

TUTORIAL: Receipting payment

Overview

The option used to issue a receipt depends on whether the payment is for one patient, or for multiple patients.

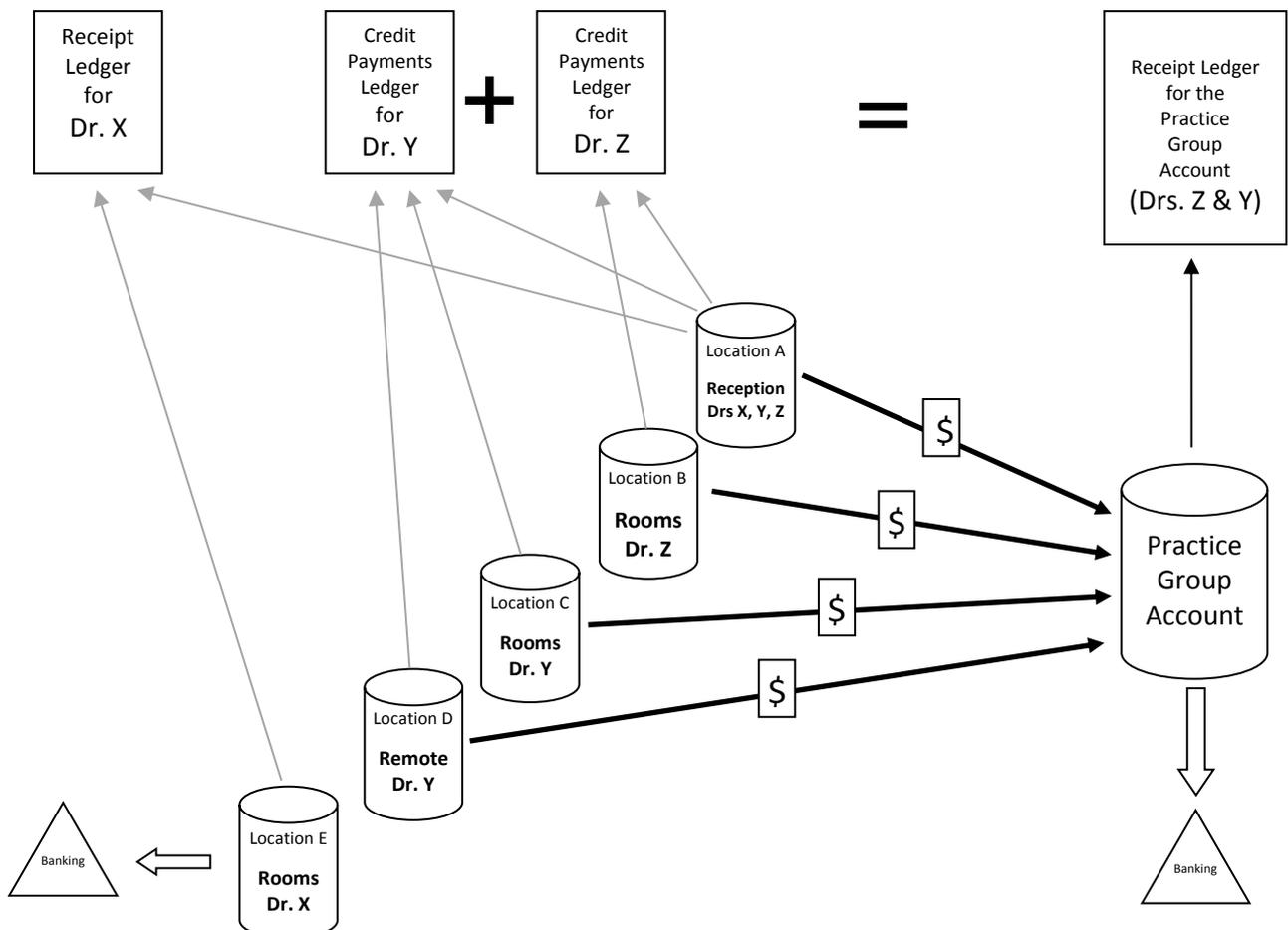
- Single patient – Patient → Financials
- Multiple patients – Office → Receipts
- Office → Schedules

Multiple patient receipting occurs when a 3rd Party has been sent a number of invoices for services to separate patients (such as a Health Fund/Insurer) but they prefer to send only one payment for all the patients. This is also sometimes known as 'Group Receipting'.

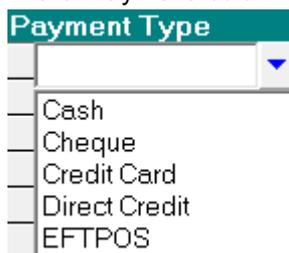
Additional consideration also needs to be given when there are multiple bank accounts to use either for different providers, different payment methods, or different services.

Payments can be lodged with Personal and/or Shared bank accounts, for different services provided or when working from various locations.

OVERVIEW - RECEIPTING TO INDIVIDUAL OR SHARED BANK ACCOUNTS



5. In the 'Payment' column, choose the method of payment.



Payment Type

- Cash
- Cheque
- Credit Card
- Direct Credit
- EFTPOS

Multiple payment types are able to be accepted. For each different payment type make a new entry on the next row of the grid.

Depending on the payment type selected, further screens may appear for completion.

Cash

The payment amount will appear on the banking deposit supplement.

Enter the amount being paid by Cash in the 'Amount' column of the grid.

Cheque



Cheque Details

Bank: Westpac

Branch: AUCKLAND

From: M MOUSE

Amount: 500

Help Cancel OK

The payment amount will appear on the banking deposit supplement.

Bank

Select the bank from the list or type in the name of a new bank. If the bank is new a prompt will appear asking if you want to save the bank to the list for future selection.

Branch

Select the branch or type the name of the new branch.

From

Type in the name that is on the cheque. Some like to include the cheque number as well.

Amount

Type in the amount being paid by cheque.

Credit Card

This is only used for the non-electronic credit cards where a manual slip is completed.

Direct Card

Use this option when the payment has been directly deposited into the bank account. You do not have any funds to bank.

EFTPOS

This option is used for electronic debit or credit transactions.

Eftpos Details

Type: Mastercard

Card Name: M MOUSE

Expires: Month: 04, Year: 2014

Buttons: Help, Cancel, OK

The Types you can select from are:

- EFTPOS Pin
- Mastercard
- Visa

New Receipt Entry

Date: 07.09.12 Bank Account: Dr J Williams - Practice Account

Payment Type	Details	Amount
Cash		\$200.00
Cheque	Westpac AUCKLAND M MOUSE	\$500.00
Credit Card		\$100.00
Direct Credi		\$50.00
EFTPOS	Mastercard. M MOUSE Exp:04/2014.	\$500.00

Total: 1,350.00

Type: Label Paper Email Patient No receipt required

Outstanding: Patient 968.35

Buttons: Help, Cancel, OK

Type of Receipt

6. Choose the type of receipt that you want to produce.

Type

Label Paper Email Patient No receipt required

The default Type of Receipt for each User is set in *Setup* → *Provider* → *Config 2*

7. When the payments have been completed click on OK or press the F12 key.

Partial Payment

If the amount owing by the patient has not been fully paid off, and there are more than one outstanding invoice, a form will appear which allows you to choose with invoices you want to allocate the payment to.

By default, the payment will be allocated to oldest invoice, to the newest invoice.

- Either accept the default allocation or change the amounts in the 'Payoff' column.

Pay off the following items:

Receipt Amount: **\$1,350.00**

Invoice Date	Invoice #	Service Date	Item Description	Item Owing	Payoff
05.10.04	62			\$1,902.35	\$1,350.00
12.10.07	96	12.10.07	the practice	\$160.00	
01.11.07	97	01.11.07	Initial Consultation	\$176.00	

\$1,350.00

- Click OK or press the F12 key to complete the payment and produce the receipt.

The receipt transaction will appear in:

Patient → Financials

Date	Type	To/From	Charges	Paid	Owing
07.09.2012	Receipt	74 Patient		-1,350.00	
07.09.2012	Receipt	73 Patient	389.37/12345	-1,988.37	
06.08.2008	Schedule	2 AFFCO	126.56		126.56
01.11.2007	Receipt	53 Patient		-867.00	
01.11.2007	Invoice	97 Patient	176.00		176.00

Office → Receipts

Date	Receipt #	For	G.S.T	Amount
07.09.12	72(Del.)	Group Receipt	\$1,304.46	\$12,345.00
07.09.12	73	Group Receipt	\$455.18	\$12,345.00
07.09.12	72	Reversed	(\$1,304.46)	(\$12,345.00)
07.09.12	74	Mouse M	\$176.49	\$1,350.00

The Cash, Cheques and Credit Card payments will appear in
Office → Banking

Drawee	Bank	Branch	CC/S #1	D/S #1	Amount
S J HUGHES	W & K	AUCKLAND			\$20.00
S J HUGHES	BNZ	CARTERTON			\$500.00
D GOLD	ANZ	CHRISTCHUR			\$66.00
S J HUGHES	CITIBAN	CARTERTON			\$250.00
S J HUGHES	ANZ	WAIROA			\$1,500.00
S J HUGHES	BNZ	CORPORATE			\$1,500.00
M MOUSE	BNZ	AUCKLAND			\$555.00
C HEAD	AMP	AUCKLAND			\$75.00
M MOUSE	Westpac	AUCKLAND			\$500.00
M MOUSE	CreditCar				\$100.00

Current Deposit Supplement No. 1
Current Credit Card Supp. No. 1

Totals
Cheques: 9 \$4,966.00
Credit Cards: 1 \$100.00
Cash: \$1,958.50
Clearance Fee: \$7,024.50

Office → Banking → EFTPOS

Patient Name	Amount
S J HUGHES	\$123.00
S J HUGHES	\$100.00
S J HUGHES	\$500.00
S J HUGHES	\$500.00
S J HUGHES	\$2,000.00
M MOUSE	\$212.00
S J HUGHES	\$234.00
T PATIENT	\$5.00
M MOUSE	\$500.00

Current EFTPOS Sup. # is 1 Total: 9 \$4,174.00

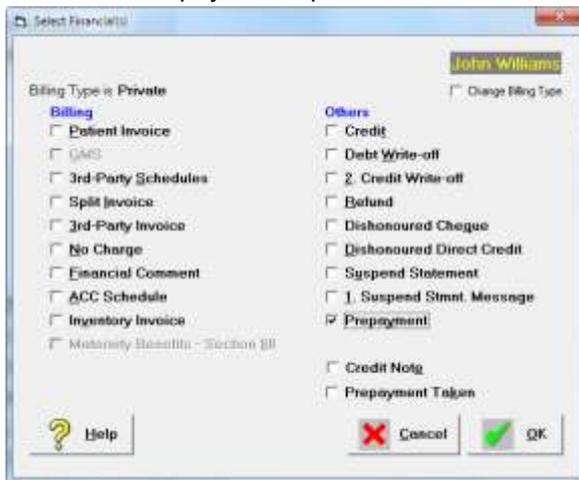
Buttons: Help, Cancel, Print

Prepayments

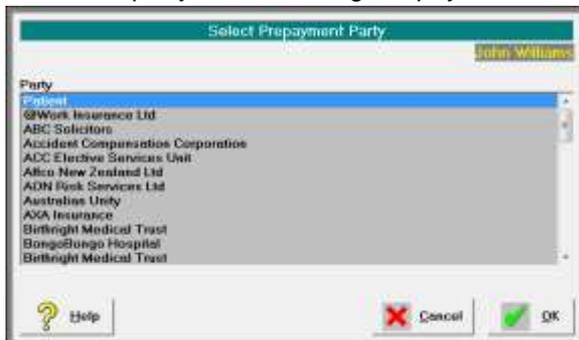
A prepayment is the partial or full payment of the surgeon's fee prior to the surgery being performed. At the time of the prepayment being received there is no invoice to receipt against as the service has not yet been supplied therefore the invoice is not generated. The prepayment is being held as a credit balance on the patient's account, and will be used to pay the invoice when it is created. A receipt needs to be issued to the payer as proof that the payment has been received.

Creating a Prepayment

1. Go to Patient module and select the patient
2. Go to the Financials section and select New from the Toolbar.
3. Select the 'Prepayment' option.



4. Select the party that is making the payment.



Patient is at the top of the list. The other 3rd Parties are entered and listed in *Setup → Contacts → 3rd Party Billing/Reports*.

- Continue receipting as usual.

- This creates a 'Prepayment' transaction in the patient's file.

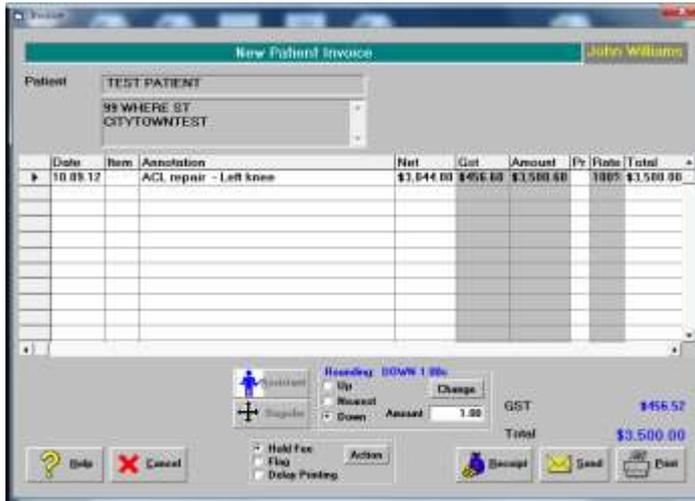
Transactions						
Date	Type	To/From	Charges	Paid	Owing	
2012						
10.09.2012	Prepay	75 Patient		-1,500.00		
Total Owing						-3,500.00

- If you highlight the transactions and press the spacebar you will be able to see the transaction details.

Applying the prepayment to an invoice

There are two methods to apply the prepayment to an invoice – at the time an invoice is generated and after the invoice has been printed.

8. Create the invoice



If the prepayment is going to fully pay the invoice you can select either the Receipt or Print option.

9. You will be prompted as to whether you want to use the prepayment funds to apply to the invoice.



If you select 'No', the prepayment will remain as a credit balance for the patient.

10. Two entries appear on the patient's financial record:

- Pre Taken (prepayment taken)
- Invoice

Transactions						
Date	Type	To/From	Charges	Paid	Owing	
2012						
10.09.2012	Pre Taken	Patient	-43500.00			
10.09.2012	Invoice	136 Patient	3,500.00			
10.09.2012	Prepay	75 Patient		-3,500.00		
Total Owing		Patient				NIL

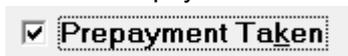
Prepayment Taken

If has invoice has been issued and a prepayment not applied to it at the time of issue, you can utilise the prepayment credit at a later time.

This option can also be used when you only want to apply some of the credit balance to the invoice, and leave the rest of the prepayment as a credit.

11. In the patient's Transaction section, select New from the Toolbar.

12. Choose 'Prepayment Taken'



13. Enter the amount of the prepayment.

Date	Invoice #	Amount owing
05.10.04	62	\$632.35
12.10.07	96	\$160.00
01.11.07	97	\$176.00
10.09.12	137	\$2,070.00

Take Prepayment of \$

14. If the amount of prepayment credit that you are applying to an invoice is less than the total credit balance available, you will be prompted to confirm the action.

SPM_Financial

Patient has \$3,500.00 in credit, do you want to pay \$1,500.00 off this invoice?

15. Select the invoice(s) that you are applying the prepayment to.

Item	Annotation	Owing	Payoff
/	Laposcopic repair of inguinal herni	\$2,070.00	\$1,500.00

Prepayment Amount: \$1,500.00

16. The transactions will appear in the patient's file.

Transactions				New	Edit	Delete	Display	Print	Label	Charge	Resend	Maternity/Obst	Receipt
Date	Type	To/From		Charges	Paid	Owing							
2012													
10.09.2012	Pre Taken	Patient				570.00							
10.09.2012	Invoice	137	Patient					2,070.00					
10.09.2012	Prepay	77	Patient							-3,500.00			

Multiple Patients (Group Receipts)

A Group Receipt is used where a single payment has been made for multiple invoices and multiple patients, i.e. a cheque that covers both a husband and wife, or a direct credit from an Insurance Company or Health Fund for a number of different patients.

It ensures that a single entry is made to the banking (i.e. the total sum paid) rather than individual amounts for each patient. It also ensures that the correct amount is receipted and allocated, as the total must equate to the sum of the amounts allocated to the patients.

This option is not used where you receive a single payment for a schedule (batch) invoice which is a single invoice for services to multiple patients. Use *Office* → *Schedules* to receipt payment for a schedule invoice.

Group Receipts can only be entered via *Office* → *Receipts*.

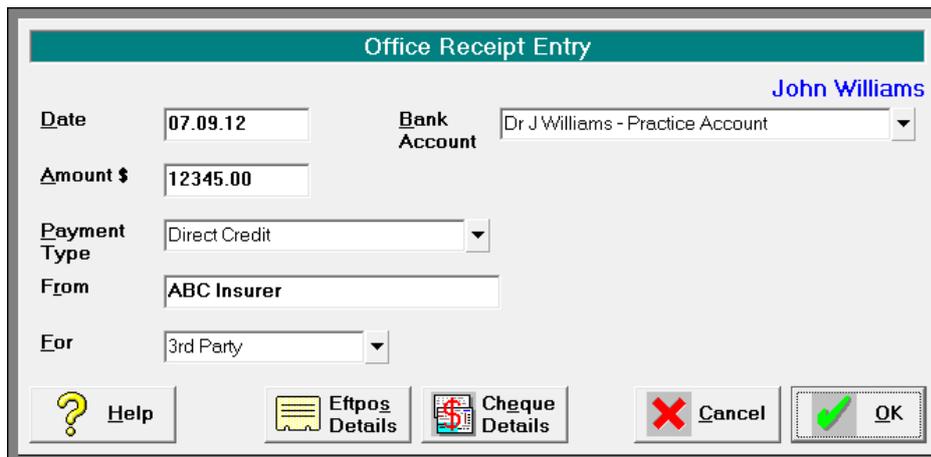
There are two parts to completing the Group Receipt.

- Recording the total Payment received
- Allocating portions of the payment to patients.

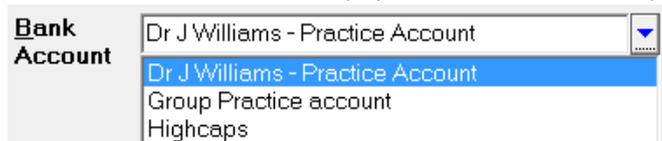
To enter the Payment received

Complete the receipt details for the total amount paid.

This is the amount that has been deposited in your bank account, or will be included in the banking deposit supplement.



1. Enter the date of the payment. If the payment is a cheque, press enter for today's date. If the payment is a direct credit, ensure that the date is the date the funds were deposited to the bank account, or as per the Payment Remittance Advice.
2. Select the bank account the payment has or will be deposited into.



The default bank account will be selected. Only change this if the funds have, or will be, deposited into another bank account.

3. Type the total amount received.
4. Select the Payment Type

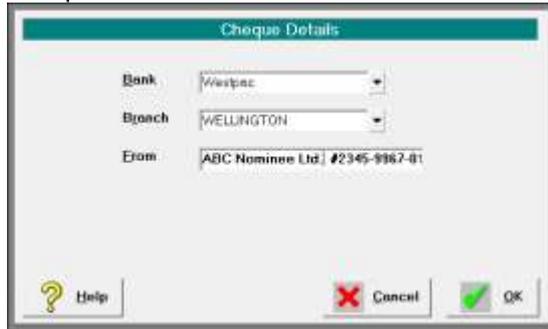
- Cash,
- Cheque,
- Credit Card,
- Direct Credit or,
- EFTPOS.

Depending on the payment type selected, further screens may appear for completion.

Cash

The payment amount will appear on the banking deposit supplement.

Cheque



The payment amount will appear on the banking deposit supplement.

Bank

Select the bank from the list or type in the name of a new bank. If the bank is new a prompt will appear asking if you want to save the bank to the list for future selection.

Branch

Select the branch or type the name of the new branch.

From

Type in the name that is on the cheque. Some like to include the cheque number as well.

Credit Card

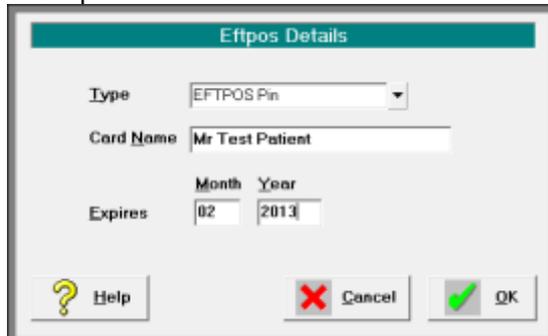
This is only used for the non-electronic credit cards where a manual slip is completed.

Direct Card

Use this option when the payment has been directly deposited into the bank account. You do not have any funds to bank.

EFTPOS

This option is used for electronic debit or credit transactions.



The Types you can select from are:

- EFTPOS Pin
- Mastercard
- Visa

5. Type in who the payment was from, i.e. Medibank Private, J & M Jones
6. Select, from the options, the type of invoice that was issued.
 - 3rd Party,
 - Other,
 - Patient or,
 - Schedule.

This relates to who the invoice was to, i.e. Patient Invoice or 3rd Party Invoice and not necessarily who is paying the invoices.

Allocation to patients

Once the payment details have been entered you then need to allocate all of the funds to patients.

The amount 'banked' displays in the top right corner.

You cannot exit from this form until the amount you have receipted to the patients equals the amount banked.

For 3rd Party Amount Banked: **\$12,345.00**

For	Description	Owing	Received	Fully Paid?
smi				

Search By: **Surname** Invoice Search **Produce** None Paper Label Email Prepayment Total Difference: **\$12,345.00**

Description	User	Party	Amount Owing
SMITH	Adrian	ACCOP	\$270.75
SMITH	Adrian	ACCH	\$135.00
SMITH	Fred	ACCH	\$648.33

Buttons: ? Help, Prepay, Receipt Patient, Cancel, OK

On the Remittance Advice statement you received with the payment, you will be able to see which patient invoices have been paid – either partially or fully.

Search for the patient

1. Check to see which 'Search By' method is selected, and change (and Save as Default) as required.

Search By

- Surname
- Claim Number
- Date of Birth
- Firstname
- I.D. Code
- NHI Number
- Surname

- In first row in the 'For' column, type in the text that you want to search for. Press Enter to start the search.

You can enter partial search text e.g typing in 'SMI' will search for patients with names of Smiler, Smiley, Smith, Smithson etc.

For 3rd Party

For	Description
 smi	

- The search will return all patients that match the text you searched for, and who have an amount outstanding.

Description	User	Party	Amount Owed
SMITH	Admin	W	ACCOF \$278.75
SMITH	Admin	W	ACCH \$135.00
SMITH	Fred	W	ACCH \$648.33

Note that this only searches across patients with outstanding invoices for the Party selected, i.e. Patient or 3rd Party. If you have selected 3rd Party and the invoice was to Patient, the search will not be successful.

- Double-click on the patient, or highlight the patient and press the Enter key. This will insert the patient and invoice details into the receipting grid.

For 3rd Party Amount Banked: \$12,345.00

For	Description	Owing	Received	Fully Paid?
 Patient	SMITH, Fred	\$648.33	\$648.33	Yes

- Press the Enter key to move to the next row – do not use the mouse. Continue searching for the patients by repeating from step 2.

Invoice Type

Occasionally an invoice that was given to a patient gets paid by another party (e.g. insurer), and vice-versa. If this is the case then it is likely that your search for the patient will not be successful unless you switch to search the other Invoice Type.

- At the bottom of the form click on the 'Receipt 3rd' or 'Receipt Patient' button to switch the search criteria.

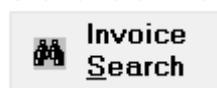


The search will be initiated immediately.

Invoice Search

The payor may not use the patient's name to identify the payment amounts, instead they may just provide an invoice number. Use the 'Invoice Search' option to search the invoice number.

- Click on the 'Invoice Search' button.



- Enter the invoice number and click OK

Search Invoice Number

Please Enter Invoice Number!

OK

Cancel

123

The patient that matches the invoice will appear in the selection list.

Description	User	Invoice Owing
HOBIN Richard	W	\$333.00

Prepayments

Part of a payment may include a 'prepayment' for an operation, which will not of been invoiced yet, therefore the patient or invoice search will not be successful. You can enter a prepayment and include it as part of your receipt.

- Click on the 'Prepay' button



- Click on the 'Add' button to search for the patient you are accepting the prepayment for.

Prepayments

Patient	Party	Amount	Cnt
Total 0.00 0.00			

Add

Edit

Delete

Close

Search

Select By

I.D. Code File Number Date of Birth

Name NPI Number Alternate ID

Include Discharged

Patient to Contact User (W) Show As Default

0 patients found

Last Name	First Name(s)	Address	City	IDOB	Age	Sex	AD ID
DE LANGE	Loraine	2560 Fenwick Road	INDIANAPOLIS	28 10 1927	55	F	0001001
DENSON	Steve	20 S ALABAMA ST	INDIANAPOLIS	12 09 1952	66	M	0001004
DEAN	Stanley	142 ALABAMA ST	INDIANAPOLIS	24 10 1947	69	M	0001004
DEWITT	Laura	180 ALABAMA ST	INDIANAPOLIS	16 05 1933	80	F	0001001
DEWITT	Stanley	20 Thompson Blvd	Indianapolis	25 03 1942	72	M	0001001
DEWITT	Stanley	1040 S ALABAMA ST	Indianapolis	16 02 1934	78	M	0001001

Cancel

Update

Find Patients

New Patient

11. Enter in the prepayment amount

12. Select the 'Party that is paying the prepayment. If it is the patient chose the first item on the list.

13. The prepayment will appear in the list. Continue adding further prepayments or click 'Close to exit.

Patient	Party	Amount	Got
Lloyd DE HAAS	Australian Unity	\$4,567.00	
Total		4,567.00	0.00

The total amount of prepayments will be included with the calculation of the 'Difference' still owing.

Prepayment	\$4,567.00
Total	\$12,345.00
Difference	

Partial Payment

If the amount being paid for a patient is less than what is owed, you will be able to nominate which, of the patient's invoices, you want to 'pay-off'.

14. In the 'Received' column, type in (overwrite) the amount that is being paid.

Amount Banked:		\$12,345.00
Owing	Received	Fully Paid?
\$648.33	\$648.33	Yes
\$1,710.30	\$1,710.30	Yes
\$222.00	\$222.00	Yes
\$141.50	\$141.50	Yes
\$3,067.50	\$3,067.50	Yes
\$4,306.72	\$1,988.37	No

15. Then press the Enter key (this action is important). If the patient has more than one invoice outstanding a form will appear listing the invoices and it will 'pay-off' the oldest invoices first. If this is not correct, change the values for the invoices.



Click OK once the allocation is correct.

Accept as Full payment

If an invoice has been partially paid you have an option to ignore the remaining balance outstanding and accept it as 'Full' payment.

16. In the 'Fully Paid?' column, ensure the selection is 'Yes'

Received	Fully Paid?
\$100.00	Yes

17. Continue to select and pay off individual patients until there is no Difference.

The 'Amount Banked' at the top of the screen must equal the 'Total' at the bottom of the screen.

All Receipts				
New	Delete	Display	Print	Label
ACC Advice				
Date	Receipt #	For	G.S.T	Amount
07.09.12	72	Group Receipt	\$1,304.46	\$12,345.00

To see the detail of the receipt you can either highlight the receipt entry and press the spacebar,

07.09.12	73	Group Receipt		\$455.18	\$12,345.00
		ABC Insurance	Direct Credit		\$12,345.00
		R Hobin / ACCOP			\$222.00
		L De Haas / AU			\$4,567.00
		S J Hughes / ACCOP			\$1,710.30
		P Patient / ABC			\$141.50
		F Smith / ACCH			\$648.33
		M Mouse			\$1,988.37
		T Patient / AON			\$3,067.50

Or select Print from the Toolbar and choose from the options.

Credit Payments

Receipts are paid into a shared bank account (Group Practice account) will appear as a 'Credit Payment' in the financial records for each of the Users.

The term Credit Payment is used as it is the 'Group' User who issued the receipt – not the individual specialist.

Patient → Financials

When the receipt is save in Office – All Receipts it allocates the payments to the individual patients and these appear in the Patient's file.

The screenshot shows the 'Incisive' software interface. At the top, the patient's name 'MOUSE, Mrs Minivera (Minnie), 23' is displayed along with their DOB (02.05.1989), NHI (LCK5191), and ID (< no code >). Below this, the user 'John Williams' is identified with their address '123 Harakeke St, Riccarton, BULLS 5452'. A sidebar on the left lists various actions like 'Registration', 'Referral', 'Claim', 'Notes', and 'Letters'. The main area displays a 'Transactions' table with columns for Date, Type, To/From, Charges, Paid, and Owing. A mouse cursor is hovering over a transaction on 07.09.2012.

Date	Type	To/From	Charges	Paid	Owing
07.09.2012	Receipt	73 Patient -1988.37-12345		-1,988.37	1,982.35
06.08.2008	Schedule	2 AFFCO	126.56		126.56
01.11.2007					

The 'Financial Details' window for 'John Williams' provides a detailed view of a transaction. It lists the patient and user, followed by transaction details such as location, type (Receipt), date, and amount. A payment section shows the source as 'Direct Credit' from 'ABC Insurance' for an amount of -\$1,988.37, with a GST of -\$259.35.

Sect	Item	Value	Notes
Patient/User			
Patient		MOUSE, Mrs Minivera (Minnie), 23	
User		John Williams	
Transaction			
Location		<unknown>	
Type		Receipt	
Date		Fri 07.09.2012	
Entered		Fri 07.09.2012 13:58	By ISW
To/From			
Number		73	User - W
Total		-\$12,345.00	
Payment			
Location		<unknown>	
Type		Direct Credit	
From		ABC Insurance	
Amount		-\$1,988.37	GST = -\$259.35

Schedule Receipts

A Schedule Invoice includes multiple patient services, and is always issued to a 3rd Party.

Type	Sched. No	Items	Entered	Amount	Owng	Paid
ACC	1	1		\$76.58		
MPS	1	8		\$1,314.68		
AFFCD	1	2	29.05.82	\$126.56		\$126.56 **
@WORK	1	1	17.08.84	\$191.25	\$191.25	
ACCDUN	1	11	21.07.84	\$837.49	\$51.49	\$523.00 **
AFFCD	2	1		\$126.56		
ACCDUN	2	7	18.09.12	\$404.76	\$404.76	
SDW	1000	1		\$126.56		

Payment of a schedule invoice can be complex as the Payor may choose to only partially pay for all the patients included on the invoice, or may make multiple partial payments over a period of time.

Like Group Receipting (*Office* → *Receipts*) it involves two distinct components:

- Recording the total Payment received
- Allocating portions of the payment to patients.

But unlike the Group Receipting function, these two processes do not need to be completed at the same time. This means you can receive the payment and include it in your banking, but delay applying the payments to the individual patients until a later date. This is called 'Reconciling' the invoice.

Multiple payments can be received, over a period of time, and applied against the invoice.

At an advanced level, there is an add-on function to allow the

Receipting payment

1. Go to *Office* → *Schedules* and select 'Receipt' from the Toolbar.
2. Complete the payment options.

Office Receipt Entry

Date: 18.09.12 Bank Account: Dr J Williams - Practice Account

Amount: \$350

Payment Type: Direct Credit

From: Southwest Cross

For: Schedule

Buttons: Help, Edit Details, Cheque Details, Cancel, OK

- Enter the amounts being paid off against each schedule invoice.

Select Schedule(s) to receipt \$350.00

Schedule	Number	Date Printed	# items	Amount	Owing	Pay off
@WORK	1	17.08.04	1	\$191.25	\$191.25	
ACCDUN	1	21.07.04	12	\$837.49	\$51.49	
ACCDUN	2	10.09.12	7	\$404.70	\$404.70	\$350.00

Type
 No receipt required Label Paper \$350.00

- Choose the Type of receipt to issue.

Type
 No receipt required Label Paper

- The invoice will now appear as having been paid.

Type	Schd. No.	#items	Printed	Amount	Owing	Paid
ACC	1	1		\$76.50		
MPS	1	8		\$1,314.68		
AFFCO	1	2	29.05.02	\$126.56		\$126.56 **
@WORK	1	1	17.08.04	\$191.25	\$191.25	
ACCDUN	1	11	21.07.04	\$837.49	\$51.49	\$523.00 **
AFFCO	2	1		\$126.56		
ACCDUN	2	8	10.09.12	\$404.70	\$54.70	\$350.00 **
SXW	1000	1		\$126.56		

but the payment has not yet been applied to the patients so will not yet appear as a transaction in their financial file.

Reconciling the invoice

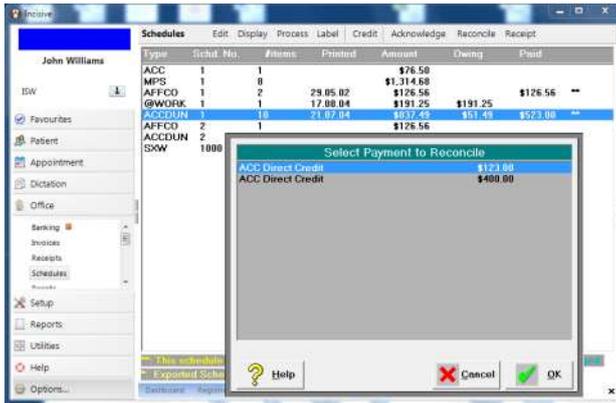
Reconciling an invoice is the process of applying the payments received to the services claimed for each individual patient on the invoice.

This process will then cause the payment to show on the patient's transactions.

- Highlight the invoice and select 'Reconcile' from the Toolbar.

Type	Schd. No.	#items	Printed	Amount	Owing	Paid
ACC	1	1		\$76.50		
MPS	1	8		\$1,314.68		
AFFCO	1	2	29.05.02	\$126.56		\$126.56 **
@WORK	1	1	17.08.04	\$191.25	\$191.25	
ACCDUN	1	11	21.07.04	\$837.49	\$51.49	\$523.00 **
AFFCO	2	1		\$126.56		
ACCDUN	2	8	10.09.12	\$404.70	\$54.70	\$350.00 **
SXW	1000	1		\$126.56		

- If more than one payment has been applied to the invoice, select the payment you are reconciling.



8. In the '\$Paid' column, enter in the amount being paid for each claim made.

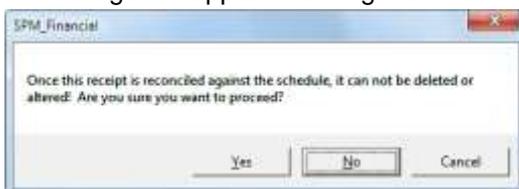


If all of the items have been fully paid, use the 'Mark All' which will mark all of the claim items as fully paid.

If partial payment is being made for any of the items, enter in the payment amount. A further form will appear with the items that make up the claim. Allocate the payments to the individual items.



A message will appear warning that the schedule invoice cannot now be altered or deleted.



9. If the invoice has not been fully paid it will remain listed until you receive further payments or you choose to credit off the remaining balance owing.

Schedules						
Type	Schd. No.	#Items	Printed	Amount	Owing	Paid
ACC	1	1		\$76.50		
MPS	1	8		\$1,314.68		
AFFCO	1	2	29.05.02	\$126.56		\$126.56 --
@WORK	1	1	17.08.04	\$191.25	\$191.25	
ACCDUN	1	11	21.07.04	\$837.49	\$51.49	\$523.00 --
AFFCO	2	1		\$126.56		
ACCDUN	2	12	10.09.12	\$404.70	\$54.70	
SXW	1000	1		\$126.56		

Issuing a Credit

If the 3rd Party declines to pay part or all of a claim item, you can either:

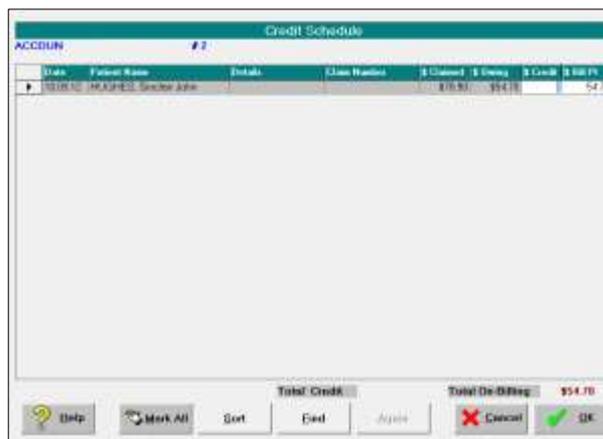
- issue a credit to the 3rd Party to write-off the debt, or;
- invoice to the patient for the balance.

10. Highlight the schedule invoice and select 'Credit' from the Toolbar.

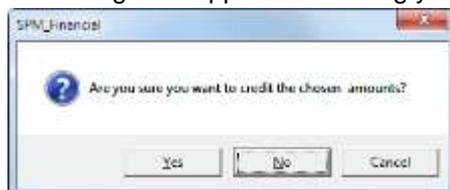
Schedules							
Edit	Display	Process	Label	Credit	Acknowledge	Reconcile	Receipt

11. Either

- In the '\$Credit' column, enter an amount to credit the item, or;
- In the '\$ Bill Pt' column, enter the amount to invoice the patient.



12. A message will appear confirming you want to apply the credit.



13. If you have chosen to invoice the patient, an invoice for the patient will be automatically generated.

Transactions						
Date	Type	To/From	Charges	Paid	Owing	
10.09.2012	Invoice	138 Patient	Initially invoiced to A	54.70		54.70
10.09.2012	Credit	ACCDUN			-54.70	

14. Once the schedule invoice has been fully paid and all claim items reconciled, it will disappear from the list of schedule invoices.

Advanced

Automatic Reconciliation

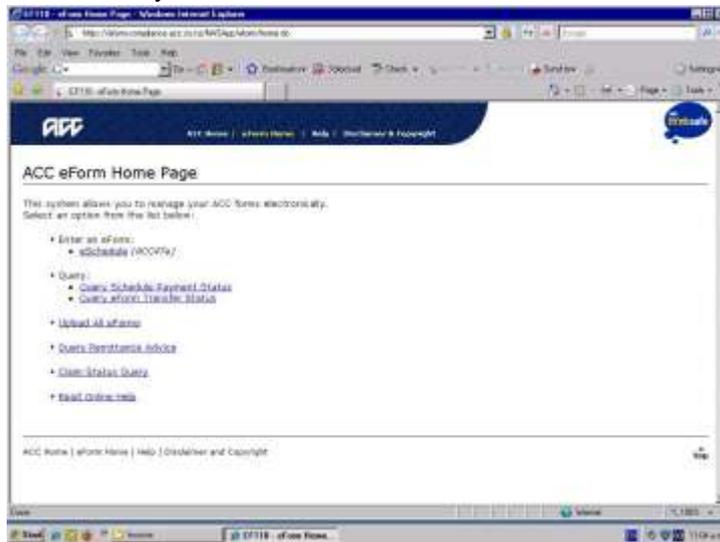
It is possible to allow the SPM application to automatically reconcile some types of schedule invoice payments if the 'Remittance Advice' has been provided electronically.

Payments from the following parties allow this to occur:

- ACC
- Medicare (HIC)

ACC Remittance Advice download

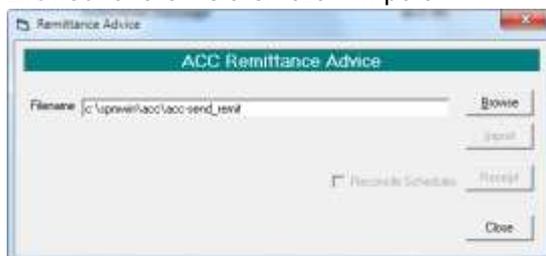
1. In Internet Explorer go to the ACC eForm site.
2. Select 'Query Remittance Advice'



3. Download the file (remittance advice) for the day it is required. Save into the ACCSend/Remittance directory.
4. In Office → Receipts click on the 'ACC Advice' button to import & print the Contents



5. Browse for the file then click 'Import'



6. A Remittance Advice report will appear which displays the content of the file.

ACC Remittance Advice Report:								
Reference	8471286							
Date Paid	30.11.2010							
Total Paid	\$4,340.49							
Bank Account	01 0896 0081239 000							
Vendor ID	GD0591							
Sched Type	Sched No.	Printed		\$ Claimed		\$ Paid		
Missing Invoices	ACC Provider ID							
	10AUKH			4,005.84		4,005.84		
	11HGRW			334.65		334.65		
Total Missing Invoices				4,340.49		4,340.49		
Patient Name	Claim Num	Claim Date	ACC Invoice	Code		\$ Claimed	\$ Paid	comment
ACC Invoices not found in Golan Specialist Centre SPM database								
S Shaw	100107730	17/11/2010	1011230705	KNE50		4,005.84	4,005.84	
				10AUKH		4,005.84	4,005.84	
Z Speck	100134648	5/11/2010	1011190703	IMPLANTS		334.65	334.65	
				11HGRW		334.65	334.65	
				Unlinked		4,340.49	4,340.49	

If an invoice has been rejected by ACC (as shown on the remittance advice) delete that invoice in *Office* → *Schedules*, make whatever changes are necessary then resubmit. Don't enter it again as the stock will be entered twice.

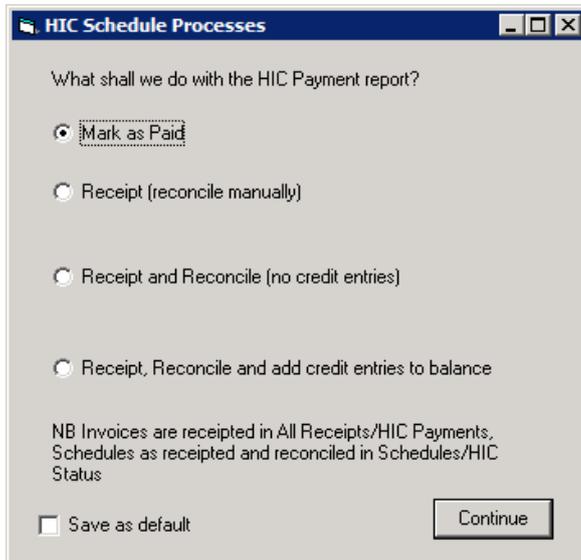
Auto-reconciling an ACC schedule invoice

7. Close the Remittance Advice report. The following screen will appear.

8. Ensure the 'Reconcile Schedules' is checked On. Click on the 'Receipt' button.

Automatic receipting and reconciling of HIC Schedules

After running the 'Payment Report' option in *Office* → *Schedules* → *HIC Status* select from one of the following:



HIC Schedule Processes

What shall we do with the HIC Payment report?

Mark as Paid

Receipt (reconcile manually)

Receipt and Reconcile (no credit entries)

Receipt, Reconcile and add credit entries to balance

NB Invoices are receipted in All Receipts/HIC Payments,
Schedules as receipted and reconciled in Schedules/HIC
Status

Save as default

Continue

Mark as Paid

This option DOES NOT receipt the schedule, but marks it so that it is not reported on (again) in the HIC Payment Report obtained from Office - All Receipts – HIC Payments.

Receipt (reconcile manually)

This option will enter a receipt with the date and amount as per the HIC Remittance Advice for the schedule.

HIC Remittance Advice for Schedule

Schedule	Party Number	BB, Medicare
	Processed	303 18.05.2011
Payment	Date Paid	20.05.2011
	Total Deposit	\$1,478.60 (for this schedule)

ILUTIONS PTY LTD

You will still need to reconcile the schedule manually based on the information available in the report.

Receipt and reconcile (no credit entries)

This option will enter a receipt with the date and amount as per the HIC Remittance advice for the schedule and in addition to this will reconcile the payment.

If any items have not been paid, or have been partially paid, they will still be left as owing on the schedule. You will need to enter manual credit entries based on the report.

Patient Name	Service Date	Item No	\$ Claimed	\$ Paid	\$ Diff	Reason
NETT, Ms Vickie	17.05.2011	55238	161.05	96.65	64.40	564
NETT, Ms Vickie	17.05.2011	55238	161.05	161.00	0.05	564
V, Mrs Merylyn Gaye	17.05.2011	55276	161.05	127.80	33.25	154
TES, Mr James	17.05.2011	55274	161.05	127.80	33.25	154
IKHAM, Mrs Marie	17.05.2011	55278	161.05	161.05	0.00	
LINS, Sister Leone	17.05.2011	55238	161.05	96.65	64.40	564
LINS, Sister Leone	17.05.2011	55238	161.05	161.00	0.05	564
ISHALL, Mr Graeme	17.05.2011	55248	161.05	161.05	0.00	
LON, Mr Graeme	17.05.2011	11610	52.15	52.15	0.00	
LON, Mr Graeme	17.05.2011	55276	161.05	80.55	80.50	565
LON, Mr Graeme	17.05.2011	55238	161.05	96.65	64.40	565
LON, Mr Graeme	17.05.2011	55238	161.05	156.25	4.80	565
Total			1,823.70	1,478.60	345.10	

564	Multiple vascular ultrasound services site rule applied
154	Diagnostic imaging multiple service rule applied to service
565	Multiple di and vascular ultrasound service rules applied

Receipt, Reconcile and add credit entries

This option will enter a receipt with the date and amount as per the HIC Remittance advice for the schedule. It will also reconcile the payments and credit any entries that remain unpaid.

Refer to the Receipt Report to check for items that may need to be reclaimed.

Receipt Report: 23.5.2011, 10:27 am

Receipt Number	4288
Receipt Date	20.05.2011
Amount	\$1,478.60
Description	DC/Medicare
Reference	959
Date entered	23.05.2011

Schedule	393
Date Claimed	18.05.2011
Amount Claimed	\$1,823.70
Amount Paid	\$1,478.60

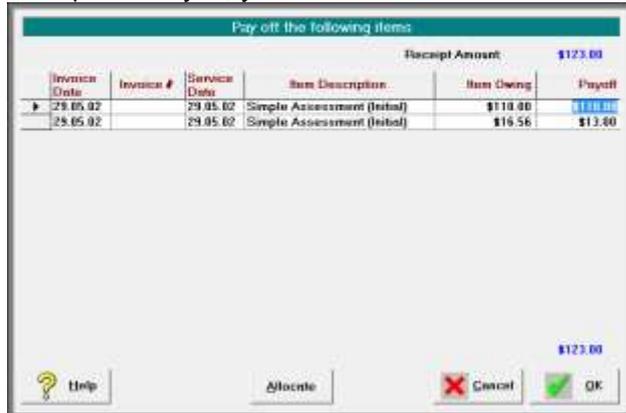
Patient Name	Service Date	\$ Total Paid	Item	Dated	\$ Paid	\$ Credit	Reason
GALLON, Graeme	17/05/2011	395.60	55276	17/05/2011	80.55		
			11610	17/05/2011	52.15		
			55238	17/05/2011	156.25		
			55238	17/05/2011	96.65		
				29/05/2011		80.50	50276 Multiple di and vascular ultrasound service rules appli
	20/05/2011		4.80	50238 Multiple di and vascular ultrasound service rules appli			
	20/05/2011		64.40	50238 Multiple di and vascular ultrasound service rules appli			
MARSHALL, Graeme	17/05/2011	161.05	55248	17/05/2011	161.05		
COLLINS, Leone	17/05/2011	257.65	55238	17/05/2011	161.00		
			55238	17/05/2011	96.65		
				20/05/2011		0.05	50238 Multiple vascular ultrasound services site rule applied
	20/05/2011		64.40	50238 Multiple vascular ultrasound services site rule applied			
MARSHAM, Mare	17/05/2011	161.05	55276	17/05/2011	161.05		
YEATES, James	17/05/2011	127.80	55274	17/05/2011	127.80		
				20/05/2011		33.25	50274 Diagnostic imaging multiple service rule applied to ser
DOW, Merylyn Gaye	17/05/2011	127.80	55276	17/05/2011	127.80		
				20/05/2011		33.25	50276 Diagnostic imaging multiple service rule applied to ser
BENNETT, Vickie	17/05/2011	257.65	55238	17/05/2011	161.00		
			55238	17/05/2011	96.65		
				20/05/2011		0.05	50238 Multiple vascular ultrasound services site rule applied
	20/05/2011		64.40	50238 Multiple vascular ultrasound services site rule applied			
					\$1,478.60	\$345.10	

Save as default

Select this if you want the option selected above, saved as your default setting.

Allocate

If you are keeping track of the amounts that you need to pay your sub-contractors for services they have provided you, you can 'Allocate' monies to the sub-contractor as the item is reconciled.



As you are reconciling the list of items, highlight the item and click on the 'Allocate' button which will adjust the sub-contractor reports.

Sub-Contractor Payments In Period

Period: 01 Jul 2011 To 30 Sep 2012

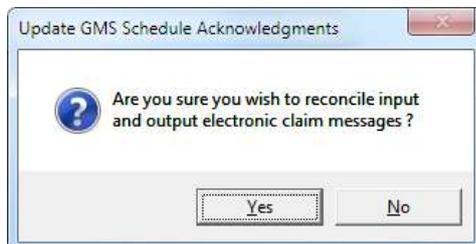
All Payment Methods

10.9.2012, 1:

W - John W

Sub-Contractor	Date	Patient	Operation	Invoice	Receipt	Accrued	Owing	Written Off	Claimed	Deleted
ATKINSON Denis	10.09.12	PATIENT, TEST				\$110.00				
						\$110.00				

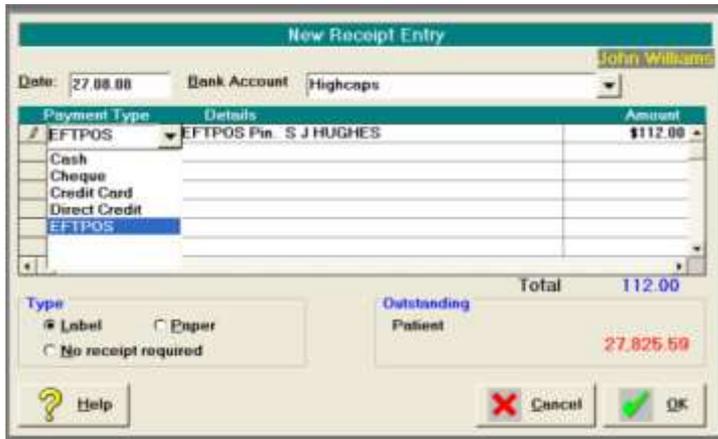
Acknowledge



HIGHCAPS

Highcaps is the electronic claiming mechanism for physiotherapists in Australia.

1. Select EFTPOS



The screenshot shows the 'New Receipt Entry' dialog box. At the top, the name 'John Williams' is displayed. Below it, the 'Date' is set to '27.08.08' and the 'Bank Account' is set to 'Highcaps'. A table lists payment types: EFTPOS (selected), Cash, Cheque, Credit Card, and Direct Credit. The 'EFTPOS' row shows 'EFTPOS Pin: S J HUGHES' and an amount of '\$112.00'. Below the table, the 'Total' is '112.00'. There are radio buttons for 'Label' (selected) and 'Paper', and 'No receipt required'. An 'Outstanding Patient' amount of '27,825.59' is shown. Buttons for 'Help', 'Cancel', and 'OK' are at the bottom.

2. Create a bank account called Highcaps, and select it when receipting



This screenshot is similar to the first one, but the 'Bank Account' dropdown is now set to 'Highcaps'. The table shows 'EFTPOS' with 'EFTPOS Pin: S J HUGHES' and '\$112.00'. The 'Total' is '112.00'. The 'Outstanding Patient' amount is '27,825.59'. Buttons for 'Help', 'Cancel', and 'OK' are at the bottom.

3. In Office → Banking choose Display from the Toolbar and select the Highcaps account.



The screenshot shows the 'Select Display Option(s) for Deposit and Credit Card Supplement' dialog box. The 'Account' dropdown is set to 'Highcaps'. There are radio buttons for 'All DS', 'Date Range', and 'Single DS'. A 'Types Displayed' section has radio buttons for 'All' (selected), 'cheques', 'Cash', 'Credit cards', and 'cash Taken'. An 'Order By' section has radio buttons for 'Type' (selected) and 'Receipt'. Buttons for 'Help', 'Cancel', and 'OK' are at the bottom.

4. This will produce a separate banking supplement.

AMP					
EFTPOS SUPPLEMENT		1	Account Name:	Highcaps	
			Branch:	CORPORATE	
			Account No:	23423	
<u>Date</u>	<u>From / Card</u>		<u>Type</u>	<u>Expires</u>	<u>Amount</u>
1 27.08.08	ted / fred		EFTPOS Pin		123.00
2 27.08.08	S J HUGHES / S J HUGHES		EFTPOS Pin		112.00
Total Banked:					\$235.00