I received a letter (from the insurance company) indicating they made an overpayment on an account. How do I post the overpayment?

1. Go to **Accounts Receivable**>**Pay/Adj Codes**. Create a payment code, i.e. 099 – Overpayment and **Save**

(If you already have such a code set up, use that code and proceed to Step 2. For more information on how to set up a payment/adjustment code, click here.)

2. Go to **Accounts Receivable**>**Post Payments**>**Post Paper/RA**

3. Click on the final entry - of the month that needs to be adjusted. The **Add/Edit Accounts Receivable Posting screen** will appear.

4. Enter the appropriate date, such as the date you received the Overpayment Letter, or date of letter.

5. Enter the overpayment amount with a minus sign, and the appropriate code. You also have the option to enter any Comments.

6. Continue with normal procedure to Post Paper RA

I received confirmation (from our accounting dept; or the next RA received from the insurance company) indicating the overpayment has been sent back to the payer. How do I post the payback/refund?

7. Go to **Accounts Receivable>Post Payments>Post Paper/RA**

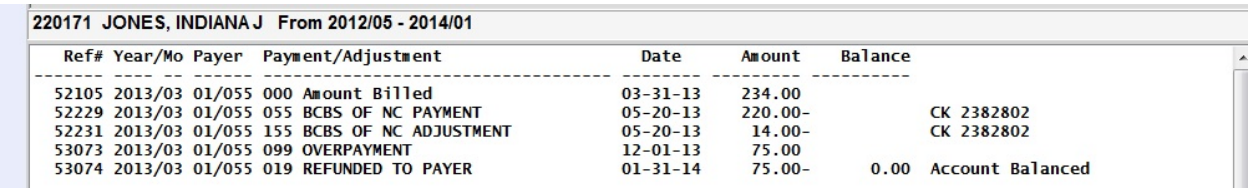
8. Click on the final entry - of the month that needs to be adjusted. The **Add/Edit Accounts Receivable Posting Entry Screen** will appear.

9. If there is not a pay/adj code set up for Refunds, set up one. An option would be "Refunded To Payer." See Step 1 on how to set up a payment/adjustment code.

10. Enter the date the payment was refunded, such as date of the refund check; or the date of the RA where the payment was reversed.

11. Enter the payment amount with a (-) in front of the dollar amount. Enter any Comments.

12. Continue with normal procedure to Post Paper RA. Once you are done, the screen will look like this:



220171 JONES, INDIANA J From 2012/05 - 2014/01

Ref#	Year/Mo	Payer	Payment/Adjustment	Date	Amount	Balance	
52105	2013/03	01/055	000 Amount Billed	03-31-13	234.00		
52229	2013/03	01/055	055 BCBS OF NC PAYMENT	05-20-13	220.00-		CK 2382802
52231	2013/03	01/055	155 BCBS OF NC ADJUSTMENT	05-20-13	14.00-		CK 2382802
53073	2013/03	01/055	099 OVERPAYMENT	12-01-13	75.00		
53074	2013/03	01/055	019 REFUNDED TO PAYER	01-31-14	75.00-	0.00	Account Balanced

Knowledgebase

http://kb.barnestorm.biz/KnowledgebaseArticle50868.aspx