

Refunds/Credits Reports

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Refund Register Report Screen

On the toolbar under **More** select **Refund Register Report**. By default the pending refunds to be completed will be displayed. However this view can be changed under **Advanced Search**. Fields may be edited under **More > Change Display Settings**.

This report will be used to view, export and complete refunds with screens allowing detailed information to be included such as payment method and transaction IDs (check and check #)

Fields

- **Transaction ID:** The identification number assigned to the transaction.
- **Sys. ID:** The system identification number.
- **Refundee:** The responsible party that will be refunded.
- **Transaction Date:** The date of the transaction.
- **Status:** Status of the refund or transfer: N/A, Pending, Completed, Cancelled
- **Type:** The type of refund or transfer: N/A, Payer, Responsible Party
- **Amount:** The dollar amount to search
- **Transaction #:** The number assigned to the transaction which is typically the check number for the refund issued.
- **Payment Method:** The payment method that will be associated with the transaction. Typically a check.
- **Payment Type:** The payment type that will be associated with the transaction.
- **User:** The user who performed the transaction.
- **Patient Chart:** The unique number assigned to a patient account
- **Patient Name:** Full name of patient
- **Resp. Party ID:** The system identification number assigned to the Responsible Party
- **Resp. Party First:** First name of the responsible party
- **Resp. Party Last:** Last name of the responsible party
- **Resp. Party Address 1:** Address (Line 1) of the responsible party

- **Resp. Party Address 2:** Address (Line 2) of the responsible party
- **Resp. Party City:** Address City of the responsible party
- **Resp. Party State:** Address State of the responsible party
- **Resp. Party Zip Code:** Address Zip Code of the responsible party
- **Resp. Party Home Phone:** Home Phone # of the responsible party
- **Resp. Party Work Phone:** Work Phone # of the responsible party
- **Resp. Party Other Phone:** Other (cell, etc.) Phone # of the responsible party
- **Resp. Party Email:** Email address of the responsible party
- **Payer ID:** The system identification number assigned to the payer
- **Payer Name:** Name of the payer

Advanced Search Fields

Commonly Used

- **Transaction ID:** The identification number assigned to the transaction.
- **Sys. ID:** The system identification number.
- **Refundee:** The responsible party that will be refunded.
- **Transaction Date:** The date of the transaction.
- **Status:** Status of the refund or transfer: N/A, Pending, Completed, Cancelled
- **Type:** The type of refund or transfer: N/A, Payer, Responsible Party

Register

- **Amount:** The dollar amount to search
- **Transaction #:** The number assigned to the transaction which is typically the check number for the refund issued.
- **Payment Method:** The payment method that will be associated with the transaction. Typically a check.
- **Payment Type:** The payment type that will be associated with the transaction.
- **User:** The user who performed the transaction.

Patient

- **Chart:** The unique number assigned to a patient account

- **First:** First name of the patient
- **Last:** Last name of the patient

Responsible Party

- **ID:** The system identification number assigned to the Responsible Party
- **First:** First name of the responsible party
- **Last:** Last name of the responsible party

Payer

- **ID:** The system identification number assigned to the payer
- **Name:** Name of the payer
- **Payer List:** Dropdown listing all payers in the system

Refund Register Report

In the **Billing** portal under **Credit Balance**, navigate to the toolbar under **More** select **Refund Register Report**. By default the pending refunds to be completed will be displayed. However this display can be changed under **More > Change Display Settings, Search, or Advanced Search**.

Double click on an entry to open a new window with details of the claim(s) for the refund and allow the update of the refund status, save a transaction number, payment method and payment type.

Refund Register for: P-62590 - CHARLES D. Xavier

Register Information:

ID	P-62590	Refundee	CHARLES D. Xavier - Responsible Party
Status	Pending	Transaction Number	<input type="text" value="Transaction Number"/>
Date	10/18/2023	Payment Method	<input type="text" value="Check"/>
Amount	\$227.71	Payment Type	<input type="text" value="Refund to Patient"/>
Patient	17643 Xavier, CHARLES D.		

Contacts:

CHARLES D. Xavier (555) 337-2319
CHARLES D. Xavier (555) 999-9999

Addresses:

1234 Test Street TUPELO MS 38801 (Primary)

Claim Register Details:

#	ID	Claim	Refundee	Amount	Payment Type	Logging
<input checked="" type="checkbox"/>	4	60001	CHARLES D. Xavier	\$227.71	Refund to Patient	Created by Idanielle on 10/18/2023 1:20pm

Check that you have selected at least 1 claim and entered a transaction number.

Fields

- **ID:** The identification number assigned to the transaction.
- **Refundee:** The responsible party that will be refunded.
- **Status:** Status of the refund or transfer: N/A, Pending, Completed, Cancelled
- **Transaction #:** The number assigned to the transaction which is typically the check number for the refund issued
- **Date:** The date of the transaction
- **Payment Method:** The payment method that will be associated with the transaction. Typically a check
- **Amount:** The dollar amount being refunded
- **Payment Type:** The payment type that will be associated with the transaction.
- **Patient :** The account number and name of the patient
- **Contacts:** Phone numbers and email information for patient
- **Addresses:** The address listed for the patient
- **Claim Register Details:**
 - **#:** Checkbox indicating this claim is affected by the transaction
 - **ID:** The system identification number for this transaction
 - **Claim:** The claim number affected by this transaction
 - **Refundee:** The responsible party that will be refunded.
 - **Payer Name:** Name of the payer
 - **Amount:** The dollar amount being refunded
 - **Payment Type:** The payment type that will be associated with the transaction.
 - **Logging:** The user name that created this transaction with the date and time of the transaction
- **Save:** Save changes
- **Cancel Refund:** This will change the status from Pending (or Completed) to Cancelled on the Refund Registry Report only. This will **NOT** remove the refund transactions on the claim itself. The user will need

to go to the claim through the hyperlink on this screen to make those manual changes to the claim.

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Cancel Refund Registry

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Please note:

When Cancelling a Refund Registry (Changing the status from Pending or Completed to Cancelled), you will need to adjust the recorded refund payment for each claim within the refund registry.

This process will NOT automatically perform this task for you. It is only updating the registry record status.

Continue

Close: Close screen without saving changes and return to previous screen

Refund Register Report: Editing and/or Cancelling a Refund

In the **Billing** portal under **Credit Balance**, navigate to the toolbar under **More** select **Refund Register Report**. Search and double click on the line of the transaction to edit.

Refund Register for: 2 - RHONDA L. Smith

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Register Information:

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ID	2	Refundee	RHONDA L. Smith - Responsible Party	
Status	Completed	Transaction Number	1234567890	
Date	10/17/2023	Payment Method	Cash	
Amount	\$10.00	Payment Type	Refund to Patient	
Patient	9480 Smith, RHONDA L.			

Contacts:

RHONDA L. Smith (555) 337-2278
RHONDA L. Smith (555) 337-2319
RHONDA L. Smith R-Smith@test.com

Addresses:

1234 Test Street Tupelo MS 38804 (Primary)

Claim Register Details:

ID	Claim	Refundee	Amount	Payment Type	Logging
2	60907	RHONDA L. Smith	\$10.00	Refund to Patient	Created by lmicHELL on 10/12/2023 12:17pm Transacted by lwcassady on 10/17/2023 12:49pm


Update

Cancel Refund

Close

- **Update:** Saves changes made on this screen with updated information such as Transaction Number, Payment Method or Payment Type.
- **Cancel Refund:** This will change the status from Completed (or Pending) to Cancelled on the Refund Registry Report only. This will **NOT** remove the refund transactions on the claim itself. The user will need to go to the claim through the hyperlink on this screen to make those manual changes to the claim.


Cancel Refund Registry



Please note:

When Cancelling a Refund Registry (Changing the status from Pending or Completed to Cancelled), you will need to adjust the recorded refund payment for each claim within the refund registry.

This process will NOT automatically perform this task for you. It is only updating the registry record status.

 Continue

- **Close:** Close screen without saving changes and return to previous screen