User Guide

UNISOLV Software Version 8 - ERA Program

Document Version 3.07.17

In this module you are shown how to:

- Receive remittances electronically on the Claim Settlement Program
- Do allocations for scripts
- Do automatic adjustments for scripts

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The ERA Program

UCS TS receives remittances from various Medical Schemes / Pay Offices whenever they do their remittance runs. This is processed every night, which means that you will receive the remittances the following morning.

Although UCS TS has made arrangements with the medical schemes and pay offices, UCS TS relies completely on the remittances sent from the relevant parties. There have been instances where the medical scheme has changed the format of a file or changed a format of a remittance and failed to inform UCS TS. In that case UCS TS won't get any remittances or the remittances will not be in the correct format. Once an irregularity has been determined, UCS TS will attempt to fix the problem and send the remittances out. Feedback from client is essential in such a case.

1.   Going into the ERA system

From the Claim Settlement Main Menu, select:

< 7 >   UNISOLV Electronic Remittance Module
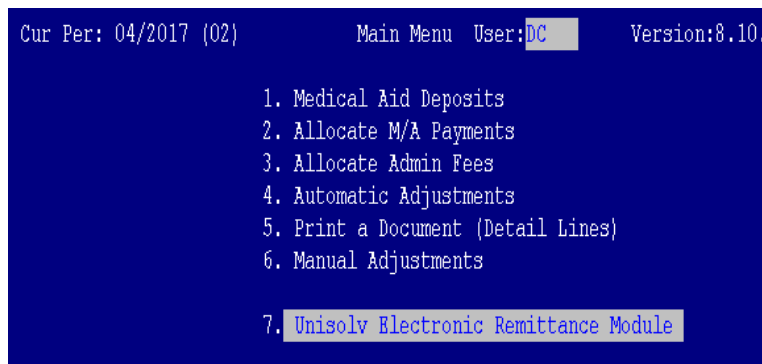
This will take you to the main screen for the ERA system.

2. Downloading ERA Remittances

From the ERA Program Main Menu, select:

< 8 >   Fetch Electronic Remittances

```
{phm701} 07/04/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320

  Cur Per: 04/2017        Import Electronic Batches

                        1. Unisolv E.R.A. SYSTEM
                        2. Unisolv Standard Format
                        3. Medihelp Format
                        4. Discovery Format
                        6. Brokem

                        8. Fetch Electronic Remittances




          Enter Selection: 8
```

This will connect to the UCS TS network and download any files that might be in the pharmacy's ERA mailbox.

From the ERA Program Main Menu, select:

< 1 >   UNISOLV ERA System

```
{phm701} 07/04/2017    CLAIM SETTLEMENT-UCS TS (PTY) LTD    0231320

  Cur Per: 04/2017        Import Electronic Batches

                        1. Unisolv E.R.A. SYSTEM
                        2. Unisolv Standard Format
                        3. Medihelp Format
                        4. Discovery Format
                        6. Brokem

                        8. Fetch Electronic Remittances




          Enter Selection: 1
```

All the remittances that have been downloaded will be displayed on the screen, from the newest to the oldest. These will not have a Status on the "S" column which means that nothing has been done with these remits as yet.

3. Print and Validate

Once the remittance amount has been acknowledged in the pharmacy's bank account, the remittance can be processed.

From the ERA Program Main Menu, select:

< 1 >   UNISOLV ERA System

```
phm701) 07/04/2017       CLAIM SETTLEMENT-UCS TS (PTY) LTD        0231320

Cur Per: 04/2017        Import Electronic Batches

                        1. Unisolv E.R.A. SYSTEM
                        2. Unisolv Standard Format
                        3. Medihelp Format
                        4. Discovery Format
                        6. Brokem

                        8. Fetch Electronic Remittances




        Enter Selection: 1
```

```
PHMBERA  -U           ELECTRONIC REMITTANCE PROCESS           SolvPharm

 Cur Per: 04/2017 {A02}



                        [F1]=Help
   File:     Adm    Scap  Date    Time  Remit  Rem.Date  Amount
1 R1610040.013 DISC  74225 2016/10/18 10:40 10516719 20161004  45465.64 >
2 R1610110.013 DISC  33789 2016/10/18 10:40 10560766 20161011  25748.46
3 R1610111.013 DISC   2450 2016/10/18 10:40 10564610 20161011    245.98
4 R1610120.013 DISC    512 2016/10/18 10:40 10572333 20161012    540.85
5 R1609231.025 Liber   655 2016/10/18 10:40 21474836 20160923    593.07
6 R1609300.025 Liber   584 2016/10/18 10:40 21474836 20160930    257.93
7 R1610070.025 Liber   377 2016/10/18 10:40 21474836 20161007      0.00
```

Select the line number of the remittance you wish to recall. This will bring up the details for the remit, e.g. Medical Aid, Payment Total, etc.

```
PHMBERA  -U           ELECTRONIC REMITTANCE PROCESS           SolvPharm

 Cur Per: 04/2017 {A02}




Enter Input Filename: R1610040.013      Discovery Health

Pharmacy Rams Number : 060/000/6015158
Pharmacy Name        : Birdhaven Pharmacy
Period - From        :         To :
Payment Reference    : 10516719 Payment Method : O
Payment Date         : 20161004
Payment Amount       :   45465.64

Select [P]rint And/Or [V]alidate Or [U]pdate : P
```

Select option "P" – Print and validate

This option will first do the following checks before printing:

- ✏ The Rams number on the remittance is the same as the pharmacy's Rams number.
- ✏ The number of items on the remittance is the same as the number of items in the remittance header.
- ✏ The total of each script adds up to the total in the remittance header.

If there is a discrepancy, the system will warn you. Please contact UCS TS if you notice that the remittance is not complete.

```
PHMERA  -U              ELECTRONIC REMITTANCE PROCESS              SolvPharm
----------------------------------------------------------------------------
  Cur Per: 04/2017 {A02}
                                          Select Printer Number :  99



  Enter Input Filename: R1610040.013      Discovery Health

  Pharmacy Rams Number : 060/000/6015158
  Pharmacy Name        : Birdhaven Pharmacy
  Period - From        :        To :
  Payment Reference    : 10516719 Payment Method : O
  Payment Date         : 20161004
  Payment Amount       :   45465.64

  Select [P]rint And/Or [V]alidate Or [U]pdate : P
```
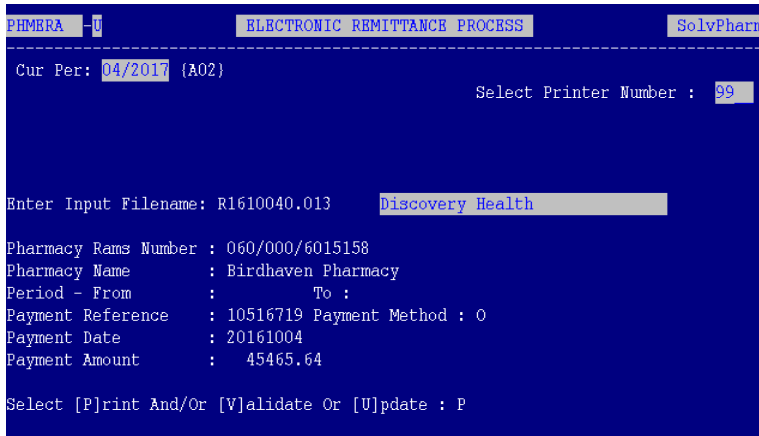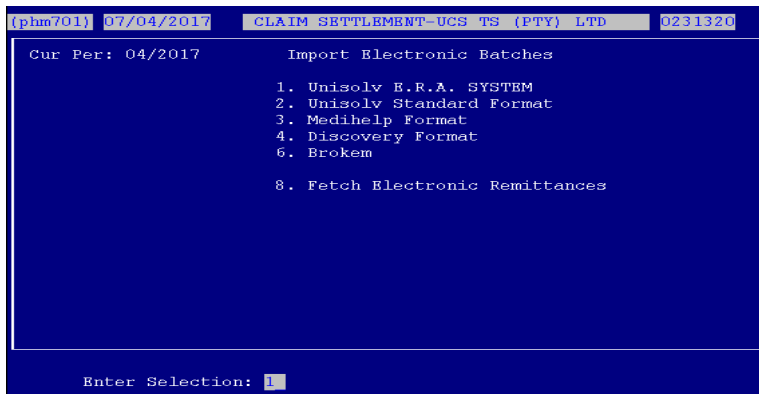
Type the printer number you wish to print the report to and press <ENTER>. This report does not have to be printed onto paper at this stage and can be printed to a spool printer. This means that it will print the report to a file.
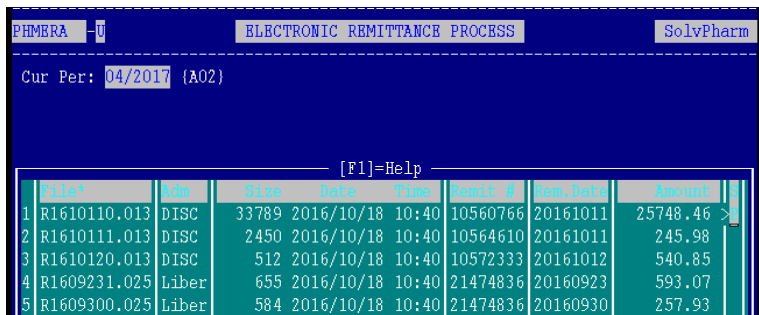
4. Updating of Remittances

Once you have done the "Print and Validate" option, the status of the remittance will be changed to a "P". This will move to below the blank status and on top of the remits with a "P" status.

From the ERA Program Main Menu, select:

< 1 >   UNISOLV ERA System

```
(phm701)  07/04/2017     CLAIM SETTLEMENT-UCS TS (PTY) LTD     O231320
------------------------------------------------------------------------
  Cur Per: 04/2017            Import Electronic Batches

                      1. Unisolv E.R.A. SYSTEM
                      2. Unisolv Standard Format
                      3. Medihelp Format
                      4. Discovery Format
                      6. Brokem

                      8. Fetch Electronic Remittances






        Enter Selection: 1
```

This will display a list of remittances.

```
----------------------------------------------------------------------------
PHMERA  -U              ELECTRONIC REMITTANCE PROCESS              SolvPharm
----------------------------------------------------------------------------
  Cur Per: 04/2017 {A02}



                          --[F1]=Help--
  File         Adm    Size     Date    Time   Remit #   Rem.Date    Amount
1 R1610110.013 DISC  33789 2016/10/18 10:40 10560766 20161011   25748.46 >
2 R1610111.013 DISC   2450 2016/10/18 10:40 10564610 20161011     245.98
3 R1610120.013 DISC    512 2016/10/18 10:40 10572333 20161012     540.85
4 R1609231.025 Liber   655 2016/10/18 10:40 21474836 20160923     593.07
5 R1609300.025 Liber   584 2016/10/18 10:40 21474836 20160930     257.93
```

Select the line number for the remit you wish to process. This will display the details screen again.

```
┌──────────────────────────────────────────────────────────────┐
│PHMBRA  -U           ELECTRONIC REMITTANCE PROCESS   SolvPharm  │
│──────────────────────────────────────────────────────────────│
│ Cur Per: 04/2017 {A02}                                        │
│                                                               │
│                                                               │
│                                                               │
│ Enter Input Filename: R1610200.032    Universal Healthcare    │
│                                                               │
│ Pharmacy Rams Number : 060/000/6015158                        │
│ Pharmacy Name        : Birdhaven Pharmacy                     │
│ Period - From        :        To :                            │
│ Payment Reference    : 16102065 Payment Method : O            │
│ Payment Date         : 20161020                               │
│ Payment Amount       :      0.00                              │
│                                                               │
│ Select [P]rint And/Or [V]alidate Or [U]pdate : U              │
│                                                               │
│ Select [Y]es To Confirm Update: ▮                             │
└──────────────────────────────────────────────────────────────┘
```

Choose option "U" to update.

The system will prompt you to confirm whether you wish to update the remittance or not. If the details are correct, press "Y" and <ENTER>.

The software will automatically create a document number for you.

```
┌──────────────────────────────────────────────────────────────┐
│PHMBRA  -U           ELECTRONIC REMITTANCE PROCESS   SolvPharm  │
│──────────────────────────────────────────────────────────────│
│ Cur Per: 04/2017 {A02}                                        │
│ Document Created : A02/    2 Date : 07/04/2017 Select Printer Number :  99 │
│ Pay Office...... : GEMS                                        │
│ Reference....... : OTHER                                       │
│ Remark.......... : PAYMENT 06/03/2017                          │
│                                                               │
│ Enter Input Filename: R1610040.013    Discovery Health         │
│                                                               │
│ Pharmacy Rams Number : 060/000/6015158                        │
│ Pharmacy Name        : Birdhaven Pharmacy                     │
│ Period - From        :        To :                            │
│ Payment Reference    : 10516719 Payment Method : O            │
│ Payment Date         : 20161004                               │
│ Payment Amount       :   45465.64                             │
│                                                               │
│ Select [P]rint And/Or [V]alidate Or [U]pdate : U              │
│                                                               │
│ Select [Y]es To Confirm Update: Y                             │
└──────────────────────────────────────────────────────────────┘
```

Date:	**This will default to the date the document is processed.**
Pay Office:	**Make sure that the pay office for the particular remittance is correct. If not it needs to be changed to the correct pay office.**
Reference:	**This is the payment reference – how the Medical Aid paid the money over to the pharmacy.**
Remark:	**Enter any remark you wish to use on the particular remittance.**
Printer Number:	**Select the printer where you would like to print the report to and press <ENTER>.**

This would have processed the document and the status of the document will now have changed to "U". This remittance cannot be processed again after this.

5. Unknown Scripts

It is possible for various reasons that you may have scripts on a remittance that show up on documentation as "UNKNOWN".

When this happens the particular script needs to be investigated to find out where the problem occurred, otherwise you can phone UCS-TS for an explanation.

6. Deleting Remittances

If for whatever reason there are duplicate remittances or a remittance was sent and UCS TS informs you not to process the remittance, you can delete it without processing it.

From the ERA Main Menu, select:

< 1 >   UNISOLV ERA System

This will display all the remittances available on the ERA system.

Select the line number of the particular remittance you want to delete.

```
------------------------------------------------------------------
PHMERA  -U          ELECTRONIC REMITTANCE PROCESS          SolvPharm
------------------------------------------------------------------
 Cur Per: 04/2017 (A02)



Enter Input Filename: R1610130.032      Universal Healthcare

Pharmacy Rams Number : 060/000/6015158
Pharmacy Name        : Birdhaven Pharmacy
Period - From        :          To :
Payment Reference    : 16101365 Payment Method : O
Payment Date         : 20161013
Payment Amount       :        0.00

Select [P]rint And/Or [V]alidate Or [U]pdate : D

Select [Y]es To Confirm Deletion: Y
```

Press < D > to delete the particular remittance. This will remove it from the list of remittances available on ERA.

7. Remittances processed twice

When first using the ERA system there may be cases where you have previously processed a remittance manually and the medical scheme has sent an electronic remittance for that same remittance. It is possible that you will process the remittance and it will therefore have been done twice.

To be able to reverse this, you would need to contact UCS TS to assist you.

8. Resending of Remittances

UCS TS has the ability to resend remittances that were previously received.
This is usually when remittances have been deleted by mistake.
Please note: Remittances are only available for the past 6 months.