



**Billable Item Management
User Guide
November 2021**



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Background & Purpose

The objective of this user guide is to introduce the new **billable item management** feature and offer step-by-step instructions to help you adjust your billable items, before generating your invoices or claims.

For each client billing premium and approved visit or visit premium in the system, a unique billable item will be automatically created. Once the billable item is created, you can adjust the rate, quantity, and taxes (if applied at the service or client premium set up level).

Within the detailed view for visits and visit premiums, you can further edit the bill code, as well as the payor and billing frequency when using Single Payor or Electronic Billing funder methodologies. You can also create custom billable items and change the status of items.

For additional support and assistance, visit the [Zendesk Community](#) for more information.



Review your billable items

How to review your billable items

To review your billable items, go to **Accounting>Billing>Billable item management**.

All billable items created for visits, visit premiums, and client billing premiums will be listed by **Billable item ID, Source type - ID, Source date, Service/premium code, Billing frequency, Client name, Bill code, Quantity, Rate, Amount, Taxes, Funder methodology, Payor, Program name, Status, and Branch** (for multi-office organizations).

Billable item ID	Source type - ID	Source date	Service/premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program name
12751	Client premium - 212	06/09/2021 23:00	123	Calendar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Insurance 1
12750	Client premium - 186	10/09/2021 00:00	Labour Costs - KM's Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non- Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-
12749	Client premium - 186	09/09/2021 00:00	Labour Costs - KM's Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non- Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-

The billable item list will be automatically filtered to billable items from the last week with a status of **Ready**. Click the filter icon to filter items by **Source type (Visit, Visit custom item, Visit premium, Client premium, and Custom item), Source ID, Source date range, Client name, Client group, Service/Premium code, Bill code, Funder methodology, Payor, Program name, Cancelled code, Funded status** i.e., if the item is covered by a funding block (**All, Yes, No**), **Status (Ready, Invoiced, On hold)**, or **Branch**.

Filter bar with fields: Source type, Source id, Source date (02/04/2021 to 11/09/2021), Client name, Client group, Service/Premium code, Bill code, Funder methodology, Payor, Program name, Cancelled code, Funded (All), Status (Ready), Branch.

New billable items will be created automatically for visits and visit premiums that have been approved.



For client billing premiums, billable items will be generated after visit approval, as well as once per day, if no visit approval was made. You can manually trigger a generation job for new billable items based on visits, visit premiums, or client billing premiums by selecting the **Generate** button.

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program n.
12731	Client premium - 212	06/09/2021 23:00	123	Calendar month	Brian Adams	Supply 11 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Insurance 1
12730	Client premium - 188	10/09/2021 00:00	4hour Costs - KM's Tance with Self ctivities	2 weeks	Esther Sumnerman	Provider Travel - Non- Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS - National Disability Insurance Scheme	-
12749	Client premium - 188	09/09/2021 00:00	4hour Costs - KM's Tance with Self ctivities	2 weeks	Esther Sumnerman	Provider Travel - Non- Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS - National Disability Insurance Scheme	-
12748	Client premium - 188	08/09/2021 00:00	4hour Costs - KM's Tance with Self ctivities	2 weeks	Esther Sumnerman	Provider Travel - Non- Labour Costs KM Assistance with Self	1	\$0.85	\$0.85	-	Single payor	NDIS - National Disability Insurance Scheme	-

Selecting the **Regenerate** option for billable items will allow you to choose which billable items you wish to regenerate. You can see the last time that the billable items list was updated from the main list.

Note that regenerating will remove any changes that you have made to visit, visit premium or client billing premium billable items and delete any custom or copied items.

An error icon will be displayed if any errors occurred during the item generation process. If an error occurs, the last generation date and time will be hyperlinked, and you can click on the hyperlink to review the error log.

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Qua
16847	Client premium - 349	11/01/2021 12:00 AM	P1 Payor (25)	Calendar month	Bella Bergasse	Health Checkup 2 (25) BC	1
16846	Client premium - 343	11/01/2021 12:00 AM	P1 Payor (25)	Calendar month	Bella Bergasse	Health Checkup 2 (25) BC	1



In the error log, you will be able to see a list of the errors that occurred for the various billable items along with the suggested resolution.

Error log ✕

Error log from last billable item generation

ⓘ There was a problem with the generation of the following billable items. Follow the suggested resolution to generate successfully

Source type - ID	Client name	Service date	Branch	Error description	Suggested resolution
Client premium - 16	Client Test 7	--	Branch 3	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 25	Sakshi 1 Client	--	Branch 3	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 45	Client 8.B	--	Branch 2	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 100	Requisition test client Mar 13	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 101	Test Service Form Ranjani	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 102	Client March 26 Ranjani	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 104	Client 1.A	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 118	Client Percentage Test 20 April	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 131	Ranjani May 7th	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium
Client premium - 132	Ranjani May 7th	--	AlayaCare	Bill code not found	Check that there is an enabled bill code linked to the visit or premium

1 - 10 of 25 entries 10 ▾

Close

To download the list of billable items as a CSV file, click **Download as CSV**.

05/09/2021 12/09/2021 Ready Download as CSV Generate + Add billable item

Set to on-hold Set to ready Regenerate

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Pr
12751	Client premium - 212	06/09/2021 23:00	Supply 123	Calendar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	--	Long term care insurance	--	Int Edit
12750	Client premium - 186	10/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerason	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	--	Single payor	NDIS National Disability Insurance Scheme	Edit
12749	Client premium - 186	09/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerason	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	--	Single payor	NDIS National Disability Insurance Scheme	Edit



Editing Billable Items

How to adjust the quantity, rate, or taxes of your billable items

To make changes to the billable quantity, rate, or taxes for a billable item, you can do so from the main screen from clicking the **Edit** button for the item you wish to update.

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Pr	
12751	Client premium - 212	06/09/2021 23:00	Supply 123	Calendar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	-	Edit
12750	Client premium - 186	10/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Edit
12749	Client premium - 186	09/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Edit

You will then be able to make changes in the **Quantity**, **Rate**, and **Taxes** fields. Click **Save** to save your changes. **Note, you will only be able to make changes to taxes for billable items that are linked to services or client billing premiums where taxes are applied at the set up level.**

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Pr	
12751	Client premium - 212	06/09/2021 23:00	Supply 123	Calendar month	Brian Adam	Supply 1 Supply	1.00	150.0000	\$150.00	+	Long term care insurance	-	-	Save
						Provider Travel -								



Billable item status

How to change the status of your billable items

A billable item can have three statuses: **Ready**, **On hold**, and **Invoiced**.

Once generated, the status of the billable item will be shown as **Ready**. You can choose to change the status to **On hold** by selecting **Set to on hold** for that item. Items that are on hold will not be included on invoices and claims until the status has been manually updated to **Ready**.

The screenshot shows a table of billable items. The first row (ID 12751) is for 'Supply 1 | Supply' with a status of 'Ready'. The second row (ID 12750) is for 'Provider Travel - Non-Labour Costs KM | Assistance with Self Care Activities' with a status of 'Ready'. A dropdown menu is open for item 12750, showing options: 'Set to on-hold', 'Set to ready', and 'Delete'. A red arrow points from the 'Set to on-hold' button in the top toolbar to the 'Set to on-hold' option in the dropdown menu.

Billable item ID	Source type - ID	Source date	frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program name	Status	Branch	
12751	Client premium - 212	06/09/2021 23:00	ar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Insurance 1	Ready	Branch 3.1	Edit
12750	Client premium - 186	10/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch 1.1	Set to on-hold Set to ready Delete

You can also use the **Set to on hold** button to change the status of multiple billable items at once.

The screenshot shows the same table of billable items. In this view, the 'Set to on-hold' button in the top toolbar is highlighted with a red box. A red arrow points from this button to the 'Set to on-hold' option in the dropdown menu for item 12750.

Billable item ID	Source type - ID	Source date	frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program name	Status	Branch	
12751	Client premium - 212	06/09/2021 23:00	onth	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Insurance 1	Ready	Branch 3.1	Edit
12750	Client premium - 186	10/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch 1.1	Edit
12749	Client premium - 186	09/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch 1.1	Edit

You can also manually change the status of an on-hold billable item to **Ready**.

The screenshot shows the same table of billable items. In this view, the 'Set to ready' button in the top toolbar is highlighted with a red box. A red arrow points from this button to the 'Set to ready' option in the dropdown menu for item 12750.

Billable item ID	Source type - ID	Source date	frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program name	Status	Branch	
12751	Client premium - 212	06/09/2021 23:00	ar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Insurance 1	Ready	Branch 3.1	Edit
12750	Client premium - 186	10/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch 1.1	Set to on-hold Set to ready Delete
12749	Client premium - 186	09/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch 1.1	Edit



To change the status of multiple billable items at once, use the **Set to ready** button.

Billable item ID	Source type - ID	Source date	frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Program name	Status	Branch	
12751	Client premium - 212	06/09/2021 23:00	at month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	Insurance 1	Insurance 1	Ready	Branch	Edit
12750	Client premium - 186	10/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch	Edit
12749	Client premium - 186	09/09/2021 00:00	s	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-	Ready	Branch	Edit

Once an item has been included on an invoice or claim, the status of the billable item will be automatically updated to **Invoiced**. Billable items in **Invoiced** status cannot be edited.

If invoices are subsequently marked as Deleted or Void, the linked billable items will remain in **Invoiced** status, and duplicate billable items will automatically generate in **Ready** status.

Further edits can then be made to the billable items in **Ready** status before you generate additional invoices or claims.



Custom billable items

How to create custom billable items

To create a custom or new billable item, click **+Add billable item**. Custom billable items allow you to create ad hoc charges that will be picked up when you generate your invoices or claims.

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	Rate	Amount	Taxes	Funder methodology	Payor	Pr
12751	Client premium - 212	06/09/2021 23:00	Supply 123	Calendar month	Brian Adam	Supply 1 Supply	1	\$100.00	\$100.00	-	Long term care insurance	-	Int
12750	Client premium - 186	10/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care Activities	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-
12749	Client premium - 186	09/09/2021 00:00	Non-Labour Costs - KM's - Assistance with Self Care Activities	2 weeks	Esther Summerson	Provider Travel - Non-Labour Costs KM Assistance with Self Care	1	\$0.85	\$0.85	-	Single payor	NDIS National Disability Insurance Scheme	-

You will now see the image below. Enter information related to the charge as required. Select a **Client**, **Reference date**, **Funder methodology (Single Payor or Electronic Billing only)**, **Bill code**, **Billing frequency**, **Payor**, **Billing contact**, and billable item **Status**. Enter a **Description**, **Rate**, and **Quantity** and select any **Taxes** that should apply. Click **Save** to create the item.

Add billable item

Custom billable item details

Client* [Start typing...]

Reference date* [DD/MM/YYYY]

Funder methodology* [Not set]

Bill code* [Start typing...]

Status

Ready

Invoiced

On hold

Description* []

Billing frequency* [Not set]

Payor* [Start typing...]

Billing contact* [Not set]

Taxes

Rate* []

Quantity* []

Amount \$XX.XX

Taxes applied \$XX.XX

Total \$XX.XX



Review visit and visit premium billable items

How to review visit and visit premium billable items within the visit context

To make additional changes to a billable item for a visit or visit premium, or to add a **visit custom item**, click the arrow button and select **View visit context**.

Billable item ID	Source type - ID	Source date	Service/Premium code	Billing frequency	Client name	Bill code	Quantity	
16717	Visit premium - 351	10/19/2021 06:10 PM	Visit premium (per visit) RR	Calendar month	Bella Bergasse	Visit premium per visit	1	Edit View visit context Set to on-hold
16706	Visit premium - 348	10/18/2021 12:00 AM	03 feb taxes	Calendar month	Bella Bergasse	03 FEB Tax RR	1	Set to on-hold
16702	Visit premium - 344	10/18/2021 12:00 AM	Visit premium (per visit) RR	Calendar month	Bella Bergasse	Visit premium per visit	1	Edit
13513	Visit premium - 86	01/14/2020 01:25 PM	G VP (30)	Calendar month	Ranjani 14th Jan Client	Blood Test (30) BC	1	Edit

From the visit context page, you will be able to see a breakdown of the **visit details** and a list of all billable items associated with the visit. You can collapse or expand the visit details section by selecting the arrow button.

Billing > Billable item management > Visit 1807

Billable item management

Visit details

Client	Bella Bergasse
Client group	-
Visit ID	1807
Start date	10/19/2021 06:10 PM
End date	10/19/2021 07:30 PM

Service - service code	Home Health Aide (50) - Home Health Aide (50)
Employee	Django Williams
Rating methodology	Funder driven
Cost centre	1 cc-1
Branch	AlayaCare

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
> 16716	Visit	100 \$ RATE	1.3333	\$100.00	--	\$133.33	Ready	--	Edit
> 16717	Premium	Visit premium	1	\$100.00	\$10.00	\$110.00	Ready	--	Edit



You can add a **visit custom billable item** for the visit by clicking the **+Add** button. Adding visit custom billable items from the visit context page allows you to create ad hoc charges that are linked to specific visits.

Billable item details

Visit details

Client	Bella Bergasse	Service - service code	Home Health Aide (50) - Home Health Aide (50)
Client group	-	Employee	Django Williams
Visit ID	1807	Rating methodology	Funder driven
Start date	10/19/2021 06:10 PM	Cost centre	1 cc-1
End date	10/19/2021 07:30 PM	Branch	AlayaCare

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
> 16716	Visit	100 \$ RATE	1.3333	\$100.00	-	\$133.33	Ready	-	Edit
> 16717	Premium	Visit premium	1	\$100.00	\$10.00	\$110.00	Ready	-	Edit

Enter a **Description**, **Billing frequency**, **Funder methodology**, **Payor**, **Bill code**, **Quantity**, and **Rate** for the custom item. Click **Save** to create the item.

Visit custom

Description *

Billing frequency *

Funder methodology *

Payor *

Bill code * Unit *

Quantity *

Taxes

Amount

Rate *

Total

Cancel Save



To review the details for a specific billable item, click the arrow to expand the item details.

Billing > Billable item management > Visit 1807

Billable item management

Invoices

Billing Cycle

Billing period

Funder Summary

Electronic Billing Summary

HCP Summary

HCP summary v2

Billable item details

Visit details

Client	Bella Bergasse	Service - service code	Home Health Aide (50) - Home Health Aide (50)
Client group	--	Employee	Django Williams
Visit ID	1807	Rating methodology	Funder driven
Start date	10/19/2021 06:10 PM	Cost centre	1 cc-1
End date	10/19/2021 07:30 PM	Branch	AlayaCare

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
> 16716	Visit	100 \$ RATE	1.3333	\$100.00	--	\$133.33	Ready	--	Edit
> 16717	Premium	Visit premium	1	\$100.00	\$10.00	\$110.00	Ready	--	Edit

You will then be able to review the **Service code, Billing frequency, Funder methodology, Program, Bill code, Billing contact, Rate, Unit, Quantity, Amount (before taxes), Taxes, and Total (after taxes)** for the billable item.

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
16716	Visit	100 \$ RATE	1.3333	\$100.00	--	\$133.33	Ready	--	Edit

Service code	Home Health Aide (50)	Rate	\$100.00
Billing frequency	Calendar month	Unit	Per hour
Funder methodology	Single payor	Quantity	1.33
Payor	Private CI	Amount	\$133.33
Billing contact	Bella Bergasse	Taxes	--
Bill Code	100 \$ RATE	Total	\$133.33



To make changes to the billing details for the item, click **Edit**.

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
16716	Visit	100 \$ RATE	1.3333	\$100.00	--	\$133.33	Ready	--	Edit

Service code	Home Health Aide (50)	Rate	\$100.00
Billing frequency	Calendar month	Unit	Per hour
Funder methodology	Single payor	Quantity	1.33
Payor	Private CI	Amount	\$133.33
Billing contact	Bella Bergasse	Taxes	--
Bill Code	100 \$ RATE	Total	\$133.33

For items funded by **Co-Payment, Co-Contribution, Long Term Care Insurance or Split Percentage** payor programs, you will be able to edit the **Bill code, Quantity, Taxes, and Rate** for the item.

Service code *
Care Service - CRS101

Billing frequency
1 week

Funder methodology ⓘ
LTCI

Program
LTCI program

Bill code
CARE 100

Unit
Per hour

Taxes
+ TPS (3%) X

Amount
\$1400.00

Quantity *
10

Rate *
140.00

Total
\$1442.00

Cancel Save



For items funded by a **Single Payor program** or **Electronic Billing program**, you will be able to edit the **Funder methodology** and **Payor** for the item in addition to **Bill code**, **Quantity**, **Taxes**, and **Rate**. Click **Save** to save your changes.

Premium code * Care Service Premium -PRS101	Billing frequency * 1 Calendar month
Funder methodology Single payor	Payor * Private pay [Client individual type]
Bill code CARE 100	Unit Per hour
Quantity * 10	Billing contact * John Doe
	Taxes + TPS (3%) X
	Amount \$1400.00
	Rate * 140.00
	Total \$1442.00

If a billable item has been included on an invoice in Sent or Paid status, you can click the hyperlinked invoice number under the **Invoice #** column to open the invoice.

To perform additional actions on a billable item, click the downward arrow next to **Edit**:

- To duplicate a billable item within the visit context page, click **Copy**.
- If the billable item is a **visit custom** item or a **copied** item, you will see a **Delete** option.

Billable item(s)

ID	Source type	Bill code	Quantity	Rate	Taxes	Amount	Status	Invoice #	
16716	Visit	100 \$ RATE	1.3333	\$100.00	-	\$133.33	Ready	-	<input type="button" value="Edit"/> <input type="button" value="Copy"/>



Frequently Asked Questions (FAQ)

What is a billable item?

Billable items have always existed in the accounting module and were previously generated during invoice or claim generation. The process of billable item generation ensures that approved visits, visit premiums and all client billing premiums are linked to the correct billing information including the quantity, rate, taxes applied, total amount as well as billing frequency and payor/billing contact details based on the program configuration.

What is a program configuration?

Each billable item is linked to a program based on what is configured on the client service or client billing premium set up form. Program details include the Funder Methodology, Billing Frequency (if required), Payor or Program Name, Billing Contact (if required), and if Taxes are applied or not. This program information is used again at the point of invoice or claim generation to ensure items are billed to the correct payors or billing contacts.

What do I do with multiple billable items for a single visit, visit premium or client billing premium?

Users may experience the case where after deleting or marking an invoice or a claim as void, you see multiple billable items for a single visit, visit premium or client billing premium. This is expected.

Billable items for visits, visit premiums and client billing premiums will be moved to invoiced status automatically when generated into a draft invoice or claim. Items will remain in invoiced status even if the invoice is subsequently deleted or marked as void. This retains a record of these billable items that remains linked to these invoices and is visible in the billable item management screen. As billable items in invoiced status are no longer editable, duplicate billable items will be generated automatically in the event of invoice deletion or voiding to allow edits as needed prior to subsequent invoice or claim generation.

Why can I only delete some billable items and not others?

Only custom, visit custom and copied billable items can be deleted. Visits, visit premiums and client billing premiums cannot be deleted at the billable item level. However, they can be put in On Hold status to prevent them from pulling into an invoice or claim.



Why can I no longer override the bill code on the Visit > Accounting tab?

When using billable item management, bill code overrides happen at the billable item level. If a billable item has already been generated for that visit, you can click on the hyperlinked bill code in the visit > accounting tab to open the visit context of that bill code to make your adjustment.

How come I cannot update a billable item after changes were made to my visit on the schedule?

Users may experience the case where after a billable item was generated, they made changes to a visit on the schedule or a client billing premium at the client level, but the billable item did not update accordingly. Previously generated billable items will not update when changes are made at the source item level (e.g., changing the payor on the service level of a visit).

The goal of billable items is to allow billing related information changes to occur at the billable item level. Once an item is approved and a billable item is generated, changes to billing related information can be made using the billable item management screen.