Payment Reconciliation & Payment Notice Guideline

User Manual

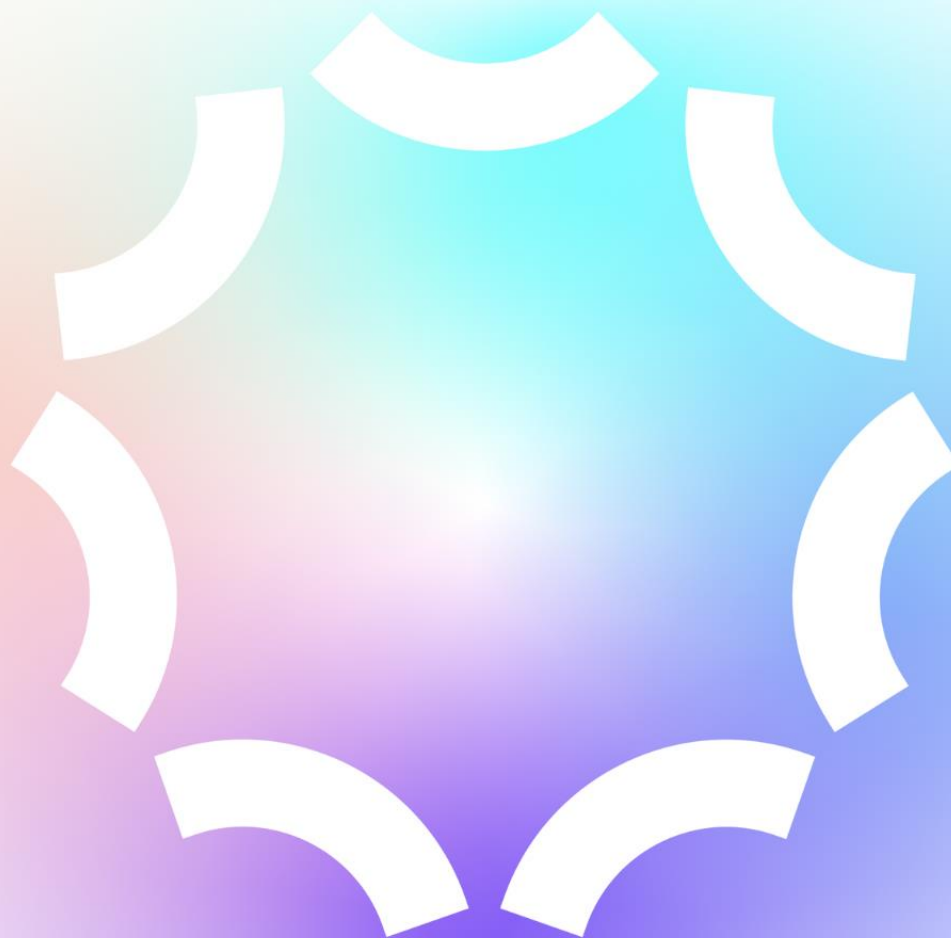**Version 2.0**

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INTRODUCTION

The purpose of this document is to highlight for the Healthcare providers, Health insurance companies and TPAs how to use the Payment cycle (reconciliation and Notice) via nphies.

this document will contain the various scenarios of the payment cycle (reconciliation and notice) and detailed business description of each use case.

DOCUMENT RELEASE NOTE

REVISION HISTORY			
Document Version Number	**Date of Release**	**Details of Changes**	**Section No.(s)**
1.0	18-Jan-23	Created the first version to be published.	All Sections applicable
2.0	10-Oct-23	Updated "Early fee" definition to adapt the advanced/prompt payment.	Section 1.0 – Table 2
2.0	10-Oct-23	Added **"Payment Reconciliation Transaction Purpose"** sub-section.	Section 1.1
2.0	10-Oct-23	- Updated the workflows and added one comprehensive flow for the whole payment reconciliation cycle. - Added a scenario highlight how to utilize the payment reconciliation transaction to send advanced payment. - Reorder the scenarios.	Section 1.3

SECTION 1.0   PAYMENT RECONCILIATION

Definition:

The Payment reconciliation transaction in nphies represents the payment notification that the payer sends to the provider in order to notify the latter of a payment(s) that been intitied based on a previously approved claim(s) amounts. This notification transaction will include (but not limited to) the following elements:

Information	Profile
Payer who intitied the payment	**PaymentReconciliation.paymentIssuer**
Provider who recived the payment	**PaymentReconciliation.requestor**
Date of initiating the real payment transfer	**PaymentReconciliation.paymentDate**
The unique identifier that was provided on the financial instrument.	**PaymentReconciliation.paymentIdentifier.type** **PaymentReconciliation.paymentIdentifier.system** **PaymentReconciliation.paymentIdentifier.value**

Table 1 - Payment Information

Information	Profile
Total Payment Amount	**PaymentReconciliation.paymentAmount**
Claim Details	
Reference to the Claim(s) that the payment is intitied on: 1. Claim Request 2. Claim response	1. **PaymentReconciliation.detail.request** 2. **PaymentReconciliation.detail.response**
1. Paid amount for the released claim (sum of **component payment (a) + early fee (b) + nphies fee (c)**) a. The benefit + tax amount from the related claim* b. Early fee amount paid by the payer for the related claim, and can be utilized as well to report the paid "advanced/prompt" payment amount* c. Provider's Nphies fee part paid by the payer the related claim*	1. **PaymentReconciliation.detail.amount** a. **PaymentReconciliation.detail.extension.component-payment** b. **PaymentReconciliation.detail.extension.component-early-fee** c. **PaymentReconciliation.detail.extension.component-nphies-fee**

Table 2 - Payment Financial

*The amounts in these elements will be positive if payment, negative for cancelled claims which were previously paid

Please refer to the Payment reconciliation Profile in the profile sheet to know more about the above and remaining data elements.

Section 1.1   Payment Reconciliation Transaction Purpose

1. The Payment Reconciliation should first be initiated to report the paid advanced payment (if this practice is applicable to your business) which happens before adjudicating the recived monthly claims.
2. later on; after adjudicating the provider's monthly claims, another payment reconciliation transaction should be initiated and it should contain all the settled and paid claims for a specific period of time, for example if the payer is adjudicating the claims on a monthly basis, then the payer should initiate a payment reconciliation transaction containing all the settled claims during that month with a breakdown for each claim within the payment reconciliation **PaymentReconciliation.detail**.

Section 1.2   Claim & Payment Reconciliation Relationship

-   Benefit + Tax amount: as expressed in the claim response.
-   Early fee: amount that was paid in advanced based on the payer & provider agreement.
-   Nphies fee: amount that was invoiced for the related claim.
-   Claim Paid Amount: sum of the previous three fields.
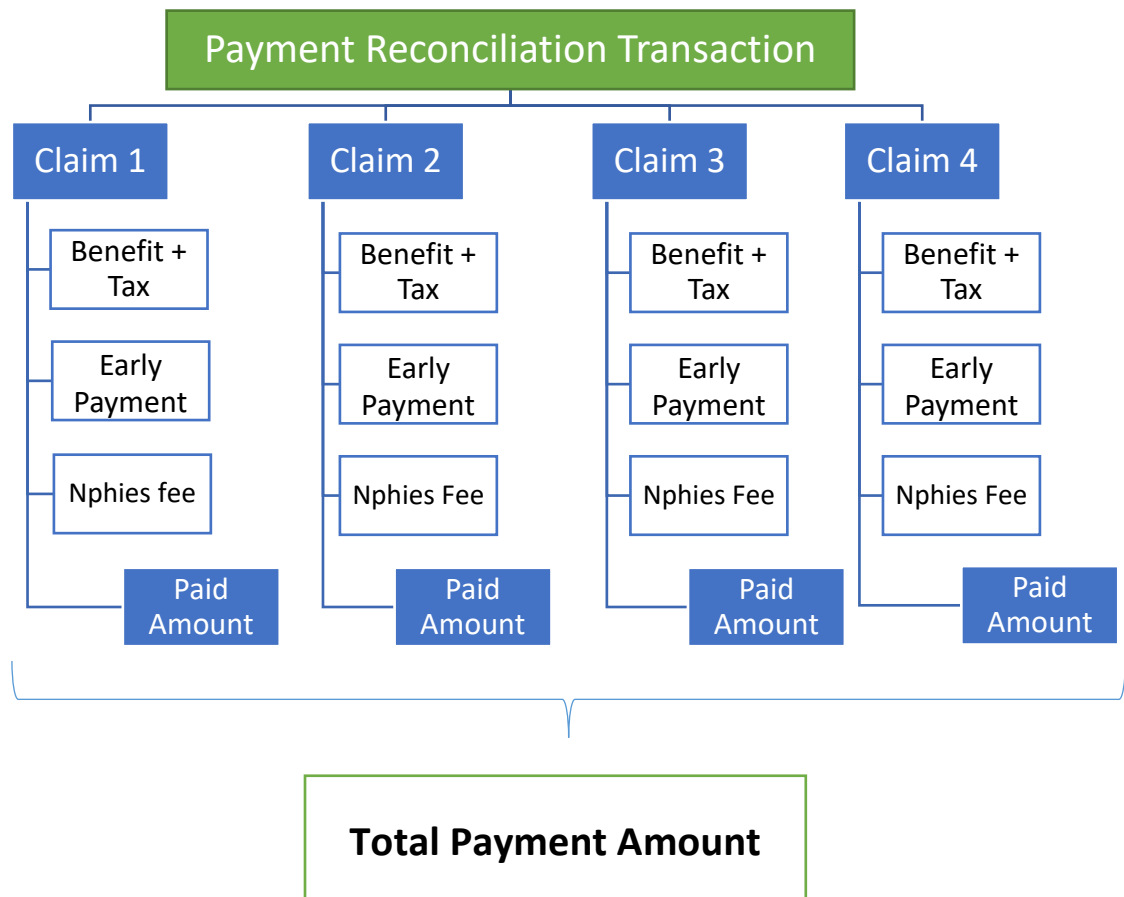
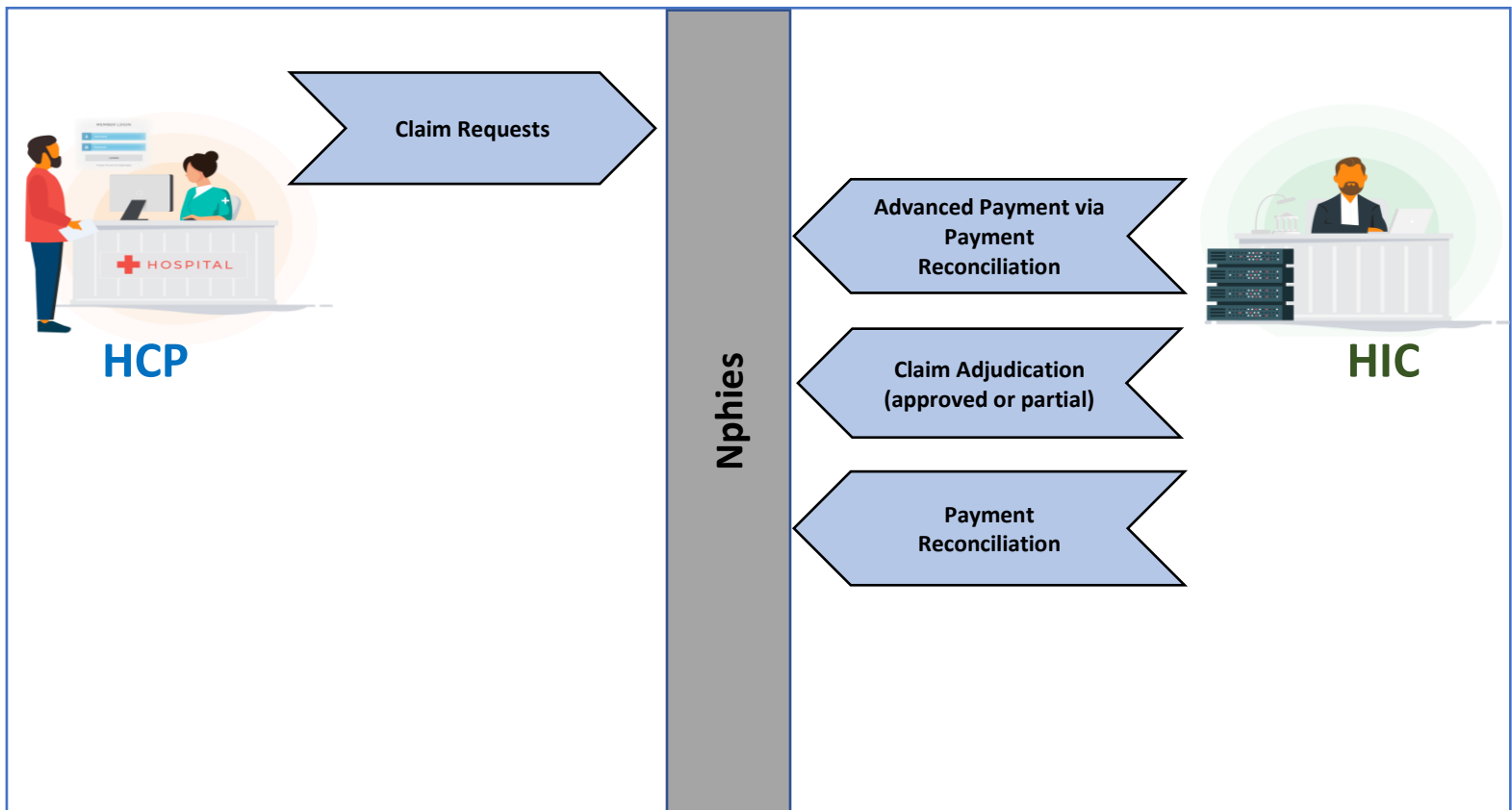## Section 1.3   Payment Reconciliation Workflow & Scenarios

Figure 1– Payment Reconciliation Cycle

1ˢᵗ Payment Reconciliation: Advanced Payment via Payment Reconciliation

1. HCP submitted **100 claims** for the month via nphies.
2. HIC and HCP agreed on advance payment amount.
3. HIC will transfer the agreed advance payment to the HCP.
4. HIC will send a payment reconciliation for the advance payment including:
    a. One **PaymentReconciliation.detailobject**
    b. **Detail.type** = "**advance**"
    c. without including any claim request/response identifiers.
5. HIC will adjudicate the claims.
6. HIC will send another payment reconciliation including:
    a. **PaymentReconciliation.detailobject** for each claim
    b. **Detail.type** = "**payment**" (if additional amount/payment is needed) or "adjustment" (if the advance payment covered all the payment)
    d. Add the advance payment paid for each claim in component early fee extension
        (**PaymentReconciliation.detail.extension.component-early-fee**)

2ⁿᵈ Payment Reconciliation: Regular Payment Reconciliation

1. HIC has finalized the adjudication of the 100 recived claims, then sent out claim responses which has the following statuses:

   a. 70 claims Approved.
   b. 10 claims Partial.
   c. 20 claims Rejected.

2. HIC will initiates real-world payment to the HCP for the amount(s) that was approved to be paid in the adjudication response (only the claims with Approved & Partial adjudication status which are **80 claims** in total).

3. HIC will send Payment reconciliation via nphies to notify the Provider that a payment been or will be sent with a breakdown of the amounts that been paid.

4. Within the payment Reconciliation transaction, each single claim will be represented by a **PaymentReconciliation.detail** element with a reference to claim request & response and a breakdown of the amounts as follows:

─────────────── Releated Claim Financial ───────────────

Claim Benefit + Tax	**PaymentReconciliation.detail.extension.component-payment**	➡️

```
"detail": [
    {
        "extension": [
            {
                "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-component-payment",
                "valueMoney": {
                    "value": 195.5,
                    "currency": "SAR"
                }
            },
```

Early Payment	**PaymentReconciliation.detail.extension.component-early-fee**	➡️

```
{
    "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-component-early-fee",
    "valueMoney": {
        "value": 0,
        "currency": "SAR"
    }
},
```

Nphies Fee	**PaymentReconciliation.detail.extension.component-nphies-fee**	➡️

```
{
    "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-component-nphies-fee",
    "valueMoney": {
        "value": -1.95,
        "currency": "SAR"
    }
}
```

Claim Paid Amount	**PaymentReconciliation.detail.amount**	➡️

```
},
"date": "2021-10-07",
"payee": {
    "reference": "http://saudidentalclinic.com.sa/Organization/b1b3432921324f97af3be9fd0b1a14ae"
},
"amount": {
    "value": 193.55,
    "currency": "SAR"
}
```

| Claim Request | **PaymentReconciliation.detail. request** | ```
"request": {
    "identifier": {
        "system": "http://saudidentalclinic.com.sa/claim",
        "value": "req_299060"
    }
},
``` |
| Claim Response | **PaymentReconciliation.detail. response** | ```
"response": {
    "identifier": {
        "system": "http://sni.com.sa/claimresponse",
        "value": "resp_419060"
    }
},
``` |

*Full structure of the **PaymentReconciliation.detail** data schema can be found in the nphies profiles.

1- In this scenario, the payer will report the **PaymentReconciliation.detail** elements for each claim with approved amounts.

   o   80 Claims = 80 **PaymentReconciliation.detail** elements in the payment reconciliation.

2- Inside each **PaymentReconciliation.detail**, there will be a unique identifier represented by **PaymentReconciliation.detail.identifier** to discriminate each paid claim individually.

3- The sum of all the Paid Claims Amount (**PaymentReconciliation.detail.amount**) will equal to the total payment amount (**PaymentReconciliation.paymentAmount**).

Optional Scenario: Reverse Payment for re-adjudicated and paid claim

1- HIC have re-adjudicated one of the previously paid claims that was included in a previous payment reconciliation transaction.
2- Previous claim got re-adjudicated and revised to different approved amount.
3- HIC will update the payment reconciliation by sending the reversed amounts of that particular claim during the next payment reconciliation which will contain the other new claims that were adjudicated within the same period of the re-adjudication.
4- To indicate to the provider that the amount of a particular paid claim been reversed, HIC will add a **PaymentReconciliation.detail** element for that claim.
5- The **PaymentReconciliation.detail** will follow similar structure that was mentioned in **Scenario 1**, with the following considerations:

   a. The **PaymentReconciliation.detail.extension.component-payment, PaymentReconciliation.detail.extension.component-early-fee,**

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PaymentReconciliation.detail.extension.component-nphies-fee should reflect the delta amounts.

b. To link two different payments revised for the same claim; the HIC will report the **PaymentReconciliation.detail.identifier** sent in the previous payment and include it in the **PaymentReconciliation.detail.predecessor** for the new payment reconciliation for this particular claim.

1st Payment reconciliation: detail.identifer

PaymentReconciliation.detail.identifier

```
"identifier": [
    {
        "system": "http://sni.com.sa/paymentreconciliation",
        "value": "Claim-101"
    }
],
```

2nd Payment reconciliation: detail.identifer

PaymentReconciliation.detail.identifier

```
"identifier": [
    {
        "system": "http://sni.com.sa/paymentreconciliation",
        "value": "Claim-102"
    }
],
```

2nd Payment reconciliation: detail.predecessor

PaymentReconciliation.detail.predecessor

```
"predecessor": [
    {
        "system": "http://sni.com.sa/paymentreconciliation",
        "value": "Claim-101"
    }
]
```

SECTION 2.0 PAYMENT NOTICE

Definition:

The Payment notice transaction represents the acknowledgment <u>from the provider to nphies</u> <u>only</u> of reciving the payer's payment amounts for a previously adjudicated claim(s) amount. This notification transaction will include (but not limited to) the following elements:

Information	Profile
Provider who recived the payment and will initiate the notice	**PaymentReconciliation.requestor**
Date of initiating the real payment transfer	**PaymentReconciliation.paymentDate**

Total Payment Amount
   1- Early fee amount paid by the payer
   2- Provider's Nphies fee part paid by the payer
	PaymentReconciliation.paymentAmount
	   1- **PaymentReconciliation.detail.extension.component-early-fee**
	   2- **PaymentReconciliation.detail.extension.component-nphies-fee**

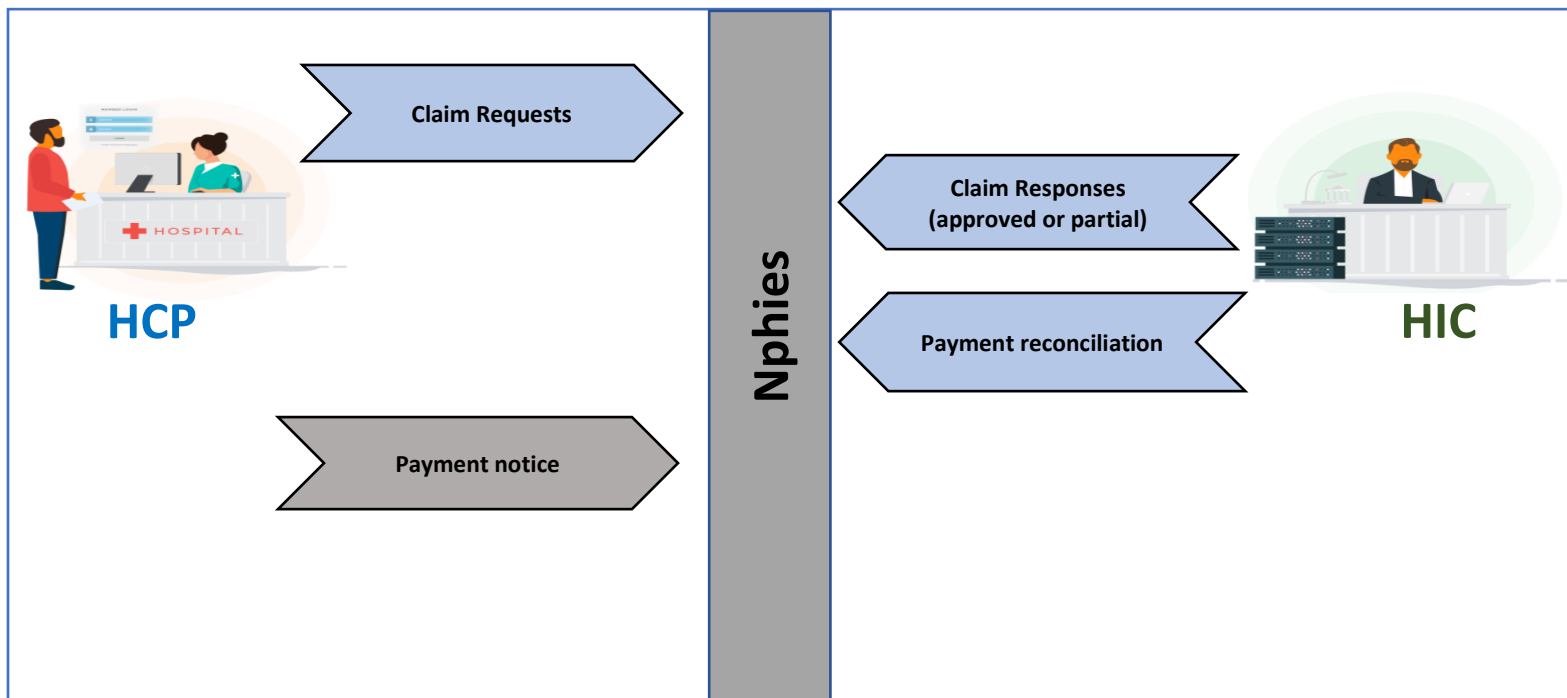*Please refer to the Payment reconciliation Profile in the profile sheet to know more about the remaining data elements.

Figure 2– Payment Notice Cycle