



Manual COB Billing Process

AWARDS QUICK REFERENCE GUIDE

This document outlines all steps required to capture proper adjudication information when sending secondary and tertiary claims. If your agency is uploading 835 electronic remittance files not all steps are needed, as AWARDS will apply all adjudication information to claims automatically.

1. From the *AWARDS Opening Menu* page, click **Fiscal/Program**. The *Fiscal/Program Reports Menu* page is displayed.
2. Click **BillingBuilder**. The *BillingBuilder Menu* page is displayed.
3. Click **Remittances/Responses**. The *Billing Remittance Processing* page is displayed.
4. If you are creating a new worksheet, leave "Create New Remittance Worksheet" selected in the **From Invoice Batches** drop-down list and refer to the [BillingBuilder Processing Instruction Sheet](#) for more information on completing subsequent fields. Otherwise, select the existing worksheet from the drop-down list and continue with step 5.
5. Click **CONTINUE**. The *Billing Remittance Processing Worksheet* page is displayed.
6. In the **Paid/Re-bill/Void Amount** field, enter the amount being documented on the invoice.
7. Click the Paid/Re-bill/Void drop-down arrow and choose from the following selections:
 - **Paid** – Select if either a full or partial payment has been received.
 - **Pend** – Select if remit information has not been received to date.
 - **Re-bill** – Select if claim was denied and you would like AWARDS to include this billable event in a new batch as a new claim.
 - **Void** – Select if claim was denied and you do not want AWARDS to include this billable event in a new batch. This selection will write-off the outstanding receivable.
8. Click the **If Remainder, assign to** drop-down arrow and select the client's next payer (either secondary or tertiary) from the list. This selection list contains the entitlements for the client as specified in the client's insurance information within the Entitlements module.
9. If applicable, enter information in the **Advice** field. This is not a required field and is not sent in an electronic billing file.
10. In the **CAS Information** field, enter the disallowed information (payer adjustments) using the format explained here.

An example of a payer disallowed is, CAS*CO*45*10.25~. This is the exact format in which this should be entered in the field. Do not use spaces between any of the information being entered.

- CAS = The segment needed in an 837I or 837P file.
- CO = The claim adjustment group code. Possibilities include:
 - CO = Contractual Obligation
 - OA = Other Adjustment
 - PI = Payer Initiated Reductions

- PR = Patient Responsibility

- 45 = The claim adjustment reason code.

The full list can be found at [Claim Adjustment Reason Codes](#).

- 10.25 is the monetary amount being disallowed (adjusted) by the payer.

Example: For multiple disalloweds (adjustments) for the same claim adjustment group code:
CAS*CO*45*10.25**18*5.55~

Example: For multiple disalloweds where the claim adjustment group code is different:
CAS*CO*45*10.25~CAS*PR*3*5.55~

11. In the **Adjudication Date** field, enter the date on which the payer provided you full or partial payment and/or full or partial disallow, using the yyyy-mm-dd format. (I.e., 2013-07-17) Do not include any spaces within the date.
12. Click **Post Worksheet**. Then click **OK** on the pop-up message that follows to proceed with the posting. A confirmation page stating that the worksheet has been posted is displayed

The **Advice**, **CAS Information**, and **Adjudication Date** fields will remain open to entry if no information is present, even in a posted worksheet. However, once information has been entered in any of the three fields and the worksheet has been posted it cannot be updated, so be sure to verify your entries prior to posting the worksheet.

Exception - if an invoice has previously been marked as "Re-bill" the Advice, CAS Information, and Adjudication Date fields will be read-only and information cannot be added.

The process of manual COB billing is now complete.