


Professional Billing

PB Dental Charge Entry

Audience: Staff responsible for manually entering dental charges.


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Pre-Requisite E-Learning Courses	PB Dental Charge Entry: Live Virtual Training	Training Track Complete

PB Dental Charge Entry

Course ID: ECRPB103ILT	Prerequisites: ECRPB103WBT
Instructor-Led Course Length: 6.5 hours	E-Learning Length: .5 hours
<p>Course Description:</p> <p>In this course, you learn to manually post charges in different scenarios, including entering basic charges, recording teeth and surface numbers where applicable, attaching claim information records, attaching dental treatment plans and overriding procedure descriptions.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting

PB Anesthesia Coder

Audience: Staff responsible for coding anesthesia charges.


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Pre-Requisite E-Learning Courses	PB Anesthesia Coder: Live Virtual Training	Training Track Complete

PB Anesthesia Coder

Course ID: ECRPB100ILT	Prerequisites: ECRPB100WBT
Instructor-Led Course Length: 6.5 hours	E-Learning Length: .5 hours
<p>Course Description: In this course, you learn to use Anesthesia Charge Entry to access a batch, code a charge session from clinical activity, and post anesthesia charges. In this course, you will also learn to manually post charges in different scenarios, including entering basic charges, recording NDC information, attaching claim information records, and overriding procedure descriptions. You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting • E-Learning: RPB810 Anesthesia Billing

PB Charge Entry

Audience: Staff responsible for manually entering physician's charges.


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Pre-Requisite E-Learning Courses	PB Charge Entry: Live Virtual Training	Training Track Complete

PB Charge Entry

Course ID: ECRPB101ILT	Prerequisites: ECRPB101WBT
Instructor-Led Course Length: 5.5 hours	E-Learning Length: .5 hours
<p>Course Description:</p> <p>In this course, you learn to manually post charges in different scenarios, including entering basic charges, recording NDC information, attaching claim information records, and overriding procedure descriptions.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting

PB Charge Review

Audience: Billers or Coders responsible for correcting charge edits.


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Pre-Requisite E-Learning Courses	PB Charge Entry: Live Virtual Training	PB Charge Review: Live Virtual Training	Training Track Complete

PB Charge Review

Course ID: ECRPB101ILT	Prerequisites: ECRPB101WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: .15 hours
<p>Course Description:</p> <p>In this course you learn how to identify and fix charges that have errors. This includes identifying errors, fixing coding problems, associating claim information records, and fixing charge sessions generated from clinical activity.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • Course: PB Charge Entry • E-Learning: RPB052 Overview of Charge Review Tools

PB Charge Capture Supervisor

Audience: Individuals supervising Charge Entry & Charge Review Staff.


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Pre-Requisite E-Learning Courses	Appropriate Charge Entry Course	Charge Capture Supervisor: Live Virtual Training	Training Track Complete

PB Charge Capture Supervisor

Course ID: ECRPB104ILT	Prerequisites: ECRPB104WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: .25 hours
<p>Course Description:</p> <p>In this course, you learn how to reconcile charges at the end of the day, monitor charge volume and end user productivity, and save report settings. In addition, you learn how to reconcile inpatient professional charges and perform supervisor functions in a workqueue.</p>	<ul style="list-style-type: none"> Staff will be required to complete their necessary Charge Entry Course based on the scope of their job function: PB Anesthesia Coder, PB Charge Entry, or PB Dental Charge Entry E-Learning: RPT005 Run and Manage Reports

PB Claims Reviewer

Audience: Staff responsible for resolving claim submission errors.


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Pre-Requisite E-Learning Courses	PB Claims Reviewer: Live Virtual Training	Training Track Complete

PB Claims

Course ID: ECRPB105ILT	Prerequisites: ECRPB105WBT
Instructor-Led Course Length: 7 hours	E-Learning Length: .75 hours
<p>Course Description:</p> <p>In this course, you learn about the major pieces that contribute to the claims process, such as how claims are checked for errors, how claims with errors are categorized, and where Epic stores the errored claims. You also learn how to fix claims with errors and submit to payers.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: RPB054 Overview of Claims • E-Learning: RPB055 Using Claim Edit Workqueues • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting

PB Remittance & Insurance Payment Poster

Audience: Staff responsible for posting lockbox insurance payments and working electronic insurance payments


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Pre-Requisite E-Learning Courses	PB Remittance & Insurance Payment Poster: Live Virtual Training	Training Track Complete

PB Remittance Processing, Remittance Edits, & Insurance Payment Posting

Course ID: ECRPB109ILT	Prerequisites: ECRPB109ILT
Instructor-Led Course Length: 13 hours	E-Learning Length: .50 hours
<p>Course Description:</p> <p>In this course, you will learn how to post insurance payments received via Lockbox. You will also learn how to post denials, crossover payments as well as recoupments.</p> <p>For remittance, you learn how remittance for checks are loaded and processed. You will learn how to identify potential load errors and respond to those errors. You will also learn how to identify and resolve a variety of remittance errors including invalid invoices, missing matching charges, and invalid payor errors.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Product • E-Learning: PRE052 Overview of Registration in a Clinic • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: RPB056 Overview of Electronic Remittance • E-Learning: RPB057 Overview of Payment Posting

PB Self-Pay Payment Poster

Audience: Staff responsible for posting lockbox patient payments.


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Pre-Requisite E-Learning Courses	PB Self-Pay Payment Poster: Live Virtual Training	Training Track Complete

PB Self-Pay Payment Posting

Course ID: ECRPB112ILT	Prerequisites: ECRPB112WBT
Instructor-Led Course Length: 6 hours	E-Learning Length: .50 hours
<p>Course Description:</p> <p>In this course, you learn to post guarantor payments, payments made with non-sufficient funds, payments from collection agencies, and how to monitor guarantor payment posting. You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB057 Overview of Payment Posting • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting

PB Payment Posting Supervisor

Audience: Manager's overseeing payment posting staff.


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Pre-Requisite E-Learning Courses	PB Remittance & Insurance Payment Poster: Live Virtual Training	PB Self-Pay Payment Poster: Live Virtual Training	PB Payment Posting Supervisor: Live Virtual Training	Training Track Complete

PB Payment Posting Supervisor

Course ID: ECRPB209ILT	Prerequisites: ECRPB209ILT
Instructor-Led Course Length: 3 hours	E-Learning Length: .25 hours
<p>Course Description:</p> <p>In this course you learn how to generate and track deposits, create cash control groups, and monitor payment posting using a variety of reports.</p>	<ul style="list-style-type: none"> • Course: PB Remittance & Insurance Payment Poster • Course: PB Self-Pay Payment Poster • E-Learning: RPT005 Run and Manage Reports

PB Insurance Follow-Up & Supervisor

Audience: Billers responsible for account receivable follow-up.


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

PB Insurance Follow-Up

Course ID: ECRPB108ILT	Prerequisites: ECRPB108WBT
Instructor-Led Course Length: 6.5 hours	E-Learning Length: 1 hour
<p>Course Description:</p> <p>In this course, you learn the major workflows and tools used for following up with insurance companies on unpaid and denied claims. This includes working in follow-up workqueues and Inquiry to resolve denied claims and claims with no response from the payor. You will also learn to review visit filing order changes and use retro review workqueues.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting • E-Learning: REV150 SmartTools for the Business Office • E-Learning RPB077: Overview of Follow-Up Workqueues

PB Insurance Follow-Up Supervisor

Audience: Manager's overseeing insurance follow-up staff.


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

PB Insurance Follow-Up Supervisor

Course ID: ECRPB208ILT	Prerequisites: ECRPB208WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: .25 hours
<p>Course Description:</p> <p>In this course, you learn the different types of reporting data and how to monitor insurance Accounts Receivable as well as the volume of records in follow-up workqueues. You'll also learn how to monitor end user productivity and track and manage denials.</p>	<ul style="list-style-type: none"> • Course: PB Insurance Follow-Up • E-Learning: RPT005 Run and Manage Reports

PB Insurance Credit Specialist

Audience: Staff responsible for researching insurance credit balances.


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Pre-Requisite E-Learning Courses	PB Insurance Credit Specialist: Live Virtual Training	Training Track Complete

PB Insurance Credit Specialist

Course ID: ECRPB107ILT	Prerequisites: ECRPB107WBT
Instructor-Led Course Length: 4 hours	E-Learning Length: .75 hours
<p>Course Description:</p> <p>In this course, you learn about resolving insurance undistributed and over posted credits using credit workqueues.</p> <p>You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting • E-Learning: RPB065 Overview of Credits

PB Self-Pay Credit Specialist

Audience: Staff responsible for researching self-pay credit balances.


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Pre-Requisite E-Learning Courses	PB Self-Pay Credit Specialist: Live Virtual Training	Training Track Complete

PB Self-Pay Credit Specialist

Course ID: ECRPB111ILT	Prerequisites: ECRPB111WBT
Instructor-Led Course Length: 4 hours	E-Learning Length: .75 hours
<p>Course Description: In this course, you learn about resolving self-pay undistributed and overposted credits using credit workqueues. You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in an Outpatient Clinic Setting • E-Learning: RPB065 Overview of Credits

PB Credit Supervisor

Audience: Manager's overseeing insurance and self-pay credit specialists.


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Pre-Requisite E-Learning Courses	PB Insurance Credit Specialist: Live Virtual Training	PB Self-Pay Credit Specialist: Live Virtual Training	PB Credit Supervisor: Live Virtual Training	Training Track Complete

PB Credit Supervisor

Course ID: ECRPB207ILT	Prerequisites: ECRPB207WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: .25 hours
<p>Course Description: In this course, you learn how to review and act on refund requests made by credit specialists. You also learn how to use the dashboard and reports to monitor credit metrics and keep track of the productivity of users.</p>	<ul style="list-style-type: none"> • Course: PB Insurance Credit Specialist • Course: PB Self-Pay Credit Specialist • E-Learning: RPT005 Run and Manage Reports

PB Customer Service

Audience: Staff responsible for handling inbound patient calls pertaining to billing questions.


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

PB Customer Service

Course ID: ECRPB106ILT	Prerequisites: ECRPB106WBT
Instructor-Led Course Length: 7.5 hours	E-Learning Length: 1 hour
<p>Course Description: In this course, you learn how to log incoming calls, perform account research activities, update account and coverage information and post payments over the phone. You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning RPB002 Introduction to Account Maintenance • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in a Clinic Setting • E-Learning: REV150 SmartTools for the Business Office • E-Learning: EBL060 Overview of the Patient Estimates Activity

PB Customer Service Supervisor

Audience: Managers overseeing customer service staff.




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

PB Customer Service Supervisor

Course ID: ECRPB206ILT	Prerequisites: ECRPB206WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: .5 hours
<p>Course Description:</p> <p>In this course, you learn how to use Account and Adjustment Review workqueues to respond to escalated accounts. You will also learn how to use reporting tools to monitor productivity metrics and a variety of posting activities.</p>	<ul style="list-style-type: none"> • Course: PB Customer Service • E-Learning RPB044 Correcting Charges on Denials • E-Learning: RPT005 Run and Manage Reports

PB Self-Pay Follow-Up

Audience: Staff responsible for contacting patient's pertaining to their outstanding self-pay balance.


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

Course ID: ECRPB110ILT	Prerequisites: ECRPB110WBT
Instructor-Led Course Length: 6 hours	E-Learning Length: .75 hours
<p>Course Description: In this course, you learn how to perform self-pay follow-up and collections activities in Epic. You will also practice workflows independently with proctored exercises to enforce skills learned during the course.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: RPB051 Overview of the Professional Billing Revenue Cycle • E-Learning: PRE052 Overview of Registration in a Clinic Setting • E-Learning: RPB002 Introduction to Account Maintenance • E-Learning: RPB075 Overview of Account Workqueues • E-Learning: REV150 SmartTools for the Business Office

PB Self-Pay Follow-Up Supervisor

Audience: Manager's overseeing self-pay follow-up staff.

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

PB Self-Pay Follow-Up Supervisor

Course ID: ECRPB210ILT	Prerequisites: ECRPB210WBT
Instructor-Led Course Length: 3 hours	E-Learning Length: 15 minutes
<p>Course Description: In this course, you learn how to use reporting tools to monitor productivity metrics and workqueue volume.</p>	<ul style="list-style-type: none"> • Course: PB Self-Pay Follow-Up • E-Learning: RPT005 Run and Manage Reports