Apply Private Pay Payments

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> **Path: File > Billing > Unapplied Private Pay Payments**

About

When client payments are collected in NextStep Clinical, they transfer into the Billing Engine as credits. There are a few scenarios that impact when you will be able to apply the credit:

Scenario 1:

- *(Recommended)* **Copay information is entered into the Client Insurance record before a Service is converted into a billable Line Item**: If the copay amount that the client is expected to pay is entered into the Insurance widget on the Face Sheet or directly in the Client Insurance record before the Service is converted into a billable Line Item, then when the Service becomes a Line Item, a self-pay line is generated and you will be able to now find that Line Item to apply the credit to.

Scenario 2:

- **Copay information is not entered into the Client Insurance record:** If a client's expected copay amount is not entered into the Client Insurance record then the system does not know how much the client is expected to owe for a copay at that point in time. For this scenario, you would have to wait until you post an ERA which will include a copay adjustment line. The system will auto-populate the expected copay from the ERA into the Client Insurance record, and this particular Line Item can now be found to apply the credit to.
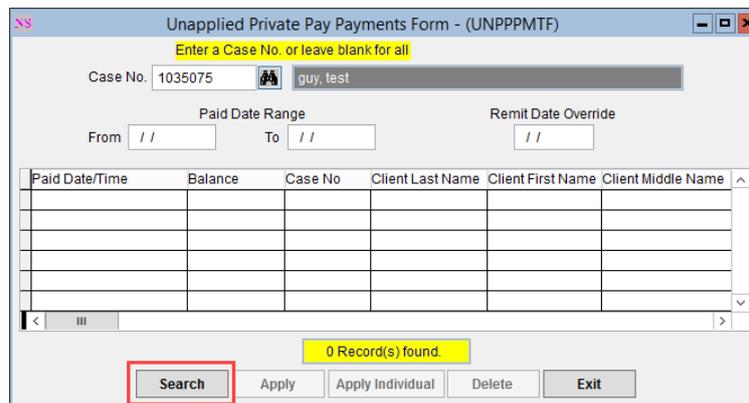
> 📌 **Note**: Even if you did add the expected copay at the time of visit prior to the Service being converted to a Line Item, if the copay adjustment line comes back as a different amount on the ERA, the system will update the Client Insurance record to the corrected expected copay (you will be met with a prompt and must accept the change).

To apply an unallocated credit to a balance, follow the steps below.

Apply a Private Pay Payment to a Patient Balance

1. Navigate to the **Unapplied Private Pay Payments Form** by following the path above.
2. Click the **Case No. Search** button to search by client or leave blank for all.
3. *(Optional)* Enter a **Paid Date Range**.
4. Click the **Search** button.

5. Select one of the following options to apply the patient credit:

- **Apply:** Automatically applies patient credit starting with the oldest Line Item.
   a. Select the **Apply button**.
   b. A window is displayed, "# Line Item(s) have been paid!" Click the **OK button** to close the prompt.
- **Apply Individual:** This option allows you to post to a specific Line Item.
   a. Select a client payment line by clicking into the row. The row is highlighted in a blue color and displays a little black arrow so that you know you've selected it.

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   b. Click the **Apply Individual** button.
   c. A window is displayed, "You have chose to apply this individual record. Please click Yes to confirm or No to cancel". Click the **Yes** button.
   d. Select the **Line Item** and click the **OK** button to post the previously selected patient credit to this Line Item.
   e. A window is displayed, "# Line Item(s) have been paid!" Click the **OK** button to close the prompt.

> 📌 **Note**: If you are not finding any open Line Items to apply the credit to, make sure the Line Item for the client is opened and not closed: **File > Billing > Line Items > Ok button > Line Item Filters Form.**