

General Financial Questions

How are the financials data structured?

We are using a double entry accounting system. Each transaction is recorded as a journal entry. Each journal entry will balance by having one or more debit and credit posting records with each posting linked to an account. A group of journal entries is tied to a batch. An example of a batch would be an Explanation of Benefits (EOB) Insurance Payment.

In ICE, every journal entry is a new entry. No journal entries are ever amended or deleted. This gives ICE the ability to display the history of any transaction.

What is an adjustment?

An adjustment is an increase or decrease in the amount of a charge or payment. A charge adjustment can be based on the full amount or the remaining amount of a charge, e.g. a discount, a payment refund, or an insurance contractual write-off.

Guarantors: **George Fayne (Self)** Insurance: _____

CURRENT \$200.00 Patient Balance \$0.00 Insurance Balance \$200.00 Total Balance \$0.00 Total Prepayment \$200.00 Patient Complete Bala...

Pt: \$200.00
Current (0-30)
Ins: \$0.00
 Watch (31-60)
 Overdue (61-90)

Make a Payment
 Administrative Charge
 Add Adjustment
 Add Transfer
 Add Payment Plan

Main	Pt. Payments	Ins. Payments	Adjustments	Transfers	Procedures	Insurance	Payment Plans	Detailed Ledger									
Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic	Entered By	Claim Status
<input checked="" type="checkbox"/>	Charge	2016-06-14	2016-06-14	D4921	1	O	Gingival irrigation - per quad...	\$200.00	\$200.00		\$200.00	mhgenus-at-icehealth...		ICE Clinic Group 1	ICE Clinic A	mhgenus-at...	

What is a transfer?

A transfer is changing who is financially responsible for the charge, e.g. Patient to insurance

Current (0-30)
 Watch (31-60)
 Overdue (61-90)

Make a Payment
 Administrative Charge
 Add Adjustment
 Add Transfer
 Add Payment Plan

Main	Pt. Payments	Ins. Payments	Adjustments	Transfers	Procedures	Insurance	Payment Plans	Detailed Ledger									
Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic	Entered By	Claim Status
<input type="checkbox"/>	Adjustment		2016-06-14	Credit			Credit			-\$10.00	-\$10.00			ICE Clinic Group 1		mhgenus-at...	
<input type="checkbox"/>	Payment		2016-06-14				VISA - George Fayne			-\$200.00	-\$200.00			ICE Clinic Group 1	ICE Clinic A		
<input type="checkbox"/>	Adjustment		2016-06-14	Default Payme...			Default Payment Adjustment			-\$190.00	-\$390.00						
<input type="checkbox"/>	Charge	2016-06-14	2016-06-14	D4921	1	O	Gingival irrigation - per quad...	\$200.00	\$200.00		-\$190.00	mhgenus-at-icehealth...		ICE Clinic Group 1	ICE Clinic A	mhgenus-at...	

What is an aging bucket?

A period of time where an outstanding charge would be included into. You can have up to ten aging buckets, with the ability to customize the label and colors.

PRACTICE PROVIDER PATIENT INDIVIDUAL MEDICAL SUPPORT LEXICOMP FEEDBACK HELP LOGOUT

DASHBOARD IMAGING CHARTING FINANCIALS PATIENT MANAGEMENT

Guarantors: **Sam Phillipot (Self)** Insurance: ICE Dental Insurance, 001 (D)

CURRENT
Account Status

\$23.00 Patient Balance
\$77.00 Insurance Balance
\$100.00 Total Balance
\$0.00 Unallocated Pt. Payments

<<

Pt. \$23.00
0-30 Days
Ins. \$77.00

31-60 Days

61-90 Days

90+ Days

What is an Patient Administrative Charge?

A charge that does not come from charting. The list of administrative charges are customizable by you. Examples might be a returned check fee, charge for missed appointment, duplication of records, etc.

Pt. \$0.00
Current (0-30)
Ins. \$10.00

Watch (31-60)

Overdue (61-90)

Make a Payment **Administrative Charge** Add Adjustment Add Transfer Add Payment Plan

Main Pt. Payments Ins. Payments Adjustments Transfers Procedures Insurance Payment Plans Detailed Ledger

Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic	Entered By	Claim Status
	Adjustment		2016-06-14	Credit			Credit		-\$10.00		-\$10.00			ICE Clinic Group 1		mhgenul-at...	
	Payment		2016-06-14				VISA - George Payne		-\$190.00		-\$200.00			ICE Clinic Group 1	ICE Clinic A		
	Adjustment		2016-06-14	Default Payme...			Default Payment Adjustment		-\$190.00		-\$390.00			ICE Clinic Group 1		mhgenul-at...	
	Charge	2016-06-14	2016-06-14	D0120	FM		Periodic oral evaluation - est...	\$200.00	\$200.00		-\$190.00	mhgenul-at-icehealth...		ICE Clinic Group 1	ICE Clinic A	mhgenul-at...	
	Transfer		2016-06-14	Default Transf...			From - George Payne		-\$10.00		-\$200.00			ICE Clinic Group 1		mhgenul-at...	
	Transfer		2016-06-14	Default Transf...			To - ICE Insurance			\$10.00	-\$190.00			ICE Clinic Group 1		mhgenul-at...	
	Charge	2016-06-14	2016-06-14	D4921	I	O	Gingival irrigation - per quad...	\$200.00	\$200.00		\$10.00	mhgenul-at-icehealth...		ICE Clinic Group 1	ICE Clinic A	mhgenul-at...	

Can I customize the transfers, adjustment, administrative charges?

Yes, in the practice settings under financials. There is no limit to the number of transfers, adjustments and administrative charges.

NEW ADJUSTMENT CODE

Code

Description

Group

Transaction Type

Type \$ %

Default Amount

Debit or Credit DEBIT CREDIT

Status INACTIVE ACTIVE

OK Cancel

What is the difference between the Main Ledger tab and Detailed Ledger tab?

The Main tab will order all transactions by date. The Detailed tab will order all billed procedures by date, and show all transactions affecting the procedure indented underneath. Non-billed procedures with a prepayment will also appear, with the prepayment amount underneath.

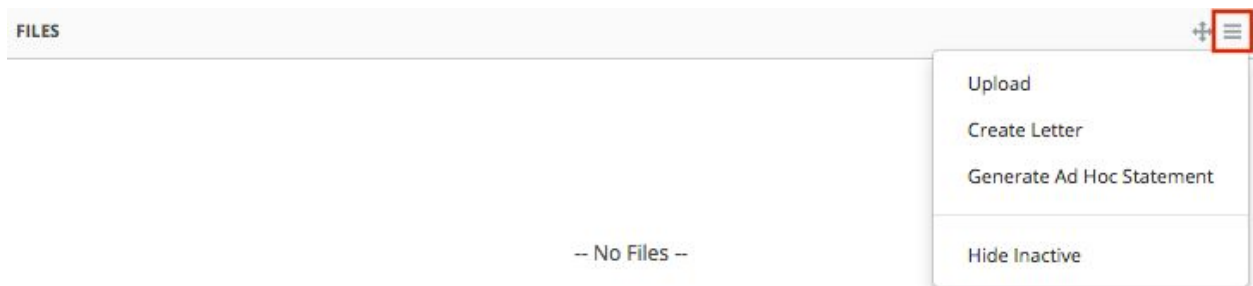
Main	Pt. Payments	Ins. Payments	Adjustments	Transfers	Procedures	Insurance	Payment Plans	Detailed Ledger					
Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	
	Charge	2016-06-07	2016-06-08	D0120	FM		Periodic oral evaluation - est...	\$150.00	\$150.00		\$150.00	dgenius-at-icehealths..	

What does the procedure tab include?

All procedures charted for the patient, regardless if they have any financial transactions. It does not show proposed treatments or procedures defined as “No Longer Necessary”.

What is the purpose of the ad hoc statement?

The ad hoc statement will show all the financials transactions within the specified date range. Any payment plans and custom notes will appear at the bottom. This is used to print an on-demand statement as opposed to monthly statement billing.



Are there other statements coming?

Yes, we will have summary statements showing only charges that are outstanding.

Can I set up jobs ?

You can set up automated tasks in the system for generating claims and creating charges from a payment plan. Many more jobs will be available in the near future.

Can I report on Patient AR and Daily Income?

Yes, in the reporting tool, we have extensive reporting tools to get AR balances, adjustments, income. Results can be filtered or grouped by patient, clinic group, clinic, date, etc.

The screenshot displays a web application interface for reporting. At the top, there is a navigation bar with the logo on the left and menu items: PRACTICE, PROVIDER, PATIENT, INDIVIDUAL, MEDICAL SUPPORT, LEXICOMP, FEEDBACK, HELP, and LOGOUT. Below this is a secondary navigation bar with: DASHBOARD, SCHEDULING, INSURANCE, REPORTING, and PRACTICE SETTINGS. The main interface is divided into two sections. On the left is a sidebar menu with a 'Filter...' input field at the top. The menu items are: - Financials (expanded), Adjustment, Income, Insurance AR, Patient AR (highlighted with a red box), Revenue, + Forms, + Individual, + Procedure, and + Reason for Treatment. The main content area on the right is titled 'Report Templates' and contains a 'Run or Export' dropdown menu, a 'Create Template' button, and buttons for 'Templates', 'Search Fields', 'Options', 'Aggregate', 'Detailed Results', and 'Chart'. Below these are sections for 'Your Templates' (with a 'Create Report Template' button) and 'Templates Shared with You'. Both sections indicate that no templates have been created or shared yet.

Patient Payments and Balance

How does payment allocation work against charges when entering a payment?

Based on the practice setting, if it is set to real time and you use the default view, it will use first in first out (FIFO). On the detailed payment view, you can determine which procedures the payment is applied against, including planned procedures. A payment plan can also have payments assigned to it. Other allocation options will be available in the future.

MAKE A PAYMENT FOR GEORGE DREW

Account: George Drew (Active) Clinic Group (Payment is for): ICE Clinic Group 1 (2) Clinic (Payment is for): Choose a Clinic

George Drew (Active)'s Balance: **\$200.00** George Drew (Active)'s Unallocated Payments: **\$0.00** George Drew (Active)'s Prepayments: **\$0.00**

Charges Patient Balance: Insurance Balance: Planned: In Progress: Completed:

Tx Date	Code	Description	Area	Surf	Tx Status	Clinic	Rendering Provider	Chrg. Amount	Pt. Balance	Ins. Balance	Outstanding amount	Payment Amount	Amount Remaining	On PP
<input checked="" type="checkbox"/>	2016-06-08	D0240	Intraoral - occlusal film	1	Completed	ICE Clinic A	dgenuis-at-icehealthsys...	\$150.00	\$150.00	\$0.00	\$50.00	\$ 50	\$0.00	No
<input type="checkbox"/>	2016-06-08	D0140	Limited oral evaluation - probl...	FM	Completed	ICE Clinic A	dgenuis-at-icehealthsys...	\$150.00	\$150.00	\$0.00	\$150.00	\$ 0	\$0.00	No

Can I reallocate a payment?

Yes. Double click the payment to reallocate a payment to other procedures or payment plans. By default, only procedures or payment plans that are part of the allocation will appear.

PAYMENT DETAILS

Payment Amount: \$150.00 Payment Method: Cash Payment Made By: [George Drew](#)

Unallocated Amount: \$0.00 Payment Date: Jun 08, 2016 Payment Entered By: [dgenuis-at-icehealthsystems.com](#)

Prepayment Amount: \$0.00

Payment Allocation [Hide](#) [Display All](#)

Tx Date	Post Date	Procedure Code	Area	Surf	Description	Charge Amount	Allocated Amount	Pt. Balance	Ins. Balance	Rendering Provider	Tx Status	Payment Plan
2016-06-07	2016-06-08	D0120	FM		Periodic oral eval...	\$150.00	\$ 150	\$0.00	\$0.00	dgenuis-at-icehealth...	Completed	No

Prepayment Assignment [Show \(0 \)](#) [Display All](#)

Payment Plan [Show \(0 \)](#) [Display All](#)

Payment Adjustments [Show \(0 \)](#)

Receipt History [Show \(0 \)](#)

Notes
-- No Notes --

[Add Adjustment](#) [Save](#) [View Receipt](#) [Add Note](#) [Close](#)

What is a prepayment?

A prepayment is a payment held for a future charge. This includes planned procedures prior to completion and charges from a payment plan.

Main	Pt. Payments	Ins. Payments	Adjustments	Transfers	Procedures	Insurance	Payment Plans	Detailed Ledger									
Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic	Entered By	Claim Status
	Payment		2016-06-16				Cash - Ned Nickerson		-200.00		-200.00			ICE Clinic Group 1			

Do prepayments go against the patient balance?

No. They are separate. If the prepayment becomes unassigned to a payment plan or procedure, and just sits unallocated, then the payment goes against the patient balance. The patient balance is current billed amount outstanding.

What does the Patient Complete Balance include?

The full amount outstanding plus any future payment plan charges for the patient.

FINANCIALS

CURRENT
Account Status

- \$500.00** Patient Balance
- \$0.00** Insurance Balance
- \$500.00** Total Balance
- \$0.00** Total Prepayment
- \$500.00** Patient Complete Bala...

Bess Marvin - \$200.00 over 3 payment(s)
Future Payment Plans

Can I view the allocation information of a charge?

Yes. Double-click the charge to get the charge details. All payments, transfers and adjustments will be visible. A charge from a payment plan will also include the payment plan details.

CHARGE DETAILS

\$150.00 **\$0.00** **\$0.00** **\$0.00** **\$0.00**
 Charge Amount Charge Balance Patient Balance Insurance Balance Adjustment Total

Charge Details
[Hide](#)

Tx Date	Status Date	Post Date	Code	Area	Surf	Description	Tx. Status	Chg. Amt.	Pt. Chg. Amt.	Billed To	Ins. Chg. Amt.	Billed To	Student Provider	Rendering Provider	Billing Provider	Clinic Group	Cl
2016-06-07	2016-06-07	2016-06-08	D0120	FM		Periodic oral ...	Completed	\$150.00	\$150.00	George Dre...	\$0.00		dgenuis i...	dgenuis-at-...		ICE Clinic G...	IC

Payment Details
[Hide](#)

Notes	Payment Date	Description	Total Amount	Allocated Amount	Payment Made By	Pt. Balance	Ins. Balance	Clinic Payment was Collected	Clinic Group	Clinic	Entered By
	2016-06-08	Cash	\$150.00	\$150.00	George Drew	\$0.00	\$0.00	ICE Clinic A	ICE Clinic G...	ICE Clinic A	dgenuis-at-iceheal...

Adjustment Details
[Show \(0\)](#)

Transfer Details [Show \(0\)](#)

Notes
-- No Notes --

[Make a Payment](#) [Add Transfer](#) [Add Adjustment](#) [Add Note](#) [Close](#)

How is a charge balance aged when the balance is transferred from one account to another?

The aging of the transferred balance starts from the day it was transferred, not the day the charge was created. The breakdown of the charge can be viewed in the charge details screen.

CHARGE DETAILS

\$350.00 **\$350.00** **\$350.00** **\$0.00** **\$0.00**
 Charge Amount Charge Balance Patient Balance Insurance Balance Adjustment Total

Charge Aging Bucket Details
[Hide](#)

Pt. \$157.50 Current	Pt. \$192.50 Late
--------------------------------	-----------------------------

Charge Details [Hide](#)

Tx Date	Status Date	Post Date	Code	Area	Surf	Description	Tx. Status	Chg. Amt.	Pt. Chg. Amt.	Billed To	Ins. Chg. Amt.	Billed To	Student Provider	Rendering Provider	Billing Provider	Clinic Group	Cl
2017-01-05	2017-01-05	2017-01-05	D2140	30	O	Amalgam - on...	Completed	\$350.00	\$192.50	Curtis Aged...	\$157.50	Delta Dental	Curtis Sh...	curtishmig...	curtishm...	CG1	Cl

Payment Details [Show \(0\)](#)

Adjustment Details [Show \(0\)](#)

Transfer Details [Hide](#)

Notes	Transfer Date	Transfer Code(s)	Transfer Description	Trans. Amount	Entered By	Clinic Group	Clinic	Batch Number
	2017-03-16	Cov Exc	From - Delta Dental	-\$157.50	curtishmigetsky	CG1		156d9d3b-dc55-8...
	2017-03-16	Cov Exc	To - Curtis Aged Tr	\$157.50	curtishmigetsky	CG1		156d9d3b-dc55-8...

Insurance Claims Details [Hide](#)

ICE Claim Number	Insurance Payer Claim Number	Insurance Payer	Date Created	Claim Type	Claim Status	Submission Method	EOB Entered

[Make a Payment](#) [Add Transfer](#) [Add Adjustment](#) [Add Note](#) [Close](#)

If an account has more than one guarantor, is it possible to assign different guarantors as primary for specific charges?

Not at this time. In the roadmap, we do plan to allow multiple guarantors with percent coverages on all non payment plan charges. EG. Mom covers 75%, Dad covers 25%. We will also be able to assign a payment plan amount to each guarantor.

If the patient has multiple insurance policies, can I see the balance summary for each insurance payer?

Yes. The totals for each insurance payer will appear in the aging buckets.

The screenshot displays a patient account management interface. At the top, navigation tabs include DASHBOARD, IMAGING, MIPACS, CHARTING, FINANCIALS, and PATIENT MANAGEMENT. The patient information section shows the guarantor as Curtis Frank (Self) and insurance as Delta Dental (88834234 (D)) and Aflac (32422 (D)). The financial summary includes: Account Status: 31-60; Patient Balance: \$115.50; Insurance Balance: \$234.50; Total Balance: \$350.00; Total Prepayment: \$0.00; Patient Complete Balance: \$115.50; Pending Refunds: \$0.00.

Below the summary are aging buckets: Current (green), Pt: \$115.50 Due (yellow), Late (orange), and Collections (red). The Due bucket details include Delta Dental (88834234) - \$115.50 and Aflac (32422) - \$77.00. Action buttons include Make a Payment, Administrative Charge, Add Adjustment, Add Transfer, Add Payment Plan, and Create a Claim.

Navigation tabs include Main, Pt. Payments, Ins. Payments, Adjustments, Transfers, Procedures, Claims, Payment Plans, and Detailed Ledger. The Detailed Ledger table is shown below:

Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt.	Ins. Amt.	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic
	Charge	2017-02-02	2017-02-02	D2140	3	0	Amalgam - one surface, prim...	\$350.00	\$115.50	\$234.50	\$350.00	curtishmigelsky	curtishmigelsky	CG1	C1

Payment Plans

What is the difference between the two payment plan types?

A non-ortho payment plan is for all procedures and administrative charges, except ortho procedures. Non-ortho payment plans are for patient accounts only. "Work done" for a procedure is defined when the procedure becomes completed.

An ortho payment plan requires an active ortho treatment plan. Ortho payment plans are for patient and insurance payer accounts. "Work done" for the procedure is based off the ortho treatment plan schedule.

The screenshot shows a patient account summary for Carson Drew (Self). The account status is CURRENT, with a Patient Balance of \$0.00, Insurance Balance of \$0.00, Total Balance of \$0.00, Total Prepayment of \$0.00, and Patient Complete Balance of \$0.00. Below the account summary, there are three colored bars representing different payment plan types: Current (0-30) in green, Watch (31-60) in blue, and Overdue (61-90) in red. At the bottom, there are buttons for "Make a Payment", "Administrative Charge", "Add Adjustment", "Add Transfer", and "Add Payment Plan".

Can partial balances of a procedure be added to a non-ortho payment plan?

Yes. A portion of a charge can be added to a non-ortho payment plan and the other portion can be aged.


The screenshot shows the "CREATE PATIENT PAYMENT PLAN SUMMARY" form. The Payment Plan Name is "Non-ortho payment plan", the Start Date is 2016-06-29, and the Total Amount is \$200.00. The Clinic Group is "ICE Clinic Group 1 (1)". The Status is "DRAFT". The Procedures table is as follows:

	Tx Date	Proc. Code	Area	Surf	Tx Status	Chrg. Amount	Pt Amount	Pt Amount Outstanding	Ins Amount Outstanding	Clinic Group	Clinic
<input checked="" type="checkbox"/>	2016-06-29	D0140	FM		Completed	\$200.00	\$ 200	\$200.00	\$0.00	ICE Clinic Gr...	ICE Clin...

At the bottom, there are buttons for "Save Payment Plan", "Add Note", and "Close".

How flexible is the payment plan schedule?

Very flexible. You can create a schedule based on occurrences and frequency. From there, you can change each scheduled item by date and amount.

PAYMENT SCHEDULE 

Payment Plan


Account Carson Drew

Procedure	Area	Surface	Status	Amount
D8090	FM		Planned	\$200.00

Outstanding Amount \$200.00

Term

Frequency

























Payment Start Date 

Down Payment \$

Estimated Pmt. Amount \$

Status Draft

Schedule Breakdown

Date	Payment Amount	Status	Balance Left	Actions
2016-06-16	\$30.00	Down Payment	\$170.00	 
2016-07-16	\$14.17	Charge	\$155.83	 
2016-08-16	\$14.17	Charge	\$141.66	 
2016-09-16	\$14.17	Charge	\$127.49	 
2016-10-16	\$14.17	Charge	\$113.32	 
2016-11-16	\$14.17	Charge	\$99.15	 
2016-12-16	\$14.17	Charge	\$84.98	 
2017-01-16	\$14.17	Charge	\$70.81	 
2017-02-16	\$14.17	Charge	\$56.64	 
2017-03-16	\$14.17	Charge	\$42.47	 
2017-04-16	\$14.17	Charge	\$28.30	 
2017-05-16	\$14.17	Charge	\$14.13	 
Plan Amount:		\$200.00		

Can I add/remove procedures after the payment plan is created?

Yes, but you will also need to update the payment plan schedule to reflect the new balance.

What happens to the charges and payment plans if I cancel an ortho treatment plan?

The amount of work done on the treatment plan must match the amount billed on the payment plan. Adjustments and or charges will be created to ensure the amount of work done and the amount of work billed equal.

CANCEL TREATMENT PLAN

The actual value of the treatment plan must match the actual amount of all payment plans and the adjustment.

Treatment Plan Summary

Name	Value	Earned	Actual	Difference	Start Date	Est. Months	Paused
Treatment Phase Title	\$200.00	\$16.67	\$ 16.67	\$0.00	2016-06-16	12	No

Payment Plan/Adjustment Summary

Name	Value	Billed	Actual	Difference	Start Date	Avail. Prepayment	Amt. Outstanding
Carson Drew	\$200.00	\$0.00	\$ 0	\$0.00	2016-07-16	\$0.00	\$0.00
Carson Drew	\$200.00	\$0.00	\$ 0	\$0.00	2016-07-16	\$0.00	\$0.00

Treatment Plan Amount	Payment Plan Total
\$16.67	\$0.00

Cancel Plan Close Window

Can I have multiple payment plan schedules for a payment plan?







You can have multiple draft payment plan schedules for a payment plan, but only one active payment plan schedule per account per payment plan. Once a draft payment plan schedule is made active, all draft payment plan schedule for the account will disappear.

Main | Pt. Payments | Ins. Payments | Adjustments | Transfers | Procedures | Insurance | Payment Plans | Detailed Ledger

Payment Plan Name | Orthodontic (Draft)

Start Date: 2016-06-16
 Adjustment Amount: \$0.00
 Final Amount: \$200.00
 Total Amount: \$200.00
 Clinic Group: ICE Clinic Group 1
 Clinic: ICE Clinic A

Payment Schedule(s)

Notes	Account Name	Plan Amount	Term	Frequency	Start Date	Down Payment	Payment Amount	Status	Actions
	Carson Drew	\$200.00	12	Monthly	2016-07-16	\$10.00	\$15.83	Draft	  
	Carson Drew	\$200.00	12	Monthly	2016-07-16	\$30.00	\$14.17	Draft	  

What is the difference between a regular claim and a courtesy claim?

A courtesy claim states the insurance payer will pay the patient instead of the clinic. In most cases, the claim itself is submitted by the patient. In some instances, the clinic will submit the courtesy claim on behalf of the patient. In this case, once the claim is submitted, the clinic does not care about the status of the courtesy claim.

A regular claim is an actual statement of services, submitted by the clinic. The clinic will receive the payment for the claim.

CREATING A CLAIM



What type of claim would you like to create?

Create a Claim


Create a Courtesy Claim

Cancel

Insurance Claims and Claim Queues

How are billing and treating providers defined?

At the highest level, they are defined at the clinic group. Billing and treating providers can be set as a whole, or per provider type within a specific date range. This is the same for clinics within the clinic group.


ADD BILLING DENTIST OR DENTAL ENTITY TO CLINIC GROUP 


BILLING DENTIST **DENTAL ENTITY**

Billing Dentist/Dental Entity:

DEFAULT DENTIST **SPECIFIC PROVIDER TYPE**

Specific Provider Type:

Start Date: 

End Date: 

Address:

Phone Number:

NPI:

License Number:

SSN:

TIN:

Can I define the billing and treating provider for each insurance payer?

Yes, by clinic or provider type within each clinic per insurance payer.

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[PRACTICE SETTINGS](#)

Policies And Payers

Batches

Delta Dental Back to search

Payer Name*

Payer Status **Active**

Date Ranges 2016-08-11 to

Dental Payer

Payer Type

Insurance Provider #

Use Electronic Submissions YES NO

EDI Format

Form to Print

Website

Payer Notes: -- No Notes --

Define the Billing Dentist for the Insurance Payer

Use a Custom Billing Dentist YES NO

Clinic Group

Can I define the additional provider ID for claims?

Yes, by clinic or provider name within each clinic per insurance payer.

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Policies And Payers

Batches

Ortho Policy 1 Back to search

Payer Name*

Payer Status **Active**

Date Ranges 2016-09-20 to

Dental Payer

Payer Type

Insurance Provider #

Use Electronic Submissions YES NO

Emdeon Number*

EDI Format

Form to Print

Website

Payer Notes: -- No Notes --

Define the Additional Provider IDs for the Insurance Payer

Set Additional Provider IDs YES NO

Clinic Group

How do I create a claim?

Use the "create a claim" button in the financial section for setting up an automated task.

[PRACTICE](#) [PROVIDER](#) [PATIENT](#) [INDIVIDUAL](#) [MEDICAL SUPPORT](#) [LEXICOMP](#) [FEEDBACK](#) [HELP](#) [LOGOUT](#)

[DASHBOARD](#) [IMAGING](#) [MIPACS](#) [CHARTING](#) [FINANCIALS](#) [PATIENT MANAGEMENT](#)

Guarantors: **Suzie Phillipot (Self)**
 Insurance: **Test Ins_ce68f0d, 374798 (D)**

\$459.83 Patient Balance
\$0.00 Insurance Balance
\$459.83 Total Balance
\$0.00 Total Prepayment
\$459.83 Patient Complete Balance
 Suzie Phillipot - **\$2,000.00** over 24 payment(s)
 Future Payment Plans

COLLECTIONS
Account Status

<<

Current (0-30)	Pt. \$401.49 Watch (31-60) Ins. \$0.00	Pt. \$79.17 Overdue (61-90) Ins. \$0.00	Pt. \$179.17 Collections (91+) Ins. \$0.00
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[Make a Payment](#) [Administrative Charge](#) [Add Adjustment](#) [Add Transfer](#) [Add Payment Plan](#) [Create A Claim](#)

How are procedures added to a claim?

Procedures are added by treatment dates, insurance policies and expected billing and treating provider defined at the insurance payer>clinic>clinic group levels. If two procedures exist on two different dates, two claims will be created.

Where are the claims held after they are created?

Based on the insurance payer setting, they are held in the electronic or print queue.



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BATCH CLAIMS

[Electronic Queue](#) [Print Queue](#)

From Date: 
 To Date: 
[Search](#)

Batch Type	Date Submitted	Total Claims	Rejected By Emdeon	Total Claim Amount	Created By
Electronic	2016-09-20	3	0	\$1,580.10	Jag Kaur
Electronic	2016-09-20	2	0	\$1,305.30	Jag Kaur
Paper	2016-09-20	8	0	\$10,305.00	gumesh icehealt... 
Electronic	2016-09-20	10	0	\$9,566.70	Jag Kaur
Electronic	2016-09-20	2	0	\$3,091.50	gumesh icehealt...
Paper	2016-09-20	4	0	\$5,152.50	gumesh icehealt...
Paper	2016-09-20	1	0	\$2,061.00	gumesh icehealt... 
Electronic	2016-09-20	3	0	\$4,122.00	gumesh icehealt...

Where can I see all the claims for a patient?

Under the claims tab on their financial record. You will be able to see all regular claims, predeterminations and prior authorizations.

ICE PRACTICE PROVIDER PATIENT INDIVIDUAL MEDICAL SUPPORT LEXICOMP FEEDBACK HELP LOGOUT

DASHBOARD IMAGING MIPACS CHARTING FINANCIALS PATIENT MANAGEMENT

Guarantors: **Suzie Phillipot (Self)**

Insurance: Test Ins_ce68f0d, 374798 (D)

\$459.83 Patient Balance
\$459.83 Total Balance
\$459.83 Patient Complete Balance

\$0.00 Insurance Balance
\$0.00 Total Prepayment

COLLECTIONS
 Account Status

Suzie Phillipot - **\$2,000.00** over 24 payment(s)
 Future Payment Plans

<<

Current (0-30) Pt. \$401.49 Watch (31-60) Ins. \$0.00 Pt. \$79.17 Overdue (61-90) Ins. \$0.00 Pt. \$179.17 Collections (91+) Ins. \$0.00

Make a Payment Administrative Charge Add Adjustment Add Transfer Add Payment Plan Create A Claim

Main Pt. Payments Ins. Payments Adjustments Transfers Procedures **Claims** Payment Plans Detailed Ledger

Can I move claims between batches?

Yes, during the review claim process by changing the batch type.

Can I make a regular claim a courtesy claim?

Yes, during the review claim process.

EDIT CLAIM FOR TEST CLAIM01

Type Of Claim: Actual Services
 Clinic Group: Alberta Clinics
 Accident Date:
 Created By: gumesh-at-icehealthsystems.com
 Date Created: Sept 20, 2016
 ICE Claim Number: S20160920-0054

Policy: 5456547
 Insurance Payer: Ortho Policy 1
 Group Name: Orthos
 Group Number: 456
 Subscriber: test claim01
 Effective Date: 2016-09-20
 End Date:
 Expected Method: Electronic
 View Policy Notes

Treatment Date	Proc Code	Surface	Area	Qty	Description	Charting Status	Financial Status	Predetermination	Fee	Fee On Claim	Actions
2016-09-20	D0145		LAS	1	Oral evaluation for a patient under three years of age and counseling with a primary caregiver	Completed			\$1,030.50	\$ 1030.5	

Submitting Enclosures: YES NO

NEA Number:

Billing Dentist: QA test1
 Treating Dentist: QA test1

Batch Type: ELECTRONIC PAPER

Claim Type: REGULAR CLAIM COURTESY CLAIM

Remarks for Submission:

Save and Close Delete Claim Edit Providers Add Note Cancel Edit

How can I view the submission history of a claim?

In the patient financials record, under the claim tab, find the claim and select the history button

ICE Claim Number	Claim Type	Claim Level	Total	Insurance	Created By	Clinic Group	Date Created	Claim Action	Actions
S20170202-0001	Regular Claim	Primary	\$350.00	Delta Dental	Curtis Shmigelsky	CG1	2017-02-02	Approved	View History Preview ADA Form
Tx Date	Procedure	Area	Surface	Status	Amount				
2017-02-02	D2140	3	O	Completed	\$350.00				
Batch Type	Date Submitted	Status							
Paper	Feb 02, 2017	Submitted Manually							

CLAIM HISTORY FOR S20170202-0001

Creation Date	Submission Date	Submission Method	Submitted By	Submission Result
2017-02-02	2017-02-02	Paper	Curtis Shmigelsky	

How do I submit a secondary claim with a timely filing restriction?

You can create a claim manually in the patient financials account by selecting the "Create a Claim" button and selecting "Create a Claim Manually"

[Make a Payment](#) [Administrative Charge](#) [Add Adjustment](#) [Add Transfer](#) [Add Payment Plan](#) [Create a Claim](#)

CREATING A CLAIM

There are no procedures that need to be submitted to insurance.
You can create a courtesy claim.

[Predetermination/Preauthorization \(0\)](#) [Create a Claim Automatically](#) [Create a Courtesy Claim](#) [Create a Claim Manually](#) [Cancel](#)

CREATING AN INSURANCE CLAIM FOR CURTIS FRANK

Primary Ins. Policy: gn555102 - Capitation - Afl...
 Secondary Ins. Policy: GN949493 - Capitation ... x
 Submission Method: PAPER ELECTRONIC
 Claim Level: Primary
 NEA Number:
 Remarks:

Primary Policy Information
 Insurance Payer: Aflac
 Policy Type: Dental
 Group Number: 32422
 Effective From: 2017-02-01
 Effective To:
 Subscriber ID: 4234234
 Rel. to Subscriber: Self

Secondary Policy Information
 Insurance Payer: Aflac
 Policy Type: Dental
 Group Number: 32422
 Effective From: 2017-02-01
 Effective To:
 Subscriber ID: 12321322
 Rel. to Subscriber: Self

Procedures for Insurance Claim

<input type="checkbox"/>	Code	Description	Area	Surface	Material	Posting Date	Clinic	Cov. Service	Status	Last Claim #	Last Claim Status	Last Claim Created On	Last Claim Sent On	PD/PA Status
<input type="checkbox"/>	D2140	Amalgam - one ...	3	O	Amalgam	2017-02-02	C1	Yes	Completed					

Create an Insurance Claim Add Note Cancel

Can I have multiple open claims for a procedure at a specific level? Eg: Multiple Primary Claims for a D2140.

No. We want to prevent the same procedure getting adjudicated twice with the same insurance policy.

Can I Resubmit a claim after its been submitted

Yes on the patient financials record, under the claim tab, select the "Resubmit" button on the claim.

Regular Claim	Primary	\$350.00	Delta Dental	Curtis Shmigelsky	CG1	2017-03-16	Approved	View	History	Preview ADA Form	Save ADA Form	Resubmit
Procedure		Area		Surface		Status		Amount				
D2160		14		MDF		Completed		\$350.00				
Date Submitted						Status						
Mar 16, 2017						Submitted Manually						

When a print batch is completed, what happens ?

A giant pdf with all the claims is created, plus each claim is added to the patient account, to view under the files tab in the dashboard section.

PRACTICE PROVIDER PATIENT INDIVIDUAL MEDICAL SUPPORT LEXICOMP FEEDBACK HELP LOGOUT

DASHBOARD IMAGING CHARTING FINANCIALS PATIENT MANAGEMENT

FINANCIALS FILES

CURRENT
Account Status

\$183.00
Patient Balance

\$556.00
Total Balance

\$373.00
Insurance Balance

\$0.00
Unallocated Pt. Payments

Notes	Date	Name	Description	Type	Status
Q	2016-03-10	Statement for ICE 5 Demo Clin...	Statement of Services Rendered	Financials	Active
Q	2016-03-03	ICE Basic Letter	ICE Basic Letter		Active

Predeterminations

What is a Predetermination?

A predetermination is type of claim to determine the coverage for a procedure based on the commercial insurance policy from the insurance carrier.

What is a Prior Authorization?

A prior authorization is type of claim to determine if a procedure is covered for a medicaid policy. In ICE, the workflow for Predeterminations and Prior Authorizations is the same.

What type of forms are used to create predeterminations?

The most common form is the ADA form, but other forms can be configured as well. For Medicaid policies with procedures requiring a prior authorization, the form used to generate the prior authorization can be set at the insurance policy. Going forward, we will refer predeterminations and prior authorizations as predeterminations.

How do I define which procedures require a predetermination?

On the insurance policy, a predetermination can be defined in one of two methods

- 1) At the insurance policy category.

Coverages and Exceptions

	Maximum	Limit	Deductible Waived	Occurrence	Frequency	Predetermination Required		
Diagnostic	% ▾	70	Monthly ▾	YES <input checked="" type="checkbox"/> NO	0	Monthly ▾	YES <input checked="" type="checkbox"/> NO	Exceptions
Diagnostic - X Rays	% ▾	70	Monthly ▾	YES <input checked="" type="checkbox"/> NO	0	Monthly ▾	YES <input checked="" type="checkbox"/> NO	Exceptions

- 2) As a code exception rule.

ADD CODE EXCEPTION

Code: Code ▾

Coverage Type: % ▾

Coverage Max: 0

Deductible Waived: YES NO

Occurrences: 0

Frequency: Monthly ▾

Min Age: 0

Max Age: 0

Pre-Authorization Required: YES NO

Never Submit to Insurance: YES NO





Exclude From Claim: YES NO

OK Close

What type of procedures can have predeterminations?
Any planned procedure, planned step set, or proposed treatment.

GENERAL PROCEDURE LIST

Filter: ✕ Entire Oral Cavity (FM) ✕ All Statuses ✕ Findings ✕ Procedures

	DATE ▼	LAST MODIFIED	TREATING PROVIDER	LOGGED-IN USER	STATUS	CODES	DESCRIPTION	AREA
 		March,13 2017 10:36 am	curtisshmigelsky	curtisshmigelsky	Planned	D2150	Amalgam - two surface...	28
 		March,13 2017 10:35 am	curtisshmigelsky	curtisshmigelsky	Planned	D2140	Amalgam - one surface,...	22

When a procedure requires a one or more predeterminations, can I have move the status of the procedure from planned to in progress or completed before the predetermination is completed?
Yes, but for each predetermination required per policy, the user would have to acknowledge they are excluding the predetermination.

EXCLUDE PREDETERMINATIONS? ✕

Exclude predeterminations for the following policies:

Gn493933

OK Cancel

How do I create a Predetermination?

In the patient financial record, select the “Create a Claim” button then select the “Create a Predetermination” button.

CREATING A CLAIM

What type of claim would you like to create?

[Predetermination/Preauthorization \(2\)](#) [Create a Claim](#) [Create a Courtesy Claim](#) [Cancel](#)

Can I get a Predetermination for a procedure or proposed treatment that does not require one? Yes, during the create predetermination process, you can manually add planned procedures or proposed treatments.

CREATING A PREDETERMINATION FOR JOHN SMITH

Primary Insurance Policy

Submission Method

Group Number

Show All Planned Procedures and Proposed Treatments YES NO

Available Procedures for Predetermination

<input type="checkbox"/>	Code	Description	Area	Surface	Material	Entry Date	Clinic	Estimate	Status	Step Set	Ins Required	Proc Planned	On Pmt Plan
<input type="checkbox"/>	D2150	Amalgam - two surfaces, pri...	28	OL	Amalgam	Mar 13 2017	TC2 te f	PT/INS : \$600.00 / \$400.00	Planned	No	Yes	Yes	No
<input type="checkbox"/>	D2140	Amalgam - one surface, prim...	22	I	Amalgam	Mar 13 2017	TC2 te f	PT/INS : \$600.00 / \$400.00	Planned	No	Yes	Yes	No

[Create a Predetermination](#) [Add Note](#) [Cancel](#)

Where does the predetermination appear after it is created for the patient?

1) In the claims tab on the patient financial record. The claim type will be predetermination.

ICE Claim Number	Claim Type	Total	Insurance	Created By	Clinic Group	Date Created	Claim Action	Actions			
S20170313-0003	Predetermination	\$2,000.00	Delta Dental	Curtis Shmigelsky	TCG2	Mar 13 2017	Open	Withdrawal	Process	View	Preview PA/
Tx Date	Procedure	Area	Surface	Status	Amount						
	D2140	22	I	Planned	\$1,000.00						
	D2150	28	OL	Planned	\$1,000.00						
Batch Type	Date Submitted	Status									
Paper	March,13 2017	Claim Created									

2) The predetermination will appear in the appropriate batch for review based on the insurance payer setting.

PRINT QUEUE

Insurance: Choose an Insurance Payer
 Created By: Choose an Individual
 Clinic Group: Choose a Clinic Group

Search By: CLAIM CREATE DATE (selected) PROCEDURE DATE
 From Date: MM DD YYYY
 To Date: MM DD YYYY
 View All

Total Claims : 15 Approved : 8

ICE Claim Number	Claim Type	Created By	Total	Insurance	Created By	Clinic Group	Date Created	App	Hold	Ec
S20170308-0004	Regular Claim	ortho bugtest4	\$1,000.00	test1	System Generate...	TCG2	Mar 8 2017	App	Hold	Ec
Tx Date	Procedure	Area	Surface	Status						
2017-03-07	D8080	FM		Completed						
S20170313-0003	Predetermination	John Smith	\$2,000.00	Delta Dental	Curtis Shmigelsky	TCG2	Mar 13 2017	App	Hold	Ec
Tx Date	Procedure	Area	Surface	Status						
	D2150	28	OL	Planned						
	D2140	22	I	Planned						

First Previous Page: 2 of 2 Next Last

Submit Batch Print Batch Approve All Close

How do I process a predetermination?

Under the claims tab, identify the predetermination and select the “Process” button. Set the status of the predetermination as Approved, Denied or Withdrawal. If approved, the authorization number and valid from and to dates are required. For each procedure, enter the amount that was approved.

Insurance	Created By	Clinic Group	Date Created	Claim Action	Actions
Delta Dental	Curtis Shmigelsky	TCG2	Mar 13 2017	Open	Withdrawal Process View Preview PA/PD Form Save PA/PD Form

Area	Surface	Status	Amount
22	I	Planned	\$1,000.00
28	OL	Planned	\$1,000.00

How do I attach the predetermination number to an insurance claim?

When the insurance claim is created for a procedure, ICE will check if a predetermination was completed and attach the predetermination number to the insurance claim automatically.

Can I setup a job to automatically expire predeterminations?

Yes. Under Practice Settings -> Automated Tasks -> Expire Predetermination Job.

The screenshot shows the ICE PRACTICE dashboard with the 'PRACTICE SETTINGS' menu open. Under 'Automated Tasks', the 'Expire Predeterminations Job' is highlighted with a red box. The configuration table below shows the schedule for various automated tasks.

Title	Frequency	Days	Time
Earned Income Schedule Job	Daily		1:10 pm
Payment Plan Schedule Job	Daily		1:10 pm
Pause Orthodontic Treatment Job	Daily		1:10 pm
Resume Orthodontic Treatment Job	Daily		1:10 pm
Create Insurance Claims Job	Daily		1:10 pm
Expire Predeterminations Job	Daily	☒ Wednesday	12:30 pm

Batch Payments Management

How do I manage lockboxes?

In Practice Settings -> Financials -> Lockbox Management

What is a payment batch?

A payment batch is a list of payments grouped together as a batch. Payments can be entered over multiple days until the max size of the payment batch is reached.

How do I create a new payment batch?

In Practice -> Payments -> Batch Payments. Select "Add New Batch"

The screenshot shows a web application interface for managing batch payments. At the top, there is a navigation bar with the following items: PRACTICE, PROVIDER, PATIENT, INDIVIDUAL, MEDICAL SUPPORT, LEXICOMP, FEEDBACK, HELP, LOGOUT, and INTEGRATION TESTING. Below this is a secondary navigation bar with: DASHBOARD, SCHEDULING, INSURANCE, PAYMENTS (highlighted), CLAIMS, REPORTING, and PRACTICE SETTINGS. On the left side, there is a sidebar menu with: Batch Payments (selected), Find Payments, and Insurance Payer Credit. The main content area is titled "Batch Payments" and includes a "SHOW OPEN" button and a "SHOW ALL" button. A table displays the following data:

Notes	Batch Date	Lockbox	Batch Number	Created By	Batch Amount	Amount Allocated	
	2017-01-01	TD Lock Box	1	Curtis Shmigelsky	\$5,000.00	\$0.00	Payments Edit Close

At the bottom of the table, there are navigation buttons: First, Previous, Page: 1 of 1, Next, Last. Below the table, there is a red-bordered button labeled "Add New Batch".

Can I limit the number of payments in a payment batch?

Yes. In Practice Settings -> Financials -> General Settings -> Max Batch Size

Can I link the batch summary to the payment batch?

Yes, the batch summary can be linked in two ways:

1. Uploading the batch summary file from the computer
2. Scanning the batch summary document with an approved scanner installed on the local machine.

CREATE NEW BATCH

Lockbox: TD Lock Box

Batch Number: 3423

Deposit Date: 2017-03-15

Amount: 2000

Attach Batch Summary Scan Batch Summary

Save Batch Add Note Cancel

How do I add a payment to a payment batch?

In Practice -> Payments -> Batch Payments, identify the payment batch and select the “Payments” button. In the payments batch window, select “Add Payment”

ICE PRACTICE PROVIDER PATIENT INDIVIDUAL MEDICAL SUPPORT LEXICOMP FEEDBACK HELP LOGOUT INTEGRATION TESTING

DASHBOARD SCHEDULING INSURANCE PAYMENTS CLAIMS REPORTING PRACTICE SETTINGS

Batch Payments
Find Payments
Insurance Payer Credit

Batch Payments SHOW OPEN SHOW ALL

Notes	Batch Date	Lockbox	Batch Number	Created By	Batch Amount	Amount Allocated	
	2017-01-01	TD Lock Box	1	Curtis Shmigelsky	\$5,000.00	\$0.00	Payments Edit Close

First Previous Page: 1 of 1 Next Last

Add New Batch

ADD AND ALLOCATE PAYMENTS IN BATCH

Batch Number: 1 Deposit Date: Jan 01, 2017 Batch Amount: \$5,000.00 Lockbox: TD Lock Box

Notes	Payer/Patient Name	Payment Type	Payment Date	Payment Method	Payment Location	Sequence Number	Check/Auth	Payment Amount	Insurance Credit Amount	Allocated Amount	Amount to Refund	Credit Refunded	Allocations on Hold	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-01-26	Amex	Front Desk 1	1	324324	\$1,000.00	\$0.00	\$200.00	\$0.00	No	0	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-03-02	Check	Front Desk 1	2	12345	\$3,500.00	\$0.00	\$315.00	\$4.00	No	0	Allocate	History	Refund	Non Pt Pmt

Total Payments: 2 \$4,500.00 \$0.00 \$0.00 \$0.00

Add Payment Add Note Close

Can a payment in a batch come from an Insurance Payer or Patient?

Yes.

Can I link the EOB to the payment?

Yes, the EOB can be linked in two ways

1. Uploading the batch summary file from the computer
2. Scanning the batch summary document with an approved scanner installed on the local machine.

ADD PAYMENT TO BATCH

Batch Number: 1 Clinic Group: CG1 PATIENT INSURANCE

Insurance Payer/Patient: Delta Dental Sequence: 4 Payment Date: 2017-03-16 Amount: 2500

Payment Location: Front Desk 1 Payment Method: Check Check/Auth Number:

Attach EOB **Scan EOB**

Add Unallocated Insurance Credit Add Credit

Patient Name	Posting Date	Treatment Date	Proc Code	Surface Area	Amount Added	Amount Available

Total Payment Amount To Allocate: \$2,500.00 Total Credits: \$0.00

Save and Add Another Payment Save and Allocate Payment Add Note Cancel

How do I search for payments within ICE?

In Practice -> Payments -> Find Payments.

ICE PRACTICE PROVIDER PATIENT INDIVIDUAL MEDICAL SUPPORT LEXICOMP FEEDBACK HELP LOGOUT INTEGRATION TESTING

Inbox - cshmi@icehealthsystems.com - ICE Health Systems Mail

CLAIMS REPORTING PRACTICE SETTINGS

Batch Payments

Find Payments

Insurance Payer Credit

Find Payments

Clinic Group

Date Type

INSURANCE PATIENT

From Date

To Date

Insurance Payer/Patient

Payment Method

Payment Made By

Payment Location

Batch Number

Transaction Type

Check/Auth Number

Payments On Hold YES NO

[Find Payments](#) [Clear](#)

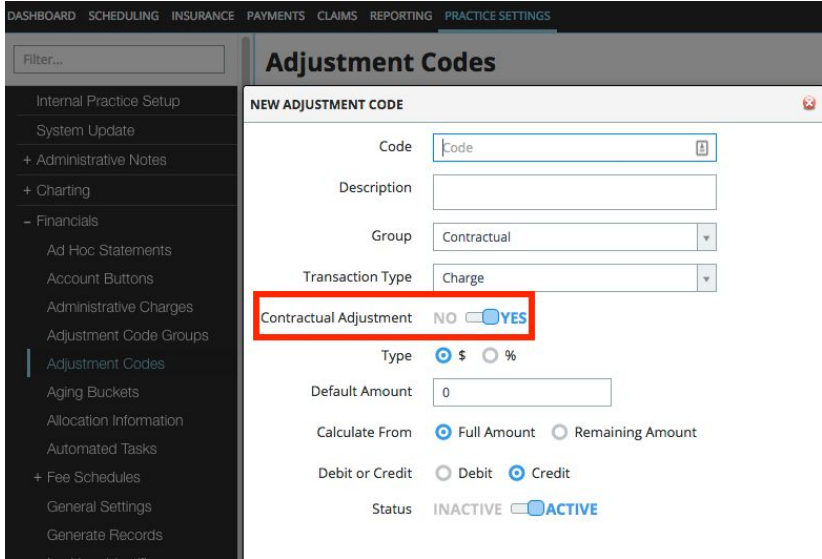
Notes	Payment Date	Payment Amount	Payment Method	Insurance Payer/Patient	Payment Made By	Check/Auth Number	Payment Location	Batch Number	Transaction Type
-------	--------------	----------------	----------------	-------------------------	-----------------	-------------------	------------------	--------------	------------------

First Previous Page: 1 of 1 Next Last

Batch Payment Allocation

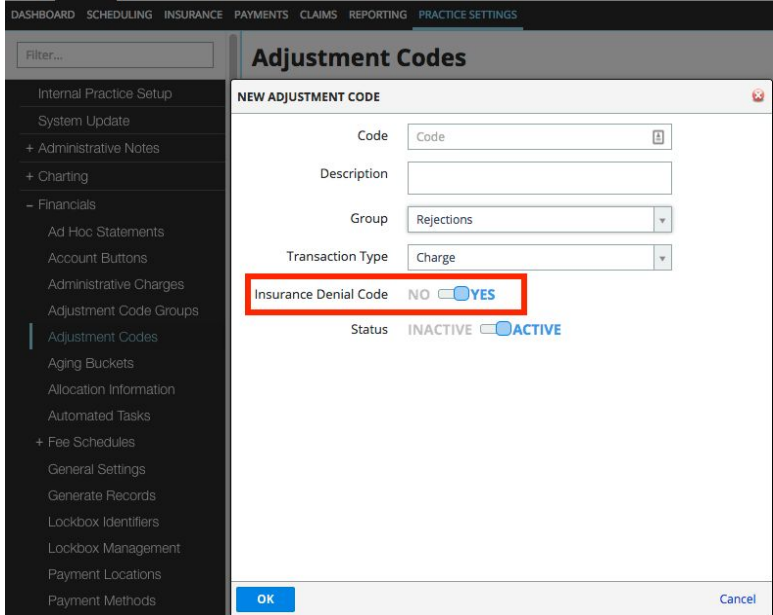
Can I manage contractual adjustment codes?

Yes. In Practice Settings -> Financials -> Adjustment Codes. When creating a new adjustment code, select "Contractual Adjustment"



Can I manage insurance denial codes?

Yes. In Practice Settings -> Financials -> Adjustment Codes, When creating a new adjustment code, select "Insurance Denial Code"

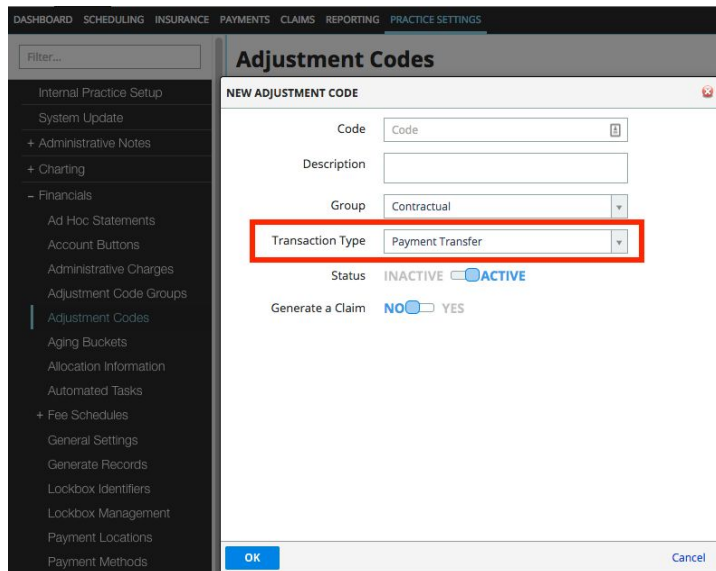


What is a payment transfer?

A payment transfer is the transfer of unallocated funds on a payment from one account to another. Example. If an insurance payer expected to pay \$90.00 but paid \$100.00, the unallocated \$10.00 could be transferred to the patient or another insurance account.

Can I create my own payment transfer codes?

Yes. In Practice Settings -> Financials -> Adjustment Codes. When creating a new adjustment code, select the transaction type: "Payment Transfer"



The screenshot shows the 'NEW ADJUSTMENT CODE' form within the 'Adjustment Codes' section of the software. The form includes the following fields and options:

- Code:** A text input field with a help icon.
- Description:** A text input field.
- Group:** A dropdown menu currently set to 'Contractual'.
- Transaction Type:** A dropdown menu highlighted with a red box, currently set to 'Payment Transfer'.
- Status:** Radio buttons for 'INACTIVE' and 'ACTIVE', with 'ACTIVE' selected.
- Generate a Claim:** Radio buttons for 'NO' and 'YES', with 'NO' selected.

At the bottom of the form are 'OK' and 'Cancel' buttons.

What is an administrative charge for an Insurance Payer?

An administrative charge for an Insurance Payer is used to track non patient payments on a batch payment. Examples include Interest Payments and HMO Payments.

What is the payment method "Credit"

The payment method credit is a type of payment generated from a payment transfer. The payment method acts in the same as any other payment method. This allows the payment to be allocated, assigned or refunded.

Can the regular adjustments be debit adjustments on payment allocation?

Yes, the adjustment can be a debit or credit.

How do I allocate an insurance payment to insurance balances patient account?

Load the batch with the payments and select the “Allocate” option on the payment you wish to allocate.

ADD AND ALLOCATE PAYMENTS IN BATCH

Batch Number: 1 Deposit Date: Jan 01, 2017 Batch Amount: \$5,000.00 Lockbox: TD Lock Box

Notes	Payer/Patient Name	Payment Type	Payment Date	Payment Method	Payment Location	Sequence Number	Check/Auth	Payment Amount	Insurance Credit Amount	Allocated Amount	Amount to Refund	Credit Refunded	Allocations on Hold	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-01-26	Amex	Front Desk 1	1	324324	\$1,000.00	\$0.00	\$200.00	\$0.00	No	0	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-03-02	Check	Front Desk 1	2	12345	\$3,500.00	\$0.00	\$315.00	\$4.00	No	0	Allocate	History	Refund	Non Pt Pmt

Total Payments: 2 \$4,500.00 \$0.00 \$0.00 \$0.00

[Add Payment](#) [Add Note](#) [Close](#)

Once the allocation screen is displayed, how do I allocate the insurance payment on insurance balances for the patient?

- 1) Search for the patient you wish to allocate the insurance payment
- 2) Enter the payment amount you wish to allocate

ALLOCATE PAYMENTS IN BATCH

Batch Number 1 Insurance Payer Delta Dental Payment Initial Amount \$3,500.00 Insurance Credit Amount \$0.00
 Payment Date 2017-03-02 With Incorrect Fee Ins. Credit Payment Amount Available \$3,027.50 Insurance Credit Available \$0.00 [View EOB](#)
 Enter Patient [View Patient Record](#)

Patient Primary Policy Delta Dental - GN949493 Patient Balance \$115.50
 Patient Secondary Policy Aflac - gn555102 Aflac \$77.00

Payment Amount To Allocate Remaining Amount \$150.00
 Insurance Credit to Allocate Remaining Amount \$0.00 Hold Payment NO YES [SHOW OUTSTANDING FOR PAYER](#) [SHOW ALL](#)

Notes	Tx Date	Code	Surfa	Area	Description	Claim Number	Claim Date	Fee	Ins Charge	Paid Amt	Ins Credit Amt	Denial Codes	Contractual Adj	C. Adj Amt	Adj Types	Adj Amt	Tr Code From
	2017-02-02	D2140	0	3	Amalgam - on...	S20170202-0...	2017-02-02	\$350.00	\$157.50	0.00	\$0.00	Choose a...	Choose a...	0.00	Choose a...	0.00	Choose a...

\$0.00 \$0.00 \$0.00 \$0.00

[Save Allocation](#) [Add Note](#) [Close](#)

What kind of transactions can I do in conjunction to allocating the payment?

A procedure can have one or more of the following types of transactions

- 1) Denial Code
- 2) Contractual Adjustment
- 3) Regular Adjustment
- 4) Charge or Payment Transfer
- 5) Negative Payment

ALLOCATE PAYMENTS IN BATCH

Payment Initial Amount \$3,500.00 Insurance Credit Amount \$0.00
Payment Amount Available \$3,027.50 Insurance Credit Available \$0.00 [View EOB](#)

Patient Balance \$115.50
Aflac \$77.00

Hold Payment NO YES [SHOW OUTSTANDING FOR PAYER](#) [SHOW ALL](#)

ge	Paid Amt	Ins Credit Amt	Denial Codes	Contractual Adj	C. Adj Amt	Adj Types	Adj Amt	Tr Code From	Tr Acc To	Tr Code To	Trans Amt	Rem Amt	Over Pmt Opt	Over Pmt Amt
57.50	0.00	\$0.00	Choose a...	Choose a...	0.00	Choose a...	0.00	Choose a...	Choose a...	Choose a...	0.00	\$0.00	Choose O...	0.00
	\$0.00	\$0.00			\$0.00		\$0.00				\$0.00	\$0.00		\$0.00

[Save Allocation](#) [Add Note](#) [Close](#)

Do I have any options to show/hide columns when doing any payment allocation?

Yes. In Practice Settings -> Insurance -> EOB, the following columns can be shown or hidden.

- 1) Claim Number
- 2) Claim Create Date
- 3) Claim Submission Date
- 4) Procedure Description

What charges will show up by default once I select my patient when allocating a payment?

Any charges associated with that insurance payer where the claim has been submitted.

Can I hold an allocation on a patient account?

Yes. In the payment allocation screen, select "Hold Payment"

ALLOCATE PAYMENTS IN BATCH

Batch Number 1 Insurance Payer Delta Dental Payment Initial Amount \$3,500.00 Insurance Credit Amount \$0.00
Payment Date 2017-03-02 With Incorrect Fee Ins. Credit Payment Amount Available \$3,027.50 Insurance Credit Available \$0.00 [View EOB](#)
Enter Patient [View Patient Record](#)

Patient Primary Policy Delta Dental - GN949493 Patient Balance \$115.50
Patient Secondary Policy Aflac - gn555102 Aflac \$77.00

Payment Amount To Allocate Remaining Amount \$150.00
Insurance Credit to Allocate Remaining Amount \$0.00 **Hold Payment** NO YES [SHOW OUTSTANDING FOR PAYER](#) [SHOW ALL](#)

Notes	Tx Date	Code	Surfa	Area	Description	Claim Number	Claim Date	Fee	Ins Charge	Paid Amt	Ins Credit Amt	Denial Codes	Contractual Adj	C. Adj Amt	Adj Types	Adj Amt	Tr Code From
	2017-02-02	D2140	0	3	Amalgam - on...	S20170202-0...	2017-02-02	\$350.00	\$157.50	0.00	\$0.00	<input type="text" value="Choose a..."/>	<input type="text" value="Choose a..."/>	0.00	<input type="text" value="Choose a..."/>	0.00	<input type="text" value="Choose a..."/>
										\$0.00	\$0.00			\$0.00		\$0.00	

[Save Allocation](#) [Add Note](#) [Close](#)

How does the allocation on hold affect the patient balance and payment allocation?

The payment is still tracked as allocated, but the allocation is not posted on the patient account. This ensures that the payment amount is held for the patient and the payment amount cannot be allocated to another patient.

Can I deny part or all of a claim?

Yes. For each procedure, the user will enter the denial code. If multiple procedures are part of the same claim, one procedure can be set to a denial code and another can be allocated.

What is a negative payment?

A negative payment is a payment made by the insurance carrier based on an incorrect fee. For example: A claim is submitted for a procedure with a fee of \$100. The insurance payer was expected to cover 45%, (\$45). Before the claim is adjudicated, the fee is reduced by 20% to \$80.00. Insurance is now expected to pay \$36.00.

After the adjustment, the EOB is returned with the insurance payer making a payment of \$45.00 instead of \$36.00 for the procedure. Now we have a \$9.00 negative payment.

What options do I have to use negative payments and how does each negative payment option work?

Four options are available:

- 1) Transfer the negative payment to the patient as Patient Credit
- 2) Refund the negative payment amount to the insurance payer.
- 3) Refund the full payment amount designated for the patient and generate a corrective claim and insurance refund.
- 4) Transfer the payment to the Insurance Payer to be used on a future EOB.

Can I allocate a batch payment to an Insurance Payer?

Yes.

- 1) In the batch payments screen, select the “Non Pt Pmt” button.
- 2) Enter an administrative charge and amount

ADD AND ALLOCATE PAYMENTS IN BATCH

Batch Number: 1 Deposit Date: Jan 01, 2017 Batch Amount: \$5,000.00 Lockbox: TD Lock Box

Notes	Payer/Patient Name	Payment Type	Payment Date	Payment Method	Payment Location	Sequence Number	Check/Auth	Payment Amount	Insurance Credit Amount	Allocated Amount	Amount to Refund	Credit Refunded	Allocations on Hold	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-01-26	Amex	Front Desk 1	1	324324	\$1,000.00	\$0.00	\$200.00	\$0.00	No	0	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-03-02	Check	Front Desk 1	2	12345	\$3,500.00	\$0.00	\$472.50	\$4.00	No	0	Allocate	History	Refund	Non Pt Pmt
	Delta Dental	Insurance	2017-03-16	Check	Front Desk 1	3	2123	\$240.00	\$10.00	\$0.00	\$0.00	No	0	Allocate	History	Refund	Non Pt Pmt

Total Payments: 3 \$4,740.00 \$10.00 \$0.00 \$0.00

Add Payment Add Note Close

SAVE NON PATIENT INSURANCE ALLOCATION

Clinic Group: CG1

Administrative Code: Interest Payment

Date of Record: 2017-03-02

Amount: 100

Save Non Patient Allocation Add Note Close

How can I see all the allocations I have entered for the batch payment?

In the batch payments screen, select the “History” button on the payment. All transactions per line item will be listed in chronological order.

ADD AND ALLOCATE PAYMENTS IN BATCH														
Batch Number: 1		Deposit Date: Jan 01, 2017		Batch Amount: \$5,000.00			Lockbox: TD Lock Box							
Notes	Payer/Patient Name	Payment Type	Payment Date	Payment Method	Payment Location	Sequence Number	Check/Auth	Payment Amount	Insurance Credit Amount	Allocated Amount	Amount to Refund	Credit Refunded	Allocations on Hold	
	Delta Dental	Insurance	2017-01-26	Amex	Front Desk 1	1	324324	\$1,000.00	\$0.00	\$200.00	\$0.00	No	0	Allocate History Refund Non Pt Pmt
	Delta Dental	Insurance	2017-03-02	Check	Front Desk 1	2	12345	\$3,500.00	\$0.00	\$472.50	\$4.00	No	0	Allocate History Refund Non Pt Pmt
	Delta Dental	Insurance	2017-03-16	Check	Front Desk 1	3	2123	\$240.00	\$10.00	\$0.00	\$0.00	No	0	Allocate History Refund Non Pt Pmt
Total Payments: 3								\$4,740.00	\$10.00	\$0.00	\$0.00			

Add Payment Add Note Close

Can I reallocate the allocation on a charge once the original allocation is saved?

Yes.

- 1) In the allocation history, select the “Allocation” button on the procedure you want to reallocate.
- 2) The allocation screen will be displayed with the allocation that was applied.
- 3) Make any allocation changes and select save.

ALLOCATION BREAKDOWN FOR INSURANCE PAYMENT															
Payment Amount	\$3,500.00	Insurance Credit Amount	\$0.00												
Amount Allocated	\$472.50	Amount Allocated	\$0.00	View EOB											
Ins Balance	Paid Amt	Ins Credit	Denial Code	Contract Adj	C-Adj Amt	Adj Type	Adj Amount	Tr Code From	Tr Acc To	Tr Code To	Trans Amt	Rem Amt	Over Pmt Opt	Over Pmt Amt	Actions
-0.00	\$157.50	-\$157.50	\$0.00					Insurance Neg...	Curtis NP Pt Cr...	Insurance Neg...	\$5.00	\$0.00	Patient Credit	\$5.00	Allocation Claim View Patient Record
-0.00	\$157.50	-\$157.50	\$0.00								\$0.00	\$0.00	Refund Differe...	\$4.00	Allocation Claim View Patient Record
-0.00	\$157.50	-\$157.50	\$0.00								\$0.00	\$0.00	Insurance Cre...	\$10.00	Allocation Claim View Patient Record

Add Note Close

How does ICE track the reallocation on a batch payment?

The original allocation is reversed out so the charge is returned to its original state. The new allocation is applied from the original state. In the allocation history, two new transactions will appear. The reversing of the original transaction and the new allocation.

ALLOCATION BREAKDOWN FOR INSURANCE PAYMENT																						
Batch Number		29493		Insurance Payer		Delta Dental		Payment Amount		\$3,000.00		Insurance Credit Amount		\$0.00								
Payment Date		2017-03-16		On Overpayment				Amount Allocated		\$202.50		Amount Allocated		\$0.00								
Notes	Patient	Entered By Date	Entered By Time	Entered By	Hold Payment	Procedure Date	Procedure Code	Surface Area	Description	Fee	Ins Balance	Paid Amt	Ins Credit	Denial Code	Contract Adj	C. Adj Amt	Adj Type	Adj Amount	Tr Code From	Tr Acc To		
		2017-03-16	17:26:11	curtisssh...	No		Interest P...			\$75.00	\$75.00	-\$75.00	\$0.00									
	Curtis Fra...	2017-03-16	19:19:50	curtisssh...	No	2017-03-16	D2150	OL 31	Amalgam - tw...	\$350.00	\$137.50	-\$137.50	\$0.00									
	Curtis Fra...	2017-03-16	19:20:22	curtisssh...	No	2017-03-16	D2150	OL 31	Amalgam - tw...	\$350.00	\$137.50	-\$137.50	\$0.00									
	Curtis Fra...	2017-03-16	19:20:22	curtisssh...	No	2017-03-16	D2150	OL 31	Amalgam - tw...	\$350.00	\$137.50	-\$127.50	\$0.00					WO - BD			-\$10.00	

How can I link the “Insurance Credit” for a payment?

- 1) Select the insurance payer for the payment
- 2) Select “Add Credit” on the payment screen
- 3) Search for the credit
- 4) Select the credit and the amount of each credit you wish to add to the payment.
- 5) Select “Add Payment to Allocation”

ADD PAYMENT TO BATCH																					
Batch Number	1																				
Clinic Group	CG1																				
	<input type="checkbox"/> PATIENT <input checked="" type="checkbox"/> INSURANCE																				
Insurance Payer/Patient	Delta Dental																				
Sequence	3																				
Payment Date	2017-03-16																				
Amount	490																				
Payment Location	Front Desk 1																				
Payment Method	Check																				
Check/Auth Number																					
	Attach EOB		Scan EOB																		
<div style="display: flex; justify-content: space-between;"> <div> <p>Add Unallocated Insurance Credit</p> <table border="1"> <thead> <tr> <th>Patient Name</th> <th>Posting Date</th> <th>Treatment Date</th> <th>Proc Code</th> <th>Surface Area</th> <th>Amount Added</th> <th>Amount Available</th> </tr> </thead> <tbody> <tr> <td colspan="7" style="height: 150px;"></td> </tr> </tbody> </table> </div> <div> <p>Add Credit</p> </div> </div>								Patient Name	Posting Date	Treatment Date	Proc Code	Surface Area	Amount Added	Amount Available							
Patient Name	Posting Date	Treatment Date	Proc Code	Surface Area	Amount Added	Amount Available															
Total Payment Amount To Allocate: \$490.00				Total Credits: \$0.00																	
Save and Add Another Payment		Save and Allocate Payment		Add Note		Cancel															

ADD INSURANCE CREDIT TO PAYMENT ALLOCATION

Batch Number: 1 **Deposit Date:** Mar 16, 2017 **Batch Amount:** \$240.00

Patient Name

Procedure Code

Posting Date

Treatment Date

Search Clear

Patient Name	Posting Date	Treatment Date	Proc Code	Surface	Area	Credit Amt Available	Amount Available	
Curtis NP Ins ...	2017-03-02	2017-02-09	D2140	O	28	\$10.00	\$10.00	<input type="text" value="10"/>

Page: 1 of 1 **First** **Previous** **Next** **Last**

Add to Payment Allocation Close

How can I allocate the insurance credit linked to a payment once my patient is selected?

- 1) Enter the insurance amount you want to allocate.
- 2) On the charge, double click the insurance amount.
- 3) Select the credit and the amount you wish to use for the allocation.

ALLOCATE PAYMENTS IN BATCH

Batch Number 1 Insurance Payer Delta Dental Payment Initial Amount \$240.00 Insurance Credit Amount \$10.00
 Payment Date 2017-03-16 With Incorrect Fee Ins. Credit Payment Amount Available \$240.00 Insurance Credit Available \$10.00
 Enter Patient [View Patient Record](#)

Patient Primary Policy Delta Dental - GN949493 Patient Balance -\$94.50
 Patient Secondary Policy None Delta Dental \$432.50

Payment Amount To Allocate Remaining Amount \$240.00
 Insurance Credit to Allocate Remaining Amount \$10.00 Hold Payment NO YES [SHOW OUTSTANDING FOR PAYER](#) [SHOW ALL](#)

Notes	Tx Date	Code	Surfa	Area	Description	Claim Number	Claim Date	Fee	Ins Charge	Paid Amt	Ins Credit Amt	Denial Codes	Contractual Adj	C. Adj Amt	Adj Types	Adj Amt	Tr Code From
	2017-02-09	D2140	M	27	Amalgam - on...	S20170209-0...	2017-02-09	\$350.00	\$157.50	0.00	\$0.00	Choose a...	Choose a...	0.00	Choose a...	0.00	Choose a...
	2017-02-23	D2150	IL	22	Amalgam - tw...	S20170310-0...	2017-03-10	\$350.00	\$137.50	0.00	\$0.00	Choose a...	Choose a...	0.00	Choose a...	0.00	Choose a...
	2017-03-10	D2140	L	30	Amalgam - on...	S20170310-0...	2017-03-10	\$350.00	\$137.50	0.00	\$0.00	Choose a...	Choose a...	0.00	Choose a...	0.00	Choose a...
										\$0.00	\$0.00			\$0.00	\$0.00		

Save Allocation **Add Note** Close

ADD INSURANCE CREDIT TO CHARGE



Procedure Code: D2140 Treatment Date: Feb 09, 2017 Tooth/Area: 27 Surface: M

Insurance Credit to Allocate to Charge: Total Amount Added: \$0.00 Total Insurance Credit to Allocate for Patient: \$10.00

Current Insurance Credit

	Patient Name	Date of Credit	Treatment Date	Proc Code	Surface	Area	Amount to Add	Amount Available	Amount Allocated	Initial Amount
	Curtis NP Ins ...	2017-03-16	2017-02-09	D2140	O	28	<input type="text" value="10"/>	\$10.00	\$0.00	\$10.00

--	--	--	--	--	--	--	--	--	--	--

Add

Close

Refunds

How do I manage refund codes?

In Practice Settings -> Financials -> Refund Codes

How can I see how much insurance credit is linked to an Insurance Payer?

In Practice -> Payments -> Insurance Payer Credit. The credit is broken down into two categories

- 1) Credit expected to be refunded.
- 2) Credit expected to used allocated to a future EOB.

Insurance Payer	Available Credit Amount	Credit for Future EOB	Credit for Refund		
Delta Dental	\$4.00	\$0.00	\$4.00	View Credit	Refund Credit

How do I generate a refund for the Insurance Payer?

Select refund credit from the Insurance Payer Credit screen

Insurance Payer	Available Credit Amount	Credit for Future EOB	Credit for Refund		
Delta Dental	\$4.00	\$0.00	\$4.00	View Credit	Refund Credit

What kind of credit can I refund to an Insurance Payer?

You can refund any credit associated with the Insurance Payer, including credit designated for a future EOB.

Can I put the insurance refund on hold?

Yes. When you generate the credit, you can set the status of the credit to "In Progress"

REFUND INSURANCE PAYER -

Clinic Group: CG1

Refund Code: Insurance EOB - Ref

Date of Refund: 2017-03-16

Amount: \$4.00

Payment Location: Front Desk 1

Payment Method: Amex

Check/Auth Number:

Status: Choose a Status

- Posted
- In Progress

Refund Expected Insurance Credit

Add expected credit to refund

Patient Name	Date of Credit	Treatment Date	Proc Code	Surface	Area	Credit Total Amt	Credit Refund Amt
Curtis NP Ins ...	2017-03-02	2017-02-01	D2140	O	28	\$4.00	\$4.00

Total Selected Refund: \$4.00

Refund Future EOB Insurance Credit

Add available credit for future EOB to refund

Patient Name	Date of Credit	Treatment Date	Proc Code	Surface	Area	Credit Total Amt	Credit Refund Amt
--------------	----------------	----------------	-----------	---------	------	------------------	-------------------

Total Selected Refund: \$0.00

Save Add Note Cancel

Can I cancel the insurance refund after the refund is posted?

Yes, by loading the refund and setting the status of the refund to cancelled.

REFUND INSURANCE PAYER - DELTA DENTAL

Clinic Group: CG1

Refund Code: Insurance EOB - Ref

Date of Refund: 2017-03-15

Amount: \$4.00

Payment Location: Front Desk 1

Payment Method: Amex

Check/Auth Number:

Status: Posted

- Posted
- Cancel

Refund Expected Insurance Credit

Add expected credit to refund

Patient Name	Date of Credit	Treatment Date	Proc Code	Surface	Area	Credit Total Amt	Credit Refund Amt
Curtis NP Ins ...	2017-03-02	2017-02-01	D2140	O	28	\$4.00	\$4.00

Total Selected Refund: \$0.00

Refund Future EOB Insurance Credit

Add available credit for future EOB to refund

Patient Name	Date of Credit	Treatment Date	Proc Code	Surface	Area	Credit Total Amt	Credit Refund Amt
--------------	----------------	----------------	-----------	---------	------	------------------	-------------------

Total Selected Refund: \$0.00

Save Add Note Cancel

How do generate a refund for the patient?

Search for the payment in the "Find Payments" screen and select the "Refund" button

Find Payments

Clinic Group:
 Date Type:

INSURANCE PATIENT
 From Date:

Insurance Payer/Patient:
 To Date:

Payment Made By:
 Payment Method:

Batch Number:
 Payment Location:

Check/Auth Number:
 Transaction Type:

Payments On Hold: YES NO

Notes	Payment Date	Payment Amount	Payment Method	Insurance Payer/Patient	Payment Made By	Check/Auth Number	Payment Location	Batch Number	Transaction Type		
	2017-03-13	\$700.00	Cash	Curtis Jones	Curtis Jones		Front Desk 1	29bec6c7-dd41-247d...		<input type="button" value="View"/>	<input type="button" value="Refund"/>
	2017-03-15	\$12.00	Cash	Curtis Jones	Curtis Jones		Front Desk 1	5c4e8382-2dba-b39e...		<input type="button" value="View"/>	<input type="button" value="Refund"/>

Page: of

What funds are available to refund to a patient?

Any payments with an amount that is not allocated and not assigned.

How do I make more funds from the payment available to be refunded for the patient?

Load the payment details and deallocate or unassign the payment.

PAYMENT DETAILS

Payment Amount: \$700.00 Payment Method: Cash Payment Made By: Curtis Jones
 Unallocated Amount: \$82.50 Payment Date: Mar 13, 2017 Payment Entered By: curtisshmigelsky
 Prepayment Amount: \$0.00 Payment Location: Front Desk 1 Batch ID: 29bec6c7-dd41-247d-5f2d-f270f0427ec0

TransactionID:
Deposit Date:

Tx Date	Post Date	Procedure Code	Area	Surf	Description	Charge Amount	Allocated Amount	Pt. Balance	Ins. Balance	Rendering Provider	Billing Provider	Tx Status
2017-02-09	2017-03-13	D2140	27	M	Amalgam - one su...	\$350.00	\$ 192.5	\$0.00	\$157.50	curtisshmigelsky	curtisshmigelsky	Completed
2017-02-23	2017-03-13	D2150	22	IL	Amalgam - two su...	\$350.00	\$ 212.5	\$0.00	\$137.50	curtisshmigelsky	curtisshmigelsky	Completed
2017-03-10	2017-03-13	D2140	30	L	Amalgam - one su...	\$350.00	\$ 212.5	\$0.00	\$137.50	curtisshmigelsky	curtisshmigelsky	Completed

What validations are in place before I post a refund to a patient?

- 1) Any outstanding balance for the patient or insurance
- 2) Any payment plans for the patient or insurance
- 3) Any future appointments
- 4) Any procedures planned or in progress

REFUND PATIENT - CURTIS JONES

Clinic Group: CG1

Refund Code: Choose a Refund Code

Date of Refund: 2017-03-16

Amount: \$12.00

Payment Location: Front Desk 1

Payment Method: [Empty]

Check/Auth Number: [Empty]

Refund For: Curtis Jones

Status: Choose a Status

Refund Payments

Patient Name	Payment Date	Payment Method	Payment Amount	Amount Refunded	Amount Unallocated	Amount To Refund
Curtis Jones	2017-03-15	Cash	\$12.00	\$0.00	\$12.00	12

Select Payments to Refund

Prepayments \$0.00 Total Planned Procedure 0 Total In Progress Procedure 0 Future Appointments 0

Patient Balance \$0.00 Payment Plan Balance \$0.00 Insurance Balance \$432.50 Available Account Credit \$94.50

Save Add Note Cancel

Can I set the status of a patient refund to hold?

Yes, by setting the status of the refund to "In Progress"

REFUND PATIENT - CURTIS JONES

Clinic Group: CG1

Refund Code: Choose a Refund Code

Date of Refund: 2017-03-16

Amount: \$12.00

Payment Location: Front Desk 1

Payment Method: [Empty]

Check/Auth Number: [Empty]

Refund For: Curtis Jones

Status: Choose a Status

Prepayments: Posted Total Planned Procedure: 0 Total In Progress Procedure: 0 Future Appointments: 0

Patient Balance: [Empty] Payment Plan Balance: \$0.00 Insurance Balance: \$432.50 Available Account Credit: \$94.50

Refund Payments

Patient Name	Payment Date	Payment Method	Payment Amount	Amount Refunded	Amount Unallocated	Amount To Refund
Curtis Jones	2017-03-15	Cash	\$12.00	\$0.00	\$12.00	12

Select Payments to Refund

Save Add Note Cancel

Can I cancel the patient refund?

Yes, by loading the refund and setting the status of the refund to cancelled.

REFUND PATIENT - CURTIS JONES

Clinic Group: CG1

Refund Code: Patient Moving - Ref

Date of Refund: 2017-03-15

Amount: \$12.00

Payment Location: Front Desk 1

Payment Method: Check

Check/Auth Number: 12322

Refund For: Curtis Jones

Status: In Progress

Prepayments: 0

Patient Balance: 0

Refund Payments

Patient Name	Payment Date	Payment Method	Payment Amount	Amount Refunded	Amount Unallocated	Amount To Refund
Curtis Jones	2017-03-15	Cash	\$12.00	\$0.00	\$12.00	12

Select Payments to Refund

Unallocated Procedure: 0

Total In Progress Procedure: 0

Future Appointments: 0

Plan Balance: \$0.00

Insurance Balance: \$432.50

Available Account Credit: \$82.50

Save Add Note Cancel

How can I see what refunds a patient has pending when viewing the patient financials record?

Yes, by clicking on the "Pending Refunds" total in the patient details screen.

DASHBOARD IMAGING MIPACS CHARTING FINANCIALS PATIENT MANAGEMENT

Guarantors: Peter Smith (Self)

Insurance: CURRENT -\$25.00 Patient Balance \$0.00 Insurance Balance -\$25.00 Total Balance \$0.00 Total Prepayment -\$25.00 Patient Complete Balance \$25.00 Pending Refunds

Current Due Late Collections

Make a Payment Administrative Charge Add Adjustment Add Transfer Add Payment Plan Create a Claim

Main Pt. Payments Ins. Payments Adjustments Transfers Procedures Claims Payment Plans Detailed Ledger

Notes	Trans. Type	Tx Date	Post Date	Code	Area	Surf.	Description	Charge Amount	Pt. Amt	Ins. Amt	Running Total	Rendering Provider	Billing Provider	Clinic Group	Clinic
	Charge	2017-03-16	2017-03-16	D2140	31	L	Amalgam - one surface, prim...	\$350.00	\$350.00		\$350.00	curtissmigelsky	curtissmigelsky	CG1	C1
	Payment		2017-03-16				Cash - Peter Smith			-\$375.00	-\$25.00			CG1	C1

Do pending patient refunds affect the patient balance?

No. The funds are only locked to prevent the funds getting used in another transaction. Once the refund is *posted*, the patient balance will be updated.

Can I refund an patient payment to the Insurance Payer?

Yes. When you are generating the refund, you can select who the refund is for.