



REPORTS GUIDE

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DAILY TRANSACTION DETAIL REPORT

- The Daily Transaction Detail Report provides information and details for all transactions through ePAY during a given timeframe. You can use this report to post your daily payments to patients' accounts in your HIS or A/R.

ePAY Healthcare Home Help Sign Out

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DAILY TRANSACTION DETAIL REPORT (continued)

February 18, 2013
10:27:12 am

Transactions Report - Daily Transaction Detail Report
Nebraska Orthopaedic Hospital - NOH_PROD
Business Date 2/11/2013 to 2/11/2013

“Operator” column can be displayed in your report to help differentiate between transaction types.

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Printed By: Mimi Bender

Tx. No.	Card Type	Account No	Cust. Name	Operator	Amount
25575	MC	92301	N, MICHAEL	WEB	1,127.36
Paid Items:					
	MEDICAL	92301-0001-001 on 01/14/2013	000000		0.00 1,127.36
Payments:					
	SMARTPAY	SmartPay CC			1,127.36
25577	VISA	83051	Y, TERRI	WEB	100.00
Paid Items:					
	MEDICAL	83051-0003-003 on 08/02/2012	000000		0.00 70.00
	MEDICAL	83051-0003-004 on 09/02/2012	000000		0.00 30.00
Payments:					
	SMARTPAY	SmartPay CC			100.00
25578	VISA	41827	T, DAVID	WEB	200.00
Paid Items:					
	IPPCODE	Autopay Installment Due	000000		0.00 200.00
Payments:					
	SMARTPAY	SmartPay CC			200.00
25571	VISA	90082	D, WILLIAM	BMILES	232.32
Paid Items:					
	MEDICAL	90082-0001-001:11/03/2012	000000		0.00 232.32
Payments:					
	SMARTPAY	SmartPay CC			232.32
25572	MC	QUICK PAY	CASHREGISTER1, WEB	WEB	756.40
Paid Items:					
	MEDICAL	Account #: 87617-0002-001 Thomas Date of Birth 10-29-91	000000		0.00 756.40
Payments:					
	SMARTPAY	SmartPay CC			756.40

ePAY payments: “WEB” refers to payments that patients make over the Web after registering.

ePLAN payments: AutoPay denotes that payment is a payment plan installment.

Quick Pay payments: When you see “CASHREGISTER1, WEB,” this means the payment was made by a patient over the Web but patient does not register.

For **ePOS** (Point of Service) payments, staff member name is displayed here.

DAILY ePLAN TRANSACTION DETAIL REPORT

- The Daily ePLAN Transaction Detail Report provides information and detail for ONLY your payment plan transactions during a specified period of time.

The screenshot shows a navigation menu for Lubbock Heart Hospital. The top bar contains links for 'Active Patients', 'ePLAN', 'Point of Service', and 'Reports'. Below this, the 'Reports' section is expanded to show several categories of reports:

- Transactions Reports**
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- MIS Reports**

DAILY DISHONORED PAID ITEMS REPORT

The screenshot displays the ePAY Healthcare web application interface. At the top left is the ePAY Healthcare logo. To the right are navigation buttons for Home, Help, and Sign Out. Below these are menu items for Active Patients, ePLAN, Point of Service, Eligibility, and Reports. The Reports section is active, showing a 'Demo Database' label. On the left is a sidebar with a 'Quick Find' search box and a list of menu items: Home, Cashiering, Quick POS, Departmental Deposits, Find Transactions, System Setup, Promotion Setup, eBILL, and Checkout. The main content area is divided into three report categories: Transactions Reports, Paid Items Reports, and Summary Reports. The 'Daily Dishonored Paid Items Report' under the Paid Items Reports category is highlighted with a red box.

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DAILY DISHONORED PAID ITEMS REPORT (continued)

- The Daily Dishonored Paid Items Report provides information on "bounced checks" as well as credit card chargebacks or any refunds processed at your request.
- Use this report daily to post the returns or refunds back to your patients' account balances in A/R.

Your Town Medical Center					
Mar. 25, 2013	Paid Items Report - Daily Dishonored Paid Items Report				Page 1
2:08:06 pm					Printed By: Mimi Bender
Business Date 2/25/2013 to 3/1/2013					
Tx. No.	Account No	Cust. Name	Bill Number	Bill Desc.	Amount
Business Date: 02/25/2013					
26056	86934	E, JERRY		Autopay Installment Due	-89.24
	<u>Dishonored Reason:</u>		<u>Bank reports account cannot be located.</u>		
SUB-TOTAL for Business Date:		02/25/2013		(Count: 1)	-89.24
Business Date: 02/26/2013					
26129	88415	R, PHILIP		Autopay Installment Due	-250.00
	<u>Refund</u>				
SUB-TOTAL for Business Date:		02/26/2013		(Count: 1)	-250.00
Business Date: 03/01/2013					
26263	88797	N, LYDIA	88797-0001-001	88797-0001-001:10/23/2012	-50.00
	<u>Dishonored Reason:</u>		<u>Bank reports account cannot be located.</u>		
SUB-TOTAL for Business Date:		03/01/2013		(Count: 1)	-50.00
GRAND TOTAL				(Count: 3)	-389.24

DAILY PAID ITEMS REPORT

- The Daily Paid Items Report is an abbreviated version of the Daily Transaction Detail Report, and it provides the Bill Number.

The screenshot displays the ePAY Healthcare web application interface. At the top left is the ePAY Healthcare logo. To the right are navigation buttons for Home, Help, and Sign Out. Below these are menu items for Active Patients, ePLAN, Point of Service, Eligibility, and Reports. The Reports section is active, showing a 'Demo Database' label. On the left is a 'Quick Find' search bar and a vertical menu with options: Home, Cashiering, Quick POS, Departmental Deposits, Find Transactions, System Setup, Promotion Setup, eBILL, and Checkout. The main content area is divided into three report categories:

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DAILY PAID ITEMS REPORT (continued)

Mar. 25, 2013
1:57:26 pm

Paid Items Report - Daily Paid Item Report
Demo Database - DEMODB2010
Business Date 1/1/2013 to 3/25/2013

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Printed By: Mimi Bender

Tx. No.	Account	Cust. Name	Bill Number	Bill Desc.	Amount
Business Date: 02/27/2013					
2077	55555	HICK, ASHLEY	55555-0003-005	55555-0003-005:06/01/2009	33.75
2078	PAY	PAYMENT, CUSTOMER		Other bills test on 2/27/2013	12.00
SUB-TOTAL for Business Date: 02/27/2013					45.75
Business Date: 03/14/2013					
2080	111222333	HC, EPAY		Other bills test on 3/14/2013	65.00
SUB-TOTAL for Business Date: 03/14/2013					65.00
Business Date: 03/21/2013					
2081	22338	SALMON, JULIE	22356-0001-007	22356-0001-007:06/17/2011	208.50
2081	22338	SALMON, JULIE	22338-0002-001	22338-0002-001:07/13/2011	508.50
2081	22338	SALMON, JULIE	22356-0001-009	22356-0001-009:08/07/2011	56.25
2081	22338	SALMON, JULIE	22338-0002-008	22338-0002-008:08/25/2011	131.25
SUB-TOTAL for Business Date: 03/21/2013					904.50
Business Date: 03/25/2013					
2082	WEBCASHREG ISTER1	WEB, CASH	12345-6789	Mimi Bender, Account 36930 Phone: 314 333 5555 DOB: 7-4-79	50.00
SUB-TOTAL for Business Date: 03/25/2013					50.00
GRAND TOTAL					1,065.25

This report includes the information the patient enters in the "Bill Number" field on your website which can assist you in posting the payment.

SETTLEMENT LEDGER REPORT

- The Settlement Ledger Report provides details of the amount deposited in your bank. It includes card type, patient information, operator who processed payment, payment details, service fees, returns and refunds, etc.
- Use this report to reconcile the funds ePAY deposits in your bank.

ePAY Healthcare Home Help Sign Out

Active Patients ePLAN Point of Service Eligibility Reports

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18-Feb-2013
1:27:30 PM

Settlement Ledger Report

Printed By: Mimi Bender

Customer : Palo Alto County Hospital
Customer Code : PACH
Settlement ID and Date : 892 - 12/31/2012

Origin	Type	Account No	Patient Name	Operator	Bill Desc.	Service Fee	Disc.	Amount	Net Amount
Transactions for Settlement									
12/24/2012									
5264	EPOS - BOM	eCHEC 19475	ERIC	WICKMADB	102097 -1:06/01/2012	0.88	0.00	25.00	24.12
Total 12/24/2012						0.88	0.00	25.00	24.12
12/26/2012									
5270	EPLAN Quick -	VISA 14194	CANDANCE	WEB	Autopay Installment Due	3.00	0.00	60.00	57.00
5271	EPAY - Guest	VISA WEBCASHRE	WEB CASHREGISTER1	WEB	Abby 209-2277	3.00	0.00	60.00	57.00
5272	EPOS - BOM	VISA 10813	JOSEPH	HENDERSR	Other bills Lori 12-26-12 on 12/26/2012 1:03:19 PM	5.60	0.00	160.00	154.40
5273	EPOS - BOM	MC PAY	CUSTOMER PAYMENT	HEMMINGB	Other bills N. Schany TOS on 12/26/2012 2:49:15 PM	1.23	0.00	35.00	33.77
5274	EPOS - BOM	MC 15315	NICHOLAS	HEMMINGB	Other bills b140021 N. Meyer TOS on 12/26/2012 2:52:02 PM	0.84	0.00	24.00	23.16
5275	EPOS - BOM	MC 19224	BROOKE	HEMMINGB	Other bills c140091 B. Jones TOS on 12/26/2012 5:09:36 PM	0.53	0.00	15.00	14.47
5276	EPLAN Quick -	eCHEC 27703	JEFFREY	WEB	Autopay Installment Due	5.00	0.00	100.00	95.00
5277	EPAY - Patient	eCHEC 27607	DOUGLAS	WEB	C131062 -1 on 11/07/2012	2.06	0.00	41.20	39.14
Total 12/26/2012						21.26	0.00	495.20	473.94
Total Transactions for Settlement						22.14	0.00	520.20	498.06
Transactions for Return									
12/24/2012									
5262	REFUND - ePAY	eCHEC 6408	CHAD	IDCREMA	Autopay Installment Due	0.00	0.00	-100.00	-100.00
Total 12/24/2012						0.00	0.00	-100.00	-100.00
Total Transactions for Return						0.00	0.00	-100.00	-100.00

Transaction Details	Amount
Amount Collected	520.20
Less: Service Fees	22.14
Less: Returns and Refunds	100.00
Net Amount	398.06

The net amount settled= **\$498.06.**
Amount previously deposited but now refunded= **\$100.**
Net amount deposited in bank= **\$398.06.**

CUSTOMER BILLING SUMMARY REPORT

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CUSTOMER BILLING SUMMARY REPORT (continued)

The Customer Billing Summary Report displays your settlement deposits for the month and the monthly invoice amount, as well as the corresponding Settlement Ledger ID# from which the invoice amount was deducted. Please run this report with a date range that includes the month of the invoice; for example, if the invoice is for Feb 2012, please enter a date range of 2/1/12 to the current date. This report can be used to assist in balancing your checking account. Please enter the date range to match the dates on your bank statement.

5/14/2012 7:13:17PM	<h3 style="margin: 0;">Customer Billing Summary Report</h3> <p style="margin: 0;">Business date from 2/1/2012 to 3/31/2012</p>	Printed By: Mahesh Page 1 of 1							
Customer Name	Settlement/ Invoice	SLID	Date	ID	Cr Amount	Dr Amount	Invoice Fee	Adjustment	Net Amount
EPAY15_15 Name									
	Invoice	162	2/2012	14	\$ 0.00	\$ 0.00	\$(547.00)	\$(200.00)	\$(747.00)
	Invoice	162	3/2012	18	\$ 0.00	\$ 0.00	\$(30.00)	\$ 0.00	\$(30.00)
	Settlement		02/08/12	156	\$ 2.00	\$ 0.04	\$ 0.00	\$ 0.00	\$ 1.96
	Settlement		03/12/12	157	\$ 1855.00	\$ 55.65	\$ 0.00	\$ 0.00	\$ 1799.35
	Settlement		03/12/12	158	\$ 60785.50	\$ 1743.06	\$ 0.00	\$ 0.00	\$ 59042.44
	Settlement		03/13/12	159	\$ 66.00	\$ 1.32	\$ 0.00	\$ 0.00	\$ 64.68
	Settlement		03/26/12	161	\$ 3148.00	\$ 89.10	\$ 0.00	\$ 0.00	\$ 3058.90
	Settlement		03/30/12	162	\$ 806.00	\$ 24.18	\$ 0.00	\$ 0.00	\$ 781.82
Total for EPAY15_15					\$ 66662.50	\$ 1913.35	\$(577.00)	\$(200.00)	\$ 63972.15

SETTLEMENT LEDGER REPORT BY TRANSACTION

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SETTLEMENT LEDGER REPORT BY TRANSACTION (continued)

The Settlement Ledger by Transaction Report provides a summary of settled transactions as well as transactions that have yet to be settled for a given timeframe. Use this report if you are using a cash accrual accounting basis because it will show you any transactions that have not yet settled for the timeframe you have selected.

There are 3 parts to this report:

- **Section 1:** An overall summary for the date range selected.
- **Section 2:** A summary sorted by the date the transactions were entered. This section can be used to reconcile with the Daily Transaction Detail Report.
- **Section 3:** A very detailed list by date and transaction which displays the settled transactions as well as those which are not settled. This detail includes the settlement ID and settlement date for each transaction. This will allow you to reconcile even if settlement ID's span more than one day.

SETTLEMENT LEDGER REPORT BY TRANSACTION (continued)

Settlement Ledger Report by Transaction

16-May-2012
12:32:58 pm

SECTION 1

Customer Code : EPAY15_15
Customer Name : EPAY15_15 Name
Transaction Days : 3/1/2012 to 4/3/2012

Sum of all transactions through ePAY for a selected time period

Transaction Details	Amount
Amount Collected This Period	9,894.62
Amount Settled	6,434.57
Amount Pending Settlement	3,108.14
Returns and Refunds	0.00

Sum of all settled transactions less ePAY fees and adjusted invoice amount.

Sum of all transactions pending settlement less ePAY fees

SECTION 2

Settlement Details	Cr Amount	Dr Amount	Net Amount	Invoice Amount	Net Amount After Invoice
03/07/2012					
# SL ID 157 03/12/2012	1,855.00	55.65	1,799.35	0.00	1,799.35
# SL ID 158 03/11/2012	850.00	25.50	824.50	0.00	824.50
# SL ID 161 03/26/2012	2,988.00	81.10	2,906.90	0.00	2,906.90
Sub Total	5,693.00	162.25	5,530.75	0.00	5,530.75
03/08/2012					
# SL ID 161 03/26/2012	160.00	8.00	152.00	0.00	152.00
Sub Total	160.00	8.00	152.00	0.00	152.00
03/30/2012					
# SL ID 162 03/30/2012	806.00	24.18	781.82	30.00	751.82
Pending Settlement *	477.00	14.31	462.69	0.00	462.69
Sub Total	1,283.00	38.49	1,244.51	30.00	1,214.51
04/03/2012					
Pending Settlement *	2,758.62	113.17	2,645.45	0.00	2,645.45
Sub Total	2,758.62	113.17	2,645.45	0.00	2,645.45
Total	9,894.62	321.91	9,572.71	30.00	9,542.71

* Fee calculation for transactions pending settlement may change during settlement process

SETTLEMENT LEDGER REPORT BY TRANSACTION (continued)

SECTION 3

- Below is a snapshot of the detail provided in this report, following the summary displayed on the previous page
- This page is an example of how the Transaction Details continue after the Summary at the top. In your actual report, the transaction details are included for all of the dates within the timeframe queried.

Tx. No	SL	Origin	Card Type	Account No.	Operator	Patient Name	Description	Client Fee	Disc.	Amount	Net Amt	
03/07/2012												
2585	158	03/11/2012	EPOS	MC	60443	IDCCHANDR	Salmon Julie	Adhoc	6.15	0.00	205.00	198.85
2586	158	03/11/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.45	0.00	215.00	208.55
2587	158	03/11/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.75	0.00	225.00	218.25
2588	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.05	0.00	235.00	227.95
2589	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.35	0.00	245.00	237.65
2590	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.65	0.00	255.00	247.35
2591	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.95	0.00	265.00	257.05
2592	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	8.25	0.00	275.00	266.75
2593	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	8.55	0.00	285.00	276.45
2594	157	03/12/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	8.85	0.00	295.00	286.15
2595	158	03/11/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.15	0.00	205.00	198.85
2596	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.00	0.00	200.00	194.00
2597	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.35	0.00	245.00	237.65
2598	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.03	0.00	201.00	194.97
2599	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	2.31	0.00	77.00	74.69
2600	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	1.65	0.00	55.00	53.35
2601	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	3.69	0.00	123.00	119.31
2606	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.66	0.00	222.00	215.34
2609	161	03/26/2012	EPAY	eCHECK	Quick Pay	WEB	WEB CASH	Adhoc	13.32	0.00	666.00	652.68
2610	161	03/26/2012	EPAY	eCHECK	111222333	WEB	HC EPAY	Adhoc	3.76	0.00	188.00	184.24
2611	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	6.33	0.00	211.00	204.67
2612	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	3.69	0.00	123.00	119.31
2613	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	9.63	0.00	321.00	311.37
2614	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	3.66	0.00	122.00	118.34
2615	161	03/26/2012	EPOS	eCHECK	60443	IDCCHANDR	Salmon Julie	Adhoc	7.02	0.00	234.00	226.98
Sub Total								162.25	0.00	5,693.00	5,530.75	
03/08/2012												
2603	161	03/26/2012	EPLAN Quick	eCHECK	60443	IDCCHANDR	Salmon Julie	Installment	2.50	0.00	50.00	47.50
2604	161	03/26/2012	EPLAN Quick	eCHECK	60443	IDCCHANDR	Salmon Julie	Enrollment Fee	0.50	0.00	10.00	9.50
2605	161	03/26/2012	EPLAN Quick	eCHECK	60443	IDCCHANDR	Salmon Julie	Installment	3.00	0.00	60.00	57.00
2607	161	03/26/2012	EPLAN Quick	eCHECK	60443	IDCCHANDR	Salmon Julie	Enrollment Fee	0.50	0.00	10.00	9.50
2608	161	03/26/2012	EPLAN Quick	eCHECK	60443	IDCCHANDR	Salmon Julie	Installment	1.50	0.00	30.00	28.50

INVOICE DETAIL REPORT

14-May-2012
7:09:00 pm

Settlement Ledger Report

Printed By: Mahesh

Customer : EPAY15_15 Name
Customer Code : EPAY15_15
Settlement ID and Date : 162 - 03/30/2012

Tx.No	Origin	Type	Account No	Patient Name	Operator	Bill Desc.	Service Fee	Disc.	Amount	Net Amount
Transactions for Settlement 3/30/2012										
2617	EPOS - ePAY	eCHECK	60443	Julie Salmon	IDCCHANDRU	Other bills DD on 3/30/2012 12:36:24 PM	10.50	0.00	350.00	339.50
2617	EPOS - ePAY	eCHECK	60443	Julie Salmon	IDCCHANDRU	Other bills DD on 3/30/2012 12:36:24 PM	10.50	0.00	350.00	339.50
2619	EPOS - ePAY	MC	60443	Julie Salmon	IDCCHANDRU	Other bills GG on 3/30/2012 12:37:03 PM	13.68	0.00	456.00	442.32
2619	EPOS - ePAY	MC	60443	Julie Salmon	IDCCHANDRU	Other bills GG on 3/30/2012 12:37:03 PM	13.68	0.00	456.00	442.32
Total 03/30/2012							48.36	0.00	1,612.00	1,563.64
Total Transactions for Settlement							48.36	0.00	1,612.00	1,563.64

Transaction Details	Amount
Amount Collected	1,612.00
Less: Service Fees	48.36
Less: Returns and Refunds	0.00
Less: Invoice deducted from this Settlement Ledger - Inv # 18	30.00
Net Amount	1,533.64

The invoice detail can be viewed by selecting the Invoice Detail Report from your ePAY Reports menu. In this example, report #18 will display the detail. (Please see illustration below)

INVOICE DETAIL REPORT (continued)

To view details of your invoice, please click on the Invoice Detail Report:

ePAY Healthcare Home Help Sign Out

Active Patients | ePLAN | Point of Service | Eligibility | Reports | Demo Database

Reports

Quick Find →

- Home
- Cashiering
- Quick POS
- Departmental Deposits
- Find Transactions
- System Setup
- Promotion Setup
- eBILL
- Checkout

Transactions Reports

- [Daily Transaction Detail Report](#)

Paid Items Reports

- [Daily Dishonored Paid Items Report](#)
- [Daily Paid Item Report](#)

Summary Reports

- [Statistics Report](#)
- [Patient Registration Report](#)
- [Settlement Ledger Report](#)
- [Invoice Report](#)
- [Customer Billing Summary Report](#)
- [Settlement Ledger Report by Transaction](#)
- [Invoice Detail Report](#)
- [Payment Plan Discrepancy Report](#)

ePLAN Reports

- [Past/Current/Future Due](#)
- [ePLAN Detailed Report](#)
- [ePLAN Summary Report](#)
- [Failed ePLAN Report](#)
- [Inactive ePLAN Report](#)
- [ePLAN Master Report](#)

INVOICE DETAIL REPORT (continued)

The Invoice Detail Report provides detail of the fees charged to your facility, including specific information regarding payment plan enrollments:

14-May-2012
7:22:50 pm

Invoice Detail Report

Invoice Id 18 →

Invoice Month and Year : March - 2012

Once you select the Invoice Detail Report from your ePAY Reports Menu, please select the Invoice Number referenced on your Settlement Ledger Report for easy reconciliation.

Client Name	Trans. Fee	Enroll Fee	Subs. Fee	Other Adj.	Total Fee
EPAY15_15 Name	\$ 0.00	\$ 30.00	\$ 0.00	\$ 0.00	\$ 30.00

Adjusted Invoice

Invoice Number 18 is deducted from Settlement Ledger Number 162.

Enrollment Fee

Account No.	Patient Name	Date of Enrollment	Enrollment Operator	ePLAN Code	Enrollment Fee
60443	Julie Salmon	03/23/2012	JSALMON	QPLAN_10055	10.00
60445	John Smith	03/23/2012	JSALMON	QPLAN_10053	10.00
60448	David Geiger	03/23/2012	JSALMON	EPLAN_3	10.00
					30.00
Collected Amount from Patient :					\$0.00
Total :					\$30.00

PAYMENT PLAN DISCREPANCY REPORT

This report assists you in comparing a patient's payment plan balance with his/her current bill balance (if you are integrated with ePAY). If the payment plan balance is higher than the bill balance, you will most likely want to decrease the payment plan balance. Conversely, if the payment plan balance is lower than the bill balance, you may want to increase the total amount of the plan.

ePAY Healthcare Home Help Sign Out

Active Patients | ePLAN | Point of Service | Eligibility | Reports

Reports Demo Database

Quick Find

Home

Cashiering

Quick POS

Departmental Deposits

Find Transactions

System Setup

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eBILL

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ePLAN Reports

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PAYMENT PLAN DISCREPANCY REPORT (continued)

Payment Plan Discrepancy Report

08-Oct-2012
2:39:29 pm

Printed By: MARK DAVIES

Customer Code : **NOH_PROD**
Customer Name : **Nebraska Orthopaedic Hospital**

Account Number	Last Name	First Name	Current Bill Balance	Current Payment Plan Balance	Difference
██████	██████████	██████████	24.11	0.00	24.11
██████	██████████	██████████	120.00	0.00	120.00
██████	██████████	██████████	836.98	836.98	0.00
██████	██████████	██████████	58.02	0.00	58.02
██████	██████████	██████████	475.00	0.00	475.00
██████	██████████	██████████	179.45	179.45	0.00
██████	██████████	██████████	1,922.12	1,922.12	0.00

PAYMENT PLAN DISCREPANCY REPORT (continued)

You have options to customize this report if you prefer to exclude when the bill balance, the payment plan balance, or the difference between the two equals zero.

The screenshot shows the ePAY Healthcare interface. At the top left is the ePAY Healthcare logo. On the top right are buttons for Home, Help, and Sign Out. Below the logo is a navigation menu with links for Active Patients, ePLAN, Point of Service, and Reports. The main header area contains the text "Payment Plan Discrepancy Report" on the left and "Demo DB HC10G14" on the right. Below the header, there are three checkboxes: "Exclude if bill balance is zero", "Exclude if payment plan balance is zero", and "Exclude if difference is zero". These checkboxes are enclosed in a red rectangular box. To the right of the checkboxes are two buttons: "Refresh" and "Export to Excel". Below this section, the main content area displays the title "Payment Plan Discrepancy Report" in bold. Underneath the title, the date "05-Nov-2012" and time "3:09:33 pm" are shown. Below the date and time, there are two labels: "Customer Code" and "Customer Name", each followed by a colon. At the bottom of the screenshot, a dark red header bar contains the column titles: "Account Number", "Last Name", "First Name", and "Current Balance" (partially visible as "Curre Bal").

FAILED ePLAN REPORT

The Failed ePLAN Report displays the payment plan installments that have failed in the last 7 days and are in **Suspended** status. The **last line of the report** provides the reason for the failure. Use this report to contact patients in order to gather valid payment information. Then activate the plan by clicking on ePLAN > EDIT > RESUME PAYMENTS.

Failed ePLAN Report

Area Medical Center - AMC371

Installment date from 2/11/2010 to 2/18/2013

JEREMY G	A/c	31681
Email Id		
Current Bill Balance		0.00
Current Payment Plan Balance		208.44
Enrollment Fee		10.00
Net Balance		-208.44

Enrollment Date	: 01/02/2013 09:34	This plan is enrolled for \$208.44 on 01/02/2013 09:34 by the business office user with the operator id JODYR.
Plan Status	: Active	Once a month on day 10 for 9 month(s) at \$25.00/Payment (QPLAN_10030). Completed 0 installment(s) out of 9.
AutoPay Status	: Suspended	Total Payment received for \$0.00 out of the total of \$208.44.
Down Payment	: 0.00	Next installment of \$25.00 on 02/10/2013.
Enrollment Fee	: 10.00(Paid)	
Payment Type	: CC	

Notification	Due Date	Notified	Inst.	Paid	Transaction	Balance
02/07/2013	02/10/2013	Y	25.00	0.00		25.00
			25.00	0.00		25.00

Number of attempts to process last payment: 2
Last payment attempted on 02/12/2013

Last failed transaction number 6920 was attempted on 02/12/2013 with error 'Generic Credit Card Decline.'

INACTIVE ePLAN REPORT

The Inactive ePLAN Report provides a history of any payment plans that have been suspended and have not been addressed or activated. It displays the same information of the Failed ePLAN Report, but the date range of the Inactive ePLAN Report covers a longer timeframe. Use this report at least once per month to determine how to handle the patients who have defaulted on their payment plan payments.

Inactive ePLAN Report
Orthopaedic Hospital

Enrollment date from 1/1/2010 to 12/31/2013

VERN D	A/c	90355
Email Id	NO@EMAIL.COM	
Current Bill Balance		81.51
Current Payment Plan Balance		362.51
Enrollment Fee		0.00
Net Balance		-281.00

Enrollment Date	: 01/16/2013 21:01	This plan is enrolled for \$483.51 on 01/16/2013 21:01 by the user VERN D who is a registered user.
Plan Status	: Active	Once a month on day 18 for 4 month(s) at \$121.00/Payment (QPLAN_10011). Completed 1 installment(s) out of 4.
AutoPay Status	: Suspended	Total Payment received for \$121.00 out of the total of \$483.51.
Down Payment	: 0.00	Next installment of \$121.00 on 03/18/2013.
Enrollment Fee	: 0.00	The last payment received was for \$121.00 on 02/18/2013.
Payment Type	: CC	

Notification	Due Date	Notified	Inst.	Paid	Transaction	Balance
02/15/2013	02/18/2013	Y	121.00	121.00	25887	0.00
03/15/2013	03/18/2013	Y	121.00	0.00		121.00
04/15/2013	04/18/2013	N	121.00	0.00		121.00
05/15/2013	05/18/2013	N	120.51	0.00		120.51
			483.51	121.00		362.51

Number of attempts to process last payment: 1
Last payment attempted on 03/18/2013
Last failed transaction number 26860 was attempted on 03/18/2013 with error 'Generic Credit Card Decline.'

SELECTION CRITERIA

Date Type: E Plan Status: A Autopay Status: S

ePLAN MASTER REPORT

This report provides a snapshot of your payment plans and can be customized to show completed or withdrawn payment plans.

10/8/2012 3:41:59PM

ePLAN Master Report

Page 1 of 1

Enrollment Date from 10/8/2012 to 10/8/2012

Account Number	Name	ePLAN Number	Plan Status	No of Inst.	Total Paid	Current ePLAN Balance	Patient Balance	Enrollment Date	Enrolled Operator	Auto Payment Status	Autopay Last Modified Datetime	Auto Payment Code
EPAY_10007	DOSTOEVSKY, FYODOR	QPLAN_10022	Active	7	0.00	4,100.00	0.00	10/8/2012	IDCMARK	A	N/A	AUTO_10022
EPAY_10007	DOSTOEVSKY, FYODOR	QPLAN_10032	Active	12	0.00	4,100.00	0.00	10/8/2012	IDCMARK	A	N/A	AUTO_10032
292929	PUSHKIN, ALEXANDER	QPLAN_10035	Active	9	0.00	2,250.00	0.00	10/8/2012	IDCMARK	A	N/A	AUTO_10035
292929	PUSHKIN, ALEXANDER	QPLAN_10019	Active	10	0.00	2,250.00	0.00	10/8/2012	IDCMARK	A	N/A	AUTO_10019
39393939	PUSHKIN, ALEXANDER	QPLAN_10035	Active	9	0.00	1,250.00	0.00	10/8/2012	IDCMARK	A	N/A	AUTO_10035
EPAY_10010	NIKOLAI, GOGOL	QPLAN_10022	Active	7	0.00	900.00	0.00	10/8/2012	WEB	A	N/A	AUTO_10022