

White Paper >>>



NextGen® EPM Reverse Positive Unapplied Utility

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The following terms may be used interchangeably throughout this document:

- NextGen Ambulatory EHR and NextGen EHR
- NextGen Practice Management and NextGen EPM
- NextGen Optical Management and NextGen Optik
- NextGen Document Management and NextGen ICS
- NextGen Patient Portal and NextMD
- NextGen Remote Patient Chart Synchronization and NextGen PatientSync
- NextGen Real Time Services and NextGen Real-time Transaction Server
- NextGen CHS and NextGen HIE

Overview

The NextGen EPM Reverse Positive Unapplied utility is only enabled if a positive unapplied amount exists for the account or encounter that is accessed on the payment entry window. After the utility is enabled, the amount of the positive unapplied adjustment is used in OR becomes the default in the **Adjustment** or **Payment Amount** field (depending on whether your **Transactions Practice Preference** option **Utilize unapplied credit as payment** is checked). The applicable Practice Preferences Default Transaction Codes become the default codes in the **Patient Cash**, **Patient Adjustment**, **Account Cash**, and **Account Adjustment** fields.

You can use the Reverse Positive Unapplied Utility with NextGen EPM, Version 5.5.28.x or higher. To use the utility, you should be proficient with the payment entry process in NextGen EPM.

Summary of Steps

The NextGen EPM Reverse Positive Unapplied utility requires you to complete five important steps to ensure that you are accurately using the utility:

- Run the Positive Unapplied Report
- Set Default Transaction Codes
- Create a New Batch
- Reverse the Positive Unapplied Amounts
- Check the Corrected Encounters or Accounts for Correct Balance

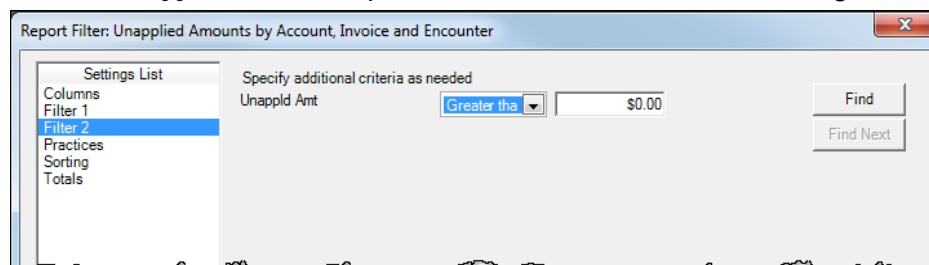
Run the Positive Unapplied Report

Before you can proceed with the steps required to use the utility, NextGen Healthcare recommends that you run the positive unapplied report.

To run the report:

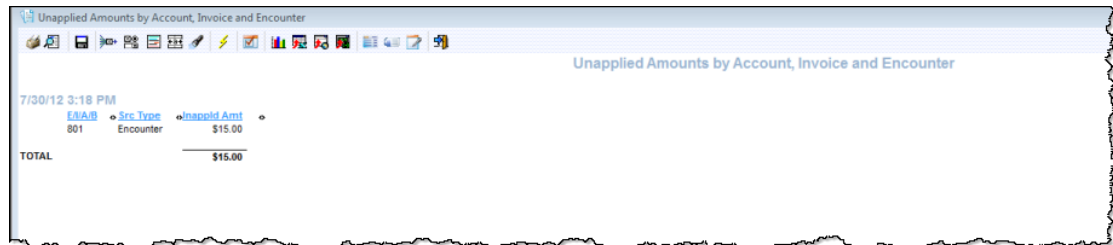
- 1 Click the **Reports** menu > **Accounts Receivable** > **Unapplied Amounts By Account, Invoice and Encounter**.

The *Report Filter: Unapplied Amounts by Account, Invoice and Encounter* dialog box displays.



- 2 To display the positive unapplied amounts only, click **Filter 2** in the **Settings List** and set the **Unappld Amt** to **Greater than** and set the amount to **\$0.00**.
- 3 Click **OK** to run the report.

The *Unapplied Amounts by Account, Invoice and Encounter* report displays.



4 Print the report for reference.

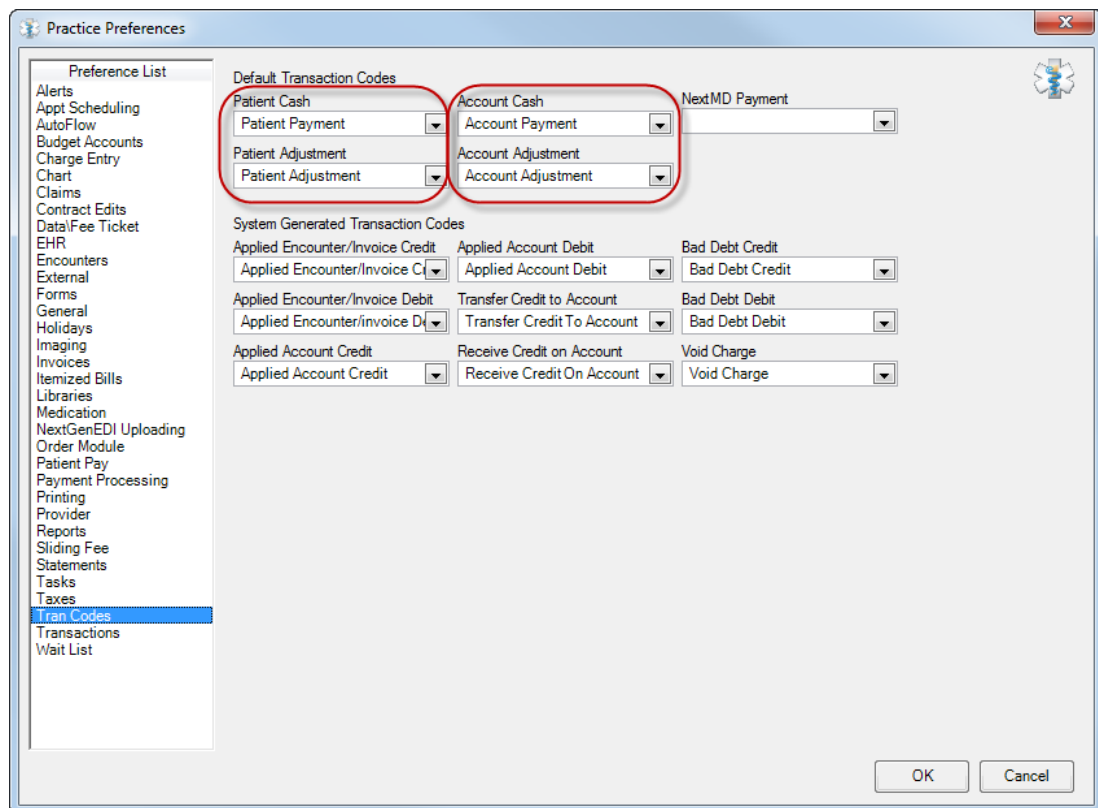
Note: All results contain positive amounts.

Set Default Transaction Codes

You must set the Default Transactions Codes for the Reverse Positive Unapplied Utility to work.

To set the Default Transaction Codes:

1 Click the Admin menu > Preferences > Practice > select the Tran Codes tab.



2 If the Default Transaction Codes are not selected, select the codes you want to use for the reversal process (these codes should have negative sign types).

You must select both payment and adjustment codes.

3 If you are not sure which codes you need, select the most generic codes, such as Patient Payment or Patient Adjustment.

If the codes are already selected, you are not required to make any further selections.

Create a New Batch

Create a new batch to use for positive unapplied reversals and set the batch to active. You are not required to set the tracking description. Reverse Positive Unapplied Adjustment becomes the default tracking description for the transaction. This tracking description can be used for reporting or audit purposes.

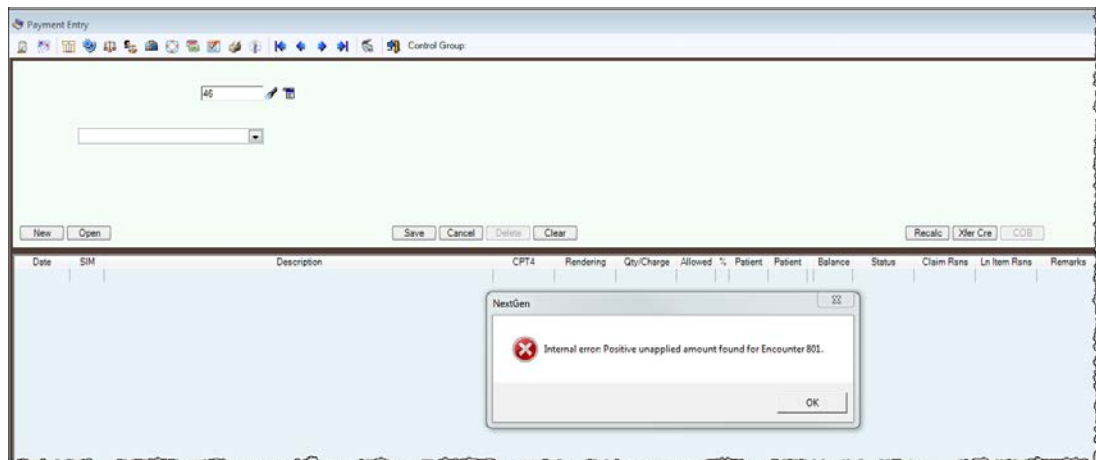
Reverse the Positive Unapplied Amounts

You must reverse a positive unapplied amount at the account or encounter level.

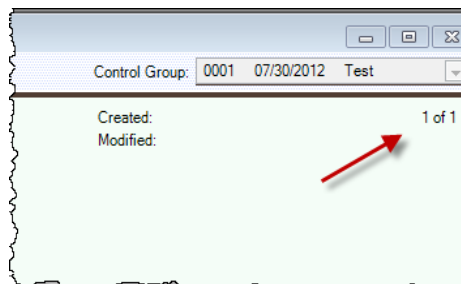
To reverse the positive unapplied amounts:

- 1 Access the *Payment Entry* dialog box using one of the following methods:
 - For encounters only, access the **Encounters** tab of the chart, right-click on the encounter, and select **Add Transaction**.
 - For accounts (and encounters), double-click on the batch in the batch listing, select the source (account or encounter) in the **Source** field, enter the appropriate account or encounter number, and press enter.

An internal error message displays stating that a positive unapplied amount exists.



- 2 If you do not see this error, troubleshoot by using the following steps:
 - Check to see if you have selected the correct source for the number.
 - Check to see if you have entered the number correctly.
 - Check your list to make sure you have not used this number before.
 - Run your *Data Maintenance Miscellaneous* report and open a support ticket for the errors that cannot be auto corrected.
- 3 Hover your mouse over the 1 of 1 label in the top right corner of the dialog box. Then, hold the CTRL and SHIFT keys and right-click on the 1 of 1 label.



The *Password* dialog box displays.

The screenshot shows the 'Payment Entry' dialog box. It contains fields for Source/Account, Patient/MRN, Encounter, Payer, Tracking, Date, Pay Amt, and Adj Amt. There are also checkboxes for 'Use Account Credit' and 'Use Encounter Credit'. A 'Password' dialog box is overlaid on top, asking for a 'Password for Unapplied Adjustments' with 'OK' and 'Cancel' buttons.

- 4 To enter the password, use the number 1500 – mmdd (the number 1500 minus the current two-digit month and two-digit day). Ex: The password for 12/12 is 1500 - 1212 which equals 288.

The password changes daily.

- 5 Click OK.

After you successfully enter a password, the amount of the positive unapplied adjustment becomes the default in the **Adjustment** or **Payment Amount** field. If the positive unapplied amount applies to:

- An encounter, the Practice Preferences Default Transaction Code for **Patient Adjustment** or **Patient Payment** (according to the practice preference set up) becomes the default in the description field.
- An account, the Practice Preferences Default Transaction Code for **Account Adjustment** or **Account Payment** (according to the practice preference set up) is used.

After the utility is enabled, you cannot edit the *Payment Entry* dialog box. The only buttons you can access are **Next**, **Save**, **Cancel** and **Clear**. If you click any of these buttons and the dialog box changes, the reverse positive unapplied utility is disabled.

- 6 Click **Save** to save the transaction.

The data displays in the *Payment Entry* dialog box.

The screenshot shows the 'Payment Entry' dialog box with the 'Save' button highlighted. The 'Adj Amt' field is populated with 15.00. Below the form is a table displaying transaction data.

Date	SM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Pay	Adj	Balance	Status	Ln Item	Rate	Deduct	Ins 1	Ins 2	Ins 3	Pat Amt	COB
10/9/2008	36415	Venipunct finger/heel/ear stick routine	36415	Cortez, Alber...	100.00				70.00								0.00	
10/9/2008	80048	Metabolic panel, basic	80048	Cortez, Alber...	225.00				225.00								0.00	
10/9/2008	80048	Metabolic panel, basic	80048	Cortez, Alber...	225.00				225.00								0.00	
10/9/2008	99384	Preventive checkup, new, 12-17 yrs	99384	Cortez, Alber...	115.00				115.00								0.00	
10/9/2008	80048	Metabolic panel, basic	80048	Cortez, Alber...	225.00				225.00								0.00	

Unapplied Amount: 15.00

- 7 Repeat steps 1 - 4 for each encounter or account listed on the positive unapplied report.
If you are unable to save or proceed to the next encounter or account due to an insufficient information warning, use a different adjustment or payment transaction code.

Note: Reverse Positive Unapplied Adjustment becomes the default tracking description for the transaction.

- 8 After you enter all positive unapplied reversals, post the batch.
9 Access Practice Preferences and reset the Default Transaction Codes to their original values (if the Default Transaction Codes were changed).

The screenshot shows the 'Practice Preferences' window with the 'Tran Codes' option selected in the left-hand 'Preference List'. The main area is titled 'Default Transaction Codes' and contains several dropdown menus organized in a grid. The 'Patient Cash' dropdown is set to 'Account Cash', and the 'Next MD Payment' dropdown is empty. The 'Patient Adjustment' dropdown is empty, and the 'Account Adjustment' dropdown is set to 'Account Adjustment'. Under the 'System Generated Transaction Codes' section, there are three rows of three dropdowns each. The first row shows 'Applied Encounter/Invoice Credit' set to 'ZzApplied Encounter Credit', 'Applied Account Debit' set to 'ZzApplied Account Debit', and 'Bad Debt Credit' set to 'ZzBad Debt Credit'. The second row shows 'Applied Encounter/Invoice Debit' set to 'ZzApplied Encounter Debit', 'Transfer Credit to Account' set to 'ZzTransfer Credit To Account', and 'Bad Debt Debit' set to 'ZzBad Debt Debit'. The third row shows 'Applied Account Credit' set to 'ZzApplied Account Credit', 'Receive Credit on Account' set to 'ZzReceived Credit On Accou', and 'Void Charge' set to 'ZzVoid Charge'. At the bottom right of the window are 'OK' and 'Cancel' buttons.

Check the Corrected Encounters or Accounts for Correct Balance

After you finish reversing the positive unapplied amounts, open each encounter or account and ensure that the balance is correct. An extra amount can appear in the balance equal to double the unapplied amount. To remove the amount, add a negative transaction to the encounter to remove the extra amount. For accounts, use a transaction code with a positive sign type to add the negative transaction to the account.