

CS OrthoTrac Software

Financial Adjustment Guide

This Financial Adjustment guide is designed for all team members, and it lists steps for handling adjustments. It is broken into two main sections: correcting posting errors and accommodating changes that have occurred to a patient's account.

There are various ways to post financial adjustments in the OrthoTrac software. We recommend that you consult with the doctor, office manager, or accountant in your office to determine the preferences for each situation. This guide uses the Support team recommendations.

To access the **Adjustment** window, follow these steps:

1. Click the **Financial Functions** button in a patient's chart. The **Financial Functions – Charges and Payments** window is displayed.
2. Click the **Adjustments** button. The **Financial Adjustment** window is displayed.

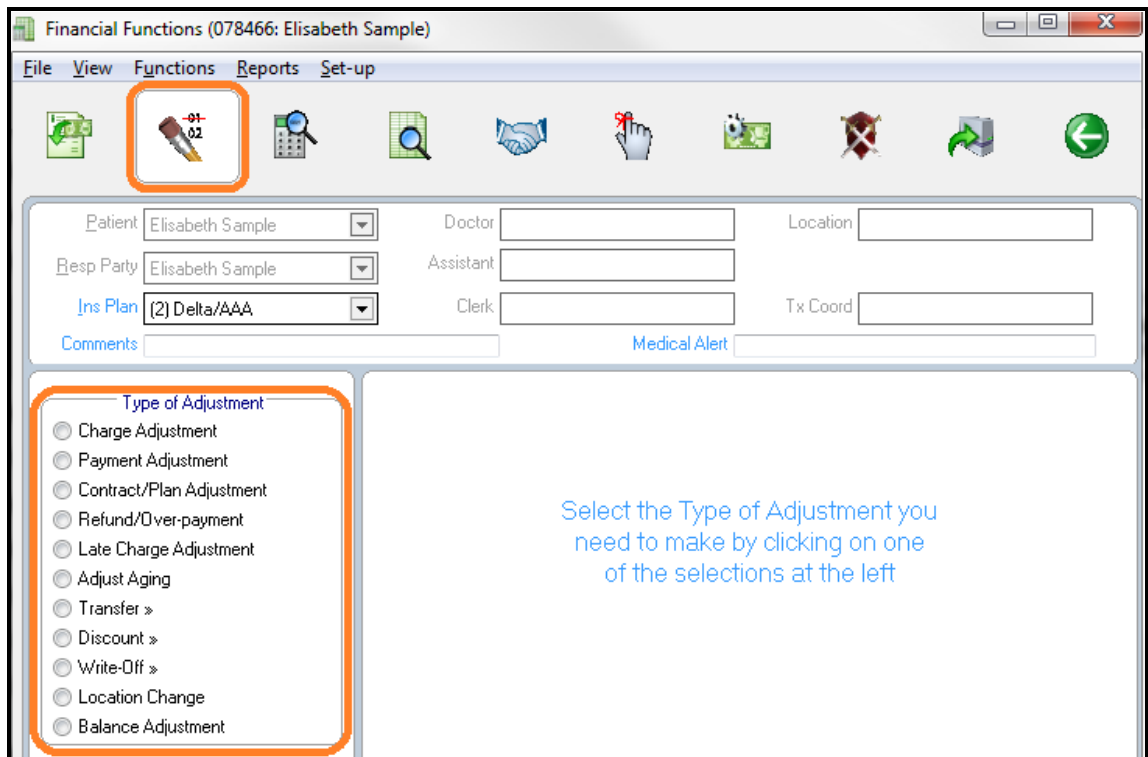


Figure 1: OrthoTrac Financial Adjustment Window

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Correcting Posting Errors

Transaction Posted in Error, Wrong Amount, Wrong Account, etc.

➤ Mistake with a Payment

Most of the corrections listed in this section start with the following Payment Posted in Error adjustment to mark the payment as adjusted:

1. Click the **Payment Adjustment** option under **Type of Adjustment**.
2. Select the payment that was posted incorrectly.
3. Enter a comment in the **Comment** field to define the reason for the adjustment.
4. Click the **Posted in Error** button.
5. Click **OK**.

1	Payment Posted for the Wrong Amount
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1A	Payment Is Still on the Daysheet
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Fix: Post Payment in Error and Repost with the Correct Amount – Using a Payment Posted in Error adjustment marks the payment as adjusted. It still shows in the Transaction Detail Report of the Daysheet, but is not counted towards the monitors or daily totals. It does not show on the deposit slip. The payment should be reposted with the correct amount using the same payment type.

Steps: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section, and follow these steps:

1. Click the **Charges and Payments** button.
2. Select the **Responsible Party**.
3. Select the **Payment Type**.
4. Press Tab. (If the payment type is **Cash**, skip to step 7.)
5. Type the **Reference Number**.
6. Press Tab.
7. Enter the correct payment amount.
8. Press Enter.
9. Press Ctrl-S to post the transaction.

1B	Payment Is on a Previously Closed Daysheet
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Fix: Post Payment in Error and Repost as Misc Pymt 1 – Using a Payment Posted in Error adjustment marks the payment as adjusted. Since it was on a previous Daysheet, it should be reposted using a Misc Pymt 1. The adjustment and the Misc Pymt 1 are displayed on the Daysheet and count towards the monitors and daily totals. If your office uses the default system settings for Misc Pymt 1, this payment type is not displayed on the deposit slip.

Steps: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section, and follow these steps:

1. Click the **Charges and Payments** button.
2. Select the **Responsible Party**.
3. Select **Misc Pymt 1**.
4. Press Tab.
5. Type the **Reference Number**.
6. Press Tab.
7. Enter the correct payment amount.

8. Press Enter.
9. Press Ctrl-S to post the transaction.

	2	Payment Posted to the Wrong Responsible Party or to the Wrong Patient
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		2A	Payment Is Still on the Daysheet
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Fix: Post Payment in Error and Repost to the Correct Responsible Party or to the Patient Account – Using a Payment Posted in Error adjustment marks the payment as adjusted. It shows in the Transaction Detail report of the Daysheet, but is not counted towards the monitors or daily totals. It does not show on the deposit slip. The payment should be reposted to the correct account using the same payment type.

Steps: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section, and follow these steps:

1. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
2. Click the **Financial Functions** button.
3. Click the **Charges and Payments** button.
4. Select the **Responsible Party**.
5. Select the **Payment Type**. (If the payment type is **Cash**, skip to step 7.)
6. Press Tab.
7. Type the **Reference Number**.
8. Press Tab.
9. Enter the correct payment amount.
10. Press Enter.
11. Press Ctrl-S to post the transaction.

		2B	Payment Is on a Previously Closed Daysheet
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			2B:1	Accounts Are Related (i.e., Posted Check to the Wrong Responsible Party or to the Wrong Sibling).
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Fix: Post Payment in Error and Repost to the Correct Responsible Party or to the Correct Patient (Fix A) OR Post a Transfer (Fix B)

Fix A – Post Payment in Error: Using a Payment Posted in Error adjustment marks the payment as adjusted. Since it was on a previous Daysheet, it should be reposted using a Misc Pymt 1. The adjustment and the Misc Pymt 1 are displayed on the Daysheet and count towards the monitors and daily totals. If your office uses the default system settings for Misc Pymt 1, this payment type is not displayed on the deposit slip.

Steps for Fix A: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section, and follow these steps.

1. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
2. Click the **Financial Functions** button.
3. Click the **Charges and Payments** button.
4. Select the **Responsible Party**.
5. Select **Misc Pymt 1**.
6. Press Tab.
7. Type the **Reference Number**.
8. Press Tab.
9. Enter the correct payment amount.
10. Press Enter.
11. Press Ctrl-S to post the transaction.

Fix B – Post a Transfer: An alternative to using the Payment adjustment is to transfer the amount posted in error to the

correct responsible party, insurance, or patient (in the same family), unless you are using Promises, in which case you need to Post Against a Promise.

Note: This option is NOT recommended if your patients use their statements for tax purposes or flex spending accounts for the following reason: When using a Transfer adjustment, the account balances are correct, but the transfer is displayed as **Patient to Patient** in the **Description of Service**, instead of as a payment type on financial statements and reports.

Rule for Transfer Adjustments: If the account you are transferring To or From does not have a contract, the transferred amount affects the total and current balance. If there is a contract on the account you are transferring To or From, only the total balance is affected by default.

Steps for Fix B: The Payment Posted in Error adjustment is NOT used for a Transfer adjustment.

1. Click the **Transfer** option under **Type of Adjustment**.
2. Select the transfer type in the **Type of Transfer** section.
3. Verify that the **From** and **To** are set to the correct responsible parties or patients.
4. Enter the amount of the incorrectly posted payment in the **Transfer Amt** field as a positive number. (For a payment of \$100, enter 100.)
5. Press Tab.
6. Verify that the **New** column in the **Transfer From** section has been decreased by the correct payment amount.
7. Verify that the **New** column in the **Transfer To** section has been increased by the correct payment amount.
8. Press Tab.
9. Enter a comment in the **Comment** field to define the reason for the transfer.
10. Press Ctrl-S to post the transaction.

			2B:2	Accounts Are Not Related
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Fix: Post Payment in Error and Repost as Misc Pymt 1 on Correct Account – Using a Payment Posted in Error adjustment marks the payment as adjusted. Since it was on a previous Daysheet, it should be reposted using a Misc Pymt 1. The adjustment and the Misc Pymt 1 are displayed on the Daysheet and count towards the monitors and daily totals. If your office uses the default system settings for Misc Pymt 1, this payment type is not displayed on the deposit slip.

Steps: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section, and follow these steps:

1. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
2. Click the **Financial Functions** button.
3. Click the **Charges and Payments** button.
4. Select the **Responsible Party**.
5. Select **Misc Pymt 1**.
6. Press Tab.
7. Type the **Reference Number**.
8. Press Tab.
9. Enter the correct payment amount.
10. Press Enter.
11. Press Ctrl-S to post the transaction.

	3	Payment Should Not Have Been Posted or Payment Was Posted Twice
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	3A	Post Payment in Error
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Fix: Post Payment Posted in Error - Using a Payment Posted in Error adjustment marks the payment as adjusted. If the payment was on the current Daysheet, it is not counted towards the monitors or daily totals and is not displayed on the deposit slip. If it was on a previous Daysheet, the Net Collections monitor shows the correct balance.

Steps: Post a Payment Posted in Error adjustment as listed in the **Mistake with a Payment** section.

➤ **Mistake with a Charge**

The fixes listed in this section start with posting a Charge Posted in Error adjustment to reverse the charge and track the correct count in the Procedure monitors. You cannot partially adjust a charge. Complete these steps before continuing:

1. Click the **Charge Adjustment** option under **Type of Adjustment**.
2. Select the charge that was posted incorrectly.
3. Enter a comment in the **Comment** field to define the reason for the adjustment.
4. Click the **Posted in Error** button.
5. Click **OK**.

1 Charge Posted for the Wrong Amount, the Wrong Responsible Party, or the Wrong Patient

Fix: Post Charge in Error and Repost with the Correct Amount to the Correct Responsible Party or to the Correct Patient

– Using a Charge Posted in Error adjustment marks the charge as adjusted. The charge should be reposted using the same procedure code. The Procedure monitors track the correct count for the procedure. If the charge was on a previous Daysheet, you must update the Procedure monitors after the Daysheet is closed to reflect the correct count. If the Procedure monitors track the dollar amounts as well as the counts, the dollar amount is displayed correctly only if the procedure was reversed while it was on the Daysheet.

Steps: Post a Charge Posted in Error adjustment as listed in the **Mistake with a Charge** section, and follow these steps:

1. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
2. Click the **Financial Functions** button.
3. Click the **Charges and Payments** button.
4. Select the **Responsible Party**.
5. Type the **Procedure Code**.
6. Press Tab.
7. Enter the charge amount if it is different from the default amount.
8. Press Tab. This automatically assigns the charge to the selected responsible party. If the charge should be applied to the selected insurance, enter **0** in the patient column beside the procedure and press Tab.
9. Press Ctrl-S to post the transaction.

2 Charge Should Not Have Been Posted or Charge Was Posted Twice

Fix: Post Charge in Error – Using a Charge Posted in Error adjustment marks the charge as adjusted. The Procedure monitors track the correct count for the procedure. If the charge was on a previous Daysheet, you must update the Procedure monitors after the Daysheet is closed to reflect the correct count. If the Procedure monitors track the dollar amounts as well as the counts, the dollar amount is displayed correctly only if the procedure was reversed while it was on the Daysheet.

Steps: Post a Charge Posted in Error adjustment as listed in the **Mistake with a Charge** section.

➤ **Mistake with a Contract**

Note: If you make a mistake while you are entering contract information, *prior to posting and saving the contract*, click **RESTART** to return to the **Contract Total** field and enter the information again. Since there is NO way to post a contract in error and not have it count against the monitors, removing the contract and adding it again inflates the Contract monitor. Use the following steps when correcting each situation.

	1	Contract Posted for the Wrong Amount
	1A	Contract Amount Is Too Large and Needs To Be Reduced

Fix: Post a **Total Only Balance** adjustment to correct the amount if the amount was entered incorrectly (Fix A) **OR** post a **Discount** adjustment if the amount needs to be reduced due to a discount (Fix B).

Fix A – Post a Total Only Balance Adjustment: Using a Total Only Balance adjustment for the difference adjusts the net production to include the changes made to the contract.

Steps for Fix A:

1. Select the **Balance Adjustment** option under **Type of Adjustment**.
2. Click **Total Only** in the **Balance Adjustment** section.
3. Enter the amount of the adjustment. Use a negative number to decrease the balance.
4. Press Enter.
5. Verify that the resulting balances in the **New** column of the **Balance Adjustment** grid is correct. If the balances are incorrect, repeat steps 1 through 4 with the correct adjustment amount.
6. Enter a comment in the **Comment** field to define the reason for the adjustment.
7. Press Ctrl-S to post the adjustment. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.
8. Click **OK**.
9. Press Ctrl-C to switch to the **Contract** window.
10. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.

Fix B – Post a Discount Adjustment: Using a Discount adjustment for the difference adjusts the net production to include the changes made to the contract.

Steps for Fix B:

1. Click the **Discount** option under **Type of Adjustment**.
2. Select the **Discount Type**.
3. Select **Responsible** or **Insurance** in the **Account to Adjust** section.
4. Select the **Responsible Party** or **Insurance Carrier**.
5. Enter the discount amount as a percentage or negative dollar amount. For example, for a 100 dollar discount, enter **-100**; for a 5 percent discount, enter **5%**.
6. Press Tab.
7. Verify that the resulting balances in the **New** column of the **Balance Adjustment** grid are correct. (If the new balances are incorrect, repeat steps 1 through 6 with the correct discount amount or percentage.)
8. Enter a comment in the **Comment** field to define the reason for the discount.
9. Press Ctrl-S to post the adjustment.
10. Press Ctrl-C to switch to the **Contract** window.
11. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.

	1B	Contract Amount Is Not Enough and Needs To Be Increased
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Fix: Post a **Miscellaneous Charge for the Missing Amount** and Use a **Current Only Balance Adjustment to Move the Money into the Contract; Then Re-spread the Contract** – Using a miscellaneous charge for the additional amount adjusts the net production to include the changes made to the contract. Posting a Current Only Balance adjustment allows you to fix the current due and aging on the account before re-spreading the contract to correct the payment arrangements.

Note: Gross production is displayed correctly using this method, but the New Contracts monitor does not reflect the additional amount.

Steps:

1. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
2. Click the **Financial Functions** button.
3. Click the **Charges and Payments** button.
4. Select the **Responsible Party**.
5. Type the **Procedure Code**. (Your office should have a Miscellaneous procedure code configured in OrthoTrac.)
6. Press Tab.
7. Enter the amount to be added to the contract.
8. Press Tab. This automatically assigns the charge to the selected responsible party. If the charge should be applied to the selected insurance, enter **0** in the patient column beside the procedure and press Tab.
9. Press Ctrl-S to post the transaction.
10. Click the **Adjustments** button.
11. Select **Balance Adjustment** in the **Type of Adjustment** section.
12. Select **Current Only** in the **Balance Adjustment** section.
13. Enter the amount that was added in step 7 as a negative number.
14. Press Ctrl-S to post the adjustment. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.
15. Click **OK**.
16. Press Ctrl-C to switch to the **Contract** window.
17. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.

2

Contract Posted to the Wrong Account

Fix: Remove the Contract from the Incorrect Patient Account, Transfer the Balance to the Correct Patient Account, and Set Up a Payment Plan – If a discount was posted with the contract, the first step is to reverse the discount. After the discount is reversed, use a Current Only Balance adjustment to make the current amount equal the total amount. Transfer the balance to the correct account. After the total has been move to the correct patient's account, use the Existing Balance Transfer to create a payment plan on that account. *These steps help you move the contract from the wrong account to the correct account, without inflating the new contract or new production numbers when using the default Daysheet setup.*

Steps: Reverse the discount on the account that was posted to incorrectly:

1. If applicable, reverse the discount as listed in the **Reverse a Discount** section. *If a discount was not applied to the contract, skip this step.*

Post a Balance Adjustment on the account that was posted to incorrectly:

2. Select **Balance Adjustment** in the **Type of Adjustment** section.
3. Select the **Responsible Party** from the drop-down list.
4. Select **Current Only** in the **Balance Adjustment** section.
5. Enter the amount shown in the **Current Due** line of the **Actual** column in the **Adjust Amt** field. If the amount due is a positive number, enter the **Adjust Amt** as a negative number. If the amount due is a credit, enter the **Adjust Amt** as a positive number.
6. Press Tab.
7. Verify that the resulting balances in the **New** column of the **Balance Adjustment** grid are correct.
8. Enter a comment in the **Comment** field to define the reason for the adjustment.
9. Press Ctrl-S to post the adjustment. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.
10. Click **OK**.

Transfer the balance to the correct account from the account that was posted to incorrectly:

11. Select **Transfer** in the **Type of Adjustment** section.

12. Select the correct transfer type in the **Type of Transfer** section. Use **Patient to Patient** if both patients are associated with the current responsible party. Use **Resp Party to Resp Party** if patients are not associated with the responsible party.
13. Verify that the **From** and **To** fields under **Type of Transfer** are set to the correct responsible parties or patients. If they are not, change them accordingly.

Note: If this is a Patient to Patient transfer, select the correct **To** patient from the drop-down list. If this is a Resp Party to Resp Party transfer, click the **Browse** button to select the correct responsible party/patient combination.

14. Enter the amount to be transferred in the **Transfer Amt** field.
15. Press Tab.
16. Verify that the **New** column in the **Transfer From** section has been decreased by the correct amount.
17. Verify that the **New** column in the **Transfer To** section has been increased by the correct amount.
18. Enter a comment in the **Comment** field to define the reason for the transfer.
19. Press Ctrl-S to post the transaction. A message is displayed.
20. Click **OK**.

Create a payment plan on the correct account:

21. Access the patient's chart in the **OrthoTrac Office Patient Lookup** window.
22. Click the **Financial Functions** button.
23. Click the **Contracts and Payment Plans** button. **This patient has an existing balance. Would you like to transfer any portion to the contract?** is displayed.
24. Click **Yes**. The **Existing Balance Transfer** window is displayed.
25. Click **OK**.
26. Verify that the correct responsible party is displayed below the **Medical Alert** field. If the correct responsible party is displayed, proceed to step 30.
27. If not, tab through the screen until **This Responsible/Insurance will have No contract** is displayed.
28. Click **OK**.
29. Click **Next**.
30. When the correct responsible party is displayed below the **Medical Alert** field, select the **Contract Description** from the drop-down list.
31. Click the **Payment Plan** option.
32. Type an amount in the **Initial Fee** field.
33. Press Tab.
34. Type an amount in the **Payment Amount** field. If the payment amount is unknown but the number of payments is known, press the Tab key again and enter the number in the **Num. of Payments** field.
35. Press Tab.
36. Enter a date in the **Init. Fee Due Date** field.
37. Press Tab.
38. Enter a date in the **Cont. Start Date** field.
39. Press Tab.
40. Press Ctrl-S to post the payment plan.

3

Contract Should Not Have Been Posted

Fix: Post a Total and Current Balance Adjustment on the Account to Remove the Balance of the Contract and Bring the Patient Balance to Zero.

Steps:

1. Select **Balance Adjustment** in the **Type of Adjustment** section.
2. Select the **Responsible Party** from the drop-down list.
3. Enter the **Total Balance** in the **Adjust Amt** field as a negative number. (If the total balance on the contact is \$4800, enter **-4800**.)

4. Press Tab.
5. Verify that all the values in the **New** column of the **Balance Adjustment** grid show **0.00**.
6. Enter a comment in the **Comment** field to define the reason for the adjustment.
7. Press Ctrl-S to post the adjustment. **Contract will be Removed** is displayed.
8. Click **Yes** to delete the contract.

4	Initial Fee Wrong
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Fix: Post a Current Only Balance Adjustment to Make the Current Balance Correct – There is NO way to correct the Initial Fee as displayed in the **Contract** window. Use a Current Only Balance adjustment to correct the Current as it is Due Right Now amount.

Note: If you print the initial fee on a letter, preview the letter and change the amount before printing the letter.

Steps:

1. Post a Current Only Balance adjustment to change the Current Due amount to the correct amount as listed in the **Contract Posted to the Wrong Account: Post a Balance Adjustment on the Account That Was Posted to Incorrectly** section. If the initial fee was entered as a zero dollar amount, enter the full initial fee amount. If the initial fee was entered with an incorrect dollar amount, enter the amount the initial fee needs to be increased or decreased. **Note:** Use a positive number to increase the current due. Use a negative number to decrease the current due.
2. Press Ctrl-C to switch to the **Contract** window.
3. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.

5	Monthly Charge Wrong
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5A	Monthly Charge Amount Is Wrong
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Fix: Change the Contract Amount and Re-spread the Contract – If a charge has already rolled in, use a Current Only Balance adjustment to correct the Current Due amount; if not, skip to step 2. Then in the **Contract** window, change the next charge to the correct amount and re-spread the contract.

Steps: Post a Balance adjustment to adjust the Current Due to reflect the changes to the monthly charge:

1. Post a Current Only Balance adjustment to change the Current Due amount to the correct amount as listed in the **Contract Posted to the Wrong Account: Post a Balance Adjustment on the Account That Was Posted to Incorrectly** section. Enter the amount the charge amount needs to be increased or decreased by. **Note:** Use a positive number to increase the amount. Use a negative number to decrease the amount. The Current Due may be more than the charge amount if the initial fee has not been paid or multiple charges have been rolled in and not paid.

Change the future contract charge amounts on an active contract and re-spread the contract:

2. Press Ctrl-C to switch to the **Contract** window.
3. Select the **Responsible Party** from the **Responsible/Insurance** list under the **Contract Total**.
4. Double-click the next **Charge** to be applied. **Note:** The next charge to be applied is the first payment in the **Contract Charges** grid that is not in gray.
5. Type the new amount.
6. Press Enter.
7. Click the **Spread** button.
8. Press Ctrl-S to post the contract.

		5B	Charge Should Not Have Been Applied
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Fix: Reverse the Contract Charge – If a charge has already rolled in but the account should not have been charged this month, reverse the contract charge. After the contract charge has been reversed, check the contract spread to verify that the next charge is the correct date and amount. If needed, change the date or amount of the next charge and re-spread the contract.

Steps: Reverse the contract charge:

1. Select **Contract/Plan Adjustment** under **Type of Adjustment**.
2. Select the **Contract Charge** that should not have been rolled.
3. Enter a comment in the **Comment** field to define the reason for the adjustment.
4. Click the **Rolled in Error** button.
5. Click **OK. Un-Roll Contract Charge – This Transaction will be added to the last payment of the Contract** is displayed.
6. Click **OK**.

Change the future contract charge amounts on an active contract and re-spread the contract:

7. Press Ctrl-C to switch to the **Contract** window.
8. Select the **Responsible Party** from the **Responsible/Insurance** list under **Contract Total**.
9. Verify that the **Contract Charges** grid is correct. Scroll to the bottom of the payments to see that the last payment has been inflated by the amount of the payment that was adjusted.
10. Double-click the **Amount of the Last Payment**.
11. Type the amount of the monthly payments for this contract.
12. Press Enter.
13. Click the **Spread** button.
14. Press Ctrl-S to post the contract.

	6	Contract Has the Wrong Spread
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Fix: Change the Future Contract Charges and Re-Spread the Contract

Steps:

1. Press Ctrl-C in the patient's **Financial Functions** window.
2. Select the **Responsible Party** in the **Responsible/Insurance** list under **Contract Total**.
3. Double-click the next **Charge** to be applied. **Note:** The next charge to be applied is the first payment in the **Contract Charges** grid that is not in gray.
4. Type the new amount.
5. Press Enter.
6. Click the **Spread** button.
7. Press Ctrl-S to post the contract.

If the Monthly Charge amounts change during the contract:

8. Press Ctrl-C in the patient's **Financial Functions** window.
9. Select the **Responsible Party** in the **Responsible/Insurance** list under **Contract Total**.
10. If this is a new contract, enter all the information and click the **Spread** button. If you are editing an existing contract, skip this step.
11. Deselect the **Spread Evenly** option.
12. Double-click the first **Charge** to be changed in the **Contract Charges** grid.
13. Type the new amount.
14. Press Enter.
15. Click the **Spread** button.
16. Press Ctrl-S to post the contract.

7	Contract Is Set Up for the Wrong Frequency (i.e., Is Set to Quarterly and Should be Set to Monthly)
<p>Fix: Change the Frequency and Re-Spread the Contract – If a charge has already rolled in, but the account should not have been charged this month, reverse the contract charge; if not, skip to step 2. Then in the Contract window, change the frequency and re-spread the contract.</p> <p>Steps: Reverse the contract charge.</p> <ol style="list-style-type: none"> 1. If applicable, reverse the contract charge as listed in the Charge Should Not Have Been Applied section. <i>If a charge has not rolled in, skip this step.</i> <p>Change the frequency on an active contract and re-spread the contract:</p> <ol style="list-style-type: none"> 2. Press Ctrl-C to switch to the Contract window. 3. Select the Responsible Party from the Responsible/Insurance list under Contract Total. 4. Select the Frequency under Contract Start Date. 5. In version 12, the dates should automatically update. If you are running an older version, click the Spread button. 6. Verify that the dates in the Contract Charges grid are correct. If the dates are correct, save the contract. 7. If the dates are not correct, double-click the next charge Date in the Contract Charges grid. 8. Type the correct date. <p>Note: You must enter a different month from the month currently shown. For example, if the current date shown is 6/10/2014, you can change it to 7/10/2014, but you cannot change it to a different day in the same month.</p> <ol style="list-style-type: none"> 9. Press Enter to re-spread the remaining payments. 10. Press Ctrl-S to post the contract. 	
8	Contract Is the Wrong Type
8A	Contract Posted, Should Have Been a Payment Plan
<p>Fix: Leave the Contract AS IS – There is no way to remove the contract from the New Contracts monitor or Gross Collections. The contract balance transfer is, by default, contained under the Productions adjustments and Net Production, so the balance transfer and the contract will cancel each other out in Net Production; therefore, there would be no change. If the balance on the account is wrong, see the Contract Posted for the Wrong Amount section.</p>	
8B	Payment Plan Posted, Should Have Been a Contract
<p>Fix: Delete and Repost or Leave it AS IS – Payment plans and contracts work the same way, but they are tracked in the monitors differently. In most cases, it is best to leave the account as is. The payment plan should have started with transferring in an existing balance, which would have already been counted in the Net Production numbers. Deleting the payment plan and reposting it as a contract increases your New Contract and Gross Production numbers. Review the Account Ledger to determine where the balance originally came from before making any changes. If the existing balance that transferred into the payment plan has already affected any of your monitors and you choose to remove the payment plan and set up a new contract, your monitors will be inflated.</p>	
8C	Contract or Payment Plan Posted, Should Be Monthly Fee or Visit Charge
<p>Fix: Remove the Contract and Set Up a Monthly Fee or a Visit Charge – If a contract or payment plan was entered, but it should have been a visit charge or monthly fee, remove it with a Balance adjustment and set up a New Visit charge or Monthly Fee schedule.</p> <p>Steps: Post a Total and Current Balance adjustment to remove the balance:</p> <ol style="list-style-type: none"> 1. Post a Balance adjustment as listed in the Contract Should Not Have Been Posted section. <p>Set up a Monthly Fee contract:</p>	

2. Press Ctrl-C to switch to the **Contract** window.
3. Select the **Responsible Party** in the **Responsible/Insurance** list under **Contract Total**.
4. Select the **Contract Description** from the drop-down list.
5. Leave the **Contract Total** field set to **0.00** and press Tab.
6. Select **Monthly Fee** and press Tab.
7. Type the payment amount of the **Monthly Fee** and press Tab.
8. Type the number of payments in the **Num. of Payments** field.

Note: If this is to be an open-ended contract (the length of the contract is not known), leave the **Num. of Payments** field set to **0**. If the contract has a specified maximum number of months (for example, 10 months is the most number of charges the responsible party will receive), then enter the number of months. If a specified number of months is entered, the contract is automatically deleted after that number of months has passed. If the number of months is left at **0**, the field defaults to **99**, and the contract will run until it is manually deleted.

Note: Both open-ended contracts and maximum-number-of-months contracts can be manually deleted before the specified number of months has run.

9. Press Tab. The maximum amount is automatically calculated based on the number of payments entered.

Note: If the contract is to be calculated by a maximum amount to be charged, instead of the number of payments, enter the correct maximum amount, and the number of payments is automatically recalculated.

10. Enter the start date in the **Start Date** field.
11. Press Ctrl-S to post the contract.

Note: Monthly Fee contracts can be removed at any time. In the **Contract** window, click **Remove** and **Yes**. The account no longer receives monthly charges.

OR

Post a Total and Current Balance adjustment to remove the balance:

1. Post a Balance adjustment as listed in the **Contract Should Not Have Been Posted** section.

Set up a Visit Charge contract:

2. Press Ctrl-C to switch to the **Contract** window.
3. Select the **Responsible Party** from the **Responsible/Insurance** list under **Contract Total**.
4. Select the **Contract Description** from the drop-down list.
5. Leave the **Contract Total** field set to **0.00** and press Tab.
6. Select **Visit Charge** and press Tab.
7. Type the **Payment Amount** of the visit charge.

Note: If the amount to be charged per visit is to change after a certain number of visits (for example, a client entering their second year of retention treatment), select the **Set fee to** option, enter the new charge amount, and enter how many charges must be posted at the original rate before the new amount applies. Add a description of the new charge plan in the **Description** field. If this step is needed, it must be done before entering the number of payments.

8. Press Tab.
9. Type the number of payments in the **Num. of Payments** field.
10. Press the Tab. The maximum amount is automatically calculated based on the number of payments entered.

Note: If this is to be an open-ended contract (the length of the contract is not known), leave the **Num. of Payments** field set to **0**. If the contract has a specified maximum number of payments (for example, 10 payments is the most number of charges the responsible party will receive), then enter the number of payments. If a specified number of payments is entered, the contract is automatically deleted after that number of payments has passed. If the number of payments is left at **0**, the field defaults to **99**, and the contract will run until it is manually deleted.

Note: Both open-ended contracts and maximum-number-of-months contracts can be manually deleted before the specified number of months has run.

11. Enter the start date in the **Start Date** field.
12. Select the **Allow ONLY 1 Charge per Month** option if this patient should only be charged one time during the month, regardless of the number of visits.
13. Press Ctrl-S to post the contract.

Note: Visit Charge contracts can be removed at any time. In the **Contract** window, click **Remove** and **Yes**. The account no longer receives monthly charges.

8D Monthly Fee or Visit Charge Posted, Should Be Contract or Payment Plan

Fix: Remove the Monthly Fee or Visit Charge and Set Up the Contract – If a monthly or visit charge has already rolled in, reverse the contract charge; if not, skip to step 2. Then remove the visit charge or monthly fee and set up the contract or payment plan.

Steps: Reverse the Monthly Fee or Visit Charge:

1. If applicable, reverse the contract charge as listed in the **Charge Should Not Have Been Applied** section.
- Remove the Visit Charge or Monthly Fee contract:
2. Press Ctrl-C to switch to the **Contract** window.
 3. Select the **Responsible Party** from the **Responsible/Insurance** list under **Contract Total**.
 4. Click **Remove**. This will remove the Visit Charge or Monthly Fee or Pending Contract for the selected **Responsible/Insurance**. **Are you sure you want to do this?** is displayed.
 5. Click **Yes**.
 6. Enter the new contract as you typically would.

9 Total Balance Is Wrong

Fix: Verify the Totals – In the **Totals** window, verify that the Total Balance minus the Patient Current is equal to the Remaining Balance.

Note: If the current is a negative number, it is added to the total. For example, \$1000 in total and -\$75 in current is $1000 - (-75) = 1075$, so the remaining balance is \$1075.

The Total Balance and the Contract Remaining Balance will be equal **ONLY** when the Current Balance is zero.

The Total Balance is the total amount of all charges that have been entered and not yet paid. This includes Contract Total Balance, Procedures with Charges, Late Fees, and Insufficient Fund Fees minus any Payments or Charge Adjustments.

The Current Balance is how much of the Total Balance is due at this time.

The Contract Remaining Balance is the difference between the Total Balance and the Current Balance.

The formula is: Current + Contract Remaining Balance = Total Balance.

If the difference between the Total Balance and the Current Balance does **NOT** equal the Remaining Balance, call the Technical Solutions Center for assistance.

10 Current Balance Is Wrong

Fix: If the Current Balance Is Wrong, But the Total Balance Is Correct, Post a Current Only Balance Adjustment. After posting the adjustment, review and re-spread the contract, if needed. **Note:** Changing the Current Balance will change the Remaining Balance, and the contract should be reviewed to verify that the spread is correct.

Steps: Post a Current Only Balance adjustment:

1. Post a Current Only Balance adjustment to change the Current Due to the correct amount as listed in the **Contract Posted to the Wrong Account: Post a Balance Adjustment on the Account That Was Posted to Incorrectly** section. In step 5, enter the amount the current amount needs to be increased or decreased.
- Note:** Use a positive number to increase the current due; use a negative number to decrease the current due.

Review the contract. Re-spread, if needed:

2. Press Ctrl-C to switch to the **Contract** window.
3. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.

	11	Contract Is Missing
	11A	Total Is \$0, but Current Is a Credit

Fix: Post a Current Only Balance Adjustment – This scenario typically happens when a contract was *paid in full ahead of schedule*. A payment or adjustment was posted and when the **Contract Payout** message was displayed, **No** was selected, which left the account with an active contract, a Total Balance of zero and a credit in the Current Balance. Post a Current Only Balance adjustment to bring the account to a zero balance for Total and Current and remove the contract.

Steps: Post a Current Only Balance adjustment to change the Current Due to the correct amount as listed in the **Contract Posted to the Wrong Account: Post a Balance Adjustment on the Account that Was Posted to Incorrectly** section. In step 5, enter the amount of the Current Credit as a positive number. In step 9, **Contract will be removed: Total equals current on a contract account. If you continue, the contract will be removed** is displayed. Click **Yes**.

	11B	Total and Current Are Equal
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Fix: Review the account to see why the Total amount and Current amount are equal and determine what the next step should be. Then, follow the steps in the corresponding section of this guide – This scenario typically happens when a contract has rolled to completion or the initial fee was set up for the total amount of the contract or a contract was never entered or an adjustment was posted that set Current equal to Total.

To review the **Account Ledger** window, do the following: In the **Financial Functions** window, press Ctrl-E to view the ledger by responsible party or press Ctrl-L to view the ledger by patient.

OR

To print an office copy of the patient ledger for review, follow these steps:

1. In the **Financial Functions** window from the patient's chart, select **Reports > Ledger > Office Copy**. The **Print Ledger Copy** window is displayed.
2. Select **Print by Patient** or **Print by Responsible Party**. If there is one responsible party with multiple patients, **Print by Patient** separates the ledger activity of each patient. If there is one patient with multiple responsible parties, **Print by Responsible Party** separates the ledger activity of each responsible party.
3. Select **All Patients** or **Single Patient**. If **Single Patient** is selected, use the drop-down list to select the correct patient.
4. Select **All Responsible Parties** or **Single Responsible Party**. If **Single Responsible Party** is selected, use the drop-down list to select the correct responsible party.
5. Select **All Dates** or **Range of Dates**. If **Range of Dates** is selected, use the **From** and **To** fields to specify the date range.
6. Select **New Page for Each Responsible Party**, if desired. This option makes it easier to distinguish between the ledgers for individual patients and responsible parties.
7. Select **Include Comments** if the ledger comments should be included in the printout.
8. Select **Include Adjusted Transactions** if the printout should include adjusted transactions. If you do not select this option, items such as a late fee that was adjusted off the account are excluded from the printout. This option affects only charge adjustments, payment adjustments, refunds that have been reversed, late charges that have been reversed, discounts that have been reversed, and write-offs that have been reversed.
9. Click **OK**.
10. Select a printer from the drop-down list
11. Click **OK**.

➤	Mistake with an Adjustment		
	1	Adjustment Posted for the Wrong Amount	
		1A	Adjustment Was Too Large and Needs To Be Reduced
		1A:1	Adjustment Is a Refund, Write-Off, or Discount

Fix: If the adjustment is a refund (Fix A) or write-off (Fix B) or discount (Fix C), reverse the adjustment and repost for the correct amount. The reversal is counted in the same monitors as the original adjustment.

Note: To reverse a refund, write-off, or discount, the FULL amount of the original refund must be reversed.

Steps for Fix A - Reverse a Refund: A Refund/Overpayment adjustment is typically posted as a positive number. Since the refund is being reversed, enter the amount as a negative number.

1. Select **Refund/Over-payment** from the list.
2. Select the **Responsible Party** from the drop-down list.
3. Enter the amount of the refund as a negative number.
4. Press Enter. Refund amounts are normally supposed to be positive. **A negative amount should only be used to reverse a Refund posted in error. Are you sure you want to continue with a negative amount?** is displayed.
5. Click **Yes**. The **Reverse Entry** window is displayed, asking you to elect an adjustment to reverse.
6. Select the adjustment that was posted incorrectly.
7. Click **OK**.
8. Repost the refund for the correct amount.

Steps for Fix B – Reverse a Write-Off: A Write-Off adjustment is typically posted as a negative number. Since the write-off is being reversed, enter the amount as a positive number.

1. Select **Write-Off** from the list.
2. Select the **Responsible Party** from the drop-down list.
3. Enter the amount that was written off incorrectly as a positive number.
4. Press Enter. **Discount and Write-Off amounts are normally supposed to be negative. A positive amount should only be used to reverse a Discount and Write-Off posted in error. Are you sure you want to continue with a positive amount?** is displayed.

Note: If the write-off was made prior to a conversion to OrthoTrac, the system may say that there are no write-offs to reverse. If this happens, the adjustment should be made using a Total and Current Balance adjustment.

5. Click **Yes**. The **Reverse Entry** window is displayed, asking you to select an adjustment to reverse.
6. Select the adjustment that was posted incorrectly.
7. Click **OK**.
8. Repost the write-off for the correct amount.

Steps for Fix C – Reverse a Discount: A Discount adjustment is typically posted as a negative number. Since the discount is being reversed, enter the amount as a positive number.

1. Select **Discount** from the list.
2. Select the **Responsible Party** from the drop-down list.
3. Enter the amount that was discounted incorrectly as a positive number.
4. Press Enter. **Discount and Write-Off Amounts are normally supposed to be negative. A positive amount should only be used to reverse a Discount and Write-Off posted in error. Are you sure you want to continue with a positive amount?** is displayed.
5. Click **Yes**. The **Reverse Entry** window is displayed, asking you to select an adjustment to reverse.
6. Select the adjustment that was posted incorrectly.
7. Click **OK**.
8. Repost the discount for the correct amount.

Note: If any of the transactions above are on the current Daysheet, you might receive the following a message: **Unable to**

Reverse Adjustment: The Adjustment is on the current Daysheet. The Daysheet must be closed before reversing this adjustment! If you receive this message, post the adjustment after the Daysheet has been closed.

		1A:2	Adjustment Is a Transfer, Balance Adjustment, or Adjust Aging
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Fix: If the Adjustment is a Transfer, Balance Adjustment, or Adjust Aging, There Is NO Reversal Adjustment. To correct the amount, post the same adjustment for the difference with an opposite value. For example, if a Transfer, Balance, or Aging adjustment was posted to the account for -\$550 and it should have been \$500, post another discount for \$50. There will be a net discount on the account of \$500, shown in two transactions (-\$550 - \$50 = \$500). Verify the amounts in the **New** columns before posting the transaction.

		1B	Adjustment Was Too Small and Needs To Be Increased
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Fix: Post the Adjustment Again for the Difference – For example if an adjustment was posted to the account for -\$50 and it should have been \$500, post another discount for -\$450. There will be a net discount on the account of \$500, shown in two transactions.

	2	Adjustment Posted for the Wrong Account
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		2A	Adjustment Is a Refund, Write-Off, or Discount
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Fix: Reverse the Adjustment and Repost on the Correct Account – The reversal is counted in the same monitors as the original adjustment.

Steps:

- Reverse the adjustment as listed in the **Adjustment Was Too Large and Needs To Be Reduced: Adjustment Is a Refund, Write-Off, or Discount** section.
 - For a refund, use the steps for **Fix A** – Reverse a Refund
 - For a write-off, use the steps for **Fix B** – Reverse a Write-Off
 - For a discount, use the steps for **Fix C** – Reverse a Discount
- Post the adjustment on the correct account.

		2B	Adjustment Is a Transfer, Balance Adjustment, or Adjust Aging
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Fix: If the Adjustment Is a Transfer, Balance adjustment, or Adjust Aging, There Is NO Reversal Adjustment – To correct the amount, post the same adjustment for the difference with an opposite value. Then post the adjustment on the correct account. Verify the amounts in the **New** columns before posting the transaction.

	3	Adjustment Should Not Have Been Posted
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		3A	Adjustment Is a Refund, Write-Off, or Discount
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Fix: Reverse the Adjustment and Repost on the Correct Account – The reversal is counted in the same monitors as the original adjustment.

Steps:

- Reverse the adjustment as listed in the **Adjustment Was Too Large and Needs To Be Reduced: Adjustment Is a Refund, Write-Off, or Discount** section.
 - For a refund, use the steps for **Fix A** – Reverse a Refund
 - For a write-off, use the steps for **Fix B** – Reverse a Write-Off
 - For a discount, use the steps for **Fix C** – Reverse a Discount

2. Post the adjustment on the correct account.		
	3B	Adjustment Is a Transfer, Balance Adjustment, or Adjust Aging
<p>Fix: If the Adjustment is a Transfer, Balance Adjustment, or Adjust Aging, there is NO reversal adjustment. – To correct the amount, post the same adjustment for the difference with an opposite value. Then post the adjustment on the correct account. Verify the amounts in the New columns before posting the transaction.</p>		

Situation Has Changed
Change in Insurance, Returned Check, Additional Fees, etc.

➤ **Returned Check**

Fix: Post a Payment Adjustment Using the Returned Check Option When a Previously Posted Check Has Been Returned for Insufficient Funds – If your office charges a non-sufficient funds (NSF) fee for returned checks, this can be in one step using the **Returned Check** option in the **Payment Adjustment** window.

Steps:

1. Select **Payment Adjustment** in the **Type of Adjustment** section.
2. Select the payment that was posted incorrectly.
3. Enter a comment in the **Comment** field to define the reason for the adjustment.
4. Click the **Returned Check** button.
5. Verify that the check is the correct check.
6. Verify that the **NSF Charge Amount** is set correctly.
7. Click **OK**.

Note: The default amount for the NSF charge is set up in the **System Options** window in **Maintenance Set-up > System Maintenance**.

➤ **Change in Insurance Benefits**

1 **Insurance Is Paying More**

1A **Responsible Party Still Has a Balance Equal To or Greater Than the Additional Amount**

Fix: Post a Transfer Adjustment to Move the Additional Amount from the Responsible Party to the Insurance – If the insurance benefit has increased and the amount of the increase is less than the responsible party currently owes, transfer the amount from the responsible party to the insurance. One of the most common reasons for this transfer is because a responsible party, who is paying the full balance, has a change in insurance; for example, orthodontics is now covered.

Steps:

1. Select **Transfer** in the **Type of Adjustment** section.
2. Select **Resp Party to Insurance** in the **Type of Transfer** section.
3. Verify that the correct responsible party is displayed in the transfer **From Responsible** field. If the wrong name is displayed, select the responsible party from the **Resp Party** drop-down list at the top of the window.
4. Verify that the correct insurance carrier is displayed in the **To Insurance** field. If the wrong company is listed, select the insurance company from the **To Insurance** drop-down list. When the **To Insurance** drop-down list is grayed out, there is only one insurance carrier that is set to be financially responsible.
5. Enter the amount in the **Transfer Amt** field.
6. Press Tab.
7. Verify that the **New** column in the **Transfer From** section is the amount that should remain for the responsible

party.

8. Verify that the **New** column in the **Transfer To** section is the amount due from the insurance carrier.
9. Enter a comment in the **Comment** field to define the reason for the transfer.
10. Press Ctrl-S to post the transaction. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.
11. Click **OK**.
12. Press Ctrl-C to switch to the **Contract** window.
13. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.
14. Set up a payment plan for the insurance carrier if the terms are known.

Note: A payment plan is recommended, since the amount due would have already been counted in the Net Production numbers when the original contract was posted to the account.

1B

Responsible Party Has a Balance Less Than the Additional Amount

Fix: Post a Transfer Adjustment to Move the Entire Amount That the Insurance Will Be Paying from the Responsible to the Insurance – Post a refund to the responsible party to cover the difference if the responsible party owes less than the insurance is going to cover:

Note: If the insurance has not paid in full yet, you might want to transfer the balance from the responsible party and wait to post the refund until after the final insurance payment has been received.

Steps:

1. Post a Transfer adjustment as listed in the **Responsible Still Has a Balance Equal To or Greater Than the Additional Amount** section.

Post a refund to the responsible party:

Note: You may want to wait until the insurance has finished paying its portion before you post a Refund adjustment to the responsible party. If the insurance stops paying on the account for any reason, the responsible party may still owe the unpaid portion.

2. Select **Refund/Over-payment** from the list.
3. Select the **Responsible Party** from the drop-down list.
4. Enter the amount of the refund.
5. Press Enter.
6. Enter a comment in the **Comment** field to define the reason for the adjustment.
7. Press Ctrl-S to post the adjustment.
8. Verify that the balance on the account is correct.
9. Verify that the ledgers are correct.

2

Insurance Is Paying Less

Fix: Post a Transfer Adjustment to Move the Portion the Insurance Will NOT Be Paying from the Insurance to the Responsible Party (Fix A) OR Post a Write-Off to Remove the Amount from the Insurance (Fix B)

Fix A – Post a Transfer Adjustment: Typically, the remaining balance is the responsibility of the patient/responsible party. Use the following steps to transfer the remaining balance from the insurance to the responsible party.

Steps:

1. Click **Transfer** in the **Type of Adjustment** section.
2. Select **Insurance to Resp Party** in the **Type of Transfer** section.
3. Verify that the correct insurance carrier is displayed in the **From Insurance** field. If the wrong carrier is listed, change the insurance from the **Ins Plan** drop-down list at the top of the window.
4. Verify that the correct responsible party is displayed in the **To Responsible** drop-down list. If the wrong responsible party is displayed, select the correct responsible party from the **To Responsible** drop-down list.

When the **To Responsible** drop-down list is grayed out, there is only one responsible party that is set to be financially responsible.

5. Enter the amount in the **Transfer Amt** field.
6. Press Tab.
7. Verify that the **New** column in the **Transfer From** section is what should remain for the insurance carrier.
8. Verify that the **New** column in the **Transfer To** section is the appropriate amount due from the responsible party.
9. Enter a comment in the **Comment** field to define the reason for the transfer.
10. Press Ctrl-S to post the transaction.
11. Press Ctrl-C to switch to the **Contract** window.
12. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed. If the responsible party does not currently have a contract, set up a payment plan, if needed.

Fix B – Post a Write-Off: If the remaining balance is NOT the responsibility of the patient/responsible party or you will be unable to collect the remaining amount from the responsible party, post a Write-Off for the balance.

Steps: Post a Write-Off as listed in the **Post a Write-Off** section.

3 New Insurance Carrier

Fix: Associate the New Insurance Carrier to the Patient and Transfer the Amount from the Old Insurance (Fix A) OR Responsible Party (Fix B) to the New Insurance

Note: The new insurance carrier MUST be added to the account prior to performing the transfer.

Fix A: Use the following fix when the patient has changed insurance carriers.

Steps:

1. Select **Transfer** in the **Type of Adjustment** section.
2. Select **Insurance to Insurance** in the **Type of Transfer** section.
3. Verify that the correct insurance carrier is displayed in the **From Insurance** field. If the wrong insurance carrier is listed, select the carrier in the **Ins Plan** drop-down list at the top of the window.
4. Verify that the correct insurance carrier is displayed in the **To Insurance** drop-down list. If the wrong insurance is listed, select the correct carrier from the **To Insurance** drop-down list.
5. Enter the total balance of the old carrier in the **Transfer Amt** field.
6. Press Tab.
7. Verify that the **New** column in the **Transfer From** section is **0.00** for the old insurance carrier.
8. Verify that the **New** column in the **Transfer To** section is the appropriate amount due from the new insurance carrier.
9. Enter a comment in the **Comment** field to define the reason for the transfer.
10. Press Ctrl-S to post the transaction. **Contract will be Removed: Total equals current on a contract account. If you continue, the contract will be removed** is displayed.
11. Click **Yes. Financial Transfer: You have transferred money from an account with a contract to an account that does not have a contract. To create a contract on this balance, click the CONTRACT button – and then the name of the responsible party/insurance carrier on the grid** is displayed.
12. Click **OK**.
13. Press Ctrl-C to switch to the **Contract** window.
14. Review the contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement, if needed.
15. Set up a payment plan for the insurance carrier if the terms are known.

Note: A payment plan is recommended since the amount due would have already been counted in the Net Production numbers when the original contract was posted to the account.

Note: To prevent further transactions from being posted to the old carrier, change the insurance rank to **0** using the **Ranking** panel in the **Patient Information** window after the balance is \$0.00.

Fix B: Use the following fix when the patient has a new insurance carrier, but did not have insurance at the start of the

contract.

Steps: After associating the new insurance carrier to the patient's account, post a Transfer adjustment as listed in the **Insurance Is Paying More: Responsible Party Still Has a Balance Equal To or Greater Than the Additional Amount** section.

➤	Stop Treatment/Transfer Out
1	Post a Write-Off

Fix: Post a Write-Off Adjustment – Using a Write-Off adjustment for the remaining balance adjusts the Net Production to include the changes made to the contract.

Types of Write-Offs:

- Collectable – Use if the account had been turned over to a collections agency.
- UnCollectable – Use after all collection attempts have been made and you do not expect to be able to collect this money.
- Discontinue Tx – Use if treatment has stopped before completion.
- Transfer Out – Use if the patient has moved out of the area.
- User-Defined Write-Off – Use for any scenarios that do not fall in the categories above. A detailed comment should be entered to identify the purpose of the write-off.

Steps:

1. Select **Write-Off** in the **Type of Adjustment** section.
2. Select the type of write-off.
3. Select the **Responsible Party** or **Insurance Carrier** from the corresponding drop-down list at the top of the window.
4. Type the remaining balance on the account as a negative number.
5. Press Tab.
6. Verify that the resulting balance in the **New** column of the **Balance Adjustment** grid is the correct amount. The **New** total may be **\$0.00**, or if the patient has overpaid for treatment, **Discontinue Tx** or **Transfer Out** adjustment totals may include a refund amount.

(If the **New** balances are incorrect, repeat steps 1 through 6 with the correct write-off amount.)

7. Enter a detailed comment in the **Comment** field to define the reason for the write-off.
8. Press Ctrl-S to post the adjustment. **Contract will be Removed: Total equals current on a contract account. If you continue, the contract will be removed** is displayed.
9. Click **Yes**.
10. Press Ctrl-C to switch to the **Contract** window.
11. Verify that the contract has been removed.

Note: If you are writing off the entire account, you must repeat the steps for each responsible party and insurance carrier that has money attached to the patient.

Refund Note: If the patient discontinued treatment or transferred out and there is a refund due, see the **Refund** section under the **Responsible Party Has a Balance Less Than the Additional Amount** section.

➤	Collections
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Fix: Post a Write-Off Adjustment – Use a Write-Off adjustment for the remaining balance to adjust the Net Production to include the changes made to the contract.

Collectible and Uncollectible Write-Offs:

- **Collectible:** This type of Write-Off adjustment is used when an account is sent to a collection agency and you expect to recover some of the money. When the money is recovered, the Collectible Write-Off can be reversed and the money posted as a payment. If the money collected is less than the amount originally written off, you should write off the remaining amount as an Uncollectible Write-Off.

- **Uncollectible:** If none of the money is recoverable, use an Uncollectible Write-Off to write off the entire amount.

Steps: Post a Write-Off as listed in the **Post a Write-Off** section.

Note: If you have written off an account as a Collectable or Uncollectable Write-Off, posting a payment to the account, will create a credit balance.

An alternative to reversing the original Write-Off adjustment is to add a procedure code called Collectable Monies Received and post that procedure code to offset the credit. Consult with the doctor, office manager, or accountant in your office to determine your office's preferences.

➤	Additional Treatment	
	1	Account Still Has a Contract

Fix: Post a Charge for the Additional Amount; Then Use a Current Only Balance Adjustment to Transfer the Amount into the Contract (Fix A) **OR** Make the Contract Due, Add a New Contract, Use a Current Only Balance Adjustment to Move the Old Contract Money Back into the Contract and Re-spread the Contract (Fix B)

Note: Consult with the doctor, office manager, or accountant in your office to determine your office's preferences.

Fix A – Post a Charge for the Additional Amount; Then Use a Current Only Balance Adjustment to Transfer the Amount into the Contract: When a patient has an active contract and additional charges have to be added to the contract, post a procedure charge for the additional amount to the correct responsible party. This increases the total and current balance and tracks the amount in Gross Production. To put the additional charge back into the contract, do a Current Only Balance adjustment. Review and re-spread the contract, if needed.

Steps: First post a charge to add the additional amount to the account:

1. In the **Charges and Payments** window, select the **Responsible Party**.
2. Enter the procedure code in the **Procedures** section using one of the following methods:
 - a) Type the code for the charge. Press Enter or Tab.
 - b) Press the spacebar or click **Enter Code or Click Here for List** to display the **Procedures** window, select the procedure you want to post, and click **OK**.

Note: If a procedure cannot be found in the list, it can be posted as a Miscellaneous Charge. If Miscellaneous Charge or the specific code you need is not listed in the procedure code list, you can add it in **Procedure Code Maintenance**.

3. If the procedure code was set up with a specified charge amount, it is displayed in the **Amount** column. If not or you need to change the amount, double-click in the **Amount** field on the procedure line and type the amount of the charge.
4. If you need to split the charge between the patient and the insurance carrier, follow these steps:
 - a) In the **Patient** field, type the patient's portion of the charge as a dollar amount or a percentage. For a percentage, type the amount followed by the percent sign or a forward slash; for example, if the patient is responsible for 25 percent of the charge, enter **25%** or **25/**.
 - b) Press Tab. The software automatically enters the remaining amount in the **Insurance** field. If the patient portion or insurance portion is changed, the software automatically calculates the remaining amount.
5. Press Enter or Tab.
6. Press Enter or Tab to continue with another charge, if needed.
7. When the amount is correct for the patient and the insurance, press Ctrl-S to post the charge.

Now that the charge is posted, post a Current Only Balance adjustment to transfer the amount into the contract:

8. Click the **Adjustments** button.
9. Select **Balance Adjustment** in the **Type of Adjustment** section.
10. Select the **Responsible Party**.
11. Select **Current Only** in the **Balance Adjustment** section.
12. Enter the amount that was added as a negative number.
13. Press Enter.
14. Press Ctrl-S to post the adjustment. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.

15. Click **OK**.

Re-spread the contract:

16. Press Ctrl-C to switch to the **Contract** window.
17. Scroll to the **Last Charge**.
18. Double-click on the amount and change it to the desired charge amount.
19. Press Enter.
20. Click the **Spread** button.
21. Press Ctrl-S to post the contract.

Fix B – Make the Contract Due, Add a New Contract, Use a Current Only Balance Adjustment to Move the Old Contract Money Back into the Contract; Then Re-spread the Contract: Post a Current Only Balance adjustment to make the current equal the total. When a Responsible Party has a balance other than zero on an account and there is no contract, the **Existing Balance Transfer** window is displayed when you access the **Contracts and Payment Plan** window. Use the **Existing Balance Transfer** window to add the current account balance to the new contract. To exclude the current account balance from the new contract, click **No** when the existing balance message is displayed. Set up a contract for the additional amount being charged, post the contract, and use a Current Only Balance adjustment to move the current balance into the contract, and re-spread. The new treatment amount is tracked in Gross Production and New Contracts.

Steps:

Post a Current Only Balance adjustment to make current equal total:

1. Click the **Adjustments** button.
2. Select **Balance Adjustment** in the **Type of Adjustment** section.
3. Select the **Responsible Party**.
4. Select **Current Only** in the **Balance Adjustment** section.
5. Double-click the amount showing in the **Current Due** row in the **New** column of the **Balance Adjustment** grid.
6. Enter the amount of the Total Balance.
7. Press Enter.
8. Enter the amount of the Total Balance.
9. Press Enter four times.
10. Enter a comment in the **Comment** field to define the reason for the adjustment.
11. Confirm that the **Total Balance**, the **Current Due**, and the **This Month Amounts** in the **New** column are the same.
12. Press Ctrl-S to post the adjustment. **Contract will be Removed: Total equals current on a contract account. If you continue, the contract will be removed** is displayed.
13. Click **Yes**. The original contract is removed.

Post a contract for the additional amount being charged:

14. Press Ctrl-C to switch to the **Contract** window. The **Existing Balance Transfer** window is displayed.
15. Click **No**.
13. Select the **Contract Description** from the drop-down list.
14. Enter the **Contract Total**, if it is different from the default amount.
15. Press Tab twice.
16. Enter the initial fee.
17. Press Tab.
18. Type the payment amount in the **Payment Amount** field. If the payment amount is unknown but the number of payments is known, press the Tab key again and enter the number in the **Num. of Payments** field.
19. Press Tab.
20. Enter a date in the **Init. Fee Due Date** field.
21. Press Tab.
22. Enter a date in the **Cont. Start Date** field.
23. Press Tab.
24. Press Ctrl-S to post the contract.

Post a Current Only Balance adjustment to transfer the previous contract amount into the contract:

25. Click the **Adjustments** button.
26. Select **Balance Adjustment** in the **Type of Adjustment** section.
27. Select the **Responsible Party**.
28. Select **Current Only** in the **Balance Adjustment** section.
29. Enter the **Previous Contract Amount** as a negative number.
30. Press Enter.
31. Verify that the balance in the **New** column of the **Balance Adjustment** grid is the correct amount.
32. Enter a comment in the **Comment** field to define the reason for the adjustment.
33. Press Ctrl-S to post the adjustment. **This adjustment caused the contract payments to be modified. Please review the contract for changes** is displayed.
34. Click **OK**.
35. Press Ctrl-C to switch to the **Contract** window.

Re-spread the contract:

36. Scroll to the **Last Charge** in the **Contract** window.
37. Double-click the amount and change it to the correct charge amount.
38. Press Enter.
39. Click the **Spread** button.
40. Press Ctrl-S to post the contract.

2

Account Does Not Have a Contract, But Has a Balance

Fix: Setup a Contract for the Additional Treatment Amount, Use a Current Only Balance Adjustment to Move the Current Balance into the Contract; Then Re-spread the Contract – When a responsible party has a balance other than zero on an account and there is no contract, the **Existing Balance Transfer** window is displayed when you access the **Contracts and Payment Plan** window. Use the **Existing Balance Transfer** window to add the current account balance to the new contract. To exclude the current account balance from the new contract, click **No** when the existing balance message is displayed. Set up a contract for the additional amount being charged, post the contract, and use a Current Only Balance adjustment to move the current balance into the contract, and re-spread. **Steps:** Set up the contract, post the Current Only Balance Adjustment, and re-spread the contract as listed in the **Account Still Has a Contract** section, **Fix B**.

3

Account Has a Credit

Fix: Setup a Contract for the Additional Treatment Amount – When a responsible party has a balance other than zero on an account and there is no contract, the **Existing Balance Transfer** window is displayed when you access the **Contracts and Payment Plan** window. The **Existing Balance Transfer** window is used to add the current account balance to the new contract. To exclude the current account balance from the new contract, click **No** when the existing balance message is displayed. Set up a contract for the additional amount being charged.

Note: The new treatment amount is tracked in Gross Production and New Contracts.

Note: If the responsible party has a credit balance, remember that the amount entered is lowered by the amount of the credit. For example, if the credit on the account is \$300 and the initial fee is \$500, the initial fee on the **Contracts and Payment Plan** window is displayed as \$500, but the existing credit produces a \$200 current balance.

Steps: Set up the contract as listed in the **Account Still Has a Contract** section, **Fix B**.

4 Account Does Not Have a Balance

Fix: Set Up a Contract for the Additional Treatment Amount – Set up a contract for the additional amount being charged. The new treatment amount is tracked in Gross Production and New Contracts.

Steps: Set up the contract as listed in the **Account Still Has a Contract** section, **Fix B**.

➤ Change in the Financially Responsible Parties

Fix: Transfer the Balance – If the new responsible party has not been added, add it to the account. If the entire contract is being transferred and the old responsible party has a contract, post a Current Only Balance adjustment to make current equal total. Then transfer the balance or a portion of the balance from the old responsible party to the new responsible party. When the balance has been transferred, if it should be on a contract, transfer the balance into a payment plan.

Fix A moves the entire balance when the old responsible party is no longer responsible for any portion of the contract.

Fix B moves a portion of the balance when both the new responsible party and the old responsible party are responsible for a portion of the contract.

Steps for Fix A:

1. Associate the new responsible party to the patient's account and set it as financially responsible.
2. Post a Current Only Balance adjustment to change the current due to the correct amount as listed in the **Contract Posted to the Wrong Account: Post a Balance Adjustment on the Account That Was Posted to Incorrectly** section. In step 9, **Contract will be Removed: Total equals current on a contract account. If you continue, the contract will be removed** is displayed. Click **Yes**.
3. Post a Transfer adjustment as listed in the **Contract Posted to the Wrong Account: Transfer the Balance to the Correct Account from the Account That Was Posted to Incorrectly** section.
4. Press Ctrl-C to switch to the **Contract** window.
5. Enter a Payment Plan for the new responsible party as listed in the **Contract Posted to the Wrong Account: Create a Payment Plan on the Correct Account** section.

Steps for Fix B:

1. Associate the new responsible party to the patient's account and set it as financially responsible.
2. Post a Transfer adjustment as listed in the **Contract Posted to the Wrong Account: Transfer the Balance to the Correct Account from the Account That Was Posted to Incorrectly** section. In step 14, enter only the portion of the contract being moved to the new responsible party.
3. Press Ctrl-C to switch to the **Contract** window.
4. Review the old responsible party's contract for any changes. Re-spread the existing contract to reflect the correct payment arrangement if needed.
5. Enter a payment plan for the new responsible party as listed in the **Contract Posted to the Wrong Account: Create a Payment Plan on the Correct Account** section.

➤ Insurance Issued a Refund Along with a Payment

Issue: Recently some insurance companies have started deducting overpayments for insured parties from payment checks covering multiple accounts. For example, an office will receive a check for \$100 which includes a \$75 payment for Patient A, \$75 payment for Patient B, and -\$50 payment for Patient C, which is an overpayment due to error or because the patient is no longer covered. In version 12 or earlier of OrthoTrac, there is no way to include a refund or overpayment when posting an insurance check. To ensure that the deposit slip is correct, the check should be posted for the actual amount.

Fix A: If the check has a payment for one patient's account and a credit for another patient's account, you should post it for the value of the check and post a Misc Pymt 1 for the difference on the account receiving the payment. Then access the patient's account that had the overpayment and post a Refund adjustment.

Fix B: If the check is a bulk insurance check, post as much of the check as possible. Post a Misc Pymt 1 to any accounts that cannot be allotted money from the check total. Then post Refunds to the accounts that received overpayments.

Steps for Fix A and B:

1. If the check is for an individual patient, post the insurance check as you typically would on the patient's account, **OR** if the check is for multiple patients, post the check in the **Post Bulk Payment** window.
2. Post a Misc Pymt 1 for the difference on the accounts receiving payments over the amount of the check.
3. Post Refund adjustments to the accounts that received overpayments, as listed in the **Refund** section under the **Responsible Party Has a Balance Less Than the Additional Amount** section.
4. Press Ctrl-C to switch to the **Contract** window.
5. Review the contract for any changes. Re-spread the contract to show the correct payment arrangement, if needed.

If your office is receiving insurance checks that include refund amounts, visit the Idea Exchange on our Customer Portal to vote on the change request, as listed below.

1. Access our website at www.carestreamdental.com and click on the **Customer Portal** link.
2. Click the **Login** button.
3. Enter your **Email Address** and **Password** in the fields.
4. Click **Login**.
5. Click the **Idea Exchange** box.
6. Select **CS ORTHOTRAC Practice Management Software**.
7. Type the word **Refund** in the **Enter your Idea** field. Ideas already entered into the system are listed.
8. Click the **Vote** button to the left of **Ability to allocate "refund" during bulk insurance check payment posting**.
9. Select how many votes you want to place on the idea. The number of votes denotes how you would prioritize the idea, as follows:
 - 3 votes** – The idea is important, and you would like to see it implemented in the software soon.
 - 2 votes** – The idea is important, but does not need to be implemented soon.
 - 1 vote** – The idea might be implemented in the software sometime in the future.

If your office is not registered for the Customer Portal, follow these steps:

1. Access our website at www.carestreamdental.com, and click the **Customer Portal** link.
2. Click on **Click Here to Register**.
3. Enter the **Email Address** and **Password** you want to use to log in to the Customer Portal.
4. Click **Register**.
5. Enter your **Account ID** and **Zip Code**.
6. Click **OK**. **The application you are requesting requires that we validate your email. An activation email was sent to your email address** is displayed.
7. Click the link in your email message to open the Customer Portal and activate your account. **Thank you for activating your account. Click Here to continue** is displayed.
8. Click **Here**.

Note: This guide uses keyboard shortcuts for some of the financial functions in OrthoTrac. To review all of the keyboard shortcuts available, follow these steps:

1. From the main menu of OrthoTrac, click **Help > CS OrthoTrac Help**.
2. On the **Search** tab, type **shortcut** in the search field.
3. Click **List Topics**.
4. Double-click **Financial Functions Shortcuts**.