CGM PAY
User Guide
August 14, 2025

CGM PAY

Integrated Payment Solution

Table of Contents

NOTICE

CompuGroup Medical US (CGM) believes the information contained in this documentation to be accurate at the time of publication and reserves the right to make improvements in the product described herein at any time and without notice.

This packet is copyrighted and contains proprietary information and may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic media or machine-readable form without written authorization from CompuGroup Medical US. The software described in this manual is the original work of the authors and is copyrighted with all rights reserved by CompuGroup Medical US.

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**.

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.

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

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).*

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**.

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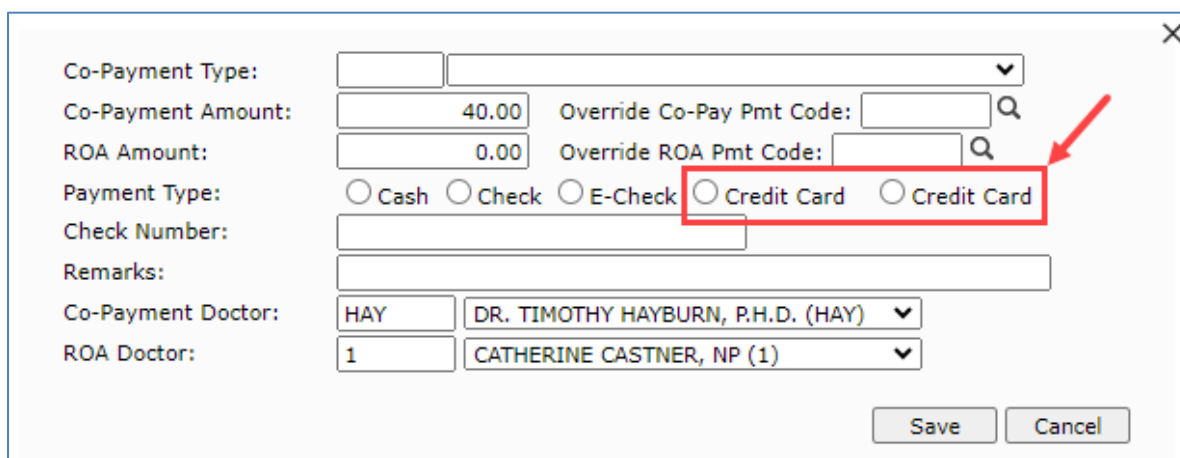
Additional Payment Type (cont.)

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*.
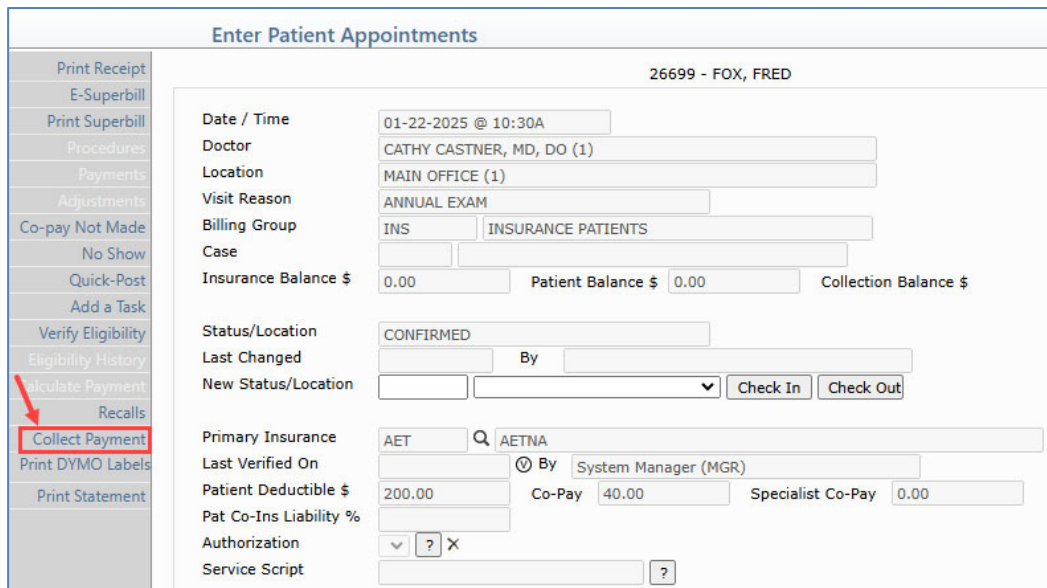
COLLECTING PAYMENTS IN SCHEDULING

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.

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

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**.

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.

The *CGM PAY* window displays next.

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

After you have completed collecting the payment and printed the receipt, 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**.
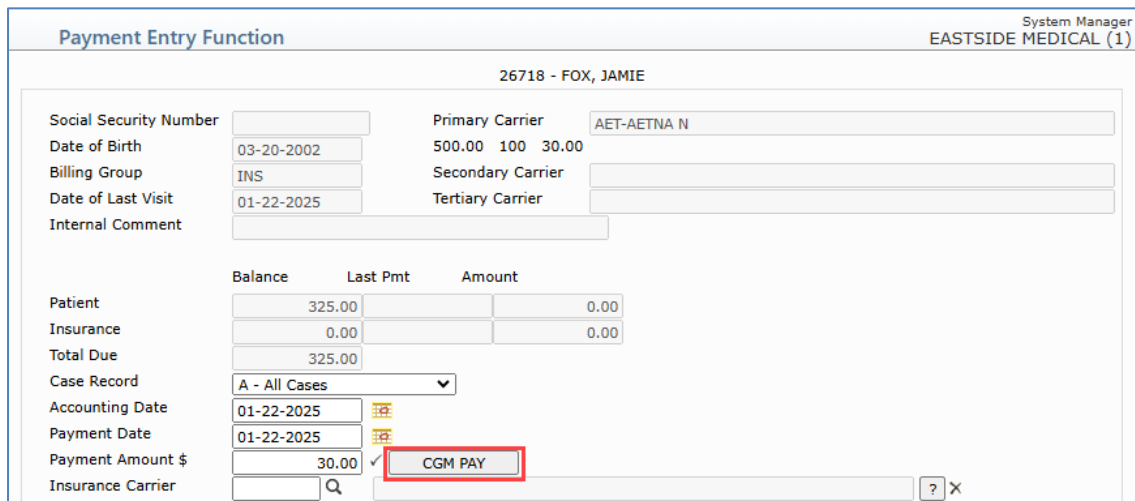
Sta	Payment Date	Payment	Amount	Type	Check#	Dr	Remarks
C	01-22-2025	Co-Payment	40.00	CGM PAY		1	

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.**
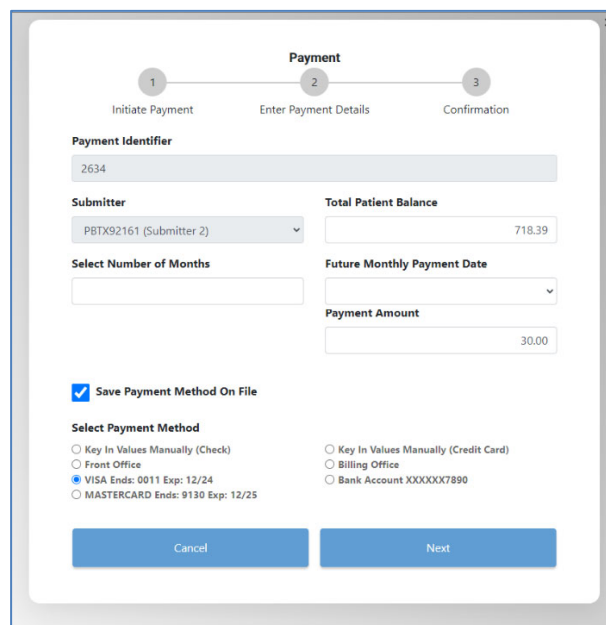

If multiple **Submitter Numbers** have been stored in the *CGM PAY Integration* function, you will be prompted to select the **Submitter Number** you want to use for this transaction. The **Submitter Number** will default to the last one you selected.

Collecting Payments in Payment Entry (cont.)

The *CGM PAY* window displays next.

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

Collecting Payments in Payment Entry (cont.)

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

Confirm

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

[Yes] [No]
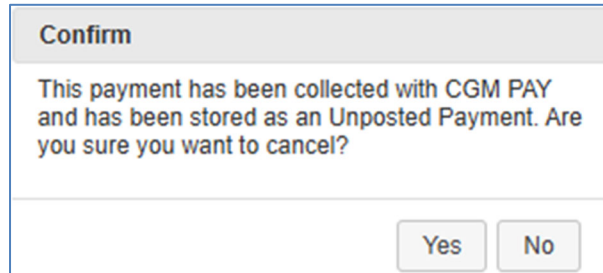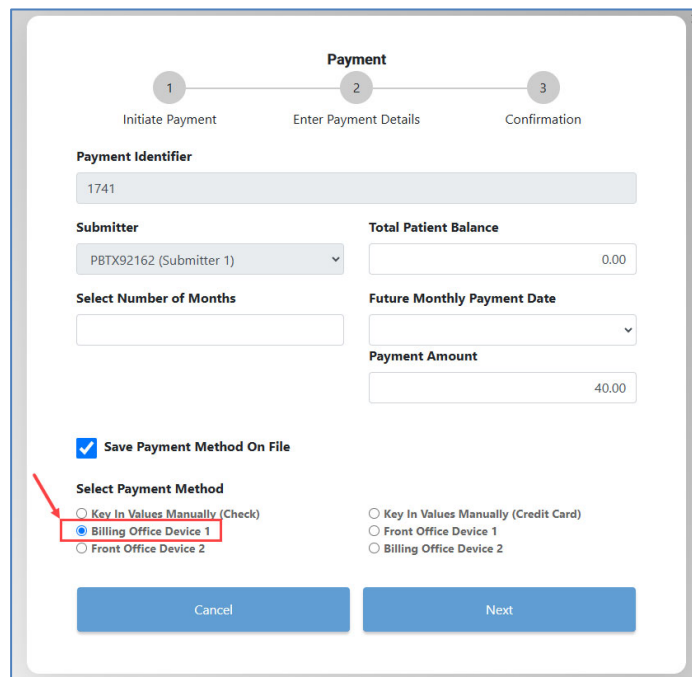
Click **Yes** to confirm. You can view and process the payment in the *Unposted Payments* function later.

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.
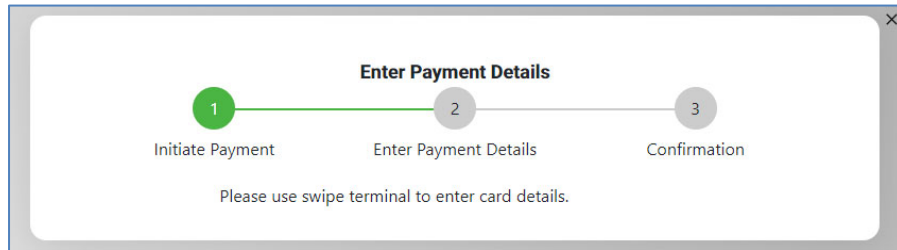
Note: If you need to cancel out of the payment, press the red **X** on the payment device. Tap **Yes** to confirm you want to end the transaction. The Payment Confirmation window will display with the **Status** listed as 'User cancelled payment'. Click **Close**.
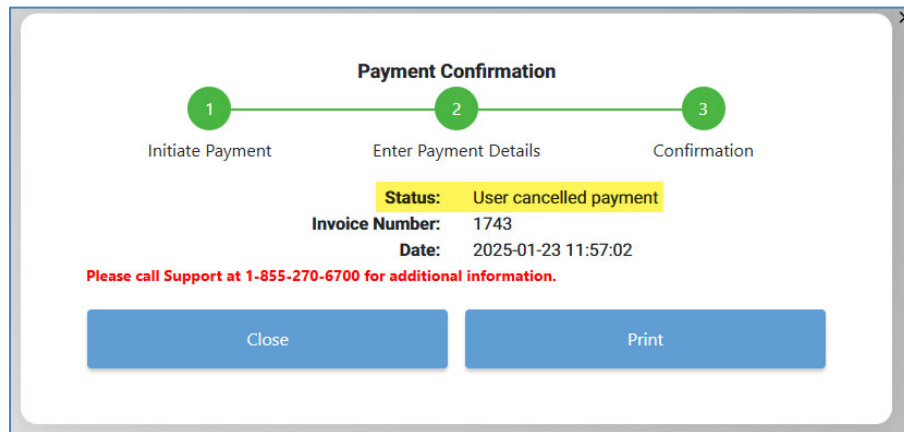
When the Payment Confirmation window displays, the payment is immediately stored in *Unposted Payments*. You can click **Print** to print the receipt or **Close**.
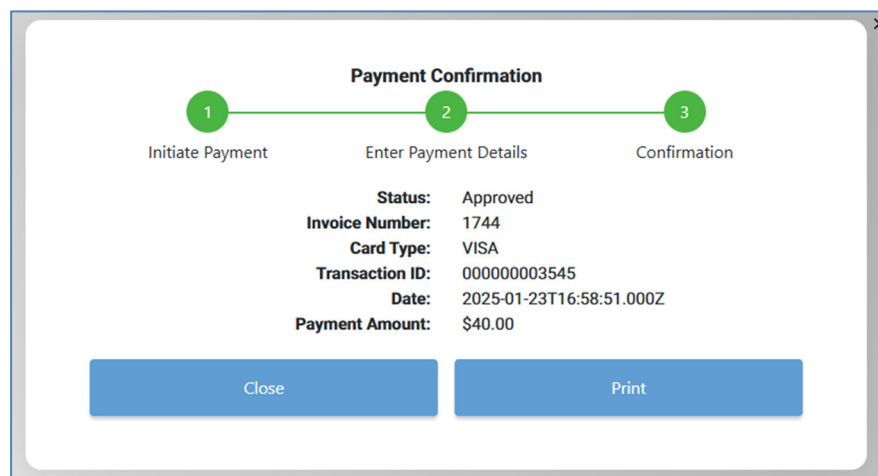
Device Collected Payment (cont.)

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

Logout complete. You may now close this 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 Confirmation

1 Initiate Payment — 2 Enter Payment Details — 3 Confirmation

Status:	Approved
Invoice Number:	1745
Card Type:	DEBIT
Transaction ID:	000000003547
Date:	2025-01-23T18:06:48.000Z
Payment Amount:	$40.00

This card cannot be saved.

Close   Print
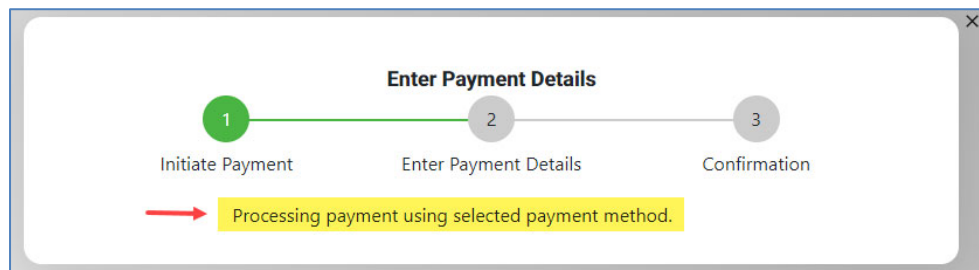
Payment Method Saved on File

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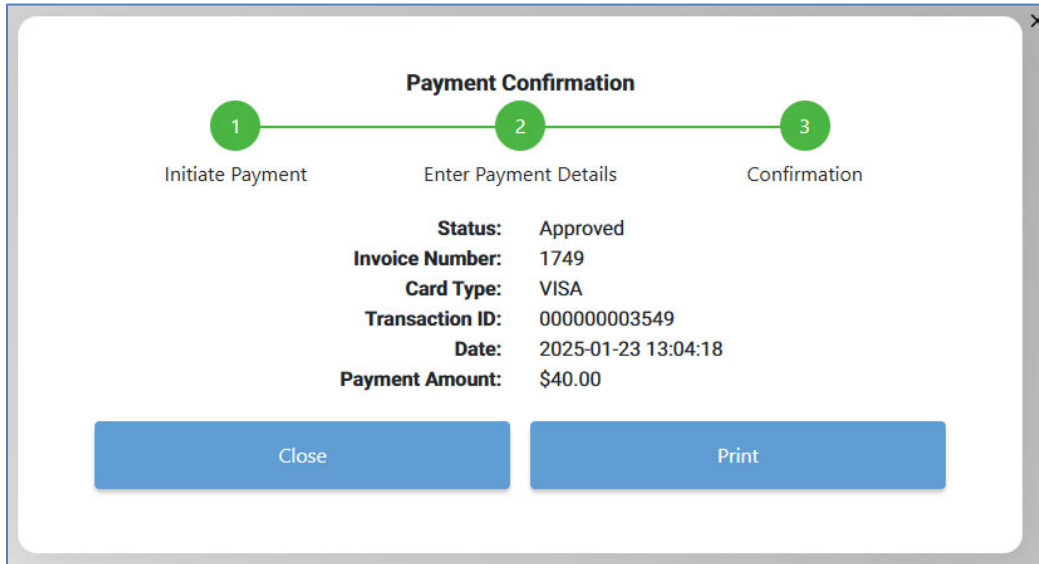
The message, processing payment using selected payment method will display.

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**.

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

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

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

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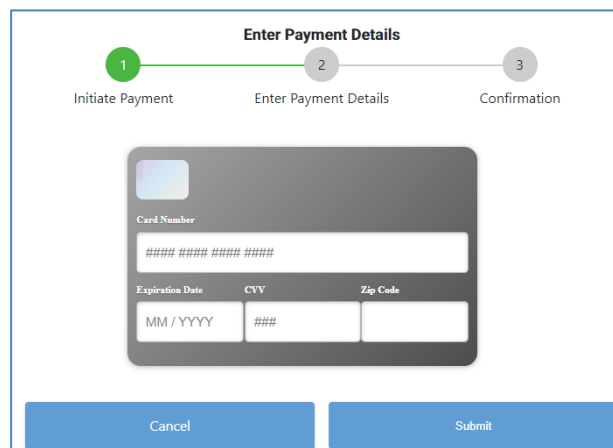
When the *CGM PAY* window displays, select **Key in Values Manually (Credit Card)**. Click **Next**.

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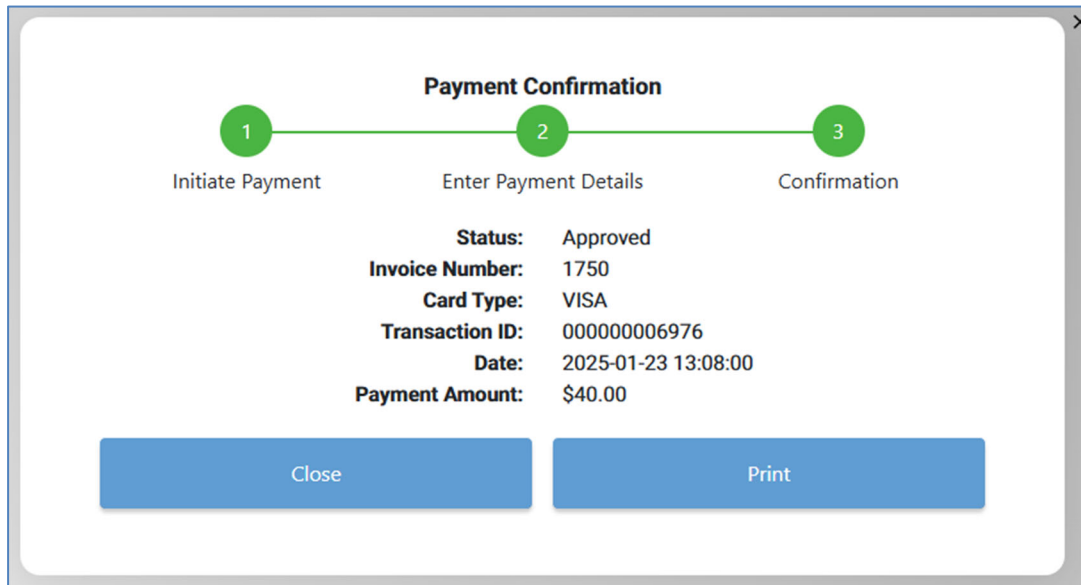
Enter the card information and click **Submit**.

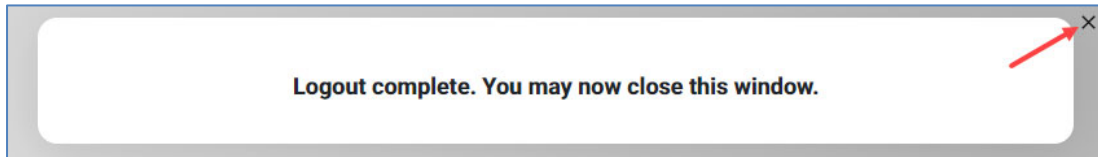## Credit Card Manually Entered (cont.)

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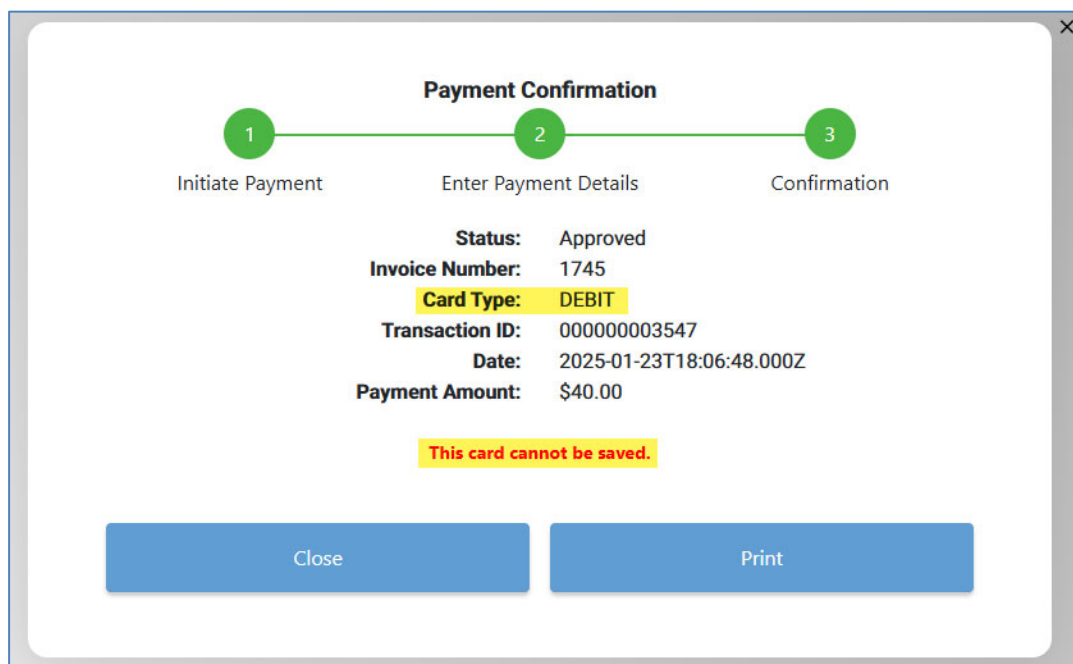

Click the **X** in the upper-right corner of the window.

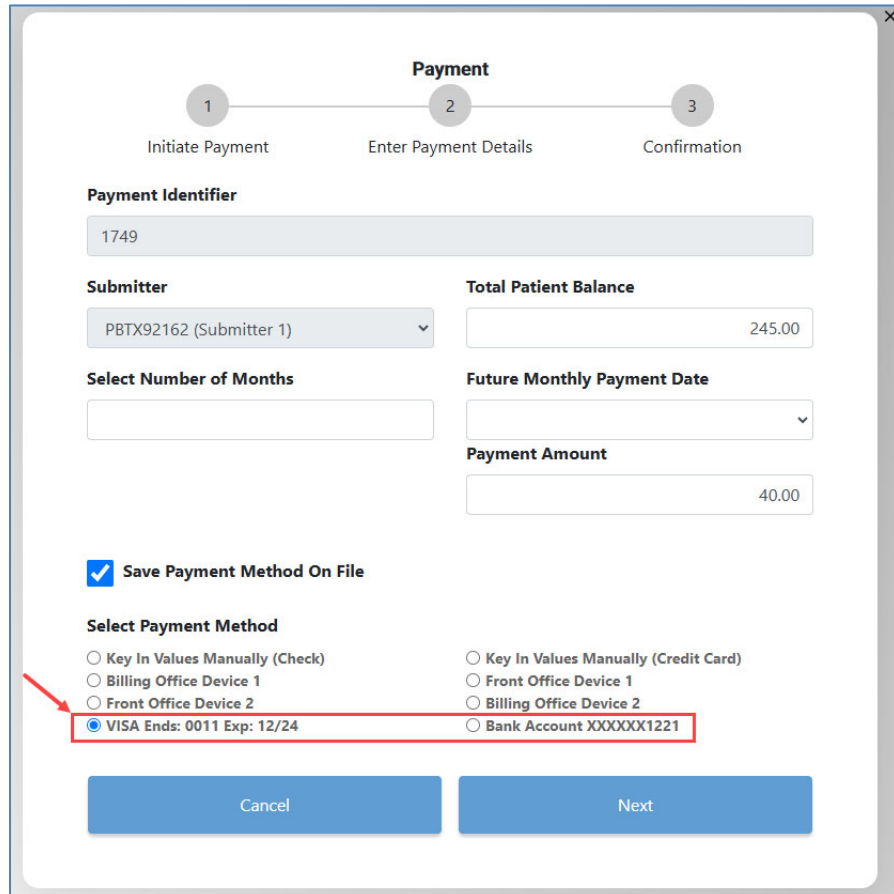Proceed to the *Transaction Receipt* section for details on printing the receipt.

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

Bank Account (ACH) Payment

When the *CGM PAY* window displays, select **Key in Values Manually (Check)**. Click **Next**.
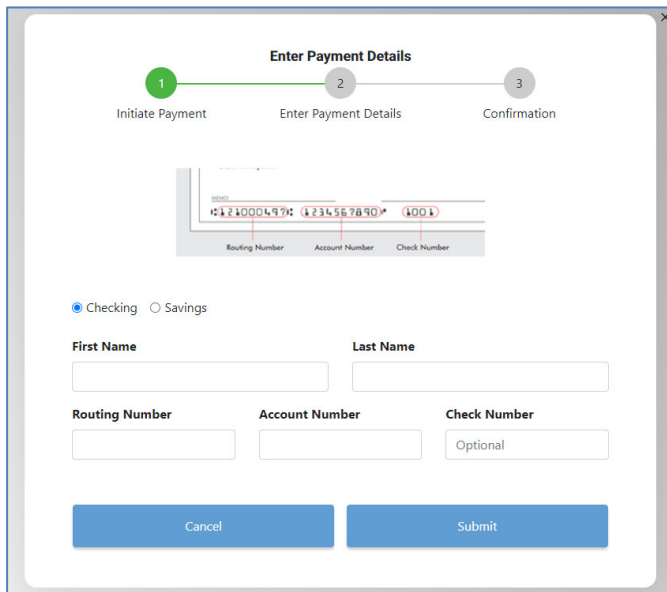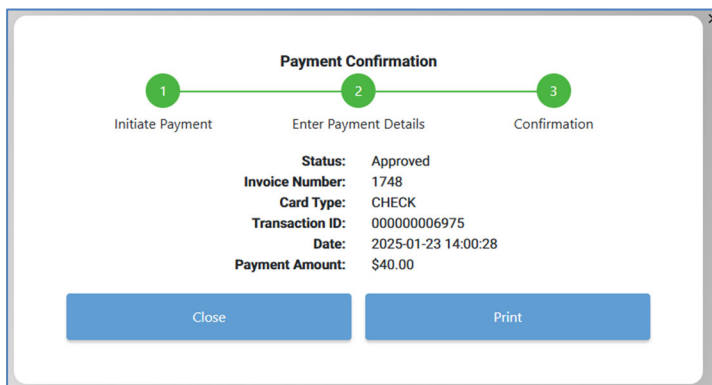
Bank Account (ACH) Payment (cont.)

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

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

Click the **X** in the upper-right corner of the window.
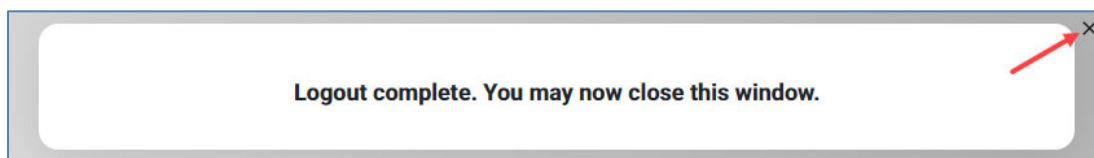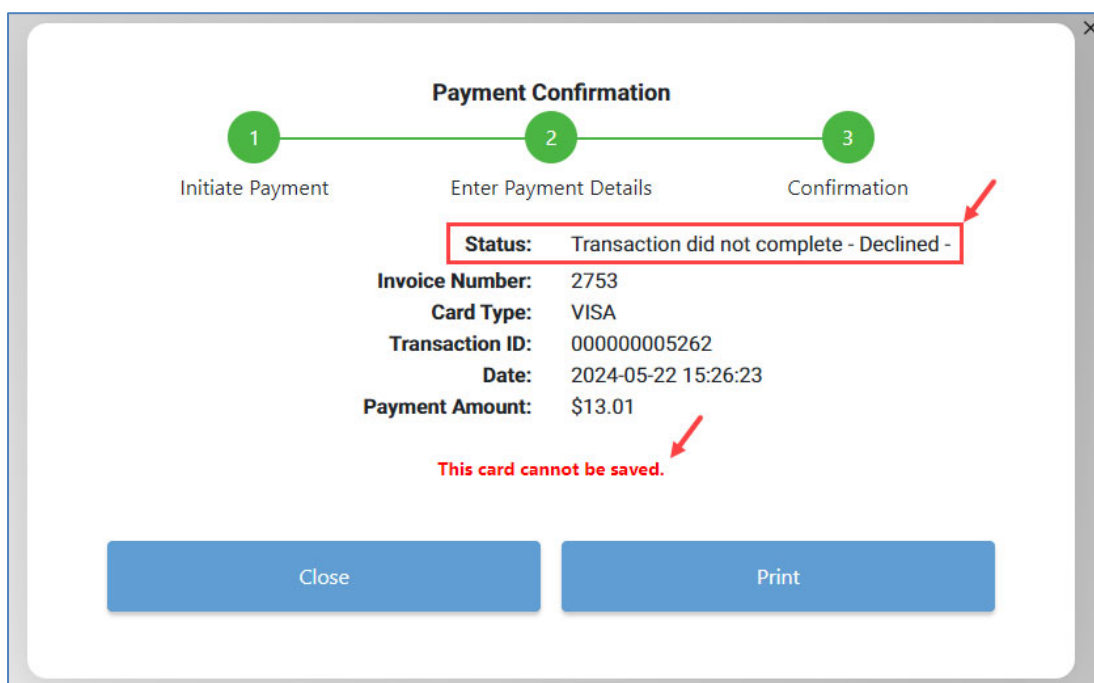
Proceed to the *Transaction Receipt* section for details on printing the receipt.
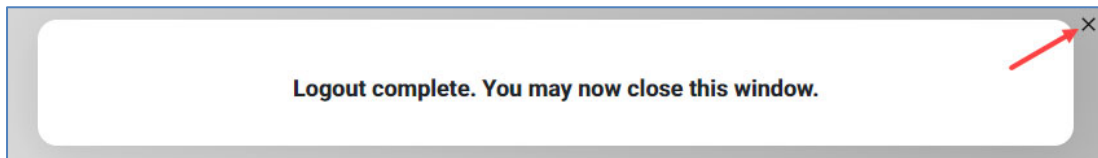
Declined Payments
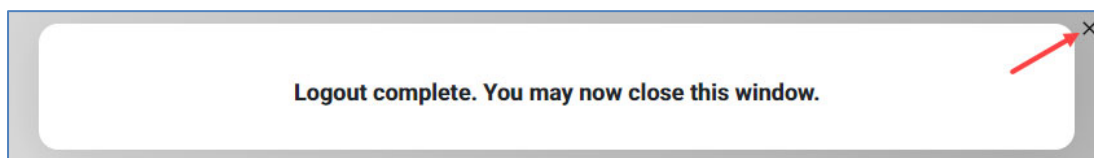
Declined Card Payments

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

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

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

Declined/Returned Bank Account (ACH) Payments

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

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.

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

Transaction Receipt

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

When the Printer Selection window appears, select the printer you want and click **Print**.
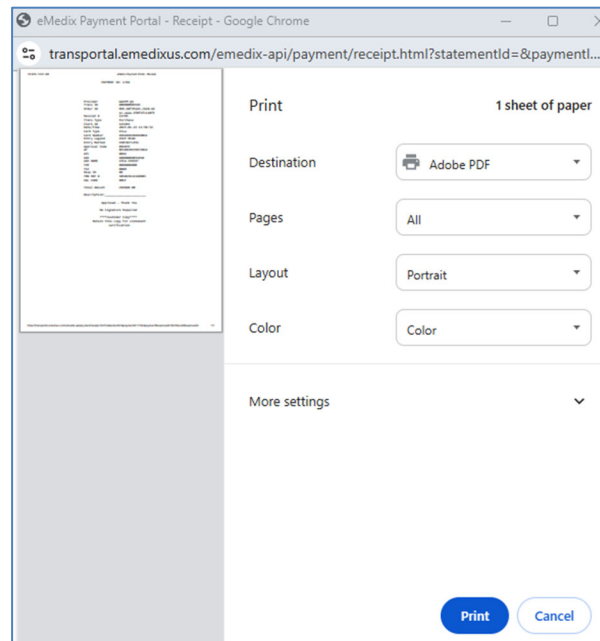
The receipt window will continue to display until you click the 'X' to close it.

Transaction Receipt (cont.)

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

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

```
                    PAYMENT ID: 1744


        Provider            WebPM QA
        Trans ID            000000003545
        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
```

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 [   ] 📅 Actions:
Thru [   ] 📅   [   ] ▾

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	⊞ 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.

- **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:

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

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            000000003541
Order ID            MER-e33015a1-c88e-40
                    6f-b35b-df989904d79b
Receipt #           I2703
Trans Type          Purchase
Clerk ID            123493
Date/Time           2025-01-22 17:53:08
Card Type           Visa
Card Number         XXXXXXXXXXXX0011
Entry Legend        CHIP READ
Entry Method        CONTACTLESS
Approval Code       002761
AC                  EBBD4A1D5E4D3E5B
ATC                 0045
AID                 A0000000031010
AID NAME            VISA CREDIT
TVR                 0000000000
TSI                 0000
Resp CD             00
TRN REF #           305022823893118
VAL CODE            P7QK

Total Amount        USD$30.00

Description:_____

          Approved - Thank You

        No Signature Required

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



PAYMENT ID: 1740

Batch #             000365
Provider            WebPM QA
Trans ID            000000003552
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.

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.)

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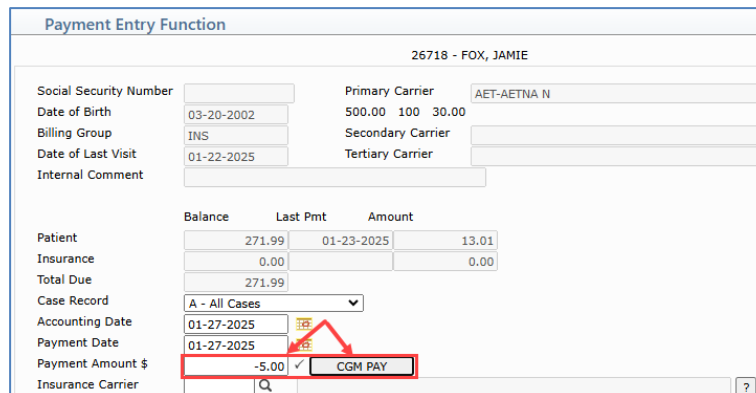
- **Negative Payment** - If you need to void or credit a partial amount of the payment, correct a posting error or to deallocate a payment.
- **Reverse a Transaction** - If you need to void or credit the full amount of the payment.

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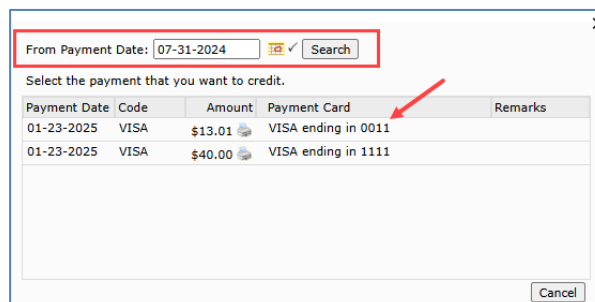
Next, select the payment you want to void or credit by clicking on it in the list. If you need to search for the payment you want, enter a date in the **From Payment Date** field or click the calendar icon to select a date and click **Search**.

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            000000003550
Order ID            MER-1dc96334-3eac-4b
                    f8-8a24-2f911d2eaa5e
Receipt #           I2708
Trans Type          Purchase
Clerk ID            123493
Date/Time           2025-01-23 14:11:38
Card Type           Visa
Card Number         XXXXXXXXXXXX0011
Entry Legend        CHIP READ
Entry Method        CONTACTLESS
Approval Code       000143
AC                  79074593882F49DA
ATC                 0047
AID                 A0000000031010
AID NAME            VISA CREDIT
TVR                 0000000000
TSI                 0000
Resp CD             00
TRN REF #           305023690980897
VAL CODE            BDMF

Total Amount        USD$13.01

Description:_____

         Approved - Thank You

       No Signature Required

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


PAYMENT ID: 1751

Batch #             000367
Provider            WebPM QA
Trans ID            000000003564
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.

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.**

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.

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

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.

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 #             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


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:

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.

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 (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      Pmt    Pmt      Pmt    User   Loc    Date      Check#        Amount   Different
                           Date     Type   Method   Code   Code   Code   Posted                           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*.

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.

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.

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 - 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.

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.

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.

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		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.

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.

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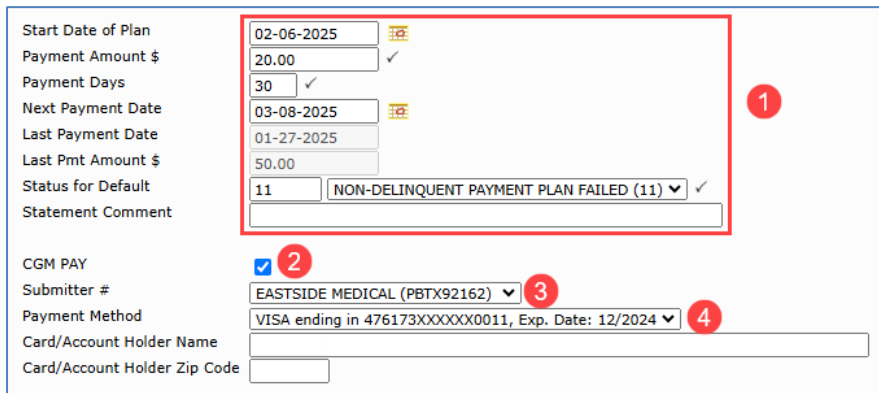
Non-Delinquent Payment Plans
> Accessed the *Non-Delinquent Payment Plan* function *(Collections > Patient Collections > Non-Delinquent Payment Plan > Select Patient)*

Regardless of which function you accessed, the CGM PAY fields display below the standard Payment Plan fields.
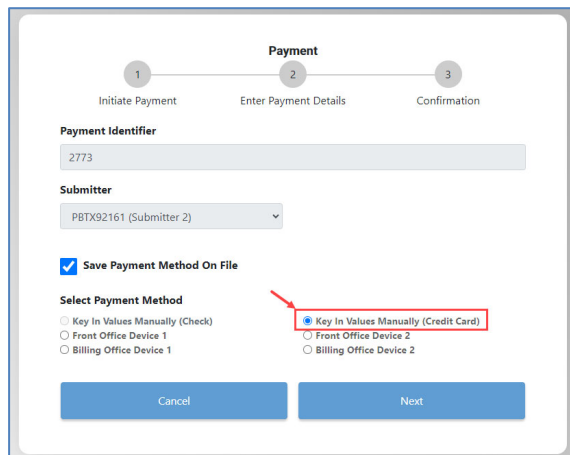
How to Set up CGM PAY in a Payment Plans

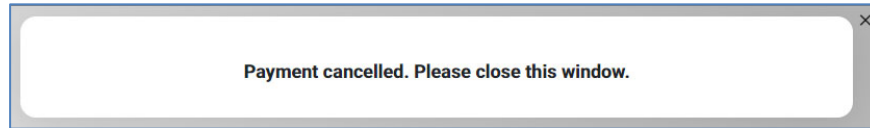Perform the following steps to set up CGM PAY in a payment plan:

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**.

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.
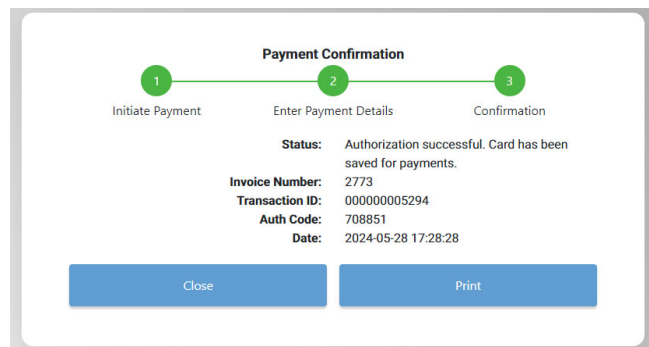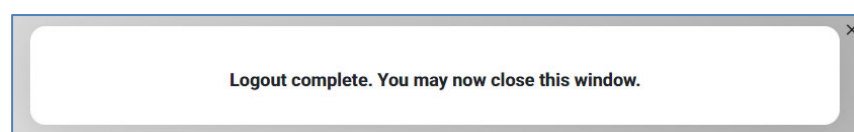

Enter the card information and click **Submit**.

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

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

How to Set up CGM 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**.

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**.

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**.

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	☑
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.

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.

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.

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

Manage Payment Plans (cont.)

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

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

	Payment Plan Request History							System Manager EASTSIDE MEDICAL (1)

*** Filter Applied ***
(Start Request Date is >= 11-08-2024)

Acct#	Patient	Request Date ▲	Source	Request	Requested By	Status	Reviewed By	Reviewed Date/Time
26300	BAKER, TIM	12-04-2024	CGM PAY	$164.50 every 1st day of the month using VISA ending in 0011, Exp. Date: 12/2024	ANBARIN	Automatically dismissed by system after 60 days.	MARS	02-03-2025 01:00:02
26615	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
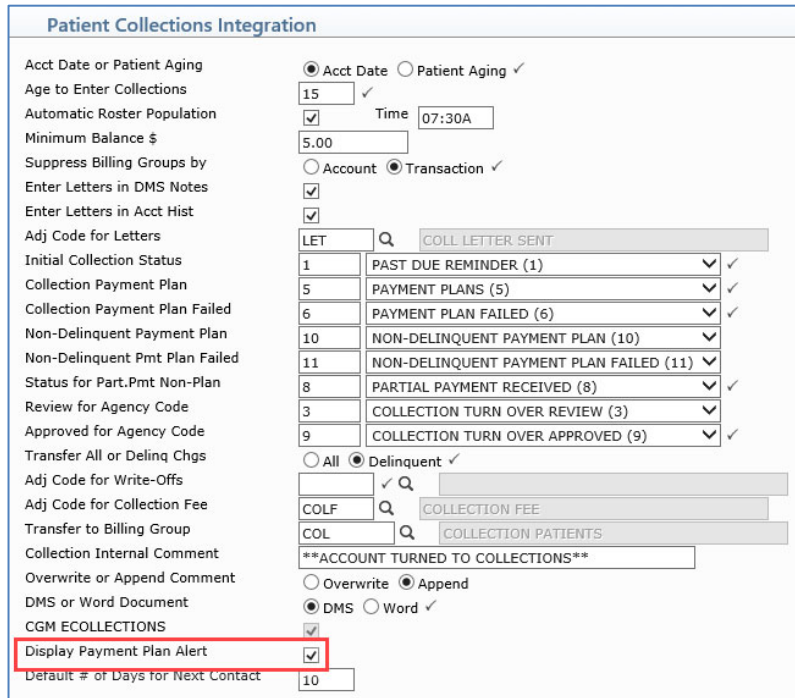
The Payment Plan Request History screen can also be filtered by using the **Add/Edit Filter** Action Column button:

Payment Plan Request History Filter

From Request Date	11-08-2024	Through
Patient Acct		...
Source	▼	
Requested By	▼	
Reviewed By	▼	

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.

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

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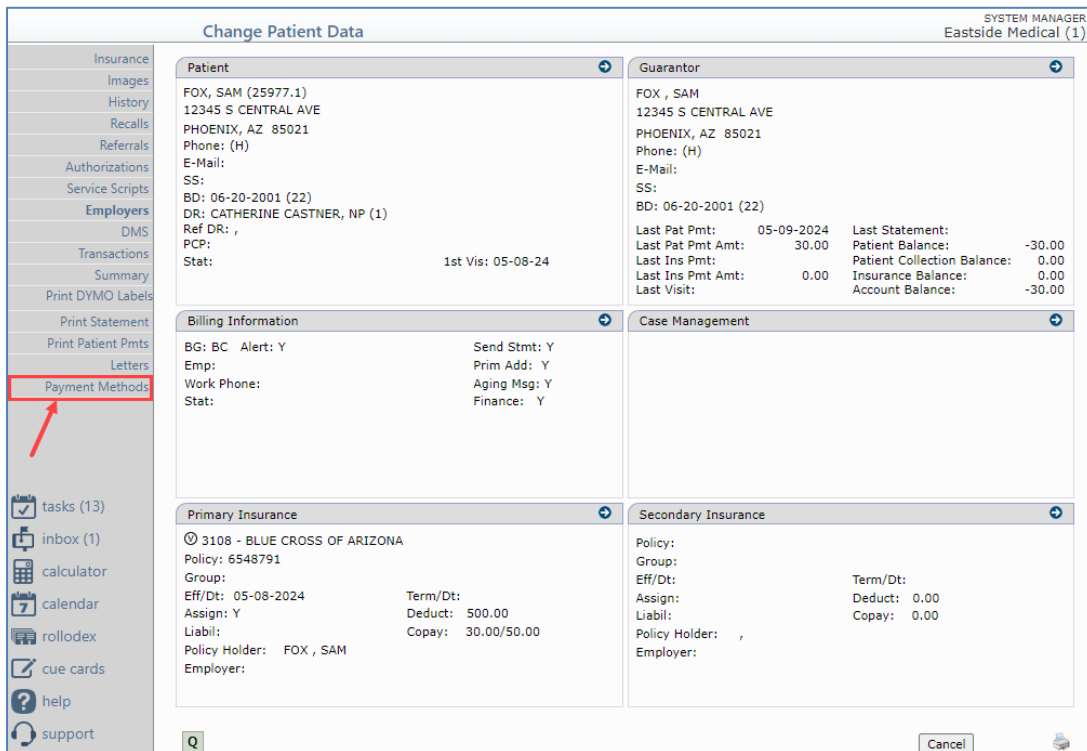 will display whenever there is a processing error, even if you do not select the **Display Payment Plan Alert** check box.

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.

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."*

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

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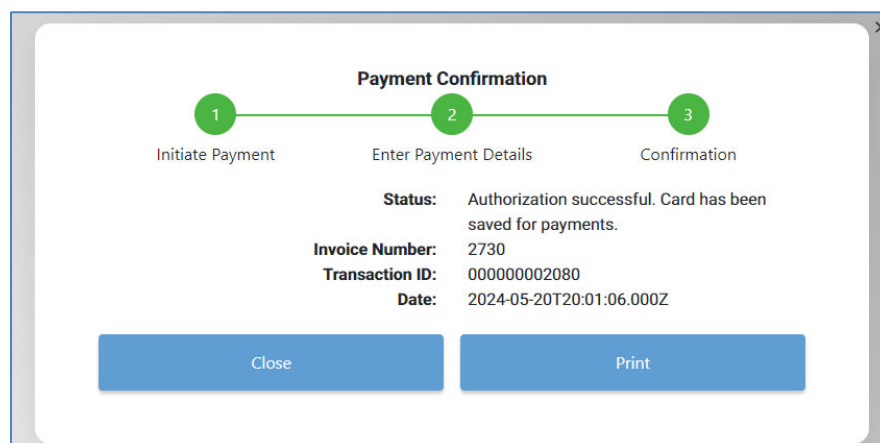
Add, Edit or Delete Payment Methods (cont.)

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.
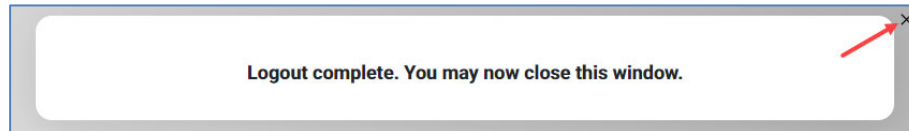

Complete the process to enter the payment information for the type of payment method you selected. When the Payment Confirmation window displays, you can click **Print** to print the receipt or **Close**.

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.

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	11-01-2024
Print through Service Date	02-06-2025
Include Patients with No Activity	☐
Print from List	
Custom Header Line 1	
Custom Header Line 2	

Excel Columns 'A' thru 'Z'

A	Patient Account Number (P1.0)
B	Patient Firstname, Lastname (P1.1b)
C	Card/Account Status (C1.0)
D	Card Expire Date (C1.3)
E	Card/Account Number (C1.4)
F	Card/Account Type (C1.5)
G	Card/Account Holder Name (C1.8)
H	Card/Account Zip Code (C1.9)
I	

Excel Columns 'AA' thru 'ZZ'

AA	
BB	
CC	
DD	
EE	
FF	
GG	
HH	
II	

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

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

PAYMENT FIELDS IN THE PAYMENT COLLECTION WINDOW

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

Examples of Payment Modifications:

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

Multiple Payments Involved – Co-pay and ROA are collected in *Scheduling* in a combined payment:
- If the payment amount collected is greater than the payment amount requested:
    - The excess payment amount is added to the first ROA if there is one. If there isn't an ROA, then the excess is added to the first Co-pay.
- If the payment amount collected is less than the payment amount requested:
    - The payment amount is reduced from the ROA's with largest amounts first, then Co-pay's with largest amounts first.

Extreme Examples of Multi-payments - A total of four Co-pays and ROA's are entered in *Scheduling* in this order for a total of $95:
1. $50 ROA
2. $10 ROA
3. $15 Co-pay
4. $20 Co-pay
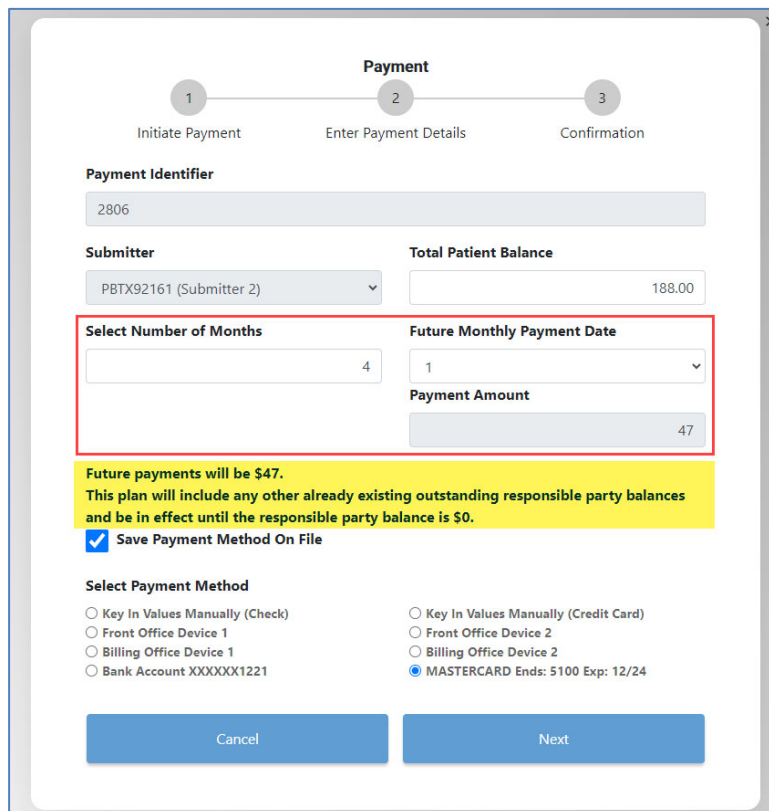
- **Example 1:** When the payment is collected using CGM PAY and the Payment Amount is changed to $100. In this case the amount collected was $5 more than requested, so the $50 ROA is changed to $55 since it was the first ROA entered.

- **Example 2:** When the payment is collected using CGM PAY and the Payment Amount is changed to $75. In this case the amount collected was $20 less than requested, so the $50 ROA is changed to $30 since it is the largest ROA entered.

- **Example 3:** When the payment is collected using CGM PAY and the Payment Amount is changed to $15. In this case the amount collected was $80 less than requested, so the $50 ROA, $10 ROA and $20 Co-pay are voided.

- **Example 4:** When the payment is collected using CGM PAY and the Payment Amount is changed to $25. In this case the amount collected was $70 less than requested, so the $50 ROA and $10 ROA are voided, and the $20 Co-pay is changed to $5, since it was the largest Co-pay.

Payment Fields in the Payment Collection Window (cont.)

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

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 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

Manage Payment Plans

Payment Plan page

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.

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

Manage Payment Plans

**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.

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

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.

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

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)*.

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.

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.
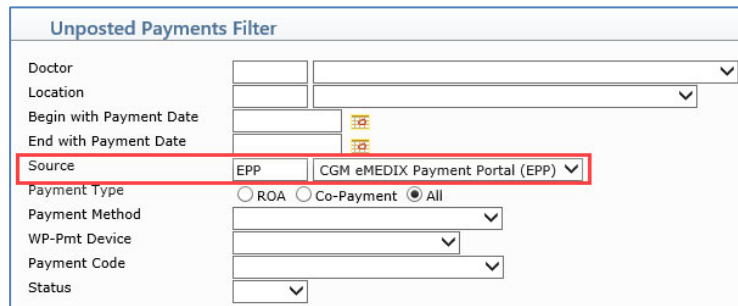

All Payment Portal payments are identified by '**PP**' in the **Payment Method** column in addition to listing the Payment Codes entered in the *CGM eMEDIX Payment Portal Integration* function.

Unposted Payments - Print to Excel

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

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

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

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

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.

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.

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.

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															
5	Batch #	User	Acct #	Guarantor	Patient Id	Pmt Acct Date	Payment Date	Actual Date Posted	Actual Tim	Code	Pmt Amount	Unapplied	Acct Date of Paid Transaction	Service Date of Paid Transaction	Actual Date Transaction Posted	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.

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 Pmt Method	G Pmt Code	H User	I Loc	J Posted	K Check#	L Remarks	M Amount	N Batch #	O Different Amt Posted	P Resp Dr	Q Dr Assigned to Pmt	R CGM PAY Pmt ID
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