Manage the Working Queue

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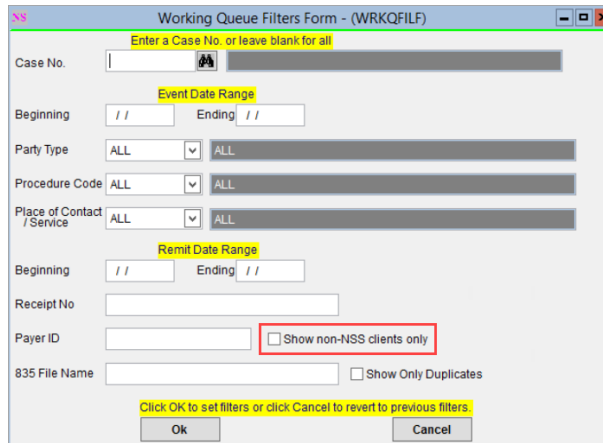> **Path: Navigation Form > 835 Form > Working Queue tab**

About

The Working Queue serves as a working list of items that need to be addressed. After importing an 835 file, the records are displayed either under **Records To Post** or **Records Unable To Post** in the HIPAA 835 Inbound Form. By default, the Do Not Post Denied checkbox is also selected. When clicking the **Post** button, the system posts the remittance lines in Records To Post to their matching Line Items. At the same time, the Post column checkboxes for lines that are denied become unchecked, and those lines are moved to the Working Queue along with the records listed under Records Unable To Post. Below you will find reasons why a record may be unable to post and how to reconcile the issue.

Reasons Remittance Lines are Unable to Post

- **Transitioning from another EMR**: You may get remittance advice on the 835 for a Service that was not rendered in NextStep. You can identify these records by using the filter to find non-NextStep clients and then deleting them from the Working Queue.
    1. Navigate to the Working Queue by following the path above.
    2. Click the **Filters** button.
    3. Select the **Show non-NSS clients only** checkbox.

    4. Fill in other fields as necessary depending on your search criteria.
    5. Click the **Ok** button.
    6. Click the **Select All** button.
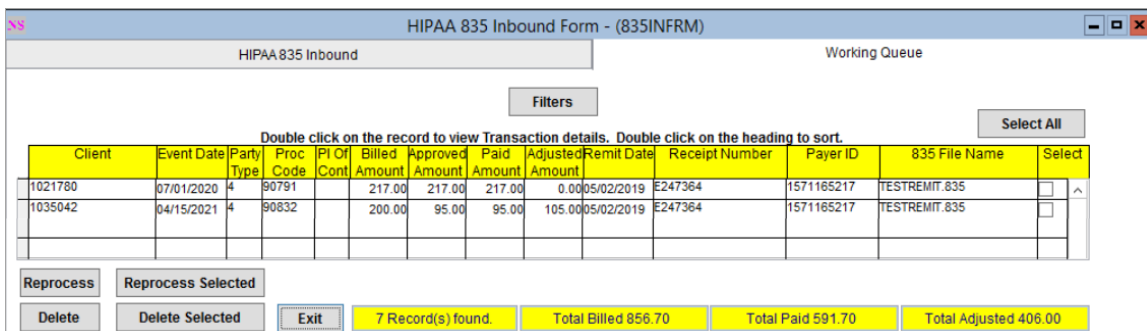   7. Click the **Delete** button to remove the records.

- **Line item is already closed**: If there is a remit that you have already posted before, and you try to post it again, it is moved into the Records Unable To Post section since it was already paid and closed. However, there is one case where you would want to post to a closed Line Item, a **reverse and re-entry**. In this scenario, the payer will send both a reversal and a payment on the same remit. To post to the closed Line Item for a reversal and re-entry, follow the steps below:
    1. Navigate to the Working Queue: **Navigation Form > 835 Form > Working Queue tab.**
    2. Identify the reversal by double-clicking to open the remittance line. In the Transaction Details window, you will see the details of the reversal.
    3. Navigate back to the **HIPAA 835 Inbound** tab.
    4. In the lower right-hand corner of the Form, click the **Use Force Posting** checkbox. Selecting this checkbox ignores the closed Line Item and allows you post to it.
    5. Click the **Start** button.
    6. Open the same 835 file again. The remittance line is now displayed under **Records To Post**.

7. Click the **Post** checkbox for the reversal/re-entry records, and then click the **Post** button.
8. A pop-up is displayed asking if you want to move items from Records Unable to Post to the Working Queue.
   - If this is the first time you are sending records from this 835 to the Working Queue, click **Yes**.
   - If you've previously imported and posted records for this 835 file, you likely already moved the remaining Records Unable to Post to the Working Queue. To avoid duplicates, click **No**.

> 📌 **Note**: In order to prevent duplicate records in the Working Queue, when you first import an 835 file try reviewing the Transaction Details window in the Records Unable To Post section, while you are still in the HIPAA 835 Inbound tab. If you identify reversals before posting and moving anything to the Working Queue, you can simply re-import the file with the **Use Force Posting** box and proceed with your normal posting workflow.

- **Denial**: See **Work Denials**.
- **Any other reason**: You will need to manually match the payment to the Line Item.
  1. Navigate to the Working Queue: **Navigation Form > 835 Form > Working Queue tab.**
  2. Double-click the row to open the Transactions Details window.
     - If there is an open Line Item:
       a. Select a Line Item under the Client Open Line Items section.
       b. Click the **Post** button.
     - If there are no Line Items displayed under the Client Open Line Items section:
       a. Navigate to the Line Items Filter Form: **File > Billing > Line Items**.
       b. Search for the client.
       c. Click the **Ok** button.
       d. Select the Line Item, and click the **Ok** button.
       e. Click the **Transactions** button.
       f. Click the **Transactions Form** tab.
       g. Click the **Add** button and manually post the transaction.
       h. Click the **Save** button.
  3. To remove from the Working Queue list, navigate to **Navigation Form > 835 Form > Working Queue tab**

     - **Delete an individual record**: Select the record to delete and click the **Delete** button.
     - **Delete multiple records**: Click the checkbox in the Select column for each record to delete and click the **Delete Selected** button.

HIPAA 835 Inbound Form - (835INFRM)

| HIPAA 835 Inbound | | | | | | | | Working Queue | | | | |

Filters   Select All

Double click on the record to view Transaction details. Double click on the heading to sort.

Client	Event Date	Party Type	Proc Code	PI Of Cont	Billed Amount	Approved Amount	Paid Amount	Adjusted Amount	Remit Date	Receipt Number	Payer ID	835 File Name	Select
1021780	07/01/2020	4	90791		217.00	217.00	217.00	0.00	05/02/2019	E247364	1571165217	TESTREMIT.835	
1035042	04/15/2021	4	90832		200.00	95.00	95.00	105.00	05/02/2019	E247364	1571165217	TESTREMIT.835	

Reprocess   Reprocess Selected

Delete   Delete Selected   Exit   7 Record(s) found.   Total Billed 856.70   Total Paid 591.70   Total Adjusted 406.00

> 📌 **Notes**:
> - If there are remittance lines that are in the Working Queue that you know should have been posted, utilize the **Reprocess** functionality and the Billing Engine will attempt to match them to a Line Item for posting.
>   - Click a single remittance line and click the **Reprocess** button *OR* Select the checkboxes for the remittance lines you want to reprocess in the **Select** column and click the **Reprocess Selected** button. The remittance line(s) will either be displayed in the Records to Post or in the Records Unable to Post sections on the HIPAA 835 Inbound tab.
> - If you want to filter out duplicate Line Items in the Working Queue, select the **Show Only WQ Duplicates** checkbox in the Working Queue Filters Form: **Navigation Form > 835 Form button > Working Queue tab > Filter button** You can then delete the duplicates without reviewing each one.