

Completing a Partial Refund

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Completing a Partial Refund

CareRight has the functionality to provide a partial refund of money. A refund is any situation where money needs to be refund or returned, either a patient or a health fund. In this scenario the original payment has been banked.

For example:

- Patient has paid an amount (\$5000) and only half (\$2500) has been allocated (used) and the remaining balance (\$2500) needs to be refund to the Patient;
- A Health Fund has been overpaid an amount to a Patients account.

A combined payment describes the scenario where a payment/receipt pays down multiple invoices across multiple accounts. This article describes the process required to refund a combined payment. This may happen when a combined payment has been incorrectly created and banked.

Quick Summary

The steps are as follows:

- Allocation the required amounts to the correct invoices.
- Assign the unallocated portion to a patient account with the same provider as the original transaction.
- Refund the newly created unallocated receipt.

These steps will result in a refund that can be banked to offset the original banked transactions. This shows a transaction that has been banked for the Medical Provider Juan Krill (JK). The manual will show you the steps to refund this transaction.

CR TEST

Dashboard

Locations

Rose Park Private Hospital

Banking

Rose Park Private Hospital Banking

Previous Banking

Un Banked Credits

Rose Park Private Hospital

Deposit Summary ReportPrint Bank Copy

Dashboard / Locations / Rose Park Private Hospital / Banking / Rose Park Private Hospital Banking

Grand Total

Total	Count
\$2,000.00	1

Totals

	Direct Deposit
Totals	\$2,000.00
Counts	1

18/12/2018 Banking

Date	Medical Provider	Patient Name	Direct Deposit	Details	Branch	Drawer
18/12/2018	Dr Juan KRILL	Mr Smith John Mr Alex Walker	\$2,000.00			

View the Receipt

For the example the receipt has been used to pay down invoices for 2 different patients.

[Reallocate](#)[Print](#)[Dashboard](#)

Receipt

Date 18/12/2018

Credit \$2,000.00

Statement Note 539 Combined Payment \$2,000.00

Receipt Note (Printed)

Transactions

Method	Details	Branch	Drawer	Location	Credit	Debit	User
Direct Deposit				Rose Park Private Hospital	\$2,000.00	\$0.00	Mr System Administrator

Allocations

Date	Patient	Patient Account	Line Item	Paid	Adjustment	Gst Paid	Gst Adjustment
18/12/2018	Mr Smith John	JK - Fund - Medibank Private	Item: 104 Invoice: 1076 Service date: 18/12/2018 Cost: \$1000.0	\$1,000.00	\$0.00	\$0.00	\$0.00
18/12/2018	Mr Alex Walker	JK - Fund - Medibank Private	Item: 104 Invoice: 1075 Service date: 18/12/2018 Cost: \$1000.0	\$1,000.00	\$0.00	\$0.00	\$0.00

Click [Reallocate](#).

Mr Smith John
 Facility: Clintel Clinic File Number: 0000000966 CRN: Home: 46 Magpie Cres, Redwood Park SA 5146
 Male, aged 48 years, born on January 1, 1970, never admitted

Dashboard

Payment Amount \$2000.00
 Refund Amount \$0.00
 Unallocated Amount \$2,000.00

Enter Claims Add Invoice **Clear All Allocations** Show More

Location	Account Provider	Guarantor	Invoice Date	Invoice	Item	Service Date	Billed	Paid	Patient Gap	Due	Allocate	
East St Kilda Clinic DESC	Dr Juan KRILL	MPL	18/12/2018	1076	104	18/12/2018	\$1,000.00	\$1,000.00	\$889.35	\$0.00	0.00	clear
East St Kilda Clinic DESC	Dr Juan KRILL	MPL	18/12/2018	1075	104	18/12/2018	\$1,000.00	\$1,000.00	\$889.35	\$0.00	0.00	clear

Payment Amount \$2000.00
 Refund Amount \$0.00
 Unallocated Amount \$2,000.00

☒ Leave unallocated amounts for allocation later

Unallocated Account JK - Fund - Medibank Private

Reallocate Receipt Cancel

IMPORTANT: Use account for same provider as original transaction

1. Click **Clear All Allocations**. This will remove all amounts being paid on invoices.
2. Click **Leave unallocated amounts for allocation later**.
3. Select the patient account to leave the unallocated fund as a new receipt. This will be a list of patient accounts for the patient of the first invoice in the list.
4. Make the required allocations and confirm that the **Unallocated Amount** is the correct amount for the refund
5. Click **Reallocate Receipt**
 - a. The updated receipt will be displayed, showing the unallocated amount.
6. Select **Refund**.

IMPORTANT: If you are banking split by Medical Provider then you should select an account for the same medical provider as the original receipt as this will be the bank account used for the refund. If you want to refund from a different bank account, select an account for the provider with the bank account you wish to use.

Statements

Reallocate

Print

[Dashboard](#)

Receipt

Date 18/12/2018

Credit \$2,000.00

Statement Note

539 Combined Payment \$2,000.00

Receipt Note (Printed)

Transactions

Method	Details	Branch	Drawer	Location	Credit	Debit	User
Direct Deposit				Rose Park Private Hospital	\$2,000.00	\$0.00	Mr System Administrator

Allocations

Date	Patient	Patient Account	Line Item	Paid	Adjustment	Gst Paid	Gst Adjustment
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Unallocated Credits

Statement Date	Details	Receipt	Adjustment
18/12/2018	539 Combined Payment \$2,000.00	\$2,000.00	Allocate Refund Show