

Accounting

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Accounting

What is a Receipt?

We use a Receipt as a holding card to post payments, refunds, take backs, and to move credits. The most used receipt types are **IP**, Insurance **P**ayment, and **PP**, Patient **P**ayment. The details of the check, cash, credit card - such as 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. **See Help Document '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.

What is a Payment?

Transactions posting the money from a receipt to a specific encounter. Typical transaction codes mimic the receipt they are on **PP**, Patient **P**ayment or **IP**, Insurance **P**ayment

Where to add a Patient Receipt?

Patient Payment posting is available in a variety of places. First create a Receipt, then you may post the payment. **Attach to a Reference Batch*

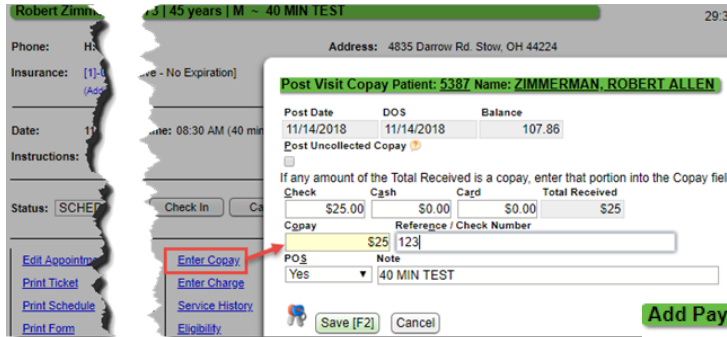
The screenshot shows a software interface with a blue sidebar on the left containing the following menu items: Home, Patient, Scheduling, Charges, and Payments (which is highlighted). At the top of the sidebar is a search bar with 'nr' and a 'Go!' button. To the right of the sidebar, there is a text box with the instruction: "'Go'-Cut: 'PP' or 'NR' - (New Receipt) or click Payments in the sidebar > [Post Payment]'. Below this is a checkbox labeled 'Post Payments, Adjustments, and Refunds' which is checked. At the bottom of this section is a button labeled 'PP Post Payment'. A blue callout box points to the 'Go!' button and contains the text: 'Click to create a new 'Receipt'. * If the Go-Cut ' was used above, this step is not necessary.'

CATEGORY: PAYMENT ~ TASK: POST PATIENT PAYMENT

'Patient Dashboard' > Click 'Post Payment'



From the Calendar, on the Appointment > Click 'Copay'.

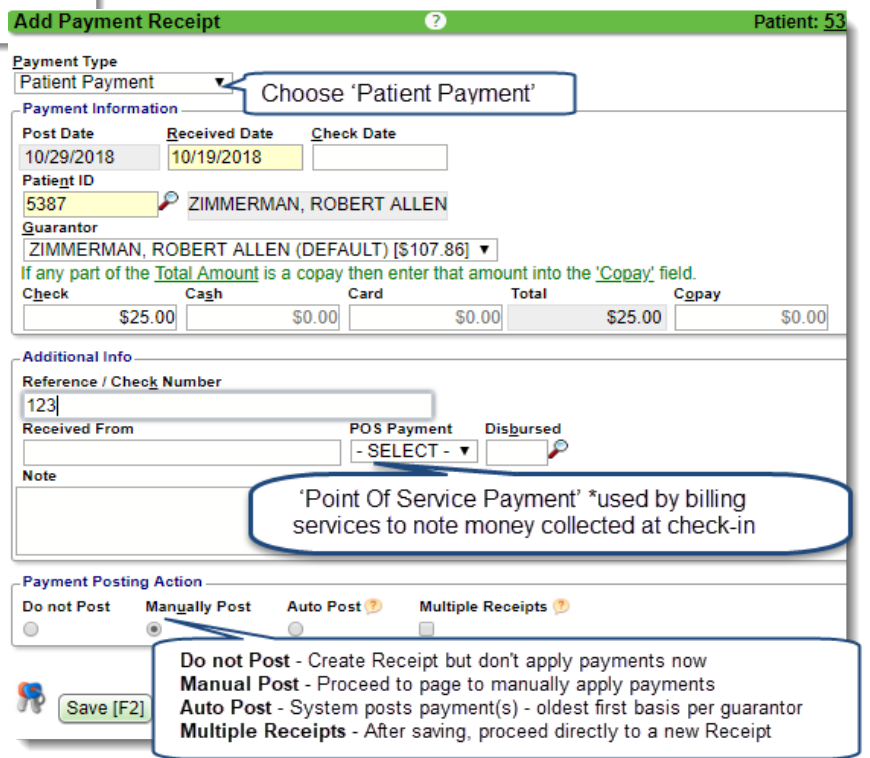


This creates a quick 'Receipt' that only requires a minimum of information. It is posted when the Encounter or Charge (for this DOS) is entered.

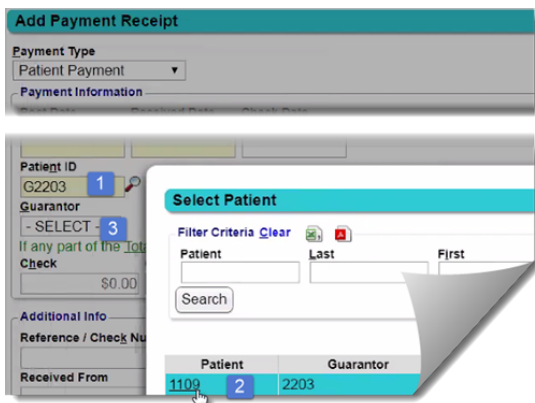
Patient Payment Receipt details

- Fill in Receipt details
- Use the 'Payment Posting Action' determines how and when payment is posted
- [Save]

*Auto Post rules are set on the 'Statement Default', accessible from the sidebar > Admin



How do I populate the guarantor on a patient receipt?



1. Patient ID > type the guarantor number, ex G2203
2. In the popup > click on the patient ID
3. The patient and guarantor populate on the receipt

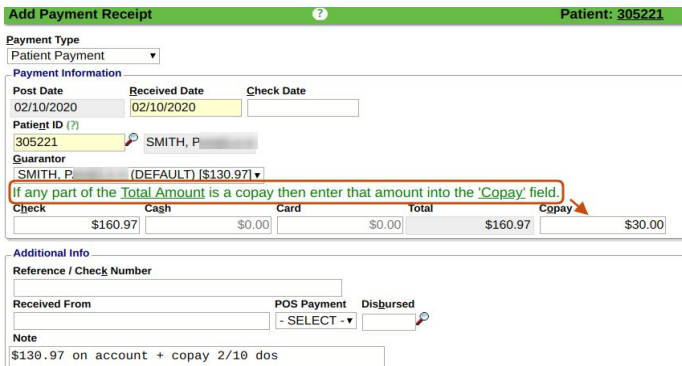
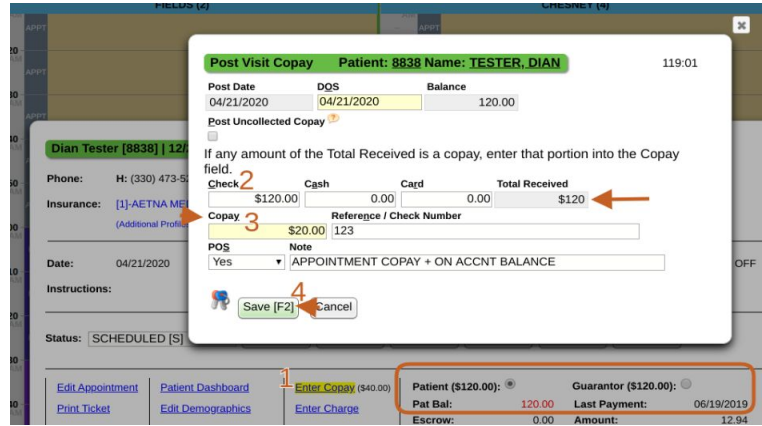
CATEGORY: PAYMENT ~ TASK: POST PATIENT PAYMENT

How to collect copay and on account balance?

Calendar 'Appointment' popup

EG: \$120 Check, keyed in Copay field only \$20.00
copay amount only

1. 'Enter Copay' link
2. Receipt, enter the **full** amount received
3. Copay field > only *today's* visit copay amount
4. [Save]



from the Payment Receipt >

Key in the full amount received and then the specific amount for today's copay

How do I add an additional receipt after the Copay is posted?

In an instance where front desk staff has already posted a copay receipt at check in, and the patient needs to make additional payments. For instance, a self-pay item is dispensed or forms need to be paid for at check out.

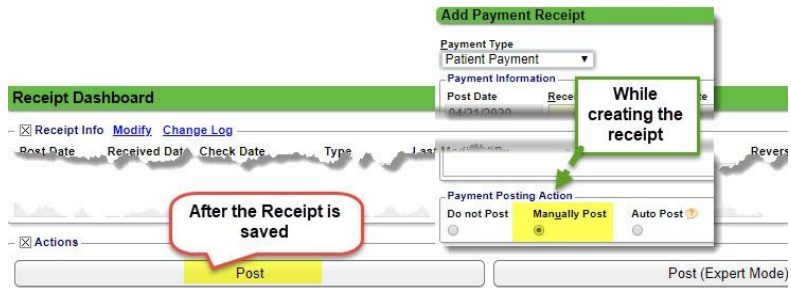


Add a Patient Payment Receipt > From the Patient Dashboard > 'Post Payment'

Manual Patient Payment Posting

Choose the radio button 'Manually Post' from the patient payment receipt or

[Post] from patient receipt dashboard to access the most commonly used posting methods.



CATEGORY: PAYMENT ~ TASK: POST PATIENT PAYMENT

The Post Patient & Collections Payment page is split in sections so you can decide how and where to post.

Post Patient & Collection Payments

Receipt Info 1

Receipt	Received Date	Posted	Check Date	Received Amount
257272	04/22/2020	04/14/2020		500.00

Patient: 223853
 Guarantor: 184702

Balance
 619.91
Balance
 619.91

Statement Count Management 2
 Payment Plan of \$5.00 has been met
 Reset the Dunning Count for the below Encounters to: **DO NOT CHANGE** ▼

Payment Application 3
 Filter Criteria **Clear** 3
 0
 1
 2

Posting Method 4
 Show: **Services With Balance** a
 Include Additional Patients Under Same Guarantor [0]:
 Method: **Apply Manually** b
 Total Escrow: **500.00** d c

Encounters 5

1. Receipt Info

2. Statement (Dunning) Count > Dropdown to reset the Dunning message for the next statement

3. Payment Application > + sign to expand filters to help choose correct encounters to

Payment Application 3

Filter Criteria **Clear**

Facility Report Group:
 Billing:
 Billing Report Group:
 DQS From:
 DQS To:
 Procedure:
 Procedure Report Group:
 Encounter:
 Search:

4. Posting Method >
 - a. Dropdown 'Show'
 - b. 'Method' > choose how to post
 - c. Checkbox to include any patients who have this guarantor
5. Encounter > either manually click in checkboxes next to encounters to post or see how the 'Method' chosen has allocated

Show

- Services With Balance a
- Services With Balance
- Services With Collection Balance Only
- All Services

Method

- Apply Manually b
- Apply Manually
- Apply Oldest Balances First
- Apply Smallest Charges First
- Uncheck All

d. Smiley face when you have posted in full

6. [Save]

Apply Manually ▼ 0.00 😊

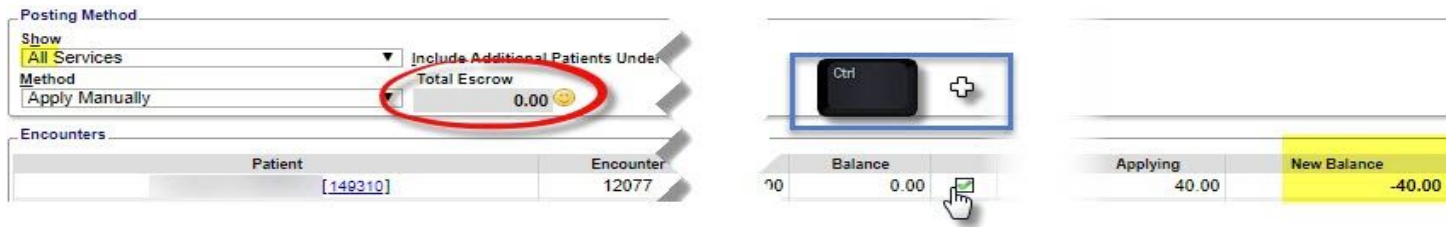
Encounters	Patient	Encounter
<input type="checkbox"/>	[223853]	132777
<input type="checkbox"/>	[223853]	132777
<input type="checkbox"/>	[223853]	133248
<input type="checkbox"/>	[223853]	133248
<input type="checkbox"/>	[223853]	134040

Encounters	Encounter	Balance
<input type="checkbox"/>	132777	145.95
<input type="checkbox"/>	132777	22.01
<input type="checkbox"/>	133248	32.37
<input type="checkbox"/>	133248	55.49
<input type="checkbox"/>	133248	54.99
<input type="checkbox"/>	138667	4.13
<input type="checkbox"/>	138667	2.45
<input type="checkbox"/>	138667	4.50

Save [F2] 6 ncel

Force-Apply Patient Payments

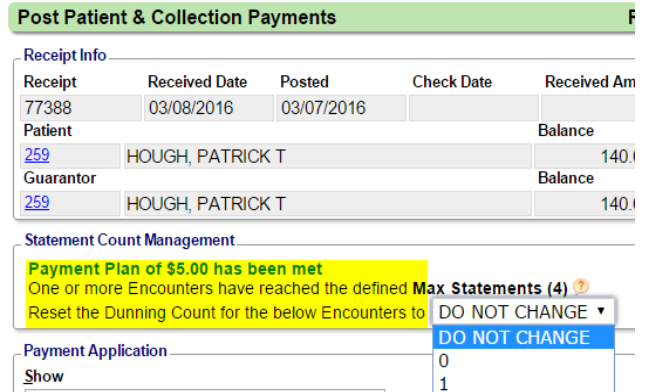
If there is more money on a receipt than can be applied to an existing balance, hold the [CTRL] key and left-click in the checkbox. *note the credit posted in 'New Balance'



How do I manually reset the Dunning Message count?

Click [Post] on a Patient Receipt to get to the 'Post Patient & Collections Payments' page >

Use the 'Max Statement' Drop-down to manually reset the dunning count



Auto Post

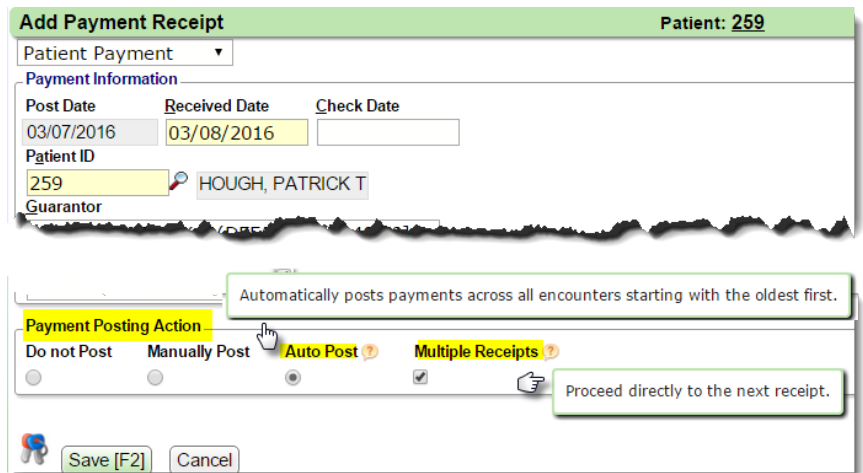
When should I use Auto Post? If a patient is paying a balance in part or in full, and there is no need to manually reset the dunning or apply a credit.

How do I use Auto Post? While adding a patient (PP) Receipt, use the radio button 'Auto Post' and select 'Multiple Receipts'

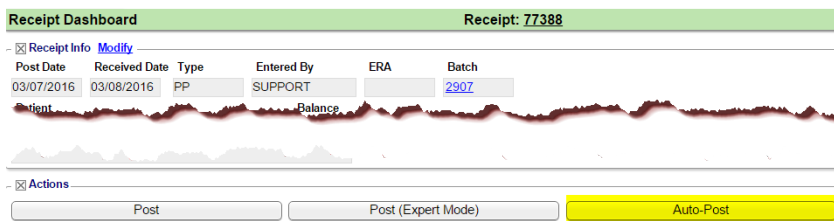
What does it do?

Auto-apply the payment on an oldest-first basis and potentially reset the dunning message count.

*Setup in Admin > Statement Default > Payment rules. For more information> Help Center > Getting Started > Add Statement Defaults



On a saved patient (PP) Receipt, that has not yet been posted > Use [Auto-Post]



If part of the receipt is posted 'Auto-Post' is not available.