

BRIDGES Updates: Pending Accounts Payable

Sept. 3, 2025

New functionality has been added to BRIDGES to prevent certain billing errors from occurring. If the system detects an error with payor sources, it will not allow the agency administrator to save the entry in the *Accounts Payable Pending* section of the *Accounts Payable* screen. This functionality allows providers and service coordinators to work together to make corrections that help ensure proper payment processing and avoid claims edits/rejections.

Pending Accounts Payable

The agency administrator must enter the billed, allowed and/or paid amounts for each payor source and click "Save."

If the entries will not save, an error has been detected by the system.

- Date of service more than 365 days old:
 - If the date of service is more than 365 days from the approval date, it will not save. These dates of service must be approved by the BabyNet state office. Users should submit the request to BabyNet@scdhhs.gov.
- Private insurance policy errors:
 - The provider must verify the payor sources by checking the *Financial Support* screen for correct private insurance policy information, specifically the policy end date.
 - If the policy has ended, the provider must contact the service coordinator to have a change review completed.
 - If the policy has not ended but an end date is in BRIDGES, the provider must contact the service coordinator to request that a Health Insurance Information Referral form (HIIRF) is submitted to have the policy re-verified and the end date removed.
- Missing data:
 - If the child has private insurance coverage, data must be entered into the following fields before the entry can be saved:
 - Payor 1: TPL Billed, TPL Allowed (negotiated rate), TPL Paid
 - Payor 2: Billed Amount

Enter Service Account Payable Below: (All)											Show Pending Accounts Payable
Service Log ID	Service	Provider Agency	Service Date	Hour	Payor 1	Billed Amount	TPL Allowed Amount	Paid Amount	Payor 2	Billed Amount	Paid Amount
1323461	92004 - Vision Evaluation (new patient comprehensive)	ABC Yaha Therapy Service	10/01/2025	1	Private Insurance				Medicaid/Part C		
1322858	92507 - Speech Therapy (voice command/auditory proc)	Coordinator Carolina - ABC Yaha Therapy Service	08/05/2025	1	Medicaid/Part C						