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

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.

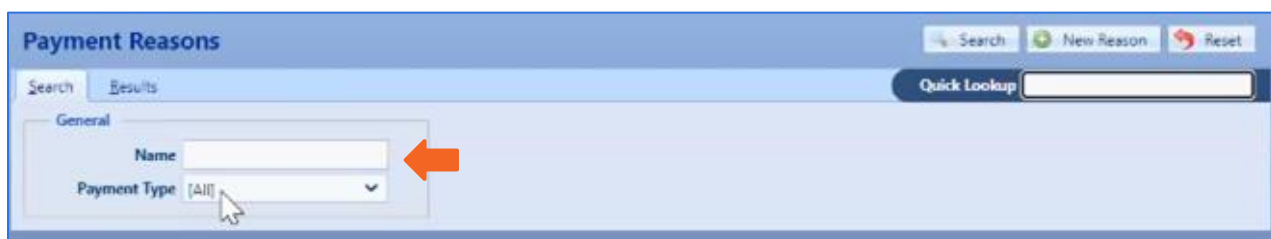6. Set the Tender Types that you accept to "Yes"

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.

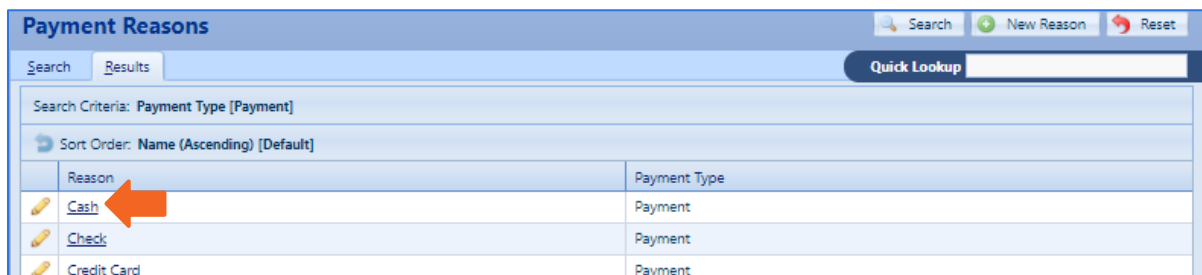6. *Before close of business: from Receipts > Deposits, search using Reference = POA*, reconcile as needed, and post.

*Best Practice Recommendation

Setup for Automatic Application of Unapplied Payments / POA
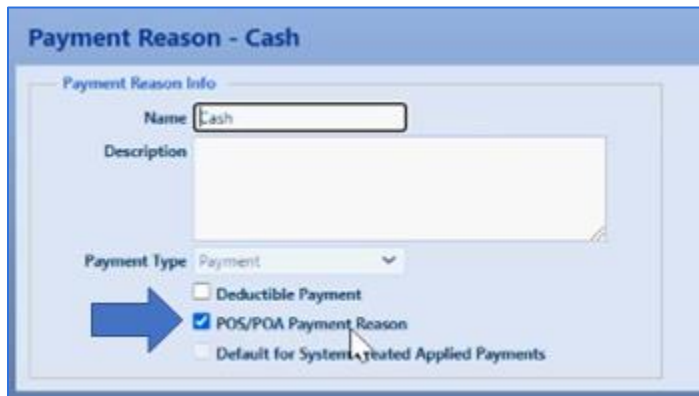
PAYMENT REASONS

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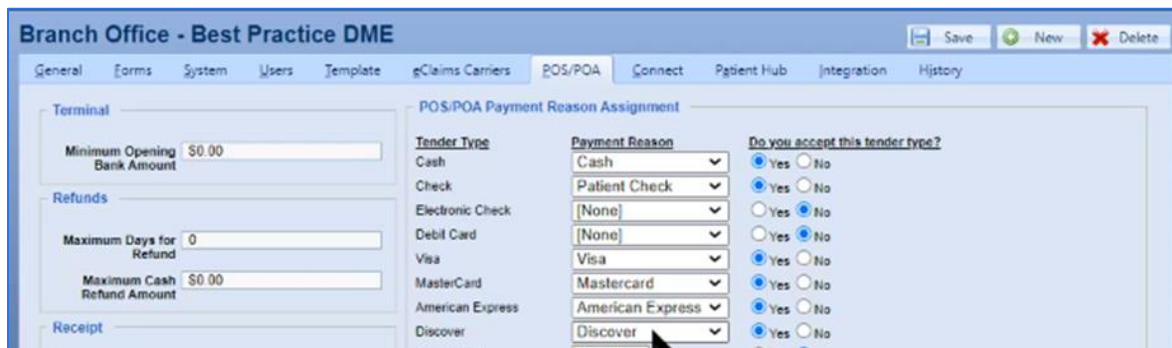

2. Select the **Edit** icon beside Cash.

Payment Reason - Cash

3. Check the **POS/POA Payment Reason** checkbox.

4. Repeat steps 2 and 3 for payment reasons, Check and Credit Card.

BRANCH OFFICES

Branch Office - Best Practice DME

1. Go to **System Setup** > **System** > **Branch Offices** and select the **POS/POA** tab.

2. Complete the fields according to the following table:

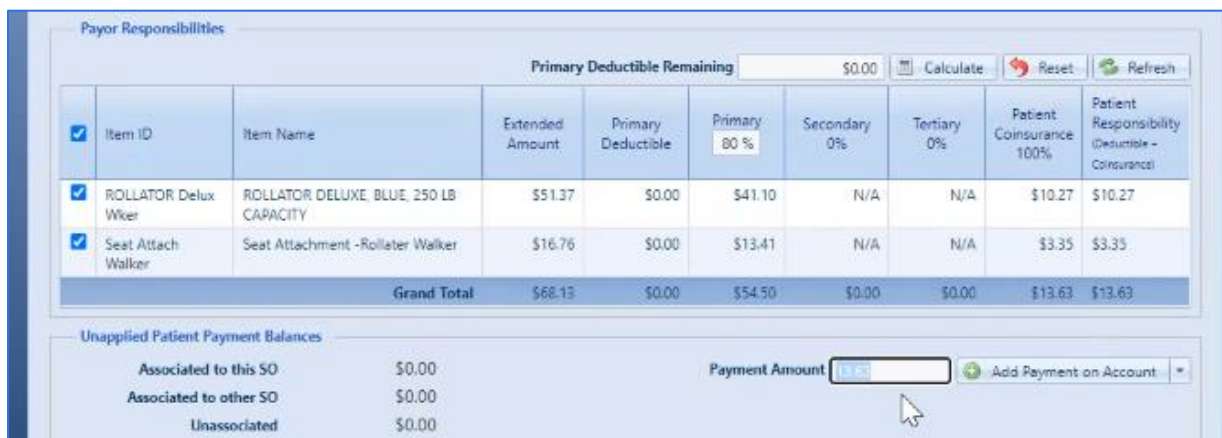| Tender Type	Payment Reason	Do you accept this tender type?
Cash	Cash	Yes or No, as applicable
Check	Check	Yes or No, as applicable
Debit Card	Credit Card	Yes or No, as applicable
Visa	Credit Card	Yes or No, as applicable
MasterCard	Credit Card	Yes or No, as applicable

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

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).

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

3. On the Enter Tenders tab, review the amounts. Then, click the **Finish** button in the upper right corner.
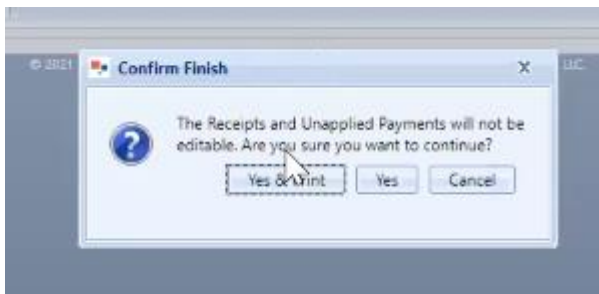
4. You are asked to confirm. To print a receipt, select **Yes & Print**.

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 transations 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***.

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

4. Review the total amount on the Deposit tab. Then click the **Receipts** tab.
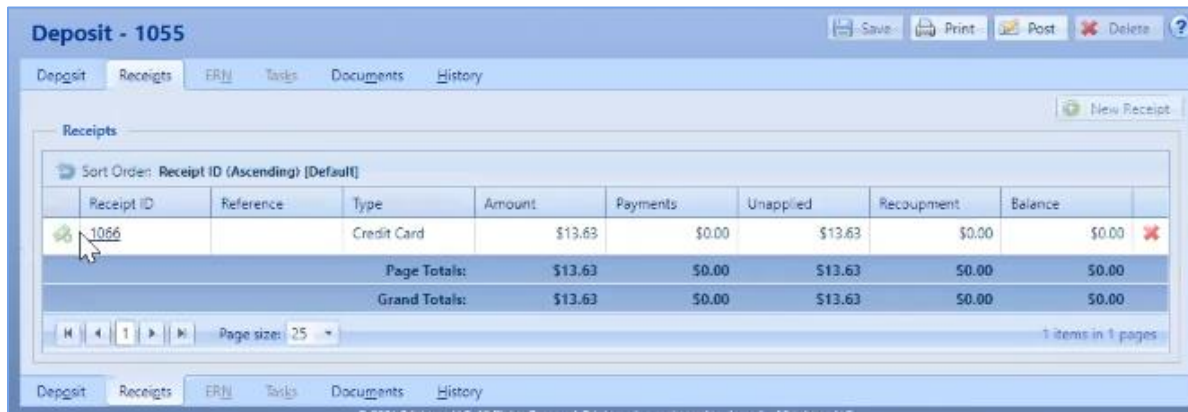
5. Click the **Receipt ID** hyperlink.
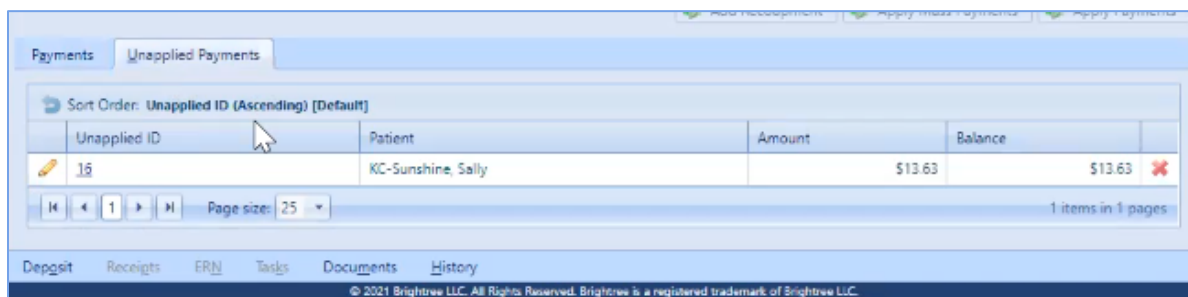
6. The list of transactions displays. You can reconcile this list with any log or record you may have to be sure of its accuracy.

7. 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.

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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.