



CompuGroup™
Medical

CGM webPAY™

User Guide

May 2023

CGM webPAY™

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NOTICE

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INTRODUCTION

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

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

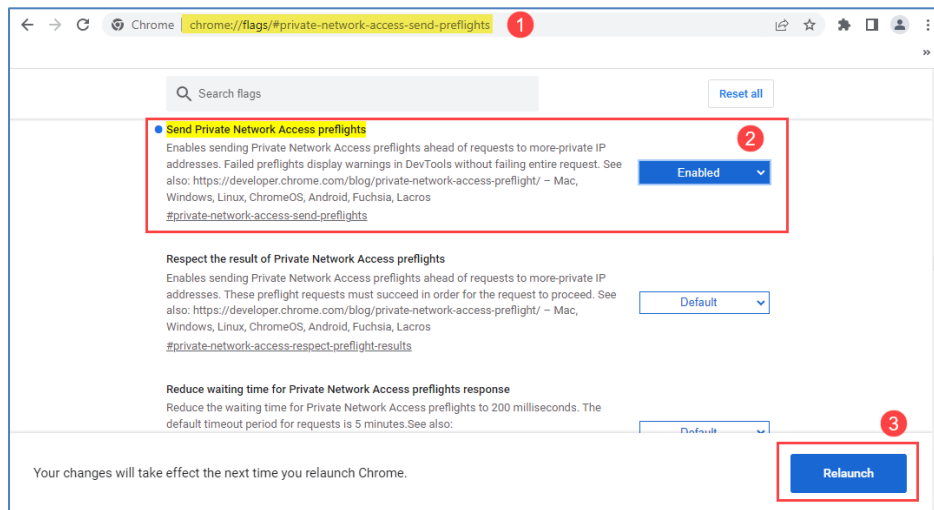
CGM WEBPAY SETUP

Chrome & Edge Settings

This step is only required if you are a Hosted client or using CGM webPAY over https and will be using one or more PAX devices.

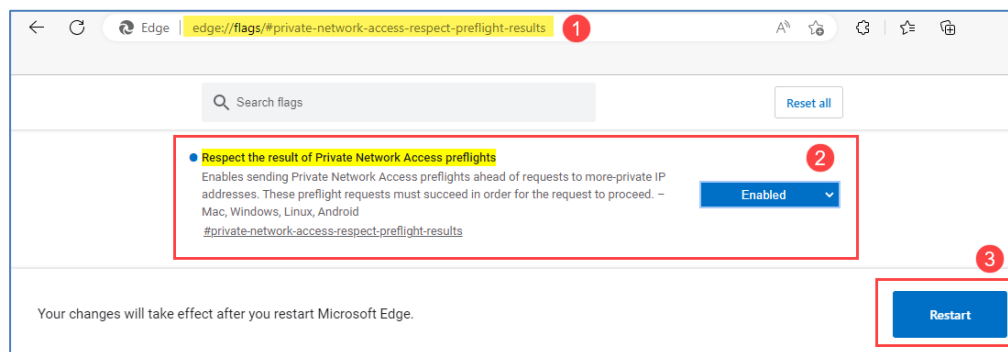
Chrome Setting

1. Log out of CGM webPRACTICE.
2. Open a Chrome tab and access:
<chrome://flags/#private-network-access-send-preflights>
3. Change the **Send Private Network Access preflights** setting to **Enabled**.
4. Click **Relaunch**.



Edge Setting

1. Log out of CGM webPRACTICE.
2. Open an Edge tab and access:
<edge://flags/#private-network-access-respect-preflight-results>
3. Change the **Respect the result of Private Network Access preflights** setting to **Enabled**.
4. Click **Restart**.

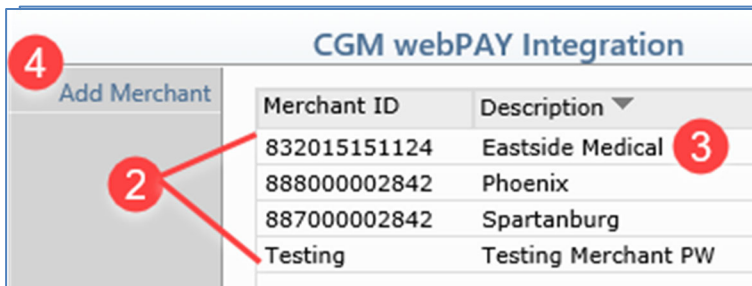


Prior to using CGM webPAY, you will need to access the *CGM webPAY Integration* function (*System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM webPAY Integration*) to enter your Merchant Account information, add any payment devices you will use (if applicable) and define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

Merchant Account Information

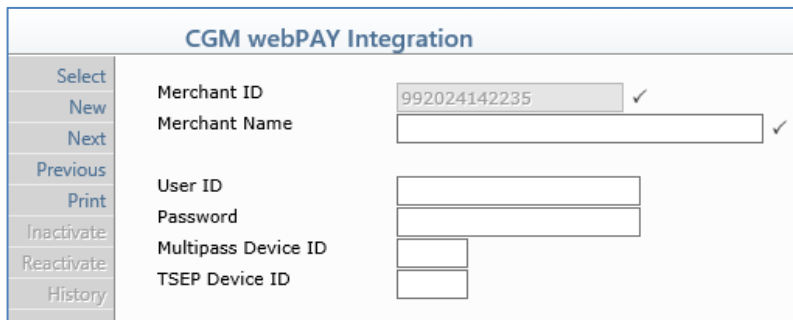
Upon accessing the *CGM webPAY Integration* function:

1. Click **Merchants** in the Action Column.
2. Any previously defined Merchants will display.



CGM webPAY Integration	
4 Add Merchant	
Merchant ID	Description ▼
832015151124	Eastside Medical 3
888000002842	Phoenix
887000002842	Spartanburg
Testing	Testing Merchant PW

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



CGM webPAY Integration	
Select	Merchant ID <input type="text" value="992024142235"/> ✓
New	Merchant Name <input type="text"/> ✓
Next	
Previous	User ID <input type="text"/>
Print	Password <input type="text"/>
Inactivate	Multipass Device ID <input type="text"/>
Reactivate	TSEP Device ID <input type="text"/>
History	

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

Payment Device Setup – CGM webPAY Integration

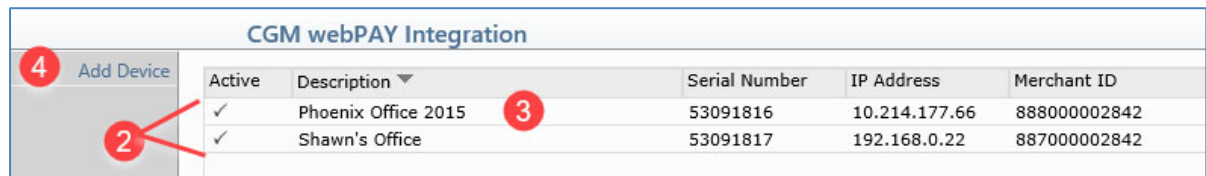
This step is only required if your office is using one or more PAX S300 devices.

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



The screenshot shows the 'CGM webPAY Integration' header. On the left, a sidebar contains 'Merchants' and 'Payment Devices', with 'Payment Devices' highlighted and a red circle '1' next to it. The main area shows 'Co-Payment Payment Codes' with fields for 'Default Payment Code', 'MasterCard Payment Code', and 'VISA Payment Code', each with a search icon and a checkmark.

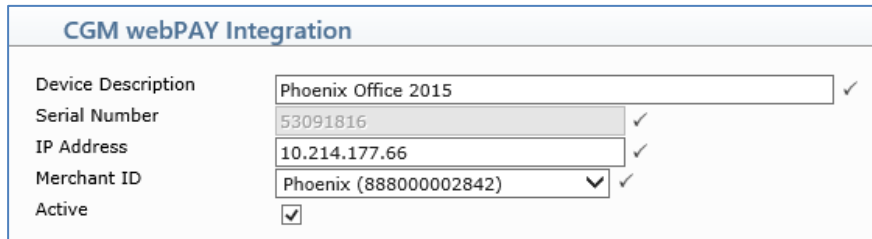
2. Any previously stored devices will display.
3. To view or edit a payment device, click anywhere within the row.
4. To add a new payment device, click **Add Device** in the Action Column.



The screenshot shows the 'CGM webPAY Integration' header. On the left, a sidebar contains 'Add Device' with a red circle '4' next to it. The main area displays a table of payment devices. A red circle '2' points to the 'Add Device' button, and a red circle '3' points to a row in the table.

Active	Description	Serial Number	IP Address	Merchant ID
<input checked="" type="checkbox"/>	Phoenix Office 2015	53091816	10.214.177.66	888000002842
<input checked="" type="checkbox"/>	Shawn's Office	53091817	192.168.0.22	887000002842

Complete the fields:



The screenshot shows the 'CGM webPAY Integration' header. The main area displays the 'Add Device' form with the following fields:

- Device Description: Phoenix Office 2015
- Serial Number: 53091816
- IP Address: 10.214.177.66
- Merchant ID: Phoenix (888000002842)
- Active:

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

Click **Save**.

Default Payment Code Setup

- Default Payment Codes:** Enter the code you want to default for Co-Payments and ROA (Received on Account) payments and any additional codes for each credit card type.
- Credit Cards Security Level:** Enter the minimum security level a User must have to access and edit credit cards saved on a patient's account.
- Save Card on File:** If you want the **Save Card on File** option to default as 'selected' each time the CGM webPAY Payment screen is accessed, select this check box.
- 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.
- Click **Save**.

CGM webPAY Integration

KIM BAKER
WESTSIDE MEDICAL (1)

Merchants

Payment Devices

tasks (2)

inbox (1)

calculator

calendar

rollolex

cue cards

help

support

Co-Payment Payment Codes

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

ROA Payment Codes

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

Credit Cards Security Level 2

Save Card on File 3

Days to Warn for CC on File Expiring 4

5

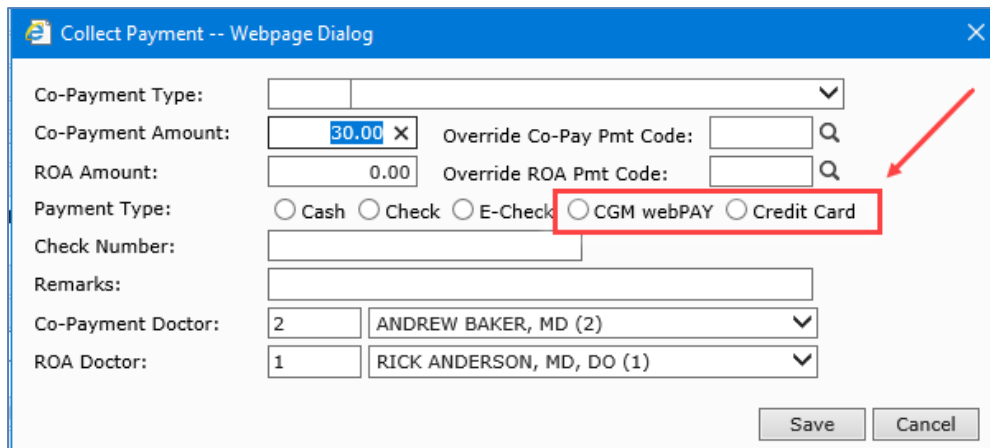
Additional Payment Type Setup

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

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

Additional Payment Type	
Payment Type Button Name	<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 webPAY** and **Credit Card** buttons.



Collect Payment -- Webpage Dialog

Co-Payment Type:

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

ROA Amount: Override ROA Pmt Code:

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

Check Number:

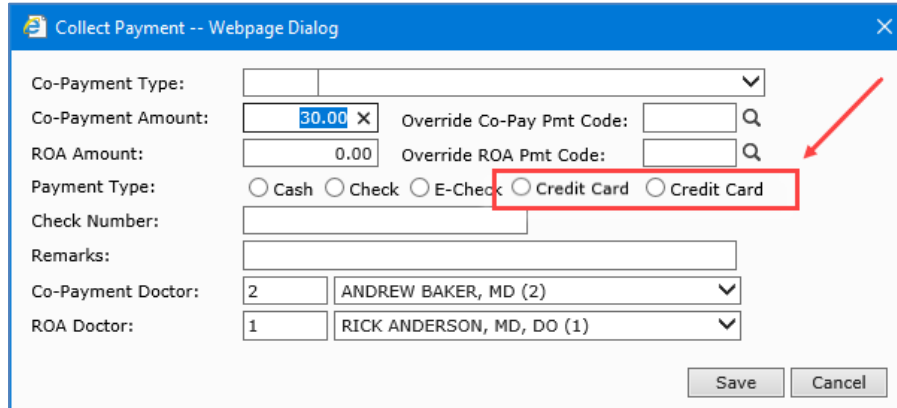
Remarks:

Co-Payment Doctor:

ROA Doctor:

Additional Payment Type (cont.)

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



The screenshot shows a web dialog titled "Collect Payment -- Webpage Dialog". It contains the following fields and controls:

- Co-Payment Type: A dropdown menu.
- Co-Payment Amount: A text input field containing "30.00" with a clear 'X' button.
- Override Co-Pay Pmt Code: A text input field with a search icon.
- ROA Amount: A text input field containing "0.00".
- Override ROA Pmt Code: A text input field with a search icon.
- Payment Type: A group of radio buttons including "Cash", "Check", "E-Check", and two "Credit Card" options. The two "Credit Card" options are enclosed in a red rectangular box, and a red arrow points to this box from the right side of the dialog.
- Check Number: A text input field.
- Remarks: A text area.
- Co-Payment Doctor: A dropdown menu showing "2" and "ANDREW BAKER, MD (2)".
- ROA Doctor: A dropdown menu showing "1" and "RICK ANDERSON, MD, DO (1)".
- Buttons: "Save" and "Cancel" buttons at the bottom right.

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

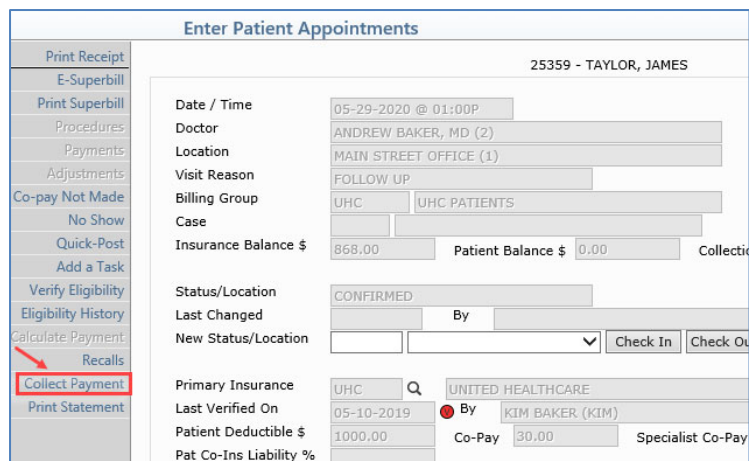
COLLECTING PAYMENTS IN SCHEDULING

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

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

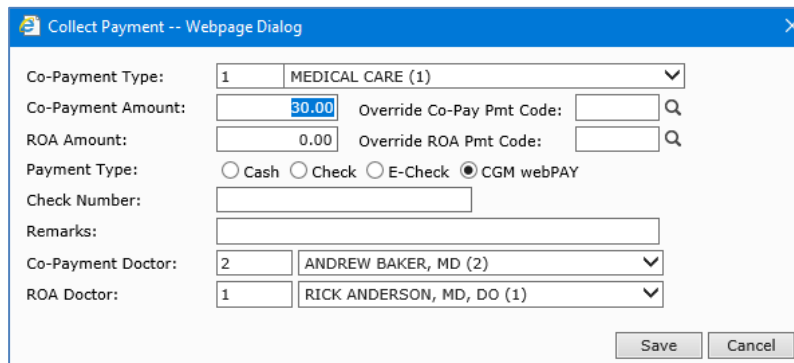
The instructions provided below show the payment collection process after you have accessed the patient account you want.

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



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

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



Collect Payment -- Webpage Dialog	
Co-Payment Type:	1 MEDICAL CARE (1) ▼
Co-Payment Amount:	30.00 Override Co-Pay Pmt Code: [] Q
ROA Amount:	0.00 Override ROA Pmt Code: [] Q
Payment Type:	<input type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> E-Check <input checked="" type="radio"/> CGM webPAY
Check Number:	[]
Remarks:	[]
Co-Payment Doctor:	2 ANDREW BAKER, MD (2) ▼
ROA Doctor:	1 RICK ANDERSON, MD, DO (1) ▼
Save Cancel	

Collecting Payments in Scheduling (cont.)

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

Click **Save**.

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

25359 - TAYLOR, JAMES

Date / Time: 05-29-2020 @ 01:00P
 Doctor: ANDREW BAKER, MD (2)
 Location: MAIN STREET OFFICE (1)
 Visit Reason: FOLLOW UP
 Billing Group: UHC UHC PATIENTS
 Case: [Redacted]
 Insurance Balance \$: 868.00 Patient Balance \$: 0.00 Collection Balance \$: [Redacted]

Status/Location: CONFIRMED
 Last Changed: [Redacted] By: [Redacted]
 New Status/Location: [Redacted] Check In Check Out

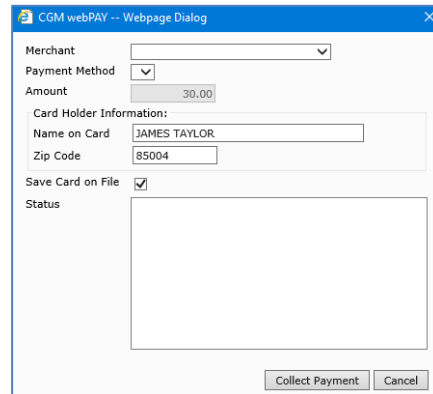
Primary Insurance: UHC UNITED HEALTHCARE
 Last Verified On: 05-10-2019 By: KIM BAKER (KIM)
 Patient Deductible \$: 1000.00 Co-Pay: 30.00 Specialist Co-Pay: [Redacted]
 Pat Co-Ins Liability %: [Redacted]
 Authorization: [Redacted]
 Service Script: [Redacted]

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

Q Save Cancel

Collecting Payments in Scheduling (cont.)

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



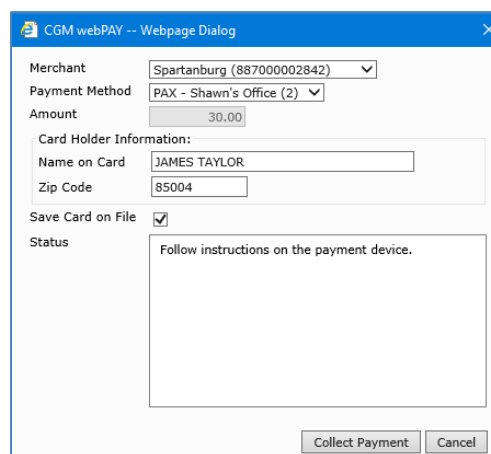
The screenshot shows the 'CGM webPAY -- Webpage Dialog' window. It contains the following fields and controls:

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

Device Collected Transactions - Scheduling

When the *CGM webPAY* window displays:

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



The screenshot shows the 'CGM webPAY -- Webpage Dialog' window with updated values:

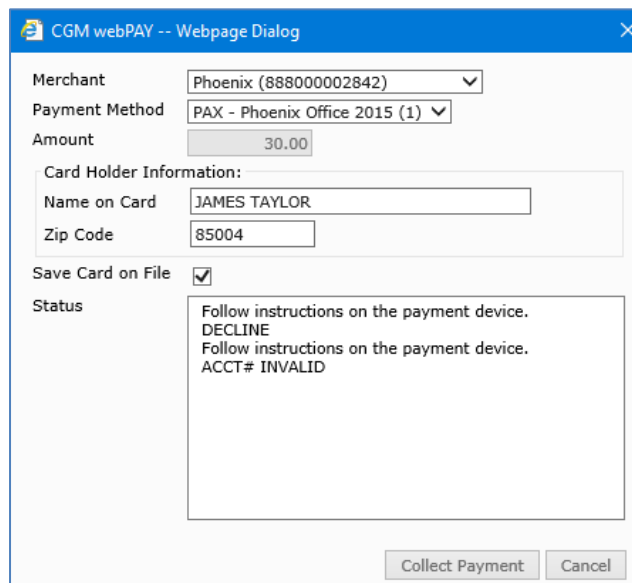
- Merchant:** A dropdown menu showing 'Spartanburg (887000002842)'.
- Payment Method:** A dropdown menu showing 'PAX - Shawn's Office (2)'.
- Amount:** A text input field containing '30.00'.
- Card Holder Information:** A section containing:
 - Name on Card:** A text input field containing 'JAMES TAYLOR'.
 - Zip Code:** A text input field containing '85004'.
- Save Card on File:** A checked checkbox.
- Status:** A text area containing the instruction 'Follow instructions on the payment device.'
- Buttons:** 'Collect Payment' and 'Cancel' buttons at the bottom right.

Device Collected Transactions - Scheduling (cont.)

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

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

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



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

- Merchant:** Phoenix (88800002842)
- Payment Method:** PAX - Phoenix Office 2015 (1)
- Amount:** 30.00
- Card Holder Information:**
 - Name on Card:** JAMES TAYLOR
 - Zip Code:** 85004
- Save Card on File:**
- Status:**

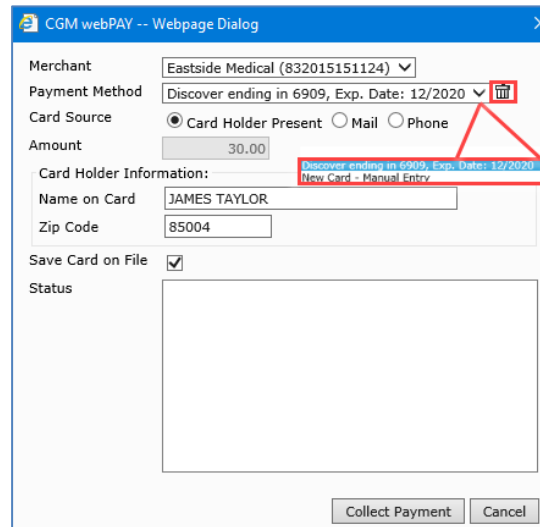
Follow instructions on the payment device.
DECLINE
Follow instructions on the payment device.
ACCT# INVALID

At the bottom right, there are two buttons: "Collect Payment" and "Cancel".

Card Not Present Transactions - Scheduling

When the *CGM webPAY* window displays:

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



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

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

Card Source: Card Holder Present Mail Phone

Amount: 30.00

Card Holder Information: Discover ending in 6909, Exp. Date: 12/2020
New Card - Manual Entry

Name on Card: JAMES TAYLOR

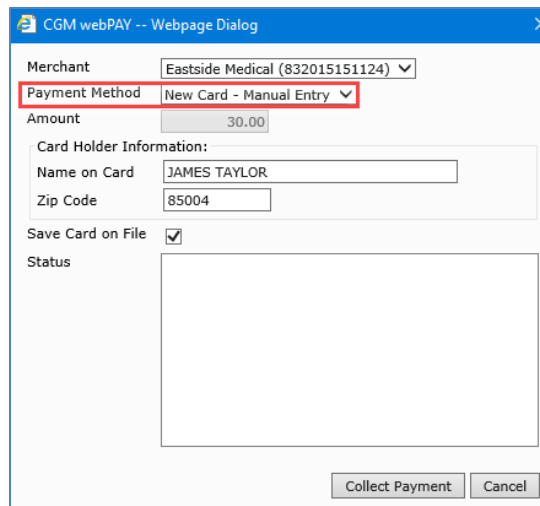
Zip Code: 85004

Save Card on File:

Status:

Collect Payment Cancel

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



CGM webPAY -- Webpage Dialog

Merchant: Eastside Medical (832015151124) ▼

Payment Method: New Card - Manual Entry ▼

Amount: 30.00

Card Holder Information:

Name on Card: JAMES TAYLOR

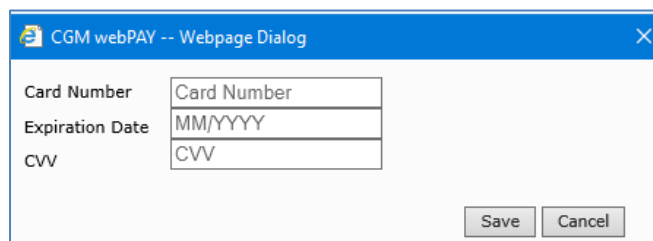
Zip Code: 85004

Save Card on File:

Status:

Collect Payment Cancel

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



CGM webPAY -- Webpage Dialog

Card Number: Card Number

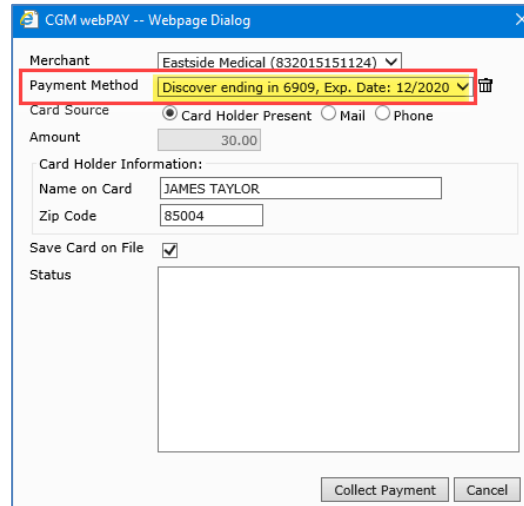
Expiration Date: MM/YYYY

CVV: CVV

Save Cancel

Card Not Present Transactions - Scheduling (cont.)

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



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

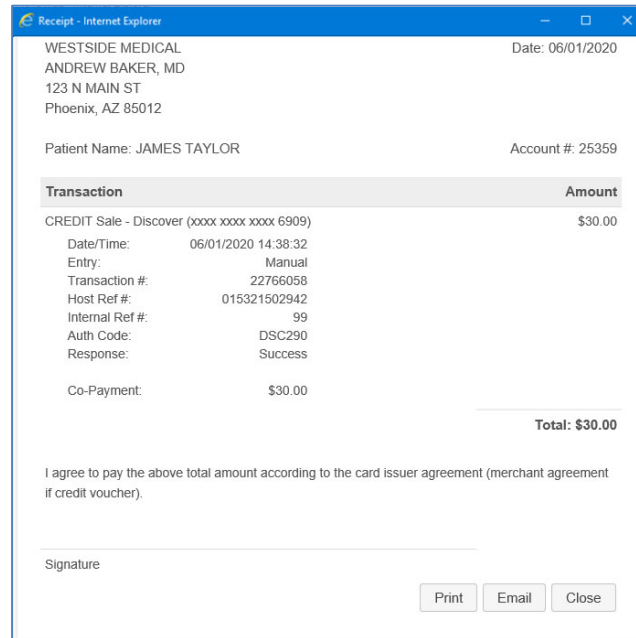
The **Status** box will display, *Processing payment. Please wait...*

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

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

Transaction Receipt - Scheduling

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



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

Date: 06/01/2020

Patient Name: JAMES TAYLOR
Account #: 25359

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

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

Co-Payment: \$30.00

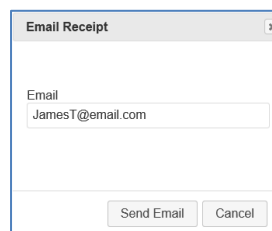
Total: \$30.00

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

Signature _____

Print Email Close

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



Email Receipt

Email
JamesT@email.com

Send Email Cancel

Click **Close**.

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

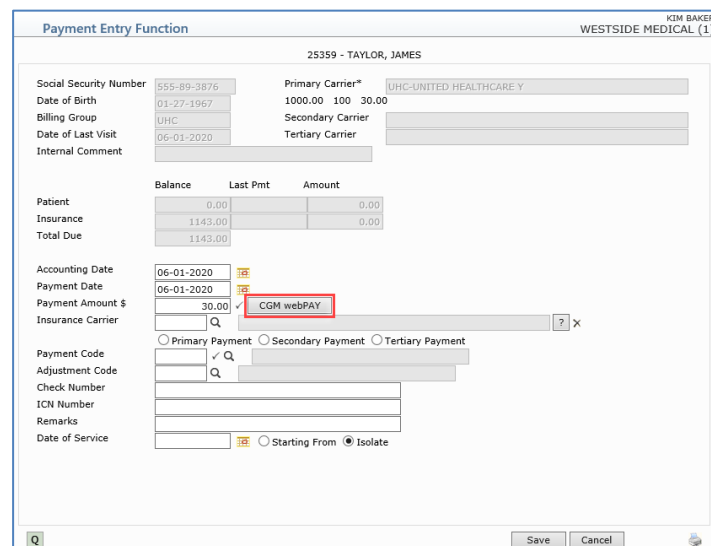
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	05-29-2020	Co-Payment - MEDICAL CARE	30.00	CGM webPAY		2	

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

COLLECTING PAYMENTS IN PAYMENT ENTRY

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

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



Payment Entry Function KIM BAKER
WESTSIDE MEDICAL (1)

25359 - TAYLOR, JAMES

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

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

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

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

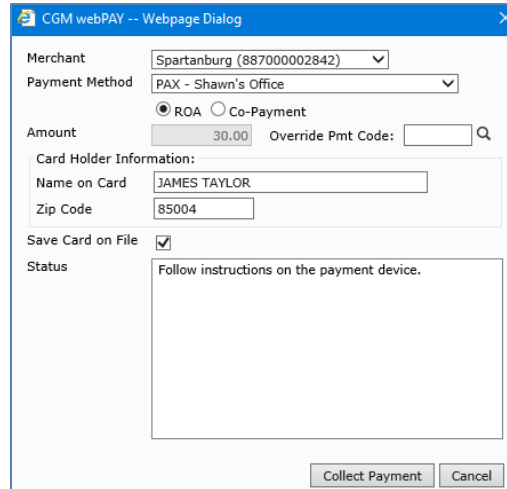
Save Cancel

Device Collected Transactions - Payment Entry

When the *CGM webPAY* window displays:

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

Device Collected Transactions - Payment Entry (cont.)



CGM webPAY -- Webpage Dialog

Merchant: Spartanburg (887000002842)

Payment Method: PAX - Shawn's Office

Payment Method: ROA Co-Payment

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

Save Card on File:

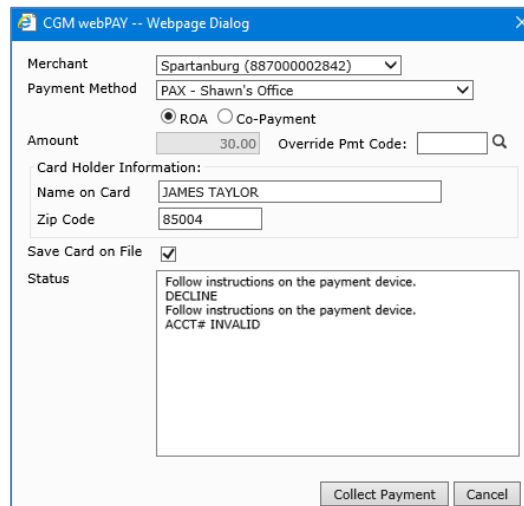
Status: Follow instructions on the payment device.

Collect Payment Cancel

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

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

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



CGM webPAY -- Webpage Dialog

Merchant: Spartanburg (887000002842)

Payment Method: PAX - Shawn's Office

Payment Method: ROA Co-Payment

Amount: 30.00 Override Pmt Code:

Card Holder Information:

Name on Card: JAMES TAYLOR

Zip Code: 85004

Save Card on File:

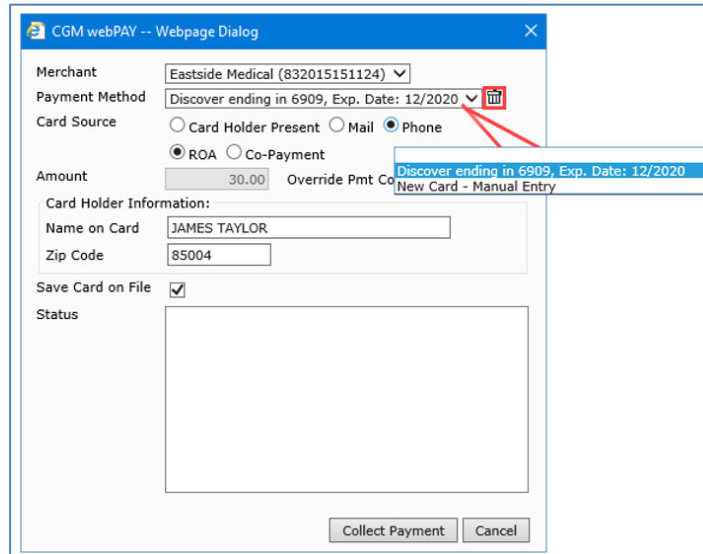
Status: Follow instructions on the payment device.
DECLINE
Follow instructions on the payment device.
ACCT# INVALID

Collect Payment Cancel

Card Not Present Transactions - Payment Entry

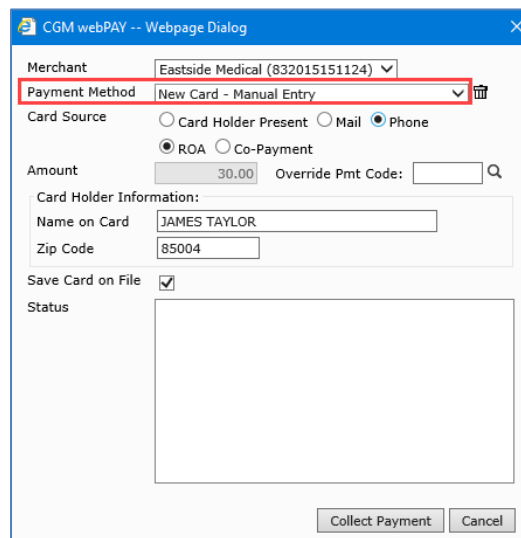
When the *CGM webPAY* window displays:

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



The screenshot shows the 'CGM webPAY -- Webpage Dialog' window. The 'Payment Method' dropdown menu is open, showing two options: 'Discover ending in 6909, Exp. Date: 12/2020' and 'New Card - Manual Entry'. A red box highlights the trash can icon to the right of the 'Payment Method' field, and a red arrow points from it to the dropdown menu.

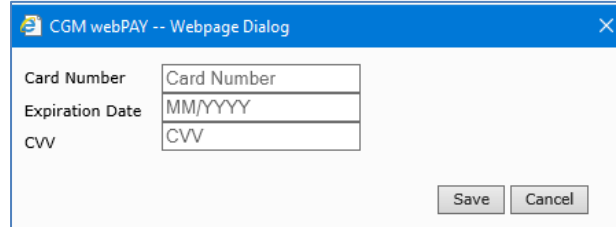
- To add a new credit card, select **New Card Manual Entry**.



The screenshot shows the 'CGM webPAY -- Webpage Dialog' window. The 'Payment Method' dropdown menu is now set to 'New Card - Manual Entry'. A red box highlights the 'Payment Method' field.

Card Not Present Transactions - Payment Entry (cont.)

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



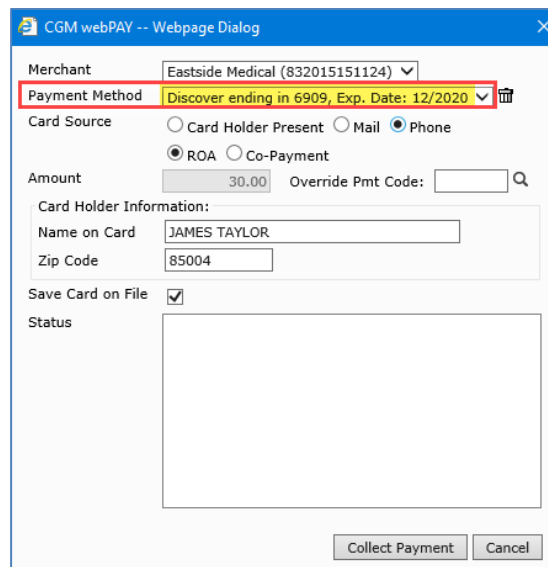
CGM webPAY -- Webpage Dialog

Card Number

Expiration Date

CVV

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



CGM webPAY -- Webpage Dialog

Merchant

Payment Method

Card Source Card Holder Present Mail Phone

ROA Co-Payment

Amount Override Pmt Code:

Card Holder Information:

Name on Card

Zip Code

Save Card on File

Status

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

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

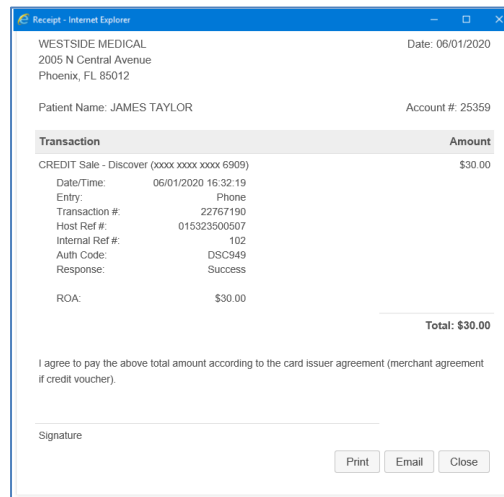
Card Not Present Transactions - Payment Entry (cont.)

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

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

Transaction Receipt - Payment Entry

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



WESTSIDE MEDICAL
2005 N Central Avenue
Phoenix, FL 85012
Date: 06/01/2020

Patient Name: JAMES TAYLOR
Account #: 25359

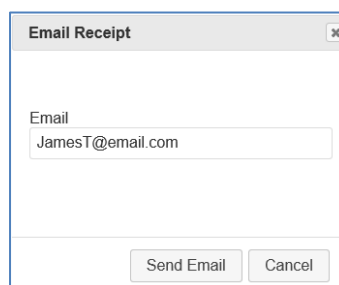
Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00
Date/Time: 06/01/2020 16:32:19	
Entry: Phone	
Transaction #: 22767190	
Host Ref #: 015323500507	
Internal Ref #: 102	
Auth Code: DSC949	
Response: Success	
ROA: \$30.00	
Total: \$30.00	

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

Signature _____

Print Email Close

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



Email Receipt

Email
JamesT@email.com

Send Email Cancel

Click **Close**.

Transaction Receipt - Payment Entry (cont.)

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

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

Payment Entry Function
KIM BAKER
WESTSIDE MEDICAL (1)

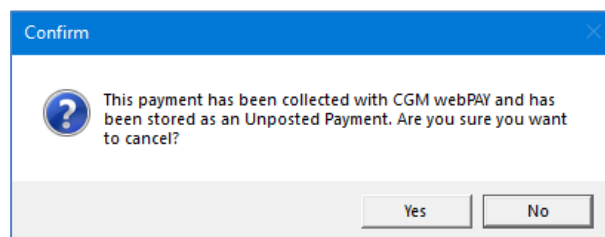
25359 - TAYLOR, JAMES

Patient Number:	25359	Balance Due:	1113.00
Patient Name:	TAYLOR, JAMES	Payment Amount:	30.00
Accounting Date:	06-01-2020	Denial Amount:	0.00
Primary Carrier*:	UHC-UNITED HEALTHCARE Y	Adjustment Amount:	0.00
Secondary Carrier:		Payment Remaining:	0.00
Tertiary Carrier:		Amount Allocated:	30.00

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

Actions:

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.

UNPOSTED CGM WEBPAY PAYMENTS

Unposted Payments Summary Screen

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

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

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

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

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

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

Unposted Payments Summary Screen (cont.)

Action Column Buttons

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

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

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

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

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

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

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

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

Refresh - Refreshes the screen with the most current unposted payments

Void/Credit Unposted Payments

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

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

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

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

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

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

WESTSIDE MEDICAL 2005 N Central Avenue Phoenix, FL 85012	Date: 06/19/2020
Patient Name: JAMES TAYLOR	Account #: 25359
Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00
Date/Time: 06/01/2020 16:32:19	
Entry: Phone	
Transaction #: 22767190	
Host Ref #: 015323500507	
Internal Ref #: 102	
Auth Code: DSC949	
Response: Success	
ROA:	\$30.00
CREDIT Return - Discover (xxxx xxxx xxxx 6909)	(\$5.00)
Date/Time: 06/19/2020 14:12:10	
Transaction #: 22935460	
Host Ref #: 017121501757	
Internal Ref #: 103	
Auth Code: DSC405	
Response: Success	
Total: \$25.00	
I agree to pay the above total amount according to the card issuer agreement (merchant agreement if credit voucher).	
Signature _____	
<input type="button" value="Print"/> <input type="button" value="Email"/> <input type="button" value="Close"/>	

Void/Credit Unposted Payments (cont.)

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

Patient Check In/Out 25477 - TAYLOR, AMANDA

Date / Time: 07-30-2020 @ 08:30A
 Doctor: ANDREW BAKER, MD (2)
 Location: MAIN OFFICE (OFF)
 Visit Reason: FOLLOW UP
 Billing Group: UHC UHC PATIENTS
 Case: [REDACTED]
 Insurance Balance \$: 255.00 Patient Balance \$: 0.00 Collection Balance \$: [REDACTED]

Status/Location: CHECK IN
 Last Changed: 11:26A By System Manager (MGR)
 New Status/Location: [REDACTED] Check In Check Out

Primary Insurance: UHC United HealthCare
 Last Verified On: 07-09-2019 By System Manager (MGR)
 Patient Deductible \$: [REDACTED] Co-Pay: [REDACTED] Specialist Co-Pay: [REDACTED]
 Pat Co-Ins Liability %: [REDACTED]
 Authorization: [REDACTED] ? X
 Service Script: [REDACTED] ?

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

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

CGM webPAY Credit -- Webpage Dialog

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

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

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

VOID/CREDIT POSTED PAYMENTS

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

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

Negative Payment

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

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

Payment Entry Function

25359 - TAYLOR, JAMES

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

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

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

Accounting Date: 06-22-2020
 Payment Date: 06-22-2020
 Payment Amount \$: -5.00 ✓ CGM webPAY
 Insurance Carrier: [Search]

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

CGM webPAY Credit -- Webpage Dialog

From Payment Date: 12-25-2019 [x] [Calendar] [Search]

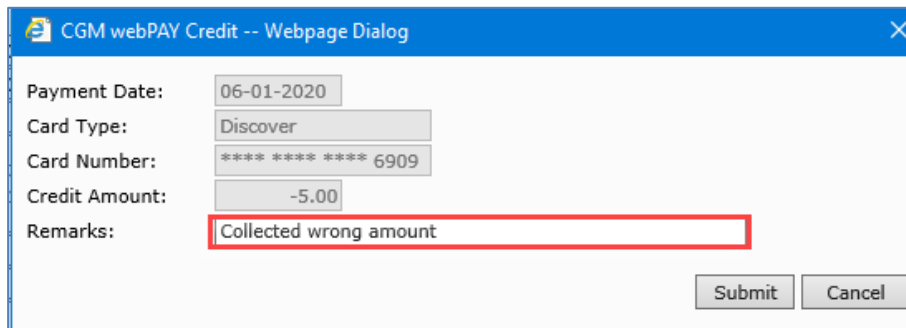
Select the payment that you want to credit.

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

[Cancel]

Negative Payment (cont.)

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



CGM webPAY Credit -- Webpage Dialog

Payment Date: 06-01-2020

Card Type: Discover

Card Number: **** * 6909

Credit Amount: -5.00

Remarks: Collected wrong amount

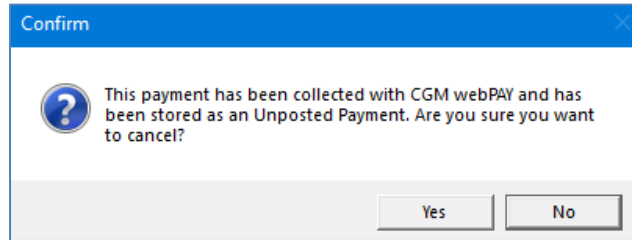
Submit Cancel

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

WESTSIDE MEDICAL ANDREW BAKER, MD 123 N MAIN ST Phoenix, AZ 85012	Date: 06/22/2020
Patient Name: JAMES TAYLOR	Account #: 25359
Transaction	Amount
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$30.00
Date/Time: 06/01/2020 14:38:32	
Entry: Manual	
Transaction #: 22766058	
Host Ref #: 015321502942	
Internal Ref #: 99	
Auth Code: DSC290	
Response: Success	
Co-Payment: \$30.00	
CREDIT Return - Discover (xxxx xxxx xxxx 6909)	(\$5.00)
Date/Time: 06/22/2020 14:39:04	
Transaction #: 22950816	
Host Ref #: 017421501005	
Internal Ref #: 108	
Auth Code: DSC002	
Response: Success	
Total: \$25.00	

Negative Payment (cont.)

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



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

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

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

Reverse a Transaction

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

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

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

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

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

CGM webPAY Credit -- Webpage Dialog

Payment Date: 06-22-2020

Card Type: Discover

Card Number: **** * 6909

Credit Amount: 20.00

Reason: ✓

Reverse a Transaction (cont.)

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

WESTSIDE MEDICAL ANDREW BAKER, MD 123 N MAIN ST Phoenix, AZ 85012		Date: 06/22/2020
Patient Name: JENNY JONES		Account #: 25826
Transaction	Amount	
CREDIT Sale - Discover (xxxx xxxx xxxx 6909)	\$20.00	
Date/Time:	06/22/2020 15:11:16	
Entry:	Manual	
Transaction #:	22951036	
Host Ref #:	017422501145	
Internal Ref #:	110	
Auth Code:	DSC084	
Response:	Success	
Co-Payment:	\$20.00	
CREDIT Void - Discover (xxxx xxxx xxxx 6909)	(\$20.00)	
Date/Time:	06/22/2020 15:20:13	
Transaction #:	22951036	
Host Ref #:	017422501145	
Internal Ref #:	111	
Auth Code:	DSC084	
Response:	Success	
Total:		\$0.00

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

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

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

Reverse a Transaction (cont.)

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

Reverse a Transaction

25302 - BAKER, ANGELA

Procedure Code	VISA
Date of Service	06-22-2020
Diagnosis	
Original Amount	-20.00
Unpaid Amount	-20.00
Check Number	

Reversal Reason ✓

Reverse All Transactions for this Accounting Date

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

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

DEVICE SETTLEMENT

CGM webPAY Transactions

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

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

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

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

CGM webPAY Transactions Filter for Unsettled Transactions

Begin with Transaction Date

End with Transaction Date

Account Number

Transaction Type

Card Type

Payment Device Shawns Office

User

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

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

End of Report. Transactions/CGM webPAY Transactions
Requested by KIM and completed at 4:24PM on Jun 24 2020

CGM webPAY Transactions (cont.)

When you are ready to settle the transactions:

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

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

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

Ref #	Transaction Date/Time	Account	Patient Name	Amount	Transaction Type	Card Type
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The total settled transactions for each batch settled on the payment device displays, including the settled date/time, total amount, payment device name and the User that performed the Settlement. You can click on any payment device batch row to view the individual settled transactions for that batch. See the *Reports for CGM webPAY Payments* section for details on balancing device collected transactions.

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

CGM webPAY Transactions (cont.)

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

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

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

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

REPORTS FOR CGM WEBPAY PAYMENTS

The reports available to balance CGM webPAY payments include:

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

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

Check In/Out Payment Journal

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

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

Check In/Out Payment Journal

Print in Date Order

Print in Patient Order

Print in Payment Code Order

Print in User Code Order


Print in Location Code Order


Print in Resp Doctor Order

Print in Dr Assigned to Pmt Order

Print Totals by Pmt Method Pmt Type/Pmt Method

Summary Only

Print From Date 

Print Through Date 

Check In/Out Payment Journal (cont.)

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

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

End of Report. Schedule/Reports/Check In Out Payment Journal
Requested by MGR and completed at 12:11PM on Jul 30 2020



Unposted Payments Journal

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

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

Unposted Payments Journal

Print in Patient Order

Print in Payment Code Order

Print in User Code Order

Print in Date Order

Print in Location Order

Print in Resp Doctor Order

Print in Dr Assigned to Pmt Order

Print in Payment Method Order

Summary Only

Print From Date

Print Through Date

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

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

Unposted Payments - Print to Excel

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

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

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

OR

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

Unposted Payments Filter

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

Daily Register to Excel

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

Daily Register to Excel

Description or Superbill # Description Superbill #

Print by Date of Service

Print from date

Print through date

Print from list

Batch Number

Default Last Batch

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

Acct Date	Trans Date	Actual Date/Time Posted	Acct#	Patient	Guarantor	Code Description	CGM webPAY	Per Dr	Ins Dr	Loc	Billing Group	Insurance	Charges	Adj	Payment	Balance
7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	CVISA Visa Copay	WP	1			1 AET	AET			-30	171.41
7/7/2020	7/7/2020	7/7/2020 16:24	25477	TAYLOR, AMANDA	TAYLOR, AMANDA	CMC MC Copay	WP	1			1 UHC	UHC			-45	255
7/7/2020	7/7/2020	7/7/2020 16:25	25890	THOMPSON, MARK	THOMPSON, MARK	CDISC Discover Copay	WP	1			1 INS	UHC9			-40	114.35
TOTALS:																-115
7/7/2020	7/7/2020	7/7/2020 16:29	26361	JOHNSON, SYLVIA	JOHNSON, SYLVIA	MAST Mastercard Payment	WP-Device (Shawn's Office)	UN		UN	UN				-40	120
7/7/2020	7/7/2020	7/7/2020 16:27	25997	Taylor, Zachary	Taylor, Zachary	CDISC Discover Copay	WP-Device (Shawn's Office)	1			1 BC	BC			-25	
7/7/2020	7/7/2020	7/7/2020 16:27	25997	Taylor, Zachary	Taylor, Zachary	DISC Prev. Pmt	WP-Device (Shawn's Office)	UN		UN	UN				-50	225
7/7/2020	7/7/2020	7/7/2020 16:23	25200	WARNER, KATHLEEN C	WARNER, KATHLEEN C	CAMEX Amex Copay	WP-Device (Shawn's Office)	1			1 MED	MED			-20	255
TOTALS:																-135
7/7/2020	7/7/2020	7/7/2020 16:29	26361	JOHNSON, SYLVIA	JOHNSON, SYLVIA	J0150 INJECTION ADENOSINE		1	1		1 BC	BC	160			
7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	99214 OV EST LEV 4		1	1		1 UHC	UHC55	300			
7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	36415 BLOOD DRAW		1	1		1 UHC	UHC55	18.59			
7/7/2020	7/7/2020	7/7/2020 16:31	25650	Jones, Janice	Jones, Janice	80061 LIPID PANEL		1	1		1 UHC	UHC55	162.5			560.09
7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	99203 OV NP LEV 3		1	1		1 AET	AET	154.35			
7/7/2020	7/7/2020	7/7/2020 16:28	26115	SHAW, LARA	SHAW, LARA	70100 X-RAY EXAM OF JAW		1	1		1 AET	AET	47.06			
7/7/2020	7/7/2020	7/7/2020 16:30	26388	Smith, Drake	Smith, Drake	36415 BLOOD DRAW		1	1		1 BC		18.59			
7/7/2020	7/7/2020	7/7/2020 16:30	26388	Smith, Drake	Smith, Drake	80061 LIPID PANEL		1	1		1 BC		162.5			



Transaction Journals to Excel (Payment)

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

Transaction Journals To Excel

Journal to Print Procedure Payment Adjustment

Transaction Journals To Excel

Print from date

Print Through Date

Batch Number

Default Last Batch

Print from List

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

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

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

USING CGM WEBPAY FOR PAYMENT PLANS

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

Delinquent (Collection) Payment Plans

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

Non-Delinquent Payment Plans

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

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

Work Accounts
KIM BAKER
WESTSIDE MEDICAL (1)

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

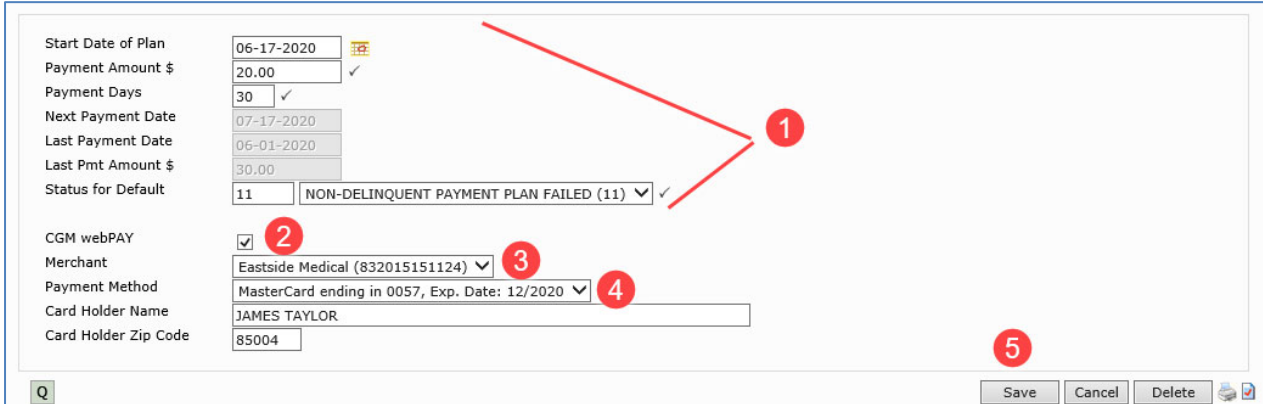
	Balance	Current	30	60	90	120	150
Patient:	17.00	0.00	0.00	0.00	0.00	0.00	17.00
Insurance:	1086.75	0.00	155.00	0.00	0.00	0.00	931.75
Total:	1103.75	0.00	155.00	0.00	0.00	0.00	948.75

Start Date of Plan	<input type="text" value="06-17-2020"/>
Payment Amount \$	<input type="text" value="10.00"/>
Payment Days	<input type="text" value="30"/>
Next Payment Date	<input type="text" value="07-17-2020"/>
Last Payment Date	<input type="text" value="05-08-2020"/>
Last Pmt Amount \$	<input type="text" value="20.00"/>
Status for Default	<input type="text" value="6"/> <input type="text" value="PAYMENT PLAN FAILED (6)"/>

CGM webPAY	<input checked="" type="checkbox"/>
Merchant	<input type="text"/>
Payment Method	<input type="text"/>
Card Holder Name	<input type="text"/>
Card Holder Zip Code	<input type="text"/>

How to Set up CGM webPAY in a Payment Plans

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



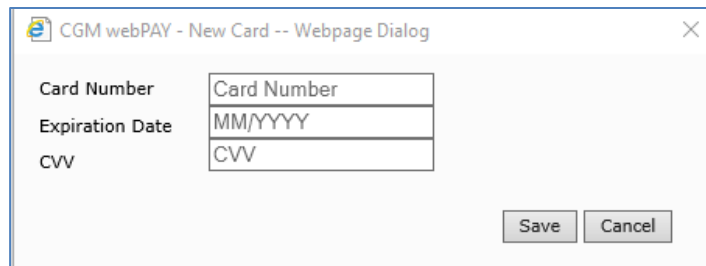
The screenshot shows a form for setting up a payment plan. The fields are as follows:

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

Callouts 1, 2, 3, 4, and 5 are placed on the form. Callout 1 points to the date fields, callout 2 to the CGM webPAY checkbox, callout 3 to the Merchant dropdown, callout 4 to the Payment Method dropdown, and callout 5 to the Save button.

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

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



The 'New Card' dialog box contains the following fields:

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

Buttons: Save, Cancel

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

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

5. Click **Save**.

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

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

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

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

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

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

Start Date of Plan: 03-01-2018
 Payment Amount \$: 25.02
 Payment Days: 30
 Next Payment Date: 05-30-2018
 Last Payment Date:
 Last Pmt Amount \$:
 Status for Default: 6 PAYMENT PLAN FAILED (6)
 CGM webPAY:
 Merchant: Phoenix (88800002842)
 Payment Method: Discover ending in 6909, Exp. Date: 12/2020
Payment Attempt on 04/30/2018 failed: Insufficient Funds

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

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

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

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

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

Manage Payment Plans

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

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

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

Manage Payment Plans Filter

Start Payment Date Through

Next Payment Date Through

Patient Acct ...

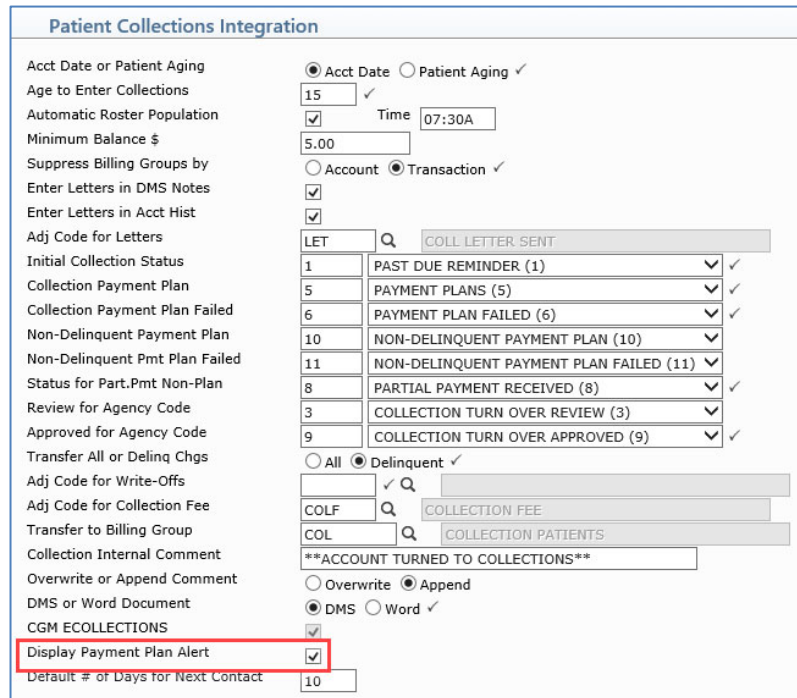
Plan Type CGM webPAY Non-CGM webPAY All

Collection Status ▼

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

Payment Plan Alerts

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



Patient Collections Integration

Acct Date or Patient Aging Acct Date Patient Aging ✓

Age to Enter Collections 15 ✓

Automatic Roster Population Time 07:30A

Minimum Balance \$ 5.00

Suppress Billing Groups by Account Transaction ✓

Enter Letters in DMS Notes

Enter Letters in Acct Hist

Adj Code for Letters LET Q COLL LETTER SENT

Initial Collection Status 1 PAST DUE REMINDER (1) ✓

Collection Payment Plan 5 PAYMENT PLANS (5) ✓

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

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

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

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

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

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

Transfer All or Delinq Chgs All Delinquent ✓

Adj Code for Write-Offs COLF Q COLLECTION FEE

Adj Code for Collection Fee COL Q COLLECTION PATIENTS

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

Collection Internal Comment Overwrite Append

Overwrite or Append Comment DMS Word ✓

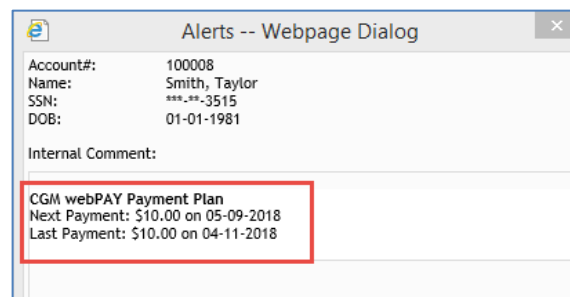
DMS or Word Document

CGM 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.



Alerts -- Webpage Dialog

Account#: 100008
Name: Smith, Taylor
SSN: ***-**-3515
DOB: 01-01-1981

Internal Comment:

CGM webPAY Payment Plan
Next Payment: \$10.00 on 05-09-2018
Last Payment: \$10.00 on 04-11-2018

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

CREDIT CARDS STORED ON THE PATIENT ACCOUNT

Add, Edit or Delete Credit Cards

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

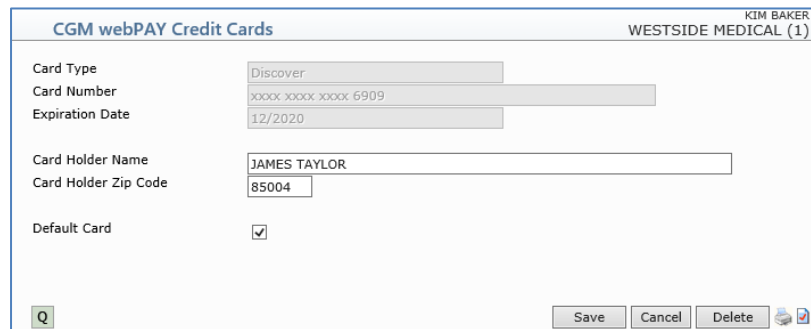
Upon accessing the Credit Card function, any previously saved **Credit Cards** will be listed for the patient including the **Card Type, Card Number, Expiration Date, Card Holder Name, Zip Code** and whether the card is set as the **Default Card** or not. To edit or delete a card, select the credit card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

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

Add, Edit or Delete Credit Cards (cont.)

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

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

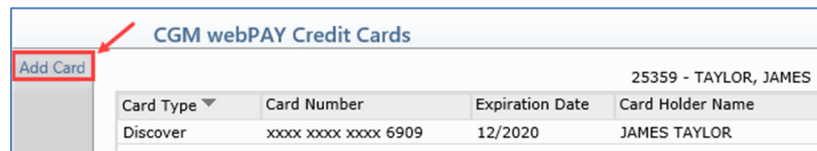


CGM webPAY Credit Cards KIM BAKER
WESTSIDE MEDICAL (1)

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

Q Save Cancel Delete

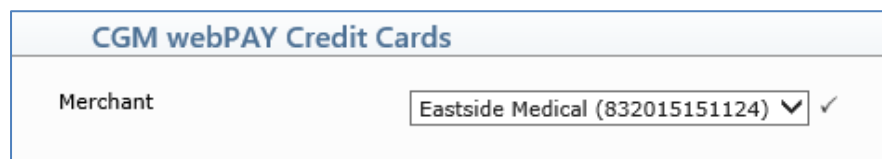
To add a new card, click **Add Card** in the Action Column.



CGM webPAY Credit Cards 25359 - TAYLOR, JAMES

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

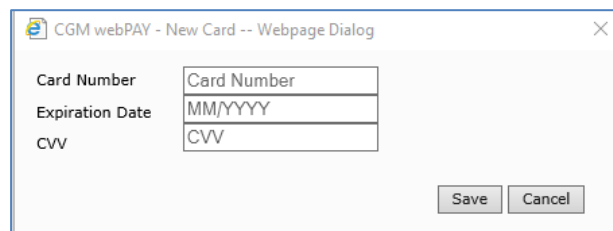
Select the **Merchant** from the Merchant list and click **Save**.



CGM webPAY Credit Cards

Merchant ✓

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



CGM webPAY - New Card -- Webpage Dialog

Card Number	<input type="text" value="Card Number"/>
Expiration Date	<input type="text" value="MM/YYYY"/>
CVV	<input type="text" value="CVV"/>

Save Cancel

Add, Edit or Delete Credit Cards (cont.)

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

CGM webPAY Credit Cards

Card Type:

Card Number:

Expiration Date:

Card Holder Name:

Card Holder Zip Code:

Default Card:

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

Click **Save**.

Report for the Default Credit Card Stored on Patient Accounts

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

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

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

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

TROUBLESHOOTING

No Credit Card Payment Receipt Received

You may encounter times where the payment receipt will not display after collecting the payment. This can happen for various reasons but typically it is due to Internet connection issues. If this does occur, you need to run the payment again using the same card and exact same amount to pick up the receipt response from the merchant, without double charging the payment. If the receipt still does not display, the payment will be stored as in Unposted Payments and will require additional steps to post.

Any unposted payments that you did not receive the payment receipt from the merchant, potentially means the payments may not have been collected for that transaction. You can easily identify these payments by reviewing the *Unposted Payments Summary screen* and looking for any CGM webPAY payments that do not display the 'Credit' link or the Printer icon next to the Amount.

Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Patient Balance	WP-Pmt Device	Pmt Dr	Loc	Last Service Date	Type of Service	Remarks
●	Check In/Out	23936	ANDERSON, ANDY	25.00	12-01-2021	Co-Payment	COPAY CREDIT CARD (CCC)	WP	-65.01		1	1	10-13-2021		
<small>This Co-Pay must be posted manually. No Charge posted for DOS and Dr.</small>															
	Payment Plan	26079	CULLEN, EDWARD	4.00	11-29-2021	ROA	Visa Payment (VISA)	WP	50.00				03-05-2021		Payment Plan
	Payment Entry	26240	SHELTON, BLAKE	1.00	11-19-2021	ROA	CREDIT CARD PMT (CC)	WP	11069.93				11-03-2021		

You can also print either the **Check In/Out Payment Journal** or the **Unposted Payments Journal**, which will print a 'Note' for any unposted payments that did not receive a payment receipt from the merchant.

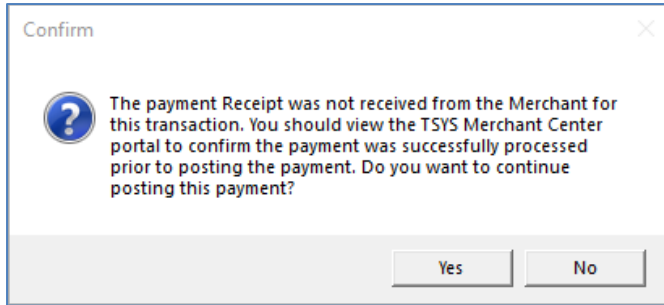
Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
23936	ANDERSON, ANDY	12-01-2021	COP	WP	CCC	25.00	1	1	1
NOTE: The payment Receipt was not received from the Merchant for this transaction. You should view the TSYS Merchant Center portal to confirm the payment was successfully processed prior to posting the payment.						Total Payments for 23936 - ANDERSON, ANDY	25.00*		
Grand Total of Payments						25.00**			

End of Report. Transactions/Journals/Unposted Payments Journal
Requested by MGR and completed at 2:25PM on Feb 23 2022

Prior to posting these payments, you should view the TSYS Merchant Center portal to confirm whether the payments were successfully processed or not. If a payment did not process, you will need to re-attempt to run the payment again (if patient credit card on file) or contact the patient to determine which method the patient would like to use to pay.

For those payments that were processed and are ready to post, click anywhere in the row to select the payment. When you click **Save** on the Payment Entry lead-in screen, you will receive a message asking you to confirm that you want to proceed with posting the payment.

No Credit Card Payment Receipt Received (cont.)



Click **Yes** to proceed with allocating and posting the payment.

After the payment has been posted, only the first part of the note will continue to print on the **Check In/Out Payment Journal, Transaction Journals to Excel-Payments** and the **Posted Payments Journal** to provide more history for the payment transaction.

Feb 23, 2022		EASTSIDE MEDICAL										Page 1
		Posted Payments Journal										
		From 02-07-2022 Through 02-07-2022										
ID#	Guarantor Name	Acct Date	Payment Code	Amount	Unapplied Amount	Date	Code	Description	Transaction Paid	DR	LC	Amount
26255	GEORGE, MICHELLE	02-07-22	CMC	-25.00	-25							
26485	FUELLING, DOLORES A	02-07-22	AMEX	-20.00	0	02-14-21	99215	OFFICE OUTPATIENT	1	1		20.00
				NOTE: The payment Receipt was not received from the Merchant for this transaction.								
Total Payments for 02-07-2022				-45.00*	-25.00*							
Grand total of Payments				-45.00**	-25.00**							
End of Report. Transactions/Journals/Payments												
Requested by MGR and completed at 2:36PM on Feb 23 2022												