

Welcome to Rhino Bill!

Here's everything you need to know about billing through us

Step 1-Creating Your Account

- Enter in your business information
- Agree to our Terms of Use, HIPPA Agreement and Privacy Statement
- Create a Username and Password
- Send 835 form to ODJFS (This allows you to see whether or not your claims pay out)

Voila! Your account is set up!

Step 2-Adding Patient Information

- Log into your Rhino Bill account
- Click on the “My Patients” tab, then click on “Add a Patient”
- Input your patients information
- This is what you will need:
 - Name
 - Birthday
 - Address
 - Medicaid ID
 - Sex
 - Diagnosis Codes
 - If the patient’s condition was related to an accident you will need that info:
 - Accident Date
 - What type of accident it was
 - Any other insurance information that the patient has, even if it doesn’t cover your services
 - Payer Type (Group, Individual, HMO, etc...)
 - Claim Type (Commercial, self-pay)
 - Company Name
 - Group Number
 - Policy Number
 - Policy Holder Name
 - Policy Holder Birthday
 - Patients Relationship to Policy Holder

Step 3-Billing

- Click on “My Claims” and click “Create a New Claim”
- Under “Advanced Options” you can choose:
 - To use hours or units
 - If you want to preview your claim before saving or if you would like to just save and move on to the next claim for faster claim entry
- Enter your claim data
 - Patient
 - Procedure Code
 - Dates
 - Hours
 - Modifiers
- Press either “Preview This Claim” or Save this “Claim and Continue to Next Claim”

Claim Status

- Once you fill out your 835 form and send it to the state Rhino Bill will receive your information back from the state about whether or not your claims payout.
- There are 4 stages of claim status changes
 - 1st your claims are “Received by Rhino Bill”
 - This means we have your claims and they are waiting to be sent to the state (Monday 5pm)
 - 2nd your claims are “Sent to ODJFS”
 - You turned in your claims on time and they have been sent to the state for processing
 - 3rd your claims are “Received by ODJFS”
 - We have received a “Transaction Control Number” or “TCN” back from the state for your claims. This is basically a tracking number for your claim.
 - 4th it’s payday and your claims are either:
 - “Paid Full” -there was nothing wrong with your claim and it paid out perfectly
 - “Paid Partial” -Some of your dates were rejected
 - “Rejected” - Your whole claim was rejected
 - To find out why your claim was “Paid Partial” or “Rejected” click on the “view” button next to your claim. The explanation will be on the right hand side in the “Remarks” column .

Don’t understand what the “Remarks” mean? Give support a call! We’ll help you understand!

How to Fix Claims

Fix Button:

When we receive your claim information back from the state on Thursdays you will see a “Fix” button next to your claim.

- Hit “Fix”
- Change only the information that was incorrect
- And “Save Changes to This Claim”
- You will see your claim adjustment on the top of your “my claims” list
- **You are NOT receiving the entire amount shown, only the difference between your original claim and your claim adjustment. If you owe money it will be taken out of your paycheck on the “Expected Pay date.”**

Void Button:

Need to pay back an entire claim? Hit the void button and the money owed to the state will come out of your check.

Resolve Button:

Claim denied because of duplicate dates and there is nothing to “fix”? Hit the “resolve” button to take this claim off of your “unfixed rejected claims” list.

Paper Claim Adjustments:

Have a claim that needs to be fixed but we didn’t receive your information back from the state? We can take care of it for you!

- Simply send us an e-mail with the details of what was wrong and the password to your remittance advice account. Your claim adjustment will be done and in the mail in just a few days
- If you would rather do it yourself the 6767 Claim Adjustment Form can be found under “Resources”

How and When you are Paid

When:

- Claims are due by 5 pm on Tuesdays
- You will be paid the following week on Thursday

How:

The State pays you in one of two ways:

- Direct Deposit
 - The “ODJFS Direct Deposit Form” can be found under the “Contact/Resources” tab
 - If you had direct deposit with a previous company it will stay direct deposit
 - Once you mail your Direct Deposit Form it takes one or two paychecks to receive your check directly into your bank account, your checks will be mailed to you.
- Checks Mailed to your office
 - If you do not have direct deposit your check will be mailed out on Thursdays.

Paying Rhino Bill

We take our payment automatically on the 1st of every month from your:

- Bank Account
 - You will need to fill out the “Rhino Bill ACH Debit Authorization Form” (found under Resources) and mail or fax it in to us with a voided check
- Credit Card, Debit Card, or Prepaid Credit Card
 - Enter in card information into the “My Account” tab under “Edit my Payment Information”

Reports

Need to see specific claims without having the search through the “my claims” tab?

Click on Reports!

You can search by any of the following criteria:

Patient Name

Procedure Code

Claim Creation Dates

Claim Service Dates

Pay Check Dates

Claim Status

Rhino Bill Claim ID #

Transaction Control Number

Choose one or choose them all! The report is as customized as you want it to be.

Print each claim individually or export them to excel for easy record keeping.