

Process a Retraction or Offset for the Purpose of Issuing a Refund

Last Modified on 05/23/2019 10:56 am EDT

Version 14.19

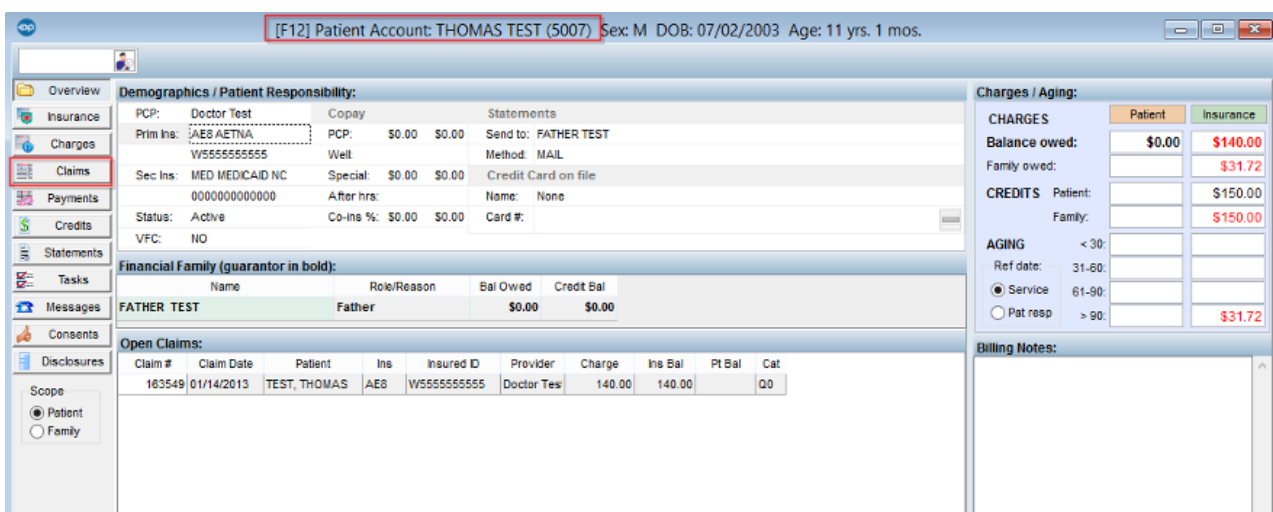
Path: Smart Toolbar > Account button > Claims tab

Overview

Payers will, at times, reverse previous adjudications for numerous reasons (e.g. plan terminated, duplicate charge, etc). To issue a refund or process a retraction, the amount to be refunded/retracted (e.g., overpayment, erroneous patient payment) **MUST** first be entered as a credit in the patient's account. If a refund is being issued as a result of a retraction, the original payment must be deleted from the corresponding claim to allow OP to record an available credit on a patient's account.

Process a Retraction

1. Once you are able to determine the reason for the reversal, proceed to the specified **Patient Account**.



[F12] Patient Account: THOMAS TEST (5007) Sex: M DOB: 07/02/2003 Age: 11 yrs. 1 mos.

Demographics / Patient Responsibility:

PCP: Doctor Test Copay: \$0.00 \$0.00 Statements: Send to: FATHER TEST
 Prim Ins: AEG AETNA W555555555 Well Method: MAIL
 Sec Ins: MED MEDICAID NC Special: \$0.00 \$0.00 Credit Card on file Name: None
 Status: Active Co-ins %: \$0.00 \$0.00 Card #:
 VFC: NO

Financial Family (guarantor in bold):

Name	Role/Reason	Bal Owed	Credit Bal
FATHER TEST	Father	\$0.00	\$0.00

Open Claims:

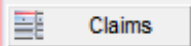

Claim #	Claim Date	Patient	Ins	Insured ID	Provider	Charge	Ins Bal	Pt Bal	Cat
163549	01/14/2013	TEST, THOMAS	AEG	W5555555555	Doctor Tes	140.00	140.00	00	


Charges / Aging:

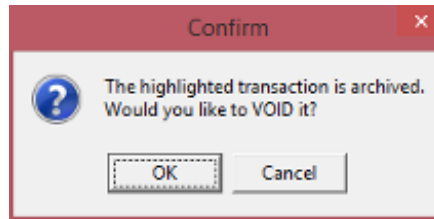
	Patient	Insurance
CHARGES		
Balance owed:	\$0.00	\$140.00
Family owed:		\$31.72
CREDITS		
Patient:		\$150.00
Family:		\$150.00
AGING		
Ref date:	< 30:	
	31-60:	
<input checked="" type="radio"/> Service	61-90:	
<input type="radio"/> Pat resp	> 90:	\$31.72

Billing Notes:

Patient Account

2. Click on the **Claims** tab  .
3. Locate the claim associated with the retraction and click on the **plus** sign  to expand to view claim details, including prior payment lines.

- Click on the payment line that is being retracted and click on the **Minus Void** button  at the top of the screen.
- Click **Yes** when prompted "The highlighted transaction is archived. Would you like to void it?"



Confirm

Note: A credit will now be issued for the specified patient. At this point, you will need to record a refund against this amount in the form of a check or account transfer if the amount is retracted on an ERA or EOB.

- If the payer is taking all of the monies back from a previously paid claim, click on **Recoup** to remove all insurance payments and adjustments from the claim.

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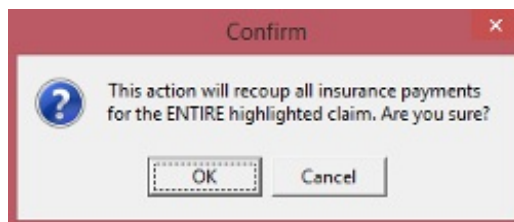
Overview Insurance Charges Claims Payments Credits Statements Tasks Messages Consents Disclosures Scope Patient

Status: All Pri? Due Date range: All 31-60 > 90 < 30 61-90 Include voids Expand all Void Rebuild Proof Change Payer Recoup Prim Sec Revert Pat Resp

Claim #	Claim/Pay Date	Proc/Pay Type	Ins Proof	Pat Proof	Primary Insur	Second Insur	Charge	Patient Balance	In	Recoup the claim for the selected payment	Patient yment	Patient Adjmt	Insurance Payment	Insurance Adjustmt
163552	02/06/2013				AE8	MED	38.72						108.28	38.72
	07/09/2012	99215 OFFICE/OUTPATIENT			AE8	MED	125.00							
	08/14/2012	1 PAYMENT			AE8			(94.24)					94.24	
	08/14/2012	1 ADJUSTMENT			AE8			(30.76)						30.76
	07/09/2012	82270 BLOOD, OCCULT, B*			AE8	MED	10.00							
	08/14/2012	1 PAYMENT			AE8			(4.04)					4.04	
	08/14/2012	1 ADJUSTMENT			AE8			(5.96)						5.96
	07/09/2012	81000 URINALYSIS, NONAI			AE8	MED	12.00							
	08/14/2012	1 PAYMENT			AE8			(10.00)					10.00	
	08/14/2012	1 ADJUSTMENT			AE8			(2.00)						2.00
163548	01/14/2013				AE8	MED	140.00	140.00						

Patient Account

- Click **OK** to the popup, "This action will recoup all insurance payments for the ENTIRE highlighted claim. Are you sure?"



Confirm

Version 14.10

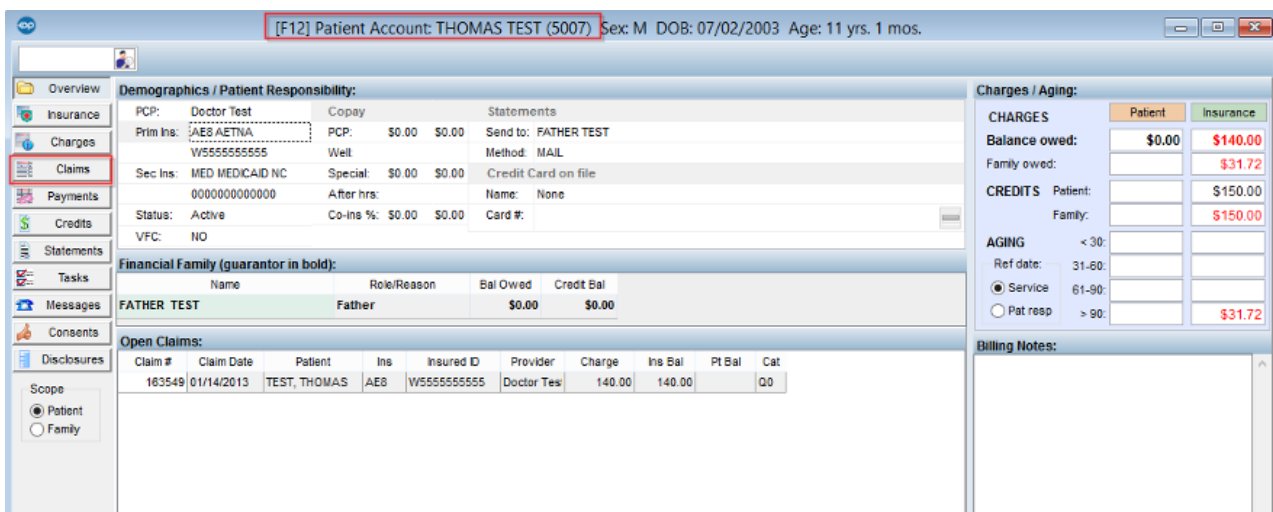
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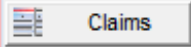


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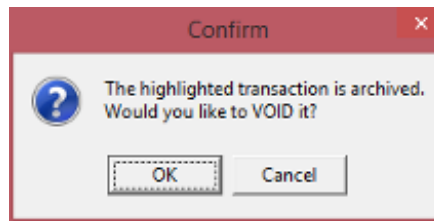
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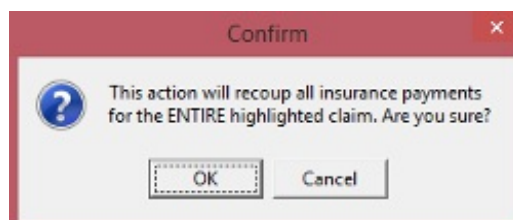
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