

Hard Month Close FAQ

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What does it mean to set a "Hard Close" date?

A "Hard Close Date," also known as the "Close Out Date," is a strict deadline after which all transactions occurring during a specified period have been entered and reconciled. After a hard close, no transactions received during that period can be changed, and no new transactions that were received during that period can be entered.

Why can't I edit the Hard Close Date setting on my account?

This setting can only be edited by users with the **Hard Close** permission set to Update or Administer.

If a claim has a DOS that is before a close-out date, can I edit the claims charge, DOS, Price, etc.?

No, the system will prevent any claim record with a **DOS** on or before the Close Date from modifying the **DOS**, units, price, or from being deleted. These changes will not be allowed by the user or any automated setting (like changing the Procedure, Revenue code, modifier, etc.).

Why can't I add a credit to a procedure within Manage Account or the Apply Credit Option?

In Manage Account or any Payment section, the system will prevent any Additional Action from adding a credit with a **Received Date** on or before the Close Out Date.

Can I post a new payment with a received date that is before the hard close date?

No, when entering a payment, the **Received Date** or **Check Date** for a new payment can not be on or before the Close Out Date.

Can I change a check date to a date before the close-out date when posting via the ERA section?

No, In the View Payment or ERA section, the system does not allow changing the **Check Date** to a date that is on or before the Close Out Date.

Why can't I edit a payment from the view payment section?

In the View Payment section, when opening an existing Insurance EOB or Patient payment, if the **Received Date/Check Date** is on or before the Close Out Date, the screen shall be non-editable (similar to when a check is Locked).
