

Change Healthcare Files Stuck in Your Upload Folder as of 02/21/2024 – Cyberattack Day

Regenerate Charges for an Insurance Batch

When using Batch Regenerate option, you can select charges by Billing Batch for a certain date range. Use the following steps use the Batch Regenerate.

1. Click **Add-Ins > Insurance Billing > Batch Regenerate**.
2. Click **the Billing Batch** radio button, modify **Last Days** you want to search back (3 will default in this field), and then click the **Days** button. We recommend at least 10 days – you are checking for a start date of 02/21/24.
3. Click the drop-down list directly below the Billing Batch fields and select the batch you want to regenerate.
4. Check the **Include Zero Balance Amounts**, if needed.
5. Click the **Search Now** button. A list of all charges that match the criteria will be displayed on the right-side of the screen.
6. Check the individual charges you wish to regenerate or click the **Select All button** if you want to regenerate the entire batch.
7. Click the **Save** button.
8. Click the **Close** button to exit the Batch Regenerate screen.

The billing date now has been removed from the charge and will be gathered the next time you send billing.

At this time, do not be concerned with the NEIC*.zip files currently residing in the Upload folder. You are not sending to Change Healthcare, files will not be transmitted. These can be cleaned up at a later date.

Final note: DO NOT SELECT THE “ALL INSURANCES” BUTTON! You only want to select the batches as outlined above.