

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.

Filter by Check Status

Check Number	Check Date	Payer	Check Amount	Remit Status	Check Status
PRN1013974759	05/04/2016	EXPRESS SCRIPTS	\$0.00	Pending - 0 Clm Pend	No Check
FACHC181286	05/09/2016	ENVISIONRX-RxOPTIONS	\$6,985.39	Pending - 1 Clm Pend	Check
005078788	05/09/2016	EXPRESS SCRIPTS	\$5,552.86	Pending - 1 Clm Pend	Check
002066030	05/09/2016	EXPRESS SCRIPTS	\$23,274.41	Pending - 2 Clm Pend	Check
209003	05/10/2016	HORIZON NJ HEALTH*	\$4.39	Pending - 0 Clm Pend	No Check

Change to Accept and click Submit

Click on Claim ID

Pharmacy	NCPDP	Total Rx	Exceptions	Paid	Adjmts	Net Paid
WyCliffe Pharmacy	3112620	37	1	7199.89	214.50	6985.39

Pharmacy	ID	Rx Num	Fill Date	Claim	Paid	Payer Status	Payee Status
WyCliffe Pharmacy	237519935	1982066	04/27/2016	0.00	(\$3.60)	Processed-P	Pending

Claim Payment Detail

WyCliffe Pharmacy (0000223)
Reconcile Main < Remit Detail < Claim Detail

R# 1982066 Fill Date: 4/27/2016 Refill: 0 Payer Status: Processed as Primary

Relieved from Outstanding: No Recon Status: Pending

Check Posted: Pending Amt Due: 0.00

Check Num: FACHC181286 Amt Paid this Tran: -3.60

Check Date: 5/9/2016 Variance: 3.60

Payer: ENVISIONRX-RxOPTIONS Allowed Variance Amt: 0.11

Action: No Action Dispute Write Off Unapplied Cash Nullify Un-Match

Claim Adjustments Show

All Payment Transactions for this Rx Current Record

Claim	Remit ID	Fill Date	Fill	Amount Due	Paid	Payer	Payer Status	Payee Status
237519935	3674694	4/27/2016	0	0.00	-3.60	ENVIS	Processed-P	Pending

Claim Transaction History

	Reconciled	RX	Refill	Active	Type	Stat	Fill Date	Seq	Payer	Submitted	Amt Due
+	1	1982066	0	1	Edit	P	4/27/2016	1	ENVISIO	4/27/2016 8:57:30 AM	0.00

*Current claim chosen to reconcile against

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.

Manual Reconciliation

WyCliffe International
Find Claims >

Start New Batch: WyCliffe Pharmacy [0000223] + Continue an existing batch: Select a Check

Date Range: From To

Choose Payers: - Select Payer - +

Check Number:

Check Date:

Check Amt:

Svc Fee/Adj:

Rows Per Page: 50

Get Claims

if you need assistance, please contact the Elevate Provider Network Help Desk at 888-880-1388 or elevate.central.pay@amerisourcebergen.com.

Click on Get Claims