

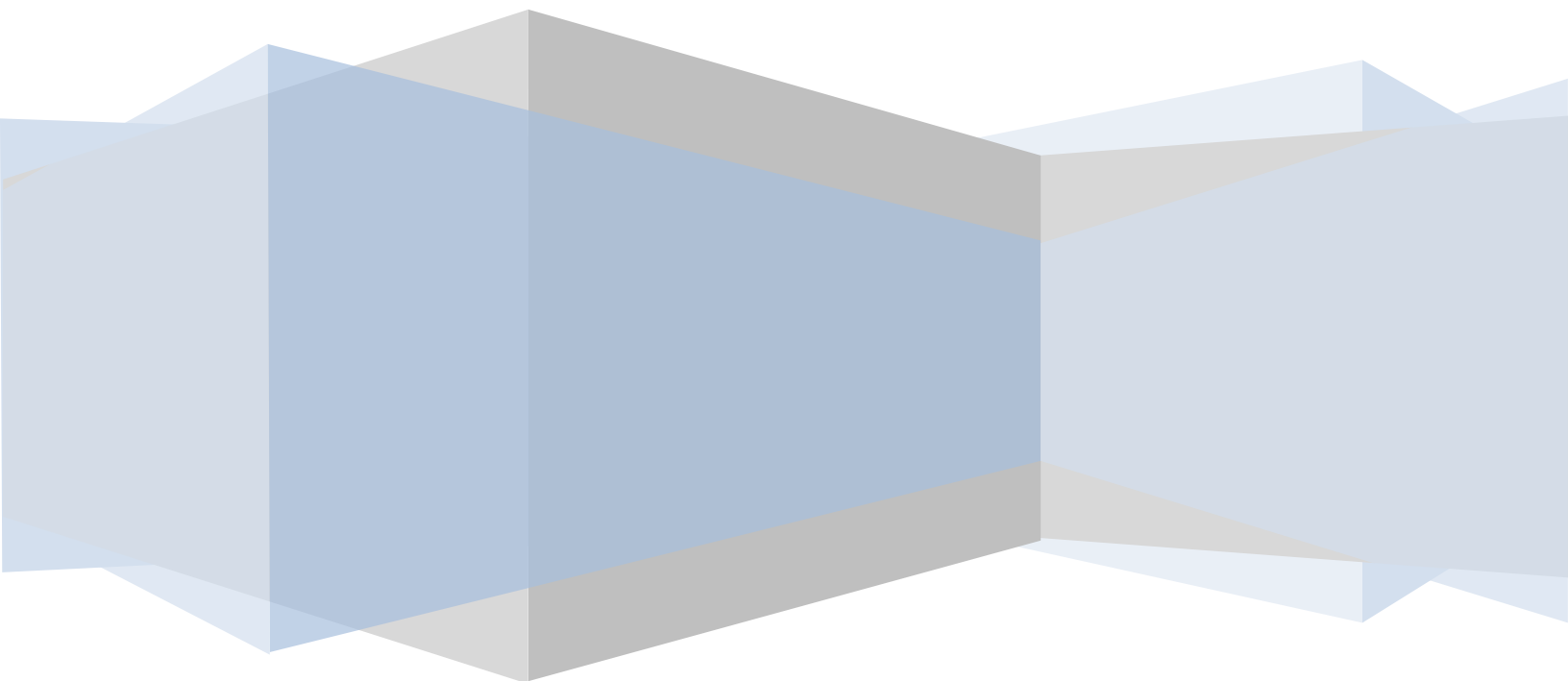


computer**KIT**  
NAMIBIA | PHARMACY - RETAIL  
& IT SOLUTIONS

# USER GUIDE

**UNISOLV v8 – CLAIM SETTLEMENT PROGRAM**

March 2022



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## 1. Logging in to the Claim Settlement Program



Figure 1

- User Number:** Type the user number you wish to use and press <ENTER>.
- Password:** If the user has a password, type the password and press <ENTER>.
- Printer No:** If a printer number is required type the printer you wish to use to print the reports to.

This will take you to the UNISOLV Master Menu.

From the UNISOLV Master Menu, select Option:

<8> Claim Settlement Program

Password: DC

In some cases when a power failure has occurred or another problem was experienced on the program, you will get the following error:

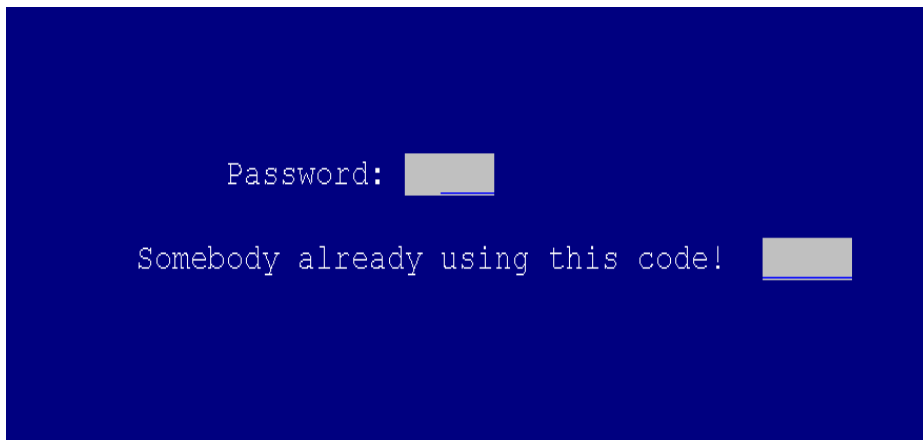


Figure 2

To overcome this: Type \$KILL

This will reset the user and you will be able to log in.

This will take you to the main menu of claim settlement.

## 2. Medical Aid Deposits

The first step in Claim Settlement is to create a payment document. All EFT's and deposits received from the Medical aids must be entered. (The script age analysis and the debtor's age analysis will be credited with the total deposits.) The total deposits will be shown in the script age analysis as an unallocated amount, even though no scripts have been allocated to it.

**BEFORE YOU SELECT THE REMITTANCE AMOUNT TO UPDATE – MAKE 100% SURE THAT THE AMOUNT HAS BEEN PAID TO YOU ACCOUNT AND REFLECTS ON YOUR BANK STATEMENT!!!!**

From the Claim Settlement Main Menu, select Option:

< 1 > Medical Aid Deposits

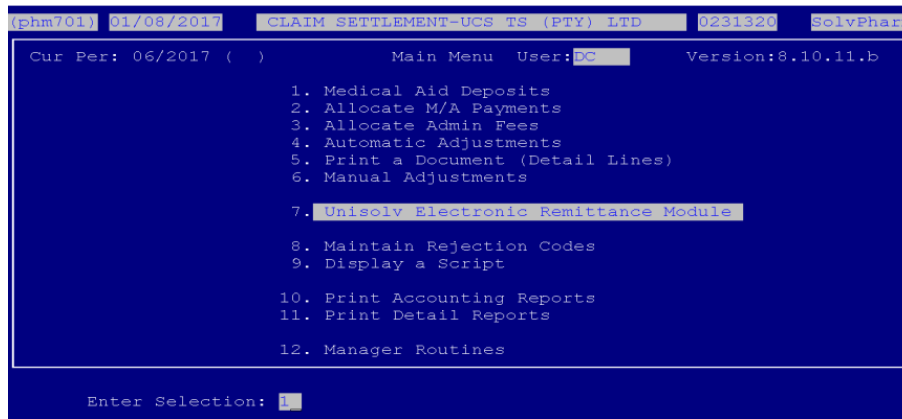


Figure 3

This will take you in to capture the 'deposit'.

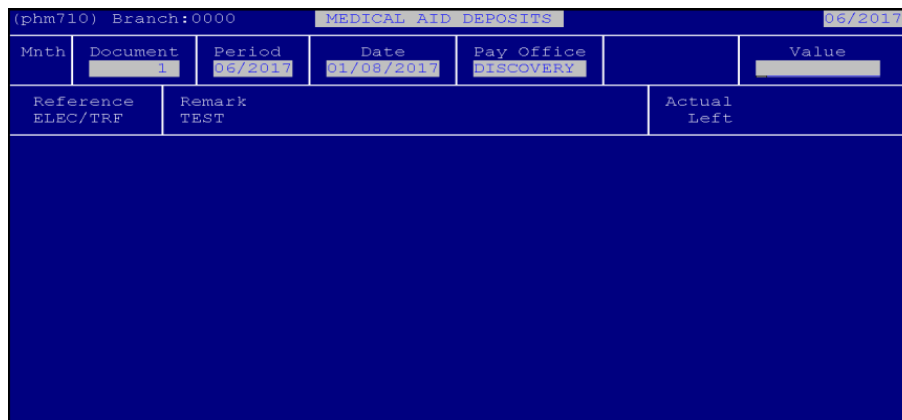


Figure 4

**Month Code:** This is automatically determined by the program according to when the scripts started in the Claim Settlement Program. This changes with every month end. The month code should be written on the remittance that has been received from the Medical Aid for future reference.

**Document:** The docket number will change with each document that gets created. (This will happen automatically in a sequential order.) Write the document number on the remittance for future reference.

- Period:** The account period is the month in which you create the deposit. This will automatically change at every month end.
- Date:** This is the date the deposit is done on.
- Pay Office:** This is the name of the Pay Office or Medical Aid whom you are doing the deposit for.
- Reference:** This is the payment method used by the particular Medical Aid / Pay Office. This selection is very important if your parameter is set to update your cash up totals with the amount deposited. This amount will be written to your cash up totals so make sure to only deposit current cheques. If there are old cheques you can use option 3 - Other. This will not post to your cash up totals.

Mnth	Document	Period	Date	Pay Office	Value
	1	06/2017	01/08/2017	DISCOVERY	
Reference	Remark				Actual Left
ELEC/TRF	TEST				

Please enter amount again!!

Figure 5

- Remark:** You are able to write your own 'note' in this field.
- Value:** Type the total the medical aid is paying you in this field and press <ENTER>. This will prompt you to enter the amount again. Type the amount again and press <ENTER>. With some payments, e.g. MediKredit the rejections have been deducted off the payment amount and with other medical aids, e.g. Medihelp the rejections are reflected as a zero balance. These can be captured as a zero deposit.

Mnth	Document	Period	Date	Pay Office	Value
	1	06/2017	01/08/2017	DISCOVERY	100.00
Reference	Remark				Actual Left
ELEC/TRF	TEST				

Is The Amount Correct [Y/N]? █

Figure 6

Is the amount correct: If the amount entered is correct, press "Y" and <ENTER>. This will then create the completed docket for you.

This will then go back to the Claim Settlement Program Main Menu.

### 3. Allocate Medical Aid Payments

Specific script numbers are allocated to the payment received.

From the Claim Settlement Main Menu, select Option:

< 2 > Allocate Medical Aid Payments

Figure 7

**Document Number:**

Enter the same document number as was written on the remittance. This will reflect all the information entered in the document.

**Script number:**

Start entering the script numbers as on the remittance advice. After you press <ENTER> the system will prompt you for the first character of the surname. Type the letter but do NOT press <ENTER> as the system automatically goes on to the payment received details.

Figure 8

**Amount Received:**

A payment will be entered as a debit balance. A rejection that has been deducted from the payment should be entered as a credit balance, e.g. – N\$100.00. Should the rejection not be deducted, enter it as a zero balance (press <ENTER>).

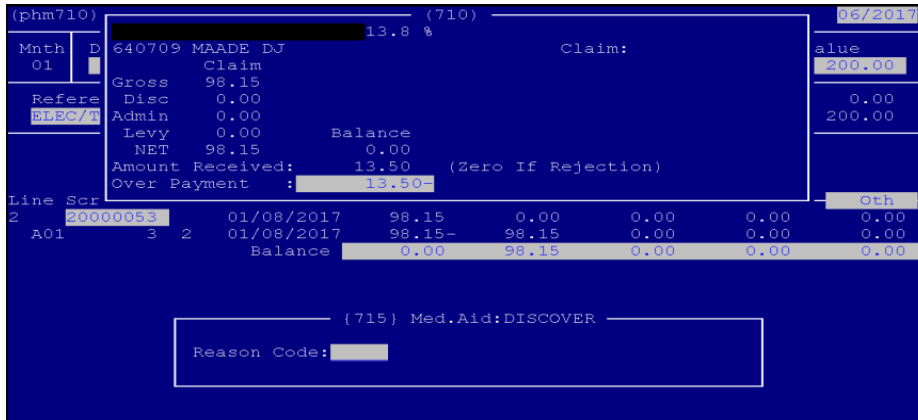


Figure 9

**Reason Code:**

If the amount entered is different to the amount claimed for the particular script, the system will prompt you for a reason. If reasons have been captured previously, you can type the code and the reason will automatically come up, otherwise type a number and a reason and press <ENTER>. This will be used to do the Manual Adjustments with.

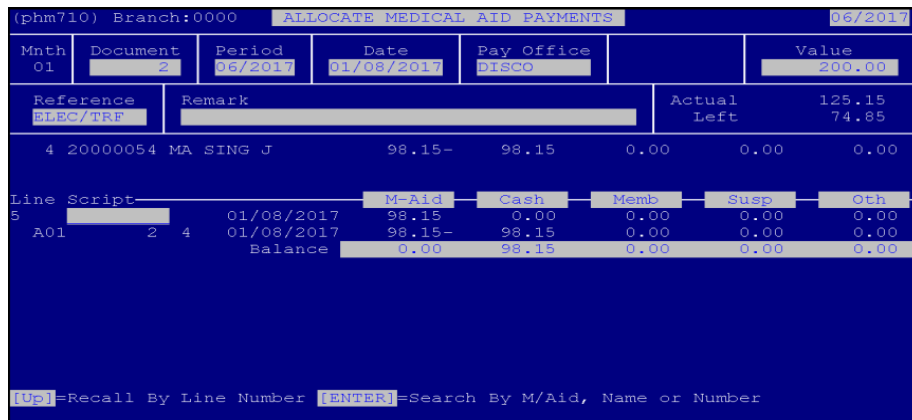


Figure 10

Enter all the scripts on the remittance advice until the document balances or the total left is equal to the admin fees. The total “LEFT” should be a zero balance unless there were admin fees to be spread over the scripts.

### 4. Print Document

From the Claim Settlement Main Menu, select Option:

< 5 > Print a Document (Detail Lines)

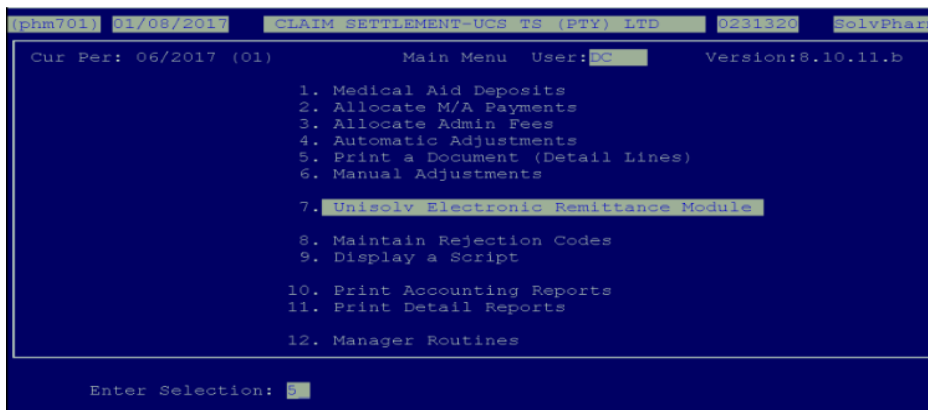


Figure 11

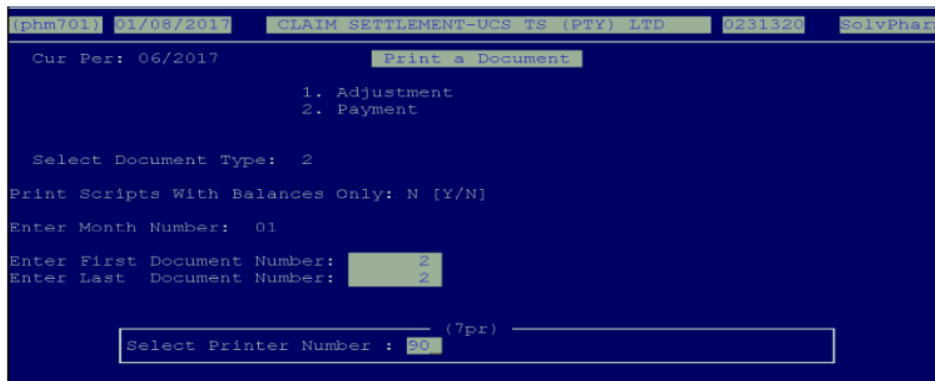


Figure 12

- Adjustment / Payment:** Payment
- Month Code:** Type the month code in which the document was created and press <ENTER>.
- First Document Number:** Type the document number you wish to print.
- Last Document Number:** If you want to print the same document, type the same document number as the “first document number”, otherwise type the range you wish to print for.
- If you are happy with your selection, press <ENTER> to continue.
- Select Printer:** Type the printer number where you wish to print the document to. Enter through each page that needs to print.

## 5. Adjustments

### a. Automatic Adjustments

**Note: A different document number is automatically allocated each time you enter this option.**

To write off balances less than 3.5% of the nett amount, this option must be done with every medical aid deposit you enter. **Make sure you write the adjustment document number on the remittance advice for the specific payment.**

From the Claim Settlement Main Menu, select Option:  
< 4 > Automatic Adjustments



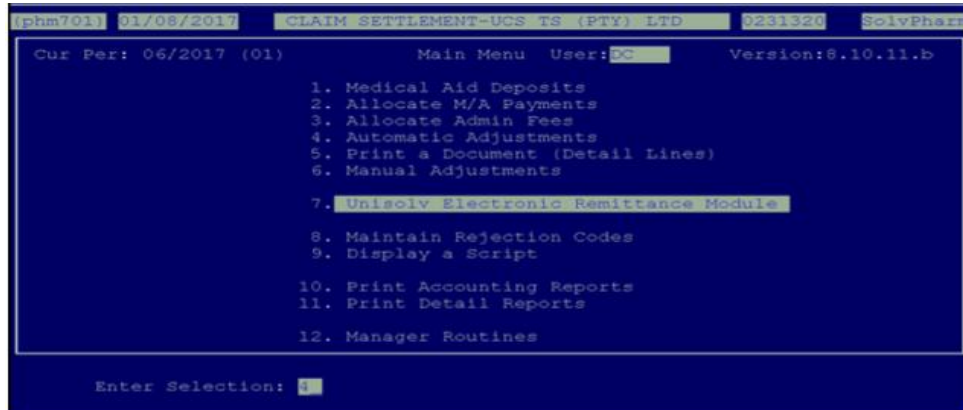


Figure 13

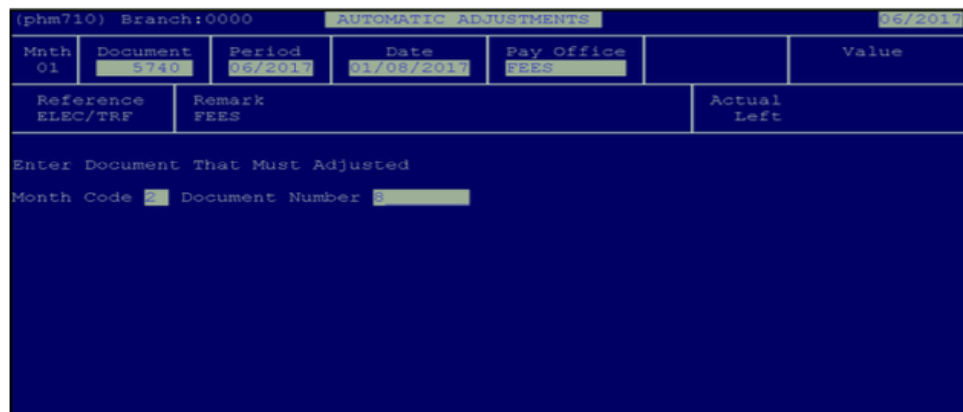


Figure 14

**Month Code:** Type the month code in which the deposit was done.  
**Document Number:** Type the document number that was created for the deposit.

If there are any adjustments on the document specified to be done, it will go through and do the necessary adjustments.

If there are no automatic adjustments to be done for this, a message will be displayed at the bottom of the screen: "No balances to adjust".

You are able to print an adjustment document for the transaction.

**NB!! Once a document has been allocated and there are balances left on the document after adjustments, these balances will affect the Outstanding Scripts Report and the Age Analysis (can be reflected as over / under payment). Therefore unless the payment document does not balance or there is a query with the Medical Scheme, all adjustments should be done.**

**b. Manual Adjustments:**

**Note: A different document number is automatically allocated each time you enter this option.**

This option is used to write off any difference from discount, admin fees, and transfer rejections to the members.

From the Claim Settlement Main Menu, select Option:

< 6 > Manual Adjustments

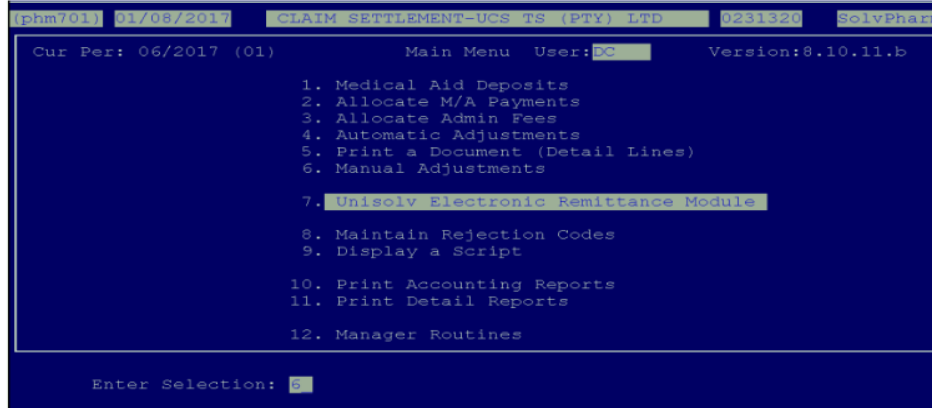


Figure 15

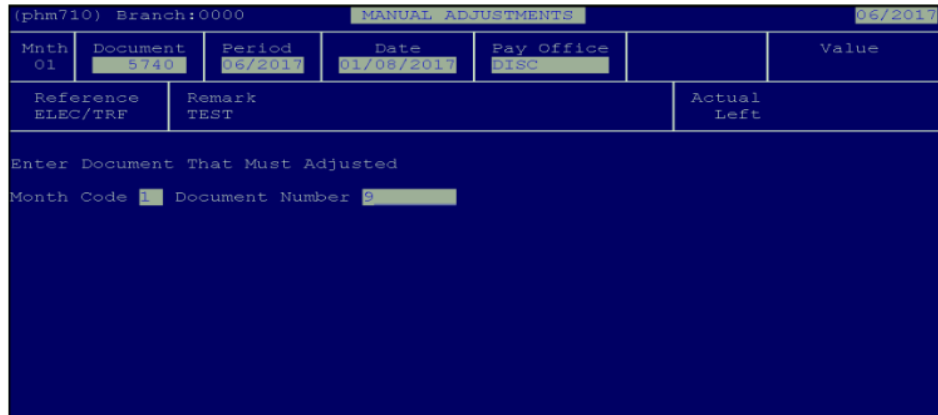


Figure 16

**Month Code:** Type the Document number that was used to create the deposit document with.

**Document Number:** Type the same document number as the deposit document

Mnth	Document	Period	Date	Pay Office	Value	
01	5739	06/2017	01/08/2017	FEES	2	
Reference	Script Number: UNKNOWN			9X	Actual	
OTHER					Left 6 627.03	
		802.91-	100.0%	( 0.00 )		
Select - 1=Write Off (Disc) 2=Write Off (Other) 3=Trf to Member 4=Do Nothing Now						
5=Stale Resubmit 6=Resubmit						
Line	Script	M-Aid	Cash	Memb	Susp	Oth
A01	UNKNOWN					
		9 3	01/08/2017	802.91-	802.91	00125557

Figure 17

The system will run through the document and stop at every script that has an outstanding balance. You will have to decide what you are going to do with the difference.

The selection is as follows:

- **1=Write Off (Discount)** If the difference between the amount claimed and the amount paid is the discount, this option should be used.
- **2=Write Off (Other)** If the difference between the amount claimed and the amount paid is the admin fee, use this option (incorrect admin fee deducted).
- **3=Transfer to Member** If the script is rejected when the allocations are done, you are then able to transfer the outstanding balance to the patients debtors account. (If they do not have an account, you are able to create an account from claim settlement).
- **4=Do Nothing now** If you are not sure why there is an outstanding balance for the script or if you first wish to sort it out with the Medical aid, you are able to allocate the script at a later stage.

Once the document balances and all the balances are cleared, print the detailed document for payments and adjustments. This should be attached to your remittance advice for future reference.

## 6. Display a Script

### a. Search for surname

This option is used when the incorrect surname has been given on the remittance from the Medical Scheme / Pay Office.

From the Claim Settlement Main Menu, select Option:

< 9 > Display a script

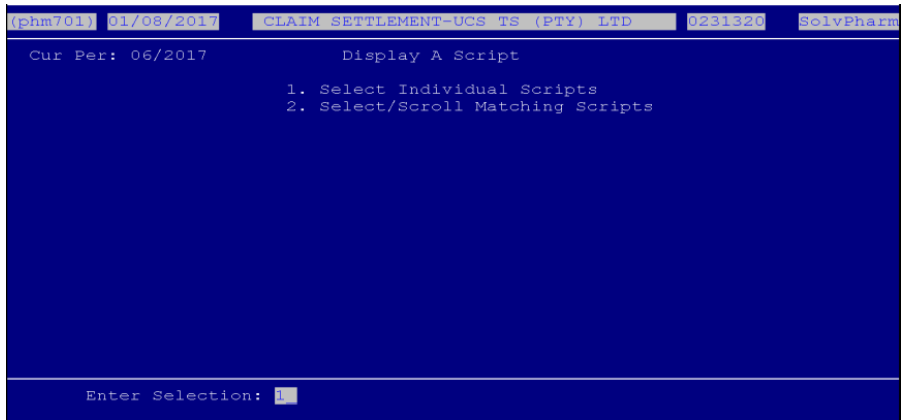


Figure 18

**Individual / Scrolling:** Make sure there is an “1” in the field and press <ENTER>.

Script	Date	Name	Prof:639077	M.Aid Member
20000054	01/08/2017	MA SING J		080425170
Pay Office DISCOVER	Medical/A DISCK	Bch:0000 Deb: DISCOVERY PROPBM	0 Per:201706 36% CAPPED	Claimed No
NET 98.15	Gross 98.15	Disc 0.00	Other 0.00	Levy 0.00
			Receipts	M.Aid
				Member
01/08/17 A01 2/4		0.00	98.15	-98.15
01/08/17 A01 7/2		0.00	150.00	-150.00
Balance	150.00	0.00	248.15	-150.00

Figure 19

**Script:** Type the script number you wish to see the details for and press <ENTER>.

This will display the Patient’s name, medical aid and medical aid number as well as the totals for the script (Gross, nett, etc). Write down the correct surname for the patient on the remittance and then the allocations can be done. This also displays all the ‘transactions’ that was done on claim settlement for the particular script.

**b. Search for a script number**

If no script number or an incorrect script number has been given on a remittance, this option can be used to search for the correct script number.

From the Claim Settlement Main Menu, select Option:

< 9 > Display a script

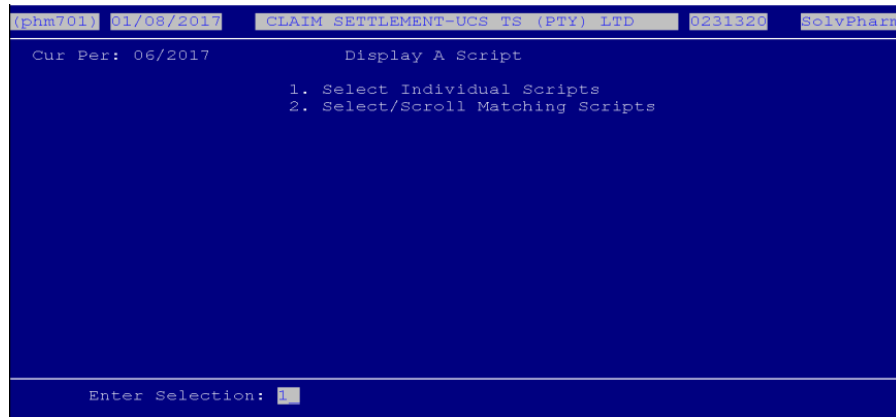


Figure 20

**Individual or Scrolling:** Remove the “1” and press <ENTER>.

Script	Date	Name	Prof:	M.Aid	Member	
Pay Office	Medical/A	Bch:	Deb:	Per:	Claimed	Batch
( 787 )						
M-Aid:						
oSelect By Number [.] = Change Selection						
A	FEES	FEES FEES	01/08/2017	0.00	FEES A014	
B	UNALLOC	UNALLOC UNALLOC	01/04/2008	0.00	UNALLOC A051	
C	UNKNOWN	UNKNOWN UNKNOWN	01/04/2008	0.00	UNKNOWN A555717	
The End						

Figure 21

**Medical Aid:** Type the medical aid code for the script you wish to search for.  
**Member:** Type the medical aid number for the script you are looking for and press <ENTER>.  
**Date:** This is the service date for the script you are looking for.

A list of possible matches will be displayed on the screen. Write the surname for the particular script and continue with your allocations.

## 7. Remittances Processed Twice

When first using the ERA system there may be cases where you have previously processed a remittance manually and the medical scheme has sent an electronic remittance for that same remittance. It is possible that you will process the remittance and it will therefore have been done twice.

To be able to reverse this, you would need to contact CKN Helpdesk to assist you.

## 8. Resending Of Remittances

BCX has the ability to resend remittances that were previously received. This is usually when remittances have been deleted by mistake.

**Please note: Remittances are only available for the past 6 months.**

## 9. Helpful hints while allocating payments

### a. Forgot to write down the document number?

From the Claim Settlement Main Menu, select Option:  
 < 2 > Allocate Medical Aid Payment

Mnth	Document	Period	Date	Pay Office	Value
01	5	06/2017	01/08/2017	FEES	0.00

Reference: OTHER    Remark: FEES    Actual Left: 0.00

Line Script: \_\_\_\_\_ M-Aid    Cash    Memb    Susp    Oth

2 \_\_\_\_\_

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number

Figure 22

**Month:** Type the month code in which the document was done and press <ENTER>.

Doc	Pay Off	Status	User	Value	Reference	Busy
2	DISCO	01/08/2017 Non-Bal	DC	200.00	ELEC/TRF	
3	DISC	01/08/2017 Non-Bal	DC	100.00	ELEC/TRF	
4	FEES	01/08/2017 OK	DC	0.00	ELEC/TRF	
5	FEES	01/08/2017 Non-Bal	DC	0.00	OTHER	
6	FEES	01/08/2017 Non-Bal	DC	400.00	ELEC/TRF	
7	DISC	01/08/2017 Non-Bal	DC	55.00	ELEC/TRF	
8	DISC	01/08/2017 Non-Bal	DC	359.64	ELEC/TRF	
9	DISC	01/08/2017 OK	DC	6 627.03	ELEC/TRF	

7 741.67 on this screen. The End

Figure 23

**Document:** Enter a “?” in the field and press <ENTER>. A list will be displayed as below.  
**Start document:** Type the document number where you would like to start searching from.  
**All periods:** If you say “Y” to this it will display a list of all deposit documents done.  
 If you say “N” to this it will allow you to enter the period you wish to search for.  
 Type the period and press <ENTER>.

### b. To delete a script

This would be used while you are allocating scripts and an allocation has been duplicated on one script.

From the Claim Settlement Main Menu, select Option:

< 2 > Allocate Medical Aid Payment

Mnth	Document	Period	Date	Pay Office	Value		
01	2	06/2017	01/08/2017	DISCO	200.00		
Reference					Actual	125.15	
ELEC/TRF					Left	74.85	
2	20000053	MAADE DJ	13.50-	13.50	0.00	0.00	0.00
3	20000053	MAADE DJ	13.50-	13.50	0.00	0.00	0.00
4	20000054	MA SING J	98.15-	98.15	0.00	0.00	0.00
Line	Script		M-Aid	Cash	Memb	Susp	Oth
5							

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number

Figure 24

At the script number press the up arrow key to go back to the line number. Enter the line number you are looking for. This would take you to the particular line in the document. Press <F2> to delete the line. After the line has been deleted press <ESC> and continue with allocating.

### c. To change a Total

If the incorrect amount was allocated to a particular script, you are able to change it as follows:

From the Claim Settlement Main Menu, select Option:

< 2 > Allocate Medical Aid Payment

Mnth	Document	Period	Date	Pay Office	Value		
01	2	06/2017	01/08/2017	DISCO	200.00		
Reference					Actual	125.15	
ELEC/TRF					Left	74.85	
2	20000053	MAADE DJ	13.50-	13.50	0.00	0.00	0.00
3	20000053	MAADE DJ	13.50-	13.50	0.00	0.00	0.00
4	20000054	MA SING J	98.15-	98.15	0.00	0.00	0.00
Line	Script		M-Aid	Cash	Memb	Susp	Oth
5							

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number

Figure 25

Use the up arrow key to go back to the line number. Type the line number you have made a mistake on and press <ENTER>. This will take you into the particular line on the document. Type in the correct total for the particular script and press <ENTER>. You are now able to continue allocating or press <ESC> to exit.

**d. To print when still in a document**

This is used to print the document that you are busy allocating.

From the Claim Settlement Main Menu, select Option:

< 2 > Allocate Medical Aid Payment

Mnth	Document	Period	Date	Pay Office	Value	
01	2	06/2017	01/08/2017	DISCO	200.00	
Reference	Remark				Actual	125.15
ELEC/TRF					Left	74.85
2	20000053	MAADE DJ	13.50-	13.50	0.00	0.00
3	20000053	MAADE DJ	13.50-	13.50	0.00	0.00
4	20000054	MA SING J	98.15-	98.15	0.00	0.00
Line	Script	M-Aid	Cash	Memb	Susp	Oth
5						

[Up]=Recall By Line Number [ENTER]=Search By M/Aid, Name or Number

Figure 26

At the script number field, press the up arrow key to go to the line number, then press <TAB>.

Mnth	Document	Period	Date	Pay Office	Value	
01	2	06/2017	01/08/2017	DISCO	200.00	
Reference	Remark				Actual	125.15
ELEC/TRF					Left	74.85
2	20000053	MAADE DJ	13.50-	13.50	0.00	0.00
3	20000053	MAADE DJ	13.50-	13.50	0.00	0.00
4	20000054	MA SING J	98.15-	98.15	0.00	0.00
Line	Script	M-Aid	Cash	Memb	Susp	Oth
Print this document: Y						

Figure 27

The system will prompt you “Print this document”. Type “Y” and <ENTER>. This will request the printer number you wish to print the report to.