



DATE

Provider  
Address 1  
Address 2  
City, State Zip

Provider Communication – Administrative Enhancements

SUBJECT: Negative Balance Applied Report Enhancements

Date: June 1, 2013

Effective July 1, 2013, HNE will be upgrading our Core System for ICD-10 compliance.

One outcome of this upgrade is an enhancement to the Negative Balance Applied Report. The changes are designed to display a more complete data format and the transactions are displayed for better understanding. The changes are described below and illustrated on the attached sample report:

- The section titles have been updated to more accurately describe the transaction (see arrow #1)
- The process date has been added to correspond with the applicable trace number (see arrow #2)
- The procedure column has been replaced with the trace number column applicable to the specific transaction (see arrow #3)

This revised report will have additional needed information so you can post these transactions according to their respective general ledger accounts. Based on feedback from you, misleading or unnecessary information has been removed. A sample copy of the old Negative Balance Applied Report and the new report are enclosed for your reference.

The revised report titled *Negative Balance Report*, will list any newly created negative balances. Specifically, adjustments not applied on the last page of the EOP indicate where to find adjustments that were made but not applied. This happens when there are not enough funds in the pay run to cover recoupment. The Negative Balance Applied Section of the report will allow you to track where the newly created negative balance took place and follow the account until the full recoupment has taken place.

If you have any questions, please contact Provider Relations at 413.233.3313 or toll-free at 800.842.4464, extension 5000. A representative is available to speak with you between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday.

Sincerely,

A handwritten signature in black ink that reads "Erik B. Johnson". The signature is written in a cursive, flowing style.

Erik Johnson  
Provider Relations Manager  
Health New England  
413.233.3405

Old Negative Balance Report Sample:

Run Date: 08/07/12  
 CPR0160 - 01.00.05.01



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Payee : G [REDACTED]

TRACE [REDACTED]  
 TAXID [REDACTED]

Negative Balance Applied Report



Claim#	Serv	Member#	Member Name	Patient-Number	Procedure	Serv. Date	Neg. Amount	EX	
Original Negative Balance									
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	99215	03/28/2012	-160.47	CW	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	80101	03/28/2012	-121.79	CW	
Subtotal of Original Negative Balance							-282.26		
Amounts Previously Applied									
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	99222	07/09/2012	187.76		
Negative Balance Remaining As Of Paid Date							07/30/2012	-94.50	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	99217	07/20/2012	94.50		
Negative Balance Remaining As Of Paid Date							08/06/2012	0.00	

Payable# : HNE102160913 Negative Balance Applied this Payrun : 94.50

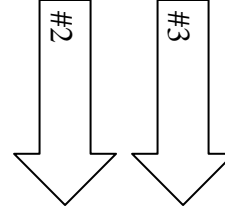
\* FULL Recovery of Payable

EX CODE	DESCRIPTION
CW	CLAIM ADJUSTED
D8	Claim Adjusted: paid to wrong provider
D9	Claim Adjusted: wrong member entered
DC	Statistical Adjustment: Refund check received
DE	Voided: Returned HNE check voided/claim adjusted

New, Revised Negative Balance Report:

Negative Balance Applied Report

Payable# : HNE102250088



Claim#	- Serv	Member	Member#	Patient#	Serv. Date	Process Date	Trace#	Neg. Amount	EX
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# 1

Original Service Activity for Negative Balance Creation:

[REDACTED]					04/06/2012	02/19/2013	1393183	-307.61	L1
[REDACTED]					04/06/2012	02/19/2013	1393183	-457.58	L1
[REDACTED]					04/06/2012	02/19/2013	1393183	-15.80	L1

Total Amount of Negative Balance created: -780.99

Previous Service Activity Applied to Negative Balance:

[REDACTED]					11/26/2012	03/04/2013	1403423	10.76	V3
[REDACTED]					11/26/2012	03/04/2013	1403423	8.84	AN
[REDACTED]					11/26/2012	03/04/2013	1403423	5.88	AN
[REDACTED]					12/11/2012	03/04/2013	1403423	355.04	V3

Total of Previous Amounts applied: 380.52

Current Service Activity Applied this Run (06/07/2013):

[REDACTED]					03/21/2013	06/07/2013	1419695	82.58	AN
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Total of Current Amounts applied: 82.58

Remaining amount to recoup as of Paid date(06/07/2013): \*Partial Recovery of Payable\* -317.89

EX Code Description