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.

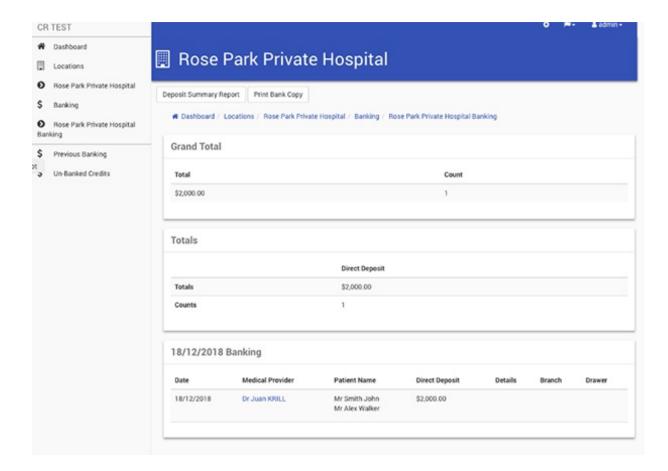
A combined payment describes the scenario where a payment/receipt pays down multiple invoices across multiple accounts. This article describes the process required to refund a combined payment. This may happen when a combined payment has been incorrectly created and banked.

Quick Summary

The steps are as follows:

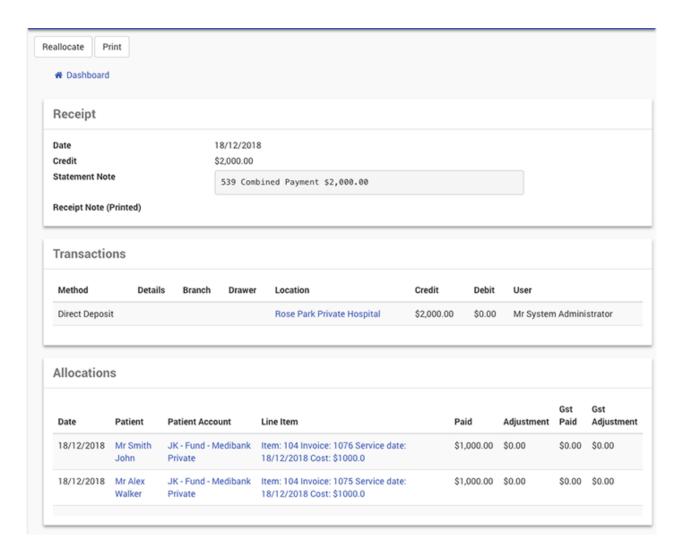
- Allocation the required amounts to the correct invoices.
- Assign the unallocated portion to a patient account with the same provider as the original transaction.
- Refund the newly created unallocated receipt.

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.

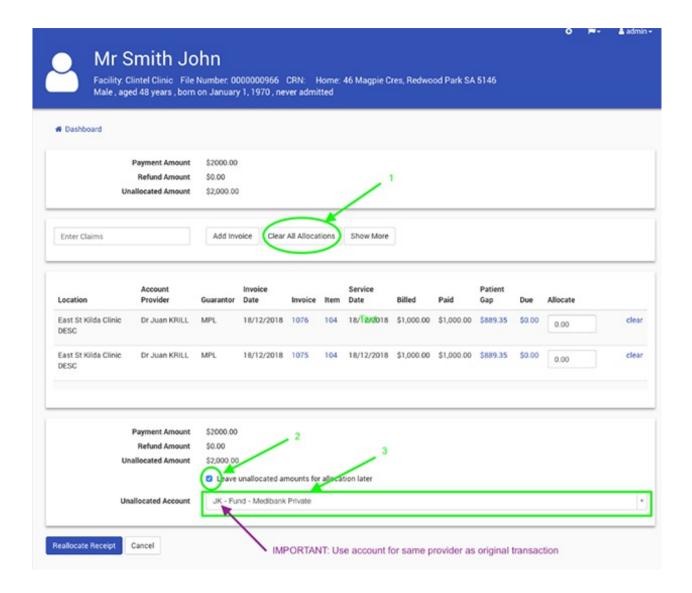


View the Receipt

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



Click Reallocate.



- 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.
- 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

