



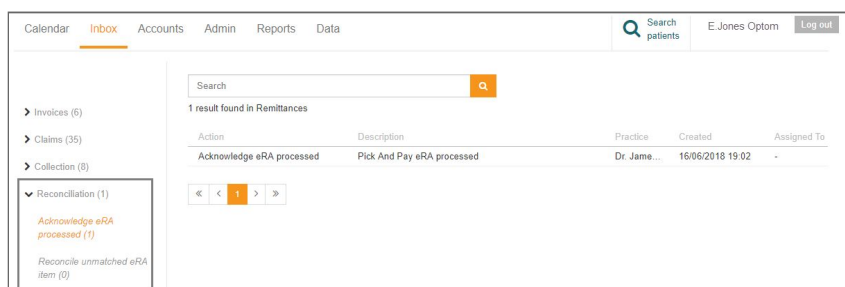
myMPS

How to guide

How to manage electronic remittances

Remittances are received electronically into **myMPS** and matched automatically to the claims for real time schemes.

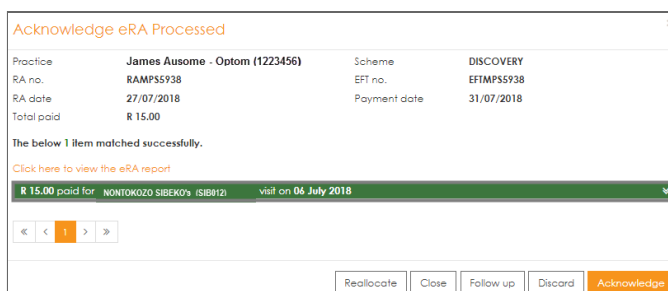
- Matched eRAs are found in the 'Inbox' under '**Acknowledge eRA processed**'
- Unmatched eRAs will be found in '**Reconcile unmatched eRA item**'



Note: To expand the menu on the left of the screen, click on the '>' next to the menu option. This will then change to a 'v' once the menu has been expanded.

Acknowledge eRA processed

1. Select the eRA you would like to acknowledge.
2. Click on the drop arrow 'v', on the right of the line, in order to view the eRA, or
3. Click on the '**Acknowledge**' button to accept the reconciliation done by myMPS.



Reconcile unmatched eRA item

There are a number of reasons why eRA's may not match correctly.

Once you open the eRA, you can find out the reason and take appropriate action.

1. The eRA will be populated in the top grid with the patient's details, amount paid, date of service, claim lines and reason code.

(Hover your mouse over

the reason code in order to read the medical aid response).

2. **myMPS** will auto populate the account details of the patient to match the payment. (In the case where the system cannot find the patient, you can type in the membership number in the search column).
3. The '**unallocated amount**' will be highlighted in red.
4. Potential invoices to match to the payment are generated by the system.

Note: Unticking the '**Filter on claim matches**' and '**Outstanding balances only**' gives you a wider range of invoices to select from.

5. Once all potential invoices have been populated, you can manually match in 2 ways:
 - o Use the '**Match Line**' functionality by selecting the corresponding number on the line item to match back to the RA payment lines. **myMPS** will automatically populate the amount paid. OR
 - o Capture the payment reflecting on the RA in the '**Amount Paid**' column for the correct claim line.

The '**Action**' column allows you to take action on any remaining balances for each claim line.

Unmatched Remittance								R 528.20 paid for Penny Nene's (505528942) visit on 12/09/2018	
Line No.	Tariff Code	NAPPI Code	Claimed	Tariff Amount	Paid to Provider	Amount Rejected	Reason Code		
1	0190		R 528.20	R 528.20	R 528.20	R 0.00	557		

Allocated: R 528.20 / Remaining: R 0.00

Member No.	Account No.	Account Holder	Amount Paid
12345666	NEN001	Nene, Penny	R 528.20

Search on name, surname, account no. or member no.

Allocated to account: R 528.20 Unallocated amt. R 0.00 ☐ Filter on claim matches ☐ Outstanding balances only

Match Line	Status	Date of Service	Patient	Dep.	Code	Claimed	Prior Payments	Patient Liab.	Medical Aid Liab.	Amount Paid	Balance Outstanding	Action	Reason Code
1	Rejected	12/07/2018	Penny Nene	00	0190	R 528.20	R 528.20	R 0.00	R 0.00	R 528.20	-R 528.20	N/A	557
1		12/07/2018	Penny Nene	00	0197	R 55.43	R 55.43	R 0.00	R 0.00		R 0.00	N/A	
		12/07/2018	Penny Nene	00	0201	R 23.06	R 23.06	R 0.00	R 0.00			N/A	
					Sub total	R 606.69	R 606.69	R 0.00	R 0.00	R 528.20	-R	Write off	
	Rejected	16/07/2018	Penny Nene	00	0190	R 528.20	R 528.20	R 0.00	R 0.00			Write off	
		16/07/2018	Penny Nene	00	XCONS	R 712.70	R 712.70	R 0.00	R 0.00				
		16/07/2018	Penny Nene	00	0197	R 247.54	R 247.54	R 0.00	R 0.00		R 0.00	N/A	
		16/07/2018	Penny Nene	00	0201	R 166.90	R 166.90	R 0.00	R 0.00		R 0.00	N/A	

☐ Could not reconcile

Reallocate Clear Close Follow up Discard **Save**

- Once all payments have been allocated, the '**Unallocated Amount**' will reflect a zero and you can save.
- In the case where the RA could not be reconciled, select the '**Could not reconcile**' checkbox and choose from the reasons listed.

☒ Could not reconcile

Specify a reason:

- ☒ I cannot find the account or claim. I will action this item from the Suspense Account list later.
- ☐ Ignore this remittance. It is a duplicate.
- ☐ Ignore this remittance. It does not belong on the myMPS system.
- ☐ Ignore this remittance for another reason.

The first option will remove the work item from the Inbox, but the remittance will be available to reconcile later in the **Suspense Account**.

The last three options mean that the unmatched remittance must be ignored totally. It will still be visible on the remittance statement report (the reason you provided will also be visible on the report), but it will not be in the **Suspense Account** any longer.

Accessing the Suspense Account

The suspense account is found in the '**Accounts tab**' and gives you a list of all unreconciled remittances that were discarded from the inbox.

Calendar	Inbox	Accounts	Admin	Reports	Data
<div> <div> <div>Search accounts (3)</div> <div>View invoices (5)</div> <div>Capture invoice</div> <div>Capture paper RA</div> <div>Medical insurers</div> <div>Suspense account</div> </div> <div> <div>Scheme</div> <div>Remittance from date</div> <div>Date of service from</div> <div>Member no.</div> <div>Patient surname</div> </div> <div> <div>All</div> <div>dd/mm/yyyy</div> <div>dd/mm/yyyy</div> <div></div> <div></div> </div> <div> <div>EFT no.</div> <div>Remittance to date</div> <div>Date of service to</div> <div>Account no.</div> </div> <div> <div>dd/mm/yyyy</div> <div>dd/mm/yyyy</div> <div></div> </div> </div> <div> <div>Clear</div> <div>Search</div> </div>					

You can search for a specific RA by using the search options available and click '**Search**'.