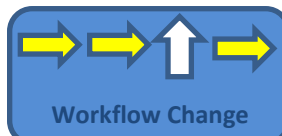
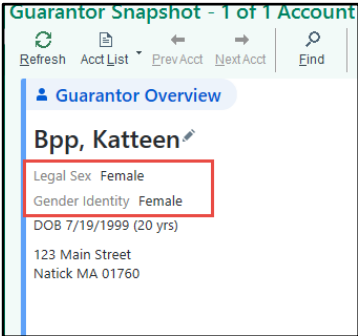


Epic - Version February 2019: Professional Billing User Guide

Learning Legend:

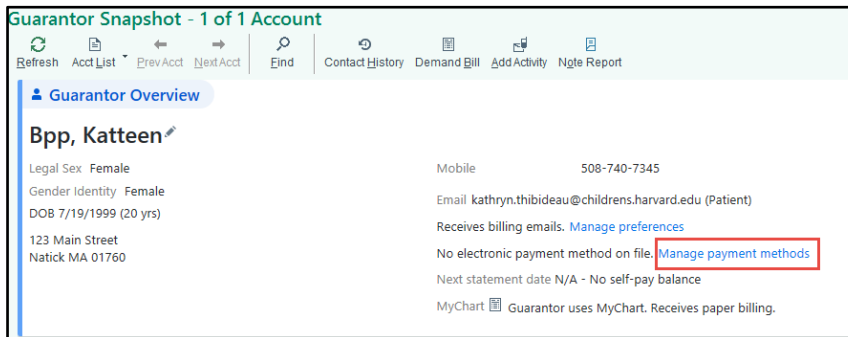


Topic:	Learning Category:	What's Different as of August 14, 2019?
PROFESSIONAL BILLING ENHANCEMENTS		
Gender Identity Appears Alongside Legal Sex	New Feature	<p>If a patient's gender identity is documented in Epic, it now always appears alongside their legal sex in Resolute Professional Billing, even if their gender identity and legal sex are the same. You'll see this change in places like Guarantor Account Maintenance, Patient Summary, and Follow-Up Workqueue Assistant</p> 

Update Credit Card
Information Without
Collecting Payments

New Feature

You can now add or remove credit card or bank account information for a guarantor in Guarantor Snapshot with the *Manage Payment Methods* link.



Guarantor Snapshot - 1 of 1 Account

Refresh Acct List Prev Acct Next Acct Find Contact History Demand Bill Add Activity Ngle Report

Guarantor Overview

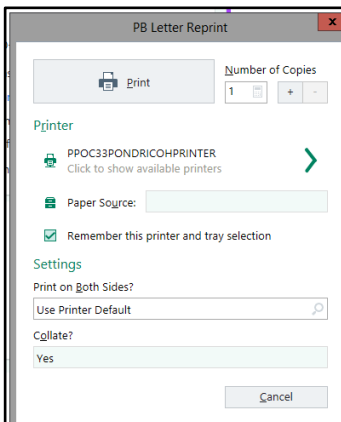
Bpp, Katteen

Legal Sex: Female Mobile: 508-740-7345
 Gender Identity: Female Email: kathryn.thibideau@childrens.harvard.edu (Patient)
 DOB: 7/19/1999 (20 yrs) Receives billing emails. [Manage preferences](#)
 123 Main Street No electronic payment method on file. [Manage payment methods](#)
 Natick MA 01760 Next statement date N/A - No self-pay balance
 MyChart: Guarantor uses MyChart. Receives paper billing.

New Look for Letter
Printing in Guarantor
Snapshot

New Look

Printing a letter in *Guarantor Snapshot > Contact Activity* or from *Guarantor Snapshot > Contact History* looks different, but you have all the same options.



PB Letter Reprint

Print Number of Copies: 1

Printer
 PPOC33PONDRIKOPRINTER
 Click to show available printers

Paper Source:

☒ Remember this printer and tray selection

Settings
 Print on Both Sides?
 Use Printer Default
 Collate?
 Yes

Cancel

Payment Posting Catches More Mistakes	New Feature	<p>When you post payments in batches, you now see a warning if:</p> <ul style="list-style-type: none"> - <i>A line's amounts do not add up correctly, including lines where the paid amount, denied amount, or insurance write-off is greater than the billed amount.</i> - <i>The ICN is missing.</i>
Revenue Guardian Encounter Report Replaces Charge Reconciliation Report	New Feature	The Charge Reconciliation Report is now called the Revenue Guardian Encounter Report
MYCHART BILLING ENHANCEMENTS		
MyChart Billing Details now include four tabs – Overview, Charges, Payments, and Communications	New Feature	<p>-</p> <p>MyChart Billing Details now includes four tabs for provider better organization – Overview, Charges, Payments, and Communications (e.g. Statements & Letters).</p> 