PointClickCare®

Session Guide:
Month-End Close

After this session, billers will be able to:

- Run the month-end close process

- Use reports to check month-end close metrics

- Close period

- Run the **AR Journal Entries Export (PointClickCare GLAP)** report for financial statements

Useful Dashboards and Reports

The following dashboards and reports are useful during month and close.

Tip: Reports and dashboards are enabled by user security user role. Contact your system admin if you need access to a report or dashboard.

Dashboards

These dashboards widgets, along with your typical billing widgets, are helpful in clearing items prior to Month End Close for the most accurate financial reporting.
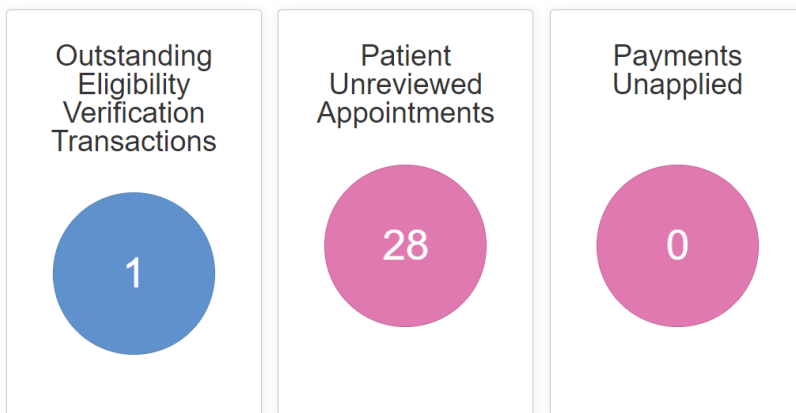
- **Patient Unreviewed Appointments** will show any open or held appointments within the period that may not be reporting revenue based on the status of the appointment.

- **Outstanding Eligibility Verifications** can assist with alerting to any necessary payer issues within the month end close period that could potentially cause payer, claim adjustments and revenue adjustments.

- **Payments Unapplied** will report all payments that are in an unapplied status. Any deposits that are sitting in this period that are not provider adjustments should be reviewed and cleared.

Tip: You can close the period with true unapplied payments that are reported from your remittance advice as forwarding balances, provider adjustments, provider wo, etc. You will receive an alert to move forward with closing the period and you can bypass that alert if they are true recognized unapplied payments.

Reports

These reports are helpful during month end close.

AR Reconciliation Detail	Shows the beginning AR balance to ending AR balance for specified period. Includes summary of revenue, adjustments, and payments for current period by patient.
Aged AR	Aged aging by claim.
Episodic Revenue and AR Detail	Shows a listing of patient Medicare revenue and accounts receivable for a specified close period.
FFS Revenue and AR Detail	Shows a listing of patient FF revenue and accounts receivable for a specified close period.
AR Journal Entry Detail	A listing of all revenue, adjustments, and cash transactions by report section or branch. Report section will individually sum al revenue, adjustments, and cash transactions for each branch/business line. Grouping by branch, will combine and sum all revenue, adjustments, and cash transactions for each branch/business line by report section.
Cash Payments Received Detail	Provides a listing of all cash receipts associated to deposits within a specific deposit date, posted date, unposted date, or create date range; grouped by Deposit Date, Payer, or Patient.
AR Journal Entries Export (PointClickCare GLAP)	Creates a revenue, cash, and AR journal entry export in the standard PointClickCare GLAP import format in .csv output. This report can be generated for any period closed.

Month End Close Process

Use the following procedure when completing a month end close.

Note: For the most accurate financial data from month end close, best practice is to reconcile all revenue, cash, and adjustment items.

Procedure

Best practice prior to close:

    a. Check the dashboards noted above for items impacting your Month End Close reporting. Follow up on all items prior to moving forward with the Month End Close process.

    b. Navigate to **Agency > Payments** and confirm all payment batches for the period you are closing have been posted and fully recorded. Incomplete deposits have a red *unposted receipts* flag, correct prior to close. Filter by the close period dates for the best visibility.

1. Go to **Agency > Month End Close**.
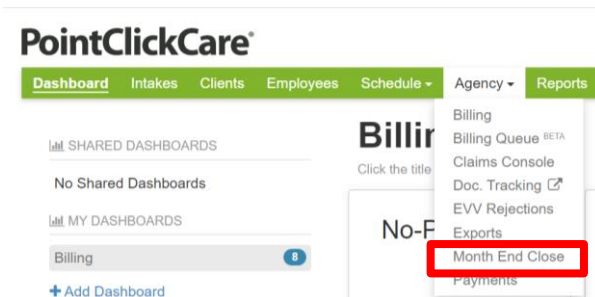
2. **Select** Reports.

3. **Run AR Reconciliation Detail**, on transaction type, drop down as **Unposted Through Date** and the **Period End Date** of the month you are closing and select the report and keep open to reference.
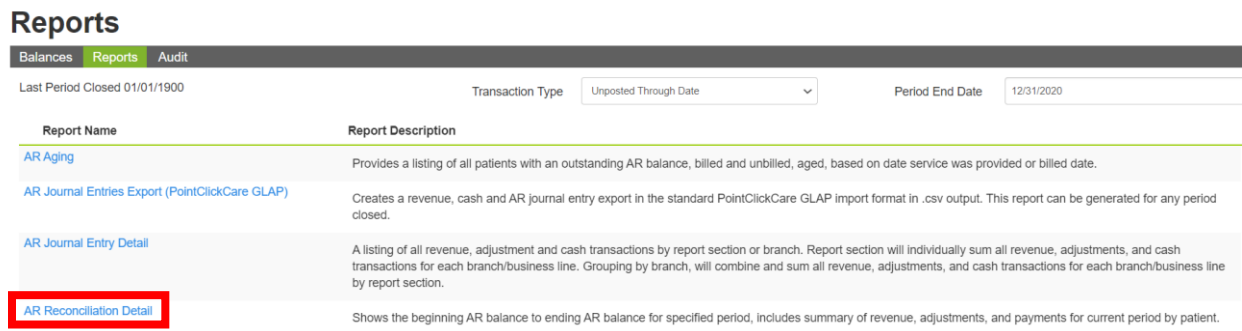
4. Select the **Balance** tab.

5. **Enter** the last day of the month you are closing in period end date and select **Apply,**
   this will update the values in the fields.

Balances

Balances	Reports	Audit

Last Period Closed	Period End Date 12/31/2020 ⓘ Apply

6. **Balance the Value Metrics** to the **AR Reconciliation report** following the columns below. Value metrics
   on the Balances screen are a snapshot of the AR Reconciliation report. The AR Reconciliation Report
   subtotals, will tie to your Journal Entries after the month end close is complete.

Balances

Balances	Reports	Audit

Last Period Closed 05/31/2019   Period End Date MM/DD/YYYY ⓘ Apply

Reconciliation Metric	Value	Report	Report Column
AR Beginning Balance		Aged AR	Column K
FFS Unbilled Amount		FFS Revenue and AR Detail	Column L
Episodic Unbilled Amount		Episodic Revenue and AR Detail	Column M
FFS Billed Amount		FFS Revenue and AR Detail	Column N
Episodic Billed Amount		Episodic Revenue and AR Detail	Column O
Adjustments		AR Journal Entry Detail	Column P
Payments Received		Cash Payments Received Detail	Column R
AR Ending Balance		Aged AR	Column S

Close Period

Tip: For additional review, each report on the Balances screen in blue, can be run to confirm all value
metrics balance for the period as well. Select the blue hyperlink and the report will populate on a pop-
up screen, balance the report to its corresponding columns below.

FFS Unbilled and Billed amounts are totaled within one column when reconciling, you want to add the
values together to reflect the grand total represented in column N on the *FFS Revenue and AR Detail
Report*.

Balances

Reconciliation Metric	Value	Report	Report Column
AR Beginning Balance	$164,127.57	Aged AR	Column G
FFS Unbilled Amount	$0.00	FFS Revenue and AR Detail	Column N
Episodic Unbilled Amount	$2,248.77	Episodic Revenue and AR Detail	Column L
FFS Billed Amount	$13,794.44	FFS Revenue and AR Detail	Column N
Episodic Billed Amount	$67,250.02	Episodic Revenue and AR Detail	Column M
Adjustments	$0.00	AR Journal Entry Detail	Column L
Payments Received	($77,651.24)	Cash Payments Received Detail	Column F
AR Ending Balance	$169,769.56	Aged AR	Column G

7. When all value metrics balance, select **Apply** on the Period End Date, and click **Close Period**.

8. After the period is closed, go to Reports and run the **AR Journal Entries Export**

(PointClickCare GLAP) report for your financial statements. Select **Transaction Type, Posted Date, and Period End Date** as the last date of the month you have closed.

Revenue Accrual and No-Pay RAPs

As you close your month-end for January, you may see that revenue looks understated. Currently, Medicare revenue is only added to the Episodic Revenue and AR Detail once a Final claim has been submitted so that the program can capture the correct final HIPPS score from the OASIS.

Using the PDGM Accrual for Month End Close Report

To identify the accrued revenue correctly since the onset of No-Pay RAP claims, we've added a **PDGM Accrual for Month End Close** report. We recommend that you run this report after you have completed your month end.

Procedure:

1. Proceed with reconciling your reports as usual with the AR Reconciliation Report and close your month. Note that revenue looks understated.

2. After your month end is closed, go to **Reports** and select the **PDGM Accrual for Month End Close** report. Select your Branch, Business Line, and Posted Date and click **Run** to generate the report.

SOC Date	Discharge D	Episode Star	Episode End	Claim Types	Episode Visit Count	PDGM1 Visit Co	PDGM2 Visit Co	PPS Est. Revenue	PDGM1 Est. Revenue	PDGM2 Est. Revenue	Posted Reve	Unposted Revenue	PDGM1 Accrual	PDGM1 Deferral	PDGM2 Accrual	PDGM2 Deferral	All Accrual	All Deferral
01/08/2021		01/08/2021	03/08/2021	PDGM1 RAP: Paid;	18	18	0	$0.00	$2,453.95	$1,735.67	$0.00	$0.00	$1,881.36	$572.59	$0.00	$0.00	$1,881.36	$572.59
01/16/2021		01/16/2021	03/16/2021	PDGM1 RAP: Paid;	11	11	0	$0.00	$2,540.84	$1,493.81	$0.00	$0.00	$1,270.42	$1,270.42	$0.00	$0.00	$1,270.42	$1,270.42
12/10/2020		12/10/2020	02/07/2021	PDGM1 RAP: Outstanding;	13	10	3	$0.00	$1,758.74	$1,053.27	$2,530.94	$281.07	$0.00	$0.00	$0.00	$281.07	$0.00	$281.07
01/13/2021		01/13/2021	03/13/2021	PDGM1 RAP: Paid;	15	15	0	$0.00	$2,227.91	$1,509.80	$0.00	$0.00	$1,336.75	$891.16	$0.00	$0.00	$1,336.75	$891.16
01/26/2021		01/26/2021	03/26/2021	PDGM1 RAP: New Claim;	2	2	0	$0.00	$1,647.28	$1,287.00	$0.00	$0.00	$274.55	$1,372.73	$0.00	$0.00	$274.55	$1,372.73
12/22/2020	01/26/2021	12/22/2020	01/26/2021	PDGM1 RAP: Outstanding;	7	5	2	$0.00	$2,157.95	$1,452.15	$2,642.15	$968.45	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
01/08/2021		01/08/2021	03/08/2021	PDGM1 RAP: Outstanding;	7	7	0	$0.00	$1,947.56	$1,229.28	$1,492.93	$454.63	$0.00	$454.63	$0.00	$0.00	$0.00	$454.63
													$4,763.07	$4,561.53	$0.00	$281.07	$4,763.07	$4,842.60

3. Manually add the total accrual from the **PDGM Accrual for Month End Close** report into the **Journal Entry** report used to upload into your GL system.

4. **IMPORTANT:** At the end of the next period, you should **REVERSE THIS JOURNAL ENTRY**, as the final amount will get picked up in the next Episodic Revenue and AR Detail report.

Tip: The **PDGM Accrual for Month End Close** report is also available on the **Month End Close Reports** tab.

Understanding logic behind the PDGM Accrual for Month End Close report

- This report looks for any episode in the MEC period that did not book any revenue on the Episodic Revenue and AR Detail Report. This can happen for the following reasons:

    o The OASIS did not have a HIPPS value when the RAP was submitted.

    o There has been no visit verified to generate the revenue.

- The report looks for a current Oasis value – even if it's not exported - and uses that if it is present.

- If an Oasis value is not present, the report uses logic to look at historical episode amounts going back 180 days to come up with an average episode amount per branch/business line. (It separates out PDGM1 and PDGM2 averages.) The report then divides the episode amount by 30.

- The report looks at the posted date and the episode start date and determines the number of days that the episode was in the MEC close period. The same logic is used that is contained within the Episodic report, and the daily rate is multiplied by the number of days in the period.

- This report runs all episodes in the MEC period, but if it finds that there is revenue that has been booked, it ignores those in the calculation and reports zero, as it is only looking for ones that are missing.

Notes: