Step By Step Guide: AccuCare Billing

Client Payments Setup and Entry

How do you enter a private payment?   This client has no insurance and pays with cash or check.

The Insurance Payments is strictly for recording insurance payments. When recording a client payment, self-pay, or co-pay, these transactions can be entered in:
- Service Processing
- Client Billing Activity
- Payment Entry Schedule

STEP 1:
First, you will need to make sure that there is a Service setup for Customer Payments first.

Here are the steps to set up a service for customer payments.
1. Go to Setup > Billing > Services.
2. Click the New button
3. Enter a service description such as "Client Payment", "Self Pay", "Customer Payments", "Co-Pay", etc.
   You can enter a generic or detailed description as desired
   You also have the option to enter as many Customer Payment Services in the Setup area (if you wanted to have different types that could be recorded (Self-pay, Co-pay, etc)
4. Then select the Transaction Type = Customer Payment

5. (Optional) You can also fill in a description for Description on Statement, "Client Payment" or "Payment – Thank you!"
6. I would leave the Amount field blank because the client payment amount will probably be different from time to time.
7. Click the Save button.

<u>Areas to enter a Customer Payment Transactions:</u>

Option 1:   Service Processing – the Service Processing module will allow you to enter a single customer payment entry or multiple entries as a batch.

1. Go to Service Processing, and begin filling out the fields on the left-hand side

Client:	Select the Client (by last name)
Client Payer Plan:	The client's payer plan will automatically populate, this field can be ignored because it does not apply any insurance information when the transaction is going to be a customer payment.
Provider:	The default Provider will be populated, you can select the appropriate or assigned Provider, or if desired you can select the Agency as the Provider if available.
Transaction Type:	Select "Customer Payment"
Service Code:	Select the appropriate Service Code. This will display the list of Customer Payment services that you set up in the Setup>Billing>Services
Pmt Method:	(Optional) Select appropriate method if desired or needed
Pmt Reference #:	(Optional) Enter Reference or check if desired or needed
Units:	Not Applicable – ignore this field
Amount:	Enter the payment amount
Date of Service:	Enter the date of service or date of payment
End Date of Service:	Not Applicable – ignore this field
Location:	The default location will be populated, you can select a different location if desired
Place of Service:	Not Applicable – ignore this field
Frequency:	Not Applicable – ignore this field
Diagnosis Code:	Not Applicable – ignore this field
Admin Note:	(Optional) Enter a note about this transaction if desired
Use Ins.:	Not Applicable – ignore this field
Claim Note:	Not Applicable – ignore this field
Pmt Receipt Number:	If you want to generate a receipt for this payment, select "Generate New Receipt" which will also check the Print Receipt checkbox.

2. Click the 'Apply' button
    The transaction will be populated on the right in the Transaction List batch.
3. You can continue to enter additional transactions if needed.
4. Once all the transactions are entered, click the 'Post' button, and a report will be displayed of the transactions that you are about to post. Close the report and click the 'Post' button on the confirmation message.
5. If you selected a receipt for any of the payments, you will follow the steps to generate and print the receipts.
6. All customer payment transactions that are entered via the Service Processing can be viewed and edited in the Client Billing Activity. However, if a client receipt was generated for this payment, then you will not be able to edit the transaction without an admin override in the Receipt Manager.

Image of the Service Processing with Customer Payment Transaction

Option 2:   Scheduler – Payment
This area will allow you to enter a customer payment entry specific to the Customer Payment transaction

1. Go to Scheduler, Click on the 'Payment' icon

Client:	Select the Client (by last name)
Level of Care:	The client's level of care will automatically populate, this field can be ignored because it does not apply the level of care to the transaction.
Payment Type:	Select the appropriate Service Code. This will display the list of Customer Payment services that you set up in the Setup>Billing>Services
Pmt Method:	(Optional) Select the appropriate method if desired or needed
Amount:	Enter the payment amount
Date of Payment:	Enter the date of service or date of payment
Pmt Reference #:	(Optional) Enter Reference or check if desired or needed
Provider:	The default Provider will be populated, you can select the appropriate or assigned Provider, or if desired you can select the Agency as the Provider if available.
Location of Service:	The default location will be populated, you can select a different location if desired
Admin Note:	(Optional) Enter a note about this transaction if desired
Receipt Number:	If you want to generate a receipt for this payment, select "Generate New Receipt" which will also check the Print Receipt checkbox.

2. Click the 'Save' button
3. If you selected a receipt for any of the payments, you will follow the steps to generate and print the receipts.
4. All customer payment transactions that are entered via the Payment Entry in the Scheduler can be viewed and edited in the Client Billing Activity. However, if a client receipt was generated for this payment, then you will not be able to edit the transaction without an admin override in the Receipt Manager.

Image of the Client Payment Entry in Scheduler

Option 3:   Client Billing Activity

1. Go to Client Billing Activity
2. Click the 'New' button at the bottom of the screen
3. Complete the fields to enter a new transaction

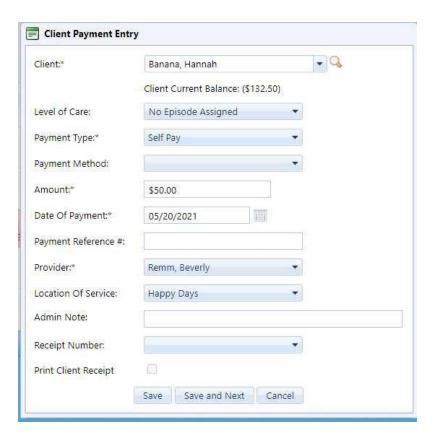|	
Transaction Type:	Select "Customer Payment"
Client Name:	Select the Client (by last name)
Client Payer Plan:	The client's payer plan will automatically populate, this field can be ignored because it does not apply any insurance information when the transaction is going to be a customer payment.
Provider:	The default Provider will be populated, you can select the appropriate or assigned Provider, or if desired you can select the Agency as the Provider if available.
Service Code:	Select the appropriate Service Code. This will display the list of Customer Payment services that you set up in the Setup>Billing>Services
Pmt Method:	(Optional) Select the appropriate method if desired or needed
Pmt Reference #:	(Optional) Enter Reference or check if desired or needed
Units:	Not Applicable – ignore this field
Amount:	Enter the payment amount
Date of Service:	Enter the date of service or date of payment
End Date of Service:	Not Applicable – ignore this field
Location:	The default location will be populated, you can select a different location if desired
Place of Service:	Not Applicable – ignore this field
Frequency:	Not Applicable – ignore this field
Diagnosis Code:	Not Applicable – ignore this field
Admin Note:	(Optional) Enter a note about this transaction if desired
Claim ID:	Not Applicable – ignore this field
Use Ins.:	Not Applicable – ignore this field
Claim Note:	Not Applicable – ignore this field
Pmt Receipt Number:	If you want to generate a receipt for this payment, select "Generate New Receipt" which will also check the Print Receipt checkbox.

4. Click the 'Save & Close button
5. If you selected a receipt for any of the payments, you will follow the steps to generate and print the receipts.
6. All customer payment transactions that are entered via the Client Billing Activity can be viewed and edited in the Client Billing Activity. However, if a client receipt was generated for this payment, then you will not be able to edit the transaction without an admin override in the Receipt Manager.

Image of the Client Billing Activity

▤ New Transaction	
Transaction Type:	Customer Payment ▾
Client Name:	Banana, Hannah ▾ 🔍
Client Payer Plan:	BCBS IL(CDS Contract Rates)-08/ ▾
Provider:	Remm, Beverly ▾
Service Code:	Self Pay ▾
Payment Method:	▾
Pmt Ref Number:	
Units:	1.000
Amount:	$50.00
Date of Service:	05/04/2021 ▦
End Date of Service:	▦
Location of Service:	Happy Days ▾
Place of Service:	11 - Office ▾
Frequency Code:	1 - Admit thru Discharge ▾
Diagnosis Code:	F10.10 ▾
Admin Note:	
Claim ID:	
Use Insurance:	Yes ▾
Claim Note:	
Pmt Receipt Number:	▾
Print Receipt:	☐

Save & Close   Cancel