

# Correcting Difficult Ledger Errors

There are many different types of complex mistakes that could have been made. In our example we will research one mistake to show a technique you can use.

First, open the patient's full ledger display screen, as shown below.

- 1) Click the "Acc Totals" button.
- 2) Notice the **Difference** column.
- 3) In this case we have posted \$ 2355.42 in adjustments, but only applied \$ 2335.42, thus the \$20 difference.

PowerSoftMD - Ledger Display

Menu Help Undo Clear Find Print Tools Window

Acct# 20546 FLINTSTONE BETTY

32 ANTHEM Patient: Last Name First Initial Doctor

Account Summary Acct: 20546

Year/Date	Total	Distribution	Difference
Insurance Payments	\$ 800.20	\$ 1414.18	
Patient Payments	\$ 25.00	\$ 150.00	
Adjustments	\$ 445.40	\$ 2335.42	20.00
Charges	\$ 1364.00	\$ 3988.00	

Overall Return On Investment 39.2%

Current 30 Days 60 Days 90 Days 120 Days +

68.40

View Ledger Distribution by DOS

Exit

DOS Sort Show Specific Date of Service

Note DOS View Full View Pay View Com **AccTotals** View Diag

Next address each different date of service separately.

4) In our example we will look at date of service **07232018**

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Acc# 20546 FLINTSTONE BETTY

32 ANTHEM Patient: Last Name First Initial Doctor

COPY \$25 Amt Patient Owes to Date 68.40

Posted	Code	Mod	DOS1	DOS2	Description	#	Comment	Unit	Amount	Balance	Doc	TOS	POS	User	Diag 1	Diag 2
09112018	12		07232018		INS ADJ/CONTRACTED				95.00	68.40	01			HAL		
09112018	32		07232018		ANTHEM				655.60	163.40	01	P		HAL		
07232018			07232018		Payment-Charge Card				25.00	819.00	01		11	MAR		
07232018	17000	59	07232018		DESTR LESIONS 1ST	1		1	179.00	844.00	01	2	11	MAR	L57.0	
07232018	11101	59	07232018		SKIN BIOPSY (2 OR M	1		1	160.00	665.00	01	2	11	MAR	D48.5	
07232018	11100	59	07232018		SKIN BIOPSY 1ST LESI	1		1	330.00	505.00	01	2	11	MAR	D48.5	
07232018	99213	25	07232018		ESTAB PATIENT- LEVEL	1		1	175.00	175.00	01	1	11	MAR	D48.5	L57.0
07202018	12		07032018		INS ADJ/CONTRACTED				350.40	0.00	01			MER		
07202018	32		07032018		EFT-ANTHEM				144.60	350.40	01	P		MER		
07032018	11400		07032018		EXCN B9 0.5CM OR < T	1		1	345.00	495.00	01	1	11	MAR	D48.5	
07032018	99213	25	07032018		ESTAB PATIENT- LEVEL	1		1	175.00	150.00	01	1	11	MAR	D48.5	L57.0
10212016	12		08092016		INS ADJ/CONTRACTED				65.75	-25.00	01			MER		
10212016	32		08092016		EFT-ANTHEM				34.25	40.75	01	P		MER		
09162016	12		07262016		INS ADJ/CONTRACTED				514.58	75.00	01			MER		
09162016	32		07262016		EFT-ANTHEM				135.42	589.58	01	P		MER		
08092016			08092016		Payment-Charge Card				25.00	725.00	01		11	MAR		
08092016	99213		08092016		ESTAB PATIENT- LEVEL	1		1	125.00	750.00	01	1	11	MAR	D22.5	
07262016			07262016		Payment-Charge Card				25.00	625.00	01		11	MAR		
07262016	11101	59	07262016		SKIN BIOPSY (2 OR M	2		2	320.00	650.00	01	2	11	MAR	D48.5	

DOS Sort Show Specific Date of Service

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68.40

5) Type in Date of Service you wish to zero in on, in this case **07232018**

6) Notice values of all Charges, Payments, and Adjustment, jot them down

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09112018	12		07232018		INS ADJ/CONTRACTED				95.00		01			HAL		
09112018	32		07232018		ANTHEM				655.60		01	P		HAL		
07232018			07232018		Payment-Charge Card				25.00		01		11	MAR		
07232018	17000	59	07232018		DESTR LESIONS 1ST	1		1	179.00		01	2	11	MAR	L57.0	
07232018	11101	59	07232018		SKIN BIOPSY (2 OR M	1		1	160.00		01	2	11	MAR	D48.5	
07232018	11100	59	07232018		SKIN BIOPSY 1ST LESI	1		1	330.00		01	2	11	MAR	D48.5	
07232018	99213	25	07232018		ESTAB PATIENT- LEVEL	1		1	175.00		01	1	11	MAR	D48.5	L57.0

DOS Sort Show Specific Date of Service

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- 7) Click "View Pay" button to see the Payment and Adjustment breakdown columns.
- 8) Note the Payment and Adjustments.

PowerSoftMD - Ledger Display

Menu Help Undo Clear Find Print Tools Window

Acct# 20546 FLINTSTONE BETTY

32 ANTHEM Patient: Last Name First Initial Doctor

COPY \$25 Amt Patient Owes to Date 88.40

Posted	Code	DOS1	Pr	Comment	PriPaid	SecPaid	PatPaid	Adjusted	Owed	Status
09112018	12	07232018								
09112018	32	07232018								
07232018		07232018								
07232018	17000	07232018			125.60			30.00	23.40	BILL
07232018	11101	07232018			110.00				50.00	BILL
07232018	11100	07232018			280.00		25.00	10.00	15.00	BILL
07232018	99213	07232018			140.00			35.00	0.00	PAID

DOS Sort 07232018 Note DOS View Full View Pay View Com AccTotals View Diag

- 9) We notice the adjustment for a specific charge is missing; we will click on the entry.
- 10) Use the Pop-Up Window to change the value of the entry.

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32 ANTHEM Patient: Last Name First Initial Doctor

COPY \$25 Amt Patient Owes to Date 88.40

Posted	Code	DOS1	Pr	Comment	Adjusted	Owed	Status
09112018	12	07232018					
09112018	32	07232018					
07232018		07232018					
07232018	17000	07232018			30.00	23.40	BILL
07232018	11101	07232018				50.00	BILL
07232018	11100	07232018			10.00	15.00	BILL
07232018	99213	07232018			35.00	0.00	PAID

Itemized Payment Amounts

Current Amount 0.00

Amount of Change 20

Add Amount

Subtract Amount

Zero Amount

Exit No Change

DOS Sort 07232018 Note DOS View Full View Pay View Com AccTotals View Diag

- 11) After your correction click the “**Acc Totals**” button again.
- 12) Notice there are **NO Differences** this time.

PowerSoftMD - Ledger Display

Menu Help Undo Clear Find Print Tools Window

New Acct Save Print Find Prev Next Fam Gen Led Post Pay Insur Sched EMR Sel Exit

Acct# 20546 FLINTSTONE BETTY Initial 01 Doctor

32 ANTHEM Patient: Last Name First Initial Doctor

Account Summary Acct: 20546 date 68.40

Insurance Pending Flag Pending

	Year/Date	Total	Distribution	Difference
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Overall Return On Investment 39.2%

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	68.40			

View Ledger Distribution by DOS Exit

DOS 07232018 Note DOS View Full View Pay View Com **AccTotals** View Diag 68.40

Show Specific Date of Service