



CompuGroup™
Medical

CGM webPAY™

User Guide

September 2021

CGM webPAY™

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NOTICE

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INTRODUCTION

CGM webPAY is an online payment solution and integrates with TransIT/TSEP and utilizes the PAX S300 device to offer keyed, swiped, and chip credit card processing. Card-not-present and wallet transactions, voids, and credits are processed within CGM webPRACTICE[™]. Transactions are automatically stored in the Unposted Payments function and can be manually allocated or posted to a specific charge. Users initiate device settlement manually within the software.

This manual provides instructions for using CGM webPAY within CGM webPRACTICE. It is intended for CGM webPRACTICE Users that are already experienced and trained in the basic functionality of CGM webPRACTICE. Only the functions specific to CGM webPAY are included in this manual and if you need instructions for other CGM webPRACTICE functionality, refer to *CGM webPRACTICE Help* or contact Customer Service for assistance.

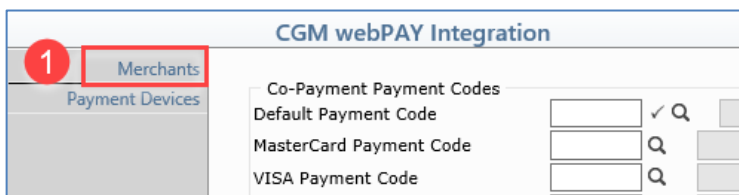
CGM WEBPAY SETUP

Prior to using CGM webPAY, you will need to access the *CGM webPAY Integration* function (*System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM webPAY Integration*) to enter your Merchant Account information, add any payment devices you will use (if applicable) and define which Payment Codes you want to use.

Merchant Account Information

Upon accessing the *CGM webPAY Integration* function:

1. Click **Merchants** in the Action Column.



CGM webPAY Integration

1 Merchants

Payment Devices

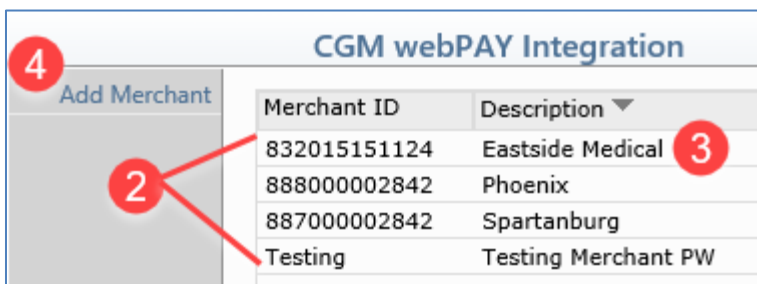
Co-Payment Payment Codes

Default Payment Code ✓ Q

MasterCard Payment Code Q

VISA Payment Code Q

2. Any previously defined Merchants will display.

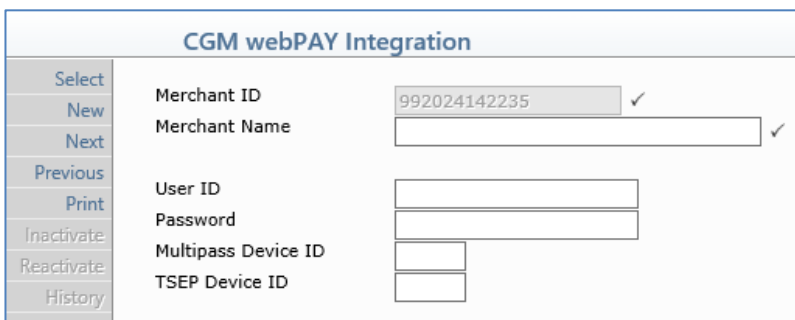


CGM webPAY Integration

4 Add Merchant

Merchant ID	Description
832015151124	Eastside Medical 3
888000002842	Phoenix
887000002842	Spartanburg
Testing	Testing Merchant PW

3. To view or edit a Merchant, click anywhere within the row.
4. To add a new Merchant, click **Add Merchant** in the Action Column.



CGM webPAY Integration

Select New Next Previous Print Inactivate Reactivate History

Merchant ID ✓

Merchant Name ✓

User ID

Password

Multipass Device ID

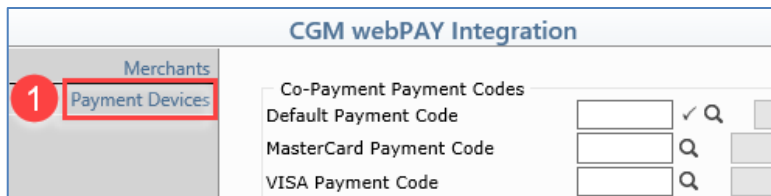
TSEP Device ID

You should have received the necessary information from TSYS for each of these fields. Enter the **Merchant ID**, press TAB, then the remaining fields will become active so you can enter the remaining setup information. Click **Save**.

Payment Device Setup

This step is only required if your office is using one or more PAX S300 devices.

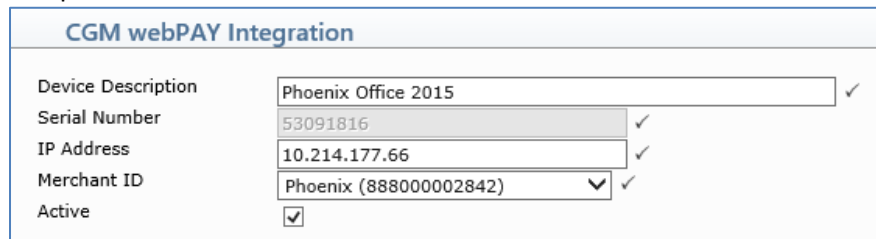
1. Click **Payment Devices** in the Action Column.



2. Any previously stored devices will display.
3. To view or edit a payment device, click anywhere within the row.
4. To add a new payment device, click **Add Device** in the Action Column.

CGM webPAY Integration					
4	Add Device	Active	Description	Serial Number	IP Address
		✓	Phoenix Office 2015	53091816	10.214.177.66
		✓	Shawn's Office	53091817	192.168.0.22

Complete the fields:

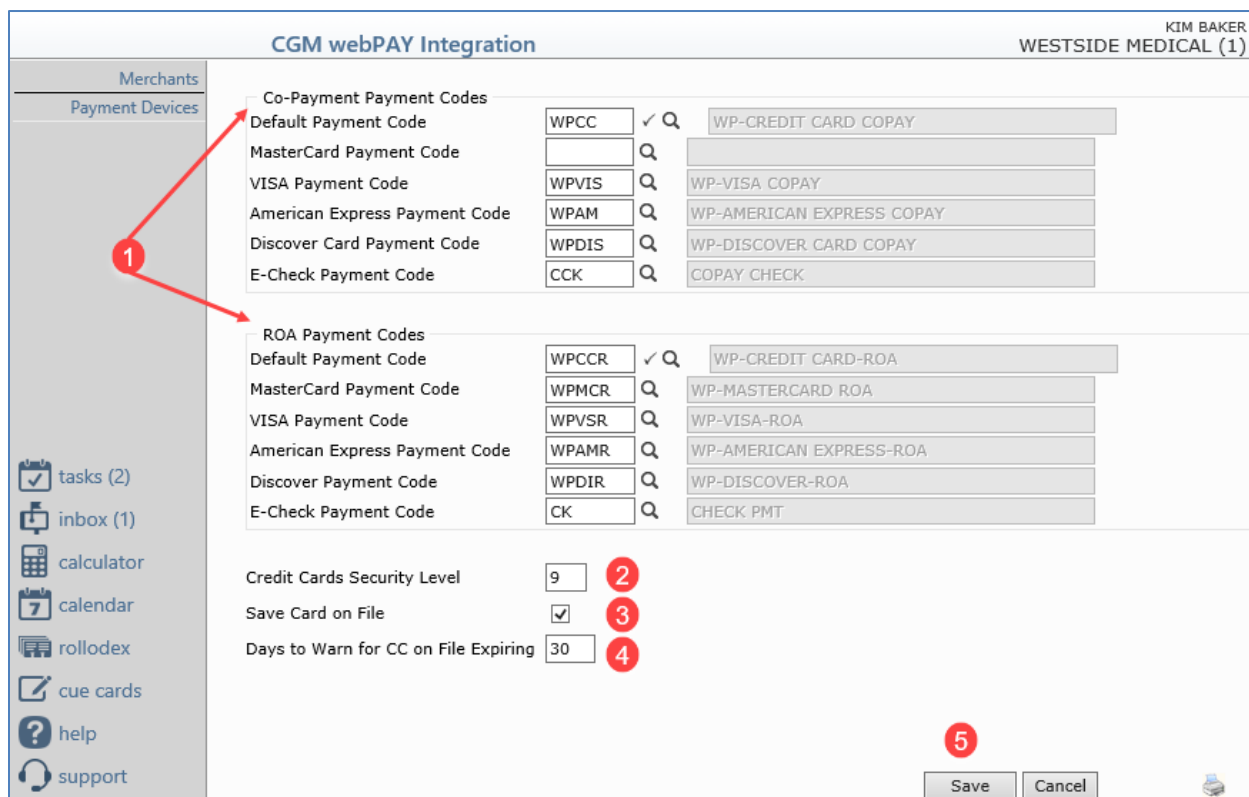


- **Device Description:** Enter a description that identifies the payment device, such as the location of the device or the person using the device. For example: Central Office, Billing Desk.
- **Serial Number:** Enter the serial number for the payment device (usually located on the bottom of the device). This field will be inactive if transactions already exist for that device serial number. You can **Delete** a device if it was entered and saved but never used.
- **IP Address:** After you enter the Serial Number and press TAB, this field should automatically populate with the IP address located for the device,. If it does not, you will need to access the payment device directly to look up the IP address and manually enter it.
- **Merchant ID:** Select the Merchant ID from the list.
- **Active:** Select the check box to make the device active.

Click **Save**.

Default Payment Code Setup

1. **Default Payment Codes:** Enter the code you want to default for Co-Payments and ROA (Received on Account) payments and any additional codes for each credit card type.
2. **Credit Cards Security Level:** Enter the minimum security level a User must have to access and edit credit cards saved on a patient's account.
3. **Save Card on File:** If you want the **Save Card on File** option to default as 'selected' each time the CGM webPAY Payment screen is accessed, select this check box.
4. **Days to Warn for CC on File Expiring:** Enter the quantity of days you want to be warned prior to the patient's card expiring. Valid values for this field are 0-99 days and the default setting is 30 days. Currently this field only affects the **CC Status** yellow dot on the *Review/Send Electronic Statements* function.
5. Click **Save**.



CGM webPAY Integration KIM BAKER
WESTSIDE MEDICAL (1)

Co-Payment Payment Codes

Code Type	Code	Search	Dropdown
Default Payment Code	WPCC	✓ Q	WP-CREDIT CARD COPAY
MasterCard Payment Code		Q	
VISA Payment Code	WPVIS	Q	WP-VISA COPAY
American Express Payment Code	WPAM	Q	WP-AMERICAN EXPRESS COPAY
Discover Card Payment Code	WPDIS	Q	WP-DISCOVER CARD COPAY
E-Check Payment Code	CCK	Q	COPAY CHECK

ROA Payment Codes

Code Type	Code	Search	Dropdown
Default Payment Code	WPCCR	✓ Q	WP-CREDIT CARD-ROA
MasterCard Payment Code	WPMCR	Q	WP-MASTERCARD ROA
VISA Payment Code	WPVSR	Q	WP-VISA-ROA
American Express Payment Code	WPAMR	Q	WP-AMERICAN EXPRESS-ROA
Discover Payment Code	WPDIR	Q	WP-DISCOVER-ROA
E-Check Payment Code	CK	Q	CHECK PMT

Credit Cards Security Level: 9

Save Card on File: ☒

Days to Warn for CC on File Expiring: 30

Save **Cancel**

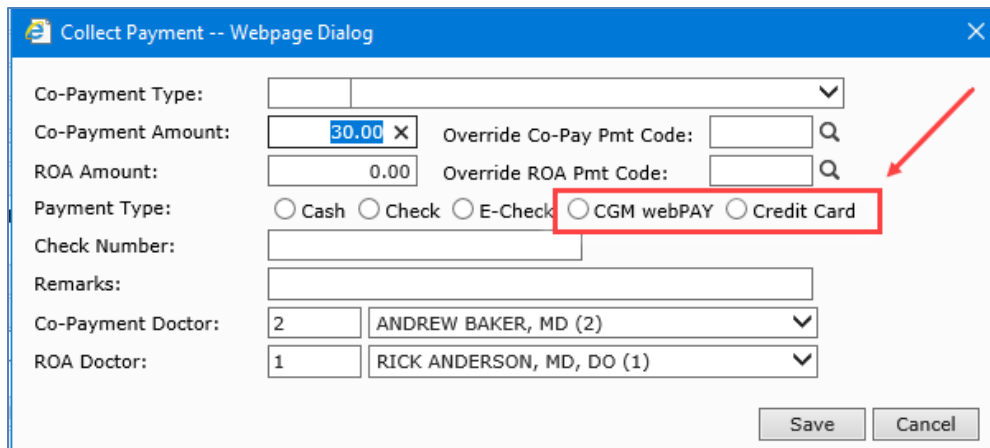
Additional Payment Type Setup

If you requested to have your database set up in "Test" mode (prior to going 'Live'), only the users designated as "Test" users will have access to the new CGM webPAY functionality. When you collect payments, the **CGM webPAY** button will replace the **Credit Card** button for the "Test" users but, if the "Test" users will still need access to the **Credit Card** button in *Patient Check/Out* during the test phase, you have the option to set up an additional payment type button. This is just a temporary setup so that Test users can still have access to the **Credit Card** button.

To set up an additional payment type, access the *Patient Check In/Out Integration* function (*System > Database Maintenance Menu > Integrations > Schedule Integrations > Patient Check In/Out Integration*) and add **Credit Card** for the **Payment Type Button Name**. Add the Default payment codes you want to default for Co-Payments and ROA payments and click **Save**.

Additional Payment Type		
Payment Type Button Name	Credit Card	
Default Co-Pay Payment Code	CCC	Q COPAY CREDIT CARD
Default ROA Payment Code	CC	Q CREDIT CARD PMT

When Test Users access the **Collect Payment** function, they will see the both the **CGM webPAY** and **Credit Card** buttons.



Collect Payment -- Webpage Dialog

Co-Payment Type:

Co-Payment Amount: Override Co-Pay Pmt Code:

ROA Amount: Override ROA Pmt Code:

Payment Type: ☐ Cash ☐ Check ☐ E-Check ☐ CGM webPAY ☐ Credit Card

Check Number:

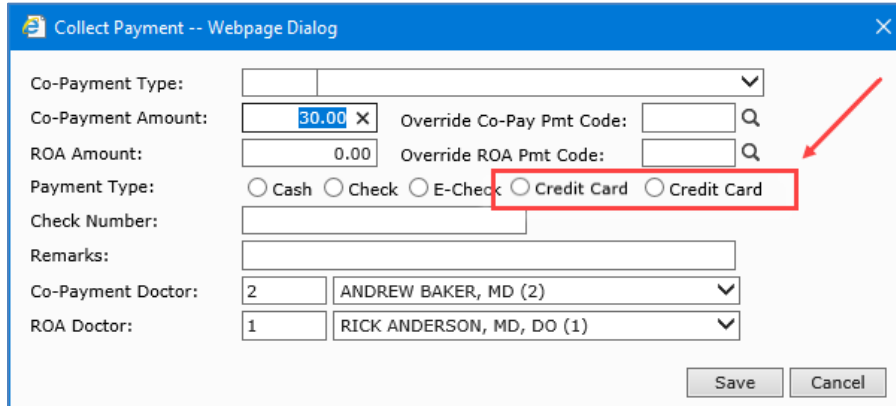
Remarks:

Co-Payment Doctor: ANDREW BAKER, MD (2)

ROA Doctor: RICK ANDERSON, MD, DO (1)

Additional Payment Type (cont.)

You will need to inform your non-Test Users that when they access the **Collect Payment** function, they will see two **Credit Card** buttons during the Test period. They can use either button because they will both function the same.



When you have completed the Test period, remember to delete the **Additional Payment Type** information in the *Patient Check In/Out Integration* function.

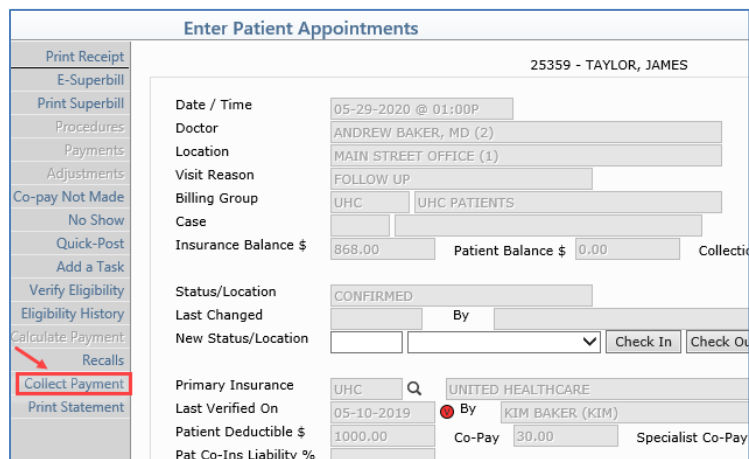
COLLECTING PAYMENTS IN SCHEDULING

You can collect CGM webPAY payments using the **Collect Payment** Action Column button in *Patient Check In/Out* in Scheduling. You have three options to access the function:

- *Schedule > Enter Patient Appointments > Select a patient > Check In/Out*
- *Schedule > Enter Patient Appointments > Check In/Out > Select a patient*
- *Schedule > Patient Check In/Out > Select a patient*

The instructions provided below show the payment collection process after you have accessed the patient account you want.

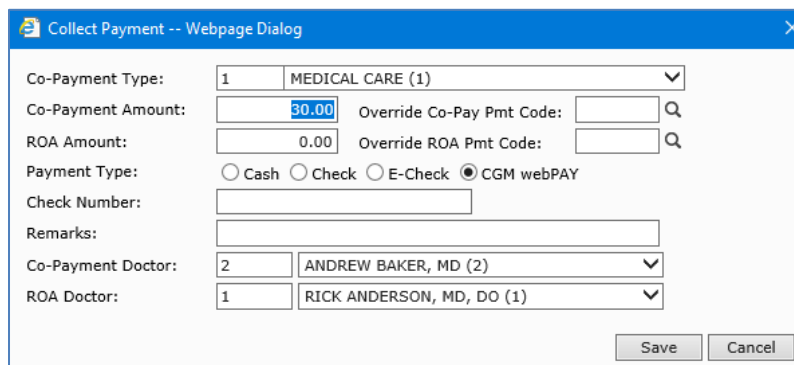
Click **Collect Payment** in the Action Column.



The screenshot shows the 'Enter Patient Appointments' window for patient 25359 - TAYLOR, JAMES. The left sidebar contains various action buttons, with 'Collect Payment' highlighted in red. The main area displays patient information and appointment details.

Enter Patient Appointments	
25359 - TAYLOR, JAMES	
Date / Time	05-29-2020 @ 01:00P
Doctor	ANDREW BAKER, MD (2)
Location	MAIN STREET OFFICE (1)
Visit Reason	FOLLOW UP
Billing Group	UHC UHC PATIENTS
Case	
Insurance Balance \$	868.00
Patient Balance \$	0.00
Status/Location	CONFIRMED
Last Changed	By
New Status/Location	Check In Check Out
Primary Insurance	UHC UNITED HEALTHCARE
Last Verified On	05-10-2019 By KIM BAKER (KIM)
Patient Deductible \$	1000.00
Co-Pay	30.00
Pat Co-Ins Liability %	Specialist Co-Pay

When the **Collect Payment** window displays, complete the following fields:



The screenshot shows the 'Collect Payment -- Webpage Dialog' window with the following fields:

Co-Payment Type:	1 MEDICAL CARE (1)
Co-Payment Amount:	30.00
ROA Amount:	0.00
Payment Type:	<input type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> E-Check <input checked="" type="radio"/> CGM webPAY
Check Number:	
Remarks:	
Co-Payment Doctor:	2 ANDREW BAKER, MD (2)
ROA Doctor:	1 RICK ANDERSON, MD, DO (1)

Buttons: Save, Cancel

Collecting Payments in Scheduling (cont.)

- **Co-Payment Type:** If you are collecting a co-payment, select the co-payment type from the list.
- **Co-Payment Amount:** If you are collecting a co-payment, enter the amount.
- **Override Co-Pay Pmt Code:** Enter or select a payment code if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- **ROA Amount:** If you are collecting an ROA, enter the amount.
- **Override ROA Pmt Code:** Enter or select a payment code if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- **Payment Type:** Select **CGM webPAY**.
- **Co-Payment Doctor:** Defaults to the appointment doctor if the payment is associated with an appointment, otherwise the patient's **Responsible Doctor** will default. Type or select a code from the list if you want to override the default.
- **ROA Doctor:** Defaults to the patient's **Responsible Doctor**. Type or select a code from the list if you want to override the default.

Click **Save**.

The *Patient Check In/Out* screen will redisplay with the payment information shown at the bottom of the screen. Click **Save**.

25359 - TAYLOR, JAMES

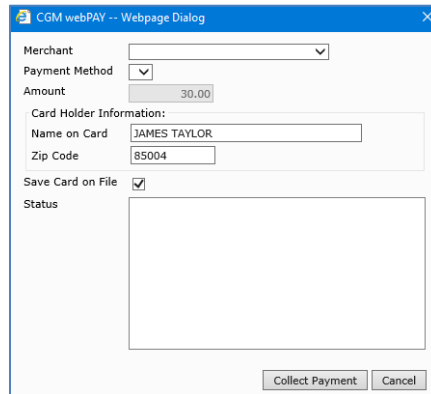
Date / Time: 05-29-2020 @ 01:00P
 Doctor: ANDREW BAKER, MD (2)
 Location: MAIN STREET OFFICE (1)
 Visit Reason: FOLLOW UP
 Billing Group: UHC UHC PATIENTS
 Case:
 Insurance Balance \$ 868.00 Patient Balance \$ 0.00 Collection Balance \$
 Status/Location: CONFIRMED
 Last Changed: By
 New Status/Location: Check In Check Out
 Primary Insurance: UHC UNITED HEALTHCARE
 Last Verified On: 05-10-2019 By KIM BAKER (KIM)
 Patient Deductible \$ 1000.00 Co-Pay 30.00 Specialist Co-Pay
 Pat Co-Ins Liability %
 Authorization:
 Service Script:
 ? X ?

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
	05-29-2020	Co-Payment - MEDICAL CARE	30.00	CGM webPAY	2		

Q Save Cancel

Collecting Payments in Scheduling (cont.)

The *CGM webPAY* window displays next. If you are collecting the payment using a payment device, proceed to the next section *Device Collected Transactions-Scheduling*. If you are not using a payment device, skip to the *Card Not Present Transactions-Scheduling* section.



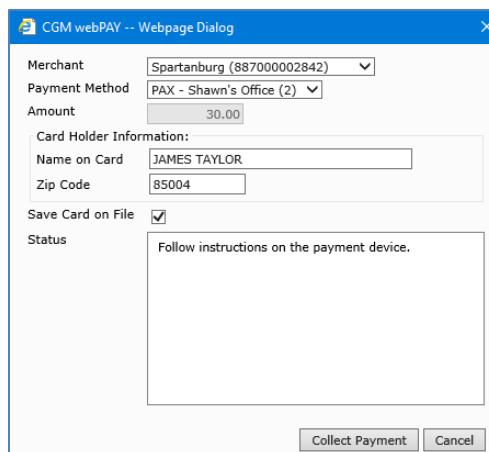
The screenshot shows the 'CGM webPAY -- Webpage Dialog' window. It contains the following fields and controls:

- Merchant:** A dropdown menu.
- Payment Method:** A dropdown menu.
- Amount:** A text box with '30.00' entered.
- Card Holder Information:**
 - Name on Card:** A text box with 'JAMES TAYLOR' entered.
 - Zip Code:** A text box with '85004' entered.
- Save Card on File:** A checked checkbox.
- Status:** A large empty text area.
- Buttons:** 'Collect Payment' and 'Cancel' at the bottom right.

Device Collected Transactions - Scheduling

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method**. **Note:** The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User.
- The **Amount** will default.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment** then follow the instructions on the payment device.



The screenshot shows the 'CGM webPAY -- Webpage Dialog' window with the following populated data:

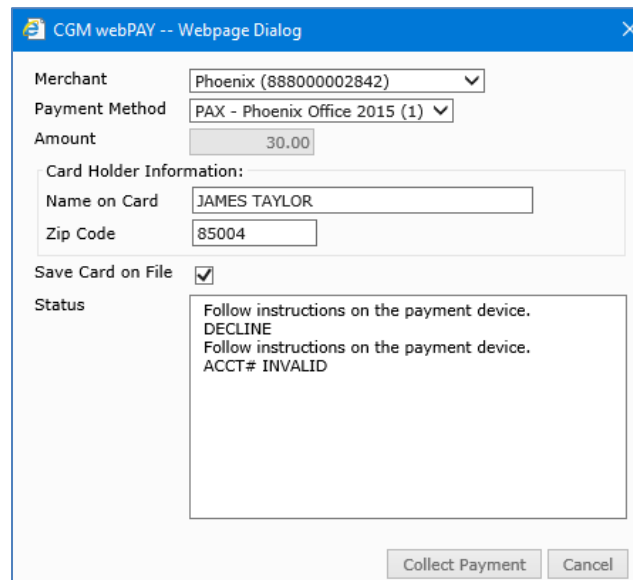
- Merchant:** Spartanburg (887000002842)
- Payment Method:** PAX - Shawn's Office (2)
- Amount:** 30.00
- Card Holder Information:**
 - Name on Card:** JAMES TAYLOR
 - Zip Code:** 85004
- Save Card on File:** Checked checkbox.
- Status:** Follow instructions on the payment device.
- Buttons:** 'Collect Payment' and 'Cancel' at the bottom right.

Device Collected Transactions - Scheduling (cont.)

Swipe or insert the card or manually enter the data on the payment device. The address and zip are optional fields. **Note:** If you do not swipe the card or enter the data manually within 30 seconds, the process will timeout and you will need to click **Collect Payment** again.

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Scheduling* section. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.



The screenshot shows a web browser window titled "CGM webPAY -- Webpage Dialog". The form contains the following fields and information:

- Merchant:** Phoenix (888000002842) (dropdown menu)
- Payment Method:** PAX - Phoenix Office 2015 (1) (dropdown menu)
- Amount:** 30.00 (text input)
- Card Holder Information:**
 - Name on Card:** JAMES TAYLOR (text input)
 - Zip Code:** 85004 (text input)
- Save Card on File:** ☒
- Status:**

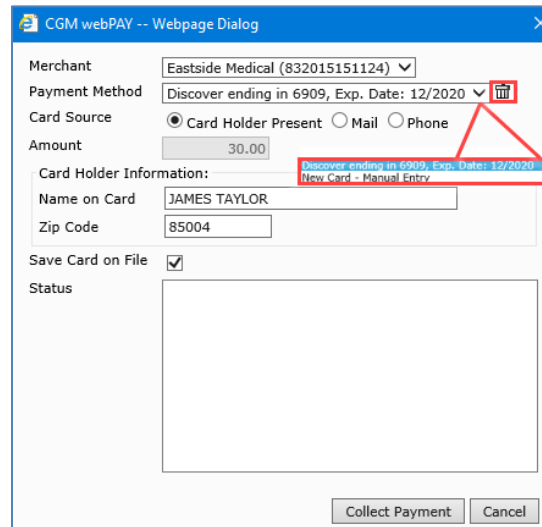
Follow instructions on the payment device.
DECLINE
Follow instructions on the payment device.
ACCT# INVALID

At the bottom right of the dialog are two buttons: "Collect Payment" and "Cancel".

Card Not Present Transactions - Scheduling

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method**. **Note:** The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User. If the patient has a card on file, you can select it. If you want to delete the card, click the trash can to the right of the **Payment Method** field.



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

Payment Method: Discover ending in 6909, Exp. Date: 12/2020 ▼

Card Source: ☒ Card Holder Present ☐ Mail ☐ Phone

Amount: 30.00

Card Holder Information:

Name on Card: JAMES TAYLOR

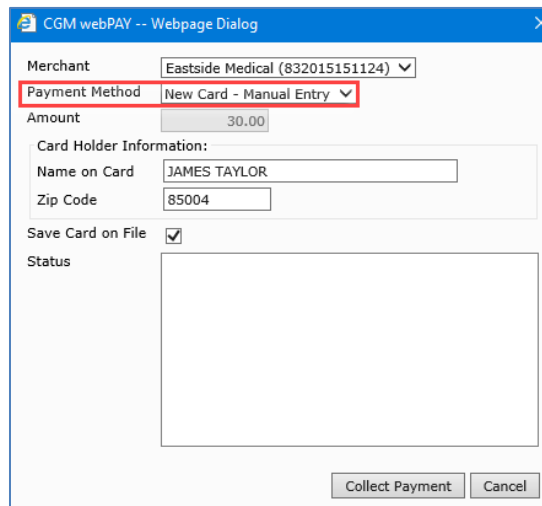
Zip Code: 85004

Save Card on File: ☒

Status:

Collect Payment Cancel

- To add a new credit card, select **New Card Manual Entry**.



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

Payment Method: New Card - Manual Entry ▼

Amount: 30.00

Card Holder Information:

Name on Card: JAMES TAYLOR

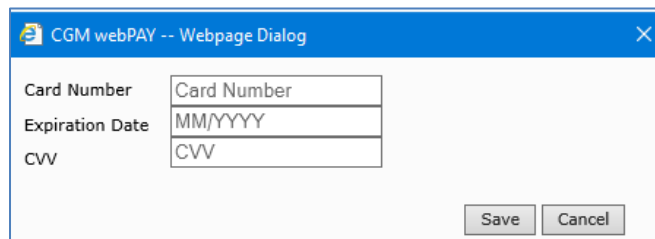
Zip Code: 85004

Save Card on File: ☒

Status:

Collect Payment Cancel

- Enter the **Card Number**, **Expiration Date** and **CVV**, then click **Save**.



CGM webPAY -- Webpage Dialog

Card Number: Card Number

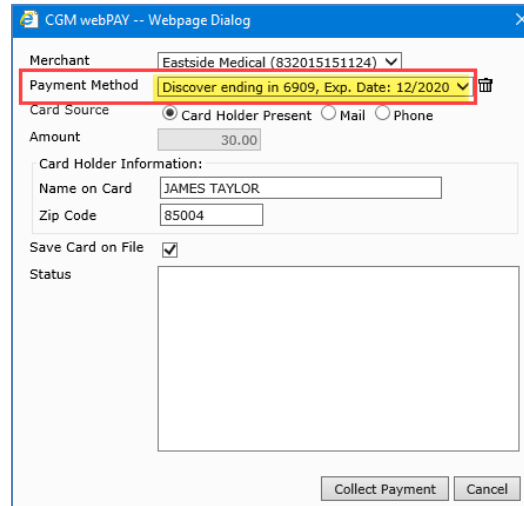
Expiration Date: MM/YYYY

CVV: CVV

Save Cancel

Card Not Present Transactions - Scheduling (cont.)

- After selecting or adding a card, the card information displays in the **Payment Method** field.



- Select the applicable **Card Source**, Card Holder Present, Mail or Phone.
- The **Amount** will default.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment**.

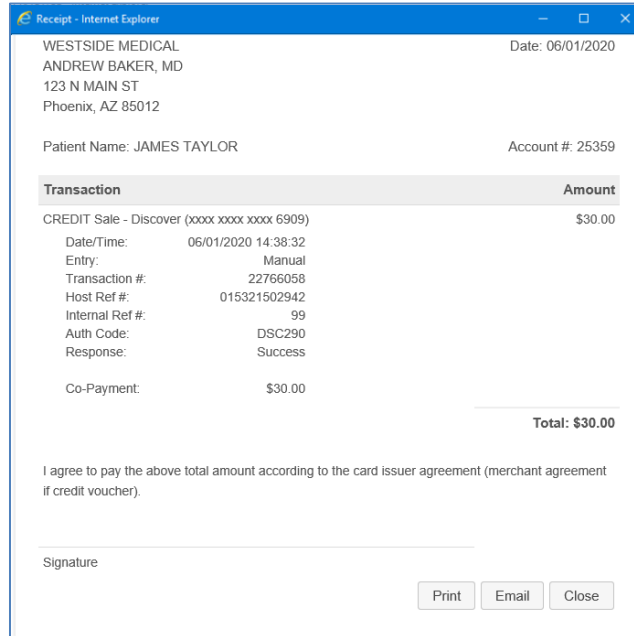
The **Status** box will display, *Processing payment. Please wait...*

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Scheduling* section. ***If the receipt does not display, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.

Transaction Receipt - Scheduling

Upon approval of the transaction, the receipt will display. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment. You can **Print** the receipt to standard 8 ½ x 11 paper or you can use a receipt printer that uses 3.125-inch or 2.25-inch wide paper or click **Email** to send a copy of the receipt to the patient. **Note:** the **Email** option is not available for device-collected payments.



WESTSIDE MEDICAL
ANDREW BAKER, MD
123 N MAIN ST
Phoenix, AZ 85012

Date: 06/01/2020

Patient Name: JAMES TAYLOR Account #: 25359

Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00

Date/Time: 06/01/2020 14:38:32
Entry: Manual
Transaction #: 22766058
Host Ref #: 015321502942
Internal Ref #: 99
Auth Code: DSC290
Response: Success

Co-Payment: \$30.00

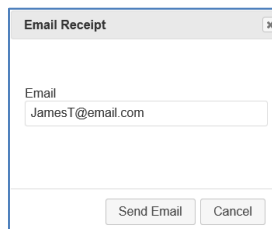
Total: \$30.00

I agree to pay the above total amount according to the card issuer agreement (merchant agreement if credit voucher).

Signature _____

Print Email Close

If you click **Email**, the Email Receipt window displays. The email address stored on the patient's account is populated but you can change the email address if needed. Click **Send Email**.



Email Receipt

Email
JamesT@email.com

Send Email Cancel

Click **Close**.

In the *Patient Check In/Out* screen, the transaction status now shows a **C** in the **Sta** column to indicate that the payment has been collected. Click **Save**.

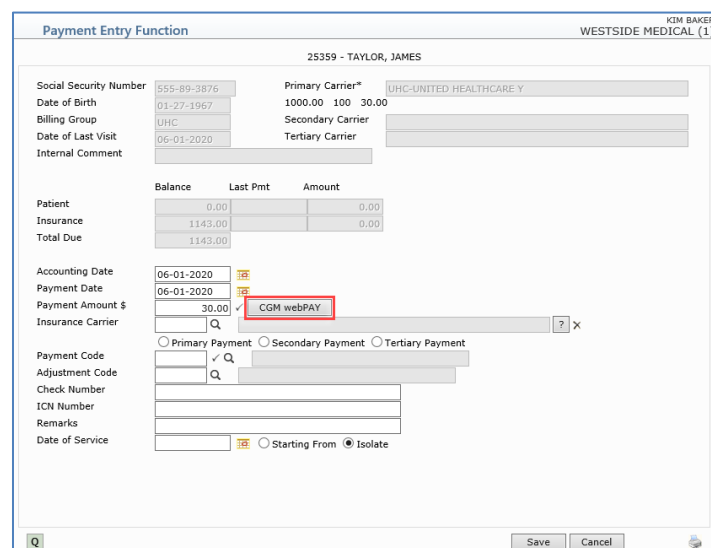
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	05-29-2020	Co-Payment - MEDICAL CARE	30.00	CGM webPAY		2	

Note: Immediately after the payment is successfully processed, it is stored in *Unposted Payments*.

COLLECTING PAYMENTS IN PAYMENT ENTRY

You can collect CGM webPAY payments in Payment Entry using the **CGM webPAY** button. Whether you are collecting the payment using a payment device or the card not present method, the first few steps are the same. The instructions provided below show the payment collection process after you have:

- Accessed the *Payment Entry Function (Transactions > Payment Entry function)*
- Selected a **Batch #** if applicable
- Selected the patient account you want
- Entered the **Payment Amount**
- Clicked **CGM webPAY**



Payment Entry Function KIM BAKER WESTSIDE MEDICAL (1)

25359 - TAYLOR, JAMES

Social Security Number: 555-89-3876 Primary Carrier*: UHC-UNITED HEALTHCARE Y
 Date of Birth: 01-27-1967 1000.00 100 30.00
 Billing Group: UHC Secondary Carrier:
 Date of Last Visit: 06-01-2020 Tertiary Carrier:
 Internal Comment:

	Balance	Last Pmt	Amount
Patient	0.00		0.00
Insurance	1143.00		0.00
Total Due	1143.00		

Accounting Date: 06-01-2020
 Payment Date: 06-01-2020
 Payment Amount \$: 30.00
 Insurance Carrier: CGM webPAY
 Payment Code: ☒ Primary Payment ☐ Secondary Payment ☐ Tertiary Payment
 Adjustment Code:
 Check Number:
 ICN Number:
 Remarks:
 Date of Service: ☐ Starting From ☒ Isolate

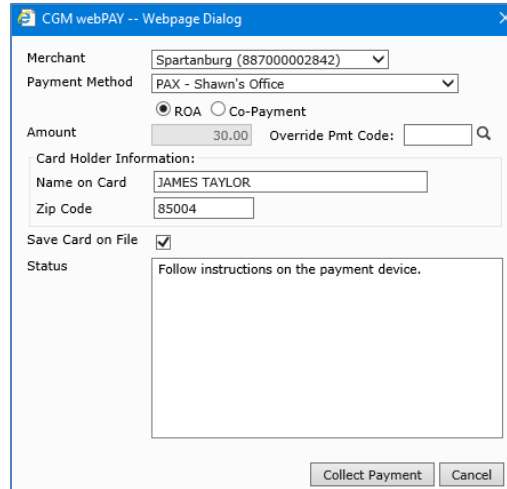
Save Cancel

Device Collected Transactions - Payment Entry

When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method**. **Note:** The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User.
- Select if this payment is a **ROA** or **Co-Payment**.
- The **Amount** will default.
- Enter or select an **Override Pmt Code** if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment** then follow the instructions on the payment device.

Device Collected Transactions - Payment Entry (cont.)



CGM webPAY -- Webpage Dialog

Merchant: Spartanburg (887000002842)

Payment Method: PAX - Shawn's Office

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

Save Card on File: ☒

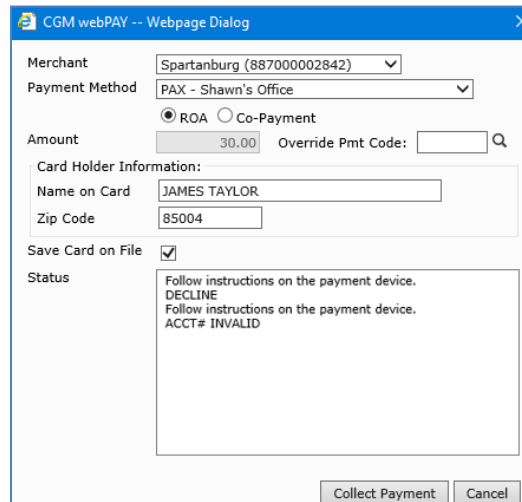
Status: Follow instructions on the payment device.

Collect Payment Cancel

Swipe or insert the card or manually enter the data on the payment device. **Note:** If you do not swipe the card or enter the data manually within 30 seconds, the process will timeout and you will need to click **Collect Payment** again.

When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Payment Entry* section. *****If the receipt does not display**, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment.

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.



CGM webPAY -- Webpage Dialog

Merchant: Spartanburg (887000002842)

Payment Method: PAX - Shawn's Office

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

Save Card on File: ☒

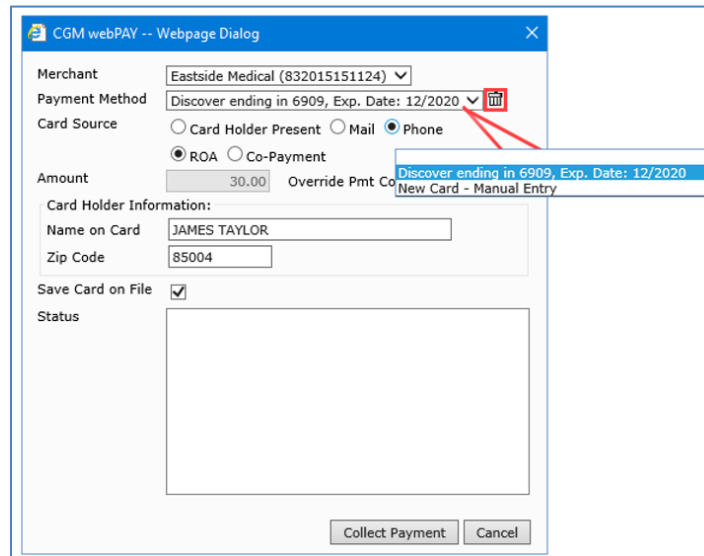
Status: Follow instructions on the payment device.
DECLINE
Follow instructions on the payment device.
ACCT# INVALID

Collect Payment Cancel

Card Not Present Transactions - Payment Entry


When the *CGM webPAY* window displays:

- Select the **Merchant** and **Payment Method**. **Note:** The Merchant defaults to the last Merchant selected by the User. The Payment method will default to the default card on file for the patient (if there is one) otherwise it will default to the last device selected by the User. If the patient has a card on file, you can select it. If you want to delete the card, click the trash can to the right of the **Payment Method** field.



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

Payment Method: Discover ending in 6909, Exp. Date: 12/2020 ▼ 

Card Source: ☐ Card Holder Present ☐ Mail ☒ Phone

☒ ROA ☐ Co-Payment

Amount: 30.00 Override Pmt Co:

Card Holder Information:

Name on Card: JAMES TAYLOR

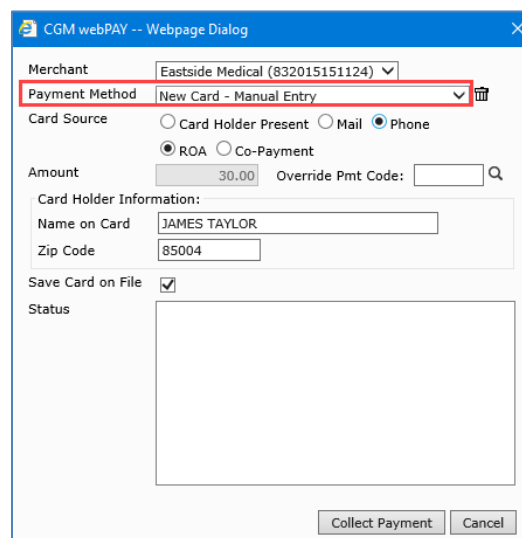
Zip Code: 85004

Save Card on File: ☒

Status:


Collect Payment Cancel

- To add a new credit card, select **New Card Manual Entry**.



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

Payment Method: New Card - Manual Entry ▼ 

Card Source: ☐ Card Holder Present ☐ Mail ☒ Phone

☒ ROA ☐ Co-Payment

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

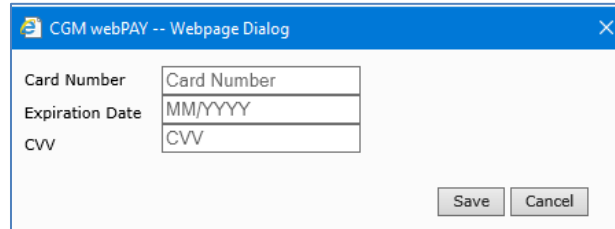
Save Card on File: ☒

Status:

Collect Payment Cancel

Card Not Present Transactions - Payment Entry (cont.)

- Enter the **Card Number**, **Expiration Date** and **CVV**, then click **Save**.



CGM webPAY -- Webpage Dialog

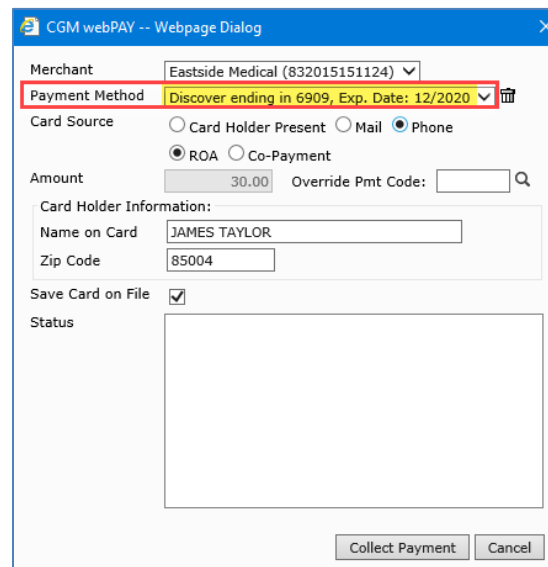
Card Number:

Expiration Date:

CVV:

Save Cancel

- After selecting or adding a card, the card information displays in the **Payment Method** field.



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124)

Payment Method: Discover ending in 6909, Exp. Date: 12/2020

Card Source: ☐ Card Holder Present ☐ Mail ☒ Phone

☒ ROA ☐ Co-Payment

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

Save Card on File: ☒

Status:

Collect Payment Cancel

- Select the applicable **Card Source**, Card Holder Present, Mail or Phone.
- Select if this payment is a **ROA** or **Co-Payment**.
- The **Amount** will default.
- Enter or select an **Override Pmt Code** if you want to override the default payment code defined in the *CGM webPAY Integration* function.
- Edit the **Card Holder Information** as needed.
- If the **Save Card on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and this credit card will be saved to the patient's account for future payments, but you can change it if needed.
- Click **Collect Payment**.

The **Status** box will display, *Processing payment. Please wait...*

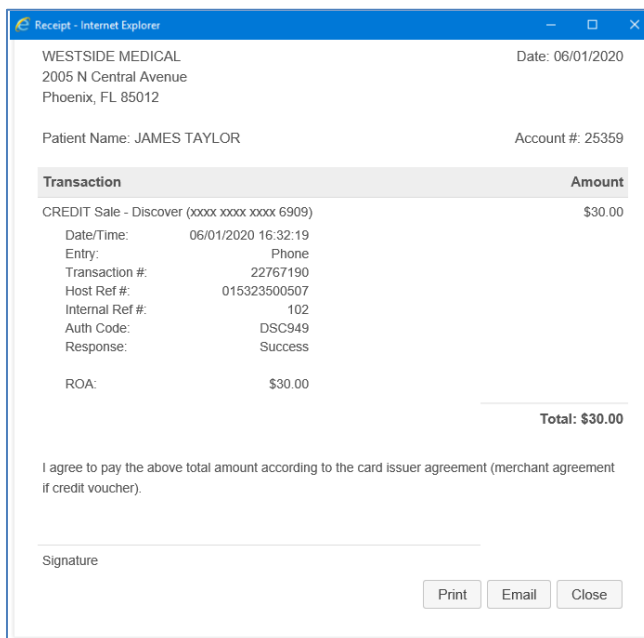
When the transaction is approved, the receipt will display. Proceed to the *Transaction Receipt - Payment Entry* section.

Card Not Present Transactions - Payment Entry (cont.)

If the transaction is declined, a message appears in the **Status** box. Depending on the reason for the decline, there may be more information given. If you wish to resubmit the payment click **Collect Payment** again.

Transaction Receipt - Payment Entry

Upon approval of the transaction, the receipt will display. *****If the receipt does not display, you need to run the payment again using the same card and exact same amount to pick up the response from the payment device without double charging the payment. You can **Print** the receipt to standard 8 ½ x 11 paper or you can use a receipt printer that uses 3.125-inch or 2.25-inch wide paper or click **Email** to send a copy of the receipt to the patient. **Note:** the **Email** option is not available for device-collected payments.**



WESTSIDE MEDICAL
2005 N Central Avenue
Phoenix, FL 85012

Date: 06/01/2020

Patient Name: JAMES TAYLOR Account #: 25359

Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00

Date/Time: 06/01/2020 16:32:19
Entry: Phone
Transaction #: 22767190
Host Ref #: 015323500507
Internal Ref #: 102
Auth Code: DSC949
Response: Success

ROA: \$30.00

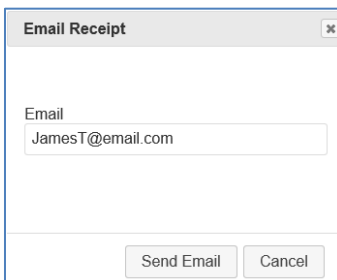
Total: \$30.00

I agree to pay the above total amount according to the card issuer agreement (merchant agreement if credit voucher).

Signature

Print Email Close

If you click **Email**, the Email Receipt window displays. The email address stored on the patient's account is populated but you can change the email address if needed. Click **Send Email**.



Email Receipt

Email
JamesT@email.com

Send Email Cancel

Click **Close**.

Transaction Receipt - Payment Entry (cont.)

Note: Immediately after the payment is successfully processed, it is stored in *Unposted Payments*.

At this point, within the *Payment Allocation* screen you have the option to allocate and post the payment, leave the payment unallocated and save it to the patient's account or click **Cancel** to leave the payment stored in *Unposted Payments*.

Payment Entry Function

KIM BAKER
WESTSIDE MEDICAL (1)

25359 - TAYLOR, JAMES

Patient Number: 25359
Patient Name: TAYLOR, JAMES
Accounting Date: 06-01-2020
Primary Carrier*: UHC-UNITED HEALTHCARE Y
Secondary Carrier:
Tertiary Carrier:

Balance Due: 1113.00
Payment Amount: 30.00
Denial Amount: 0.00
Adjustment Amount: 0.00
Payment Remaining: 0.00
Amount Allocated: 30.00

Date	Code	Dr	Org Amt	Allow	Payment	Adjust	Deny	Ins/Bal	Pat/Bal	Sta	Act
06-01-20	99214	1	275.00	275.00	30.00			275.00	-30.00	E	<input type="checkbox"/>
08-02-17	99213	1	74.00	74.00				74.00		E	<input type="checkbox"/>
04-26-11	99213-25	1	90.00	90.00				90.00		E	<input type="checkbox"/>
04-26-11	81000	1	17.00	17.00				17.00		E	<input type="checkbox"/>
01-10-07	99204-25	1	228.00	228.00				198.00		F	<input type="checkbox"/>
01-10-07	20610	1	167.00	167.00				167.00		E	<input type="checkbox"/>
01-10-07	73564	1	225.00	225.00				225.00		E	<input type="checkbox"/>
01-10-07	J1030	1	75.00	75.00				75.00		E	<input type="checkbox"/>
01-10-07	A4206	1	22.00	22.00				22.00		E	<input type="checkbox"/>


Q

Actions: ▼

Save Cancel

If you click **Cancel**, you will receive the following message:

Confirm


This payment has been collected with CGM webPAY and has been stored as an Unposted Payment. Are you sure you want to cancel?

Yes

No

Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

UNPOSTED CGM WEBPAY PAYMENTS

Unposted Payments Summary Screen

With the *Unposted Payments* function you can review, print, post and void/credit CGM webPAY payments.

Payments can be stored on a patient's account through the following functions:

- *Patient Check In/Out* function
- *Payment Entry* (CGM webPAY payments that are not applied)
- *Pre-Treatment* function
- CGM webPAY payments collected for *Collection* or *Non-Delinquent Payment Plans*
- *CGM eMEDIX Payment Portal* (for electronic patient statement or collection payments)

Unposted Payments																	System Manager EASTSIDE MEDICAL (1)
Change Batch Print Print to Excel Add/Edit Filter Remove Filter Journal Refresh	*** Filter Applied *** (Payment Date >= 07-30-2020)																
	<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc	Patient Balance	Last Service Date	Type of Service	Remarks
	<input checked="" type="checkbox"/>	Check In/Out	4		BLACKWELL, RANDY M <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	10.00	07-30-2020	Co-Payment	COPAY CHECK (CCK)	CK		2	OFF	-30.10	09-04-2018	1	
	<input checked="" type="checkbox"/>	Check In/Out	25265		KELLER, CHRIS <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	15.00	07-30-2020	Co-Payment	COPAY CHECK (CCK)	CK		2	OFF	0.00	04-08-2008	1	
	<input checked="" type="checkbox"/>	Check In/Out	25477		TAYLOR, AMANDA <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	20.00 Credit	07-30-2020	Co-Payment	Mastercard Copay (CMC)	WP		2	OFF	0.00	07-07-2020	1	
	<input checked="" type="checkbox"/>	Check In/Out	26236		CHARLES, JONATHAN <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	20.00 Credit	07-30-2020	Co-Payment	Discover Copay (CDISC)	WP		2	OFF	0.00	02-01-2016	1	
	<input checked="" type="checkbox"/>	Check In/Out	26492		CARLSBAD, RANDY <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	20.00	07-30-2020	Co-Payment	COPAY CASH (CCA)	CA		2	OFF	0.00		1	
	<input checked="" type="checkbox"/>	Check In/Out	25380		SMITH, CARRIE <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	40.00 Credit	07-30-2020	Co-Payment	American Express Copay (CAMEX)	WP-Device	Shawn's Office	2	OFF	0.00	05-17-2012	1	
	<input checked="" type="checkbox"/>	Check In/Out	25462		JOHNSON, BRAD <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	35.00 Credit	07-30-2020	Co-Payment	Discover Copay (CDISC)	WP-Device	Shawn's Office	2	OFF	0.00	08-08-2012	1	
	<input checked="" type="checkbox"/>	Check In/Out	25572		NEWSOM, JANE <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	25.00 Credit	07-30-2020	ROA	Mastercard Payment (MAST)	WP-Device	Shawn's Office	2	OFF	0.00		1	
	<input checked="" type="checkbox"/>	Check In/Out	26460		MCALISTER, MOLLY <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	35.00 Credit	07-30-2020	Co-Payment	Visa Copay (CVISA)	WP-Device	Shawn's Office	2	OFF	0.00		1	

Upon accessing the function, after you select a batch number if applicable, the *Unposted Payments Summary* screen will display.

- **Source** - Indicates which function the payments were stored from
- **Payment Type** - Possible values: ROA, Co-Payment
- **Payment Code** - Displays the payment code
- **Pmt Method** - Possible values:
 - **CA** (Cash)
 - **CK** (Check)
 - **CC** (Credit Card)
 - **EC** (E-Check)
 - **OP** (Other Payment Type)
 - **WP** (webPAY- non device payment)
 - **WP - Device** (webPAY - Device collected payment)
 - **PP** (Payment Portal)
 - **WP-Pmt Device** - Lists the payment device name for any CGM webPAY payment collected on a device
 - **Pmt Dr** - Displays the doctor assigned to the payment

Unposted Payments Summary Screen (cont.)

Action Column Buttons

Change Batch - Displays the batch selection screen so you can choose another batch

Print - Prints the contents of the *Summary* screen in an Active Report

Print to Excel - Prints the unposted payments listed on the screen to Excel with the same sort and filter applied as the screen. For detailed information, see the *Unposted Payments - Print to Excel* section.

There are a few differences between the screen and what data is exported to Excel:

- The check box column is not included
- The icons in the status column are converted to Red, Yellow, Green
- The error messages that display under the Patient name are not included
- The CGM webPAY credit links and receipt icons in the Amount column are not included

Add/Edit Filter - You can filter which payments are displayed on the *Unposted Payments Summary* screen

Remove Filter - Removes the existing filter and refreshes the screen with all of the unposted payments

Journal - You can print the *Unposted Payment Journal*. For detailed information, see the *Unposted Payments Journal* section.

Refresh - Refreshes the screen with the most current unposted payments

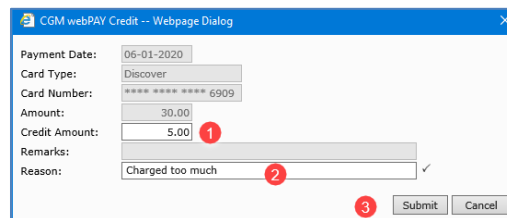
Void/Credit Unposted Payments

There are two options to void/credit an unposted CGM webPAY payment. The first is directly within the *Unposted Payments* function and the second is within the *Patient Check In/Out* function.

In the *Unposted Payments* function, locate the patient payment you want and click the **Credit** link to the right of the amount.

Unposted Payments									
Change Batch									
Print									
Add/Edit Filter									
Remove Filter									
Journal									
*** Filter Applied *** (Payment = 'ROA')									
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Check Number	Payment Date ▲	Payment	Payment Type
<input type="checkbox"/>		Payment Entry	25359	TAYLOR, JAMES	30.00	Credit	06-01-2020	ROA	CGM webPAY: Discover ROA (C)
<input type="checkbox"/>		Payment Plan	25302	BAKER, ANGELA	10.00	Credit	05-04-2020	ROA	CGM webPAY: VISA ROA (C)

If you want to issue a credit back for only part of the original payment amount or if you want to void the entire payment amount:



CGM webPAY Credit -- Webpage Dialog

Payment Date: 06-01-2020

Card Type: Discover

Card Number: **** * 6909

Amount: 30.00

Credit Amount: 5.00 **1**

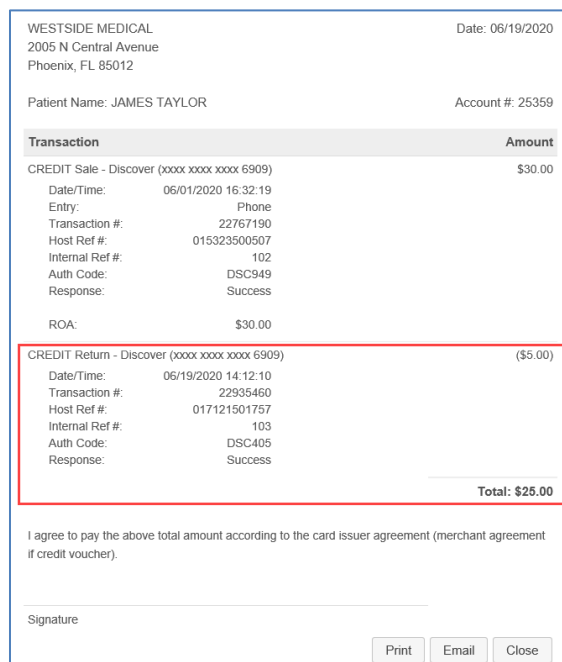
Remarks:

Reason: Charged too much **2**

3 Submit Cancel

1. Enter the **Credit Amount**
2. Enter a **Reason**
3. Click **Submit**

Upon completion of the transaction, the void/credit receipt will display.



WESTSIDE MEDICAL
2005 N Central Avenue
Phoenix, FL 85012

Date: 06/19/2020

Patient Name: JAMES TAYLOR

Account #: 25359

Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00
Date/Time: 06/01/2020 16:32:19 Entry: Phone Transaction #: 22767190 Host Ref #: 015323500507 Internal Ref #: 102 Auth Code: DSC949 Response: Success ROA: \$30.00	
CREDIT Return - Discover (xxxx xxxx xxxx 6909)	(\$5.00)
Date/Time: 06/19/2020 14:12:10 Transaction #: 22935460 Host Ref #: 017121501757 Internal Ref #: 103 Auth Code: DSC405 Response: Success	
Total: \$25.00	

I agree to pay the above total amount according to the card issuer agreement (merchant agreement if credit voucher).

Signature _____

Print Email Close

Void/Credit Unposted Payments (cont.)

In the *Patient Check In/Out* function, click anywhere on the payment you want to void or credit.

Patient Check In/Out 25477 - TAYLOR, AMANDA

Date / Time: 07-30-2020 @ 08:30A
 Doctor: ANDREW BAKER, MD (2)
 Location: MAIN OFFICE (OFF)
 Visit Reason: FOLLOW UP
 Billing Group: UHC UHC PATIENTS
 Case:
 Insurance Balance \$: 255.00 Patient Balance \$: 0.00 Collection Balance \$:
 Status/Location: CHECK IN
 Last Changed: 11:26A By: System Manager (MGR)
 New Status/Location:
 Primary Insurance: UHC United HealthCare
 Last Verified On: 07-09-2019 By: System Manager (MGR)
 Patient Deductible \$:
 Pat Co-Ins Liability %:
 Authorization:
 Service Script:
 Co-Pay:
 Specialist Co-Pay:
 ? x ?

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	07-30-2020	Co-Payment - MEDICAL CARE	20.00	CGM webPAY	2		

If you want to issue a credit back for only part of the original payment amount or if you want to void the entire payment amount:

CGM webPAY Credit -- Webpage Dialog

Payment Date: 07-30-2020
 Card Type: MasterCard
 Card Number: **** * 0057
 Amount: 20.00
 Credit Amount: 5.00 **1**
 Remarks:
 Reason: Collected too much **2** ✓
3 Submit Cancel

1. Enter the **Credit Amount**
2. Enter a **Reason**
3. Click **Submit**

Upon completion of the transaction, the void/credit receipt will display.

VOID/CREDIT POSTED PAYMENTS

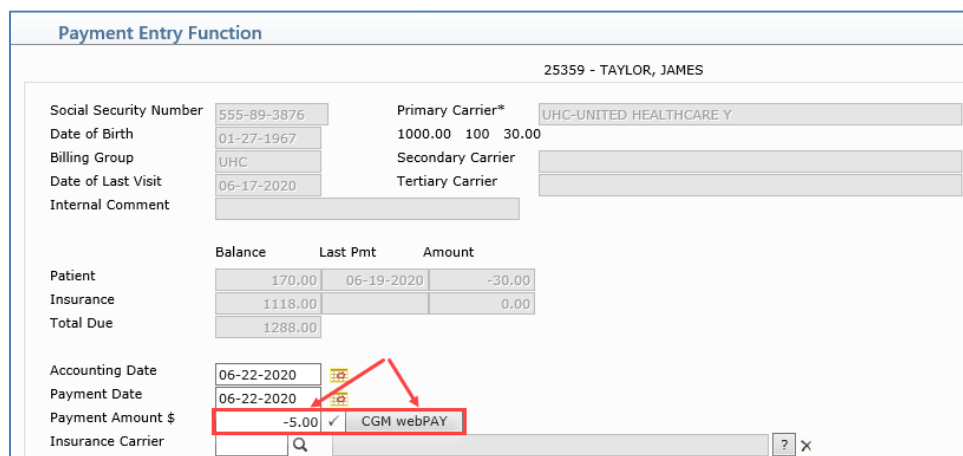
There are two methods to void or credit a posted payment.

- **Negative Payment** - If you need to void or credit a partial amount of the payment, correct a posting error or to deallocate a payment
- **Reverse a Transaction** - If you need to void or credit the full amount of the payment

Negative Payment

The instructions provided below show the void or credit process after you have:

- Accessed the *Payment Entry Function (Transactions > Payment Entry function)*
- Selected a **Batch #** if applicable
- Selected the patient account you want
- Entered the negative **Payment Amount** (either the full payment amount or a partial amount)
- Clicked **CGM webPAY**



Payment Entry Function

25359 - TAYLOR, JAMES

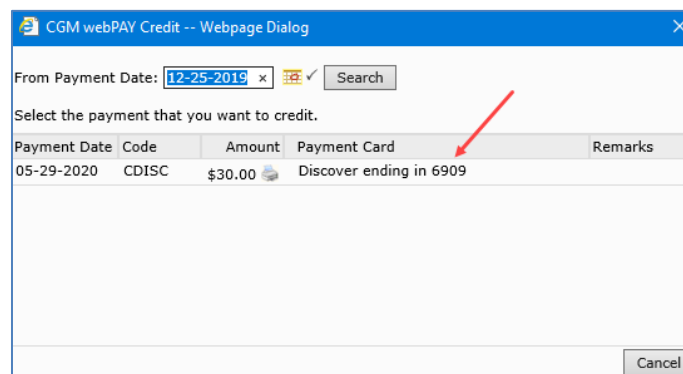
Social Security Number: 555-89-3876
 Date of Birth: 01-27-1967
 Billing Group: UHC
 Date of Last Visit: 06-17-2020
 Internal Comment:

Primary Carrier*: UHC-UNITED HEALTHCARE Y
 1000.00 100 30.00
 Secondary Carrier:
 Tertiary Carrier:

	Balance	Last Pmt	Amount
Patient	170.00	06-19-2020	-30.00
Insurance	1118.00		0.00
Total Due	1288.00		

Accounting Date: 06-22-2020
 Payment Date: 06-22-2020
 Payment Amount \$: -5.00 ✓ CGM webPAY
 Insurance Carrier: ? x

Next, select the payment you want to void or credit by clicking on it in the list. If you need to search for the payment you want, enter a date in the **From Payment Date** field or click the calendar icon to select a date and click **Search**.



CGM webPAY Credit -- Webpage Dialog

From Payment Date: 12-25-2019 x Search

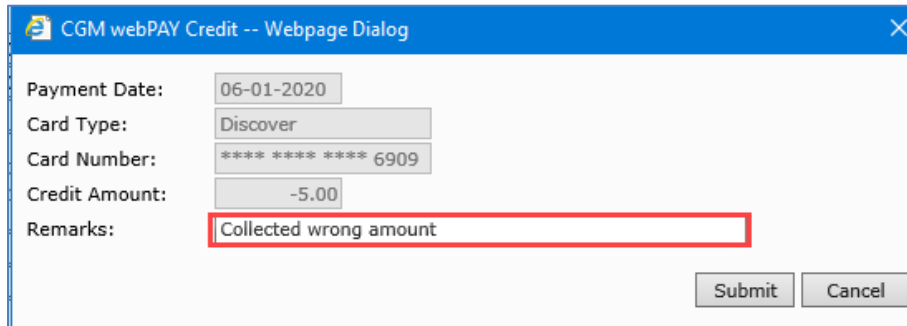
Select the payment that you want to credit.

Payment Date	Code	Amount	Payment Card	Remarks
05-29-2020	CDISC	\$30.00	Discover ending in 6909	

Cancel

Negative Payment (cont.)

Enter **Remarks** regarding the void or credit if applicable. **Note:** If the original payment was entered using a payment device, the *CGM webPAY Credit* window will list the payment device. The device is not listed for *Card Not Present* transactions. Click **Submit**.



CGM webPAY Credit -- Webpage Dialog

Payment Date: 06-01-2020

Card Type: Discover

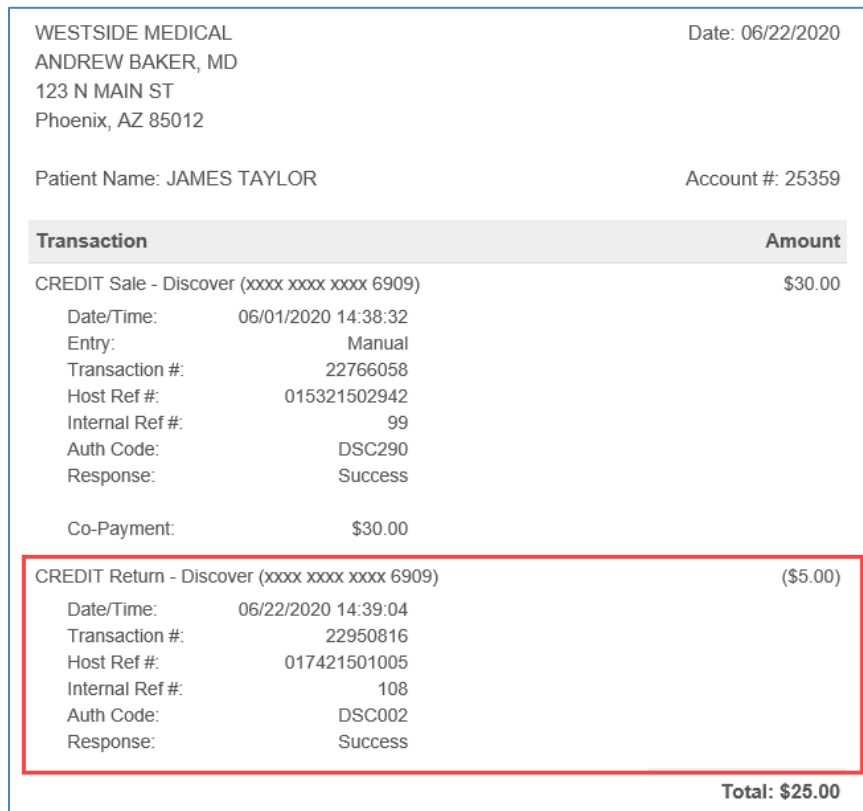
Card Number: **** * 6909

Credit Amount: -5.00

Remarks: Collected wrong amount

Submit Cancel

Upon completion of the transaction, the void/credit receipt will display and indicate that the money was credited back to the patient's card.



WESTSIDE MEDICAL
ANDREW BAKER, MD
123 N MAIN ST
Phoenix, AZ 85012

Date: 06/22/2020

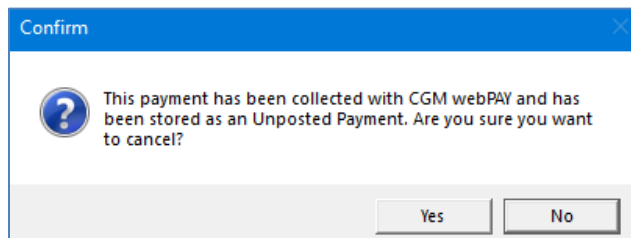
Patient Name: JAMES TAYLOR

Account #: 25359

Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00
Date/Time: 06/01/2020 14:38:32 Entry: Manual Transaction #: 22766058 Host Ref #: 015321502942 Internal Ref #: 99 Auth Code: DSC290 Response: Success Co-Payment: \$30.00	
CREDIT Return - Discover (xxxx xxxx xxxx 6909)	(\$5.00)
Date/Time: 06/22/2020 14:39:04 Transaction #: 22950816 Host Ref #: 017421501005 Internal Ref #: 108 Auth Code: DSC002 Response: Success	
Total: \$25.00	

Negative Payment (cont.)

Next, the Payment Allocation screen displays, so you can apply the CGM webPAY credit and negate that payment amount for the selected date of service. If you do not want to apply the CGM webPAY credit at this time, click **Cancel**, then click **Yes** to confirm that you want to store the credit as an unposted payment.



You can then access the credit (negative payment amount) later in *Unposted Payments* when you are ready to apply it.

If you do want to apply the credit now, enter the negative payment amount you want to apply to the date of service and click **Save**.

Payment Entry Function											KIM BAKER WESTSIDE MEDICAL (1)	
25359 - TAYLOR, JAMES												
Patient Number:	25359			Balance Due:	1293.00							
Patient Name:	TAYLOR, JAMES			Payment Amount:	-5.00							
Accounting Date:	06-22-2020			Denial Amount:	0.00							
Primary Carrier:	UHC-UNITED HEALTHCARE Y			Adjustment Amount:	0.00							
Secondary Carrier:				Payment Remaining:	0.00							
Tertiary Carrier:				Amount Allocated:	-5.00							
Date	Code	Dr	Org Amt	Allow	Payment	Adjust	Deny	Ins/Bal	Pat/Bal	Sta	Act	
06-17-20	99214	1	175.00	175.00	-5.00			0.00	150.00		<input type="checkbox"/>	
06-01-20	99214	1	275.00	275.00				275.00		E	<input type="checkbox"/>	

Reverse a Transaction

The instructions provided below show the void or credit process after you have:

- Accessed the *Reverse a Transaction* function (*Transactions > Reverse a Transaction*)
- Selected the patient account you want
- Selected the transaction you want to reverse
- Entered a **Reversal Reason** and clicked **Save**

When the transaction screen displays, click the **Credit** link next to the payment amount

Reverse a Transaction					KIM BAKER WESTSIDE MEDICAL (1)
25826 - JONES, JENNY					
Click Credit to return the payment(s) through CGM webPAY, then click Proceed to reverse the transaction(s).					
Transaction Type	Accounting Date	Code	Patient Name	Amount	
Payment	06-22-2020	CDISC		-20.00 Credit	

The **Reason** regarding the void or credit will default with the **Reversal Reason** you entered but can be changed if needed. **Note:** If the original payment was entered using a payment device, the *CGM webPAY Credit* window will list the payment device. The device will not be listed for a *Card Not Present* transaction. Click **Submit**.

CGM webPAY Credit -- Webpage Dialog

Payment Date:	06-22-2020
Card Type:	Discover
Card Number:	**** * 6909
Credit Amount:	20.00
Reason:	Collected from patient in error ✓

Submit
Cancel


Reverse a Transaction (cont.)

Upon completion of the transaction, the void/credit receipt will display.

WESTSIDE MEDICAL ANDREW BAKER, MD 123 N MAIN ST Phoenix, AZ 85012		Date: 06/22/2020
Patient Name: JENNY JONES		Account #: 25826

Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$20.00
Date/Time: 06/22/2020 15:11:16 Entry: Manual Transaction #: 22951036 Host Ref #: 017422501145 Internal Ref #: 110 Auth Code: DSC084 Response: Success Co-Payment: \$20.00	
CREDIT Void - Discover (xxxx xxxx xxxx 6909)	(\$20.00)
Date/Time: 06/22/2020 15:20:13 Transaction #: 22951036 Host Ref #: 017422501145 Internal Ref #: 111 Auth Code: DSC084 Response: Success	
Total: \$0.00	

After you close the receipt, the transaction will redisplay with a green checkmark next to the amount, indicating the amount has been credited back to the patient's card.

Reverse a Transaction		KIM BAKER WESTSIDE MEDICAL (1)		
25826 - JONES, JENNY				
Click Credit to return the payment(s) through CGM webPAY, then click Proceed to reverse the transaction(s).				
Transaction Type	Accounting Date	Code	Patient Name	Amount
Payment	06-22-2020	CDISC		-20.00 

Click **Proceed** to complete the reversal process.

Reverse a Transaction (cont.)

Note: If the CGM webPAY payment consists of both a Co-Payment and ROA and you select the **Reverse All Transactions for this Accounting Date** check box:

Reverse a Transaction

25302 - BAKER, ANGELA

Procedure Code

VISA

Date of Service

06-22-2020

Diagnosis

Original Amount

-20.00

Unpaid Amount

-20.00

Check Number

Reversal Reason

collected wrong amount

Reverse All Transactions for this Accounting Date

☒

You will need to credit both the Co-Payment and ROA transactions individually. After both transactions redisplay with a green checkmark next to the amount, you can proceed with reversing the transactions.

Reverse a Transaction					KIM BAKER WESTSIDE MEDICAL (1)
25302 - BAKER, ANGELA					
Click Credit to return the payment(s) through CGM webPAY, then click Proceed to reverse the transaction(s).					
Transaction Type	Accounting Date	Code	Patient Name	Amount	
Payment	06-22-2020	VISA		-20.00	✓
Payment	06-22-2020	CVISA		-10.00	✓

DEVICE SETTLEMENT

CGM webPAY Transactions

This process is only required if your office processes transactions using a payment device (for example the PAX S300).

You must settle all transactions collected with CGM webPAY using the payment device every day for your practice to receive payment for the transactions. To begin this process, access the *CGM webPAY Transactions* function (*Transactions > CGM webPAY Transactions*). Upon accessing the function, a list of the unsettled transactions displays.

CGM webPAY Transactions								
KIM BAKER WESTSIDE MEDICAL (1)								
Settle	Unsettled Transactions							
Settled Transactions	Ref #	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type	Payment Device ▲
Filter	124	06-23-2020 03:58P	25792	Smith, Kate	10.00	SALE	Discover	Shawns Office
Remove Filter	123	06-23-2020 03:54P	25826	JONES, JENNY	20.00	SALE	Discover	Shawns Office
Print	122	06-23-2020 03:53P	5001	THOMPSON, JOE	20.00	SALE	Discover	Shawns Office
Refresh	87	04-08-2020 03:11P	25804	KESTERSON, SALLY	-10.00	VOID	Discover	Shawns Office
	86	04-08-2020 03:10P	25804	KESTERSON, SALLY	10.00	SALE	Discover	Shawns Office
	55	05-07-2018 03:17P	100000022	Nancy, Williams	12.00	SALE	Visa	Phoenix Office 2015
	54	05-07-2018 03:16P	25612	RED, PENNY A	10.00	SALE	MasterCard	Phoenix Office 2015
	28	08-29-2017 01:33P	25301	BAKER, ANNETTE	-30.00	RETURN	Visa	Phoenix Office 2015
								Dora

You can filter the list of unsettled transactions using the **Filter** Action Column button. For example, if you only want to view the transactions for a single payment device, you can select that **Payment Device**, click **Save** and the list of unsettled transactions will refresh and only show the transactions for that device. Click **Remove Filter** in the Action Column if you want to remove any filter settings and see every unsettled transaction.

CGM webPAY Transactions Filter for Unsettled Transactions

Begin with Transaction Date

End with Transaction Date

Account Number

Transaction Type

Card Type

Payment Device

Shawns Office

User

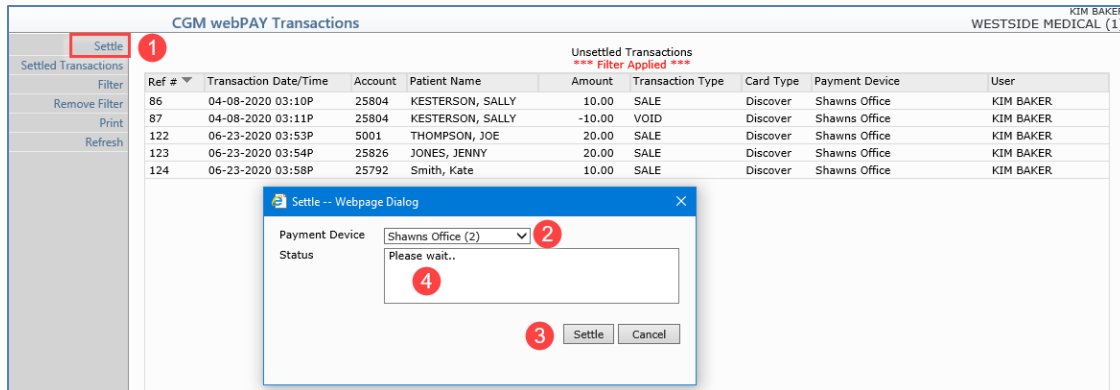
You can print a list of the filtered transactions using the **Print** Action Column button.

Jun 24, 2020		WESTSIDE MEDICAL CGM webPAY Transactions Unsettled Transactions Filtered by Payment Device: Shawns Office						Page 1
Ref #	Trans Date/Time	Account	Patient Name	Amount	Trans Type	Card Type	Payment Device	User
86	04-08-2020 03:10P	25804	KESTERSON, SALLY	10.00	SALE	Discover	Shawns Office	KIM BAKER
87	04-08-2020 03:11P	25804	KESTERSON, SALLY	-10.00	VOID	Discover	Shawns Office	KIM BAKER
122	06-23-2020 03:53P	5001	THOMPSON, JOE	20.00	SALE	Discover	Shawns Office	KIM BAKER
123	06-23-2020 03:54P	25826	JONES, JENNY	20.00	SALE	Discover	Shawns Office	KIM BAKER
124	06-23-2020 03:58P	25792	Smith, Kate	10.00	SALE	Discover	Shawns Office	KIM BAKER
End of Report. Transactions/CGM webPAY Transactions Requested by KIM and completed at 4:24PM on Jun 24 2020								

CGM webPAY Transactions (cont.)

When you are ready to settle the transactions:

1. Click the **Settle** Action Column button
2. When the Settle dialog box opens, select the **Payment Device** you want from the list
3. Click **Settle**
4. You may see a status of *"Please wait..."* while the settlement request is sent to the payment device



CGM webPAY Transactions

Unsettled Transactions
*** Filter Applied ***

Ref #	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type	Payment Device	User
86	04-08-2020 03:10P	25804	KESTERSON, SALLY	10.00	SALE	Discover	Shawns Office	KIM BAKER
87	04-08-2020 03:11P	25804	KESTERSON, SALLY	-10.00	VOID	Discover	Shawns Office	KIM BAKER
122	06-23-2020 03:53P	5001	THOMPSON, JOE	20.00	SALE	Discover	Shawns Office	KIM BAKER
123	06-23-2020 03:54P	25826	JONES, JENNY	20.00	SALE	Discover	Shawns Office	KIM BAKER
124	06-23-2020 03:58P	25792	Smith, Kate	10.00	SALE	Discover	Shawns Office	KIM BAKER

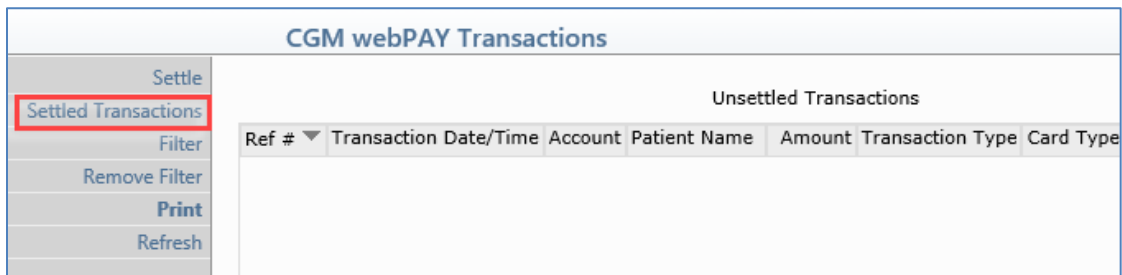
Settle -- Webpage Dialog

Payment Device: Shawn's Office (2)

Status: Please wait...

Settle Cancel

When the settlement process is complete, the unsettled transactions screen re-displays. Click the **Settled Transactions** Action Column button to view the transactions that were settled.



CGM webPAY Transactions

Unsettled Transactions

Ref #	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type
-------	-----------------------	---------	--------------	--------	------------------	-----------

The total settled transactions for each batch settled on the payment device displays, including the settled date/time, total amount, payment device name and the User that performed the Settlement. You can click on any payment device batch row to view the individual settled transactions for that batch. See the *Reports for CGM webPAY Payments* section for details on balancing device collected transactions.

CGM webPAY Transactions				
Filter	Settled Transactions			
Remove Filter				
Print				
Refresh				
Settled Date/Time	Total	Payment Device	User	
06-22-2020 06:42P	35.00	Phoenix Office 2015	KIM BAKER	
06-24-2020 06:35P	50.00	Shawns Office	KIM BAKER	

CGM webPAY Transactions (cont.)

If you clicked on a payment device row, a list of every settled transaction for that device displays, including:

- Internal CGM webPRACTICE reference number
- Date and time the transaction was collected
- Patient account number and name
- Transaction amount
- Transaction Type
- Card Type
- Payment Device name
- The User that performed the transaction

CGM webPAY Transactions								
KIM BAKER WESTSIDE MEDICAL (1)								
Filter	Settled Transactions for 06-24-2020 06:35P by User KIM BAKER							
Remove Filter								
Print								
Refresh								
Ref # ▼	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type	Payment Device	User
122	06-23-2020 03:53P	5001	THOMPSON, JOE	20.00	SALE	Discover	Shawns Office	KIM BAKER
123	06-23-2020 03:54P	25826	JONES, JENNY	20.00	SALE	Discover	Shawns Office	KIM BAKER
124	06-23-2020 03:58P	25792	Smith, Kate	10.00	SALE	Discover	Shawns Office	KIM BAKER

You can print a list of the settled transactions using the **Print** Action Column button. You can also select to print the list to *Excel via MyReports* if you want to do additional sorting or filtering on the data.

REPORTS FOR CGM WEBPAY PAYMENTS

The reports available to balance CGM webPAY payments include:

- Check In/Out Payment Journal
- Unposted Payments Journal
- Unposted Payments - Print to Excel
- Daily Register to Excel
- Transaction Journals to Excel (Payment)

Depending on your practice's workflow and whether you balance before or after you post the payments, the following reports provide detailed CGM webPAY payment data to balance the payments. The examples provided show just a few of the printing and sorting options available.

Check In/Out Payment Journal

With the *Check In/Out Payment Journal* (*Scheduling > Scheduling Printing Menu > Check In/Out Payment Journal*) you can print a report of the payments entered through the *Patient Check In/Out* function. It will provide an audit trail of every payment entered, including any voided or credited payments.

If you select **Pmt Method** for the **Print Totals by** option, the report provides totals for each payment method.

Check In/Out Payment Journal

Print in Date Order

☒

Print in Patient Order

☐

Print in Payment Code Order

☐

Print in User Code Order

☐

Print in Location Code Order

☐

Print in Resp Doctor Order

☐

Print in Dr Assigned to Pmt Order

☐

Print Totals by

☒ Pmt Method
 ☐ Pmt Type/Pmt Method

Summary Only

☐

Print From Date

07-30-2020

Print Through Date

07-30-2020

Check In/Out Payment Journal (cont.)

All CGM webPAY payments are identified by 'WP' or 'WP-Device' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM webPAY Integration* function for CGM webPAY payments.

Jul 30, 2020		EASTSIDE MEDICAL							Page 1		
Check In/Out Payment Journal											
Sorted by Date and Totaled by Payment Method											
From 07-30-2020 Through 07-30-2020											
Acct	Patient Name	Date	Pmt Type	Pmt Method	Pmt Code	User Code	Loc Code	Date Posted	Check#	Amount	Different Amt Posted
25477	TAYLOR, AMANDA	07-30-2020	COP	WP	CMC	MGR	OFF			20.00	
25265	KELLER, CHRIS	07-30-2020	COP	CK	CCK	MGR	OFF		6481	15.00	
25462	JOHNSON, BRAD	07-30-2020	COP	WP-Device	CDISC	MGR	OFF			35.00	
25380	SMITH, CARRIE	07-30-2020	COP	WP-Device	CAMEX	MGR	OFF			40.00	
26460	MCALISTER, MOLLY	07-30-2020	COP	WP-Device	CVISA	MGR	OFF			35.00	
26492	CARLSBAD, RANDY	07-30-2020	COP	CA	CCA	MGR	OFF			20.00	
4	BLACKWELL, RANDY M	07-30-2020	COP	CK	CCK	MGR	OFF		332	10.00	
25572	NEWSOM, JANE	07-30-2020	ROA	WP-Device	MAST	MGR	OFF			25.00	
26236	CHARLES, JONATHAN	07-30-2020	COP	WP	CDISC	MGR	OFF	Voided		30.00	
26236	CHARLES, JONATHAN	07-30-2020	COP	WP	CDISC	MGR	OFF	Voided		-30.00	
26236	CHARLES, JONATHAN	07-30-2020	COP	WP	CDISC	MGR	OFF			20.00	
REMARKS: Edited											
Totals For Date - (07-30-2020) CA											20.00*
Totals For Date - (07-30-2020) CK											25.00*
Totals For Date - (07-30-2020) WP											40.00*
Totals For Date - (07-30-2020) WP-Device Shawn's Office											135.00*
Grand Totals For Date - (07-30-2020)											220.00**
Total # Patients:											9
Grand Total for all Dates (CA)											20.00*
Dates (CK)											25.00*
Dates (WP)											40.00*
Dates (WP-Device Shawn's Office)											135.00*
Grand Total # Patients:											220.00**
End of Report. Schedule/Reports/Check In Out Payment Journal											
Requested by MGR and completed at 12:11PM on Jul 30 2020											

Unposted Payments Journal

With the *Unposted Payments Journal* (*Transactions > Transaction Journals > Unposted Payments Journal*), you can print a report that lists payments that have been *stored* but have not been *posted* to the patient account. Payments can be stored on an account through the *Patient Check In/Out* function, *Payment Entry* (CGM webPAY payments that are not applied), CGM webPAY payments collected for Collection Payment Plans or Non-Delinquent Payment Plans or the CGM eMEDIX Payment Portal (for electronic patient statement payments or collection payments).

The following method works well when your practice has a single payment device. If you have multiple payment devices, see the next section, *Unposted Payments - Print to Excel*. Select the **Print in Payment Method Order** check box so the report will provides totals for each payment method.

Unposted Payments Journal



Print in Patient Order
Print in Payment Code Order
Print in User Code Order
Print in Date Order
Print in Location Order
Print in Resp Doctor Order
Print in Dr Assigned to Pmt Order
Print in Payment Method Order
Summary Only

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Print From Date
Print Through Date

07-30-2020

07-30-2020

All CGM webPAY payments are identified by 'WP' or 'WP-Device' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM webPAY Integration* function for CGM webPAY payments.

Jul 30, 2020		EASTSIDE MEDICAL Unposted Payments Journal Sorted by Payment Method From 07-30-2020 Through 07-30-2020							Page 1
Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
26492	CARLSBAD, RANDY	07-30-2020	COP	CA	CCA	20.00	OFF	2	1
Total Payments for Payment Method CA						20.00*			
4	BLACKWELL, RANDY M	07-30-2020	COP	CK	CCK	10.00	OFF	2	1
25265	KELLER, CHRIS	07-30-2020	COP	CK	CCK	15.00	OFF	2	1
Total Payments for Payment Method CK						25.00*			
25477	TAYLOR, AMANDA	07-30-2020	COP	WP	CMC	20.00	OFF	2	1
26236	CHARLES, JONATHAN	07-30-2020	COP	WP	CDISC	20.00	OFF	2	1
Total Payments for Payment Method WP						40.00*			
25380	SMITH, CARRIE	07-30-2020	COP	WP-Device	CAMEX	40.00	OFF	2	2
25462	JOHNSON, BRAD	07-30-2020	COP	WP-Device	CDISC	35.00	OFF	2	1
25572	NEWSOM, JANE	07-30-2020	ROA	WP-Device	MAST	25.00	OFF	2	2
26460	MCALISTER, MOLLY	07-30-2020	COP	WP-Device	CVISA	35.00	OFF	2	2
Total Payments for Payment Method WP-Device						135.00*			
Grand Total of Payments						220.00**			
End of Report. Transactions/Unposted Payments Requested by MGR and completed at 12:08PM on Jul 30 2020									

Unposted Payments - Print to Excel

If your practice uses two or more payment devices, you will need to access the *Unposted Payments* function. There are multiple options to extract and filter the data, but a couple of the simplest ones follow.

1. Click the **Pmt Method** column heading to re-sort the screen and then use the **Print to Excel** Action Column button.

Unposted Payments															System Manager		
<div>Change Batch</div> <div>Print</div> <div>Print to Excel</div> <div>Add/Edit Filter</div> <div>Remove Filter</div> <div>Journal</div> <div>Refresh</div>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc	Patient Balance	Last Service Date	Type of Service	Remarks	
	●	Check In/Out	4	BLACKWELL, RANDY M	10.00	07-30-2020	Co-Payment	COPAY CHECK (CCK)	CK		2	OFF	-30.10	09-04-2018	1		
	●	Check In/Out	25265	KELLER, CHRIS	15.00	07-30-2020	Co-Payment	COPAY CHECK (CCK)	CK		2	OFF	0.00	04-08-2008	1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	25477	TAYLOR, AMANDA	20.00 Credit	07-30-2020	Co-Payment	Mastercard Copay (CMC)	WP		2	OFF	0.00	07-07-2020	1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	26236	CHARLES, JONATHAN	20.00 Credit	07-30-2020	Co-Payment	Discover Copay (CDISC)	WP		2	OFF	0.00	02-01-2016	1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	26492	CARLSBAD, RANDY	20.00	07-30-2020	Co-Payment	COPAY CASH (CCA)	CA		2	OFF	0.00		1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	25380	SMITH, CARRIE	40.00 Credit	07-30-2020	Co-Payment	American Express Copay (CAMEX)	WP-Device	Shawn's Office	2	OFF	0.00	05-17-2012	1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	25462	JONKSON, BRAD	35.00 Credit	07-30-2020	Co-Payment	Discover Copay (CDISC)	WP-Device	Shawn's Office	2	OFF	0.00	08-08-2012	1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	25572	NEWSOM, JANE	25.00 Credit	07-30-2020	ROA	Mastercard Payment (MAST)	WP-Device	Shawn's Office	2	OFF	0.00		1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.
	●	Check In/Out	26460	MCALISTER, MOLLY	35.00 Credit	07-30-2020	Co-Payment	Visa Copay (CVISA)	WP-Device	Shawn's Office	2	OFF	0.00		1		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.

OR

2. Use the **Add/Edit Filter** Action Column button, select **Payment Method** of **WP-Device**, click **Save**. When the filtered screen re-displays, click the **Print to Excel** Action Column button.

Unposted Payments Filter	
Doctor	<input type="text"/>
Location	<input type="text"/>
Begin with Payment Date	07-30-2020 <input type="button" value="Calendar"/>
End with Payment Date	07-30-2020 <input type="button" value="Calendar"/>
Source	<input type="text"/>
Payment Type	<input type="radio"/> ROA <input type="radio"/> Co-Payment
Payment Method	CGM webPAY - Device (WP-Device) <input type="button" value="v"/>
WP-Pmt Device	<input type="text"/>
Payment Code	<input type="text"/>
Status	<input type="button" value="v"/>

Unposted Payments - Print to Excel (cont.)

When the Excel workbook opens, separate the payments for each device (insert a couple of rows in between) and total the payment amounts for each device.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc	Patient Balance	Last Service Date	Type of Service	Remarks
2	Red	Check In/Out	26492	CARLSBAD, RANDY	20	7/30/2020	Co-Payment	COPAY CASH (CCA)	CA			2 OFF	0		1	
3	Red	Check In/Out		4 BLACKWELL, RANDY M	10	7/30/2020	Co-Payment	COPAY CHECK (CCK)	CK			2 OFF	-30.1	9/4/2018	1	
4	Red	Check In/Out	25265	KELLER, CHRIS	15	7/30/2020	Co-Payment	COPAY CHECK (CCK)	CK			2 OFF	0	4/8/2008	1	
5																
6																
7	Red	Check In/Out	25477	TAYLOR, AMANDA	20	7/30/2020	Co-Payment	Mastercard Copay (CMC)	WP			2 OFF	0	7/7/2020	1	
8	Red	Check In/Out	26236	CHARLES, JONATHAN	20	7/30/2020	Co-Payment	Discover Copay (CDISC)	WP			2 OFF	0	2/1/2016	1	
9				TOTALS:	40											
10																
11	Red	Check In/Out	25380	SMITH, CARRIE	40	7/30/2020	Co-Payment	American Express Copay (CAMEX)	WP-Device	Shawn's Office		2 OFF	0	5/17/2012	1	
12	Red	Check In/Out	25462	JOHNSON, BRAD	35	7/30/2020	Co-Payment	Discover Copay (CDISC)	WP-Device	Shawn's Office		2 OFF	0	8/8/2012	1	
13		Check In/Out	25572	NEWSOM, JANE	25	7/30/2020	ROA	Mastercard Payment (MAST)	WP-Device	Shawn's Office		2 OFF	0		1	
14	Red	Check In/Out	26460	MCALISTER, MOLLY	35	7/30/2020	Co-Payment	Visa Copay (CVISA)	WP-Device	Shawn's Office		2 OFF	0		1	
15				TOTALS:	135											
16																
17	Filter Applied: Payment Date 07-30-2020 - 07-30-2020															
18	End of Report. Transactions/Unposted Payments															
19	Requested by MGR and completed at 2:34PM on Jul 31 2020															

Daily Register to Excel

With the *Daily Register to Excel* (*Transactions > Transaction Journals > Daily Register to Excel*), you can print a report which lists all the transactions posted during a specified range of dates.

Daily Register to Excel

Description or Superbill # ☒ Description ☐ Superbill #

Print by Date of Service ☐

Print from date

Print through date

Print from list

Batch Number

Default Last Batch ☐

When the Excel workbook opens, a **CGM webPAY** column provides detailed information for CGM webPAY payments. The CGM webPAY Payment Method (**WP** or **WP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	31-Jul-20																	
2	EASTSIDE MEDICAL																	
3	Daily Register to Excel																	
4	From 07-07-2020 Through 07-07-2020																	
5																		
6	Acct Date	Trans Date	Actual Date/Time Posted	Acct#	Patient	Guarantor	Code	Description	CGM webPAY	Per Dr	Ins Dr	Loc	Billing Group	Insurance	Charges	Adj	Payment	Balance
7	7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	CVISA	Visa Copay	WP	1			1 AET	AET			-30	171.41
8	7/7/2020	7/7/2020	7/7/2020 16:24	25477	TAYLOR, AMANDA	TAYLOR, AMANDA	CMC	MC Copay	WP	1			1 UHC	UHC			-45	255
9	7/7/2020	7/7/2020	7/7/2020 16:25	25890	THOMPSON, MARK	THOMPSON, MARK	CDISC	Discover Copay	WP	1			1 INS	UHC9			-40	114.35
10																		
11																		
12	7/7/2020	7/7/2020	7/7/2020 16:29	26361	JOHNSON, SYLVIA	JOHNSON, SYLVIA	MAST	Mastercard Payment	WP-Device (Shawn's Office)	UN		UN	UN				-40	120
13	7/7/2020	7/7/2020	7/7/2020 16:27	25997	Taylor, Zachary	Taylor, Zachary	CDISC	Discover Copay	WP-Device (Shawn's Office)	1			1 BC	BC			-25	
14	7/7/2020	7/7/2020	7/7/2020 16:27	25997	Taylor, Zachary	Taylor, Zachary	DISC	Prev. Pmt	WP-Device (Shawn's Office)	UN		UN	UN				-50	225
15	7/7/2020	7/7/2020	7/7/2020 16:23	25200	WARNER, KATHLEEN C	WARNER, KATHLEEN C	CAMEX	Amex Copay	WP-Device (Shawn's Office)	1			1 MED	MED			-20	255
16																		
17																		
18	7/7/2020	7/7/2020	7/7/2020 16:29	26361	JOHNSON, SYLVIA	JOHNSON, SYLVIA	J0150	INJECTION ADENOSINE		1	1		1 BC	BC	160			
19	7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	99214	OV EST LEV 4		1	1		1 UHC	UHC55	300			
20	7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	36415	BLOOD DRAW		1	1		1 UHC	UHC55	18.59			
21	7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	80061	LIPID PANEL		1	1		1 UHC	UHC55	162.5			560.09
22	7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	99203	OV NP LEV 3		1	1		1 AET	AET	154.35			
23	7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	70100	X-RAY EXAM OF JAW		1	1		1 AET	AET	47.06			
24	7/7/2020	7/7/2020	7/7/2020 16:30	26388	Smith, Drake	Smith, Drake	36415	BLOOD DRAW		1	1		1 BC		18.59			
25	7/7/2020	7/7/2020	7/7/2020 16:30	26388	Smith, Drake	Smith, Drake	80061	LIPID PANEL		1	1		1 BC		162.5			


Transaction Journals to Excel (Payment)


With the *Transaction Journals to Excel* (*Transactions > Transaction Journals > Transaction Journals to Excel*), you can print a report which lists all the payments posted during a specified range of dates.


Transaction Journals To Excel

Journal to Print ☐ Procedure ☒ Payment ☐ Adjustment

Transaction Journals To Excel

Print from date 

Print Through Date 

Batch Number 

Default Last Batch ☐

Print from List

When the Excel workbook opens, a **CGM webPAY** column provides detailed information for CGM webPAY payments. The CGM webPAY Payment Method (**WP** or **WP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	31-Jul-20														
2	EASTSIDE MEDICAL														
3	Posted Payments Journal														
4	From 07-07-2020 Through 07-07-2020														
	Batch #	User	Acct #	Guarantor Name	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Time Posted	Code	Pmt Amount	CGM webPAY	Unapplied	Acct Date of Paid Transaction	Service Date of Paid Transaction	Actual Date Transaction Posted
6	MGR	25477	TAYLOR, AMANDA		7/7/2020	7/7/2020	7/7/2020	04:24PM	CMC	-45	WP	0	7/7/2020	7/7/2020	7/7/2020
7	MGR	25890	THOMPSON, MARK		7/7/2020	7/7/2020	7/7/2020	04:25PM	CDISC	-40	WP	0	7/7/2020	7/7/2020	7/7/2020
8	MGR	26115	SHAW, LARA		7/7/2020	7/7/2020	7/7/2020	04:28PM	CVISA	-30	WP	0	7/7/2020	7/7/2020	7/7/2020
9									TOTALS:	-115					
11	MGR	25200	WARNER, KATHLEEN C		7/7/2020	7/7/2020	7/7/2020	04:23PM	CAMEX	-20	WP-Device (Shawn's Office)	0	7/7/2020	7/7/2020	7/7/2020
12	MGR	25997	Taylor, Zachary		7/7/2020	7/7/2020	7/7/2020	04:27PM	CDISC	-25	WP-Device (Shawn's Office)	0	7/7/2020	7/7/2020	7/7/2020
13	MGR	25997	Taylor, Zachary		7/7/2020	7/7/2020	7/7/2020	04:27PM	DISC	-50	WP-Device (Shawn's Office)	-50			
14	MGR	26361	JOHNSON, SYLVIA		7/7/2020	7/7/2020	7/7/2020	04:29PM	MAST	-40	WP-Device (Shawn's Office)	-40			
15									TOTALS:	-135					
17	MGR	26388	Smith, Drake		7/7/2020	7/7/2020	7/7/2020	04:30PM	CA	-35		0	7/7/2020	7/7/2020	7/7/2020
18	MGR	26388	Smith, Drake		7/7/2020	7/7/2020	7/7/2020	04:30PM	CA				7/7/2020	7/7/2020	7/7/2020
20	End of Report. Transactions/Journals/Transaction Journals to Excel														
21	Requested by MGR and completed at 2:43PM on Jul 31 2020														

The **CGM webPAY** column also prints when using the **Global Journals to Excel (Payment)** (*Reports > Corporate Reports > Global Journals to Excel*).

USING CGM WEBPAY FOR PAYMENT PLANS

You can set up *Delinquent (Collection) Payment Plans* and *Non-Delinquent Payment Plans* to collect credit card payments automatically using CGM webPAY. After CGM webPAY has been installed and activated in the current database, the CGM webPAY options display below the Payment Plan fields. The instructions provided below show how to setup CGM webPAY in a payment plan after you have accessed the applicable function listed below:

Delinquent (Collection) Payment Plans

Accessed the *Payment Plan Action Column function (Collections > Patient Collections > Work Accounts > Enter Filter Settings-if applicable > Select Patient > Payment Plan)*

Non-Delinquent Payment Plans

Accessed the *Non-Delinquent Payment Plan function (Collections > Patient Collections > Non-Delinquent Payment Plan > Select Patient)*

Regardless of which function you accessed, the CGM webPAY fields display below the standard Payment Plan fields.

Work Accounts

KIM BAKER
WESTSIDE MEDICAL (1)

Patient Name:	THOMPSON, JOE (5001)	Home Ph. / Work Ph.:	440-555-5001 /
Guarantor Name:	THOMPSON, JANE	Primary Carrier:	BC-BCBS OF AZ Y
Internal Comment:		Secondary Carrier:	
Last Statement:	05-12-2020	Tertiary Carrier:	
Billing Group:	BCBS PATIENTS (BC)	Send Statement:	Y
Last Ins Pmt:		Last Visit:	05-08-2020
Last Per Pmt:	\$20.00 on 05-08-2020	Payment Plan:	No
Collection Status:	FINAL NOTICE (4)	Next Contact:	
Next Letter:	ECL NXT7	Letter Status:	Unsent
		Work Status:	Unworked

	Balance	Current	30	60	90	120	150
Patient:	17.00	0.00	0.00	0.00	0.00	0.00	17.00
Insurance:	1086.75	0.00	155.00	0.00	0.00	0.00	931.75
Total:	1103.75	0.00	155.00	0.00	0.00	0.00	948.75

Start Date of Plan

06-17-2020

Payment Amount \$

10.00

Payment Days

30

Next Payment Date

07-17-2020

Last Payment Date

05-08-2020

Last Pmt Amount \$

20.00

Status for Default

6

PAYMENT PLAN FAILED (6)

CGM webPAY

☒

Merchant

Payment Method

Card Holder Name

Card Holder Zip Code

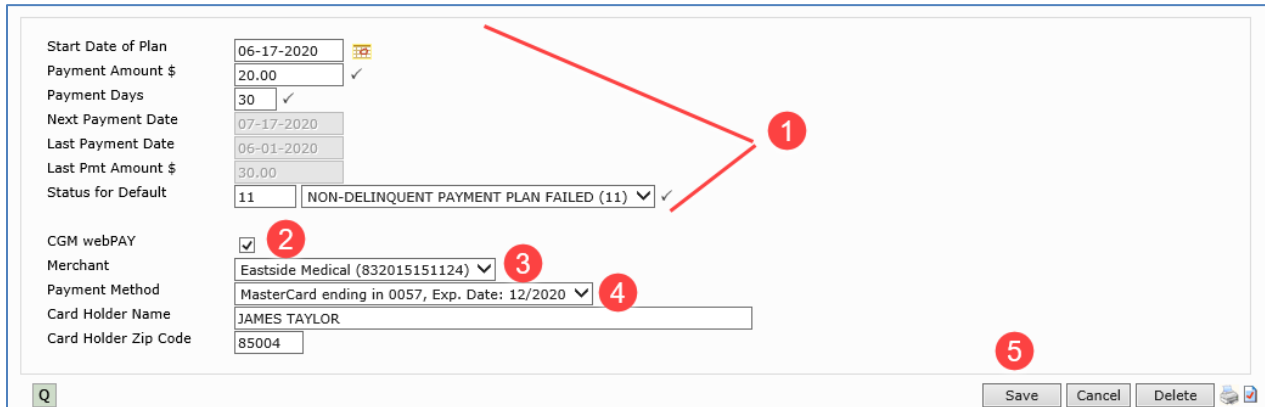
Q

Save

Cancel

How to Set up CGM webPAY in a Payment Plans

Perform the following steps to set up CGM webPAY in a payment plan:



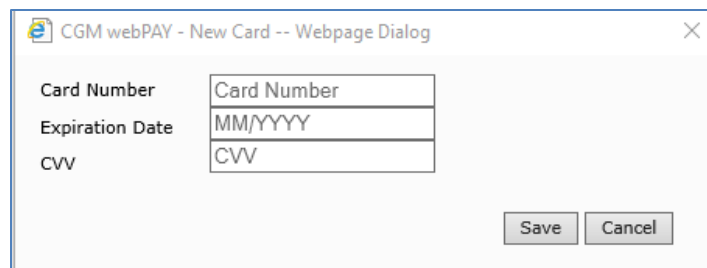
The screenshot shows a form for setting up a payment plan. The fields are as follows:

- Start Date of Plan:** 06-17-2020
- Payment Amount \$:** 20.00
- Payment Days:** 30
- Next Payment Date:** 07-17-2020
- Last Payment Date:** 06-01-2020
- Last Pmt Amount \$:** 30.00
- Status for Default:** 11, NON-DELINQUENT PAYMENT PLAN FAILED (11)
- CGM webPAY:** ☒ (Callout 2)
- Merchant:** Eastside Medical (832015151124) (Callout 3)
- Payment Method:** MasterCard ending in 0057, Exp. Date: 12/2020 (Callout 4)
- Card Holder Name:** JAMES TAYLOR
- Card Holder Zip Code:** 85004

Callout 1 points to the top section of the form. Callout 5 points to the Save, Cancel, and Delete buttons at the bottom right.

1. Complete the standard Payment Plan fields first
2. Select the **CGM webPAY** check box
3. Select a **Merchant** from the Merchant list
4. Select a **Payment Method**. Select a previously saved card or click **New Card - Manual Entry**. If you select a previously saved card, the **Card Holder Name** and **Card Holder Zip Code** fields will be populated if that information was originally stored for the card.

If you select **New Card - Manual Entry**, when the **New Card** dialog displays, enter the card information and click **Save**.



The dialog box is titled "CGM webPAY - New Card -- Webpage Dialog". It contains the following fields:

- Card Number:** Card Number
- Expiration Date:** MM/YYYY
- CVV:** CVV

At the bottom right, there are **Save** and **Cancel** buttons.

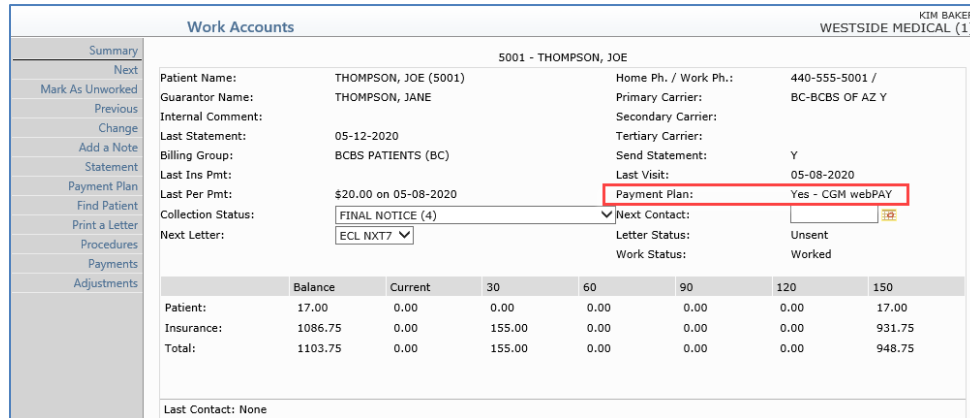
The New card information displays in the **Payment Method** field and the Guarantor's Name and Zip Code will be populated for the **Card Holder Name** and **Card Holder Zip Code** fields.

Note: When you add a new card, it is automatically set to be the **Default Card** on the patient's account.

5. Click **Save**.

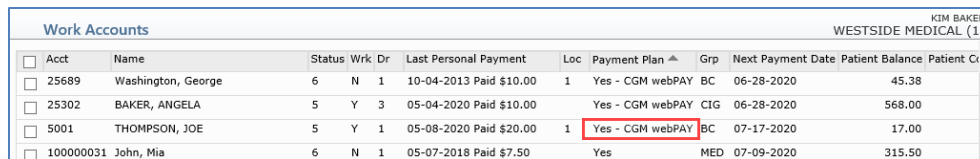
How to Set up CGM webPAY in a Payment Plan (cont.)

If you access the *Work Accounts* function, after you save the Payment Plan information, the *Work Accounts Detailed* screen redisplay and the **Payment Plan** field now shows **Yes - CGM webPAY**.



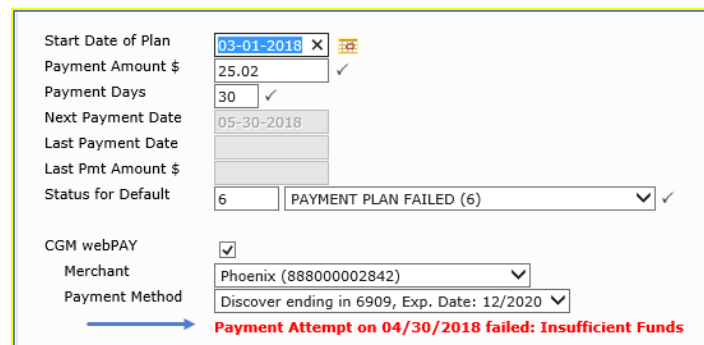
	Balance	Current	30	60	90	120	150
Patient:	17.00	0.00	0.00	0.00	0.00	0.00	17.00
Insurance:	1086.75	0.00	155.00	0.00	0.00	0.00	931.75
Total:	1103.75	0.00	155.00	0.00	0.00	0.00	948.75

Click **Cancel** to return to the *Work Accounts Summary* screen.



Acct	Name	Status	Wrk	Dr	Last Personal Payment	Loc	Payment Plan	Grp	Next Payment Date	Patient Balance	Patient Cr
25689	Washington, George	6	N	1	10-04-2013 Paid \$10.00	1	Yes - CGM webPAY	BC	06-28-2020	45.38	
25302	BAKER, ANGELA	5	Y	3	05-04-2020 Paid \$10.00		Yes - CGM webPAY	CIG	06-28-2020	568.00	
5001	THOMPSON, JOE	5	Y	1	05-08-2020 Paid \$20.00	1	Yes - CGM webPAY	BC	07-17-2020	17.00	
100000031	John, Mia	6	N	1	05-07-2018 Paid \$7.50		Yes	MED	07-09-2020	315.50	

If a processing error occurs during the automatic collection of a CGM webPAY Payment Plan payment, a detailed error message will display at the bottom of the Payment Plan screen the next time the patient's Payment Plan is accessed.



Start Date of Plan: 03-01-2018
 Payment Amount \$: 25.02
 Payment Days: 30
 Next Payment Date: 05-30-2018
 Last Payment Date:
 Last Pmt Amount \$:
 Status for Default: 6
 CGM webPAY: ☒
 Merchant: Phoenix (888000002842)
 Payment Method: Discover ending in 6909, Exp. Date: 12/2020
 Payment Attempt on 04/30/2018 failed: Insufficient Funds

If you set up Payment Plans to use CGM webPAY; automatic payment collection is dependent on the *Collection Roster* being populated daily. In the *Patient Collections Integration* function, you should select the **Automatic Roster Population** check box. When the Collection Roster is populated, payments will be collected automatically one day prior to the **Next Payment Date** stored on the patient's account and they will be stored in *Unposted Payments* with a **Source of Payment Plan**.

How to Set up CGM webPAY in a Payment Plan (cont.)

When the Collection Roster is populated, any CGM webPAY Payment Plan payments that are currently stored in *Unposted Payments* will be taken into account, when determining if an account is delinquent and if a Payment Plan is on track or not.

Note: The following criteria are used to determine when to automatically collect CGM webPAY Payment Plan payments:

- If no personal payments were posted within the payment plan time period (example: last 30 days), then collect the full payment plan payment amount
- If there have been personal payments posted that are greater than or equal to the payment plan payment amount within the payment plan time period, then do not collect the payment plan payment amount
- If there have been personal payments posted that are less than the payment plan payment amount within the payment plan time period, collect the difference between the amounts. For example: If payment plan payment amount is \$50 and there have been only \$30 of personal payments posted within the last 30 days, then CGM webPAY will collect the difference of \$20.
- Co-payments posted on patient accounts are not included in the calculation of personal payments.

Manage Payment Plans

With the *Manage Payment Plans* function (*Collections > Patient Collections > Manage Payment Plans*), you can view every patient that has a payment plan and their status in a sortable list. You can click anywhere in payment plan row to edit or delete it. If a processing error occurs during the collection of a CGM webPAY Payment Plan payment, a detailed error message will display below the patient's name.

Manage Payment Plans										System Manager EASTSIDE MEDICAL (1)
Add/Edit Filter Remove Filter Print Refresh	Acct# ▼	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM webPAY
	8	GUTIERREZ, RICHARD SR	02-15-2018	03-17-2019	15.00	01-27-2016	603.90	30	PAYMENT PLAN FAILED (6)	No
	25230	SMITHSON, ANDREW	04-13-2007	03-01-2019	50.00	03-01-2006	15,675.43	14	PAYMENT PLAN FAILED (6)	No
	25477	TAYLOR, AMANDA	02-02-2018	03-04-2019	50.00	02-03-2019	50.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
	25596	Patrick, Samantha	05-15-2014	03-05-2019	50.00		0.00	15	PAYMENT PLAN FAILED (6)	No
	25678	Adams, Beth	05-01-2018	02-28-2019	5.00	01-29-2019	5.00	30	PAYMENT PLANS (5)	Yes
	25717	LYALL LMT, MARTHA E	01-06-2012	03-05-2019	50.00	11-18-2015	134.00	30	PAYMENT PLAN FAILED (6)	No
	25884	Nutini , Paolo	12-05-2011	02-26-2019	5.00		0.00	15	PAYMENT PLAN FAILED (6)	No
	25906	Brand, Russell	08-13-2018	03-12-2019	10.00	04-29-2014	5.00	30	PAYMENT PLAN FAILED (6)	Yes
	25940	Allen, Robert	06-20-2018	02-20-2019	20.00		0.00	30	PAYMENT PLAN FAILED (6)	Yes
	26205	Wilson, Woodrow	03-10-2018	03-09-2019	2.00	02-08-2019	2.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
	26257	Adams, Jim	07-13-2018	03-12-2019	4.00	06-12-2017	40.00	30	PAYMENT PLAN FAILED (6)	Yes
	Payment Attempt on 02/12/2019 failed: DeTokenization UnSuccessful (E7260)									
	26293	Eisenhower, Dwight	05-01-2018	02-28-2019	10.00	01-31-2019	10.00	30	PAYMENT PLAN FAILED (6)	Yes
	26302	LYALL, MARTHA E	03-01-2018	02-28-2019	25.02		0.00	30	PAYMENT PLAN FAILED (6)	Yes
	Payment Attempt on 01/31/2019 failed: Insufficient Funds									
	26309	Scone, Blueberry	03-01-2018	02-28-2019	25.00		0.00	30	NON-DELINQUENT PAYMENT PLAN FAILED (11)	No
	26356	Ford, Gerald	03-01-2018	02-28-2019	40.00	01-29-2019	40.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
	100028	McKay, Dylan	09-04-2018	03-04-2019	10.00	01-03-2019	10.00	30	PAYMENT PLANS (5)	Yes

You can filter the payment plan listing by clicking the **Add/Edit Filter** Action Column button and remove any previously applied filter by clicking the **Remove Filter** Action Column button.

Manage Payment Plans Filter

Start Payment Date
Through

Next Payment Date
Through

Patient Acct
...

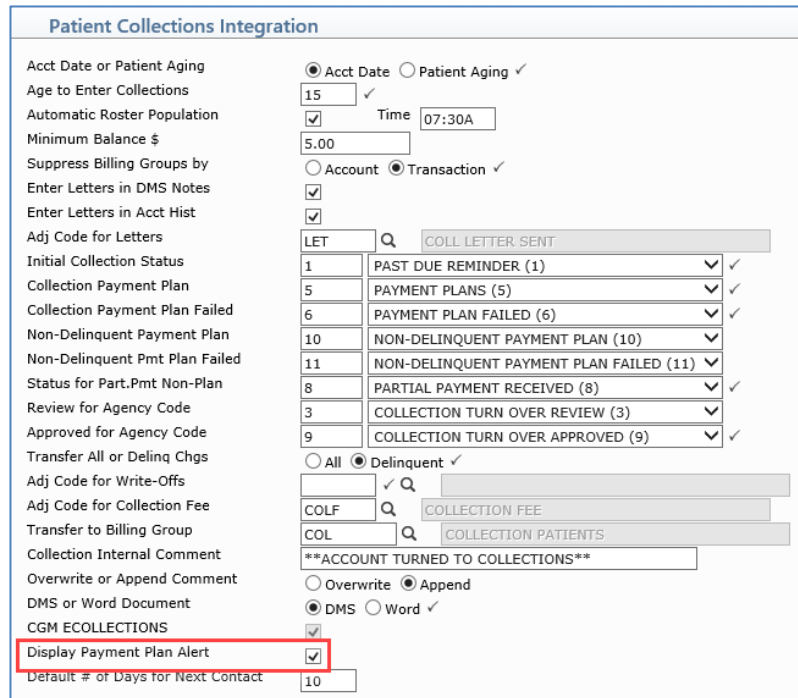
Plan Type
☐ CGM webPAY
☐ Non-CGM webPAY
☒ All

Collection Status

You can use the **Print** Action Column button to print a report of the payment plans in the same order as the listing displayed on the screen. The report can also be printed to *Excel via MyReports*.

Payment Plan Alerts

You have the option to display an Alert whenever you access a patient account that has a payment plan. Access the *Patient Collections Integration* function (*Database Maintenance Menu, Integrations, Collections Integration*) and select the **Display Payment Plan Alert** check box.



Patient Collections Integration

Acct Date or Patient Aging: ☒ Acct Date ☐ Patient Aging ✓

Age to Enter Collections: 15 ✓

Automatic Roster Population: ☒ Time: 07:30A

Minimum Balance \$: 5.00

Suppress Billing Groups by: ☐ Account ☒ Transaction ✓

Enter Letters in DMS Notes: ☒

Enter Letters in Acct Hist: ☒

Adj Code for Letters: LET Q COLL LETTER SENT

Initial Collection Status: 1 PAST DUE REMINDER (1) ✓

Collection Payment Plan: 5 PAYMENT PLANS (5) ✓

Collection Payment Plan Failed: 6 PAYMENT PLAN FAILED (6) ✓

Non-Delinquent Payment Plan: 10 NON-DELINQUENT PAYMENT PLAN (10)

Non-Delinquent Pmt Plan Failed: 11 NON-DELINQUENT PAYMENT PLAN FAILED (11) ✓

Status for Part.Pmt Non-Plan: 8 PARTIAL PAYMENT RECEIVED (8) ✓

Review for Agency Code: 3 COLLECTION TURN OVER REVIEW (3) ✓

Approved for Agency Code: 9 COLLECTION TURN OVER APPROVED (9) ✓

Transfer All or Delinq Chgs: ☐ All ☒ Delinquent ✓

Adj Code for Write-Offs: COLF Q COLLECTION FEE

Adj Code for Collection Fee: COL Q COLLECTION PATIENTS

Transfer to Billing Group: **ACCOUNT TURNED TO COLLECTIONS**

Collection Internal Comment: ☐ Overwrite ☒ Append

Overwrite or Append Comment: ☒ DMS ☐ Word ✓

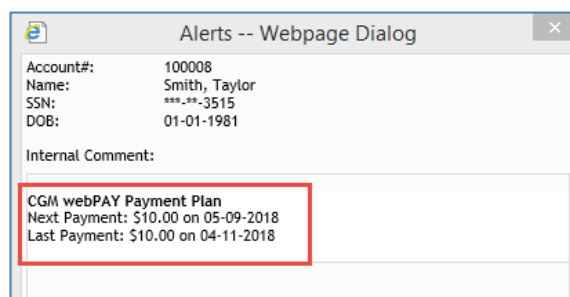
DMS or Word Document: ☒

CGM ECOLECTIONS: ☒

Display Payment Plan Alert: ☒ (highlighted with a red box)

Default # of Days for Next Contact: 10

Whenever you access a patient account that has a payment plan set up, an Alert will display containing the payment plan information.



Alerts -- Webpage Dialog

Account#: 100008

Name: Smith, Taylor

SSN: ***-**-3515

DOB: 01-01-1981

Internal Comment:

CGM webPAY Payment Plan (highlighted with a red box)

Next Payment: \$10.00 on 05-09-2018

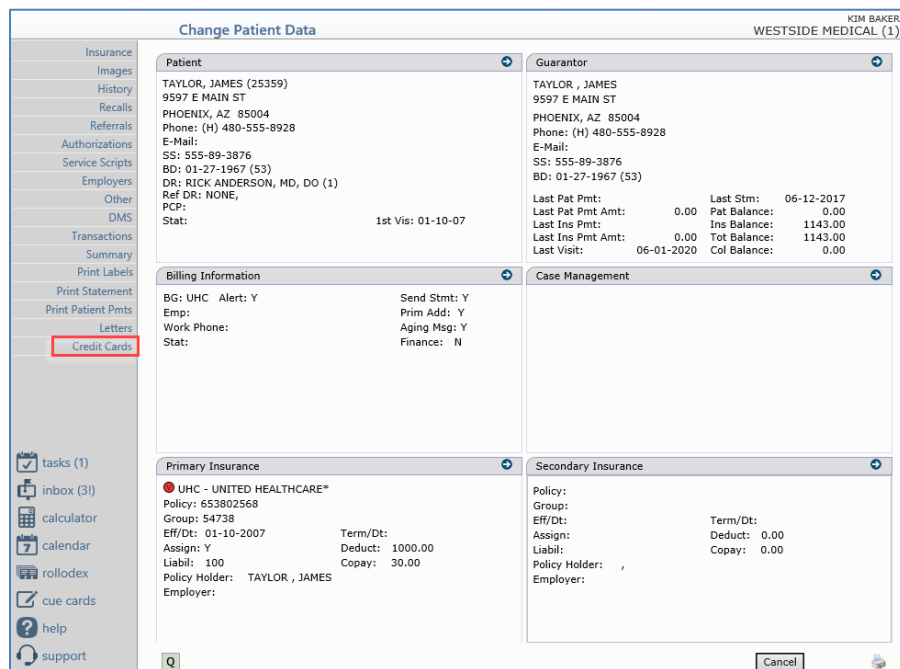
Last Payment: \$10.00 on 04-11-2018

If a processing error occurs during the automatic collection of a CGM webPAY Payment Plan payment, a detailed error message will display in the payment plan Alert in red text. To ensure you receive notification of any errors, an Alert will display whenever there is a processing error, even if you do not select the **Display Payment Plan Alert** check box.

CREDIT CARDS STORED ON THE PATIENT ACCOUNT

Add, Edit or Delete Credit Cards

You can add, edit or view credit card information stored on a patient's account using the **Credit Cards** Action Column button on the *Patient Summary Screen* (*Patient > Change Patient Data > Select a Patient > Credit Cards*). **Note:** The **Credit Card** Action Column button will only be visible if the Security Level for your User Code is the same or higher than the **Credit Cards Security Level** selected in the in the *CGM webPAY Integration* function.



Change Patient Data KIM BAKER WESTSIDE MEDICAL (1)

Patient
TAYLOR, JAMES (25359)
9597 E MAIN ST
PHOENIX, AZ 85004
Phone: (H) 480-555-8928
E-Mail:
SS: 555-89-3876
BD: 01-27-1967 (53)
DR: RICK ANDERSON, MD, DO (1)
Ref DR: NONE
PCP:
Stat: 1st Vis: 01-10-07

Guarantor
TAYLOR, JAMES
9597 E MAIN ST
PHOENIX, AZ 85004
Phone: (H) 480-555-8928
E-Mail:
SS: 555-89-3876
BD: 01-27-1967 (53)
Last Pat Pmt: Last Stm: 06-12-2017
Last Pat Pmt Amt: 0.00 Pat Balance: 0.00
Last Ins Pmt: Last Ins Pmt Amt: 0.00 Ins Balance: 1143.00
Last Visit: 06-01-2020 Tot Balance: 1143.00
Col Balance: 0.00

Billing Information
BG: UHC Alert: Y Send Stmt: Y
Emp: Prim Add: Y
Work Phone: Aging Msg: Y
Stat: Finance: N

Case Management

Primary Insurance
UHC - UNITED HEALTHCARE*
Policy: 653802568
Group: 54738
Eff/Dt: 01-10-2007 Term/Dt:
Deduct: 1000.00
Assign: Y Copay: 30.00
Liabil: 100
Policy Holder: TAYLOR, JAMES
Employer:

Secondary Insurance
Policy:
Group:
Eff/Dt: Term/Dt:
Assign: Deduct: 0.00
Liabil: Copay: 0.00
Policy Holder: ,
Employer:

tasks (1)
inbox (31)
calculator
calendar
rolldex
cue cards
help
support

Cancel

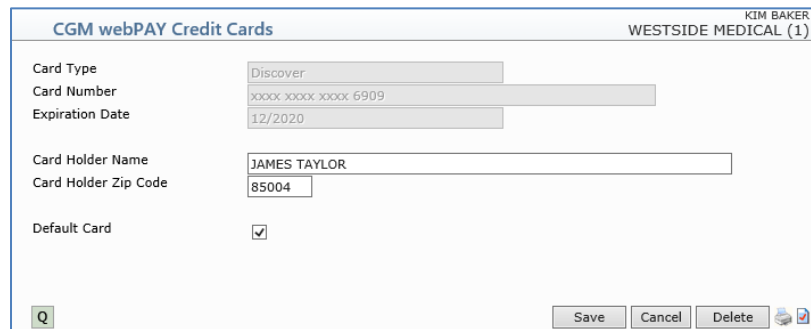
Upon accessing the Credit Card function, any previously saved **Credit Cards** will be listed for the patient including the **Card Type**, **Card Number**, **Expiration Date**, **Card Holder Name**, **Zip Code** and whether the card is set as the **Default Card** or not. To edit or delete a card, select the credit card you want by clicking anywhere in the credit card row.

CGM webPAY Credit Cards						KIM BAKER WESTSIDE MEDICAL (1)
Add Card		25359 - TAYLOR, JAMES				
Card Type ▼	Card Number	Expiration Date	Card Holder Name	Zip Code	Default Card	
Discover	xxxx xxxx xxxx 6909	12/2020	JAMES TAYLOR	85004	Yes	

Add, Edit or Delete Credit Cards (cont.)

You can edit the **Card Holder Name**, **Card Holder Zip Code** and select or clear the **Default Card** check box to indicate if you want to default this card when entering payments. If you need to edit any of the other information for this card, you would need to **Delete** the card and then **Add** a new card with the correct information. Click **Save** to save any edits.

If you want to delete the card from the patient's account, click **Delete**. You will be asked to confirm that you want to delete the card.

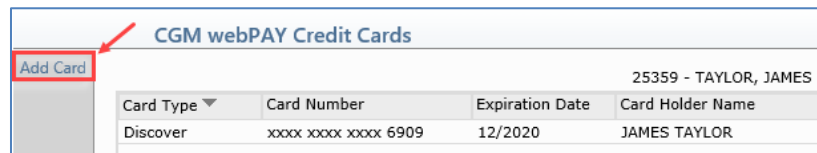


CGM webPAY Credit Cards KIM BAKER
WESTSIDE MEDICAL (1)

Card Type	Discover
Card Number	xxxx xxxx xxxx 6909
Expiration Date	12/2020
Card Holder Name	JAMES TAYLOR
Card Holder Zip Code	85004
Default Card	<input checked="" type="checkbox"/>

Q Save Cancel Delete

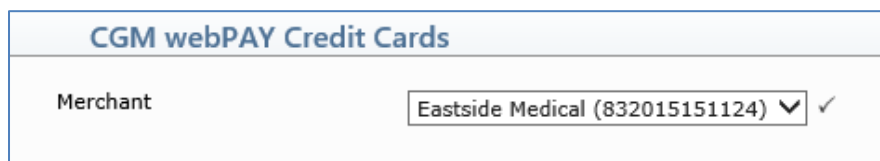
To add a new card, click **Add Card** in the Action Column.



CGM webPAY Credit Cards 25359 - TAYLOR, JAMES

Card Type	Card Number	Expiration Date	Card Holder Name
Discover	xxxx xxxx xxxx 6909	12/2020	JAMES TAYLOR

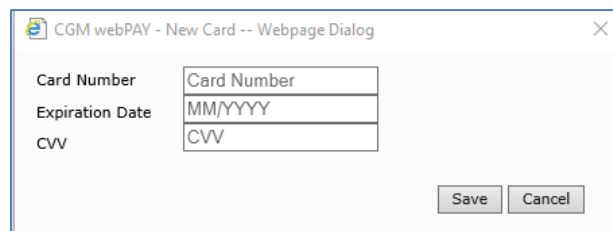
Select the **Merchant** from the Merchant list and click **Save**.



CGM webPAY Credit Cards

Merchant Eastside Medical (832015151124) ✓

When the New Card dialog displays, enter the card information and click **Save**.



CGM webPAY - New Card -- Webpage Dialog

Card Number	Card Number
Expiration Date	MM/YYYY
CVV	CVV

Save Cancel

Add, Edit or Delete Credit Cards (cont.)

After the new card has been successfully added, you can edit the card information if needed.

CGM webPAY Credit Cards	
Card Type	MasterCard
Card Number	xxxx xxxx xxxx 0057
Expiration Date	12/2020
Card Holder Name	JAMES TAYLOR
Card Holder Zip Code	85004
Default Card	<input checked="" type="checkbox"/>

Note: When you add a new card, it is automatically set to be the **Default Card** on the patient's account and the Guarantor's Name and Zip Code will be populated for the **Card Holder Name** and **Card Holder Zip Code** fields.

Click **Save**.

Report for the Default Credit Card Stored on Patient Accounts

You can print a report to see which patients have a credit card on file using the *Patient Detail to Excel* (*Patients > Patient Listings > Patient Detail to Excel*) function. The following Credit Card data elements for the default credit card stored on a patient's account are available:

- C1.0 - Credit Card Status
- C1.3 - Credit Card Expire Date
- C1.4 - Credit Card Number
- C1.5 - Credit Card Type
- C1.8 - Credit Card Holder Name
- C1.9 - Credit Card Zip Code

	A	B	C	D	E	F	G	H
1	EASTSIDE MEDICAL							
2	Patient Detail to Excel							
3	From Patient	(Start from the First Patient)						
4	Thru Patient	(End with the Last Patient)						
5	From 01-01-2021	Through 05-18-2021						
6	Include Patients	with No Activity N						
7	Account	Patient Name	CC Status	CC Type	CC Card Holder Name	CC #	CC Exp Date	CC Zip Code
8	23936	ANDERSON, ANDY	Credit card on file has expired	Visa	ANDY ANDERSON	8888	12/2020	85012
9	25554	BAKER, CIARA	Valid credit card on file	Visa	CIARA BAKER	5439	12/2023	85004
10	25691	Wizard, Washie	No credit card on file					

Note: If multiple credit cards are stored for the patient, the report will only print the information for the Default credit card.