Payment Reconciliation View Job Aid

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Summary

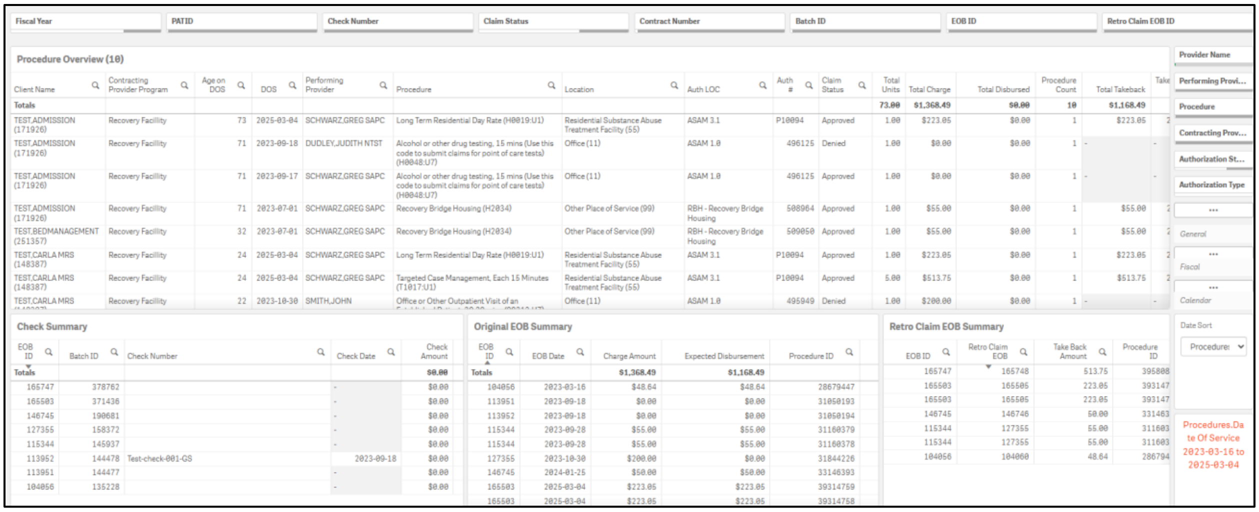
The Payment Reconciliation View sheet is in MSO KPI Dashboard under the Community Sheet section. It provides details related to procedure adjudication, explanation of benefit (EOB) numbers, and payment. This sheet was updated with additional fields and functionality based on user feedback. The layout and objects remain the same, however, new columns were added, and the order of the columns have changed.

MSO KPI has security measures to prevent users from viewing unauthorized data. This process is achieved through validation of various data points against a patient's authorization. If any data point is missing/incorrect, KPI suppresses data so that the user does not accidentally see unauthorized protected health information (PHI).

Sheet Overview

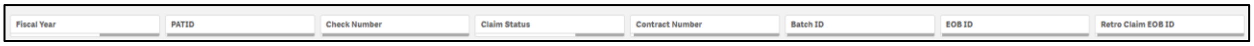
No Protected Health Information (PHI) was used in the examples provided.

This sheet is comprised of six (6) sections: Filter, Procedure Overview, Check Summary, Original EOB Summary, Retro Claim EOB Summary, and Common Selector.

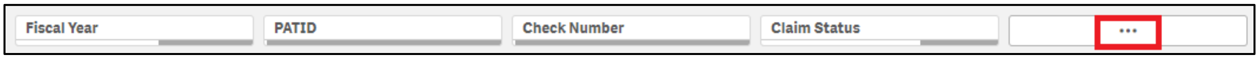


Filters

Filters across the top of the sheet may be used to quickly drill down to the desired data.



Depending on screen display size not all the filters may be visible. In this case an ellipsis will appear, and it can be clicked to expand the selection.



Name	Description
Fiscal Year	Lists the available Fiscal Year. The year is noted by the last year in the year range. For example, FY 2026 reflects Fiscal Year 2025-2026.
PATID	The patient's Sage client number.
Check Number	Check number(s) associated with the service. If this field is blank, no check number has been issued yet.
Claim Status	Reflects the adjudication of a procedure. There are three options: 1. Approved 2. Denied 3. Pending
Contract Number	The Agency's contract number.
Batch ID	This is an identifier created by Sage on SAPC's end based on how claims are received and grouped. Multiple claims can have the same Batch ID.

Name	Description
EOB ID	This is the Explanation of Benefits (EOB) number. Providers are sent EOBs through the SFTP and EOB numbers are available in Sage-PCNX from the Provider EOB Remittance Advice report. This number is used for investigation purposes should there be concerns with the data.
Retro Claim EOB ID	If a retro adjudication occurs, a separate EOB is generated. This ID number only reflects retro adjudications.

Procedure Overview

This object is a table that has been expanded to add new data points. Scrolling is needed to view all the fields. This sheet is commonly exported to excel for additional data manipulation.

Procedure Overview (6)

Client Name	Contracting Provider Program	Age on DOS	DOS	Performing Provider	Procedure	Location	Auth LOC	Auth #	Claim Status	Total Units	Total Charge
Totals										**69.00**	**$1,118.49**
TEST,ADMISSION (171926)	Recovery Facillity	73	2025-03-04	SCHWARZ,GREG SAPC	Long Term Residential Day Rate (H0019:U1)	Residential Substance Abuse Treatment Facility (55)	ASAM 3.1	P10094	Approved	1.00	$223.05
TEST,ADMISSION (171926)	Recovery Facillity	71	2023-07-01	SCHWARZ,GREG SAPC	Recovery Bridge Housing (H2034)	Other Place of Service (99)	RBH - Recovery Bridge Housing	508964	Approved	1.00	$55.00

Total Disbursed	Procedure Count	Total Takeback	Takeback Date	Retro Reason	Proce... ID	Date Claims Received	Batch ID	EOB ID	Retro Claim EOB	Check #	Check Amount	Check Date	MSO Service ID	Claim ID	Unit Cost	Provider Name
$0.00	**6**	**$1,118.49**													-	
$0.00	1	$223.05	2025-03-04	Contractor Void	39314759	2025-03-04	371436	165503	165505		-	-	SVC.00002	20554465	$223...	Recovery, Inc.
$0.00	1	$55.00	2023-10-30	Contractor Void	31160378	2023-09-28	145937	115344	127355		-	-	SVC.00001	15994572	$55.00	Recovery, Inc.

Column Name	Description
Client Name	This is a combination of the client's name and Sage number. Using the magnifying glass users may search by either name or PATID. **Note: this column is frozen. When scrolling across the Procedure Overview, the Client Name will be fixed in place.*
Contracting Provider Program	Site location.
Age on DOS	Patient's age on the date of service.
DOS	Date of Service.
Performing Provider	Staff member associated with the service.
Procedure	Description of the billed procedure and the HCPCS/CPT code.
Location	The location or place of service (POS) billed.
Auth LOC	The level of care (LOC) on the authorization.
Auth #	Authorization number.

Column Name	Description
Claim Status	Reflects the adjudication (Approved, Denied, Pending) of the service.
Total Units	The number of units billed for the service
Total Charge	The amount billed to SAPC.
Total Disbursed	The amount that is expected to be paid out to the provider after takebacks.
Procedure Count	The number of services billed. KPI assigns a unique identifier for every transaction, so although a service may be replaced, in KPI it will reflect as two procedures instead of one.
Total Takeback	If a retro adjudication occurred, the amount taken back is noted in this column.
Takeback Date	The date the takeback occurred. This will coincide with the Retro EOB date.
Retro Reason	The reason for the retro adjudication. Typically, if the reason begins with "Denial CO…" this reflects a State Denial. "Contractor Voids" are local takebacks and will not be visible in the State Denial View.
Procedure ID	A unique identifier created by KPI for every transaction.
Date Claims Received	The date the Batch is received by SAPC.
Batch ID	The Batch Identification Number.
EOB ID	This is the Explanation of Benefits (EOB) number. Providers are sent EOBs through the SFTP, and this number is used for investigation purposes should there be concerns with the data.
Retro Claim EOB	If a retro adjudication occurs, a separate EOB is generated. This ID number only reflects retro adjudications.
Check #	Check number(s) associated with the service. If this field is blank, no check number has been issued yet.
Check Amount	The dollar amount associated with the EOB and Check combination.
Check Date	The date the check is issued.
MSO Service ID	Unique identifier used by SAPC to validate services and complete retros.
Claim ID	Identifier for claims. Multiple services can have the same claim ID. This is different than the batch ID.
Unit Cost	This is the fee table amount divided by the number of units. A comparison of this field with the corresponding fiscal year's rate matrix will aid in troubleshooting configuration issues.
Provider Name	Agency Name.

Check Summary

This is a summary of check numbers associated with EOBs, when the check was issued, and the dollar amount of the check.

Check Summary

EOB ID	Batch ID	Check Number	Check Date	Check Amount
Totals				$0.00
77007	111969		-	$0.00
33511	77445		-	$0.00
32469	76501		-	$0.00

Column Name	Description
EOB ID	This is the Explanation of Benefits (EOB) number. Providers are sent EOBs through the SFTP and the EOBs are available in Sage-PCNX from Provider EOB Remittance Advice report. This number is used for investigation purposes should there be concerns with the data.
Batch ID	This is an identifier created by Sage on SAPC's end, based on how claims are received and grouped. Multiple claims can have the same Batch ID.
Check Number	Check number(s) associated with the service. If this field is blank, no check number has been issued yet.
Check Date	The date the check is issued.
Check Amount	The dollar amount associated with the EOB and Check combination.

Original EOB Summary

This object reflects the original EOB information tied to a specific service. This is not to be confused with retro EOBs which reflect retro adjudicated claims.

Original EOB Summary				
EOB ID	EOB Date	Charge Amount	Expected Disbursement	Procedure ID
Totals		$7,548.30	$7,281.33	
25986	2020-04-01	$13.93	$13.93	12798149
25986	2020-04-01	$0.00	$0.00	12798148
26745	2020-04-13	$26.73	$26.73	13131808

Column Name	Description
EOB ID	This is the Explanation of Benefits (EOB) number. Providers are sent EOBs through the SFTP and EOBs are available in Sage-PCNX from the Provider EOB Remittance Advice report. This number is used for investigation purposes should there be concerns with the data.
EOB Date	The date the EOB was generated.
Charge Amount	The amount charged for the service. The Total reflects the total charged for the EOBs based on made selections.
Expected Disbursement	The amount expected to be paid out. This reflects approved services which have not been retro adjudicated.
Procedure ID	A unique identifier created by KPI for every transaction.

Retro Claim EOB Summary

This object is a table summary of services that have been retro adjudicated and their associated retro EOB and original EOB. When services are retro adjudicated, a Retro EOB is generated.

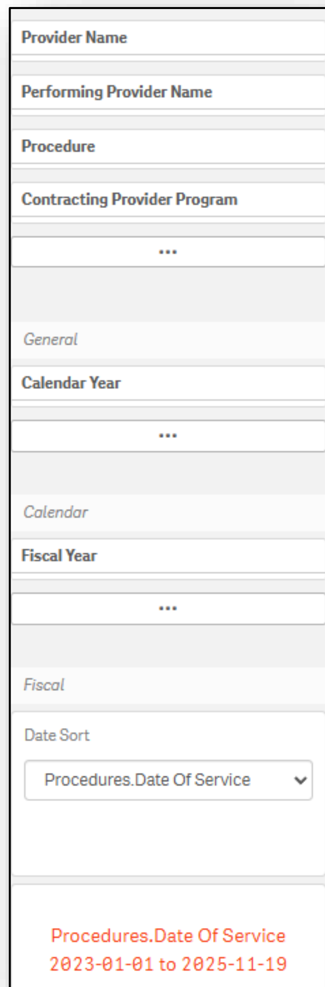
Retro Claim EOB Summary			
EOB ID	Retro Claim EOB	Take Back Amount	Procedure ID
25986	26745	13.93	12798149
26745	26933	26.73	13131808
26745	26933	26.73	13131807

Column Name	Description
EOB ID	This is the Explanation of Benefits (EOB) number. Providers are sent EOBs through the SFTP and EOBs are available in Sage-PCNX from the Provider EOB Remittance Advice

Column Name	Description
	report. This number is used for investigation purposes should there be concerns with the data.
Retro Claim EOB	This is the EOB generated after a retro adjudication of a claim, which includes provider-initiated voids and State Denials.
Take Back Amount	The dollar amount retro adjudicated.
Procedure ID	A unique identifier created by KPI for every transaction.

Common Selector

The right-hand side of the sheet has the common selectors which are available on most sheets. If additional drill down is needed, the common selector menu provides a shortcut to adding filters.



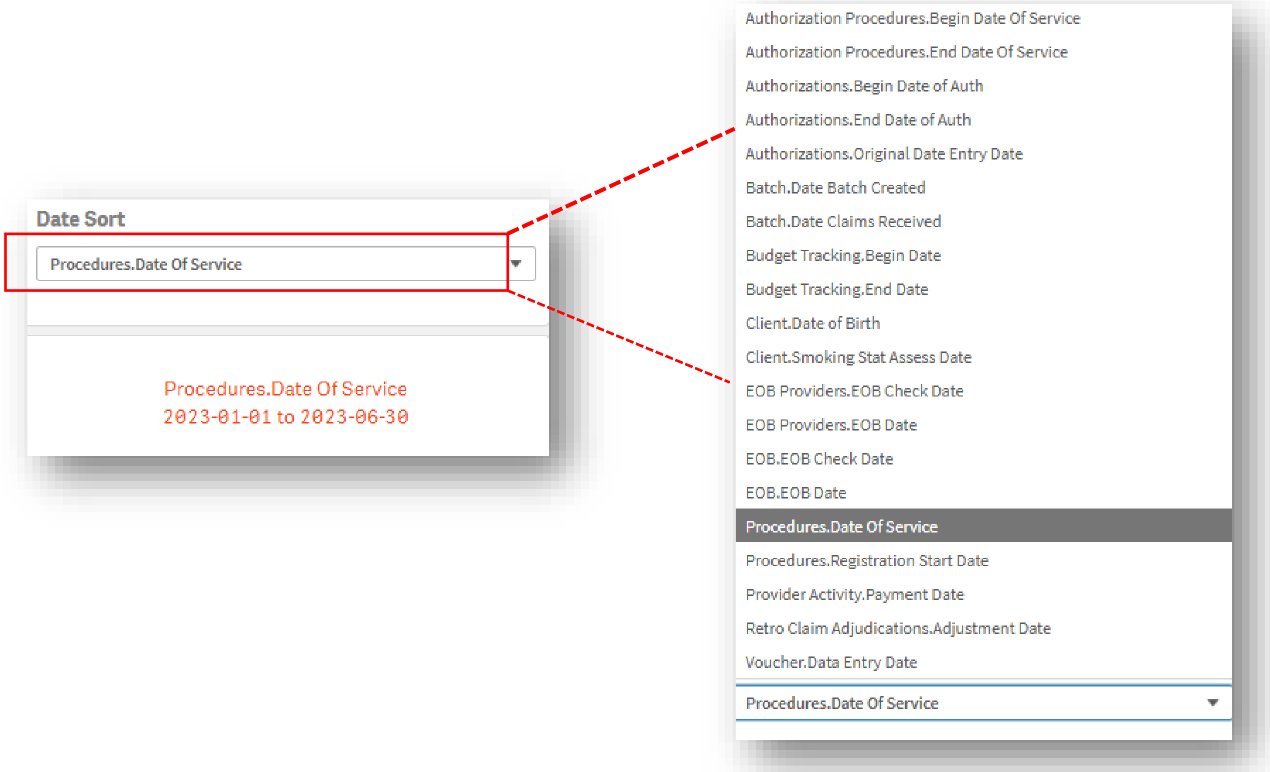
Within in each selector there are various fields from which to choose for more specificity. The Common Selector options may be obstructed by the size of your screen, users may need to right click or hover over the ellipses to see the available options.

General contains: Provider Name, Performing Provider Name, Procedure, Contracting Provider Program, Authorization Status, Authorization Type, Authorization Number, Claim ID, Contracting Provider Program Link, Client ID, and Client Status.

Fiscal contains: Fiscal Year, Fiscal Half, Fiscal Quarter, Fiscal Year-Month Abbreviation, Fiscal Month number, Fiscal Year-Half, Fiscal Year-Month, Fiscal Year-Quarter.

Calendar contains: Calendar Year, Calendar Quarter, Calendar Half, Month, Calendar Year-Half, Calendar Year-Quarter, Calendar Year-Month, Calendar Year-Week, Date.

Date Sort: This field defaults to Procedures. Date of Service on all Sheets. Alternative selections can be made through the dropdown.

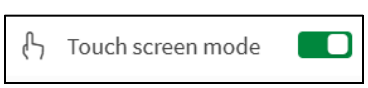


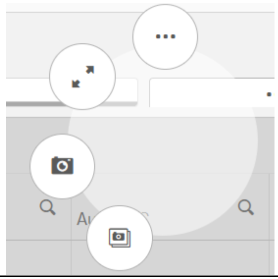
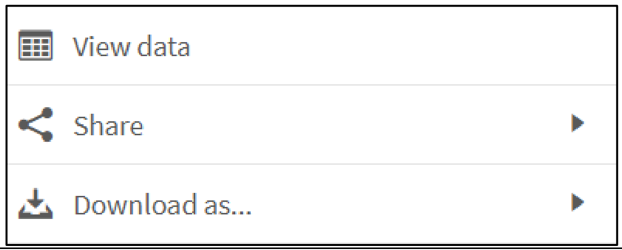
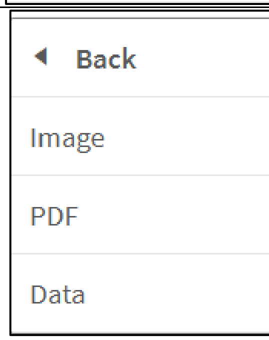
Exporting

To export an object, there are two options depending on whether the device is touchscreen enabled.

Touch Screen Enabled Export:

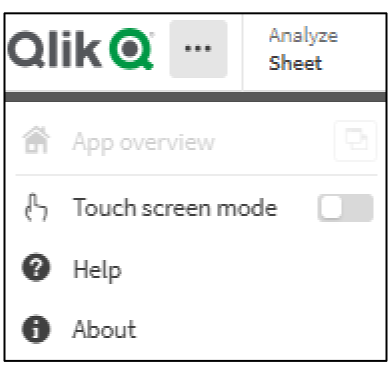
To verify if your device and KPI have been touch screen enabled, click the ellipses next to "Qlik" in the upper left corner. If the toggle on Touch screen mode is green, KPI is touch screen enabled.

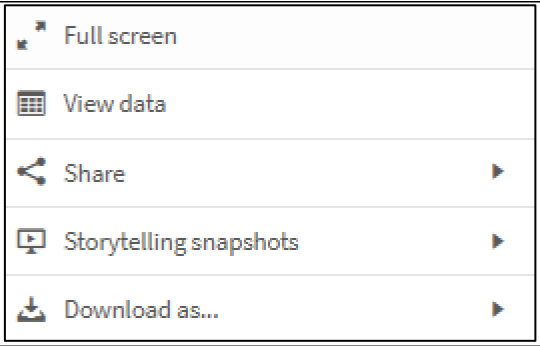


To export data, right click the desired object. Click on the ellipses (...)	
Click Download as...	
Select Data to export to excel	

Non-Touch Screen Export

As noted above, clicking the ellipses next to “Qlik” in the upper left corner will show KPI is touch screen enabled on your device. If Touch screen mode is grayed out, it is not enabled.



To export data, right click at the top of the desired object where no data is present.	
Click "Download as…" and select "Data" to export to excel