

3rd party unallocated credits

Last Modified on 17/01/2024 1:34 pm AEDT

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:

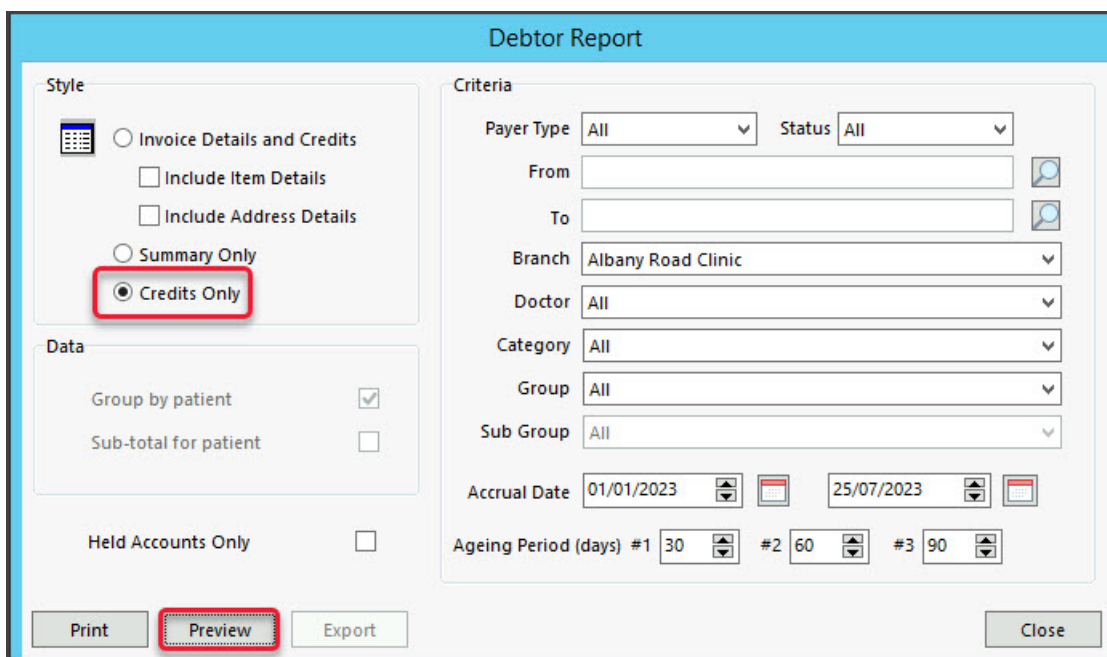
- The amount received for the voided invoice will be an unallocated credit.
- Any other claims covered by the payment that are missed when manually receipting will also become unallocated credits.

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**.



The screenshot shows the 'Debtor Report' dialog box. On the left, under 'Style', the 'Credits Only' radio button is selected and highlighted with a red box. Below it, 'Group by patient' is checked and 'Sub-total for patient' is unchecked. At the bottom left, the 'Preview' button is also highlighted with a red box. On the right, under 'Criteria', 'Payer Type' and 'Status' are set to 'All'. 'From' and 'To' are empty text boxes. 'Branch' is set to 'Albany Road Clinic'. 'Doctor', 'Category', 'Group', and 'Sub Group' are all set to 'All'. 'Accrual Date' is set from '01/01/2023' to '25/07/2023'. 'Ageing Period (days)' is set to #1: 30, #2: 60, and #3: 90. At the bottom right is a 'Close' button.

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 | | |

Receiving 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.

Search for the payment X

Search Payment Information By

Receipt Number
 Cheque Number
 Transaction Reference

Enter the number:

84

Payment Allocation

Receipt Number: 84

This receipt has been allocated to the following invoice(s): Total services: 3

| Doctor | Provider # | Patient | Invoice # | Date | Item | Fee | Allocated | | |
|--------------|------------|----------------|-----------|------------|------|-------|---------------|-----------------|-----------------|
| Gaye Jackson | 2418301X | Black, Emma | 40242 | 19/06/2023 | 23 | 39.75 | 39.75 | ^ | |
| Gaye Jackson | 2418301X | Holloway, Knut | 40241 | 19/06/2023 | 23 | 39.75 | 39.75 | ≡ | |
| | | | | | | | Total: | \$118.75 | \$118.75 |

Payment Summary **Session ID/s: 17**

| | | | | | | | |
|--------|----------------|-------------|--------|---------|------------------|-------------|---------------|
| Cash | Direct Deposit | Credit Card | EFTPOS | Cheques | Medicare Cheques | HealthPoint | Receipt Total |
| \$0.00 | \$159.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$159.00 |

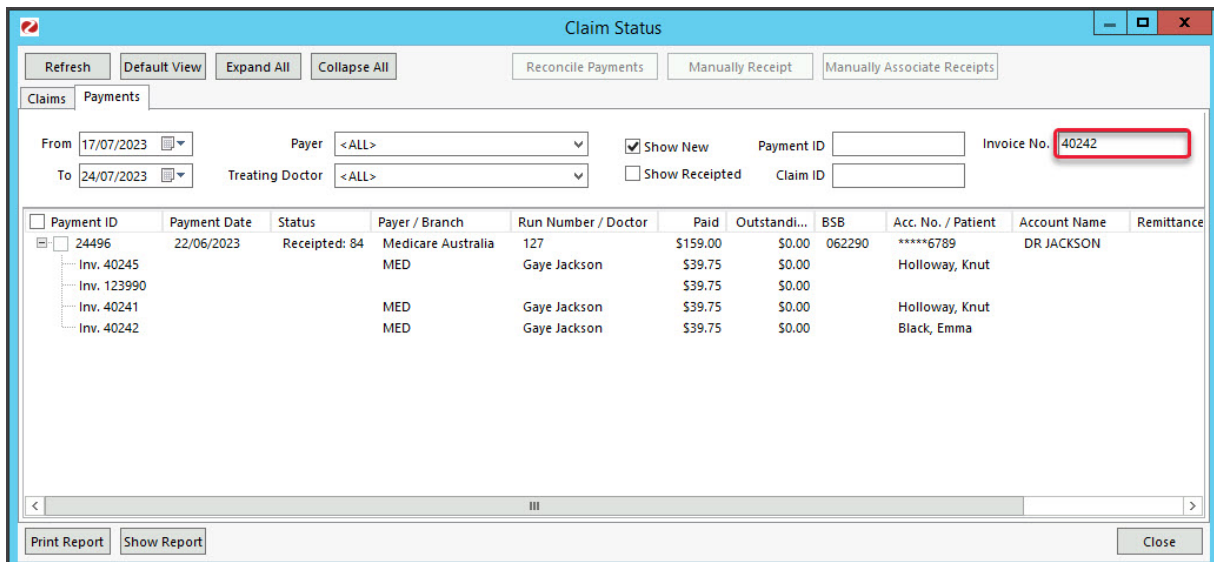
3. Identify the invoices not allocated to the payment.

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.

Holloway, Knut

Acc Enquiry Attend Bill Letters Clinical Information Print Quote Receipt Waiting Room Appointments Extras

Patient Details
 Personal Family Name Holloway
 Practice File# 4 Pull File
 Further Details Given Name Knut Initial Hosp. UR No Clinical Warnings
 Recalls

Account Enquiry

Patient Holloway, Knut Display Invoices Outstanding Invoice Only Full Details

Payer Medicare Recalculate Account Payer Credits 3054.30 Allocation ...

Curr 0.00

Transaction

Allocation

Payer Medicare Account Payer Credits 3014.55 On 15 Payments

Receipt # 84 On 24/07/2023 Banked 159.00 Unallocated Payment 0.50 Invoice Only Full Details

| Invoice# | Date | Patient | HIC | CLM# | Br | Dr | Value | Outstanding |
|----------|------------|---------------------------------|------|------|----|--------|--------|-------------|
| 40200 | 26/05/2023 | HOLLOWAY, KNUT | | | | MED PD | 167.55 | 167.55 |
| 40245 | 12/05/2023 | HOLLOWAY, KNUT | | | | MED PD | 39.7 | 0.00 |
| | 12/05/2023 | 23 Level B Surgery Consultation | | | | PD | 39.7 | 0.00 |
| | 24/07/2023 | <84> | | | | PD | -39.75 | |
| 40180 | 04/05/2023 | HOLLOWAY, KNUT | | | | MED PD | 78.05 | 78.05 |
| 40178 | 27/04/2023 | HOLLOWAY, KNUT | | | | MED PD | 240.75 | 240.75 |
| 40168 | 08/03/2023 | HOLLOWAY, KNUT | | | | MED PD | 137.65 | 137.65 |
| 40163 | 27/02/2023 | HOLLOWAY, KNUT | 8580 | | | MED IF | 39.75 | 39.75 |
| 40162 | 27/02/2023 | HOLLOWAY, KNUT | | | | MED PD | 39.75 | 39.75 |
| 40158 | 07/02/2023 | HOLLOWAY, KNUT | | | | MED PD | 159.20 | 159.20 |
| 40157 | 09/01/2023 | HOLLOWAY, KNUT | | | | MED PD | 35.70 | 35.70 |
| 40154 | 06/01/2023 | HOLLOWAY, KNUT | | | | MED PD | 215.65 | 215.65 |
| 40149 | 06/01/2023 | HOLLOWAY, KNUT | | | | MED PD | 215.65 | 215.65 |
| 40139 | 19/12/2022 | HOLLOWAY, KNUT | | | | MED PD | 137.65 | 137.65 |
| 40137 | 08/12/2022 | HOLLOWAY, KNUT | | | | MED PD | 76.95 | 76.95 |
| 40135 | 08/12/2022 | HOLLOWAY, KNUT | | | | MED PD | 39.75 | 39.75 |
| 40134 | 29/11/2022 | HOLLOWAY, KNUT | | | | MED PD | 240.75 | 240.75 |
| 40133 | 22/11/2022 | HOLLOWAY, KNUT | | | | MED PD | 78.85 | 78.85 |
| 40132 | 08/11/2022 | HOLLOWAY, KNUT | | | | MED PD | 99.00 | 99.00 |

Value 39.75 Allocated 39.75 Outstanding 0.00 Fully Receipt Partly Receipt

Delete Close Cancel Help

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5. Repeat the steps for each unallocated credit.