

Synergistic Office Solutions, Inc.

Topic: Entering a Credit when You Have Previously Entered a Payment to the Wrong Payor
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Occasionally you will find that you have accidentally entered a payment specifying the wrong payor. When this occurs, you must transfer the payment so the appropriate payor is credited. You will do this by entering a negative credit for the incorrect payment and then applying the payment using the correct payor. Use the following steps:

1. When in the Daysheet, Click the **Transaction Guide** button and choose **Negative Credit**. From the Main Menu choose **Guides > Enter Negative Credit**.
2. Use **<F2>** or the right mouse button to pop up the list of Active Patients. Select the patient for whom you want to change the credit. Choose **<ALT>N** or click the **Next** button.
3. Use the down arrow or the left mouse button to drop down the list of payors. Select the payor on the list from which the payment is to be removed. Choose **<ALT>N** or click **Next**.
4. Select the payment that you want to reverse from the list of payments. Choose **<ALT>N** or click **Next**.
5. Make sure that the date and the amount of the negative credit are correct. Add a note of explanation for the transaction if that will be helpful to you in remembering what you did.
6. If you are satisfied with the transaction you have entered, click **Finish** or enter **<ALT>F**.
7. Now you may enter the charge correctly. To enter a credit, go to the daysheet. From the main menu click on the Daysheet icon (the red book) then on the *Credits* tab or click on the Credits icon (the stack of money). Using keyboard alternatives, press **<ALT>F**, then **D** for Daysheet, and **<CTL><TAB>** to move to the *Credits* tab.
8. Press **<ALT>A** or click the **Add** button to start the credit entry.
9. Using **<F2>** or the right mouse button, pop up the list of Active Patients. Highlight your patient's name. Press **<ALT>S** or click the **Select** button to choose the patient.
10. The system automatically enters today's date (or the current working date). Change that if necessary.
11. Tab to the Payor field and press the down arrow or left click in the payor box to show the list of payors for this patient. Highlight the actual payor from whom this payment was received. Press **<Enter>** and Tab to the next field.
12. To enter the type of payment (the Credit Type) use the down arrow or left mouse button to drop down the list of types. If you choose *New Check*, OMWin asks you for the date on the check, the check number and the amount as required pieces of information so it can track your checks. If you select *Check*, it asks you for the number of the check and goes looking for a check that is already in the system. If a check already exists, it will also enter the balance remaining on the check for you.

13. In the *Outstanding* box, highlight the charge to which you want to apply this payment. Click the **Apply** button or press <ALT>Y or drag the charge from the *Outstanding* box to the *Applied to* box. A window titled "Adding Credit Split" pops up. Be sure the correct date and amount are entered. Press <ALT>O or click on the **OK** button.
14. If this payment does not completely satisfy the original charge, a window will pop up that offers you four possibilities:
 - (1) Leave the balance on this charge split (if you are expecting more payment from this source for this charge);
 - (2) Transfer the balance to a different payor (if you want to now hold another payor responsible for the balance, like a secondary insurer);
 - (3) Adjust off the balance (if this amount will not be paid and you want to write it off); or
 - (4) Adjust off partial balance (if you want to adjust off part of this balance and leave the rest on this split).Select the one most appropriate to your situation.
15. Finish out the choices offered to you based on whether you have selected option 1, 2, 3, or 4.
16. Click the **Next Charge**, **Next Credit** or **Daysheet** button or enter <ALT> G, <ALT>X or <ALT>E to go to the next transaction.

If you cannot find a charge for the payor from whom you have received payment, you may have split the charge to the wrong payor. Or, if you have received more than you expected from a payor and have no balance left on the charge split for the date of service, you can use the **More Splits** feature on the Credit entry screen. Get Document #465 for guidance on the use of **More Splits**.

Alternatively, if you do not use the Provider Activity Report to pay your providers, you can choose to void the credit in the ledger and to re-enter it:

1. Select the Active Patient List. Highlight your patient and click the **Ledger** button.
2. Highlight the credit you want to reverse. Click the **Change** button to the right of the ledger items or press <ALT>C.
3. In the bottom right hand corner of the screen you will find the **Void** button, a red circle with a slash through it. Click this button to remove the credit. You will see a message that says "Voiding this transaction will change all amounts to zero, mark the transaction as voided, and create an audit trail recording this action." If this is what you want to do, press the **Continue** button or type <ALT> O.
4. Now enter the payment correctly indicating the appropriate payor.