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.
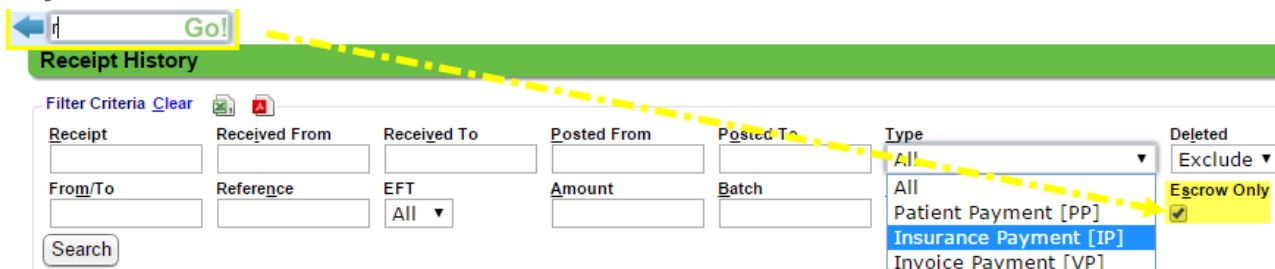

How do I find Receipts with Escrow?

Reports that list Escrow

Receipts Management> using the escrow filter

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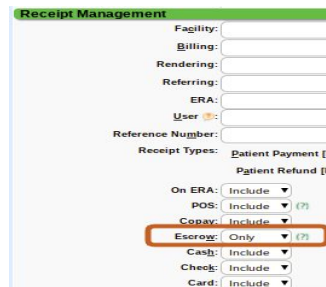
Receipts History >

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?

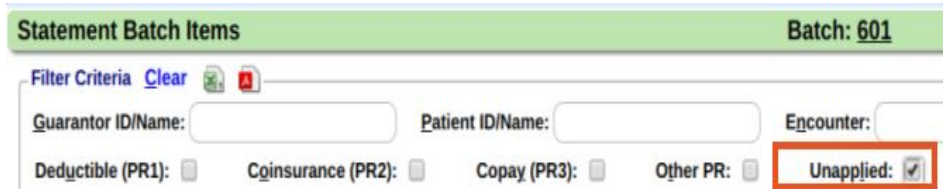We provide several places to apply payments from receipts or 'work' escrow.

- **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
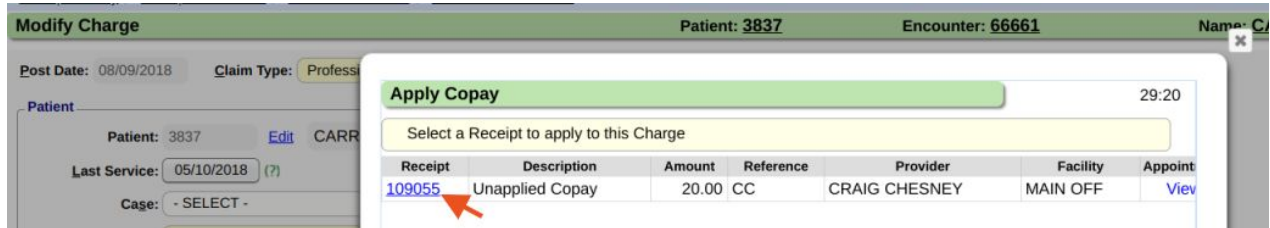
- **While reviewing the *Statements*, before they are uploaded**
 - On the Statement Batch Items page - filter by 'Unapplied'

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

**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 posting the escrow and return to the list

c. from Patient Dashboard, look at Balance Section, take note of the DOS then > Click Receipts link
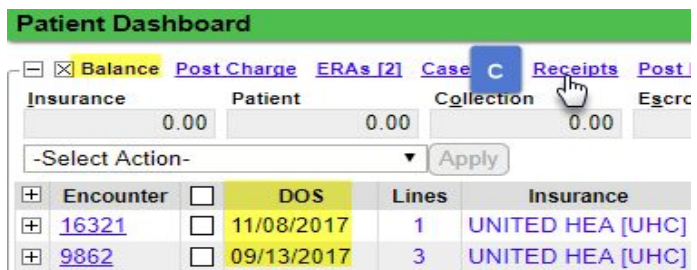
d. Filters for patient payment, Escrow only

e. Highlight the Receipt, read the note, if applicable > click the Receipt to post to the correct DOS
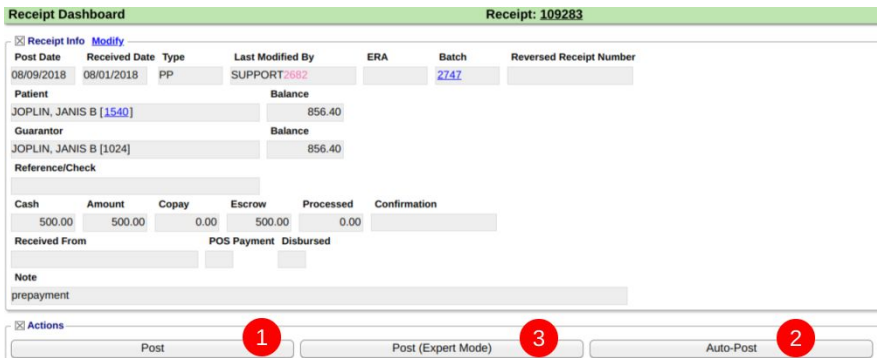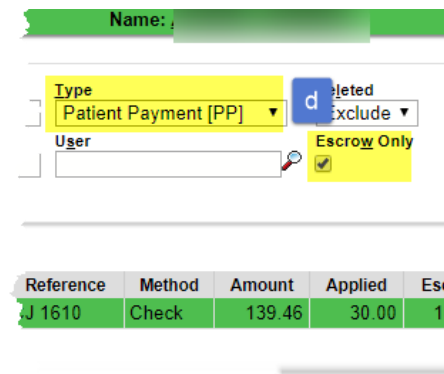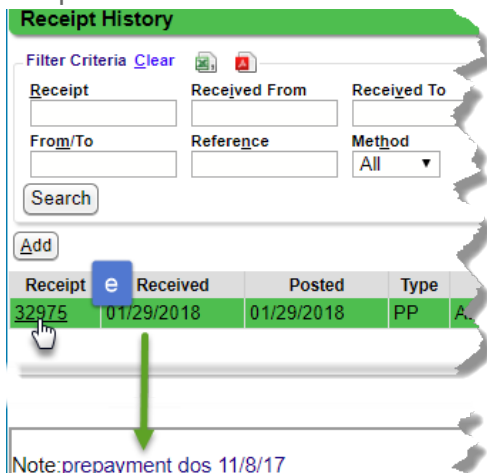
- **From the *Receipts* history page**

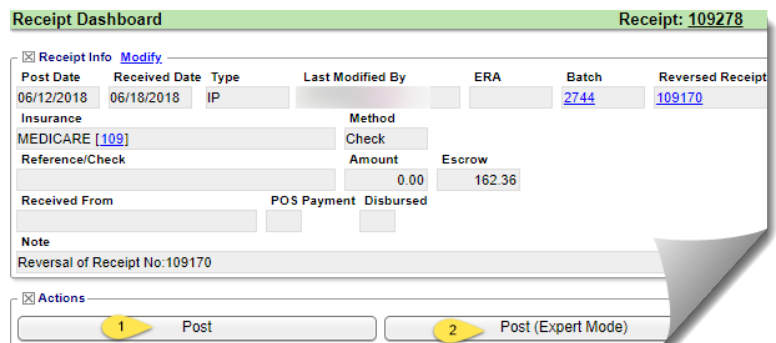Go box 'r' > use the filter > Checkbox 'Escrow only' and/or the receipt 'Type' > [Search]

➔ 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
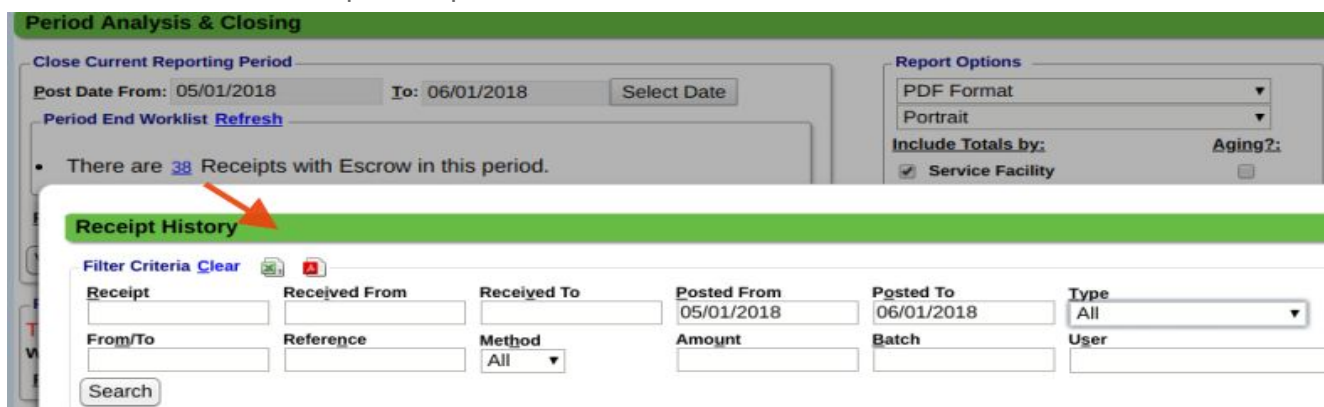3. Post Expert - use if you need to post a specific amount per line

➔ **Insurance Payment** (IP) receipts
1. Post - to manually post as remitted
2. Post Expert- useful if you are only posting the IP transaction and not the entire remittance ie CO,PR,Allowed

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

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

CATEGORY: PAYMENT POSTING - ESCROW

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