> 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.

Unapplying Applied Payments to a Claim

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

Version 14.19

Path: Clinical, Billing, or Practice Management tab > Patient Chart button

Overview

Office Practicum allows you to delete a payment that has been posted to a Claim. Upon doing so, a patient or payer credit for the deleted/retracted amount will be created for the patient if that payment was an archived, or daysheeted transaction. Archived transactions are displayed in black text. Follow the steps below to void a daysheeted payment from a claim.

Un-applying an Insurance or Patient Payment

1. Navigate to the **Patient Chart**.
2. Search for and select the **Patient** whose payment should be removed.
3. Click **Claims**.
4. Select the particular **Claim** and click the **plus** sign to expand and view all transactions associated with that Claim.
5. Select the **Payment** that should be removed.
6. Click the **Void** button.

OP removes the applied payment from the Claim (so that the balance is now due) and create a patient or insurance credit for the voided amount.

> **Note**: If all Insurance payments and adjustments need to be removed, highlight the Claim Line Date of Service and click the Recoup button to void all corresponding Insurance Payments and Adjustments.
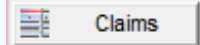
Version 14.10

Path: Smart Toolbar > Account button

Overview

This process requires using both the Review Patient's Claims form (Claims tab) and the Patient's Credit Account. Office Practicum allows you to delete a payment associated with a Claim and OP automatically creates a patient or payer credit for the deleted/retracted amount.

Un-applying an Insurance or Patient Payment

1. Open the **Patient's Account** Accnt button on the Smart Toolbar.
2. Click the **Claims** Claims tab.
3. Select the **Claim** and click the **Plus** sign to view all transactions associated with that Claim.
4. Click the **Payment** that needs to be removed from a Claim.
5. Click the **Void** Void button at the top of the window.

> ⚠ If all Insurance payments and adjustments need to be removed, highlight the Claim Line Date of Service and click the Recoup button to void all corresponding Insurance Payments and Adjustments.

OP removes the applied payment from the Claim (so that the balance is now due) & simultaneously creates an insurance credit for the voided amount.