

ENTER PAYMENTS

This area of ClinicPro is where you can begin to amend insurance payments that have been made in error, thus resulting in an insurance credit. You can also amend patient credits and payments through this feature.

An insurance credit is an insurance payment that was incorrectly posted inside the system. To find out whether or not you have insurance credits, first print out an Insurance Credit Listing Report. Go to **Reports, Financial, Credit Listing – Insurance**. Then click **Print**.

There are two types of insurance credits: positive balance and negative balance.

Fixing insurance credits with a Positive balance:

1. Click on the **Activities** menu, and then click **Enter Payments**.

Date	Patient # / Patient Name	Carrier	CPT	Balance
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Date	Patient # / Patient Name	Carrier	CPT	Balance	Payment	Other
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2. Next, click on the magnifying glass  next to the Search Payments.

Payments							
S	Payment Source	Pay Date	Chk Date	Reference (Chk #)	Type	Amount	UnApplied
P	BUNDY, KELLY J.	10/31/2008	10/31/08		CHK	\$10.00	\$10.00

At the bottom of this screen will be a **Show All Payments** box Show All Payments .

3. Place a check mark in the box Show All Payments and then remove the check mark. You should now see all the credits in your systems, both Insurance and Patient credits. The insurance credits are indicated with an “I” on the left hand side of the screen:

S	Payment Source	Pay Date	Chk Date	Reference (Chk #)	Type	Amount	UnApplied
I	AETNA	06/03/2009	06/03/09	1754	CHK	\$150.00	\$0.00
I	AETNA	06/03/2009	06/03/09	1547	CHK	\$150.00	\$0.00
I	BCBS OF ILLINOIS	10/03/2008	10/03/08		CHK	\$50.00	\$0.00
I	BCBS OF MICHIGAN	10/03/2008	10/03/08		CHK	\$120.00	\$10.00
I	BCBS OF MICHIGAN	10/03/2008	10/03/08		CHK	\$80.00	\$0.00
I	BCBS OF MICHIGAN	11/11/2008	11/07/08	DSJFNKLFN	CHK	\$150.00	\$0.00
P	BEAR, SMOKEY	05/26/2009	05/26/09		CHK	\$50.00	\$0.00
P	BUFFALO, ERWIN E.	10/03/2008	10/03/08		CHK	\$50.00	\$10.00

4. On the right hand side, look for the two columns that named **Amount** and **UnApplied** at the top. The Amount column will show the payment amount that was entered, and the UnApplied column will show the amount that was not disbursed toward any transaction.

5. To correct the credit, simply double-click on it. This will bring up the payment screen with the details of the payment. The reason why this payment is listed as an insurance credit is because the **TOTAL PAYMENT** field (located just above the POST button) does not match the **AMOUNT** field (located at the top).

6. Using the Date Paid field, you will need to find your Explanations of Benefits (EOB) for that date. The bottom rectangular box in the payment screen indicates the patient, date of service, and procedure code that this payment has already been disbursed toward. One of the following scenarios will likely exist

A. **Scenario #1 - Incomplete payment-** The entire amount was not disbursed. If this is the case, look at the top rectangular box for the remaining patient(s) on the EOB, and then finish disbursing the payment. Once the TOTAL PAYMENT FIELD matches the AMOUNT field, hit POST.

B. Scenario #2 – Payment already posted - In this scenario, the AMOUNT field and UNAPPLIED field is usually the same. This can happen if the payment was posted incorrectly the first time, and then correct the second time. If that is really the case, there will not be anything to apply the credit to. You can delete the payment by clicking DELETE (Entire Payment). ***CAUTION! PLEASE BE CERTAIN THE PAYMENT WAS ALREADY ENTERED IN THE SYSTEM BEFORE DELETING!**

Be aware that when you are finished correcting one entry the ClinicPro software will take you out of the ENTER PAYMENTS feature. You will have to repeat these steps after every amended entry.

Fixing insurance credits with a Negative balance:

1. Click on the **Activities** menu, and then click **Enter Payments**.

The screenshot shows the 'Payments' window with the following details:

- Source:** Insurance (selected), Patient (Other)
- Amount:** \$0.00
- Apply To Carrier:** (All)
- Patient:** (All)
- Ins Carrier:** (All)
- Ins Type:** Fee For Service (selected), Capitated
- Search Payments:** [Search icon]
- Range:**
 - Billed w/ Balances
 - All Balances
 - All Charges
 - Include Family
 - Include Ins Charges
- Location:** (Credits Only)
- Method:** CHECK
- Date Paid:** 10/23/2009
- Check No:** [Empty field]
- Check Date:** 10/23/2009
- Auto Apply:** [Button]

Tables:

Date	Patient # / Patient Name	Carrier	CPT	Balance		
Open Balance:						
Date	Patient # / Patient Name	Carrier	CPT	Balance	Payment	Other

Buttons: Delete (Single Transaction), Total Payment: [Field], Post

Patient Display: Patient # + Name (selected), Patient Name, Control ID + Name

- Next, click on the magnifying glass  next to the Search Payments.

Payments							
S	Payment Source	Pay Date	Chk Date	Reference (Chk #)	Type	Amount	UnApplied
P	BUNDY, KELLY J.	10/31/2008	10/31/08		CHK	\$10.00	\$10.00

- At the bottom of this screen will be a Show All Payments box **Show All Payments**
- You should see a column at the top right of this window that says **Unapplied**.
- Double-click on that column; please make sure you are double-clicking right on the word **“Unapplied.”**
- This will numerically list all unapplied payments. Now, scroll up to the top.
- At the top you should see all of your negative credits. To correct these negative credits, simply double-click on them.
- Fill in the amount at the top making sure that it matches what you have filled in for **Total Payment**.
- Now, **Post**.

Be aware that when you are finished correcting one entry the ClinicPro software will take you out of the ENTER PAYMENTS feature. You will have to repeat these steps after every amended entry.