

# Accessing Ahlers Monthly CVR Processing and Error Reports

RHCare and CCare agencies should review these reports every month to ensure correct reimbursement and to help identify and correct any data or billing errors.

- Login to <https://secure.ahlerssoftware.com> using your agency's customer number and password
  - Your agency's customer number is:
    - 8-digit number assigned to each agency by Ahlers
    - Same login and password used to upload CVR files
    - Call Ahlers (1-800-888-1836) for customer number and/or password, if unknown
- All reports will be available on the Monday or Tuesday following the monthly CVR submission deadline. The submission deadlines for each month are available [here](#) or at <http://healthoregon.org/rhbilling>.
- Click on **"Receive Files"** link on the left-hand side of the page. Each report is labeled with the agency number and the year and month.

Report Name	Report Description
Billing Register	Excel spreadsheet with detail of each CVR submitted with RHAf Source of Pay that was processed for reimbursement. Includes totals by clinic and agency.
CVR Error Details	Detailed explanation of each CVR denial/rejection
CVR Error Summary Report	Summary of CVRs rejected by reason/type
Transaction List	List of every CVR submitted whether they processed or rejected
RHCare CVRs Processed Report	Summary of all CVRs processed (including rejections) at RHCare clinics
CCare-only CVRs Processed Report	Summary of all CVRs processed (including rejections) at CCare-only sites

**The Billing Register is also available as a PDF. To access the PDF Billing Register:**

- Click on "View Reports" link on the left-hand side of the page.
  - To view the **claims-level** billing register, first select a clinic from the drop-down menu at the top of the screen. Then click on "Billing Register/Remittance Advice", Year, and Month. Click on the small circle at the top of the page labelled "PDF Report" to download a PDF version of the billing register.
  - To access the **agency-level** summary billing register, click on "Billing Register/Remittance Advice" without first selecting a clinic.