

Refund Reports

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Overview of the Refund Reports

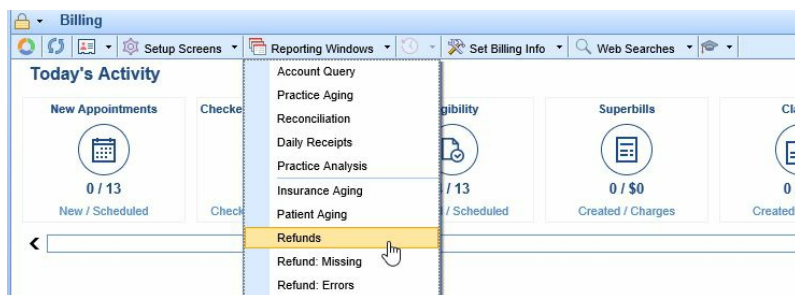
The Refund Reports will show you claims with credits allowing you reallocate the credit, refund the credit, or simply maintain the credit. There are three Refund Reports; Refund: Missing, [Refunds](#), and Refund: Errors.

Refund Report

1. Open the Billing Portal in the lower-left corner.



2. From the **Reporting Windows** icon on the top toolbar, click the dropdown and select **Refunds**.



3. Click **Launch Report** at the bottom of the **Report Search** window.

Report Search

Category: BillingMD - Claim Report: Refund

- Patient

Last Name: Chart #: Balance:

- Claim

Place Of Service: ☐ Equal ☒ Not Equal

Date of Service: Code Range: Payer: ☐ And ☐ Or

- Payment/Receipt

Deposit Date: Payment Type: Adjustment Type:

- Provider

Last Name/Doctor #: Group:

- Appointment

Date: Appointment Status: Resource:

Clear Launch Report Query Manager Close

- The **Refund Report** will open in a separate window. The report is split into two sections:
 - Patient/Responsible Party Refundees*
 - Payer Refundees*
- When viewing the *Patient/Responsible Party* section, users can double-click on the Patient Chart Number or Name and open the **Patient Setup**. Users can double-click on the Claim #, and open the **Claim Entry** window. There are also different amounts shown in this section of the report:
 - Amounts in **red** show that the Patient/Responsible Party has a credit/refund on their account, even if it is applied to a different claim.
 - A zero dollar amount shows that the Patient/Responsible Party's account will net to zero, whether or not the credit/refund is applied to a different claim.
 - Bold** amounts show that the Patient/Responsible Party's account will still have a balance due, whether or not the credit/refund is applied to another claim.

Friendly Family Physicians PC LL1 Refund

Refundee	Claim #	DOS	Patient	Rendering Provider	Amount
9353 - Carr, Berry (Patient)	26912	01/19/2010	9353 - Carr, Berry	Temple, Larry PT	(\$25.00)
24974 - Dan, Test (Patient)	32053	10/16/2020	24974 - Dan, Test	Armstrong, Stephen PT	(\$127.37)
24778 - Doe, Dana (Patient)	32291	12/02/2021	24778 - Doe, Dana	Dietzen, Chuck MD	(\$50.00)
9363 - Jones, Ima (Patient)	26887	12/17/2009	9363 - Jones, Ima	Smith, Troy MD	(\$19.75)
9355 - Normal, Abbie (Patient)	26919	01/21/2010	9355 - Normal, Abbie	Belza, Robert MD	(\$15.00)
9406 - Ott, Jonathan (Patient)	27022	04/07/2010	9406 - Ott, Jonathan	Smith, Troy MD	(\$10.00)
9796 - Patient, Test (Patient)	31020	08/10/2020	9796 - Patient, Test	Dietzen, Chuck MD	(\$20.00)
24873 - ReleaseTest, Austin (Patient)	30488	12/23/2018	24873 - ReleaseTest, Austin	ACP, Physician MD	(\$205.00)
25038 - Starnes, David (Patient)	30891	03/16/2020	25038 - Starnes, David	Adams, Blaire ARNP	(\$10.00)
9675 - Test, Allergy (Patient)	30354	04/19/2018	9675 - Test, Allergy	Hynes, Patrick MD	(\$175.00)
9464 - Test, Blake (Patient)	29145	01/26/2015	9464 - Test, Blake	Darko, John OT	(\$29.00)
	29744	05/23/2016	9464 - Test, Blake	Armstrong, Stephen PT	(\$45.00)
			Test, Blake Total		(\$74.00)

- When viewing the *Payer* section, the name of the Payer Refundee will be listed, and then a list of the claims/patients with credits/refunds assigned to that particular Payer. Users can double-click on the Payer Name, and the **Payer Setup** window will open. Users can double-click on the Claim # to open the **Claim**

Entry window, and double-click on the Patient Chart Number to open **Patient Setup**.

**Friendly Family Physicians PC LL1
Refund**

Refundee				
Claim #	DOS	Patient	Rendering Provider	Amount
26958	02/24/2010	9380 - Caser, Jill Nickname	Swaim, J MD	(\$40.00)
36404 - Health Net Plan (Payer)				
32123	02/01/2021	9388 - Head, Blake	Adams, Blaire ARNP	(\$23.00)
36283 - Self Pay (Payer)				
26888	12/17/2009	9379 - Vondran, Kriag Jr	Temple, Larry PT	(\$195.00)
30643	04/30/2019	24974 - Dan, Test	Armstrong, Stephen PT	(\$454.00)
32061	11/06/2020	9797 - ccd-john, test	Lynch, Stephanie MD	(\$26.75)
32201	06/08/2021	26123 - Basedow, Jake	Adams, Blaire ARNP	(\$17.77)
Self Pay Total				(\$693.52)
37084 - TEST BCBS (Payer)				
27388	11/16/2010	9388 - Head, Blake	Smith, Troy MD	(\$5,000.00)
28221	11/14/2012	9491 - Hall, Teresa	Evans, Jackie MD	(\$25.00)
29276	03/19/2015	9564 - Moss, Bradley	Wundt, Carol MD	(\$20.00)
30137	05/19/2017	24841 - Long, Carter Jr	Dietzen, Chuck MD	(\$35.00)
30290	01/13/2018	24897 - Johnson, Joey	Dietzen, Chuck MD	(\$34.00)
30298	01/13/2018	24897 - Johnson, Joey	Dietzen, Chuck MD	(\$7.00)
30488	12/23/2018	24873 - ReleaseTest, Austin	ACP, Physician MD	(\$50.00)
TEST BCBS Total				(\$5,171.00)
Total Refunds				(\$7,354.64)

- The various double-click abilities in this Active Report allow users to work their refunds from the report, rather than having to print off the report and key everything in. Users may need to [Move a Claim Credit between Claims](#), [Apply a Refund to a Claim Credit Balance](#), or use the [Refund Maintenance Tool](#) in order to correct a Refund Error.