MGBS – FAQ

CHARGE ENTRY AND PAYMENT POSTING

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**CHARGE ENTRY**

Q: What are the responsibilities and functions of the Charge Entry Unit?

A: The Charge Entry Unit is responsible for accurate and timely entry of charge encounter information. The function of the Charge Entry Unit consists of batch count and logging. They verify CPT codes, diagnosis codes, pertinent billing information and entering encounter forms into TES. The unit must communicate effectively with the various UCSF Medical Center departments regarding these charges. They must also maintain a logging system with completed batches.

Q: What is the process when MGBS receives charge batches from various departments for charge entry?

A: Once MGBS receives charge batches from the department, they are date stamped, logged and counted. The batches are then distributed among the charge entry staff for manual entry into TES. After charges are entered they are logged out and batch proofs are sent back to the department for reconciliation.

Q: What are the top three reasons why an encounter form is sent back to the department?

A: The top three reasons are: missing ICD-9 code, missing CPT Code and invalid visit #.

Q: What is the turn around time for entering charges into TES once encounter forms are received?

A: Charge Entry’s goal is to have charges entered into TES within 24 hours but no more than 48 hours from receipt.

*** Did you know that the MGBS Charge Entry Unit has a total of 97 years of service!!!
PAYMENT POSTING

Q: What are the responsibilities of the Payment Posting Unit?
A: The Payment Posting Unit is responsible for the accurate and timely posting of insurance and patient payments. The unit assists in tracing payments, tracking and reconciling deposits.

Q: What are some tips for front desk collectors that will be helpful for the payment posters?
A:
1. When collecting a payment earmarked for SMS, there are three options to choose from: Option 4 (SMS-Cash), Option 5 (SMS-CC/ATM) or Option 6 (SMS-Check). This is located in SCHED, Function 25 and Activity 3. Please see your manager to know which option to use when in doubt. All three options will trigger an automatic overnight transfer to SMS. This will assure a smooth transfer of payments, avoid multiple entries on one invoice and entering negative entries. It would also be helpful if the mode of payment (cash, check and credit card) is noted on the comment.

2. When collectors are creating cashiering batches, the description should be as follows: SCHED/Name of Collector/Bank Department #. The bank department number is found on the bank deposit slips. This is a four digit code that starts with the number 4. This should be followed as the Payment Posting Unit runs a daily report to summarize all front desk collections which is description driven. If the description does not match the Payment Posting Unit will need to do a manual research to make sure all collections have been accounted for.

3. When requesting a credit card refund, please provide a copy of the credit card slip and the settlement tape in order for the Payment Posting Unit to process the refund. The departments are not allowed to process credit card refunds but may void credit card transactions as long as the transaction was processed the same day. Credit Card refund requests along with the required information maybe faxed to (415) 353-3410, Attn: Linda Montenegro.

Q: Could the staff at the medical departments deposit insurance checks?
A: No. The staff at the medical departments should not deposit any insurance checks received. This will result in an insurance payment looking like the patient made the payment. These checks should be sent to MGBS BOX 1300, Attn: Linda Montenegro.

Q: When collecting a payment for past due balances, where should the payment be posted?
A: When collecting a payment for past due balances please choose from option 7 (UNDIST-Cash), option 8 (UNDIST-CC/ATM) or option 9 (UNDIST-Check). This is also located in SCHED, Function 25 and Activity 3. At the end of each month the Payment Posting Unit summarizes all the entries made in this category and transferred to the appropriate invoices.

Q: What are the various types of payments received at MGBS?
A: The various types of payments received are: lockbox payments, physical checks, credit card payments, cashiering batches, journal transfers and electronic remittance advices (ERAs). Lockbox payments are insurance and patient payments received through P.O. Box 7813, which Wells Fargo directly deposits into our bank account. Cashiering batches are payments collected from the medical department staff. Journal transfers are payments that come from the hospital. Electronic Remittance Advices (ERAs) are electronic files that are downloaded directly into IDX.