Billable Item Management
User Guide

November 2021

Table of Contents:

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.

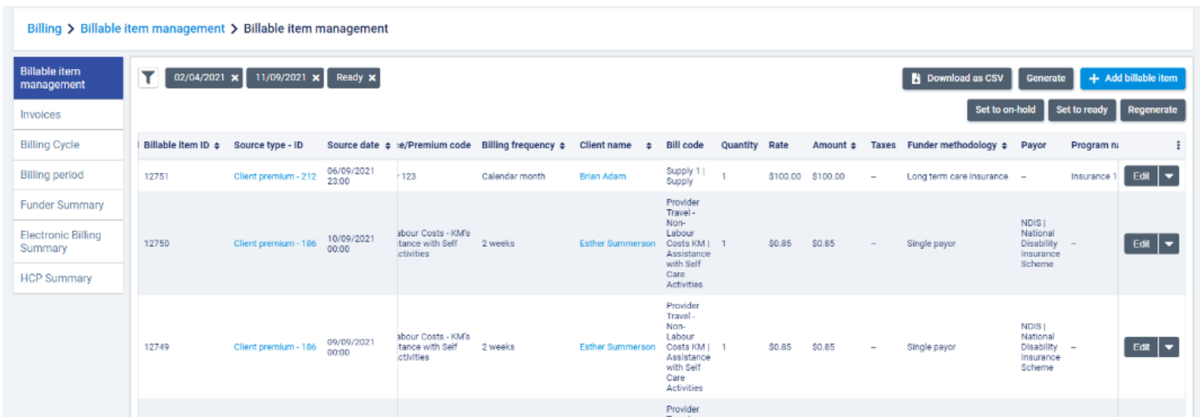
For additional support and assistance, visit the Zendesk Community for more information.

Review your billable items

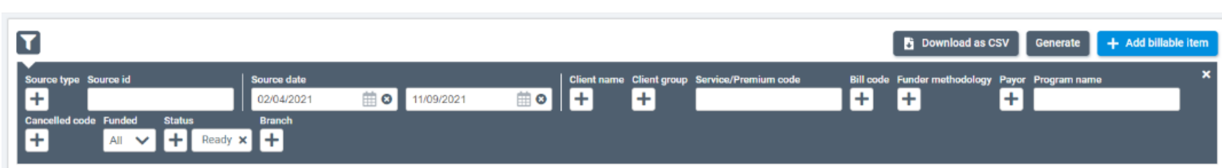
How to review your billable items

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).

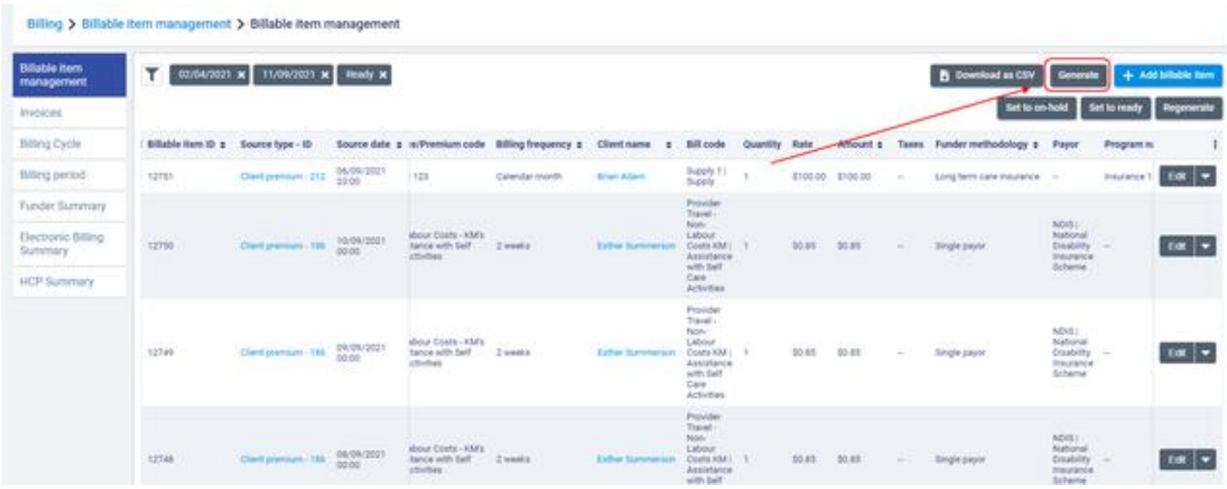


The billable item list will be automatically filtered to billable items from the last week with a status of **Ready**. Click the filter icon to filter items by **Source type** (**Visit, Visit custom item, Visit premium, Client premium**, and **Custom item**), **Source ID, Source date** range, **Client 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**.



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

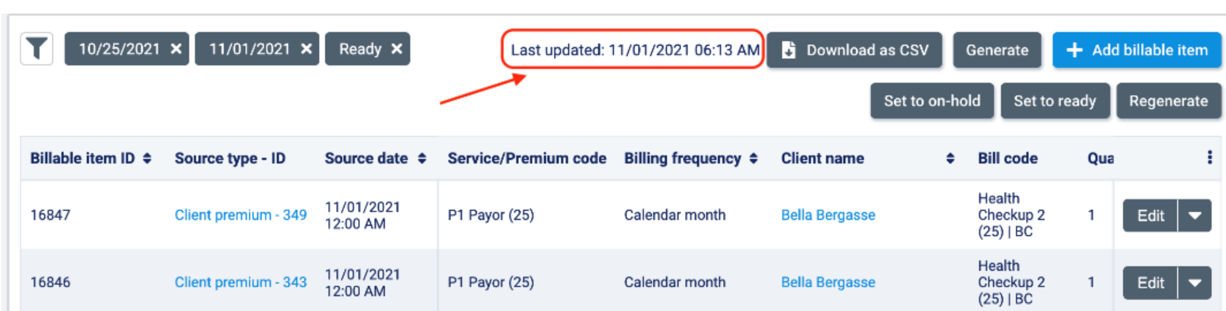
For client billing premiums, billable items will be generated after visit approval, as well as once per day, if no visit approval was made. You can manually trigger a generation job for new billable items based on visits, visit premiums, or client billing premiums by selecting the **Generate** button.



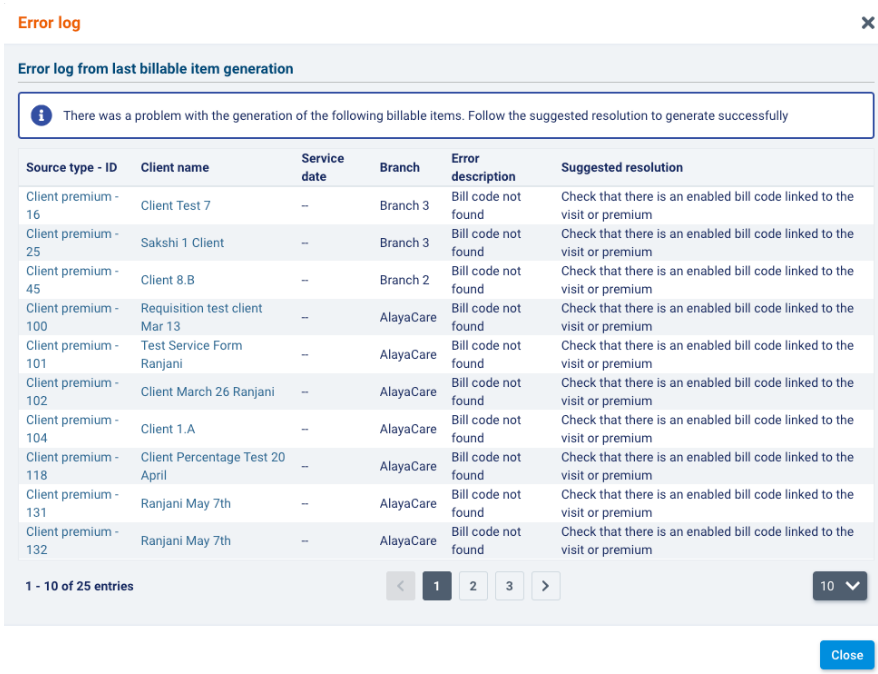
Selecting the **Regenerate** option for billable items will allow you to choose which billable items you wish to regenerate. You can see the last time that the billable items list was updated from the main list.

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.

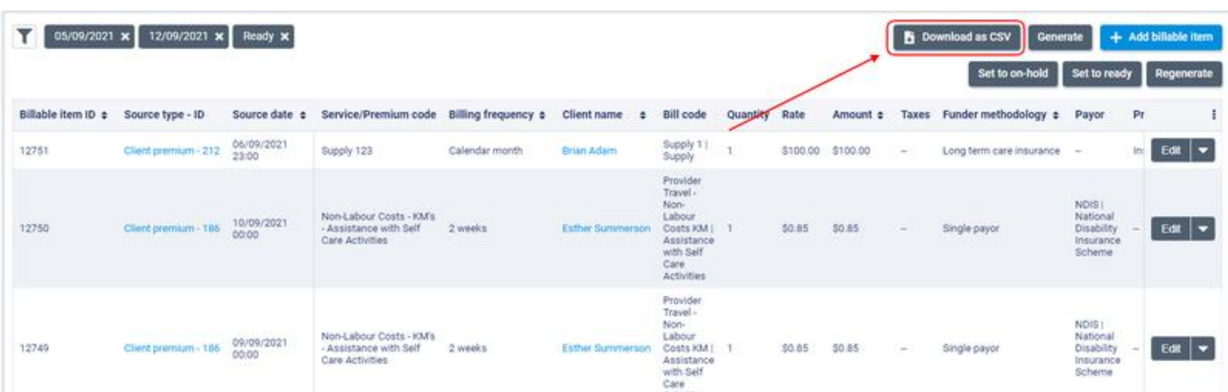
An error icon will be displayed if any errors occurred during the item generation process. If an error occurs, the last generation date and time will be hyperlinked, and you can click on the hyperlink to review the error log.



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.



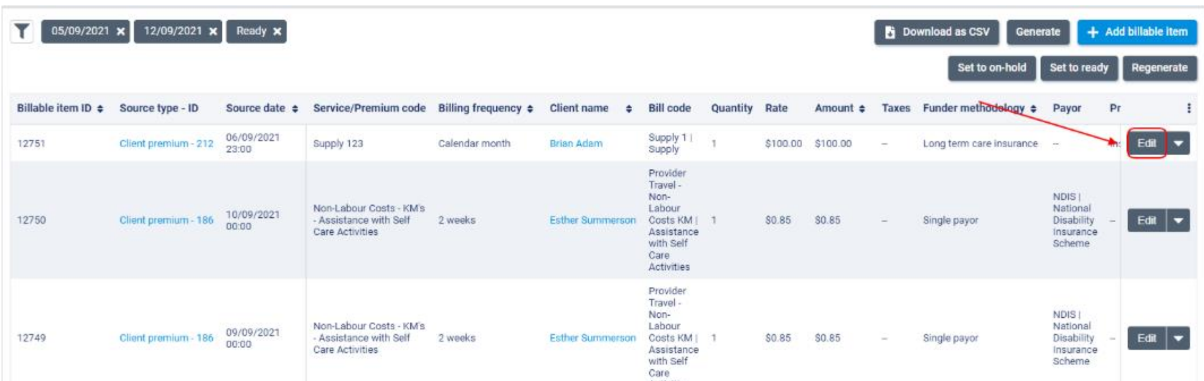
To download the list of billable items as a CSV file, click **Download as CSV**.



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.



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.**

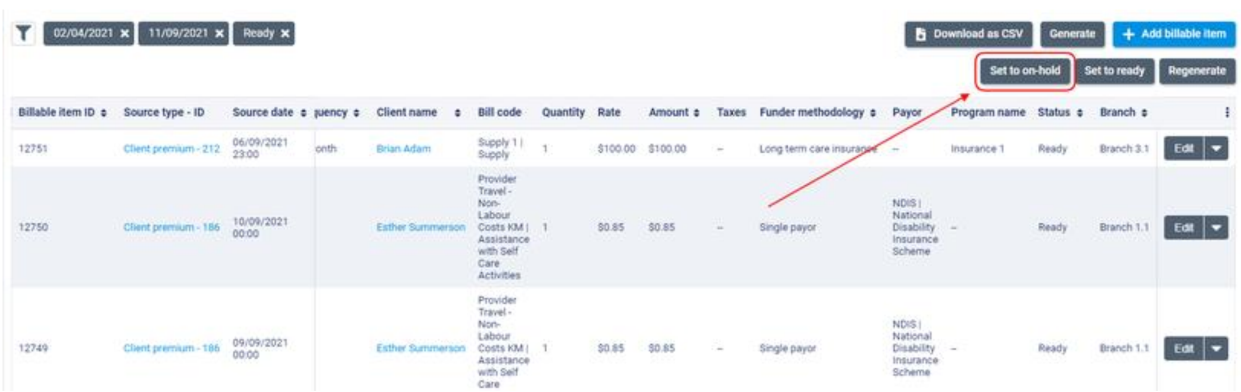
Billable item status

How to change the status of your billable items

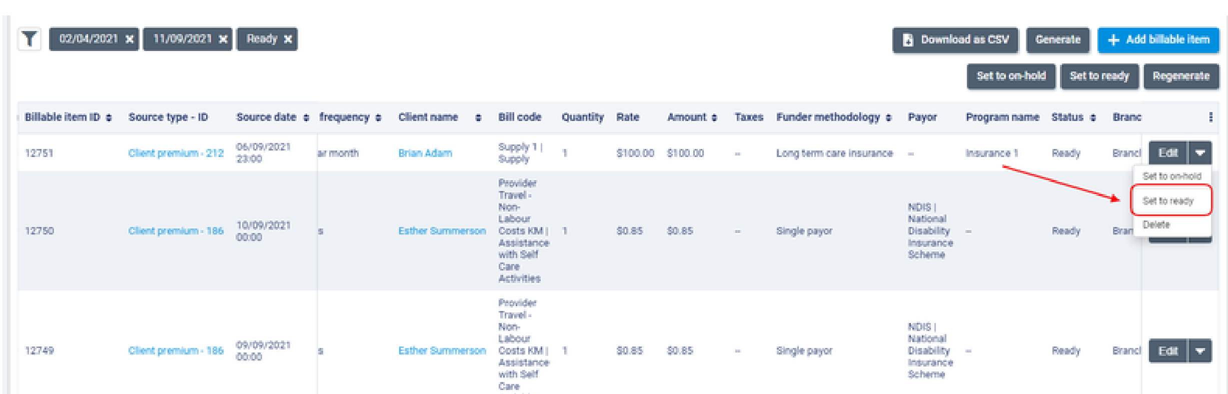
A billable item can have three statuses: **Ready, On hold**, and **Invoiced**.

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**.

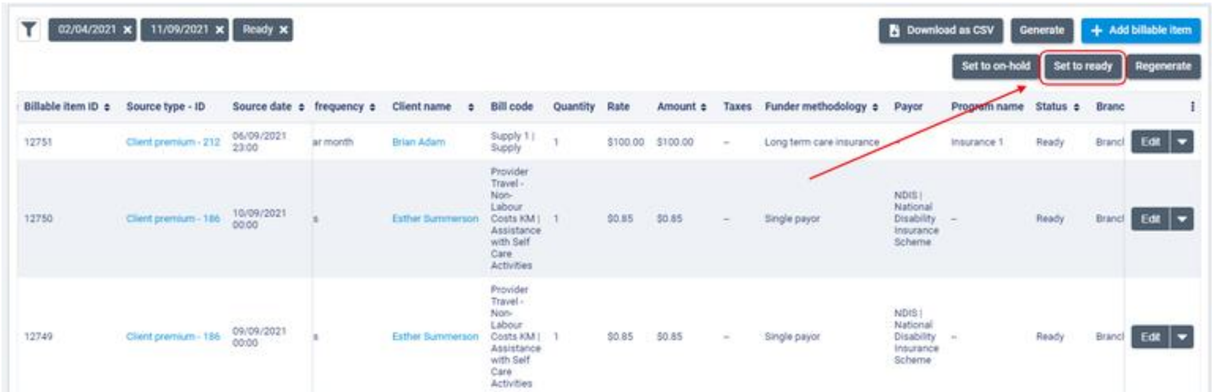
You can also use the **Set to on hold** button to change the status of multiple billable items at once.



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



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



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.

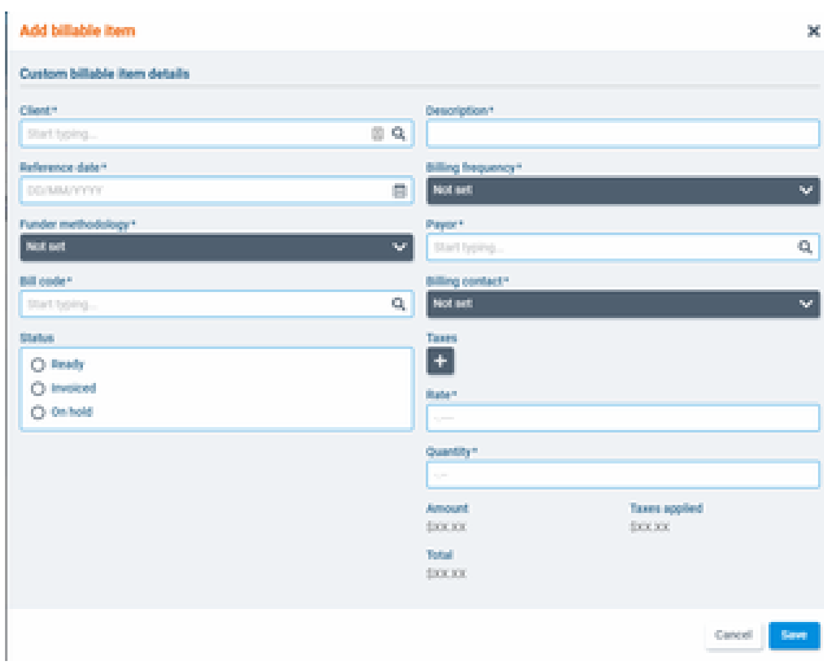
Further edits can then be made to the billable items in **Ready** status before you generate additional invoices or claims.

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.

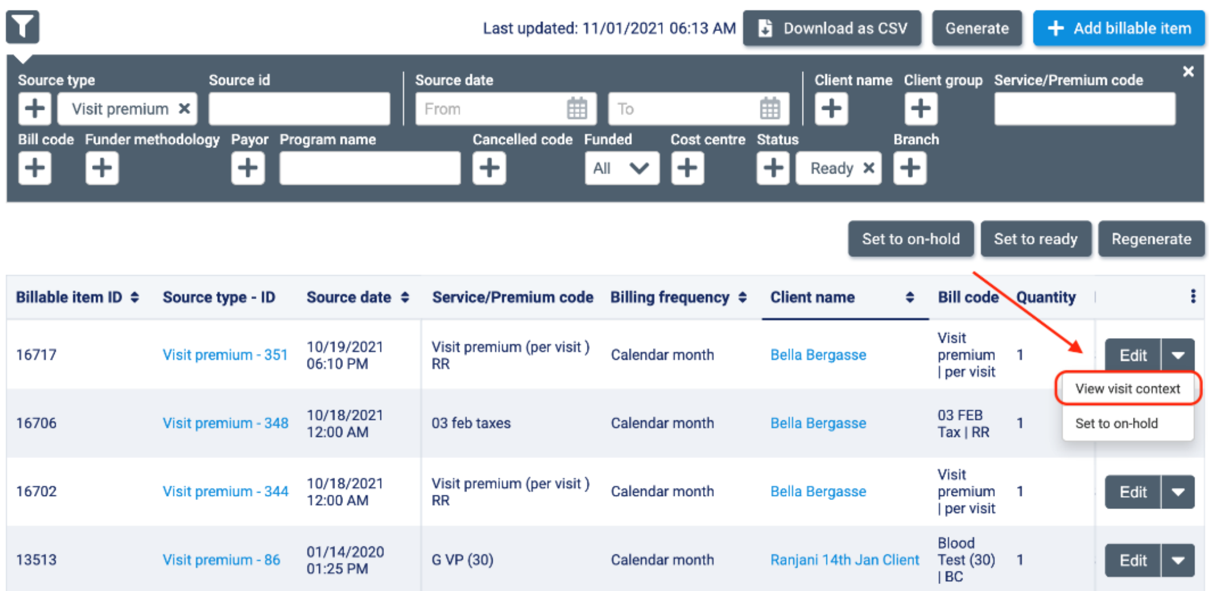
You will now see the image below. Enter information related to the charge as required. Select a **Client, Reference date, Funder methodology (Single Payor or Electronic Billing only), Bill code**, **Billing frequency, Payor, Billing contact,** and billable item **Status.** Enter a **Description, Rate**,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



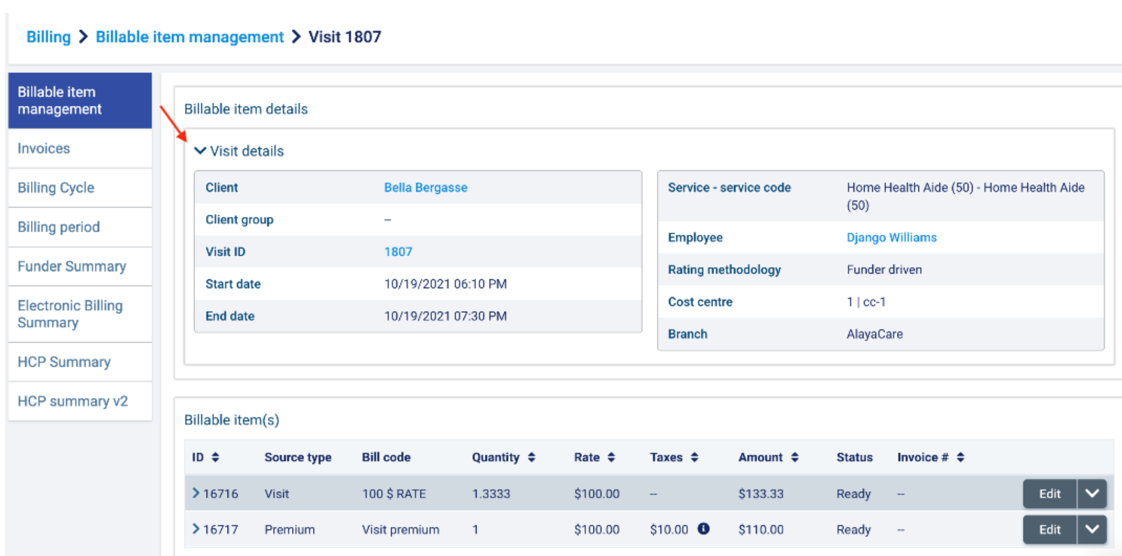
Review visit and visit premium billable items

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

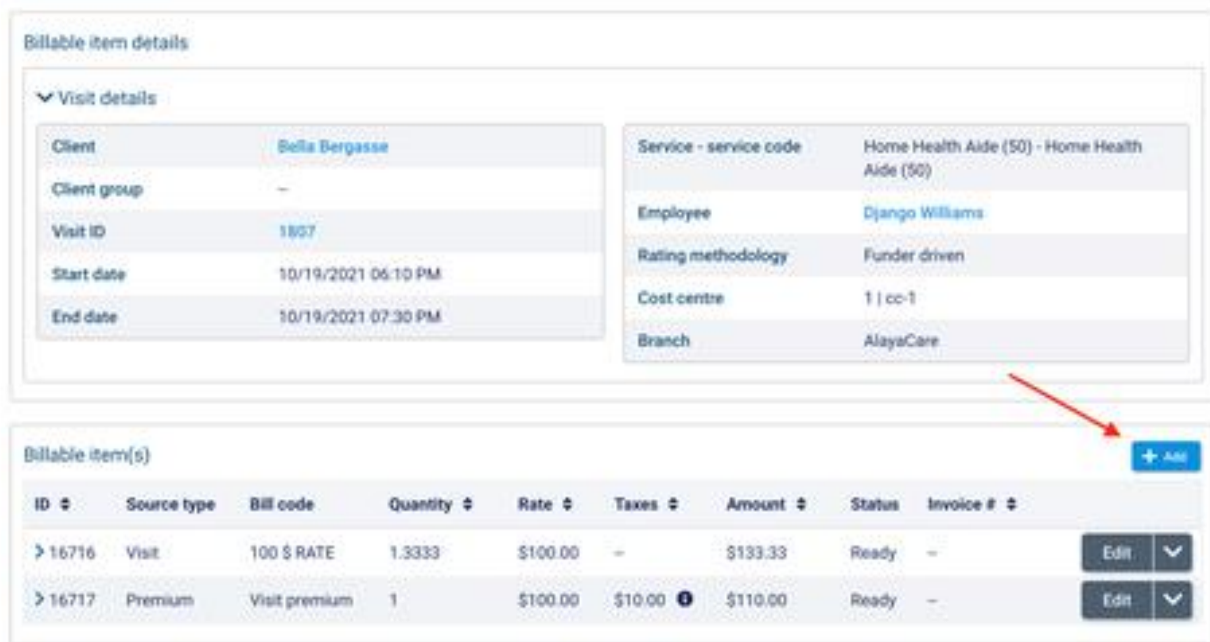
To make additional changes to a billable item for a visit or visit premium, or to add a **visit custom item,** click the arrow button and select **View visit context**.



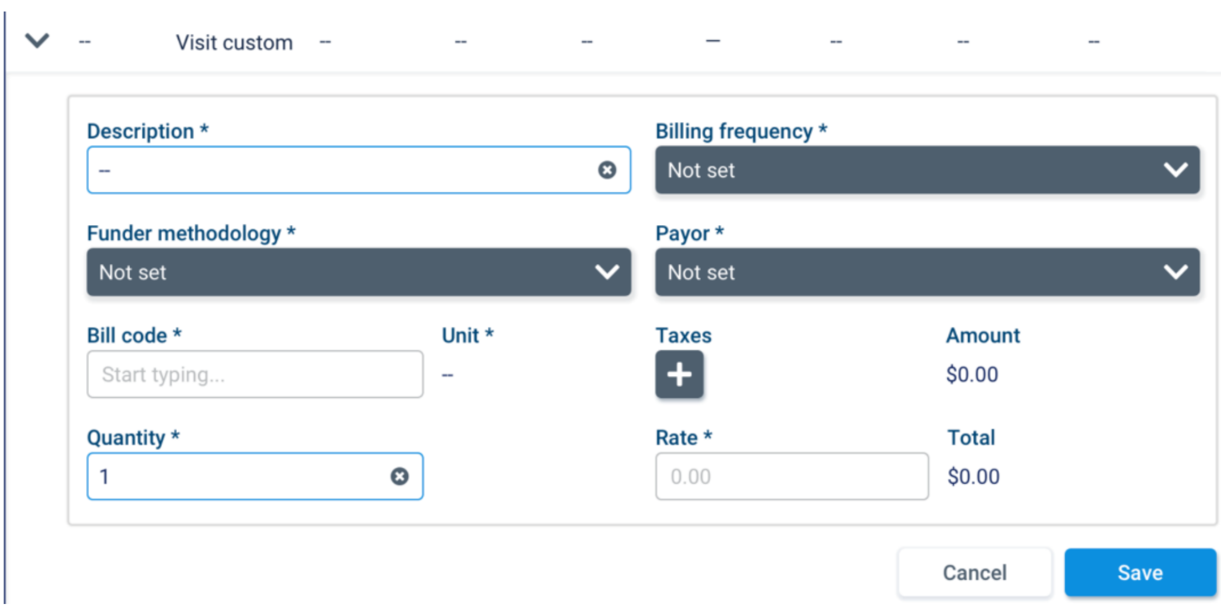
From the visit context page, you will be able to see a breakdown of the **visit details** and a list of all billable items associated with the visit. You can collapse or expand the visit details section by selecting the arrow button.



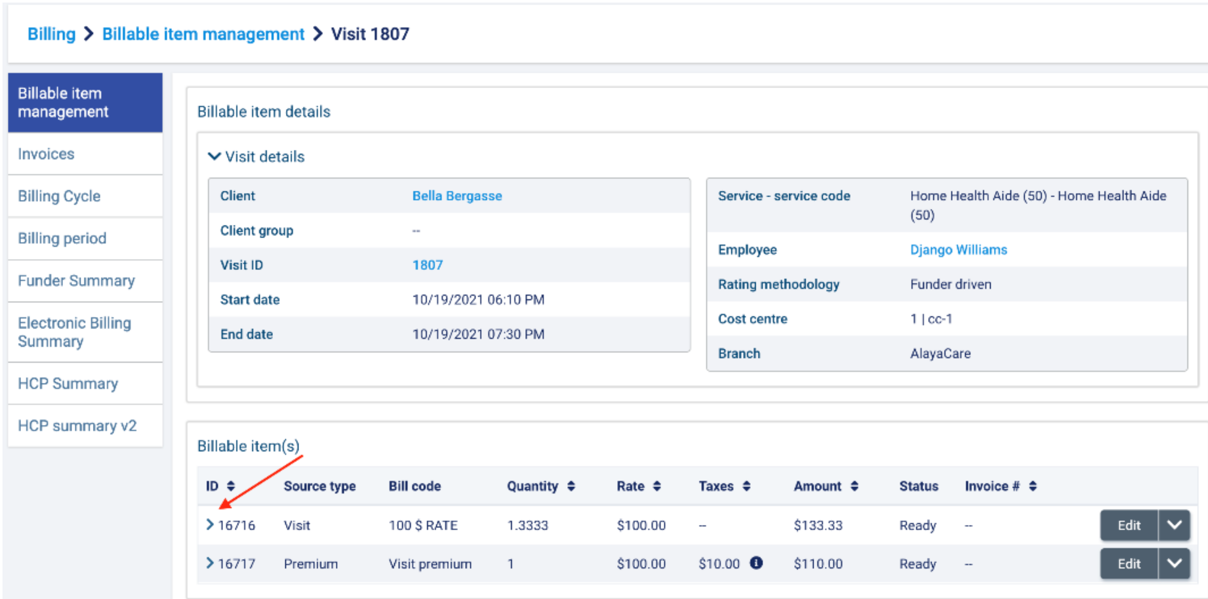
You can add a **visit custom billable item** for the visit by clicking the **+Add** button. Adding visit custom billable items from the visit context page allows you to create ad hoc charges that are linked to specific visits.



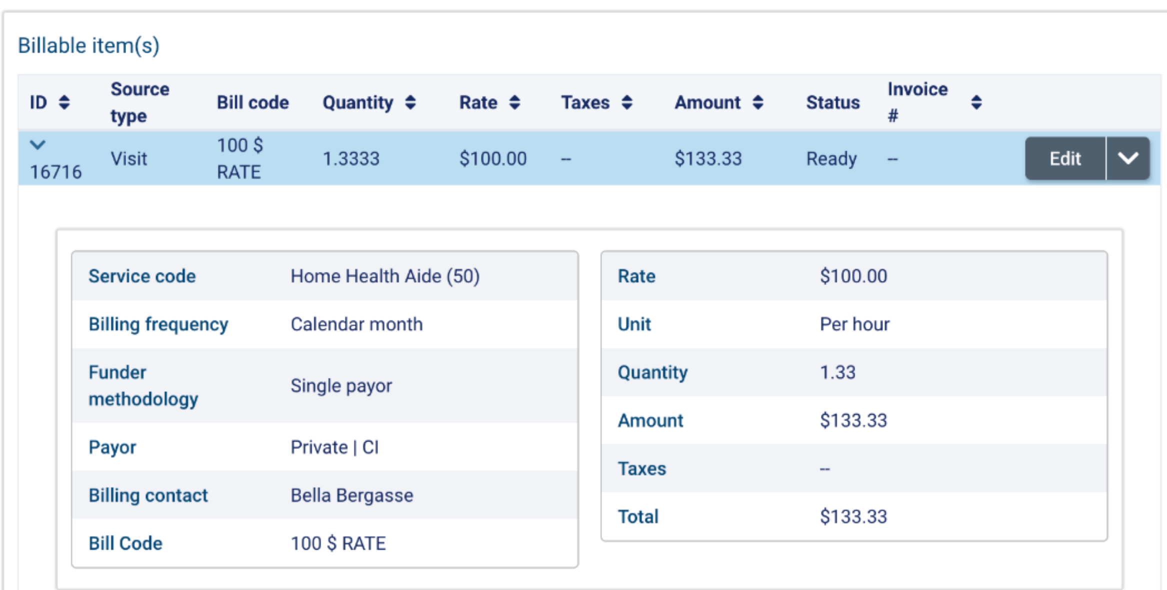
Enter a **Description, Billing frequency, Funder methodology, Payor, Bill code, Quantity**, and **Rate** for the custom item. Click **Save** to create the item.



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

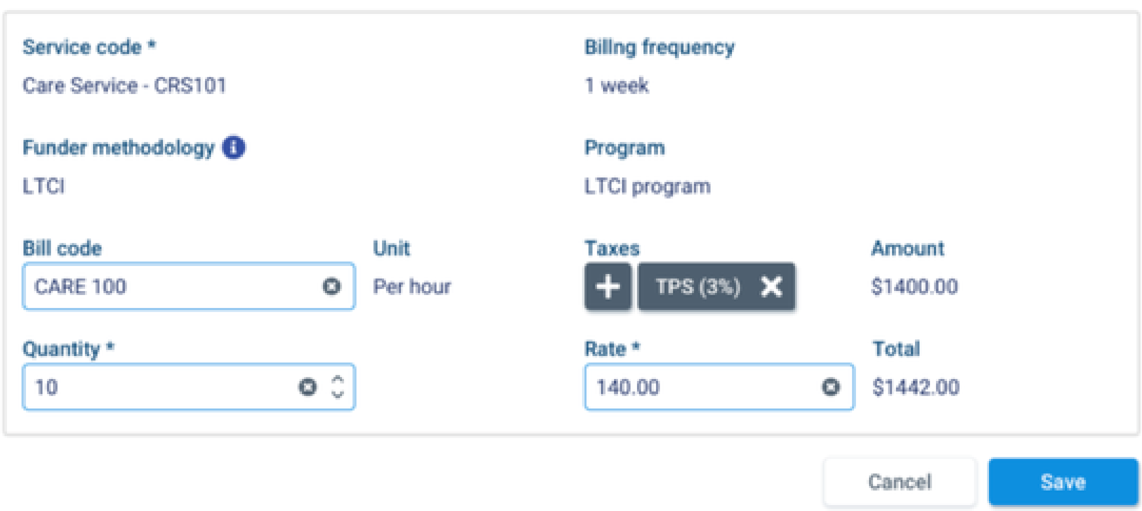


You will then be able to review the **Service code, Billing frequency, Funder methodology, Program, Bill code, Billing contact, Rate, Unit, Quantity, Amount** (before taxes)**, Taxes,** and **Total** (after taxes) for the billable item.

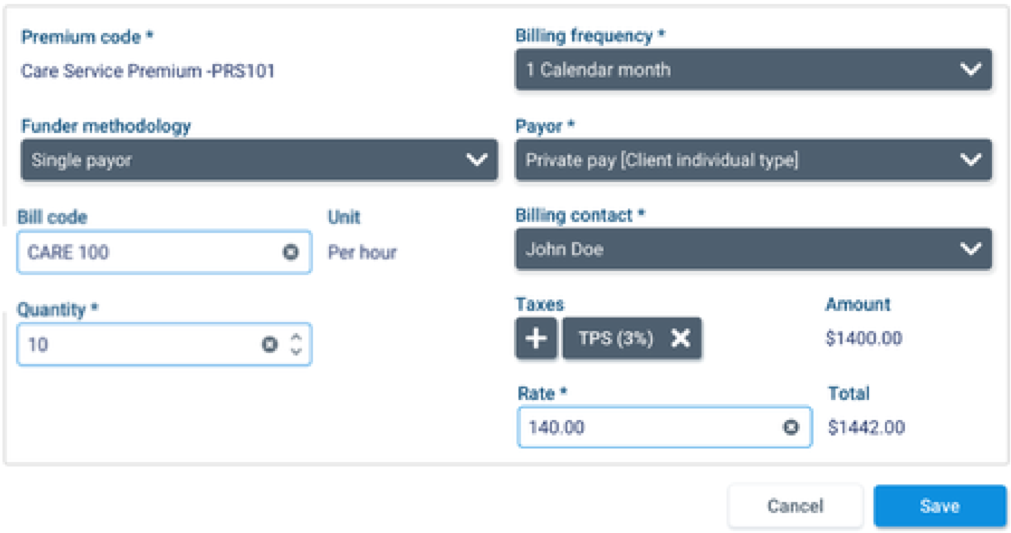


To make changes to the billing details for the item, click **Edit.**

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.



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.



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.

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.