Refunding an Unallocated Payment

07/24/2024 7:50 pm EDT

In the event you need to refund an unallocated payment in a patient's account, you can do so with just a few steps.

First, navigate to Billing > Patient Payments

Billing
BILLING
Billing Summary
Live Claims Feed
Patient Payments
Day Sheet
Transactions
Remittance Reports
Unmatched ERAs
Insurance Credit Card Payments
Accounts Receivable
Patient Statements
Product/Procedure
Patient Balance Ledger
Fee Schedule
Underpaid Items
Adjustment Master
Sales Tax
Billing Log

Search for the patient you need to refund the unallocated payment.

Patient Payments	Payments	Line Items	Logs	Statements	Balance	
Laurie Laurie Sample 12/08/1990	Filter	by Range: \$		- \$	Provider: All 🔻	
Simple: On Con	ndensed: On	Internal: Off				CUpdate
Please select a patient.						

Once you have the patient's payment history, you can view their unallocated balance (in the black box below). Click the green + Add to start the refund process.

Payments	Line Items Lo	gs Statemen	its Bala	ance						
9										
Filter b	y Range: \$	- \$		Provider: All	•					
Condensed: On	Internal: Off									C Update
Total Paid	Allocated Pay	ment (Paid to Appt) Unallo	ocated Payment	Statement Balance	ce	То	tal Balance		
\$100.00	:	\$0.00		\$100.00	\$0.00			-\$100.00		2 Auto Fill
			-							
ld 🚽	-									
ed Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Туре	Notes	Amount	Total	
	Fitter b Condensed: On Total Paid	Filter by Range: \$ Condensed: On Internal: Off Total Paid Allocated Payr	Filter by Range: \$ - \$ Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appreciated Section 1997)	Filter by Range: \$ - \$ Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unalle	Filter by Range: \$ Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment	Filter by Range: \$ Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment Statement Balance	Filter by Range: \$ Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment Statement Balance	Filter by Range: Filter by Range: Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment Statement Balance To	Filter by Range: Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment Statement Balance Total Balance	Filter by Range: Filter by Range: Provider: Provider: All Condensed: On Internal: Off Total Paid Allocated Payment (Paid to Appt) Unallocated Payment Statement Balance Total Balance

Next, select or enter the following:

- Appointment: Unallocated/No Appointment
- Provider
- Payment Method
- Type: Refund
- Notes (Optional, but advised if information on the refund is needed at a later date)
- Amount: The amount needs to be negative.

New Cash		×
Payment Date	06/07/2022	
Appointment	- Unallocated/No Appointmen $$	
Line Item	-No Line Item-	
Provider	Dr. James Smith	
Payment Method	Cash ~	
Туре	Refund	
Notes		
Amount	\$ -100	
	Ac	d Cancel

Click Add when finished.

The unallocated payment is now \$0.00.

Patient Payments	Payments	Line Items L	.ogs Stateme	nts Bal	ance						
Payment Sample From To		y Range: \$	- \$		Provider: All	•					
Simple: On	Condensed: On	Internal: Off									2 Update
	Total Paid	Allocated Pa	yment (Paid to App	t) Unall	located Payment	Statement Balar	nce	Tot	tal Balance		
Payment Sample	\$0.00		\$0.00		\$0.00	\$100.00			\$100.00		2 Auto Fill
Print/Export - Add	ł										
# 🗌 Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Туре	Notes	Amount	Total	
• 0 🗌 -\$100.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Refund		-\$100.00		O G Receipt

The next step is to cancel out the positive and negative balances in the unallocated column payments table. If we do not entirely cancel out the balances, they will remain available for future allocations.

Click on the arrow (

) next to the receipt button.

Patient Payments	Payments	Line Items L	ogs Stateme	ents Bal	ance							
Payment Sample	F											
From To	Filter b	by Range: \$	- \$		Provider: All	•						
Simple: On	Condensed: On	Internal: Off									C Up	date
	Total Paid	Allocated Pa	yment (Paid to Ap	ot) Unall	ocated Payment	Statement Bala	nce	То	tal Balance			
Payment Sample	\$0.00		\$0.00		\$0.00	\$100.00			\$100.00		2 Auto	Fill
Print/Export - Ac		Payment Date	Appointment	Line Item	Provider	Payment Method	Туре	Notes	Amount	Total		
• • • • • • • • • • • • • • • • • • •	Jun 7, 2022	Jun 7, 2022	Appointment	Line item	Dr. James Smith	Cash	Refund	Notes	-\$100.00	Iotai	⊕R	eceip
-\$100.00												

Select the appointment, click Move, and then Confirm for each unallocated amount.

Move Cash		×	Move Cash		×
Appointment	6/07/2022 11:00AM (\$100.0) >		Appointment	6/07/2022 11:00AM (\$100.0) ~	
Line Item	99213 (\$100.00)		Line Item	99213 (\$100.00)	
Amount	\$ -100 out of -\$100.00		Amount	\$ -100 out of -\$100.00	
Extra Notes			Extra Notes		
	M	love Cancel		Confirm	Cancel
Move Cash		×	Move Cash		×
Appointment	6/07/2022 11:00AM (\$200.0) >		Appointment	6/07/2022 11:00AM (\$200.0)	
Line Item	99213 (\$200.00) ~		Line Item	99213 (\$200.00)	
Amount	\$ 100 out of \$100.00		Amount	\$ 100 out of \$100.00	
Extra Notes]	Extra Notes		
Payment Type	Credit ~		Payment Type	Credit ~	
		Move Cancel		Confirm	Cancel

The unallocated column will now reflect the full refund for the unallocated payment.

From To	Filter b	y Range: \$	- \$		Provider: All	•						
Simple: On	Condensed: On	Internal: Off									C	Update
	Total Paid	Allocated Pa	yment (Paid to App	ot) Unall	located Payment	Statement Bala	nce	Tot	al Balance			
ayment Sample	\$0.00		\$0.00		\$0.00	\$200.00			\$100.00		2	Auto Fill
Print/Export - A	dd											
Print/Export - + A	_	Payment Date	Appointment	Line Item	Provider	Payment Method	Туре	Notes	Amount	Total		
	_	Payment Date Jun 7, 2022	Appointment	Line Item	Provider Dr. James Smith	Payment Method Cash	Type Refund	Notes	Amount -\$100.00	Total	•	Beceip