

## Agent Cashier Menu

### CASH PAYMENT

This option logs cash payments for posting at the end of the day. Payments must be made by cash, either mailed or at the window to be entered under this option. These payments are batched, or grouped, under a receipt number to be posted to the accounts at a later time. The receipt number under which these payments are logged exists in the system for a period of time. Within this time period you should (1) approve the receipt, (2) post the receipt, and (3) reconcile the posted receipts.

Your response to the "Patient Name" or "Bill Number" prompt is used to store where the payment should be applied. If the payment is associated to a specific bill, then the payment will be applied to that bill first and any money left over will be applied to the oldest bills the patient has remaining. If the bill is not a patient bill, then the money will be applied to the specific bill and any money left over will not be posted, but flagged in a message on the reconciliation report as an overpayment. A message will also be displayed if the following is true:

- the patient is exempt from co-payment charges
- the patient has arranged to pay for prescriptions before the prescriptions have been filled

If this field is associated with a patient name, then the software will automatically search the patient's bills and apply payments, beginning with the oldest bill, until the payment is exhausted. A prepayment will be created when the payment is not exhausted.

When prompted for the payment amount, you can view the account balance for which you are applying the payment; for example, <25.00>. This allows you to inform the customer about their current balance without extensive research for account information.

Agent cashier menu
Cash Payment
Check/MO Payment
Credit Card Payment
Other Payment
Cancel a Payment Transaction
Move a Payment Transaction
Patient Payment/Refund Transaction History Inquiry
Brief Account Profile
Deposit Management...
Full Account Profile
Print 215 Report
Profile of Accounts Receivable
Release Holds on AR
Receipt Management...
Transaction Profile

---

```
Select Agent Cashier Option: CS  Cash Payment
RECEIPT #: CASH001      ONE,TEST.  10-21-94    CASH
DEPOSIT TICKET:888888//<ret>  10-21-94  JOE  $0.00  OPEN
```

```
Receipt #CASH001  Payment Type: CASH
-----
PATIENT NAME OR BILL NUMBER: ONE,TEST PATIENT
PAYMENT AMOUNT: <50.00>// 20.00
DATE OF PAYMENT: TODAY//<ret>  (OCT 22, 1994)

Is the data entered correct? YES//<ret>
Do you want to print a RECEIPT? YES//<ret>
```

---

## CHECK/MO PAYMENT

This option logs a customer's payment for posting at the end of the day. The payment must be made by check or money order for it to be entered under this option.

Typical uses are entering mail-in or window payments by check or money orders. The information necessary to successfully log this type of payment transaction include the check number, bank number, and the date of the check.

---

```
Select Agent Cashier Option: CHECK/MO Payment
RECEIPT #: CHECK001    ONE,TEST PATIENT  10-21-94  CHECK/MO PAYMENT
DEPOSIT TICKET:888888//<ret>  10-21-94  JOE  $0.00  OPEN
```

```
Receipt #CHECK001  Type: CHECK/MO
-----
PATIENT NAME OR BILL NUMBER: ONE,TEST PATIENT
PAYMENT AMOUNT: <30.00>// 15.00
DATE OF PAYMENT: TODAY//<ret>  (OCT 22, 1994)
CHECK #: 1002034
BANK #: 12345678
DATE OF CHECK: T  (OCT 22, 1994)

Is the data entered correct? YES//<ret>
Do you want to print a RECEIPT? NO//<ret>
```

---

## CREDIT CARD PAYMENT

This option logs a customer's payment for posting at the end of the day. The payment must be made by credit card for it to be entered under this option.

Typical uses for this option include window payments by credit card. Necessary information for logging this transaction is the same basic information required when entering cash payments, but instead of asking for a field service receipt, it asks for a batch summary number, the credit card number, and the confirmation number.

---

```
Select Agent Cashier Option: credit Card Payment
```

---

---

```

BATCH SUMMARY #: PLASTIC01
ARE YOU ADDING 'PLASTIC01' AS A NEW AR BATCH PAYMENT? Y (YES)

Receipt #PLASTIC01   Type: CREDIT CARD
-----
PATIENT NAME OR BILL NUMBER: ONE,TEST PATIENT
PAYMENT AMOUNT: <15.00>// 10.00
DATE OF PAYMENT: TODAY//<ret> (OCT 22, 1994)
CREDIT CARD #: 1234567890
CONFIRMATION #: OK

Is the data entered correct? YES//<ret>
Do you want to print a RECEIPT? NO// YES
    
```

---

### OTHER PAYMENT

This option logs a payment transaction for payments other than cash, check/money order, or credit card. When selected, the system will prompt you for one of the following:

- IRS Payment
- District Counsel Payment
- Department of Justice Payment
- Transfer of Disbursing Authority (TDA) payment.

The following prompts for each payment type include:

System Prompts
Receipt # (Summary # for TDA)
Deposit Ticket
Patient Name or Bill #
Payment Amount
Date of Payment
Check #
Bank #
Date of Check

---

```
Select Agent Cashier Option: OP Other Payment

TYPE OF PAYMENT: ??
CHOOSE FROM:
  DEPT OF JUSTICE PAYMENT
  DISTRICT COUNSEL PAYMENT
  IRS PAYMENT
  TDA PAYMENT

TYPE OF PAYMENT: IRS PAYMENT
RECEIPT #: IRSPAY01
  ARE YOU ADDING 'IRSPAY01' AS A NEW AR BATCH PAYMENT? Y (YES)
DEPOSIT TICKET:888888//<ret> 10-21-94 TEST,ONE $0.00 OPEN

Receipt #IRSPAY01  Type: INTERNAL REVENUE SERVICE
-----
PATIENT NAME OR BILL NUMBER: ONE,TEST PATIENT
PAYMENT AMOUNT: <150.00>// 130.00
DATE OF PAYMENT: TODAY//<ret> (OCT 22, 1994)
CHECK #: 123456578
BANK #: 123456769
DATE OF CHECK: T (OCT 22, 1994)

Is the data entered correct? YES//<ret>
Do you want to print a RECEIPT? NO//<ret>
```

---

## CANCEL A PAYMENT TRANSACTION

This option cancels a payment transaction that was entered under a cashiers receipt.

This option is often used to correct payments made in error. For example, entering the wrong information accidentally. This will not remove the transaction, but reverses it out, thereby leaving an audit trail of the entry of the first transaction.

To complete the correction process, the cashier returns to the payment entry option and enters the correct payment. This should be done before posting to ensure correct reconciliation reports.

---

```
Select Agent Cashier Option: CANCEL a Payment Transaction
RECEIPT #: IRSPAY01          RANDY          10-22-93  IRS PAYMENT
Select TRANSACTION: ??
CHOOSE FROM:
  1  ONE,TEST PATIENT          $3.00
  2  TWO,TEST PATIENT          $50.00
Select TRANSACTION: 2          TWO,TEST PATIENT          $50.00

Are you sure you want to cancel transaction #2 ? NO// YES
CANCELLATION COMMENT: Check amount was in error!!
```

---

## MOVE A PAYMENT TRANSACTION

This option moves a cash payment transaction from a cash receipt to check/money order receipt. The only requirement is that the receipt must be a cash receipt and it can not have been approved.

An example for using this option is the case that a customer says they wish to pay by cash. You may have all the information entered under your cash receipt, but the customer realizes they have no cash and therefore must pay by check. You can use this option to facilitate the process of canceling the transaction from one receipt and re-entering the information in a different receipt.

---

```

Select Agent Cashier Option: MOVE A Payment Transaction

OK, Enter the Receipt # and then payment transaction you want to move ...

RECEIPT #: CASH001          ONE,TEST PATIENT    10-21-94    CASH PAYMENT
Select TRANSACTION: 2// ??

CHOOSE FROM:
  1 TWO,TEST PATIENT $0.00
  2 THREE,TEST PATIENT $20.00

Select TRANSACTION: 2// 2          THREE,TEST PATIENT $20.00

OK, now enter the receipt you want to move this transaction to ...

RECEIPT #: CHECK001  ONE,TEST  10-21-93  CHECK/MO PAYMENT ...OK, New
transaction #4 created!

OK, you are in Receipt #CHECK001 editing your new transaction ...

Receipt #CHECK001  Type: CHECK/MO
-----
PATIENT NAME OR BILL NUMBER: ONE,TEST PATIENT//<ret>
PAYMENT AMOUNT: 20.00//<ret>
DATE OF PAYMENT: OCT 22,1994//<ret>
CHECK #: 1234567
BANK #: 123456789
DATE OF CHECK: T (OCT 22, 1994)

Is the data entered correct? YES//<ret>
Do you want to print a RECEIPT? NO//<ret>

```

---

## PATIENT PAYMENT/REFUND TRANSACTION HISTORY REPORT

This option lists a history of payment/refund transactions for a patient and a given date range.

Use this report to respond to patient questions concerning their payments or refunds. It will provide information about the amount applied towards fees, charges, and services.

---

```
Select Agent Cashier Option: PATIENT Payment/Refund Transaction
Select Patient : ONE,TEST PATIENT
    ...OK? YES//<ret>    (YES)
Payment history beginning date: (1/1/88 - 10/22/93): Sep 22, 1994//<ret>
Payment history ending date:   (9/22/93 - 10/22/93): Oct 22, 1994//<ret>
DEVICE: HOME//<ret>    VIRTUAL
```

### Patient Payment History Report

-----

```
For Patient: ONE,TEST PATIENT
            SSN : 123456789
For dates: Sep 22, 1993-Oct 22, 1994
```

DATE OF PAYMENT/REFUND	BILL #	REFUND	RECEIPT #	AMOUNT	PRIN.	INT	ADM
Oct 22, 1993	503-K420188		CHECK001	15.00	15.00	0.00	0.00
Oct 22, 1993	503-K420188		CHECK001	20.00	20.00	0.00	0.00
Oct 22, 1993	503-K420188		IRSPAY01	3.00	3.00	0.00	0.00
				Total Principal Paid:	38.00		
				Total Interest Paid:	0.00		
				Total Admin Paid:	0.00		
				Total Paid:	38.00		
				Total Refund:	0.00		

---

## BRIEF ACCOUNT PROFILE

This option displays all *outstanding* bills and payments for a given account. Outstanding bills include bills with a status of *Open, Active or Refund Review*. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill.

Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

===== Account Profile =====

ONE,TEST PATIENT (123-45-6789)	Statement Day: 8
101 TEST ROAD	Last Statement: N/A
ORLANDO, FL 43434	Amount Owed: 1.00
Phone #: N/A	RX Copay Exempt: NO

#	Bill #	Est	Type	Paid	Prin	Int	Adm	Balance
----- PAYMENTS (-1.00) -----								
*	CHECK002-1		PAYMENT	-1.00	0.00	0.00	0.00	-1.00
----- OPEN (2.00) -----								
1	503-K420188	10/22/93	RX CO-P	48.00	2.00	0.00	0.00	2.00

Select 1-1: 1

===== Account Profile =====

ONE,TEST PATIENT (123-45-6789)	Statement Day: 8
101 TEST ROAD	Last Statement: N/A
ORLANDO, FL 43434	Amount Owed: 1.00
Phone #: N/A	RX Copay Exempt: YES
Bill #: 503-K420188	

#	Tr #	Type	Date	Amount
				-----
		Original Amount	10/22/93	0.00
1	1202	INCREASE ADJUSTMENT	10/22/93	50.00
2	1205	PAYMENT (IN PART)	10/22/93	15.00
3	1206	PAYMENT (IN PART)	10/22/93	20.00
4	1207	PAYMENT (IN PART)	10/22/93	3.00
5	1208	PAYMENT (IN PART)	10/22/93	10.00
				-----
				\$ 2.00

Select 1-5 or 'P' to Print:



All bills are categorized by their status. Also, note the asterisk beside the payment in the profile of the account (top). This indicates that the payment has not been posted. Once posted against an active bill, this transaction will appear under the profile of that bill.

**DEPOSIT MANAGEMENT**

This menu contains a list of options necessary for managing deposits. This menu can only be used for payments against accounts/bills. This menu should not be used for deposits to Patient Funds, General Post Funds, Supply Funds, Suspense, or

- |  |
|--|
| deposit Management<br>menu<br>Create Deposit Ticket<br>Deposit Money to Bank<br>Edit a Deposit Ticket<br>Receipt List for Deposit<br>Summary Listing of Deposits<br>View a Deposit<br>Void a Deposit |
|--|

Compensated Work Therapy (CWT) Programs. Deposits to these funds must be done manually or on-line with FMS.

### CREATE DEPOSIT TICKET

This option allows the user to create a deposit ticket on which receipts can be applied. The ticket number must be 6 characters in length and may not be repetitive. (Cannot use a previous ticket number.) Immediately after creating a ticket number the user is asked if they wish to edit the Deposit Ticket. The default is NO and will then exit the user and allow receipts to be applied to that ticket number.

---

```
Deposit Ticket Number: 213456
*** OK, Deposit Ticket '213456' Created ***
Do you want to EDIT this Deposit Ticket? NO//<ret>
```

---

### DEPOSIT MONEY TO BANK

This option allows the user to approve a ticket for deposit to a bank. If a deposit ticket has no receipts associated with it, a message will appear indicating such.

---

```
Select Deposit Management Option: DEPOSIT Money to Bank
Select TICKET NUMBER to DEPOSIT: 312321// 06-14-94 ONE,TEST $50.00
OPEN
                                DEPOSIT TICKET

Ticket #: 312321                                AUG 16,1994 09:55
-----

      Opened By: ONE,TEST JUN 14,1994 13:18
      Deposited By:
      Confirmed By:

      Agency Title: SITE (DEPOSIT)           Bank Name: MELLON BANK (CENTRAL)
      Status of Ticket: OPEN                 Agency Loc. Code: 1090000-1
      Bank Trace Number:                    Presented to Bank: JUN 14,1994
      Number of Receipts: 3                  Bank Deposit Date:

      Deposit Amount: $50.00
-----
Comment:

Is this OK? YES// ... Approved for Deposit
```

---

### EDIT A DEPOSIT TICKET

This option allows the user to change information on a deposit ticket. Information that can be changed includes the Date Presented to Bank, Amount of Deposit, Bank name, Agency Title, ALC, and any Comments associated with the Deposit

Ticket. A deposit ticket which has been approved and deposited cannot be edited.

---

```
Select Deposit Management Option: EDIT a Deposit Ticket
Select TICKET NUMBER to DEPOSIT: 654332//    06-14-94  ONE,TEST    $30.00
OPEN
```

DEPOSIT TICKET

```
Ticket #: 654332                                AUG 16,1994  13:24
=====
```

```
      Opened By: ONE,TEST  AUG 16,1994  13:19
      Deposited By:
      Confirmed By:
```

```
      Agency Title:                               Bank Name:Mid-State
      Status of Ticket: OPEN                       Agency Loc. Code:
      Bank Trace Number:                           Presented to Bank:
      Number of Receipts: 3                         Bank Deposit Date:
```

Deposit Amount: \$30.00

-----  
Comment:

```
DATE PRESENTED TO BANK: TODAY//    (AUG 16, 1994)
AMOUNT OF DEPOSIT: 50.00
BANK: MELLON BANK (CENTRAL)// MIDSTATE    BANK (DEPOSIT)
AGENCY TITLE: SITE (DEPOSIT)//           SITE (DEPOSIT)
AGENCY LOCATION CODE: 1090000-1//
COMMENTS:
  Edit? NO//
```

*The Deposit Ticket screen appears again to show changes...*

DEPOSIT TICKET

```
Ticket #: 654332                                AUG 16,1994  13:24
=====
```

```
      Opened By: ONE,TEST  AUG 16,1994  13:19
      Deposited By:
      Confirmed By:
```

```
      Agency Title: SITE (DEPOSIT)                Bank Name: MIDSTATE
      Status of Ticket: OPEN                       Agency Loc. Code: 1090000-1
      Bank Trace Number:                           Presented to Bank: AUG 16,1994
      Number of Receipts: 0                         Bank Deposit Date:
```

Deposit Amount: \$50.00

-----  
Comment:

```
Is this OK? YES//
```

---

## RECEIPT LIST FOR DEPOSIT

This option shows information associated with receipts that are attached to selected deposit tickets. The user is prompted for a specific deposit ticket and then whether or not they wish to see

the information displayed to the screen or reproduced on hard copy. An example of this follows.

```

Select Deposit Management Option: REceipt List for Deposit
Select AR DEPOSIT TICKET #: 4321          05-26-94      ONE,TEST      $50.25
PROCESSED
DEVICE:  VIRTUAL      RIGHT MARGIN: 80//

                Receipt List for Deposits

=====
Ticket #: 4321

                Bank: MELLON BANK (CENTRAL)      Bank Trace #: 123456789
                Deposited By: ONE,TEST.          Status: PROCESSED
                Bank Deposit Date: MAY 26,1994    Agency Loc. Code: 1090000-1
                Amount of Deposit: $50.25        Total Receipts: 1

-----
Receipt #   Date       Type       Opened      Approved    # of
           Opened      Type       By          By          Trans.  Status
1234321    05/26/94  CHECK/MO  ONE,TEST   ONE,TEST    2      POSTED

Select AR DEPOSIT TICKET #:
    
```

**SUMMARY LISTING OF DEPOSITS**

By choosing this option, the user is able to view information about past and current deposit tickets. This information can be viewed both in brief and in expanded format as the example will show. The expanded format allows the user to view any comments that are associated with a deposit ticket number. In both cases the report can be sorted by date.

```

Select Deposit Management Option: SUMmary Listing of Deposits
Do you want a BRIEF or EXPANDED Listing? BRIEF//
START WITH DATE/TIME OPENED: FIRST//
DEVICE:  VIRTUAL      RIGHT MARGIN: 80//

AR DEPOSIT LIST                                AUG 17,1994  06:44    PAGE 1
TICKET  DATE              DEPOSITED   CONFIRMED   TOTAL
#       OPENED          OPENED BY   BY          BY          RECEIPTS  STATUS
-----
4321    05/26/94             ONE,TEST    ONE,TEST    ONE,TEST    1         PROCESSED
9876    07/06/94             TWO,TEST    TWO,TEST                    0         DEPOSITED
9999    07/06/94             THREE,TEST                    1         OPEN
    
```

**VIEW A DEPOSIT**

By using the VIEW option of the deposit menu, the user can view detailed information about a specific deposit ticket.

```

Select Deposit Management Option: VIEW a Deposit
Select AR DEPOSIT TICKET #: 4321  05-26-94      ONE,TEST      $50.25
PROCESSED

                DEPOSIT TICKET
    
```

```

Ticket #: 4321                                     AUG 17,1994  06:52
=====
                Opened By: ONE,TEST                MAY 26,1994  15:03
                Deposited By: ONE,TEST              MAY 26,1994  15:06
                Confirmed By: ONE,TEST              MAY 26,1994  15:06

                Agency Title:                        Bank Name: MELLON BANK (CENTRAL)
                Status of Ticket: PROCESSED           Agency Loc. Code: 1090000-1
                Bank Trace Number: 123456789         Presented to Bank: MAY 26,1994
                Number of Receipts: 1                 Bank Deposit Date: MAY 26,1994

                Deposit Amount: $50.25
-----
Comment:

Select AR DEPOSIT TICKET #:
    
```

**VOID A DEPOSIT**

This option allows the user to void a deposit ticket. A ticket cannot be voided if receipts are associated with it. In such a case, the receipts must first be transferred to another deposit ticket using the Edit a Receipt Option.

```

Select Deposit Management Option: VOID a Deposit
Select AR DEPOSIT TICKET #: 77777                07-06-94    ONE,TEST    $0.00
    OPEN

Do you want to void this deposit? NO// YES    ...Done
    
```

**FULL ACCOUNT PROFILE**

This option displays all *non-outstanding* and *outstanding* bills and payments for a given account. This means bills with any status. The profile groups bills by their status and includes a total balance of all bills with that status. The option also allows you to view a bill and any of its associated transactions.

This profile is helpful when quickly searching a patient's account for bills and viewing transactions. After viewing the profile, the system will prompt for a transaction that appears on the profile. Simply enter the number of the transaction and view a descriptive profile for that transaction.

Payments that appear in the profile indicate that they are applied to the account but haven't been posted against a bill. Once their respective receipt is approved, those payments will be applied to outstanding bills or a prepayment bill.

```

=====  A c c o u n t   P r o f i l e  =====
ONE,TEST PATIENT (123-45-6789)                Statement Day: 8
    
```

Agent Cashier Menu

```

101 TEST ROAD                               Last Statement: N/A
ORLANDO, FL 43434                          Amount Owed: 2.00
Phone #: N/A                                RX Copay Exempt: YES
    
```

#	Bill #	Est	Type	Paid	Prin	Int	Adm	Balance
----- COLLECTED/CLOSED (0.00) -----								
1	503-K400145	08/31/92	RX CO-P	54.50	0.00	0.00	0.00	0.00
2	503-K400155	09/01/92	RX CO-P	58.00	0.00	0.00	0.00	0.00
3	503-K401314	07/21/93	RX CO-P	2.00	0.00	0.00	0.00	0.00
----- CANCELLATION (0.00) -----								
4	503-K400201	11/18/92	PREPAYM	0.00	-0.00	0.00	0.00	-0.00
----- OPEN (2.00) -----								
5	503-K401883	10/22/93	RX CO-P	48.00	2.00	0.00	0.00	2.00
----- REFUNDED (0.00) -----								
6	503-K400042	08/20/92	PREPAYM	0.00	-0.00	0.00	0.00	-0.00

Select 1-6 or return to continue: 2

```

===== Account Profile =====
ONE,TEST PATIENT (123-45-6789)          Statement Day: 8
101 TEST ROAD                          Last Statement: N/A
ORLANDO, FL 43434                      Amount Owed: 2.00
Phone #: N/A                            RX Copay Exempt: NO
Bill #: 503-K400155
    
```

#	Tr #	Type	Date	Amount
-----				
		Original Amount	09/01/92	0.00
1	65	INCREASE ADJUSTMENT	09/01/92	4.50
2	66	INCREASE ADJUSTMENT	07/01/92	50.00

**PRINT 215 REPORT**

This option prints a 215 Report for a given receipt number entered by the user. This report shows, in order of appropriation, how payments included in the receipt were posted during the automatic batch posting of payments process. Additionally, it identifies errors that took place during the posting process, as well as any payments that were made without an appropriation.

Since every cashier receipt contains a 215 Report, select this option and enter the receipt number for the 215 Report you wish to view. You may also select the type of report, accrued or detailed. A detailed report will show the patient or debtor name along with charges applied (interest, court cost, admin. charge, marshall fee) for each bill.

```

Select Agent Cashier Option: PRINT 215 Report
RECEIPT #: CHECK001      ONE,TEST 10-21-93  CHECK/MO PAYMENT
    
```

```

Select one of the following:
      A      ACCRUED
      D      DETAILED
    
```

```

ACCRUED OR DETAILED REPORT: ACCRUED//<ret>
DEVICE:<ret>  VIRTUAL  RIGHT MARGIN: 80//<ret>
    
```

\*\*\*\*\* 215 REPORT \*\*\*\*\*  
 RECEIPT #: CHECK001

-----  
 Appropriation: 36X5014

1)	503-K410008	19.01
2)	503-K420188	35.00
		-----
		54.51
	INTEREST: (APP:36X1435)	0.08
	ADMIN: (APP:36 3220)	0.91
	MARSHALL:	0.00
	COURT COSTS:	0.00
		-----
		0.99

PREPAYMENTS:

TOTAL PREPAYMENTS POSTED:	0.00
---------------------------	------

ERRORS:

TOTALS:

TOTAL AMOUNT POSTED:	55.00
TOTAL UNAPPLIED AMOUNT:	0.00

**PROFILE OF ACCOUNTS RECEIVABLE**

This option displays a summary of activity on a patient's account (refer to Transaction Profile for a view of a single transaction on an account). The first level of information displayed is a list of all of the bills associated with that account. By choosing one of the bills, the second level of information displays all transactions associated with that bill or the profile of any activity that occurred on an account.

This option is similar to the full/brief profiles, except its use is not as flexible. Since the printout displays the bills by their bill number, you must know the number of the bill for which you are looking. Entering the bill number gives a profile showing all relevant data concerning the bill.

-----  
 OCT 22,1994 16:11 ACCOUNTS RECEIVABLE PROFILE

=====

NAME: ONE,TEST

BILL #: 503-AA0014

101 TEST ROAD  
 ORLANDO, FL 43434  
 PHONE NO.:

SOC.SEC.NO.: 123-45-6789  
 DATE OF BIRTH: 03-04-34  
 DATE POSTED: AUG 31,1992 17:45:58

CURRENT STATUS: COLLECTED/CLOSED  
 GL #:

CATEGORY: RX CO-PAYMENT/NSC VET  
 DATE BILL PREPARED: AUG 31,1992

INTEREST EFFECTIVE RATE DATE: JUL 1,1991 ANNUAL INTEREST RATE: .085  
 ADMIN EFFECTIVE RATE DATE: JUL 1,1991 MONTHLY ADMIN RATE: .91

ORIGINAL AMOUNT: 0.00

FISCAL YEAR APPROP. CODE PAT REFERENCE # AMOUNT

-----		-----		-----		-----	
92						0.00	
		BALANCES	PAID	LETTER1/ICD:			
PRINCIPAL:		0.00	54.50	LETTER2:			
INTEREST:		0.00	0.00	LETTER3:			
ADMINISTRATIVE:		0.00	0.00	IRS LETTER:			
				DC/DOJ REF.DATE:			
CURRENT:		0.00	54.50				
TRANSACTIONS:							
62	1	INCREASE ADJUSTMENT		08/31/92		50.00	
63	2	INCREASE ADJUSTMENT		08/26/92		4.50	
79	B2222222	PAYMENT (IN PART)		08/31/92		2.00	
80	B2222222	PAYMENT (IN PART)		08/31/92		5.00	
86	B3333333	PAYMENT (IN FULL)		09/03/92		47.00	
BILL RESULTING FROM: UNEARNED MD/DD BONUS							
Statement date: NOV 8,1994							
OTHER BILLS:							
503-K400044 (PREP/REFU)		503-AA0015 (RX C/COLL)		503-AB0020 (PREP/CANC)			

**RELEASE HOLDS ON AR**

This option releases a hold on Means Test bills. This allows the user to forward the bills from IB to AR to start the collection process. There may be some instances which require the VA to hold off billing the patient until payment is received from the insurance company. When a payment is received from an insurance company, any holds on bills to be sent to the patient need to be removed and the patient should be billed.

**RECEIPT MANAGEMENT**

This menu contains a list of options necessary for managing cashier and customer receipts.

- Receipt Management  
menu

  - Approve a Receipt
  - Edit a Receipt
  - List of Receipts
  - Post an Approved Receipt to Accounts
  - Receipt Number Reconciliation Report
  - Reprint a Customer's Receipt
  - Summary of Current Receipts
  - Void a Receipt

**APPROVE A RECEIPT**

This option will mark a payment batch (identifiable by receipt number) as approved.

The security key PRCA Y PAYMENT SUP is required to approve a receipt unless an individual is approving their own receipt. Once approved, a batch is ready for posting to the AR Transaction file. To post the payment batch, you should queue the batch for posting. See Post An Approved Receipt To Accounts.

---

Select Receipt Management Option: **APPROVE a Receipt**  
 RECEIPT #: **CASH001**  
 Have you reviewed this RECEIPT? **YES**

---

```

Do you want to approve this RECEIPT at this time? YES
RECEIPT #CASH001 approved.
QUEUE TO PRINT ON
DEVICE: HOME//ISCL1 ROOM 730/10 RIGHT MARGIN: 132//<ret>

Request time to post payments: NOW//<ret> (OCT 22, 1994@20:09)
*** REQUEST QUEUED ***
    
```

**EDIT A RECEIPT**

This option allows the user to move a receipt from one deposit ticket to another. This does not allow the user to edit information contained on the receipt.

```

Select Receipt Management Option: EDIT A Receipt
RECEIPT #: 8473625 ONE,TEST 08-16-94 CASH PAYMENT
DEPOSIT TICKET: 234432// 9999 07-06-94 TWO,TEST $0.00 OPEN
RECEIPT #:
    
```

**LIST OF RECEIPTS**

This option will print a report of all receipts recorded with unarchived payments. The report is sorted by date and shows the receipt number, date posted, amount of payment, the bill that reflects the payment, and the user who posted the payment. The processing time for this report is the same for any given date range regardless of length or receipt type. An asterisk next to any receipt number indicates that the receipt number is out of numeric sequential order. This report may take a long time to compile- queue to a printer when the printer will not be needed immediately.

```

Select Receipt Management Option: List of Receipts
Enter the beginning DATE : FIRST// 9-1-94
Enter the ending DATE : LAST// T
DEVICE: HOME// VIRTUAL
    
```

LIST OF RECEIPTS

---

Receipt #	Date Posted	Bill	Amount Pd.	By
* 888888888	09/22/94	503-K400105	4.00	ONE,TEST
			4.00	

**POST AN APPROVED RECEIPT TO ACCOUNTS**

This option posts the transactions in an approved batch to the AR Transaction file. Users can only post a batch which they approved, unless they hold the supervisor's key, PRCA PAYMENT SUP.

Payments in the batch will be applied to the oldest bill first. Once the oldest bill is determined, if the status of the bill is Active or Open, the payment will be credited in the following order: marshal fees, court fees, administrative charges, interest charges, and finally, the principal balance of the bill. If the patient has bills that are on a repayment plan, the agreed repayment plan amount will be applied to the bills included on the repayment plan. Any amount paid over the agreed repayment plan amount will be applied according to the rules for automatic posting described above. If the payment is made in full, the status of the bill will be changed to Collected/Closed. If the payment made does not clear the balance of the bill, the status will not be changed. If the payment exceeds the total balance of the oldest bill, the remaining balance will be applied to any remaining bills. The process will repeat until all bills have been paid in full, or until the payment is exhausted. If the payment made exceeds the total of all outstanding bills, the remaining portion of the payment will be treated as a prepayment.

If a patient has specified that payment is for a particular bill, the payment can be applied to that bill by entering the bill number at the Patient name and Bill number prompt when entering a payment. If the payment exceeds the balance, the system will pay off the bill specified by the patient. It will apply the remaining portion of the payment automatically as described above.

---

NOTE: This is only applicable for patient debts. For non-patient debts the system will notify the user that an overpayment was made and that a refund should be made. This will be reflected on the 215 Report as an error message.

---

```
Select Receipt Management Option: POST an Approved Receipt to Accounts
RECEIPT #: CASH0002
Is this the correct RECEIPT? YES
QUEUE TO PRINT ON
DEVICE: HOME// ISC11 ROOM 730/10 PITCH RIGHT MARGIN: 132//<ret>
Request time to post payments: NOW//<ret> (OCT 22, 1994@20:14)
```

## RECEIPT NUMBER RECONCILIATION REPORT

This option prints, by receipt number, the Receipt Number Reconciliation Report, which compares the total of payments on a given receipt entered during the day by an Agent Cashier with the actual funds collected. This report shows a list of payments received for a specific receipt, by bill number, and the amounts

of each payment. Totals for each receipt or batch summary number (in the case of credit cards) appear at the end of the report. (The receipt batches are purged after sixty (60) days.) The Cashier may print this report after the receipt was posted to detect any posting errors that occurred during the night.

---

```

Select Receipt Management Option: REceipt Number Reconciliation Report
RECEIPT #: CHECK001      ONE,TEST  10-21-93  CHECK/MO PAYMENT
DEVICE:<ret>  VIRTUAL    RIGHT MARGIN: 80//<ret>

Receipt Status Report                                OCT 23,1994  12:11  Pa
  Receipt #: CHECK001                                Starting Time: OCT 22,1994  13:29
  Type: CHECK/MO PAYMENT                            Ending Time: OCT 22,1994  13:29
Deposit Date: OCT 22,1994                            Queued to Post: OCT 22,1994  13:29
  Opened By: ONE,TEST                               Date/Time Opened: OCT 21,1994  19:38
  Approved By: TWO,TEST                             Date/Time Approved: OCT 22,1994  13:28
  Last Edited: TWO,TEST
  Date/Time Last Edit: OCT 22,1994  13:09

Trans #  Account                                Payment      Payment      Amount
        Account                                Amount      Date          Processed
-----
1      ONE,TEST PATIENT                          10.00        10/21/93      10.00
   Check/MO #:                               Bank #:      Date of Check:
2      ONE,TEST PATIENT                          10.00        10/21/93      10.00
   Check/MO #:                               Bank #:      Date of Check:
3      TWO,TEST PATIENT                          15.00        10/22/93      15.00
   Check/MO #: 1002034  Bank #: 12345678  Date of Check: 10/22/93
-----
TOTAL                                35           35
COUNT                              3           3
MEAN                                13.75       13.75

```

---

### REPRINT A CUSTOMER'S RECEIPT

This option prints a second copy of a customer's receipt. Use this option to obtain a second copy if, for some reason, the first copy does not print correctly.

---

```

Select Receipt Management Option: REPrint a Customer's Receipt

RECEIPT #: CHECK001      ONE,TEST  10-21-93  CHECK/MO PAYMENT
Select TRANSACTION: ??

CHOOSE FROM:
  1      ONE,TEST PATIENT          $10.00
  2      TWO,TEST PATIENT         $15.00

Select TRANSACTION: 2          TWO,TEST PATIENT          $15.00
Are you sure you want to REPRINT this receipt? YES//<ret>

```

---

### SUMMARY OF CURRENT RECEIPTS

This option will print out a summary of current receipts in the system, sorted by receipt number. This report will show the following:

- who opened a receipt batch,

- when the batch was opened,
- the type of batch payment,
- number of transactions in the batch,
- whether the batch was posted, and
- who approved the batch for posting to patient accounts.

---

BATCH PAYMENT LIST OCT 23,1994 12:14 PAGE 1

RECEIPT #	DATE OPENED	TYPE OF PAYMENT	OPENED BY	APPROVED BY	# OF TRANS.	POSTED
CASH0002	10/22/93	CASH PAY	ONE, TEST	ONE, TEST	1	YES
CASH0003	10/22/93	CASH PAY	ONE, TEST	ONE, TEST	0	YES
CASH001	10/21/93	CASH PAY	TWO, TEST	ONE, TEST	2	YES
CHECK001	10/21/93	CHECK/MO	TWO, TEST	ONE, TEST	4	YES
IRSPAY01	10/22/93	IRS PAYM	ONE, TEST	ONE, TEST	2	YES
PLASTIC01	10/22/93	CREDIT C	ONE, TEST	ONE, TEST	1	YES

---

### VOID A RECEIPT

This option cancels an empty receipt, i.e, a receipt that has no payment transaction associated with it. Use this option to facilitate voiding receipts that have been wrongly entered or are invalid.

---

Select Receipt Management Option: **Void A Receipt**

RECEIPT #: **88888888**                      ONE, TEST                      09-22-94                      CASH PAYMENT  
 \*\*\* Receipt Voided \*\*\*

RECEIPT #:

---

### TRANSACTION PROFILE

This option is used to view or print all information associated with a single transaction.

This option displays a summary of the bill number for the transaction, the transaction date, the type of transaction, and whether or not a code sheet was generated and sent to CALM. At the end of this list, enter the appropriate transaction number and all information for this transaction will be printed.

This option is often used in conjunction with the Profile of Accounts Receivable option. Transactions that appear on that profile can be viewed using the Transaction Profile option.

---

Select Agent Cashier Option: **TRANSACTION Profile**

ENTER AR TRANSACTION NO. OR BILL NO.: **503-AA0014**                      RX CO-PAYMENT/NSC VET

08-31-92	ONE, TEST	COLLECTED/CLOSED	\$0.00	
1	62	503-K400141	08-31-92	INCREASE ADJUSTMENT
2	63	503-K400141	08-26-92	INCREASE ADJUSTMENT
3	79	503-K400141	08-31-92	PAYMENT (IN PART)
4	80	503-K400141	08-31-92	PAYMENT (IN PART)

---

---

5 86 503-K400141 09-03-92 PAYMENT (IN FULL)  
CHOOSE 1-5: 1 62

Do you want to queue this output ? NO//<ret> (NO)

DEVICE:<ret> VIRTUAL RIGHT MARGIN: 80//<ret>

TRANSACTION PROFILE

=====

ACCOUNT: ONE,TEST PATIENT	SSN: 123456789
TRANS. NO: 62	BILL NO: 503-K400141
TRANS. DATE: AUG 31,1992	TRANS. TYPE: INCREASE ADJUSTMENT
TRANS. AMOUNT: \$50.00	DATE POSTED: AUG 31,1992 17:45:58
ADJUSTMENT #: 1	

FISCAL YEAR	PAT REFERENCE #	PRINCIPAL AMOUNT	FY TRANS. AMOUNT
-----	-----	-----	-----
92		50.00	50.00

Brief Comment: Follow-up Date:  
COMMENTS:  
RECEIPT #:

PROCESSED BY: TWO,TEST

---

## Agent Cashier Menu