

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**.

CareRight Platinum v4.3a3

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DASHBOARD

PATIENTS

MEDICARE BATCHES99+

INVOICES99+

Invoices Needing Attention

Status

Payment Reports

Invoice	Associate	Date	Client	Billed Amount	Paid Amount	Status	
113984	14	2011-08-12	Mr Ormond M Leda	\$80.10	\$80.10	Problem	View
113983	14	2011-08-12	Mr Ormond M Leda	\$80.10	\$80.10	Problem	View
113982	14	2011-08-12	Mr Ormond M Leda	\$80.10	\$80.10	Problem	View
113981	14	2011-08-12	Mr Ormond M Leda	\$154.95	\$154.95	Problem	View
113979	14	2011-08-11	Mrs Octavia Ky	\$167.35	\$0.00	With Medicare	View
113975	13	2011-08-10	Mr Gavin D Bronwen	\$103.45	\$0.00	With Medicare	View
113973	13	2011-08-10	Mr Mohammed L Karolina	\$40.15	\$0.00	With Medicare	View
113972	14	2011-08-10	Mrs Octavia Ky	\$143.30	\$0.00	With Medicare	View
113971	14	2011-08-10	Mr Ormond M Leda	\$116.40	\$116.40	Problem	View

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.

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DASHBOARD PATIENTS MEDICARE BATCHES 6 INVOICES 2

Patients » Ms Octavia M Ky » Invoices » 160

Medicare has finished processing this invoice via In-Patient Medical Claim [Processing Report](#)

Item	Price	Paid
30067 - Foreign body in muscle, tendon or other deep tissue, removal of, as an indep...	\$293.35	\$177.47
Total:	\$293.35	\$177.47

[Show Request History](#)

Navigate to an invoice and then select **Show Request History**. This displays the transmission history of the invoice.

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DASHBOARD PATIENTS MEDICARE BATCHES 6 INVOICES 2

Patients » Ms Octavia M Ky » Invoices » 160

Medicare has finished processing this invoice via In-Patient Medical Claim [Processing Report](#)

Item	Price	Paid
30067 - Foreign body in muscle, tendon or other deep tissue, removal of, as an indep...	\$293.35	\$177.47
Total:	\$293.35	\$177.47

Medicare Online Request History

Request ID	Date	Request Type	Status
CLL000007e014ef135cc3801:01	Wed, 21 Dec 2011 11:56:36 +1030	Imc	Request received, process in progress

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.

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DASHBOARD PATIENTS MEDICARE BATCHES 6 INVOICES 2

Patients » Ms Octavia M Ky » Invoices » 160 » In-Patient Medical Claim

Medicare Success Code: 1716 - Request received, process in progress

Event ID: CLL000007e014ef135cc3801:01
Sent: Wed, 21 Dec 2011 11:56:36 +1030
Request Type: Imc
Transmission Status: Success

[Processing Report](#) [Status](#)

Status Request History

Request ID	Date	Request Type	Status
CLL000007e014ef136c06f00:01	Wed, 21 Dec 2011 12:00:40 +1030	Sts	Report available
CLL000007e014ef1380a0300:01	Wed, 21 Dec 2011 12:06:10 +1030	Sts	Report available
CLL000007e014ef1755e3900:01	Wed, 21 Dec 2011 16:27:50 +1030	Processing Report	Report available

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.

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PATIENTS

MEDICARE BATCHES6

INVOICES2

Ms Octavia M Ky » Invoices » 160 » In-Patient Medical Claim » Processing Report

Event IDCLL000007e014ef1755e3900:01
SentWed, 21 Dec 2011 16:27:50 +1030
Request TypeProcessing Report
Transmission StatusReport
ResultA submission response report is available

Processing Report

Medicare Success Code: 0 - The task has been completed successfully.

Health Fund Success Code: 0 - The task has been completed successfully.

Status: COMPLETE
Account Reference Id: 00000000000000000160
Date Of Lodgement: 2011-12-21
Claim Id: 70977
Fund Location Id: STS00010
Member First Name: OCTAVIA
Member Last Name: KY
Medicare Number: 5950022071
Medicare Ref: 1

Id	Date	Item	Charged	Scheduled Fee	Medicare Paid	Fund Paid	Assessment
0001	2011-12-21	30067	\$293.35	\$219.45	\$164.60	\$12.87	A