


Hospital Billing


HB Biller – Account

Audience: HB Biller – Account		
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Pre-Requisite E-Learning Courses	HB Biller – Account: Recorded Lessons	Training Track Complete

HB Biller - Account

Course ID: ECRHB101ILT	Prerequisites: ECRHB101WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: 1 hour
<p>Course Description: In this course, you learn the basics of preparing a hospital account for billing. In addition to working a variety of pre-billing edits, you learn the basics of combining accounts in Epic and late charge processing options.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB022 Account Maintenance for Billers • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB016 Overview of Charge Review Workqueues • E-Learning: RHB007 Overview of Account Errors and Flags • E-Learning: RHB032 Posting Adjustments


HB Biller – Claims

Audience: HB Biller - Claims		
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Pre-Requisite E-Learning Courses	HB Biller – Claims: Live Virtual Training	Training Track Complete

HB Biller - Claims

Course ID: ECRHB102ILT	Prerequisites: ECRHB102WBT
Instructor-Led Course Length: 5 hours	E-Learning Length: 1 hour
<p>Course Description: In this course, you learn the basics of working claim edit workqueue errors. You learn how to resolve UB claim code and claim line errors.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Settings • E-Learning: RHB022: Account Maintenance for Billers • E-Learning: RHB005 Overview of Claim Edit Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB016 Overview of Charge Review Workqueues • E-Learning: RHB007 Overview of Account Errors and Flags

HB Biller Manager

Audience: HB Biller Managers		
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Pre-Requisite E-Learning Courses	HB Biller Manager – Claims: Recorded Lesson	Training Track Complete


HB Biller Manager

Course ID: ECRHB103RL	Prerequisites: ECRHB103WBT
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p>Course Description: In this course, you learn about dashboards in Hyperspace. Additionally, you learn how to run, analyze, and follow up on various reports.</p>	<ul style="list-style-type: none"> • E-Learning: RPT005 Run and Manage Reports • Course: HB Biller - Claims • Course: HB Biller - Account

- **NOTE:** It is strongly recommended to take any/all curriculum that your staff are registered for to understand their workflow.

HB Customer Service

Audience: HB Customer Service Staff

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Pre-Requisite E-Learning Courses	HB Customer Service: Live Virtual Training	Training Track Complete

HB Customer Service

Course ID: ECRHB104ILT	Prerequisites: ECRHB104WBT
Instructor-Led Course Length: 9 hours	E-Learning Length: 1 hour
<p>Course Description:</p> <p>In this course, you learn the basics of answering patient questions regarding balance and statement information, posting adjustments, collecting payments over the phone, creating payment plans, and generating documentation for outside sources.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB007 Overview of Account Errors and Flags • E-Learning: RHB032 Posting Adjustments • E-Learning: RHB072 Account Maintenance for Customer Service and Self-Pay Follow-Up • E-Learning: EBL060 Overview of the Estimates Activity (recommended) • E-Learning: REV150 SmartTools for the Billing Office (recommended)

HB Customer Service Manager

Audience: HB Customer Service Managers		
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Pre-Requisite E-Learning Courses	HB Customer Service Manager: Recorded Lesson	Training Track Complete


HB Customer Service and Self-Pay Follow-Up Manager

Course ID: ECRHB204RL	Prerequisites: ECRHB204WBT
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
Course Description: In this course, you learn to measure AR and user activity using dashboards.	<ul style="list-style-type: none"> E-Learning: RPT005 Run and Manage Reports Course: HB Customer Service or Course: HB Self-Pay Follow-Up

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HB Insurance Follow-Up

Audience: HB Insurance Follow-Up Staff


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Pre-Requisite E-Learning Courses	HB Insurance Follow-Up: Live Virtual Training	Training Track Complete

HB Insurance Follow-Up

Course ID: ECRHB106ILT	Prerequisites: ECRHB106WBT
Instructor-Led Course Length: 3.5 hours	E-Learning Length: 1 hour
<p>Course Description: In this course, you learn the basics of following up with payors regarding outstanding claims and denials. You also learn how to initiate and review refunds.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB007 Overview of Account Errors and Flags • E-Learning: RHB009 Overview of Account Follow-Up Records • E-Learning: RHB042 Account Maintenance for Insurance Follow-Up

HB Insurance Follow-Up Manager

Audience: HB Insurance Follow-Up Managers

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Pre-Requisite E-Learning Courses	HB Insurance Follow-Up Manager: Recorded Lessons	Training Track Complete


HB Insurance Follow-Up Manager

Course ID: ECRHB206RL	Prerequisites: ECRHB206WBT
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p>Course Description:</p> <p>In this course, you learn how to approve or decline refunds, interpret key metrics from your dashboard, and analyze your users' productivity, and monitor denials and allowance discrepancies using various reports.</p>	<ul style="list-style-type: none"> E-Learning: RPT005 Run and Manage Reports Course: HB Insurance Follow-Up

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HB Guarantor Payment Poster

Audience: HB Guarantor Payment Posters


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Pre-Requisite E-Learning Courses	HB Guarantor Payment Poster: Live Virtual Training	Training Track Complete

HB Guarantor Payment Poster

Course ID: ECRHB105ILT	Prerequisites: ECRHB105WBT
Instructor-Led Course Length: 2.5 hours	E-Learning Length: 1.5 hours
<p>Course Description: In this course, you learn how to post guarantor payments and adjustments.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB022 Account Maintenance for Billers • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB007 Overview of Account Errors and Flags • E-Learning: RHB031 Posting Guarantor Payments • E-Learning: RHB032 Posting Adjustments

HB Insurance Payment Poster

Audience: HB Insurance Payment Posters

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Pre-Requisite E-Learning Courses	HB Insurance Payment Poster: Live Virtual Training	Training Track Complete

HB Insurance Payment Poster

Course ID: ECRHB107ILT	Prerequisites: ECRHB107WBT
Instructor-Led Course Length: 6 hours	E-Learning Length: 1.5 hours
<p>Course Description: In this course, you learn the basics of insurance payment posting, including addressing errors and posting discrepancies.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB022 Account Maintenance for Billers • E-Learning: RHB033 Correcting E-Remit Processing Errors • E-Learning: RHB030 Posting Insurance Payments • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB007 Overview of Account Errors and Flags

HB Payment Poster Manager

Audience: HB Payment Poster Manager

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Pre-Requisite E-Learning Courses	HB Payment Poster Manager: Recorded Lessons	Training Track Complete


HB Payment Poster Manager

Course ID: ECRHB207RL	Prerequisites: ECRHB207RL
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p>Course Description: In this course, you learn how to interpret key metrics from your dashboard, analyze your users' productivity, and monitor payment volumes and batches using various reports.</p>	<ul style="list-style-type: none"> E-Learning: RPT005 Run and Manage Reports Course: HB Insurance Payment Poster Course: HB Guarantor Payment Poster

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HB Self-Pay Follow-Up

Audience: HB Self-Pay Follow-Up Staff


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Pre-Requisite E-Learning Courses	HB Self-Pay Follow-Up: Live Virtual Training	Training Track Complete

HB Self-Pay Follow-Up

Course ID: ECRHB108ILT	Prerequisites: ECRHB108WBT
Instructor-Led Course Length: 9 hours	E-Learning Length: 1 hour
<p>Course Description: In this course, you learn the basics of working with outstanding self-pay balances. You learn how to document work performed on accounts, flag accounts that require additional follow-up, post adjustments, collect payments over the phone, and create payment plans.</p>	<ul style="list-style-type: none"> • E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051 Overview of Registration in a Hospital Setting • E-Learning: RHB004 Overview of Account Workqueues • E-Learning: RHB006 Overview of Billing Activities • E-Learning: RHB007 Overview of Account Errors and Flags • E-Learning: RHB032 Posting Adjustments • E-Learning: RHB072 Account Maintenance for Customer Service and Self-Pay Follow-Up • E-Learning: REV150 SmartTools for the Billing Office

HB Self-Pay Follow-Up Manager

Audience: HB Self-Pay Follow-Up Staff

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Pre-Requisite E-Learning Courses	HB Self-Pay Follow-Up Manager: Recorded Lesson	Training Track Complete


HB Customer Service and Self-Pay Follow-Up Manager

Course ID: ECRHB208RL	Prerequisites: ECRHB208WBT
Recorded Lessons Length: 2 hours	E-Learning Length: .5 hours
Course Description: In this course, you learn to measure AR and user activity using a dashboard.	<ul style="list-style-type: none"> E-Learning: RPT005 Run and Manage Reports Course: HB Customer Service or Course: HB Self-Pay Follow-Up

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Clinical Department Manager

Audience: Clinical Department Managers

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Pre-Requisite E-Learning Courses	Clinical Department Manager: Recorded Lessons	Training Track Complete


Clinical Department Manager

Course ID: ECRHB110RL	Prerequisites: ECRHB110RL
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p>Course Description: In this course, you learn how to post charges manually in the system and how to review charges from a charge review workqueue. You also use Revenue Guardian workqueues to identify and fix accounts.</p>	<ul style="list-style-type: none"> E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle E-Learning: RHB014 Overview of the Enterprise Encounter Charge Reconciliation Report E-Learning: RHB090 Account Maintenance for Clinical Department Managers

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Revenue Integrity Director

Audience: Revenue Integrity Direct

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Pre-Requisite E-Learning Courses	Revenue Integrity Director: Recorded Lessons	Training Track Complete

Revenue Integrity Director

Course ID: ECRHB109RL	Prerequisites:
Recorded Lessons Length: .5 hours	<ul style="list-style-type: none"> Course: Clinical Department Manager
<p>Course Description:</p> <p>In this course, you focus on the reporting tools that allow you to monitor revenue for your department.</p>	

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