



**Topic:** Entering an Insurance “take-back”  
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**Author:** Seth Krieger

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**Question:**

An insurer sent a check paying for several patient accounts, and reduced the check by \$120 for three \$40 overpayments they made on a previous check. The overpayments had been applied several months ago (we didn't know they were overpayments, so they are not in pre-pay).

**Answer:**

This situation is what is called a "take-back". The EOB indicates that amounts previously remitted and posted are now to be applied to new or different charge entries.

Use the "Enter a Negative Credit" Guide (Guides menu) to reverse the portion of the previously applied payments. These will total \$120, based on your message. After you have entered these reversals, the original check will now have \$120 available on it that you can apply to the later charges by creating new credit(s) in the current daysheet. When you get to the credit type, select CHECK, not NEW CHECK, and pick the old check from the list.

When you have re-applied that \$120 you can go ahead and apply the new check as well. This process will involve a series of credit entries for the various accounts. The order really doesn't matter. You can do the new check, then reverse and reapply the old check or vice versa. Your EOB should detail which charges are being "paid" with the take-back, and which with the new check.