Ledger page - Insurance withholdings (with & without TDOxQB sync)

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Overview

Occasionally, insurance will withhold part of a payment for one patient on a payment for service on another patient instead of requesting you send an overpayment back to them. If this happens, you will do the following:

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Insurance Withholdings

- **On the patient who received payment**
  - From the **Ledger page –** select **Receive Insurance Payment**.
  - Record the full amount of the payment, (which will be more than the amount on the check).
- **On the patient who the insurance withheld for**
  - From the **Ledger page –** select **Debit Adjustmen**t.
  - Record the amount of the withholding.
    - **Reason** is "Insurance Overpayment" or "Insurance Withholding"
    - **Reference** is "(Insurance Company Name) Withholding
      - **If you are using the TDOQB sync, click the box for issue check in QB and follow the additional steps below...**
  - Some offices choose to add the patient ID that the payment was withheld on, so, for example, "Delta Withholding – PID 99512"

Deposit slip

Please note that your deposit slip will be more than you are taking to the bank, but the adjusted receipts for the day will reflect correctly.

Additional Steps for TDO QuickBooks sync

- Open the "check" that is generated, uncheck "To Print", and enter "INSWH" as the check

number.
- Record the deposit, add “w/INSWH” to the end of the memo field so that when you are doing your end-of-month reconciliation, you will check off both sides to reflect the net funding into your bank account.

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