eFertility

eBase v8
Finance module manual.

eFertility

Contents

Introduction

The finance module offers an organization the ability to directly create invoices based on the care and treatments provided to clients. This manual will first cover the end-user perspective of the module, detailing how to create an invoice based on the services provided to a client. Later in the manual, we will discuss the backend of the module, including all the settings necessary to ensure proper functionality of this module.

End-user manual

For the purposes of this section, we will assume that the finance module has been fully configured by the system administrators. We will use a hypothetical patient case to walk through the process of creating an invoice. This example will help clarify the application of the module's features in a real-world scenario.

Adding insurance to patient.

In instances where a patient's treatment costs are partially or fully covered by an insurance or funding entity, it is essential to add this information to their profile.

Figure 1 Accessing Patient Details

In the clinic view, click on the pencil icon to open the patient details window. This window also allows for modifications to other information, such as marital status or contact details.

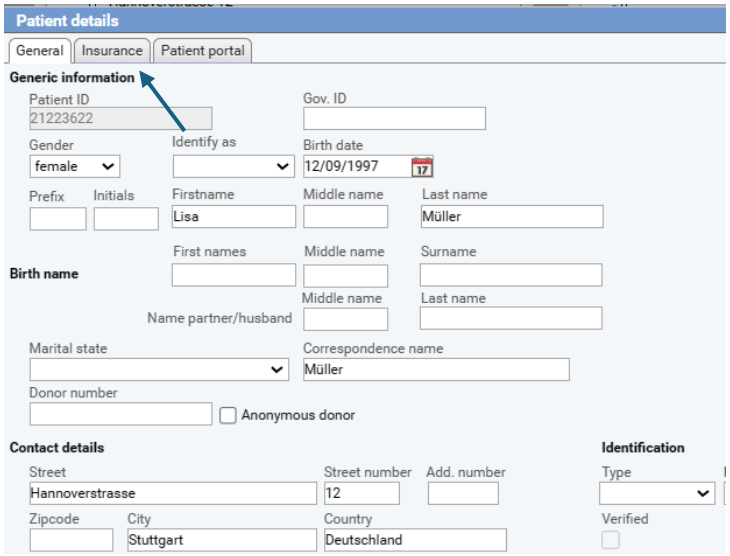


Figure 2 Navigating to Insurance Information

Click on the “Insurance” tab to view an overview of the patient’s current funders or insurances.

Figure 3 Adding a New Insurance Record

Click on the “New Record” button to add a new insurance entry. A blank record will appear for completion.

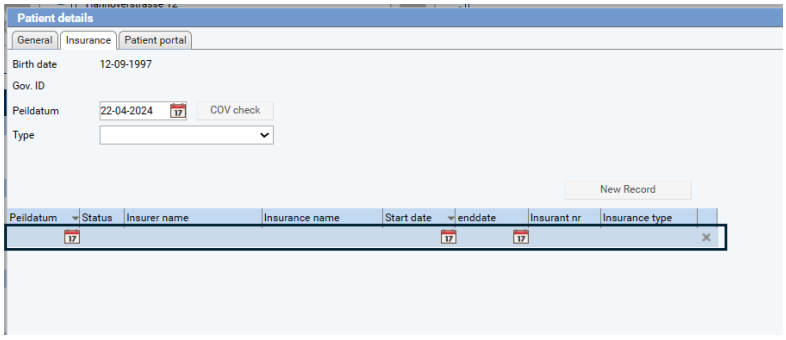


Figure 4 Blank insurance record

Complete the insurance record with the following required information:

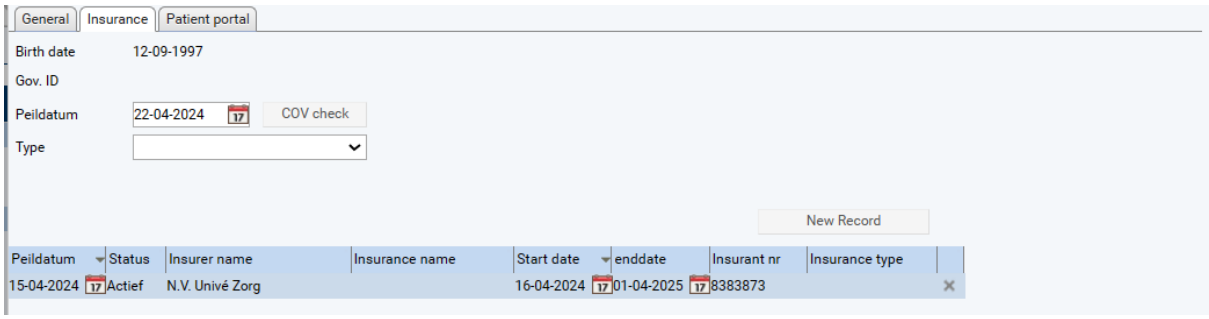


Figure 5 Filling Out Specific Insurance Data

- Peildatum: The reference date for the insurance record.
- Status: Active or inactive.
- Insurer Name: The name of the insurance provider.
- Insurance Name: The specific name of the insurance plan.
- Start and End Date: The validity period of the insurance.
- Insurant Nr: The policy number or identifier for the insured individual.
- Insurance Type: The category or type of insurance.

Creating invoices

There are four ways of creating an invoice in the system:

- Via the calendar - Invoices can be generated directly from scheduled appointments and treatments.
- Automatically via clinic view using predetermined profiles - This method utilizes predefined settings to streamline the creation of invoices.
- Manually via clinic view - This allows for invoices to be manually created and customized directly in the clinic view.
- Via cryo batch invoicing - Specifically designed for annual billing of cryo storage services for embryos, oocytes, or sperm.

Creating invoices via the calendar.

The most efficient way to create invoices is through the calendar. This method allows invoices to be directly linked to client appointments.

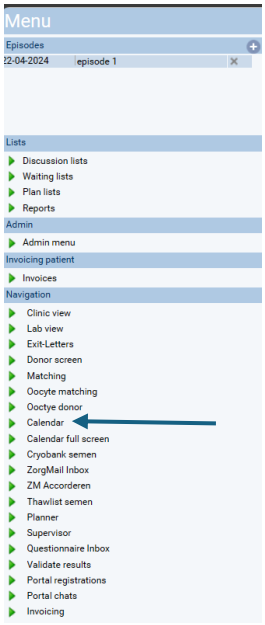


Figure 6 Accessing the Calendar

Navigate to the calendar by selecting it from the sidebar, which opens the agenda.

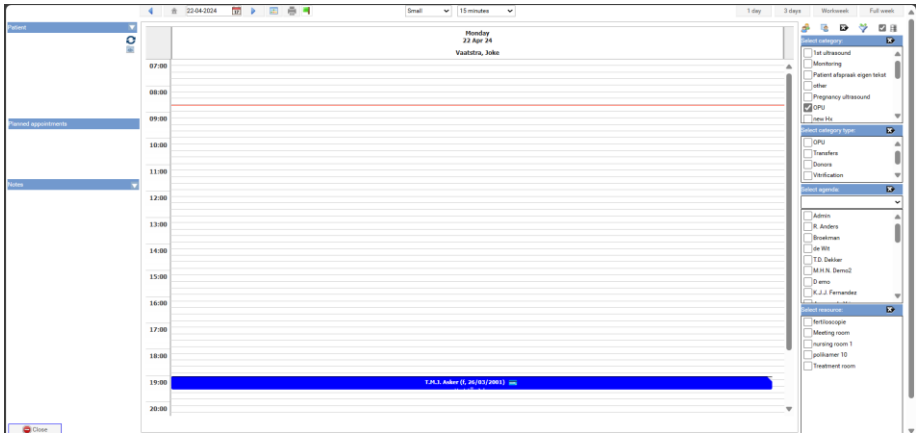


Figure 7 Scheduling an Appointment

After setting a date for an appointment with a patient, click on the "Save without closing" button.

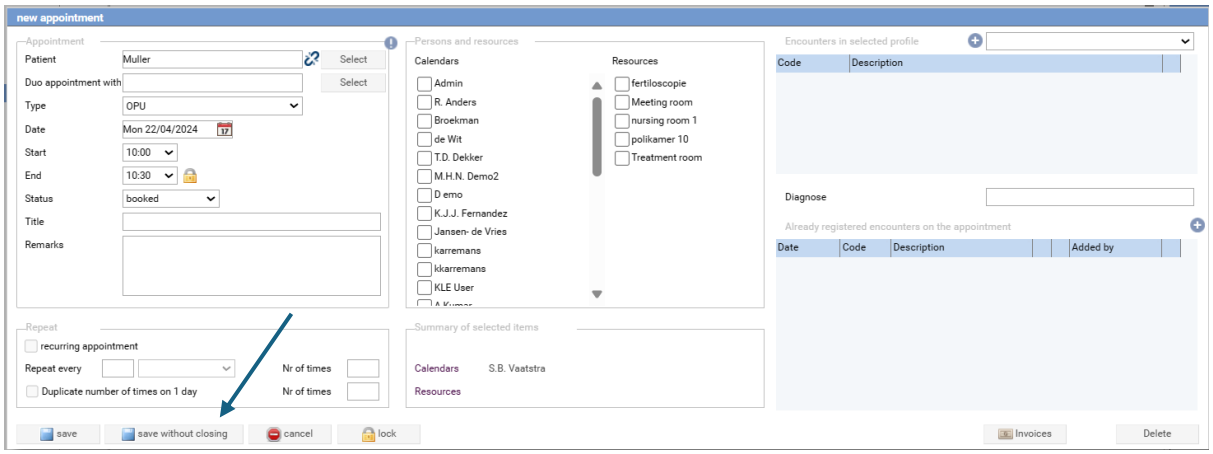


Figure 8 Activating Treatment Profiles

This action activates the previously greyed-out dropdown menu at the top right of the window. From here, you can select one of the treatment profiles created by the system administrators.

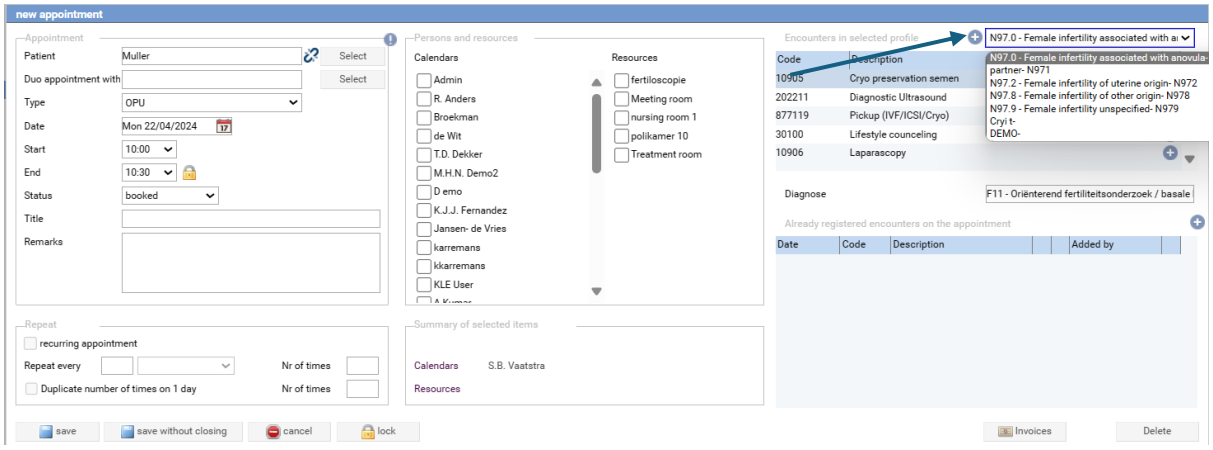


Figure 9 Selecting a profile with encounters

Press the “+” button located to the left of the selected profile to add all the encounters at once.

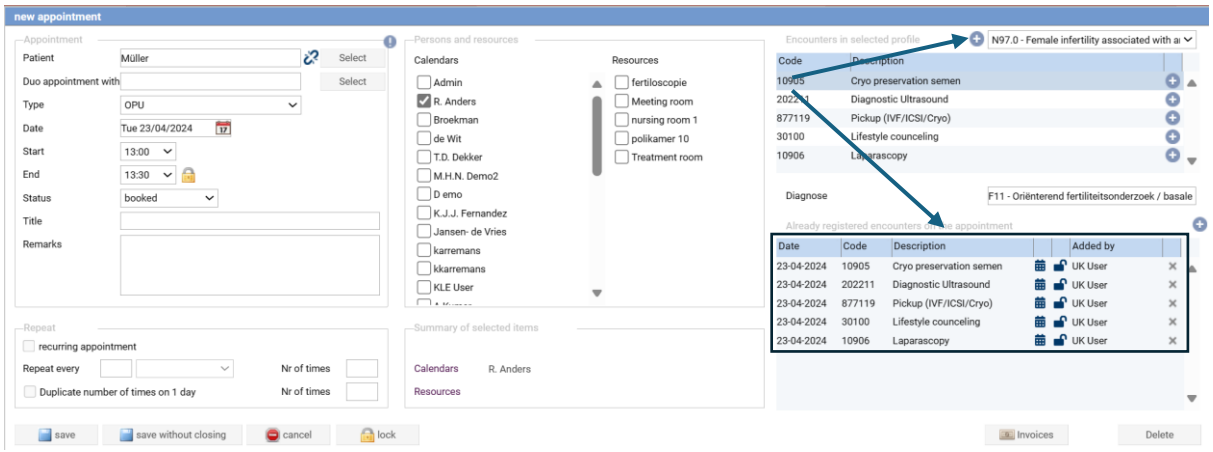


Figure 10 Adding Multiple Encounters at Once

This allows for quick and easy addition of multiple encounters to the invoice based on the selected profile.

Alternatively, you can pick single encounters from the list.

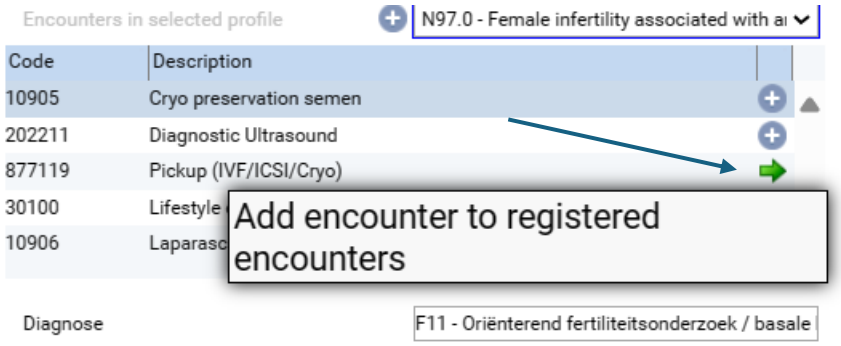


Figure 11 Adding Single Encounters

Hover over the '+' next to an encounter; it will turn into an arrow. Click on it to open a new window where you can set the date of the encounter and specify the quantity.
The Addon indicates if the encounter is funded by the client's funder or not

.

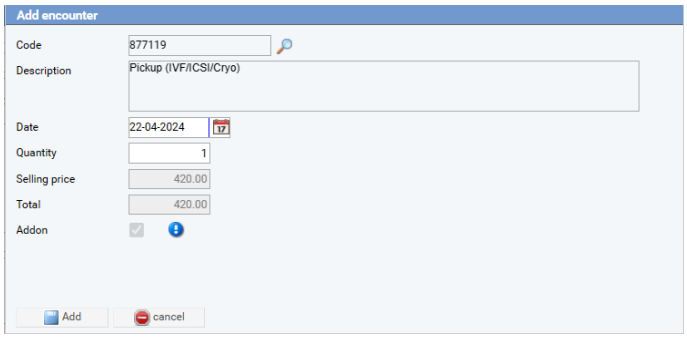


Figure 12 Registering the Encounter

After clicking on "Add," the encounter is registered in a concept invoice.

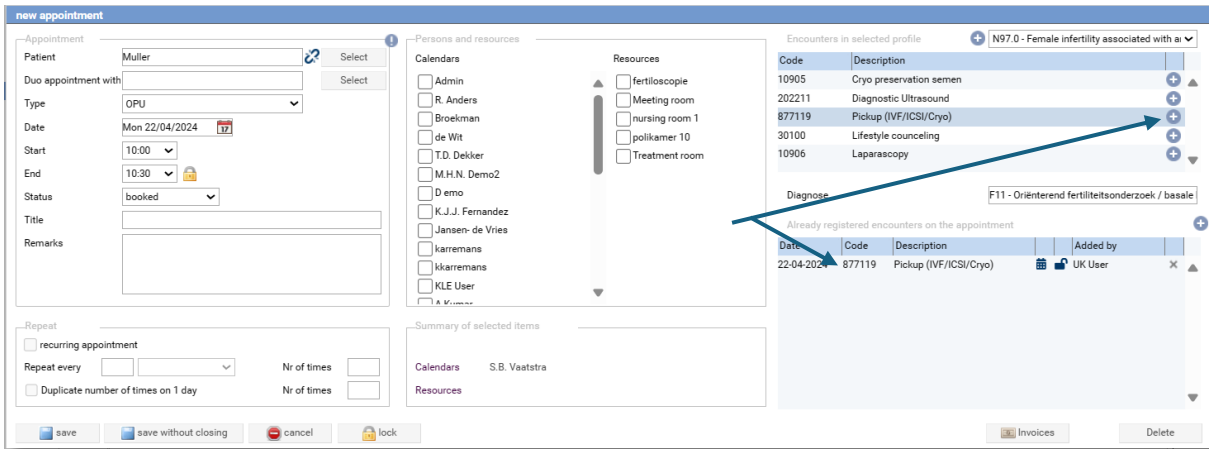


Figure 13 Adding Multiple Encounters at Once

We will discuss the process of finalizing an invoice on page [x] of this manual.

Creating automatic invoices using clinic view

An alternative method for generating invoices is by using the automatic invoicing function available in the clinic view.

Figure 14 Accessing Automatic Invoicing

Open the patient's file and click on the downward arrow in the treatment tab to locate the automatic invoicing option.

Click on "Invoicing" to open the following menu.

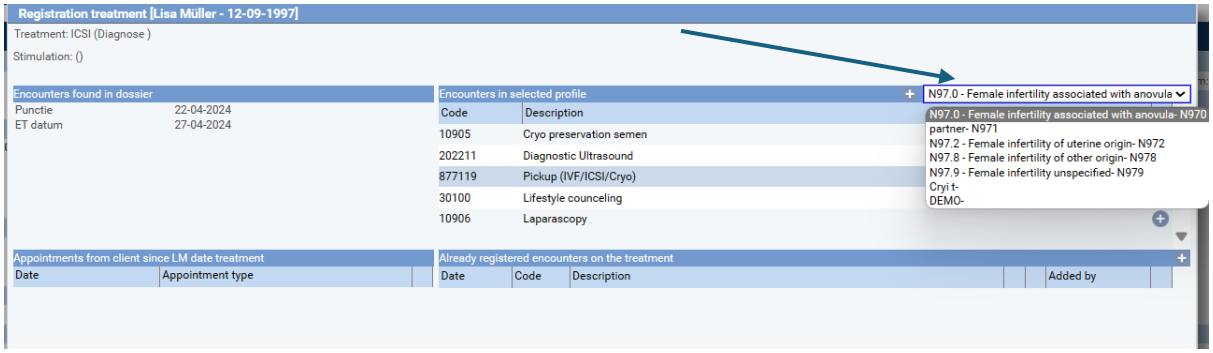


Figure 15 Selecting Profiles and Encounters

Similar to the invoicing process via the calendar, you can add all encounters associated with a profile at once by clicking the “+” icon located to the left of the profile.

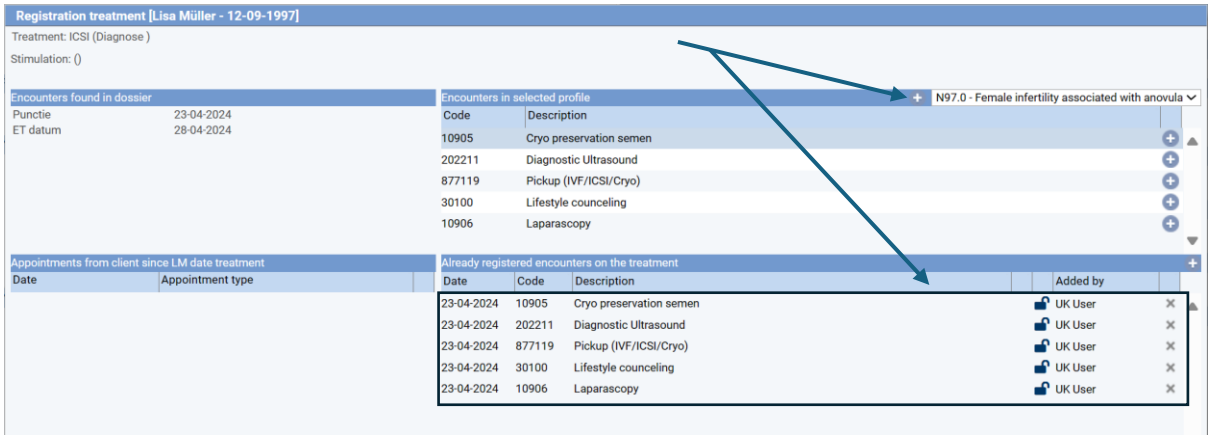


Figure 16 Adding Single Encounters

Alternatively, you can pick single encounters from the list. Hover over the '+' next to an encounter; it will turn into an arrow. Click on it to open a new window where you can set the date of the encounter and specify the quantity.

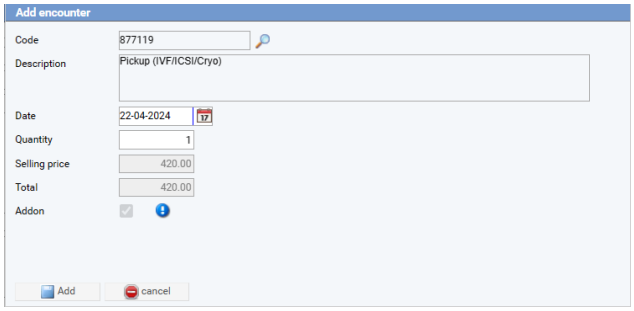


Figure 17 Registering the Encounter

After setting the details, click "Add" to register the encounter in a concept invoice.

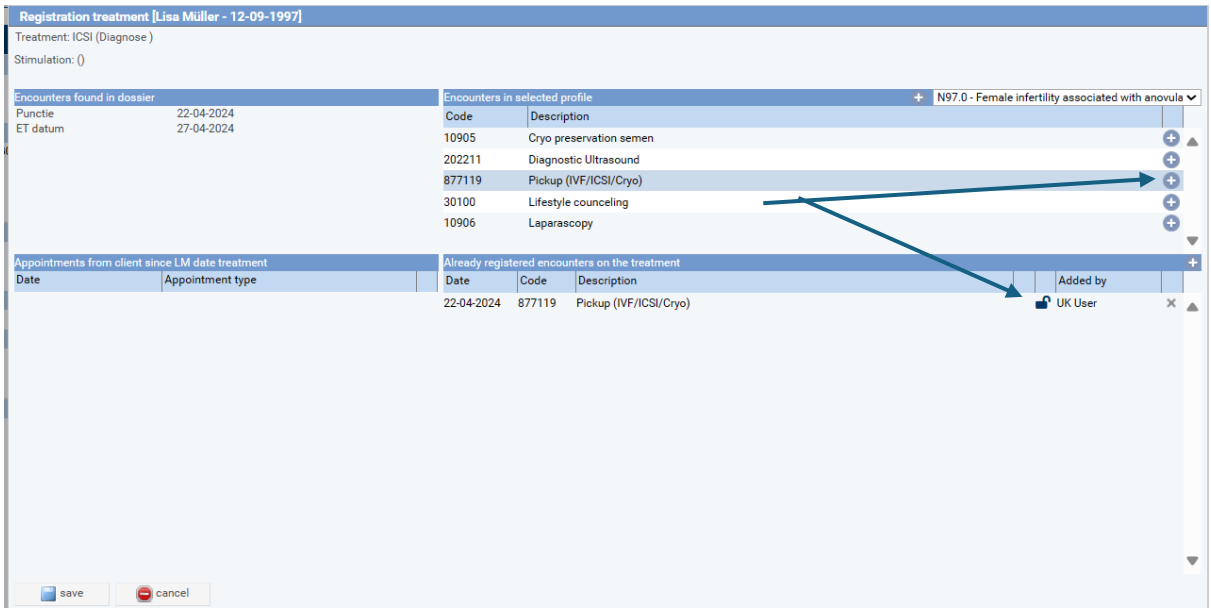


Figure 18 Saving the Invoice

To finalize, you can either continue adding encounters or save the current selections. Click "Save" to create the concept invoice and then close the invoice window.

Creating manual invoices using clinic view

The third method for creating invoices based on specific treatments is the manual invoice option. This approach allows for detailed customization of invoices.

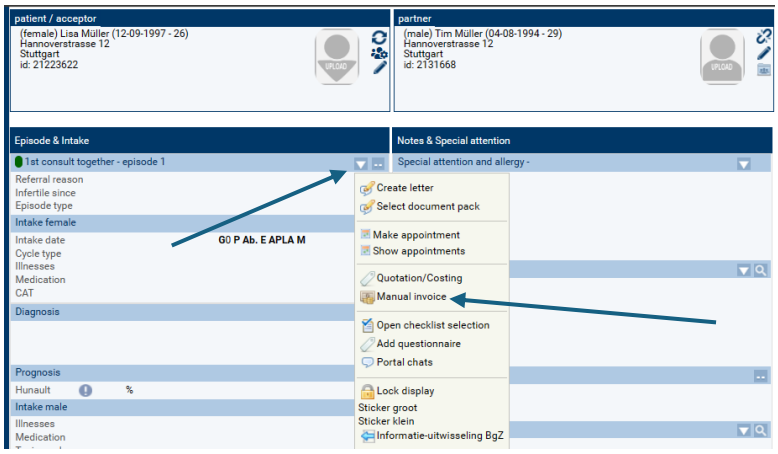


Figure 19 Accessing Manual Invoicing

In the clinic view, open a patient file. Then, click the down arrow in the "Episode & Intake" tab where you will find the "Manual Invoice" option.

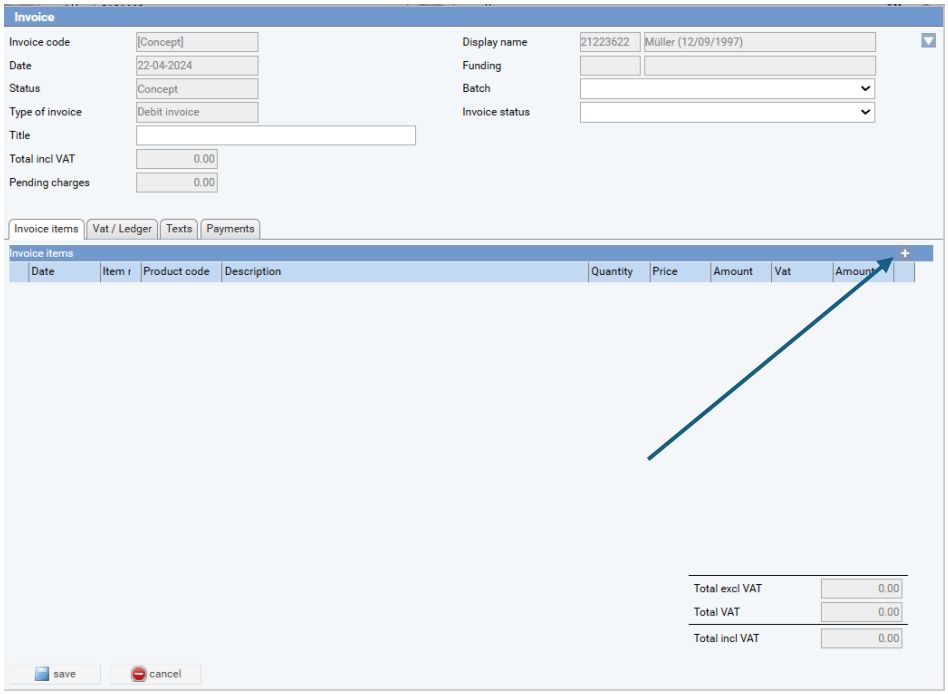


Figure 20 Opening the Invoice List

After selecting the manual invoice option, a blank invoice list will appear. Click on the "+" to open a list of all available encounters.

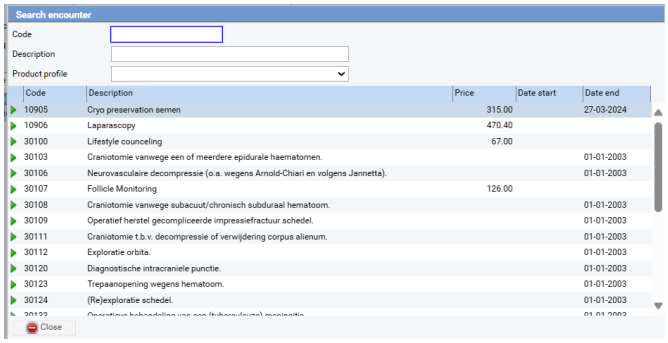


Figure 21 Searching for Encounters

To facilitate finding specific encounters, you can search based on product code, description, or the profile within which the encounter is categorized.

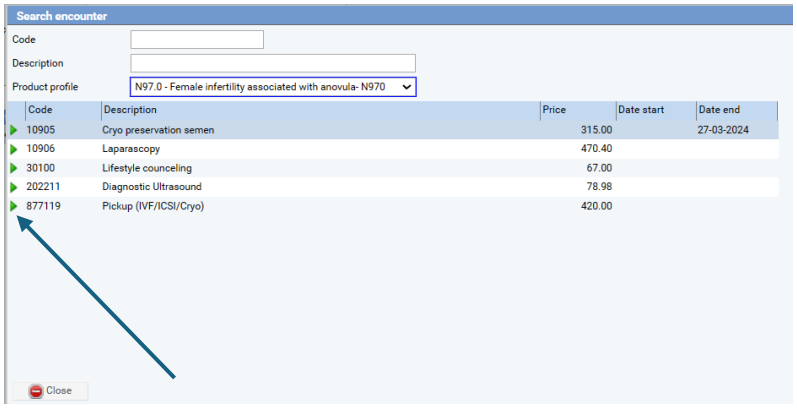


Figure 22 Selecting an Encounter

By clicking on the green arrow, you can select the encounter that you want to add to the invoice.

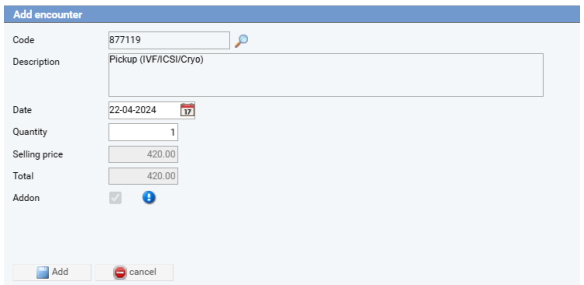


Figure 23 Specifying Details

And just like with the other two methods, you need to provide a date and quantity for the selected encounter.

After clicking on “add” the encounter is added to the invoice.

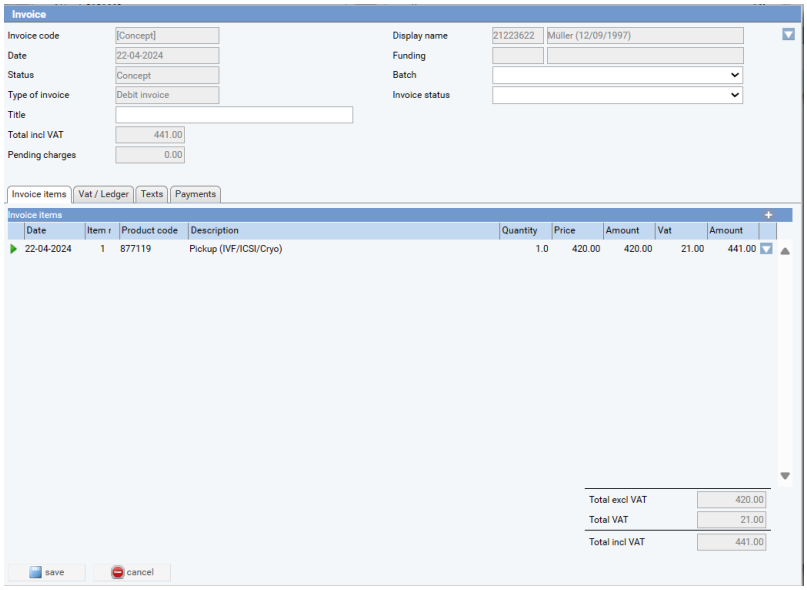


Figure 24 Adding the Encounter to the Invoice

This action adds the chosen encounter to the invoice. By repeating this step for multiple encounters, you can create a custom invoice tailored to specific needs and circumstances.

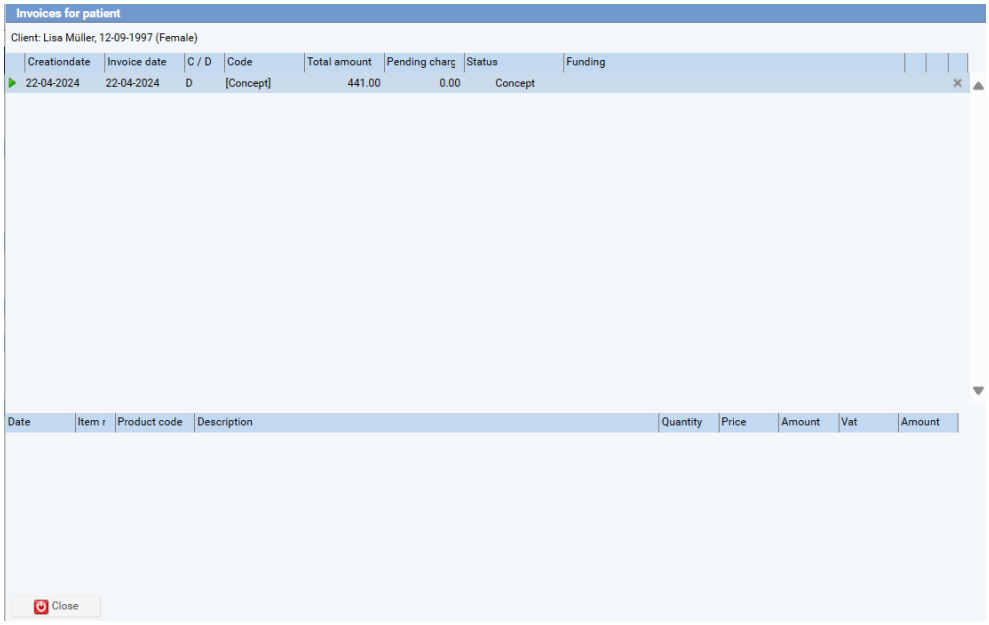


Figure 25 Saving and Redirecting

Once pressed save you will be redirected to the list of invoices the client has.

Cryo batch invoicing

For yearly reoccurring billing for example cryo storage of material there is the possibility to run batch run that will look for all patients with material in the cryo storage that didn't receive a invoice in over a year.

In order to do this navigate to invoicing

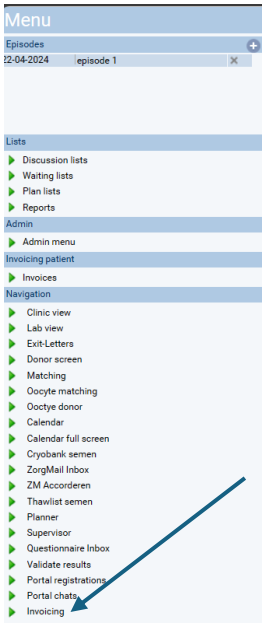


Figure 26 Accessing Invoicing Section

Then navigate to cryo batch invoices.

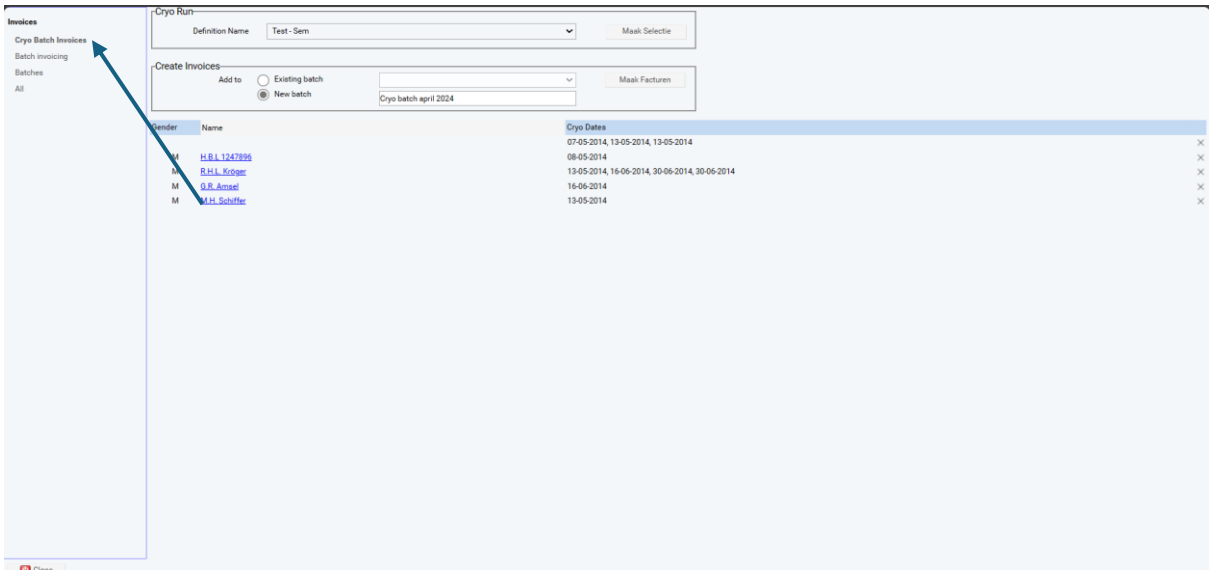


Figure 27 Selecting Cryo Batch Invoices

There you can select what kind of cryo run you would like to run for embryo's or semen for example.

There you click "make selection", select a batch that you would like to place the invoices in or create a new batch.

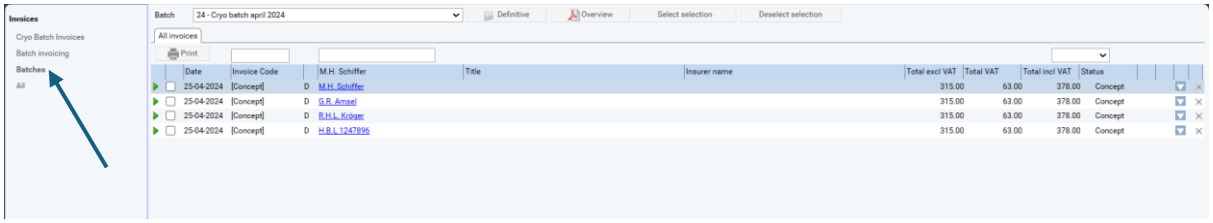


Figure 28 Managing Batches

After the batch is made go to batches and then select the desired batch. After that you can finalize the invoices.

Finalizing and paying invoices

In this section of the manual, we will detail the steps necessary to finalize an invoice, as well as methods for printing or electronically sending invoices to a funder or client. We will also explore the various payment options available to clients for paying for the provided services.

Making a concept invoice finalized

Before an invoice can be sent to a funder or client, it must be checked and finalized. Once an invoice is finalized, it cannot be deleted or modified. This section of the manual will detail the various steps and considerations involved in finalizing an invoice.

Finalizing an invoice for client

Click on the invoicing button located on the left side of the screen to open the invoicing screen.

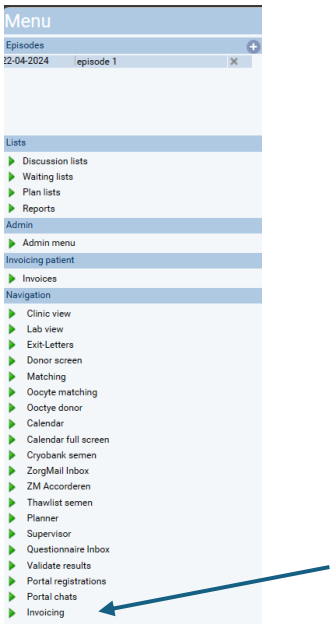


Figure 29 Accessing the Invoicing Screen

For batch processing, click on "batch invoicing" to view a list of all new invoices that haven't yet been assigned to a batch.

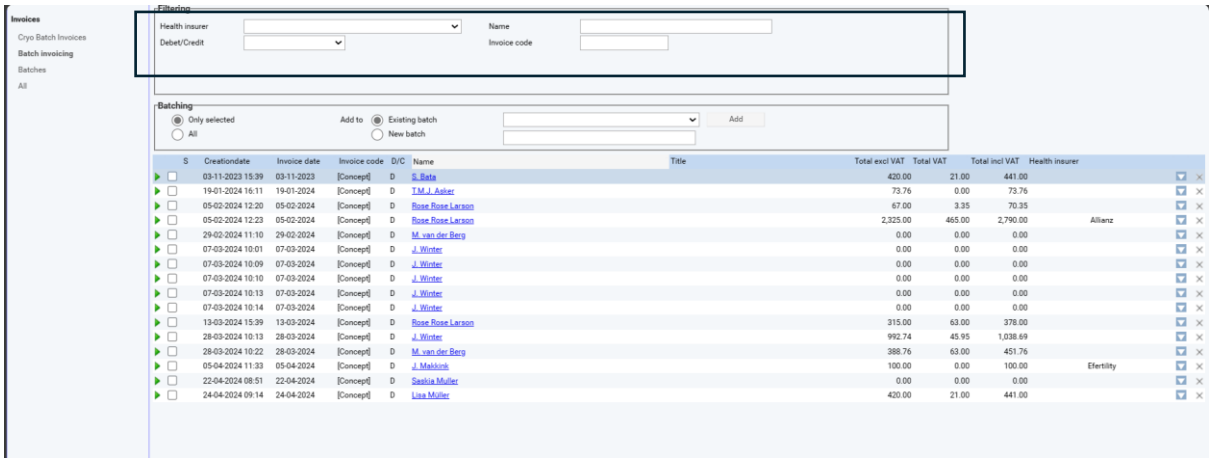


Figure 30 Managing Batch Invoicing filtering Options

In the top part of the screen, use filters to sort invoices by name, invoice code, health insurance or by whether they are debit, credit, or quotation types.

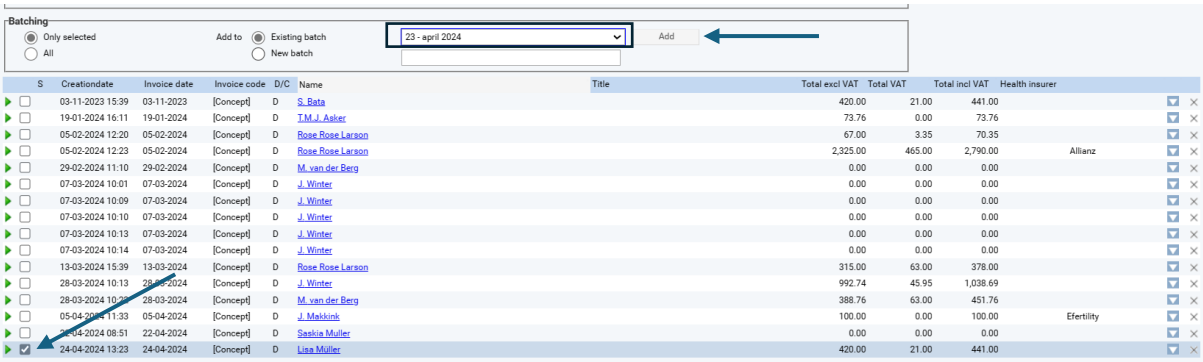


Figure 31 Assigning Invoices to Batches

In the list of invoices, you can send them to a batch. For example, select our hypothetical patient, choose the existing batch "April 2024," and press “add” to move the patient’s invoice to this batch.

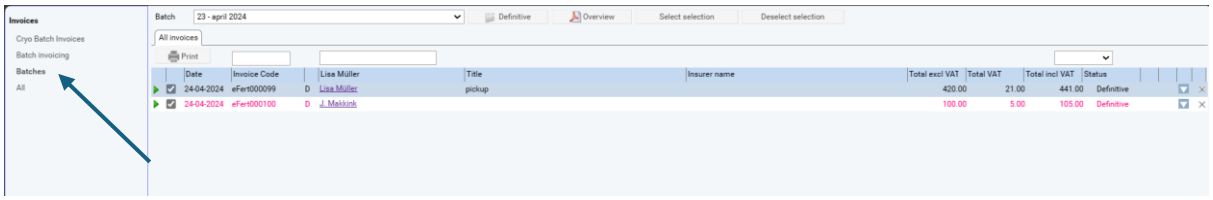


Figure 32 Reviewing Batch Details

Navigate to “Batches” and select a batch (in our example, "April 2024") to see a complete list of all invoices within this batch.

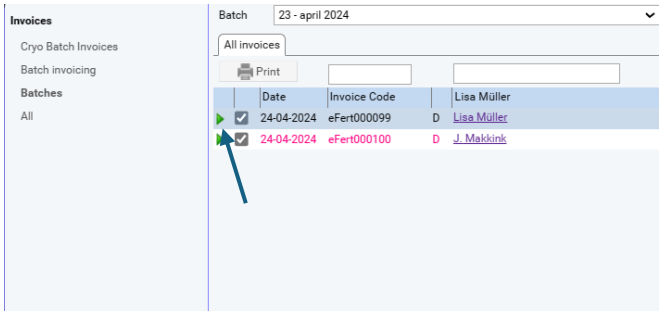


Figure 33 Opening an Invoice for Editing

Click on the green arrow next to an invoice to open it and make necessary adjustments, if needed.

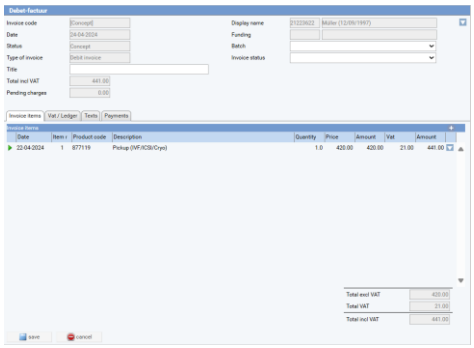


Figure 34 List of Encounter within a Invoice

Click on the green arrow before an encounter to open it and make final adjustments, such as changing the ledger it's booked on, the VAT rate, the quantity, or the price.

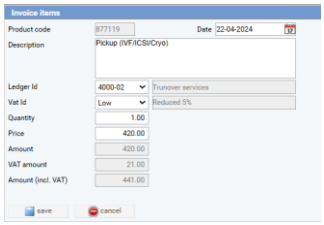


Figure 35 Editing Encounter Details within an Invoice

Click on the VAT/Ledger tab to review the VAT rate and ledger assignment for each encounter within the invoice.

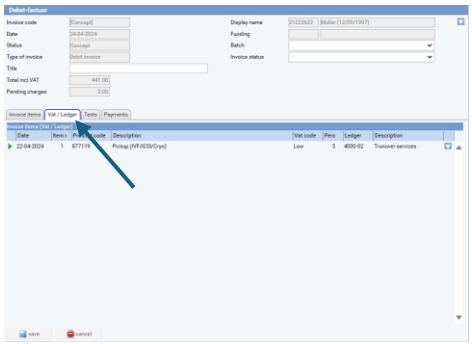


Figure 36 Reviewing VAT and Ledger Assignments

In the text tab, add internal notes or notes that will appear on the final invoice for clarity or additional information.

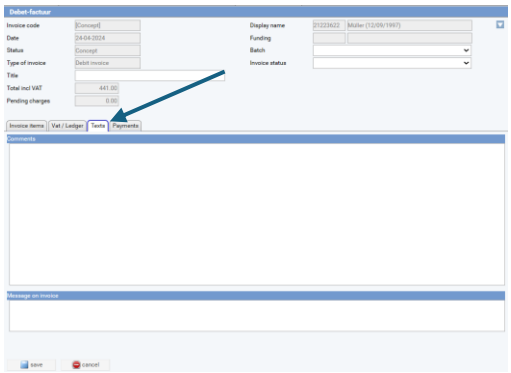


Figure 37 Adding Notes to the Invoice

Once all information is confirmed and complete, click on the “make definitive” button located beneath the downward arrow in the top right corner of the screen.

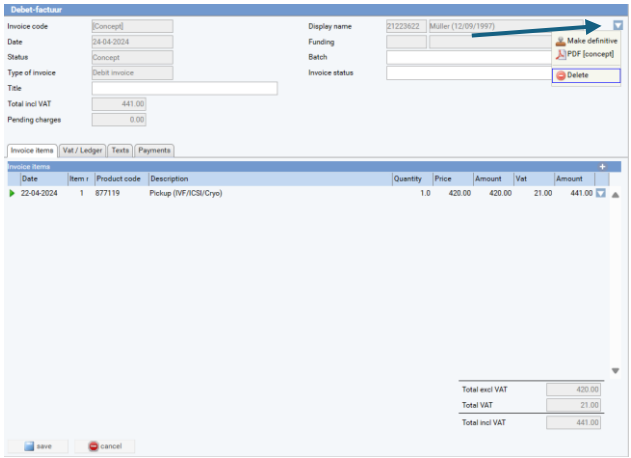


Figure 38 Finalizing the Invoice

<u>Once clicked the invoice can not be change anymore.</u>

Finalizing an invoice for funder

In scenarios where a client's insurance or funder covers the cost of certain encounters, it's essential to manage these along with non-funded encounters within the same invoice. Up to now, our examples have not covered situations where funding is involved. We will now demonstrate how to handle an invoice that incorporates both funded and non-funded encounters.

For this example, let's consider an invoice that includes two encounters: the Pickup and the Diagnostic Ultrasound. In our scenario, the Pickup is not funded, while the Diagnostic Ultrasound is covered by a funder or insurance.

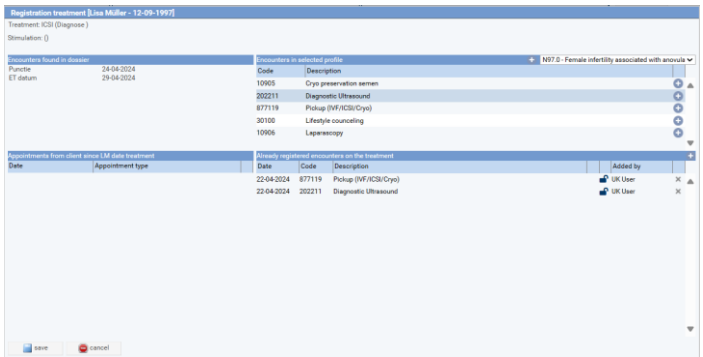


Figure 39 Creating an invoice with a funded encounter.

When adding the Diagnostic Ultrasound to the invoice, observe that the checkbox next to "Addon" is unchecked, unlike in previous figures (12, 17, and 23). This unchecking indicates that this encounter is funded by an insurer or funder, not by the client directly.

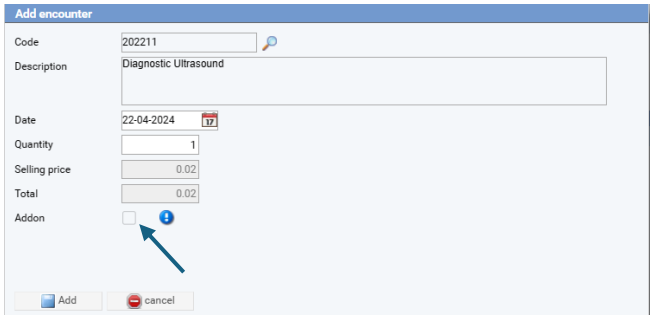


Figure 40 Adding a Funded Encounter to the Invoice

Upon navigating to the invoicing screen, you will see that your example patient has two separate invoices: one for her personally and another for the funder or insurance.

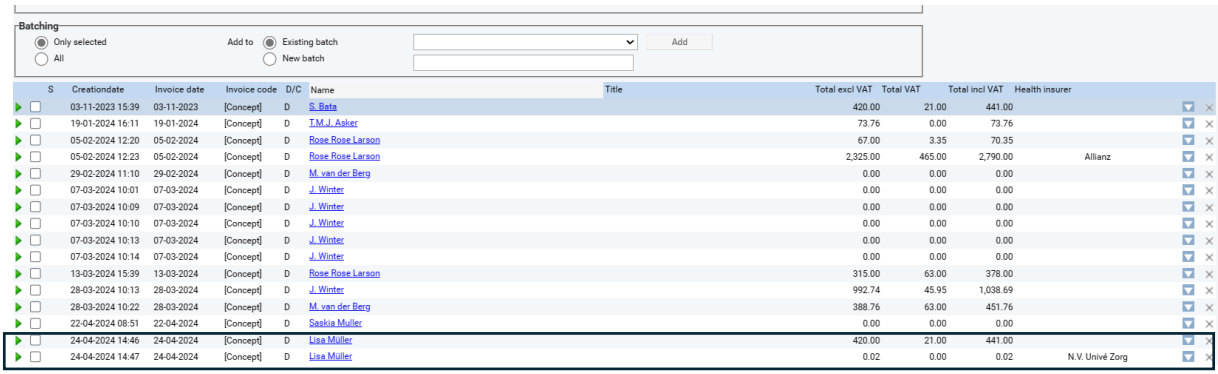


Figure 41 Reviewing the Funder's Invoice

On the invoice designated for the funder or insurance, you will notice the health insurer's details filled in next to the total price including VAT. This specifies whom the invoice is directed to.

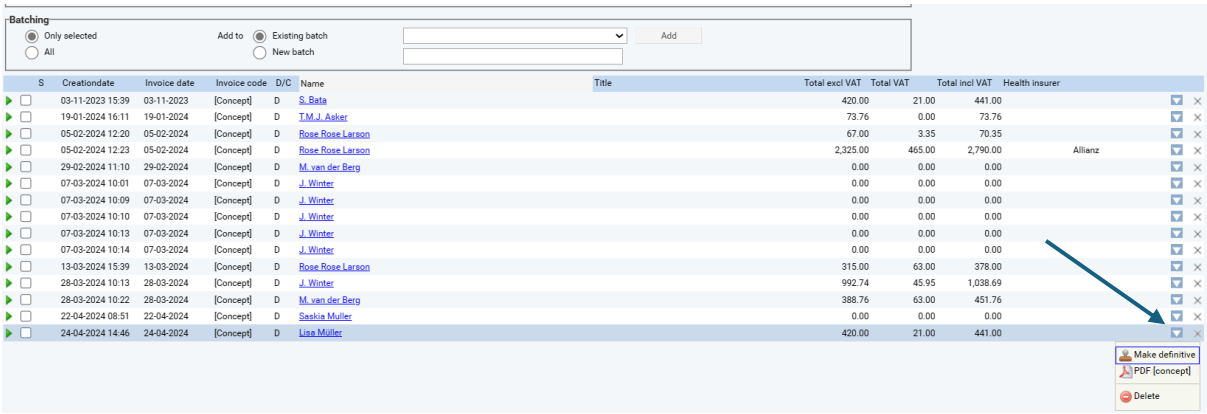


Figure 42 Finalizing the Funder's Invoice

Just as you finalize an invoice for a client, you can finalize the invoice for a funder or insurance. This can be done directly through the invoice itself, or you could click on the "make definitive" option located under the downward arrow beside the invoice in the list.

Payment of invoices

After an invoice is finalized, it can be sent to a funder or client for payment. This part of the manual will guide you through the process by which a funder or client can pay for the services provided.

Payment by client

After an invoice is finalized, it can be sent to a client for payment. This part of the manual will guide you through the process that a client follows to make a payment for the services provided. A global payment record is created once an invoice is finalized.

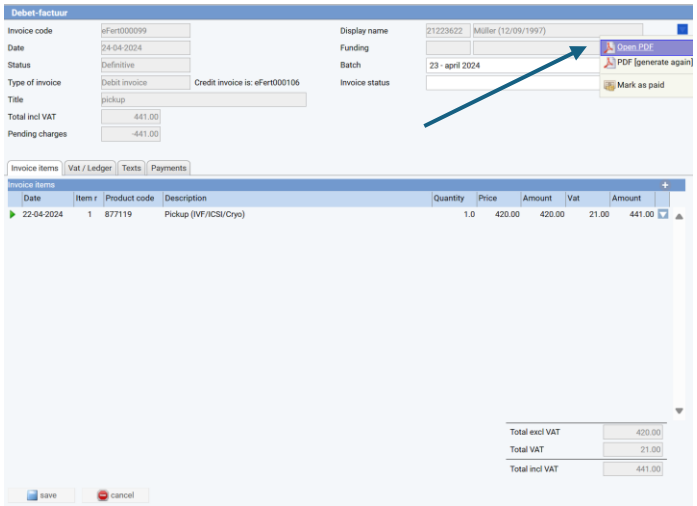


Figure 43 creating pdf of invoice.

Once a finalized a pdf can be made to be print for the client.

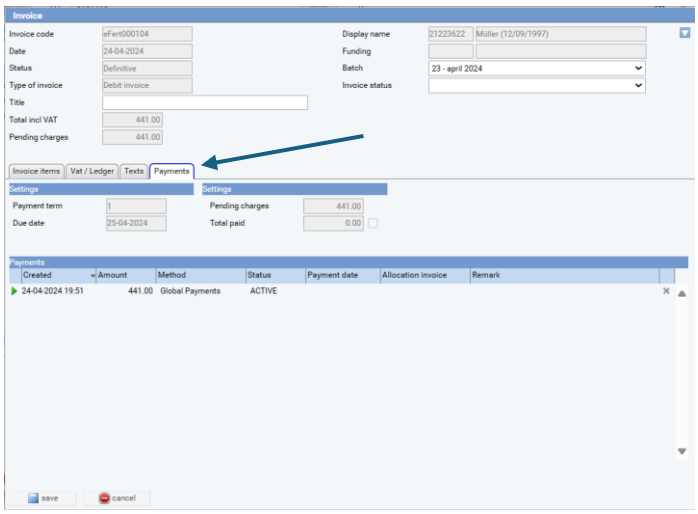


Figure 44 Accessing Payment Details

To view payment details, open the finalized invoice and then click on the 'Payment' tab. This action displays the payment details associated with that invoice.

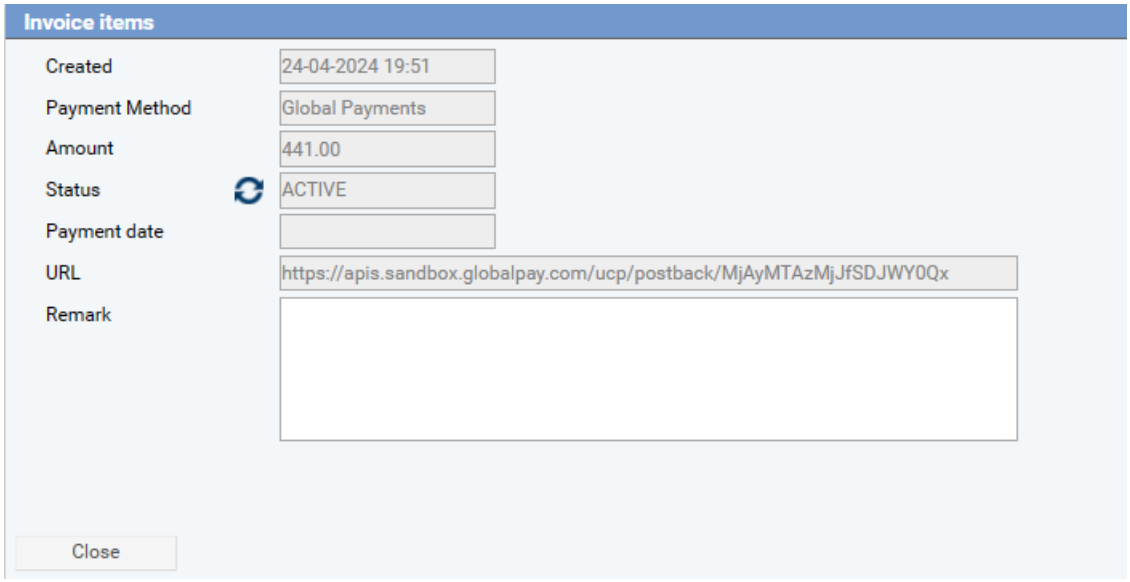


Figure 45 Viewing Invoice Payment Link

Click on the green arrow next to the payment record to view the invoice detail, including the URL of the global payment link. This link is crucial as it is used by the client to make their payment.

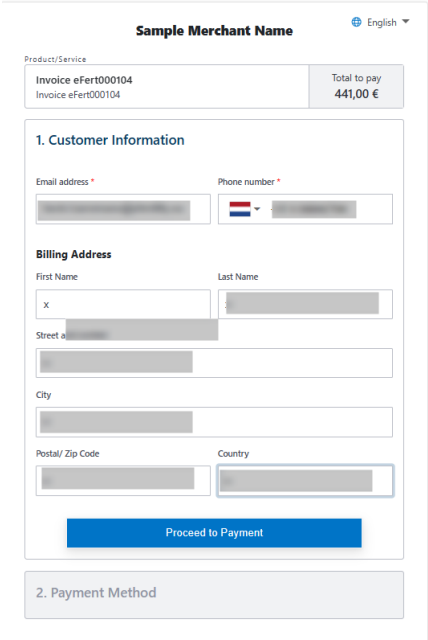


Figure 46 Payment Link Provision

The global payment link is provided to the client, offering a secure method to pay via debit or credit card. This process simplifies the payment procedure, allowing for efficient and secure transactions.

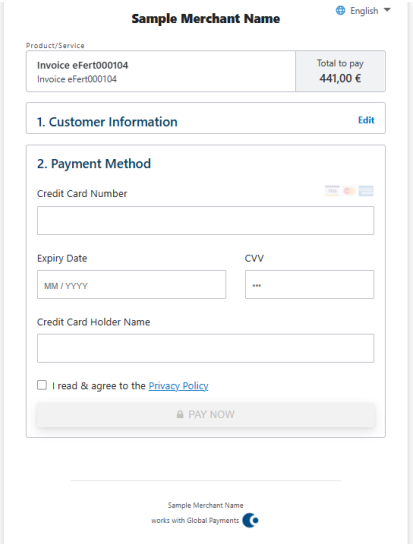


Figure 47 Completing the Payment

Once at the payment portal, the client will need to enter their credit card information and click on "pay now." After the payment is successfully processed by the card provider, the status of the payment on the invoice will update to 'paid,' and the payment date will be recorded in the system.

Payment by funder

For efficient dispatch of multiple invoices to a funder or insurance, creating and sending them as a batch can simplify the process considerably. The method of creating a batch was previously discussed on page 19, illustrated in Figure 30.

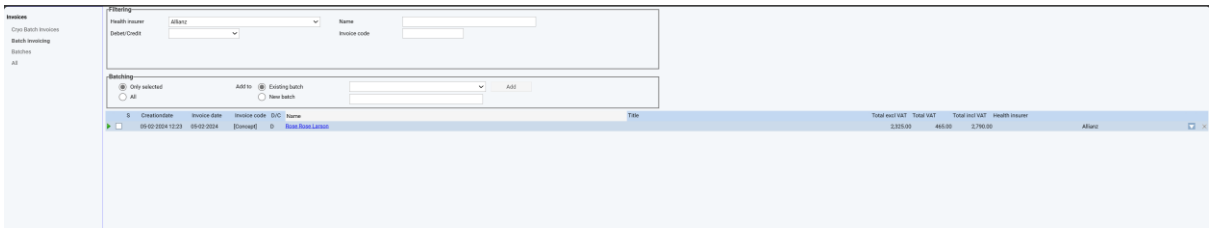


Figure 48 Creating a Batch for a Specific Funder or Insurance

Start by filtering invoices based on the health insurer to generate a dedicated batch for that funder or insurance. Once the batch is created, navigate to the 'Batches' section, and select the batch you have just created.

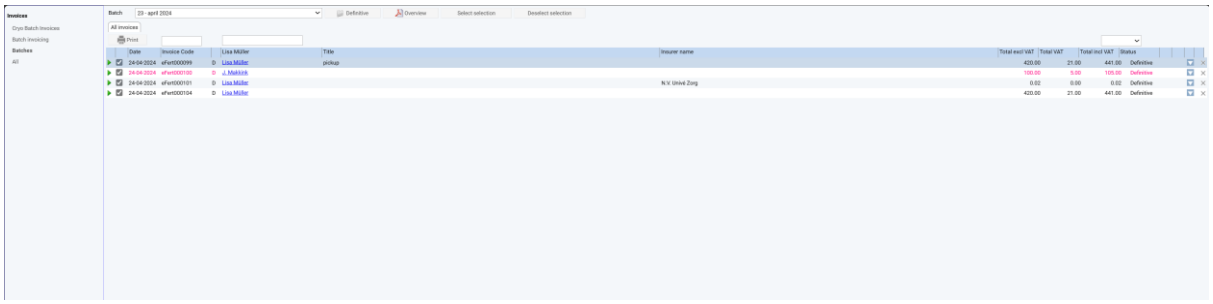


Figure 49 Generating a PDF of the Batch for Sending

In the batch view, click on 'select selection' to choose all invoices within that batch. Following this, clicking on the 'print' button will generate a PDF containing all the selected invoices. This PDF can then be sent to the funder or insurance company, providing a consolidated document of all relevant invoicing details for easy processing.

Backend manual

Overview

Within the admin menu of the eBase system, users can access and configure invoicing settings. This section contains nine sub-menus, each dedicated to a specific aspect of financial management:

- Ledger Accounts
- VAT (Value-Added Tax)
- Encounters
- Price Agreements
- Funding List
- Funding Contracts
- Profiles
- Cryo Run Definitions
- Dot Codetables

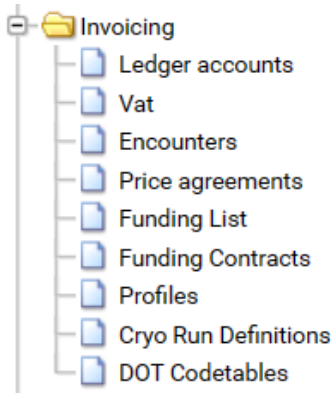


Figure 50 Overview of Invoicing

We will explore each sub-menu in detail, explaining their functionalities and configurations.

Ledger accounts

The Ledger Accounts menu allows for the creation of different ledgers for various transactions, such as services or medications.

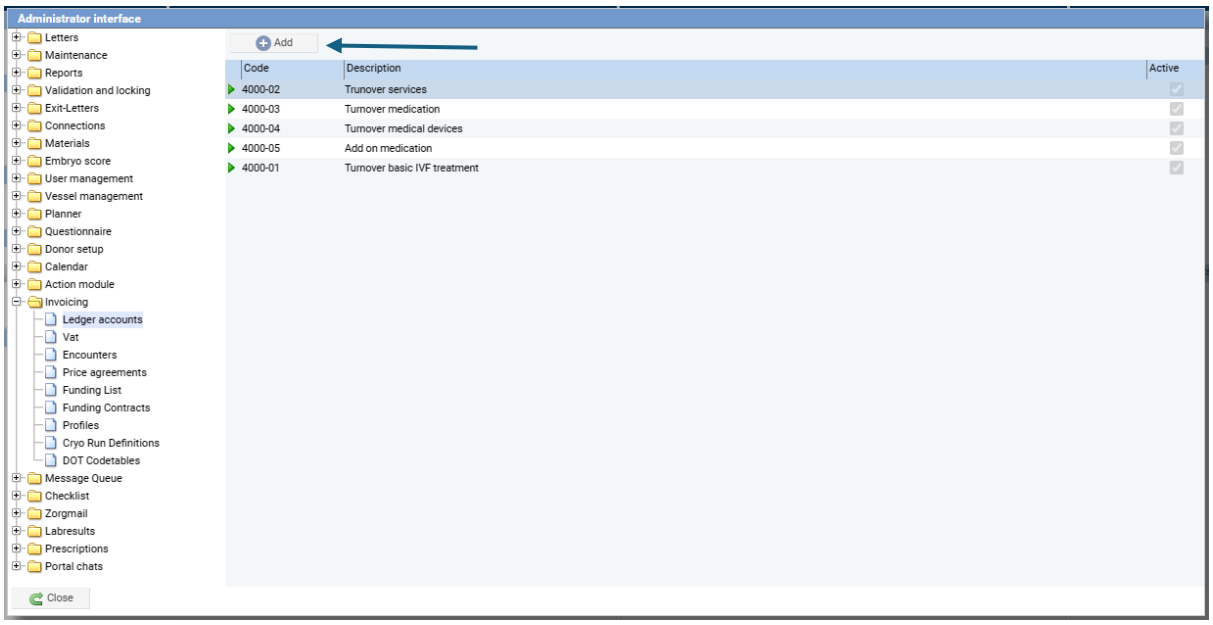


Figure 51 Creating a new Ledger.

Click the "+ Add" button to create a new ledger. Each ledger must have a unique code and a clear description specifying the types of transactions to be booked. You can also toggle the status between active and inactive.

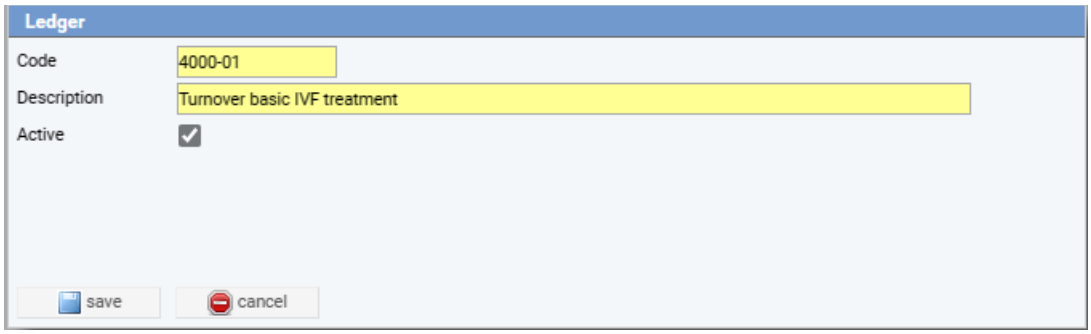


Figure 52 Detailing a new ledger.

Vat

The VAT menu enables setting different VAT rates, which is useful for applying varying tax rates to different services or products.

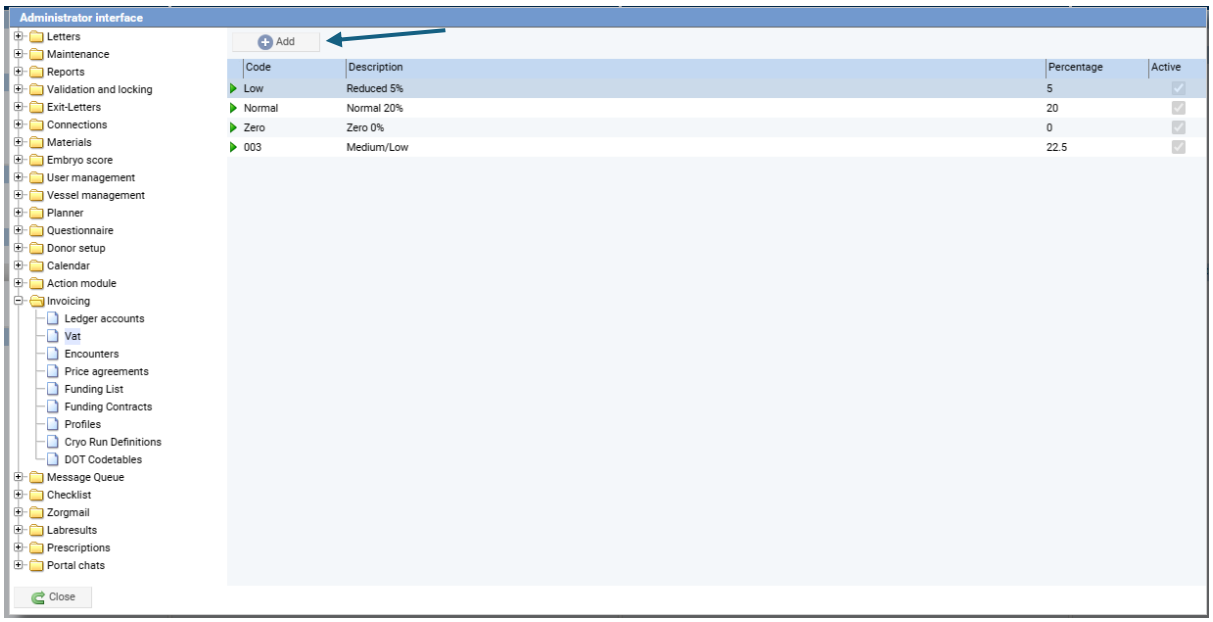


Figure 53 Creating VAT rates.

Click the "+ Add" button to introduce a new VAT rate. You must provide a unique code, a descriptive explanation of the VAT's application, and the VAT percentage. The VAT can also be set as active or inactive.

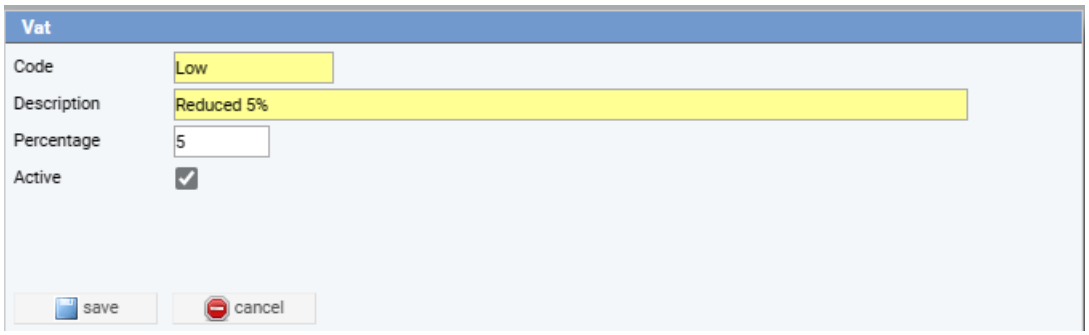


Figure 54 Setting a new VAT rate.

Encounters

The Encounters menu lists all service encounters that should be invoiced to clients, detailing their associated ledger, selling price, and VAT rate.

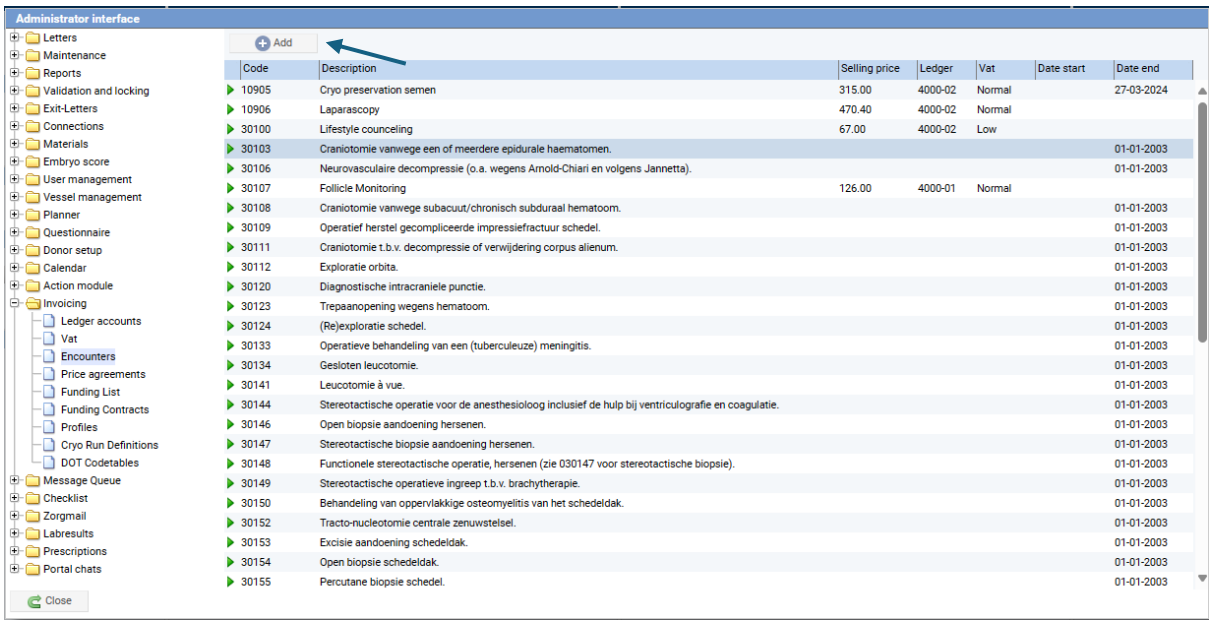


Figure 55 Creating new Encounters.

Click the "+ Add" button to establish a new encounter. It should have a unique code, a description, a selling price excluding VAT, and a specified VAT rate. Optionally, you can set a start and end date, which restricts the availability of the encounter to a specific timeframe.

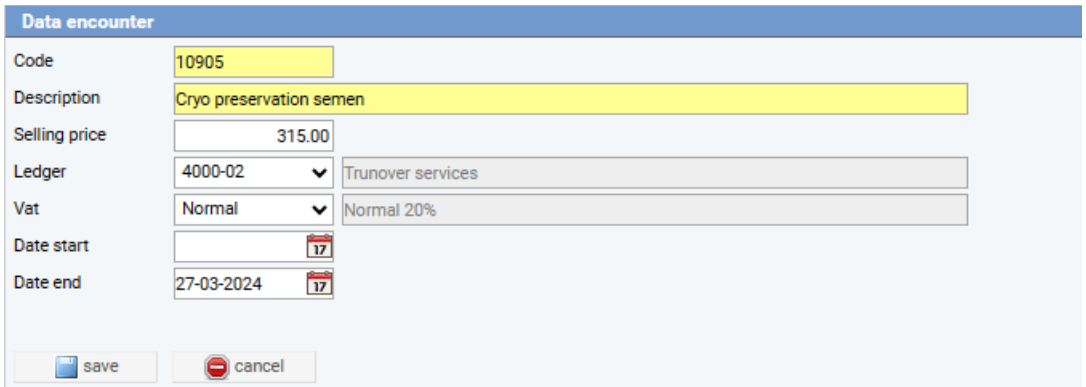


Figure 56 Encounter details

Price agreements

The Price Agreement menu allows for the registration of financial agreements with entities like health insurance companies.

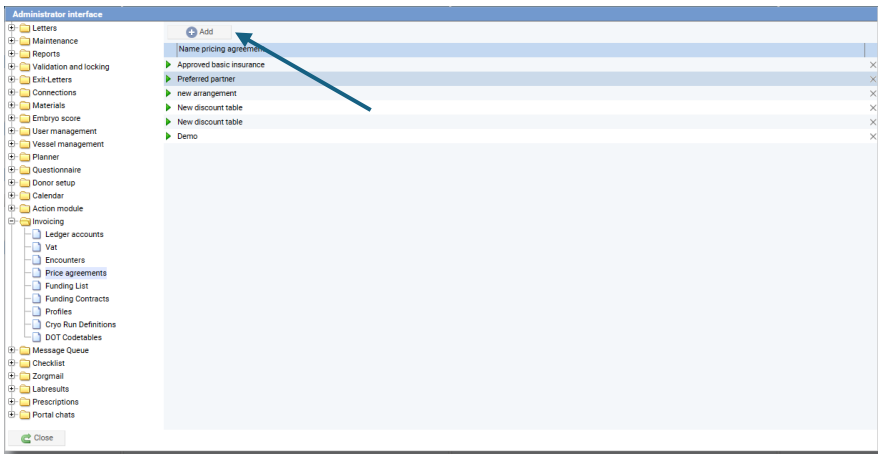


Figure 57 List op price agreements.

Click the "+ Add" button to create a new price agreement. Each agreement requires:

- Name: A distinctive name for the agreement.
- Products: For each product included in the agreement, click "+ Add" to generate a blank line. Provide the following details for each product:
    - Product Code: The code assigned to an Encounter.
    - Declaration Code: The specific code for billing purposes.
    - Start and End Date: The effective dates of the agreement.
    - Total amound: The agreed cost of the product.
    - Max: The agreed maximum number of times the product can be invoiced under this agreement.

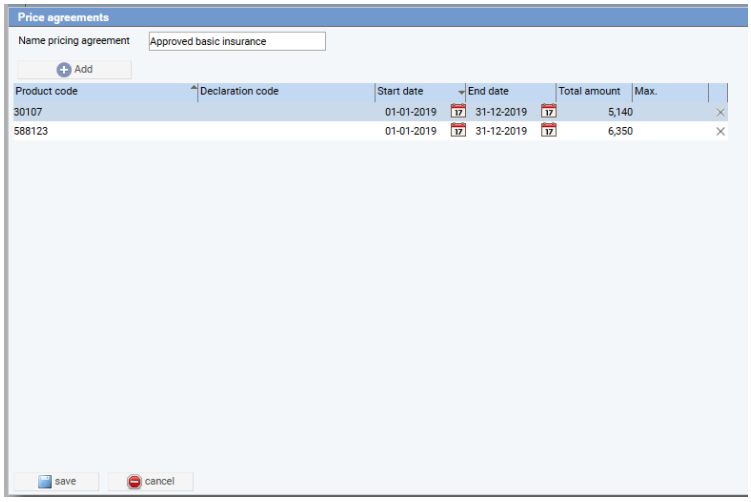
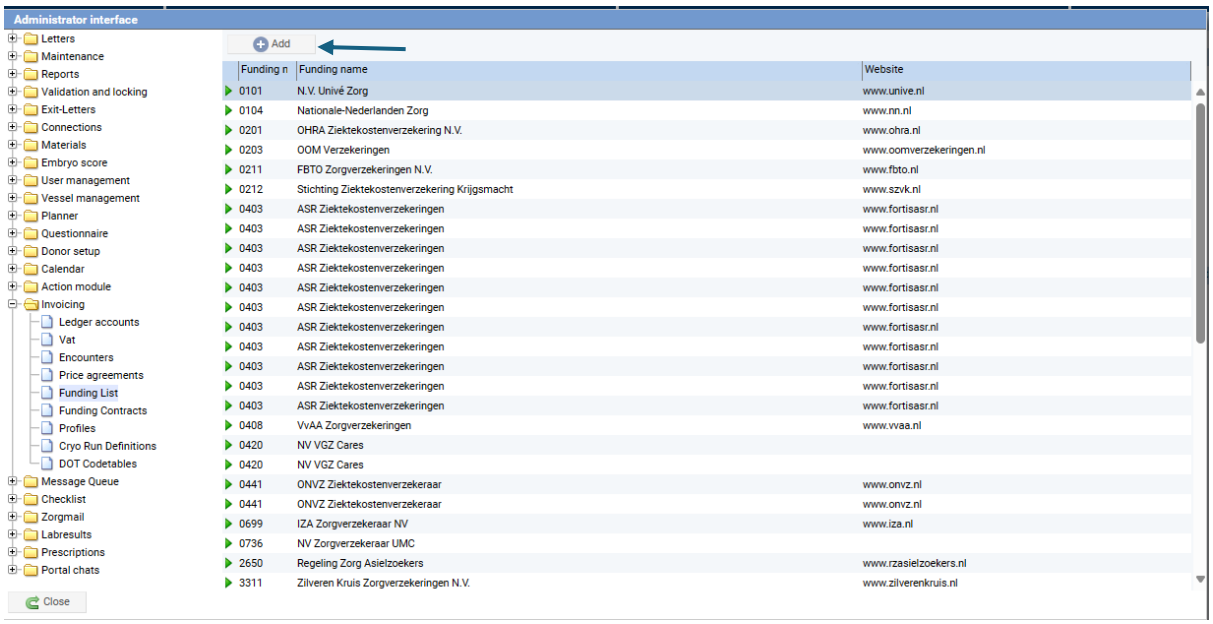


Figure 58 Creating a new price agreement.

Funding List

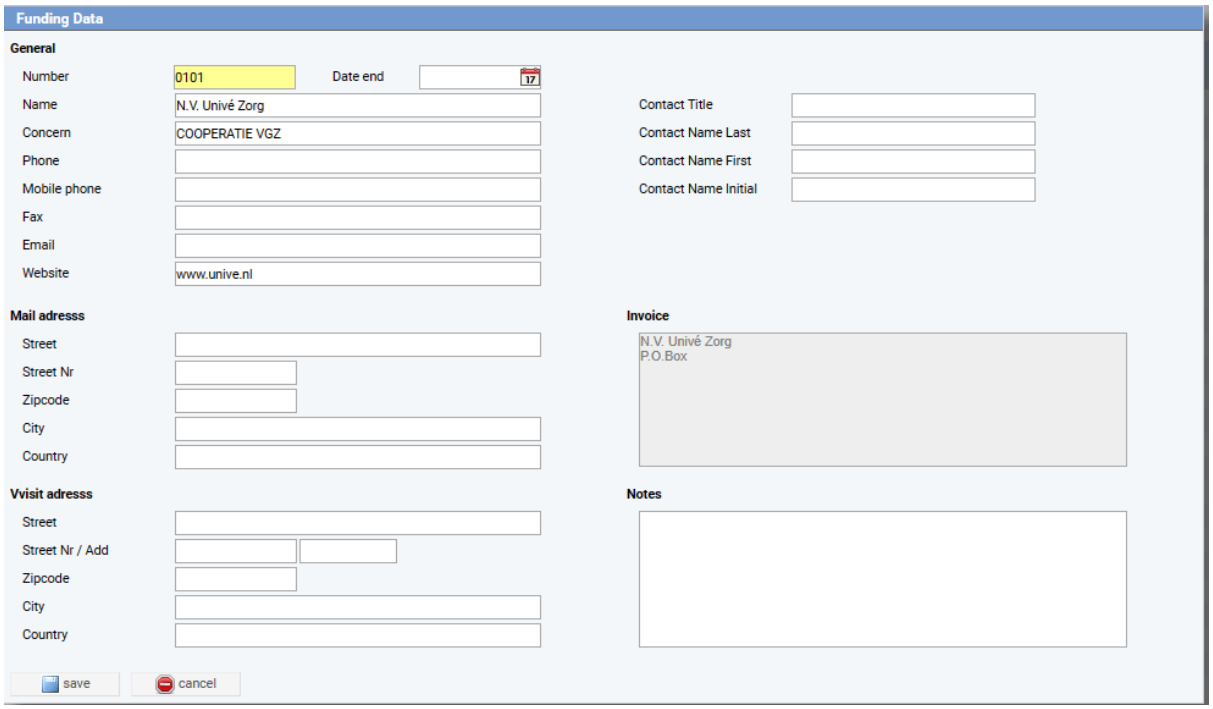
The Funding List menu is dedicated to registering entities that provide funding for treatments.



Funding n	Funding name	Website
0101	N.V. Univé Zorg	www.unive.nl
0104	Nationale-Nederlanden Zorg	www.nn.nl
0201	OHRA Ziektekostenverzekering N.V.	www.ohra.nl
0203	OOM Verzekeringen	www.oomverzekeringen.nl
0211	FBTO Zorgverzekeringen N.V.	www.fbto.nl
0212	Stichting Ziektekostenverzekering Krijgsmacht	www.szvk.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0403	ASR Ziektekostenverzekeringen	www.fortisasr.nl
0408	VvAA Zorgverzekeringen	www.vvaa.nl
0420	NV VGZ Cares	
0420	NV VGZ Cares	
0441	ONVZ Ziektekostenverzekeraar	www.onvz.nl
0441	ONVZ Ziektekostenverzekeraar	www.onvz.nl
0699	IZA Zorgverzekeraar NV	www.iza.nl
0736	NV Zorgverzekeraar UMC	
2650	Regeling Zorg Asielzoekers	www.rzasielzoekers.nl
3311	Zilveren Kruis Zorgverzekeringen N.V.	www.zilverenkruis.nl

Figure 59 Adding a New Funder

Click the "+ Add" button to add a new funder to the list.
The information must be as complete as possible.
The funder number being unique number.



General

Number: 0101
Date end:
Name: N.V. Univé Zorg
Concern: COOPERATIE VGZ
Phone:
Mobile phone:
Fax:
Email:
Website: www.unive.nl
Contact Title:
Contact Name Last:
Contact Name First:
Contact Name Initial:

Mail adresss

Street:
Street Nr:
Zipcode:
City:
Country:

Invoice

N.V. Univé Zorg
P.O.Box

Vvisit adresss

Street:
Street Nr / Add:
Zipcode:
City:
Country:

Notes

Figure 60 Funder Information Entry

Funding Contracts

The Funding Contracts menu facilitates linking price agreements to funders such as health insurance companies.

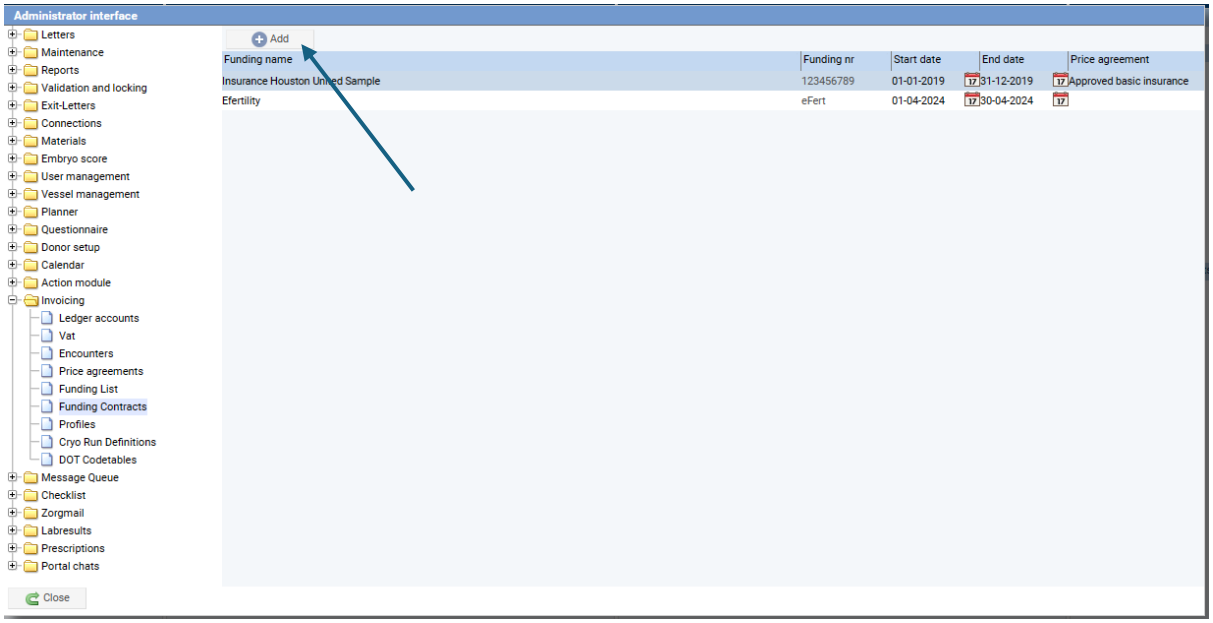


Figure 61 Creating a New Funding Contract

When clicking the "+ Add" button to create a new entry. An empty line will appear in the list where you can enter details:

- Funding Name: Click on the empty field under Funding Name and begin typing part of the funder's name. A drop-down selection will appear, allowing you to choose from names that closely match your input.
- Funding nr: This code is assigned to the funder and will auto-fill once a funder is selected.
- Start and End Date: Specify the dates during which the contract is effective.
- Price Agreement: Select the previously created price agreement to link to this funder.

Profiles

Profiles are packages of encounters that simplify the creation of complete invoices.

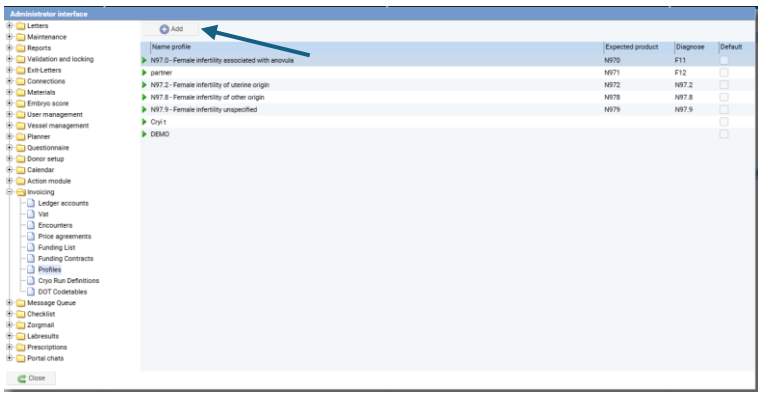


Figure 62 Creating a New Profile

Click on the “Add” button to initiate a new profile. You will need to provide a name and a description for the profile to help identify its purpose and content.

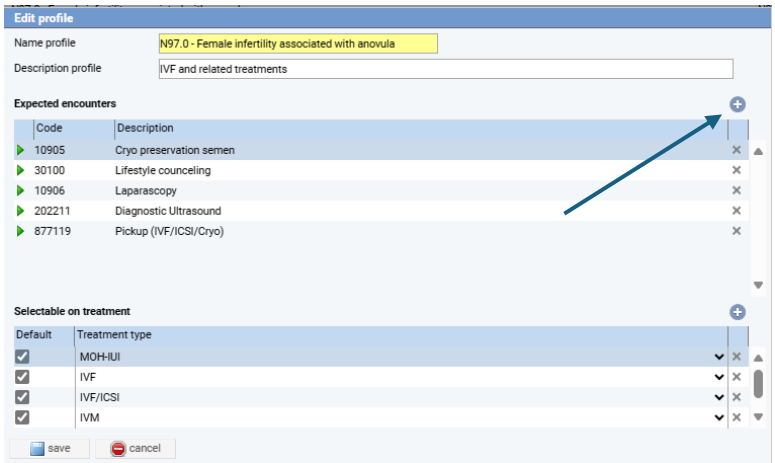


Figure 63 Adding Encounters to a Profile

To add encounters to a profile, click on the “+” button on the right side of the interface. This action will open a new window featuring a magnifying glass icon.

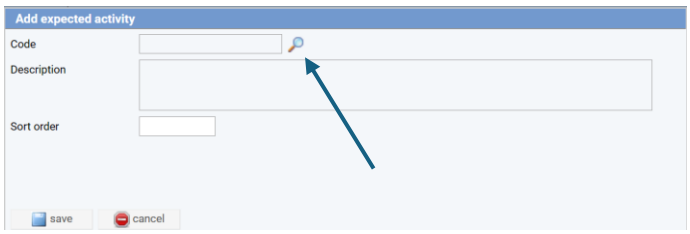


Figure 64 Searching for Encounters

Press the magnifying glass icon to open a search window displaying all available encounters registered in the system.

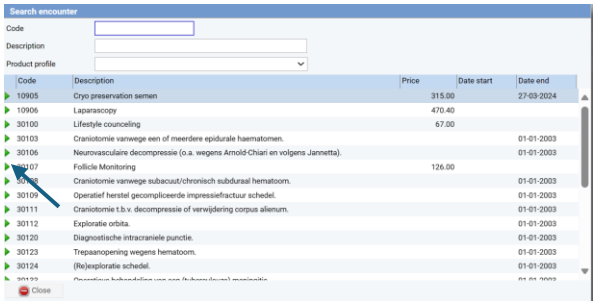


Figure 65 Selecting Encounters

In the search window, you can locate encounters by their code, description, or by the profile they are already included in. After finding the desired encounter, click on the green arrow next to it. This action selects the encounter and automatically fills in the encounter code in the previous window.

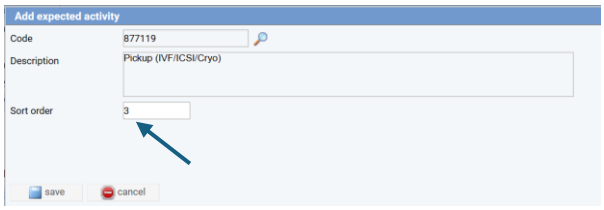


Figure 66 Setting the Sort Order

The sort order determines the position of the encounter within the profile list. Assigning a low number positions the encounter towards the top of the list, while a high number places it at the bottom.

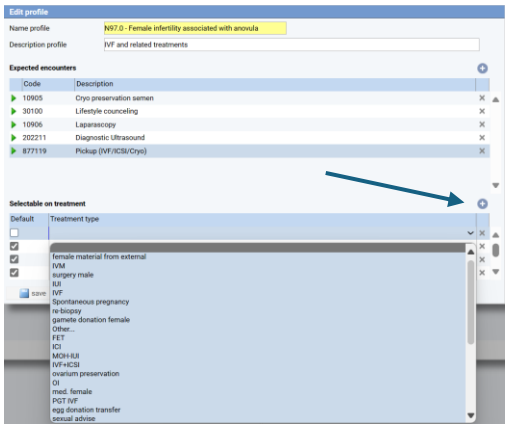


Figure 67 Specifying Treatment Types

Once you have compiled a list of expected encounters within the profile, it's necessary to specify the type of treatment for which the profile is applicable. Click on the “+” icon to add a new row. Once clicked, a dropdown menu appears, offering a selection of all available treatment types.

Cryo Run Definitions

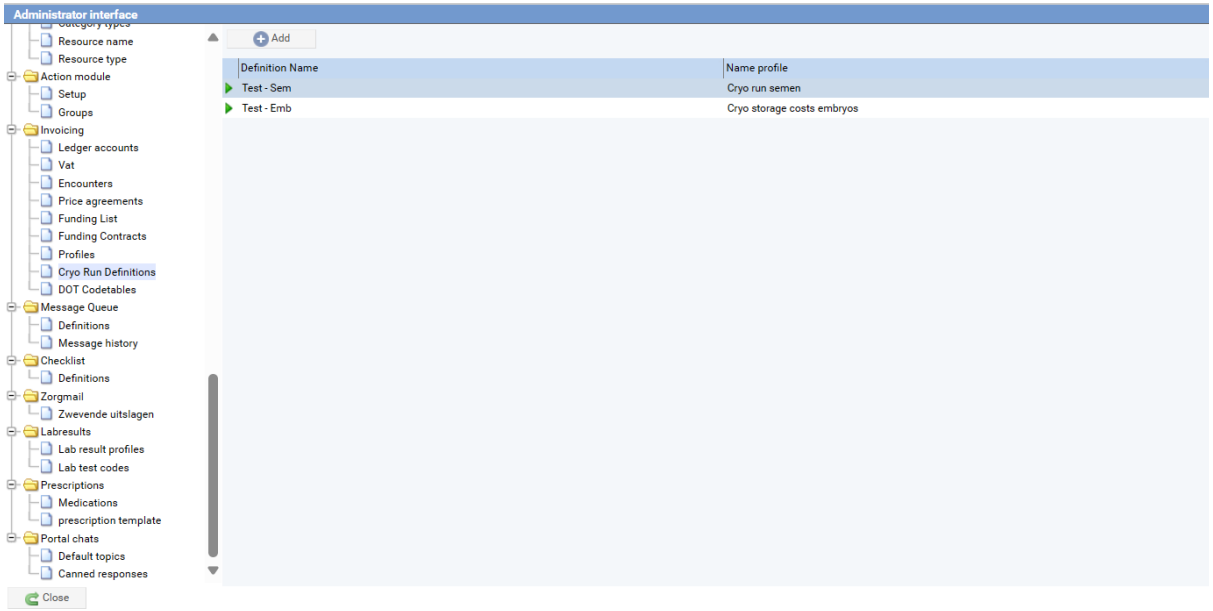


Figure 68

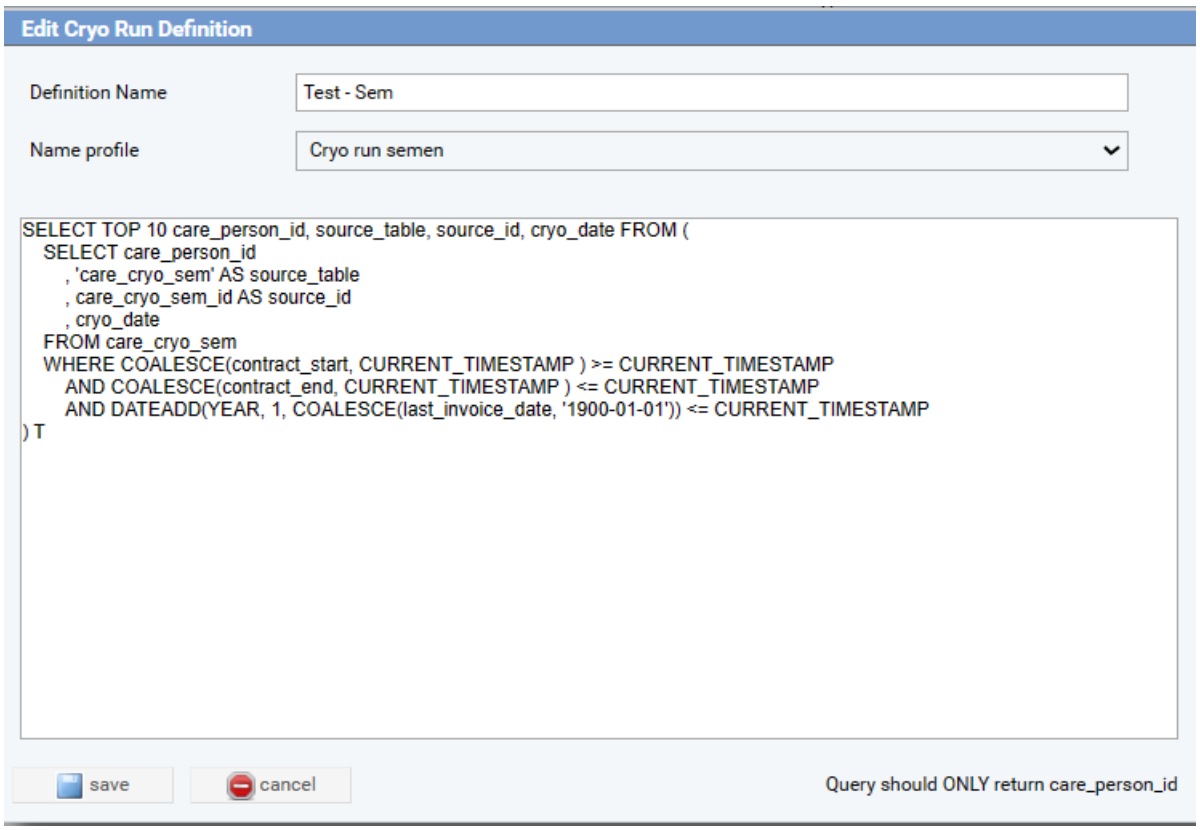


Figure 69

Dot Codetables

Not finished yet.

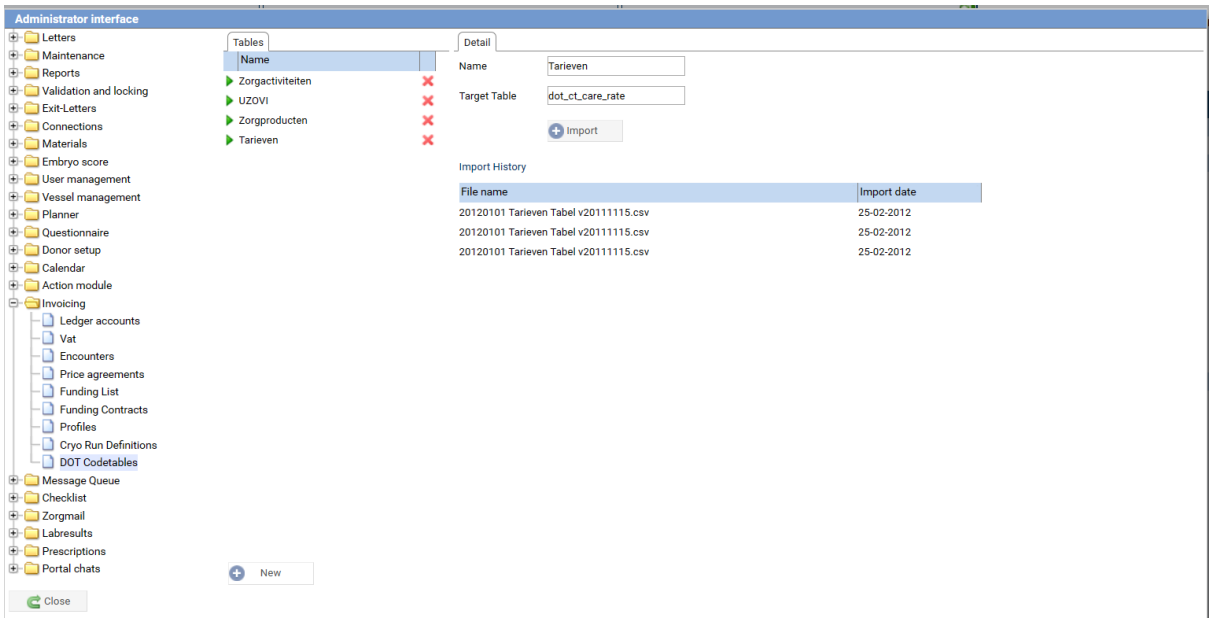


Figure 70

Reference