

# *Vendor Billing*



## **User Guide**

**Updated 06/21/2019**

**Center for  
Information  
Management, Inc.**

**Table of Contents**

About Vendor Billing..... 1  
Getting Started..... 2  
Learning the Basics ..... 4  
Vendor Billing Introduction ..... 6  
Quick Start Guide..... 10  
Post Bills/Send Batch..... 11  
Review Batch - Vendors..... 20  
Agent Review ..... 27  
Manage Users (Agents only)..... 32

# About Vendor Billing

The Vendor Billing module is a natural outgrowth of vendor activities available in Vendor View. By allowing vendors to post bills directly to the system, a step is saved at the Waiver Agent. At the same time, all of the review requirements to approve vendor bills remain in the hands of the agent staff. The billing module improves the tools available to agents for bill review, and makes the results of their review available to both agent and vendor users.

## Key Benefits



- ⓘ Vendors can directly enter bills to Vendor Billing
- ⓘ Vendors can also enter non-service information in the billing screen
- ⓘ Agents can review the bills and approve or deny units with notes posted for vendor viewing
- ⓘ Agents can accept approved bills into MICIS as verified

## Technical Details

Vendor Billing is a robust web-based application hosted by CIM on its Oracle database server. The system can be accessed by authenticated users from any internet connection; no software must be installed locally to use Vendor Billing.

## Assistance



Vendors should contact their Waiver Agent for assistance with Vendor Billing. Any technical assistance needed from CIM will be referred by the Waiver Agent.



# Getting Started

In just a few minutes, you will learn about connecting to the Vendor Billing system to get started.

## *Minimum System Requirements*

An internet connection is required. A high-speed connection is preferred, such as cable or DSL, but not necessary.

Only Microsoft Edge, Internet Explorer 11 (or later), Mozilla Firefox (current), and Google Chrome browsers are supported; note that Mozilla Firefox is recommended. Other browsers may work with COMPASS but are not tested for verification. Browser settings need to accept cookies and JavaScript enabled. Compass is best viewed at full HD (1920x1080).

## *Accessing Vendor Billing*

To access Vendor Billing, each vendor must have been set up in Vendor View as a vendor able to bill, and users must have individual usernames and passwords to access the Vendor Billing system. Regular MICIS Service Bureau users with ID's for MICIS or COMPASS will have the same username in Vendor Billing. Vendor will use their Vendor View login information. For agents to add or manage users, see [Managing Users](#) section.

## *Login to Vendor Billing*

Each user will need to login to access Vendor Billing.

1. Open an Internet browser window and navigate to the Vendor Billing web address.

The Vendor Billing login page will appear.

A screenshot of a login form with a dark blue background. It contains two white input fields for 'Username:' and 'Password:'. Below the password field is a checkbox labeled 'Remember me' which is checked. At the bottom is a 'Login' button.

2. Enter your **Username** and **Password** to log in.

3. Press **Enter** or click the **Login** button.

Agent users will see the Review screen with batches pending review. Agent Review activities are described in a later chapter.

Vendor users will see the Billing Selector screen described later.

If you are unable to access Vendor Billing, please contact your Waiver Agent for assistance.

### *System Message*

Users may see an important system message in COMPASS from time to time. This message usually provides information about new software releases or planned system maintenance periods. System messages will be shown at the top of the module throughout the system and will persist until CIM removes the message.

### *Logout of Vendor Billing*

Logout of Vendor Billing when you are finished using the application or when it will be idle for an extended period of time. This will ensure HIPAA guidelines are followed to protect participant data and prevent unauthorized access.

1. Click the **Logout** menu in the top right of the application.
2. You will be returned to the Login page

Closing all browser windows will also log you out of Vendor Billing

**If your browser window is open and inactive for over 30 minutes, Vendor Billing will automatically end your session.**



# Learning the Basics

Vendor Billing is easy to use but it is even easier when you understand the basics and learn a few shortcuts. Take a few minutes to read this overview before you start using Vendor Billing.

## *Browser Versions and Browser Window*

Vendor Billing operations are supported in either Mozilla Firefox or Google Chrome (preferred) or Internet Explorer 11 or later or Microsoft Edge. If your computer has an earlier browser, download either browser by going to [www.firefox.com](http://www.firefox.com) or [www.microsoft.com](http://www.microsoft.com). Vendor Billing works best when the browser window is maximized to use the entire computer screen; maximize/minimize button is in the middle of three icons on top right of browser.

The green circled icon is what you should see in your browser window:



Excellent! Your screen is maximized.



This indicates you need to click the **square box** icon to maximize the screen.

## *Browser Back Button*

While using Vendor Billing, users should not use the browser's back button. This may cause errors and incorrect processing. Note that the back button will not undo any changes to a record you have made.

## *Field Color*

Data fields appear in two colors: gray or white. Fields with a gray background are display-only, and cannot be edited.

## *Page Navigation*





When there are multiple pages that do not fit on the screen, Vendor Billing provides page navigation on the bottom of the page. Page numbers are in the middle, while the buttons are described below:



First Page: Moves to Page 1







Fast Rewind: Moves back 3 pages at time

-  Previous: Moves back 1 page
-  Next: Moves forward 1 page
-  Fast Forward: Moves forward 3 pages at a time
-  Last Page: Moves to last page

### *Connection Status Icon*

Vendor Billing shows the current connection status using an animated icon at the top of the page. When data is being received or submitted, the connection status icon changes to be one of these four states:

-  Idle – This indicates that Vendor Billing is currently idle and is not exchanging data with the server.
-  Active – This indicates that data is being received or submitted to the server.
-  Caution – This indicates that the connection is experiencing extended latency. This could be caused by slower internet connections or intermittent internet connection problems.
-  Disconnected – This indicates the connection has been disconnected. This could be caused if the user's session expires, no internet connection, or the application is down for updates or maintenance.



# Vendor Billing Introduction

## Vendor Billing Terminology

Batch	A batch is a group of bills from a vendor for a billed month, sent together to the agent for review
Dash	Stands for Dashboard, a quick summary of the status of submitted batches
Post	Vendor posts bills to the VV Billing system
Send	Vendors send batches to agents when they are completed
Review	Agents review batches and make necessary adjustments to the vendor bills for payment

## Standard Screen Frame

The Vendor Billing screens show three consistent displays in the frame for all of the main menu screens. These displays include:

### *Vendor Agent Selector*

Vendors may be posting bills for more than one agent. This box allows vendor users to select the agent to be billed from a drop down list. Likewise, agent users can post bills for multiple vendors; the vendor selection will display each of the vendors in a drop down list.

Select the appropriate agent and/or vendor if the default names are not the ones to be billed. If you do not see a dropdown, this means you are only enabled for one agent or vendor.

### *User Name*

The logged in user is displayed under the Agent/Vendor selector.



### Calendar

◀ September ▶		◀ 2011 ▶					
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
				1	2	3	
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

Use the calendar to select month and year to be billed (or reported); details in next chapter. **Note that you will need to both select the month and year and then click a date in the month to switch.**

### Unsent Bills

This box alerts vendors of the cost and service units that have been posted but not yet sent to the Agent.

<b>Unsent Bills (0)</b>	
Cost:	\$0.00
Units:	0
Non-Service:	0

In the above example, there are no unsent bills.

<b>Unsent Bills (9)</b>	
Cost:	\$45.00
Units:	9
Non-Service:	0

In the example above, there are unsent bills, totaling 9 units for a total cost of \$45.00.

## Vendor Billing System Menu



The menu appears on the top right of each billing screen. The menu includes:

- Dash**            The billing dashboard is described below.
- Review**        Used by agents to review posted bills from vendors.
- Bill**             Used to post bills
- Report**        Currently this only generates the Batch Review report which is only available from the Batch Detail or Agent Review screens; note the font is white when available and black when not.
- Help**            Presents User Guide, Video Tutorials, and CIM contact information
- Logout**        Logs user out of Vendor Billing

## Dashboard [Dash]

The dashboard provides a quick look at the status of batches. The # indicates the number of the batches of each type.

Batches Posted Not Reviewed (1)								
Batch Id	Sent by	Sent date	Posted Units	Posted Cost	Appr Units	Appr Cost	NR Units	NR Cost
299186		06/02/2019	6138	\$23,462.80	4207	\$15,961.25	1931	\$7,501.55

Batches Recently Reviewed (1)							
Batch Id	Sent by	MOS	Sent date	Posted Units	Posted Cost	Appr Units	Appr Cost
299186		05/2019	06/02/2019	6138	\$23,462.80	4207	\$15,961.25

### *Batches Posted Not Reviewed (#)*

These batches have been posted and sent by the Vendor but not yet reviewed by the Agent for the selected month and year.

### *Batches Recently Reviewed (#)*

These batches have been reviewed by the Agent in the last 7 days.

Highlight a batch from a list and either double click the row or click the green arrow to see Batch Detail screen (described below).

## Important Note

Vendor Billing does not allow editing of units or cost/unit already posted on a date and submitted to the Agent. If you have a change on a day that has already been billed, you need to manually bill the Agent and they will make the changes outside of Vendor Billing.

However, if you need to post units on a day that was not billed even though that month has been sent, you can do so using the regular bill post process. When you bring up the screen, you will see the previously billed days but will not be able to edit them. However, you can post units to any day that has not yet been billed.

## Help

The current User Guide is available from the Help menu as well as Video Tutorials. The video tutorials are to help train vendors on the Vendor Billing software. There are four training sessions: Overview, Quick Start Guide, Posting Bills, and Submit a Batch. These are links to You Tube videos that demonstrate the system. If when you click the link and the video doesn't start, right click on the link instead and select 'Open link in new tab'.



# Quick Start Guide

To get started using Vendor Billing, follow these steps:


1. After login, you will be on the Billing Selector page. First select the month to bill for on the left by changing the month and then clicking any day in the month. Make sure the top right of the grid reflects the month you selected.
2. Highlight the person you want to post bills to and double-click or choose the [Select] button.
3. If you are authorized to provide more than one service in the month, continue with this step; otherwise, skip to step 4. Choose which service to post bills to by highlighting the service and double-click or choose the [Post] button.
4. Post the information for the month. When finished, click the [Back] button to return to the person's service list.
5. If there is more than one service to post, post bills for the next service. When finished, click the [Finished] button.
6. Continue posting bills for all clients in the month. When finished, note that the total posted will be in the Unsent Bills box on the left; to send the bills or to see what was posted, click the green arrow on the top right of the Unsent Bills box. Optionally, an Agent Service Summary report is available to show a summary of the bills about to be sent. If you need to make changes, click Bill menu at the top and go back into that person's bills.
7. To send the bills, on the Unsent Bills page, click the [Send to Agent] button. These bills will now show on the Dash page under the Batches Posted Not Reviewed section. The agent will then review these. When the batch appears in the Batches Recently Reviewed section or is no longer in the Batches Posted Not Reviewed section, the agent has approved at least some of the bills.
8. To review what the agent has approved, click on the Review menu. This will show you the batches sent to the agent with the amounts. If there's anything in the NR columns, that means the agent isn't finished reviewing yet. If the NR columns are 0, then compare the Posted and Approved columns to note a difference. If no difference, then the agent approved the bills in full. If a difference, you can locate these clicking on the batch and choosing the Difference Report from the Report menu. The agent will usually have posted a note about these. If you need to add new days, you can go back and bill for them. If you need to make corrections to days already posted and sent, you will need to follow the bill editing procedures created by the agent.



# Post Bills/Send Batch

## Choose Agent, Vendor and Bill Month/Year

In order to post bills, users must follow these steps:

1. Select appropriate Agent and Vendor from the *Vendor Agent Selector* (note: if user is only able to bill for one vendor and agent, the system will only display those names).
2. Select month and year to be billed in the *Calendar*. The calendar defaults to the prior month. The arrow keys  around the month and year move the calendar back and forward one month or year. *Note: do not select months before your start month for Vendor Billing. For instance, if you start using Vendor Billing to begin billing for the month of October, then do not post September bills in this system.*
3. Click in any day of the month to select that month. System will highlight first of the bill month to indicate the month is selected.
4. The month and year will appear on the top right of the list.

## Choose from Participant List

When the Agent, Vendor, and bill month and year are selected, the system will display an alphabetical list of participants who have planned services in that month, according to Agent care plan templates and scheduled exceptions. The Participant list includes an alphabetical list of names, last four digits of SSN, and county of residence. Posted units and posted cost for the month are displayed (if any), as well as agent-approved (“Appr”) units and cost. The top shows the total posted and approved for the selected filter.

**Participants**

Totals: Posted Cost: \$0.00 Posted Units: 0 Appr Cost: \$0.00 Appr Units: 0  
Month: Nov 1, 2012

Last Name: 
 Not Posted
  Posted
  Not Reviewed
  Reviewed
  All

Name	SSN	County	Posted Units	Posted Cost	Appr. Units	Appr. Cost
CHIPMUNK, ALVIN	0051	WASHTENAW				

The list is searchable by the Last Name (can put in as little as one letter) and has 5 filters: Not Posted, Posted, Not Reviewed, Reviewed, and All. The list defaults to “Not Posted”. Click the button to the left of

the desired filter and click the [Search] button to refresh the list. [Reset] button will reset the list back to the default of “Not Posted”.

**Not Posted:** Finds participants who have planned services in the month, but the vendor has not posted bills yet.

**Posted:** Finds participants who have bills posted by the vendor.

**Not Reviewed:** Finds participants with bills posted by vendor, but have not yet been reviewed by the agent.

**Reviewed:** Finds participants with bills posted by vendor and have been reviewed by the agent.

**All:** All participants who have planned services in the month.

*Note: if you need to post a bill for someone not on the list, contact the waiver agent.*

To go to the Post Bills screen, highlight the person by clicking in that row, and click the [Select] button or double-click the row.

## Select Service

The Service screen lists all services in place during the selected month and year for the selected person. Note that if your agency only is authorized for one service for the month, the system will skip this selection screen and take you straight into Post Bills screen.

1. Highlight and click on the service to be posted and click the [Post] button or double-click the row.
2. When finished, click the [Finish] button to return to the Participant List.

*Note: if you need to post a service that does not appear, contact the waiver agent.*

CHIPMUNK, ALVIN			Month: Nov 1, 2012
			<input type="button" value="Post"/> <input type="button" value="Finished"/>
Service	Service Code	Posted Units	Posted Cost
Homemaker service /15 min	S5130--		
Personal care /15 min	T1019--		

## Post Bills Screen

The Post Bills screen displays the participant name and service in the top gray banner, in addition to the total cost and total units that have been posted for the person’s service month. Each day of the bill month is listed in a separate row on the screen. Dates outside the care plan date range are highlighted in orange and cannot be posted. **Note that days posted that do not have both units and cost/unit will not be sent to the agent.**

CHIPMUNK, ALVIN Homemaker service /15 min (S5130--)		Last 4 SSN: 0051 County: WASHTENAW	Days may vary: Yes Participant at risk: No	Tot Cost: \$0.00 Tot Units: 0
--	--	---------------------------------------	---	----------------------------------

<input type="text"/>	Units	\$3.15	Unit Cost	<input type="button" value="Back"/>
----------------------	-------	--------	-----------	-------------------------------------

	Day of WK	Date	Post Units	Cost/Unit	Care Setting	Non-Service	Vendor Note	Delete
Oct 2012	Sun	28	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	
	Mon	29	<input type="text"/>	\$3.15		<input type="text"/>	+	
	Tue	30	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	
	Wed	31	<input type="text"/>	\$3.15		<input type="text"/>	+	
Nov 2012	Thu	01	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	✗
	Fri	02	<input type="text"/>	\$3.15		<input type="text"/>	+	✗
	Sat	03	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	✗
	Sun	04	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	✗
	Mon	05	<input type="text"/>	\$3.15		<input type="text"/>	+	✗
	Tue	06	<input type="text"/>	<input type="text"/>		<input type="text"/>	+	✗

### Service Information

At the top of the screen is information about the person and service shown. The person’s name, short service name, last 4 SSN, and county as well as Days may vary and Participant at risk. The Days may vary and Participant at risk indicates if any date of service in the month was authorized as such. The total 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.

### *Post Bills 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
Care Setting	To display the care setting of the person on the day

### *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.
Non-Service	Vendor are able to post non-service reasons for a day in which no service was delivered or only partial service was delivered. Details are below.

## **Post Bills Process**

1. Enter the number of units in the 'Post 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 Total Cost and Total Units in top gray bar are increased, and the units and cost entered for each day are saved in the system.*

2. Cost/unit will default to what the waiver agent has in their care plan template or scheduled exception. If billing a different date, you will need to input the cost/unit. Change the cost/unit only if necessary because of special agreement with the agent. Note that the cost/unit must be an actual dollar amount. If incorrect format, the field will be bordered in red and an error message will appear at the top of the grid indicating a correction is needed.

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



3. If you accidentally post to the wrong day or want to remove what was input, you can either click the  Delete button to reset the row or can remove the units and cost/unit. Note that 0 units without a cost/unit will not save.
4. When the month is completely posted, review the total units and cost at the top of the screen. If it is not correct, make necessary changes in specific day(s).
5. When posting is complete, click [Back] button to return to the participant service listing. Note there is no save button, since bills are saved as they are input.

## Set all Days with Different Units or Cost

Users can set the entire month with a different unit or cost by using the features at the top of the Post Bills screen. *Note that bills missing either the units or cost/unit will not save, so you can use this feature even if not all days in the month will be billed.*

To Reset the Units:

1. Input the units you would like the entire month to have. 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 Units 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 Units button.
2. Click the [Units] button to fill the Post Units for the month with the value input.

To Reset the Unit Cost:

1. Most times, this will not change, but for some participants, the unit cost could be different. Input the unit cost you would like the entire month to have in the box to the left of the Unit Cost button. If you want to reset the entire month to zero if there are a lot of changes such as situations where the cost varies, users can input the value of 0 in the box to the left of the Unit Cost button.
2. Click the [Unit Cost] button to fill the Cost/Unit for the month with the value input. If the user input zero, this will remove the cost/unit for all days in the month.

If the units or cost/unit are removed for the entire month or set to zero, these values will not be saved when the user exits the page.

## Non-Service Process

Non-service is the phrase used to describe the situation when a planned service is not delivered, or not delivered with the planned number of units or on the planned day. Each agent has different rules about non-service, so you should check with your Agent before using this feature.

If approved by your Agent, you can post non-service reasons in that column on the Post Bills screen.

There are 13 reasons for non-service, including 7 participant-based reasons and 6-vendor based reasons:

PNA	Participant Not Available
PC	Participant Cancelled
PS	Participant Sick
PH	Participant Hospitalized
PNF	Participant in Nursing Facility
PDH	Participant Decreased Hours
PRW	Participant Refused Worker
VNS	Vendor/Worker No Show
VS	Vendor/Worker Sick
VSP	Vendor/Worker Scheduling Problems
VNA	Vendor/Worker Not Available
VIW	Vendor Inclement Weather
VH	Vendor Holiday





If a non-service was already input by the agent, the vendor will see this in Vendor Billing and it cannot be changed by the vendor. Contact the agent if the non-service should be removed or changed prior to sending the bills to the agent.

To post Non-Service:

1. Click the down arrow in the 'Non-Service' column in the appropriate date row
2. Scroll to the appropriate reason and click. That reason is saved for the day.
3. If you accidentally post on the wrong day, click down arrow and select the first (blank) selection.
4. Once the bill is sent to the agent in a batch, you cannot edit the non-service reasons. If the agent changes or removes the non-service reason, the agent's change will be reflected in Post Bills. The vendor non-service reason originally posted is found in the Review page only.

## Vendor Note

Vendors can post a note on any date in the month. Notes should be posted if there is a change to the number of units authorized, if the schedule was changed, or any other reason that you would normally report to the agent.

1. Click on the  icon in 'Vendor Note' column for the correct day.
2. Enter note in pop-up box.
3. Click [Close] button to exit note.
4. Icon changes to  pencil on note pad for any day that has a note posted. You can see the note by hovering over the  pencil icon or can make changes by clicking the icon.
5. If you need to remove a note, simply click on the  pencil icon, remove all the text, and exit.
6. Once the bill is sent to the agent in a batch, you cannot edit the vendor note.

## Finish Bills

Click [Back] button on Post Bills screen to return to Services list, and select another service to post. Note there is no save button, since bills are saved as they are input.

Click [Finished] button on Service list to return to Participants list when all services are posted.

## Unsent Bills

To the left of the Participants list for the bill month is a box called **Unsent Bills**. These are bills that have been posted by the vendor but not yet sent to the Agent. The total cost and units for unsent bills for the selected month are displayed in that box as well as the count of non-service records waiting to be sent.

***This includes all bills posted by all users for the vendor; individual users cannot send only the bills they posted.***



Click the green arrow to see a list of all bills that have not yet been sent.

**Unsent Bills** Bill Posts: 13 Cost: \$163.80  
Units: 52

Last Name:

Name	Date Of Service	Screen Date	Ssn	Services	NS Reason	Cost/Units	# Units	Total	Vendor Note
CHIPMUNK, ALVIN	11/30/2012	10/01/2012	0051	S5130--		\$3.15	4	\$12.60	

To filter the unsent bills to see a particular person or people by the first letter of last name, type the person's last name in the white box and click the [Search] button.

## Agent Service Summary Report

The Agent Service Summary report is available when on the Unsent Bills page. Click on the Report menu item and click Agent Service Summary. This report will summarize the bills to be sent to the agent by month, person, and service. If the totals of unsent bills do not match your records, use this report to find the differences.

Vendor Billing - Agent Service Summary Report				
<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>		Posted:Units: 52		Cost: \$163.80
<i>Vendor: ABCD-ABCD HOME CARE SERVICES</i>				
Name:	CHIPMUNK, ALVIN	Last 4 SSN:	0051	Posted Units: 52 Posted Cost: \$163.80
Service:	S5130-- Homemaker service /15 min	Month/Year:	11/2012	Posted:Units: 52 Cost: \$163.80

## 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 to Agent] 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 Number and saves the batch with the date and User ID of person sending
4. The system returns to the participant list
  - a. Information bar indicates 'X bills sent to agent in Y batches'. (Each month is divided into a separate batch by the system)

 5 bills sent to agent in 1 batches

## Participants

Month: Aug 1, 2011

- b. The green arrow for **Unsent Bills** is removed since there are now no unsent bills
5. 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 bills for months that have already been sent IF the bills occur on days that have not yet been billed. 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.

When posting bills to a month with a batch already sent, the days 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.

### Batch Editing Not Supported

In the current version of Vendor Billing, vendors are not able to edit prior batches that have been sent to the Agent. Contact your agent for procedures for handling this situation.



# Review Batch - Vendors

The Agent Review process is described in the last chapter. Agents review each bill and compare it to their internal records of planned services, care settings, and non-service events. Bills are then either approved or denied. Once Agents have reviewed the bills, Vendor Billing provides feedback to vendors through the Review menu.

## Batch Review

Click Review button to see of all batches that were sent to the Agent for the selected billed month and year. The batch review list will show the Sent date and time, Batch ID (assigned by the system), and User ID of person who sent the bills. This screen also shows:

- Posted Units and Cost for the batch
- Approved Units and Cost for the batch
- NR – Not Reviewed Units and Cost for the batch

June							2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat							
			1	2	3	4							
5	6	7	8	9	10	11							
12	13	14	15	16	17	18							
19	20	21	22	23	24	25							
26	27	28	29	30									

<b>Unsent Bills</b>
Cost:
Units:
Non-Service: 0

### Batch List Month: Jun 1, 2011

Select

Sent Date	Batch Id	Sent by	Posted Units	Posted Cost	Appr Units	Appr Cost	NR Units	NR Cost
10/25/2011 01:11:03 PM	25	CAREH	16	\$53.28	0	\$0.00	16	\$53.28
09/26/2011 05:24:11 PM	18	CAREH	52	\$173.16	52	\$173.16	0	\$0.00
09/26/2011 04:45:10 PM	15	CAREH	324	\$1,135.00	324	\$1,135.00	0	\$0.00

## Batch Detail

From the Batch Review screen, click on a batch row and then click [Select] button to see Batch Detail, a listing of participants in the batch with Service Code for each billed service and a total of all units and cost figures (posted, approved, and not reviewed (NR)) in the Batch List.

The list has 3 filters: Not Reviewed, Reviewed, and All. The list defaults to “Not Reviewed”. Click the button to the left of the desired filter and click the [Search] button to refresh the list. [Reset] button will reset the list back to the default of “Not Reviewed”.

**Not Reviewed:** Finds participants with bills posted by vendor, but have not yet been reviewed by the agent.

**Reviewed:** Finds participants with bills posted by vendor and have been reviewed by the agent.

**All:** All participants who have planned services in the month.

The Paginate checkbox switches the view from showing all on one screen or by splitting into separate pages. The system defaults to split pages for better system performance, but if need to view all, simply uncheck the box and the system will refresh the page to show all on the same page.

The Recalc button should rarely be used. Occasionally, the system will not refresh the totals either on the Batch List or Detail pages after approving bills. To refresh the totals manually, simply click the Recalc button and the totals will be updated.

Agent: DEMO AGENT - 90  
 Vendor: CHORE AGENCY - 555

Dash Review Bill Report Help Logout

Welcome to Vendor Billing: DEMO\_AGENT **Batch Detail**

---

Batch Detail

Batch Id: 16  
 Sent: 09/26/2011 12:48:30 PM Sent by: DEMO\_AGENT

Last Name:  
 Not Reviewed
  Reviewed
  All

Paginate

Name	Ssn	Screen Date	Service Code	Posted Units	Posted Costs	Appr Units	Appr Costs	NR Units	NR Cost
DUCK, DONALD	6781	11/1/2010	S5120-6014	4	\$12.00	4	\$12.00	0	\$0.00

## Vendor Review Screen

From the Batch Detail screen, click on a person and click [Select] button to view the Agent Review screen. Participants name, last 4 SSN, county of residence, service name, Participant At Risk (yes or no), and Days May Vary (yes or no) appear in top gray box in addition to Invoice number. This screen cannot be edited by vendors.

<b>BUNNY, BUGS</b>		Last 4 SSN: 0048		Days may vary: <b>Yes</b>		Invoice #: <input type="text"/>	
Homemaker service /15 min		County: <b>WASHTENAW</b>		Participant at risk: <b>No</b>			

Month Unit Totals:	Posted: 4	Approved: 4	Authorized: 52	Variance: 48	<b>Approve</b> <input type="button" value="Cancel"/>
Month Cost Totals:	Posted: \$13.32	Approved: \$13.32	Authorized: \$173.16	Variance: \$159.84	

	Day of WK	Date	Batch	Care Setting	Vend NS	Agnt NS	Auth Units	Posted Units	Appr Units	Fund Src	Auth Cost	Posted Cost	Appr Cost	Agent Note	Vendor Note
Jun 2011	Sun	26		Home											
	Mon	27	15	Home		<input type="text" value=""/>	4	4	4	100	\$3.33	\$3.33	\$3.33		
	Tue	28		Home											
	Wed	29	15	Home		<input type="text" value=""/>	4	4	4	100	\$3.33	\$3.33	\$3.33		
	Thu	30		Home											
Jul 2011	Fri	01		Home			4				\$3.33				
	Sat	02		Home											
	Sun	03		Home											
	Mon	04	21	Home		<input type="text" value=""/>	4	4	4	100	\$3.33	\$3.33	\$3.33		

Additional monthly totals have been added to the top of grid including:

- Approved** Shows what the agent has approved (if approval process completed yet)
- Authorized** Shows the amounts that come from the Vendor View Service Authorization.
- Variance** Shows the Authorized minus the Approved amount **including** the prior month. This includes the prior month because it is helpful when vendors bill on different days such as when "Days may vary". The Variance will be red if the amount is negative meaning that the approved amount is more than the authorized amount.

Additional columns have been added to the post bills screen for the Review, including:

- Gray Column** Batch number
- Purple Columns** From Agent data system: care setting, authorized units and authorized cost
- Blue Columns** From Vendor posting
- Cream Columns** Information entered by the Agent during their review, described below



<b>Agent Non-Service</b>	Agents can change or remove the non-service reason that the vendor posted.
<b>Approved Units</b>	Agent can enter an approved number of units that are equal to or different than the posted units. For example, if their records show that the person was out of town on a billed day, they may zero out the billed units.
<b>Fund Source</b>	Fund source for each day is added to the bill in the Agent Review process.
<b>Approved Cost</b>	Agents can enter a different approved cost/unit than billed if necessary.
<b>Agent Note</b>	Agents usually post a note if they approve a different number of units or cost than were billed by the Vendor.

## Important Note

Once bills are approved by the agent, any edits to the bills will not be reflected in Vendor Billing. Therefore, if a vendor submits an edit notice form to the agent, those edits will not be in Vendor Billing. A warning message appears near the top of the Review page if bills were edited by the agent after the initial approval was completed:

**Warning: Approved bills do not reflect actual payments since edits were made by the agent in a separate system.**

## Batch Review Reports

Click the [Report] button to show a list of 3 batch reports that can be generated for the selected batch. The reports will open in a new tab or window.

### Batch Summary Report

This shows a batch summary with the totals from the bills sent to the agent in the batch.

Vendor Billing - Batch Summary Report			
<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>			
<i>Batch ID: 6393</i>		<i>Vendor: ABCD-ABCD HOME CARE SERVICES</i>	
<i>Month/Year: 11/2012</i>	<i>Sent By: ANDERSONM</i>	<i>Sent Date: 12/10/2012</i>	
<b>Posted:Units: 52</b>	<b>Approved:Units: 0</b>	<b>Not Reviewed:Units: 52</b>	<b>Difference:Units: -52</b>
Cost: \$163.80	Cost: \$0.00	Cost: \$163.80	Cost: (\$163.80)

### 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.

#### Vendor Billing - Batch Service Summary Report

<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>						
<i>Batch ID: 6393 Vendor: ABCD-ABCD HOME CARE SERVICES</i>						
<i>Month/Year: 11/2012</i>		<i>Sent By: ANDERSONM</i>		<i>Sent Date: 12/10/2012</i>		
<b>Posted:Units: 52</b>	<b>Approved:Units: 0</b>	<b>Not Reviewed:Units: 52</b>		<b>Difference:Units: -52</b>		
Cost: \$163.80	Cost: \$0.00	Cost: \$163.80		Cost: (\$163.80)		
<u>Service</u>	<u>Units</u>			<u>Total Cost</u>		
	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>
S5130-- Homemaker service /15 min	52	0	52	\$163.80	\$0.00	\$163.80

### Batch Client/Service Summary Report

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

#### Vendor Billing - Batch Client/Service Summary Report

<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>							
<i>Batch ID: 6393 Vendor: ABCD-ABCD HOME CARE SERVICES</i>							
<i>Month/Year: 11/2012</i>		<i>Sent By: ANDERSONM</i>		<i>Sent Date: 12/10/2012</i>			
<b>Posted:Units: 52</b>	<b>Approved:Units: 0</b>	<b>Not Reviewed:Units: 52</b>		<b>Difference:Units: -52</b>			
Cost: \$163.80	Cost: \$0.00	Cost: \$163.80		Cost: (\$163.80)			
<u>Name</u>	<u>Last 4 SSN:</u>	<u>Units</u>			<u>Total Cost</u>		
		<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>
CHIPMUNK, ALVIN	0051						
<u>Service:</u>	<u>Invoice:</u>						
S5130-- Homemaker service /15 min		52	0	52	\$163.80	\$0.00	\$163.80
<b>Totals for CHIPMUNK, ALVIN:</b>		52	0	52	\$163.80	\$0.00	\$163.80

**Batch Detail Report**

The Batch Detail Report shows the details from the bills sent to the agent in the batch including the daily detail.

**Vendor Billing - Batch Detail Report**

Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN													
Batch ID: 6393 Vendor: ABCD-ABCD HOME CARE SERVICES													
Month/Year: 11/2012				Sent By: ANDERSONM				Sent Date: 12/10/2012					
Posted:Units: 52				Approved:Units: 0				Not Reviewed:Units: 52				Difference:Units: -52	
Cost: \$163.80				Cost: \$0.00				Cost: \$163.80				Cost: (\$163.80)	
Name CHIPMUNK, ALVIN Last 4 SSN:0051 At Risk:No Days May Vary:No Invoice: County:WASHTENAW													
Service S5130-- Homemaker service /15 min													
			Units				Cost Per Unit				Total Cost		
Service Date	Care Setting	Fund	Approved	Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed	Posted	Approved	Not Reviewed	
11/02/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/05/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/07/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/09/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/12/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/14/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/16/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/19/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/21/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/23/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/26/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/28/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
11/30/2012				4	0	4	\$3.15	\$0.00	\$3.15	\$12.60	\$0.00	\$12.60	
<b>Totals:</b>				<b>52</b>	<b>0</b>	<b>52</b>				<b>\$163.80</b>	<b>\$0.00</b>	<b>\$163.80</b>	

**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 claims posted versus approved total costs, then the report will come up as blank.**

**Vendor Billing - Batch Difference Detail Report**

<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>											
<i>Batch ID: 6393 Vendor: ABCD-ABCD HOME CARE SERVICES</i>											
<i>Month/Year: 11/2012</i>			<i>Sent By: ANDERSONM</i>			<i>Sent Date: 12/10/2012</i>					
Posted:Units: 52			Approved:Units: 0			Not Reviewed:Units: 52			Difference:Units: -52		
Cost: \$163.80			Cost: \$0.00			Cost: \$163.80			Cost: (\$163.80)		
<hr/>											
Name CHIPMUNK, ALVIN		Last 4 SSN:0051		At Risk:No		Days May Vary:Yes		Invoice:test		County:WASHTENAW	
Service \$5130-- Homemaker service /15 min		<u>Units</u>			<u>Cost Per Unit</u>			<u>Total Cost</u>			
<u>Service Date</u>	<u>Care Setting</u>	<u>Approved Date</u>	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>	<u>Posted</u>	<u>Approved</u>	<u>Not Reviewed</u>
11/30/2012		12/10/2012	4	0	0	\$3.15	\$3.15	\$0.00	\$12.60	\$0.00	\$0.00
Reviewed By: WISP10		Reviewed Date:12/10/2012									
Agent Note: Participant notified us that they canceled this day.											
			<b>Totals:</b>								
			4			0			0		
									\$12.60		
									\$0.00		
									\$0.00		



# Agent Review

## Standard Screen Frame

The Agent screen frame includes a **Pending Review** display which lists any batches that have been sent by the vendor but not yet reviewed (NR) by the agent. The display includes vendor name, NR Cost and Units, and the Batch Count of number of batches to be reviewed.

Pending Review (2)			
Vendor	NR Cost	NR Units	Batch Cnt
ARCADIA HEALTH SERVICES	\$806.54	203	9
FRANKLIN-WRIGHT SETTLEMENTS INC	\$3.75	1	1

## Agent Review

Follow these steps to review a batch.

1. From the Pending Review screen, click on a Vendor row. A green arrow appears in the Pending Review box

Pending Review (2)			
Vendor	NR Cost	NR Units	Batch Cnt
ARCADIA HEALTH SERVICES	\$806.54	203	9
FRANKLIN-WRIGHT SETTLEMENTS INC	\$3.75	1	1

2. Click green arrow
3. Batch Detail screen appears. Click on one batch row and click [Select] button

4. Agent Review screen appears. Totals at the top are displayed. Monthly totals for posted, approved, and authorized units and cost are shown for the month being approved. The Variance units and cost show the authorized-approved for the prior and current month only.

CHIPMUNK, ALVIN (program details) Last 4 SSN: 0051 Days may vary: **Yes** Invoice #: 
Homemaker service /15 min (notes) County: **WASHTENAW** Participant at risk: **No**

Month Unit Totals:	Posted: 52	Approved: 52	Authorized: 56	Variance: 4	
Month Cost Totals:	Posted: \$163.80	Approved: \$163.80	Authorized: \$176.40	Variance: \$12.60	<input type="button" value="Approve"/> <input type="button" value="Cancel"/>

	Day of WK	Date	Batch	Care Setting	Vend NS	Agnt NS	Auth Units	Posted Units	Appr Units	Fund Src	Auth Cost	Posted Cost	Appr Cost	Agent Note	Vendor Note
Sep 2012	Sun	30													
Oct 2012	Mon	01	6394			<input type="text" value="4"/>	4	4	<input type="text" value="4"/>	100	\$3.15	\$3.15	\$3.15	+	
	Tue	02													
	Wed	03	6394			<input type="text" value="4"/>	4	4	<input type="text" value="4"/>	100	\$3.15	\$3.15	\$3.15	+	
	Thu	04													
	Fri	05	6394			<input type="text" value="4"/>	4	4	<input type="text" value="4"/>	100	\$3.15	\$3.15	\$3.15	+	
	Sat	06													

*(Note – the full month is displayed on the actual screen)*

The Agent Review screen includes additional monthly totals including:


- Approved      Shows what the agent has approved (if approval process completed yet)
- Authorized    Shows the amounts that come from the Vendor View Service Authorization.
- Variance       Shows the Authorized minus the Approved amount **including** the prior month so full weeks are represented. This includes the prior month because it is helpful when vendors bill on different days such as when “Days may vary”. The Variance will be red if the amount is negative meaning that the approved amount is more than the authorized amount.

The Agent Review screen is color coded as follows:

- Gray Columns      Static columns: Month/Year, Day and Date of week, and Batch number
- Purple Columns    From MICIS/Compass: care setting, authorized units and authorized cost
- Blue Columns      From Vendor posting
- White Columns     Agent review columns (system defaults to posted amounts)


5. Agents review:
  - a. Authorized versus posted units and cost/unit

- b. Care setting information
- c. Non-service information
- d. System-determined fund source
- e. Any vendor notes posted
- f. Program details – shows program status records(available by clicking next to person’s name)

**Program Status Details** 

Start Date	Stop Date	Program	Transition/Diversion	Money Follows Person	Self Determination	MOU/SMOU
10/01/2012		Waiver Yes - Eligible	No	No	No	No

- g. Care Plan notes – shows all notes in care plan module – care plan, template tasks/times, scheduled exceptions tasks/times, and non-service notes (available by clicking notes next to service name)

**MICIS Notes** 

Care Plan Notes

Line Number	Note
1729333	12/10/2012 - OWENME: 12 units/week.

Template Notes

Line Number	Start Date	Stop Date	Source	Note
1729333	10/01/2012	09/30/2013	Tasks	Tasks to be performed weekly as needed.
1729333	10/01/2012	09/30/2013	Times	Participant prefers 9-10 am M, W, F. Another schedule may be worked out with participant.

Date Specific Notes

Line Number	Source	Note	Date

6. Agent makes any necessary changes to the following fields as needed. Users can click in the fields using the mouse or use the arrow up/down or tab keys.

<b><i>Agent Non-Service</i></b>	Agents can change or remove the non-service reason that the vendor posted.
<b><i>Approved Units</i></b>	System defaults to number of units posted by vendor. Agent can enter a different number of approved units if necessary; for example, if agent records show that the person was out of town on a billed day, they may zero out Approved units.
<b><i>Fund Source</i></b>	Fund source for each day is displayed from applicable care plans for the service and date. If more than one fund source is found in the care plans for the service/date, then a drop down will appear to change the fund source if needed
<b><i>Approved Cost</i></b>	System defaults to cost/unit posted by vendor. Agent can enter a different cost/unit if necessary; for example, if the authorized cost is different than the posted cost, then the agent may want to adjust the approved cost accordingly.
<b><i>Agent Note</i></b>	Agents can enter a note for each day if necessary. If either the units or cost/unit were changed from what the vendor posted, it is recommended that a not be posted.
<b><i>Date of Service</i></b>	Agents can change the date of service to another date in the month if necessary. Click the date in the month and a pop-up will appear. Select the new date of the month. This will move any non-service or vendor notes, however, if agent notes were posted, they will need to be re-entered on the new date of service.

Agents can generate a Batch Review report by clicking on the [Report] menu.

## Approve Bills

1. Click the [Approve] button when all days in the month have been reviewed and approved, and any necessary notes are posted.
2. If an Invoice Number was not added, the system will ask for it. Users can enter and click Approve or Cancel. Note that once an invoice number is input, it will remain at the top for future posting so it does not need to be re-entered to save users time. However, if you are posting multiple invoice numbers, you will need to change this or it will save the prior invoice number. This is reset each time you logout of COMPASS.



Once the bills are reviewed and approved, the following occurs:

1. Dashboard, Batch Detail and Batch List are updated with approved units and cost. Any bills in the batch not yet approved will also update the NR (not reviewed) units and cost.
2. Bills are added to MICIS Billing as verified. They cannot be changed using Vendor Billing. Any subsequent changes will need to be made in MICIS Bill Edit.
3. Agent non-service reasons are saved to MICIS non-service along with the agent note, but if no agent note, the vendor note (if applicable) is saved. If the non-service was a participant reason, scheduled exceptions are also created, but a Vendor View Notice is NOT sent. Note that if the day had no authorized units, the MICIS Calendar will not show the day unless you post a scheduled exception. However, the non-service is still saved in MICIS and will appear in the calendar if a scheduled exception is posted.

## Batch Approved Bills by Fund Source and Service

Users have the option to run a report that groups by fund source and service for a particular batch. This report mimics the WISP Expenditures by Fund Source and Service (Condensed) report with the only difference being the report in Vendor Billing is based on a batch and not necessarily a month of service. This report is available from the Reports menu under “Batch Fund Source Report”.

### Vendor Billing - Batch Approved Bills by Fund Source and Service

<i>Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN</i>		
<i>Batch ID: 6393 Vendor: ABCD - ABCD HOME CARE SERVICES</i>		
<i>Month/Year: 11/2012</i>	<i>Sent By: ANDERSONM</i>	<i>Sent Date: 12/10/2012</i>
<b>Fund Source: 100 - HCBS/ED WAIVER</b>		
<u>Service</u>	<u>Approved Units</u>	<u>Approved Bills</u>
S5130 - Homemaker Service, Nos; Per 15 Minutes	48.00	\$ 151.20
<b>Totals for HCBS/ED WAIVER:</b>	<b>48.00</b>	<b>\$ 151.20</b>
<b>Grand Total:</b>	<b>48.00</b>	<b>\$ 151.20</b>



## Manage Users (Agents only)

In order for Agents to use Vendor Billing, two things must happen:

1. CIM must give agent ability to use Vendor Billing.
2. Agent users must be given Vendor Billing rights in COMPASS Manage Users.

In order for Vendors to login to Vendor Billing, two things must happen:

1. Vendors must be given Billing rights in Vendor View's Add or Manage Vendors.
2. Vendor users must be given Billing rights in Vendor View's Add or Manage Users.

**Note: If an Agent wants to post bills for a vendor by using the Vendor Billing application, they can assign Billing rights to the Vendor, but NOT assign billing rights to a Vendor user.**

### Vendor Billing: Access to Screens

