



CompuGroup™
Medical

CGM PAY User Guide

August 14, 2025

CGM PAY

Integrated Payment Solution

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NOTICE

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INTRODUCTION

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

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

This User Guide is updated through version 2025.3.0.

CGM PAY SETUP

CGM PAY Integration Setup

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

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 lowest 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 PAY 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. **Payment Vendor:** Switch the Payment Vendor to eMEDIX if instructed to do so by CGM.
6. **Submitter Numbers:** Click the **Submitter Numbers** Action Column button and add the **Submitter Number(s)** provided during the CGM eMEDIX registration process.
7. Click **Save**.

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

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

eMEDIX eRESP Integration Setup

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

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

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

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

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

CGM PAY Payment Plans - Patient Collections Integration Setup

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



Patient Collections Integration	
Acct Date or Patient Aging	<input type="radio"/> Acct Date <input checked="" type="radio"/> Patient Aging ✓
Age to Enter Collections	<input type="text" value="15"/> ✓
Automatic Roster Population	<input checked="" type="checkbox"/> Time <input type="text" value="12:00A"/>
Minimum Balance \$	<input type="text" value="5.00"/>
Suppress Billing Groups by	<input checked="" type="radio"/> Account <input type="radio"/> Transaction ✓
Enter Letters in DMS Notes	<input type="checkbox"/>
Enter Letters in Acct Hist	<input checked="" type="checkbox"/>
Adj Code for Letters	<input type="text" value="LET"/> <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="text" value="COLLECTION ADJ"/>
Adj Code for Collection Fee	<input type="text" value="COLF"/> <input type="text" value="COLLECTION FEE"/>
Transfer to Billing Group	<input type="text" value="COL"/> <input type="text" value="COLLECTION PATIENTS"/>
Collection Internal Comment	<input type="text" value="**ACCOUNT TURNED TO COLLECTIONS**"/>
Overwrite or Append Comment	<input type="radio"/> Overwrite <input checked="" type="radio"/> Append
CGM ECOLLECTIONS	<input checked="" type="checkbox"/>
Display Payment Plan Alert	<input checked="" type="checkbox"/>
Default # of Days for Next Contact	<input type="text" value="10"/>

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

Additional Payment Type Setup


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

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

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


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

Co-Payment Type:




Co-Payment Amount:

Override Co-Pay Pmt Code:



ROA Amount:

Override ROA Pmt Code:




Payment Type:

☐ Cash
 ☐ Check
 ☐ E-Check
 ☐ **CGM PAY**
☐ Credit Card


Check Number:

Remarks:

Co-Payment Doctor:



ROA Doctor:

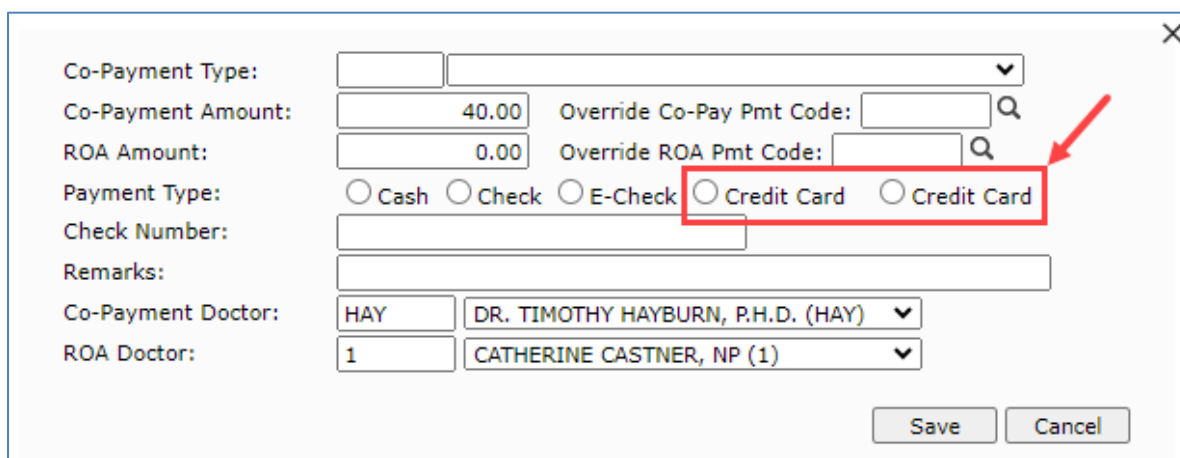


Save

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** options during the Test period. They can use either option because they will both function the same.



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

OVERVIEW OF COLLECTING PAYMENTS

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

Steps for Collecting Payments

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

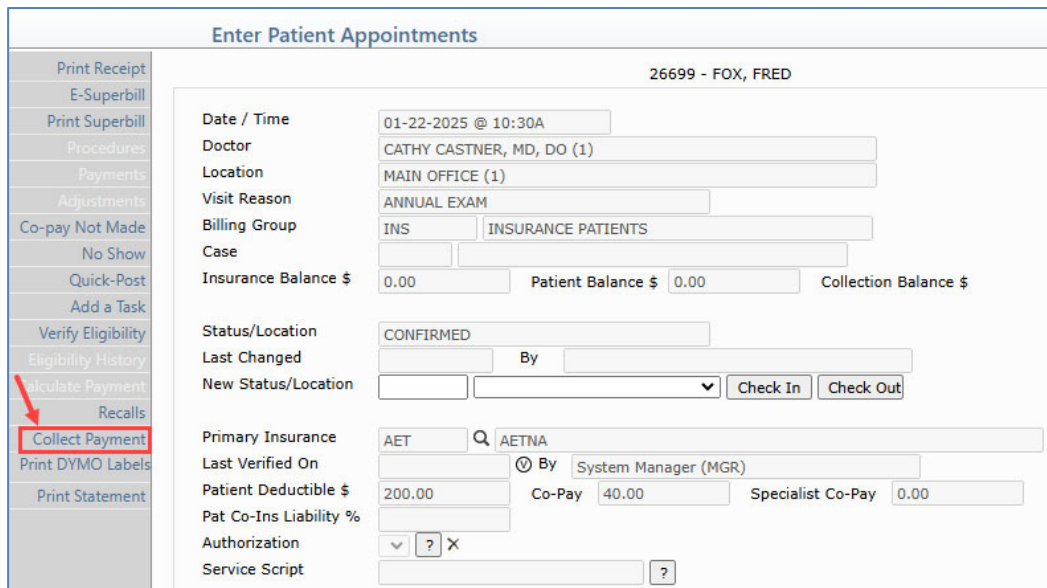
COLLECTING PAYMENTS IN SCHEDULING

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

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

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

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



Enter Patient Appointments

26699 - FOX, FRED

Date / Time: 01-22-2025 @ 10:30A

Doctor: CATHY CASTNER, MD, DO (1)

Location: MAIN OFFICE (1)

Visit Reason: ANNUAL EXAM

Billing Group: INS INSURANCE PATIENTS

Case:

Insurance Balance \$ 0.00 Patient Balance \$ 0.00 Collection Balance \$

Status/Location: CONFIRMED

Last Changed: By

New Status/Location: Check In Check Out

Primary Insurance: AET AETNA

Last Verified On: By System Manager (MGR)

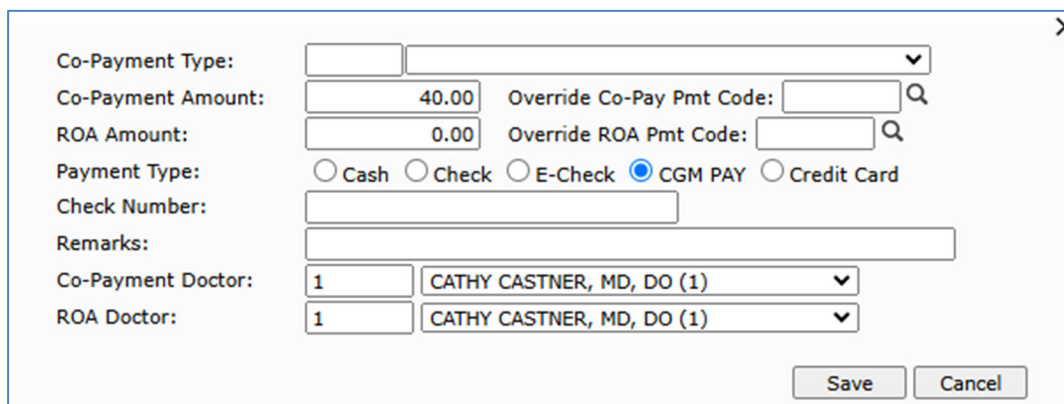
Patient Deductible \$ 200.00 Co-Pay 40.00 Specialist Co-Pay 0.00

Pat Co-Ins Liability %

Authorization: ? X

Service Script: ?

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



Co-Payment Type:

Co-Payment Amount: 40.00 **Override Co-Pay Pmt Code:**

ROA Amount: 0.00 **Override ROA Pmt Code:**

Payment Type: ☐ Cash ☐ Check ☐ E-Check ☒ CGM PAY ☐ Credit Card

Check Number:

Remarks:

Co-Payment Doctor: 1 CATHY CASTNER, MD, DO (1)

ROA Doctor: 1 CATHY CASTNER, MD, DO (1)

Save Cancel

Collecting Payments in Scheduling (cont.)

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

Click **Save**.

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

26699 - FOX, FRED

Date / Time01-22-2025 @ 10:30A

DoctorCATHY CASTNER, MD, DO (1)

LocationMAIN OFFICE (1)

Visit ReasonANNUAL EXAM

Billing GroupINSINSURANCE PATIENTS

Case

Insurance Balance \$0.00Patient Balance \$0.00Collection Balance \$

Status/LocationCONFIRMED

Last ChangedBy

New Status/LocationCheck InCheck Out

Primary InsuranceAETAETNA

Last Verified OnBySystem Manager (MGR)

Patient Deductible \$200.00Co-Pay40.00Specialist Co-Pay0.00

Pat Co-Ins Liability %

Authorization? X

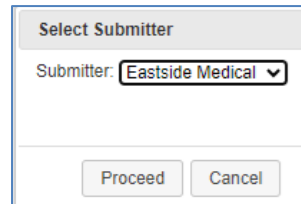
Service Script?

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

Q
Save
Cancel

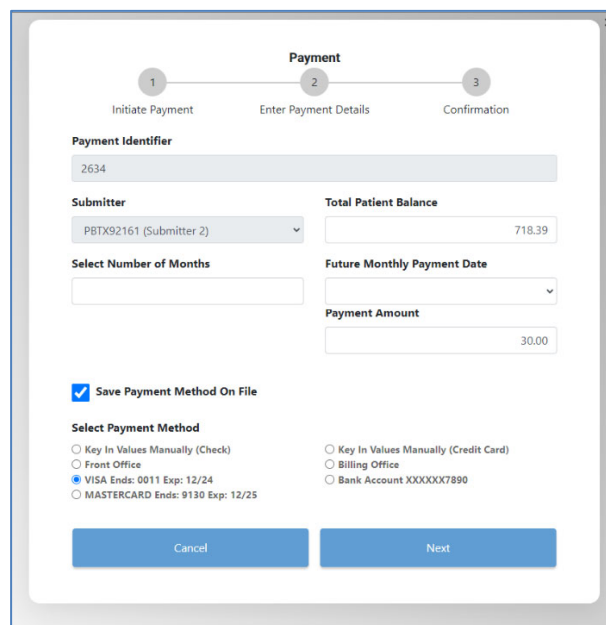
Collecting Payments in Scheduling (cont.)

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



A dialog box titled "Select Submitter" with a dropdown menu labeled "Submitter:" showing "Eastside Medical" with a downward arrow. Below the dropdown are two buttons: "Proceed" and "Cancel".


The *CGM PAY* window displays next.



The *CGM PAY* window shows a three-step process: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form includes fields for 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 checkbox for "Save Payment Method On File" which is checked. Under "Select Payment Method", there are radio buttons for "Key In Values Manually (Check)", "Front Office", "VISA Ends: 0011 Exp: 12/24" (selected), "MASTERCARD Ends: 9130 Exp: 12/25", "Key In Values Manually (Credit Card)", "Billing Office", and "Bank Account XXXXXX7890". At the bottom are "Cancel" and "Next" buttons.

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

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

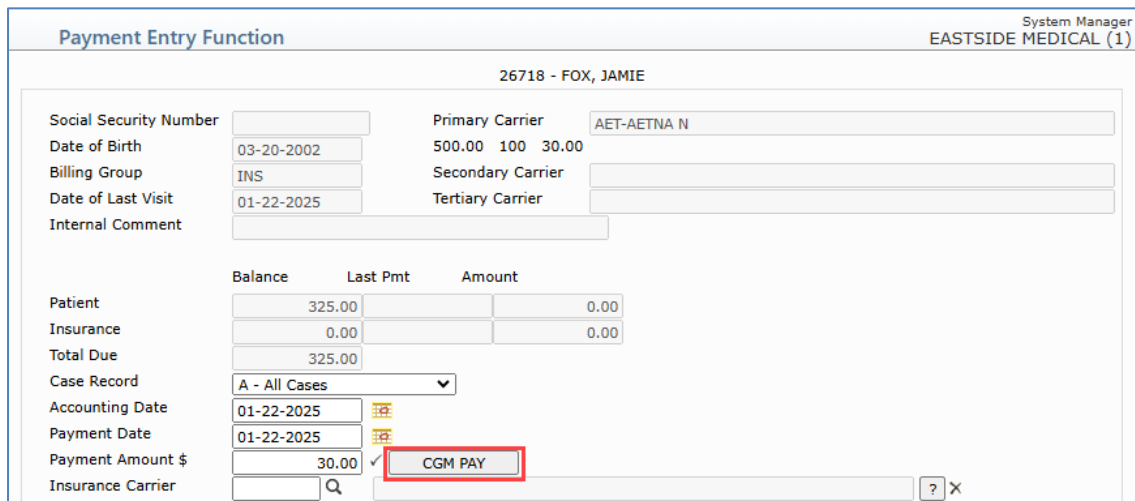
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C 	01-22-2025	Co-Payment	40.00	CGM PAY		1	

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

COLLECTING PAYMENTS IN PAYMENT ENTRY

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

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



Payment Entry Function System Manager
EASTSIDE MEDICAL (1)

26718 - FOX, JAMIE

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

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

Case Record: A - All Cases

Accounting Date: 01-22-2025

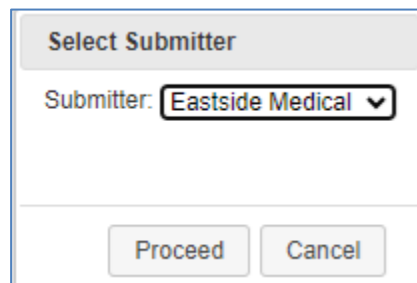
Payment Date: 01-22-2025

Payment Amount \$: 30.00

Insurance Carrier:

CGM PAY

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

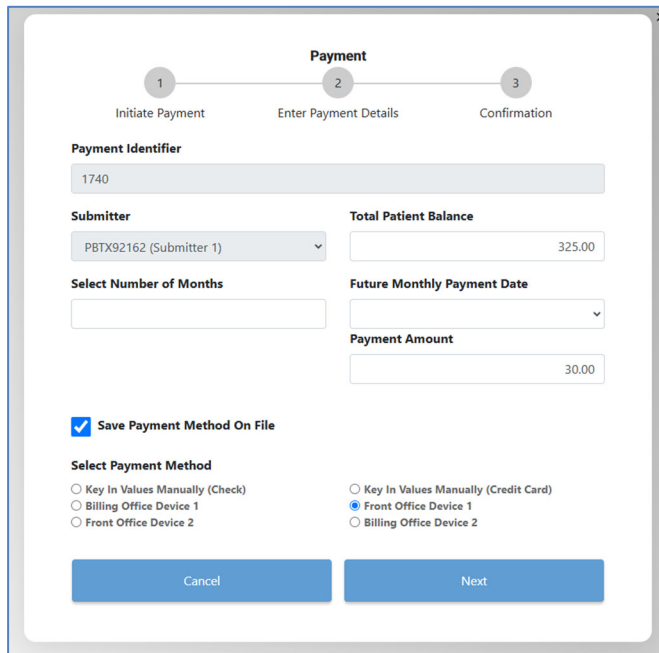


Select Submitter

Submitter:

Collecting Payments in Payment Entry (cont.)

The *CGM PAY* window displays next.



Payment

1 Initiate Payment 2 Enter Payment Details 3 Confirmation

Payment Identifier
1740

Submitter
PBTX92162 (Submitter 1)

Total Patient Balance
325.00

Select Number of Months
[]

Future Monthly Payment Date
[]

Payment Amount
30.00

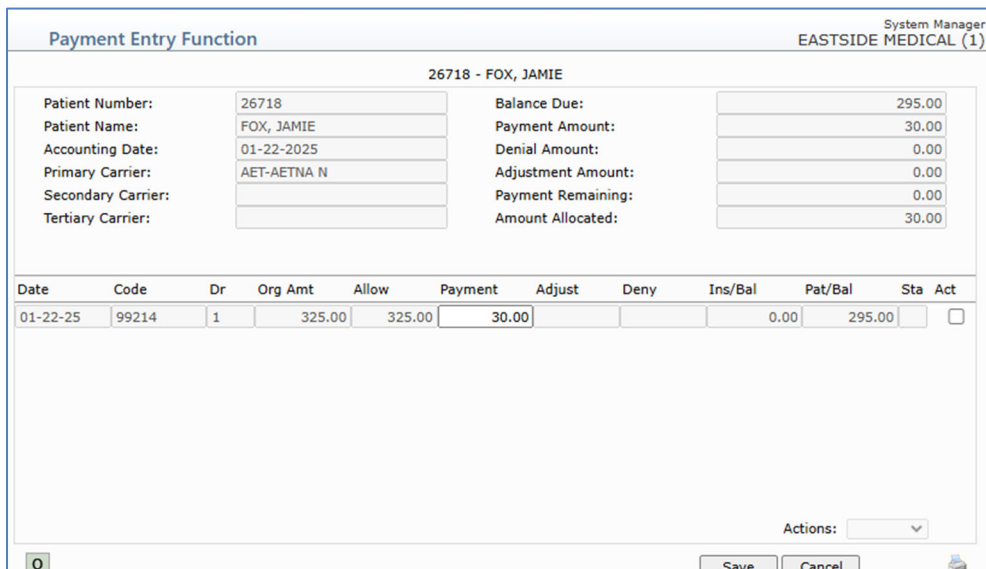
☒ Save Payment Method On File

Select Payment Method

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

Cancel 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 System Manager
EASTSIDE MEDICAL (1)

26718 - FOX, JAMIE

Patient Number:	26718	Balance Due:	295.00
Patient Name:	FOX, JAMIE	Payment Amount:	30.00
Accounting Date:	01-22-2025	Denial Amount:	0.00
Primary Carrier:	AET-AETNA N	Adjustment Amount:	0.00
Secondary Carrier:		Payment Remaining:	0.00
Tertiary Carrier:		Amount Allocated:	30.00

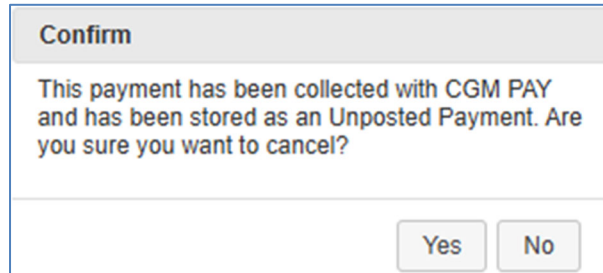
Date	Code	Dr	Org Amt	Allow	Payment	Adjust	Deny	Ins/Bal	Pat/Bal	Sta	Act
01-22-25	99214	1	325.00	325.00	30.00			0.00	295.00		<input type="checkbox"/>

Actions: []

Q Save Cancel

Collecting Payments in Payment Entry (cont.)

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



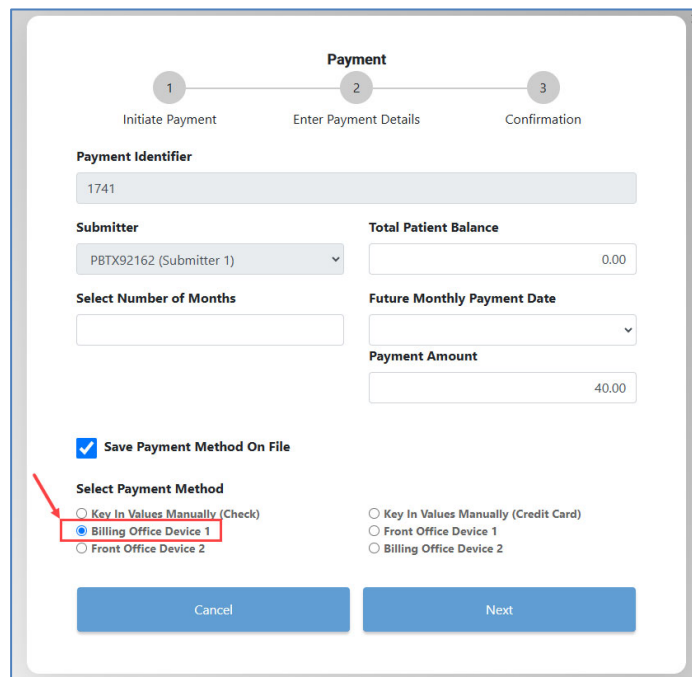
Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

TYPES OF PAYMENT METHODS

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

Device Collected Payment

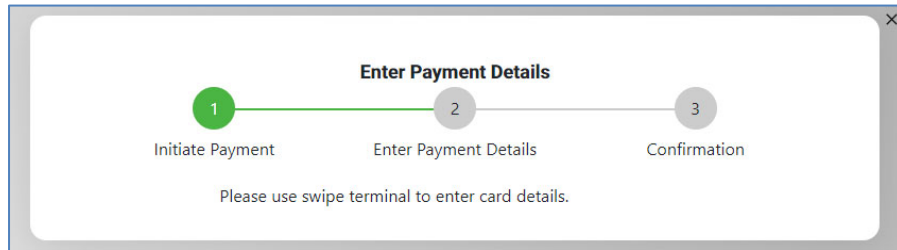
When the *CGM PAY* window displays, select the payment device you want and click **Next**.



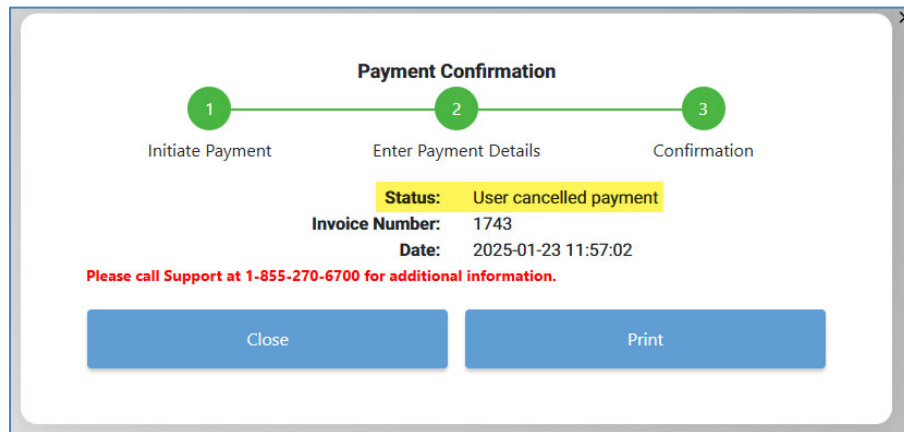
The **Payment Method** will default to the default card/account saved on file for the patient (if there is one). The **Payment Amount** will also default. If the **Save Payment Method on File** check box is selected in the *CGM PAY Integration* function, this check box will already be selected and this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

Device Collected Payment (cont.)

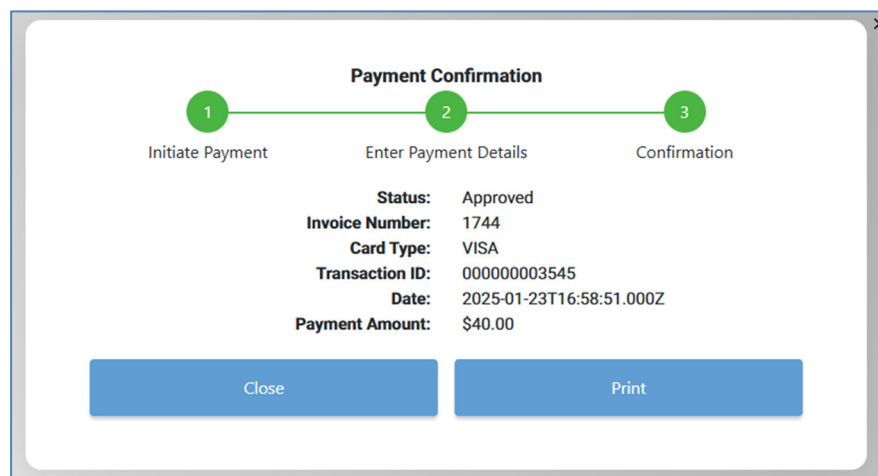
Swipe, tap or insert the card on the payment device.



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

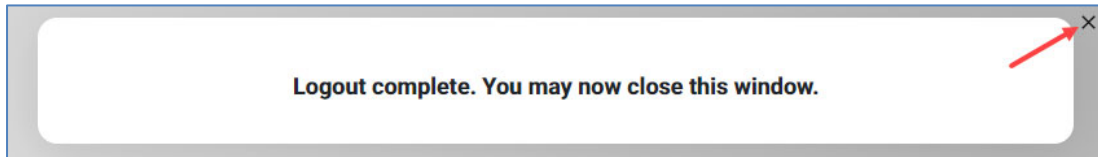


When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.



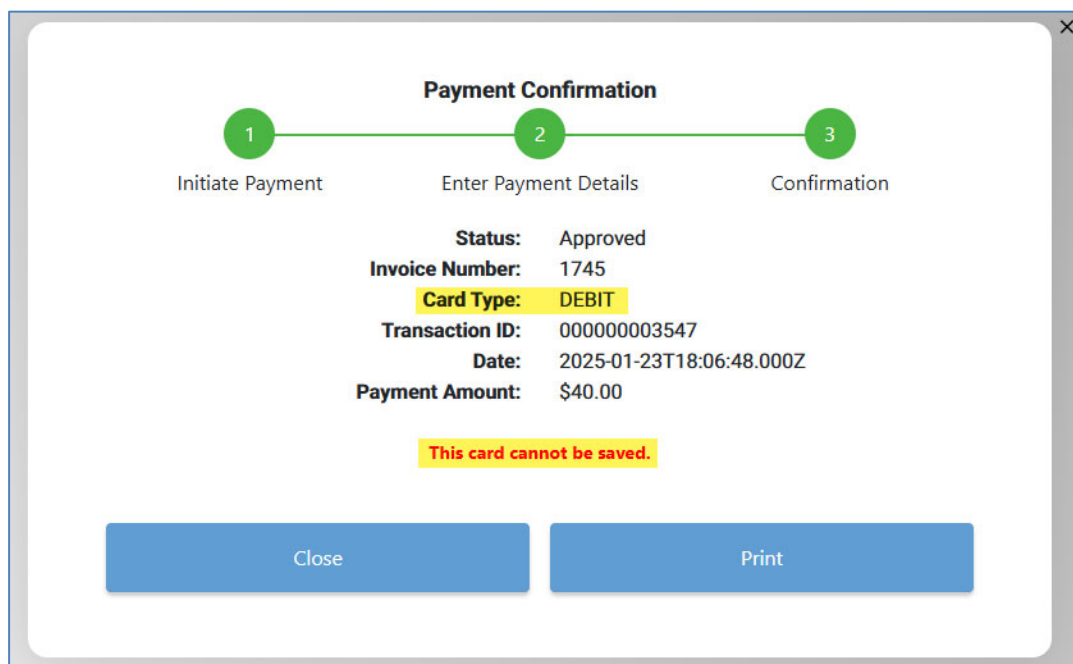
Device Collected Payment (cont.)

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



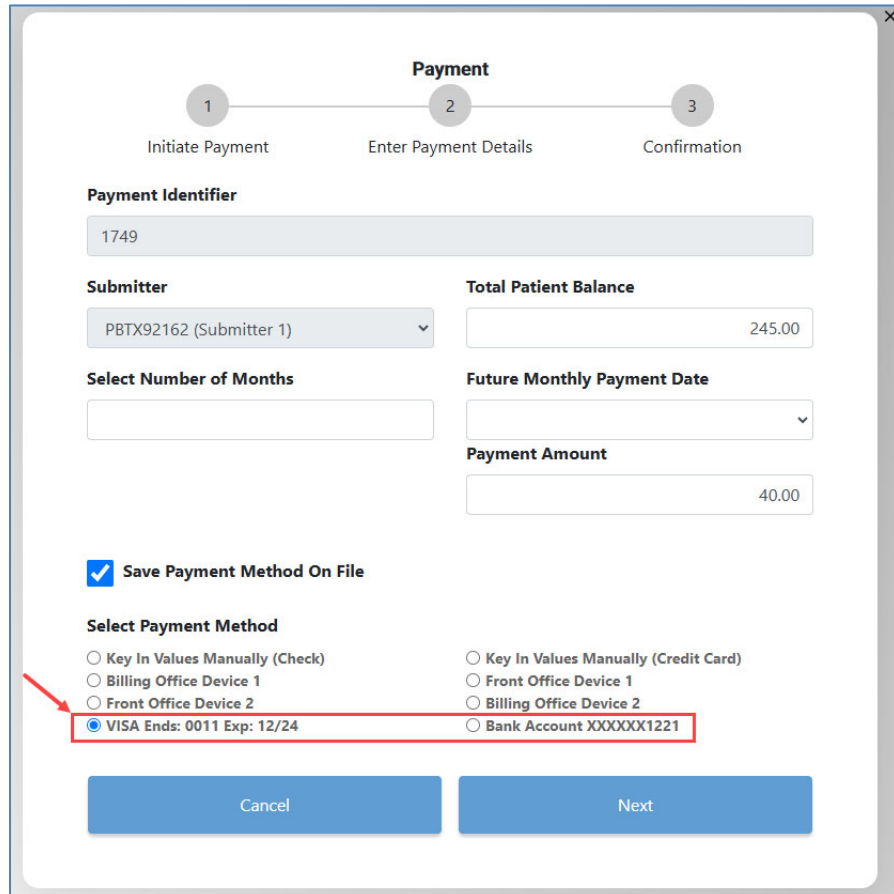
Proceed to the *Transaction Receipt* section for details on printing the receipt.

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

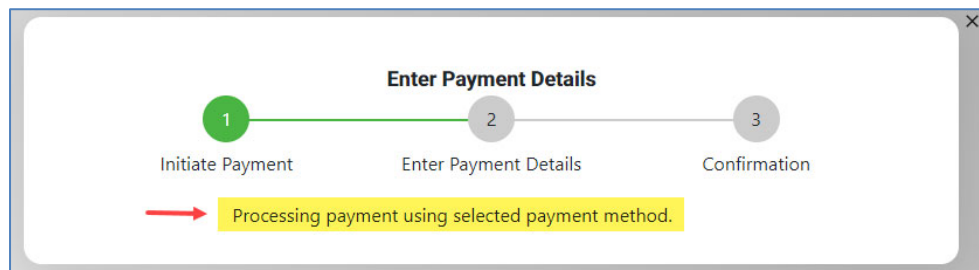


Payment Method Saved on File

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

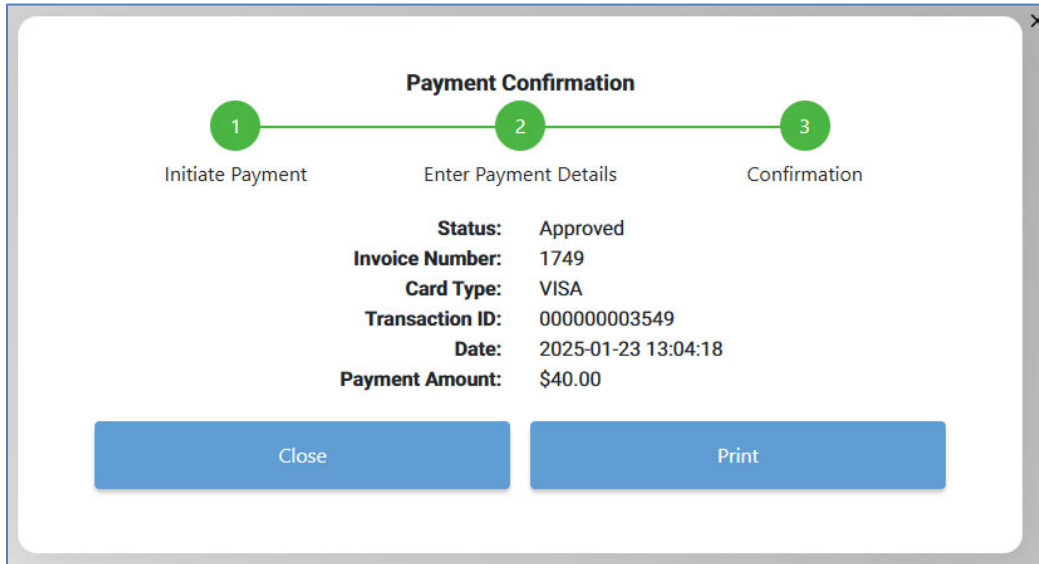


The message, processing payment using selected payment method will display.



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**.



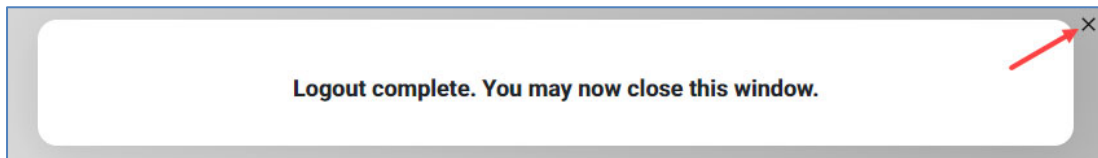
The screenshot shows a 'Payment Confirmation' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. Below the progress bar, the following payment details are displayed:

Status:	Approved
Invoice Number:	1749
Card Type:	VISA
Transaction ID:	000000003549
Date:	2025-01-23 13:04:18
Payment Amount:	\$40.00

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

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.

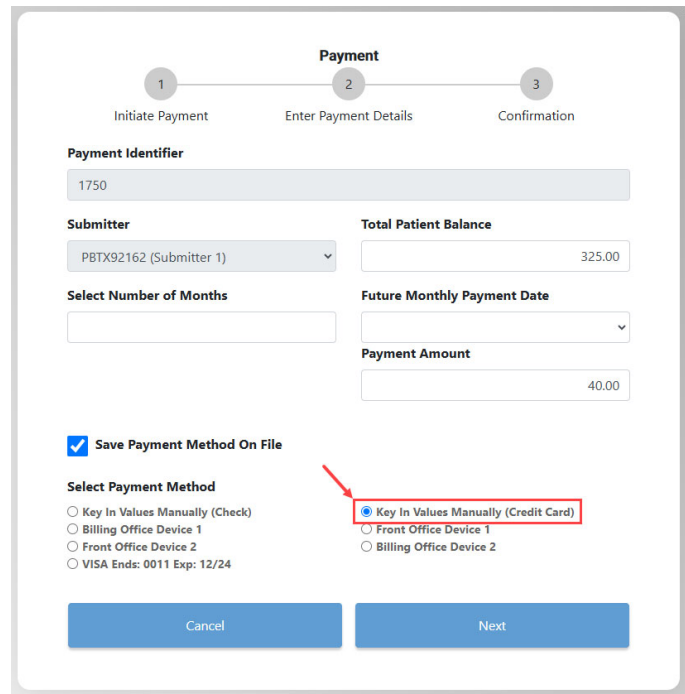


The screenshot shows a 'Logout complete' window with the text 'Logout complete. You may now close this window.' in the center. A red arrow points to the 'X' button in the upper-right corner of the window.

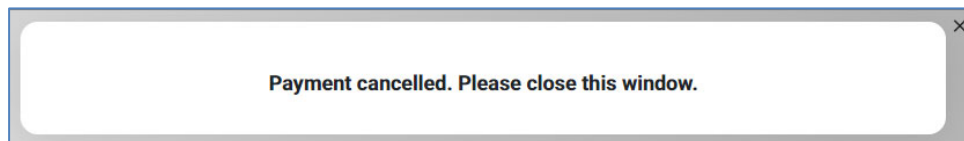
Proceed to the *Transaction Receipt* section for details on printing the receipt.

Credit Card Payment Manually Entered

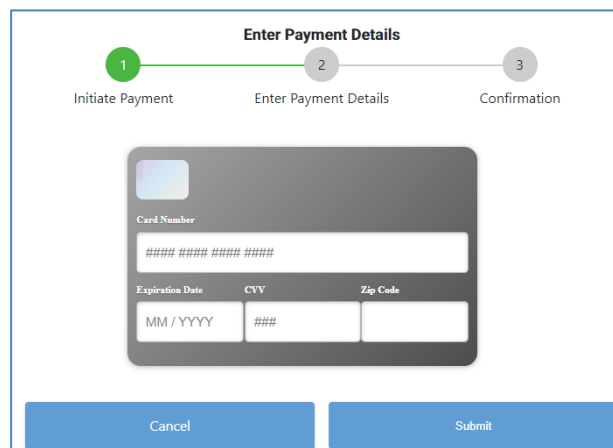
When the *CGM PAY* window displays, select **Key in Values Manually (Credit Card)**. Click **Next**.



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

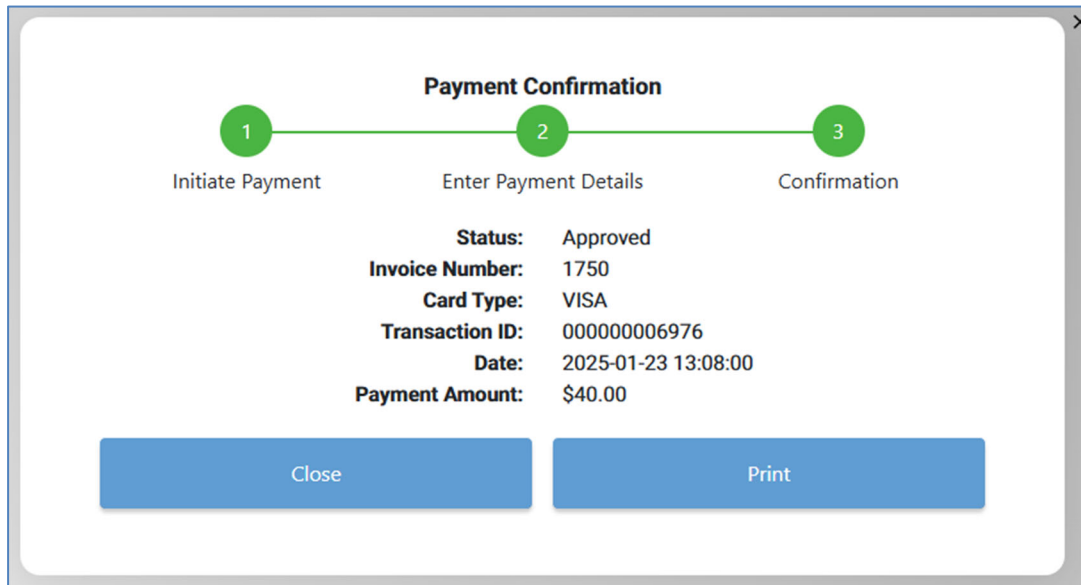


Enter the card information and click **Submit**.



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**.

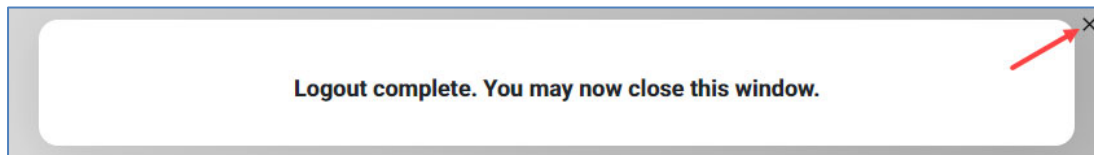


The screenshot shows a 'Payment Confirmation' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation. The current step is 3. Below the progress bar, the following payment details are displayed:

Status:	Approved
Invoice Number:	1750
Card Type:	VISA
Transaction ID:	000000006976
Date:	2025-01-23 13:08:00
Payment Amount:	\$40.00

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.



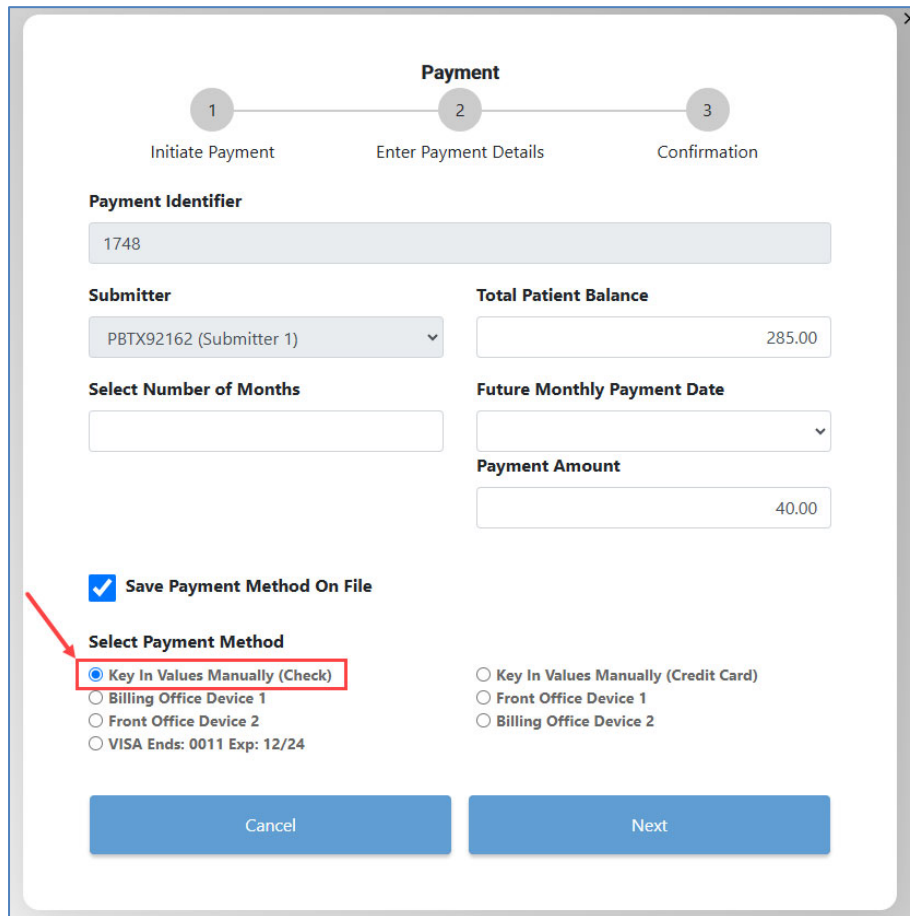
The screenshot shows a 'Logout complete' window with the text 'Logout complete. You may now close this window.' in the center. A red arrow points to the 'X' button in the upper-right corner of the window.

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

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

Bank Account (ACH) Payment

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



Payment

1 Initiate Payment 2 Enter Payment Details 3 Confirmation

Payment Identifier
1748

Submitter
PBTX92162 (Submitter 1) ▼

Total Patient Balance
285.00

Select Number of Months
[Empty Field]

Future Monthly Payment Date
[Dropdown Menu]

Payment Amount
40.00

☒ **Save Payment Method On File**

Select Payment Method

☒ **Key In Values Manually (Check)**

☐ Billing Office Device 1

☐ Front Office Device 2

☐ VISA Ends: 0011 Exp: 12/24

☐ Key In Values Manually (Credit Card)

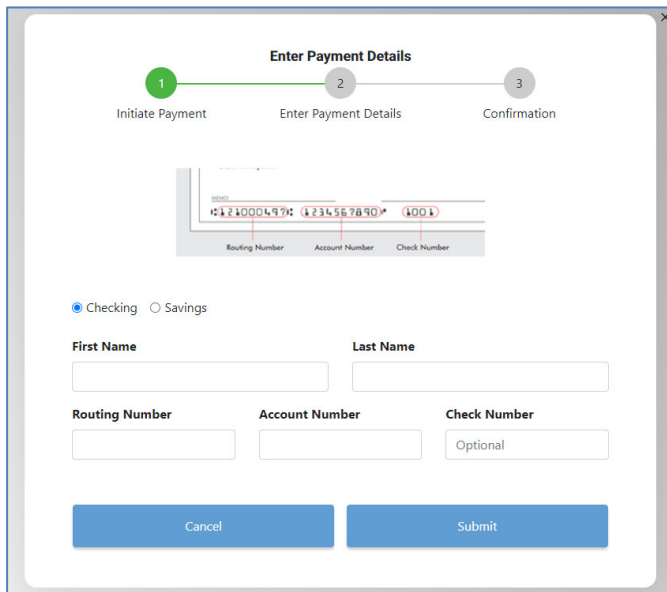
☐ Front Office Device 1

☐ Billing Office Device 2

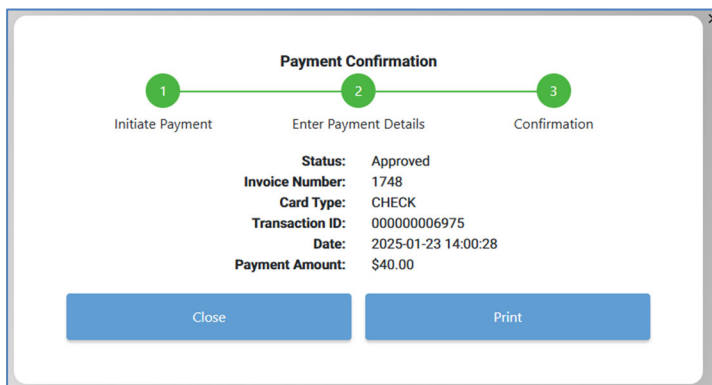
Cancel Next

Bank Account (ACH) Payment (cont.)

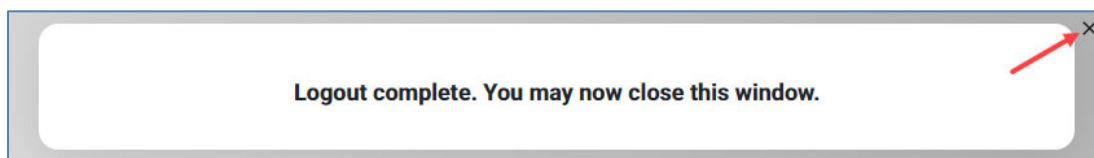
Enter the Bank Account information and click **Submit**.



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.

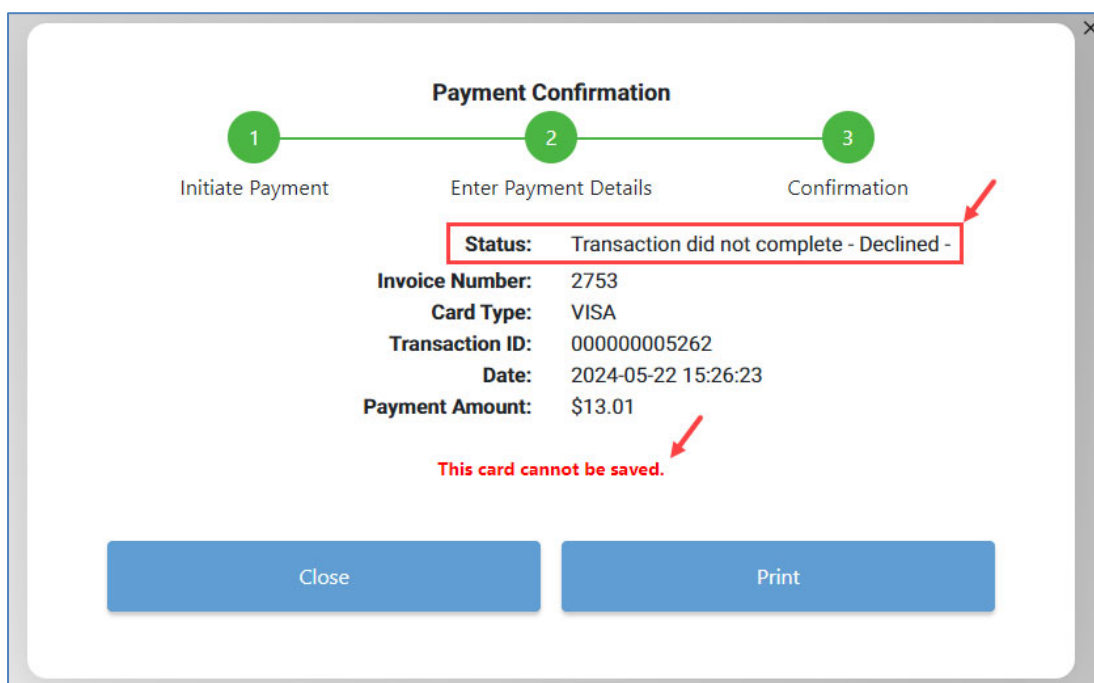


Proceed to the *Transaction Receipt* section for details on printing the receipt.

Declined Payments

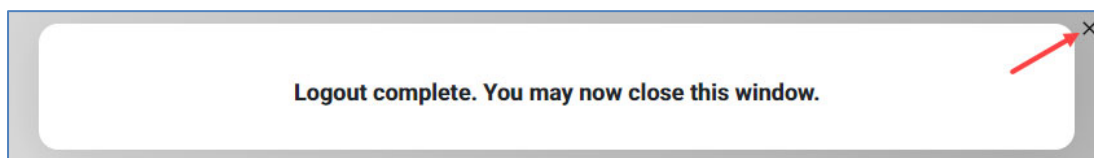
Declined Card Payments

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.



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 'Status' field is highlighted with a red box and contains the text 'Transaction did not complete - Declined -'. Below this, transaction details are listed: Invoice Number: 2753, Card Type: VISA, Transaction ID: 000000005262, Date: 2024-05-22 15:26:23, and Payment Amount: \$13.01. A red arrow points to the 'Status' field, and another red arrow points to the message 'This card cannot be saved.' at the bottom. At the bottom of the window are two buttons: 'Close' and 'Print'.

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



The screenshot shows a message window with the text 'Logout complete. You may now close this window.' and a red arrow pointing to 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								SYSTEM MANAGER Eastside Medical (1)
*** Filter Applied *** (Payment Date 06-13-2024 - 06-13-2024)								
<input type="checkbox"/> Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method
<input checked="" type="checkbox"/>	Check In/Out	32293	JONES, SAM	-9.00	06-13-2024	ROA	CP-ACH CK COPAY (CPCCK)	CP
CGM PAY: 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*

0.00 100/80 0.00

Secondary Carrier

Tertiary Carrier

Balance

Last Pmt

Amount

Patient

Insurance

Total Due

Case Record

Accounting Date

Payment Date

Payment Amount \$

Insurance Carrier

Payment Code

Adjustment Code

Check Number

ICN Number

Remarks

Date of Service

87.61

10-03-2024

5.00

1398.29

12-23-2024

10.00

1485.90

A - All Cases

01-23-2025

06-13-2024

-9.00

CGM PAY

AET

AETNA

Primary Payment

Secondary Payment

Tertiary Payment

CPCCK

CP-ACH CK COPAY (CPCCK)

Check Returned

Starting From

Isolate

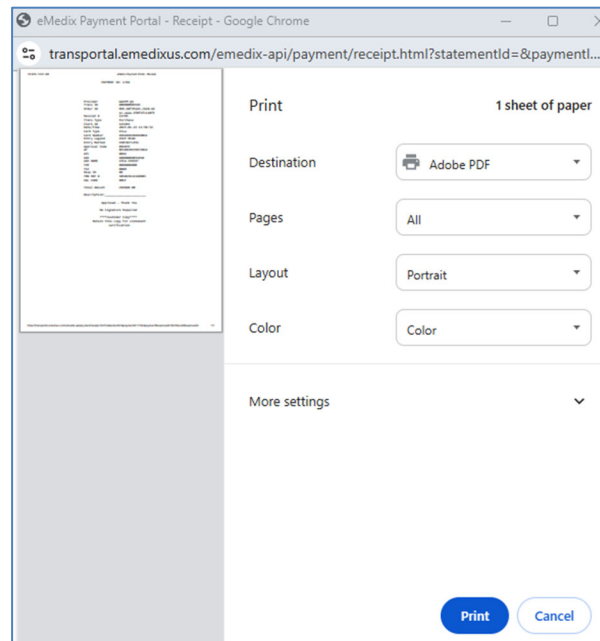
CGM PAY: Check Returned on 06-09-2024

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

Transaction Receipt

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

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




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

PAYMENT ID: 1744	
Provider	WebPM QA
Trans ID	00000003545
Order ID	MER-b8f951d3-cb20-4d ec-aaaa-9f0fbfc228f9
Receipt #	I2705
Trans Type	Purchase
Clerk ID	123493
Date/Time	2025-01-23 11:58:52
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Legend	CHIP READ
Entry Method	CONTACTLESS
Approval Code	096879
AC	BE104CB676D74812
ATC	0046
AID	A0000000031010
AID NAME	VISA CREDIT
TVR	0000000000
TSI	0000
Resp CD	00
TRN REF #	305023611320083
VAL CODE	NMKF
Total Amount	USD\$40.00
Description:	_____
Approved - Thank You	
No Signature Required	
****Customer Copy****	
Retain this copy for statement verification	

Transaction Receipt (cont.)

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

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

PAYMENT ID: 1744

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

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

Total Amount: USD\$40.00

Description: _____

Approved - Thank You

No Signature Required



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


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





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

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

A - All Cases
 Insurance w/Doctor

Date of Service
 From: 
 Thru: 

Actions: 

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

UNPOSTED CGM PAY PAYMENTS

Unposted Payments Summary Screen

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

Payments can be stored for patients through the following functions:

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

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

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

- **Status** – Indicates the status of the payment and if it can be auto-posted.
- **Source** - Indicates which function the payments were stored from.
- **Account** – Displays the patient's account number that the payment was stored on.
- **Patient Name** - Displays the patient's name that the payment was stored on.
- **Amount** – Displays the payment amount. If the payment was collected using CGM PAY, a Credit link and Printer icon will be available to credit/void the payment or print the receipt.
- **Payment Type** - Possible values: ROA, Co-Payment.
- **Payment Code** -Displays the payment code.
- **Pmt Method** - Possible values:
 - CA (Cash)
 - CK (Check)
 - CC (Credit Card)
 - EC (E-Check)
 - OP (Other Payment Type)
 - CP (CGM PAY- non device payment)
 - CP - **Device** (CGM PAY - Device collected payment)
 - PP (Payment Portal)
- **CP-Pmt Device** - Lists the payment device name for any payment collected on a device.
- **Pmt Dr** - Displays the doctor assigned to the payment.

To review, print, post and void/credit CGM PAY payments, select the payment by clicking anywhere on the row containing the payment information and the Payment Entry Function screen will display. For additional information on Unposted Payments functionality, see the *Unposted Payments* function in CGM webPRACTICE Help.

Unposted Payments Summary Screen (cont.)

Action Column Buttons

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

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

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

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

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

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

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

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

Refresh - Refreshes the screen with the most current unposted payments.

Void/Credit Unposted Payments

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

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

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

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

Payment Date:

01-22-2025

Card/Account Type:

VISA

Card/Account Number:

**** * 1

Amount:

30.00

Credit Amount:

5.00 2

Remarks:

Reason:

Charged too much 2

3

Submit

Cancel

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

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

Void/Credit Unposted Payments (cont.)

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

PAYMENT ID: 1740

Provider	WebPM QA
Trans ID	00000003541
Order ID	MER-e33015a1-c88e-406f-b35b-df989904d79b
Receipt #	I2703
Trans Type	Purchase
Clerk ID	123493
Date/Time	2025-01-22 17:53:08
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Legend	CHIP READ
Entry Method	CONTACTLESS
Approval Code	002761
AC	EBBD4A1D5E4D3E5B
ATC	0045
AID	A000000031010
AID NAME	VISA CREDIT
TVR	0000000000
TSI	0000
Resp CD	00
TRN REF #	305022823893118
VAL CODE	P7QK
Total Amount	USD\$30.00

Description: _____

Approved - Thank You

No Signature Required

****Customer Copy****

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PAYMENT ID: 1740

Batch #	000365
Provider	WebPM QA
Trans ID	00000003552
Trans Type	Return
Date/Time	2025-01-23 17:38:36
Card Type	Visa
Card Number	XXXXXXXXXXXX0011
Entry Method	MANUAL
Approval Code	086838
Total Amount	USD\$5.00

Approved - Thank You

X _____

Signature

****Customer Copy****

Void/Credit Unposted Payments (cont.)

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

Patient Check In/Out

26712 - FOX, WILEY

Date / Time

01-23-2025 @ 09:00A

Doctor

CATHY CASTNER, MD, DO (1)

Location

MAIN OFFICE (1)

Visit Reason

ANNUAL EXAM

Billing Group

INS INSURANCE PATIENTS

Case

Insurance Balance \$

0.00

Patient Balance \$

205.00

Collection Balance \$

Status/Location

CONFIRMED

Last Changed

By

New Status/Location

▼

Check In

Check Out

Primary Insurance

AET

Q

AETNA

Last Verified On

By

Patient Deductible \$

200.00

Co-Pay

40.00

Specialist Co-Pay

0.00

Pat Co-Ins Liability %

Authorization

▼

?

×

Service Script

?

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

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

Payment Date:

01-23-2025

Card/Account Type:

VISA

Card/Account Number:

**** *
**** *

Amount:

40.00

Credit Amount:

5.00

1

Remarks:

Reason:

Collected too much

2

3

Submit

Cancel

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

Void/Credit Unposted Payments (cont.)

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

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

OK

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

VOID/CREDIT POSTED PAYMENTS

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

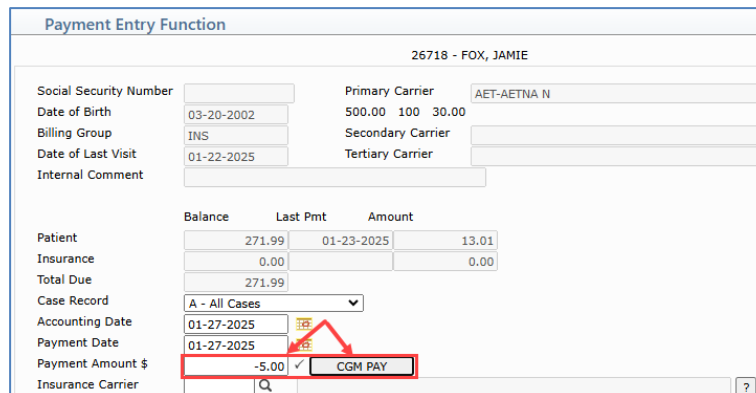
- **Negative Payment** - If you need to void or credit a partial amount of the payment, correct a posting error or to deallocate a payment.
- **Reverse a Transaction** - If you need to void or credit the full amount of the payment.

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

Negative Payment

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

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



Payment Entry Function

26718 - FOX, JAMIE

Social Security Number: [Field]
Date of Birth: 03-20-2002
Billing Group: INS
Date of Last Visit: 01-22-2025
Internal Comment: [Field]

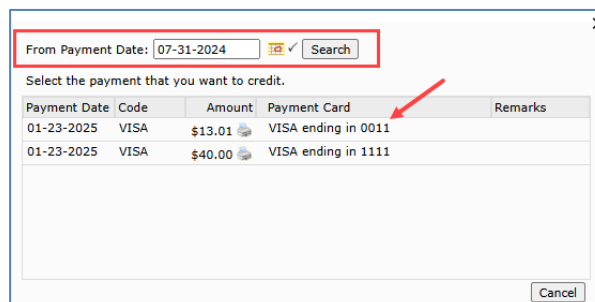
Primary Carrier: AET-AETNA N
500.00 100 30.00
Secondary Carrier: [Field]
Tertiary Carrier: [Field]

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

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

CGM PAY

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



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

Select the payment that you want to credit.

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

Cancel

Negative Payment (cont.)

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

Payment Date:

01-23-2025

Card/Account Type:

VISA

Card/Account Number:

XXXXXXXXXXXX0011

Credit Amount:

-5.00

Remarks:

Collected too much

Submit

Cancel

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

PAYMENT ID: 1751

Provider

WebPM QA

Trans ID

00000003550

Order ID

MER-1dc96334-3eac-4bf8-8a24-2f911d2eaa5e

Receipt #

I2708

Trans Type

Purchase

Clerk ID

123493

Date/Time

2025-01-23 14:11:38

Card Type

Visa

Card Number

XXXXXXXXXXXX0011

Entry Legend

CHIP READ

Entry Method

CONTACTLESS

Approval Code

000143

AC

79074593882F49DA

ATC

0047

AID

A0000000031010

AID NAME

VISA CREDIT

TVR

0000000000

TSI

0000

Resp CD

00

TRN REF #

305023690908097

VAL CODE

BDMF

Total Amount

USD\$13.01

Description:

Approved - Thank You

No Signature Required

****Customer Copy****

Retain this copy for statement verification

PAYMENT ID: 1751

Batch #

000367

Provider

WebPM QA

Trans ID

00000003564

Trans Type

Return

Date/Time

2025-01-27 08:39:47

Card Type

Visa

Card Number

XXXXXXXXXXXX0011

Entry Method

MANUAL

Approval Code

026273

Total Amount

USD\$5.00

Approved - Thank You

X

Signature

****Customer Copy****

Negative Payment (cont.)

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

Confirm

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

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

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

Payment Entry Function

System Manager
EASTSIDE MEDICAL (1)

26718 - FOX, JAMIE

Patient Number:	26718	Balance Due:	276.99
Patient Name:	FOX, JAMIE	Payment Amount:	-5.00
Accounting Date:	01-27-2025	Denial Amount:	0.00
Primary Carrier:	AET-AETNA N	Adjustment Amount:	0.00
Secondary Carrier:		Payment Remaining:	0.00
Tertiary Carrier:		Amount Allocated:	-5.00

Date	Code	Dr	Org Amt	Allow	Payment	Adjust	Deny	Ins/Bal	Pat/Bal	Sta	Act
01-22-25	99214	1	325.00	325.00	-5.00			0.00	276.99		<input type="checkbox"/>

Reverse a Transaction

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

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

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

Reverse a Transaction					System Manager EASTSIDE MEDICAL (1)
26712 - FOX, WILEY					
Click Credit to return the payment(s) through CGM PAY, then click Proceed to reverse the transaction(s).					
Transaction Type	Accounting Date	Code	Patient Name	Amount	
Payment	01-23-2025	CVISA		-40.00	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:

01-23-2025

Card/Account Type:

VISA

Card/Account Number:

**** * 0000 0000

Credit Amount:

40.00

Reason:

Collected in error

Submit

Cancel

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

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

Reverse a Transaction (cont.)

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

PAYMENT ID: 1744

Provider WebPM QA
Trans ID 000000003545
Order ID MER-b8f951d3-cb20-4d
ec-aaaa-9f0fbfc228f9

Receipt # 12705
Trans Type Purchase
Clerk ID 123493
Date/Time 2025-01-23 11:58:52
Card Type Visa
Card Number XXXXXXXXXXXX0011
Entry Legend CHIP READ
Entry Method CONTACTLESS
Approval Code 096879
AC BE104CB676D74812
ATC 0046
AID A0000000031010
AID NAME VISA CREDIT
TVR 0000000000
TSI 0000
Resp CD 00
TRN REF # 305023611320083
VAL CODE NMKF

Total Amount USD\$40.00

Description: _____

Approved - Thank You

No Signature Required

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

PAYMENT ID: 1744

Batch # 000367
Provider WebPM QA
Trans ID 000000003565
Trans Type Return
Date/Time 2025-01-27 08:52:41
Card Type Visa
Card Number XXXXXXXXXXXX0011
Entry Method MANUAL
Approval Code 056873

Total Amount USD\$40.00

Approved - Thank You

X _____
Signature

****Customer Copy****

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

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

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

Reverse a Transaction (cont.)

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

Reverse a Transaction

26699 - FOX, FRED

Procedure Code

VISA

Date of Service

01-27-2025

Diagnosis

Original Amount

-50.00

Unpaid Amount

-50.00

Check Number

Reversal Reason

Collected in error

✓

Reverse All Transactions for this Accounting Date

☒

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

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

REPORTS FOR CGM PAY PAYMENTS

The reports available to balance CGM PAY payments include:

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

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

Check In/Out Payment Journal

With the *Check In/Out Payment Journal (Scheduling > Scheduling Printing Menu > Check In/Out Payment Journal)* you can print a report of the payments entered through the *Patient Check In/Out* function. It will provide an audit trail of every payment entered, including any voided or credited payments. The **Payment ID** printed on each receipt will also print on the report for each patient, to help with reconciliation.

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

Check In/Out Payment Journal

Print in Date Order

☒

Print in Patient Order

☐

Print in Payment Code Order

☐

Print in User Code Order

☐

Print in Location Code Order

☐

Print in Resp Doctor Order

☐

Print in Dr Assigned to Pmt Order

☐

Print Totals by

☒ Pmt Method
 ☐ Pmt Type/Pmt Method

Summary Only

☐

Print From Date

01-22-2025

Print Through Date

01-22-2025

Check In/Out Payment Journal (cont.)

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

Aug 12, 2025		EASTSIDE MEDICAL							Page 1		
Check In/Out Payment Journal											
Sorted by Date and Totaled by Payment Method											
From 01-22-2025 Through 01-22-2025											
Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	User Code	Loc Code	Date Posted	Check#	Amount	Different Amt Posted
26699	FOX, FRED	01-22-2025	COP	CP	ACHC	MGR	1			40.00	
		CGM PAY Pmt ID: 1737									
26718	FOX, JAMIE	01-22-2025	ROA	CP-Device	VISA			Voided		-30.00	
		CGM PAY Pmt ID: 1740									
		REMARKS: Collected in error									
Totals for Date (01-22-2025):											
CP										40.00*	
CP-Device Front Office Device 1										-30.00*	
Grand Totals For Date (01-22-2025)										10.00**	
Total # Patients:										2	
Grand Total for all Dates:											
(CP)										40.00*	
(CP-Device Front Office Device 1)										-30.00*	
										10.00**	
Grand Total # Patients:										2	
End of Report. Schedule/Reports/Check In Out Payment Journal											
Requested by MGR and completed at 10:26AM on Aug 12 2025											

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	12-Aug-25																		
2	EASTSIDE MEDICAL																		
3	Check In/Out Payment Journal																		
4	Sorted by Date and Totaled by Payment Method																		
5	From 01-22-2025 Through 01-22-2025																		
6	Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	User	Loc	Posted	Check#	Remarks	Amount	Batch #	Different Amount Posted	Resp Dr	Dr Assigned to Pmt	Note	CGM PAY Pmt ID	
7	26699	FOX FRED	1/22/2025	COP	CP	ACHC	MGR	1				40			1	1		1737	
8	26718	FOX JAMIE	1/22/2025	ROA	CP-Device Front Office Device 1	VISA			**Voided**		Collected in error	-30			1			1740	
9	End of Report. Schedule/Reports/Check In Out Payment Journal																		
10	Requested by MGR and completed at 10:30AM on Aug 12 2025																		
11																			

Unposted Payments Report

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

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

Unposted Payments Report

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

01-22-2025



Print Through Date

01-23-2025



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

Aug 12, 2025		EASTSIDE MEDICAL						Page 1	
Unposted Payments Report									
Sorted by Payment Method									
From 01-22-2025 Through 01-23-2025									
Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
26699	FOX, FRED	01-22-2025	COP	CP	ACHC	40.00	1	1	1
CGM PAY Pmt ID: 1737									
Total Payments for Payment Method CP						40.00*			
26712	FOX, WILEY	01-23-2025	COP	CP-Device	CVISA	40.00	1	1	1
CGM PAY Pmt ID: 1755									
Total Payments for Payment Method CP-Device						40.00*			
Grand Total of Payments						80.00**			
End of Report. Transactions/Journals/Unposted Payments Report									
Requested by MGR and completed at 11:11AM on Aug 12 2025									

Unposted Payments - Print to Excel

If your practice uses two or more payment devices, you will need to access the *Unposted Payments* function to print a report that lists payments that have been *stored* but have not been *posted* to the patient account. There are multiple options to extract and filter the data, but a couple of the simplest ones follow.

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

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

OR

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

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

Unposted Payments - Print to Excel (cont.)

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

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

Daily Register - Print to Excel

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

Daily Register

Sort by

Date

✓

Print Patient Detail

✓

Sort Order

☐ Alphabetic
 ☒ Numeric

Print Transaction Detail

✓

Print Applied to Transactions

☐

Description or Superbill #

☒ Procedure Description
 ☐ Superbill #

Print By

☒ Accounting Date
 ☐ Service Date ✓

Print from Date

01-23-2025

Print through Date

01-27-2025

Include A/R Total

☐

Include MTD and YTD

☐

Print from List

Batch Number

Default Last Batch

☒

Summary Only

☐

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	EASTSIDE MEDICAL																			
2	Daily Register																			
3	From 01-23-2025 Through 01-27-2025																			
4	Sorted by Accounting Date																			
5	Acct Date	Service Date	Posted	Acct#	Patient	Guarantor	Code Description	CGM PAY	Charge Adj	Pmt	Balance	Encounter Proc ID	CGM PAY Pmt ID	Per Dr	Ins Dr	Ref Dr	Loc	Bill Grp		
6	1/23/2025	1/23/2025	1/23/2025 11:08	26619	Fox, Sammy	Fox, Sammy	CC CREDIT CARD PMT	CP-Device (Front Office Device 1)		-39	1625.41		1745	60	60	ALT	1	BC		
7	1/23/2025	1/23/2025	1/23/2025 11:08	26619	Fox, Sammy	Fox, Sammy	CC CREDIT CARD PMT	CP-Device (Front Office Device 1)		-1	1625.41		1745	1			1	BC		
8	1/23/2025	11/22/2024	1/23/2025 12:14	26699	FOX, FRED	FOX, FRED	ACHC ACH COPAY	CP		0	215		1670					INS		
9	1/23/2025	11/22/2024	1/23/2025 12:14	26699	FOX, FRED	FOX, FRED	ACHC ACH COPAY	CP		-40	215		1670	UN				UN		
10	1/23/2025	1/23/2025	1/23/2025 10:07	26712	FOX, WILEY	FOX, WILEY	99214 OFFICE O/P EST		325		205	12810 130286		1	1	ALT	1	INS		
11	1/23/2025	1/23/2025	1/23/2025 10:08	26712	FOX, WILEY	FOX, WILEY	CVISA Visa Copay	CP-Device (Front Office Device 1)		-40	205		1748	1	1	ALT	1	INS		
12	1/23/2025	1/23/2025	1/23/2025 12:02	26712	FOX, WILEY	FOX, WILEY	ACHR ACH ROA	CP		-40	205		1749	1	1	ALT	1	INS		
13	1/23/2025	1/23/2025	1/23/2025 12:05	26712	FOX, WILEY	FOX, WILEY	VISA Visa Payment	CP-Device (Front Office Device 1)		-40	205		1749	1	1	ALT	1	INS		
14	1/23/2025	1/23/2025	1/23/2025 12:10	26718	FOX, JAMIE	FOX, JAMIE	VISA Visa Payment	CP		-40	271.99		1750	1	1	0	2	INS		
15	1/23/2025	1/23/2025	1/23/2025 12:12	26718	FOX, JAMIE	FOX, JAMIE	VISA Visa Payment	CP-Device (Front Office Device 1)		-13.01	271.99		1751	1	1	0	2	INS		
16	1/27/2025	1/27/2025	1/27/2025 10:04	26615	RABBIT, SALLY	RABBIT, SALLY	99214 OFFICE O/P EST		325		557.49	12838 130314		1	1	FIS	1	BC		
17	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	VISA Visa Payment	CP-Device (Front Office Device 1)		-50	557.49		1761	1	1	FIS	1	BC		
18	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	VISA Visa Payment	CP-Device (Front Office Device 1)		0	557.49		1761	1	1	FIS	1	BC		
19	1/27/2025	1/27/2025	1/27/2025 10:05	26615	RABBIT, SALLY	RABBIT, SALLY	CVISA Visa Copay	CP-Device (Front Office Device 1)		-20	557.49		1761	1	1	FIS	1	BC		
20	1/27/2025	1/27/2025	1/27/2025 10:16	26623	Dash, Khloe	Dash, Khloe	99214 OFFICE O/P EST		325		13971.09	12840 130316		1	1	ALT	1	INS		
21	1/27/2025	1/27/2025	1/27/2025 10:16	26623	Dash, Khloe	Dash, Khloe	CCA COPAY CASH			-15	13971.09			1	1	ALT	1	INS		
22	1/27/2025	1/27/2025	1/27/2025 10:39	26699	FOX, FRED	FOX, FRED	VISA Visa Payment	CP-Device (Front Office Device 1)		0	215		1763					INS		
23	1/27/2025	1/27/2025	1/27/2025 10:39	26699	FOX, FRED	FOX, FRED	VISA Visa Payment	CP-Device (Front Office Device 1)		-50	215		1763	UN			UN	INS		
24	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		0	215		1763					INS		
25	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		0	215		1763					INS		
26	1/27/2025	1/27/2025	1/27/2025 10:40	26699	FOX, FRED	FOX, FRED	CVISA Visa Copay	CP-Device (Front Office Device 1)		-20	215		1763	UN			UN	INS		
27	1/27/2025	1/27/2025	1/27/2025 12:38	26841	DASH, KYLIE	DASH, KYLIE	99214 OFFICE O/P EST		325		650	12841 130317		ALS	ALS	AND	1	INS		
28	End of Report. Transactions/Journals/Daily Register																			
29	Requested by MGR and completed at 3:34PM on Jan 27 2025																			

Transaction Journals to Excel (Payment)

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

Transaction Journals To Excel

Journal to Print ☐ Procedure ☒ Payment ☐ Adjustment

Transaction Journals To Excel

Print from date
Print Through Date
Print By ☒ Accounting Date ☐ Service Date

Batch Number
Default Last Batch ☒

Print from List ▼

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

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

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

Unposted Payments - Journal

If you need to print a report that provides a 'Journal' of all the payment transactions, including posted, unposted and voided payments, you can print the Unposted Payments Journal using either of the following functions:

- Unposted Payments Journal (*Transactions > Transaction Journals > Unposted Payments Journal*)
- Unposted Payments – Journal (*Transactions > Unposted Payments Journal Action Column button*)

The following example is when the report is printed to Excel. Select the **Print in Payment Method Order** check box so the report will print the payments grouped by payment method, which will allow you to easily total the payments for each payment method. The **Payment ID** printed on each receipt will also be printed on the report for each patient, to help with reconciliation.

Note: When you print to Excel, the report is not pre-formatted, and no column totals are provided, so the **Print Totals by** option will be ignored.

Unposted Payments Journal

Print in Date Order ☐

Print in Patient Order ☐

Print in Payment Code Order ☐

Print in User Code Order ☐

Print in Location Code Order ☐

Print in Resp Doctor Order ☐

Print in Dr Assigned to Pmt Order ☐

Print in Payment Method Order ☒

Print Totals by ☒ Pmt Method ☐ Pmt Type/Pmt Method

Summary Only ☐

Print From Date

Print Through Date

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	13-Aug-25																
2	EASTSIDE MEDICAL																
3	Unposted Payments Journal																
4	Sorted by Payment Method and Totaled by Payment Method																
5	From 01-22-2025 Through 01-23-2025																
6	Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	User	Loc	Posted	Remarks	Amount	Batch #	Different Amt Posted	Resp Dr	Dr Assigned to Pmt	CGM PA Pmt ID	
7	26699	FOX FRED	1/22/2025	COP	CP	ACHC	MGR	1			\$ 40.00			1	1	1737	
8	26712	FOX WILEY	1/23/2025	ROA	CP	ACHR	MGR		1/23/2025		\$ 40.00			1		1748	
9	26718	FOX JAMIE	1/23/2025	ROA	CP	VISA	MGR		1/23/2025		\$ 40.00			1		1750	
10	26718	FOX JAMIE	1/22/2025	ROA	CP-Device Front Office Device 1	VISA	MGR		**Voided**		\$ 30.00			1		1740	
11	26718	FOX JAMIE	1/22/2025	ROA	CP-Device Front Office Device 1	VISA			**Voided**	Charged too much	(\$ 30.00)			1		1740	
12	26718	FOX JAMIE	1/22/2025	ROA	CP-Device Front Office Device 1	VISA	MGR		2/19/2025		\$ 25.00			1		1740	
13	26712	FOX WILEY	1/23/2025	COP	CP-Device Front Office Device 1	CVISA	MGR	1	1/23/2025		\$ 40.00			1	1	1744	
14	26619	Fox Sammy	1/23/2025	ROA	CP-Device Front Office Device 1	CC	MGR		1/23/2025		\$ 40.00			1		1745	
15	26712	FOX WILEY	1/23/2025	ROA	CP-Device Front Office Device 1	VISA	MGR		1/23/2025		\$ 40.00			1		1749	
16	26718	FOX JAMIE	1/23/2025	ROA	CP-Device Front Office Device 1	VISA	MGR		1/23/2025		\$ 13.01			1		1751	
17	26712	FOX WILEY	1/23/2025	COP	CP-Device Front Office Device 1	CVISA	MGR	1			\$ 40.00			1	1	1755	
18	End of Report. Transactions/Journals/Unposted Payments Journal																
19	Requested by MGR and completed at 8:52AM on Aug 13 2025																
20																	

USING CGM PAY FOR PAYMENT PLANS

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



Delinquent (Collection) Payment Plans

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

Non-Delinquent Payment Plans

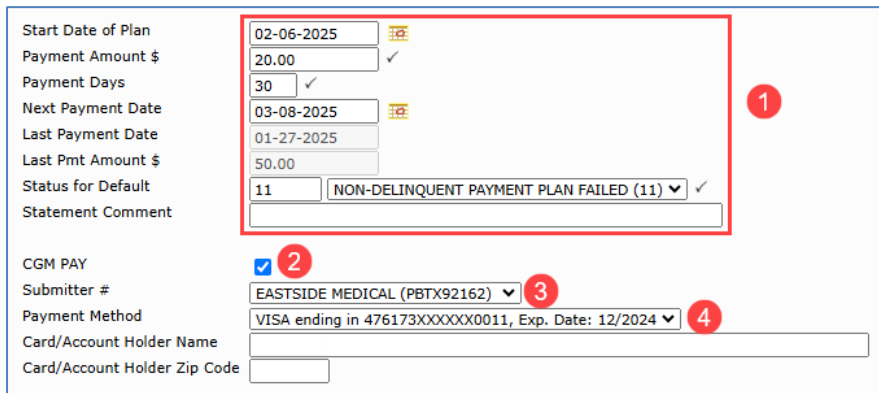
Accessed the *Non-Delinquent Payment Plan* function (*Collections > Patient Collections > Non-Delinquent Payment Plan > Select Patient*)

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

Start Date of Plan	02-10-2025	
Payment Amount \$		✓
Payment Days		✓
Next Payment Date		
Last Payment Date	04-20-2023	
Last Pmt Amount \$	25.00	
Status for Default	11	
Statement Comment	NON-DELINQUENT PAYMENT PLAN FAILED (11) ✓	
CGM PAY	<input type="checkbox"/>	
Submitter #		
Payment Method		
Card/Account Holder Name		
Card/Account Holder Zip Code		

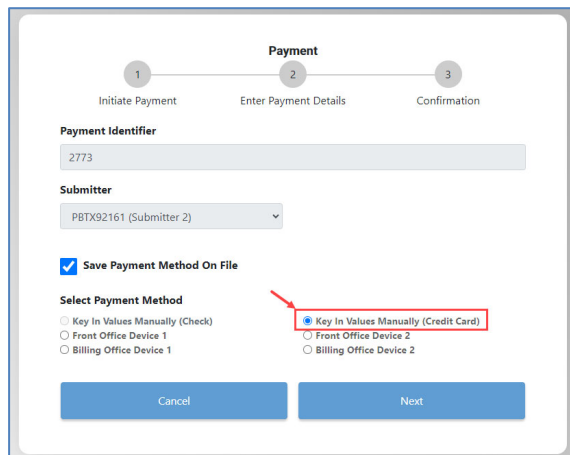
How to Set up CGM PAY in a Payment Plans

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



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

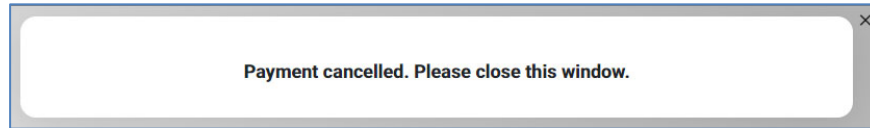
1. Complete the standard Payment Plan fields first
2. Select the **CGM PAY** check box
3. Select the **Submitter #**
4. Select a **Payment Method**:
 - a. **Select a previously saved payment method.** The **Card/Account Holder Name** and **Card/Account Holder Zip Code** fields will be populated if that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



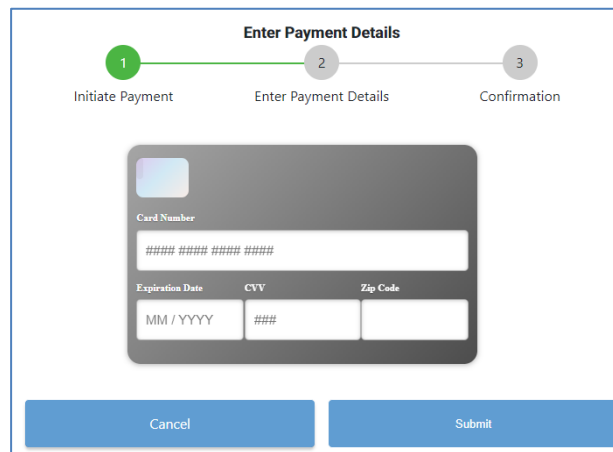
The screenshot shows the 'Payment' window with a progress bar at the top indicating three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The 'Payment Identifier' field contains '2773'. The 'Submitter' dropdown is set to 'PBTX92161 (Submitter 2)'. The 'Save Payment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

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

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

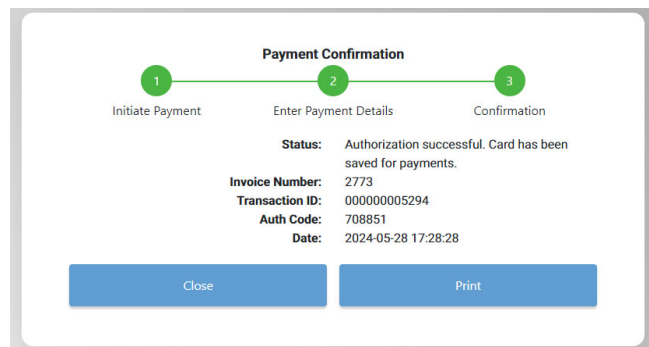


Enter the card information and click **Submit**.



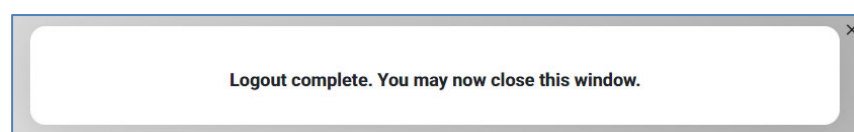
The "Enter Payment Details" form features a progress bar at the top with three steps: 1. Initiate Payment, 2. Enter Payment Details (current step), and 3. Confirmation. The form contains a card number field with a masked input (#####), an expiration date field (MM / YYYY), a CVV field (###), and a zip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

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



The "Payment Confirmation" form shows a progress bar with three steps: 1. Initiate Payment, 2. Enter Payment Details, and 3. Confirmation (current step). It displays transaction details: Status (Authorization successful. Card has been saved for payments.), Invoice Number (2773), Transaction ID (00000005294), Auth Code (708851), and Date (2024-05-28 17:28:28). At the bottom are "Close" and "Print" buttons.

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





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

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

Start Date of Plan	02-06-2025
Payment Amount \$	20.00
Payment Days	30
Next Payment Date	03-08-2025
Last Payment Date	01-27-2025
Last Pmt Amount \$	50.00
Status for Default	11 NON-DELINQUENT PAYMENT PLAN FAILED (11)
Statement Comment	
CGM PAY	<input checked="" type="checkbox"/>
Submitter #	EASTSIDE MEDICAL (PBTX92162)
Payment Method	VISA ending in 476173XXXXXX0011, Exp. Date: 12/2024
Card/Account Holder Name	FRED FOX
Card/Account Holder Zip Code	85021

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

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


Work Accounts												System Manager	
												EASTSIDE MEDICAL (1)	
*** Filter Applied *** (Patient Balances > \$0.00)													
<input type="checkbox"/>	Acct	Name	Status	Dr	Loc	Grp	Patient Balance	Wrk	Last Statement	Last Personal Payment	Last Visit	Payment Plan 	Next Payment Date 
<input type="checkbox"/>	26693	Dash, Robert	5	1	1	AET	520.00	Y	01-30-2025	01-09-2025 Paid \$20.00	02-02-2025	Yes - CGM PAY	02-09-2025
<input type="checkbox"/>	26651	Walsh, Brenda	6	1	1	1	1795.41	N	02-05-2024	11-13-2024 Paid \$20.00	05-02-2024	Yes - CGM PAY	02-14-2025
<input type="checkbox"/>	26602	Applegate, Christina	5	1	1	AET	354.00	Y	01-30-2025	01-28-2025 Paid \$2.00	05-03-2024	Yes - CGM PAY	02-28-2025
<input type="checkbox"/>	26597	Johnson, Noah	5	1	1	AET	10702.34	Y	01-30-2025	01-26-2025 Paid \$4.00	01-21-2025	Yes - CGM PAY	02-27-2025
<input type="checkbox"/>	26588	Dash, Kimberly	5	BAC1	1	1	4225.91	Y	12-13-2024	01-06-2025 Paid \$1.00	01-22-2025	Yes - CGM PAY	02-21-2025
<input type="checkbox"/>	26563	AGGER, BLAKE	6	1	1	MC	1966.77	N	02-05-2024	12-11-2024 Paid \$10.00	10-02-2022	Yes - CGM PAY	02-11-2025
<input type="checkbox"/>	26135	Arianno, Tara	5	1	1	AET	321.00	Y	01-30-2025	01-14-2025 Paid \$2.00	07-10-2024	Yes - CGM PAY	02-15-2025
<input type="checkbox"/>	26772	Hansen, Steven	4	1	1	1	575.00	N			10-29-2024	Yes	02-07-2025
<input type="checkbox"/>	26751	Posh, Victoria	6	1	1	1	295.00	N		08-28-2024 Paid \$10.00	08-28-2024	Yes	02-27-2025


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

Work Accounts										
System Manager EASTSIDE MEDICAL (1)										
26597 - Johnson, Noah										
Patient Name:	Johnson, Noah (26597)				Home Ph. / Work Ph.:	925-236-8569 / 925-852-7415				
Guarantor Name:	Johnson, Noah				Billing Group:	AETNA PATIENTS (AET)				
Internal Comment:	Test				Primary Carrier:	AET-AETNA N				
Last Statement:	01-30-2025				Secondary Carrier:					
Statement Comment:	AZ				Tertiary Carrier:					
Last Ins Pmt:	\$1.26 on 01-21-2025				Send Statement:	Y				
Last Per Pmt:	\$4.00 on 01-26-2025				Last Visit:	01-21-2025				
Collection Status:	PAYMENT PLANS (5)				Payment Plan:	Yes - CGM PAY				
Next Letter:					Work Status:	Worked				
Next Contact:										
	Balance	Current	30	60	90	120	150			
Patient:	10702.34	2.74	5.48	10.00	6.74	2.74	10674.64			
Insurance:	3649.47	325.00	600.50	0.00	300.00	670.00	1753.97			
Total:	14351.81	327.74	605.98	10.00	306.74	672.74	12428.61			

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

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

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

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

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

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

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

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

Manage Payment Plans

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

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

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

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

You can filter the payment plan listing by clicking the **Add/Edit Filter** Action Column button and remove any previously applied filter by clicking the **Remove Filter** Action Column button. If you only want to see the current payment plans that were requested through CGM PAY or the eMEDIX Payment Portal, you can select the **Payment Plans Requested** check box.

Manage Payment Plans Filter

Start Payment Date
Through

Next Payment Date
Through

Patient Acct
...

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

Collection Status
▼

Payment Plans Requested
☒

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

Manage Payment Plans (cont.)

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

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

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

The following fields are displayed for each payment plan request:

Acct# - Patient account number

Patient – Patient name

Request Date – Date the payment plan was requested

Source – CGM PAY or eMEDIX Payment Portal

Request – Details of the payment plan request







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

Status – Shows the status of the payment plan request

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

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

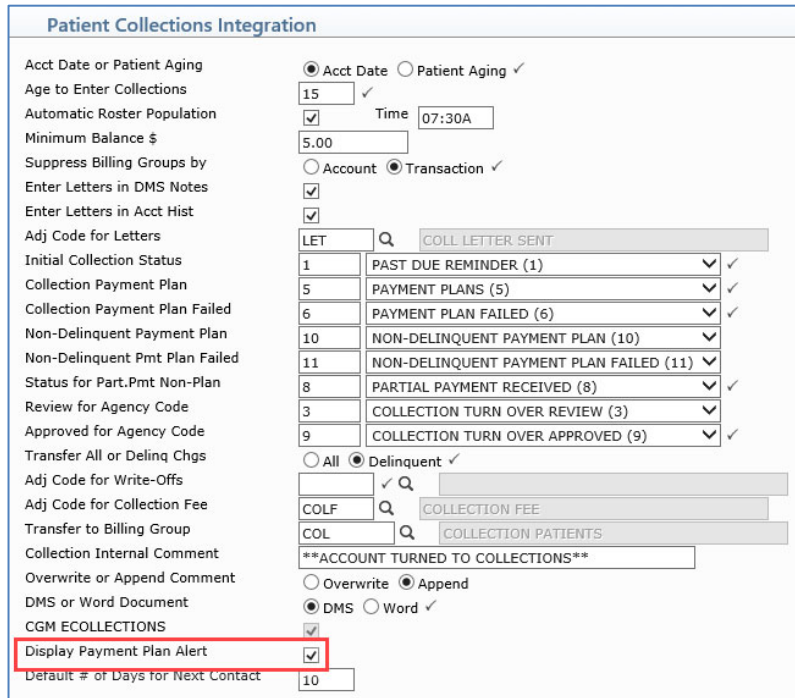
The Payment Plan Request History screen can also be filtered by using the **Add/Edit Filter** Action Column button:

Payment Plan Request History Filter	
From Request Date	11-08-2024  Through 
Patient Acct	<input type="text"/> 
Source	<input type="text"/> 
Requested By	<input type="text"/> 
Reviewed By	<input type="text"/> 

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

Payment Plan Alerts

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



Patient Collections Integration

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

Age to Enter Collections: 15 ✓

Automatic Roster Population: ☒ Time: 07:30A

Minimum Balance \$: 5.00

Suppress Billing Groups by: ☐ Account ☒ Transaction ✓

Enter Letters in DMS Notes: ☒

Enter Letters in Acct Hist: ☒

Adj Code for Letters: LET Q COLL LETTER SENT

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

Collection Payment Plan: 5 PAYMENT PLANS (5) ✓

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

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

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

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

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

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

Transfer All or Delinq Chgs: ☐ All ☒ Delinquent ✓

Adj Code for Write-Offs: 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

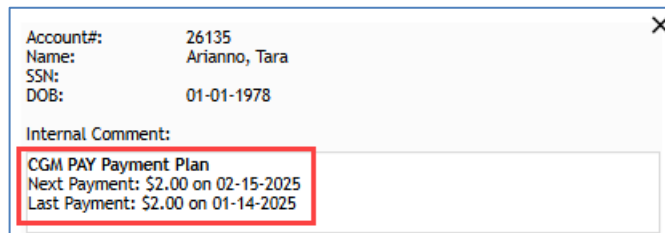
DMS or Word Document: ☒ DMS ☐ Word ✓

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.



Account#: 26135

Name: Arianno, Tara

SSN:

DOB: 01-01-1978

Internal Comment:

CGM PAY Payment Plan

Next Payment: \$2.00 on 02-15-2025

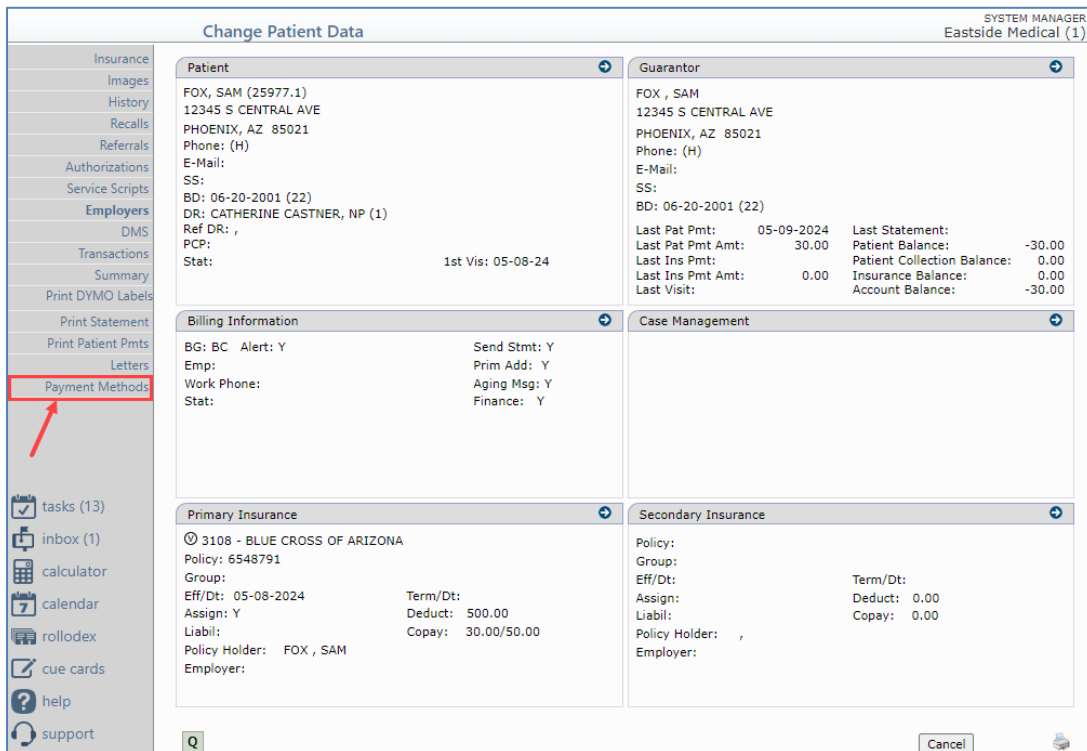
Last Payment: \$2.00 on 01-14-2025

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

PAYMENT METHODS STORED ON THE PATIENT ACCOUNT

Add, Edit or Delete Payment Methods

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



Change Patient Data SYSTEM MANAGER
Eastside Medical (1)

Patient

FOX, SAM (25977.1)
 12345 S CENTRAL AVE
 PHOENIX, AZ 85021
 Phone: (H)
 E-Mail:
 SS:
 BD: 06-20-2001 (22)
 DR: CATHERINE CASTNER, NP (1)
 Ref DR: ,
 PCP:
 Stat: 1st Vis: 05-08-24

Guarantor

FOX, SAM
 12345 S CENTRAL AVE
 PHOENIX, AZ 85021
 Phone: (H)
 E-Mail:
 SS:
 BD: 06-20-2001 (22)

Billing Information

BG: BC Alert: Y Send Stmt: Y
 Emp: Prim Add: Y
 Work Phone: Aging Msg: Y
 Stat: Finance: Y

Case Management

Primary Insurance

3108 - BLUE CROSS OF ARIZONA
 Policy: 6548791
 Group:
 Eff/Dt: 05-08-2024 Term/Dt:
 Assign: Y Deduct: 500.00
 Liabil: Copay: 30.00/50.00
 Policy Holder: FOX, SAM
 Employer:

Secondary Insurance

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

Cancel

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

CGM PAY Payment Methods						
Add Payment Method	26135 - Arianno, Tara					
	Card/Account Type ▼	Card/Account Number	Expiration Date	Card/Account Holder Name	Zip Code	Default Card/Account
	VISA	476173XXXXXX0011	12/2024	Tara Arianno	85012	Yes

Add, Edit or Delete Payment Methods (cont.)

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

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

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

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

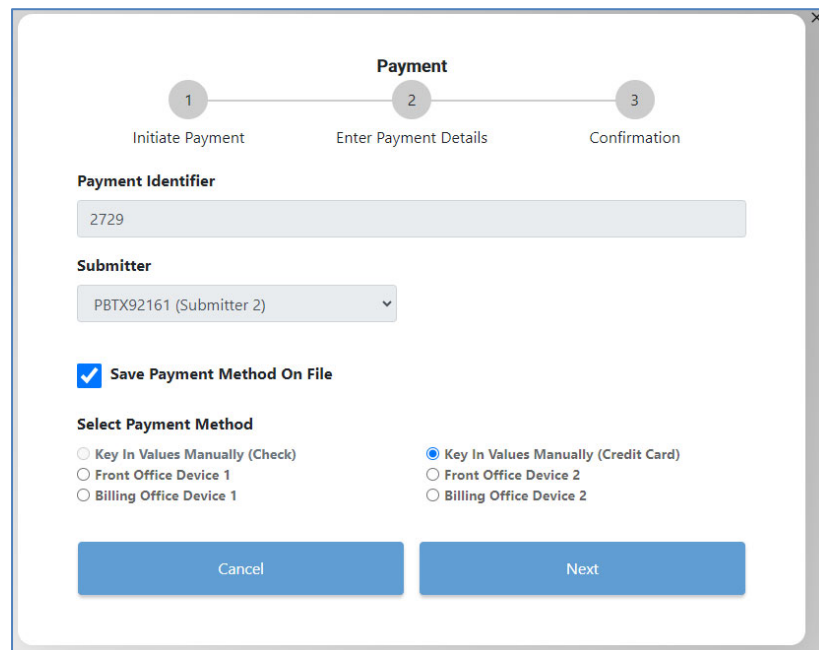
CGM PAY Payment Methods						
Add Payment Method	26135 - Arianno, Tara					
	Card/Account Type ▼	Card/Account Number	Expiration Date	Card/Account Holder Name	Zip Code	Default Card/Account
	VISA	476173XXXXXX0011	12/2024	Tara Arianno	85012	Yes

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

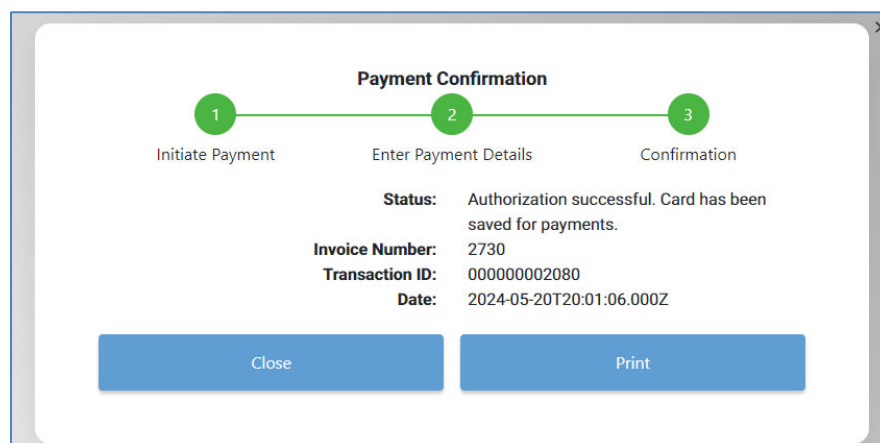
Select Submitter
Submitter: Eastside Medical ▼
<div>Proceed</div> <div>Cancel</div>

Add, Edit or Delete Payment Methods (cont.)

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

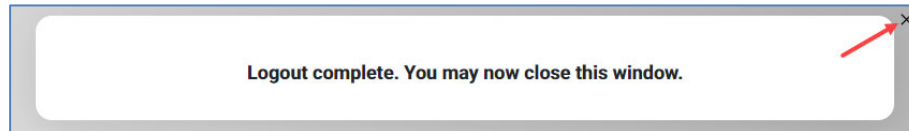


Complete the process to enter the payment information for the type of payment method you selected. When the Payment Confirmation window displays, you can click **Print** to print the receipt or **Close**.



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 PAY Payment Methods	
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="Tara Arianno"/>
Card/Account Holder Zip Code	<input type="text" value="85012"/>
Default Card/Account	<input checked="" type="checkbox"/>

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

Click **Save**.

Report for the Default Payment Method Stored on Patient Accounts

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

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

Patient Detail to Excel

From Patient

Thru Patient

Print from Service Date

Print through Service Date

Include Patients with No Activity

Print from List

Custom Header Line 1

Custom Header Line 2

Excel Columns 'A' thru 'Z'

Excel Columns 'AA' thru 'ZZ'

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

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

PAYMENT FIELDS IN THE PAYMENT COLLECTION WINDOW

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

Examples of Payment Modifications:

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

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

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

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

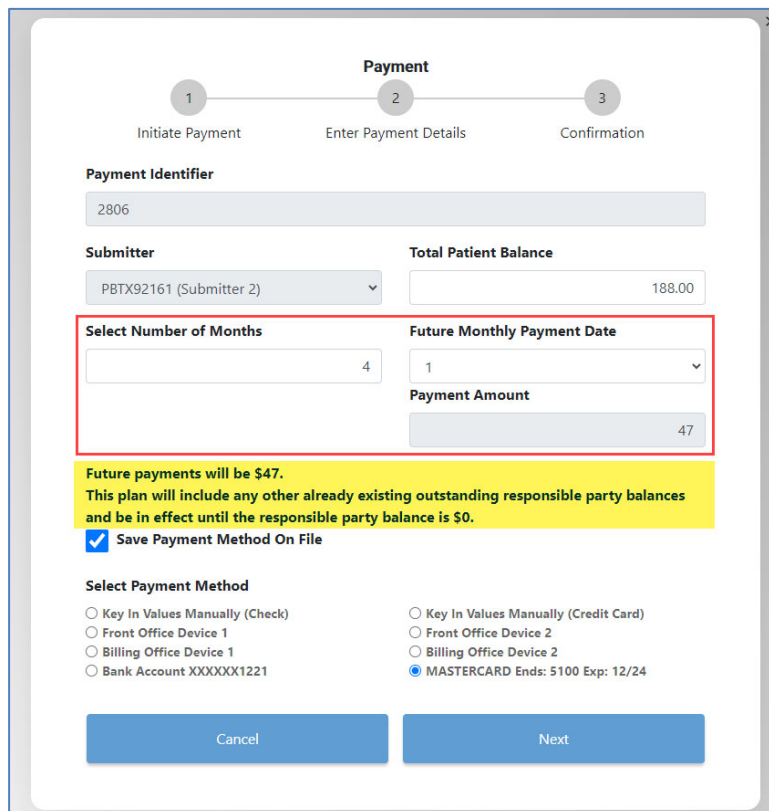
1. \$50 ROA
 2. \$10 ROA
 3. \$15 Co-pay
 4. \$20 Co-pay
- **Example 1:** When the payment is collected using CGM PAY and the Payment Amount is changed to \$100. In this case the amount collected was \$5 more than requested, so the \$50 ROA is changed to \$55 since it was the first ROA entered.
 - **Example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

Payment Fields in the Payment Collection Window (cont.)

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

Although the payment plan fields are available when collecting a CGM PAY payment, a payment plan will NOT be automatically created in CGM webPRACTICE. The information will display in a *Payment Plan Request* and you must process the message and add or edit the Payment Plan. For additional information on Payment Plans, see the *How to Set up CGM PAY in a Payment Plan and Manage Payment Plans* sections of this User Guide.

- **Payment Amount** – The payment amount automatically defaults to the payment amount you entered in CGM webPRACTICE.
- **Select Number of Months** – If you enter the number of months you want to pay the balance off, the **Payment Amount** will change to the total patient balance divided by the number of months you entered.
- **Future Monthly Payment Date** -Enter the day of the month future payments will be due. For example, 1 = the first of the month.



Payment

1 — 2 — 3
Initiate Payment Enter Payment Details Confirmation

Payment Identifier
2806

Submitter
PBIX92161 (Submitter 2)

Total Patient Balance
188.00

Select Number of Months
4

Future Monthly Payment Date
1

Payment Amount
47

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

Manage Payment Plans

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

Payment Plan page

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

Click the "X" to delete.

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

Payment Fields in the Payment Collection Window (cont.)

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

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

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

CGM EMEDIX PAYMENT PORTAL PAYMENTS

CGM eMEDIX Payment Portal Integration Setup

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

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

CGM eMEDIX Payment Portal Integration			
CGM eMEDIX Submitter ID	<input type="text"/>	✓	Do NOT edit these fields.
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"/>

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')														
Change Batch	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Pmt Dr	Loc	Remarks	Patient Balance	Last Service Date
Print	<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
Print to Excel	<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
Add/Edit Filter	<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
Remove Filter	<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
Journal	<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
Refresh	<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
EPP
CGM eMEDIX Payment Portal (EPP)

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)
<div>Change Batch</div> <div>Print</div> <div>Print to Excel</div> <div>Add/Edit Filter</div> <div>Remove Filter</div> <div>Journal</div> <div>Refresh</div>	<div>*** Filter Applied ***</div> <div>(Source = 'CGM eMEDIX Payment Portal')</div>										
	<input type="checkbox"/>	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

To review, print, post and void/credit CGM PAY payments, select the payment by clicking anywhere on the row containing the payment information and the Payment Entry Function screen will display. For additional information on Unposted Payments functionality, see the *Unposted Payments* function in CGM webPRACTICE Help. If you need to credit/return payments, 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						
04-15-20	04-15-20	0	AWO	**ACCOUNT TURNED TO ..	-79.00						
02-26-20	02-26-20	0	LET	Sent E-Letter ECL PA..	0.00						
02-24-20	02-24-20	0	FF 99214	OV EST LEV 4	79.00 1	1		160.00 CY			
01-31-20	01-31-20	0	FF 99213	OV EST LEV 3	160.00 1	1					
01-30-20	01-30-20	0	FF 99213	OV EST LEV 3	160.00 1	1					
01-30-20	01-30-20	0	SLIDE	SLIDE	-80.00						
01-20-20	01-20-20	0	FF 99213	OV EST LEV 3	160.00 1	1					
01-20-20	01-20-20	0	SLIDE	SLIDE	-160.00						
12-17-19	12-17-19	0	STM	STATEMENT SENT-File	0.00						
01-28-19	01-28-19	0	STM	STATEMENT SENT-File	0.00						

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

Unposted Payments Report

With the *Unposted Payments Report (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 Report

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 ☐

08-14-2025

08-14-2025

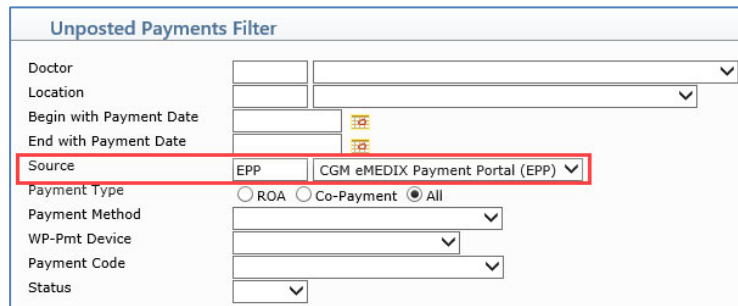
All Payment Portal payments are identified by 'PP' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM eMEDIX Payment Portal Integration* function.

Aug 14, 2025		EASTSIDE MEDICAL					Page 6		
Unposted Payments Report									
Sorted by Payment Method									
From 08-14-2025 Through 08-14-2025									
Acct	Patient Name	Pmt Date	Pmt Type	Pmt Method	Pmt Code	Amount	Loc	Pmt Dr	Resp Dr
26588	Green, Kimberly	08-14-2025	ROA	PP	OLV	20.00	1	1	BAC1
26604	Williams, Mark	08-14-2025	ROA	PP	OLMC	10.00	1	1	1
26623	Black, Khloe	08-14-2025	ROA	PP	OLV	20.00	1	1	1
26643	Hansen, Michelle	08-14-2025	ROA	PP	OLAX	10.00	1	1	1
26684	Johnson, Tracy	08-14-2025	ROA	PP	OLV	15.00	1	1	1
26688	Brown, Peter	08-14-2025	ROA	PP	OLV	20.00	1	1	1
26692	Daisey, Sally	08-14-2025	ROA	PP	OLMC	25.00	1	1	1
26694	White, George	08-14-2025	ROA	PP	OLV	30.00	1	1	1
Total Payments for Payment Method PP						150.00*			
Grand Total of Payments						2951.15**			
End of Report. Transactions/Journals/Unposted Payments Report									
Requested by MGR and completed at 5:00PM on Aug 14 2025									

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.



The **Unposted Payments Filter** dialog box contains the following fields:

- Doctor: [Dropdown]
- Location: [Dropdown]
- Begin with Payment Date: [Date Picker]
- End with Payment Date: [Date Picker]
- Source: **EPP** (Selected), CGM eMEDIX Payment Portal (EPP) [Dropdown]
- Payment Type: ☐ ROA ☐ Co-Payment ☒ All
- Payment Method: [Dropdown]
- WP-Pmt Device: [Dropdown]
- Payment Code: [Dropdown]
- Status: [Dropdown]

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')										
Change Batch	Status	Source	Account	Patient Name	Amount	Payment Date	Payment Type	Payment Code	Pmt Method	Patient Balance
Print	<input type="checkbox"/>	CGM eMEDIX Payment Portal	26021	ANDERSON, STEPHEN	1145.00	03-08-2020	ROA	Online Visa (OLV)	PP	-3.04
Print to Excel	<input type="checkbox"/>	CGM eMEDIX Payment Portal	26131	GLOVER, DONALD	255.42	03-08-2020	ROA	Online Amex (OLAX)	PP	0.00
Add/Edit Filter	<input type="checkbox"/>	CGM eMEDIX Payment Portal	26153	ROSS, BIRDIE	60.00	02-17-2020	ROA	Online Visa (OLV)	PP	0.00
Remove Filter	<input type="checkbox"/>	CGM eMEDIX Payment Portal	26172	PAISLEY, BRAD	6.60	02-17-2020	ROA	Online Mastercard (OLMC)	PP	0.00
Journal	<input type="checkbox"/>	CGM eMEDIX Payment Portal	26201	WASHINGTON, GEORGE	11.12	04-23-2019	ROA	CREDIT CARD PMT (CC)	PP	-19.14
Refresh	<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 – Print to Excel

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

Daily Register

Sort by

Date

Print Patient Detail
☒

Sort Order

☐ Alphabetic
☒ Numeric

Print Transaction Detail
☒

Print Applied to Transactions
☐

Description or Superbill #

☒ Procedure Description
☐ Superbill #

Print By

☒ Accounting Date
☐ Service Date

Print from Date

09-23-2020

Print through Date

09-23-2020

Include A/R Total
☐

Include MTD and YTD
☐

Print from List

Batch Number

Default Last Batch
☐

Summary Only
☐

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	EASTSIDE MEDICAL																							
2	Daily Register																							
3	From 09-23-2020 Through 09-23-2020																							
4	Sorted by Accounting Date																							
5	Acct Date	Service Date	Actual Date/Time Posted	Acct# Patient	Guarantor	Code	Description	CGM PAY	Per Dr	Ins Dr	Ref Dr	Loc	Billing Grp	Ins Carrier	Charge	Adj	Pmt	Balance ID	Encounter Proc	COM PAY	Applied To	Applied To Code	Applied To Description	
6	9/23/2020	9/8/2020	9/23/2020 15:50	26021 Anderson, Stephen	Anderson, Stephen	OLV	Online Visa		UN			UN	UN	UN			-1145	-1148.04						
7	9/23/2020	9/8/2020	9/23/2020 15:50	26131 Glover, Donald	Glover, Donald	OLAX	Online Amex					UN	BC	UN			-255.42	395.58			10/11/2024	CC CREDIT CARD PMT		
8	9/23/2020	2/17/2020	9/23/2020 15:49	26153 Ross, Birdie	Ross, Birdie	OLV	Online Visa		1	1	0	1	BC	UN			-60	640			8/28/2020	99214 OFFICE O/P EST MOD 30 MIN		
9	9/23/2020	2/17/2020	9/23/2020 15:49	26172 Paisley, Brad	Paisley, Brad	OLMC	Online Mastercard		UN			UN	UN	UN			-6.6	-6.6						
10																	-1467.02							
11																								
12	9/23/2020	9/23/2020	9/23/2020 13:23	26240 SHELTON, BLAKE	SHELTON, BLAKE	99214	OV EST MOD 30 MIN		1	1	0	1	UHC	UHC		300		32539.9	104281	26306				
13	End of Report. Transactions/Journals/Daily Register																							
14	Requested by MGR and completed at 2:50PM on Feb.06.2025																							


Transaction Journals to Excel (Payment)


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


Transaction Journals To Excel

Journal to Print ☐ Procedure ☒ Payment ☐ Adjustment


Transaction Journals To Excel

Print from date 

Print Through Date 

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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	23-Sep-20															
2	EASTSIDE MEDICAL															
3	Posted Payments Journal															
4	From 09-23-2020 Through 09-23-2020															
													Acct Date of Paid Transaction	Service Date of Paid Transaction	Actual Date Transaction Posted	
5	Batch #	User	Acct #	Guarantor Patient Id	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Time	Code	Pmt Amount	Unapplied					Pt Name
6		MGR	26172	Paisley, Brad	9/23/2020	2/17/2020	9/23/2020 03:49PM		OLMC	-6.6	-6.6					
7		MGR	26153	Ross, Birdie	9/23/2020	2/17/2020	9/23/2020 03:49PM		OLV	-60	0	8/28/2020	8/28/2020	8/28/2020		Birdie
8		MGR	26131	Glover, Donald	9/23/2020	3/8/2020	9/23/2020 03:50PM		OLAX	-255.42	-255.42					
9		MGR	26021	Anderson, Stephen	9/23/2020	3/8/2020	9/23/2020 03:50PM		OLV	-1145	-1145					
10										-1467.02						
11																
12	End of Report. Transactions/Journals/Transaction Journals to Excel															
13	Requested by MGR and completed at 4:16PM on Sep 23 2020															

Unposted Payments Journal

If you need to print a report that provides a 'Journal' of all the Payment Portal payments for electronic patient statement payments or collection payments, including posted, unposted and voided payments, you can print the *Unposted Payments Journal* using either of the following functions:

- Unposted Payments Journal (*Transactions > Transaction Journals > Unposted Payments Journal*)
- Unposted Payments – Journal (*Transactions > Unposted Payments Journal Action Column button*)

The following example is when the report is printed to Excel. Select the **Print in Payment Method Order** check box so the report will print the payments grouped by payment method, which will allow you to easily total the payments for each payment method. The **Payment ID** printed on each receipt will also be printed on the report for each patient, to help with reconciliation.



Note: When you print to Excel, the report is not pre-formatted, and no column totals are provided, so the **Print Totals by** option will be ignored.

Unposted Payments Journal

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

Print Totals by ☒ Pmt Method ☐ Pmt Type/Pmt Method

Summary Only ☐

Print From Date 
Print Through Date 

When the Excel workbook opens, 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. You can sort, filter and total the payments as needed.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	14-Aug-25																	
2	EASTSIDE MEDICAL																	
3	Unposted Payments Journal																	
4	Sorted by Payment Method and Totaled by Payment Method																	
5	From 01-01-2020 Through 08-14-2025																	
6	Acct	Patient Name		Pmt Date	Pmt Type	Pmt Method	Pmt Code	User	Loc	Posted	Check#	Remarks	Amount	Batch #	Different Amt Posted	Resp Dr	Dr Assigned to Pmt	CGM PAY Pmt ID
7	26588	Green, Kimberly		8/14/2025	ROA	PP	OLV	KIM	1				20			BAC1	1	
8	26604	Williams, Mark		8/14/2025	ROA	PP	OLMC	KIM	1				10			1	1	
9	26618	Fox, Jeff		8/14/2025	ROA	PP	OLMC	KIM	1	**Voided**			40			1	1	
10	26618	Fox, Jeff		8/14/2025	ROA	PP	OLMC	KIM	1	**Voided**			-40			1	1	
11	26623	Black, Khloe		8/14/2025	ROA	PP	OLV	KIM	1				20			1	1	
12	26643	Hansen, Michelle		8/14/2025	ROA	PP	OLAX	KIM	1	8/14/2025			10			1	1	
13	26684	Johnson, Tracy		8/14/2025	ROA	PP	OLV	KIM	1	8/14/2025			15			1	1	
14	26688	Brown, Peter		8/14/2025	ROA	PP	OLV	KIM	1				20			1	1	
15	26692	Daisey, Sally		8/14/2025	ROA	PP	OLMC	KIM	1	8/14/2025			25			1	1	
16	26694	White, George		8/14/2025	ROA	PP	OLV	KIM	1	8/14/2025			30			1	1	
17	End of Report. Transactions/Journals/Unposted Payments Journal																	
18	Requested by MGR and completed at 5:15PM on Aug 14 2025																	
19																		

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