

GUIDE TO YOUR EXPLANATION OF PAYMENT

We are pleased to offer you our new enhanced Explanation of Payment (EOP) effective April 30, 2019. This new design offers your office easier navigability which saves your staff time. Below are the new enhancements.

Cigna HealthSpring
123 Anywhere St.
Anywhere, TX 77092-8815

Forwarding Service Requested

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ABC Physicians Medical
PO Box 123
Anywhere, USA 11111

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Date: 04/05/2019
Provider: ABC Physicians
Provider NPI: 1234567891
Check Number:
Voucher Number: CKHST1U00111111
Negative Balance ID: CU000000111111

Explanation of Claims Adjustments

Member ID: 11111111 Member Name: Jane Doe Network: EPO Claim Number: 18111E00111R1 Provider Act No/Patient Control No: 123456789		Provider Name: Doe, John Date(s) of Service: 01/01/2019-01/01/2019 Paid DRG: 682 DRG Weight: 0.00 Interest: \$0.00									
Date(s) of Service	Service Code	Billed Amount	Allowed Amount	Copay	Coinsurance	Deductible	Withhold	Adjustment	Payment	Reason Code	
01/01/2018-01/01/2018	99283	-682.00	-61.47	0.00	0.00	0.00	-1.23	-620.53	-60.24	998	
Claim Totals:		-682.00	-61.47	0.00	0.00	0.00	-1.23	-620.53	-60.24		

The Patient Control No will now be more clear and added in this new field.

Our reason codes have increased to now include up to six per claim line instead of three.

This field was previously titled Vendor. Now it's more clear with the Provider name.

When a Negative Balance is created on an EOP, a number is generated here and in the new Specifications of Recoupment section below. If a Negative Balance is not created, this field will be blank.

This will be the DRG in which we paid. If 683 were submitted but we paid at a 682, then 682 will populate.

Each DRG has a payment weight assigned to it, based on the average resources used to treat Medicare patients in that DRG.

This is the amount of interest that was paid on this claim. This used to be a separate column next to Adjustment.

Total Check Amount/Total Offsets/Total Refund Requests

Initial Claims Payments	0.00
Claims Adjustments	-237.07
Negative Balance recouped from this check	0.00
Total Check Amount	-237.07
Total Refund Requests	0.00

Additional Information

Total Interest on EOP: This is the sum of all interest on each claim on this EOP.

Total Interest on EOP	0.00
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Specification of Recoupments

Negative Balance ID	Negative Balance Original Total	Recoupment Amount	Recoupment Date	Remaining Balance
CU000000111111	\$237.07	\$0.00	04/04/2019	\$237.07

Specification of Recoupments

This section allows you to balance your recoupments to a negative balance.

Negative Balance ID: This is a unique ID that is created when a Negative Balance is created on an EOP.

Negative Balance Original Total: This is the original total amount that was applied when the negative balance was created.

Recoupment Amount: This is the amount that was recouped against the negative balance.

Recoupment Date: This is the date the recoupment occurred in the system. This does not match the EOP date within the header. This is typically one day before the EOP date unless the recoupment date falls on a Friday. Then it is three days before the EOP date.

Remaining Balance: This is the remaining balance that still needs to be satisfied. Once it becomes satisfied, then that Negative Balance will be suppressed from future EOPs.

We worked to provide enhancements to our paper EOP and our electronic EOP, also known as an 835. We are regulated by what we can include in the 835. See the chart below to determine which EOPs received the enhancements.

Enhancement Description	Paper EOP	Electronic/835
Patient Control No.	Yes	Yes
Paid DRG	Yes	Yes
DRG Weight	Yes	Yes
Negative Balance ID	Yes	No
Reason Codes – Now up to 6	Yes	No
Total Interest on EOP	Yes	No
Specification of Recoupments Section	Yes	No
\$0 Remits	Already Occurring	Yes

If you have questions regarding these enhancements please reach out to your Network Operations Representative. Our team works internally with your representatives so that we can partner together to continually provide better EOPs.