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What is a Receipt?

We use a Receipt as a holding card to post payments, refunds, takebacks, move credits. The most used receipt types are IP, Insurance Payment and PP, Patient Payment. The details of the check, cash, credit card ie - date, amount, check or reference number are all on the receipt.

What is Escrow and how is it used?

Escrow is money that has been entered into the system on a Receipt, but has not yet been applied to a service. It is used as a temporary holding card until the Payment is posted in full.

One obvious application is a patient copay collected at check-in. We do not yet have a charge to apply it to, so on the copay Receipt, the money sits in Escrow.

All money that is manually added to the system sits in escrow for at least a *short* time. A good example is an Insurance check; the Receipt is added, then payments are posted to the applicable Encounters, ultimately reducing the Escrow to zero.

How do I find Receipts with Escrow?

Reports that list Escrow

Receipts Management> using the escrow filter

Ceipt Management Fagility: Billing: Rendering: Referring: ERA: User :: Reference Number: Receipt Types: Patient Payment [F POS: Include ♥ Copay: Include ♥ Cash: Include ♥ Check: Include ♥

> Reference Batch, A/R Management, Period Analysis & Closing (include Transaction and Receipts)

Receipts History >

ा Receipt Hist	Go!					
Filter Criteria C	lear 🗐 🔼		the state of the s			
<u>R</u> eceipt	Received From	Recei <u>v</u> ed To	Posted From	Posied To	Type All	Deleted Exclud
Fro <u>m</u> /To	Refere <u>n</u> ce	EFT All T	<u>A</u> mount	<u>B</u> atch	All Patient Payment [PP]	Escrow (
Search					Insurance Payment [IP] Invoice Payment [VP]	

Go box 'R' > use the filter > Checkbox 'Escrow only' and/or the receipt 'Type' > [Search]

How do I work or apply payments from receipt with escrow amounts?

We provide several places to apply payments from receipts or 'work' escrow.

- During *Charge* posting
 - If there is a 'Patient Payment' (PP) receipt with copay for the charge date of service then the user is presented with 'Apply Copay' popup.
 - Click the receipt to apply the copay 'in escrow' to line one

lodify Charge		_			Patient: <u>3837</u> Encounter: <u>6</u>					
Post Date: 08/09/2018	<u>C</u> laim Ty	pe:	Professi	Apply Co	орау					29:20
Patient: 383	7	Edit	CARR	Select a	a Receipt to apply to this	S Charge				
Last Service: 05/	10/2018	2)		Receipt	Description	Amount	Reference	Provider	Facility	Appoint
Case: - S	EL EOT		_	109055	Unapplied Copay	20.00	CC	CRAIG CHESNEY	MAIN OFF	Viev

• While reviewing the Statements, before they are uploaded

On the Statement Batch Items page -	Statement Batch Items		Batch: 601
filter by 'Unapplied'	Filter Criteria <u>C</u> lear 🔬 🖪		
	Guarantor ID/Name:	Patient ID/Name:	Encounter:
	Deductible (PR1): Coinsurar	ce (PR2): Copay (PR3): Othe	er PR: Unapplied:

a. This allows you to view all Escrow and apply it to the account where appropriate

Guarantor	1	Patient	Name	Encounter	Ins Due	Pat Due	Una	pplied
<u>50836</u>	A-	<u> </u>	and the second se	<u>16321</u>	0.00	30.00		109.46
<u>59456</u>	È/	<u>202198</u>		<u>18485</u> 🕂 2	3481.00	13.55	а	27.21
<u>59520</u>	1	202258		<u>11425</u> 🕂 1	0.00	61.27	_	25.00
<u>58423</u>	V	<u>201350</u>		<u>19440</u>	0.00	28.20		7.00

b. Hold down the Ctrl key and click on the Patient ID - this will open a new browser tab

• Close the tab when you are done

c. from Patient Dashboard, look at Balance Section,

take note of the DOS then > Click Receipts link

d. Filters for patient payment, Escrow only

e. Highlight the Receipt, read the note, if applicable > click the Receipt to post to the correct DOS

Filter Cri <u>R</u> eceipt	teria	<u>C</u> lear		ed From	Rece	ei <u>v</u> ed To	5
Fro <u>m</u> /To Search)		Refere <u>r</u>	<u>n</u> ce	Met <u>t</u> All	<u>n</u> od ▼	-
<u>A</u> dd							7
Receipt	е	Receiv	/ed	Poste	d	Туре	
<u>2975</u>	01/	29/201	18	01/29/201	8	PP	A.,
Ċ							

	tient Das	511000	i u						
	⊠ Balance surance	• <u>Post</u> 0.00	Charge EF Patient	RAs [2] 0.00		C I	Receipts	Post Escro	
-S	elect Acti	on-			Ap	oply)			
+	Encounter		DOS	Li	nes	Insurance			
+	16321		11/08/201	7	1	UNITE	D HEA	UHC]	
+	9862		09/13/201	7	3	UNITE	D HEA	UHC]	
]	<u>Type</u> Patient Pay U <u>s</u> er	yment [F	P] 🕇 🖕	leted xclude ▼ cro <u>w</u> Only]				
Ref	erence M	ethod	Amount A	pplied	Esc				
J 1(610 Ch	eck	139.46	30.00	10				
			_	_		2			

• From the *Receipts* history page

Go box 'r' > use the filter > Checkbox 'Escrow only' and/or the receipt 'Type' > [Search]

- → On the **Patient Payment** (PP) receipts
 - 1. Post
 - 2. Auto Post available if no part of the receipt has yet been posted. It uses the logic oldest balance first
 - 3. Post Expert use if you need to post a specific amount per line

Receipt Da	shboaru					Recei	pt. 109205			
- 🔀 Receipt In	fo Modify									
Post Date	Received Date	Туре	Last Modifie	d By	ERA E	latch R	versed Receipt Num	per		
08/09/2018	08/01/2018	PP	SUPPORT2	582	2	747				
Patient			Bala	nce						
JOPLIN, JAN	IS B [1540]			856.40						
Guarantor			Bala	nce						
JOPLIN, JAN	IS B [1024]			856.40						
Reference/Cl	heck									
Cash	Amount	Copay	Escrow	Processed	Confirmation					
500.00	500.00	0.00	500.00	0.00						
Received Fro	m	P	OS Payment Di	sbursed						
Note										
prepayment										
Actions										
	Po	t	_ 1		Post (Exp	ort Mode)	3	Auto	Post 2	
	FU	/51			POSI (Exp	en moue)		Auto	POSI	
		Re	eceipt Das	hboard					R	leceipt: 109278
nitted		_								
			Receipt Inf	io <u>Modify</u> -						
onlv r	osting) P	ost Date	Received	Date Type	Last	Modified By	ERA	Batch	Reversed Receip
	-	06	6/12/2018	06/18/201	8 IP				2744	109170
entire	ć	li li	isurance				Method			
0	-	M	EDICARE [1091			Check			
			eference/Ch				Amount	Escrow		
			ererence/on				0.00	162.36		
								102.30		
		R	leceived Fro	m		POS Payn	ent Disbursed			

- → Insurance Payment (IP) receipts
- 1. Post to manually post as ren
- 2. Post Expert- useful if you are the IP transaction and not the remittance ie CO,PR,Allowed

Post Date	Received Date	Туре	Last	Nodified By	ERA	Batch	Reversed Receip
06/12/2018	06/18/2018	IP				2744	<u>109170</u>
Insurance				Method			
MEDICARE	[<u>109]</u>			Check			
Reference/C	heck			Amount	Escrow		
				0.00	162.36		
Received Fro	om		POS Payme	ent Disbursed			
Note							
Reversal of F	Receipt No:10917	0					
57 • 41							
× Actions –							
	1 Po:	st			2 Post (Expert Mode)	

- Period Analysis and Closing
 - Period End worklist includes a link to receipts in escrow for the period
 - Click on the receipts and post them

lose Current Reporting Per	iod			Report Options -		
ost Date From: 05/01/201	B <u>To:</u> 0	6/01/2018	Select Date	PDF Format		•
Period End Worklist Refres	ih			Portrait		
				Include Totals by:	: As	ging?:
There are 38 Receip	ts with Escrow in	this pariod		The Devident Deville		
Receipt History		uns penou.		Service Facilit	ty	
Receipt History	6. 8 .		Postad From			
Receipt History		Received To	Posted From 05/01/2018	Posted To 06/01/2018	Type All	
Receipt History	6. 8 .			Posted To	Туре	

If you're unable to apply money in escrow at the time of review, we suggest adding a note to the receipt.

- Modify Receipt > add a Note > Save
- When the receipt is highlighted the note is viewable

							Add Payment	Receipt		?	
Receipt Hi	istory						-Payment Inform	ation			
Filter Criteri							Post Date 08/09/2018	Received Date	Check Date	Referen 2747	
<u>R</u> eceipt	Received From	Received To	08/01	/2018	Posted To	Type Patient Payment	Patient ID 1540	P JOPLIN, JAI	US B		
Fro <u>m</u> /To	Reference	Met <u>h</u> od All ▼	Amog	nt	Batch	User	Gurrantor			-	
Search											
Add							Note		JELEC		
Receipt	Received	Posted	Туре		From	/To	provider has	not yet closed	l their chart (notes 2/2 E	scrow
109488	11/28/2018	11/26/2018	PP	DYLAN,	ROBERT [3856]						20.00
109430	10/19/2018	10/29/2018	PP	ZIMMER	MAN, ROBERT [5	387]	C				25.00
109429	11/14/2018	10/29/2018	PP	ZIMMER	MAN, ROBERT [5	387]	Save [F2]				7.88
109283	08/01/2018	08/09/2018	PP	JOPLIN,	JANIS [1540]		Save [F2]	Cancel			50.00
								_			
	ler has not yet close			То	Breacher	Tures	Annli	-			
Enc	ounter	Patient F	rom	10	Procedure	Туре	Applie				

How do I refund escrow?

Escrow cannot be Refunded, only Payments can be refunded. The Receipt must be posted in full to an Encounter. The refund can then be posted using the refund button on the payments page or the 'Refund' link from the Patient or Encounter Dashboard.

Related Topics

See the Help Center for PDF's on these related topics

- → Payment Posting > Patient
- → Payment Posting > Insurance, Manual or ERA
- → Receipts Correction
- → Undo Post
- → Reverse or Modify Charge