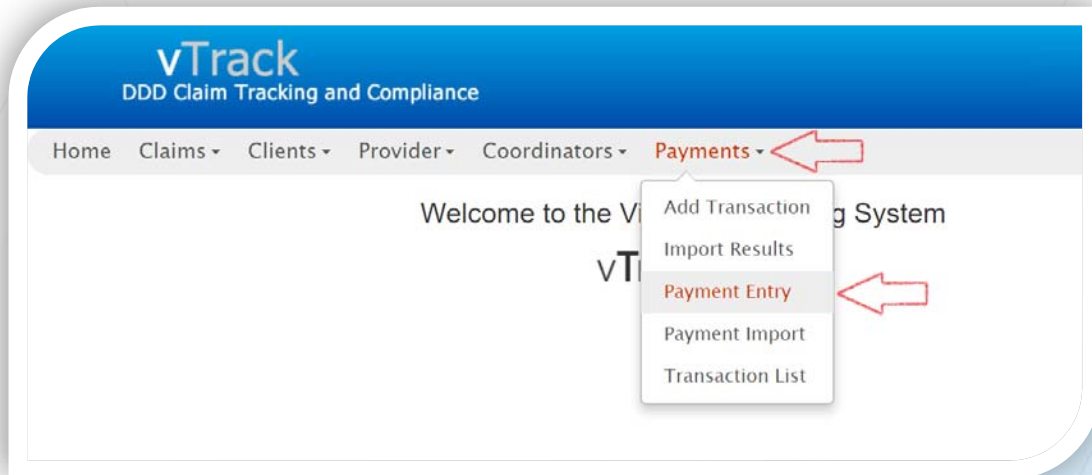


How to Manually Remove/Add DDD Payments

- ❖ *The processes in this tutorial are used for the following*
 - *Removing payments due to recoupments*
 - *Removing payments to post new payments for reverse/rebills*
 - *Posting payments that were manually billed and will not import into vTrack*

1. Locate Claims to Remove/Apply Payments

- Navigate to the Payments drop-down menu
- Click-> Payment Entry



2. First Filter Set Search

- ❖ There are 2 search options available in the first filter set
 - 1st Option Month/Year-> This option will only return claims in selected month/year
 - 2nd Option Date range-> This option will return claims for a specific date range

The screenshot shows the vTrack application interface with the following elements:

- Header: vTrack DDD Claim Tracking and Compliance
- Navigation: Home, Claims, Clients, Provider, Coordinators, Payments, Reports, Financials, Security
- Form 1: "Select the month/year for payment entry" with a radio button selected. It contains a "Month:" dropdown menu set to "May" and a "Year:" dropdown menu set to "2019". A red arrow points to the radio button.
- Form 2: "Or, select a date range for the export" with a radio button unselected. It contains "Start Date:" and "End Date:" input fields with calendar icons, a "Select the Auth Type" dropdown menu set to "DDD", and a "Display" button. A red arrow points to the radio button.

- Click-> Box next to desired search option
- For Month/Year Select-> Month/Year from the drop-down menus
- For Date Range Enter-> Start and End Dates
- Select-> DDD from the Select the Auth Type drop-down menu
- Click-> Display

The screenshot shows the vTrack application interface with the following elements:

- Header: vTrack DDD Claim Tracking and Compliance
- Navigation: Home, Claims, Clients, Provider, Coordinators, Payments, Reports, Financials, Security
- Form 1: "Select the month/year for payment entry" with a radio button unselected. It contains a "Month:" dropdown menu set to "Jun" and a "Year:" dropdown menu set to "2019". A red arrow points to the radio button. The text "Option #1" is visible at the bottom right of the form.
- Form 2: "Or, select a date range for the export" with a radio button selected. It contains "Start Date:" and "End Date:" input fields with calendar icons, both set to "05/07/2019". A "Select the Auth Type" dropdown menu is set to "DDD", and a "Display" button is present. Red arrows point to the radio button, the date fields, the dropdown menu, and the button. The text "Option #2" is visible at the bottom right of the form.

****Please note: After clicking display, two additional sets of filters will appear. These filters are used to further narrow down your search****

3. Second Filter Set

- ❖ There are two search options available to use in the second filter set
 - 1st Option-> Narrow down your search by Payment Status
 - 2nd Option-> Narrow down your search by specific Client Information

The screenshot displays two filter options, each enclosed in a red dashed border.
Option #1 (Payment Status) features three radio buttons: 'Unpaid Claims' (selected), 'Paid Claims', and 'All Claims'.
Option #2 (Client Information) features a dropdown menu with 'Client Last' selected, 'Client First', and 'Client ID'. To the right of the dropdown is a search input field and a 'Search' button.

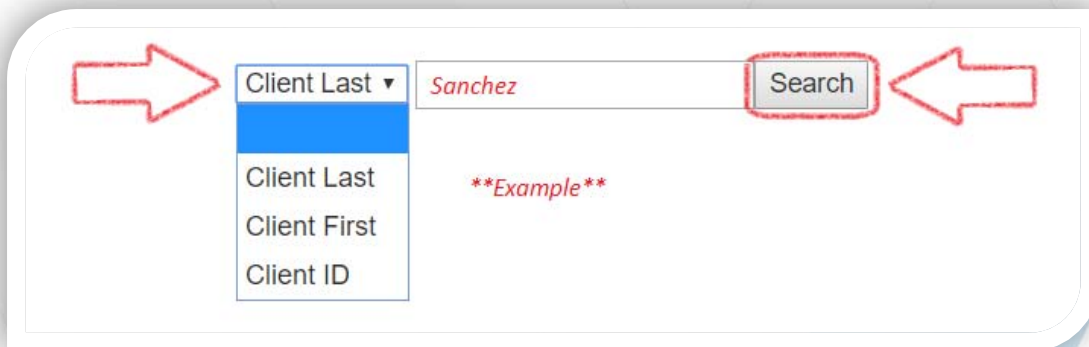
➤ **1st Option Payment Status Filter**

- Unpaid Claims selection will return only claims with balances due
- Paid Claim selection will return only claims paid in full or overpaid
- All Claims will return all claims regardless of the payment status
- Click-> Box next to desired selection



➤ **2nd Option Client Info Filter**

- Select-> Client Last, First, or ID from the search drop-down menu
- Enter-> Corresponding search criteria from your drop-down menu selection
- Click-> Search



- Your search results will appear under the filters

Claim ID	Start	Client	Client ID	Provider	Unpaid Units	Units	Service Code	Rate	AdtP	Transaction/Check Number	Payment	Balance	Total Bill	Delete Payment
381100	05/07/2019	Sanchez,Ricky	0005201884	ABEYTIJA'S,RELLES'S	1	2	HNI	37.45		2E0089856412/85391567 - 05/15/2019 - 2345.67		37.45	74.90	Delete Payment

****Example****

Update

4. Remove the original payment

Use this process if you are removing a payment due to recoupment or reverse/rebill. If you are only applying a payment continue to step 5

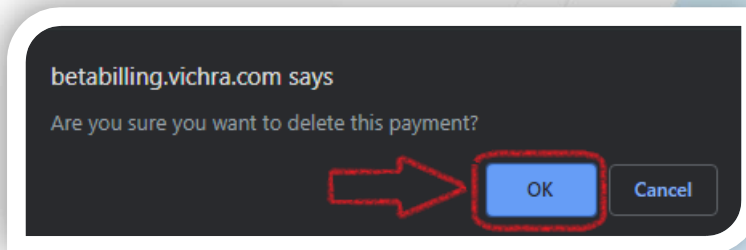
- Make note of the original payment number prior to removing
- Click-> Delete Payment

v

Claim ID	Start	Client	Client ID	Provider	Unpaid Units	Units	Service Code	Rate	AdtP	Transaction/Check Number	Payment	Balance	Total Bill	Delete Payment
381100	05/07/2019	Sanchez,Ricky	0005201884	ABEYTIJA'S,RELLES'S	1	2	HNI	37.45		2E0089856412/85391567 - 05/15/2019 - 2345.67		37.45	74.90	Delete Payment

Update


- Pop-up to confirm deletion will appear
- Click-> OK



- The payment has now been deleted

Claim ID	Start	Client	Client ID	Provider	Unpaid Units	Units	Service Code	Rate	Add'l?	Transaction/Check Number	Payment	Balance	Total Bill
381100	05/07/2019	Sanchez,Ricky	0005201884	ABEYTIJA'S,RELLES'S	2	2	HN1	37.45				74.90	74.90

Update



5. Add Payment

- Select-> Transaction/Check Number from the drop-down menu
- Enter-> New payment amount
- Click-> Update

Client Last: Sanchez

Claim ID	Start	Client	Client ID	Provider	Unpaid Units	Units	Service Code	Rate	Add'l?	Transaction/Check Number	Payment	Balance	Total Bill
381100	05/07/2019	Sanchez,Ricky	0005201884	ABEYTIJA'S,RELLES'S	2	2	HN1	37.45			74.90	74.90	74.90

Update

2E0089856412/85391567 - 05/15/2019 - 2345.67

DDD2E0123/DDD2E0123 - 04/02/2019 - 5.00

BCBS0123/BCBS0123 - 04/02/2019 - 5.00

SchoolXYZ0123/SchoolXYZ0123 - 04/02/2019 - 5.00

Aetna0123/Aetna0123 - 04/02/2019 - 5.00

Aetna/123456987654-Aetna - 03/15/2019 - 1000.00

1111-DDD-1111/1111-DDD-1111 - 12/17/2018 - 29.90

11313-Aetna/11313-Aetna - 12/17/2018 - 45.00

RS123456789/123456789 - 11/26/2018 - 70.00

1234DDO/1234DDO - 11/26/2018 - 800.00

9999/1234 - 06/01/2018 - 100.00

123/123123123123 - 03/01/2017 - 123.00

TESTING001/TESTING001 - 12/06/2016 - 1212.12

ZE0000929857/1234 - 04/13/2016 - 500.00




201406DDO/201406DDO - 06/30/2014 - 300.00

201406BCBS/201406BCBS - 06/30/2014 - 200.00

201406Aetna/201406Aetna - 06/30/2014 - 100.00

2014MAR21/2014MAR21 - 03/21/2014 - 321.14

BCBSAZ84857849/456 - 09/21/2009 - 86.00


- Success! The claim balance is now \$0.00

Claim ID	Start	Client	Client ID	Provider	Unpaid Units	Units	Service Code	Rate	Add??	Transaction/Check Number	Payment	Balance	Total Bill	Delete Payment
381100	05/07/2019	Sanchez,Ricky	0005201884	ABEYTIJA'S,RELLES'S	0	2	HNI	37.45		2E0089856412/85391567 - 05/15/2019 - 2345.67		0.00	74.90	

Update

6. Add a Note to the Original Payment

Use this for transactions in which a payment has been removed as it causes a balance change to the Total Balance Paid field of that transaction

- Navigate to the Payments drop-down menu
- Select-> Transaction List

vTrack
DDD Claim Tracking and Compliance

Home Claims ▾ Clients ▾ Provider ▾ Coordinators ▾ **Payments ▾**

Welcome to the vTrack Claim Tracking System

- Add Transaction
- Import Results
- Payment Entry
- Payment Import
- Transaction List**



- Select-> Payment search criteria from the drop-down menu using the info you noted in step 4
- Enter-> Corresponding criteria from your drop-down menu selection
- Click-> Search

vTrack
DDD Claim Tracking and Compliance

Home Claims ▾ Clients ▾ Provider ▾ Coordinators ▾ Payments ▾ Reports ▾ Financials ▾ Security ▾

Transaction List

Transaction Number ▾ Enter Search criteria here Search

View/Edit	Transaction Number	Check Number	Check Date (yyyy-mm-dd)	Deposit Date	Payment Amount	Total Balance Paid:	Export	Notes
Edit	1234DDD	853915	05/15/2019	05/15/2019	2345.67	74.90	Export Paid Claims	
Edit	BCBS0123	BCBS01	00/00/0000	00/00/0000	5.00	5.00	Export Paid Claims	

- Click-> Edit on the Transaction

vTrack
DDD Claim Tracking and Compliance

Home Claims ▾ Clients ▾ Provider ▾ Coordinators ▾ Payments ▾ Reports ▾ Financials ▾ Security ▾

Transaction List

Transaction Number ▾ 2E0089856412 Search

View/Edit	Transaction Number	Check Number	Check Date	Deposit Date	Payment Amount	Total Balance Paid:	Export	Notes
Edit	2E0089856412	85391567	05/15/2019	05/15/2019	2345.67	74.90	Export Paid Claims	

Max results per page 25 Set

Delete Selected



- Enter-> Transaction Notes
- Click-> Update Check

Transaction Entry

Transaction Number

Transaction Type

Transaction Notes
Example

Check Number <input type="text" value="85391567"/> Bill ID <input type="text" value="11811645"/> Check Date <input type="text" value="05/15/2019"/> Deposit Date <input type="text" value="05/15/2019"/> Check Amount <input type="text" value="2345.67"/>	Check Number <input type="text"/> Bill ID <input type="text"/> Check Date <input type="text"/> Deposit Date <input type="text"/> Check Amount <input type="text" value="0.00"/>
--	---

Check Number <input type="text"/> Bill ID <input type="text"/> Check Date <input type="text"/> Deposit Date <input type="text"/> Check Amount <input type="text" value="0.00"/>	Check Number <input type="text"/> Bill ID <input type="text"/> Check Date <input type="text"/> Deposit Date <input type="text"/> Check Amount <input type="text" value="0.00"/>
---	---

- The Notes icon can now be seen from the Transaction List
- To view the note Click-> the Notes icon

vTrack
 DDD Claim Tracking and Compliance

[Home](#) [Claims](#) [Clients](#) [Provider](#) [Coordinators](#) [Payments](#) [Reports](#) [Financials](#) [Security](#)

Transaction List

Transaction Number

View/Edit	Transaction Number	Check Number	Check Date	Deposit Date	Payment Amount	Total Balance Paid:	Export	Notes
Edit	2E0089856412	85391567	02/20/2019	02/22/2019	2345.67		Export Paid Claims	

Max results per page

****For additional support, please contact us at vTrack@Vichra.com****