Working with Partial Payments

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There are times when an invoice will not be paid in the amount claimed. This scenario may result in an error message stating, "The Invoice marked as completed, despite not being sent." The key to fixing this problem is to discover and rectify these partial payments by investigating the processing status of individual invoices.

In this Quick Reference Guide, we will discuss how to discover invoices that need attention and how to launch a processing report to investigate payment issues or abnormalities.

Discovering Invoices that Need Attention

Navigate to **Accounting → Online Eclipse Payments**.
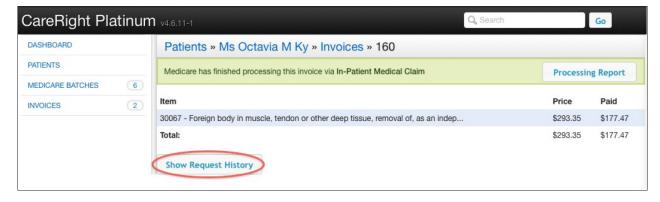

The **Status** button will provide a status report for all invoices currently being processed by Medicare (this runs hourly during business hours).

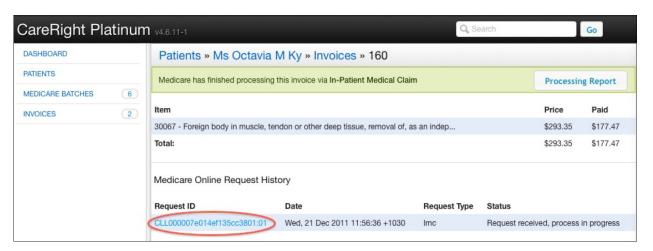| Status	Description	Required Action
Raised	Invoices has been raised, but not yet sent.	Click **View** for the invoice and select **Inpatient Claims**.
Sent	Invoice has been sent to Medicare and awaiting response.	Invoice statuses are fetched automatically every hour. If in doubt, an invoice status update can be forced by visiting the Invoices page and selecting **Fetch Processing Report**.
With Medicare	Invoice is being processed by Medicare.	As above.
Problem	Errors have been detected.	Locate the invoice and select **Show Request History**. Review the history log for errors, rectify and re-send the invoice.
Rejected	Payment of the invoice has been refused.	As above.
Paid / Completed	Invoice has been paid and updated in CareRight.	None.

Invoice Investigation Workflow

View Transmission History

If the status of a report indicates that there is a "Problem", then the first step is to view the report's transmission history.
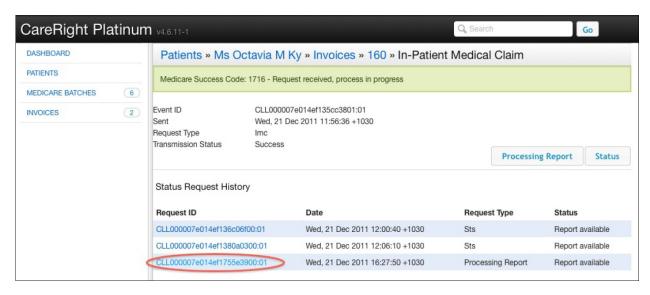
Navigate to an invoice and then select **Show Request History**. This displays the transmission history of the invoice.

If an invoice has been re-transmitted due to the original transmission being unsuccessful or rejected, then there will be several entries in the list. If your report status was "Problem", then review the history log for errors

To view a list of available reports related to a transmission, click on a **Request ID** number, as shown above.

The report list are denoted by type — either STS (status report) or a Processing Report.

Using the Processing Report

The Processing Report shows payment contributions by fund, Medicare and, when applicable, any notes regarding why the payment was made at a rate different than the schedule.There are several possible reasons why an invoice was not paid in the amount claimed; for example, the prices may be incorrect and you may need to simply adjust the difference or an item may be incorrectly claimed.

To fix, adjust the item in the original invoice and raise a new invoice with the correct details and then submit — do not include items already paid in the original invoice.

To view a Processing Report, click on the Request ID for an entry with the Processing Report request type, as shown in the graphic above.