

# Hospital Billing

## HB Biller – Account

**Audience: HB Biller – Account**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Biller – Account: Virtual Live Training	Training Track Complete


## HB Biller - Account

	Prerequisites:
Instructor-Led Course Length: 3 hours	E-Learning Length: 1 hour
<p><b>Course Description:</b></p> <p>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"> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Setting</li> <li>• E-Learning: RHB022 Account Maintenance for Billers</li> <li>• E-Learning: RHB004 Overview of Account Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB016 Overview of Charge Review Workqueues</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> <li>• E-Learning: RHB032 Posting Adjustments</li> </ul>

## HB Biller – Claims

**Audience: HB Biller - Claims**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Biller – Claims: Live Virtual Training	Training Track Complete

## HB Biller - Claims

	Prerequisites:
Instructor-Led Course Length: 4 hours	E-Learning Length: 1 hour
<p><b>Course Description:</b> In this course, you learn the basics of working claim edit workqueue errors. You will learn how to resolve UB claim code and claim line errors, also.</p>	<ul style="list-style-type: none"> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Settings</li> <li>• E-Learning: RHB022: Account Maintenance for Billers</li> <li>• E-Learning: RHB005 Overview of Claim Edit Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB016 Overview of Charge Review Workqueues</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> </ul>

## HB Biller Manager

**Audience: HB Biller Managers**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Biller Manager – Claims: Recorded Lesson	Training Track Complete

## HB Biller Manager

	Prerequisites:
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p><b>Course Description:</b> 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"> <li>E-Learning: RPT005 Run and Manage Reports</li> <li>Course: HB Biller - Claims</li> <li>Course: HB Biller - Account</li> </ul>

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

## SBO Customer Service

**Audience: SBO Customer Service Staff**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	SBO Customer Service: Live Virtual Training	Training Track Complete

## HB Customer Service

	Prerequisites:
Instructor-Led Course Length: 8 hours	E-Learning Length: 1 hour
<p><b>Course Description:</b></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> <p>This will cover the SBO, Single Billing Office, workflow which combines hospital and professional patient balances.</p>	<ul style="list-style-type: none"> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Setting</li> <li>• E-Learning: RHB004 Overview of Account Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> <li>• E-Learning: RHB032 Posting Adjustments</li> <li>• E-Learning: RHB072 Account Maintenance for Customer Service and Self-Pay Follow-Up</li> <li>• Overview of Single Billing Office (SBO001)</li> <li>• Overview of Account Maintenance for SBO Customer Service &amp; Self-Pay (SBO072)</li> <li>• E-Learning: EBL060 Overview of the Estimates Activity (recommended)</li> <li>• E-Learning: REV150 SmartTools for the Billing Office (recommended)</li> </ul>

## SBO Customer Service and Self-Pay Follow-Up Manager

**Audience: SBO Customer Service Managers**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	SBO Customer Service Manager: Recorded Lesson	Training Track Complete

## SBO Customer Service and Self-Pay Follow-Up Manager


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

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## HB Insurance Follow-Up

**Audience: HB Insurance Follow-Up Staff**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Insurance Follow-Up: Live Virtual Training	Training Track Complete

## HB Insurance Follow-Up

	Prerequisites:
Instructor-Led Course Length: 4 hours	E-Learning Length: 1 hour
<p><b>Course Description:</b> 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"> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Setting</li> <li>• E-Learning: RHB004 Overview of Account Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> <li>• E-Learning: RHB009 Overview of Account Follow-Up Records</li> <li>• E-Learning: RHB042 Account Maintenance for Insurance Follow-Up</li> </ul>

## HB Insurance Follow-Up Manager

**Audience: HB Insurance Follow-Up Managers**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

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

## HB Insurance Follow-Up Manager


	Prerequisites:
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p><b>Course Description:</b></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"> <li>E-Learning: RPT005 Run and Manage Reports</li> <li>Course: HB Insurance Follow-Up</li> </ul>

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## SBO Guarantor Payment Poster

**Audience: HB Guarantor Payment Posters**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	SBO Guarantor Payment Poster: Live Virtual Training	Training Track Complete

## SBO Guarantor Payment Poster


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



## HB Insurance Payment Poster

**Audience: HB Insurance Payment Posters**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Insurance Payment Poster: Live Virtual Training	Training Track Complete

## HB Insurance Payment Poster

	Prerequisites:
Instructor-Led Course Length: 5 hours	E-Learning Length: 1.5 hours
<p><b>Course Description:</b> In this course, you learn the basics of insurance payment posting, including addressing errors and posting discrepancies.</p>	<ul style="list-style-type: none"> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Setting</li> <li>• E-Learning: RHB022 Account Maintenance for Billers</li> <li>• E-Learning: RHB033 Correcting E-Remit Processing Errors</li> <li>• E-Learning: RHB030 Posting Insurance Payments</li> <li>• E-Learning: RHB004 Overview of Account Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> </ul>

## HB Payment Poster Manager

**Audience: HB Payment Poster Manager**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	HB Payment Poster Manager: Recorded Lessons	Training Track Complete

## HB Payment Poster Manager


	Prerequisites:
Recorded Lessons Length: .5 hours	E-Learning Length: .5 hours
<p><b>Course Description:</b></p> <p>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"> <li>E-Learning: RPT005 Run and Manage Reports</li> <li>Course: HB Insurance Payment Poster</li> <li>Course: HB Guarantor Payment Poster</li> </ul>

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

## SBO Self-Pay Follow-Up

**Audience: SBO Self-Pay Follow-Up Staff**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	SBO Self-Pay Follow-Up: Live Virtual Training	Training Track Complete

## SBO Self-Pay Follow-Up

	Prerequisites:
Instructor-Led Course Length: 8 hours	E-Learning Length: 1 hour
<p><b>Course Description:</b></p> <p>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> <p>This will cover the SBO, Single Billing Office, workflow which combines hospital and professional patient balances.</p>	<ul style="list-style-type: none"> <li>• E-Learning: RHB003 Overview of the Resolute Hospital Billing Revenue Cycle</li> <li>• E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: PRE051 Overview of Registration in a Hospital Setting</li> <li>• E-Learning: RHB004 Overview of Account Workqueues</li> <li>• E-Learning: RHB006 Overview of Billing Activities</li> <li>• E-Learning: RHB007 Overview of Account Errors and Flags</li> <li>• E-Learning: RHB032 Posting Adjustments</li> <li>• E-Learning: RHB072 Account Maintenance for Customer Service and Self-Pay Follow-Up</li> <li>• E-Learning: REV150 SmartTools for the Billing Office</li> </ul>

## SBO Self-Pay Follow-Up Manager

**Audience: SBO Self-Pay Follow-Up Staff**

**Program Contact: Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)**

<p>①</p> <p>Pre-Requisite E-Learning Courses</p>	<p>②</p> <p>SBO Self-Pay Follow-Up Manager: Recorded Lesson</p>	<p>✓</p> <p>Training Track Complete</p>
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## SBO Customer Service and Self-Pay Follow-Up Manager

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

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

## Revenue Integrity Director

**Audience:** Revenue Integrity Direct

**Program Contact:** Rustin Rogers, [RFR9002@NYP.ORG](mailto:RFR9002@NYP.ORG)

①	②	
Pre-Requisite E-Learning Courses	Revenue Integrity Director: Recorded Lessons	Training Track Complete

## Revenue Integrity Director

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

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