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.

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

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

Add Cancel

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

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.

8. Select the appointment, press **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 ☐	$0.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Refund		-$100.00		⊕ Receipt
▸	1 ☐	$0.00	Jun 7, 2022	Jun 7, 2022			Dr. James Smith	Cash	Credit		$100.00		⊕ Receipt

Legend: | ⚊ Unallocated | ⚊ Fully Allocated |