

# Make an Eclipse adjustment

Last Modified on 19/08/2022 2:34 pm AEST

Make adjustments to ECLIPSE invoices so they match the amount paid by Medicare. This balances your payments and receipts and may be required if Medicare's payment does not match the total outstanding.

This will happen for one of two reasons:

- The amount paid is less than the outstanding balance of the invoice. The most common causes are the gap not being receipted yet or the fund paying less than expected.
- The amount paid is more than the outstanding balance of the invoice. This could be due to many things but most commonly by receipting off too much gap from the patient.

## Adjustment: amount paid less than the outstanding balance

In this scenario, the **Acc. Status** will be empty and the amount outstanding will be displayed in the **Outstanding** column.

If they rejected a service item:

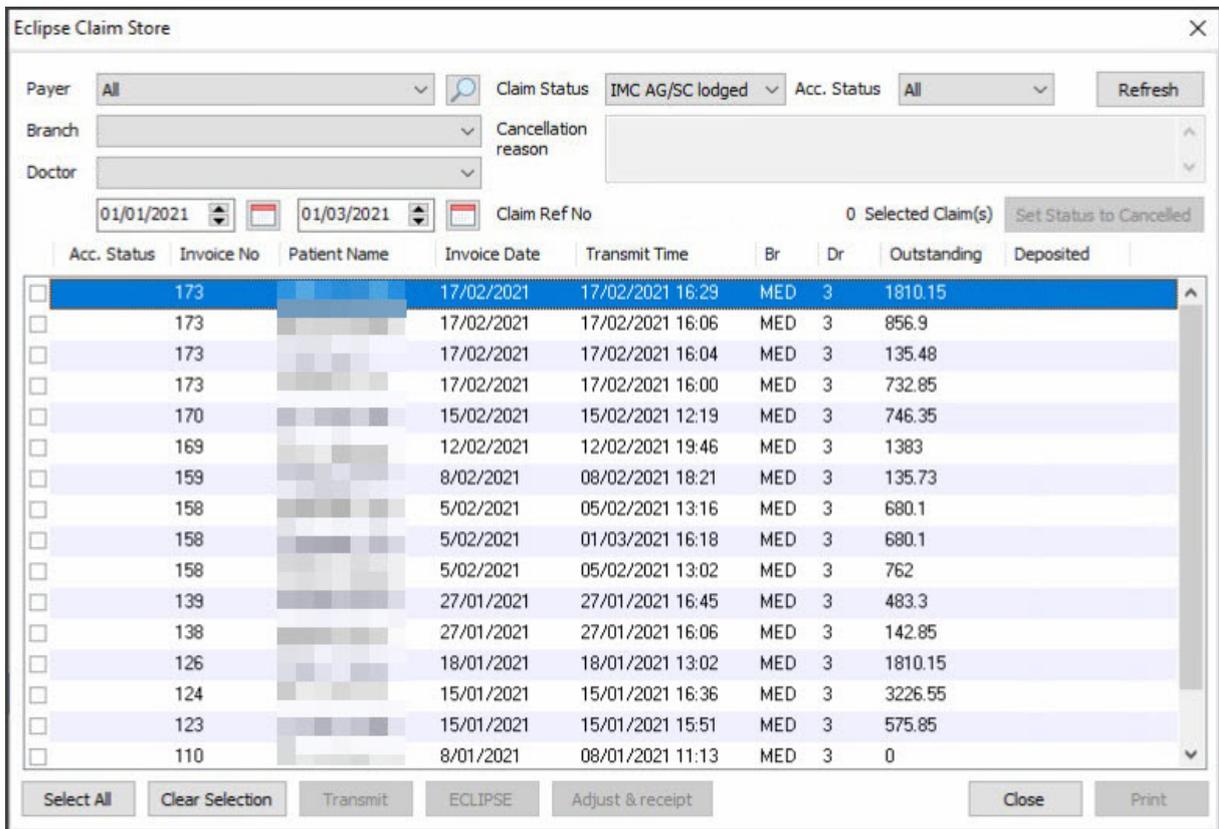
1. Go to Zedmed's **Management** tab.
2. Select **Batching** then **ECLIPSE Claim Store**.

The **ECLIPSE Claim Store** will open.

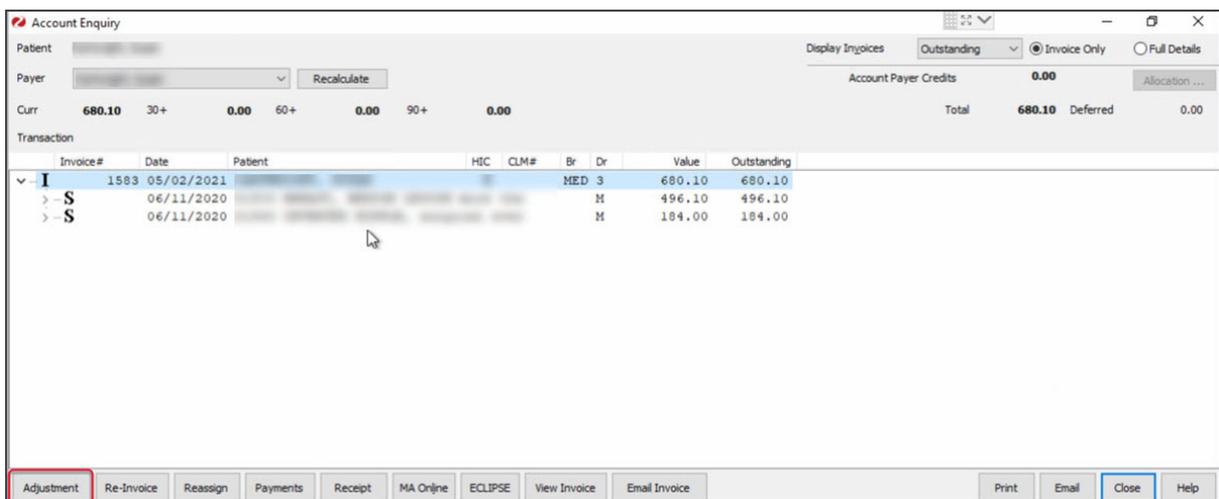
3. Select the invoice you want to reverse.
4. Select **ECLIPSE** then **IMC Process Report**.

This will tell you why the full amount was not paid, for example, only some service items were paid.

5. Print the report then select **Close**.
6. Select **Adjust & Receipt**.



7. Select the invoice then select **Adjustment**.
8. Select the service (S line) that was not paid.
9. Select **Void**.
10. Enter a reason then select **Close**.
11. Repeat if there are multiple services not paid, then receipt when the outstanding amount matches what was paid.



## Adjustment: amount paid more than the outstanding balance

This is usually due to a mistake. The invoice will have a status of paid (green tick) and the remainder of the benefit will be saved as an **Unallocated Credit** which you can see in the patient's **Account Enquiry** screen.

If too much gap has been receipted:

1. Go to Zedmed's **Management** tab.
2. Select **Batching** then **ECLIPSE Claim Store**.
3. Select the **invoice** you want to reverse.
4. Select **Adjust & receipt**.
5. Change **Display Invoices** to **All** (top right-hand corner).
6. Select on the + symbol on the left I and then again on the S to display the receipt number.
7. Select **Payments**.
8. Select the matching receipt number and select **Reverse**.
9. Enter a reason for the adjustment.
10. Select **Close** to save and exit.
- 11.

The screenshot shows the Eclipse Claim Store interface. At the top, there are filters for Payer (All), Claim Status (IMC AG/SC lodged), and Acc. Status (All). Below these are fields for Branch, Doctor, and Cancellation reason. There are also date pickers for 01/01/2021 and 01/03/2021, and a Claim Ref No field. A table of claims is displayed with the following columns: Acc. Status, Invoice No, Patient Name, Invoice Date, Transmit Time, Br, Dr, Outstanding, and Deposited. The first row is selected and highlighted in blue. At the bottom, there are buttons for Select All, Clear Selection, Transmit, ECLIPSE, Adjust & receipt, Close, and Print.

Acc. Status	Invoice No	Patient Name	Invoice Date	Transmit Time	Br	Dr	Outstanding	Deposited
	173		17/02/2021	17/02/2021 16:29	MED	3	1810.15	
	173		17/02/2021	17/02/2021 16:06	MED	3	856.9	
	173		17/02/2021	17/02/2021 16:04	MED	3	135.48	
	173		17/02/2021	17/02/2021 16:00	MED	3	732.85	
	170		15/02/2021	15/02/2021 12:19	MED	3	746.35	
	169		12/02/2021	12/02/2021 19:46	MED	3	1383	
	159		8/02/2021	08/02/2021 18:21	MED	3	135.73	
	158		5/02/2021	05/02/2021 13:16	MED	3	680.1	
	158		5/02/2021	01/03/2021 16:18	MED	3	680.1	
	158		5/02/2021	05/02/2021 13:02	MED	3	762	
	139		27/01/2021	27/01/2021 16:45	MED	3	483.3	
	138		27/01/2021	27/01/2021 16:06	MED	3	142.85	
	126		18/01/2021	18/01/2021 13:02	MED	3	1810.15	
	124		15/01/2021	15/01/2021 16:36	MED	3	3226.55	
	123		15/01/2021	15/01/2021 15:51	MED	3	575.85	
	110		8/01/2021	08/01/2021 11:13	MED	3	0	

The **Account Payer Credits** will go back to \$0. Close **Account Enquiry** to go back to the Claim Store.

**Note:** if you have used the Auto-Receipt function, this will reverse the payment for any other invoice that was paid with that same deposit. These will need to be manually re-receipted in the ECLIPSE Claim Store.

## Adjustment: service item was partially paid

If they partially paid a service item:

1. Go to Zedmed's **Management** tab.
2. Select **Batching** then **ECLIPSE Claim Store**.
3. Select the invoice you want to reverse.
4. Select **ECLIPSE** then **IMC Process Report**.

This will tell you why the full amount was not paid, for example, only some service items were paid.

5. Print the report then select **Close**.
6. Select **Adjust & Receipt**.
7. Select the invoice then select **Adjustment**.
8. Select the service (S line) then select **Discount**.
9. Enter the amount it needs to be discounted.
10. Add a brief reason then select **Close**.
11. Repeat this process for multiple partially paid items. Once the invoice reflects the correct amount, you can receipt it off.

This can occur when a higher rate is accidentally selected when billing, for example, a private fee instead of the fund fee.

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