



CompuGroup™
Medical

CGM webPAY

User Guide

August 2024

CGM webPAY™

Table of Contents

Notice	5
Introduction	6
CGM webPAY setup	7
CGM webPAY Integration Setup.....	7
eMEDIX eRESP Integration Setup	8
CGM webPAY Payment Plans - Patient Collections Integration Setup.....	9
Additional Payment Type Setup	10
Overview of Collecting Payments	11
Steps for Collecting Payments	11
Collecting Payments in Scheduling	12
Collecting Payments in Payment Entry	15
Types of Payment Methods	18
Device Collected Payment.....	18
Payment Method Saved on File.....	21
Credit Card Payment Manually Entered	23
Bank Account (ACH) Payment	25
Declined Payments	27
Declined Card Payments	27
Declined/Returned Bank Account (ACH) Payments	28
Transaction Receipt	29
Unposted CGM webPAY Payments.....	31
Unposted Payments Summary Screen	31
Void/Credit Unposted Payments.....	33
Void/Credit Posted Payments.....	37

Negative Payment	37
Reverse a Transaction.....	40
Reports for CGM webPAY Payments	43
Check In/Out Payment Journal.....	43
Unposted Payments Journal.....	45
Unposted Payments - Print to Excel	46
Daily Register to Excel	48
Transaction Journals to Excel (Payment).....	49
Using CGM webPAY for Payment Plans	50
How to Set up CGM webPAY in a Payment Plans.....	51
Manage Payment Plans	55
Payment Plan Alerts	56
Payment Methods Stored on the Patient Account.....	57
Add, Edit or Delete Payment Methods.....	57
Report for the Default Payment Method Stored on Patient Accounts	61
Payment Fields in the Payment Collection Window.....	62
CGM eMEDIX Payment Portal Payments	66
CGM eMEDIX Payment Portal Integration Setup	66
Processing & Viewing CGM eMEDIX PAYMENT PORTAL Payments	67
Unposted Payments - Processing Payment Portal Payments	67
Patient Transaction History - Viewing Payment Portal Payments	68
CGM webPRACTICE Reports for Payment Portal Payments.....	69
Unposted Payments Journal	69
Unposted Payments - Print to Excel.....	70
Daily Register to Excel	71



Transaction Journals to Excel (Payment) 72

CGM eMEDIX Report for Payment Portal Payments 73

NOTICE

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INTRODUCTION

CGM webPAY is an online payment solution integrated with eMEDIX and utilizes payment devices to offer keyed, swiped, tapped and chip credit and debit card processing. ACH, Card-not-present and wallet transactions, voids, and credits are processed within CGM webPRACTICE. Transactions are automatically stored in the *Unposted Payments* function and can be manually allocated or posted to a specific charge. Device settlement occurs automatically. In addition, you have access to the *eMEDIX Payment Portal* functionality which enables your patients to easily make credit card payments online when they receive a patient statement or collection letter.

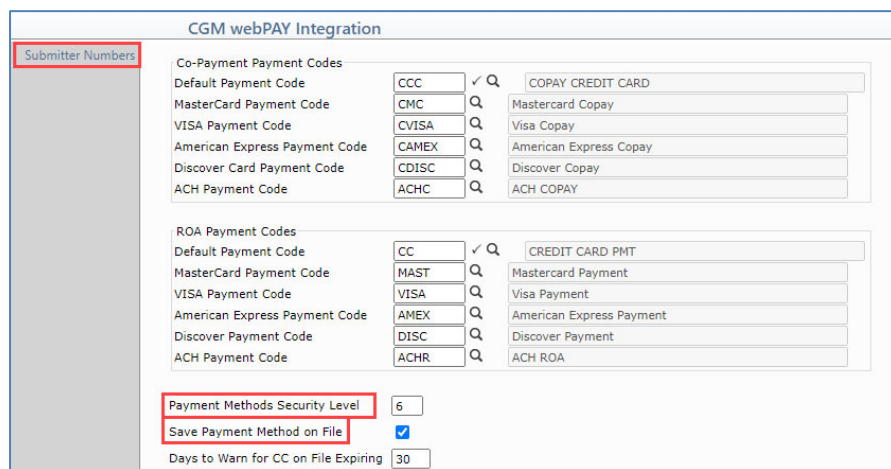
This manual provides instructions for using CGM webPAY within CGM webPRACTICE. It is intended for CGM webPRACTICE Users that are already experienced and trained in the basic functionality of CGM webPRACTICE. Only the functions specific to CGM webPAY are included in this manual and if you need instructions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

CGM WEBPAY SETUP

CGM webPAY Integration Setup

Prior to using CGM webPAY, you will need to access the *CGM webPAY Integration* function (*System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM webPAY > CGM webPAY Integration*) to define which Payment Codes you want to use and enter the Submitter Number(s) for CGM webPAY.

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



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

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

eMEDIX eRESP Integration Setup

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

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

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

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

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

CGM webPAY Payment Plans - Patient Collections Integration Setup

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

Patient Collections Integration

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

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

Additional Payment Type Setup

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

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

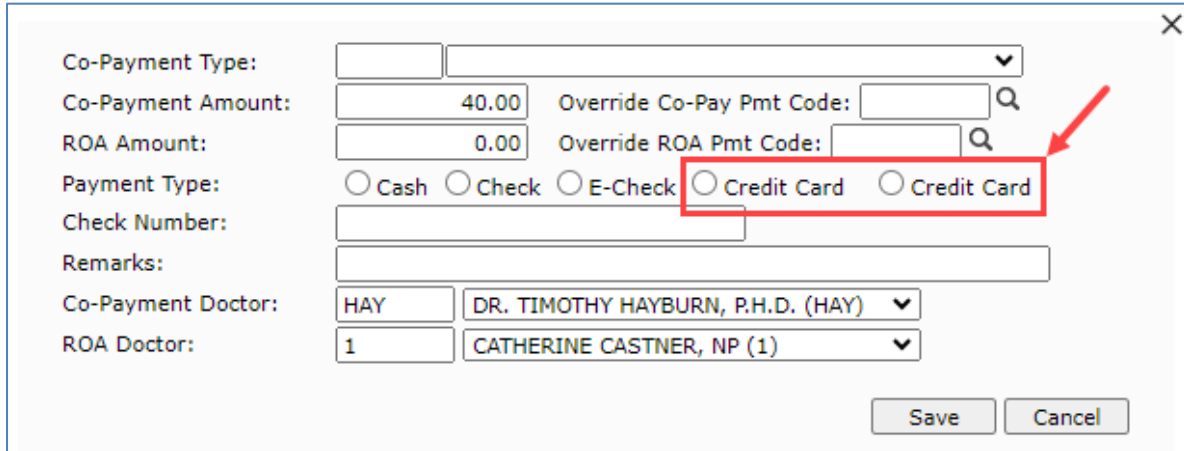
Additional Payment Type	
Payment Type Button Name	<input type="text" value="Credit Card"/>
Default Co-Pay Payment Code	<input type="text" value="CCC"/> <input type="button" value="Q"/> <input type="text" value="COPAY CREDIT CARD"/>
Default ROA Payment Code	<input type="text" value="CC"/> <input type="button"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

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

Co-Payment Type:	<input type="text" value=""/> <input type="button" value="v"/>	
Co-Payment Amount:	<input type="text" value="40.00"/>	Override Co-Pay Pmt Code: <input type="text" value=""/> <input type="button" value="Q"/>
ROA Amount:	<input type="text" value="0.00"/>	Override ROA Pmt Code: <input type="text" value=""/> <input type="button" value="Q"/>
Payment Type:	<input type="radio"/> Cash <input type="radio"/> Check <input type="radio"/> E-Check <input type="radio"/> CGM webPAY <input type="radio"/> Credit Card	
Check Number:	<input type="text"/>	
Remarks:	<input type="text"/>	
Co-Payment Doctor:	<input type="text" value="HAY"/>	<input type="text" value="DR. TIMOTHY HAYBURN, P.H.D. (HAY)"/> <input type="button" value="v"/>
ROA Doctor:	<input type="text" value="1"/>	<input type="text" value="CATHERINE CASTNER, NP (1)"/> <input type="button" value="v"/>
		<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Additional Payment Type (cont.)

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



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

OVERVIEW OF COLLECTING PAYMENTS

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

Steps for Collecting Payments

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

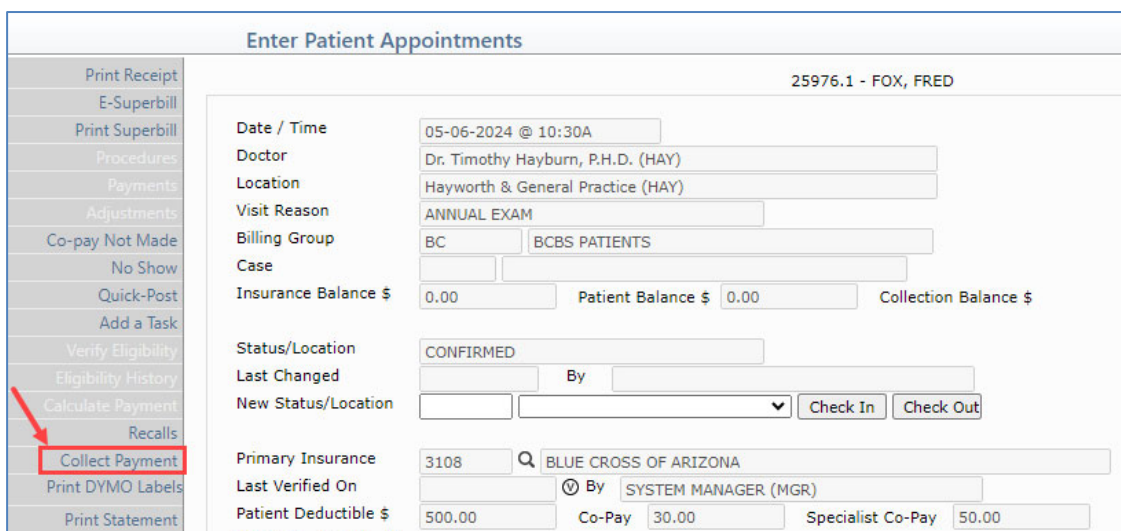
COLLECTING PAYMENTS IN SCHEDULING

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

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

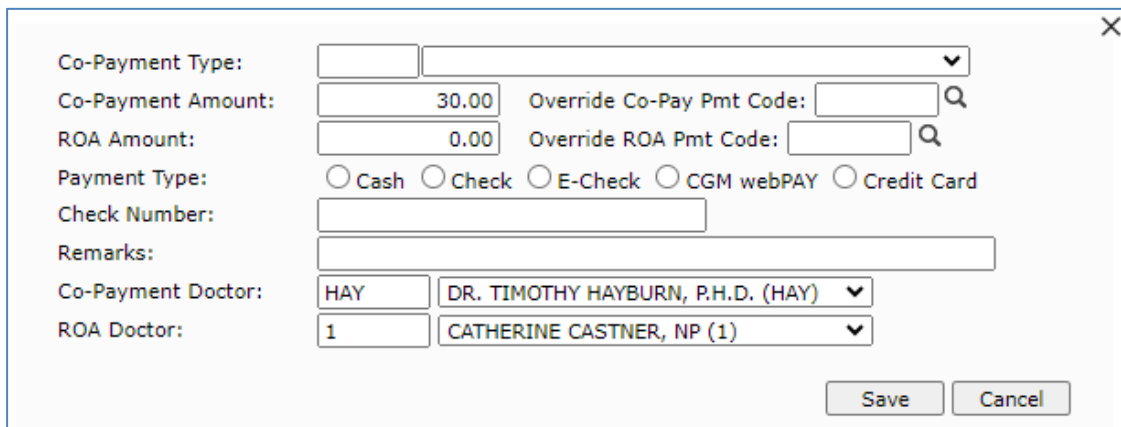
The instructions provided below show the payment collection process after you have accessed the patient account you want.

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



The screenshot shows the 'Enter Patient Appointments' window for patient 25976.1 - FOX, FRED. The left-hand menu includes options like 'Print Receipt', 'E-Superbill', 'Print Superbill', 'Procedures', 'Payments', 'Adjustments', 'Co-pay Not Made', 'No Show', 'Quick-Post', 'Add a Task', 'Verify Eligibility', 'Eligibility History', 'Calculate Payment', 'Recalls', 'Collect Payment' (highlighted with a red box and arrow), 'Print DYMO Labels', and 'Print Statement'. The main area contains appointment details such as Date/Time (05-06-2024 @ 10:30A), Doctor (Dr. Timothy Hayburn, P.H.D. (HAY)), Location (Hayworth & General Practice (HAY)), Visit Reason (ANNUAL EXAM), Billing Group (BC, BCBS PATIENTS), Insurance Balance (\$0.00), Patient Balance (\$0.00), and Collection Balance (\$0.00). There are also fields for Status/Location (CONFIRMED), Last Changed, New Status/Location, Primary Insurance (3108, BLUE CROSS OF ARIZONA), Last Verified On, Patient Deductible (\$500.00), Co-Pay (\$30.00), and Specialist Co-Pay (\$50.00).

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



The 'Collect Payment' dialog box contains the following fields:

- Co-Payment Type: [Dropdown menu]
- Co-Payment Amount: [Text box with value 30.00]
- Override Co-Pay Pmt Code: [Text box with search icon]
- ROA Amount: [Text box with value 0.00]
- Override ROA Pmt Code: [Text box with search icon]
- Payment Type: Cash Check E-Check CGM webPAY Credit Card
- Check Number: [Text box]
- Remarks: [Text box]
- Co-Payment Doctor: [Text box with value HAY] [Dropdown menu with value DR. TIMOTHY HAYBURN, P.H.D. (HAY)]
- ROA Doctor: [Text box with value 1] [Dropdown menu with value CATHERINE CASTNER, NP (1)]

Buttons: Save, Cancel

Collecting Payments in Scheduling (cont.)

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

Click **Save**.

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

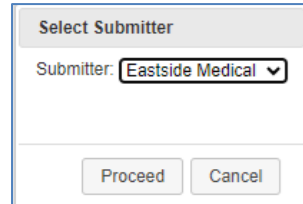
25976.1 - FOX, FRED

Date / Time	05-06-2024 @ 10:30A		
Doctor	Dr. Timothy Hayburn, P.H.D. (HAY)		
Location	Hayworth & General Practice (HAY)		
Visit Reason	ANNUAL EXAM		
Billing Group	BC	BCBS PATIENTS	
Case			
Insurance Balance \$	0.00	Patient Balance \$	0.00
		Collection Balance \$	
Status/Location	CONFIRMED		
Last Changed		By	
New Status/Location			<input type="button" value="Check In"/> <input type="button" value="Check Out"/>
Primary Insurance	3108	BLUE CROSS OF ARIZONA	
Last Verified On		By	SYSTEM MANAGER (MGR)
Patient Deductible \$	500.00	Co-Pay	30.00
		Specialist Co-Pay	50.00
Pat Co-Ins Liability %			
Authorization	<input type="button" value="v"/> <input type="button" value="?"/> <input type="button" value="X"/>		
Service Script	<input type="text"/> <input type="button" value="?"/>		

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
	05-06-2024	Co-Payment - MEDICAL CARE	30.00	CGM webPAY		HAY	

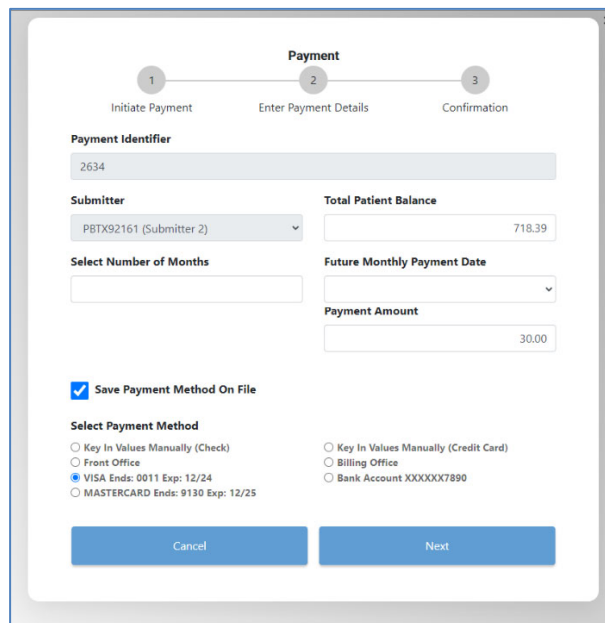
Collecting Payments in Scheduling (cont.)

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



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

The *CGM webPAY* window displays next.



The "Payment" window shows a three-step process: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation. The "Enter Payment Details" step is active. Fields include: Payment Identifier (2634), Submitter (PBTX92161 (Submitter 2)), Total Patient Balance (718.39), Select Number of Months, Future Monthly Payment Date, and Payment Amount (30.00). There is a checked checkbox for "Save Payment Method On File" and a "Select Payment Method" section with radio buttons for various options like "Key In Values Manually (Check)", "Front Office", "VISA", "MASTERCARD", "Key In Values Manually (Credit Card)", "Billing Office", and "Bank Account".

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

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

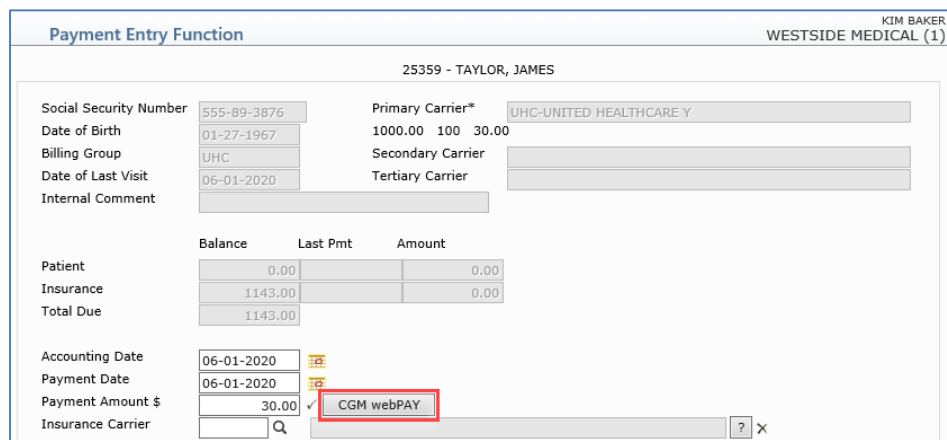
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	05-29-2020	Co-Payment - MEDICAL CARE	30.00	CGM webPAY		2	

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

COLLECTING PAYMENTS IN PAYMENT ENTRY

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

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



Payment Entry Function KIM BAKER
WESTSIDE MEDICAL (1)

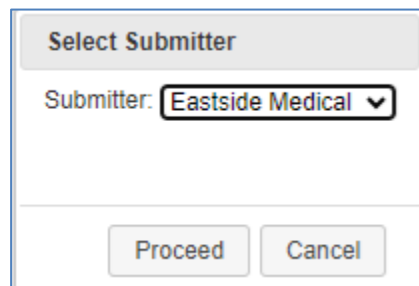
25359 - TAYLOR, JAMES

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

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

Accounting Date: 06-01-2020
 Payment Date: 06-01-2020
 Payment Amount \$: 30.00
 Insurance Carrier: [Search] **CGM webPAY** [?] x

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



Select Submitter

Submitter: **Eastside Medical** ▼

Proceed Cancel

Collecting Payments in Payment Entry (cont.)

The CGM webPAY window displays next.

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

After you have completed collecting the payment and printed the receipt, you have the option to allocate and post the payment, leave the payment unallocated and save it to the patient's account or click **Cancel** to leave the payment stored in *Unposted Payments*.

Payment Entry Function KIM BAKER
WESTSIDE MEDICAL (1)

25359 - TAYLOR, JAMES

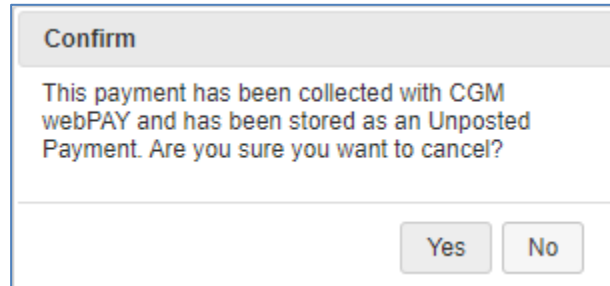
Patient Number:	25359	Balance Due:	1113.00
Patient Name:	TAYLOR, JAMES	Payment Amount:	30.00
Accounting Date:	06-01-2020	Denial Amount:	0.00
Primary Carrier*:	UHC-UNITED HEALTHCARE Y	Adjustment Amount:	0.00
Secondary Carrier:		Payment Remaining:	0.00
Tertiary Carrier:		Amount Allocated:	30.00

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	11030	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:

Collecting Payments in Payment Entry (cont.)

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



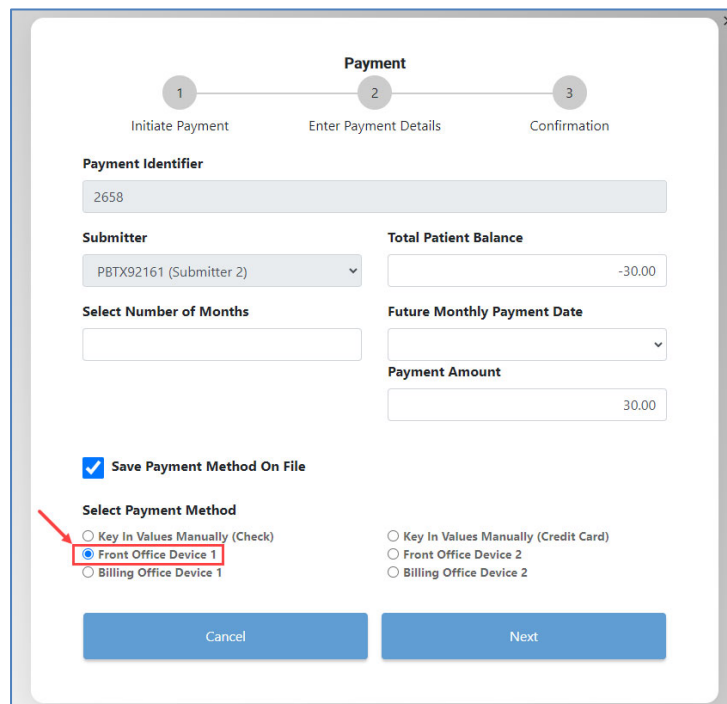
Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

TYPES OF PAYMENT METHODS

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

Device Collected Payment

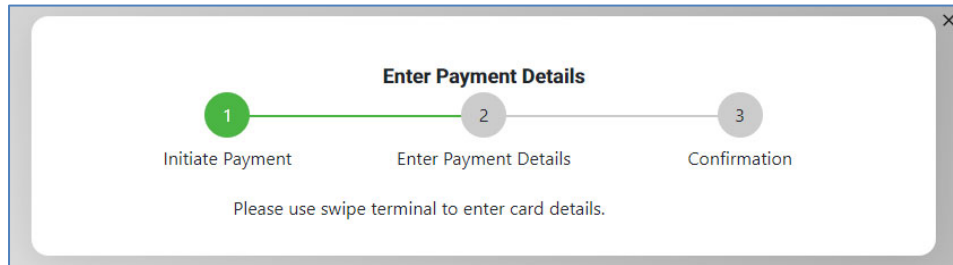
When the *CGM webPAY* window displays, select the payment device you want and click **Next**.



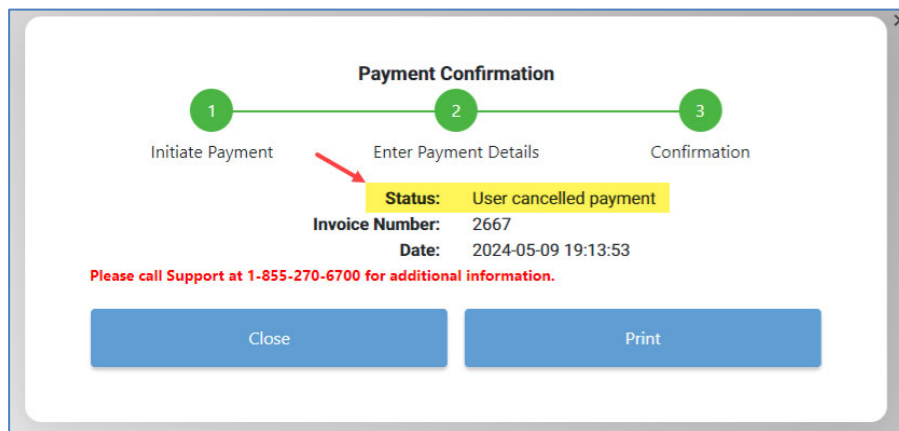
The **Payment Method** will default to the default card/account saved on file for the patient (if there is one). The **Payment Amount** will also default. If the **Save Payment Method on File** check box is selected in the *CGM webPAY Integration* function, this check box will already be selected and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

Device Collected Payment (cont.)

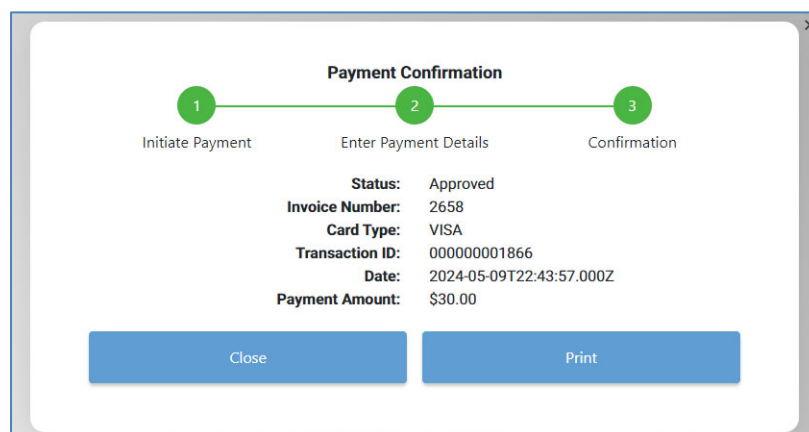
Swipe, tap or insert the card on the payment device.



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

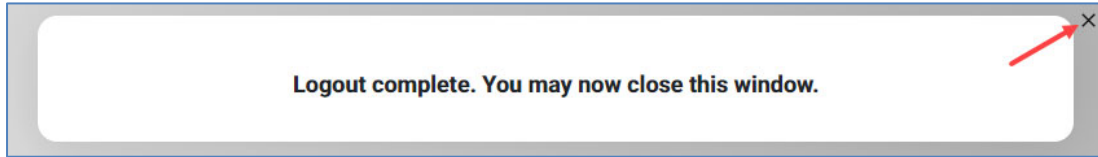


When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



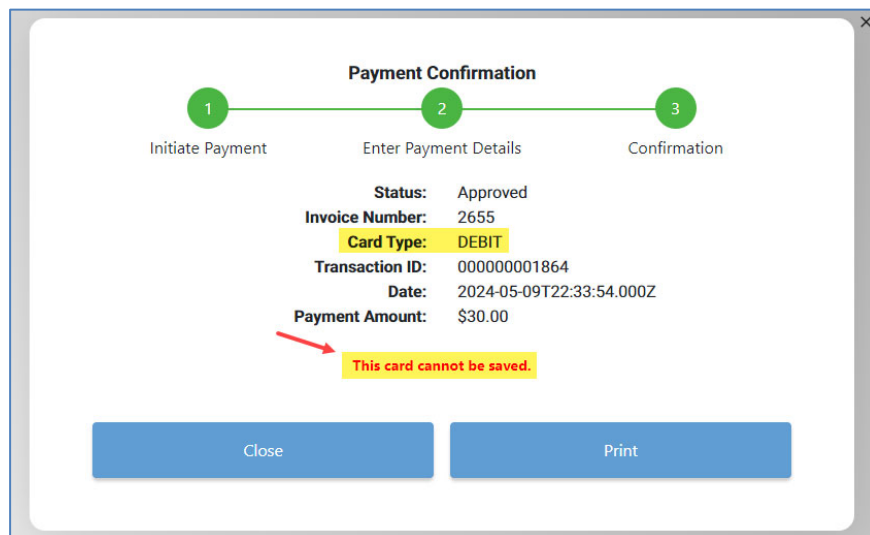
Device Collected Payment (cont.)

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



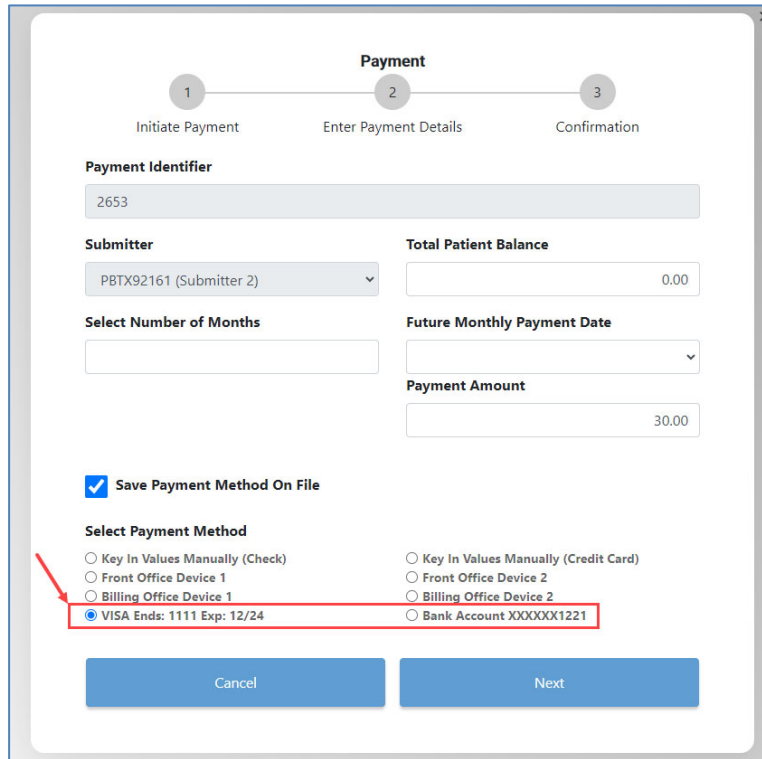
Proceed to the *Transaction Receipt* section for details on printing the receipt.

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

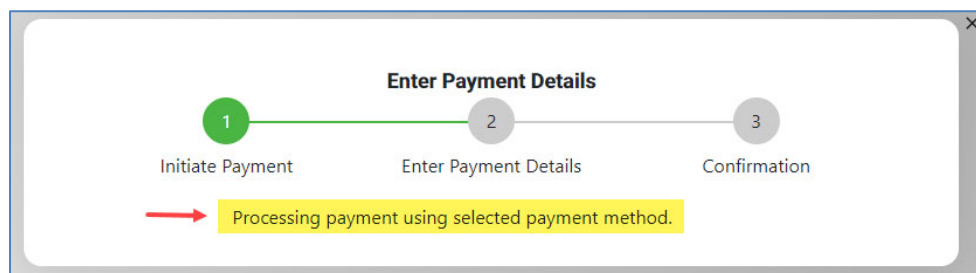


Payment Method Saved on File

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

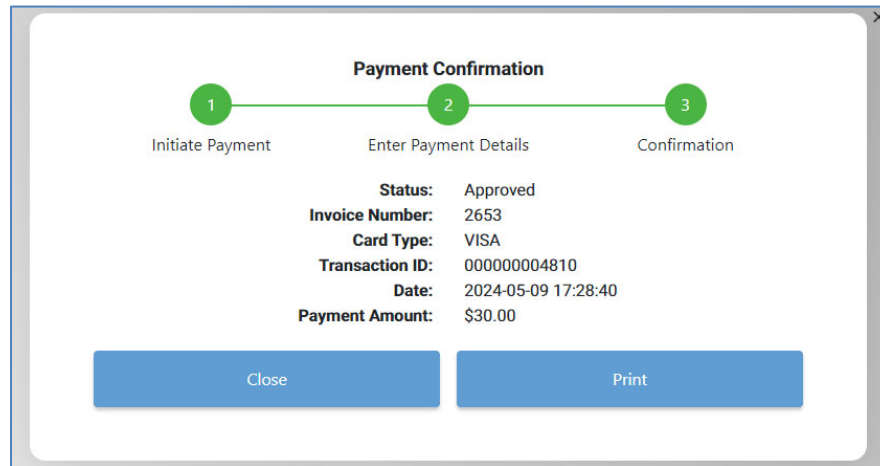


The message, processing payment using selected payment method will display.



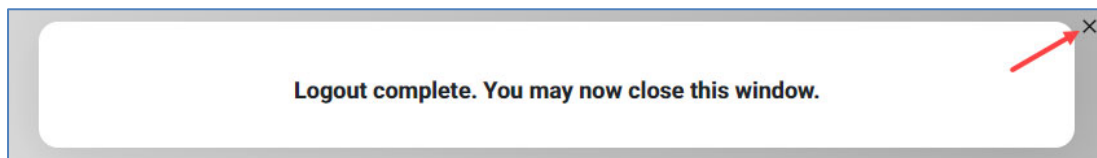
Payment Method Saved on File (cont.)

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



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

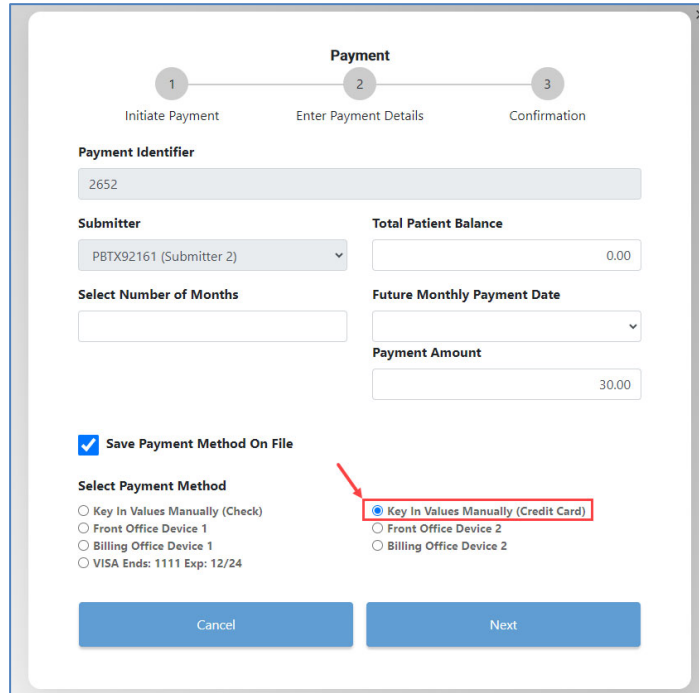
Click the **X** in the upper-right corner of the window.



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

Credit Card Payment Manually Entered

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

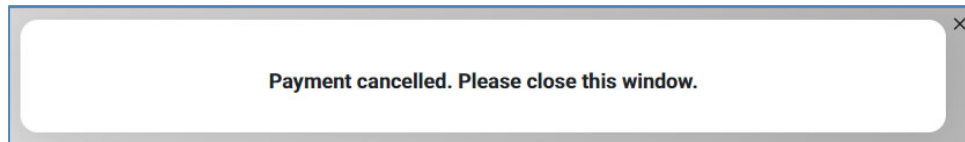


The screenshot shows a 'Payment' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains the following fields and options:

- Payment Identifier:** 2652
- Submitter:** PBTX92161 (Submitter 2)
- Total Patient Balance:** 0.00
- Select Number of Months:** (empty field)
- Future Monthly Payment Date:** (dropdown menu)
- Payment Amount:** 30.00
- Save Payment Method On File:**
- Select Payment Method:**
 - Key In Values Manually (Credit Card)
 - Key In Values Manually (Check)
 - Front Office Device 1
 - Billing Office Device 1
 - VISA Ends: 1111 Exp: 12/24
 - Front Office Device 2
 - Billing Office Device 2

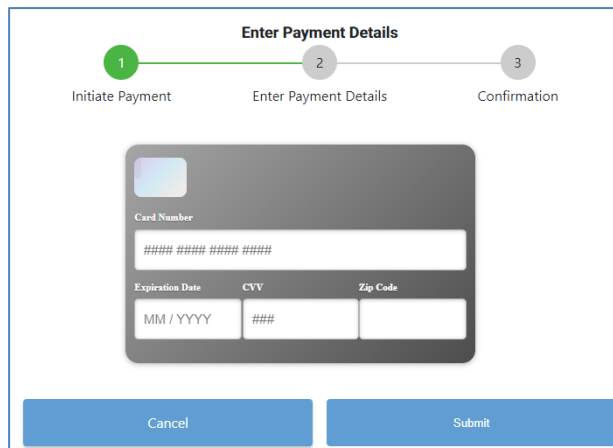
Buttons for 'Cancel' and 'Next' are located at the bottom.

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



The message box contains the text: **Payment cancelled. Please close this window.**

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



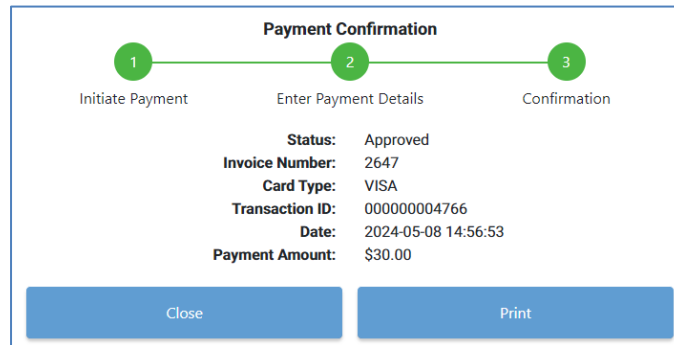
The screenshot shows the 'Enter Payment Details' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains the following fields:

- Card Number:** #####
- Expiration Date:** MM / YYYY
- CVV:** ###
- Zip Code:** #####

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

Credit Card Manually Entered (cont.)

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

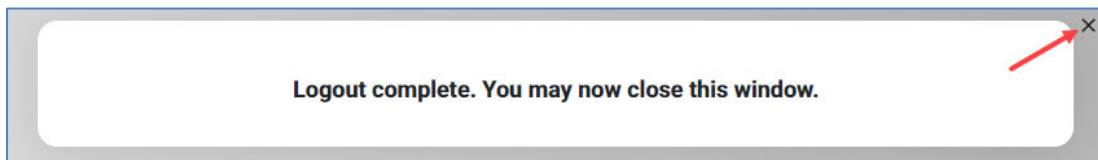


The screenshot shows a 'Payment Confirmation' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation. The current step is 3. Below the progress bar, the following payment details are displayed:

Status:	Approved
Invoice Number:	2647
Card Type:	VISA
Transaction ID:	000000004766
Date:	2024-05-08 14:56:53
Payment Amount:	\$30.00

At the bottom of the window, there are two blue buttons: 'Close' and 'Print'.

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

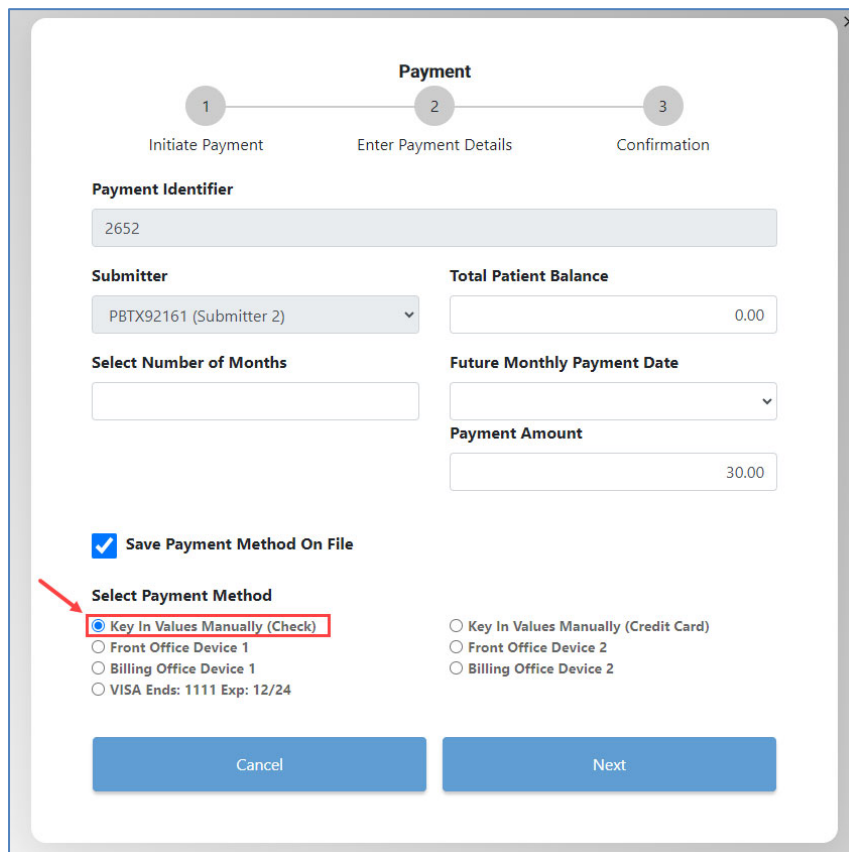


Proceed to the *Transaction Receipt* section for details on printing the receipt.

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

Bank Account (ACH) Payment

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



Payment

1 Initiate Payment 2 Enter Payment Details 3 Confirmation

Payment Identifier
2652

Submitter
PBTX92161 (Submitter 2) ▼

Total Patient Balance
0.00

Select Number of Months
[Empty Input Field]

Future Monthly Payment Date
[Dropdown Menu]

Payment Amount
30.00

Save Payment Method On File

Select Payment Method

Key In Values Manually (Check)

Key In Values Manually (Credit Card)

Front Office Device 1

Billing Office Device 1

VISA Ends: 1111 Exp: 12/24

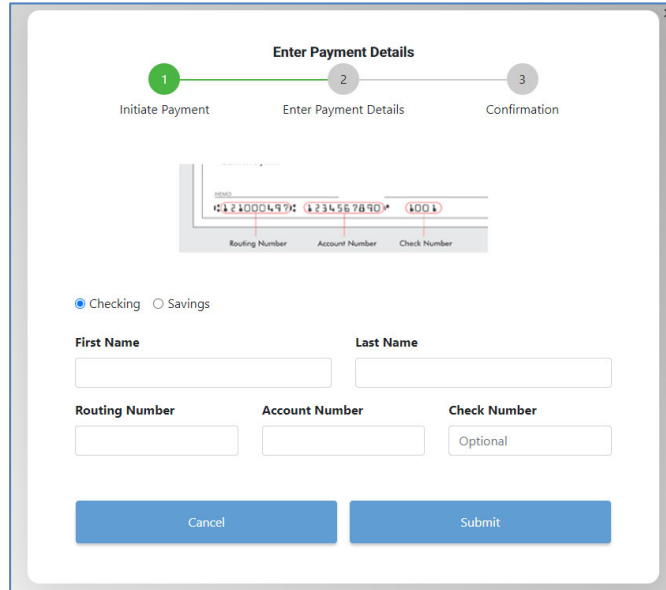
Front Office Device 2

Billing Office Device 2

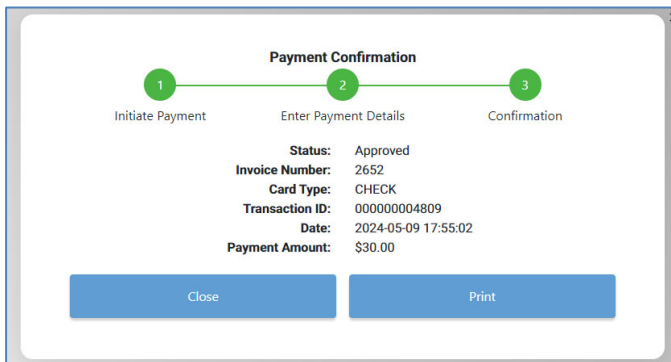
Cancel Next

Bank Account (ACH) Payment (cont.)

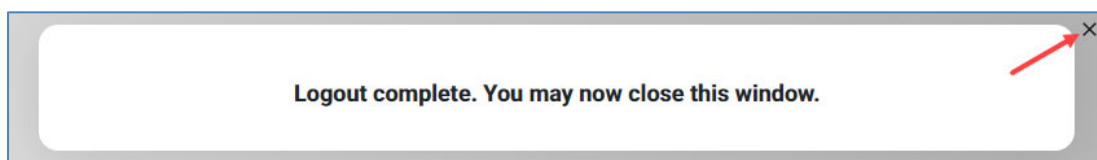
Enter the Bank Account information and click **Submit**.



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



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

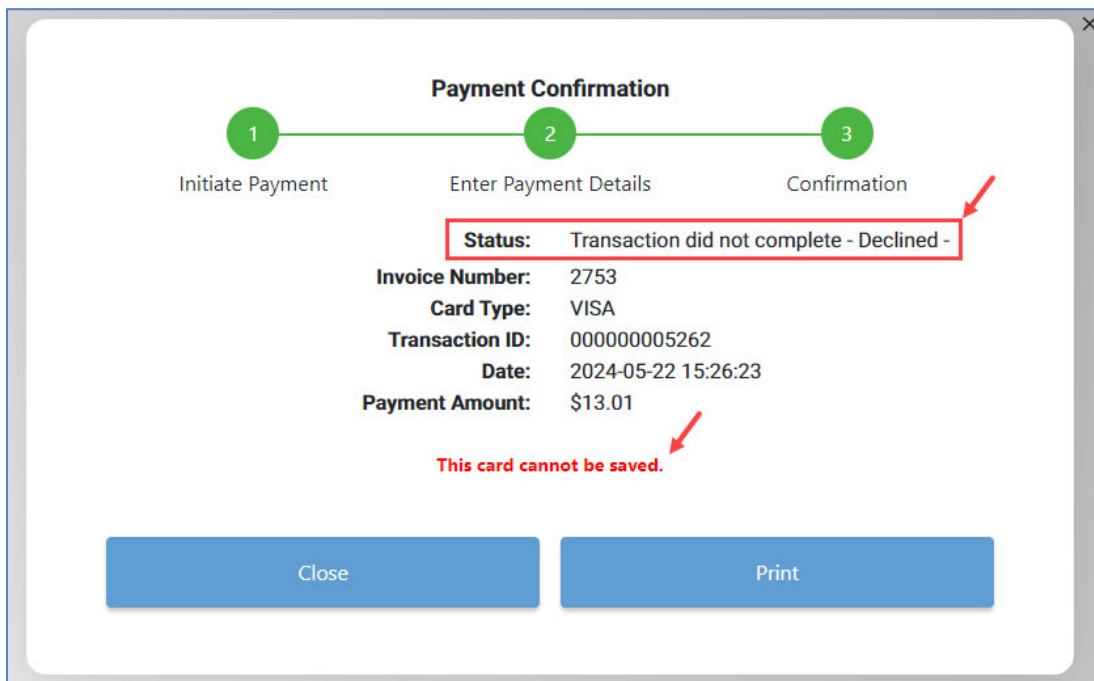


Proceed to the *Transaction Receipt* section for details on printing the receipt.

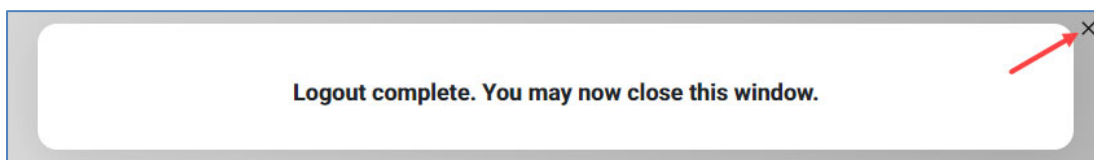
Declined Payments

Declined Card Payments

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



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



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

Declined/Returned Bank Account (ACH) Payments

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

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

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

Unposted Payments
SYSTEM MANAGER
Eastside Medical (1)

32293 - JONES, SAM

Social Security Number

Date of Birth

Billing Group

Date of Last Visit

Internal Comment

Primary Carrier*

Secondary Carrier

Tertiary Carrier

	Balance	Last Pmt	Amount
Patient	101.00	05-30-2024	200.00
Insurance	1297.79		0.00
Total Due	1398.79		

Case Record

Accounting Date

Payment Date

Payment Amount \$ CGM webPAY

Insurance Carrier

Primary Payment Secondary Payment Tertiary Payment

Payment Code

Adjustment Code

Check Number

ICN Number

Remarks

Date of Service Starting From Isolate

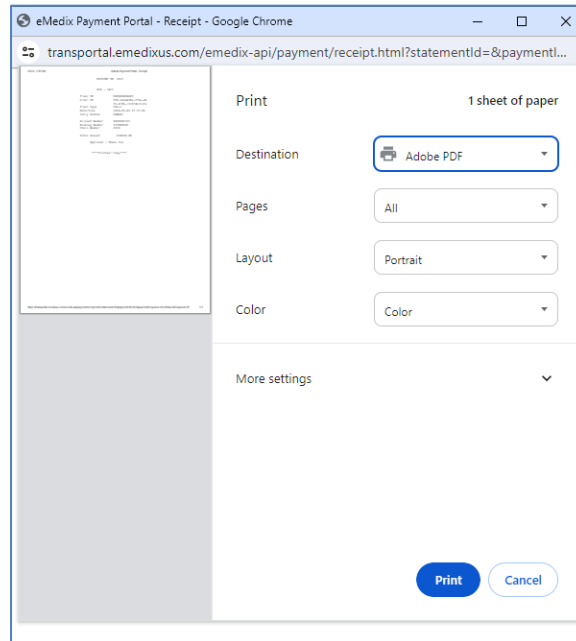
CGM webPAY: Check Returned on 06-09-2024

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

Transaction Receipt

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

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



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

```

PAYMENT ID: 2647

Batch #           000163
Trans ID          000000004766
Order ID          MER-714820f0-dd29-47
                  e4-b4d5-5250ce547573
Trans Type        Purchase
Date/Time         2024-05-08 14:56:53
Card Type         Visa
Card Number       XXXXXXXXXXXX1111
Entry Method      MANUAL
Approval Code     214532
AVS               Z
CVV               M

Total Amount      USD$30.00

Approved - Thank You

X _____
Cardholder Signature

Buyer agrees to pay total amount above
according to cardholder's agreement with
issuer.

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

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

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

```

PAYMENT ID: 2647

Batch #           000163
Trans ID          000000004766
Order ID          MER-714820f0-dd29-47
                  e4-b4d5-5250ce547573

Trans Type        Purchase
Date/Time         2024-05-08 14:56:53
Card Type         Visa
Card Number       XXXXXXXXXXXX1111
Entry Method      MANUAL
Approval Code     214532
AVS               Z
CVV               M

Total Amount      USD$30.00

Approved - Thank You

X _____
Cardholder Signature

Buyer agrees to pay total amount above
according to cardholder's agreement with
issuer.

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

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

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

Patient: 26702 - FOX, TABATHA
6589 S GLEN WAY
Phoenix, AZ 85026
(H)

A - All Cases
Insurance w/Doctor

Date of Service
From: Thru: Actions:

Acc/Date	Ser/Date	Case	Code	Description	Org/Amt Lc	Dr	Ins/Bal	Pat/Bal I	Img	Act
07-17-24	07-17-24	0	FF 99214	OV EST LEV 4	325.00 1	1		295.00 Y		<input type="checkbox"/>
07-17-24	07-17-24	0	VISA	Visa Payment	-30.00					<input type="checkbox"/>

UNPOSTED CGM WEBPAY PAYMENTS

Unposted Payments Summary Screen

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

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

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

Unposted Payments										SYSTEM MANAGER Eastside Medical (1)
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device
<input type="checkbox"/>	●	Check In/Out	25984.1	DEER, JULIA	50.00 Credit	06-06-2024	Co-Payment	WP-MASTERCARD COPAY (WPMC)	WP	
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>										
<input type="checkbox"/>	●	Check In/Out	25983.1	FOX, KRIS	20.00 Credit	06-04-2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP-Device	Front Office Device 1
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>										

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

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

Unposted Payments Summary Screen (cont.)

Action Column Buttons

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

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

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

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

- The check box column is not included.
- The icons in the status column are converted to Red, Yellow, Green.
- The error messages that display under the Patient name are not included.
- The CGM 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.

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

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

Unposted Payments										SYSTEM MANAGER Eastside Medical (1)
Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	
<input type="checkbox"/>	CGM eMEDIX Payment Portal	25511	HANSEN, TIFFANY	21.00	06-11-2024	ROA	Payment Portal - Visa (OLV)	PP		Credit
<input type="checkbox"/>	Check In/Out	25984.1	DEER, JULIA	50.00	06-06-2024	Co-Payment	WP-MASTERCARD COPAY (WPMC)	WP		Credit
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>										
<input type="checkbox"/>	Payment Entry	25977.1	FOX, SAM	20.00	06-06-2024	ROA	WP-MASTERCARD ROA (WPMCR)	WP		Credit
<input type="checkbox"/>	Check In/Out	25983.1	FOX, KRIS	20.00	06-04-2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP-Device	Front Office Device 1	Credit
<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>										

Payment Date:

Card/Account Type:

Card/Account Number:

Amount:

Credit Amount: **1**

Remarks:

Reason: **2**

3

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

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

Void/Credit Unposted Payments (cont.)

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

PAYMENT ID: 2701	
Batch #	000130
Trans ID	000000001993
Order ID	MER-d83a3fdf-ed92-4f b9-9472-ae622693eb80
Receipt #	I1397
Trans Type	Purchase
Clerk ID	123473
Date/Time	2024-05-15 12:43:20
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Method	MANUAL
Approval Code	010147
Total Amount	USD\$20.00
Approved - Thank You	
X	_____
	Cardholder Signature
Buyer agrees to pay total amount above according to cardholder's agreement with issuer.	
****Customer Copy****	

PAYMENT ID: 2701	
Batch #	000134
Trans ID	000000002045
Trans Type	Return
Date/Time	2024-05-17 17:12:35
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Method	MANUAL
Approval Code	010325
Total Amount	USD\$5.00
Approved - Thank You	
X	_____
	Signature
****Customer Copy****	

Void/Credit Unposted Payments (cont.)

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

Enter Patient Appointments

25977.1 - FOX, SAM

Date / Time	05-17-2024 @ 03:45P		
Doctor	Dr. Timothy Hayburn, P.H.D. (HAY)		
Location	Hayworth & General Practice (HAY)		
Visit Reason	POST OP		
Billing Group	BC	BCBS PATIENTS	
Case			
Insurance Balance \$	0.00	Patient Balance \$	-30.00
		Collection Balance \$	
Status/Location	CONFIRMED		
Last Changed		By	
New Status/Location			<input type="button" value="Check In"/> <input type="button" value="Check Out"/>
Primary Insurance	3108	BLUE CROSS OF ARIZONA	
Last Verified On		By	SYSTEM MANAGER (MGR)
Patient Deductible \$	500.00	Co-Pay	30.00
		Specialist Co-Pay	50.00
Pat Co-Ins Liability %			
Authorization	<input type="button" value="v"/> <input type="button" value="?"/> <input type="button" value="X"/>		
Service Script	<input type="button" value="?"/>		

Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	05-17-2024	Co-Payment	30.00	CGM webPAY		HAY	

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

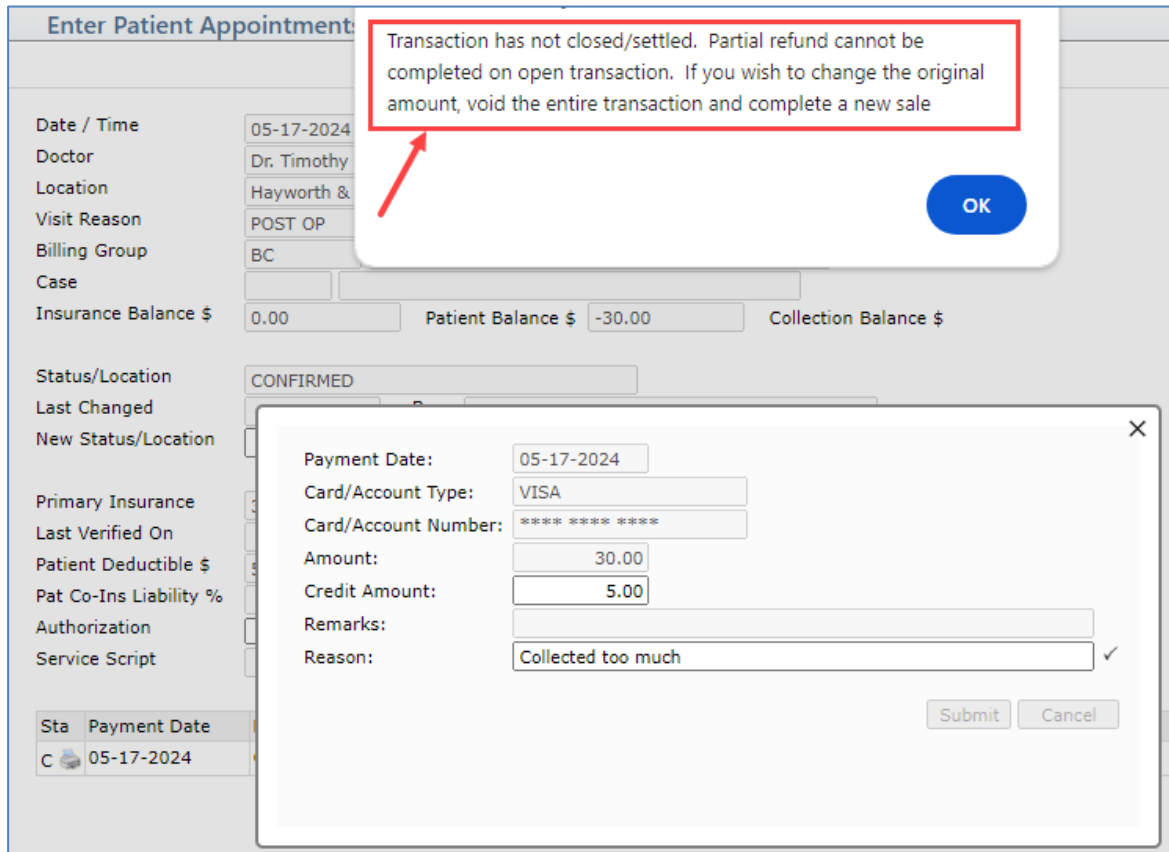
Payment Date:	<input type="text" value="05-17-2024"/>
Card/Account Type:	<input type="text" value="VISA"/>
Card/Account Number:	<input type="text" value="**** *"/>
Amount:	<input type="text" value="30.00"/>
Credit Amount:	<input type="text" value="5.00"/> 1
Remarks:	<input type="text"/>
Reason:	<input type="text" value="Collected too much"/> 2

3

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

Void/Credit Unposted Payments (cont.)

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



The screenshot shows the 'Enter Patient Appointment' form with the following fields:

Date / Time	05-17-2024
Doctor	Dr. Timothy
Location	Hayworth &
Visit Reason	POST OP
Billing Group	BC
Case	
Insurance Balance \$	0.00
Patient Balance \$	-30.00
Collection Balance \$	
Status/Location	CONFIRMED
Last Changed	
New Status/Location	
Primary Insurance	
Last Verified On	
Patient Deductible \$	
Pat Co-Ins Liability %	
Authorization	
Service Script	

An error message box is displayed with the text: "Transaction has not closed/settled. Partial refund cannot be completed on open transaction. If you wish to change the original amount, void the entire transaction and complete a new sale". A red arrow points to the message box. An "OK" button is visible in the bottom right of the message box.

A payment entry dialog box is also shown with the following fields:

Payment Date:	05-17-2024
Card/Account Type:	VISA
Card/Account Number:	**** * ****
Amount:	30.00
Credit Amount:	5.00
Remarks:	
Reason:	Collected too much ✓

Buttons for "Submit" and "Cancel" are located at the bottom right of the dialog box.

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

VOID/CREDIT POSTED PAYMENTS

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

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

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

Negative Payment

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

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

Payment Entry Function

25981.1 - DEER, GEORGE

Social Security Number: [] Primary Carrier: 3108-BLUE CROSS OF ARIZONA Y

Date of Birth: 06-20-1999 0.00 50.00

Billing Group: BC Secondary Carrier: []

Date of Last Visit: [] Tertiary Carrier: []

Internal Comment: []

	Balance	Last Pmt	Amount
Patient	-50.00	05-22-2024	50.00
Insurance	0.00		0.00
Total Due	-50.00		

Accounting Date: 05-30-2024

Payment Date: 05-30-2024

Payment Amount \$: -5.00 ✓ CGM webPAY

Insurance Carrier: []

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

From Payment Date: 12-02-2023 [] ✓ Search

Select the payment that you want to credit.

Payment Date	Code	Amount	Payment Card	Remarks
05-22-2024	WPCCR	\$50.00	AMERICAN EXPRESS ending in 0005	

Cancel

Negative Payment (cont.)

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

Payment Date:	05-22-2024
Card/Account Type:	AMERICAN EXPRESS
Card/Account Number:	XXXXXXXXXXXX0005
Credit Amount:	-5.00
Remarks:	Collected wrong amount

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

PAYMENT ID: 2754	
Batch #	000173
Trans ID	00000005269
Order ID	MER-db24081b-6925-47 2b-8f82-c94d34733be5
Trans Type	Purchase
Date/Time	2024-05-22 16:53:03
Card Type	American Express
Card Number	XXXXXXXXXXXX0005
Entry Method	MANUAL
Approval Code	784772
AVS	Z
CVV	M
Total Amount	USD\$50.00
Approved - Thank You	
X _____ Cardholder Signature	
Buyer agrees to pay total amount above according to cardholder's agreement with issuer.	
****Customer Copy****	
PAYMENT ID: 2754	
Batch #	000177
Trans ID	00000005318
Trans Type	Return
Date/Time	2024-05-30 15:03:41
Card Type	American Express
Card Number	XXXXXXXXXXXX0005
Entry Method	MANUAL
Approval Code	422553
Total Amount	USD\$5.00
Approved - Thank You	
X _____ Signature	
****Customer Copy****	

Negative Payment (cont.)

Next, the Payment Allocation screen displays, so you can apply the CGM 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.

Confirm

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

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

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

Payment Entry Function											SYSTEM MANAGER Eastside Medical (1)	
25981.1 - DEER, GEORGE												
Patient Number:	25981.1			Balance Due:				-45.00				
Patient Name:	DEER, GEORGE			Payment Amount:				-5.00				
Accounting Date:	05-30-2024			Denial Amount:				0.00				
Primary Carrier:	3108-BLUE CROSS OF ARIZONA \			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	
05-22-24	WPCCR		-50.00	0.00	-5.00			...	-45.00		<input type="checkbox"/>	

Reverse a Transaction

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

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

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

Reverse a Transaction					SYSTEM MANAGER Eastside Medical (1)
25976.1 - FOX, FRED					
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	05-17-2024	WPVSR		-30.00	Credit

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

Payment Date:

Card/Account Type:

Card/Account Number:

Credit Amount:

Reason:

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

Enter Patient Appointment

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

OK

Date / Time: 05-17-2024
 Doctor: Dr. Timothy
 Location: Hayworth &
 Visit Reason: POST OP
 Billing Group: BC
 Case:
 Insurance Balance \$: 0.00 Patient Balance \$: -30.00 Collection Balance \$:
 Status/Location: CONFIRMED
 Last Changed:
 New Status/Location:
 Primary Insurance:
 Last Verified On:
 Patient Deductible \$:
 Pat Co-Ins Liability %:
 Authorization:
 Service Script:

Sta: Payment Date: 05-17-2024

Payment Date:

Card/Account Type:

Card/Account Number:

Amount:

Credit Amount:

Remarks:

Reason:

Reverse a Transaction (cont.)

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

PAYMENT ID: 2720

Batch # 000134
 Trans ID 00000002044
 Order ID MER-362bead0-b8f2-4b04-8055-c7e808be1b42

Receipt # I1469
 Trans Type Purchase
 Clerk ID 123473
 Date/Time 2024-05-17 16:16:40
 Card Type Visa
 Card Number XXXXXXXXXXXX0011
 Entry Method MANUAL
 Approval Code 071452

Total Amount USD\$30.00

Approved - Thank You

X _____
 Cardholder Signature

Buyer agrees to pay total amount above according to cardholder's agreement with issuer.

****Customer Copy****

PAYMENT ID: 2720

Batch # 000143
 Trans ID 00000002166
 Trans Type Return
 Date/Time 2024-06-04 13:25:24
 Card Type Visa
 Card Number XXXXXXXXXXXX0011
 Entry Method MANUAL
 Approval Code 011416

Total Amount USD\$30.00

Approved - Thank You

X _____
 Signature

****Customer Copy****

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

Reverse a Transaction					SYSTEM MANAGER Eastside Medical (1)
25976.1 - FOX, FRED					
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	05-17-2024	WPVSR		-30.00	✔

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

25986.1 - RABBIT, BILLY

Procedure Code	<input type="text" value="WPVIS"/>
Date of Service	<input type="text" value="06-06-2024"/>
Diagnosis	<input type="text"/>
Original Amount	<input type="text" value="-50.00"/>
Unpaid Amount	<input type="text" value="-50.00"/>
Check Number	<input type="text"/>
Reversal Reason	<input type="text" value="collected in error"/> ✓

Reverse All Transactions for this Accounting Date

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

Reverse a Transaction					SYSTEM MANAGER Eastside Medical (1)
25986.1 - RABBIT, BILLY					
Transaction Type ▼	Accounting Date	Code	Patient Name	Amount	
Payment	06-06-2024	WPVIS		-50.00	✓
Payment	06-06-2024	WPVSR		-20.00	✓

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	<input checked="" type="checkbox"/>
Print in Patient Order	<input type="checkbox"/>
Print in Payment Code Order	<input type="checkbox"/>
Print in User Code Order	<input type="checkbox"/>
Print in Location Code Order	<input type="checkbox"/>
Print in Resp Doctor Order	<input type="checkbox"/>
Print in Dr Assigned to Pmt Order	<input type="checkbox"/>
Print Totals by	<input checked="" type="radio"/> Pmt Method <input type="radio"/> Pmt Type/Pmt Method
Summary Only	<input type="checkbox"/>
Print From Date	<input type="text" value="05-22-2024"/>
Print Through Date	<input type="text" value="05-22-2024"/>



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.

May 22, 2024		Eastside Medical								Page 1	
Check In/Out Payment Journal											
Sorted by Date and Totaled by Payment Method											
From 05-22-2024 Through 05-22-2024											
Acct	Patient Name	Date	Pmt Type	Pmt Method	Pmt Code	User Code	Loc Code	Date Posted	Check#	Amount	Different Amt Posted
25978.1	Rabbit, Fred E	05-22-2024	COP	WP	WPCKC	MGR	HAY			40.00	
25980.1	RABBIT, RUFUS	05-22-2024	COP	WP-Device	WPCC	MGR	HAY			40.00	
25979.1	RABBIT, SALLY	05-22-2024	COP	WP-Device	WPVIS	MGR	HAY			40.00	
25981.1	DEER, GEORGE	05-22-2024	COP	CK	CCK	MGR	HAY			50.00	
25977.1	FOX, SAM	05-22-2024	COP	WP	WPCKC	MGR	HAY			30.00	
25976.1	FOX, FRED	05-22-2024	COP	WP	WPMC	MGR	HAY			30.00	
Totals For Date - (05-22-2024) CK										50.00*	
Totals For Date - (05-22-2024) WP										100.00*	
Totals For Date - (05-22-2024) WP-Device										80.00*	
Grand Totals For Date - (05-22-2024)										230.00**	
Total # Patients:										6	
Grand Total for all Dates (CK)										50.00*	
Dates (WP)										100.00*	
Dates (WP-Device)										80.00*	
Grand Total # Patients:										230.00**	
Grand Total # Patients:										6	

End of Report. Schedule/Reports/Check In Out Payment Journal
Requested by MGR and completed at 3:41PM on May 22 2024

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 provide totals for each payment method.

Unposted Payments Journal

Print in Patient Order

Print in Payment Code Order

Print in User Code Order

Print in Date Order


Print in Location Order


Print in Resp Doctor Order

Print in Dr Assigned to Pmt Order

Print in Payment Method Order

Summary Only

Print From Date 

Print Through Date 

All CGM 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
May 23, 2024 Page 1									
Eastside Medical Unposted Payments Journal Sorted by Payment Method From 05-22-2024 Through 05-22-2024									
25981.1	DEER, GEORGE	05-22-2024	COP	CK	CCK	50.00	HAY	HAY	1
Total Payments for Payment Method CK						50.00*			
25976.1	FOX, FRED	05-22-2024	COP	WP	WPNC	30.00	HAY	HAY	1
25977.1	FOX, SAM	05-22-2024	COP	WP	WPCKC	30.00	HAY	HAY	1
25978.1	Rabbit, Fred E	05-22-2024	COP	WP	WPCKC	40.00	HAY	HAY	1
25981.1	DEER, GEORGE	05-22-2024	ROA	WP	WPCCR	50.00			1
Total Payments for Payment Method WP						150.00*			
25966	KELLER, CHRIS	05-22-2024	ROA	WP-Device	WPVSR	40.00			1
25979.1	RABBIT, SALLY	05-22-2024	COP	WP-Device	WPVIS	40.00	HAY	HAY	1
25980.1	RABBIT, RUFUS	05-22-2024	COP	WP-Device	WPCC	40.00	HAY	HAY	1
Total Payments for Payment Method WP-Device						120.00*			
Grand Total of Payments						320.00**			
End of Report. Transactions/Journals/Unposted Payments Journal Requested by MGR and completed at 12:57PM on May 23 2024									

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.

Status	Source	Account	Patient Name	Amount	Credit	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device
<input type="checkbox"/>	Check In/Out	25980.1	RABBIT, RUFUS <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	40.00	Credit	05-22-2024	Co-Payment	WP-CC COPAY (WPCC)	WP-Device	Front Office Device 1
<input type="checkbox"/>	Check In/Out	25979.1	RABBIT, SALLY <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	40.00	Credit	05-22-2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP-Device	Front Office Device 1
<input type="checkbox"/>	Payment Entry	25966	KELLER, CHRIS	40.00	Credit	05-22-2024	ROA	WP-VISA ROA (WPVSR)	WP-Device	Front Office Device 1
<input type="checkbox"/>	Payment Entry	25981.1	DEER, GEORGE	50.00	Credit	05-22-2024	ROA	WP-CREDIT CARD ROA (WPCCR)	WP	
<input type="checkbox"/>	Check In/Out	25978.1	RABBIT, FRED E <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	40.00	Credit	05-22-2024	Co-Payment	WP-ACH CK COPAY (WPCKC)	WP	
<input type="checkbox"/>	Check In/Out	25977.1	FOX, SAM <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	30.00	Credit	05-22-2024	Co-Payment	WP-ACH CK COPAY (WPCKC)	WP	
<input type="checkbox"/>	Check In/Out	25976.1	FOX, FRED <i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>	30.00	Credit	05-22-2024	Co-Payment	WP-MASTERCARD COPAY (WPMC)	WP	

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:

Location:

Begin with Payment Date:

End with Payment Date:

Source:

Payment Type: ROA Co-Payment All

Payment Method: CGM webPAY - Device (WP-Device)

WP-Pmt Device:

Payment Code:

Status:

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
1	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device	Pmt Dr	Loc
2	Red	Check In/Out	25980.1	RABBIT, RUFUS	40	5/22/2024	Co-Payment	WP-CC COPAY (WPCC)	WP-Device	Front Office Device 1	HAY	HAY
3	Red	Check In/Out	25979.1	RABBIT, SALLY	40	5/22/2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP-Device	Front Office Device 1	HAY	HAY
4				Total:	80							
5												
6		Payment Entry	25966	KELLER, CHRIS	40	5/22/2024	ROA	WP-VISA ROA (WPVSR)	WP-Device	Front Office Device 2		
7				Total:	40							
8												
9	Filter Applied: Payment Method = 'CGM webPAY Device', Payment Date 05-22-2024 - 05-22-2024											
10	End of Report. Transactions/Unposted Payments											
11	Requested by MGR and completed at 1:07PM on May 23 2024											
12												



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

Print by Accounting Date Service Date

Print from date

Print through date

Print from list

Batch Number

Default Last Batch

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	Eastside Medical																			
2	Daily Register to Excel																			
3	From 05-22-2024 Through 05-22-2024																			
4	Sorted by Accounting Date																			
5	Acct Date	Service Date	Actual Date/Time Posted	Acct#	Patient	Guarantor	Code	Description	CGMwebPAY	Per Dr	Ins Dr	Ref Dr	Loc	Billing Group	Ins Carrier	Charge	Adjustment	Payment	Balance	
6	5/22/2024	5/22/2024	5/23/2024 13:17	25966	KELLER, CHRIS	KELLER, CHRIS	99214	OFFICE/OUTPATIENT VISIT EST		1	1	0	OFF	AET	AET	124			84	
7	5/22/2024	5/22/2024	5/23/2024 13:17	25966	KELLER, CHRIS	KELLER, CHRIS	WPVSR	WP-VISA ROA	WP-Device (Front Office Device 1)	1	1	0	OFF	AET					-40	84
8	5/22/2024	5/22/2024	5/23/2024 13:18	25977.1	FOX, SAM	FOX, SAM	99214	OFFICE/OUTPATIENT VISIT EST		1	1	0	PIMA	BC	3108	124			64	
9	5/22/2024	5/22/2024	5/23/2024 13:18	25977.1	FOX, SAM	FOX, SAM	WPCKC	WP-ACH CK COPAY	WP	1	1	0	PIMA	BC	3108				-30	64
10	5/22/2024	5/22/2024	5/23/2024 13:16	25979.1	RABBIT, SALLY	RABBIT, SALLY	99214	OFFICE/OUTPATIENT VISIT EST		1	1	0	OFF	BC	3108	124			84	
11	5/22/2024	5/22/2024	5/23/2024 13:16	25979.1	RABBIT, SALLY	RABBIT, SALLY	WPVIS	WP-VISA COPAY	WP-Device (Front Office Device 1)	1	1	0	OFF	BC	3108				-40	84
12	5/22/2024	5/22/2024	5/23/2024 13:15	25980.1	RABBIT, RUFUS	RABBIT, RUFUS	99214	OFFICE/OUTPATIENT VISIT EST		1	1	0	OFF	BC	3108	124			84	
13	5/22/2024	5/22/2024	5/23/2024 13:16	25980.1	RABBIT, RUFUS	RABBIT, RUFUS	WPCC	WP-CC COPAY	WP-Device (Front Office Device 1)	1	1	0	OFF	BC	3108				-40	84
14	End of Report. Transactions/Journals/Daily Register to Excel																			
15	Requested by MGR and completed at 12:23PM on Jun 03 2024																			
16																				


Transaction Journals to Excel (Payment)


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

Transaction Journals To Excel


Journal to Print Procedure Payment Adjustment

Transaction Journals to Excel

Print from date: 

Print Through Date: 

Print By: Accounting Date Service Date

Batch Number: 

Default Last Batch:

Print from List:

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

	A	B	C	D	E	F	G	H	I	J	K
1	3-Jun-24										
2	Eastside Medical										
3	Transaction Journals to Excel - Payments										
4	From Accounting Date 05-22-2024 Through 05-22-2024										
5	Batch #	User	Acct #	Guarantor Name	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Time Posted	Code	Pmt Amount	CGM webPAY
6		MGR	25980.1	RABBIT, RUFUS	5/22/2024	5/22/2024	5/23/2024	01:16PM	WPCC	-40	WP-Device (Front Office Device 1)
7		MGR	25979.1	RABBIT, SALLY	5/22/2024	5/22/2024	5/23/2024	01:16PM	WPVIS	-40	WP-Device (Front Office Device 1)
8		MGR	25966	KELLER, CHRIS	5/22/2024	5/22/2024	5/23/2024	01:17PM	WPVSR	-40	WP-Device (Front Office Device 1)
9		MGR	25977.1	FOX, SAM	5/22/2024	5/22/2024	5/23/2024	01:18PM	WPCKC	-30	WP
10	End of Report. Transactions/Journals/Transaction Journals to Excel										
11	Requested by MGR and completed at 12:49PM on Jun 03 2024										
12											

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 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

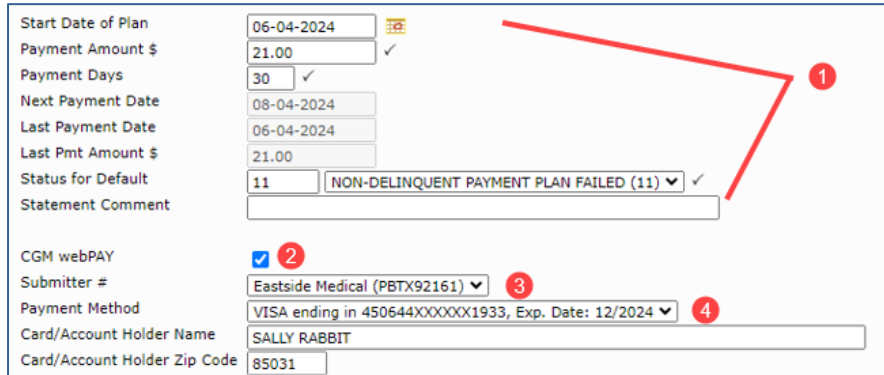
Accessed the *Non-Delinquent Payment Plan* function (*Collections > Patient Collections > Non-Delinquent Payment Plan > Select Patient*)

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

Start Date of Plan	<input type="text" value="08-07-2024"/>	
Payment Amount \$	<input type="text"/>	✓
Payment Days	<input type="text"/>	✓
Next Payment Date	<input type="text"/>	
Last Payment Date	<input type="text" value="04-20-2023"/>	
Last Pmt Amount \$	<input type="text" value="1.00"/>	
Status for Default	<input type="text" value="11"/>	<input type="text" value="NON-DELINQUENT PAYMENT PLAN FAILED (11)"/> ✓
Statement Comment	<input type="text"/>	
CGM webPAY	<input type="checkbox"/>	
Submitter #	<input type="text"/>	
Payment Method	<input type="text"/>	
Card/Account Holder Name	<input type="text"/>	
Card/Account Holder Zip Code	<input type="text"/>	

How to Set up CGM webPAY in a Payment Plans

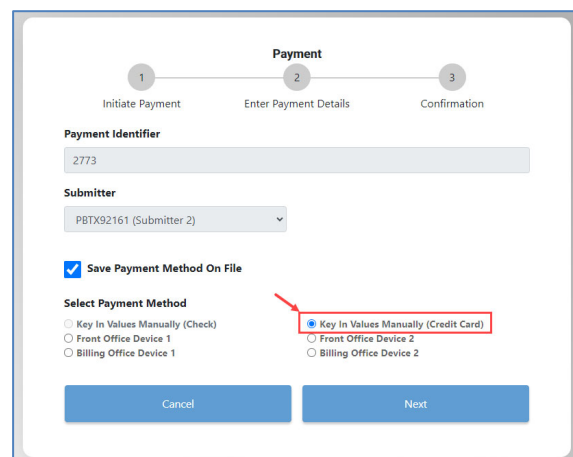
Perform the following steps to set up CGM webPAY in a payment plan:



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

- Start Date of Plan: 06-04-2024
- Payment Amount \$: 21.00
- Payment Days: 30
- Next Payment Date: 08-04-2024
- Last Payment Date: 06-04-2024
- Last Pmt Amount \$: 21.00
- Status for Default: 11 (NON-DELINQUENT PAYMENT PLAN FAILED (11))
- Statement Comment: (empty)
- CGM webPAY: (Callout 2)
- Submitter #: Eastside Medical (PBTX92161) (Callout 3)
- Payment Method: VISA ending in 450644XXXXXX1933, Exp. Date: 12/2024 (Callout 4)
- Card/Account Holder Name: SALLY RABBIT
- Card/Account Holder Zip Code: 85031

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



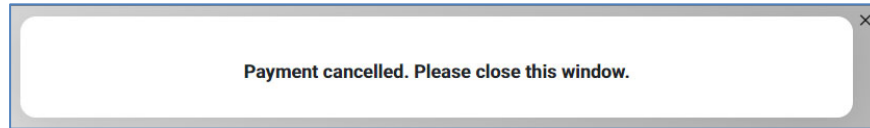
The screenshot shows the 'Payment' window with three steps: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation. The 'Enter Payment Details' step is active. The fields are as follows:

- Payment Identifier: 2773
- Submitter: PBTX92161 (Submitter 2)
- Save Payment Method On File:
- Select Payment Method:
 - Key In Values Manually (Credit Card) (Callout 1)
 - Key In Values Manually (Check)
 - Front Office Device 1
 - Billing Office Device 1
 - Front Office Device 2
 - Billing Office Device 2

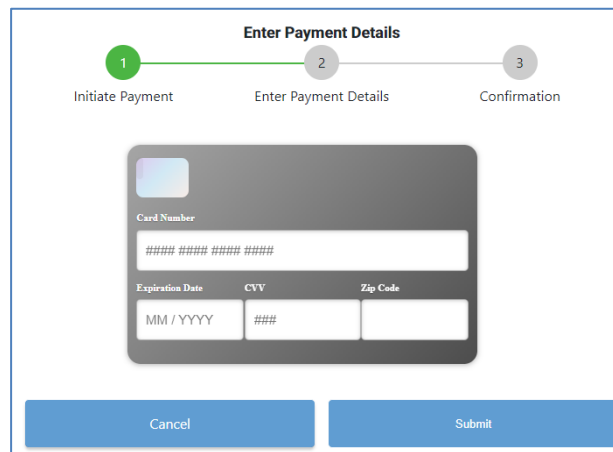
Buttons: Cancel, Next

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

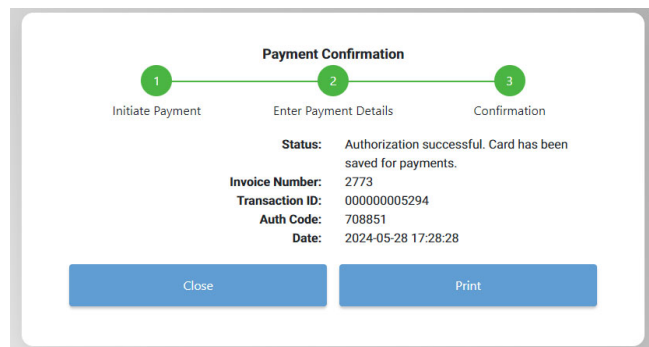
If you click **Cancel**, the following message will display. Click the **X** in the upper right corner to close the window.



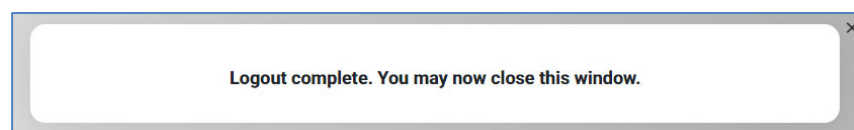
Enter the card information and click **Submit**.



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



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



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

The New card information displays in the **Payment Method** field and the Guarantor's Name and Zip Code will be populated for the **Card/Account Holder Name** and **Card/Account Holder Zip Code** fields. **Note:** When you add a new card, it is automatically set to be the **Default Card** on the patient's account. Click **Save**.

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

After you save a CGM webPAY Payment Plan and access *Work Accounts*, the **Payment Plan** column will display **Yes - CGM webPAY**.

Work Accounts SYSTEM MANAGER
Eastside Medical (1)

*** Filter Applied ***
(Patient Balances > \$0.00)

Acct	Name	Status	Dr	Loc	Grp	Patient Balance	Wrk	Last Statement	Last Personal Payment	Last Visit	Payment Plan	Next Payment Date
25980.1	RABBIT, RUFUS	10	1	OFF	BC	84.00	Y			05-22-2024	Yes - CGM webPAY	06-21-2024
25977.1	FOX, SAM	10	1	PIMA	BC	64.00	Y		05-09-2024 Paid \$30.00	05-22-2024	Yes - CGM webPAY	06-28-2024
21	WHITLEY, BARBARA	6	1		P-F	1626.78	N	01-21-2019	09-06-2018 Paid \$5.00	12-04-2013	Yes - CGM webPAY	06-03-2024
20	WRIGHT, THELMA	6	APL	INS		2735.35	N	07-12-2023	04-22-2024 Paid \$7.00	04-01-2014	Yes - CGM webPAY	06-03-2024
19	CLIFT, VICKIE	6	1	INS		123.50	N	07-12-2023	09-02-2022 Paid \$6.00	08-19-2013	Yes - CGM webPAY	06-08-2024
18	HAGLER, GERALD	6	1	INS		804.11	N	07-12-2023	09-02-2022 Paid \$4.00	04-15-2015	Yes - CGM webPAY	06-08-2024
204892	MCDUGALL, RUSSELL	5	1	1	UHC	1420.86	N	07-12-2023		03-09-2015	Yes	06-03-2024
201334	WNIROSKI, TONEY	6	1	1	UHC	378.75	N	06-20-2022		03-09-2015	Yes	05-27-2024

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

Work Accounts SYSTEM MANAGER
Eastside Medical (1)

Patient Name:	FOX, SAM (25977.1)	Home Ph. / Work Ph.:	/
Guarantor Name:	FOX, SAM	Billing Group:	BCBS PATIENTS (BC)
Internal Comment:		Primary Carrier:	3108-BLUE CROSS OF ARIZONA Y
Last Statement:		Secondary Carrier:	
Statement Comment:		Tertiary Carrier:	
Last Ins Pmt:		Send Statement:	Y
Last Per Pmt:	\$30.00 on 05-09-2024	Last Visit:	05-22-2024
Collection Status:	NON-DELINQUENT PAYMENT PLAN (10)	Payment Plan:	Yes - CGM webPAY
Next Letter:		Work Status:	Worked

	Balance	Current	30	60	90	120	150
Patient:	64.00	64.00	0.00	0.00	0.00	0.00	0.00
Insurance:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total:	64.00	64.00	0.00	0.00	0.00	0.00	0.00

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

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	04-03-2018	
Payment Amount \$	4.00	✓
Payment Days	30	✓
Next Payment Date	06-08-2024	
Last Payment Date	09-02-2022	
Last Pmt Amount \$	4.00	
Status for Default	6	PAYMENT PLAN FAILED (6) ✓
Statement Comment		
CGM webPAY	<input checked="" type="checkbox"/>	
Payment Method	Visa ending in 5439, Exp. Date: 12/2020	
Card/Account Holder Name		
Card/Account Holder Zip Code		

Payment Attempt on 05/22/2024 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**.

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)
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM webPAY	
25980.1	RABBIT, RUFUS	05-22-2024	06-21-2024	10.00		0.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes	
25977.1	FOX, SAM	05-29-2024	06-28-2024	20.00	05-09-2024	30.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes	
18	HAGLER, GERALD	04-03-2018	06-08-2024	4.00	09-02-2022	4.00	30	PAYMENT PLAN FAILED (6)	Yes	
Payment Attempt on 05/22/2024 failed: Insufficient Funds										

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

Manage Payment Plans										SYSTEM MANAGER Eastside Medical (1)
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM webPAY	
25979.1	RABBIT, SALLY	06-04-2024	08-04-2024	21.00	06-04-2024	21.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes	
Payment Plan requested via CGM webPAY Payment window on 06-04-2024 11:55:27 by SYSTEM MANAGER. Payments of \$21.00 to be collected on the 1st day of the month using VISA.										
25977.1	FOX, SAM	05-29-2024	06-28-2024	47.00	06-06-2024	37.60	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes	
25511	HANSEN, TIFFANY			0.00	06-27-2024	11.00			No	
Payment Plan requested via eMEDIX Payment Portal by patient on 06-19-2024 14:26:30. Payments of \$867.09 to be collected on the 1st day of the month using VISA.										

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 ...

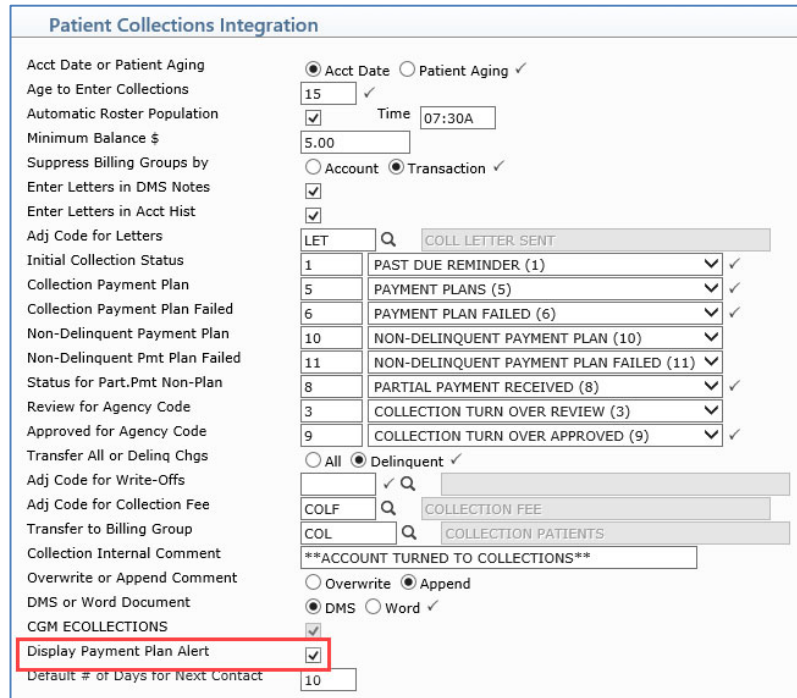
Plan Type CGM webPAY Non-CGM webPAY All

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 delinquent or non-delinquent payment plan payment plan set up. 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 or Append Comment: Overwrite Append

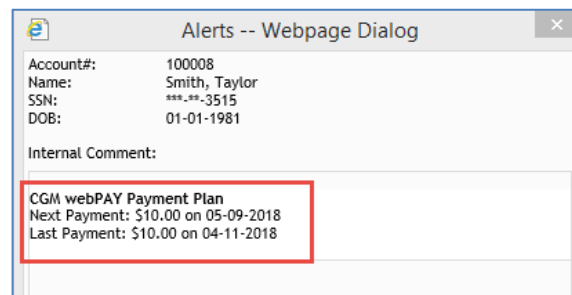
DMS or Word Document: DMS Word ✓

CGM ECollections:

Display Payment Plan Alert:

Default # of Days for Next Contact: 10

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



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.

PAYMENT METHODS STORED ON THE PATIENT ACCOUNT

Add, Edit or Delete Payment Methods

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

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

CGM webPAY Payment Methods						SYSTEM MANAGER Eastside Medical (1)
Add Payment Method		25977.1 - FOX, SAM				
Card/Account Type	Card/Account Number	Expiration Date	Card/Account Holder Name	Zip Code	Default Card/Account	
Checking	XXXXXX1221				No	
MASTERCARD	510510XXXXXX5100	12/2024	SAM FOX	85021	Yes	

Add, Edit or Delete Payment Methods (cont.)

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

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

CGM webPAY Payment Methods		SYSTEM MANAGER Eastside Medical (1)
Card/Account Type	VISA	
Card/Account Number	476173XXXXXX0011	
Expiration Date	12/2024	
Card/Account Holder Name	Sam Fox	
Card/Account Holder Zip Code	85021	
Default Card/Account	<input checked="" type="checkbox"/>	

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

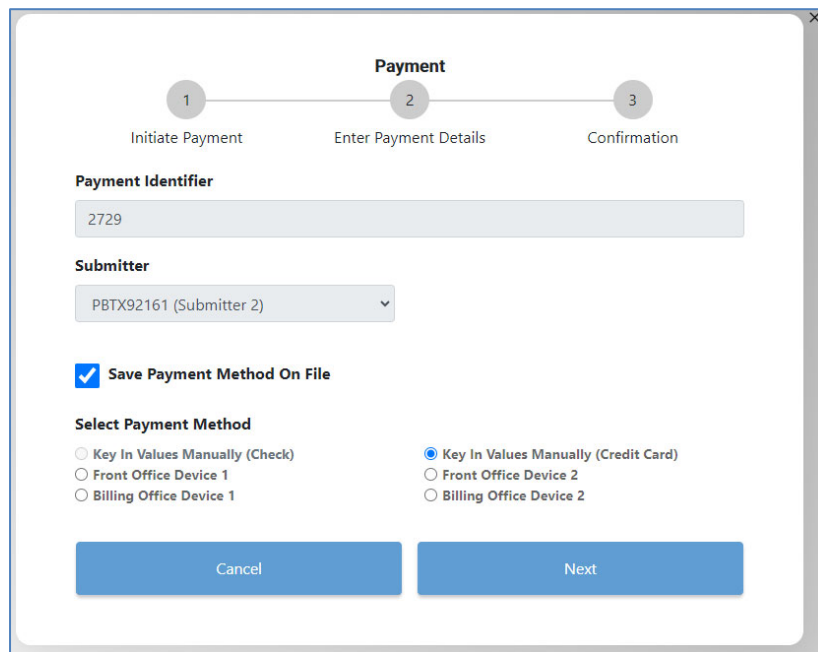
CGM webPAY Payment Methods		SYSTEM MANAGER Eastside Medical (1)
Add Payment Method		25977.1 - FOX, SAM
Card/Account Type	Card/Account Number	Expiration Date
CHECK/Checking	XXXXXX1221	
VISA	476173XXXXXX0011	12/2024
Card/Account Holder Name	Zip Code	Default Card/Account
		No
		Yes

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

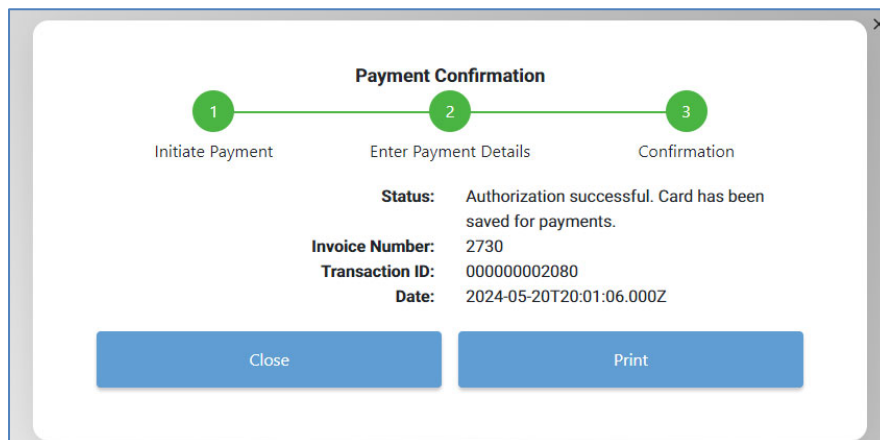
Select Submitter
Submitter: <input type="text" value="Eastside Medical"/>
<input type="button" value="Proceed"/> <input type="button" value="Cancel"/>

Add, Edit or Delete Payment Methods (cont.)

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

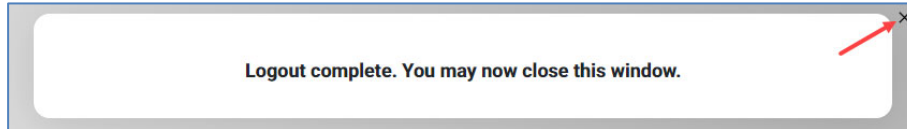


Complete the process to enter the payment information for the type of payment method you selected. When the Payment Confirmation window displays, you can click **Print** to print the receipt or **Close**.



Add, Edit or Delete Payment Methods (cont.)

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



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

CGM webPAY Payment Methods		SYSTEM MANAGER Eastside Medical (1)
Card/Account Type	<input type="text" value="VISA"/>	
Card/Account Number	<input type="text" value="476173XXXXXX0011"/>	
Expiration Date	<input type="text" value="12/2024"/>	
Card/Account Holder Name	<input type="text" value="Sam Fox"/>	
Card/Account Holder Zip Code	<input type="text" value="85021"/>	
Default Card/Account	<input checked="" type="checkbox"/>	

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

Click **Save**.

Report for the Default Payment Method Stored on Patient Accounts

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

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

	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 05-01-2023 Through 05-31-2024							
6	Include Patients with No Activity N							
7	Account	Patient Name	Card/Account Status	Card/Account Type	Card/Account Holder Name	Card/Account #	Card Exp Date	Card/Account Zip Code
8	23936	ANDY ANDERSON	No card/account on file					
9	25977.1	SAM FOX	Valid card/account on file	MASTERCARD	SAM FOX	510510XXXXXX5100	12/2024	85021
10	25979.1	SALLY RABBIT	Valid card/account on file	VISA	SALLY RABBIT	450644XXXXXX1933	12/2024	85031
11	25980.1	RUFUS RABBIT	No card/account on file					
12								
13	End of Report. Patient/Lists/Patient Detail to Excel							
14	Requested by MGR and completed at 12:39PM on Jun 03 2024							
15								

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

PAYMENT FIELDS IN THE PAYMENT COLLECTION WINDOW

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

Examples of Payment Modifications:

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

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

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

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

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

Payment Fields in the Payment Collection Window (cont.)

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

Payment

1 ————— 2 ————— 3

Initiate Payment Enter Payment Details Confirmation

Payment Identifier

Submitter

Total Patient Balance

Select Number of Months

Future Monthly Payment Date

Payment Amount

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

Save Payment Method On File

Select Payment Method

Key In Values Manually (Check)

Front Office Device 1

Billing Office Device 1

Bank Account XXXXXX1221

Key In Values Manually (Credit Card)

Front Office Device 2

Billing Office Device 2

MASTERCARD Ends: 5100 Exp: 12/24

Cancel

Next

Payment Fields in the Payment Collection Window (cont.)

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


Unposted Payments

Unposted Payments									SYSTEM MANAGER Eastside Medical (1)	
<input type="checkbox"/>	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	WP-Pmt Device
<input type="checkbox"/>	Check In/Out	25986.1	RABBIT, BILLY		20.00	06-06-2024	ROA	WP-VISA ROA (WPVSR)	WP	
<input type="checkbox"/>	Check In/Out	25986.1	RABBIT, BILLY		50.00	06-06-2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP	
	<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>									
<input type="checkbox"/>	Check In/Out	25984.1	DEER, JULIA		50.00	06-06-2024	Co-Payment	WP-MASTERCARD COPAY (WPMC)	WP	
	<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>									
	Payment Plan requested via CGM webPAY Payment window on 06-06-2024 15:51:35 by SYSTEM MANAGER. Payments of \$50.00 to be collected on the 6th day of the month using MASTERCARD ending in 5100, Exp. Date: 12/2024. See Manage Payment Plans (Collections > Patient Collections > Manage Payment Plans).									
<input type="checkbox"/>	Payment Entry	25977.1	FOX, SAM		37.60	06-06-2024	ROA	WP-MASTERCARD ROA (WPMCR)	WP	
	Payment Plan requested via CGM webPAY Payment window on 06-06-2024 17:12:16 by SYSTEM MANAGER. Payments of \$37.60 to be collected on the 6th day of the month using MASTERCARD ending in 5100, Exp. Date: 12/2024. See Manage Payment Plans (Collections > Patient Collections > Manage Payment Plans).									
<input type="checkbox"/>	Payment Entry	25977.1	FOX, SAM		20.00	06-06-2024	ROA	WP-MASTERCARD ROA (WPMCR)	WP	
<input type="checkbox"/>	Check In/Out	25983.1	FOX, KRIS		20.00	06-04-2024	Co-Payment	WP-VISA COPAY (WPVIS)	WP-Device	Front Office Device 1
	<i>This Co-Pay must be posted manually. No Charge posted for Appointment and Dr.</i>									

Manage Payment Plans

Manage Payment Plans									SYSTEM MANAGER Eastside Medical (1)
Acct#	Patient	Plan Started	Next Pmt Date	Next Pmt Amount	Last Pmt Amount	Last Pmt Date	# Days to Pay	Collection Status	CGM webPAY
25977.1	FOX, SAM	05-29-2024	06-28-2024	47.00	06-06-2024	37.60	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes
	Payment Plan requested via CGM webPAY Payment window on 06-06-2024 17:12:16 by SYSTEM MANAGER. Payments of \$37.60 to be collected on the 6th day of the month using MASTERCARD ending in 5100, Exp. Date: 12/2024.								

Payment Plan page

Start Date of Plan	06-04-2024	
Payment Amount \$	21.00	<input checked="" type="checkbox"/>
Payment Days	30	<input checked="" type="checkbox"/>
Next Payment Date	08-04-2024	
Last Payment Date	06-04-2024	
Last Pmt Amount \$	21.00	
Status for Default	11	NON-DELINQUENT PAYMENT PLAN FAILED (11) <input checked="" type="checkbox"/>
Statement Comment	<input type="text"/>	
CGM webPAY	<input checked="" type="checkbox"/>	
Submitter #	Eastside Medical (PBTX92161) <input type="text"/>	
Payment Method	VISA ending in 450644XXXXX1933, Exp. Date: 12/2024 <input type="text"/>	
Card/Account Holder Name	SALLY RABBIT <input type="text"/>	
Card/Account Holder Zip Code	85031 <input type="text"/>	
	Payment Plan requested via CGM webPAY Payment window on 06-04-2024 11:5:27 by SYSTEM MANAGER. Payments of \$21.00 to be collected on the 1st day of the month using VISA. X	

Click the 'X' to delete.

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

Payment Fields in the Payment Collection Window (cont.)

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

Manage Payment Plans										SYSTEM MANAGER Eastside Medical (1)
Acct#	Patient	Plan Started ▲	Next Pmt Date	Next Pmt Amount	Last Pmt Date	Last Pmt Amount	# Days to Pay	Collection Status	CGM webPAY	
25984.1	DEER, JULIA			0.00		0.00			No	
Payment Plan requested via CGM webPAY Payment window on 06-06-2024 15:51:35 by SYSTEM MANAGER. Payments of \$50.00 to be collected on the 6th day of the month using MASTERCARD ending in 5100, Exp. Date: 12/2024.										
25979.1	RABBIT, SALLY	06-04-2024	07-04-2024	21.00	06-04-2024	21.00	30	NON-DELINQUENT PAYMENT PLAN (10)	Yes	
Payment Plan requested via CGM webPAY Payment window on 06-04-2024 11:55:27 by SYSTEM MANAGER. Payments of \$21.00 to be collected on the 1st day of the month using VISA.										
32321	RABBIT, JULIA M	05-29-2024	06-28-2024	20.00		0.00	30	PAYMENT PLANS (5)	Yes	

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

CGM EMEDIX PAYMENT PORTAL PAYMENTS

CGM eMEDIX Payment Portal Integration Setup

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

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

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

Do NOT edit these fields.

Notes

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

Processing & Viewing CGM eMEDIX PAYMENT PORTAL Payments

Unposted Payments - Processing Payment Portal Payments

After you have been activated for the *CGM eMEDIX Payment Portal*, any payments received from the CGM eMEDIX Payment Portal will be stored in the *Unposted Payments* function.

- **CGM eMEDIX Payment Portal** will display in the **Source**-column
- **PP** for Payment Portal will display in the **Pmt Method** column
- The Payment Codes entered in the *CGM eMEDIX Payment Portal Integration* function will display in the **Payment Code** column

Unposted Payments												System Manager EASTSIDE MEDICAL (1)	
*** Filter Applied *** (Payment Method = 'CGM eMEDIX Payment Portal')													
Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Pmt Dr	Loc	Remarks	Patient Balance	Last Service Date
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26021	ANDERSON, STEPHEN	1145.00	03-08-2020	ROA	Online Visa (OLV)	PP				-3.04	09-12-2019
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26131	GLOVER, DONALD	255.42	03-08-2020	ROA	Online Amex (OLAX)	PP				0.00	07-22-2019
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26153	ROSS, BIRDIE	60.00	02-17-2020	ROA	Online Visa (OLV)	PP				0.00	01-01-2019
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26172	PAISLEY, BRAD	6.60	02-17-2020	ROA	Online Mastercard (OLMC)	PP				0.00	11-25-2019
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26201	WASHINGTON, GEORGE	11.12	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP				-18.14	02-04-2020
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26202	LINEER, MARK	203.46	02-17-2020	ROA	Online Visa (OLV)	PP				0.00	12-13-2019
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26240	SHELTON, BLAKE	13.50	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP				12181.36	04-22-2020
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26272	RAISIN, MIA	32.49	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP				1.00	06-11-2018
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26303	KESTERSON, LYNN	4.00	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP				-14.00	02-19-2018
<input type="checkbox"/>	CGM eMEDIX Payment Portal	26305	FREILE, JENNIFER	12.00	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP				1.00	01-01-2017

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

Unposted Payments Filter

Doctor:

Location:

Begin with Payment Date:

End with Payment Date:

Source:

Payment Type: ROA Co-Payment All

Payment Method:

WP-Pmt Device:

Payment Code:

Status:



The Filter settings will display at the top of the *Unposted Payments Summary* screen.

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

You can credit/return payments if needed. See the *Void/Credit Unposted Payments* section in this User Guide for more information.

Patient Transaction History - Viewing Payment Portal Payments

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

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

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

Dear Kayo,

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

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

Sincerely,

Collection Manager

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

CGM webPRACTICE Reports for Payment Portal Payments

The reports available to identify Payment Portal payments include:

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

Unposted Payments Journal

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

After accessing the function, select the **Print in Payment Method Order** check box so the report will provide totals for each payment method.

Unposted Payments Journal

Print in Patient Order

Print in Payment Code Order

Print in User Code Order

Print in Date Order


Print in Location Order


Print in Resp Doctor Order

Print in Dr Assigned to Pmt Order

Print in Payment Method Order

Summary Only

Print From Date 

Print Through Date 

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

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

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

Unposted Payments - Print to Excel

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

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

Unposted Payments Filter

Doctor:

Location:

Begin with Payment Date:

End with Payment Date:

Source:

Payment Type: ROA Co-Payment All

Payment Method:

WP-Pmt Device:

Payment Code:

Status:

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

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

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


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


Daily Register 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

Print by Accounting Date Service Date

Print from date 

Print through date 

Print from list 

Batch Number 

Default Last Batch

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

Acct Date	Trans Date	Actual Date/Time Posted	Acct#	Patient	Guarantor	Code	Description	CGM webPAY	Per Dr	Ins Dr	Loc	Billing Group	Insurance Charges	Adjustment	Payment	Balance
9/23/2020	3/8/2020	9/23/2020 15:50	26021	Anderson, Stephen	Anderson, Stephen	OLV	Online Visa		UN		UN	UN			-1,145.00	-1,148.04
9/23/2020	3/8/2020	9/23/2020 15:50	26131	Glover, Donald	Glover, Donald	OLAX	Online Amex		UN		UN	UN			-255.42	-255.42
9/23/2020	2/17/2020	9/23/2020 15:49	26172	Paisley, Brad	Paisley, Brad	OLMC	Online Mastercard		UN		UN	UN			-6.6	-6.6
9/23/2020	2/17/2020	9/23/2020 15:49	26153	Ross, Birdie	Ross, Birdie	OLV	Online Visa			1		1 BC			-60	240
															-1,467.02	
9/23/2020	9/23/2020	9/23/2020 13:23	26240	SHELTON, BLAKE	SHELTON, BLAKE	99214	OV EST LEV 4			1	1	1 UHC	UHC	300		13,712.41
14 End of Report. Transactions/Journals/Daily Register to Excel																
15 Requested by MGR and completed at 3:51PM on Sep 23 2020																



Transaction Journals to Excel (Payment)

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

Transaction Journals To Excel

Journal to Print Procedure Payment Adjustment

Transaction Journals To Excel

Print from date

Print Through Date

Batch Number

Default Last Batch

Print from List

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

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

CGM eMEDIX Report for Payment Portal Payments

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

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