

# Month End Close: Changes, Refunds, Takebacks or Reparsing while in the frozen period

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During the period when charges are frozen, there could be an instance where a correct, refund, or insurance takeback will be needed.

These postings can still be made or posted via ERA/835 file, but the transaction date listed will be the date the reversal/refund/correction is posted.

<input type="checkbox"/>	Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt
Totals:								\$117.64	\$74.17	\$43.47
<input type="checkbox"/>	C 99214		Q6	From date To date	1.00	1 2 0 0	117.64	\$117.64	\$74.17	\$43.47
<input checked="" type="checkbox"/>	05/08/2024		05/09/2024	Check # DEMO58799140				Adjmt Reas: 45: Charge excee		43.47
<input checked="" type="checkbox"/>	05/08/2024		05/09/2024	Check # DEMO58799140				Adjmt Reas: -3: Payment		0
<input checked="" type="checkbox"/>	06/10/2024		06/10/2024	Check #				Adjmt Reas: Insurance Payme		-74.17

- Orange box - date of original payment posting
- Blue box - date of insurance payment reversal

Because these events (posting and reversal) happened in separate months, they will reflect on financial reporting in their respective months.

The same concept would apply if a patient made a payment, and then at a later date, the payment was refunded. The original payment would show on reporting from the month when it was posted and the refund would reflect on reporting for the month when the refund was posted to the appointment.

If an ERA is reparsed during the frozen period, the posted date will be the date the ERA was received, not the date it was reparsed.