

## **Transaction Modifications**

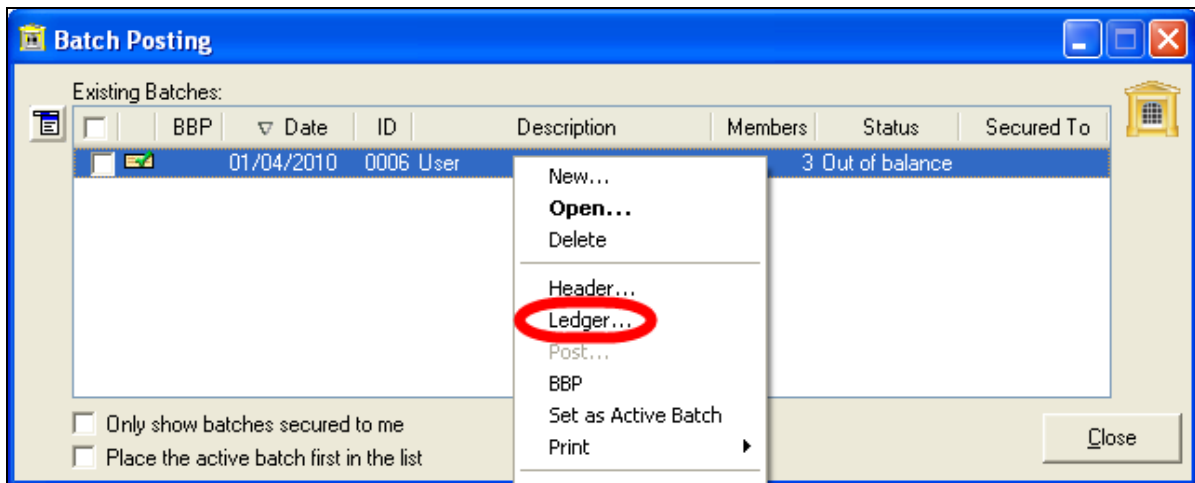
### **Unposted Transactions**

If an error is discovered in a Transaction Batch, it can be modified prior to posting the batch. In the example below, an incorrect Transaction Code of Patient Payment Cash was used. The patient actually paid by check.

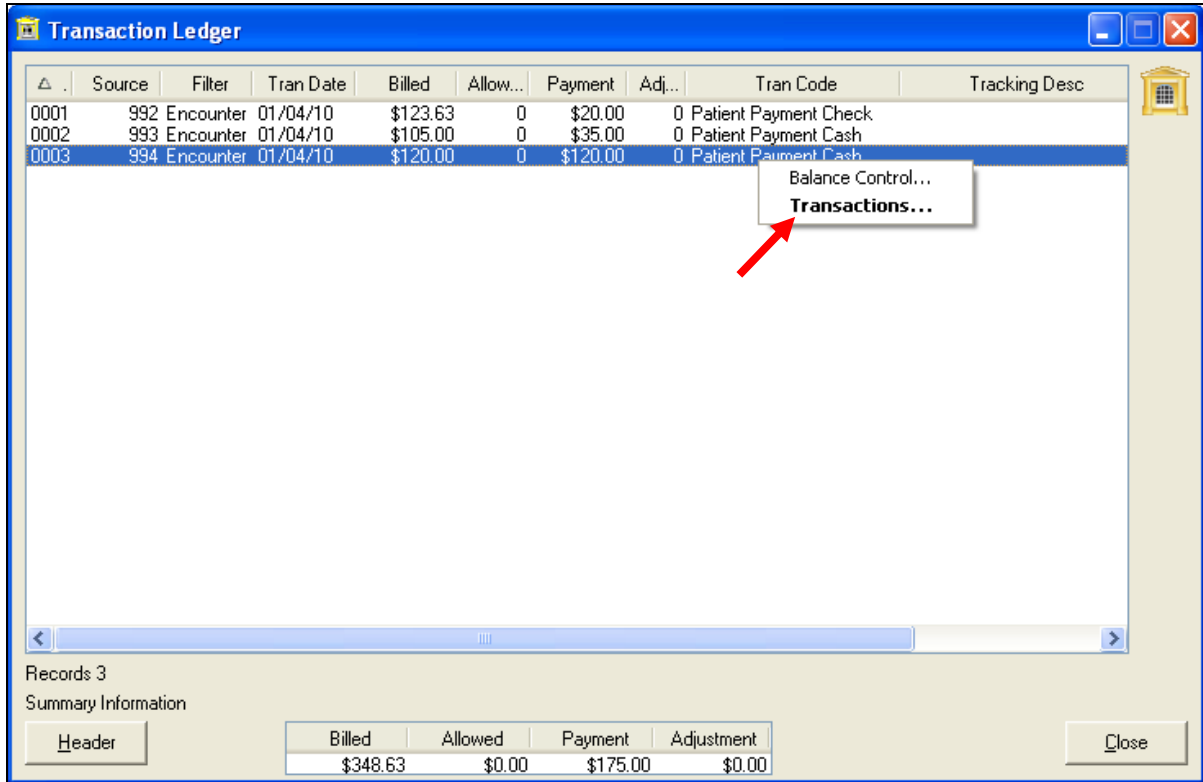
To modify an unposted transaction, do the following:

**Step 1** – Click the Posting icon. The Batch Posting window displays.

**Step 2** – Right-click on the batch and select *Ledger* from the menu.



**Step 3** – From the Transaction Ledger, right-click on the transaction needing correction, and select *Transactions* from the menu.



The Payment Entry window displays showing the original transaction to be modified.

The screenshot shows the 'Payment Entry' window with the following details:

- Source/Acct:** Encounter | Transactions, Modifying
- Patient/MRN:** Transactions, Modifying | 567
- Encounter:** 994 | 01/04/2010 | Unbilled
- Payer:** Patient
- Date:** 01/04/2010
- Pay Amt:** 120.00
- Pay Code:** Patient Payment Cash

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Pay	Adj	Balance	Status	Reasons	Deduct	Ins 1	Ins 2	Ins 3	Pat Amt	C...
1/4/2010	71020	XRay, chest, two views, frontal/lateral	71020	Abbott MD, ...	120.00		120.00		0.00				0.00	0.00	0.00	120.00	

Unapplied Amount: Totals: 120.00 0.00 120.00 0.00 0.00 0.00 0.00 0.00 120.00

**Step 4** – Click the Open button to modify the transaction.

This screenshot is identical to the previous one, but the 'Open' button in the bottom left corner of the form area is highlighted with a blue border, indicating it is the next step in the process.

**Step 5: Make the necessary changes.**

Payment Entry

Control Group: 0006 01/04/2010 User

Source/Acct: Encounter Transactions: Modifying Created: Admin, NextGen 01/04/2010 9:47 P 3 of 3  
 Patient/MRN: Transactions: Modifying 367 Modified: Admin, NextGen 01/04/2010 9:47 P  
 Encounter: 994 01/04/2010 Unbilled Ctn/Resub #:   
 Payer: Patient Reasons:   
 Tracking: Check#388 Acct Credit:   
 Date: 01/04/2010 Enc Credit:   
 Pay Amt: 120.00 Pay Code: Patient Payment Check   
 Adj Amt: Adj Code:   
 Buttons: New, Open, Save, Cancel, Delete, Clear, Recalc, Xfer Credit, COB

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed	%	Patient Payment Check	Adj	Balance	Status	Reasons	Deduct	Ins 1	Ins 2	Ins 3	Pat Amt
1/4/2010	71020	X-ray, chest, two views, frontal/lateral	71020	Abbott MD, ...	120.00			120.00		0.00				0.00	0.00	0.00	120.00
Unapplied Amount Totals: 120.00 0.00 120.00 0.00 0.00 0.00 0.00 0.00 120.00																	

Show All Line Items

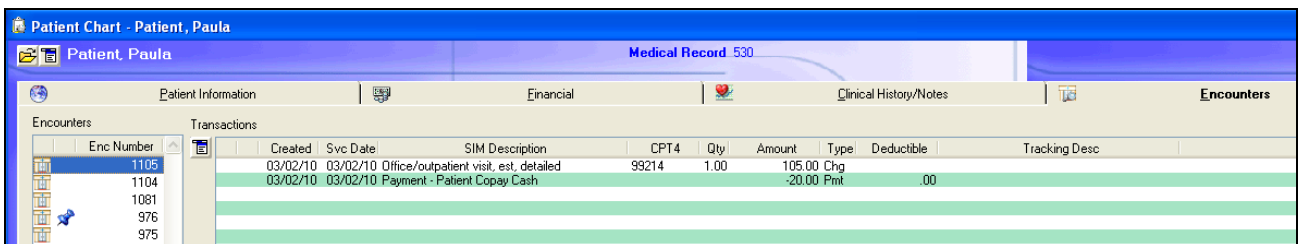
**Step 6: Click Save.**

**Posted Transactions**

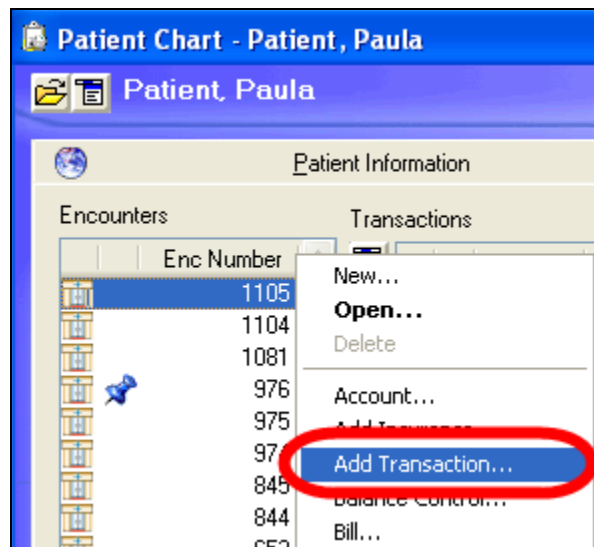
If an error is discovered after a Transaction Batch has been posted, it cannot be modified. The original payment must either be reversed or an adjustment entered to make the correction.

In the example below, an incorrect Transaction Code of Payment - Patient Copay Cash was used. The patient actually paid by check. The Transaction Batch has been posted.

**Step 1** – Locate the encounter that needs to be corrected.



**Step 2** – Right click on the encounter and then click Add Transaction.



**Step 3** – Enter the same Transaction code used on the incorrect transaction.

The screenshot shows the 'Payment Entry' window with the following fields:

- Source/Acct: Encounter | Patient, Paula
- Patient/MRN: Patient, Paula | 530
- Encounter: 1105 | 03/02/2010 | Billed
- Payer: Patient
- Tracking: Trans Code Correction
- Date: 03/02/2010
- Pay Amt: -20.00
- Adj Amt:
- Acet Credit: 20.00
- Enc Credit:
- Pay Code: **Payment - Patient Copay Cash** (highlighted with a red circle)
- Adj Code:

Buttons: Next, Open, Save, Cancel, Delete, Clear, Recalc, Xfer Credit

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Payment - Patient Copay Cash	Adj	Balance	Status
3/2/2010	99214	Office/outpatient visit, est, detailed	99214	Abbott MD, ...	105.00		-20.00		105.00	

**Step 4** – Enter the amount of the transaction along with a negative sign in front. This overrides the original sign type of the Transaction code and will place the money back on the encounter balance.

The screenshot shows the 'Payment Entry' window with the following fields:

- Source/Acct: Encounter | Patient, Paula
- Patient/MRN: Patient, Paula | 530
- Encounter: 1105 | 03/02/2010 | Billed
- Payer: Patient
- Tracking: Trans Code Correction
- Date: 03/02/2010
- Pay Amt: **-20.00** (highlighted with a red circle)
- Adj Amt:
- Acet Credit: 20.00
- Enc Credit:
- Pay Code: Payment - Patient Copay Cash
- Adj Code:

Buttons: Next, Open, Save, Cancel, Delete, Clear, Recalc, Xfer Credit

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Payment - Patient Copay Cash	Adj	Balance	Status
3/2/2010	99214	Office/outpatient visit, est, detailed	99214	Abbott MD, ...	105.00		-20.00		105.00	

**Step 5** – Click the Recalc button and then click Save.

The screenshot shows the 'Payment Entry' window with the following details:

- Source/Acct: Encounter | Patient, Paula
- Patient/MRN: Patient, Paula | 530
- Encounter: 1105 | 03/02/2010 | Billed
- Payer: Patient
- Tracking: Trans Code Correction
- Date: 03/02/2010
- Pay Amt: -20.00
- Adj Amt:

Buttons at the bottom: Next, Open, **Save** (circled), Cancel, Delete, Clear, **Recalc** (circled), Xfer Credit.

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Payment - Patient Copay Cash	Adj	Balance	Status
3/2/2010	99214	Office/outpatient visit, est, detailed	99214	Abbott MD, ...	105.00		-20.00		105.00	

**Step 6** – Access the Payment Entry screen again.

**Step 7** – Enter the payment using the correct Transaction code, Payment – Patient Copay Check.

The screenshot shows the 'Payment Entry' window with the following details:

- Source/Acct: Encounter | Patient, Paula
- Patient/MRN: Patient, Paula | 530
- Encounter: 1105 | 03/02/2010 | Billed
- Payer: Patient
- Tracking: Check #2456
- Date: 03/02/2010
- Pay Amt: 20.00
- Pay Code: Payment - Patient Copay Check
- Adj Amt:

Buttons at the bottom: Next, Open, Save, Cancel, Delete, Clear, Recalc, Xfer Credit.

Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed %	Payment - Patient Copay Check	Adj	Balance	Status
3/2/2010	99214	Office/outpatient visit, est, detailed	99214	Abbott MD, ...	105.00		20.00		85.00	

**Step 8** – Click the Recalc button and then click the Save button.

**Step 9** – Post the Transaction Batch.

**Step 10** – The correct Transaction code is now listed on the encounter, and the incorrect Transaction code has been reversed.

Enc Number	Created	Svc Date	SIM Description	CPT4	Qty	Amount	Type	Deductible	Tracking Desc
1105	03/02/10	03/02/10	Office/outpatient visit, est, detailed	99214	1.00	105.00	Chg		
1104	03/02/10	03/02/10	Payment - Patient Copay Cash			-20.00	Fmt	00	
1081	03/02/10	03/02/10	Payment - Patient Copay Cash			-20.00	Fmt	00	Trans Code Correction
976	03/02/10	03/02/10	Payment - Patient Copay Check			-20.00	Fmt	00	Check #2498
975									
974									
845									
844									
653									
652									
651									

Incorrect  
Transaction  
Code Removed

Correct  
Transaction Code  
Entered



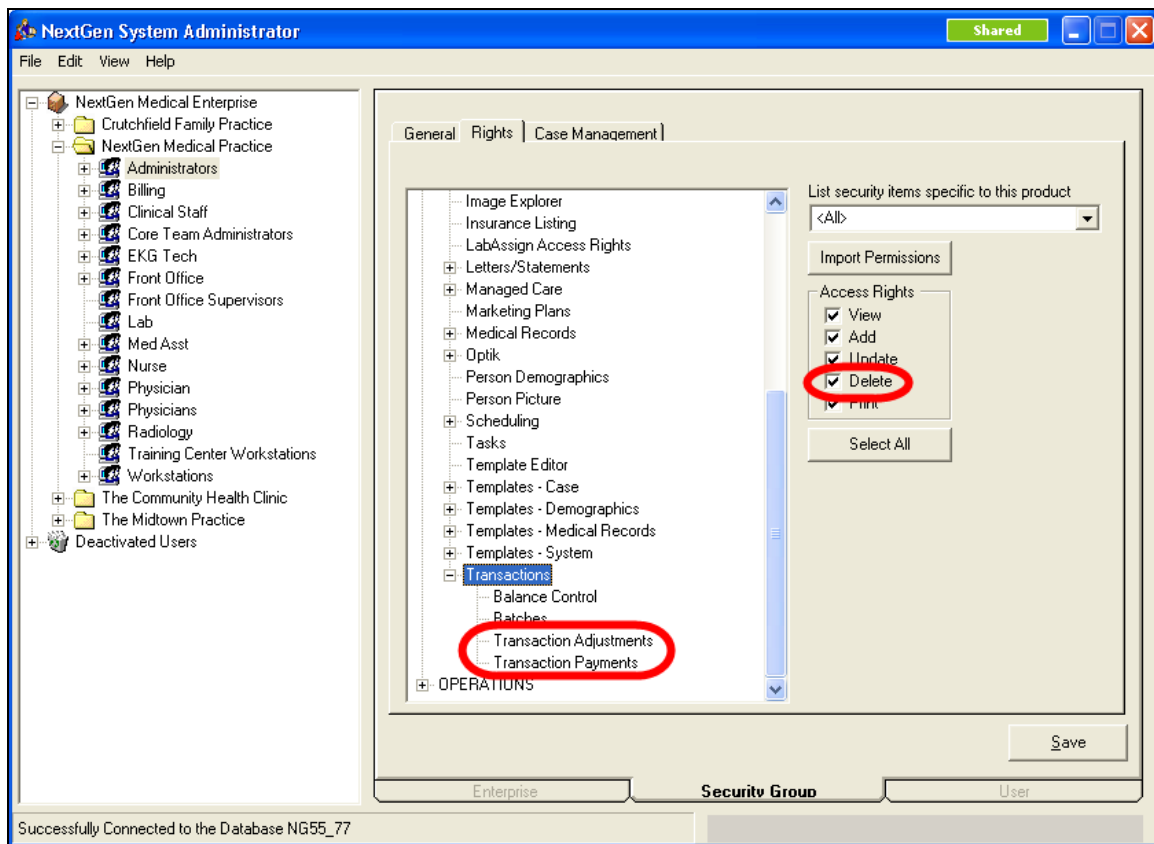
## Delete Transactions

### Setup

### System Administrator Security

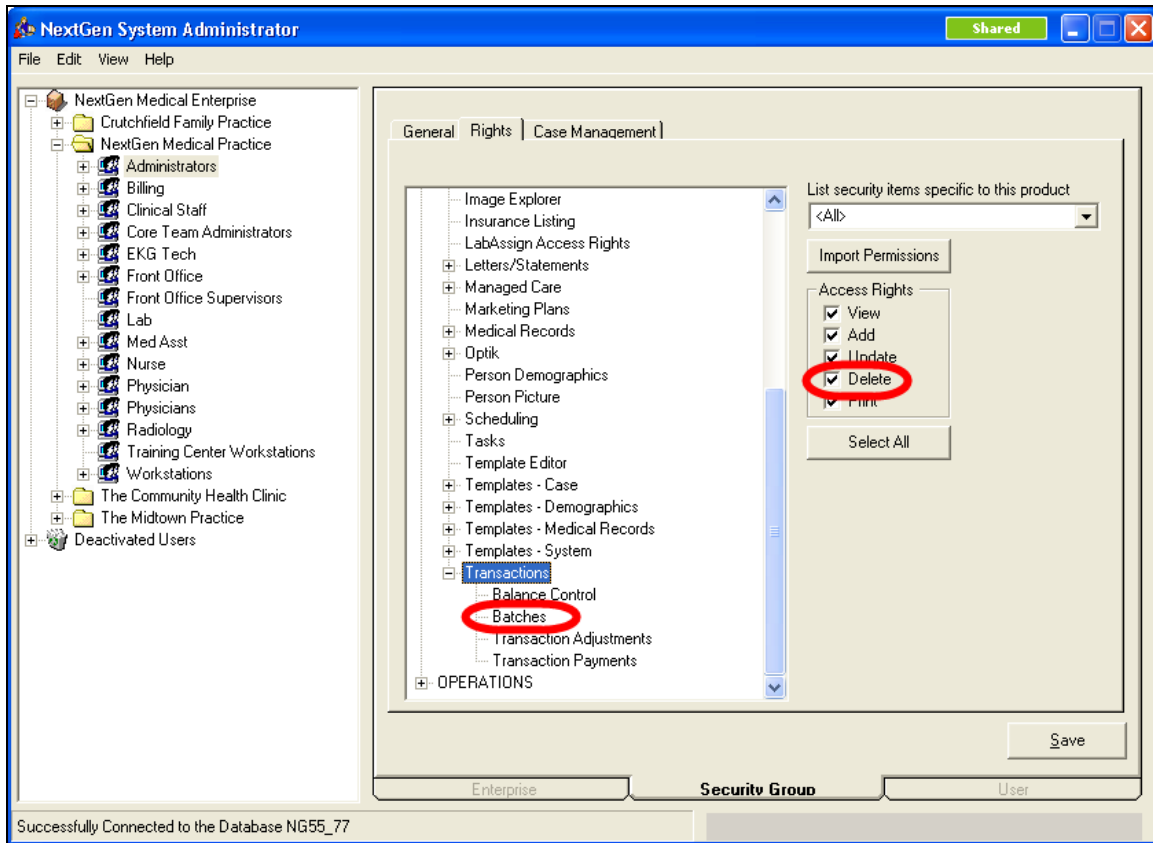
Security to Delete Individual Transactions from a Batch

System Administrator > Group Rights > Modules > Transactions > Transaction Adjustments/Payments



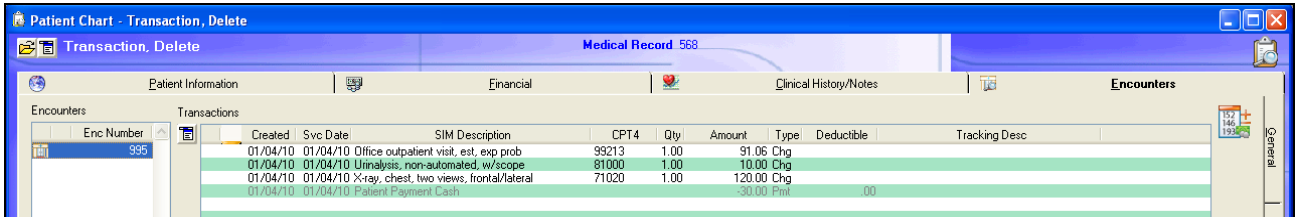
Security to Delete a Transaction Batch

System Administrator > Group Rights > Modules > Transactions > Batches



**Delete an Individual Transaction**

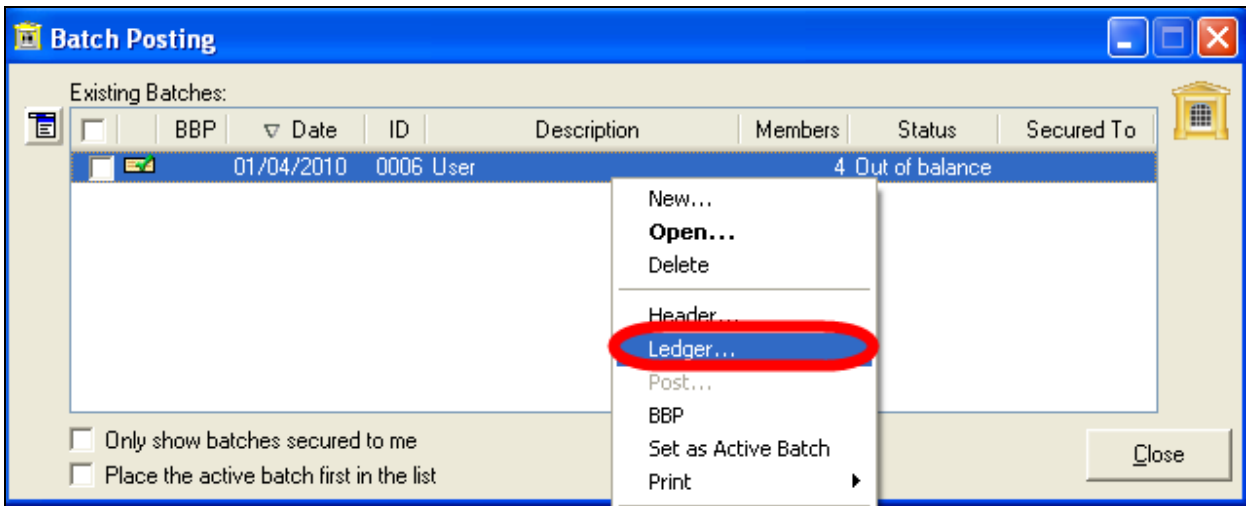
If an error is discovered in a Transaction Batch, it can be deleted prior to posting the batch. In the example below, a transaction was entered on the incorrect encounter.



To delete an unposted transaction, do the following:

**Step 1** – Click the Posting icon. The Batch Posting window displays.

**Step 2** – Right-click on the batch and select *Ledger* from the menu.



**Step 3** – From the Transaction Ledger, right-click on the transaction to be deleted, and select *Transactions* from the menu.

**Transaction Ledger**

△	Source	Filter	Tran Date	Billed	Allow...	Payment	Adj...	Tran Code	Tracking Desc
0001	992	Encounter	01/04/10	\$123.63	0	\$20.00	0	Patient Payment Check	
0002	993	Encounter	01/04/10	\$105.00	0	\$35.00	0	Patient Payment Cash	
0003	994	Encounter	01/04/10	\$120.00	0	\$120.00	0	Patient Payment Check	Check#388
0004	995	Encounter	01/04/10	\$91.06	0	\$30.00	0	Patient Payment Cash	

Records 4  
Summary Information

Header	Billed	Allowed	Payment	Adjustment
	\$439.69	\$0.00	\$205.00	\$0.00

**Step 4** – Click the *Delete* button.

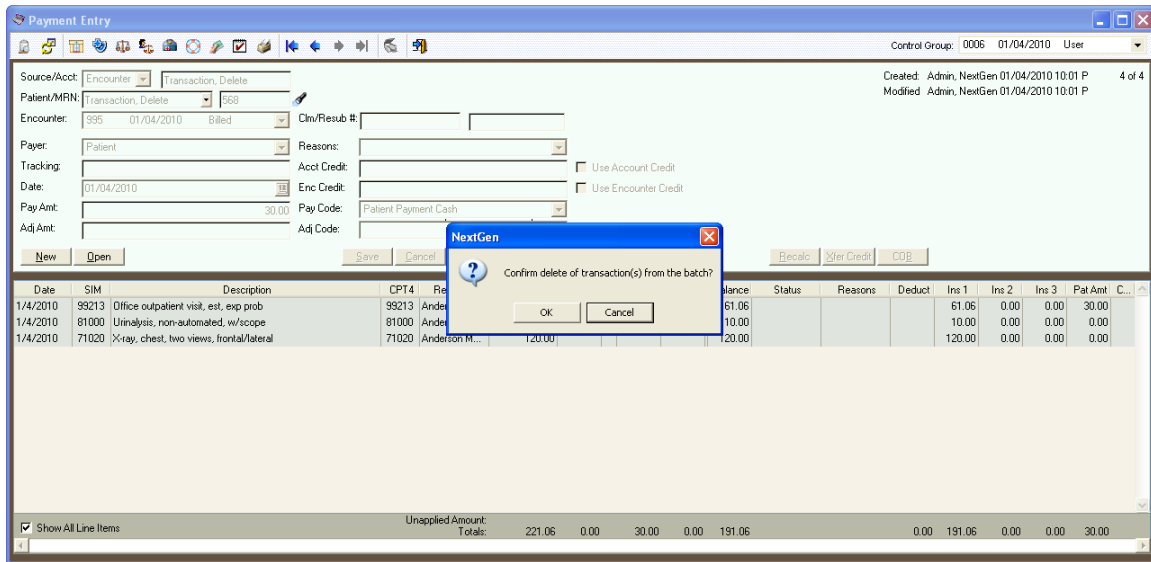
**Payment Entry**

Source/Acct: Encounter Transaction: Delete  
 Patient/MRN: Transaction: Delete 368  
 Encounter: 995 01/04/2010 Billed Clm/Resub #:   
 Payer: Patient Reasons:   
 Tracking: Acct Credit:  Use Account Credit  
 Date: 01/04/2010 Enc Credit:  Use Encounter Credit  
 Pay Amt: 30.00 Pay Code: Patient Payment Cash  
 Adj Amt: Adj Code:   
 [New] [Open] [Save] [Cancel] **Delete** [Clear] [Recalc] [Open Credit] [COB]

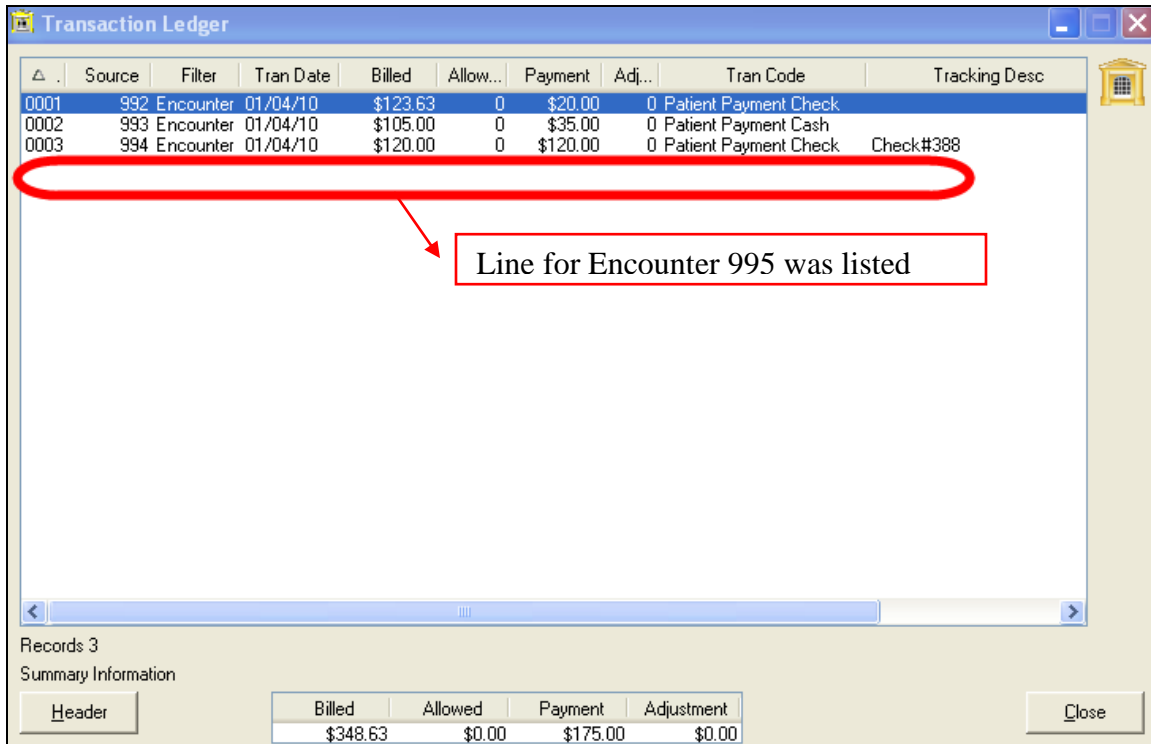
Date	SIM	Description	CPT4	Rendering	Qty/Charge	Allowed	%	Pay	Adj	Balance	Status	Reasons	Deduct	Ins 1	Ins 2	Ins 3	Pat Amt	C...
1/4/2010	99213	Office outpatient visit, est, exp prob	99213	Anderson M...	91.06			30.00		61.06				61.06	0.00	0.00	30.00	
1/4/2010	81000	Urinalysis, non-automated, w/scope	81000	Anderson M...	10.00					10.00				10.00	0.00	0.00	0.00	
1/4/2010	71020	Xray, chest, two views, frontal/lateral	71020	Anderson M...	120.00					120.00				120.00	0.00	0.00	0.00	

Unapplied Amount:  
 Totals: 221.06 0.00 30.00 0.00 191.06 0.00 191.06 0.00 0.00 30.00

**Step 5** – Click the OK button to confirm deletion of the transaction from the batch.



**Step 6** – The transaction was successfully deleted from the Transaction Batch.

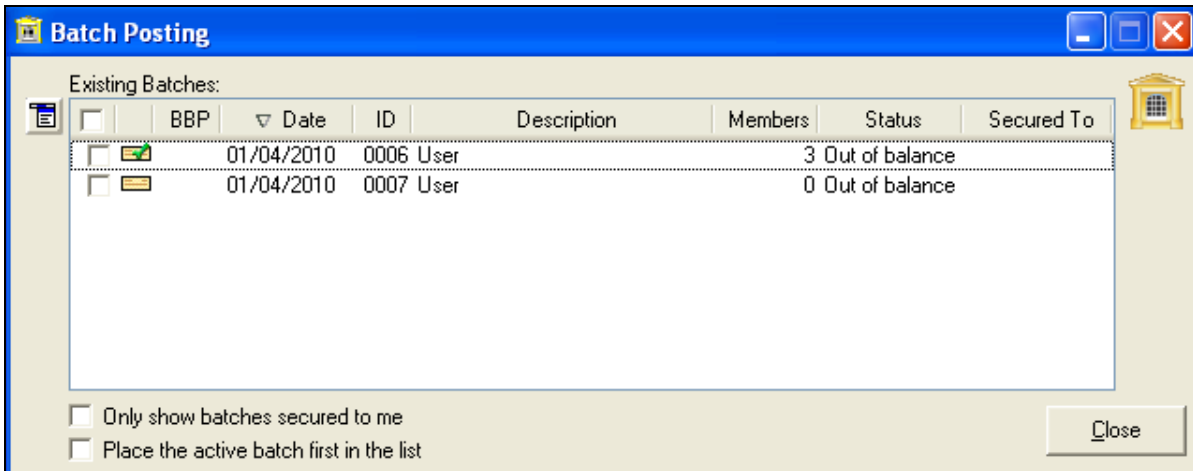


**Delete a Transaction Batch**

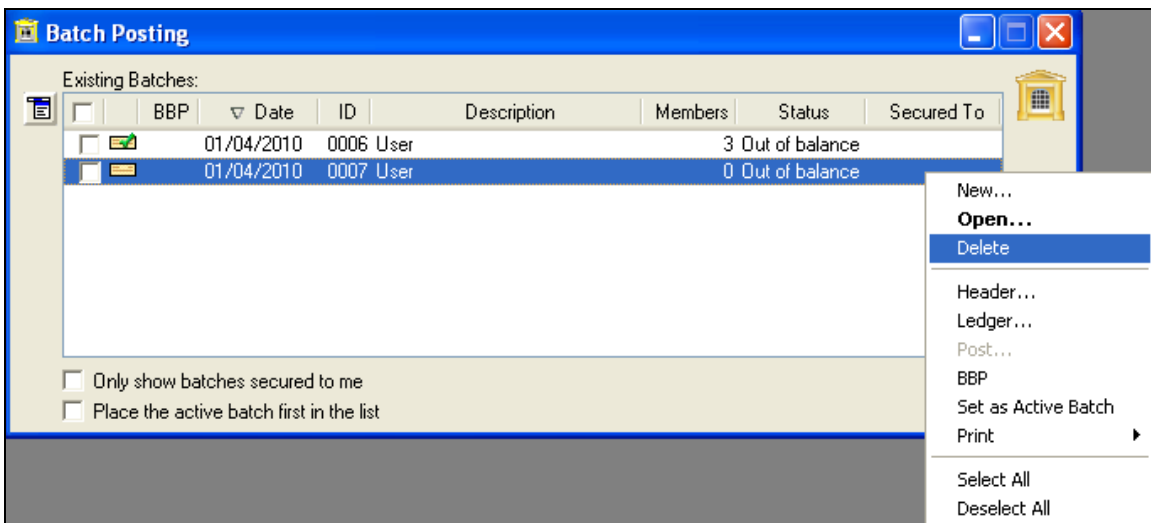
If an entire Transaction Batch needs to be deleted, it can be deleted prior to posting the batch. In the example below, a duplicate transaction batch for the same day, by the same user, was created in error.

To delete an unposted transaction batch, do the following:

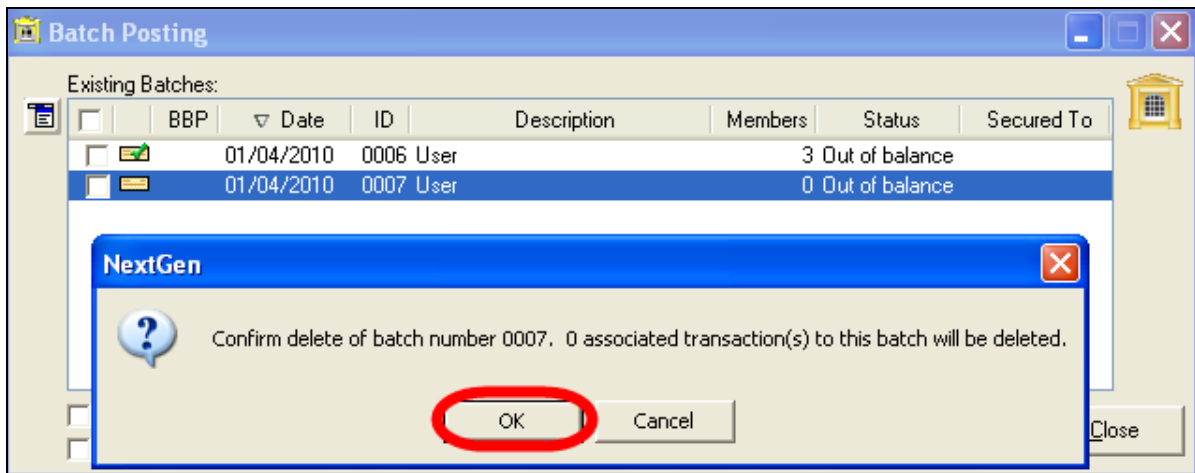
**Step 1** – Click the Posting icon. The Batch Posting window displays.



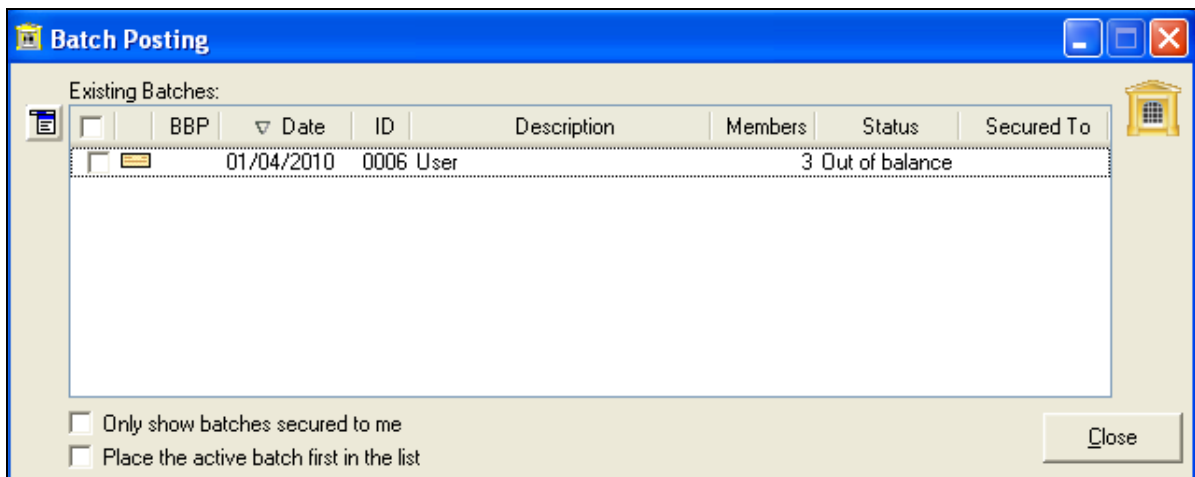
**Step 2** – Right-click on the batch to be deleted, and select *Delete* from the menu.



**Step 3** – Click the *OK* button to confirm batch deletion.



**Step 4** – The batch is deleted.



## Closing Process

The Closing Process enables the practice to close a financial period for reporting purposes.

During the closing process, whether using Auto Close or Manual Close, a **Process Date** is associated to each charge entered that has not yet been processed and to each transaction that has been posted but not yet processed.

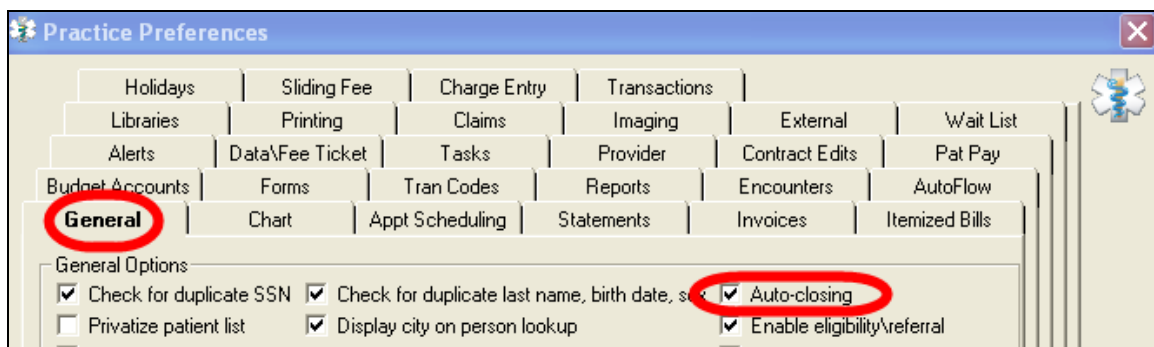
Month end and other reports printed for financial management purposes are typically run using a Process Date range.

**NOTE:** *Once the closing process has run and a Process Date has been recorded on charges and transactions, the date cannot be changed.*

## Auto Close

Auto Close stamps a **Process Date** on all charges entered that have not yet been processed and on all transactions that have been posted but not yet processed. The Auto Close process will occur automatically when the database server's calendar date changes (ie: midnight).

Auto Close is turned on in **Practice Preferences > General tab** by selecting the **Auto-closing** option.

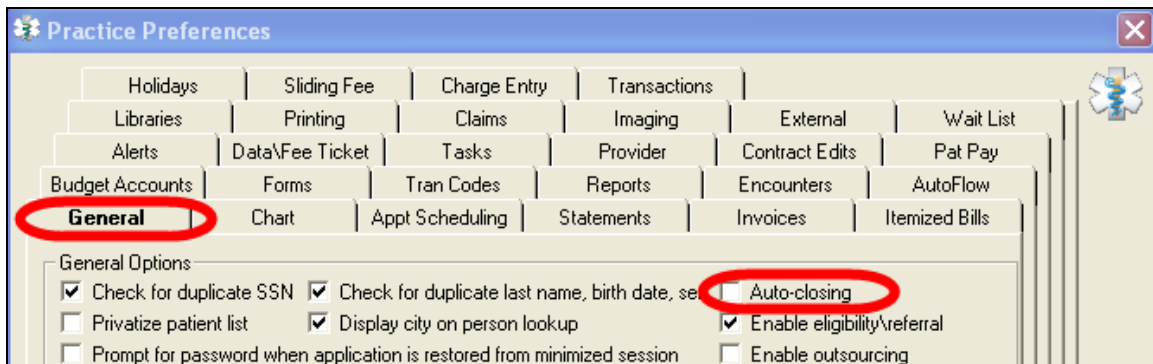




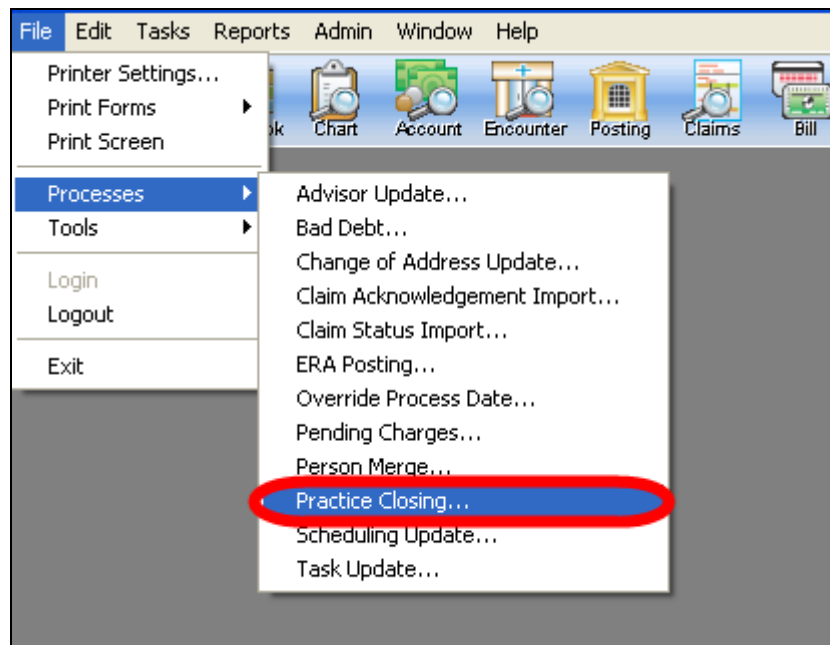
**Manual Close**

Manual Close stamps a **Process Date** on all charges entered that have not yet been processed and on all transactions that have been posted but not yet processed. The Manual Close will occur when a user runs the **Practice Closing** process.

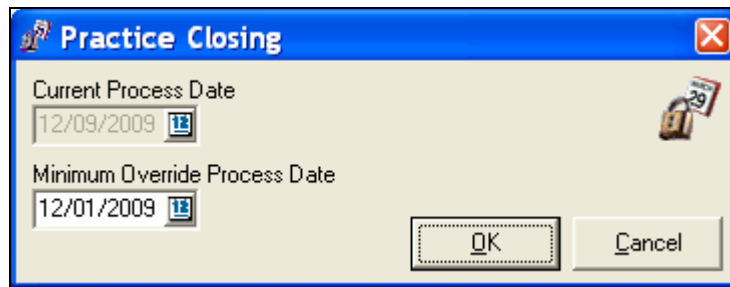
Manual Close is turned on in **Practice Preferences > General tab** by not selecting the **Auto-closing** option.



Manual Close is run from the **File > Processes > Practice Closing** menu option.



The *Practice Closing* window displays.



**Current Process Date:**

The *Process Date* that will be used on all charges and transactions when the Manual Close process is run by clicking the *OK* button

*NOTE: The date defaults to the date after the last manual close. The date cannot be changed.*

**Minimum Override Process Date:**

The minimum date users are able to select when backdating the *Process Date* during charge posting and/or payment entry.

*NOTE: By setting this to the first day of the current month, users are prevented from backdating additional charges and transactions into the prior month. This should be done when ready to run month end reports for the prior month.*

**Transaction Dates**

All transactions (payments, adjustments and refunds) in NEXTGEN® EPM have three dates associated to them as described below.

**Transaction Date**

The Transaction Date is captured during payment entry. It defaults from the *Default Date* defined in the transaction batch header. The date is determined by the user creating the batch. The date can be changed prior to the batch being posted. However, the date cannot be changed after the transaction batch has been posted.

**Post Date**

The Post Date is captured at the time a transaction batch is posted. The date is equal to the current system date and it cannot be changed.

**Process Date**

The Process Date is captured during the closing process (Auto or Manual). For Auto Close, the date will be the same as the Post Date unless the process date was overridden (backdated) in the transaction batch header. For Manual Close, the date will be the *Current Process Date* displayed when the close is performed. In either case, the date cannot be changed after the transaction batch has been posted. However, the date can be changed prior to posting the batch if the user has the appropriate security.

***NOTES:***

1. *If the Process Date is overridden during charge posting and there is a Contract linked to the patient's insurance that is set up in File Maintenance to 'Automatically Adjust Charges', the Process Date on the contract automatic adjustment will be the same as the process date entered for the charge.*
2. *If the Process Date is overridden during charge posting and there is a Sliding Fee Schedule for the patient that makes automatic adjustments, the Process Date on the automatic adjustment will not be the same as the process date entered for the charge. The Process Date on the sliding fee adjustment will be the Create Date for the charge.*

**Process Date Override**

With the appropriate security, users are able to override (backdate) the Process Date for charges and/or transactions so they will appear on reports for the desired financial period. Month end and other reports printed for financial management purposes are typically run using a Process Date range.

**Transactions**

When the Process Date field is left blank in the transaction Batch Maintenance (Header) window, the process date assigned to all transactions in the batch will be as follows:

**Auto Close:** Process Date = Current System Date

**Manual Close:** Process Date = Current Process Date

***NOTE:** The Current Process Date displays in the Practice Closing window when performing the manual close.*

If needed, the Process Date can be overridden on the transaction Batch Maintenance window so that transactions entered in the batch will be processed in a previous financial period for reporting purposes.

**Example:** A practice closes its month five business days after the calendar month end to give data entry personnel extra time to get all transactions for the month entered into the system. On 8/3/09, a user enters transactions that were deposited on 7/31/09 and those transactions need to be reported in the July 2009 period. Backdating the process date in the batch header to 7/31/09 will accommodate this.

The screenshot shows the 'Batch Maintenance' window with the following fields and values:

- Batch:** Unassigned
- Batch Desc:** [Empty]
- Created:** 02/22/2010
- By:** Admin, NextGen
- Default Tracking:** [Empty]
- Default Date:** 08/03/2009
- Process Date:** 07/31/2009 (highlighted with a red circle)
- Adjudication Date:** \_/\_/\_
- Modified:** [Empty]
- By:** [Empty]
- Total Billed:** \$0.00
- Total Allowed:** \$0.00
- Total Paid:** \$0.00
- Total Adjusted:** \$0.00
- BBP Batch**
- Secured to User:** [Empty]
- ICS Image Batch:** [Empty]

When a Process Date is entered on the Batch Maintenance (Header) window, the process date assigned to all transactions in the batch will be as follows:

**Auto Close:**                    Process Date = Date Entered in Batch Header

**Manual Close:**                Process Date = Date Entered in Batch Header

### **Alternative to Process Date Override**

If backdating the Process Date on charges and transactions is not desired, an alternative option is to use the Auto Close function except for the last few days of the month.

The Auto-Closing option in Practice Preferences > General tab can be turned off to keep the month “open” until all charges and transactions have been entered for that financial period.

When ready to close the financial period, a manual close would be performed and all monthly reports printed.

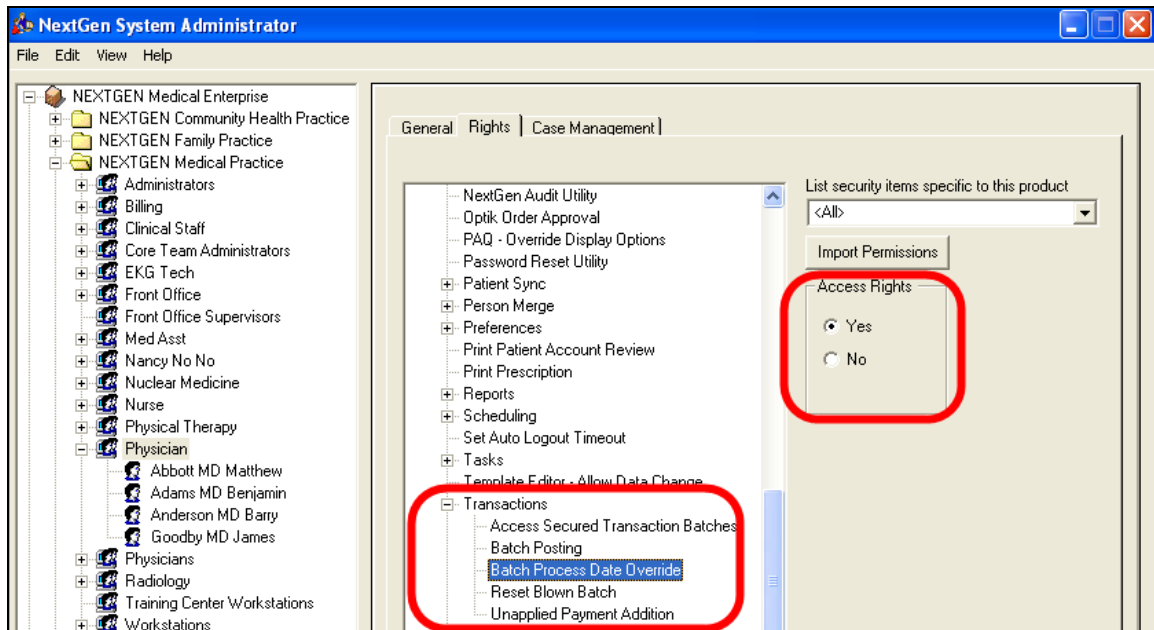
The Auto-Closing option would then be turned back on in Practice Preferences > General tab and charges and transactions could be then entered for the next financial period.

***NOTE:** This option works only if all charges/transactions for the current financial period are entered and processed before entering any charges/transactions for the next financial period.*

**Security**

Only those users with the appropriate security access in System Administrator are able to override the Process Date during charge posting and/or payment entry.

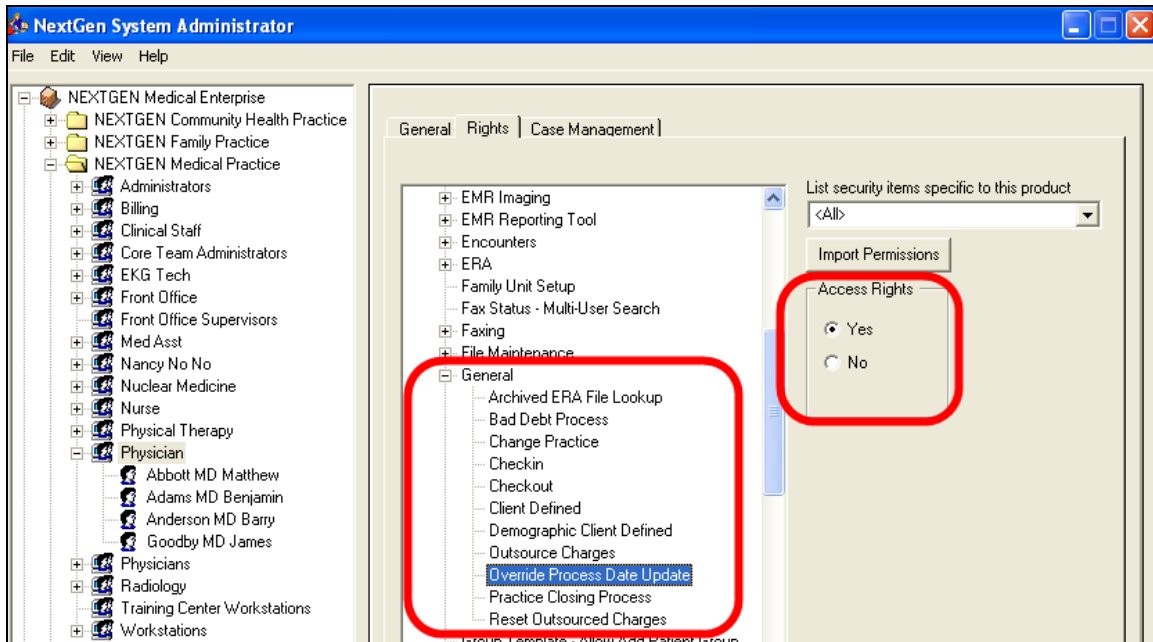
**Operations > Transactions > “Batch Process Date Override”**



**Yes** = Users are able to access the Process Date field on the transaction Batch Maintenance (Header) window. Therefore, an override process date can be entered for each batch as needed.

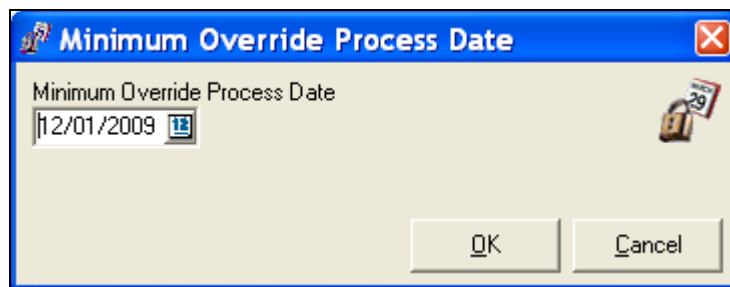
**No** = Users are not able to access the Process Date field on the transaction Batch Maintenance (Header) window. Therefore, all transactions entered will have a process date equal to the Post Date of the batch.

**Operations > General > “Override Process Date Update”**



**Yes** = Users are able to access the *File > Processes > Override Process Date* menu option in NEXTGEN® EPM to define the *Minimum Override Process Date* that can be selected by users on the Charge Posting and Batch Maintenance windows.

**No** = Users are not able to access the *File > Processes > Override Process Date* menu option in NEXTGEN® EPM to define the *Minimum Override Process Date* that can be selected by users on the Charge Posting and Batch Maintenance windows.



**NOTE:** By setting this to the first day of the current month, users are prevented from backdating additional charges and transactions into the prior month. This should be done when ready to run month end reports for the prior month.