

Front Desk Best Practices

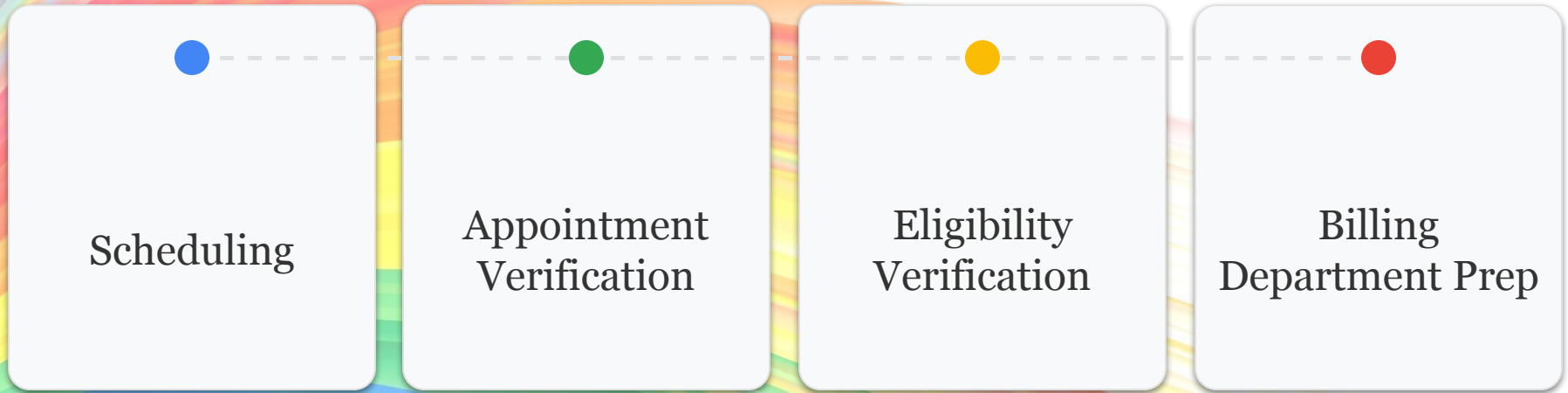
Pre-Visit

The Front Desk Workflows Drive the Revenue Cycle

Pre-visit workflows enhance the accuracy of your claims, boost Time-of-Service payments, and minimize collection efforts.

● Pre-Visit ●

What happens before the patient arrives?



Pre-Visit Scheduling - Patient Details

Patient Details Abigail Addington 10 yrs, 1 mo 02/21/16 F

Insurance Eligibility
Date: 03/30/26
PCP: Mark Williams, M.D.

Capital Blue Cross \$10 OV&WC-Other
Copay: \$10.00 Cert: YWP57782605403 Group: Add128 Subscriber: Jeffrey Addington
Eligibility Response: This eligibility request cannot be submitted.
Alert: Your practice's connection to PCC cannot be authenticated.
Explanation: PCC's system which handles eligibility requests requires valid credentials to authenticate your server.
Action: Please contact PCC Support to help configure your practice credentials.

Outstanding Tasks
There are no outstanding Tasks

Recent and Upcoming Appointments
Last Visit: 09/26/25 (6m ago) Dr. Casey
Dx: none
Last Physical: 09/26/25 (6m ago)
Next Physical Due: 10/02/26
Scheduled Appts.: none

Appointment History ◀ 1 - 7 of 7 ▶

Date	Reason	Provider	Location	Removal Reason
09/26/25 3:30pm Fri	8yr - 9yr Well Visit	Elizabeth Casey, MD	Lake Champlain Pediatrics	
08/29/25 6:00pm Fri	Flu Vaccine		Burlington Peds - Flu Clinic	

Pre-Visit Scheduling - New Patient Process



1

Search for and
create new
patients



2

Review and add
Demographics



3

Sign them up for
the Patient
Portal



4

Prompt them to
sign any patient
paperwork



5

Remind them to
bring insurance
card and copay

Pre-Visit - Appointment Verification

Patient Pre-Check-In (PCI)



Add

Review Demographics

Account Assignment and Patient Portal Users review.



Link Portal Users

Ensure users are linked or added as Additional Recipients.

Demographics

Dana Wilson 11 mos, 1 wk 06/09/22 F

Account Demographics

Home and Billing Account

Reassign Account

Mark Wilson (Account # 336)

First Name: Mark

Last Name: Wilson

Address

RD 7 Box 006

address 2

Saxtons River VT 05154

Phone

Home Phone: 802-555-0183

Work Phone: 802-555-0109

Cell Phone: 802-555-0194

Emg Phone: 802-555-0104

Email:

Account Information

Account Flags:

EMG Contact:

EMG Phone #:

Alt Last Name:

Mother Employer:

Father Employer:

Pharmacy #:

Recent Financial History

Last Service: 04/23/23

Last Bill Sent: 02/07/19

Last Pers. Pmt: 03/27/20

Last Ins. Pmt: 04/09/20

Hold Bill Until:

Budget Amt: \$

Home and Billing Account's Portal User

Add

Billing Account[Reassign Account](#)

Angela Wilson (Account # 1421)

First Name: Last Name: **Address**

VT

PhoneHome Phone: Work Phone: Cell Phone: Emg Phone: Email: **Billing Account Information**Account Flags: EMG Contact: EMG Phone #: Alt Last Name: Mother Employer: Father Employer: Pharmacy #: **Recent Financial History**

Last Service: 05/09/24

Last Bill Sent: 08/10/20

Last Pers. Pmt: 02/10/21

Last Ins. Pmt: 05/15/21

Hold Bill Until: Budget Amt: \$ **Billing Account's Portal User**

Name: Angela Wilson (Guardian)

Sign In: angwilson@example.com

Portal Notifications: angwilson@example.com

Balances: Angela Wilson (Account # 1421)

Last Login: 11/19/24 12:59pm

Identity Verification: Verified

Unread Messages: 0

Unviewed Documents: 0

[Unlink](#)[Manage](#)**Pre-Check-In Recipient**

Billing Account: Angela Wilson (Guardian)

Additional Recipient:

Recipients can see and edit the Billing Account name, address, phone numbers, and email.

Promote Patient Pre-Check-In (PCI)



Broad Promotion

Post flyers in the office, a notice on your website, and on social media. (Ask your Client Advocate for a sample flyer!)



Digital Access

Make a QR Code available to link directly to the Patient Portal sign in page.



Education

Educate families to complete ahead of time with CHADIS (if applicable).



In-Person Backup

Encourage families to complete in person if not done in advance.

⚠ Appointment Verification & Scheduling ⚠

Meet your families where they are, not where you or your providers are

Reminders Strategy 🔔

- Manual vs. automatic reminders
- Text vs. Email preference
- Review PCI integration and reminder cadence



Handling Frequent No-Shows

Is a family a frequent no-show? 🚫

- Consider a manual reminder call the day before the scheduled appointment

Appointment Verification

Verify details during reminder calls to ensure data accuracy



Automated & Manual Calls 📞

Confirm standard visit details:

- Date & Time
- Location
- Visit Reason



Manual Calls 🗋️

Verify comprehensive insurance data:

- Insurance policy & subscriber
- Policy start/end dates
- Standard visit info (Date/Time/Loc)

Pre-Visit Scheduling

Patient Portal Self Scheduling



Review Appointments

Run the Appointments by Scheduling User report in Report Library to review self-scheduled appointments.



Capture Patient Info

This can help capture anyone who may not have been on the Huddle Sheet (depending when it's run).

Appointments by Scheduling User

Review appointments scheduled yesterday, grouped by the user who scheduled the appointment. Portal Scheduled appointments are grouped together, reflected as Scheduled by "Portal User".

Edit Categories Appointment

Appointments / Blocks

Appointments Only

Appointment Creation Date

Custom Dates From 04/28/2026 to 04/29/2026



PCC Fact:
Updates to this report are on their way! For now, typing "portal" in the search filter will give you a quick view of who used the portal to schedule

Search Filter: portal

Pre-Visit - Insurance Eligibility

Verification Status	Verification Date
Validated	04/28/26
Validated	04/28/26
Validated	04/28/26
See Notes	04/28/26

Automatic Check

Automatic eligibility is run overnight on all active policies.



Review Reports

Review Insurance Summary or Full Reports. Update policy info as needed, especially Copays!

▼ Full Report

Eligibility for appointment date of 20260429

The following is an error message from the Payor
Patient Birth Date Does Not Match That for the ^
Please Correct and Resubmit ^Please Correct and

Insurance Eligibility

Appt: Recheck 04/29/26 4:00pm James Davidson, Jr. M.D.
PCP: None

Eligibility Notes: BC Expired a week ago 4.27.26

Status Communication

Use Eligibility notes to inform the Front Desk during Patient Check-In.

Pre-Visit Billing Prep

Front Desk Staff must understand:



Patient Insurance Policies

Basic information and coverage details, the importance of accuracy



Non-Accepted Plans

Clear knowledge of which insurance plans you do NOT accept.



Financial Policy

Complete understanding of the Practice Financial & HIPAA Policies



Outstanding Balances

Proficiency with the Payments Tool to identify and discuss balances.



Communication Scripts

Using specific scripts to clearly relay expectations to families.



Front Desk fuzzy on the Payment Tool?
Scan the QR code to review!



Pre-Visit Billing Prep - Huddle

If possible, have a morning huddle between the front desk and billing staff to discuss appointments that day



**Explain
outstanding
balances**



**Insurance
issues**



Morning Share



**Assign Recall/
Broadcast
Message**



For more information on Recall Reports,
scan the QR code.



Pre-Visit Billing Prep - Help Families Prepare



Create a Guide

Educate families about insurance and personal responsibility.



Staff Training

Ensure front desk staff can answer family questions effectively.



Online Visibility

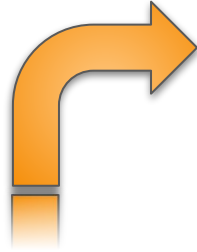
Publish the prepared guide clearly on your practice website.



Community Feedback

Ask the PCC Community for additional suggestions.

**Questions?
Up Next...**



Day of Visit

Day of Visit

What happens when the patient arrives?



Patient Check-In






Posting Charges



Clean Claims

Day of Visit: Patient Check-In

Visit Status	Room	Tasks	Arrival	Time	Last	First
Scheduled				8:00am	James D.D.S.	Heather "Cole" Danielle
Scheduled				8:00am	Lescavage	Alison Lee
 Scheduled				8:00am	Wilson	Jose M.
Scheduled				8:00am	Peller	Erin Marie
Scheduled				8:15am	Guidarelli Sr.	Christophe "Ty" Lee
 Scheduled				8:15am	Wilson	Andrew
Scheduled				8:30am	Denicholas II.	Caitlyn "Lee" Leigh
 Scheduled				8:30am	Wilson	Kellyn
Scheduled				8:45am	Jones	Cindy

Pre-Check-In has not been completed

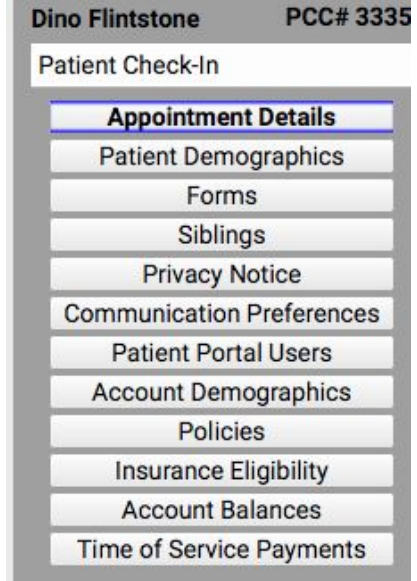
Pre-Check-In has been completed but not yet imported

Pre-Check-In has been completed and imported

Day of Visit: Patient Check-in

The Check-In screen is **customizable** to meet your specific requirements.

This is accomplished using the **protocol configuration tool**.



Day of Visit: Demographics

Avoid: "Has anything changed?"

Too vague and easy for patients to simply answer with "No."

Instead, ask specific, actionable questions:

- "Could you please confirm your current address?"
- "What is the best phone number to reach you?"
- "What is your preferred method of contact: email, text, or both?"

Day of Visit: Portal Users



Ensure a Portal Account Exists

Every patient should have a portal account, whether managed by the patient themselves or by a parent/guardian.

Day of Visit: Portal Users

Optimizing Pre-Check-In



Verify

Billing account is linked to a portal user.



Delegate

If the portal user is not the account holder, set them as the "Pre-Check-In Recipient."



Result

Seamless access for parents and guardians to complete intake tasks before their visit.

Day of Visit: Insurance Policies

Insurance Verification Checklist



Active Coverage

Verify the policy is active for the **current date of service**.



Plan Specifics

Identify plan type (HMO/PPO) to confirm network status, PCP requirements.



Subscriber Details

Confirm the full name and DOB of the policyholder (not just the patient).



Financial Responsibility

Audit copays, deductibles, and coinsurance to inform the patient of expected costs.



Relationship Accuracy

Ensure the patient-to-subscriber relationship is correctly documented.

Day of Visit: Personal Balances

Aging	0-29 days	30-59 days	60-89 days	90-119 days	120+ days	Credit	Total Balance
Personal	50.00	0.00	0.00	0.00	0.00	0.00	50.00
Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medicaid	0.00	0.00	0.00	0.00	0.00	0.00	0.00

 ▼ Encounters with Outstanding Personal Balances

Pugsley Addams (PCC# 10)

Benjamin Franklin Pierce MD PCC Pediatrics

Date	Description	Charge	Payment/Adj	Insurance Due	Medicaid Due	Personal Due
05/30/24	Forms Fee	50.00		0.00		50.00
		50.00	0.00	0.00	0.00	50.00

Day of Visit: TOS Payment

Patient	Visit Reason	Insurance	Due	Description
Wednesday Addams	Sick Call	BCBS \$25	25.00	Expected Copay
			50.00	Personal Balance
			0.00	Unsaved Payments
				<hr/>
			75.00	Expected Balance

Payment Type	Amount	Check #	Provider
<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text" value="Beverly Crusher, MD"/>

Day of Visit: Copays

Collection Checklist

Identify Visit Type

Determine Well vs. Sick visit to accurately calculate the required copay.

Review Account Balance

Check for outstanding personal balances prior to arrival.

Use Confident Language

Always frame payment as a standard step in the process.

How to Ask

The "How" Approach

"How will you be paying your copay and outstanding balance today?"

Avoid "Yes/No" Questions

Do NOT ask if they "want" to pay or "knew" about a balance.

Why: These invite the patient to say "No" or "I'll wait."

Day of Visit: Copays

Front Desk Collection Strategy

01. Verify Status

Verify Deductible Status

Always check if the patient has met their annual deductible for the current year.

02. Communicate

Communicate Responsibility

Inform the patient that because they are on an HDHP, they are responsible for the negotiated rate until their deductible is met.

03. Collect

Collect at Time of Service

If Known: Collect fixed amount or "fee-for-service" estimate upfront.

If Unknown: Use Card on File (CCOF) to secure future payment for the remaining balance.

Day of Visit: Copays

Best Practice: Institutionalizing Policy

Financial Policy

Include a "Financial Responsibility" section in your new patient paperwork.

The Goal:

Explicitly states your process for collecting deductibles and balances to eliminate ambiguity at the front desk.

Consistency

Ask every patient, regardless of insurance type, to keep a card on file.

Why it works:

- Standardizes the workflow
- Removes the awkwardness of selective asking

Day of Visit: Payment Collection

The "Uncollected Payment" Log

Have your front desk staff maintain a simple tracker (in your PM system or a private spreadsheet) for every patient who leaves without paying a required copay or balance.

Required Tracking Fields:

Patient/Account ID

Unique identifier to link the record to the patient's specific account.

Amount Due

The specific copay or past balance that was not collected.

Reason

Note why the payment was missed (e.g., insurance confusion, forgot wallet).

Day of Visit: Payment Collection

Using Data for Targeted Training

Review the log monthly during team meetings to improve performance:

Identify Trends

If 30% of your staff's "not collected" logs are due to "Insurance confusion," it's time to retrain the team on how to explain HDHP/deductibles.

Role-Play Responses

Practice confident, non-negotiable scripts using real-world examples.

Instead of:

"Are you sure you can't pay today?"

Try:

"Since we aren't able to collect the copay today, I'll need to note that on your account... they may reach out before your next visit."

Day of Visit: Payment Collection

Policy Enforcement: The "Time of Service" Fee

Consider implementing an **Administrative Service Fee** for copays not paid at the time of service.

Why it works:

It shifts the patient's mindset from "I'll pay it later" to "It's easier to pay now."

Implementation Tip:

Clearly state this fee in your **Financial Policy** (which the patient signs at registration).

Secondary Nudge Script:

"We do have a \$10 service fee for processing copays after the visit. Would you like to avoid that by taking care of it now?"

Day of Visit: Check Out

Streamlining the Patient Exit Process

What happens when the patient checks out?

Schedule next appointment

Ensure continuity of care by securing the next visit date before the patient leaves.

Missed appointments

Review history and address any patterns of no-shows or late arrivals during check-out.

Account for all visits

Confirm all services rendered today are captured and appropriately coded in the system.

Proving Out

Finalize the financial encounter, collect outstanding balances, and balance the daily drawer.

Day of Visit: Check Out

Scheduling Strategy

The 13-Month Rule: Ensure your schedule is fully open at least 6 to 12 months in advance. Ideally, **13 months** is the gold standard.

Proactive Booking

Never let a patient leave without a future date on the calendar. Secure the next visit now.

Minimize "Gap" Time

Eliminate the risk of patients forgetting to call back for their annual wellness exams by booking a year out.

Staff Scripting: The "Next Visit" Habit

Do NOT ask: "Do you want to schedule your next appointment?"

DO ask: "What day of the week usually works best for your family's schedule for next year's visit?"

Day of Visit: Check Out

How to easily locate next physical due?

Recent and Upcoming Appointments

Last Visit: 02/15/23 (9d ago) Pierce
Dx: Well child visit

Last Physical: 12/01/22 (2m 3w ago)

Next Physical Due: 12/08/23

Scheduled Appts.: none

Appointment Book

Schedule Appointment Add Block

Violet Parr 14y 7m 07/05/08 F

Sick Call 15 min

Beverly Crusher, MD PCP: Unassigned

PCC Pediatrics

mm/dd/yy 12:00am

12/08/23 - next physical due (15y 5m)

03/10/23 - 2 weeks (14y 8m)

03/24/23 - 1 month (14y 8m)

05/24/23 - 3 months (14y 10m)

08/24/23 - 6 months (15y 1m)

02/24/24 - 12 months (15y 7m)

Clear Open Chart Details Save

**Questions?
Up Next...**



End of Day

End of Day

(“Proving Out”)

The last patient has left! Shift almost over!
Just a few things left to complete before
fully logging out of the PCC EHR...



End of Day Procedures

An Overview

Visit Status	Room	Tasks	Arrival	Time
Gone			UNDO 9:45am	9:00am
Scheduled				9:00am
Gone			UNDO 8:35am	9:30am
Gone			UNDO 8:35am	10:45am
Ready-Prov	3		END VISIT 11:54am	10:45am
Ready-Prov	5		END VISIT 8:41am	11:00am
w/Nurse	8		END VISIT 11:36am	11:15am
Ready-Nurse	2		END VISIT 8:41am	11:30am
Ready-Nurse	1		END VISIT 11:38am	12:00pm
Checked In	-		END VISIT 11:38am	12:00pm

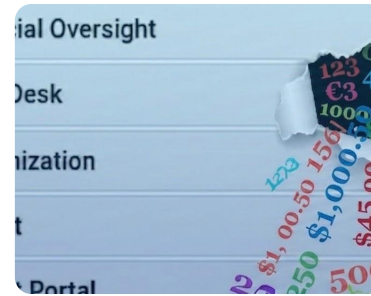
Appointment Tracking

ing	0-29 days	30
Personal	166.00	
Insurance	0.00	
Medicaid	0.00	
Encounters with Outstanding Payments annon Ginder (PCC# 2160)		

Payment Reconciliation

- E-lab Results Follow-up
- Infection
- turtles and salmonella
- Trampoline Safety
- Eye Doctor Referral
- Best Bug Sprav for Kids

Messaging/Task Queues



Reporting/Prep for Tomorrow

Track Missed Appointments

Medical Summary

Appointment History

Date	Reason	Provider	Location
04/28/26 4:15pm Tue	Recheck	Mark Williams, MD	Burlington Peds - New North End
03/31/26 9:15pm Tue	14yr Well Visit	Mark Williams, MD	Burlington Peds - New North End

Remove Appt: Missed/Cancelled Appointment

Create a Phone Note to Follow Up

Run a customized Appt Report

Create Patient Add Phone Note Add Portal Message Open Chart

Chat PCC News Signed in: abeagley at Winooski

Anything to communicate in “Account Notes” for the biller?

Any Fees to post?

Any Flags to add?



Visit Status	Room	Tasks	Arrival	Time
Gone			UNDO 9:45am	9:00am
Scheduled				9:00am
Gone			UNDO 8:35am	9:30am
Gone			UNDO 8:35am	10:45am
Ready-Prov	3		END VISIT 11:54am	10:45am
Ready-Prov	5		END VISIT 8:41am	11:00am
w/Nurse	8		END VISIT 11:36am	11:15am
Ready-Nurse	2		END VISIT 8:41am	11:30am
Ready-Nurse	1		END VISIT 11:38am	12:00pm
Checked In	-		END VISIT 11:38am	12:00pm

PCC Tip:

Scan the QR code for more about Appt Report Customization



Messaging/Task Queues







Messaging Queue:

Respond to any Portal Messages, Direct Secure Messages & Phone Notes

Schedule (27) Visit Tasks (99+) E-lab Results (40) Rx Queue (0) Messaging (72)

Visit Tasks:

Complete applicable Follow-up Orders & Referral Requests

-  E-lab Results Follow-up
-  Infection
-  turtles and salmonella
-  Trampoline Safety
-  Eye Doctor Referral
-  Best Bug Spray for Kids

PCC Tip:
Use the filter to easily see tasks assigned to you & what's due today



Task: Followup Order

Assigned User: Front Desk

Payment Reconciliation

Run > Report Library > Payment Reconciliation

Report Library

Payment Reconciliation

Reconcile payments entered into PCC against money collected.

Edit Categories Billing, Front Desk

Posting Date

Today From 04/28/2026 to 04/28/2026

Transaction Date

Custom Dates From 04/28/2026 to 04/28/2026

User

Edit ▶ 1 User

Location

Edit ▶ 1 Location

Payment Class

All Payment Classes

ing	0-29 days	30
ersonal	166.00	
urance	0.00	
edicaid	0.00	
Encounters with Outstanding Pe		
annon Ginder (PCC# 2160)		



PCC Best Practice:

Each Front Desk User should run and export/print their own Reconciliation report.

Group by **Payment Name** for an easier view of the day's payments.

Columns: 8 Displayed		Group By: None				
Payment Type	Transaction Date	Payment Name	None	Account Name	Account PCC #	Amount
Charge	04/28/2026	Master Card Payment	Payment Type	St. John, Gerald	92	\$10.00
Charge	04/28/2026	Visa Card Payment	Posting Date	Maines, Christopher	1023	\$20.00
Charge	04/28/2026	Visa Card Payment	Transaction Date	Guyer, Thomas	353	\$115.00
Charge	04/28/2026	Visa Card Payment	Payment Name	Guyer, Thomas	353	\$78.00
Charge	04/28/2026	Visa Card Payment	User	Guyer, Thomas	353	\$2.00
Charge	04/28/2026	Visa Card Payment	Patient Name	Guyer, Thomas	353	\$15.00
Charge	04/28/2026	Discover Card Payment	Patient PCC #	an Deskiewicz, Darrell	403	\$15.00
Charge	04/28/2026	Discover Card Payment	Account Name	Davis, Scott	536	\$20.00
Charge	04/28/2026	American Express Card P	Account PCC #	Guyer, Thomas	353	\$115.00
Charge	04/28/2026	American Express Card P		Guyer, Thomas	353	\$78.00
Charge	04/28/2026	American Express Card Payment	pcc	Guyer, Thomas	353	\$2.00
Check	04/28/2026	TOS Check Payment	pcc	Whitney, Daniel	1920	\$20.00
						\$490.00



PCC Tip:

Unbalanced totals? Take a look in the *Payment Tool > History* for any Unapplied Payments. The Audit Log may also help the search to find an accidentally deleted payment.



Payment Tool Review

Reporting/Prep for Tomorrow

Generate a Report Library > Huddle Sheet



Huddle Sheet

View today's appointments with relevant details to help plan for the day.

Appointment Date: From 04/30/2026 to 04/30/2026
 Appointment Status: Scheduled
 Appointments / Blocks: Appointments Only

Columns: 9 Displayed

Group By: None

Search Filter:

Appointment Date	Appointment Time	Patient Name	Patient DoB	Appointment Reason	Appointment Note	Appointment Provider	Patient Primary Insurance Policy	Outstanding Personal Balance
04/30/2026	9:00am	Husk M.D. Grace "Kate" Ashley	08/25/2009	18mo Well Visit		Elizabeth Mary Casey, MD	Health Assurance PPO \$15 Teamsters	\$101.00
04/30/2026	11:00am	Calfio, Erica L.	01/08/2025	15mo Well Visit		Kathleen W. Gomez, M.D.	Aetna USHC HMO \$15	\$262.00
04/30/2026	1:00pm	Pierce, Tinnifer J	04/23/2024	Well Visit		Elizabeth Mary Casey, MD	Self Pay	\$380.00
04/30/2026	1:45pm	Kirchoff P.C. Lisa "Adam" Jean	06/25/2009	Sick Call	Sneezing a lot	Beverly Crusher, MD	~Highmark PPO Blue \$15 ISM	\$0.00
04/30/2026	2:00pm	Shenk, Matthew	01/22/2025	15mo Well Visit		Kathleen W. Gomez, M.D.	Health Assurance Healthstyles \$10	\$0.00
04/30/2026	2:45pm	Price, Justin	03/09/2021	5yr Well Visit		Kathleen W. Gomez, M.D.	Cigna PPO \$10	\$0.00
04/30/2026	2:45pm	Jetson, Astro	10/05/2021	Sick Call	A flu that's outta this world!	Beverly Crusher, MD	Keystone HealthPlan \$0/0 CHIP	\$138.00
04/30/2026	3:45pm	Holly, Buddy "Bud"	12/03/2011	Sick Call	Hearing is affected. Sinus congestion and bruising from heavy glasses.	Beverly Crusher, MD	Self Pay	\$0.00
								\$881.00

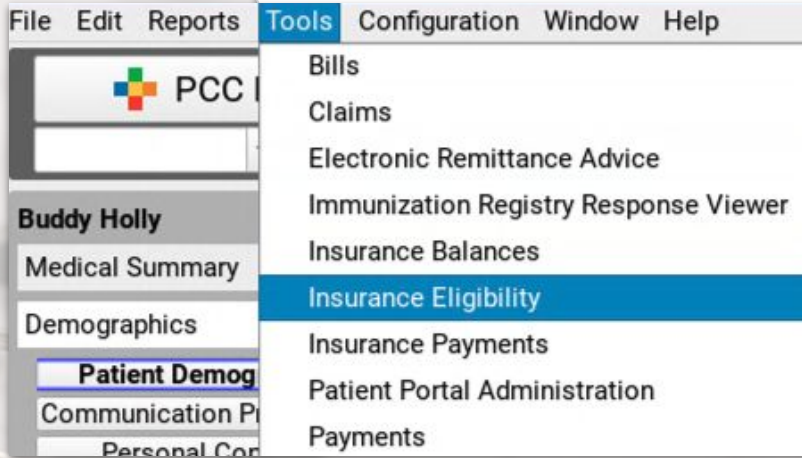
8 Results

PCC Tip:
 A pre-printed Huddle Sheet can aid in Patient Check-In if your practice ever experienced electrical issues.



Huddle Report Customization can include:
 Flags, Elig Status, Contact Info, Account, Care Plan, Problem List, Scheduling Method & More!

Insurance Eligibility Check - The Day Before



Active	Validated
Unknown	Validated
Active	Validated
Active	Validated
Active	Validated
Inactive	See Notes
Active	Validated
Unknown	See Notes
Active	Validated



Alert: The date of birth for the submitted patient does not match the date of birth in the payor's records. (Reject Reason Code 71)
Explanation: The date of birth for the submitted patient does not match the date of birth in the payor's records.
Action: Verify patient's date of birth is correct in the patient's demographics. Update and resubmit this request.

Request Eligibility

Most insurances require **exact** demographic information for a practice to get paid via claims! Encouraging Pre-Check-In usage can help ease your demographic checking workflows.



Low on tomorrow's visits?

- Find patients on tomorrow's schedule who have siblings overdue for well visits. Call ahead, or day of to see if they're available

Travel/Parking/Open Hours possibly affected?

- Send out a Broadcast Message via Huddle Sheet to notify parents to plan for the inconvenience in advance

For Office Managers

- Oversight on regular Recall/Broadcast Messaging
- Tracking Co-Pay Collection Rates
- Tracking collection of Past Due Balances



PCC Tips:

Scan the QR Code to view more about the Broadcast Messaging Log. If you need more information about tracking Front Desk activity via Reporting, contact your Client Advocate.



Questions?