Managing Patient Transactions
You will handle all patient billing needs in this area. The initial screen, General, is read-only and provides a concise summary of all the patient's billing information. Other transaction tabs include Treatment for printing out patient statements, Charges where you record non-treatment charges, Pmt Plan for setting up and managing payment plans, Payment to record patient payments, Adjustment used to make changes to the record, Ins Pmt for insurance payments, and Notes for non-treatment notes.

VIEWING A PATIENT’S LEDGER
If a patient phones in to discuss an outstanding balance or a statement they have received, you will want to access their ledger.

Select the patient through the Rolodex and click on the Transactions icon to display the General tab.
The patient’s aged total balance will display in the middle right area of the window and their ledger details will be listed in the lower listbox.
The **TX History** tab displays the ledger of billed charges. The **Pending tab** displays treatment that is planned but not yet completed for the patient. The **Unapproved tab** will display treatment that was finished and entered by a student but not yet approved by an instructor.

Right clicking on a treatment line in the ledger brings up the following options: Show History Claim Submission History, and Show Allocations

Alternatively, you can view a payment and see what it paid in the “Payment” tab (see Patient Payment Options).

<table>
<thead>
<tr>
<th>Colors in the Tx History Tab</th>
<th>Codes in Tx History Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black - approved treatment and / or approved clinical notes</td>
<td>P – Planned</td>
</tr>
<tr>
<td>Black with strike-out lines - treatment and / or clinical notes that have been deleted internally by axiUm.*</td>
<td>I – In progress</td>
</tr>
<tr>
<td>Red – in process</td>
<td>C – Completed</td>
</tr>
<tr>
<td>Blue - running balance</td>
<td>E – Existing</td>
</tr>
<tr>
<td>Green - payment</td>
<td></td>
</tr>
<tr>
<td>Gray – deleted line</td>
<td></td>
</tr>
</tbody>
</table>

*(For example as treatment moves from planned to completed axiUm strikes out the planned line and adds a new line for the completed treatment).*
Patients with Denti-cal Planned Procedures carried over from PCMS that does not have a preauthorization

1. With your patient selected, click on the Transactions icon on the opening screen and choose the Treatment Tab
2. Go to the sub menu located in the middle ‘Planned Tab’
3. Highlight the procedure
4. Right-Click
5. Select ‘Rebill Treatment’
6. Uncheck DCSA insurance box
7. Click on the button ‘Add Special’
8. On question box “....Calculated Total” answer ‘No’
9. If covered under new dentical plan, then the amount $ should show in coverage field.
10. If correct amount is in coverage field, click ‘OK’ to accept transfer to patient
11. Fee should reflect UCR x 55% discount if applicable.

Posting Office Charges

1. With your patient selected, click on the Transactions icon on the opening screen and choose the Charges tab
2. Press New to fill in Practice and today's date.
   a. Practice: University of the Pacific
   b. Date: Make sure date displayed is correct.
   c. Code: 1) Click on the ellipses to open the Office Charge Codes window. These are non treatment fees charged to patients such as a returned check fee or copy of records. Clicking on a code automatically fills in the required fields although you can correct the charge amount if the system default is incorrect. 2) Double click to add the code to the Charges window.
   d. Quantity: Enter the appropriate number.
   e. Description: Description of charges automatically filled in when you select code.
f. **ID#:** Automatically filled in by axiUm as needed.
g. **Provider:** Ignore.
h. **Amount:** axiUm will automatically enter the charge here. Do not override the generated figure.
i. **Discipline:** Ignore
j. **Clinic:** This will default to your default clinic.

**If you need to post additional charges, click the **New** button to clear the fields of data.**

**Do not modify any information. If you need to change a posting, delete it and reenter.**

To Delete Office Charge Transaction

12. • Highlight transaction line to be removed
13. • Click on ‘delete’
14. • Click ‘yes’ on question box
15. • Transaction line turns gray
Creating a Payment Plan
Payment plans can be set up for planned treatment. However, we normally do not set up payment plans AFTER the charges have occurred unless it is special payment arrangements for patients that may have delinquent accounts, etc. When this occurs, it is usually an agreement with the Business Office that is documented on the account by comment, and a true budget plan or payment plan is not entered into the system to reflect an agreed upon amount. The budget plan is when the patient acknowledges that treatment proposed is going to cost “x” amount and we will agree to so much down and “x” amount monthly.

1. With your patient selected, click on the Transactions icon to bring up account.
2. Click on the Treatment Tab and then click on the Planned sub –tab. Note amount needed to include in plan under Patient column total.
3. Click on Pmt Plan tab.
4. Press the New button and the down payment date and starting date will default to today.

If patient is a minor, make sure name in Guarantor box is correct.

Details of plan to enter:
1. In Guarantor: Verify that it is your patient or appropriate person.
2. In Plan is for drop-down, select Specific Charges.
3. Type in Plan Total. You will enter the amount of money being financed here. If you wish to enter the outstanding balance, click on the General Tab, Pending sub tab and

axiUm - Transactions
the running balance listed under the patient is listed. Then click on Pmt Plan to enter the amount.

4. Under Regular Payment Schedule: Make sure it is checked as default.

5. Enter Down Payment.

6. Enter Down Pmt Date. Change the date when the patient will make the down payment if not today.

7. Enter Starting Date - Enter always the 20th of the next month so that the plan will show on their statement.

8. Leave Payment Period at monthly.

9. Enter # of payments, triggering automatic entry of payment costs and final date. You can manually change any of these fields and the other will auto-adjust. If you enter a number of payments, axiUm will calculate the amount of the scheduled payment. As you enter numbers, the scheduled charges appear in the next box.

10. Final Fee: The amount of the last payment.

11. Final date: The date of the last payment

12. Be very sure that
   • the amount being financed is correct,
   • that the plan is entered correctly, and
   • that patient agrees to all parts

Before adding because you cannot modify the information once added and you cannot delete the plan without the patient making the initial down payment.

13. When you reach a plan that works for the patient and after verifying and going through Step 7, go to step 8 otherwise STOP.
14. Click on the *Add* button, the *Payment Schedule Details* box will fill in and the plan will enter the patient's permanent record as reflected in the bottom window.

15. The next window "*Payment Plan Treatments*" will appear. Select the txs that apply and move them to the screen to the right. (Double-click or click on >). *Payment Plan Total* and *Amount Remaining* fields must match to create the plan.

The plan is not official until the patient signs a contract

16. Click on *Contract* button, opening *Select Payment Plan Report* and select the first option, pmtplan.rtp
17. The **Payment Plan Contract** will display on the screen. If the patient finds the contract acceptable, click on the **Print** icon. The window will close displaying the **Patient Signature** window.

18. Have the patient sign via the signature pad, click OK, the document will print a copy with the signature to give to the patient, and **Sig. On File** will display in the **Pmt. Plan** tab. To print additional copies, click on the **Contract** button.
Editing a Payment Plan

1. With your patient selected, click on the Transactions icon to bring up account.
2. Click on Pmt Plan tab.
3. Select the contract under the Payment Plan sub tab.

4. In the Plan Total, enter the new amount and click on the Modify button.
5. The next message will appear.

6. Click on Yes.
7. The following message will appear.

8. Click on No.
9. The *Edit Plan Fee Schedules* window comes up

![Edit Payment Plan Fees](image)

- **Payment Plan Information**
  - Plan Id: 11627
  - Plan Total: 845.00
  - Remaining Total: 100.00

- **Fee Item Details**
  - Date
  - Fee Type: Manual
  - Total: 

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/01/2009</td>
<td>Down Pmt</td>
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<tr>
<td>08/20/2009</td>
<td>Regular</td>
<td>53.00</td>
</tr>
<tr>
<td>09/20/2009</td>
<td>Regular</td>
<td>53.00</td>
</tr>
<tr>
<td>10/20/2009</td>
<td>Regular</td>
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</tr>
<tr>
<td>11/20/2009</td>
<td>Regular</td>
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</tr>
<tr>
<td>12/20/2009</td>
<td>Regular</td>
<td>53.00</td>
</tr>
<tr>
<td>01/20/2010</td>
<td>Regular</td>
<td>53.00</td>
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<tr>
<td>02/20/2010</td>
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<tr>
<td>03/20/2010</td>
<td>Regular</td>
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</tr>
<tr>
<td>04/20/2010</td>
<td>Regular</td>
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<tr>
<td>05/20/2010</td>
<td>Regular</td>
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<tr>
<td>06/20/2010</td>
<td>Regular</td>
<td>53.00</td>
</tr>
<tr>
<td>07/20/2010</td>
<td>Final</td>
<td>62.00</td>
</tr>
</tbody>
</table>

10. Select the remainder of the payments beyond *today i.e. 8/20/09-7/20/2010* as shown in the above screen.

11. Click on the **Delete** button to delete the entries.

12. The next message comes up

![Confirmation Message](image)

**Are you sure that you want to delete these entries?**

- Yes
- No

13. Select **Yes**
14. Click on the button

15. Next, the **Payment Plan Fee Schedule** window will appear

![Payment Plan Fee Schedule window]

16. Enter the **Start Date** - Enter **always the 20th of the next month**.

17. Enter # of payments (if patient has made 2 payments out of our 12 month payment plan default, enter 10 payments)

18. Enter the **Fee Amount** (You will need to manually calculate this amount) This will be fixed in axiUm in the near future.

19. Click **OK**

![Edit Payment Plan Fees window]
20. Finally, click on **Contract** to capture the patient signature as we just modified the payment plan.

**Deleting a Payment Plan**
AxiUm requires that payments must be current for plan to be deleted, even if you just added it. If the patient has brought the account current, highlight the plan in the bottom *Payment Plan* window and click on **Delete**.
3. Go to Rolodex
4. Search for patient and double click to see your patient on the active list to the right.
5. With your patient selected, click on the Transactions icon on the opening screen.
6. Click on the Payment tab. axiUm will automatically fill in the patient's name, address, today's date, and designate the patient as the payor. It will also display the charge balance.
7. Click on New to add today's date.
8. Enter the following to add the payment:
   a. Code: Click on the ellipses next to the Code box and the Payments Codes window will open. Double-click on the method of payment to insert it in the Code and Description fields.
   b. Description: If the patient writes a check, you'll add the check number in here.
   c. Bank: Your bank will be defaulted to cashier drawer/your workstation. Bank codes are setup for each cashier drawer that requires reconciliation at the end of the day. This could be per staff member if staff members do their own
deposit list, or per cash drawer if reconciling by each cash station. Just double click on the appropriate code and axiUm will enter it

d. **Amount:** Enter ‘amount’ without decimal and cents unless the payment actually includes small change (for example, enter 53 instead of $53.00)
e. **Apply to Current Pmt Plan:** If the patient has a payment plan, check this box.
f. Click on *Add*

**Be very sure that all the data is correct before adding because you cannot modify or delete the information once added.**

**Please note:** If modifications are required, contact Robert Trezia or SuJin Mayeda or ? Who.

Check accuracy when payment appears on payment ledger

9. **Click on Receipt:** If receipt is for payment only, check *Includes Payments Only* box.
10. **Click on Print**
11. **Give receipt to patient.**

If the patient then needed to make an additional payment, you would click the *New* button to clear the fields of data and start over, **Steps 5-9.**

Most of the Right Click Options from the Payment Ledger are relevant for adjustments which will be made by Head Cashiers or SuJin or ??? from the **Adjustments** tab:
**Entering Adjustments (Robert T. or SuJin or? Only)**

This outlines the process of entering an adjusting entry to the patient’s ledger. If you are adjusting a payment, then this must be done in the *Payment* tab via a right click option on the payment. The *Adjustment* tab is for entering non-payment related adjustments such as write-offs.

1. With your patient selected, click on the Transactions icon on the opening screen.
2. Click on the *Adjustment* tab.
3. Click on *New* to add today’s date
   a. **Code:** 1) Click on the ellipses to choose the type of adjustment. 2) Double-clicking on the chosen code will fill in the fields and close the window, *Full Refund* Full window to fully refund the payment funds to the patient
   b. **Description:** Filled in automatically when the code is selected
   c. **Apply to Current Payment Plan:** Click here to apply to payment plan
   d. **Affect Bank Deposit:** Will be filled in automatically if appropriate when code is selected
   e. **Amount:** Enter appropriate amount
4. Press the *Add* button.
5. Press *Apply* button to apply the adjustment to the patient’s charges.
6. The *Applying Adjustment* window will appear. An adjustment should always be applied to the corresponding charge or payment
7. Select the charges in the lower list to apply the adjustment to and press the “*Apply*” button
8. Once done, press the “*OK*” button.
Editing/deleting Adjustments

1. Select the adjustment in the lower list to be changed by pressing the left mouse down on the adjustment line to be changed.
2. Right-click on the selected line and select Disbursement. The Allocated Adjustments dialog will appear.
3. Press the Unallocate button to unallocate the adjustment from any charges.
4. Press the Close button.
5. To edit the adjustment, make the necessary changes and press the Modify button.
6. Then, press the Apply button to apply the adjustment to the patient’s charges.
7. To delete the adjustment, press the Delete button.
8. If you select “NSF Payment”, “Refund Payment”, “Full Refund”, or “Reverse Payment”, then the “Payment Adjustment” window will appear. Fill in the necessary information.
9. Press the OK button.

To Reverse Payment

1. Highlight incorrect transaction line in payment ledger
2. Right click on mouse
3. Select ‘reverse payment’
4. Click ‘code’
5. Scroll down list and double click ‘PR’ – Reverse Payment
6. Notice in section ‘affect bank deposit’ by default will have the box checked
7. Your bank will be defaulted
8. Click ‘okay’ and retrieve receipt from patient
9. 

HILDA TO REVIEW THIS SECTION

1. Press the Add button.
2. Press the Apply button to apply the adjustment to the patient’s charges.
3. The Applying Adjustment window will appear. An adjustment should always be applied to the corresponding charge or payment
4. Select the charges in the lower list to apply the adjustment to and press the “Apply” button
Entering Insurance Payments

Buttons
New: Clears all entries and adds defaults any applicable fields. Add: Adds the record to the list.
Modify: Saves any field changes made to the selected item. Not pressing this button after making changes will cause them to be discarded.
Delete: Deletes the currently selected item. Only unallocated and unadjusted insurance payments can be deleted.
Allocate: Apply the payment to treatments and charges with insurance balances owing.

1. If the check is for multiple patients, select any patient card
   OR
2. If the check is for one patient, select that patient card
3. Click on the Transactions icon on the opening screen.
4. Click on the Insurance Payment tab.
5. For multiple patients click on the Ins. Payments sub tab located in the middle of the screen OR
6. For one patient, click on the Ins. Payments for Patient sub tab located in the middle of the screen
7. In the List Insurance section, select the Insurance company by either typing in the insurance code and click on code or type the name and click on name, i.e. Code for Denti-Cal is ‘DCSA’
8. Click on New to add today’s date
9. Type in the amount of the check
10. Code is IP
   a. **Code:** Enter IP
   b. **Description:** Fill in the check number
   c. **Double check all of your entries before you click ADD.**
   d. **Bank:** It will be defaulted to your cashier station.

9. Press on the **Add** button.
10. If Multiple patients, select **Allocate** OR
11. If one patient, select **Pt. Allocate**
12. In the **Remaining section,** you will see the amount remaining on the check
13. Highlight each line, the expected claim amount will appear in the **Apply** box,
14. If insurance paid the full amount of the claim, click **Apply**
15. If insurance paid a partial amount of the claim, enter the amount in the apply box
16. Now choose a code **Write Off** or **Transfer to Patient,** the amount and the reason boxes are available to enter the amount
17. Enter the **write off or transfer to patient** amount
18. Choose a Reason from the list.
19. Click **Apply**
20. When you get to remaining of zero, you can close your screen.

**To view the insurance check disbursement**

1. Choose check from list

<table>
<thead>
<tr>
<th>Tx #</th>
<th>Date</th>
<th>Bank</th>
<th>Code</th>
<th>Description</th>
<th>Amount</th>
<th>Applied</th>
<th>Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>242581</td>
<td>06/19/2009</td>
<td>INS1</td>
<td>IP</td>
<td>Ins Check #4567</td>
<td>84.15</td>
<td>84.15</td>
<td>0.00</td>
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<tr>
<td>242582</td>
<td>06/19/2009</td>
<td>INS1</td>
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<td>Ins Check #5678</td>
<td>83.00</td>
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<tr>
<td>242583</td>
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<td>INS1</td>
<td>IP</td>
<td>Ins Check Rest</td>
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<td>INS1</td>
<td>IP</td>
<td>Ins Check #4567</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Total</td>
<td>772.44</td>
<td>432.44</td>
<td>0.00</td>
</tr>
</tbody>
</table>

2. Right-click on the check and select **disbursement**
3. Your goal is to get to $0 in the Held column.

Transferring uncovered treatment charges to the patient

1. **After steps 1-16 above, do the following:**
2. Enter $0 in the **Apply** as there is no payment
3. Enter **Transfer** in the box below the words **Apply**
4. Enter the appropriate amount to transfer
5. Choose the transfer **Reason**
6. On message if you are accurate, please say **Yes**
7. In the General tab of Transactions it will credit the insurance and charge the patient side. Under reason code used in the example 'P_ "COPType in the amount of the check
Daily Cash Out  (DON’T REVIEW – Meharry’s document section)
Separate and count all cash, checks, and credit card slips.
Click on Info Manager from axiUm’s opening screen.
Click on the Practice tab.
Highlight Bank Deposit Report under Category.
Click on Print.

By User: Self or All users
By Bank: All, B01, B02, B03, CD1
FP1. All described in drop-down window. Hold down left click on mouse to insure that all options are displayed.
From: Start of report period.
To: End of report period.

Sort Payment by Audit # • • • ••
Click on Preview to display transactions and total.
If revenue reconciles with report,
Click on Print to get Cash Out Report.

• • •