

## ***Run the System Data Integrity and Validation Reports***

If anything prints on the Data Integrity Reports (History Status, Miscellaneous and Non-History Status) or on the Validation Reports (Charge and Transaction), log a call to NextGen Support for assistance in resolving and clearing the data from the report(s).

- **Charge Validation:**  
The report identifies discrepancies between the line item balance on the Financial tab in the chart and the line item balance in Balance Control.
- **Transaction Validation:**  
The report identifies discrepancies between transaction records (top section of payment entry screen) and transaction\_detail records (ledger section of payment entry screen).
- **History Status Data Integrity:**  
The report identifies encounters that are not in a history status but have no outstanding balance.
- **Miscellaneous Data Integrity:**  
The report identifies any condition in data that may cause reporting problems and any condition in data that may be due to the application.
- **Non-History Status Data Integrity:**  
The report identifies encounters that are in a history status but have an outstanding balance.

## ***Encounter Level Reports vs. Line Item Level Reports***

When balancing multiple reports, make sure the reports are being calculated consistently, either by Encounter or by Line Item. It is possible that reports printing data by encounter vs. by line item will contain different data since the data is pulled from different sources.

## ***Encounter vs. Invoice***

Charges entered on Encounters and charges entered on Invoices report differently on various reports. Check that both Encounters and Invoices are included on each report.

## ***Date Filtering***

When balancing multiple reports, make sure the date filter on the Filter1 tab is consistent on each report. (ie: Create Date, Service Date, Process Date, Transaction Date, Post Date)

### ***Charge Process Date and Batch Process Date Override***

If users have security to override the Process Date on charges and/or transactions, it is possible that dates were overridden inadvertently.

### ***Auto-Adjustments (Contracts and Sliding Fee Schedules)***

Auto-adjustments are marked with a Process Date of the day they are created. If the charge has the process date overridden to a prior financial period, the charge and the adjustment will not be reported in the same period. Many of the reports (including the accounts receivable reports) are “charge-based”, which means that if the charge is not on the report, then the adjustments attached to that charge will also not appear on the report.

### ***Charges and Transactions with Different Process Dates***

It is possible for a charge to have a Process date in one financial period and an associated transaction with a process date in another financial period. Many of the reports are “charge-based”, which means that if the charge is not on the report, the transaction will also not appear on the report.

### ***Run the Unapplied Amounts by Account, Invoice and Encounter Report***

Prior to version 5.3, unapplied credits are not included on the Monthly Service Item Summary Reports as payments. After version 5.3, if unapplied credits are used as Adjustments, they are not included on the Monthly Service Item Summary Reports as payments. If unapplied credits are used as Payments, they are not included on the Monthly Service Item Summary Reports as payments ***until they are applied.***

Unapplied credits also report differently on various other reports.

### ***Encounter Status***

Depending on the reports to be balanced it may be necessary to include encounters in Bad Debt and/or History status, particularly if trying to balance reports from previous financial periods.

### ***Report Filter***

Check all report filter tabs to ensure that data is consistently being included/excluded.

**Report Data Sources**

<b>Report Category</b>	<b>Report Sub-Category</b>	<b>Data From</b>	<b>Financial Class From</b>
Accounts Receivable >	Aging Analysis > By Encounter	Encounter	Primary Payer
	Aging Analysis > By Line Item	Line Item	Primary Payer
	Billed Encounters	Encounter	Primary Payer
	Contractual Analysis	Line Item	Primary Payer
	Unbilled Encounters	Encounter	Primary Payer
	Collections > Insurance Aging Analysis	Line Item	Responsible Payer
	Collections > Insurance Detail	Line Item	Primary Payer
	Collections > Insurance Summary	Line Item	Primary Payer
Daily >	Activity Detail	Line Item	Actual Payer
	By Line Item > Adjustments	Line Item	Actual Payer
	By Line Item > Payments	Line Item	*Actual Payer
	By Line Item > Refunds	Line Item	Actual Payer
	By Line Item > Reason Code > Adjustments	Line Item	Actual Payer
	By Line Item > Reason Code > Payments	Line Item	*Actual Payer
	By Line Item > Reason Code > Refunds	Line Item	Actual Payer
	By Transactions > Adjustments	Encounter	Actual Payer
	By Transactions > Payment	Encounter	*Actual Payer
	By Transactions > Refunds	Encounter	Actual Payer
	By Encounter > Adjustments	Line Item	Primary Payer
	By Encounter > Payments	Line Item	Primary Payer
	By Encounter > Refunds	Line Item	Primary Payer
	Charges	Line Item	Primary Payer
	Encounters	Encounter	Primary Payer
Monthly >	Change in Accounts Receivable	Line Item	Primary Payer (Charges) Actual Payer (Transactions)
	Provider Productivity By RVU	Line Item	N/A
	Service Item Summary > Extended Amount and Transactions	Line Item	Primary Payer
	Service Item Summary > Transaction Source	Line Item	Primary Payer
	Transactions > By Encounter > Summary	Line Item	*Primary Payer
	Transactions > By Encounter > Summary with Transaction Code	Line Item	*Primary Payer
	Transactions > By Line Item > Summary	Line Item	Primary Payer (Charges) *Actual Payer (Transactions)
	Transactions > By Line Item > Summary with Transaction Code	Line Item	Actual Payer (Transactions)

\*Account and Budget payments report under Financial Class <Unknown>

## **Charges**

- **Service Date:**  
Captured during charge entry for each line item and reflects the actual date of the patient's encounter. The date is not static and can be changed within the application after auto-close has run (or after manual close).
- **Create Date:**  
Captured during charge entry for each line item and reflects the actual date the charge was entered into NEXTGEN® EPM. The date is generated by the current server date. The date is static and cannot be changed within the application.
- **Process Date:**  
Captured during the auto-close process (or during manual close). For auto-close, the date is generated by the current server date. For manual close, the date is determined by the user that performs the close. In either case, the date is static and cannot be changed within the application after the close has run. However, the date can be changed within the application prior to the closing process if the user has the appropriate security (see below).

## **Transactions (Payments / Adjustments / Refunds)**

- **Transaction Date:**  
Captured during payment/adjustment entry within the transaction batch header. The date is determined by the user that creates the batch. The date can be changed prior to the batch being posted. However, the date is static and cannot be changed within the application after the batch has been posted.
- **Post Date:**  
Captured at the time a payment/adjustment transaction batch is posted. The date is generated by the current server date. The date is static and cannot be changed within the application after the transaction batch has been posted.
- **Process Date:**  
Captured at the time a payment /adjustment transaction batch is posted. The date is generated by the current server date. The date is static and cannot be changed within the application after the transaction batch has been posted. However, the date can be changed within the application prior to posting the batch if the user has the appropriate security (see below).

### ***Security Options Related to Process Date***

- **Batch Process Date Override:**  
Allows users to define the Process Date for a payment/adjustment transaction batch. The date is defined within the batch header and all transactions associated with the batch will have the specified Process Date.
- **Charge Process Date Override:**  
Allows users to define the Process Date for specific charges. The date is defined on the Charge Entry screen for each line item entered.
- **Override Process Date Update:**  
Allows users to access the Override Process Date option from the File > Processes menu to set a “minimum” Process Date. Users with the above security cannot use a Process Date on charges or transactions that is prior to the date defined here.