# Hospital Adjustments

Adjustments via the Adjustments Screen

If an adjustment is required for refund, write off, incorrect billing purposes etc it can be done using the Adjustments Screen or from the patient History / Episode screen. Both options are explained below.

Making the entry from the Adjustments Screen

1. Go to **Accounts** in the main menu & select **Adjustments**
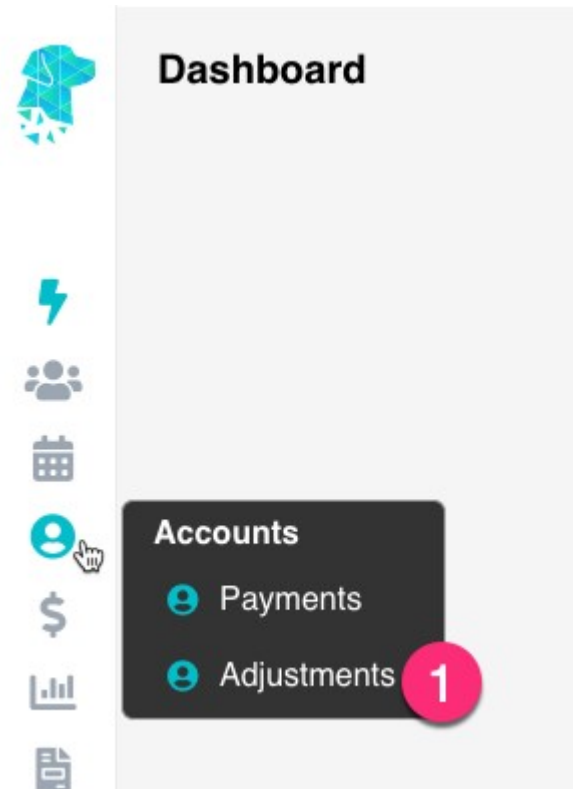
2. For multi-location systems, use the drop down to select the relevant **Location**
3. Enter the required **Transaction Date** if it differs from the current date
4. Use the **Type** dropdown to select the required transaction type e.g., write off, incorrect billing, discount, refund etc.
5. If **Refund** is selected as the Type, the **Payment Type** field will be displayed so the method of the transaction can be documented. For all other journal / adjustment Types this field will not be necessary & won't be displayed
6. Type the required information in the **Drawer** field
7. Use the **Reference No., Bank & Branch** fields, if the facility work instructions require, to document additional information regarding a bank cheque for refunds etc
8. Click "**Click to Search for an individual Account**" and the search box will be displayed to find the required patient
9. Once a patient is selected, the invoices with an outstanding amount will be displayed
10. Use the **Show All Invoices** option to display invoices that don't currently have an outstanding balance
11. Type the amount to be refunded in the **Allocated** column
12. Once you have moved from the Allocated field the system will show you the **Possible Balance** of the invoice, following the adjustment

13. Once all details have been confirmed & are correct click **Save**

Making the entry from the Patient History / Episode Screen

1. **Search** for the patient using the Search field or by selecting the required admission date & theatre
2. Right-click on the appointment & select **History**
3. Once in the Episodes screen ensure that the correct episode is selected
4. Then use the **Invoice Options** drop down on the right of the screen to select **Adjust Invoice**
5. You will be redirected to the **Adjustments** screen where you can follow the instructions above from **step 2**.

Dealing with Overdue Hospital Debtors

PLEASE READ FIRST

This guide is intended for users who have too many or out of control debtors. This wiki page does not cover the basics, it is an in depth look at how to work through the debtors.

First, lets run the report so we can identify patients that need to be investigated. There are 3 Filters we will want to use.

1. **Fund –** It may be best to look at one **fund** at a time, and action those together
2. **Period –** We can filter the report to only show us debtors that are **45 days** and older, if your debtors is really bad you may wish to start at **60 days.**
3. **Details –** Offers a detailed view of the report, showing patient information, **make sure this is always on.**

In the above example, I can see that there are some patients with outstanding debtors, ranging from 45 to 120+ days. The **Balance Outstanding** column shows me how much each outstanding patient has. The next step is to select one of these patients to follow up on, and we can go through the steps of what has to occur next.

Checking Invoice Status

The next thing we want to do, is head to the patients **Episodes** so we can see the details of the invoice, the outstanding amount and check the invoice status, so we know what part of the process the invoice had issues on.

To see the **Invoice Status,** simply select it from the **Invoice Options** drop down menu, found near the balance for that episode. As you can see below, the status will show us which batch the invoice is currently in, as well as what the **Status** of the batch currently is. The batch we have investigated below is sitting as **Sent**. As this episode was from 02/10/2020, this is probably not a good sign, so it is worth taking a further look into it.

There are three main **Status's** you may run into:

- **Sent –** Invoice received no response
- **Processed –** Invoice has an exception file but no payment
- **Rejected –** Invoice was just flat out rejected

In all of the above cases, if a batch is old enough to be in the 45+ days Debtors and has an above status, it is time to call or email the **Health Fund** regarding its issue. They will be able to help with either resubmitting or amending the invoice, depending what is needed.

We also suggest making use of the **Financial Notes,** also found on the **episodes** tab. This will let you keep up to date notes, as well as allow all users to see the same notes, so you can track right on the patient record what you have done as a follow up.
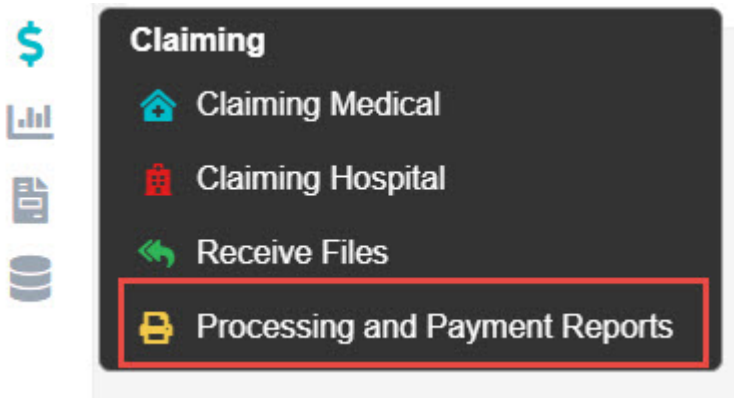
Processing Reports

Once you have established that an invoice has an issue, it can be a good idea to check the **Processing Report** for that claim. Generally, these reports will include a rejection if there was one, and can help you figure out the issue. We can access the processing and payment reports section via the **$** and selecting the appropriate option.

Once here, we need to select the **Processing IHC** tab at the top.

Now we will be able to view and filter processing reports depending what we need to look at. Make sure to select appropriate filters, since we may be looking at some processing reports we will need to use the **From and To** filter.

The important date to change is the **From** date. Since if you have this set to a recent date, Fydo will not display older processing reports. I suggest setting it to the date you sent your claim, so you know the processing report will be in range.

Since we are looking for a specific patient, you should then go ahead and search for that patient.

The can simply search by doing **Lastname, Firstname.** Now its time to look at the processing report, and try to assess why we were rejected.

Assessing the Processing Report

There are a few main things to look at in the processing report, covered below.

1. **Claimed –** This is how much you claimed for the invoice
2. **Approved –** This is how much the fund approved. $0 means a rejection, but you may also receive short payments as well.
3. **Assessment –** It is important not to just look at this field, as the fund has marked it **Accepted**, even though we clearly have a rejection. Make sure to look at all appropriate data.
4. **Explanation –** This is the important one, here you will see a brief description of why something has been rejected.

In the above case, I can see that for this patient, the service for 09/12/2020 was within the waiting period. My best bet would be to give MPL a call, and see if we are able to get it paid at all, since while we do know the rejection reason, there is no supporting information for how to get it paid.

In the cases of short payments, it is a good idea to compare the invoice you submitted to your **Contract** with the fund, and make sure you have charged the appropriate amount. If you have charged the correct amount, again contacting the fund is vital.

In almost all cases, it will end up best to contact the health fund, since many **Explanations** they provide can be unhelpful, or too short to convey the real reason for a rejection, as such they are the main contact for help, and can assist to get it paid.

Contacting Funds

See our health fund contacts page.

Medicare and Fund Contacts – Dealing with Rejections

Medicare & DVA

Organisation	Phone/Email
Medicare	P: 1800 700 199F: 02 9895 3190
MBS Interpretation	P: 13 21 50E: askMBS@health.gov.au
DVA	P: 1300 550 017

Health Funds

Fund name	Contact for clinics	Contact for hospitals

ACA Health *ECLIPSE code: ACA* HCP code: ACA	P: 1300 368 390 acahealthit@acahealth.com.au	P: 1300 368 390 acahealthit@acahealth.com.au
Alliance (AHSA)	P: 03 9813 4088 access@ahsa.com.au	
AHM *ECLIPSE code: AHM* HCP code: AHM	P: 1300 524 456 Eclipse@medibank.com.au	P: 1300 560 680 Eclipse@medibank.com.au *AHM and Medibank have the same support team*
Australian Unity *ECLIPSE code: AUH* HCP code: AUF	P: 1800 035 360	P: 1800 035 360 dgilder@australianunity.com.au
BUPA *ECLIPSE code: BUP* HCP code: BUP	P: 134 135F: 1300 130 623 *for sending claims manually* dr.billing@bupa.com.au **Only** *for sending claims with Problems / Rejections* gapscheme@bupa.com.au **Only** *for if you are unable to* **fax**	P: 134 135 gordon.barrett@bupa.com.au

CBHS Corporate Health &CBHS Health Fund
ECLIPSE code: CBC & CBH
HCP code: CBC & CBH

P: 1300 654 123
providers@cbhs.com.au

P: 1300 654 123
access@cbhs.com.au
Alternatively
julie.mckinnon@cbhs.com.au

Hunter Health Insurance
(Formally known as 'Cessnock' or 'CDHBF Health')
ECLIPSE code: CDH
HCP code: CDH

P: 02 4990 1385
enquiries@hunterhi.com.au

P: 02 4990 1385
CDH.BenefitsFund@Hunterhi.com.au

CUA Health Limited
ECLIPSE code: CHF
HCP code: CPS

P: 1300 499 260
cuahealth@cuahealth.com.au

P: 1300 499 260
cuahealth@cuahealth.com.au
Alternatively
karen.coventry@cua.com.au

Defence Health
ECLIPSE code: DHF
HCP code: AHB

P: 1800 656 329

P: 1800 656 329
providerrelations@defencehealth.com.au

Doctors Health Fund
ECLIPSE code: AMA
HCP code: AMA

P: 1800 226 586

P: 1800 226 586
lesley.rutter@doctorshealthfund.com.au

Emergency Services Health
(also managed by Police Health)
ECLIPSE code: ESH
HCP code: SPE

P: 1300 703 703
F: 1300 151 152

P: 1300 703 703
providerenquiries@eshealth.com.au

GMHBA
ECLIPSE code: GMH
HCP code: GMH

P: 1300 446 422
F: (03) 5222 7478

P: 1300 446 422
Jamie-LeeGardham@gmhba.com.au
joannesheldon@gmhba.com.au

GU Health (FAI)
ECLIPSE code: FAI
HCP code: FAI

P: 1800 249 966
corporate@guhealth.com.au

providers@honeysucklehealth.com.au

HBF
ECLIPSE code: HBF
HCP code: HBF

P: 1300 810 475
expresspayqueries@hbf.com.au

P: 1300 810 475
lorraine.hort@hbf.com.au

HIF
(Health Insurance Fund of Australia Limited)
ECLIPSE code: HIF
HCP code: HIF

P: 1300 134 060
claims@hif.com.au

P: 1300 134 060
michelle.peacock@hif.com.au

HCF
ECLIPSE code: HCF
HCP code: HCF

P: 1800 670 302
medicoverenquiry@hcf.com.au

P: 1800 670 302
MFarlow@hcf.com.au (Maria)
Alternatively
dfernandez@hcf.com.au (David)

Health Care Insurance
ECLIPSE code: HCI
HCP code: HCI

P: 1800 804 950

P: 1800 804 950
jamie.gillam@hciltd.com.au

Health Partners
ECLIPSE code: SPS
HCP code: SPS

P: 1300 113 113

P: 1800 465 172
hospitalclaims@healthpartners.com.au
davids@healthpartners.com.au

Health.com.au
ECLIPSE code: HEA
HCP code: HEA

P: 1300 199 802

P: 1300 199 802
hospitalteam@health.com.au
Alternatively
Catherine.Ngo@health.com.au
Gemma.Oliver@health.com.au

Latrobe
ECLIPSE code: LHS
HCP code: LHS

P: 1300 362 144
E: info@lhs.com.au

P: 1300 362 144
tan@lhs.com.au

Medibank
ECLIPSE code: MPL
HCP code: MPL

P: 1300 130 460

P: 1300 130 460
eclipse@medibank.com.au

Mildura
ECLIPSE code: MDH
HCP code: MDH

P: 03 5023 0269
providers@mildurahealthfund.com.au

P: 03 5023 0269
eclipse@mildurahealthfund.com.au

MO Health
ECLIPSE code: MYO
HCP code: MYO

P: 1800 333 004

P: 1800 333 004
Vaibhav.Makin@aia.com

Navy Health
ECLIPSE code: NHB
HCP code: NHB

P: 1300 217 736
query@navyhealth.com.au

query@navyhealth.com.au

NIB
ECLIPSE code: NIB
HCP code: NIB

P: 1300 853 530
medigap@nib.com.au
internationalclaims@nib.com.au (For overseas claims)

P: 1300 853 530
hospitaleclipse@nib.com.au
provrel@nib.com.au

Nurse and Midwives
ECLIPSE code: NMW
HCP code: NMW

P: 1300 344 000
submit.claim@nmhealth.com.au

P: 1300 344 000
EclipseClaims@nmhealth.com.au
Alternatively
George.Drakakis@nmhealth.com.au
dianne.roe@teachershealth.com.au

OneMediFund
ECLIPSE code: OMF
HCP code: OMF

P: 1800 148 626F: 1300 673 406

P: 1800 148 626
info@onemedifund.com.au

Peoplecare Health Insurance
ECLIPSE code: LHM
HCP code: LHM

P: 1800 808 690

P: 1800 808 690
info@peoplecare.com.au

Phoenix Health
ECLIPSE code: PHF
HCP code: PWA

P: 1800 028 817

P: 1800 028 817
enquiries@phoenixhealthfund.com.au
info@peoplecare.com.au

Police Health
(also managed by Emergency Services Health)
ECLIPSE code: POL
HCP code: SPE

P: 1800 603 603F: 1800 008 554

P: 1800 603 603
providerenquiries@policehealth.com.au

Queensland Country
ECLIPSE code: QCH
HCP code: QCH

P: 1800 813 415

P: 1800 813 415
rharding@qccu.com.au

TUH
(Queensland Teachers)
ECLIPSE code: QTU
HCP code: QTU

P: 1300 360 701

P: 1300 360 701
alice.caldwell@tuh.com.au

Reserve Bank health
ECLIPSE code: RBH
HCP code: RBH

P: 1800 027 299F: 1300 309 704

P: 1800 027 299
info@myrbhs.com.au

RT Health
ECLIPSE code: RTH
HCP code: RTE

P: 1300 886 123 (option 5)
access@rthealthfund.com.au

P: 1300 886 123
hospitals@rthealthfund.com.au

St Lukes
ECLIPSE code: SLM
HCP code: SLM

P: 1300 651 988

P: 1300 651 988
general@stlukes.com.au

Teachers Federation
ECLIPSE code: TFH
HCP code: NTF

P: 1300 728 188

P: 1300 728 188
elizabeth.cashman@teachershealth.com.au
Alternatively, try:
EclipseClaims@teachershealth.com.au
George.Drakakis@nmhealth.com.au
dianne.roe@teachershealth.com.au

Transport Health
ECLIPSE code: TFS
HCP code: TFS

P: 1300 806 808

P: 1300 806 808
hospitals@transporthealth.com.au

Westfund
ECLIPSE code: WFD
HCP code: WFD

P: 1300 937 838
medicalbenefits@westfund.com.au

P: 1300 937 838
sharpg@westfund.com.au

Closing the Accounting Period

Closing the '**Accounting Period**' refers to **locking down your financial figures** up to a **given date** (usually the end of the month) so that they **cannot be changed**.

We **do not** recommend closing the accounting period for the last month, on the first day of the current month. Rather, give yourself seven to ten days to get your figures to a point where you are happy. That is, after all rejections and adjustments are made.

In other words, it ensures that the figures seen on your revenue report run out of FYDO match the figures seen on your bank account, to the cent. And that those figures then cannot be amended in FYDO.

So let's see where the accounting period is closed.

Start off by going over to settings.

Then, click **Close Accounting Period**.

Enter the date you wish to **lock your figures** to and hit **Save**.

I should also mention that this action is recorded in FYDO's audit log, so you can see who closed the accounting period and when.

To view the audit log, go to **Settings**, then click on **Logs**.

SETTINGS

General

> Accommodation Categories
> Appointment Types
> Area Codes
> Booking Codes
> Cancelled Reasons
> Checkers - Letters
> Departments
> Deposit Types
> Doctors
> Doctor Specialities
> Document Types
> ECLIPSE Mapping
> End of Day Banking
> Health Funds
> Health Fund Participants
> Hospitals
> Invoice Messages
> Items
> Item Types

> Locations
> Logs ②
> Practices
> Printer Configuration
> Program Numbers
> Recall Reasons
> Referral Types
> Referring Doctors
> SMS History
> Staff Roles
> System Configuration
> Templates
  • SMS Templates
  • Templates
> Third Parties
> User Groups
> Users
> Webhooks

Clinic

> Appointments Setup
> Rooms

> Fee Management
  • Bulk Fee Update
  • Fee Levels
> Close Accounting Period

You will see a log similar to this when the accounting period is closed.

| Amir Balouchi (ACSS) (Backend) | Accounting period closed for Eccles [ID - 1] - changed from 21/09/2020 to 30/09/2020 | 20/10/2020 5:22:54 PM |