

Payment Posting Guide

The Payments section of Kareo Practice Management enables you to easily post and manage payments. Through the Find Payments action, you can view a complete log of financial transactions associated with each charge, and view or re-open settled charges. Posting payments can be done in two ways:

- **Manually:** Payments received in person or by mail from patients, insurance companies (Explanation of Benefits or EOB's) and other payers are applied manually. Patient payments made with a credit card or electronic check are also applied manually.
- **Automatically:** Payments received electronically from an Electronic Remittance Advice (ERA) can be applied automatically.

Manual Payment Posting

Payments received in person or by mail from patients, insurance companies (Explanation of Benefits or EOB's) and other payers are applied manually. There are essentially two steps to the process:

- 1) Enter information about the payment.
- 2) Apply the appropriate amounts of the payment to the service lines on the encounter in Kareo.

Note that Kareo captures and tracks electronic coordination of benefits information. If a secondary insurance associated with the patient and encounter is set up for electronic claim submission, a claim will automatically be placed in the queue for you to submit to the secondary insurance after you manually post a payment from an EOB.

Enter a Copay

There are various methods of entering a copay and it depends on the process outlined by your practice. Two common examples are outlined below. Once encounters are entered, patient copays are tracked within Kareo. Kareo can be set up to automatically bill patients, concurrently with the insurance billing process, for any missed copays.

▶ **To enter a copay as a received payment**

1. Click **Encounters > Find Payments**.

Note: To avoid duplication, a best practice is to first search the payment database to see if the payment already exists in the system.

2. If the payment is not in the system, click **New** at the bottom of the window.

3. Enter payment details: See image.

4. Once payment details have been entered, do one of the following:

- Click **Save** to save the payment record and apply payments at a later time. A pop-up window will ask if you want to continue without applying the payment: Click Yes. Note that if you choose this option, you will need to remember to apply the payment once you receive benefit information.
- Click **Apply Now** to apply payment to the lines of service. Note that if you choose this option and the insurance covers the copay, you may need to reverse the payment and issue a refund once you receive benefit information.

The screenshot shows a software window titled "New Payment - MacIntyre, Julie". The window has two tabs: "General" (selected) and "Apply". The "General" tab contains the following fields and values:

a	Batch #:	08152011cb	Summary	
b	Post Date:	8/15/2011	Total Amount:	\$0.00
c	Type:	Patient	Payment Applied to Charges:	\$0.00
d	Patient...	MacIntyre, Julie	Payment Applied to Capitated:	\$0.00
e	Appointment...		Adjustments Related to Payment:	\$0.00
f	Category:	None	Refunds from Payment:	\$0.00
g	Method:	1 - Check	Unapplied Amount:	\$0.00
h	Reference #:	2488		
i	Amount:	\$15.00		

At the bottom of the form, there is a "Notes" section with a text area and an "Apply Now..." button. At the very bottom of the window, there are four buttons: "Save", "Save & New", "Save & Print Receipt", and "Cancel".

- a. **Batch #:** Optional. Entering a batch number is helpful for running reports. For example, if you consistently use a naming convention such as date posted + initials of person posting (021411CB), you can easily run reports for specific users who manage payment posting in your office.
- b. **Post Date:** Defaults to current date. You can override with the date of your choice, for example, the date the money was deposited in the bank.
- c. **Type:** Select Patient from the drop-down list.
- d. **Patient:** Click the **Patient** button to select the patient.
- e. **Appointment:** Optional. Click the **Appointment** button to select the patient appointment associated with the payment.
- f. **Category:** Optional. These categories are specific to your practice and must be set up in the Kareo system by your administrator. See section New Category.
- g. **Method:** Select the method of payment.
- h. **Reference #:** If applicable, enter the reference number of the check.
- i. **Amount:** Enter the payment amount.

 **To enter a copay on a new encounter**

1. Click **Patients > Find Patients**.
2. Once you find the patient, click on the name once to highlight it. Click **Create Encounter**.
3. Enter payment details: See image next page.
4. Once payment details have been entered, click **Save as Draft** or **Save for Review**.

- a. **Copay Due:** If a copay amount has been pre-set for the patient, it will display here.
- b. **Payment Amount:** Enter the amount paid.
- c. **Method:** Select the method of payment.
- d. **Category:** Optional. These categories are specific to your practice and must be set up in the Kareo system by your administrator. See Categories.
- e. **Batch #:** Optional. Entering a batch number is helpful for running reports. For example, if you consistently use a naming convention such as date posted + initials of person posting (021411CB), you can easily run reports for specific users who manage payment posting in your office.
- f. **Reference #:** If applicable, enter the reference number of the check.
- g. **Procedures:** Enter procedure information. If the "Apply Payment" column is left blank or as \$0.00 when the encounter is approved, the payment will be created but not applied. Note that if you choose to apply the copay amount to the line of service and the insurance covers the copay, you may need to reverse the payment and issue a refund once you receive benefit information.

New Encounter - Nancy Drew (2)

General | Log |

Patient

Appointment... [] x
 Patient... Nancy Drew x
 Case... Default Case x
 Primary Insurance: MC OA Preventative and Hospital Care 3000
 Prior Authorization... [] x

Dates

Service Date: 8/16/2011 Post Date: 8/16/2011
 to Date (optional): None Batch #: 081611cb

Provider

Scheduling Provider: Jeff Sherwin, D.C. Referring Provider... [] x
 Rendering Provider: Jeff Sherwin, D.C. Location: Main Office
 Supervising Provider: Jeff Sherwin, D.C. Place Of Service: 11 - Office

Payment

Copay Due: \$25.00 Reference #: 2458
 Payment Amount: \$25.00 Memo: []
 Method: 1 - Check
 Category: None

Procedures

From	To	Procedure	Mod 1	Units	Unit C...	Tot...	Diag 1	Di...	Apply Payment	Patient Resp.
<u>8/16/2011</u>	<u>8/16/2011</u>	<u>99214 : OFF...</u>		<u>1.00</u>	<u>\$250...</u>	<u>\$25...</u>	<u>410...</u>		<u>\$0.00</u>	<u>\$25.00</u>

Save as Draft | Save for Review | Approve | Cancel | Check Codes...

Enter Payments from Patient or Explanation of Benefit (EOB)

Payments received in person or by mail from insurance companies (EOB's), patients and other payers are applied manually. There are essentially two steps to the process:

1. Enter information about the payment.
2. Apply the appropriate amounts of the payment to the lines of service within the Kareo system.

▶ To enter payment information

1. Click **Encounters > Payments**.
2. Click **New** at the bottom of the window.
3. Enter payment details: See image next page.
4. Once payment details have been entered, do one of the following:
 - Click **Apply Now** to apply payment to the lines of service. See Apply Payments from Patient or Other Payers or Apply Payments from EOBs.
 - Click **Save** to save the payment record and apply payments at a later time.
 - Click **Save & New** to save the payment record and enter a new payment.

Note: To speed data entry, clicking **Save & New** copies the batch number, post date and payer type to the next payment being entered.

- a. **General:** Click to enter information about the payment.
- b. **Batch #:** Optional. Entering a batch number is helpful for running reports. For example, if you consistently use a naming convention such as date posted + initials of person posting (021411CB), you can easily run reports for specific users who manage payment posting in your office.
- c. **Post Date:** Defaults to current date. You can override with the date of your choice, for example, the date the money was deposited in the bank.
- d. **Type:** Select type of payment from the drop-down list.
 - If Insurance: Click the **Insurance** button. The Select Insurance Plan window opens. Select the insurance plan associated with the payment. In the Adjudication Date field, enter the adjudication date: This is the date the insurance company processed the claim(s) and should be provided on the Explanation of Benefits (EOB).
 - If Other: Enter the payment source and click the **Appointment** button to select the patient appointment associated with the payment.
 - If Patient: Click the **Patient** button to select the patient. Click the Appointment button to select the patient appointment associated with the payment.
- e. **Reference #:** If applicable, enter the reference number of the check.
- f. **Method:** Select the method of payment.
- g. **Category:** Optional. These categories are specific to your practice and must be set up in the Kareo system by your administrator.
- h. **Amount:** Enter the payment amount.

Enter Payments from Credit Card

The Integrated Credit Card Processing service enables you to process patient payments made with a credit card over the phone or in person. Integrated Credit Card Processing is a service you must be enrolled in to use.

There are essentially three steps to the process of applying credit card payments:

1. Enter information about the payment.
2. Process the credit card.
3. Apply the appropriate amounts of the payment to the lines of service within the Kareo system.

Note: To process credit card payments by swiping a credit card, a credit card reader attached to your computer is required.

▶ To enter and process a credit card payment

1. Click **Encounters > Receive Payment** in the top menu.
2. In the New Payment window, enter payment details: See image next page.
3. Once payment details have been entered, do one of the following:
 - Click **Apply Now** to apply payment to the lines of service. See Apply Payments from Patient or Other Payers.
 - Click **Save** to save the payment record and apply payments at a later time.
 - Click **Save & New** to save the payment record and enter a new payment.

Note: To speed data entry, clicking **Save & New** copies the batch number, post date and payer type to the next payment being entered.

You can cancel out of a transaction at any time. At the end of processing a credit card payment, you will receive an authorization number. You can print the details of the transaction or save and print a receipt.

- a. **General:** Click to enter information about the payment.

b. **Batch #:** Optional. Entering a batch number is helpful for running reports. For example, if you consistently use a naming convention such as date posted + initials of person posting (021411CB), you can easily run reports for specific users who manage payment posting in your office.

c. **Post Date:** Defaults to current date. You can override with the date of your choice, for example, the date the money was deposited in the bank.

d. **Type:** Select "Patient" from the drop-down list.

- Click the **Patient** button to select the patient.
- Click the **Appointment** button to select the patient appointment associated with the payment.

The screenshot shows a software window titled "New Payment - McAnderson, Holly". The window has a "General" tab and an "Apply" button. The form contains the following fields and values:

- Batch #:** 061311cb
- Post Date:** 6/13/2011
- Type:** Patient
- Patient:** McAnderson, Holly
- Appointment:** 35CZK
- Category:** Copay
- Method:** 3 - Credit Card
- Reference #:** (empty)
- Amount:** \$0.00

On the right side, there is a "Summary" table:

Total Amount:	\$0.00
Payment Applied to Charges:	\$0.00
Payment Applied to Capitated:	\$0.00
Adjustments Related to Payment:	\$0.00
Refunds from Payment:	\$0.00
Unapplied Amount:	\$0.00

At the bottom of the window are buttons for "Save", "Save & New", "Save & Print Receipt", and "Cancel".

e. **Category:** Optional. These categories are specific to your practice and must be set up in the Kareo system by your administrator. See section New Category.

f. **Method:** Select "Credit Card" from the drop-down list. Click **Process Credit Card Payment**. The Process Credit Card Payment window opens to process the credit card transaction.

- Select "Swipe Card" to process a credit card through a credit card reader attached to your computer; select Enter information to manually type in the credit card information. When finished, click Process Payment.

g. **Reference #:** Optional. Enter a reference for your records.

h. **Amount:** Amount you entered for the credit card or electronic check transaction.

Find Payment

▶ To find a payment

1. Click **Encounters > Payments**.
2. Once you find the payment record, double-click the record to view it.

ID #	Ref #	Batch #	Date	Payer Type	Payer	Category	Description	Payment	Unapplied	Refund	Capitalized
246	38777	JASON	6/22/2011	Insurance	BC of CA PPO (208)	Medicare Payments		\$2,000.00	\$1,960.00	\$0.00	\$0.00
247			6/22/2011	Patient	Olga Ruben (6388)	cash Pay		\$20.00	\$20.00	\$0.00	\$0.00
253	12345		6/22/2011	Insurance	Medicare CA (5)			\$425.00	\$425.00	\$0.00	\$0.00
242			6/23/2011	Insurance	BC of CA PPO (208)			\$2,000.00	\$1,900.00	\$0.00	\$0.00
248	0777	0807	6/23/2011	Patient	Dawn Atkinson (6389)	cash Pay		\$100.00	\$100.00	\$0.00	\$0.00
244	0980	JASON	6/24/2011	Patient	John Choi (6374)	cash Pay	Copay in fron	\$20.00	\$20.00	\$0.00	\$0.00

- a. If you are enrolled in the Patient Billing service, you can search payments made online.
- b. To search for a specific payment, type all or part of a word or number sequence, then click **Find Now**.
- c. To search in a specific field, select from the drop-down list, then click **Find Now**.
- d. Check to view unapplied payments only.

Print Payment Receipt

▶ To print a receipt

1. Click **Encounters > Payments**.
2. Once you find the payment record, double-click the record to open it.
3. Click **Save & Print Receipt**. The print window opens.
4. Select the printer and click **Print**.

Edit Payment

▶ To edit a payment

1. Click **Encounters > Payments**.
2. Once you find the payment record, double-click the record to open it. This opens the *Edit Payment* window.
3. Make the necessary changes to the payment record.
4. Click **Save** at the bottom of the window.

Delete Payment

▶ To delete a payment

1. Click **Encounters > Payments**.
2. Once you find the payment record, click on the record to highlight it.
3. Click **Delete** at the bottom of the window.

Apply Payments from Explanation of Benefits (EOBs)

After a payment has been entered (see Enter Payments from Patient or EOB), the appropriate amounts of the payment are applied to the service lines within the Kareo system.

To apply payments

1. After payment information has been entered on the General tab click **Apply Now**.
2. On the Apply tab, select the encounter or the patient.
3. Select the service line and enter payment amount: See image next page.
4. Once payments have been applied, do one of the following:
 - Click **Next Line** to move to the next service line.
 - Click **Add Encounter** to select another encounter.
 - Click **Save & New** to save the payment record and enter a new payment.
 - Click **Save** to save the payment record.

Edit Payment - Aetna PPO (405)

General **Apply** Documents | Tasks |

d Add Encounter Show Only: Selected Amount: \$420.15 Unapplied: \$330.15

ID	Patient	ID	Svc Date	Svc Date	Code	Mod	Charges	This Payment	Balance
6518	Abby, Anne	804	1/4/2011	1/5/2011	98941 - CHIR		\$50.00	\$15.00	\$20.00
				1/5/2011	98943 - CHIR		\$250.00	\$75.00	\$25.00
				1/5/2011	00100 - ANE		\$2,250.00	\$0.00	\$2,250.00

e Payer: Primary - Aetna PPO
f Exp Allowed: 0.00 Exp Reimbursement: 0.00
g Allowed: \$100.00
h Contract Adj: \$150.00 10 - PPO Adjustment
i Second Adj: \$0.00
k Paid: \$75.00 **j** Deductible: \$0.00
m Coinsurance: \$0.00 **l** Copay: \$10.00
n Status: Bill payer 2 - Aetna Soutl 7 - Patient has secondary insuranc
 Note:

Transaction	Amount	Pat Resp	Tot Balance
01/07/11 Billed	\$0.00	\$0.00	\$250.00
Submitted electronic claim to primary insurance: Aetna.			
01/15/11 Adjustment	\$150.00	\$0.00	\$100.00
Adjusted \$150.00 with code 10 - PPO Adjustment. Related to payment ID			
01/15/11 Payment	\$75.00	\$0.00	\$25.00
Applied \$75.00 from payment #405 from insurance.			
01/06/11 Transfer		\$0.00	\$25.00
Transferred to secondary insurance: Aetna Southern CA.			

Next Line Add Encounter Add Patient More +

Save Save & New Save & Print Receipt Cancel Reports... Refunds...

You can use your Tab key to navigate to each field.

- Claim ID (encounter number).
- Lines of service associated with an encounter.
- List of transactions as payment is being applied.
- Add Encounter or Patient:** Allows you to pull up the service lines you want to work with.
 - For encounter: Select "Add Encounter"; in the blank field enter the full or partial encounter number printed on the EOB.

- For patient: Select "Add Patient" from the drop-down list; in the blank field enter the full or partial name of the patient.
- e. **Payer:** The Payer field is auto-populated with what you entered under the *General* tab.
- f. **Allowed:** Enter the allowed amount as reported on the EOB. If a claim has been denied, leave the allowed field at \$0.00.
- g. **Contract Adj:** Auto-calculated after you entered the Allowed amount. Optional: Select an adjustment code from the drop-down list on the right. These codes are set up in the Kareo system by your administrator. See New Insurance Company.
- h. **Second Adj:** If applicable, enter a second adjustment reported on the EOB. Optional: Select an adjustment code from the drop-down list on the right. These codes are set up in the Kareo system by your administrator. See New Insurance Company.
- i. **Paid:** Enter the portion of the payment that is to be applied to this claim.
- j. **Deductible:** If applicable, enter the deductible amount reported on the EOB.
- k. **Coinsurance:** If applicable, enter the coinsurance amount reported on the EOB.
- l. **Copay:** If applicable, enter the copay amount reported on the EOB.
- m. **Status:** How any remaining balance will be handled after the payment and adjustments have been applied. You can override Default by selecting an action from the drop-down list. Optional: Select a Status reason code from the drop-down list on the right.
- n. **Note:** Optional: Enter any free form notes as necessary.



Tips

- When entering a payment from an EOB, enter the information exactly as it appears on the EOB. This information will be packaged and sent electronically to any secondary payers.
- To manually search for a patient or encounter: Select either **Add Encounter** or **Add Patient**. In the blank field to the right, press **Enter** on your keyboard. This opens the Find window. Once you find the patient or encounter, double-click the line item to add it to the New Payment record.

Apply Payments from Patient or Other Payers

After a payment has been entered (see Enter Payments from Patient or EOB), the appropriate amounts of the payment are applied to the service lines within the Kareo system.

To apply payments

1. After payment information has been entered on the *General* tab click **Apply Now**.
2. On the *Apply* tab, select the encounter or the patient.
3. Select the service line and enter payment amount: See image next page.
4. Once payment has been applied, do one of the following:
 - Click **Next Line** to move to the next service line.
 - Click **Add Patient** to select another patient.
 - Click **Save & New** to save the payment record and enter a new payment.
 - Click **Save** to save the payment record.

New Payment - Abby, Anne

General

Add Patient: Show Only: Selected Amount: \$55.00 Unapplied: \$0.00

ID	Patient	?	Svc Date	Description	Mod	Charges	Balance	Pat Resp	This Payment
6518	Abby, Anne	<input checked="" type="checkbox"/>	12/6/2010	92014 - OPHTHALMOLOGIC		\$75.00	\$5.00	(\$55.00)	\$55.00
		<input type="checkbox"/>	12/6/2010	92012 - OPHTHALMOLOGIC		\$50.00	\$50.00	\$0.00	\$0.00
		<input type="checkbox"/>	12/7/2010	92014 - OPHTHALMOLOGIC		\$75.00	\$75.00	\$0.00	\$0.00

Patient

Copay Due: 15.00

Paid:

Status:

Note:

Transaction	Amount	Pat Resp	Tot Balance
Description			
12/20/10 Billed	\$0.00	\$0.00	\$60.00
Submitted electronic claim to primary insurance: Aetna.			
12/20/10 Claim Processed	\$0.00	\$0.00	\$60.00
Received message: Error: (E_V) SendBusComponents.ClaimFormatValidator			
01/04/11 Re-Billed	\$0.00	\$0.00	\$60.00
Ready to bill primary insurance: Aetna.			
01/04/11 Billed	\$0.00	\$0.00	\$60.00
Submitted electronic claim to primary insurance: Aetna.			
01/07/11 Payment	\$55.00	(\$55.00)	\$5.00
Applied \$55.00 from patient.			

You can use your Tab key to navigate to each field.

- Lines of service associated with the patient.
- List of transactions as payment is being applied.
- Patient name and ID.
- Paid:** Enter the amount you want to apply to the service line.
- Status:** How any remaining balance will be handled after the payment has been applied. You can override Default by selecting an action from the drop-down list. Optional: Select a Status reason code from the drop-down list on the right.
- Note:** Optional: Enter any free form notes as necessary.

Automatic Payment Posting

Payments received electronically from ERA's can be applied automatically. The automatic posting supports denials, reversals, underpayments, over-payments, and other complex electronic remittance scenarios.

If you have an ERA that includes payment to another billing system, see below on how to address that scenario within Kareo.

Apply Payments from Electronic Remittance Advice (ERA)

Payments received electronically from ERA's can be applied automatically. The automatic posting supports denials, reversals, underpayments, over-payments, and other complex electronic remittance scenarios.

If you have an ERA that includes payment to another billing system, see below on how to address that scenario within Kareo.

To apply payments

1. Click **Encounters > Clearinghouse Reports**.
2. Click the **Electronic Remittance** tab.
3. Double-click a report.
4. Review the ERA report.
5. Click **Post Payment** on the bottom of the window. This displays the New Payment window. On the *Apply* tab, payments and adjustments are automatically populated in the corresponding fields.
6. Make any necessary changes. See Tips.
7. Optional: Click the *General* tab to enter a batch number. Batch numbers are helpful for running reports. For example, if you consistently use a naming convention such as *date posted + initials of person posting* (021411CB), you can easily run reports for specific users who manage payment posting in your office.
8. Once you finish reviewing the report click **Save**.

Note: Once you open an ERA report, click **Post Payment**, and save the new payment, Kareo will automatically mark your ERA report as "Reviewed."

▶ **To adjust ERA payments split between other billing systems**

1. Click **Encounters > Clearinghouse Reports**.
2. Click the *Electronic Remittance* tab.
3. Double-click a report.
4. Review the ERA report.
5. Click **Post Payment** on the bottom of the window. This displays the New Payment window. On the Apply tab, payments and adjustments are automatically populated in the corresponding fields.
6. Make any necessary changes. See Tips.
7. Optional: Click the *General* tab to enter a batch number. Batch numbers are helpful for running reports. For example, if you consistently use a naming convention such as *date posted + initials of person posting* (021411CB), you can easily run reports for specific users who manage payment posting in your office.
8. In the *Notes* section, enter a note that the unapplied amount goes to another system.
9. In the *Amount* field, change the amount to reflect the "Payment Applied to Charges."
10. Click **Save**.



Tips

- When applying payments from an ERA, leave the payment and adjustment information exactly as it appears on the ERA. This information will be packaged and sent electronically to any secondary payers.

Move ERA

ERA's can be moved to another practice within the Kareo application. The ability to move an ERA is available only if a) you have access to more than one practice and b) the ERA has not yet been posted as a payment to the current practice.

▶ To move an ERA

1. Click **Encounters > Clearinghouse Reports**.
2. Click the Electronic Remittance tab.
3. Double-click a report.
4. Click **Move to Practice** on the bottom Task bar.
5. Select the practice to where you want to move the ERA.
6. Click **OK**.

Additional Payment Posting Scenarios

Issue Refund

Use Refund tasks to manage refunds to insurance plans and patients for overpayment of medical claims.

▶ To issue a refund

1. Click **Encounters > Find Payments**.
2. Once you find the payment, double-click the record to open it.
3. Click **Refunds** at the bottom of the window.
4. Select "Refund Unapplied Amount."
5. Complete the refund details: See image next page.

6. When finished, click **Save**.

The screenshot shows the 'New Refund' dialog box with the following fields and values:

- Recipient Type:** Patient (Callout a)
- Patient Selection:** Julie L. Brints (Callout b)
- Issue Date:** 10/1/2010 (Callout c)
- Refund Method:** 1 - Check (Callout d)
- Memo:** Patient Payment made on 10/09/2009 with Encounter 301 (Callout e)
- Status:** Issued (Callout f)
- Ref. #:** 5278 (Callout g)

Payment ID	Payer	Type	Date	Total	Unapplied	Amount to Refund	Description
133	Julie L. Brints (79)	Patient	10/1/2010	\$40.00	\$20.00	\$20.00	Patient Payment made on...

Buttons: Add..., Delete, Save, Save & New, Cancel. Total Refund Amount: **\$20.00**

- Recipient Type:** Select the recipient of the refund - Patient or Insurance.
- Based on Recipient Type, select the patient or insurance by clicking the button.
- Issue Date:** Select the date that the refund is being issued.
- Refund Method:** Select how the refund is being issued.
- Memo:** Optional. Enter a note about the refund if desired.
- Status:** Select the status of the refund - Draft or Issued.
- Ref. #:** Optional. Enter a tracking number for the refund (i.e.: Check number).

Reverse Payment

Some situations require you to reverse a payment. For example, if a patient makes a copay at the time of service and then later finds out the insurance will cover it, you may need to reverse the payment. You can then either refund the payment to the patient or apply it later to another line of service.

▶ To reverse a payment

1. Click **Encounters > Find Payments**.
2. Once you find the payment, double-click the record to open it.
If applicable, uncheck the "Show unapplied only" box to search through all records.

Show unapplied only

3. Click the **Apply** tab.
4. Check the box of the line of service that shows the payment you want to reverse (noted in the "This Payment" column).

?	Svc Date	Description	Mod	Charges	Balance	Pat Resp	This Payment
<input checked="" type="checkbox"/>	5/11/2011	00142 - ANESTHESIA, PROC ON		\$200.00	\$180.00	\$0.00	\$20.00

5. Click **More +** on the lower right of the window.
6. Post a reverse payment. See image next page.
7. Once the reverse payment has been posted, click **Save**.

Transaction	Amount	Pat Resp	Tot Balance
Description			
01/31/13 Transfer	\$20.00	\$20.00	\$200.00
Transferred \$20.00 to patient responsibility.			
01/31/13 Payment	\$20.00	\$0.00	\$180.00
Applied \$20.00 from patient payment #203.			
01/31/13 Payment	(\$20.00)	\$20.00	\$200.00
Applied (\$20.00) from patient payment #203.			

1 - Payment	-20.00	Post
		Clear
		Hide -

- a. Select "Payment" from the drop-down list. Enter the amount you want to reverse using the minus (-) sign. Click **Post**.
- b. The payment will now show as reversed and remains unapplied until you refund it or apply it to a future line of service.

Post Adjustment

Sometimes you need to make an adjustment off of a balance; for example, removing the cost of a patient visit for a provider's family member or writing off a bad debt.

▶ To post an adjustment

1. Click **Encounters > Find Payments**.

2. Once you find the payment, double-click the record to open it.
If applicable, uncheck the "Show unapplied only" box to search through all records.
3. Click the *Apply* tab.
4. Check the box of the line of service that shows the balance you want to adjust.
5. Click **More +** on the lower right of the window.
6. Post the adjustment. See image below.
7. As a final step, if the adjustment creates a \$0.00 balance, you must then settle the balance:
 - Select *Settle* from the drop-down menu and click **Post**.

Transaction	Amount	Pat Resp	Tot Balance
Description			
11/23/11 Re-Billed	\$0.00	\$0.00	
Ready to bill primary insurance: Aetna - Primary.			
11/23/11 Billed	\$0.00	\$0.00	
Submitted electronic claim to primary insurance: Aetna - Primary.			
11/24/11 Billed	\$0.00	\$0.00	
Statement for \$0.00 sent to patient.			
11/24/11 Created	\$124.00	\$0.00	\$124.00
Service line created from encounter #338.			
01/16/13 Transfer		\$0.00	\$124.00

a	2 - Adjustment	\$50.00	Post
b	14 - Courtesy/Charity Adjustment		Clear
			Hide -

- a. Select Adjustment from the first drop-down menu.
- b. Select the adjustment code from the second drop-down menu.
- c. Enter the adjustment amount and click **Post**.

Post Denial

If a payer denies a claim, you can account for it by posting a denial. Posting a denial will also help with reporting and audit trails.

▶ To post a denial

1. Click **Encounters > Receive Payment** in the top menu.
2. In the New Payment window, enter payment details.
3. Click **Apply Now**.
4. On the Apply tab, select the encounter or the patient.
5. Select the service line to which the denial applies.
6. Click in the "Allowed" field (a) and enter 0.00. Tab through the "Contract Adj" field; it will pick up the charge amount.
7. Tab through to the "Paid" field (b) and enter 0.00; this will post the denial and trigger the Denials Detail Report.
8. Click **Save**. The denial displays in the transaction history (c) when you re-open the payment. Hover over the denial to view the reason code, description and any remarks.
9. You can generate a Denials Detail Report: Click **Reports > Payments > Denials Detail**.

The screenshot shows the 'Simple (EOB)' payment posting window. The left section contains a form with the following fields:

- Payer: Primary - Aetna PPO
- Exp Allowed: 0.00
- Exp Reimbursement: 0.00
- Allowed: \$0.00 (labeled 'a')
- Contract Adj: \$150.00
- Second Adj: \$0.00
- Paid: \$0.00 (labeled 'b')
- Deductible: \$0.00
- Coinsurance: \$0.00
- Copay: \$0.00
- Status: None
- Note: (empty)

The right section contains a transaction history table with the following columns: Transaction, Amount, Pat Resp, and Tot Balance. The table has one row of data:

Transaction	Amount	Pat Resp	Tot Balance
10/27/11 Denial Denial from payment #806	\$0.00	\$0.00	\$135.00

The label 'c' points to the 'Transaction' column header.

Transfer Balance

If it is necessary to transfer a balance to a patient or a payer, you can do so manually through the Edit Payment task.

▶ To transfer a balance

1. Click **Encounters > Find Payments**.
2. Once you find the payment, double-click the record to open it.
3. Click the *Apply* tab.
4. Select the service line for the balance transfer.
5. Click **More +** on the lower right of the window.
6. Select the appropriate option:

Transfer Balance: In the drop-down menu, select where you want to transfer the balance to and enter the amount in the field provided; you will only see one option depending on who is currently responsible for the balance. For example, if the insurance has responsibility, you will only have the option to transfer the balance to the patient and vice versa.

Transfer Partial Balance to Patient Responsibility: Enter the amount in the blank field provided.

7. Click **Save**.

Transaction	Amount	Pat Resp	Tot Balance
Description			
08/22/11 Transfer		\$0.00	\$1,570.00
Transferred \$1,570.00 to insurance: Blue Cross of California.			
08/24/11 Billed	\$0.00	\$0.00	\$1,570.00
09/28/11 Follow-Up	\$0.00	\$0.00	\$1,570.00
Set follow-up date for 09/28/2011.			
09/28/11 Transfer	\$20.00	\$20.00	\$1,570.00
Transferred \$20.00 to patient responsibility.			
09/28/11 Follow-Up	\$0.00	\$20.00	\$1,570.00
4 - Transfer Balance			
1 - Payment			
2 - Adjustment			
3 - Transfer Partial Balance to Patient Responsibility			
4 - Transfer Balance			
5 - Rebill			
7 - Note			
9 - Void			
12 - Follow-Up			