

# Refunding an Unallocated Payment

Last modified on 02/25/2025 2:45 pm EST

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

1. Navigate to **Billing > Patient Payments**
2. Search for the patient you need to refund the unallocated payment.

The screenshot shows the 'Patient Payments' search interface. At the top, there are tabs for 'Patient Payments', 'Payments', 'Line Items', 'Logs', 'Statements', and 'Balance'. Below the tabs, a search bar contains the name 'Laurie' and a dropdown menu showing 'Laurie Sample' with the date '12/08/1990'. To the right of the search bar are fields for 'Filter by Range' (with dollar signs) and 'Provider: All'. Below the search bar are three toggle buttons: 'Simple: On', 'Condensed: On', and 'Internal: Off'. A blue 'Update' button is located on the right side. At the bottom of the search area, there is a light blue message that says 'Please select a patient.'

3. Once you have the patient's payment history, you can view their unallocated balance. Press the green + **Add** to start the refund process.

The screenshot shows the 'Patient Payments' summary and list for 'Jenny Harris'. At the top, there are tabs for 'Patient Payments', 'Payments', 'Line Items', 'Logs', 'Statements', and 'Balance'. Below the tabs, a search bar contains the name 'Jenny Harris' and a dropdown menu. To the right of the search bar are fields for 'From', 'To', 'Filter by Range' (with dollar signs), and 'Provider: All'. Below the search bar are three toggle buttons: 'Simple: On', 'Condensed: On', and 'Internal: Off'. A blue 'Update' button is located on the right side. Below the search area, there is a summary table with the following data:

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny Harris	\$325.00	\$0.00	\$325.00	\$275.00	-\$50.00

Below the summary table, there is a 'Print/Export' dropdown and a green '+ Add' button. A red arrow points to the '+ Add' button. Below the '+ Add' button, there is a table with the following data:

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
1	<input type="checkbox"/>	\$100.00	May 4, 2023	May 4, 2023	5/04/2023 09:30AM		Cash	Credit		\$100.00	
1	<input type="checkbox"/>	\$50.00	May 4, 2023	May 4, 2023	5/04/2023 10:00AM		Cash	Credit		\$50.00	
1	<input type="checkbox"/>	\$175.00	Apr 14, 2022	Apr 14, 2022	4/07/2022 12:00PM		Cash	Credit		\$175.00	

At the bottom of the table, there is a legend: 'Legend: | ● Unallocated | ● Fully Allocated |'.

4. Select or enter the following:
  - a. Appointment: Unallocated/No Appointment
  - b. Provider
  - c. Payment Method
  - d. Type: Refund
  - e. Notes (Optional, but advised if information on the refund is needed at a later date)
  - f. 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

Type: Refund

Notes:

Amount: \$ -100

5. Press **Add** when finished. The unallocated payment is now \$0.00.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Jenny (Jen) Harris

From: To: Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off Update

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny (Jen) Harris	\$0.00	\$0.00	\$0.00	\$750.00	\$750.00

Print/Export + Add Auto Fill

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
▶	<input type="radio"/> -	\$-100.00	Feb 25, 2025	Feb 25, 2025			Cash	Refund		-\$100.00	<input type="button" value="Receipt"/>
▶	<input type="radio"/> +	\$100.00	Feb 25, 2025	Feb 25, 2025			Cash	Credit		\$100.00	<input type="button" value="Receipt"/>

Legend:  Unallocated |  Fully Allocated

6. 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.

7. Press the round radio button next to the receipt button.

Patient Payments | Payments | Line Items | Logs | Statements | Balance

Jenny (Jen) Harris

From: To: Filter by Range: \$ - \$ Provider: All

Simple: On Condensed: On Internal: Off Update

	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance
Jenny (Jen) Harris	\$0.00	\$0.00	\$0.00	\$750.00	\$750.00

Print/Export + Add Auto Fill

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
▶	<input checked="" type="radio"/> -	\$-100.00	Feb 25, 2025	Feb 25, 2025			Cash	Refund		-\$100.00	<input type="button" value="Receipt"/>
▶	<input checked="" type="radio"/> +	\$100.00	Feb 25, 2025	Feb 25, 2025			Cash	Credit		\$100.00	<input type="button" value="Receipt"/>

Legend:  Unallocated |  Fully Allocated

8. Select the appointment, press **Move**, and then **Confirm** for each unallocated amount.

### Move Cash

Appointment: 6/07/2022 11:00AM (\$100.00)

Line Item: 99213 (\$100.00)

Amount: \$ -100 out of -\$100.00

Extra Notes:

[Move](#) [Cancel](#)

### Move Cash

Appointment: 6/07/2022 11:00AM (\$100.00)

Line Item: 99213 (\$100.00)

Amount: \$ -100 out of -\$100.00

Extra Notes:

[Confirm](#) [Cancel](#)

### Move Cash

Appointment: 6/07/2022 11:00AM (\$200.00)

Line Item: 99213 (\$200.00)

Amount: \$ 100 out of \$100.00

Extra Notes:

Payment Type: Credit

[Move](#) [Cancel](#)

### Move Cash

Appointment: 6/07/2022 11:00AM (\$200.00)

Line Item: 99213 (\$200.00)

Amount: \$ 100 out of \$100.00

Extra Notes:

Payment Type: Credit

[Confirm](#) [Cancel](#)

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

Patient Payments							Payments	Line Items	Logs	Statements	Balance	
Payment Sample												
From	To	Filter by Range: \$		-	\$	Provider: All						
<input type="checkbox"/>	Simple: On	<input type="checkbox"/>	Condensed: On	<input type="checkbox"/>	Internal: Off	<a href="#">Update</a>						
		Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance	<a href="#">Auto Fill</a>					
Payment Sample		\$0.00	\$0.00	\$0.00	\$200.00	\$100.00						
Print/Export <a href="#">+ Add</a>												
#	<input type="checkbox"/>	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
▶ 1	<input type="checkbox"/>	\$0.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Refund		-\$100.00	<a href="#">Receipt</a>
▶ 1	<input type="checkbox"/>	\$0.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Credit		\$100.00	<a href="#">Receipt</a>
Legend:   <input checked="" type="checkbox"/> Unallocated   <input type="checkbox"/> Fully Allocated												