PCC Billing, Now in Technicolor!

Benjamin Brandt
Get Paid SME & Consultant

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Session Goals

1. Learn about the history of moving billing into PCC EHR
2. Learn about all the enhancements added when billing moves into PCC EHR
3. Alleviate fears of change and encourage EHR use for billing staff

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The Start of Billing in PCC EHR

April 2009

PCC EHR was released and with it the ability to scan documents and store insurance cards

The Start of Billing in PCC EHR

June 2008

April 2009

PCC EHR was released and with it the ability to scan documents and store insurance cards

May 2008

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What Came Next?

In July of 2014, after five years of PCC EHR clinical development PCC circled back around to billing needs. The PCC EHR diagnosis tool could now do reverse lookup based on ICD-9 codes

A mere two months later ICD-9 codes along with procedure table codes could be added by providers via the Electronic Encounter Form

The American Recovery and Reinvestment Act

A year later PCC finished development of tools and reports to meet requirements for ARRA.

During this time development on feature rich releases slowed to meet government requirements for certified EHR products.

The Next Slate of Features

Much like the cinematic universe that had gripped moviegoers in the mid-2010s PCC was also moving on to its next phase of features in the EHR.

It was time for Phase 2.

Release 8.0
Add, create, or reassign patient in the EHR
JUNE 2017
Release 8.2
Appointment Book
JANUARY 2018
Release 8.5
Patient Checkin with Eligibility, balance review, alerts, and co-pay
AUGUST 2018
Release 8.9
Payment Recinciliation report in the EHR
JUNE 2019
PHASE TWO
APRIL 2016
Terminal Emulator in EHR
Release 7.3
OCTOBER 2017
See account balance in patient portal
Release 8.1
JUNE 2018
Insurance policies in EHR
&
Online bill pay
Release 8.4
NOVEMBER 2018
Real time eligibility in the EHR
Release 8.6
MARCH 2020
Post Chares in the EHR
&
Search charges by billing status
Release 8.12

Covid Disrupts the Industry

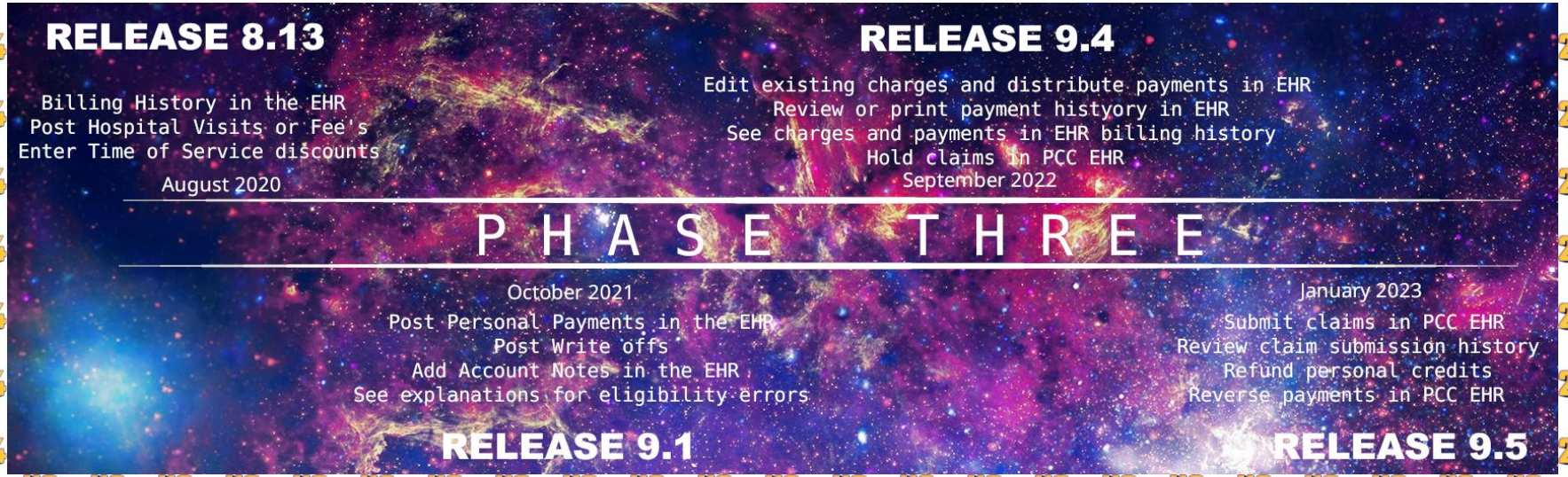
Battling Covid with PCC EHR Features

In April and June of 2020 PCC put out features specific to helping offices get through the Covid pandemic. Notable billing features included:

- Billing for a telemedicine visit
- Checking insurance eligibility while entering a phone note or portal message

Post Covid Enhancements

Starting in August of 2020, PCC resumed its normal release schedule of feature-rich releases. In UC theme and “Marvel” fashion I’ve broken these down into “Phases 3 & 4” to indicate billing features post covid until last year's UC and every release in the past year.


RELEASE 8.13
Billing History in the EHR
Post Hospital Visits or Fee's
Enter Time of Service discounts
August 2020
RELEASE 9.4
Edit existing charges and distribute payments in EHR
Review or print payment histyory in EHR
See charges and payments in EHR billing history
Hold claims in PCC EHR
September 2022
PHASE THREE
October 2021
Post Personal Payments in the EHR
Post Write offs
Add Account Notes in the EHR
See explanations for eligibility errors
RELEASE 9.1
January 2023
Submit claims in PCC EHR
Review claim submission history
Refund personal credits
Reverse payments in PCC EHR
RELEASE 9.5

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Feature Rich: Billing in PCC EHR

Demographics and Documents

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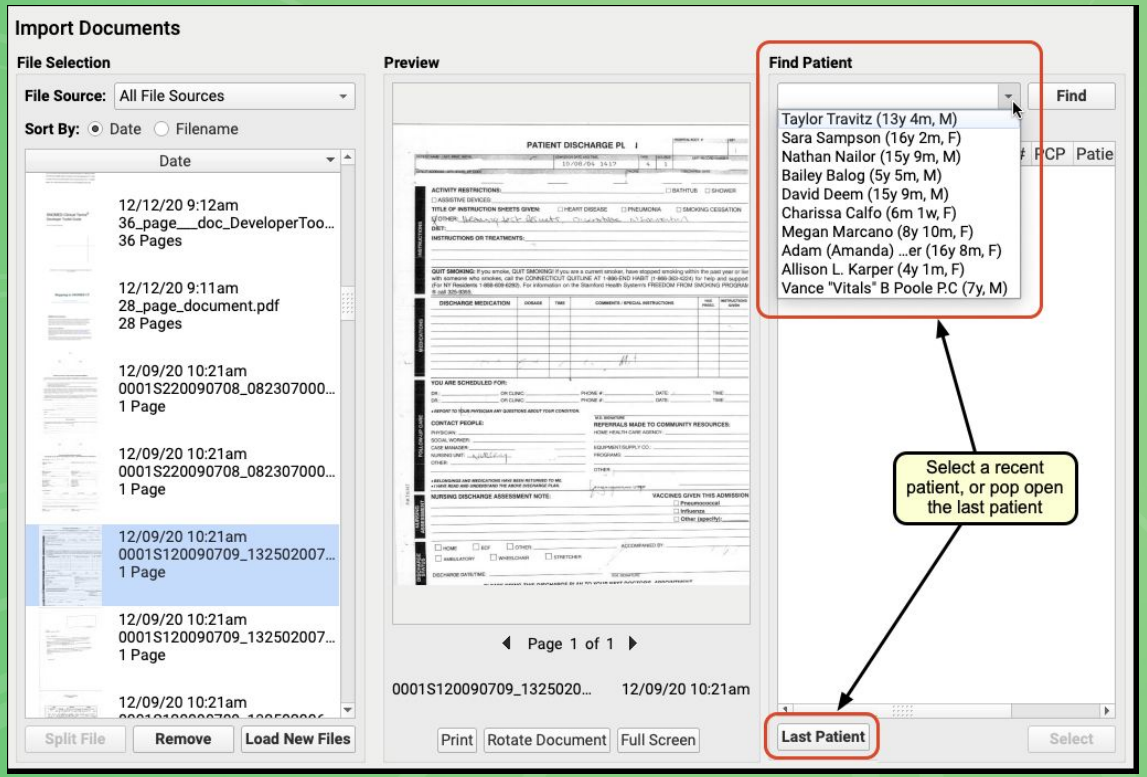
Demographics and Documents



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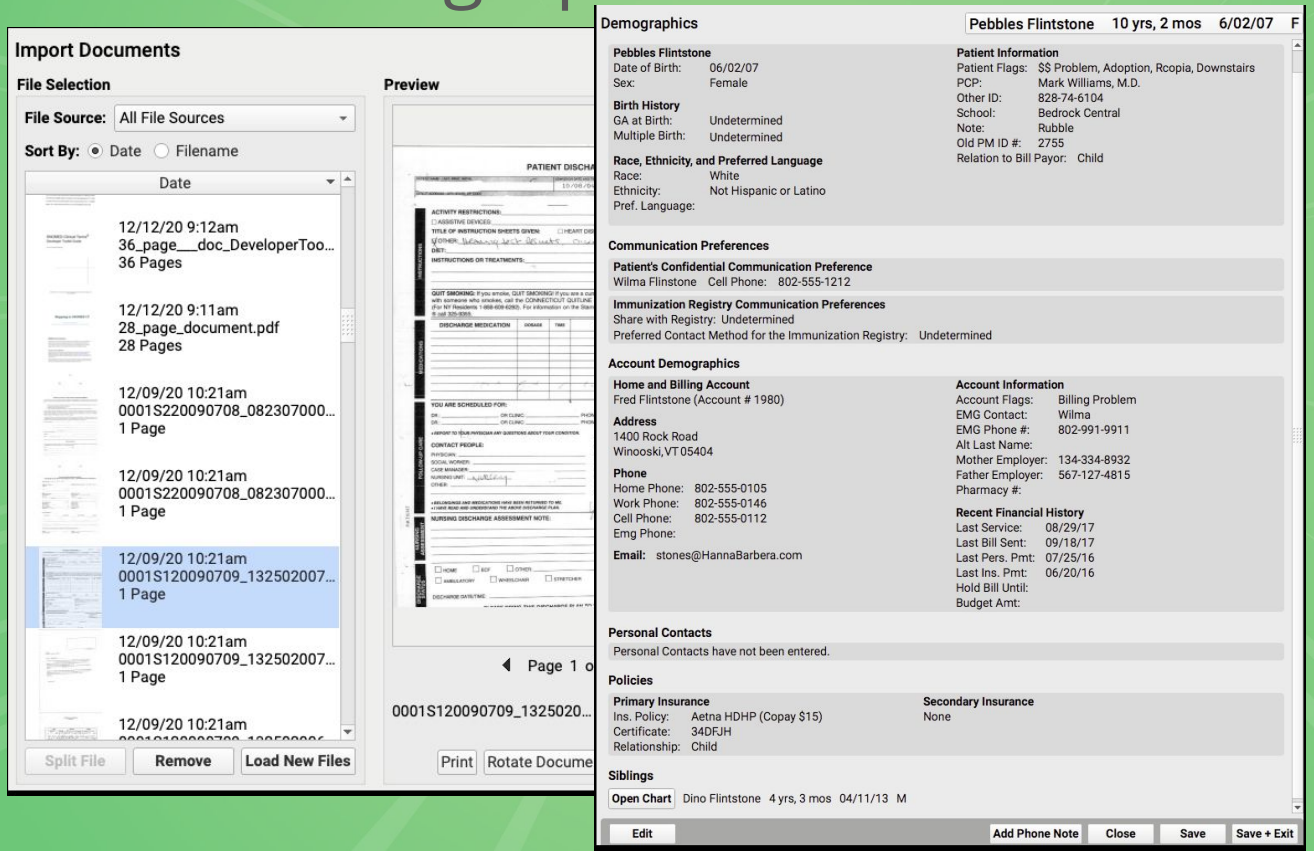

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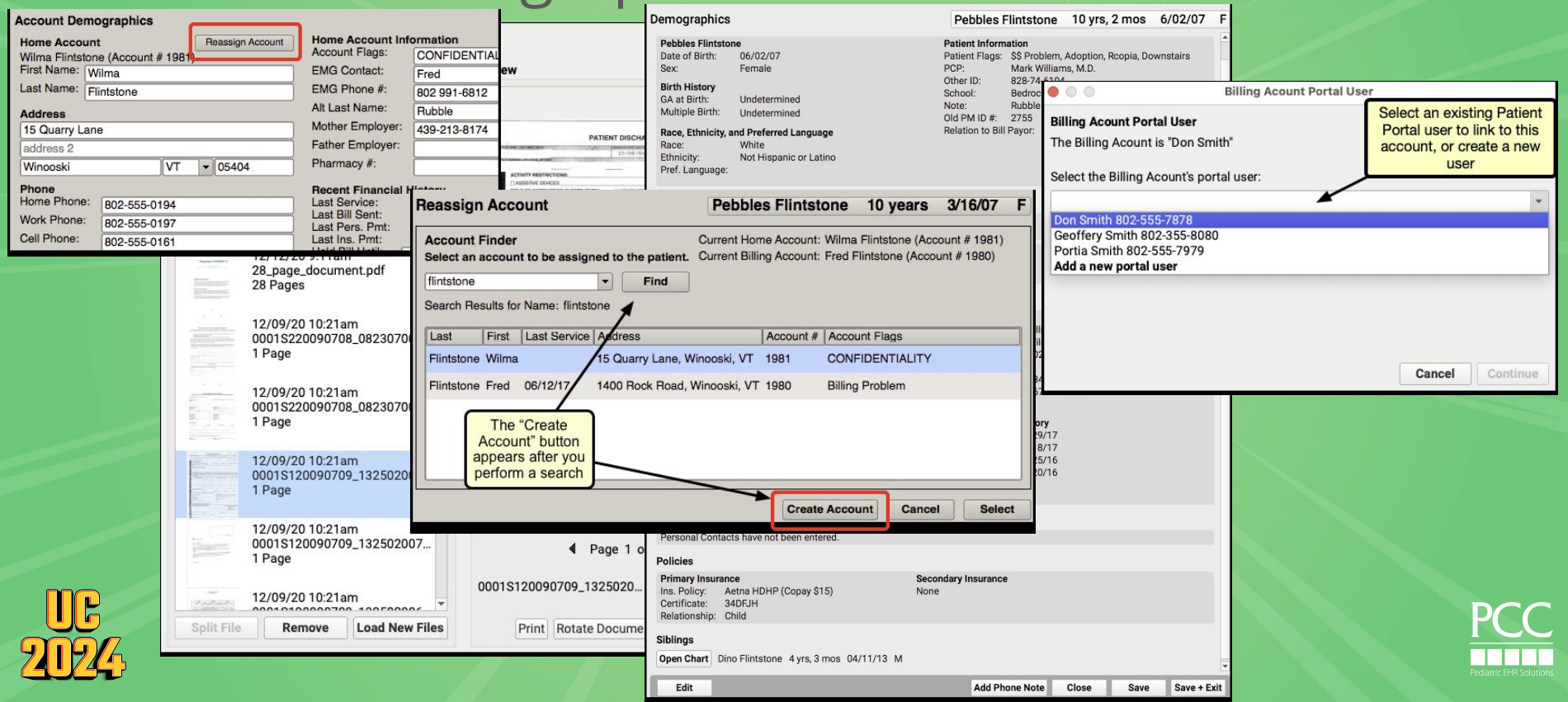

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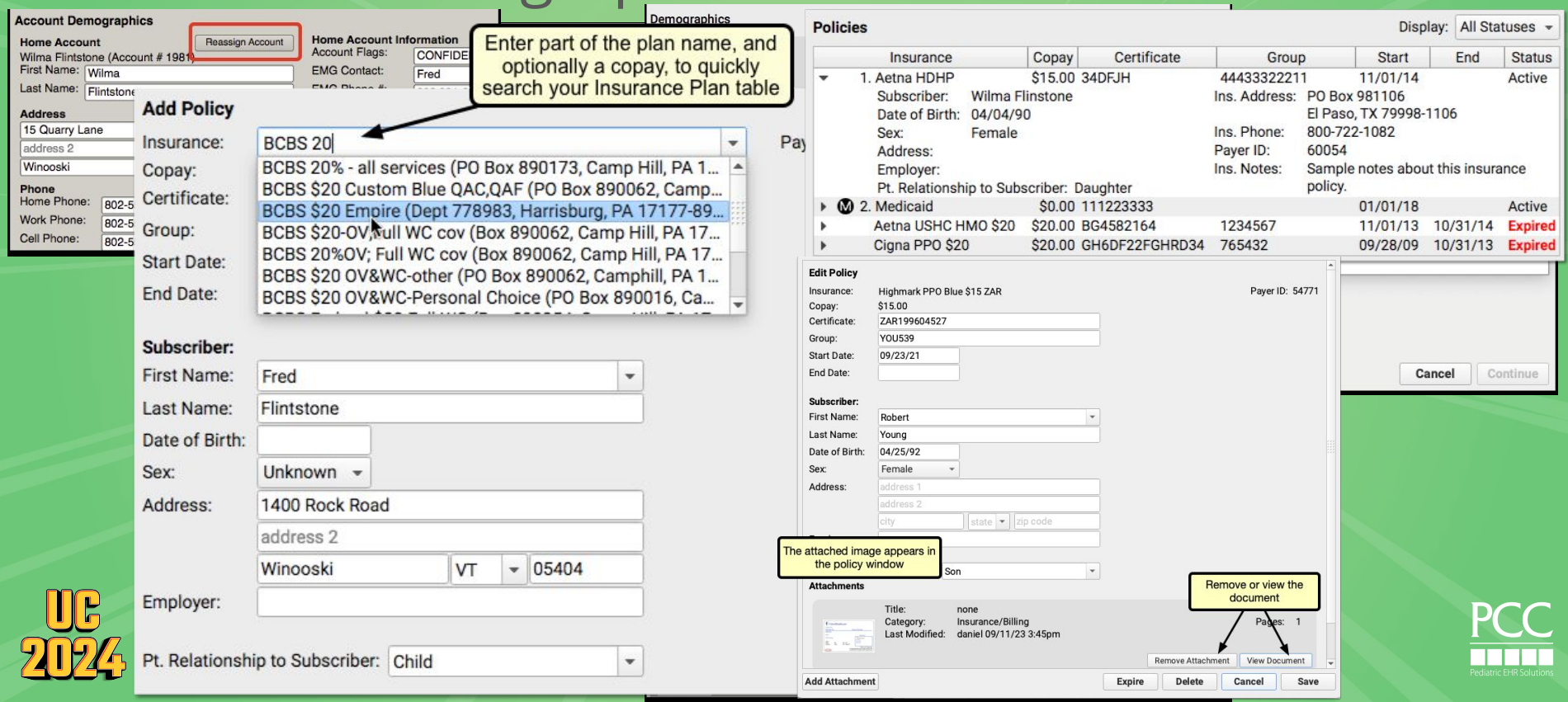

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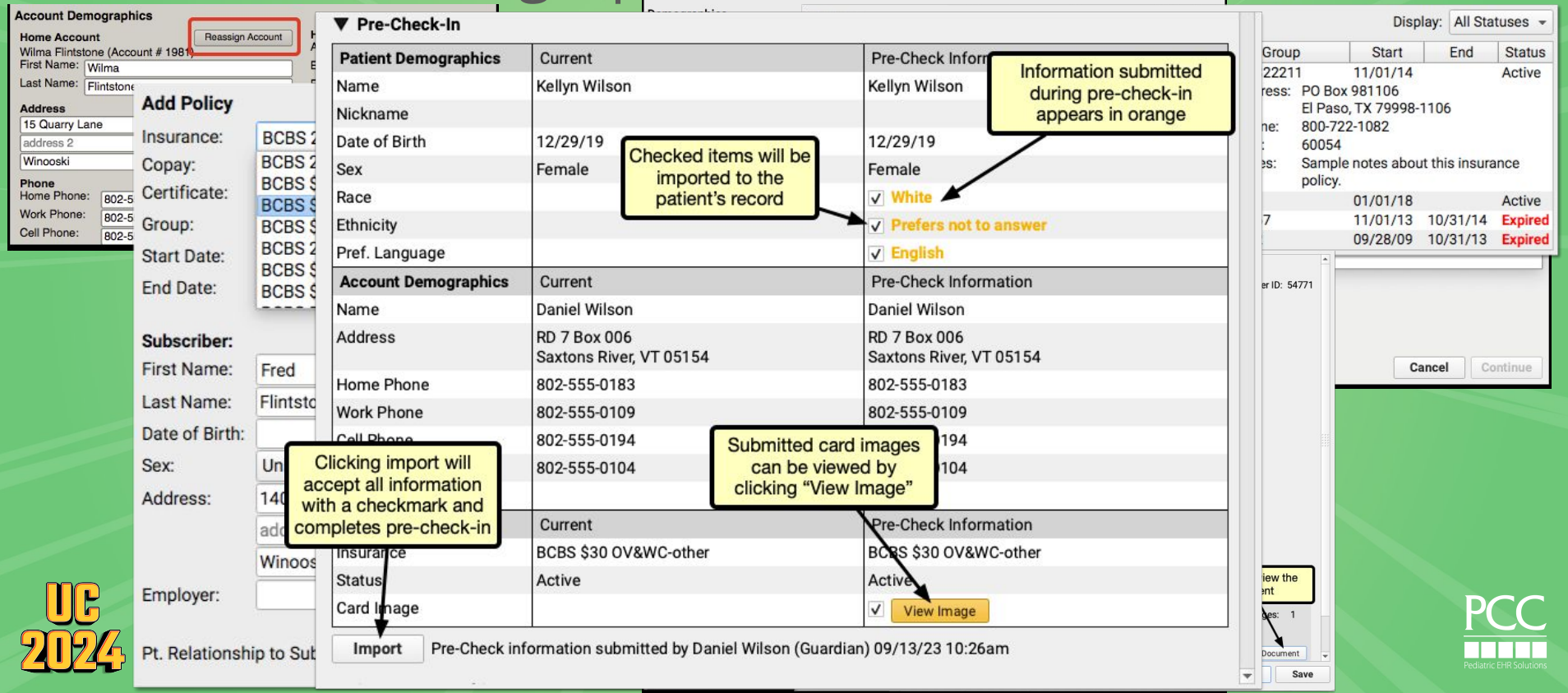

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Patient Check-In

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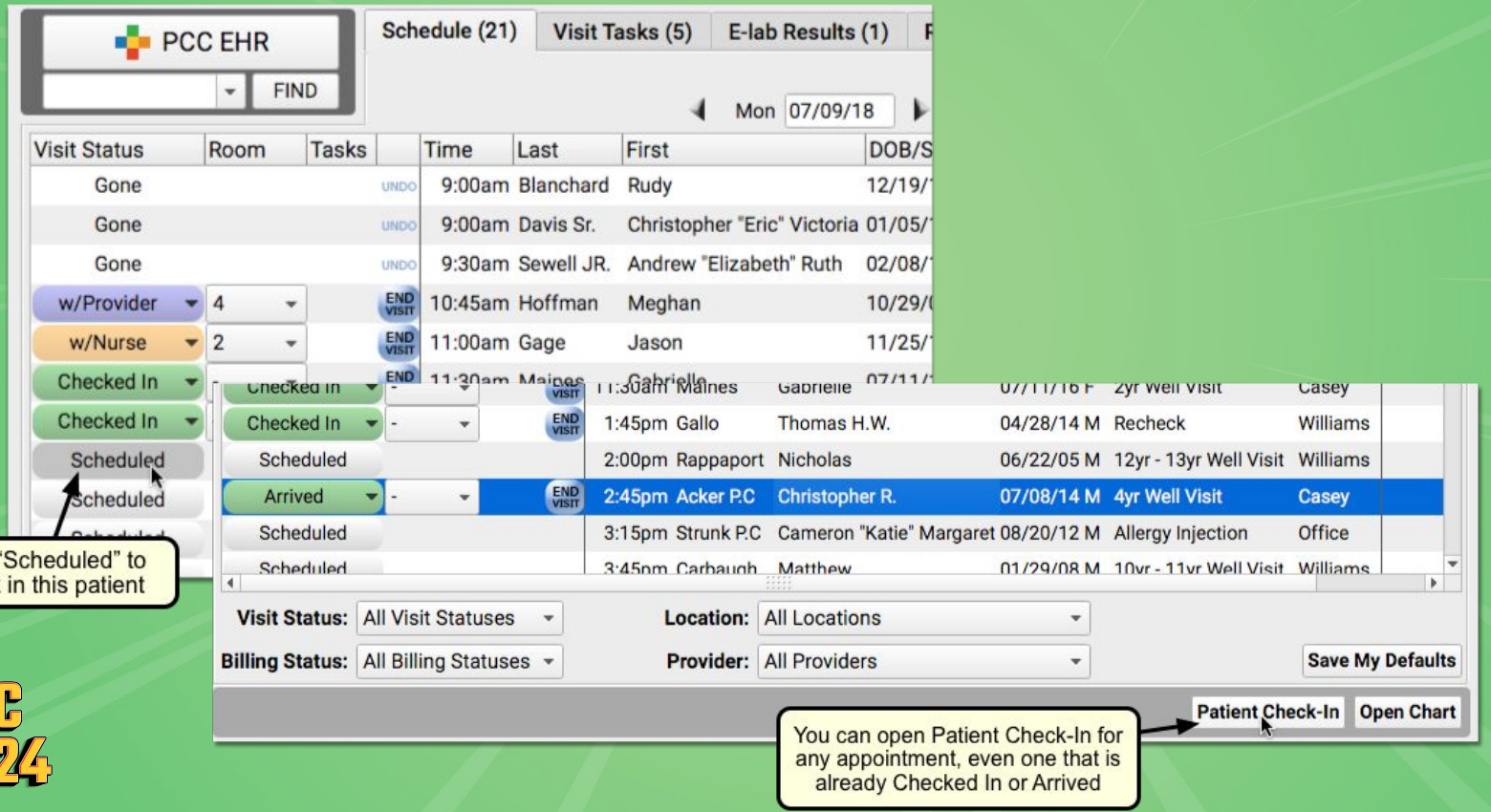

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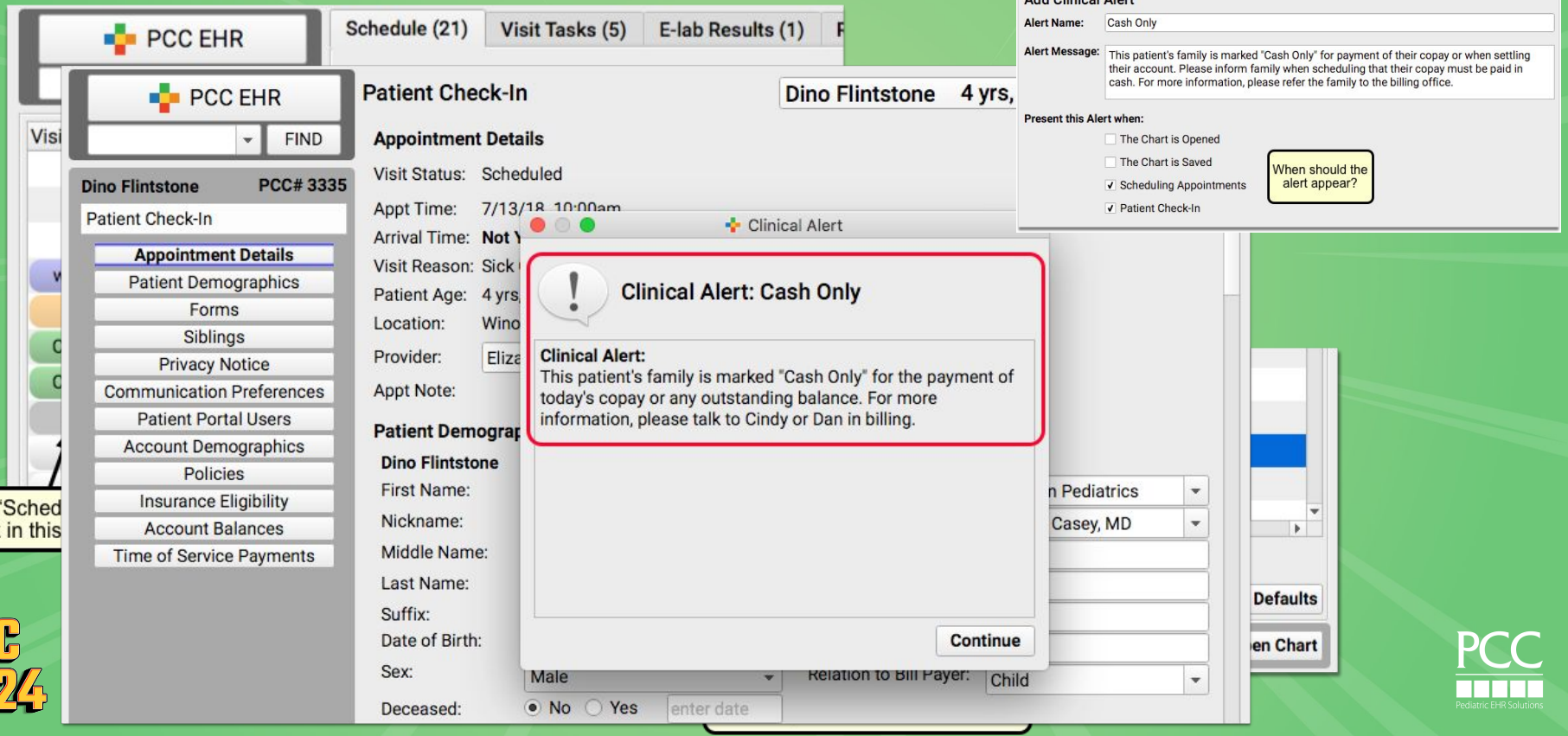

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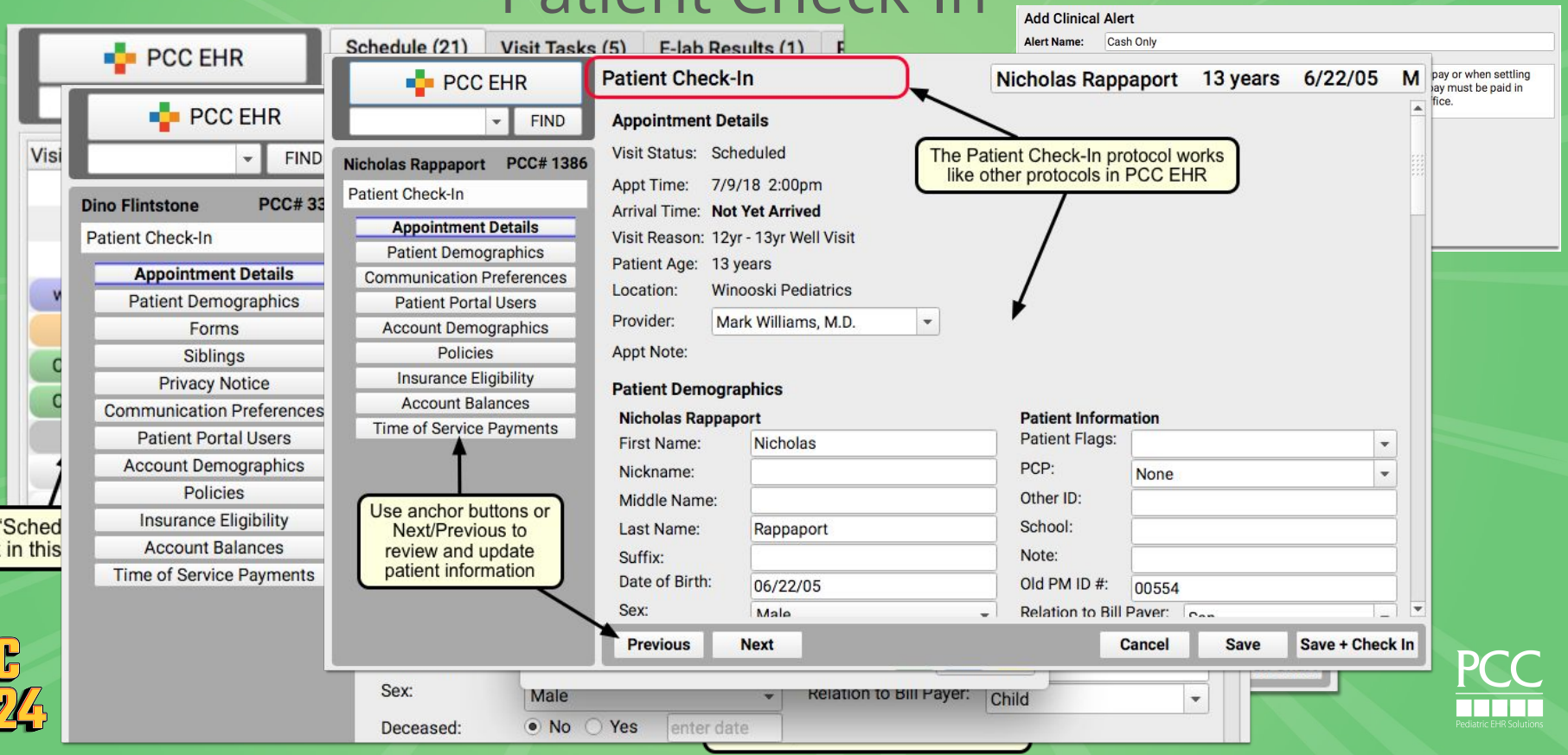

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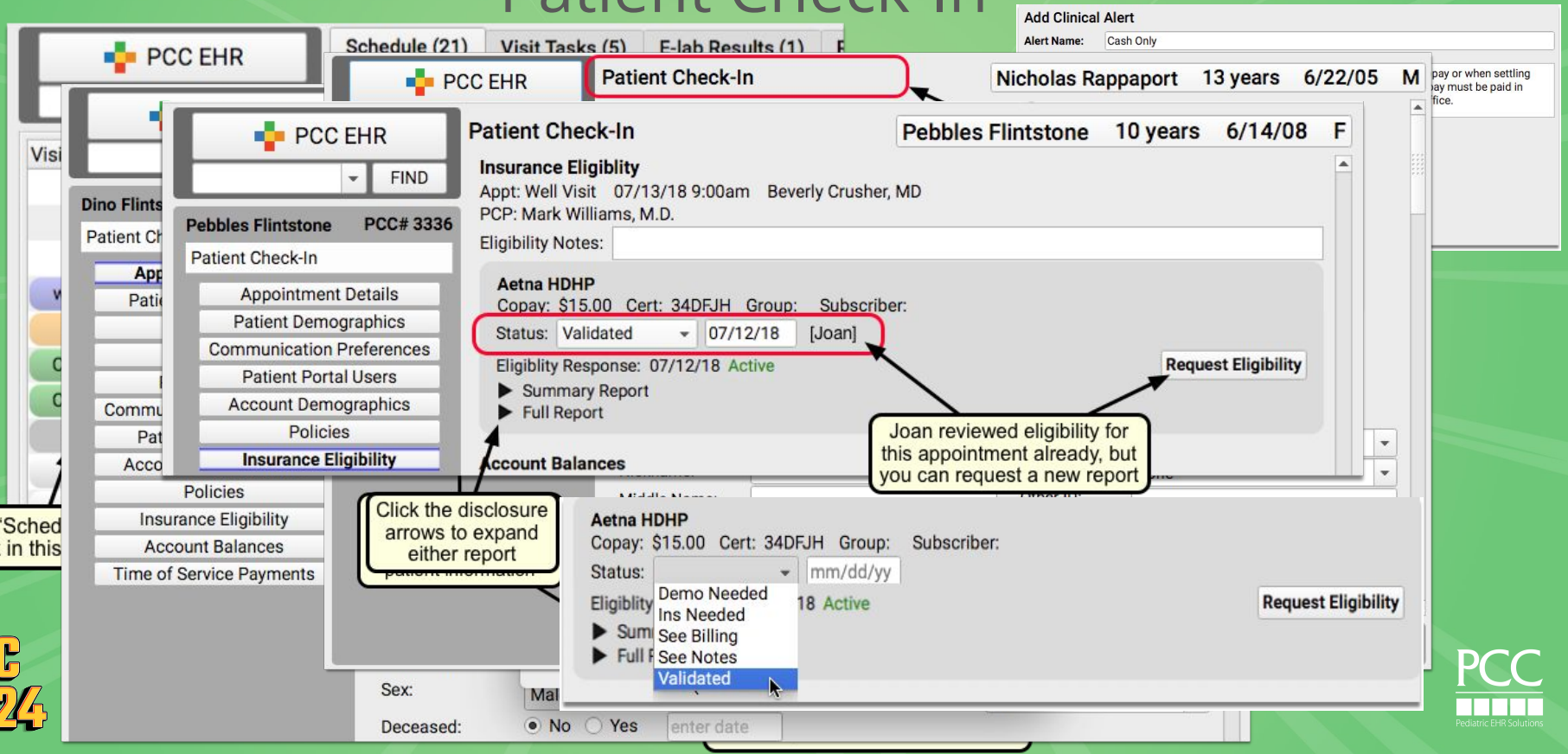

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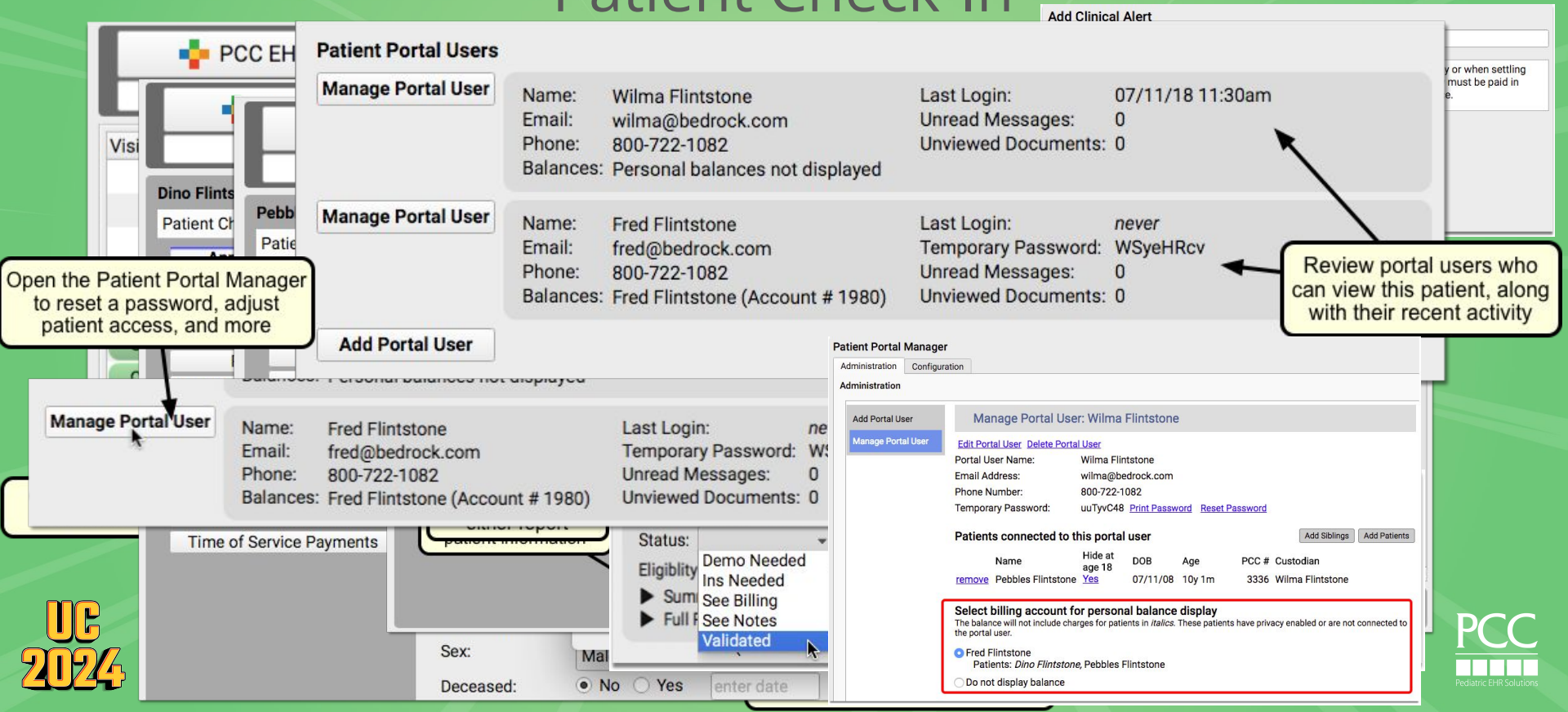

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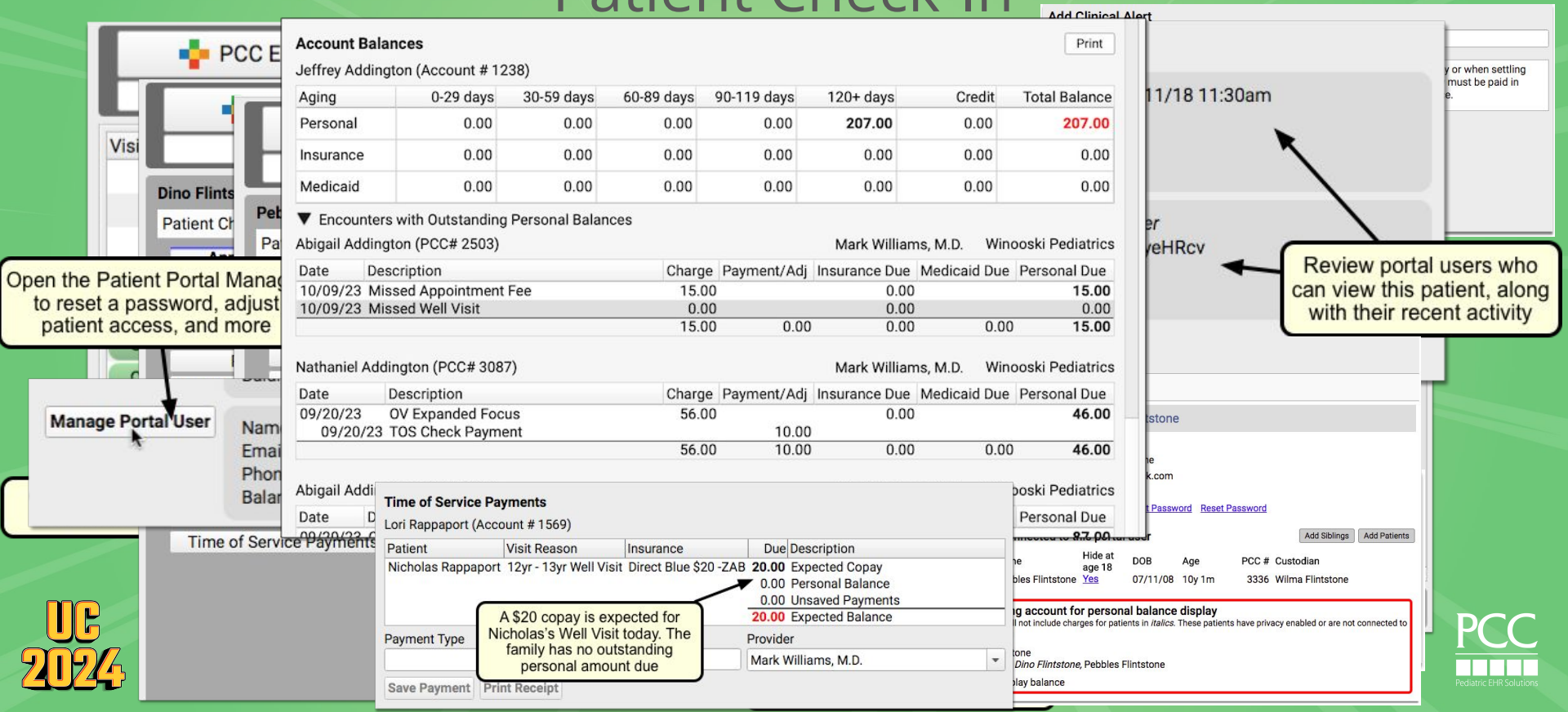

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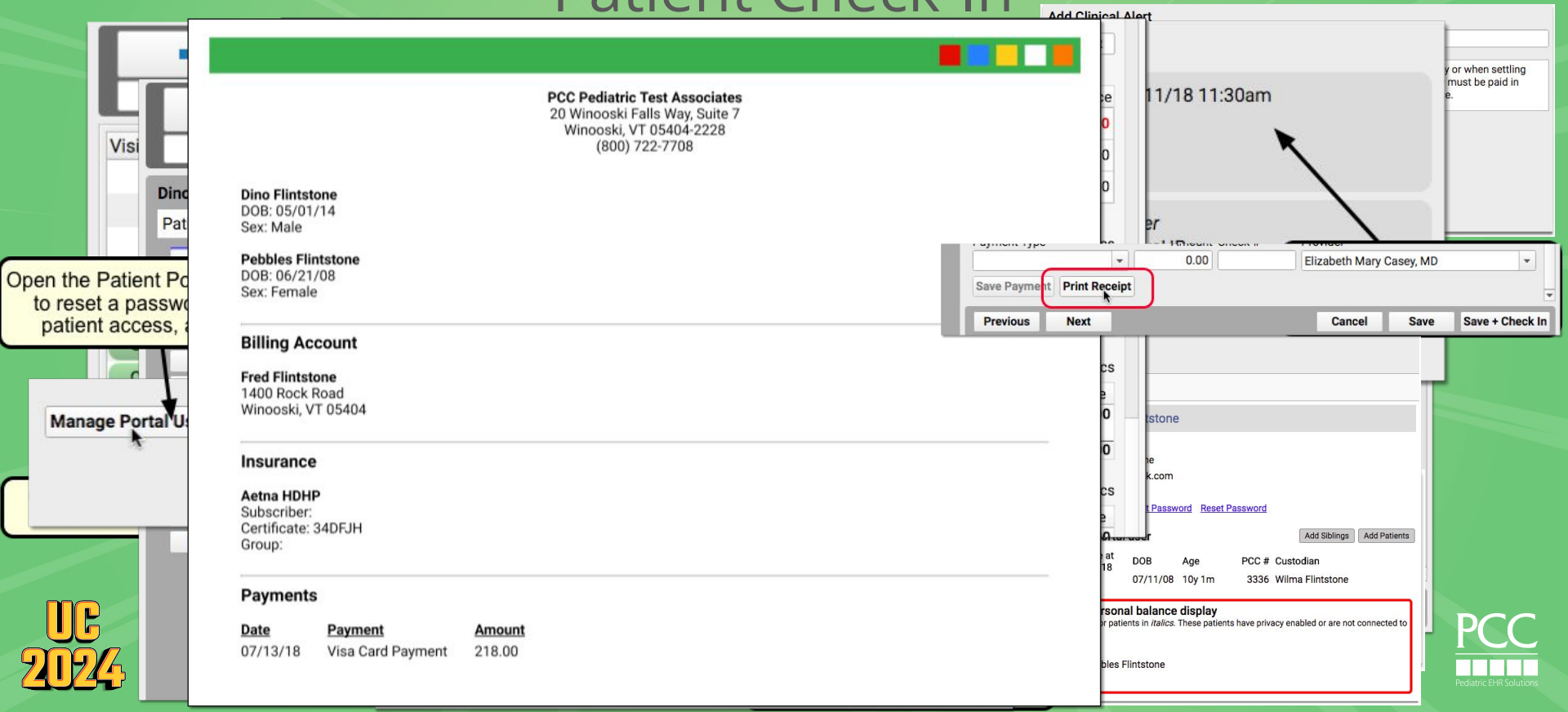

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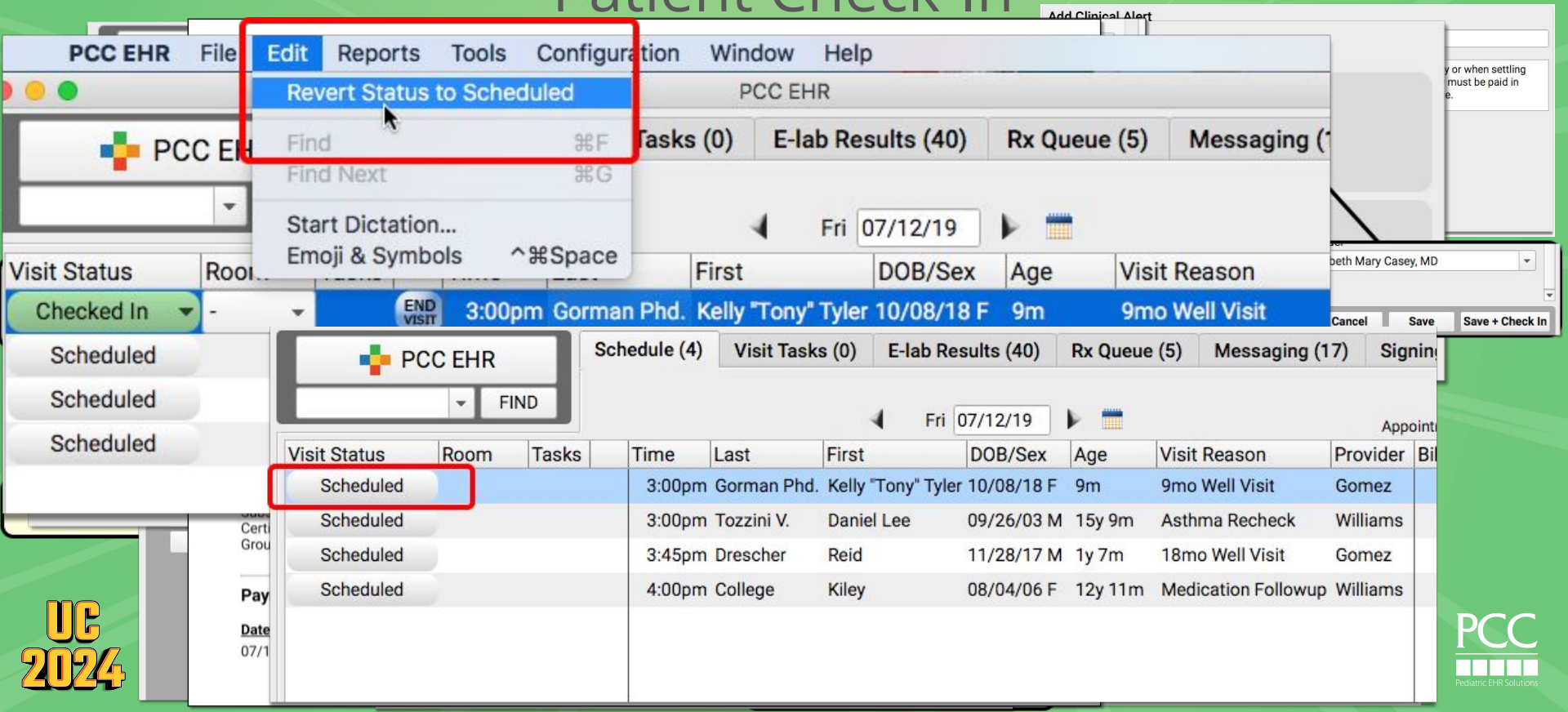

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Real Time Eligibility

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Real Time Eligibility

Insurance Eligibility Mon 10/01/18

Appointments: 300

Time	Patient	Insurance Group	Response Date	Coverage Status	Verification Status	Verification Date
8:00am	Balog, Bailey	UHC Community Plan	09/30/18	Active	Validated	09/28/18
8:15am	Calfo, Charissa	Aetna	09/30/18	Active		
8:30am	Ruhl, Ryan A.	Other	n/a	n/a		
8:45am	Jetson, Judy	Amerigroup	09/30/18	Active		
9:15am	Deem, David	Bcbs	09/30/18	Active		
9:30am	Bevan, Ryan	Self Pay	n/a	n/a		
9:45am	Matteucci, Chelsea	Bcbs	09/30/18	Active		
10:00am	Chmiel, Erica	Aetna	09/30/18	Active		
10:15am	Dile, Heather	Horizon M/C	n/a	n/a	Validated	09/27/18
10:30am	Everitt, Paul	Self Pay	n/a	n/a		
10:30am	Flanagan, Aimee	United Healthcare	09/30/18	Active	See Billing	
11:00am	Cederstrom, Braden C.	Oxford	09/30/18	Inactive		
12:15pm	Warner SR., Matthew "Liam" Morgan	UHC Community Plan	09/30/18	Active	Validated	09/28/18
2:30pm	Seidel, Emerson Alexander	UHC Community Plan	09/30/18	Active		
3:00pm	Flintstone, Pebbles	United Healthcare	09/30/18	Active	See Billing	
3:15pm	Goulet SR., Carmen "Wesley" Eugene	Bcbs	09/30/18	Inactive		
4:00pm	Mateer, Tiffany	Aetna	09/30/18	Active		

Location: All Locations

Insurance Group: All Insurance Groups

Coverage Status: All Statuses

Verification Status: All Statuses

Request Eligibility | Close | Open

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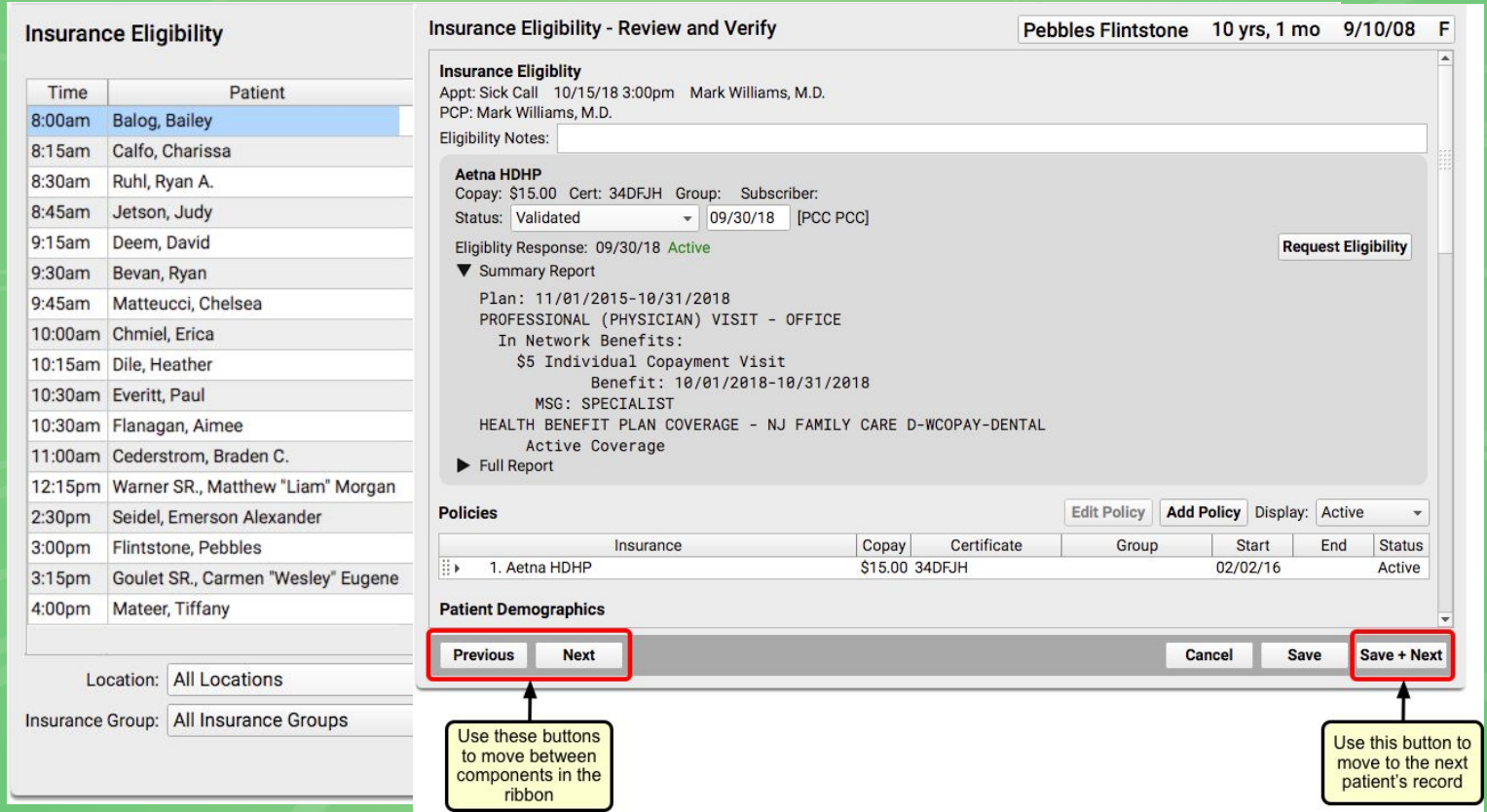

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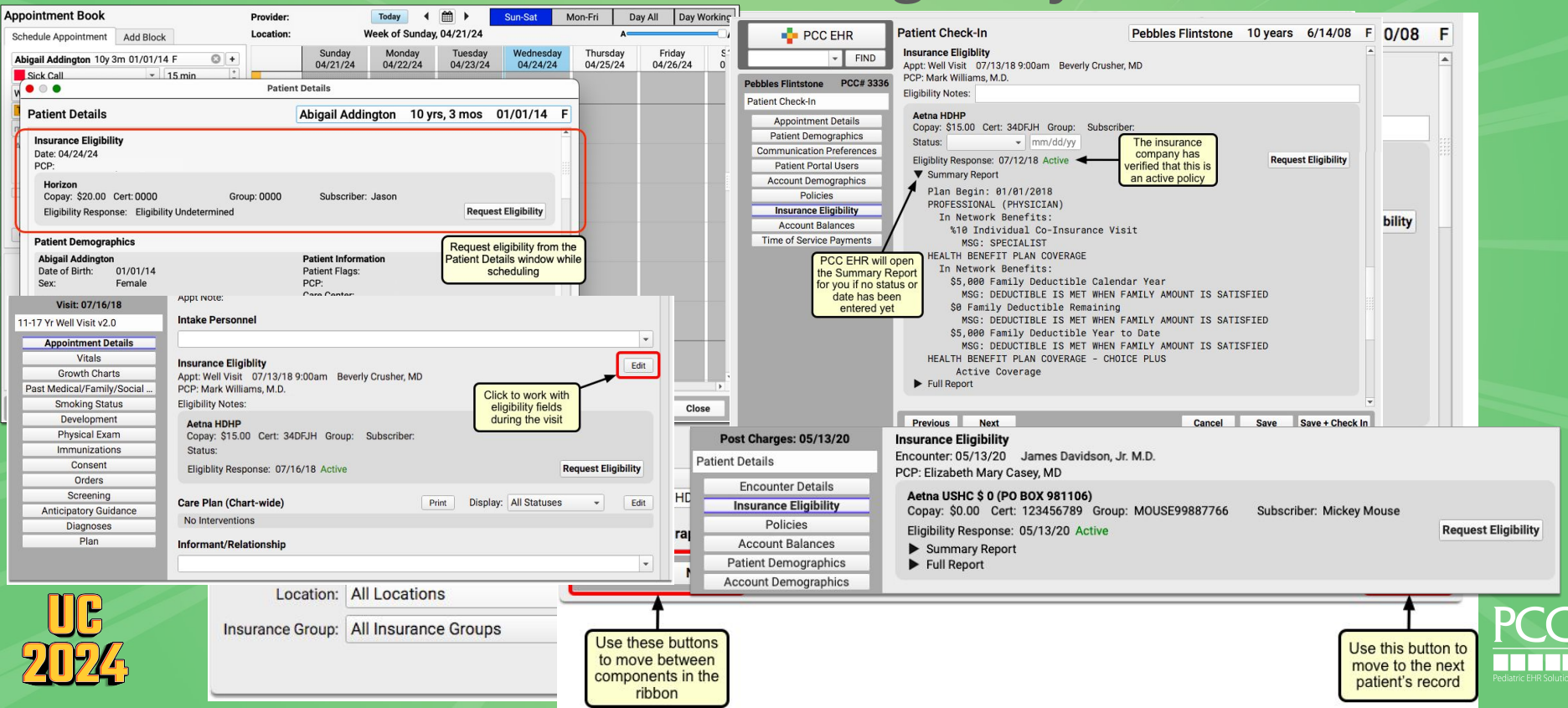

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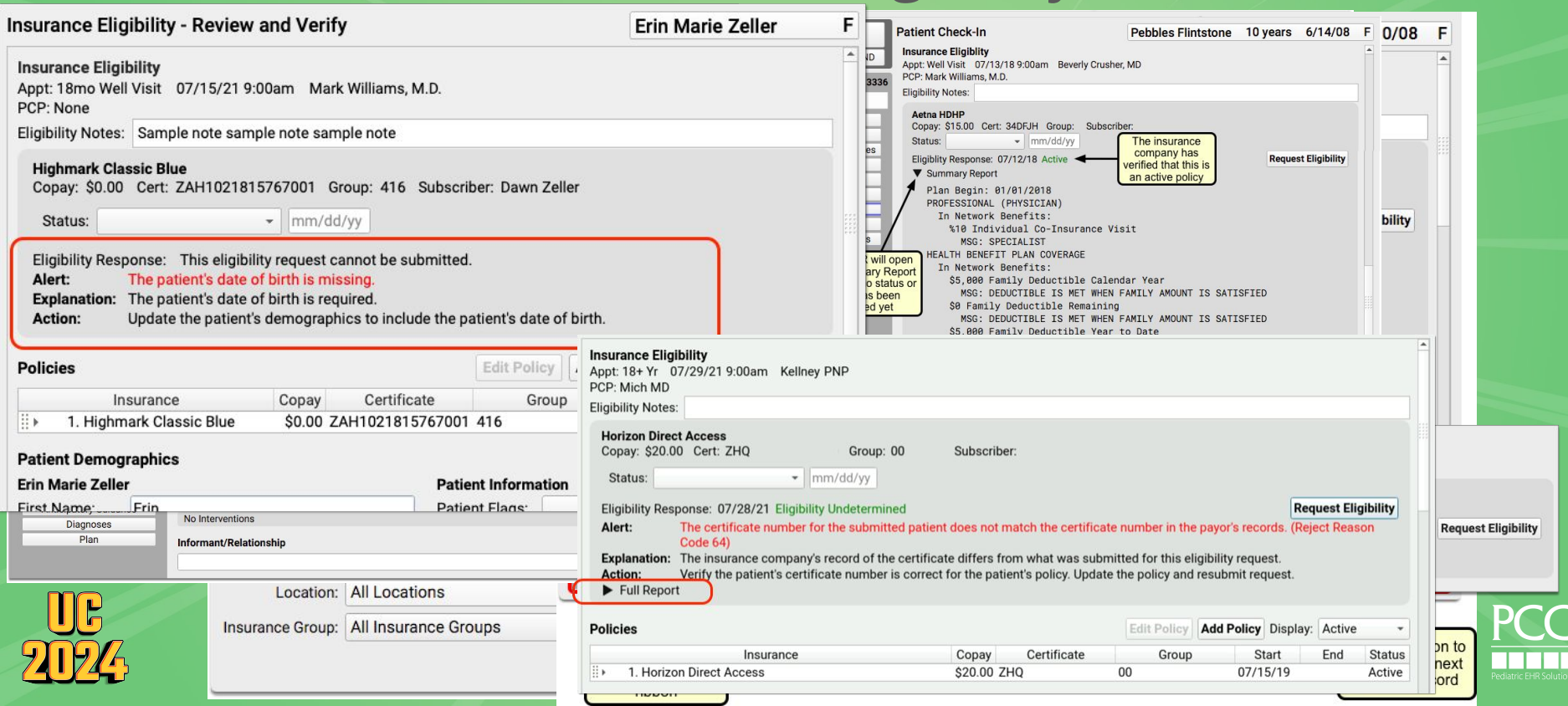

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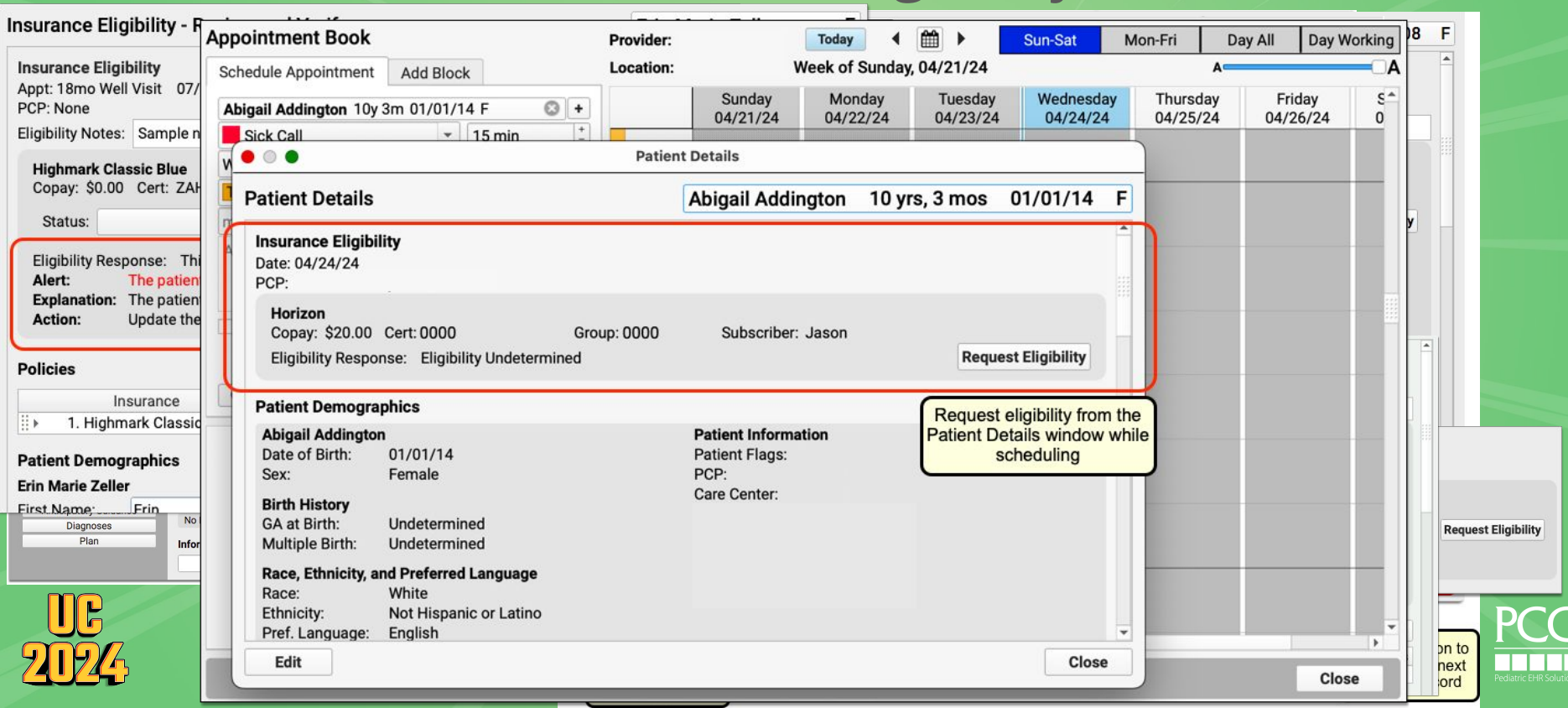

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Post Charges in the EHR

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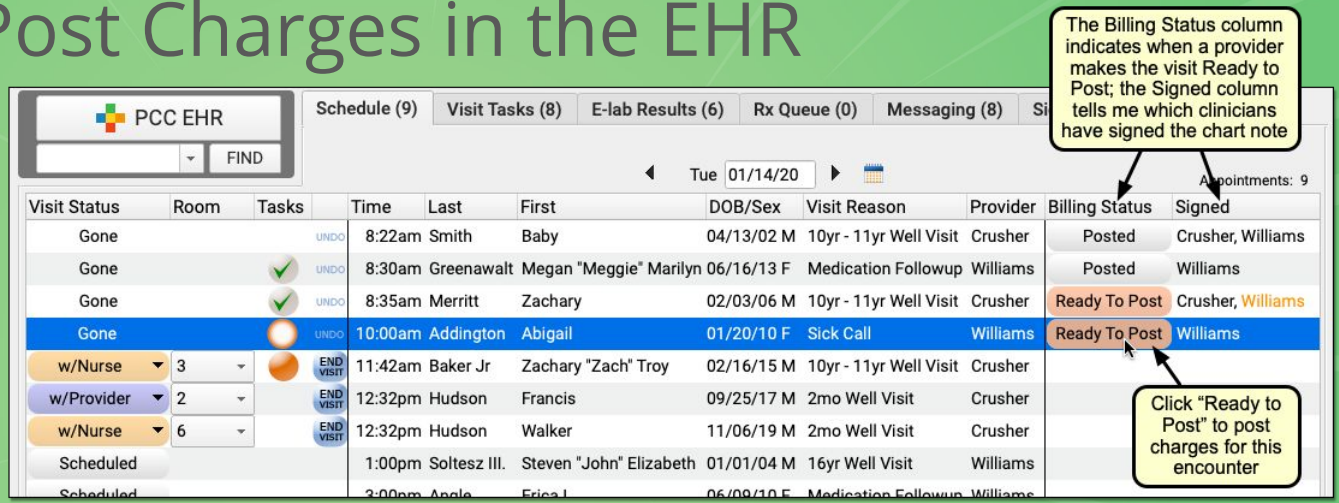

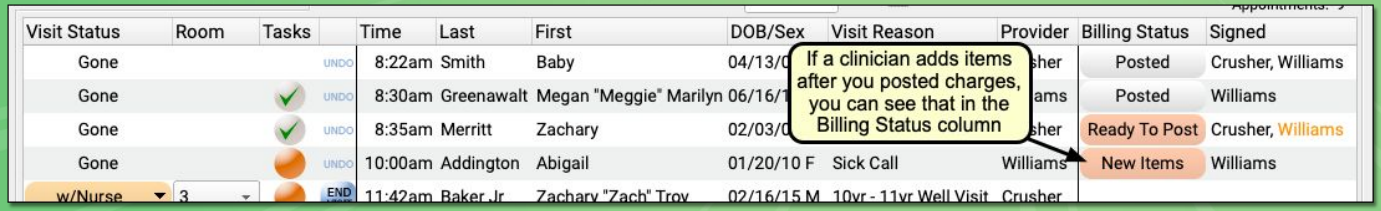

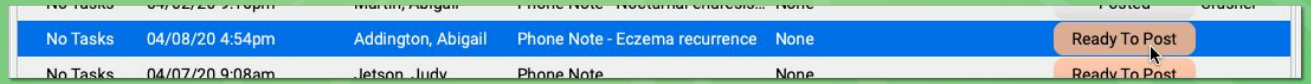

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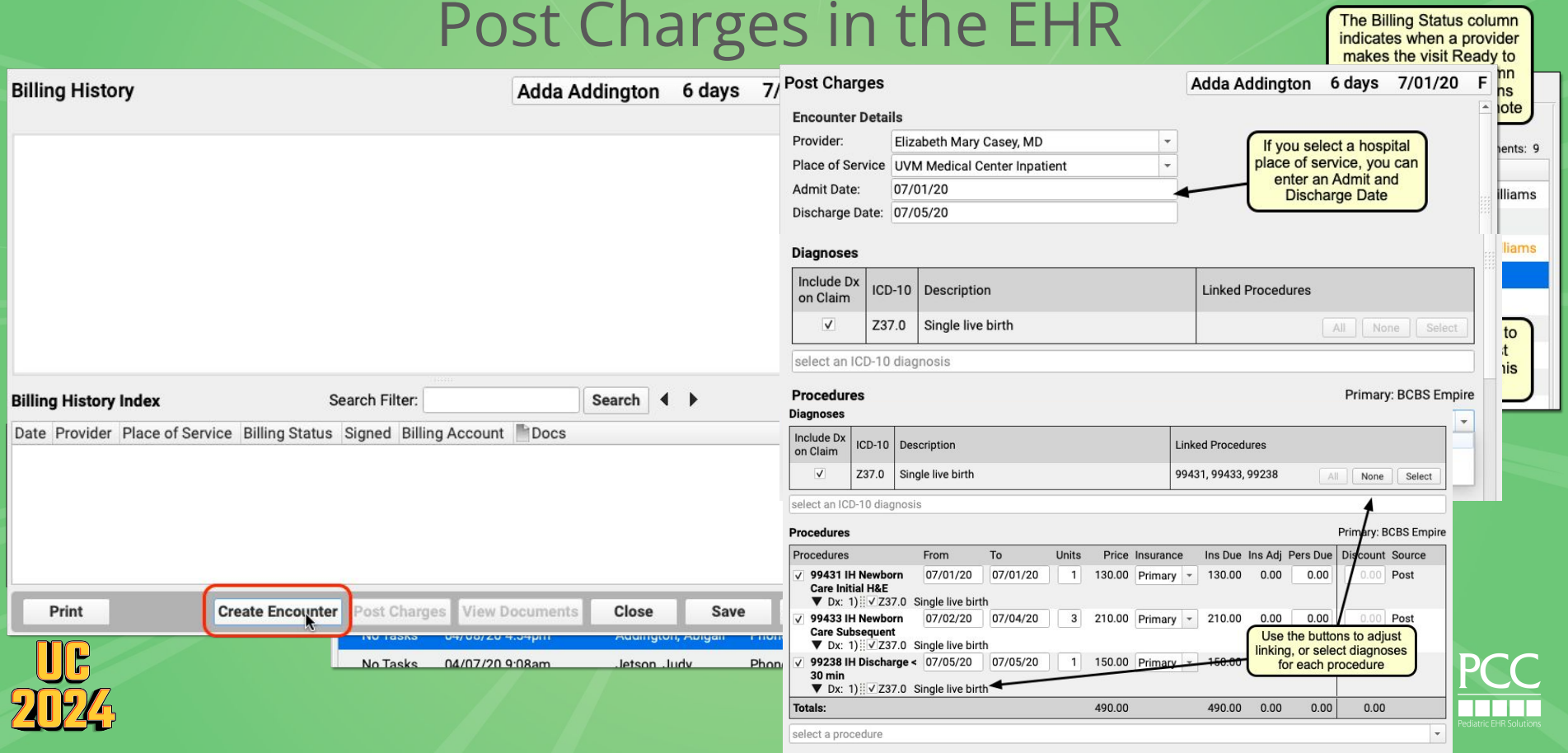

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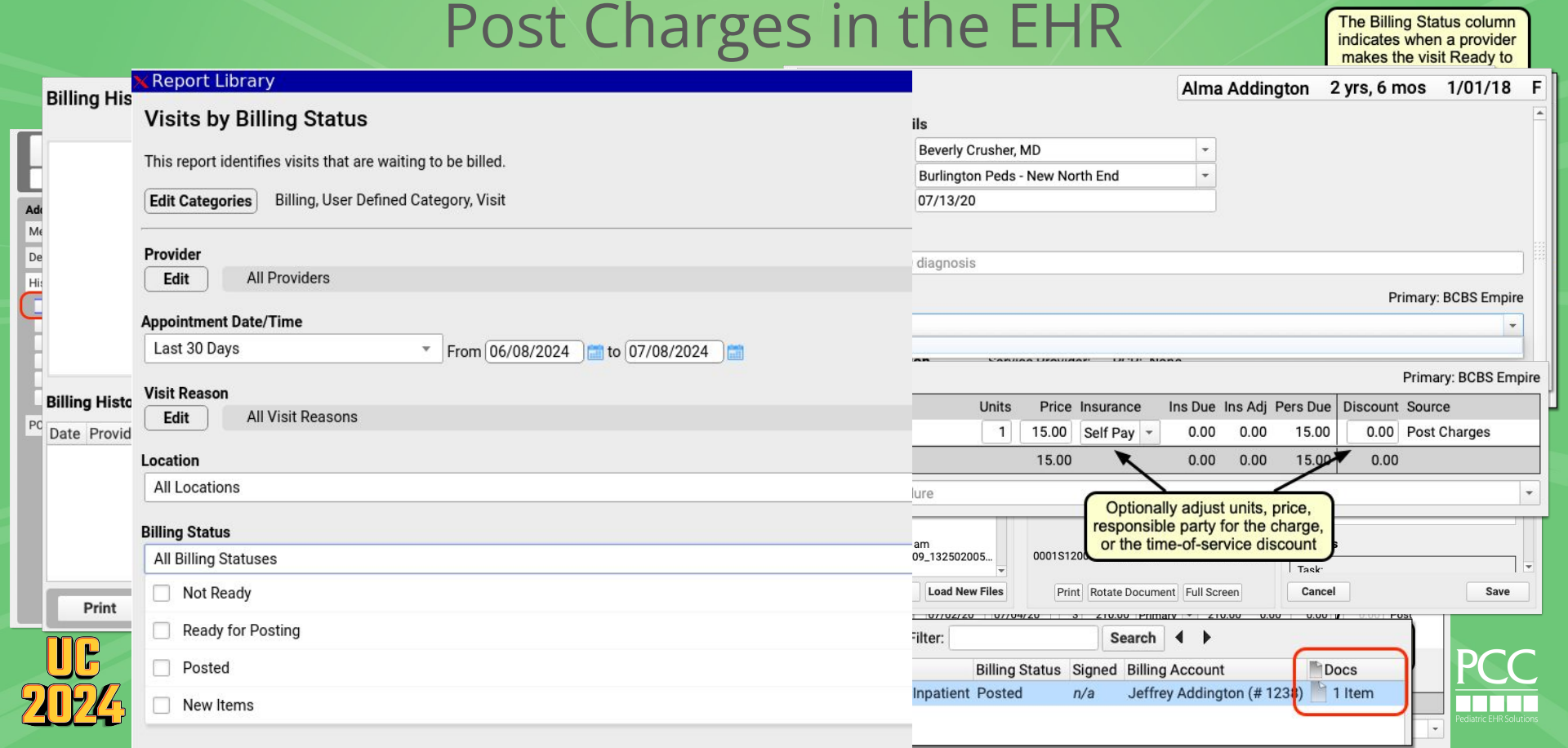

Feature Rich: Billing in PCC EHR

Post Charges in the EHR

The Billing Status column indicates when a provider makes the visit Ready to

Report Library

Visits by Billing Status

This report identifies visits that are waiting to be billed.

Provider: All
Appointment Date/Time: From 06/08/2024 to 07/08/2024
Visit Reason: All
Location: All
Billing Status:

Columns: All 9 Displayed | Group By: None | Search Filter:

Provider	Appointment Date/Time	Patient Name	Patient PCC#	Patient DOB	Patient Sex	Visit Reason	Location	Billing Status
Crusher	06/11/2024 12:25pm	Jones, Braz	3446	11/15/2019	M	Sick Call	Winooski Pediatrics	Ready to Post
Crusher	06/11/2024 11:15am	Everitt, Paul	1787	08/12/2011	M	Sick Call	Winooski Pediatrics	Ready to Post
Crusher	06/11/2024 8:30am	Achey D.D.S., Diane "Anthony" Mae	399	05/07/2020	F	Sick Call	Winooski Pediatrics	Ready to Post
Dr. Casey	06/11/2024 8:00am	Mouse, Mickey	3377	01/14/2014	M	Sick Call	Lake Champlain Pediatrics	New Items
Dr. Casey	06/11/2024 1:15pm	Zinn, Andrew J.	2251	07/19/2008	M	Sick Call	Lake Champlain Pediatrics	Ready to Post
Dr. Casey	06/11/2024 4:05pm	Flintstone, Pebbles	3336	05/22/2014	F	Sick Call	Lake Champlain Pediatrics	New Items
Dr. Gomez	06/10/2024 10:30am	Henderson, Rachel E.	1250	04/13/2008	F	Work exam	Lake Champlain Pediatrics	Ready to Post
Dr. Williams	06/09/2024 10:00am	Flintstone, Pebbles	3336	05/22/2014	F	10yr - 11yr Well Visit	Burlington Peds - New North End	Ready to Post
Dr. Williams	06/18/2024 9:30am	Troutman, Dara	2817	11/20/2019	F	Problem	Burlington Peds - New North End	Ready to Post

9 results

Report Library | Back | Schedule | Export | Close | Print

Primary: BCBS Empire
Source
Post Charges
Save

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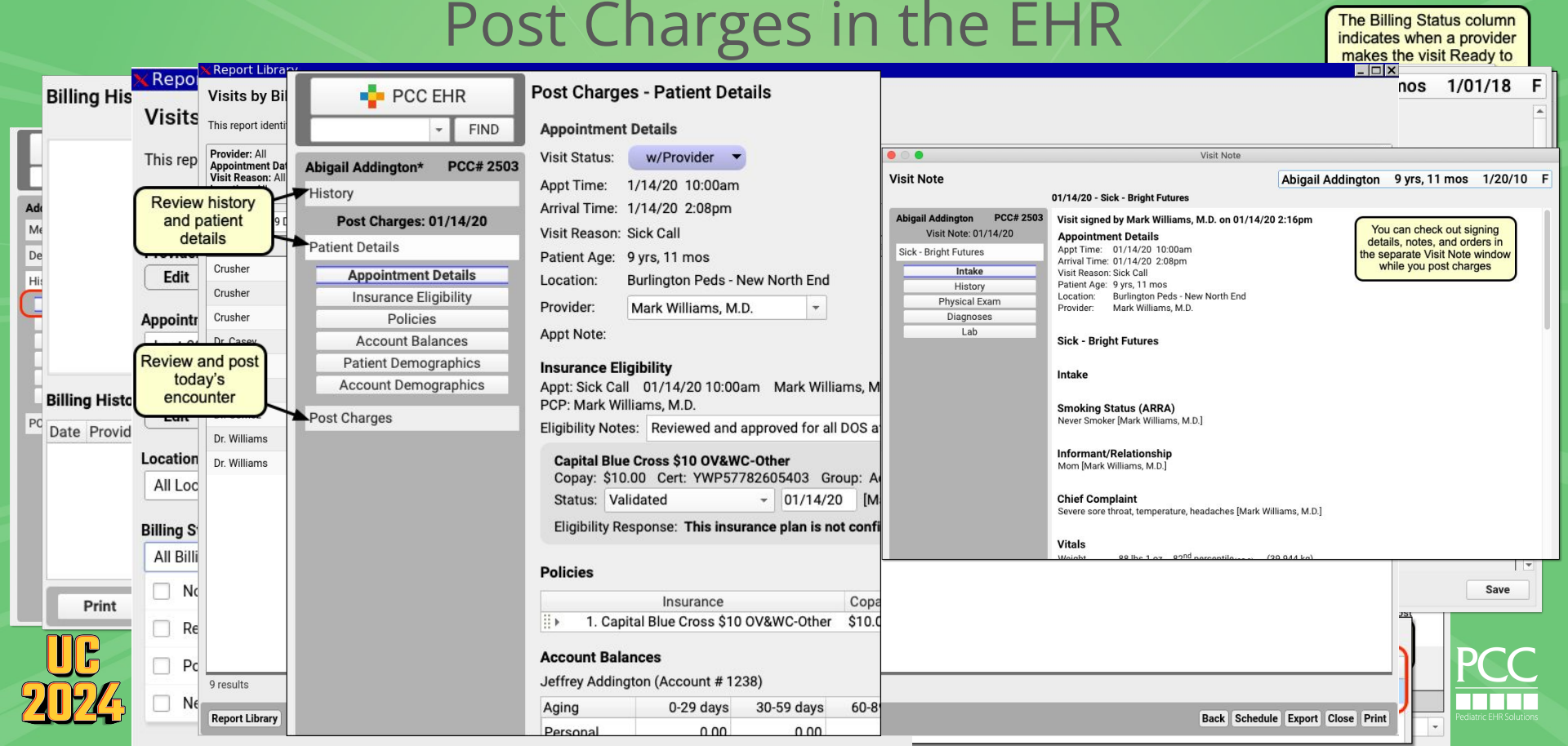
Post Charges in the EHR



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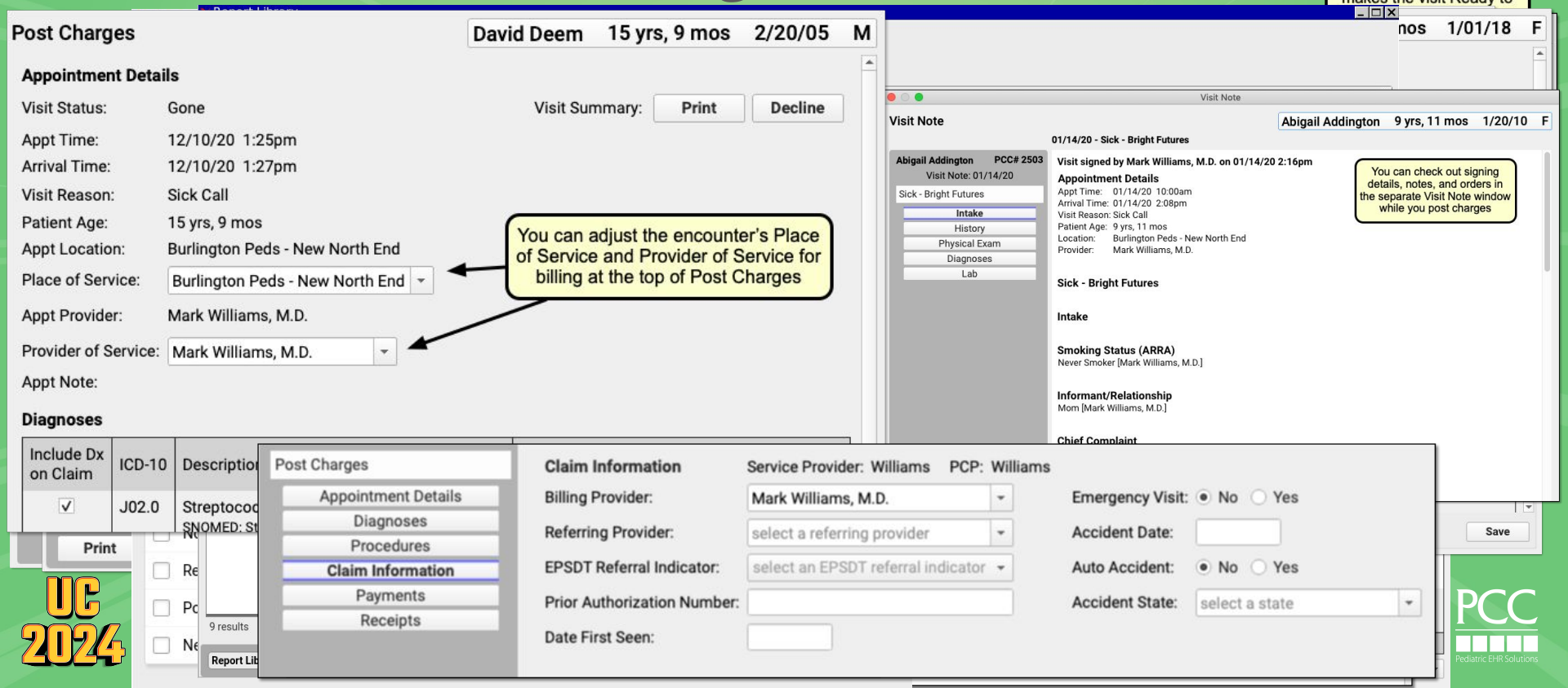

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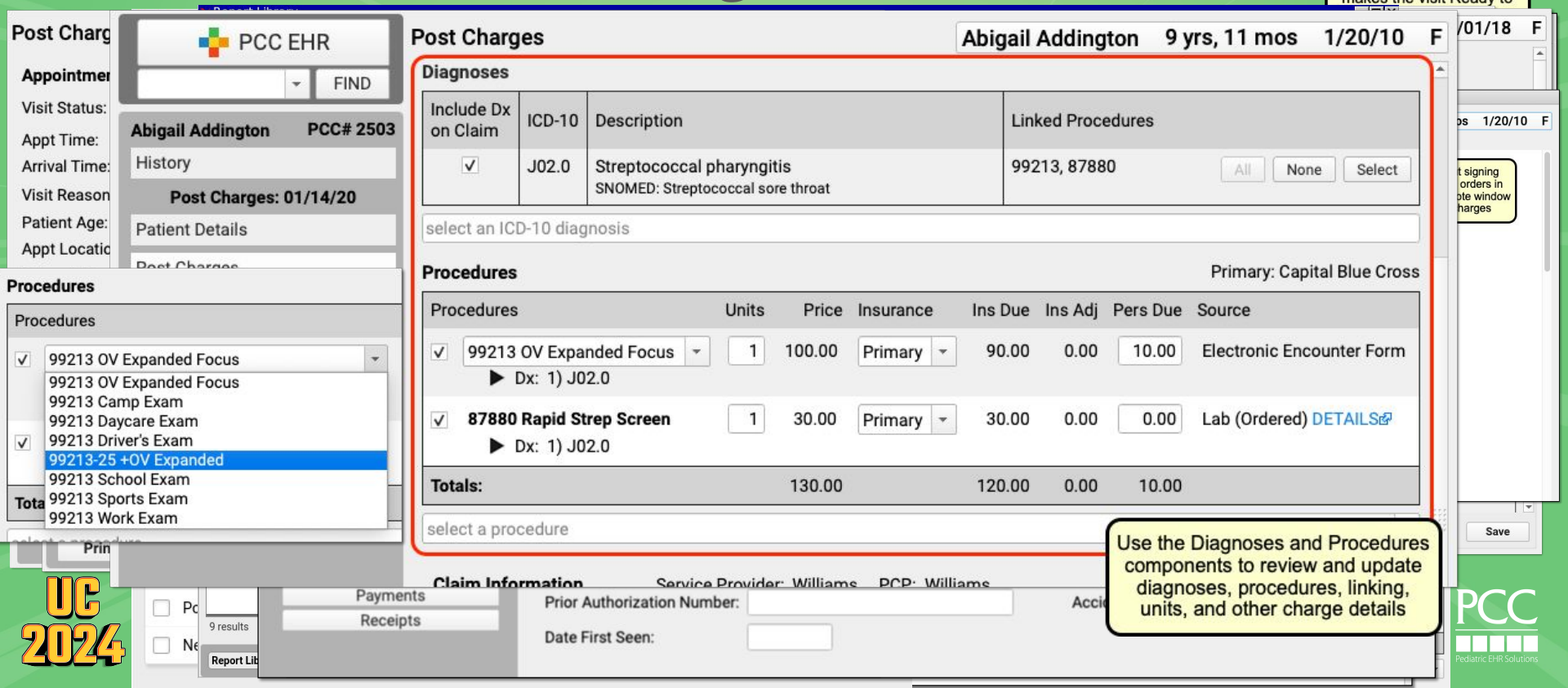

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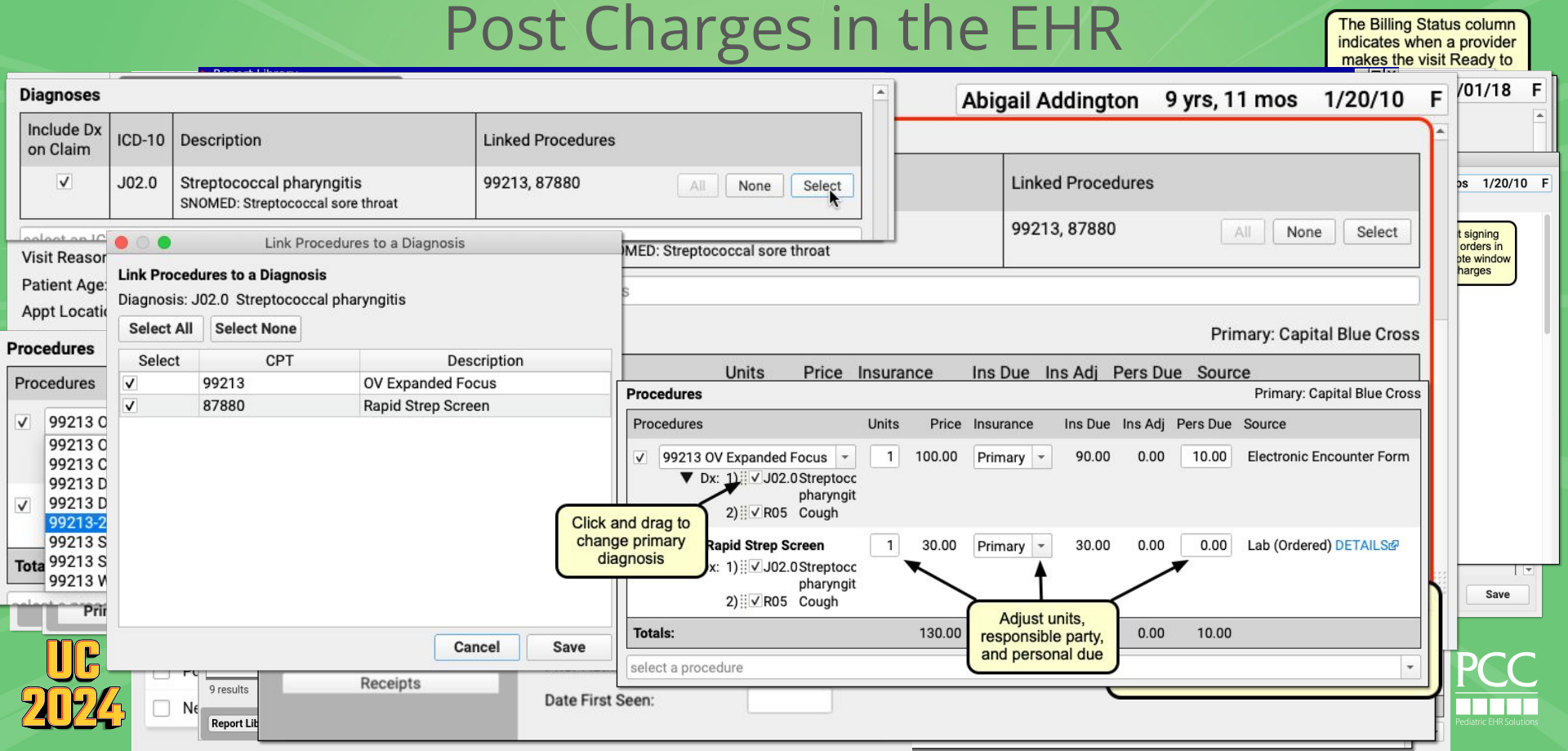

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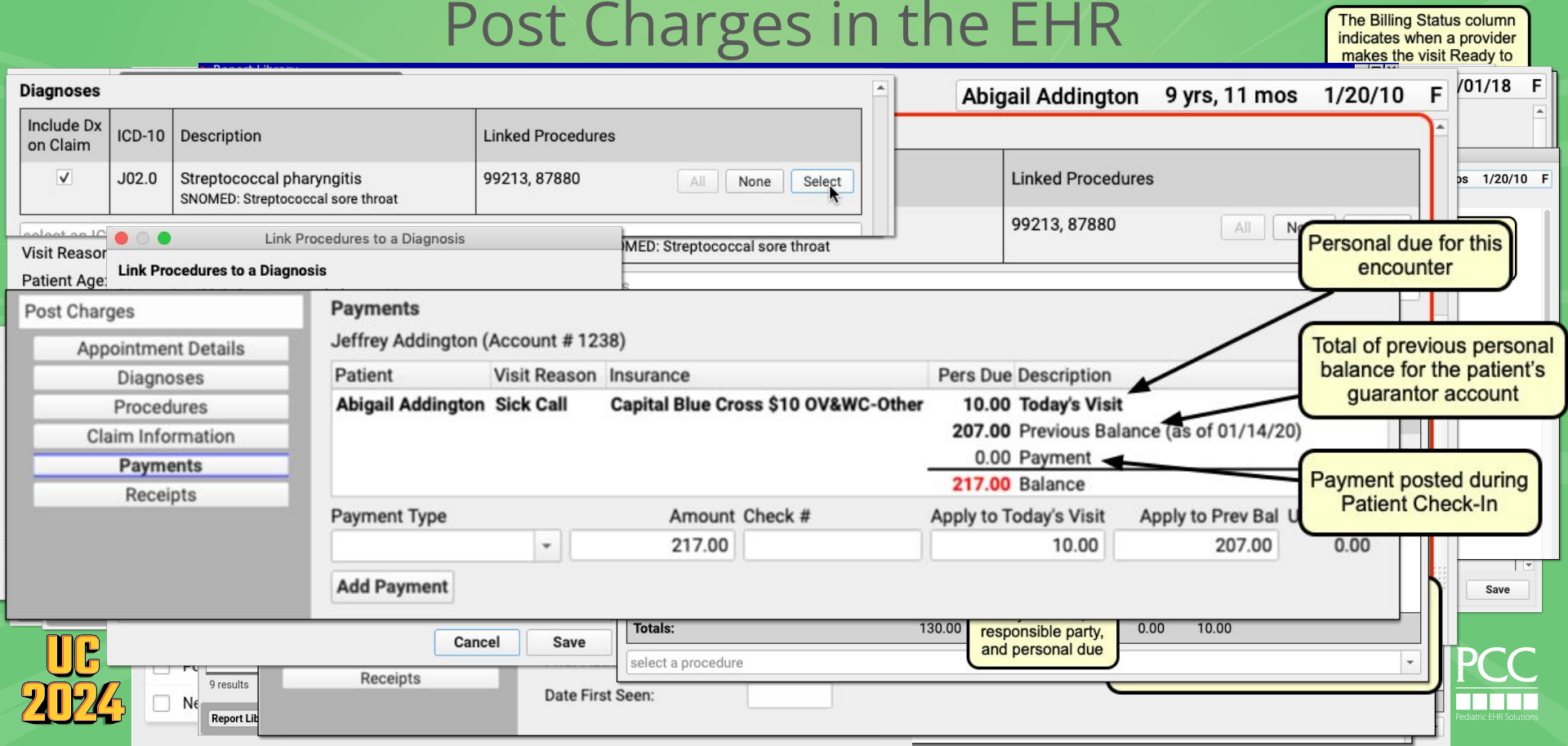

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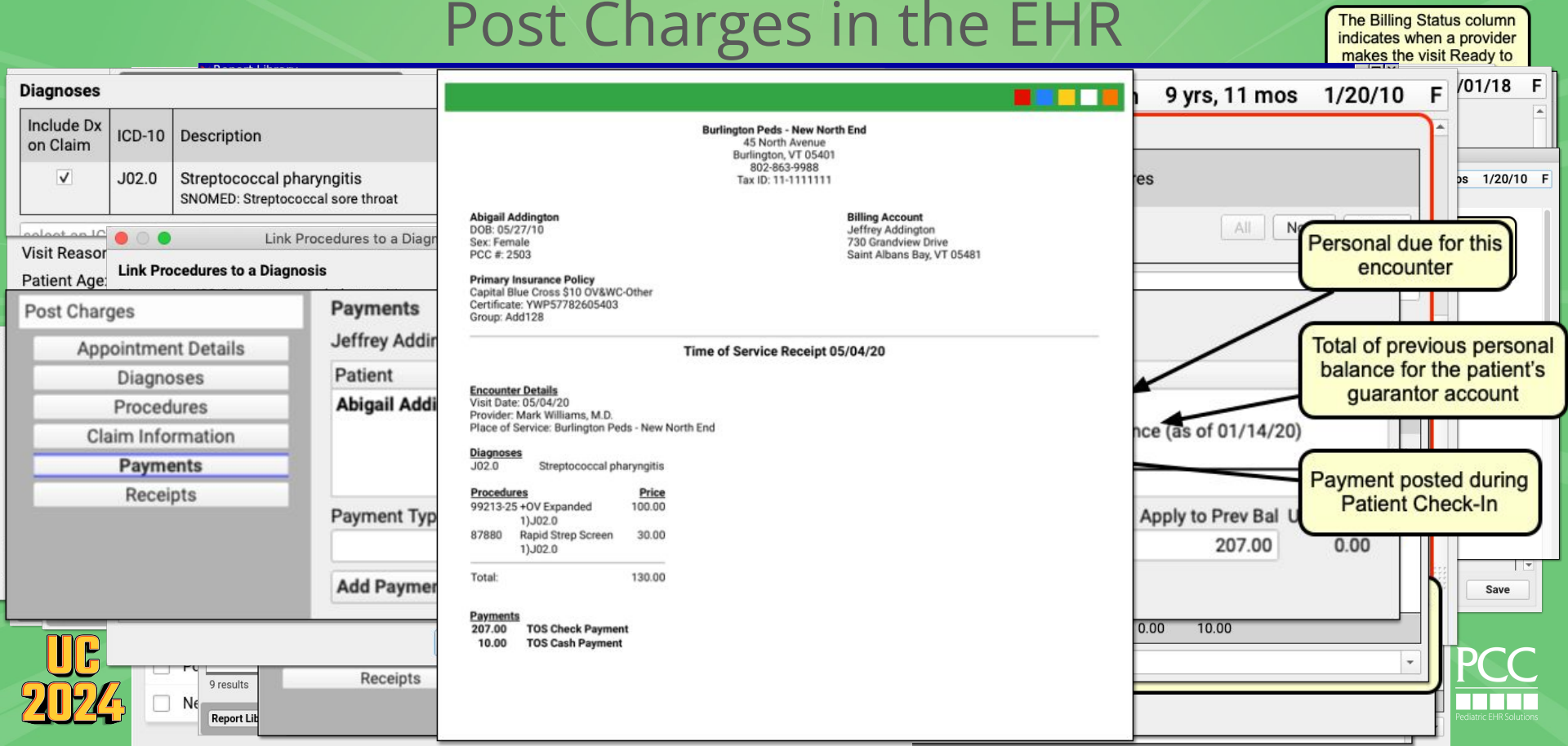

Feature Rich: Billing in PCC EHR

Review Billing History in the EHR

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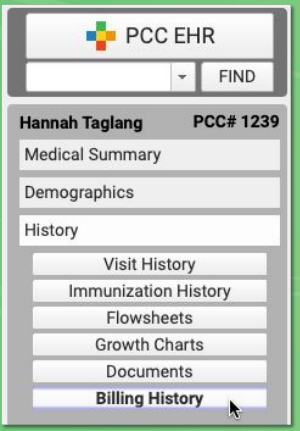

Billing History — Hannah Taglang 11 yrs, 6 mos 12/09/08 F

04/16/16 Alfred Woodward, M.D., Winooski Pediatrics

Account:
Albert Taglang (Account #1872)
5705 Roush Road
Westminster Station, VT 05159

Primary Insurance Policy:
~BCBS $10 Custom Blue-QAC,QAF
Certificate: QAF207526436
Group: Tag43

Diagnoses:
465.9 URI

Procedures:
99213 1 OV Expanded Focus $48.00
1)465.9

Total: $48.00

Claim Information:
Billing Provider: Alfred Woodward, M.D.

Payments:
48.00 TOS Check Payment
48.00 TOS Check Payment

Claim Batched:
BCBS claim batched 04/16/16

Select an encounter in the Billing History Index to review details in the window above

Billing History Index Search Filter: Search

Date	Provider	Place of Service	Billing Status	Signed	Billing Account	Docs
07/07/20	Mark Williams, M.D.	Burlington Peds - New North End	Ready To Post	Williams, Casey	Albert Taglang (# 1872)	
04/16/16	Alfred Woodward, M.D.	Winooski Pediatrics	Posted	n/a	Albert Taglang (# 1872)	
10/10/15	Fred Jones, M.D.	Winooski Pediatrics	Posted	n/a	Albert Taglang (# 1872)	
10/06/14	Fred Jones, M.D.	Winooski Pediatrics	Posted	n/a	Albert Taglang (# 1872)	

Procedures:

CPT	Units	Description		Amount	Diagnoses
87880	1	Rapid Strep Screen		27.00	R05
		07/20/21	Ins Pmt - BCBS $10copay	(16.13)	
		07/20/21	Ins Adj - BCBS $10copay	(10.87)	
99214	1	OV Detailed H&E		87.00	R05
		07/03/21	TOS Cash Payment	(10.00)	
		07/20/21	Ins Pmt - BCBS $10copay	(70.72)	
		07/20/21	Ins Adj - BCBS $10copay	(6.28)	
Totals:			Charges:	114.00	
			TOS Cash Payment:	(10.00)	
			Ins Pmt - BCBS $10copay:	(86.85)	
			Ins Adj - BCBS $10copay:	(17.15)	
			Balance:	0.00	

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Personal Payments in the EHR

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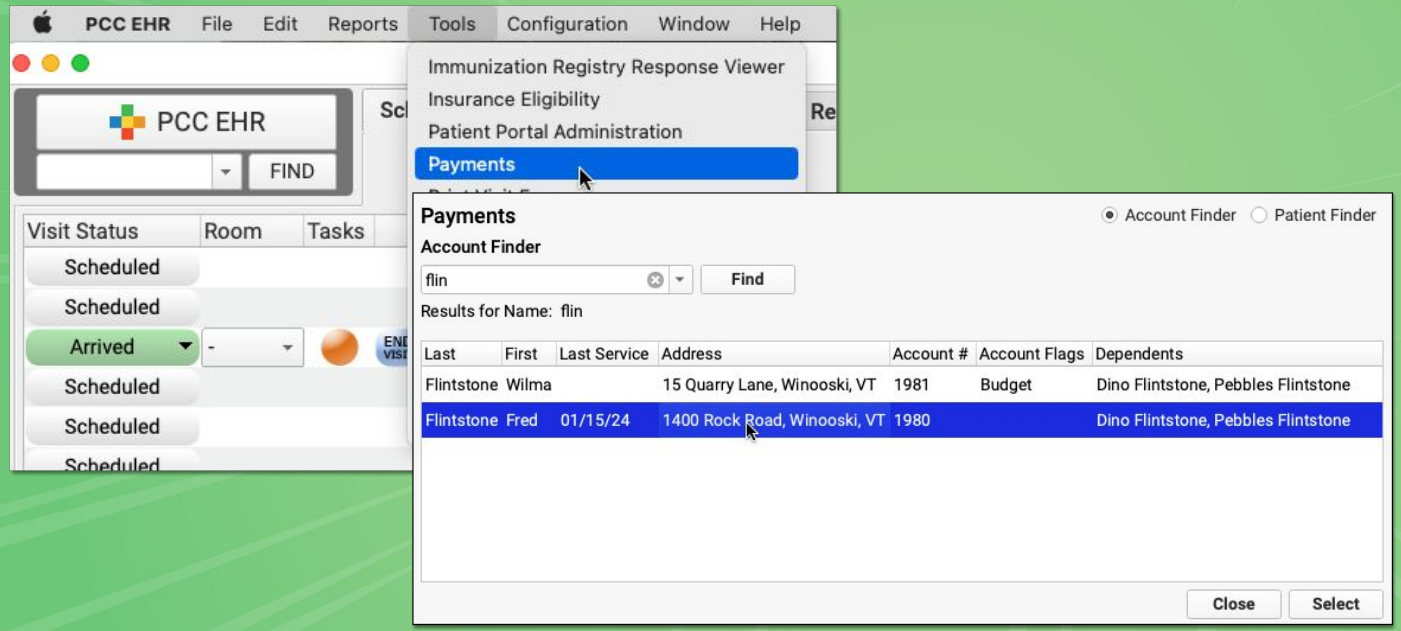
Feature Rich: Billing in PCC EHR

Personal Payments in the EHR



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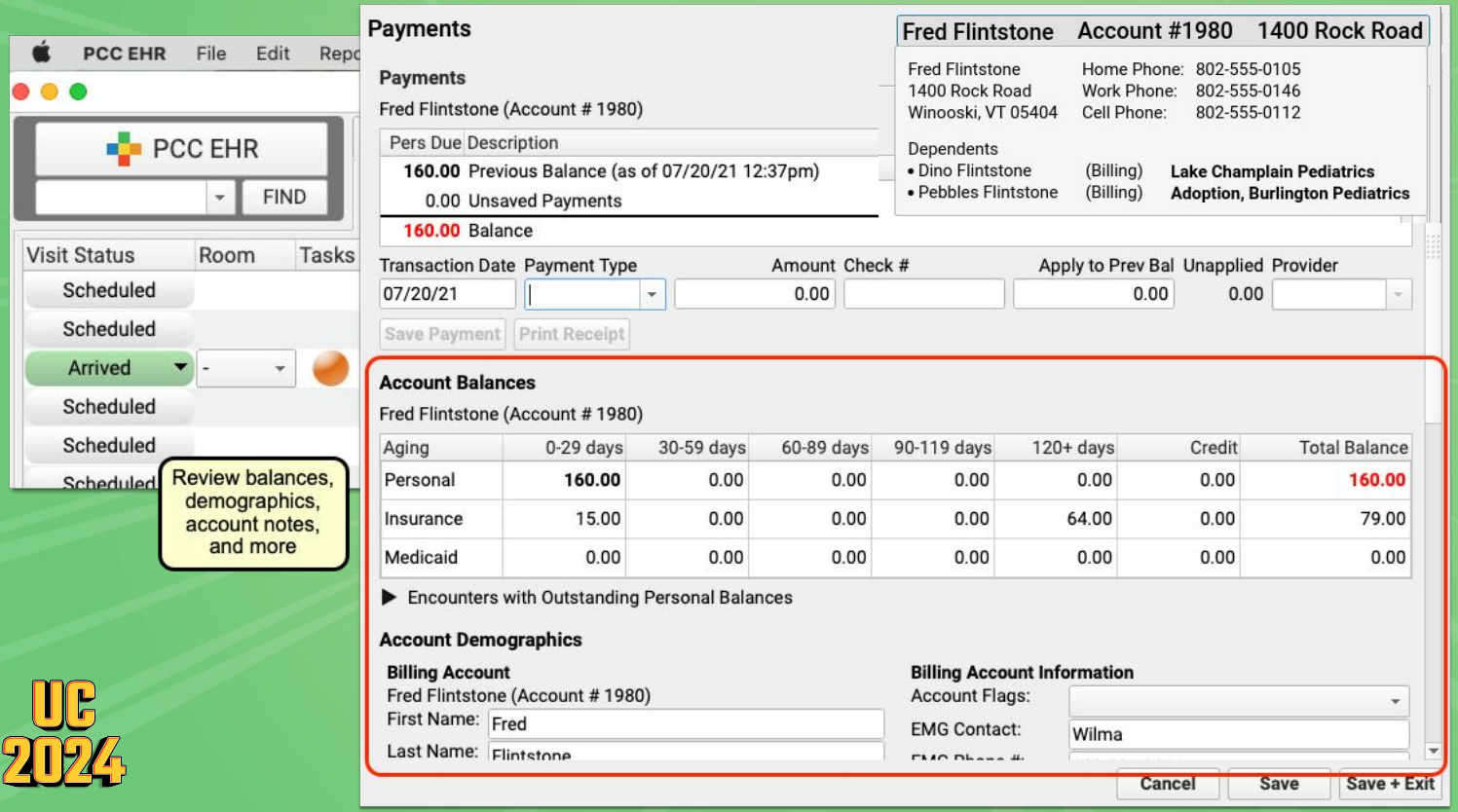

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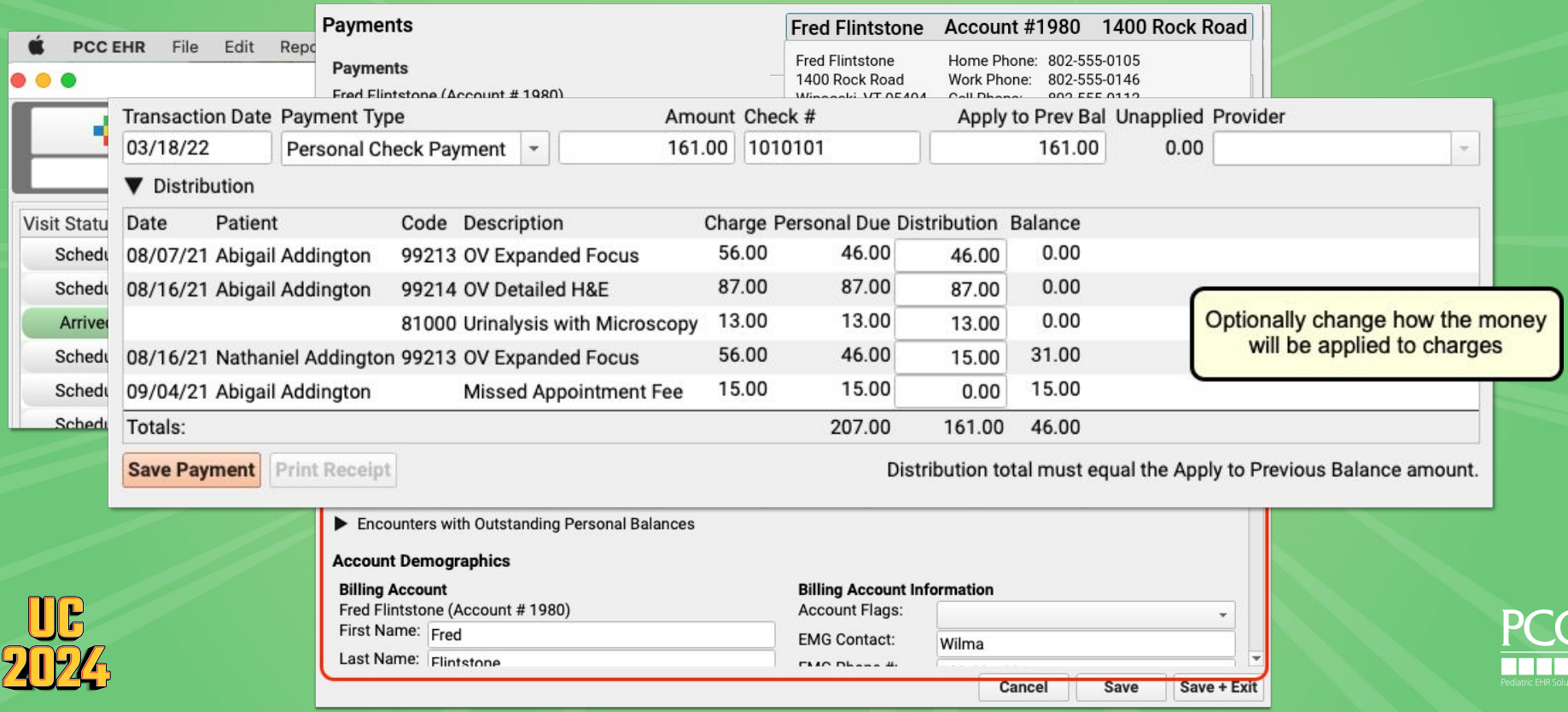

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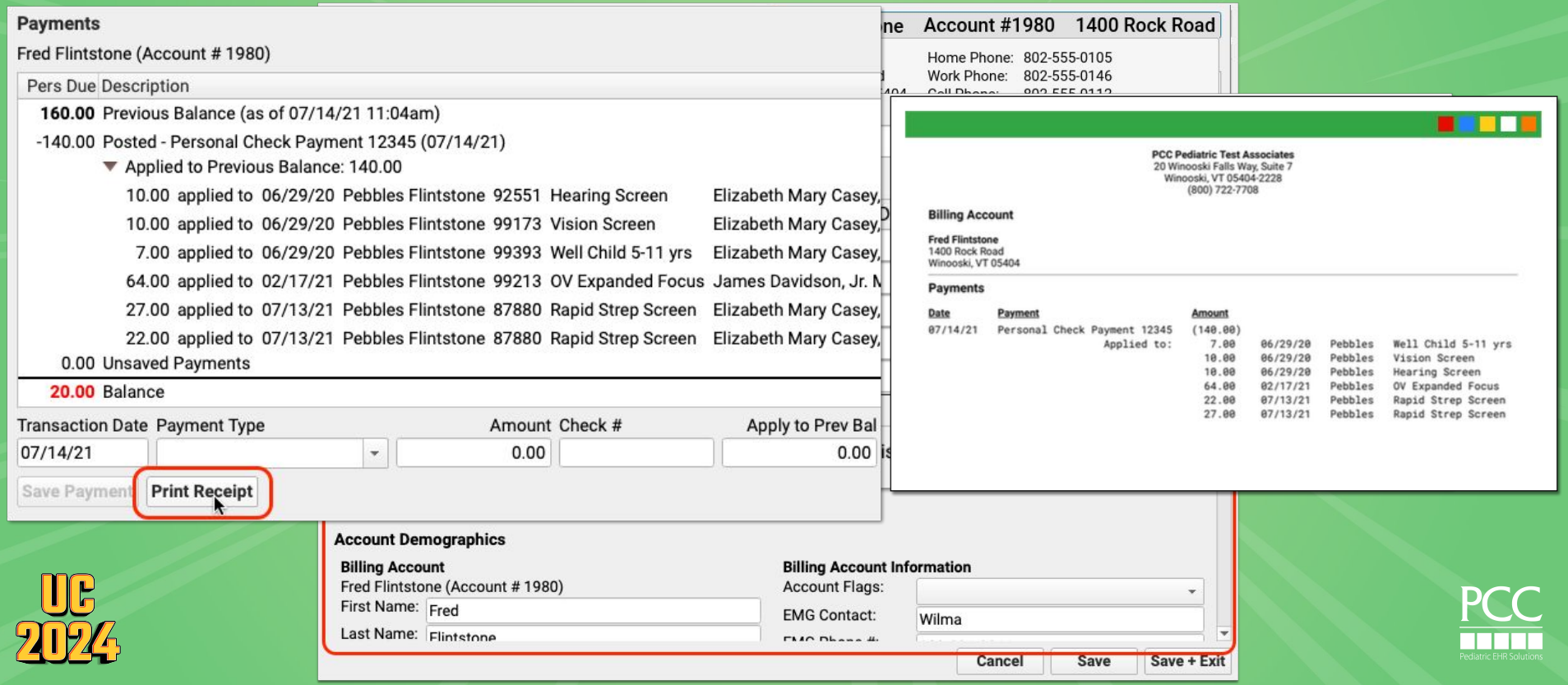

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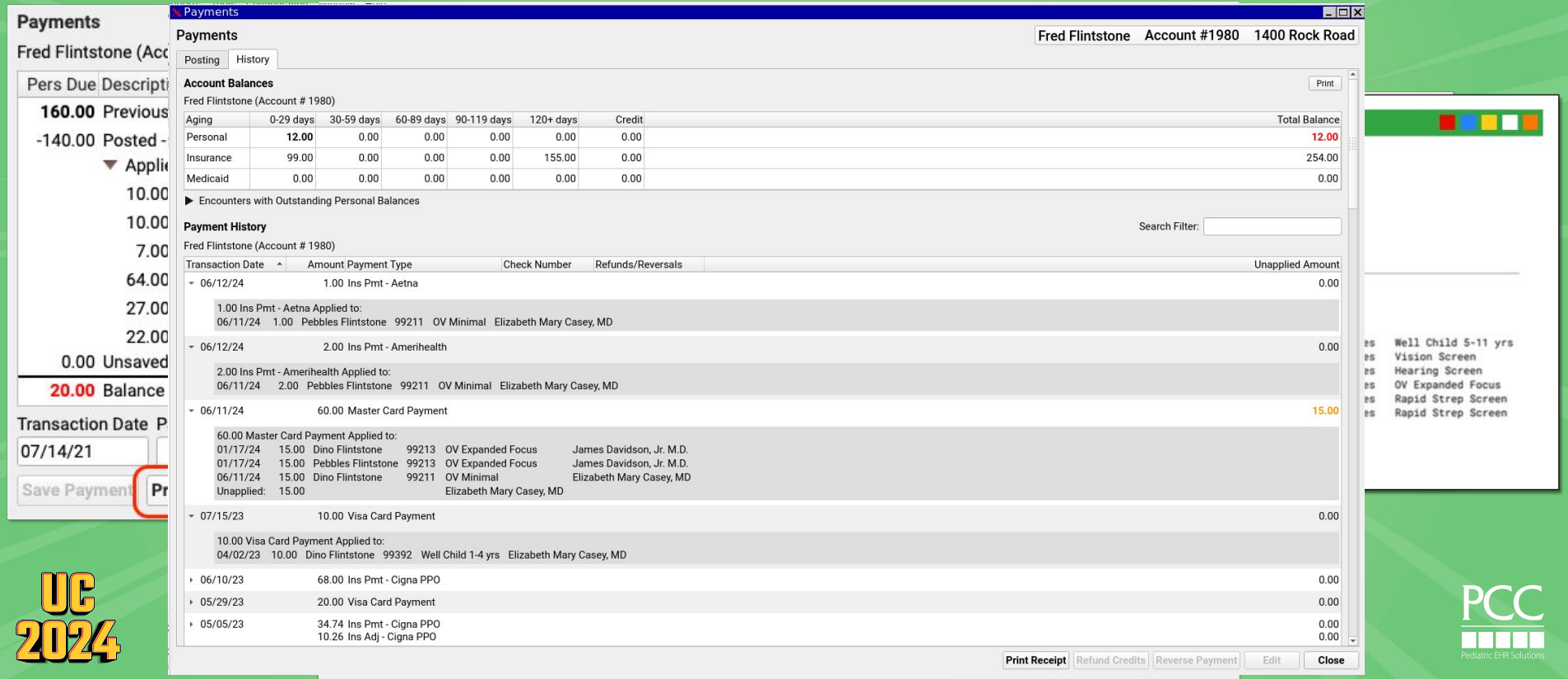

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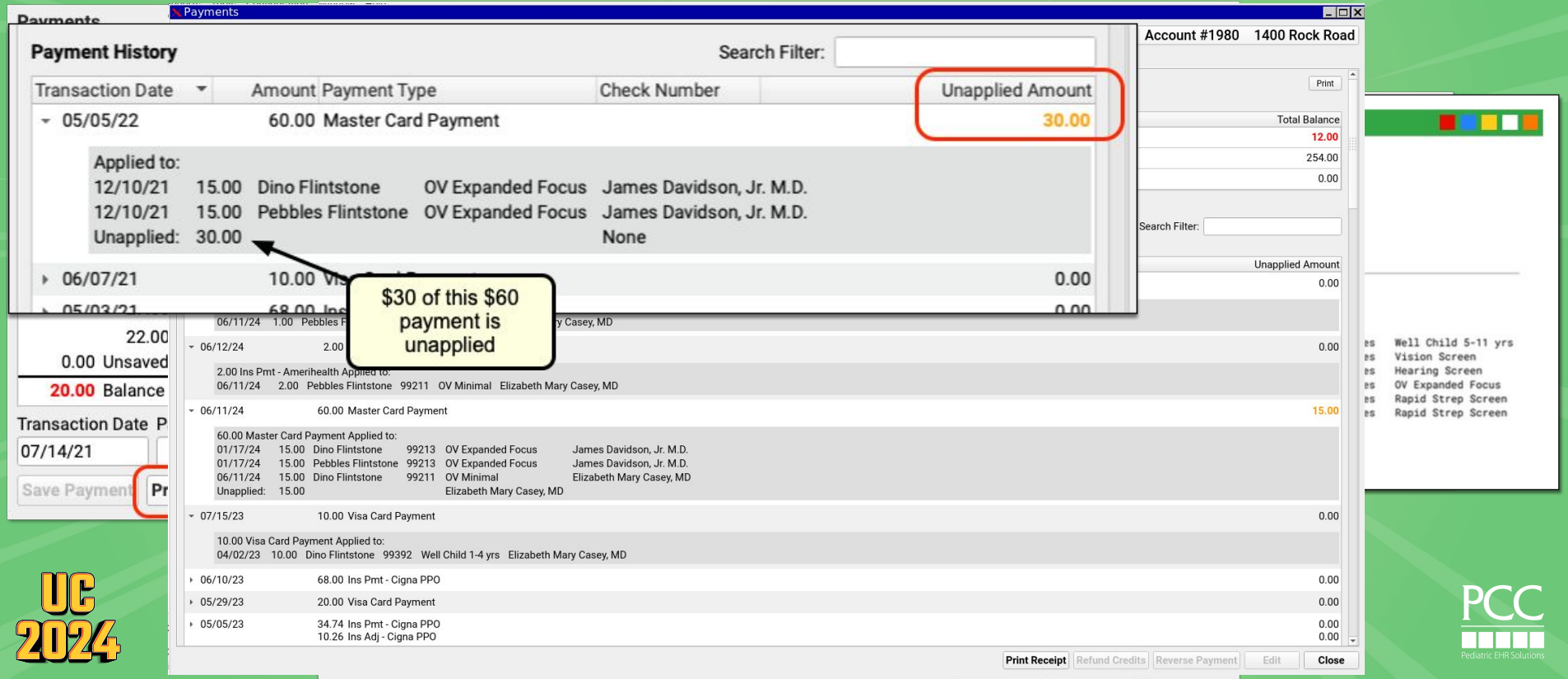

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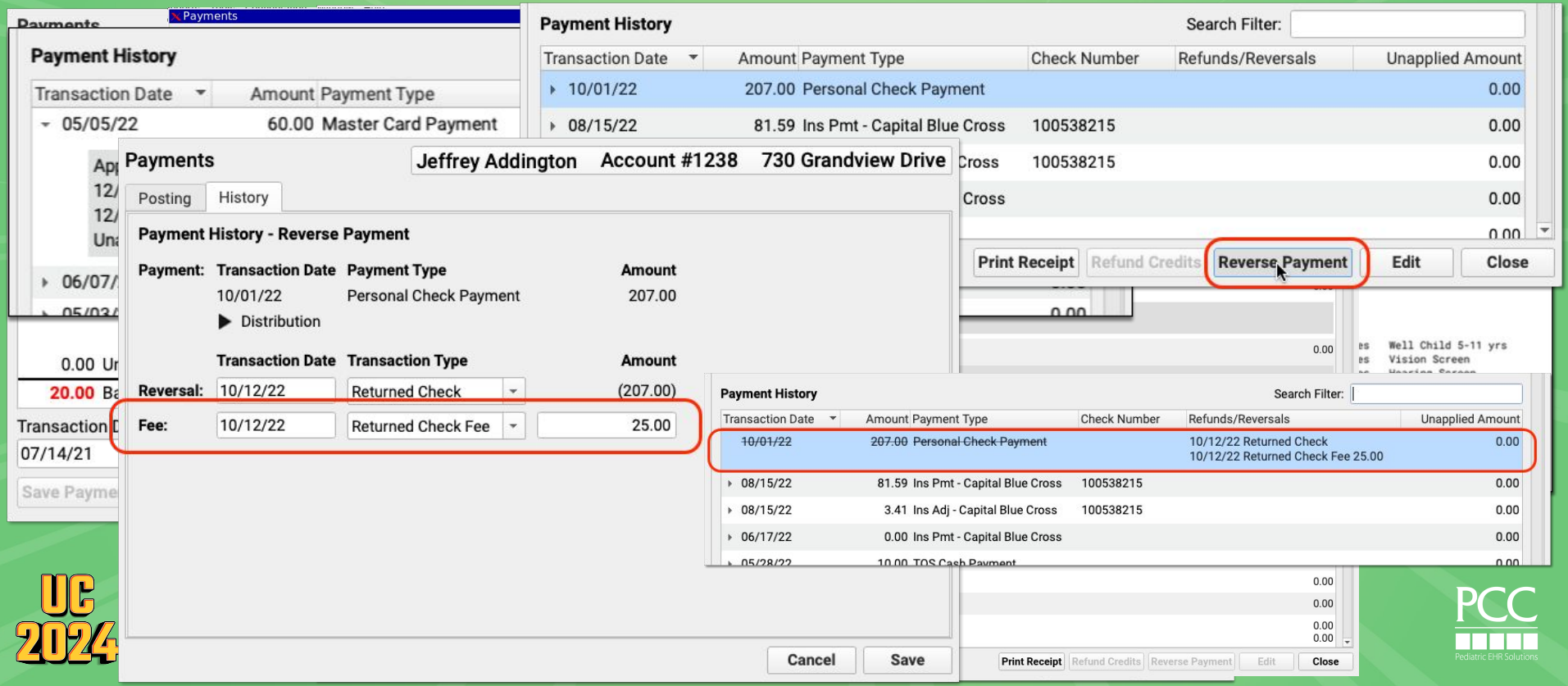

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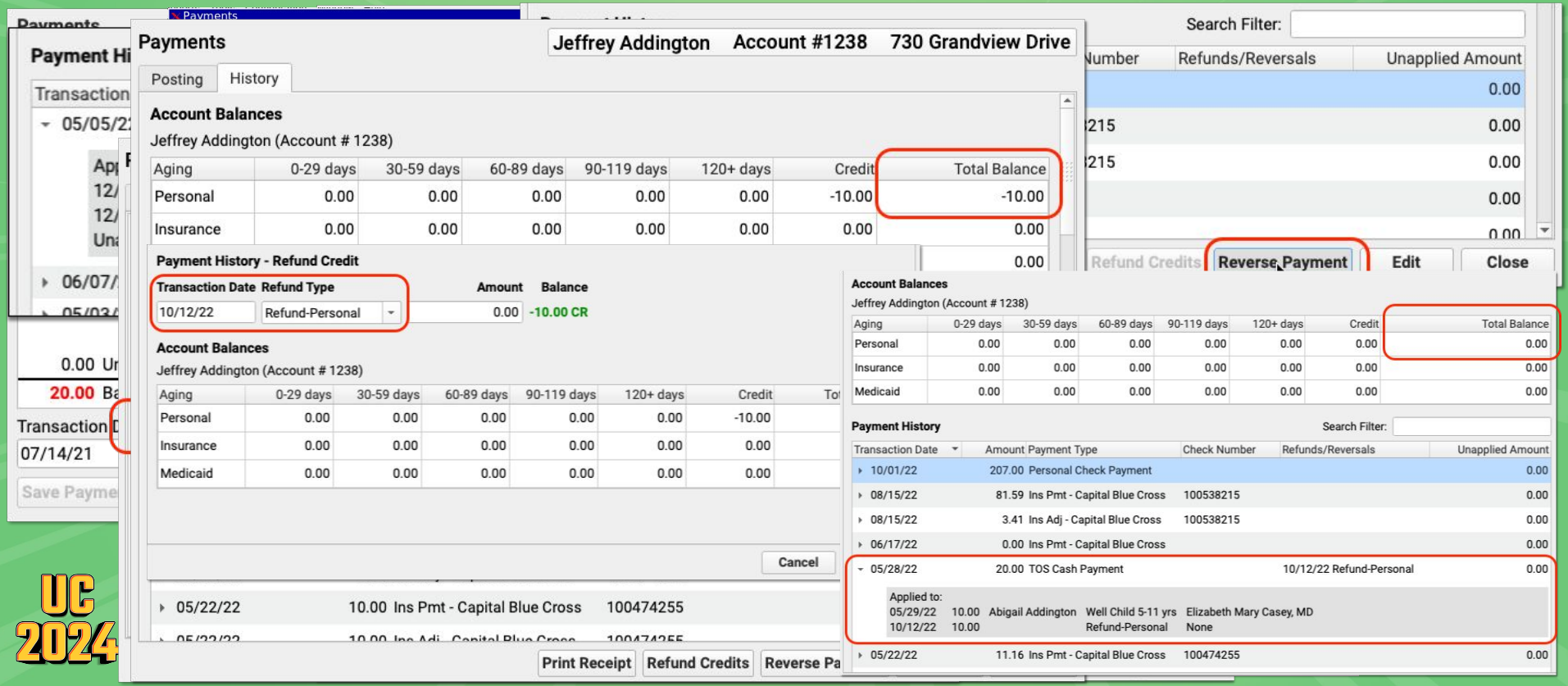

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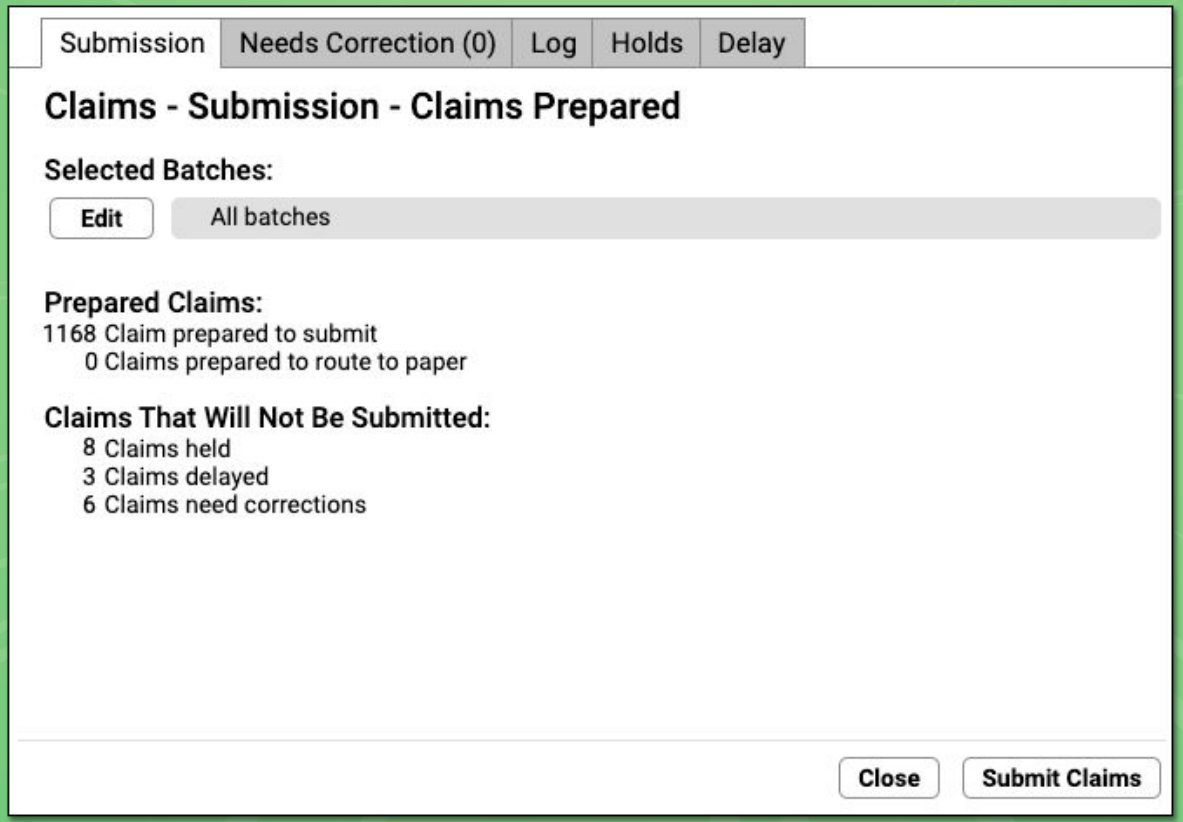

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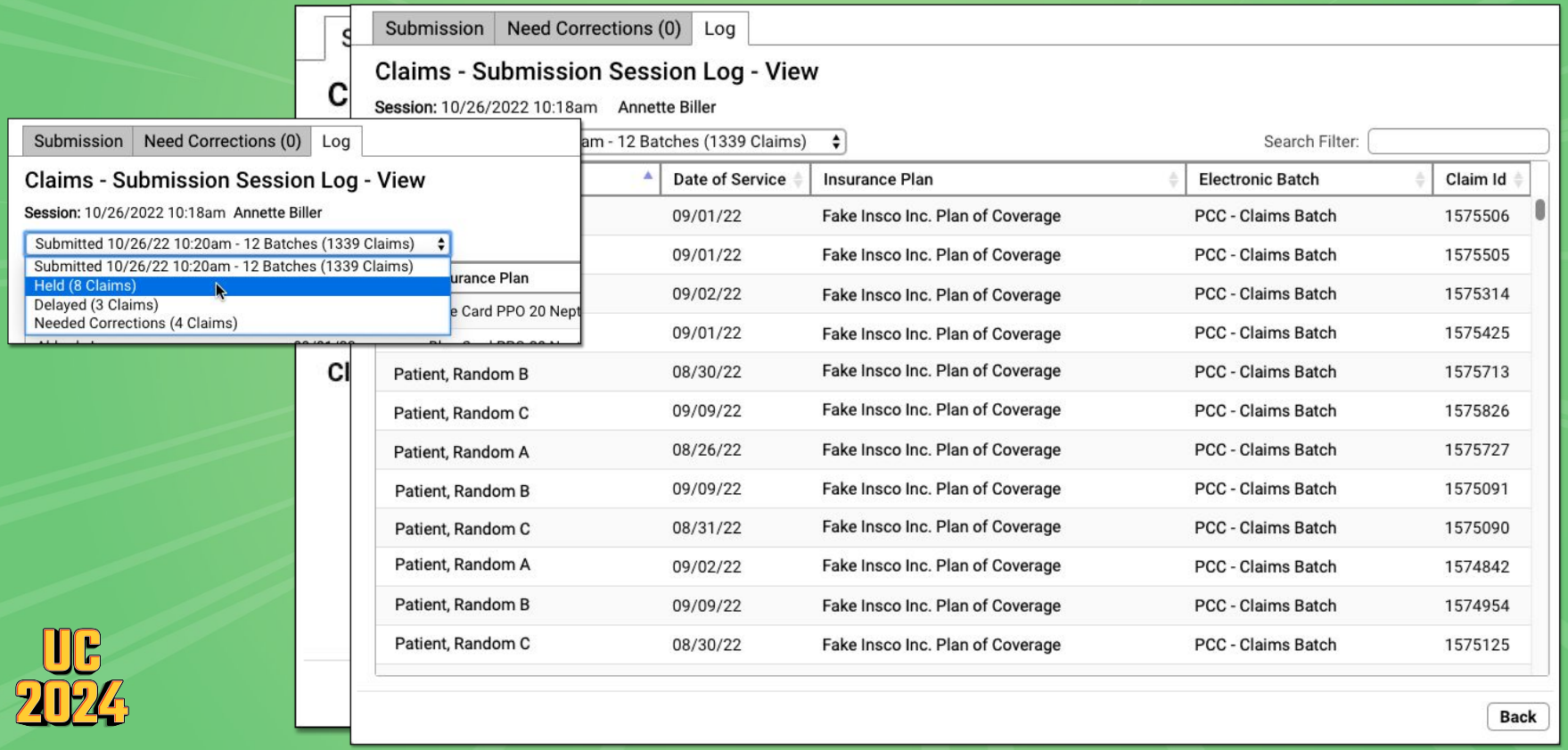

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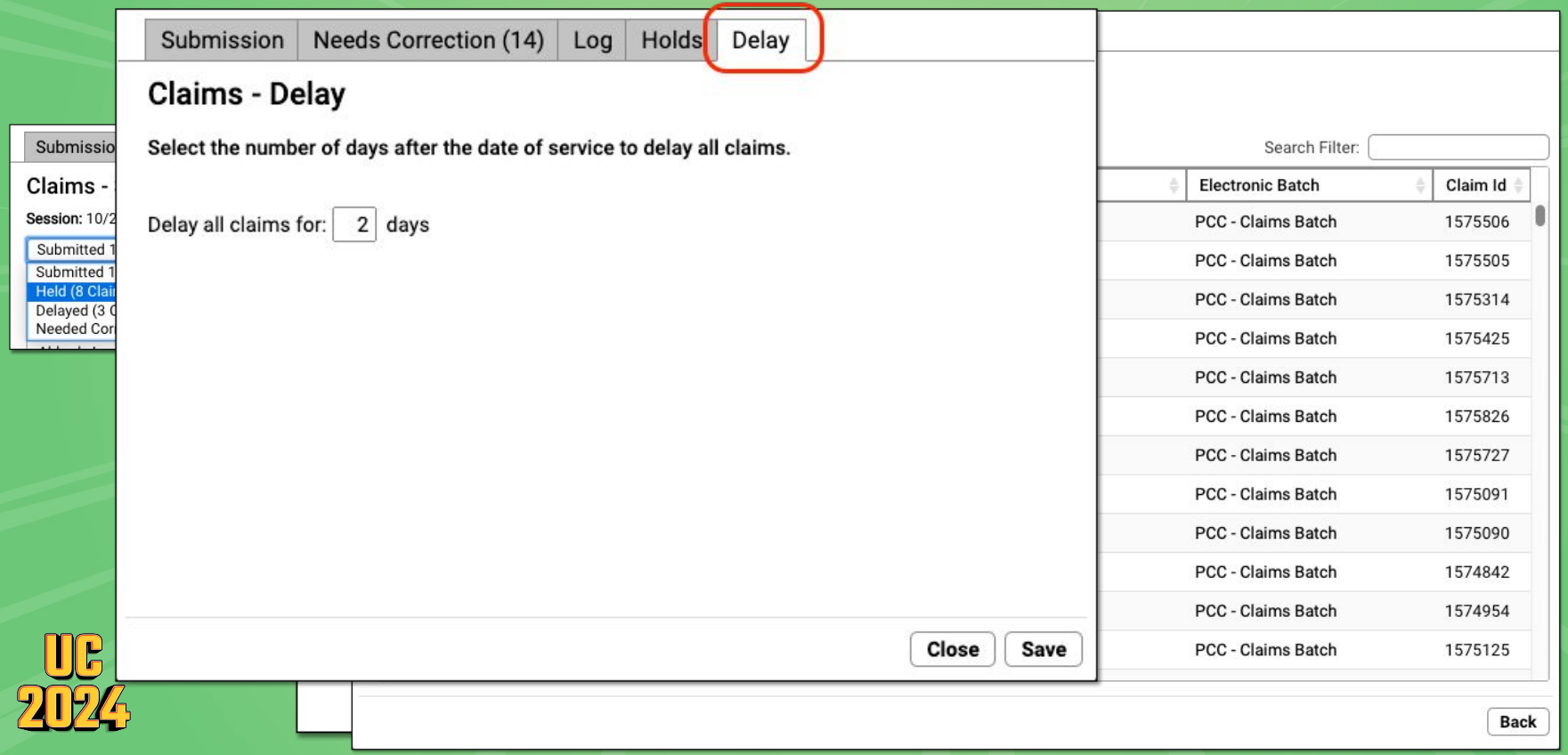

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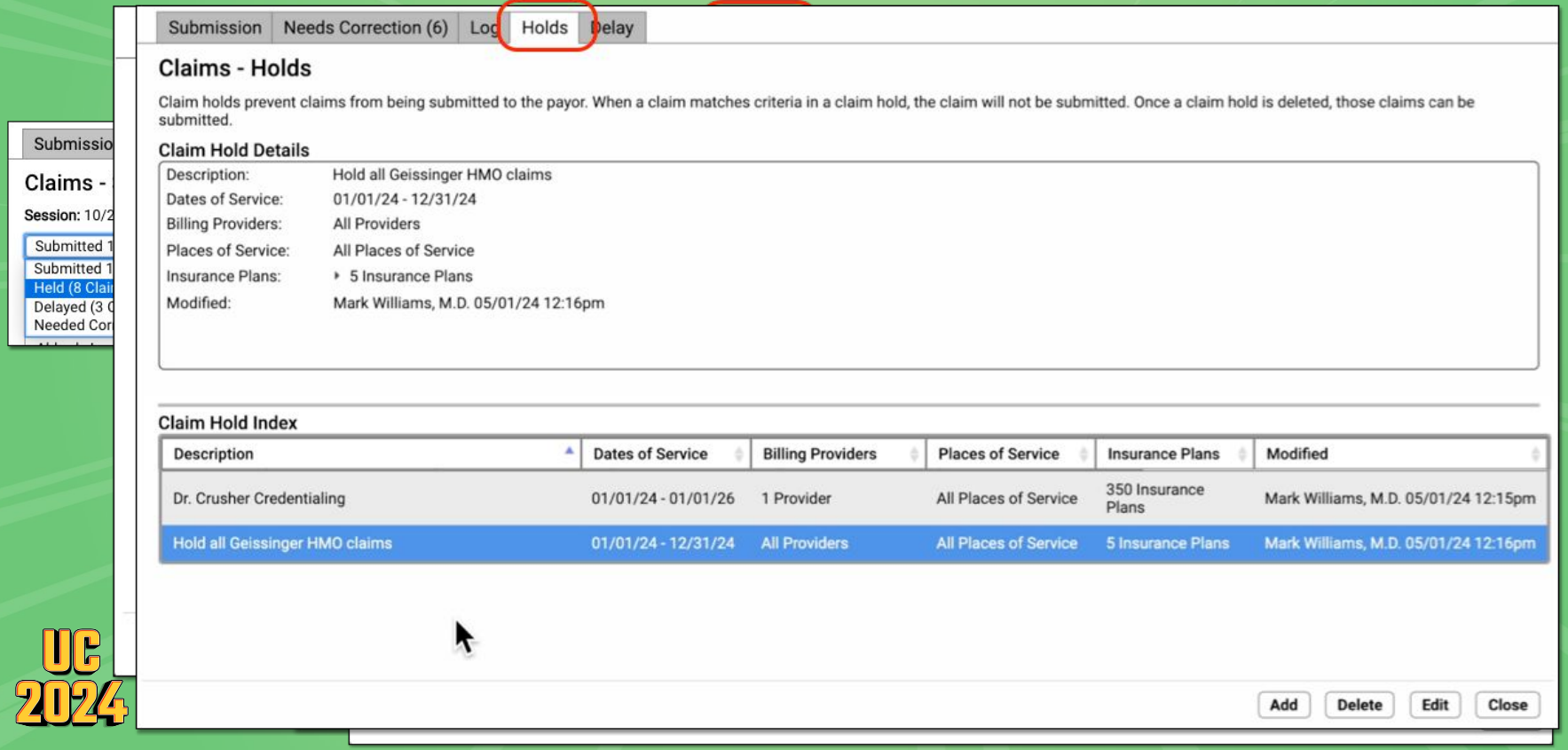

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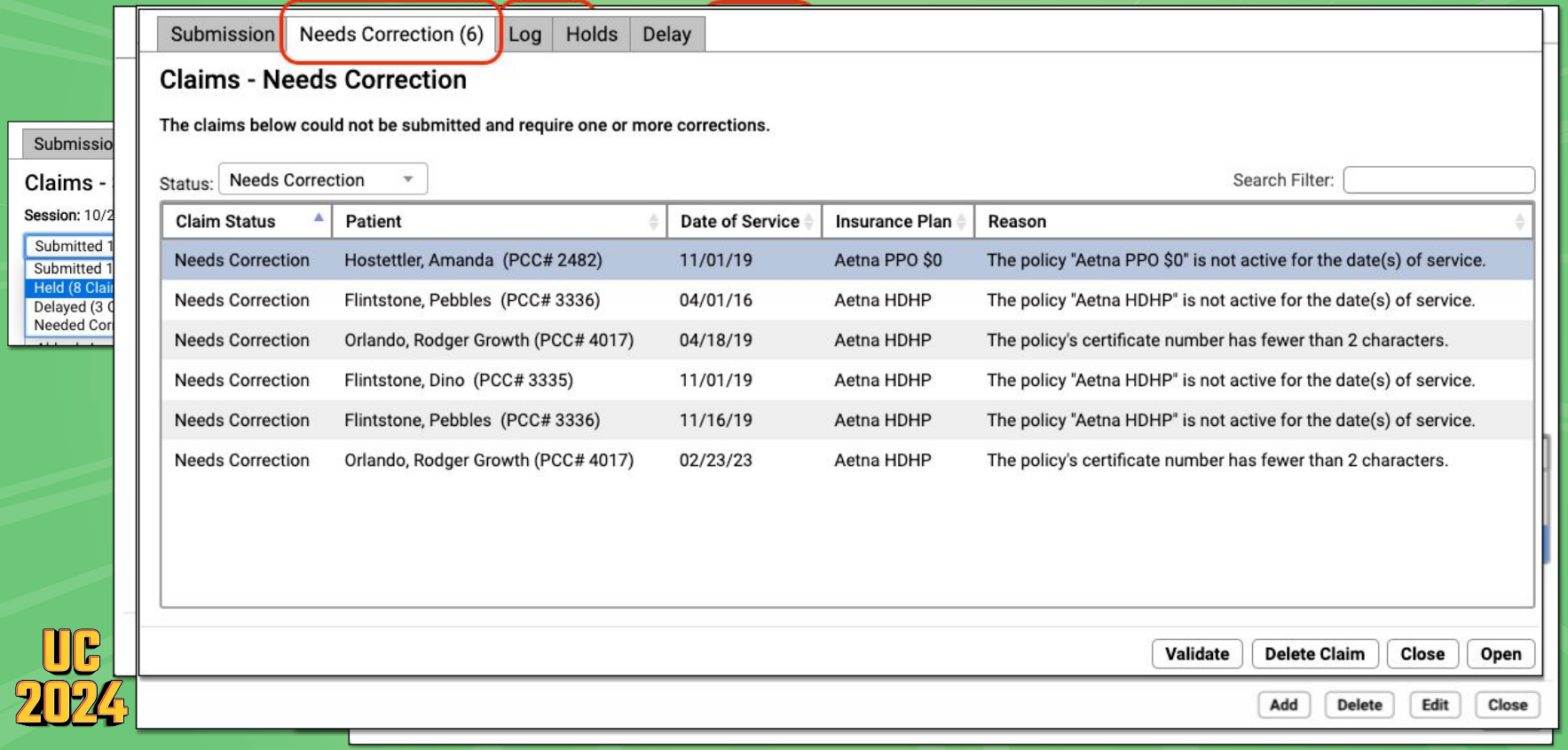

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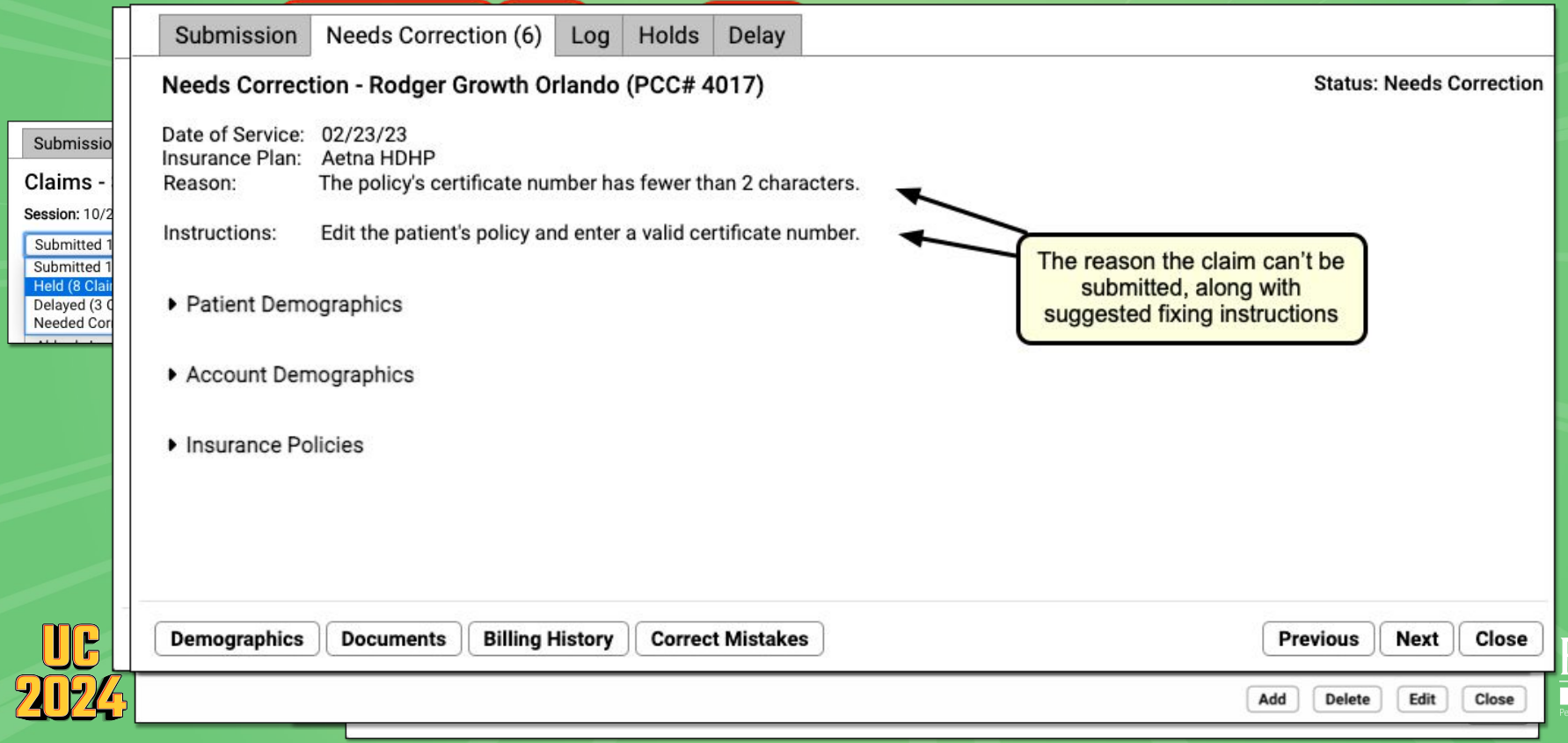

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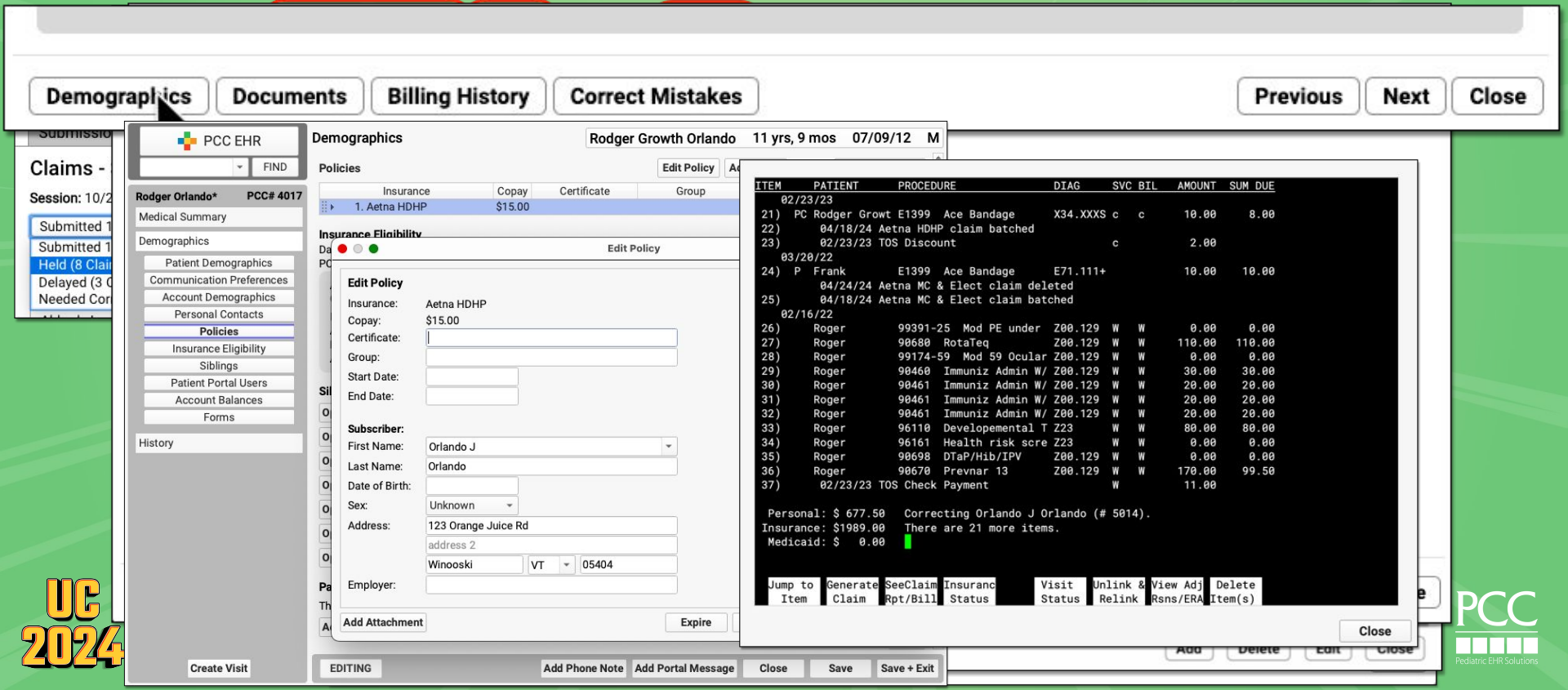

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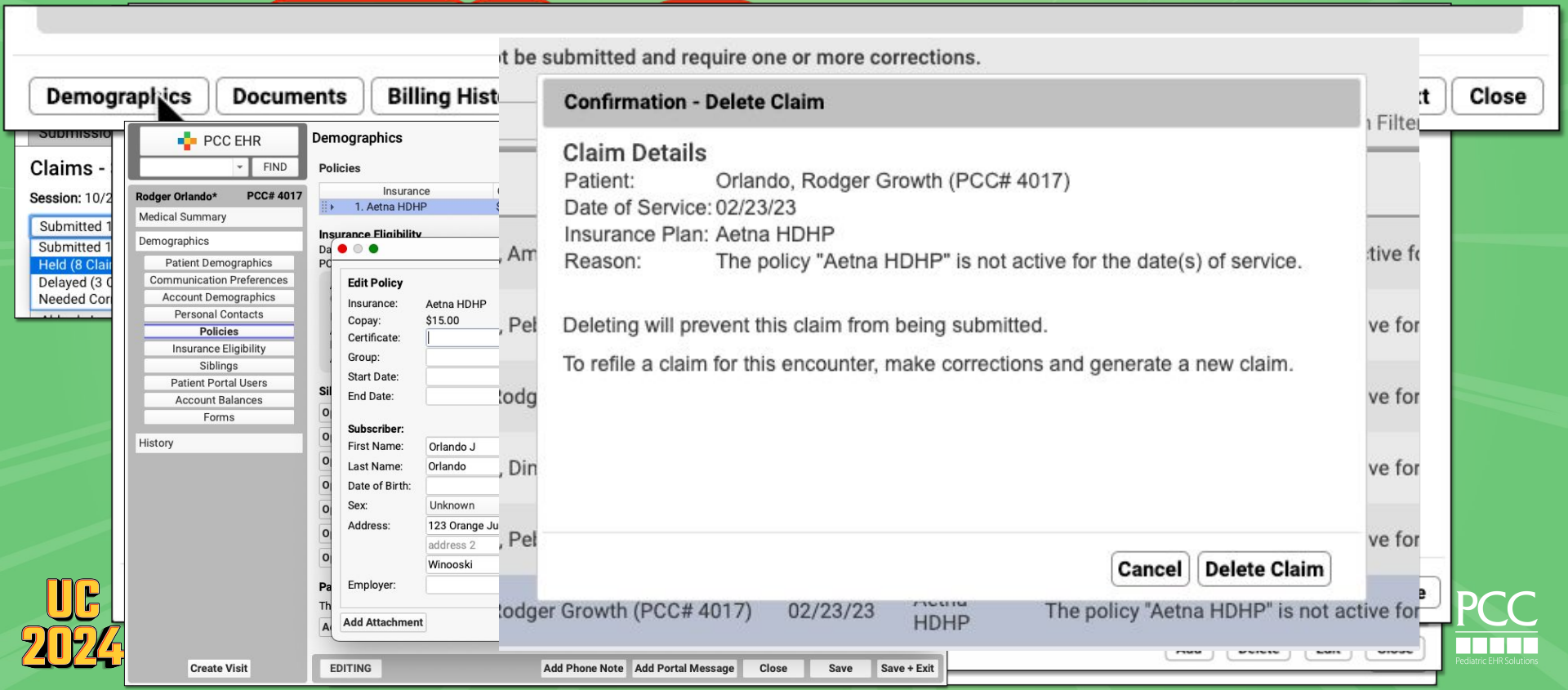

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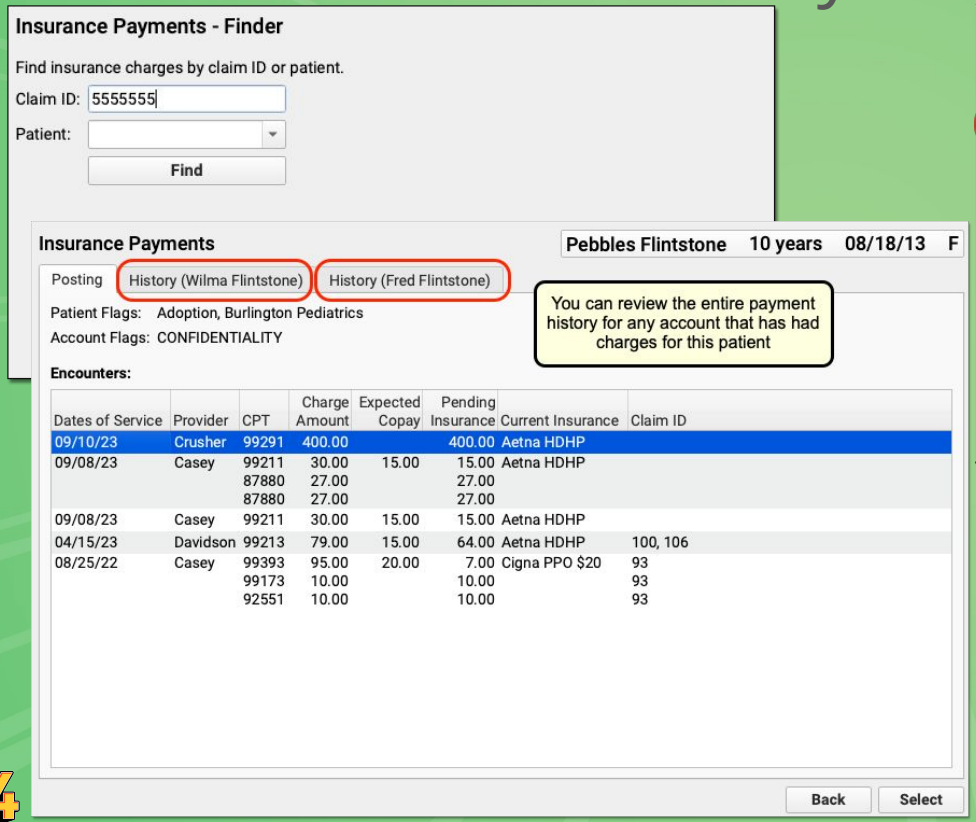

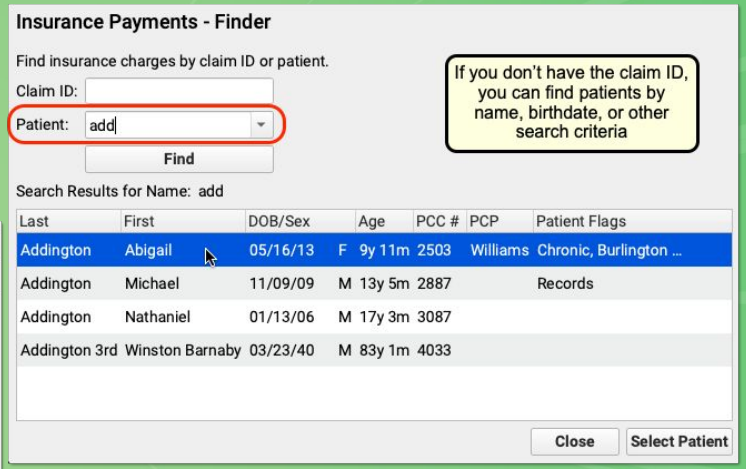

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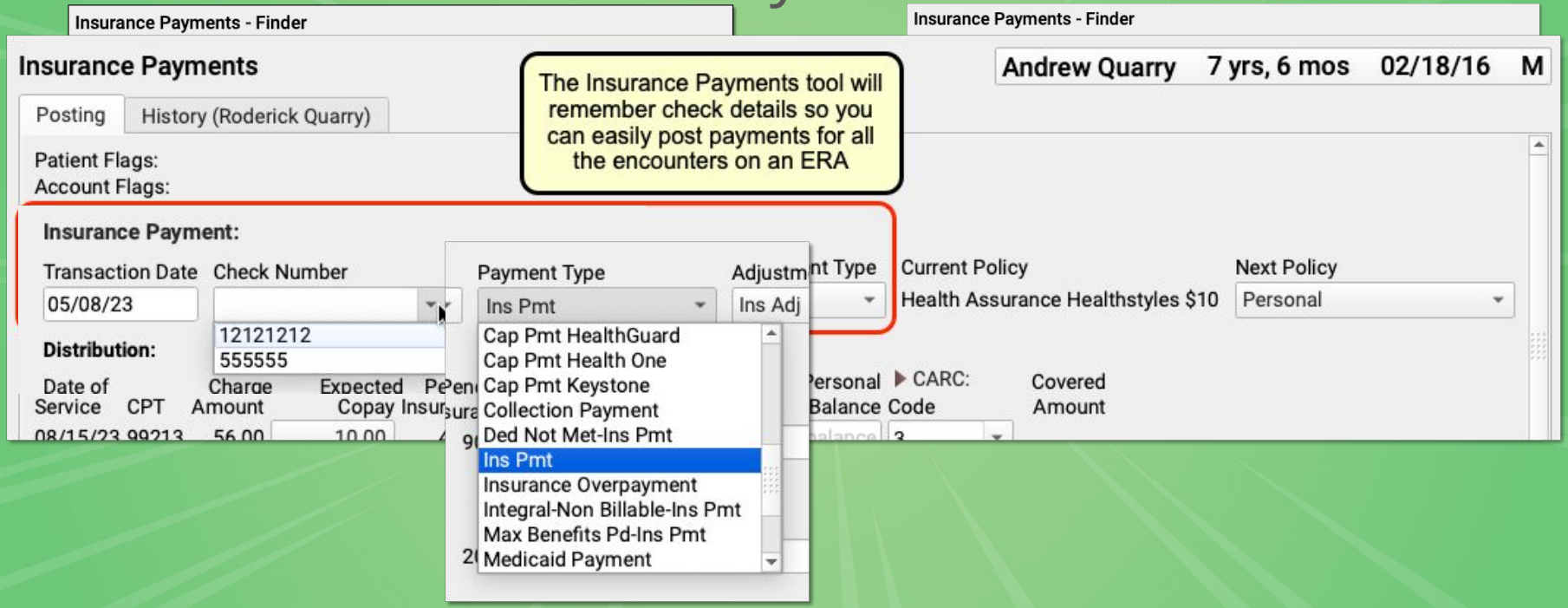

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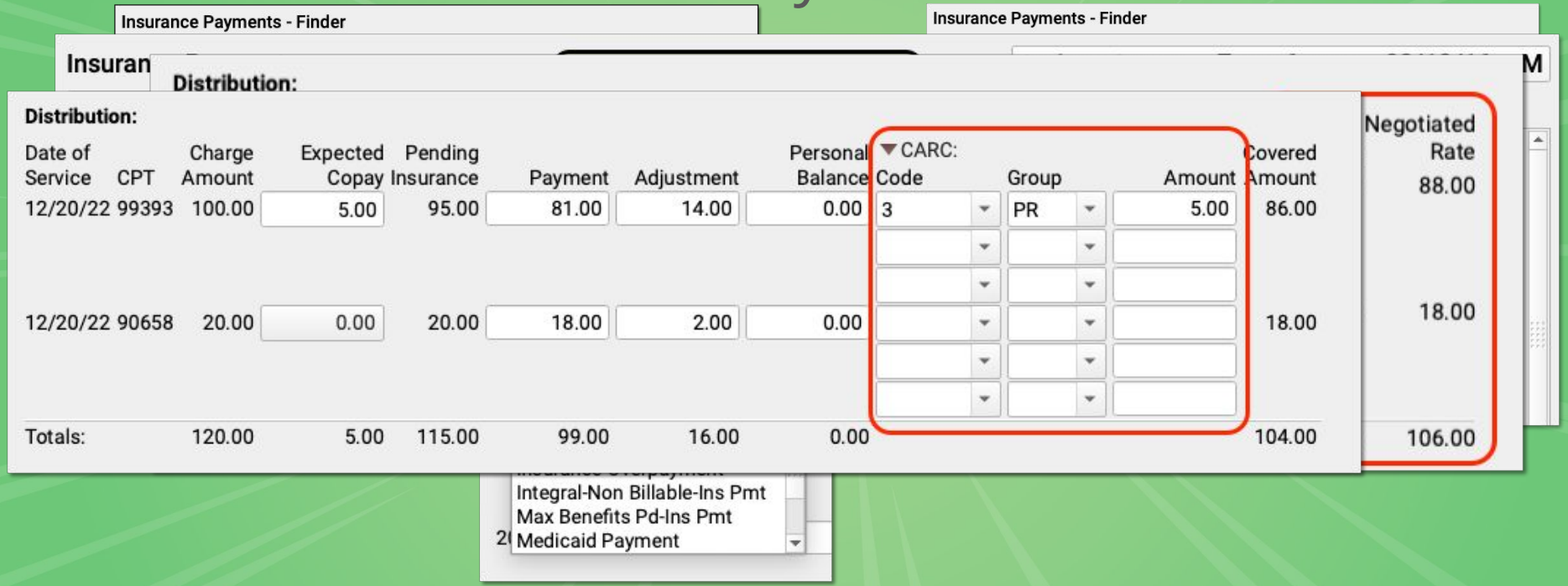

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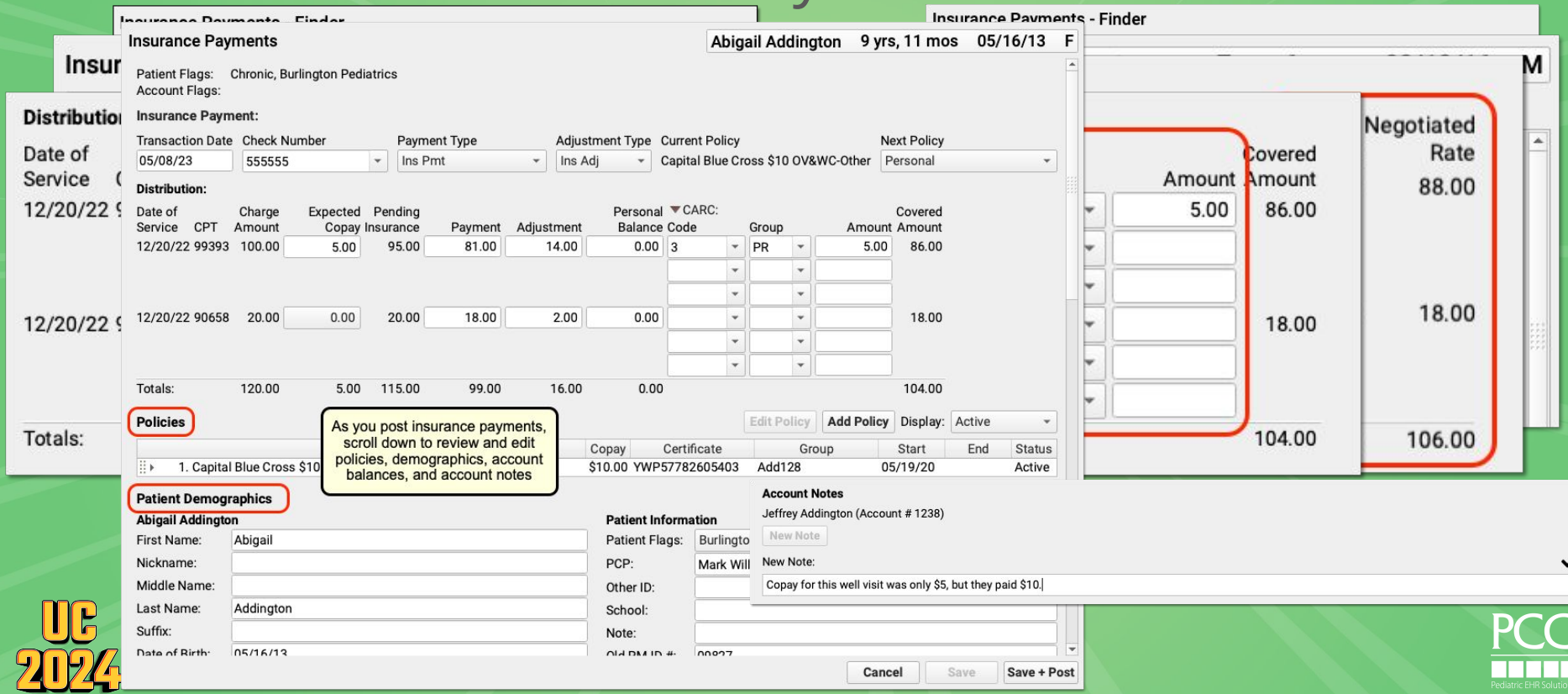

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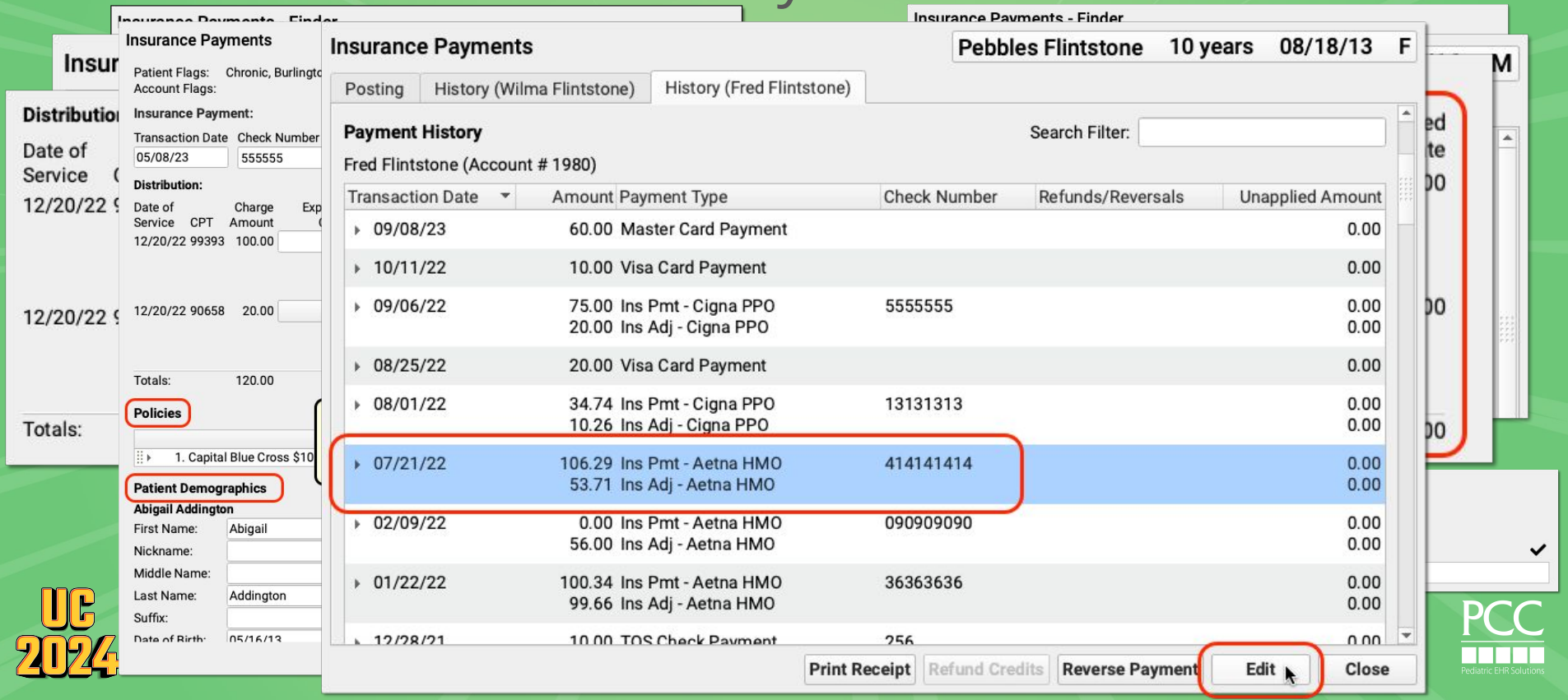

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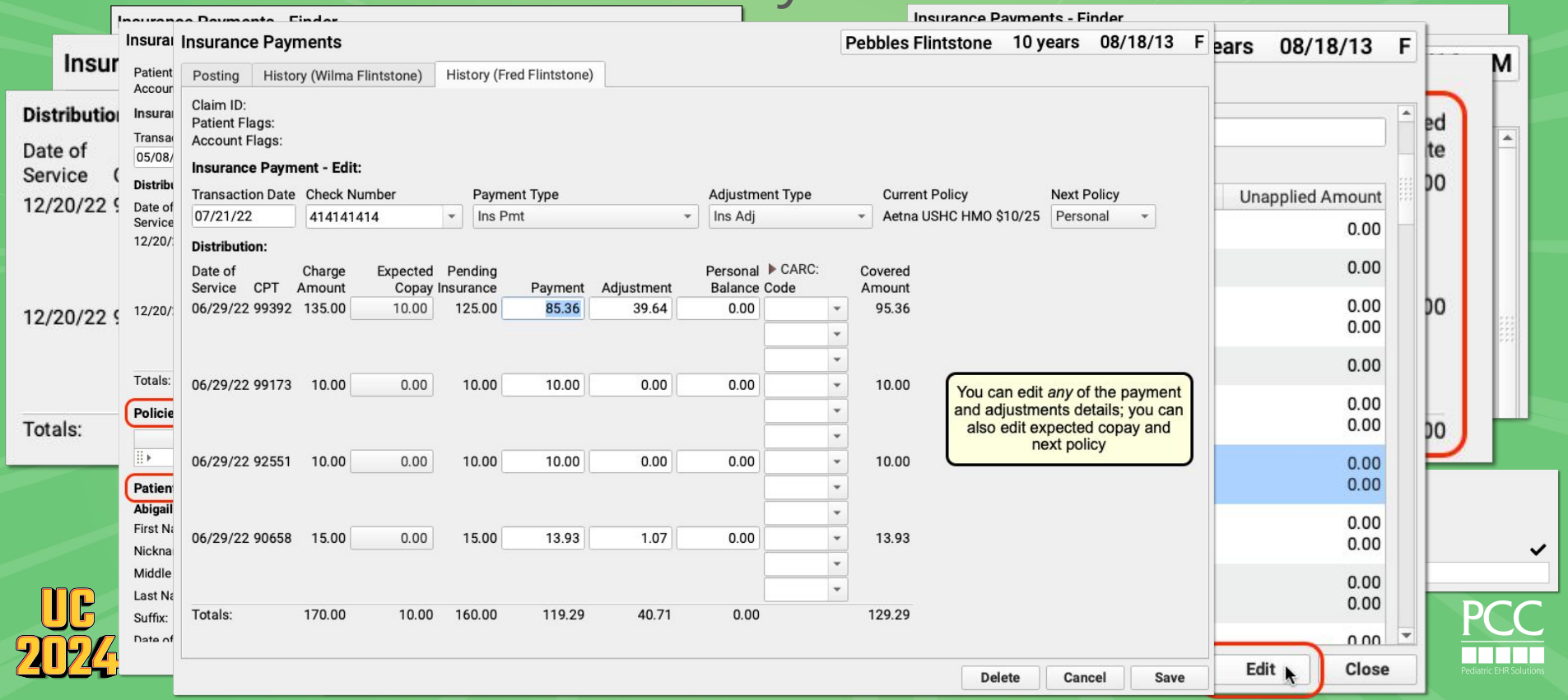

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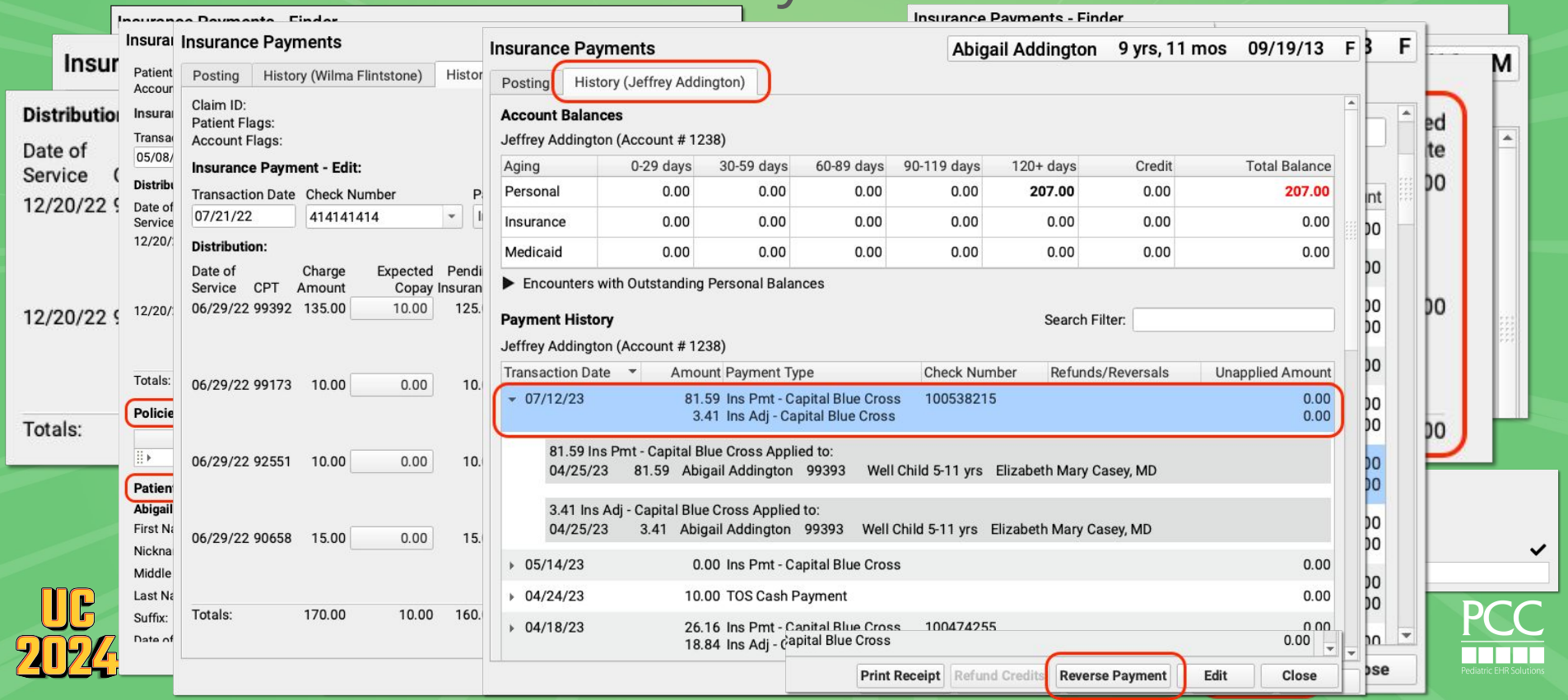

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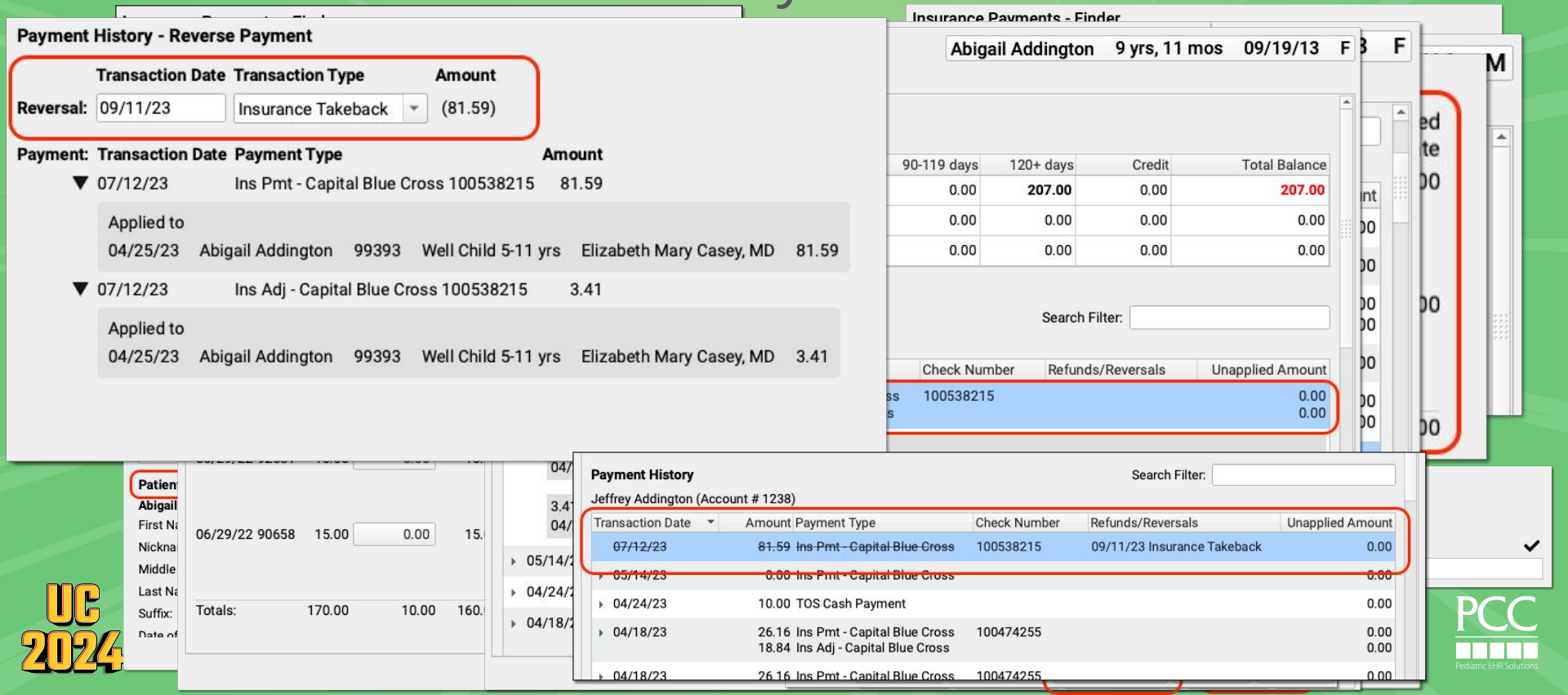

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Work with ERA's in the EHR

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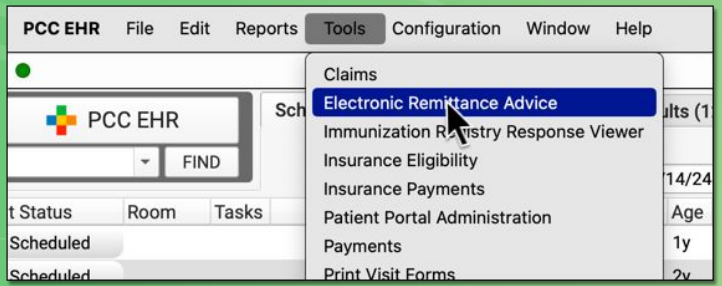

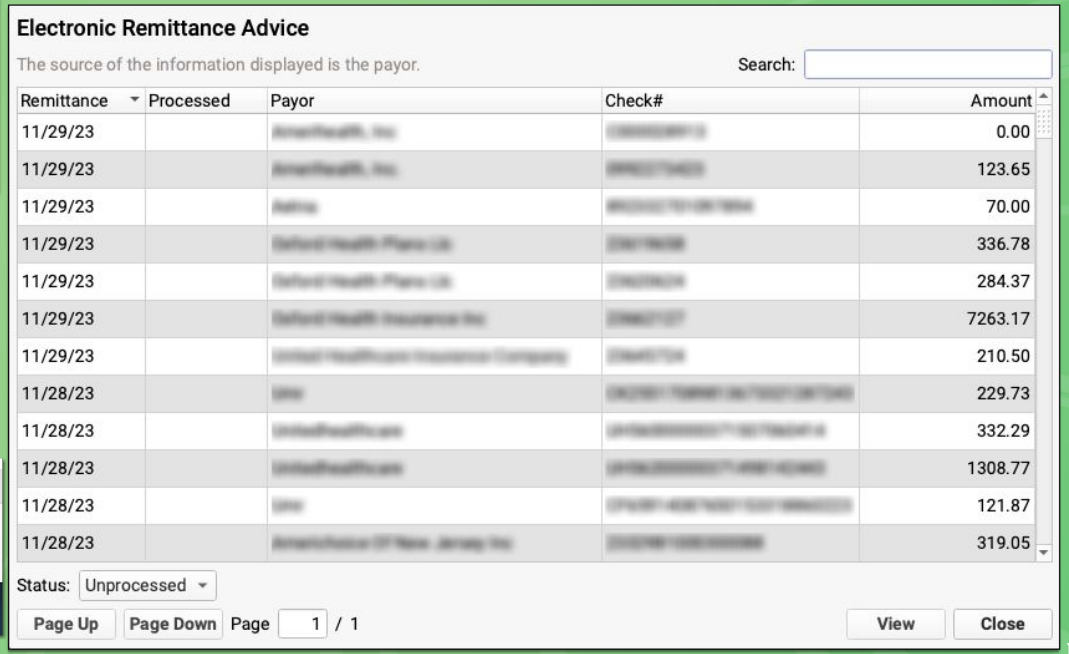

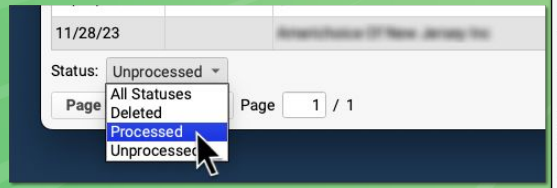

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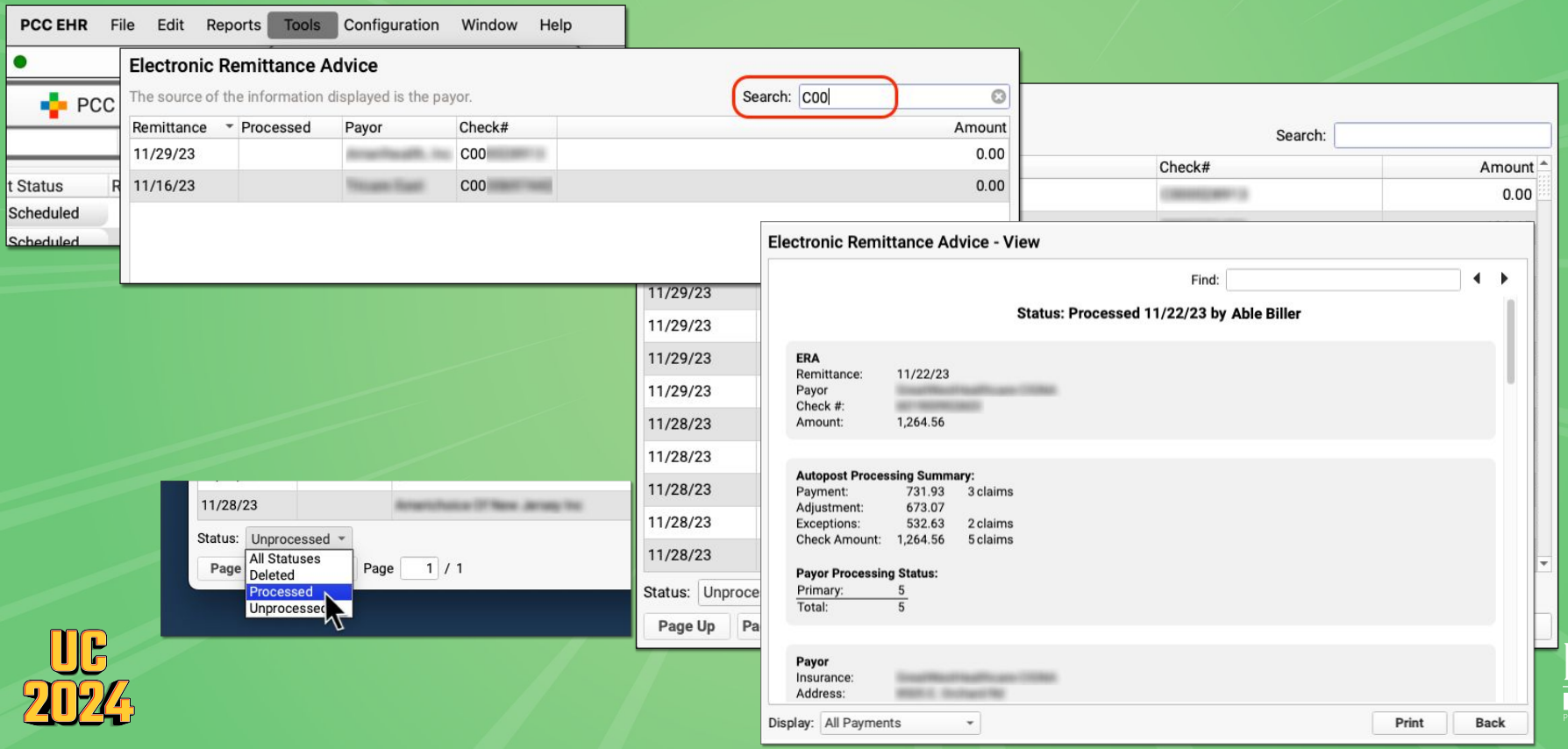

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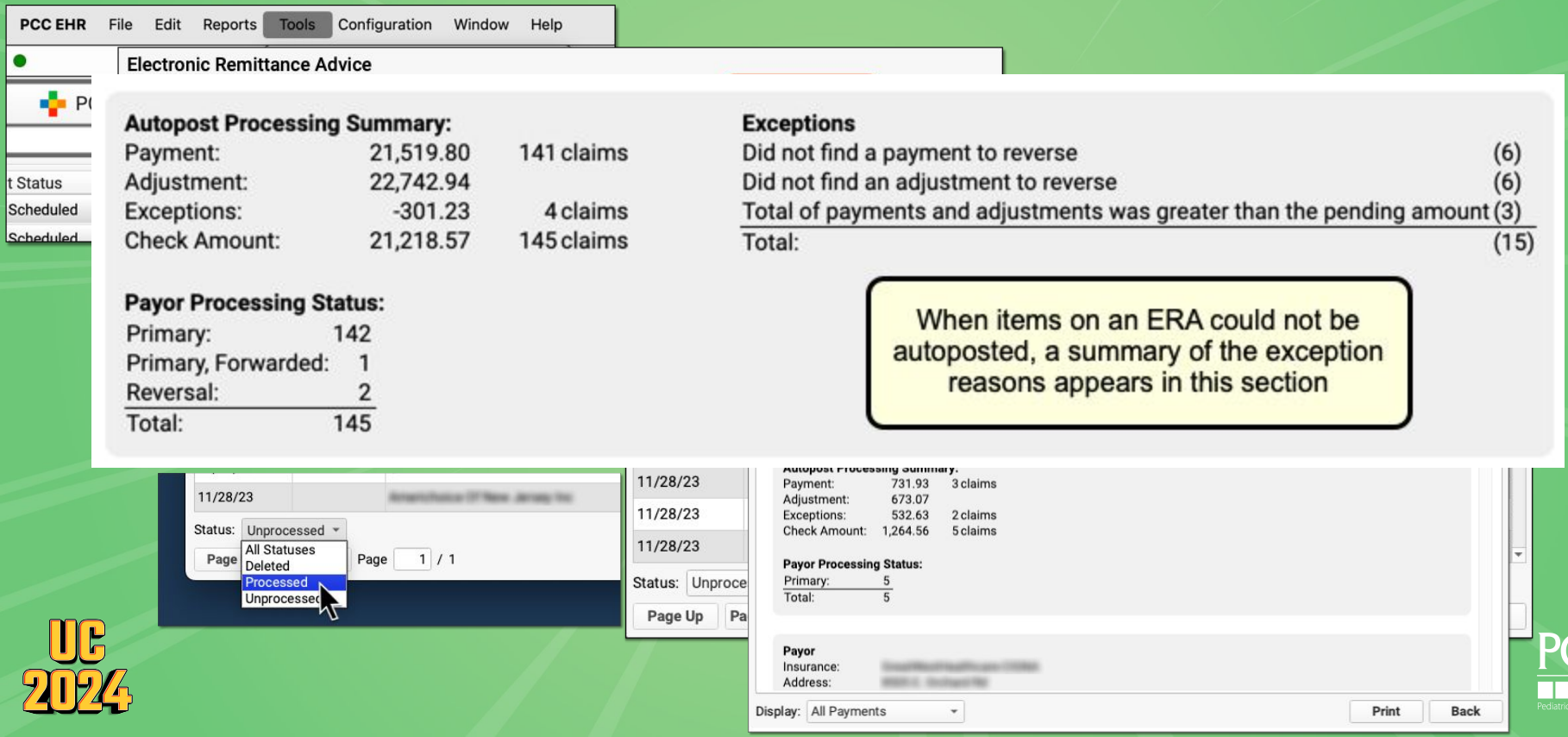

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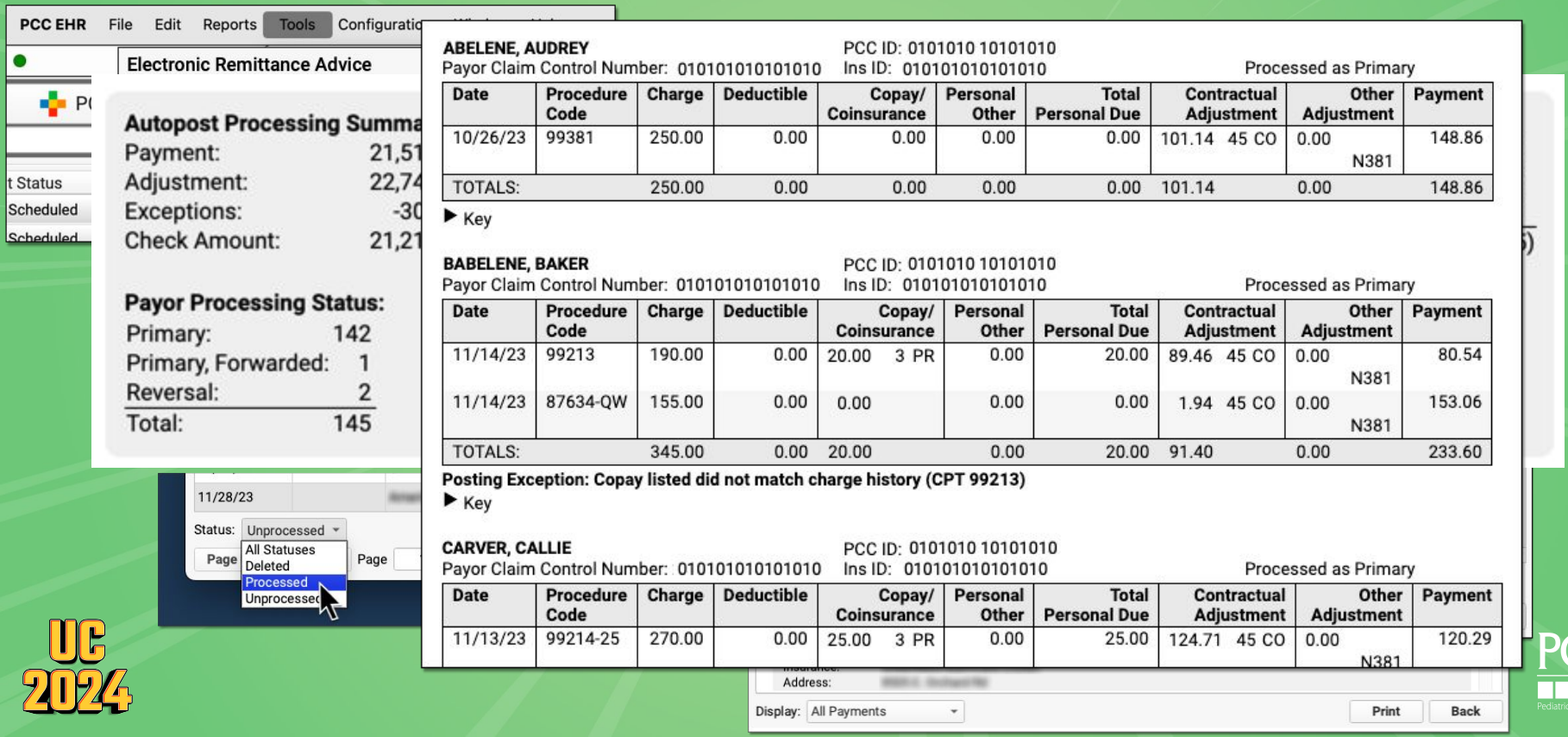

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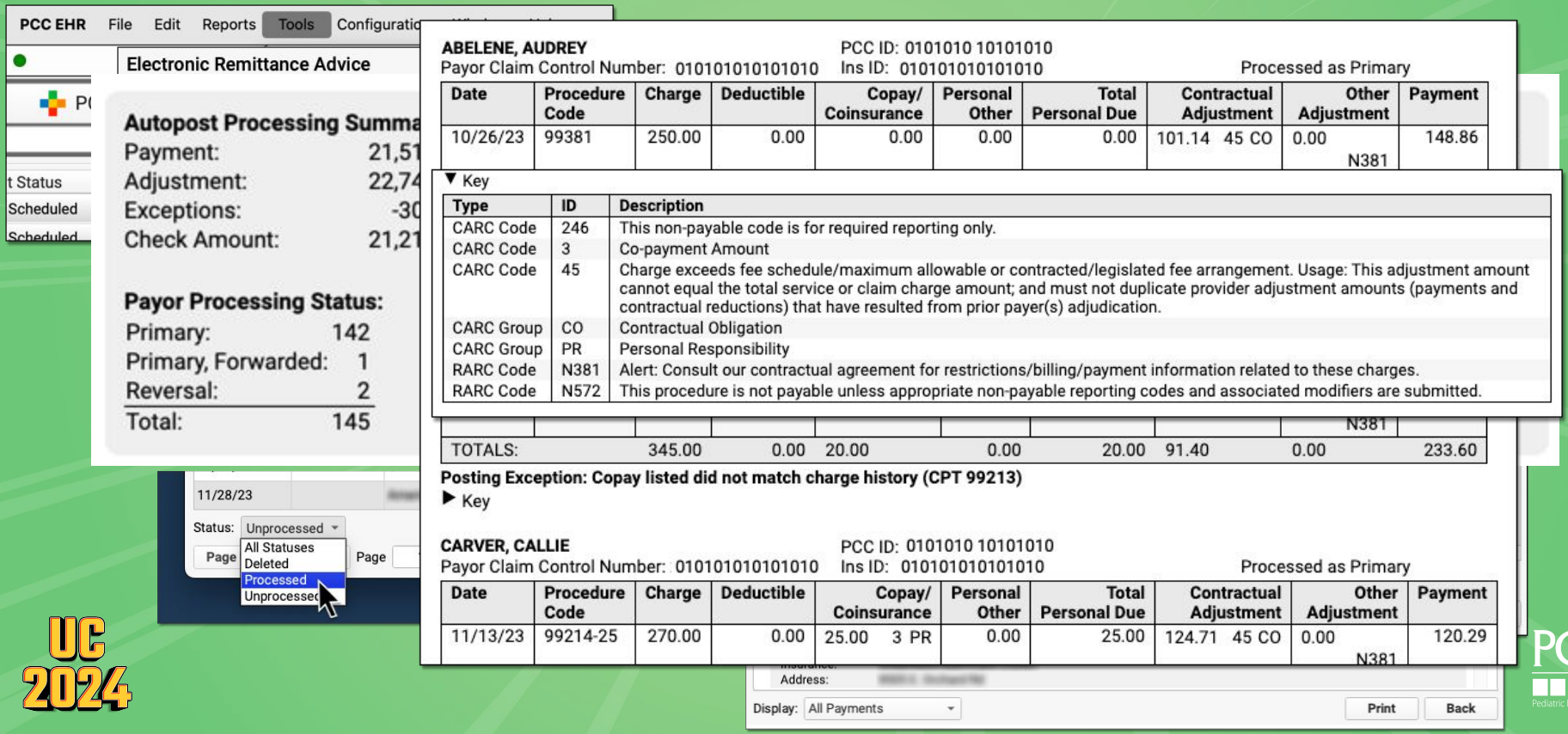

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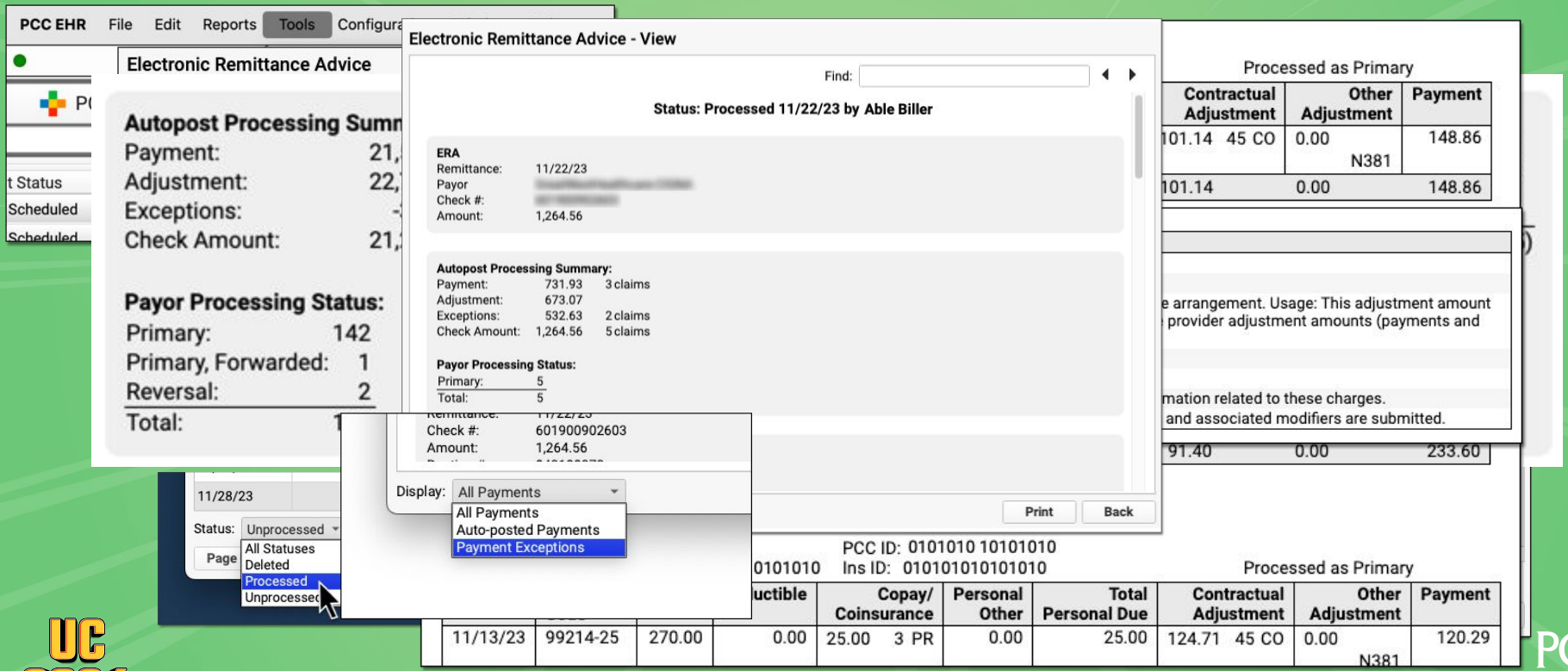

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Autopost in the EHR

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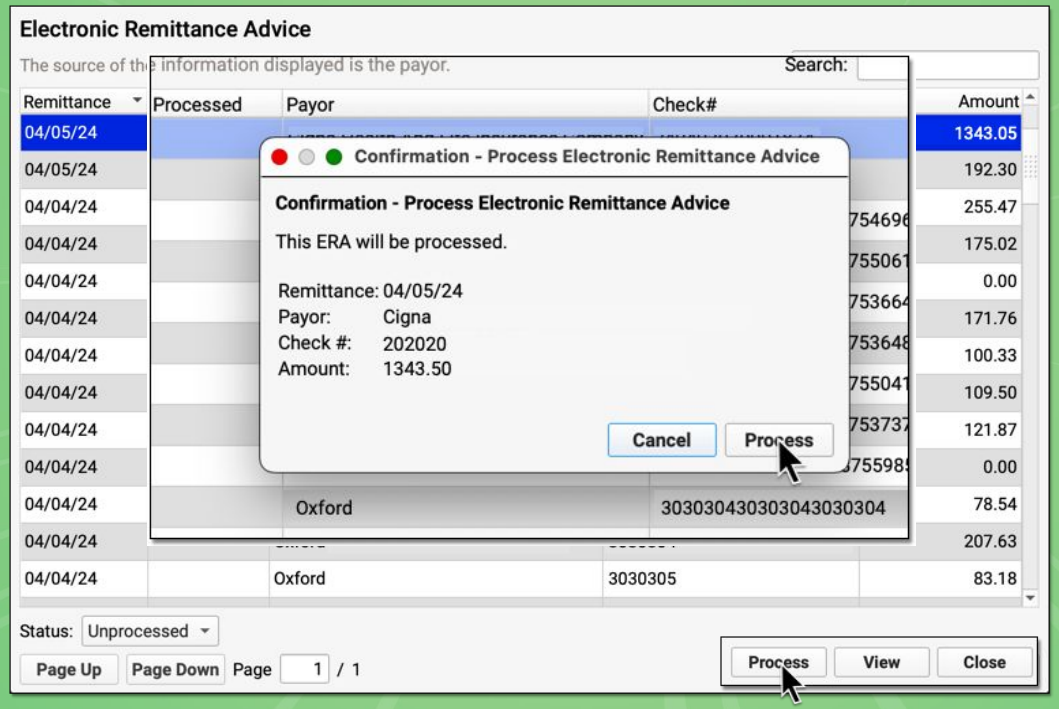

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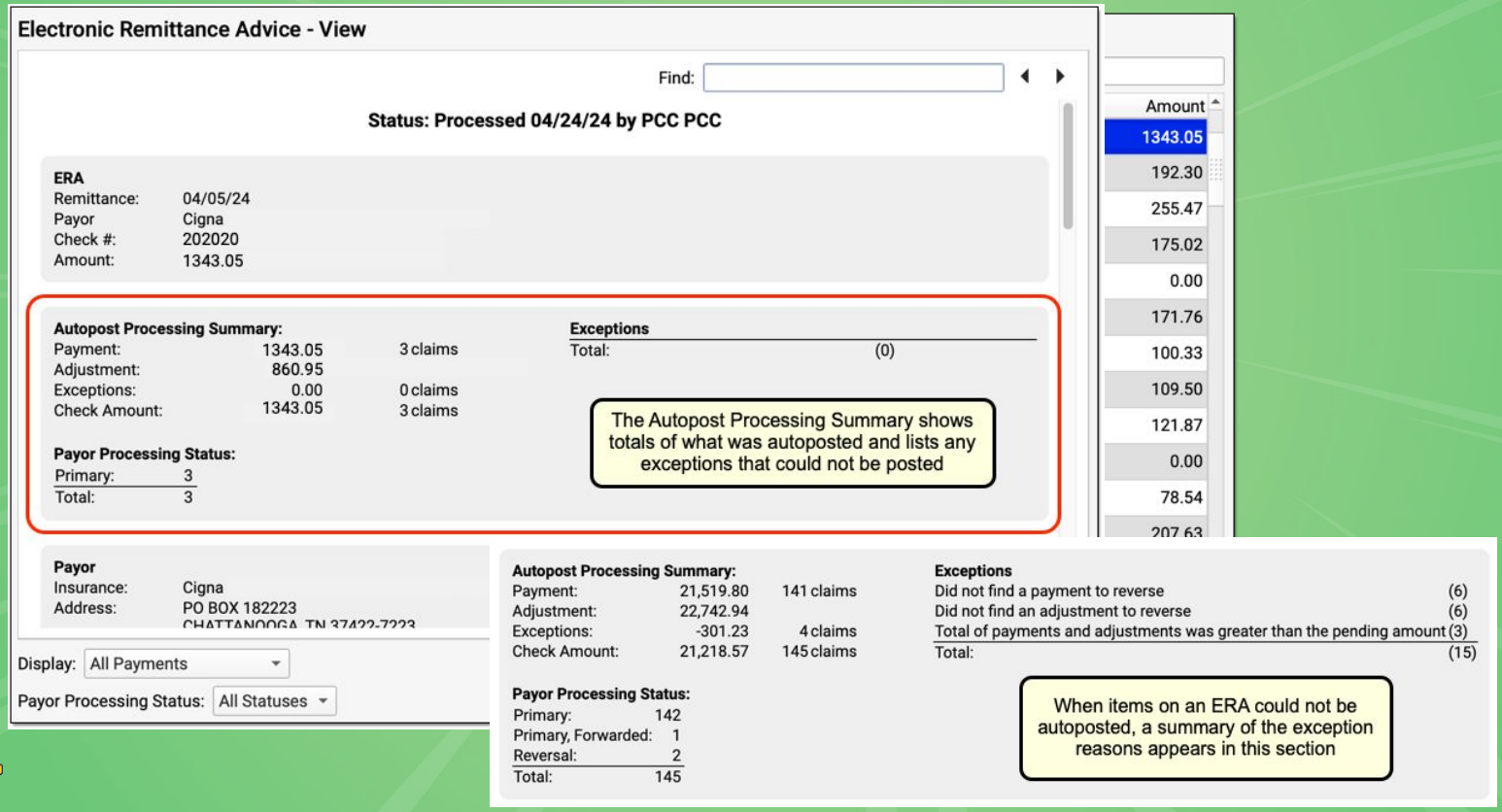

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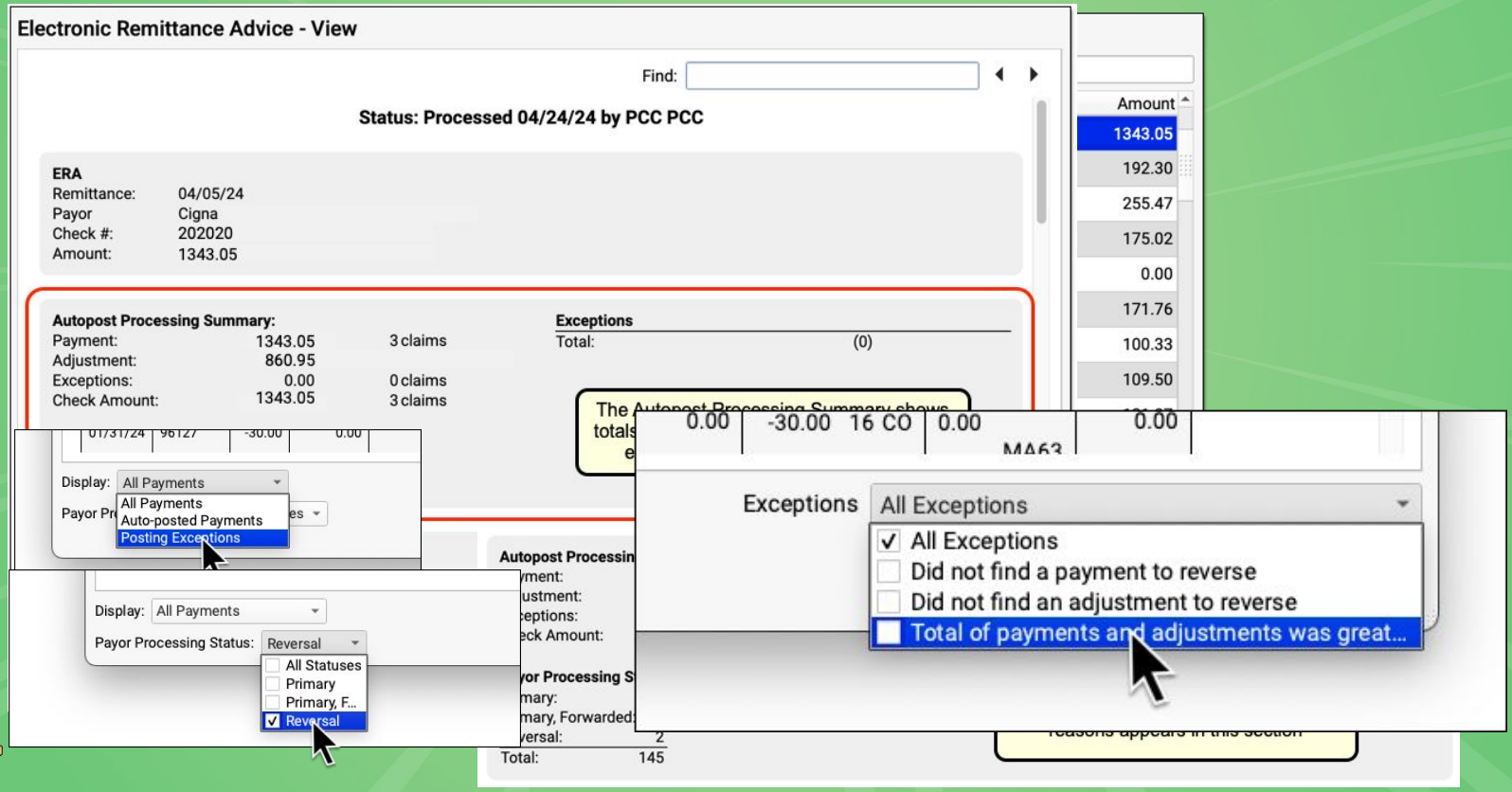

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Session Takeaways

1. Change in routine is hard.
2. Value only matters if you can feel its impact.
3. Every enhancement is meant to have both value to you as well as those patients you serve.

References

Updates - PCC Learn

What Questions Do You Have?