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:

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