

3rd party unallocated credits

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Unallocated credits can occur when an invoice with a third-party payer like Medicare or DVA is voided but payment is still received. In this scenario, all claims covered by the payment must be manually receipted, and:

- The amount received for the voided invoice will be an unallocated credit.
- Any other claims covered by the payment that are missed during manual receipting will also become unallocated credits.

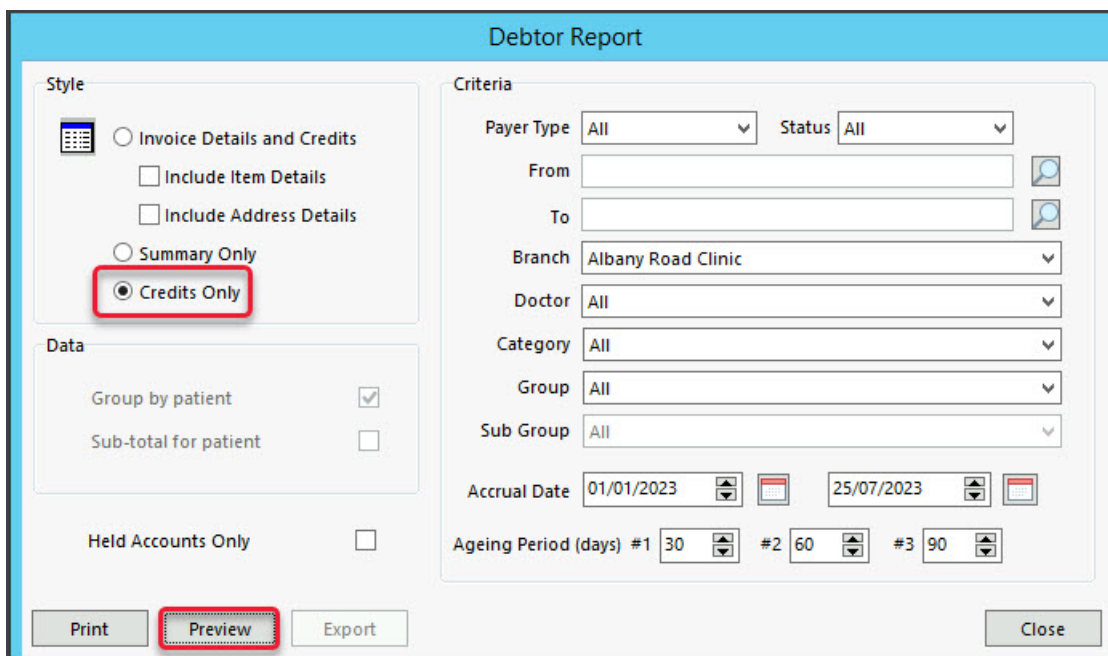
If the payment from the third party is **not valid** then the claim will need to be manually receipted and a refund initiated to remove the credit.

Identifying unallocated credits

When you close a **Debtors Report**, a dialog will advise if there are unallocated credits and prompt you to run an **Unallocated Credits Report**. You can run the Debtors Reports with **Credits Only** select to open the Unallocated Credits report.

To open an Unallocated Credits report:

1. Select **Management > Debtors > Debtors Report**.
2. Select **Credits Only**.
3. Select **Preview**.



The screenshot shows the 'Debtor Report' dialog box. It is divided into two main sections: 'Style' and 'Criteria'.
In the 'Style' section, there are three radio button options: 'Invoice Details and Credits', 'Summary Only', and 'Credits Only'. The 'Credits Only' option is selected and highlighted with a red box. Below these are two checkboxes: 'Include Item Details' and 'Include Address Details', both of which are unchecked. Under the 'Data' section, there are two checkboxes: 'Group by patient' (checked) and 'Sub-total for patient' (unchecked). At the bottom of the 'Style' section, there is a checkbox for 'Held Accounts Only' which is unchecked. At the bottom of the dialog, there are three buttons: 'Print', 'Preview' (highlighted with a red box), and 'Export'.
The 'Criteria' section contains several dropdown menus and input fields: 'Payer Type' (All), 'Status' (All), 'From' (empty), 'To' (empty), 'Branch' (Albany Road Clinic), 'Doctor' (All), 'Category' (All), 'Group' (All), and 'Sub Group' (All). At the bottom of the 'Criteria' section, there are two date pickers for 'Accrual Date' (01/01/2023 and 25/07/2023) and three dropdown menus for 'Ageing Period (days)' (#1: 30, #2: 60, #3: 90). A 'Close' button is located at the bottom right of the dialog.

For **Third Party Account Payers**, the patients whose claims the payments are for are not identified.

Unallocated Credits

Third Party Account Payers	Value	Receipt	Date
Medicare	\$45.75	16	05/09/2022
Medicare	\$39.75	18	05/09/2022
Medicare	\$39.75	20	05/09/2022
Medicare	\$119.25	22	08/09/2022
Medicare	\$119.25	24	30/09/2022
Medicare	\$939.40	25	03/10/2022
Medicare	\$939.40	26	03/10/2022
Medicare	\$167.55	35	27/10/2022
Medicare	\$181.25	36	11/11/2022
Medicare	\$125.85	38	15/12/2022
Medicare	\$45.75	66	13/06/2023
Medicare	\$45.75	67	13/06/2023
Medicare	\$119.25	68	13/06/2023
Medicare	\$86.10	69	13/06/2023
Medicare	\$40.25	84	24/07/2023
Department of Veterans Affairs	\$1486.05	72	14/06/2023
Credits for this group:	\$4540.35		
Private Account Payers	Value	Receipt	Date
Aldridge, Joseph	\$500.00	47	31/01/2023
Credits for this group:	\$500.00		
Total overall credits:	\$5040.35		

Receiving an unallocated credit

To receive an unallocated credit for a 3rd party payment:

1. **Locate the receipt number for the 3rd party payment with the unallocated credit.**

- a. Run the **Unallocated Credits** report as explained in the section above.
- b. Note the receipt number for the unallocated credit.

In the report above, we will use **receipt 84** as an example.

The receipt number is for a full Medicare payment, which may cover many patients' claims.

2. **Identify the invoices allocated to the payment.**

- a. Select **Reception > Banking > Payment Allocation** to open the **Payment Allocation** report.

The report shows what invoices have been allocated to a receipt, and you can see that 2 invoices have claims allocated to receipt 84.

Search for the payment X

Search Payment Information By

Receipt Number
 Cheque Number
 Transaction Reference

Enter the number:

84

Payment Allocation

Receipt Number: 84

This receipt has been allocated to the following invoice(s): Total services: 3

Doctor	Provider #	Patient	Invoice #	Date	Item	Fee	Allocated		
Gaye Jackson	2418301X	Black, Emma	40242	19/06/2023	23	39.75	39.75	^	
Gaye Jackson	2418301X	Holloway, Knut	40241	19/06/2023	23	39.75	39.75		
							Total:	\$118.75	\$118.75

Payment Summary **Session ID/s: 17**

Cash	Direct Deposit	Credit Card	EFTPOS	Cheques	Medicare Cheques	HealthPoint	Receipt Total
\$0.00	\$159.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$159.00

3. Identify the invoices not allocated to the payment.

Using one of the invoice numbers identified in the screenshot above, you can find the invoice with the unallocated credit.

- a. From the **Payment Allocation** screen, note one of the known invoice numbers allocated to the payment.
- b. Open the **Payments tab** (Management > Claims Status > Payments).
- c. Enter the invoice number into the **Invoice No** field, select **Show Receipted** and select **Refresh**.

Now you can see all the invoices the payment was for, and identify the patient with an unallocated payment (invoices not listed in the **Payment Allocation** screen).

In this screenshot, you can see invoices 40241 and 40242, which we identified as allocated to the payment in the previous step, however, there is a new invoice shown, invoice #40245 for Holloway, Knut, so we know that this is an unallocated credit.

4. Go to the patient and allocate the credit.

- a. Open the patient's record and select **Acc Enquiry**. An easy way to do this is to double-click the invoice in the **Payments** tab, which opens it in the **Claims** tab, then double-click the invoice to open the patient's record.
- b. Select the **Payer** (e.g. Medicare).
- c. Locate the invoice.
- d. Select the **Allocation** button to open the **Allocation** screen.

Important: In the next step, **DO NOT** select **Full Receipt** until you have cycled through to the correct receipt number.

- e. Use the **Blue arrows** to locate the correct receipt number - which will appear by **Receipt #** (e.g. **84**).
- f. Select the invoice.
- f. Select **Fully Receipt**.
- g. Select **Close** to save.

The payment for that claim has now been receipted.

Holloway, Knut

Acc Enquiry Attend Bill Letters Clinical Information Print Quote Receipt Waiting Room Appointments Extras

Patient Details
 Personal Family Name Holloway
 Practice File# 4 Pull File
 Further Details Given Name Knut Initial Hosp. UR No Clinical Warnings
 Recalls

Account Enquiry

Patient Holloway, Knut Display Invoices Outstanding Invoice Only Full Details
 Payer Medicare Recalculate Account Payer Credits 3054.30 Allocation ...
 Curr 0.00

Allocation

Payer Medicare Account Payer Credits 3014.55 On 15 Payments

Receipt # 84 On 24/07/2023 Banked 159.00 Unallocated Payment 0.50 Invoice Only Full Details

Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
40200	26/05/2023	HOLLOWAY, KNUT				MED PD	167.55	167.55
40245	12/05/2023	HOLLOWAY, KNUT				MED PD	39.7	0.00
	12/05/2023	23 Level B Surgery Consultation				PD	39.7	0.00
	24/07/2023	<84>				PD	-39.75	
40180	04/05/2023	HOLLOWAY, KNUT				MED PD	78.05	78.05
40178	27/04/2023	HOLLOWAY, KNUT				MED PD	240.75	240.75
40168	08/03/2023	HOLLOWAY, KNUT				MED PD	137.65	137.65
40163	27/02/2023	HOLLOWAY, KNUT	8580			MED IF	39.75	39.75
40162	27/02/2023	HOLLOWAY, KNUT				MED PD	39.75	39.75
40158	07/02/2023	HOLLOWAY, KNUT				MED PD	159.20	159.20
40157	09/01/2023	HOLLOWAY, KNUT				MED PD	35.70	35.70
40154	06/01/2023	HOLLOWAY, KNUT				MED PD	215.65	215.65
40149	06/01/2023	HOLLOWAY, KNUT				MED PD	215.65	215.65
40139	19/12/2022	HOLLOWAY, KNUT				MED PD	137.65	137.65
40137	08/12/2022	HOLLOWAY, KNUT				MED PD	76.95	76.95
40135	08/12/2022	HOLLOWAY, KNUT				MED PD	39.75	39.75
40134	29/11/2022	HOLLOWAY, KNUT				MED PD	240.75	240.75
40133	22/11/2022	HOLLOWAY, KNUT				MED PD	78.85	78.85
40132	08/11/2022	HOLLOWAY, KNUT				MED PD	99.00	99.00

Value 39.75 Allocated 39.75 Outstanding 0.00 Fully Receipt Partly Receipt

Delete Close Cancel Help

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5. Repeat the steps for each unallocated credit.