Quickstart: Reconcile Payments

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To reconcile payments:

1. Go to **Management** > **Claims**, then select the **Payments** tab.
2. Apply the required filters then select **Refresh**.

   Selecting the **Payer** and **Treating Doctor** may assist with reviewing payments and matching totals against the Banking Reconciliation Report.
3. Select the **Payment ID Check boxes** of the payments to reconcile (individually or the top check box to select all).

   Suggest leaving the pink shaded rows to be managed separately.
4. Select the **Reconcile Payments** button at the top centre of the Claims screen.
5. On the Payment Reconciliation Options window leave **Allow Overpayment** and **Adjust Underpayment** ticked .
6. Select **OK** to receipt the payments against their invoices, then click **Refresh** to clear the newly receipted items from the **New** view.
7. For rows highlighted in pink where **Paid** does not equal **Outstanding,** double-click any highlighted row to view rejection reasons or status details in the **Claims** tab.
8. Once reviewed, select the **Reconcile Payments** button.
9. On the Payment Reconciliation Options window:
   a. leave **Allow Overpayment** and **Adjust Underpayment** ticked to automatically adjust bulk bill/DVA discrepancies, or
   b. tick **Void Rejected Services** if you are ready to void rejected **items** for re-billing.