

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Voiding a Claim Payment

Last Modified on 11/19/2019 2:06 pm EST

Version 14.19

Claim payments can only be voided from the Patient Chart. Whether or not the payment(s) have been included on a daysheet determines the outcome of the void(s).

Overview



Warning: Before proceeding with the process for voiding non-daysheeted Payments, be aware that there is no audit trail or tracking of payments that have been voided until they have been included on a daysheet. The payments disappear from OP 14. If payments are voided in error, you have to manually add them back in.

Payments can be voided from the Claims or Charges in the Patient Chart.

Voiding Current Payments (Not Included on a Daysheet) from Claims

To void payments from **Claims**:

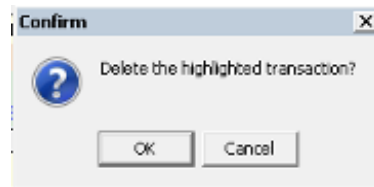
1. Click the **Patient Chart** button.
2. Click **Claims** in the Account section of the Window Navigation Panel.
3. Click the **Small plus sign** to expand the claim where the payment should be voided.

Claim #	Claim/Pay Date Proc/Pay Type	Ins Proof	Pat Proof	Primary Insur	Second Insur	Charge	Patient Balance	Insurance Balance	Patient Owed	Patient Payment	Patient Adjmnt	Insurance Payment	Insurance Adjustmt
100186	05/03/2019			CPP	AHM	25.00	25.00		25.00				
100183	05/02/2019			CPP	AHM	25.00	25.00		25.00				
100185	05/02/2019			CPP	AHM	25.00	25.00		25.00				
100180	04/25/2019			CPP	AHM								



Note: Transactions that have not yet been included on a daysheet are displayed in blue text.

4. Select the **Payment** or **Adjustment** to void. Insurance payments have a green background. Patient payments have a pink background.
5. Click the **Void** button in the Claims header.
6. Click the **OK** button to delete the highlighted transaction.



The payments are deleted.

Voiding Current Payments (Not Included on a Daysheet) from Charges

To void payments from Charges:

1. Click **Charges** in the Account section of the Window Navigation Panel.
2. In the **Current (Posted) Charges/Payments** section of the window, select the **Payment** or **Adjustment** line that should be voided. If more than one payment or adjustment line should be voided, select them one at a time.
3. Click the **red minus sign** to void a single line or **- All** to void all lines in the Current (Posted) Charges/Payments section.



Warning: Current Charges are displayed in the Current (Posted) Charges/Payments section of this window. If Charges are displayed, and you select **-All**, the Charges that are listed are voided.

Voiding Archived Payments (Included on a Daysheet)

1. Navigate to the **Patient Chart**.
2. Click **Claims** in the Account section of the Window Navigation Panel.
3. Click the **small plus sign** to expand the Claim where the transaction will be voided.



Note: Transactions that have been included on a daysheet are displayed in black text.

4. Select the **Payment** or **Adjustment** to delete. Insurance payments have a green background. Patient payments have a pink background.
5. Click the **Void** button.
6. Click the **OK** button in the confirmation pop-up box that states: **The highlighted transaction is**

archived. Would you like to VOID it?.

- Voiding payments (insurance or patient) automatically creates a corresponding credit for the payment only if the payment has been processed on a daysheet.



Note: To view voided archived payments, click the **Include Voids** button at the top of the Claims in the Patient Chart.

Version 14.10

Claim payments can only be voided from the Patient Account. Whether or not the payment(s) have been included on a daysheet determines the outcome of the void(s).


Overview

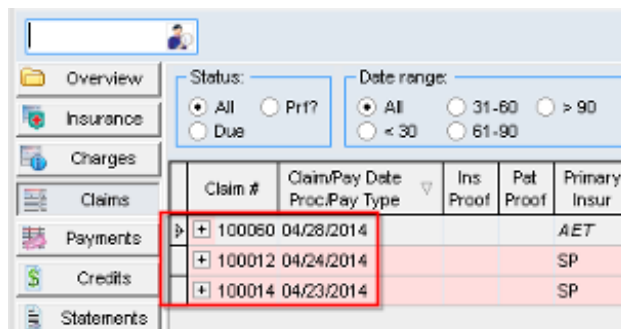
Warning: Before proceeding with the process for voiding Current Payments, understand that there is no audit trail or tracking of payments that have been voided. The payments will be gone from OP 14. If payments are voided in error, you have to manually add them back in.

Payments can be voided from the Claims tab or the Charges tab of the Patient Account.

Void Current Payments (Not Included on a Daysheet) from the Claims Tab

To void payments from the Claims tab:

1. Click the **Patient Account** button  .
2. Click the **Claims** tab.
3. Click the **small plus sign** to expand the claim where the payment was posted incorrectly. Notice that the transactions are displayed in blue text, indicating that they have not yet been included on a daysheet.

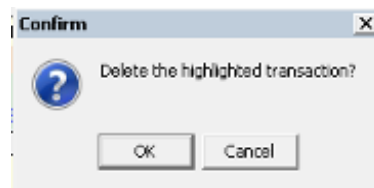


Claim #	Claim/Pay Date	Proc./Pay Type	Ins Proof	Pat Proof	Primary Insur
+ 100050	04/28/2014				AET
+ 100012	04/24/2014				SP
+ 100014	04/23/2014				SP

Claim #	Claim/Pay Date	Proc./Pay Type	Ins Proof	Pat Proof	Primary Insur	Second Insur	Charge	Patient Balance	Insurance Balance	Patient Owed	Patient Payment	Patient Adjmt	Insurance Payment
00060	04/28/2014				AET	BCBSPA	385.00		125.00	20.00	20.00		240.00
	04/23/2014	99393 PREV VISIT, EST, AC			AET	BCBSPA	150.00						
	08/29/2014	1 PAYMENT			AET				(150.00)				150.00
	04/23/2014	99201 OFFICE/OUTPATIENT			AET	BCBSPA	50.00			20.00			
	08/29/2014	1 PAYMENT			AET				(30.00)				30.00
	08/29/2014	4 PATIENT RESPONSE			AET			20.00	(20.00)	20.00			
	08/29/2014	2 PATIENT PAID			AET			(20.00)			20.00		
	04/23/2014	81001 URINALYSIS, AUTO			AET	BCBSPA	25.00		25.00				
	04/23/2014	92551 PURE TONE HEARIN			AET	BCBSPA	25.00		25.00				
	04/23/2014	92551 PURE TONE HEARIN			AET	BCBSPA	25.00		25.00				
	04/23/2014	87880 STREP A ASSAY W/			AET	BCBSPA	25.00		25.00				
	04/27/2014	92551 PURE TONE HEARIN			AET	BCBSPA	25.00		25.00				

Transactions that have not yet been included on a daysheet are in blue text.

4. Select the **Payment** or **Adjustment** to void. Insurance payments have a green background. Patient payments have a pink background.
5. Click the **Void** button.
6. Click the **OK** button to delete the highlighted transaction.



The payments are deleted.

Voiding Current Payments (Not Included on a Daysheet) from the Charges Tab

To void payments from the Charges tab:

1. Navigate to the **Charges** tab of the patient's account.
2. In Current (Posted) Charges/Payments section of the window, select the **Payment** or **Adjustment** line that should be voided. If more than one Payment or Adjustment line should be voided, you will need to select them one at a time.
3. Click the **red minus sign** to void a single line or **- All** to void all lines in the Current (Posted) Charges/Payments section.

Warning: Current Charges are also displayed in the Current (Posted) Charges/Payments section of this window. If Charges are displayed, and you select **-All**, the Charges that are

listed are voided.

Voiding Archived Payments (Included on a Daysheet)

1. Click the **Patient Account** button.
2. Click the **Claims** tab.
3. Click the **small plus sign** to expand the claim where the payment was posted incorrectly.

i Transactions that have been included on a daysheet are displayed in black text.

4. Select the **Payment** or **Adjustment** to delete. Insurance payments have a green background. Patient payments have a pink background.
5. Click the **Void** button.
6. Click the **OK** button in the confirmation pop-up box that states: **The highlighted transaction is archived. Would you like to VOID it?**
 - Voiding payments (insurance of patient) automatically creates a corresponding credit for the payment only if the payment has been processed on a daysheet.

i To view voided archived payments, click the **Include Voids** button located at the top of the Claim tab in the Patient Account.