User Guide

UCS Software Version 8 – Claim Settlement Program

Document Version 04.07.17

In this module you will be shown how to:

- Reconcile the payments from Medical aids with scripts outstanding
- Reconcile "Fees" charged by medical aids
- Charge rejections to debtors

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1. Logging in to the Claim Settlement program

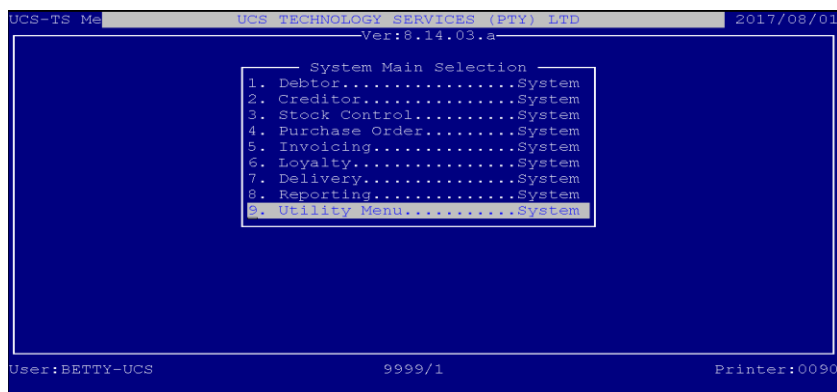|	
User Number:	**Type the user number you wish to use and press <ENTER>.**
Password:	**If the user has a password, type the password and press <ENTER>.**
Printer No:	**If a printer number is required type the printer you wish to use to print the reports to.**

This will take you to the UNISOLV Software Main Menu.

From the UNISOLV Software Main Menu, select:

< 8 >   Utility Menu

This will take you to the UNISOLV Software Master Menu.

From the UNISOLV Software Master Menu, select:

< 8 >   Claim Settlement Program

```
            UCS TECHNOLOGY SERVICES (PTY) LTD          2017/08/01
                  ─────Ver:8.14.03.a─────
                  ***** UNISOLV MASTER MENU *****

            1.   ..... Pharmacy Program
            2.   ..... Debtors Program
            3.   ..... Creditors Program
            4.   ..... Stock Program
            5.   ..... Invoicing Program
            6.   ..... Purchasing Program
            7.   ..... Loyalty Program
            8 -->..... Claim Settlement Program
            9.   ..... CLAIMS PROCEDURES
            10.  ..... DAILY / WEEKLY ROUTINES MENU
            11.  ..... MANAGER'S UTILITY MENU
            12.  ..... MONTH-END PROCEDURES
            13.  ..... MONTH-END REPORTS IN BACKUP AREA
            14.  ..... BACK-UP UTILITY MENU
            15.  ..... CUSTOMISED UTILITY MENU
            16.  ..... LINUX UTILITIES MENU

Menu No: 001       Enter Selection Number 1-16        <Esc> to Exit.
User:BETTY-UCS                 9999/1                    Printer:0090
```

```



              Password:  _____



```

This is the password for the person who is going to use the Claim Settlement Program. This is normally "DC" or the initials of the person logging in.

In some cases when a power failure has occurred or another problem was experienced on the program, you will get the following error:

```


           Password:  _____

     Somebody already using this code!    _____


```

To overcome this: Type $KILL
This will reset the user and you will be able to log in.

This will take you to the main menu of claim settlement.

2.   Medical Aid Deposits

The first step in Claim Settlement is to create a payment document. All cheques and deposits received from Medical aids must be entered. (The script age analysis and the debtor's age analysis will be credited with the total deposits.) The total deposits will be shown in the script age analysis as an unallocated amount, even though no scripts have been allocated to it.

From the Claim Settlement Main Menu, select:

< 1 >   Medical Aid Deposits

This will take you in to capture the 'deposit'.

Month Code:	This is automatically determined by the program according to when the scripts started in the Claim Settlement Program. This changes with every month end. The month code should be written on the remittance that has been received from the Medical Aid for future reference.
Document:	The docket number will change with each document that gets created. (This will happen automatically in a sequential order.) Write the document number on the remittance for future reference.
Period:	The account period is the month in which you create the deposit. This will automatically change at every month end.
Date:	This is the date the deposit is done on.
Pay Office:	This is the name of the Pay Office or Medical Aid whom you are doing the deposit for.
Reference:	This is the payment method used by the particular Medical Aid / Pay Office. This selection is very important if your parameter is set to update your cash up totals with the amount deposited. This amount will be written to your cash up totals so make sure to only deposit current cheques. If there are old cheques you can use option 3 – Other. This will not post to your cash up totals.

```
(phm710)  Branch:0000          MEDICAL AID DEPOSITS                    06/2017
Mnth   Document     Period       Date       Pay Office                   Value
            1      06/2017    01/08/2017   DISCOVERY
       Reference    Remark                              Actual
       ELEC/TRF     TEST                                Left

        Please enter amount again!!
```

Remark:	**You are able to write your own 'note' in this field.**
Value:	**Type the total the medical aid is paying you in this field and press <ENTER>. This will prompt you to enter the amount again. Type the amount again and press <ENTER>.**
	With some payments, e.g. MediKredit the rejections have been deducted off the payment amount and with other medical aids, e.g. Medihelp the rejections are reflected as a zero balance. These can be captured as a zero deposit.

```
(phm710)  Branch:0000          MEDICAL AID DEPOSITS                    06/2017
Mnth   Document     Period       Date       Pay Office                   Value
            1      06/2017    01/08/2017   DISCOVERY                     100.00
       Reference    Remark                              Actual
       ELEC/TRF     TEST                                Left

     Is The Amount Correct[Y/N]?
```

Is the amount correct:	**If the amount entered is correct, press "Y" and enter. This will then create the completed docket for you.**

This will then go back to the Claim Settlement Program Main Menu.

3. Allocate Medical Aid Payments

Specific script numbers are allocated to the payment received.

From the Claim Settlement Main Menu, select:

< 2 > Allocate Medical Aid Payments

```
(phm710) Branch:0000    ALLOCATE MEDICAL AID PAYMENTS                06/2017
Mnth  Document    Period      Date      Pay Office                  Value
 01        2     06/2017   01/08/2017   DISCO                       200.00

   Reference    Remark                              Actual        0.00
   ELEC/TRF                                         Left        200.00



Line  Script                    M-Aid    Cash    Memb    Susp    Oth
2



[Up]=Recall By Line Number  [ENTER]=Search By M/Aid, Name or Number
```

Document Number:	**Enter the same document number as was written on the remittance. This will reflect all the information entered in the document.**
Script number:	**Start entering the script numbers as on the remittance advice. After you press <ENTER> the system will prompt you for the first character of the surname. Type the letter but do NOT press <ENTER> as the system automatically goes on to the payment received details.**

```
(phm710)                        (710)                              06/2017
        M-Aid:DISCK    Member:384113691        01/08/2017
Mnth  D 640709 MAADE DJ                        Claim:            alue
 01          Claim                                               200.00
        Gross    98.15
Refere  Disc      0.00                                            0.00
ELEC/T  Admin     0.00                                          200.00
        Levy      0.00    Balance
        NET      98.15      0.00
        Amount Received:          (Zero If Rejection)
                      <F3>=Reason                                  Oth
Line Scr
2     20000053        01/08/2017    98.15    0.00    0.00    0.00    0.00
A01         3  2    01/08/2017    98.15-   98.15    0.00    0.00    0.00
                    Balance        0.00    98.15    0.00    0.00    0.00
```

Amount Received:	**A payment will be entered as a debit balance. A rejection that has been deducted from the payment should be entered as a credit balance, e.g. –R100.00. Should the rejection not be deducted, enter it as a zero balance (press <ENTER>).**

```
(phm710)                        (710)                              06/2017
                         13.8 %
Mnth  D 640709 MAADE DJ                        Claim:            alue
 01          Claim                                               200.00
        Gross    98.15
Refere  Disc      0.00                                            0.00
ELEC/T  Admin     0.00                                          200.00
        Levy      0.00    Balance
        NET      98.15      0.00
        Amount Received:    13.50   (Zero If Rejection)
        Over Payment  :     13.50-
Line Scr                                                          Oth
2     20000053        01/08/2017    98.15    0.00    0.00    0.00    0.00
A01         3  2    01/08/2017    98.15-   98.15    0.00    0.00    0.00
                    Balance        0.00    98.15    0.00    0.00    0.00



                    {715} Med.Aid:DISCOVER

            Reason Code:
```

Reason Code: **If the amount entered is different to the amount claimed for the particular script, the system will prompt you for a reason. If reasons have been captured previously, you can type the code and the reason will automatically come up, otherwise type a number and a reason and press <ENTER>. This will be used to do the Manual Adjustments with.**

```
(phm710) Branch:0000    ALLOCATE MEDICAL AID PAYMENTS            06/2017
Mnth  Document    Period      Date     Pay Office              Value
01         2     06/2017   01/08/2017  DISCO                   200.00
    Reference  Remark                             Actual       125.15
    ELEC/TRF                                      Left          74.85
    4 20000054 MA SING J          98.15-    98.15    0.00     0.00     0.00

Line Script                        M-Aid     Cash    Memb    Susp      Oth
5                      01/08/2017   98.15     0.00    0.00    0.00     0.00
   A01        2   4    01/08/2017   98.15-   98.15    0.00    0.00     0.00
                         Balance     0.00    98.15    0.00    0.00     0.00




[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number
```

Enter all the scripts on the remittance advice until the document balances or the total left is equal to the admin fees. The total "LEFT" should be a zero balance unless there were admin fees to be spread over the scripts.

4. Special Scripts

a. Creating a special script

A "Special" script is a script created in Claim Settlement in special circumstances where the medical aids / pay offices deduct or pay monies for Fees, Private scripts, etc.

The different special scripts that can be created are:

- Fees
- Private Scripts
- Negative Payments

If you require any other special script, you are able to create it with a different name. All these are created as follows:

From the Claim Settlement Main Menu, select:

< 1 >   Medical Aid Deposits

```
(phm710) Branch:0000      MEDICAL AID DEPOSITS                06/2017
Mnth   Document    Period       Date      Pay Office                Value
01        4       06/2017   01/08/2017    FEES                       0.00
    Reference    Remark                              Actual
    ELEC/TRF                                         Left

        Is The Amount Correct[Y/N]? ▌
```

A zero deposit document has to be created for a Medical Aid / Pay Office named: "FEES".

From the Claim Settlement Main Menu, select:

< 2 >   Allocate Medical Aid Payments

```
(phm710) Branch:0000      ALLOCATE MEDICAL AID PAYMENTS        06/2017
Mnth   Document    Period       Date      Pay Office                Value
01        4       06/2017   01/08/2017    FEES                       0.00
    Reference    Remark                              Actual          0.00
    ELEC/TRF                                         Left            0.00
                                        ────── (716) ──────
                                        Pay Off:FEES
                                          M-Aid:FEES     Debtor:    OSt:
                                         Member:FEES
Line Script─────────────── M-Aid      Profile:     0
2     FEES                               Name:FEES
                                          Date:01/08/2017  Claimed:
                                        GROSS:       0.00
                                         Disc:       0.00
                                         Admin       0.00
                                         Levy:       0.00
                                              ────────────
                                          NET        0.00   Ok[Y/N]:▌
```

Document: **Type the document you have created for a zero
                             deposit for the particular "Special Script" you
                             wish to use.**
Script: **Instead of entering the script number at this
                             point, type the "Special Script" you want to
                             create and press <F3>. This will allow you to
                             create the details for the special script.**
Pay Office: **Type the "Special Script Name" and press
                             <ENTER>.**
Medical Aid: **"Special Script Name"**
Member: **"Special Script Name"**
Name: **"Special Script Name"**
Date: **Enter the date you are capturing the special
                             script.**
Gross: **<ENTER> to leave zero.**
Disc: **<ENTER> to leave zero.**
Admin: **<ENTER> to leave zero.**
Levy: **<ENTER> to leave zero.**

After all these fields have been entered, the program will prompt whether all the details
entered are correct. If not, say "N" or press up arrow to go back and make changes, otherwise
press "Y".

b. Allocating scripts to a Special Script

After all the scripts on the remittance have been allocated, the amount left should be allocated to the correct "Special Script" that has been created.

From the Claim Settlement Main Menu, select:

< 1 >   Medical Aid Deposits

```
(phm701) 01/08/2017      CLAIM SETTLEMENT-UCS TS (PTY) LTD      0231320    SolvPharm

  Cur Per: 06/2017 (01)          Main Menu  User:DC        Version:8.10.11.b

                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                   10. Print Accounting Reports
                   11. Print Detail Reports

                   12. Manager Routines


          Enter Selection:
```

```
(phm710) Branch:0000          MEDICAL AID DEPOSITS                    06/2017
 Mnth   Document    Period        Date     Pay Office                Value
 01          5     06/2017    01/08/2017    FEES                      0.00
 Reference     Remark                               Actual
 OTHER         FEES                                 Left

    Is The Amount Correct[Y/N]?
```

Document:	**The document number is automatically allocated from the previous document number used.**
Date:	**This will default to the date the document is done.**
Pay Office:	**Type the name of the pay office you wish to use (the same as what your "Special Script" as been set up as.)**
Reference:	**Other**
Remark:	**Type a remark you wish to use.**
Value:	**The value should be zero. Make sure you enter it twice and "Y" to confirm whether it is correct.**

From the Claim Settlement Main Menu, select:

< 2 >   Allocate Medical Aid Payments

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320   SolvPharm

  Cur Per: 06/2017 (01)        Main Menu  User:DC       Version:8.10.11.b

                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                   10. Print Accounting Reports
                   11. Print Detail Reports

                   12. Manager Routines


        Enter Selection: 2
```

```
(phm710) Branch:0000    ALLOCATE MEDICAL AID PAYMENTS              06/2017
Mnth  Document    Period        Date      Pay Office              Value
01           5   06/2017   01/08/2017   FEES                       0.00

  Reference    Remark                              Actual         0.00
OTHER          FEES                                Left           0.00



Line Script                    M-Aid    Cash    Memb    Susp    Oth
2



[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number
```

Document:	**Type the document number of the zero deposit that you have created. This displays the details of the deposit you have done.**
Script:	**Type the "Special Script" name and press <ENTER>.**
Surname:	**Type the first character of the special script and press <ENTER>.**

```
(phm710)                        (710)                            06/2017
         M-Aid:FEES       Member:FEES              01/08/2017
Mnth  D  000000 FEES                    Claim:A014             alue
01          Claim                                               0.00
      Gross    0.00
Refere Disc    0.00                                             0.00
OTHER  Admin   0.00                                             0.00
       Levy    0.00       Balance
       NET     0.00         0.00
       Amount Received:250          (Zero If Rejection)
                <F3>=Reason                                      Oth
Line Scr
2     FEES
```

Amount Received:	**Type the amount that needs to be allocated and press <ENTER>.**

```
(phm710) ────────────── (710) ─────────────────── 06/2017
        Under/Over payment of 100.0%
Mnth  D  000000 FEES                    Claim:A014          alue
01    |     Claim                                            0.00
Refere│ Gross    0.00
OTHER │ Disc     0.00                                        0.00
      │ Admin    0.00                                        0.00
      │ Levy     0.00      Balance
      │   NET    0.00         0.00
        Amount Received:    250.00    (Zero If Rejection)
        Over Payment  :     250.00-
Line Scr                                                    Oth
2    FEES



                    ─── {715} Med.Aid:FEES ───
            Reason Code:MFA    MONTHLY FEE ADJUSTMENTS
                        Create
```

Reason Code: **Type a reason as to why the fees allocation is
                                done. See example above.**

From the Claim Settlement Main Menu, select:

< 6 >   Manual Adjustments

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320   SolvPharm

 Cur Per: 06/2017 (01)        Main Menu  User:DC        Version:8.10.11.b
                     1. Medical Aid Deposits
                     2. Allocate M/A Payments
                     3. Allocate Admin Fees
                     4. Automatic Adjustments
                     5. Print a Document (Detail Lines)
                     6. Manual Adjustments

                     7. Unisolv Electronic Remittance Module

                     8. Maintain Rejection Codes
                     9. Display a Script

                    10. Print Accounting Reports
                    11. Print Detail Reports

                    12. Manager Routines


        Enter Selection: 6
```

```
(phm710) Branch:0000         MANUAL ADJUSTMENTS            06/2017
Mnth  Document   Period     Date       Pay Office           Value
01     5738      06/2017   01/08/2017   FEES

Reference   Remark                           Actual
OTHER       MONTHLY FEES                      Left

Enter Document That Must Adjusted

Month Code 1  Document Number 5
```

Date: **This defaults to the date the manual adjustment
                                is being done.**
Pay Office: **Type the pay office for the special script you are
                                processing.**
Reference: **3 – Other**
Remark: **Enter a remark you wish to use.**

Month Code: **Type the month code in which the deposit
                                document was created.**

Document number: **Type the document number the deposit document was created on.**

This will display the different options you have as to what should be done with the amount. Choose option 2 – Write Off (Other)

This will allow you to print a document for the adjustment you have done. Print two copies.

5. Allocate Admin Fees

a. Method 1

This will spread the admin fees for all the medical aids for the particular pay office.

From the Claim Settlement Main Menu, select:

< 3 >   Allocate Admin Fees

Medical Aid:	**<ENTER>, this will default to all.**
Admin:	**This is the admin total. A percentage will appear to show what will be spread across all the medical aids.**
OK:	**If the totals you have entered are correct, press "Y" and <ENTER>. This will then display "DONE" at the bottom.**

b. Method 2

From the Claim Settlement Main Menu, select:

< 3 >   Allocate Admin Fees

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

 Cur Per: 06/2017 (01)        Main Menu  User:DC        Version:8.10.11.b
                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                   10. Print Accounting Reports
                   11. Print Detail Reports

                   12. Manager Routines


        Enter Selection: 3
```

```
(phm710) Branch:0000        ALLOCATE ADMIN FEES                06/2017
Mnth   Document    Period       Date       Pay Office           Value
 01           8    06/2017   01/08/2017    DISC                 359.64
     Reference    Remark                          Actual        170.00
     ELEC/TRF     FEES                            Left          189.64

     2 20000055 MA SING J      100.00-    100.00      0.00      0.00      0.00
     3 20000055 MA SING J       50.00-     50.00      0.00      0.00      0.00
     4 FEES      FEES           20.00-     20.00      0.00      0.00      0.00
Line Script                   M-Aid         (714)Spread costs

                                  Medical Aid:FEES

                                             20.00-


                                  Admin:    20.00   -100.00%

                                      OK:
```

Medical Aid:	**Type the medical aid code you wish to allocate the fees to. Make sure it is the correct medical aid code.**
Admin:	**Enter the total that should be spread for this medical aid.**
OK:	**If the medical aid and the amount is correct, press "Y" and <ENTER>, otherwise you can use up arrow to change the details. This will then display "DONE".**

c. Print Document

From the Claim Settlement Main Menu, select:

< 5 >   Print a Document (Detail Lines)

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320   SolvPharm

  Cur Per: 06/2017 (01)          Main Menu  User:DC        Version:8.10.11.b
                         1. Medical Aid Deposits
                         2. Allocate M/A Payments
                         3. Allocate Admin Fees
                         4. Automatic Adjustments
                         5. Print a Document (Detail Lines)
                         6. Manual Adjustments

                         7. Unisolv Electronic Remittance Module

                         8. Maintain Rejection Codes
                         9. Display a Script

                        10. Print Accounting Reports
                        11. Print Detail Reports

                        12. Manager Routines


         Enter Selection: 5
```

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320   SolvPharm

  Cur Per: 06/2017                Print a Document
                         1. Adjustment
                         2. Payment

  Select Document Type:  2

Print Scripts With Balances Only: N [Y/N]

Enter Month Number:  01

Enter First Document Number:        2
Enter Last  Document Number:        2

                              (7pr)
         Select Printer Number : 90
```

Adjustment / Payment: **Payment**
Month Code: **Type the month code in which the document was created and press <ENTER>.**
First Document Number: **Type the document number you wish to print.**
Last Document Number: **If you want to print the same document, type the same document number as the "first document number", otherwise type the range you wish to print for.**

If you are happy with your selection, press <ENTER> to continue.

Select Printer: **Type the printer number where you wish to print the document to.**

Note: Do not start any adjustments until the payment document balances and / or admin fees are spread.

6. Adjustments

a. Automatic Adjustments

Note: A different document number is automatically allocated each time you enter this option.

To write off balances less than 3.5% of the nett amount, this option must be done with every medical aid deposit you enter.
Make sure you write the adjustment document number on the remittance advice for the specific payment.

From the Claim Settlement Main Menu, select:

< 4 >   Automatic Adjustments

```
(phm701) 01/08/2017     CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

   Cur Per: 06/2017 (01)        Main Menu  User:DC      Version:8.10.11.b
                        1. Medical Aid Deposits
                        2. Allocate M/A Payments
                        3. Allocate Admin Fees
                        4. Automatic Adjustments
                        5. Print a Document (Detail Lines)
                        6. Manual Adjustments

                        7. Unisolv Electronic Remittance Module

                        8. Maintain Rejection Codes
                        9. Display a Script

                       10. Print Accounting Reports
                       11. Print Detail Reports

                       12. Manager Routines


           Enter Selection: 4
```

```
(phm710) Branch:0000       AUTOMATIC ADJUSTMENTS                06/2017
 Mnth   Document    Period        Date     Pay Office              Value
  01      5740      06/2017    01/08/2017   FEES
    Reference     Remark                         Actual
    ELEC/TRF      FEES                           Left


Enter Document That Must Adjusted

Month Code 2  Document Number 8
```

Month Code:	**Type the month code in which the deposit was done.**
Document Number:	**Type the document number that was created for the deposit.**

If there are any adjustments on the document specified to be done, it will go through and do the necessary adjustments.

If there are no automatic adjustments to be done for this, a message will be displayed at the bottom of the screen: "No balances to adjust".

You are able to print an adjustment document for the transaction.

NB!! Once a document has been allocated and there are balances left on the document after adjustments, these balances will affect the Outstanding Scripts Report and the Age Analysis (can be reflected as over / under payment). Therefore unless the payment document does not balance or there is a query with the Medical Scheme, all adjustments should be done.

b. Manual Adjustment

Note: A different document number is automatically allocated each time you enter this option.

This option is used to write off any difference from discount, admin fees, and transfer rejections to the members.

From the Claim Settlement Main Menu, select:

< 6 >   Manual Adjustments

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

  Cur Per: 06/2017 (01)          Main Menu  User:DC        Version:8.10.11.b

                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                    10. Print Accounting Reports
                    11. Print Detail Reports

                    12. Manager Routines


        Enter Selection: 6
```

```
(phm710) Branch:0000        MANUAL ADJUSTMENTS                      06/2017
Mnth   Document    Period      Date      Pay Office              Value
 01      5740      06/2017   01/08/2017   DISC
  Reference    Remark                             Actual
  ELEC/TRF     TEST                               Left

Enter Document That Must Adjusted

Month Code 1  Document Number 9
```

Month Code:	**Type the document number that was used to create the deposit document with.**
Document Number:	**Type the same document number as the deposit document.**

```
(phm710) Branch:0000          MANUAL ADJUSTMENTS                    06/2017
 Mnth  Document     Period        Date      Pay Office                  Value
  01     5739      06/2017    01/08/2017    FEES         2
     Reference     Script Number:UNKNOWN              9X   Actual        6 627.03
     OTHER                                                  Left
                            802.91- 100.0%(    0.00 )
Select _  1=Write Off (Disc) 2=Write Off (Other) 3=Trf to Member 4=Do Nothing Now
          5=Stale Resubmit 6=Resubmit
Line Script                      M-Aid     Cash      Memb      Susp       Oth
     UNKNOWN
  A01       9  3   01/08/2017   802.91-   802.91       00125557
```

The system will run through the document and stop at every script where there is an outstanding balance.

You will have to decide what you are going to do with the difference. The selection is as follows:

1=Write Off (Discount)	**If the difference between the amount claimed and the amount paid is the discount, this option should be used.**
2=Write Off (Other)	**If the difference between the amount claimed and the amount paid is the admin fee, use this option (incorrect admin fee deducted).**
3=Transfer to Member	**If the script is rejected when the allocations are done, you are then able to transfer the outstanding balance to the patients debtors account. (If they do not have an account, you are able to create an account from claim settlement).**
4=Do Nothing now	**If you are not sure why there is an outstanding balance for the script or if you first wish to sort it out with the Medical aid, you are able to allocate the script at a later stage.**

Once the document balances and all the balances are cleared, print the detailed document for payments and adjustments. This should be attached to your remittance advice for future reference.

7. Maintain Rejection Codes

The rejection codes from the Medical Aids / Pay Offices can be entered manually and used at a later stage, by using the rejection codes for the individual Medical Aids.

From the Claim Settlement Main Menu, select:

< 8 >   Maintain Rejection Codes

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

 Cur Per: 06/2017 (01)        Main Menu  User:DC      Version:8.10.11.b

                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                   10. Print Accounting Reports
                   11. Print Detail Reports

                   12. Manager Routines


        Enter Selection: 8
```

```
(phm704) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

                     Maintain Rejection Codes

        Med-Aid      Code     Description
        -------      ----     -----------
        DISC         1        MONTHLY FEES                    Created
                     5        SAVINGS DEPLITED                Created













 Enter   ?  to Scroll
```

Medical Aid:	**Type the medical aid code or the pay office for who you wish to capture rejection codes for.**
Reason:	**This is the rejection "code" as used by the medical aid or pay office.**
Description:	**Type description or the rejection code entered.**

Continue entering more codes with reasons for the particular medical aid or pay office. If you wish to change the medical aid or pay office, press <ESC> to the Claim Settlement Main Menu and go into the rejection codes option again.

8. Display a Script

a. Search for surname

This option is used when the incorrect surname has been given on the remittance from the Medical Scheme / Pay Office.

From the Claim Settlement Main Menu, select:

< 9 >   Display a script

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

  Cur Per: 06/2017 (01)         Main Menu  User:DC        Version:8.10.11.b

                    1. Medical Aid Deposits
                    2. Allocate M/A Payments
                    3. Allocate Admin Fees
                    4. Automatic Adjustments
                    5. Print a Document (Detail Lines)
                    6. Manual Adjustments

                    7. Unisolv Electronic Remittance Module

                    8. Maintain Rejection Codes
                    9. Display a Script

                   10. Print Accounting Reports
                   11. Print Detail Reports

                   12. Manager Routines


         Enter Selection: 9
```

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

  Cur Per: 06/2017              Display A Script

                    1. Select Individual Scripts
                    2. Select/Scroll Matching Scripts










         Enter Selection: 1
```

Individual / Scrolling: **Make sure there is an "I" in the field and press
                                        <ENTER>.**

```
(phm706) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm
   Script         Date      Name            Prof:639077    M.Aid Member
 20000054       01/08/2017  MA SING J                     080425170
  Pay Office   Medical/A  Bch:0000 Deb:      0 Per:201706    Claimed    Batch
 DISCOVER      DISCK     DISCOVERY PROPBM  36% CAPPED         No
    NET         Gross      Disc    Other    Levy   Receipts    M.Aid     Member
     98.15        98.15     0.00     0.00    0.00              98.15       0.00
01/08/17 A01 2/4            0.00     0.00            98.15    -98.15       0.00
01/08/17 A01 7/2            0.00     0.00           150.00   -150.00       0.00
  Balance        150.00-    0.00     0.00    0.00   248.15   -150.00       0.00




<Up>Prev<Dn>Next<PgUp>First<PgDn>Last<F2>ProfEnq<F3>Stmnt<Tab>Msg<Esc>Exit
```

Script: **Type the script number you wish to see the
                                        details for and press <ENTER>.**

This will display the Patient's name, medical aid and medical aid number as well as the totals
for the script (Gross, nett, etc). Write down the correct surname for the patient on the
remittance and then the allocations can be done. This also displays all the 'transactions' that
was done on claim settlement for the particular script.

b. Search for a script number

If no script number or an incorrect script number has been given on a remittance, this option
can be used to search for the correct script number.

From the Claim Settlement Main Menu, select:

< 9 >   Display a script

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD     0231320    SolvPharm

  Cur Per: 06/2017 (01)          Main Menu  User:DC        Version:8.10.11.b
                        1. Medical Aid Deposits
                        2. Allocate M/A Payments
                        3. Allocate Admin Fees
                        4. Automatic Adjustments
                        5. Print a Document (Detail Lines)
                        6. Manual Adjustments

                        7. Unisolv Electronic Remittance Module

                        8. Maintain Rejection Codes
                        9. Display a Script

                       10. Print Accounting Reports
                       11. Print Detail Reports

                       12. Manager Routines


        Enter Selection: 9
```

```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD     0231320    SolvPharm

  Cur Per: 06/2017          Display A Script
                        1. Select Individual Scripts
                        2. Select/Scroll Matching Scripts












        Enter Selection: 1
```

Individual or Scrolling: **Remove the "I" and press <ENTER>.**

```
(phm706) 02/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD     0231320    SolvPharm
   Script        Date       Name          Prof:       M.Aid Member

  Pay Office   Medical/A  Bch:    Deb:      Per:        Claimed     Batch

                                    {787}
M-Aid:
  oSelect By Number [.]=Change Selection
A FEES                    FEES FEES 01/08/2017     0.00  FEES      A014
B UNALLOC          UNALLOC UNALLOC 01/04/2008      0.00  UNALLOC   A051
C UNKNOWN          UNKNOWN UNKNOWN 01/04/2008      0.00  UNKNOWN   A555717
The End
```

Medical Aid: **Type the medical aid code for the script you wish
                                to search for.**
Member: **Type the medical aid number for the script you
                                are looking for and press <ENTER>.**
Date: **This is the service date for the script you are
                                looking for.**

A list of possible matches will be displayed on the screen. Write the surname for the particular
script and continue with your allocations.

9. **Different type of Remittances**

   a. **Interpharm – "Journals on Remittances"**

✏ Negative Balance Brought Forward
   - Capture the receipt as a negative payment. When the payment remittance where this amount is deducted is received, the negative balance will be allocated to the CP script.
✏ Monthly Fees
   - Capture this under the script name "FEES"
✏ Admin Fees / VAT on Admin Fees
   - If the admin fees cannot be allocated to a specific script, the total of the admin fees must be spread with Option 3 – Allocate Admin Fees.

   b. **MediKredit (Healthnet) – "Sundry Amounts"**

✏ Healthnet rentals / deposits must be captured under the script "FEES".
✏ Capture Scripts paid / rejected on the script numbers supplied.
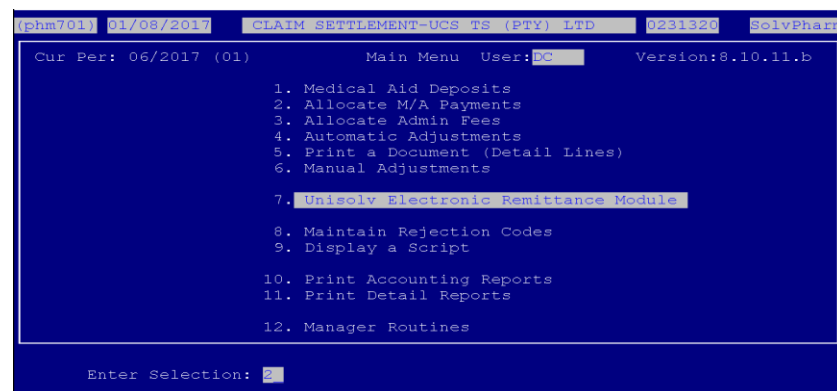
   o **AECI, Medscheme, Tiger Oats – "Admin Fees"**

✏ Admin fees are deducted at the end of the remittance advice.
✏ Option 3 – Allocate Admin Fees allows you to spread these fees evenly over a document.

10. **Helpful hints while allocating payments**

   a. **Forget to write down the document number?**

From the Claim Settlement Main Menu, select:

< 2 >   Allocate Medical Aid Payment


```
(phm701) 01/08/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320    SolvPharm

   Cur Per: 06/2017 (01)         Main Menu  User:DC        Version:8.10.11.b

                     1. Medical Aid Deposits
                     2. Allocate M/A Payments
                     3. Allocate Admin Fees
                     4. Automatic Adjustments
                     5. Print a Document (Detail Lines)
                     6. Manual Adjustments

                     7. Unisolv Electronic Remittance Module

                     8. Maintain Rejection Codes
                     9. Display a Script

                    10. Print Accounting Reports
                    11. Print Detail Reports

                    12. Manager Routines


        Enter Selection: 2
```

```
(phm710)  Branch:0000     ALLOCATE MEDICAL AID PAYMENTS              06/2017
Mnth  Document      Period        Date      Pay Office                Value
01           5     06/2017    01/08/2017    FEES                        0.00
    Reference      Remark                                Actual         0.00
    OTHER          FEES                                  Left           0.00


Line Script                          M-Aid      Cash     Memb     Susp    Oth
2

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number
```

Month:	**Type the month code in which the document was done and press <ENTER>.**
Document:	**Enter a "?" in the field and press <ENTER>. A list will be displayed as below.**

```
                        (770)
Type Of Entry:A01   Start document:     2   All periods:Y
   Doc  Pay Off              Status   User       Value  Reference  Busy
     2  DISCO    01/08/2017 Non-Bal   DC        200.00  ELEC/TRF
     3  DISC     01/08/2017 Non-Bal   DC        100.00  ELEC/TRF
     4  FEES     01/08/2017 OK        DC          0.00  ELEC/TRF
     5  FEES     01/08/2017 Non-Bal   DC          0.00  OTHER
     6  FEES     01/08/2017 Non-Bal   DC        400.00  ELEC/TRF
     7  DISC     01/08/2017 Non-Bal   DC         55.00  ELEC/TRF
     8  DISC     01/08/2017 Non-Bal   DC        359.64  ELEC/TRF
     9  DISC     01/08/2017 OK        DC      6 627.03  ELEC/TRF
  7 741.67 on this screen.  The End
```

Start document:	**Type the document number where you would like to start searching from.**
All periods:	**If you say "Y" to this it will display a list of all deposit documents done.**
	If you say "N" to this it will allow you to enter the period you wish to search for. Type the period and press <ENTER>.

b. To delete a line

This would be used while you are allocating scripts and an allocation has been duplicated on one script.

From the "Allocation Menu"

```
(phm710)  Branch:0000     ALLOCATE MEDICAL AID PAYMENTS              06/2017
Mnth  Document      Period        Date      Pay Office                Value
01           2     06/2017    01/08/2017    DISCO                     200.00
    Reference      Remark                                Actual       125.15
    ELEC/TRF                                             Left          74.85
    2  20000053 MAADE DJ       13.50-      13.50    0.00    0.00      0.00
    3  20000053 MAADE DJ       13.50-      13.50    0.00    0.00      0.00
    4  20000054 MA SING J      98.15-      98.15    0.00    0.00      0.00
Line Script                          M-Aid      Cash     Memb     Susp    Oth
5

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number
```

At the script number press the up arrow key to go back to the line number. Enter the line number you are looking for. This would take you to the particular line in the document. Press <F2> to delete the line. After the line has been deleted press <ESC> and continue with allocating.

c. To change a Total

If the incorrect amount was allocated to a particular script, you are able to change it as follows:

From the "Allocation Menu":

Use the up arrow key to go back to the line number. Type the line number you have made a mistake on and press <ENTER>. This will take you into the particular line on the document. Type in the correct total for the particular script and press <ENTER>. You are now able to continue allocating or press <ESC> to exit.

d. To print when still in a document

This is used to print the document that you are busy allocating.

From the "Allocation Menu":

At the script number field, press the up arrow key to go to the line number, then press <TAB>.

```
(phm710) Branch:0000     ALLOCATE MEDICAL AID PAYMENTS                    06/2017
Mnth  Document    Period      Date       Pay Office                       Value
01           2   06/2017   01/08/2017    DISCO                            200.00

   Reference    Remark                              Actual       125.15
ELEC/TRF                                            Left          74.85

   2 20000053 MAADE DJ          13.50-    13.50     0.00      0.00       0.00
   3 20000053 MAADE DJ          13.50-    13.50     0.00      0.00       0.00
   4 20000054 MA SING J         98.15-    98.15     0.00      0.00       0.00
Line Script            M-Aid    Cash      Memb      Susp        Oth
     Print this document: Y
```

The system will prompt you "Print this document". Type "Y" and <ENTER>. This will request the printer number you wish to print the report to.