection Display

When the statements have been spooled or printed, the main menu is displayed.

A total of charges applied as late payment is shown.

RERUN an Alpha

Statement Batch

If the selection in the Practice Setup is by ALPHA and a Rerun is requested the prompt will ask for the "Lowest Letter to Bill". Type the first letter to be included. If it is left blank, it will use "a".
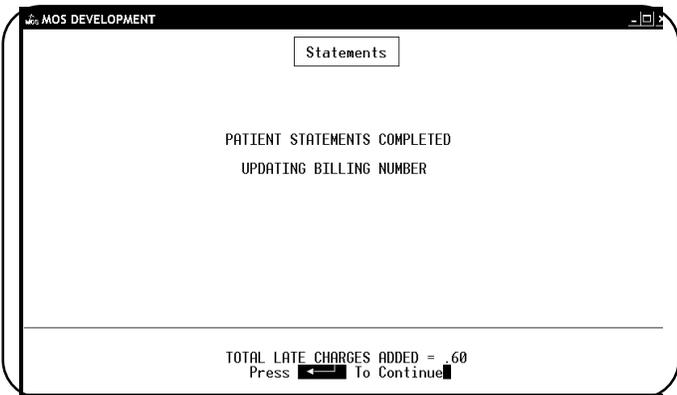
Figure 10-5 : Final Statement Display

Then the prompt will request the "Highest Letter to Bill". Enter the highest account name to bill. If it is left blank, it will default to "z".

RERUN a Bill by
Date Batch A Rerun by Bill Date will request the starting and ending date for the statement batch. The dates entered must not be older than one month old. If dates older than 30 days are entered, only the last month will be selected. Enter the lowest statement date to be included at the first prompt.

```
ENTER STARTING DATE: >
```

Then enter final statement date to be selected at the second prompt.

```
ENTER ENDING DATE. >
```

Finally a prompt will request the Account Number to start printing. These statements are printed in account number order. If the printer jammed, and the printing stopped at a certain number, enter the last account that printed. This will allow the job to be continued without reprinting the statements that were printed correctly.

```
ENTER ACCOUNT NUMBER for RESTART OR ENTER for ALL >
```

Family Groupings and Statements

If you combine patients using the family members groupings, it is recommended that you always print credit balance patients to allow them to group with the other family members for an accurate statement.

Family members with no current activity are not included on a statement. If only one account is selected to print, other family members will not be included on that type of statement.

It might also be important to set the Practice Information to Sort Statements by Provider equal to "N". This will group all family members in the practice on one statement even if they see different doctors in the practice.

Additional Information

There are a number of questions in the Practice Setup that will affect your statements. Here is a quick list. See Chapter 5, Setting Up the Practice File for more information.

Bill by Date
or Alpha   Select by Date or Alphabetically for statements

Alpha billings
per month   Automatically breaks the alphabet for indicated cycles per month.

Statement Selection Parameters

Credit Balance
Accounts   Omit credit balance statements after the first month the balance goes credit.

Statements for
Ins Amount   Do you want to include insurance invoices on the patient statements? Answer [Y] to include insurance responsible invoices.

Figure 10-6:Statement Options in Practice Setup

Statements for
Zero Amounts   A statement will always print if the patient has current activity on the account. On subsequent months a statement will not be printed. Answer [Y] to omit statements with zero balance accounts.

Statements for
Collection/Hold? Answer [Y] to print statements for patients that are in collection or on hold.

Sort Statements
by Zip Code   Change sort between zip or bill to name.

Sort Statements
by Doctor   Set this option to [Y] when you want separate statements to print for each doctor in the practice. If a patient sees more than one doctor in the practice, this option will treat each doctor as a separate billing entity and make more than one statement to the patient.

Pre-Printed Bills Select the Practice Address to print in the heading of a statement. Answer [Y] if the statements have your address printed in the header.

Printer Name   Enter the printer name for the default statement printer. A prompt for printer selection is not given from statements. It was determined that requesting the printer during the prompts was unnecessary, since statements are only printed periodically. Leave it blank, if the default printer should be used.

Answers supplied in the Practice Setup will act as defaults when the statements are printed.

1 - Patient Statements - 42x80 Default

Purpose: Prints Patient Statements on 42 line format. This should be printed on a form purchased from a forms supplier. Initialize the printer with print code 61 for special fonts, etc.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 42 lines / page or 7 inches in length and 8 ½ inches wide. Usually this will be a pre-printed form on tractor feed paper.

Procedure: See the manual for complete instructions and explanations.

For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

This format can include INSURANCE INVOICES and also includes insurance aging at the bottom of the page.

2 - Patient Statements - 66x80

Purpose: Prints Patient Statements on 66 line format. This should be printed on a blank tractor feed white paper on a dot matrix printer. Initialize the printer with print code 61 for special fonts or styles.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on white paper which is 66 lines / page or 11 inches in length and 8 ½ inches in width tractor feed paper.

Envelope: The address will display through a #10 envelope with a window positioned 1" from left and at least 5/8" from bottom. The practice return address can also display with a return address window 3/8" from left edge and 7/8" from top edge. This format should be available from your local office supply store. The windows should be from 7/8" to 1" high and 3 ½" wide.

Procedure: The same procedure is used for all statement types. See the manual for complete instructions and explanations.

For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

This format will not include INSURANCE INVOICES, if selected. However, an aging block at the bottom of the page now includes insurance amount aging.

3 - Patient Statements - 33x100

Purpose: Prints Patient Statements on 33 line format with 100 characters wide. This should be printed on a blank tractor feed white paper on a dot matrix printer. To fit the information in the correct width, the print code 61 is used to initialize the printer. Set this print code 61 to print at 12 pitch for your printer.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 33 lines / page or 5 ½ inches in length and 10 inches wide. This is designed for a mailer on tractor feed.

Procedure: See the manual for complete instructions and explanations.

For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

This form will not include INSURANCE INVOICES, but aging for insurance has been included in the subtotals.

4 - Patient Statements - 34 x 124 mailer

Purpose: Prints Patient Statements on mailer with coupon on right.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To". Use print code61 to initialize the printer for the desired pitch.

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 33 lines / page or 5 ½ inches in length and 10 inches wide. This is designed for a tractor feed mailer.

Procedure: See the manual for complete instructions and explanations.

                  For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

                  NO INSURANCE INVOICE information is included on this format.

5 - Patient Statements - 34 x 120 mailer

Purpose: Prints Patient Statements on 34 line mailer. This is commonly used for the type of mailer that is enclosed in an envelope and all the printing is done through the paper.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 33 lines / page or 5.5 inches in length and 10 inches wide. This format was designed for a tractor feed mailer.

Procedure: See the manual for complete instructions and explanations.

For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

NO INSURANCE INVOICE information is included on this statement format.

6 - Patient Statements - 60 x 80 laser

Purpose: Prints Patient Statements on 60 line format. This should be printed on a blank white paper on a laser printer. Set up print code 61 to initialize your laser printer with the correct font and bin setting.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 8 ½ X 11 inches in length for a laser type printer.

Envelope: The address will display through a #10 envelope with a window positioned 1" from left and at least 5/8" from bottom. The practice return address can also display with a return address window 3/8" from left edge and 7/8" from top edge. This format should be available from your local office supply store. The windows should be from 7/8" to 1" high and 3 ½" wide.

Procedure: See the manual for complete instructions and explanations.

For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

Now INSURANCE INVOICES can be included on this format. Also, insurance aging is printed at the bottom of the form.

7 - Patient Statements CP 60 x 80 laser

Purpose: Prints Patient Statements on 66 line format with a returnable coupon on the bottom of the page. This should be printed on a blank white laser paper on a laser printer. Set up print code 61 to initialize the printer correctly.

Sort: The sort is controlled by answers to questions in the setup. If the provider address is to be printed on the statement, they are sorted by provider first. Then if you indicate zip code order, they are printed by zip. Finally alphabetically by patient identified as "Send Statements To".

Selection: The report selects all open transactions and all transactions for the current month. See the manual for other variations.

Paper: This will print on paper which is 60 lines / page or 8 ½ x 11 inches in length for a laser printer. This format will print a coupon section at the bottom which can be removed and returned with the payment.

Envelope: The address will display through a #10 envelope with a window positioned 1" from left and at least 5/8" from bottom. The practice return address can also display with a return address window 3/8" from left edge and 7/8" from top edge. This format should be available from your local office supply store. The windows should be from 7/8" to 1" high and 3 ½ " wide.

Procedure: See the manual for complete instructions and explanations.

                                For more information about the PATIENT STATEMENTS, see Chapter 10, "PATIENT STATEMENTS".

                                NO INSURANCE INVOICE can be included on this format at this time. Aging for insurance companies is also not available due to space limitations.

A - G Reprint Selected Patient Statements

These options are used to reprint a statement to a patient. This column uses the same formats as those listed in the left column. Interest is never applied to a statement printed from these options.

Purpose: Prints selected patient statements (Up-to 20 at a time.). The statement may include insurance invoices, zero balance invoices, invoices on hold, invoices in collection or all patients invoices.

Sort: The default is by account number or it can be sorted by patient name.

Selection: The user can select up to 20 patient accounts.

Paper: Sent to default printer, uses the standard statement form. The paper required would be 8.5" wide by 7" long.

Procedure: At the Reports Main Menu press 2 for the "Patient Reports Menu" then press 7 for Selected Patient Statements. The first question will ask for the account numbers to be selected. The account number prompt is repeated until a blank account number is entered.

Many of the questions that follow have been given default responses that can be defined in the practice setup. That will make it easier to remember the correct answers to the questions that follow.

> Type ACCOUNT NUMBER OR [ENTER] >   FOR ALL
> PATIENTS

Then indicate if insurance invoices should be included on the statements.

> PRINT INSURANCE INVOICES TOO?

Answer "Y" to include insurance assigned invoices, or answer "N" to omit the insurance assigned invoices, then

> PRINT ZERO BALANCE INVOICES?

To include zero balance invoices answer "Y", or answer "N" to exclude the zero balance invoices, then

> PRINT COLLECTION & HOLD INVOICES? >

then

> SORT BY PATIENT'S NAME? >

Answer "Y" to sort the statements by patient name. Otherwise, the statements are sorted by account number. After the requested records are selected a sample form will be printed to check the alignment and the following input box will be displayed:

> IS ALIGNMENT CORRECT?

If the alignment is NOT correct, adjust the form paper then press N. When the alignment is correct, press Y. The report will sort and then print the records.

> *Note:*   *This procedure will only work correctly if your printer is NOT connected to a spooler. If using a printer spooler, we suggest that you answer* N *to*

this question at least twice to create sample forms. Then when the printing starts, the printer can be turned "off line" to adjust the alignment of the form.

For more information, see Appendix C for a sample printout.

Notes: