

# SUCCESSFULLY MANAGING ACCOUNTING CHALLENGES WITH PARTNER

Thursday, July 18, 2013  
8:30 a.m. ~ 10:30 a.m.  
Maria Horn



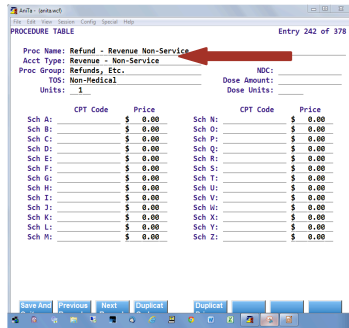
## PARTNER BASICS

- **Procedure Table Accounting Types**
  - ♦ Receipts versus Revenues
- **Refund (refund) Program**
  - ♦ Refund by patient & refund by account
  - ♦ Accounting adjustments positive or negative
  - ♦ Linking the procedures to payments
- **Payment Types**



## REVENUE ACCOUNTING TYPES

- **Revenue**
- **Revenue - Credit W/O**
- **Revenue -Service Charge**
- **Revenue – Non Service**



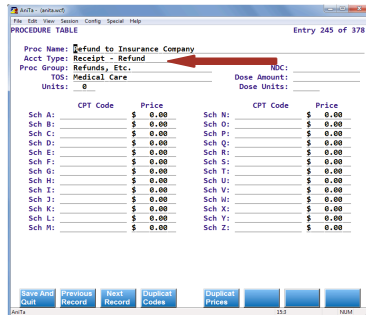
## REVENUE DEFINITIONS

- Revenue
  - Charges (services) performed by a provider
- Revenue - Credit W/O
  - Writing off the credit (keeping the payment)
- Revenue -Service Charge
  - Charges that are service fees (charges)
- Revenue – Non Service
  - Charges (services) generated by staff



## RECEIPT ACCOUNTING TYPES

- Receipt
- Receipt – NSF
- Receipt- Refund



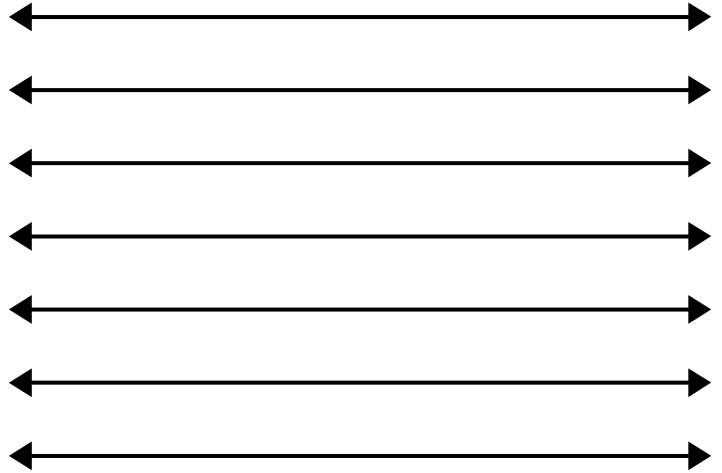
## RECEIPT DEFINITIONS

- Receipt
  - General reduction to receipts (payments)
  - Negative payments
- Receipt - NSF
  - Returned checks (payments)
- Receipt – Refund
  - Refunds to patients or payers



# HOW TO MANAGE CREDITS

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# CREDITS IN PARTNER

- Liability in accounting terms
- Payments in excess of charges
- Credits are always personal
- Credits are not aged and therefore always current
- Artificially reduces A/R

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# LOCATING CREDITS WITH PERSVIEW

Name	Current	30...	60...	90...	120...	Totals
Andrus, Richard	\$ 4.02CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4.02CR
Arndt, Matt	\$ 45.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 45.00CR
Arnold, Jr., Grego	\$ 137.20CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 137.20CR
Bahajak, Mario	\$ 4.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 4.00CR
Bakrd, Roger R.	\$ 44.41CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 44.41CR
Baker, Patrick	\$ 197.40CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 197.40CR
Beltz, Christopher	\$ 26.81CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 26.81CR
Bongardner, William	\$ 15.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 15.00CR
Butler, Robert	\$ 33.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 33.00CR
Caba, John E.	\$ 488.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 488.00CR
Cake, Richard A.	\$ 71.20CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 71.20CR
Caretti, Sean	\$ 16.80CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16.80CR
Carriglito, Geoff	\$ 8.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 8.00CR
Carroll, Lida	\$ 70.40CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 70.40CR
Cassatt, Kelly Ann	\$ 10.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 10.00CR
Crowell Jr., Henry	\$ 15.00CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 15.00CR
Daniel, George	\$ 16.26CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16.26CR
Dierking, Tina	\$ 2.96CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 2.96CR
Di Rakmo, Gregory	\$ 1.85CRS	0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1.85CR

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## LOCATING CREDITS WITH srs

Acct	Acct Last Name	Acct First Name	Alpha R. 29	Acct Last Date of Service	Acct Last Pmt
1838	Overmeyer	SEC Insurance	5-13-08	07/14/08	
960	McClure	Willis	5-08-07	08/13/08	
200	Cabe	Jane L.	5-08-00	08/15/08	
823	Yella	Blair C.	5-27-09		
1118	Faherty	Jane H.	5-28-09	09/21/12	
1640	Hyatt	Douglas	5-17-02	05/18/08	08/15/08
1141	Sherman	Barbara	5-14-11	03/14/08	04/24/08
134	Arnold, Jr.	Gregory	5-12-02		07/21/04
1884	Lane	David	5-10-00	07/10/06	07/10/06
1388	Jackson	Elony	5-12-00	08/23/04	04/13/04
1200	Raney	Patrick	5-107-00	07/01/08	08/11/08
1973	TEST	TEST	5-100-00	08/11/08	08/20/11
1413	Woods	John	5-100-00	08/11/08	08/20/08
436	Henderson	Michael	5-100-00	08/08/08	09/10/08
1778	Forsyth	Alan T.	5-17-00	08/22/08	08/22/08
79	Altshuler	Trinity	5-100-00	08/04/08	08/28/02
1615	Cake	Richard A.	5-12-08	08/16/07	09/09/07
1878	Carroll	Lisa	5-100-00	09/27/08	10/04/04
1174	Kujar	Kevada	5-00-00	09/09/08	09/09/08
1878	Wagner	Dorothy	5-00-00	09/09/08	09/09/08
1801	Kapoor	Erin	5-09-00	12/23/07	12/23/07
1708	Dorothy	Sharon	5-07-00	07/11/08	12/28/07
82	III	Gillian	5-05-10	09/08/08	04/09/08
702	Arora	Harj	5-05-00	02/04/08	04/21/04
1250	Sandil	Roger R.	5-04-01	08/24/08	08/24/08
302	Rick	Richard	5-00-00	01/09/08	01/09/08
1841	Rice	David	5-38-00		03/18/02
790	Rehner	Jeffrey	5-20-00		03/18/02
1192	Butler	Robert	5-33-00	08/12/07	07/28/07
848	Myers	Michelle	5-32-00	03/16/08	03/09/08
187	Gasper	Bruce	5-31-00	11/11/02	09/15/02
1298	Smith	Steven	5-30-00	08/24/08	08/25/08
1490	Singer	Joseph	5-30-00	08/24/08	07/25/08
1724	Ellis	Stacey	5-30-00	07/22/08	07/22/08
671	Bell	Christopher	5-28-01	11/23/02	04/18/03
456	Whitney	Don	5-28-00	07/27/08	09/30/11
1243	Smuts	Douglas	5-24-00	09/21/02	09/05/02
612	Kapoor	Michael	5-23-00	08/18/08	07/23/08
171	White	Eric	5-20-00	09/08/08	08/29/08
960	Strain	Gregory	5-20-00	07/10/07	07/10/07



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## CREDITS - REFUNDS

- Refunds reduce receipts
- Credit policy & procedures
- Compliance with state laws & payer contracts
- Refund to patient or to a payer
- Accounting type
  - Receipt - Refund
- Procedure name may vary



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## IDENTIFYING CREDITS IN OOPS

ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC	BL	AMOUNT	SUM	DUE
1)	06/14/08	C Liana	Medication Follow	314.00	W	W	87.90	0.00	
2)	06/30/08	Ins Pmt	Capital Blue Cross	W	W		65.72		
3)	06/20/08	Ins Adj	Capital Blue Cross	W	W		6.28		
4)	06/14/08	TOS Check	Payment #1083	W	W		15.90		
5)	06/14/08	Capital Blue Cross	claim batched						
6)		Liana	Same	V58.69	W	W	0.00	0.00	
7)	06/14/08	Capital Blue Cross	claim batched						
8)		TOS Receipt							
9)	06/03/08	Indiv Personal	Bill						
10)	05/11/08	Liana	ADD Yearly Evalua	314.00	W	W	125.90	0.00	
11)	06/22/08	TOS Check	Payment #1087	W	W		15.90		
12)	06/02/08	Ins Pmt	Capital Blue Cross	W	W		105.12		
13)	06/02/08	Ins Adj	Capital Blue Cross	W	W		4.88		
14)	05/21/08	Capital Blue Cross	claim batched						
15)		Liana	Same	V58.69	W	W	0.00	0.00	
16)	05/11/08	Capital Blue Cross	claim batched						
17)		TOS Receipt							
18)		TOS Check	Payment #1067	O			15.90		
19)	04/09/07	TOS Receipt							
20)	04/08/07	Liana	ADD Yearly Evalua	314.00	W	W	125.90	0.00	
21)	04/20/07	Ins Pmt	BCBS \$15copyay #1061	W	W		105.12		
22)	04/20/07	Ins Adj	BCBS \$15copyay #1061	W	W		4.88		

Personal: \$ 15.00CR Correcting William Bomgardner (# 806).  
 Insurance: \$ 0.00 There are 28 more items.  
 Medicaid: \$ 0.00



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## POSTING THE REFUND IN 'refund'

File Edit View Session Config Special Help Page 1 of 2

POSTING ACCOUNTING ADJUSTMENTS

First Name: William Home Phone: 802-338-2090  
 Last Name: Bongardner Cell Phone: 802-488-4824  
 Status:

Address: 39 Privet Drive Dependents  
 City: West Dover Liana Bongard  
 State: VT Zip Code: 05356

ACINGS	0-30	31-60	61-90	Over 90	Old Bal	New Bal
Personal:	\$ 15.00CR	\$ 0.00	\$ 0.00	\$ 0.00	\$ 15.00CR	\$ 15.00CR
Insuranc	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Medical:	PracticeFee					

Refund - Patient  
 Refund - Receipt  
 Refund - Receipt - NSF  
 Refund - Receipt-Refund  
 Refund - Revenue Credit W/O -m  
 Refund - Revenue Non-Service

Date: 05/24/13 Amount: Provider:

Save Next Account Print A Correct Family Acct  
 Bill Mistakes Editor History

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## POSTING & RELINKING

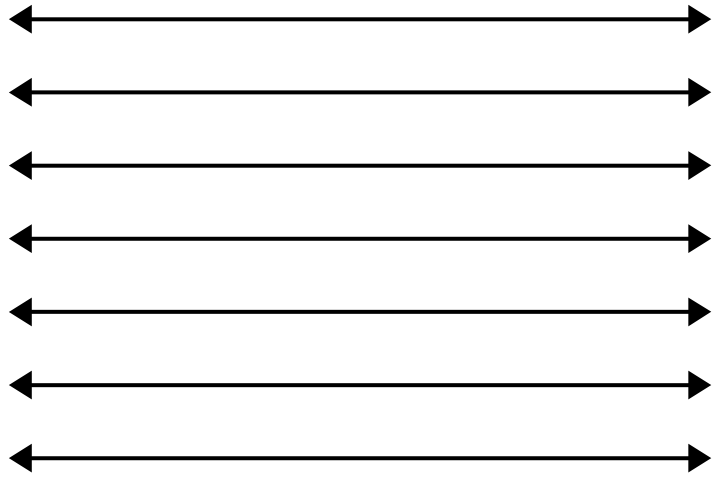
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ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC	BIL	AMOUNT	SUM	DUE
1)	05/24/13	Liana	Refund - Patient	-	N	N	15.00	0.00	
2)			05/11/08 TOS Check Payment #1067		N		15.00		
3)	06/14/08	C Liana	Medication Follow		W		87.00	0.00	
4)	06/30/08		Ins Pmt Capital Blue Cross		W		65.72		
5)	06/30/08		Ins Adj Capital Blue Cross		W		6.28		
6)	06/14/08		TOS Check Payment #1083		W		15.00		
7)	06/14/08		Capital Blue Cross claim batched						
8)		Liana	Same	V58.69	W		0.00	0.00	
9)	06/14/08		Capital Blue Cross claim batched						
10)			TOS Receipt						
11)	06/03/08		Indiv Personal Bill						
12)	05/11/08	Liana	ADD Yearly Evalua	314.00	W		125.00	0.00	
13)	06/22/08		TOS Check Payment #1087		W		15.00		
14)	06/02/08		Ins Pmt Capital Blue Cross		W		105.12		
15)	06/02/08		Ins Adj Capital Blue Cross		W		4.88		
16)	05/11/08		Capital Blue Cross claim batched						
17)		Liana	Same	V58.69	W		0.00	0.00	
18)	05/11/08		Capital Blue Cross claim batched						
19)			TOS Receipt						
20)	04/09/07		TOS Receipt						
21)	04/08/07	Liana	ADD Yearly Evalua	314.00	W		125.00	0.00	
22)	04/30/07		Ins Pmt BCBS \$15copay #1001		W		105.12		

Personal: \$ 0.00 Correcting William Bongardner (# 806).  
 Insurance: \$ 0.00 There are 29 more items.  
 Medicaid: \$ 0.00

Jump to Generate SeeClaim Insuranc Visit Unlink & View Adj Delete  
 Item Claim Rpt/Bill Status Status Relink Reasons Item(s)

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## CREDIT DAYSHEET ENTRIES

Narrow

Items with a Acct Name of Bongardner, William

User	Date	Account Name	Charges	Payments	Adjusts
maria	05/24/13	Bongardner, William (Refund -		15.00-	
maria	05/11/08	Bongardner, William (TOS Chec		15.00-	
maria	05/11/08	Bongardner, William (TOS Chec		15.00-	
Total		Acct Name Bongardner, William	0.00	15.00-	0.00

Wide

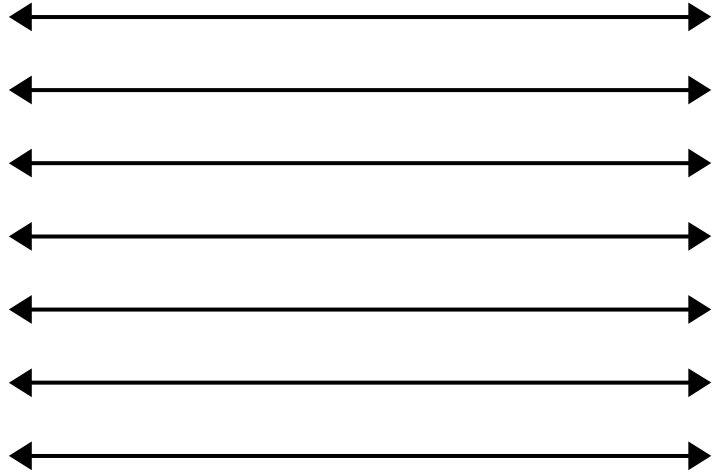
Cash	Check	Credit Cards	NSF/ Refunds
			15.00-
	15.00		
0.00	0.00	0.00	15.00-

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## CREDIT WRITE-OFFS

- Revenue will increase
  - Claiming the money as income
- Credit policy & procedures
- Compliance with state law & payer contracts
- Accounting Type
  - Revenue – Credit W/O



## CREDIT WRITE-OFFS

Items with a Acct Name of Wilson, Joseph

Transaction	User	Date	Account Name	Charges	Payments	Adjusts
	maria	05/17/13	Wilson, Joseph	2.10		
	maria	11/13/06	Wilson, Joseph (Personal Chec		2.10-	
	maria	11/13/06	Wilson, Joseph (Personal Chec		2.10	
Total			Acct Name Wilson, Joseph	2.10	0.00	0.00



## DAYSHEET BY PROGRAM

Posting Date: 05/17/13

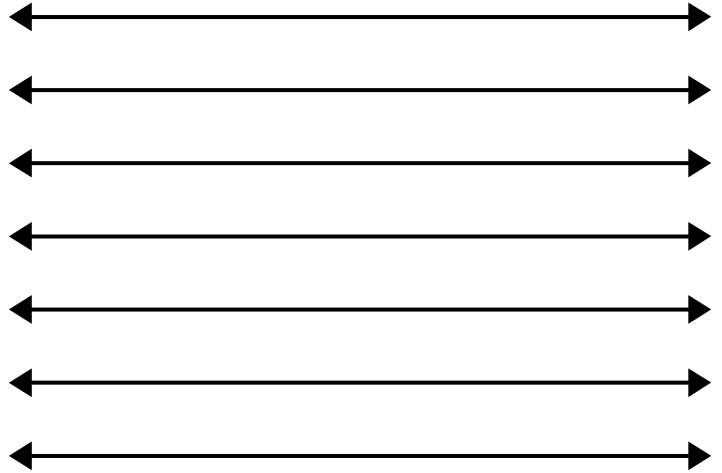
Items	Transaction	User	Date	Account Name	Charges	Payments	Adjusts
Total				Program pam		158.56	
Total				Program refund	2.10		
Total				Program oops-relink-oops		2.10-	
Total				Program oops-relink-post		2.10	
Total				GRAND TOTAL	2.10	158.56	0.00

### ACCOUNTS RECEIVABLE

\$	2.10	Total Charges
-	158.56	Total Payments
-	0.00	Total Adjustments
\$	156.46-	Change in A/R for 05/17/13



# OVERPAYMENTS

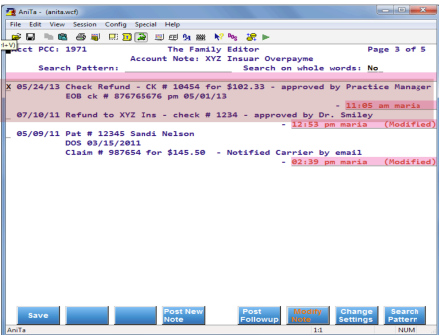


# OVERPAYMENT ACCOUNTS

- Internal accounts
- Holding accounts
- To manage overpayments
  - EOB has over paid on a claim(s)
  - Duplicate payment on claim(s)
  - Unidentified patient claim(s)



# FAME ACCOUNT NOTES



## REFUND & RELINK

ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC	BIL	AMOUNT	SUM DUE
1)	05/24/13	XYZ	Refund to Insuran -		N	N	102.33	0.00
2)							102.33	
3)	05/17/13		Insurance Overpayment #8767	N			56.23	
4)	07/10/11	XYZ	Refund to Insuran -		O	O	145.50	0.00
5)			05/09/11 Ins Overpmt-Dup Visit #1234	O			145.50	

Personal: \$ 56.23CR Correcting XYZ Insurance Overpayment (# 1971).  
Insurance: \$ 0.00 There are no more items.  
Medicaid: \$ 0.00

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## INSURANCE TAKEBACKS

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## TAKEBACKS (FORCED REFUNDS)

- Payer deducts and reapplies the payment from a previous EOB
- Process is same as the refund process
- Procedure names should vary
- Refund
  - Payment made directly to carrier
- Takebacks
  - Payer deducts payment from EOB

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Date	Payor	Check#	Check Amount
04/02/13	Other Insurance Company, Inc.	1176874	\$ 155.94
OTHER INSURANCE COMPANY, INC. PEDIATRICS OF THE FALLS			

Adjustment Reason Key/  
 45 Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement.  
 B5 Coverage/program guidelines were not met or were exceeded.

Date	CPT	Charge	Deduct	CoInsur	Other	Total	Contractual	Other	Payment
120612	99214	-180.00	0.00	25.00	0.00	-25.00	4.72	45	-150.28
120612	99050	-35.00	0.00	0.00	0.00	0.00	35.00	B5	0.00
		-215.00	0.00	25.00	0.00	-25.00	39.72	0.00	-150.28

Fayer Claim Control Number: 12111062710  
 \* Claim was denied or had a status other than "Claim Processed"

Date	CPT	Charge	Deduct	CoInsur	Other	Total	Contractual	Other	Payment
020513	99213	125.00	0.00	10.00	0.00	0.00	0.00	0.00	115.00
020513	87081	15.00	0.00	0.00	0.00	0.00	5.61	45	9.39
020513	87880	25.00	0.00	0.00	0.00	0.00	8.78	45	16.22
		165.00	0.00	10.00	0.00	0.00	14.39	0.00	140.61

Fayer Claim Control Number: 1780208220198

Date	CPT	Charge	Deduct	CoInsur	Other	Total	Contractual	Other	Payment
020513	99213	125.00	0.00	-20.00	0.00	20.00	0.00	0.00	105.00
020513	87081	15.00	0.00	0.00	0.00	0.00	-5.61	45	9.39
020513	87880	25.00	0.00	0.00	0.00	0.00	-8.78	45	16.22
020513	99050	35.00	0.00	0.00	0.00	0.00	0.00	0.00	35.00
		200.00	0.00	-20.00	0.00	20.00	-14.39	0.00	165.61

Fayer Claim Control Number: 13020820268

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## TAKEBACK - OOPS SCREEN

ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC	BIL	AMOUNT	SUM DUE
1)	05/24/13	Jahn	Insurance Takebac	-	C	C	150.28	0.00
2)	04/02/13	Ins Pmt	Keystone HPC #10121	C	C	C	150.28	0.00
3)	12/06/12	Jahn	OV Detailed HSE	493.82	C	C	190.00	155.00
4)	04/02/13	Ins Adj	Keystone HPC #10121	C	C	C	25.00	0.00
5)		Jahn	OV After Hours DL	493.82	C	C	35.00	0.00
6)	04/02/13	Ins Pmt	Keystone HPC #10121	C	C	C	35.00	0.00
7)	05/11/08	C Jahn	99213 OV Expanded	681.00	W	W	50.00	0.00
8)	04/02/08	Ins Pmt	Keystone HPC #10050	W	W	W	41.59	0.00
9)	06/02/08	Ins Adj	Keystone HPC #10050	W	W	W	4.41	0.00
10)	05/11/08	TOS	Cash Payment	W	W	W	10.00	0.00
11)	01/14/08	C Jahn	Walk Child 5-11 Y	V20.2	W	W	95.00	0.00
12)	02/04/08	Ins Pmt	BCBS \$10copy #1004	W	W	W	81.59	0.00
13)	02/04/08	Ins Adj	BCBS \$10copy #1004	W	W	W	3.43	0.00
14)	01/14/08	TOS	Cash Payment	W	W	W	10.00	0.00
15)	12/00/07	C Jahn	99213 OV Expanded	673.40	W	W	50.00	0.00
16)	12/31/07	Ins Pmt	BCBS \$10copy #1003	W	W	W	41.59	0.00
17)	12/31/07	Ins Adj	BCBS \$10copy #1003	W	W	W	4.41	0.00
18)		Part of payment #242	W	W	W	10.00	0.00	
19)	05/19/07A	C Jahn	99213 OV Expanded	918.10	W	W	40.00	0.00
20)	06/25/07	Ins Pmt	BCBS \$10copy #1002	W	W	W	35.00	0.00
21)	05/19/07	TOS	Cash Payment	W	W	W	10.00	0.00
22)		Same	W	W	W	930.00	0.00	

Personal: \$ 155.00 Correcting Kim Loser (# 1418).  
 Insurance: \$ 0.00 There are 36 more items.  
 Medicaid: \$ 0.00

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## DEPOSIT REPORT

User	Date	Name	Cash	Check	Charge
maria	05/24/13	Ferrick, Nicole (Ins Pmt -- K		105.00	
maria	05/24/13	Ferrick, Nicole (Ins Pmt -- K		9.39	
maria	05/24/13	Ferrick, Nicole (Ins Pmt -- K		16.22	
maria	05/24/13	Weiss, Jennifer S (Ins Pmt --		9.39	
maria	05/24/13	Weiss, Jennifer S (Ins Pmt --		16.22	
Subtotal		Type Ins Pmt -- Keystone HPC	0.00	306.22	0.00
Total		Class Check	0.00	306.22	0.00
Total		GRAND TOTAL	0.00	306.22	0.00

Posting Dates: 05/24/13 to 05/29/13  
 Transaction Dates: 05/24/13 to 05/24/13  
 Omitting Relinks

Total of payments, not total of check

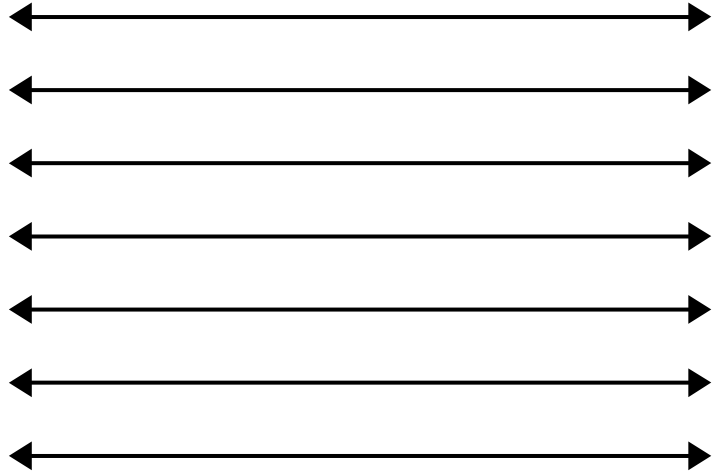
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## DAYSHEET WIDE

Items with a Group of KeyStone HealthPlan

Transaction		Revenue				Designs					
User	Date	Account Name	Patient Name	Prv	Non-Svc	Services	Adjust	Cash	Check	Credit	NSF/Refunds
maria	05/24/13	Ferrick, Arthur	Ferrick, Nicole	CAS					105.00		
maria	05/24/13	Ferrick, Arthur	Ferrick, Nicole	CAS			8.61		9.89		
maria	05/24/13	Ferrick, Arthur	Ferrick, Nicole	CAS			8.78		16.22		
maria	05/24/13	Ferrick, Arthur	Ferrick, Nicole	CAS					85.00		
maria	05/24/13	Doser, Kim	Doser, John	CAS						160.28	
maria	05/24/13	Weiss, Jeffrey	Weiss, Jennifer S	CAS				115.00			
maria	05/24/13	Weiss, Jeffrey	Weiss, Jennifer S	CAS			8.61		9.89		
maria	05/24/13	Weiss, Jeffrey	Weiss, Jennifer S	CAS			8.78		16.22		
Total	Group	KeyStone HealthPl			0.00	0.00	28.78	0.00	306.22	0.00	160.28



## SRS DEPOSIT REPORT

Deposit Report with Check Number

Payment Class: Insurance Payment

User who Posted	Transaction Date	Acct First Name	Acct Last Name	Amount Collected (all pmts + all adjs)	Check Number
maria	05/24/13	Arthur	Ferrick	\$105.00	1176874
maria	05/24/13	Arthur	Ferrick	\$9.39	1176874
maria	05/24/13	Arthur	Ferrick	\$16.22	1176874
maria	05/24/13	Arthur	Ferrick	\$35.00	1176874
maria	05/24/13	Jeffrey	Weiss	\$115.00	1176874
maria	05/24/13	Jeffrey	Weiss	\$9.39	1176874
maria	05/24/13	Jeffrey	Weiss	\$16.22	1176874
				\$306.22	
				\$306.22	

Criteria for this report run:  
Transaction Date Range: 05/24/13 - 05/24/13

Payment Class:



## RETURNED CHECK & CHECK FEE



# RETURNED CHECK & SERVICE FEE

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# Returned Check & Fee

ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC BIL	AMOUNT	SUM DUE
1)	05/29/13	Malia I.	Returned Check	-	N N	41.00	0.00
2)		05/01/13	Personal Check Payment #546	N		41.00	
3)		Malia I.	Returned Check Fe	-	O O	25.00	25.00
4)	04/15/13	C Malia I.	99213 OV Expanded	493.82	D D	56.00	41.00
5)		04/15/13	Ins Pmt Health America		D	0.00	
6)			Adj Reason: 1				
7)		04/15/13	Ins Adj Health America		D	15.00	
8)		04/15/13	Health America oops TOS HCFA	#53			
9)		04/15/13	Health America claim batched				

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# RETURN CK & FEE - DAYSHEET WIDE

DAYSHEET LISTING (daysheet):

Posting Date: 05/29/13  
Transaction Dates: 05/29/13 to 05/29/13

Transaction		-----Revenue-----				-----Receipts-----						
User	Date	Account Name	Patient Name	Prv	Non-Svc	Services	Adjust	Cash	Check	Credit	USP/Refunds	
maria	05/29/13	Accord, Nancy	Accord, Malia I.	NON							41.00-	
maria	05/29/13	Accord, Nancy	Accord, Malia I.	OFF	25.00							
Total				GRAND TOTAL				25.00	0.00	0.00	0.00	41.00-

↑  
**Fee**

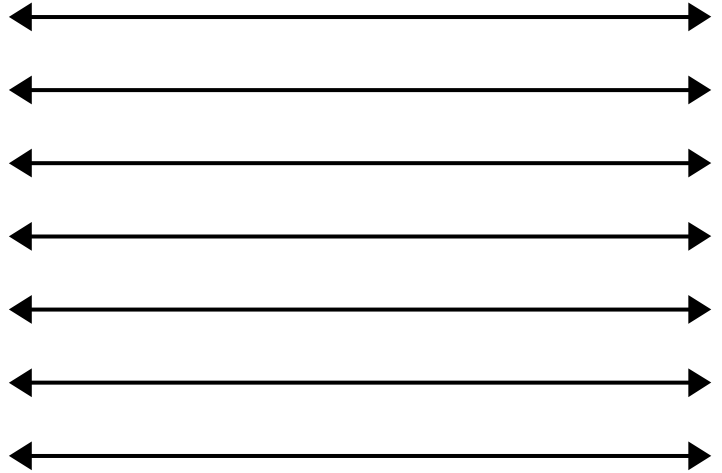
↑  
**Returned Check**

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# BAD DEBT & COLLECTIONS

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# BAD DEBT ADJUSTMENT

ID#	DATE	PATIENT	PROCEDURE NAME	DTAG	SVC	BIL	AMOUNT	SUM DUE
1)	03/15/13		BadDebt/Collection #Bad Debt	N			188.00	
2)	04/26/09		Personal Bill					
3)	02/19/08	C Nicole	99213 OV Expanded	388.70	G	G	56.00	0.00
4)	04/01/08	Ins Pat	BCBS \$15copy #0117	G			37.00	
5)	04/01/08	Ins Adj	BCBS \$15copy #0117	G			4.00	
6)	02/24/08		preptags claim moved to BCBS					
7)	02/19/08		BCBS claim batched					
8)			TOS Receipt					
9)	12/22/07		Personal Check Payment #510	N			44.00	
10)	11/30/07		TOS Receipt					
11)	11/29/07	C Nicole	OV Detailed HBE	E849.0	W	W	87.00	0.00
12)	01/04/08		Indiv Personal Bill					
13)	01/01/08		Not Covered Service-Ins Pmt W				0.00	
14)	12/22/07		Indiv Personal Bill					
15)	12/04/07		Indiv Personal Bill					
16)	11/30/07		preptags claim moved to BCBS					
17)	11/30/07		BCBS claim batched					
18)			OV Sunday/Holiday	E849.0	W	W	23.00	0.00
19)	08/17/08		Personal Bill					
20)	01/04/08		Indiv Personal Bill					
21)	01/01/08		Not Covered Service-Ins Pmt W				0.00	
22)	11/30/07		preptags claim moved to BCBS					

Personal: \$ 0.00 Correcting Spencer Doerr (# 233).  
Insurance: \$ 0.00 There are 427 more items.  
Medicaid: \$ 0.00

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# Collection Agency Payment & Fee

DATE	CODE	PROCEDURE	CHARGE	APPROVED	PAYMENT	ADJUST	BALANCE
10/12/07	99392	He11 Child 1-4 Yrs	\$ 63.00	\$ 42.21	\$ 42.21	\$ 20.79	\$ 0.00
11/29/07	99214	OV Detailed HBE	\$ 87.00	\$ 53.25	\$ 53.25	\$ 28.75	\$ 0.00
09/04/08	99054	OV Sunday/Holiday D	\$ 23.00	\$ 15.41	\$ 15.41	\$ 7.59	\$ 0.00
02/19/08	99213	99213 OV Expanded F	\$ 15.00	\$ 8.05	\$ 8.05	\$ 6.95	\$ 0.00
04/16/13	AGEHC	Agency Fee	\$ 64.00	\$ 64.00	\$ 64.00	\$ 0.00	\$ 0.00
<b>TOTALS:</b>			<b>\$ 252.00</b>	<b>\$ 188.00</b>	<b>\$ 188.00</b>	<b>\$ 64.00</b>	<b>\$ 0.00</b>

Payment Type: Bad Debt Recovery  
Adjust Type: Bad Debt W/O  
Current Insurance:   
Check number: 113456789

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# BAD DEBT BILLING INFORMATION

ITEM	DATE	PATIENT	PROCEDURE NAME	DIAG	SVC	BIL	AMOUNT	SUM DUE
1)	04/16/13	Nicole	Agency Fee	-	N	N	64.08	0.00
)			Part of payment #4		N		64.08	
)			Part of adjustment #5		N		0.00	
4)			@Bad Debt Recovery #123456789 (#99, # N		N		188.00	
5)			@Bad Debt W/O #123456789 (#40, #20, # N		N		64.08	
6)	03/15/13		COLLECT-188.00 PH					
7)	04/16/09		Personal Bill					
8)	02/19/08	C Nicole	99213 OV Expanded 388.70	G	G		56.00	0.00
)			Part of payment #4		G		8.05	
)			Part of adjustment #5		G		6.95	
11)	04/01/08		Ins Pmt BCBS \$150copy #0117	G			37.00	
12)	04/01/08		Ins Adj BCBS \$150copy #0117	G			4.00	
13)	02/24/08		preptags claim moved to BCBS					
14)	02/19/08		BCBS claim batches					
15)			TOS Receipt					
16)	12/22/07		Personal Check Payment #510		N		44.00	
17)	11/28/07		TOS Receipt					
18)	11/29/07	C Nicole	OV Detailed HBE E849.0	W	W		87.00	0.00
)			Part of payment #4		W		58.25	
)			Part of adjustment #5		W		28.75	
21)	01/04/08		Indiv Personal Bill					
22)	01/02/08		Not Covered Service-Ins Pmt W				0.00	

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# BAD DEBT/COLLECTIONS OVERVIEW

- Write off bad debt with adjustment
- When and if a recoupment is received
  - oops off original adjustment
  - Post corrected bad debt adjustments
  - Post recover payment
  - Post Agency Fee
    - Receipt-Refund
- Link charges and payments

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# REFUND REPORT

Procedure Type	Transaction Date	Procedure Name	Charge Amount	Ins Pmt	Personal Pmt	Amount Due
1	05/17/13	Credit Write Off	\$2.10	\$0.00	\$2.10	\$0.00
2	05/29/13	Returned Check Fee	\$25.00	\$0.00	\$0.00	\$25.00
17	05/29/13	Returned Check	\$41.00	\$0.00	\$41.00	\$0.00
18	05/31/13	Agency Fee	\$16.18	\$0.00	\$0.00	\$16.18
18	04/16/13	Agency Fee	\$64.08	\$0.00	\$64.08	\$0.00
18	05/24/13	Insurance Takeback	\$150.28	\$150.28	\$0.00	\$0.00
18	05/24/13	Refund - Patient	\$15.00	\$0.00	\$15.00	\$0.00
18	05/24/13	Refund to Insurance Company	\$102.33	\$102.33	\$0.00	\$0.00
0			\$415.97	\$252.61	\$122.18	\$41.18

Criteria for this report run:  
 Transaction Date Range: 04/01/13 - 05/31/13  
 Procedure Accounting Types:  
 Revenue - Credit W/O Revenue - Svc Chg  
 Revenue - Non-Service Revenue - CPT II  
 Receipt - Receipt - NSF  
 Receipt - Refund

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# REFUND DETAIL REPORT

Procedure Type	Charge Date	Transaction	Acct	Acct Last	Acct First	Pat Name	Procedure Name	Charge Amount	Ins Pmt	Permitted Pmt	Amount Due
18	05/24/13	05/24/13	144	James	Frank	289 Agency	Refund to Company	\$16.18	\$0.00	\$0.00	\$16.18
18	05/24/13	05/24/13	195	Devin	Frank	289 Agency	Refund to Company	\$160.33	\$160.33	\$0.00	\$0.00
18	05/24/13	05/24/13	148	Low	Kim	372 Insurance	Refund to Company	\$150.28	\$150.28	\$0.00	\$0.00
18	05/23/13	04/16/13	233	Doort	Spencer	1900 Agency	Refund to Company	\$64.08	\$0.00	\$64.08	\$0.00
18	05/24/13	05/24/13	806	Baumgardner	William	2311 Refund	Refund to Company	\$19.00	\$0.00	\$19.00	\$0.00
18	05/24/13	05/24/13	0			Refund to Company	\$207.87	\$207.87	\$0.00	\$0.00	\$0.00

Procedure Type	Charge Date	Transaction	Acct	Acct Last	Acct First	Pat Name	Procedure Name	Charge Amount	Ins Pmt	Permitted Pmt	Amount Due
17	05/22/13	05/22/13	901	Acord	Henny	3169 Refund	Refund to Company	\$41.00	\$0.00	\$41.00	\$0.00
17	05/22/13	05/22/13	0			Refund to Company	\$41.00	\$0.00	\$41.00	\$0.00	\$0.00

Procedure Type	Charge Date	Transaction	Acct	Acct Last	Acct First	Pat Name	Procedure Name	Charge Amount	Ins Pmt	Permitted Pmt	Amount Due
2	05/22/13	05/22/13	901	Acord	Henny	3169 Refund	Refund to Company	\$15.00	\$0.00	\$0.00	\$15.00
2	05/22/13	05/22/13	0			Refund to Company	\$15.00	\$0.00	\$0.00	\$15.00	\$0.00

Procedure Type	Charge Date	Transaction	Acct	Acct Last	Acct First	Pat Name	Procedure Name	Charge Amount	Ins Pmt	Permitted Pmt	Amount Due
1	05/17/13	05/17/13	54	Wilson	Joseph	2572 Credit	Refund to Company	\$2.10	\$0.00	\$2.10	\$0.00
1	05/17/13	05/17/13	0			Refund to Company	\$2.10	\$0.00	\$2.10	\$0.00	\$0.00
1	05/17/13	05/17/13	0			Refund to Company	\$413.90	\$413.90	\$0.00	\$0.00	\$0.00

Criteria for this report: Inq  
 Transaction Date Range: 05/01/13 - 05/31/13  
 Procedure Accounting System: Refund - Credit with Refund - Ins Pmt  
 Refund to Company - Refund - Ins Pmt  
 Refund to Company - Refund - Ins Pmt



# RULES & TRUISMS

- **Select correct accounting type**
  - **Revenue (plus) vs Receipt (minus)**
- **Refund (refund) Program**
- **Link payments to procedure**
- **Select appropriate report(s)**
- **Simple is better**
- **Partner is not an accounting system**
  - **Partner provides the information**



# QUESTIONS, SUGGESTIONS, TIPS



THANK YOU!



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