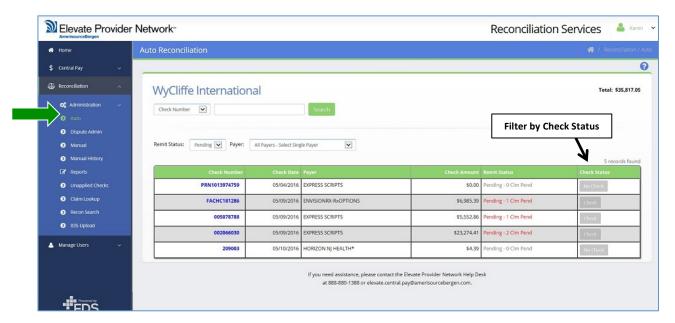


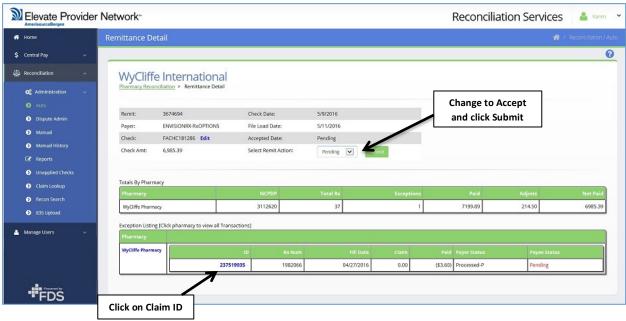
## Quick Start Guide to Elevate Reconciliation

Now that you have completed training and are ready to start your own reconciliation-where do you begin?

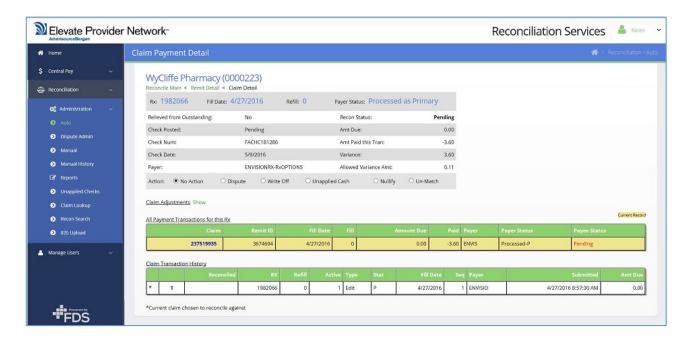
## Reconcile Central Payments

- 1. Select "Reconciliation" from the left hand menu, then select "Auto". (Auto refers to reconciliation via 835 file).
- 2. Click the "Check Status" column header to sort by check status.
- 3. Anything marked "Check" is ready to be reconciled, but has claim exceptions to be reviewed.
- 4. To review the details of the claim exceptions click on the "Check Number".
- 5. Select "Claim ID" in the "Exception Listing" section at the bottom of the screen.
- 6. Take one of the following actions on each claim:
  - a. **Dispute:** you recognize the action of the payer, but it requires further review.
  - b. **Nullify:** disregards 835 transaction, does not relieve aging.
  - c. Write off: relieves aging and records underpayment.
  - d. Unapplied Cash: relieves aging and records overpayment.
- 7. Once all claim exceptions are assigned an action, change the "Action" box to "Accept."
- 8. Click the "Submit" button.









## Reconciling Direct Payments (These are payments not received through Central Pay, and the 835 was loaded into the system)

- 1. Direct payments are designated as "No Check" in the Check Status field.
- 2. Validate receipt of payment before reconciling.
- 3. Once payment is validated, follow the steps 1 8 in the section above Reconcile Central Payments.

## Reconciling Direct Payments with a paper Explanation of Benefits (EOB)

- 1. Select "Reconciliation" from the left hand menu, then select "Manual" (Manual refers to reconciling with a paper EOB).
- 2. Enter the claim and check details from the EOB.
- 3. Click the "Get Claims" button.
- 4. Add or remove claims as needed until the check amount plus the fees equal the total paid.
- 5. Click "Done" button once the check amount plus the fees equal the total paid.
- 6. Print the "Print Friendly" version of the Summary Sheet to file with the paper EOB.

