

Medicare unallocated credits

Version: 1.00 | Last Modified on 13/08/2025 11:22 am AEST

Unallocated credits can occur when an invoice with Medicare or DVA as the payer 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 during manual receipting will also become unallocated credits.

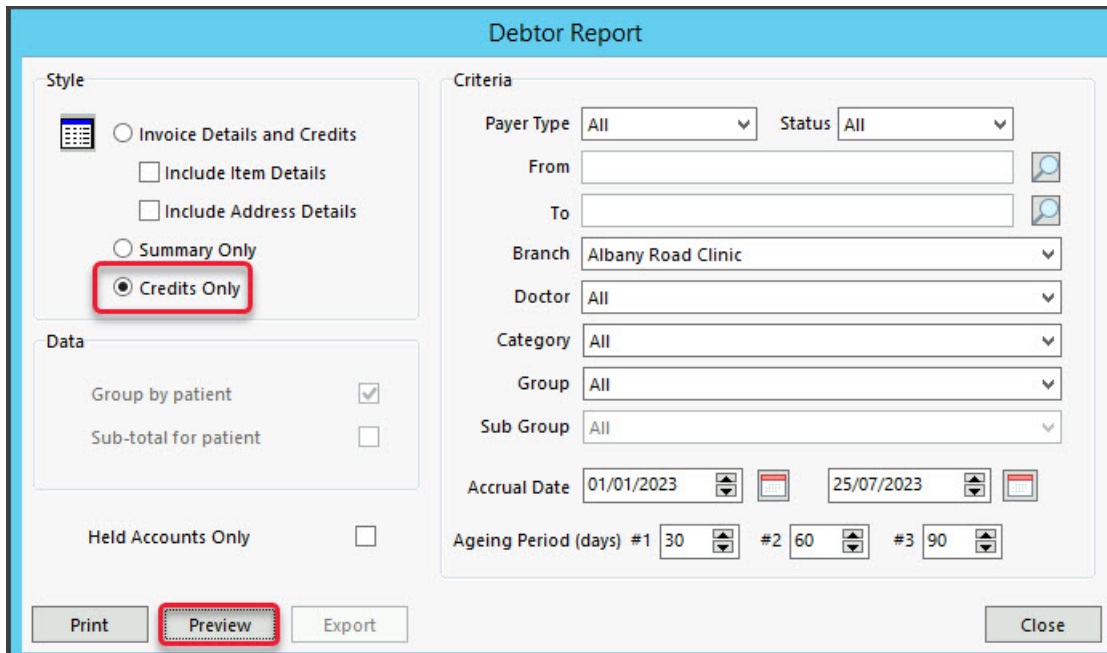
If the payment from the third party is **not valid** then the claim will need to be manually receipted and a refund initiated to remove the credit.

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 the 'Style' tab, there are three radio button options: 'Invoice Details and Credits', 'Summary Only', and 'Credits Only'. The 'Credits Only' option is selected and highlighted with a red rectangular box. Below these are checkboxes for 'Include Item Details', 'Include Address Details', 'Group by patient' (checked), 'Sub-total for patient' (unchecked), and 'Held Accounts Only' (unchecked). On the right, the 'Criteria' section contains several dropdown menus and input fields: 'Payer Type' (All), 'Status' (All), 'From' (empty), 'To' (empty), 'Branch' (Albany Road Clinic), 'Doctor' (All), 'Category' (All), 'Group' (All), 'Sub Group' (All), 'Accrual Date' (01/01/2023 to 25/07/2023), and 'Ageing Period (days)' with three columns: #1 (30), #2 (60), and #3 (90). At the bottom of the dialog, there are three buttons: 'Print', 'Preview' (highlighted with a red rectangular box), and 'Export'. A 'Close' button is located at the bottom right.

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. **Identify 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

Search Payment Information By

☒ Receipt Number
☐ Cheque Number
☐ Transaction Reference

Enter the number:

84

OK

Cancel

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

Print

Close

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.

- From the **Payment Allocation** screen, note one of the known invoice numbers allocated to the payment.
- Open the **Payments tab** (Management > Claims Status > Payments).
- Enter the invoice number into the **Invoice No** field, select **Show Receipted** 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.

Payment ID	Payment Date	Status	Payer / Branch	Run Number / Doctor	Paid	Outstandi...	BSB	Acc. No. / Patient	Account Name	Remittance
24496	22/06/2023	Received: 84	Medicare Australia	127	\$159.00	\$0.00	062290	*****6789	DR JACKSON	
Inv. 40245			MED	Gaye Jackson	\$39.75	\$0.00		Holloway, Knut		
Inv. 123990					\$39.75	\$0.00				
Inv. 40241			MED	Gaye Jackson	\$39.75	\$0.00		Holloway, Knut		
Inv. 40242			MED	Gaye Jackson	\$39.75	\$0.00		Black, Emma		

4. Go to the patient and allocate the credit.

- 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.
- Select the **Payer** (e.g. Medicare).
- Locate the invoice.
- 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.

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

Family Name: Holloway Given Name: Knut Initial: Practice: File# 4 Pull File Clinical Warnings

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: Invoice#

Receipt # 84 On 24/07/2023 Banked 159.00 Unallocated Payment 0.50

Allocation

Payer: Medicare Account Payer Credits: 3014.55 On 15 Payments

Transaction

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
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	85806		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.