



computer**KIT**
NAMIBIA | PHARMACY - RETAIL
& IT SOLUTIONS

USER GUIDE

UNISOLV v8 – ERA Program

March 2022

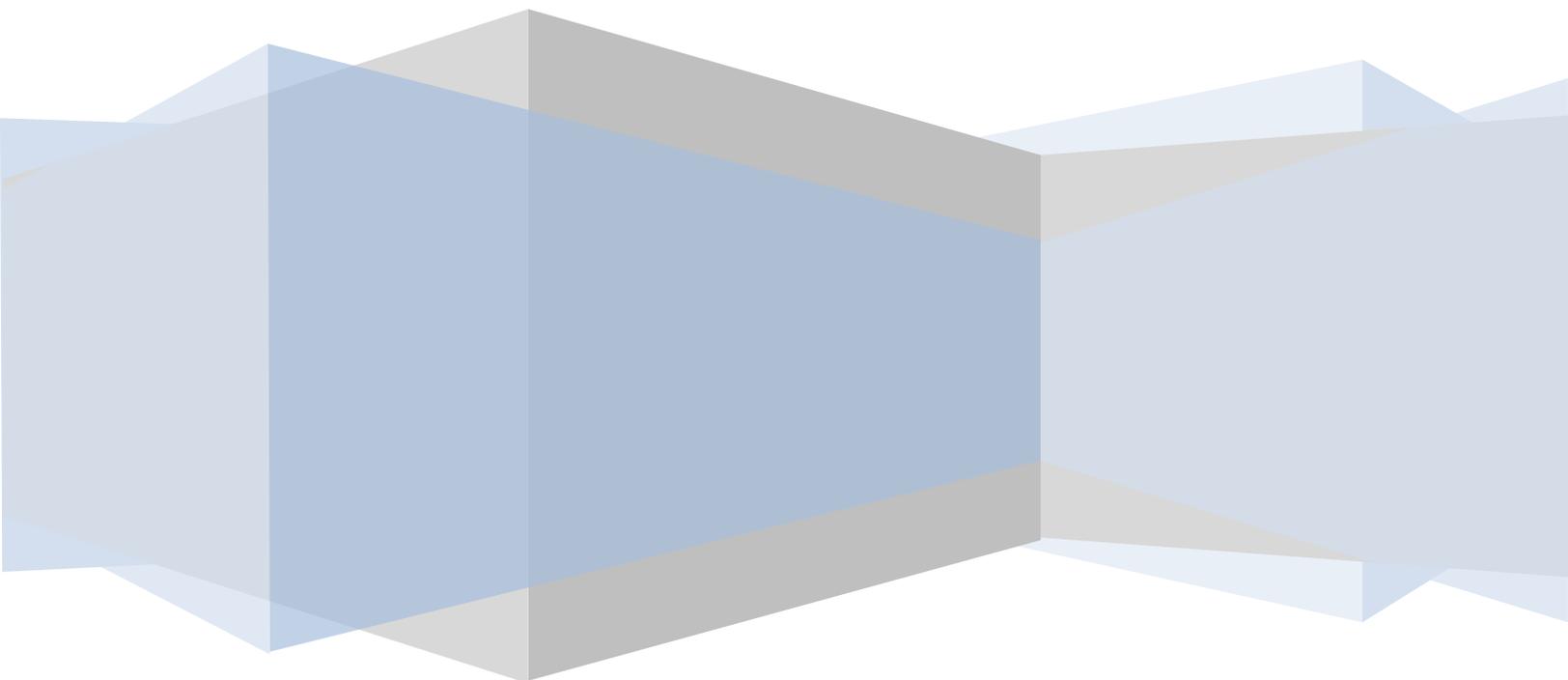


Table of Contents

1. The ERA Program	3
2. Login into the ERA System	3
3. Downloading ERA Remittances.....	4
4. Print Document.....	6
5. Clear UNKNOWN Script without a value	8
6. Allocate UNKNOWN Script with a value	8
7. Automatic Adjustments	10
8. Manual Adjustments:.....	11
9. Deleting Remittances.....	13
10. Remittances Processed Twice.....	14
11. Resending Of Remittances.....	14

1. The ERA Program

BCX receives remittances from various Medical Schemes / Pay Offices whenever they do their remittance runs. This is processed every night, which means that you will receive the remittances the following morning.

Although BCX has made arrangements with the medical schemes and pay offices, BCX relies completely on the remittances sent from the relevant parties. There have been instances where the medical scheme has changed the format of a file or changed a format of a remittance and failed to inform BCX. In that case BCX won't get any remittances or the remittances will not be in the correct format. Once an irregularity has been determined, BCX will attempt to fix the problem and send the remittances out. Feedback from client is essential in such a case.

2. Login into the ERA System

From the Claim Settlement Main Menu, select Option:
< 7 > UNISOLV Electronic Remittance Module

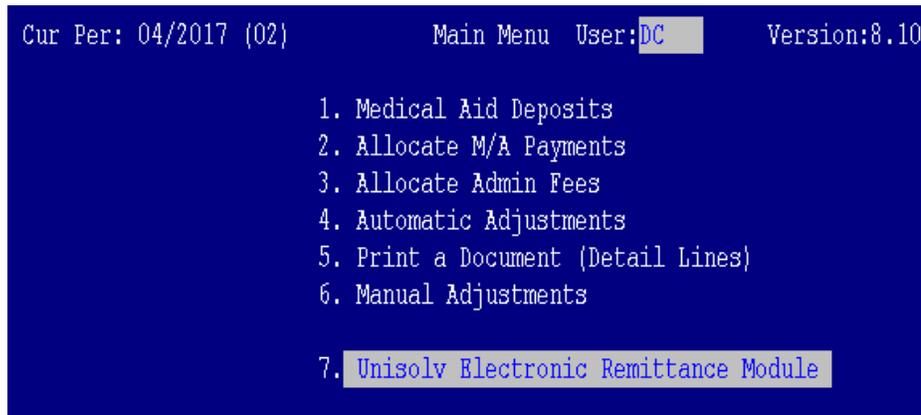


Figure 1

This will take you to the main screen for the ERA system.



Figure 2

3. Downloading ERA Remittances

From the ERA Program Main Menu, select Option:

< 8 > Fetch Electronic Remittances



Figure 3

This will connect to the BCX network and download any files that might be in the pharmacy's ERA mailbox.

From the ERA Program Main Menu, select Option:

< 1 > UNISOLV ERA System

All the remittances that have been downloaded will be displayed on the screen, from the newest to the oldest.



Figure 4

PHMERA -U ELECTRONIC REMITTANCE PROCESS SolvPharm

Cur Per: 04/2017 {A02}

[F1]=Help

File#	Adm	Size	Date	Time	Remit #	Rem.Date	Amount	
1	R1610040.013	DISC	74225	2016/10/18	10:40	10516719	20161004	45465.64 >
2	R1610110.013	DISC	33789	2016/10/18	10:40	10560766	20161011	25748.46
3	R1610111.013	DISC	2450	2016/10/18	10:40	10564610	20161011	245.98
4	R1610120.013	DISC	512	2016/10/18	10:40	10572333	20161012	540.85
5	R1609231.025	Liber	655	2016/10/18	10:40	21474836	20160923	593.07
6	R1609300.025	Liber	584	2016/10/18	10:40	21474836	20160930	257.93
7	R1610070.025	Liber	377	2016/10/18	10:40	21474836	20161007	0.00

Figure 5

These will not have a Status on the “S” column which means that nothing has been done with these remittances yet.

BEFORE YOU SELECT THE REMITTANCE AMOUNT TO UPDATE – MAKE 100% SURE THAT THE AMOUNT HAS BEEN PAID TO YOU ACCOUNT AND REFLECTS ON YOUR BANK STATEMENT!!!!

Select the line number of the remittance you wish to recall. This will bring up the details for the remit, e.g. Medical Aid, Payment Total, etc.

PHMERA -U ELECTRONIC REMITTANCE PROCESS SolvPharm

Cur Per: 04/2017 {A02}

Enter Input Filename: R1610200.032 Universal Healthcare

Pharmacy Rams Number : 060/000/6015158
 Pharmacy Name : Birdhaven Pharmacy
 Period - From : To :
 Payment Reference : 16102065 Payment Method : O
 Payment Date : 20161020
 Payment Amount : 0.00

Select [P]rint And/Or [V]alidate Or [U]pdate : U

Select [Y]es To Confirm Update: █

Figure 6

Choose option “U” to update.

The system will prompt you to confirm whether you wish to update the remittance or not. If the details are correct, press “Y” and <ENTER>.

The software will automatically create a document number for you.

NB!! PLEASE WRITE DOWN THE MONTH AND DOCUMENT NUMBER, AS YOU WILL NEED THESE NUMBERS FOR ANY FUTURE TASKS; EXAMPLE: PRINTING DOCUMENT, ADJUSTMENTS ETC.

EXAMPLE OF MONTH AND DOCUMENT NUMBER AS SHOWN IN FIGURE 7 IS:

MONTH NUMBER: A02 (YOU WILL ONLY USE 02 – LEAVE THE LETTER OUT)
DOCUMENT NUMBER: 2

```

EHMBRA -U          ELECTRONIC REMITTANCE PROCBSS          SolvPharm
-----
Cur Per: 04/2017 (A02)
Document Created : A02/          2 Date : 07/04/2017 Select Printer Number : 99
Pay Office..... : GEMS
Reference..... : OTHER
Remark..... : PAYMENT 06/03/2017

Enter Input Filename: R1610040.013          Discovery Health

Pharmacy Rams Number : 060/000/6015158
Pharmacy Name       : Birdhaven Pharmacy
Period - From      :           To :
Payment Reference   : 10516719 Payment Method : O
Payment Date       : 20161004
Payment Amount     : 45465.64

Select [P]rint And/Or [V]alidate Or [U]pdate : U
Select [Y]es To Confirm Update: Y

```

Figure 7

- **Date:** This will default to the date the document is processed.
- **Pay Office:** Make sure that the pay office for the particular remittance is correct. If not it needs to be changed to the correct pay office.
- **Reference:** This is the payment reference – how the Medical Aid paid the money over to the pharmacy.
- **Remark:** Enter any remark you wish to use on the particular remittance.
- **Printer Number:** Select printer 99 (Spool Printer)<ENTER>.

This would have processed the document and the status of the document will now have changed to “U”. This remittance cannot be processed again after this.

4. Print Document

From the Claim Settlement Main Menu, select Option:

< 5 > Print a Document (Detail Lines)

```

lphm701 01/08/2017 CLAIM SETTLEMENT-UCS TS (PTY) LTD 0231320 SolvPharm
-----
Cur Per: 06/2017 (01)          Main Menu User:DC          Version:8.10.11.b

1. Medical Aid Deposits
2. Allocate M/A Payments
3. Allocate Admin Fees
4. Automatic Adjustments
5. Print a Document (Detail Lines)
6. Manual Adjustments
7. Unisolv Electronic Remittance Module
8. Maintain Rejection Codes
9. Display a Script
10. Print Accounting Reports
11. Print Detail Reports
12. Manager Routines

Enter Selection: 5

```

Figure 8

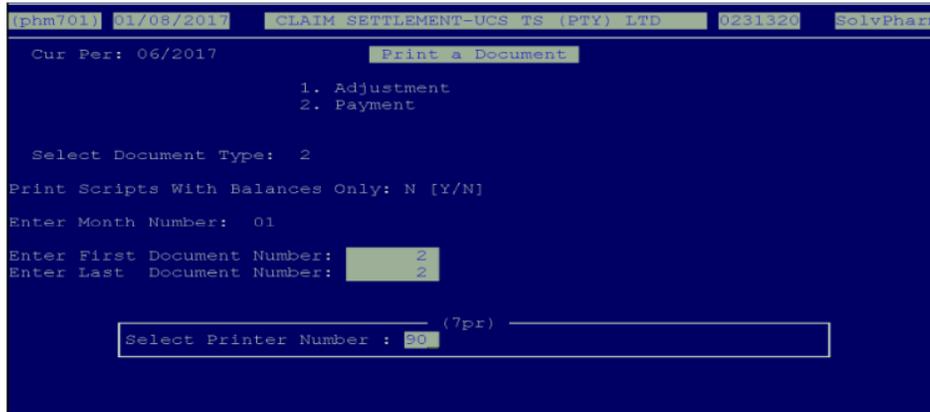


Figure 9

- Adjustment / Payment:** Payment
 - Month Code:** Type the month code in which the document was created and press <ENTER>.
 - First Document Number:** Type the document number you wish to print.
 - Last Document Number:** If you want to print the same document, type the same document number as the “first document number”, otherwise type the range you wish to print for.
- If you are happy with your selection, press <ENTER> to continue.

Select Printer: Type the printer number where you wish to print the document to. Enter through each page that needs to print.

Line	Script	MM/DD	M-Aid	Member	Value	Balance	%
1	UNALLOC	00/00	UNALLOC	UNALLOCATED PAYMENTS	0.00	(000000)	
2	515024	01/04	NAMCA	JORDAAN L	774.80-	(023188)	104.8 %
3	515024	01/04	NAMCA	JORDAAN L	586.34	(023188)	104.8 %
4	515024	01/04	NAMCA	JORDAAN L	151.18	(023188)	104.8 %
5	518170	01/24	NAMCA	DU PLESSIS LA	109.83-	(006422)	100.0 %
6	518170	01/24	NAMCA	DU PLESSIS LA	109.83	(006422)	100.0 %
7	519114	01/30	NAMCA	JORDAAN L	737.51-	(023188)	100.0 %
8	519114	01/30	NAMCA	JORDAAN L	586.34	(023188)	100.0 %
9	519114	01/30	NAMCA	JORDAAN L	151.18	(023188)	100.0 %
10	522628	02/21	NAMCA	DU PLESSIS LA	109.83-	(006422)	
11	522628	02/21	NAMCA	DU PLESSIS LA	109.83	(006422)	
12	523392	02/27	NAMCA	HAM B	2 226.40	(045743)	
13	523400	02/27	NAMCA	DOLL ZF	0.00	(031426)	
				232 ALL MEDICINE ITEMS ADJU			
14	523400	02/27	NAMCA	DOLL ZF	623.87	(031426)	
15	523404	02/27	NAMCA	RUPPING V	139.98	(000359)	
16	523406	02/27	NMCSM	VAN VUUREN MJ	176.00	(044694)	
				535 MAXIMUM DAILY BENEFIT E			
17	523409	02/27	NMCSM	WASKOW UG	106.43	(010352)	
18	UNKNOWN	09/01	UNKNOWN	UNKNOWN	0.00	(000000)	
				232 ALL MEDICINE ITEMS ADJU			
19	523420	02/27	NMCSM	GUNZEL G	62.18	(013023)	
20	523431	02/27	NMCSM	MBALA IC	176.00	(041637)	
				535 MAXIMUM DAILY BENEFIT E			
21	523443	02/27	NAMCA	SCHUMANN EW	348.13	(005524)	
22	523444	02/27	NAMCA	BYLEVELD LM	233.48	(014955)	
23	523456	02/27	NAMCA	STADLER (SNR) WA	0.00	(000937)	

Figure 10

Have a look at the report, Figure 10, and search for any UNKNOWN scripts. These UNKNOWN scripts have **NO SCRIPT NUMBER** allocated to it.

If the UNKNOWN has a zero value you may clear all zero UNKNOWN's by running the Delete Unknown Scripts with Zero Value, covered in the next section.

If the UNKNOWN has a value you need to allocate the UNKNOWN to the script number as indicated in Figure 10 on the previous page. Example (00523419)

5. Clear UNKNOWN Script without a value

Escape to Unisolv Master Menu

Select the Following Options:

- <11> Managers Utility Menu
- <10> Claim Settlement Utility Menu
- <1> Delete Unknown Scripts with Zero Value

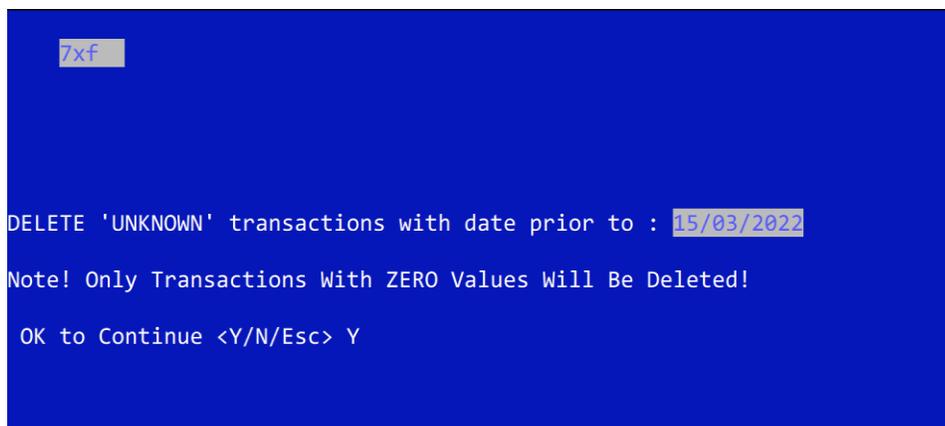


Figure 11

- Always select the NEXT days date as in Figure 11 above – format **ddmmyy**

6. Allocate UNKNOWN Script with a value

In Claim Settlement Master Menu (Option 8 from UNISOLV MASTER MENU)

Select the Following Option:

- <2> Allocate M/A Payments
 - Type the correct Mnth Code and Doc number to allocate the UNKNOWN Scripts as in Figure 12 on the next page.

(phm710) Branch:0000 ALLOCATE MEDICAL AID PAYMENTS 03/2022						
Mnth	Document	Period	Date	Pay Office		Value
09	3	05/2020	12/05/2020	DE BEERS		82 917.62
Reference		Remark			Actual	82 917.62
OTHER					Left	0.00
317	524554	DREYER C	200.77-	200.77	0.00	0.00
318	524559	STROHBACH BJ	217.00-	217.00	0.00	0.00
319	524563	BIWA M	57.04-	57.04	0.00	0.00
Line	Script		M-Aid	Cash	Memb	Susp
320						Oth

Figure 12

- Press UP Arrow to move to Line number, Insert the line number of the UNKNOWN Script

(phm710) Branch:0000 ALLOCATE MEDICAL AID PAYMENTS 03/2022						
Mnth	Document	Period	Date	Pay Office		Value
09	3	05/2020	12/05/2020	DE BEERS		82 917.62
Reference		Remark			Actual	82 917.62
OTHER					Left	0.00
317	524554	DREYER C	200.77-	200.77	0.00	0.00
318	524559	STROHBACH BJ	217.00-	217.00	0.00	0.00
319	524563	BIWA M	57.04-	57.04	0.00	0.00
Line	Script		M-Aid	Cash	Memb	Susp
	523419					Oth

Create Script For This Transaction! █

Figure 13

- Replace the UNKNOWN script with actual script number as per print out.
- Create Script for This Transaction – Y

(phm710) Branch:0000 ALLOCATE MEDICAL AID PAYMENTS 03/2022						
Mnth	Document	Period	Date	Pay Office		Value
09	3	05/2020	12/05/2020	DE BEERS		82 917.62
Reference		Remark			Actual	82 917.62
OTHER					Left	0.00
317	524554	DREYER C	200.77			
318	524559	STROHBACH BJ	217.00			
319	524563	BIWA M	57.04			
Line	Script		M-Aid			
	523419					

(716)

Pay Off: METHEALTH

M-Aid: NAMCC Debtor: 0St: █

Member: 896023967

Profile: 13023

Name: GUNZEL G

Date: 27/02/2020 Claimed: █

GROSS: 0.00

Disc: 0.00

Admin: 0.00

Levy: 0.00

NET 0.00 Ok[Y/N]: █

Figure 14

- Enter through details and press Ok[Y/N] : Y
- Details of script will be pulled from the pharmacy program.
- Enter at Amount Received.
- UNKNOWN will now be allocated to the correct script number.

7. Automatic Adjustments

Note: A different document number is automatically allocated each time you enter this option.

To write off balances less than 3.5% of the nett amount, this option must be done with every medical aid deposit you enter. **Make sure you write the adjustment document number on the remittance advice for the specific payment.**

From the Claim Settlement Main Menu, select Options:

< 4 > Automatic Adjustments



Figure 15

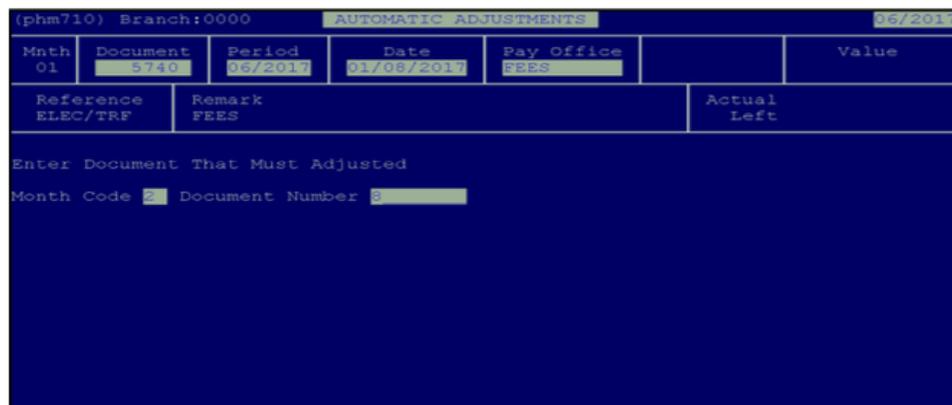


Figure 16

Month Code: Type the month code in which the deposit was done.

Document Number: Type the document number that was created for the deposit.

If you unable to access Automatic Adjustments due to UNKNOWN Scripts, Jump to Sections 5 and/or 6 to fix the UNKNOWN Scripts.

If there are any adjustments on the document specified to be done, it will go through and do the necessary adjustments.

If there are no automatic adjustments to be done for this, a message will be displayed at the bottom of the screen: "No balances to adjust".

You are able to print an adjustment document for the transaction.

NB!! Once a document has been allocated and there are balances left on the document after adjustments, these balances will affect the Outstanding Scripts Report and the Age Analysis (can be reflected as over / under payment). Therefore unless the payment document does not balance or there is a query with the Medical Scheme, all adjustments should be done.

8. Manual Adjustments:

Note: A different document number is automatically allocated each time you enter this option.

This option is used to write off any difference from discount, admin fees, and transfer rejections to the members.

From the Claim Settlement Main Menu, select Option:

< 6 > Manual Adjustments



Figure 17

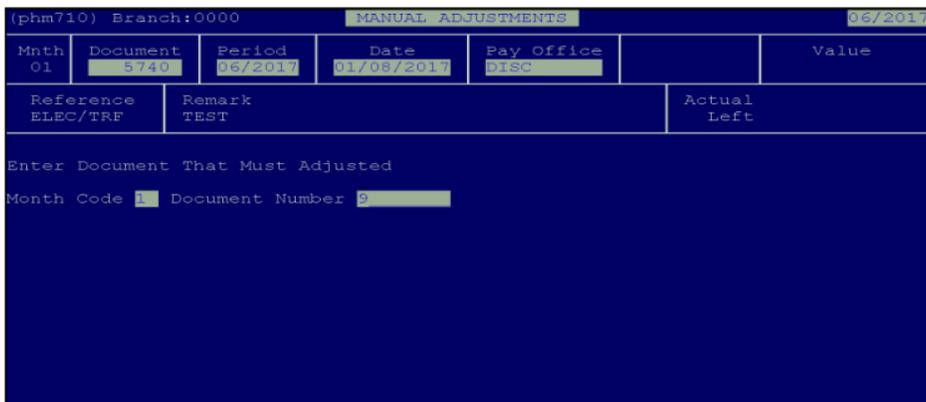


Figure 18

Month Code: Type the Document number that was used to create the deposit document with.
Document Number: Type the same document number as the deposit document

Mnth	Document	Period	Date	Pay Office		Value	
01	5789	06/2017	01/08/2017	BBES	2		
Reference OTHER	Script Number: UNKNOWN				9X	Actual Left 6 627.03	
802.91- 100.0% (0.00)							
Select _ 1=Write Off (Disc) 2=Write Off (Other) 3=Trf to Member 4=Do Nothing Now							
5=Stale Resubmit 6=Resubmit							
Line	Script		M-Aid	Cash	Memb	Susp	Oth
A01	UNKNOWN	9 3	01/08/2017	802.91-	802.91		00125557

Figure 19

If you are unable to access Automatic Adjustments due to UNKNOWN Scripts, Jump to Sections 5 and/or 6 to fix UNKNOWN Scripts.

The system will run through the document and stop at every script that has an outstanding balance.

You will have to decide what you are going to do with the difference.

The selection is as follows:

- **1=Write Off (Discount)** If the difference between the amount claimed and the amount paid is the discount, this option should be used.
- **2=Write Off (Other)** If the difference between the amount claimed and the amount paid is the admin fee, use this option (incorrect admin fee deducted).
- **3=Transfer to Member** If the script is rejected when the allocations are done, you are then able to transfer the outstanding balance to the patient's debtors account. (If they do not have an account, you are able to create an account from claim settlement).
- **4=Do Nothing now** If you are not sure why there is an outstanding balance for the script or if you first wish to sort it out with the Medical aid, you are able to allocate the script at a later stage.

Once the document balances and all the balances are cleared, print the detailed document for payments and adjustments. This should be attached to your remittance advice for future reference.

9. Deleting Remittances

If for whatever reason there are duplicate remittances or a remittance was sent and BCX informs you not to process the remittance, you can delete it without processing it.

From the ERA Main Menu, select Options:

< 1 > UNISOLV ERA System

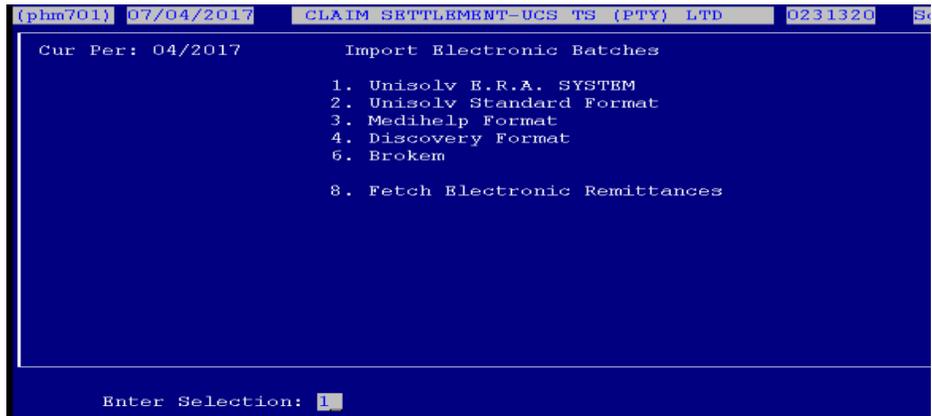


Figure 20

This will display all the remittances available on the ERA system.

File#	Adm	Size	Date	Time	Remit #	Rem. Date	Amount
1 R1610110.013	DISC	33789	2016/10/18	10:40	10560766	20161011	25748.46 >
2 R1610111.013	DISC	2450	2016/10/18	10:40	10564610	20161011	245.98
3 R1610120.013	DISC	512	2016/10/18	10:40	10572333	20161012	540.85
4 R1609231.025	Liber	655	2016/10/18	10:40	21474836	20160923	593.07
5 R1609300.025	Liber	584	2016/10/18	10:40	21474836	20160930	257.93
6 R1610070.025	Liber	377	2016/10/18	10:40	21474836	20161007	0.00

Figure 21

Select the line number of the particular remittance you want to delete.

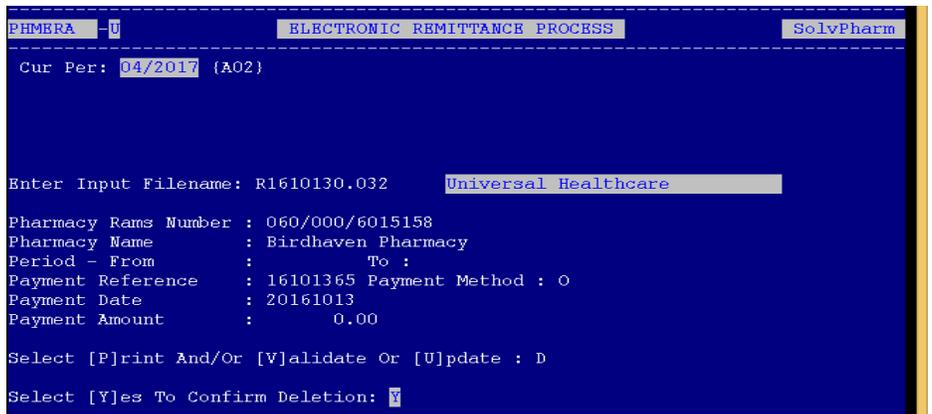


Figure 22

Press < D > to delete the particular remittance. This will remove it from the list of remittances available on ERA.

10. Remittances Processed Twice

When first using the ERA system there may be cases where you have previously processed a remittance manually and the medical scheme has sent an electronic remittance for that same remittance. It is possible that you will process the remittance and it will therefore have been done twice.

To be able to reverse this, you would need to contact CKN Helpdesk to assist you.

11. Resending Of Remittances

BCX has the ability to resend remittances that were previously received. This is usually when remittances have been deleted by mistake.

Please note: Remittances are only available for the past 6 months.

FOR ANY ERA RELATED QUERIES – SEND AN EMAIL TO helpdesk@cknam.com