

PAYMENT POSTING QUICK REFERENCE



Payment Posting Quick Reference	Notes
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Billing>Payment Entry <input type="checkbox"/> 2. Click Search button to open the Reference Number field <input type="checkbox"/> 3. Click New <input type="checkbox"/> 4. Build a deposit. <ul style="list-style-type: none"> a. Enter Payment Type (cash, check, charge) b. Enter reference # (check # and initials) c. Enter appropriate batch (you may create a New Batch) d. Check payer type e. Enter payer (either insurance company or patient name) f. Enter amount of payment (entire amount of the check for insurance payments) g. Deposit date will default to today's date ****The deposit is a record of money that is in the BANK!!!**** <input type="checkbox"/> 5. Click Ok <input type="checkbox"/> 6. In the payment window, click Add <input type="checkbox"/> 7. Search for the superbill this payment should be allocated against <input type="checkbox"/> 8. When the payment window appears enter payment (allowed amounts, paid amount, any adjustments, etc.) by line item. <input type="checkbox"/> 9. MAKE SURE YOU VERIFY ALL COLUMNS TO BE SURE THE PAYMENT IS GOING TO BE ALLOCATED CORRECTLY!! <ul style="list-style-type: none"> a. If it needs to not be transferred to the patient be sure to uncheck the transfer to or credit to boxes at the top. For example if the payment needs to be reprocessed by the insurance make sure you uncheck transfer to patient. b. Check the Superbill Status to be sure it is correct. This should default to the appropriate Status. (If the payment is allocated correctly) If it says Pending Patient Payment and the remaining should not be the patient's responsibility then you allocated the payment incorrectly. <input type="checkbox"/> 10. Click OK <input type="checkbox"/> 11. If it is an insurance check, continue to add superbills to the check until the number in the top right has \$0.00 in unallocated. This informs you the payment has been entered correctly. <p>Special Posting Scenarios (We recommend you create a separate batch for special posting scenarios)</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. Interest from Insurance Companies <ul style="list-style-type: none"> a. Create a Deposit including the dollar amount b. Post the Payment c. Post an Insurance adjustment for the same amount <input type="checkbox"/> 2. Refunds <ul style="list-style-type: none"> a. Create a negative deposit (BE SURE TO NOTE IN THE REFERENCE NUMBER **REFUND** SO YOUR BATCH WILL NOT BE OUT OF BALANCE) b. Open the superbill with the credit c. Post a negative adjustment (adjustment type = refund) d. Account example: <ul style="list-style-type: none"> 1. Patient Account is currently -10.00 (you want to refund the \$10.00. The deposit is -\$10.00 since you taking money out of the bank you have already deposited. 2. Post a negative payment (this will increase the balance by \$10.00, thus the new account balance will be \$0.00) <input type="checkbox"/> 3. Insufficient Funds <ul style="list-style-type: none"> a. The payment would have been credited so we need to add money back to the patient's account. b. Create a deposit slip with a negative for the total amount of the check that was returned (BE SURE TO NOTE IN THE REFERENCE NUMBER **NSF CHECK** SO YOUR BATCH WILL NOT BE OUT OF BALANCE) c. Open the superbill the NSF check was originally applied. d. Post a negative payment for the amount of the check that was returned e. Post a negative adjustment for the amount of the NSF fee. Thus the account will now have f. Account example: <ul style="list-style-type: none"> 1. Patient Account is currently \$0.00 2. Apply a negative payment will increase the balance back to what it was prior to the payment that was returned 3. Applying a negative adjustment will increase the balance by the cost of the NSF check fee thus the account balance will be greater than what it was prior to the NSF payment. 	

Voiding Payments

Void a payment that is not attached to a superbill:

1. If the copay hasn't been allocated, they can use the Void Payment button
2. If the copay has been allocated (maybe not completely or completely) but the batch is still open, the payment can be deleted and rekeyed. **One important point is that the deleted copay will not show that it was ever entered and deleted except through the audit trail**
3. If the copay has been allocated and the batch is closed, the payment can still be voided through payment entry.

Void a payment that is attached to a superbill:

The refund can be posted as either a negative payment or a negative adjustment.

Posting as a Negative Payment

1. Desktop>Billing>Payment Entry
2. Select Track Payment and use the Find button to select the reference number.
3. Select New to create a New Deposit for the refund.
 - a. In Payment Type, select the appropriate payment type for the refund. Note: You may want to create patient refund and insurance refund payment types so that you can easily identify and report on refunds.
 - b. Enter the check number in the Reference number field.
 - c. Select the appropriate Payer Type to indicate if the refund is to a person or insurance payer.
 - d. In the Amount Paid field, enter the refund amount as a negative.
 - e. Select OK to return to Track Payments screen.
4. Enter the super bill ID that has the credit that is being refunded.
5. Select Add to access the Allocate Payment screen.
6. Enter a negative payment for the amount of the refund. Note: Use the statement note to explain the purpose of the refund.
7. Select OK and close the Allocate Payment screen.
8. Balance and Close Transactions.

Posting as a Negative Adjustment

1. Desktop>Billing>Payment Entry
2. Select Track Payment and use the Find button to select the reference number.
3. Select New to create a New Deposit for the refund.
 - a. In Payment Type, select the appropriate payment type for the refund. Note: You may want to create patient refund and insurance refund payment types so that you can easily identify and report on refunds.
 - b. Enter the check number in the Reference number field.
 - c. Select the appropriate Payer Type to indicate if the refund is to a person or insurance payer.
 - d. In the Amount Paid field, enter zero dollar amount.
 - e. Select OK to return to Track Payments screen.
4. Enter the superbill ID that has the credit that is being refunded.
5. Select Add to access the Allocate Payment screen.
6. Enter a negative adjustment for the amount of the refund. Note: Use the statement note to explain the purpose of the refund.
7. Select OK and close the Allocate Payment screen.
8. Balance and Close Transactions.