

# Why Hard Close? Ins and Outs of Hard Closing Centricity

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**HealthSystems**  
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# Agenda

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- Creating a Batch
- Balance your Batch
- Close your Batch
- Unapplied Funds
- Batch Closing Override
- Hard Closing
- Void and Clone
- Statements
- Financial Reports



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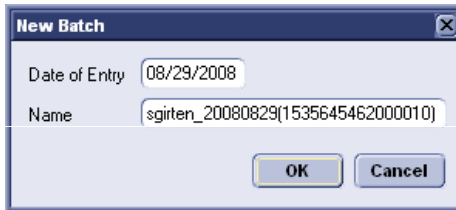
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## Creating a Batch

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- Click Edit – Default Batch (Control A)
- Click Binoculars
- Click New



The screenshot shows a 'New Batch' dialog box with the following fields and values:

Field	Value
Date of Entry	08/29/2008
Name	sgiten_20080829(1535645462000010)

- Date of Entry – This is very important for reporting purposes. Determine how you want to capture data. DOE = DOE or DOE = DOS.
- Once you create the batch, you cannot change the DOE. You can move transactions to a new batch with different DOE.
- You can name the batch what ever you wish and can change the name at any time.



## Balance your Batch

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- When you have completed data entry for charges and or payments, you should balance your transactions.
- Print the Daily Balance by batch. This report gives total charges, payments and adjustments.
- Print the Deposit Slip, if needed. This report will total Cash, Checks and Credit Card payments. EFT payments will not display on this report.
- Once you balance, proceed to Close your Batch.



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## Close your Batch

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- Administration – Edit
- Click ‘Batch Closing’
- Search for your batch or batches that you wish to close.
- This will show you if you have any unapplied funds. If you have unapplied funds, you will not be able to close your batch.
- Select your batch. The ‘Close Batch’ at the bottom of the window activates.
- Click ‘Close Batch’.
- The status now changes to ‘Batch Closed’
- This is referred to as a ‘Soft Close’.



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# Three States of BATCH Status

- Open Batches
- Batch Closed (we call Soft Closed)
- Closed (we call Hard Close)

**Find Batch**

ABCDEF GHIJKL MNOP QRSTUVWXYZ

Name:

Date of Entry: From 09/08/2005 To //

Status:  Open,  Batch Closed,  Closed

Name	Date of Entry	Status	Unapplied Funds	Unknown Procedures	Unknown Diagnoses	Unknown Modifiers
mk_19990908	09/08/2005	Closed	No	No	No	No
rbb090299	09/14/2005	Closed	No	No	No	No
MaryK_19990915	09/15/2005	Closed	No	No	No	No
pm 9/22	09/22/2005	Batch Closed	No	No	No	No
MaryK_19990928	09/28/2005	Batch Closed	No	No	No	No
donna_19990902	11/08/2005	Batch Closed	No	No	No	No
rachel_20000301	03/01/2006	Open	No	No	No	No
rv	03/24/2006	Open	No	No	No	No

## Unapplied Funds

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- What does this mean? – Unapplied funds in Centricity represents money that you said you were going to post but did not.

- For example: Check amount \$100.00. You post \$80.00. You have \$20.00 amount remaining in payment entry. The \$20.00 is considered unapplied money.

You cannot close your batch, if you have unapplied money. This is why it is so important to balance and close your batch each day.

You can balance your batch and still have unapplied funds.



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## Finding Unapplied Funds.

- From Main Menu choose:  
**Transaction Management**
- Click drop down arrow in Unapplied Funds and choose **“Yes”**
- Click OK

The screenshot shows a software dialog box titled "Transaction Management Criteria". It contains the following fields and controls:

- Ticket Number: Text input field.
- Payer: Text input field.
- Batch: Dropdown menu with "(all)" selected.
- Patient: Dropdown menu with "(all)" selected.
- Date of Entry: Two date pickers separated by "to".
- Deposit Date: Two date pickers separated by "to".
- Amount: Text input field.
- Unapplied Funds: Dropdown menu with "Yes" selected.
- Transaction section: Type dropdown menu with "(all)" selected.
- Buttons: "Reset", "OK", and "Cancel" at the bottom.

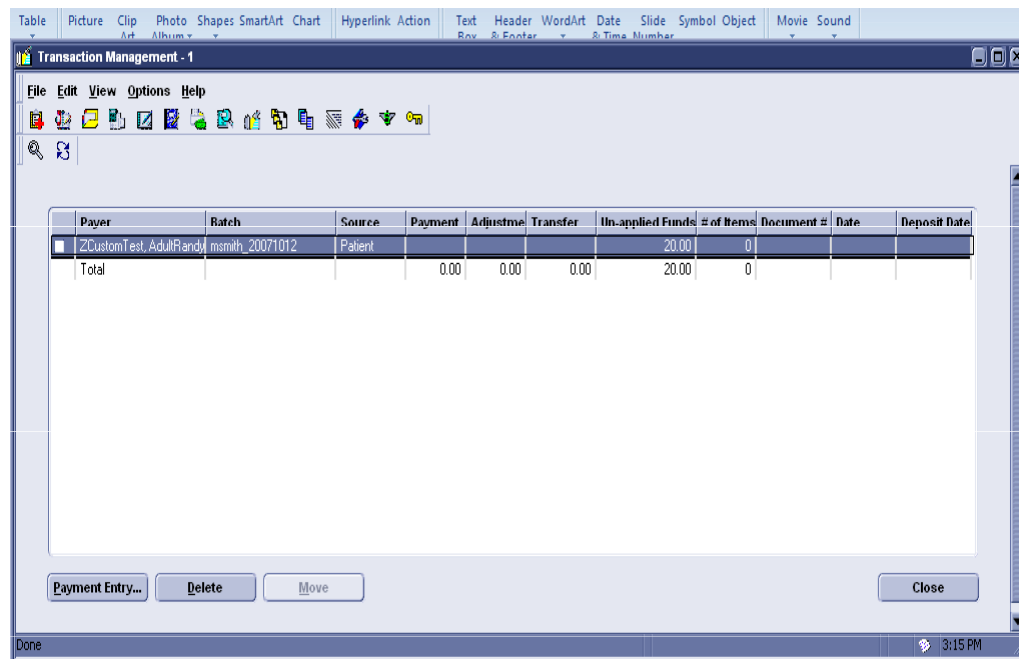


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## Finding Unapplied Funds - continued

- This window will display with any unapplied funds.
- Double click the line item to open payment entry window.



The screenshot shows a software window titled "Transaction Management - 1". It features a menu bar with "File", "Edit", "View", "Options", and "Help". Below the menu is a toolbar with various icons. The main area contains a table with the following data:

Payer	Batch	Source	Payment	Adjustme	Transfer	Un-applied Funds	# of Items	Document #	Date	Deposit Date
ZCustomTest,AdultRandy	msmith_20071012	Patient				20.00	0			
Total			0.00	0.00	0.00	20.00	0			

At the bottom of the window, there are buttons for "Payment Entry...", "Delete", "Move", and "Close". The status bar at the bottom right shows "Done" and "3:15 PM".

## Finding Unapplied Funds - continued

- You can see that an amount was entered to post; however, no payment amount was posted.
- This is considered unapplied funds.
- Determine if this needs to be posted or deleted.

Transaction Management - 1

Payment Entry - 1

File Edit View Options Help

Source  Insurance  Patient Deposit Date / /

Limit visits to company (all)

Batch msmith\_20071012 Amount 20.00

Ticket # Amount Remaining 20.00

Guarantor Method Check

Patient Check #

Visit  All  Unpaid Account #

Payer ZCustomTest\_AdultRandy DL #

Check Date / /

Visit		
Responsible Provider	Patient Balance	Deposit
Facility	Insurance Balance	
Company	Total Balance	

Ticket #	Patient	Patient ID	Payment	Adjustment	Transfer	Payer	Visit Date
[Empty Table]							

Auto-Apply New... Modify... Delete Print OK Cancel

Done 3:18 PM



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## Batch Closing Override

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- Once a batch is 'soft closed' or daily close with status of Batch Closed, you can use Batch Closing Override to reopen the batch.
- This will allow you to make any corrections necessary. Remember to reprint your daily reports for specified day as the totals will have changed.
- You will need security rights to perform this function.
- Batches that have been included in a Hard Close (status closed) will not reopen with this function.



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## Batch Closing Override

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- Administration>Edit>Batch Closing Override
- This is a click on click off function.
- This opens ALL batches with status of Batch Closed.
- **“Batch Closing Override”** will flash in red in the bottom right corner of your Centricity Window.
- Be sure to turn it off, when you complete your corrections.



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## Hard Closing

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- Ready for the Big Step??
- When to Hard Close?
- Why Hard Close?
- What does this really mean?



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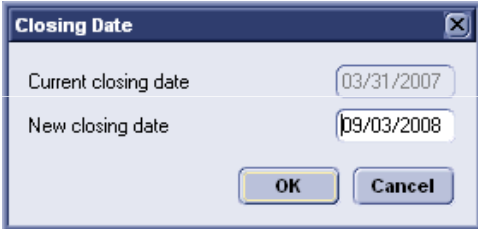


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## Hard Close - continued

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- Actual Hard Close is easy.
- You will need security rights to perform this function.
- Administration>Edit>Closing Date
- Verify the New Closing Date. This defaults to yesterday's date.



Closing Date	
Current closing date	03/31/2007
New closing date	09/03/2008
OK Cancel	

- Enter the date that you wish to Hard Close.
- Once you do a hard close, you will not be able to create a batch with a DOE on or before the closing date.

## Hard Close Process

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- Close Daily Batches in timely manner.
- Cannot close daily batch, if you have unapplied funds.
- You cannot do the Hard Close if you have open batches with DOE within the date to hard close.
- Be absolutely sure that you want to do this. It is permanent.



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## Void and Clone

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- So now you have hard closed and you discover an error. What now?
- Voiding a visit or procedure line basically does an internal adjustment.
- Void the entire visit, if Doctor, Facility or other data on visit info tab needs to be corrected – right click on visit and select ‘Void Visit’.
- You will be prompted to clone the visit, if you desire.
- A cloned visit is an exact copy of the voided visit with the exception that the visit is now open in the current billing cycle.



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## Void and Clone (Part 2)

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- Any changes in dollar amount will be reflected in the current billing or reporting cycle.
- Previous reports remain intact as figures do not change.
- If there is a payment on the visit, you must convey the money to the new visit.
- The new visit will have the same billing status as the voided visit. Be sure to approve and file the new visit.
- If you simply posted an incorrect procedure code, void the procedure code only and then repost in the same visit and re-file as a corrected claim.



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# Statements

- Depending on your Statement Options, the (hard) closing date may affect your statements
- **Statement Options** - Include transactions after closing date for batch payments—Generates statements for patients with transactions occurring since the last statement and/or closing date. The DOE determines when the transaction occurred.

Statement Options

Options Messages

Generate statements

by provider

by company

by system Pay to company [ ]

Create balance forward statement

Include aging information on statements

Include aging information on receipts

Include visits with only insurance balances

Include cash payment type

Include pay to address on statements

Include pay to address on receipts

Include patients with transactions since their last statement date

Include transactions after closing date for individual statements

Include transactions after closing date for batch statements

Include referring provider on statements and receipts

Include filing history on statements

Clearinghouse [ ]

OK Cancel



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## Financial Reports

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- One important reason for doing the Hard Close is to protect the integrity of your monthly reports. Once a Hard Close is done, your numbers do not change.
- Changes made by voiding and cloning are reflected in your current monthly cycle
- Reimbursement reports are directly affected by Hard Close. Payments will not appear on these reports until the hard close is completed



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# Questions and Answers

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**Thank you for attending!**  
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