Ledger Page - Provider, Patient, Location Payment Transfers

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Overview

If a payment is recorded on the wrong provider/location/patient, you will need to deduct from the provider who was paid in error, and the proper provider will get credit for that payment.

TDO QuickBooks sync users - If you are using the TDOQB sync, please refer to KB article #942: TDOxQB sync - Ledger page - Provider Payment Transfers with QB

Note: If you are **NOT** using TDO Payments integrated service, void the transaction, backdate, and repost.

Please use the workstation that has the pin pad installed.

Provider Payment Transfers

The wrong doctor was paid in error or overpaid

From the **Ledger page –** select **Debit Adjustment** and enter the amount.

Reason is "Provider Transfer" or "Inter-doctor Transfer"

Reference is "Provider payment transfer"

If you are using TDO Payments, **uncheck** the box for **Issue Credit Card Refund**.

The doctor who was not paid or was underpaid

From the **Ledger page – Receive Payment**, enter the amount and select either "Provider Transfer" for the type of payment or whatever the original payment type was (this is going to be an operational decision based on the frequency of this situation)

If you are using TDO Payments, **uncheck** the box for use **TDO Payment Services**.

Patient Payments Transfers

The payment was posted to the **wrong patient**

From the **Ledger page** – select **Debit Adjustment** and enter the amount.

Debit adjustment to the wrong Patient's chart for the full amount of payment. **Un-check the box for process credit card refund**.

Receive Payment on the correct Patient's chart with the box for **payment services unchecked**.

Location Payment Transfers

The payment was posted to the **wrong Location**

From the **Ledger page** – select **Debit Adjustment** and enter the amount.

Debit adjustment to the wrong chart for the full amount of the payment. **Un-check the box for process credit card refund**.

Receive Payment and select the correct Location, and make sure payment services are unchecked.

Important

It is important to record these as a debit adjustment and a payment (not a credit adjustment) so that the adjusted receipts number is accurate when running reports. Most associates are paid on adjusted receipts, and if you record the payment as a credit adjustment, that money will never reflect in adjusted receipts.

Back Dating - Please note these transactions should be posted for the current system date and **not backdated to a previous date of service**.

Two payments will show on the deposit slip; this is correct. If the payment is recorded as a “Provider Transfer” type payment (which may need to be added as a payment type), then it will show in its own category, so they will be clear that it is not actual money going to the bank.

Where to find Cross Posting errors

To identify patients where cross-posting errors have occurred, please go to **Administrative** > **Ledger Adjustment Tool** or under **Cloud Reporting Tools** > **Patients** > **Ledger Adjustment Tool List** to get the list of patients and you will need to make the corrections in each chart.