



RCM Archive Quality Assurance

Enhance the accuracy of your financial data migration with our step-by-step Quality Assurance (QA) guide for billing data within the DataCapture portal. This guide walks users through a comprehensive process to compare financial data in DataCapture with the data from your legacy Electronic Health Record (EHR) system, ensuring data integrity at every stage. Users will validate patient records, generate financial reports, and document their findings in the QA log. By following this guide, users can confidently verify billing details, payments, balances, and account notes, ensuring a streamlined and accurate transfer of financial data between systems.

Key Points

- The QA process involves comparing financial data from the DataCapture portal with the data from the legacy EHR system for at least 25 patient records.
- Utilize the QA Log to check off various sections of your portal and log any discrepancies.
- If you encounter any issues or have questions regarding the functionality of the portal, contact your Aesto Project Manager.

QA Process Overview

1. Access the **Billing** section within your DataCapture portal, where financial details from the patient's legacy record are stored. (See [Figure 1.1](#))

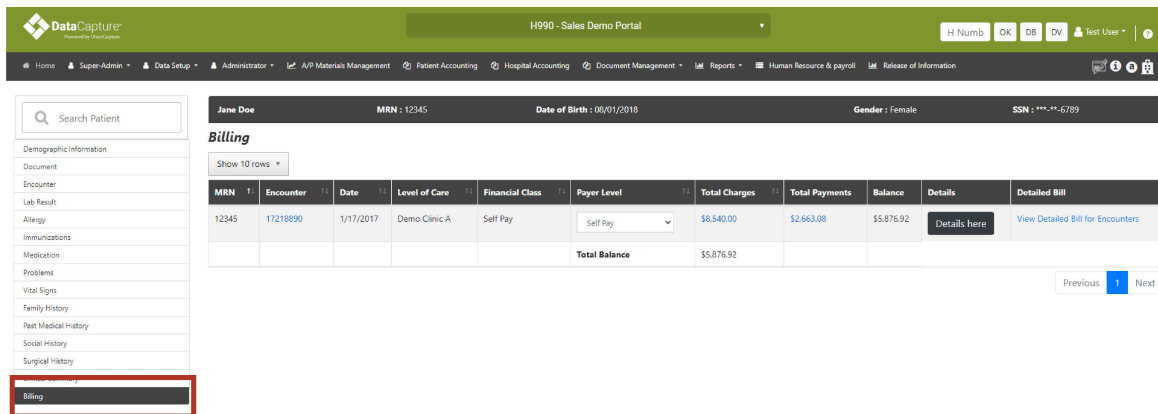


Figure 1.1: The Billing Tab

2. Sort data using column headers, except for **Total Payments** and **Balance**.
3. Review and validate each field in the **Details** section, and record discrepancies in the QA Log.
 - When you open the QA Log, the first tab, labeled **QA General Information**, provides an overview of the data points you'll match between the legacy system and DataCapture. (Refer to [Figure 1.2](#) for details.)

- On the **QA General Information** tab, your dedicated QA representative is required to:
 - Enter the dollar amount from the legacy system’s *Detail Patient Balance Report*.



NOTE: *The legacy dollar amount must include any patient with a balance on their account, regardless of whether it is active AR collections or bad debt.*

- Enter DataCapture’s *Aged Trial Balance (ATB)* total.
- Verify that the legacy system’s total and DataCapture’s ATB total match.

RCM Archive QA Log	
This document guides the assessment of the RCM Archive project’s success and accuracy.	
Field	Instructions
MRN (Medical Record Number):	<ul style="list-style-type: none"> • Validate accurate transfer from the legacy system to DataCapture. • Ensure consistency and integrity across all records.
Financial Class:	<ul style="list-style-type: none"> • Verify accurate transfer from the legacy system to DataCapture. • Investigate any discrepancies.
Payer Level:	<ul style="list-style-type: none"> • Verify accurate transfer from the legacy system to DataCapture. • Investigate any discrepancies.
Charge Totals:	<ul style="list-style-type: none"> • Compare pre-migration and post-migration data for accuracy. • Investigate any discrepancies.
Payment Totals:	<ul style="list-style-type: none"> • Verify correct migration of payment totals. • Ensure consistency and identify discrepancies.
Charge Details:	<ul style="list-style-type: none"> • Review detailed charge information for selected cases. • Confirm charge descriptions and amounts match historical data.
Payment Details:	<ul style="list-style-type: none"> • Validate accuracy of payment details, including payment methods and dates. • Ensure consistency across records.
Balances:	<ul style="list-style-type: none"> • Ensure calculated balances are accurate post-migration. • Investigate any discrepancies.
Accounting Notes:	<ul style="list-style-type: none"> • Review and confirm accurate migration of notes. • Ensure notes are accessible in DataCapture.
Issues:	<ul style="list-style-type: none"> • Document and categorize any issues. • Prioritize and address identified issues promptly to ensure data integrity.
Key Points	
<ul style="list-style-type: none"> • Engage key stakeholders in the review and validation process. • Conduct thorough testing and reconciliation. • Document and communicate any discrepancies or issues. 	
Balance Entries	
Main QA person: Verify the following amounts match:	
Legacy Detail Patient Balance Report Dollar Amount =	\$
DataCapture Aged Trial Balance Report ATB Total =	\$

Figure 1.2: The QA General Information tab of the QA Log

Step 1: Running the Aged Trial Balance (ATB)

1. Ensure you have permissions to access the ATB in DataCapture's **Hospital Accounting** module.
2. Follow these steps to generate the ATB:
 - a. Navigate to **Hospital Accounting** (See [Figure 1.3](#)).

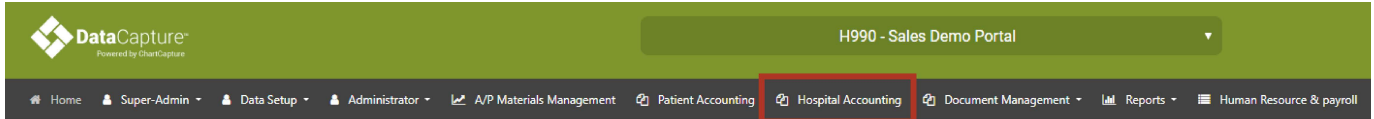


Figure 1.3: The Hospital Accounting Module

- b. Click on **Financial Reports**. (See [Figure 1.4](#))

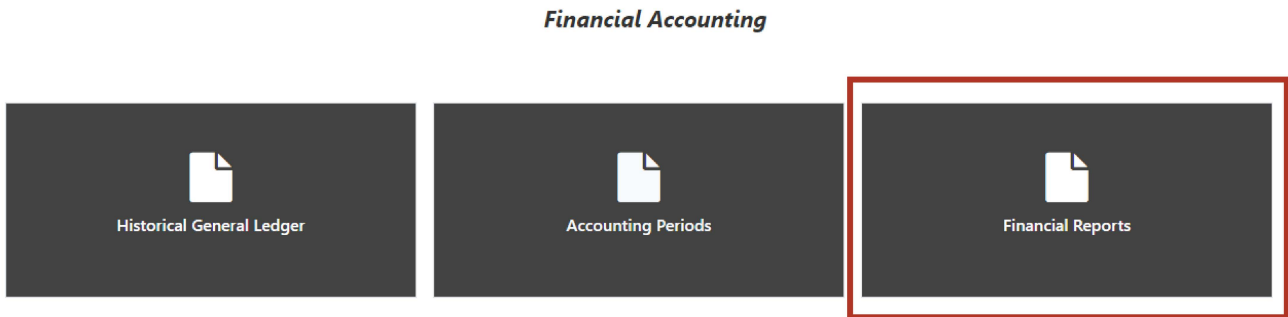


Figure 1.4: The Financial Reports Section

- c. Select the **Aged Trial Balance** tab. (See [Figure 1.5](#))

Aging Patient Report



Figure 1.5: The Aged Trial Balance tab

- d. Choose the following options on the Generate Aged Trial Balance window (See [Figure 1.6](#)):
 - **Transaction Date**
 - **Include Negative Balances**
 - Set the required date.

Generate Aged Trial Balance

Aging Patient | Aged Trial Balance

Financial Class | Level Of Care | 10/04/2024 | GO | Reset | Download List

Include Zero Balance Include Negative Balance Include Last Payment Date Display Current Payer

Posting Date Transaction Date

Figure 1.6: The Generate Aged Trial Balance Selections

- e. Click **Go** to generate the report. (See [Figure 1.6](#) above)
- 3. Compare the total ATB with the total of the *Detail Patient Balance Report* or the ATB from the legacy system. (See [Figure 1.7](#))

Generate Aged Trial Balance

Aging Patient | Aged Trial Balance

Financial Class | Level Of Care | 10/04/2024 | GO | Reset | Download List

Include Zero Balance Include Negative Balance Include Last Payment Date Display Current Payer

Posting Date Transaction Date

Aged Trial Balance

FC/PT	UNBILLED	#	<30	30-60	61-90	91-120	121-150	151-180	181-270	271-360	>360	Totals
Self Pay			\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Totals			\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

Figure 1.7: The Totals Column of the Generated Aged Trial Balance

- 4. Download the ATB using the Download List button. (See [Figure 1.8](#))

Generate Aged Trial Balance

Aging Patient | Aged Trial Balance

Financial Class | Level Of Care | 10/04/2024 | GO | Reset | Download List

Include Zero Balance Include Negative Balance Include Last Payment Date Display Current Payer

Posting Date Transaction Date

Figure 1.8: The Download List Button

Step 2: Documenting Accounts on the QA Log

1. Use the QA Log tab (second tab) of the QA Log Excel sheet to document the accounts reviewed and any issues identified. (See [Figure 1.9](#))

A	B	C	D	E	F	G	H	I	J	K	L	M
MRN	VISIT	PATIENT NAME	DATE	FIN CLASS	PAYER LEVEL	BILLING CHG TOTALS	BILLING PYMT TOTALS	BILLING CHG DTLS	PYMT DTLS	BALANCE	ACCT NOTES	ISSUE DETAILS

Figure 1.9: The QA Log Tab

2. The following fields must be completed:
 - **MRN:** Enter the Medical Record Number.
 - **Visit:** Specify the encounter being reviewed.
 - **Patient Name:** Enter the patient's name.
 - **Date:** Provide the visit date.
 - **Financial Class:** Ensure the correct financial class is represented.
 - **Payer Level:** Confirm the current payer for the visit.
 - **Billing Charges Totals:** Use the drop-down to select **Correct** or **Incorrect**.
 - The **Total Charges** column from the Billing screen should match the total charges in the legacy system for the visit. (See [Figure 1.10](#))

Total Charges	Total Payments	Balance	Details	Detailed Bill
\$8,540.00	\$2,663.08	\$5,876.92	Details here	View Detailed Bill for Encounters

Figure 1.10: The Total Charges Column on the Billing Screen in DataCapture

- **Billing Payment Totals:** Use the drop-down to select **Correct** or **Incorrect**.
 - The **Total Payments** column from the Billing screen should match the total payments in the legacy system for the visit. (See [Figure 1.11](#))

Total Charges	Total Payments	Balance	Details	Detailed Bill
\$8,540.00	\$2,663.08	\$5,876.92	Details here	View Detailed Bill for Encounters

Figure 1.11: The Total Payments Column on the Billing Screen in DataCapture

- **Balance:** Select **Correct** or **Incorrect** from the drop-down. (See [Figure 1.12](#))

Total Charges	Total Payments	Balance	Details	Detailed Bill
\$8,540.00	\$2,663.08	\$5,876.92	Details here	View Detailed Bill for Encounters

Figure 1.12: The Balance Column on the Billing Screen in DataCapture

Step 3: Verifying Billing Details

1. Click the **Details here** button on the Billing screen to open the Encounter Billing Details screen. (See [Figure 1.13](#))

Total Charges	Total Payments	Balance	Details	Detailed Bill
\$8,540.00	\$2,663.08	\$5,876.92	Details here	View Detailed Bill for Encounters

Figure 1.13: The "Details here" button on the Billing Screen in DataCapture

2. **Billing CHG DTL (Charge Details):** Verify all charges from the legacy system are correctly represented in DataCapture in the **Charges** column. (See [Figure 1.14](#))

Encounter Billing Details					
7/3/2017	99024	Postop Followup Visit	\$ 0.00		\$ 7,155.59
7/3/2017	A	AMCD Medicaid Adjustment		\$ 145.54	\$ 7,301.13
7/3/2017	A	AMCD Medicaid Adjustment		\$ 672.78	\$ 7,973.91
6/30/2017	99239	Hospital Discharge Day Mgmt. >30 Min	\$ 226.00		\$ 7,747.91
6/29/2017	P	DD MCD - Direct Deposit Medicaid		\$ 0.00	\$ 7,747.91
6/29/2017	026011	I & D finger abscess - complicated	\$ 534.00		\$ 7,213.91
6/29/2017	ASSIST	Assist at Surgery Non Billable - Ortho	\$ 0.00		\$ 7,213.91
6/29/2017	10121	Incision/removal foreign body,skin,compl	\$ 450.00		\$ 6,763.91
6/29/2017	26011	Drainage Of Finger Abscess, Complic	\$ 868.00		\$ 5,895.91
6/29/2017	99232	Subseq Hospital Care, Mod Complex	\$ 162.00		\$ 5,733.91
6/29/2017	P3	Physical Status P3	\$ 89.00		\$ 5,644.91
6/28/2017	99232	Subseq Hospital Care, Mod Complex	\$ 162.00		\$ 5,482.91
6/27/2017	G0179	Hh Services Recert 1 Every 60 Days	\$ 107.00		\$ 5,375.91
6/27/2017	99232	Subseq Hospital Care, Mod Complex	\$ 162.00		\$ 5,213.91

Figure 1.14: The Encounter Billing Details Screen

3. **Billing PMT DTL (Payment Details):** Verify each of the payments on the visit from the legacy system is represented in DataCapture in the **Payments** column. Ensure all payments, adjustments, refunds, or bad debt payments match between the legacy system and DataCapture. (See [Figure 1.15](#))



NOTE: In DataCapture, all payments/adjustments/refunds/bad debt payments (any transaction that will affect the balance of the account that is not a charge) will be considered a payment.

Billing Summary

Date	Code	Description	Charges	Payments	Balance
09/13/2024	PAY Payment	1234		\$ 10.00	\$ 5,886.92
09/11/2024	PAY Payment	12345		\$ 20.00	\$ 5,906.92
09/03/2024	PAY Payment	1234		\$ 20.00	\$ 5,926.92
08/06/2024	PAY Payment	notes		\$ 10.00	\$ 5,936.92
07/01/2024	LLC PAY LLC Payment	Check 12345		\$ 20.00	\$ 5,956.92
05/23/2024	PAY Payment	Ck# 12345		\$ 10.00	\$ 5,966.92
05/10/2024	PAY Payment	Check 12345		\$ 10.00	\$ 5,976.92
05/09/2024	PAY Payment			\$ 10.00	\$ 5,986.92
9/18/2017	A	AMCD Medicaid Adjustment		\$ 1093.41	\$ 7,080.33

Figure 1.15: The Billing Summary Screen

- Balance:** Check that the **Balance** in the Encounter Payment Details screen (see [Figure 1.16](#) below) matches the **Balance** amount on the Billing screen (see [Figure 1.1](#) on page 1) and the balance in the legacy system.

Encounter Billing Details

Summary Notes List View

Encounter Payment Details

[Add Charges](#)

Final Balance

Date	Total Charges	Total Payments	Balance
1/17/2017	\$8,540.00	\$2,663.08	\$5,876.92

Billing Summary

Date	Code	Description	Charges	Payments	Balance
09/13/2024	PAY Payment	1234		\$ 10.00	\$ 5,886.92
09/11/2024	PAY Payment	12345		\$ 20.00	\$ 5,906.92
09/03/2024	PAY Payment	1234		\$ 20.00	\$ 5,926.92
08/06/2024	PAY Payment	notes		\$ 10.00	\$ 5,936.92
07/01/2024	LLC PAY LLC Payment	Check 12345		\$ 20.00	\$ 5,956.92

Figure 1.16: The Balance Column on the Encounter Payment Details Screen > Summary tab

- Account Notes:** Compare account notes in DataCapture with those in the legacy system. When viewing the Encounter Billing Details, select the **List View** tab to access notes. (See [Figure 1.17](#))

Encounter Billing Details				
Summary Notes List View				
Encounter Notes				
Encounter	Note Type	Comment	Date Entered	Entered By
17218890		Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut tristique et egestas quis ipsum suspendisse ultrices gravida. Malesuada proin libero nunc consequat interdum varius. Nec feugiat in fermentum posuere urna nec tincidunt praesent semper. Pellentesque habitant morbi tristique senectus et netus et malesuada. Morbi non arcu risus quis. Volutpat diam ut venenatis tellus in metus. Et leo duis ut diam. Vestibulum mattis ullamcorper velit sed ullamcorper. Sit amet luctus venenatis lectus magna fringilla urna porttitor rhoncus.	8/23/2021 10:17	2
17218890		Quam pellentesque nec nam aliquam sem et tortor consequat. Nec ultrices dui sapien eget mi proin sed libero. Faucibus a pellentesque sit amet porttitor. Ut sem viverra aliquet eget sit. Urna id volutpat lacus laoreet non. Lobortis scelerisque fermentum dui faucibus in. Vitae auctor eu augue ut lectus arcu. Malesuada fames ac turpis egestas sed tempus urna et pharetra. Risus in hendrerit gravida rutrum quisque non tellus orci ac. Risus viverra adipiscing at in tellus integer. Et malesuada fames ac turpis egestas. Facilisi morbi tempus iaculis urna id volutpat lacus. Aenean pharetra magna ac placerat vestibulum. Magna etiam tempor orci eu lobortis.	8/23/2021 10:17	2
17218890		In hendrerit gravida rutrum quisque non tellus. Venenatis tellus in metus vulputate. Vestibulum sed arcu non odio euismod lacinia at. Feugiat in fermentum posuere urna. Ultricies mi eget mauris pharetra. Montes nascetur ridiculus mus mauris vitae ultricies leo integer malesuada. Nulla pharetra diam sit amet. Ultricies mi quis hendrerit dolor. Mauris	8/23/2021 10:18	2

Figure 1.17: The List View Tab of the Encounter Billing Details Screen

- Close the Encounter Billing Details screen to return to the Billing screen.
- Click the **View Detailed Bill for Encounters** link under the **Detailed Bill** column to open the detailed bill. (See [Figure 1.1](#) on page 1.)
- All charges are listed on the top half of the screen. Verify the **Total Charges** on the Detailed Bill matches the **Total Charges** in the Encounter Billing Details screen (see [Figure 1.16](#)) and in the legacy system. (See [Figure 1.18](#))

H990 - Sales Demo Portal									
205-555-1234					Bill Date: 10/09/2024				
Jane Doe 123 Astor Lane Birmingham, AL, 35205					Insurance Name: Code/Policy ID Primary Payer: MCD RHC DMC Technology / Secondary Payer: / Tertiary Payer: / Self Pay: / Physician:				
Patient Name	Account#	Sex	Age	Admitted	Discharge	LOS	F/CT		
Jane Doe	17218890	Female	1 Y	1/17/2017	1/17/2017	0	0		
5/3/2017		95889		Needle EMV Complete Add on Code		95889	2		620.00
5/3/2017		95912		NCS 11- 12 Studies		95912	1		779.00
6/19/2017	521	99214		Office/consult Visit, Est, Detailed		99214	1		173.00
8/25/2017		99223		Initial Hospital Care, High Complex		99223	1		397.00
8/25/2017		99221		Initial Hospital Care, Low Complex		99221	1		239.00
8/29/2017	521	99232		Subseq Hospital Care, Mod Complex		99232	1		162.00
8/27/2017		00179		Hi Services Recent 1 Every 90 Days		00179	1		107.00
8/27/2017	521	99232		Subseq Hospital Care, Mod Complex		99232	1		162.00
8/28/2017	521	99232		Subseq Hospital Care, Mod Complex		99232	1		162.00
8/29/2017		P3		Physical Status P3		P3	1		89.00
8/29/2017		ASSTST		Assist et Surgery Non Billable - Ortho		ASSTST	1		0.00
8/29/2017	521	10121		Incision/removal foreign body/skin,comp		10121	1		450.00
8/29/2017		28011		Drainage Of Finger Abscess, Complo		28011	1		869.00
8/29/2017	521	99232		Subseq Hospital Care, Mod Complex		99232	1		162.00
8/29/2017		028011		I & D finger abscess - complicated		028011	6		534.00
8/30/2017		99239		Hospital Discharge Day Mgmt, >90 Min		99239	1		238.00
7/3/2017		99024		Postop Followup Visit		99024	1		0.00
7/6/2017	521	99214		Office/consult Visit, Est, Detailed		99214	1		173.00
7/7/2017		99024		Postop Followup Visit		99024	1		0.00
									**** Total Charges: 8,540.00

Figure 1.18: The Charges Section on the Detailed Bill

- All payments are listed on the bottom half of the screen. Verify the **Total Payments** on the Detailed Bill matches the **Total Payments** in the Encounter Billing Details screen (see [Figure 1.16](#)) and in the legacy system. (See [Figure 1.19](#))

Date	Adjustment amount	Payment Type	Description	Payments Amount
1/23/2017	25.05	A	AMCDR Medical RHC Adjustment	0.00
3/8/2017	78.05	A	AMCDR Medical RHC Adjustment	0.00
3/8/2017	0	P	DD MCD - Direct Deposit Medicaid	147.94
3/13/2017	107	A	AMCDR Medical RHC Adjustment	0.00
4/24/2017	0	P	DD MCD - Direct Deposit Medicaid	35.03
6/25/2017	0	T	CLAIM SUSPENDED	820.00
6/29/2017	0	P	DD MCD - Direct Deposit Medicaid	0.00
7/3/2017	145.54	A	AMCD Medical Adjustment	0.00
7/3/2017	872.78	A	AMCD Medical Adjustment	0.00
7/9/2017	0	T	CLAIM SUSPENDED	387.00
7/9/2017	0	P	DD MCD - Direct Deposit Medicaid	55.30
7/24/2017	0	P	DD MCD - Direct Deposit Medicaid	182.98
8/21/2017	0	T	CLAIM SUSPENDED	1,318.00
9/11/2017	0	T	CLAIM SUSPENDED	1,318.00
9/18/2017	1093.41	A	AMCD Medical Adjustment	0.00
05/06/2024		PAYMENT		10.00
05/10/2024		PAYMENT	Check 12345	10.00
05/23/2024		PAYMENT	Chk 12345	10.00
07/01/2024		PAYMENT	Check 12345	20.00
08/08/2024		PAYMENT	1034	10.00
09/03/2024		PAYMENT	1234	20.00
09/11/2024		PAYMENT	12345	20.00
09/13/2024		PAYMENT	1234	10.00
**** Total Payments-Adjustments:				2,853.08
**** Final Balance:				5,743.02

*Note: Professional fees for services may be billed separately.
This account is billed to : Jane Doe

Print

Figure 1.19: The Payments Section on the Detailed Bill

- Verify the **Final Balance** on the Detailed Bill matches the **Balance** in the Encounter Billing Details screen (see [Figure 1.16](#)) and in the legacy system. (See [Figure 1.19](#) above)

Step 4: Reporting Discrepancies

If any discrepancies are found (e.g., a column is marked “Incorrect”), add detailed notes on the issue in the **Issue Details** column on the QA Balancing Log and attach relevant screenshots from the legacy system. This will help the Aesto team resolve issues in DataCapture > Billing efficiently.

Step 5: Final Steps

Once the QA process is complete, attach the QA log to the portal and notify the Aesto project manager via email.

- End users must have permissions assigned to upload portal attachments by configuring the user’s role.
 - Navigate to **Administration > User Permission**.
 - Select the **Role** from the drop-down list.
 - Expand the **Administrator** category, and check the **Access** box for **Practice Attachments**.
- With permissions assigned, click the **Practice Attachment** button to open the Attachments window. The left side of the Attachments window contains a list of previously uploaded attachments with details such as file ID, description, uploaded by, and upload date. The right side of the window is where attachments are uploaded.

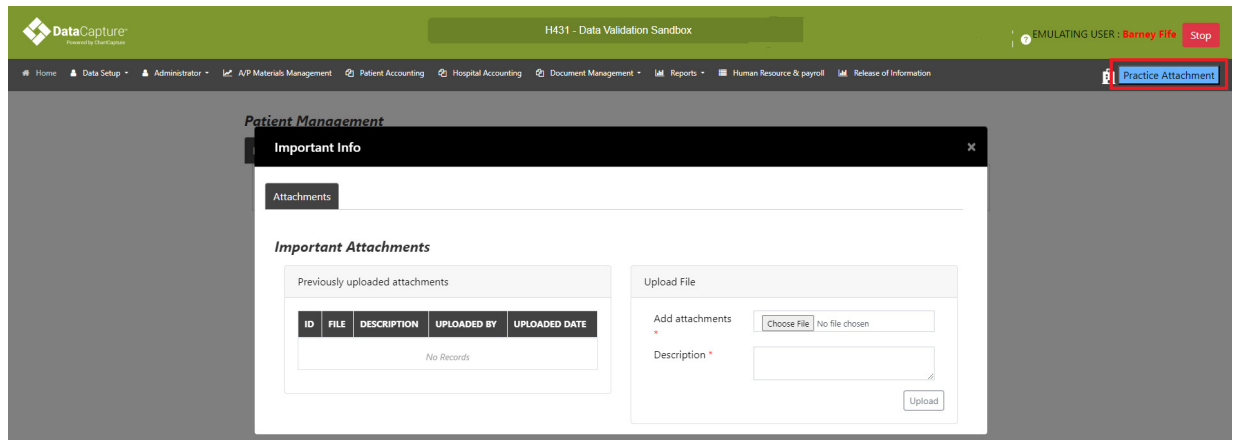


Figure 1.20: The Attachments Window

3. To upload an attachment:
 - a. Click **Choose File** to locate the file to upload.
 - b. Enter a **Description** of the file.
 - c. Click **Upload** to upload the file to the DataCapture portal. Once uploaded, the file will appear in the list.



NOTE: To download or view attachments from the list, use the blue icons in the attachment's **File** column.

4. Notify the Aesto Project Manager via email.
5. The project manager will coordinate with the Aesto team to resolve any issues.
6. Once corrections are made, update the QA log and attach the final version to the portal.