

Posting Payments

Introduction

This document is for use by a dental office running Datacon Dental Systems Practice Management software. This document is written with the System Option "Always choose patient name on payments" set.

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Questions? Contact the staff at Datacon for help.
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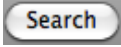
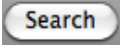
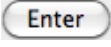
Posting Payments Overview

Payments in Datacon can be posted several different ways:


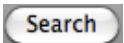
1. Individually as the payment comes in.
2. As part of the process of processing a day's patients.
3. As group payments when the payment needs to be split among multiple accounts.
4. As a group payment through the insurance company file.

Post Payments or Adjustments to an Account

To post a payment or adjustment to an account, go to the patient or account record.

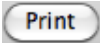
- From the *Main Menu* screen, click **Patients & Accounts**.
- Type in the patient or account last name, first name and locate the account.
- Click the **Payments** segment control button and then click on the patient or account name. The *Payments & Adjustments* screen for the account will open.
 - You can review the account information here.
- Click **Post a Payment or Adjustment**. The *Post a Payment or Adjustment* screen will open.
- To change the date, click the **Date** field and enter the date of the payment.
- Enter a reference code, typically the bank ABA number on the check. For example: 11-24. This identifies the bank that the check is drawn on to the bank you are depositing it to. The reference code will print on the deposit slip. If you are not posting a check, this field can be left blank or used to identify the type of credit card payment: Visa, M/C, AMEX, etc.
- Enter the procedure code.
 - If you don't know the code click  to bring up a list of valid payment codes.
 - To search for a code based on part of its description, click  and type in part of the description for the search, then click . For example, if you type "cash", all the procedures with the word "cash" in their description will display.
 - If this is a check payment, enter the check number in the **Check number** field that appears. For insurance checks with long check numbers, enter the last nine digits of the check number.
 - If prompted, choose the production person to apply the payment or credit to from the drop-down list that appears.
- Enter the payment or adjustment amount.

Choosing a patient name for payments is an option in your system.

- If this is an insurance payment, choose the insurance form that has been paid. Click the Next or Prev buttons to scroll forward or backward in the list of outstanding forms for this patient.
 - To choose the form, click **Choose insurance form**.
 - Answer the question “Any changes?”
 - If this is the final payment for this form, answer Yes to “If no additional payment is expected, you should delete this form. Delete it?” Deleting the form will remove it from your list of outstanding insurance forms. If you expect any additional payment on this form, answer No to “If no additional payment is expected, you should delete this form. Delete it?” and the form will remain in the list of outstanding forms so you can apply a later payment to it.
- If this is a private payment, click the arrow for the **Patient** drop-down list and choose the patient that the payment or adjustment applies to, or choose “Any.”
 - If the payment applies to more than one patient on an account and you want to separate it for each patient, post it as a group payment to each patient. See the **Post a Group Payment** section below for details.
 - Enter the Date of Service if desired.
 - Click on “Post this item.”
- To print a walkout statement after posting a payment or adjustment, from the *Payments & Adjustments* screen Click on “Print Walkout Statement” or click  and answer “What would you like to do?”
 - See the **Print a Walkout Statement** section below for details on printing a walkout statement.
- Once you are done posting a payment or adjustment and you are back on the *Payments & Adjustments* or *Account Information* screen, you can click  and enter the next account name or number to post to.
 - If you search for the name here, the account that is the closest match comes up. Make sure it is the correct account.

Print a Walkout Statement

A walkout statement can be printed from the *Account Information* or *Payments & Adjustments* screen, either during the process of posting payments or adjustments, or later as an individual task.

- From the *Account Information* screen, click Print **Walkout Statement**.
- From the **Payments & Adjustments** screen, click  and answer “What would you like to do?”
- If you want to change the **Options**, do so before printing the walkout statement.
 - Include all transactions with a balance due: Includes any transaction that has a receivable balance, without regard to other options.
 - Include all transactions billed to insurance: Includes any transaction that is billed to insurance, without regard to other options.
 - Print transactions based on age: Enter the age in days of the oldest transaction you want printed on the walkout statement. Includes any transactions that have been posted in the last X number of days.
- To ensure that this account gets a statement the next time statements are generated as a batch, regardless of how system options are set, click **Add to accounts getting billed** and answer Yes to “Do you want to add this account to the next batch of statements?”
- To print the statement, click to **Print on plain paper** or **Print on statement**. Choose your printer and put your statement form in the printer, then click “OK” to “Please put 1 statement into the printer.”
- To accept the statement as billed, click **Accept as billed** and answer the question “Accepting the statement flags all transactions as printed. Do you want to continue?”

Post all payments included on a group payment at once. Don't post other payments during this process.

Post a Group Payment

A payment that needs to be divided among multiple accounts, patients, or forms is a group payment.


- Enter the first payment as you normally would, posting only the amount paid for this account, patient, or form. See the **Post Payments or Adjustments to an Account** section above for instructions.

- When posting the second and subsequent payments on the group payment, type a period (.) or apostrophe (') in the **Reference** field on the *Post a Payment or Adjustment* screen. The Reference, Posting Code, and Check Number from the first entry will be copied to this payment. Enter the amount of the payment to this account, patient, or form.
- Continue posting each payment using a period (.) or apostrophe (') in the **Reference** field until the whole group payment is posted.
- Be sure to post all of the payments from the group payment at once. Don't post other payments during this process.
- When posting an insurance group payment, apply the payment to the correct outstanding insurance claim form for the patient.
- When you have finished posting the group payment, click on "Post this item."

Posting an Insurance Group Payment

- From the Main Menu click on Insurance and then Insurance Carriers. Search for the name of the carrier who issued the payment. Click on the carrier name and address. Click on "Forms for Completed Work". The forms will display oldest to most current.
- Click on the patient name, click on Payment or Adjustment, click on Post a transaction.
- Post the amount paid on this claim form, click on Post this item. Click on "Additional payment not expected – Delete this form". Answer Yes or No to this question.
- Continue to apply payments to additional patients on this payment by using the "." Return feature to maintain the group payment.

Balance the Group Payment

- From the *Main Menu* screen, click **Print Deposit Slip**.
- Click the **Review deposit** segment control button, then click the doctor who owns the payment.
- Click  and answer the question "Would you like to print a deposit detail report?" from the drop down menu.
- Review the report to ensure that the group payment has been posted correctly and that the total of the payment is correct.

- If any group payment amount is incorrect, you can remove the payment and repost it correctly before printing and accepting the deposit.
 - When reviewing the deposit, click the payment you want to correct.
 - Click **Account**.
 - Click **Ledger Card** and move your Selection Rectangle to the payment that is incorrect, click **Remove**, and answer “yes” to “Are you sure you want to delete this transaction?”
 - Click **Add** to repost the payment correctly. **Exit** back to the deposit slip and the new payment will appear at the bottom of the list of transactions for the deposit slip.

Post Charges and Payments from the *Patient Visit* Screen

You can post private payments at the same time you post charges from the *Patient Visit* screen while processing the day’s patients. The payment will reduce the receivables on the transactions that you are posting.

To post charges, private payments, or adjustments from the *Patient Visit* screen, click **Charges & Payments for Visit**. The *Charges and Payments for Visit* screen will open.

- Click **Post Charges & payments** to enter charges OR payments.
- Click Post this transaction.
- See the Datacon Software Documentation document on processing a day’s patients for complete information on this process.

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