

HPHConnect for Providers User Guide

Negative Balance Report

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Negative Balance Report in HPHConnect for Providers

Negative Balance Report Overview

The Negative Balance Report provides a history of claims retracted/adjusted that create a negative balance, as well as any claims that are used to offset/recoup any or all of that negative balance. It will also reflect any refund checks applied to that negative balance.

A negative balance is a dollar amount owed to Harvard Pilgrim that is reflected on the summary page of the Explanation of Payment (EOP) and in the PLB segment of the 835 file. Negative balances are created when Harvard Pilgrim retracts a previously paid claim. When a paid service is retracted on an EOP, the amount retracted becomes a negative or “owed” dollar amount. Harvard Pilgrim will recover this negative dollar amount by using other claims payments as credits to satisfy the negative balance. When the negative balance amount exceeds the amount of credits available on the EOP, the negative value will be carried to a future EOP.

Retraction Causes

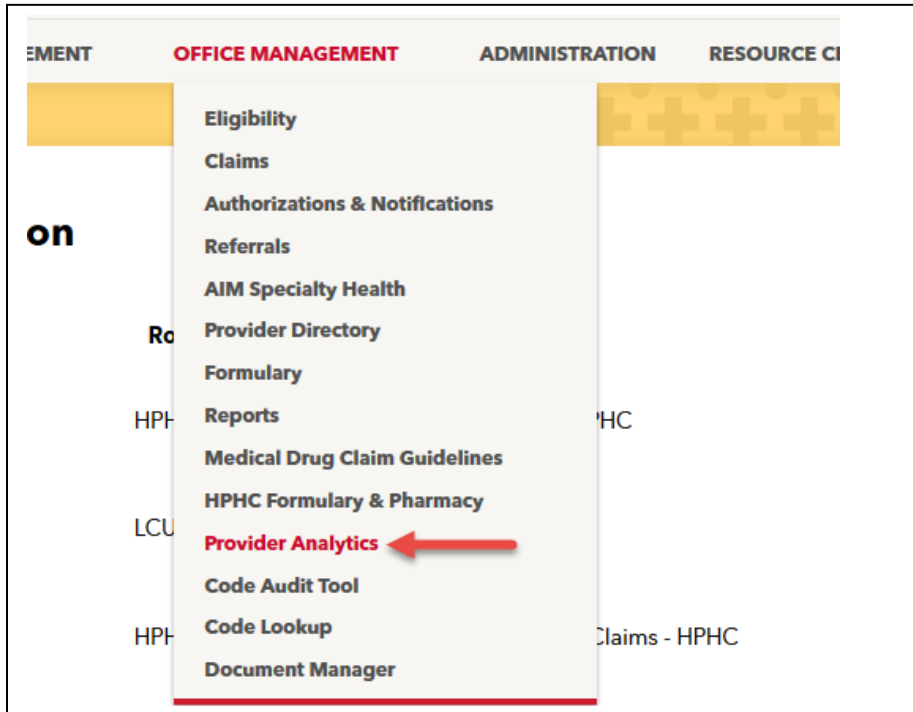
Some situations that cause a retraction and produce a negative balance include, but are not limited to:

- Duplicate payment
- Payment to the wrong provider
- Payment for the wrong member
- Contractual payments
- Internal and external audits
- Retroactive termination of a member

The Negative Balance Report is available through the *HPHConnect* portal for users with access to claims data (Requires *Back Office* user role or higher). If you do not already have access to *HPHConnect*, you can visit our registration page and click the corresponding link for your organization’s status/type for more information on the registration process.

Accessing the Negative Balance Report

Go to the Office Management Tab and click the link for “Provider Analytics.”



Click the “Provider Analytics” link on the next page

Provider Analytics is a tool provided by Harvard Pilgrim Health Care to help providers monitor and manage the claims activity a their practices. It provides claim, EDI and provider demographic data for those practitioners, groups or both associated with an authorized *HPHConnect* access list. Data is refreshed monthly and available the Monday on or following the 10th of the month.

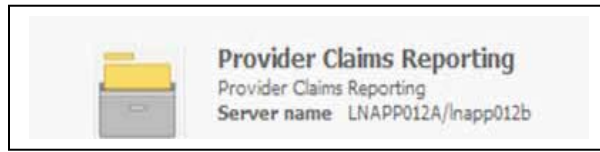
What data is included? 13 months of data for members enrolled in Harvard Pilgrim's core products:

- Adjudicated claims data
- EDI transaction submission records
- Associated provider demographic data

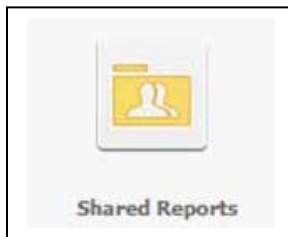
What data is not included? Claims or EDI data for members enrolled in products jointly offered by Harvard Pilgrim and UnitedHealthcare, First Seniority Freedom, or products offered by Health Plans Inc.

[Provider Analytics](#) ←

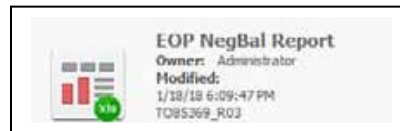
Click the “Provider Claims Reporting” icon



Click on the “Shared Reports” icon

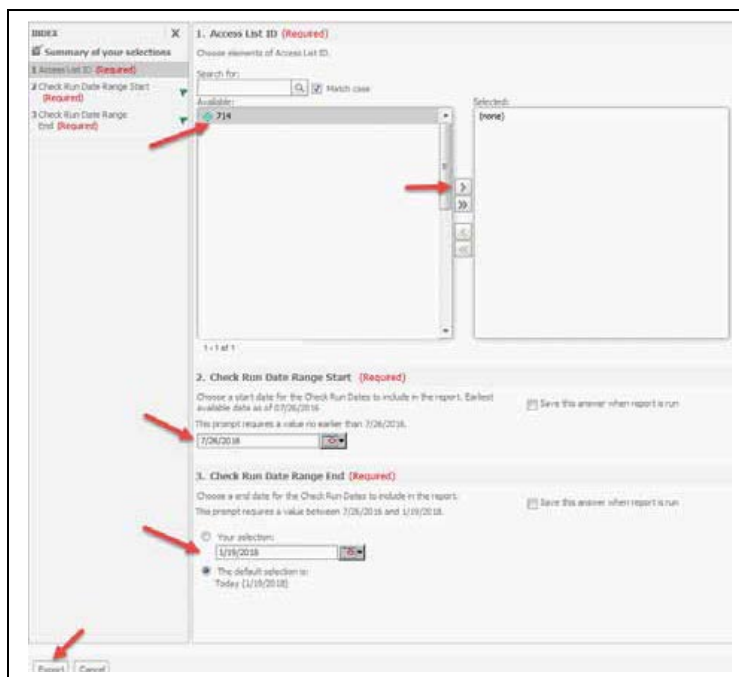


Click on the “EOP NegBal Report” icon



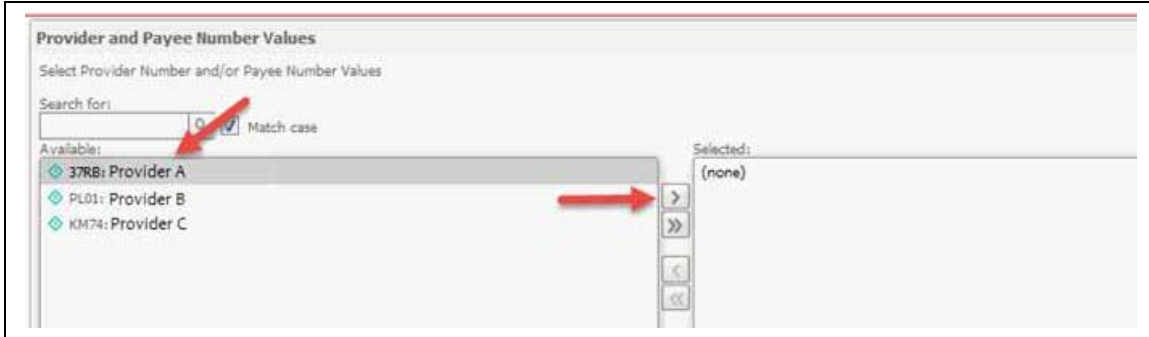
Input the following to begin running the report:

- Select the access list ID from “available” and hit the right arrow button to move to the “selected” column
- Enter the start date for Check Run Date Range by manual entry or using the calendar icon
- Enter the end date for Check Run Date Range by manual entry or using the calendar icon
- Hit “Export Button” in the bottom left corner of the page

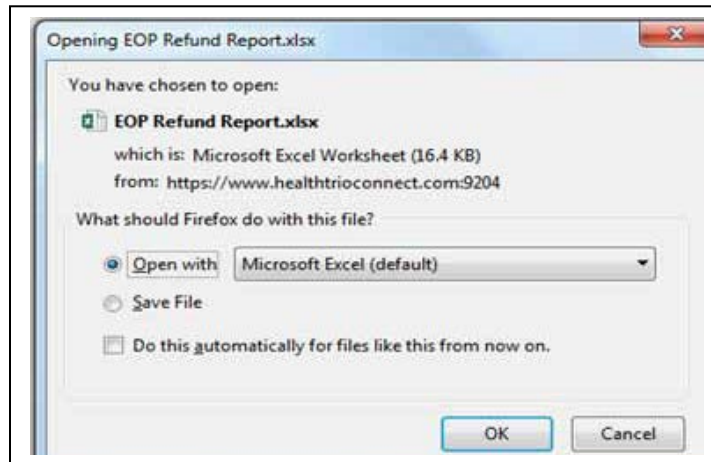


On the next page, select the provider name(s)/payee #(s) corresponding to the negative balance.

- Hit the right arrow button to move the provider(s) from “available” to “selected” — you may select multiple providers
- Click the “Export” button again to run the report



Your request will process, and if there are negative balances in the system meeting the search parameters entered, a Microsoft Excel report will be generated. You will then be prompted to “open” or “save” the file.



This is what the report will look like in Excel with explanations below for each field

Please note: Data for the Negative Balance Report is only available starting from 07/26/2016.

The report shows the claims detail for each remittance that increased or decreased a negative balance. The Negative Balance column shows the current negative balance as of the date of each remittance. In this case, the report was run on 12/18/17 for the parameters of 07/21/17 – 12/18/17. This balance was offset to zero as of the 09/12/17 remittance

Provider Name and Pay to Address

Payee #: Harvard Pilgrim assigned Provider ID.

TIN #: Provider tax identification number.

Member Name: Name of patient on the claim.

Patient Account #: Patient identification number assigned by the provider.

HPHC ID: Patient identification number assigned by Harvard Pilgrim.

DOS: Date of Service for the patient/claim.

Claim #: Harvard Pilgrim assigned claim #.

Reason for the Claim Adjustment: Reason the claim was adjusted (retracted) creating a negative balance.

Adjustment: Amount that claim was adjusted. (Overpayment amount)

Offset: Amount of claim payment used to offset/recoup negative balance.

Payment: Amount of payment made to provider after negative balance is satisfied/completely offset.

Negative Balance: Cumulative negative balance after retractions and offsets. This balance should agree to the ending negative balance in the Negative Balance Summary Box on the EOP for that remittance, as well as, the Forward Balance reported in the PLB segment of the 835.

Payment #: Harvard Pilgrim assigned check number or EFT number of remittance.

Date: Harvard Pilgrim system generated date of remittance.