

## Job Aid - Auto Apply Unapplied Payments / POA

The setup portion of this Job Aid is intended for Brightree users who configure Brightree for entering and processing Payments. The procedures portion is intended for cash posting and collections personnel, who are responsible for collecting and posting up-front patient payments in Brightree. Prerequisite knowledge includes basic navigation, searching, and reporting in Brightree. See the *Navigating in Brightree HME Job Aid* for instructions.

Section titles are listed below. You can select any of the section titles listed to go directly to that section.

- Introduction ..... 1
  - Summary of Steps ..... 1
- Setup for Automatic Application of Unapplied Payments / POA ..... 2
  - Payment Reasons ..... 2
  - Branch Offices ..... 3
- Procedures ..... 5
  - Creating the Unapplied Payment / POA ..... 5
  - Posting the Unapplied Payment / POA Deposit ..... 7
- Automatic Application ..... 10

### Introduction

Automatic Application of Unapplied Payments / POA is a feature that enables you to add a payment to a patient’s order, prior to invoicing. And then after invoicing, the payment can be automatically applied to the patient’s outstanding co-insurance and/or deductible amounts (once those amounts become open for billing).

The key to this feature is proper setup. So, pay close attention to the steps involved in the next section.

#### SUMMARY OF STEPS

##### Setup

1. Edit the Cash Payment Reason.
2. Select the POS/POA Payment Reason checkbox.
3. Repeat for Check and for Credit Card Payment Reasons.
4. Go to System Setup > Setup > Branch Offices, and select the POS/POA tab.
5. Set Tender Types Cash to Cash Payment Reason; set Check to Check Payment Reason; set Debit Card, Visa, MasterCard, American Express, and Discover to Credit Card Payment Reason.
6. Set the Tender Types that you accept to “Yes”

##### Procedures

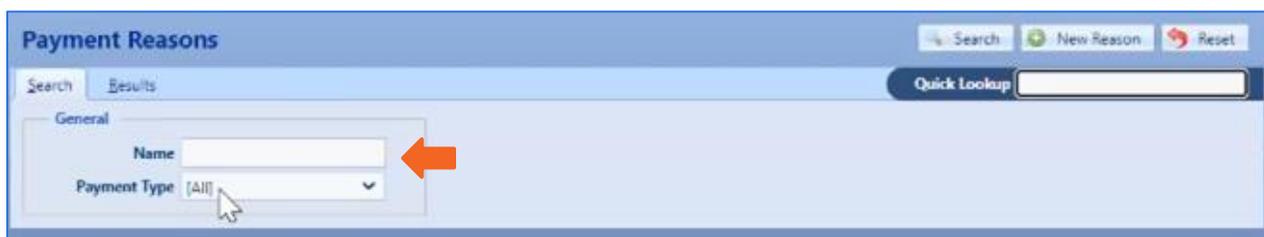
1. Receive up-front payment from patient when the sales order is created.

2. On the Sales Order > Financial > Patient Responsibility tab, in the Unapplied Patient Payment Balances section, the Payment Amount field defaults to the patient's responsibility amount.
3. Select the Add Payment on Account drop-down to select the tender type.
4. Complete the Payment on Account Wizard.
5. Print a receipt.
6. \*Before close of business: from Receipts > Deposits, search using Reference = POA\*, reconcile as needed, and post.

\*Best Practice Recommendation

## Setup for Automatic Application of Unapplied Payments / POA

### PAYMENT REASONS



The screenshot shows the 'Payment Reasons' configuration page. At the top, there are buttons for 'Search', 'New Reason', and 'Reset'. Below that, there are tabs for 'Search' and 'Results', and a 'Quick Lookup' search bar. The 'General' section contains a 'Name' text field and a 'Payment Type' dropdown menu currently set to 'All'. An orange arrow points to the 'Name' field.

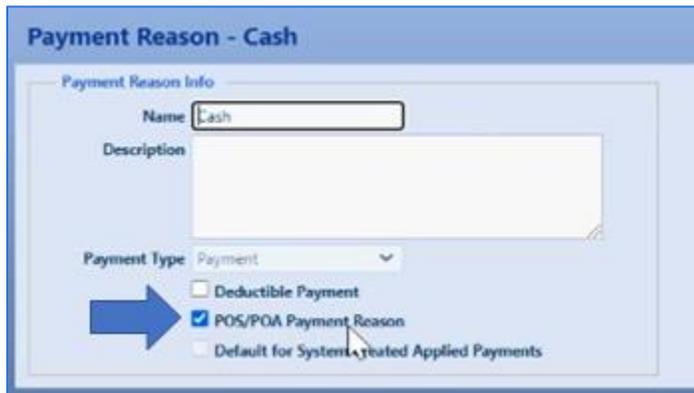
1. To begin, go to **System Setup > Receipts > Payment Reasons**. Filter by **Payment Type = Payment**.



The screenshot shows the 'Payment Reasons' list view. At the top, there are buttons for 'Search', 'New Reason', and 'Reset'. Below that, there are tabs for 'Search' and 'Results', and a 'Quick Lookup' search bar. The search criteria is 'Payment Type [Payment]'. The sort order is 'Name (Ascending) [Default]'. The table below shows three rows: 'Cash', 'Check', and 'Credit Card'. Each row has an edit icon (pencil) to its left. An orange arrow points to the edit icon for 'Cash'.

Reason	Payment Type
 Cash	Payment
 Check	Payment
 Credit Card	Payment

2. Select the **Edit** icon beside Cash.



3. Check the **POS/POA Payment Reason** checkbox.
4. Repeat steps 2 and 3 for payment reasons, Check and Credit Card.

## BRANCH OFFICES



Tender Type	Payment Reason	Do you accept this tender type?
Cash	Cash	Yes (selected) / No
Check	Patient Check	Yes / No (selected)
Electronic Check	[None]	Yes / No (selected)
Debit Card	[None]	Yes / No (selected)
Visa	Visa	Yes (selected) / No
MasterCard	Mastercard	Yes (selected) / No
American Express	American Express	Yes (selected) / No
Discover	Discover	Yes (selected) / No

1. Go to **System Setup > System > Branch Offices** and select the **POS/POA** tab.
2. Complete the fields according to the following table:

Tender Type	Payment Reason	Do you accept this tender type?
Cash	Cash	Yes or No, as applicable
Check	Check	Yes or No, as applicable
Debit Card	Credit Card	Yes or No, as applicable
Visa	Credit Card	Yes or No, as applicable
MasterCard	Credit Card	Yes or No, as applicable

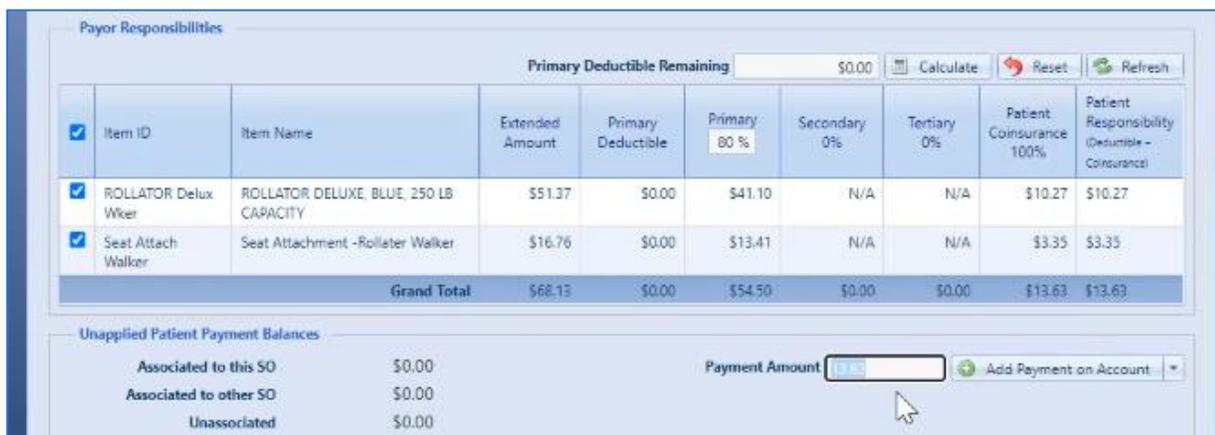
American Express	Credit Card	Yes or No, as applicable
Discover	Credit Card	Yes or No, as applicable

3. Click **Save**.

## Procedures

The process begins as you receive an up-front payment from a patient – perhaps upon delivery or if a patient is picking up supplies or equipment. The first step takes place on the sales order created for the equipment or supplies.

### CREATING THE UNAPPLIED PAYMENT / POA



Item ID	Item Name	Extended Amount	Primary Deductible	Primary 80 %	Secondary 0%	Tertiary 0%	Patient Coinsurance 100%	Patient Responsibility (Deductible - Coinsurance)
ROLLATOR Deluxe Walker	ROLLATOR DELUXE, BLUE, 250 LB CAPACITY	\$51.37	\$0.00	\$41.10	N/A	N/A	\$10.27	\$10.27
Seat Attach Walker	Seat Attachment -Rollator Walker	\$16.76	\$0.00	\$13.41	N/A	N/A	\$3.35	\$3.35
<b>Grand Total</b>		<b>\$68.13</b>	<b>\$0.00</b>	<b>\$54.50</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$13.63</b>	<b>\$13.63</b>

Unapplied Patient Payment Balances

Associated to this SO: \$0.00  
 Associated to other SO: \$0.00  
 Unassociated: \$0.00

Payment Amount: 136.63 Add Payment on Account

1. On the **Sales Order > Financial > Patient Responsibility** tab, locate the Unapplied Patient Payment Balances section.
  - a. The **Payment Amount** field defaults to the patient's responsibility amount (Patient Co-insurance + deductible amount).
  - b. Click the **Add Payment On Account** drop-down arrow, and select the Tender Type (the options that display depend on your **Branch Office > POS/POA** settings).



Payment on Account: 24 Patient: KC-Sunshine, Sally

**Payment on Account Wizard**

Enter Amount | Enter Tenders | Add Credit Card Tender

**General**

POA ID 24  
 Patient KC-Sunshine, Sally  
 Created By Cochran, Kristina  
 Date Created 5/5/2021  
 Posted By

**Amounts**

Patient Balance \$0.00  
 POA Payment \$13.63  
 Unapplied Payment \$13.63  
 Tender Total \$0.00  
 POA Balance \$13.63

**Tender**

Tender Type Credit Card  
 Credit Card Type Visa  
 Amount 136.63  
 Reference Number

2. The Payment on Account Wizard displays. Complete the fields on the **Add Credit Card Tender** tab.



Payment on Account: 24 Patient: KC-Sunshine, Sally

### Payment on Account Wizard

Delete Close Back Next Finish

Enter Amount Enter Tenders

**General**

POA ID 24  
Patient KC-Sunshine, Sally  
Created By Cochran, Kristina  
Date Created 5/5/2021  
Posted By  
Date Posted

**Amounts**

Patient Balance \$0.00  
POA Payment \$13.63  
Unapplied Payment \$13.63  
Tender Total \$13.63  
POA Balance \$0.00

**Tenders**

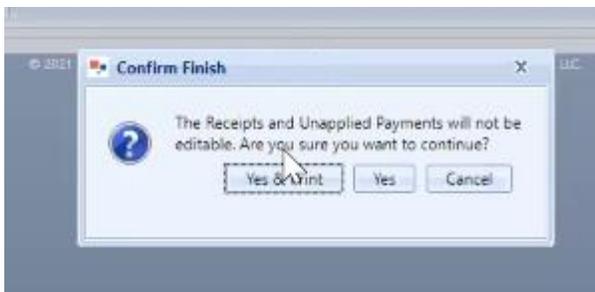
Add Tender

Tender Type	Message	Amount
Visa		\$13.63

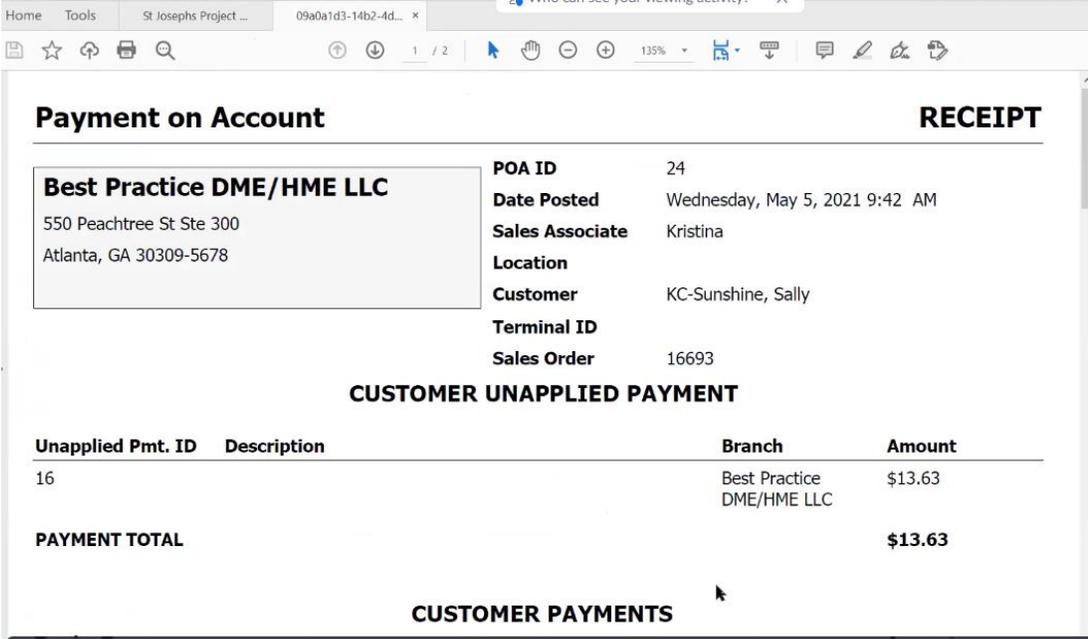
Page size: 25 1 items in 1 pages

© 2021 Brighttree LLC. All Rights Reserved. Brighttree is a registered trademark of Brighttree LLC.

3. On the Enter Tenders tab, review the amounts. Then, click the **Finish** button in the upper right corner.



4. You are asked to confirm. To print a receipt, select **Yes & Print**.



**Payment on Account** **RECEIPT**

**Best Practice DME/HME LLC**  
 550 Peachtree St Ste 300  
 Atlanta, GA 30309-5678

**POA ID** 24  
**Date Posted** Wednesday, May 5, 2021 9:42 AM  
**Sales Associate** Kristina  
**Location**  
**Customer** KC-Sunshine, Sally  
**Terminal ID**  
**Sales Order** 16693

**CUSTOMER UNAPPLIED PAYMENT**

Unapplied Pmt. ID	Description	Branch	Amount
16		Best Practice DME/HME LLC	\$13.63
<b>PAYMENT TOTAL</b>			<b>\$13.63</b>

**CUSTOMER PAYMENTS**

This is a receipt that can be given to the customer and/or kept on file for your records.

## POSTING THE UNAPPLIED PAYMENT / POA DEPOSIT

Upon creating the first transaction of the day, Brightree creates a POA Credit/Debit (for credit card transactions) and a POA Cash Equivalent (for cash or check transactions). At the end of the day, it is best practice to post these transactions, because Brightree nightly services applies and posts these POA transactions to any open patient invoice with a balance. If these POA transactions are not posted, Brightree nightly services will not “see” them.

1. Go to **Receipts > Deposits**.
2. On the Search page, filter by **Reference**. Enter **POA\***.

**Deposits** Search New Deposit Reset

Search **Results** Quick Lookup

Search Criteria: Showing all records

Sort Order: ID (Descending) [Default]

ID	Reference	Posted	Created By	Posted By	Created Date	Posted Date	Deposit Date	Payment Date
<a href="#">1055</a>	POA Credit/Debit	Yes	Cochran, Kristina		5/5/2021		5/5/2021	5/5/2021
<a href="#">1054</a>	4598	No	Support, Brightree		7/23/2019		7/23/2019	7/23/2019
<a href="#">1045</a>	Insurance payment	Yes	Support, Brightree	Support, Brightree	7/23/2019	7/23/2019	7/9/2019	7/9/2019
<a href="#">1044</a>	POA Cash Equivalent	Yes	Support, Brightree	Support, Brightree	7/23/2019	7/23/2019	7/23/2019	7/23/2019
<a href="#">1043</a>	BCKC 20190610	No	Support		6/19/2019		6/19/2019	6/19/2019

3. Click the **Edit** icon or the **ID** hyperlink to open the transaction.

**Deposit - 1055** Save Print Post Delete

Deposit Receipts **FRN** Tasks Documents History Update Payment Dates

**General**

Deposit ID 1055

Date Created 5/5/2021

Created By Cochran, Kristina

Deposit Date 5/5/2021

Payment Date 5/5/2021

Reference POA Credit/Debit

Description Payment on Account Credit/Debit Deposit

Funds Confirmed

POD Payment Deposit

**Posting**

Posted No

Date Posted

Posted By

**Amounts**

Receipt Total \$13.63

Payments Total \$0.00

Unapplied Total \$13.63

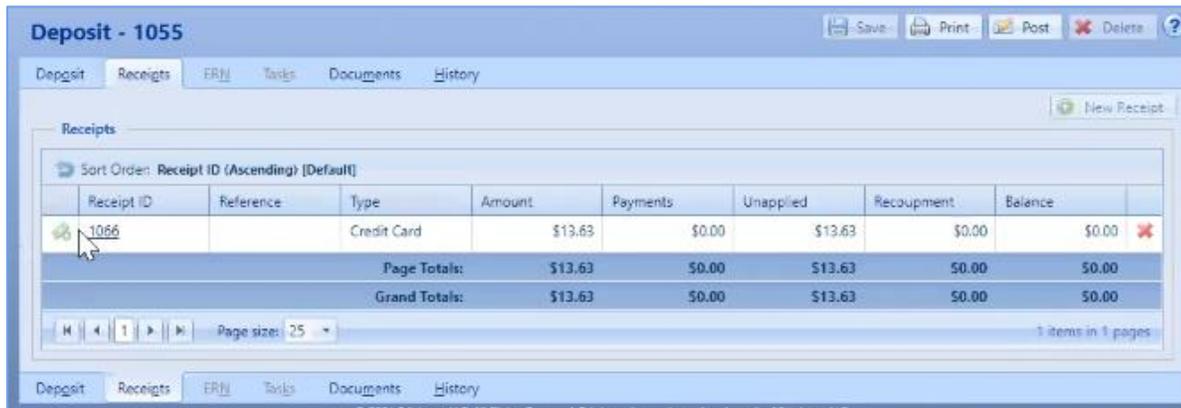
Recoupment Total \$0.00

Balance \$0.00

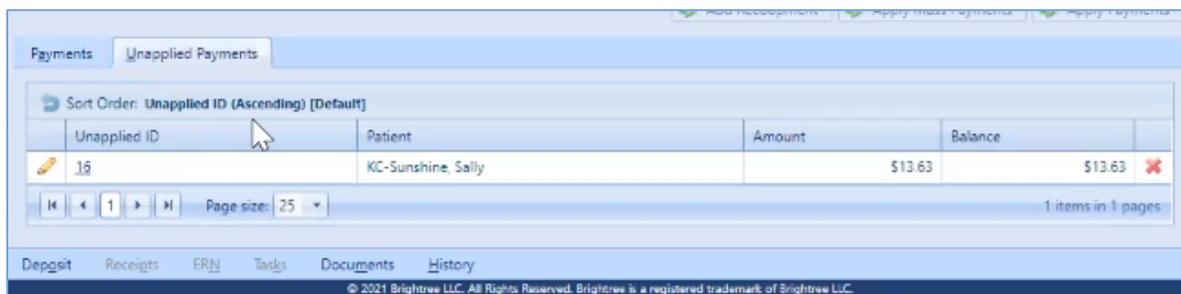
Deposit Receipts **FRN** Tasks Documents History

© 2021 Brightree LLC. All Rights Reserved. Brightree is a registered trademark of Brightree LLC.

4. Review the total amount on the Deposit tab. Then click the **Receipts** tab.



5. Click the **Receipt ID** hyperlink.



- The list of transactions displays. You can reconcile this list with any log or record you may have to be sure of its accuracy.
- Then return to the Deposit tab.



8. Click the **Post** button.

## AUTOMATIC APPLICATION

**Automatic application only occurs for *posted* POA deposits, and happens during nightly services.**

- When sales orders have been confirmed and invoices have been generated, Brightree looks for patient invoices with an open status, and with a positive balance. The POAs are applied to the open patient invoices, and then posted.
- If no open patient invoices are created at the time of confirmation, then your Brightree system waits until the primary payer's responsibility is satisfied, and the secondary, etc. When the Patient Invoice becomes open, Brightree applies and posts the unapplied payments.
- For any balance remaining for Unapplied Payments, you can either refund the payment or, with the patient's permission, apply to another invoice, etc.
- To view a list of patients with outstanding Unapplied Payment balances, run the Unapplied Payments Report.

# Legal Notices

---

©2020 by Brightree LLC  
All Rights Reserved.

## Disclaimer

All information presented herein is solely intended for employees of Brightree customers in connection with their use of the Brightree application as a supplement to training, and to illustrate how Brightree can be utilized by a typical company. Statements and examples used in the presentation are not intended to contradict or in any way override the written or verbal instructions of the customer ("Licensee"). The Licensee is responsible for establishing its own practices and procedures and making each of their employees familiar with them, including those related to the use of the Brightree application. Nothing in this training material should be construed to be instructing any Licensee employee to violate any Federal, State, or other jurisdictional law or regulation; or to violate any aspect of the Licensee's established practices and procedures. For the avoidance of doubt, Brightree uses a fake name generator to make up false or random names and addresses for inclusion into Brightree training materials and Brightree does not intend for these names and addresses to represent or relate to any real individual person or entity.

The information contained in this document is the copyrighted property of Brightree LLC. No part of this document may be reproduced, republished, translated, stored in a retrieval system, or transmitted in any form, or by any means, mechanical, photocopying, recording, or otherwise, without the prior written consent of Brightree LLC. Brightree LLC may take any action permitted by law to enforce its rights hereto.

The information contained in this document is subject to change without notice. The enclosed materials are not a contract and create no rights upon the reader or obligations of any kind on Brightree LLC. Brightree LLC reserves the right to make changes to any products or services described in this document at any time without notice. Brightree LLC shall not be liable for the actions or inactions of the reader in reliance upon the information contained in this document.

## Trademarks

Brightree is a registered trademark of Brightree LLC. Any other product and company names used herein are the property of their respective owners.

## Version

This documentation was prepared in conjunction with the latest release of **Brightree**, but may be utilized with future releases until such time that more current materials are published.

## Comments

Any questions regarding the information herein should be emailed to the attention of: [support@brightree.com](mailto:support@brightree.com).