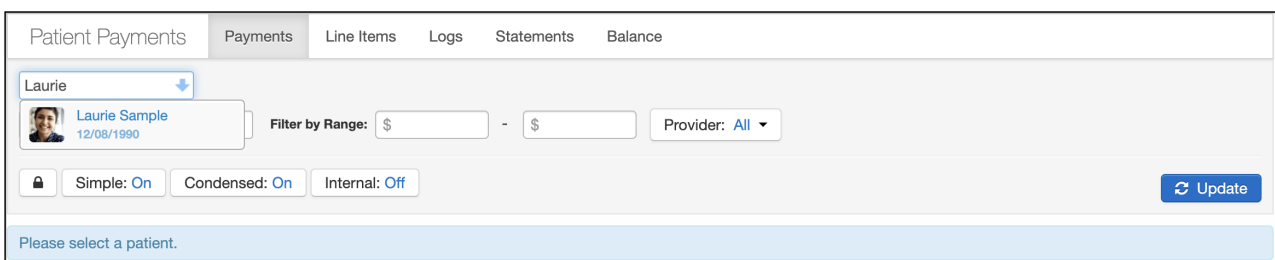


Refunding an Unallocated Payment

Last modified on 09/19/2024 9:58 am 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.

1. First, navigate to **Billing > Patient Payments**
2. 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

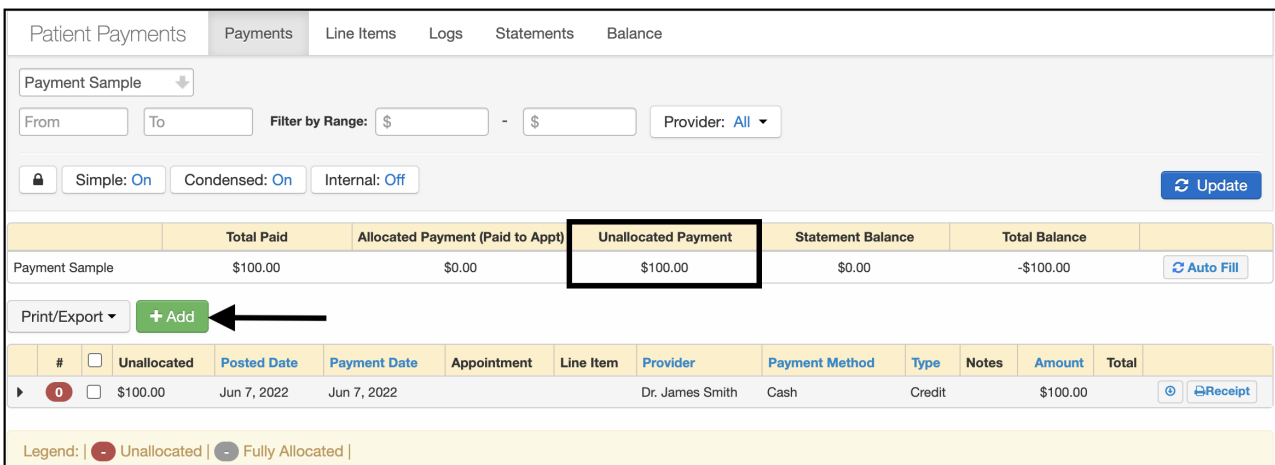
Simple: On | Condensed: On | Internal: Off

Update

Please select a patient.

Once you have the patient's payment history, you can view their unallocated balance (in the black box below).

3. Click the green **+ Add** to start the refund process.



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

Payment Sample

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
Payment Sample	\$100.00	\$0.00	\$100.00	\$0.00	-\$100.00

Print/Export | **+ Add**

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total
0	<input type="checkbox"/>	\$100.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Credit		\$100.00	

Legend: | Unallocated | Fully Allocated |

4. 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

Type: Refund

Notes:

Amount: \$ -100

Add **Cancel**

5. Click **Add** when finished.

The unallocated payment is now \$0.00.

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

Payment Sample

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	
Payment Sample	\$0.00	\$0.00	\$0.00	\$100.00	\$100.00	Auto Fill

Print/Export **+ Add**

#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total	
▶ 0	-\$100.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Refund		-\$100.00		▶ Receipt
▶ 0	\$100.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Credit		\$100.00		▶ Receipt

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. Click on the arrow next to the receipt button.

Patient Payments							Payments	Line Items	Logs	Statements	Balance		
Payment Sample							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								
Payment Sample	\$0.00	\$0.00	\$0.00	\$100.00	\$100.00	Auto Fill							
Print/Export							+ Add						
#	Unallocated	Posted Date	Payment Date	Appointment	Line Item	Provider	Payment Method	Type	Notes	Amount	Total		
▶ 0	<input type="checkbox"/>	-\$100.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Refund		-\$100.00			
▶ 0	<input type="checkbox"/>	\$100.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Credit		\$100.00			

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

Move Cash

Appointment: 6/07/2022 11:00AM (\$100.0)

Line Item: 99213 (\$100.00)

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

Extra Notes:

Move Cancel

→

Move Cash

Appointment: 6/07/2022 11:00AM (\$100.0)

Line Item: 99213 (\$100.00)

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

Extra Notes:

Confirm Cancel

Move Cash

Appointment: 6/07/2022 11:00AM (\$200.0)

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 (\$200.0)

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	
Simple: On							Condensed: On	Internal: Off	Update				
	Total Paid	Allocated Payment (Paid to Appt)	Unallocated Payment	Statement Balance	Total Balance								
Payment Sample	\$0.00	\$0.00	\$0.00	\$200.00	\$100.00	Auto Fill							
Print/Export							+ Add						
#	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			
▶ 1	<input type="checkbox"/>	\$0.00	Jun 7, 2022	Jun 7, 2022		Dr. James Smith	Cash	Credit		\$100.00			

Legend: | 0 Unallocated | 0 Fully Allocated |

