CATEGORY: PAYMENT: ~ TASK: ADVANCED- UNDO POST

There is an 'Undo Posting' feature on the Encounter Dashboard to manage incorrectly posted payments and adjustments. Pay special attention when using this function.

Please Note: There is *no need* to use 'Undo Posting' for Receipts that have been entered in error such as added twice by mistake. Simply **delete the Receipt.** When a Receipt is deleted, the transactions posted from the Receipt are also deleted. See Receipt Correction help doc for more.

Below are two of the most common examples of what happens after using [Undo Posting]. The first (a) example is the creation of a *new* Receipt, the second (b) is an example where the money goes back to the *original* Receipt.

BEST PRACTICE: If you create a **New** Receipt or add money back to the original Receipt, whenever possible post the money in Escrow the **same day**.

To use the [Undo Posting] feature, go to the Encounter Dashboard

Example (a) - This occurs when you are <u>not</u> attached to the Reference Batch that the Receipt was created in

1.   In the 'Balance' section > Click the '+' sign to view line item transaction details

2.   Check the box next to the Receipt or transaction
3.   Click [Undo Posting]
4.   This results in the creation of a NEW Receipt: Choose the appropriate ACTION to determine what happens next:

● Post later - You will not be taken to the new Receipt, it will need to be posted later
● Post Now - You will be taken to the new Receipt - this is recommended whenever possible
● Modify - You will be taken to the new Receipt, to the 'edit' page
● Delete - This will delete the Receipt and all of the associated transactions
  ○ This is only available if the transactions are the *only ones on the Receipt* and the transactions are *not* in a closed accounting period

  5. [SAVE

Example (b) - When you <u>are</u> attached to the Reference Batch the Receipt was created in

1. In the 'Balance' section > Click the '+' sign to view line item transaction details
2. Check the box next to the Receipt or transaction

Encounter Dashboard
0.00   -25.00

[PATIENT/99]

Undo Posting

	Line	DOS	
	1	07/12/2016	

Posted Date		Receipt
10/10/2017	☑	105083

Reference Batch: 2745 xx
, JADWIGA M

In this example, we are attached to the batch the receipt was created in

	Ins Bal	Pa
25.00	0.00	

User	Batch/Period	CO	OA
SUPPORT	2745		
300.00	153.62	148.84	0.0

Undo Posting 3

1 Click '+' to view the line item, transaction detail

	Line		DOS	
	1	07/12/2016		99204

Posted Date		Receipt	Transaction	
10/10/2017	☑	105083	124361	MEDI
10/10/2017	☑	105083	124361	MEDI
10/10/2017	☑	105083	124361	MEDI
10/10/20..	☑	105083	124361	MEDI
10/..	☑	105083	124361	MEDI
	☑	105083	124361	MEDI
	☑	105083	124361	MEDI
	☐	107009	126550	BCBS

2 Click checkbox next to the receipt: 'Undo' Button goes live

Undo/Redo Posting Undo Posting

Receipt	Description	4	Acti
105083	120.44 of Escrow will be added to original Receipt.		Post Later

Note
INCORRECTLY POSTED TO THIS ENCOUNTER

Post Later
Post Now
Modify
Delete

5 Save [F2]   Cancel

3. Click [Undo Posting]

4. This results in
Escrow added back to the *original* Receipt: Choose the appropriate ACTION to determine what happens next:
   - Post later - You will not be taken to the Receipt, it will need to be posted later
   - Post Now - You will be taken to the Receipt - <u>this is recommended whenever possible</u>
   - Modify - You will be taken to the Receipt, to the 'edit' page
   - Delete - Deletes the Receipt and all associated transactions - This is only available if the transactions are the *only ones on the Receipt* and the transactions are *not* in a closed accounting period

5. [Save]
Note: As shown above, if attached to a *different* Reference Batch than the Reference Batch of the *original* Receipt, then an 'Undo Posting' will create a NEW receipt with Escrow in the *current* reference batch.

RE-DO

A [Redo Posting] function is available *after* an [Undo Posting] is completed. Use the [Redo Posting] function if it is determined that the payment or transaction should not have been Undone. This will return the payment to its state prior to being undone, and remove any escrow created by the undo posting.

☒ Balance Receipts ERAs [2] Post P
Insurance   Patient
0.00   0.00
Undo Posting   Redo Posting 3

	Li	DOS
	1	07/12/2016

Undo/Redo Posting Redo Posting   ant Transactions [3]: ☐   Include Deleted Transactions [2]: ☑

Note
OOPS| 4

Save [F2]   Cancel

1

		ALWD	CO	OA
ge	300.00	153.62	148.84	0.00

Posted Date					Role	Transaction	Description
10/10/2017	☐	105083	124361	MEDICARE [109]	1	X2N	CLAIM CROSSED
10/10/2017	☐	10508..	124361	MEDICARE [109]	1		INSURANCE PAYMENT
... J17		...	124..	.. RE [109]		...	...
10/10/2017	☐	105083	124361	MEDICARE [109]	1	PR2	PATIENT / COINSURANCE
08/09/2016	☐	107009	126550	BCBS [107]	2	IP	INSURANCE PAYMENT
D 10/10/2017	☑	109142	129005	PATIENT	P	PP	PATIENT PAYMENT
D 10/10/2017		109142	129005	PATIENT	P	PP	PATIENT PAYMENT

2

From the Encounter Dashboard >

1. Check 'Include Deleted Transactions'
2. Check next to 'undone' transaction
3. Click [Undo Posting]
4. Add a note > [SAVE]