

UNCLASSIFIED



DHA UBO Webinar: eOHI Discovery

Presented by Ms. Alexis Lacey, DHA UBO Support

April 2022

Agenda

- Overview
- Purpose
- Navigating in ABACUS
- OHI Discovery
- OHI Discovery Reports
- Patient Demographics & OHI
- OHI Discovery Workflow
- DQMC Review List Question C.8
- Resources

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Overview

- Other Health Insurance (OHI) Discovery is a reporting program designed to provide visibility and analysis on insurance coverage located by ABACUS, for use by the Defense Health Agency (DHA) and Military Treatment Facility (MTF) Uniform Business Office (UBO)
- OHI Discovery searches for patients that meet the following criteria:
 - Patient is in a Line of Business billable to a third-party insurer
 - Patient has a transaction in ABACUS
 - Patient does not have current insurance loaded into ABACUS
- OHI Discovery will search two weeks worth of patient transactions that are 21 days or older
 - The 21-day window allows time for staff to enter OHI information

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Steps

OHI Discovery steps:

1. A search file is generated which contains all the necessary information for the OHI search to be conducted and validated
2. The search file is securely transferred to the clearinghouse for OHI Discovery.
3. OHI hits are validated and returned to ABACUS.
4. Hits are loaded and can be accessed by OHI personnel to update ABACUS, CHCS or MHS GENESIS
5. The response file containing the OHI Discovery hits can be exported into Excel for loading into CHCS and MHS GENESIS
6. For legacy MTFs, CHCS triggers the OHI to be loaded to ABACUS via the daily loaders
7. For MHS GENESIS sites, information is added manually to both MHS GENESIS and ABACUS
8. The patient master record will be marked with the date of search and the date of discovered OHI

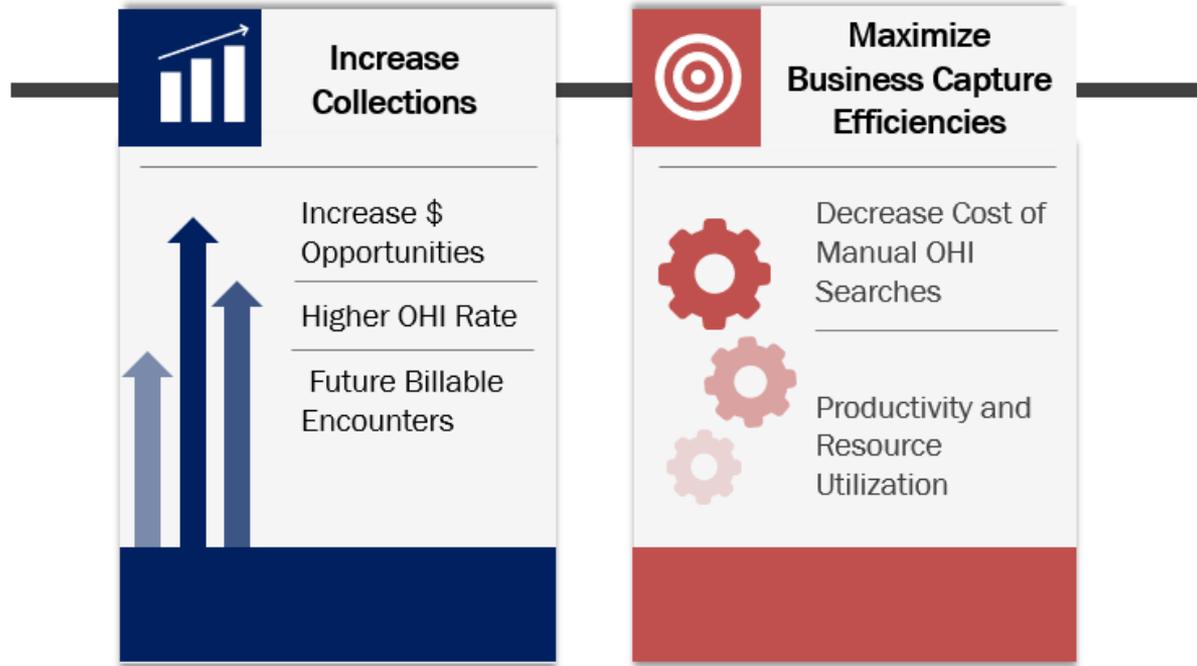
UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Purpose



UNCLASSIFIED

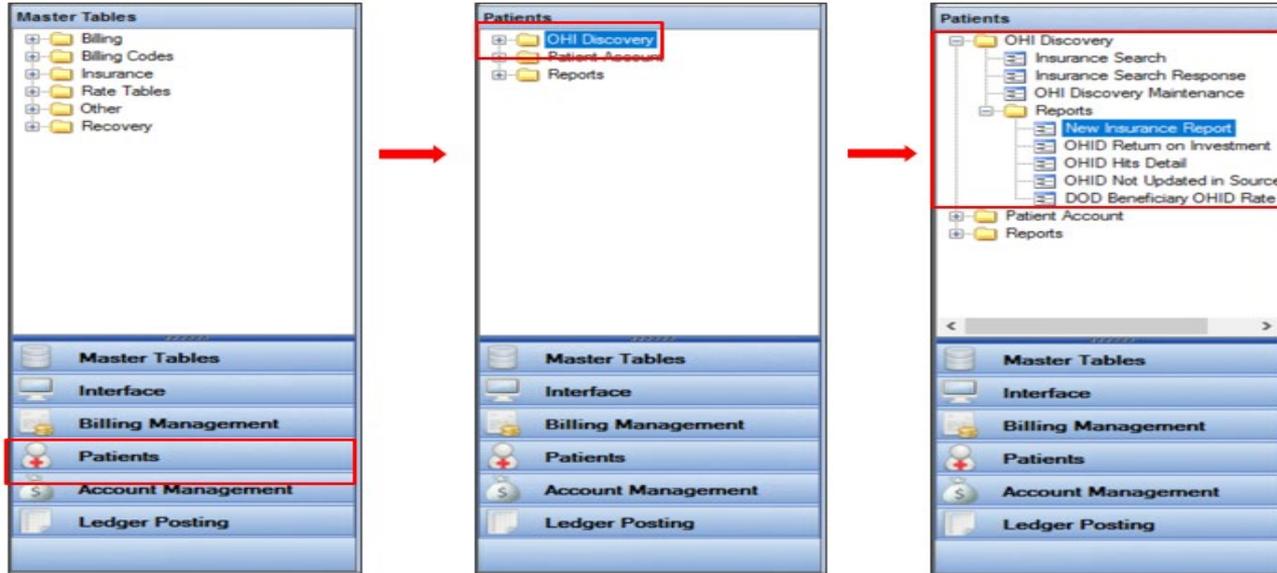


Medically Ready Force... Ready Medical Force



Navigating in ABACUS

ABACUS > Patients > OHI Discovery

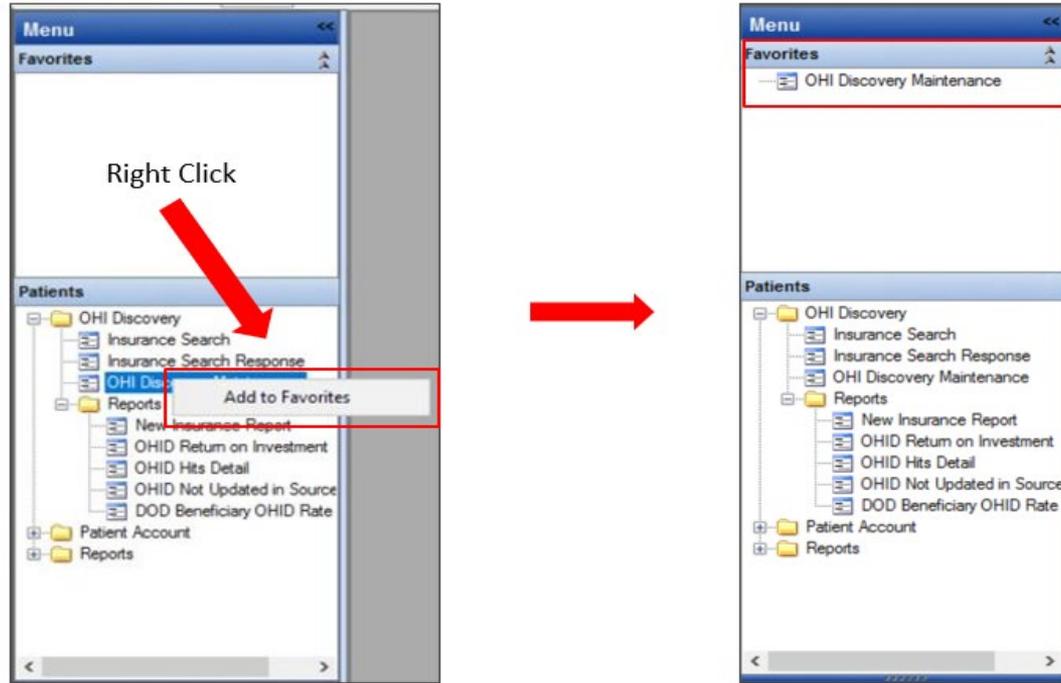


UNCLASSIFIED

Medically Ready Force... Ready Medical Force



ABACUS Favorites



UNCLASSIFIED

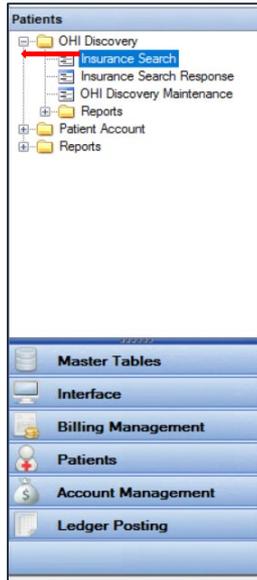


Medically Ready Force... Ready Medical Force



Insurance Search

ABACUS > Patients > OHI Discovery > Insurance Search



The screenshot shows the 'Insurance Search' window with a search filter and a table of results. The table has the following data:

Batch Number	Search Date	Number of Searches	Number of RX Hits	Number of MD Hits
20210131	1/31/2021 4:00 PM	193		
20210117	1/17/2021 4:00 PM	311		
20210103	1/3/2021 4:00 PM	336	2	2
20201220	12/20/2020 4:00 PM	299	4	3
20201206	12/6/2020 4:00 PM	311	3	3
20201122	11/22/2020 4:00 PM	282	6	5
20201108	11/8/2020 4:00 PM	347	10	10
20201025	10/25/2020 4:00 PM	277	6	5
20201011	10/11/2020 4:00 PM	296	7	7
20200927	9/27/2020 4:00 PM	240	6	6
20200913	9/13/2020 4:00 PM	291	4	4
20200830	8/30/2020 4:00 PM	271	16	16
20200816	8/16/2020 4:00 PM	242	9	8
20200802	8/2/2020 4:00 PM	252	7	4
20200719	7/19/2020 4:00 PM	256	5	4
20200705	7/5/2020 4:00 PM	234	3	2
20200621	6/21/2020 4:00 PM	214	12	11
20200607	6/7/2020 4:00 PM	167	4	4
20200524	5/24/2020 4:00 PM	193	5	5
20200510	5/10/2020 4:00 PM	201	5	5
20200426	4/26/2020 4:00 PM	257	8	7
20200412	4/12/2020 4:00 PM	384	13	11

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



Insurance Search Cont.

ABACUS > Patients > OHI Discovery > Insurance Search

The screenshot shows the 'OHI Search' application window. At the top, there is a 'Search Criteria' section with three input fields: 'Batch Number' (containing '20210131'), 'Patient IEN' (empty), and 'Prescription Number' (empty). To the right of these fields are 'Search' and 'Export' buttons. Below the search criteria, a status bar indicates 'Total Records : 193' and 'Page 1/2'. The main area contains a table with the following columns: Processor_Number, Batch_Number, Pharmacy Number, Prescription Number, Date of Service, Member First Nam, Member Last Nam, Member Initial, and Memb. The table lists 14 rows, all with '6' in the Processor_Number and '20210131' in the Batch_Number columns. The Pharmacy Number, Prescription Number, and Date of Service columns are obscured by a large black redaction box.

Processor_Number	Batch_Number	Pharmacy Number	Prescription Number	Date of Service	Member First Nam	Member Last Nam	Member Initial	Memb
<input checked="" type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						

UNCLASSIFIED



Medically Ready Force... Ready Medical Force

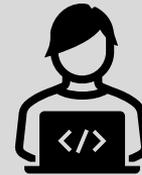


Insurance Search (Batch Numbers)

ABACUS > Patients > OHI Discovery > Insurance Search

User Functionality

- Users can review this table to monitor and track Batch Numbers. The Batch Numbers display the search dates assigned to them as well as the number of Hits being returned to each batch.
- This table does not need to be monitored daily.



UNCLASSIFIED

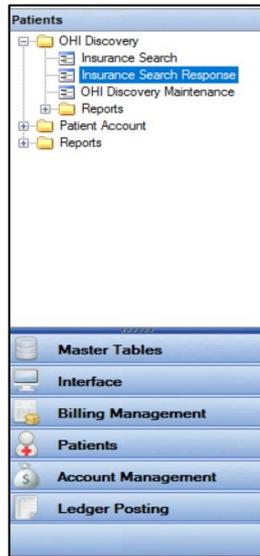


Medically Ready Force... Ready Medical Force



Insurance Search Response

ABACUS > Patients > OHI Discovery > Insurance Search Response



The screenshot shows a data table titled 'Insurance Search Response'. The table has four columns: Response ID, Date Loaded, Number of RX Hits, and Number of MD Hits. The table contains 20 rows of data. The total number of records is 446, and the current page is 1 of 5.

Response ID	Date Loaded	Number of RX Hits	Number of MD Hits
31457	3/22/2016 12:39 PM	42	42
31742	3/25/2016 11:04 AM	11	11
31984	4/1/2016 4:29 PM	31	31
32319	4/8/2016 2:00 AM	34	32
33553	5/3/2016 12:38 PM	94	30
36465	7/4/2016 2:02 AM	70	45
40311	9/23/2016 2:01 AM	5	5
40645	9/30/2016 2:01 AM	6	6
40965	10/7/2016 2:01 AM	3	2
40965	10/7/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	2	2
41303	10/14/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	17	17
41619	10/21/2016 2:01 AM	1	1
41619	10/21/2016 2:01 AM	12	12
41947	10/28/2016 2:01 AM	2	2
41947	10/28/2016 2:01 AM	2	2
42220	11/4/2016 1:59 AM	1	0
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	1	1
42617	11/11/2016 2:01 AM	1	1

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



Insurance Search Response Cont.

ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview

Search Criteria

Response ID: 31457 Patient IEN: Prescription Number: Search Export

Total Records: 42 Page 1 / 1

File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified	Response ID
<input checked="" type="checkbox"/> N29_3_14	20160314				2/12/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/2/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/9/2016	31457
<input type="checkbox"/> N29_3_14	20160314				7/10/2015	31457
<input type="checkbox"/> N29_3_14	20160314				1/28/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/4/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				10/23/2015	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/15/2016	31457

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



Insurance Search Response Example

ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview Details

General Information

Reference Number: 58913504 Verified By: Becky Gomez Verification Complete: 03/17/2016
 File Identifier: Benefit_Recovery_Response_20160315010149.txt File Name Key: N29_3_14

Patient Demographics

Patient Last Name: [REDACTED] Patient First Name: [REDACTED] Patient Middle Name: D
 Patient Address 1: [REDACTED]
 Patient Address 2: [REDACTED]
 Patient City: [REDACTED] Patient State: [REDACTED] Patient Zip: [REDACTED]
 Patient Gender: [REDACTED] Patient DOB: [REDACTED] Patient SSN: [REDACTED]
 Date of Service: [REDACTED] Patient IEN: [REDACTED]

Medical Coverage

Carrier ID: MAIKY0032 Policy IEN: [REDACTED] Insurance Identifier: Primary
 Policy Holder FMP Code: 30 Policy Holder Associated Code: Spouse
 Coverage Type: [REDACTED] Carrier Name: MAIL HANDLERS Carrier Tel No: 8004107778
 Policy Effect Date: 01/10/2016 Policy End Date: 12/31/2199 Group ID: [REDACTED]
 Group Name: MAIL HANDLERS BENEFIT PLN/880800050177500 HIC Coverage Payer Type: B
 Carrier Address 1: PO BOX 8402
 Carrier Address 2: [REDACTED]
 Carrier State: KY Carrier Zip: 40742 Carrier City: [REDACTED]
 Policy Holder Name (Last, First): HYLTON CORA Policy Number: [REDACTED]
 Address 1: [REDACTED] Policy Holder DOB: [REDACTED]
 Address 2: [REDACTED] Policy Holder Gender: [REDACTED]

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Insurance Search Response Schedule

ABACUS > Patients > OHI Discovery > Insurance Search Response

User Functionality

- Users can review this table to monitor and track the number of verified OHI policies returned to ABACUS. Users can view the details of the verified OHI to review what the ABACUS OHI Discovery team has already verified.
- This table can be monitored every Friday. Friday is the scheduled interval for the upload of response loads. If no new verified policies are ready for upload, it is possible that a response load is not received every Friday.



UNCLASSIFIED

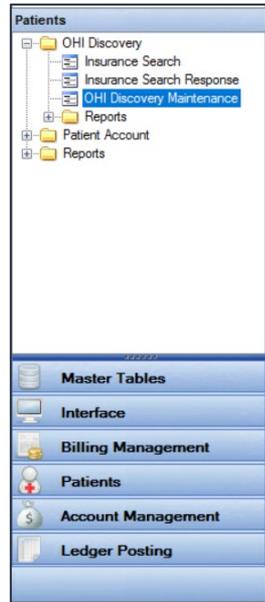


Medically Ready Force... Ready Medical Force



OHI Discovery Maintenance

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance



The screenshot shows the 'OHI Discovery Maintenance' application window. It has search criteria fields for 'Batch Number', 'Patient IEN', and 'Prescription Number'. Below the search fields, it displays 'Total Records: 4' and 'Page 1/1'. The main area contains a table with the following data:

File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified
BRI_3_2	20150302				1/9/2015
BRI_3_2	20150302				2015
BRI_3_2	20150302				2015
BRI_3_2	20150302				2015

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Maintenance Example

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

The screenshot displays the 'OHI Discovery Maintenance' window with two main sections: 'Medical Coverage' and 'Pharmacy Coverage'. Each section contains various input fields for carrier information, policy details, and patient data.

Medical Coverage Section:

- Carrier ID: [Dropdown]
- Policy IEN: [Dropdown]
- Insurance Identifier: [Dropdown]
- Policy Holder FMP Code: [Dropdown]
- Policy Holder Associated Code: [Dropdown]
- Coverage Type: [Dropdown]
- Carrier Name: BCBS OF WASHIN
- Carrier Tel No: 8007221471
- Policy Effect Date: //
- Policy End Date: //
- Group ID: 10014978
- Group Name: LES SCHWAB WAREHOUSE CENT
- HIC Coverage Payer Type: B
- Center Address 1: PO BOX 91059
- Center Address 2: [Empty]
- Center State: WA
- Center City: SEATTLE
- Center Zip: 98111
- Policy Number: LSL13020567868
- Policy Holder Name (Last, First): SALINAS90 BLAKE
- Policy Holder DOB: 05/11/1979
- Address 1: [Empty]
- Address 2: [Empty]
- City, St, Cntry: [Dropdowns]
- Policy Holder Gender: [Dropdown]
- Pol Holder SSN: [Empty]
- Zip: [Empty]
- Status: [Dropdown]
- Phone Number: [Empty]

Pharmacy Coverage Section:

- Carrier ID: [Dropdown]
- Policy IEN: [Dropdown]
- Insurance Identifier: [Dropdown]
- Policy Holder FMP Code: [Dropdown]
- Policy Holder Associated Code: [Dropdown]
- Rx Group Plan Name: RRR LES SCHWAB - HSA
- Rx Group Number: 10014978
- Rx Effective Date: 01/01/2015
- Rx Termination Date: //
- HIC Coverage Payer Type: B
- Rx Name: CatrolstRx
- Rx Address: PO BOX 968022
- Rx City: SCHAUMBURG
- Rx State: IL
- Rx Zip: 60196
- Rx Policy Number: 1.30E+11
- Pharmacy BIN Number: 510623
- PCN Number: 2050000
- Rx Phone: 8009973784

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



OHI Discovery Maintenance Cont.

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

User Functionality

- Users can use this table to update OHI information for the discovered insurance policies as a result of the OHI Discovery process. The insurance information displayed in the Details screen can be used in order to update the information into the source system of record or into ABACUS directly. It is recommended that the information be updated into the source system, but should an immediate update be required for billing purposes, users have the option of updating directly into the ABACUS **Patient Demographics and OHI** table.
- This table can be monitored and worked through as frequently as the response files are received and as workload allows.



UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Patient Demographics and OHI

ABACUS > Patients > Patient Account > Patient Demographics and OHI

Patient Demographics and OHI

Overview

Patient SSN Patient Last Name Patient First Name

OHI Search Date DMIS Code Patient IEN

OHI Date From OHI Date To EDIPT

Sponsor SSN Sponsor Last Name Sponsor First Name

Total Records: 12471 Page 1/125

Patient SSN	Patient Last Name	Patient First Name	Patient IEN	EDIPT	DMIS Code	Sponsor SSN	Sponsor Last Name	Sponsor First Name
999-99-0011	WINSTON990	GEORGE88	909090		0039	999-99-0011	WINSTON9000	GEORGE88
999-98-7897	THORNTON00	KHALID89	33531		0039	999-98-7897	THORNTON00	KHALID89
999-95-1951	DOE1	MDMI1	951951		0039	999-95-1951	DOE1	MDMI1
999-93-7921	HOLMES068	RENEE775	3388737		0039	999-93-7921	HOLMES068	RENEE775
999-93-5935	DOE1	DEAN1	935935		0039	999-93-5935	DOE1	DEAN1
999-93-1931	DOE1	ERIN1	139139		0039	999-93-1931	DOE1	ERIN1
999-93-1931	DOE1	BRAD1	931931		0039	999-93-1931	DOE1	BRAD1
999-92-6925	DOE1	HARRY1	926926		0039	999-92-6925	DOE1	HARRY1
999-92-5925	DOE1	JOEY1	925925		0039	999-92-5925	DOE1	JOEY1
999-92-0920	DOE1	MAURICE1	920920		0039	999-92-0920	DOE1	MAURICE1
999-91-3913	DOE1	STEVE1	913913		0039	999-91-3913	DOE1	STEVE1
999-88-8555	JACKSON01	JOSHUA01	900000000022		0039	999-88-8555	JACKSON01	JOSHUA01

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



Patient Demographics and OHI Cont.

ABACUS > Patients > Patient Account > Patient Demographics and OHI

Medical Insurance Info | Rx Coverage Info | Attachments | Command Interest Codes | Notes | Pre-Authorization | Covered Members Info | CARE/CAID | Veterans Affairs

Insurance Type	Identifier	Policy No	Policy IDN	Carrier ID	Name	Effective Date	Termination Date	Status
Medical Only	Primary	R50315288	1	BCBP004	WYATT, ENRIQUEZ	01/01/1996		Active

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



New Insurance Report

ABACUS > Patients > OHI Discovery > Reports > New Insurance Report

REFERENCE_NUM	P_LAST_NAME	P_FIRST_NAME	P_MIDDLE_NAME	P_GENDER	P_ADDRESS	P_CITY	P
58913508							
58913596							
58914237							
58914373							
58914500							
58914596							
58914721							
58914891							
58914895							
58914914							
58915021							
58915092							
58915236							
58915410							
58915602							
58916000							
58916161							
58916224							
58916383							
58916441							
58916720							
58917016							

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



OHI Discovery Return on Investment

ABACUS > Patients > OHI Discovery > Reports > OHID Return on Investment

<i>For Official Use Only</i>		Uniform Business Office OHI Discovery Return on Investment WRNMMC MSA55-IN,MSA55-OUT,MSA14-IN,MSA14-OUT,MSA13-IN,MSA13-OUT,MSA11-IN,MSA11-OUT,MSA12-IN, 2/1/2021 thru 2/28/2021						
LOB	Total No of Claims	Paid Claims	Not Paid Claims	Open Claims	Total Billed	Total Collected	No of OHI Discovered Policies	
TPC1-IN	1	0	0	1	\$71,886.90	\$0.00	1	
TPC1-IN Totals	1	0	0	1	\$71,886.90	\$0.00	1	
TPC2-OUT	150	0	0	150	\$16,293.89	\$0.00	83	
TPC2-OUT Totals	150	0	0	150	\$16,293.89	\$0.00	83	
Totals:	151	0	0	151	\$88,180.79	\$0.00	84	

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Hits Detail

ABACUS > Patients > OHI Discovery > Reports > OHID Hits Detail

<i>For Official Use Only</i>		Uniform Business Office OHI Discovered Hits Detail WRNMMC 1/1/2021 thru 2/28/2021				
Billing DMIS	Batch Date	OHI Searches	Total Policies	RX Policies	Medical Policies	Hit Rate
0067	20210117	311				
0067	20210103	336	4	2	2	1.19
0067	20210131	193				
Totals		840	4	2	2	0.48

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Not Updated in Source System

ABACUS > Patients > OHI Discovery > Reports > OHID Not Updated in Source System

For Official Use Only

Uniform Business Office
OHI Discovery Not Updated in Source System
 WRNMMC
 2/1/2021 thru 2/28/2021

Patient Last Name	Patient First Name	DOB	Last 4 SSN	Patient IEN	PATCAT	Carrier Name	OHID Export Date	IN TYPE
[REDACTED]						CAREFIRST BCBS MD	02/05/2021	MEDICAL
						CAREMARK	02/05/2021	PHARMACY
						BCBS GEORGIA	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CIGNAHEALTHCARE	02/05/2021	MEDICAL
						DSTPSVRX	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						AETNA- TX	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CAREFIRST BCBS FED MD	02/05/2021	MEDICAL
						CAREMARK CAREFIRST	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CIGNA	02/05/2021	MEDICAL
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CAREFIRST BCBS MD	04/24/2020	MEDICAL
						CAREFIRST BCBS MD	02/05/2021	MEDICAL
CAREMARK	04/24/2020	PHARMACY						

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



DoD Beneficiary OHI Rate

ABACUS > Patients > OHI Discovery > Reports > DoD Beneficiary OHID Rate

For Official Use Only

Uniform Business Office
DOD Beneficiary OHI Rate
 WRNMMC
 2/1/2021 thru 2/28/2021

DOD Beneficiaries With OHI	DOD Beneficiaries Without OHI	Total DOD Beneficiaries	DoD Beneficiary with OHI Rate
822	12,739	13,561	6.06
822	12,739	13,561	6.06

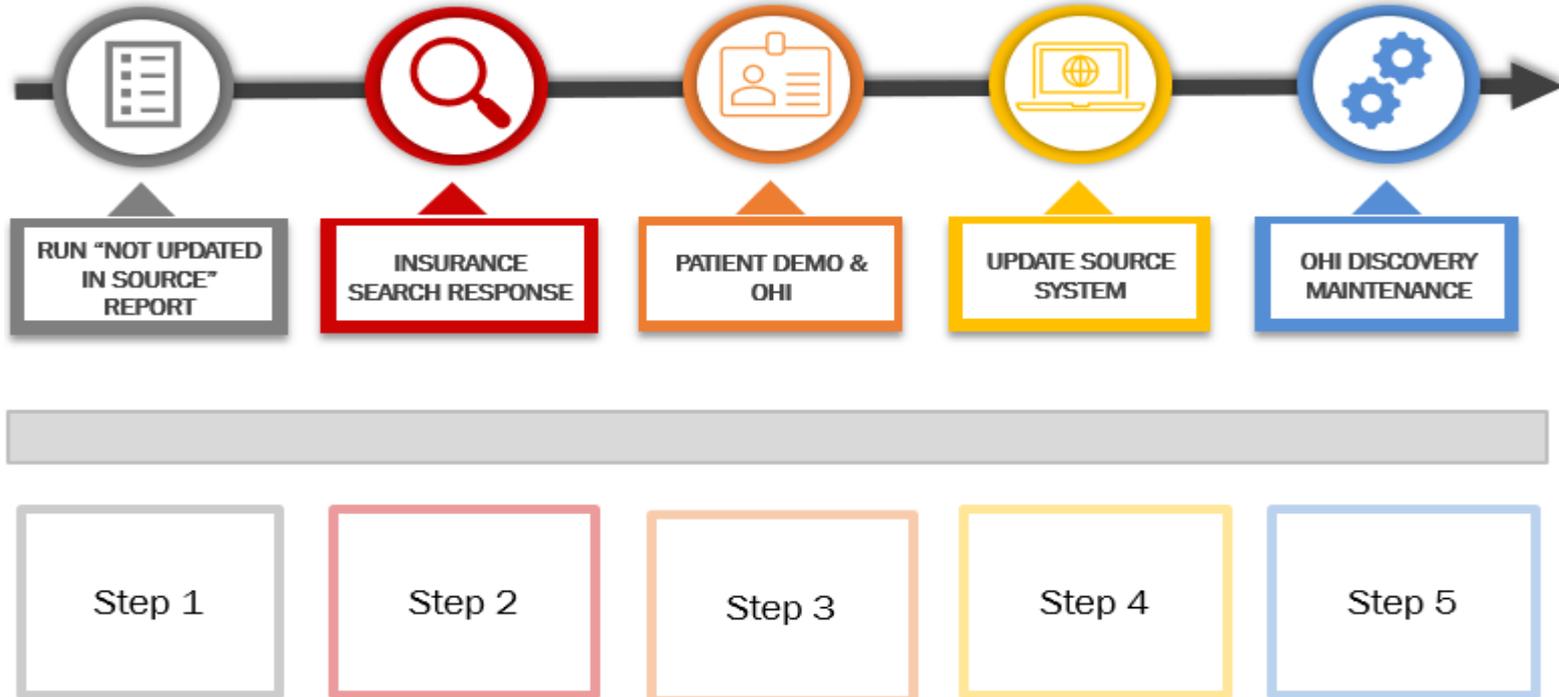
UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow



UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow: Step 1



- Run the “Not Updated in Source System” report under OHI Discovery reports.
- This represents an outstanding worklist which acts as a starting point.
- Notate the OHID Export Date.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow: Step 2



- Using the OHID Export Date from the "Not Updated in Source System" report, search for patient in Insurance Search Response under OHI Discovery.
- When located, double-click the patient to obtain details of OHI hits.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow: Step 3



- Use patient first and last name to bring up their Patient Demographics & OHI details screen.
- Verify if OHI from Insurance Search Response is present in the Patient Demographics & OHI screen.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow: Step 4



Legacy MTFs:

- If OHI is present in Patient Demographics & OHI , skip to final step.
- If OHI is not present, information should be added into CHCS and will then flow back to ABACUS.
- If needed for immediate billing, information should be entered into ABACUS directly and then CHCS.

MHS GENESIS MTFs:

- If OHI is present in Patient Demographics & OHI, information should also be added into MHS GENESIS.
- If OHI is not present, information should be added directly into both ABACUS and MHS GENESIS.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Workflow: Step 5



- Confirm OHI information is loaded in both ABACUS and CHCS/MHS GENESIS.
- Locate patient in OHI Discovery Maintenance.
- Double-click patient and navigate to the bottom of the details screen.
- Select "complete" to remove patient from the list.
- Patient will fall off "Not Updated in Source System" list.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Data Quality Management Control Review List – FY22 New

C.8 Question

- Question C.8 on the Data Quality Management Control (DQMC) Review List has been updated to an ABACUS eOHI Discovery report question. Previously, this question reported DD 2569 collection.
- This report should be forwarded to the DQ manager each month for reporting on the DQMC Review List.
- Guidance for this question can be found in the *DQMC User's Guide* and the *DHA UBO ABACUS SOP – Section 7*

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 ABACUS OHI Discovery (OHID) Hits

C.8. What is the number of ABACUS OHI Discovery hits that have not been loaded into the Patient Demographics and OHI in ABACUS for billing? (Ending Balance)

C.8.a. Beginning balance for Fiscal Year

C.8.b. Number of OHI Discovery hits resolved for data month.

C.8.c. Ending Balance

Threshold

"Good" - visual cue green; = 0.

"Attention Required" - visual cue red; > 0; comment required.

N/A not appropriate for this question

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 Calculation

1. **Beginning balance** = Cumulative balance of unresolved OHID hits from the beginning of the current Fiscal Year.
2. **Number of OHID hits resolved this month** = Number of OHID hits from cumulative balance added to ABACUS Patient Demographics & OHI.
3. **Ending balance** = (1) Beginning Balance minus (-) (2) Number of OHID hits resolved this month.

DO NOT, report a beginning balance = 0 (C.8.a), and a number of hits resolved >0 (C.8.b), as that implies no OHI hits were found, yet some were resolved in that month. The beginning balance should be pulled and reported prior to resolution.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 Process

- UBO personnel will run the standard ABACUS OHI Discovery report “OHID Not Updated in Source System” to identify OHI Discovery hits that have not been added into ABACUS for billing.
- Once OHI Discovery hits have been identified, UBO personnel will follow guidance listed in the following slides to resolve the hits by adding the OHI information into ABACUS Patient Demographics and OHI.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 UBO Personnel – Primary Method: Step 1

1. Run the ABACUS standard report, “OHID Not Updated in Source System,” to identify OHI Discovery hits.
 - a) ABACUS > Patients > OHI Discovery > Reports > “OHID Not Updated in Source System”
 - b) From date should be the first day of the current fiscal year in which data is being reported. To date should be the last day of the data month that is being reported.
 - c) Select “Generate Report”

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 UBO Personnel – Primary Method: Step 2

2. Resolve OHI Discovery hits found by adding OHI information into Patient Demographics and OHI. Earlier covered in slides 18-19.

Patient Demographics and OHI

Overview Details

Patient Details

Patient SSN

Patient Last Name

Address 1

Address 2

State

Zip Extn

Gender

Form Location

Remarks

Represented Country

DEERS Check Date

Sponsor Information

Sponsor Details

Sponsor SSN

Address 1

Address 2

Gender

Medical Insurance Info Rx Coverage Info Attachments Command Interest Codes Notes Pre-Authorization Covered Members Info CARE/CAID Veterans Affairs

0 of 0

Include Non-Ranked

Insurance Type	Identifier	Policy No	Policy IDN	Carrier ID	Name	Effective Date	Termination Date	Status
----------------	------------	-----------	------------	------------	------	----------------	------------------	--------

Medical Insurance Info Rx Coverage Info Attachments

0 of 0

+

Insurance Type	Identifier
----------------	------------

UNCLASSIFIED

Medically Ready Force... Ready Medical Force



C.8 UBO Personnel – Primary Method: Step 3

3. Locate the patient in OHI Discovery Maintenance and select “Complete” at the bottom of the screen. Patient will drop from the “OHID Not Updated in Source System” report list.

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



C.8 UBO Personnel – Primary Method (cont.)

Note for C.8.a, b, c Your MTF's DQ Manager will be responsible for the below, please be prepared to assist:

What to do if unable to capture OHI Discovery?

- We ask that you report 0 with a Problem and Action Plan explaining the problem and what's being done to resolve it.
 1. Enter a number greater than 0 to activate the Problem and Action Plan boxes.
 2. Enter your Problem and Action Plan comments and ECD. Then change the data to 0.

There is no alternate method for this question

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



OHI Discovery Future Solution – RevX and Experian Coverage Discovery

- ABACUS is being replaced as part of Revenue Cycle Expansion Project (RevX) and the implementation of Cerner Patient Accounting and Dentrix
- ABACUS OHI Discovery functionality will be replaced with Experian OHI Coverage Discovery as MTFs implement RevX
- Experian will appear as a separate application available from the Citrix Storefront where you access MHS GENESIS, and RevX applications:
- Login and training information will be forthcoming



UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Resources

- ABACUS FAQ/Knowledge Base – <https://abacusmhs.health.mil/FAQ>
 - ABACUS Operations Manual (v2.21)
 - OHI Discovery Job Aid (v1.1)
- ABACUS Computer-Based Training – <https://abacusmhs.health.mil/CBT>
 - OHI Discovery
 - OHI Discovery Reports
- DHA Launchpad UBO – <https://info.health.mil/bus/brm/ubo/PolicyGuidance/Forms/AllItems.aspx>
 - DHA UBO ABACUS Guides
 - MHS GENESIS OHI Standard Operating Procedure
- DHA Launchpad FY22 DQMC User's Guide – https://info.health.mil/bus/brm/dqmc/Documents/Management_Control.aspx

UNCLASSIFIED



Medically Ready Force... Ready Medical Force



Questions

Questions?



UNCLASSIFIED



Medically Ready Force... Ready Medical Force

