

### 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.

# Balance all Payments on an ERA, EFT or ACH

Last Modified on 02/19/2020 10:20 am EST

Version 14.19

**Path: Billing tab > Billing Center button > ERA Payments tab**

## Overview

After posting an ERA, it is important to make sure that the postings balance to the ERA payment amount. This ensures that there are no posting errors and that all adjudications received for the ERA have been reviewed and posted.

## Balance an Electronic Payment

1. Navigate to the **ERA Payments** tab of the **Billing Center** using the path above.
2. Locate the specified **Payer**, then **ERA Check #**.
3. Confirm the amount in the **Posted Payments** column matches the amount in **Payment Amount** column.

ERA Date	Pay Date	Check/Payment ID	Payment Amount	Posted Payments	Unposted Payments	Method
4/13/2018	4/18/2018	600700121213	585.34	585.34		ACH
4/6/2018	4/16/2018	600800106924	111.32	111.32		ACH
4/4/2018	4/9/2018	600400065959	82.76	82.76		ACH

Payer Name: HIGHMARK BLUE SHIELD



**Tip:** You can manually log that a check is fully posted by making a note in the Note field for the specific ERA. Additionally, you can apply a time and date stamp by clicking the **Stamp** on the ribbon and pasting in the Note field.

## Review Out of Balance Payments

Posted ERA Payments are considered to be out of balance when the amount in the Posted Amount column does not match the amount in the Payment Amount column.



**Note:** When an ERA is unbalanced, the entire ERA row is highlighted in yellow. This highlight indicates that the ERA has a difference that is causing the Posted Payments and the Unposted Payments to not equal the Payment Amount. An example of where you will see this is in the case of a recoup. It is recommended that yellow highlighted lines be investigated to determine what is causing the difference prior to posting any payments on that ERA.

The following steps should be taken when a posted ERA Payment is out of balance.

1. Navigate to the **ERA Payments** tab of the **Billing Center** using the path above.
2. Locate the out of balance **ERA Check #**.
3. Click the **Ellipses** button **...**. The Transactions Paid By ERA Payment ID window is displayed with the transactions posted to the corresponding ERA.
4. Review the postings to identify what is causing the payment to be out of balance:
  - If a payment is out of balance because of how the Adjudications were matched, navigate to the patient chart and void the incorrect posting in the Claims window. Then, manually enter the Adjudication information as a Payment ensuring the exact same ERA Payment ID is entered as the Check/Ref #.
  - If a payment is out of balance because the payment is split between OP and a legacy billing system:



**User Permission:** The following workflow includes the use of the **Override out of balance indicator** checkbox. This checkbox is only visible to users with the permission: **Billing\_Payment\_Supervisor**.

- a. Post the appropriate payments in the legacy system.
- b. Confirm that the total amount posted in the legacy system and the total amount posted in OP equal the amount of the payment.
- c. In the Transactions Paid By ERA Payment ID window, select the **Override out of balance indicator** checkbox.

Transactions Paid by the Specified ERA Payment ID

ERA Payment ID: 201608041070143900 Amount: 3,302.83  Expand grid  Override out of balance Indicator

Drag a column header here to group by that column

Claim #	Patient	Date	Payment	Adjustment	Trx #	Trx# Paid	CPT	Description
357188	TESTTWO, CHAS	06/14/2016			457884	455342	99460	
357189	TESTTWO, CHAS	06/15/2016			455362	455341	99462	
357190	TESTTWO, CHAS	06/16/2016			455363	455343	99238	
357190	TESTTWO, CHAS	06/16/2016			457437	455343	99238	
357190	TESTTWO, CHAS	06/16/2016			458011	455343	99238	
357972	TESTONE, CATHE	07/12/2016			455364	455340	99213	
358120	TESTONE, CATHE	07/14/2016			458007	455344	99213	
358120	TESTONE, CATHE	07/14/2016			458029	455344	99213	
358120	TESTONE, CATHE	07/14/2016			458030	455344	99213	
358528	TESTTHREE, SULL	07/20/2016			457887	455347	92551	
358528	TESTTHREE, SULL	07/20/2016		10.12	457885	455347	92551	
358528	TESTTHREE, SULL	07/20/2016		19.88	457886	455347	92551	
358890	TESTFIVE, BRITL	07/25/2016			458010	455360	99213	
358890	TESTFIVE, BRITL	07/25/2016			458027	455360	99213	
358890	TESTFIVE, BRITL	07/25/2016			458028	455360	99213	
				611.13	630.87			

- d. Enter a reason for the override. The override and the override reason are saved in the audit log.

**Note:** Once the out of balance payment has an override performed, the Posted Payment field of the ERA in the ERA Payments tab is highlighted in yellow as a visual indicator that an override was performed. The payment will also be displayed when the Override Performed radio button is selected in the Posting status section of the window.



Overview Superbills Claims (A/R) Queue Adjudications ERA Payments Receipts Credits Statements

Posting status:  All  Unposted  Out of Balance  Override Performed

Payer Name


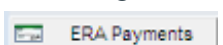
ERA Date	Pay Date	Check/Payment ID	Payment Amount	Posted Payments	Unposted Payments	Method	Bank Account	ABA Routing
9/21/2007	9/20/2007					NON		
9/21/2007	9/25/2007		433.50	433.50		ACH		
9/21/2007	9/25/2007		560.50	530.50		ACH		
9/20/2007	9/24/2007		14.00			ACH		

Version 14.10

Path: Smart Toolbar > Billing button > ERA Payments tab

## Overview

Follow the steps below to balance an ERA after posting.

1. On the **Smart Toolbar**, click the **Billing** button 
2. Click the **ERA Payment** tab 
3. Locate the specified **Payer**, then **ERA Check #**.


Payer Name

ERA Date	Pay Date	Check/Payment ID	Payment Amount	Posted Payments	Unposted Payments	Method
4/13/2018	4/18/2018	600700121213	585.34	585.34		ACH
4/16/2018	4/16/2018	600800106924	111.32	111.32		ACH
4/4/2018	4/9/2018	600400065959	82.76	82.76		ACH

Payer Name: HIGHMARK BLUE SHIELD

4. If the Posted Payments do not match the Payment amount, click the **Ellipses** button  to

view the transactions posted to the corresponding ERA.

**Note:** You can manually record that a check is fully posted by making a note in the Note field  for the specific ERA. Additionally, you can apply a time and date stamp by clicking **Stamp** on the Smart Toolbar and pasting in the Note field.


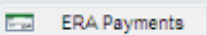
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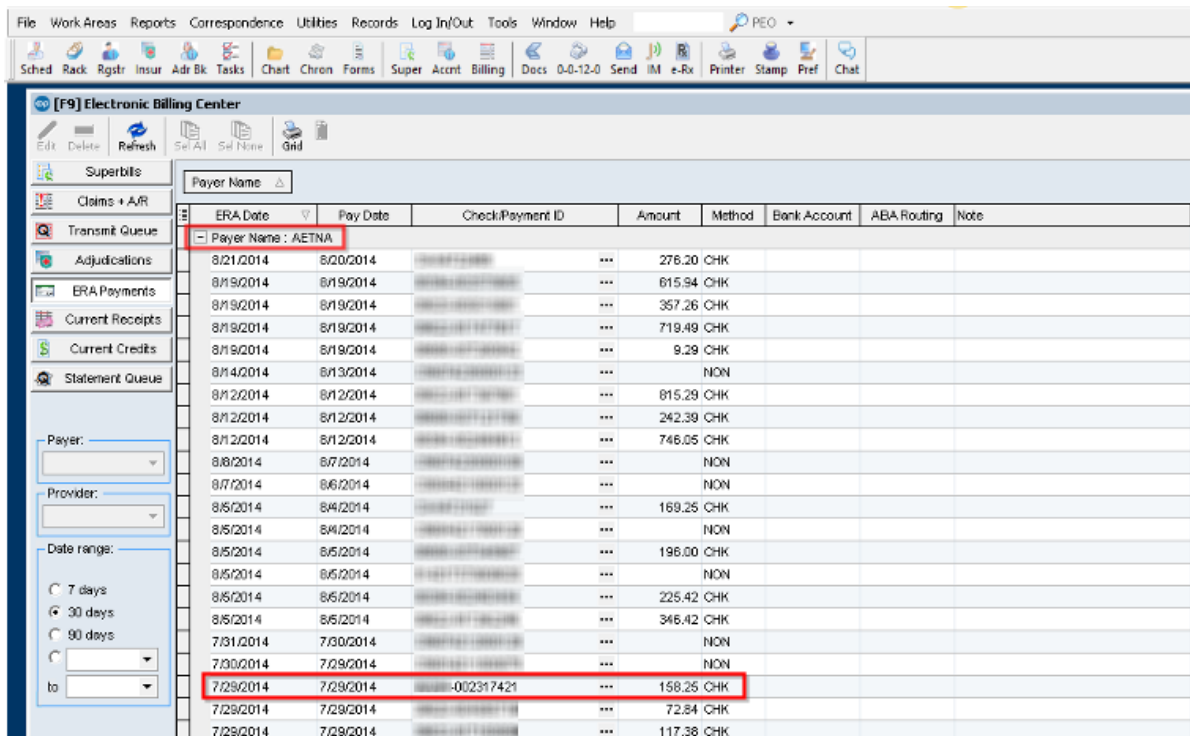
**Path: Smart Toolbar > Billing button > ERA Payments tab**

## Overview


Follow the steps below to balance an ERA after posting.

## Balancing ERAs

1. From the **Smart Toolbar**, click on the **Billing** button  (to open the e-Billing center)
2. Click on the **ERA Payment** tab 
3. Locate the specified **Payer**, then **ERA/EFT/Check #**



ERA Date	Pay Date	Check/Payment ID	Amount	Method	Bank Account	ABA Routing	Note
Payer Name : AETNA							
8/21/2014	8/20/2014	...	276.20	CHK			
8/19/2014	8/19/2014	...	815.94	CHK			
8/19/2014	8/19/2014	...	357.26	CHK			
8/19/2014	8/19/2014	...	719.49	CHK			
8/19/2014	8/19/2014	...	9.29	CHK			
8/14/2014	8/13/2014	...		NON			
8/12/2014	8/12/2014	...	815.29	CHK			
8/12/2014	8/12/2014	...	242.39	CHK			
8/12/2014	8/12/2014	...	746.05	CHK			
8/8/2014	8/7/2014	...		NON			
8/7/2014	8/6/2014	...		NON			
8/5/2014	8/4/2014	...	169.25	CHK			
8/5/2014	8/4/2014	...		NON			
8/5/2014	8/5/2014	...	196.00	CHK			
8/5/2014	8/5/2014	...		NON			
8/5/2014	8/5/2014	...	225.42	CHK			
8/5/2014	8/5/2014	...	346.42	CHK			
7/31/2014	7/30/2014	...		NON			
7/30/2014	7/29/2014	...		NON			
7/29/2014	7/29/2014	002317421	158.25	CHK			
7/29/2014	7/29/2014	...	72.84	CHK			
7/29/2014	7/29/2014	...	117.38	CHK			

4. Click the **Ellipses** (three dotted box) button  to open a new window displaying all transactions posted against the corresponding ERA.

**Transactions Paid by the Specified ERA Payment ID**

ERA Payment ID:  Amount:   Expand grid

Drag a column header here to group by that column

Claim #	Date	Payment	Adjustment	Trx #	Trx# Paid	CPT	Description
100749	07.05/2014	32.50		11588	5048	90633	HEP A VACC, PED/A
100749	07.05/2014		17.50	11589	5048	90633	HEP A VACC, PED/A
100749	07.05/2014	10.00		11590	5049	90460	IMM ADMIN 1ST; < 1
100749	07.05/2014		35.00	11591	5049	90460	IMM ADMIN 1ST; < 1
100749	07.05/2014	105.75		11592	5050	90716	CHICKEN POX VACC
100749	07.05/2014		14.25	11593	5050	90716	CHICKEN POX VACC
100749	07.05/2014	10.00		11594	5051	90460	IMM ADMIN 1ST; < 1
100749	07.05/2014		35.00	11595	5051	90460	IMM ADMIN 1ST; < 1
100749	07.05/2014			11597	5052	99051	MED SERV, EVE/MW
100749	07.05/2014		80.00	11596	5052	99051	MED SERV, EVE/MW

**Note:** The top portion of the window will list the expected amount of the posting (as reported by the payer) and the bottom portion will list the amount your office has posted to-date. Ideally, these two amounts should match. If not, you have remaining adjudications to post against this ERA.

**Note:** You can manually record that a check is fully posted by typing **Balanced** in the **Note** field. This gives you the ability to clearly identify any ERA files that are or are not fully balanced/posted.

**[F9] Electronic Billing Center**

Payer Name:

ERA Date	Pay Date	Check/Payment ID	Amount	Method	Bank Account	ABA Routing	Note
Payer Name: AETNA							
8/21/2014	8/20/2014	...	276.20	CHK			
8/19/2014	8/19/2014	...	615.94	CHK			
8/19/2014	8/19/2014	...	357.26	CHK			
8/19/2014	8/19/2014	...	719.49	CHK			
8/19/2014	8/19/2014	...	9.29	CHK			
8/14/2014	8/13/2014	...		NON			
8/12/2014	8/12/2014	...	615.29	CHK			
8/12/2014	8/12/2014	...	242.39	CHK			
8/12/2014	8/12/2014	...	746.05	CHK			
8/6/2014	8/7/2014	...		NON			
8/7/2014	8/6/2014	...		NON			
8/5/2014	8/4/2014	...	189.25	CHK			
8/5/2014	8/4/2014	...		NON			
8/5/2014	8/5/2014	...	196.00	CHK			
8/5/2014	8/5/2014	...		NON			
8/5/2014	8/5/2014	...	225.42	CHK			
8/5/2014	8/5/2014	...	346.42	CHK			
7/31/2014	7/30/2014	...		NON			
7/30/2014	7/29/2014	...		NON			
7/29/2014	7/29/2014	-002317421	158.25	CHK			Posted & Balanced [08/26/14 03:49PM:1
7/29/2014	7/29/2014	...	72.84	CHK			
7/29/2014	7/29/2014	...	117.38	CHK			

Payer:   
 Provider:   
 Date range:  
 7 days  
 30 days  
 90 days  
 to