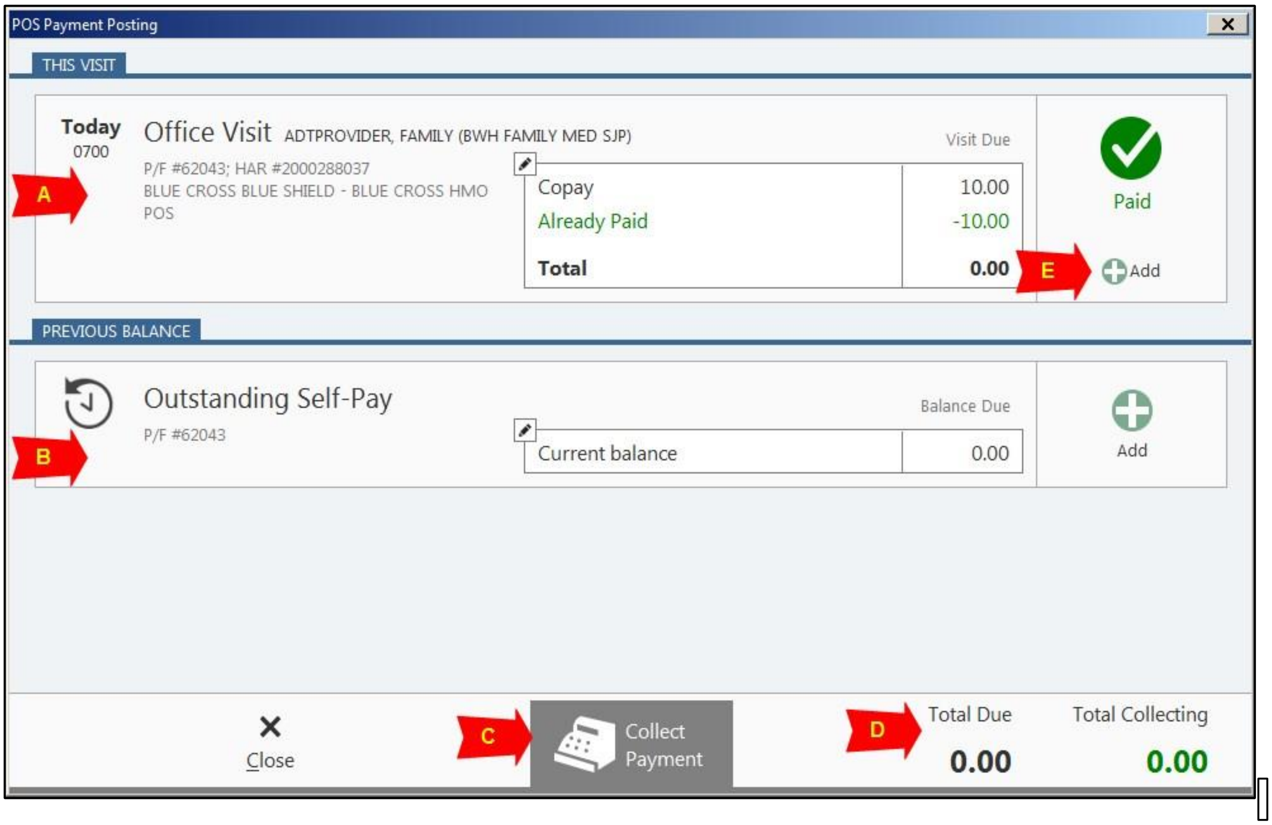
POS Payment Posting – Pre-Payments

Epic has upgraded the Point of Service Payment Posting Module. This tip sheet illustrates how to post a pre-payment to a patient's account during check-in or check-out. POS Payment Posting can also be accessed via **Epic > Enterprise Billing > POS Payment Poster**.

Try It Out!

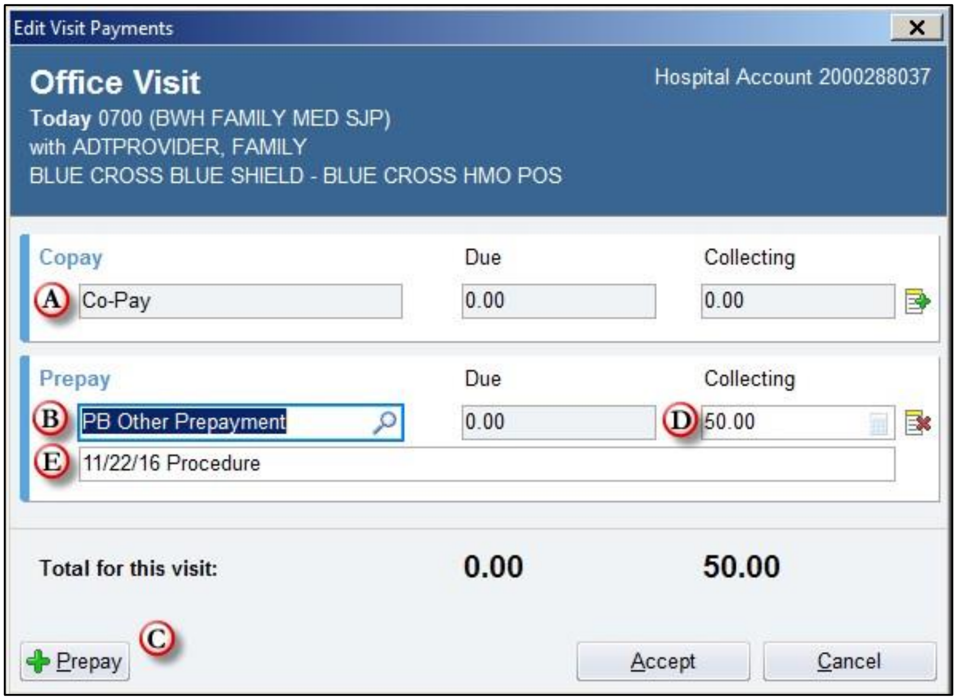
1. From the **Department Appointment Report** (DAR), highlight the patient and click **Check-In** on the DAR Activity Toolbar. (Can also be initiated using the appointment on the patient's **Appointment Desk**)
2. Verify the **Patient Demographics** and navigate to the **Copay** form.
3. Launch **Enterprise Pmt** 

from the Activity Toolbar. The **POS Payment Posting** Screen appears.



   a. The top portion of the form displays the current visit and the copay due.
   b. The second part displays any prior balance on the patient's account.
   c. In the middle of the bottom portion of the form is the Collect Payment button to identify the source of the payment.
   d. Displays the current balance of the transaction: How much is due versus how much has been collected.
   e. The **Add** button allows for more than one copay or other post type to be collected at a time.

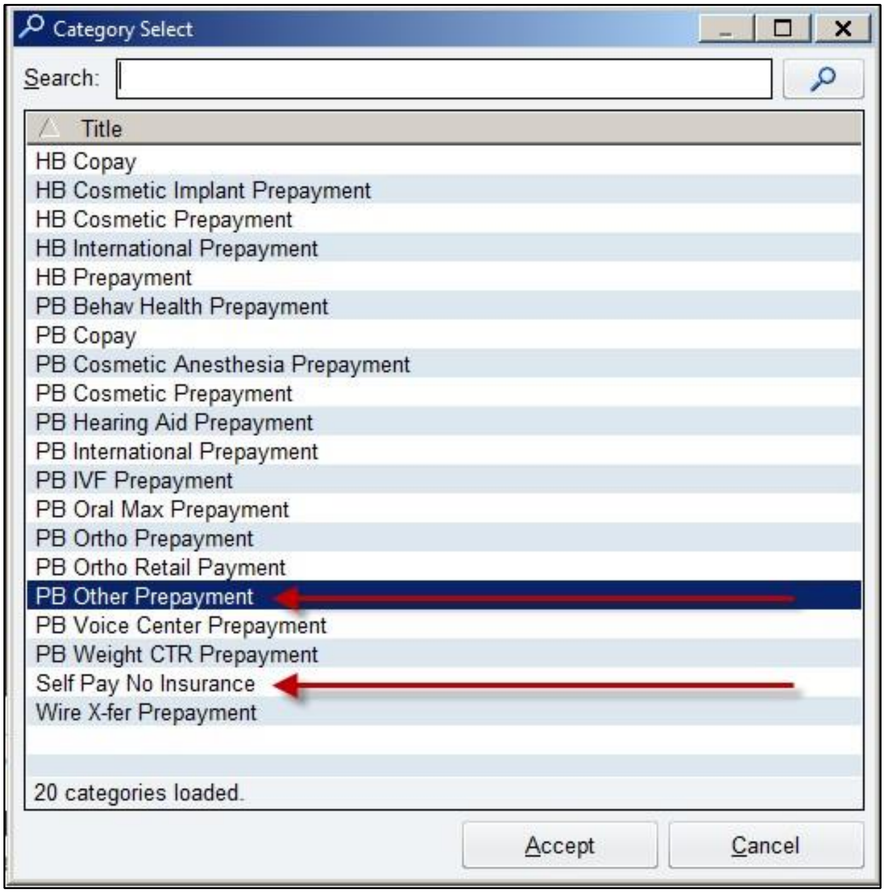
4. To add a pre-payment for services, click the **Add** button. The **Edit Visit Payments** window appears.



a. The top portion displays the **Copay type**. If you need to change the type, select the magnifying glass icon, and select the appropriate **Copay type**. Enter the correct amount due in the **Due** field.
b. If there is a **Prepayment** on the visit, the appropriate **Prepay type** is entered here. Since there is no amount due on a **Prepayment**, the **Due** field is grayed out. Use the **Magnifying Glass** to select the **Pre-Payment Post Type**.
   i. Whenever making modifications to the Copay entry type, modifying the amount, or adding a Prepayment, use the **Add Comment** button to describe the changes you are making. Add your initials to the end of the comment.
c. To add another row of **Prepay**, click the Prepay button. This will add another row under the existing prepay row.
d. The **Pre-Payment amount** should be entered here before clicking **Accept**.
e. The **Comment** field contains the specific details about the reason for collecting the Prepayment.

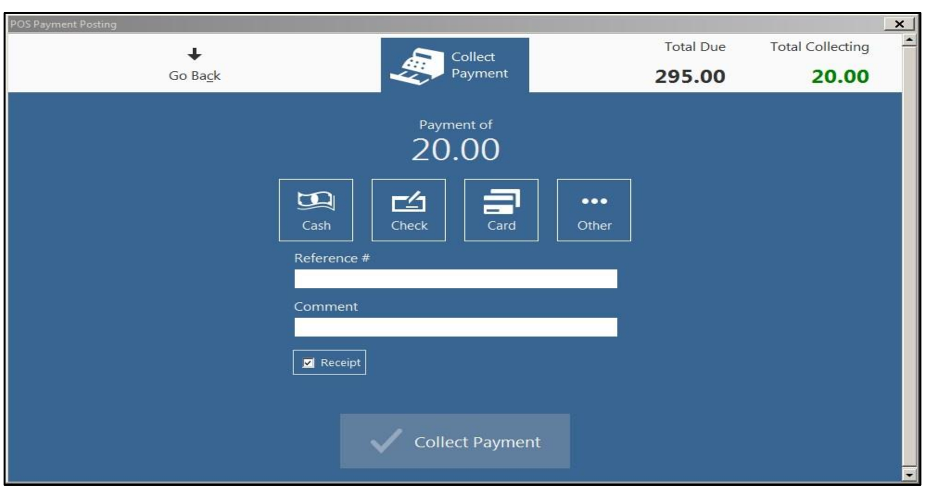
IMPORTANT: When collecting a Prepayment, make sure to enter the date and specific surgery/ procedure the prepayment is for. This will ensure that the payment is applied to the correct surgery/procedure.

5. Click the **Magnifying Glass** icon in the **Pre-Payment** field and select the specific **Post Type** appropriate to the services rendered.



6. Enter the amount of the Prepay and necessary Comments. (e.g., cosmetic prepayment for 12/1/2016 visit)
7. Click the **Accept** button. The correct amount due and collected amounts appear.
8. To indicate the source of the payment, click the **Collect Payment** 

button on the bottom of the window.
9. In the Collect Payment window, indicate the source of the payment: **Cash, Check, Card,** or **Other**.



Processing A Credit Card

- In the Reference number field and Comment fields never enter any identifiable information or credit card information. Trust Commerce is NOT used to collect credit card payments.

Processing a Check

- If the payment source is a check, you must process the check using the Trust Commerce Vault before continuing (see *Processing Electronic Checks with Trust Commerce Vault* Tip Sheet for steps).
- In the **Reference number** field, enter the check number from the top right corner of the check.
- In the **Comment** field, enter the Transaction ID from the Trust Commerce Vault website (example: 580-9876543214).

Other Payment Source

- The other payment options are Bank Check, EOB, Foreign Drafts, Money Order, Travelers Check, Voucher, and Wire Transfer.
- Select the payment source first; then collect the details from the payment type.
- Make sure the Receipt box is checked to print a receipt.

IMPORTANT: If the Receipt box is not selected, you will not be able to come back and reprint a receipt. In order to reprint the receipt, you must print at least one copy during collection.

10. When prompted, enter credit card information on the encrypted keypad.

The credit card device keypads have been encrypted for secure payments. If a credit card needs to be manually entered, you must enter the card number using the numbers on the keypad. **Never** use the numbers on your workstation's keyboard to enter credit card numbers in Epic.