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Authorized Signature

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Topic: Oregon Access – OAA Client Billing Module

Subject: Oregon ACCESS - OAA Client Billing User's Guide

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

Oregon ACCESS OAA Client Billing Module

The Oregon ACCESS OAA Client Billing Module is now available for use. This module will allow for the following:

- Create and generate client invoices.
- Create and maintain individual client accounting histories.
- Generate reports for client transactions, transactions summary, billing summary and past due accounts.

The attached Client Billing User's Guide can be used as a resource in how to access the module and will describe functionality including current idiosyncrasies.

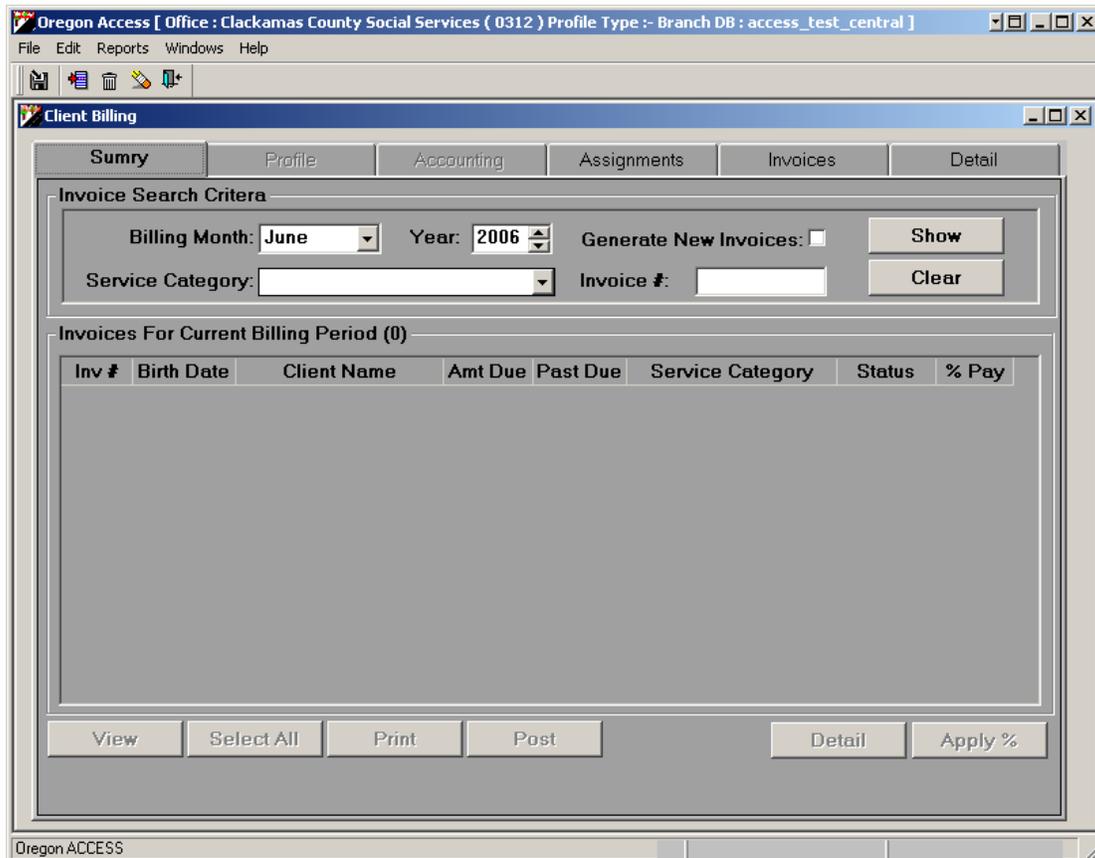
If you have any questions about this information, contact:

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E-mail:	lynda.dyer@state.or.us		

Client Billing User's Guide

To access the Billing Module, from the Main Menu go to "Select...Client Billing" or click on the "\$" icon on the main toolbar.

When you first enter the billing module, you will see five tabs: Summary, Profile, Accounting, Assignments, Invoices, and Detail. These are the primary tabs that make up the billing module.

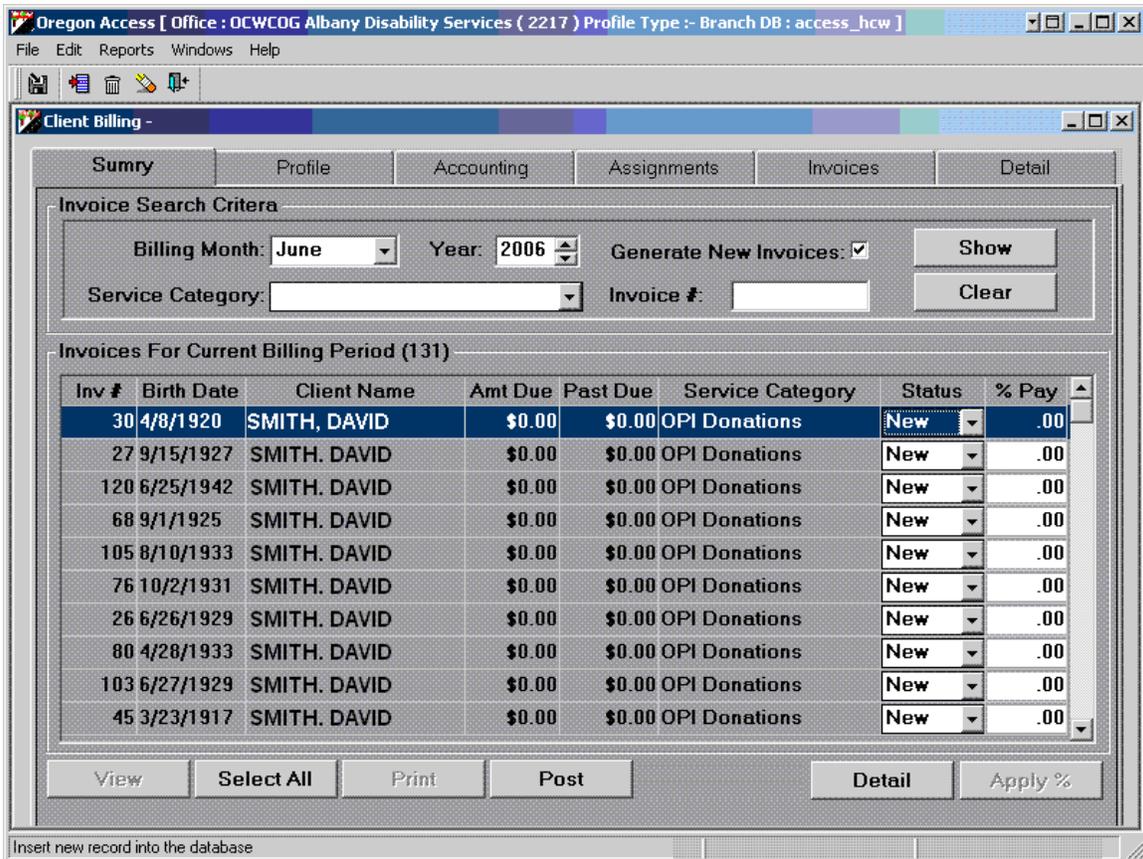


Initially, the Profile and Accounting Tabs are disabled. These tabs contain information specific to an individual client invoice and will be enabled once an invoice has been created and the record is selected in the lower half of the window. Upon entry to the screen, since no records have been looked up and selected, these tabs are disabled (more on the Profile and Accounting tabs later).

The Summary tab is the main starting point for the Billing module and presents a summary of current invoice information in the system for the district you are currently logged in to. You can search for existing (previously created) invoices by selecting criteria and clicking the “Show” button. If any records match the search criteria specified, the results will display in the lower half of the summary screen. The “Clear” button will clear the filter criteria if you wish to do a new search.

Note that there is a checkbox called “Generate New Invoices” on this screen. After conducting a search, if no records are found, this checkbox can be checked and the “Show” button can be clicked again. (Also, if the search result doesn’t return the particular individual invoice you are looking for, this checkbox can be checked and then the “Show” button clicked again.) When the box is checked and the user clicks the “Show” button, the system will attempt to search for any individuals with relevant services in the given timeframe (i.e. that have service units recorded in the system) and generate invoices for those people who do not have an invoice yet. It then displays the complete list of people with relevant invoices for the time period specified.

Once relevant invoices are found, they are displayed at the bottom of the screen. When invoices are generated, their status defaults to “New”. Furthermore, the Amount Due displays automatically based on the number of service units the individual has in the given time period, reference table values for amounts that are set in the system. Past Amount Due is based upon previous invoices with outstanding balances.



One or more rows can be highlighted in the invoices and, depending on what is selected, different tabs and buttons will be enabled or disabled. When an individual row is selected, and the Amount Due is anything except \$0.00, then the “View” and “Print” buttons become enabled. “View” opens the Invoice Preview screen and allows the user to view how the invoice will look prior to printing it. From the Invoice Preview screen, users can view the entire invoice or print it directly using the corresponding buttons. The “Print” button on the Summary tab will directly print the invoice selected.

The “Post” button changes the status of all selected invoices to “Issued”. Status can also be changed by manually selecting status values from the status dropdown for each individual invoice. Please note that upon the initial release of the Billing module, there is no system status hierarchy or edit checks. An invoice can be changed from any status to any other status by the user in whichever order they see fit.

Invoice Status	Description
<i>NEW</i>	Invoice has been generated but not sent to the client.
<i>ISSUED</i>	Invoice has been printed and sent to the client.
<i>CLOSED</i>	The amount due on an issued invoice is zero because it has been paid or written-off.

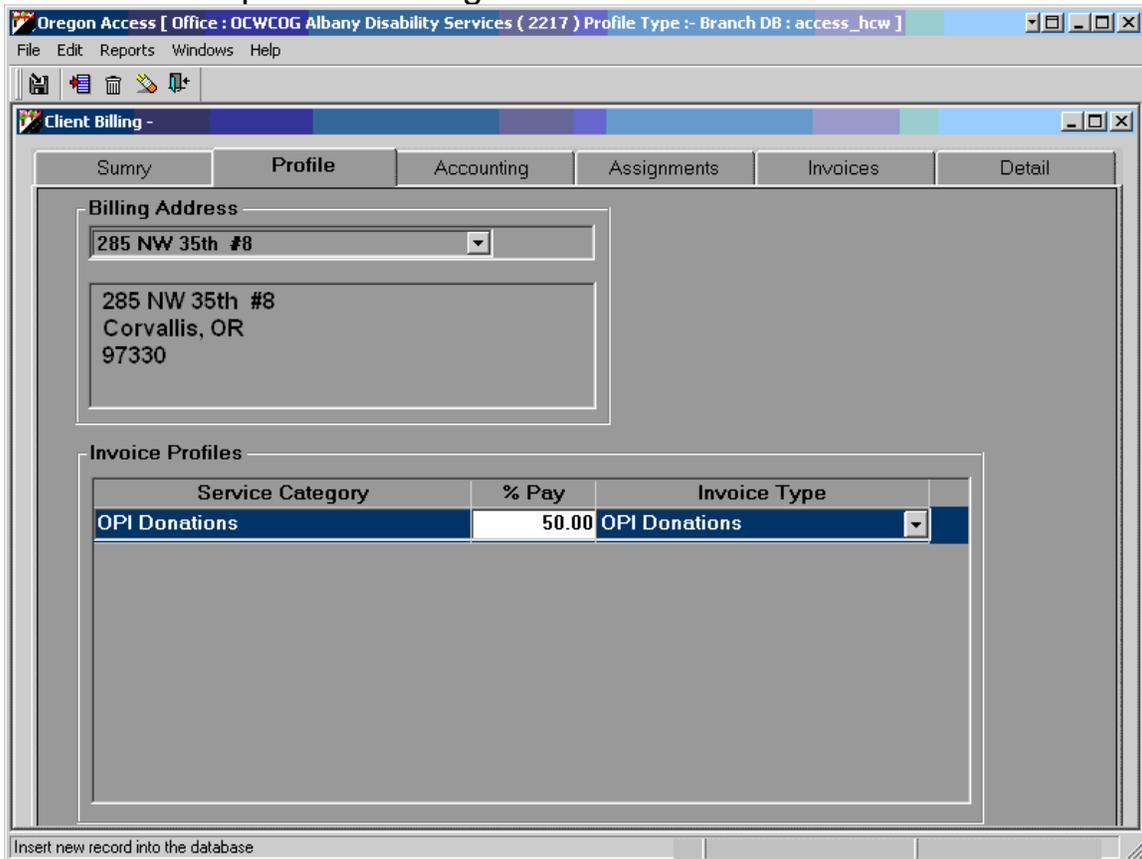
When a single invoice is selected a few other options also become enabled – specifically the “Detail” button and the Profile and Accounting tabs. The “Detail” button will open the Invoice Detail pop-up window, which displays the details of how the Amount Due was calculated for that invoice. The Profile and Accounting tabs will be discussed momentarily.

The final button on the Summary tab is the “Apply %” button. This button will become enabled when more than one row is selected on the lower half of the Summary tab. It will copy the % Pay from the top row selected to all other rows on the screen (essentially allowing the user to specify the same % Pay for multiple clients without typing them individually). Please note that the *top* % Pay selected on the screen is copied downwards, so the user must specify this one before selecting other rows.

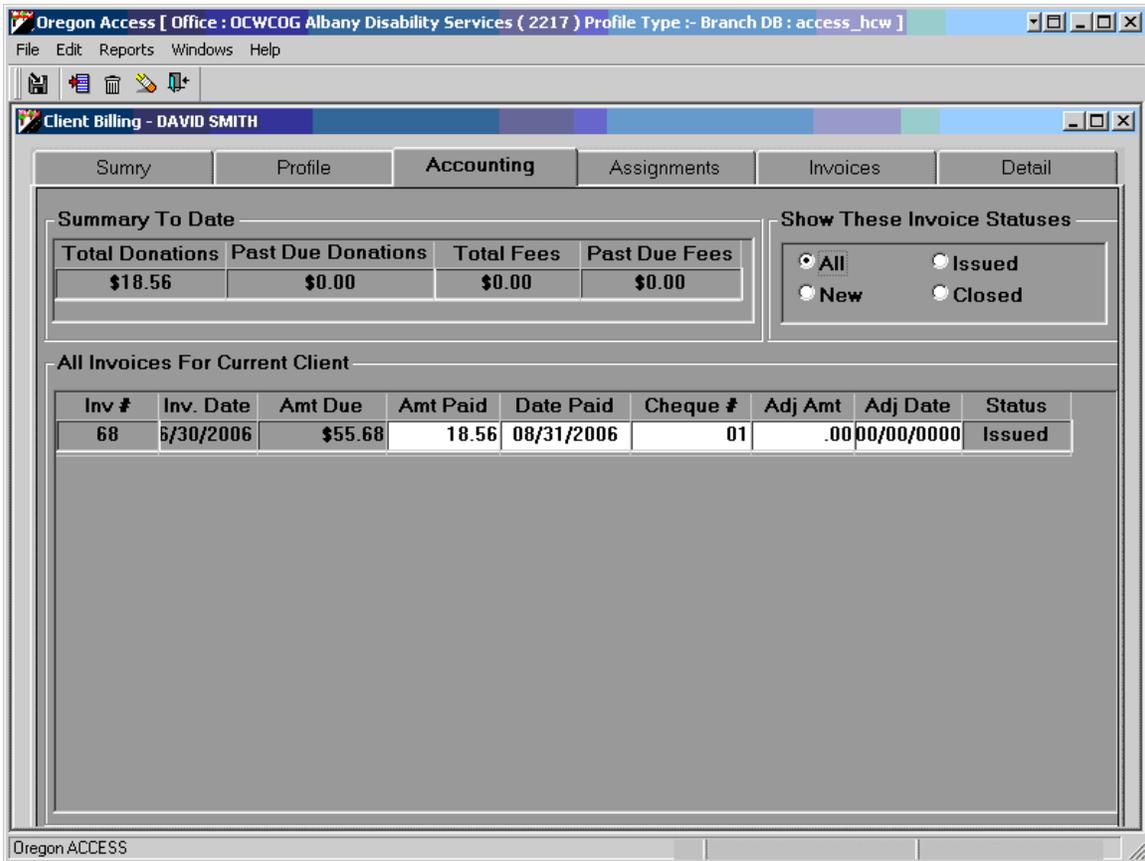
When an individual invoice is put into focus by selecting a row on the Summary tab, the Profile and Accounting tabs become enabled. If the user goes to the Profile tab they can view and choose the billing address for the particular client in focus from a dropdown (the addresses are loaded based on the case information in Oregon ACCESS). At the bottom of the Profile tab is the Invoice Profiles

group box. Here the user can again change the % Pay for the client in focus. This % Pay will be applied to all future invoices generated by the system, however it does not currently update the current invoice (*this is a bug identified late in testing and will be addressed in a future release*). Once set however, the % Pay will affect future invoices created for that client.* Finally, on the Profile tab, the user can change the invoice template associated with the different Service Categories for the client in focus by selecting the invoice template from the dropdown. Invoice templates are discussed later in this document.

* A suggestion for a work-around is to generate your first month's billing for a month prior to the 'real' month for which you want invoices, then, make the change that will apply to subsequent billings. For example if you'd like September invoices to be sent to the client accurately reflecting the % Pay, generate your first notices for August at the default value, make your adjustments, which will then be reflected in September billings.



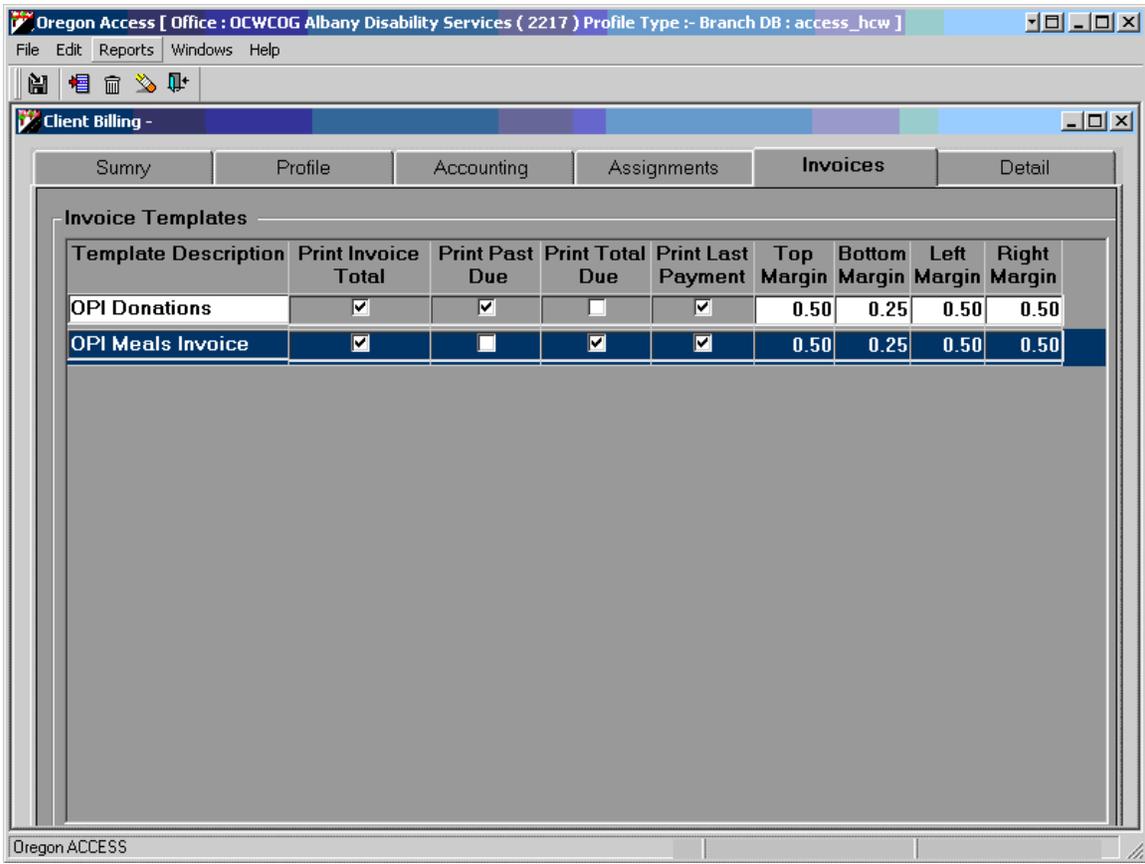
The Accounting tab shows a summary of invoice history for the person in focus. The top portion of the screen displays totals for the client based on past invoices and historical information. The radio-buttons in the “Show These Invoice Statuses” allows the user to filter the results by only displaying invoices with certain status values. The lower portion of the screen displays all of the relevant invoices for the client in focus (from the record selected on the Summary tab) and based on the invoice status selected at the top of the screen.



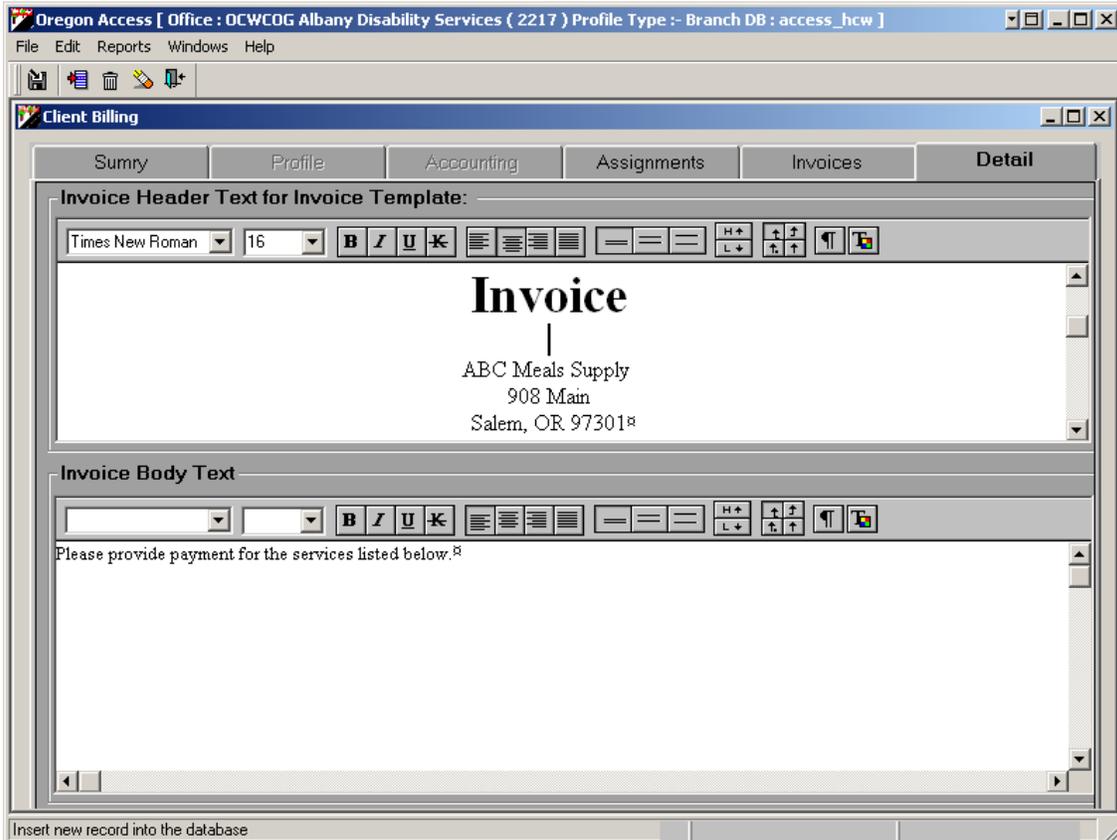
Initial Billing Invoice Setup and Maintenance:

The final three tabs present in the Billing module are the Assignments, Invoices, and Details tabs. These are all used in the initial configuration of the Billing module in each branch and to set up the invoice templates for various service categories as defined by the user. Initially (before the first client invoice can be created), invoice templates and service categories must be set up using these tabs. The initial setup is discussed in this section.

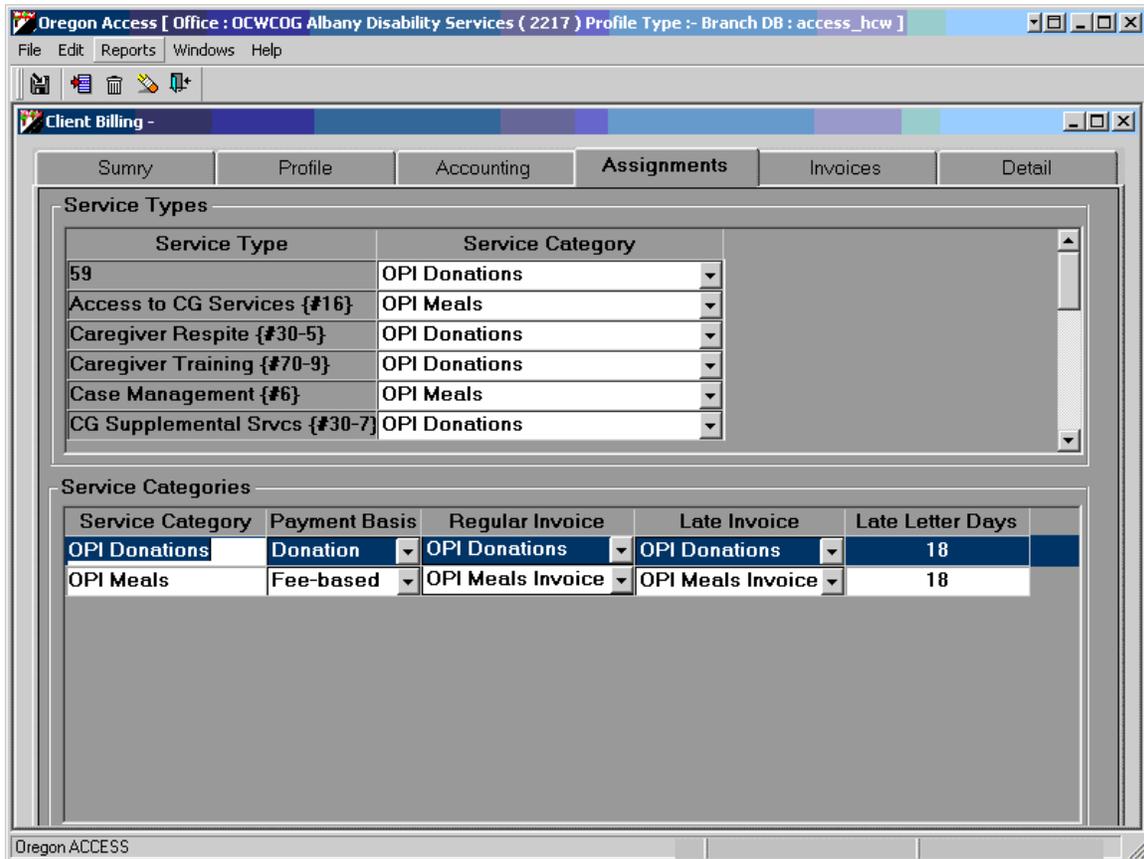
Before the first invoice can be created, the user must go to the Invoices tab and set up an invoice template. To create a new template, the user clicks on the "New Record" toolbar option. They can then give the template a name (for example "OPI Letter" or "Meals Invoice") and specify certain properties for the invoice including what totals will be printed on this type of invoice (by checking the Print Invoice Total, Print Past Due, Print Total Due, Print Last Payment boxes as desired) and specifying the page margins for the invoice. Users can create as many invoice templates as they choose. They can delete an invoice template by selecting it and clicking the delete toolbar icon (the trash can) on the toolbar.



Once an invoice template is specified, the user can select it and then go to the Detail tab. Here they can enter formatted text for the header and footer of the invoice. This is just like typing up a document using a word processor and the header and footer that are created will be used when invoices are generated.



The last part of the setup is contained on the Assignments tab. Here the users must create and specify Service Categories, then relate the categories both to types of services in the Oregon ACCESS system and to a specific invoice template. By doing this, the system is able to tell what kind of invoice to generate (what template to use) based on what services a person has received within Oregon ACCESS.



To create new Service Categories the user clicks the “New Record” toolbar icon on the toolbar. A new row will appear in the lower half of the Assignments tab. The Service Category can be named (for example “OPI Services” or “Meals Services”). A Payment Basis (Donation or Fee-based) and the number of days when a Late Letter should be generated can be specified for the Service Category by filling in this information on the Assignments tab. The user must also select the invoice template to be used for a Regular Invoice and Late Invoice for this Service Category. These invoice types come from the invoices set up on the Invoices tab, which was discussed above. In reality, Service Categories can be set up first and the invoice types can be left blank, then the invoice templates can be set up and the

user can come back and relate the invoice templates to the Service Categories after the fact.

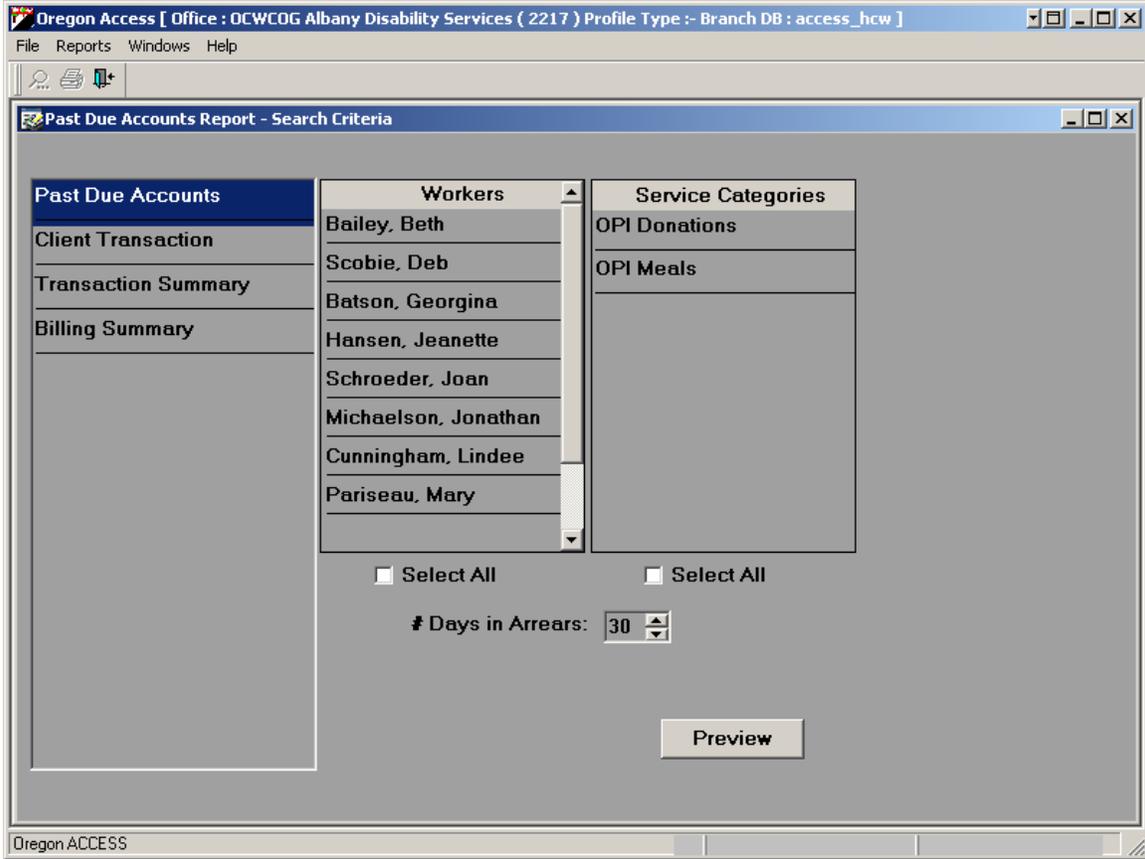
Once the Service Category is created the user must click the Save toolbar icon (a disk on the toolbar). Then they can go to the top half of the Assignments tab and select which service types belong to this Service Category. All of the service types in ACCESS are listed in the top group box on this screen and next to each type is a dropdown list containing the created Service Categories used in the Billing module. Please note...a newly created Service Category WILL NOT appear in the dropdown lists to assign to the various service types until the Save toolbar icon is clicked and the Service Category is saved in the system.

Service Categories can also be deleted, by selecting them and then clicking the Delete toolbar icon (once they have been removed from all the service types in the top half of the screen).

Billing Reports

Several reports can be generated out of the billing module. To generate them, the user clicks the Report menu item on the menu bar. This opens a reports selection screen. The user can choose to create one of four different reports: Client Transaction, Transaction Summary, Billing Summary, and OAA – Past Due Accounts.

The user selects the report on the left half of the screen and the appropriate filter criteria are displayed on the right. The user simply selects the appropriate filter information they desire and then clicks the Preview button. The report will then generate listing the relevant information from the system.



Known complications in the Billing module:

Late in testing several non-intuitive or problematic items were identified in the billing module that were not modified, for either functional reasons or as a matter of timing. These issues are mentioned here for reference.

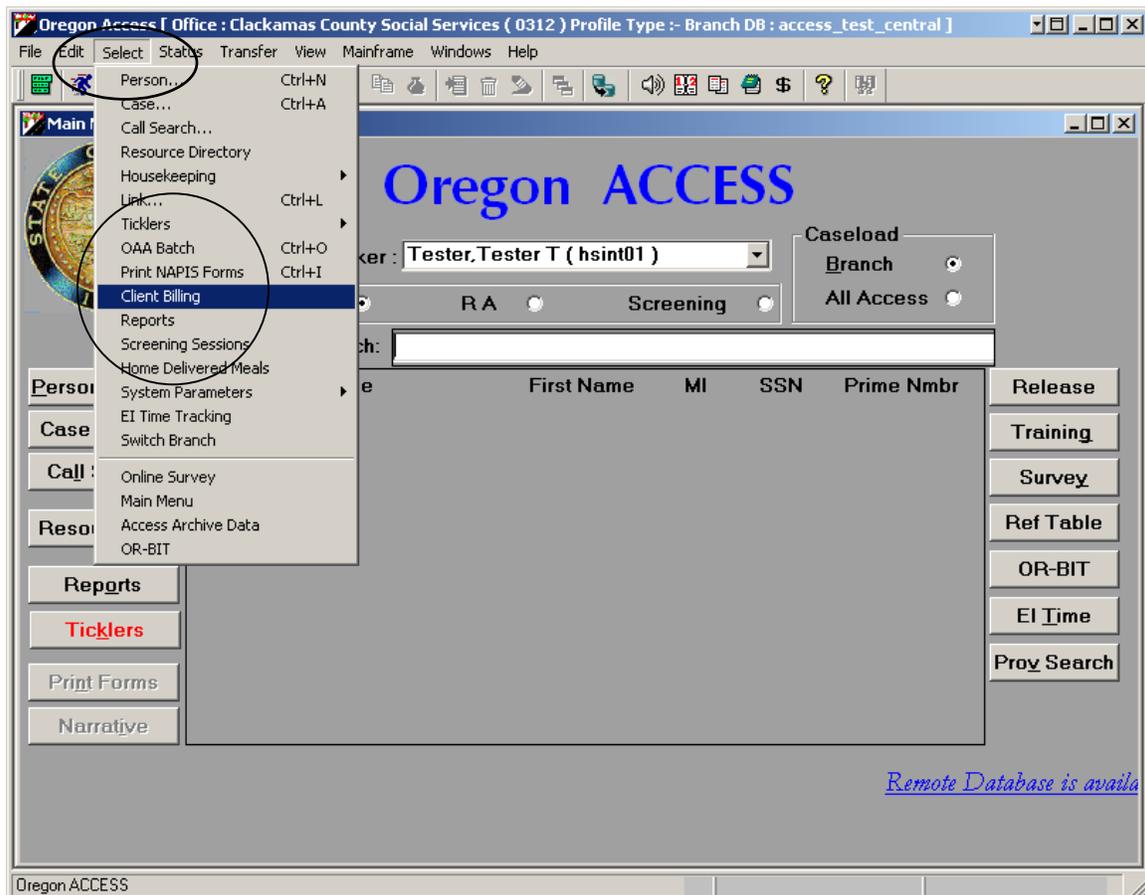
- On the Summary tab, if an Invoice # is specified on a search, and the Service Category is also specified, the system will return all relevant invoices for that Service Category (essentially the Invoice # is ignored). If you wish to search only for a particular invoice number, make sure to leave the Service Category field blank. Then it will function correctly.
- When an invoice is generated, it is created based on the unit counts in the system. It will look at both, Pending and Completed unit records on an OAA Batch and units entered directly into a clients OAA case. It probably should only count Completed units from the batch screens.
- Once an invoice is created, it cannot be “recreated”. It will always be based on the service units that were in the system at the time of creation (and unfortunately cannot be updated if the counts are changed). We are working to create a “Delete Invoice” function, so if an invoice is created and unit totals are subsequently updated (i.e. service unit counts are changed before the invoice is sent), the incorrect invoice can be deleted and a new one can be generated.
- The % Pay field can only be set once an invoice is created. The default value is for the client to pay is 100% of the amount owed. If the % Pay is changed it should affect the current invoice, but in fact it does not. It will however affect all future invoices, which will use the new amount specified. We are working to resolve this issue. (See * note at the bottom of page 4 for interim work-around solution)
- On some billing reports, if the user checks the select all box for the workers or clients, an error is encountered stating that too many “and/or” conditions are specified. The report will run if a lesser number of workers/clients are selected.
- On some billing reports, if the default dates are used to select the maximum date range (all dates in the system),

then the dates display as **/**/**** on the report.

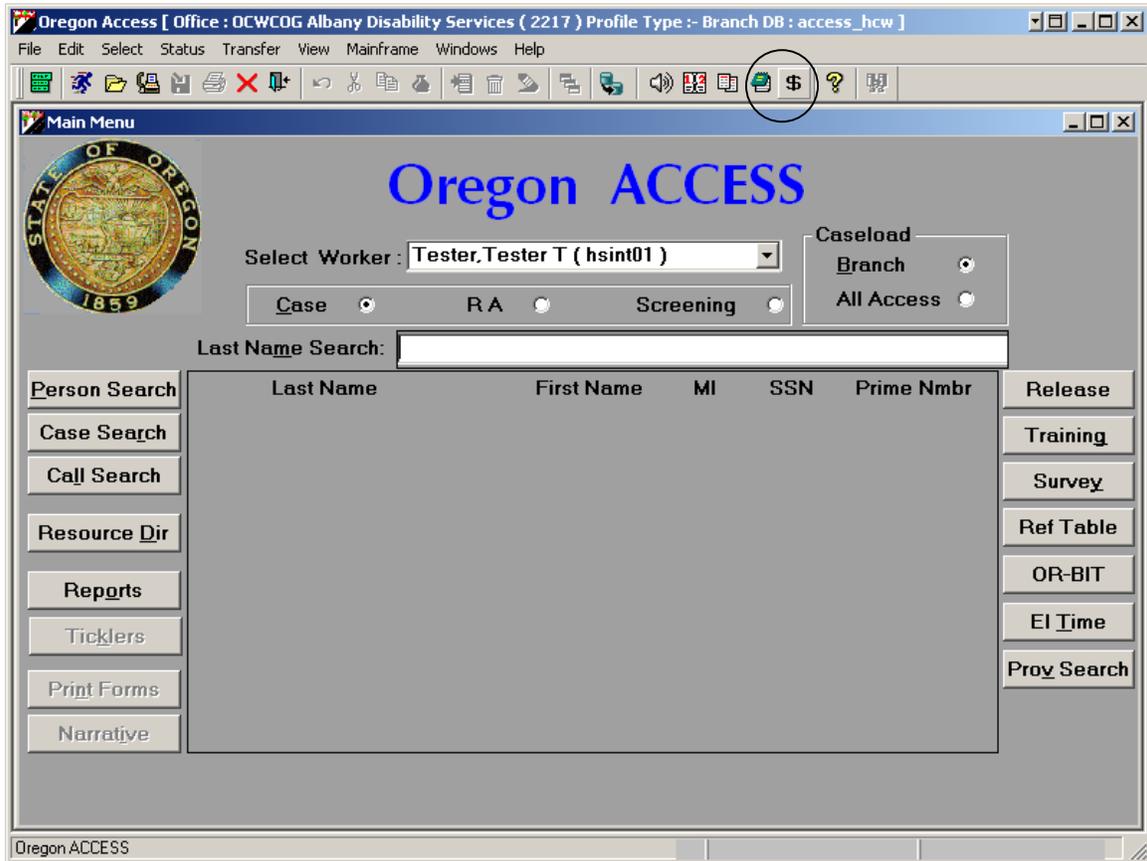
Part II – How to Issue, Print and Post an Invoice

The following is a short guide of a step by step process to set up a new invoice and access a billing report. It is not inclusive of the entire billing functionality, but is a guide to the basic process in a simple case.

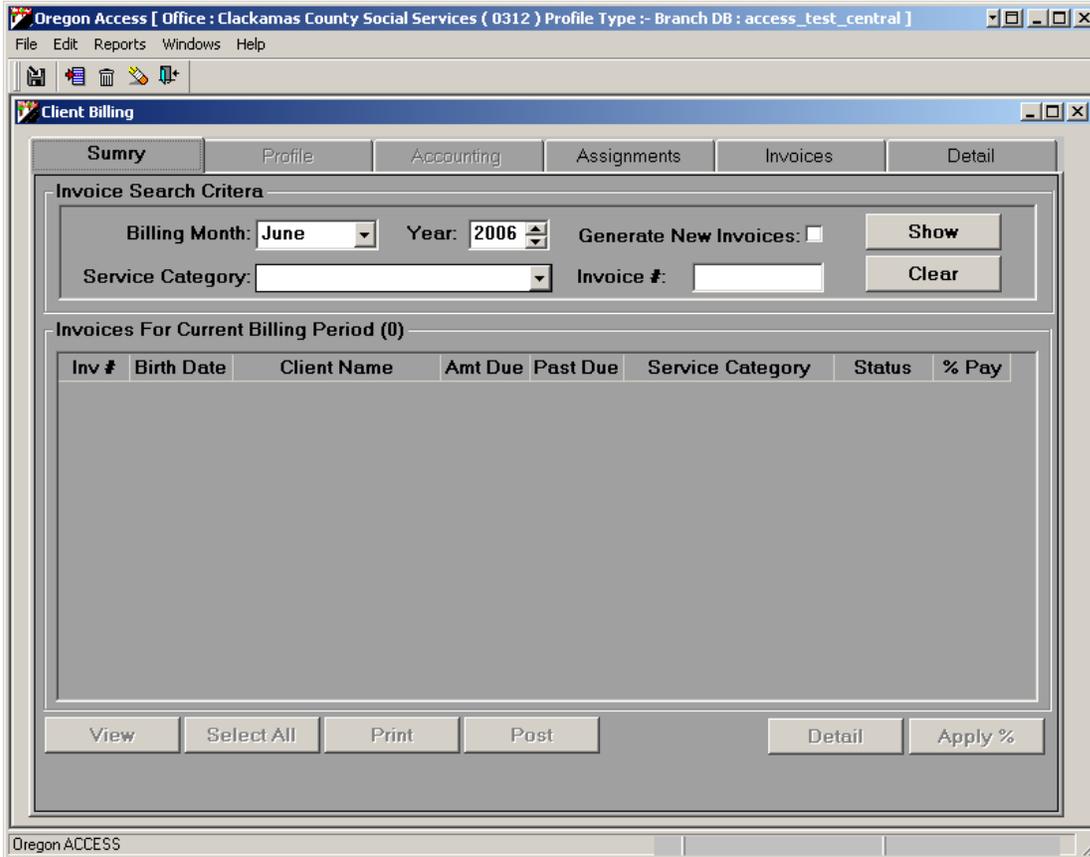
1. Log onto Oregon ACCESS.
2. Select a Branch.
3. At the Main Menu screen, click Select, Client Billing.



Note: You may also open Client Billing by clicking on the \$ sign in the menu bar.



- Once you open Client Billing, you will see the six main Client Billing tabs: Summary, Profile, Accounting, Assignments, Invoices, and Detail.



Assigning Service Categories to service types

- Click on the Assignments Tab and enter data as shown below. To do so, click the “New Record” icon on the toolbar and add the Service Category of “OPI Donations”. Specify the data shown and click the “Save” icon on the toolbar. Repeat the process to create the “OPI Meals” Service Category shown. Make sure the click the “Save” on the toolbar when you are done. Then you should be able to assign the newly created Service Categories to the various service types on the top of the screen

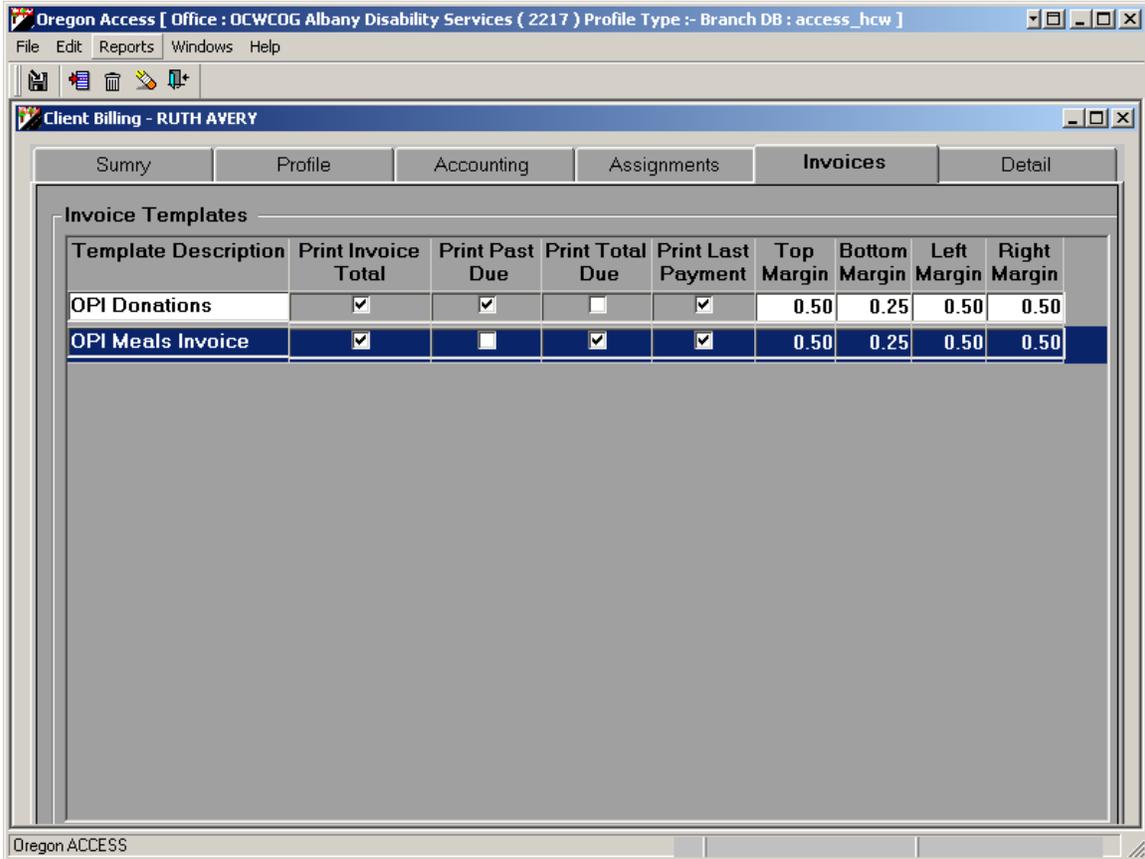
The screenshot shows the 'Client Billing' window with the 'Assignments' tab selected. The 'Service Types' table is as follows:

Service Type	Service Category
59	OPI Donations
Access to CG Services {#16}	OPI Meals
Caregiver Respite {#30-5}	OPI Donations
Caregiver Training {#70-9}	OPI Donations
Case Management {#6}	OPI Meals
CG Supplemental Svcs {#30-7}	OPI Donations

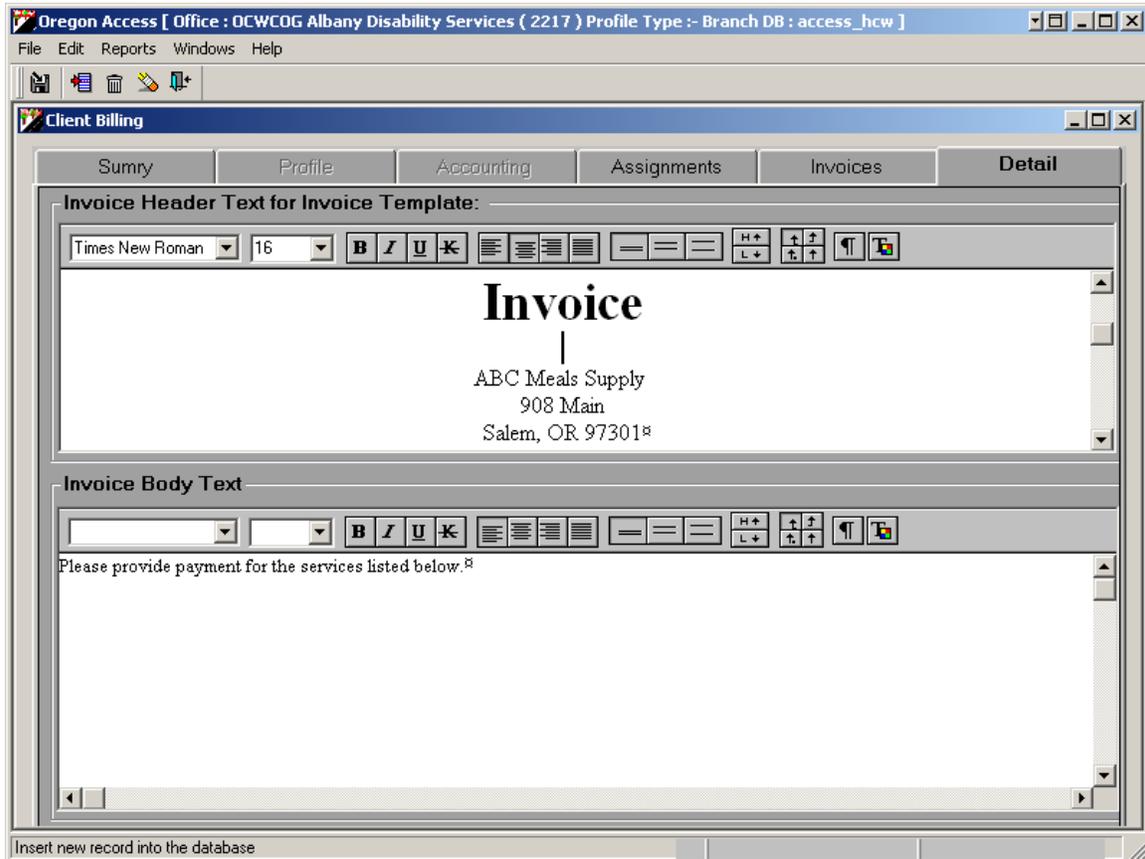
The 'Service Categories' table is as follows:

Service Category	Payment Basis	Regular Invoice	Late Invoice	Late Letter Days
OPI Donations	Donation	No invoice assign	No invoice assign	18
OPI Meals	Fee-based	No invoice assign	No invoice assign	18

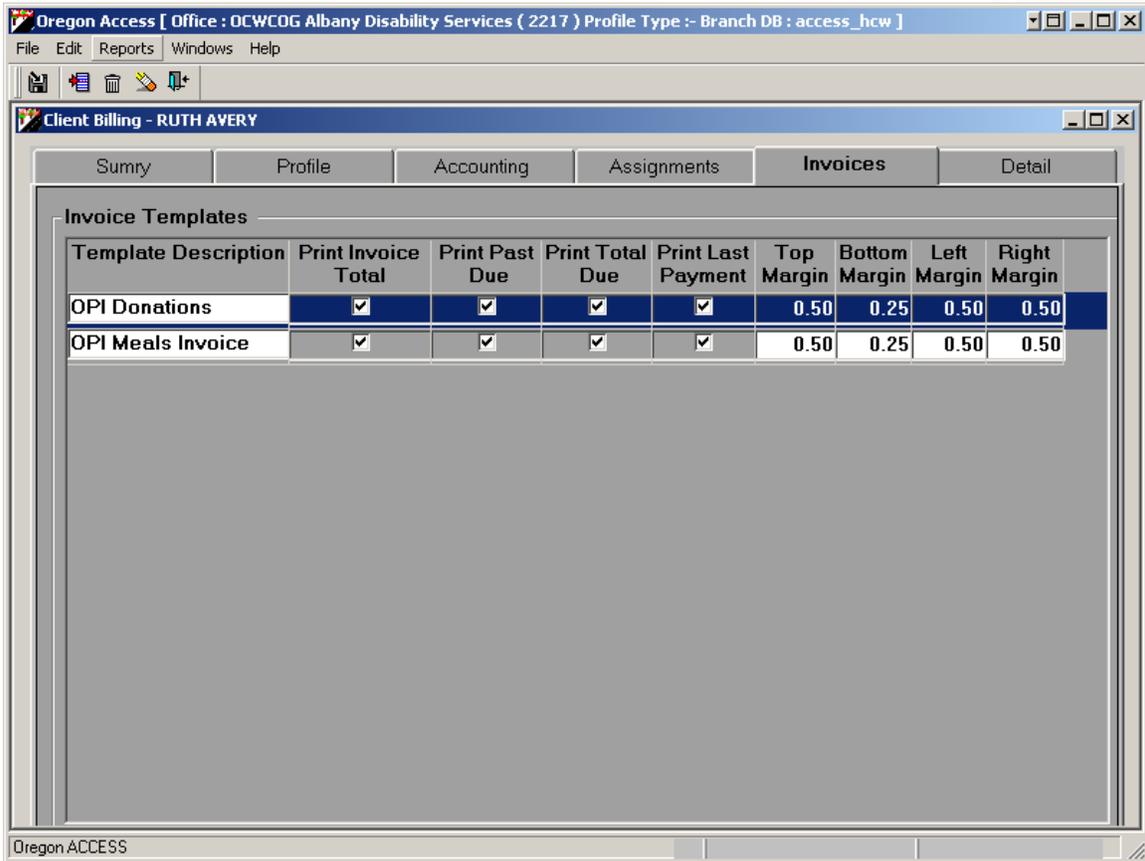
6. Click on the Invoices Tab to create an invoice. Again do this by clicking the “New Record” icon in the toolbar.
7. Complete this screen as shown. Highlight OPI Meals Invoice.



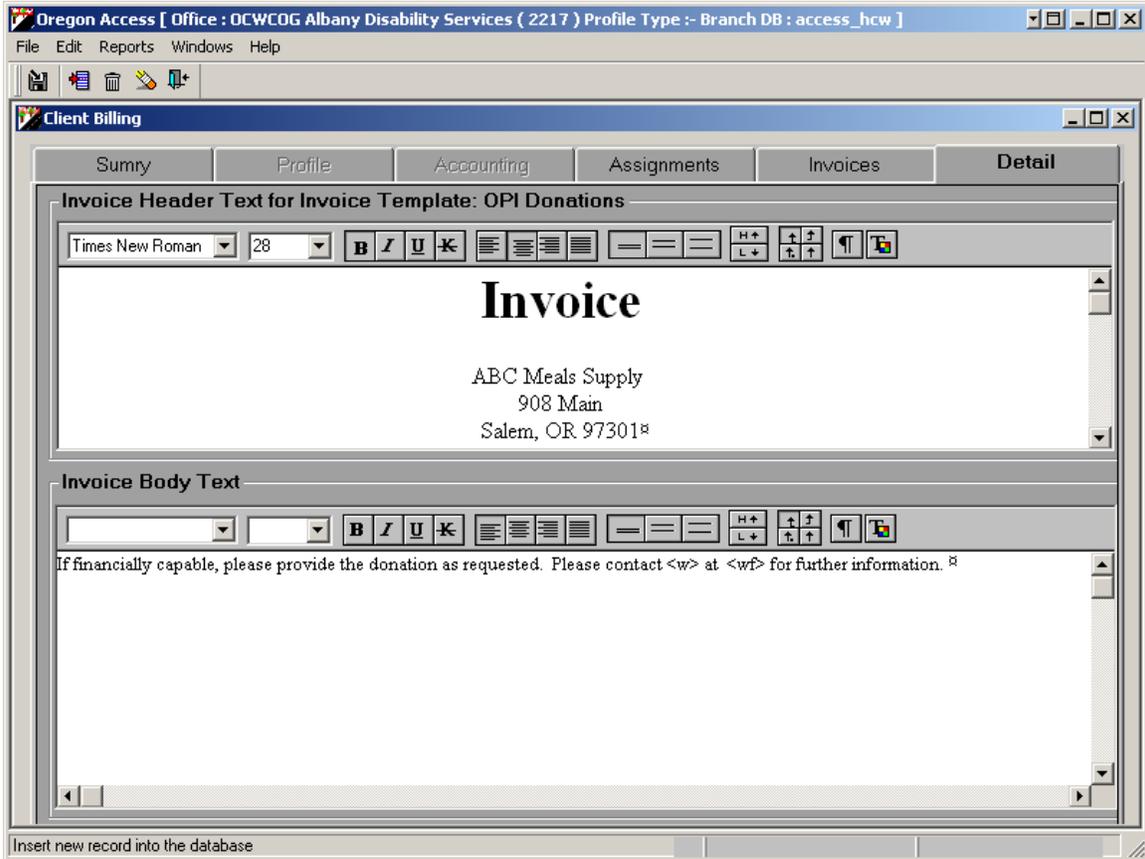
8. Click on the Detail Tab.
9. Create the header and body for the Invoice you have highlighted on the Invoices Tab. The example below is for the OPI Meals.



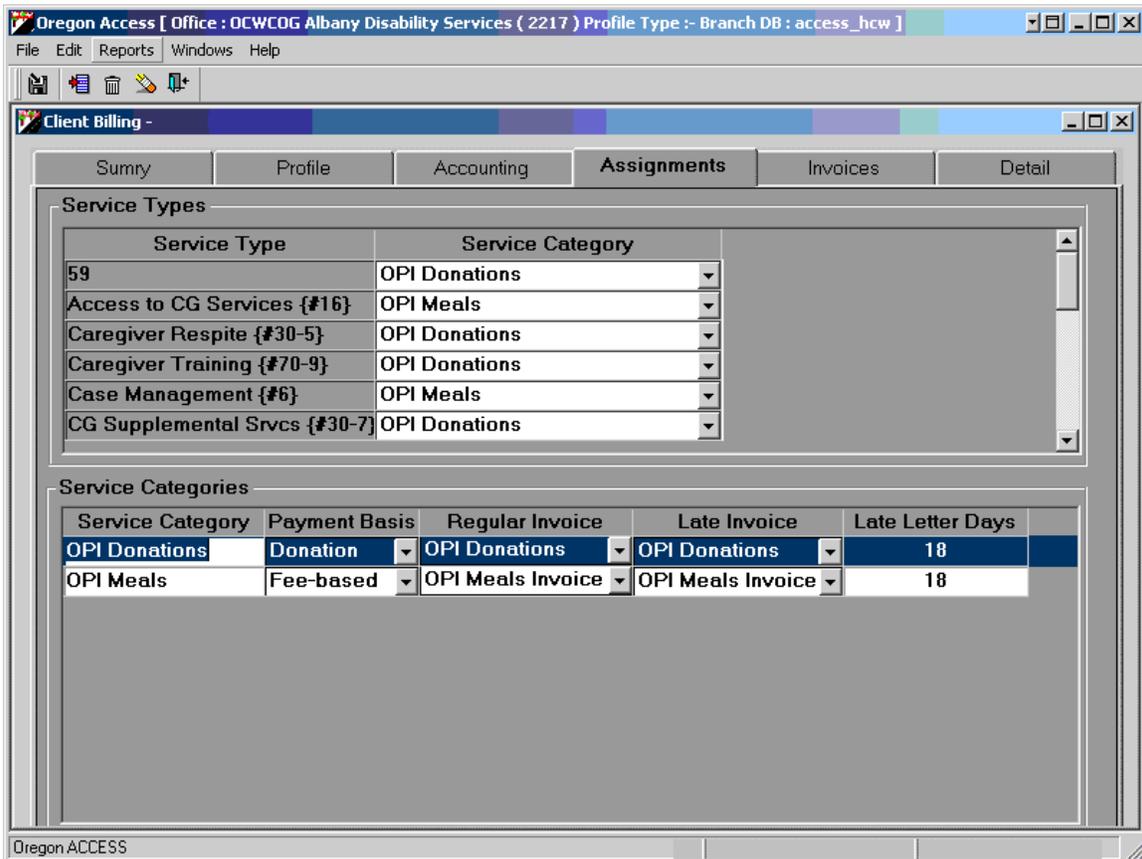
10. Click on the Invoices Tab, highlight OPI Donations.



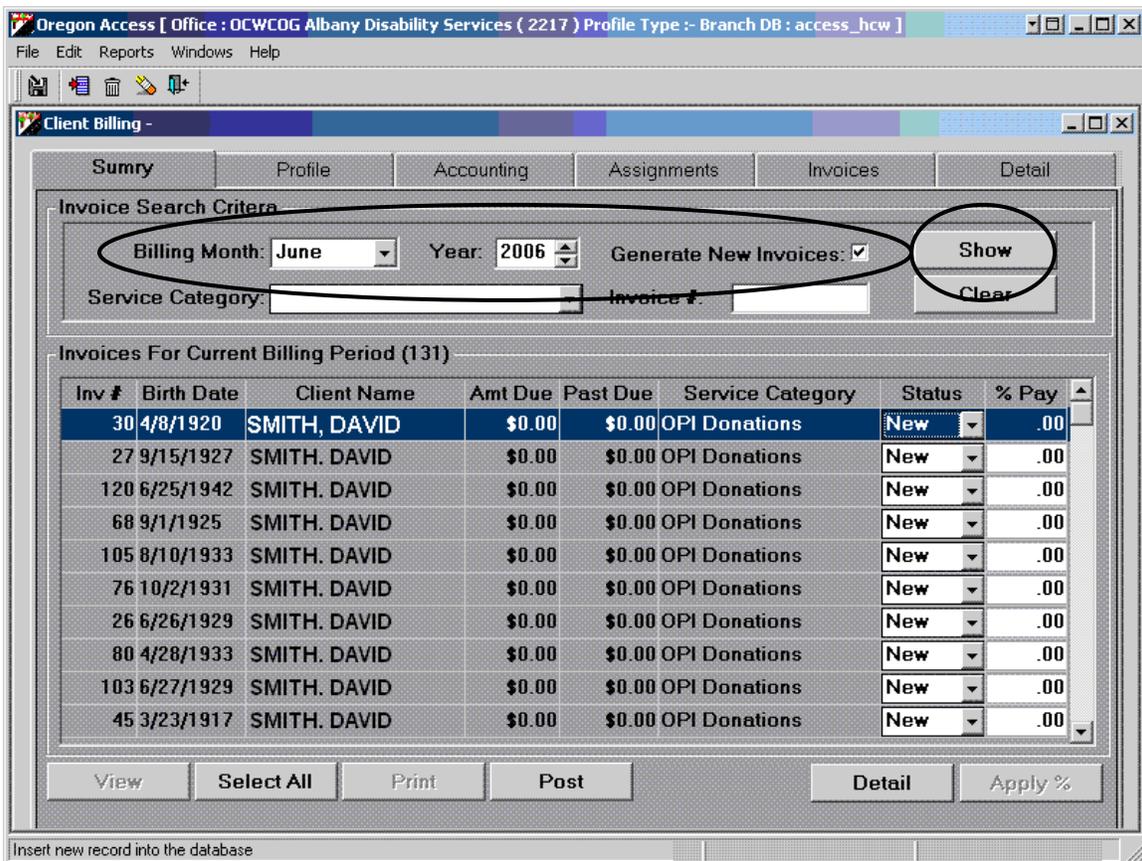
11. Create the header and body for the Invoice for OPI Donations as shown below. Please note the '<w>' at '<wf>' entry in the Invoice Body section. This will populate and print the workers name and phone number that is logged onto Client Billing.



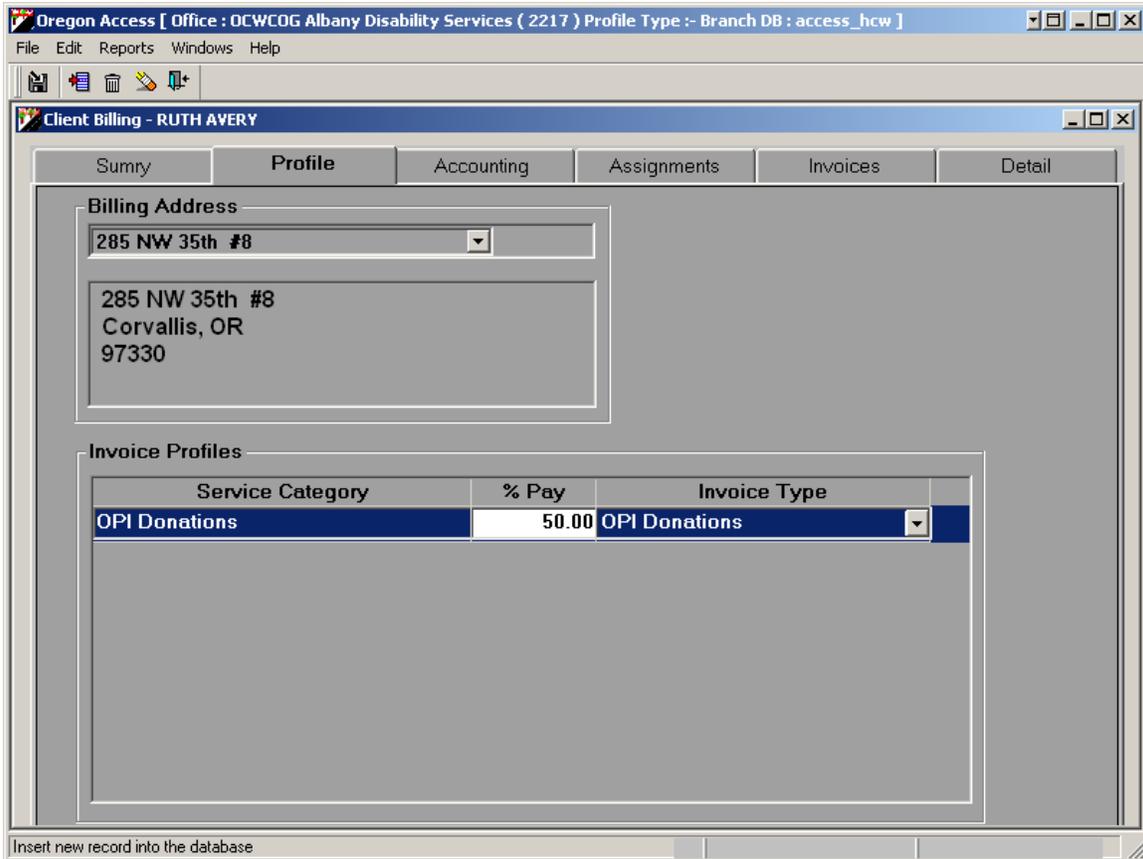
12. Click on the Assignments Tab.
13. Complete the Regular Invoice and Late Invoice fields as shown for OPI Donations and OPI Meals by selecting the new invoices you created in the previous steps. This will associate the designated invoice template with the associated Service Category.



14. Go back to the Summary Tab. Complete the Invoice Search Criteria section of the Summary screen as show. Click on the Show button.
15. You must have the 'Generate New Invoices' box checked or your newly created invoices will not be created.
16. The system should generate invoices based on the information specified. (If not, you may need to check that there are clients with the associated service units for the months specified).
17. Notice the % pay column is 100.00 for all clients. (See *workaround at bottom of page 4)
18. Highlight one of the clients and click on the Profile Tab.



19. On the Profile screen, change the % Pay from 100.00 to 50.00
20. Click on the Summary tab.



21. Notice the Amt Due and % Pay fields for the selected client have been updated. Highlight 8 or 10 clients, including the client with the newly added Amt due and % Pay entry. Click the Apply % button.

Oregon Access [Office : OCWCOG Albany Disability Services (2217) Profile Type :- Branch DB : access_hcw]

File Edit Reports Windows Help

Client Billing

Summary Profile Accounting Assignments Invoices Detail

Invoice Search Criteria

Billing Month: June Year: 2006 Generate New Invoices: Show

Service Category: Invoice #: Clear

Invoices For Current Billing Period (131)

Inv #	Birth Date	Client Name	Amt Due	Past Due	Service Category	Status	% Pay
30	4/8/1920	LNAME, FNAME	\$143.84	\$0.00	OPI Donations	New	50.00
27	9/15/1927	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
120	6/25/1942	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
68	9/1/1925	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
105	8/10/1933	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
76	10/2/1931	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
26	6/26/1929	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
80	4/28/1933	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
103	6/27/1929	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00
45	3/23/1917	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00

View Select All Print Post Detail Apply %

Insert new record into the database

22. All clients now have % Pay field changed to the previous client's amount.

23. Highlight a client. Click View, Print.

Invoice Search Criteria

Billing Month: Year: Generate New Invoices:

Service Category: Invoice #:

Invoices For Current Billing Period (131)

Inv #	Birth Date	Client Name	Amt Due	Past Due	Service Category	Status	% Pay
30	4/8/1920	LNAME, FNAME	\$143.84	\$0.00	OPI Donations	New	50.00
27	9/15/1927	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
120	6/25/1942	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
68	9/1/1925	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
105	8/10/1933	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
76	10/2/1931	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
26	6/26/1929	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
80	4/28/1933	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
103	6/27/1929	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	50.00
45	3/23/1917	LNAME, FNAME	\$0.00	\$0.00	OPI Donations	New	.00

Insert new record into the database

25. After printing the invoice, change the status to Issued.

The screenshot shows the 'Client Billing - DONALD BAKER' window in Oregon Access. The 'Invoices' tab is selected. The 'Invoice Search Criteria' section shows 'Billing Month: June' and 'Year: 2006'. Below this is a table of invoices for the current billing period (131). The invoice with number 68 is highlighted in blue, and its status is 'Issued'. Other invoices have a status of 'New'.

Inv #	Birth Date	Client Name	Amt Due	Past Due	Service Category	Status	% Pay
30	4/8/1920	LNAME. FNAME	\$143.84	\$0.00	OPI Donations	New	50.00
27	9/15/1927	LNAME. FNAME	\$83.52	\$0.00	OPI Donations	New	50.00
120	6/25/1942	LNAME. FNAME	\$64.96	\$0.00	OPI Donations	New	50.00
68	9/1/1925	LNAME. FNAME	\$37.12	\$0.00	OPI Donations	Issued	50.00
105	8/10/1933	LNAME. FNAME	\$120.64	\$0.00	OPI Donations	New	50.00
76	10/2/1931	LNAME. FNAME	\$60.32	\$0.00	OPI Donations	New	50.00
26	6/26/1929	LNAME. FNAME	\$2.32	\$0.00	OPI Donations	New	50.00
80	4/28/1933	LNAME. FNAME	\$92.80	\$0.00	OPI Donations	New	50.00
103	6/27/1929	LNAME. FNAME	\$92.80	\$0.00	OPI Donations	New	50.00
45	3/23/1917	LNAME. FNAME	\$0.00	\$0.00	OPI Donations	New	.00

Buttons at the bottom of the table include: View, Select All, Print, Post, Detail, and Apply %.

26. Select the invoice record on the Summary screen. Click on the Accounting Tab.

27. Enter the amount paid as show below.

Oregon Access [Office : OCWCOG Albany Disability Services (2217) Profile Type :- Branch DB : access_hcw]

File Edit Reports Windows Help

Client Billing - DONALD BAKER

Summary Profile **Accounting** Assignments Invoices Detail

Summary To Date

Total Donations	Past Due Donations	Total Fees	Past Due Fees
\$18.56	\$0.00	\$0.00	\$0.00

Show These Invoice Statuses

All Issued
 New Closed

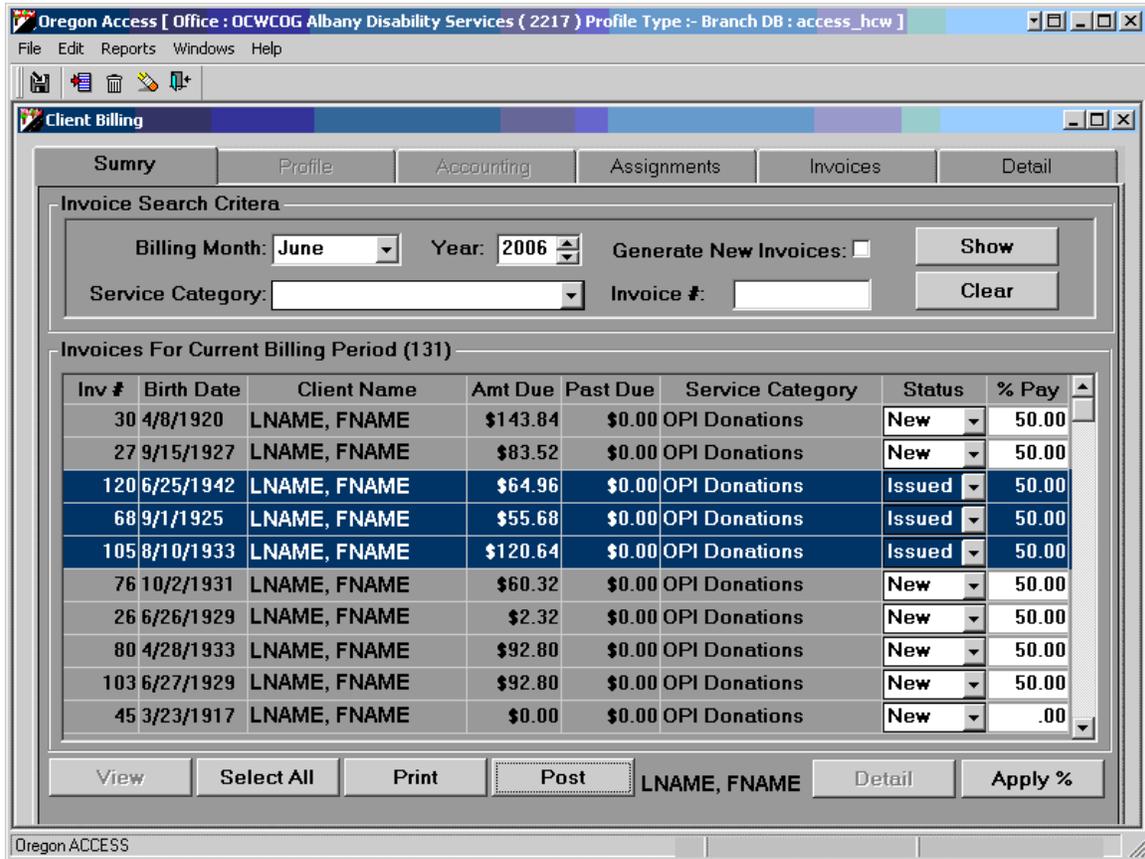
All Invoices For Current Client

Inv #	Inv. Date	Amt Due	Amt Paid	Date Paid	Cheque #	Adj Amt	Adj Date	Status
68	6/30/2006	\$55.68	18.56	08/31/2006	01	.00	00/00/0000	Issued

Oregon ACCESS

28. Highlight three clients.

29. Click on the Post button to change the invoice from New to Issued.

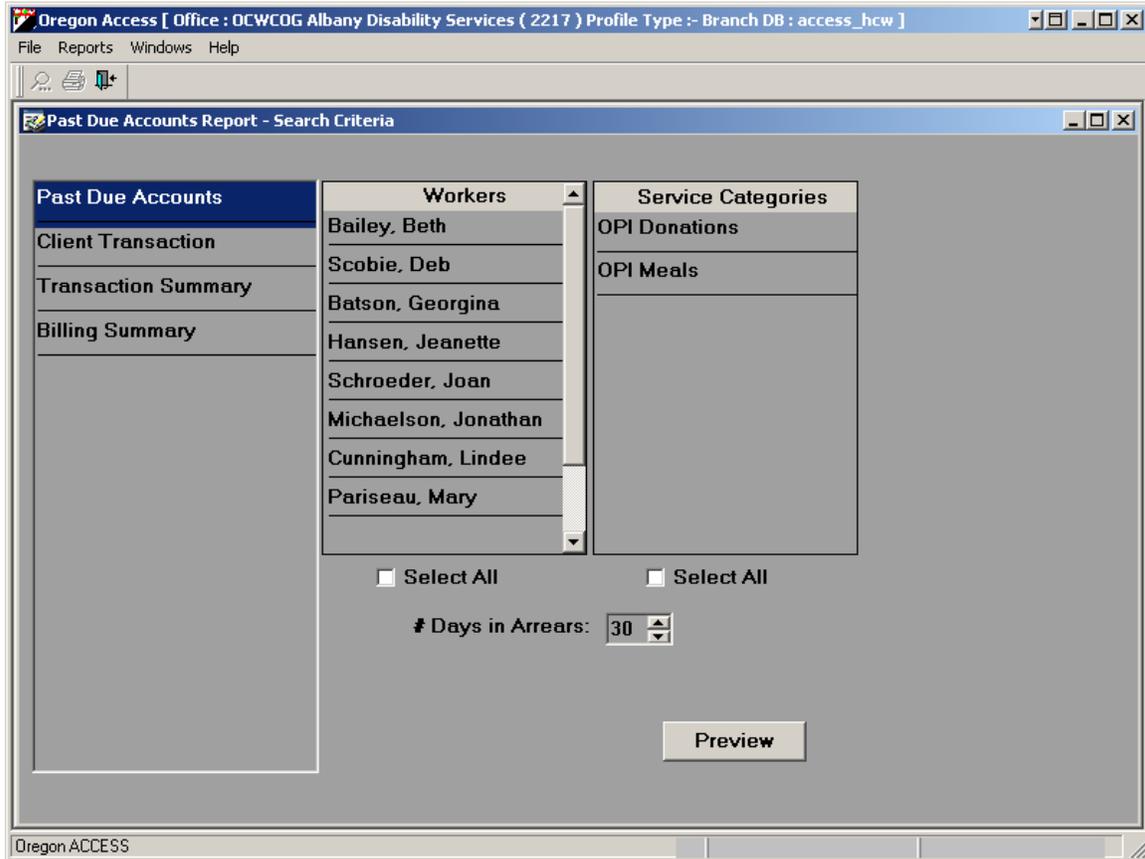


Note: Pencil eraser will refresh the tab page for newly entered data that has not yet been saved.

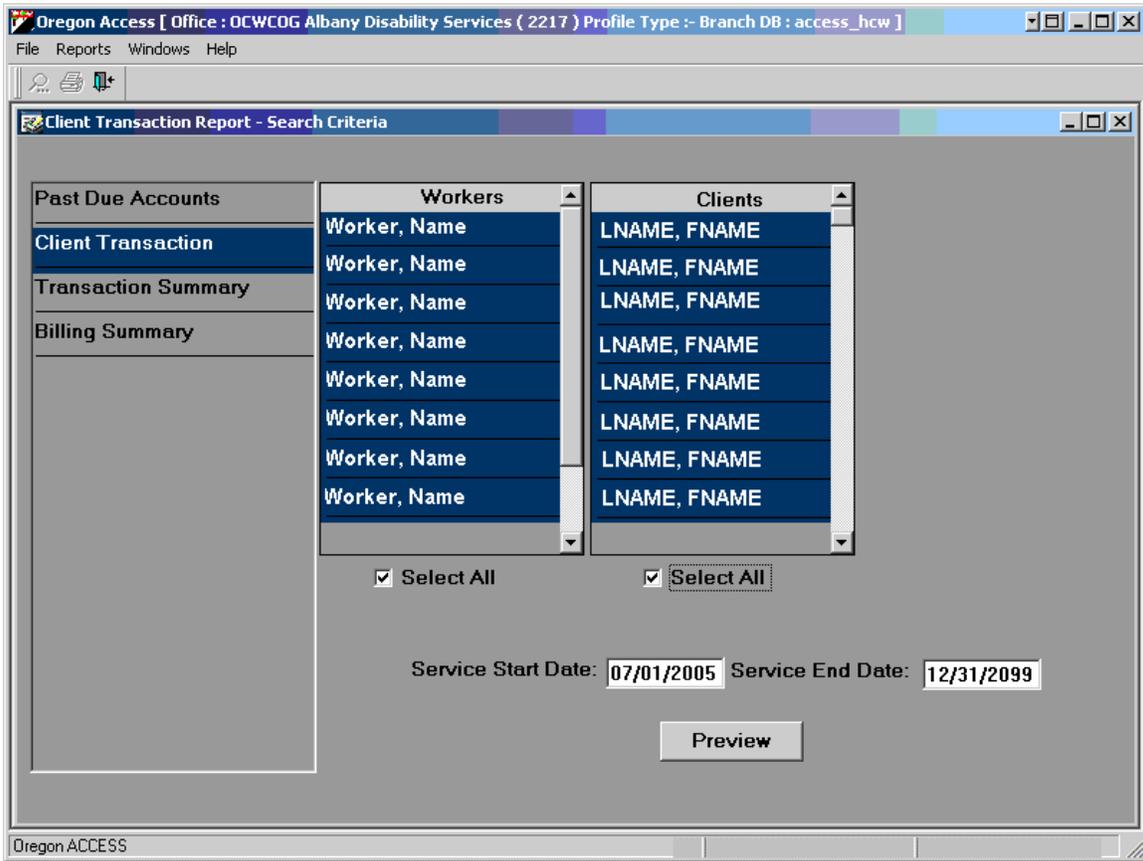
Reports

30. Click on Reports in the menu.

31. There are 4 reports listed on the left side of the screen.



32. Highlight Client Transaction. Click Select all for Workers and Clients. Click the Preview button.



33. The Client Transaction report displays.
34. The three icons at the top left of this screen allow you to return to the Client Transaction Report Search Criteria screen, Print or Exit Reports.

