



CompuGroup™  
Medical

# CGM PAY User Guide

February 2025

## CGM PAY

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Integrated Payment Solution

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## NOTICE

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## INTRODUCTION

CGM PAY is an online payment solution integrated with eMEDIX and utilizes payment devices to offer keyed, swiped, tapped and chip credit and debit card processing. ACH, 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. Device settlement occurs automatically. In addition, you have access to the *eMEDIX Payment Portal* functionality which enables your patients to easily make credit card payments online when they receive a patient statement or collection letter.

This manual provides instructions for using CGM PAY 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 PAY 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.

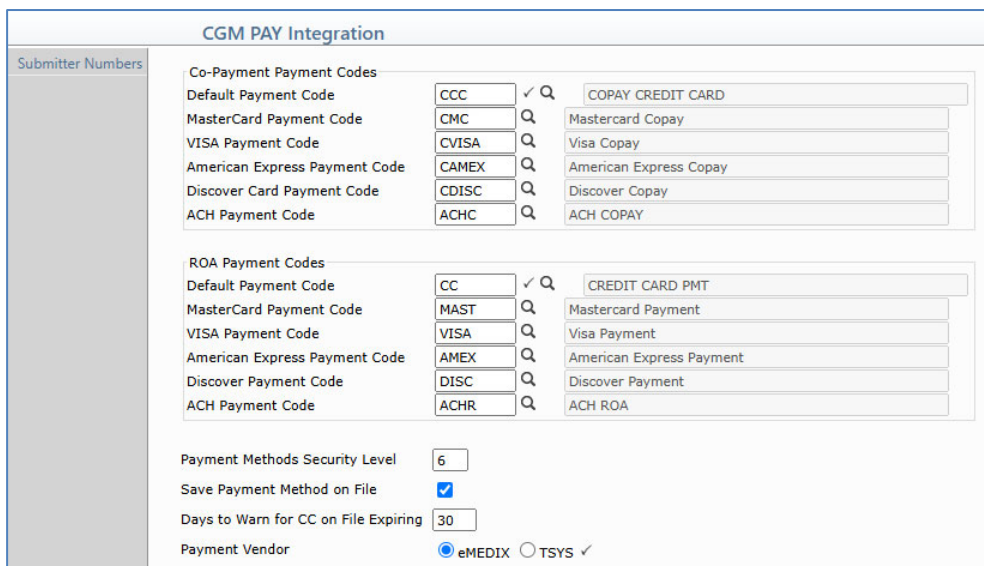
This User Guide is updated through version 2025.1.0.

## CGM PAY SETUP

### CGM PAY Integration Setup

Prior to using CGM PAY, you will need to access the *CGM PAY Integration* function (*System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM PAY > CGM PAY Integration*) to define which Payment Codes you want to use and confirm the Submitter Number(s) for CGM PAY have been entered. If instructed by CGM or Global Pay, you may also need to switch the Payment Vendor to eMEDIX.

- 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 payment type.
- Payment Methods Security Level:** Enter the lowest security level a User must have to access and edit payment methods saved on a patient's account.
- Save Payment Method on File:** If you want the **Save Payment Method on File** option to default as 'selected' each time the CGM PAY Payment screen is accessed, select this check box.
- 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.
- Payment Vendor:** Switch the Payment Vendor to eMEDIX if instructed to do so by CGM.
- Submitter Numbers:** Click the **Submitter Numbers** Action Column button and add the **Submitter Number(s)** provided during the CGM eMEDIX registration process.
- Click **Save**.



CGM PAY Integration	
<b>Co-Payment Payment Codes</b>	
Default Payment Code	CCC ✓ Q COPAY CREDIT CARD
MasterCard Payment Code	CMC Q Mastercard Copay
VISA Payment Code	CVISA Q Visa Copay
American Express Payment Code	CAMEX Q American Express Copay
Discover Card Payment Code	CDISC Q Discover Copay
ACH Payment Code	ACHC Q ACH COPAY
<b>ROA Payment Codes</b>	
Default Payment Code	CC ✓ Q CREDIT CARD PMT
MasterCard Payment Code	MAST Q Mastercard Payment
VISA Payment Code	VISA Q Visa Payment
American Express Payment Code	AMEX Q American Express Payment
Discover Payment Code	DISC Q Discover Payment
ACH Payment Code	ACHR Q ACH ROA
Payment Methods Security Level	6
Save Payment Method on File	<input checked="" type="checkbox"/>
Days to Warn for CC on File Expiring	30
Payment Vendor	<input checked="" type="radio"/> eMEDIX <input type="radio"/> TSYS ✓

**Note** - If multiple databases have been activated, the *CGM PAY Integration* function must be completed in each database.

## eMEDIX eRESP Integration Setup

Prior to using CGM PAY, you need to access the *eMEDIX eResp Integration* function (*System > Claims Management Menu > CGM eMEDIX Integration*) and confirm the credentials have been entered for your Practice.

EMEDIX eResp Integration				CompuGroup Medical US EASTSIDE MEDICAL (1)
Add User	Active	User Name	Printing Name	EMEDIX User Name
	✓	EASTSIDE MEDICAL		
		HOPE	HOPEFUL SMITH (HOPE)	
	✓	JEN	JEN (JEN)	
		KIM	KIM BAKER (KIM)	

Click on the row for the **Practice Name** and confirm the fields have been fully completed.

EMEDIX eResp Integration		CompuGroup Medical US EASTSIDE MEDICAL (1)
Database Name	EASTSIDE MEDICAL	✓
EMEDIX User Name	webpractice	✓
EMEDIX Password	••••••••	✓
EMEDIX DSN	web	✓

**Note** - If multiple databases have been activated, the *eMEDIX eResp Integration* function must be checked in each database.



## CGM PAY Payment Plans - Patient Collections Integration Setup

Since Payment Plan information can be entered while collecting payments using CGM PAY, you need to access the *Patient Collections Integration* function (*System > Database Maintenance Menu > Integrations > Collections Integration > Patient Collections Integration*) to define the required Payment Plan Statuses if you have not already done so. This must be completed prior to using CGM PAY. For detailed information on setting up patient collections, see *Patient Collections Setup and Processing Steps* in CGM webPRACTICE Help (*Introduction > System Processes > Patient Collections Setup and Processing Steps*).

### Patient Collections Integration

Acct Date or Patient Aging	<input type="radio"/> Acct Date <input checked="" type="radio"/> Patient Aging ✓	
Age to Enter Collections	<input type="text" value="15"/> ✓	
Automatic Roster Population	<input checked="" type="checkbox"/> Time <input type="text" value="12:00A"/>	
Minimum Balance \$	<input type="text" value="5.00"/>	
Suppress Billing Groups by	<input checked="" type="radio"/> Account <input type="radio"/> Transaction ✓	
Enter Letters in DMS Notes	<input type="checkbox"/>	
Enter Letters in Acct Hist	<input checked="" type="checkbox"/>	
Adj Code for Letters	<input type="text" value="LET"/> Q	<input type="text" value="COLL LETTER SENT"/>
Initial Collection Status	<input type="text" value="1"/>	<input type="text" value="COL 1 - 30 DAYS (1)"/> ✓
Collection Payment Plan	<input type="text" value="5"/>	<input type="text" value="PAYMENT PLANS (5)"/> ✓
Collection Payment Plan Failed	<input type="text" value="6"/>	<input type="text" value="PAYMENT PLAN FAILED (6)"/> ✓
Non-Delinquent Payment Plan	<input type="text" value="10"/>	<input type="text" value="NON-DELINQUENT PAYMENT PLAN (10)"/>
Non-Delinquent Pmt Plan Failed	<input type="text" value="11"/>	<input type="text" value="NON-DELINQUENT PAYMENT PLAN FAILED (11)"/>
Status for Part.Pmt Non-Plan	<input type="text" value="8"/>	<input type="text" value="PARTIAL PAYMENT RECEIVED (8)"/> ✓
Review for Agency Code	<input type="text" value="3"/>	<input type="text" value="COLLECTION REVIEW (3)"/>
Approved for Agency Code	<input type="text" value="9"/>	<input type="text" value="DISCHARGED (9)"/> ✓
Transfer All or Delinq Chgs	<input type="radio"/> All <input checked="" type="radio"/> Delinquent ✓	
Adj Code for Write-Offs	<input type="text" value="COL"/> ✓ Q	<input type="text" value="COLLECTION ADJ"/>
Adj Code for Collection Fee	<input type="text" value="COLF"/> Q	<input type="text" value="COLLECTION FEE"/>
Transfer to Billing Group	<input type="text" value="COL"/> Q	<input type="text" value="COLLECTION PATIENTS"/>
Collection Internal Comment	<input type="text" value="**ACCOUNT TURNED TO COLLECTIONS**"/>	
Overwrite or Append Comment	<input type="radio"/> Overwrite <input checked="" type="radio"/> Append	
CGM ECOLLECTIONS	<input checked="" type="checkbox"/>	
Display Payment Plan Alert	<input checked="" type="checkbox"/>	
Default # of Days for Next Contact	<input type="text" value="10"/>	

**Note** - If multiple databases have been activated, the *Patient Collections Integration* function must be completed in each database.

## 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 PAY functionality. When you collect payments, the **CGM PAY** option will replace the **Credit Card** option for the "Test" users but, if the "Test" users will still need access to the **Credit Card** option in *Patient Check/Out* during the test phase, you have the option to set up an additional payment type. This is just a temporary setup so that Test users can still have access to the **Credit Card** option.

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**.

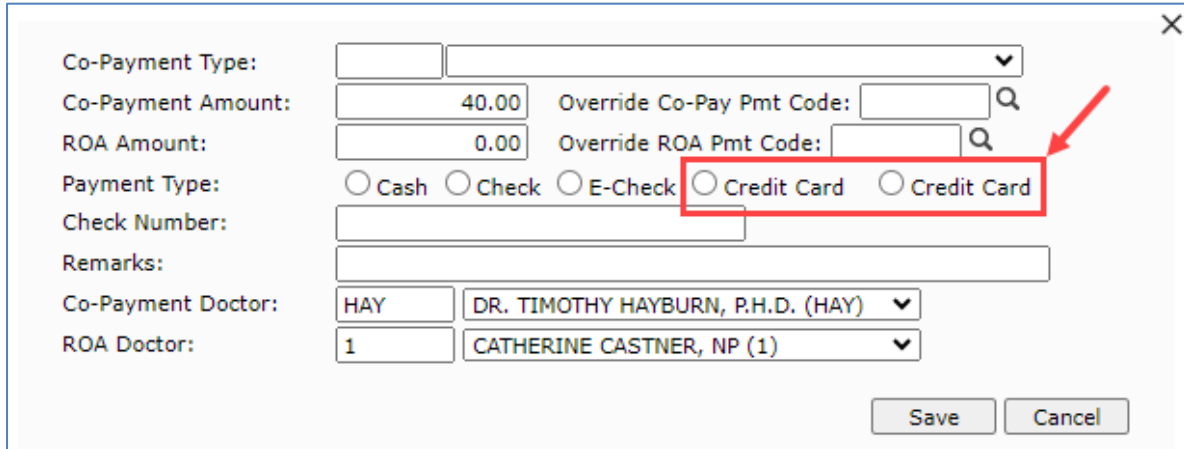
Additional Payment Type	
Payment Type Button Name	<input type="text" value="Credit Card"/>
Default Co-Pay Payment Code	<input type="text" value="CCC"/> <input type="button" value="Q"/> <input type="text" value="COPAY CREDIT CARD"/>
Default ROA Payment Code	<input type="text" value="CC"/> <input type="button" value="Q"/> <input type="text" value="CREDIT CARD PMT"/>

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

Co-Payment Type:	<input type="text"/> <input type="text"/>	<input type="button" value="v"/>
Co-Payment Amount:	<input type="text" value="15.00"/>	Override Co-Pay Pmt Code: <input type="text"/> <input type="button" value="Q"/>
ROA Amount:	<input type="text" value="0.00"/>	Override ROA Pmt Code: <input type="text"/> <input type="button" value="Q"/>
Payment Type:	<input type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> E-Check <input type="radio"/> <b>CGM PAY</b> <input type="radio"/> Credit Card	
Check Number:	<input type="text"/>	
Remarks:	<input type="text"/>	
Co-Payment Doctor:	<input type="text" value="1"/>	<input type="text" value="CATHY CASTNER, MD, DO (1)"/> <input type="button" value="v"/>
ROA Doctor:	<input type="text" value="1"/>	<input type="text" value="CATHY CASTNER, MD, DO (1)"/> <input type="button" value="v"/>

## 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** options during the Test period. They can use either option 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.

## OVERVIEW OF COLLECTING PAYMENTS

The following sections describe the processes for collecting payments in CGM webPRACTICE either through *Scheduling* or *Payment Entry* using CGM PAY. To prevent replication within the document, the types of payment methods are only described once, since they are the same whether you are collecting payments through *Scheduling* or *Payment Entry*.

### Steps for Collecting Payments

1. Access *Scheduling* or *Payment Entry* to enter the preliminary payment information.
2. Select the Type of CGM PAY Payment Method you want.
3. Print the Transaction Receipt.
4. Complete the payment process in *Scheduling* or *Payment Entry*.

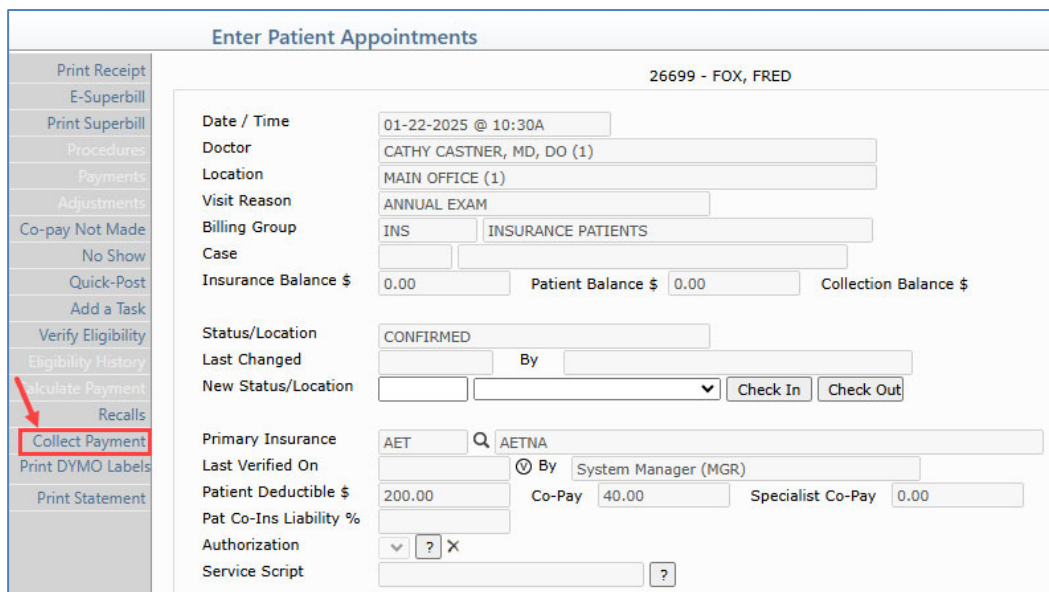
## COLLECTING PAYMENTS IN SCHEDULING

You can collect CGM PAY 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.

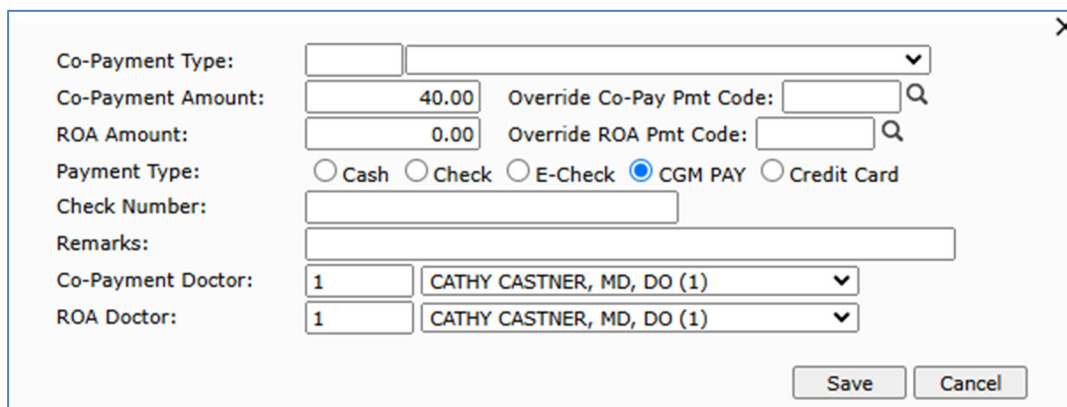


**Enter Patient Appointments**  
26699 - FOX, FRED

Print Receipt  
E-Superbill  
Print Superbill  
Procedures  
Payments  
Adjustments  
Co-pay Not Made  
No Show  
Quick-Post  
Add a Task  
Verify Eligibility  
Eligibility History  
Calculate Payment  
Recalls  
**Collect Payment**  
Print DYMO Labels  
Print Statement

Date / Time: 01-22-2025 @ 10:30A  
 Doctor: CATHY CASTNER, MD, DO (1)  
 Location: MAIN OFFICE (1)  
 Visit Reason: ANNUAL EXAM  
 Billing Group: INS INSURANCE PATIENTS  
 Case:   
 Insurance Balance \$: 0.00 Patient Balance \$: 0.00 Collection Balance \$:   
 Status/Location: CONFIRMED  
 Last Changed: By   
 New Status/Location: Check In Check Out  
 Primary Insurance: AET AETNA  
 Last Verified On: By System Manager (MGR)  
 Patient Deductible \$: 200.00 Co-Pay: 40.00 Specialist Co-Pay: 0.00  
 Pat Co-Ins Liability %:  
 Authorization: ? X  
 Service Script: ?

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



Co-Payment Type:   
 Co-Payment Amount: 40.00 Override Co-Pay Pmt Code:   
 ROA Amount: 0.00 Override ROA Pmt Code:   
 Payment Type:  Cash  Check  E-Check  CGM PAY  Credit Card  
 Check Number:   
 Remarks:   
 Co-Payment Doctor: 1 CATHY CASTNER, MD, DO (1)   
 ROA Doctor: 1 CATHY CASTNER, MD, DO (1)   
 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 PAY 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 PAY Integration* function.
- **Payment Type:** Select **CGM PAY**.
- **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**.

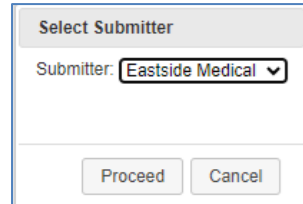
26699 - FOX, FRED

Date / Time	01-22-2025 @ 10:30A		
Doctor	CATHY CASTNER, MD, DO (1)		
Location	MAIN OFFICE (1)		
Visit Reason	ANNUAL EXAM		
Billing Group	INS	INSURANCE PATIENTS	
Case			
Insurance Balance \$	0.00	Patient Balance \$	0.00
		Collection Balance \$	
Status/Location	CONFIRMED		
Last Changed		By	
New Status/Location			<input type="button" value="Check In"/> <input type="button" value="Check Out"/>
Primary Insurance	AET	AETNA	
Last Verified On		By	System Manager (MGR)
Patient Deductible \$	200.00	Co-Pay	40.00
Pat Co-Ins Liability %		Specialist Co-Pay	0.00
Authorization	<input type="button" value="v"/> <input type="button" value="?"/> <input type="button" value="X"/>		
Service Script	<input type="button" value="?"/>		

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
	01-22-2025	Co-Payment	40.00	CGM PAY		1	

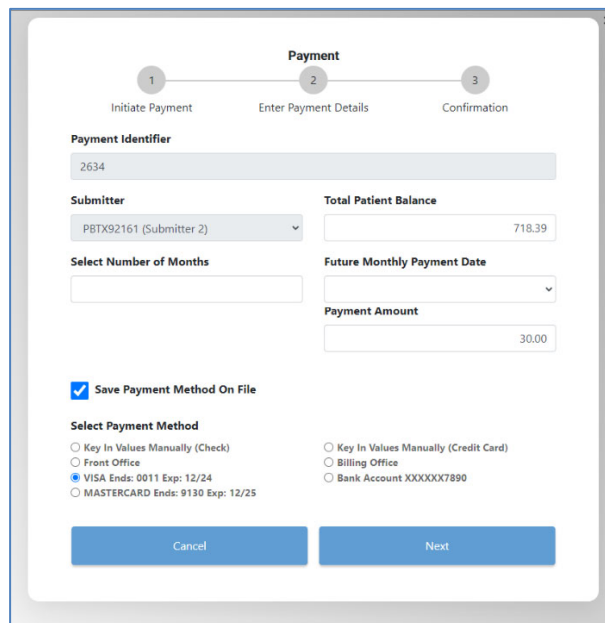
## Collecting Payments in Scheduling (cont.)

If multiple **Submitter Numbers** have been stored in the *CGM PAY Integration* function, you will be prompted to select the **Submitter Number** you want to use for this transaction. The **Submitter Number** will default to the last one you selected.



A dialog box titled "Select Submitter" with a dropdown menu showing "Eastside Medical" and two buttons: "Proceed" and "Cancel".


The *CGM PAY* window displays next.



The *CGM PAY* window shows a three-step process: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation. The "Enter Payment Details" step is active. Fields include: Payment Identifier (2634), Submitter (PBTX92161 (Submitter 2)), Total Patient Balance (718.39), Select Number of Months, Future Monthly Payment Date, and Payment Amount (30.00). A checkbox "Save Payment Method On File" is checked. Under "Select Payment Method", "VISA Ends: 0011 Exp: 12/24" is selected. Buttons "Cancel" and "Next" are at the bottom.

See the *Types of Payment Methods* section for detailed instructions on collecting the payment and the *Transaction Receipt* section for printing the receipt.

After you have completed collecting the payment and printed the receipt, the transaction status now shows a **C** in the **Sta** column to indicate that the payment has been collected in the *Patient Check In/Out* screen. Click **Save**.

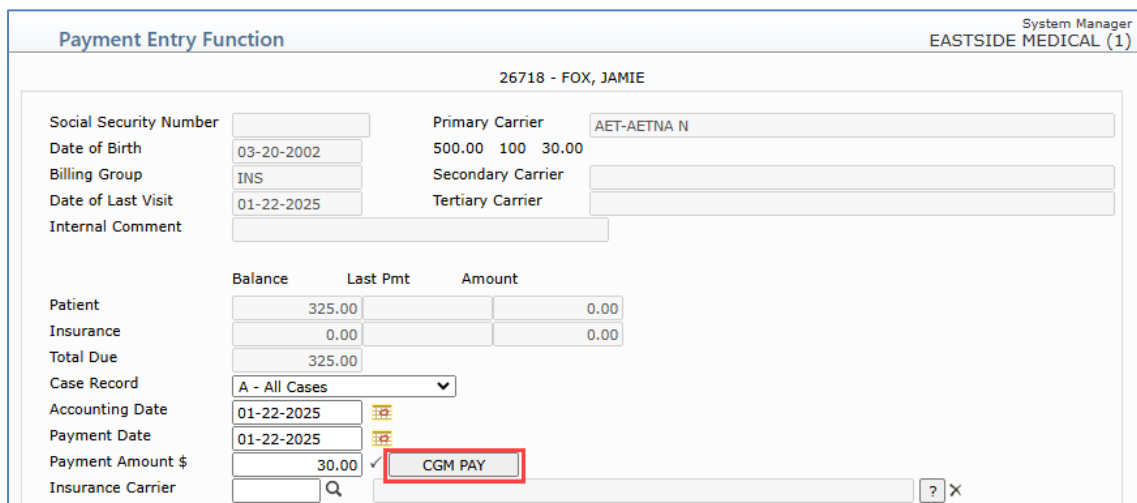
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C 	01-22-2025	Co-Payment	40.00	CGM PAY		1	

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

## COLLECTING PAYMENTS IN PAYMENT ENTRY

You can collect CGM PAY payments in Payment Entry using the **CGM PAY** 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 PAY**.



Payment Entry Function System Manager  
EASTSIDE MEDICAL (1)

26718 - FOX, JAMIE

Social Security Number	<input type="text"/>	Primary Carrier	AET-AETNA N
Date of Birth	03-20-2002	500.00 100 30.00	
Billing Group	INS	Secondary Carrier	<input type="text"/>
Date of Last Visit	01-22-2025	Tertiary Carrier	<input type="text"/>
Internal Comment	<input type="text"/>		

	Balance	Last Pmt	Amount
Patient	325.00		0.00
Insurance	0.00		0.00
Total Due	325.00		

Case Record: A - All Cases

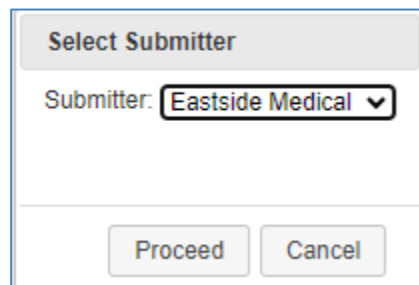
Accounting Date: 01-22-2025

Payment Date: 01-22-2025

Payment Amount \$: 30.00

Insurance Carrier:

If multiple **Submitter Numbers** have been stored in the *CGM PAY Integration* function, you will be prompted to select the **Submitter Number** you want to use for this transaction. The **Submitter Number** will default to the last one you selected.



Select Submitter

Submitter: Eastside Medical

Proceed Cancel

## Collecting Payments in Payment Entry (cont.)

The CGM PAY window displays next.

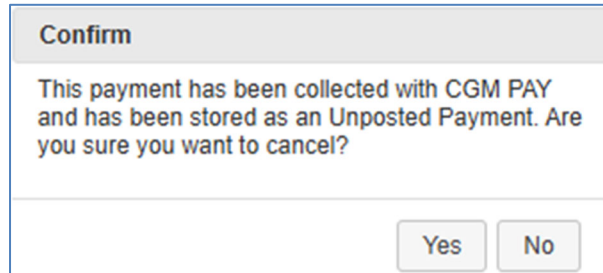
See the *Types of Payment Methods* section for detailed instructions on collecting the payment and the *Transaction Receipt* section for printing the receipt. After you have completed collecting the payment and printed the receipt, you have the option to allocate and post the payment, leave the payment unallocated and save it to the patient's account or click **Cancel** to leave the payment stored in *Unposted Payments*.

Date	Code	Dr	Org Amt	Allow	Payment	Adjust	Deny	Ins/Bal	Pat/Bal	Sta	Act
01-22-25	99214	1	325.00	325.00	30.00			0.00	295.00		<input type="checkbox"/>



## Collecting Payments in Payment Entry (cont.)

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



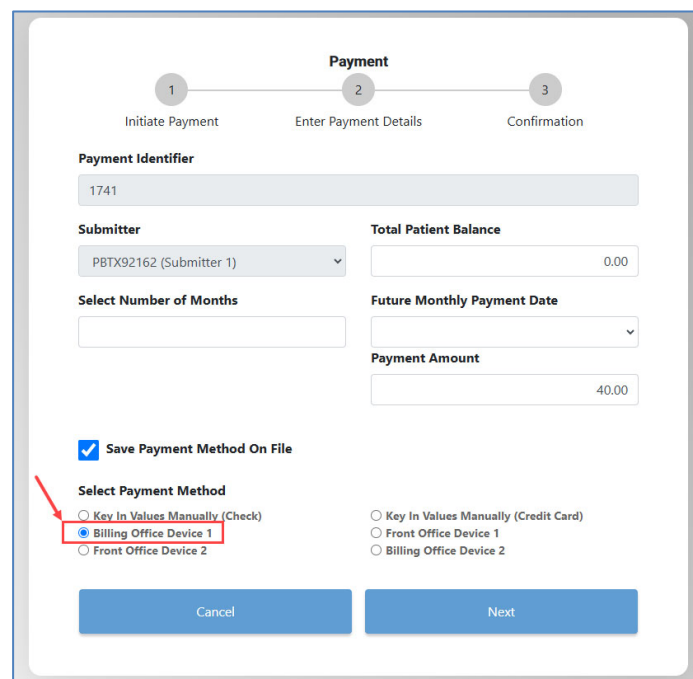
Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

## TYPES OF PAYMENT METHODS

- **Device Collected Payment:** If you are collecting a credit or debit payment using a payment device.
- **Payment Method Saved on File:** If you are collecting a payment for a payment method on file.
  - **Credit Card** – Can be saved on file.
  - **Debit Card** – Cannot be saved on file.
  - **Bank Account** – Can only be saved on file when a payment is collected in the *Payment Entry* or *Patient Check In/Out* functions – not within the Payment Methods Action Column button in the *Change Patient Data* function.
- **Credit Card Payment Manually Entered:** If you are collecting a credit card payment via manual entry.
- **Bank Account (ACH) Payment:** If you are collecting a Bank Account payment.

### Device Collected Payment

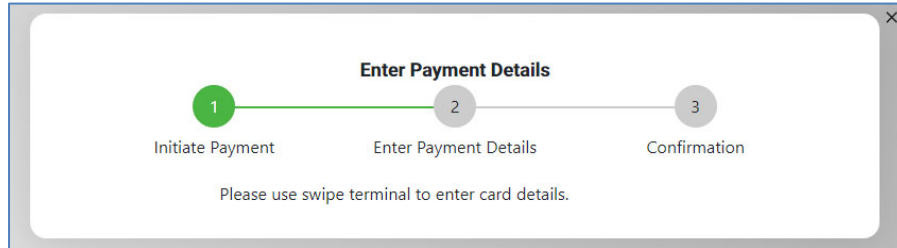
When the *CGM PAY* window displays, select the payment device you want and click **Next**.



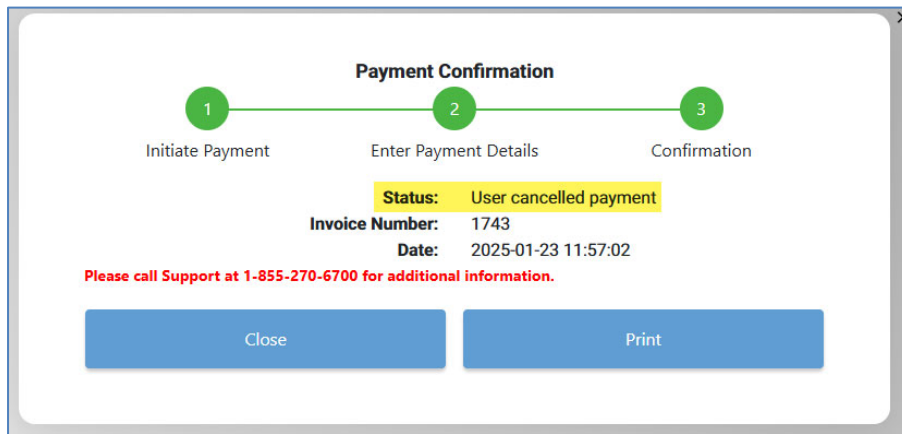
The **Payment Method** will default to the default card/account saved on file for the patient (if there is one). The **Payment Amount** will also default. If the **Save Payment Method on File** check box is selected in the *CGM PAY Integration* function, this check box will already be selected and this payment method will be saved to the patient's account for future payments, but you can change it if needed.

## Device Collected Payment (cont.)

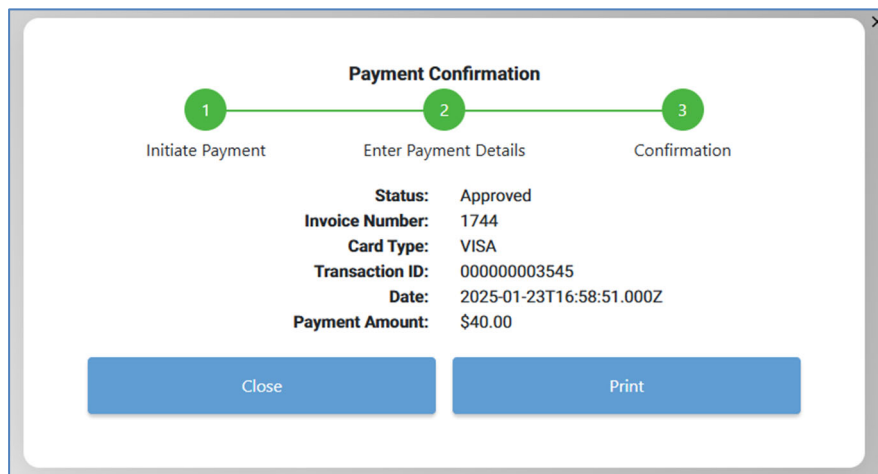
Swipe, tap or insert the card on the payment device.



**Note:** If you need to cancel out of the payment, press the red **X** on the payment device. Tap **Yes** to confirm you want to end the transaction. The Payment Confirmation window will display with the **Status** listed as 'User cancelled payment'. Click **Close**.

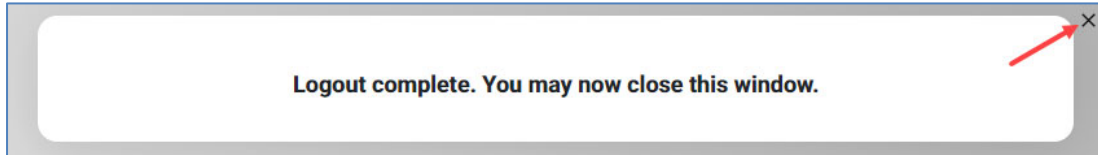


When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



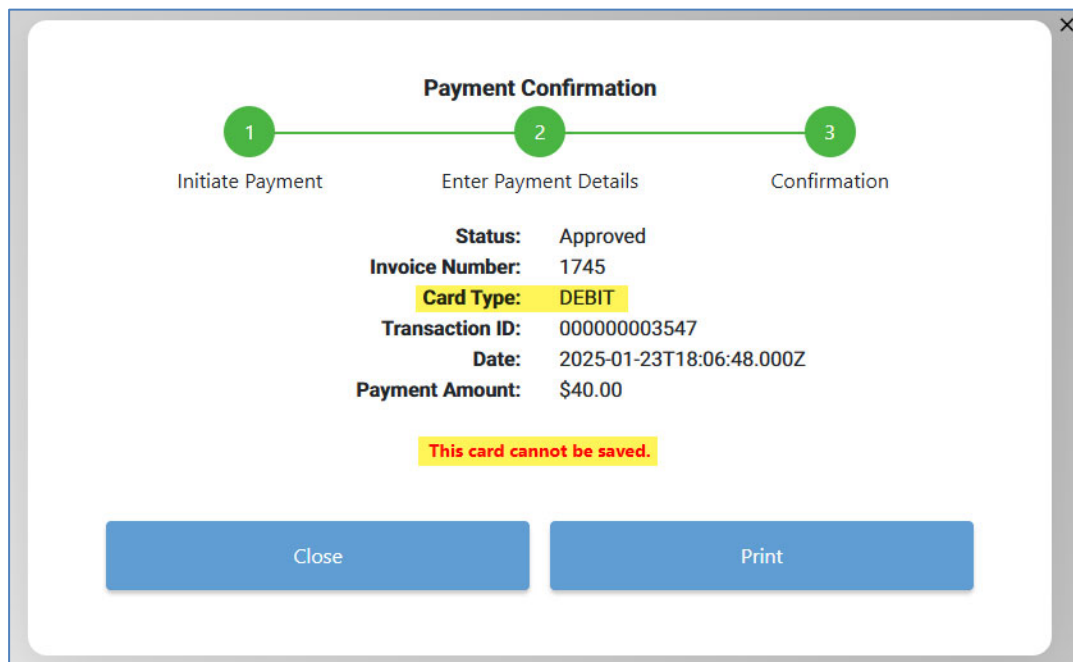
## Device Collected Payment (cont.)

Click the **X** in the upper-right corner of the window.



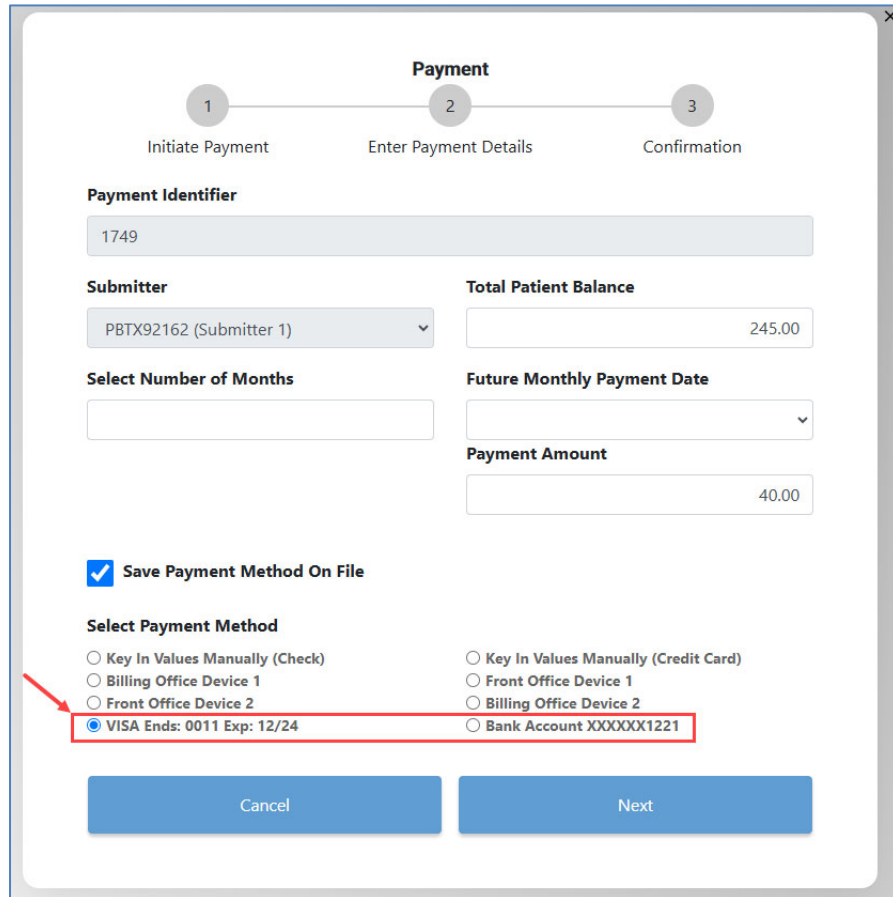
Proceed to the *Transaction Receipt* section for details on printing the receipt.

**Note:** Debit card payments cannot be saved to the patient's account.



## Payment Method Saved on File

When the *CGM PAY* window displays, any previously saved payment methods will be listed in the Select Payment Method section. Select the payment method and click **Next**.



**Payment**

1 ————— 2 ————— 3  
Initiate Payment      Enter Payment Details      Confirmation

**Payment Identifier**  
1749

**Submitter**  
PBTX92162 (Submitter 1)

**Total Patient Balance**  
245.00

**Select Number of Months**  
[Empty field]

**Future Monthly Payment Date**  
[Dropdown menu]

**Payment Amount**  
40.00

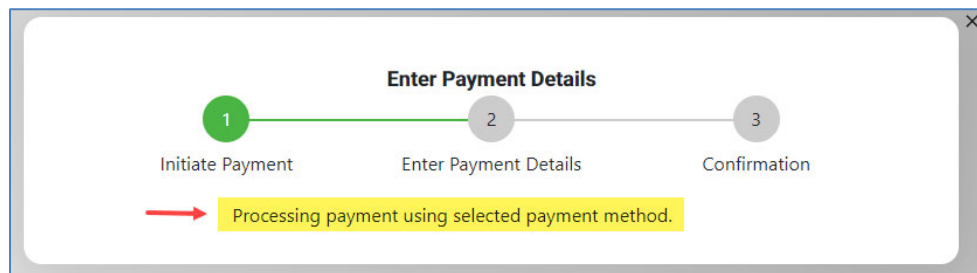
**Save Payment Method On File**

**Select Payment Method**

- Key In Values Manually (Check)
- Billing Office Device 1
- Front Office Device 2
- VISA Ends: 0011 Exp: 12/24
- Key In Values Manually (Credit Card)
- Front Office Device 1
- Billing Office Device 2
- Bank Account XXXXXX1221

Cancel      Next

The message, processing payment using selected payment method will display.



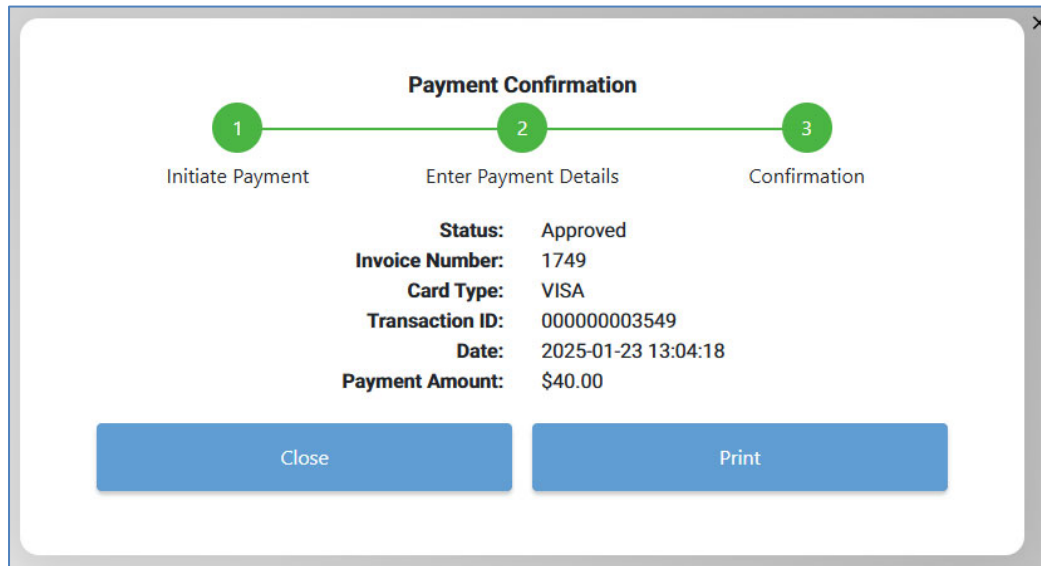
**Enter Payment Details**

1 ————— 2 ————— 3  
Initiate Payment      Enter Payment Details      Confirmation

→ Processing payment using selected payment method.

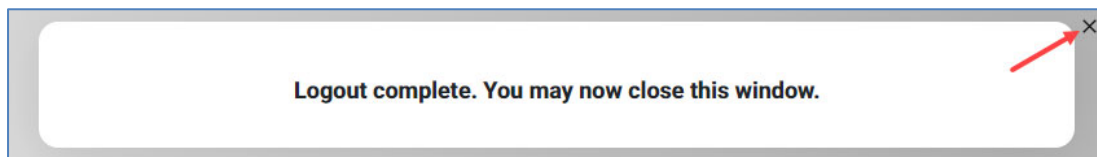
## Payment Method Saved on File (cont.)

When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



**Note:** If the payment was originally collected using a device prior to the method being saved on the patient's account, all future payments collected will display the **Pmt Method** in *Unposted Payments* as **WP-Device**.

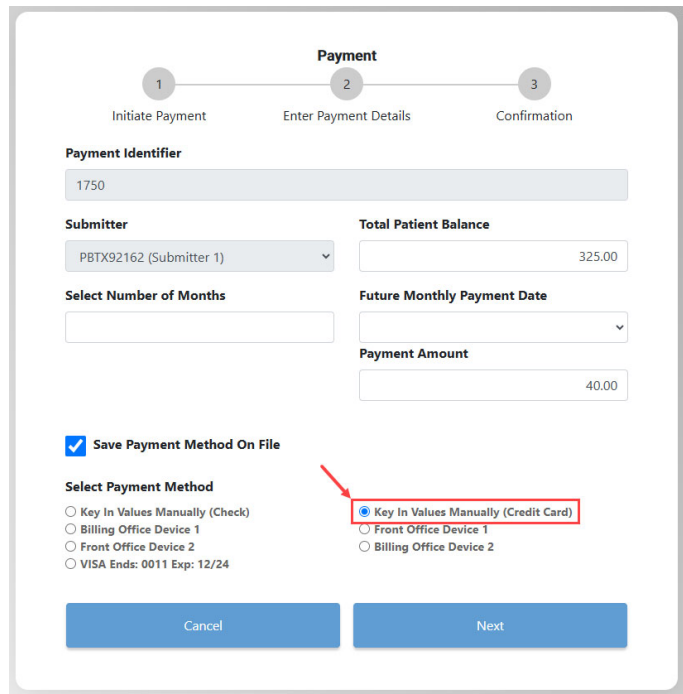
Click the **X** in the upper-right corner of the window.



Proceed to the *Transaction Receipt* section for details on printing the receipt.

## Credit Card Payment Manually Entered

When the *CGM PAY* window displays, select **Key in Values Manually (Credit Card)**. Click **Next**.

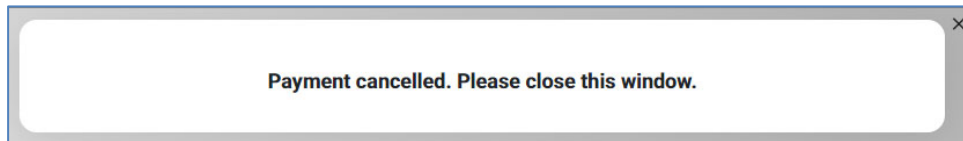


The screenshot shows a 'Payment' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains the following fields and options:

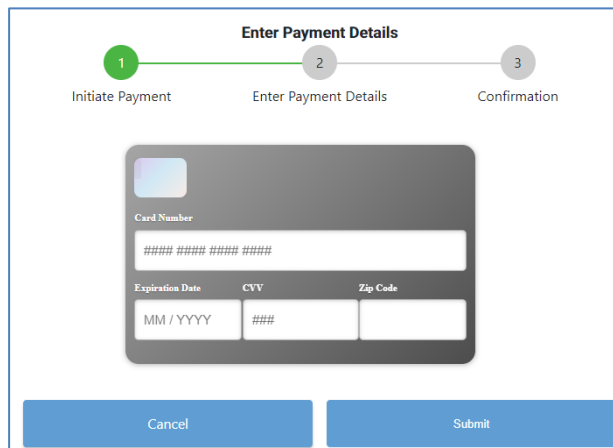
- Payment Identifier:** 1750
- Submitter:** PBTX92162 (Submitter 1)
- Total Patient Balance:** 325.00
- Select Number of Months:** (empty field)
- Future Monthly Payment Date:** (dropdown menu)
- Payment Amount:** 40.00
- Save Payment Method On File**
- Select Payment Method:**
  - Key In Values Manually (Credit Card)
  - Key In Values Manually (Check)
  - Billing Office Device 1
  - Front Office Device 1
  - Front Office Device 2
  - Billing Office Device 2
  - VISA Ends: 0011 Exp: 12/24

Buttons at the bottom are 'Cancel' and 'Next'. A red arrow points to the selected 'Key In Values Manually (Credit Card)' option.

If you click **Cancel**, the following message will display. Click the **X** in the upper right corner to close the window.



Enter the card information and click **Submit**.



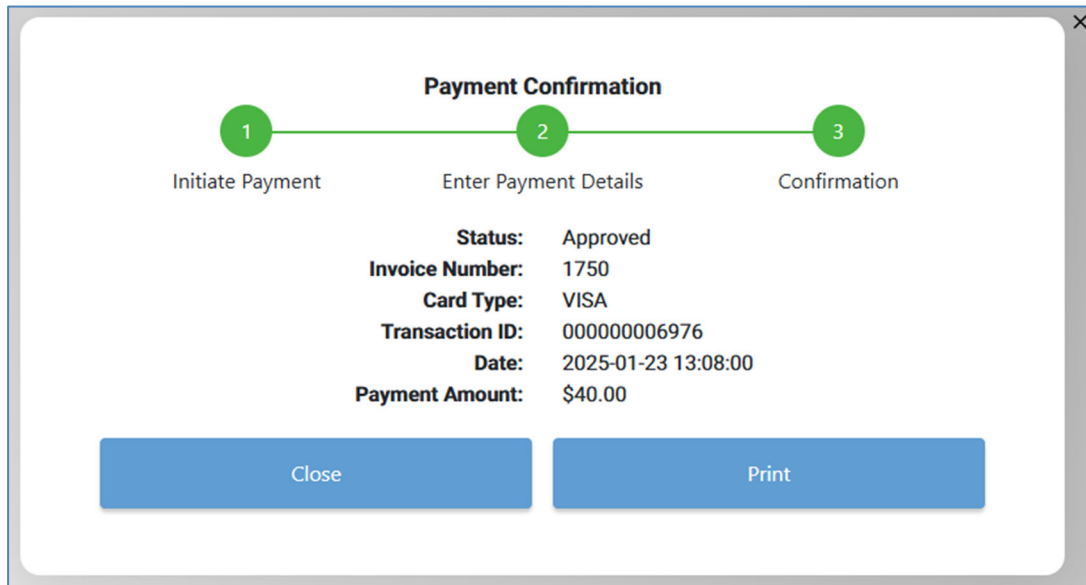
The screenshot shows the 'Enter Payment Details' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains the following fields:

- Card Number:** #####
- Expiration Date:** MM / YYYY
- CVV:** ###
- Zip Code:** (empty field)

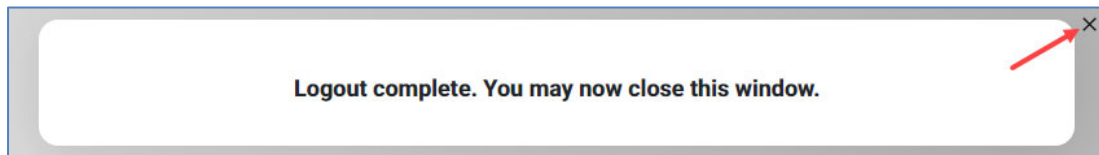
Buttons at the bottom are 'Cancel' and 'Submit'.

## Credit Card Manually Entered (cont.)

When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



Click the **X** in the upper-right corner of the window.



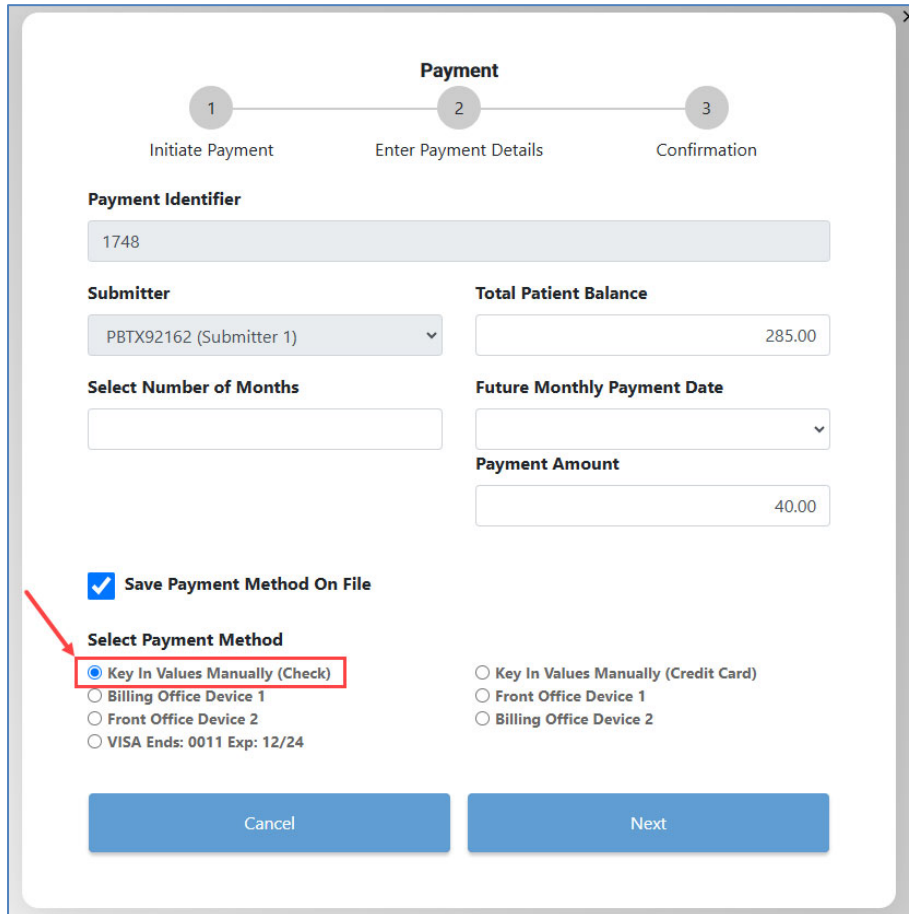
Proceed to the *Transaction Receipt* section for details on printing the receipt.

**Note:** If you enter a Debit card using the 'Key in values manually (Credit Card)', it processes the debit as a credit.



## Bank Account (ACH) Payment

When the *CGM PAY* window displays, select **Key in Values Manually (Check)**. Click **Next**.



**Payment**

1 Initiate Payment      2 Enter Payment Details      3 Confirmation

**Payment Identifier**  
1748

**Submitter**  
PBTX92162 (Submitter 1)

**Total Patient Balance**  
285.00

**Select Number of Months**  
[Empty field]

**Future Monthly Payment Date**  
[Dropdown menu]

**Payment Amount**  
40.00

Save Payment Method On File

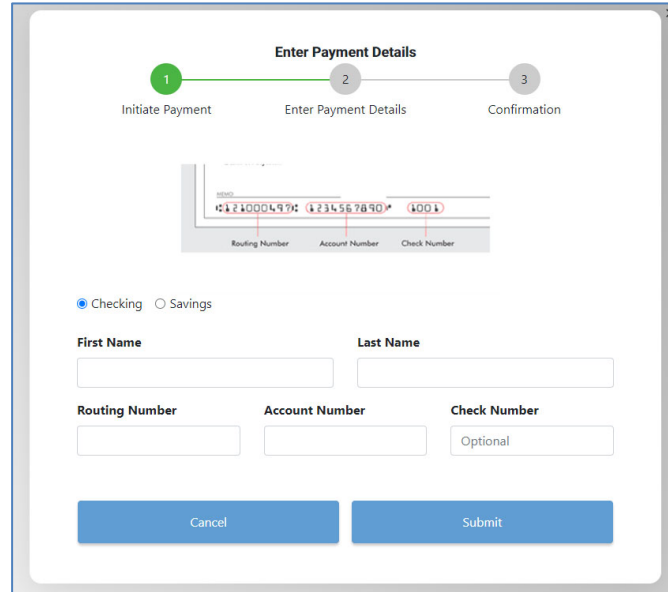
**Select Payment Method**

- Key In Values Manually (Check)
- Billing Office Device 1
- Front Office Device 1
- Front Office Device 2
- VISA Ends: 0011 Exp: 12/24
- Key In Values Manually (Credit Card)
- Billing Office Device 2

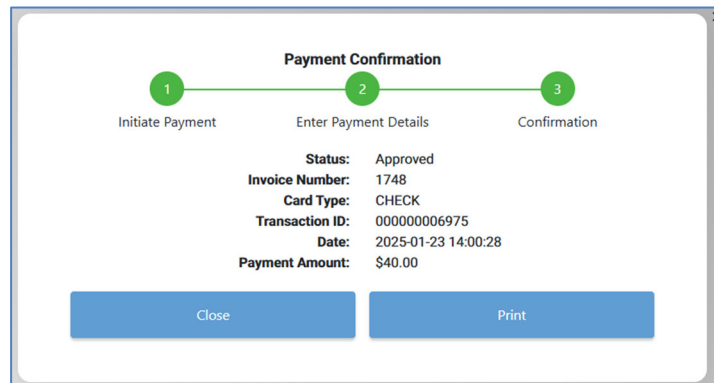
Cancel      Next

## Bank Account (ACH) Payment (cont.)

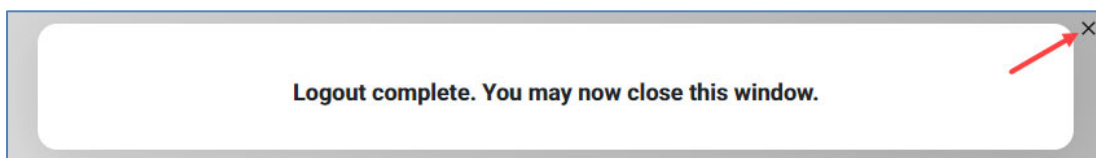
Enter the Bank Account information and click **Submit**.



When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



Click the **X** in the upper-right corner of the window.

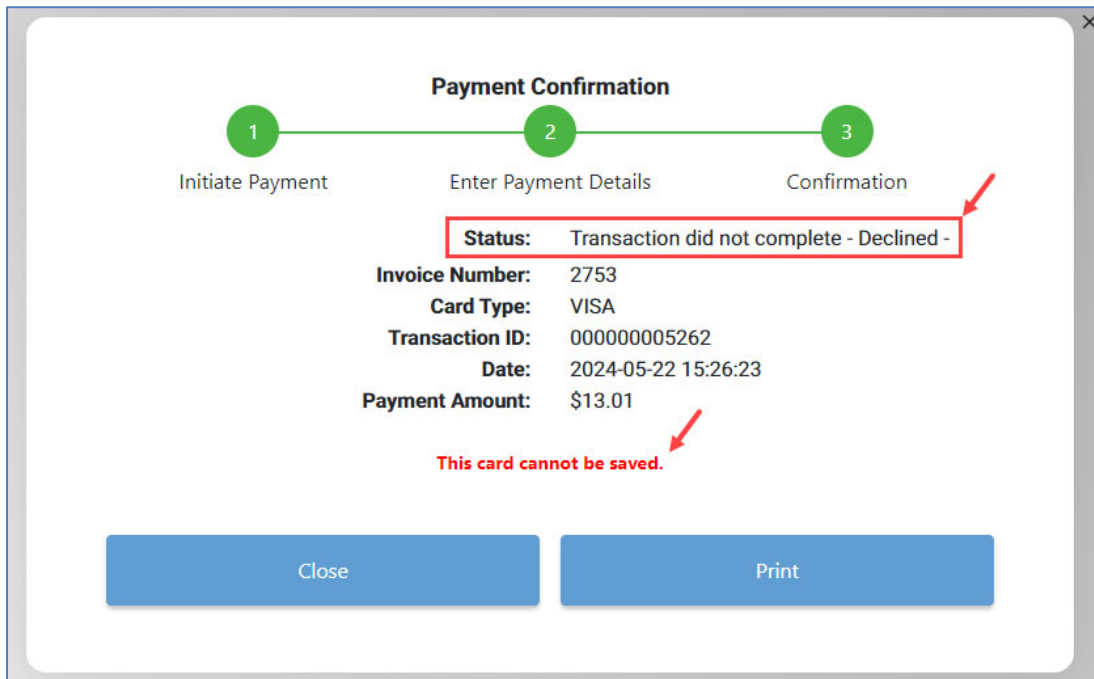


Proceed to the *Transaction Receipt* section for details on printing the receipt.

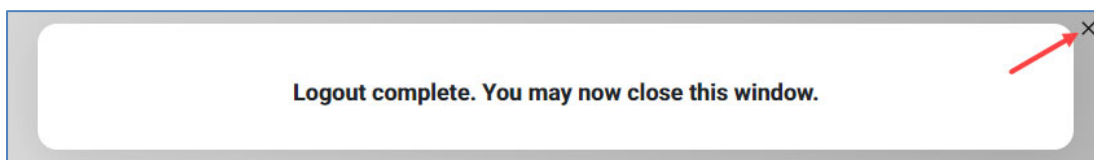
## Declined Payments

### Declined Card Payments

If a payment is declined the Payment Confirmation window will indicate it was declined in the **Status** field. The Payment Method will not be saved to patient's account, if you had the **Save Payment Method on File** check box selected.



Click the **X** in the upper-right corner of the window.



If you wish to resubmit the payment, you will need to repeat the payment collection steps.

## Declined/Returned Bank Account (ACH) Payments

If a bank account (ACH) payment is declined/returned, a negative payment transaction will display in *Unposted Payments*, since it usually takes a few days to receive the notification. A message in red text will display below the negative payment information stating the reason for the return.

Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method
<input type="checkbox"/>	Check In/Out	32293	JONES, SAM	-9.00	06-13-2024	ROA	CP-ACH CK COPAY (CPCKC)	CP
<b>CGM PAY: Check Returned</b>								
<input type="checkbox"/>	CGM eMEDIX Payment Portal	25511	HANSEN, TIFFANY	31.00	06-13-2024	ROA	Payment Portal - Visa (OLV)	PP

When you click on the patient to post the returned payment, the **Payment Code** will default to the code used when the payment was originally posted and the reason for the return will display in the lower portion of the window. The **Remarks** field will automatically default with the reason for the return.

SYSTEM MANAGER  
Eastside Medical (1)

Unposted Payments

32293 - JONES, SAM

Social Security Number		Primary Carrier*	AET-AETNA Y
Date of Birth	11-30-1971	0.00 100/80 0.00	
Billing Group	BS	Secondary Carrier	
Date of Last Visit	10-01-2024	Tertiary Carrier	
Internal Comment			

	Balance	Last Pmt	Amount
Patient	87.61	10-03-2024	5.00
Insurance	1398.29	12-23-2024	10.00
<b>Total Due</b>	<b>1485.90</b>		

Case Record: A - All Cases

Accounting Date: 01-23-2025

Payment Date: 06-13-2024

Payment Amount \$: -9.00

Insurance Carrier: AET (selected), AETNA

Payment Code: CPCKC (selected), CP-ACH CK COPAY (CPCKC)

Remarks: Check Returned

Date of Service: Starting From (selected)

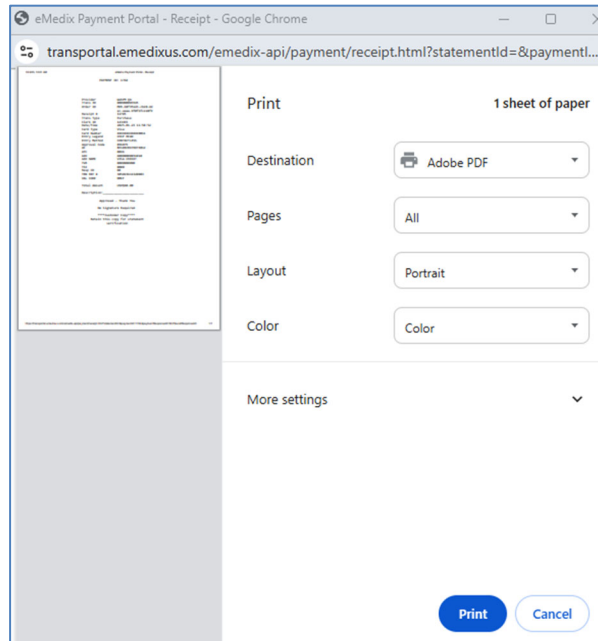
CGM PAY: Check Returned on 06-09-2024

Click **Save** to proceed with allocating and posting the returned payment.

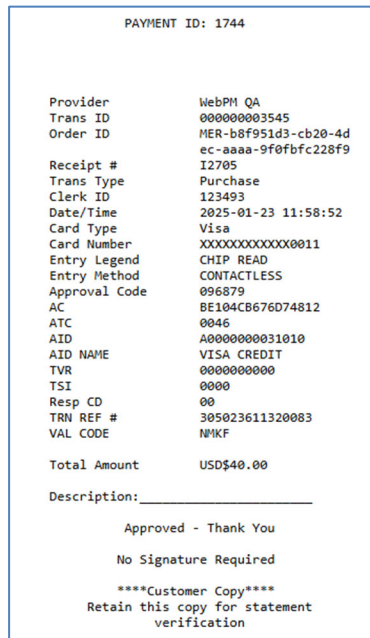
## Transaction Receipt

After collecting any type of CGM PAY payment, you can click **Print** when the Payment Confirmation window displays to print the receipt.

When the Printer Selection window appears, select the printer you want and click **Print**.




The receipt window will continue to display until you click the 'X' to close it.



## Transaction Receipt (cont.)

If you did not print the receipt immediately after collecting the payment and are collecting the payment through *Scheduling*, you can click the printer icon next to the payment information when the *Patient Check In/Out* screen displays to print the receipt.

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C 	01-22-2025	Co-Payment	40.00	CGM PAY		1	

PAYMENT ID: 1744

Provider: WebPM QA  
 Trans ID: 00000003545  
 Order ID: MER-b8f951d3-cb20-4dec-aaaa-9f0fbfc228f9

Receipt #: I2705  
 Trans Type: Purchase  
 Clerk ID: 123493  
 Date/Time: 2025-01-23 11:58:52  
 Card Type: Visa  
 Card Number: XXXXXXXXXXXX0011  
 Entry Legend: CHIP READ  
 Entry Method: CONTACTLESS  
 Approval Code: 096879  
 AC: BE104CB676074812  
 ATC: 0046  
 AID: A0000000031010  
 AID NAME: VISA CREDIT  
 TVR: 0000000000  
 TSI: 0000  
 Resp CD: 00  
 TRN REF #: 305023611320083  
 VAL CODE: NMKF

Total Amount: USD\$40.00

Description: \_\_\_\_\_

Approved - Thank You  
 No Signature Required  
 \*\*\*\*Customer Copy\*\*\*\*  
 Retain this copy for statement verification



If you did not print the receipt immediately after collecting the payment and are collecting the payment through *Payment Entry*, you can print the receipt after you:

- Close the Payment Confirmation window
- Return to the payment entry screen
- Post the payment
- Access the patient’s transaction history, locate the payment and click the printer icon.

Patient: 26712 - FOX, WILEY  
 6587 N HILL DR  
 Phoenix, AZ 85026  
 (H)

A - All Cases  
 Insurance w/Doctor

Date of Service  
 From: [ ] Thru: [ ] Actions: [ ]

Acc/Date	Ser/Date	Case	Code	Description	Org/Amt Lc	Dr	Ins/Bal	Pat/Bal I	Img	Act
01-23-25	01-23-25	0	FF 99214	OV EST LEV 4	325.00 1	1		285.00 Y		<input type="checkbox"/>
01-23-25	01-23-25	0	CVISA	Visa Copay	-40.00					<input type="checkbox"/>

## UNPOSTED CGM PAY PAYMENTS

### Unposted Payments Summary Screen

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

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

- *Patient Check In/Out* function.
- *Payment Entry* (CGM PAY payments that are not applied).
- *Pre-Treatment* function.
- CGM PAY 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)
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	CP-Pmt Device
<input type="checkbox"/>	Payment Entry	26718	FOX, JAMIE		30.00 <span style="color: blue;">Credit</span>	01-22-2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1
<input checked="" type="checkbox"/>	Check In/Out	26699	FOX, FRED		40.00 <span style="color: blue;">Credit</span>	01-22-2025	Co-Payment	ACH COPAY (ACHC)	CP	

This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.

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

- **Status** – Indicates the status of the payment and if it can be auto-posted.
- **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)
  - CP (CGM PAY- non device payment)
  - CP - **Device** (CGM PAY - Device collected payment)
  - PP (Payment Portal)
- **CP-Pmt Device** - Lists the payment device name for any 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 PAY 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 PAY payment. The first is directly within the *Unposted Payments* function and the second is within the *Patient Check In/Out* function.

**Note:** Only credit card payments can be voided or credited, not debit card or bank account payments. You would need to process a refund on the patient’s account to cancel out a debit card or bank account payment.

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

Unposted Payments										System Manager EASTSIDE MEDICAL (1)	
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	CP-Pmt Device	CGM PAY Pmt ID
<input type="checkbox"/>	Payment Entry	26718	FOX, JAMIE		30.00	01-22-2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1	1740
<input type="checkbox"/>	Check In/Out	26699	FOX, FRED		40.00	01-22-2025	Co-Payment	ACH COPAY (ACHC)	CP		1737
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>											
<input type="checkbox"/>	Check In/Out	26135	ARIANNO, TARA		2.00	01-14-2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 2	1715

**Payment Date:**

**Card/Account Type:**

**Card/Account Number:**

**Amount:**

**Credit Amount:**  1

**Remarks:**

**Reason:**  2

3

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:

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

## Void/Credit Unposted Payments (cont.)

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

PAYMENT ID: 1740	
Provider	WebPM QA
Trans ID	00000003541
Order ID	MER-e33015a1-c88e-40 6f-b35b-df989904d79b
Receipt #	I2703
Trans Type	Purchase
Clerk ID	123493
Date/Time	2025-01-22 17:53:08
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Legend	CHIP READ
Entry Method	CONTACTLESS
Approval Code	002761
AC	EBBD4A1D5E4D3E5B
ATC	0045
AID	A000000031010
AID NAME	VISA CREDIT
TVR	0000000000
TSI	0000
Resp CD	00
TRN REF #	305022823893118
VAL CODE	P7QK
Total Amount	USD\$30.00
Description: _____	
Approved - Thank You	
No Signature Required	
****Customer Copy****	
Retain this copy for statement verification	
PAYMENT ID: 1740	
Batch #	000365
Provider	WebPM QA
Trans ID	00000003552
Trans Type	Return
Date/Time	2025-01-23 17:38:36
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Method	MANUAL
Approval Code	086838
Total Amount	USD\$5.00
Approved - Thank You	
X _____	Signature
****Customer Copy****	

## Void/Credit Unposted Payments (cont.)

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

**26712 - FOX, WILEY**

---

**Date / Time**

**Doctor**

**Location**

**Visit Reason**

**Billing Group**

**Case**

**Insurance Balance \$**     **Patient Balance \$**     **Collection Balance \$**

**Status/Location**

**Last Changed**  By

**New Status/Location**

**Primary Insurance**

**Last Verified On**  By

**Patient Deductible \$**     **Co-Pay**     **Specialist Co-Pay**

**Pat Co-Ins Liability %**

**Authorization**

**Service Script**

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	01-23-2025	Co-Payment	40.00	CGM PAY		1	

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:

**Payment Date:**

**Card/Account Type:**

**Card/Account Number:**

**Amount:**

**Credit Amount:**  1

**Remarks:**

**Reason:**  2

3

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

## Void/Credit Unposted Payments (cont.)

If you receive the following message, you will need to wait until the next day after the transactions have auto settled to void or credit.

Transaction has not closed/settled. Partial refund cannot be completed on open transaction. If you wish to change the original amount, void the entire transaction and complete a new sale

OK

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.

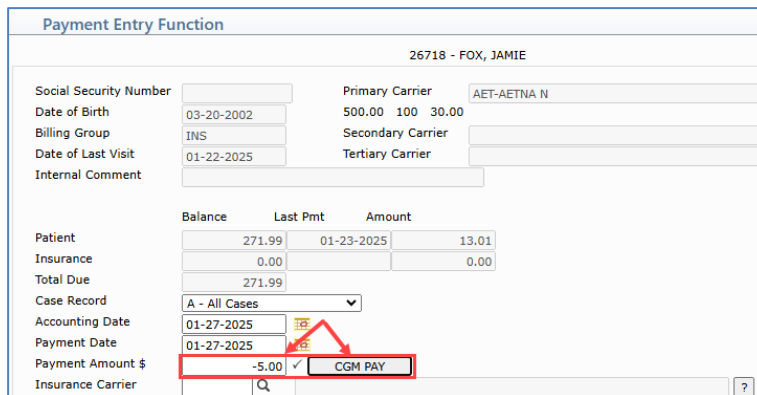
- **Negative Payment** - If you need to void or credit a partial amount of the payment, correct a posting error or to deallocate a payment.
- **Reverse a Transaction** - If you need to void or credit the full amount of the payment.

**Note:** Only credit card payments can be voided or credited, not debit card or bank account payments. You would need to process a refund on the patient’s account to void or credit a debit card or bank account 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 PAY**.



Payment Entry Function

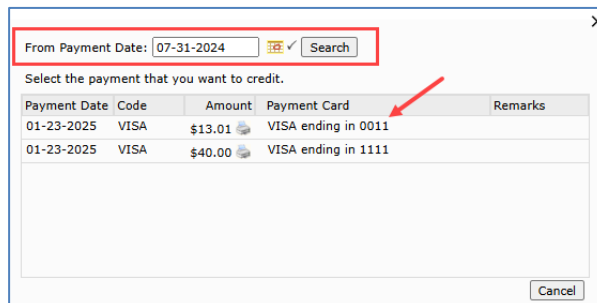
26718 - FOX, JAMIE

Social Security Number: [ ] Primary Carrier: AET-AETNA N  
 Date of Birth: 03-20-2002 500.00 100 30.00  
 Billing Group: INS Secondary Carrier: [ ]  
 Date of Last Visit: 01-22-2025 Tertiary Carrier: [ ]  
 Internal Comment: [ ]

	Balance	Last Pmt	Amount
Patient	271.99	01-23-2025	13.01
Insurance	0.00		0.00
Total Due	271.99		

Case Record: A - All Cases  
 Accounting Date: 01-27-2025  
 Payment Date: 01-27-2025  
 Payment Amount \$: -5.00 ✓ CGM PAY  
 Insurance Carrier: [ ]

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**.



From Payment Date: 07-31-2024 [ ] Search

Select the payment that you want to credit.

Payment Date	Code	Amount	Payment Card	Remarks
01-23-2025	VISA	\$13.01	VISA ending in 0011	
01-23-2025	VISA	\$40.00	VISA ending in 1111	

Cancel

## Negative Payment (cont.)

Enter **Remarks** regarding the void or credit if applicable. Click **Submit**.

Payment Date:

Card/Account Type:

Card/Account Number:

Credit Amount:

Remarks:

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

```

PAYMENT ID: 1751

Provider          WebPM QA
Trans ID          00000003550
Order ID          MER-1dc96334-3eac-4b
                  f8-8a24-2f911d2eaa5e
Receipt #         I2708
Trans Type        Purchase
Clerk ID          123493
Date/Time         2025-01-23 14:11:38
Card Type         Visa
Card Number       XXXXXXXXXXXX0011
Entry Legend      CHIP READ
Entry Method      CONTACTLESS
Approval Code     000143
AC                79074593882F49DA
ATC               0047
AID               A0000000031010
AID NAME          VISA CREDIT
TVR               0000000000
TSI               0000
Resp CD           00
TRN REF #         305023690980897
VAL CODE          BDMF

Total Amount      USD$13.01

Description: _____

Approved - Thank You

No Signature Required

****Customer Copy****
Retain this copy for statement
verification

PAYMENT ID: 1751

Batch #           000367
Provider          WebPM QA
Trans ID          00000003564
Trans Type        Return
Date/Time         2025-01-27 08:39:47
Card Type         Visa
Card Number       XXXXXXXXXXXX0011
Entry Method      MANUAL
Approval Code     026273

Total Amount      USD$5.00

Approved - Thank You

X _____
Signature

****Customer Copy****
    
```

## Negative Payment (cont.)

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

**Confirm**

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

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**.

System Manager  
EASTSIDE MEDICAL (1)

26718 - FOX, JAMIE

Patient Number: 26718	Balance Due: 276.99
Patient Name: FOX, JAMIE	Payment Amount: -5.00
Accounting Date: 01-27-2025	Denial Amount: 0.00
Primary Carrier: AET-AETNA N	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
01-22-25	99214	1	325.00	325.00	-5.00			0.00	276.99		<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		System Manager EASTSIDE MEDICAL (1)		
26712 - FOX, WILEY				
Click Credit to return the payment(s) through CGM PAY, then click Proceed to reverse the transaction(s).				
Transaction Type	Accounting Date	Code	Patient Name	Amount
Payment	01-23-2025	CVISA		-40.00 <a href="#">Credit</a>

The **Reason** regarding the void or credit will default with the **Reversal Reason** you entered but can be changed if needed. Click **Submit**.

Payment Date:	<input type="text" value="01-23-2025"/>
Card/Account Type:	<input type="text" value="VISA"/>
Card/Account Number:	<input type="text" value="**** *"/>
Credit Amount:	<input type="text" value="40.00"/>
Reason:	<input type="text" value="Collected in error"/> ✓
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

If you receive the following message, you will need to wait until the next day after the transactions have auto settled to void or credit.

<p>Transaction has not closed/settled. Partial refund cannot be completed on open transaction. If you wish to change the original amount, void the entire transaction and complete a new sale</p>
<input type="button" value="OK"/>



## Reverse a Transaction (cont.)

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

PAYMENT ID: 1744

Provider WebPM QA  
 Trans ID 00000003545  
 Order ID MER-b8f951d3-cb20-4d  
 ec-aaaa-9f0fbfc228f9

Receipt # I2705  
 Trans Type Purchase  
 Clerk ID 123493  
 Date/Time 2025-01-23 11:58:52  
 Card Type Visa  
 Card Number XXXXXXXXXXXX0011  
 Entry Legend CHIP READ  
 Entry Method CONTACTLESS  
 Approval Code 096879  
 AC BE104CB676D74812  
 ATC 0046  
 AID A0000000031010  
 AID NAME VISA CREDIT  
 TVR 0000000000  
 TSI 0000  
 Resp CD 00  
 TRN REF # 305023611320083  
 VAL CODE NMF

Total Amount USD\$40.00

Description: \_\_\_\_\_

Approved - Thank You

No Signature Required

\*\*\*\*Customer Copy\*\*\*\*  
 Retain this copy for statement verification

PAYMENT ID: 1744

Batch # 000367  
 Provider WebPM QA  
 Trans ID 00000003565  
 Trans Type Return  
 Date/Time 2025-01-27 08:52:41  
 Card Type Visa  
 Card Number XXXXXXXXXXXX0011  
 Entry Method MANUAL  
 Approval Code 056873

Total Amount USD\$40.00

Approved - Thank You

X \_\_\_\_\_  
 Signature

\*\*\*\*Customer Copy\*\*\*\*

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					System Manager
					EASTSIDE MEDICAL (1)
26712 - FOX, WILEY					
Transaction Type ▼	Accounting Date	Code	Patient Name	Amount	
Payment	01-23-2025	CVISA		-40.00	✓

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

## Reverse a Transaction (cont.)

**Note:** If the CGM PAY 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

26699 - FOX, FRED

Procedure Code	<input type="text" value="VISA"/>
Date of Service	<input type="text" value="01-27-2025"/>
Diagnosis	<input type="text"/>
Original Amount	<input type="text" value="-50.00"/>
Unpaid Amount	<input type="text" value="-50.00"/>
Check Number	<input type="text"/>
Reversal Reason	<input type="text" value="Collected in error"/> ✓

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					System Manager EASTSIDE MEDICAL (1)
26699 - FOX, FRED					
Transaction Type ▼	Accounting Date	Code	Patient Name	Amount	
Payment	01-27-2025	VISA		-50.00	✓
Payment	01-27-2025	CVISA		-20.00	✓

## REPORTS FOR CGM PAY PAYMENTS

The reports available to balance CGM PAY payments include:

- Check In/Out Payment Journal
- Unposted Payments Journal
- Unposted Payments - Print to Excel
- Daily Register - Print 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 PAY 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. The **Payment ID** printed on each receipt will also print on the report for each patient, to help with reconciliation.

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	<input checked="" type="checkbox"/>
Print in Patient Order	<input type="checkbox"/>
Print in Payment Code Order	<input type="checkbox"/>
Print in User Code Order	<input type="checkbox"/>
Print in Location Code Order	<input type="checkbox"/>
Print in Resp Doctor Order	<input type="checkbox"/>
Print in Dr Assigned to Pmt Order	<input type="checkbox"/>
Print Totals by	<input checked="" type="radio"/> Pmt Method <input type="radio"/> Pmt Type/Pmt Method
Summary Only	<input type="checkbox"/>
Print From Date	<input type="text" value="01-22-2025"/> <input style="margin-left: 5px; width: 20px; height: 20px; border: 1px solid #ccc;" type="button" value="📅"/>
Print Through Date	<input type="text" value="01-22-2025"/> <input style="margin-left: 5px; width: 20px; height: 20px; border: 1px solid #ccc;" type="button" value="📅"/>



## Check In/Out Payment Journal (cont.)

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

Acct	Patient Name	Date	Pmt Type	Pmt Method	Pmt Code	User Code	Loc Code	Date Posted	Check#	Amount	Different Amt Posted	
26699	FOX, FRED	01-22-2025	COP	CP	ACHC	MGR	1			40.00		
			CGM PAY Pmt ID: 1737									
26718	FOX, JAMIE	01-22-2025	ROA	CP-Device	VISA			Voided		-30.00		
			CGM PAY Pmt ID: 1740									
			REMARKS: Collected in error									
Totals for Date (01-22-2025):												
				CP						40.00*		
				CP-Device Front Office Device 1						-30.00*		
Grand Totals For Date (01-22-2025)										10.00**		
Total # Patients:								2				
Grand Total for all Dates:												
				(CP)						40.00*		
				(CP-Device Front Office Device 1)						-30.00*		
Grand Total # Patients:										2		

End of Report. Schedule/Reports/Check In Out Payment Journal  
Requested by MGR and completed at 8:01AM on Jan 27 2025

You can also print this report to Excel and sort, or filter as needed.

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
2	EASTSIDE MEDICAL																		
3	Check In/Out Payment Journal																		
4	Sorted by Date and Totaled by Payment Method																		
5	From 01-22-2025 Through 01-22-2025																		
6	Acct	Patient Name	Date	Pmt Type	Pmt Method	Pmt Code	User	Loc	Posted	Check#	Remarks	Amount	Batch #	Different Amount Posted	Resp Doct	Dr Assigned to Pmt	Note	CGM PAY Pmt ID	
7	26699	FOX FRED	1/22/2025	COP	CP	ACHC	MGR		1			40			1			1737	
8	26718	FOX JAMIE	1/22/2025	ROA	CP-Device Front Office Device 1	VISA				**Voided**	Collected in error	-30			1			1740	
9	End of Report. Schedule/Reports/Check In Out Payment Journal																		
10	Requested by MGR and completed at 8:29AM on Jan 27 2025																		
11																			

## 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 PAY payments that are not applied), CGM PAY 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 provide 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

Print From Date  

Print Through Date  

All CGM PAY payments are identified by 'CP' or 'CP-Device' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM PAY Integration* function for CGM PAY payments. The **Payment ID** printed on each receipt will also print on the report for each patient, to help with reconciliation.

Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
EASTSIDE MEDICAL Unposted Payments Journal Sorted by Payment Method From 01-22-2025 Through 01-22-2025									
26699	FOX, FRED	01-22-2025	COP	CP	ACHC	40.00	1	1	1
						CGM PAY Pmt ID: 1737			
						Total Payments for Payment Method CP		40.00*	
26718	FOX, JAMIE	01-22-2025	ROA	CP-Device	VISA	25.00			1
						CGM PAY Pmt ID: 1740			
						REMARKS: Charged too much			
						Total Payments for Payment Method CP-Device		25.00*	
						Grand Total of Payments		65.00**	
End of Report. Transactions/Journals/Unposted Payments Journal Requested by MGR and completed at 10:45AM on Jan 27 2025									

## 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	
										EASTSIDE MEDICAL (1)	
										*** Filter Applied ***	
										(Payment Date 01-22-2025 - 01-22-2025)	
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	CP-Pmt Device	CGM PAY Pmt ID
<input type="checkbox"/>	●	Check In/Out	26699	FOX, FRED	40.00 Credit	01-22-2025	Co-Payment	ACH COPAY (ACHC)	CP		1737
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>											
<input type="checkbox"/>		Payment Entry	26718	FOX, JAMIE	25.00 Credit	01-22-2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1	1740

OR

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

Unposted Payments Filter	
Doctor	<input type="text"/> <input type="text"/>
Location	<input type="text"/> <input type="text"/>
Begin with Payment Date	01-01-2025 <input type="text"/>
End with Payment Date	01-27-2025 <input type="text"/>
Source	<input type="text"/> <input type="text"/>
Payment Type	<input type="radio"/> ROA <input type="radio"/> Co-Payment <input checked="" type="radio"/> All
Payment Method	CGM PAY - Device (CP-Device) <input type="text"/>
CP-Pmt Device	<input type="text"/>
Payment Code	<input type="text"/>
Status	<input type="text"/>

## 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
1	Status	Source	Account	Patient Name	Amount	Payment Date	Payment T	Payment Code	Pmt Method	CP-Pmt Device	CGM PAY Pmt ID
2		Payment Entry	26718	FOX, JAMIE	-5	1/27/2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1	1758
3	Red	Check In/Out	26712	FOX, WILEY	40	1/23/2025	Co-Payme	Visa Copay (CVISA)	CP-Device	Front Office Device 1	1755
4		Payment Entry	26718	FOX, JAMIE	25	1/22/2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1	1740
5				<b>Total:</b>	<b>60</b>						
6											
7											
8		Check In/Out	26597	JOHNSON, NOAH	4	1/26/2025	ROA	Visa Payment (VISA)	CP-Device	Billing Office Device 2	1757
9				<b>Total:</b>	<b>4</b>						
10											
11		Check In/Out	26135	ARIANNO, TARA	2	1/14/2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 2	1715
12				<b>Total:</b>	<b>2</b>						
13											
14	Filter Applied: Payment Method = 'CGM PAY Device', Payment Date 01-01-2025 - 01-27-2025										
15	End of Report. Transactions/Unposted Payments										
16	Requested by MGR and completed at 1:26PM on Jan 27 2025										
17											



## Daily Register - Print to Excel

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

### Daily Register

Sort by Date ✓

Print Patient Detail

Sort Order  Alphabetic  Numeric

Print Transaction Detail

Print Applied to Transactions

Description or Superbill #  Procedure Description  Superbill #

Print By  Accounting Date  Service Date ✓

Print from Date

Print through Date

Include A/R Total

Include MTD and YTD

Print from List

Batch Number

Default Last Batch

Summary Only

When the Excel workbook opens, a **CGM PAY** column provides detailed information for CGM PAY payments. The CGM PAY Payment Method (**CP** or **CP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed. The **Payment ID** printed on each receipt will also print on the report for each patient, to help with reconciliation.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	EASTSIDE MEDICAL																		
2	Daily Register																		
3	From 01-23-2025 Through 01-27-2025																		
4	Sorted by Accounting Date																		
5	Acct Date	Service Date	Actual Date/Time	Acct#	Patient	Guarantor	Code Description	CGM PAY	Charge Adj	Pmt	Balance	Encounter	CGM PAY	Per Dr	Ins Dr	Ref Dr	Loc	Bill Grp	
6	1/23/2025	1/23/2025	1/23/2025 11:08	26619	Fox, Sammy	Fox, Sammy	CC CREDIT CARD PMT	CP-Device (Front Office Device 1)		-39	1625.41		1745	60		60	ALT	1	BC
7	1/23/2025	1/23/2025	1/23/2025 11:08	26619	Fox, Sammy	Fox, Sammy	CC CREDIT CARD PMT	CP-Device (Front Office Device 1)		-1	1625.41		1745	1				1	BC
8	1/23/2025	11/22/2024	1/23/2025 12:14	26699	FOX, FRED	FOX, FRED	ACHC ACH COPAY	CP		0	215		1670						INS
9	1/23/2025	11/22/2024	1/23/2025 12:14	26699	FOX, FRED	FOX, FRED	ACHC ACH COPAY	CP		-40	215		1670	UN				UN	UN
10	1/23/2025	1/23/2025	1/23/2025 10:07	26712	FOX, WILEY	FOX, WILEY	99214 OFFICE O/P EST	CP-Device (Front Office Device 1)	325		205	12810   30286	1744	1	1		ALT	1	INS
11	1/23/2025	1/23/2025	1/23/2025 10:08	26712	FOX, WILEY	FOX, WILEY	CVISA Visa Copay	CP-Device (Front Office Device 1)		-40	205		1744	1	1		ALT	1	INS
12	1/23/2025	1/23/2025	1/23/2025 12:02	26712	FOX, WILEY	FOX, WILEY	ACHR ACH ROA	CP		-40	205		1748	1	1		ALT	1	INS
13	1/23/2025	1/23/2025	1/23/2025 12:05	26712	FOX, WILEY	FOX, WILEY	VISA Visa Payment	CP-Device (Front Office Device 1)		-40	205		1749	1	1		ALT	1	INS
14	1/23/2025	1/23/2025	1/23/2025 12:10	26718	FOX, JAMIE	FOX, JAMIE	VISA Visa Payment	CP		-40	271.99		1750	1	1		0	2	INS
15	1/23/2025	1/23/2025	1/23/2025 12:12	26718	FOX, JAMIE	FOX, JAMIE	VISA Visa Payment	CP-Device (Front Office Device 1)		-13.01	271.99		1751	1	1		0	2	INS
16	1/27/2025	1/27/2025	1/27/2025 10:04	26615	RABBIT, SALLY	RABBIT, SALLY	99214 OFFICE O/P EST	CP-Device (Front Office Device 1)	325		557.49	12838   30314	1761	1	1		FIS	1	BC
17	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	VISA Visa Payment	CP-Device (Front Office Device 1)		-50	557.49		1761	1	1		FIS	1	BC
18	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	VISA Visa Payment	CP-Device (Front Office Device 1)		0	557.49		1761	1	1		FIS	1	BC
19	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	CVISA Visa Copay	CP-Device (Front Office Device 1)		-20	557.49		1761	1	1		FIS	1	BC
20	1/27/2025	1/27/2025	1/27/2025 10:16	26623	Dash, Khloe	Dash, Khloe	99214 OFFICE O/P EST	CP-Device (Front Office Device 1)	325		13971.09	12840   30316	1763	1	1		ALT	1	INS
21	1/27/2025	1/27/2025	1/27/2025 10:16	26623	Dash, Khloe	Dash, Khloe	CCA COPAY CASH	CP-Device (Front Office Device 1)		-15	13971.09		1763	1	1		ALT	1	INS
22	1/27/2025	1/27/2025	1/27/2025 10:39	26699	FOX, FRED	FOX, FRED	VISA Visa Payment	CP-Device (Front Office Device 1)		0	215		1763						INS
23	1/27/2025	1/27/2025	1/27/2025 10:39	26699	FOX, FRED	FOX, FRED	VISA Visa Payment	CP-Device (Front Office Device 1)		-50	215		1763	UN					UN
24	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		0	215		1763						INS
25	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		0	215		1763						INS
26	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		-20	215		1763	UN					UN
27	1/27/2025	1/27/2025	1/27/2025 12:38	26841	DASH, KYLIE	DASH, KYLIE	99214 OFFICE O/P EST	CP-Device (Front Office Device 1)	325		650	12841   30317	1763	ALS	ALS		AND	1	1
28	End of Report. Transactions/Journals/Daily Register																		
29	Requested by MGR and completed at 3:34PM on Jan 27 2025																		



## 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:

Print By:    Accounting Date    Service Date

Batch Number:

Default Last Batch:

Print from List:

When the Excel workbook opens, a **CGM PAY** column provides detailed information for CGM PAY payments. The CGM PAY Payment Method (**CP** or **CP-Device**) and the payment device name will display. You can sort, filter and total the payments as needed. The **Payment ID** printed on each receipt will also print on the report for each patient, to help with reconciliation.

	A	B	C	D	E	F	G	H	I	J	K	L
1	27-Jan-25											
2	EASTSIDE MEDICAL											
3	Transaction Journals to Excel - Payments											
4	From Accounting Date 01-27-2025 Through 01-27-2025											
5	Batch #	User	Acct #	Guarantor Name	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Time Posted	Code	Pmt Amount	CGM PAY	CGM PAY Pmt ID
6		MGR	26615	RABBIT, SALLY	1/27/2025	1/27/2025	1/27/2025	10:05AM	VISA	-50	CP-Device (Front Office Device 1)	1761
7		MGR	26615	RABBIT, SALLY	1/27/2025	1/27/2025	1/27/2025	10:05AM	VISA	-50	CP-Device (Front Office Device 1)	1761
8		MGR	26615	RABBIT, SALLY	1/27/2025	1/27/2025	1/27/2025	10:05AM	CVISA	-20	CP-Device (Front Office Device 1)	1761
9		ANBARIN	26623	Dash, Khloe	1/27/2025	1/27/2025	1/27/2025	10:16AM	CCA	-15		
10		MGR	26699	FOX, FRED	1/27/2025	1/27/2025	1/27/2025	10:39AM	VISA	-50	CP-Device (Front Office Device 1)	1763
11		MGR	26699	FOX, FRED	1/27/2025	1/27/2025	1/27/2025	10:40AM	CVISA	-20		
12	End of Report. Transactions/Journals/Transaction Journals to Excel											
13	Requested by MGR and completed at 3:54PM on Jan 27 2025											

The **CGM PAY** column also prints when using the **Corporate Transaction Journals to Excel (Payment)** (*Corporate > Corporate Transactions > Transaction Journals > Transaction Journals to Excel*)

## USING CGM PAY FOR PAYMENT PLANS

You can set up *Delinquent (Collection) Payment Plans* and *Non-Delinquent Payment Plans* to collect payments automatically using CGM PAY. After CGM PAY has been installed and activated in the current database, the CGM PAY options display below the Payment Plan fields. The instructions provided below show how to setup CGM PAY 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 PAY fields display below the standard Payment Plan fields.

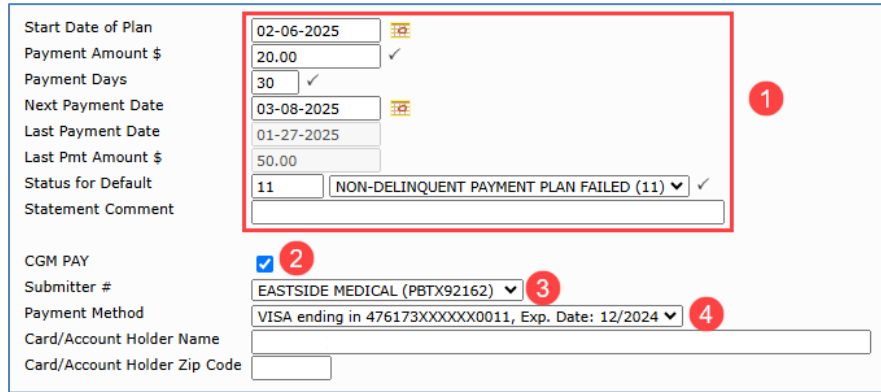
Start Date of Plan	02-10-2025	
Payment Amount \$		✓
Payment Days		✓
Next Payment Date		
Last Payment Date	04-20-2023	
Last Pmt Amount \$	25.00	
Status for Default	11	NON-DELINQUENT PAYMENT PLAN FAILED (11) ✓
Statement Comment		

CGM PAY	<input type="checkbox"/>
Submitter #	<input type="text"/>
Payment Method	<input type="text"/>
Card/Account Holder Name	<input type="text"/>
Card/Account Holder Zip Code	<input type="text"/>

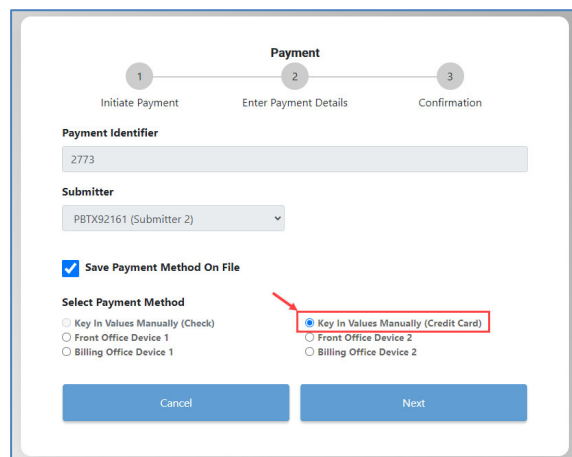
## How to Set up CGM PAY in a Payment Plans

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



The screenshot shows a form for setting up a payment plan. A red box labeled '1' encloses the standard payment plan fields: Start Date of Plan (02-06-2025), Payment Amount \$ (20.00), Payment Days (30), Next Payment Date (03-08-2025), Last Payment Date (01-27-2025), Last Pmt Amount \$ (50.00), Status for Default (11), and Statement Comment (NON-DELINQUENT PAYMENT PLAN FAILED (11)). A blue checkmark labeled '2' is next to the 'CGM PAY' checkbox. A dropdown menu labeled '3' shows 'EASTSIDE MEDICAL (PBTX92162)'. A dropdown menu labeled '4' shows 'VISA ending in 476173XXXXXX0011, Exp. Date: 12/2024'.

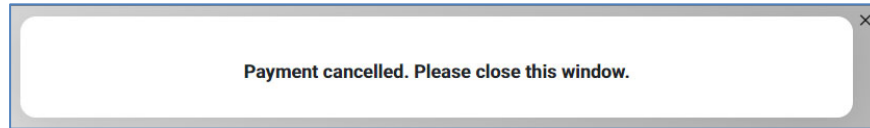
1. Complete the standard Payment Plan fields first
2. Select the **CGM PAY** check box
3. Select the **Submitter #**
4. Select a **Payment Method**:
  - a. **Select a previously saved payment method.** The **Card/Account Holder Name** and **Card/Account Holder Zip Code** fields will be populated if that information was originally stored for the payment method. Click **Save** and then click **OK** when the *Payment Plan has been saved* message displays. **Note:** If you want to select a Bank Account for the **Payment Method**, you will need to store the payment method on the patient’s account first, which requires you to collect a payment using the Bank Account information and ensure the **Save Payment Method on File** check box is selected.
  - b. **Select New Card - Manual Entry.** You can only use credit cards when selecting this option. When the CGM PAY window displays, the **Key in Values Manually (Credit Card)** option will be selected. You can change it and select a payment device if needed or proceed with manually entering the credit card information. Click **Next**.



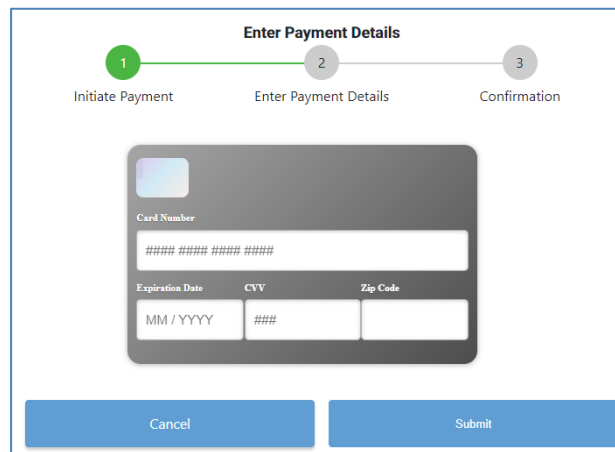
The screenshot shows the 'Payment' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The 'Payment Identifier' field contains '2773'. The 'Submitter' dropdown is set to 'PBTX92161 (Submitter 2)'. The 'Save Payment Method On File' checkbox is checked. Under 'Select Payment Method', the 'Key In Values Manually (Credit Card)' radio button is selected and highlighted with a red box. Other options include 'Key In Values Manually (Check)', 'Front Office Device 1', 'Billing Office Device 1', 'Front Office Device 2', and 'Billing Office Device 2'. 'Cancel' and 'Next' buttons are at the bottom.

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

If you click **Cancel**, the following message will display. Click the **X** in the upper right corner to close the window.

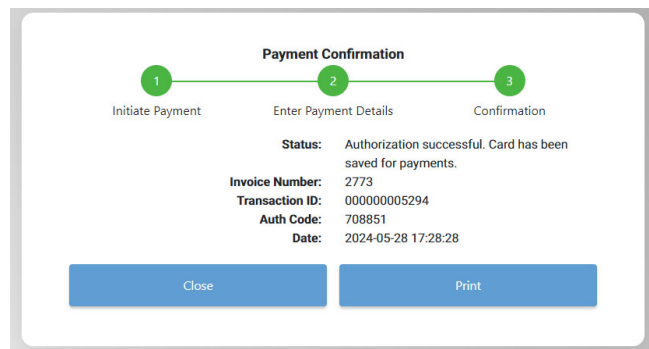


Enter the card information and click **Submit**.



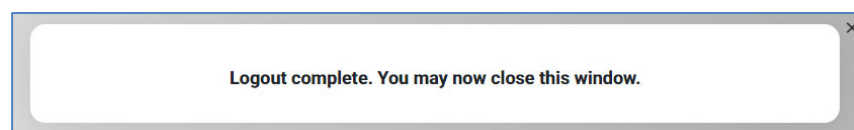
The "Enter Payment Details" form is shown within a window. At the top, a progress bar indicates three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains a card number field with a masked input (#####), an expiration date field (MM / YYYY), a CVV field (###), and a zip code field. At the bottom, there are "Cancel" and "Submit" buttons.

When the Payment Confirmation window displays, click **Print** to print the receipt or **Close**.



The "Payment Confirmation" window shows a progress bar with three steps: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation (current step). The status is "Authorization successful. Card has been saved for payments." Below this, the following information is displayed: Invoice Number: 2773, Transaction ID: 00000005294, Auth Code: 708851, and Date: 2024-05-28 17:28:28. At the bottom, there are "Close" and "Print" buttons.

Click the **X** in the upper-right corner of the window.



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

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

Start Date of Plan	02-06-2025
Payment Amount \$	20.00
Payment Days	30
Next Payment Date	03-08-2025
Last Payment Date	01-27-2025
Last Pmt Amount \$	50.00
Status for Default	11 NON-DELINQUENT PAYMENT PLAN FAILED (11)
Statement Comment	
<b>CGM PAY</b>	<input checked="" type="checkbox"/>
Submitter #	EASTSIDE MEDICAL (PBTX92162)
Payment Method	VISA ending in 476173XXXXX0011, Exp. Date: 12/2024
Card/Account Holder Name	FRED FOX
Card/Account Holder Zip Code	85021

Click **OK** when the *Payment Plan has been saved* message displays.

For a delinquent account - after you save a CGM PAY Payment Plan and access *Work Accounts*, the **Payment Plan** column will display **Yes - CGM PAY**.


Acct	Name	Status	Dr	Loc	Grp	Patient Balance	Wrk	Last Statement	Last Personal Payment	Last Visit	Payment Plan	Next Payment Date
<input type="checkbox"/>	26693 Dash, Robert	5	1	1	AET	520.00	Y	01-30-2025	01-09-2025 Paid \$20.00	02-02-2025	Yes - CGM PAY	02-09-2025
<input type="checkbox"/>	26651 Walsh, Brenda	6	1	1	1	1795.41	N	02-05-2024	11-13-2024 Paid \$20.00	05-02-2024	Yes - CGM PAY	02-14-2025
<input type="checkbox"/>	26602 Applegate, Christina	5	1	1	AET	354.00	Y	01-30-2025	01-28-2025 Paid \$2.00	05-03-2024	Yes - CGM PAY	02-28-2025
<input type="checkbox"/>	26597 Johnson, Noah	5	1	1	AET	10702.34	Y	01-30-2025	01-26-2025 Paid \$4.00	01-21-2025	Yes - CGM PAY	02-27-2025
<input type="checkbox"/>	26588 Dash, Kimberly	5	BAC1	1	1	4225.91	Y	12-13-2024	01-06-2025 Paid \$1.00	01-22-2025	Yes - CGM PAY	02-21-2025
<input type="checkbox"/>	26563 AGGER, BLAKE	6	1	1	MC	1966.77	N	02-05-2024	12-11-2024 Paid \$10.00	10-02-2022	Yes - CGM PAY	02-11-2025
<input type="checkbox"/>	26135 Arianno, Tara	5	1	1	AET	321.00	Y	01-30-2025	01-14-2025 Paid \$2.00	07-10-2024	Yes - CGM PAY	02-15-2025
<input type="checkbox"/>	26772 Hansen, Steven	4	1	1	1	575.00	N			10-29-2024	Yes	02-07-2025
<input type="checkbox"/>	26751 Posh, Victoria	6	1	1	1	295.00	N		08-28-2024 Paid \$10.00	08-28-2024	Yes	02-27-2025

When you click on a row to access the *Work Accounts Detailed* screen for a patient, the **Payment Plan** field will display **Yes - CGM PAY**.

Balance	Current	30	60	90	120	150	
Patient:	10702.34	2.74	5.48	10.00	6.74	2.74	10674.64
Insurance:	3649.47	325.00	600.50	0.00	300.00	670.00	1753.97
Total:	14351.81	327.74	605.98	10.00	306.74	672.74	12428.61

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

If a processing error occurs during the automatic collection of a CGM PAY 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	01-12-2024	
Payment Amount \$	10.00	✓
Payment Days	30	✓
Next Payment Date	02-11-2025	
Last Payment Date	12-11-2024	
Last Pmt Amount \$	10.00	
Status for Default	6	PAYMENT PLAN FAILED (6) ✓
Statement Comment	PATIENT ON PAYMENT PLAN FOR \$50 PER MONTH	
CGM PAY	<input checked="" type="checkbox"/>	
Submitter #	EASTSIDE MEDICAL (PBTX92162) ▼	
Payment Method	VISA ending in 476173XXXXXX0011, Exp. Date: 12/2024 ▼	
Card/Account Holder Name	BLAKE AGGER	
Card/Account Holder Zip Code	95993	

Payment Attempt on 01/11/2025 failed: Insufficient-Funds

If you set up Payment Plans to use CGM PAY; 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*.

When the Collection Roster is populated, any CGM PAY 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 PAY 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 PAY 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 PAY Payment Plan payment, a detailed error message will display below the patient's name.

Manage Payment Plans										System Manager EASTSIDE MEDICAL (1)
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM PAY	
26135	Arianno, Tara	07-16-2024	02-15-2025	2.00	01-14-2025	2.00	30	PAYMENT PLANS (5)	Yes	
26563	AGGER, BLAKE	01-12-2024	02-11-2025	10.00	12-11-2024	10.00	30	PAYMENT PLAN FAILED (6)	Yes	
<b>Payment Attempt on 01/11/2025 failed: Insufficient Funds</b>										
26588	Dash, Kimberly	06-28-2024	02-21-2025	1.00	01-06-2025	1.00	15	PAYMENT PLANS (5)	Yes	
26597	Johnson, Noah	08-28-2024	02-27-2025	4.00	01-26-2025	4.00	30	PAYMENT PLANS (5)	Yes	

If a payment plan is requested and the patient does not currently have a payment plan stored on their account, their account will display in the *Manage Payment Plans* function, but there will not be any information listed in the payment plan fields and the CGM PAY column will display 'No' until you add the payment plan to the patient's account.

Manage Payment Plans										System Manager EASTSIDE MEDICAL (1)
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM PAY	
26135	Arianno, Tara	07-16-2024	02-15-2025	2.00	01-14-2025	2.00	30	PAYMENT PLANS (5)	Yes	
26240	SHELTON, BLAKE			100.00	08-30-2024	109.95			No	
<b>Payment Plan requested via CGM PAY Payment window on 02-04-2025 10:15:36 by System Manager.</b> <b>Payments of \$100.00 to be collected on the 15th day of the month using VISA ending in 0011, Exp. Date: 12/2025.</b>										

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. If you only want to see the current payment plans that were requested through CGM PAY or the eMEDIX Payment Portal, you can select the **Payment Plans Requested** check box.

### Manage Payment Plans Filter

Start Payment Date  Through

Next Payment Date  Through

Patient Acct  ...

Plan Type  CGM PAY  Non-CGM PAY  All

Collection Status

**Payment Plans Requested**

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*.

## Manage Payment Plans (cont.)

If you want to view all payment plan requests (both current and in the past) made through CGM PAY or the eMEDIX Payment Portal, you can use the **Pmt Plan Req History** Action Column button.

Upon accessing the Payment Plan Request History screen, the filter is automatically set to show the last 90 days of requests.

Payment Plan Request History										System Manager EASTSIDE MEDICAL (1)
Add/Edit Filter Remove Filter Print	*** Filter Applied *** (Start Request Date is >= 11-08-2024)									
	Acct#	Patient	Request Date	Source	Request	Requested By	Status	Reviewed By	Reviewed Date/Time	
	26300	BAKER, TIM	12-04-2024	CGM PAY	\$164.50 every 1st day of the month using VISA ending in 0011, Exp. Date: 12/2024	ANBARIN	Automatically dismissed by system after 60 days.	MARS	02-03-2025 01:00:02	
	26615	RABBITT, SALLY	11-18-2024	CGM PAY	\$100.83 every 15th day of the month using	MGR	Automatically dismissed by system after 60 days.	MARS	01-18-2025 01:00:02	

The following fields are displayed for each payment plan request:

**Acct#** - Patient account number

**Patient** – Patient name

**Request Date** – Date the payment plan was requested

**Source** – CGM PAY or eMEDIX Payment Portal

**Request** – Details of the payment plan request

**Requested By** – Who requested the payment plan. “User Code” if requested through CGM PAY or “Patient” if requested through eMEDIX Payment Portal

**Status** – Shows the status of the payment plan request

**Reviewed By** – User Code of the staff member that reviewed/dismissed the payment plan request

**Reviewed Date/Time** – Date and time the payment plan request was reviewed/dismissed

The Payment Plan Request History screen can also be filtered by using the **Add/Edit Filter** Action Column button:

### Payment Plan Request History Filter

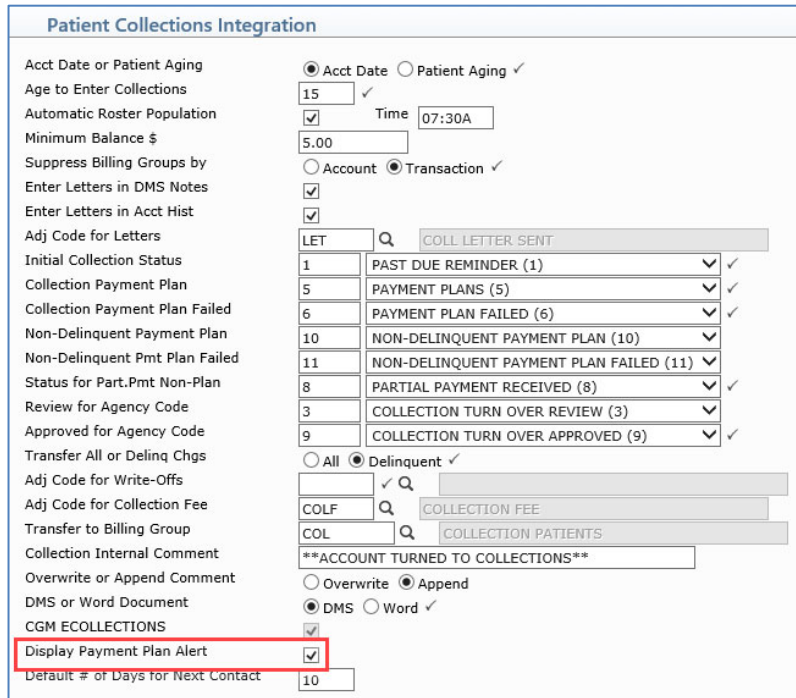
From Request Date	<input type="text" value="11-08-2024"/>	📅	Through	<input type="text"/>	📅
Patient Acct	<input type="text"/>			<input type="text"/>	...
Source	<input type="text" value="v"/>				
Requested By	<input type="text" value="v"/>				
Reviewed By	<input type="text" value="v"/>				

After you filter the data, you can use the **Print** Action Column button to print the history screen to Excel. The resulting excel document will contain the data sorted exactly as it shows on the screen.



## Payment Plan Alerts

You have the option to display an Alert whenever you access a patient account that has a delinquent or non-delinquent payment plan payment plan set up. Access the *Patient Collections Integration* function (*System > 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: ✓ Q

Adj Code for Collection Fee: COLF Q COLLECTION FEE

Transfer to Billing Group: COL Q COLLECTION PATIENTS

Collection Internal Comment: \*\*ACCOUNT TURNED TO COLLECTIONS\*\*

Overwrite or Append Comment:  Overwrite  Append

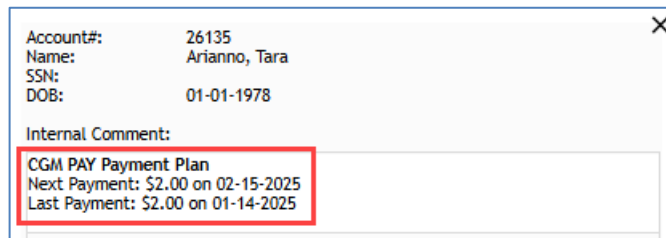
DMS or Word Document:  DMS  Word ✓

CGM ECollections:

**Display Payment Plan Alert:**

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.



Account#: 26135

Name: Arianno, Tara

SSN:

DOB: 01-01-1978

Internal Comment:

**CGM PAY Payment Plan**  
Next Payment: \$2.00 on 02-15-2025  
Last Payment: \$2.00 on 01-14-2025

If a processing error occurs during the automatic collection of a CGM PAY 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.

## PAYMENT METHODS STORED ON THE PATIENT ACCOUNT

### Add, Edit or Delete Payment Methods

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

The screenshot shows the 'Change Patient Data' window for 'Eastside Medical (1)'. The left sidebar contains a menu with 'Payment Methods' highlighted in red. The main content area is divided into several sections: Patient, Guarantor, Billing Information, Case Management, Primary Insurance, and Secondary Insurance. Each section contains detailed information about the patient and their insurance.

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

CGM PAY Payment Methods						
Add Payment Method	Card/Account Type	Card/Account Number	Expiration Date	Card/Account Holder Name	Zip Code	Default Card/Account
	VISA	476173XXXXXX0011	12/2024	Tara Arianno	85012	Yes

## Add, Edit or Delete Payment Methods (cont.)

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

If you want to delete the payment method from the patient’s account, click **Delete**. You will be asked to confirm that you want to delete it. If the payment method is currently stored on a payment plan, you will receive the following message, *“A payment plan for this patient is using this payment method. You will need to either delete the payment plan or change the payment method stored on the payment plan before you can delete this payment method.”*

**CGM PAY Payment Methods**

Card/Account Type:

Card/Account Number:

Expiration Date:

Card/Account Holder Name:

Card/Account Holder Zip Code:

Default Card/Account:

To add a new payment method, click **Add Payment Method** in the Action Column.

CGM PAY Payment Methods						
<a href="#">Add Payment Method</a>	26135 - Arianno, Tara					
Card/Account Type	Card/Account Number	Expiration Date	Card/Account Holder Name	Zip Code	Default Card/Account	
VISA	476173XXXXXX0011	12/2024	Tara Arianno	85012	Yes	

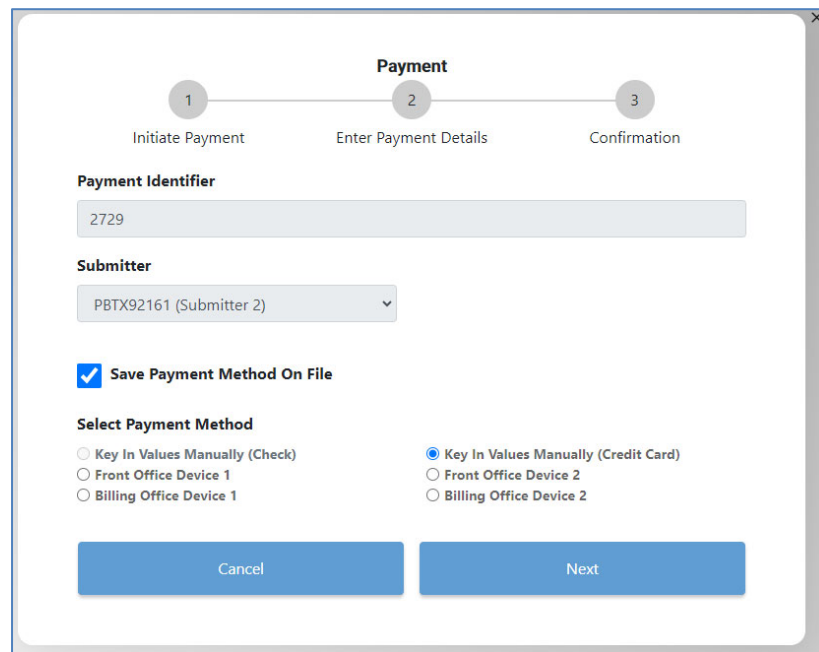
If multiple **Submitter Numbers** have been stored in the *CGM PAY Integration* function, you will be prompted to select the **Submitter Number** you want to use for this transaction. The **Submitter Number** will default to the last one you selected.

**Select Submitter**

Submitter:

## Add, Edit or Delete Payment Methods (cont.)

When the *CGM PAY* window displays, select the payment method and click **Next**. **Note:** You can only use credit cards when saving a payment method using this function. When the *CGM PAY* window displays, the **Key in Values Manually (Credit Card)** option will be selected. You can change it and select a payment device if needed or proceed with manually entering the credit card information. If you want to store a Bank Account **Payment Method**, you can only do this when you collect a payment using the Bank Account information and ensure the **Save Payment Method on File** check box is selected.



**Payment**

1 ————— 2 ————— 3  
Initiate Payment      Enter Payment Details      Confirmation

**Payment Identifier**  
2729

**Submitter**  
PBTX92161 (Submitter 2)

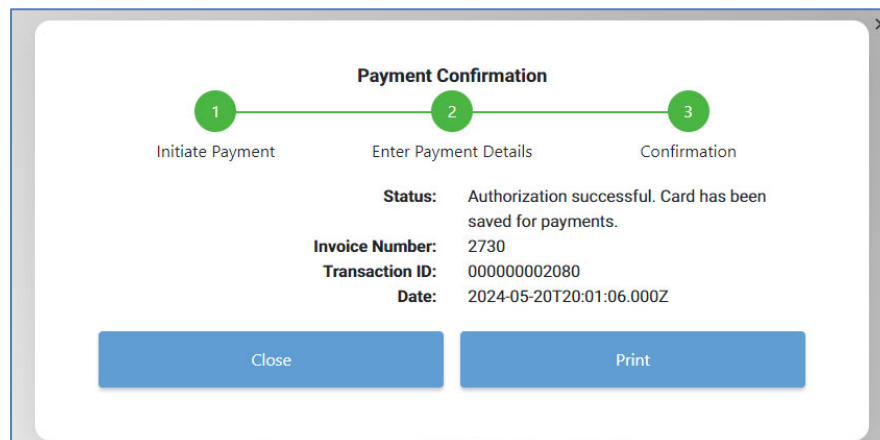
**Save Payment Method On File**

**Select Payment Method**

Key In Values Manually (Check)       Key In Values Manually (Credit Card)  
 Front Office Device 1       Front Office Device 2  
 Billing Office Device 1       Billing Office Device 2

Cancel      Next

Complete the process to enter the payment information for the type of payment method you selected. When the Payment Confirmation window displays, you can click **Print** to print the receipt or **Close**.



**Payment Confirmation**

1 ————— 2 ————— 3  
Initiate Payment      Enter Payment Details      Confirmation

**Status:** Authorization successful. Card has been saved for payments.

**Invoice Number:** 2730

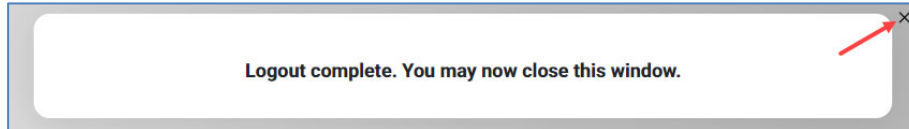
**Transaction ID:** 000000002080

**Date:** 2024-05-20T20:01:06.000Z

Close      Print

## Add, Edit or Delete Payment Methods (cont.)

Click the **X** in the upper-right corner of the window.



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

CGM PAY Payment Methods	
Card/Account Type	VISA
Card/Account Number	476173XXXXXX0011
Expiration Date	12/2024
Card/Account Holder Name	Tara Arianno
Card/Account Holder Zip Code	85012
Default Card/Account	<input checked="" type="checkbox"/>

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

Click **Save**.

## Report for the Default Payment Method Stored on Patient Accounts

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

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

**Patient Detail to Excel**

From Patient:

Thru Patient:

Print from Service Date:

Print through Service Date:

Include Patients with No Activity:

Print from List:

Custom Header Line 1:

Custom Header Line 2:

Excel Columns 'A' thru 'Z'				Excel Columns 'AA' thru 'ZZ'			
A	Patient Account Number (P1.0)	▼		AA		▼	
B	Patient Firstname, Lastname (P1.1b)	▼		BB		▼	
C	Card/Account Status (C1.0)	▼		CC		▼	
D	Card Expire Date (C1.3)	▼		DD		▼	
E	Card/Account Number (C1.4)	▼		EE		▼	
F	Card/Account Type (C1.5)	▼		FF		▼	
G	Card/Account Holder Name (C1.8)	▼		GG		▼	
H	Card/Account Zip Code (C1.9)	▼		HH		▼	
I		▼		II		▼	

	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 11-01-2024 Through 02-06-2025							
6	Include Patients with No Activity	N						
7	Account	Patient Name	Card/Account Status	Card Exp Date	Card/Account #	Card/Account Type	Card/Account Holder Name	Card/Account Zip Code
8	25399	SAMANTHA SIMPSON	Card/account on file has expired	12/2024	411173XXXXXX0016	VISA	SAMANTHA SIMPSON	85004
9	25460	HAROLD MILLER	Valid card/account on file	12/2025	541333XXXXXX9130	MASTERCARD	HAROLD MILLER	85004
10	26615	SALLY RABBIT	Card/account on file has expired	12/2024	458173XXXXXX0031	VISA	SALLY RABBIT	85021
11	26635	SAMMY BEAR	No card/account on file					
12	26712	WILEY FOX	Card/account on file has expired	12/2024	476173XXXXXX0011	VISA	WILEY FOX	85026
13	26718	JAMIE FOX	Card/account on file has expired	12/2024	483273XXXXXX0022	VISA	JAMIE FOX	85026
14	End of Report. Patient/Lists/Patient Detail to Excel							
15	Requested by MGR and completed at 1:15PM on Feb 06 2025							
16								

**Note:** If multiple payment methods are stored for the patient, the report will only print the information for the Default payment method.

## PAYMENT FIELDS IN THE PAYMENT COLLECTION WINDOW

If information in the payment fields is entered or edited while collecting payments when using CGM PAY, adjustments will be automatically made to the collected payment when necessary and an alert will display stating the amount was changed.

### Examples of Payment Modifications:

**Single Payment Involved** – Payment collected in *Payment Entry* or a Co-pay or ROA is collected in *Scheduling* – the payment amount is changed.

**Multiple Payments Involved** – Co-pay and ROA are collected in *Scheduling* in a combined payment:

- If the payment amount collected is greater than the payment amount requested:
  - The excess payment amount is added to the first ROA if there is one. If there isn't an ROA, then the excess is added to the first Co-pay.
- If the payment amount collected is less than the payment amount requested:
  - The payment amount is reduced from the ROA's with largest amounts first, then Co-pay's with largest amounts first.

**Extreme Examples of Multi-payments** - A total of four Co-pays and ROA's are entered in *Scheduling* in this order for a total of \$95:

1. \$50 ROA
2. \$10 ROA
3. \$15 Co-pay
4. \$20 Co-pay

- **Example 1:** When the payment is collected using CGM PAY and the Payment Amount is changed to \$100. In this case the amount collected was \$5 more than requested, so the \$50 ROA is changed to \$55 since it was the first ROA entered.
- **Example 2:** When the payment is collected using CGM PAY and the Payment Amount is changed to \$75. In this case the amount collected was \$20 less than requested, so the \$50 ROA is changed to \$30 since it is the largest ROA entered.
- **Example 3:** When the payment is collected using CGM PAY and the Payment Amount is changed to \$15. In this case the amount collected was \$80 less than requested, so the \$50 ROA, \$10 ROA and \$20 Co-pay are voided.
- **Example 4:** When the payment is collected using CGM PAY and the Payment Amount is changed to \$25. In this case the amount collected was \$70 less than requested, so the \$50 ROA and \$10 ROA are voided, and the \$20 Co-pay is changed to \$5, since it was the largest Co-pay.

## Payment Fields in the Payment Collection Window (cont.)

If any Payment Plan information is entered in the Payment Collection window and the requested payment amount is changed, adjustments will be made as listed previously in this section. In addition, a notice will display in the Payment Collection window stating the future payment amount and the terms for the plan.

**Payment**

1 ————— 2 ————— 3

Initiate Payment      Enter Payment Details      Confirmation

**Payment Identifier**

**Submitter**

**Total Patient Balance**

**Select Number of Months**

**Future Monthly Payment Date**

**Payment Amount**

**Future payments will be \$47.**  
**This plan will include any other already existing outstanding responsible party balances and be in effect until the responsible party balance is \$0.**

**Save Payment Method On File**

**Select Payment Method**

Key In Values Manually (Check)

Front Office Device 1

Billing Office Device 1

Bank Account XXXXXX1221

Key In Values Manually (Credit Card)

Front Office Device 2

Billing Office Device 2

MASTERCARD Ends: 5100 Exp: 12/24

Cancel

Next



## Payment Fields in the Payment Collection Window (cont.)

A notification that a Payment Plan was requested will display in the *Unposted Payments* function, the *Manage Payment Plans* function and in the *Payment Plan* page when you add or edit a Payment Plan for the patient.

### Unposted Payments

Unposted Payments										System Manager EASTSIDE MEDICAL (1)	
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	CP-Pmt Device	CGM PAY Pmt ID
<input type="checkbox"/>		Payment Entry	26718	FOX, JAMIE	40.83	02-06-2025	ROA	Visa Payment (VISA)	CP-Device	Front Office Device 1	1779
		Payment Plan requested via CGM PAY Payment window on 02-06-2025 15:36:33 by System Manager. Payments of \$40.79 to be collected on the 15th day of the month using VISA ending in 0011, Exp. Date: 12/2024. See Manage Payment Plans (Collections > Patient Collections > Manage Payment Plans).									
<input type="checkbox"/>		Check In/Out	26693	DASH, ROBERT	10.00	02-03-2025	Co-Payment	Visa Copay (CVISA)	CP-Device	Billing Office Device 2	1769
		This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.									
<input type="checkbox"/>		Check In/Out	26602	APPLEGATE, CHRISTINA	2.00	01-28-2025	ROA	CREDIT CARD PMT (CC)	CP		1765

### Manage Payment Plans

Manage Payment Plans									
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM PAY
26135	Arianno, Tara	07-16-2024	02-15-2025	2.00	01-14-2025	2.00	30	PAYMENT PLANS (5)	Yes
26699	FOX, FRED	02-06-2025	03-08-2025	20.00	01-27-2025	50.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
26718	FOX, JAMIE		02-06-2025	0.00	02-06-2025	40.83			No
		Payment Plan requested via CGM PAY Payment window on 02-06-2025 15:36:33 by System Manager. Payments of \$40.79 to be collected on the 15th day of the month using VISA ending in 0011, Exp. Date: 12/2024.							
26751	Posh, Victoria	08-28-2024	02-27-2025	10.00	08-28-2024	10.00	30	PAYMENT PLAN FAILED (6)	No
26772	Hansen, Steven	10-29-2024	02-07-2025	13.01		0.00	0	FINAL NOTICE (4)	No

### Payment Plan page

Start Date of Plan	02-06-2025	
Payment Amount \$	<input type="text"/>	✓
Payment Days	<input type="text"/>	✓
Next Payment Date	<input type="text"/>	
Last Payment Date	02-06-2025	
Last Pmt Amount \$	40.83	
Status for Default	11	NON-DELINQUENT PAYMENT PLAN FAILED (11) ✓
Statement Comment	<input type="text"/>	
CGM PAY	<input checked="" type="checkbox"/>	
Submitter #	EASTSIDE MEDICAL (PBTX92162) ▼	
Payment Method	VISA ending in 476173XXXXXX0011, Exp. Date: 12/2024 ▼	
Card/Account Holder Name	JAMIE FOX	
Card/Account Holder Zip Code	85026	
	Payment Plan requested via CGM PAY Payment window on 02-06-2025 15:36:33 by System Manager. Payments of \$40.79 to be collected on the 15th day of the month using VISA ending in 0011, Exp. Date: 12/2024. X	

Click the "X" to delete.

After you process the message and add or edit the Payment Plan, you can click the 'x' at the end of the message to delete it in the *Payment Plan* page or it will automatically delete when you click **Save**. Any messages that are left unprocessed after 60 days will be automatically deleted from all three functions.

## Payment Fields in the Payment Collection Window (cont.)

If a payment plan is requested and the patient does not currently have a payment plan stored on their account, their account will display in the *Manage Payment Plans* function, but there will not be any information listed in the payment plan fields and the CGM PAY column will display 'No' until you add the payment plan to the patient's account.

Manage Payment Plans									
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM PAY
26135	Arianno, Tara	07-16-2024	02-15-2025	2.00	01-14-2025	2.00	30	PAYMENT PLANS (5)	Yes
26699	FOX, FRED	02-06-2025	03-08-2025	20.00	01-27-2025	50.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
26718	FOX, JAMIE			0.00	02-06-2025	40.83			No
<b>Payment Plan requested via CGM PAY Payment window on 02-06-2025 15:36:33 by System Manager.</b> <b>Payments of \$40.79 to be collected on the 15th day of the month using VISA ending in 0011, Exp. Date: 12/2024.</b>									

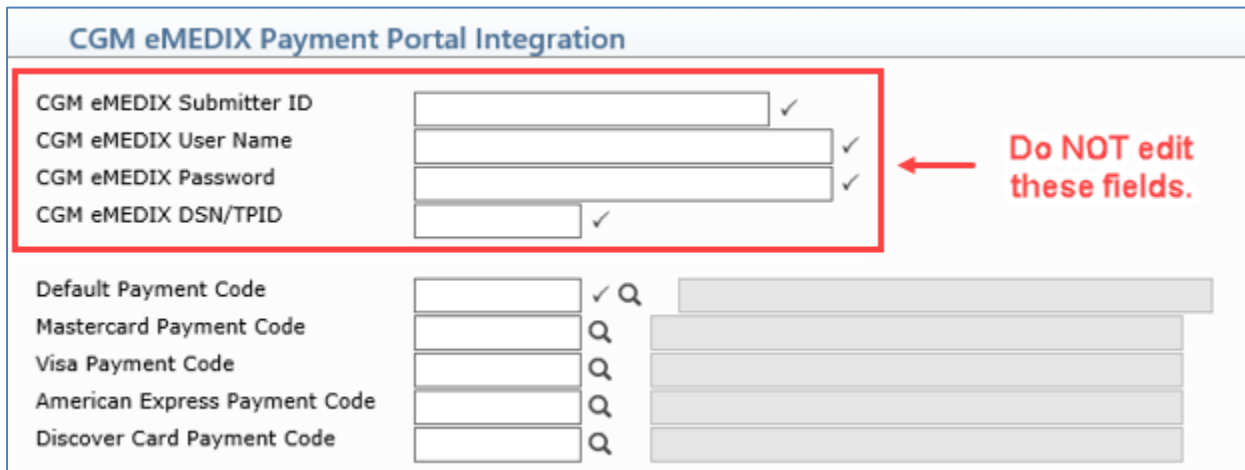
After you process the message and add the Payment Plan, you can click the 'x' at the end of the message to delete it in the *Payment Plan* page or it will automatically delete when you click **Save**. Any messages that are left unprocessed after 60 days will be automatically deleted.

## CGM EMEDIX PAYMENT PORTAL PAYMENTS

### CGM eMEDIX Payment Portal Integration Setup

During the Activation process, you indicated which payment codes to use when a payment portal payment is received and the Implementation Team stored those codes in the *CGM eMEDIX Payment Portal Integration* function, located on the *System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM PAY* menu.

If you need to edit the codes, access the function and edit the Payment Codes as needed. You should NOT edit any of the CGM eMEDIX fields in the top portion of the screen as this could prevent payments from processing. Patients will not be able to make payments via the *CGM eMEDIX Payment Portal* unless all of the required fields have been completed.



CGM eMEDIX Payment Portal Integration	
CGM eMEDIX Submitter ID	<input type="text"/> ✓
CGM eMEDIX User Name	<input type="text"/> ✓
CGM eMEDIX Password	<input type="text"/> ✓
CGM eMEDIX DSN/TPID	<input type="text"/> ✓
Default Payment Code	<input type="text"/> ✓ Q
Mastercard Payment Code	<input type="text"/> Q
Visa Payment Code	<input type="text"/> Q
American Express Payment Code	<input type="text"/> Q
Discover Card Payment Code	<input type="text"/> Q

**Do NOT edit these fields.**

#### Notes

- If multiple databases have been activated, the *CGM eMEDIX Payment Portal Integration* function must be completed in each database.
- If you want to track Payment Portal payments separately from other payments in CGM webPRACTICE, you should create new Payment Codes specifically for Payment Portal.



## Patient Transaction History - Viewing Payment Portal Payments

The **Payment Portal Statement ID** prints on *Electronic Patient Statements* or *Electronic ECOLLECTIONS Letters* and is required for patients to make an online payment. If the patient happens to misplace their statement or letter and calls the office to ask for the Statement ID, you can look it up from within their Transaction History (*Patient > Change Patient Data > Transaction History*).

Transaction History										System Manager EASTSIDE MEDICAL (1)	
Patient: 25831 - Mayer Jr, Kayo Tyler** 3300 N Central Ave Phoenix, AZ 85012-2501 (H)										A - All Cases	
										Insurance w/Doctor	
Date of Service										Actions:	
From										From	
Thru										Thru	
Acc/Date	Ser/Date	Case	Code	Description	Org/Amt Lc	Dr	Ins/Bal	Pat/Bal I	Img	Act	
04-15-20	04-15-20	0	AWO	**ACCOUNT TURNED TO ..	-80.00					<input type="checkbox"/>	
04-15-20	04-15-20	0	AWO	**ACCOUNT TURNED TO ..	-79.00					<input type="checkbox"/>	
02-26-20	02-26-20	0	LET	Sent E-Letter ECL PA..	0.00					<input type="checkbox"/>	
02-24-20	02-24-20	0	FF 99214	OV EST LEV 4	79.00 1	1		CY		<input type="checkbox"/>	
01-31-20	01-31-20	0	FF 99213	OV EST LEV 3	160.00 1	1		160.00 CY		<input type="checkbox"/>	
01-30-20	01-30-20	0	FF 99213	OV EST LEV 3	160.00 1	1		CY		<input type="checkbox"/>	
01-30-20	01-30-20	0	SLIDE	SLIDE	-80.00					<input type="checkbox"/>	
01-20-20	01-20-20	0	FF 99213	OV EST LEV 3	160.00 1	1		Y		<input type="checkbox"/>	
01-20-20	01-20-20	0	SLIDE	SLIDE	-160.00					<input type="checkbox"/>	
12-17-19	12-17-19	0	STM	STATEMENT SENT-File	0.00					<input type="checkbox"/>	
01-28-19	01-28-19	0	STM	STATEMENT SENT-File	0.00					<input type="checkbox"/>	

You can view the patient's statement or letter that was sent to CGM eMEDIX by clicking on the **ST** icon for a statement or the **C** icon for a collection letter.

Dear Kayo,

Just a reminder that your account is past due in the amount of \$319.00. Please remit your payment today.

If you have any questions regarding these charges, please contact our billing office at 602-555-0111.

Sincerely,

Collection Manager

Statement ID: AQ1-J7X7-0T3G-54QB

## CGM webPRACTICE Reports for Payment Portal Payments

The reports available to identify Payment Portal payments include:

- Unposted Payments Journal
- Unposted Payments - Print to Excel
- Daily Register – Print to Excel
- Transaction Journals to Excel (Payment)

### Unposted Payments Journal

With the *Unposted Payments Journal (Transactions > Transaction Journals > Unposted Payments Journal)*, you can print a report that lists the Payment Portal payments for electronic patient statement payments or collection payments, that have been *stored* but have not been *posted* to the patient account.

After accessing the function, select the **Print in Payment Method Order** check box so the report will provide 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

Print From Date  

Print Through Date  

All Payment Portal payments are identified by 'PP' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM eMEDIX Payment Portal Integration* function.

Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
26021	Anderson, Stephen	03-08-2020	ROA	PP	OLV	1145.00			1
Total Payments for 26021 - Anderson, Stephen						1145.00*			
26131	Glover, Donald	03-08-2020	ROA	PP	OLAX	255.42			1
Total Payments for 26131 - Glover, Donald						255.42*			
26153	Ross, Birdie	02-17-2020	ROA	PP	OLV	60.00			1
Total Payments for 26153 - Ross, Birdie						60.00*			
26172	Paisley, Brad	02-17-2020	ROA	PP	OLMC	6.60			1
Total Payments for 26172 - Paisley, Brad						6.60*			
26202	LINEER, MARK	02-17-2020	ROA	PP	OLV	203.46			1
Total Payments for 26202 - LINEER, MARK						203.46*			
Grand Total of Payments						1670.48**			

End of Report. Transactions/Journals/Unposted Payments Journal  
Requested by MGR and completed at 12:13PM on Sep 23 2020

## Unposted Payments - Print to Excel

Upon accessing the *Unposted Payments* function, you can filter and print the Payment Portal payments to Excel using the **Print to Excel** Action Column button. There are multiple options to extract and filter the data, but the simplest method is shown below.

Use the **Add/Edit Filter** Action Column button in *Unposted Payments* to view only Payment Portal payments by selecting the **CGM eMEDIX Payment Portal** option for the **Source** field.

When the filtered payments display, click the **Print to Excel** Action Column button.

Unposted Payments											System Manager EASTSIDE MEDICAL (1)
*** Filter Applied *** (Source = 'CGM eMEDIX Payment Portal')											
Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Patient Balance		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26021	ANDERSON, STEPHEN	1145.00	03-08-2020	ROA	Online Visa (OLV)	PP	-3.04		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26131	GLOVER, DONALD	255.42	03-08-2020	ROA	Online Amex (OLAX)	PP	0.00		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26153	ROSS, BIRDIE	60.00	02-17-2020	ROA	Online Visa (OLV)	PP	0.00		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26172	PAISLEY, BRAD	6.60	02-17-2020	ROA	Online Mastercard (OLMC)	PP	0.00		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26201	WASHINGTON, GEORGE	11.12	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP	-19.14		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26202	LINEER, MARK	203.46	02-17-2020	ROA	Online Visa (OLV)	PP	0.00		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26240	SHELTON, BLAKE	13.50	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP	10986.15		
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26272	RAISIN, MIA	32.49	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP	0.00		

When you have the Excel workbook open, you can total the payment amounts or perform additional sorting or filtering.

	A	B	C	D	E	F	G	H	I	J	K
1	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Patient Balance	Last Service Date
2	CGM eMEI	26305	FREEMONT, JEN	12	4/23/2019	ROA	CREDIT CARD PMT (CC)	PP	0	0	1/1/2017
3	CGM eMEI	26303	SMITH, LYNN	4	4/23/2019	ROA	CREDIT CARD PMT (CC)	PP	-14	0	2/19/2018
4	CGM eMEI	26272	RAISIN, MIA	32.49	4/23/2019	ROA	CREDIT CARD PMT (CC)	PP	0	0	6/11/2018
5	CGM eMEI	26240	SHELTON, BLAKE	13.5	4/23/2019	ROA	CREDIT CARD PMT (CC)	PP	11286.15	0	9/23/2020
6	CGM eMEI	26202	LINEER, MARK	203.46	2/17/2020	ROA	Online Visa (OLV)	PP	0	0	12/13/2019
7	CGM eMEI	26201	WASHINGTON, GEORGE	11.12	4/23/2019	ROA	CREDIT CARD PMT (CC)	PP	-19.14	0	2/4/2020
8	CGM eMEI	26172	PAISLEY, BRAD	6.6	2/17/2020	ROA	Online Mastercard (OLMC)	PP	0	0	11/25/2019
9	CGM eMEI	26153	ROSS, BIRDIE	60	2/17/2020	ROA	Online Visa (OLV)	PP	0	0	8/28/2020
10	CGM eMEI	26131	GLOVER, DONALD	255.42	3/8/2020	ROA	Online Amex (OLAX)	PP	0	0	7/22/2019
11	CGM eMEI	26021	ANDERSON, STEPHEN	1145	3/8/2020	ROA	Online Visa (OLV)	PP	-3.04	0	9/12/2019
12				<b>TOTALS:</b>	<b>1743.59</b>						
13											
14											
15	Filter Applied: Source = 'CGM eMEDIX Payment Portal'										
16	End of Report. Transactions/Unposted Payments										
17	Requested by MGR and completed at 2:30PM on Sep 23 2020										



## Daily Register – Print to Excel

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

### Daily Register

Sort by Date ▼ ✓

Print Patient Detail

Sort Order  Alphabetic  Numeric

Print Transaction Detail

Print Applied to Transactions

Description or Superbill #  Procedure Description  Superbill #

Print By  Accounting Date  Service Date ✓

Print from Date

Print through Date

Include A/R Total

Include MTD and YTD

Print from List

Batch Number

Default Last Batch

Summary Only

When you open the Excel workbook, you can sort by the payment codes (entered in the *CGM eMEDIX Payment Portal Integration* function) and total the payment portal payments.

Acct Date	Service Date	Actual Date/Time Posted	Acct# Patient	Guarantor	Code	Description	CGM PAY	Per Dr	Ins Dr	Ref Dr	Loc	Billing Grp	Ins Carrier	Charge	Adj	Pmt	Balance ID	Encounter Proc	COMPAY	Applied To	Applied To Code	Applied To Description	
9/23/2020	9/8/2020	9/23/2020 15:50	26021 Anderson, Stephen	Anderson, Stephen	OLV	Online Visa					UN	UN	UN			-1145	-1148.04						
9/23/2020	9/8/2020	9/23/2020 15:50	26131 Glover, Donald	Glover, Donald	OLAX	Online Amex					UN	BC	BC			-255.42	395.58			10/11/2024		CC CREDIT CARD PMT	
9/23/2020	2/17/2020	9/23/2020 15:49	26153 Ross, Birdie	Ross, Birdie	OLV	Online Visa		1	1	0	1	UN	UN			-6.0	6.0			8/28/2020		99214 OFFICE O/P/EST MOD 30 MIN	
9/23/2020	2/17/2020	9/23/2020 15:49	26172 Paisley, Brad	Paisley, Brad	OLMC	Online Mastercard					UN	UN	UN			-6.6	-6.6						
																-1467.02							
9/23/2020	9/23/2020	9/23/2020 13:23	26240 SHELTON, BLAKE	SHELTON, BLAKE	99214	OV EST MOD 30 MIN		1	1	0	1	UHC	UHC	300			32539.9	104281   26306					




## 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 you open the Excel workbook, you can sort by the payment codes (entered in the *CGM eMEDIX Payment Portal Integration* function) and total the payment portal payments.

Batch #	User	Acct #	Guarantor Patient Id	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Time	Code	Pmt Amount	Unapplied	Acct Date of Paid Transaction	Service Date of Paid Transaction	Actual Date Transaction Posted	Pt Name
5														
6	MGR	26172	Paisley, Brad	9/23/2020	2/17/2020	9/23/2020	03:49PM	OLMC	-6.6	-6.6				
7	MGR	26153	Ross, Birdie	9/23/2020	2/17/2020	9/23/2020	03:49PM	OLV	-60	0	8/28/2020	8/28/2020	8/28/2020	Birdie
8	MGR	26131	Glover, Donald	9/23/2020	3/8/2020	9/23/2020	03:50PM	OLAX	-255.42	-255.42				
9	MGR	26021	Anderson, Stephen	9/23/2020	3/8/2020	9/23/2020	03:50PM	OLV	-1145	-1145				
10									-1467.02					
12	End of Report. Transactions/Journals/Transaction Journals to Excel													
13	Requested by MGR and completed at 4:16PM on Sep 23 2020													

## CGM eMEDIX Report for Payment Portal Payments

After payment portal payments have been activated for your practice, you will be able to log on to eMEDIX's website and access the *Statements > Payment Transactions* function to view a listing of all payments received via the payment portal. You will then have options to Copy, Export the payment listing to an Excel, CSV, or PDF file or Print the listing.

For detailed information on the Payment Transactions function, you can access eMEDIX's Online Help: [http://online.emedixus.com/static/index.htm#t=Statements%2FPayment\\_Transactions.htm](http://online.emedixus.com/static/index.htm#t=Statements%2FPayment_Transactions.htm)