

Synergistic Office Solutions, Inc.

Topic: Entering One Check as Payment for Multiple Patients
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When you receive one check as payment for multiple patients, you can quickly attach that payment to as many patients as necessary. You must be sure that the patient payments are from the same SOS payor. Sometimes, one administrator sends a check for two payors; e.g., Medicare and Blue Cross/Blue Shield, or the check may be all BCBS, but in your system there are several BCBS payors who are responsible for the patient accounts referenced on the EOB.

One way to check to see that all the accounts are served by the same payor:

1. Go to **Lookups > Insurance Carriers**.
2. Highlight the carrier from whom the payment was received.
3. Click the **Show Accounts** button or enter **<ALT>-O**.

The list of patients with this carrier will appear, along with their aged outstanding balances. If the check is from two carriers, you will have to split the check into two portions, making a separate New Check entry and applying to the appropriate patients for each payor. Once you have found the correct payor(s), follow these steps:

1. 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.
2. Press **<ALT>-A** or click the **Add** button to start the credit entry.
3. 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.
4. The system automatically enters today's date or the current working date. Change the date, if appropriate.
5. 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 payor from whom this payment was received. Press **<Enter>** and Tab to the next field.
6. To enter the type of payment (the Credit Type) use the down arrow or left mouse button to drop down the list of types. 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 this check and assure that the entire amount is allocated to the correct patients.
7. 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, i.e., the amount they have paid for this particular charge. Press **<ALT>-O** or click on the **OK** button.

8. 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.
9. Finish out the choices offered to you based on whether you have selected option 1, 2, 3, or 4.
10. Click the **Daysheet** button or type <ALT>-E.
11. The "Post Payment" window will pop up asking if you want to "Reduce the payment amount to match the total applied. (If applying part of a multi-patient check, the check balance can later be applied to this or another patient account.) Or, "Save the remainder as a prepayment on THIS patient account only." Because this check is for multiple patients, click the radio button in front of the first option. You can use the up arrow to move the radio button. Press the **Continue** button or enter <ALT>-O.
12. A window pops up, asking "Would you like to apply additional payments from this check now?" Click the **Yes** button or enter <ALT>-Y.
13. OMWin pops up the Active Patient list from which you can choose the next patient for whom you want to apply a payment. Highlight the patient's name, press the **Select** button or enter <ALT>-S.
14. The check on which you have been working automatically appears in the box. Select the charge split to which you want to apply payment and follow the procedure described in step #7.
15. If you have a dollar amount left on this check when you have completed entering it against charge splits, you need to determine if you have incorrectly entered your check total on your payments, or if there is an overpayment amount on the check. Click **No** or enter <ALT>-N when OMWin asks "Would you like to apply additional payments from this check now?" OMWin leaves this balance as undistributed for this check. When you close the daysheet, a reminder will appear, informing you that there is a check with an undistributed amount.
16. If you determine that there was no overpayment on this check, you should then check to be sure that you have entered the payment amounts for each patient correctly. To see what you have done with this check, click the **Print/Post** button on the Daysheet. The "Undistributed Checks" window will appear. Confirm that the check amount is correct. If it is not, click on the **Change** button and enter the correct amount. If the check total is correct, look at the list in the lower half of the window. This list shows which patients have had payments applied from this check and the amounts applied. Determine if any of the patients or amounts are incorrect. If so, close the "Undistributed" window to return to the Daysheet, from which you can edit the incorrect entry in the daysheet.
17. If the check balance is truly an overpayment, you have two options.
 - (1) You can create a Miscellaneous Overpayment account to which you apply the remaining amount. From this account you can create a refund to the insurance carrier, or, if you find that the payment was actually for a particular patient, you can later transfer the payment to the appropriate patient.
 - (2) You can leave it as a prepayment to one of the patient accounts for whom you just entered a payment and refund the money to the carrier from their account. You can add another payment in the

manner you did above or when you enter the last patient to whom this check applies, enter this amount as a pre-payment. Add the Credit as you did above. For *Payment Type*, enter "Check" and choose the check on which you have been working. The balance on the check will appear.

18. Click on Daysheet, Next Charge or Next Credit. When you do so, OMWin will present you with the Post Payment box mentioned in step #11 above. This time click the radio button in front of "Save the remainder as a prepayment on THIS patient account only.