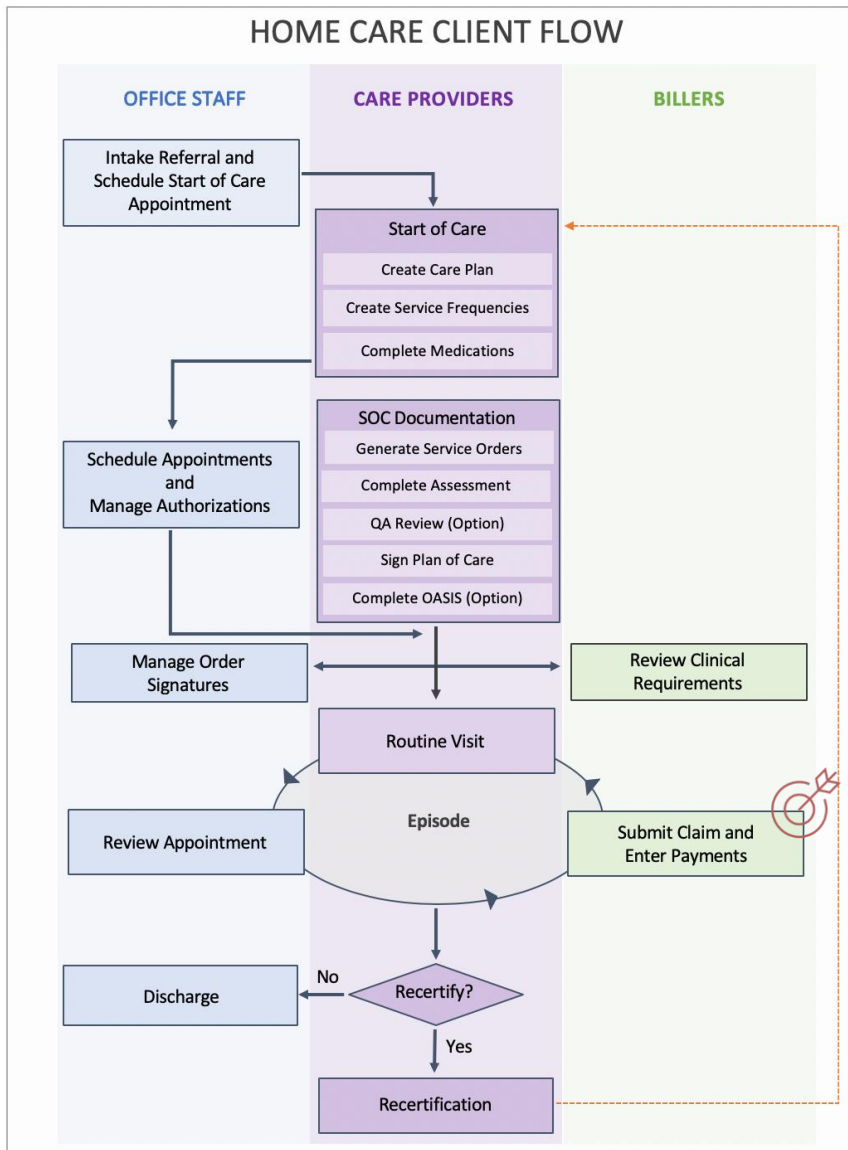**PointClickCare**®

Session Guide:
Payments and Adjustments

After this session, billers will be able to:

- Understand how payments and adjustments are used

- Apply payments by payer

- Apply payments by patient

- Import an 835

- Perform a provider adjustment

- Perform a balance forward transfer

Payments and Adjustments in the Home Care Flow

HOME CARE CLIENT FLOW

OFFICE STAFF	CARE PROVIDERS	BILLERS

- Intake Referral and Schedule Start of Care Appointment
- Start of Care
  - Create Care Plan
  - Create Service Frequencies
  - Complete Medications
- SOC Documentation
  - Generate Service Orders
  - Complete Assessment
  - QA Review (Option)
  - Sign Plan of Care
  - Complete OASIS (Option)
- Schedule Appointments and Manage Authorizations
- Manage Order Signatures
- Review Clinical Requirements
- Routine Visit
- Episode
- Review Appointment
- Submit Claim and Enter Payments
- Recertify?
  - No → Discharge
  - Yes → Recertification

You are in charge of entering payments and adjustments. How do you fit into the agency's workflow?

Your agency receives a payment.

For Manually Entered Payments

You go to Agency > Payments > Deposits to begin making a deposit. For each receipt in the deposit, you enter the receipt, apply payments and post the Receipt. When the deposit is complete, you verify that the total receipts recorded equals the deposit

For Electronic Payment Files

You go to Agency>Payments>Import Payment File and select Import Payment. You select the file and select Accept. The import file appears in a Pending status until the import is done – status then changes to Complete.

From the Completed tab, you review, change or update payments before posting them to patient accounts.
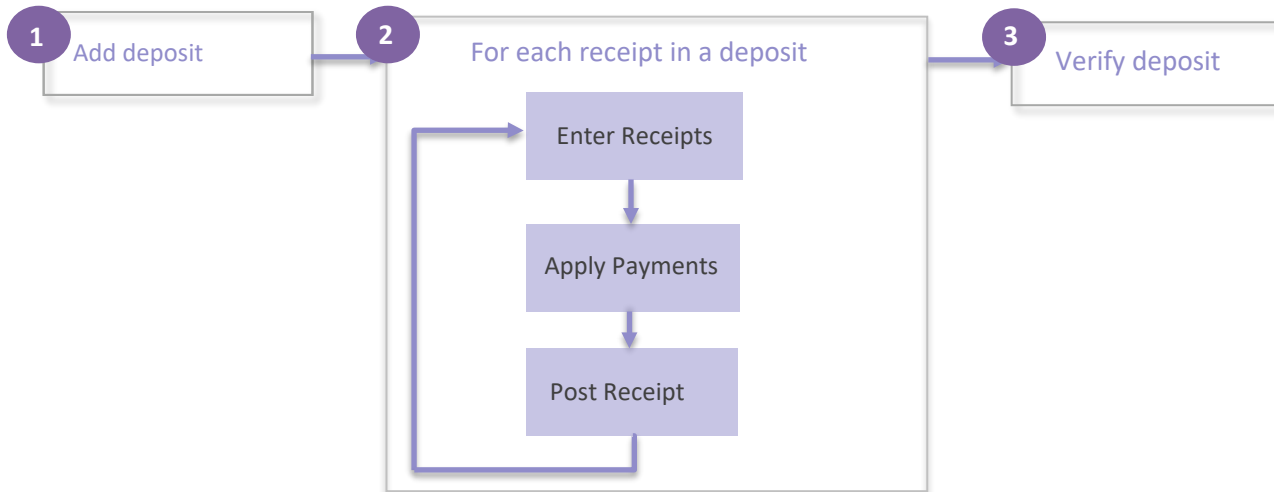
Deposit interface

To add deposits and apply payments, go to **Agency>Payments**. This brings you to the Deposits page where you can either manage deposits manually or import a payment file.
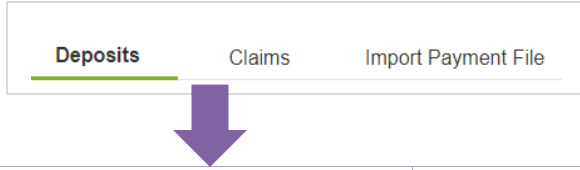
| Deposits | Claims | Import Payment File |

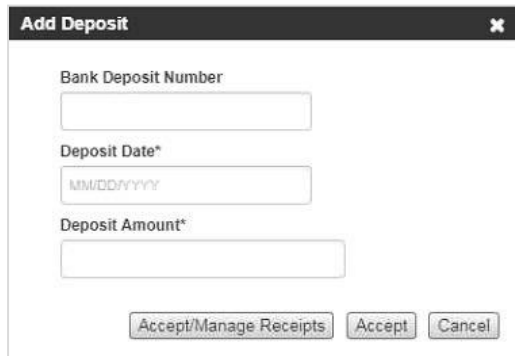|	
Deposits tab	Interface to manage manual deposits.
Claims tab	Provides access to outstanding claims to verify claims you are posting against.
	Provides access to bulk small balance adjustments.
Import Payment File tab	Used to import an 835 (remittance file, which is your explanation of benefit payments).

Adding deposits and applying payments

There are three steps to adding deposits and applying payments:

1 Add deposit

2 For each receipt in a deposit

- Enter Receipts
- Apply Payments
- Post Receipt

3 Verify deposit

1 Add deposit

1. Go to **Agency > Payments > Deposits** to access the Deposit interface.

2. Select **Add** Deposit. The **Add Deposit** dialog appears.

a) Enter the **Bank Deposit Number**. Use your agency's deposit number standard to create this number. Best practice is to create a numbering system that allows you to easily identify the deposit in the future. (Example: 041721SP might indicate a self-pay deposit made on April 17, 2021.)

b) Enter the **Deposit Date**. This is the date that the deposit is recorded by the bank.

c) Enter the **Deposit Amount**. This is the total amount of the deposit.

3. **Select Accept/Manage Receipts** to add receipts to the deposits. (If you need to save your work and finish the receipts at another time, select **Accept.**)
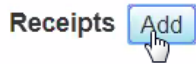
2 For each receipt in deposit

Enter receipts

For each check in the deposit, you will need to enter a receipt and apply payments to claims.

To add a receipt to a deposit:

1. Select **Add** next to **Receipts**.

    Receipts Add

2. Enter the following for the receipt:

    a. Receipt Number - The check number or confirmation number.

    b. Receipt Amount – The amount of the individual receipt.

    c. Note – Any information you want to leave on the deposit.

    d. Receipt Type – Choose **Payer** or **Patient**. If Receipt type is Payer, select from the Payer drop down menu. If the Receipt is Self-Pay, you can choose to select the Patient option.

    e. Payer/Patient: Select Payer or Patient based on the Receipt Type selected above.

3. Select **Accept/Apply Payments** to choose a claim and apply payments to the claim. Choose **Accept** to save the entry to complete later. When you select **Accept/Apply Payments**, the **Payment** interface appears. You can begin applying payments.

Apply payments

The payment interface allows you to apply payments to claims.

4. Select **Add** next to **Payments**. The **Add Payment** dialog appears.

5. Select a claim.

Select **Claim** from the **Add Payment** dialog. From the **Select Claim** dialog, select the Claim you want to apply the payment to, select **Accept.**

6. Enter the amount of the payment.

7. If you need to add or apply an adjustment, select **Add Adjustment**, and select the **Adjustment Category** or select **Apply** to apply the adjustment against the reimbursement remaining total.

Claim Adjustment

These are adjustments done on the claim you are working on. Enter the following. Select Accept when done.

Group Code: Select in the field to select from the drop-down list.

Reason Code: Begin typing if you know your code. Type a to view a list.

Amount: Enter the adjustment amount. Use a positive number to remove a remaining balance. Use a negative number to remove a credit balance.

Adjustment Type: Select in the field to select from a drop-down list.

Service Adjustment

These are adjustments done on a specific service within a claim. (For example, you would use a service adjustment if an insurance company denied payment for a day of service that they did not approve.)

In addition to fields for Claim Adjustments, select the date of service that you are adjusting.

Select Accept when complete.

8. If the entire amount of the check is paid on the invoice, select **Accept**. If you need to add another invoice, select **Accept & Select New Claim**.

Post receipt

When the amount to apply is $0.00 in the Control Total select **Post Receipt** to post the payment. Select **Accept** in the confirmation dialog.
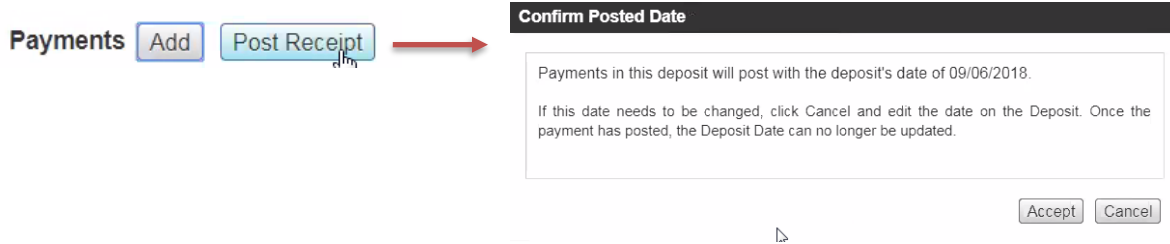
9. To add additional Receipts to the Deposit repeat steps 1 through 3. To add additional Payments to the Receipt repeat steps 4 through 8.

3 Verify deposit

It is important to confirm that all payments within receipts have been applied and posted by verifying the deposit control total on the Manage Receipts page. This ensures a deposit has been fully recorded.

1. Select **Back** to return to **Manage Receipts** page to verify the deposit reconciles.

2. Verify that the **Total Receipts Recorded** equals the **Total Deposit Amount**, and that all receipts are applied.

Tip: In the payments module, verify that you do not have any *unposted receipts* flags on a deposit regularly to avoid closing the month with incomplete deposits. Any deposit/receipt that is not fully recorded properly will not report accurately within the financial reports.

Actions within the Deposit Interface

-   **Edit** - Can be used to edit both deposits and receipts until the month end period for that item has been closed. Once the month end period has been processed, this action will no longer be available.

-   **Delete** - Can be used to delete an unposted deposit. Once a deposit has been posted, this action will no longer be available.

-   **Manage Receipts** - Can be used at any time to view the receipts within the deposit. The ability to edit or delete the deposit or receipts is determined by the status of the deposit and the status of month end as noted above.

Importing a payment file

1. Go to **Agency > Payments > Import Payment File** and select **Import Payment**.

Deposits	Claims	**Import Payment File**

☁ Import file(s): drag and drop, or browse

2. **Import** payment file by using the drag and drop or browse option.

3. Once you have imported the file, it will appear in a Pending status. When the import is done, the file status changes to Complete. If the import fails, you will have the option to retry.

	Import Date	Import Status	Source	Actions
...claimBattsIrving - Test 1.txt	03/11/2022 12:25PM	COMPLETED	MANUAL	
...claimJewettScarlett - Test 1.txt	03/11/2022 12:25PM	COMPLETED	MANUAL	
...claimYountMayme Test 2.txt	03/11/2022 12:25PM	COMPLETED	MANUAL	
Regression-835-File-For-Institutional-claimYountMayme Test 1.txt	03/11/2022 09:24AM	COMPLETED	MANUAL	
P_20201223153552 - test.txt	03/11/2022 09:16AM	FAILED	MANUAL	Retry

Import Status | Source | Search

Clear
☐ Completed
☐ Failed
☐ Pending

Moving Credits/Payments from one Invoice to another Invoice

1. Go to **Agency > Payments**.

2. Select **Add Deposit** and enter the following:

   - Bank Deposit Number: Cash Clean Up

   - Deposit Date: (Current month working in)

   - Deposit Amount: 0.00

Add Deposit ✕

Bank Deposit Number

Cash Clean Up

Deposit Date*

09/01/2020

Deposit Amount*

0.00 ⇕

Accept/Manage Receipts   Accept   Cancel

3. Select **Accept/Manage Receipts**.

4. Select **Add Receipt** and enter the following:

- Receipt Number: Cash Clean Up

- Receipt Amount: 0.00

- Receipt type: Payer

- Select Payer: Select Payer

5. Select **Accept/Apply Payments**.

6. Select the **claim** you are moving the credit/payment from, **Add** a negative payment for the total you want to move.

7. Click **Accept & Select Claim.**

8. Select the **claim** you want to apply the credit to, **Add** the positive amount of the credit to apply.

9. Click **Accept**.

10. Click **Post Receipt** when the deposit is complete.

Reversing a Posted Duplicate Entry

1. Go to **Agency > Payments**.

2. Select **Add Deposit** and enter the following:

- Bank Deposit Number: Reverse Duplicate Entry

- Deposit Date: (Current month working in)

- Deposit Amount: Negative total of the original entry.

Example:
Original Entry: $4,250.00
Reversal Entry: -$4,250.00

3. Select **Accept/Manage Receipts**.

4. Select **Add Receipt** and enter the following:

- Receipt Number: Reverse Duplicate Entry

- Receipt Amount: Negative total of the original entry.

- Receipt type: Payer

- Select Payer: Select Payer

5. Select **Accept/Apply Payments**.

6. Select the exact claims that were in the original entry, Add the negative amount of the payment from the original entry.

7. Click **Accept & Select Clai**m for each claim and enter the negative payment until all the payments from the original entry are entered and the deposit matches the negative total of the original entry.

8. Click **Accept.** Click **Post Receipt** when the deposit is complete.

Bulk Small Adjustments

1. Go to **Agency > Payments > Claims**

2. Use the Quick Filter Sets and select **Small Balances** to populate the claims that meet the set parameters of this adjustment type.
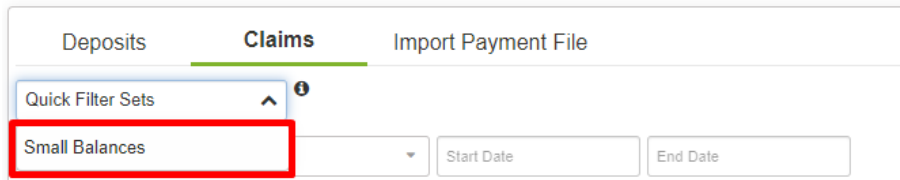
3. If you have multiple claims to apply a small adjustment on, you can select the box to the left of each claim and then click **Small Balance Adjustment** radio button above the claims. If you would like to select a singular claim action, you can do so by going to **Actions > Small Balance Adjustment**.
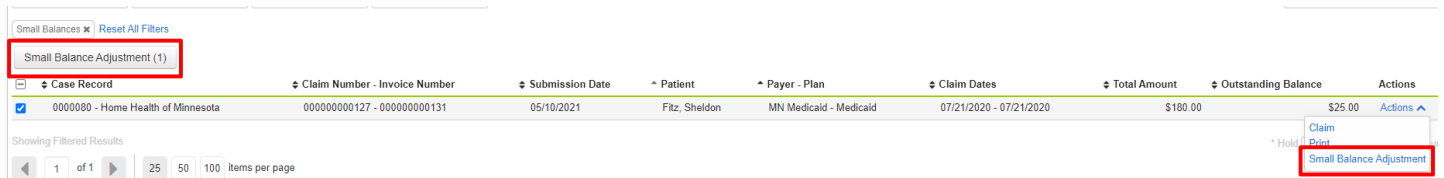
4. Once you have clicked the Small Balance Adjustment button, a confirmation dialog appears, select **Accept** to apply the adjustment. Once applied, the adjustments will disappear from the Claims application and move to a *paid status*.
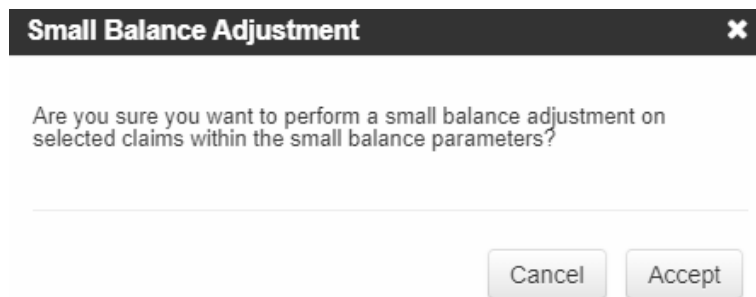
Associated Reports

Cash Payments Received Detail	Provides a listing of all cash receipts associated to deposits within a specific deposit date, posted date, unposted date, or create date range; grouped by deposit date, payer, or patient.
Adjustment Audit	Provides a listing of all the adjustments within a specified date the adjustment was entered or by claim date associated to the adjustment.
PR Adjustments Not Forwarded	Shows PR adjustments without a forwarded invoice.
Payments Unapplied	Shows all unapplied cash (overpayments / credits on receipts).

Associated Dashboards

Payments Unapplied	Check Weekly
Patient Responsibility Adjustments Not Forwarded	Check Weekly
Cash Posting	Check Monthly

Notes