

Insurance Payment Take Backs

Congratulations on taking the first step to understanding your office's needs. This class is designed for users that have already completed the eTHOMAS basic training. The class will cover posting procedures and techniques that will aid in the efficient running of your office.

From time to time, insurance companies take back full or partial payment from a previously paid claim. Sometimes the insurance company will take a payment back from within a payment voucher, resulting in a reduced check amount. In order for your office to run efficiently and maintain good accounting records, you should have a procedure in place of what to do when this happens.

You may want to add adjustment codes that reflect the procedures being performed. Go to the Code File tab->Procedure->Adjustments add INSURANCE REFUND, REVERSE TRANS BALANCE and REVERSE PARADJ.

eTHOMAS has the capability to handle insurance payment take backs. To do so, locate the patient that needs a take back performed. Open the claim and/or ledger and obtain the payment date, claim number, amount of par adj and any amount transferred to the patient.



| Date | Proc | Dr | Charge | Expect Ins | Ins Paid | Charge Pat | Pat Paid | Ins Bal | Cash Bal | Claim | Ref |
|---------------------------------|-----------|----|--------|------------|----------|------------|----------|---------|----------|-------|-----|
| 09/30/2014 | 99213 | 01 | 65.00 | 65.00 | 29.93 | 0.00 | 0.00 | 0.00 | 0.00 | 108 | 116 |
| 10/05/2014 | 99213 | 01 | 65.00 | 65.00 | 29.93 | 0.00 | 0.00 | 0.00 | 0.00 | 116 | 128 |
| 12/18/2014 | 99213 | 01 | 65.00 | 65.00 | 59.00 | 0.00 | 0.00 | 0.00 | 3.50 | 123 | 173 |
| 01/02/2015 | INSPAY-BC | | 59.00 | 0.00 | 59.00 | 0.00 | 0.00 | 0.00 | 0.00 | 123 | 181 |
| Reference:009876543 | | | | | | | | | | | |
| 01/02/2015 | PARADJ | | 2.50 | 0.00 | 2.50 | 0.00 | 0.00 | 0.00 | 0.00 | 123 | 182 |
| 01/02/2015 | TRABAL | | 3.50 | 0.00 | 0.00 | 3.50 | 0.00 | 0.00 | 0.00 | 123 | 183 |
| 12/18/2014 99213 Copay Ref: 173 | | | | | | | | | | | |
| 01/15/2015 | INSPAY-MD | | 29.93 | 0.00 | 29.93 | 0.00 | 0.00 | 0.00 | 0.00 | 108 | 152 |
| Reference:1234567890 | | | | | | | | | | | |
| 01/15/2015 | PARADJ | | 35.07 | 0.00 | 35.07 | 0.00 | 0.00 | 0.00 | 0.00 | 108 | 153 |
| 01/15/2015 | INSPAY-MD | | 29.93 | 0.00 | 29.93 | 0.00 | 0.00 | 0.00 | 0.00 | 116 | 154 |
| Reference:1234567890 | | | | | | | | | | | |
| 01/15/2015 | PARADJ | | 35.07 | 0.00 | 35.07 | 0.00 | 0.00 | 0.00 | 0.00 | 116 | 155 |

From the Patient screen, click on Posting from the left-side menu and select Negative Ins.

THOMAS 777774 - POSTING TECHNIQUES eTHOMAS v.9.4.19 - MI

Patient Code Files Billing Reports Appointments Route Slips Utility Help Messaging

Information Transaction Notes Posting

Acct. No 80 Case Search In Account Recent

LEE, SARAH M
1568 SWEET LANE
ANY CITY, NY 48555

Phone H:859-855-4562
W:
C:
eMail
Preferred Method of Contact NONE

Birth 12/12/1989 (24 Years)
Social 256-22-3698
Pat. Type N/A

Last Visit 12/18/2008 First Visit 11/26/2007
Last XRay

Flag
Doctor 01 - MEREDITH L GREY

Alert
Notes

Policies

| # | Name | FC | Ins |
|---|------------|----|-----|
| 1 | LEE, SARAH | BC | BC |

Charges
Pat Payment
Ins Payment
Pat Debit
Pat Credit
Ins Debit
Ins Credit
Negative Pat
Negative Ins
Previous Credit
Reverse Pat
Inspost by Date Range

Cash \$3.50 Insurance \$59.00

Benefits

| Descript | Type | Active | CoPay |
|-------------|-------------|--------|--------|
| TRADITIONAL | Traditional | Yes | \$0.00 |

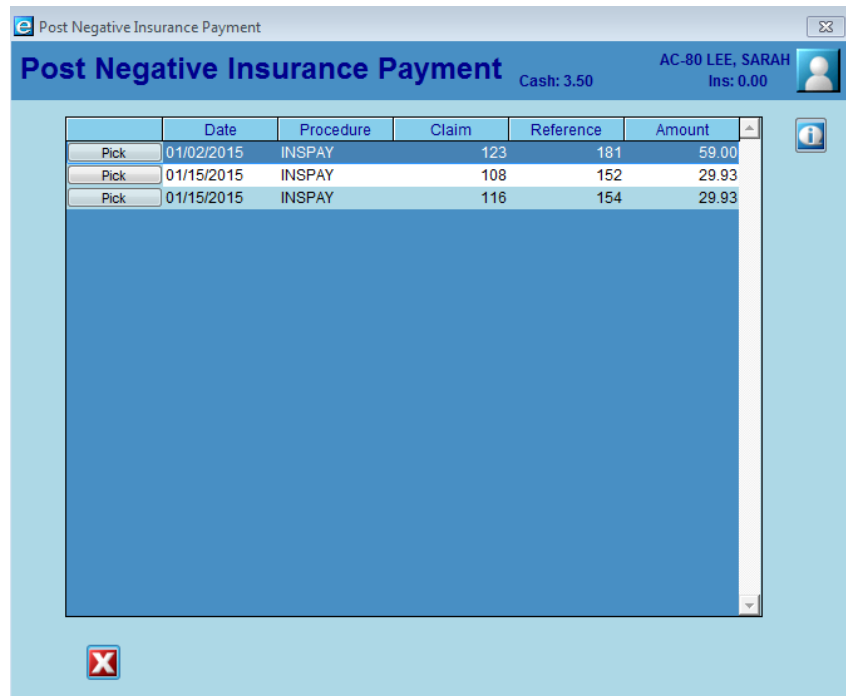
Appointments

| Date | Time | Book | Room | Type | Typ2 | Dr | S |
|-----------|------|------|------|------|------|----|---|
| A.D.A.M.S | | | | | | | |

Utility

☒ Interest ☐ Collection ☒ Mail List ☒ Statement

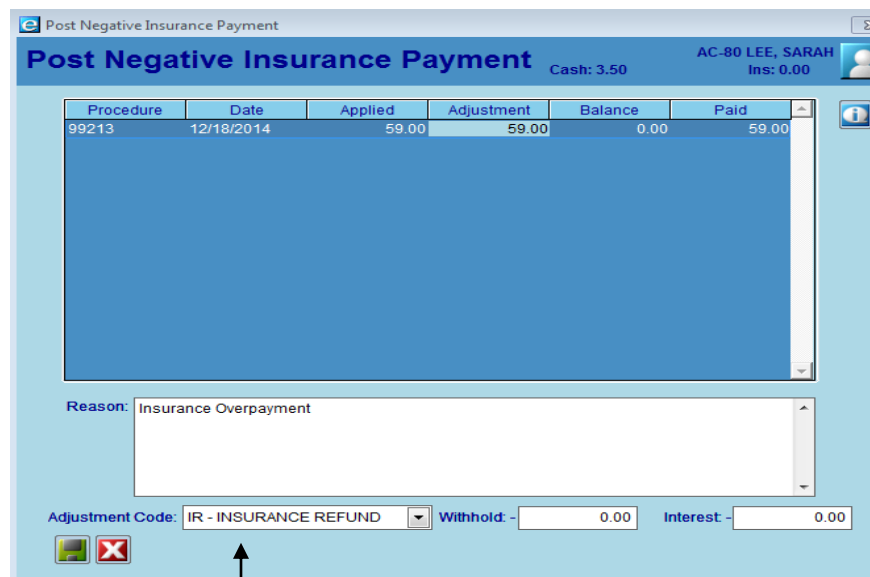
From here, click the Pick button to the left of the insurance payment you are taking back.



| | Date | Procedure | Claim | Reference | Amount |
|------|------------|-----------|-------|-----------|--------|
| Pick | 01/02/2015 | INSPAY | 123 | 181 | 59.00 |
| Pick | 01/15/2015 | INSPAY | 108 | 152 | 29.93 |
| Pick | 01/15/2015 | INSPAY | 116 | 154 | 29.93 |

Enter the amount of the take back in the Adjustment field. This will be the amount of money that will be deducted from the original insurance payment. Add a Reason to display on the ledger and enter an Adjustment Code.

When finished, click the  button.



| Procedure | Date | Applied | Adjustment | Balance | Paid |
|-----------|------------|---------|------------|---------|-------|
| 99213 | 12/18/2014 | 59.00 | 59.00 | 0.00 | 59.00 |

Reason: Insurance Overpayment

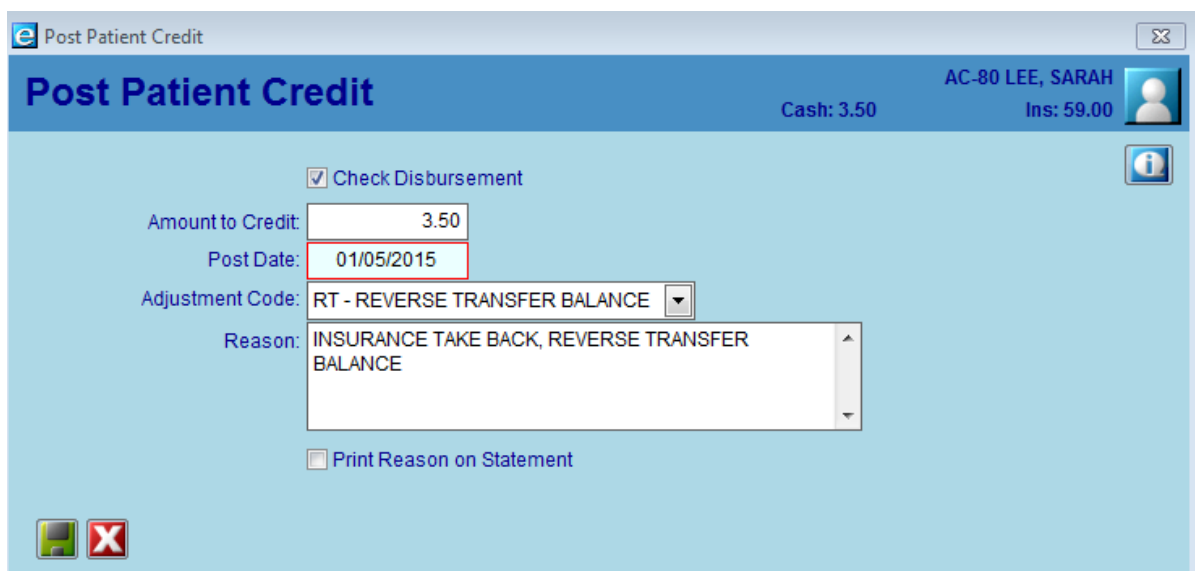
Adjustment Code: IR - INSURANCE REFUND Withhold: 0.00 Interest: 0.00

Once you have taken back an insurance payment, the amount of the negative insurance payment will be added to the Insurance balance.

If there was a transfer balance (Trabal) and/or participating adjustment (Paradj) made at the time of the original insurance payment, you might wish to adjust these amounts. To reverse the Trabal, make note of how much the Transfer Balance is, in this case, it is 3.50. Also, make note of the Participating Adjustment, in this case it is 2.50.

To reverse the Trabal you will have to perform a patient credit and an insurance debit. The Patient Credit will negate the Transfer Balance while the Insurance Debit will move the balance back to the insurance side.

To perform a Patient Credit, click on Posting from the left-side of the Patient screen and select Patient Credit.



Enter the amount of the Transfer Balance in the “Amount to Credit”, input a Post Date, if different than the current date, select an Adjustment Code, and enter an optional Reason to be displayed on the Transaction Ledger. If you wish to have the reason appear on the patient’s

statement, check “Print Reason on Statement”. Click the  save button.

You will be directed to a disbursement screen (if Check Disbursement was checked).

Post Patient Credit

AC-80 LEE, SARAH
Ins: 59.00


Cash: 3.50

Allocate up to 3.50


| Date | Claim | DOS | Procedure | Description | Balance | Adjustment |
|------------|-------|------------|-----------|-------------|---------|------------|
| 12/18/2014 | 123 | 12/18/2014 | 99213 | 99213 | 3.50 | 3.50 |

3.50

From here, allocate the amount of the patient credit to the appropriate line of service in the Adjustment field. In this case, it is \$3.50 for claim number 123. Once you have done so, click

the  button to save your changes.

Now, that the Transfer Balance has been credited off the patient's account, an Insurance Debit will need to be performed in order to get the money from the Transfer Balance onto the insurance balance.

To do so, click on Posting from the left-side of Patient screen and select Ins Debit. From here, click the  button of the claim you would like to make the debit. In this case, we will choose Claim number 123

Select Code

| Num | Date | DOS | DR | FC1 | IC1 | FC2 | IC2 | DX1 | DX2 | Charges | Paid | InBal | Last Bill | Last Paid | S | | |
|-----|------------|------------|----|-----|-----|-----|-----|------|-----|---------|-------|-------|--------------|------------|---|------|------|
| 108 | 09/30/2014 | 09/30/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 29.93 | 0.00 | | 01/15/2015 | C | Edit | Pick |
| 116 | 10/05/2014 | 10/05/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 29.93 | 0.00 | | 01/15/2015 | C | Edit | Pick |
| 123 | 12/18/2014 | 12/18/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 0.00 | 59.00 | 1-12/19/2014 | 01/02/2015 | B | Edit | Pick |

Once you click the Pick button, you will be on the Insurance Debit screen

Post Insurance Debit AC-80 LEE, SARAH
Ins: 59.00

Cash: 0.00

Amount to Debit: Post Date:


Adjustment Code:


Reason:

☐ Print Reason on Statement

| Date | Claim | Date | Proc | Description | Balance | Debit |
|------------|-------|------------|-------|----------------|---------|-------|
| 12/18/2014 | 123 | 12/18/2014 | 99213 | PROCEDURE CODE | 59.00 | 3.50 |

Enter the amount to debit back to the insurance balance. Enter a Post Date, if different than the current date, select an Adjustment Code from the drop-down menu, and enter a Reason to be displayed on the Transaction Ledger. If you would like the reason to appear on the patient's statement, check the "Print Reason on Statement" box. Enter the amount of the Debit onto the appropriate line(s) of service on this claim.

Click the  button to save your changes.

Now that the Transfer Balance has been taken care of, we will need to reverse the Participating Adjustment. To do so, click on Posting from the left-side Patient screen and select Ins Debit. From here, click the  button of the claim you would like to make the debit. In this case, we will choose Claim number 123

| Num | Date | DOS | DR | FC1 | IC1 | FC2 | IC2 | DX1 | DX2 | Charges | Paid | InBal | Last Bill | Last Paid | S | |
|-----|------------|------------|----|-----|-----|-----|-----|------|-----|---------|-------|-------|--------------|------------|---|-----------|
| 108 | 09/30/2014 | 09/30/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 29.93 | 0.00 | | 01/15/2015 | C | Edit Pick |
| 116 | 10/05/2014 | 10/05/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 29.93 | 0.00 | | 01/15/2015 | C | Edit Pick |
| 123 | 12/18/2014 | 12/18/2014 | 01 | BC | BC | | | 9402 | | 65.00 | 0.00 | 62.50 | 1-12/19/2014 | 01/02/2015 | B | Edit Pick |

Once you click the Pick button, you will be on the Insurance Debit screen.

Post Insurance Debit

Cash: 0.00 AC-80 LEE, SARAH Ins: 62.50

Amount to Debit: 2.50 Post Date: 01/05/2015


Adjustment Code: RP - REVERSING PAR ADJ

Reason: Insurance take back/ reverse par adj

☐ Print Reason on Statement

| Date | Claim | Date | Proc | Description | Balance | Debit |
|------------|-------|------------|-------|----------------|---------|-------|
| 12/18/2014 | 123 | 12/18/2014 | 99213 | PROCEDURE CODE | 62.50 | 2.50 |

Enter the amount to debit back to the insurance company. Enter a Post Date, if different than the current date, select an Adjustment Code from the drop-down menu, and enter a Reason to be displayed on the Transaction Ledger. If you would like the reason to appear on the patient's statement, check the "Print Reason on Statement" box. Enter the amount of the Debit onto the appropriate line(s) of service on this claim.

Click the  button to save your changes.

You have just reviewed the basic steps in using Negative Insurance Payment. In this example, we have placed the balance back on the insurance side. It is ultimately your decision on your next steps.

Questions you will want to answer include:

Who is now responsible for that balance, the current insurance company, or a different insurance company? Current Insurance, either Rebill or post the corrected payment. Different insurance, correct the insurance and set the claim to Rebill.

Is the patient responsible for the payment of this claim? Set claim to Billed and post a zero payment, transferring balance to the patient.

Whatever your decision, you have additional steps that must be taken. The billing status of the claim must be changed from complete to the appropriate billing status .

eTHOMAS NOTE

The Financial Reports that will denote a negative insurance payment are Adjustment Code Report, Daily Activities Report, Deposit Sheet, Insurance Check Detail and Year to Date.

