
Credit Card Processing

APPLICATION MANUAL

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Credit Card Processing

Meridian is partnered with Zirmed to provide the benefits of credit card processing directly into our system allowing for processing of co-pays and other patient payments via credit card.

Features of Credit Card Processing

- Collect co-payments, balances or “other payments” through the *Check-In* Window in Patient Flow.
- The ability to take split payments from the *Check-In* Window.
- Save a credit card on file to use the automatic card payment feature for statements generated with a patient balance.
- Process credit card payments for walk-in patients or from patients over the telephone from the *Inquiry* Screen in Patient Definition.

Process credit card payments for co-pays, balances (payment is applied to the oldest open charge with a patient balance) and other patient payments (a payment to be applied to a specific date of service/charge rather than the oldest patient balance on the account).

There is a *Payments* Report available from Patient Flow that displays total monies collected through the *Check-In* Window for each user. This report can be broken down to display each patient payment by transaction code (cash, check, charge etc.) and the total monies collected for that transaction code.

The card on file option offers patients a convenient method for patients to pay their balances, especially patients with HSA or FSA cards. Use the card on file agreement to automatically collect card payments for statements generated with a patient balance.

There is a *Use Credit Card on File* Setting in credit card processing parameters that must be turned on if the practice is using the card on file feature. Users must also be given the security to take a credit card on file.

There is a *Card on File Expiring* Report to help the practice identify which patients need to have their card on file agreement renewed. There is also a *Card on File Status Changes* Report where status changes to card on file can be viewed (all, active, inactivated, expired etc.)

Taking Patient Payments through the Check-In Window

Co-Pay Paid by Cash or Check

From Patient Flow, highlight the patient under No Stage Entered.

1. Click the **Next Stage** Button on the Toolbar.

VertexDr for MERIDIAN MEDICAL CLINIC (User: RITA)

File View Definition Operations Reports Action Window Help

Back New Patient Search Walk-In Next Stage Rooms Acquire Image View Chart

Office

- My Desktop
- Patient Flow
- Appointments
- Faxes
- Processes
- Posting
- Import Facility

Appointment Filter - 4 patients located for Tuesday, February 21, 2017

No stage entered (4 items)

Patient	Account	Time	Type	Location	Room	Tasks	Responsible MD	Check In	Co-Pay Collected
BERLIN, SALLY PALPITATIONS	4-1	8:00 AM	EKG	WINDSOR OFFICE		0 (0)	JOHNSON, ROBER...	Not checked In	
MELONEY, ANTOINETTE	163-1	8:15 AM	PHYSICAL	WINDSOR OFFICE		0 (0)	JOHNSON, ROBER...	Not checked In	
BAKER, VIRGINIA HEADACHES	51-1	8:45 AM	OFFICE APPTS EST	WINDSOR OFFICE		0 (0)	JOHNSON, ROBER...	Not checked In	
PATIENT, BALANCE	192-1	9:00 AM	STRESS TEST	WINDSOR OFFICE		0 (0)	SMITH, RICHARD...	Not checked In	

Patient Flow

Last refresh at: 10:34:18 AM

Patient Tasks

Complete	TaskDescription	Task Code	Completed (%)

2 Messages 8 Tasks 2 Documents 2 Authorizations 0 Orders 3 Appointments 19 Encounters

- The *Check-In* Window opens. Click the **Make a Check-In Payment** Link (bottom right).

VertexDr Patient Check-In

File View Action Forms

Save and Close Print and Close Print Check-In Receipt Print Face Sheet Ink Form Posting

Patient Check-In for Sally Berlin
 34 Year Old Female MRN: 00000000401 Account: 4-1 DOB: 10/11/1982 Case: Single Default Case

Contact Information [Edit](#)

Name: Sally Berlin Home Phone: (860) 555-3333
 Address: 3 MAPLE STREET Work Phone: (860) 655-6475
 WINDSOR, CT 06095 Other Phone: (860) 297-5463
 PMD: Johnson, Robert MD
 RMD: Abrams, Martin MD
 PCMD: Abrams, Martin MD
 Pharmacy: SSIMED/ORIGIN PHARMACY - 835 BLOOMFIELD AVE, WINDSOR, CT 06095

Consent Status [Edit](#)

Data Release: 1/21/2002 - Data Release Permitted Privacy Notice: Privacy Notice Not Signed

Encounter Information [Edit](#)

Providing MD: Robert Johnson, MD Appointment: Tuesday, February 21, 2017 at 8:00 AM
 Responsible: Robert Johnson, MD Visit Type: Ekg
 Referring MD: Abrams, Martin MD Location: Windsor Office

Billing Information [Billing alerts exist](#)

Active Case: DEFAULT CASE (0) ! Eligibility

Priority	Insurance Name	Membership	Group	Insured Name	CoPay
1	BLUE CROSS/BLUE SHIE...	XGB987654320	00093440	BERLIN, SALLY	30.00

Insurance Link: [Go to website](#)

Co-Pay Status

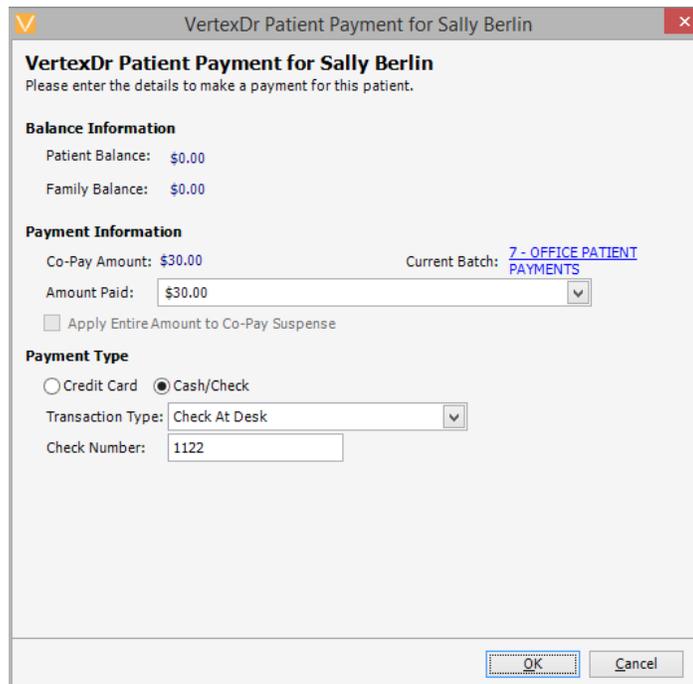
Co-Pay Amount: \$30.00
 Amount Paid: \$0.00

[Make a Check-In payment](#)

Balances	Patient	Insurance	Total
Individual:	0.00	677.00	677.00
Family:	0.00	677.00	677.00

- The *Patient Payment for (Patient's Name)* Window opens. Click the **Amount Paid Dropdown** Field. Select the co-pay amount from the dropdown menu.
- Click the **Cash/Check** Radio Button.
- Select the method of payment (cash or check) from the **Transaction Type Dropdown** Field.
- Enter the check number in the **Check Number** Field (if applicable).

7. Click the **OK** Button to save this information.



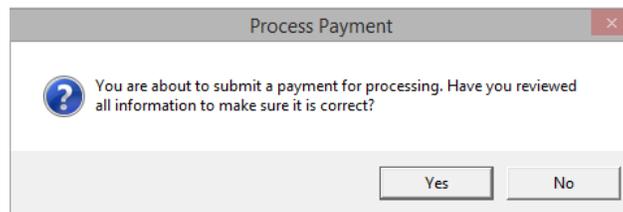
The screenshot shows a dialog box titled "VertexDr Patient Payment for Sally Berlin". The dialog contains the following information:

- Balance Information:**
 - Patient Balance: \$0.00
 - Family Balance: \$0.00
- Payment Information:**
 - Co-Pay Amount: \$30.00
 - Current Batch: 7 - OFFICE PATIENT PAYMENTS
 - Amount Paid: \$30.00 (with a dropdown arrow)
 - Apply Entire Amount to Co-Pay Suspend
- Payment Type:**
 - Credit Card
 - Cash/Check
 - Transaction Type: Check At Desk (with a dropdown arrow)
 - Check Number: 1122

At the bottom right of the dialog, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a dashed border.

Note: The co-pay amount pulls from the **Co-Pay** attached to the primary insurance in the *Insurance* Section of Patient Definition.

1. The *Process Payment* Message Box appears. Click the **Yes** Button to continue.



The screenshot shows a message box titled "Process Payment". The message box contains the following text:

 You are about to submit a payment for processing. Have you reviewed all information to make sure it is correct?

At the bottom of the message box, there are two buttons: "Yes" and "No".

- The *Check-In* Window appears. Print a receipt from the practice for the payment. Click the **Print and Close** Button on the Toolbar.

VertexDr Patient Check-In

File View Action Forms

Save and Close **Print and Close** Print Check-In Receipt Print Face Sheet Ink Form Posting

Patient Check-In **Sally Berlin**
 34 Year Old Female MRN: 00000000401 Account: 4-1 DOB: 10/11/1982 Case: Single Default Case

Contact Information [Edit](#)

Name: Sally Berlin Home Phone: (860) 555-3333
 Address: 3 MAPLE STREET Work Phone: (860) 655-6475
 WINDSOR, CT 06095 Other Phone: (860) 297-5463
 PMD: Johnson, Robert MD
 RMD: Abrams, Martin MD
 PCMD: Abrams, Martin MD
 Pharmacy: SSIMED/ORIGIN PHARMACY - 835 BLOOMFIELD AVE, WINDSOR, CT 06095

Consent Status [Edit](#)

Data Release: 1/21/2002 - Data Release Permitted Privacy Notice: **Privacy Notice Not Signed**

Encounter Information [Edit](#)

Providing MD: Robert Johnson, MD Appointment: Tuesday, February 21, 2017 at 8:00 AM
 Responsible: Robert Johnson, MD Visit Type: Ekg
 Referring MD: Abrams, Martin MD Location: Windsor Office

Billing Information [Billing alerts exist](#)

Active Case: DEFAULT CASE (0) [Eligibility](#)

Priority	Insurance Name	Membership	Group	Insured Name	CoPay
1	BLUE CROSS/BLUE SHIE...	XGB987654320	00093440	BERLIN, SALLY	30.00

Insurance Link: [Go to website](#)

Co-Pay Status

Co-Pay Amount: \$0.00 Transactions: CHECK AT DESK
 Amount Paid: \$30.00 [Make a Check-In payment](#) [Manage Check-In payments](#)

Balances	Patient	Insurance	Total
Individual:	0.00	677.00	677.00
Family:	0.00	677.00	677.00

Note: The payment is processed. The system places the co-pay in the *Co-Pay Worklist* in the Data Import Area. When the charges for today's visit are posted, the system attaches the co-pay to these charges during the next "closing" process. The system removes the co-pay from the Co-Pay Worklist.

Co-Pay Paid by Credit Card

From the *Patient Payment for (Patient's Name)* Window,

- Click the **Amount Paid Dropdown** Field. Select Co-Pay from the dropdown menu.

2. The **Credit Card** Radio Button is defaulted. Click the **Scan Card** Button.

VertexDr Patient Payment for Antoinette Meloney
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$0.00
Family Balance: \$0.00

Payment Information
Co-Pay Amount: \$25.00 Current Batch: [No Batch Selected](#)
Amount Paid: \$25.00
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Name on Card: [Scan Card](#)
Card Number:
Expiration Date:
Transaction Code:
 Place this credit card on file for future payments

OK Cancel

3. The *Swipe Credit Card* Window opens. Swipe the credit card through the card swipe attached to the side of the computer. Or click the **Manually Enter Credit Card Information** Link to manually input the credit card information.

Swipe Credit Card
Please swipe the credit card through the reader.

[Manually enter credit card information](#)

4. The *Manual Credit Card Entry* Window opens. Click the **Address Dropdown** Field. Select the patient or a guarantor as the cardholder from the dropdown menu.
- The **Street 1, Street 2** (if applicable), **City, State and Zip Code** Fields auto-populate.
 - Enter the cardholder's name in the **Name on Card** Field.
 - Input the credit card number in the **Card Number** Field.
 - Enter the expiration date of the credit card in the **Expiration Date** Field.
 - The **Card Obtained** Field defaults to the In **Person** Radio Button.
5. Click the **OK** Button to save the information.

6. If the cardholder is not the patient or the patient's guarantor, manually enter the information in all the fields under The *Card Information* and *Address Information* Sections.

VertexDr Manual Credit Card Entry

Manual Credit Card Entry
Manually enter credit card information to make a payment.

Card Information

Name on Card: Antoinette Meloney
Card Number: 4111111111111111
Expiration Date: 03/2017
Card Obtained: In Person Over the Telephone

Address Information

Address: Antoinette Meloney
Street 1: 8994 IROD ST
Street 2:
City: WINDSOR State: CT
Zip Code: 06095

OK Cancel

Note: There is a **Require Matching Address** and **Require Matching Zip Code** Setting in credit card parameters that is defaulted on. Zirmed verifies that the address and zip code matches the credit card holder's information.

If the information does not match, a *Payment Error* Message will display and the transaction will be immediately voided by the system. The **Require Matching Address** and **Require Matching Zip Code** setting in credit card parameters can be turned off.

7. The *Process Payment* Message Box appears. Click the **Yes** Button to continue.

Process Payment

? You are about to submit a payment for processing. Have you reviewed all information to make sure it is correct?

Yes No

8. The *Patient Payment for (Patient's Name)* Window appears. The **Name on Card, Card Number and Expiration Date** and **Transaction Code** Fields are auto-populated. Click the **OK** Button to save the credit card information.

VertexDr Patient Payment for Antoinette Meloney
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$0.00
Family Balance: \$0.00

Payment Information
Co-Pay Amount: \$25.00 Current Batch: [No Batch Selected](#)
Amount Paid: \$25.00
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Name on Card: Antoinette Meloney
Card Number: *****1111
Expiration Date: 03/2017
Transaction Code: VISA
 Place this credit card on file for future payments

9. The *Payment Complete* Message Box appears. Click the **Print Receipt** Button.

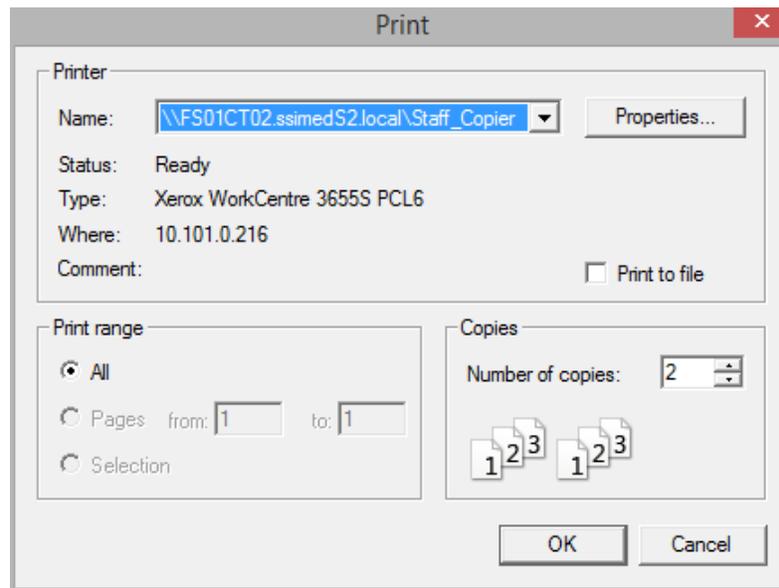
VertexDr Payment Complete

Payment Complete
Your payment has been successfully completed.

Payment Details
Total Amount: \$25.00
Transaction Code: VISA

10. The *Print* Window opens. The **Number of Copies** Field defaults to 2. Click the **OK** Button to print 2 credit card receipts.

11. Have the patient sign the receipts. Provide one credit card receipt to the patient and retain the other credit card receipt for the practice.



12. The *Check-In* Window appears. Click the **Print and Close** Button on the Toolbar. The system prints a receipt from the practice for the patient payment and closes the *Check-In* Window.

Note: The payment is processed. The system places the co-pay in the *Co-Pay* Worklist in the Data Import Area. When the charges for today's visit are posted, the system attaches the co-pay to these charges during the next "closing" process. The system removes the co-pay from the *Co-Pay* Worklist.

Co-Pay and Balance Payment

Highlight the patient under *No Stage Entered*. Click the **Next Stage** Button on the Toolbar to open the *Check-In* Window. Click the **Make a Check-In Payment** Link.

1. From the *Patient Payment for (Patient's Name)* Window, click the **Amount Paid Dropdown** Field. Select *Co-Pay + Patient Total* from the dropdown menu. *Co-Pay + Family Total* is for family billing.

- If the patient is paying by cash or check, click the **Cash/Check** Radio Button to record the payment. If the patient is paying by credit card, click the **Scan Card** Button.

VertexDr Patient Payment for Virginia Baker
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$20.00
Family Balance: \$20.00

Payment Information
Co-Pay Amount: \$20.00 Current Batch: [No Batch Selected](#)
Amount Paid: \$40.00
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Name on Card:
Card Number:
Expiration Date:
Transaction Code:
 Place this credit card on file for future payments

OK Cancel

- The *Swipe Credit Card* Window opens. Click the **Manually Enter Credit Card Information** Link to manually input the credit card information.
- Or, swipe the credit card through the card swipe attached to the side of the computer.

Swipe Credit Card
Please swipe the credit card through the reader.

[Manually enter credit card information](#)

5. The *Patient Payment for (Patient's Name)* Window appears. Click the **OK** Button.

VertexDr Patient Payment for Virginia Baker
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$20.00
Family Balance: \$20.00

Payment Information
Co-Pay Amount: \$20.00 Current Batch: [No Batch Selected](#)
Amount Paid: \$40.00
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Name on Card: Virginia Baker
Card Number: *****1111
Expiration Date: 03/2017
Transaction Code: VISA
 Place this credit card on file for future payments

6. The *Process Payment* Message Box appears. Click the **Yes** Button to continue.

Process Payment

You are about to submit a payment for processing. Have you reviewed all information to make sure it is correct?

7. The *Current User Batches in Posting – User Name* Window opens. Click the **Payments/Adjustments** Radio Button.
8. Click the **Insert** Button.

Meridian Current User Batches in Posting

Current User Batches in Posting - RITA
This table contains all of the user batches currently in posting

Type to Post: Charges Payments/Adjustments

Number	Description	Batch Suspended
No Batches located		

Insert Change Delete Select Exit

9. The *Batch Total Definition* Window opens. Enter the name of the batch in the **Description** Field.

10. Click the **OK** Button to create a batch for the user in the Posting Area.

Meridian Batch Total Definition

Batch Total Definition
Use this form to define and make changes to the batch.

Identification

Batch Number: 7 User Id: RITA

Description: OFFICE PATIENT PAYMENTS

Status: Batch completed
 Suspend batch and do not close

Totals to be Posted

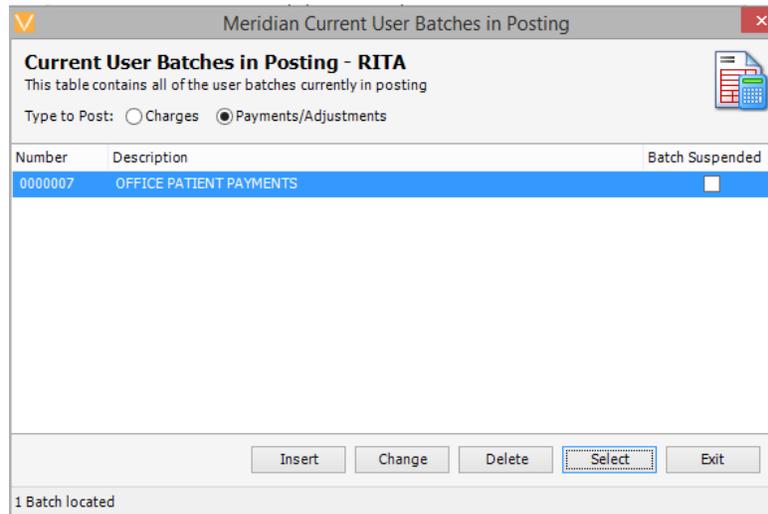
Patient Payments: 0.00 Insurance Payments: 0.00
Patient Adjustments: 0.00 Insurance Adjustments: 0.00
Charges: 0.00 Refunds: 0.00

Reversals

Charge Reversals: 0.00 Payment Reversals: 0.00

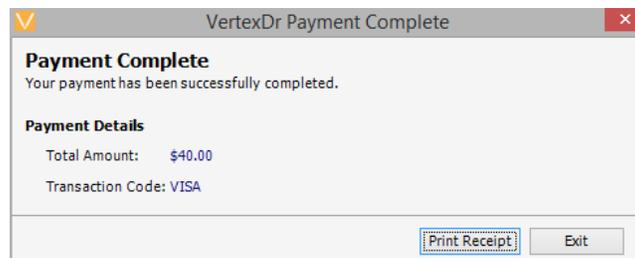
OK Cancel

11. The *Current User Batches in Posting – User’s Name* Window appears. Click the **Select** Button.



Note: The user only creates one batch each day, if and when a balance payment is collected from a patient. If no balance payments are collected for the day, the system does not prompt the user to create a batch.

12. The *Payment Complete* Window opens. Click the **Print Receipt** Button. Have the patient sign the credit card receipts. Give the patient one receipt. The practice keeps the other receipt.



13. The *Check-In* Window appears. Click the **Print and Close** Button on the Toolbar. The system prints a receipt from the practice for the patient payment and closes the *Check-In* Window.

Note: The system places the balance payment in the user’s batch. The payment is automatically applied to the oldest open charge with a patient balance. If anything is left over, it is applied to the next oldest open charge with a patient balance. If there are no charges to apply the balance payment to, the payment is automatically placed on the patient’s account as an unidentified payment.

Note: The system places the co-pay in the *Co-Pay Worklist* in the Data Import Area. When the charges for today’s visit are posted, the system attaches the co-pay to these charges during the next “closing” process. The system removes the co-pay from the Co-Pay Worklist.

Void a Credit Card, Cash or Check Payment or Reprint a Credit Card Receipt

1. Right click the patient.
2. Select *View Check-In Screen* from the **Right-Click** Menu.

VertexDr for MERIDIAN MEDICAL CLINIC (User: RITA)

File View Definition Operations Reports Action Window Help

Back New Patient Search Walk-In Next Stage Rooms Acquire Image View Chart

Office

- My Desktop
- Patient Flow
- Appointments
- Faxes
- Processes
- Posting
- Import Facility

Appointment Filter - 4 patients located for Tuesday, February 21, 2017

Patient	Account	Time	Type	Location	Room	Tasks	Responsible MD	Check In	Co-Pay Collected
No stage entered (1 item)									
PATIENT, BALANCE	192-1	9:00 AM	STRESS TEST	WINDSOR OFFICE		0 (0)	SMITH, RICHARD...	Not checked In	
Check In (3 items)									
BERLIN, SALLY PALPITATIONS	4-1	8:00 AM	EKG	WINDSOR OFFICE		0 (0)	JOHNSON, ROBER...	10:38 AM	✓
HELONEY, ANTOINETTE	163-1	8:15 AM	PHYSICAL	WINDSOR OFFICE		0 (0)	JOHNSON, ROBER...	12:36 PM	✓
BAKER, VIRGINIA HEADACHES	51-1	8:45 AM		SOR OFFICE		0 (0)	JOHNSON, ROBER...	1:43 PM	✓

- Reset Stage
- View Check-In Screen
- Print Receipt
- Print Patient Face Sheet
- Check RxEligibility
- RxEligibility Verification
- View Appointment
- Flash...
- Walk-In
- Next Stage
- Select Stage
- Rooms
- Acquire Image
- Group

Patient Tasks

Complete	TaskDescription	Task Code	Completed (%)

2 Messages 8 Tasks 2 Documents 2 Authorizations 0 Orders 3 Appointments 22 Encounters

- The *Check-In* Window opens. Click the **Manage Check-In Payments** Link.

Patient Check-In for Antoinette Meloney
 41 Year Old Female MRN: 00000016301 Account: 163-1 DOB: 5/12/1975 Case: Single Default Case

Contact Information [Edit](#)
 Name: Antoinette Meloney Home Phone: (555) 555-5555
 Address: 8994 IROD ST Work Phone: (000) 000-0000
 WINDSOR, CT 06095
 PMD: Johnson, Robert MD
 RMD:
 PCMD:
 Pharmacy:

Consent Status [Edit](#)
 Data Release: 2/26/2002 - Data Release Permitted Privacy Notice: Privacy Notice Not Signed

Encounter Information [Edit](#)
 Providing MD: Robert Johnson, MD Appointment: Tuesday, February 21, 2017 at 8:15 AM
 Responsible: Robert Johnson, MD Visit Type: Physical
 Referring MD: Location: Windsor Office

Billing Information
 Active Case: DEFAULT CASE (0) [Eligibility](#)

Priority	Insurance Name	Membership	Group	Insured Name	CoPay
1	CONNECTICARE (CTC)	878787		MELONEY, ANTOINETTE	25.00

Insurance Link: No Website Defined

Co-Pay Status
 Co-Pay Amount: \$25.00 Transactions: VISA
 Amount Paid: \$25.00

[Make a Check-In payment](#) [Manage Check-In payments](#)

Balances	Patient	Insurance	Total
Individual:	0.00	75.00	75.00
Family:	0.00	75.00	75.00

- The *Payments for (Patient Name)* Window opens. Click the **Reprint Receipt** Link to reprint the credit card receipt for the patient. There is no reprint receipt link for cash or check payment.
- Click the **Void this Payment** Link.
- The *Void Payment* Message Box appears. Click the **Yes** Button to continue.



- The *Payments for (Patient Name)* Window appears. The *Status* Column indicates the credit card payment is voided.

- Click the **Exit** Button to close this window.

Receipt Date	Amount	Transaction Type	Status	Card Type	Description
02/21/2017	\$25.00	VISA	Voided	Visa	XXXX XXXX XXXX 1111

Payment Details		Credit Card Information	
Payment Type:	Charge	Cardholder Name:	Antoinette Meloney
Payment Amount:	\$25.00	Card Number:	1111
Transaction Code:	VISA	Expiration Date:	3/31/2017
Order ID:	C0A8013F:015A61965EDB:D F54:01B49DD7		

Exit

1 Payment located

Note: When a credit card payment is voided, the patient's credit card is immediately refunded the amount. A voided receipt is not generated.

Self-Pay Patient Balance Payment or Payment for Today's Services

Self -Pay Partial Patient Balance Payment

- Highlight the patient under *No Stage Entered*.
- Click the **Next Stage** Button on the Toolbar to open the *Check-In* Window.
- Click the **Make a Check-In Payment** Link.
- From the *Patient Payment for (Patient's Name)* Window, a patient can make a partial balance payment. Enter the amount the patient is paying in the **Amount Paid** Field. For this example, enter 100 and tab off of the field. The system auto-formats the dollar amount.

- Continue recording the payment as a credit card payment or cash/check payment.

Note: The system places the balance payment in the user's batch. The payment is automatically applied to the oldest open charge with a patient balance. If anything is left over, it is applied to the next oldest open charge with a patient balance. If there are no charges to apply the balance payment to, the payment is automatically placed on the patient's account as an unidentified payment.

Self -Pay Patient Paying for Today's Charges

From the *Patient Payment for (Patient's Name)* Window,

- Enter the amount of the payment for today's charges in the **Amount Paid** Field.
- Click the **Apply Entire Amount to Co-Pay Suspense** Checkbox.

- Continue recording the payment as a credit card payment or cash/check payment.

Note: The system places the patient payment for today's charges in the *Co-Pay Worklist* in the Data Import Area. When the charges for today's visit are posted, the system attaches the patient payment to these charges during the next "closing" process. The system removes the co-pay from the *Co-Pay Worklist*.

When to Select the Apply Entire Amount to Co-Pay Suspense Checkbox

- Use the **Apply Entire Amount to Co-Pay Suspense** Checkbox when a payment or co-pay should **not** be applied to the oldest open charge with a patient balance.
- Enter the payment amount or co-pay amount in the **Amount Paid** Field.
 - For a self-pay patient making a payment for today's services today.
 - For secondary co-pays.
 - If the practice enters insurance with co-pay information after the patient is seen.
- Click the **Apply Entire Amount to Co-Pay Suspense** Checkbox.

Split Payments (2 Methods of Payment)

A patient can pay part of a co-pay or balance by credit card and part by cash or check. The amount of the 2 payments does not have to be equally split. It does not matter which method of payment is recorded first.

- From the *Patient Payment for (Patient Name)* Window, enter the split payment amount in the **Amount Paid** Field.

- Click the **Scan Card** Button to either swipe or manually enter the credit card information.

VertexDr Patient Payment for Mary Blanton
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$0.00
Family Balance: \$0.00

Payment Information
Co-Pay Amount: \$30.00 Current Batch: [7 - OFFICE PATIENT PAYMENTS](#)
Amount Paid: \$15.00 (dropdown arrow)
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Name on Card: **Scan Card**
Card Number:
Expiration Date:
Transaction Code: (dropdown arrow)
 Place this credit card on file for future payments

OK Cancel

- Once the payment is processed, the *Patient Payment for (Patient Name)* Window appears. Click the **Cash/Check** Radio Button. The system auto-populates the balance due in the **Amount Paid** Field.
- Select *Cash at Desk* or *Check at Desk* from the **Transaction Type Dropdown** Field.
- Enter the check number in the **Check Number** Field (if applicable).

6. Click the **OK** Button to save the payment information.

VertexDr Patient Payment for Mary Blanton
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$0.00
Family Balance: \$0.00

Payment Information
Co-Pay Amount: \$30.00 Current Batch: [7 - OFFICE PATIENT PAYMENTS](#)
Amount Paid: \$15.00
 Apply Entire Amount to Co-Pay Suspense

Payment Type
 Credit Card Cash/Check
Transaction Type: Cash At Desk
Check Number:

OK Cancel

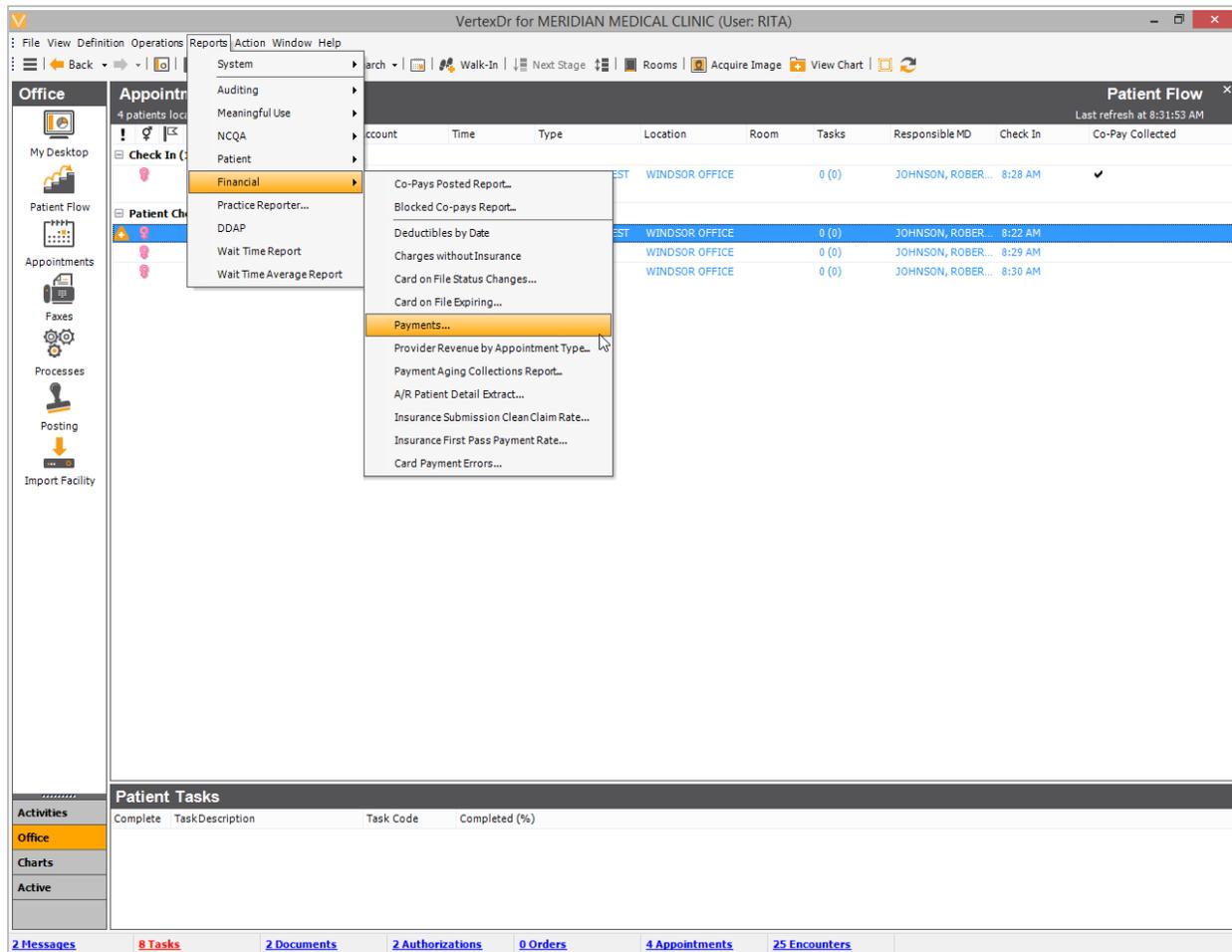
Payments Report

Pull the Payments Report to balance monies taken through the *Check-In* Window. This report can be set to break by user and transaction codes (method of payment). It displays co-pays, balances and other payments taken through the *Check-In* Window.

Front Desk users need to record in the system all monies collected and run this report every night before leaving. Co-pays could be attached to posted charges during the nightly closing. If this occurs, these payments will not show the following day on the payments report.

From Patient Flow,

1. Click the **Reports** Menu. Hover over *Financial* in the dropdown menu. Select *Payments* from the sub-menu. The *Payments Report Setup* Window opens.



2. The **Start** and **End Date** Fields default to today's date.
3. Click the **Status Dropdown** Field. Select *Settled* from the dropdown menu.
4. Click the **Break By User** Checkbox.
5. Click the **Break by Transaction Code** Checkbox.
6. Click the **OK** Button to run the report.

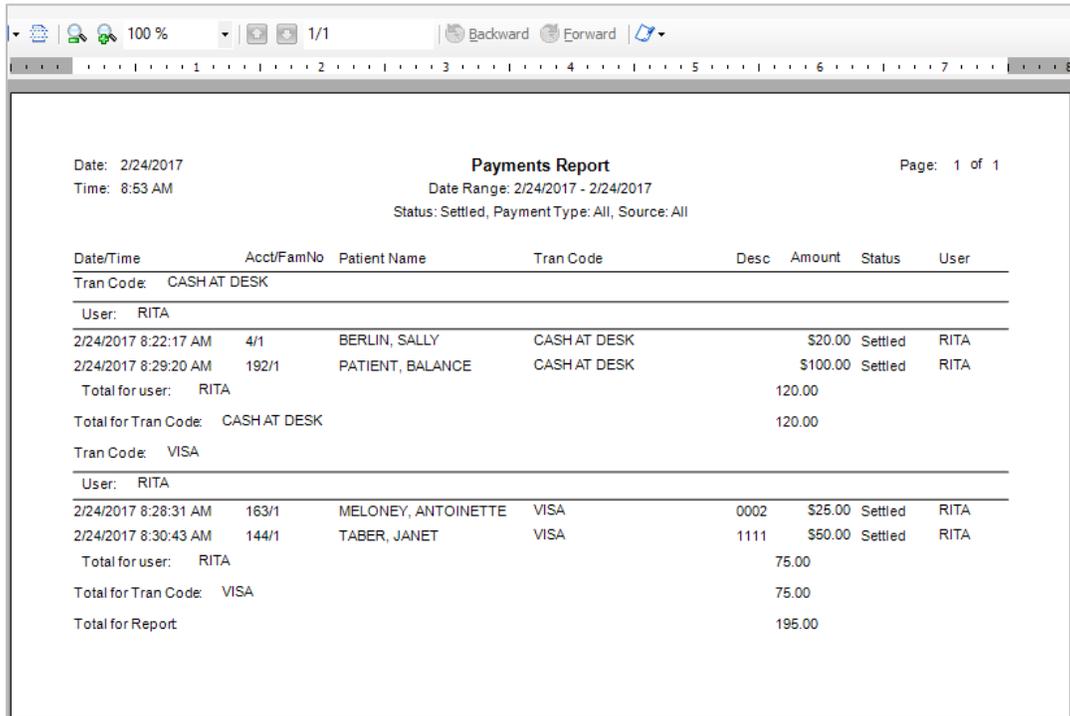
Note: The practice determines if **Include Batch Posting** and/or **Include Reversals** checkbox need to be selected.

7. The *Document Viewer* Window opens. The user needs to locate themselves in the report.

The report displays each patient payment sorted by the transaction code (cash, check, charge). There is a **Total for Tran Code** Field for each transaction code. This field totals all the payments for that transaction code.

The end of the report for a user has a **Total for Report** Field. This displays the total monies collected through the *Check-In* Window for that user.

1. Click the **Print** Button  to the far left of the Toolbar.
2. Click the **Red X** Button in the upper right hand corner to close the *Report Viewer* Window. 



Date/Time	Acct/FamNo	Patient Name	Tran Code	Desc	Amount	Status	User
Date: 2/24/2017							
Time: 8:53 AM							
Payments Report				Page: 1 of 1			
Date Range: 2/24/2017 - 2/24/2017							
Status: Settled, Payment Type: All, Source: All							
Tran Code: CASH AT DESK							
User: RITA							
2/24/2017 8:22:17 AM	4/1	BERLIN, SALLY	CASH AT DESK		\$20.00	Settled	RITA
2/24/2017 8:29:20 AM	192/1	PATIENT, BALANCE	CASH AT DESK		\$100.00	Settled	RITA
Total for user: RITA					120.00		
Total for Tran Code: CASH AT DESK					120.00		
Tran Code: VISA							
User: RITA							
2/24/2017 8:28:31 AM	163/1	MELONEY, ANTOINETTE	VISA	0002	\$25.00	Settled	RITA
2/24/2017 8:30:43 AM	144/1	TABER, JANET	VISA	1111	\$50.00	Settled	RITA
Total for user: RITA					75.00		
Total for Tran Code: VISA					75.00		
Total for Report					195.00		

Save a Credit Card on File

A patient can complete and sign a card on file agreement for any credit card. Patients with a health savings account (HSA) or flexible spending account (FSA) may have a credit card attached the account.

The patient authorizes the practice to keep their account information on file for payment and to initiate debit or charge entries on the account as amounts are owed for the listed patient account. The patient indicates the maximum dollar amount that can be charged for each transaction. The patient also indicates the total amount to be charged to the card (not to exceed the listed dollar amount).

Card on File Agreement

In order to comply with PCI Guidelines, it is strongly recommended that practices utilizing the Card on File feature have a Card on File Agreement between the practice and patient. This agreement can be drafted by the practice and should contain at a minimum:

- Patient Name
- Patient Account Number

- Cardholder name, Address, Phone Number
- Card Number (last 4 digits only)
- Card Expiration
- End Date for Authorization
- Total Amount to be Charged to Card (Charge not to exceed amount indicated)
- Total Amount to be Charged to Card per each Transaction (Charge amount per transaction not to be exceeded)
- Verbiage indicating:
 - authorization by card holder to retain card information on file at the practice
 - authorization by card holder for practice to initiate debit or charge entries on the indicated patient account as amounts are owed
 - acknowledgement that the origination of ACH or credit card transactions to patient account must comply with the provisions of U.S. law
 - understanding by card holder that a debit or charge may be made to their bank account or credit card account periodically to pay for amounts owed
 - acknowledgement that if card holder's bank account or credit card information listed changes for any reason, the card holder will notify the practice
 - stipulation of any fees and associated amounts for returned ACH or declined charges
- Signature of card holder and date signed

Save and Scan a Credit Card on File

From Patient Flow,

1. Highlight the patient. Click the **Next Stage** Button on the Toolbar.
2. If the patient is checked in, right click the patient. Select *View Check-In Screen* from the dropdown menu.

- The *Check-In* Window opens. Click the **Make a Check-In Payment** Link (lower right).

Patient Check-In for Mary Blanton
36 Year Old Female MRN: 00000005801 Account: 58-1 DOB: 2/3/1981 Case: Single Default Case

Contact Information [Edit](#)
Name: Mary Blanton Home Phone: (860) 555-9011
Address: 56 WAGON ST Work Phone: (000) 000-0000
HARTFORD, CT 06106
PMD: Johnson, Robert MD
RMD: Abad, Vincent T MD
PCMD:
Pharmacy:

Consent Status [Edit](#)
Data Release: 2/26/2002 - Data Release Permitted Privacy Notice: Privacy Notice Not Signed

Encounter Information [Edit](#)
Providing MD: Robert Johnson, MD Appointment: Wednesday, February 22, 2017 at 9:30 AM
Responsible: Robert Johnson, MD Visit Type: Office Appts Est
Referring MD: Abad, Vincent T MD Location: Windsor Office

Billing Information
Active Case: DEFAULT CASE (0) [Eligibility](#)

Priority	Insurance Name	Membership	Group	Insured Name	CoPay
1	CIGNA HEALTH PLANS (...)	8798709870		BLANTON, MARY	30.00

Insurance Link: [Go to website](#)

Co-Pay Status
Co-Pay Amount: \$30.00
Amount Paid: \$0.00

[Make a Check-In payment](#)

Balances	Patient	Insurance	Total
Individual:	-85.00	227.00	142.00
Family:	-85.00	227.00	142.00

- The *Patient Payment for (Patient's Name)* Window opens. Select the appropriate amount from the **Amount Paid Dropdown** Field. Or if applicable, enter the amount in this field.
- Click the **Place This Credit Card on File for Future Payments** Checkbox.
- Click the **Scan Card** Button.
- The *Process Payment* Message Box appears. Click the **Yes** Button to continue.
- The *Payment Complete* Window opens. Click the **Print Receipt** Button.
- The *Print* Window opens. Click the **Print** Button to print 2 copies of the credit card receipt.
- Have the patient sign the credit card receipts. Give the patient their receipt. Keep the other receipt for the practice.
- The *Credit Card on File* Window opens. Click the **Guarantor Dropdown** Field. Select the guarantor.
- Enter the total amount (not to exceed) in the **Total Amount** Field.
- Enter the maximum payment per transaction in the **Max Payment** Field.

14. Click the **OK** Button to save the information.

Note: The **Expirations Date** Field in the *Credit Card on File* Window reflects the date the Card on File Agreement expires not the credit card expiration date.

15. Give a copy of the Credit Card on File Agreement to the patient to complete and sign.

16. The *Manage Credit Card on File* Window opens. Click the **Scan in Agreement Document** Link.

17. The *Scan Documents* Window opens. Click the **Type Dropdown** Field. Select *Card on File Agreement* from the dropdown menu.

18. Place the Card on File Agreement in the scanner. Click the **Scan** Button.

The system drops a copy of the card on file agreement in the *Documents* Section of the patient's chart.

Use a Credit Card on File at a Future Visit

From the *Patient Payment for (Patient's Name)* Window,

Notice that there is a **Card on File Exists** Link. Use this link to inactivate or remove a credit card on file.

1. Select an amount from the **Amount Paid Dropdown** Field or enter an amount, if applicable.
2. Click the **Card on File** Radio Button.
3. Click the **Card on File Dropdown** Field. Select the credit card on file the patient wishes to use today. All the fields below this field auto-populate.
4. Click the **OK** Button to continue to process the patient payment.

Patient Statements / Auto Card Payment

The patient now has a credit card on file agreement with the practice. When the patient is due for a statement, the system automatically charges the credit card on file. The patient will not receive a statement.

Refer to the *Payment* Report for a list of patient's who's cards have been charged.

If the credit card on file expires for a patient who is due a statement, the system marks the credit card as expired. At the next statement cycle, a statement will generate for that patient.

Manage Credit Card Options – Inactivate or Remove a Card on File

Managing Expired/Declined Credit Cards on File

Any Card on File that is decline will automatically be inactivated.

It is recommended that the *Card on File Status Changes* Report be run daily for practices using Card on File. You can also check the *Credit Card File List* from within Patient Definition.

Inactivate a Credit Card on File

From the *Check-In* Window,

1. Click the **File** Menu. Select *Manage Card on File* from the dropdown menu.

The screenshot shows the VertexDr Patient Check-In window for a patient named Mary Blanton. The 'File' menu is open, and 'Manage Card On File...' is highlighted. The patient's account information is displayed, including account number 000005801, account 58-1, and date of birth 2/3/1981. The window also shows contact information, consent status, encounter information, billing information, insurance link, co-pay status, and a summary of balances.

Priority	Insurance Name	Membership	Group	Insured Name	CoPay
1	CIGNA HEALTH PLANS (...)	8798709870		BLANTON, MARY	30.00

Balances	Patient	Insurance	Total
Individual:	-85.00	227.00	142.00
Family:	-85.00	227.00	142.00

Note: A patient may have more than one card on file.

2. The *Credit Card on File List for (Patient's Name)* Window opens. Click the **Status Dropdown** Field. Select a particular credit card status to view.
 - Active: credit cards on the Patient's Account that still have a useable balance and have not expired.
 - All: all credit cards regardless of their status.

- Expired: credit cards that have reached their expiration date.
- Inactivated by Processes: credit cards that have been automatically inactivated by the system.
- Inactive: credit cards that have been manually marked as inactive.
- Out of Funds: credit cards that no longer have a useable balance.
- Removed: credit cards that have been removed from the Patient's Account.

VertexDr Credit Card on File List for Mary Blanton

Below are all the credit cards on file for the this patient.

Status: All

Guarantor: MARY BLA

Card Holder Name	Amount Remaining	Max Payment	Expiration Date	Card Type	Description
Mary Blanton	\$200.00	\$50.00	03/31/2017	Visa	XXXX XXXX XXXX 1111

Change Exit

No items located

3. Highlight a credit card on file. Click the **Change** Button.

VertexDr Credit Card on File List for Mary Blanton

Below are all the credit cards on file for the this patient.

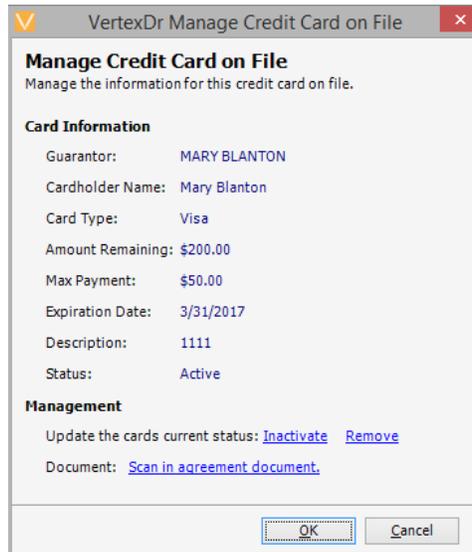
Status: All

Guarantor	Status	Card Holder Name	Amount Remaining	Max Payment	Expiration Date	Card Type	Description
MARY BLANTON	Active	Mary Blanton	\$200.00	\$50.00	03/31/2017	Visa	XXXX XXXX XXXX 1111

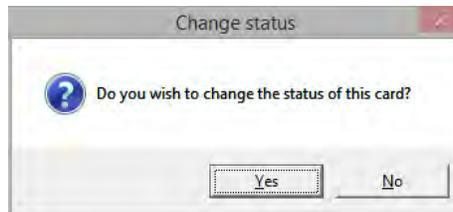
Change Exit

No items located

- The *Manage Credit Card on File* Window opens. Click the **Inactivate** Link.



- The *Change Status* Message Box appears. Click the **Yes** Button to change the status of the credit card to inactive.

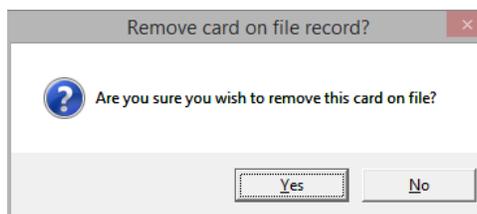


Note: The card on file information remains in our system and Zirmed's system. An inactivated card on file can be reactivated at a later date.

Remove a Credit Card on File

From the *Manage Card on File* Window:

- Click the **Remove** Link. The *Remove Card on File Record* Message Box appears.
- Click the **Yes** Button to remove the card on file.



Note: The credit card on file remains in our system with a status of removed. Zirmed receives a message and removes the credit card on file information from their system.

If a patient wants to use that card on file again at a later time, place the credit card on file. Print a new credit card on file agreement for the patient to sign. Scan the new credit card file agreement into the system.

Take Other Payment

The practice can take collection balances or patient balances for a particular date of service from patients during the check in process. View external and internal collection balances from the *Status* Section in Patient Definition. View open and history balances from the *Inquiry* Section in Patient Definition.

Helpful Hint: From the *Check-In* Window, click the **Edit** Link next to the *Contact Information* Section to get to Patient Definition.

From the *Check-In* Window:

1. Click the **File** Menu. Select *Take Other Payment* from the dropdown menu.

The screenshot shows the VertexDr Patient Check-In window. The 'File' menu is open, and 'Take Other Payment...' is highlighted. The main window displays patient information for a 'Balance Patient' with ID 000019201. The patient's account is 192-1, and their date of birth is 2/3/1980. The case is a 'Single Default Case'. The patient's name is partially visible as 'atient' and 'ST', with a zip code of 'CT 06095'. Contact information includes Home Phone: (198) 765-4322 and Work Phone: (000) 000-0000. The provider is Johnson, Robert MD. The consent status shows a data release date of 2/6/2007, which is permitted. The encounter information indicates the appointment was on Wednesday, February 22, 2017, at 12:30 PM, for a physical visit at the Windsor Office. The billing information shows the active case as 'DEFAULT CASE (0)' with an eligibility warning. The insurance link is 'No Website Defined'. The co-pay status shows a co-pay amount of \$0.00 and an amount paid of \$0.00. A link to 'Make a Check-in payment' is provided. At the bottom, a table shows the balances for the patient and insurance.

Balances	Patient	Insurance	Total
Individual:	345.00	0.00	345.00
Family:	345.00	0.00	345.00

2. The *Patient Payment for (Patient's Name)* Window opens. Enter the amount paid in the **Amount Paid** Field.
3. Enter the date of service to apply the payment to in the **Note** Field.
4. Click the **Cash/Check** Radio Button to process a cash or check payment.

5. If the patient wishes to use a card on file, there will be a **Card on File** Radio Button to select.
6. Otherwise, click the **Scan Card** Button to process a credit card payment.

The screenshot shows a dialog box titled "VertexDr Patient Payment for Balance Patient" with a close button (X) in the top right corner. The main heading is "VertexDr Patient Payment for Balance Patient" followed by the instruction "Please enter the details to make a payment for this patient." The form is organized into three sections: "Balance Information" showing Patient Balance and Family Balance both at \$345.00; "Payment Information" with a dropdown for Amount Paid set to \$100.00 and a text field for Note containing "DOS: 02/09/15"; and "Payment Type" with radio buttons for "Credit Card" (selected) and "Cash/Check". Below the radio buttons are fields for "Name on Card" (with a "Scan Card" button), "Card Number", "Expiration Date", and "Transaction Code" (with a dropdown). At the bottom right are "OK" and "Cancel" buttons.

To print a receipt from the practice for the payment:

1. From the *Check-In* Window, click the **File** Menu. Select *Print Other Payments Receipt* from the dropdown menu.

The screenshot shows the VertexDr Patient Check-In window. The 'File' menu is open, and 'Print Other Payments Receipt...' is highlighted. The main window displays patient information for a 'Balance Patient' with account 000019201, account 192-1, and DOB 2/3/1980. The patient's name is partially visible as 'atient' and 'ST'. The address is 'CT 06095'. Contact information includes Home Phone: (198) 765-4322 and Work Phone: (000) 000-0000. The provider is 'Johnson, Robert MD'. The appointment is for Wednesday, February 22, 2017 at 12:30 PM, Physical visit type, Windsor Office location. The billing information shows 'Active Case: DEFAULT CASE (0)' and 'Eligibility' status. A table for insurance details is empty. The 'Co-Pay Status' shows a Co-Pay Amount of \$0.00 and Amount Paid of \$100.00. The 'Balances' table is as follows:

	Patient	Insurance	Total
Individual:	345.00	0.00	345.00
Family:	345.00	0.00	345.00

Note: Other payments taken from the *Check-In* Window get placed in the *Co-Pay Worklist* in the Data Import Area. These other payments need to be manually posted from the *Co-Pay Worklist*.

Credit Card Payments through Patient Definition

Take Credit Card Payments from the *Inquiry* Section

Patients may walk into the practice without an appointment to make balance payments and record credit card, or card on file payments, from the *Inquiry* Section in Patient Definition.

Billers can take credit card payments or card on file payments on patient balances over the telephone from the *Inquiry* Section in Patient Definition.

1. From the *Inquiry* Section in Patient Definition, click the **Activities** Menu. Select *Take Credit Card Payment* from the dropdown menu.

The screenshot shows the VertexDr Patient Inquiry window for a patient named BALANCE. The 'Activities' menu is open, and 'Take Credit Card Payment...' is highlighted. The main window displays a table of transactions for the patient.

Action	Description	Amount	Remaining	Providing MD	Referring MD	Assistant MD	Location	Submit Type	Financial
PATIENT (1 Patient) - Today's Activity: -100.00									
-01 - Balance Patient (S Charges) - Patient Total: 345.00, Insurance Total: 0.00, Today's Activity: -100.00									
45330	SIGMOIDOSCOPY, DIAGN...	135.00	135.00	*P RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00		RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
	CASH CASH AT DESK	-75.00						SP	
93000	EKG	45.00	20.00	*P RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
	CASH CASH AT DESK	-25.00						SP	
81000	URINALYSIS WITH MICR...	15.00	15.00	*P RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00	75.00	*P RJ-JOHNSON, R...			OFF-WINDSOR...	IC	

2. The *Patient Payment for (Patient's Name)* Window opens. Enter the amount paid in the **Amount Paid** Field.
2. Enter the date of service to apply the payment to.
3. Click the **Scan Card** Button to swipe the credit card.

- Or click the **Enter Card Info** Button to manually input the credit card information.

VertexDr Patient Payment for Balance Patient
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$245.00
Family Balance: \$245.00

Payment Information
Amount Paid: \$45.00
Note: DOS: 6/9/08

Payment Type
 Credit Card
Name on Card:
Card Number:
Expiration Date:
Transaction Code:

- The *Patient Payment for (Patient's Name)* Window appears. The system auto-populates the **Payment Type** Fields.
- Click the **OK** Button to save the information.

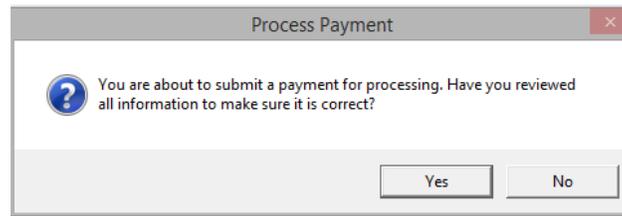
VertexDr Patient Payment for Balance Patient
Please enter the details to make a payment for this patient.

Balance Information
Patient Balance: \$245.00
Family Balance: \$245.00

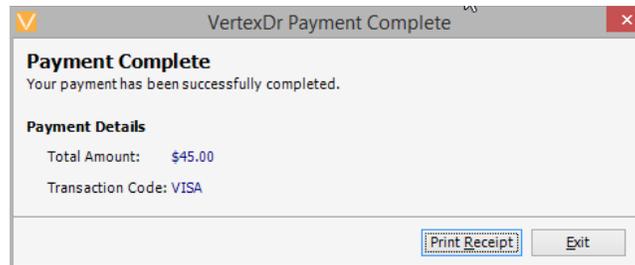
Payment Information
Amount Paid: \$45.00
Note: DOS: 6/19/08

Payment Type
 Credit Card
Name on Card: Balance Patient
Card Number: *****1111
Expiration Date: 02/2017
Transaction Code: VISA

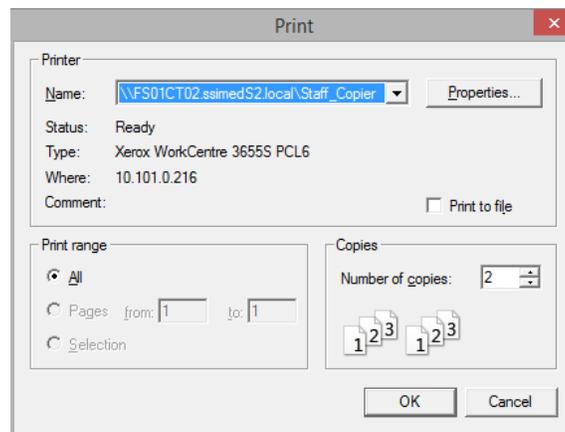
7. The *Process Payment* Message Box appears. Click the **Yes** Button to continue.



8. The *Payment Complete* Window opens. Click the **Print Receipt** Button.



9. The *Print* Window opens. The **Number of Copies** Field defaults to 2. Click the **OK** Button to print 2 credit card receipts.
10. Have the patient sign the receipts. The patient keeps one credit card receipt. The practice keeps the other credit card receipt.



Note: Credit card and card on file payments taken from the *Inquiry* Section in Patient Definition get placed in the *Co-Pay Worklist* in the Import Facility Area. These credit card payments need to be manually posted from the *Co-Pay Worklist*.

Manage Other Payments from the Inquiry Section

Select this option to void or reprint a receipt for the patient.

1. Click the **Activities** Menu. Select *Manage Other Payments* from the dropdown menu.

The screenshot shows the VertexDr Patient Inquiry interface. The 'Activities' menu is open, and 'Manage Other Payments...' is highlighted. The background window displays patient information for 'PATIENT, BALANCE - Patient Chart - MERIDIAN MEDICAL CLINIC (User: RITA)'. The patient has a balance of 245.00 and a next visit today. The 'All Transactions' table shows the following data:

Action	Description	Amount	Remaining	Providing MD	Referring MD	Assistant MD	Location	Submit Type	Financial
PATIENT (1 Patient) - Today's Activity: -100.00									
-01 - Balance Patient (5 Charges) - Patient Total: 345.00, Insurance Total: 0.00, Today's Activity: -100.00									
45330	SIGMOIDOSCOPY, DIAGN...	135.00	135.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00		RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
CASH	CASH AT DESK	-75.00						SP	
93000	EKG	45.00	20.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
CASH	CASH AT DESK	-25.00						SP	
81000	URINALYSIS WITH MICR...	15.00	15.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00	75.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	IC	

2. The *Payments for (Patient's Name)* Window opens. Click the **Reprint Receipt** Link to reprint the credit card receipt for the patient. There is no reprint receipt link for cash or check payment.

3. Click the **Void this Payment** Link.

Receipt Date	Amount	Transaction Type	Status	Card Type	Description
02/22/2017	\$45.00	VISA	Settled	Visa	XXXX XXXX XXXX 1111
02/22/2017	\$45.00	VISA	Settled	Visa	XXXX XXXX XXXX 1111

Payment Details

Payment Type: Charge
 Payment Amount: \$45.00
 Transaction Code: VISA
 Order ID: C0A8013F:015A6729FFFE:64 E6:00C093C6

Credit Card Information

Cardholder Name: Balance Patient
 Card Number: 1111
 Expiration Date: 2/28/2017

[Void this Payment](#)
[Reprint Receipt](#)

Exit

2 Payments located

Note: When a credit card payment is voided, the patient's credit card is immediately refunded the amount. A voided receipt is not generated.

4. The *Void Payment* Message Box appears. Click the **Yes** Button to continue.



5. The *Payments for (Patient Name)* Window appears. The *Status* Column indicates the credit card payment is voided. Click the **Exit** Button to close this window.

Receipt Date	Amount	Transaction Type	Status	Card Type	Description
02/22/2017	\$45.00	VISA	Settled	Visa	XXXX XXXX XXXX 1111
02/22/2017	\$45.00	VISA	Voided	Visa	XXXX XXXX XXXX 1111

Payment Details		Credit Card Information	
Payment Type:	Charge	Cardholder Name:	Balance Patient
Payment Amount:	\$45.00	Card Number:	1111
Transaction Code:	VISA	Expiration Date:	2/28/2017
Order ID:	COA8013F:015A6729FFFE:64 E6:00C093C6		

Exit

2 Payments located

Manage Check-In Payments from the Inquiry Section

Select this option to void a payment taken through the *Check-In* Window.

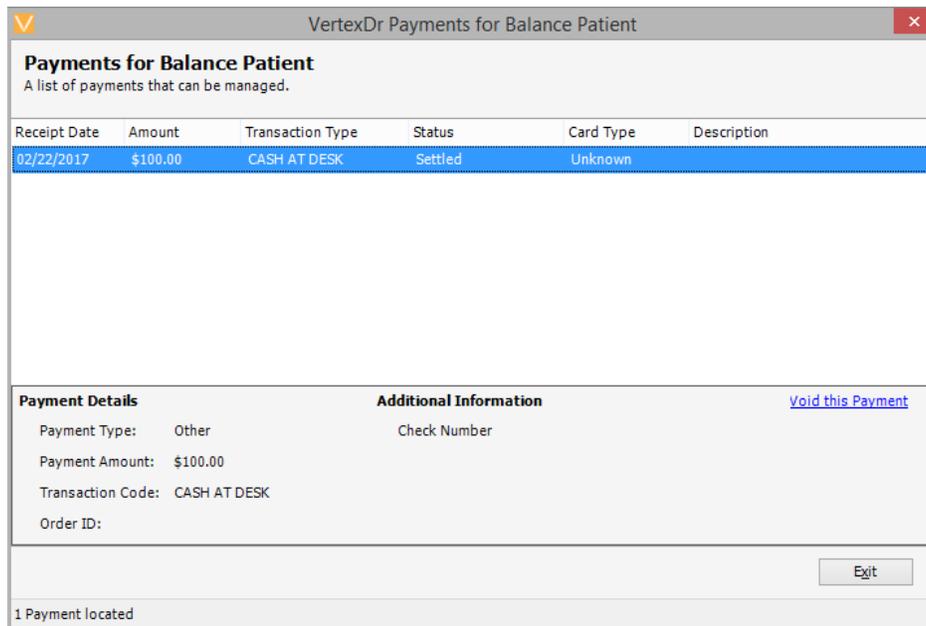
1. Click the **Activities** Menu. Select *Manage Check-In Payments* from the dropdown menu.

The screenshot shows the VertexDr Patient Inquiry window for a patient named Rita. The 'Activities' menu is open, and 'Manage Check-In Payments...' is highlighted. The main window displays a table of transactions for the patient.

Action	Description	Amount	Remaining	Providing MD	Referring MD	Assistant MD	Location	Submit Type	Financial
PATIENT (1 Patient) - Today's Activity: -100.00									
-01 - Balance Patient (5 Charges) - Patient Total: 345.00, Insurance Total: 0.00, Today's Activity: -100.00									
45330	SIGMOIDOSCOPY, DIAGN...	135.00	135.00	*P	RJ-JOHNSON, R...		OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00			RJ-JOHNSON, R...		OFF-WINDSOR...	IC	
	CASH CASH AT DESK	-75.00						SP	
93000	EKG	45.00	20.00	*P	RJ-JOHNSON, R...		OFF-WINDSOR...	IC	
	CASH CASH AT DESK	-25.00						SP	
81000	URINALYSIS WITH MICR...	15.00	15.00	*P	RJ-JOHNSON, R...		OFF-WINDSOR...	IC	
99212	EST PT-OFF VISIT,LIMITE...	75.00	75.00	*P	RJ-JOHNSON, R...		OFF-WINDSOR...	IC	

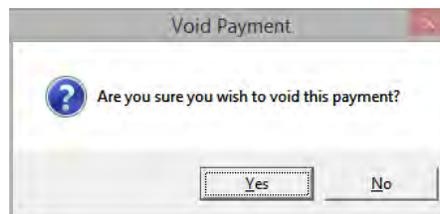
2. The *Payments for (Patient's Name)* Window opens. Click the **Reprint Receipt** Link to reprint the credit card receipt for the patient. There is no reprint receipt link for cash or check payment.

- Highlight the transaction. Click the **Void this Payment** Link.



Note: When a credit card payment is voided, the patient's credit card is immediately refunded the amount. A voided receipt is not generated.

- The *Void Payment* Message Box appears. Click the **Yes** Button to continue.



- The *Payments for (Patient's Name)* Window appears. The *Status* Column indicates the credit card payment is voided. Click the **Exit** Button to close this window.

Manage Card on File from the Inquiry Section

Select this option to view the card on file statuses, max payment amounts, remaining amounts and expiration dates. Also select this option to inactivate, activate or remove a card on file.

1. Click the **Activities** Menu. Select *Manage Card on File* from the dropdown menu. The *Credit Card on File List for (Patient's Name) Window* opens.

Note: A patient may have more than one card on file.

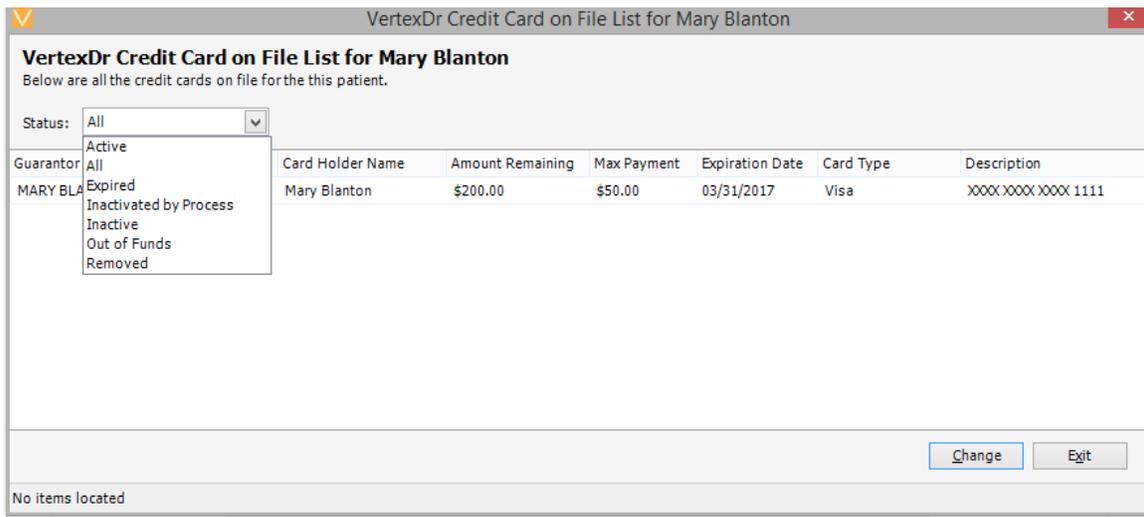
The screenshot shows the VertexDr Patient Chart interface for Mary Blanton. The 'Activities' menu is open, and 'Manage Card On File...' is highlighted. The background shows a 'Patient Inquiry' window with a table of transactions.

Action	Description	Amount	Remaining	Providing MD	Referring MD	AssistantMD	Location	Submit Type	Financial
BLANTON (1 Patient) - Today's Activity: -30.00									
-01 - Mary Blanton (7 Charges) - Patient Total: -85.00, Insurance Total: 227.00, Today's Activity: -30.00									
93010	ELECTROCARDIOGRAM R...	42.00	42.00	*I RJ-JOHNSON, R...	ABI-ABAD, VIN...		OFF-WINDSOR...	Primary - ELEC...	CHP
99213	EST PT-OFF VISIT,LOW S...	85.00	-85.00	*P RS-SMITH, RIC...	ABI-ABAD, VIN...		OFF-WINDSOR...		IC
PCHP	CIGNA HEALTH PLAN PMT	-40.00							CHP
ACHP	CIGNA HEALTH PLAN ADJ...	-15.00							CHP
CKM	CHECK THRU MAIL	-115.00							IC
81002	URINALYSIS WITHOUT S...	20.00		RS-SMITH, RIC...	ABI-ABAD, VIN...		OFF-WINDSOR...		CHP
PCHP	CIGNA HEALTH PLAN PMT	-15.00							CHP
ACHP	CIGNA HEALTH PLAN ADJ...	-5.00							CHP
99213	EST PT-OFF VISIT,LOW S...	85.00	85.00	*I RJ-JOHNSON, R...	ABI-ABAD, VIN...		OFF-WINDSOR...	Primary - ELEC...	CHP
99213	EST PT-OFF VISIT,LOW S...	85.00	85.00	*I RJ-JOHNSON, R...	ABI-ABAD, VIN...		OFF-WINDSOR...	Primary - ELEC...	CHP
81000	URINALYSIS WITH MICR...	15.00	15.00	*I RJ-JOHNSON, R...	ABI-ABAD, VIN...		OFF-WINDSOR...	Primary - ELEC...	CHP
VISA	VISA	-30.00	-30.00	*D RJ-JOHNSON, R...			OFF-WINDSOR...		CHP

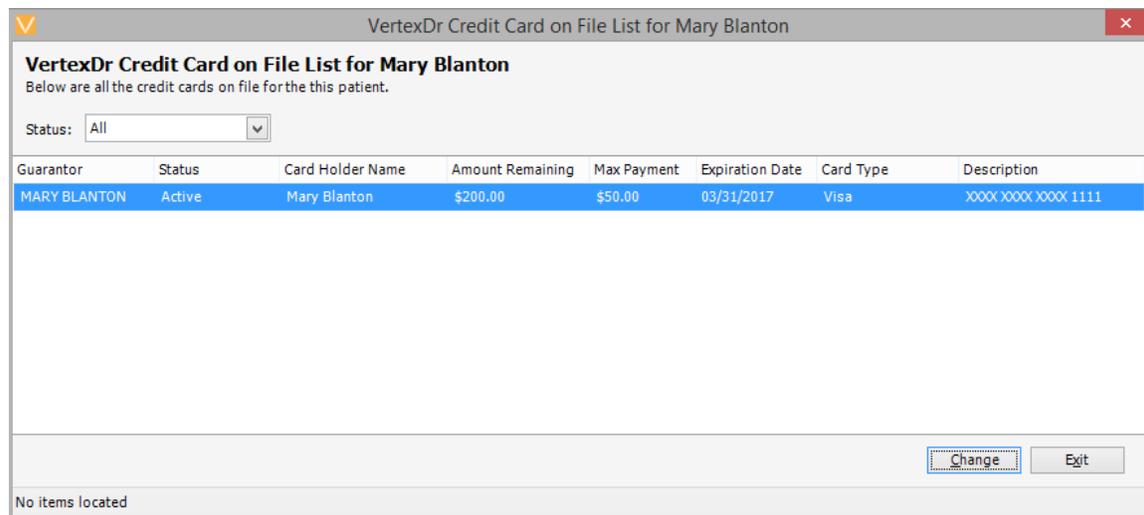
3. Click the **Status Dropdown** Field. Select a particular credit card status to view.

- **Active:** Credit cards on the Patient's Account that still have a useable balance and have not expired.
- **All:** All credit cards regardless of their status.
- **Expired:** Credit cards that have reached their expiration date.
- **Inactivated by Processes:** Credit cards that have been automatically inactivated by the system.
- **Inactive:** Credit cards that have been manually marked as inactive.
- **Out of Funds:** Credit cards that no longer have a useable balance.

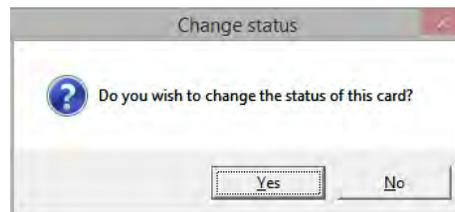
- **Removed:** Credit cards that have been removed from the Patient's Account.



4. Highlight a credit card on file. Click the **Change** Button.



5. The *Manage Credit Card on File* Window opens. Click the **Inactivate** Link.
6. The *Change Status* Message Box appears. Click the **Yes** Button to change the status of the credit card to inactive.

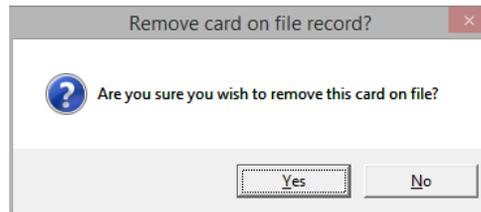


Note: The card on file information remains in our system and Zirmed's system. An inactivated card on file can be reactivated at a later date.

Remove a Credit Card on File

From the *Manage Card on File* Window,

1. Click the **Remove** Link.
2. The *Remove Card on File Record* Message Box appears. Click the **Yes** Button to remove the card on file.



Note: The credit card on file remains in our system with a status of removed. Zirmed receives a message and removes the credit card on file information from their system.

If a patient wants to use that card on file again at a later time, place the credit card on file. Print a new credit card on file agreement for the patient to sign. Scan the new credit card file agreement into the system.

Co-Pay Worklist

Co-pays taken through the *Check-In* Window are placed in the *Co-Pay* Worklist. When the charges are posted, during the next closing the system automatically attaches the co-pays to the charges posted for the same date of service. The co-pays are removed from the *Co-Pay* Worklist.

Other Payments (not a co-pay for today's date of service or payment on the oldest balance charge) taken through the *Check-In* Window are placed in the *Co-Pay* Worklist.

Credit card payments taken through the *Inquiry* Section in Patient Definition are also placed in the *Co-Pay* Worklist. These payments need to be manually posted from the *Co-Pay* Worklist.

Access the Co-Pay Worklist

1. From the *Office* Section of the Navigation Pane, click the **Import Facility** Icon.
2. The *Data Import Facility* Window opens. Click the **Co-Pay Worklist** Link at the bottom of the first column.

VertexDr for MERIDIAN MEDICAL CLINIC (User: RITA)

File Definition Operations Reports Window Help

Back New Patient Search

Office All Data Options Data Import Facility

24 Data Options

Data Import Facility
Select the link for the tool you would like to use.

Import Data

- [Import Demographic Data](#)
- [Import Charge Data](#)
- [Conversion File Setup](#)

Transaction Release

- [Release All Transactions](#)
- [Release by Provider](#)
- [Release by Service Date](#)
- [Release by Service Location](#)
- [Release by VertexDr User Id](#)
- [Release by VertexDr Fdgs](#)
- [Release by Transaction Code](#)
- [Release by Patient](#)

Reports

- [All Suspense Transactions by Service Date](#)
- [Suspense Transactions All Options](#)
- [Suspense Transactions by Days Old](#)
- [Suspense Transactions by Location](#)
- [Suspense Transactions by User](#)
- [Suspense Transaction Error Report](#)
- [Suspense Transactions Range by Xref](#)
- [Suspense Transactions Range by Procedure](#)
- [Possible Duplicate Suspense Transactions](#)
- [VertexDr Mobile and EMR Missing Charge Audit](#)
- [VertexDr EMR Encounter Missing Charge Audit](#)

Maintain Suspense

- [Direct Suspense Access](#)
- [Suspense Work List](#)
- [Copay Work List](#)

2 Messages 8 Tasks 2 Documents 2 Authorizations 0 Orders 3 Appointments 27 Encounters

Manually Post Other Payments

The **Blue Circle** Icon denotes an Other Payment taken from the *Check-In* Window or a payment taken from the *Inquiry* Section in Patient Definition.

The *Co-Pay Worklist* Window opens.

1. Sort the Co-Pay Worklist by *Location*, *Provider Date Type*, *Date Range* or *User*.

- Highlight a patient payment with the **Blue Circle** Icon. Click the **Post** Button.

VertexDr Copay Work List

The copay work list contains patient copayments that will be attached to a date of service during the closing process.

Practice View: MERIDIAN MEDICAL CLINIC

Location: (Encounter Related)

Provider: (Encounter Related)

Date Type: Service Date From: To: User:

No charge posted for service date

Client	Account/Fam	Patient Name	Service Date	Create Date	Tran Code	Amount	Expected Co-Pay	User Id	Check Number
1	4\1	BERLIN, SALLY	2/21/2017	2/21/2017	VISA	20.00	30.00	RITA	
DOS: 4/26/14									
1	4\1	BERLIN, SALLY	2/20/2017	2/20/2017	VISA	30.00	30.00	RITA	
1	51\1	BAKER, VIRGINIA	2/21/2017	2/21/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	CASH	20.00	20.00	RITA	
For DOS 12/09/2007									
1	58\1	BLANTON, MARY	2/22/2017	2/22/2017	VISA	30.00	30.00	RITA	
1	58\1	BLANTON, MARY	2/21/2017	2/21/2017	CASH	15.00	30.00	RITA	
1	192\1	PATIENT, BALANCE	2/22/2017	2/22/2017	VISA	45.00	0.00	RITA	
DOS: 6/9/08									
1	202\1	CARD, INES	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	202\1	CARD, INES	9/15/2010	10/20/2010	CASH	20.00	20.00	CFERNAN	
1	202\1	CARD, INES	5/12/2010	8/30/2010	VISA	20.00	20.00	CFERNAN	

Payment Totals by Type

Other: 205.00 Mail: 0 At Desk: 55.00 Collection: 0 Current Batch: [7 - OFFICE PATIENT PAYMENTS](#)

Filter Print View Chart **Post** Change Delete Exit

11 items located

Note: The payments posted will go into the Current Batch listed at the bottom right of the window. Click the **Current Batch** Link to insert a new batch to place these patient payments, if applicable.

- The *Post Payment* Message Box appears. Click the **Yes** Button to continue to the *Payment Posting* Window.

Post Payment?

Are you sure you want to post this record as a patient payment?

Yes No

- The *Payment Posting* Window opens. The system auto-populates the **Reference** Field and **Payment Priority** Fields. Click the **Apply Payment Dropdown** Field to select *Range of Charges* or *Unidentified Payment*, if applicable.

5. Enter the claim number the payment is being posting to in the **Claim Number** Field. Press the **F10** Key to save.

Payment Posting to Batch: 7 - OFFICE PATIENT PAYMENTS

File Activities Forms

Save Save & Exit View Chart Recall Message New

Balance Patient (192-1) (No Allergy Information on File) **Payment Posting**

Birth Date: 2/3/1980 37 Year Old Cases: 1 Balance: 345.00 Next Visit: Today MRN: 00000019201 Account: 192-1 Client Id: 1

Billing Information IC: 1/25/2011

Guarantor: PATIENT_BALANCE Co-Pay: 0.00

Financial Class: SELF PAY Client Id: 1

Providing MD: JOHNSON, ROBERT MD

Primary Care MD:

Insurance 1:

Insurance 2:

Insurance 3:

Claim Status: Suppress secondary

Payment Type

Type to Post: Patient

Patient Payment Information

Payment Code: (VISA) VISA

Receipt Date: 02/22/2017

Total Payment: 45.00

Reference: From \$45.00 Total

Apply Payment: Single Charge

Payment Priority: Patient

Current Transactions [All Transactions](#)

Service Date	Action	Claim	Amount	Remaining	Providing MD	R
Guarantor: BALANCE PATIENT (1 Patient) - Today's Activity: 0.00						
Patient: 00000192-01 - Balance Patient (5 Charges)						
02/06/2007	99212	1	75.00	75.00	*P RJ-JOHNSON, R...	
02/06/2007	93000	2	45.00	45.00	*P RJ-JOHNSON, R...	
02/06/2007	81000	3	15.00	15.00	*P RJ-JOHNSON, R...	
02/06/2007	45330	4	135.00	135.00	*P RJ-JOHNSON, R...	
06/19/2008	99212	5	75.00	75.00	*P RJ-JOHNSON, R...	

Payment Posting

Claim Number: 2

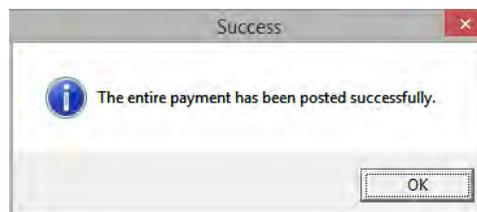
Standard Charge: 45.00 Amount Remaining: 0.00

Payment Amount: 45.00

Responsibility To: By-pass

Previous Balance: \$345.00 New Charges: \$0.00 New Payments: \$0.00 New Adjustments: \$0.00 Activity Today: \$0.00

6. The *Success* Message Box appears. Click the **OK** Button to acknowledge the payment has posted to the patient's account.



Note: The entire payment must be posted before the user is returned to the *Copay Work List* Window. The patient is removed from the *Co-Pay* Worklist.

Note: Deleting a payment in Payment Posting that was posted through the *Co-Pay* Worklist will return the entire payment amount to the *Co-Pay* Worklist. This is true even if the payment was posted to multiple claims. The payment can be deleted from the *Co-Pay* Worklist or reposted, if applicable.

Delete a Cash or Check Payment

1. Highlight the patient transaction.

2. Click the **Delete** Button.

VertexDr Copay Work List

The copay work list contains patient copayments that will be attached to a date of service during the closing process.

Practice View: MERIDIAN MEDICAL CLINIC

Location: (Encounter Related)

Provider: (Encounter Related)

Date Type: Service Date From: To: User:

No charge posted for service date

Client	Account/Fam	Patient Name	Service Date	Create Date	Tran Code	Amount	Expected Co-Pay	User Id	Check Number
1	4\1	BERLIN, SALLY	2/20/2017	2/20/2017	VISA	30.00	30.00	RITA	
1	51\1	BAKER, VIRGINIA	2/21/2017	2/21/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	CASH	20.00	20.00	RITA	
For DOS 12/09/2007									
1	58\1	BLANTON, MARY	2/22/2017	2/22/2017	VISA	30.00	30.00	RITA	
1	58\1	BLANTON, MARY	2/21/2017	2/21/2017	CASH	15.00	30.00	RITA	
1	202\1	CARD, INES	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	202\1	CARD, INES	9/15/2010	10/20/2010	CASH	20.00	20.00	CFERNAN	

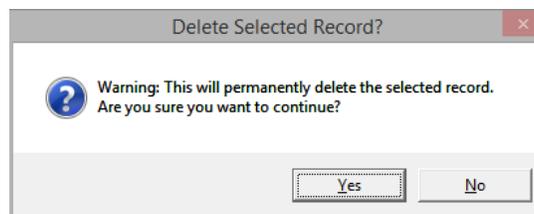
Payment Totals by Type

Other: 120.00 Mail: 0 At Desk: 55.00 Collection: 0 Current Batch: [7 - OFFICE PATIENT PAYMENTS](#)

Filter Print View Chart Post Change **Delete** Exit

8 items located

3. The *Delete Selected Record* Message Box appears. Click the **Yes** Button to continue.



Delete a Credit Card Payment

1. Highlight the patient transaction. Click the **Delete** Button.

Copay Work List
The copay work list contains patient copayments that will be attached to a date of service during the closing process.

Practice View: MERIDIAN MEDICAL CLINIC
 Location: (Encounter Related)
 Provider: (Encounter Related)
 Date Type: Service Date From: To: User:

No charge posted for service date

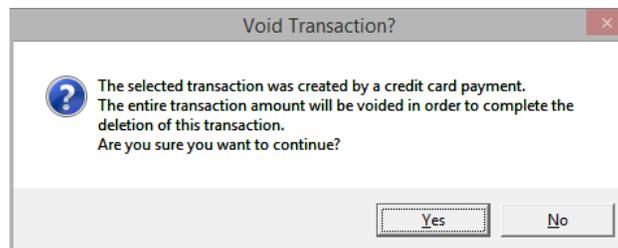
Client	Account/Fam	Patient Name	Service Date	Create Date	Tran Code	Amount	Expected Co-Pay	User Id	Check Number
1	4\1	BERLIN, SALLY	2/21/2017	2/21/2017	VISA	20.00	30.00	RITA	
DOS: 4/26/14									
1	4\1	BERLIN, SALLY	2/20/2017	2/20/2017	VISA	30.00	30.00	RITA	
1	51\1	BAKER, VIRGINIA	2/21/2017	2/21/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	51\1	BAKER, VIRGINIA	2/20/2017	2/20/2017	CASH	20.00	20.00	RITA	
For DOS 12/09/2007									
1	58\1	BLANTON, MARY	2/22/2017	2/22/2017	VISA	30.00	30.00	RITA	
1	58\1	BLANTON, MARY	2/21/2017	2/21/2017	CASH	15.00	30.00	RITA	
1	202\1	CARD, INES	2/20/2017	2/20/2017	VISA	20.00	20.00	RITA	
1	202\1	CARD, INES	9/15/2010	10/20/2010	CASH	20.00	20.00	CFERNAN	

Payment Totals by Type
 Other: 140.00 Mail: 0 At Desk: 55.00 Collection: 0 Current Batch: [7 - OFFICE PATIENT PAYMENTS](#)

Filter Print View Chart Post Change **Delete** Exit

9 items located

2. The *Void Transaction* Message Box appears. Click the **Yes** Button to continue.



Note: When a credit card payment is voided, the patient's credit card is immediately refunded the amount. A voided receipt is not generated. The payment is removed from the *Co-Pay* Worklist.

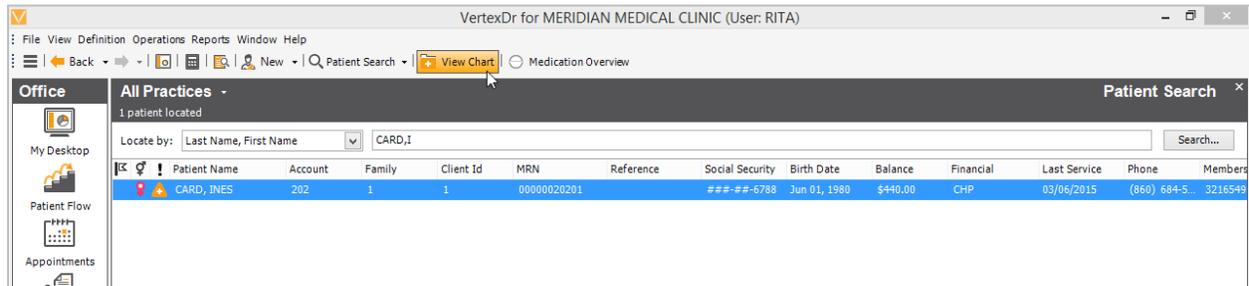
Refund a Credit Card Over 30 Days Old

Credit card payments can only be voided if they are less than 30 days old.

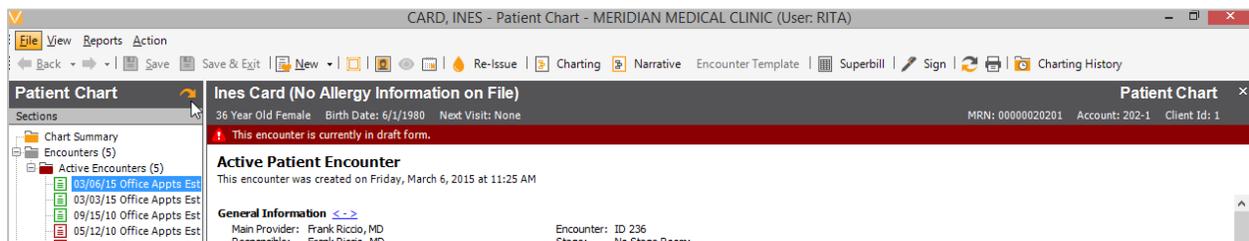
To refund a credit card payment that is older than 30 days:

From Patient Search:

1. Search and select the patient.
2. Double click the patient or click the **View Chart** Button on the Toolbar.



3. If defaulted to the clinical side of the chart, click the **Orange Arrow** Button next to Patient Chart.



4. Patient Definition opens. Go to the *Inquiry* Section.
5. Click the **Activities** Menu.
6. Select *Manage Check-In Payments* from the dropdown menu, if the credit card payment was taken for a co-pay or balance payment from the *Check-In* Window.

7. Select *Manage Other Payments* from the dropdown menu, if the credit card payment was taken as "other payment" from the *Check-In Window* or from *Inquiry* in Patient Definition.

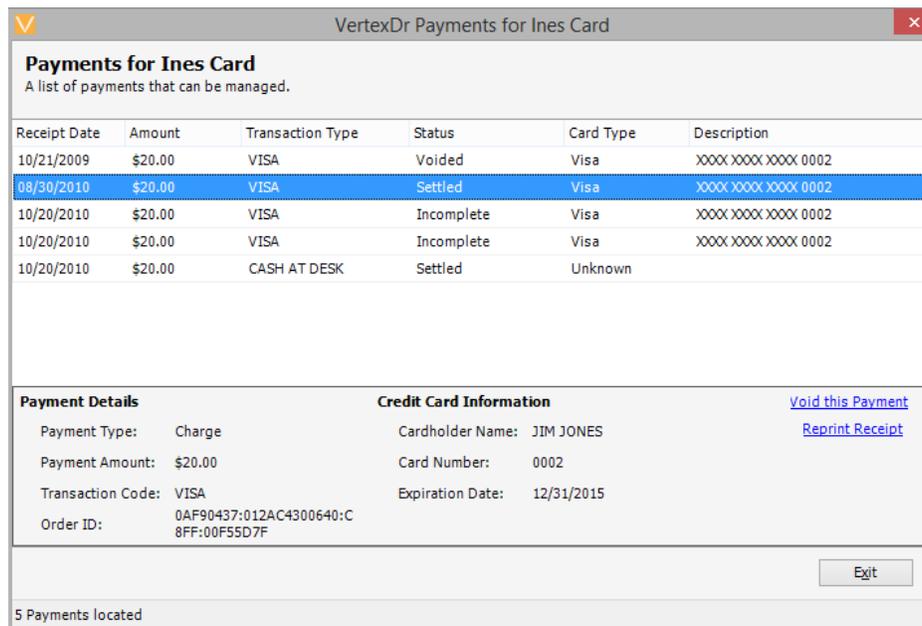
The screenshot shows the VertexDr software interface for a patient chart. The window title is "CARD, INES - Patient Chart - MERIDIAN MEDICAL CLINIC (User: RITA)". The main area displays a "Patient Inquiry" window with a table of transactions. A dropdown menu is open over the "Manage Other Payments..." option in the left-hand navigation pane.

Transaction Table Data:

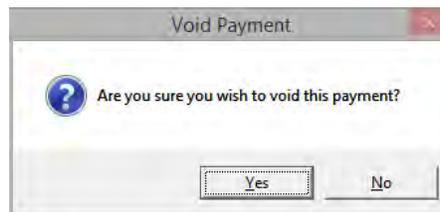
Action	Description	Amount	Remaining	Providing MD	Referring MD	AssistantMD	Location	Submit Type
D (1 Patient) - Today's Activity: 0.00								
01 - Ines Card (7 Charges) - Patient Total: 170.00, Insurance Total: 270.00, Today's Activity: 0.00								
99213 (RT, LT)	EST PT-OFF VISIT,LOW S...	85.00	20.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	
PCHP	CIGNA HEALTH PLAN PMT	-50.00						CHP
ACHP	CIGNA HEALTH PLAN ADJ...	-15.00						CHP
87804 (RT, LT)	INFLUENZA TEST	25.00		RJ-JOHNSON, R...			OFF-WINDSOR...	Primary - ELEC...
PCHP	CIGNA HEALTH PLAN PMT	-20.00						CHP
ACHP	CIGNA HEALTH PLAN ADJ...	-5.00						CHP
99212	EST PT-OFF VISIT,LIMITE...	75.00	55.00 *I	RJ-JOHNSON, R...			OFF-WINDSOR...	Primary - ELEC...
CASH	CASH AT DESK	-20.00						CHP
11111	AUDITORY - HEARING AID	1499.99	150.00 *P	RJ-JOHNSON, R...			OFF-WINDSOR...	
PCHP	CIGNA HEALTH PLAN PMT	-600.00						CHP
ACHP	CIGNA HEALTH PLAN ADJ...	-749.99						CHP
99213	EST PT-OFF VISIT,LOW S...	85.00	85.00 *I	RJ-JOHNSON, R...			OFF-WINDSOR...	Primary - ELEC...
99212	EST PT-OFF VISIT,LIMITE...	75.00	55.00 *I	RJ-JOHNSON, R...			OFF-WINDSOR...	Primary - ELEC...
CASH	CASH AT DESK	-20.00						CHP
99212	EST PT-OFF VISIT,LIMITE...	75.00	75.00 *I	RJ-JOHNSON, R...			OFF-WINDSOR...	Primary - ELEC...

The dropdown menu is open over the "Manage Other Payments..." option. Other options include "Check-Out", "Reminders", "Patient Account Auditing...", "Eligibility", "Patient Privacy...", "Information Release History...", "Patient Miscellaneous...", "Patient Alerts...", "Pre-Authorization...", "Case Management...", "Referral Tracking...", "Family Balance Information...", "Appointment List...", "E-Mail Patient...", "Insurance History...", "Correspondence History...", "Account Update", "Collection Information", "Reset Statement", "Reset Letter", "Manage Card On File...", "Portal", "Patient Payment Estimator", "Take Credit Card Payment...", "Manage Check-In Payments..." (highlighted), and "View Unprocessed IVR Payments...".

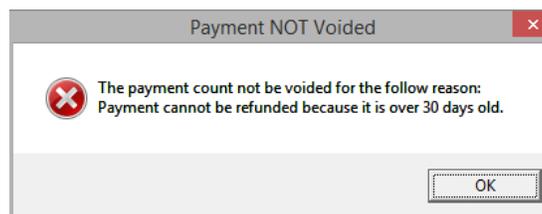
8. The *Payments for (Patient's Name)* Window opens. Highlight the correct date and payment amount. Click the **Void This Payment** Link.



9. The *Void Payment* Message Box appears. Click the **Yes** Button to confirm that this payment is to be voided.



10. The *Payment Not Voided* Message Box appears. Click the **OK** Button to continue.



11. The *Closing Already Processed* Message Box appears. Click the **OK** Button.



12. The *Transactions that need to be Refunded* Report displays. This report must be printed or the user will not be able to exit the window. When the report is printed and the window closed, the monies are refunded to the credit card.

Note: The system does not post a reversal or an adjustment for the refunded payment. The practice must use the printed report to manually post a reversal or an adjustment.

Credit card payments posted from the *Co-Pay Worklist* can be applied to multiple charges in the Payment Posting Area. If a credit card payment is refunded, the entire payment will be refunded to the credit card. The system does not allow for partial credit card refunds.

Credit Card on File Reports

There are two Credit Card on File reports:

- *Card on File Status Changes* Report can be filtered by date range and status.
- The *Card on File Expiring* Report displays all patient cards on file that are due to expire. The expiration date is based on the *Card on File Agreement Date*.

Note: There is a ***Days to Notify Expiration*** Field in credit card parameters that is set to a selected number of days. If this field is set to 3 days the report pulls all patient cards on file where the card on file agreement will be expiring in 3 days.

Card on File Status Changes Report

From My Desktop:

1. Click the **Reports** Menu. Hover over *Financial* in the dropdown menu. Select *Card on File Status Changes* from the dropdown sub-menu.

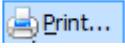
The screenshot shows the VertexDr application window for MERIDIAN MEDICAL CLINIC. The 'Reports' menu is open, and the 'Financial' sub-menu is selected, showing 'Card on File Status Changes...' as the active option. A pie chart on the right side of the window displays the following data:

Category	Count	Percentage
Patient Messages	21	53.85%
Messages	2	5.13%
Tasks	8	20.51%
Authorizations	2	5.13%
Appointments	2	5.13%
Active Encounters	2	5.13%
Documents	2	5.13%

The status bar at the bottom of the window displays the following counts:

2 Messages	8 Tasks	2 Documents	2 Authorizations	0 Orders	2 Appointments	21 Encounters
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2. The *Card on File Status Changes Report Setup* Window opens. Select a date range to view which cards on file will be expiring.
3. Click the **From Date Dropdown** Field to select a date from the "Little Calendar". Or enter the date in the **From Date** Field.
4. Click the **To Date Dropdown** Field to select a date from the "Little Calendar". Or enter the date in the **To Date** Field.
5. Click the **Status Dropdown** Field to select a status to view.
6. Click the **OK** Button to run the report.

7. The *Report Viewer* Window opens. Click the **Print** Button  to the far left of the Toolbar.
8. Click the **Red X** Button in the upper right hand corner to close the *Report Viewer* Window. 

Status Changed	User	Status	Account	Guarantor	Type	Last Four
8/30/2010		Expired	202	CARD, INES	Visa	0002

Card on File Expiring Report

Any *Card on File Expiration Dates* that fall within the date range (Today + the number of days defined in the **Days to Notify Expiration** Field in credit card processing parameters) display on this report. This expiration date refers to the card on file agreement expiration date.

The practice can use this report to identify which patients to contact to get a new card on file agreement.

From My Desktop:

1. Click the **Reports** Menu. Hover over *Financial* in the dropdown menu. Select *Card on File Expiring* from the dropdown sub-menu.

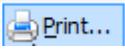
The screenshot shows the VertexDr application window for MERIDIAN MEDICAL CLINIC. The 'Reports' menu is open, and the 'Financial' sub-menu is selected. The 'Card on File Expiring...' option is highlighted. A pie chart on the right side of the dashboard displays the following data:

Category	Count	Percentage
PatientMessages	21	53.85%
Messages	2	5.13%
Tasks	8	20.51%
Authorizations	2	5.13%
Appointments	2	5.13%
Active Encounters	2	5.13%
Documents	2	5.13%

The bottom status bar shows: 2 Messages, 8 Tasks, 2 Documents, 2 Authorizations, 0 Orders, 2 Appointments, 21 Encounters.

2. The *Card on File Expiring Report* Window opens. Click the **Process** Button.



3. The *Report Viewer* Window opens. Click the **Print** Button  to the far left of the Toolbar.
4. Click the **Red X** Button in the upper right hand corner to close the *Report Viewer* Window. 

VertexDr Report Viewer

100 % 1/1 Backward Forward

2/23/2017
4:20 PM

Card on File Expiring Report

<i>Card Expires</i>	<i>Account</i>	<i>Guarantor</i>	<i>Name on Card</i>	<i>Type</i>	<i>Last Four</i>
12/31/2012	202	CARD, INES	JIM JONES	Visa	0002