

Synergistic Office Solutions, Inc.



Topic: Unapplied checks are found when posting daysheet
Document ID: #479
Product: OM
Date: October 11, 2006
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OM checks through your current daysheet as well as all ledgers to find checks that have not been fully distributed and the software will nag you when you post your daysheet until these checks have been applied, deleted, or marked to "Ignore when closing daysheet".

In most cases, the undistributed checks are created when a user begins to enter a credit, inputs the check number and amount and saves the check but then cancels out of the credit. Often, the user realizes that the check should have been posted under a different payor and clicks *Cancel*. The check has already been entered at this point and is not deleted by the system when you cancel the credit entry. If you then reenter the credit and enter the check again as a "New Check", you will end up with two checks, one of which will not have been distributed and will trigger the "nag" window.

In most cases, the checks are merely duplicates of checks entered under the correct payor. Most of the checks can therefore be safely deleted. You should, of course, check your ledgers to determine if the check is a duplicate or mistaken entry before deleting them. To examine all checks you have entered from a particular payor (a good way to spot duplicates):

1. Go to **Lookups > Insurance Carriers/Plans** (in the case of an insurance payor) or **Lookups > Private Payors** (in the case of a non-insurance payor). For private payors, select the second tab, **Patient (Self) Payors**, if the payor is the patient him/herself; select the first tab for all other non-insurance payors.
2. Highlight the payor in which you are interested.
3. Click the **Payments** button. The selected payors checks are listed in the top window and the services to which the check has been applied are listed in the lower window.
4. You can modify or delete a specific check by highlighting it in the top window and clicking the **Change** or **Delete** button, respectively. Note that you are not permitted to delete a check that has been applied to one or more services.

In some cases, checks are partially applied and cannot be deleted. In these situations, you should examine the ledger carefully and either apply the remainder of the check or lower the check amount.

When the daysheet posting nag window appears, you will see all the currently undistributed checks along with their check numbers, dates, descriptions, amounts and payors. If there are credits already applied from a check, they will be listed in the bottom half of the box. For most checks, you should be able to determine where to look based on this information.

If the same payor exists for more than one account, you may find it helpful to refer to the insurance carrier or private payor lists (**Lookups > Insurance Carriers** or **Lookups > Private Payors**). There is an **Accounts** button which will display every account in which the payor exists.

If you are sure that your checks were properly applied and want to post the daysheet in spite of the warning, you can continue posting anyway, or you can highlight each remaining check in the nag window, click **CHANGE**, then check the *Ignore when closing daysheet* option. On **OK**, the check will disappear from the window.

Please attempt to resolve as many checks as possible before you call for support in order to speed your call if you need additional assistance.