Manage the Working Queue QRG

Navigation Form > 835 Form > Working Queue tab

The Working Queue located within the Billing Engine serves as a worklist of items that need to be addressed after posting an ERA. Once an 835 file is imported, the records are displayed under **Records To Post** or **Records Unable To Post** in the HIPAA 835 Inbound Form. When clicking the **Post** button, the system posts the remittance lines in Records To Post to their matching Line Items, and you will be asked if you want to move records that are not able to be posted to the Working Queue.

Manage the Working Queue

Here are some reasons why a remittance line is passed to the Working Queue because it can't be posted:

- **Transitioning from another EMR**: You may get remittance advice on the 835 for a Service that was not rendered in NextStep. You can identify these records by using the filter to find non-NextStep clients and then deleting them from the Working Queue.
  1. From the Working Queue, click the **Filters** button.
  2. Select the **Show non-NSS clients only** checkbox.
  3. Complete other fields as necessary then click the **Ok** button.
  4. The records for non-NSS clients are displayed, click the **Select All** button.
  5. Click the **Delete** button to remove the records.
- **Line item is already closed**: If there is a remit that you have already posted before, and you try to post it again, it is moved into the Records Unable To Post section since it was already paid and closed. However, there is one case where you would want to post to a closed Line Item, a **reverse and re-entry**. In this scenario, the payer will send both a reversal and a payment on the same remit. To post to the closed Line Item for a reversal and re-entry, follow the steps below:
  1. From the Working Queue, identify the reversal by double-clicking to open the remittance line. In the Transaction Details window, you will see the details of the reversal.
  2. Navigate back to the **HIPAA 835 Inbound** tab.

3. In the lower right-hand corner of the Form, click the **Use Force Posting** checkbox. Selecting this checkbox ignores the closed Line Item and allows you to continue with posting.

4. Click the **Start** button.

5. Open the same 835 file again. The remittance line is now displayed under **Records To Post**.

6. Select the **Post** checkbox for the reversal/re-entry records, and click the **Post** button.

7. A pop-up is displayed asking if you want to move items from Records Unable to Post to the Working Queue.
   - If this is the first time you are sending records from this 835 to the Working Queue, click **Yes**.
   - If you've previously imported and posted records for this 835 file, you likely already moved the remaining Records Unable to Post to the Working Queue. To avoid duplicates, click **No**.

     Note: In order to prevent duplicate records in the Working Queue, when you first import an 835 file try reviewing the Transaction Details window in the Records Unable To Post section, while you are still in the HIPAA 835 Inbound tab. If you identify reversals before posting and moving anything to the Working Queue, you can simply re-import the file with the Use Force Posting box and proceed with your normal posting workflow.

- **Denial**: See the next section, [**Work Denials**](#).
- **Any other reason**: You will need to manually match the payment to a Line Item:

1. From the Working Queue, double-click the row to open the Transactions Details window.
   - If there is an open Line Item:
     a. Select the Line Item in the **Client Open Line Items** section.
     b. Click the **Post** button.
   - If there are no Line Items in the Client Open Line Items section, search for Line Items for the client:
     a. Navigate to the Line Items Filter Form: **File > Billing > Line Items**.
     b. Search for the client.
     c. Click the **Ok** button.
     d. Select the Line Item and click the **Ok** button.
     e. Click the **Transactions** button and then the **Transactions Form** tab.
     f. Click the **Add** button.
     g. Manually post the transaction and click the **Save** button.

2. To Remove the record(s) from the Working Queue list
   a. Return to the Working Queue, if not there, by navigation to: **Navigation Form > 835 Form > Working Queue tab**
   b. Delete the record(s) using one of the methods below.

- **Delete an individual record**: Select the record to delete and click the **Delete** button.
- **Delete multiple records**: Click the checkbox in the Select column for each record to delete and click the **Delete Selected** button.

Note: To filter out duplicate Line Items in the Working Queue, click the **Show Only WQ Duplicates** checkbox in the Working Queue Filters Form: **Navigation Form > 835 Form button > Working Queue tab > Filter button**. You can then delete the duplicates without reviewing each one.

Reprocess a Remittance Line

If there are remittance lines that are in the Working Queue that you know should've been posted, use the **Reprocess** functionality and the Billing Engine will attempt to match them to a Line Item for posting.

- **Reprocess a single remittance line**: Click on a single remittance line and click the **Reprocess** button.
- **Reprocess multiple remittance lines at once**: Select the checkboxes for the remittance lines you want to reprocess in the **Select** column and click the **Reprocess Selected** button.

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Work Denials

When importing an 835 file in the HIPAA 835 Inbound Form, by default, the **Do Not Post Denied** checkbox is selected. When posting the ERA, the Post column checkboxes for lines that are denied become unchecked, and those lines can be moved to the Working Queue along with the records listed under Records Unable To Post. If you **do not** have the Do Not Post Denied checkbox selected, the denial is posted as an adjustment in full, and the Line Item will be closed.

1. Navigate to the Line Items Filters Form: **File > Billing > Line Items**.
2. The Line Item Filters Form displays, in the **Denied (Y/N)** field, type **Y**.
   Note: Use other fields in the Line Items Filters Form to narrow your search as necessary.
3. Click the **Ok** button. The Line Item List is displayed.
4. Select the Line Item you want to work on and click the **Ok** button to open the Line Item Form. The Denied checkbox is selected and the Denied Date, Denial Reason Code, and Description are displayed.
5. Click the **Edit** button to re-work the claim and prepare it for resubmission, according to the reason for denial.
6. Once you've made your changes, deselect the **Denied** checkbox.
7. Change the **Print Status** to a **Y** so that you can pick it up in a batch of claims to send out.

8. Click the **Claim Frequency Code** drop-down and choose a **Claim Frequency Code** to reflect the reason for resubmission.

9. Click the **Save** button.

10. To Remove the record(s) from the Working Queue list

    a. Return to the Working Queue, if not there, by navigation to: **Navigation Form > 835 Form > Working Queue tab**

    b. Delete the record(s) using one of the methods below.

    - **Delete an individual record**: Select the record to delete and click the **Delete** button.
    - **Delete multiple records**: Click the checkbox in the Select column for each record to delete and click the **Delete Selected** button.

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