

Dealing with Unallocated Money

by Phil Kirby, MediFlex Pty Ltd

This is a subject which has generated a lot of support calls. So here is all you need to know about Unallocated Money !

[Q] What exactly is "Unallocated" money ?

[ANS] It is money that has been received, but not allocated against any outstanding items. Unallocated monies are only found in **Payer** Histories, because by definition, the amount in question has not yet been credited to any outstanding patient services. While receipting, if you attempt to 'Save' before all entered payments have been disbursed, you will be creating unallocated monies, and placing the payer into credit. You can also generate unallocated monies by receipting more than the total amount owed, for example when a cheque has been made out for slightly more than the actual outstanding balance.

Q) How do I know if I have any Unallocated money ?

[ANS] Run the Unallocated Monies Report from the Reports Menu.

[Q] How do I deal with Unallocated money ?

[ANS] You can only deal with Unallocated money via the PAYER History display (as opposed to Patient History). This is because Unallocated money is money received (therefore credited to the Payer), but not disbursed against any patient services. Payer history can be displayed using the <F1> History key from :-

- 1) The Payer Maintenance Panel
- 2) The Account Entry screen
- 3) The Receipt Processing screen

provided that in each case, you have the correct Payer displayed on that screen. Any Unallocated money will ALWAYS be displayed at the very top of the transaction list. From the list, you can simply click once on the transaction, and then try to disburse it by pressing "<D>" or clicking the <Disburse> button.

[Q] When I try to disburse it, I get an error stating that it cannot be disbursed - why ?

[ANS] This is because there are no unpaid services on file that have the same Payer and Attending Doctor combination. When the unallocated money was originally saved, it was registered as belonging to a specific Payer/Doctor combination. Unallocated money cannot be re-allocated to any other Payer or Doctor. If you must re-allocate it elsewhere, you will need to reverse it and re-enter it.

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