

Potential Non-Clinical Urgent

Billing Charges for an Encounter May Incorrectly Create Two Claims

Known Issue #: KI70239

Versions Affected

NextGen® Enterprise PM (formerly NextGen® Practice Management) v.5.8 UD3 to v.5.9

The Issue

NextGen Healthcare has identified an issue on NextGen Enterprise PM where billing charges for an encounter to process a claim incorrectly creates two claims. In addition, one of the charges is billed to the incorrect payer.

Example

In this example, the user logs in to File Maintenance, clicks **System**, and then clicks **Payers** to open the **Payers List** window. The user sets up Medicaid WA as the payer and then closes the window. The user clicks **Practice** to open the **Practice List** window. The user clicks in the **Master Files** field and then selects **Groups** to open the **Groups List** window. The user opens the **Group Information** window and then clicks in the **Group Name** field. The user types **WA Vaccine** and then navigates to the **Service Location** grid. The user double-clicks the **<Default>** line to update the grid. The user enters the group number, the effective date, and the expiration date. The user saves and then closes the window.

The user clicks **System**, then **PM**, and then **Providers** to open the **Providers List**. The user double-clicks the provider to open the **Modify Provider Information** window. The user clicks the **Practice** tab and then selects **<default>** for **Service Location**. The user navigates to the **Group Information** grid and then double-clicks **<default>** to open the **Modify Provider Practice Payer** window. The user enters the provider number, the effective date, the expiration date, and the group name.

The user clicks the **CPT4 Provider Nbrs** icon to open the **Valid Provider Numbers for Default Payer** window. The user opens the **Provider Number for a CPT4 Range** window and then attaches **CPT4 Code** to the payer.

The user clicks in the **CPT4** field and then types **J0120**. The user clicks in the **Provider Number** field and then types **1234567**. The user selects **WA Vaccine**, clicks **OK**, and then clicks **Close**. The user closes the **Modify Provider Practice Payer** window.

The user navigates to the **Modify Provider Information** window and then selects the default location. The user navigates to the **Group Information** grid and then double-clicks **Medicaid WA** to open the **Modify Provider Practice Payer** window. The user enters the provider number, effective date, expiration date, and group name.

The user logs in to the NextGen Enterprise PM and then opens a patient chart. The user creates an encounter. The user selects the provider for **Rendering** and then selects **Cardiology Specialty Cares** for **Service Location**. The user enters **J0120** and **99213** for charges. The user saves and bills the encounter to process a claim. The user observes that two claims are incorrectly created and that J0120 is billed to the incorrect payer.

Actions Required

This issue is patched and fixed. Clients are requested to apply the most current fix.

Status

This issue was patched in NextGen Enterprise PM v.5.8 UD3 Patch 39, v.5.8 UD3 Patch 15, and v.5.9 Patch 20. The issue was fixed in NextGen Enterprise PM v.5.9.1.66.

Clients who are experiencing this issue can link their practice to this issue via the NextGen Healthcare Success Community homepage (<https://www.community.nextgen.com>). Just navigate to the **Known Issues** tab, select the Known Issue which is affecting your practice, and check the **This Known Issue Affects me** check box. A case will be created on your behalf and you will be kept updated on the status of this issue.

All released NewsFlashes can be found in the **NewsFlash Archive** found [here](#).

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