

3rd party adjustments

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Adjust a patient's invoice by discounting, increasing or voiding an item in that invoice. You would do this to make an invoice's value match the payment. This task will also require reversing any receipts applied to the invoice before the adjustment is made.

This guide applies to invoices paid by a 3rd party, like an employer. To adjust an invoice paid by a patient, see **Private patient adjustments**. Adjustments for invoices paid by Medicare, DVA and health funds claims are automatically made in the Payment tab's **Payment Reconciliation** dialogue.

To make a 3rd party adjustment:

- 1. Locate and open the patient's record.
- 2. Select the Acc Enquiry menu.

2			Corbett, Br	ooke				x
Acc Enquiry Attend Patient Details Further Details Recalls Notepad Health Messages	Bill Letters Clin Personal Family Name Given Name Preferred Name Title Date of Birth	ical Information Prin Corbett Brooke Information Infor	t Quote Receipt	Waiting R	Room Appoint Practice File# Hosp. UR No Usual Branch First In Type	Imments Extras 37	Pull File Clinical Warnings Last In 08/06/2021 Status Current	
	Home V	483 Crystal Ave		A7	Family * Corbett, Bro	ooke (37)		~

The Account Enquiry screen (shown below) will open and display the patient's bills.

Each bill is divided into 3 parts: the **invoice** indicated by an **I**, the **service** indicated by an **S**, and the **receipt** indicated by an **R**.

3. In the **Display Invoices** field, select **All**.

Reverse any receipts

The invoice will usually be fully or partially receipted - indicated by an **R**. The receipt must be reversed before the adjustment can be made. The next steps show how to reverse the receipt (first the allocation and then the payment).

4. Select the invoice to be adjusted.

Use the invoice number to confirm it's the correct one.

0						Accour	nt Enqu	uiry					- 🗆 X
Patient	Corbett, Broo	oke						Display I	(n <u>v</u> oices	(<all></all>	Invoice Only	O Full Details
Payer	Corbett, Bro	oke		¥	Recalculate				Account	Payer	Credits	185.90	Allocation
Curr	0.00	30+	0.00	60+	0.00	90+	0.	00			Total	0.00 Deferred	0.00
Transact	ion												
	Invoice#	Date	Patien				HIC	CLM#	Br	Dr	Value	Outstanding	
⊿ ↓	61	21/06/202	1 CORE	ETT,	BROOKE				MED	PD	185.90	0.00	
⊿	- S	21/06/202	1 110	Profe	ssional at	tendance	at co	onsu		PD	185.90	0.00	
	R	22/06/202	1 <38>	-						PD	-185.90		
Þ I⁄	45	09/06/202	1 CORE	ETT,	BROOKE				MED	PD	71.30	0.00	
Þ 🖌	43	8 08/06/202	1 CORE	ETT,	BROOKE				MED	PD	71.30	0.00	
Adjustn	nent Re-Inv	voice Reassig	jn Pa	iyments	Receipt	MA Online	ECLIF	PSE Vi	ew Invoic	e	Email Invoice	t Email C	lose Help

5. Select Payments

The Payment Enquiry screen will open.

6. Select the receipt.

Use the receipt number to confirm it's the right one.

7. Select Reverse Allocation.

Select Yes when prompted to confirm. It will create a credit next to the receipt.

8. Select Reverse Payment

You will be prompted to confirm.

- When you select **Yes**, you will be prompted to enter a season for the Reversal.
- Enter the reason and **OK** it will cancel the payment for the receipt.

					Payme	nt Enquiry				
Payer	Corbe	ett, Bro	oke		Payments Payment Date Period	<all> 22/06/2020</all>	To		nt Only 🔿 Full De	etails
					Paymer	nts				
	Receipt	#	Date	Time				Staff	Value	Credits
⊿ R		38	22/06/2021	10:16				PD	185.90	0.00
	F	BNK	EFTPOS						185.90	
⊳ R		37	21/06/2021	16:38				PD	185.90	185.90
ÞR		26	09/06/2021	11:07				PD	71.30	0.00
ÞR		25	08/06/2021	16:33				PD	71.30	0.00
					Enter brief rea	son (30 chars)	Reverse rea	son OK	Cancel	
Refu	Ind	Pri	nt Du <u>p</u> lica	ate Re	everse Allocation	Reverse Paym	nent	Cl <u>o</u> se	Cancel	Help

The receipt will be marked with a red cross and a reversal line will appear.

Payer	Corbett, Bro	oke	Payments Payment Date Period	<all> ✓ ● Payment Only > Full Details 22/06/2020 ▼ To 22/06/2021 ▼</all>						
	en e	v 94	Paymen	ts						
	Receipt #	Date	Time		Staff	Value	Credits			
⊿ R	38	22/06/2021	10:16		PD	0.00	0.00			
	- F BNK	EFTPOS				185.90				
	F	22/06/2021	REVERSAL Incorrect amo	ount	PD	-185.90				
⊳ R	37	21/06/2021	16:38		PD	185.90	185.90			
Þ R	26	09/06/2021	11:07		PD	71.30	0.00			
⊳-₽	25	08/06/2021	16:33		PD	71.30	0.00			

9. Select Close to save and exit.

Back on the Account Enquiry screen

The green tick has been removed from the invoice, indicating the receipt's been reversed.

Make the adjustment

10. Select the invoice then select Adjustment.

The Adjustment screen (shown below) will open with 4 options to choose from:

- **Bad Debt** Reduces the value of an item or invoice to a lower value (normally zero) as a result of an Account Payer failing to pay their debt.
- **Discount** Writes off part of an invoice when the practice gives prompt payment discounts or if the patient was overcharged. We recommend applying a discount before receipting the patient's payment, as the final receipt will then print with a zero balance outstanding.
- **Increase** Allows the value of an item to be increased usually when a patient does not pay for a bill "on the day" and does not qualify for their prompt payment discount.
- Void Sets the value of an item or all the items on an invoice to zero. Used when you want to cancel all of a service, which was created in error.
- 11. Select the service to activate the adjustment options.
- 12. Select the type of adjustment: **Bad Debt**, **Discount**, **Increase** or **Void**.

You will now see an adjustment line ${\bf A}$ on the Adjustment screen

13.

		Adjustm	nent				
Invoice							
Date	Description		Tx	Stf	Value	Outstanding	
⊿I 61 21/06/2021	CORBETT, BROOKE		MED	PD	185.90	185.90	
⊿S 21/06/2021	110 Professional at	tendance at	consu	PD	185.90	185.90	
R 22/06/2021	<38>			PD	-185.90		
A 22/06/2021	. Reversal Payment <3	38>		PD	185.90		
			Adjustment - V	oid			
	Invoice# 61	1					
	Service Item 11	10 Professional atten	ndance at consu				
	Outstanding	185.90	Reduced by	1	85.90		
	-						
	Reason	/oid the Service					
					Close	Cancel	
					Cigac		
Select MA Same Day Delete	Select Service Change Analysis	s Group	Bad Debt	Dis	scount Increa	<u>s</u> e <u>V</u> oid	Remove Void
						Close	<u>C</u> ancel
Branch 1	PDAVIS						

An **Adjustment** pop-up will prompt you to provide a reason for the adjustment. This reason will be attached to the invoice.

14. Select Close on the Adjustment screen.

oett, Broo	ke											
							Display	In <u>v</u> oices		<all></all>	♥ ● Invoice Only	○ Full Details
bett, Broo	oke		¥ [Recalculate				Account	Paye	r Credits	185.90	Allocation
0.00	30+	0.00	60+	0.00	90+	0.0	00			Total	0.00 Deferred	0.00
2#	Date	Patient				HIC	CLM#	Br	Dr	Value	Outstanding	
61	21/06/2021	CORB	ETT,	BROOKE				MED	PD	185.90	0.00	
	21/06/2021	110	Prof	essional a	attendance	at co	nsu		PD	185.90	0.00	
2	22/06/2021	<38>							PD	-185.90		
L	22/06/2021	Void	the	Service					PD	-185.90		
¥	22/06/2021	Reve	rsal	Payment <	:38>				PD	185.90		
45	09/06/2021	CORB	ETT,	BROOKE				MED	PD	71.30	0.00	
43	08/06/2021	CORB	ETT,	BROOKE				MED	PD	71.30	0.00	
	0.00 # 45 43	0.00 30+ # Date 61 21/06/2021 22/06/2021 22/06/2021 22/06/2021 22/06/2021 45 09/06/2021 43 08/06/2021	0.00 30+ 0.00 # Date Patient 61 21/06/2021 CORB 21/06/2021 110 22/06/2021 <38> 22/06/2021 Void 22/06/2021 Reve 45 09/06/2021 CORB 43 08/06/2021 CORB	0.00 30+ 0.00 60+ # Date Patient 61 21/06/2021 CORBETT, 21/06/2021 110 Profe 22/06/2021 <38> 22/06/2021 Void the 22/06/2021 Reversal 45 09/06/2021 CORBETT, 43 08/06/2021 CORBETT,	0.00 30+ 0.00 60+ 0.00 # Date Patient 61 21/06/2021 CORBETT, BROOKE 21/06/2021 110 Professional a 22/06/2021 <38> 22/06/2021 Void the Service 22/06/2021 Reversal Payment < 45 09/06/2021 CORBETT, BROOKE 43 08/06/2021 CORBETT, BROOKE	0.00 30+ 0.00 60+ 0.00 90+ # Date Patient 61 21/06/2021 CORBETT, BROOKE 21/06/2021 110 Professional attendance 22/06/2021 38> 22/06/2021 Void the Service 22/06/2021 Reversal Payment <38> 45 09/06/2021 CORBETT, BROOKE 43 08/06/2021 CORBETT, BROOKE	0.00 30+ 0.00 60+ 0.00 90+ 0.0 # Date Patient HIC 61 21/06/2021 CORBETT, BROOKE 21/06/2021 110 Professional attendance at co 22/06/2021 38> 22/06/2021 Void the Service 22/06/2021 Reversal Payment <38> 45 09/06/2021 45 09/06/2021 CORBETT, BROOKE 43 08/06/2021	0.00 30+ 0.00 60+ 0.00 90+ 0.00 # Date Patient HIC CLM# 61 21/06/2021 CORBETT, BROOKE 21/06/2021 110 Professional attendance at consu 22/06/2021 38> 22/06/2021 Void the Service 22/06/2021 Reversal Payment <38> 45 09/06/2021 45 09/06/2021 CORBETT, BROOKE 43 43 08/06/2021 CORBETT, BROOKE	0.00 30+ 0.00 60+ 0.00 90+ 0.00 # Date Patient HIC CLM# Br 61 21/06/2021 CORBETT, BROOKE MED 22/06/2021 110 Professional attendance at consu 22/06/2021 <38> 22/06/2021 Reversal Payment <38> 45 09/06/2021 CORBETT, BROOKE MED 43 08/06/2021 CORBETT, BROOKE MED	0.00 30+ 0.00 60+ 0.00 90+ 0.00 # Date Patient HIC CLM# Br Dr 61 21/06/2021 CORBETT, BROOKE MED PD 21/06/2021 110 Professional attendance at consu PD 22/06/2021 38> PD 22/06/2021 Void the Service PD 22/06/2021 Reversal Payment <38> PD 45 09/06/2021 CORBETT, BROOKE MED PD 43 08/06/2021 CORBETT, BROOKE MED PD	# Date Patient HIC CLM# Br Dr Value 61 21/06/2021 CORBETT, BROOKE MED PD 185.90 21/06/2021 100 Professional attendance at consu PD 185.90 22/06/2021 Void the Service PD -185.90 22/06/2021 Void the Service PD -185.90 22/06/2021 Reversal Payment <38> PD 185.90 45 09/06/2021 CORBETT, BROOKE MED PD 71.30 43 08/06/2021 CORBETT, BROOKE MED PD 71.30	# Date Patient HIC CLM# Br Dr Value Outstanding 61 21/06/2021 CORBETT, BROOKE MED PD 185.90 0.00 22/06/2021 110 Professional attendance at consu PD -185.90 0.00 22/06/2021 Void the Service PD -185.90 -185.90 22/06/2021 Reversal Payment <38> PD 185.90 45 09/06/2021 CORBETT, BROOKE MED PD 71.30 0.00 43 08/06/2021 CORBETT, BROOKE MED PD 71.30 0.00

Please note:

- Selecting I (Invoice) will activate the MA Same Day Delete button.
- Selecting S (Service) will activate the Change Analysis Group and Increase buttons.

They will result in an **A** being attached to the service item with a "+" or "-" sign denoting whether the value of the item has been increased or reduced.

• MA Same Day Delete is for when a private patient has paid an invoice using MA Online and the claim has been sent to Medicare for a rebate. It allows you to reverse the payment, cancel the claim and void the invoice. To learn more, see Reversing MA Online Payments.

For the most up-to-date documentation version, visit https://help.zedmed.com.au/help