

Job Aid - Applying Unapplied Payments

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Introduction

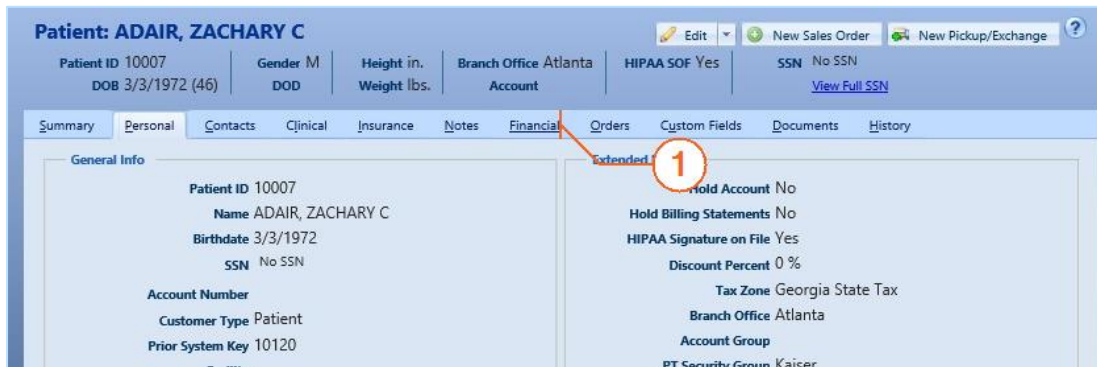
This job aid is intended for Brighttree Users responsible for billing and/or payment processing in Brighttree. Prerequisite Skills include

This job aid prepares you for the following tasks:

- Setting up new Payment Reasons (Manager or Admin)
- Locating Patient Invoices for payment application
- Applying the Unapplied Payments
- Understanding the reporting options for Unapplied payments

Applying Unapplied Payments

Once the appropriate reasons are set up, you are ready to begin applying Unapplied Payments.



Patient: ADAIR, ZACHARY C

Patient ID 10007 Gender M Height in. Branch Office Atlanta HIPAA SOF Yes SSN No SSN
 DOB 3/3/1972 (46) DOD Weight lbs. Account [View Full SSN](#)

Summary Personal **Financial** Orders Custom Fields Documents History

General Info

Patient ID 10007
 Name ADAIR, ZACHARY C
 Birthdate 3/3/1972
 SSN No SSN

Account Number
 Customer Type Patient
 Prior System Key 10120

Hold Account No
 Hold Billing Statements No
 HIPAA Signature on File Yes
 Discount Percent 0 %
 Tax Zone Georgia State Tax
 Branch Office Atlanta
 Account Group
 PT Security Group Kaiser

From the Patient record, select the **Financial** tab.



Summary Personal Contacts Clinical Insurance Notes **Financial** Orders Custom Fields Documents History

Invoices Aging **Unapplied Payments** Denials Statements Pay on Account RC Activity Appeals

Criteria

Inv. Status Open
 Insurance [All]

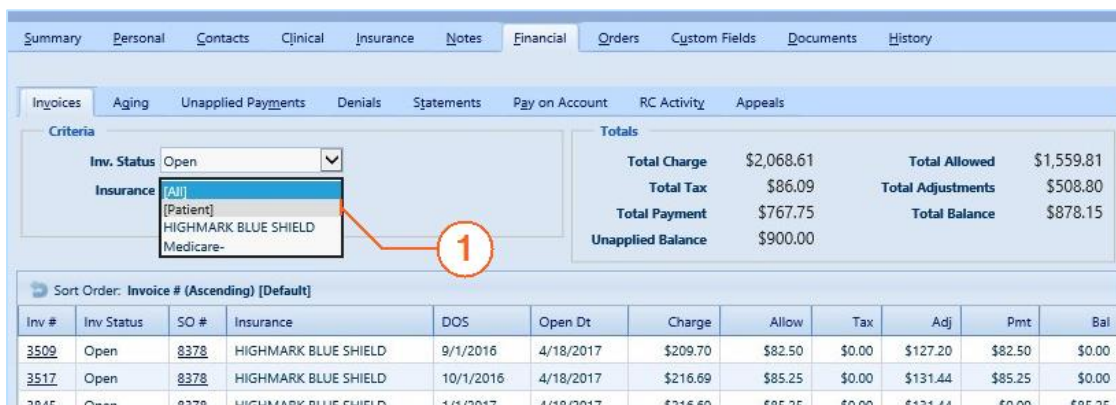
Totals

Total Charge	\$2,068.61	Total Allowed	\$1,559.81
Total Tax	\$86.09	Total Adjustments	\$508.80
Total Payment	\$767.75	Total Balance	\$878.15
Unapplied Balance	\$900.00		

Sort Order: Invoice # (Ascending) [Default]

Inv #	Inv Status	SO #	Insurance	DOS	Open Dt	Charge	Allow	Tax	Adj	Pmt	Bal
3509	Open	8378	HIGHMARK BLUE SHIELD	9/1/2016	4/18/2017	\$209.70	\$82.50	\$0.00	\$127.20	\$82.50	\$0.00
3517	Open	8378	HIGHMARK BLUE SHIELD	10/1/2016	4/18/2017	\$216.69	\$85.25	\$0.00	\$131.44	\$85.25	\$0.00
3845	Open	8378	HIGHMARK BLUE SHIELD	1/1/2017	4/18/2017	\$216.69	\$85.25	\$0.00	\$131.44	\$0.00	\$85.25

Notice the **Inv. Status** displays "Open," as the default. To view *patient* invoices, click the **Insurance** drop-down.



Summary Personal Contacts Clinical Insurance Notes **Financial** Orders Custom Fields Documents History

Invoices Aging **Unapplied Payments** Denials Statements Pay on Account RC Activity Appeals

Criteria

Inv. Status Open
 Insurance [Patient]

Totals

Total Charge	\$2,068.61	Total Allowed	\$1,559.81
Total Tax	\$86.09	Total Adjustments	\$508.80
Total Payment	\$767.75	Total Balance	\$878.15
Unapplied Balance	\$900.00		

Sort Order: Invoice # (Ascending) [Default]

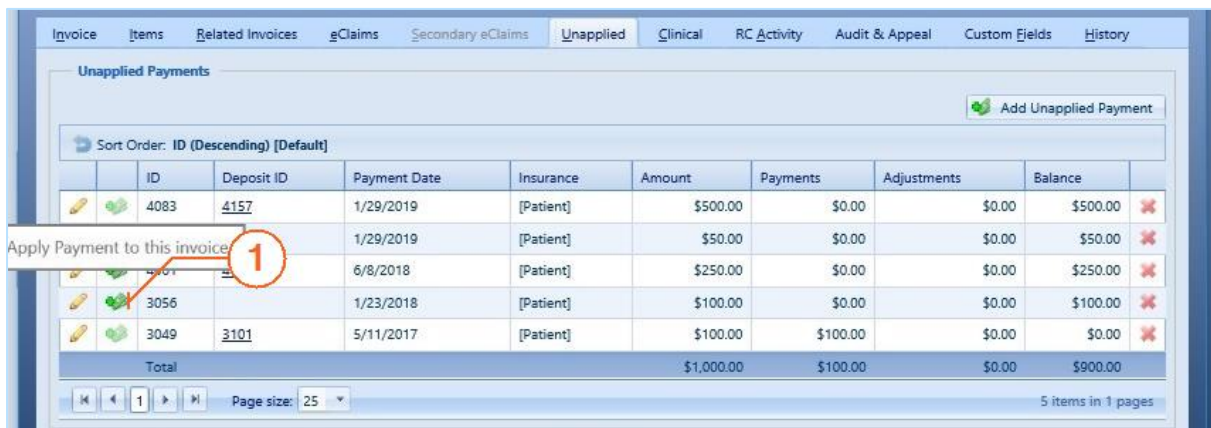
Inv #	Inv Status	SO #	Insurance	DOS	Open Dt	Charge	Allow	Tax	Adj	Pmt	Bal
3509	Open	8378	HIGHMARK BLUE SHIELD	9/1/2016	4/18/2017	\$209.70	\$82.50	\$0.00	\$127.20	\$82.50	\$0.00
3517	Open	8378	HIGHMARK BLUE SHIELD	10/1/2016	4/18/2017	\$216.69	\$85.25	\$0.00	\$131.44	\$85.25	\$0.00
3845	Open	8378	HIGHMARK BLUE SHIELD	1/1/2017	4/18/2017	\$216.69	\$85.25	\$0.00	\$131.44	\$0.00	\$85.25

Select **[Patient]**.



Inv #	Inv Status	SO #	Insurance	DOS	Open Dt	Charge	Allow	Tax	Adj	Pmt	Bal
4486	Open	4173	[Patient]	1/11/2018	1/30/2018	\$1,229.81	\$1,229.81	\$86.09	\$0.00	\$600.00	\$715.90

Click the **Invoice #**.



ID	Deposit ID	Payment Date	Insurance	Amount	Payments	Adjustments	Balance
4083	4157	1/29/2019	[Patient]	\$500.00	\$0.00	\$0.00	\$500.00
4083	4157	1/29/2019	[Patient]	\$50.00	\$0.00	\$0.00	\$50.00
3056		1/23/2018	[Patient]	\$100.00	\$0.00	\$0.00	\$100.00
3049	3101	5/11/2017	[Patient]	\$100.00	\$100.00	\$0.00	\$0.00
Total				\$1,000.00	\$100.00	\$0.00	\$900.00

Beside the payment you wish to apply, click the **Apply Payment** icon.

Use the icons to manage and apply payments:



Edit the invoice.

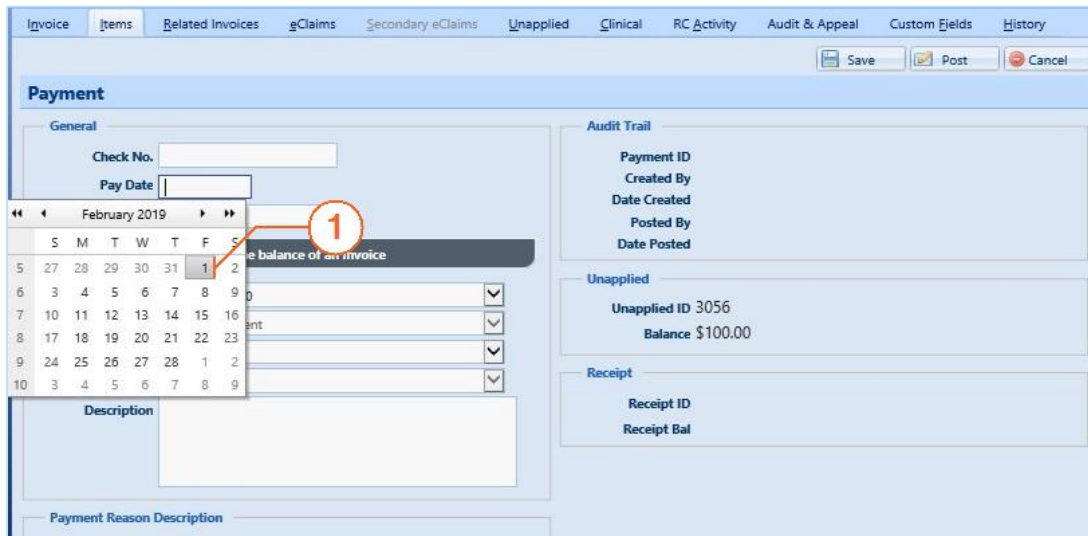


Apply the Payment. You will notice that some of the Apply Payment icons are grayed out and inaccessible. These are payments that have been posted.



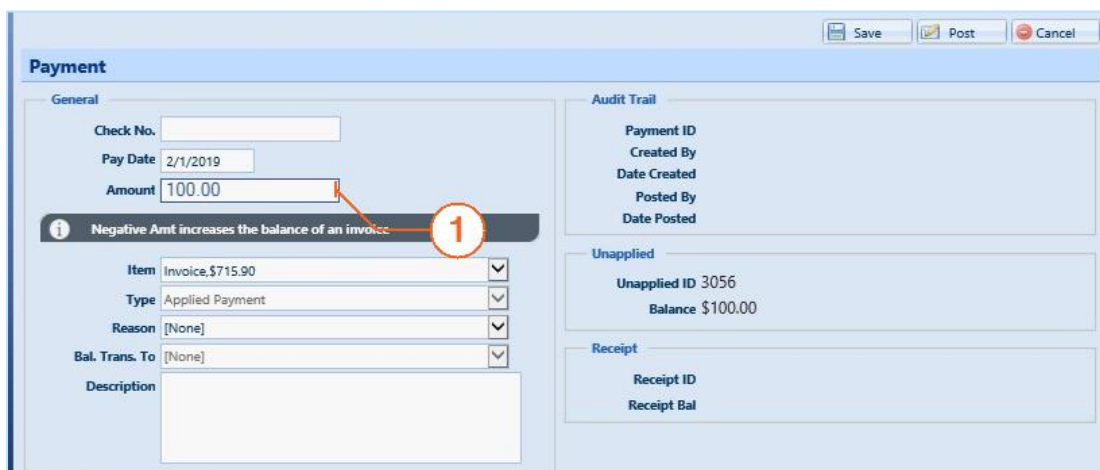
Delete the Payment

Note: Unapplied Payments cannot be deleted once they are posted. However, adjustments to Unapplied Payments, including Reversals, can be made once Unapplied Payments have been posted. This process is covered in another job aid and/or presentation.



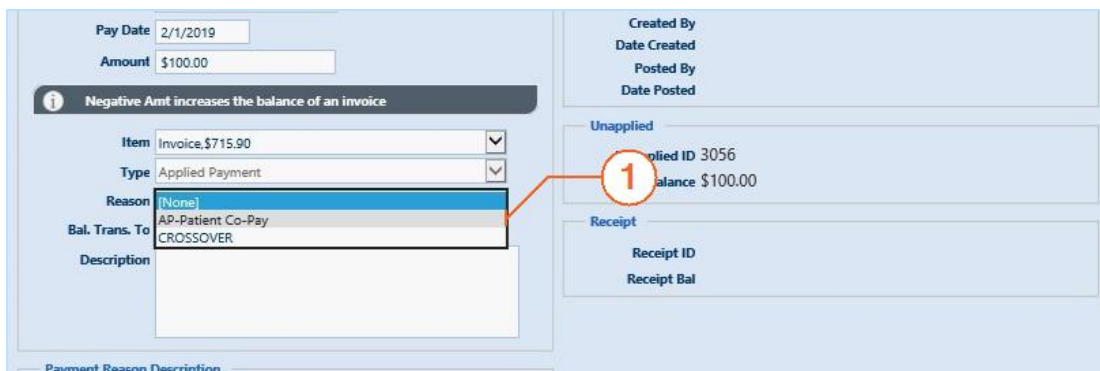
The screenshot shows the 'Payment' form with the 'Pay Date' field set to a calendar for February 2019. A red circle with the number 1 is positioned over the calendar. The form includes fields for 'Check No.', 'Pay Date', 'Amount', 'Item', 'Type', 'Reason', and 'Bal. Trans. To'. The 'Unapplied' section shows 'Unapplied ID 3056' and 'Balance \$100.00'.

Click inside the **Pay Date** field to either type the date or select from the Calendar that displays.



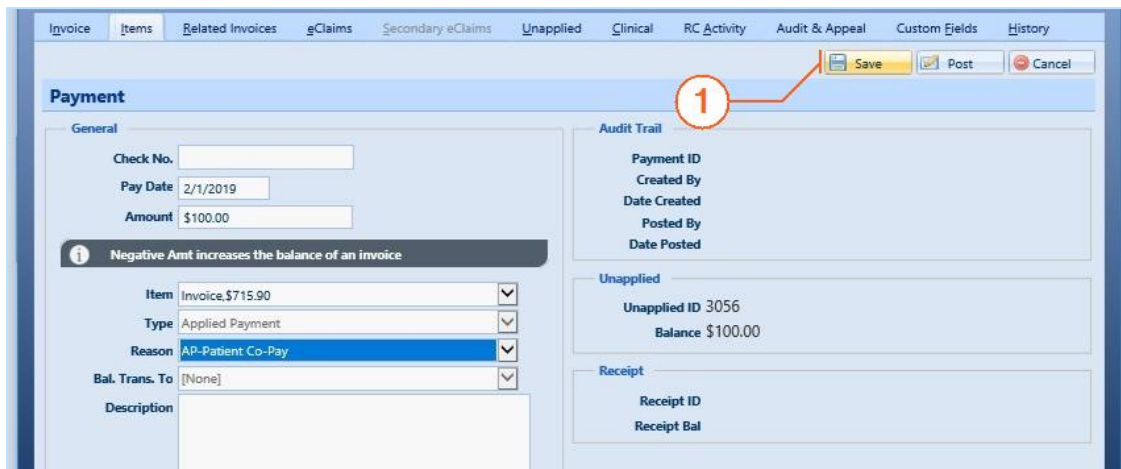
The screenshot shows the 'Payment' form with the 'Amount' field set to '100.00'. A red circle with the number 1 is positioned over the amount field. The form includes fields for 'Check No.', 'Pay Date', 'Amount', 'Item', 'Type', 'Reason', and 'Bal. Trans. To'. The 'Unapplied' section shows 'Unapplied ID 3056' and 'Balance \$100.00'.

Enter an **Amount**, for example *100.00*.




The screenshot shows the 'Payment' form with the 'Reason' dropdown menu open. The 'Reason' field is set to 'AP-Patient Co-Pay'. A red circle with the number 1 is positioned over the dropdown menu. The form includes fields for 'Check No.', 'Pay Date', 'Amount', 'Item', 'Type', 'Reason', and 'Bal. Trans. To'. The 'Unapplied' section shows 'Unapplied ID 3056' and 'Balance \$100.00'.

Click the **Reason** Drop-down and select the appropriate **Reason**, for example AP-Patient Co-Pay.



You can either post from this page or save without posting. Saving without posting enables you to review your entries before finalizing the transaction. Remember, once posted you cannot un-post. So, correcting a mistaken post is a multi-step process. Click **Save**.



Qty	Proc Code	Item	Sale Type	Charge	Allow	Payments	Tax	Adj	Balance
1	E0627	LIFT CHAIR, LUXURY LINE, 375LB CAPACITY	Purchase						
							(\$86.09)		
						\$500.00			
						\$100.00			
						\$100.00			
Item Totals				\$1,229.81	\$1,229.81	\$700.00	(\$86.09)	\$0.00	\$615.90
Invoice Totals				\$1,229.81	\$1,229.81	\$700.00	\$86.09	\$0.00	\$615.90
Invoice Recoupment Totals								\$0.00	

Notice that the payment icon is **not** grayed out and still available. Select **Post Payment**.



You are asked to confirm the posting. Select **OK** to finalize this transaction.

Report Options for Unapplied Payments

The following reports have been updated with Unapplied Payment reporting capabilities:

- **Deposits Summary Report** - Deposit reporting now breaks out all Unapplied Receipts included in the deposit

Note: Unapplied Payments entered by using the Payments on Account feature will post when the associated System Deposit is posted.

- **AR Aging Reports** - All AR Aging reports will reflect the application of Payment type Applied Payment and these amounts will reduce the aging balances by the appropriate amounts.

Note: Unapplied Payment Balances are not included in the AR Aging Reports.

- **AR Activity Reports** – Both AR Activity reports will include the following:
 - A new Applied Payment column has been added to the AR Activity Report output to reflect the reduction of AR by the application of the new Applied Payments Payment Type
 - The Payment section of the Report Criteria will allow for the selection of Payment Type Applied Payment

Note: Unapplied Payment Balances are not included in the AR Activity Reports.

- **Other Reports** – In addition to the above, all reports that have options for delimitation by Payment Type, include the option for Payment Type Applied Payments, and any reports that deal with Payments, such as Ad Hoc Reports, Cash Activity, etc.
- **AR Worksheet** – The AR Worksheet report will have a new line item to reflect the total of all Applied Payments. The processes for using the AR Worksheet in the month end balancing process should remain unchanged as these payments were previously recorded in the Payments section of this report.

A further breakdown of the AR Worksheet is displayed below:

AR Worksheet				
1. AR Aging Balance GL Period 10 year 2011			\$568,187.65	
2. AR Activity for GL Period 11 Year 2011				
	Charge		\$38,424.77	
	+ Tax		\$217.44	
	- WA		\$10,226.72	
	- AA		\$1.00	
	- ADJ		\$0.50	
	- WO		\$0.00	
	- REFUND		(\$209.73)	
	- Store Credit Refund		\$0.00	
	- Store Credit Pmt		\$0.00	
	- Applied Payment		\$316.98	
	- Payment		\$2,324.71	
	Net		\$25,982.03	
3. AR Aging Balance GL Period 11 Year 2011			\$594,169.68	
4. Recoupments GL Period 11 Year 2011			\$166.13	
Variance			\$0.00	
Invoice	Prev Balance	Activity	New Balance	Variance

When UP is applied, it has Payment type **Applied Payment** and is separate from standard payment

Affects ending AR balance & reconciles to AR Activity

Payments applied direct to invoice (never an UP)

The following reports provide detail related to the utilization of both Unapplied Payments and UP spend down via Applied Payments and will allow for the tracking and audit from a General Ledger perspective. The GL Detail report can also be used to track and audit Applied Payment Adjustments:

- **Patient Account History** - The Patient Account history will differentiate between standard payment and applied payments as well as specifically reflect the Applied Payment reason
- **Patient Statement** – Patient Statements will differentiate between standard payment and applied payments as well as specifically reflect the Applied Payment reason
- **GL Detail** – With the addition of the new UP GL account, you can now identify all UP adjustments transactions using the GL Detail report. See sample on following page.

Invoice - 4486 Preview Print Eligibility History New Financial Note

Patient [ADAIR, ZACHARY C](#) Branch Office [Atlanta](#) Insurance [Patient] (ID 102)
 Patient ID 10007 Sales Order [4173](#) Phone
 DOB 3/3/1972 Payer Level Patient Policy
 DOD Invoice Status Open Group
 SSN No SSN [View Full SSN](#) DOS 1/11/2018 Relationship

[Invoice](#) [Items](#) [Related Invoices](#) [eClaims](#) [Secondary eClaims](#) [Unapplied](#) [Clinical](#) [RC Activity](#) [Audit & Appeal](#) [Custom Fields](#) [History](#)

Items Add Payment Add Recoupment Add Unapplied Payment

Qty	Proc Code	Item	Sale Type	Charge	Allow	Payments	Tax	Adj	Balance
1	E0627	LIFT CHAIR, LUXURY LINE, 375LB CAPACITY	Purchase	\$1,229.81	\$1,229.81	\$700.00	\$86.09	\$0.00	\$615.90
	Date	Created By	Deposit ID	Payment Type/Reason		Payments	Tax	Adj	
	1/11/2018	System, System		Tax			(\$86.09)		✖
	3/21/2018	Support, Brighttree	3116	Payment		\$500.00			✖
	2/12/2019	Support, Brighttree		Applied Payment, AP-Patient Co-Pay		\$100.00			✖
	2/1/2019	Support, Brighttree		Applied Payment, AP-Patient Co-Pay		\$100.00			✖
Item Totals				\$1,229.81	\$1,229.81	\$700.00	(\$86.09)	\$0.00	\$615.90
Invoice Totals				\$1,229.81	\$1,229.81	\$700.00	\$86.09	\$0.00	\$615.90
Invoice Recoupment Totals								\$0.00	

The transaction has posted and the Post Payment icon is now grayed out and inaccessible.

Legal Notices

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Version

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Comments

Any questions regarding the information herein should be emailed to the attention of: support@brightree.com.