

# NextStep Billing

## Apply Private Pay Payments

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Path: File > Billing > Unapplied Private Pay Payments

### About

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

- **Scenario 1: 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.


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. (Optional) Enter a Case No. to search by client.
3. Click the **Search** button.

The screenshot shows the 'Unapplied Private Pay Payments Form - (UNPPPMTF)'. At the top, there is a yellow prompt: 'Enter a Case No. or leave blank for all'. Below this, the 'Case No.' field contains '1035075' and the 'Client Name' field contains 'guy, test'. There are also fields for 'Paid Date Range' (From: // To: //) and 'Remit Date Override' (//). Below these fields is a table with the following columns: 'Paid Date/Time', 'Balance', 'Case No', 'Client Last Name', 'Client First Name', and 'Client Middle Name'. The table is currently empty. Below the table, a yellow box displays '0 Record(s) found.'. At the bottom of the form, there are several buttons: 'Search' (highlighted with a red box), 'Apply', 'Apply Individual', 'Delete', and 'Exit'.

4. 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.

06/09/2021 03:28:27 PM	95.00	1035075	guy	test	
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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



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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.**

