

# Top Reports for Top Returns: Which Reports Should You Be Running in NextStep Solutions?

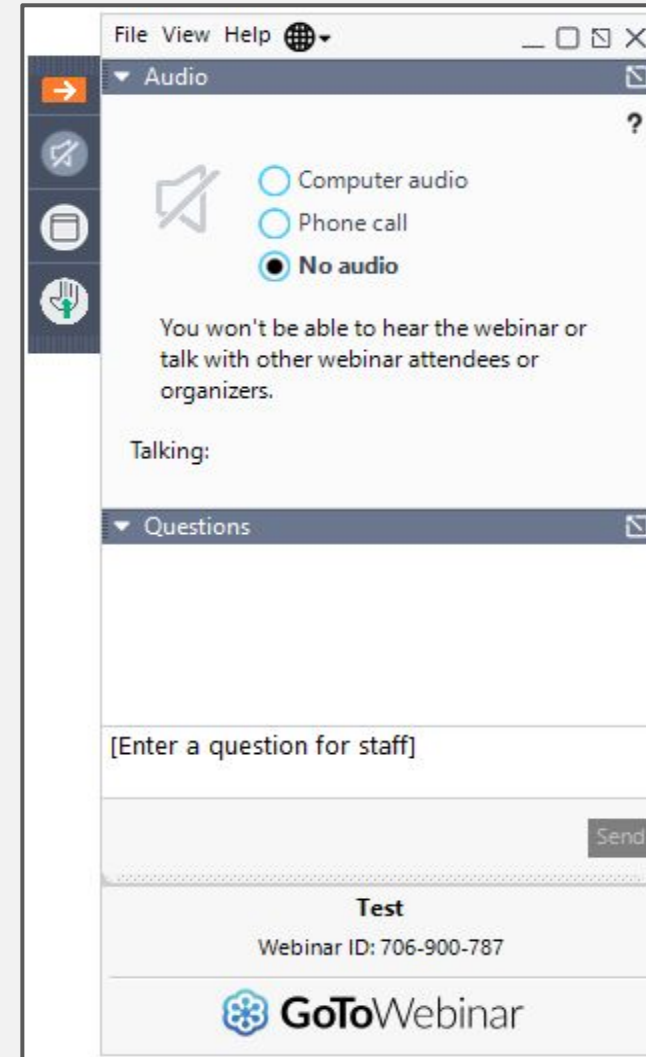
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# Housekeeping

- All attendees will be muted.
- Please enter your questions into the Questions box in the Go To Webinar control panel.





# Objectives

- Recognize the importance of financial reports
- Run Key KPI Benchmark reports
- Analyze and compare the report data
- Use and manipulate the data in the reports

**“If you can’t measure it, you can’t change it.”  
Peter Drucker**

# Importance of Running Financial Reports



1. **Analyze & manage your Financial Health**
  - a. Measure and compare monthly metrics
  - b. Allows agencies to know what we need to work on
  
2. **Evaluate cash flow trends**
  - a. Allows us to know what we need to work on
  - b. Shows what works so we can continue to do more of it.
  
3. **Find opportunities to improve productivity and protocols**
  - a. Monitor Key Performance Indicators to grow bottom line.

# Understanding the Reference Dates



1. **Event Date:** Date of service
2. **Billing Date:** Line Item creation date (e.g. date Line Item was processed from a Service or date that a payment was posted that created a Line Item)
3. **Invoice Date:** Last date the print status was changed to "N" (last date Line Items were sent on a claim)
4. **Remit Date:** Payment date from EOB or ERA file
5. **Posted Date:** Date the transaction was posted
6. **Control Date:** Last time a record was changed



**Let's Take a Look**

# Line Items Report



## **Purpose:**

Regular evaluations of your providers productivity to compare with other providers/physicians of similar Discipline allows administrators to have metrics that ensures they have the information needed to make informed management decisions.

## **Example:**

- Locations/Sites comparison
- Provider Productivity
- Procedure utilization



# Line Items Report

Main Menu > Practice Menu > Billing Line Items



- Line Item Report Options:
  - Date Ranges
  - Line Item Statuses
  - Organize by: Case vs Last Name
  
- Filter Options:
  - Drill down to specific view
  - Run Monthly for comparison
  
- Highly Customized
- Exportable

A screenshot of a web application interface titled "Line Item Reports". The form is organized into several sections. At the top, there are four "DATE RANGE" sections: "EVENT DATE RANGE", "BILLING DATE RANGE", "INVOICE DATE RANGE", and "REMIT DATE RANGE". Each section contains "From:" and "To:" labels followed by a dropdown menu. To the right of these sections are two radio button groups. The first group has three options: "All" (selected), "Open", and "Closed". The second group has two options: "By Case No." (selected) and "By Last Name". Below these is a "FILTERS" section with several dropdown menus: "Case No.", "Staff", "Party Type", "Insurer", "Act. Code", "Proc. Code", and "Site". At the bottom of the form is a prominent green button labeled "RUN".

# Line Item Report

## LINE ITEM REPORT

Column Chooser

Show Parameters

Export to

Search Panel

Case No ↑	Activity Code	Staff Code	Event Date	Event Start	Event End	Procedure Code	Billed Amount	Adjustment	Balance	Insurance ID	Insurance	Line Closed
1004	90837T	0255	11/1/2022	11/01/2022 07:00 PM	11/01/2022 08:00 PM	90837	\$180.00	\$0.00	\$180.00	HPI	Health Plans Inc	<input type="checkbox"/>
1004	90837T	0255	11/1/2022	11/01/2022 07:00 PM	11/01/2022 08:00 PM	90837	\$39.66	\$0.00	\$39.66	999	Private Pay No Insurance	<input type="checkbox"/>

Main Menu

# Line Items A/R by Date Type



## **Purpose:**

Allows monitoring of agency's account receivable metrics to ensure outstanding claims are reviewed, corrected and rebilled to ensure revenue and timely payments are received.

# Line Items A/R - Details



Line Item AR by Date Type Refresh Data

Status: (All) X Location: 01 X Payer: (All) X Party Type: (All) X Bucket: (All) X Procedure Code: (All) X

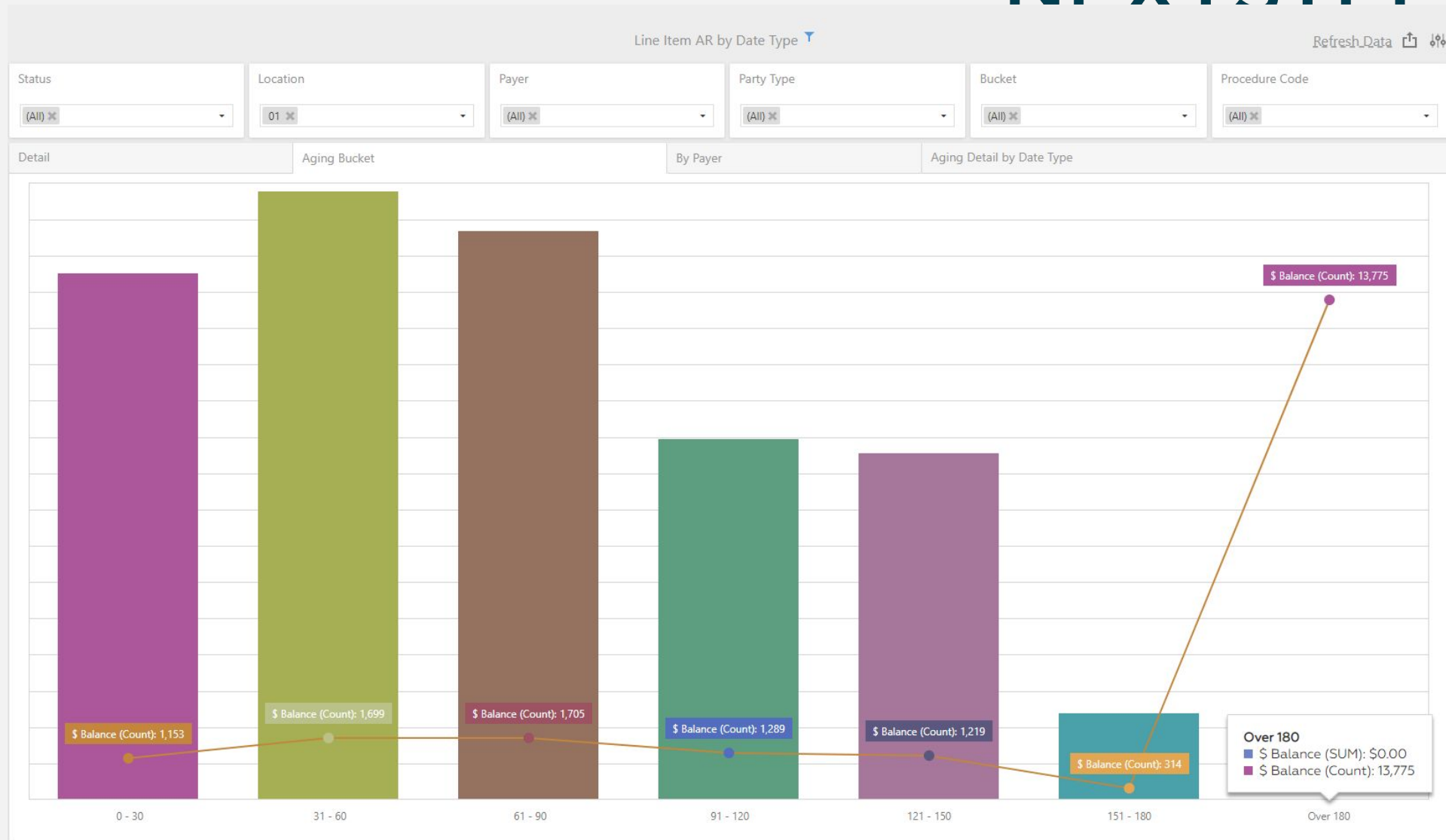
Detail			Aging Bucket		By Payer		Aging Detail by Date Type				
Date of Service	Date Invoiced	Date Billed	Case #	Patient	DOB	Activity Code	Payer	Party Type	Status	Provider	Location
11/1/2022	11/1/2022	11/14/2022	1081	[REDACTED]	1/22/1991	90837	Cenpatico Behavioral Health	Medicaid	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	1105	[REDACTED]				Medicaid	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	1343	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	2846	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	3427	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	3523	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	3680	[REDACTED]				Medicaid	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	3991	[REDACTED]				Private Pay	NOT SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	3991	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	4113	[REDACTED]				Medicaid	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	4307	[REDACTED]				Medicaid	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5134	[REDACTED]				Other Insurance	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5581	[REDACTED]				Blue Cross/Blue Shield	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5667	[REDACTED]				Medicaid	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5770	[REDACTED]				New Hampshire Medicaid	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5964	[REDACTED]				Blue Cross/Blue Shield	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	5964	[REDACTED]				Private Pay	NOT SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	6026	[REDACTED]				Blue Cross/Blue Shield	CLOSED	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	6026	[REDACTED]				Private Pay	NOT SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	6212	[REDACTED]	2/27/1987	90837	Anthem Blue Cross of NH	Blue Cross/Blue Shield	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	6401	[REDACTED]	9/16/1996	90837	Cigna	Other Insurance	SENT	[REDACTED]	01
11/1/2022	11/1/2022	11/14/2022	6536	[REDACTED]	6/1/1979	90791	Cigna	Other Insurance	CLOSED	[REDACTED]	01

**Dashboard Parameters** X

Parameter	Value
Start Date	8/1/2023 <input type="text"/>
End Date	8/31/2023 <input type="text"/>
DateType	DOS <input type="text"/>

Reset
Submit

# Line Item A/R by Aging Bucket



# Line Item A/R by Payer



Line Item AR by Date Type Refresh Data

Status:  | 
 Location:  | 
 Payer:  | 
 Party Type:  | 
 Bucket:  | 
 Procedure Code:

Detail | 
 Aging Bucket | 
 By Payer | 
 Aging Detail by Date Type

By Payer

Payer	DOS	\$ Billed	\$ Adjusted	\$ Payments	\$ Allowed	\$ Balance	Age	Line Item #
AARP	11/3/2022	\$86.53	\$0.00	\$0.00		\$86.53		4
Aetna	11/1/2022	\$1,950.00	\$0.00	\$0.00	\$0.00	\$1,950.00	20	12
Aetna Medicare Supplement	11/21/2022	\$180.00	\$0.00	\$0.00		\$180.00	0	1
Ambetter	11/1/2022	\$7,665.00	\$2,592.16	\$2,284.84	\$0.00	\$2,788.00	11	46
AmeriHealth Caritas New Hampshire	11/1/2022	\$11,627.36	\$5,033.44	\$3,690.56	\$125.00	\$2,903.36	4	70
Anthem Blue Cross of NH	11/1/2022	\$61,372.12	\$17,899.45	\$18,486.55	\$0.00	\$24,986.12	6	354
Beacon Health Options formerly Value Options	11/1/2022	\$427.00	\$0.00	\$0.00	\$0.00	\$427.00	22	3
Beacon Health Strategies	11/1/2022	\$34,376.77	\$12,162.98	\$8,614.02	\$250.00	\$13,599.77	4	204
		<b>\$328,748.08</b>	<b>\$81,153.96</b>	<b>\$76,708.18</b>	<b>\$500.00</b>	<b>\$170,885.94</b>	<b>Avg = 12</b>	<b>Count = 32</b>

By Party Type

Party Type	DOS	\$ Billed	\$ Adjusted	\$ Payments	\$ Allowed	\$ Balance	Age	Line Item #
Blue Cross/Blue Shield	11/1/2022	\$61372.12	\$17,899.45	\$18486.55	\$0.00	\$24986.12	6	354
Medicaid	11/1/2022	\$97093.90	\$33,459.04	\$25936.96	\$500.00	\$37697.90	6	581
Medicare	11/1/2022	\$7917.00	\$489.41	\$390.59	\$0.00	\$7037.00	18	45
Other Insurance	11/1/2022	\$120140.31	\$27,614.13	\$27614.87	\$0.00	\$64911.31	11	695
Private Pay	11/1/2022	\$42224.75	\$1,691.93	\$4279.21		\$36253.61		744
		<b>\$328748.08</b>	<b>\$81,153.96</b>	<b>\$76708.18</b>	<b>\$500.00</b>	<b>\$170885.94</b>	<b>Avg = 10</b>	<b>Count = 5</b>

# Aging Detail Date Type



Line Item AR by Date Type Refresh Data

Status <input type="text" value="(All) X"/>	Location <input type="text" value="01 X"/>	Payer <input type="text" value="(All) X"/>	Party Type <input type="text" value="(All) X"/>	Bucket <input type="text" value="(All) X"/>	Procedure Code <input type="text" value="(All) X"/>
--	---	---	--	--	--

Detail	Aging Bucket	By Payer	Aging Detail by Date Type
	0 - 30		Grand Total
▸ Blue Cross/Blue Shield		\$24,986.12	\$24,986.12
▸ Medicaid		\$37,697.90	\$37,697.90
▸ Medicare		\$7,037.00	\$7,037.00
▸ Other Insurance		\$64,911.31	\$64,911.31
▸ Private Pay		\$36,253.61	\$36,253.61
Grand Total		\$36,253.61	\$36,253.61

# Accounts Receivable Reports



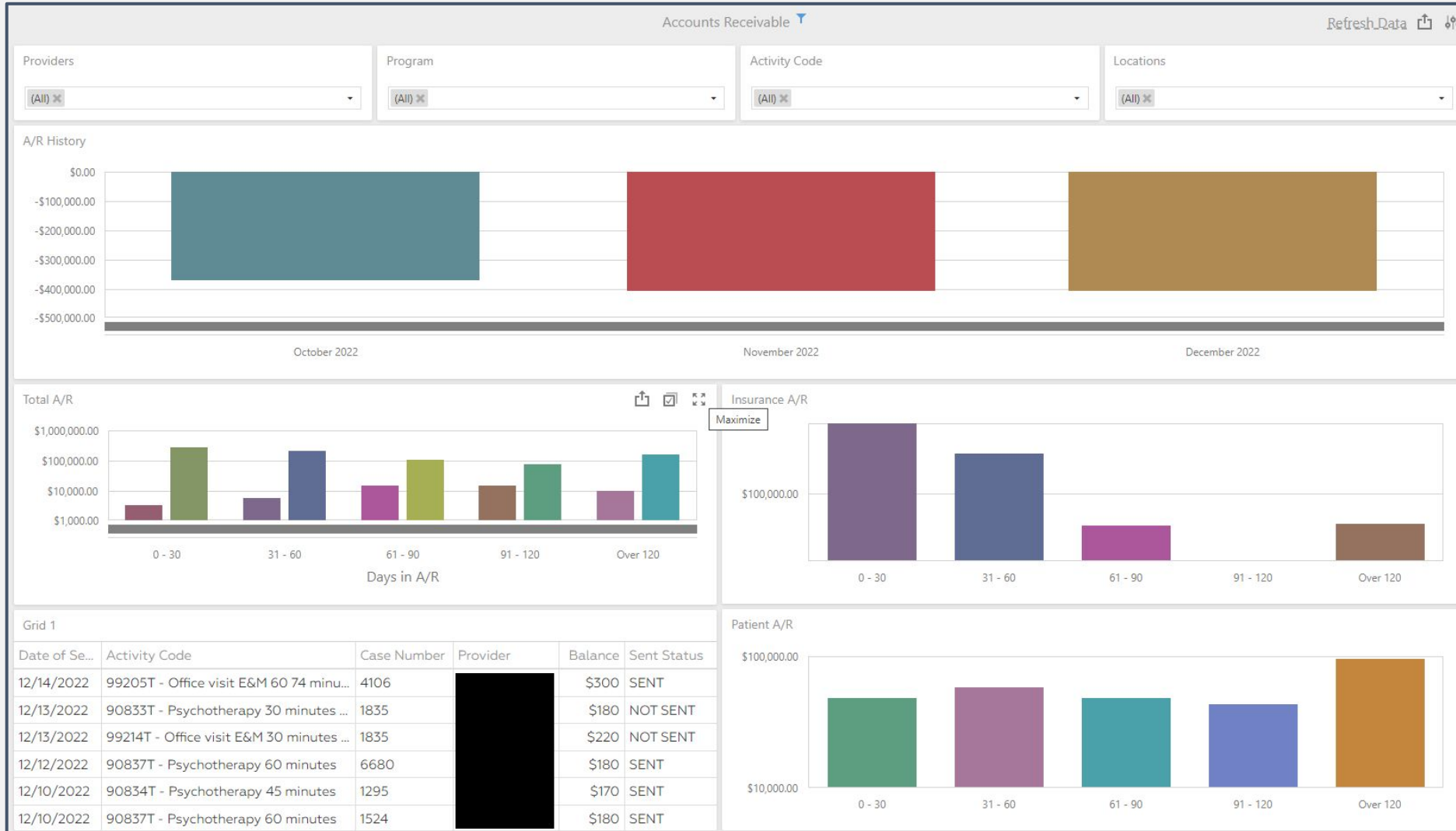
## Purpose:

Total billed - total paid - total adjusted = X

- Birds eye view of open balances:
  - How much has been paid
  - How much is still outstanding
  - Insurance Payer A/R
  - Private Pay A/R



# Accounts Receivable



# Sent Claims by Agency in Real Time



## **Purpose:**

Report on Line Items sent during a selected date range and provides a summary of the turn around time of Total Billed Amount, the number lines billed.

- Filter Options:
  - Date, Payer, Activity Code, Provider

# Sent Claims by Agency in Real Time



Outbound Real Time Refresh Data

Party Type: 
 Payer: 
 Agency: 
 Site: 
 Activity Code: 
 Provider:

Date Sent	Billed	# of Lines	% of Total Dollars	% of Total Count
10/3/2022	\$15370.00	85	1.08%	1.03%
10/4/2022	\$67130.18	392	4.73%	4.76%
10/5/2022	\$97326.00	562	6.86%	6.83%
10/6/2022	\$91167.74	517	6.42%	6.28%
10/7/2022	\$50575.95	292	3.56%	3.55%
10/11/2022	\$69544.81	499	4.90%	6.07%
10/12/2022	\$46250.00	265	3.26%	3.22%
10/14/2022	\$2880.00	16	0.20%	0.19%
10/17/2022	\$40860.00	215	2.88%	2.61%
10/19/2022	\$28759.40	161	2.03%	1.96%
10/21/2022	\$99510.91	588	7.01%	7.15%
10/24/2022	\$39364.00	233	2.77%	2.83%
10/28/2022	\$3149.35	32	0.22%	0.39%
10/31/2022	\$33445.55	192	2.36%	2.33%
11/1/2022	\$370.00	2	0.03%	0.02%
11/2/2022	\$310.00	2	0.02%	0.02%
11/3/2022	\$10702.95	67	0.75%	0.81%
11/4/2022	\$84502.00	484	5.95%	5.88%
11/7/2022	\$153782.11	900	10.83%	10.94%

**Date Sent**

**Date of Service**

# Conclusion

- The importance of financial reports
- Analyze and compare the report data
- Use and manipulate the data in the reports

# Accessing Your NextStep Solutions Help Center



A screenshot of the NextStep Solutions web application interface. The interface is dark-themed with a blue sidebar on the left and a light blue main content area on the right. The sidebar contains the NextStep Solutions logo at the top, followed by the user's name and location: "Harper Garrett (hgarrett) @ NS Residential Recovery Center". Below this is a "MAIN MENU" section with several items: "REMINDERS" (with a red circle containing the number 9), "MESSAGE CENTER" (with a red circle containing the number 3), "SCHEDULER", "CHANGE PASSWORD", "MAINTAIN USERS", "CHANGE LOCATION", "PRINT", "HELP CENTER" (which is circled in red), "IDEAS PORTAL", and "LOGOUT". The main content area is divided into two sections: "Admissions" and "Reports". The "Admissions" section includes "Face Sheet", "Pre-Admit Forms", "Bed Management", "Program Transfer or Client Discharge", and "Case Assignments". The "Reports" section includes "Administrative Reports", "Document Center", "Reports", "Personal Productivity", "Export Form Data", and "eMAR Reports".

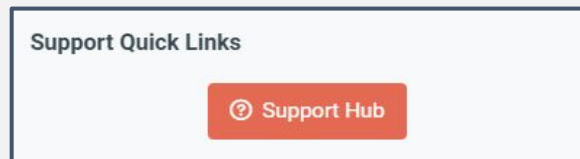
# Resources

## NextStep Help Center:

- [Billing/Financial Reports Help Center Article](#)
- [NextStep Continuing Education Series Corner](#)

If you have questions related to NextStep Billing Reports in your agency, please contact Support:

1. Email Support @ [support@nssbehavioralhealth.com](mailto:support@nssbehavioralhealth.com)
2. Call Support @ 248-309-3402, option 3
3. Click on the Support Hub Button on the NextStep Solutions Help Center



If you would like one on one training, or would like more information on NextStep Billing Reports, please contact your account manager:

1. Email Account Managers @ [accountmanagers@nssbehavioralhealth.com](mailto:accountmanagers@nssbehavioralhealth.com)

# Q & A



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