

# PracticeWorks Software

## Cross Settlement: Posting Credit Balance Refunds

This one-page job aid is designed for front office team members who post adjustments and use the Cross Settlement report in PracticeWorks practice management software. This job aid is intended as a quick reference for posting credit balance refunds.

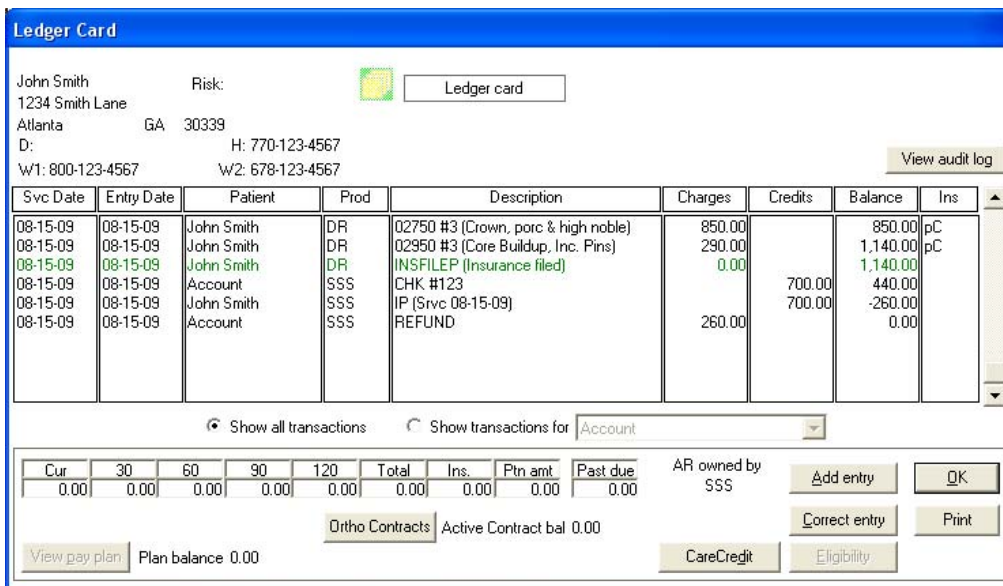
**IMPORTANT:** You may use the system-defined credit balance refund code (REFUND), or create your own. For more information about adding adjustment codes, refer to the *PracticeWorks Software: Adding Adjustment Codes Job Aid* (DPWf1.100.JA1.1).

### Posting Credit Balance Refunds

1. From the patient **Ledger Card**, click **Add entry**.
2. In the **Prod** column of the **Post new entries** window, select the initials of the producer to whom a credit balance refund should be posted.

**NOTE:** The adjustment must be posted with the same initials as the payment that caused the credit balance.

3. Press **Tab** the key.
4. In the **Description** column, type **REFUND** (or your custom adjustment code).
5. Press **Tab** the key.
6. In the **Charges** column, enter the amount of the refund.
7. Press **Tab** the key.
8. Click **OK**.



**Ledger Card**

John Smith Risk: Ledger card

1234 Smith Lane  
Atlanta GA 30339  
D: H: 770-123-4567  
W1: 800-123-4567 W2: 678-123-4567 View audit log

Svc Date	Entry Date	Patient	Prod	Description	Charges	Credits	Balance	Ins
08-15-09	08-15-09	John Smith	DR	02750 #3 (Crown, porc & high noble)	850.00		850.00	pC
08-15-09	08-15-09	John Smith	DR	02950 #3 (Core Buildup, Inc. Pins)	290.00		1,140.00	pC
08-15-09	08-15-09	John Smith	DR	INSFILEP (Insurance filed)	0.00		1,140.00	
08-15-09	08-15-09	Account	SSS	CHK #123		700.00	440.00	
08-15-09	08-15-09	John Smith	SSS	IP (Svc: 08-15-09)		700.00	-260.00	
08-15-09	08-15-09	Account	SSS	REFUND	260.00		0.00	

Show all transactions   
  Show transactions for Account

Cur	30	60	90	120	Total	Ins.	Ptn amt	Past due	AR owned by
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	SSS

Ortho Contracts Active Contract bal 0.00
 
Add entry OK  
Correct entry Print

View pay plan Plan balance 0.00
 
CareCredit Eligibility

Figure 1 Ledger Card