

# CATEGORY: PAYMENT POSTING ~ TASK: PATIENT REFUND

The following steps walk you through the process of refunding *Patient Credit* Balances. If any part of the money is currently in escrow it **must** first be posted in full before you may proceed. A patient credit balance is necessary to post a patient refund. You may want a separate Reference Batch for this work for reporting purposes.

Go-box 'PR', or click 'Payments' in the sidebar. You may also use the hyperlink from the patient dashboard 'Post Refund' to get to the 'Create Refund Receipt' page.

PR   [Reference Batch: 5502](#)

### Payments Dashboard

Post Payments, Adjustments, and Refunds

### Create Refund Receipt ?

Refund Type  
Patient Refund

Refund Information

Post Date: 06/15/2015    Mailed Date: 06/15/2015

Patient ID: 1811    WILLIAMS, MARY

Refund Amount: \$50.00

Additional Info

Reference / Check Number: 9999

Note: Patient paid 2x

Create a Patient Refund receipt \* include all check details> F2 > [Save/Post]

## Post Refund Receipt: [49522](#)    Type: PR

Receipt Info

Receipt#	Mailed Date	Posted	Check Date	Refund Amount
49522	06/15/2015	06/15/2015	06/15/2015	50.00

Patient ID: 1811    WILLIAMS, MARY A    Patient Balance: -50.00

Guarantor ID: 5011    WILLIAMS, MARY A

Check in the checkbox next to the payment/dos/procedure that needs to be refunded> F2[Save]

Payment Application

Show:     Include Additional Patients Under:

Method:     Total Escrow: 0.00 😊

Patient	Name	Encounter/Ord	DOS	Charge	Pat. Payments	Balance	Refunding
1811	WILLIAMS, MARY A	9197/1	10/21/2014	210.00 <input checked="" type="checkbox"/>	100.00	-50.00	50.00

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## What should I do if the patient does not have a credit and I need to do a refund?

There are times when the patient will not yet have a credit, for instance, refunding a patient before the insurance adjudicates, or the patient has paid in error and the charge has not yet been written off. Use [Post Expert Mode] on the Receipt in these situations.

1. Choose the patient
2. Choose the specific Claim and CPT line - the claim is in the format of Patient ID + 'e' + Encounter number. In this example it is 4826e18769
3. In the 'Post Payments' popup - use Transaction code 'PRF' > enter the refund amount > Tab
4. [Save] the line item posting in the popup
5. [Save] the receipt posting

**Post Expert Mode** Receipt: 22424

Receipt	Receipt Details	Received	Applied	Escrow
22424	PR / 03/16/2016 / 34115	10.00	0.00	10.00

Patient ID: 4826 Name: Patient Balance Unapplied Credit

ID	Line	From	To	CPT	Charge	Allow	Billable	Pat Bal
4826e18769	1	11/18/2015	11/18/2015	FORM	10.00	N/A X		N/A
4826e18225	1	03/01/2016	03/01/2016					
4826e8282	1	12/17/2015	12/17/2015					
4826e8282	2	12/17/2015	12/17/2015					

**Post Payments** Patient: 4826 Name

PATIENT Balance: 0.00

Receipt	Received	Applied	In Escrow	New In Escrow
22424	10.00	0.00	10.00	10.00

Date From: 11/18/2015 Date To: 11/18/2015 CPT: FORM Charge: 10.00 Allowed: 0.00

Paid: 10.00 Balance: 0.00

Transaction: PRF Apply Amount: 10

Payments/Adjustments

Code	Description	Ins/Ord	Group	Amount
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## What should I do if the patient requires some of their money back that they paid at check-in (and the money hasn't been deposited)?

The patient pays at check-in, only to find they owe less than expected.

Assuming the money has not been deposited, simply modify the Receipt using one of two options.

- **Option 1** more steps but will provide a full audit trail
- **Option 2** quick and easy

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## Option 1

1. Modify the Receipt
2. Use Disbursed code 'VO' to void the original Receipt
3. Add a note
4. [SAVE]
5. Create a new Receipt for the new amount collected

Receipt Dashboard Receipt: 109150

Receipt Info Modify **1**

### Add Payment Receipt

**Payment Information**

Post Date	Received Date	Check Date	Reference Batch
12/01/2017	12/01/2017	12/01/2017	2750

Patient ID: 10008 SMITH, ALICE

Guarantor: - SELECT -

If any part of the Total Amount is a copay then enter that amount into the 'Copay' field.

Check	Cash	Card	Total	Copay
	0.00	450.00	450.00	450.00

**Additional Info**

Reference / Check Number: CASH Escrow: 450.00

Received From: POS Payment: Yes Disbursed: VO **2**

Note: PROCEDURE - PREPAYMENT- returned cash to patient as procedure not preformed today **3**

Save [F2] **4** Cancel

## Option 2

1. Modify the Receipt
2. Adjust the amount to the new correct amount collected
3. Add a note
4. [SAVE]

Receipt Dashboard Receipt: 109150

Receipt Info Modify **1**

### Add Payment Receipt

**Payment Information**

Post Date	Received Date	Check Date	Reference Batch
12/01/2017	12/01/2017	12/01/2017	2750

Patient ID: 10008 SMITH, ALICE

Guarantor: - SELECT -

If any part of the Total Amount is a copay then enter that amount into the 'Copay' field.

Check	Cash	Card	Total	Copay
	0.00	\$450.00	450.00	450.00

**Additional Info**

Reference / Check Number: CASH Escrow: 0.00

Received From: POS Payment: Yes Disbursed: **2**

Note: PROCEDURE - PREPAYMENT- returned cash to patient as procedure not preformed today **3**

Save [F2] **4** Cancel

**What should I do if the patient requires all their money back and I have not yet deposited the money?**

The patient pays at check-in, only to find they do not owe anything (e.g. services not rendered).

Assuming the money has not been deposited, simply Disburse the Receipt using a Void code.

1. Modify the Receipt
2. Use Disbursed code 'VO'
3. Add a note
4. [SAVE]

**Receipt Dashboard**      **Receipt: 109150**

Receipt Info **Modify** **1**

### Add Payment Receipt

**Payment Information**

Post Date	Received Date	Check Date	Reference Batch
12/01/2017	12/01/2017	12/01/2017	2750

Patient ID: 10008      SMITH, ALICE

Guarantor: - SELECT -

If any part of the Total Amount is a copay then enter that amount into the 'Copay' field.

Check	Cash	Card	Total	Copay
	0.00	450.00	0.00	450.00

**Additional Info**

Reference / Check Number: CASH      Escrow: 450.00

Received From:      POS Payment: Yes      Disbursed: **VO** **2**

Note: PROCEDURE - PREPAYMENT- returned cash to patient as procedure| not preformed today **3**

**4** Save [F2] Cancel