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Insurance Refund

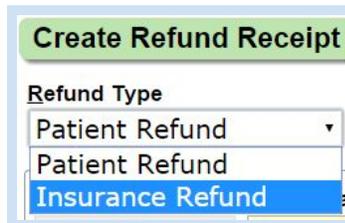
Use this process when a check is written and sent back to the insurance for the full amount of the original Insurance Payment (IP) by CPT or line(s) of an encounter. This method reverses or takes back the Allowed, IP, PR, OA, CO adjudication as it was originally posted.

Go-box 'PR', or click 'Payments' in the sidebar > [Post Refund] or use the 'post



refund' link from the patient dashboard. *Attach to a reference batch.

- Create an Insurance Refund receipt * include all check details > F2 to [Save/Post]



A screenshot of the 'Create Refund Receipt' form. It includes the following fields and values:

- Refund Type: Insurance Refund
- Refund Information:
 - Post Date: 07/08/2019
 - Mailed Date: 07/08/2019
 - Check Date: (empty)
 - Insurance: 109
 - Refund Amount: \$52.68
- Additional Info:
 - Reference / Check Number: 9999
 - Note: refund check to medicare
 - Batch ID: (empty)

 At the bottom are buttons for 'Save/Post', 'Save [F2]', and 'Cancel'.

'Post Insurance Refund' page is organized by receipt

1. Search the patient ID
2. Search for the IP, Insurance Payment, amounts that should be refunded
3. Check the boxes next to the line(s) - Note the Allowed, CO, PR, OA, Paid
4. [Save]

Post Insurance Refund **Receipt: 109507**

Type	Insurance ID	Insurance Name	
IR	109	MEDICARE	
Rcpt#	Mailed Date	Check Date	Posted
109507	07/08/2019		07/08/2019
Ref#/Check#	Note		
9999	refund to insurance		
Patient	Name		
1042	BAUER, MARCY C 04/27/1936 83 YEARS F		
Procedures			
19334	109	884493132	01/30/2017
			56.47
<input checked="" type="checkbox"/>	01/12/2017	99213	67.93 58.16 13.59 0.00 53.25
<input checked="" type="checkbox"/>	01/12/2017	81002	3.29 2.78 0.00 0.00 3.22
19476	102	0004937578	01/30/2017 06/09/2014
			589.85 75.52
<input type="checkbox"/>	12/19/2016	99213	0.00 0.00 0.00 0.00 50.75

Receipt Dashboard **Receipt:**

Receipt Info [Modify](#) [Change Log](#)

Post Date	Received Date	Type	Last Modified By	ERA
07/08/2019	07/08/2019	IR		

Insurance: MEDICARE [109] Method: CK

The receipt Type is - IR - Insurance Refund. The Transaction code is 'IRF' indicating Insurance

Encounter	Patient	Post Date	Transaction	Amount
12946	Bauer, Marcy	07/08/2019	IRF	3.22
12946	Bauer, Marcy	07/08/2019	ALWD	-3.29
12946	Bauer, Marcy	07/08/2019	CO45	-2.71
12946	Bauer, Marcy	07/08/2019	CO253	-0.07

Refund, we also post a *negative* amount of CO,PR,OA

Partial Insurance Refund

Use this process when a check is written for a partial amount of the IP, Insurance Payment, originally made. Create an Insurance refund as usual, use the [SAVE] button to get access to [Post Expert]

On the Insurance Refund Receipt > Choose [Post Expert]

Create Refund Receipt

Refund Type: Insurance Refund

Refund Information

Post Date: 08/22/2016 Mailed Date: 09/20/2017

Insurance: 111 ACCESS

Refund Amount: \$951.30

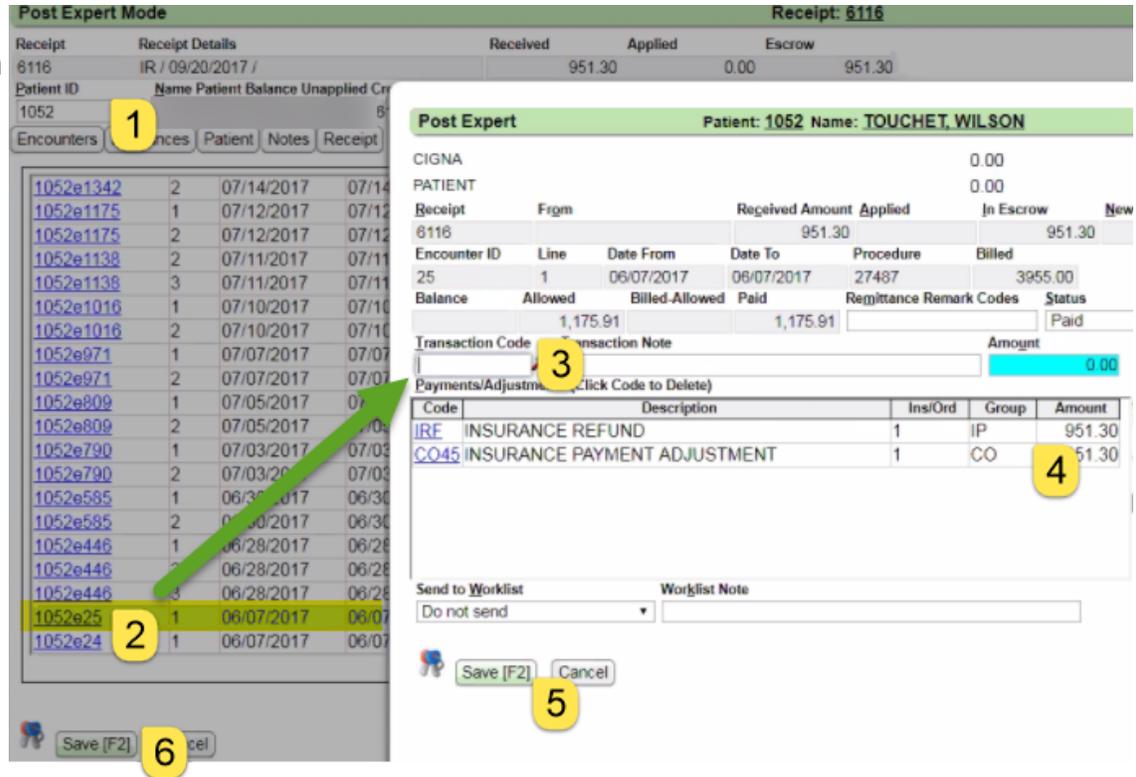
Additional Info

Actions

Post Post (Expert Mode)

Save/Post Save [F2]

1. Key in patient or encounter > tab
2. Choose the encounter and line
3. In the popup > use the transaction code **IRF** > key in the amount and tab
 - drops to the area below
4. In our example we also wrote off the balance with the transaction CO45
5. [Save] encounter
6. [Save] entire posting



Takebacks (Reversals)

Use this process when no refund check has been generated and we rely on the insurance to process a takeback or reversal. For Manually posted Insurance payments - Use *one* receipt to post the entire check amount to as many encounters as needed. Generally, we recommend posting the takeback or reversal **FIRST**. This allows easy application of that money to another account as the insurance dictates. The money we take back is added to the escrow of the receipt, to be reallocated to other accounts. See below for this and ERA instructions-

The Difference in 'Post as Remitted' on the ERA remit or 'Takeback' function

ERA > Post as Remitted - Reversal of Previous Payment [22]

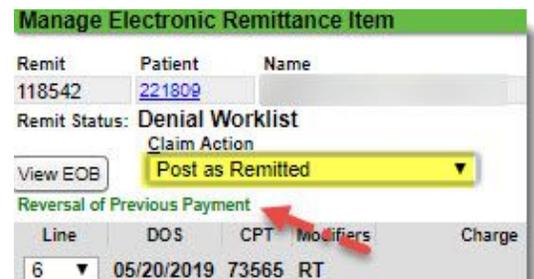
From the Remit > Claim Action Dropdown > Post as Remitted
 This action posts *exactly* what the Insurance adjudicates. The auto generated receipt is for a negative amount

Why this might not be the correct action:

- If you did not post the original claim 'As Remitted' such as 'Post as a Note'
- Or if the insurance adjudicates the takeback differently than they had originally paid

Takeback Button

- From the Manual Insurance Posting page > [Takeback]



- This action takes back the payment posting as the user originally posted it

How to use [Takeback] button

The [Takeback] function is Receipt based. > From an Insurance Receipt (IP):

1. Key in the Encounter number > tab
2. Click [Takeback]

3. Locate RECEIPT number, DOS, Payment combo to be 'taken back' > click checkboxes per line item (CPT)

4. [SAVE]

Post Insurance Payment(s) Receipt: 76758

Receipt	Insurance	Note	Escrow
76758	UHCLIC [337]		25.94

Received	Check Date	Posted	Reference	Received	Escrow
07/08/2015		07/10/2015	080814851	25.94	0.00

Patient: E43843

Post As Insurance: (PRIMARY) UHCLIC [337] | Post As Responsibility: - Default - | Crossed To Secondary:

Receipt	Insurance	Check	Received	Check Date	Received
68648	337	080665830	03/10/2015		0.00

Takeback	DOS	CPT	ALWD	CO	PR	OA	Paid	Net Paid
<input checked="" type="checkbox"/>	12/18/2014	99213	55.94	56.06	30.00	0.00	25.94	25.94
<input checked="" type="checkbox"/>	12/18/2014	81000	2.02	12.98	2.02	0.00	0.00	0.00

Buttons: Save [F2], Takeback

5. The IP, Insurance Payment, amount is *added* to Escrow.
 - In ERA posting the receipt would be created as -25.94 which will result in a Zero amount in escrow
 - In manual payment posting, the user can then use the money in Escrow to post to other Encounters

How do I post a partial Takeback?

Use this method when the insurance takes back only a *portion* of the money originally paid. From the Receipt > [Post Expert]

1. Choose the patient/encounter
2. Choose the line
3. Transaction type 'IP' > Note takeback > **NEGATIVE** amount > TAB

Receipt Dashboard Receipt: 109142

Post (Expert Mode)

Post Expert Mode Receipt: 109142

Receipt	Receipt Details	Received	Applied	Escrow
109142	IP / 08/19/2019 /	500.00	0.00	500.00

Patient ID: 1113 | Name: BRENNAN, CLARISSA L

ID	Encounters	Insurances
1113e60307	1	
1113e51598	1	
1113e50705	1	
1113e50705	2	
1113e49133	1	
1113e49133	2	
1113e48120	1	
1113e48017	1	

Post Expert Patient: 1113 Name: BRENNAN, CLARISSA L 29.45

Receipt	From	Received Amount	Applied	In Escrow	New In Escrow
109142		500.00		500.00	500.00

Encounter ID	Line	Date From	Date To	Procedure	Billed
60307	1	11/07/2015	02/15/2016	99213	125.00

Balance	Allowed	Billed-Allowed	Paid	Remittance Remark Codes	Status
77.07			52.07		Paid

Transaction Code: IP | Transaction Note: TAKEBACK | Amount: -17.50

CATEGORY: PAYMENT POSTING ~ TASK: INSURANCE REFUND, TAKEBACK AND REVERSAL

- Add as many codes as are necessary, you may need to use a calculator to adjust the balance * in our example we posted negative PR and CO codes so the patient's balance is \$0 and we can send the claims back for readjudication
- [Save]

On manual Insurance receipt > post the remaining balance

Received	Applied	Escrow
500.00	-17.50	517.50

Or simply return to the ERA to complete the ERA payment posting process

MEDICAL MUTUAL OF OHIO

PATIENT 64.50
0.00

Receipt	Frqm	Received Amount	Applied	In Escrow	New
109142		500.00		500.00	

Encounter ID	Line	Date From	Date To	Procedure	Billed
60307	1	11/07/2015	02/15/2016	99213	125.00

Balance	Allowed	Billed-Allowed	Paid	Remittance Remark Codes	Status
	77.07		52.07		Paid

Transaction Code: Transaction Note: Amount: 0.00

Payments/Adjustments (Click Code to Delete)

Code	Description	Ins/Ord	Group	Amount
IP	INSURANCE PAYMENT		IP	-17.50
CO45	INSURANCE PAYMENT ADJUSTMENT	4	CO	-22.00
PR	PATIENT RESPONSIBILITY	1	PR	-25.00
PBT1	PATIENT BALANCE TRANSFER IN	99	PC	-25.00

Do not send

Save [F2] 5

What if a reversal or takeback does not post correctly?

Most of the time we can use the 'Claim Action' > 'Post as Remitted'. However, sometimes the insurance will send a CR or other code that isn't the same as was originally remitted. In these cases we can not use 'Post as Remitted'.

Example:
'After Posting' area indicates the posting is incorrect

Manage Electronic Remittance Item ERA: 2133 Insurance: UNITED HEA [UHC]

Remit	Patient	Name	Encounter	Ref. Batch	Receipt	Amount	Escrow
21780	404976		2596	2903	26191	-454.19	-454.19

Remit Status: On Hold Claim Action: Post as Remitted Manual Post

Line	DOS	CPT	Modifiers	Charge	Allowed	Paid	Adjusted	Action
1	08/17/2015	22551		-4,430.00	0.00	0.00	-4,430.00	Post Expert
		CR197					-2,356.89	
		CR45					-2,073.11	

Insurance Profile for this Encounter

Insurance	Role	Balance	After Posting
UNITED HEALTH CARE [UHC]	PRIMARY	0.00	8,668.00
PATIENT		1,123.26	-7,090.55

Use Manual Post not 'Post as Remitted'

Manage Electronic Remittance Item ERA: 2133 Insurance: UNITED HEA [UHC]

Remit	Patient	Name	Encounter	Ref. Batch	Receipt	Amount	Escrow
21780	404976		2596	2903	26191	-454.19	-454.19

Remit Status: On Hold Claim Action: - SELECT - Manual Post

Line	DOS	CPT	Modifiers	Charge	Allowed	Paid	Adjusted	Action
1	08/17/2015	22551		-4,430.00	0.00	0.00	-4,430.00	Post Expert
		CR197					-2,356.89	

Post Insurance Payment(s) Receipt: 26191 Type: IP

Receipt	Insurance	Note
26191	UNITED HEALTH CARE [UHC]	Takeback Auto-Applied

Received	Check Date	Posted	Reference	Received	Escrow
12/18/2015	12/18/2015	1Q060806464		-454.19	-454.19

Post As Insurance (PRIMARY) UNITED HEA [UHC] Post as Responsibility - Default - Crossed To Secondary Payment Takeback

Receipt	Insurance	Check	Received	Check Date	Received	Paid
2721	UHC	1Q060498669		09/11/2015	0.00	454.19

Takeback	DOS	CPT	ALWD	CO	PR	OA	Paid	Net Paid
<input checked="" type="checkbox"/>	08/17/2015	22551	0.00	4430.00	0.00	0.00	0.00	0.00
<input checked="" type="checkbox"/>	08/17/2015	22845	1025.26	904.74	1025.26	0.00	0.00	0.00
<input checked="" type="checkbox"/>	08/17/2015	22851	567.19	1117.81	113.00	0.00	454.19	454.19

Instead we should use [Manual Post] > [Takeback] > check the boxes that represent the items being 'taken back' > [Save]

How to deal with a Takeback that is GOING to happen (future takeback)

In some cases, the insurance indicates at the *line level* there is a takeback, only to change their mind and indicate at the *provider level* the takeback is going to happen in the future. You may notice this on the EOB or on the ERA Dashboard.

See an

example of this on the EOB below:

1437281047	11/10/17	11	99214	1.00	-223.00	-99.97		-19.99	CO-45	-117.84	-76.81	
			N700 N899 N701						CO-237	-6.79		
			N700 N899 N701						CO-251	-1.57		
			N700 N899 N701							-19.99		
PT RESP											-19.99	
ADJ TO TOTALS: PREV PD												
Claim Totals					-223.00	-99.97					-126.20	-76.81
Interest					0	0						
Late Posting Fee							0.00					
Net											-76.81	

PROVIDER LEVEL ADJUSTMENT DETAILS

PROV ADJ CODE: FB FCN/OTHER IDENTIFIER: 9717363771190 4440803E878 AMT: -76.81

Line level Takeback

Provider level Takeback is going to happen in the future

ERA File Dashboard ERA: 199 Insurance: MEDICARE [100]

[Edit](#) [View Remit Items](#) [View EOB](#)

Insurance: MEDICARE [100]

[ERA File Information](#)

This ERA contains Provider Level Adjustments for claims that are not able to be auto-applied. [CLICK HERE](#) to view EOB

To be Applied: 0 Posted: 13 On Hold: 1 Denial Worklist: 0 Custom Worklist: 0 Old System: 0

Check Amount: 1,177.28
Applied: 1,100.47
Unapplied: 76.81

Example of ERA Dashboard

Receipts are only created for the Line Level adjudication. In our example receipt 2075 has a takeback amount of 76.81.

ERA Remit ERA: 199 Insurance: MEDICARE [100]

Filter Criteria: Status: All Encounter: 676 Receipt: Unapplied Only

Page Size: 500 1-2/2

Remit	Pat	Bal	Claim Type	Status	Lines	Dates of Service	Charge	Prd	Receipt	Applied	Unapplied
1121			of Previous Payment [22]	H	1	11/10/2017-11/10/2017	-223.00	1	2075	0.00	-76.81

We recommend changing the Receipt amount to \$0.00. > From the ERA Remit page:

1. Click the Receipt number link that represents the 'future' takeback
2. Click 'Modify' on the Receipt
3. Type 0.00 in the 'Received' field
4. [Save]
5. Return to the Remit
6. Update the Remit Status from 'On Hold' to 'Posted' or add to a Worklist

Receipt Dashboard

[Receipt Info](#) [Modify](#) 2

Post Date: Received Date:

Add Payment Receipt

Payment Information

Post Date: 01/16/2018 Received Date: 01/12/2018 Check Date:

Insurance: 100 MEDICARE

Received: -76.81 Method: Received

Additional Info

Reference / Check Number: 892808418 Es

Received From: POS Payment

Note: Takeback Auto-Applied

Save [F2] Cancel

Manage Electronic Remittance

Remit Patient Name

PATIENT

Change Remit Status/Worklist

On Hold [H] 6

Ready to be Applied [A]

Posted [P] 11 Cre

On Hold [H]

Custom Worklist [CW]

Denial Worklist [DW]

What if the Takeback or Refund is from an Insurance that is no longer on an Active Profile?

At times, we have updated/rebilled to a new (corrected) insurance *before* a takeback is requested from the original insurance. Frequently users will make this old profile 'Inactive' by un-checking the 'active' box. We will need to temporarily change the profile back to the original insurance by making it active and moving the encounter to that profile in order to post a takeback. > **Go to Insurance Management > Be sure the original profile is Active.**

1. Highlight the profile where the Encounter is now
2. Select the Encounter we need to post to
3. Click [Change profile/rebill]

Insurance Management Patient: 18530 Encounter: 7249

Insurance Profiles

[Add New Insurance Profile](#) [Add Self Pay Profile](#)

Status	Encounters	Created	Primary	Secondary	Tertiary
Default	0	03/28/2017	PPC-BLUE C [12] (800) 868-2510 Policy: [REDACTED]		
Active	6	08/09/2017	GALLAGHER- [605] (866) 324-5585 Policy: [REDACTED]		

Policies not part of an Insurance Profile [Add New Policy that is not part of a Profile \(?\)](#)

There are no records available

Highlighted Profile Information & Encounters

Insurance	A/A	Balance	Effective	Expiration	Billing Address
GALLAGHER-	Y	-1,677.68			

[Change Profile/Rebill](#) [Rebill Only](#) Encounters with Balance [0]

Encounter	<input type="checkbox"/>	DOS	Total Charge	ALWD	CO	OA	Ins Paid	Pat
13536	<input type="checkbox"/>	08/25/2017	0.00	0.00	0.00	0.00	0.00	
10871	<input type="checkbox"/>	07/28/2017	20.00	11.50	8.50	0.00	11.50	
7249	<input checked="" type="checkbox"/>	06/16/2017	320.00	248.00	392.00	0.00	203.84	

4. Use the drop down to Change the profile - uncheck 'Re-Bill'

Highlighted Profile Information & Encounters

Selected Encounters
7249

From Current Profile
GALLAGHER- [REDACTED] / PATIENT [No Effective - No Expiration]

To New Profile [PPC-BLUE C \[REDACTED\]](#) / PATIENT [No Effective - No Expiration]

Claim History Note Save as Billing Note

Re-Bill

[Save \[F2\]](#) [Cancel](#)

5. [Save]

After you are done posting the Takeback, move the Encounter back to the correct profile.