

Synergistic Office Solutions, Inc.

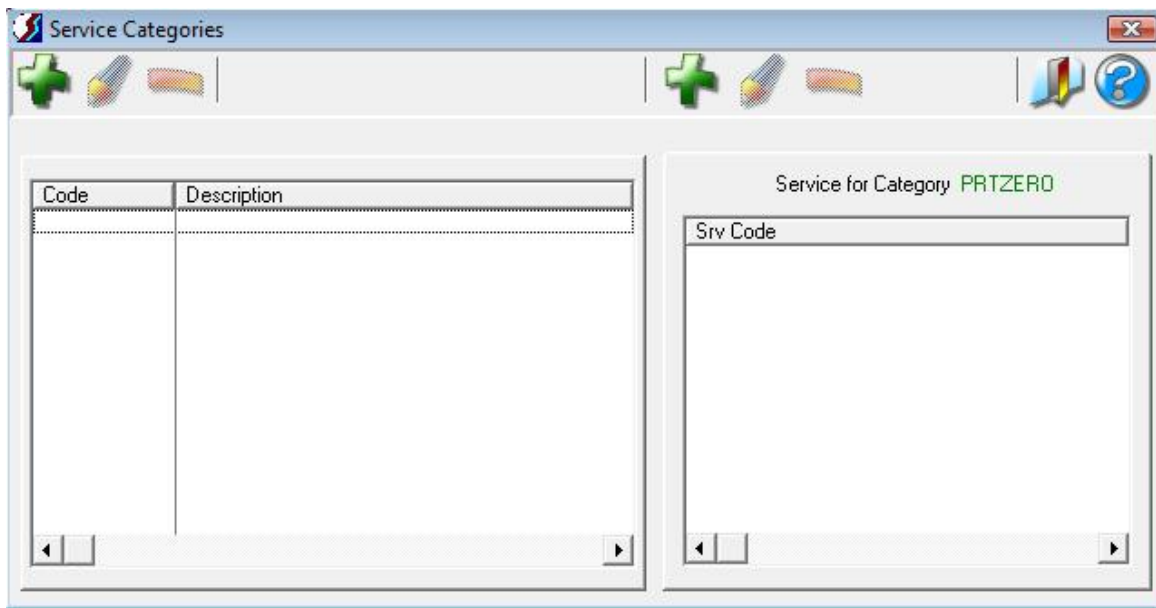


Topic: Printing Claim Detail Lines When Fee is Zero
Document ID: # 468
Product: SOS Office Manager for Windows
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There are times when it may be necessary to include a charge entry on insurance claims even though the fee for the “charge” is zero. One example is when printing e-prescription reporting codes (G8443, G8445, G8446) for Medicare. Normally zero charge entries are filtered out of claim batches, but there is a way to tell the system to include them anyway.

The exclusion for zero dollar entries is not applied if the service is assigned to a Service Category (Lookups > Service Categories¹). Here is how to create a Service Category and add one or more services to it:

1. Go to **Lookups > Service Categories**.

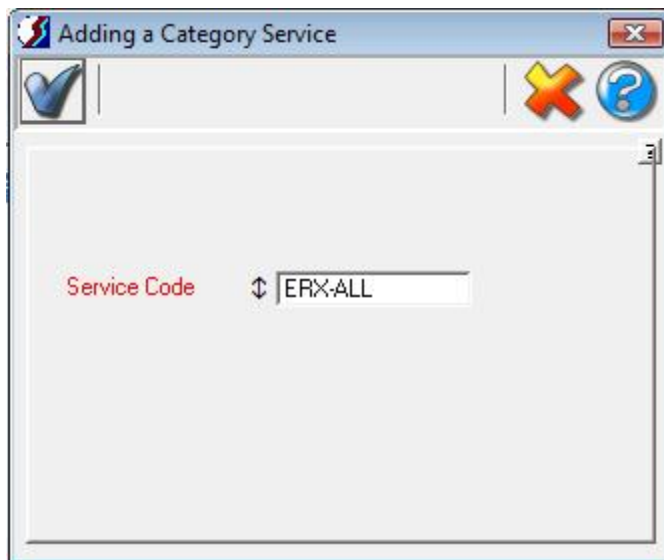


2. Click the Plus icon above the list on the left side.
3. This is the form you use to define your new Service Category. You can use whatever code and description you like. For this example, we will use the code “PRINT ZERO” and an appropriate description. You can ignore the *Payor to charge* field:

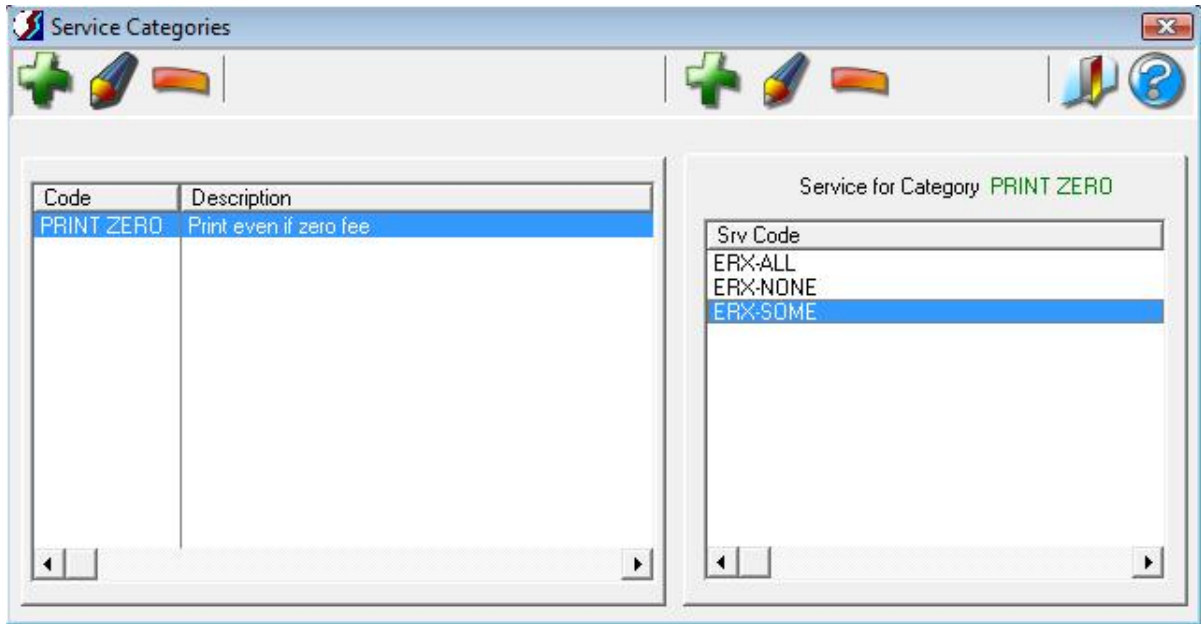
¹ Those users running the special Maryland MAPSS module do not have this menu item. Instead, you can create a dummy Service Bucket in the MAPSS module and add your zero dollar service there instead.



4. Save by clicking the Check icon.
5. Next, with your new category highlighted on the left, click the Plus icon above the list on the right.
6. Select a service you want to print even when the fee amount is zero and click the Check to save.



7. Add any other services that should also be included on claims, even if the fee amount is zero.



That's it. Any items, even those already posted, with service codes in one or your defined Service Categories, will be included in your claims, whether paper or electronic.