3rd party unallocated credits

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Unallocated credits can occur when an invoice with a third-party payer like Medicare or the DVA is voided but payment is still received. In this scenario, all claims covered by the payment must be manually receipted, and:
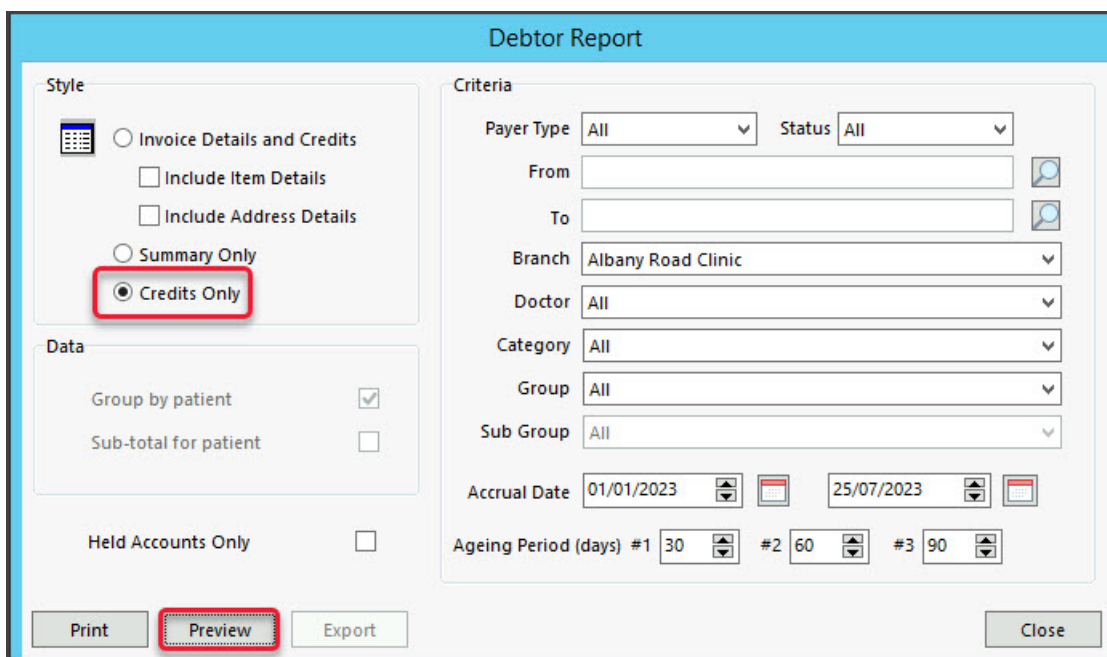
- The amount received for the voided invoice will be an unallocated credit.
- Any other claims covered by the payment that are missed when manually receipting will also become unallocated credits.

Identifying unallocated credits

When you close a Debtors Report, a dialog will advise if there are unallocated credits and prompt you to run an **Unallocated Credits Report.** You can run the Debtors Reports with **Credits Only** select to open the Unallocated Credits report.

To open an Unallocated Credits report:

1. Select **Management** > **Debtors** > **Debtors Report.**
2. Select **Credits Only**.
3. Select **Preview**.

For **Third Party Account Payers**, the patients whose claims the payments are for are not identified.

Unallocated Credits

Third Party Account Payers	Value	Receipt	Date
Medicare	$45.75	16	05/09/2022
Medicare	$39.75	18	05/09/2022
Medicare	$39.75	20	05/09/2022
Medicare	$119.25	22	08/09/2022
Medicare	$119.25	24	30/09/2022
Medicare	$939.40	25	03/10/2022
Medicare	$939.40	26	03/10/2022
Medicare	$167.55	35	27/10/2022
Medicare	$181.25	36	11/11/2022
Medicare	$125.85	38	15/12/2022
Medicare	$45.75	66	13/06/2023
Medicare	$45.75	67	13/06/2023
Medicare	$119.25	68	13/06/2023
Medicare	$86.10	69	13/06/2023
Medicare	$40.25	84	24/07/2023
Department of Veterans Affairs	$1486.05	72	14/06/2023
Credits for this group:	**$4540.35**		
Private Account Payers	**Value**	**Receipt**	**Date**
Aldridge, Joseph	$500.00	47	31/01/2023
Credits for this group:	**$500.00**		
Total overall credits:	**$5040.35**		

Receipting an unallocated credit

To receipt an unallocated credit for a 3rd party payment:

1. **Locate the receipt number for the 3rd party payment with the unallocated credit.**

   a. Run the **Unallocated Credits** report as explained in the section above.

   b. Note the receipt number for the unallocated credit.

   In the report above, we will use **receipt 84** as an example.

   The receipt number is for a full Medicare payment, which may cover many patients' claims.

2. **Identity the invoices allocated to the payment**.

   a. Select **Reception** > **Banking** > **Payment Allocation** to open the **Payment Allocation** report.

   The report shows what invoices have been allocated to a receipt, and you can see that 2 invoices have claims allocated to receipt 84.

3. **Identify the invoices not allocated to the payment.**

Using one of the invoice numbers identified in the screenshot above, you can find the invoice with the unallocated credit.

a. From the **Payment Allocation** screen, note one of the known invoice numbers allocated to the payment.

b. Open the **Payments tab** (Management > Claims Staus > Payments).

c. Enter the invoice number into the **Invoice No** field and select **Refresh**.

Now you can see all the invoices the payment was for, and identify the patient with an unallocated payment (invoices not listed in the **Payment Allocation** screen).

In this screenshot, you can see invoices 40241 and 40242, which we identified as allocated to the payment in the previous step, however, there is a new invoice shown, invoice #40245 for Holloway, Knut, so we know that this is an unallocated credit.
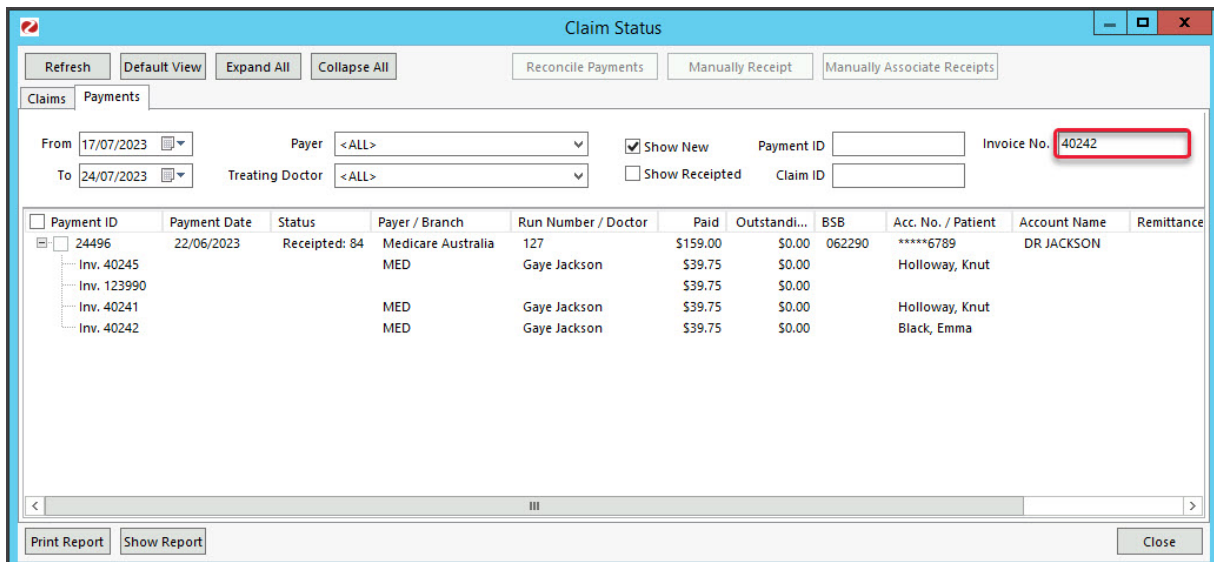
4. **Go to the patient and allocate the credit.**

   a. Open the patient's record and select **Acc Enquiry**. An easy way to do this is to double-click the invoice in the **Payments** tab, which opens it in the **Claims** tab, then double-click the invoice to open the patient's record.

   b. Select the **Payer** (e.g. Medicare).

   c. Locate the invoice.

   d. Select the **Allocation** button to open the **Allocation** screen.

   Important: **In the next step, DO NOT select Full Receipt until you have cycled through to the correct receipt number.**

   e. Use the **Blue arrows** to **locate the correct receipt number -** which will appear by **Receipt #** (e.g. **84**).

   f. Select the invoice.

   f. Select **Fully Receipt**.

   g. Select **Close** to save.

   The payment for that claim has now been receipted.

5. Repeat the steps for each unallocated credit.