

# OfficeMate User's Guide

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Choosing OfficeMate to record and manage your eyecare practice records is the first step in creating a fully automated medical practice. This guide will show you how to use OfficeMate to maintain patient demographic and inventory information, create Rx and lab orders, generate fee slips and receipts, process insurance information, and generate practice and patient reports.

## Finding More Information

In addition to the *OfficeMate User's Guide*, the following tools are available to you to help you better understand and use OfficeMate:

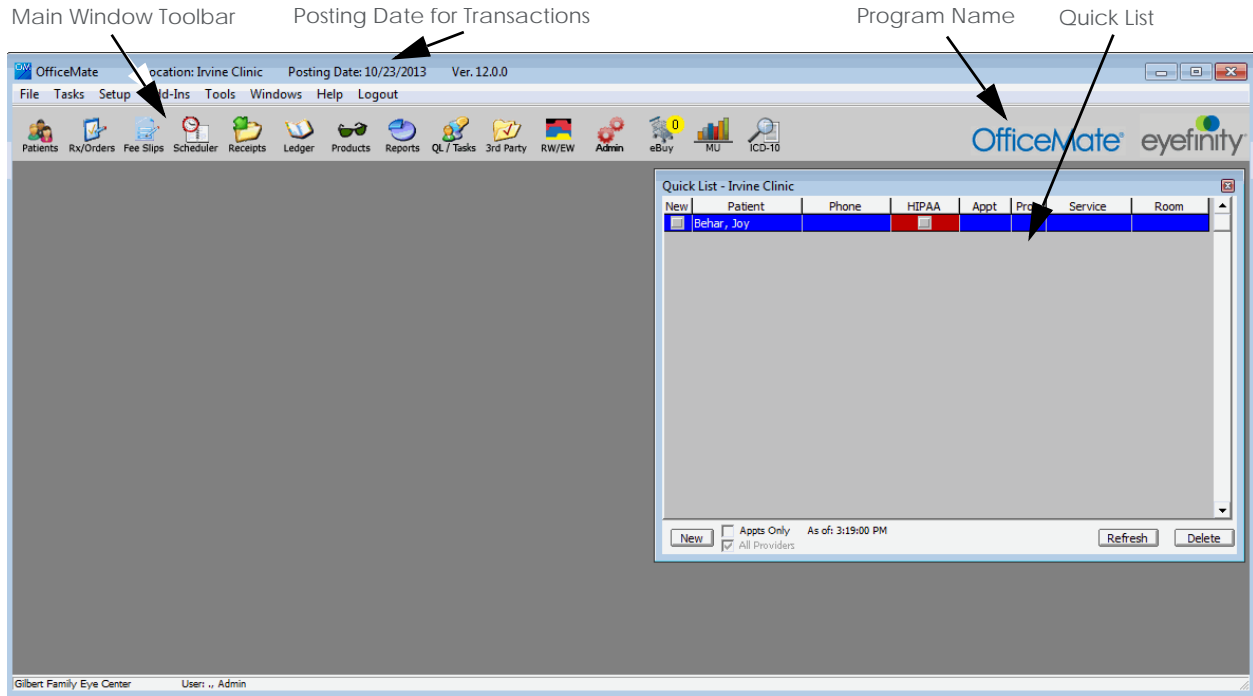
- *Training Videos.* These Internet-based, prerecorded training videos should be viewed by all OfficeMate users. Go to <http://www.eyefinity.com/education-and-support/Support-Community.html> and log into the Eyefinity Support Community to view OfficeMate training sessions.
- *Eyefinity Support Community.* In this community, you can create and update support cases, access our growing knowledge base of information, ask questions and get answers from your peers, and contribute your ideas to improving Eyefinity products. Go to <http://www.eyefinity.com/education-and-support/Support-Community.html> to access the Eyefinity Support Community.
- *Online Help.* To access online help for OfficeMate, click **Help** on the OfficeMate main window and select **OfficeMate Help Topics**. The OfficeMate help system opens. You can also access online help by pressing the **F1** key anywhere in OfficeMate.

## OfficeMate Overview

Your OfficeMate software manages all of your patient, practice, and product information in a secure database that is easy to modify and use. This section includes the following topics:

- [Explanation of Interface Elements, 2](#)
- [Explanation of Navigation Schemes, 2](#)

## Explanation of Interface Elements



## Explanation of Navigation Schemes

OfficeMate has many unique navigation schemes. Eyefinity highly recommends familiarizing yourself with the OfficeMate navigation schemes in order to more quickly and efficiently navigate through OfficeMate and perform tasks.

This section tells you how to use the various navigation schemes in OfficeMate, including how

- To use right-click functionality, 3
- To search for patients and guarantors (F2), 3
- To search for products (Ctrl+P), 4
- To add additional information to fee slips (F4), 5
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#### ► To use right-click functionality

- ❖ Right-click the Patient Demographic, Eyewear Order, Soft Lens Order, Hard Lens Order, Fee Slip, Patient Ledger, and Receipts & Adjustments window title bars or on a patient in the Quick List window to open a shortcut window with options to open the current patient's Patient Demographic, Rx Eyewear, Soft Lens, Hard Lens, Schedule, and Receipts windows. You can also open ExamWRITER, print labels and documents, and change the patient's room location by right-clicking on these title bars.



- For example, right-click on the Patient Demographic window title bar and select **Ledger**. The Patient Ledger window opens and displays the ledger information for the same patient displayed on the Patient Demographic window.
- For example, right-click on the Patient Ledger window title bar, click **Label**, and select **Mailing Label**. The Print Labels window opens, allowing you to print a label.

#### ► To search for patients and guarantors (F2)

- ❖ Press the **F2** key in the Patient Demographic, Eyewear Order, Soft Lens Order, Hard Lens Order, Fee Slip, Appointment Scheduling, Receipts &

Adjustments, and Patient Ledger windows to open the Find Patient/Guarantor window and search for a patient or guarantor.

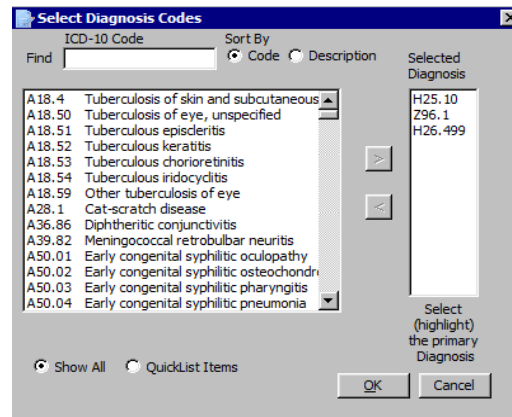
► To search for products (Ctrl+P)

- Place your cursor in the **Product Name/Code** column in the Fee Slip window and press the **Ctrl** and **P** keys at the same time to open the Find Product window and search for products.
- Place your cursor in the **Product Code** or **Name** text box in the Eyewear Order or Hard Lens Order window and press the **Ctrl** and **P** keys at the same time to open the Find Product window and search for products.
- Place your cursor in the **Product Code** or **Lens Name** text box in the Soft Order window and press the **Ctrl** and **P** keys at the same time to open the Find Product window and search for products.

- ▶ To add additional information to fee slips (F4)
  - ❖ After entering the product name and code onto the fee slip, press the **F4** key in the Fee Slip window to open the Fee Slip Item Additional Data window and add additional information to the fee slip.

- ▶ To open your product quick list and select diagnosis codes on fee slips (F5)
  - Place your cursor in the **Product Name/Code** column in the Fee Slip window and press the **F5** key to open a shortcut window with a selection of products and services that you use most often.
  - Place your cursor in a **DIAG** column in the Fee Slip window and press the **F5** key to open the Select Diagnosis Codes window and search for and select diagnosis codes.

- ▶ To select diagnosis codes on fee slips (Ctrl+D)
- ❖ Place your cursor in a **DIAG** column in the Fee Slip window and press the **Ctrl** and **D** keys at the same time to open the Select Diagnosis Codes window and search for and select diagnosis codes.



- ▶ To use other keyboard shortcuts
  - Press the **Alt** key and the underlined letter in a button or tab to open the window that would open if you clicked the button or tab with your mouse.
    - For example, press the **Alt** and **L** keys at the same time in the Fee Slip window to open the Patient Ledger window.
    - For example, press the **Alt** and **C** keys at the same time in the Patient Demographic window to open the Correspondence History tab on the Patient Demographic window.
  - Press the **Tab** key to move your cursor to the next text box in a window.
    - For example, while your cursor is in the Last Name text box in the Patient Demographic window, press the **Tab** key to move your cursor to the First Name text box.
  - Press the **Esc** key to close a window.

▶ To cascade open windows

1. Click **Windows** on the OfficeMate main window toolbar.
2. Select **Cascade**.

The windows that are open cascade in the top left of the OfficeMate main window.

▶ To close all open windows

1. Click **Windows** on the OfficeMate main window toolbar.
2. Select **Close All Windows**.

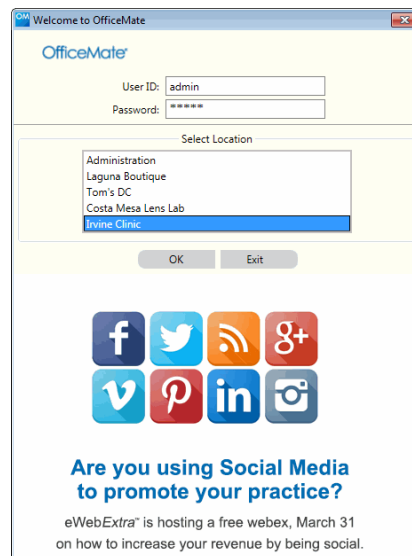
All of the windows that are open close.



assigned to you. Also, before you can log into OfficeMate, you must have all of the locations set up that users will be logging into.

**NOTE** If you are logging into OfficeMate for the first time, read the “Opening OfficeMate” instructions in the *Installing & Activating OfficeMate/ExamWRITER for New Users* document.

1. Double-click the **OfficeMate** icon on your desktop.
2. Type your user ID in the **User ID** text box.
3. Type your password in the **Password** text box.
4. Click **OK**.
5. If you have access to more than one location, select a location from the list that is displayed and click **OK**.



When the program opens, OfficeMate or Administration will appear on the icon bar, depending on whether you selected Administration or a location.

## Setting Up OfficeMate

You can set up OfficeMate before you use it, or you can change your setup options anytime while you are using the program. This section includes the following topics:

- [Changing the Posting Date, 7](#)
- [Setting Up the Printer, 8](#)
- [Maintaining Add-In Programs, 11](#)

## Changing the Posting Date

All OfficeMate transactions are recorded on the posting date. The Daily Transaction Audit report is the only report that displays all transactions that occurred on a specific calendar date regardless of the posting date. All other reports display transactions that occurred on the posting date. If you change the posting date to record backdated transactions, be sure to change the posting

date back to today's date after you are finished recording backdated transactions.

#### NOTES

- When you open OfficeMate, the posting date is the same as your computer date. If you change the posting date, it will revert back to the computer date when you close OfficeMate or log out of OfficeMate. Changing the posting date on your computer does not affect the computer date on your computer or other computers on your network.
- The Change Posting Date feature is not available if you are using the General Ledger Interface.
- The feature is only available in OfficeMate if the **Allow Posting date to be changed in Locations** preference is set to Yes in OfficeMate Administration.

1. From the OfficeMate main window, click **File**, and select **Change Posting Date**.

The Posting Date window opens.

2. Change the posting date using one of the following methods:
  - Type the new posting date in the **Posting Date** text box.
  - Click the **Posting Date** pop-up menu arrow to choose a date on the calendar.
  - Click **Today** to change the posting date to today's date.



3. Click **OK**.

## Setting Up the Printer

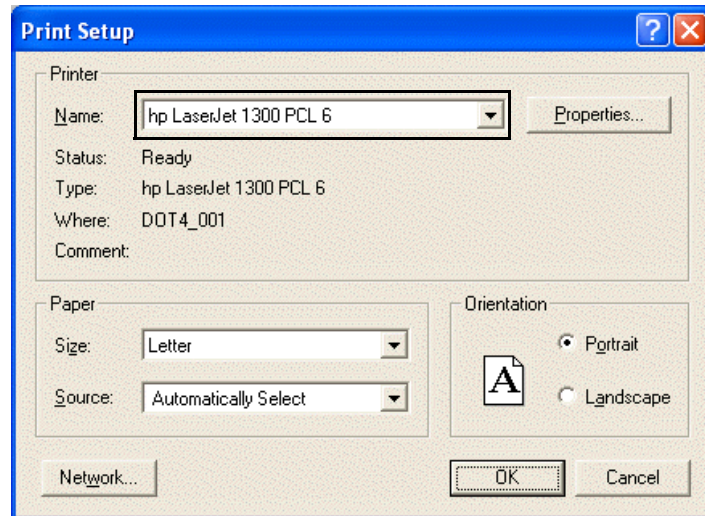
This section tells you how to set up the printer, including how

- [To select a printer, 8](#)
- [To change the printer's document properties, 9](#)
- [To select the paper size and source, 10](#)
- [To change the paper orientation, 10](#)

### ► To select a printer

1. From the OfficeMate main window, click **File**, and select **Printer Setup**.  
The Print Setup window opens.

2. Select the printer's name that you want to use from the **Name** drop-down menu.

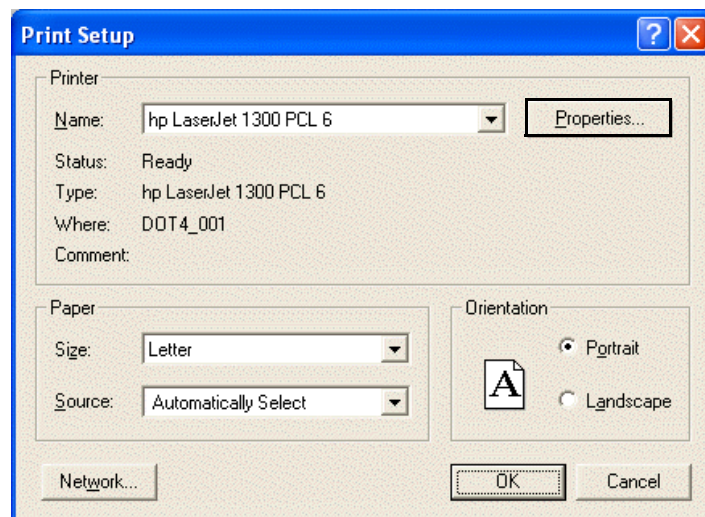


3. Click **OK** to close the Print Setup window.

#### ► To change the printer's document properties

For more information on changing the printer's document properties, refer to the manual that came with the printer or computer operating system.

1. From the OfficeMate main window, click **File**, and select **Printer Setup**. The Print Setup window opens.
2. Click **Properties** to change the printer's document properties.

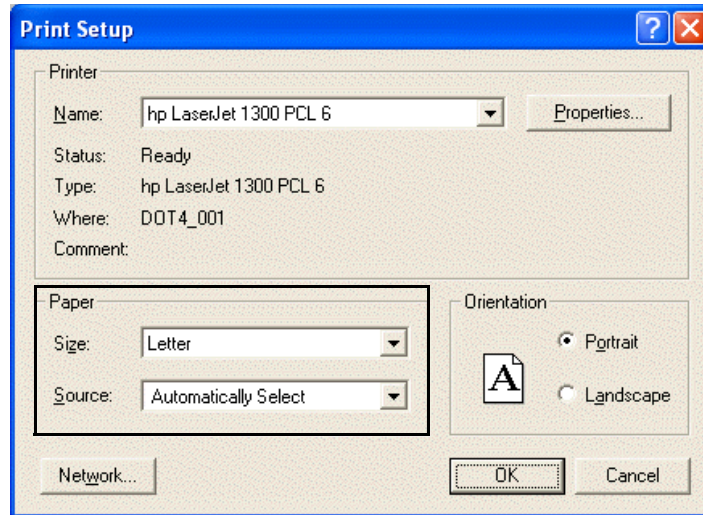


The Document Properties window opens.

3. Click on the tabs and change the printer's document properties.
4. Click **OK** to close the Document Properties window.
5. Click **OK** to close the Print Setup window.

► To select the paper size and source

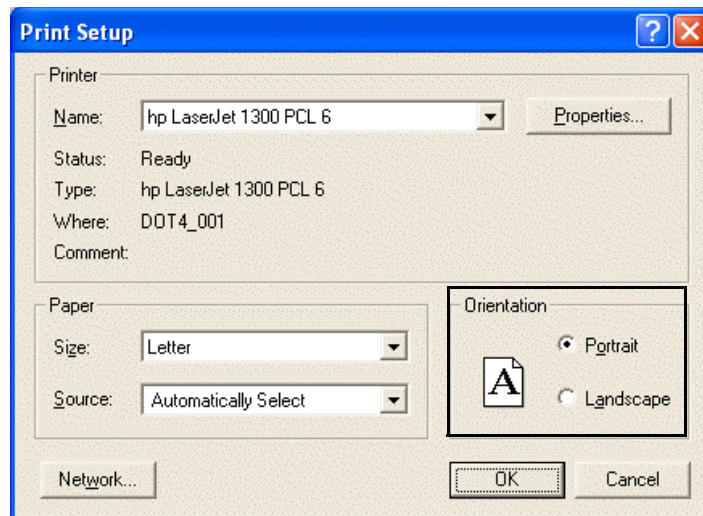
1. From the OfficeMate main window, click **File**, and select **Printer Setup**. The Print Setup window opens.
2. Select the paper size from the **Size** drop-down menu.
3. If activated, select the paper source from the **Source** drop-down menu.



4. Click **OK** to close the Print Setup window.

► To change the paper orientation

1. From the OfficeMate main window, click **File**, and select **Printer Setup**. The Print Setup window opens.
2. Select the **Portrait** or **Landscape** orientation radio button.



3. Click **OK** to close the Print Setup window.
- 4.

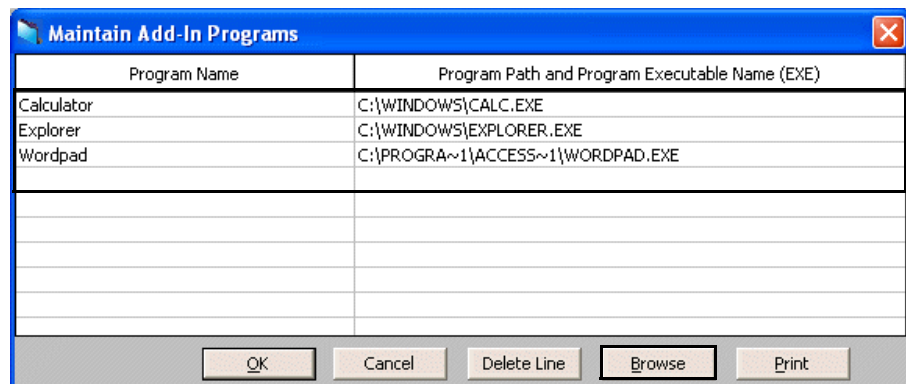
## Maintaining Add-In Programs

Add-ins are programs that you can add to the OfficeMate main window toolbar and quickly and easily open while you are using OfficeMate. OfficeMate is installed with the Windows Calculator, Explorer, and Wordpad add-in programs already set up. To add, delete, or modify add-in programs, follow the instructions below:

1. From the OfficeMate main window, click **Setup**, and select **Add-Ins**.  
The Maintain Add-Ins window opens.
2. Type a new program name in a blank row in the **Program Name** column.  
OR  
Place your cursor in a program name in the **Program Name** column and edit it or click **Delete Line** to delete the program from the OfficeMate main window toolbar Add-Ins menu.
3. Type the new program's path and executable (exe) file in the **Program Path and Program Executable Name (EXE)** column.  
OR  
Click **Browse**, navigate to the program's executable file, and click **Open**.

### NOTE

You can only add new add-in programs that exist on your computer's hard drive.



4. Click **Print** to print a the Maintain Add-Ins Program window.
5. Click **OK**.
6. From the OfficeMate main window, click **Add-Ins**, and select the add-in program to open it.
- 7.

## Changing Your Password

To change your own password, follow the instructions below:

1. On the OfficeMate main window, click **Setup**, and select **Change Password**.  
The Change Password window opens.

2. Type your old password in the **Old Password** text box.

#### NOTES

- If the old password has been forgotten, an OfficeMate Administration user will have to change your password in the Security window.
- If the OfficeMate Administration password has been forgotten, and no other user has access to OfficeMate Administration, the licensed owner of the software must call the OfficeMate Customer Care team at 800.942.5353.

3. Type your new password in the **New Password** text box.
4. Type your new password in the **Confirm New Password** text box.

The screenshot shows a 'Change Password' dialog box with the following fields and controls:

- User Name:** Doctor, Johnny
- Old Password:** [Masked with asterisks]
- New Password: \*** [Masked with asterisks]
- Confirm New Password \*** [Masked with asterisks]
- Buttons:** OK, Cancel
- Footnote:** \*Minimum of 4 characters required

5. Click **OK**.

## Logging Out of OfficeMate

1. Close any open windows within OfficeMate.
2. Select **Logout** from the menu bar.
3. You are logged out, and the Welcome to OfficeMate! window opens.

# Creating, Modifying, & Deleting Patient Records

# 2

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Patient records contain demographic, insurance, marketing, recall, financial, correspondence history, HIPAA, and exam information. The amount of information that you record for each patient depends on your office's policies and procedures.

## Creating & Opening Patient Records

This section tells you how to create and open patient records in OfficeMate and includes the following topics:

- [Creating Patient Records, 14](#)
- [Opening Patient Records, 15](#)

## Creating Patient Records

1. Open the Add New Patient Record window using one of the following methods:
  - Click the **Patients** icon to open the Find Patient/Guarantor window.
  - Click **Tasks** on the main window toolbar and select **Patients** to open the Find Patient/Guarantor window.
  - Click **New** on the Quick List window and go to step 3.
  - If a new patient has an appointment scheduled today, click on the patient's name in the Quick List window, drag and drop the patient on the **Patients** icon, and go to step 3.

#### 2. Click **New**.

The screenshot shows the 'Find Patient / Guarantor' window. The search criteria section includes fields for Last Name, First Name, Nickname, E-Mail Address, Date Of Birth, and Default Location. It also includes fields for Address, City, Phone Number, Patient No, and Chart No. There are checkboxes for 'Include inactive' and 'Include Other'. A 'New' button is highlighted. Below the search criteria is a table with columns: Name, Address / City, Home Phone, SS No, DOB, Patient, HIPAA, and Location. The table is currently empty. At the bottom, there is a 'Patients Found' label.

The Add New Patient Record window opens.

#### 3. Follow the instructions in [Recording Patient Information on page 18](#) to record new patient information in the Demographic, Insurance, Marketing, Notes, Recall, Financial Info, Correspondence Hx, and HIPAA tabs. Follow the instructions in [Attaching Electronic Documents to Patient Records on page 42](#) to record information in the eDocuments tab.

The screenshot shows the 'Add New Patient Record' window. The window has tabs for Demographic, Insurance, Marketing, Notes, Recall, Financial Info, Correspondence Hx, HIPAA, eDocuments, and Patient Exams. The Demographic tab is active. The window contains various fields for patient information, including Guarantor (Self), Sex (Male/Female), Date of Birth, Social Security, Provider, Marital Status, Emp. Status, Employer, Occupation, Salutation, Chart No, Source, Alert, Preferred Language, Race, Ethnicity, Communication Pref., and Last Exam. There are also buttons for OK, Cancel, New, F2 Find, Letters, Ledger, Label, Glance, and End Appts.



## Opening Patient Records

- Open the Patient Demographic window using one of the following methods:
  - Click the **Patients** icon to open the Find Patient/Guarantor window.
  - Click **Tasks** on the main window toolbar and select **Patients** to open the Find Patient/Guarantor window.
  - Right-click on the Hard Lens Order, Soft Lens Order, Eyewear Order, Fee Slip, Receipts & Adjustments, or Patient Ledger window title bar and select **Patient**.
  - Right-click on a patient in the Quick List window, select **Patient**, and go to step 7.
  - Click on a patient's name in the Quick List window, drag and drop the patient on the **Patient** icon, and go to step 7.
- Enter search information in the **Selection Criteria** text boxes.
- Select the Include Inactive check box to include inactive patients and guarantors in the search results.
- Select the **Include Other** check box to include the names of people who are neither patients nor guarantors, but are recorded in the database as other insured parties.
- Click **F2 Find**.

### NOTE

If your database is encrypted, PHI (protected health information) such as patient addresses, phone numbers, and chart numbers will be greyed out and not visible when you are searching for patients.

This database is encrypted, some selection criteria will not be available.

Name	Address / City	Home Phone	SS No	DOB	Patient	HIPAA	Location

Patients Found

- Click on the patient and then click **Select** or double-click on the patient. The Patient Center window opens and displays important patient information, including the patient's ID, date of birth, phone numbers, email address, last exam date, expected referral return date, chart number, next appointment date, default provider, insurance carriers, patient and insurance balances, credit, the average amount spent per visit, and photo/notes (if applicable).

For information on using the Patient Center, watch the "Patient Center" video.

#### NOTES

- The Average \$ text box displays the average dollar amount of all of the patient's fee slips divided by the number of fee slips. The calculation for the average dollars spent is based on fee slip product fees and does not take into account packages, discounts, amounts billed to patients or insurance carriers, adjustments, and returns.
- To add or update a patient's photo, go to [Attaching a Photo to Patient Records on page 47](#).
- To hide the patient's photo and notes for privacy reasons, click **Hide Notes/Photo**.
- To open the Scheduler, Fee Slip, Patient Ledger, Receipts & Adjustments, and Rx Order window or the ExamWRITER program, click the appropriate button in the middle of the window.
- To view linked family members' Patient Center windows, double-click on the family member on the **Family Members** tab at the bottom of the window.
- To view the patient's appointment history, click the Appointment History tab at the bottom of the window.
- To view the patient's exams in ExamWRITER, double-click on the exam on the **Patient Exams** tab at the bottom of the window. Note that you cannot open the patient's exam if ExamWRITER is already open.
- To view the patient's diagnosis/problem list, procedures, and medications, click the **Medical History** tab at the bottom of the window.

#### 7. Click **Demographics**.

**Patient, Sally**  
 141 W Wilshire Ave  
 Fullerton, CA 92832

Balance: **240.00**  
 Credit: .00  
 Average \$: 120.00

Patient ID: 17625    DOB: 09/14/1982 Age: 28    **HIPAA**  
 Day phone: (913) 111-2222    Cell phone:   
 eMail: sally@patient.com  
 Last Exam: 06/17/2011    Expected referral return date:   
 Chart No.: 1003750    Next Appt.:   
 Provider: Doctor, Johnny  
 Primary Ins.: Vision Service Plan/Vision Service Plan  
 Secondary: AARP Health Care Options/AARP Health Care Options

Notes:   
 Alerts:   
 Demographics    Schedule    Fee Slip    Ledger    Receipts    Rx/Orders    ExamWRITER

Family Members		Appointment History	Exam History	Medical History
Name	Relationship To Insured	DOB	Age	Last Exam
Patient, Sally	Self	9/14/1982	28	6/17/2011

Exit

#### 8. Click Orders to view scheduled orders recorded in ExamWRITER, but not yet posted in the Task Manager. For more information about posting

scheduling tasks recorded in ExamWRITER in the Task Manager, go to [To post scheduling tasks recorded in ExamWRITER on page 540](#).

- Follow the instructions in [Recording Patient Information on page 18](#) to record new patient information in the Demographic, Insurance, Marketing, Notes, Recall, Financial Info, Correspondence Hx, and HIPAA tabs. Follow the instructions in [Attaching Electronic Documents to Patient Records on page 42](#) to record information in the eDocuments tab.

**NOTE**

Click the arrows in the bottom right corner of the window to move to the next, last, previous, or first patient's record. The records that are displayed are based on the search criteria you entered in the Find Patient/Guarantor window.

## Recording Patient Information

This section tells you how to record patient information, including how

- [To record demographic information, 19](#)
- [To record insurance information, 24](#)
- [To record additional insurance claim information, 28](#)
- [To record insurance eligibility and authorizations, 29](#)
- [To record marketing information, 31](#)
- [To record patient notes, 33](#)
- [To record and review recall information, 33](#)
- [To record financial information, 34](#)
- [To view and print correspondence history, 36](#)
- [To record HIPAA Information, 36](#)
- [To select letters to send to a patient, 42](#)

For information on recording demographic information, watch the “Demographics” video.

► To record demographic information

**NOTE** If you are an ExamWRITER user, any modifications or additions that you make to patient demographic information in OfficeMate will be reflected in ExamWRITER. Likewise, any modifications or additions that you make to patient demographic information in ExamWRITER will be reflected in OfficeMate.

1. Click the **Demographic** tab on the Patient Demographic window or the **Demographics** button on the Patient Center window.

**NOTE** Click the arrows in the bottom right corner of the window to move to the next, last, previous, or first patient’s record.

2. To change the patient’s guarantor, click the button next to Guarantor and follow the instructions below:

**NOTES**

- A guarantor is the person who is responsible for paying the patient’s account bills.
- If the patient is responsible for paying his or her own account bills, the guarantor is Self.
- Typically, family members have the same guarantor.
- If you link a patient’s address to a guarantor and you modify the guarantor’s address, the patient’s address and all other family members’ addresses linked to that guarantor will also be modified.

- a. If the patient’s current guarantor is Self, enter search information and click **F2 Find** to find and select an existing guarantor or click **New** and go to step b to create a new guarantor for the patient.

Name	Address/City	Home Phone	SS No

- b. If the patient’s current guarantor is *not* Self, or if you are creating a new guarantor for the patient, complete the information in the Guarantor

Information window or click **F2 Find** to find and select a different guarantor.

#### NOTES

- Select the **Bad Address** check box if the guarantor's address is incorrect and you do not have a correct address on file.
- Select one or more **Mailing Options**. Selecting the **Head of Household** check box designates the guarantor as the person making decisions in the household. Selecting the **Mailing List** check box indicates that the guarantor is on your correspondence mailing list.
- Select one or more of the following **Actions**.
  - Selecting **Copy Last Name to Patient** copies the guarantor's last name to the patient's last name.
  - Selecting **Link Address to Patient** copies the guarantor's address to the patient's address.
  - If applicable, selecting **Unlink as Guarantor** removes the guarantor from the patient's record.
  - If you are going to bill an insurance company for this patient's services or products, select **Add as a New Patient** to add the guarantor as an OfficeMate patient. You must also record the guarantor's information in the Demographic and Insurance tabs in the Patient Demographic window. For more information on recording information in the Demographic and Insurance tabs see [To record demographic information on page 19](#) and [To record insurance information on page 24](#).
- A list of patients who are linked to the guarantor is displayed in the **Linked Patients** box.

3. Select or type the patient's name, address, phone number, email, and default location information in the appropriate yellow highlighted text boxes.

**NOTES**

- Select the **Texting OK** check box to indicate that the patient is willing and able to receive text messages from your practice on his or her cell phone. If you use the Websystem2 interface, appointment reminders, recall notices, and product-ready notifications are sent to the patient's cell phone. If you are not using the Websystem2 Interface, the Texting OK check box is informational only.
- Click the button next to the patient's email address to open your default email client and send an email message to the patient. You must set up your computer permissions properly in order to successfully send email messages through your email client.

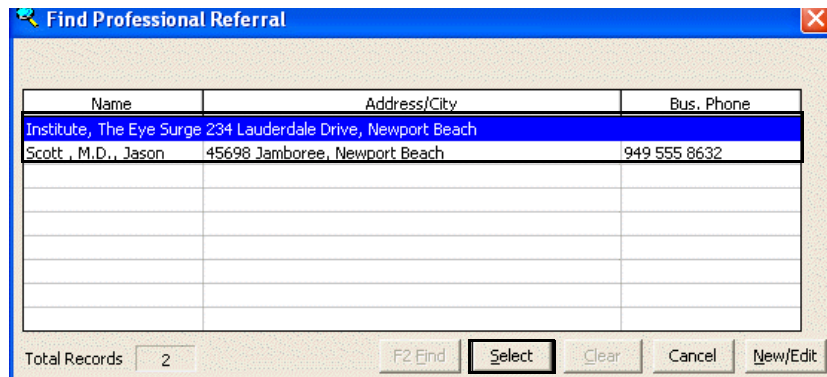
4. Select the **Self** or **Guarantor** radio button to link the patient's address to themselves or the patient's guarantor's address.
5. If the patient's address is incorrect and you do not have a correct address on file for the patient, select the **Bad Address** check box.
6. Select the patient's default location from the **Default Location** drop-down as needed.
7. If the patient was referred to your office by another patient, follow the instructions below; otherwise, go to step 8 if the patient was referred to your office by a professional, or go to step 9 if the patient was not referred by anyone.
  - a. Select the Referred By **Patient** radio button.
  - b. Click the button next to Referred Name to open the Find Patient window.
  - c. Enter search information in the **Selection Criteria** text boxes and click **F2 Find**.
  - d. Click a patient's name and then click **Select**.

8. If the patient was referred to your office by a professional, follow the instructions below; otherwise, go to step 9 if the patient was not referred by anyone.

**NOTE** If you select the name of a referring professional, the information from the Referred Name field will *not* automatically populate in box 17 on the CMS 1500 form; however, the information from the Referred Name field will be displayed in the Referrals report and other communications. For more information about recording the referring physician, which will populate in box 17 on the CMS 1500 form, go to [To record additional insurance claim information on page 28](#). For more information about creating the Referrals report, go to [Referrals on page 519](#).

- Select the Referred By **Professional [MU]** radio button.
- Click the button next to Referred Name to open the Find Professional Referral window.
- Click on a name and then click **Select** to select the professional as the patient's referring doctor.

**NOTE** If applicable, click **F2 Find** to search for a professional referral.



- If the patient was not referred to your office by anyone, select the Referred By **None** radio button.
- Select or type the patient's sex, date of birth, social security number, provider, marital status, employment status, employer, occupation, referral source, and preferred language in the appropriate yellow highlighted text boxes.

**NOTES**

- If the patient is a dependent student, you must select Full-Time Student from the Emp. Status (Box 8) drop-down menu.
- The default selection for the Marital Status (Box 8) and Emp. Status (Box 8) drop-down menus is Unknown.

- If the patient is not an active patient, deselect the **Active** check box.

12. Type the patient's salutation, chart number, and medical alerts in the appropriate text boxes.
13. Select the patient's preferred language from the **Preferred Language** drop-down menu.
14. Click in the **Race** field. Select the check boxes for each racial group with which the patient identifies. Press **Tab** or click in any other field to exit the race selection.
15. Select the patient's ethnicity from the **Ethnicity** drop-down menu.
16. Select the patient's communication preference (secure messaging, email, mail, telephone, etc.) from the **Communication Pref.** drop-down menu.
17. If the patient has a paper chart, type or select the patient's last exam date in the **Last Exam** date field.

**NOTE**

The Last Exam date field is automatically updated when the following actions occur:

- You record a fee slip that includes a service that has the Update Last Exam check box selected in the Products window.
- You close or finalize an exam in ExamWRITER that includes a service that has the Update Last Exam check box selected in the Products window.
- You record an Rx order in which you have recorded an Exam Date.

You cannot manually update the Last Exam date field to a past date if a more current exam date has been recorded on an Rx order or through a service on a fee slip.

Patient: Sally Patient 28 (913) 111-2222 [NOTES] Johnny Doctor Balance: \$240.00

Demographic	Insurance	Marketing	Notes	Recall	Financial Info	Correspondence Hx	HIPAA	eDocuments	Patient Exams
Guarantor: Self Last Name (Box 2): Patient First Name (Box 2): Sally Initial: <input type="text"/> Title: <input type="text"/> Suffix: <input type="text"/> Nickname: <input type="text"/> Link Addr To: <input checked="" type="radio"/> Self <input type="radio"/> Guarantor <input type="checkbox"/> Bad Address Address (Box 5): 141 W Wilshire Ave Address (Box 5): <input type="text"/> City (Box 5): Fullerton State/ZIP (Box 5): California 92832 Home Ph # (Box 5): (949) 390-8320 Daytime Phone: (913) 111-2222 Cell Phone No: <input type="text"/> <input type="checkbox"/> Texting OK Pager Number: <input type="text"/> Fax Number: <input type="text"/> E-Mail Address: sally@patient.com Default Location: Irvine Store Referred By: <input type="radio"/> Patient <input checked="" type="radio"/> Professional [MU] <input type="radio"/> None Referred Name: Keith Warren	Sex: <input checked="" type="radio"/> Male <input type="checkbox"/> Female [MU] Added On: 10/17/1997 Date of Birth (Box 3): 09/14/1982 [MU] Age: 28 Social Security: 111-22-3333 <input checked="" type="checkbox"/> Active Provider: Doctor, Johnny Marital Status (Box 8): Divorced Emp. Status (Box 8): Employed Full-Time Employer: <input type="text"/> Occupation: Carpenter Salutation: Dear Sally: Chart No: 1003750 Source: Patient Referral Alert: <input type="text"/> Preferred Language: English [MU]	Race: Asian [MU] Ethnicity: Not Hispanic or Latino [MU] Communication Pref.: Postal [MU] Last Exam: 06/17/2011	Patient # 17625 HIPAA OK Cancel New F2 Find Letters Ledger Label Glance Find Appts Open Charges						

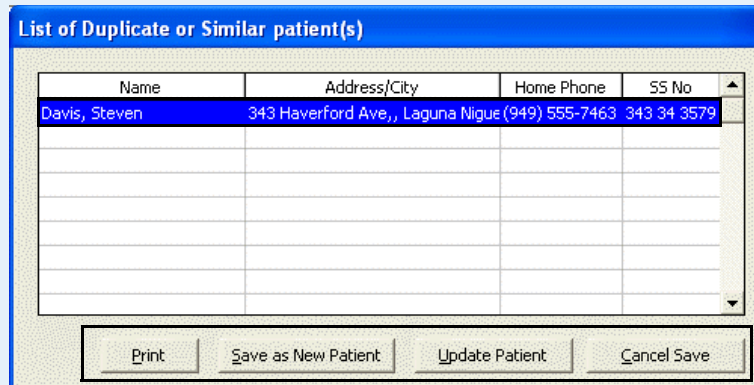


18. Click **OK** to close the Patient Demographic window or click any tab to continue adding or modifying patient information.

**NOTES**

If a **List of Duplicate or Similar patient(s)** window opens, you have entered a patient name that is similar or identical to a name already stored in OfficeMate. Complete one of the following tasks to close the window:

- Click **Print** to print the list of patients.
- Click **Save as New Patient** to save the patient that you are entering into OfficeMate as a new patient.
- Click on a patient's name and then click **Update Patient** to update the patient that you are entering into OfficeMate with the selected duplicate patient's information.
- Click **Cancel Save** to cancel entering and saving the patient's information and close the List of Duplicate or Similar patient(s) and Patient Demographic window.



► To record insurance information

For information on recording insurance information, watch the “Insurance” video.

**NOTES**

- You must record a patient's insurance information before you bill the insurance company for any products or services that the patient purchased.
- You can record up to 99 insurance carriers for each patient, but you should *not* change existing insurance carriers. Changing existing insurance carriers will affect prior insurance claims.

1. Open the Patient Demographic window. For more information about opening the Patient Demographic window, go to [Opening Patient Records on page 15](#).
2. Ensure that you have recorded the patient's name, address, home phone number, sex, date of birth, social security number, marital status, and employment status in the Demographic tab.

- Click the **Insurance** tab in the Patient Demographic window.

**NOTE** Do not delete or modify an insurance carrier if you have already billed it for any patient charges. Deleting or modifying an insurance carrier that you have already billed will affect prior insurance claims. Instead, select the **Deactivate** check box to indicate that the patient is no longer subscribed to the insurance plan.

- If the patient has more than one insurance carrier, you can rearrange the carries as needed by selecting a carrier from the list and clicking the up and down arrows as needed.

**NOTE** Arrange the patient's insurance plans in the order in which they should be billed. The primary insurance should be in the first row, the secondary insurance should be in the second row, etc.

The screenshot shows the 'Insurance' tab in a patient demographic window. At the top, there are buttons for 'New Ins.', 'Delete', 'Ins. Glance', 'Notes', 'Add! Info', 'CMS Form', 'UB04 Form', and a 'Deactivate' checkbox. Below these is a table with columns: Insurance Name, Insurance ID No, Address, Plan Name, Inactive, and Notes. Two rows are visible: Row 1: Vision Service Plan, 111223333, P.O. Box 997100, Sacramento, Vision Service Plan, Inactive, Notes; Row 2: AARP Health Care Options, United HealthCare Claim Division, AARP Health Care Options, Inactive, Notes. Below the table are two main sections. The left section contains fields for Insurance Name (Vision Service Plan), Insured ID (Box 1a) (111223333), Plan Name (Box 11c) (Vision Service Plan), Policy Group (Box 11), Relationship to Insured (Box 6) (Self), Type (Vision/Medical), Signature On File (checked), Date (06/16/2011), Signature Source (Both CMS-1500 and Auth. f), and Release Information? (checked, 06/16/2011). The right section contains fields for Insured Party (Last Name: Patient, First Name: Sally), Address1 (Box 7) (141 W Wilshire Ave), Address2 (Box 7), City (Box 7) (Fullerton), State/ZIP (Box 7) (California, 92832), Home Ph # (Box 7) (949) 390-8320, Employer (Box 11b), Sex (Box 11a) (Male), and DOB (Box 11a) (09/14/1982). A 'Linked Patients' section is at the bottom right. A vertical toolbar on the far right includes buttons for Patient # (17625), HIPAA, OK, Cancel, New, F2 Find, Letters, Ledger, Label, Glance, ExamWRITER, Find Appts, Open Charges, and Orders.

- Click **New Ins** to add a new insurance plan.

OR

To modify an insurance plan, select the insurance plan, select the **Deactivate** check box, and click **New** to add the plan as a new plan.

**NOTE** Do not delete or modify an insurance carrier if you have already billed it for any patient charges.

6. Select the patient's insurance carrier from the **Insurance Name** drop-down menu.

**NOTE**

If you created a fee slip for the patient using the insurance name selected in the Insurance Name drop-down menu, you can click **Claims** to open, update, refresh, and print the CMS 1500 insurance form. For more information on fee slips, go to [Creating & Recording Fee Slips on page 149](#). For more information on modifying the CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).

7. Type the insured ID number in the **Insured ID (Box 1a)** text box or select the **Patient SSN** check box to use the patient's social security number as entered on the Demographic tab.
8. Select the insurance plan's name from the **Plan Name (Box 11c)** drop-down menu.
9. Type the policy group number in the **Policy Group (Box 11a)** text box as needed.
10. Select the patient's relationship to the insured party from the **Relationship to Insured (Box 6)** drop-down menu.
11. Select either the **Vision** or **Medical** radio button to indicate the type of insurance plan being used.
12. If the patient has a signature on file with your office, follow the instructions below; otherwise, go to step 13.
  - a. Select the **Signature On File** check box.
  - b. Select the date the signature was filed from the **Date** calendar.
  - c. Select the signature source from the **Signature Source** drop-down menu.
13. If the patient has authorized the release of his or her medical information to the insurance company so that the insurance company can process the patient's claims, select the **Release Information** check box and then select

the date the patient released the information from the date calendar next to the check box.

14. Enter the Insured Party information.
  - If you selected Self from the Relationship to Insured drop-down menu, the patient's information is automatically populated.
  - If the guarantor assigned to the patient on the Demographic tab is the insured party, select the **Guarantor** check box, and the guarantor's information is automatically populated.
  - If the insured party is neither the patient nor the patient's guarantor, click **F2 Find**. If the insured party is another patient, select the **All Patients** check box. Enter search criteria and click **F2 Find**. If the insured party cannot be found in the database, click **New** to create a new insured party.
15. Perform the following only as needed:
  - To view the most recent CMS 1500 claim form for this patient and the selected insurance plan, click **CMS Form**.
  - To view the most recent UB-04 claim form for this patient and the selected insurance plan, click **UB04 Form**.
  - To view or type notes about the selected insurance carrier, click **Notes**. If a note exists for an insurance carrier, the Notes column in the table at the top of the window will have a check mark next to the insurance name.
  - To view and print a summary of the insurance plan, click **Ins. Glance** as needed.

The Insurance Glance window opens and displays a summary of the insurance plan and any attached documents. If there is no information to display, no glance information was entered in OfficeMate Administration.

16. Click **OK** to close the Patient Demographic window or follow the instructions in the sections below to continue adding or modifying patient information.

For information on recording detailed insurance information, watch the “Insurance” video.

► **To record additional insurance claim information**

1. Open the Patient Demographic window. For more information about opening the Patient Demographic window, go to [Opening Patient Records on page 15](#).
2. Ensure that you have recorded the patient’s name, address, home phone number, sex, date of birth, social security number, marital status, and employment status in the Demographic tab.
3. Click the **Insurance** tab in the Patient Demographic window.
4. Select an insurance plan from the list or add a new insurance plan. For more information on adding insurance plan, go to [To record insurance information on page 24](#).
5. Click **Add’l Info** to add additional insurance information.  
The Additional Claim Information window opens.
6. Select a referring physician by clicking **Not Assigned** as needed.

**NOTES**

- The referring physician you select is only used for this patient and this insurance plan. To record a referring professional to whom you want to send referral letters and other communications, go to [To record demographic information on page 19](#).
- If you select the name of a referring physician and you select the **Yes** radio button next to the Box 17 Auto Populate preference and the Referring Dr. radio button next to the Box 17 Populate preference in the Insurance Billing Initial Setup window, the referring physician will automatically populate box 17 on the CMS 1500 form.

7. To clear the referring physician, click **Clear Referring Physician** as needed.
8. If the patient is replacing an item that was lost or stolen, perform the following steps:
  - a. Select a product type from the **Replacement Category** drop-down menus as needed.
  - b. Select a reason from the **Reason for replacement** drop-down menus as needed.
9. If the patient is coming in for surgery, perform the following steps:
  - a. Select the date or dates of surgery from the **Box 19** drop-down menus as needed.
  - b. Select the **Assumed Date** check box and select a date from the drop-down menu.
  - c. Select the **Relinquished Date** check box and select a date from the drop-down menu.

10. If the patient is receiving services at an alternative location, complete the CMS 1500 Box 32 information as follows:
  - a. Select a location from the **Facility Name** drop-down menu.
  - b. Enter the facility's address in the appropriate fields if the information did not automatically populate.
  - c. Select a qualifier from the **Qualifier (Box 32b)** drop-down menu.
  - d. Type the facility ID in the **Facility ID (Box 32b)** field.

11. Click **Save** to save the changes.
12. Click **Exit** to close the Additional Claim Information window.

► **To record insurance eligibility and authorizations**

**NOTE** If the patient's insurance is VSP, go to [To obtain VSP member eligibility and authorization information on page 353](#).

1. Open the Patient Demographic window. For more information about opening the Patient Demographic window, go to [Opening Patient Records on page 15](#).
2. Ensure that you have recorded the patient's name, address, home phone number, sex, date of birth, social security number, marital status, and employment status in the Demographic tab.
3. Click the **Insurance** tab in the Patient Demographic window.
4. Select an insurance plan from the list or add a new insurance plan. For more information on adding insurance plan, go to [To record insurance information on page 24](#).
5. Click **Eligibility/Authorization** to record or view eligibility and authorization information.

The **Eligibility/Authorization** window opens.

- Click **New** to add a new authorization, eligibility, and copayment information.  
OR

To add only notes about the patient's eligibility, type the eligibility or authorization notes in the **Comments** text box and skip to step 15.

**NOTE**

If you add only eligibility or authorization notes, the Eligibility/Authorization window will open when the fee slip is created and the patient's insurance is selected. Copayment information will need to be entered at that time.

- Make selections from the **Checked By** and **Effective Date** drop-down menus if the information did not automatically populate.
- Type comments in the **Comments** field as needed.
- Type the authorization code received from the insurance plan in the Authorization **ID** field.
- Type the total amount authorized in the **Total Remaining Allotment** field.
- Select the check box for each of the product types authorized.
- Select the date on which the authorization expires from the **Expires On** drop-down menus as needed.
- Type the amount the patient is required to pay in the **CoPay** fields as needed.
- If the patient is limited in the number of units of a product, type the number in the **Qty** fields as needed.

Authorization ID	Issued Date	Benefit	Effective Date	Expiration Date	Link
123456	4/19/2011	(Accessories)Contact Lenses	04/19/2011	06/30/2011	

Checked By: Doctor, Johnny      Effective Date: 04/19/2011

Comments:

Authorization ID: 123456      Location: Irvine Eye

Total Remaining Allotment: \$0.00

	Expires On	Last Used	CoPay	\$ Zero	Qty
Accessories <input checked="" type="checkbox"/>	06/30/2011		\$20.00	<input type="checkbox"/>	2
Contact Lenses <input checked="" type="checkbox"/>	06/30/2011		\$20.00	<input type="checkbox"/>	6
Frames <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Lens Treatments <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Ophthalmic Lenses <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Other <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Plano Sunglasses <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Ready Readers <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	
Services <input type="checkbox"/>			\$0.00	<input type="checkbox"/>	

Buttons: Apply, Save, Exit

- Click **Save** to save your changes.
- Click **Exit** to close the **Eligibility/Authorization** window.





8. Follow the instructions below to record marketing service agreements and contact lens duplication fees in the **Service Agreements & Lens Duplication Fees** table:
  - a. Select a service agreement from the **Plan Name** drop-down menu.
  - b. Type the date the service agreement becomes effective in the **Eff. Date** column or double-click your cursor in the Eff. Date column to open and select a date from a calendar.
  - c. Type or select the number of months for each renewal year in the **Months** column.
  - d. Type the date the service agreement expires in the **Exp. Date** column or double-click your cursor in the Exp. Date column to open and select a date from a calendar.
  - e. Select a contact lens to duplicate in the **Contact Lens Name** drop-down menu.
  - f. Click your cursor in the **With** and **W/O** columns to automatically populate them with the information that you set up when you customized your OfficeMate service agreements.

**NOTE**

To delete a service agreement, select the plan name and click **Delete Line**.

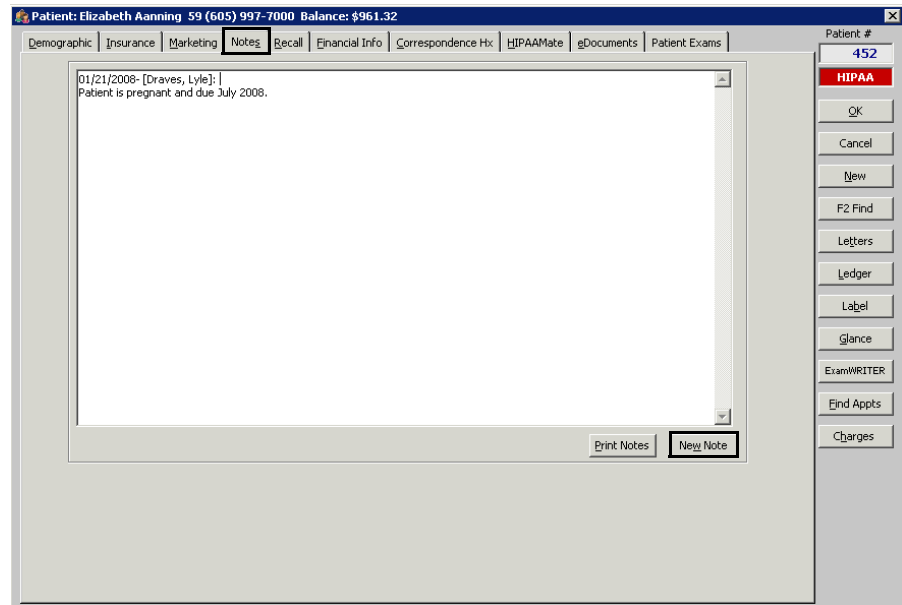
The screenshot displays the OfficeMate software interface for a patient record. The main window title is "Patient: atnJe aaasmP 43 (949) 112-4845 PPO [NOTES] Roger Wineinger, D.D. Balance: \$0.00". The interface includes several tabs: Demographic, Insurance, Marketing, Notes, Recall, Financial Info, Correspondence Hx, HIPAA, eDocuments, and Patient Exams. The "Marketing / Lifestyle Data" section contains a table with columns for Group, Diagnosis, and Category. The "Mailing Information" section includes checkboxes for "Mailing List" and "Head of Household". The "Other" section contains dropdown menus for Insurance Type (PPO), Race (Asian), Ethnicity (Hispanic or Latino), and Communication Preference (Email). The "Service Agreements & Lens Duplication Fees" table is highlighted, showing a single entry for "Disposable Lens Plan" with an effective date of 09/09/2010, 6 months, and an expiration date of 03/09/2011. The table also includes columns for Contact Lens Name, F, With, and W/O. A "Delete Plan" button is located at the bottom right of the table.

Plan Name	Eff. Date	Months	Exp. Date	Contact Lens Name	F	With	W/O
Disposable Lens Plan	09/09/2010	6	03/09/2011	1-92310	OD	20.00	35.00
					OS		
					OD		
					OS		

For information on recording notes, watch the “Marketing & Notes” video.

#### ► To record patient notes

1. Click the **Notes** tab in the Patient Demographic window.
2. Click **New Note** to type a new patient note or place your cursor in a previous note to edit or delete it.



**NOTE** To print notes, click **Print Notes**.

#### ► To record and review recall information

For information on recording recall information, watch the “Recall Setup” video.

You can assign up to three recall schedules to a patient in the Patient Demographic window.

1. Click the **Recall** tab in the Patient Demographic window.

**NOTE** You can view the recall history for the patient in the **Recall History** box.

2. Select recall types from the **Recall Type** drop-down menus.
3. To change the recall date, type or select the number of months until the next recall in the **Months to Recall** text box or type or select a recall date in the **Next Recall** text box.

**NOTE** If the patient has an insurance plan with an eligibility period, the number of eligible months between exams will appear in the **Eligibility (months)** text box after you select a recall type.

- Select the location to which you are recalling the patient from the **Location** drop-down menu.

Recall For Martha Darren

Recall Type	Months to Recall	Next Recall	Eligibility (months)	Location
12 Month Adult	12	02/13/2008		Foothill Store
CL Recheck 6 Months	6	08/13/2007		Foothill Store
	0			

Recall History

Print Date	Recall Type	Document Printed	Notice #	Location #

#### ► To record financial information

For information on recording financial information, watch the “[Financial Information](#)” video.

**NOTE** After you indicate whether or not you have verified that the patient's identity matches the types of identification listed on the EDocuments Information, Fee Slip, or Receipts & Adjustments window, the verification information appears on the Financial Info tab on the Patient Demographic window. The current date is populated in the Last Checked field and the person who recorded the verification of information is populated in the Recorded By field. For more information on verifying the patient's identity in the EDocuments Information window, go to [Attaching Electronic Documents to Patient Records on page 42](#). For more information on verifying the patient's identity in the Fee Slip window, go to [To record payments on page 161](#). For more information on verifying the patient's identity in the Receipts & Adjustments window, go to [Applying Payments to Patient Receivables on page 218](#).

- Click the **Financial** tab in the Patient Demographic window.
- Select the patient's fee classification from the **Patient Fee Type** drop-down menu.
- Select the **Send Statement** check box if you want to send financial statements to the patient.
- Select the **Credit Limit** check box if the patient has a limit on the balance that they can owe you. Type or select the amount that you will risk on their account in the **Amount** text box.
- Select the **Cash Only** check box if you only accept cash payments from this patient.

6. Select the **Send to Collection** check box if you have sent the patient's account to your collection agency.
7. Select the **Apply Finance Charge** check box to charge the patient a percentage of their overdue balance when you send them a financial statement.
8. Select the **Apply Late Charge** check box to add an additional amount to the patient's statements with outstanding balances.

9. Type and select the patient driver's license number, expiration date, and state in the **Driver's License** box.
10. Click **Credit Card** and enter the patient's credit card number, cardholder name, credit card type, and expiration date in the **Credit Card Information** box.
11. Select the Possible Identity Theft check box and click Save if you have received a notification that the patient's identity may have been stolen.  
A red "RFR" box appears in the Patient Center, Fee Slip, Receipts & Adjustments, and Patient Demographic (Financial Info tab) window to quickly indicate to you the identity theft status of the patient's security and identity information.
12. To add notes about the patient's security and identity information, click New Notes to date and time stamp the note, type text in the **Notes** text box, and click Save.

For information on recording patient identity and security information, watch the "Red Flags Rule" video.

**NOTE**

Click Print Notes to print the notes about the patient's security and identity information.

► To view and print correspondence history

1. Click the **Correspondence Hx** tab in the Patient Demographic window.
2. Select the correspondence history type that you want to view from the **Correspondence Type** drop-down menu.
3. Type or select a date range in the **From Date** and **To Date** text boxes.
4. Click **Display**.

Date	Document Type	Document Printed / Viewed	Location	Vendor
07/27/2011	Monthly Statement	Monthly Statement	HO-OfficeMate Software So	
02/13/2009	Monthly Statement	Monthly Statement	OfficeMate Software Solut	
02/13/2009	CMS Printing	Printed HCFAs For Eye Care Plan Of Amel	OfficeMate Software Solut	
02/13/2009	CMS Printing	Printed HCFAs For Medical Eye Services	OfficeMate Software Solut	
02/05/2009	Monthly Statement	Monthly Statement	OfficeMate Software Solut	
01/16/2009	Monthly Statement	Monthly Statement	OfficeMate Software Solut	
01/02/2009	Monthly Statement	Monthly Statement	OfficeMate Software Solut	
12/10/2008	Spectacle Rx: (EMR)	Exam #111 Final, OM Lab #49	OfficeMate Software Solut	
11/10/2008	CMS Printing	Printed HCFAs For Medical Eye Services	OfficeMate Software Solut	
01/26/2006	Monthly Statement	Monthly Statement	OfficeMate Software Solut	

The correspondence history appears in the **Correspondence History** box.

**NOTE** If you are an ECR Vault User, the ECR Retrieve window opens and displays the correspondence.

5. Click **Print** to print the patient's correspondence history.

► To record HIPAA Information

Record HIPAA information to help your office comply with HIPAA regulations.

1. Click the **HIPAA** tab in the Patient Demographic window.
2. Select the **Read and Understand Notice** check box if the patient has read and understood your office's privacy practices.

The color-coded HIPAA box on the right side of the Patient Demographic window changes from red to green. The Date Recorded and the Recorded By user appears.

3. Select the **Modified Form on File** check box if you updated a paper HIPAA file for the patient.

For information on recording HIPAA information, watch the "HIPAA" video.

4. To record patient privacy, consent, and authorization forms, follow the instructions below:

**NOTES**

- To modify existing patient privacy, consent, or authorization forms, double-click the form, type your **User ID** and **Password** in the Access Secured Function window, and click **OK** (if you do not already have access to this area). You must be a HIPAA Privacy Officer to modify forms.
- To view a Patient Privacy, Consent, or authorization form, select the form and click **View**.
- To delete patient privacy, consent, or authorization forms, select the form, click **Delete**, type your **User ID** and **Password** in the Access Secured Function window, and click **OK** (if you do not already have access to this area). You must be a HIPAA Privacy Officer to delete forms.
- To print a list of the patient's privacy, consent, and authorization forms, click **Print List**.

- Click **Add** in the Patient Privacy, Consent and Authorization Forms box to open the **HIPAA Form Information** window.
- Select a form from the **Document Type** menu.
- Type or select an expiration date in the **Expires on Date** text box.

- If you want to add notes to the form, type them in the **Notes** text box.
- Click **Browse** to navigate to and select an electronic document to link to the patient's privacy, consent, and authorization forms or click **Scan** to

scan documents directly into OfficeMate and save them as an eDocument in the patient's record.

**NOTES**

- Because all documents scanned directly into OfficeMate must be saved as a PDF file, you must have Adobe Reader installed on your computer. Go to [www.adobe.com](http://www.adobe.com) to install Adobe Reader for free.
- Eyefinity does not recommend a specific scanner brand or model; you can use any scanner that can create an electronic document with the OfficeMate eDocuments feature. For more information on scanners, go to article #000012869 in the [Eyefinity Support Community](#), or consult your hardware technician.
- Eyefinity does not support your hardware and highly suggests consulting your hardware technician before purchasing a scanner to use with your computer. For installation, support, and troubleshooting issues related to your scanner, contact the scanner's manufacturer.

5. If you clicked Scan in step 4 step e, follow the instructions below; otherwise, skip to step 6:

a. Select the following Scan Options on the Scan Document(s) window:

**B/W** if you want to scan the document in black and white.

**Greyscale** if you want to scan the document in greyscale.

**Color** if you want to scan the document in color.

**Duplex** if you want to scan two sides of a document (and if it is supported by the scanner).

**Hide UI** if you want to hide the scanner's user interface. If you deselect this check box then the scanner's interface will open with additional

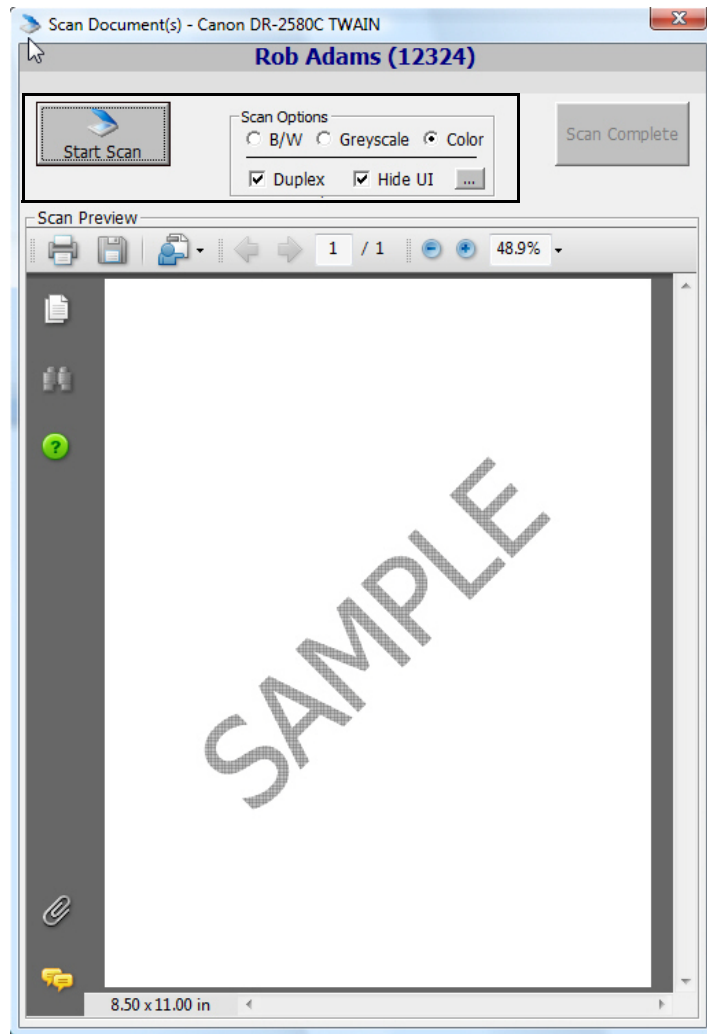
scanning options. For information about these additional options, view the scanner's documentation.

- b. Click the ... (ellipsis) button in the Scan Options box to open the Select Source window and select a scanner.

**NOTE**

If you select a scanner different from the one that is already displayed on the blue title bar in the Scan Document(s) window, the window will close and you will have to reopen it by clicking Scan on the HIPAA Form Information window.

- c. Click **Start Scan** to scan the document.



- d. Click **Scan Complete** after the document is finished scanning.

**NOTE**

Do *not* click the Save icon in the Scan Preview section of the Scan Document(s) window to save the document. You *must* click the Scan Complete button to properly save the document.

OfficeMate automatically names the document using the current date and saves it as a PDF file in the OfficeMate\DATA\eDocuments folder (if you are



a new user or were an OfficeMate Enterprise user who upgraded to OfficeMate 9.0 or above) or OMATE32\DATA\eDocuments folder (if you were an OfficeMate user who upgraded to OfficeMate 9.0 or above).

e. Click **OK** to close the HIPAA Form Information window.

Patient: John Patient 30 (949) 594-5000 Minnie Mouse 333-44-5555 Balance: \$0.00

Demographic | Insurance | Marketing | Notes | Recall | Financial Info | Correspondence Hx | HIPAA | eDocuments | Patient Exams

Notice of Privacy Practices  
 Read and Understood Notice    Date Recorded: 03/05/2010    Recorded By: O, Michael     Modified Form on File

View    Print List    Add    Delete

Date	Entered By	Type	Notes	Expires On	Link
03/05/2010	O Michael	Privacy			

Patient Privacy, Consent and Authorization Forms

View    Print List    Add    Delete

Date	Entered by	Reason	Recipient	PHI Disclosed	Link

Patient PHI Disclosures

Print Notes    New Notes

Patient Privacy and Security Notes

Patient # 21093  
**HIPAA**  
 OK  
 Cancel  
 New  
 F2 Find  
 Letters  
 Ledger  
 Label  
 Glance  
 ExamWRITER  
 Find Appts

6. To record patient PHI disclosures, follow the instructions below:

**NOTES**

- To modify existing patient PHI disclosures, double-click the form.
- To delete patient PHI disclosures, select the form and then click **Delete**.
- To view a Patient PHI Disclosure, select the form and click **View**.
- To print a list of the patient's PHI disclosures, click **Print List**.

- Click **Add** in the Patient PHI Disclosures box to open the **Patient PHI Disclosure** window opens.
- Type a reason for the disclosure in the **Reason** text box.
- Type the name of the recipient in the **Recipient** text box.

- Type information on the disclosed PHI in the **PHI Disclosed** text box.
- Click **Browse** to navigate to and select an electronic document to link to the patient's PHI disclosure.
- Click **OK** to close the Patient PHI Disclosure window.

Date	Entered by	Type	Notes	Expires On	Link
03/05/2010	O Michael	Privacy			<input checked="" type="checkbox"/>

Date	Entered by	Reason	Recipient	PHI Disclosed	Link
03/05/2010	O Michael	Surgery	Hospital		<input checked="" type="checkbox"/>

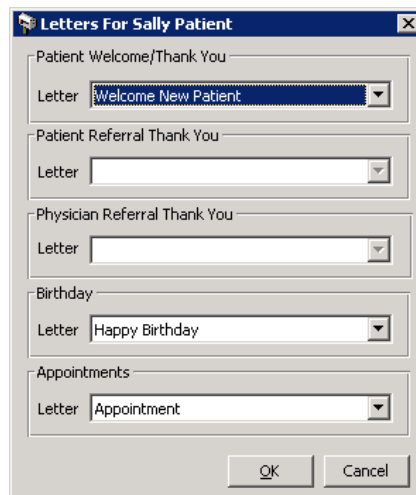
- Click **New Notes** to type new notes in the Patient Privacy and Security Notes box or place your cursor in a previous note to edit it.

**NOTE** To print the Patient Privacy and Security Notes, click **Print Notes**.

► **To select letters to send to a patient**

Follow the instructions below to select welcome, thank you, birthday, and appointment letters to send to a patient.

- Click **Letters** on the Patient Demographic window.  
The **Letters** window opens.
- Select letters from the Patient Welcome/Thank You, Referral Thank You, Birthday, and Appointments Letter drop-down menus.



- Click **OK**.

## Attaching Electronic Documents to Patient Records

Follow the instructions below to store and organize links to electronic documents in OfficeMate. If you are scanning documents and saving them on your computer so that you can link them to patients' OfficeMate records, select a standard naming convention (i.e., patient name or number) to use when naming the

documents and save the documents in your OfficeMate\DATA\eDocuments or OMATE32\DATA\eDocuments folder.

For information on using the eDocuments tab, watch the "eDocuments" video.

#### NOTES

The following information pertains to ECR Vault users:

- To scan documents, open the Patient Demographic or Patient Center window and click **ECR Scan** (or press **F9**) to open the ECR Capture window. For more information about scanning documents, refer to the *ECR Vault User's Guide*.
- To search for and view documents, open the Patient Demographic or Patient Center window and click **ECR Retrieve** (or press **F10**) to open the ECR Vault Client window. For more information about searching for and viewing documents, refer to the *ECR Vault User's Guide*.
- To locate the *ECR Vault User's Guide*, click **Start**, select **Programs**, select, **Comsquared**, select **ECR Vault**, and select **ECR Vault User Guide.pdf**.

1. Click the **eDocuments** tab in the Patient Demographic window.

#### NOTES

- To view an electronic document, select the document and click **View**.
- To delete an electronic document, select it and then click **Delete**.
- To print a list of the patient's electronic documents, click **Print List**.

2. Click **Add** to add a new document or double-click an existing document to edit it.

The EDocuments Information window opens.

3. Select a form from the **Document Type** menu.
4. Type or select an expiration date in the **Expires on Date** text box.
5. If you want to add notes to the form, type them in the **Notes** text box.
6. If you have activated the Safeguard - Red Flags Rule feature, select the appropriate Credit Card, Driver's License/Photo ID, and Insurance Card check boxes to indicate whether or not you have verified that the patient's identity matches the types of identification listed.

#### NOTE

- If you have received a notification that the patient's identity may have been stolen, go to [To record financial information on page 34](#) to record the notification.

For information on recording patient identity and security information, watch the "Red Flags Rule" video.

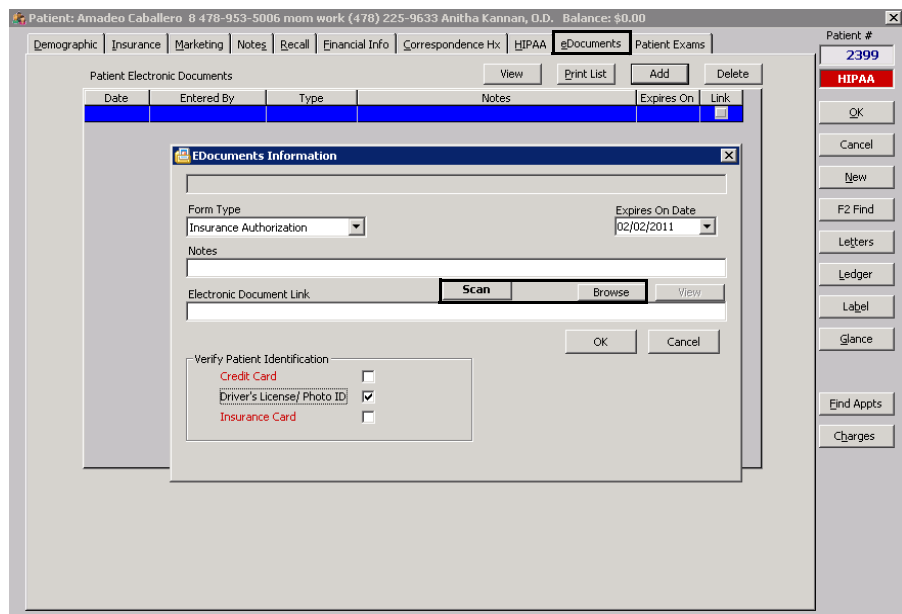
7. Click **Browse** to navigate to and select an electronic document to link to the patient's record and skip to step 9.

OR

Click **Scan** to scan documents directly into OfficeMate and save them as an eDocument in the patient's record.

#### NOTES

- Because all documents scanned directly into OfficeMate must be saved as a PDF file, you must have Adobe Reader installed on your computer. Go to [www.adobe.com](http://www.adobe.com) to install Adobe Reader for free.
- Eyefinity does not recommend a specific scanner brand or model; you can use any scanner that can create an electronic document with the OfficeMate eDocuments feature. For more information on scanners, go to article #000012869 in the [Eyefinity Support Community](#), or consult your hardware technician.
- Eyefinity does not support hardware and highly suggests consulting your hardware technician before purchasing a scanner to use with your computer. For installation, support, and troubleshooting issues related to your scanner, contact the scanner's manufacturer.



8. If you clicked Scan in step 7, follow the instructions below; otherwise, skip to step 9:
- Select the following Scan Options on the Scan Document(s) window:

**B/W** if you want to scan the document in black and white.

**Grayscale** if you want to scan the document in grayscale.

**Color** if you want to scan the document in color.

**Duplex** if you want to scan two sides of a document (and if it is supported by the scanner).

**Hide UI** if you want to hide the scanner's user interface. If you deselect this check box then the scanner's interface will open with additional

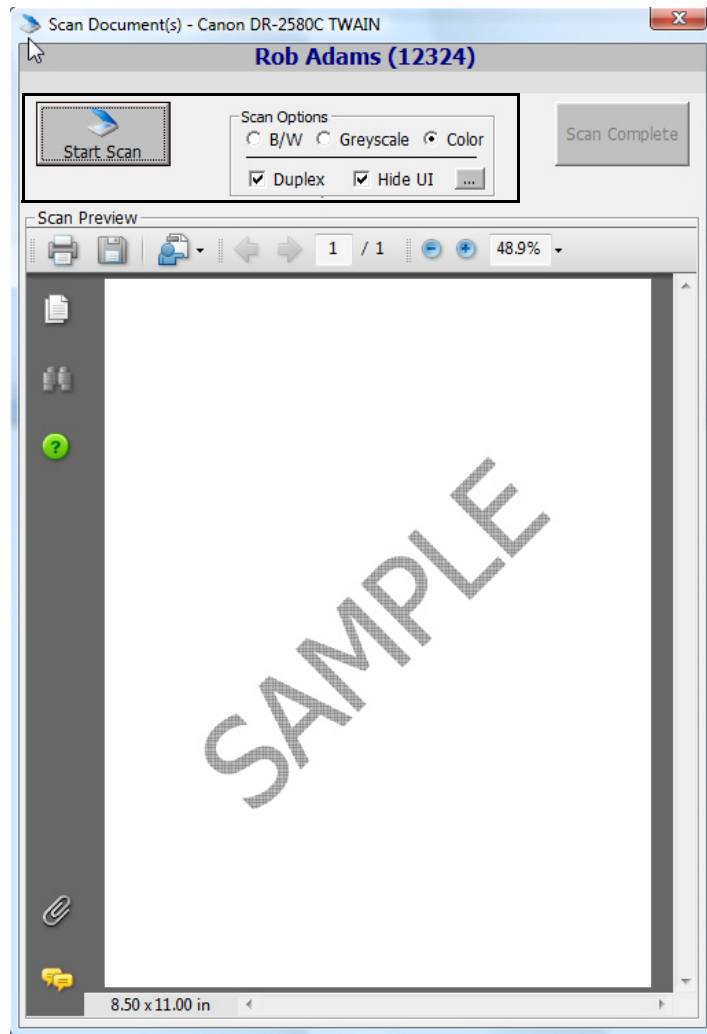
scanning options. For information about these additional options, view the scanner's documentation.

- b. Click the ... (ellipsis) button in the Scan Options box to open the Select Source window and select a scanner.

**NOTE**

If you select a scanner different from the one that is already displayed on the blue title bar in the Scan Document(s) window, the window will close and you will have to reopen it by clicking Scan on the EDocuments Information window.

- c. Click **Start Scan** to scan the document.



- d. Click **Scan Complete** after the document is finished scanning.

**NOTE**

Do *not* click the Save icon in the Scan Preview section of the Scan Document(s) window to save the document. You *must* click the Scan Complete button to properly save the document.

OfficeMate automatically names the document using the current date and saves it as a PDF file in the OfficeMate\DATA\eDocuments folder (if you are

a new user or were an OfficeMate Enterprise user who upgraded to OfficeMate 9.0 or above) or OMATE32\DATA\eDocuments folder (if you were an OfficeMate user who upgraded to OfficeMate 9.0 or above).

9. Click **OK**.

## Attaching a Photo to Patient Records

Follow the instructions below to attach or update a patient's picture to a patient's record.

1. Open a patient's Patient Center window. For more information on opening a Patient's Patient Center window, see [Opening Patient Records on page 15](#).

**Patient Center**

**Smith, Benjamin M (Benny)**

14 Lake Shore  
Irvine, CA 92658

Patient ID: 3471    DOB: 02/20/1976 Age: 41    HIPAA

Day phone: (888) 999-7777    Cell phone: \_\_\_\_\_

eMail: Deborah.Crossley@Eyefinityzz

Last Exam: 10/31/2017    Expected referral return date: \_\_\_\_\_

Chart No.: \_\_\_\_\_    Next Appt.: \_\_\_\_\_

Provider: Crossley, Deb

Primary Ins.: Cigna Health Care/Cigna Health Care

Secondary: Cigna Health Care/Cigna Health Care

Alerts: \_\_\_\_\_

Balance: 632.40    Patient Insurance: 279.70

Credit: .00

Average \$: 147.33

Notes: \_\_\_\_\_

Demographics    Schedule    Fee Slip    Ledger    Receipts    Rx/Orders    ExamWRITER

Name	Relationship To Insured	DOB	Age	Last Exam
Jones, Charles K	Self	07/21/2001	16	10/16/2013
Smith, Benjamin M		02/20/1976	41	10/31/2017

Exit

2. Click **Update Photo**.  
The Update Patient Photo window opens.
3. Click **Browse** and navigate to the patient's photo on your computer.

### NOTE

Browse to and select a .bmp, .jpg, ico, or .wmf photo file that uses a resolution of 120x60 pixels so that it displays well in OfficeMate.

4. Click **View** to view the patient's photo in the Update Patient Photo window.

**Update Patient Photo**

Patient Photo Link

Browse    View

C:\OMATE32\DATA\eDocuments\epicpics 004.jpg

Ok    Cancel



- Click **Ok** to update or add the patient's photo to his or her Patient Center window.

**NOTE** To hide the patient's photo and notes for privacy reasons, click **Hide Notes/Photo**.

## Printing Patient Labels

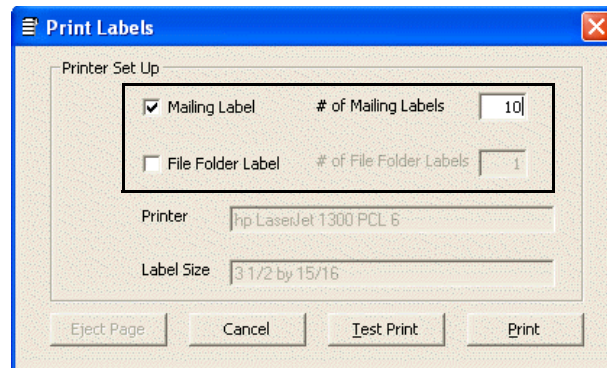
Follow the instructions below to print individual mailing labels and file folder labels for patients in OfficeMate.

- NOTES**
- Before you print mailing labels and file folder labels, ensure that you have set up your printer and defined your label preferences. To set up your printer, see [Setting Up the Printer on page 8](#).
  - Print labels using Avery 5261 compatible white mailing labels or Dymo LabelWriter 400/450 address labels. You can purchase the Avery 5261 from Avery at [www.avery.com](http://www.avery.com). You can purchase the Dymo LabelWriter 400/450 labels from Dymo at [www.dymo.com](http://www.dymo.com).

- Click **Label** on the Patient Demographic window to open the Print Labels window and go to step 2.

- Select the **Mailing Label** and/or **File Folder Label** check box.

3. Type the number of labels that you want to print in the **# of Mailing Labels** and/or **# of File Folder Labels** text box.



4. Click one of the following buttons:
  - **Test Print** to print a sample label.
  - **Print** to print all of the labels that you selected.

**NOTE**

File folders labels will print the information that you set up in your OfficeMate preferences only if that information is available in the patient record.

## Viewing All Patient Information

Follow the instructions below to view, print, and export all of the information in a patient's record.

1. Click **Glance** on the Patient Demographic window.

**Patient: Sally Patient 28 (913) 111-2222 [NOTES] Johnny Doctor Balance: \$240.00**

Demographic | Insurance | Marketing | Notes | Recall | Financial Info | Correspondence Hx | HIPAA | Documents | Patient Exams

Guarantor: Self

Last Name (Box 2): Patient

First Name (Box 2): Sally Initial: [ ]

Title: [ ] Suffix: [ ]

Nickname: [ ]

Link Addr To:  Self  Guarantor  Bad Address

Address (Box 5): 141 W Wilshire Ave

Address (Box 5): [ ]

City (Box 5): Fullerton

State/ZIP (Box 5): California 92832

Home Ph # (Box 5): (949) 390-8320

Daytime Phone: (913) 111-2222

Cell Phone No: [ ]  Texting OK

Pager Number: [ ]

Fax Number: [ ]

E-Mail Address: sally@patient.com

Default Location: Irvine Store

Referred By:  Patient  Professional [MU]  None

Referred Name: Keith Warren

Sex:  Male  Female [MU] Added On: 10/17/1997

Date of Birth (Box 3): 09/14/1982 [MU] Age: 28

Social Security: 111-22-3333  Active

Provider: Doctor, Johnny

Marital Status (Box 8): Divorced

Emp. Status (Box 8): Employed Full-Time

Employer: [ ]

Occupation: Carpenter

Salutation: Dear Sally:

Chart No: 1003750

Source: Patient Referral

Alert: [ ]

Preferred Language: English [MU]

Race: Asian [MU]

Ethnicity: Not Hispanic or Latino [MU]

Communication Pref.: Postal [MU]

Last Exam: 06/17/2011

Buttons: OK, Cancel, New, F2 Find, Letters, Ledger, Label, **Glance**, End Appts, Open Charges

The OfficeMate Patient Data Sheet opens and displays print and export buttons.

**OfficeMate Patient Data Sheet**

1 of 1 | 100% | Total 14 | 100% | 14 of 14

**Patient Data Sheet for Davis, Steven**  
 Provider: Miller, D.D., Michael  
 Date: 12/02/2004  
 Time: 2:48 pm  
 Chart No: [ ]

HIPAA - Read & Understood Yes No  
 HIPAA - Modified Form on File No

**Personal Information**

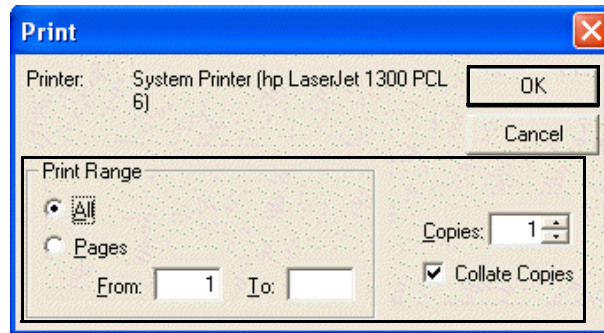
Davis, Steven  
 343 Haverford Ave,  
 Laquana Niquel, California 92653

**Gender:** Male  
**Birthdate:** 06/02/1953  
**Home Phone:** (949) 555-7463  
**Daytime Phone:** [ ]  
**No. of Referrals:** 0  
**Guarantor:** Self

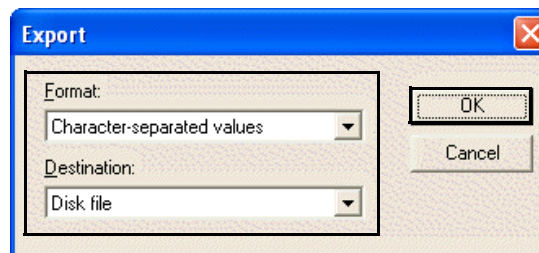
**Nickname:** [ ]  
**Title:** Mr.

**Age:** 51  
**Salutation:** Dear Steven  
**Social Security Number:** 343 34 3579  
**Ref. Sales:** [ ]

2. To print the data sheet, follow the instructions below:
  - a. Click the printer button to open the Print window.
  - b. Select the Print Range, number of Copies, and whether or not you want to Collate Copies.
  - c. Click **OK**.



3. To export the data sheet, follow the instructions below:
  - a. Click the export button to open the Export window.
  - b. Choose an export format and destination from the **Format** and **Destination** drop-down menu.
  - c. Click **OK**.



- d. Specify the values requested or choose an export file to export the data sheet.

Viewing  
Patient  
Appointments

To view a list of a patient's appointments, click **Find Appts.** The Patient Appointments window opens.

The screenshot shows a software window titled "Patient: Sally Patient: 28 (913) 111-2222 [NOTES] Johnny Doctor Balance: \$240.00". The window is divided into several sections:

- Demographic Tab:** Contains fields for Guarantor (Self), Sex (Male), Date of Birth (09/14/1982), Age (28), First Name (Sally), Social Security (111-22-3333), and Active status (checked).
- Appointment Window:** A pop-up window titled "Patient Appointments" with a table of appointments.
 

Date	Time	Location	Resource	Notes
6/17/2011	2:00:00 PM	Irvine Store	Wineinger, O.D., Roger	
- Other Fields:** Title, Nickname, Link Addr To, Address (Box 5), City (Box 5), State/ZIP (Box 5), Home Ph. # (Box 5), Daytime Phone, Cell Phone No, Pager Number, Fax Number, E-Mail Address (sally@patient.com), Default Location (Irvine Store), Referred By (Professional [MU]), Referred Name (Keith Warren), Race (Asian), Ethnicity (Not Hispanic or Latino), Communication Pref. (Postal), and Last Exam (06/17/2011).
- Right Panel:** Contains buttons for Patient # (17625), HIPAA, OK, Cancel, New, F2 Find, Letters, Ledger, Label, Glance, ExamWRITER, Find Appts (highlighted), and Open Charges.

Viewing  
Patient Exams

To view a patient's exams in ExamWRITER, click the **Patient Exams** tab and then double-click on the exam.

For information on viewing patient exams, watch the “Referrals & Patient Exams” video.

#### NOTES

- You cannot open the patient’s exam if ExamWRITER is already open.
- If you are using Eyefinity EHR, exams are still listed in the Exam History tab. Exams recorded in Eyefinity EHR are denoted with an (I).

## Viewing & Recording Patient Referrals to Other Providers

For information on viewing and recording referrals watch the “Referrals & Patient Exams” video.

To view or record patient referrals to other providers, perform the following steps:

1. From the Patient Demographic window, click the **Referral** tab.
2. Click **New Referral** to add a new patient referral.
3. Select the internal provider from **Referring Provider** drop-down menu.
4. Select the external provider to whom the patient is being referred from the **Refer to Provider** drop-down menu. If the provider is not listed in the drop-down menu, click **Maintain** and add the provider.
5. Select a referral reason from the **Reason** drop-down menu.
6. Select or type the date of the referral in the **Date Referred** field.
7. Select or type the date by which the patient is expected to return to your practice in the **Expected Return Date** field.
8. Select or type the date on which the patient returned to your practice in the **Actual Return Date** field as needed.

9. Click **Save** to save your changes.

## Printing One-Click Patient Docu- ments

Follow the instructions below to quickly print patient documents from the Patient Demographic, Eyewear Order, Soft Lens Order, Hard Lens Order, Fee Slip, Patient Ledger, and Receipts & Adjustments windows.

**NOTE** Before you print patient documents, ensure that you have set up your default printer and defined your one-click document preferences.

1. Right-click on the Patient Demographic, Eyewear Order, Soft Lens Order, Hard Lens Order, Fee Slip, Patient Ledger, or Receipts & Adjustments window title bar or on a patient in the Quick List window and select **Documents**.
2. Select one of the documents that is displayed to automatically print it on 8½" × 11" paper stock.

## Closing Patient Open Charges

Follow the instructions below close open patient charges.

### NOTES

To close patient open charges, you must set up the following information:

- From OfficeMate Administration, click **Setup**, select **Preferences**, click the **Finance** tab, select the **Yes** radio button next to the **Activate Patient Open Charges Button** preference, and click **OK**.
- From OfficeMate Administration, click **Setup**, select **Security**, and ensure that the user has a role assigned to him or her that allows him or her to close patient open charges.

1. Open a patient record. For more information on opening a patient record, see [Opening Patient Records on page 15](#).
2. Click **Open Charges**.

The screenshot shows a software window titled "Patient: Sally Patient 28 (913) 111-2222 [NOTES] Johnny Doctor Balance: \$240.00". The window has a tabbed interface with tabs for Demographic, Insurance, Marketing, Notes, Recall, Financial Info, Correspondence Hx, HIPAA, eDocuments, and Patient Exams. The "Demographic" tab is active, displaying a form with the following fields:

- Guarantor: Self
- Last Name (Box 2): Patient
- First Name (Box 2): Sally
- Nickname: [Empty]
- Link Addr To: Self (selected), Guarantor, Bad Address
- Address (Box 5): 141 W Wilshire Ave
- City (Box 5): Fullerton
- State/ZIP (Box 5): California 92832
- Home Ph # (Box 5): (949) 390-8320
- Daytime Phone: (913) 111-2222
- Cell Phone No: [Empty] Texting OK
- Pager Number: [Empty]
- Fax Number: [Empty]
- E-Mail Address: sally@patient.com
- Default Location: Irvine Store
- Referred By: Patient (selected), Professional [MU], None
- Referred Name: Keith Warren
- Sex: Male (selected), Female [MU]
- Date of Birth (Box 3): 09/14/1982 [MU]
- Age: 28
- Social Security: 111-22-3333 Active
- Provider: Doctor, Johnny
- Marital Status (Box 8): Divorced
- Emp. Status (Box 8): Employed Full-Time
- Employer: [Empty]
- Occupation: Carpenter
- Salutation: Dear Sally:
- Chart No: 1003750
- Source: Patient Referral
- Alert: [Empty]
- Preferred Language: English [MU]
- Race: Asian [MU]
- Ethnicity: Not Hispanic or Latino [MU]
- Communication Pref.: Postal [MU]
- Last Exam: 06/17/2011

On the right side of the window, there is a vertical toolbar with buttons: OK, Cancel, New, F2 Find, Letters, Ledger, Label, Glance, Find Appts, and Open Charges (highlighted with a red box).

The Patient Open Charges window opens.





4. Click **Print Patient Welcome Forms**.

The Preview Window opens.

## 5. Complete one or more of the following tasks:

- Click the **Print Report** icon to open the Print window and print the patient welcome forms.
- Click the **Export Report** icon to open the Export window and choose a format and destination for your exported patient welcome forms.

**NOTE**

If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2000 (Data Only)** format and **Disk file** destination in the Export window and click **OK**. Select the **Column width based on objects in the Details** radio button and *all* the check boxes in the Excel Format Options window and click **OK**.

## 6. Close the Preview Window.

7. Click **Exit** to close the Print Patient Welcome Forms window.





# Maintaining Product & Service Information

# 3

For information on maintaining products and services, watch the “[Product Maintenance](#)” video.

## In this chapter:

- [Opening the Products Window, 59](#)
- [Finding Products & Services, 59](#)
- [Recording Product Information, 61](#)
- [Recording Service Information, 77](#)
- [Updating Many Products & Services, 84](#)

Maintaining product and service information in OfficeMate allows you to generate sales and production reports; automatically transfer price, product, and insurance information into fee slips; generate accurate information on eyewear and contact lens Rx order forms; and provide services to use in the Appointment Scheduler. You can set up and record as little or as much product and service information in OfficeMate as is necessary for your practice.

## Opening the Products Window

**NOTE** Only users in distribution centers and the administrative location can modify information in the Products window.

Open the Products window using one of the following methods:

- Click the **Products** icon and select **Products and Services**.
- Click **Tasks** on the main window toolbar and select **Products and Services**.

## Finding Products & Services

**NOTE** Only users in distribution centers and the administrative location can modify information in the Products window.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).  
The **Products** window opens.

**NOTE**

To conduct an advanced search for a product, click **Advanced Search** to open the Find Product window and search for a product using additional criteria. Right-click on a product in the Find Product window to view the product's inventory by location.

The screenshot shows the 'Find Product' window with the following search criteria:

- Product Type: Contact Lenses
- Name: (empty)
- Color: (empty)
- Eye Size: (empty)
- CPT: (empty)
- Manufacturer: (empty)
- Product Code: (empty)
- DBL Size: (empty)
- Attribute: (empty)
- Designer: (empty)
- UPC: (empty)
- Temple Size: (empty)

The 'Include Inactive Items' checkbox is checked. The product list below shows columns for Product Name/Code, Print Name, CPT, Total Product Price, Color, BC, Dia, Sphere, Cyl, Axis, Add, UPC, and On Hand.

Product Name/Code	Print Name	CPT	Total Product Price	Color	BC	Dia	Sphere	Cyl	Axis	Add	UPC	On Hand
100 CL (Product Code)	CL		20.00	Demibrown	0.00	0.00	0.00	0.00	0.00	0.00	Supcodes	-21
150 CL	CL		25.00	Demibrown	0.00	0.00	0.00	0.00	0.00	0.00		-2
ACUVUE	ACUVUE	V2520 CA Soft -	25.00	Blue	0.00	0.00	0.00	0.00	0.00	0.00		-39
ACUVUE	ACUVUE	V2520 CA Soft -	25.00	Clear	0.00	0.00	0.00	0.00	0.00	0.00		-5
ACUVUE	ACUVUE	V2520 CA Soft -	35.00	Demibrown	0.00	0.00	0.00	0.00	0.00	0.00		-22
ACUVUE	ACUVUE	V2520 CA Soft -	0.00	Demgrey	0.00	0.00	0.00	0.00	0.00	0.00		-9
ACUVUE 1-DAY	ACUVUE 1-DAY		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-7
ACUVUE 2	new-acuvue		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-2
ACUVUE BIFOCAL	ACUVUE BIFOCAL		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-8
ACUVUE COLOURS OPAQUE	ACUVUE COLOURS OPAQUES		0.00		0.00	0.00	0.00	0.00	0.00	0.00		2
ACUVUE COLOURS ENHANCING	ACUVUE COLOURS ENHANCING		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-1
ACUVUE TORIC	ACUVUE TORIC	V2521 CA Soft -	30.00		0.00	0.00	0.00	0.00	0.00	0.00		-43
Acuvue-12	Acuvue-12		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-4
ALGES BIFOCAL	ALGES BIFOCAL		0.00		0.00	0.00	0.00	0.00	0.00	0.00		-1
Anli's Contact Lens	Anli's Contact Lens		0.00		0.00	0.00	0.00	0.00	0.00	0.00		2

Total Products: 340

To add a new product or service through the Find Product window, follow the instructions below:

- Select a product type from the **Product Type** drop-down menu.
- Click **Add Product**.

The **Products** window opens.

- Add additional product or service information before recording this product or service on a fee slip or maintaining inventory for this product. For more information on recording product or service information, go to [Recording Product Information on page 61](#) or [Recording Service Information on page 77](#).

- Select a product or service from the **Product Type** drop-down menu.

**NOTES**

- Frame and lens add-ons are included in the Other and Lens Treatment product types.
- To add a new product or service, click **New Product** and go to [Recording Product Information on page 61](#) or [Recording Service Information on page 77](#).

- Select a product manufacturer from the **Manufacturer** drop-down menu or select a service **CPT** code radio button.
- If you are searching for ophthalmic lenses, select search criteria from the **Color, Material, or Cat/Base** drop-down menus.
- Type a product or service name in the **Product Name** text box.
- Select the **Show Consignment Items ONLY** check box if you want to maintain product or service information for consignment items.
- Select the **Include inactive products** check box if you want to maintain product or service information for inactive products or services.

8. Click **F2-Find** to search for a product or service.

The screenshot shows the 'Products' window with search filters. The 'Product Type' dropdown is set to 'Frames', 'Manufacturer' is 'Marchon Eyewear, Inc.', and 'Include Inactive Items' is unchecked. The 'F2-Find' button is highlighted. Below the filters is a table with the following columns: Product ID #, Product Name, Print on Fee Slip, Stocking Type, Lens Category, Manufacturer, Tint, Material, and UOM. The table is currently empty.

9. Double-click a product or service to view or modify information. For more information on recording or modifying product or service information, go to [Recording Product Information on page 61](#) or [Recording Service Information on page 77](#).

**NOTE**

You can drag and drop column headings to rearrange column views.

The screenshot shows the 'Products' window with search results. The 'Product Type' dropdown is set to 'Frames', 'Manufacturer' is 'Marchon Eyewear, Inc.', and 'Include Inactive Items' is unchecked. The 'F2-Find' button is highlighted. Below the filters, it says '956 products/services found.' The table has the following columns: Product Name, Print on Fee Slip, Consign, Vendor, Manufacturer, Designer, Material, Mount, Frame Type, Frame Usage, Gender, Quick, and Std. Tr. The table contains 34 rows of product data.

Product Name	Print on Fee Slip	Consign	Vendor	Manufacturer	Designer	Material	Mount	Frame Type	Frame Usage	Gender	Quick	Std. Tr.
URLOCK 760/I	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Marchon	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
101 COACH ASTC	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
102 COACH CLAB	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
103 COACH HABL	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
104 COACH JILL	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
105 COACH HAMB	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
106 COACH HABL	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Spe	Miscellaneous	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
106C COACH KAI	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Sun	Miscellaneous	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
107 COACH DYLA	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Spe	Regular Rx	Unisex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
107C COACH DYLA	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Spe	Miscellaneous	Unisex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
201 COACH CARL	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
202 COACH KARL	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Metal	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
301 COACH CAS2	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach		Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
301C COACH CAS	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach		Complete Sun	Miscellaneous	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
302 COACH EMP	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach		Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
302C COACH EMP	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach		Complete Sun	Miscellaneous	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
303 COACH NAT	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
303C COACH NAT	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach		Complete Sun	Miscellaneous	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
304 COACH GREE	<input type="checkbox"/>	<input type="checkbox"/>	Marchon Eyewe	Marchon Eyewe	Coach	Rimless	Complete Spe	Regular Rx	Women's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recording  
Product Infor-  
mation

**NOTE**

Only users in distribution centers and the administrative location can modify information in the Products window.

You can record as little or as much product information in OfficeMate as is necessary for your practice. This section tells you how to record products in OfficeMate, including how

- To add or modify products, 62
- To add additional information to products, 65
- To itemize product details, 67
- To maintain product attributes, 70
- To maintain product cost information, 73
- To maintain ophthalmic lens additional attributes, 75
- To maintain ophthalmic lens VSP product mapping, 76

► To add or modify products

**NOTES**

- Only users in distribution centers and the administrative location can modify information in the Products window.
- All of the fields in the steps in this section are not applicable for all products. Record the applicable information for your product type. You can record as little or as much product information in OfficeMate as is necessary for your practice.

For information on recording product information, watch the “Product Setup” video.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select a product or service from the **Product Type** drop-down menu.

**NOTE**

Frame and lens add-ons are included in the Other and Lens Treatment product types.

3. Complete one of the following tasks:
  - a. Click **New Product** to add a new product.
  - b. Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Delete** to delete a product if it is *not* linked to a fee slip, Rx order, or purchase order.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. Click **Copy** to copy the product details and then make changes to them to record a new product.

OR

Type the product name in the **Product Name** text box.

**NOTE**

Name the product a short name (for ease and simplicity) or a number or CPT code with more than one digit.



5. Select a description to print on fee slips from the **Print on Fee Slip** drop-down menu as needed.
6. Select a stocking type from the **Stocking Type** drop-down menu.
7. Select a gender from the **Gender** drop-down menu, if applicable.
8. Select a lens category from the **Lens Category** drop-down menu, if applicable.

**NOTE**

You must assign contact lenses to a lens category in order for them to appear in the Select Contact Lens window in ExamWRITER.

9. Select an item type from the **Item Type** drop-down menu, if applicable.
10. Select a manufacturer from the **Manufacturer** drop-down menu.
11. Select an appropriate **Frame and Lens Add On Type** radio button, if applicable.
12. Select a designer series from the **Designer Series** drop-down menu, if applicable.
13. Select a material from the **Material** drop-down menu, if applicable.
14. Select a mount from the **Mount** drop-down menu, if applicable.
15. Select a tint from the **Tint** drop-down menu, if applicable.
16. Select the finish from the **Finish** drop-down menu, if applicable.
17. Select an insurance fee type from the **Ins. Fee Type** drop-down menu.
18. Select the unit of measure from the **Unit of Measure** drop-down menu.
19. Select a vendor from the **Vendor** drop-down menu.
20. If the product is a contact lens, select a series from the **Series** drop-down menu.
21. Type the product number in the **Product Number** text box, if applicable.
22. Type the product cost in the **Product Cost** text box.

23. Type the usual and customary product fee in the **Product Fee** text box.
24. Select a frame type from the **Frame Type** drop-down menu, if applicable.
25. Select the frame usage from the **Frame Usage** drop-down menu, if applicable.
26. Select the number of lenses per pack of contacts from the **Lenses per Pack** drop-down menu, if applicable.
27. Click the **Trial Lens Inventory** check box, if applicable.
28. Click the **On Consignment** check box, if applicable.
29. Select the **Standard Temple** check box, if applicable.
30. Select the **Inactive** check box if the product or service is inactive.
31. Select the **Quick List** check box if you are *not* maintaining inventory for this product and you want to add it to your Product Quick List window.
32. If you need to associate the product with the specific pricing of a particular insurance plan, perform the following steps:
  - a. Select an insurance carrier from the **Carrier** drop-down menu.
  - b. Select a plan from the **Plan** drop-down menu.
  - c. Select a service group from the **Group** drop-down menu.
  - d. Click **Save Line** to save the product's association with the insurance group.

**NOTE**

The insurance group information is only available to practices that upgraded from OfficeMate Enterprise 2.0 or OfficeMate 9.0, 9.5, or 10.0, and had at least one insurance plan that used either the Detailed Benefits or Maximum Allotments pricing methods.

The screenshot displays the 'Products - Frames - Coach Hayley' window. The 'Product Details' tab is active, showing fields for Product Name (Coach Hayley), Ins. Fee Type, Unit of Measure (Each), Vendor (Marchon), Frame Type (Women's Plastic), and Frame Usage (Plastic). The 'Insurance Groups' table is empty. The 'Discount Fees' section shows a table with Patient Fee Type (Employee Fee) and Fee (\$5.00). The 'HCFA - 1500 Additional Information' section includes Place of Service (Office), EPSDT, and EMG. The 'Notes' section is empty. The 'Medicare Allowable Fee' and 'Frames/Buying Group Cost' are both \$0.00. The 'Commission Class' is Staff.

33. If you want to add more information to the product, go to [To add additional information to products on page 65](#), [To itemize product details on page 67](#); otherwise, click **Save** and select one of the following options:
- **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► **To add additional information to products**

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select a product or service from the **Product Type** drop-down menu.

**NOTE** Frame and lens add-ons are included in the Other and Lens Treatment product types.

3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the product details and then make changes to them to record a new product.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. If you want to assign different patient fees for different types of patients, follow the instructions below; otherwise, go to step 5.
  - a. Select a patient fee type from the **Patient Fee Type** drop-down menu.
  - b. Type a fee in the **Fee** text box.

**NOTE** To delete an additional fee, select the line and click **Delete Line**.

5. Type the Medicare allowable fee in the **Medicare Allowable Fee** text box, if applicable.
6. Type the FRAMES cost, your wholesale cost, or your buying group cost in the **Wholesale Cost** text box, if applicable.

**NOTE** The Wholesale Cost overrides the product Fee on fee slips when you bill to VSP insurance.

7. Select a default place of service from the **Place of Service** drop-down menu if the product is typically sold off-site.
8. Type **Y** in the **EPSDT** text box if the product is part of an early periodic screening and diagnostic test.

**NOTE** The EPSDT is automatically entered on the CMS 1500 form in box 24H.

9. Type **Y** in the **EMG** text box if the product is related to an emergency or type **N** in the **EMG** text box if the product is not related to an emergency.

**NOTE** The EMG is automatically entered on the CMS 1500 form in box 24I.

10. Select a financial group from the **Financial Group** drop-down menu if the CPT code and financial group are not already linked to each other.

<b>NOTE</b>	The financial group you select can significantly effect the general ledger and accounting. You are required to make a selection from the Financial Group drop-down menu if you are using the General Ledger Interface.
-------------	--

11. Select a production group from the **Production Group** drop-down menu, if the CPT code and production group are not already linked to each other.
12. Type notes in the **Notes** box.
13. Select a commission class from the **Commission Class** drop-down menu.
14. If you want to itemize product details, go to [To itemize product details on page 67](#); otherwise, click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► **To itemize product details**

If you are *not* maintaining inventory and you want to itemize the size and color of frames or lenses with the same name, complete the instructions below.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select a product or service from the **Product Type** drop-down menu.

<b>NOTE</b>	Frame and lens add-ons are included in the Other and Lens Treatment product types.
-------------	--

3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).
4. Click the **Product Details** tab.

<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Click <b>Copy</b> to copy the product details and then make changes to them to record a new product.</li> <li>• Click <b>Next</b> and <b>Previous</b> to add or modify the previous or next product in your database.</li> </ul>
--------------	---

5. If you downloaded ophthalmic lenses from the Lens Product Loader and you want to quickly import multiple power ranges for the lenses into the table, click **Import Power** and follow the instructions below.
  - a. Click **New** and type the power range per diopter in the table cells.
  - b. Repeat step a for *every* power range with sphere and cylinder measurements, otherwise, the lens will not display on Rx orders.
  - c. Click **Save**.
  - d. Select the line with the default 0.00 to 99.00 power range and click **Delete**.
  - e. Click **Import**.

Low Sphere	High Sphere	Low Cylinder	High Cylinder
0.00	4.00	0.00	0.00
4.12	7.00	0.00	0.00
7.12	99.00	0.00	0.00
0.00	4.00	0.12	2.00
0.00	4.00	2.12	4.00
0.00	4.00	4.12	6.00
0.00	4.00	6.12	99.00
4.12	7.00	0.12	2.00
4.12	7.00	2.12	4.00
4.12	7.00	4.12	6.00
4.12	7.00	6.12	99.00
7.12	12.00	0.12	2.00
7.12	12.00	2.12	4.00
7.12	12.00	4.12	6.00
12.12	99.00	0.00	99.00

Buttons: Import, New, Cancel, Save, Delete

6. Select a line in the table to modify product details already recorded.

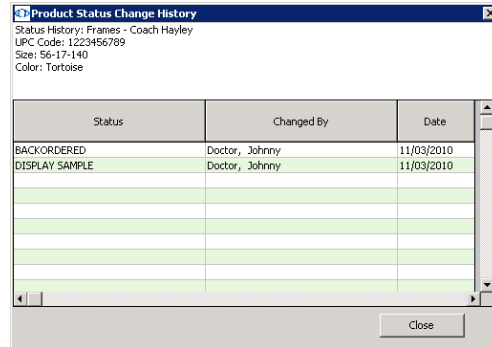
**NOTE**

Select a line and click **Delete** to delete the line if it is *not* linked to a fee slip, Rx order, or purchase order.

7. Select the product's status:
  - Select the **Stock/Inline** radio button if the product is regularly kept in inventory at store locations and is available for sale.
  - Select the **Non Stock/Not Inline** radio button if the item is not regularly kept in inventory at the store locations, but is ordered from a vendor when a unit is sold.
  - Select the **Inactive** radio button if the product is not regularly kept in inventory at the store locations, nor is it ordered from a vendor when a unit is sold. Items marked as inactive do not appear in product order search results.
  - Select the **Discontinued** radio button if the product is no longer available. Items marked as discontinued do not appear in product order search results.
  - Select the **Backordered** check box if the item is not currently available from the vendor or manufacturer and type the date in which the item is again expected to be available in the **ETA** text box. This date can also be entered on the Receive PO window. In the event two different dates are entered, the latest date is displayed.
  - Select the **Display Sample** check box to indicate that there are sample or display units of this product. The minimum display quantity for the product is set to one. You can change the minimum sample quantity on the All Locations Inventory tab.

8. To view the history of status changes for the selected product, click **Status Changes**; otherwise go to step 10.

The Product Status Change History window opens.



9. Click **Close** when you are finished reviewing the status change history.
10. Type the product size information in the appropriate fields. The Product window displays the appropriate fields based on the type of product:
- Contact lens: **BC**, **Dia**, **Sph**, **Cyl**, **Axis**, and **Add** text boxes.
  - Frames, plano sunglasses, and ready readers: **Eye**, **Bridge**, **Temple**, **DBL**, **A**, **B**, and **ED** text boxes.
  - Ophthalmic lenses: **Low Sphere**, **High Sphere**, **Low Cyl**, and **High Cyl** text boxes.
  - Accessories, lens treatments and other products do not require size information.
11. Type the base cost and base fee in the **Base Cost** and **Base Fee** text boxes.

**NOTE**

The base cost and base fee significantly effect the general ledger and accounting. For more information on recording product costs, go to [To maintain product cost information on page 73](#).

12. Type the product code in the **Product Code** text box.
13. Type the UPC code in the **UPC Code** text box.
14. Type or select a color from the **Color** drop-down menu, if applicable.

15. If the product is an ophthalmic lens, select a code from the **Prod. CPT/HCPCS Code** drop-down menu.

**NOTE**

The code that you select will only be used if do *not* use Rx orders. If you use Rx orders, the CPT code will automatically be populated on the fee slip according to the prescription in the Rx order.

The screenshot shows the 'Products - Frames - Coach Hayley' window. At the top, there is a table with columns: Stock/Inline, Non Stock/Not Inline, Discontinued, Inactive, Backordered, Backordered ETA, Display Sample, Color, Eye, Bridge, Temple, Base Cost, Base Fee, Total Fee, and Product Code. Row 1 is highlighted in blue, showing values: 1, [checkbox], [checkbox], [checkbox], [checkbox], [checkbox], [checkbox], Tortoise, 56, 17, 140, \$55.00, \$110.00, \$110.00. Below the table are several form sections: 'Product Details' with radio buttons for Stock/Inline, Non Stock/Not Inline, Inactive, and Discontinued; 'Product Sizes' with a table for Eye, Bridge, Temple, DBL, A, B, ED; 'Product Attributes' with a table for Attributes, CPT/HCPCS Code, Prod. Cost, Prod. Fee, and Fee Changed; and 'All Locations Inventory'.

16. Click **Save** and select one of the following options:
- **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► **To maintain product attributes**

For information on the attributes, watch the “[Attributes](#)” video.

Attributes are inherent characteristics of a product. For example, you could describe an ophthalmic lens as polycarbonate, polarized, and with scratch coat



and antireflective coat, and each of those attributes translates into a billable code (V-code) on the insurance claim.

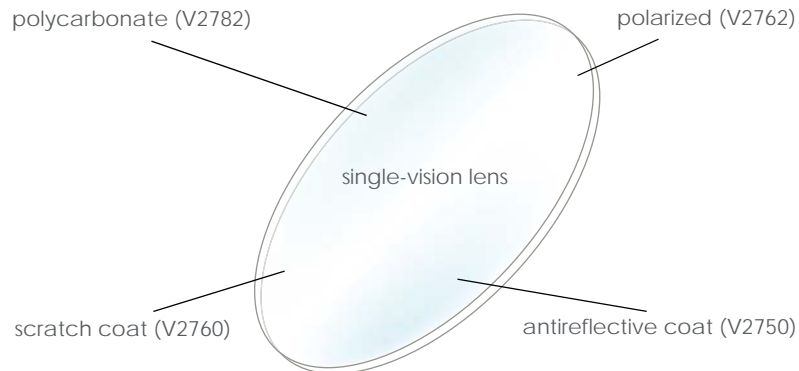


Figure 3-1: An example of the attributes that make up a lens. OfficeMate allows you assign multiple attributes to a product, which enables you to find products by attribute, assign a cost to each attribute, and add billable codes to each attribute.

Attributes are only those characteristics that are inherent to a product as it is manufactured. Add-ons are not attributes. For example, a scratch coat that is added to the lens at the lab is not an attribute.

Product attributes are used in inventory counting, insurance claims, retail and third-party pricing, and reporting. Once your products are assigned attributes, it is possible to update the costs and fees of many products at once based on their attributes.

**NOTE**

To help understand attributes, let's put them into perspective. If you were selling cars instead of eyewear, you might be inclined to describe and sort your products by means other than make and model. For example, you might sort your cars by such attributes as two-door or four-door, convertible or hardtop, color, and engine type. Think of all the terms you might use to describe the details of a car, and each of those terms could be considered an attribute.

This same principle applies to the lenses, frames, and other products that you sell in OfficeMate.

Set up the product attributes in the Products window. The attribute information in the Products window is later matched against the insurance plan's allowable benefit when the fee slip is created. Each attribute associated with a product that falls within the plan's allowable benefits translates into increased revenue for your practice.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select a product or service from the **Product Type** drop-down menu.

**NOTE**

Frame and lens add-ons are included in the Other and Lens Treatment product types.

3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the product details and then make changes to them to record a new product.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. Click the **Product Details** tab.
5. Select a product from the list.
6. Select the product's attributes from the **Attributes** drop-down menus.

The CPT/HCPCS Code, Product Cost, and Product Fee fields automatically populate based on the attribute selected. For information on associating procedure codes, costs, and fees with attributes, go to [To add & modify attributes on page 140](#).

**NOTES**

- Some product attributes, such as Lens Cat./Base and Material, may already be assigned based on selections made on the Products tab of the Product window. For information on changing these attributes, go to [To add or modify products on page 62](#).
- The list of attributes that is available in each drop-down menu is maintained in the Third Party Setup window in OfficeMate Administration.

7. Repeat steps 5–6 to apply attributes to each of the products listed at the top of the window.

Discontinued All Locations	Low Sphere	High Sphere	Low Cyl.	High Cyl.	Base Cost	Base Fee	Total Prod Fee	Product Code	UPC Code
1	0.00	99.00	0.00	99.00	15.00	40.00	76.00	897097	
2									
3									
4									
5									
6									
7									
8									

Product Sizes		Cost		Cost Changed Prod Code	
Low Sphere	High Sphere	Low Cyl.	High Cyl.	Base Cost	Cost Changed Prod Code
0.00	99.00	0.00	99.00	\$15.00	11/19/2008 8970979987
				Base Fee	Fee Changed
				\$40.00	11/19/2008
				UPC Code	Avg Cost
					\$0.00

Product Attributes		All Locations Inventory			
Attributes	CPT/HCPCS Code	Prod. Cost	Prod. Fee	Cost Changed	Fee Changed
Lens Cat./Base: BF Executive		\$15.00	\$40.00	11/19/2008	11/19/2008
Lens Type: Progressive - Standard	v2781	\$5.00	\$15.00	11/19/2008	11/19/2008
Material: Polycarbonate	v2784	\$4.00	\$10.00	11/19/2008	11/19/2008
Color: Photochromic	v2744	\$3.00	\$7.00	11/19/2008	11/19/2008
Other: A/R Coating (Basic)	v2750	\$2.00	\$4.00	11/19/2008	11/19/2008
Other:		\$0.00	\$0.00		
Other:		\$0.00	\$0.00		

8. Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► **To maintain product cost information**

**NOTE** The base cost and base fee significantly effect the general ledger and accounting.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select a product or service from the **Product Type** drop-down menu.

**NOTE** Frame and lens add-ons are included in the Other and Lens Treatment product types.

3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the product details and then make changes to them to record a new product.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. Click the **Product Details** tab.
5. Select a product from the list.
6. Type the base cost of the product in the **Base Cost** text box.

7. Type the base fee of the product in the **Base Fee** text box.

The screenshot shows the 'Products: Frames - Coach Hayley' window. The 'Product Details' tab is active, displaying a table of product lines. The 'Base Cost' and 'Base Fee' fields are highlighted with a red box. The 'Product Attributes' tab is also visible at the bottom.

Stock/Line	Non Stock/Not InLine	Discontinued	Inactive	Backordered	Backordered ETA	Display Sample	Color	Eye	Bridge	Temple	Base Cost	Base Fee	Total Fee	Product Code
1							Tortoise	56	17	140	\$5.00	\$110.00	\$110.00	
2														
3														
4														
5														

Product Details Form:

Stock/InLine  
 Non Stock/Not InLine  
 Inactive  
 Discontinued  
 Backordered  
 ETA 12/01/2010  
 Display Sample

Product Sizes:

Eye	Bridge	Temple	DBL	A	B	ED
56	17	140	18	55.00	47.50	63.50

Product Attributes:

Attributes	CPT/HCPCS Code	Prod. Cost	Prod. Fee	Fee Changed
Ophthalmic Frame	V2020	\$55.00	\$110.00	11/3/2010
Options		\$0.00	\$0.00	
Options		\$0.00	\$0.00	
Options		\$0.00	\$0.00	
Options		\$0.00	\$0.00	
Options		\$0.00	\$0.00	
Options		\$0.00	\$0.00	

#### NOTES

- The Base Cost and Base Fee entered here automatically populates base attribute product cost and product fee on the Product Attributes tab.
- To record base costs and fees by location, perform the following steps:
  - a. Click the **All Locations Inventory** tab.
  - b. Type the cost and fee information in the **Base Cost** and **Base Fee** fields for each location, as needed.
- If the Base Cost and Base Fee information is blank or set to zero on the All Locations Inventory tab, OfficeMate looks to the Product Details tab for base cost and fee information.
- The Avg Cost field is a read-only field that displays the average cost of the product throughout its lifetime.

- Adjust the **Prod. Cost** and **Prod. Fee** fields on the Product Attributes tab as needed.
- Adjust the **Base Cost** and **Base Fee** fields on the All Locations Inventory tab as needed.
- Repeat steps 5–9 to apply costs and fees to each of the products listed at the top of the window.
- Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► To maintain ophthalmic lens additional attributes

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select **Ophthalmic Lenses** from the **Product Type** drop-down menu.
3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the product details and then make changes to them to record a new product.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. Click the **Additional Attributes** tab.
5. In the **Prism** group, enter the measurement range for each cost or fee point.
6. Type the **Prod Cost** and **Addl Fee** information for each measurement range *per lens*.
7. Repeat steps 5–6 for the **Add Power** and **Oversize** groups. Enter cost and fee information *per pair*.

The screenshot shows a software window titled "Products : Ophthalmic Lenses - BF GL CT 25 Clr". The window has a tabbed interface with "Additional Attributes" selected. It contains three main sections for entering data:

- Prism:** A dropdown menu is set to "Prism". The table below has columns: "Diopters", "Prod. Cost", "Addl Fee", "Cost Changed", and "Fee Changed". The first row shows a range from 0.12 to 99.00 with Prod. Cost of \$0.00 and Addl Fee of \$0.00.
- Add Power:** A dropdown menu is set to "BF Add Power". The table has columns: "Add Power", "Prod. Cost", "Addl Fee", "Cost Changed", and "Fee Changed". The first row shows a range from 3.25 to 4.50 with Prod. Cost of \$0.00 and Addl Fee of \$0.00.
- Oversize:** A dropdown menu is set to "Over 57mm A\_Box". The table has columns: "A Box Measurement", "Prod. Cost", "Addl Fee", "Cost Changed", and "Fee Changed". The first row shows a range from 58.00 to 99.00 with Prod. Cost of \$0.00 and Addl Fee of \$0.00.

Each table has a "Delete Line" button below it. On the right side of the window, there are "Save" and "Cancel" buttons.

8. Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

► To maintain ophthalmic lens VSP product mapping

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select **Ophthalmic Lenses** from the **Product Type** drop-down menu.
3. Complete one of the following tasks:
  - Click **New Product** to add a new product. For more information on adding new products, go to [To add or modify products on page 62](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing product. For more information on finding products, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the product details and then make changes to them to record a new product.
- Click **Next** and **Previous** to add or modify the previous or next product in your database.

4. Click the **VSP Product** tab.
5. Select options that apply to the lens from the **Vision Type**, **Material**, and **Lens** drop-down menus.

**NOTE**

Options may already be selected based on information recorded on the Products tab.

The screenshot shows a software window titled "Products : Ophthalmic Lenses - BF GL CT 25 Clr". It has four tabs: "Products", "Product Details", "Additional Attributes", and "VSP Product". The "VSP Product" tab is selected. The main content area contains a form with the following fields:

- Vision Type (Lens Category): Bifocal
- Material: Glass
- Lens: C 25 - Clear
- Lens Not Listed: (empty)

On the right side of the window, there are two buttons: "Save" and "Cancel".

6. Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new product.
  - **Save and Exit** to close the Products window.

## Recording Service Information

You can record as little or as much service information in OfficeMate as is necessary for your practice. This section tells you how to record services in OfficeMate, including how

- [To add or modify services, 77](#)
- [To add additional information to services, 79](#)
- [To itemize service details, 81](#)
- [To maintain service attributes, 83](#)

### NOTES

- Before you add services to OfficeMate, set up your insurance fee schedule information and procedure codes in OfficeMate Administration.
- Press the **F12** key when your cursor is in a drop-down box to open a **Maintain** window and add new items to the drop-down menu selections.

For information on recording service information, watch the “[Services](#)” video.

### ► To add or modify services

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select **Services** from the **Product Type** drop-down menu.
3. Complete one of the following tasks:
  - Click **New Product** to add a new service.
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing service. For more information on finding services, go to [Finding Products & Services on page 59](#).

### NOTES

- Click **Delete** to delete a service if it is *not* linked to a fee slip, Rx order, or purchase order.
- Click **Next** and **Previous** to add or modify the previous or next service in your database

4. Click **Copy** to copy the service details and then make changes to them to record a new service.

OR

Type the service name in the **Product Name** text box.

### NOTE

Name the service a short name (for ease and simplicity) or a number or CPT code with more than one digit.

5. Select a description to print on fee slips from the **Print on Fee Slip** drop-down menu.
6. Select a stocking type from the **Stocking Type** drop-down menu.
7. Select modifiers from the **First Modifier** and **Second Modifier** drop-down lists as needed.

### NOTE

Modifiers will automatically be recorded on the CMS 1500 form in box 24D when the service is billed to an insurance carrier.

8. Select the type of service from the **Type of Service** drop-down menu.
9. Select a fee type from the **Ins. Fee Type** drop-down menu, if applicable.
10. Type or select the duration in minutes for the service in the **Duration in Min.** text box, if applicable.
11. Type or select the units or days of the service in the **Units or Days** text box, if applicable.
12. Select the **Inactive** check box if the service is inactive.
13. Select the **Quick List** check box to add the service to your Product Quick List window.
14. Select the **Recall Reminder** check box if you want to be reminded to schedule the patient for a recall when this service is billed on a fee slip.
15. Select the **Update Last Exam** check box if you want to update a patient's last exam date when this service is billed on a fee slip.



16. If you need to associate the service with the specific pricing of a particular insurance plan, perform the following steps:
  - a. Select an insurance carrier from the **Carrier** drop-down menu.
  - b. Select a plan from the **Plan** drop-down menu.
  - c. Select a service group from the **Group** drop-down menu.
  - d. Click **Save Line** to save the service's association with the insurance group.

**NOTE**

The insurance group information is only available to practices that upgraded from OfficeMate Enterprise 2.0 or OfficeMate 9.0, 9.5, or 10.0, and had at least one insurance plan that used either the Detailed Benefits or Maximum Allotments pricing methods.

The screenshot shows the 'Products: Services - 65600' window. The 'Insurance Groups' section contains a table with the following columns: Carrier, Plan, and Group. The table is currently empty. To the right of the table are 'Delete Line' and 'Save Line' buttons. Below the table are sections for 'Discount Fees', 'HCFA - 1500 Additional Information', and 'Notes'. The 'Discount Fees' section has a table with 'Patient Fee Type' and 'Fee' columns. The 'HCFA - 1500 Additional Information' section has dropdowns for 'Place of Service', 'Financial Group', and 'Production Group', and checkboxes for 'EPSDT' and 'EMG'. The 'Notes' section is a text area. At the bottom, there are fields for 'Medicare Allowable Fee' and 'Frames/Buying Group Cost', both set to '\$0.00', and a 'Commission Class' dropdown.

**NOTE**

Only the insurance plans that are set up in the Detailed Benefits window will be available from the drop-down menus. Insurance plans are set up in OfficeMate Administration.

17. If you want to add more information to the service, go to [To add additional information to services on page 79](#) and [To itemize service details on page 81](#); otherwise, click **Save** and select one of the following options:
    - **Save** to save the information and keep the Products window open.
    - **Save and New** to save the information and create a new service.
    - **Save and Exit** to close the Products window.
- **To add additional information to services**
1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
  2. Select **Services** from the **Product Type** drop-down menu.

3. Complete one of the following tasks:
  - Click **New Product** to add a new service. For more information on adding new services, go to [To add or modify services on page 77](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing service. For more information on finding services, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the service details and then make changes to them to record a new service.
- Click **Next** and **Previous** to add or modify the previous or next service in your database.

4. If you want to assign different patient fees for different types of patients, follow the instructions below; otherwise, go to step 5.
  - a. Select a patient fee type from the **Patient Fee Type** drop-down menu.
  - b. Type a fee in the **Fee** text box.

**NOTE**

To delete an additional fee, select the line and click **Delete Line**.

5. Type the Medicare allowable fee in the **Medicare Allowable Fee** text box, if applicable.
6. Type the buying group cost in the **Frame/Buying Group Cost** text box if applicable.
7. Type Y in the **EPSDT** text box if the service is part of an early periodic screening and diagnostic test.

**NOTE**

The EPSDT is automatically entered on the CMS 1500 form in box 24H.

8. Type Y in the **EMG** text box if the service is related to an emergency or type N in the **EMG** text box if the service is not related to an emergency.

**NOTE** The EMG is automatically entered on the CMS 1500 form in box 24C.

9. Select a financial group from the **Financial Group** drop-down menu if the CPT code and financial group are not already linked to each other.

**NOTE** The financial group you select can significantly effect the general ledger and accounting. You are required to make a selection from the Financial Group drop-down menu if you are using the General Ledger Interface.

10. Select a production group from the **Production Group** drop-down menu, if the CPT code and production group are not already linked to each other.

11. Type notes in the **Notes** box.
12. Select a commission class from the **Commission Class** drop-down menu.
13. If you want to itemize service details, go to [To itemize service details on page 81](#); otherwise, click **Save** and select one of the following options:
- **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new service.
  - **Save and Exit** to close the Products window.

#### ► To itemize service details

If you want to itemize details for your services, complete the instructions below.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select **Services** from the **Product Type** drop-down menu.

3. Complete one of the following tasks:
  - Click **New Product** to add a new service. For more information on adding new services, go to [To add or modify services on page 77](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing service. For more information on finding services, go to [Finding Products & Services on page 59](#).

**NOTES**

- Click **Copy** to copy the service details and then make changes to them to record a new service.
- Click **Next** and **Previous** to add or modify the previous or next service in your database.

4. Click the **Product Details** tab.
5. Click **New** to add new service details or select in a line in the table to modify service details already recorded.

**NOTE**

Select a line and click **Delete** to delete the line if it is *not* linked to a fee slip, Rx order, or purchase order.

6. Type the product code in the **Prod Code** text box.
7. Type the UPC code in the **UPC Code** text box.
8. Select a procedure code from the **CPT** drop-down menu.

**NOTE**

The CPT code is automatically entered on the CMS 1500 form in box 24D.

The screenshot shows a software window titled "Products: Services - 65600". It has two tabs: "Products" and "Product Details". The "Product Details" tab is active, displaying a table with columns: Base Cost, Base Fee, Total Fee, Product Code, UPC Code, and CPT. The first row (line 1) has values: 0.00, 0.00, 0.00, [blank], [blank], and 65600. Below the table is a detailed view of the selected line with columns: Base Cost, Cost Changed, Base Fee, Fee Changed, Product Code, UPC Code, and CPT. The values are: \$0.00, [blank], \$0.00, 8/22/2002, [blank], [blank], and 65600. Below this is a section for "Product Attributes" with a table of attributes and their values.

Exam Cat./Base	Attributes	CPT/HCPCS Code	Prod. Cost	Prod. Fee	Fee Changed
	Tattoo Cornea	65600	\$0.00	\$0.00	8/22/2002
Type			\$0.00	\$0.00	
Other			\$0.00	\$0.00	
Other			\$0.00	\$0.00	
Other			\$0.00	\$0.00	
Other			\$0.00	\$0.00	
Other			\$0.00	\$0.00	

9. Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new service.
  - **Save and Exit** to close the Products window.

For information on the attributes, watch the “Attributes” video.

### ► To maintain service attributes

Attributes are characteristics of a service that translate into billable codes on the insurance claim. Set up the service attributes in the Products window. The attribute information in the Products window is later matched against the insurance plan’s allowable benefit when the fee slip is created. Each attribute associated with a service that falls within the plan’s allowable benefits translates into increased revenue for your practice.

1. Open the Products window. For more information on opening the Products window, go to [Opening the Products Window on page 59](#).
2. Select **Services** from the **Product Type** drop-down menu.
3. Complete one of the following tasks:
  - Click **New Product** to add a new service. For more information on adding new services, go to [To add or modify services on page 77](#).
  - Enter additional search criteria and click **F2 - Find** to search for and find an existing service. For more information on finding services, go to [Finding Products & Services on page 59](#).

#### NOTES

- Click **Copy** to copy the service details and then make changes to them to record a new service.
- Click **Next** and **Previous** to add or modify the previous or next service in your database.

4. Click the **Product Details** tab.
5. Ensure that the **Exam Cat.Base Attribute** drop-down menu displays the same description as the CPT drop-down menu.
6. Select additional attributes from the **Attributes** drop-down menus as needed.

The CPT/HCPCS Code, Product Cost, and Product Fee fields automatically populate based on the attribute selected. For information on associating

procedure codes, costs, and fees with attributes, go to [To add & modify attributes on page 140](#).

7. Click **Save** and select one of the following options:
  - **Save** to save the information and keep the Products window open.
  - **Save and New** to save the information and create a new service.
  - **Save and Exit** to close the Products window.

## Updating Many Products & Services

OfficeMate allows you to update information for multiple products and services at one time by using the Product Maintenance window. For example you can increase the product fee, change the attributes, or inactivate several products or services at the same time.

### NOTE

You cannot undo changes made in the Product Maintenance window. If you make a mistake, you can return to the Product Maintenance window and make additional changes that counteract the mistake; however, not all mistakes can be easily fixed.

The Product Maintenance window takes you through a series of steps in which you select the search criteria, select the products you wish to update, and then select the product information that you wish to update. This section describes the steps to maintain product information, including how

- [To select products & services to update, 85](#)
- [To update products & services, 87](#)

For information on updating many products and services, watch the "Product Maintenance" video.

### ► To select products & services to update

**NOTE** Only users in distribution centers and the administrative location can modify information in the Product Maintenance window.

1. Open the Products window using one of the following methods:
  - Click the **Products** icon and select **Product Maintenance**.
  - Click **Tasks** on the main window toolbar and select **Product Maintenance**.
2. Select a product type from the **Product Type** drop-down menu.
3. Enter search criteria in the remaining fields as needed. You must enter at least one search criterion. Enter as much or as little search criteria as needed. The more criteria you add, the narrower your search results.
  - a. Type a name in the **Product Name** field to limit the search to products with that name.

**NOTE** For the best results, type only the first few characters of the product name.

- b. Type a name in the **Print on FS** field to limit the search to products with that name.

**NOTE** For the best results, type only the first few characters of the fee slip name.

- c. Select a manufacturer from the **Manufact** drop-down menu.
  - d. Type a product code in the **Prod Code** field.

**NOTE** For the best results, type only the first few characters of the product code.

- e. Select a financial group from the **Fin Group** drop-down menu.
  - f. Select a production group from the **Prod Group** drop-down menu.
  - g. Select a procedure code from the **CPT/HCPCS** drop-down menu, if applicable.
  - h. Type the **Sphere Low** and **High** values, if applicable.
  - i. Type the **Cylinder High** and **Low** values, if applicable.
  - j. Select the **Inactive** check box to limit the search results to inactive products.
  - k. Select the **On Consignment** check box to limit the search results to consignment items.
  - l. Select a store from the **Location** drop-down menu and enter the minimum and maximum quantity on hand in the **Qty on Hand** text boxes.

- to limit your search to products of certain quantities at a specific location.
- m. Select beginning and ending dates from the **Entered** and **To** fields to limit your search to products entered during a specific date range.
  - n. Select a designer from the **Designer** drop-down menu, as needed.
  - o. Select a stocking type from the **Stocking Type** drop-down menu, as needed.
  - p. Select a service location from the **POS** drop-down menu, as needed.
  - q. Select a commission class from the **Comm. Class** drop-down menu, as needed.
  - r. Type Y or N in the **EPSDT** text box to refine by early diagnosis and treatment products and services, as needed.
  - s. Type Y or N in the **EMG** text box to refine by emergency products and services, as needed.
  - t. Depending upon the product type you selected, enter the product-specific search criteria as needed.
  - u. Select product attributes from the **Attributes** drop-down menus as needed.
  - v. Select either the **Prod. Fee** or **Prod. Cost** radio button to limit the search results to a specific price range.
  - w. If you selected the Prod. Fee or Prod. Cost radio button, enter a price range in the **From** and **To** fields for each attribute as needed.

4. Click **Search**.

The search results are displayed at the bottom of the Product Maintenance window.



5. From the search results, select the products that you want to update using one of the following methods:
  - Deselect the check boxes next to the products you do not want to update.
  - Click **Unselect All** and select the check boxes of the products you want to update.
  - Click **Select All** to select all of the check boxes.

The screenshot shows the 'Product Maintenance' window with the 'Product Type' set to 'Contact Lenses'. The search criteria include: Product Name (empty), Print on Fee Slip (empty), Manufacturer (Z vendor), Product Code (empty), Financial Group (empty), Production Group (empty), CPT/HCPCS (empty), Inactive (unchecked), On Consignment (unchecked), Location (empty), and Qty on Hand (empty). The search results table shows 2 items selected:

Select	Product	Print on Fee Slip	CPT/HCPCS	Total Prod	Manufacturer	Lens Category	Base	Dia.	Sphere	Cyl.	Axis	Add	Color
<input checked="" type="checkbox"/>	ACUVUE TORIC	ACUVUE TORIC	V2521	44.00	Z vendor	Soft Toric	8.40	13.70	0.00	0.00	0.00	0.00	
<input checked="" type="checkbox"/>	ACUVUE TORIC	ACUVUE TORIC	V2521	44.00	Z vendor	Soft Toric	8.20	14.00	0.00	0.00	0.00	0.00	

6. Click **Clear** to clear the search criteria and search results if you wish to start over.
7. Click **Print** to print a list of the search results as needed.
8. Once you have selected the products from the search results that you want to update, click **Continue** to open the Maintenance Update window and go to [To update products & services on page 87](#).

#### ► To update products & services

1. Open the Product Maintenance window and search for the products or services that you want to update. For information on opening the Product

Maintenance window and searching for products or services, go to [To select products & services to update on page 85](#).

2. Enter the general product information that you want to update:

**NOTES**

- Enter only the information that needs to be updated for all of the products selected on the Product Maintenance window.
- The information you enter on the Maintenance Update window will overwrite any information saved in the individual products. Do not enter information that should remain unique for each product selected on the Product Maintenance window.
- Do not enter product information that does not need to be updated.

- Select the **Manufacturer** check box and select a manufacturer from the drop-down menu to update the manufacturer for all of the selected products.
- Select the **Designer** check box and select a designer from the drop-down menu to update the designer for all of the selected products.
- Select the **Print on Fee Slip** check box and type a fee slip description to update the description for all of the selected products.
- Select the **Financial Group** check box and select a financial group from the drop-down menu to update the financial group for all of the selected products.

**NOTE**

The financial group you select can significantly effect the general ledger and accounting.

- Select the **Production Group** check box and select a production group from the drop-down menu to update the production group for all of the selected products.
- Select the **Inactive** check box and select the **True** radio button to mark the selected products as inactive. Select the **False** radio button to mark all of the selected products as active.
- Select the **On Consignment** check box and select the **True** radio button to mark the selected products as consignment items. Select the **False** radio button to remove the consignment indicator from the selected products.

3. Enter the attribute information that you want to update:
  - a. Select the check box(es) that corresponds with the attribute(s) you want to update.
  - b. Select the appropriate attribute from the drop-down menu(s) as needed.

4. Enter the pricing information that you want to update:

**NOTES**

- You cannot undo changes made in the Product Maintenance window. If you make a mistake, you can return to the Product Maintenance window and make additional changes that counteract the mistake; however, not all mistakes can be easily fixed.
- Changing the cost and fee of attributes on the Maintenance Update window only effects the attributes of the products selected on the Product Maintenance window. For information on changing the cost or fee of attributes for all new products, go to [To add & modify attributes on page 140](#).

- Select the check box(es) that corresponds with the attribute cost(s) or fee(s) you want to update.
- Select the **Percent** radio button to update the product cost or fee by a percentage, or select the **Amount** radio button to change the product cost of fee by a specific amount.
- From the **Math** drop-down menus, select the operation you wish to perform. Refer the table below for a description of each of the Math operators.

Operator	Description
+	Adds the percentage or amount specified to the existing product cost or fee.
-	Subtracts the percentage or amount specified from the existing product cost or fee.
=	Resets the cost or fee to the specified amount regardless of the cost or fee currently associated with the products.

- Type the percent or amount of the cost or fee change.
- Select the **Update Prod. Cost** radio button to update the product cost information, or select the **Update Prod. Fee** radio button to update the product fee information.
- If you want all of the product costs and fees to end with the same amount of cents (for example, maybe your costs or fees end with 99 cents: \$1.99, \$2.99, \$3.99, etc.), type the number of cents in the **End** text box.

**NOTE**

Be sure to type the cents after the decimal point.

- If you entered any cents in step f, select the **Up** radio button to round the price up to the cents you entered in step f, or select the **Down** radio button to round the price down to the cents you entered in step f.
- Review your changes for accuracy. It is very important that your changes are accurate before proceeding!
  - If you need to clear your changes, click **Clear**.

3 | **Maintaining Product & Service Information**  
*Updating Many Products & Services*

7. Click **Save and Continue** to save your changes.  
A dialog box appears confirming how many products were updated.
8. Click **OK**.

# Ordering & Tracking Prescriptions

# 4

## In this chapter:

- [Ordering Eyewear, 91](#)
- [Ordering Soft Contact Lenses, 105](#)
- [Ordering Hard Contact Lenses, 115](#)
- [Changing the Order Delivery Options, 124](#)
- [Editing Orders, 125](#)
- [Tracking, Receiving, & Dispensing Orders in Store Locations, 126](#)
- [Tracking Orders between Locations, 128](#)
- [Viewing Rx Order Statuses, 130](#)
- [Returning Products, 131](#)

OfficeMate's prescription order forms keep track of eyewear, soft contact lens, and hard contact lens orders that are dispensed, in progress, and waiting to be dispensed. Only locations can order and track prescriptions.

## Ordering Eyewear

This section tells you how to order eyewear for patients, including how

- [To open the Eyewear Order window, 92](#)
- [To create a new eyewear order, 92](#)
- [To redo an eyewear order, 104](#)
- [To delete an eyewear order, 105](#)

For more information on navigating eyewear orders, watch the "[Eyewear Order Navigation](#)" video.

Other sections of this chapter that you might find useful when ordering eyewear include

- [Changing the Order Delivery Options, 124](#)
- [Editing Orders, 125](#)
- [Tracking, Receiving, & Dispensing Orders in Store Locations, 126](#)
- [Tracking Orders between Locations, 128](#)

► **To open the Eyewear Order window**

Open the Eyewear Order window using one of the following methods:

- Click the **Rx/Orders** icon and select **Eyewear**.
- Click **Tasks** on the main window toolbar, select **Rx Orders**, and then select **Rx Eyewear**.
- Right-click on a patient in the Quick List window, select **Rx Orders**, and then select **Rx Eyewear**.
- Right-click on the Patient Demographic, Hard Lens Order, Soft Lens Order, Fee Slip, Receipts & Adjustments, or Patient Ledger window title bar, select **Rx Orders**, and then select **Rx Eyewear**.
- Click on a patient's name in the Quick List window and drag and drop the patient on the **Rx/Orders** icon and select **Eyewear**.

► **To create a new eyewear order**

For more information on creating eyewear orders, watch the “[Creating Eyewear Order Rx](#)” video.

**NOTE**

- If you created an OfficeMate Rx for the patient in ExamWRITER and clicked **Create Lab Order** on the Spectacle - Final window in ExamWRITER, the Rx will automatically display in the Eyewear Order window.
- If you are selling a pair of frames without prescription lenses *and* you are maintaining perpetual inventory, you should create an eyewear order so that purchase orders are created correctly.

1. Open the Eyewear Order window. For more information on opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#).
2. Enter search information in the **Last** and **First** name text boxes and click **F2 Find** to find the patient for which you want to create a new eyewear order.  
A list of current and previous lab orders appears. By default, the details of the orders are displayed. The list includes orders on hold or processed in OfficeMate and prescriptions forwarded from ExamWRITER. To display the order prescription information, select the **Rx History** radio button. To display the order history again, select the **Order History** radio button.
3. Click an order or prescription from the list to select it.

**NOTE**

By default, the most recent order entered in OfficeMate or the most recent prescription forwarded from ExamWRITER is selected.

4. If you are creating an order from a prescription forwarded from ExamWRITER, go to step 5 to continue; otherwise click **New/Copy** to create

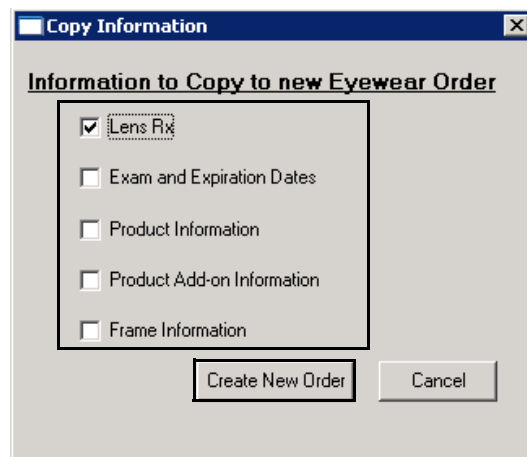
a new order or create a new order based on an existing order and perform the following steps:

- a. Select the items that you want to copy to the new eyewear order.

**NOTES**

- If you want to copy the exam and expiration date to the new order, you must select the **Lens Rx** check box first and then select the **Exam and Expiration Dates** check box.
- If you do not want to create open charges in a fee slip for this new order, select the **Do not Create Open Charges** check box.

- b. Click **Create New Order**.



5. Type or select the exam date in the **Exam Date** text box.
6. Type or select the eyewear order's expiration date in the **Exp Date** text box.
7. Select the eyewear order's usage from the **Usage** drop-down menu.
8. Select a provider from the **Provider** drop-down menu as needed

**NOTE**

If you are working with a prescription that was forwarded from ExamWRITER, the Provider drop-down menu will be populated with the name of the provider who recorded the prescription.

9. If the order is a VSP order, select the radio button that corresponds to the type of lab being used.

**NOTES**

- By default, the None radio button is selected.
- Prior to recording a VSP insurance order, you must obtain authorization. For information about obtaining authorization, go to [Getting Member Eligibility & VSP Authorization on page 352](#).
- If you are coordinating benefits between multiple VSP plans, select the patient's primary plan (usually the plan where Self is listed as the insured).
- If you select VSP Order, the lab order will be transmitted electronically to the lab when the fee slip is recorded.

- Select the **VSP Order** radio button if this is a VSP order being sent to a VSP lab, and if a VSP authorization has been obtained for the patient. OfficeMate prompts you to select a VSP authorization ID.
  - Select the **Electronic Lab Order** radio button if this is a non-VSP order being sent to a VSP lab.
  - Select the **None** radio button if this is not a VSP order.
10. Select the **Edge & Mount, Uncut, Edge,** or **Mount** radio button.
  11. Select the radio button that corresponds to the pupillary distance measurement
    - Select the **BPD** radio button if this is a binocular pupillary distance measurement.
    - Select the **MPD** radio button if this is a monocular pupillary distance measurement.



- Click the blue slider bar or the measurement buttons to add measurements to the **RT** and **LT** text boxes.

OR

Type the appropriate measurements in the **RT** and **LT** text boxes.

#### NOTES

- Rather than manually typing measurements, you can alternatively click the green **+** icon to expose the Rx Scale slider. You do not need to click in the individual RT or LT text boxes and then click the blue slider bar each time that you record a measurement. Simply click the blue slider bar, and the cursor automatically tabs through the yellow highlighted text boxes as you add measurements. Click the green **-** icon to hide the Rx Scale slider.
- If the RT and LT measurements are the same, click the **=** button.
- If 0 (or a blank field) is recorded for the sphere or cylinder measurements in ExamWRITER, "PLANO" and "SPH." will be displayed in the Eyewear Order window. The Special Lab Instructions text box on the Lens Order tab will list information about the measurements.
- In OfficeMate, if you enter a 0 astigmatism (cylinder) power using the slider bar, "Sph." appears in the Cylinder box. If you enter a 0 spherical (DS) power using the slider bar, "Plano" appears in the Sphere box. You must record 0 astigmatism and spherical powers using the slider bar (and not your keyboard) in order for "Sph." and "Plano" to appear in the Cylinder and Sphere boxes.

13. If the patient has a nonprescription underlying condition, select **Balance Lens**, **No Lens**, **Not Recorded**, or **Prosthesis** from the **Underlying Conditions** drop-down menu.

**NOTE**

If you select No Lens, any add-ons recorded on the order may be reduced to half price on the fee slip depending on the preferences selected by the administrative location.

**Eyewear Order for Patient: Sally Patient**

Last Patient First Sally F2 End New Order Order Total .00 Location Irvine Store

Lab Order History

Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
1	22423	6/17/2011		6/20/2011	6/17/2012	Irvine Store	46926		<input type="checkbox"/>
2	22421	6/17/2011		6/17/2011	6/17/2012	Irvine Store			<input type="checkbox"/>
3	22420	6/16/2011		6/16/2011	6/16/2012	Irvine Store			<input checked="" type="checkbox"/>

Exam Date 06/28/2011 Entry Date 06/28/2011 Usage Computer Provider Doctor, Johnny Order No. 0  
Exp Date 06/28/2012 Service Date 06/28/2011 Recorded By Doctor, Johnny Feeslip No. 0

**Rx Prescription**

Order:  VSP Order  Electronic Lab Order  None VisionWeb Order No. Frame Spectacle

Frame Order:  Edge & Mount  Uncut  Edge  Mount

Prescription:  BPD  MPD

OO	OS	Sphere	Cylinder	Axis	Add	H Prism B	V Prism B	Seg Ht	BC	CT	OC	Underlying Conditions
60	57	-2.75	-3.00	080	+5.50	5.258t	5.758U	21.00	1.50	1.50	15.50	
		-3.50	-4.25	082	+6.75	6.258t	6.258U	17.00	1.50	1.50	15.50	

Rx Scale:  (-) Minus  Plano  (+) Plus  **OD: Sphere**

Color: Density:  Solid  Gradient

Instructions: Rx Notes: Remove

Lens Order Info: Lab Order # Status: Fit By:  Ordered  Notified  Name: Doctor, Johnny  
Tray # Promise:  Ordered  Dispersed  Date: 06/28/2011  
Order Lens From:  Received  Cancelled

Buttons: VisionWeb, Record, Cancel, Delete, New / Copy, Print, Price Order, Ins. Glance, Return, Electronic Lab Reports

14. Type the eyewear product code in the **Product Code** text box or type the eyewear product name in the **Name** text box.

OR

Click the **?** next to the **Product Code** or **Name** text box to open the **Find Product** window and search for and select a product.

OR

Place your cursor in the **Product Code** or **Name** text box and press the **Ctrl** and **P** keys at the same time to open the **Find Product** window and search for and select a product.

**NOTES**

- If this is a VSP order or electronic lab order, select the **VSP Mapped Products Only** check box on the Find Product window.
- After you find and select a product code or name, information associated with the product (product code, name, category, material) is recorded in the Product Code, Name, Category, and Material text boxes. If there is no additional information that is associated with the product, you can select appropriate options from the **Category** and **Material** drop-down menus.
- If you want to prescribe the same products for both the LT and RT, click the **=** button.

15. Select an eyewear order color and density from the **Color** and **Density** drop-down menus.

**NOTE**

When you select a color and density, also select a corresponding tint add-on. This ensures that the tint will be priced properly on the fee slip.

16. Select the **Solid** or **Grad.** radio button.
17. Click **Special Lab Instructions** to record lab notes.  
The Special Lab Instructions window opens.
- a. Type special instruction for the lab in the **Special Lab Instructions** field.
  - b. Click **Save** to save your notes and close the Special Lab Instructions window.
18. Click **Rx Notes** to record notes about the order.  
The Rx Notes window opens.
- a. Type any notes that you want to print on the prescription in the **Rx Notes** field.
  - b. Type any notes that you do not want to print on the prescription in the **Internal Rx Notes** field.
  - c. Click **Save** to save your notes and close the Rx Notes window.

19. Select add-ons by performing the following steps:
  - a. Click **Find Add-Ons**.

The **Find Add-Ons** window opens.

  - b. Select the type of add-on from the **Tint, Coating, Lens Add-On, Frame Add-On**, and **All** radio buttons.
  - c. Type the name of the add-on in the **Name** field as needed.
  - d. Select an attribute from the **Base** drop-down menu as needed.
  - e. Select an attribute from the **Other** drop-down menu as needed.
  - f. If this is a VSP order or electronic lab order, select the **VSP Mapped Products Only** check box.
  - g. Click **F2 Find** to search for add-ons matching your criteria.
  - h. Select the check box for each add-on you want to add to the eyewear order.

The screenshot shows the 'Find Add-Ons' window with the following details:

- Radio buttons:  Tint,  Coating,  Lens Add-On,  Frame Add-On,  All
- Fields: Name (text box), Base (drop-down), Other (drop-down)
- Check box:  VSP Mapped Products Only
- Table of Add-ons:

	Type	Product Name	Base Attribute	Fee
<input checked="" type="checkbox"/>	Coating	Super HiVision	AR Coating	0.00
<input type="checkbox"/>	Coating	TD2	Scratch Coating	0.00
<input type="checkbox"/>	Coating	Teflon	AR Coating	0.00
<input type="checkbox"/>	Coating	Transdura	AR Coating	0.00
<input type="checkbox"/>	Coating	Transparence	AR Coating	0.00
<input type="checkbox"/>	Coating	B2026 Lens Treatment/ 423068705457	UV Plastic (MF)	27.00
<input type="checkbox"/>	Coating	Transition Brown	Lens Treatments Misc	20.00
<input type="checkbox"/>	Coating	AcuityPLUS Platinum	AR Coating	0.00
<input type="checkbox"/>	Coating	AcuityPLUS Platinum XP	AR Coating	0.00
<input type="checkbox"/>	Coating	AcuityPLUS Titanium	AR Coating	0.00

Items highlighted in green are products that have been mapped to the VSP Catalog.

Total Products: 82    **F2 Find**    **Select**    Clear    Cancel

- i. Click **Select** when you are finished.

The add-ons you selected are copied to the Eyewear Order window.

20. Enter the lab order information:
  - a. Type the lab order number if one is available.
  - b. Select the status of the order from the Status drop-down menu, as needed.
  - c. Type the tray number if one is available.
  - d. Type of select a date from the **Promise Date** field.
  - e. Select a lab from the **Order Lens From** drop-down menu.

**NOTES**

- If this is a VSP order or an electronic lab order, the promise date is required. Additionally, the Order Lens From drop-down menu is not available; you will have the opportunity to select a lab when you record the order.
- If the eyewear order is a VSP order or an electronic lab order, the Order Lens From drop-down menu is not available; you will have the opportunity to select a lab when you record the order. Additionally, if the patient's insurance is a restricted VSP plan, only the VSP-approved labs are displayed when the order is recorded.
- Electronic lab orders are not sent until the fee slip is recorded.

21. Enter the appropriate order tracking information.
  - a. Select the appropriate options from the **Order Lens From**, **Status**, and **Promise Date** drop-down menus
  - b. Type the **Lab Order #** and **Tray #** as needed.
  - c. At each stage of the order process, select the applicable radio button:
    - **Fit By** (automatically set when a new order is created)
    - **Ordered**
    - **Received** (automatically set if Received is selected)
    - **Notified**
    - **Dispensed**
  - d. Select the name of the person who completed the stage of the order and the completion date from the **Name** and **Date** drop-down menus

**NOTES**

- If you are using the Lab Interface or maintaining perpetual inventory, you must enter tracking information for each order.
- For information about tracking orders, go to [Tracking, Receiving, & Dispensing Orders in Store Locations on page 126](#).

22. Click the **Frame Order** tab.
23. Select a frame source from the **Lab Order Frame Source** radio buttons. Unavailable sources are grayed out and unable to be selected.

#### This frame source... Allows you to...

##### Lab to Supply

- Indicate that the lab will supply the frame. If the frame is available at your location, you will be asked to confirm that you want to order the frame from lab.
- If you select Lab to Supply, the Order Lens From field on the Lens Order tab will be autopopulated with the same lab.

##### DC to Supply Lab

Indicate that the distribution center will supply the frame. If the frame is available at your location, you will be asked to confirm that you want to order the frame from the distribution center.

##### Enclosed from Location

Sell the frame from the current location's inventory.

##### To come from Vendor

Indicate that the frame will come from the vendor. If the frame is available at your location, you will be asked to confirm that you want the vendor to supply the frame.

##### Lens Only

Place the order without selecting a frame source.

This frame source...	Allows you to...
Enclosed - POF	Type the frame information freely without having to select the frame from the OfficeMate database.
POF to Come Later	Indicate that the patient is using their own frame and type the frame information when it becomes available without having to select the frame from the OfficeMate database.
To Come from Another Location	Order a frame from another store location. If the frame is available at your location, you will be asked to confirm that you want to order the frame from another location.

24. If you are ordering the frame through VisionWeb, click the **VisionWeb** radio button.
25. Type the frame product code in the **Product Code** text box or type the frame product name in the **Name** text box.

OR

Click the **?** next to the **Product Code** or **Name** text box to open the **Find Product** window and search for and select a frame.

OR

Place your cursor in the **Product Code** or **Name** text box and press the **Ctrl** and **P** keys at the same time to open the **Find Product** window and search for products.

#### NOTES

- After you find and select a product code or name, information associated with the product (product code, name, manufacturer, designer, color, material) is recorded in the Product Code, Name, Manufacturer, Designer, Color, and Material text boxes. If there is no additional information that is associated with the product, you can select appropriate options from the **Manufacturer**, **Designer**, **Color**, and **Material** drop-down menus.
- If you selected **Enclosed - POF** or **POF to Come Later** from the Lab Order Frame Source radio buttons in step 23, you can type the frame information in the product fields manually.

26. If the **Adjust QOH** button is available, click it to adjust quantity on hand, as needed.

27. If you selected **To Come from Another Location** radio button from the Lab Order Frame Source radio buttons in step 23, select a location from the **Inventory for All Locations** table.

**NOTE**

- Call the location to make sure the frame is in stock and available.
- QA is the quantity available.
- QOH is the quantity on hand. This value includes the MDQ.
- MDQ is the minimum display quantity.
- QOO is the quantity on order.
- QC is the quantity committed.

**Eyewear Order for Patient: Sally Patient**

Last Patient: Sally F2 End **ORDER NOT BILLED** Order Total: 190.99 Location: Irvine

Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
80	10/02/2012		Occupational	10/02/2012	10/02/2013	Irvine			

Exam Date: 10/02/2012 Entry Date: 10/02/2012 Usage: Occupational Provider: Doctor, Johnny Order No.: 80  
Exp Date: 10/02/2013 Service Date: 10/02/2012 Recorded By: Doctor, Johnny Fee Slip No.:

**Frame Order**

Frame Source:  Lab to Supply  Endosed from Location  To Come from Vendor  Lens Only  DC to Supply Lab  Endosed - POF  To Come from Another Location  POF to Come Later  VisionWeb

Product Code: 679516778958 Name: 103 COACH HAILEY  
Manufacturer: Marchon Eyewear, Inc. Designer: Coach Color: LILAC Material: Mount: Rimless  
Eye: 50 Bridge: 16 Temple: 135 A: 0 B: 0 ED: 0 DBL: 0 Adjust OOH  
Wrap: -1.2 Panto: 10.5 Vertex: 5.2

**Inventory for All Locations** STATUS: Stock

Location	QA	QOH	MDQ	QOO	QC
Irvine	0	0	0	0	0
OfficeMate Software	0	0	0	0	0

28. If the lens you selected requires customized measurements, enter the **Wrap**, **Panto**, and **Vertex** measurements.



29. To view the price of the items in the order, click **VSP Estimator**.  
The Price Order or Price Order (Calculated locally) window opens.

**NOTES**

- If the insurance plan is VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, the Price Order window sends product descriptions, fees, and wholesale costs (when necessary) to VSP Web Services and retrieves copays, coverage information, and patient out-of-pocket expenses. For more information about pricing VSP orders, go to [Pricing VSP Orders on page 362](#).
- If the insurance plan is *not* VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, but is another VSP plan, the Price Order (Calculated locally) window displays copays, coverage information, and patient out-of-pocket expenses based on the insurance plan's authorization and eligibility information.
- If you are coordinating benefits between multiple VSP plans, the price will not automatically calculate.

30. Click **Print**, select **Print Rx** or **Print Order**, if available, and follow the instructions below:
- If a Warning window opens and asks you if you want to continue printing the Rx even though the order has not been billed, click **Yes** to print the Rx or click **No** and go to step 31 to bill the order.
  - If the Report Printer Selection window opens, click **Print Rx** to print the Rx, or click **Printer Setup** to set up the printer.
  - If the Eyewear Order window opens, click **Print Order** to print the eyewear order, or click **Printer Setup** to set up the printer.

**NOTES**

- You cannot print an Rx order until it has been recorded on a fee slip.
- If your security privileges do not include printing orders, OfficeMate will require a User ID and Password before the order will print.

31. Click **Record** and complete one of the tasks below:
- Select **Record** to record the eyewear order and create a lab order number.
  - Select **New Order** to record the eyewear order, create a lab order number, and open a new eyewear order.
  - Select **Rigid Lens Order** to record the eyewear order, create a lab order number, and open a new rigid lens order.
  - Select **Soft Lens Order** to record the eyewear order, create a lab order number, and open a new soft lens order.
  - Select **Invoice Now** to record the eyewear order, create a lab order number, and open the fee slip window so that you can bill the order. For

more information on recording fee slips, go to [Recording Fee Slips & Printing Receipts on page 172](#).

- Select **Cancel** to cancel the eyewear order.

**NOTE**

A pop-up window may open if a lens on the order contains an attribute that is missing pricing information. If preferences and security allow, the pop-up window prompts you to enter the missing attribute pricing. While you can add missing pricing information, you won't be able to change existing information here.

► **To redo an eyewear order**

Follow the instructions below to redo an eyewear order that you have already created and needs to be sent back to the lab.

**NOTE**

You can only redo an eyewear order if you have already recorded Fit By, Ordered, and Received tracking information. For more information on tracking orders, go to [Tracking, Receiving, & Dispensing Orders in Store Locations on page 126](#).

1. Open the Eyewear Order window. For more information on opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to redo an eyewear order.
3. Select the eyewear order that you want you want to redo from the list.
4. Click **Redo**.
5. Select a reason from the **Reason for redo** drop-down menu.

The screenshot displays the 'Eyewear Order for Patient: Sally Patient' window. At the top, there are search fields for 'Last' (Patient) and 'First' (Sally), and an 'F2 Find' button. The 'Order Total' is .00 and the 'Location' is Fullerton Store. Below this is the 'Lab Order History' section, which contains a table with the following data:

	Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
1	69	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			
2	68	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			
3	67	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			
4	66	12/30/2008	BF 25 Plastic		12/30/2008	12/30/2010	Fullerton Store			
5	64	12/11/2008			12/29/2008	12/29/2010	Fullerton Store			

Below the table is the 'Rx Prescription' section, which is divided into 'Lens Order' and 'Frame Order' tabs. The 'Rx Prescription' section includes the following fields:

- Exam Date: 12/11/2008
- Exp Date: 12/29/2010
- Usage: [Dropdown]
- Provider: Doctor, Johnny
- Recorded By: Doctor, Johnny
- VisionWeb Order No.: [Field]
- Frame: [Field]
- Spectacle: [Field]
- Order No.: 64
- Feeslip No.: [Field]
- Entry Date: 12/29/2008

At the bottom of the window, there is a section for 'Rx Notes (Will print on the Rx)' with a text area for entering notes.

- Follow the instructions in [To create a new eyewear order on page 92](#) to record new eyewear order information.

► **To delete an eyewear order**

**NOTE** You cannot delete an eyewear order if the status of the order has been set to Ordered, Received, Notified, or Dispensed.

- Open the Eyewear Order window. For more information on opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#).
- Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to delete an eyewear order.
- Select the eyewear order that you want you want to delete from the list.
- Click **Delete** and select **Delete Frame**, **Delete Lens Rx**, or **Delete Order**.
- Click **Yes** on the Delete Confirmation window.

**Eyewear Order for Patient: Sally Patient**

Last Patient First Sally F2 Find ORDER NOT BILLED Order Total 535.00 Location Fullerton Store

Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
1 68	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			
2 67	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			
3 66	12/30/2008	BF 25 Plastic		12/30/2008	12/30/2010	Fullerton Store			
4 64	12/11/2008			12/29/2008	12/29/2010	Fullerton Store			
5 63	12/26/2008	BF 25 Plastic	Distance	12/26/2008	12/26/2010	Fullerton Store			

**Rx Prescription**

Exam Date: 12/26/2008 VSP Order VSP Private Lab Order None VisionWeb Order No. 63  
 Exp Date: 12/26/2010 Provider: Doctor, Johnny Frame Spectacle Feeslip No. Entry Date: 12/26/2008  
 Usage: Distance Recorded By: Doctor, Johnny

BPD	MPD	Sphere	Cylinder	Axis	Add	H Prism BS	V Prism BS	Seg HT	BC	CT	OC	Underlying Conditions
0	0	-2.00	-4.25	074	+4.00	6.25BI	6.00BU	22.50	+2.00	2.5	19.5	
		-4.25	-2.75	087	+4.75	7.00BI	6.75BU	19.50	+1.75	3	21	

Rx Notes (Will print on the Rx):

## Ordering Soft Contact Lenses

This section tells you how to order soft contact lenses for patients, including how

- [To open the Soft Lens Order window, 106](#)
- [To create a new soft contact lens order, 106](#)
- [To delete a soft contact lens order, 114](#)

If you are interested in using the CLX System to submit soft contact lens orders to a distributor, which can be shipped to your office, another practice location, or directly to the patient, see the [Setting Up & Using CLX with OfficeMate](#) document.

For more information on creating contact lens orders, watch the ["Creating Contact Lens Orders"](#) video.

Other sections of this chapter that you might find useful when ordering soft contact lenses include

- [Changing the Order Delivery Options, 124](#)
- [Editing Orders, 125](#)
- [Tracking, Receiving, & Dispensing Orders in Store Locations, 126](#)
- [Tracking Orders between Locations, 128](#)

► **To open the Soft Lens Order window**

Open the Soft Lens Order window using one of the following methods:

- Click the **Rx/Orders** icon and select **Soft Lens**.
- Click **Tasks** on the main window toolbar, select **Rx Orders**, and then select **Soft Lens**.
- Right-click on a patient in the Quick List window, select **Rx Orders**, and then select **Soft Lens**.
- Right-click on the Patient Demographic, Hard Lens Order, Eyewear Order, Fee Slip, Receipts & Adjustments, or Patient Ledger window title bar, select **Rx Orders**, and then select **Soft Lens**.
- Click on a patient's name in the Quick List window and drag and drop the patient on the **Rx/Orders** icon and select **Soft Lens**.

► **To create a new soft contact lens order**

**NOTE**

If soft contact lenses are to be shipped to a non-store location, such as a patient's address, the contact lens sale must be processed through the Soft Lens Order window.

1. Open the Soft Lens Order window. For more information on opening the Soft Lens Order window, go to [To open the Soft Lens Order window on page 106](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to create a new soft contact lens order.

A list of current and previous lab orders appears. By default, the details of the orders are displayed. The list includes orders on hold or processed in OfficeMate and prescriptions forwarded from ExamWRITER. To display the order prescription information, select the **Rx History** radio button. To display the order history again, select the **Order History** radio button.

3. Click an order or prescription from the list to select it.

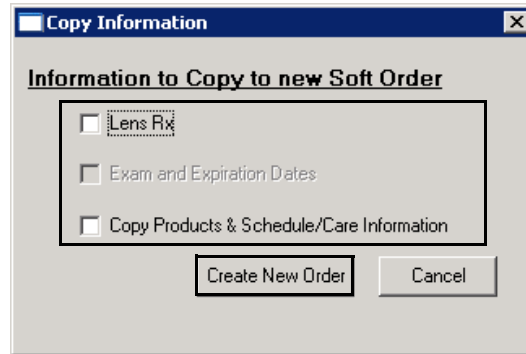
**NOTE**

By default, the most recent order entered in OfficeMate or the most recent prescription forwarded from ExamWRITER is selected.

4. If you are creating an order from a prescription forwarded from ExamWRITER, go to step 5 to continue; otherwise click **New/Copy** to create

a new order or create a new order based on an existing order and perform the following steps:

- a. Select the items that you want to copy to the new soft lens order.
- b. Click **Create New Order**.

**NOTE**

If you created an OfficeMate Rx for the patient in ExamWRITER and clicked **Create Lab Order** on the Contact Lens Rx - Final window in ExamWRITER, the Rx will automatically display in the Soft Lens Order window.

5. Type or select the exam date in the **Exam Date** text box.
6. Type or select the soft contact lens order's expiration date in the **Expiration Date** text box.
7. Type or select the service date in the **Service Date** text box.
8. Select the soft contact lens order's usage from the **Usage** drop-down menu.
9. Select the prescribing provider from the **Provider** drop-down menu.
10. If this is a VisionWeb order, perform the following steps:
  - a. Type or select an order number in the **Order No.** field.
  - b. Select a delivery location from the **Deliver To** radio buttons.
11. If this soft lens order is for trial contact lenses, select the **Trial Rx** check box.

12. Type the soft contact lens product code in the **Product Code** text box or type the soft contact lens product name in the **Lens Name** text box.

OR

Click the **?** next to the **Product Code** or **Lens Name** text box to open the **Find Product** window and search for and select a product.

OR

Place your cursor in the **Product Code** or **Name** text box and press the **Ctrl** and **P** keys at the same time to open the **Find Product** window and search for and select a product.

**NOTES**

- After you find and select a product code or lens name, information associated with the product (product code, lens name, category, manufacturer) is recorded in the Product Code, Lens Name, Category, and Manufacturer text boxes. If there is no additional information that is associated with the product, you can select appropriate options from the **Category** and **Manufacturer** drop-down menus.
- If you want to prescribe the same products for both the LT and RT, click the **=** button.

13. Type the number of soft contact lenses that you are ordering in the **Qty.** text boxes.

**NOTE**

You can record a contact lens Rx with a quantity of zero. If you enter a quantity of zero, an Invalid Data Entry dialog will appear when you record the order. Click **No** on the Invalid Data Entry dialog box to record the order with a zero quantity.

14. If the order is a VSP order, select the **VSP** radio button.

**NOTES**

- By default, the None radio button is selected.
- Prior to recording a VSP insurance order, you must obtain authorization. For information about obtaining authorization, go to [Getting Member Eligibility & VSP Authorization on page 352](#).
- If you are coordinating benefits between multiple VSP plans, select the patient's primary plan (usually the plan where Self is listed as the insured).
- If you select VSP Order, the lab order will be transmitted electronically to the lab when the fee slip is recorded.

15. Type the appropriate measurements in the **RT** and **LT** text boxes.

OR

Click green **+** icon to use the blue slider bar or the measurement buttons to add measurements to the **RT** and **LT** text boxes.

**NOTES**

- Rather than manually typing measurements, you can alternatively click the green **+** icon to expose the Rx Scale slider. You do not need to click in the individual RT or LT text boxes and then click the blue slider bar each time that you record a measurement. Simply click the blue slider bar, and the cursor automatically tabs through the yellow highlighted text boxes as you add measurements. Click the green **-** icon to hide the Rx Scale slider.
- If the RT and LT measurements are the same, click the **=** button.
- If 0 (or a blank field) is recorded for the sphere or cylinder measurements in ExamWRITER, "PLANO" and "SPH." will be displayed in the Soft Lens Order window. The Special Lab Instructions text box on the Lens Order tab will list information about the measurements.
- In OfficeMate, if you enter a 0 astigmatism (cylinder) power using the slider bar, "Sph." appears in the Cylinder box. If you enter a 0 spherical (DS) power using the slider bar, "Plano" appears in the Sphere box. You must record 0 astigmatism and spherical powers using the slider bar (and not your keyboard) in order for "Sph." and "Plano" to appear in the Cylinder and Sphere boxes.

16. If the patient has a nonprescription underlying condition, select **Balance Lens**, **No Lens, Not Recorded**, or **Prosthesis** from the **Underlying Conditions** drop-down menu.
17. Select a tint color from the **Tint** drop-down menu.

18. Select underlying conditions from the **Underlying Conditions** drop-down menus, if applicable.

19. Select appropriate Schedule/Care options from the **Wearing Schedule**, **Replenishment**, and **Disinfecting Regimen** drop-down menus.
20. Select the **MM** or **Diop** radio button in the Keratometry box and type the appropriate keratometry measurements in the **RT** and **LT** text boxes.

**NOTE**

If you want to make the LT and RT prescriptions the same measurement, click the = button.

21. Select the **Verified** or **Given** radio button in the Training box and then select the provider or staff member that verified or gave training to the patient from the **By** drop-down menu.
22. If you are ordering these soft lenses through eBay, click the **eBuy Order These Lenses** icon and go to [Viewing Rx Order Statuses on page 130](#) to complete the order.



For more information on ordering soft contact lenses through eBuy, see the “[Ordering Soft Contact Lenses with eBuy and OfficeMate](#)” document and watch the “[Ordering Contact Lenses with OfficeMate & eBuy](#)” video.

23. If this is a VSP order, perform the following steps; otherwise, go to step 24.
- Type an additional quantity in the **RT Add'l Qty** and **LT Add'l Qty** fields, as needed.
  - Select a reason for the additional quantity from the **Reason** drop-down menu as needed.

<b>NOTE</b>	Select Necessary Contact Lenses if the lenses are nonelective.
-------------	--

24. Select a contact lens source from the **Contact Lens Source** radio buttons.

This lens source...	Allows you to...
From Stock	Sell the soft lens from the current location's inventory.
From Vendor	Indicate that the soft lens will come from the vendor. If the soft lens is available at your location, you will be asked to confirm that you want the vendor to supply the product.
Lab	Indicate that the lab will supply the soft lens. If the soft lens is available at your location, you will be asked to confirm that you want to order the soft lens from lab.
DC	Indicate that the distribution center will supply the frame. If the frame is available at your location, you will be asked to confirm that you want to order the frame from the distribution center.

25. To view inventory quantities at all locations, click **Show Inventory Quantities**.

26. Enter the appropriate order tracking information.
  - a. Select the appropriate options from the **Order Lens From**, **Status**, and **Promise Date** drop-down menus
  - b. Type the **Lab Order #** and **Tray #** as needed.
  - c. At each stage of the order process, select the applicable radio button:
    - **Fit By** (automatically set when a new order is created)
    - **Ordered**
    - **Received** (automatically set when Dispensed selected)
    - **Notified**
    - **Dispensed** (automatically set when the fee slip is recorded)
  - d. Select the name of the person who completed the stage of the order and the completion date from the **Name** and **Date** drop-down menus

**NOTES**

- If you are using the Lab Interface or maintaining perpetual inventory, you must enter tracking information for each order.
- For information about tracking orders, go to [Tracking, Receiving, & Dispensing Orders in Store Locations](#) on page 126.

27. Click **Special Lab Instructions** to record lab notes.

The Special Lab Instructions window opens.

  - a. Type special instruction for the lab in the **Special Lab Instructions** field.
  - b. Click **Save** to save your notes and close the Special Lab Instructions window.
28. Click **Rx Notes** to record notes about the order.

The Rx Notes window opens.

  - a. Type any notes that you want to print on the prescription in the **Rx Notes** field.
  - b. Type any notes that you do not want to print on the prescription in the **Internal Rx Notes** field.
  - c. Click **Save** to save your notes and close the Rx Notes window.

29. To select delivery options for the completed order, click **Ship To**.

**NOTES**

- By default, the patient picks up the completed order at the current practice location. Click **Ship To** to select another delivery method.
- For more information about selecting delivery options, go to [Changing the Order Delivery Options on page 124](#).

30. To view the price of the items in the order, click **VSP Estimator**.  
The Price Order or Price Order (Calculated locally) window opens.

**NOTES**

- If the insurance plan is VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, the Price Order window sends product descriptions, fees, and wholesale costs (when necessary) to VSP Web Services and retrieves copays, coverage information, and patient out-of-pocket expenses. For more information about pricing VSP orders, go to [Pricing VSP Orders on page 362](#).
- If the insurance plan is *not* VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, but is another VSP plan, the Price Order (Calculated locally) window displays copays, coverage information, and patient out-of-pocket expenses based on the insurance plan's authorization and eligibility information.
- If you are coordinating benefits between multiple VSP plans, the price will not automatically calculate.

31. Click **Print**, select **Print Rx** or **Print Order**, if available, and follow the instructions below:
- If a Warning window opens and asks you if you want to continue printing the Rx even though the order has not been billed, click **Yes** to print the Rx or click **No** and go to step 32 to bill the order.
  - If the Report Printer Selection window opens, click **Print Rx** to print the Rx, or click **Printer Setup** to set up the printer.
  - If the Soft Contact Lens Order window opens, click **Print Order** to print the soft contact lens order, or click **Printer Setup** to set up the printer.

**NOTES**

- You cannot print an Rx order until it has been recorded on a fee slip.
- If your security privileges do not include printing orders, OfficeMate will require a User ID and Password before the order will print.

32. Click **Record** and complete one of the tasks below:
- Select **Record** to record the soft lens order and create a lab order number.
  - Select **New Order** to record the soft lens order, create a lab order number, and open a new soft lens order.
  - Select **Eyewear Order** to record the soft lens order, create a lab order number, and open a new eyewear order.
  - Select **Rigid Lens Order** to record the soft lens order, create a lab order number, and open a new rigid lens order.
  - Select **Invoice Now** to record the soft lens order, create a lab order number, and open the fee slip window so that you can bill the order. For more information on recording fee slips, go to [Recording Fee Slips & Printing Receipts on page 172](#).
  - Select **Cancel** to cancel the soft lens order.

**NOTE**

If a dialog box opens and asks if you want to create a purchase order from the recorded soft lens order, click **Yes** to open the Create PO from Lab Order window. For more information on recording purchase orders, go to [Maintaining Inventory Information on page 285](#).

► **To delete a soft contact lens order**

**NOTE**

You cannot delete a soft lens order if the status of the order has been set to Ordered, Received, Notified, or Dispensed.

1. Open the Soft Lens Order window. For more information on opening the Eyewear Order window, go to [To open the Soft Lens Order window on page 106](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to delete a soft lens order.

3. Select the soft lens order that you want you want to delete from the list.
4. Click **Delete**.

5. Click **Yes** on the Delete Confirmation window.

## Ordering Hard Contact Lenses

This section tells you how to order hard contact lenses for patients, including how

- [To open the Hard Lens Order window, 116](#)
- [To create a new hard contact lens order, 116](#)
- [To delete a hard contact lens order, 123](#)

Other sections of this chapter that you might find useful when ordering hard contact lenses include

- [Changing the Order Delivery Options, 124](#)
- [Editing Orders, 125](#)
- [Tracking, Receiving, & Dispensing Orders in Store Locations, 126](#)
- [Tracking Orders between Locations, 128](#)

► **To open the Hard Lens Order window**

Open the Hard Lens Order window using one of the following methods:

- Click the **Rx/Orders** icon and select **Hard Lens**.
- Click **Tasks** on the main window toolbar, select **Rx Orders**, and then select **Rigid Lens**.
- Right-click on a patient in the Quick List window, select **Rx Orders**, and then select **Hard Lens**.
- Right-click on the Patient Demographic, Soft Lens Order, Eyewear Order, Fee Slip, Receipts & Adjustments, or Patient Ledger window title bar, select **Rx Orders**, and then select **Hard Lens**.
- Click on a patient's name in the Quick List window and drag and drop the patient on the **Rx/Orders** icon and select **Hard Lens**.

► **To create a new hard contact lens order**

**NOTE**

If hard contact lenses are to be shipped to a non-store location, such as a patient's address, the contact lens sale must be processed through the Hard Lens Order window.

1. Open the Hard Lens Order window. For more information on opening the Hard Lens Order window, go to [To open the Hard Lens Order window on page 116](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to create a new hard contact lens order.

A list of current and previous lab orders appears. By default, the details of the orders are displayed. The list includes orders on hold or processed in OfficeMate and prescriptions forwarded from ExamWRITER. To display the order prescription information, select the **Rx History** radio button. To display the order history again, select the **Order History** radio button.

3. Click an order or prescription from the list to select it.

**NOTE**

By default, the most recent order entered in OfficeMate or the most recent prescription forwarded from ExamWRITER is selected.

4. If you are creating an order from a prescription forwarded from ExamWRITER, go to step 5 to continue; otherwise click **New/Copy** to create

For more information on creating contact lens orders, watch the "Creating Contact Lens Orders" video.

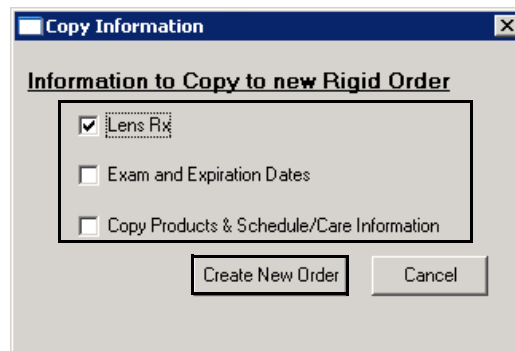
a new order or create a new order based on an existing order and perform the following steps:

- a. Select the items that you want to copy to the new hard lens order.

**NOTES**

- If you want to copy the exam and expiration date to the new order, you must select the **Lens Rx** check box first and then select the **Exam and Expiration Dates** check box.
- If you do not want to create open charges in a fee slip for this new order, select the **Do not Create Open Charges** check box.

- b. Click **Create New Order**.



**NOTE**

If you created an OfficeMate Rx for the patient in ExamWRITER and clicked **Create Lab Order** on the Contact Lens Rx - Final window in ExamWRITER, the Rx will automatically display in the Hard Lens Order window.

5. Type or select the exam date in the **Exam Date** text box.
6. Type or select the hard contact lens order's expiration date in the **Expiration Date** text box.
7. Type or select the service date in the **Service Date** text box.
8. Select the hard contact lens order's usage from the **Usage** drop-down menu.
9. Select the prescribing provider from the **Provider** drop-down menu.

10. Type the hard contact lens product code in the **Product Code** text box or type the hard contact lens product name in the **Name** text box.

OR

Click the **?** next to the **Product Code** or **Name** text box to open the **Find Product** window and search for and select a product.

OR

Place your cursor in the **Product Code** or **Name** text box and press the **Ctrl** and **P** keys at the same time to open the **Find Product** window and search for and select a product.

**NOTES**

- After you find and select a product code or lens name, information associated with the product (product code, lens name, category, manufacturer, tint) is recorded in the Product Code, Lens Name, Category, Manufacturer, and Tint text boxes. If there is no additional information that is associated with the product, you can select appropriate options from the **Category**, **Manufacturer**, **Material**, and **Tint** drop-down menus.
- If you want to prescribe the same products for both the LT and RT, click the **=** button.

11. Type the number of hard contact lenses that you are ordering in the **Qty.** text boxes.

**NOTE**

You can record a contact lens Rx with a quantity of zero. If you enter a quantity of zero, an Invalid Data Entry dialog will appear when you record the order. Click **No** on the Invalid Data Entry dialog box to record the order with a zero quantity.

12. If the order is a VSP order, select the **VSP** radio button.

**NOTES**

- By default, the None radio button is selected.
- Prior to recording a VSP insurance order, you must obtain authorization. For information about obtaining authorization, go to [Getting Member Eligibility & VSP Authorization on page 352](#).
- If you are coordinating benefits between multiple VSP plans, select the patient's primary plan (usually the plan where Self is listed as the insured).
- If you select VSP Order, the lab order will be transmitted electronically to the lab when the fee slip is recorded.



13. Type the appropriate measurements in the **RT** and **LT** text boxes.

OR

Click green **+** icon to use the blue slider bar or the measurement buttons to add measurements to the **RT** and **LT** text boxes.

**NOTES**

- Rather than manually typing measurements, you can alternatively click the green **+** icon to expose the Rx Scale slider. You do not need to click in the individual RT or LT text boxes and then click the blue slider bar each time that you record a measurement. Simply click the blue slider bar, and the cursor automatically tabs through the yellow highlighted text boxes as you add measurements. Click the green **-** icon to hide the Rx Scale slider.
- If the RT and LT measurements are the same, click the **=** button.
- If 0 (or a blank field) is recorded for the sphere or cylinder measurements in ExamWRITER, "PLANO" and "SPH." will be displayed in the Hard Lens Order window. The Special Lab Instructions text box on the Lens Order tab will list information about the measurements.
- In OfficeMate, if you enter a 0 astigmatism (cylinder) power using the slider bar, "Sph." appears in the Cylinder box. If you enter a 0 spherical (DS) power using the slider bar, "Plano" appears in the Sphere box. You must record 0 astigmatism and spherical powers using the slider bar (and not your keyboard) in order for "Sph." and "Plano" to appear in the Cylinder and Sphere boxes.

14. If you need to record more detailed information about the curvature of the lens, click the **Detail/Specialty** tab and type the appropriate measurements or use the blue slider bar or the measurement buttons to add measurements to the **RT** and **LT** text boxes.
15. If the patient has a nonprescription underlying condition, select **Balance Lens, No Lens, Not Recorded,** or **Prosthesis** from the **Underlying Conditions** drop-down menu.

16. Select blends from the **Blend** drop-down menus.

17. If this is a VSP order, perform the following steps; otherwise, go to step 18.
- Type an additional quantity in the **RT Add'l Qty** and **LT Add'l Qty** fields, as needed.
  - Select a reason for the additional quantity from the **Reason** drop-down menu as needed.

**NOTE** Select Necessary Contact Lenses if the lenses are nonelective.

18. Select the appropriate Schedule/Care options from the **Wearing Schedule**, **Replenishment**, and **Disinfecting Regimen** drop-down menus.
19. Select the **MM** or **Diop** radio button in the Keratometry box and type the appropriate keratometry measurements in the **RT** and **LT** text boxes.

**NOTE** If you want to make the RT and LT prescriptions the same measurement, click the = button.

20. Select the **Verified** or **Given** radio button in the Training box and then select the provider or staff member that verified or gave training to the patient from the **By** drop-down menu.
21. To view inventory quantities at all locations, click **Show Inventory Quantities**.
22. Select the DOT **RT**, **LT**, or **None** radio button.

23. Enter the appropriate order tracking information.
  - a. Select the appropriate options from the **Supplier**, **Status**, and **Promise Date** drop-down menus
  - b. Type the **Tray #** as needed.
  - c. At each stage of the order process, select the applicable radio button:
    - **Fit By** (automatically set when a new order is created)
    - **Ordered**
    - **Received** (automatically set if Dispensed is selected)
    - **Notified**
    - **Dispensed** (automatically set when the fee slip is recorded)
  - d. Select the name of the person who completed the stage of the order and the completion date from the **Name** and **Date** drop-down menus

**NOTES**

- If you are using the Lab Interface or maintaining perpetual inventory, you must enter tracking information for each order.
- For information about tracking orders, go to [Tracking, Receiving, & Dispensing Orders in Store Locations](#) on page 126.

24. Click **Special Lab Instructions** to record lab notes.

The Special Lab Instructions window opens.

  - a. Type special instruction for the lab in the **Special Lab Instructions** field.
  - b. Click **Save** to save your notes and close the Special Lab Instructions window.
25. Click **Rx Notes** to record notes about the order.

The Rx Notes window opens.

  - a. Type any notes that you want to print on the prescription in the **Rx Notes** field.
  - b. Type any notes that you do not want to print on the prescription in the **Internal Rx Notes** field.
  - c. Click **Save** to save your notes and close the Rx Notes window.

26. To select delivery options for the completed order, click **Ship To**.

#### NOTES

- By default, the patient picks up the completed order at the current practice location. Click Ship To to select another delivery method.
- For more information about selecting delivery options, go to [Changing the Order Delivery Options on page 124](#).

27. To view the price of the items in the order, click **VSP Estimator**.  
The Price Order or Price Order (Calculated locally) window opens.

#### NOTES

- If the insurance plan is VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, the Price Order window sends product descriptions, fees, and wholesale costs (when necessary) to VSP Web Services and retrieves copays, coverage information, and patient out-of-pocket expenses. For more information about pricing VSP orders, go to [Pricing VSP Orders on page 362](#).
- If the insurance plan is *not* VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, but is another VSP plan, the Price Order (Calculated locally) window displays copays, coverage information, and patient out-of-pocket expenses based on the insurance plan's authorization and eligibility information.
- If you are coordinating benefits between multiple VSP plans, the price will not automatically calculate.

28. Click **Print**, select **Print Rx** or **Print Order**, if available, and follow the instructions below:
- If a Warning window opens and asks you if you want to continue printing the Rx even though the order has not been billed, click **Yes** to print the Rx or click **No** and go to step 29 to bill the order.
  - If the Report Printer Selection window opens, click **Print Rx** to print the Rx, or click **Printer Setup** to set up the printer.
  - If the Hard Contact Lens Order window opens, click **Print Order** to print the hard contact lens order, or click **Printer Setup** to set up the printer.

**NOTES**

- You cannot print an Rx order until it has been recorded on a fee slip.
- If your security privileges do not include printing orders, OfficeMate will require a User ID and Password before the order will print.

29. Click **Record** and complete one of the tasks below:
- Select **Record** to record the hard lens order and create a lab order number.
  - Select **New Order** to record the hard lens order, create a lab order number, and open a new soft lens order.
  - Select **Eyewear Order** to record the hard lens order, create a lab order number, and open a new eyewear order.
  - Select **Soft Lens Order** to record the hard lens order, create a lab order number, and open a new soft lens order.
  - Select **Invoice Now** to record the hard lens order, create a lab order number, and open the fee slip window so that you can bill the order. For more information on recording fee slips, go to [Recording Fee Slips & Printing Receipts on page 172](#).
  - Select **Cancel** to cancel the soft lens order.

► **To delete a hard contact lens order**

**NOTE**

You cannot delete a hard lens order if the status of the order has been set to Ordered, Received, Notified, or Dispensed.

1. Open the Hard Lens Order window. For more information on opening the Hard Lens Order window, go to [To open the Hard Lens Order window on page 116](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to delete a hard lens order.
3. Select the hard lens order that you want you want to delete from the list.

#### 4. Click **Delete**.

#### 5. Click **Yes** on the Delete Confirmation window.

## Changing the Order Delivery Options

You can assign a ship-to location if the patient would prefer to pick the order up from another location within your practice or would prefer to have the order shipped to his or her home or another address. By default, the order is shipped to your current practice location. To change the ship-to location, perform the following steps:

1. Open the Eyewear Order, Soft Lens Order, or Hard Lens Order window and find and select the order that you want to edit. For information on opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#). For information on opening the Soft Lens Order window, go to [To open the Soft Lens Order window on page 106](#). For information on opening the Hard Lens Order window, go to [To open the Hard Lens Order window on page 116](#).
2. Click the **Lens Order** tab.
3. Click **Ship To**.  
The **Ship To** window opens.
4. Select a destination for the completed order:
  - Select the **Patient to pick up** radio button to ship the order to your current practice location.
  - Select the **Ship to patient address** radio button to ship the order to the patient's address on file.
  - Select the **Ship to store** radio button and select another practice location from the drop-down menu.
  - Select the **Ship to other address** radio button and type the address in the fields provided.
5. Select a shipping priority from the **Shipping Method** drop-down menu.

- Select a carrier from the **Ship Via** drop-down menu.

- Click **Save** to save your changes.
- Continue to create or edit the order. Refer to the section applicable to the type of order for more information:
  - [To create a new eyewear order, 92](#)
  - [To create a new soft contact lens order, 106](#)
  - [To create a new hard contact lens order, 116](#)

## Editing Orders

This section tells you how to edit eyewear, soft contact lens, and hard contact lens orders after recording them on fee slips.

### NOTES

- To edit Rx orders after recording them on fee slips, you must set up the following information:
  - From OfficeMate Administration, click **Setup**, select **Preferences**, click the **Lab Orders** tab, select the **Yes** radio button next to the **Allow Lab Order Edits after Fee Slip Has been Billed** preference, and click **OK**.
  - From OfficeMate Administration, click **Setup**, select **Security**, and ensure that the user has a role assigned to him or her that allows him or her to edit lab orders after fee slips have been billed.
  - If you edit Rx orders after recording them on fee slips, any edits that you record in the Rx orders will not be reflected on the fee slips or in billing records (i.e., no new open charges will be created).

- Open the **Eyewear Order**, **Soft Lens Order**, or **Hard Lens Order** window and find and select the order that you want to edit. For information on

opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#). For information on opening the Soft Lens Order window, go to [To open the Soft Lens Order window on page 106](#). For information on opening the Hard Lens Order window, go to [To open the Hard Lens Order window on page 116](#).

2. Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to edit an order.
3. Select the order that you want you want to edit.
4. Click **Edit Lab Order**.

**Eyewear Order for Patient: Carrie Damschroder**

Last: Damschroder First: Carrie F2 Find Order Total: 120.00 Location: Barranca Store

Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
1	7/22/2010	BF GH170 FT 28 Cr		5/26/2010	4/20/2011	Barranca Store			
2	7/22/2010	BF GH170 FT 28 Cr		5/14/2010	4/20/2011	Barranca Store	12473		
3	7/21/2010	BF GH170 FT 28 Cr		4/20/2010	4/20/2011	Barranca Store	12455		
4									
5									

**Rx Prescription** | Lens Order | Frame Order

Exam Date: 04/20/2010 | VSP Order | VSP Private Lab Order | None | Order No.: 7226  
 Exp Date: 04/20/2011 | Provider: Damschroder, Carrie | Recorded By: Damschroder, Carrie | Fee Slip No.: 12473  
 Usage: | Entry Date: 05/14/2010

	Sphere	Cylinder	Axis	Add	H Prism BS	V Prism BS	Seg Ht	BC	CT	OC	Underlying Conditions
OS	-5.00	-5.00	085	+4.50	5.25BI	5.25BU	18.50	+2.00	2.5	19.5	
OD	-5.00	-5.00	085	+4.50	5.25BI	5.25BU	18.50	+2.00	2.5	19.5	

Rx Notes (Will print on the Rx)

The Edit Lab Order Warning! window opens.

5. Click **Yes** to continue.

**Edit Lab Order Warning!**

Changes to the lab order will not create new open charges or update the recorded Fee slip.  
Do you want to continue?

Yes No

6. Follow the instructions in [To create a new eyewear order on page 92](#) to edit eyewear order information. Follow the instructions in [To create a new soft contact lens order on page 106](#) to edit soft contact lens information. Follow the instructions in [To create a new hard contact lens order on page 116](#) to edit hard contact lens information.

## Tracking, Receiving, & Dispensing Orders in Store Locations

This section tells you how to track eyewear, soft contact lens, and hard contact lens orders through the order and delivery process.

1. Open the Eyewear Order, Soft Lens Order, or Hard Lens Order window and find and select the order that you want to track. For information on opening the Eyewear Order window, go to [To open the Eyewear Order window on page 92](#). For information on opening the Soft Lens Order window, go to [To open the Soft Lens Order window on page 106](#). For information on opening



the Hard Lens Order window, go to [To open the Soft Lens Order window on page 106](#).

2. Select the name of the vendor from which you ordered lenses, if applicable, from the **Order Lens From** (for eyewear orders) or **Supplier** (for soft and hard contact lens orders) drop-down menu.

**NOTES**

- The vendor that you select from the Order Lens From and Supplier drop-down menus must be set up to provide lab products and services.
- If your practice uses the Lab Interface, the Order Lens From drop-down menu is required and determines which lab receives the order.

3. Select an order status from the **Status** drop-down menu.

**NOTE**

If your practice uses the Lab Interface, the Status drop-down menu is required and, depending on the status selected, triggers the lab order to be sent to the lab electronically.

4. If you want to record the lab order number, type the lab order number in the **Lab Order #** text box.
5. If you want to record the lab order tray number, type the tray number in the **Tray #** text box.
6. Type or select the date you promise the eyewear order will be available to the patient in the **Promise Date** text box.
7. Type special instructions, if applicable, in the **Special Lab Instructions** text box.
8. Select one of the following tracking radio buttons:
  - **Fit By** to indicate that the order was recently fit by a doctor or staff member.
  - **Ordered** to indicate that the order was placed.
  - **Received** to indicate that the order was received.
  - **Notified** to indicate that the patient was notified that the order was received.
  - **Dispensed** to indicate that the order was dispensed.
  - **Canceled** to indicate that the order was canceled.

**NOTES**

- Lab order reports are generated based on the radio button that you select. For more information on reports, see [Creating & Printing Reports & Statements on page 367](#).
- If you cancel an order, you may need to notify the lab of the cancellation.

9. Select the name of the doctor or staff member who fit, ordered, received, notified, or dispensed the order from the **Name** drop-down menu.
10. Select or type the date the order was fit, ordered, received, notified, or dispensed in the **Date** text box.

11. Click **Record** and complete one of the tasks below:
  - Select **Record** to save the tracking information that you recorded.
  - Select **New Order** to save the tracking information that you recorded, create a lab order number (if one was not already created), and open a new order.
  - Select **Eyewear Order** to record the order, create a lab order number (if one was not already created), and open a new eyewear order.
  - Select **Soft Lens Order** to record the order, create a lab order number (if one was not already created), and open a new soft lens order.
  - Select **Rigid Lens Order** to record the eyewear order, create a lab order number (if one was not already created), and open a new rigid lens order.
  - Select **Invoice Now** to record the order, create a lab order number (if one was not already created), and open the fee slip window so that you can bill the order. For more information on recording fee slips, go to [Recording Fee Slips & Printing Receipts on page 172](#).
  - Select **Cancel** to cancel the tracking information that you recorded.

**NOTE**

If the OMATE window opens and asks if you want to create a purchase order from the recorded order, click **Yes** to open the Create PO from Lab Order window. For more information on recording purchase orders, go to [Maintaining Inventory Information on page 285](#).

## Tracking Orders between Locations

If you are maintaining perpetual inventory, OfficeMate allows you to manage the flow of products between your stores, internal distribution centers, and internal labs and account for the value of inventory in transit. This section tells you how to track products through the order, fulfillment, and delivery process.

- [To transfer products for Rx orders between locations, 128](#)
- [To track receipt of products for Rx orders, 130](#)
- [To track the dispensation of Rx orders, 130](#)

► **To transfer products for Rx orders between locations**

1. From the OfficeMate main window, click **Tools**, select **Inventory**, and select **Pick Product for Job and Ship Job to Location**.

The **Pick Ticket and Transfer to Location** window opens.

2. Select the type of order from the **Order Type** drop-down menu.
3. Type the order number in the **Lab Order #** text box.

**NOTE**

Ideally, if a store chooses a product from your location's stock, the user creating the order will call you to ensure the product is in fact available and communicate the order number. If you don't know the order number, locate it in the Rx Order Status window. For information about using the Rx Order Status window, go to [Viewing Rx Order Statuses on page 130](#)

4. Click **Get Lab Order**.

The product information is displayed.

**NOTE**

OfficeMate may display an error that tells you the lab order cannot be found for the following reasons:

- The order type or order number have not been entered correctly.
- The fee slip associated with the order has not been closed.
- The Lab Order Source radio buttons on the Order tab do not reflect that the product is being supplied by your location.
- Your location was not selected from the Inventory Quantities table or window.

These situations need to be corrected before inventory can be tracked between locations.

## 5. Depending on whether you are in a store, a distribution center, or a lab, perform the following steps to pull stock from inventory for transfer:

**If you are in this type of location...****Perform these steps...**

Distribution Center or Store

- a. Pull the product from inventory.
- b. Click **Picked Product for Job**.  
Quantity on hand is reduced.
- c. Send the product to lab or to the store if this isn't a lab job.

Lab

When the product is received:

- a. Click **Product Received**.  
Quantity committed and in process is increased.
- b. Prepare the lab portion of the order.

When the order is completed:

- a. Click **Shipped to Location**.  
Quantity committed and in process is decreased and quantity in transit is increased.
- b. Send the order to store.

6. Click **Cancel** to close the Pick Ticket and Transfer to Location window.**NOTE**

To complete the inventory transfer, the location receiving the product will mark the order as received. For more information, go to [To track receipt of products for Rx orders on page 130](#).

► **To track receipt of products for Rx orders**

1. Open the Eyewear Order, Soft Lens Order, or Hard Lens Order window and find and select the order that you want to track.
2. Click the **Order** tab.
3. Click the **Received** radio button.
4. Select your name from the **Name** drop-down menu.
5. Click **Record**.

The quantity committed and the quantity in process are increased.

For more information on updating an order status, go to [Tracking, Receiving, & Dispensing Orders in Store Locations on page 126](#).

► **To track the dispensation of Rx orders**

1. Open the Eyewear Order, Soft Lens Order, or Hard Lens Order window and find and select the order that you want to track.
2. Click the **Order** tab.
3. Click the **Dispensed** radio button.
4. Select your name from the **Name** drop-down menu.
5. Click **Record**.

The quantity committed and the quantity in process are decreased.

For more information on updating an order status, go to [Tracking, Receiving, & Dispensing Orders in Store Locations on page 126](#).

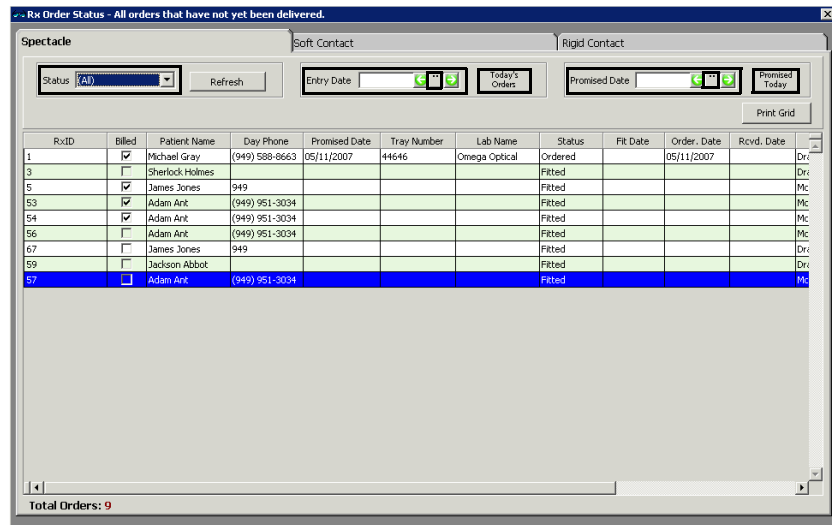
## Viewing Rx Order Statuses

For more information on viewing Rx order statuses, watch the ["Using Rx Status"](#) video.

This section tells you how to view the status of eyewear, soft contact lens, and hard contact lens orders that you've already recorded.

1. Open the Rx Order Status window using one of the following methods:
  - Click the **Rx/Orders** icon and select **Rx Status**.
  - Click **Tasks** on the main window toolbar, select **Rx Orders**, and then select **Rx Status**.
2. Click the **Spectacle**, **Soft Contact**, or **Rigid Contact** tab.

3. Search for the status of Rx orders using one of the following methods:
  - Select an order status from the **Status** drop-down menu.
  - Type or select an order entry date in the **Entry Date** text box.
  - Click **Today's Orders** to view the status of today's orders.
  - Type or select an order promise date in the **Promised Date** text box.
  - Click **Promised Today** to view the status of orders promised today.

**NOTES**

- Click **Refresh** to refresh the Rx Order status grid that is displayed.
- Click **Print Grid** to print the Rx Order Status grid displayed in the window.
- Click the green and white arrows next to the Entry Date and Promised Date text boxes to move forward or backward one day and display that new date's Rx order statuses.

For more information on ordering soft contact lenses through eBuy, see the "Ordering Soft Contact Lenses with eBuy and OfficeMate" document and watch the "Ordering Contact Lenses with OfficeMate & eBuy" video.

4. If you are ordering soft contact lenses through eBuy, click the button in the **eBuy** column to open Eyefinity.com and submit your order.

## Returning Products

This section tells you how to return products and refund money to patients and insurance carriers, including how

- To open the Fee Slip Item Return window, 132
- To return products, 132

► To open the Fee Slip Item Return window

Open the Fee Slip Item Return window using one of the following methods:

- ❖ Open the order by performing the following steps:
  - a. Open the Eyewear Order, Hard Lens Order, or Soft Lens Order window. For more information on opening these windows, go to [To open the Eyewear Order window on page 92](#), [To open the Soft Lens Order window on page 106](#), or [To open the Hard Lens Order window on page 116](#).
  - b. Select the order that contains the item you want to return.

**NOTE** You must select an order that has been invoiced. If the item has been invoiced, a fee slip number will appear in the Fee Slip # column.

- c. Click **Return**.

**NOTE** The Return button is grayed out if the order selected in step b has not been invoiced.

The screenshot shows the 'Eyewear Order for Patient: Sally Patient' window. At the top, it displays 'Last Patient: First Sally' and 'F2 Find'. The 'Order Total' is 510.00 and the 'Location' is Fullerton Store. Below this is a 'Lab Order History' table with the following data:

Order #	Exam Date	Product Name	Usage	Entry Date	Exp. Date	Location	Fee Slip #	Lab Order #	Ordered
1	12/30/2008	BF 25 Plastic	Multifocal	11/6/2009	12/30/2010	Fullerton Store	194		<input type="checkbox"/>
2	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			<input type="checkbox"/>
3	12/30/2008			12/30/2008	12/30/2010	Fullerton Store			<input type="checkbox"/>
4	12/30/2008	BF 25 Plastic		12/30/2008	12/30/2010	Fullerton Store	192		<input type="checkbox"/>
5	12/11/2008			12/29/2008	12/29/2010	Fullerton Store			<input checked="" type="checkbox"/>

Below the table is the 'Rx Prescription' form. It includes fields for Exam Date (12/30/2008), Exp Date (12/30/2010), Usage (Multifocal), Provider (Doctor, Johnny), and Recorded By (Doctor, Johnny). There are also tabs for 'Lens Order' and 'Frame Order'. The 'Rx Notes' field is empty. On the right side, there is a sidebar with buttons: Record, Cancel, Delete, New / Copy, Rejo, Print, Price Order, Ins. Glance, Return, and VSP Orders. The 'Return' button is highlighted.

- ❖ Click **Tasks** and select **Return Product**.

**NOTE** Open the Fee Slip Item Return window from the Tasks menu only if you already know the fee slip number.

► To return products

1. Open the Fee Slip Return window. For more information on opening the Fee Slip Item Return window, go to [To open the Fee Slip Item Return window on page 132](#).
2. Enter the fee slip number in the **Fee Slip #** text box, as needed, and click **Get Slip**.

3. Select the product(s) that you need to return using the following methods:
  - Click the check box(es) to select or deselect the product(s) you want to return.
  - Click **Select All** to select all of the products on the fee slip.
  - Click **Unselect All** to clear the check boxes.

**NOTES**

- Only items billed on the fee slip appear on the Fee Slip Item Return window.
- Items highlighted in red have already been returned. You cannot select an item that has already been returned.

4. For each of the products being returned, perform the following steps:
  - a. Type the quantity of the product being returned in the **Qty Ret** column.
  - b. Type the amount of money that is withheld from the refund in the **Non-Refund Amt** column, as needed. For example, a restocking fee is an amount that is withheld from a refund.
  - c. Select a description for the nonrefunded amount from the **Non-Refund Reason** drop-down menu.
  - d. Select the **Do NOT update inventory** check box if you do not want to add the returned product back into the store's inventory.

**NOTE**

The product's quantity on hand will not be updated if you select the Do NOT update inventory check box.

- e. Select the **Refund Co-Pay** check box to refund the patient's copayment as needed.
5. Select a reason for the return from the **Reason for Return** drop-down menu.
  6. Type notes, as needed, in the **Comments** text box.

7. Select the **On Account** check box to allow the patient to use the money toward future purchases rather than returning the money to the patient.

OR

Click the **Check**, **Cash**, **Debit**, **Credit**, or **Other** tab and follow the instructions below for the payment method that you selected.

**NOTES**

- The On Account check box and the Check, Cash, Debit, Credit, and Other tabs are not available if no patient payment has been recorded for the return items.
- You can select multiple refund methods; however, in order to avoid double-posting refunds, you must correct any errors that you make when you enter the refund amount *before* you click another refund tab and enter additional refund amounts.

- If you are recording a check refund, type the amount, check number, and bank routing number, as needed, in the **Amount** and **Check #**, and **Bank #** text boxes.

**NOTE**

The Check # and Bank # fields are for the practice's banking information. These fields are informational only and are not required.

The screenshot shows a software interface for recording a refund. At the top left, there is a checkbox labeled "On Account" which is currently unchecked. Below this, there are five tabs: "Check", "Cash", "Debit", "Credit", and "Other". The "Check" tab is selected and highlighted. Under the "Check" tab, there are three input fields: "Amount" (containing "42.80"), "Check #" (empty), and "Bank #" (empty). At the bottom of the form, there is a "Total Refund" field containing "42.80".

- If you are recording a cash refund, type the refund amount in the **Amount** text box.

**NOTE**

The Tendered check box is not required and does not effect accounting or reporting.

The screenshot shows the same software interface as above, but with the "Cash" tab selected and highlighted. The "Amount" field still contains "42.80". Below it, there are two new input fields: "Tendered" (empty) and "Change" (containing "0.00"). The "Total Refund" field at the bottom still contains "42.80".



- If you are recording a debit refund, type the refund amount in the **Amount** text box and select the debit card type from the **Type** drop-down menu.

The screenshot shows a software interface for recording a refund. At the top left, there is a checkbox labeled "On Account" which is currently unchecked. Below this, there are five tabs: "Check", "Cash", "Debit", "Credit", and "Other". The "Debit" tab is selected and highlighted. In the center, there are two input fields: "Amount" with the value "42.80" and "Type" with a dropdown menu showing "Visa". At the bottom, there is a "Total Refund" field with the value "42.80".

- If you are recording a credit card refund type, type the refund amount in the **Amount** text box and select the credit card type from the **Type** drop-down menu.

The screenshot shows the same software interface as the previous one, but with the "Credit" tab selected. The "Amount" field still contains "42.80", and the "Type" dropdown menu now shows "American Express". The "Total Refund" field at the bottom still shows "42.80".

- If you are recording another refund type, type the refund amount in the **Amount** text box and select the refund type from the **Type** drop-down menu.

The screenshot shows the same software interface, but with the "Other" tab selected. The "Amount" field still contains "42.80", and the "Type" dropdown menu now shows "Gift Certificate". The "Total Refund" field at the bottom still shows "42.80".

8. Select the **Apply Refund to Patient** check box to apply the insurance refund to the patient's account for a future purchase.

9. Select the **Rx Order Status, mark as CANCELED** check box to cancel the lab order, as needed.

**NOTES**

- Marking the Rx Order Status as canceled cancels any associated orders in OfficeMate. You may need to notify the lab of the cancellation.
- Insurance refunds can only be held on account for the insurance company or on account for the patient. The insurance refund cannot be paid to the patient.
- The Apply Refund to Patient check box is not available if the insurance payment has not yet been applied to the return items in the Receipts & Adjustments.

Fee Slip Item Return for: Sally Patient

Recorded by: Doctor, Johnny      Fee Slip #: 194      Get Slip

	Product Returned	Qty	Qty Ret.	Non-Refund Amt.	Non-Refund Reason	Do NOT update inventory	Refund Co-Pay	Date Returned	Pat. Charge	Pat. Co-Pay	Pat. Return	Pat. Payment	Pat. Refund	Ins. Charge	Ins. Return	Ins. Payments
<input checked="" type="checkbox"/>	Coach Hayley	1	1	10.00	Restocking fe	<input type="checkbox"/>		1/6/2009	23.60	15.00	23.60	36.60	13.60	78.29	78.29	0.00
<input type="checkbox"/>	BF 25 Plastic	1	1			<input type="checkbox"/>			0.00	15.00	0.00	15.00	0.00	181.82	181.82	0.00
<input type="checkbox"/>	BF 25 Plastic	1	1			<input type="checkbox"/>			0.00	15.00	0.00	15.00	0.00	181.82	181.82	0.00
<input type="checkbox"/>	65600	1	1			<input type="checkbox"/>			133.75	0.00	133.75	133.75	133.75	0.00	0.00	0.00

Pat. Charge: 23.60    Pat. Co-Pay: 15.00    Pat. Return: 23.60    Pat. Pmt: 36.60    Pat. Ref: 13.60    Ins. Charge: 78.29    Ins. Return: 78.29    Ins. Pmt: 0.00    Ins. Refund: 0.00

**NOTE: All Insurance Refunds are On Account.**      Patient Balance: 0.00

Apply Refund to Patient (On Account)

Reason for Return: Wrong Frame

Patient Refund Method:

On Account

Check    Cash    Debit    Credit    Other

Amount: 13.60

Check #: \_\_\_\_\_

Bank #: \_\_\_\_\_

Total Refund: 13.60

Comments:

RX Order Status, mark as CANCELLED

Record      Cancel

10. Click **Record** to complete the return.

**NOTE**

If you return all of the items on a purchase order, the purchase order is cancelled.

## In this chapter:

- [Assigning Recall Dates to Patients, 137](#)
- [Creating Recall Letters, 138](#)
- [Printing Recall Correspondences, 140](#)

For more information on recalling patients, watch the ["Recalls"](#) video.

Recall schedules describe when a patient will be selected for a recall and, if they do not respond, how often and when to make other recall attempts.

## Assigning Recall Dates to Patients

You can assign up to three recall schedules to a patient in the Patient Demographic window.

1. Open a patient record. For more information, see [Creating & Opening Patient Records on page 13](#).
2. Click the **Recall** tab in the Patient Demographic window.

### NOTE

You can view the recall history for the patient in the **Recall History** box.

3. Select recall types from the **Recall Type** drop-down menus.

- To change the recall date, type or select the number of months until the next recall in the **Months to Recall** text box or type or select a recall date in the **Next Recall** text box.

**NOTE**

If the patient has an insurance plan with an eligibility period, the number of eligible months between exams will appear in the **Eligibility (months)** text box after you select a recall type.

Patient: Carrie Damschroder 30 949123566 Carrie Damschroder 123-45-7899 Balance: \$226.99

Demographic | Insurance | Marketing | Notes | **Recall** | Financial Info | Correspondence Hx | HIPAA | Documents | VSP History | Patient Exams

Recall For Carrie Damschroder

Recall Type	Months to Recall	Next Recall	Eligibility (months)	Location
6 mos Followup	3	09/21/2010		Barranca Store
	0			
	0			

Recall History

Print Date	Recall Type	Document Printed	Notice #	Location

Patient # 21091  
HIPAA  
OK  
Cancel  
New  
F2 Find  
Letters  
Ledger  
Label  
Glance  
ExamWRITER  
Find Appts  
Orders

## Creating Recall Letters

For more information on creating recall letters using the Maintain Documents window, go to [Maintaining Documents on page 563](#).

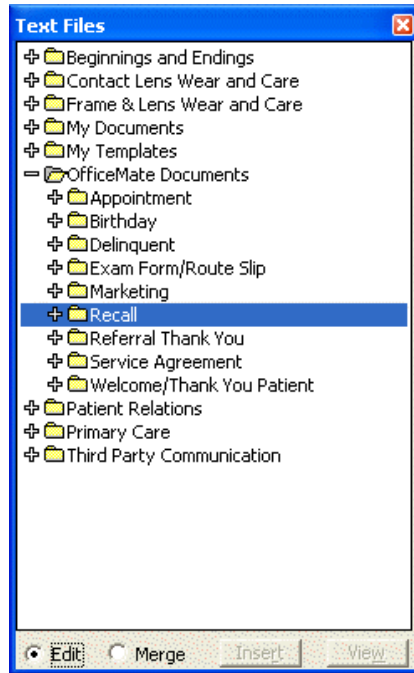
This section tells you how to create recall letters to send to your patients including how

- [To create a new recall letter, 138](#)
- [To modify a recall letter, 139](#)

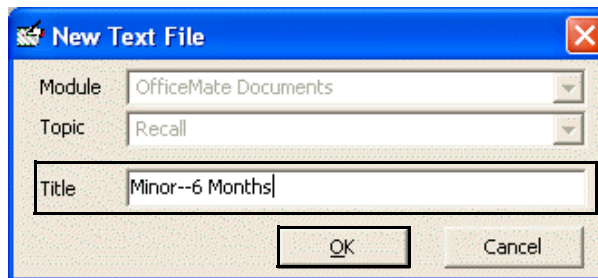
► **To create a new recall letter**

- Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window opens.
- Click **Setup** and select **Letters or Postcards**. The Setup Letters or Setup Postcards window opens.
- Click the **OfficeMate Documents** folder.

- Click the **Recall** folder.



- Click **File** on the CARE from OfficeMate or Maintain Documents window toolbar and select **New**.  
The New Text File window opens.
- Type a title for the new text file in the **Title** box.
- Click **OK**.

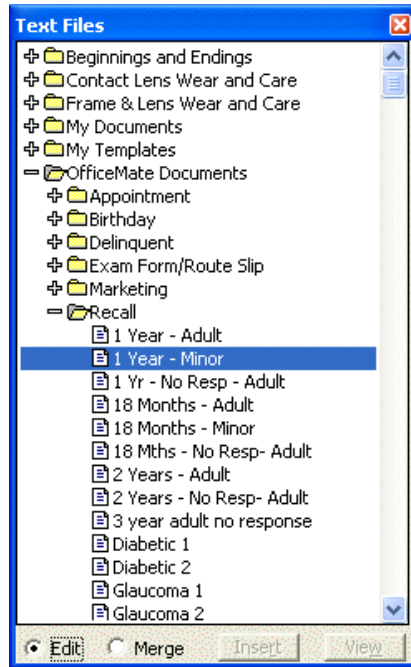


- Type the letter in the word processing window.
- Click **File** on the Maintain Documents window toolbar and select **Save**.

► **To modify a recall letter**

- Click **Tasks** on the main window toolbar and select **Maintain Documents**.  
The Maintain Documents window opens.
- Click **Setup** and select **Letters or Postcards**.  
The Setup Letters or Setup Postcards window opens.
- Click the **OfficeMate Documents** folder.
- Click the **Recall** folder.

- Click on the name of the text file that you want to modify.



- Edit the text in the word processing window.
- Click **File** on the CARE from OfficeMate or Maintain Documents window toolbar and select **Save**.

## Printing Recall Correspondences

You can print recall correspondences any time that it is convenient. Follow the instructions below

- [To print recall correspondence, 140](#)
- [To print a list of patients that you want to recall, 143](#)
- [To print labels for patients that you want to recall, 146](#)

### ► To print recall correspondence

**NOTE** Print recall correspondence using 8½" × 11" paper stock or office letterhead, or postcard stock with four cards on 8½" × 11" sheets.

- Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Recall [MU]**.

The Process Recalls window opens.

#### NOTES

- Click **History** to view the recall correspondence printing history.
- Click **Printer Setup** to set up the printer or select a printer other than the default OfficeMate printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).

2. Select a communication preference for the recall correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
3. Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to whom you can send recall correspondences.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print recall correspondence for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print recall correspondences for patients with last names that begin with G–Z.

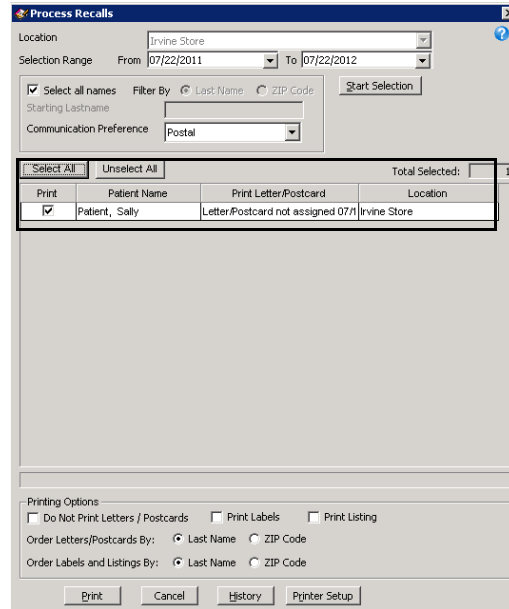
A list of patients meeting your selection criteria is displayed.

4. Select or deselect patients by clicking the check box in the **Print** column.

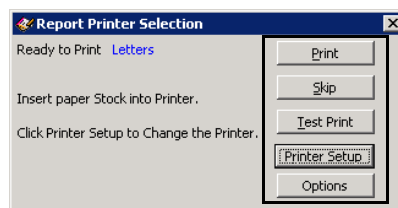
**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

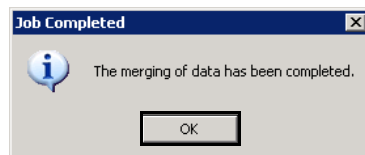
- Select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button to sort the recall correspondences that you are printing by last name or ZIP code.



- Click **Print** to print the recall correspondences.  
The Report Printer Selection window opens. Click one of the following buttons:
  - Print** to print the recall correspondences for the selected patients.
  - Skip** to skip the current print selection and go to the next print selection.
  - Test Print** to print a sample recall correspondence.
  - Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).
  - Options** (for postcards) to select a printing method.



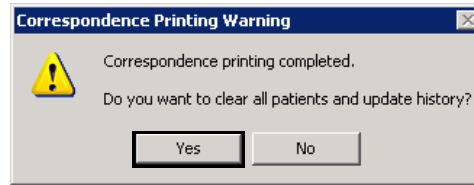
- Click **OK** in the Job Completed window.



The Correspondence Printing Window opens.



- Click **Yes** in the Correspondence Printing Warning window if you are finished printing this group of recall correspondence and you want to update the patient demographic information and recall history.



► To print a list of patients that you want to recall

**NOTE** Print lists using 8½" × 11" paper stock.

- Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Recall [MU]**.

The Process Recalls window opens.

**NOTES**

- Click **History** to view the recall correspondence printing history.
- Click **Printer Setup** to set up the printer or select a printer other than the default OfficeMate printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).

- Select a communication preference for the recall list from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).

- Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to include in the recall list.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to include patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will include patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

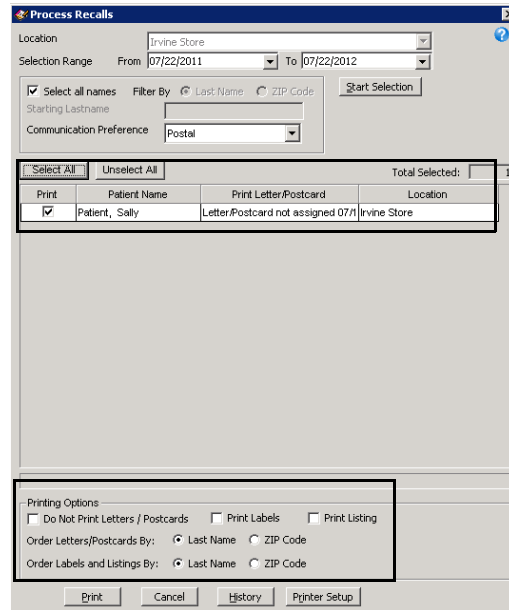
- Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

- Select the **Print Listing** check box and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the recall list that you are printing by last name or ZIP code.

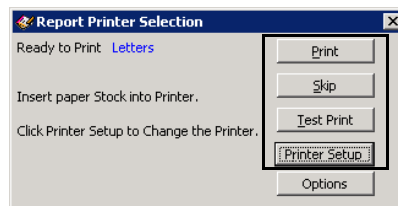
6. Select the **Do Not Print Letters/Postcards** check box.



7. Click **Print** to print the recall list.

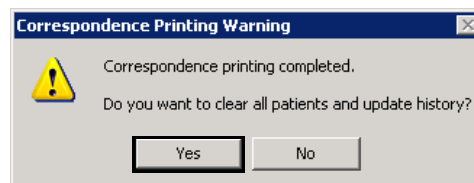
The Report Printer Selection window opens. Click one of the following buttons:

- **Print** to print the recall list for the selected patients.
- **Skip** to skip the current print selection and go to the next print selection.
- **Test Print** to print a sample recall list.
- **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).



The Correspondence Printing Window opens.

8. Click **Yes** in the Correspondence Printing Warning window if you are finished printing this recall list and you want to update the patient demographic information and recall history.



► To print labels for patients that you want to recall

**NOTE** Print labels using Avery 5260 compatible white rectangular labels.

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Recall [MU]**.

The Process Recalls window opens.

**NOTES**

- Click **History** to view the recall correspondence printing history.
- Click **Printer Setup** to set up the printer or select a printer other than the default OfficeMate printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).

2. Select a communication preference for the recall labels from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).

- Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range for whom you can print recall labels.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print recall labels for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print recall labels for patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

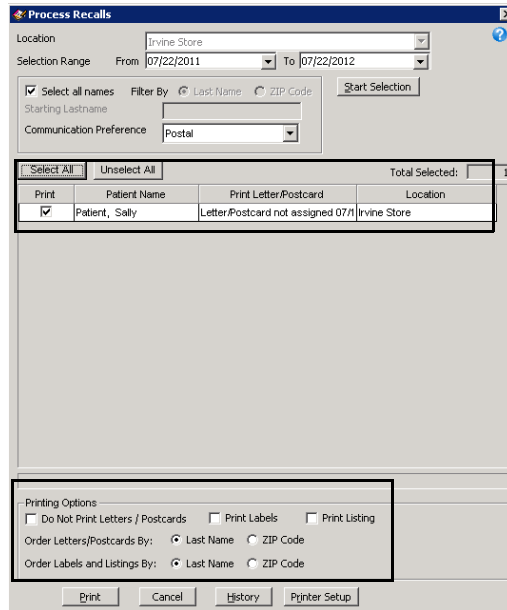
- Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

- Select the **Print Labels** check box and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the recall labels that you are printing by last name or ZIP code.

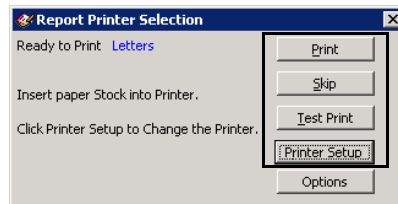
6. Select the **Do Not Print Letters/Postcards** check box.



7. Click **Print** to print the recall labels.

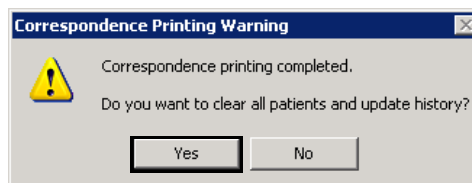
The Report Printer Selection window opens. Click one of the following buttons:

- **Print** to print the recall labels for the selected patients.
- **Skip** to skip the current print selection and go to the next print selection.
- **Test Print** to print a sample recall label.
- **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).



The Correspondence Printing Window opens.

8. Click **Yes** in the Correspondence Printing Warning window if you are finished printing this group of recall labels and you want to update the patient demographic information and recall history.



# Creating & Recording Fee Slips

# 6

For more information on fee slips, watch the “Fee Slips” video.

## In this chapter:

- [Creating & Opening Fee Slips, 150](#)
- [Recording Information on Fee Slips, 151](#)
- [Holding Fee Slips, 171](#)
- [Editing Fee Slips, 168](#)
- [Modifying & Deleting Fee Slips on Hold, 172](#)
- [Recording Fee Slips & Printing Receipts, 172](#)
- [Voiding Fee Slips, 176](#)
- [Viewing & Printing Claim Forms, 177](#)

After you sell a product or service, record the charges and payments for the product or service on a fee slip.

## Creating & Opening Fee Slips

For more information on navigating fee slips, watch the “[Fee Slips](#)” video.

1. Open the Fee Slip window using one of the following methods:
  - Click the **Fee Slips** icon.
  - Click **Tasks** on the main window toolbar and select **Fee Slip**.
  - Right-click on a patient in the Quick List window and select **Fee Slip**.
  - Right-click on the Patient Demographic, Eyewear Order, Hard Lens Order, Soft Lens Order, Receipts & Adjustments, or Patient Ledger window title bar and select **Fee Slip**.
  - Click on a patient’s name in the Quick List window and drag and drop the patient on the **Fee Slip** icon.
  - On the Rx Order window, click **Record** and select **Invoice Now**.

### NOTES

- Enter search information in the Last and First name text boxes and click **F2 Find** to find the patient for which you want to create a new fee slip.
- If a lab order has not been invoiced, a warning message appears on the fee slip stating that one or more lab orders are in process. If the lab order is for a trial lens, or if the quantity on the Rx is 0, then no warning message appears.
- Type a fee slip number in the **Fee Slip #** text box and click **Get Slip** to view other fee slips for the patient, if available.

2. If you set up your preferences and user security roles to display a pop-up Patient Open Charges window and the patient has open charges, the charges are displayed. If you did not set up your preferences to display a pop-up Patient Open Charges window, but you did set up user security roles to close patient open charges, click **Open Charges** to open the Patient Open Charges window. Chose one of the following opens when the Patient Open Charges window is open:
  - Click the red check marks to deselect items that you do not want to add to the fee slip or delete and then click **Post** to add the selected open charges to the fee slip or click **Close Charges** to delete the selected open charges.
  - If the exam was recorded in Eyefinity EHR, you may be asked to select a product or service that is applicable to the patient’s exam. This happens only if the procedure code is associated with multiple products in the OfficeMate database.
  - If you do not want to post or delete the open charges, click **Exit Without Posting** to close the Patient Open Charges window. Deselected items





► To record product & service information

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Select product names and codes using one of the following methods:
  - Type the product name or code in a **Product Name/Code** empty cell.

**NOTES**

- If you type the product name and code in the Product Name/Code cell and you assign the item to an insurance carrier, you will not be able to produce an accurate CMS 1500 form.
- The information that you type in the Product Name/Code cell will be available in the Handwritten/No Category section in your Production reports.
- As you record product and service information, OfficeMate updates the charges at the bottom of the fee slip. The sales tax is calculated and applied to the patient or insurance according to preferences set by the administrative location.

- Type a few letters or numbers of the product name or code in a **Product Name/Code** empty cell and then click the **Product Name/Code** column heading to open the Find Product window and search for and select a product.

Product Name/Code	Print Name	CPT	Total Product Fee	Color	Eye	DBL	Tmpl	Bridg	BC	Dia	Sphere	Cyl	Axis	Add	Low Sphere	High Sphere	Low Cyl	High Cyl	UPC	
Coach Hayley		V2020 Core F	110.00	Brown	56	18	140	17												12234567
Coach Hayley		V2020 Core F	40.00		54	16	142	17												
Coach Kristi		V2020 Core F	0.00																	
Kirstie Frame	Plastic Frame	V2020 Core F	270.00	Brown				0												
Kirstie Plano Sunglass	Plano	V2025 Deluxe	500.00	Black				0												

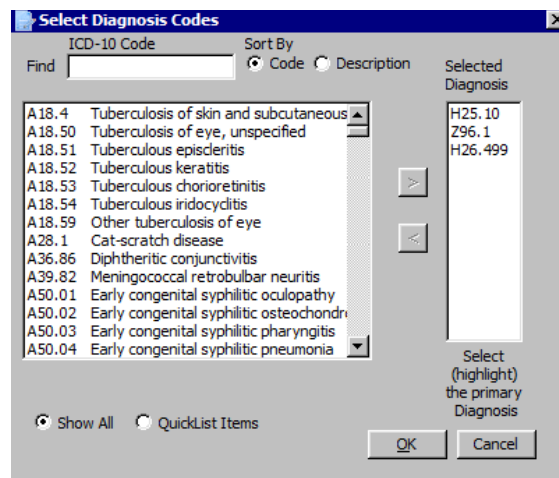
- Type ? in a **Product Name/Code** empty cell and then click the **Product Name/Code** column heading to open the Find Product window and search through all of your products and select one for the fee slip.
- Type % and any of the letters of the product name in the **Product Name/Code** empty cell and then click the **Product Name/Code** column heading to open the Find Product window and search through all of your products that contain the letters that you typed and select one for the fee slip.
- Place your cursor in a **Product Name/Code** empty cell and then press the **F5** key to open the Product Quick List window and select a product

- or service that you frequently use. For more information on setting up products and services, see [Recording Product Information on page 61](#).
- Click the **Product Name/Code** column heading to open the Find Product window and search for and select a product.
  - Place your cursor in a **Product Name/Code** empty cell and press the **Ctrl** and **P** keys at the same time to open the Find Product window and search for and select a product.
  - Place your cursor in a **Product Name/Code** empty cell and scan product names and codes into the Fee Slip window using your barcode scanner.

**NOTE**

After you find and select a product code or name, information associated with the product (product name/code, CPT code, fee amount, patient amount, and provider/staff member) is recorded in the Product Name/Code, CPT, Fee, Patient, and Provider columns.

3. Place your cursor in the **DIAG 1** cell and select a diagnosis code using one of the following methods:
  - Select a code from the drop-down menu (if available).
  - Press the **Ctrl** and **D** keys at the same time to open the Select Diagnosis Codes window and search for and select a diagnosis code.
  - Place your cursor in the **DIAG 1** cell and press the **F5** key to open the Select Diagnosis Codes window in the QuickList Items view.

**NOTES**

- If the procedure and diagnosis information was transferred from ExamWRITER, the first procedure line item will have the associated diagnosis assigned to it, but any subsequent line items will not. Select a diagnosis from the **DIAG** drop-down menus as needed.
- You can add 12 diagnosis codes for print or print image claims. ANSI-format claims also support up to 12 diagnosis codes.

- Place your cursor in the **DIAG 2**, **DIAG 3**, and **DIAG 4** cells and select additional diagnosis codes associated with the product name/code using one of the methods described in step 3.

**NOTE** You can add four diagnosis codes for each product name/code. The diagnosis pointers in box 24E on CMS 1500 forms will also automatically populate (up to four) so that all of the procedure codes in box 24D have all of the necessary diagnosis codes from box 21 associated with them.

- Type the quantity of the item that you sold in the **Qty** cell.

**NOTES**

- If you sell a product that is not in stock or if you sell more units of a product than are in stock, a negative quantity is reflected in the inventory.
- If the patient's insurance is VSP, the product quantities cannot be edited on the fee slip. Quantities must be adjusted on the Rx Order windows, the order must be priced, and fees must be transferred to the fee slip.

- To view and edit the fee breakdown information, click the **MODIFY** button. For information on viewing and editing the fee breakdown information, go to [To view and edit fee breakdown information on page 163](#).

**NOTES**

- The Fee Slip Item Breakdown is locked for VSP orders. To modify the Product Fee, Pat. Charge, and Co-Pay fields, click the **Modify** button. A dialog displays a warning that modifying the patient charge and copay information will overwrite the VSP calculations. If you have sufficient security privileges, the fields will become editable. If you do not have sufficient security, you will need to ask a user with administrator access to log in.
- If the insurance type for the item is VSP and you want to record a negative amount in the Fee or Patient column, type a minus sign in front of the amount in the **Fee** or **Patient** cell.

Product	Attribute	QT/HCPCS Code	Replace Code	Qty	Prod Fee	Pack Disc	Disc Retail	Cov%	New Retail	Est Retail	Pat Charge	Pat Discount	New Pat Charge	Est Charge	Co-Pay	Reimbursement (VSP Only)	Write-Off (VSP Only)
PENDI 555																	
SV QH160 SV PBI	Ophthalmic Frame	V2020	V2020	1	242.99		242.99	57.86	242.99	242.99	102.39	0.00	102.39	140.60	0.00	45.00	95.60
	SV	V2103	V2103	1	85.00		85.00	100.00	85.00	85.00	0.00	0.00	0.00	85.00	0.00	0.00	85.00
	Glass H-Index 1.60	V2782	V2782	1	50.00		50.00	45.00	50.00	50.00	27.50	0.00	27.50	22.50	0.00	10.00	12.50
	Photochromic	V2744	V2744	1	30.00		30.00	100.00	30.00	30.00	0.00	0.00	0.00	30.00	0.00	0.00	30.00
SV QH160 SV PBI	SV	V2103	V2103	1	85.00		85.00	100.00	85.00	85.00	0.00	0.00	0.00	85.00	0.00	0.00	85.00
	Glass H-Index 1.60	V2782	V2782	1	50.00		50.00	45.00	50.00	50.00	27.50	0.00	27.50	22.50	0.00	10.00	12.50
	Photochromic	V2744	V2744	1	30.00		30.00	100.00	30.00	30.00	0.00	0.00	0.00	30.00	0.00	0.00	30.00
92004																	
<b>Total</b>					697.79	0.00	697.79	0.00	697.79	697.79	157.39	0.00	157.39	515.40	25.00	125.00	390.40

- Select a provider from the **Provider** column drop-down menu.

- Select a staff member from the **Staff Member** drop-down column as needed.

- Repeat steps 2–8 to add additional products to the fee slip as needed.
- If the items on the fee slip qualify for a package discount, click **Packages**. For information on applying package discounts to fee slips, go to [To apply package discounts on page 166](#).

**NOTE**

Package discounts are applied to the fee slip prior to insurance charges and affect the amounts charged to insurance carriers and patients. Packages are special pricing for bundles of products or discounts that are applied to combinations of products, for example, *buy a frame and ophthalmic lenses and get a free scratch coat*.

- To view or modify the patient's insurance eligibility, click **Eligibility**. For more information about modifying eligibility information, go to [To record additional insurance claim information on page 28](#).

**NOTE**

The Eligibility button is only available if the insurance plan is set up as a detailed benefit plan, the plan copay is set at zero, and if a copay is not listed in the patient's insurance eligibility.

- Select an insurance carrier from the **Insurance** drop-down menu, if applicable.

**NOTED**

- To delete a selected insurance carrier from a line item, select the **Insurance** drop-down menu in the line item and click the **Delete** key on your keyboard.
- If you select an insurance that was set up with the detailed benefits pricing method, the detailed benefits will override any edits made before selecting the insurance.

13. If the patient is qualified to receive a discount, click **Discount**. For information on applying discounts to fee slips, go to [To apply discounts on page 164](#).

<b>NOTE</b>	Discounts are applied to the fee slip after insurance payments. Discounts affect only patient charges.
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14. If a product does not have a CPT code or if you want to add item modifiers, remove the sales tax, keep the item from printing on the fee slip receipt, or record additional information for an item on the fee slip, select an item on the fee slip and click **Line Add'l Data** or press the **F4** key to open the Fee Slip Item Additional Data window. For information on line additional data, go to [To add data to fee slip items on page 157](#).
15. Record patient payment information, as needed. For information on recording payment information, go to [To record payments on page 161](#).
16. Click **Recall** to view or modify the patient's recall schedule, as needed. For information on viewing or modifying patient recalls, go to [Assigning Recall Dates to Patients on page 137](#).
17. If the patient's insurance is VSP, click **VSP Estimator** to retrieve insurance, copayment and patient amounts information from VSP.

The Price Order or Price Order (Calculated locally) window opens.

<b>NOTES</b>	<ul style="list-style-type: none"> <li>• If the insurance plan is VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, the Price Order window sends product descriptions, fees, and wholesale costs (when necessary) to VSP Web Services and retrieves copays, coverage information, and patient out-of-pocket expenses. For more information about pricing VSP orders, go to <a href="#">Pricing VSP Orders on page 362</a>.</li> <li>• If the insurance plan is <i>not</i> VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, but is another VSP plan, the Price Order (Calculated locally) window displays copays, coverage information, and patient out-of-pocket expenses based on the insurance plan's authorization and eligibility information.</li> </ul>
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- Click **Print**, if available, to print payment breakdown as needed.
- Click **Transfer to Fee Slip** to populate the fee slip with the payment breakdown.
- Click **Close** to close the Price Order window.

18. When you are finished editing the fee slip, perform one of the following actions:
  - Click **Record** to save the fee slip. OfficeMate will give you the option of printing the fee slip or printing the insurance claim.
  - Click **Claims** to view the insurance claims associated with this fee slip. The Claims button is only available for previously recorded fee slips.
  - Click **Void** to cancel the fee slip and changes the Rx Order status to canceled. The Void button is only available for previously recorded fee slips.

**NOTES**

- Voiding the fee slip cancels any associated orders in OfficeMate. You may need to notify the lab of the cancellation.
- The Payment Restriction Warning window opens if the patient has not made the minimum required payment for the products purchased or services rendered. The Payment Restriction window displays the minimum amount immediately due. A user with sufficient security privileges may override the minimum payment requirement to record the fee slip, but orders are not processed until the minimum payment is received and recorded.

**► To add data to fee slip items**

1. Open a fee slip that contains items to which you want to add item modifiers, remove the sales tax, keep the item from printing on the fee slip receipt, or record additional information. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Select an item.

3. Click **Line Add'l Data** or press the **F4** key to open the Fee Slip Item Additional Data window and follow the instructions below:
  - To apply a discount to an item, select the discount type from the **Discount Type** drop-down menu, type the discount amount in the **Discount** text box, and select the **Amount** or **Percent** radio button.

**NOTE**

You can only apply discounts in the Fee Slip Item Additional Data window if the Activate Detailed Benefits and Max Allotment Calculations and Activate New Discounts and Packages system preferences are set to No.

- To remove sales tax for tax exempt items, delete numbers in the **State Tax, County Tax, and Local Tax** text boxes.
- To add sales tax to an item, type amounts in the **State Tax, County Tax, and Local Tax** text boxes.
- To select a CPT/HCPCS code for an item, select an appropriate CPT/HCPCS code from the **CPT/HCPCS** drop-down menu.
- To record insurance codes that justify overcharges or undercharges for an item, select modifiers in the **Modifier(s)** box.
- To change the service dates for the item, type or select dates in the **Service Date** text boxes.



- To add your own comments to the item, select a category for the comment from the **Note Reference** drop-down menu and type the comment text in the **Item Narrative** text box.

#### NOTES

- The text that you type in the Item Narrative text box appears in electronic claims files
- You must select a Note Reference in order to include the note in the electronic claim file.

- Click **OK** to save your changes.

#### ► To delete items from fee slips

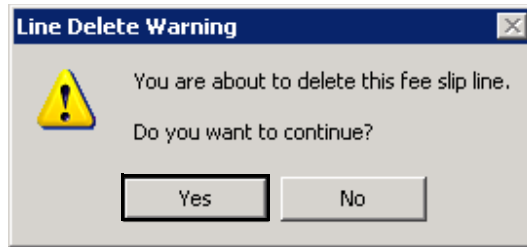
#### NOTES

- You must have two or more items recorded on a fee slip before you can delete an item.
- You cannot delete items that have been recorded on a lab order.

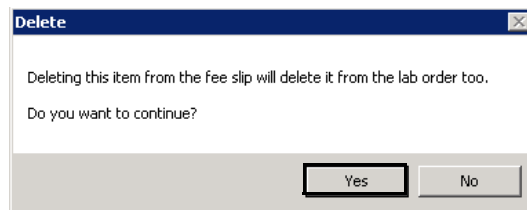
- Open a fee slip that contains items that you want to delete. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
- Select an item to delete.
- Click **Delete Line**.

The Line Delete Warning window opens.

4. Click **Yes** to delete the item from the fee slip.



5. If you are deleting an item that is also on a lab order, click **Yes** to delete the item on the lab order also.

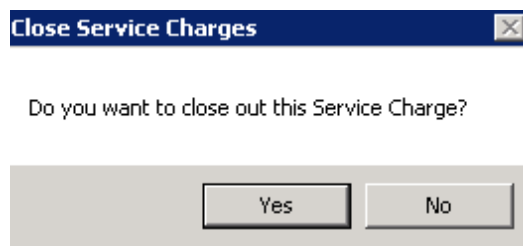


6. If you are deleting a service, click **Yes** to close the patient open charges.

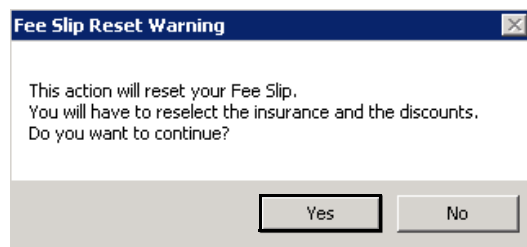
**NOTE**

To close patient open charges for services, you must set up the following information:

- From OfficeMate Administration, click **Setup**, select **Preferences**, click the **Finance** tab, select the **Yes** radio button next to the Activate Patient Open Charges Button preference, and click **OK**.
- From OfficeMate Administration, click **Setup**, select **Security**, and ensure that the user has a role assigned to him or her that allows him or her to close patient open charges.



7. Click **Yes**, if prompted, to reset the fee slip.



### ► To record payments

Check, cash, and other payments can be accepted on fee slips. Payments can only be applied to items recorded on fee slips. If a payment amount exceeds the fee slip amount, the excess amount is either recorded as a credit or applied to any previous fee slip balances, depending on the preferences established by your administrative location.

If you are using a TMS-integrated device to record payments on fee slips, see the [Using Total Merchant Services \(TMS\) with OfficeMate](#) document for detailed instructions.

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).
3. Click the **Check**, **Cash**, **Debit**, **Credit**, or **Other** tab and follow the instructions below for the payment method that you selected.

#### NOTE

You can select multiple payment methods; however, in order to avoid double-posting payments, you must correct any errors that you make when you enter the payment amount *before* you click another payment tab and enter additional payment amounts.

- If you are recording a check payment, type the amount, check number, and bank number in the **Amount**, **Check #**, and **Bank #** text boxes.

The screenshot shows the 'Payments' form with the 'Check' tab selected. The form contains the following fields and values:

	Check	Cash	Debit	Credit	Other
Amount	118.00				
Check #	123				
Bank #	322270356				
Total Payments	118.00				

- If you are recording a cash payment, type the payment amount, the amount received from the patient, and any change returned to the patient in the **Amount**, **Tendered**, and **Change** text boxes.

The screenshot shows the 'Payments' form with the 'Cash' tab selected. The form contains the following fields and values:

	Check	Cash	Debit	Credit	Other
Amount		18.00			
Tendered		20.00			
Change		2.00			
Total Payments		18.00			

- If you are recording a debit payment, type the payment amount in the **Amount** text box and select the payment type from the **Type** drop-down menu.

The screenshot shows the 'Payments' form with the 'Debit' tab selected. The 'Amount' field contains '18.00' and the 'Type' dropdown menu is set to 'Visa'. The 'Total Payments' field at the bottom also displays '18.00'.

- If you are recording a credit card payment type, type the payment amount in the **Amount** text box and select the credit card type from the **Type** drop-down menu.

The screenshot shows the 'Payments' form with the 'Credit' tab selected. The 'Amount' field contains '18.00' and the 'Type' dropdown menu is set to 'Mastercard'. The 'Total Payments' field at the bottom also displays '18.00'.

- If you are recording another payment type, type the payment amount in the **Amount** text box and select the payment type from the **Type** drop-down menu.

The screenshot shows the 'Payments' form with the 'Other' tab selected. The 'Amount' field contains '18.00'. The 'Type' dropdown menu is open, showing options: 'test1', 'Gift Certificate', 'Insurance Billing', and 'Money Order'. The 'Total Payments' field at the bottom is empty.

4. If you have activated the Safeguard - Red Flags Rule feature, select the appropriate **Credit Card** (only available when you click the Credit tab in the Payments box), **Driver's License/Photo ID**, and **Insurance Card** check boxes in the Verify Patient Identification box to indicate whether or not you

have verified that the patient's identity matches the types of identification listed.

- NOTES**
- If a red "RFR" box appears in the Fee Slip window, the patient's identity has possibly been stolen.
  - If you have received a notification that the patient's identity may have been stolen, go to [To record financial information on page 34](#) to record the notification.

► **To view and edit fee breakdown information**

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).
3. In the line item grid, click **MODIFY** to view the fee breakdown information for the item.

The Feeslip Item Breakdown window opens and displays the fees, discounts, and copays based on insurance plan and product type.

- NOTE** If the insurance is VSP Signature Choice plan or VSP Signature plan, go to [Pricing VSP Orders on page 362](#).

4. Edit the fee slip item breakdown information as needed:

- NOTE** The Pack Disc and Disc Retail columns are hidden if the Activate Detailed Benefits and Max Allotment Calculations and Activate New Discounts and Packages preferences are set to **No**.

- If no insurance plan was selected, you can edit the **Prod Fee** field.
- If the insurance plan was set up using the maximum allotment or detailed benefit method, you can edit the **Replace Code** and **Prod Fee** fields.
- If the insurance plan was set up using the percentage method, you can edit the **Replace Code**, **Qty**, **Prod Fee**, **Cov%**, **Pat Charge**, **Ins Charge**, and **Co-Pay** fields.

Product	Attribute	OFF/HCPCS Code	Replace Code	Qty	Prod Fee	Pack Disc	Disc Retail	Cov%	New Retail	Ext Retail	Pat Charge	Pat Discount	New Pat Charge	Ins Charge	Co-Pay	Reimbursement (VSP Only)	Write-Off (VSP Only)		
PEN01 055	Ophthalmic Frame	V2020	V2020	1	242.99		242.99	57.86	242.99	242.99	102.39	0.00	102.39	140.60	0.00	45.00	95.60		
3V GH160 3V PBC																			
	3V	V2103	V2103	1	85.00		85.00	100.00	85.00	85.00	0.00	0.00	0.00	85.00	0.00	0.00	85.00		
	Glass Ht Index 1.60	V2782	V2782	1	30.00		30.00	45.00	30.00	30.00	27.50	0.00	27.50	22.50	0.00	10.00	12.50		
	Photochromic	V2744	V2744	1	30.00		30.00	100.00	30.00	30.00	0.00	0.00	0.00	30.00	0.00	0.00	30.00		
3V GH160 3V PBC																			
	3V	V2103	V2103	1	85.00		85.00	100.00	85.00	85.00	0.00	0.00	0.00	85.00	0.00	0.00	85.00		
	Glass Ht Index 1.60	V2782	V2782	1	30.00		30.00	45.00	30.00	30.00	27.50	0.00	27.50	22.50	0.00	10.00	12.50		
	Photochromic	V2744	V2744	1	30.00		30.00	100.00	30.00	30.00	0.00	0.00	0.00	30.00	0.00	0.00	30.00		
02004																			
					Total		697.79	0.00	697.79	0.00	697.79	697.79	157.39	0.00	157.39	515.40	25.00	125.00	390.40

- Click **OK** when you are finished.

**NOTES**

- If the amounts in the Feeslip Item Breakdown window appear to be incorrect, contact your administrative location. Only the administrative location can update insurance plan information.
- To view the patient's insurance plan information, open the Patient Demographic window. For more information about viewing a patient's insurance plan information, go to [To record insurance information on page 24](#).

► **To apply discounts**

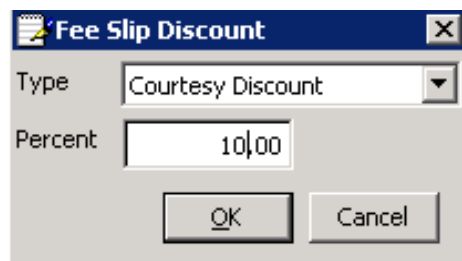
**NOTES**

- You can only record discounts on fee slips on which patients are billed.
- Discounts are applied to the fee slip after insurance charges and affect only the amounts charged to patients.

- Open a fee slip that contains items to which you want to apply discounts. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
- Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).
- Click **Discount**.
  - If the Discounts window opens and displays all open orders for the patient, go to step 4.
  - If the Fee Slip Discount window opens, select a discount type from the **Type** drop-down menu, type a percentage in the **Percent** text box, and click **OK** to apply the discount percentage to all fee slip items.

**NOTES**

- The Fee Slip Discount window only opens if the Activate Detailed Benefits and Max Allotment Calculations and Activate New Discounts and Packages system preferences are set to No.
- To apply a discount to an individual line item, go to [To add data to fee slip items on page 157](#).



4. Select one or more of the following discount options:
  - Select a discount from the **Global Discount** drop-down menu to apply a discount to all of the open orders.
  - Select the order that you want to discount and select a discount from the **Order Level Discounts** drop-down menu to apply a discount to the selected order.
  - Select a discount from the **Line Discount** drop-down menu to apply a discount to an individual fee slip line item.

#### NOTES

- If you select global and order-level discounts, the Line Discount column will display “None,” indicating that the line item does not have a line item discount, but does have a global or order-level discount.
- Discounts can be applied only globally to all items, only to individual items, or both depending on how the discount is set up on the Discount & Package Setup window (Discount/Package tab) in OfficeMate Administration.

The Percent, Amount, and New Item Price columns update to reflect the discount.

Discounts

Services will not be discounted.

Global Discount: Frames Discount

R.x. Order	Order Level Discounts	Percent	Dollar	Items								
	0 Frames Discount	0	0									
Item Description	Qty	Pat. Charge	Line Discount	Percent	Amount	New Item Price	Total					
Case	1	3.00	None	0.00	0.00	3.00	3.00					

Fee Slip Total 3.00 0.00 3.00 3.00

Discountable Total 3.00

OK Cancel

5. Click **OK**.

## ► To apply package discounts

## NOTES

- You can only record discounts on fee slips on which patients are billed.
- If the Activate Detailed Benefits and Max Allotment Calculations and Activate New Discounts and Packages system preferences are set to No, you cannot apply package discounts.
- Package discounts are applied to the fee slip prior to insurance charges and affect the amounts charged to insurance carriers and patients. Packages are special pricing for bundles of products or discounts that are applied to combinations of products, for example, *buy a frame and ophthalmic lenses and get a free scratch coat*.

1. Open a fee slip that contains items to which you want to apply discounts. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).
3. Click **Packages**.  
The Packages window opens and displays all open orders for the patient.



4. Select a discount from the **Global Package** drop-down menu to apply a package discount to all of the open orders.

OR

Select the item(s) you want to discount and select a discount from the **Order Level Packages** drop-down menu.

If the order meets the requirements of the package, the Percent, Amount, and New Price columns update to reflect the package discount.

Global Package

Order	Order Level Packages	Percent	Dollar
0	Frame + Lens + Le		

Item Description	Qty	Price	Percent	Amount	New Price
BF 25 Plastic	1	200.00	0.00	0.00	200.00
Coach Kristi	1	175.00	0.00	0.00	175.00
UV	1	25.00	100.00	25.00	0.00

Fee Slip Total 400.00 25.00 375.00  
Discountable Total 400.00

OK Cancel

5. Click **OK**.

## Editing Fee Slips

For more information on editing fee slips, watch the “[Editing Fee Slips](#)” video.

### NOTES

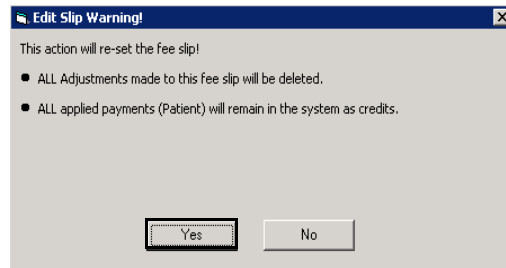
- To edit fee slips, you must set up the following information:
  - From OfficeMate Administration, click **Setup**, select **Preferences**, click the **Finance** tab, select the **Yes** radio button next to the Allow fee slips to be changed BEFORE and AFTER End of Day preference, and click **OK**.
  - From OfficeMate Administration, click **Setup**, select **Security**, and ensure that the user has a role assigned to him or her that allows him or her to edit fee slips.
- You *cannot* edit fee slips that contain returned products or to which you have already applied line item insurance payments.
- When you edit a fee slip, any adjustments, insurance selections, packages, discounts, and open insurance claims are deleted; all patient payments that were applied to charges on the fee slip are changed to unapplied amounts; the charges are reopened (including charges that you previously closed); and the lab order status is returned to “Order Not Billed.” An alternative option to editing a fee slip is to void the fee slip and create a new fee slip with the correct items. For information about voiding fee slips, go to [Voiding Fee Slips on page 176](#).
- If you edit fee slips, the information on the Insurance Remittance Advice Entry window may not match the ERA file. Also, if an insurance claim associated with an edited fee slip is already sent, the insurance claim may not match the fee slip; you will need to reopen and refresh the claim to ensure that it correctly matches the fee slip. In addition, if a purchase order associated with a fee slip is committed, the purchase order may not match the fee slip and so a new purchase order will be created.
- If you choose to edit fee slips after completing the end-of-day process, you will be unable to complete the end-of-day process while fee slips are being edited; you *must* re-record edited fee slips before completing the end-of-day process. If you choose to edit fee slips after completing the end-of-day process, the re-recorded fee slips' line items and payments will use the original fee slips' dates.
- If you enable the General Ledger, it is advised that you do not edit fee slips because editing them may result in inaccurate reporting.
- You can change the provider or staff member in a fee slip that has been recorded and then click **Update Claim & Notes Info** to also update the provider or staff member in the Patient Ledger window and insurance claim (box 31 on the CMS 1500 claim form). You can change the provider or staff member on fee slip line items (box 24J on the CMS 1500 claim form) by editing the fee slip.

1. Open a patient's ledger, select a fee slip, click **View Slip**, and then click **Edit Slip** on the fee slip. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).

OR

Open a fee slip that you want to edit and click **Edit Slip**. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).

2. Read the warning and click **Yes**.



3. Double-click on line items to edit them in the Rx Order window or edit information in the Fee Slip window. For information about editing Rx orders, go to [Ordering & Tracking Prescriptions on page 91](#) in the *OfficeMate User's Guide*. For information about editing and recording information in the Fee Slip window, go to [Recording Information on Fee Slips on page 151](#) in the *OfficeMate User's Guide*.
4. Click **Update Claim & Notes Info** to save the edited information.

**NOTE**

After editing the fee slip, you must open the CMS 1500 claim form and refresh the claim so that the updated claim information is visible on the claim.

5. Re-record the fee slip. For information about recording the fee slip, go to [Recording Information on Fee Slips on page 151](#) in the *OfficeMate User's Guide*.

**NOTES**

- If an insurance claim was associated with the fee slip and it was already billed, the insurance claim will *not* be updated with the edited fee slip information.
- To view an audit of changes to fee slips, create the Daily Transaction Audit report. For information on creating the Daily Transaction Audit report, go to [Daily Transaction Audit on page 465](#). If you print financial reports on one day, edit fee slips after completing the end-of-day process, and then print financial reports on another day, the data on the reports will differ.
- If you reduced a fee slip charge with a previously recorded payment that causes the original payment to be more than the amount of the fee slip, the excess amount is transferred to the patient's unapplied balance. When the patient has new charges, depending on your preferences, the unapplied amount can be used to pay the new charges or the unapplied amount can be refunded to the patient.
- If you increased a fee slip charge and the fee amount is higher than the original payment, the fee slip will have an open balance.
- If the edited fee slip has a credit, and you selected the Yes radio button next to the Apply patient unapplied amount from fee slip financial system preference, select one of the following options to apply the credit and process the original payment after you re-record it:
  - **Create Unapplied Amount** to leave the payment as a credit
  - **Reapply Payment with Original Day** to reapply the payment with the fee slip's original posting date
  - **Reapply Payment with Today's Date** to reapply the payment with today's posting date

## ► To update recall information

**NOTE** If the service(s) that you are recording on the fee slip are set up to display an automatic recall reminder when you record a fee slip, a Recall Reminder window opens asking if you want to update or set the patient's recall information. For more information on setting up recall reminders for services, go to [To add or modify services on page 77](#).

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Click **Recall**.  
The Recall window opens.
3. Select recall types from the **Recall Type** drop-down menus.
4. Type or select the number of months until the next recall in the **Months to Recall** text box or type or select the next recall date in the **Next Recall** text box.
5. Select a store from the **Location** drop-down menu.

6. Click **OK**.

## Holding Fee Slips

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Click **Hold**.

**NOTES**

- To view fee slips on hold, select the **All** or **Current Patient** radio button and click **On Hold**. The Slip(s) on Hold options are located in the bottom left corner of the Fee Slip window.
- Fee slips that are taken off hold and recorded will reflect the recording day's pricing information. For information on taking fee slips off of hold, go to [Modifying & Deleting Fee Slips on Hold on page 172](#).
- To track fee slips on hold, create the Fee Slips on Hold report. For more information on the Fee Slips on Hold report, go to [Fee Slips on Hold on page 477](#).

## Modifying & Deleting Fee Slips on Hold

1. Open the Fee Slip window. For more information on Opening the Fee Slip window, go to [Creating & Opening Fee Slips on page 150](#).
2. Enter search information in the Last and First name text boxes and click **F2 Find** to find a particular patient's on-hold fee slips.
3. Under Slip(s) on Hold, select the **All** radio button to display all fee slips on hold or select the **Current Patient** radio button to display only the fee slips for the patient you selected in step 2.

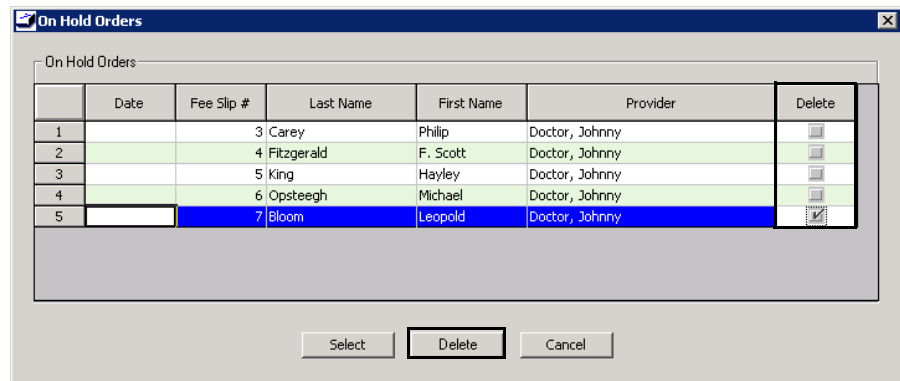
The On Hold Orders window opens.

4. In the On Hold Orders window, perform one of the following steps:
  - Click the fee slip that you want to modify and click **Select**.

The fee slip information loads in the Fee Slip window. For information about modifying fee slip information, go to [Recording Information on Fee Slips on page 151](#).

OR

- Select the check box in the Delete column that corresponds with the fee slips you want to delete and click the **Delete** button. Select multiple check boxes to delete more than one on-hold fee slip.



## Recording Fee Slips & Printing Receipts

### NOTES

- Print receipts using 8½"×11" paper stock.
- Mail receipts using #10 single window envelopes or #10 standard envelopes. Use #9 standard envelopes as return envelopes.
- Print CMS 1500 forms using Single Laser Sheet Claim Forms. You can purchase CMS 1500 forms from Dependable Business Products at 800.747.7210.

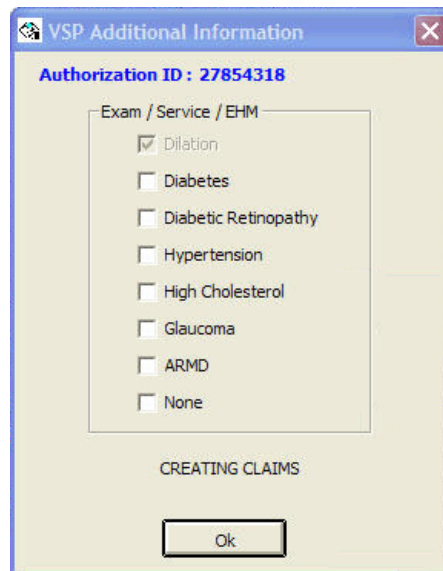
1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).

- To view the price of the items in the order, click **VSP Estimator**.  
The Price Order window opens.

**NOTE**

If the insurance is VSP Signature Choice plan, the Price Order window sends product descriptions, fees, and wholesale costs (when necessary) to VSP Web Services and retrieves copays, coverage information, and patient out-of-pocket expenses. For more information about pricing VSP orders, go to [Pricing VSP Orders on page 362](#).

- Click **Record**.  
If the patient's insurance carrier is VSP, the VSP Additional Information window opens. If the patient's insurance carrier is not VSP, go to step 7.
- Select any appropriate **Exam/Service/EHM** check boxes if you are participating in the VSP Eye Health Management program.



You cannot deselect check boxes that were already selected during the exam. A second VSP Additional Information window opens.

6. Select the appropriate exam and service information from the VSP Additional Information window:
  - a. Select an exam from the **Exam Type** drop-down menu.  
The Lens, Frame, and Contacts check boxes are automatically selected based on the order. The New Patient check box is automatically selected based on the exam selected in the Exam Type drop-down menu.
  - b. Select the **Refraction** check box if a refraction was performed.
  - c. Select the **Eye Dilation Performed** check box if an eye dilation was performed.

VSP Additional Information

Authorization ID : vsp123

EXAM / SERVICE

EXAM TYPE  
92012|Exam Inter. Established

REFRACTION  
 EYE DILATION PERFORMED

\*LENS     \*FRAME  
 \*CONTACTS  
 \*INCLUDE EXAM  
 NEW PATIENT

OK

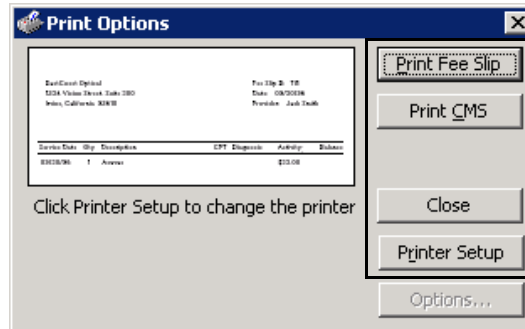
- d. Click **OK**.  
The VSP order and claim are submitted.

**NOTE**

OfficeMate does not display a message verifying that the VSP order and claim were sent. To verify that the claim and lab order were sent, go to the Third Party Processing window. For more information about searching for VSP claims and lab orders, go to [Researching VSP Insurance Claims & Lab Orders on page 366](#).

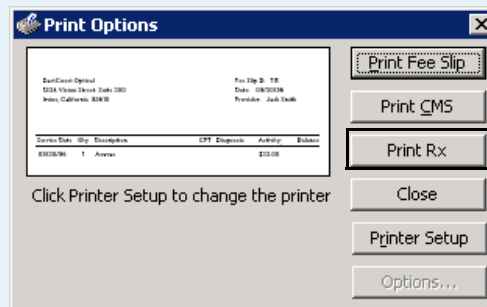


7. Follow the instructions below to record the fee slip and print a receipt or CMS 1500 form.
  - Click **Print Fee Slip** to print a receipt.
  - Click **Print CMS** to print the CMS 1500 form.
  - Click **Printer Setup** to set up the printer or select a printer other than the default OfficeMate printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).
  - Click **Close** to close the Print Fee Slip and CMS window.



**NOTE**

If you opened the fee slip from the Rx Order window, you also have the option to print the prescription.

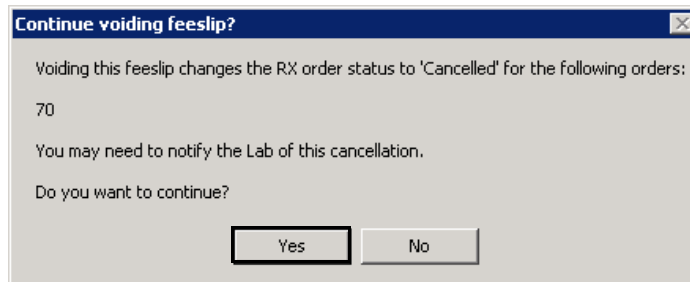


## Voiding Fee Slips

### NOTES

- Depending on your security, you may or may not be able to void or modify fee slips.
- You cannot void fee slips created at other locations.
- Voiding the fee slip cancels any associated orders in OfficeMate. You may need to notify the lab of the cancellation.
- You cannot void a fee slip if you are using perpetual inventory and the order associated with the fee slip has been marked as shipped, received, or dispensed. You must use the Return Product function. For more information about returning products, go to [Returning Products on page 277](#).
- When you void a fee slip, a credit memo is created and displayed on the Patient Ledger window; it is in black text and is highlighted yellow.

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
2. Select the fee slip that you want to void.
3. Click **View Slip**.  
The Fee Slip window opens.
4. Click **Void**.  
If the fee slip has an associated Rx order, the Continue Voiding Feeslip window opens.
5. Click **Yes** to void the fee slip and cancel the lab orders.



### NOTE

If payments are recorded on a voided fee slip, the payment amount is added to the patient or insurance company credit balance.

6. If the items on the fee slip that you voided are set up to maintain perpetual inventory, return the voided items back to your inventory. For more

information about recording inventory adjustments to return items back to your inventory, go to [To adjust your inventory on page 285](#).

#### NOTES

- Select a line item and click **Delete Line** to delete the item from the Inventory Adjustment window and keep the voided item from returning back to your inventory.
- You can return voided items back to your inventory (if the items are set up to maintain perpetual inventory) even if you void a fee slip that is not associated with lab orders.

Product Name/Code...	On hand	Adjustment	Cost	Reason
UNLOCK 760/1 [679516691691]	0	2	89.95	Physical Count Variance

## Viewing & Printing Claim Forms

1. Create or open a fee slip. For more information on creating and opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Record product and service information on the fee slip. For more information on recording product and service information, go to [Recording Information on Fee Slips on page 151](#).
3. Click **Claims**.

The UB-04 or CMS 1500 form opens.

#### NOTE

OfficeMate can create two different claim forms: the UB-04 for surgical procedures and the CMS 1500 for nonsurgical products and services. When you click Claims, the claim form opens:

- If there is a surgical procedure, as set in your procedure customization, the UB-04 form opens.
- If there are only nonsurgical products and services, or if the insurance carrier is not set to accept UB-04 forms, the CMS 1500 opens.
- If there are surgical procedures and nonsurgical products and services recorded on the fee slip, the UB-04 displays first, and the CMS 1500 displays when you close the UB-04.

4. If you want to add, edit, or delete information on the form, type text into the text boxes. For more information on modifying the CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).
5. If you want to update the form with new information that you recently entered into OfficeMate, click **Refresh**.

**NOTE**

If you typed text into text boxes on the form, the information that you entered will be deleted when you click **Refresh**.

6. Click **Print** to print the form.

**NOTES**

- To adjust the margins on the CMS 1500 form, go to [Adjusting CMS 1500 Form Margins on page 331](#).
- Print CMS 1500 forms using Single Laser Sheet Claim Forms. You can purchase CMS 1500 forms from Dependable Business Products at 1.800.747.7210.

7. Click **OK** to close the UB-04 or CMS 1500 form.

# Scheduling Appointments

# 7

For information on scheduling appointments, watch the “Appointment Processes” video.

## In this chapter:

- [Opening & Viewing the Appointment Scheduler, 179](#)
- [Setting Up the Appointment Scheduler, 183](#)
- [Searching for Appointments, 197](#)
- [Scheduling Appointments, 201](#)
- [Recording Patients Shows and No Shows, 208](#)
- [Rescheduling Appointments, 209](#)
- [Copying Appointments, 210](#)
- [Canceling Appointments, 211](#)
- [Deleting Appointments, 212](#)
- [Confirming Appointments, 213](#)
- [Printing Patient Welcome Forms, 215](#)

Schedule, move, change, and cancel new and existing patient appointments using the Appointment Scheduler’s daily and work week views. Only the administrative location and locations can schedule, move, and cancel appointments.

## Opening & Viewing the Appointment Scheduler

For information on navigating the Appointment Scheduler, watch the “Scheduler Navigation” video.

This section tells you how to open the Appointment Scheduler and modify your viewing options, including how

- [To open the Appointment Scheduler, 180](#)
- [To view resources in the Appointment Scheduler, 180](#)
- [To view locations in the Appointment Scheduler, 181](#)
- [To modify viewing options in the Appointment Scheduler, 182](#)

### NOTE

Click **Refresh** to refresh the Appointment Scheduler at any time with the most up-to-date appointment information.

► **To open the Appointment Scheduler**

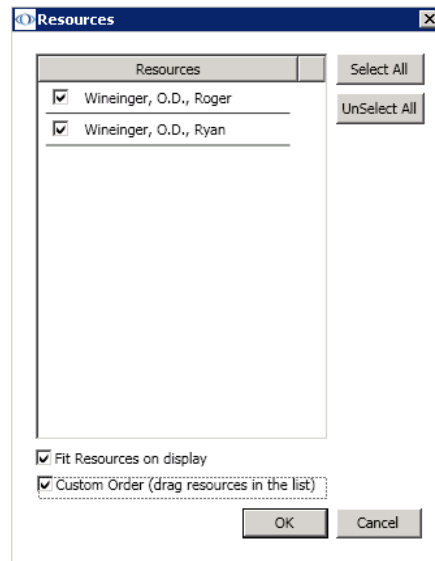
Use one of the following methods to open the Appointment Scheduler:

- Click the **Scheduler** icon.
- Click **Tasks** on the main window toolbar and select **Schedule**.
- Right-click on a patient in the Quick List window and select **Schedule**.
- Right-click on the Patient Demographic, Hard Lens Order, Soft Lens Order, Eyewear Order, Fee Slip, Receipts & Adjustments, or Patient Ledger window title bar and select **Schedule**.
- Click on a patient's name in the Quick List window and drag and drop the patient on the **Schedule** icon.

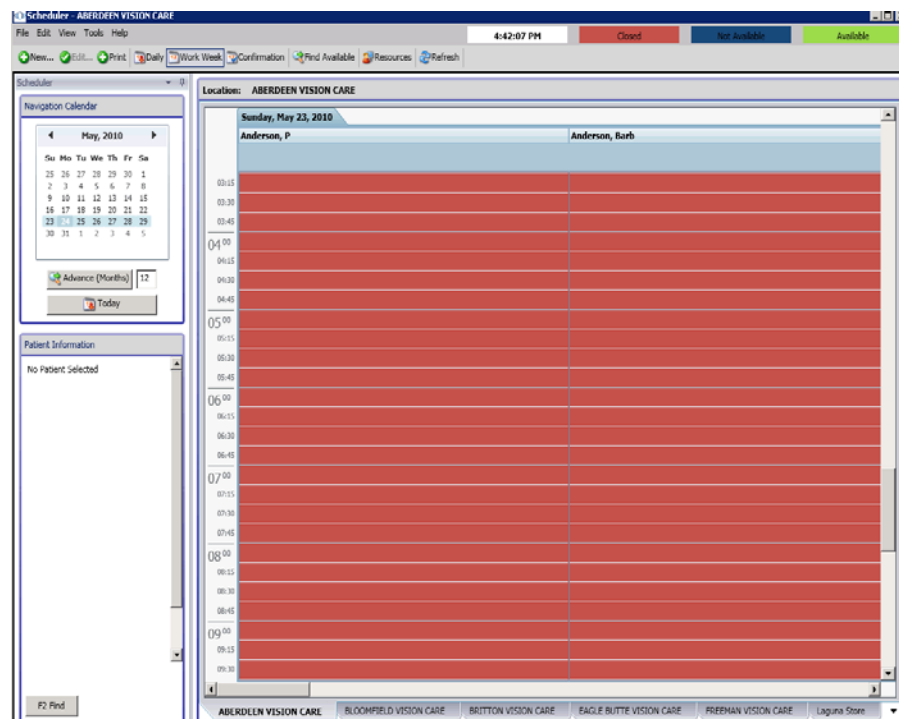
► **To view resources in the Appointment Scheduler**

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **View** and select **Resources**.  
OR  
Click the **Resources** button on the Appointment Scheduler toolbar.  
The Resources window opens.
3. Select the resources that you want to view on the daily and work week views.
4. Select the **Fit Resources on display** check box if you want the resources that you selected to all be visible in the daily and work week views without scrolling.
5. Select the **Custom Order (drag resources in the list)** check box to select the order in which the providers are displayed in the daily and work week views and then drag and drop the resources listed in the order that you want them to appear in the Appointment Scheduler. The resource at the top of the list will appear on the left side of the Appointment Scheduler and the resource at the bottom of the list will appear on the right side of the Appointment Scheduler.

- Click **OK**.



The Appointment Scheduler views will display the resources that you selected.

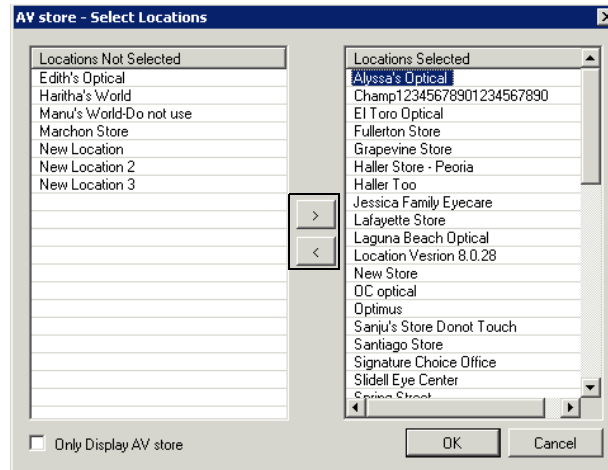


► To view locations in the Appointment Scheduler

- Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
- Click **View** and select **Locations**.  
The Select Locations window opens.

- Use the arrows in the middle of the window to move locations to the Locations Not Selected and Locations Selected columns. Locations in the Locations Selected column will be visible in the Appointment Scheduler.

**NOTE** If you only want to display the location to which you are currently logged into, click the **Only Display <current location>** check box.



- Click **OK**.

The Appointment Scheduler views will display the locations that you selected in tabs at the bottom of the window. Click on the location's tab to view the appointment schedule for that location.

► **To modify viewing options in the Appointment Scheduler**

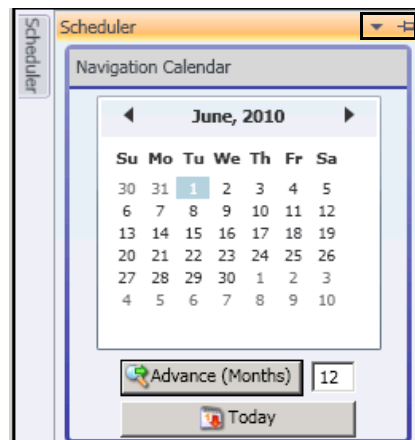
- To modify your Appointment Scheduler view, click **View** and select **Daily** or **Work Week**. You can also modify your Appointment Scheduler view by clicking the **Daily** or **Work Week** buttons in the Appointment Scheduler toolbar.
- To hide the Navigation Calendar in the top left corner of the Appointment Scheduler, click the thumbtack icon, or if you have the auto hide feature on,



click in the main Appointment Scheduler calendar. To display the Navigation Calendar after it has been hidden, click the Scheduler tab.

**NOTES**

- To turn on the auto hide feature, click the down arrow and select **Auto Hide**.
- To turn on the docking feature, which allows you to drag the Navigation Calendar and Patient Information boxes to the left and right sides of the window and drop them on the center arrows, click the down arrow and deselect **Auto Hide**, which will automatically select **Dockable**.



## Setting Up the Appointment Scheduler

Before you begin using OfficeMate to schedule, move, change, and cancel patient appointments, set up the Appointment Scheduler. This section tells you how to set up the Appointment Scheduler, including how

- [To set up preferences, 184](#)
- [To set up services, 186](#)
- [To set up provider & resource hours, 187](#)
- [To set up service templates, 189](#)
- [To set up & edit provider & resource exceptions, 193](#)
- [To set up service reminders, 195](#)
- [To set up insurance reminders, 195](#)
- [To set up appointment icons, 196](#)

For information on setting up provider resources, watch the “[Provider Resources](#)” video.

**NOTE**

You must set up the Appointment Scheduler before you begin scheduling appointments.

For information on setting up Appointment Scheduler preferences, watch the “[Scheduler Preferences](#)” video.

► **To set up preferences**

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Scheduler Preferences**.  
The Scheduler Preferences window opens.
3. Select one of the following options from the **Phone number** box to denote your preference for recording patients’ home phone numbers when scheduling appointments:
  - Not Required
  - Warn If Missing
  - Always Required
4. Select one of the following options from the **Insurance** box to denote your preference for recording patients’ insurance information when scheduling appointments:
  - Not Required
  - Warn If Missing
  - Always Required
5. Select one of the following options from the **Patient For Appointment** box to denote your preference for recording patients when scheduling appointments (for example, if you select “Not Required,” then you will be able to schedule time for non-patient appointments, such as office meetings and breaks):
  - Not Required
  - Warn If Missing
  - Always Required
6. If you want to change the colors used to denote appointments and available time periods, select new colors from the Closed, Available, or Not Available drop-down menus in the System Colors box.
7. Select a starting day for the calendar in the top left corner of the Appointment Scheduler from the **Calendar Starting Day** box.
8. If you want to allow scheduling overrides, select one or more of the following overrides from the **Overrides** box:
  - Overbook Limits

**NOTE**

If you allow overbook limit overrides, you can schedule appointments even if the overbooking limit has been exceeded. If you want to allow overbooking for select providers, go to [To set up provider & resource hours on page 187](#).

- Closed/Unavailable Times
- Service Warnings
- Insurance Warnings

9. Select one of the following default scheduling views from the **Default Schedule View** box:
  - Daily View
  - Weekly View

10. Click **OK**.

For information on setting up office hours, watch the “Office Hours” video.

► **To set up office hours**

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Office Hours**.  
The Office Hours window opens.
3. Select the location for which you want to set up office hours from the **Locations** list.
4. Select **Closed?** check boxes next to days that the office is closed.

- Select or type the hours that the office is open in the **Open From** and **Open To** text boxes.

- Click **OK**.

► **To set up services**

For information on setting up services, watch the “Services” video.

**NOTE** The services available to set up in the Appointment Scheduler and the duration of the services are set up by the administrative location.

- Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
- Click **Tools** and select **Services**.  
The Service Setup window opens.
- Select the check boxes in the **Available** column next to services for which you want to schedule appointments.
- If you want to select a color to represent a service, click the drop-down menu next to the service in the Color column and select a color.

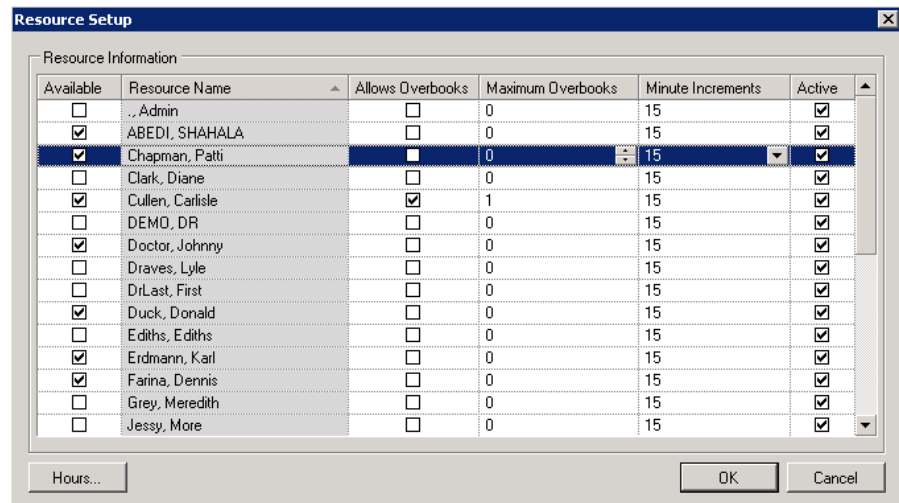
Available	Name	Description	Color
<input checked="" type="checkbox"/>	DCK	Contact Pick-Up Evaluatio	#CF7B79
<input checked="" type="checkbox"/>	DIL	Dilation	#456287
<input checked="" type="checkbox"/>	Follow-up Visit	Follow-up Visit	#758C48
<input checked="" type="checkbox"/>	FU	Acute Follow-Up Visit	#9F8CB7
<input checked="" type="checkbox"/>	IOP	Pressure Check	#A29D96
<input checked="" type="checkbox"/>	LASIK	LASIK Follow-Up	#ADC1D9
<input checked="" type="checkbox"/>	LASIK Pre-Op	Before LASIK Evaluation	#B5CC88
<input checked="" type="checkbox"/>	NPD	New Contact Lens Dispensi	#ED1C24
<input checked="" type="checkbox"/>	Optomap-screener	Optomap photo	#FFC20E
<input checked="" type="checkbox"/>	PR	Contact Lens Progress Exa	#FFF200
<input checked="" type="checkbox"/>	PR/dilate	Contact Lens PR & Dilate	#00B7EF
<input checked="" type="checkbox"/>	RT-OCT	Scanning Laser Analysis-Right Eye	#0072BC
<input checked="" type="checkbox"/>	Rx Re-Check	Spectacle Re-Check	#0072BC

- Click **OK**.

For information on setting up provider and resource hours, watch the “Providers & Resources” video.

► **To set up provider & resource hours**

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Providers And Resources**.  
The Resource Setup window opens.
3. Select the **Available** check box next to resources that are available.
4. Select the **Allows Overbooks** check box next to resources if you want to allow the Appointment Scheduler to overbook appointments for the resource.
5. If you selected the Allows Overbooks check box for a resource, select the maximum number of overbookings that are allowed in each time period for that resource from the **Maximum Overbooks** column.
6. Select the number of minutes in which the Appointment Scheduler should increment appointments for the resource from the **Minute Increments** column.
7. Select the **Active** check box next to resources that are active.



8. Select a resource and then click **Hours** to set up location hours for the resources.  
The Location Hours window opens.
9. Select a location from the list of **Locations**.

**NOTE**

If you are scheduling a provider or resource at more than one location, you must set up the hours for each resource at each location individually.

10. Select an available date range from the **Description** drop-down menu.

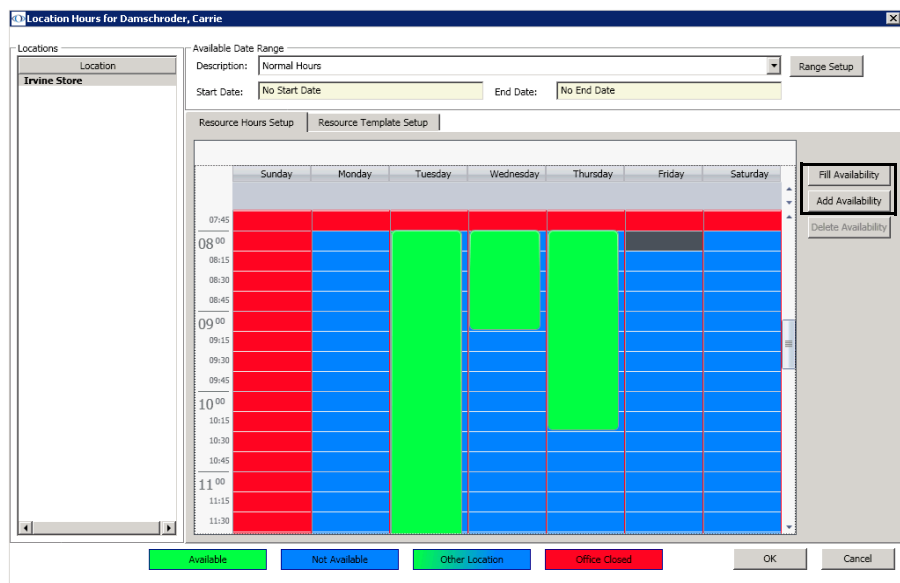
**NOTE**

- The default date range is Normal Hours, which is not limited by a beginning date or an ending date.
- Select another date range only for temporary adjustments to the normal schedule such as holiday hours, limited hours due to renovation, etc.
- To add a date range, click **Range Setup**.

11. Complete one of the following actions to mark the resource as being available:
- Click and drag your mouse cursor over the day and time that you want to mark the resource as being available and then right-click the schedule grid and select **Add Availability** or click the **Add Availability** button.
  - Right-click on a date that has *no* availability already recorded and select **Fill Availability** or click the **Fill Availability** button to quickly fill a resource's availability for a day so that it is the same as the location's hours.

**NOTES**

- The office must be open during the days and times you select in order to set up location hours and times.
- To delete location hour availability for resources within a timeslot on which you have filled availability, select the currently available day and time and then either right-click and select **Delete Availability** or click the **Delete Availability** button.



12. Click **OK** to close the Location Hours window.
13. Click **OK** to close the Resource Setup window.

For information on setting up service templates, watch the “[Range Setup](#)” and “[Resource Templates](#)” videos.

### ► To set up service templates

Use appointment templates to restrict the types of services that can be scheduled for a given provider during specific days and times. Templates created for one provider can be copied to other providers, enabling you to quickly create complex scheduling restrictions or recommendations.

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Providers And Resources**.  
The Resource Setup window opens.
3. Select a resource and then click **Hours**.  
The Location Hours window opens.
4. Select a location from the list of **Locations**.
5. Click the **Resource Template Setup** tab.
6. Click and drag your mouse cursor over the day and time on which you want to set up the service template and then complete one of the following actions:
  - Right-click the schedule grid and select **Add Template**.
  - Click the **Add Template** button.

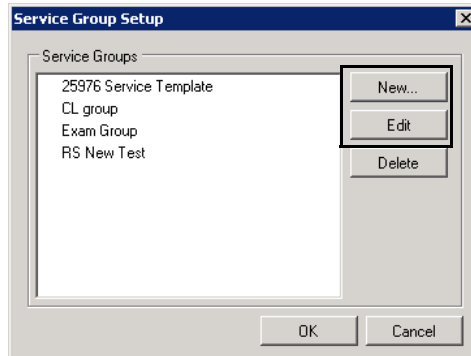
#### NOTES

- To remove an existing service template, select the template, right-click on it, and select **Delete Template**, or click the **Delete Template** button.
- To edit an existing service template, select the template, right-click on it, and select **Edit Template**, or click the **Edit Template** button.
- To use templates with the same name and service groups in multiple timeslots, select the template, right-click on it, and select **Copy Template**. Then, place your cursor over the day and time on which you want to paste the service template, right-click, and select **Paste Template**.

The Service Template Setup window opens.

7. Type a name in the **Name** text box.
8. Type a description in the **Description** text box.

9. Click **Service Group** to select the services that may be scheduled during the template hours. To set up new service groups or edit existing service groups, follow the instructions below:
  - a. Click **New** to create a new service group or select a service group from the list and click **Edit** to modify an existing service group.

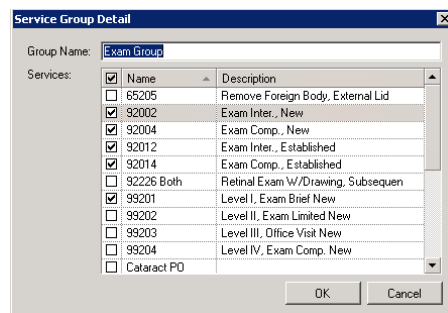


- b. Type a name for the group in the **Group Name** field.
- c. Select the check boxes for the services you want to add to the service group.

#### NOTES

- Only services that are available to schedule appear in the Service Group Setup window. For information on making services available, go to [To set up services on page 186](#).
- At least one service must be selected to create a service group.

- d. Click **OK** to save the service group.



- e. Click **OK** on the Service Group Setup window when you are finished.
10. Select the **Restrict Template to Service Group** check box to force appointments scheduled within the time frame of the template to be restricted to only those services included in the selected service group.

#### NOTE

If you do not select the Restrict Template to Service Group check box, appointments will not be restricted to only those services included in the service group. The services in the group will appear in bold to indicate that they are recommended when the appointment is being recorded.



11. In the Template Pattern Setup box, select the check box next to the days of the week in which the services are available.
12. Type or select the **Start** Time.
13. Type or select the number of minutes allocated for the service in the **Duration of service (minutes)** field.

**NOTE** The duration of service in minutes must be equal to or greater than the minute increments set up for the resource in the Resource Setup window and displayed on the Appointment Scheduler.

14. Type or select the number of minutes between appointment start times in the **Minutes between services** field.

**NOTE** To schedule down time between appointments, type or select more minutes in the Minutes between services field than the Duration of service field.

15. Type or select the **End** Time.

The screenshot shows the 'Service Template Setup' dialog box. The fields are as follows:

- Location: Robins Eye Care, LLC
- Resource: Horton, June
- Available Date Range: Normal Hours
- Day of the Week: Tuesday
- Template Name: New Exam
- Description: New Exam
- Service Group: New Exams
- Restrict Template to Service Group:
- Start Time: 11:00 AM
- Duration of service (minutes): 15
- Minutes between services: 0
- End Time: 11:15 AM
- Buttons: OK, Cancel

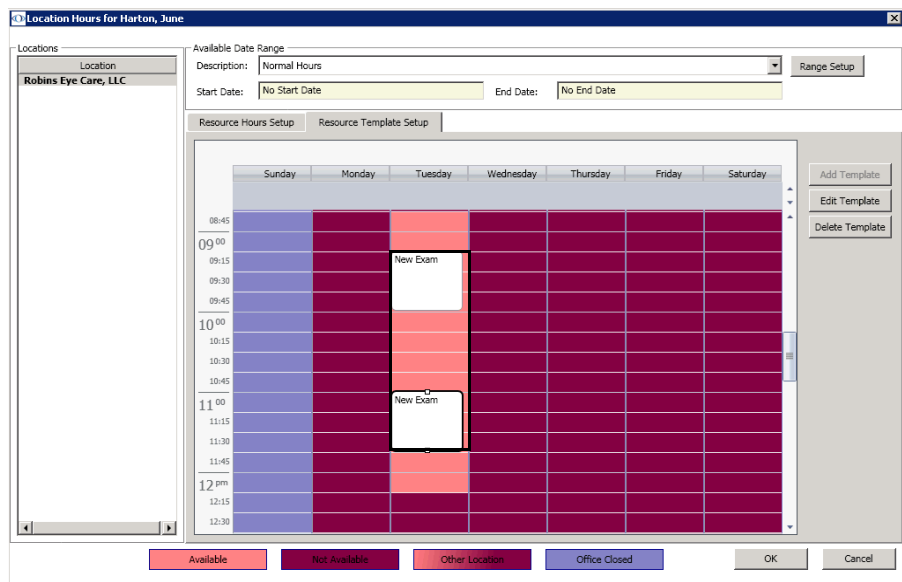
16. Click **OK** when you are finished.
17. Click **Close** to close the Service Template Setup window.

18. When you are finished adding templates, click **OK** on the Location Hours window and click **OK** on the Resource Setup window.

The template(s) that you added now appear on the provider or resource's schedule in the Location Hours window.

**NOTE**

If you scheduled appointments for multiple providers with different minute increments for their appointments (for example, 15 and 30), then the schedule will be displayed with the fewest minute increments for all providers (15). If you scheduled a template for a provider who has longer minute increments for his or her appointments (30), then the template that you scheduled will be displayed multiple times in the timeslot (twice; once in each 15 minute timeslot).



For information on setting up provider and resource exceptions, watch the “[Provider Exceptions](#)” video.

### ► To set up & edit provider & resource exceptions

#### NOTES

- You must set up resource hours before you set up resource exceptions. To set up resource hours, go to [To set up provider & resource hours on page 187](#).
- If you allow closed and unavailable time overrides, you can schedule appointments even if the office is closed or the provider is unavailable. To allow overrides, go to [To set up preferences on page 184](#).
- You can create unavailable exceptions in timeslots when the provider or resource is unavailable. This feature is useful if a resource is only available in multiple small blocks of time throughout the day.

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Complete one of the following tasks:
  - If you are creating a new exception, click **File** and select **New Schedule Exception** or right-click on the time grid and select **New Schedule Exception**.
  - If you are editing an existing exception, click **Edit** and select **Edit Selected Exception** or right-click on the time grid and select **Edit Selected Exception**.

The Resource Availability Exception or Resources Exception Details window opens.

3. Select whether the new resource availability exception type denotes time that is **Available** or **Not Available**.
4. Select the resource for which you are scheduling the availability exception from the **Resource** drop-down menu.
5. Select the location at which you are scheduling the availability exception from the **Location** drop-down menu.
6. Select the starting date of the availability exception from the **Start Date** drop-down menu.
7. Select the start time of the availability exception from the **Start Time** box.

8. Select or type the duration of the availability exception in the **Duration** text box.

9. If you want to record a recurrence of this resource availability exception, click **Recurrence** and follow the instructions below; otherwise, go to step 10:
  - a. Select daily, weekly, or monthly recurrence options from the **Recurrence** box.
  - b. Select the range of the recurrence from the **Range of Recurrence** box.

**NOTE** You cannot create reoccurring exceptions with an end date that is more than two years in the future.

- c. Click **OK**.

10. Type or select a reason for the resource's exception in the **Reason** text box.
11. Click **OK** to save the resource availability exception.

The exception is outlined in black on the Appointment Scheduler and displays the reason in the timeslot and when you place your cursor over it.

For information on setting up service reminders, watch the “Reminders” video.

### ► To set up service reminders

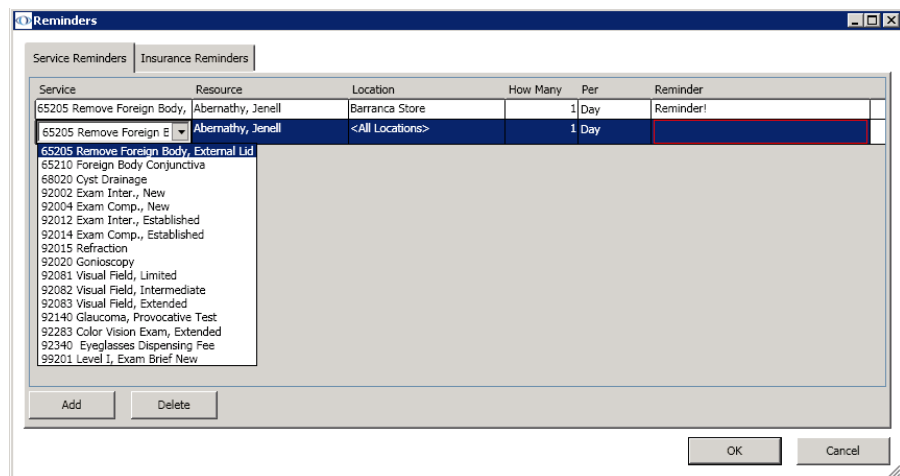
Set up service reminders to restrict scheduling appointments for patients who are scheduling a specific service. If you set up your preferences to allow overrides for service warnings, you will still be able to schedule appointments despite any service reminders and restrictions. For more information on allowing overrides, go to [To set up preferences on page 184](#).

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Reminders**.

The Reminders window opens.

**NOTE** If you want to delete a service reminder, select the service and click **Delete**.

3. Click **Add** to add a service reminder.
4. Select a service from the **Service** column drop-down menu.



**NOTE** To add or delete services in OfficeMate, go to [To set up services on page 186](#).

5. Select a resource from the **Resource** column drop-down menu.
6. Select a location from the **Location** column drop-down menu.
7. Select or type the maximum number of times that you want to schedule the service in the **How Many** box.
8. Select Week, Day, or Month from the **Per** drop-down menu.
9. Type the message that you want to appear in the service reminder in the **Reminder** box.
10. Click **OK**.

### ► To set up insurance reminders

Set up insurance reminders to control the scheduling of appointments for patients who are covered by a specific insurance plan. If you set up your preferences to allow overrides for insurance warnings, you will still be able to schedule

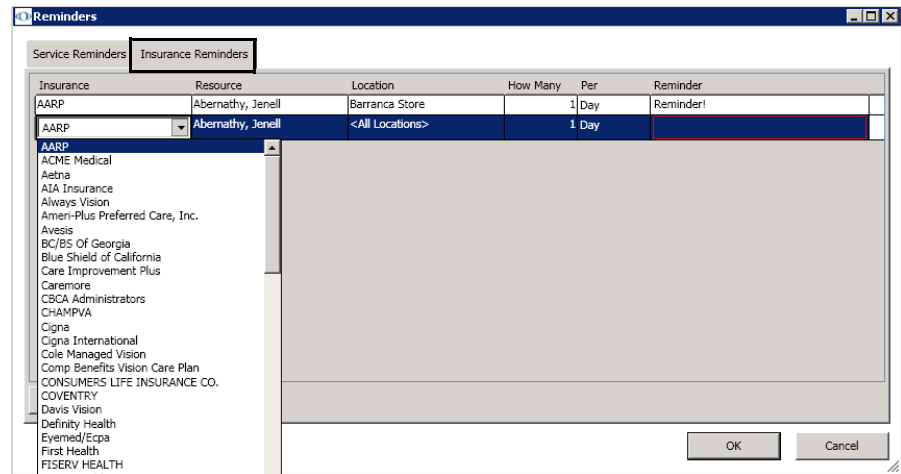
For information on setting up insurance reminders, watch the “Reminders” video.

appointments despite any insurance reminders and restrictions. For more information on allowing overrides, go to [To set up preferences on page 184](#).

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Reminders**.  
The Reminders window opens.
3. Click the **Insurance Reminders** tab to set up insurance reminders.

**NOTE** If you want to delete an insurance reminder, select the insurance plan and click **Delete**.

4. Click **Add** to add an insurance reminder.
5. Select an insurance plan from the **Insurance** drop-down menu.



6. Select a resource from the **Resource** column drop-down menu.
7. Select a location from the **Location** column drop-down menu.
8. Select or type the maximum number of times that you want to schedule the insurance plan in the **How Many** box.
9. Select Week, Day, or Month from the **Per** drop-down menu.
10. Type the message that you want to appear in the insurance reminder in the **Reminder** box.
11. Click **OK**.

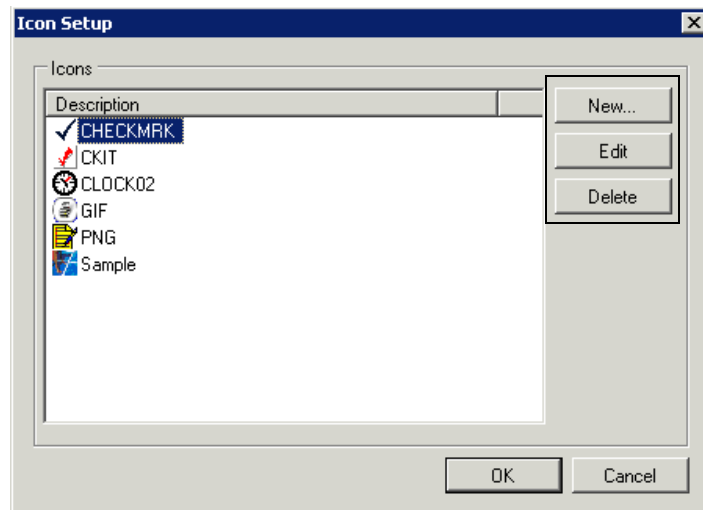
#### ► To set up appointment icons

You can set up appointment icons to use when you are scheduling patient appointments to denote new or established patients, the status of a patient in the

For information on setting up appointment icons, watch the [“Appointment Icons”](#) video.

office, patients who need more attention, etc. To assign icons to patient appointments, go to [Scheduling Appointments on page 201](#).

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Appointment Icons**.  
The Icon Setup window opens.
3. Complete one of the following tasks:
  - Click **New**, select an icon from the OMATE32\Icons folder or OfficeMate\Icons folder, and click **OK** to add the icon to your list of available icons to use when scheduling appointments.
  - Select an icon and type a new name for the icon, if desired.
  - Select an icon, click **Delete**, and click **OK** to delete the icon from your list of available icons to use when scheduling appointments.



4. Click **OK** to close the Icon Setup window.

## Searching for Appointments

This section tells you how to search for appointments in the Appointment Scheduler, including how

- [To search for an available new appointment time, 197](#)
- [To find an existing appointment time, 199](#)

### ► To search for an available new appointment time

1. Click **Tools** and select **Find Open Appointments**.

OR

Click the **Find Open Appointments** button in the Appointment Scheduler toolbar.

The Find Open Appointments window opens.

2. Select a location from the **Location** drop-down menu.

3. Select a resource from the **Resource** drop-down menu.
4. Select a service from the **Service** drop-down menu.

OR

Type the number of minutes normally reserved for the appointment for which you are searching in the **Duration** text box.

**NOTE**

Your services should be set up with a duration already defined. If you have not set up your services and corresponding durations, go to [To add or modify services on page 77](#).

5. If the patient has insurance, select an insurance provider from the **Insurance** drop-down menu.
6. Select one or more of the following search criteria:
  - Number of months or weeks until the appointment will be scheduled in the **Appoint In** text box and the **Weeks** or **Months** radio button.
  - Month from the **Month** drop-down menu.
  - Morning, Afternoon, or Evening from the **Period(s)** box.
  - One or more days of the week from the **Day(s) of Week** box.

The screenshot shows a dialog box titled "Open Appointment Search". It is divided into two main sections: "Search Criteria" and "Search Results".

**Search Criteria:**

- Location: Barranca Store (dropdown)
- Resource: [All] (dropdown)
- Service: 65210 (dropdown)
- Duration: 15 Minutes (spinners)
- Insurance: Aetna (dropdown)
- Appoint In: 3 (spinners) with radio buttons for Weeks and Months
- Month: (dropdown)
- Period(s):  Morning,  Evening,  Afternoon
- Day(s) of Week:  Monday,  Tuesday,  Wednesday,  Thursday,  Friday,  Saturday,  Sunday

A "Search" button is located at the bottom left of the "Search Criteria" section.

**Search Results:**

The "Search Results" section is currently empty. It has a table header with three columns: "Location", "Resource", and "Start Time".

"Select" and "Cancel" buttons are located at the bottom right of the dialog box.

7. Click **Search** to search for available appointment times that meet your search criteria.
8. Select an available appointment time that meets your search criteria and click **Select** or double-click it to open the Appointment Detail window and



schedule an appointment in that timeslot. For more information on scheduling appointments, go to [Scheduling Appointments on page 201](#).

► To find an existing appointment time

1. Click **Tools** and select **Find Existing Appointments**.

The Find Existing Appointments window opens.

2. If you want to find a specific patient's existing appointment, follow the instructions below:
  - a. Click **F2 Find**.
  - b. Enter search criteria in the Find Patient window and click **F2 Find**.
  - c. Select a patient and click **Select** or double-click the patient's name.

Name	Address/City	Home Phone	SSN	DOB	Patien	HIPAA	Location
Patient, Michael R	118 W Wilshire Ave, F	(800) 269-3666	333-66-9999	01/13/1980	✓	✓	Robins Eye Car
Patient, Sally J	118 W Wilshire Ave, F	(800) 269-3666	222-55-8888	09/14/1982	✓	✓	Robins Eye Car
Patient, William	118 W Wilshire Ave, F	(800) 269-3666	111-44-7777	06/19/2003	✓	✓	Robins Eye Car

3. Select appropriate search criteria from the **Search Criteria** box.

Existing Appointment Search

Search Criteria

F2 Patient: Ablay, Skyler      Resource: Payne, Bob

Location: Barranca Store       Include Past Appointments in Search

Find      Clear

Search Results

Date	Start Time	Name	Resource	Location	Home Phone	Notes	Cancelled	Deleted
------	------------	------	----------	----------	------------	-------	-----------	---------

Edit      Close

4. Click **Find** to find existing appointment times that meet your search criteria.
5. Select an appointment and click **Edit** to open the Appointment Detail window and edit the existing appointment in that timeslot. For more information on modifying appointments, go to [To modify scheduled appointments on page 207](#).

Existing Appointment Search

Search Criteria

F2 Patient:      Resource:      Find      Clear

Location: Barranca Store       Include Past Appointments in Search

Search Results

Date	Start Time	Name	Resource	Location	Home Phone	Notes	Cancelled	Deleted
10/11/2010	11:30:00 AM	Ablay, Skyler	Kannan, O.D., Aritha	Barranca store	(478) 442-1502		No	No

Edit      Close

## Scheduling Appointments

You can schedule, move, change, and cancel appointments for patients using the Appointment Scheduler's Daily and Work Week views. This section tells you how to schedule appointments, including how

- [To schedule a new appointment, 201](#)
- [To modify scheduled appointments, 207](#)

### NOTES

- You must set up the Appointment Scheduler before you begin scheduling appointments. For more information on setting up the Appointment Scheduler, go to [Setting Up the Appointment Scheduler on page 183](#).
- Click **Refresh** to refresh the Appointment Scheduler with the most up-to-date appointment information.

For information on scheduling appointments, watch the "OfficeMate Scheduler 'Go'" videos.

### ► To schedule a new appointment

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. To find a patient for whom you want to schedule an appointment, follow the instructions below; otherwise, go to step 3.
  - a. Click **Tools** and select **Search For Patient** or click the **F2 Find** button in the bottom left corner of the Appointment Scheduler to open the Find Patient window.
  - b. Enter search criteria and click **F2 Find**.

### NOTE

If you want to add a new patient to OfficeMate, click **New** and go to [Recording Patient Information on page 18](#) to record the patient's demographic and insurance information and record patient notes. For more information on adding new patients to OfficeMate in the Appointment Scheduler, watch the "Demographics" and "New Patient" videos.

- c. Select a patient and click **Select** or double-click on the patient.

Name	Address/City	Home Phone	SSN	DOB	Patien	HIPAA	Location
Patient, Michael R	118 W Wilshire Ave, F	(800) 269-3666	333-66-9999	01/13/1980	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Care
Patient, Sally J	118 W Wilshire Ave, F	(800) 269-3666	222-55-8888	09/14/1982	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Care
Patient, William	118 W Wilshire Ave, F	(800) 269-3666	111-44-7777	06/19/2003	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Care

**NOTE**

After you select a patient, you can click on the following buttons in the bottom left corner of the Appointment Scheduler to complete other patient-related tasks.

- If you want to view, open, or edit other appointments that have been scheduled for the patient, click **Appt History**, select an appointment, and click **Edit**.
- If you want to edit the patient's demographic information, click **Pat. Demo.** and go to [Recording Patient Information on page 18](#) to record the patient's demographic and insurance information, record patient notes, and view the patient's VSP history.
- If you want to clear the patient's information and select another patient, click **Clear Patient**.
- If you want to select another patient, click **F2 Find**.

3. Search for and select an available new appointment time. For more information on searching for available appointment times, go to [To search for an available new appointment time on page 197](#)

OR

Click and drag your mouse cursor over an available timeslot on the time grid.

**NOTES**

- To quickly advance the Appointment Scheduler to a future month, type the number of months that you want to advance the Appointment Scheduler in the text box next to the **Advance (Months)** button in the Navigation Calendar and then click the **Advance (Months)** button.
- To view today's Appointment Scheduler, click the **Today** button in the Navigation Calendar.

- Click **File** or right-click on the schedule and select **Schedule Selected Patient** (if you selected a patient in step 2) or **New Appointment** (if you did not select a patient in step 2).

OR

Click the **New** button on the Appointment Scheduler toolbar.

The Appointment Details window opens.

- Select a resource from the **Resource** drop-down menu, if the correct resource is not already selected.
- Select a location from the **Location** drop-down menu, if the correct location is not already selected.
- Type or select a start date for the appointment from the **Start Date** drop-down menu.
- Type or select a starting time for the appointment from the **Start Time** text box.
- Type or select the duration of the appointment (in minutes) in the **Duration** text box.

The screenshot shows the 'Appointment Details' dialog box with the following fields and options:

- Appointment Information:**
  - Resource: Doctor, Johnny
  - Location: Irvine Store
  - Start Date: Thursday, July 21, 2011
  - Start Time: 1:00 PM
  - Duration: 30 Minutes
  - Recurrence: No recurrences
  - Notes: (empty text area)
- Appointment Timestamp:**
  - Creation: Thursday, July 21, 2011 12:26 PM
  - User: Johnny Doctor Computer: QATS03R2E32
  - Modification: Thursday, July 21, 2011 12:26 PM
  - User: Johnny Doctor Computer: QATS03R2E32
- Patient Information:**
  - F2 Patient: Sally Patient
  - Service Type: CL Fit Contact Lens Fitting
  - Insurance: Vision Service Plan
  - Pre-Appointment: Eligibility/Authorization
- Confirmation Information:**
  - Confirmed
  - Left Message
  - Not Available
  - None (selected)
  - Initials: (empty text box)
- Show Status:**
  - None (selected)
  - No Show
  - Show

Buttons at the bottom: Find Open Appointment..., Icons..., OK, Cancel.

10. If you want to record a recurrence of this appointment, click **Recurrence** and follow the instructions below:
  - a. Select daily, weekly, or monthly recurrence options from the **Recurrence** box.
  - b. Select the range of the recurrence from the **Range of Recurrence** box.
  - c. Click **OK**.

**Appointment Recurrence**

Recurrence

Recur every  week(s) on:

None  Daily  Weekly  Monthly

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Range of Recurrence

No End Date  End After  occurrence(s)  End By

11. If you want to add notes to the patient's appointment, type text into the **Notes** text box.
12. To find a patient for whom you want to schedule an appointment, follow the instructions below; if you already selected a patient in step 2 above, go to step 13.
  - a. Click **F2 Patient**.
  - b. Enter search criteria and click **F2 Find**.

**NOTE**

If you want to add a new patient to OfficeMate, click **New** and go to [Recording Patient Information on page 18](#) to record the patient's demographic and insurance information, record patient notes, and view the patient's VSP history.

- c. Select a patient and click **Select** or double-click on the patient.

**Find Patient**

Selection Criteria

Last Name:  Address:

First Name:  City:

Social Security No:  Home Phone:

Nickname:  Patient No:

Date Of Birth:   Chart No:

Default Location:   Include Inactive

Name	Address/City	Home Phone	SSN	DOB	Patien	HIPAA	Location
Patient, Michael R	118 W Wilshire Ave, F	(800) 269-3666	333-66-9999	01/13/1980	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Car
Patient, Sally J	118 W Wilshire Ave, F	(800) 269-3666	222-55-8888	09/14/1982	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Car
Patient, William	118 W Wilshire Ave, F	(800) 269-3666	111-44-7777	06/19/2003	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Robins Eye Car

3 Patients Found

13. Select a service from the **Service Type** drop-down menu.

**NOTE**

- To set up the services that you want to schedule, go to [To set up services on page 186](#).
- If not all services are available, a template may be applied to the provider's or resource's schedule that restricts the types of services available. If the service you want to select is not available, choose a different time or a different provider. If you must schedule a service that is unavailable, click the lock icon to select services outside of the prescribed service groups. A username and password with sufficient security access is required for each override.

The screenshot shows a 'Patient Information' form. At the top, there are two tabs: 'F2 Patient' and 'Patient, Sally'. Below the tabs, there are three fields: 'Service Type:' with a dropdown menu and a lock icon, 'Insurance:' with a dropdown menu showing 'Aetna of California', and a checkbox labeled 'Pre-Appointment'.

- Bold services listed in the Service Type drop-down menu are services that are recommended, but not required, by a template or they are services within the prescribed groups while an override is in place.

The screenshot shows the 'Patient Information' form with the 'Service Type:' dropdown menu open. The dropdown list contains several services, with the first four in bold: '92004 Exam Comp., New', '92014 Exam Comp., Established', '99201 Level I, Exam Brief New', and 'Exam of V1.0.39 Exam of V1.0.39'. Below these are '65205 Remove Foreign Body, External Lid', '92226 Both Retinal Exam w/Drawing, Subsequen', '99202 Level II, Exam Limited New', and '99203 Level III, Office Visit New'. Below the dropdown, there are radio buttons for 'Confirmed', 'Left Message', 'Not Available', and 'None' (which is selected). There is also an 'Initials:' field.

- For information about creating and modifying appointment templates, go to [To set up service templates on page 189](#).

14. If the patient has insurance, select the patient's insurance provider from the **Insurance** drop-down menu.

15. If you are pre-appointing an appointment, select the **Pre-Appointment** check box.

A **(p)** appears next to the patient's name in the Appointment Scheduler and a check mark appears in the Pre Appt box on the Confirmation tab to notify you that this appointment has been pre-appointed.

16. If you did not select an available new appointment time in step 3 above, click **Find Avail** and go to [To search for an available new appointment time on page 197](#) to find and select an available new appointment time.
17. If you want to select icons to represent this appointment, click **Icons**, select icons on the Appointment Icons window, and click **OK**.

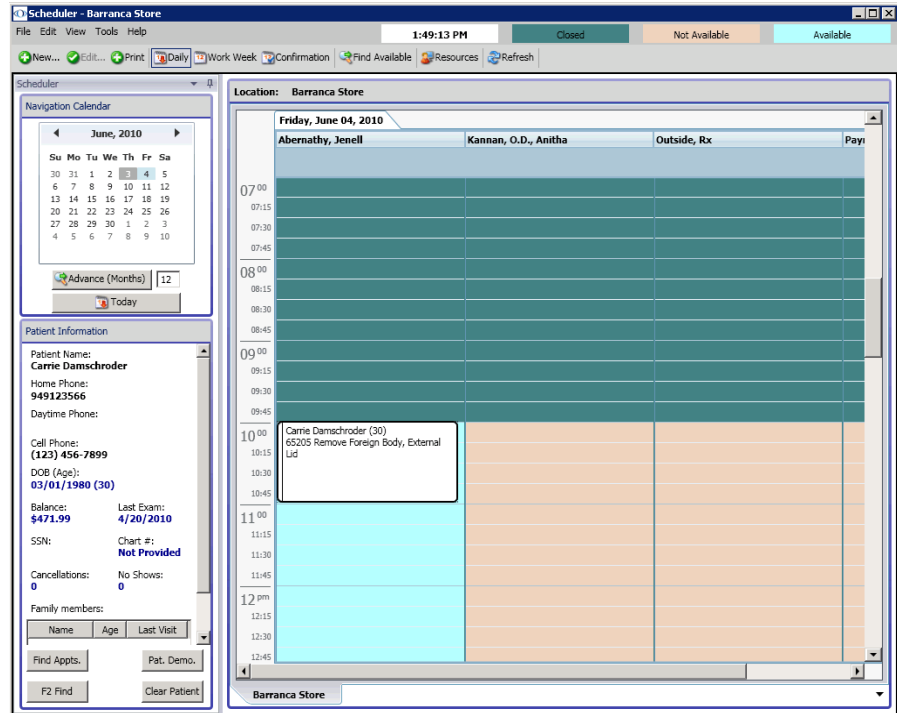
**NOTE**

To add icons in OfficeMate, go to [To set up appointment icons on page 196](#).



18. Click **OK** to save the new appointment details.

The patient's name appears on the time grid in the Appointment Scheduler and in the Quick List window on the day the appointment is scheduled.



#### NOTES

- After you schedule an appointment, right-click on the appointment in the time grid and then click **Edit** to open the Appointment Details window and view information about the creation and modification of the appointment.
- To schedule an appointment for an existing patient's linked family member, click on an appointment that you have already scheduled in the time grid and then double-click on a family member's name in the Family Members box or right-click on a family member's name and select **Select as Active Patient** in the Family Members box.

For information on modifying appointments, watch the "OfficeMate Scheduler 'Go'" videos.

#### ► To modify scheduled appointments

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the existing appointment that you want to edit and complete one of the following tasks:
  - Click **Edit** and select **Edit Selected Appointment**.
  - Click **Edit** on the Appointment Scheduler toolbar.
  - Right-click on the appointment and select **Edit Selected Appointment**.

The Appointment Details window opens.
4. Edit appointment information using the instructions in steps 5–18 in [To schedule a new appointment on page 201](#).

## Recording Patients Shows and No Shows

For information on recording no shows, watch the “OfficeMate Scheduler ‘Go’” videos.

**NOTE** To print a report of all no show appointments, go to [Cancellations And No Shows on page 462](#).

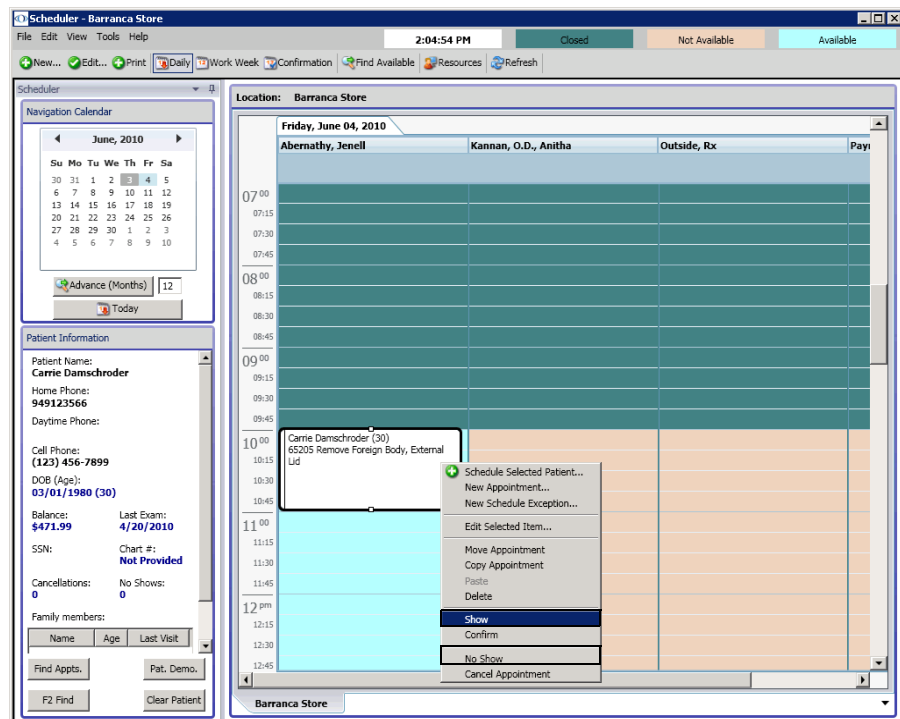
1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the appointment that you want to denote as an appointment where the patient showed or did not show and complete one of the following tasks:
  - Click **Edit** and select **Show** or **No Show**.
  - Right-click on the appointment and select **Show** or **No Show**.

**NOTE**

You can also denote when a patient showed or did not show at his or her appointment by finding and selecting the appointment, right-clicking on the appointment and selecting **Edit**, and selecting appropriate options in the **Show Status** box on the Appointment Detail window.

A green check mark or red “X” appears next to the patient’s name.



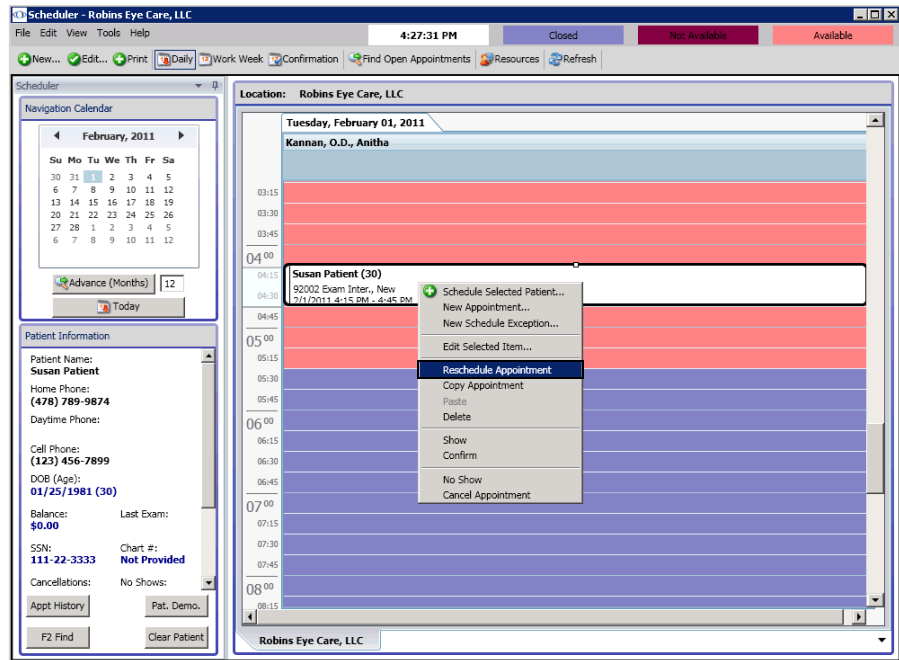
## Rescheduling Appointments

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the appointment that you want to reschedule and complete one of the following tasks:
  - Click **Edit** and select **Reschedule Appointment**.
  - Right-click on the appointment and select **Reschedule Appointment**.
  - Drag it to a new time in the time grid.

#### NOTE

In OfficeMate 9.0 and above, you cannot drag appointments from one provider to another provider; this feature will be available in a future version.

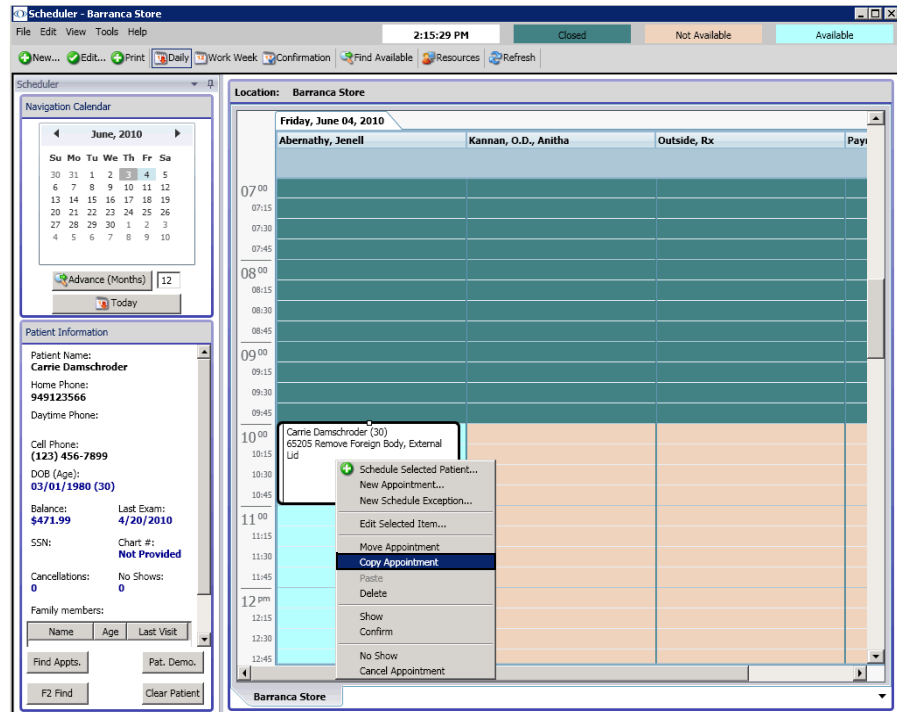


4. If you did not drag the appointment to a new time in the time grid, click on a new time in the time grid to reschedule the patient's appointment to the new time and complete one of the following tasks:
  - Click **Edit** and select **Paste**.
  - Right-click on the appointment and select **Paste**.

## Copying Appointments

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the appointment that you want to copy and complete one of the following tasks:
  - Click **Edit** and select **Copy Appointment**.
  - Right-click on the appointment and select **Copy Appointment**.



4. Click on a new time in the time grid to which you want to copy the patient's appointment and complete one of the following tasks:
  - Click **Edit** and select **Paste**.
  - Right-click on the appointment and select **Paste**.

## Canceling Appointments

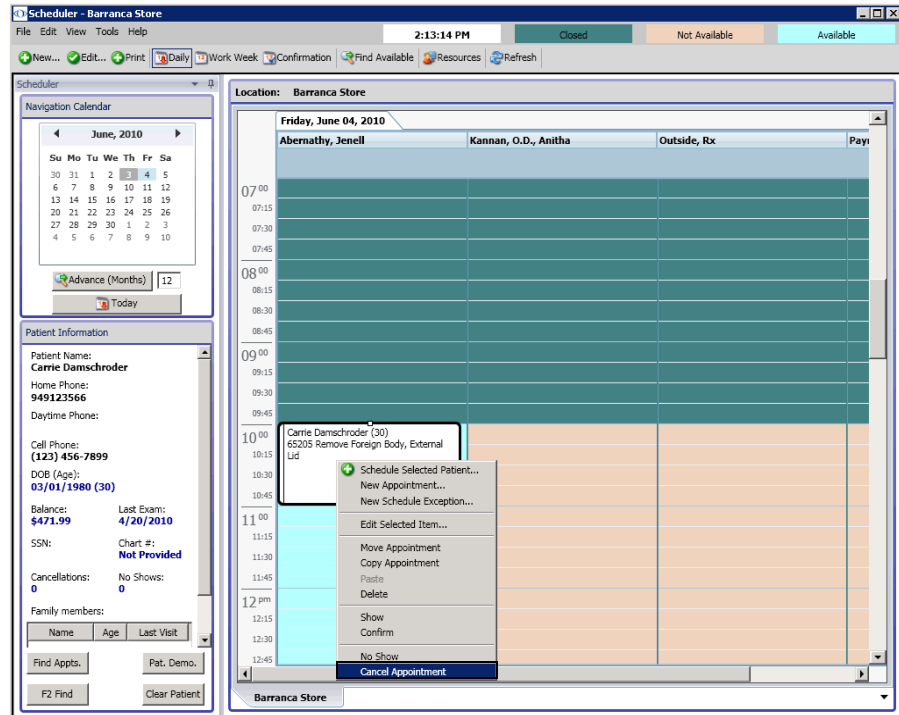
### NOTES

- To print a report of all canceled appointments, go to [Cancellations And No Shows on page 462](#).
- If you plan on deleting a patient from your patient demographic database, you cannot cancel any of the patient's appointments; instead you must delete the appointments. For more information on deleting appointments, go to [Deleting Appointments on page 212](#).

For information on canceling appointments, watch the "OfficeMate Scheduler 'Go'" videos.

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the appointment that you want to cancel and complete one of the following tasks:
  - Click **Edit** and select **Cancel Appointment**.
  - Right-click on the appointment and select **Cancel Appointment**.



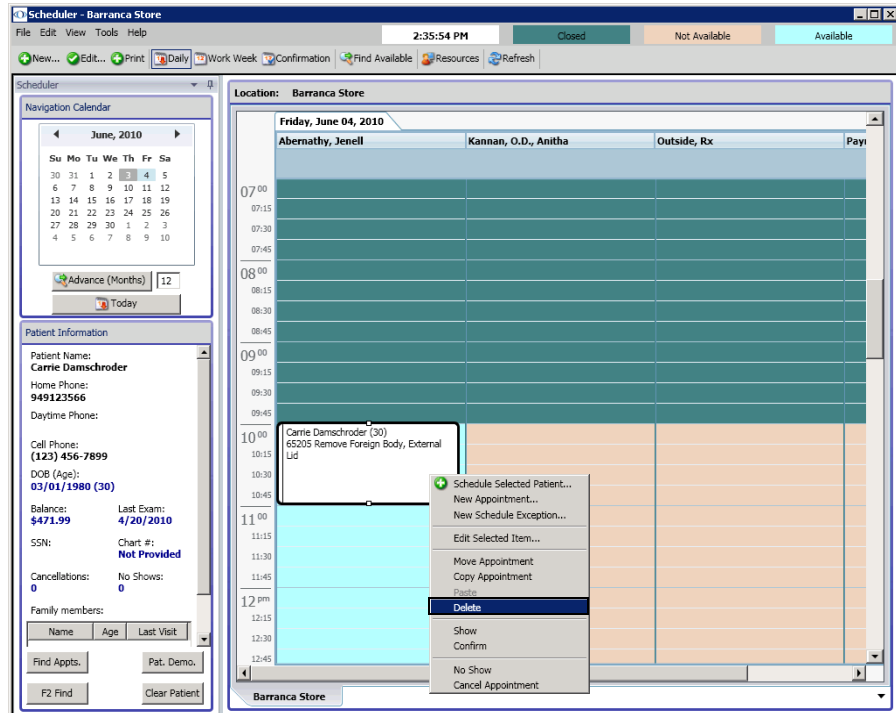
4. Click **OK** to cancel the appointment.

## Deleting Appointments

**NOTE** Deleted appointments are *not* tracked in OfficeMate. If you want to track appointments that you are removing from the Appointment Scheduler, to go [Canceling Appointments on page 211](#).

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Find an existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).

3. Select the appointment that you want to delete and complete one of the following tasks:
  - Click **Edit** and select **Delete**.
  - Right-click on the appointment and select **Delete**.



4. Click **OK** to delete the appointment.

## Confirming Appointments

For information on confirming appointments, watch the “Confirmation Screen” video.

You can view and print a list of patient appointments that need to be confirmed using the Appointment Scheduler’s Confirmation button.

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).

**NOTE** Click **Refresh** to refresh the Appointment Scheduler with the most up-to-date appointment information.

2. Click the **Confirmation** button on the Appointment Scheduler toolbar.
3. Select a location from the tabs at the bottom of the window.
4. Select a date from the calendar.

OR

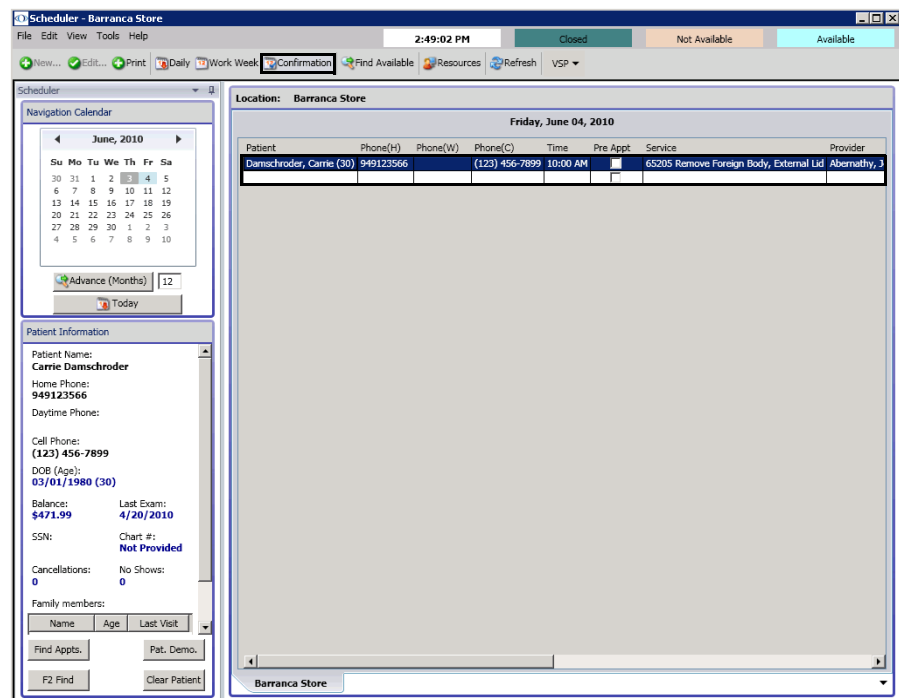
Click the **Today** button on the Appointment Scheduler toolbar to view today’s appointment schedule.

- If you want to view existing VSP eligibility or authorization information for patient, select the patient, click the **VSP** drop-down menu, and select **Eligibility** or **Authorization**.
- Click the **Print** button on the Appointment Scheduler toolbar to print a list of appointments scheduled for the date that you selected.

**NOTE**

If you do not want to print all of the columns displayed in the window, right-click on the confirmation grid and deselect column names that you do not want to print.

- Call the patients on the printed list and confirm their appointments.
- Complete one or more of the following tasks:
  - Select the **Confirmed** check box if you confirmed the patient's appointment.
  - Select the **Msg** check box if you left a message for the patient.
  - Select the **N/A** check box if you were unable to confirm the patient's appointment.



- Type your initials in the **Init.** text box.
- Type notes in the **Notes** text box, if necessary.
- To verify a patient's insurance eligibility, double-click the row in which the patient's name appears.

The Insurance Detail window opens. If you need to make any changes to the patient's insurance information, go to [To record additional insurance claim information on page 28](#). Close the Insurance Detail window when you are finished.

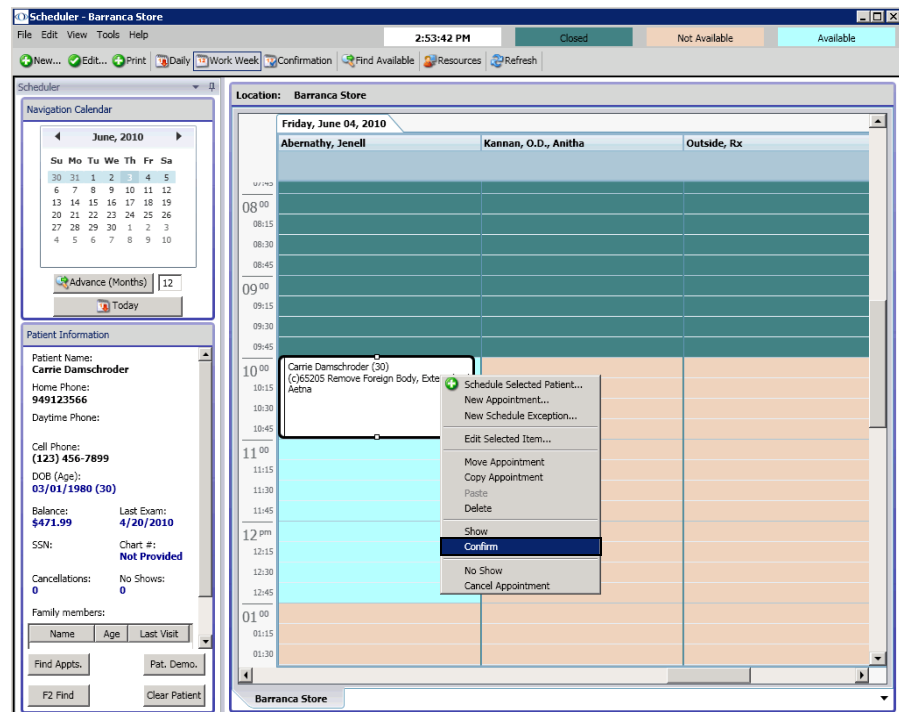


12. To denote a patient's appointment as being confirmed, complete the following tasks:
  - a. Find the existing appointment. For more information on finding an existing appointment, go to [To find an existing appointment time on page 199](#).
  - b. Select the appointment that you want to confirm.
  - c. Click **Edit** and select **Confirm**.  
OR  
Right-click on the appointment and select **Confirm**.

**NOTE**

You can also denote a patient's appointment as being confirmed by finding and selecting the appointment, right-clicking on the appointment and selecting **Edit Selected Appointment**, and selecting appropriate options in the Confirmation Information box on the Appointment Detail window.

A check box calendar icon appears next to the patient's name.



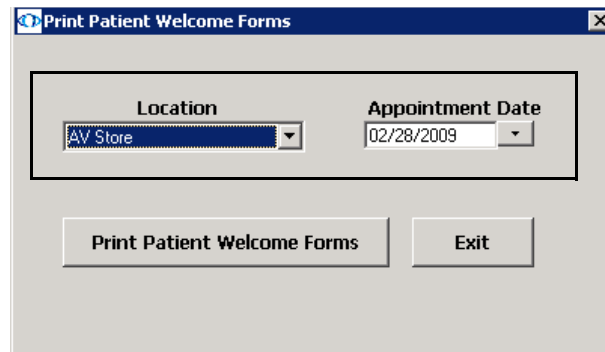
## Printing Patient Welcome Forms

The patient welcome form displays basic patient demographic and insurance information. A patient welcome form is printed for each patient with a confirmed

appointment on a given day. Follow the instructions below to print patient welcome forms.

**NOTE** OfficeMate prints patient welcome forms only for appointments that have been confirmed. For information about confirming appointments, go to [Confirming Appointments on page 213](#).

1. Open the Appointment Scheduler. For more information on opening the Appointment Scheduler, go to [Opening & Viewing the Appointment Scheduler on page 179](#).
2. Click **Tools** and select **Print Patient Welcome Forms**.  
The Print Patient Welcome Forms window opens.
3. Select your location from the **Location** drop-down menu if it is not selected already.
4. Type or select a date in the **Appointment Date** field.



5. Click **Print Patient Welcome Forms**.  
The Preview Window opens.
6. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the patient welcome forms.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported patient welcome forms.

**NOTE** If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2000 (Data Only)** format and **Disk file** destination in the Export window and click **OK**. Select the **Column width based on objects in the Details** radio button and *all* the check boxes in the Excel Format Options window and click **OK**.

7. Close the Preview Window.
8. Click **Exit** to close the Print Patient Welcome Forms window.

# Recording Receipts & Adjustments

# 8

For information on receipts and adjustments, watch the "Patient Receipts" video.

## In this chapter:

- [Opening a Patient's Receipts & Adjustments, 217](#)
- [Applying Payments to Patient Receivables, 218](#)
- [Refunding Patient Credits, 226](#)
- [Applying Insurance Payments to Any Open Balances, 227](#)
- [Applying Insurance Payments to Only Specific Patients, 231](#)
- [Recording Insurance Payments Using Electronic Remittance Advice, 234](#)
- [Recording Insurance Chargebacks, 247](#)
- [Adjusting, Transferring, & Writing Off Charges, 251](#)
- [Modifying Payments Using the Receipt History, 268](#)

After you create and record fee slips you can apply payments from patients and insurance companies, make adjustments to charges, apply credits, and transfer unpaid balances to patients and insurance companies.

## Opening a Patient's Receipts & Adjustments

1. Open a patient's receipts and adjustments using one of the following methods:
  - Click the **Receipts** icon and select **Receipts and Adjustments**.
  - Click **Tasks** on the main window toolbar, select **Receipts**, and select **Receipts and Adjustments**.
  - Right-click on the Patient Demographic, Hard Lens Order, Soft Lens Order, Eyewear Order, Fee Slip, or Patient Ledger window title bar and select **Receipts**.
  - Right-click on a patient in the Quick List window and select **Receipts**.
  - Click on a patient's name in the Quick List window and drag and drop the patient on the **Receipts** icon.
  - Click Receipts on the Patient Center window.

- Enter search information in the Patient Last/First name text boxes and click **F2 Find** to find and select a patient.

#### NOTES

- If the patient has been sent to collection, the Collection Warning message appears. You can remove the patient from collection after you record a payment and click **Yes** on the Collection Message window.
- Click **Ledger** to open the Patient Ledger window and review the ledger. For more information on reviewing the ledger, go to [Using the Patient Ledger on page 271](#).

## Applying Payments to Patient Receivables

For information on applying unapplied amounts to patient receivables, watch the “[Unapplied Amounts & Credits](#)” video.

If you are using a TMS-integrated device to record payments on patient receivables, see the [Using Total Merchant Services \(TMS\) with OfficeMate](#) document for detailed instructions.

For information on recording patient identity and security information, watch the “[Red Flags Rule](#)” video.

This section tells you how to apply payments to patient receivables, including how

- [To apply payments to patient receivables, 218](#)
- [To record prepayments, 221](#)
- [To pay open items with credit amounts, 223](#)

### ► To apply payments to patient receivables

- Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
- Select one of the following payment Method radio buttons:
  - Check**
  - Cash**
  - Debit Card**
  - Credit Card**
  - Other**
- If you have activated the Safeguard - Red Flags Rule feature, select the appropriate Credit Card (only available when you select the Credit Card method of payment) and Driver's License/Photo ID check boxes in the Verify Patient Identification box to indicate whether or not you have verified that the patient's identity matches the types of identification listed.

#### NOTES

- If you select the cash payment method, the Verify Patient Identification box will not appear for you to verify that the patient's identity matches the types of identification listed.
- If a red “RFR” box appears in the Receipts & Adjustments window, the patient's identity has possibly been stolen.
- If you have received a notification that the patient's identity may have been stolen, go to [To record financial information on page 34](#) to record the notification.

- Type the payment amount in the **Amount Paid** text box.

5. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a cash payment, type the cash amount tendered in the **Tendered** text box. The change amount (if applicable) appears in the **Change** text box.
  - If you are applying debit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying another type of payment, select the payment type from the **Type** drop-down menu.
6. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
7. If you want to apply this payment amount to other family members, select the **All With Same Guarantor** check box to view information on all of the guarantor's family members.

8. Apply the amount in the Total to Apply text box using one of the following methods:
  - Click **Apply to Oldest** to apply the amount to the oldest item.
  - Click in an item's **Payment** text box to apply the amount to a specific item.

**NOTES**

- The amount is applied to the item as soon as you click in the item's Payment text box.
- Typing a partial payment amount in the Payment text box will display an amount in the Balance box next to the item. The next time you open the Receipts & Adjustments window for this patient, this item's remaining balance and any new fee slip charges are displayed.

Receipts & Adjustments Patient: Sally Patient DOB: 8/9/1981

Apply to Patient Receivable

Patient Last/First: Patient Sally F2 Find

Method:  Check  Cash  Debit Card  Credit Card  Other

Amount Paid: \$100.00 Type: [Dropdown]

Amount Applied: \$0.00 Check #: 1234

Refunded Amount: \$0.00 Bank #: 322270356

Total to Apply: \$100.00

Apply to Insurance

Date: 5/10/2007

Receipt No: 0

Unapplied: \$17.00

All With Same Guarantor:

To Apply: \$100.00

Recorded By: Doctor, Joe

Date	Slip #	Patient	Code/Name	Open	Payment	Balance	Refund	Location
5/2/2007	454	Sally Patient	Marchon Frame	100.00	100.00	0.00		Mission Viejo - South Sto
				Totals	100.00	100.00	.00	.00

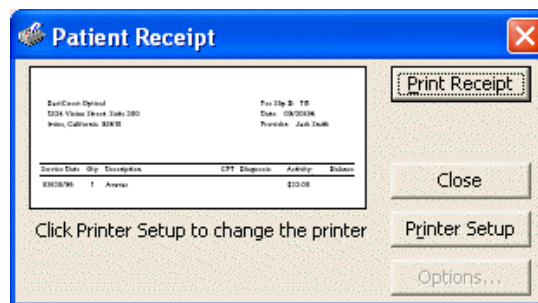
History Delete Record Print Cancel New Adj Ledger

9. If you want to adjust a charge, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).
10. Click **Print** if you want to print the list of patient receivables.

11. Click **Record** and follow the instructions below to record the payment and print a receipt.
  - Click **Print Receipt** to print a receipt.
  - Click **Printer Setup** to set up the printer or select a printer other than the default printer.
  - Click **Close** to close the Patient Receipt window.

**NOTE**

After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History on page 268](#).



► **To record prepayments**

A prepayment results in a credit (or unapplied payment) on the patient's account.

**NOTE**

- To use all or part of the prepayment credit to pay open charges, go to [To pay open items with credit amounts on page 223](#).
- To automatically apply unapplied patient amounts from fee slips to new fee slip charges in the Fee Slip window, select the **Yes** radio button next to the Apply patient unapplied amount from fee slip financial system preference.

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Select one of the following payment Method radio buttons:
  - **Check**
  - **Cash**
  - **Debit Card**
  - **Credit Card**
  - **Other**
3. If you have activated the Safeguard - Red Flags Rule feature, select the appropriate Credit Card (only available when you select the Credit Card method of payment) and Driver's License/Photo ID check boxes in the Verify Patient Identification box to indicate whether or not you have verified that the patient's identity matches the types of identification listed.

For information on recording patient identify and security information, watch the “Red Flags Rule” video.

**NOTES**

- If you select the cash payment method, the Verify Patient Identification box will not appear for you to verify that the patient's identity matches the types of identification listed.
- If a red “RFR” box appears in the Receipts & Adjustments window, the patient's identity has possibly been stolen.
- If you have received a notification that the patient's identity may have been stolen, go to [To record financial information on page 34](#) to record the notification.

4. Type the payment amount in the **Amount Paid** text box.
5. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a cash payment, type the cash amount tendered in the **Tendered** text box. The change amount (if applicable) appears in the **Change** text box.
  - If you are applying debit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying another type of payment, select the payment type from the **Type** drop-down menu.

Date	Slip #	Patient	Code/Name	Open	Payment	Balance	Refund	Location
5/2/2007	454	Sally Patient	Marchon Frame	100.00	\$100.00	0.00	0.00	Mission Viejo - South Sto
				Totals	100.00	100.00	.00	.00

6. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
7. Click **Print** if you want to print the list of patient receivables.



8. Click **Record** and follow the instructions below to record the payment and print a receipt.

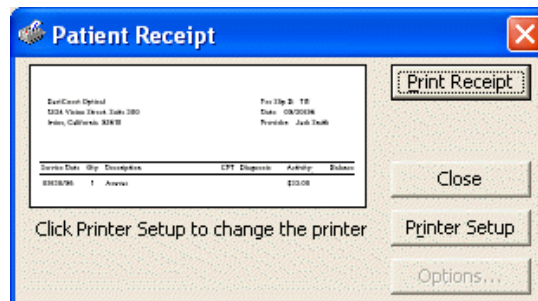
**NOTE** If you applied a partial payment amount, the **Receipts Payment Warning** window opens. Click **Yes** to create a patient credit or click **No** to apply the payment to a fee slip.

- Click **Print Receipt** to print a receipt.
- Click **Printer Setup** to set up the printer or select a printer other than the default printer.
- Click **Close** to close the Patient Receipt window.

The prepayment is displayed in the Credit box in the Patient Ledger window and in the Unapplied box in the Receipts & Adjustments window.

**NOTES**

- After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History on page 268](#).
- View the prepayment in the Receipt History window and on the Patient Receipt History tab in the Patient Ledger window.



### ► To pay open items with credit amounts

For information on paying open items with credits, watch the “[Unapplied Amounts & Credits](#)” video.

**NOTE** OfficeMate may automatically apply any unapplied patient amounts to new fee slip charges depending on the preferences set by your administrative location.

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click **History**.  
The Receipt History window opens.

3. Select a receipt with an unapplied balance and click **Select**.

Rec. No	Date	Amount	Check #	Type	Unapplied	Refunded	Location
1	5/11/2007	28.80		Visa	.00	.00	Mission Viejo Mall store
Totals		28.80			.00	.00	

The Receipts & Adjustments window is populated with information from the unapplied balance.

4. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
5. If you want to apply this payment amount to other family members, select the **All With Same Guarantor** check box to view information on all of the guarantor's family members.

#### NOTES

- The payment will be recorded on the patient's receipt history.
- To automatically select the All With Same Guarantor check box, select the **Yes** radio button next to the Default All Same Guarantor financial system preference.

6. Apply the amount in the Total to Apply text box using one of the following methods:
  - Click **Apply to Oldest** to apply the amount to the oldest item.
  - Click in an item's **Payment** text box to apply the amount to a specific item.

**NOTE**

Typing a partial payment amount in the Payment text box will display an amount in the Balance box next to the item. The next time you open the Receipts & Adjustments window for this patient, this item's remaining balance and any new fee slip charges are displayed.

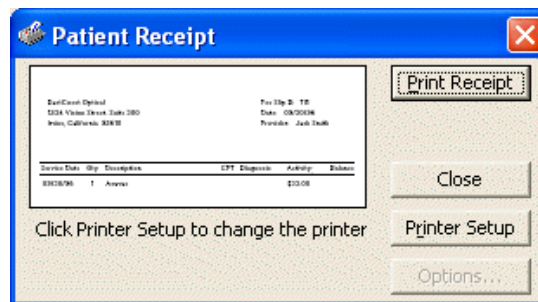
Date	Slip #	Patient	Code/Name	Open	Payment	Balance	Refund	Location
5/2/2007	454	Sally Patient	Marchon Frame	100.00	\$100.00	0.00		Mission Viejo - South Sto
				Totals	100.00	100.00	.00	.00

7. If you want to adjust a charge, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).
8. Click **Print** if you want to print the list of patient receivables.

9. Click **Record** and follow the instructions below to record the payment and print a receipt.
  - Click **Print Receipt** to print a receipt.
  - Click **Printer Setup** to set up the printer or select a printer other than the default printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).
  - Click **Close** to close the Patient Receipt window.

#### NOTES

- The amount in the Unapplied box is updated after you refresh the Receipts & Adjustments window.
- After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History on page 268](#).



## Refunding Patient Credits

#### NOTES

- You cannot delete a patient credit after it has been refunded.
- You can only refund unapplied amounts, for example, for returned products where the refund amount was kept on account or items with adjusted amounts. For more information about product returns and refunds, go to [Returning Products on page 277](#). For information about adjusting charges, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).

For information on refunding patient credits, watch the “Returns & Refunds” video.

If you are using a TMS-integrated device to refund patient credits, see the [Using Total Merchant Services \(TMS\) with OfficeMate](#) document for detailed instructions.

10. Open a patient's Receipts & Adjustments window. For more information on opening Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).

11. Click **History**.

The Receipt History window opens.

12. Select a receipt and click **Refund**.

Rec. No.	Posting Date	Check #	Check/EFT Date	Batch #	Type	Deposit Amt.	Dep. Corrections	Corrected Amt.	Unapplied
10153	1/25/2011			N/A	Check	150.00	0.00	150.00	0
10151	1/20/2011			N/A	Check	80.00	0.00	80.00	0
10150	1/20/2011			N/A	Patient Return	110.00	0.00	110.00	110
10149	1/20/2011			N/A	Cash	110.00	0.00	110.00	0

The Refund Patient Credit window opens.

13. Complete the fields in the **Patient Refund** section.

**Receipt Details**  
 Dep. Date: 1/20/2011 Receipt No: 10150  
 Patient last/First: Patient Sally  
 Amount Paid: \$110.00 Check #: Bank #:  
 Adjustments: \$0.00 Method:  Check  Cash  Debit Card  Credit Card  Other  
 Adjusted Amt: \$110.00 Type: Patient Return  
 Applied Amount: \$0.00  
 Refunded Amount: \$0.00 Unapplied Amount: \$110.00

**Previous Refund Details**

Date	Refund Method	Check# / Type	Refund Amount	Reason	Recorded By

**Patient Refund**  
 Patient Balance: \$0.00 Date: 1/25/2011  
 Check  Cash  Debit Card  Credit Card  Other  
 Type:   
 Check #: 55589  
 Refund Amount: \$110.00  
 Reason: Patient changed mind.  
 Recorded By: Doctor, Johnny  
 Refund Cancel

14. Click **Refund**.

The refunded amount appears in the Refunded column on the Receipt History tab and in the Patient Refund of Unapplied Amounts report. For more information on the Patient Refund of Unapplied Amounts report, go to [Patient Refund of Unapplied Payments on page 494](#).

## Applying Insurance Payments to Any Open Balances

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Dates of Service** boxes if you want to view patients that are reflected on date-specific EOBs.

- Click **Display Charges** and select **Display Summary View** or **Display Detail View**.

**NOTES**

- If you view the insurance charges in the summary view, you can post payments by patient total balances.
- If you view the insurance charges in the detail view, you can post payments by line item.

- Type the payment amount in the **Amount Paid** text box.
- Select one of the following payment Method radio buttons:
  - **Check**
  - **EFT**
  - **Credit Card**
- If you selected check or EFT as the payment method, select the check or EFT date from the Check/EFT Date calendar.
- Apply the payment amount using one of the following methods:
  - If you are applying a check or EFT payment, type the check or EFT number for your deposit ticket in the **Check #** or **EFT #** text box.
  - If you are applying another type of payment, select the payment type from the **Type** drop-down menu.
- Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.

- Click in an item's **Payment** text box and type the payment amount to apply the amount to a specific item.

**NOTES**

- Typing a partial payment amount in the Payment text box will display an amount in the Balance box next to the item. If you only record a partial payment, you can post the remainder of the insurance payment at a later time.
- You may type a negative number for VSP insurance payments, but not for other insurances. To record chargebacks for other insurances, go to [Recording Insurance Chargebacks on page 247](#).
- Click **Adj** to transfer the balance to another insurance company or patient, adjust the amount, or write off the balance. For more information on adjustments, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).

**Receipts & Adjustments**

Apply to Patient Receivable Apply to Insurance

Insurance: Aetna Display Charges Location: (All) Date: 6/23/2009

Date of Service: Recorded By: Doctor, Johnny Receipt No: 0

Amount Paid: \$0.00 Unapplied: \$60.40 Dep. Location: Ins. ChargeBack

Amount Applied: \$0.00

Amount Transf'd: \$0.00

To Apply: \$0.00

Method:  Check  EFT  Credit Card

Check #:  Last Name:

Batch #:  First Name:  Search

Type:  Fee Slip #:  Clear

Patient ID:

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd
+ 0031	Adkins, Byron	9.25	0.00	9.25	
+ 203-45-6712	Ant, Adam	43.50	0.00	43.50	
+ 0411	Azhdari, Ebrahim	43.50	0.00	43.50	
- 222-11-3333	Bloom, Leopold	16.25	0.00	16.25	

Feeslip No	Service Date	Patient Name	CPT	Units	Service Description	Open	Payments	Item Bal.	Location
83	4/21/2009	Bloom, Leopold	92004	1	92004 (Medical)	16.25	0.00	16.25	Newport Beach Store

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd
+ 250-60-1515	Buster, Colin	275.82	0.00	275.82	
+ 520-32-0000	Hunt, Amanda	20.00	0.00	20.00	
+ 456-45-6546	Mark, Burns	22.50	0.00	22.50	
+ 200-25-2100	Mayo, Debra	77.23	0.00	77.23	
+	Test, Five	94.25	0.00	94.25	

Totals: 602.30 | .00 | 602.30 | .00

History Delete Global Adjustment Record Print Cancel New Adj

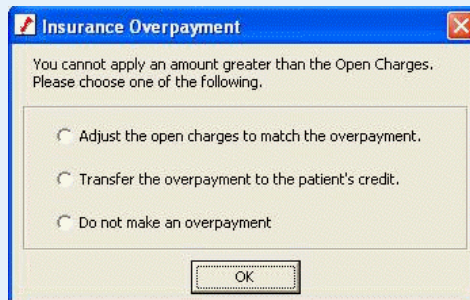
- If you want to adjust a charge, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).
- Click **Print** if you want to print the list of patient insurance receivables.

14. Click **Record** to apply the payments.

**NOTE**

If you try to record a payment on a line item in the detailed view that is higher than the open charges, the Insurance Overpayment window opens. Choose to adjust the open charges to match the overpayment amount, transfer the overpayment to the patient's credit, or not make the overpayment.

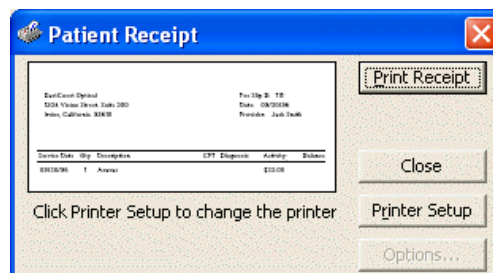
- If you adjust the open charges to match the overpayment amount, OfficeMate automatically increases the balance to match the overpayment. The amount in the Patient's Ledger will display "(ADJ)" next to it.
- If you transfer the overpayment to the patient's credit, the correct amount is credited to the line item and the overpayment is transferred to the patient.
- If you do not make an overpayment, the payment will automatically be corrected to be the same amount as the open charges.



- Click **Print Receipt** to print a receipt.
- Click **Printer Setup** to set up the printer or select a printer other than the default printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).
- Click **Close** to close the Patient Receipt window.

**NOTE**

After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History on page 268](#).





## Applying Insurance Payments to Only Specific Patients

For more information on applying payments to insurance balances, watch the “[Posting Insurance Payments](#)” video.

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.

<b>NOTE</b>	Do not click Display Charges as you would when listing all open balances for a particular insurance carrier.
-------------	--

4. Type the payment amount in the **Amount Paid** text box.
5. Select one of the following payment Method radio buttons:
  - **Check**
  - **EFT**
  - **Credit Card**
6. If you selected check or EFT as the payment method, select the check or EFT date from the Check/EFT Date calendar.
7. Apply the payment amount using one of the following methods:
  - If you are applying a check or EFT payment, type the check or EFT number for your deposit ticket in the **Check #** or **EFT #** text box.
  - If you are applying another type of payment, select the payment type from the **Type** drop-down menu.
8. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
9. Type the first few letters of the patient's last name in the **Last Name** text box.

<b>NOTE</b>	Alternatively, you can search for the patient by typing the first few letters of the patient's first name, typing the fee slip number, or typing the patient number.
-------------	--

10. Click **Search** to locate open insurance balances that match your search criteria.

11. Click in an item's **Payment** text box and type the payment amount to apply the amount to a specific item.

**NOTES**

- Typing a partial payment amount in the Payment text box will display an amount in the Balance box next to the item. If you only record a partial payment, you can post the remainder of the insurance payment at a later time.
- Click **Adj** to transfer the balance to another insurance company or patient, adjust the amount, or write off the balance. For more information on adjustments, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).

The screenshot shows the 'Apply to Insurance' window. It includes the following fields and data:

- Insurance:** Aetna
- Display Charges:** \$180.40
- Location:** (All)
- Date:** 7/20/2009
- Recorded By:** Doctor, Johnny
- Receipt No:** 40
- Amount Paid:** \$100.00
- Amount Applied:** \$81.75
- Amount Transf'd:** \$0.00
- To Apply:** \$18.25
- Method:** Check (selected)
- Check #:** 123
- Batch #:** 200920101
- Type:** [Dropdown]
- Search Fields:** Last Name (a), First Name, Fee Slip #, Patient ID

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd
+ 297-62-0031	Adkins, Byron	9.25	9.25	0.00	
+ 203-45-6712	Ant, Adam	134.43	0.00	134.43	
+ 0411	Azhdari, Ebrahim	43.50	0.00	43.50	
<b>Totals</b>		187.18	9.25	177.93	.00

Buttons at the bottom: History, Delete, Global Adjustment, Record, Print, Cancel, New, Adj

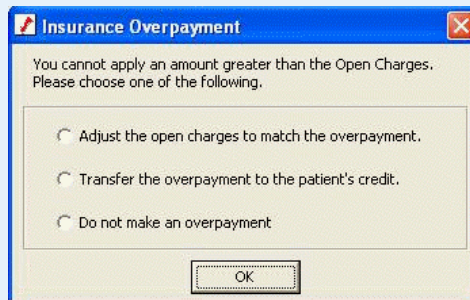
12. Repeat steps 9–11 for each patient for whom the payment should be applied.
13. If you want to adjust a charge, go to [Adjusting, Transferring, & Writing Off Charges on page 251](#).
14. Click **Print** if you want to print the list of patient insurance receivables.

15. Click **Record** to apply the payments.

**NOTE**

If you try to record a payment on a line item in the detailed view that is higher than the open charges, the Insurance Overpayment window opens. Choose to adjust the open charges to match the overpayment amount, transfer the overpayment to the patient's credit, or not make the overpayment.

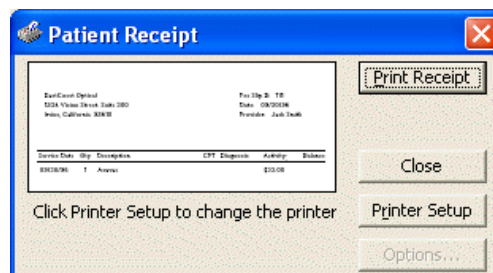
- If you adjust the open charges to match the overpayment amount, OfficeMate automatically increases the balance to match the overpayment. The amount in the Patient's Ledger will display "(ADJ)" next to it.
- If you transfer the overpayment to the patient's credit, the correct amount is credited to the line item and the overpayment is transferred to the patient.
- If you do not make an overpayment, the payment will automatically be corrected to be the same amount as the open charges.



- Click **Print Receipt** to print a receipt.
- Click **Printer Setup** to set up the printer or select a printer other than the default printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).
- Click **Close** to close the Patient Receipt window.

**NOTE**

After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History on page 268](#).



## Recording Insurance Payments Using Electronic Remittance Advice

The Electronic Remittance Advice (ERA) feature saves time and improves the accuracy of your billing records by automatically adjudicating payments, overpayments, underpayments, write-offs, lab chargebacks, patient transfers, and secondary insurance transfers.

This section tells you how to apply payments to insurance receivables through ERA, including how

- [To open the Insurance Remittance Advice Entry window, 234](#)
- [To load the electronic remittance advice file, 235](#)
- [To review the ERA information, 237](#)
- [To process interest payments and provider adjustments, 242](#)
- [To resolve nonexistent line items, 242](#)
- [To resolve overpayments, 244](#)
- [To resolve lab chargeback entries, 245](#)
- [To resolve irreconcilable entries, 247](#)

For more information on using the ERA feature, watch the “[Electronic Remittance Advice](#)” video.

### NOTES

- **Do not record an ERA until you are completely finished reviewing, processing, and resolving any issues in it! If you record an ERA prior to completing these tasks, the ERA will close, you will not be able to reload it, and you will need to manually record insurance payments.**
- In order to begin using the ERA functionality, complete one of the following tasks below:
  - If you are a VSP user, ensure that the location’s VSP Integration information is recorded correctly on the Location Maintenance window and Eyefinity Customer Care (877.448.0707) has turned on your electronic remittance advice functionality. Call your administrative location for more information.
  - If you are a non- user, ensure that your clearinghouse is saving ERA data files in the OfficeMate\DATA\EMC\ERA folder. Refer to your clearinghouse’s website for more information.
  - If Gateway is your clearinghouse, you must include `\era%.rmt` at the end of the path you enter on Gateway’s website. For example, **C:\OfficeMate\DATA\EMC\ERA\era%.rmt**.

Using the ERA, an insurance check that used to take hours to record and balance will now only take you about thirty minutes or less!

### ► To open the Insurance Remittance Advice Entry window

1. Click the **Receipts** icon and select **ERA**.  
OR  
Click **Tasks** on the main window toolbar, select **Receipts**, and select **ERA**. The Insurance Remittance Advice Entry window opens.
2. Continue by loading the ERA file. For more information about loading the ERA file, go to [To load the electronic remittance advice file on page 235](#).

► **To load the electronic remittance advice file**

1. If VSP is your clearinghouse, go to step 2; otherwise, go to your clearinghouse's website and download the ERA file to the OfficeMate\DATA\EMC\ERA folder.

**NOTE** If Gateway is your clearinghouse, you must include `lera%.rmt` at the end of the path you enter on Gateway's website. For example, **C:\OfficeMate\DATA\EMC\ERA\lera%.rmt**.

2. Open the Insurance Remittance Advice window. For more information, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
3. Click **Load ERA File**.

OfficeMate looks for available batch claim payments on VSP's secured server or located in the OfficeMate\DATA\EMC\ERA folder and displays the available claim payments in the Select Remittance File window.

Date	Provider	Insurance	Claims	Payment
11/19/2008	EYE ASSOCIATES	DC BCBS/CAREFIRST	14	\$1,380.53
12/09/2008	EYE ASSOCIATES	VA MEDICARE/TRAILBLAZE...	371	\$37,574.98

4. Select a batch to process and click **OK**.

**NOTES**

- You can select only one batch to process at a time.
- OfficeMate displays only those batches that have not been processed.

OfficeMate analyzes the ERA file and matches the claims in the file to claims in OfficeMate.

5. Review any error messages that appear and perform the following steps:
  - a. Click **Yes** to search for the patient.  
The Find Patient window opens.
  - b. Select the patient from the results list and click **Select**.

**NOTE**

If you choose to not search for the patient, or if the patient cannot be found in the Find Patient window, you can locate the patient after adjudicating the payments for patients that can be found. For information on processing the patients that could not be found, go to [To resolve irreconcilable entries on page 247](#).

The Insurance Remittance Advice Entry window populates with information about the payment and lists all of the patients and claims covered in the payment.

S	Pat #	Fee Slip	Ref #	Patient Name	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Payments	Adjust	To Pat	To Sec	Balance
<input checked="" type="checkbox"/>	P	25	27	1732465900	BCSENPXTLJ, M2OO	883.95	0.00	863.95	120.00	0.00	0.00	120.00	743.95	0.00	0.00
Service Date CPT Units Description Billed PatPaid Open Allowed Patient SecInsur Payment Adjust To Pat To Sec Balance															
<input checked="" type="checkbox"/>	P	21	14	1732465500	BMGBSP, KPSHF	455.00	0.00	435.00	130.00	0.00	0.00	130.00	305.00	0.00	0.00
Service Date CPT Units Description Billed PatPaid Open Allowed Patient SecInsur Payment Adjust To Pat To Sec Balance															
<input checked="" type="checkbox"/>	P	27	17	1732486100	CFEXFMM, NBSJPO	745.00	0.00	745.00	120.00	0.00	0.00	120.00	625.00	0.00	0.00
Service Date CPT Units Description Billed PatPaid Open Allowed Patient SecInsur Payment Adjust To Pat To Sec Balance															

6. Review the information displayed in the Insurance Remittance Advice Entry window. For more information on Reviewing the ERA information go to [To review the ERA information on page 237](#).

The claims with green check marks are fully adjudicated. The claims without check marks could not be matched to items on fee slips and require manual intervention. The line items that require attention are bold, and the text of the line items are different colors, depending on the nature of the mismatch.

## 7. Resolve any line items in bold text.

**NOTES**

- For information on resolving line items, go to the appropriate section for more information:

For this type of line item	Refer to this section
Red, bold text	To resolve nonexistent line items on page 242
Black, bold text	To resolve overpayments on page 244
Green, bold text	To resolve lab chargeback entries on page 245
Red, bold text	To resolve lab chargeback entries on page 245

- Although nonexistent line items and lab chargebacks both appear in red, bold text, you can easily tell the difference between the two. The nonexistent line items will have a product listed in the Description column, while lab chargebacks have Lab Chargeback listed in as the description.

► **To review the ERA information**

- Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).

The Insurance Remittance Advice Entry window populates with information about the payment in the upper portion of the window and lists all of the patients and claims covered in the payment in the lower portion of the window.

- Click the following buttons, as needed:
  - Click **No Detail** to view only the header of each claim, which gives a summary of each claim as a single line. You cannot edit or adjudicate claims within the header row.
  - Click **All Detail** to view the detail of each claim by showing all of the line items.
  - Click **Unchecked Detail** to view the detailed line items for only those claims that require your attention. Claims that do not require your attention will display only the header row.

## 3. Review the information in the header rows.

**NOTE**

Use the following table to understand the information displayed in the header rows and where the information comes from:

This column	Displays this information														
check box	Indicates whether the claim was automatically adjudicated. A green check mark indicates that the claim was fully adjudicated. If the check box does not have a green check mark, one or more items in the claim require your attention.														
S	Displays the status of the claim. Refer to the following table to determine the status of the claim.														
	<table border="1"> <thead> <tr> <th>Status</th> <th>Meaning</th> </tr> </thead> <tbody> <tr> <td>P</td> <td>Primary</td> </tr> <tr> <td>PX</td> <td>Primary crossover</td> </tr> <tr> <td>S</td> <td>Secondary</td> </tr> <tr> <td>I</td> <td>Informational</td> </tr> <tr> <td>R</td> <td>Reversal</td> </tr> <tr> <td>D</td> <td>Denied</td> </tr> </tbody> </table>	Status	Meaning	P	Primary	PX	Primary crossover	S	Secondary	I	Informational	R	Reversal	D	Denied
Status	Meaning														
P	Primary														
PX	Primary crossover														
S	Secondary														
I	Informational														
R	Reversal														
D	Denied														
Pat #	Displays the patient number from OfficeMate.														
Fee Slip	Displays the fee slip number associated with the claim.														
Ref #	Displays the reference number assigned to the claim by the clearinghouse.														
Patient Name	Displays the patient's name.														
Billed	Displays the insurance amount billed on the fee slip in OfficeMate.														
PatPaid	Displays the amount the patient paid, as recorded in OfficeMate.														
Open	Displays the open charges for the claim, as recorded in OfficeMate.														



NOTE, CONT.	This column	Displays this information
	Allowed	Displays the amount covered by insurance according to the ERA.
	Patient	Displays the amount for which the patient is responsible.
	SecInsur	Displays the amount for which the secondary insurance is responsible (crossover).
	Payment	Displays the insurance payment from the ERA. This field can be edited.
	Adjust	Displays the amount of any adjustments that are made to reconcile the payment to the amount billed on the fee slip. this field can be edited.
	To Pat	Displays the amount that is assigned to the patient according to the ERA. This field can be edited.
	To Sec	Displays the amount that is assigned to the secondary insurance. This field can be edited.
	Balance	Displays any amount that is not covered under the Adjust, To Pat, and To Sec

## 4. Review the information in the claim detail rows.

**NOTE**

Use the following table to understand the information displayed in the detail rows and where the information comes from:

This column	Displays this information
Service Date	Displays the service date recorded on the fee slip.
CPT	Displays the CPT code either from the fee slip or, if the line is a nonexistent item, from the ERA file.
Units	Displays the number of items billed with that row's CPT code.
Description	Displays the product description from the fee slip.
Billed	Displays the amount billed on the claim in OfficeMate.
PatPaid	Displays the amount the patient paid, as recorded in OfficeMate.
Open	Displays the open charges for the claim, as recorded in OfficeMate.
Allowed	Displays the amount covered by insurance according to the ERA.
Patient	Displays the amount for which the patient is responsible.
SecInsur	Displays the amount for which the secondary insurance is responsible (crossover)
Payment	Displays the insurance payment from the ERA. This field can be edited.
Adjust	Displays the amount of any adjustments that are made to reconcile the payment to the amount billed on the fee slip. this field can be edited.
To Pat	Displays the amount that is assigned to the patient according to the ERA. This field can be edited.
To Sec	Displays the amount that is assigned to the secondary insurance. This field can be edited.
Balance	Displays any amount that is not covered under the Adjust, To Pat, and To Sec amounts.

5. Click the button at the far right of the detail rows to view additional details and remarks for individual line items.

Insurance Remittance Advice Entry (Rev. 40)

Insurance:  Load ERA File

Date: 12/02/2008

Amount Paid: \$716.45

Interest Paid: \$0.00

Provider Adjustment: \$0.00

To Apply: \$0.00 Skipped: \$96.45 Applied: \$620.00

Method:  Check  EFT

Check #: 02629646

Bank #:

Unapplied:

Location: (All)

Recorded By: Doctor, Johnny

S	Pat #	Fee Slip	Ref #	Patient Name	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Payments	Adjust	To Pat	To Sec	Balance																																																																																										
<input checked="" type="checkbox"/>	P	25	27	1732485900	BCSENP(XTL), MZOO	883.95	0.00	863.95	120.00	0.00	0.00	120.00	743.95	0.00	0.00																																																																																										
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Print Adj Reason Other Ins Record Cancel

Detail for V2220

Fee	\$190.00	Adjustments	Amount	Reason
Allowed Amt.	\$0.00	Contractual	\$0.00	
Deductible	\$0.00	Pat. Responsibility	\$0.00	
CoIns. Amount	\$0.00	Correct/Reversal:	\$0.00	
CoPay Amount	\$0.00	Payor Initiated:	\$190.00	PI42
Open Amounts		Remarks: 3W		
Patient	\$0.00	Secondary:		
Insurance	\$190.00			
Total	\$190.00			

Close

6. Resolve line items that are in bold text. For information on resolving nonexistent line items in red, bold text, go to [To resolve nonexistent line items on page 242](#). For information on resolving overpayments in black, bold text, go to [To resolve overpayments on page 244](#). For information on resolving lab chargebacks in red, bold or green, bold text, go to [To resolve lab chargeback entries on page 245](#).

► To process interest payments and provider adjustments

**NOTES**

- Provider adjustments are payments made by insurance companies but not necessarily applicable to an individual patient. For example, VSP may pay an in-office finishing (IOF) payment, which is a provider incentive.
- To process interest payments or provider adjustments, you must have first set up one fictitious patient to which all interest payments may be applied and one fictitious patient to which all provider adjustments may be applied. For information on creating a patient record, go to [Creating Patient Records on page 14](#).

1. Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
2. Review the information displayed in the Insurance Remittance Advice Entry window. For more information on Reviewing the ERA information go to [To review the ERA information on page 237](#).
3. If an amount appears in the Interest Paid or Provider Adjustment fields, click **Select Account**.

The Find Patient window opens.

4. Find and select the fictitious patient record that was created to accept interest payments or provider adjustment amounts.

The amount of the interest payment or provider adjustment is applied to the fictitious patient's account. To verify, go to the Receipts & Adjustments window. For more information about viewing a patients receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).

► To resolve nonexistent line items

1. Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
2. Review the information displayed in the Insurance Remittance Advice Entry window. For more information on Reviewing the ERA information go to [To review the ERA information on page 237](#).

Nonexistent line items (i.e., items that appear in the ERA file, but were not included on the original claim sent to the insurance company) are listed in red, bold text.



For more information on resolving overpayments, watch the "Insurance Chargebacks & Overpayments" video.

### ► To resolve overpayments

1. Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
2. Review the information displayed in the Insurance Remittance Advice Entry window. For more information on Reviewing the ERA information go to [To review the ERA information on page 237](#).

Nonexistent line items (i.e., items that appear in the ERA file, but were not included on the original claim sent to the insurance company) are listed in red, bold text.

3. For each line item listed in black, bold text, click the **Balance** column to view the available options.
  - Select **Distribute overpayment to other charges** to distribute the overpayment to open line items on the fee slip. The overpayment is applied to each item on the fee slip, starting with the first item listed and moving down, until the overpayment is exhausted.
  - Select **Adjust the open charge amount to match the overpayment** to add an adjustment line item to the fee slip. The overpayment amount moves from the Balance column to the Adjust column.
  - Select **Transfer the overpayment to the patient's credit** to transfer the overpayment amount to the patient's account.
  - Select **Look for other open insurance charges** to apply the overpayment to the open charges for the insurance carrier that may have appeared on another fee slip.

The screenshot displays the 'Insurance Remittance Advice Entry (Rev. 40)' window. At the top, there are fields for Insurance (WSP), Date (12/02/2008), Amount Paid (\$550.25), and Interest Paid (\$0.00). Below these are summary statistics: To Apply (\$0.00), Skipped (\$80.25), and Applied (\$570.00). The main table lists line items with columns for Service Date, CPT, Units, Description, Billed, PatPaid, Open, Allowed, Patient, SecInsur, Payments, Adjust, To Pat, To Sec, and Balance. A context menu is open over the 'Balance' column of a line item, showing four options: 'Distribute overpayment to other charges', 'Adjust the open charge amount to match the overpayment', 'Transfer the overpayment to the patient's credit', and 'Look for other open insurance charges'.

4. If you make a mistake, click **Undo** to undo your last action.
5. For information on resolving nonexistent line items in red, bold text, go to [To resolve nonexistent line items on page 242](#). Resolve other line items that

require attention. For information on resolving lab chargebacks in red, bold text, go to [To resolve lab chargeback entries on page 245](#).

6. If you are *completely* finished resolving overpayments and recording insurance payments in the ERA, click **Record**.

**NOTE**

Do *not* record an ERA until you are completely finished reviewing, processing, and resolving any issues in it! If you record an ERA prior to completing these tasks, the ERA will close, you will not be able to reload it, and you will need to manually record insurance payments.

For more information on resolving chargebacks, watch the “[Insurance Chargebacks & Overpayments](#)” video.

**► To resolve lab chargeback entries**

1. Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
2. Review the information displayed in the Insurance Remittance Advice Entry window. For more information on Reviewing the ERA information go to [To review the ERA information on page 237](#).
3. For each line item listed in red, bold text, click the **Balance** column to view the available options.
  - Select **Distribute to existing lineitems** to distribute the negative amount across line items on the fee slip. Payments made to the other line

items in the fee slip will be reduced by the amount of the lab chargeback.

- Select **Insert as an insurance chargeback** to add the chargeback as a new line item to the fee slip. The line turns green and the Ledger history is updated.

S	Pat #	Fee Slip	Ref #	Patient Name	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Payments	Adjust	To Pat	To Sec	Balance
P	3	2	1732483700	OPPGUJTUPT, EPSB	529.50	0.00	514.50	43.50	0.00	0.00	36.50	478.00	0.00	0.00	0.00
Service Date	CPT	Units	Description	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Payment	Adjust	To Pat	To Sec	Balance	
01/12/09	V2781	1	PG PH160 Accol Clr	65.00	0.00	65.00	43.50	0.00	0.00	43.50	21.50	0.00	0.00	0.00	
01/12/09	V2220	1	PG PH160 Accol Clr	64.50	0.00	64.50	0.00	0.00	0.00	0.00	64.50	0.00	0.00	0.00	
01/12/09	V2214	1	BF GL FT 22 Clr	160.00	0.00	145.00	0.00	0.00	0.00	0.00	145.00	0.00	0.00	0.00	
01/12/09	V2214	1	BF GL FT 22 Clr	160.00	0.00	160.00	0.00	0.00	0.00	0.00	160.00	0.00	0.00	0.00	
01/12/09	V2799	1	BF GL FT 22 Clr	10.00	0.00	10.00	0.00	0.00	0.00	0.00	10.00	0.00	0.00	0.00	
01/12/09	V2799	1	BF GL FT 22 Clr	10.00	0.00	10.00	0.00	0.00	0.00	0.00	10.00	0.00	0.00	0.00	
01/12/09	V2755	1	UV Coating	20.00	0.00	20.00	0.00	0.00	0.00	0.00	20.00	0.00	0.00	0.00	
01/12/09	V2782	1	PG PH160 Accol Clr	40.00	0.00	40.00	0.00	0.00	0.00	0.00	40.00	0.00	0.00	0.00	
01/12/09	V2799	1	Lab Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
S	Pat #	Fee Slip	Ref #	Patient Name	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Paym	Adjust	To Pat	To Sec	Balance
P	31	10	1732486500	DIFTUOVU, KPBOO	903.45	0.00	983.45	86.95	25.00	0.00	-10.05	888.50	105.00	0.00	0.00
Service Date	CPT	Units	Description	Billed	PatPaid	Open	Allowed	Patient	SecInsur	Payment	Adjust	To Pat	To Sec	Balance	
01/14/09	V2781	1	PG PH160 Accol Clr	65.00	0.00	65.00	27.00	0.00	0.00	27.00	38.00	0.00	0.00	0.00	
01/14/09	V2220	1	PG PH160 Accol Clr	64.50	0.00	64.50	0.00	0.00	0.00	0.00	64.50	0.00	0.00	0.00	
01/14/09	V2214	1	BF GL CT 25 Clr	190.00	0.00	190.00	0.00	0.00	0.00	0.00	190.00	0.00	0.00	0.00	
01/14/09	V2214	1	BF GL CT 25 Clr	190.00	0.00	190.00	0.00	0.00	0.00	0.00	190.00	0.00	0.00	0.00	

**NOTE**

Lab chargeback entries that are in green, bold text do not require your attention. The green, bold entry simply indicates that the patient's payment matches or exceeds the lab chargeback.

- If you make a mistake, click **Undo** to undo your last action.
- Resolve other line items that require attention. For information on resolving nonexistent line items in bold, red text, go to [To resolve nonexistent line items on page 242](#). For information on resolving overpayments in bold, black text, go to [To resolve overpayments on page 244](#).
- If you are *completely* finished resolving lab chargeback entries and recording insurance payments in the ERA, click **Record**.

**NOTE**

Do *not* record an ERA until you are completely finished reviewing, processing, and resolving any issues in it! If you record an ERA prior to completing these tasks, the ERA will close, you will not be able to reload it, and you will need to manually record insurance payments.



## ► To resolve irreconcilable entries

**NOTE** Occasionally, OfficeMate cannot match claims in the electronic remittance advice file to a fee slip. This mismatch is usually due to the patient's name being different in the insurance carrier's records than the name recorded in OfficeMate.

1. Ensure that the Insurance Remittance Advice Entry window is open and an ERA file is loaded. For information on opening the Insurance Remittance Advice Entry window and loading an ERA file, go to [To open the Insurance Remittance Advice Entry window on page 234](#).
2. Resolve the line items requiring attention. For information resolving line items, go to [To resolve nonexistent line items on page 242](#), [To resolve overpayments on page 244](#), and [To resolve lab chargeback entries on page 245](#).
3. If you are *completely* finished resolving irreconcilable entries and recording insurance payments in the ERA, click **Record** and close the Insurance Remittance Advice Entry window.

**NOTE** Do *not* record an ERA until you are completely finished reviewing, processing, and resolving any issues in it! If you record an ERA prior to completing these tasks, the ERA will close, you will not be able to reload it, and you will need to manually record insurance payments.

4. Open the Receipts & Adjustments window to record the irreconcilable entries. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
5. Click the **Apply to Insurance** tab.
6. Apply the insurance payments to open balances. For more information on applying insurance payments to open balances, go to [Applying Insurance Payments to Any Open Balances on page 227](#).

Recording  
Insurance  
Chargebacks

Insurance audit procedures can result in a patient "chargeback" to collect a previous insurance overpayment or lab fee, or pay an amount higher than a patient's open balance.

**NOTE** The patient's insurance must have been billed through the Fee Slip window before you post a chargeback to the patient's account. An overpayment or underpayment chargeback can be recorded for patients with or without open balances. For more information on recording fee slips, go to [Recording Fee Slips & Printing Receipts on page 172](#).

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.

4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Detail View**.
6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
9. If you want to record a payment for the amount in the Amount Paid text box while you are recording the chargeback, click in an item's **Payment** text box and type the payment amount. For more information on applying insurance payments to open balances, go to [Applying Insurance Payments to Any Open Balances on page 227](#).

10. Right-click on a patient's line item and select **Insurance Charge Back**.

OR

Click **Ins. ChargeBack** and find and select a patient from the Find Patient window.

**NOTE**

The selected patient must be assigned to the same insurance company that you selected in step 3, above. For more information on assigning insurance companies to patients, go to [To record insurance information on page 24](#).

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd
+ 6498	Mask, Lilly	79.50	0.00	79.50	
- 333-33-3333	Patient, Sally	535.00	435.00	100.00	

The ChargeBack window opens.

11. Complete one of the following tasks:
- Delete the \$ sign and then type a minus sign and a negative amount in the **Amount** text box to record an insurance chargeback.
  - Delete the \$ sign and then type a positive amount in the **Amount** text box to record an insurance overpayment.

12. Click **Record**.

A chargeback is posted and displayed as a line item in the Receipts & Adjustments and Fee Slip windows.

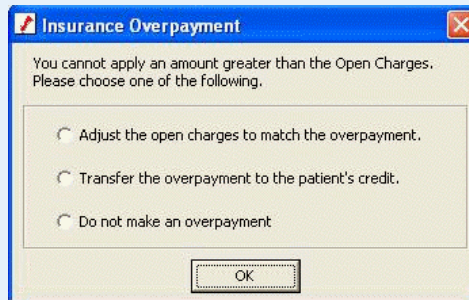
Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd			
- 6498	Mask, Lilly	179.50	100.00	79.50				
Service Date	Patient Name	CPT	Units	Service Description	Open	Payments	Item Bal.	Location
5/15/2007	Mask, Lilly	65770	1	65770	79.50	0.00	79.50	Foothill Ranch Store
5/16/2007	Mask, Lilly		1	Insurance Charge Back	100.00	100.00	0.00	
+ 333-33-3333	Patient, Sally	535.00	435.00	100.00				
Totals		714.50	535.00	179.50		.00		

13. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
14. Click in the **Payment** text boxes and apply all or part of the amount in the To Apply box to patients' open balances.
15. Click **Print** if you want to print the list of patient insurance receivables.

16. Click **Record** in the Receipts & Adjustments window.

**NOTES**

- If you try to record a payment on a line item in the detailed view that is higher than the open charges, the Insurance Overpayment window opens. Choose to adjust the open charges to match the overpayment amount, transfer the overpayment to the patient's credit, or not make the overpayment.
  - If you adjust the open charges to match the overpayment amount, OfficeMate automatically increases the balance to match the overpayment. The amount in the Patient's Ledger will display "(ADJ)" next to it.
  - If you transfer the overpayment to the patient's credit, the correct amount is credited to the line item and the overpayment is transferred to the patient.
  - If you do not make an overpayment, the payment will automatically be corrected to be the same amount as the open charges.



- After you record a payment, the payment is assigned a receipt number. To view and change payments, click **History**. For more information on viewing and changing payments, go to [Modifying Payments Using the Receipt History](#) on page 268.

## Adjusting, Transferring, & Writing Off Charges

When you are recording payments, you can adjust charges due to previous entry errors, transfer amounts, and write off amounts. All adjustments are recorded as separate items and provide a complete history of the changes made to charges.

To adjust charges that have had payments made on them, use the Receipt History window. For more information on using the Receipt History window, go to [Modifying Payments Using the Receipt History](#) on page 268.

To adjust prior charges, use the Detail view in the Patient Ledger window. For more information on using the Patient Ledger window, go to [Using the Patient Ledger](#) on page 271.

This section includes the following topics:

- [Adjusting Charges, 252](#)
- [Transferring Charges, 260](#)
- [Writing Off Charges, 265](#)

## Adjusting Charges

This section tells you how to adjust charges, including how

- [To adjust patients' charges, 252](#)
- [To adjust insurance charges, 254](#)
- [To adjust charges on receipts, 256](#)
- [To record insurance denials, 257](#)

**NOTE** To adjust previous payments and charges, go to [Modifying Payments Using the Receipt History on page 268](#).

### ► To adjust patients' charges

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Select one of the following payment Method radio buttons:
  - **Check**
  - **Cash**
  - **Debit Card**
  - **Credit Card**
  - **Other**
3. Type the payment amount in the **Amount Paid** text box.
4. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a cash payment, type the cash amount tendered in the **Tendered** text box. The change amount (if applicable) appears in the **Change** text box.
  - If you are applying debit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
  - If you are applying another type of payment, select the payment type from the **Type** drop-down menu.
5. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
6. Click in the **Payment** text box for the item that you want to adjust.

7. Click **Adj.**

Date	Slip #	Patient	Code/Name	Open	Payment	Balance	Refund	Location
5/16/2007	62	Sally Patient	65410	15.00	15.00	.00		Foothill Ranch Store
				Totals	15.00	15.00	.00	.00

The Fee Slip Item Adjustment window opens.

8. Select an adjustment type from the **Adj. Type** drop-down menu.
9. Select the **Increase** or **Decrease** Balance Effect radio button.

**NOTE**

To correct a negative balance, select the **Decrease** radio button.

10. Type the amount that you want to increase or decrease the item in the **Amount** text box.
11. Type a reason for the adjustment in the **Reason** text box, if necessary.
12. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
13. If applicable, select the **Do not print on patient statement** check box if you do not want the adjustment to print on the Statements report and then select a line item already on the Patient Ledger to exactly offset the amount of the adjustment that you do not want to print on the Statements report. The offset Patient Ledger line item will not print on the Statements report either.

**NOTE**

If you select the **Do not print on patient statement** check box without also selecting items that exactly offset the original adjustment, then the balance on the Statements report will not be correct.

14. Click **Record**.

**NOTE** After you record an adjustment, the adjustment is assigned a receipt number. To view adjustments, click **Ledger**.

15. Click **Record** on the Receipts & Adjustments window.

► **To adjust insurance charges**

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Detail View**.
6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.



9. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
10. Click in the **Payment** text box for the item that you want to adjust.
11. Click **Adj.**

The Fee Slip Item Adjustment window opens.

12. Select an adjustment type from the **Adj. Type** drop-down menu.
13. Select the **Increase** or **Decrease** Balance Effect radio button.
14. Type the amount that you want to increase or decrease the item in the **Amount** text box.
15. Type a reason for the adjustment in the **Reason** text box, if necessary.
16. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
17. If applicable, select the **Do not print on patient statement** check box if you do not want the adjustment to print on the Statements report and then select a line item already on the Patient Ledger to exactly offset the amount of the adjustment that you do not want to print on the Statements report. The offset Patient Ledger line item will not print on the Statements report either.

**NOTE**

If you select the **Do not print on patient statement** check box without also selecting items that exactly offset the original adjustment, then the balance on the Statements report will not be correct.

18. Click **Record**.

19. Click **Record** on the Receipts & Adjustments window.

► To adjust charges on receipts

Follow the instructions below to adjust an item that has already been paid:

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click **History**.  
The Receipt History window opens.
3. Click on the payment receipt that you want to adjust, click **Select**, and select **Load Summary View** or **Load Detail View**.

Rec. No.	Date	Amount	Check #	Type	Unapplied	Refunded	Location
1	5/11/2007	28.80		Visa	.00	.00	Mission Viejo Mall store
Totals		28.80			.00	.00	

4. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
5. Click in the **Payment** text box for the item that you want to adjust.
6. Click **Adj**.  
The Fee Slip Item Adjustment window opens.

7. Select an adjustment type from the **Adj. Type** drop-down menu.
8. Select the **Increase** or **Decrease** Balance Effect radio button.
9. Type the amount that you want to increase or decrease the item in the **Amount** text box.
10. Type a reason for the adjustment in the **Reason** text box, if necessary.
11. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
12. If applicable, select the **Do not print on patient statement** check box if you do not want the adjustment to print on the Statements report and then select a line item already on the Patient Ledger to exactly offset the amount of the adjustment that you do not want to print on the Statements report. The offset Patient Ledger line item will not print on the Statements report either.

**NOTE** If you select the **Do not print on patient statement** check box without also selecting items that exactly offset the original adjustment, then the balance on the Statements report will not be correct.

13. Click **Record**.

14. Click **Record** on the Receipts & Adjustments window.

► **To record insurance denials**

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.

3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Detail View**.
6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
9. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
10. Click in the **Payment** text box for the item that you want to adjust.
11. Click **Adj.**

Receipts & Adjustments Patient: Sally Patient DOB: 9/14/1982

Apply to Patient Receivable

Insurance: Aetna Location: Foothill Ranch Store

Service Date Range: 01/01/2007 to 05/16/2007 Display Charges

Amount Paid: \$435.00 Method:  Check  Credit Card

Amount Applied: \$535.00 Type: [ ]

Amount Transf'd: \$0.00 Check #: 5555

To Apply: -100.00 Bank #: 322270356

Apply to Insurance

Date: 5/16/2007

Receipt No: 5

Unapplied: \$0.00

Recorded By: Doctor, Joe

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd			
- 6498	Mask, Lilly	179.50	100.00	79.50				
Service Date	Patient Name	CPT	Units	Service Description	Open	Payments	Item Bal.	Location
5/15/2007	Mask, Lilly	65770	1	65770	79.50	0.00	79.50	Foothill Ranch Store
5/16/2007	Mask, Lilly		1	Insurance Charge Back	100.00	100.00	0.00	
+ 333-33-3333	Patient, Sally	535.00	435.00	100.00				
Totals		714.50	535.00	179.50	.00			

History Delete Global Adjustment Record Print Cancel New Adj

The Fee Slip Item Adjustment window opens.

12. Select **Insurance Denial** from the **Adj. Type** drop-down menu.
13. Type an amount in the **Amount** text box, or leave the text box blank.

14. Type a reason for the denial in the **Reason** text box, if necessary.

**NOTE** If the Print reason for Ins denial statements selection criteria check box is selected, the reason will print on the patient's statement. For more information on printing statements, go to [Statements on page 521](#).

15. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
16. If applicable, select the **Do not print on patient statement** check box if you do not want the adjustment to print on the Statements report and then select a line item already on the Patient Ledger to exactly offset the amount of the adjustment that you do not want to print on the Statements report. The offset Patient Ledger line item will not print on the Statements report either.

**NOTE** If you select the **Do not print on patient statement** check box without also selecting items that exactly offset the original adjustment, then the balance on the Statements report will not be correct.

17. Click **Record**.

The screenshot shows a dialog box titled "Fee Slip Item Adjustment". At the top, there are two input fields: "Slip #/Item" with the value "478/913" and "Balance" with the value "-98.00". Below these are several controls: a dropdown menu for "Adj. Type" set to "Insurance Denial"; radio buttons for "Balance Effect" with "Increase" unselected and "Decrease Balance" selected; an "Amount" field with "0.00"; a text area for "Reason" containing "Invalid Diagnosis Code"; a dropdown menu for "Recorded By" set to "Doctor, Joe"; and a checkbox labeled "Do not print on patient statement" which is currently unchecked. At the bottom of the dialog are two buttons: "Record" and "Cancel". The "Record" button is highlighted with a black border.

18. Click **Record** on the Receipts & Adjustments window.

**NOTE** After you record an insurance denial, a line item note is displayed on the Patient/Insurance tab in the Patient Ledger window. This note states why the claim was rejected by the insurance carrier.

## Transferring Charges

This section tells you how to transfer unpaid balances between insurance companies and patients, including how

- [To transfer insurance charges, 260](#)
- [To transfer insurance charges to patients, 262](#)
- [To transfer unapplied insurance credits to patients, 264](#)

**NOTE**

You cannot transfer patient balances to other patients.

### ► To transfer insurance charges

You can transfer all or part of any unpaid insurance charges to another insurance company or to a patient.

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Detail View**.

If a payment applied to an item creates an open balance and you want to transfer the open balance, complete steps 7–9; otherwise, go to step 10.

6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying credit card payment, select the card type from the **Type** drop-down menu.
9. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
10. Click in the **Payment** text box for the item you want to transfer.
11. Click **Adj**.

The Fee Slip Item Adjustment window opens.

12. Select one of the following adjustment types from the **Adj. Type** drop-down menu:
  - **Transfer from Insurance to Patient** if you are transferring the charge to the patient.
  - **Transfer to Another Insurance** if you are transferring the charge to another insurance company and select an insurance company from the **Insurance** drop-down menu.
13. If you want to transfer part of the open balance, type the amount that you want to transfer in the **Amount** text box.
14. Type a reason for the transfer in the **Reason** text box, if necessary.
15. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
16. If applicable, select the **Do not print on patient statement** check box if you do not want the adjustment to print on the Statements report and then select a line item already on the Patient Ledger to exactly offset the amount of the adjustment that you do not want to print on the Statements report. The offset Patient Ledger line item will not print on the Statements report either.

**NOTE**

If you select the **Do not print on patient statement** check box without also selecting items that exactly offset the original adjustment, then the balance on the Statements report will not be correct.

17. If you are transferring a payment to another insurance and you do not want to create a CMS 1500 form in the Third Party Processing window, select the **Do not show on 3rd party** check box.

**NOTE**

To view and print the CMS 1500 insurance claim, open the patient's Demographic window, click the **Insurance** tab, and then click the **CMS Form** button.

18. If you are transferring the charge to another insurance company, select the name of the insurance company to which you are transferring the charge from the **Insurance** drop-down menu.

**NOTE**

The patient must have an additional insurance company recorded in order for the insurance company to appear in the drop-down menu. For more information on recording additional insurance companies, go to [To record insurance information on page 24](#).

19. Click **Record**.  
20. Click **Record** on the Receipts & Adjustments window.

► **To transfer insurance charges to patients**

You can transfer all insurance charges to a patient. If an insurance company does not pay the full amount of one or more open items, you can transfer the unpaid open items to which you applied payments. If you are transferring insurance charges to patients, the difference between the amount owed and the amount paid is recorded as a general Global Transfer to Patient adjustment. If you want to



track what you are transferring by each insurance company, set up an adjustment type for each company instead of using the Transfer to Patient feature.

**NOTE**

Consult with your insurance billing accountant to determine if transferring insurance charges to patients is appropriate for your office.

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Summary View** or **Display Detail View**.
6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
9. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.

10. Click in an item's **Payment** text box and type the payment amount to apply the amount to a specific item.

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd
+ 0031	Adkins, Byron	9.25	0.00	9.25	
+ 203-45-6712	Ant, Adam	43.50	0.00	43.50	
+ 0411	Azhdari, Ebrahim	43.50	0.00	43.50	
- 222-11-3333	Bloom, Leopold	16.25	0.00	16.25	
Totals					
		602.30	.00	602.30	.00

11. Click **Global Adjustment** and select **Transfer to Patient** to transfer the balance of the items to which you applied payments.

**NOTE**

- If you are transferring charges in the summary view, clicking **Transfer to Patient** will transfer insurance balances for *all* of the patients displayed.
- If you are transferring charges in the detail view, clicking **Transfer to Patient** will transfer insurance balances *with partially applied payments* for *all* of the patients displayed.

The Transfer to patient confirmation window opens.

12. Click **Yes** to continue transferring the balances.  
Balances that remained after you posted payments to them are transferred.  
Balances with no applied payments are not transferred.

► **To transfer unapplied insurance credits to patients**

**NOTE**

You cannot delete an insurance credit after it has been transferred.

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.

4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Summary View** or **Display Detail View**.
6. Click **History**.  
The Receipt History window opens.
7. Select an item to transfer and click **Transfer**.

Rec. No	Date	Amount	Check #	Type	Unapplied	Transferred	Location
9	5/16/2007	700.00	1234	Check	123.83	.00	Foothill Ranch Store
7	5/16/2007	33.33	33333	Check	.00	.00	Foothill Ranch Store
5	5/16/2007	435.00	5555	Check	-100.00	.00	Foothill Ranch Store
Totals		1168.33			23.83	.00	

Buttons: Transfer, Select, Print, Close

The Find Patient window opens.

8. Find and select a patient who has the same insurance carrier that overpaid and to whom you want to transfer the amount.  
The Insurance Transfer window opens.
9. Type the transfer amount in the **Amount** text box.
10. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
11. Click **Record**.

Transferring an Insurance Unapplied Amount to  
**Patient: Mr. Henry A Mitchell**  
**DOB: 04/18/1935 SSN: 222-22-2222**

Amount: \$100.00      Recorded By: Franklin, Helen

Buttons: Record, Cancel

#### NOTE

You can view unapplied insurance credits that were transferred to patients in the patient Receipt History tab on the Patient Ledger window, the Receipts History window, and in the Transferred Unapplied Ins. Amount report.

## Writing Off Charges

If an insurance company does not pay the full amount of one or more open items, you can write off the unpaid open balances to which you applied payments. If you are writing off charges, the difference between the amount owed and the amount paid is recorded as a general Global Write-off adjustment. If you want to track

what you are writing off by each insurance company, set up an adjustment type for each company instead of using the Global Write-off.

**NOTE** Consult with your insurance billing accountant to determine if writing off charges is appropriate for your office.

1. Open the Receipts & Adjustments window. For more information on opening the Receipts & Adjustments window, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click the **Apply to Insurance** tab.
3. Select an insurance company from the **Insurance** drop-down menu.
4. Type or select dates in the **Date Range** boxes if you want to view patients that are reflected on date-specific EOBs.
5. Click **Display Charges** and select **Display Summary View** or **Display Detail View**.
6. Select one of the following payment Method radio buttons:
  - **Check**
  - **Credit Card**
7. Type the payment amount in the **Amount Paid** text box.
8. Apply the payment amount using one of the following methods:
  - If you are applying a check payment, type the check number for your deposit ticket in the **Check #** text box.
  - If you are applying a credit card payment, select the card type from the **Type** drop-down menu.
9. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.

- Click in an item's **Payment** text box and type the payment amount to apply the amount to a specific item.

Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd				
+ 0031	Adkins, Byron	9.25	0.00	9.25					
+ 203-45-6712	Ant, Adam	43.50	0.00	43.50					
+ 0411	Azhdari, Ebrahim	43.50	0.00	43.50					
- 222-11-3333	Bloom, Leopold	16.25	0.00	16.25					
Feeslip No Service Date Patient Name CPT Units Service Description Open Payments Item Bal. Location									
83	4/21/2009	Bloom, Leopold	92004	1	92004 (Medical)	16.25	0.00	16.25	Newport Beach Store
Ref #	Patient Name	Open Charges	Payments	Balance	Transf'd				
+ 250-60-1515	Buster, Colin	275.82	0.00	275.82					
+ 520-32-0000	Hunt, Amanda	20.00	0.00	20.00					
+ 456-45-6546	Mark, Burns	22.50	0.00	22.50					
+ 200-25-2100	Mayo, Debra	77.23	0.00	77.23					
+	Test, Five	94.25	0.00	94.25					
Totals		602.30	.00	602.30	.00				

- Click **Global Adjustment** and select **Write Off** to write off the balance of the items to which you applied payments.

#### NOTES

- If you are writing off or transferring charges in the summary view, clicking **Write Off** or **Transfer to Patient** will write off or transfer insurance balances for all of the patients displayed to whom insurance payments were applied.
- If you are writing off or transferring charges in the detail view, clicking **Write Off** or **Transfer to Patient** will write off or transfer insurance balances on all of the line items displayed to which *partial insurance payments* were applied.

The Write-Off Confirmation window opens.

- Click **Yes** to continue writing off the balances.

Balances that remained after you posted payments to them are written off.  
Balances with no applied payments are not written off.

## Modifying Payments Using the Receipt History

For information on refunds, watch the "Returns & Refunds" video.

OfficeMate assigns each payment a receipt number. The payments from a patient or insurance company can be viewed in the Receipt History window.

This section tells you how to modify payments using the Receipt History window, including how

- [To refund unapplied patient credits, 268](#)
- [To modify recorded payments, 270](#)
- [To pay open items with credit amounts, 270](#)

### ► To refund unapplied patient credits

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click **History**.  
The Receipt History window opens.
3. Right-click on an item for which you want to refund an unapplied patient credit and select **Refund Patient Credit**.

Rec. No	Date	Amount	Check #	Type	Unapplied	Refunded	Location
332	5/10/2007	35.00		Cash			Mission Viejo - South Sto
243	5/2/2007	18.00		Cash			Mission Viejo - South Sto
219	5/2/2007	225.00		Cash	.00	.00	Mission Viejo - South Sto
Totals		278.00			35.00	.00	

The Refund Patient Credit window opens.

4. Complete the fields in the **Patient Refund** section.

**Refund Patient Credit**

Receipt No: 10150

Receipt Details

Dep. Date: 1/20/2011

Patient last/First: Patient Sally

Amount Paid: \$110.00 Check #: Bank #:

Adjustments: \$0.00 Method:  Check  Cash  Debit Card  Credit Card  Other

Adjusted Amt: \$110.00 Type: Patient Return

Applied Amount: \$0.00

Refunded Amount: \$0.00 Unapplied Amount: \$110.00

**Previous Refund Details**

Date	Refund Method	Check# / Type	Refund Amount	Reason	Recorded By

**Patient Refund**

Patient Balance: \$0.00 Date: 1/25/2011

Check  Cash  Debit Card  Credit Card  Other

Type: [Dropdown]

Check #: 55589

Refund Amount: \$110.00

Reason: Patient changed mind.

Recorded By: Doctor, Johnny

Buttons: Refund, Cancel

5. Click **Refund** and follow the instructions below to record the refund and print a receipt.
- Click **Print** to print a receipt.
  - Click **Printer Setup** to set up the printer or select a printer other than the default printer. For more information on setting up the printer, go to [Setting Up the Printer on page 8](#).
  - Click **Close** to close the Patient Refund Credit Receipt window.

**Patient Refund Credit Receipt**

East Coast Optical  
1524 Vista Park Lane 100  
Waco, California 93792

For City #: 118  
State: CA 93792  
Purchase: Jack Smith

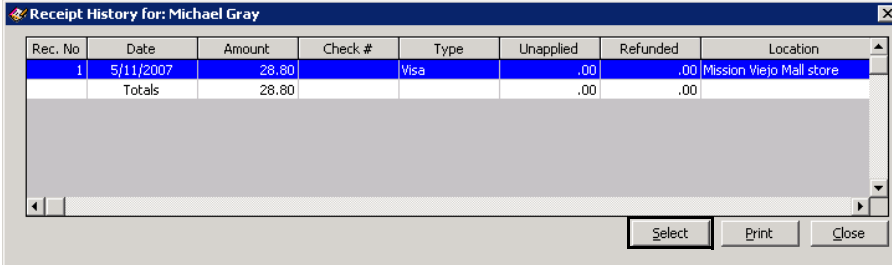
Click Printer Setup to change the printer

Buttons: Print, Close, Printer Setup, Options...

**NOTE** To view a list of patient credit refunds, print the Patient Refund of Unapplied Amounts report. For more information on the Patient Refund of Unapplied Amounts report, go to [Patient Refund of Unapplied Payments on page 494](#).

► To modify recorded payments

1. Open a patient's receipts and adjustments. For more information on opening a patient's receipts and adjustments, go to [Opening a Patient's Receipts & Adjustments on page 217](#).
2. Click **History**.  
The Receipt History window opens.
3. Select the payment receipt you want to modify, click **Select**, and select **Load Summary View** or **Load Detail View**.



Rec. No	Date	Amount	Check #	Type	Unapplied	Refunded	Location
1	5/11/2007	28.80		Visa	.00	.00	Mission Viejo Mall store
Totals		28.80			.00	.00	

The receipt information and fee slip charges paid by the receipt appear in the Receipts & Adjustments window.

4. Modify the amount paid, method of payment, the way the payment was applied; or, adjust the charges on the receipt. For more information, go to [To apply payments to patient receivables on page 218](#) and [Adjusting Charges on page 252](#).
- To pay open items with credit amounts
- ❖ Go to [To pay open items with credit amounts on page 223](#).



## In this chapter:

- [Opening a Patient's Ledger, 271](#)
- [Viewing, Editing, & Creating Fee Slips, 272](#)
- [Viewing & Modifying Receipts, 274](#)
- [Returning Products, 277](#)
- [Adjusting Charges, 279](#)
- [Adjusting Deposits, 280](#)
- [Adding Additional Data to Fee Slip Line Items, 281](#)
- [Printing the Patient Ledger, 282](#)
- [Viewing & Printing Statements, 283](#)

For information on using the Patient Ledger, watch the “Ledger” video.

After you create and record fee slips and apply payments from patients and insurance companies, you can use the Patient Ledger to view all of a patient's fee slips in summary or detail. You can also edit fee slips, return products, and make adjustments to fee slip charges.

## Opening a Patient's Ledger

1. Open the Patient Ledger window using one of the following methods:
  - Click the **Ledger** icon.
  - Click **Tasks** on the main window toolbar and select **Patient Ledger**.
  - Click Ledger on the Patient Center window.
  - Right-click the Patient Demographic, Hard Lens Order, Soft Lens Order, Eyewear Order, Fee Slip, or Receipts & Adjustments window title bar and select **Ledger**.
  - Right-click a patient in the Quick List window and select **Ledger**.
  - Click a patient's name in the Quick List window and drag and drop the patient on the **Ledger** icon.
2. Select the **Open Only** check box if you only want to view charges that are unpaid.
3. Select the **All same guarantor** check box to view information on all of the guarantor's linked family members.
4. Select the **Include archived** check box to view fee slips that you archived using the Fee Slip Archive Utility in order to speed up processing time in the Patient Ledger.
5. Enter search information in the **Last Name** and **First** text boxes and click **F2 Find** to find and select a patient.

6. Click the **Patient, Insurance, Patient/Insurance, or Patient Receipt History** tab.

**NOTE** The Insurance tab defaults to display fee slips from *all* insurance carriers.

7. Click **Details** to view the patient's fee slip item details or click **Summary** to view a summary of the patient's fee slips.

Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location																																										
12481	5/18/2010	-10.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store																																										
<table border="1"> <thead> <tr> <th>DNP</th> <th>Posting Date</th> <th>Description</th> <th>Reference</th> <th>Amount</th> <th>Item Balance</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>5/18/2010</td> <td>CREDIT MEMO - 92014</td> <td>Fee Slip# 12478</td> <td>0.00</td> <td>-10.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>5/18/2010</td> <td>Co-Pay</td> <td></td> <td></td> <td>-10.00</td> <td></td> </tr> </tbody> </table>									DNP	Posting Date	Description	Reference	Amount	Item Balance	Location	<input type="checkbox"/>	5/18/2010	CREDIT MEMO - 92014	Fee Slip# 12478	0.00	-10.00		<input type="checkbox"/>	5/18/2010	Co-Pay			-10.00																						
DNP	Posting Date	Description	Reference	Amount	Item Balance	Location																																												
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12478	4/28/2010	10.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store																																										
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<input type="checkbox"/>	4/28/2010	Co-Pay			10.00																																													
12459	4/27/2010	295.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC																																										
<table border="1"> <thead> <tr> <th>DNP</th> <th>Posting Date</th> <th>Description</th> <th>Reference</th> <th>Amount</th> <th>Item Balance</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>4/27/2010</td> <td>92004</td> <td></td> <td>120.00</td> <td>120.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>4/27/2010</td> <td>92250</td> <td></td> <td>140.00</td> <td>140.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>4/27/2010</td> <td>2024F</td> <td></td> <td>0.00</td> <td>0.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>4/27/2010</td> <td>G8448</td> <td></td> <td>0.00</td> <td>0.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>4/27/2010</td> <td>92015</td> <td></td> <td>35.00</td> <td>35.00</td> <td></td> </tr> </tbody> </table>									DNP	Posting Date	Description	Reference	Amount	Item Balance	Location	<input type="checkbox"/>	4/27/2010	92004		120.00	120.00		<input type="checkbox"/>	4/27/2010	92250		140.00	140.00		<input type="checkbox"/>	4/27/2010	2024F		0.00	0.00		<input type="checkbox"/>	4/27/2010	G8448		0.00	0.00		<input type="checkbox"/>	4/27/2010	92015		35.00	35.00	
DNP	Posting Date	Description	Reference	Amount	Item Balance	Location																																												
<input type="checkbox"/>	4/27/2010	92004		120.00	120.00																																													
<input type="checkbox"/>	4/27/2010	92250		140.00	140.00																																													
<input type="checkbox"/>	4/27/2010	2024F		0.00	0.00																																													
<input type="checkbox"/>	4/27/2010	G8448		0.00	0.00																																													
<input type="checkbox"/>	4/27/2010	92015		35.00	35.00																																													

Credit: .00      Balance: 295.00

View Slip Rpt   New Slip   Receipts   Adjustment   Returns   View Slip   Print   Statement

#### NOTES

- The color-coded hierarchal grids in the Patient Ledger window displays red text for open items, blue text for fee slip line items, and green backgrounds for payments.
- Click the + (plus) or - (minus) sign next to a fee slip to view or hide the fee slip's line items.
- Click on column headings to sort the summary and detail grids.
- A [P] in the Reference column in the Patient/Insurance tab denotes a patient adjustment or return.
- An [I] in the Reference column in the Patient/Insurance tab denotes an insurance adjustment or return.
- DNP (Do Not Print) check boxes display items that will not be printed on the Statements report.

## Viewing, Editing, & Creating Fee Slips

This section tells you how to view, edit, and create fee slips from the Patient Ledger window, including how

- [To view fee slips, 273](#)
- [To edit fee slips, 273](#)
- [To create fee slips, 273](#)

For more information on fee slips, watch the “[Fee Slips](#)” video.

► **To view fee slips**

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
2. Select a fee slip and click **View Slip Rpt** or right-click the fee slip in the Patient, Insurance, or Patient/Insurance tab and select **View Slip**.

Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location
12481	5/18/2010	0.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12478	4/28/2010	0.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12459	4/27/2010	0.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC

The Statement of Charges and Payments opens.

**NOTE**

Click the **Print** icon to print the fee slip or click the **Export** icon to export the fee slip to another destination.

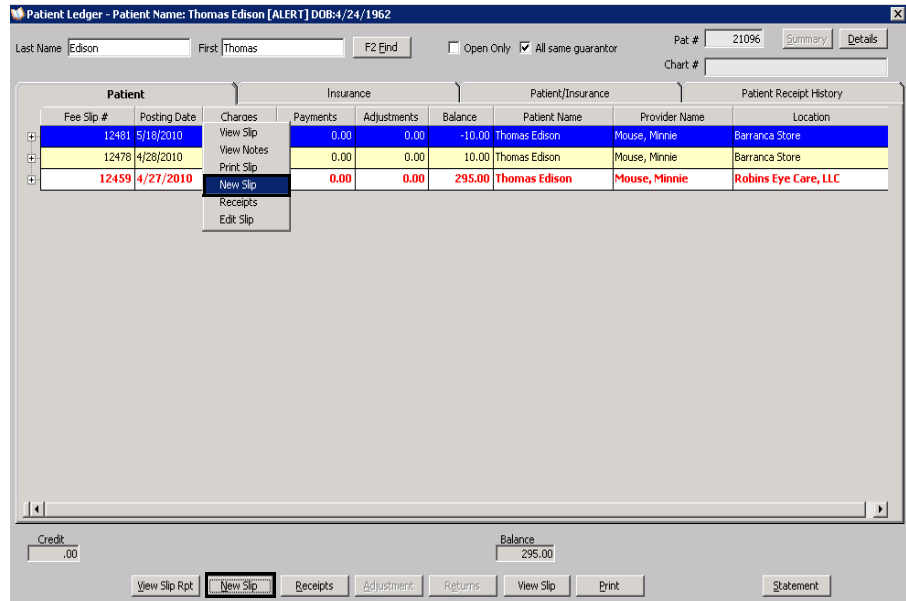
► **To edit fee slips**

- ❖ For information on editing a patient's fee slip, go to [Editing Fee Slips on page 168](#).

► **To create fee slips**

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).

- Select a fee slip and click **New Slip** or right-click the fee slip in the Patient, Insurance, or Patient/Insurance tab and select **New Slip**.



The Fee Slip window opens.

- Create a new fee slip using the instructions in [Recording Information on Fee Slips on page 151](#).

## Viewing & Modifying Receipts

For more information on receipts, watch the "[Patient Receipts](#)" video.

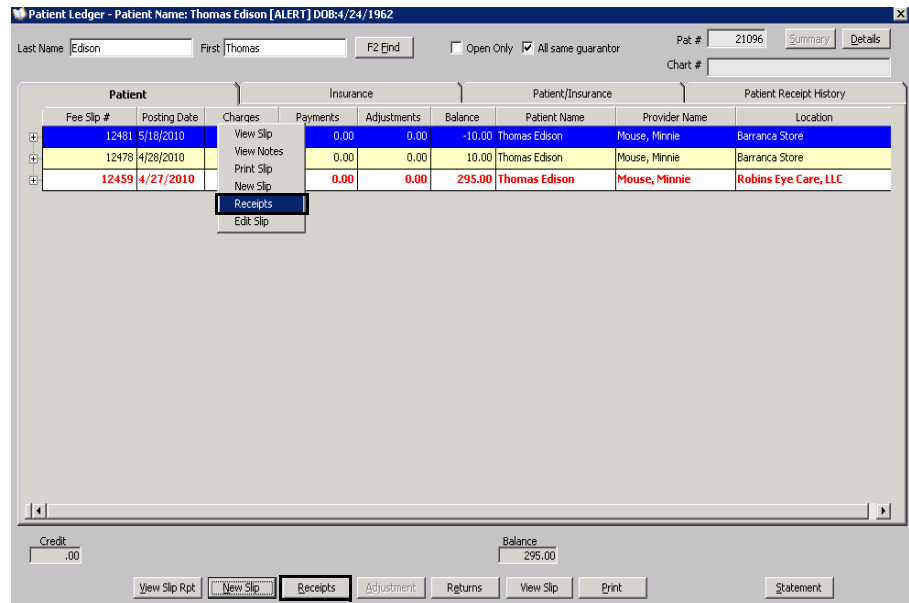
This section tells you how to view and modify receipts in the Patient Ledger window, including how

- To view receipts, 274
- To modify payments on receipts, 275
- To pay open items with credit amounts, 276

### ► To view receipts

- Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).

- Select a fee slip and click **Receipts** or right-click the fee slip in the Patient, Insurance, or Patient/Insurance tab and select **Receipts**.

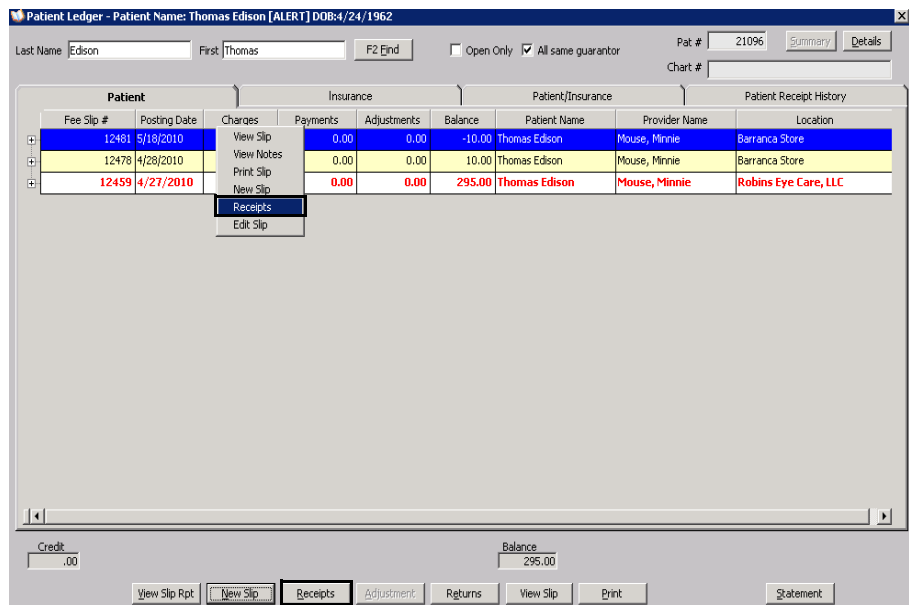


The Receipts & Adjustments window opens.

### ► To modify payments on receipts

For information on modifying payments on receipts, watch the "Correcting Receipts" video.

- Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
- Select a fee slip and click **Receipts** or right-click the fee slip in the Patient, Insurance, or Patient/Insurance tab and select **Receipts**.



The Receipts & Adjustments window opens.

3. Modify payments using the instructions in [Applying Payments to Patient Receivables on page 218](#), [Applying Insurance Payments to Any Open Balances on page 227](#), or [Modifying Payments Using the Receipt History on page 268](#).

► To pay open items with credit amounts

For information on paying open items with credits, watch the “[Unapplied Amounts & Credits](#)” video.

**NOTE** OfficeMate may automatically apply any unapplied patient amounts to new fee slip charges depending on the preferences set by your administrative location.

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
2. Select a fee slip and click **Receipts** or right-click the fee slip in the Patient, Insurance, or Patient/Insurance tab and select **Receipts**.

Patient			Insurance			Patient/Insurance		Patient Receipt History
Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location
12481	5/18/2010	View Slip	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12478	4/28/2010	View Notes	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12459	4/27/2010	Print Slip	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC
		New Slip						

Credit: .00      Balance: 295.00

Buttons: View Slip Rpt, New Slip, Receipts, Adjustment, Returns, View Slip, Print, Statement

The Receipts & Adjustments window opens.

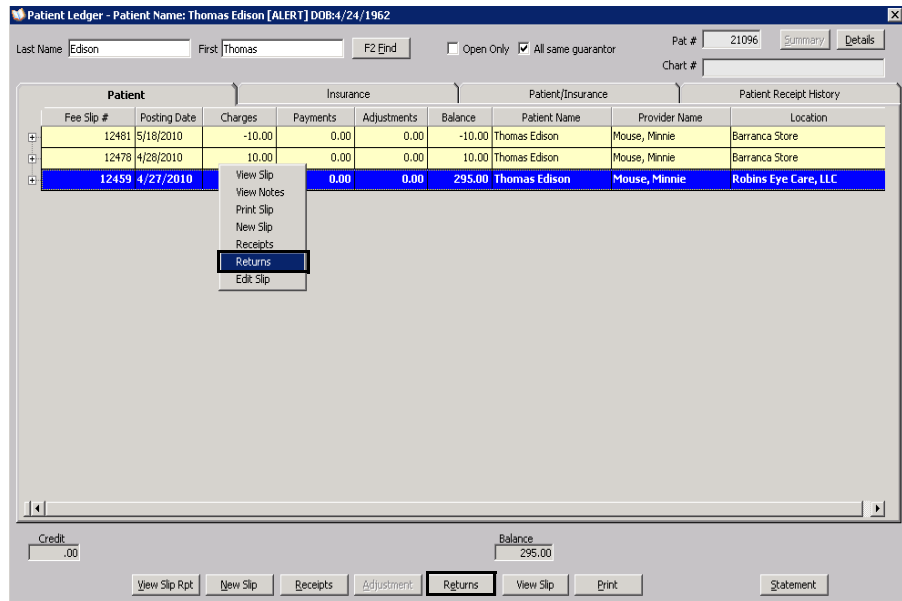
3. Pay the open item with a credit amount using the instructions in [To pay open items with credit amounts on page 270](#).

## Returning Products

For information on returning products, watch the “Returns & Refunds” video.

If you are using a TMS-integrated device to return products, see the *Using Total Merchant Services (TMS) with OfficeMate* document for detailed instructions.

1. Open the Fee Slip Item Return window using one of the following methods:
  - Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#). Select a fee slip, fee slip line item, or product refund line and click **Returns** or right-click on a fee slip or product refund line in the Patient or Patient/Insurance tab and select **Returns** or **Return Item**.
  - Click **Tasks** on the main window toolbar and select **Return Product**. Type a fee slip number in the **Fee Slip #** text box and click **Get Slip**.



### NOTE

Type a fee slip number in the **Fee Slip #** text box and click **Get Slip** to view other fee slips for the patient, if available.

2. Select the person recording the transaction from the **Recorded By** drop-down menu, if this field is not locked.
3. Select the product(s) to be returned:
  - Click **Select All** to select all products listed on the fee slip.
  - Click **Unselect All** to deselect all products listed on the fee slip.
  - Select the check boxes of the individual product(s) to be returned.

4. For each item selected, perform the following steps as needed:
  - a. Change the number in the **Qty Ret** column if the patient is not returning all of the units originally purchased.
  - b. If there is a nonrefundable amount for this product, type the amount in the **Non-Refundable Amt** column and select a reason for not refunding the entire amount from the **Reason** column drop-down menu.

<b>NOTE</b>	You can record a nonrefundable amount even if the patient has not made a payment. This record creates a patient balance for a nonrefundable amount and displays an amount in the Adjustment column in the Patient Ledger window.
-------------	--

- c. Select the **Do NOT update Inventory** check box to return a product without adding it back into an inventory list.

<b>NOTE</b>	Only products recorded on fee slips can be added back into inventory.
-------------	---

- d. If the patient is eligible to receive a refund on the copayment, select the **Refund Co-Pay** check box.
5. Select a reason for the return from the **Reason for Return** drop-down menu.
6. Select the patient refund method. Select the **On Account** check box to add the returned amount to the patient's credit balance;

OR

Click the **Check, Cash, Debit, Credit,** or **Other** tab and follow the instructions below for the refund method that you selected.

- If you are issuing the refund in the form of a check, type the refund amount and check number in the **Amount** and **Check #** text boxes. Type the bank routing number in the **Bank #** text box as needed.
  - If you are recording a cash refund, type the refund amount, the amount of cash given to the patient, and any change that the patient returned to you in the **Amount, Tendered,** and **Change** text boxes.
  - If you are recording a refund to the patient's debit card, type the refund amount in the **Amount** text box and select the card type from the **Type** drop-down menu.
  - If you are recording a refund to a patient's credit card, type the refund amount in the **Amount** text box and select the credit card type from the **Type** drop-down menu.
  - If you are recording another refund type, type the refund amount in the **Amount** text box and select the refund type from the **Type** drop-down menu.
7. If you are applying a refunded insurance amount to a patient credit, select the **Apply Refund to Patient (On Account)** check box.
  8. Type comments in the **Comments** box, if necessary.



- If the lab order must be canceled, click the **Rx Order Status Mark as 'CANCELLED'** check box and call the lab to cancel the order.

Fee Slip Item Return for Sally Patient

Recorded by: Doctor, Johnny    Fee Slip #: 48918    Get Slip

Product Returned	Qty	Qty Ret.	Non-Refund Amt.	Non-Refund Reason	Do NOT update Inventory	Refund Co-Pay	Date Returned	Pat. Charge	Pat. Co-Pay	Pat. Return	Pat. Payment	Pat. Refund	Ins. Charge	Ins. Return	Ins. Payments
Coach Hayley	1	1					1/21/2011	110.00	0.00	110.00	110.00	110.00	0.00	0.00	0.00

Pat. Charge: 110.00    Pat. Co-Pay: 0.00    Pat. Return: 110.00    Pat. Pmt: 110.00    Pat. Ref: 110.00    Ins. Charge: 0.00    Ins. Return: 0.00    Ins. Pmt: 0.00    Ins. Refund: 0.00

NOTE: All Insurance Refunds are On Account.    Patient Balance: 137.25

Reason for Return: Changed Frame

Patient Refund Method:  On Account

Amount: 0.00    Check #:    Bank #:    Total Refund:

Comments: Patient decided the frame pinched her nose too much.

RX Order Status mark as 'CANCELLED'. (You may need to notify the Lab of this cancellation.)

Print    Record    Cancel

- Click **Record**.

## Adjusting Charges

All adjustments are displayed in the Patient Ledger window and provide a complete transaction history of the changes made to fee slips.

- Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
- Click **Details**.
- Select a blue fee slip line item or nonproduct line and click **Adjustment** or right-click a fee slip line item or nonproduct line in the Patient, Patient/Insurance, or Insurance tab and select **Adjustments**.

Patient Ledger - Patient Name: Thomas Edison [ALERT] DOB: 4/24/1962

Last Name: Edison    First: Thomas    F2 Find    Open Only    All same guarantor    Pat. #: 21096    Summary    Details

Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location
12481	5/18/2010	-10.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12478	4/28/2010	10.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12459	4/27/2010	295.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC

DNP	Posting Date	Description	Reference	Amount	Item Balance	Location
<input checked="" type="checkbox"/>	4/27/2010	92004    Return Item		120.00	120.00	
<input type="checkbox"/>	4/27/2010	92250    Line Additional Data		140.00	140.00	
<input type="checkbox"/>	4/27/2010	2024F    Adjustments		0.00	0.00	
<input type="checkbox"/>	4/27/2010	G8448		0.00	0.00	
<input type="checkbox"/>	4/27/2010	92015		35.00	35.00	

Credit: .00    Balance: 295.00

View Slip Rpt    New Slip    Receipts    Adjustment    Returns    View Slip    Print    Statement

The Fee Slip Item Adjustment window opens.

Adjusting  
Deposits

- Adjust the charges using the instructions in [Adjusting Charges](#) on page 252.

**NOTE** You can only adjust deposits at the same location where the payments were originally recorded.

- Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger](#) on page 271.
- Click the **Patient Receipt History** tab.
- Select a deposit and click **Reverse/Correct**.

Rec. No	Posting Date	Check #	CheckOrEFTDate	Batch #	Type	Deposit Amt.	Dep. Corrections	Corrected Amt.	Unapplied	Refund	Location
44459	12/16/2010			N/A	Check	236.00	1.00	236.00	1.00	0.00	Irvine Store
44458	12/16/2010			N/A	Cash	240.00	0.00	240.00	0.00	0.00	Irvine Store
44457	12/16/2010			N/A	Check	180.00	0.00	180.00	0.00	0.00	Irvine Store

The Deposit Reversal/Correction window opens.

- Select an adjustment type (**Correct Payment Amount** or **Payment Reversal**) from the **Adjustment Type** drop-down menu.
- Select a recorded by user from the **Recorded By** drop-down menu.
- Click **Record**.

Receipt Details  
 Dep. Date: 12/16/2010 Receipt No: 44459  
 Patient Last/First: Patient Saly  
 Amount Paid: \$236.00 Check # Bank #  
 Deposit Corrections: \$1.00 Type  
 Corrected Amt.: \$236.00 Method  Check  Cash  Debit Card  Credit Card  Other  
 Refunded Amount: \$0.00  
 Applied Amount: (\$236.00) Unapplied Amount: \$1.00

Date	Adjustment Type	Corrected Amount	Reason	Location	Recorded By
12/16/2010	Correct Payment +236.00			Irvine Store	Admin Admin
12/16/2010	Payment Reversal -236.00			Irvine Store	Admin Admin

Deposit Adjustment  
 Corrected Amount: \$236.00 Date: 12/16/2010  
 Adjustment Type: Correct Payment Amount  
 Corrected Amount: \$0.00  
 Reason:  
 Recorded By: Admin Admin  
 Record Cancel

## Adding Additional Data to Fee Slip Line Items

If a product does not have a CPT code or if you want to add item modifiers, remove the sales tax, keep the item from printing on the fee slip receipt, or record additional information for an item on the fee slip, follow the instructions in this section.

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
2. Click **Details**.
3. Select and right-click a fee slip line item in the Patient, Patient/Insurance, or Insurance tab and select **Line Additional Data**.

The screenshot shows the 'Patient Ledger' window for Thomas Edison [ALERT] DOB:4/24/1962. The interface includes fields for patient information and a main table with tabs for Patient, Insurance, Patient/Insurance, and Patient Receipt History. The 'Patient' tab is active, showing a table of fee slip items. The item with Fee Slip # 12459 is selected, and a detailed view is shown below it.

Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location
12481	5/18/2010	-10.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12478	4/28/2010	10.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store
12459	4/27/2010	295.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC

DNP	Posting Date	Description	Reference	Amount	Item Balance	Location
<input checked="" type="checkbox"/>	4/27/2010	92004	Return Item	120.00	120.00	
<input type="checkbox"/>	4/27/2010	92250	Line Additional Data	140.00	140.00	
<input type="checkbox"/>	4/27/2010	2024F	Adjustments	0.00	0.00	
<input type="checkbox"/>	4/27/2010	G8448		0.00	0.00	
<input type="checkbox"/>	4/27/2010	92015		35.00	35.00	

At the bottom of the window, there are buttons for 'View Slip Rpt', 'New Slip', 'Receipts', 'Adjustment', 'Returns', 'View Slip', 'Print', and 'Statement'. The 'Balance' field shows 295.00 and the 'Credit' field shows .00.

The Fee Slip Item Additional Data window opens.

4. Add additional data using the instructions in [To add data to fee slip items on page 157](#).

## Printing the Patient Ledger

1. Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
2. Click **Print**.

**Patient Ledger - Patient Name: Thomas Edison [ALERT] DOB: 4/24/1962**

Last Name: Edison First: Thomas F2 End  Open Only  All same guarantor Pat. # 21096 Summary Details

Chart #

Patient		Insurance			Patient/Insurance		Patient Receipt History	
Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location
12481	5/18/2010	-10.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store
DNP		Description			Reference	Amount	Item Balance	Location
<input type="checkbox"/>	5/18/2010	CREDIT MEMO - 92014			Fee Slip # 12478	0.00	-10.00	
<input type="checkbox"/>	5/18/2010	Co-Pay				-10.00		
12478	4/28/2010	10.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store
DNP		Description			Reference	Amount	Item Balance	Location
<input type="checkbox"/>	4/28/2010	92014			Credit memo # 12481	0.00	10.00	
<input type="checkbox"/>	4/28/2010	Co-Pay				10.00		
12459	4/27/2010	295.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC
DNP		Description			Reference	Amount	Item Balance	Location
<input type="checkbox"/>	4/27/2010	92004				120.00	120.00	
<input type="checkbox"/>	4/27/2010	92250				140.00	140.00	
<input type="checkbox"/>	4/27/2010	2024F				0.00	0.00	
<input type="checkbox"/>	4/27/2010	G8448				0.00	0.00	
<input type="checkbox"/>	4/27/2010	92015				35.00	35.00	

Credit: .00 Balance: 295.00

View Slip Rpt New Slip Receipts Adjustment Returns View Slip **Print** Statement

Viewing &  
Printing State-  
ments

## NOTES

- You cannot print a statement for a patient if the patient does not have an open balance or if the patient has a bad address, the Send Statement check box selected, or the Sent to Collection check box selected. For more information on selecting and de-selecting the Bad Addr, Send Statement, and Sent to Collection check boxes, go to [To record demographic information on page 19](#) and [To record financial information on page 34](#).
- Statements viewed and printed from the Patient Ledger window display 30 days of details. To display more details, view and print statements from the Reports & Statements window. For more information on viewing and printing Statements reports, go to [Creating & Printing Statements on page 386](#).

- Open a patient's ledger. For more information on opening a patient's ledger, go to [Opening a Patient's Ledger on page 271](#).
- Click **Statement**.

Patient Ledger - Patient Name: Thomas Edison [ALERT] DOB:4/24/1962

Last Name: Edison First: Thomas F2 Find  Open Only  All same guarantor Pat # 21096 Summary Details

Chart #

Patient		Insurance			Patient/Insurance		Patient Receipt History		
Fee Slip #	Posting Date	Charges	Payments	Adjustments	Balance	Patient Name	Provider Name	Location	
12481	5/18/2010	-10.00	0.00	0.00	-10.00	Thomas Edison	Mouse, Minnie	Barranca Store	
DNP		Posting Date		Description		Reference	Amount	Item Balance	Location
<input type="checkbox"/>	5/18/2010	CREDIT MEMO - 92014				feeslip# 12478	0.00	-10.00	
<input type="checkbox"/>	5/18/2010	Co-Pay					-10.00		
12478	4/28/2010	10.00	0.00	0.00	10.00	Thomas Edison	Mouse, Minnie	Barranca Store	
DNP		Posting Date		Description		Reference	Amount	Item Balance	Location
<input type="checkbox"/>	4/28/2010	92014				Credit memo# 12481	0.00	10.00	
<input type="checkbox"/>	4/28/2010	Co-Pay					10.00		
12459	4/27/2010	295.00	0.00	0.00	295.00	Thomas Edison	Mouse, Minnie	Robins Eye Care, LLC	
DNP		Posting Date		Description		Reference	Amount	Item Balance	Location
<input type="checkbox"/>	4/27/2010	92004					120.00	120.00	
<input type="checkbox"/>	4/27/2010	92250					140.00	140.00	
<input type="checkbox"/>	4/27/2010	2024F					0.00	0.00	
<input type="checkbox"/>	4/27/2010	G8448					0.00	0.00	
<input type="checkbox"/>	4/27/2010	92015					35.00	35.00	

Credit .00 Balance 295.00

View Slip Rpt New Slip Receipts Adjustment Returns View Slip Print **Statement**

The Statement of Account opens.

## NOTE

Click the **Print** icon to print the statement or click the **Export** icon to export the statement to another destination.



## In this chapter:

- [Maintaining Inventory Information, 285](#)

For more information on maintaining inventory information, watch the “[OfficeMate Back Office](#)” videos.

Maintaining inventory information in OfficeMate allows you to track and value items that you have in stock and “on hand.” Additionally, OfficeMate gives you control over inventory management, product flow, and accounting for items in transit between vendors, distribution centers, practice locations, and labs.

## Maintaining Inventory Information

This section tells you how to record inventory adjustments, purchase orders, physical counts, and period closes, including how

- [To adjust your inventory, 285](#)
- [To transfer inventory to another location, 287](#)
- [To create & maintain purchase orders, 288](#)
- [To create & maintain purchase orders from fee slips, 292](#)
- [To create & maintain purchase orders from quantity on hand, 296](#)
- [To receive purchase order inventory products, 299](#)
- [To receive transferred inventory, 300](#)
- [To manually count & record your physical inventory, 301](#)
- [To scan & record your physical inventory, 303](#)
- [To close inventory periods, 305](#)
- [To print product barcodes, 305](#)

### ► To adjust your inventory

For more information on adjusting your inventory, watch the “[Inventory Adjustments](#)” video.

You must adjust your inventory in order to record the initial quantity and to modify or delete the quantity of products that you have in stock and on hand.

1. Click the **Products** icon, select **Inventory**, and then select **Adjustment**.  
OR  
Click **Tasks** on the main window toolbar, select **Inventory**, and then select **Adjustment**.  
The Inventory Adjustment window opens.
2. Select a location from the Location drop-down menu.

3. Select an adjustment type from the **Adjustment Type** drop-down menu, if applicable.

**NOTES**

- The **Adjustment** adjustment type allows you to enter a positive or negative adjustment amount.
- The **Receive Inventory** adjustment type allows you to increase your inventory.
- The **Return to Vendor** adjustment type allows you to decrease your inventory.

4. Type comments in the **Comment** text box, if applicable.
5. Select a product to adjust using one of the following methods:
  - Type a product name or code into a **Product Name/Code** text box.
  - Click on the **Product Name/Code** column heading to search for a product. For more information on searching for products, go to [Finding Products & Services on page 59](#).
6. Type the adjusted quantity in the **Adjustment** text box.

**NOTES**

- Type a minus (-) sign in front of the adjustment quantity to record a negative adjustment.
- To remove a product from the inventory worksheet, type 0 in the **Adjustment** text box, ensure that 0 is recorded in the Qty on Hand, Qty On Order, Stock Level, Min Reorder Point, and Min Reorder Qty text boxes in the Product Detail Maintenance window, and select the Inactive check box in the Products window.
- The On Hand column may show a negative number if a product is sold on a fee slip when there are no units of that product on hand.

7. Type a new product cost in the **Cost** text box, if applicable, and select the **Update Item Cost** check box.



- Select a reason for the adjustment from the **Reason** drop-down menu.

Product Name/Code...	On hand	Adjustment	Cost	Reason
UNLOCK 760/1 [679516691691]	0	2	89.95	Physical Count Variance

- Click **Record**.  
The **Qty on Hand** text box in the Product Detail Maintenance window is updated.
- Optionally, click **Print** to print a record of the adjustment.

#### ► To transfer inventory to another location

For more information on transferring inventory, watch the "Transfers" video.

To send inventory items from your location to another location, you must transfer the inventory in OfficeMate.

- Click the **Products** icon, select **Inventory**, and then select **Transfer**.  
OR  
Click **Tasks** on the main window toolbar, select **Inventory**, and then select **Transfer**.  
The Inventory Transfer window opens.
- If you are in a distribution center, select a location from the **Location** drop-down menu.
- Select a location from the **Transfer to** drop-down menu.
- Type notes in the **Comments** text box, as needed.
- Select a product to transfer using one of the following methods:
  - Type a product name or code into a **Product Name/Code** text box.
  - Click on the **Product Name/Code** column heading to search for a product. For more information on searching for products, go to [Finding Products & Services on page 59](#).
- Type the number of units to transfer in the **Quantity** field.
- Select a reason for the transfer from the **Reason** drop-down menu.

8. When you are finished, click **Record & Print**.

OR

Click **Cancel** to disregard the transfer.

**NOTE**

A transfer ticket is not created if the location from which the transfer originates is the same as the transfer destination location.

**► To create & maintain purchase orders**

Purchase orders (POs) help you manage your inventory items when products are ordered from vendors. You can create purchase orders to record the initial quantity of products that you have in stock and on hand. You can create purchase orders even if you do not maintain inventory.

For more information on creating and maintaining purchase orders, watch the [“Purchase Orders”](#) video.

**NOTES**

- Do not create manual purchase orders in OfficeMate Administration. Orders cannot be received in OfficeMate Administration; therefore, create orders in OfficeMate locations.
- Locations and labs may be restricted from creating purchase orders by the administrative location.

1. Click the **Products** icon, select **Purchase Order**, and select **Manual PO**.

OR

Click **Tasks** on the main window toolbar, select **Purchase Order**, and select **Manual PO**.

The Purchase Order Search window opens.

**NOTE**

To maintain an existing purchase order, locate the purchase order by entering search criteria as needed:

- Select a status from the **Status** drop-down menu as needed.
- If you are in a distribution center, select a location from the **Ship-to Location** drop-down menu as needed.
- Select a vendor from the **Vendor** drop-down as needed.
- Narrow the time frame you are searching by entering a beginning date the product is required in the **Date Required from** field and an ending date the product is required in the **Date Required thru** field as needed.
- Narrow the time frame you are searching by entering a beginning date in the **PO Date from** field and an ending date in the **PO Date thru** field as needed.

Click **Refresh** to search for the PO based on the criteria you entered. Once you have located your purchase order, double-click the PO. The Purchase Order window opens. Complete one of the following tasks:

- Update the PO information as needed and click **Save**.
- Click **Cancel PO** to cancel the purchase order.
- Click **Print** to print the purchase order.
- Click **New PO** to create a new purchase order.
- Click **Exit** to close the window.

- To create a new purchase order, click **New PO**.  
 The Purchase Order window opens.

PO	PO Date	Date Required	Ship-to	Vendor	Status
11	10/28/2010		Irvine Store	Crown Optical	OPEN
10	02/28/2006		Irvine Store	Tura	OPEN
9	05/11/2005		Irvine Store	Firestone	OPEN
7	05/11/2005		Irvine Store	z-Discontinued Marchon	OPEN
6	05/10/2005		Irvine Store	Bausch & Lomb	OPEN
4	04/01/2003		Irvine Store	Firestone	OPEN
2	03/08/2003		Irvine Store	Firestone	OPEN
1	02/25/2003		Irvine Store	Bausch & Lomb	OPEN

- Type the date by which the product is needed in the **Date Required** field.
- Type the reference or tracking information in the **Reference** text box, if available.
- Type the name of the freight carrier in the **Ship Via** text box, if known.
- Type the freight-on-board code or information in the **FOB** text box, as needed.
- Type notes in the **Notes** text box, as needed.
- Click **Find Vendor** to add the vendor information.  
 The Vendor Select window opens.
- Select the vendor from the list and click **Select**.  
 The vendor information populates the Name, Phone, Fax, and Terms fields.
- Make sure that the correct shipping information is entered in the **Ship-to Information** box. These fields are automatically populated with information from the Location Maintenance window in OfficeMate Administration.

11. Click **Save**.

12. Click the **Purchase Order Details** tab.
13. Select products for the purchase order using one of the following methods:
  - Type a product name or code into a **Product Name/Code** text box.
  - Click the **Product Name/Code** column heading to search for and select a product. For more information on searching for products, go to [Finding Products & Services on page 59](#).

**NOTE**

OfficeMate allows you to enter and search by products offered by the vendor specified on the Purchase Order and Shipping Information tab.

14. Scan or type the number of units that you want to order in the **Order Qty** text box, if necessary.
15. Click the **Patient Name** column heading to search for and select a patient to link to the product, if applicable.

16. Click **Save PO Details**.

Product Name/Code...	Location	Ttl On Hand	Ttl On Order	Order Qty	Cost	Extension	Patient Name...
Nike 4008 Mag-Set [679516863562] 47 19 145 46.9 28	Foothill Ranch Store	0	0	3	129.95	389.85	
Nike 4602 [] 39 19 125 0 0 0 Slate Blue	Foothill Ranch Store	0	0	1	89.95	89.95	
Nike 5506 [] 52 15 140 0 0 0 Tortoise	Foothill Ranch Store	0	0	5	47.95	239.75	Marge Simpson

17. If you are ready to finalize your order, perform the following steps:
- Click the **Purchase Order and Shipping Information** tab.
  - Click **Finalize**.
  - Click **Print**, if needed.
  - Click **Exit** when you are finished.

► To create & maintain purchase orders from fee slips

For more information on creating and maintaining purchase orders, watch the "Purchase Orders" video.

Purchase orders (POs) help you manage your inventory items that are ordered from vendors. You can automatically create purchase orders for all or some vendors from items sold on fee slips. You also can create purchase orders to record the initial quantity of products that you have in stock and on hand. You can create purchase orders even if you do not maintain inventory.

**NOTE**

- Purchase orders from fee slips are effected by the individual vendor preferences maintained by the administrative location in the Vendor Maintenance window.
- Purchase orders from fee slips are automatically created when the quantity on hand of a product is zero. These purchase orders are not effected by the Minimum Reorder Point and Minimum Reorder Quantity.

- Click the **Products** icon, select **Purchase Order**, and select **From Fee Slip**.  
OR  
Click **Tasks** on the main window toolbar, select **Purchase Order**, and select **From Fee Slip**.  
The Purchase Order window opens.

2. Click **New PO**.

The Create PO from Fee Slip window opens.

3. Select a location from the **Ship-to Location** drop-down menu, as needed.

**NOTE**

- You can only create a purchase order to be shipped to your location.
- Do not select the administrative location.

4. Type a date for the PO in the **PO Date** field.
5. Type the vendor reference number in the **Ref no** text box, if applicable.
6. Select a product type from the **Product type** drop-down menu, as needed.
7. Select a vendor from the **Vendor** drop-down menu, as needed.
8. Select the type of stock from the **Stocking Type** drop-down menu, as needed.
9. Select a designer from the **Designer Series** drop-down menu, as needed.
10. Select a supplier from the **Pat/Stock** drop-down menu, as needed.

**NOTE**

The Pat/Stock drop-down menu applies only to the Frames, Frames and Sunglasses, and All product types. Select stock to display regularly stocked items. Select Patient to display special orders.

11. Select the staff member creating or maintaining the purchase order from the **Recorded By** drop-down menu, if this field is not locked.
12. Type notes in the **Note** text box, if applicable.
13. Click **Process**.  
The products that ordered on fee slips and below their stock levels are displayed.
14. Update each product's **Order Qty**, as needed.

- Select the **Cancel** check box if you do not want to order an item on the purchase order.

--- Create PO from Fee Slip

Location: Irvine Store | Product type: Frames | Stoking type: Description only | Process

PO Date: 01/07/2010 | Ref No: | Vendor: Marchon Preferred | Designer series: | Pat/Stock: Both

Note: | Recorded By: Doctor, Johnny | Status: Open

	Product Name	Location	Vendor	DC QTY on Hand	Ttl On Hand	Ttl On Order	Order Qty	Cost	Patient Name...	Cancel
1	M-828 [883121081604] 49-16-140 (006)black	Irvine Store	Marchon Preferred	0	0	8	7.20	To Stock		<input type="checkbox"/>
2	M-828 [883121081604] 49-16-140 (006)black	Irvine Store	Marchon Preferred	0	0	3	7.20	To Stock		<input type="checkbox"/>
3	M-130 [679516806422] 53-18-000 201	Irvine Store	Marchon Preferred	0	0	1	7.20	To Stock		<input type="checkbox"/>
4	Plexon 434 [750666782504] 53-18-140 Satin Black	Irvine Store	Marchon Preferred	0	0	2	74.95	To Stock		<input checked="" type="checkbox"/>
5	Plexon 434 [750666782504] 53-18-140 Shiny Brown	Irvine Store	Marchon Preferred	0	0	1	74.95	To Stock		<input type="checkbox"/>
6	Tres Jolie 65 [679516297237] 51-17-130 Clove/Olive	Irvine Store	Marchon Preferred	0	0	1	64.95	To Stock		<input type="checkbox"/>
7	M-823 [679516298920] 50-15-140 (020) Midnight Ha	Irvine Store	Marchon Preferred	0	0	1	44.95	To Stock		<input checked="" type="checkbox"/>
8	Tres Jolie 75 [679516157821] 52-16-135 219 Cashm	Irvine Store	Marchon Preferred	0	0	1	7.20	To Stock		<input type="checkbox"/>
9	M-707 [679516669195] 47-18-000 264 Golden Bronz	Irvine Store	Marchon Preferred	0	0	5	7.20	To Stock		<input type="checkbox"/>
10										<input type="checkbox"/>
11										<input type="checkbox"/>
12										<input type="checkbox"/>
13										<input type="checkbox"/>
14										<input type="checkbox"/>
15										<input type="checkbox"/>
16										<input type="checkbox"/>
17										<input type="checkbox"/>
18										<input type="checkbox"/>
19										<input type="checkbox"/>
20										<input type="checkbox"/>

Number of line items = 9 | Total Cost: \$259.50

Status: Open | Print | Save/Exit | Cancel



16. To print the purchase order, follow the instructions below:
  - a. Click **Print**.  
The Print Preview window opens.
  - b. Click the **Print** icon on the toolbar to print each order.
  - c. After the purchase order is printed, close the Print Preview window.

8/22/2007 2:28:43PM

**Purchase Order**

**Purchase Order :** 6      **Date Issued:** 08/24/2007  
**Account No:**                      **Ordered By :** Johnny Eyeductor  
**Reference No:**                      **Office Phone:** (949) 586-6041

<b>To :</b>  SIGNATURE EYEWEAR/BEBE EYES ,	<b>Ship To :</b>  Foothill Ranch Store 30124 Towne Center Drive Foothill Ranch, CA 92610
---	--

Qty	Product Description	Patient	Unit Price	Total
1	Talana, 51,117,130, Cherry Noir,	Thelma Arcynski	56.00	56.00
<b>Total :</b>				<b>\$56.00</b>

**Authorized Signature :** \_\_\_\_\_

**NOTE**

If you accidentally close the Print Preview window without first printing the purchase order, or if you need to print another copy of the purchase order, perform the following steps:

1. Open the Manual PO window. For more information on opening the Manual PO window, go to [To create & maintain purchase orders on page 288](#).
2. Select **Finalized** from the **Status** drop-down menu.
3. Click **Refresh**.
4. Double-click your purchase order to open the Purchase Order window.
5. Click **Print**.

6. Click **Record PO & Exit**.

**NOTE**

Purchase orders from fee slips are automatically finalized when the fee slip is recorded.

For more information on creating and maintaining purchase orders, watch the "Purchase Orders" video.

► **To create & maintain purchase orders from quantity on hand**

OfficeMate helps you automate your ordering and inventory management by creating purchase orders for all vendors for items that drop below their minimum stock levels.

**NOTE**

- The minimum stocking level for each product is maintained by the administrative location in the Products and Services window, Product Details tab.
- Purchase orders from quantity on hand are effected by the individual vendor preferences maintained by the administrative location in the Vendor Maintenance window.

1. Click the **Products** icon, select **Purchase Order**, and select **From Qty-On-Hand**.  
 OR  
 Click **Tasks** on the main window toolbar, select **Purchase Order**, and select **From Qty-On-Hand**.  
 The Purchase Order window opens.
2. Click **New PO**.  
 The Create PO from On-Hand window opens.
3. Select a location from the **Location** drop-down menu, as needed.
4. Select a product type from the **Product type** drop-down menu, as needed.
5. Select a designer from the **Designer Series** drop-down menu, as needed.
6. Type a date for the PO in the **PO Date** field.
7. Type the vendor reference number in the **Ref no** text box, if applicable.
8. Select a vendor from the **Vendor** drop-down menu.
9. Type notes in the **Note** text box, if applicable.
10. Select the staff member creating or maintaining the purchase order from the **Recorded By** drop-down menu, if this field is not locked.
11. Click **Process**.  
 The products that are below their stock levels are displayed.
12. Update each product's order quantity in the **Order Qty** column, as needed.

13. Select the **Cancel** check box if you do not want to order an item on the purchase order.

Create PO from On-Hand

Location: Irvine Store Product type: Frames Stocking type: Stock Process

PO Date: 01/11/2010 Ref No: Vendor: MARCHON/FLEXON Designer series: Status: Open

Note: Recorded By: Doctor, Johnny

	Product Name	Location	Vendor	DC QTY on Hand	Ttl On Hand	Ttl On Order	Order Qty	Cost	Patient Name...	Cancel
1	FLEXON 197 [679516034368] 52-20-140 HAVANA-PE	Irvine Store	MARCHON/FLEXON		-1	1	3	75.96		<input type="checkbox"/>
2	Flexon 650 [750666849245] 47-18-140 Black Chrome	Irvine Store	MARCHON/FLEXON		0	0	1	47.96		<input checked="" type="checkbox"/>
3										<input type="checkbox"/>
4										<input type="checkbox"/>
5										<input type="checkbox"/>
6										<input type="checkbox"/>
7										<input type="checkbox"/>
8										<input type="checkbox"/>
9										<input type="checkbox"/>
10										<input type="checkbox"/>
11										<input type="checkbox"/>
12										<input type="checkbox"/>
13										<input type="checkbox"/>
14										<input type="checkbox"/>
15										<input type="checkbox"/>
16										<input type="checkbox"/>
17										<input type="checkbox"/>
18										<input type="checkbox"/>
19										<input type="checkbox"/>
20										<input type="checkbox"/>

Number of line items = 2 Total Cost: \$227.88

Status: Open Print Save/Exit Cancel

14. Select **Finalized** from the **Set PO Status to** drop-down menu.

15. To print the purchase order, follow the instructions below:
  - a. Click **Print**.  
The Print Preview window opens.
  - b. Click the **Print** icon on the toolbar to print each order.
  - c. After the purchase order is printed, close the Print Preview window.

8/22/2007 2:28:43PM

**Purchase Order**

**Purchase Order :** 6      **Date Issued:** 08/24/2007  
**Account No:**      **Ordered By :** Johnny Eyeductor  
**Reference No:**      **Office Phone:** (949) 586-6041

<b>To :</b>	<b>Ship To :</b>
SIGNATURE EYEWEAR, BEBE EYES	Foothill Ranch Store 30124 Towne Center Drive Foothill Ranch, CA 92610

Qty	Product Description	Patient	Unit Price	Total
1	Tallana, 51,17,130, Cherry Noir,	Thelma Arcynski	56.00	56.00
<b>Total :</b>				<b>\$56.00</b>

**Authorized Signature :** \_\_\_\_\_

**NOTE**

If you accidentally close the Print Preview window without first printing the purchase order, or if you need to print another copy of the purchase order, perform the following steps:

1. Open the Manual PO window. For more information on opening the Manual PO window, go to [To create & maintain purchase orders on page 288](#).
  2. Select **Finalized** from the **Status** drop-down menu.
  3. Click **Refresh**.
  4. Double-click your purchase order to open the Purchase Order window.
  5. Click **Print**.
6. Click **Record PO & Exit**.

► **To receive purchase order inventory products**

After you receive products that you ordered, enter the quantity received on the purchase order. You can also record the initial quantity of products that you have in stock and on hand when you receive purchase orders.

1. Click the **Products** icon and select **Receive Purchase Order**.

OR

Click **Tasks** on the main window toolbar and select **Receive Purchase Order**.

The Receive PO window opens.

2. Type the vendor reference number in the **Ref no** text box, if applicable.
3. Type notes in the **Comments** text box, if applicable.
4. Type the PO number in the **PO No.** text box, and click **Get PO** or click **Find PO** to search for and select a purchase order.
5. Enter the quantity of each item received using one of the following methods:
  - Type the number of items that you received in the **Qty Received** text box.
  - Select the **Fully Receiv'd** check box for each item that you received the quantity ordered.

OR

  - If you received your entire order, click **Receive Complete** to set all Qty Received to match Qty Ordered.

**NOTE**

Selecting the **Fully Receiv'd** check box or clicking **Receive Complete** sets the **Quantity Receiv'd** column to match the **Quantity Ordered** column.

6. If the item was placed on back order, type or double-click to select the date the back order will be available in the **Back Order E.T.A. Date** text box.
7. If an ordered item has been canceled, select the **Cancel** check box and select a reason from the **Canceled Reason** drop-down menu.

Product Name/Code	Location	Patient Name	Qty Ordered	Qty Prev Received	Qty Received	Cost	Back Order Date	Fully Recv'd	Cancel	
ACQUINE [ ] 0 0 0 0 0 0	Newport Beach Store		5	0	4	50.00		<input type="checkbox"/>	<input type="checkbox"/>	
BOSTON MULTIVISION [ ] 0 0 0 0 0 0	Newport Beach Store		5	0	5	0.00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CONFORMA WFL 3 MULTIFOCAL [ ] 0 0 0 0 0 0	Newport Beach Store		3	0	3	0.00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COOPER HGP [ ] 0 0 0 0 0 0	Newport Beach Store		2	0	0	0.00		<input type="checkbox"/>	<input checked="" type="checkbox"/>	No long
TANGENT STREAK [ ] 0 0 0 0 0 0	Newport Beach Store		1	0	0	0.00		<input type="checkbox"/>	<input checked="" type="checkbox"/>	No long
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	

- Click **Print Labels** to print barcode labels, if applicable.

**NOTE**

If you receive an error message that states “Please define the port in the product setup function,” contact your administrative location. Only the administrative location can set the port for the barcode printer.

- Click **Record**.  
The Update Cost dialog box opens and asks you if you want to update the product cost.
- Click **Yes**, to update the product's base cost to reflect the cost entered on the purchase order, or click **No** to leave the product's base cost unchanged.

► **To receive transferred inventory**

To receive inventory items from sent by another location, you must record the receipt of inventory in OfficeMate.

- Click the **Products** icon and select **Receive Transfers**.  
OR  
Click **Tasks** on the main window toolbar and select **Receive Transfers**.  
The Receive Transfer window opens.
- Type the transfer number in the **Transfer No.** field and click **Get Transfer**.  
Proceed to step 8.  
OR  
Click **Find Open**.
- Select a location from the **Transfer From Location** drop-down menu, if known.
- Select a location from the **Ship to Location** drop-down menu, as needed.
- Type the beginning and ending dates between which the transfer originated in the **From Transfer Date** and **Thru Transfer Date** fields.
- Click **Refresh** to update your search results.
- Double-click the transfer in the list of search results.  
The transfer opens.
- Type the number of items that you received in the **Qty Received** text box.  
OR  
If you received your entire order, click **Receive Complete** to set all Qty Received to match Qty Ordered.

9. Type notes in the **Comments** text box, as needed.

Product Name/Code	From Location	To Location	In-transit	Qty Prev Received	Qty Received
Fendi 602 [750666803483] 52-16-135 Lavander	Long Beach DC	Newport Beach Store	5	0	
Fendi 602 [679516907433] 52-16-135 Oro	Long Beach DC	Newport Beach Store	5	0	
5512/Essex [ ] 00-00-000	Long Beach DC	Newport Beach Store	5	0	
5603/Kristy [ ] 00-00-000	Long Beach DC	Newport Beach Store	5	0	
Fendi 602 [750666803438] 52-16-135 Copper	Long Beach DC	Newport Beach Store	5	0	
Fendi 602 [750666803384] 52-16-135 Black	Long Beach DC	Newport Beach Store	5	0	
Fendi 602 [679516907334] 52-16-135 Blue	Long Beach DC	Newport Beach Store	5	0	
5601/Audrey [ ] 00-00-000	Long Beach DC	Newport Beach Store	5	0	

10. Complete following tasks, as needed:
- Click **Print Labels** to print barcode labels, as needed.

**NOTE**

If you receive an error message that states “Please define the port in the product setup function,” contact your administrative location. Only the administrative location can set the port for the barcode printer.

- Click **Print Transfer Ticket** to print a receipt of transfer, as needed.
- Click **Exit** to close the window without saving.
- Click **Record**.

► **To manually count & record your physical inventory**

For more information on manually counting and recording your physical inventory, watch the “[Physical Scan Count](#)” video.

Follow the instructions below to manually count and record your physical inventory.

1. Click the **Products** icon, select **Inventory**, and select **Physical Count**.

OR

Click **Tasks** on the main window toolbar, select **Inventory**, and select **Physical Count**.

The Physical Count window opens.

2. Select the **Yes** radio button to indicate that this is a new inventory cycle.
3. Select a manufacturer from the **Manufacturer** drop-down menu, if you are recording your inventory by manufacturer.
4. Select an inventory count cycle from the **Select a Count Cycle** drop-down menu.

All of your products are displayed.

5. Type or select the inventory date in the **Inventory Date** field.
6. Select the user recording the physical inventory from the **Recorded by** drop-down menu, if this field is not locked.

7. Click **Worksheet** to print the inventory worksheet.
8. Click **Record** to save the inventory cycle.
9. Click **Cancel** to close the Physical Count window.
10. Physically count your inventory and record your inventory counts in the **Count** field on the printed worksheet.

**NOTE**

While you may record your inventory counts directly in the Physical Count window instead of first writing your counts on the printed worksheet, that method is not very practical and may result in inaccurate counts in your inventory.

11. Click the **Products** icon, select **Inventory**, and select **Physical Count**.

OR

Click **Tasks** on the main window toolbar, select **Inventory**, and select **Physical Count**.

The **Physical Count** window opens.

12. Select the **No** radio button to indicate that this is not a new inventory cycle.
13. Select an inventory count cycle from the **Select a Previous Cycle** drop-down menu.

All of your products that you recorded in your inventory cycle are displayed.

**NOTE**

To delete a previously created open or closed inventory cycle, click **Delete Worksheet**.

14. Type the actual number of inventory items counted in the **Count** column.

**NOTE**

The last recorded item's line is highlighted in teal on the **Physical Count Entry window**.

The screenshot shows the Physical Count window with the following details:

- Location: Aliso Viejo Store
- Manufacturer: Altair
- Inventory Date: 8/10/2010
- Is this a NEW inventory cycle?: No
- Select a Count Cycle: Annual Cycle
- Recorded by: [Empty]

Board Loc.	Manufacturer	Product Name/Code	Product Size/Color	Count	On hand	Variance	Unit cost	\$ Variance
Altair	Sigrid Olsen 102 [SO102]	48-17-130 Black Creme		1	0	1	40.50	40.50
Altair	Sigrid Olsen 102 [SO102B]	48-17-130 Tortoise Jade		5	0	5	40.50	202.50
Altair	Sigrid Olsen 103 [SO 103]	52-16-135 BLACK DIAMOND		7	0	7	55.00	385.00
Altair	Sigrid Olsen 103 [SO 103-2]	52-16-135 ravishing red		0	0	0	55.00	0.00
Altair	Sigrid Olsen 104 [SO104]	48-17-130 Dark Wine		0	0	0	50.00	0.00
Altair	Sigrid Olsen 104 [SO104B]	48-17-130 Soft Bronze		0	0	0	50.00	0.00
Altair	Sigrid Olsen 105 [SO105]	50-16-135 Matte Bronze		0	0	0	52.50	0.00
Altair	Sigrid Olsen 105 [SO105B]	50-16-135 Shiny Black		1	0	1	52.50	52.50
Altair	Sigrid Olsen 106 [SO 106]	49-19-130 Antique Plum			0		47.50	
Altair	Sigrid Olsen 106 [SO106]	49-19-130 Antique Pewter			0		47.50	
Altair	Sigrid Olsen 106 [SO106B]	51-19-135 Antique Bronze			0		47.50	
Altair	Sigrid Olsen 106 [SO106B2]	49-19-130 Antique Bronze			0		47.50	
Altair	Sigrid Olsen 107 [SO107]	47-20-130 Pewter			0		47.50	
Altair	Sigrid Olsen 107 [SO107B]	49-20-135 Cafe			0		47.50	
Altair	Sigrid Olsen 110 [SO110A]	49-16-135 Purple Petal			0		47.50	
Altair	Sigrid Olsen 110 [SO110]	49-16-135 Midnight Sky			0		47.50	
Altair	Sigrid Olsen 112 [SO112A]	50-16-135 Onyx Blue			0		45.00	
Altair	Sigrid Olsen 112 [SO112]	50-16-135 Tortoise Shell			0		45.00	
Altair	Sigrid Olsen 116 [SO116]	53-16-130 Graphite			0		50.00	

Number of items loaded = 53      Total Items Counted = 13

Buttons: Record, Cancel, Worksheet, Print Variance, Update On-Hand, Delete Worksheet



15. Click **Print Variance** to print the Variance report.  
The Variance report prints on your default printer and displays the difference between the inventory you actually have and the inventory recorded in OfficeMate.

16. Click **Record**.

<b>NOTE</b>	If you do not have time to finish recording the actual number of inventory items counted and print the Variance report, you must still click <b>Record</b> . You can continue your work where you stopped by selecting the inventory count cycle from the <b>Select a Previous Cycle</b> drop-down menu.
-------------	--

17. Click **Update On-Hand** to update the quantity of inventory items that you have on hand and close the inventory cycle.

#### ► To scan & record your physical inventory

For more information on manually counting and recording your physical inventory, watch the “[Physical Scan Count](#)” video.

Follow the instructions below to scan and record your physical inventory.

1. Click the **Products** icon, select **Inventory**, and select **Scan Count**.  
OR  
Click **Tasks** on the main window toolbar, select **Inventory**, and select **Scan Count**.  
The Scan Physical Count window opens.
2. Select the **Yes** or **No** radio button to indicate if this is or is not a new inventory cycle.
3. Select a manufacturer from the **Manufacturer** drop-down menu, if applicable.
4. Select an inventory count cycle from the **Select a Count Cycle** or **Select a Previous Cycle** drop-down menu.

<b>NOTE</b>	To delete a previously created open or closed inventory cycle, click Delete Worksheet.
-------------	--

5. Place your cursor in the **Product Code** text box.

Board Loc.	Manufacturer	Product Name/Code	Product Size/Color	Count	On hand	Variance	Unit cost	\$ Variance
Bausch & Lomb	Bausch & Lomb	ACUVUE 1-DAY [467943213]	8.40 14.00 0 0 0		4		25.30	
Bausch & Lomb	Bausch & Lomb	ACUVUE 1-DAY [147414]	8.30 13.90 0 0 0		3		25.30	
Bausch & Lomb	Bausch & Lomb	ACUVUE 1-DAY [01233]	8.30 10.00 0 0 0 Black		2		25.30	
Bausch & Lomb	Bausch & Lomb	Acuvue 32 [ ]	0 0 0 0 0 Brown		0		20.00	
Bausch & Lomb	Bausch & Lomb	Acuvue my test [ ]	0 0 0 0 0 Black		0		25.00	
Bausch & Lomb	Bausch & Lomb	Acuvue test [ ]	45.00 2.00 0 0 0 Brown		0		75.00	
Bausch & Lomb	Bausch & Lomb	Aquasox [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Baqua Spa Lenses [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Build 15 Contact Lens [91000001]	1.00 1.00 0 1.00 001 1.00 Brown		0		100.00	
Bausch & Lomb	Bausch & Lomb	Build15 Bausch @ Lomb [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Contact lens [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Contacts One [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	I [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Test Contact Lenses [ ]	0 0 0 0 0		0		0.00	
Bausch & Lomb	Bausch & Lomb	Test Contact Lenses [456546]	1.00 1.00 1.00 1.00 001 1.00 Brown		0		0.00	
Bausch & Lomb	Bausch & Lomb	VSP Rigid CL [ ]	0 0 0 0 0		0		20.00	
Bausch & Lomb	Bausch & Lomb	VSP Soft CL [ ]	8.60 14.50 -2.00 -1.75 090 0		0		15.00	
Bausch & Lomb	Bausch & Lomb	VSP Soft CL [ ]	8.60 14.50 -3.00 -1.00 100 0		0		15.00	
Bausch & Lomb	Bausch & Lomb	Wild Eyez [ ]	8.40 14.00 0 0 0		0		22.00	

For more information on using your barcode scanner, see the “Scanning and Printing Barcodes with OfficeMate” document.

6. Use your barcode scanner to scan your inventory into the Scan Physical Count window:

- a. Scan the product’s barcode.

**NOTE** The last scanned item’s line is highlighted in teal on the **Scan Physical Count** window.

- b. Enter the number of units on hand.  
 c. Press **Enter** to return the cursor to the Product Code field.  
 d. Repeat steps a–c for all of the products.

7. Click **Print Variance** to print the Variance report.

The Variance report prints and displays the difference between the inventory you actually have and the inventory recorded in OfficeMate.

8. Click **Record**.

**NOTE** If you do not have time to finish recording the actual number of inventory items and print the Variance report, you must still click **Record**. You can continue your work where you stopped by selecting the inventory count cycle from the **Select a Previous Cycle** drop-down menu.

9. Click **Update On-Hand** to update the quantity of inventory items that you have on hand and close the inventory cycle.

► **To close inventory periods**

An inventory period accumulates until you specifically close it. Close your inventory periods according to your normal accounting practices.

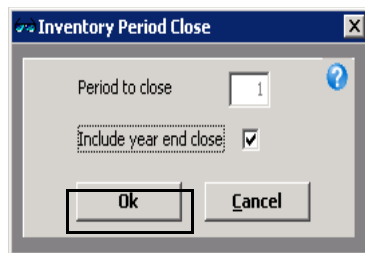
1. Click the **Products** icon, select **Inventory**, and select **Period Close**.

OR

Click **Tasks** on the main window toolbar, select **Inventory**, and select **Period Close**.

The **Inventory Period Close** window opens.

2. Select the **Include year end close** check box if you are at the end of your fiscal year.
3. Click **OK**.



Your period-to-date inventory numbers are moved to year-to-date numbers, or if you included year-end numbers, your inventory numbers are moved to last year in the products' Product Detail Maintenance window.

► **To print product barcodes**

For information on printing barcodes, refer to the "Scanning & Printing Barcodes with OfficeMate" document that came with your barcode printer.



## In this chapter:

- [Processing CMS 1500 Claims, 307](#)
- [Processing UB-04 Claims, 335](#)

## Processing CMS 1500 Claims

For more information on processing claims, watch the "OfficeMate Biller 'Go'" videos.

You can print insurance claims on CMS 1500 forms to mail to insurance companies and you can export claims to print image files, ANSI files, and VSP Interface files to send electronically to insurance companies. You must follow the steps below to properly process printed and electronic insurance claims:

1. If this is the first time Third Party Processing has been used in OfficeMate and you are sending claims electronically, verify that the third-party receiver's information has been set up. For information on setting up third-party receiver information, go to [Maintaining Third-Party Receiver Information on page 308](#).
2. Select insurance claims. For more information on selecting claims, go to [Searching for Insurance Claims on page 309](#).
3. Correct errors in insurance claims. For more information on correcting errors, go to [Correcting Errors in Insurance Claims on page 310](#).
4. Record additional information on CMS 1500 forms. For more information on recording additional information, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).
5. Print or export electronic insurance claims. For more information on exporting insurance claims, go to [Exporting Insurance Claims on page 325](#).
6. Preview and print insurance claims. For more information on previewing and printing insurance claims, go to [Printing Insurance Claims on page 330](#).
7. View insurance claim billing histories. For more information on viewing billing histories, go to [Using the Batch History on page 331](#).

This section contains information on the following topics:

- [Opening the Third Party Processing Window, 308](#)
- [Maintaining Third-Party Receiver Information, 308](#)
- [Searching for Insurance Claims, 309](#)
- [Correcting Errors in Insurance Claims, 310](#)
- [Recording Additional Information on the CMS 1500 Form & ANSI File, 313](#)
- [Exporting Insurance Claims, 325](#)
- [Sending Claims to and Receiving Reports from McKesson, 327](#)
- [Printing Insurance Claims, 330](#)
- [Adjusting CMS 1500 Form Margins, 331](#)
- [Using the Batch History, 331](#)
- [Releasing & Closing Claims on Hold, 334](#)

## Opening the Third Party Processing Window

Open the Third Party Processing window using one of the following methods:

- Click the **3rd Party** icon and select **CMS Third Party**.
- Click **Tasks** on the main window toolbar, select **Third Party Processing**, and then select **CMS Third Party**.

### NOTE

The Third Party Processing options may be disabled in OfficeMate if the administrative location has selected the Centralized 3rd party billing check box in the Preferences window.

## Maintaining Third-Party Receiver Information

For more information on maintaining third-party receiver information, watch the “[Maintenance Options for Creating Claims](#)” video.

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Maintenance & Options** icon.
3. Select a third-party receiver from the **Receiver** drop-down menu.
4. Click **Display**.  
The receiver information displays in the lower half of the window.
5. Type **5010A** in the **Version Code-National** and **Version Code-Local** text boxes.

### NOTE

5010 is the current standard for the ANSI electronic file format.

6. If you are sending test claims to the third-party receiver, type **TEST** in the **Test/Prod Indicator** field. If you have completed the test stage and are sending actual claim files, type **PROD** in the **Test/Prod Indicator** field.
7. Complete the **Receiver ID**, **Receiver Code**, and **Senders Code** by typing the information sent to you by your third-party receiver.
8. Ensure that the **Carriage Return** check box is selected, unless the receiver specifically instructs you to send files without carriage returns.

- Type the third-party receiver's Web address in the **Website** text box.

- Click **Save**.

## Searching for Insurance Claims

For more information on searching for insurance claims, watch the “[Searching & Viewing Claims](#)” video.

This section tells you how to search for claims.

- Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
- Select a format or clearinghouse from the **Receivers** drop-down menu.
- Select a location from the **Location** drop-down menu, as needed.
- Select an insurance carrier from the **Carrier** drop-down menu, as needed.
- Select an insurance plan from the **Plan** drop-down menu, as needed.
- Select the **Include Inactive Carriers** check box to include inactive insurance carriers in your search results, as needed.
- Select the **Include Inactive Plans** check box to include inactive insurance plans in your search results, as needed.
- If you are looking for claims for a particular patient, type your search criteria in the **Last Name**, **First Name**, **Fee Slip #**, and **Patient ID** text boxes, as needed.
- If you are looking for claims from a particular time period, select dates from the **Date of Service**, **Date of Fee Slip**, and **Date Submitted** fields, as needed.
- Select the status of the claims:
  - Select the **Open** radio button to find open claims. Select the **Errors** check box to find claims with errors. Select the **Ready** check box to find only those claims that do not have errors.
  - Select the **On Hold** radio button to find claims on hold. Select the **Pending Delivery** check box to display only those claims that are on hold until the final product is delivered to the patient. Select the **Other**

check box to display claims that are on hold for reasons other than product delivery.

**NOTE**

Claims are held pending delivery only if the **Hold claim until product is delivered** option is selected on the Insurance Plan Claim Form tab. The Hold claim until product is delivered option is controlled by the administrative location.

- Select the **Billed** radio button to find claims that were billed. Select the **Elect Submit** check box to display only claims that were submitted electronically. Select the **Print Submit** check box to display only those claims that were submitted on paper.
  - Select the **Closed** radio button to find claims that have been paid or closed. Select the **6 mo.**, **1 yr.**, **2 yr.**, or **All** check boxes to limit the scope of your search.
11. Click **Search** to display the claims that match the search criteria.

Carrier	Plan	Patient Name	Patient ID	Fee Slip #	Fee Slip Date	Charge	Status - Classification	Location
Medicare	Medicare	MITCHELL, HENRY	1	112	400/2011	\$8.00	OPEN	Discovery Stor
Medicare	Medicare	MITCHELL, HENRY	1	113	401/2011	\$0.00	OPEN	Emors
Medical Eye Services	Medical Eye Services	DAVIS, STEVEN	18	115	402/2011	\$30.33	OPEN	Emors
Medical Eye Services	Medical Eye Services	STANLEY, DOREEN	20	116	401/2011	\$23.99	OPEN	Emors
Medical Eye Services	Medical Eye Services	STANLEY, DOREEN	20	121	402/2011	\$0.00	OPEN	Discovery Stor
Eye Care Plan Of America	Eye Care Plan Of America	LINERWOOD, WAYNE	124	403/2011	401/2011	\$01.94	OPEN	Emors

## Correcting Errors in Insurance Claims

For more information on correcting errors in insurance claims, watch the [“Correcting Third Party Processing Errors”](#) video.

After you select ANSI insurance claims, you *must* correct any errors in the claims before you export them and file them electronically. Although correcting errors is not required for you to do before printing and mailing insurance claims and



creating print images, it is highly recommended that you do so. This section tells you how to correct errors in your insurance claims.

**NOTE** Some errors in insurance claims may be caused by using improper short dates. Ensure that your computer is using the MM/DD/YYYY short date format.

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for insurance claims. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).

**NOTE** To find only claims with errors, search for claims with an Open status and select the Errors check box. For information on setting your search options, go to [Searching for Insurance Claims on page 309](#).

3. Select a claim from the results list.

The claim errors are displayed in the Errors box that appears below the search results.

The screenshot shows the 'Third Party Processing' window. At the top, there are search filters for Receivers, Location, Carrier, Plan, Last Name, First Name, Fee Slip #, Patient ID, Date of Service, Date of Fee Slip, Date Submitted, and Status (Open, On Hold, Billed, Closed). A search button is present. Below the filters is a table titled 'OPEN CLAIMS - 6'. The table has columns: Carrier, Plan, Patient Name, Patient ID, Fee Slip #, Fee Slip Date, Charge, Status - Classification, Location, and Errors. One row is selected, and an 'Errors' box is open below it, displaying the following text:

```

Errors
Fee on Line Item is equal to zero - Fee Slip V2784
Fee on Line Item is equal to zero - Fee Slip Y2704
Sales Tax/Tax ID is BLANK - Location Maintenance
  
```

At the bottom of the window, there are buttons for 'Print Errors', 'Print List', 'Refresh All', and 'Cancel'. On the right side, there are buttons for 'Electronic', 'Print', 'Classification', 'On-Hold', 'Billed', 'Closed', 'Save', 'COB', 'View Patient's Claim Updated', 'Claim', 'Fee Slip', 'Pat. Details', 'RX', 'Print CMS', 'Refresh', and 'View Auth.'.

4. Click **Print Errors** to print the list of errors for the selected claim, as needed.
5. Perform one or more of the following tasks to correct the claim errors:
  - Click **Fee Slip** to open the Fee Slip window and correct procedure or diagnosis code errors and add line item additional data on the fee slip. For more information on recording procedure and diagnosis codes on fee slips, go to [To record product & service information on page 152](#).
  - Click **Pat. Details** to open the Patient Demographic window and correct demographic and insurance errors on the patient's record. For more information on recording patient demographic information, go to [To record demographic information on page 19](#). For more information on

recording insurance information, go to [To record insurance information on page 24](#).

**NOTE** Ensure that the Last Name, First Name, Address, Sex, Date of Birth, Marital Status, and Emp. Status fields in the Patient Demographic window are correctly and completely recorded. Also, ensure that a provider is selected and recorded in the Fee Slip window.

- Click **Rx** to open the Eyewear Order, Soft Lens Order, or Hard Lens Order window and correct order errors.
- Click **View Auth** to open the Eligibility & Authorization window to view, add, and edit authorization information. Only users in store locations can add or edit authorizations. For more information about maintaining authorization information, go to [To record insurance eligibility and authorizations on page 29](#).
- Select the **On-Hold** check box and click **Save** if you do not want to correct the errors on the insurance claim right now and you want to put the claim on hold. For information on releasing or closing claims on hold, go to [Releasing & Closing Claims on Hold on page 334](#).
- Select the **Billed** check box to indicate that this claim has been billed and click **Save**.

**NOTE** OfficeMate automatically selects the Billed check box when the claim is included in an electronic file. You will only manually select the Billed check box if the claim is individually printed or generated and submitted outside of OfficeMate.

- Select the **Closed** check box to indicate that the claim has been paid or that you no longer want to send or print the claim, and click **Save**.

**NOTE** OfficeMate automatically selects the Closed check box when the payment is entered for the claim. You should never have to manually select the Closed check box.

- Once you have corrected the information causing the errors, select an insurance claim or a group of claims and select **Refresh** or **Refresh All** to refresh the CMS 1500 form(s) and clear the errors.

**NOTE** Clicking Refresh forces the CMS 1500 to, once again, collect information from the various parts of OfficeMate and overwrites any information that you added, modified, or deleted manually on the CMS 1500 form.

The screenshot shows the 'Third Party Processing' window. At the top, there are search filters for Receivers, Location, Carrier, Plan, Last Name, First Name, Fee Slip #, Patient ID, Date of Service, Date of Fee Slip, and Date Submitted. A 'Refresh All' button is highlighted in the bottom toolbar. The main area displays a table of 'OPEN CLAIMS - 6' with columns for Carrier, Plan, Patient Name, Patient ID, Fee Slip #, Fee Slip Date, Charge, Status - Classification, and Location. The table contains several rows of claim data. On the right side, there are panels for 'History of Submission', 'Classification' (with options for On-Hold, Billed, Closed), and 'COB' (View Patient's Claim Updated, Fee Slip Updated).

Carrier	Plan	Patient Name	Patient ID	Fee Slip #	Fee Slip Date	Charge	Status - Classification	Location
Medicare	Medicare	MITCHELL, HENRY	1	112	4/20/2011	68.00	OPEN Emrs	Discovery Star
Medicare	Medicare	MITCHELL, HENRY	1	113	4/20/2011	48.79	OPEN Emrs	Discovery Star
Medical Eye Services	Medical Eye Services	OWEN, ESTHER	1	115	4/20/2011	12.28	OPEN Emrs	Discovery Star
Medical Eye Services	Medical Eye Services	STANLEY, DOREEN	20	118	4/20/2011	32.39	OPEN Emrs	Discovery Star
Medical Eye Services	Medical Eye Services	STANLEY, DOREEN	20	121	4/20/2011	76.00	OPEN Emrs	Discovery Star
Eye Care Plan Of America	Eye Care Plan Of America	LINDERWOOD, BREN E	124	4/21/2011	471.88	OPEN Emrs	Discovery Star	

- If you want to record additional information on a CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File](#) on page 313; otherwise, go to [Printing Insurance Claims](#) on page 330 or [Exporting Insurance Claims](#) on page 325.

## Recording Additional Information on the CMS 1500 Form & ANSI File

You can record and modify information directly on the CMS 1500 form. You can also record additional information in ANSI files. This section tells you how to record and modify information on the CMS 1500 form and add information to the ANSI file, including how

- To record additional information on the CMS 1500 form, 314
- To add additional information to the ANSI file, 323
- To reprocess individual claims, 325

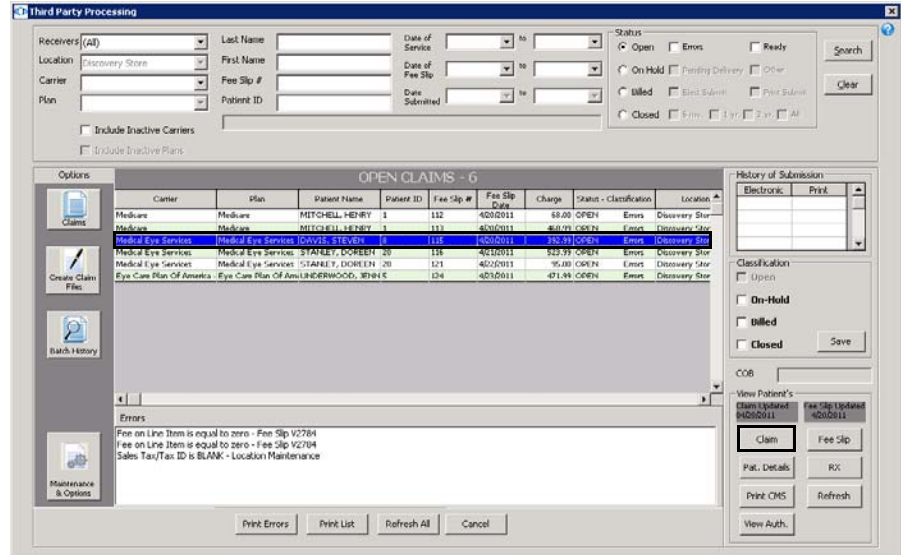
## ► To record additional information on the CMS 1500 form

**NOTE**

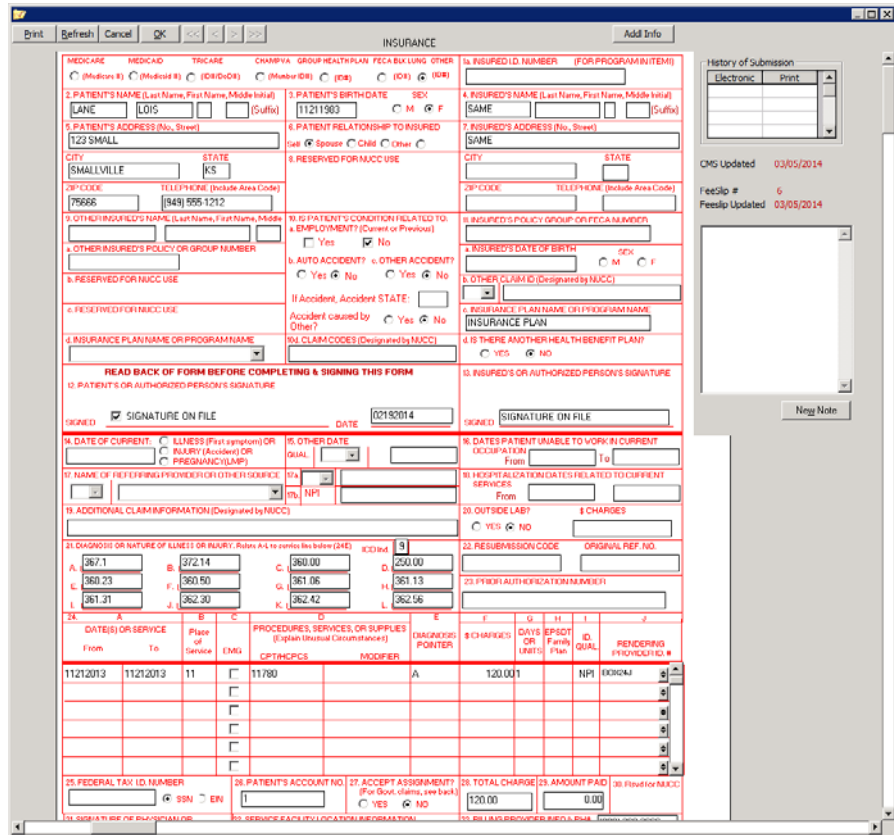
Before you record additional information on the CMS 1500 form, ensure that you have recorded all procedure codes, diagnosis codes, modifiers, service dates, and line item narrative information on the fee slip. If you record this information directly on the CMS 1500 form instead of on the fee slip and then you refresh the CMS 1500 form, all of the information will be deleted. For more information about recording this information on fee slips, go to [To add data to fee slip items on page 157](#).

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for open or on-hold insurance claims. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).
3. Correct any errors in the insurance claims. For more information on correcting errors, go to [Correcting Errors in Insurance Claims on page 310](#).

- Select an insurance claim and click **Claim**.



The CMS 1500 form opens.



- Modify or add information to the CMS 1500 form, as needed.

**NOTE**

The following boxes on the CMS 1500 form import information from the corresponding OfficeMate fields. OfficeMate automatically populates the appropriate form fields based on the type of insurance.

- **Box 1: Setup > Insurance Setup > Insurance Carrier tab > Claim Form tab > Box 1 Insurance Type** drop-down menu
- **Box 1A: Patient Center window > Demographics button > Insurance tab > Insured ID (Box 1a)** text box
- **Box 2: Patient Center window > Demographics button > Last Name (Box 2) and First Name (Box 2)** text boxes
- **Box 3: Patient Center window > Demographics button > Sex** radio button and **Date of Birth** text box
- **Box 4: Patient Center window > Demographics button > Insurance tab > Insured Party Last Name and First Name** text boxes (if Other or Guarantor is selected as the insured party)  
*Paper claims for Medicare:* Blank if the Insured Party and Patient are the same.  
*Paper claims for other insurances:* "SAME" if the Insured Party and Patient are the same.
- **Box 5: Patient Center window > Demographics button > Address (Box 5), City (Box 5), State/ZIP (Box 5), and Home Ph # (Box 5)** text boxes
- **Box 6: Patient Center window > Demographics button > Insurance tab > Relationship to Insured (Box 6)** drop-down menu
- **Box 7: Patient Center window > Demographics button > Insurance tab > Insured Party Address, City, State, ZIP, and Home Ph** text boxes (if Other or Guarantor is selected as the insured party)  
*Paper claims for Medicare:* Blank if the Insured Party and Patient are the same.  
*Paper claims for other insurances:* "SAME" if the Insured Party and Patient are the same.
- **Box 8: Patient Center window > Demographics button > Marital Status (Box 8) and Emp. Status (Box 8)** drop-down menus
- **Box 9–9D: Patient Center window > Insurance tab > secondary insurance information**  
Secondary insurance information only populates if the preference is set up: **Setup > Insurance Setup > Insurance Carrier tab > Claim Form tab > select the Yes radio button for 9d Populate with Secondary Ins**
- **Box 10:** Defaults to No. Edit directly on the CMS 1500 form.
- **Box 11: Patient Center window > Demographics button > Insurance tab > Policy Group (Box 11a)** text box

For a visual representation of how the CMS 1500 form is populated in OfficeMate, go to [www.eyefinity.com/dam/eyefinity/documentation/OM/cms1500\\_Form\\_v11.pdf](http://www.eyefinity.com/dam/eyefinity/documentation/OM/cms1500_Form_v11.pdf).

**NOTE,  
CONT.**

- **Box 11A: Patient Center** window > **Demographics** button > **Insurance** tab > **Insured Party Sex (Box 11a)** radio button and **DOB (Box 11a)** text box (if Other or Guarantor is selected as the insured party)  
*Paper claims for Medicare:* Blank if the Insured Party and Patient are the same.  
*Paper claims for other insurances:* Box A populates if the Insured Party and the Patient are different.
- **Box 11B: Patient Center** window > **Demographics** button > **Insurance** tab > **Insured Party Employer (Box 11b)** drop-down menu (if Other or Guarantor is selected as the insured party)  
*Paper claims for Medicare:* Blank if the Insured Party and Patient are the same.  
*Paper claims for other insurances:* Box B populates if the Insured Party and the Patient are the same and if an employer is recorded.
- **Box 11C: Patient Center** window > **Demographics** button > **Insurance** tab > **Plan Name (Box 11c)** drop-down menu (if Other or Guarantor is selected as the insured party)  
*Paper claims for Medicare:* Blank if the Insured Party and Patient are the same.  
*Paper claims for other insurances:* Box C populates if the Insured Party and the Patient are different.  
To maintain insurance plans: **Setup > Insurance Setup > Plan** tab
- **Box 11D:** The default is NO, but it is automatically changed to YES if there is another insurance carrier selected in box 9D.
- **Box 12: Patient Center** window > **Demographics** button > **Insurance** tab > **Signature On File** check box
- **Box 13: Patient Center** window > **Demographics** button > **Insurance** tab > **Signature On File** check box. If the guarantor is not a patient, NO SIGNATURE ON FILE will be displayed in box 13. You can edit this box if necessary.
- **Box 14, Box 15, & Box 16:** Edit directly on the CMS 1500 form.
- **Box 17: Patient Center** window > **Insurance** button > click **Add'l Info** and click the **Not Assigned** button in the **Referring Physician (Box 17)** box to select a referring provider  
The referring provider only populates if the preference is set to Yes by for the insurance carrier: **Setup > Insurance Setup > Insurance Carrier** tab > **Claim Form** tab > **Box 17 Populate** radio button  
Or, edit directly on the CMS 1500 form  
To maintain referring providers: **Setup > Resource Setup > Referring Dr** tab

**NOTE,  
CONT.**

- **Box 17A: Setup > Resource Setup > Referring Dr tab > Qualifier (Box 17a) and Other (Box 17a) text boxes** if the referring provider preference is set to Yes by for the insurance carrier: **Setup > Insurance Setup > Insurance Carrier tab > Claim Form tab > Box 17 Populate** radio button  
Or, **Setup > Resource Setup > Provider tab > UPIN #** text box if the billing provider is set to Yes by for the insurance carrier: **Setup > Insurance Setup > Insurance Carrier tab > Claim Form tab > Box 17 Populate** radio button  
Or, edit directly on the CMS 1500 form.
- **Box 17B: Setup > Resource Setup > Referring Dr tab > NPI Number (Box 17b)** text box
- **Box 18:** Edit directly on the CMS 1500 form.
- **Box 19: Fee Slip window > Line Add'l Data button > Note Reference** drop-down menu and **Item Narrative** text box.
- **Box 20:** Edit directly on the CMS 1500 form.
- **Box 21:** Diagnosis codes in the DIAG fields on the Fee Slip window
- **Box 22:** Edit directly on the CMS 1500 form if you are filing a corrected, replacement, or voided claim:
  - a. In the left text box, enter one of the following numbers: Corrected–6, Replacement–7, Voided–8.
  - b. In the right text box, enter a reference number if required, or else leave blank.
- **Box 23: Patient Center window > Demographics button > Insurance tab > Eligibility/Authorization button > Authorization ID** text box

CMS 1500 form boxes 24A–24J are divided horizontally to accommodate the submission of both the NPI number and another/proprietary identifier during the NPI transition and to accommodate the submission of supplemental information to support the billed service. The top area of the six service lines is shaded and is the location for reporting supplemental information; it is not intended to allow for the billing of 12 lines of service.

- **Box 24A: Fee Slip window > Date of Service**  
Or, **Fee Slip window > Line Add'l Data button > Service Date (Box 24a)** drop-down menus



**NOTE,  
CONT.**

- **Box 24B:** All Medicare jurisdiction type claims must have box 24b on the CMS 1500 populate with 12. In order to populate box 24b with 12 at the proper time, the place of service is determined in the following order:
  - a. Insurance plan level place of service (if entered in the Plan tab of the Insurance Setup window)
    - If 12 is entered, CMS 1500 boxes 32, 32a, and 32b are blank
    - If 11 is entered, no changes are made to boxes 32, 32a, or 32b
  - b. Product level place of service (if entered in the Products & Services window)
- **Box 24C: Products & Services** window > **Product** tab > **EMG** text box
- **Box 24D: Fee Slip** window > **CPT** field  
Or, **Fee Slip** window > click **Line Add'l Data** > **CPT/HCPCS (Box 24d)** and **Modifier(s) (Box 24d)** drop-down menus  
The CPT fields for services are extracted from the modifiers recorded on the Products & Services window: **Products & Services** window > **Products** Tab > **First Modifier** and **Second Modifier** drop-down menus
- **Box 24E: Fee Slip** window > **DIAG** drop-down menus
- **Box 24F: Setup > Insurance Setup > Plan** tab > **Claim Form** tab > **Box 24f Price Changes** drop-down menu  
Displays fee slip fee, product cost, product fee, or third party reimbursement charges based on your selection from the Box 24f Price Charges drop-down menu. If you converted from OfficeMate Enterprise 1.x or OfficeMate 8.x or below to 9.x, the default amount displayed is the product fee; if your products and services do not have fees assigned to them, then \$0.00 appears in box 24F on the CMS 1500 form.
- **Box 24G: Fee Slip** window > **Qty** text fields  
If you are required to report NDC units, click on the arrow on the right side of box 24J and type the appropriate qualifier in the **Box 24 Supplemental Information** text box (F2=International Unit; ML= Milliliter; GR=Gram; UN=Unit).
- **Box 24H: Products & Services** window > **Product** tab > **EPDST** text box  
If there is a requirement for you to report a reason code for EPDST, click on the arrow on the right side of box 24J and select the appropriate reason code from the **EPDST Codes** drop-down menu (AV=Available; S2=Under Treatment; ST=New Service Requested; NU=Not Used; Y=Yes; N=No).

**NOTE,  
CONT.**

- **Box 24I:** Setup > **Insurance Setup** > **Insurance Carrier** tab > **Claim Form** tab > **Box 1 Insurance Type** drop-down menu, if the type is different than what is already recorded in box 33B. Based on your selection from the Type drop-down menu, the following qualifiers will be populated in the shaded section of the box: Blue Cross–1A, Blue Shield–1B, Medicare–1C, Medicaid–1D, Champus–1H, Commercial–G2, Other–1G.

If required or needed, enter or modify information in box 24I by clicking on the arrow on the right side of box 24J and selecting a qualifier from the drop-down menu.

- **Box 24J:** Setup > **Resource Setup** > **Provider** tab > **NPI Number (Box 24j)** text box  
The provider's NPI number appears in the unshaded section of the box only if it is different than the NPI number recorded in box 33A.

To record supplemental information, you must click on the arrow on the right side of box 24 on the CMS 1500. Type supplemental information in the **Box 24 Supplemental Information** text box if you are required to report information not already recorded. Follow payer instructions for using qualifiers; when reporting a service that does not have a qualifier, type two blank spaces before typing the information. Do not enter a space between the qualifier and the number/code/information. Do not enter hyphens or spaces within the number/code. To record more than one supplemental item, type the first item, three blank spaces, and then the next item.

If required or needed, enter or modify information in the shaded portion of box 24J by typing the rendering provider ID in the **Box 24J Rendering Provider ID** text box.

Any supplemental information that you record is populated in the shaded sections of boxes 24A–24G.

- **Box 25:** Setup > **Insurance Setup** > **Insurance Carrier** tab > **Claim Form** tab > **Box 25 Tax ID** drop-down menu  
To maintain tax IDs: Setup > **Resource Setup** > **Provider** tab > **SSN Number (Box 25)** and **EIN Number (Box 25)** text boxes  
Or, Setup > **Location Maintenance** > **Tax ID** text box

NOTE,  
CONT.

- **Box 26: Patient Center** > **Patient ID** field
- **Box 27: Setup** > **Insurance Setup** > **Insurance Carrier** tab > **Claim Form** tab > **Box 27 Accept Assignment** radio button
- **Box 28: Fee Slip** window > **Total Charges** field
- **Box 29: Setup** > **Insurance Setup** > **Insurance Carrier** tab > **Claim Form** tab > **Box 29 Indicate Patient Payment on Claim** and **Box 29 Populate Patient's & Primary Insurance Payment** radio buttons
- **Box 30: Fee Slip** window > **Total Charges** field
- **Box 31: Setup** > **Resource Setup** > **Provider** tab > **Last Name** and **First Name** text boxes  
And **Setup** > **Insurance Setup** > **Plan** tab > **Box 31 Source** drop-down menu
- **Box 32–32B: Setup** > **Insurance Setup** > **Insurance Carrier** tab > **Claim Form** tab > **Box 32 Print Address** radio button  
Or, **Patient Center** window > **Demographics** button > **Insurance** tab > **Add'l Info** tab > CMS Box 32 text boxes and drop-down menus  
To maintain location information: **Setup** > **Location Maintenance** > **Select** button > **Qualifier (32b)** drop-down menu and the **Facility ID (32b)** text box.
- **Box 33–33B: Setup** > **Insurance Setup** > **Plan** tab > **Claim Form** tab > **Box 33 Print Administration Address** radio button > **Box 33 Billing Entity** drop-down menu  
To maintain billing provider information: **Setup** > **Resource Setup** > **Provider** tab > **Last Name (Box 33)**, **First Name (Box 33)**, **Middle Name (Box 33)**, and **Phone # (Box 33)** text boxes and the **Business (Box 33)** drop-down menu  
To maintain location information: **Setup** > **Location Maintenance** > **Select** button > **Billing Name (33)** and **NPI Num (33a)** text boxes.
- If the insurance type is *not* Blue Cross (1A), Blue Shield (1B), Medicare (1C), Medicaid (1D), Champus (1H), or Commercial (G2), Box 33B is populated with the UPIN #: **Setup** > **Resource Setup** > **Provider** tab > **UPIN #** text box.

6. If you are processing an ANSI insurance claim and the insurance carrier requires additional replacement information, supplemental information, care

dates, or a prior authorization number, click **Add Info** to open the CMS - Additional Information window and follow the instructions below:

- a. Select a replacement category and reason from the **Replacement information** drop-down menus.
- b. Select the document/report type, transmission code, and attachment control number from the **Claim Supplemental Information** drop-down menus.
- c. Select the appropriate **Assumed** and/or **Relinquished** check box and, if applicable, select or type dates in the date boxes.
- d. If you are processing a CLIA (Clinical Laboratory Improvement Amendment) insurance claim, select the **CLIA** radio button in the Prior Authorization (Box 23) box and type the CLIA number in the **Number** text box. This number will appear in box 23 on the CMS 1500 form and the X4 qualifier will be populated in the ANSI file in loop 2300.
- e. If you need to record a prior authorization (non-CLIA) number on the insurance claim, select the **Authorization Number** radio button in the Prior Authorization (Box 23) box and type the prior authorization number in the **Number** text box. This number will appear in box 23 on the CMS 1500 form and the G1 qualifier will be populated in the ANSI file in loop 2300.

- f. Click **OK**.

- g. Click **New Note** and type any notes about the claim in the text box, as needed.

The screenshot shows the CMS 1500 form interface in OfficeMate software. The form is titled "AETNA" and contains various fields for patient information, insurance details, and provider information. A "New Note" button is visible in the bottom right corner of the form area.

**NOTE**

Do *not* click **Refresh**. Clicking Refresh forces the CMS 1500 to, once again, collect information from the various parts of OfficeMate and overwrites any information that you added, modified, or deleted manually on the CMS 1500 form.

7. Click **Print** to print the CMS 1500 form, as needed.

**NOTES**

- Printing only creates a copy of the CMS 1500 form for your records, and does not export the claim or mark it as Billed.
- Print CMS 1500 forms using Single Laser Sheet Claim Forms. You can purchase CMS 1500 forms from Dependable Business Products at 800.747.7210.

8. Click **OK** to save and close the CMS 1500 form.
9. If you want to preview or print insurance claims go to [Printing Insurance Claims on page 330](#). If you want to create a batch file and export claims, go to [Exporting Insurance Claims on page 325](#).

► **To add additional information to the ANSI file**

If you are submitting an ANSI file to an insurance company and you want to include line item notes or special instructions in the file, follow the instructions below:

1. Open the Fee Slip window and find and select the patient's fee slip to which you want to add additional information. For more information on opening fee slips, go to [Creating & Opening Fee Slips on page 150](#).
2. Click on a line item and then click **Line Add'l Data**.  
The Fee Slip Item Additional Data window opens.
3. To record insurance codes that justify overcharges or undercharges for an item, select modifiers in the **Modifier(s)** box. Use the scroll arrows on the

right side of the box to scroll through the entire list of modifiers. You can select up to four modifiers per line item. These modifiers will appear in box 24D on the CMS 1500 form.

- To change the service dates for the item so that they are different than the original fee slip date, type or select dates in the **Service Date** text boxes. These dates will appear in box 24A on the CMS 1500 form.

**NOTE**

If you want to change the service dates for each of the line items on the fee slip and the CMS 1500 form, select a new date from the **Date of Service** drop-down menu in the Fee Slip window.

- To add your own comments to the item, such as a post operative note, select **Additional Information** from the **Note Reference** drop-down menu and type the comment text in the **Item Narrative** text box. This note will appear in box 19 on the CMS 1500 form.

**NOTES**

- Text typed in the Item Narrative text box will not appear on the CMS 1500 form, but will be submitted in the ANSI file. To include this information on the CMS 1500 form, type it in **Box 19** on the CMS form.
- You must select a Note Reference in order to include the note in the electronic claim file.
- Do not use any punctuation in the Item Narrative text box. You can use spaces, but do not use hard returns, commas, periods, dashes, etc.

The screenshot shows the 'Fee Slip Item Additional Data' dialog box. The fields are as follows:

- Product: 101 COACH ASTOR (679516719029)
- Discount Type: [Dropdown]
- Discount: 0.00 (Amount selected, Percent radio button is selected)
- Sales Tax %: 0.0000, 2nd Tax: 0.0000
- CPT/HCPCS: V2020 Designer Frame
- Modifier(s): 21 Prolonged Evaluation & Management, 22 Unusual Service, 24 Unrelated Eval & Mgt Svc by Same, 25 Sig, Sep Ident Eval & Mgt Same Dr
- Provider: Ruiz, M.D., Raymond
- Service Date: 09/21/2006 To 09/21/2006
- Note Reference: Additional Information
- Item Narrative: Additional Information, Goals, Rehab Potential/Discharge Plans Payment, Third Party Organization Notes

At the bottom, there is a checkbox labeled 'Do not print on patient statement' and 'OK' and 'Cancel' buttons.

- Click **OK**.
- Close the Fee Slip window.
- Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).

9. Search for the insurance claim to which you added additional information. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).
10. Click **Refresh** to ensure that the changes that you made are saved in the claim.
11. If you need to record additional information directly on the CMS 1500 form, go to [To record additional information on the CMS 1500 form on page 314](#).

► **To reprocess individual claims**

For more information on reprocessing insurance claims, watch the “[Reopening & Resubmitting Claims](#)” video.

<b>NOTE</b>	For information on reprocessing an entire batch of claim files, go to <a href="#">To reprocess insurance claim batches on page 333</a> .
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1. Search for insurance claims. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).
2. Select a claim from the results list.
3. Select the **Open** check box.
4. Click **Save**.
5. Correct any errors or update the claim information as needed. For information correcting claim errors, go to [Correcting Errors in Insurance Claims on page 310](#).

As long as the claim remains open with no errors, the claim information will be exported to the electronic claim batch file.

## Exporting Insurance Claims

You can export claims to print image files, ANSI files, and VSP Interface files to send electronically to insurance companies. OfficeMate automatically sends the claim to the correct electronic file format based on the options selected in the Insurance Setup. The administrative location maintains the Insurance Setup claim options.

This section tells you how to export insurance claims to send to insurance companies.

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for insurance claims. For more information on searching insurance claims, go to [Searching for Insurance Claims on page 309](#).
3. Correct any errors in the insurance claims. For more information on correcting errors, go to [Correcting Errors in Insurance Claims on page 310](#).
4. View or add additional information to the CMS 1500 forms. For more information on adding information to a CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).
5. Click **Create Claim Files**.  
The Process Warning dialog box opens and warns you that processing claims can take a few minutes or more.
6. Click **Yes** on the Process Warning dialog box to continue.

7. Click **OK** on the **Print Image Created** window after the print image is created.
8. Click **Yes** on the **Do you want to move Claim records?** window to mark these claims as Billed.

OR

Click **No** to keep the claims marked Open.

#### NOTES

- Claim files are located in the OfficeMate\DATA\EMC folder (if you are a new user or were an OfficeMate Enterprise user who upgraded to OfficeMate 9.0 or above) or OMA32\DATA\EMC folder (if you were an OfficeMate user who upgraded to OfficeMate 9.0 or above).
- The print image file, PrintImg.txt, is located in the EMC folder. Send the PrintImg.txt file to your insurance carrier. A copy of the print image file is also located in the EMC folder and identified by the first two letters of the insurance carrier's name, the date, and the **.exp** extension.
- The electronic file (ANSIClaim.cnx, MKANSIClaim.cnx, or GWANSIClaim.cnx) is located in the EMC folder. Send the ANSIClaim.cnx or GWANSIClaim.cnx file to your insurance carrier. A copy of the ANSI file is also located in the EMC folder. A copy of the ANSI file is identified by the date and the **.ae** extension. A copy of the GatewayEDI ANSI file is identified by the date and the **.ge** extension.
- If you have multiple users creating insurance claim batch files, or if you otherwise suspect that some batch claims are not being sent to your clearinghouse, send the .ge files in the EMC folder that correspond to the date(s) the batches were created. The .ge file names start with the creation date in the MMDDYY format. For example, if you want to send claims that were batched on July 16, 2010, you would upload all of the files in the EMC folder that have names that start with "071610" and end with ".ge". Send the .ge files rather than sending the .cnx file.

9. Follow the instructions provided by your clearinghouse to transmit or upload the claim files.

OR

If you are using the McKesson clearinghouse, you can send your claim files directly from OfficeMate at this time. For more information about sending files to McKesson, go to [Using the Batch History on page 331](#).

10. To view the billing history of an insurance claim, go to [Using the Batch History on page 331](#).



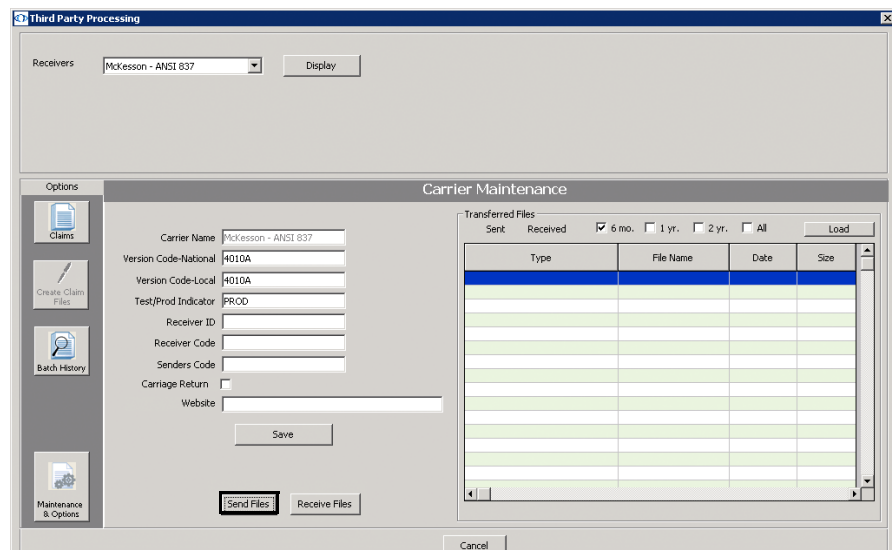
## Sending Claims to and Receiving Reports from McKesson

OfficeMate allows you to send claims directly to and receive files from McKesson without having to go to the McKesson website. This section tells you how to send claims and receive reports, including how

- To send insurance claims to McKesson, 327
- To receive insurance claim reports from McKesson, 328
- To view McKesson transferred files, 329

### ► To send insurance claims to McKesson

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
  2. Search for insurance claims. For more information on searching insurance claims, go to [Searching for Insurance Claims on page 309](#).
  3. Correct any errors in the insurance claims. For more information on correcting errors, go to [Correcting Errors in Insurance Claims on page 310](#).
  4. View or add additional information to the CMS 1500 forms. For more information on adding information to a CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).
  5. Export the insurance claims files. For more information on exporting insurance claim files, go to [Exporting Insurance Claims on page 325](#)
  6. Click the **Maintenance & Options** icon.
  7. Select **McKesson - ANSI 837** from the Receiver drop-down menu.
  8. Click **Display**.
- The receiver information displays in the lower half of the window.
9. Click **Send Files** to transmit your McKesson claim files.



A command prompt window and a McKesson Transfer window open while the files are being sent to McKesson. After the files are sent, the File Transfer window opens.

10. Click **OK**.
11. Go to [To receive insurance claim reports from McKesson on page 328](#) to receive insurance claim reports from McKesson. Go to [To view McKesson transferred files on page 329](#) to view the ANSI files transferred to McKesson and the insurance claim reports you received from McKesson.

► **To receive insurance claim reports from McKesson**

**NOTE** Wait at least one day after sending insurance claims to McKesson to receive insurance claim reports.

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Maintenance & Options** icon.
3. Select **McKesson - ANSI 837** from the Receiver drop-down menu.
4. Click **Display**.  
The receiver information displays in the lower half of the window.
5. Click **Receive Files** to download your McKesson report files.

The screenshot shows the 'Third Party Processing' window. At the top, there is a 'Receivers' dropdown menu set to 'McKesson - ANSI 837' and a 'Display' button. Below this is the 'Carrier Maintenance' section. On the left, there is a sidebar with icons for 'Claims', 'Create Claim Files', 'Batch History', and 'Maintenance & Options'. The 'Carrier Maintenance' form contains the following fields: Carrier Name (McKesson - ANSI 837), Version Code-National (H010A), Version Code-Local (H010A), Test/Prod Indicator (PROD), Receiver ID (blank), Receiver Code (blank), Senders Code (blank), Carriage Return (checkbox, unchecked), and Website (blank). There is a 'Save' button below these fields. At the bottom of the form are 'Send Files' and 'Receive Files' buttons. On the right side of the 'Carrier Maintenance' section is a 'Transferred Files' table with columns for 'Type', 'File Name', 'Date', and 'Size'. The table is currently empty.

A command prompt window and a McKesson Transfer window open while the files are being received from McKesson. After the files are received, the File Transfer window opens.

6. Click **OK**.
7. Go to [To view McKesson transferred files on page 329](#) to view the reports you received from McKesson.

► To view McKesson transferred files

If you send insurance claims to McKesson and receive insurance claim reports from McKesson, you can view the sent and received files by following the instructions below:

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Maintenance & Options** icon.
3. Select **McKesson - ANSI 837** from the Receiver drop-down menu.
4. Click **Display**.

The receiver information displays in the lower half of the window.

5. Click the **Sent** radio button to view claims files uploaded to McKesson  
OR

Click the **Received** radio button to view reports downloaded from McKesson.

6. Select the time period you want to display from the **6 mo.**, **1 yr.**, **2 yr.**, or **All** check boxes.
7. Click **Load**.

A list of available claims or reports displays in the table.

The screenshot shows the 'Third Party Processing' window. The 'Receivers' dropdown is set to 'McKesson - ANSI 837'. The 'Carrier Maintenance' section is active, showing fields for Carrier Name, Version Code-National, Version Code-Local, Test/Prod Indicator, Receiver ID, Receiver Code, Senders Code, Carriage Return, and Website. The 'Transferred Files' table is empty, and the 'Sent' radio button is selected. The time period '6 mo.' is checked.

**NOTE**

The insurance claim report types and associated filenames are listed below. For more detailed information on these reports, go to article #000008041 in the [Eyefinity Support Community](#).

- **Claims Acknowledge Report:** Filename begins with “CA”
- **Claims Acknowledge Report:** Filename begins with “UA”
- **Exclusion Claims Report:** Filename begins with “UE”
- **Exclusions Claims Report:** Filename begins with “EC”
- **Font-End 277 Claim Status Report:** Filename begins with “XP”
- **Front-End 277 Claim Status Rejection Report:** Filename begins with “XJ”
- **Front-End Level I, McKesson 997 Report:** Filename begins with “XA”
- **McKesson Acknowledgment Report:** Filename is “REPORT”
- **McKesson Status of Transfer Report:** Filename extension is “.00”
- **Payor Reports:** Filename begins with “SR”
- **Recreate Report:** Filename begins with “FX”

8. Double-click a file or report to open the **View File Data** window and view and print the claim or report.

## Printing Insurance Claims

For more information on printing insurance claims, watch the “[Printing Claims](#)” video.

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for insurance claims. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).
3. Correct any errors in the insurance claims. For more information on correcting errors, go to [Correcting Errors in Insurance Claims on page 310](#).
4. View or add additional information to the CMS 1500 forms, as needed. For more information on adding information to a CMS 1500 form, go to [Recording Additional Information on the CMS 1500 Form & ANSI File on page 313](#).
5. Click **Print CMS**.
6. If you want to create a batch file and export claims electronically, go to [Exporting Insurance Claims on page 325](#).

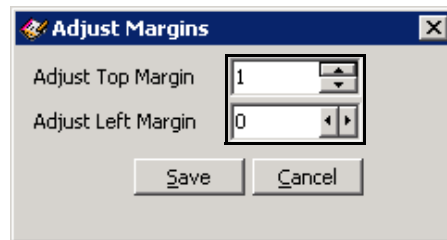
**NOTE**

To print multiple claims for a specific insurance carrier, the administrative location must designate the E-Claims Processor as **Print to Paper** in the Insurance Billing Initial Setup window. For more information, go to [To add & modify insurance carriers on page 148](#).

7. to [To record additional information on the CMS 1500 form on page 314](#).

## Adjusting CMS 1500 Form Margins

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Maintenance & Options** icon.
3. From the **Receivers** drop-down menu, select **Print to Paper**.
4. Click **Display**.
5. Click **CMS 1500 Margins**.  
The Adjust Margins window opens.
6. Type or use the arrows to adjust the top and left margins.



7. Click **Save**.

## Using the Batch History

Use the batch history to view the batches of claims submitted, view batch details, and reopen claims within the batch. For information on searching for individual claims, go to [Searching for Insurance Claims on page 309](#). This section tells you how to use the batch history function, including how

- [To view insurance claim histories, 331](#)
- [To reprocess insurance claim batches, 333](#)

### ► To view insurance claim histories

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Batch History** icon.
3. Select a location from the **Location** drop-down menu, as needed.
4. Select an electronic receiver from the **Receivers** drop-down menu.
5. Type the beginning and ending dates in the **Date Submitted** fields.
6. Click **Search Batch History**.  
Claim batches matching your search criteria are displayed.
7. Click the **Expand** radio button to display the individual claims within the batches, or click the **Collapse** radio button to hide the individual claims.
8. Click the **+** (plus) sign next to the date that you want to view.

9. Select a batch from the list and click **Batch Detail**.

Carrier	Patient Name	Patient ID	Fee Slip#	Fee Slip Date	Status - Classification	Location
Aetna	BUSTER, COLIN	9	94	04/16/2009	Billed Elect Submit	AW Store
Aetna	BUSTER, COLIN	9	19	03/06/2009	Billed Elect Submit	AW Store
Aetna	BUSTER, COLIN	9	11	02/24/2009	Billed Elect Submit	AW Store

The Batch Detail window opens and displays information about the batch of claims.

10. To view more details about the claim, click **View Data** to view the data file that was sent to the receiver.

OR

Click **View List** to view and print a list of claims and charge amounts.

Group Code	000010	
Transmission Date	04/16/2009	
Insurance Name	Aetna	
Total Batches	1	<input type="button" value="View Data"/>
Total Claims	3	<input type="button" value="View List"/>
Total Charges	367.00	
Data Filename	04160999990006000071.ae	
List Filename	04160999990006000071.al	
Template Name	ANSICOMP	
Status	ANSI file created	

► To reprocess insurance claim batches

For more information on reprocessing insurance claims, watch the “Reopening & Resubmitting Claims” video.

**NOTE** For information on reprocessing individual claims, go to [To reprocess individual claims on page 325](#).

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Click the **Batch History** icon.
3. Select a location from the **Location** drop-down menu, as needed.
4. Select an electronic receiver from the **Receivers** drop-down menu.
5. Type the beginning and ending dates in the **Date Submitted** fields.
6. Click **Search Batch History**.  
Claim batches matching your search criteria are displayed.
7. Click the **Expand** radio button to display the individual claims within the batches, or click the **Collapse** radio button to hide the individual claims.
8. Click the **+** (plus) sign next to the date that you want to view.
9. Select a batch from the list and click **Re-Open**.

The screenshot shows the 'Third Party Processing' window. At the top, there are search filters: Location (All), Receivers (ANSI 837 Format), and Date Submitted (with expand/collapse options). Below this is the 'Batch History' section, which contains a table of batches. The first batch, '04/16/2009 13:50 Aetna', is expanded to show a table of individual claims. The table has columns: Carrier, Patient Name, Patient ID, Fee Slip#, Fee Slip Date, Status - Classification, and Location. The data rows are:

Carrier	Patient Name	Patient ID	Fee Slip#	Fee Slip Date	Status - Classification	Location
Aetna	BUSTER, COLIN	9	54	04/16/2009	Billed Elect Submit	AV Store
Aetna	BUSTER, COLIN	9	19	03/06/2009	Billed Elect Submit	AV Store
Aetna	BUSTER, COLIN	9	11	02/24/2009	Billed Elect Submit	AV Store

Below the table, there is a list of other batches with expand/collapse icons. At the bottom of the window, there are buttons for 'Batch Detail', 'Re-Open', and 'Cancel'.

10. Click **Claims** and search for open claims.  
The claims in the batch that you reopened appear in the list of open claims.
11. Correct any errors or update the claim information as needed. For information correcting claim errors, go to [Correcting Errors in Insurance Claims on page 310](#).

As long as the claims remain open with no errors, the claim information will be exported to the electronic claim batch file.

## Releasing & Closing Claims on Hold

This section tells you how to release and close claims on hold, including how to

- To release claims on hold, 334
- To close claims on hold, 334

### ► To release claims on hold

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for insurance claims on hold. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).
3. Select a claim from the results list.

**NOTE** Press and hold the **Ctrl** or **Shift** key to select multiple claims.

4. Select the **Open** check box.
5. Click **Save**.

The screenshot shows the 'Third Party Processing' window with a table titled 'ON-HOLD CLAIMS - 5'. The table has columns for Carrier, Plan, Patient Name, Patient ID, Fee Slip #, Fee Slip Date, Charge, Status - Classification, and Location. The first row is selected, and the 'Open' checkbox in the right-hand pane is checked.

Carrier	Plan	Patient Name	Patient ID	Fee Slip #	Fee Slip Date	Charge	Status - Classification	Location
Aetna	Aetna-Single	BUSTER, COLIN	9	111	2/24/2009	227.00	On Hold Other	AV Store
Aetna	Aetna-Single	BLOOM, LEOPOLD	8	83	4/21/2009	125.00	On Hold Other	Newport Bead
VSP	Protec Safety	TESTING, PROTECA	41	94	4/24/2009	385.40	On Hold Other	VSP-Pretec
VSP	Protec Safety	TESTING, PROTECO	44	104	4/24/2009	199.00	On Hold Other	VSP-Pretec
Medicaid	Medicaid Plan	INCH, VSP	50	105	4/24/2009	214.40	On Hold Other	VSP-Pretec

6. Correct any errors or update the claim information as needed. For information correcting claim errors, go to [Correcting Errors in Insurance Claims on page 310](#).

As long as the claim remains open with no errors, the claim information will be exported to the electronic claim batch file.

### ► To close claims on hold

1. Open the Third Party Processing window. For more information on opening this window, go to [Opening the Third Party Processing Window on page 308](#).
2. Search for insurance claims on hold. For more information on searching for insurance claims, go to [Searching for Insurance Claims on page 309](#).



3. Select a claim from the results list.

**NOTE** Press and hold the **Ctrl** or **Shift** key to select multiple claims.

4. Select the **Closed** check box.
5. Click **Save**.

Carrier	Plan	Patient Name	Patient ID	Fee Slip #	Fee Slip Date	Charge	Status - Classification	Location
Aetna	Aetna Simple	BLUSTER, COLIN	9	11	2/24/2009	227.00	On Hold Other	AV Stone
Aetna	Aetna Simple	BLOOM, LEONORA	8	13	4/21/2009	153.00	On Hold Other	Newport Beach
VSP	Protac Safety	TESTING, PROTECCA	41	94	4/24/2009	205.40	On Hold Other	VSP-Protac
VSP	Protac Safety	TESTING, PROTECCA	44	104	4/24/2009	190.00	On Hold Other	VSP-Protac
McKesson	McKesson Plan	NOH, VSP	50	105	4/24/2009	214.40	On Hold Other	VSP-Protac

## Processing UB-04 Claims

The UB-04 claim form is used to submit claims for surgical procedures to insurance carriers. You can print UB-04 claims or export the claims to print image files to send electronically to insurance companies. OfficeMate automatically generates the UB-04 form for fee slips that meet the following criteria:

- Contains a procedure code designated as a UB-04 billing code.
- The insurance carrier recorded on the same line item as the UB-04 procedure code is set up to accept UB-04 claim forms. UB04 not applicable. Use CMS 1500 only” UB04 not applicable. Use CMS 1500 only”

**NOTE** Your administrative location is responsible for ensuring the proper procedure codes are designated as UB-04 procedure codes and insurance companies are set to accept UB-04 claim forms.

You must follow the steps below to properly process printed and electronic insurance claims:

1. Select insurance claims. For more information on selecting claims, go to [Selecting UB-04 Claims on page 336](#).
2. Correct errors in insurance claims. For more information on correcting errors, go to [Correcting Errors in UB-04 Claims on page 338](#).
3. Record additional information on CMS 1500 forms. For more information on recording additional information, go to [Recording Additional Information on the UB-04 Form on page 340](#).

4. Print or export electronic insurance claims. For more information on exporting insurance claims, go to [Exporting UB-04 Claims on page 344](#).
5. Preview and print insurance claims. For more information on previewing and printing insurance claims, go to [Printing UB-04 Claims on page 345](#).
6. View insurance claim billing histories. For more information on viewing billing histories, go to [Using the UB-04 Billing History on page 346](#).

This section contains information on the following topics:

- [Opening the UB-04 Claims Window, 336](#)
- [Selecting UB-04 Claims, 336](#)
- [Correcting Errors in UB-04 Claims, 338](#)
- [Recording Additional Information on the UB-04 Form, 340](#)
- [Exporting UB-04 Claims, 344](#)
- [Printing UB-04 Claims, 345](#)
- [Using the UB-04 Billing History, 346](#)
- [Reopening & Closing UB-04 Claims on Hold, 348](#)

## Opening the UB-04 Claims Window

Open the UB04 Claims window using one of the following methods:

- Click the **3rd Party** icon and select **UB04 Third Party**.
- Click **Tasks** on the main window toolbar, select **Third Party Processing**, and then select **UB04 Third Party**.

### NOTE

The Third Party Processing options may be disabled in OfficeMate if the administrative location has selected the Centralized 3rd party billing check box in the Preferences window.

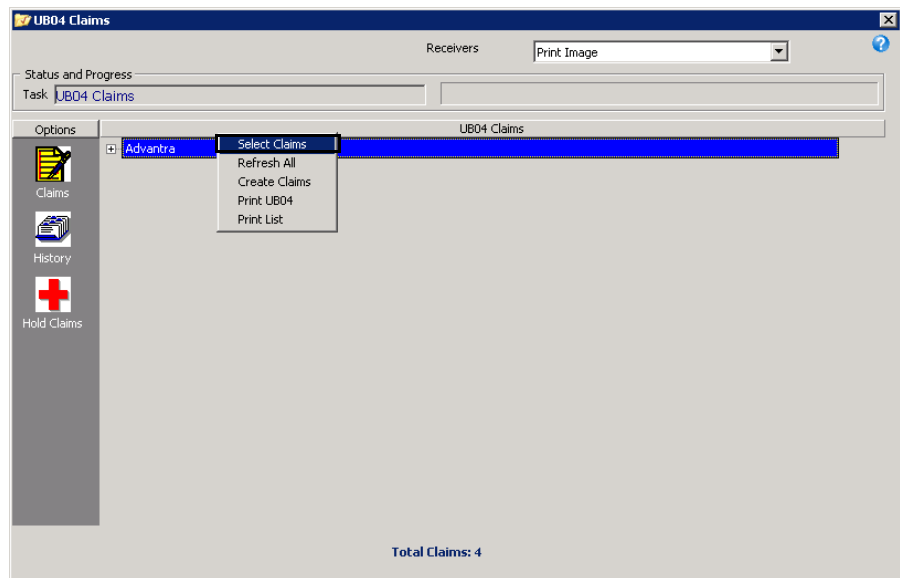
## Selecting UB-04 Claims

This section tells you how to select claims that you have not already processed.

1. Open the UB04 Claims window. For more information on opening this window, go to [Opening the UB-04 Claims Window on page 336](#).
2. Select a third-party receiver from the **Receiver** drop-down menu, as needed.
3. Click the **Claims** icon.

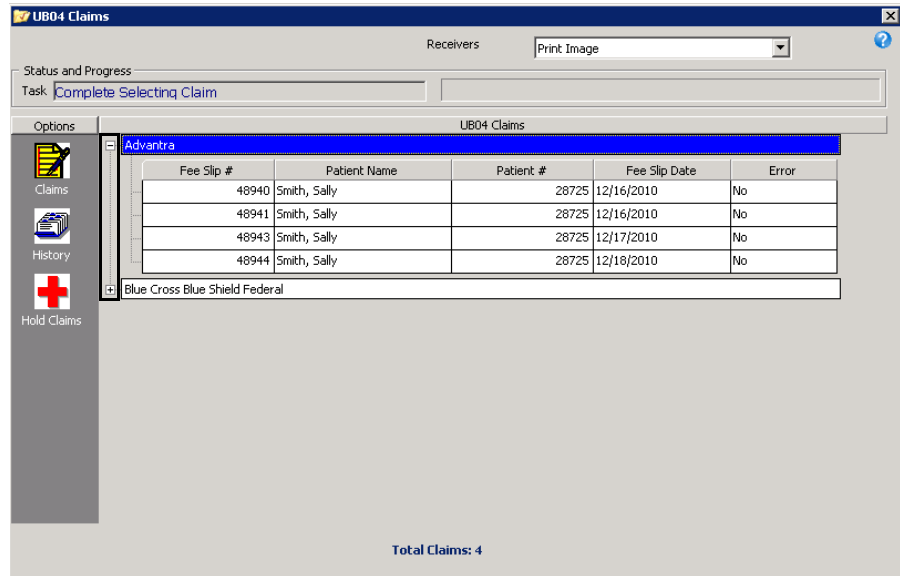
- Left-click and then right-click on the insurance carrier and select **Select Claims**.

The Process Warning dialog box opens and warns you that processing claims can take a few minutes or more.



- Click **Yes** on the Process Warning dialog box to continue selecting insurance claims.  
The UB-04 insurance claims are selected and displayed on the right side of the window.
- If you want to print a list of open insurance claims, right-click on an insurance carrier, select **Print List**, and then click **Print** on the View File Data window.

- If you want to check for any errors, click the + (plus) sign to the left of the insurance carrier to view the individual claims. The word Yes appears in the Error column if OfficeMate detects an error in a claim.



- If the insurance claims have errors, go to [Correcting Errors in UB-04 Claims on page 338](#). If the insurance claims do not have any errors, go to [Recording Additional Information on the UB-04 Form on page 340](#), [Printing UB-04 Claims on page 345](#), or [Exporting UB-04 Claims on page 344](#).

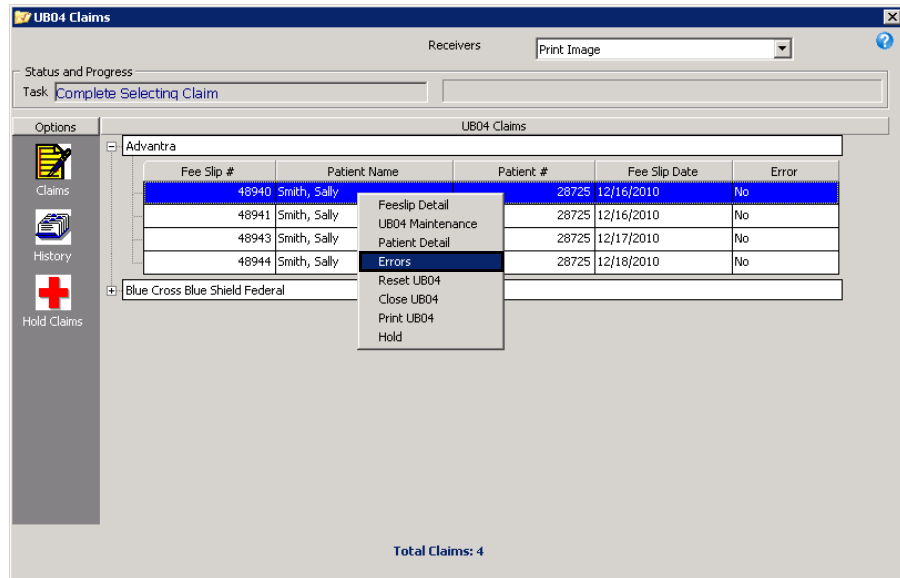
## Correcting Errors in UB-04 Claims

After you select insurance claims, you *must* correct any errors in the claims before you export them and file them electronically. Although correcting errors is not required for you to do before printing and mailing insurance claims and creating print images, it is highly recommended that you do so. This section tells you how to correct errors in your insurance claims.

**NOTE** Some errors in insurance claims may be caused by using improper short dates. Ensure that your computer is using the MM/DD/YYYY short date format.

- Select the UB-04 claims. For more information on selecting insurance claims, go to [Selecting UB-04 Claims on page 336](#).
- If you want to check for any errors, click the + (plus) sign to the left of the insurance carrier to view the individual claims. The word Yes appears in the Error column if OfficeMate detects an error in a claim.

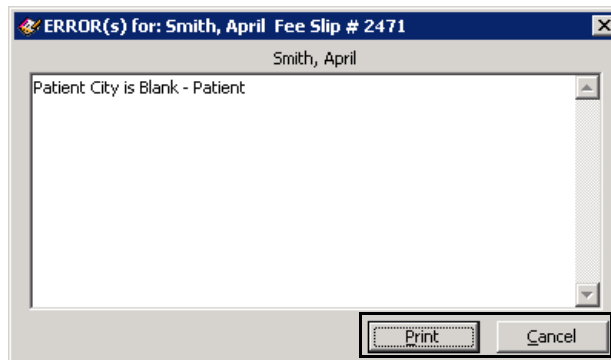
- Right-click a UB-04 claim with an error and select **Errors**.



The Error(s) window opens.

- View the list of errors and then click **Cancel** to close the Error(s) window.

**NOTE** Click **Print** to print the list of errors.



- Right-click an insurance claim with errors and select one or more of the following options:
  - Fee Slip Detail** to open the Fee Slip window and correct procedure or diagnosis code errors and add line item additional data on the fee slip. For more information on recording procedure and diagnosis codes on fee slips, go to [To record product & service information on page 152](#).
  - Patient Detail** to open the Patient Demographic window and correct demographic and insurance errors on the patient's record. For more information on recording patient demographic information, go to [To record demographic information on page 19](#). For more information on

recording insurance information, go to [To record insurance information on page 24](#).

**NOTE** Ensure that the Last Name, First Name, Address, Sex, Date of Birth, Marital Status, and Emp. Status fields in the Patient Demographic window are correctly and completely recorded. Also, ensure that a provider is selected and recorded in the Fee Slip window.

- **Hold** if you do not want to correct the errors on the insurance claim right now and you want to put the claim on hold. For information on releasing or closing claims on hold, go to [Reopening & Closing UB-04 Claims on Hold on page 348](#).
  - **Close UB04** to permanently remove the insurance claim from processing.
6. Right-click an insurance claim or a group of claims and select **Reset UB04** to refresh the UB04 form(s) and clear the errors.

**NOTE** Clicking Reset forces the UB-04 to, once again, collect information from the various parts of OfficeMate and overwrites any information that you added, modified, or deleted manually on the UB-04 form.

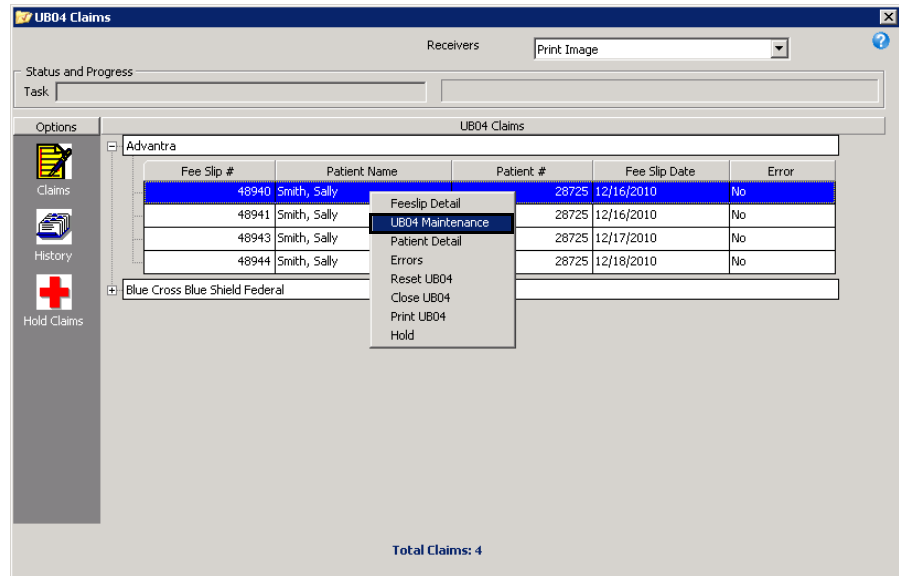
7. If you want to record additional information on a CMS 1500 form, go to [Recording Additional Information on the UB-04 Form on page 340](#); otherwise, go to [Printing UB-04 Claims on page 345](#) or [Exporting UB-04 Claims on page 344](#).

### Recording Additional Information on the UB-04 Form

You can record and modify information directly on the UB-04 form. This section tells you how to record and modify information on the UB-04 form.

1. Select the UB-04 claims. For more information on selecting insurance claims, go to [Selecting UB-04 Claims on page 336](#).
2. Correct any errors in the UB-04 claims. For more information on correcting errors, go to [Correcting Errors in UB-04 Claims on page 338](#).

- Left-click and then right-click on an insurance claim and select **UB04 Maintenance**.



The UB-04 form opens.

- Modify or add information to the UB-04 form.

**NOTE**

The following boxes on the UB-04 form import information from the corresponding OfficeMate fields. OfficeMate automatically populates the appropriate form fields based on the type of insurance.

- **Box 1:** Administrative location address from the Business Names window when centralized third-party processing turned on. Location address from the Location Maintenance window when centralized third-party processing turned off.
- **Box 2:** Blank.
- **Box 3a:** Patient # from the Patient Demographics window. This Number is generated by OfficeMate.
- **Box 3b:** A 20-digit number that identifies the patient and fee slip. The first 10 digits display the Patient # from the Patient Demographics window padded with zeroes, and the last 10 digits display the Fee Slip # from the Fee Slip window, also padded with zeroes.
- **Box 4:** Always 0831.
- **Box 5:** Tax ID from the Location Maintenance window when centralized third-party processing turned on. Location Tax ID from the Location Maintenance window when centralized third-party processing turned off.
- **Box 6:** Fee slip date.
- **Box 7:** Blank.
- **Box 8a:** ID type selected by the UB04 Form Box 8a radio button in the Plan tab of the Insurance Billing Initial Setup window.
- **Box 8b:** Last Name and First Name fields on the Patient Demographics window.
- **Box 9a:** First Address field on the Patient Demographics window.
- **Box 9b:** City field on the Patient Demographics window.
- **Box 9c:** State field on the Patient Demographics window.
- **Box 9d:** ZIP field on the Patient Demographics window.
- **Box 9e:** Blank.
- **Box 10:** Date Of Birth field on the Patient Demographics window.
- **Box 11:** Sex radio button on the Patient Demographics window.
- **Boxes 12–37:** Blank, but you can edit these boxes.
- **Box 38:** Name, Address 1, Address 2, City, State, and ZIP Code fields on the Insurance Carrier tab of the Insurance Billing Initial Setup window.
- **Boxes 39–41:** Blank, but you can edit these boxes.



**NOTE,  
CONT.**

- **Box 42:** 0490, unless you record a revenue code for the procedure code in the Third Party Setup window.
- **Box 43:** Print on Fee Slip field on the Products & Services window for the product billed on the fee slip.
- **Box 44:** CPT/HCPCS drop-down menu the Products & Services window for the product billed on the fee slip.
- **Box 45:** Fee slip date. Box 46, Line 23 is the date the UB-04 was created.
- **Box 46:** Qty field on the fee slip for the line item.
- **Box 47:** Fee field on the fee slip for the line item. Box 47, Line 23 is the total of Lines 1–22.
- **Box 48:** Blank, but you can edit this box.
- **Box 49:** Blank.
- **Box 50 (A–C):** Names of the primary, secondary, and tertiary insurance companies assigned on the Patient Demographics window. Lines B and C are blank if no insurance is assigned.
- **Box 51(A–C):** Destination ID field on the Insurance tab of the Business Names window for the primary, secondary, and tertiary insurances assigned to the patient.
- **Box 52(A–C):** Y or N based on the Release Information? check box on the Insurance tab of the Patient Demographics window for the primary, secondary, and tertiary insurances assigned to the patient.
- **Box 53(A–C):** Y or N based on the Accept Assign radio button on the Insurance tab of the Business Names window for primary insurance assigned to the patient.
- **Box 54(A–C):** Blank, but you can edit these boxes.
- **Box 55(A–C):** Blank, but you can edit these boxes.
- **Box 56:** Administrative location NPI from the Location Maintenance window when centralized third-party processing is turned on. Location NPI Number from the Location Maintenance window when centralized third-party processing is turned off.
- **Box 57(A–C):** Blank, but you can edit these boxes.
- **Box 58(A–C):** Patient name, guarantor name, or other name from the Patient Demographics window.
- **Box 59(A–C):** Relationship to Patient drop-down menu on the Insurance tab of the Patient Demographics window.
- **Box 60:** Insured ID field on the Insurance tab of the Patient Demographics window.
- **Box 61:** Plan Name drop-down on the Insurance tab of the Patient Demographics window.

**NOTE,  
CONT.**

- **Box 62:** Policy Group No. field Insured ID field on the Insurance tab of the Patient Demographics window.
- **Boxes 63–64:** Blank, but you can edit these boxes.
- **Box 65:** Blank, but you can edit this box.
- **Box 66:** Always 9.
- **Box 67(a–c):** ICD-9 or ICD-10 code assigned on the fee slip.
- **Box 67(d–q):** Blank, but you can edit these boxes.
- **Boxes 68–73:** Blank, but you can edit these boxes.
- **Box 74(a–e):** Procedure codes and dates from the Fee Slip window.
- **Box 75:** Blank, but you can edit this box.
- **Box 76:** Provider field on the Demographic tab of the Patient Demographics window. NPI Number, UPIN # fields on the Provider tab of the Resource Setup window. Qual. is always 1G.
- **Boxes 77–81CC(a–d):** Blank, but you can edit these boxes.

**NOTE**

Do *not* click **Reset**. Clicking Reset forces the UB-04 to, once again, collect information from the various parts of OfficeMate and overwrites any information that you added, modified, or deleted manually on the UB-04 form.

5. Click **Print** to print the UB-04 form.

**NOTE**

Since the layout of the fields on the UB-04 is wider than most printers will allow, you must use a printer that supports edge-to-edge printing. If you attempt to print a UB-04 on a printer that does not support edge-to-edge printing, not all of your input will print along the left and right margins.

6. Click **OK** to save and close the UB-04 form.
7. If you want to preview or print UB-04 claims go to [Printing UB-04 Claims on page 345](#). If you want to create a batch file and export claims, go to [Exporting UB-04 Claims on page 344](#).

## Exporting UB-04 Claims

You can export claims to print image files to send electronically to insurance companies. This section tells you how to export UB-04 insurance claims to send to insurance companies.

1. Select the UB-04 claims. For more information on selecting insurance claims, go to [Selecting UB-04 Claims on page 336](#).
2. Correct any errors in the UB-04 claims. For more information on correcting errors, go to [Correcting Errors in UB-04 Claims on page 338](#).

3. Add additional information to the UB-04 forms. For more information on adding information to a UB-04 form, go to [Recording Additional Information on the UB-04 Form on page 340](#).
4. Left-click and then right-click on the insurance carrier and select **Create Claims**.
5. Click **Yes** on the **Process Warning** window to proceed.
6. Click **Yes** on the **Do you want to move Claim records?** window to move the claim to the Billing History folder.
7. Click **Yes** on the **Print Image Created** window after the print image is created.

**NOTE**

The print image file, PrintImg.txt, is located in the OMATE32\DATA\EMC\UB04FILES folder. Send the PrintImg.txt file to your insurance carrier. A copy of the print image file is also located in the OMATE32\DATA\EMC\UB04FILES folder and identified by the first two letters of the insurance carrier's name, the date, and the **.exp** extension.

8. To view the billing history of an insurance claim, go to [Using the UB-04 Billing History on page 346](#).

## Printing UB-04 Claims

For more information on printing insurance claims, watch the "Printing Claims" video.

**NOTE**

Since the layout of the fields on the UB-04 is wider than most printers will allow, you must use a printer that supports edge-to-edge printing. If you attempt to print a UB-04 on a printer that does not support edge-to-edge printing, not all of your input will print along the left and right margins.

1. Select the UB-04 claims. For more information on selecting insurance claims, go to [Selecting UB-04 Claims on page 336](#).
2. Correct any errors in the UB-04 claims. For more information on correcting errors, go to [Correcting Errors in UB-04 Claims on page 338](#).
3. Add additional information to the UB-04 forms. For more information on adding information to a UB-04 form, go to [Recording Additional Information on the UB-04 Form on page 340](#).
4. Right-click on an insurance claim or insurance carrier and select **Print UB04** to print the UB-04 form and send it to your insurance carrier in the mail.
5. Click **Yes** on the **Do you want to move Claim records?** window if you have already printed or exported the insurance claim and you are ready to move the claim to the Billing History folder.
6. If you want to create a batch file and export claims, go to [Exporting UB-04 Claims on page 344](#).

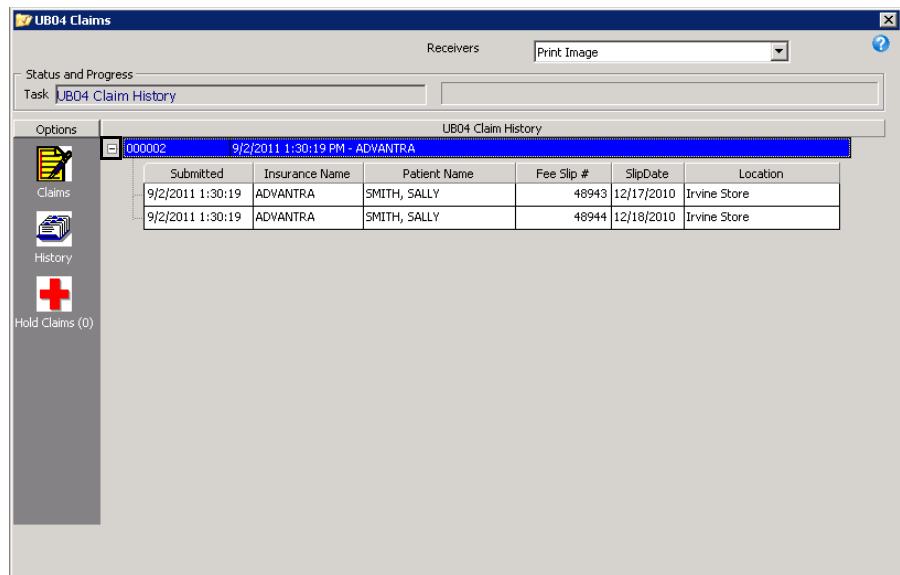
## Using the UB-04 Billing History

You can view details about the claims you have processed and reprocess claims using the billing history function in the UB04 Claims window. This section tells you how to use the billing history function, including how

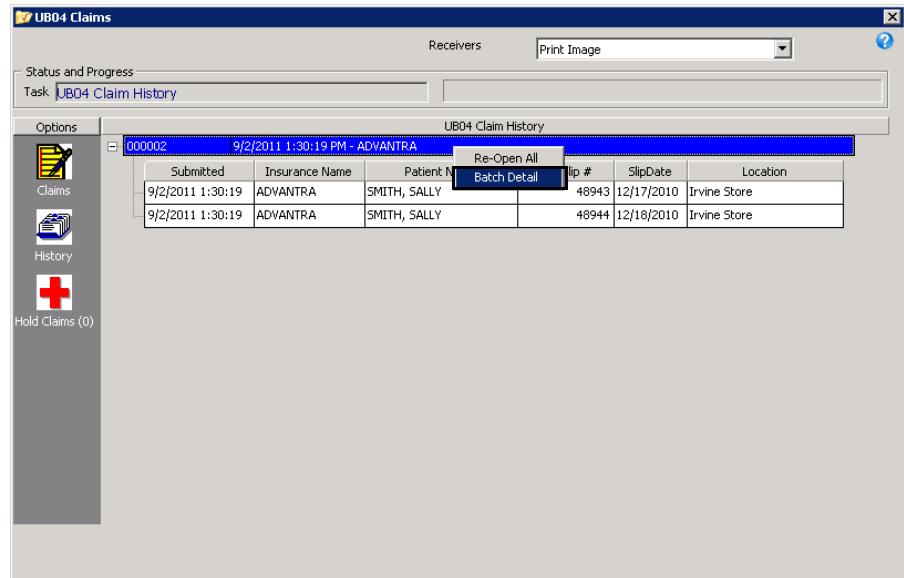
- To view UB-04 claim histories, 346
- To reprocess UB-04 claims, 347

### ► To view UB-04 claim histories

1. Open the UB04 Claims window. For more information on opening this window, go to [Opening the UB-04 Claims Window on page 336](#).
2. Select a third-party receiver from the **Receiver** drop-down menu, as needed.
3. Right-click the **History** icon and select **Refresh History**.
4. Click **Yes** on the **Process Warning** window to proceed.
5. Click the **+** (plus) sign next to the date and insurance carrier for the claim you want to view.

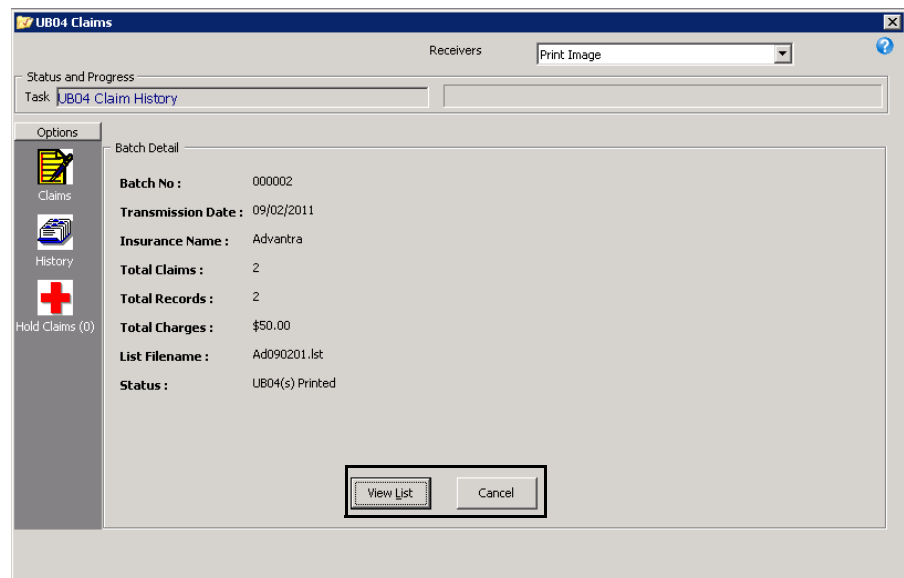


- Left-click and then right-click on the insurance carrier and select **Batch Detail**.



The UB04 Claims window displays the Batch Detail.

- Click **View List** to view and print a list of claims and charge amounts.



### ► To reprocess UB-04 claims

- Open the UB04 Claims window. For more information on opening this window, go to [Opening the UB-04 Claims Window on page 336](#).
- Select a third-party receiver from the **Receiver** drop-down menu, as needed.
- Click the **History** icon.
- Click the + (plus) sign next to **Print CMS(s)/Date(s)**.

5. Locate the date and insurance carrier for the claim you want to view and click the **+** (plus) sign next to the date that you want to view.
6. Complete one of the following actions, depending on your situation:
  - Left-click and then right-click on an insurance carrier in the left side of the window and select **Re-Open All**.
  - Left-click and then right-click on an individual claim on the right side of the window and select **Open CMS**.
7. Go to [Correcting Errors in UB-04 Claims on page 338](#), [Recording Additional Information on the UB-04 Form on page 340](#), or [Exporting UB-04 Claims on page 344](#) to revise and reprocess your claim.

### Reopening & Closing UB-04 Claims on Hold

This section tells you how to reopen and then close UB-04 claims on hold, including how to

- [To reopen UB-04 claims on hold, 348](#)
- [To close UB-04 claims on hold, 349](#)

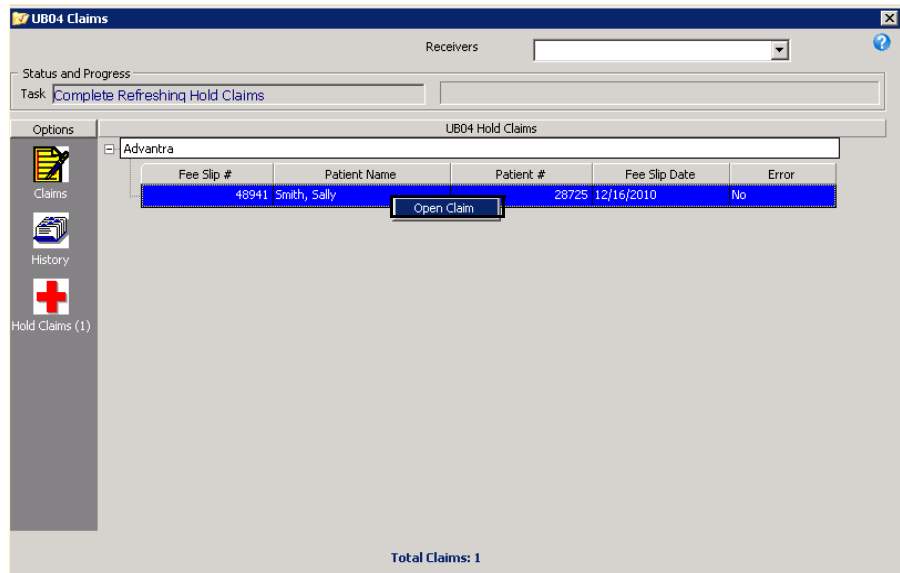
#### ► To reopen UB-04 claims on hold

1. Open the UB-04 Claims window. For more information on opening this window, go to [Opening the UB-04 Claims Window on page 336](#).
2. Select a third-party receiver from the **Receiver** drop-down menu, as needed.
3. Click the **Hold Claims** icon.
4. Locate the insurance carrier for which the claim is on hold and click the **+** (plus) sign to view the claims being held.

5. Complete one of the following actions, depending on your situation:
  - If you are reopening all claims that are on hold, left-click and then right-click on the Hold Claims icon and select **Open All**.
  - If you are releasing one claim that is on hold, left-click and then right-click on the claim and select **Open Claim**.

**NOTE**

Press and hold the **Ctrl** or **Shift** key to select multiple patient insurance claims.



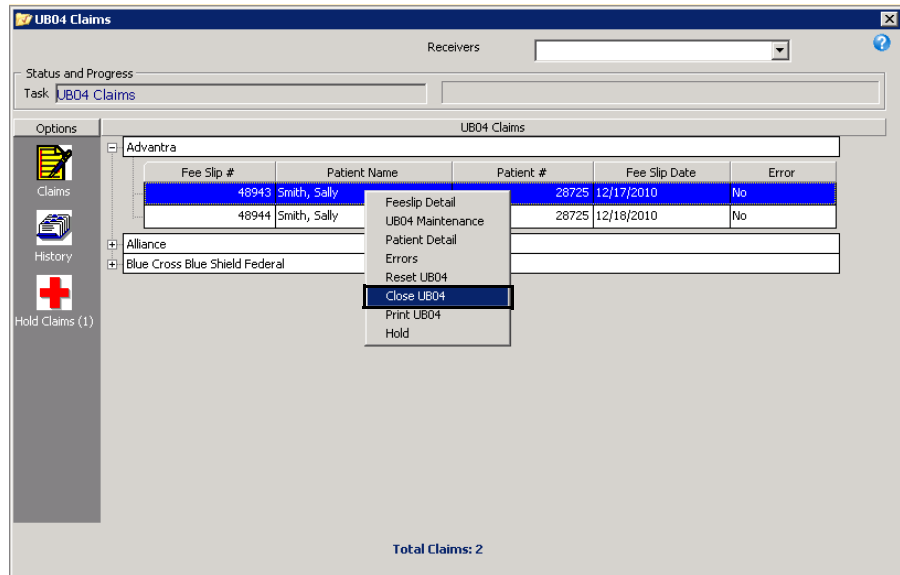
The UB-04 claim(s) can be selected again the next time you select UB-04 claims for processing. For more information on selecting UB-04 insurance claims, go to [Selecting UB-04 Claims on page 336](#).

► **To close UB-04 claims on hold**

1. Open the UB04 Claims window. For more information on opening this window, go to [Opening the UB-04 Claims Window on page 336](#).
2. Select a third-party receiver from the **Receiver** drop-down menu, as needed.
3. Click the **Hold Claims** icon.
4. Reopen the UB-04 claims on hold. For more information on reopening UB-04 claims on hold, go to [To reopen UB-04 claims on hold on page 348](#)
5. Select a third-party receiver from the **Receiver** drop-down menu.
6. Click the **Claims** icon.
7. Select the claims you reopened. For more information on selecting UB-04 claims, go to [Selecting UB-04 Claims on page 336](#).

8. Left-click and then right-click on the UB-04 claim and select **Close UB04**.

**NOTE** Press and hold the **Ctrl** or **Shift** key to select multiple patient insurance claims.



The UB-04 insurance claim(s) are removed from the UB-04 claims window. If you want to view or print a closed claim, open the UB-04 form from the Fee Slip window or the Insurance tab on the Patient Demographic window. For information on opening the UB-04 form from the Patient Demographic window, go to [To record insurance information on page 24](#). For more information on opening the UB-04 form from the Fee Slip window, go to [Viewing & Printing Claim Forms on page 177](#).

**NOTE** You cannot edit and refresh closed UB-04 claims that you opened through the Insurance tab on the Patient Demographic window or Fee Slip window. To edit and refresh closed UB-04 claims, reopen the claims from the Billing History. For information on using the Billing History, go to [Using the UB-04 Billing History on page 346](#).



## In this chapter:

- [Understanding the VSP Interface Workflow, 351](#)
- [Getting Member Eligibility & VSP Authorization, 352](#)
- [Recording VSP Orders, 359](#)
- [Pricing VSP Orders, 362](#)
- [Recording VSP Fee Slips, 363](#)
- [Coordinating Benefits, 365](#)
- [Researching VSP Insurance Claims & Lab Orders, 366](#)

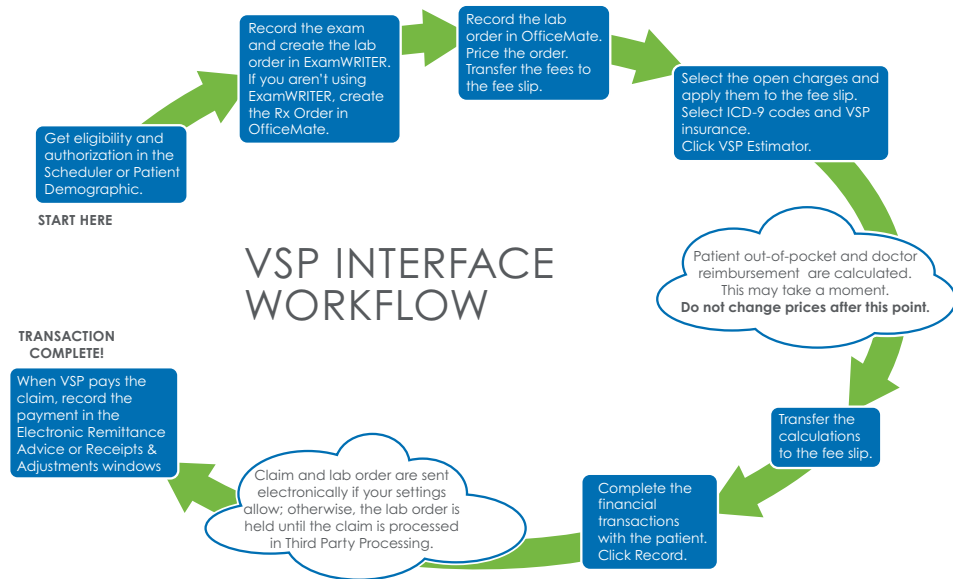
For information on using the OfficeMate VSP Interface, watch the “[VSP Interface Overview](#)” video.

OfficeMate users can submit electronic VSP insurance claims to Eyefinity without re-entering claim information into the Eyefinity website or filing paper claims. OfficeMate obtains authorization and eligibility information directly from Eyefinity so that you can quickly and accurately submit VSP claims. In addition to submitting VSP insurance claims, you can also submit private lab orders and Rx orders to Eyefinity through the OfficeMate VSP Interface. You cannot submit government or commercial claims (non-VSP claims) to Eyefinity through the OfficeMate VSP Interface.

## Under- standing the VSP Interface Workflow

Understanding the workflow of the VSP Interface is just as important as the steps you took in its initial setup. Fortunately, the workflow for VSP patients is not drastically different than the workflow you would implement for any other patient. Ultimately, implementing this workflow enables your practice to streamline your patient encounters and improve the accuracy of your patient out-of-pocket and doctor reimbursement estimates.

For information on VSP doctor reimbursements, watch the “VSP Interface Doctor Reimbursement” video.



Deviating from this workflow, either by taking shortcuts or changing prices, will result in VSP interface errors, failed claims, and rejected lab orders. The steps in the VSP workflow are detailed in the following sections:

- [Getting Member Eligibility & VSP Authorization, 352](#)
- [Recording VSP Orders, 359](#)
- [Pricing VSP Orders, 362](#)
- [Recording VSP Fee Slips, 363](#)
- [Researching VSP Insurance Claims & Lab Orders, 366](#)
- [Recording Insurance Payments Using Electronic Remittance Advice, 234](#)

## Getting Member Eligibility & VSP Authorization

OfficeMate gives you the ability to get member eligibility and VSP authorization through Eyefinity directly through the Patient Demographic window. This section tells you how to get member eligibility and VSP authorization, including how

- [To set up a patient's VSP insurance, 353](#)
- [To obtain VSP member eligibility and authorization information, 353](#)
- [To view eligibility, doctor reports, and packing slips, 357](#)
- [To view authorizations, 358](#)

This section calls attention only to the fields and options required for the VSP Interface. For complete information about setting up patient insurance information, go to [To record insurance information on page 24](#).

### ► To set up a patient's VSP insurance

1. Open the Patient Demographic window. For more information about opening the Patient Demographic window, go to [Opening Patient Records on page 15](#).
2. Ensure that you have recorded the patient's name, address, home phone number, sex, date of birth, social security number, marital status, and employment status in the Demographic tab.
3. Click the **Insurance** tab in the Patient Demographic window.
4. Click **New Ins.**
5. Select **Vision Service Plan** or **VSP** from the **Insurance Name** drop-down menu.
6. Type the last four digits of primary member's social security number or unique ID in the **Insured ID (Box 1a)** text box or select the **Patient SSN** check box.

#### NOTE

Alternatively, you can enter the complete social security number or VSP unique ID number.

7. Select **Vision Service Plan** or **VSP** from the **Plan Name (Box 11c)** drop-down menu.
8. Select the patient's relationship to the insured party from the **Relationship to Insured (Box 6)** drop-down menu.

	Insurance Name	Insurance ID No	Address	Plan Name	Inactive	Notes
1	Vision Service Plan		P.O. Box 997100, Sacramento	Vision Service Plan	<input type="checkbox"/>	
2	AARP Health Care Options		United HealthCare Claim Division AARP Health Care Options	AARP Health Care Options	<input type="checkbox"/>	

Insurance Name: Vision Service Plan  
 Insured ID (Box 1a): 111223333  Patient SSN  
 Plan Name (Box 11c): Vision Service Plan  
 Policy Group (Box 11):  
 Relationship to Insured (Box 6): Self  
 Type:  Vision  Medical  
 Signature On File:   
 Date: 06/16/2011  
 Signature Source: Both CMS-1500 and Auth. f  
 Release Information?:  06/16/2011

Insured Party:  Guarantor  
 Last Name: Patient  
 First Name: Sally Initial:   
 Address1 (Box 7): 141 W Wilshire Ave  
 Address2 (Box 7):  
 City (Box 7): Fullerton  
 State/ZIP (Box 7): California 92832  
 Home Ph # (Box 7): (949) 390-8320  
 Employer (Box 11b):  
 Sex (Box 11a):  Male  Female  Bad Address  
 DOB (Box 11a): 09/14/1982  
 Linked Patients:

Eligibility/Authorization

### ► To obtain VSP member eligibility and authorization information

1. Open the VSP member's Patient Demographic window.
2. Click the **Insurance** tab.
3. Select **Vision Service Plan** or **VSP** from the list of patient insurances.

4. If you already have an authorization, click **Enter Existing Authorization** to manually enter and validate an authorization number.
5. Click **Eligibility/Authorization**.

**NOTES**

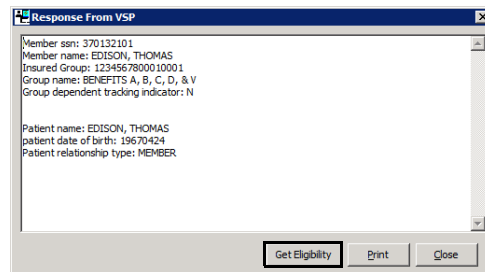
- You must click Eligibility/Authorization even if you entered an existing authorization.
- A check mark next to the Eligibility/Authorization button indicates that the patient has an active VSP authorization that is less than thirty days old.

The VSP Eligibility/Authorization window opens.

6. Click **Get Authorization** to retrieve eligibility information, a new authorization, or a back-dated authorization.

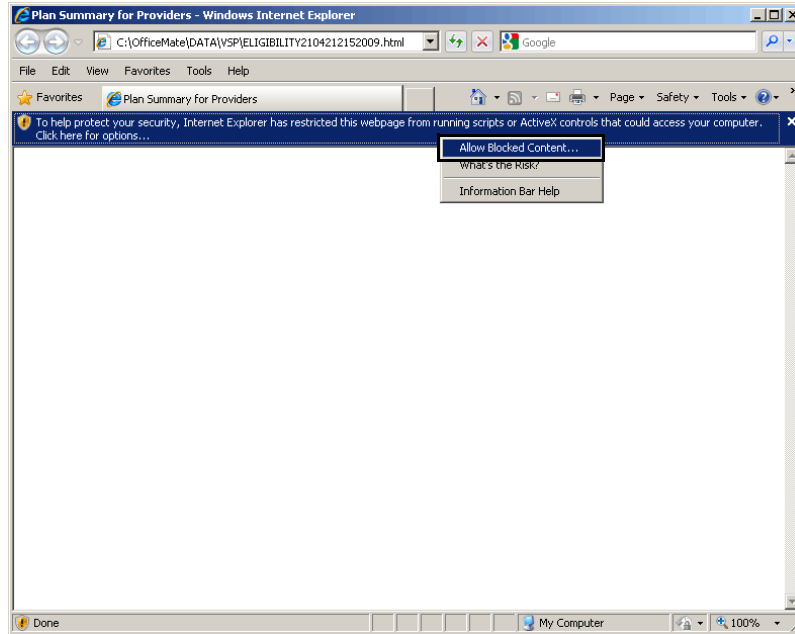
The **Response from VSP** window opens and displays the VSP members(s) and groups(s) that match the information recorded for your patient.

7. If more than one patient or group are displayed, select your patient and the patient's current group and click **Get Eligibility**.



Your Web browser opens to display the patient's eligibility.

8. If a security message appears at the top of the window, click it, select **Allow Blocked Content**, and click **Yes** on the Security Warning window to run the active content.



The Patient Eligibility for Providers Web page opens and displays the plan summary for the patient.

Plan Summary For: GARY			
VSP Program: VSP WellVision® Plan Through a VSP Doctor <a href="#">Print</a>			
	Coverage	Copay	Frequency
<b>Your Coverage with a VSP Doctor</b>			
<b>WellVision® Exam</b>	• Covered after copay.	\$10.00	Every 12 months.
<b>Description</b>	• Only VSP offers a WellVision Exam, focused on your eyes and overall wellness. Your VSP doctor can see if you have vision problems and signs of other health conditions too.		
<b>Contact Lens Exam</b>	• Covered after copay.	Up to \$60.00	Every 12 months.
<b>Description</b>	• During your contact lens exam, your VSP doctor ensures your contacts fit properly and tests your vision. This exam is in addition to your WellVision Exam.		
<b>Retinal Screening</b>	• Covered after copay.	Up to \$39.00	As needed.
<b>Description</b>	• Retinal images help your VSP doctor find possible signs of eye disease. This is an enhancement to your WellVision Exam.		
<b>Prescription Lenses</b>	• Covered after copay. <b>Single vision, lined bifocal, lined trifocal.</b>	\$25.00	Every 12 months.
<b>Fully Covered Lenses</b>	• Custom Progressive Lenses • Premium Progressive Lenses • Standard Progressive Lenses		
<b>Enhancements</b>	• Anti-Reflective Coatings	\$37.00 - \$75.00	
	• Edge Polish	\$32.00	
	• High Index lenses	\$45.00 - \$115.00	
	• Photochromic adaptive lenses	\$62.00 - \$76.00	
<b>Lens Enhancements Covered with Additional Copay</b>	• Tinted (colored) lenses	\$13.00 - \$15.00	
	• Polarized lenses	\$53.00 - \$93.00	
	• Polycarbonate lenses	\$23.00 - \$28.00	
	• Scratch-Resistant Coating	\$15.00 - \$29.00	
	• UV Protection	\$14.00	

- Click the **x** in the top right corner of the window to close the Patient Eligibility for Providers window after viewing or printing the information.

**NOTE** You can view and print the eligibility information at any time from the VSP **Eligibility/Authorization** window. Double-click the authorization that you want to view.

- Select a benefit from the **Benefit** drop-down menu.  
A list of services is displayed in the **Service** box.
- If you only want to obtain authorization for a specific service or group of services (split authorization), select them from the **Service** box.
- If this is a back-dated authorization, type the date of the service in the **Back-Date Auth?** field.
- Click **Authorize** to obtain authorization for all of the services listed for the benefit you selected.

**NOTE** When CL Exam is selected, Lens is also automatically selected because VSP expects a lens to accompany a contact lens exam.

The VSP-IDC Patient Record Web page opens.

**VSP - IDC Patient Record V2006Plan - Windows Internet Explorer**

Address: C:\OfficeMate\DATA\VSP\AUTH\_SIGNATURE\_2104212152009

File Edit View Favorites Tools Help

Favorites: VSP - IDC Patient Record V2006Plan

To help protect your security, Internet Explorer has restricted this webpage from running scripts or ActiveX controls that could access your computer. Click here for options...

**VSP PATIENT RECORD REPORT**

**PATIENT IDENTIFICATION**

Patient Name Sally Patient	Auth# 17346058
Relationship Member	Auth Eff Date 12/15/2009
Member ID XXXXX0031	Auth Exp Date 01/14/2010
Member Name Sally Patient	Birth Date 09/14/1982

**PATIENT HISTORY** VSP has no Well/Vision exam history for this patient.

**PATIENT COVERAGE**

Exam/Prof Svcs YES	Lens YES	Frame YES	Contacts YES
Service Freq Exam 12 mos from Svc Dt	Lens 12 mos from Svc Dt	Frame 24 mos from Svc Dt	Contacts 12 mos from Svc Dt

Benefit SIGNATURE      Grp Name VORHIS FUNERAL HOME, INC.

Primary Eyecare This patient is eligible for Primary EyeCare.

**PLAN DETAILS**

Co-payments Total \$10.00

Allowances WFA46      Frame Retail \$120.00

Contacts Exam And \$105.00

**GRID DETAILS-Grid-0001**

<b>Y-PATIENT COVERED</b>	<b>P-PATIENT PAYS</b>	<b>P-PATIENT PAYS</b>
Rimless Mounting	Overize Lenses	UV Protection

14. Click the **x** in the top right corner of the window to close the VSP-IDC Patient Record window after viewing or printing the information.
15. If you are coordinating benefits between primary and secondary VSP insurances, repeat steps 3–14 for the secondary plan.

**NOTE** You can view and print authorizations at any time. For more information on viewing and printing authorizations, go to [To view authorizations on page 358](#).

► **To view eligibility, doctor reports, and packing slips**

You can quickly view eligibility, doctor reports, and packing slips that you have received from Eyefinity on the Patient Demographic window.

1. Open the VSP member's Patient Demographic window.
2. Click the **Insurance** tab.
3. Select **Vision Service Plan** or **VSP** from the list of patient insurances.
4. Click **Eligibility/Authorization**.

The VSP Eligibility/Authorization window opens.

5. Select an authorization from those listed at the top of the window.
6. Click **View Eligibility**, as needed, to view the patient's eligibility that was transmitted from VSP.

**NOTE** Eligibility information is not available until an authorization has been received from VSP. For information about obtaining an authorization, go to [To obtain VSP member eligibility and authorization information on page 353](#).

Your Web browser opens to display the eligibility information.

7. If you need to delete an authorization so a new one can be obtained, select the authorization from the list and click **Delete**.

**NOTE** Deleting an authorization removes it from OfficeMate and from VSP.

- Click **Dr. Service Report and Packing Slip** to view reports that are associated with the selected authorization.

**NOTE**

The doctor service report and packing slip are not available until the claim has been submitted. For information about submitting VSP claims, go to [Recording VSP Fee Slips on page 363](#)

Authorization ID	Issued Date	Insured	Benefit	Effective Date	Expiration Date	link
1742716	11/21/2011	Self	SIGNATURE	11/21/2011	01/13/2012	<input checked="" type="checkbox"/>
17426850	11/30/2011	Self	SIGNATURE (Services)Ophthalmic Lens	11/30/2011	12/30/2011	<input checked="" type="checkbox"/>
27836607	11/29/2011	Self	SIGNATURE (Services)Ophthalmic Lens	11/29/2011	12/29/2011	<input checked="" type="checkbox"/>
27835912	11/10/2011	Self	SIGNATURE	11/10/2011	12/10/2011	<input checked="" type="checkbox"/>

Patient Coverage: Exam/Prof Svcs  NO Lens  NO Frame  NO Contacts  NO  
 Co-Payments: Total Exam/ Prof Svcs \$10.00 Lens Frame Material \$25.00 CL Exam \$60.00 CL Mat. \$25.00  
 Allowances: WFA Frame Retail Exam and Total  Contacts \$50.00 \$130.00 \$999.99  
 VSP Group Comment Codes: L064 D028  View Eligibility  Dr. Service Report and Packing Slip  
 See the VSP Patient Record Report for complete details related to this Authorization.

**Grid Details**  
 Oversize Lenses  Polarized/Laminated  Anti-Reflective  Low Vision  
 Blended Bifocal  UV Protection  Color Coatings  
 Progressive Multifocals  Plano Lenses  Mirror/Ski Type Coatings  
 Polycarbonate  Solid Tints and Dyes  Edge Treatments (High Luster)  
 High and Mid Index  Plastic Dyes (Gradient)  Rimless Mounting  
 Photochromic Lenses  Scratch Resistant Coatings  Vision Therapy

Exit

- Click **Exit** to close the VSP Eligibility/Authorization window.

► **To view authorizations**

- Open the VSP member's Patient Demographic window.
- Click the **Insurance** tab.
- Select **Vision Service Plan** or **VSP** from the list of patient insurances.
- Click **Eligibility/Authorization**.

**NOTE**

A check mark next to the Eligibility/Authorization button indicates that the patient has an active VSP authorization that is less than thirty days old.

The VSP Eligibility/Authorization window opens.

- Double-click an authorization or select an authorization from those listed at the top of the window and click **View**.



- To print a list of the patient's VSP authorizations, click **Print List**.

The screenshot shows the 'Carrier: Vision Service Plan' window for 'Patient: John Patient'. It displays an 'Eligibility' window with a table of authorizations. The table has columns for 'Authorization ID', 'Issued Date', 'Results', 'Effective Date', and 'Expiration Date'. One authorization is listed with ID '555679', issued on '4/2/2010', for 'Contact Lenses/Frames/Lens Treatm', effective on '04/02/2010', and expiring on '04/30/2015'. Below the table, there are fields for 'Checked By' (D. Michael), 'Effective Date' (04/02/2010), 'Comments', 'Authorization ID' (555679), and 'Location' (Sarranca Store). At the bottom, there is a table for 'Total Remaining Allowment' with columns for 'Expires On', 'Last Used', 'CoPay', '\$ Zero', and 'Qty'. The table lists various categories like Accessories, Contact Lenses, Frames, Lens Treatments, Ophthalmic Lenses, Other, Plano Sunglasses, Ready Readers, and Services, all with a co-pay of \$0.00 and a quantity of 0.

- Click **Exit** to close the VSP Eligibility/Authorization window.

## Recording VSP Orders

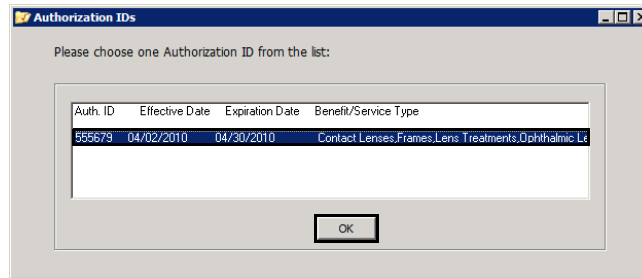
**NOTE** Prior to recording a VSP insurance order, you must obtain authorization. For information about obtaining authorization, go to [Getting Member Eligibility & VSP Authorization on page 352](#).

- Open the **Eyewear Order**, **Soft Lens Order**, or **Hard Lens Order** window. For information about opening these windows refer to the following sections:
  - To open the Eyewear Order window on page 92
  - To open the Soft Lens Order window on page 106
  - To open the Hard Lens Order window on page 116
- Record the eyewear, soft lens, or hard lens order information. For more information about ordering prescriptions, refer to the following sections:
  - To create a new eyewear order on page 92
  - To create a new soft contact lens order on page 106
  - To create a new hard contact lens order on page 116
- Select the radio button that corresponds to the type of lab being used.

**NOTE** If you select VSP Order, the lab order will be transmitted electronically to the lab when the fee slip is recorded.

- Select the **VSP Order** radio button if this is a VSP order being sent to a VSP lab, and if a VSP authorization has been obtained for the patient.
- Select the **Electronic Lab Order** radio button if this is a non-VSP order being sent to a VSP lab.

4. If OfficeMate prompts you to select a VSP authorization ID, select the appropriate authorization and click **OK**.



5. Continue entering the prescription information on the Rx Prescription tab.
6. In the Lens group, click the **?** next to the **Name** text box to open the **Find Product** window and search for and select a product.

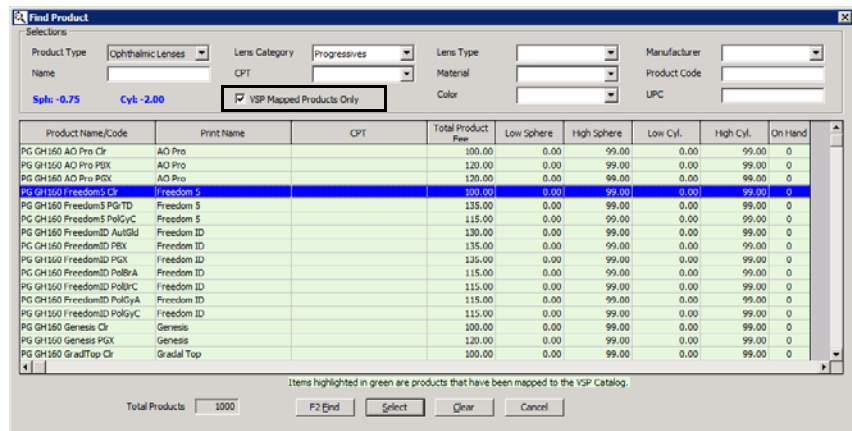
The **Find Product** window opens.

- a. Select your search criteria from the drop-down menus provided.
- b. Select the **VSP Mapped Products Only** check box.
- c. Click **Find**.

#### NOTE

Items highlighted in green are products that have been mapped to the VSP catalog.

- d. Select a product from the search results and click **Select**.



7. Click **Find Add-Ons**.

The **Find Add-Ons** window opens.

- Select your search criteria from the radio buttons drop-down menus provided.
- Select the **VSP Mapped Products Only** check box.
- Click **F2 Find**.
- Select the check box for each add-on you want to add and click **Select**.

Type	Product Name	Base Attribute	Fee
<input checked="" type="checkbox"/>	Lens Add-On Press-On Prim	Press-On Prim	50.00
<input checked="" type="checkbox"/>	Lens Add-On Slab Off	Slab-Off	50.00
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Items highlighted in green are products that have been mapped to the VSP Catalog.

Total Products: 2    F2 Find    Select    Clear    Cancel

**NOTE** Items highlighted in green are products that have been mapped to the VSP catalog.

- Select a date from the **Promise Date** combo box.
- Complete the rest of the Lens Order tab, as needed.
- If this is an ophthalmic lens order, click the **Frame Order** tab; otherwise, skip to step 14.
- Select a radio button from the **Frame Status** and **Frame Source** groups.
- Click the **?** next to the **Product Code** or **Name** text box to open the **Find Product** window and search for and select a frame.

**NOTE** If the patient is using his or her own frame for the order, select a generic frame from the products list. Depending on how the generic frame was entered, it might be called "Patient Own Frame" or "Generic Frame."

- To view a cost estimate and patient out-of-pocket charges, click **VSP Estimator**. For more information about pricing VSP orders, go to [Pricing VSP Orders on page 362](#).
- Click **Record** and select **Invoice Now**.

15. If the VSP Labs window opens and displays a list of VSP-approved lab, select a lab from the **VSP Labs** drop-down menu and click **Select Lab**.

The Fee Slip window opens. To continue, go to [Recording VSP Fee Slips on page 363](#).

**NOTES**

- If your preferences are set to allow VSP lab orders and claims to be automatically sent, the lab order and claim will be sent when the fee slip is recorded.
- If an ophthalmic lens does not have an option (for example, a coating), mapped, then OfficeMate adds the price of the option to the base cost of the lens so that you receive the correct out-of-pocket calculations.

## Pricing VSP Orders

The Price Order window provides cost estimates and patient out-of-pocket charges for all products, including lenses and frames, sold to patients participating in the Signature, including Additional Pair; VSP Choice, including Additional Pair; Exam Plus; and Exam Only plans; in addition to the VSP Signature Choice plan. All information is provided in real time so that you can help patients decide what products are right for them before they make their final purchases. If your patient changes his or her mind and wants to select other products, simply update the order or fee slip and recalculate the out-of-pocket expenses.

**NOTES**

- You must be using the OfficeMate VSP Interface to use the OfficeMate Price Order window. You must also be using the Lens Product Loader to calculate ophthalmic lens benefits.
- If the insurance plan is *not* VSP Signature Choice, Signature, VSP Choice, Exam Plus, or Exam Only, but is another VSP plan, you can still retrieve copays, coverage information, and patient out-of-pocket expenses based on the insurance plan's authorization and eligibility information.

This calculator takes the guess work out of determining the patient's out-of-pocket expenses on the Rx windows and calculating the patient's benefits on the Fee Slip window!

1. From within the Eyewear Order, Soft Lens Order, Hard Lens Order, or Fee Slip windows, click **VSP Estimator** to send product descriptions, fees, and

wholesale costs (when necessary) to VSP Web Services and retrieve copays, coverage information, and patient out-of-pocket expenses.

- Review the out-of-pocket calculations with the patient. Click **Print** to print the calculations as needed on the Price Quote with Insurance Coverage document.

#### NOTES

- You must have a contact lens procedure code (92326, 92310, 92311, 92312) recorded in an exam record or on a fee slip with contact lenses in order to receive the correct out-of-pocket calculations.
- If an ophthalmic lens does not have an option (for example, a coating), mapped, then OfficeMate adds the price of the option to the base cost of the lens so that you receive the correct out-of-pocket calculations.

Item Description	Product Fee	Ins. Coverage	Co-Pay	Out-of-Pocket	Not-Calculated Reason
FENDI 555	242.99	140.60	0.00	102.39	
SV GH160 SV PBX	85.00	60.00	25.00	0.00	
Photochromic	30.00	30.00	0.00	0.00	
Glass HiIndex 1.60	50.00	22.50	0.00	27.50	
SV GH160 SV PBX	85.00	85.00	0.00	0.00	
Photochromic	30.00	30.00	0.00	0.00	
Glass HiIndex 1.60	50.00	22.50	0.00	27.50	
<b>Sub Totals</b>	<b>572.99</b>	<b>390.60</b>	<b>25.00</b>	<b>157.39</b>	

Disclaimer:  
This calculator is provided for illustrative purposes only. Although we believe the calculations are accurate, we cannot guarantee accuracy. The VSP Family of Companies disclaims any liability or responsibility for calculation errors. Final expenses will be determined when the claim is submitted.

**Total: 182.39**

Buttons: Collapse, Print, Close

- Click **Close** when you are finished reviewing the out-of-pocket calculations with the patient.
- If the patient changes his or her mind, perform the following steps:
  - Update the Eyewear Order, Soft Lens Order, Hard Lens Order, or Fee Slip window as needed.
  - Repeat steps 1–3.

## Recording VSP Fee Slips

After you have recorded the VSP order, clicked Record, and selected Invoice Now, the Fee Slip window opens prepopulated with information from the Eyewear Order, Soft Lens Order, or Hard Lens Order window. For more information about recording VSP orders, go to [Recording VSP Orders on page 359](#). To record the fee slip, perform the following steps:

This section calls attention only to the fields and options particular to the VSP Interface. For complete information about recording fee slips, go to [Creating & Recording Fee Slips on page 149](#).

1. Click **VSP Estimator**.  
The VSP Estimator window opens and retrieves copays, coverage information, and patient out-of-pocket expenses.
2. Adjust information on the VSP Estimator window, if needed.

**NOTE** Do not adjust pricing after this point. Adjusting prices and fees after this point will likely cause your claim to fail.

3. Click **Transfer to Fee Slip** to copy the fee and cost information back to the Fee Slip window.

Item Description	Product Fee	Ins. Coverage	Co-Pay	Out-of-Pocket	Not-Calculated Reason
FENDI 555	242.99	140.60	0.00	102.39	
SV GH160 SV PBX	85.00	85.00	0.00	0.00	
Photochromic	30.00	30.00	0.00	0.00	
Glass Hi-Index 1.60	50.00	22.50	0.00	27.50	
SV GH160 SV PBX	85.00	85.00	0.00	0.00	
Photochromic	30.00	30.00	0.00	0.00	
Glass Hi-Index 1.60	50.00	22.50	0.00	27.50	
Exam	104.00	79.00	25.00	0.00	
Sub Totals	697.79	515.40	25.00	157.39	

Disclaimer:  
This calculator is provided for illustrative purposes only. Although we believe the calculations are accurate, we cannot guarantee accuracy. The VSP Family of Companies disclaims any liability or responsibility for calculation errors. Final expenses will be determined when the claim is submitted.

**Total: 182.39**

Buttons: Transfer to Fee Slip, Collapse, Print, Close

4. Click **Record**.

**NOTE** If you selected to use an authorization that has been previously used, the order will not be automatically transmitted to VSP, but you will be able to make changes to it in the Third Party Processing window. For more information on the Third Party Processing window, go to [Processing CMS 1500 Claims on page 307](#).

The **VSP Additional Information** window opens.

- If a dialog pops up and asks if a dilation was performed, select the **Yes** or **No** radio button and click **OK**.

If there are no errors, the VSP order and claim are submitted immediately and the doctor service report and packing slip pop up.

#### NOTES

- OfficeMate does not display a message verifying that the VSP order and claim were sent. To verify that the claim was sent, go to the Third Party Processing window. For more information, go to [Researching VSP Insurance Claims & Lab Orders on page 366](#).
- By default, OfficeMate sends VSP claims and orders that do not have errors immediately. However, if your preferences are set so that VSP claims are sent to the Third Party Processing window, your VSP claims and orders will not be sent until the claim is processed in the Third Party Processing window.
- If you selected to use an authorization that had been previously used, the order will not be automatically transmitted to VSP, but you will be able to make changes to it and close in the Third Party Processing window.

## Coordinating Benefits

Often, patients are eligible for benefits under two concurrent VSP plans. For example, a patient who has VSP benefits through her employer and her spouse's employer may be eligible to coordinate those benefits and, therefore, qualify for more services.

To coordinate VSP benefits, perform the following steps:

- Record both VSP insurance plans on the Patient Demographics window (Insurance tab). For more information, go to [To set up a patient's VSP insurance on page 353](#).
- Record or retrieve an authorization for both plans. For more information, go to [To obtain VSP member eligibility and authorization information on page 353](#).
- Record the order. For more information, go to [Recording VSP Orders on page 359](#).
- When prompted on the Rx Order window or Fee Slip window, select the authorization for the patient's primary VSP insurance plan (usually the plan where Self is listed as the insured).
- Click **COB** on the Fee Slip window to select the second authorization. Since coordinated benefits can be applied an infinite number of ways, you must edit the fee slip pricing to apply the benefits as desired.

## Researching VSP Insurance Claims & Lab Orders

Once the fee slip is recorded, the VSP claim and lab order are sent electronically. You can verify the status of your claim and lab order in the Third Party Processing window.

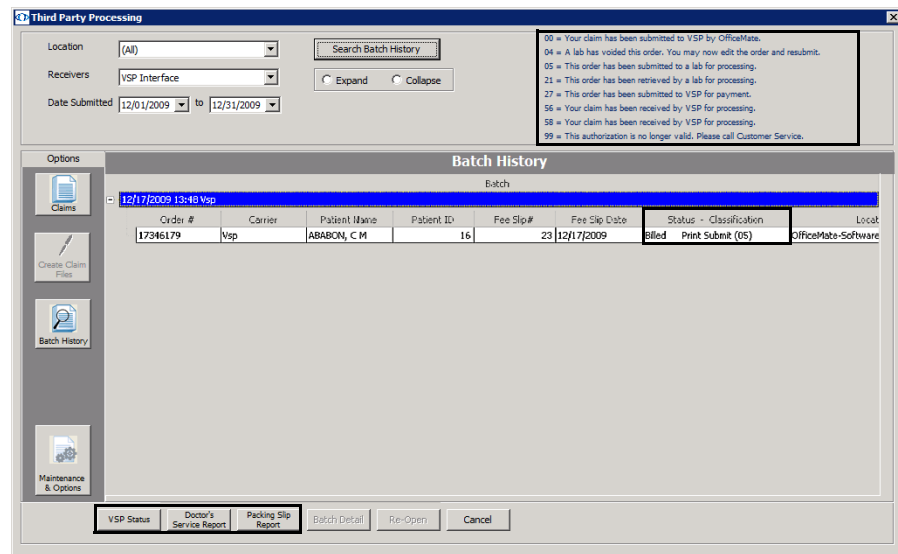
**NOTE** For information about correcting claims, go to [Correcting Errors in Insurance Claims on page 310](#).

To view the status of VSP claims and lab orders, perform the following steps:

1. From the OfficeMate main window, click the **3rd Party** icon. The Third Party Processing window opens.
2. Click **Batch History**.
3. Select a store from the **Location** drop-down menu as needed.
4. Select **VSP Interface** from the **Receivers** drop-down menu.
5. Narrow your search by typing beginning and ending dates in the **Date Submitted** fields, as needed.
6. Click **Search Batch History**.
7. Select a claim from the search results.
8. Click **VSP Status**.

The Status Classification column populates with status information received from VSP.

9. Compare the number listed in the Status Classification column with the code list displayed at the top of the window.



10. Click **Doctor's Service Report** to view the doctor's service report, as needed.
11. Click **Packing Slip Report** to view and print the packing slip, as needed.
12. Click **Cancel** when you are finished.



# Creating & Printing Reports & Statements

# 13

For more information on creating reports, watch the “[Reports Overview](#)” video.

## In this chapter:

- [Opening the Reports & Statements Window](#), 368
- [Adding & Removing Reports From Tabs](#), 368
- [Creating & Printing Daily Reports](#), 372
- [Creating & Printing Weekly Reports](#), 375
- [Creating & Printing Monthly Reports](#), 377
- [Creating & Printing Yearly Reports](#), 380
- [Creating & Printing On Demand Reports](#), 383
- [Creating & Printing Internal Marketing Reports](#), 385
- [Creating & Printing Statements](#), 386
- [Creating & Printing Custom Reports](#), 391
- [Viewing the Business Insights Dashboard, Powered by The EDGE](#), 451
- [Viewing the Report History](#), 451
- [List of Reports](#), 454

You can create and print reports and statements for analyzing your finances, reviewing your marketing strategies, and viewing your sales. You can produce reports daily, weekly, monthly, yearly, or on demand.

### NOTES

- Before you create and print reports and statements, set up your security preferences for reports.
- Any transactions posted in OfficeMate Administration will only be listed on the OfficeMate Administration reports. To include OfficeMate Administration transactions in a report, select an administrative location or All from the location drop-down menu in the Selection Criteria and Sort Order.
- Eyefinity suggests that you print the following audit reports on a daily or monthly basis to help you effectively manage your practice’s finances: [Accounts Receivable Variance](#), [Adjustment Register](#), [Applied Payment Register by Date](#), [Products Sold](#), [Day Sheet by Provider on Fee Slip by Line Item](#), [Deposit Ticket](#), [Discount Register](#), [Fee Slip Detail](#), [Insurance Aging by Patient Detail](#), [Monthly Production Summary](#), [Patient Aging - Detail](#), [Production](#), [Returns And Refunds](#), and [Unapplied Amounts](#).
- Print reports and statements using 8½” × 11” paper stock.

## Opening the Reports & Statements Window

Open the Reports & Statements window using one of the following methods:

- Click the **Reports** icon.
- Click **Tasks** on the main window toolbar and select **Reports**.

If you do *not* have access to the business insights financial dashboard, *powered by* The EDGE, the default tab that will open when you open the Reports & Statements window will be the Daily tab. If you do have access to the business insights financial dashboard, *powered by* The EDGE, the default tab that will open when you open the Reports & Statements window will be the Dashboard tab.

### NOTE

Security access to the business insights financial dashboard, *powered by* The EDGE, is controlled through the Administration product > Reports module > Business Insights Dashboard task. If staff members have security rights to this specific task, then they will have access to this integration. For detailed instructions on how to limit access to this integration, read article #000010137 in the [Eyefinity Support Community](#).

## Adding & Removing Reports From Tabs

This section tells you how to add and remove reports from the Daily, Weekly, Monthly, Yearly, and On Demand tabs in the Reports & Statements window, including how

- [To add reports to tabs, 368](#)
- [To remove reports from tabs, 372](#)

### ► To add reports to tabs

### NOTE

You only need to add a report to a tab once; you do not need to add a report to a tab every time you open the Reports & Statements window.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Daily**, **Weekly**, **Monthly**, **Yearly**, or **On Demand** tab.
3. Click **Add**.

The Report Listing window opens.

4. Double-click on a report or select it and click **Select**.

**NOTE**

Click the **+** (plus sign) next to the report category to view and select the reports within the category. Press and hold the **Ctrl** or **Shift** key to select multiple reports. The reports are located in the following categories:

**Aging**

- Frame Aging
- Insurance Aging by Patient Detail
- Insurance Aging by Patient Summary
- Insurance Aging Summary
- Patient Aging - Detail
- Patient Aging - Summary

**Conversion**

- Conversion Exception

**Documents**

- Labels
- Post Card

**Financial Transactions**

- Accounts Receivable Variance
- Adjustment Register
- Applied Payment
- Applied Payment Register by Date
- Applied Payment Summary
- Billing History
- Cash Reconciliation
- Daily Transaction Audit
- Day Sheet by Provider on Fee Slip
- Day Sheet by Provider on Fee Slip Line Item
- Deposit Adjustments
- Deposit Ticket
- Deposit Ticket Summary with Variance
- Discount Register
- Fee Slip
- Fee Slip Audit
- Fee Slip Detail
- Fee Slip Detail by Resource
- Fee Slips On Hold
- Open Charges
- Patient Refund of Unapplied Amounts
- Receipts Journal
- Returns And Refunds
- Sales Tax
- Unapplied Amounts
- Void Fee Slip Register

**NOTE,  
CONT.****Insurance Financial Transactions**

Claim Edit Errors  
Insurance Analysis  
Insurance Audit  
Insurance Charge Back  
Insurance Charges  
Insurance Sales Total  
Transferred Unapplied Ins. Amounts

**Inventory**

Consignment  
Frame Stock Status  
Inventory Adjustments  
Inventory Profitability  
Inventory Transfer  
Inventory Valuation  
Location Inventory  
Order Recommendation  
Physical Inventory Variance  
Product Transaction Details  
Purchase Order  
Purchase Order - Back Order  
Purchase Order Detailed  
Purchase Order Summary  
Receiving History  
Stock Status  
Transfer Ticket

**Lab Orders**

Lab Orders  
Lab Orders Outstanding  
Lab Orders Patient Follow-Up  
Lab Orders Patient Notification  
Lab Orders Received & Notified  
Re-Do Lab Orders

**Lists**

Contact Lens Listing  
Diagnosis Code Listing  
Frame Listing  
Ophthalmic Lens Listing  
Other Product Listing  
Procedure Code Listing  
Refer to Doctor Tracking  
Service Listing

**NOTE,  
CONT.****Patient Demographics**

Bad Address List  
Deleted Patients  
Inactive Patient List  
New Patient Demographics  
Patient Demographics  
Patient List  
Referrals

**Product Sales**

Contact Lens Sales by Patient  
Frame Sales Detail by Manufacturer  
Frame Sales Summary  
Products Sold  
Top Selling Frames - Detail  
Top Selling Frames - Summary

**Production**

Monthly Production Summary  
Production  
Production Summary by Provider on Fee Slip  
Production Summary by Provider on Fee Slip Line Item

**Quick List**

Patients in Quick List

**Recalls**

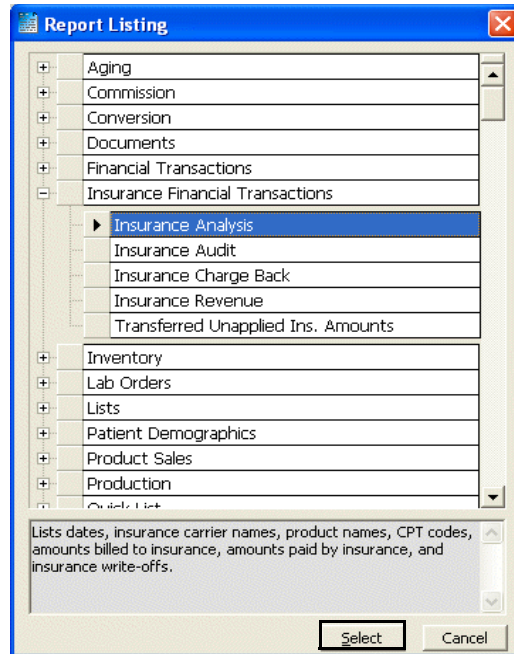
Patients w/No Recall Date  
Patients w/Past Due Recall

**Scheduler**

Appointment Schedule  
Cancellations And No Shows

**Setup Listings**

General Ledger Setup Listing  
Insurance Listing  
Provider Listing  
Referring Physician Listing  
Vendor Listing



The report is added to the list of reports in the tab that you selected in step 2.

► To remove reports from tabs

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Daily**, **Weekly**, **Monthly**, **Yearly**, or **On Demand** tab.
3. Click **Remove**.

The Remove Reports window opens.

4. Click **Yes**.



The report is removed from the list of reports in the tab that you selected in step 2.

## Creating & Printing Daily Reports

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).

**NOTE**

If you do *not* have access to the business insights financial dashboard, *powered by* The EDGE, the default tab that will open when you open the Reports & Statements window will be the Daily tab.

2. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
3. Click the **Alphabetically** or **By Category** radio button at the bottom of the window to view the list of reports alphabetically or categorically.
4. Select a report to create and print using one of the following methods:
  - Select the **Prt** check box next to the report that you want to create and print.
  - Click **Select All** to select all reports.

**NOTE** Click **Unselect All** to deselect all reports.

The screenshot shows the 'Reports, Statements & Graphs' window with the 'Daily' tab selected. At the top, there are tabs for 'Daily', 'Weekly', 'Monthly', 'Yearly', 'On Demand', 'Int. Marketing', 'Statements', and 'Custom'. Below these are 'Select All' and 'Unselect All' buttons. A 'Date' dropdown is set to '09/23/2010' with 'Set Date' and 'Clear' buttons. The main area is divided into 'Daily Reports' and 'Selection Criteria and Sort Order'. The 'Daily Reports' table lists:
 

Prt	Report Name
<input checked="" type="checkbox"/>	Adjustment Register
<input checked="" type="checkbox"/>	Deposit Adjustments
<input checked="" type="checkbox"/>	Frame Listing
<input checked="" type="checkbox"/>	Inactive Patient List

 The 'Selection Criteria and Sort Order' section has:
 

Adjustment Date	>=	
Adjustment Date	<=	
Type	=	By Date
Recorded By	=	(all)
Location	=	AllIn Viej0 Store

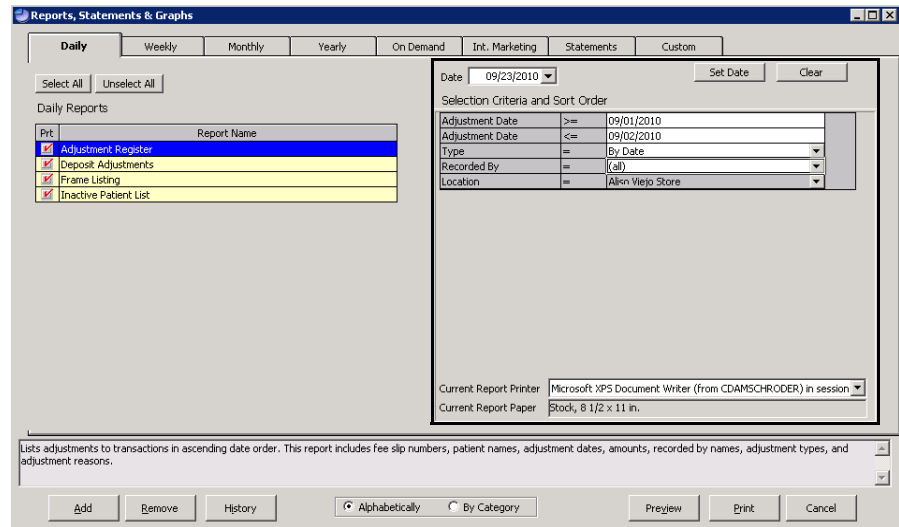
 At the bottom, there are 'Current Report Printer' (Microsoft XPS Document Writer) and 'Current Report Paper' (Stock, 8 1/2 x 11 in.) fields. A footer note reads: 'Lists adjustments to transactions in ascending date order. This report includes fee slip numbers, patient names, adjustment dates, amounts, recorded by names, adjustment types, and adjustment reasons.' Buttons at the bottom include 'Add', 'Remove', 'History', 'Alphabetically' (selected), 'By Category', 'Preview', 'Print', and 'Cancel'.

5. Type or select a date from the **Date** box and click **Set Date**.  
The date in the Date box is transferred to the reports that have selection dates.

**NOTE** The date in the Date box is automatically set to the current day.

6. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields for the report(s) that you are printing, go to the report(s) in the [List of Reports on page 454](#).

7. Select a printer or fax program from the **Current Report Printer** drop-down menu.



8. Select a report and click **Preview** to preview the report. If you do not want to preview reports, go to step 10.  
The Preview Window opens.
9. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

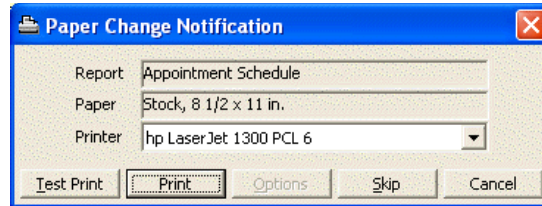
**NOTE**

If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
10. Click **Print** to print or fax the report(s).  
The Print Reports window opens.
  11. Click **Yes** to print or fax all of the reports that you selected in step 4.  
The Paper Change Notification window opens.
  12. Select a printer or fax program from the **Printer** drop-down menu.



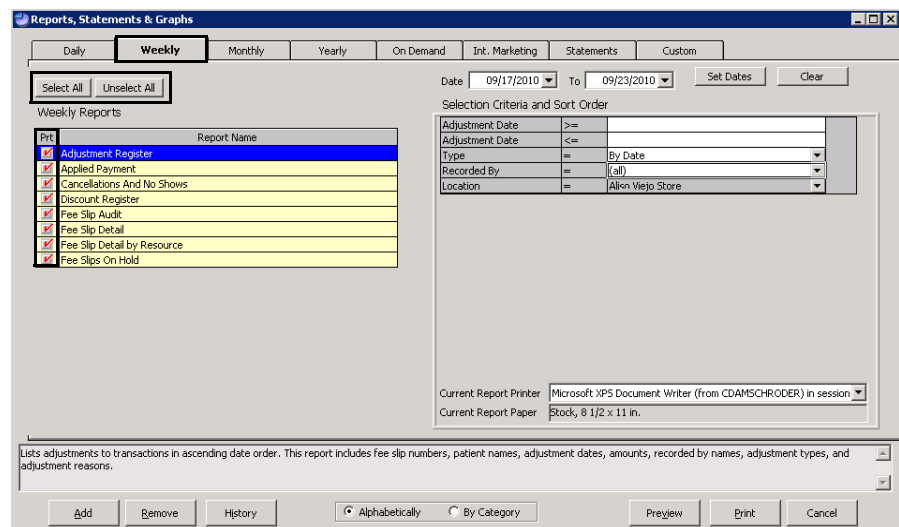
13. Complete one or more of the following tasks:
  - Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report(s).
  - Click **Skip** to skip printing or faxing the report and print or fax the next report that you selected.



## Creating & Printing Weekly Reports

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Weekly** tab.
3. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
4. Click the **Alphabetically** or **By Category** radio button at the bottom of the window to view the list of reports alphabetically or categorically.
5. Select a report to create and print using one of the following methods:
  - Select the **Prt** check box next to the report that you want to create and print.
  - Click **Select All** to select all reports.

**NOTE** Click **Unselect All** to deselect all reports.



- Type or select dates from the **Date** and **To** boxes and click **Set Dates**.  
 The date in the Date box is transferred to the reports that have selection dates.

**NOTE** The date in the Date box is automatically set to seven days before the current day. The date in the To box is automatically set to the current day.

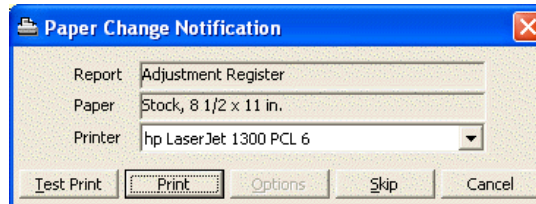
- Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields for the report(s) that you are printing, go to the report(s) in the [List of Reports on page 454](#).
- Select a printer or fax program from the **Current Report Printer** drop-down menu.

- Select a report and click **Preview** to preview the report. If you do not want to preview reports, go to step 11.  
 The Preview Window opens.
- Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

**NOTE** If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
- Click **Print** to print or fax the report(s).  
 The Print Reports window opens.
  - Click **Yes** to print or fax all of the reports that you selected in step 5.  
 The Paper Change Notification window opens.

13. Select a printer or fax program from the **Printer** drop-down menu.
14. Complete one or more of the following tasks:
  - Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report(s).
  - Click **Skip** to skip printing or faxing the report and print or fax the next report that you selected.



## Creating & Printing Monthly Reports

This section tells you how to create and print monthly reports, including how

- [To create & print monthly reports, 377](#)
- [To balance accounts receivable, 380](#)

### ► To create & print monthly reports

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Monthly** tab.
3. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
4. Click the **Alphabetically** or **By Category** radio button at the bottom of the window to view the list of reports alphabetically or categorically.

5. Select a report to create and print using one of the following methods:
  - Select the **Prt** check box next to the report that you want to create and print.
  - Click **Select All** to select all reports.

**NOTE** Click **Unselect All** to deselect all reports.

The screenshot shows the 'Reports, Statements & Graphs' window. The 'Monthly' tab is selected. The 'Date' is set to 08/23/2010 and 'To' is 09/23/2010. The 'Selection Criteria and Sort Order' section includes a table for selection criteria and a table for sort order. The 'Sort Order' table is as follows:

Sort Field Name	Sort A-Z	Sort Z-A
Insurance Co.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patient Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>

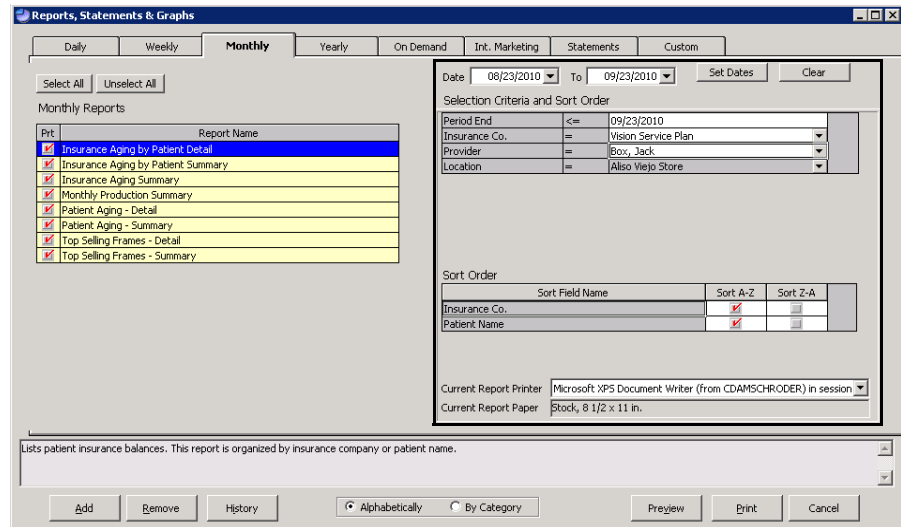
The 'Current Report Printer' is set to 'Microsoft XPS Document Writer (from CDAMSCHRODER) in session' and the 'Current Report Paper' is 'Stock, 8 1/2 x 11 in.'.

6. Type or select dates from the **Date** and **To** boxes and click **Set Dates**.  
 The date in the Date box is transferred to the reports that have selection dates.

**NOTE** The date in the Date box is automatically set to 30 days before the current day. The date in the To box is automatically set to the current day.

7. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields for the report(s) that you are printing, go to the report(s) in the [List of Reports on page 454](#).

8. Select a printer or fax program from the **Current Report Printer** drop-down menu.

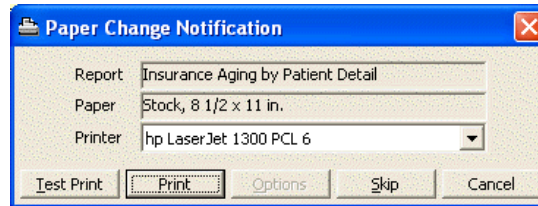


9. Select a report and click **Preview** to preview the report. If you do not want to preview reports, go to step 10.  
The Preview Window opens.
10. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

**NOTE** If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
11. Click **Print** to print or fax the report(s).  
The Print Reports window opens.
  12. Click **Yes** to print or fax all of the reports that you selected in step 5.  
The Paper Change Notification window opens.
  13. Select a printer or fax program from the **Printer** drop-down menu.

14. Complete one or more of the following tasks:
  - Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report(s).
  - Click **Skip** to skip printing or faxing the report and print or fax the next report that you selected.



► **To balance accounts receivable**

1. Establish a “Beginning Balance” amount using the following instructions:
  - a. Create the Patient Aging Summary report for the prior period.
  - b. Create the Insurance Aging Summary report for the prior period.
  - c. Add the totals from the Patient Aging Summary report and the Insurance Aging Summary report for the prior period.
  - d. Create the Accounts Receivable Variance report for the prior period and add this total to the total from step c.
2. Create the Patient Aging Summary report for the current period.
3. Create the Insurance Aging Summary report for the current period.
4. Create the Accounts Receivable Variance report for the current period.
5. Add the totals of the reports you created in steps 2–4; this new total is the “New Adjusted A/R Balance” amount.
6. Verify the new open A/R balance using the following instructions:
  - a. Create the Monthly Production Summary report for the current period.
  - b. Add the “Net Change to A/R” amount to the “Beginning Balance.”
  - c. Ensure that the total from step b is the same as the “New Adjusted A/R Balance” amount.

Creating &  
 Printing Yearly  
 Reports

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Yearly** tab.
3. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
4. Click the **Alphabetically** or **By Category** radio button at the bottom of the window to view the list of reports alphabetically or categorically.

5. Select a report to create and print using one of the following methods:
  - Select the **Prt** check box next to the report that you want to create and print.
  - Click **Select All** to select all reports.

**NOTE** Click **Unselect All** to deselect all reports.

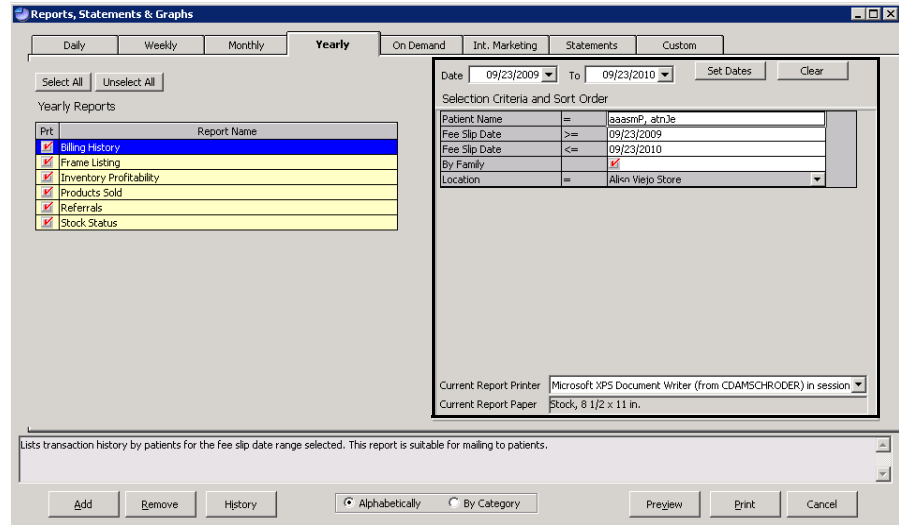
The screenshot shows the 'Reports, Statements & Graphs' window with the 'Yearly' tab active. On the left, a list of 'Yearly Reports' includes 'Billing History', 'Frame Listing', 'Inventory Profitability', 'Products Sold', 'Referrals', and 'Stock Status', each with a checked 'Prt' box. At the top, 'Select All' and 'Unselect All' buttons are visible. The 'Date' field is set to 09/23/2009 and the 'To' field is set to 09/23/2010. The 'Selection Criteria and Sort Order' section is empty. The 'Current Report Printer' is set to 'Microsoft XPS Document Writer (from CDAMSCHRODER) in session' and the 'Current Report Paper' is 'Stock, 8 1/2 x 11 in.'. At the bottom, there are buttons for 'Add', 'Remove', 'History', 'Alphabetically', 'By Category', 'Preview', 'Print', and 'Cancel'.

6. Type or select dates from the **Date** and **To** boxes and click **Set Date**.  
The date in the Date box is transferred to the reports that have selection dates.

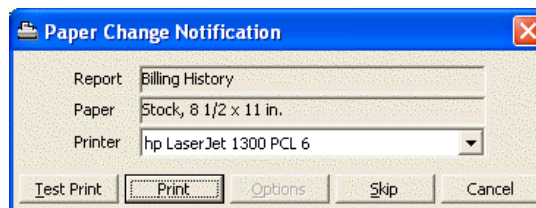
**NOTE** The date in the Date box is automatically set to one year before the current day. The date in the To box is automatically set to the current day.

7. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields for the report(s) that you are printing, go to the report(s) in the [List of Reports on page 454](#).

8. Select a printer or fax program from the **Current Report Printer** drop-down menu.



9. Select a report and click **Preview** to preview the report. If you do not want to preview reports, go to step 11.  
The Preview Window opens.
10. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.
  - Close the Preview Window.
11. Click **Print** to print or fax the report(s).  
The Print Reports window opens.
12. Click **Yes** to print or fax all of the reports that you selected in step 5.  
The Paper Change Notification window opens.
13. Select a printer or fax program from the **Printer** drop-down menu.
14. Complete one or more of the following tasks:
  - Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report(s).
  - Click **Skip** to skip printing or faxing the report and print or fax the next report that you selected.





## Creating & Printing On Demand Reports

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **On Demand** tab.
3. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
4. Click the **Alphabetically** or **By Category** radio button at the bottom of the window to view the list of reports alphabetically or categorically.
5. Select a report to create and print using one of the following methods:
  - Select the **Prt** check box next to the report that you want to create and print.
  - Click **Select All** to select all reports.

**NOTE** Click **Unselect All** to deselect all reports.

The screenshot shows the 'Reports, Statements & Graphs' window with the 'On Demand' tab selected. The window contains a list of reports with checkboxes for 'Prt' and 'Include Inactive'. The 'Contact Lens Listing' report is selected. The 'Selection Criteria and Sort Order' section shows filters for Manufacturer, Include Inactive, Include Discontinued, Type, and Location. The 'Current Report Printer' is set to 'Microsoft XPS Document Writer' and the 'Current Report Paper' is 'Stock, 8 1/2 x 11 in.'.

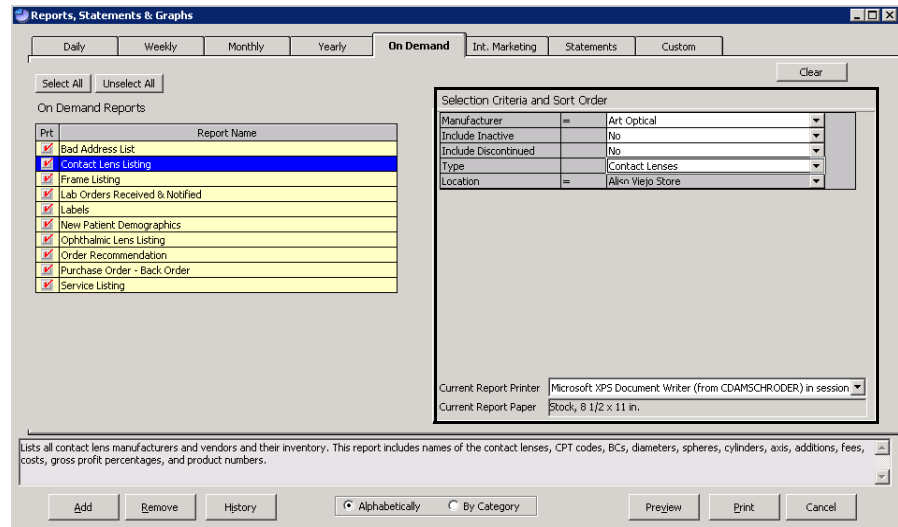
Manufacturer	=	(all)
Include Inactive	=	Yes
Include Discontinued	=	Yes
Type	=	(all)
Location	=	Alpen Visteo Store

Current Report Printer: Microsoft XPS Document Writer (from CDAMSCHRODER) in session  
Current Report Paper: Stock, 8 1/2 x 11 in.

Lists all contact lens manufacturers and vendors and their inventory. This report includes names of the contact lenses, CPT codes, BCs, diameters, spheres, cylinders, axis, additions, fees, costs, gross profit percentages, and product numbers.

6. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields for the report(s) that you are printing, go to the report(s) in the [List of Reports on page 454](#).

7. Select a printer or fax program from the **Current Report Printer** drop-down menu.



8. Select a report and click **Preview** to preview the report. If you do not want to preview reports, go to step 10.

The Preview Window opens.

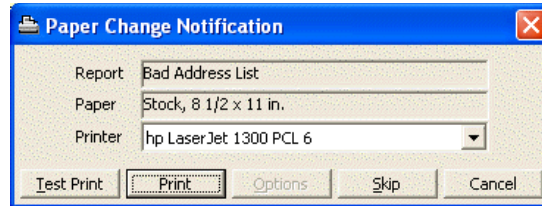
9. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

**NOTE**

If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
10. Click **Print** to print or fax the report(s).  
The Print Reports window opens.
  11. Click **Yes** to print or fax all of the reports that you selected in step 5.  
The Paper Change Notification window opens.
  12. Select a printer or fax program from the **Printer** drop-down menu.

13. Complete one or more of the following tasks:
- Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report(s).
  - Click **Skip** to skip printing or faxing the report and print or fax the next report that you selected.



## Creating & Printing Internal Marketing Reports

For information on creating Internal Marketing reports, watch the “[Internal Marketing](#)” video.

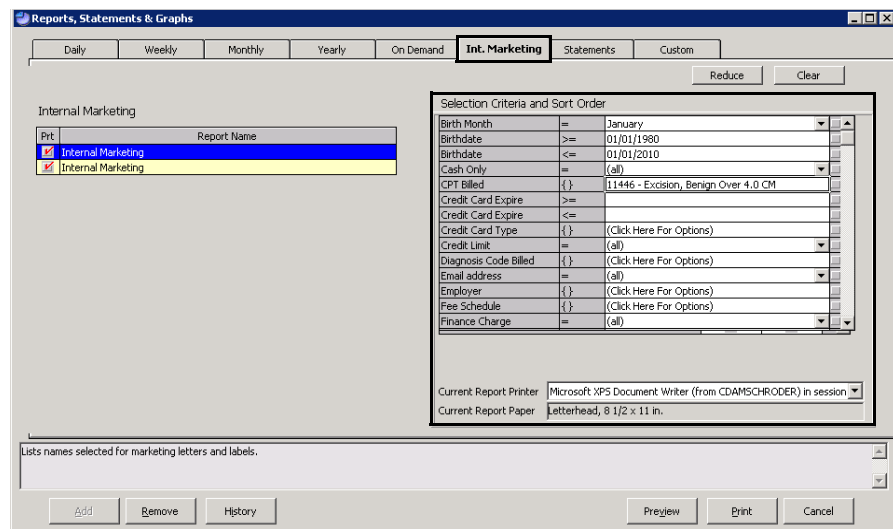
### NOTES

- Print internal marketing reports using 8½” × 11” paper stock.
- Print labels using Avery 5260 compatible white rectangular labels.
- Print postcards using postcard stock with four cards on 8½” × 11” sheets.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Internal Marketing** tab.
3. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields, go to [Internal Marketing on page 485](#).

### NOTE

Click **Expand** to expand the Selection Criteria and view the entire list.



4. Select a printer or fax program from the **Current Report Printer** drop-down menu.

5. Click **Preview** to preview the report. If you do not want to preview the report, go to step 10.

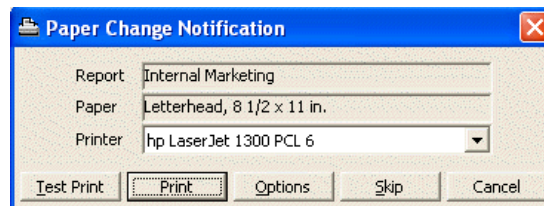
The Preview Window opens.

6. Complete one or more of the following tasks:
  - Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

**NOTE**

If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
7. Click **Print** to print or fax the report.  
The Print Reports window opens.
  8. Click **Yes** to print or fax the report.  
The Paper Change Notification window opens.
  9. Select a printer or fax program from the **Printer** drop-down menu.
  10. Complete one or more of the following tasks:
    - Click **Test Print** to print or fax a test page.
    - Click **Print** to print or fax the report.
    - Click **Options** to open the Print Options window and select or deselect letter, listing, and label print options.



**NOTE**

If you are printing letters, select a letter from the Correspondence Choices window and click **OK**.

## Creating & Printing Statements

This section tells you how to create and print statements, including how

- [To create & print Statements, 387](#)
- [To calculate finance charges, 391](#)

For information on creating statements, watch the “[Statements](#)” video.

► To create & print Statements

**NOTE** Mail statements using #10 single window envelopes, #10 standard envelopes, or the Envelope for OfficeMate Statements/Invoices. Use #9 standard envelopes as return envelopes.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Statements** tab.
3. Type or select a date from the **Date** box and click **Set Date**.  
The date in the Date box is transferred to the Statements report and is automatically set to the current day.
4. If you are calculating and applying late charges, follow the instructions below; otherwise, go to step 5.
  - a. Click the **Calculate late charges** check box.
  - b. If you did *not* define your late charge preferences in the System Preferences window, skip this step and go to step c. If you already defined your late charge preferences, click **Preview** to view, print, and

export the Late Charge List; click **Apply/Record** to record the late charges on the Patient Ledger window; and go to step 5.

- c. Type the late charge amount in the **Late Charge Amount \$** text box.
- d. Type the amount at which the late charge will be applied in the **Apply if Balance >= \$** text box. Late charges will be applied if the balance is greater than or equal to the amount in this text box.
- e. Type the number of grace period days in the **Grace Period (# days)** text box.
- f. Type the late charge description in the **Late charge description** text box.
- g. Select the **Fee Slip Date** or **Transfer Date** radio button to calculate late charges for insurance transfers using the fee slip date or transfer date.
- h. Click **Preview** to view, print, and export the Late Charge List.
- i. Click **Apply/Record** to record the late charges on the Patient Ledger window.

The screenshot shows the 'Reports, Statements & Graphs' window with the 'Statements' tab selected. The 'Calculate late charges' section is highlighted with a red box. It contains the following fields and controls:

- Calculate late charges**
- Late Charge Amount: \$ 20.00
- Apply if Balance >= \$: 100.00
- Grace Period (# days): 31
- Late charge description: Late Fee
- Calculate Late Charges for Insurance Transfers Using:
  - Fee Slip Date
  - Transfer Date
- Buttons: Preview, Apply/Record

Below this section, the 'Calculate finance charges' section is visible:

- Calculate finance charges**
- Monthly Percentage: 10
- Grace Period (# days): 30
- Finance charge description: Finance Charge
- Calculate Finance Charges for Insurance Transfers Using:
  - Fee Slip Date
  - Transfer Date
- Buttons: Preview, Apply/Record

At the bottom of the window, there is a 'Print this message at bottom of Statement' section with a dropdown menu set to 'Thank you for choosing North Eye Care' and a 'Payment due date' dropdown set to '04/24/2009'. The right side of the window shows 'Selection Criteria and Sort Order' with various filters and a 'Sort Order' table.

Sort Order	Sort Field Name	Sort A-Z	Sort Z-A
<input checked="" type="checkbox"/>	Patient Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Patient Name	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Current Report Printer: Microsoft XPS Document Writer (from CDAMSCHRODER) in session  
 Current Report Paper: Stock, 8 1/2 x 11 in.

Prints statements for all patients with outstanding balances. Select to print the information on a 30, 60, or 90+ day delinquent statement. This report lists all charges that are still open. A payment coupon is printed on the last page.

Buttons: Add, Remove, History, Preview, Print, Cancel

5. If you are calculating and applying finance charges, follow the instructions below; otherwise, go to step 6.
  - a. Click the **Calculate finance charges** check box.
  - b. If you did *not* define your finance charge preferences in the System Preferences window, skip this step and go to step c. If you already defined your finance charge preferences, click **Preview** to view, print,

- and export the Finance Charge List; click **Apply/Record** to record the finance charges on the Patient Ledger window; and go to step 6.
- Type the monthly finance charge percentage in the **Monthly Percentage** text box.
  - Type the number of grace period days in the **Grace Period (# days)** text box.
  - Type the finance charge description in the **Finance charge description** text box.
  - Select the **Fee Slip Date** or **Transfer Date** radio button to calculate late charges for insurance transfers using the fee slip date or transfer date.
  - Click **Preview** to view, print, and export the Finance Charge List.
  - Click **Apply/Record** to record the finance charges on the Patient Ledger window.

The screenshot shows the 'Reports, Statements & Graphs' window with the 'Statements' tab selected. The interface is organized into several functional areas:

- Navigation:** Tabs for Daily, Weekly, Monthly, Yearly, On Demand, Int. Marketing, Statements (selected), and Custom.
- Calculate late charges:**
  - Late Charge Amount: \$20.00
  - Apply if Balance >= \$: \$100.00
  - Grace Period (# days): 31
  - Late charge description: Late Fee
  - Radio buttons: Fee Slip Date (selected), Transfer Date
- Calculate finance charges:**
  - Monthly Percentage: 10
  - Grace Period (# days): 30
  - Finance charge description: Finance Charge
  - Radio buttons: Fee Slip Date (selected), Transfer Date
- Print this message at bottom of Statement:** Thank you for choosing North Eye Care
- Payment due date:** 04/24/2009
- Date:** 09/23/2010
- Selection Criteria and Sort Order:**

Field Name	Operator
Patient Name	=
Last Name	>=
Last Name	<=
By Family	=
Period End	=
Display if balance	>=
Display details (# days)	=
Print Ins charges/payments	=
Print reason for Tx to Pat.	=
Location	=
Starting Fee Slip Date	>=
- Sort Order:**

Sort Field Name	Sort A-Z	Sort Z-A
Patient Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patient Name	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- Printer and Paper:** Microsoft XPS Document Writer (from CDAMSCHRODER) in session; Stock, 8 1/2 x 11 in.
- Buttons:** Add, Remove, History, Preview, Print, Cancel

- Type the message that you want to print at the bottom of the Statements reports in the **Print this message at bottom of Statement** text box.
- Type or select the payment due date from the **Payment due date** drop-down menu.

8. Complete the **Selections Criteria and Sort Order** fields with appropriate information. For more information on completing these fields, go to [Statements on page 521](#).

The screenshot shows the 'Reports, Statements & Graphs' application window. The 'Statements' tab is selected. On the left, there are two sections: 'Calculate late charges' and 'Calculate finance charges'. Both are checked. The 'Calculate late charges' section has 'Late Charge Amount' at \$20.00 and 'Apply if Balance >= \$' at \$100.00. The 'Calculate finance charges' section has 'Monthly Percentage' at 10 and 'Grace Period (# days)' at 30. On the right, the 'Selection Criteria and Sort Order' table is visible, containing fields like Patient Name, Last Name, Period End, and Starting Fee Slip Date. Below this table, there are 'Sort Order' options for Patient Name. At the bottom, the 'Current Report Printer' is set to 'Microsoft XPS Document Writer (from CDAMSCHRODER) in session' and the 'Current Report Paper' is 'Stock, 8 1/2 x 11 in.'.

9. Select a printer or fax program from the **Current Report Printer** drop-down menu.
10. Click **Preview** to preview the report. If you do not want to preview the report, go to step 12.  
 The Preview Window opens.
11. Complete one or more of the following tasks:
- Click the **Print Report** icon to open the Print window and print the report using the current report printer.
  - Click the **Export Report** icon to open the Export window and choose a format and destination for your exported report.

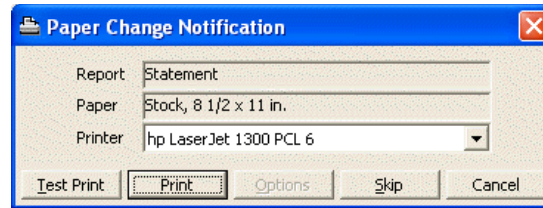
#### NOTES

- If you are creating an export file to submit to your vendor, export the statement using the Separated Values (CSV) format.
- If you are exporting the report to a Microsoft Windows application, such as Excel, select the **MS Excel 97-2003 Data Only (\*.xls)** format from the **Save as type** drop-down menu.

- Close the Preview Window.
12. Click **Print** to print or fax the report.  
 The Paper Change Notification window opens.
13. Select a printer or fax program from the **Printer** drop-down menu.



14. Complete one or more of the following tasks:
- Click **Test Print** to print or fax a test page.
  - Click **Print** to print or fax the report.



#### ► To calculate finance charges

Use the following example to learn how to calculate OfficeMate finance charges:

#### Parameters

Fee Slip Posting Date: 02/19/2005  
 (Monthly) Finance Charge: 7%  
 Grace Period: 30 days  
 Fee Slip Balance: \$62.16

#### To calculate the finance charge on 12/19/2005:

1. Calculate the daily finance charge.
 
$$= (\text{Percentage entered}) * (\# \text{ of Days Past Due} - \text{Grace Period} - \text{Days Excluded}) / 30$$

$$= (7/100) * (303-30-0) / 30 = 0.637$$
2. Multiply the daily finance charge and the balance.
 
$$= 0.637 * 62.16$$

$$= 39.59592$$

Rounded to 39.60

#### To calculate the number of days past due:

If the finance charge was never calculated on the past due item, subtract the number of days between the posting date of the balance and the current date.

If the finance charge was already calculated on the past due item, subtract the number of days between the date the finance charge was last calculated and the current date.

The custom reports give you the ability to create more dynamic and flexible reports than the traditional reports allow. This section tells you how to create

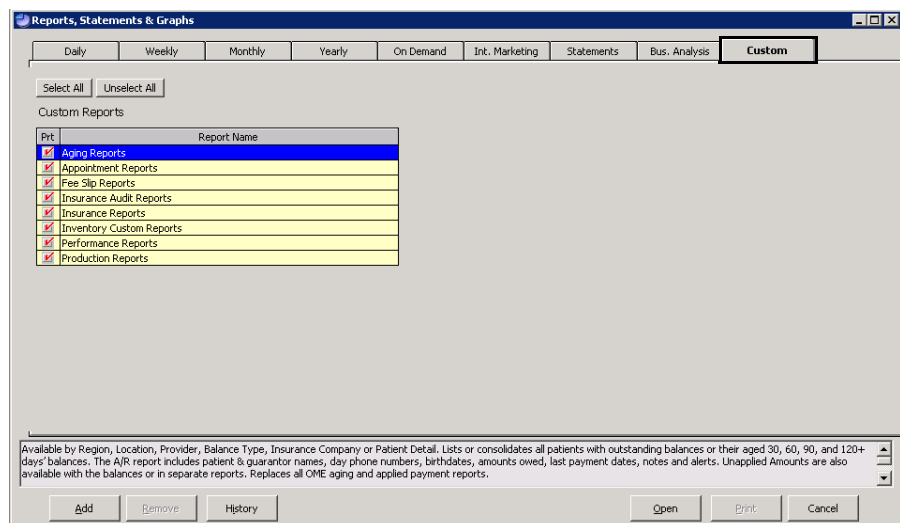
reports, save and load report settings, print reports, and export reports, including how

- To open the Custom Reports window, 392
- To save custom report settings, 393
- To load saved custom report settings, 395
- To modify or delete saved custom report settings, 395
- To find information about reports by name, 396
- To create and print custom aging reports, 397
- To create and print custom appointment reports, 403
- To create and print custom fee slip reports, 410
- To create and print custom insurance audit reports, 417
- To create and print custom insurance reports, 423
- To create and print custom inventory reports, 429
- To create and print custom performance reports, 436
- To create and print custom production reports, 442
- To use the Report Viewer window, 450

For more information on creating custom reports, watch the “Custom Reports” video.

► **To open the Custom Reports window**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.



3. Add or remove reports from the list of reports. For more information on adding and removing reports, go to [Adding & Removing Reports From Tabs on page 368](#).
4. Select a report from the Report Name list.
5. Click **Open**.  
The Custom Reports window opens.

6. To open previously saved report settings, go to [To load saved custom report settings on page 395](#).
  7. Continue by proceeding to the applicable section:
    - [To create and print custom aging reports, 397](#)
    - [To create and print custom appointment reports, 403](#)
    - [To create and print custom fee slip reports, 410](#)
    - [To create and print custom insurance audit reports, 417](#)
    - [To create and print custom insurance reports, 423](#)
    - [To create and print custom inventory reports, 429](#)
    - [To create and print custom performance reports, 436](#)
    - [To create and print custom production reports, 442](#)
- **To save custom report settings**
1. Open the Custom Reports window. For more information, on opening the window go to [To open the Custom Reports window on page 392](#).
  2. Modify the report settings, as needed. For information on modifying report settings, go to the appropriate section:
    - [To create and print custom aging reports, 397](#)
    - [To create and print custom appointment reports, 403](#)
    - [To create and print custom fee slip reports, 410](#)
    - [To create and print custom insurance audit reports, 417](#)
    - [To create and print custom insurance reports, 423](#)
    - [To create and print custom inventory reports, 429](#)
    - [To create and print custom performance reports, 436](#)
    - [To create and print custom production reports, 442](#)
  3. Type a name for your report settings in the **Report Name** combo box.

- Select the **Use as Title** check box to use the name of your report settings as the title of the report, as needed.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section at the top has 'Production Report' selected in the dropdown, with the 'Use as Title' checkbox checked and a 'Save' button to its right. Below this, 'Report Type' is 'Production Report - Period Comparison' and 'Report Detail' is 'Summary'. The 'Data Selection' section includes 'Transaction Dates' set to 'August to Date' (from 8/1/2010 to 8/13/2010) and a 'Comparison Period' of 'Same Period Prior Year' (from 8/1/2009 to 8/13/2009). The 'Report Options' section contains three columns of checkboxes: 'Include Fees' (checked), 'Include Receipts' (checked), and 'Include Applied Payments' (checked); 'Gross Fees', 'Adm., Disc. & Returns', 'Charge Backs', and 'Sales Taxes' (all checked); 'Patient Deposits', 'Insurance Deposits', 'Deposit Adjustments', and 'Other Payment Methods' (all checked); 'Patient Payments', 'Insurance Payments', and 'Charge Backs' (all checked); 'Apply Adjustments and Applied Payments to Fee Slip Location' (checked); and 'Show Change as Percentage' (unchecked). There are also unchecked options for 'List by Payment Method' and 'Combine Groups'. The 'Report Grouping' section has 'Group By' options for 'Region', 'Location', and 'Provider', all of which are unchecked. The 'Output' section has 'Printer' checked and 'Adobe PDF (redirected 3)' selected in the dropdown. Below that, 'CSV File' is unchecked, and the 'Folder' is 'C:\OfficeMate\Export' and 'File Name' is 'ProductionPeriod.csv'. At the bottom, there is a 'Report Description' text box and 'Process' and 'Close' buttons. The 'Process' button is highlighted.

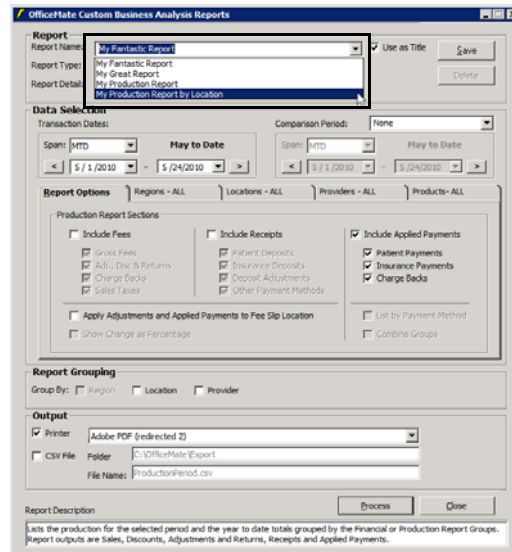
- Type any notes in the text box at the bottom of the Custom Reports window, as needed.
- Click **Save** to save your settings.

**NOTE**

The custom report settings that you save are accessible to all users who have access to custom reports.

► **To load saved custom report settings**

1. Open the Custom Reports window. For more information, on opening the window go to [To open the Custom Reports window on page 392](#).
2. Select a report from the **Report Name** drop-down menu.



The report settings load.

**NOTE** Loading saved report settings loads a date span (e.g., MTD, Quarter, etc.). Ensure that the beginning and ending dates are within the range that you want to appear on the report.

3. Continue by proceeding to the applicable section:
  - [To create and print custom aging reports, 397](#)
  - [To create and print custom appointment reports, 403](#)
  - [To create and print custom fee slip reports, 410](#)
  - [To create and print custom insurance audit reports, 417](#)
  - [To create and print custom insurance reports, 423](#)
  - [To create and print custom inventory reports, 429](#)
  - [To create and print custom performance reports, 436](#)
  - [To create and print custom production reports, 442](#)

**NOTE** For information about saving report settings for future use, go to [To save custom report settings on page 393](#).

► **To modify or delete saved custom report settings**

1. Open the Custom Reports window. For more information, on opening the window go to [To open the Custom Reports window on page 392](#).
2. Select the name of the report that you want to edit or delete from the Report Name drop-down menu.
3. To modify custom report settings, edit the selection criteria and click **Save**.

4. To delete custom report settings, click **Delete**.

**NOTE**

The saved custom report settings are accessible to all users who have access to custom reports. Ensure that modifying or deleting saved custom report settings does not adversely affect the workflow of other users.

For more information on creating custom reports, watch the “Custom Reports” video.

► **To find information about reports by name**

For information about this report...	Go to...
Accounts Receivable	To create and print custom aging reports on page 397
Aged A/R 30-60-90-120+	To create and print custom aging reports on page 397
Applied Insurance Payment	To create and print custom insurance reports on page 423
Appointments Scheduled with Insurance	To create and print custom appointment reports on page 403
Fee Slip Adjustment and Payment	To create and print custom fee slip reports on page 410
Fee Slip Listing	To create and print custom fee slip reports on page 410
Frame Stock Status	To create and print custom inventory reports on page 429
Insurance Deposit Audit	To create and print custom insurance audit reports on page 417
Insurance Sales Analysis	To create and print custom insurance reports on page 423
Inventory Valuation	To create and print custom inventory reports on page 429
Location Inventory	To create and print custom inventory reports on page 429
Monthly Production Recap	To create and print custom production reports on page 442
Order Recommendation	To create and print custom inventory reports on page 429
Performance - Net Fees	To create and print custom performance reports on page 436
Performance - Net Quantities	To create and print custom performance reports on page 436

For information about this report...	Go to...
Production - Location Comparison	To create and print custom production reports on page 442
Production - Period Comparison	To create and print custom production reports on page 442
Production - Provider Comparison	To create and print custom production reports on page 442
Production - Year-to-Year Comparison	To create and print custom production reports on page 442
Productivity Recap	To create and print custom production reports on page 442
Stock Status	To create and print custom inventory reports on page 429

► **To create and print custom aging reports**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.
3. Select **Aging Reports** from the Report Name list.
4. Click **Open**.  
The Patient and Insurance Aging Reports window opens.
5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 17.
6. Select a report from the **Report Type** drop-down menu.
  - *Accounts Receivable Report*. Lists the balances due at the Period End date with additional patient and insurance information.
  - *Aged A/R Report 30-60-90-120+*. Lists the aged accounts receivable and, optionally, the unapplied amounts.
7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.
8. Type or select a date from the **Period End Date**.

**NOTE**

If you choose a date earlier than the current date, this report may not match earlier reports printed using this date. Any unapplied amounts applied after the last report printing may not be listed on the most current report.

9. Type or select the minimum number of days overdue to report in the **Minimum Days Outstanding** box.

10. Select a date from the **Exclude Before** box to add a period start date.
11. Refine the report results by selecting the report options, as needed:
- Click the **Report Options** tab.
  - Select the **Patient Balances** check box to include patient balances. Enter a last name (or part of a last name) in the **Last Name From** and **Through** fields to refine your report results, as needed. Alternatively, you may also enter a patient number in the **Last Name From** field.
  - Select the **Insurance Balances** check box to include insurance balances. Select an insurance carrier and plan from the **Insurance Name** and **Insurance Plan** drop-down menus to refine your report results, as needed. Select the **Show Patient Insurance Details** check box to include the insured ID and claim date. If you selected the patient or fee slip detail level in step 7, selecting the **Show Patient Insurance Details** check box will additionally include the guarantor birth date, day phone number, and last payment date.
  - Select the **Fee Slip Balances** check box to display balances due from fee slip charges.
  - Select the **Unapplied Deposits** check box to display unapplied amounts. Unapplied deposits are the net of the patient deposits less the deposits applied to open charges.
  - If you previously selected the Accounts Receivable report in step 6 and the patient, fee slip, or fee slip line item level of report detail in step 7, select the **Patient Notes**, **Patient Alerts**, **'In Collection' Indicator**, and



**'Cash Only' Indicator** check boxes to report additional information, as needed.

- g. Select the **Age by Transfer from Insurance Date** check box to use the date the balance was transferred from the insurance to the patient to determine the age of the balance rather than the fee slip date.

The screenshot shows the 'Patient and Insurance Aging Reports' dialog box. The 'Report Options' section is highlighted with a black box. The 'Age by Transfer from Insurance' date (if applicable) instead of Fee Slip date checkbox is checked. Other options include Patient Balances, Insurance Balances, Balance Types, and Additional Patient Data.

**Action**  
 Report Types: Accounts Receivable Report  
 Report Details: Patient

**Data Selection**  
 Period End Date: 2 / 5 / 2010 Minimum Days Outstanding: 30  
 Regions: ALL Locations: ALL Providers: ALL

**Report Options**

Patient Balances  
 Last Name From: Smith Through: Loyke

Insurance Balances  
 Insurance Company: (All) Insurance Plan: (Show Patient Insurance Details (Landscape Mode))

**Balance Types**  
 Fee Slip Balances  
 Unapplied Deposits

**Additional Patient Data**  
 Patient Notes  
 Patient Alerts  
 'In Collection' Indicator  
 'Cash Only' Indicator

Age by 'Transfer From Insurance' date (if applicable) instead of Fee Slip date

**Report Grouping**  
 Group By:  Region  Location  Provider  Balance Type  Insurance  Patient  Fee Slip

**Output**  
 Printer: Adobe PDF (from MUPS TEEGH) in session 2 Terminal 5  
 CSV File Folder: C:\OfficeMate\Export File Name: AR1.csv

Buttons: Preview, Close

12. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the left single arrow (<) to move a region to the **Available** box, and therefore, exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot shows the 'Patient and Insurance Aging Reports' dialog box. The 'Action' section has 'Report Type' set to 'Accounts Receivable Report' and 'Report Detail' set to 'Region'. The 'Data Selection' section has 'Period End Date' set to '2/5/2010' and 'Minimum Days Outstanding' set to '30'. The 'Report Options' section has three tabs: 'Regions - 2 of 3', 'Locations - 2 of 3', and 'Providers - ALL'. The 'Regions' tab is active, showing a list of regions. The 'Available' box contains 'Northern Region'. The 'Selected' box contains 'No Region' and 'Southern Region'. The 'Report Grouping' section has 'Group By' options for 'Region', 'Location', 'Provider', 'Balance Type', 'Insurance', 'Patient', and 'Fee Slip'. The 'Output' section has 'Printer' checked and 'Adobe PDF (from MOPSTEEGH in session 2Terminal S)' selected. The 'Folder' is 'C:\OfficeMate\Export' and the 'File Name' is 'AR.csv'. 'Preview' and 'Close' buttons are at the bottom right.

13. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore, exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot shows the 'Patient and Insurance Aging Reports' dialog box. The 'Locations' tab is selected, showing two columns: 'Available' and 'Selected'. The 'Available' column contains '019 Irvine Store'. The 'Selected' column contains 'Eye Care Management' and '002 Lake Forest State'. Navigation buttons (single arrows and double arrows) are between the columns. Below the columns are sections for 'Report Grouping' and 'Output'.

**Action**  
Report Type: Accounts Receivable Report  
Report Detail: Region

**Data Selection**  
Period End Date: 2/5/2010 Minimum Days Outstanding: 90

Report Options: Regions - 2 of 3 | **Locations - 2 of 3** | Providers - ALL

Select one or more Locations

Available	Selected
019 Irvine Store	Eye Care Management
	002 Lake Forest State

**Report Grouping**  
Group By:  Region  Location  Provider  Balance Type  Insurance  Patient  Fee Sht

**Output**  
 Printer: Adobe PDF (from MDPS (EEGH) in session 21 terminal 9)  
 CSV File: Folder: C:\Office\Mata\Output  
File Name: AR.csv

Preview Close

14. Refine the report results by selecting the providers you want to include, as needed:
  - a. Click the **Providers** tab.
  - b. Select only the providers or staff members that you want to include in the report in the **Selected** box.

**NOTE** To select more than one provider, press and hold the **Ctrl** key and then select multiple providers.

- c. Click the single left arrow (←) to move a provider to the **Available** box, and therefore, exclude the provider from the report.
- d. Click one of the double arrows (⇐ or ⇒) to move all the providers from one box to another.

15. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
16. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).
17. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
 The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE** For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

18. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.
  
- ▶ **To create and print custom appointment reports**
  1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
  2. Click the **Custom** tab.
  3. Select **Appointment Reports** from the Report Name list.
  4. Click **Open**.

The Appointment Scheduler Reports window opens.
  5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 17.
  6. Select a report from the **Report Type** drop-down menu.
    - *Appointments Scheduled with Insurance*. Lists the insured patients who have appointments during the given time period. For each listed patient, the report includes the insurance carrier, birth date, information of the insured party, zip code, policy group number, and authorization number.
  7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.

8. Select a date range for the appointments you want to include in the report:
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.

OR

- Enter beginning and ending dates in the date range fields.

The screenshot shows the 'Appointment Scheduler Reports' dialog box. It is divided into several sections:

- Report:** Report Name (dropdown), Report Type (dropdown), Report Detail (dropdown). Buttons: Save, Delete.
- Data Selection:** Appointment Dates: Span (dropdown: Custom), 5 days (future). Date range: 8/30/2010 - 9/9/2010.
- Report Options:** Tabs: Regions - ALL, Locations - ALL, Resources - ALL, Insurance - ALL. Checkboxes:
  - Select Only Patients with Insurance Requiring Eligibility
  - Select Only Patients with Missing Authorization
  - Include Service Type
  - Include Insurance Notes
  - Include Eligibility Comments
- Report Grouping:** Group By:  Region,  Location,  Resource,  Insurance Company,  Insurance Plan.  Page Break for each Insurance Company.
- Output:**  Printer: Microsoft XPS Document Writer.  CSV File: Folder, File Name: ScheduleWithInsurance.csv.

Buttons: Preview, Close.

Footer text: A listing of patients with insurance scheduled for an appointment including their Insurance Company, Guarantor, Birthdate, Insured ID #, Policy Group Number, relationship to Insured.

9. Refine the report results by selecting the report options, as needed:
  - a. Click the **Report Options** tab.
  - b. Select the **Select Only Patients with Insurance Requiring Authorization** check box to list patients whose insurance plan requires eligibility. For information about indicating that an insurance plan requires eligibility, go to [To set up insurance plan preferences on page 160](#).
  - c. Select the **Select Only Patients with Missing Authorization** check box to list patients whose insurance plan requires eligibility, but have not received an authorization code. For information about recording authorizations, go to [To record additional insurance claim information on page 28](#).
  - d. Select the **Include Service Type** check box to list the type of service that is scheduled.
  - e. Select the **Include Insurance Notes** check box to display notes recorded for the patients' insurance plans. For information about recording insurance notes, go to [To record additional insurance claim information on page 28](#).
  - f. Select the **Include Eligibility Comments** check box to display any notes that were recorded with the authorization ID. For information about

recording a patient's eligibility and authorization, go to [To record additional insurance claim information on page 28.](#)

**Appointment Scheduler Reports**

**Report**  
 Report Name:   Use as Title   
 Report Type: Appointments Scheduled with Insurance   
 Report Detail: Patient and Authorized Product Type Details

**Data Selection**  
 Appointment Dates:  
 Span: Custom **5 days (future)**  
 8/30/2010 - 9/3/2010

**Report Options** Regions - ALL Locations - ALL Resources - ALL Insurance - ALL

**Report Options**

- Select Only Patients with Insurance Requiring Eligibility
- Select Only Patients with Missing Authorization
- Include Service Type
- Include Insurance Notes
- Include Eligibility Comments

**Report Grouping**  
 Group By:  Region  Location  Resource  Insurance Company  Insurance Plan  
 Page Break for each Insurance Company

**Output**  
 Printer: Microsoft XPS Document Writer  
 CSV File: Folder:   
 File Name: ScheduleWithInsurance.csv

A listing of patients with insurance scheduled for an appointment including their Insurance Company, Guarantor, Birthdate, Insured ID #, Policy Group Number, relationship to Insured

10. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore, exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

**Appointment Scheduler Reports**

**Report**  
 Report Name: [Appointments Scheduled with Insurance]  Use as Title   
 Report Type: Appointments Scheduled with Insurance   
 Report Detail: Patient and Authorized Product Type Details

**Data Selection**  
 Appointment Dates: Span: Custom 5 days (future)  
 8/30/2010 - 9/3/2010

**Report Options** | **Regions - 3 of 6** | Locations - 3 of 6 | Resources - ALL | Insurance - ALL

Select one or more Regions

Available	Selected
(No Region)	Eastern
Central	Northern
Western	Southern

**Report Grouping**  
 Group By:  Region  Location  Resource  Insurance Company  Insurance Plan  
 Page Break for each Insurance Company

**Output**  
 Printer: Adobe PDF (redirected 3)  
 CSV File: Folder: [ ] File Name: ScheduleWithInsurance.csv

A listing of patients with insurance scheduled for an appointment including their Insurance Company, Guarantor, Birthdate, Insured ID #, Policy Group Number, relationship to Insured



11. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore, exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

**Appointment Scheduler Reports**

**Report**  
 Report Name: [ ]  Use as Title   
 Report Type: Appointments Scheduled with Insurance   
 Report Detail: Patient and Authorized Product Type Details

**Data Selection**  
 Appointment Dates: Span: Custom **5 days (future)**  
 < 8/30/2010 - 9/3/2010 >

Report Options: Regions - 3 of 6 | **Locations - 3 of 6** | Resources - ALL | Insurance - ALL

Select one or more Locations

Available	Selected
Baranca Store	Blue GV Store
Robins Eye Care, LLC	HO-Robins Eye Care, LLC
VSP PDEC	

**Report Grouping**  
 Group By:  Region  Location  Resource  Insurance Company  Insurance Plan  
 Page Break for each Insurance Company

**Output**  
 Printer: Adobe PDF (redirected 3)  
 CSV File: Folder: [ ] File Name: ScheduleWithInsurance.csv

A listing of patients with insurance scheduled for an appointment including their Insurance Company, Guarantor, Birthdate, Insured ID #, Policy Group Number, relationship to Insured

12. Refine the report results by selecting the providers you want to include, as needed:
  - a. Click the **Resources** tab.
  - b. Select only the providers that you want to include in the report in the **Selected** box.

**NOTE** To select more than one provider, press and hold the **Ctrl** key and then select multiple providers.

- c. Click the single left arrow (<) to move a provider to the **Available** box, and therefore, exclude the provider from the report.
- d. Click one of the double arrows (<< or >>) to move all the providers from one box to another.

**Appointment Scheduler Reports**

**Report**  
 Report Name:   Use as Title   
 Report Type:    
 Report Detail:

**Data Selection**  
 Appointment Dates:  
 Span:  **5 days (future)**  
 < 8/30/2010 - 9/3/2010 >

Report Options: **Resources - 1 of 26**

Select one or more Providers

Available	Selected
<input type="checkbox"/> Autoretactor <input type="checkbox"/> Special Testing <input type="checkbox"/> Abedi, Shahla <input type="checkbox"/> Abernathy, Jenell <input type="checkbox"/> Crossley, Deborah <input type="checkbox"/> Damschroder, Carrie <input type="checkbox"/> Defauld, Fix <input type="checkbox"/> Fains, Dennis <input type="checkbox"/> Hatton, Jane <input type="checkbox"/> Kannan, D.D., Anitha <input type="checkbox"/> McLaurin, Debra	<input type="checkbox"/> Doctor, Johnny

**Report Grouping**  
 Group By:  Region  Location  Resource  Insurance Company  Insurance Plan  
 Page Break for each Insurance Company

**Output**  
 Printer:   
 CSV File: Folder:   
 File Name:

A listing of patients with insurance scheduled for an appointment including their Insurance Company, Guarantor, Birthdate, Insured ID #, Policy Group Number, relationship to Insured

13. Refine the report results by selecting the insurance carriers you want to include, as needed:
  - a. Click the **Insurance** tab.
  - b. Select only the insurance carriers that you want to include in the report in the **Selected** box.

**NOTE** To select more than one carrier, press and hold the **Ctrl** key and then select multiple providers.

- c. Click the single left arrow (<) to move an insurance carrier to the **Available** box, and therefore, exclude the insurance carrier from the report.
- d. Click one of the double arrows (<< or >>) to move all the insurance carriers from one box to another.

The screenshot shows the 'Appointment Scheduler Reports' dialog box with the 'Insurance' tab active. The 'Report' section includes fields for Report Name, Report Type (set to 'Appointments Scheduled with Insurance'), and Report Details. The 'Data Selection' section shows 'Appointment Dates' set to '5 days (future)' from 8/30/2010 to 9/3/2010. The 'Report Options' section shows 'Insurance - 1 of 68' selected. The 'Available' list includes: Senior care plus, Southcare Repricing-AHA, Spectera, Superior Vision Services, Time Insurance Company, TODAY'S OPTION PYRAMID LIFE, Tricare South Region 3/4, United Healthcare, United Service Association, UNIVERSAL HEALTH CARE, and WELLS FARGO TPA. The 'Selected' list includes: Vision Service Plan. The 'Report Grouping' section has 'Insurance Company' checked. The 'Output' section has 'Printer' checked and 'Adobe PDF (redirected 3)' selected.

14. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
15. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).

16. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
 The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

17. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.

► **To create and print custom fee slip reports**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
1. Click the **Custom** tab.
2. Select **Fee Slip Reports** from the Report Name list.
3. Click **Open**.  
 The Custom Business Analysis Reports window opens.
4. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 16.
5. Select a report from the **Report Type** drop-down menu.
  - *Fee Slip Adjustment and Payment Report*. Lists fee slip adjustments and payments.
  - *Fee Slip Listing*. Lists fee slip totals or fee slip line items.
6. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.
7. Select a date range for the fee slips you want to include in the report:
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.
 OR
  - Enter beginning and ending dates in the date range fields.

8. To load previously saved report settings, click **Load** and skip to step 16.

**NOTE** Previously saved report settings do not affect the selection dates.

**OfficeMate Custom Business Analysis Reports**

**Report**  
 Report Name: Enter a Custom Report Name or Select from List  Load as Type   
 Report Type: Fee Slip Adjustment and Payment Report   
 Report Detail: Summary

**Data Selection**  
 Transaction Dates:  
 Span: MTD August to Date  
 8/1/2010 - 8/17/2010

**Report Options** | Regions - ALL | Locations - ALL | Providers - ALL | Products - ALL

**Adjustments**  
 Select one or more Adjustment Types.  
 Available | Selected

Advantra-adjustment	
Applied Payment Adjustment	
Balance Adjustment	
Cancelled Contact Lenses	
Cancelled Glasses	
Changed CL quantity	
Changed Contact Lens Type	
Changed Spectacle Lens Type	
Courtesy Discount	

**Report Grouping**  
 Group By:  Region  Location  Provider

**Output**  
 Printer: Microsoft XPS Document Writer  
 CSV File: Folder: J:\OfficeMate\Report File Name: AdjustmentSummary.csv

**Report Description**  
 A flexible report where you set the criteria to be selected (Adjustments, Payments, Refunds, Discounts, etc.). Click Other Criteria to select the items.

9. If you selected the Fee Slip Adjustment and Payment report, refine the report results by selecting the report options, as needed; otherwise, skip to step 10:
  - a. Click the **Report Options** tab.
  - b. Select only the adjustment and payment types that you want to include in the report in the **Selected** box.

**NOTE** To select more than one adjustment or payment type, press and hold the **Ctrl** key and then select multiple items from the list.

- c. Click the single left arrow (<) to move an adjustment or payment type to the **Available** box, and therefore, exclude it from the report.
- d. Click one of the double arrows (<< or >>) to move all the adjustments and payment types from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report Options' tab is selected, displaying a list of adjustment types. The 'Available' list contains: Advance-adjustment, Applied Payment Adjustment, Balance Adjustment, Cancelled Contact Lenses, Cancelled Glasses, Courtesy Discount, Credit for returned contacts, DVC Insurance Adjustment, and Double Charge. The 'Selected' list contains: Changed CL quantity, Changed Contact Lens Type, and Changed Spectacle Lens Type. The 'Data Selection' section shows 'Start: MTD' and 'August to Date' with date pickers for 8/1/2010 and 8/17/2010. The 'Report Grouping' section has 'Group By' options for Region, Location, and Provider. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer' and 'CSV File' options for Folder and File Name.

10. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE** To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore, exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report Options' tab is selected, displaying a list of adjustment types. The 'Available' list contains: Advance-adjustment, Applied Payment Adjustment, Balance Adjustment, Cancelled Contact Lenses, Cancelled Glasses, Courtesy Discount, Credit for returned contacts, DVC- Insurance Adjustment, and Double Charge. The 'Selected' list contains: Changed LL quantity, Changed Contact Lens Type, and Changed Spectacle Lens Type. The 'Data Selection' section shows 'Span: MTD' and 'August to Date' with dates 8/1/2010 and 8/17/2010. The 'Report Grouping' section has 'Region' selected. The 'Output' section has 'Printer' selected with 'Microsoft XPS Document Writer' as the printer, and the folder path 'C:\OfficeMate\Export' and file name 'AdjustmentSummary.csv' are shown. The 'Process' and 'Close' buttons are at the bottom right.

11. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore, exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot displays the 'OfficeMate Custom Business Analysis Reports' window. The 'Report' section at the top has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Fee Slip Adjustment and Payment Report', and 'Report Detail' set to 'Summary'. The 'Data Selection' section shows 'Span: MTD' and 'August to Date' with date pickers for '9/1/2010' and '9/17/2010'. The 'Locations - 3 of 8' tab is selected, showing two columns: 'Available' (Fullerton, Irvine, Newport Beach) and 'Selected' (Aliso Viejo Store, Rancho Cordova, San Diego). Below this is the 'Report Grouping' section with 'Group By' options for Region, Location, and Provider. The 'Output' section has 'Printer' checked and set to 'Microsoft XPS Document Writer', and 'CSV File' checked with folder 'C:\OfficeMate\Export' and file name 'AdjustmentSummary.csv'. A 'Process' button is at the bottom right.



12. Refine the report results by selecting the providers or staff you want to include, as needed:
  - a. Click the **Providers** tab.
  - b. Select the **Providers**, **Staff Members**, or **Recorded By** radio button to limit the providers or staff that are available to select.
  - c. Select only the providers or staff members that you want to include in the report in the **Selected** box.

**NOTE** To select more than one provider or staff member, press and hold the **Ctrl** key and then select multiple names.

- d. Click the single left arrow (<) to move a provider or staff member to the **Available** box, and therefore, exclude the provider or staff member from the report.
- e. Click one of the double arrows (<< or >>) to move all the providers or staff members from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section includes fields for 'Report Name', 'Report Type' (Free Slip Adjustment and Payment Report), and 'Report Detail' (Summary). The 'Data Selection' section shows 'Transaction Dates' with a span of 'MTD' and dates from '8/1/2010' to '8/17/2010'. The 'Report Options' section has tabs for 'Regions - 3 of 6', 'Locations - 3 of 8', 'Providers - ALL', and 'Products - ALL'. The 'Select:' section has radio buttons for 'Providers' (selected), 'Staff Members', and 'Recorded By'. Below this are two lists: 'Available' and 'Selected'. The 'Selected' list contains: (None), Danschroder, Carrie, Default, Rita, Docter, Johnny, June, Mallon, Mouse, Mickey, and Rosenbaum, Stephen. The 'Report Grouping' section has 'Group By' options for Region, Location, and Provider. The 'Output' section has a checked 'Printer' option set to 'Microsoft XPS Document Writer', and a 'CSV File' option with a folder path 'C:\OfficeMate\Export' and file name 'AdjOtherSummary.csv'. At the bottom, there is a 'Report Description' and 'Process' and 'Close' buttons.

13. Refine the report results by selecting the products you want to include, as needed:
  - a. Click the **Products** tab.
  - b. Select the **Financial Groups**, **Production Groups**, or **Attributes** radio button to narrow the report results by financial group, production group, or attribute.
  - c. Select only the financial groups, production groups, and attributes that you want to include in the report in the **Selected** box.

**NOTE** To select more than one product, press and hold the **Ctrl** key and then select multiple products.

- d. Click the single left arrow (←) to move a product to the **Available** box, and therefore, exclude the product from the report.
- e. Click one of the double arrows (⇐ or ⇒) to move all the products from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section includes a 'Report Name' field, a 'Report Type' dropdown set to 'Free Slip Adjustment and Payment Report', and a 'Report Detail' dropdown set to 'Summary'. The 'Data Selection' section shows 'Transaction Dates' with a 'Span' of 'MTD' and 'August to Date' selected, with dates from 8/1/2010 to 8/17/2010. The 'Report Options' section shows 'Products: 7 of 557' and three radio buttons: 'Financial Groups', 'Production Groups', and 'Attributes' (which is selected). Below this are two columns: 'Available' and 'Selected'. The 'Available' column lists various contact and accessory categories, while the 'Selected' column lists specific items like 'Accessories | Contact Lens Case' and 'Accessories | Contact Lens Solutions'. The 'Report Grouping' section has checkboxes for 'Region', 'Location', and 'Provider'. The 'Output' section has a checked 'Printer' checkbox with 'Microsoft XPS Document Writer' selected, and a 'Folder' field set to 'C:\OfficeMate\Export'. A 'File Name' field contains 'AdjOutmerSummary.csv'. At the bottom, there is a 'Report Description' and a 'Process' button.

14. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
15. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).

16. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

17. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.

► **To create and print custom insurance audit reports**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.
3. Select **Insurance Audit Reports** from the Report Name list.
4. Click **Open**.  
The Insurance Audit Reports window opens.
5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 16.
6. Select a report from the **Report Type** drop-down menu.
  - *Insurance Audit Deposit Report*. Lists the applied insurance payments, refunds, chargebacks, and reasons for returns for a given time period. The report includes the insurance carriers, patients' names, fee slip numbers, check numbers, and batch numbers.
7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.
8. Select a date range for the transactions you want to include in the report:
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.

OR

  - Enter beginning and ending dates in the date range fields.

9. To load previously saved report settings, click **Load** and skip to step 16.

**NOTE**

Previously saved report settings do not affect the selection dates.

The screenshot shows the 'OfficeMate Insurance Reports' dialog box. It is divided into several sections:

- Report:** Includes fields for 'Report Name' (with a dropdown and 'Use as Title' checkbox), 'Report Type' (set to 'Insurance Deposit Audit Report'), and 'Report Detail' (set to 'Detail'). There are 'Save' and 'Delete' buttons.
- Data Selection:** 'Transaction Dates' section with 'Start' set to 'Quarter' and 'Q2 2010'. Below are date pickers for '4/1/2010' and '6/30/2010'.
- Report Options:** Includes tabs for 'Regions - ALL', 'Locations - ALL', and 'Recorders - ALL'. Under 'Insurance Payments Criteria', there are dropdowns for 'Insurance', 'Check No.', 'Batch No.', and 'Deposit No.'. A checkbox 'Show only deposits with unapplied amounts.' is present.
- Report Grouping:** 'Group By:' section with radio buttons for 'Region', 'Location', and 'Recorded by'.
- Output:** 'Printer' section with a dropdown set to 'Microsoft XPS Document Writer'. 'CSV File' section includes 'Folder' (F:\OfficeMate\Export) and 'File Name' (InsDepAuditDetail.csv).
- Buttons:** 'Process' and 'Close' buttons at the bottom.
- Report Description:** A small text box at the bottom stating: 'Lists the Applied Insurance Payments, Refunds and Insurance Charge Backs during a selected posting date period including the Insurance Company, Patient Name, Fee Slip Number, Check Number and Batch number.'

10. Refine the report results by selecting the report options, as needed:
  - a. Click the **Report Options** tab.
  - b. Select an insurance carrier from the **Insurance** drop-down menu to narrow the report results, as needed.
  - c. Select a date from the drop-down menu or type a check number in the **Check No.** text box to narrow the report results, as needed.
  - d. Select a date from the drop-down menu or type a batch number in the **Batch No.** text box to narrow the report results, as needed.
  - e. Select a date from the drop-down menu or type a deposit number in the **Deposit No.** text box to narrow the report results, as needed.
  - f. Select the **Show only deposits with unapplied amounts** check box to list only the deposits that have not been applied, as needed.

**OfficeMate Insurance Reports**

**Report**  
 Report Name: Enter a Custom Report Name or Select from List  Use as Title   
 Report Type: Insurance Deposit Audit Report   
 Report Detail: Detail

**Data Selection**  
 Transaction Dates:  
 Span: Quarter **Q2 2010**  
 < 4/1/2010 - 6/30/2010 >

**Report Options** Regions - ALL Locations - ALL Recorders - ALL

**Insurance Payments Criteria**

Insurance:	AARP Health Care Options		
Check No:	06/21/2010 -	\$5.00	
Batch No:	06/21/2010 - 201022101	\$5.00	201022101
Deposit No:	06/21/2010 - \$721	\$5.00	\$721

Show only deposits with unapplied amounts.

**Report Grouping**  
 Group By:  Region  Location  Recorded By

**Output**  
 Printer: Microsoft XPS Document Writer  
 CSV File: Folder: C:\OfficeMate\Export  
 File Name: InsDepAuditDetail.csv

Report Description:

Lists the Applied Insurance Payments, Refunds and Insurance Charge Backs during a selected posting date period including the Insurance Company, Patient Name, Fee Slip Number, Check Number and Batch number.

11. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore, exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot shows the 'OfficeMate Insurance Reports' dialog box. The 'Report' section has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Insurance Deposit Audit Report', and 'Report Detail' set to 'Detail'. The 'Data Selection' section shows 'Transaction Dates' from '7/1/2010' to '9/30/2010'. The 'Regions' tab is active, showing a list of available regions (No Region, Eastern, Southern, Western) and a list of selected regions (Central, Northern). The 'Report Grouping' section has 'Group By' set to 'Region'. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer', 'Folder' set to 'F:\OfficeMate\Export', and 'File Name' set to 'InsDepAuditDetail.csv'. The 'Process' button is highlighted.

12. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot shows the 'OfficeMate Insurance Reports' dialog box. The 'Locations' tab is selected, displaying two columns: 'Available' and 'Selected'. The 'Available' column lists 'Aliso Viejo Store', 'Newport Beach', and 'San Diego'. The 'Selected' column lists 'Fullerton', 'Irvine', and 'Rancho Cordova'. Navigation arrows are present between the columns. The 'Report' section at the top has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Insurance Deposit Audit Report', and 'Report Detail' set to 'Detail'. The 'Data Selection' section shows 'Transaction Dates' with a 'Span' of 'Quarter' and 'Q3 2010 (future)', with dates '7/1/2010' and '9/30/2010'. The 'Report Grouping' section has 'Group By' options for 'Region', 'Location', and 'Recorded By'. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer', 'Folder' set to 'C:\OfficeMate\Export', and 'File Name' set to 'InsDepAuditDetail.csv'. The 'Process' button is highlighted.

13. Refine the report results by selecting the staff members who record insurance payments, as needed:
  - a. Click the **Recorders** tab.
  - b. Select only the staff members that you want to include in the report in the **Selected** box.

**NOTE** To select more than one staff member, press and hold the **Ctrl** key and then select multiple staff members.

- c. Click the single left arrow (<) to move a staff member to the **Available** box, and therefore exclude the staff member from the report.
- d. Click one of the double arrows (<< or >>) to move all the staff members from one box to another.

14. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
15. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).



16. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

17. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.

► **To create and print custom insurance reports**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.
3. Select **Insurance Reports** from the Report Name list.
4. Click **Open**.  
The Custom Business Analysis Reports window opens.
5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 16.
6. Select a report from the **Report Type** drop-down menu.
  - *Applied Insurance Payment Report*. Lists applied insurance payments. The report includes patient names, insurance carriers, posting dates, check numbers, fee slip numbers, batch numbers, and references.
  - *Insurance Sales Analysis*. Lists insurance charges, discounts, insurance contractual adjustments, net patient fees, net insurance fees, and insurance write-offs (bed debts).
7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.
8. Select a date range for the transactions you want to include in the report:
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.

OR

  - Enter beginning and ending dates in the date range fields.

9. To load previously saved report settings, click **Load** and skip to step 16.

**NOTE**

Previously saved report settings do not affect the selection dates.

10. Refine the report results by selecting the report options, as needed:
- If you selected the Insurance Sales Analysis Report, select an insurance carrier and plan from the **Insurance Company** and **Insurance Plan** drop-down menus.

OR

- If you selected the Applied Insurance Payment Report, select an insurance carrier from the **Insurance** drop-down menu. Then, select a date from the **Check No.** drop-down menu, type a check number into the **Check No.** text box, or type a batch number in the **Batch No.** text box.

11. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE** To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot displays the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section at the top has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Insurance Sales Analysis Report', and 'Report Detail' set to 'Insurance Company'. The 'Data Selection' section shows 'Span' as 'MTD' and 'August to Date' selected, with date pickers for '8/1/2010' and '8/17/2010'. The 'Report Options' section has tabs for 'Regions - 1 of 6', 'Locations - 2 of 8', 'Providers - ALL', and 'Products - ALL'. The 'Regions' tab is active, showing an 'Available' list with '(No Region)', 'Eastern', 'Northern', 'Southern', and 'Western'. The 'Selected' list is empty. Below the lists are navigation arrows: a single left arrow (<), double left arrows (<<), a single right arrow (>), and double right arrows (>>). The 'Report Grouping' section has 'Group By' set to 'Region'. The 'Output' section has 'Printer' checked, with 'Microsoft XPS Document Writer' selected, and 'Folder' set to 'C:\OfficeMate\Export'. The 'File Name' is 'InsuranceSales.csv'. At the bottom, there are 'Process' and 'Close' buttons, and a 'Report Description' section stating: 'Analyzes insurance sales by breaking out patient and insurance charges net of discounts and insurance contractual adjustments. It gives a true picture of the results of your insurance sales.'

12. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Insurance Sales Analysis Report', and 'Report Detail' set to 'Insurance Company'. The 'Data Selection' section shows 'Span' set to 'MTD' and 'August to Date' selected. The 'Transaction Dates' are set from 8/1/2010 to 8/17/2010. The 'Locations' tab is active, showing a list of available locations (Aliso Viejo Store, Newport Beach, Rancho Cordova, San Diego) and a selected location (Fullerton Irvine). The 'Report Grouping' section has 'Group By' set to 'Region'. The 'Output' section has 'Printer' checked and 'Microsoft XPS Document Writer' selected. The 'File Name' is 'InsuranceSales.csv'. The 'Process' button is highlighted.

13. Refine the report results by selecting the providers or staff you want to include, as needed:
  - a. Click the **Providers** tab.
  - b. Select the **Providers**, **Staff Members**, or **Recorded By** radio button to limit the providers or staff that are available to select.
  - c. Select only the providers or staff members that you want to include in the report in the **Selected** box.

**NOTE** To select more than one provider or staff member, press and hold the **Ctrl** key and then select multiple providers or staff members.

- d. Click the single left arrow (←) to move a provider or staff member to the **Available** box, and therefore exclude the provider or staff member from the report.
- e. Click one of the double arrows (⇐ or ⇒) to move all the providers or staff members from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section at the top has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Insurance Sales Analysis Report', and 'Report Detail' set to 'Insurance Company'. The 'Data Selection' section shows 'Transaction Dates' from 8/1/2010 to 8/17/2010. The 'Report Options' section has 'Providers - 1 of 9' selected. The 'Select:' section has 'Providers' selected. The 'Available' list contains: (None), Diamondhead, Carrie, Default, Fix, June, Harton, Mason, Mickey, Rosenbaum, Stephen. The 'Selected' list contains: Doctor, Johnny. The 'Report Grouping' section has 'Group By:' set to 'Region'. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer' and 'File Name' set to 'InsuranceSales.csv'. The 'Process' button is highlighted.

14. Refine the report results by selecting the products you want to include, as needed:
  - a. Click the **Products** tab.
  - b. Select the **Financial Groups**, **Production Groups**, or **Attributes** radio button to narrow the report results by financial group, production group, or attribute.
  - c. Select only the financial groups, production groups, or attributes that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one product, press and hold the **Ctrl** key and then select multiple products.

- d. Click the single left arrow (←) to move a product to the **Available** box, and therefore exclude the product from the report.
- e. Click one of the double arrows (≪ or ≫) to move all the products from one box to another.

15. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
16. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).

17. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.

The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

18. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.

► **To create and print custom inventory reports**

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.
3. Select **Inventory Custom Reports** from the Report Name list.
4. Click **Open**.

The Custom Inventory Reports window opens.
5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 15.
6. Select a report from the **Report Type** drop-down menu.
  - *Frame Stock Status*. Lists the status of frames, plano sunglasses, and ready readers by location, manufacturer, and designer.
  - *Inventory Valuation*. Lists the valuation of inventory by financial group. Valuations account for on-hand and in-transit inventory.
  - *Location Inventory*. Lists all products by location, including on-hand, stocking level, and minimum order quantity.
  - *Order Recommendation*. Lists recommended product orders based on stocking level, reorder point, reorder quantity, quantity on order, and quantity committed. Use this report to order inventory.
  - *Stock Status*. Lists the status of all products by location, manufacturer, and designer or series.

7. Select the level of inventory totals that you want to display in the report from the **Report Detail** drop-down menu.

The screenshot shows the 'OfficeMate Custom Inventory Reports' dialog box. The 'Report' section has 'Report Name' set to 'By Report', 'Report Type' set to 'Inventory Valuation', and 'Report Detail' set to 'Location'. The 'Data Selection' section includes 'Manufacturers - ALL', 'Regions - ALL', 'Locations - ALL', 'Report Columns', and 'Financial Groups - ALL'. The 'Report Options' tab is selected, showing 'Inventory Report Product Selection Options' with two sub-sections: 'Quantity Options' and 'Product Status and Consignment'. The 'Quantity Options' section has three unchecked checkboxes: 'Include products with zeros in all selected quantity columns', 'Include products with negative quantity on hand', and 'Only Include Products needing to be ordered'. The 'Product Status and Consignment' section has five checked checkboxes: 'Include Stock products', 'Include Non-Stock products', 'Include Discontinued products', 'Include Inactive products', and 'Include Products On Backorder'. The 'Report Grouping' section has 'Group By' set to 'Region', 'Location', 'Financial Group', 'Manufacturer', 'Designer/Series', 'Product Name', and 'SKU'. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer', 'Folder' set to 'E:\OfficeMate\Report', and 'File Name' set to 'InventoryValuation.csv'. The 'Report Description' section at the bottom states: 'This report values inventory by Financial Groups. Columns include On Hand, In Transit, Cost and Value.'

8. Narrow the search results to specific types of inventory, as needed:
  - a. Click the **Report Options** tab.
  - b. Select or deselect the **Quantity Options** and **Product Status and Consignment** check boxes.

The screenshot shows the 'OfficeMate Custom Inventory Reports' dialog box. The 'Report' section has 'Report Name' empty, 'Report Type' set to 'Stock Status', and 'Report Detail' set to 'Product Detail (SKU)'. The 'Data Selection' section includes 'Manufacturers - ALL', 'Regions - ALL', 'Locations - ALL', 'Report Columns', and 'Product Types - ALL'. The 'Report Options' tab is selected, showing 'Inventory Report Product Selection Options' with two sub-sections: 'Quantity Options' and 'Product Status and Consignment'. The 'Quantity Options' section has three unchecked checkboxes: 'Include products with zeros in all selected quantity columns', 'Include products with negative quantity on hand', and 'Only Include Products needing to be ordered'. The 'Product Status and Consignment' section has five checked checkboxes: 'Include Stock products', 'Include Non-Stock products', 'Include Discontinued products', 'Include Inactive products', and 'Include Products On Backorder'. The 'Report Grouping' section has 'Group By' set to 'Region', 'Location', 'Product Type', 'Manufacturer', 'Designer/Series', 'Product Name', and 'SKU'. The 'Output' section has 'Printer' set to 'Microsoft XPS Document Writer', 'Folder' set to 'E:\OfficeMate\Report', and 'File Name' set to 'StockStatus.csv'. The 'Report Description' section at the bottom states: 'This report lists the status of all products by Location, Manufacturer and Designer/Series. Columns include On Hand, In Transit, On Order, Cost and Value.'



9. Narrow the report display results to specific information, as needed:
  - a. Click the **Report Columns** tab.
  - b. Select or deselect the **Product ID**, **Valuation Info**, **Ordering Info**, and **Other Columns** check boxes.

**OfficeMate Custom Inventory Reports**

Report Name:   Use as Title

Report Type:

Report Detail:

**Data Selection**

Manufacturers - ALL  Regions - ALL  Locations - ALL

Select the Columns to include in this report.

Product ID	Valuation Info	Ordering Info	Other Columns
<input checked="" type="checkbox"/> Product Name	<input checked="" type="checkbox"/> Qty On Hand	<input checked="" type="checkbox"/> Qty on Order	<input type="checkbox"/> Attributes
<input checked="" type="checkbox"/> Product Code	<input checked="" type="checkbox"/> Qty In Transit	<input type="checkbox"/> Qty Committed	<input type="checkbox"/> Last Received Date
<input type="checkbox"/> UPC Code	<input checked="" type="checkbox"/> Cost	<input type="checkbox"/> Qty In Process	<input type="checkbox"/> Product Status
<input checked="" type="checkbox"/> Size	<input checked="" type="checkbox"/> Extended Value	<input type="checkbox"/> Reorder Point	<input type="checkbox"/> Backorder ETA Date
<input checked="" type="checkbox"/> Color		<input type="checkbox"/> Stocking Level	<input type="checkbox"/> Commission Class
<input type="checkbox"/> Location		<input type="checkbox"/> Minimum Display Qty	<input type="checkbox"/> Material
		<input type="checkbox"/> Minimum Order Quantity	<input type="checkbox"/> Gender
		<input type="checkbox"/> Quantity to Order	<input type="checkbox"/> Mount
		<input type="checkbox"/> Order Value	
		<input type="checkbox"/> Qty at DC	

**Report Grouping**

Group By:  Region  Location  Product Type  Manufacturer  Designer/Series  Product Name  (all)

Page Break for each Location

**Output**

Printer:

CSV File: Folder:  File Name:

**Report Description**

This report lists the status of all products by Location, Manufacturer and Designer/Series. Columns include On Hand, In Transit, On Order, Cost and Value.

10. Refine the report results by selecting the product types, financial groups, or production groups you want to include, as needed:
  - a. Click the **Product Types** tab.
  - b. Select the **Product Types**, **Financial Groups**, or **Production Groups** radio button to narrow the report results by product type, financial group, or production group.
  - c. Select only the product types that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one group, press and hold the **Ctrl** key and then select multiple groups.

- d. Click the single left arrow (<) to move a group to the **Available** box, and therefore, exclude the group from the report.
- e. Click one of the double arrows (<< or >>) to move all the groups from one box to another.

The screenshot shows the 'OfficeMate Custom Inventory Reports' dialog box. The 'Report' section includes 'Report Name', 'Report Type' (set to 'Stock Status'), and 'Report Detail' (set to 'Product Detail (SKU)'). The 'Data Selection' section has tabs for 'Manufacturers - ALL', 'Engines - ALL', and 'Locations - ALL'. Under 'Locations - ALL', the 'Product Types - 5 of 7' sub-tab is active. It features two columns: 'Available' (containing 'Accessories' and 'Ready Readers') and 'Selected' (containing 'Contact Lenses', 'Frames', 'DipHolic Lenses', 'Other', and 'Photo Sunlasses'). Navigation arrows are present between the columns. The 'Report Grouping' section has 'Group By' options: 'Region', 'Location', 'Product Type', 'Manufacturer', 'Designer/Series', 'Product Name', and 'SKU'. The 'Output' section has a checked 'Printer' field set to 'Microsoft XPS Document Writer' and a 'CSV File' section with 'Folder' and 'File Name' fields. The 'Report Description' section at the bottom provides a brief overview of the report's content and includes 'Process' and 'Close' buttons.

11. Refine the report results by selecting the manufacturers you want to include, as needed:
  - a. Click the **Manufacturers** tab.
  - b. Select either the **Manufacturers** or **Vendors** radio button to narrow the report results by manufacturer or vendor.
  - c. Select only the manufacturers or vendors that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one manufacturer or vendor, press and hold the **Ctrl** key and then select multiple manufacturers or vendors.

- d. Click the single left arrow (**<**) to move a manufacturer or vendor to the **Available** box, and therefore, exclude the manufacturer or vendor from the report.
- e. Click one of the double arrows (**<<** or **>>**) to move all the manufacturers or vendors from one box to another.

The screenshot shows the 'OfficeMate Custom Inventory Reports' dialog box. The 'Report' section at the top has 'Report Name' (empty), 'Report Type' set to 'Stock Status', and 'Report Detail' set to 'Product Detail (SKU)'. There are 'Save' and 'Delete' buttons. The 'Data Selection' section has 'Report Options' set to 'Manufacturers - ALL', 'Report Columns' set to 'Region - ALL', and 'Product Types' set to '5 of 7'. Below this, there are radio buttons for 'Vendors' (unchecked) and 'Manufacturers' (checked). There are two list boxes: 'Available' (empty) and 'Selected' (containing several manufacturer names like '21ST CENTURY OPTICS, INC. - LONG ISLAND'). Navigation arrows are between the boxes. Below the lists is a 'Designer/Series' dropdown. The 'Report Grouping' section has 'Group By' options: 'Region' (unchecked), 'Location' (checked), 'Product Type' (unchecked), 'Manufacturer' (checked), 'Designer/Series' (unchecked), 'Product Name' (unchecked), and 'SKU' (unchecked). There is also a 'Page Break for each Location' checkbox. The 'Output' section has a 'Printer' checkbox checked and a dropdown menu set to 'Microsoft XPS Document Writer'. There are 'Folder' and 'File Name' fields. The 'File Name' field contains 'StockStatus.csv'. At the bottom, there is a 'Report Description' section with a 'Process' button and a 'Close' button.

12. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

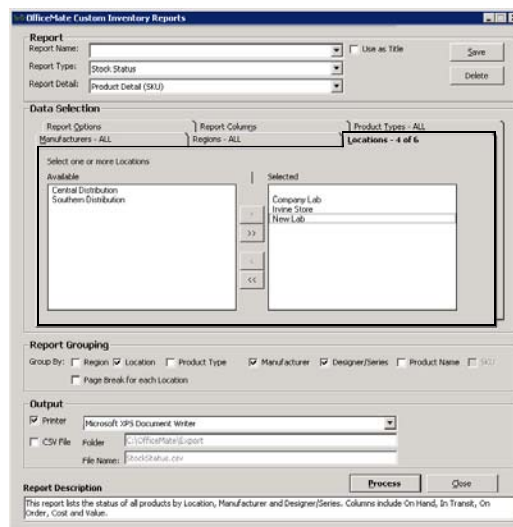
- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore, exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot shows the 'OfficeMate Custom Inventory Reports' dialog box. The 'Report' section at the top has 'Report Name' (empty), 'Report Type' set to 'Stock Status', and 'Report Detail' set to 'Product Detail (SKU)'. The 'Data Selection' section is the main focus, with 'Regions - ALL' selected under 'Report Options'. Below this, there are two boxes: 'Available' (empty) and 'Selected' (containing '(No Region)' and 'Southern'). Between these boxes are navigation arrows: a single left arrow (<), a double left arrow (<<), a double right arrow (>>), and a single right arrow (>). The 'Report Grouping' section has 'Group By' options: 'Region' (unchecked), 'Location' (checked), 'Product Type' (unchecked), 'Manufacturer' (checked), 'Designer/Series' (checked), and 'Product Name' (unchecked). There is also a 'Page Break for each Location' checkbox (unchecked). The 'Output' section has 'Printer' selected with 'Microsoft XPS Document Writer' as the device, and 'CSV File' selected with folder 'C:\OfficeMate\Report' and file name 'StockStatus.csv'. The 'Report Description' at the bottom states: 'This report lists the status of all products by Location, Manufacturer and Designer/Series. Columns include On Hand, In Transit, On Order, Cost and Value.'

13. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore, exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.



14. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
15. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).
16. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE** For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

17. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.
  
- **To create and print custom performance reports**
  1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
  2. Click the **Custom** tab.
  3. Select **Performance Reports** from the Report Name list.
  4. Click **Open**.

The Custom Business Analysis Reports window opens.
  5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 15.
  6. Select a report from the **Report Type** drop-down menu.
    - *Performance Report - Net Fees*. Lists performance results, based on products sold and services rendered, in terms of net fees.
    - *Performance Reports - Net Quantities*. Lists performance results, based on products sold and services rendered, in terms of net quantities.
  7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.

8. Select a date range for the information you want to include in the report.
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.

OR

- Enter beginning and ending dates in the date range fields.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. It is divided into several sections:

- Report:** Report Name: Performance Report - Net Fees; Report Detail: Summary. Buttons: Save, Load.
- Data Selection:** Dates: Span: YTD; Q1 2010 to date. Start date: 1/1/2010; End date: 2/1/2010.
- Report Options:** Tabs for Regions - ALL, Locations - ALL, Providers - ALL, Products - ALL. Performance Options: Use the Setup Button to set the Performance Report Options. Button: Setup Report.
- Report Grouping:** Group By:  Region,  Location,  Provider.
- Output:**  Printer: Adobe PDF (from MQPSTEEIGH) in session 1 (Terminal Server PCL fallback Printer);  CSV File: Folder: C:\OfficeMate\Export; File Name: PerformanceFeesSummary.csv. Buttons: Process, Close.

At the bottom, a small text box states: "Provides performance results for exam, frame, contact lens, pairs of glasses; AFI coatings added to the glasses; 2nd pair; backup pairs sold to contact lens patients; and the 8 Contact Lens Warranties and Packages sold - expressed in Net Fees."

9. Refine the report results by selecting the report options, as needed:
  - a. Click the **Report Options** tab.
  - b. Click **Setup Report**.

The Business Analysis Reports Setup Options window opens.

- c. Click the various tabs on the Business Analysis Reports Setup Options window.
- d. Select items that you want to include as quantities or fees in the column represented by the tab.

#### NOTES

- On the Comprehensive Exams tab, you can select the CPT codes to include as quantities or fees in the Comp. Exam column in the report.
- On the Medical Exams tab, you can select the CPT codes to include as quantities or fees in the Medical Exam column in the report.
- On the Exam Only tab, you can select the CPT codes to include as quantities or fees in the Exam Only column in the report.
- On the CL Exams tab, you can select the CPT codes to include as quantities or fees to calculate the number of contact lens exams performed. This number is then used to calculate the percentage of contact lens packages sold.
- On the CL Packages tab, you can select the contact lens packages sold.
- On the Photos tab, you can select the CPT codes to include as quantities or fees in the Photos column in the report.
- On the A/R Coatings tab, you can select the A/R coating attributes that are part of A/R coatings added to lenses. For information on setting up attributes, go to [To add & modify attributes on page 140](#). For information on adding attributes to products, go to [To maintain product attributes on page 70](#).
- On the Frame Warranties tab, you can select production groups that relate to contact lens warranties.

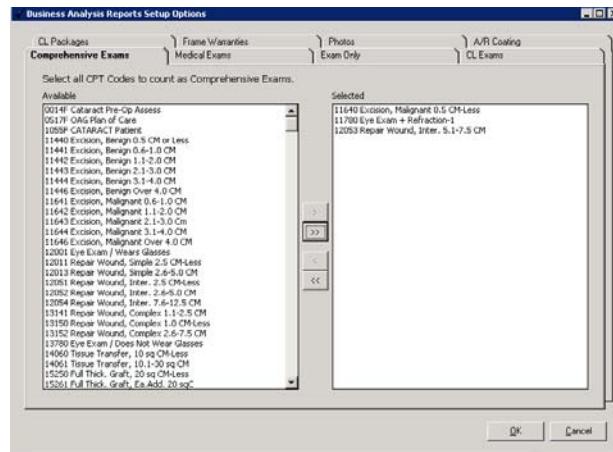
- e. Click the right arrow (>) to move products to the **Selected** box.
- f. Click one of the double arrows (<< or >>) to move all the products from one box to another.

#### NOTE

To select more than one item, press and hold the **Ctrl** key and then select multiple items.

- g. Click **OK**.

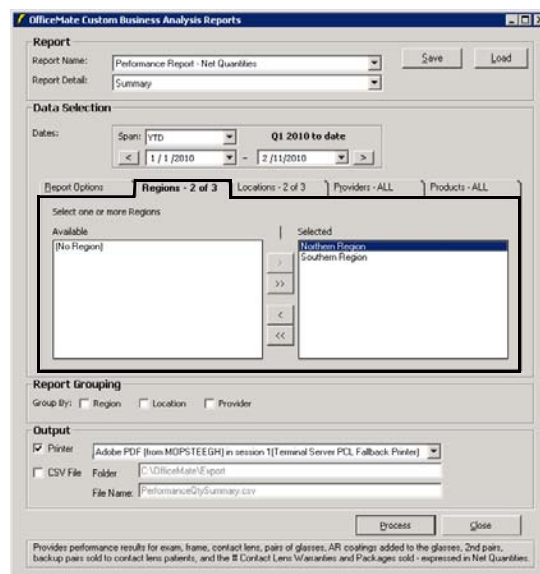




10. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE** To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.



11. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

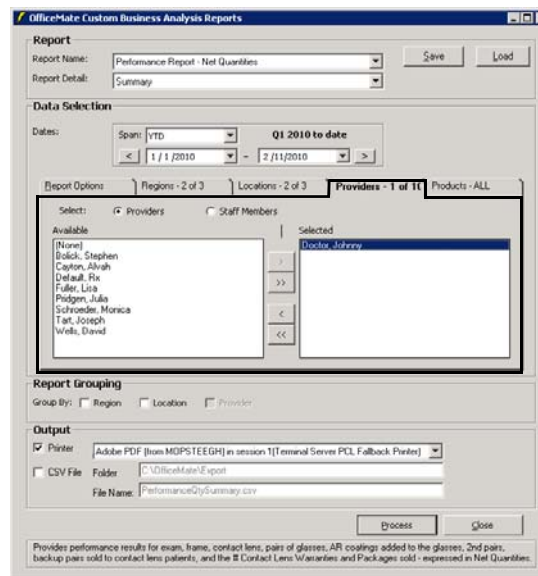
- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Locations' tab is active, displaying two columns: 'Available' and 'Selected'. The 'Available' column lists 'Eye Care Management'. The 'Selected' column lists '018 Irvine Store' and '022 Lake Forest Store'. Navigation arrows are visible between the columns. The 'Report' section at the top shows 'Report Name: Performance Report - Net Quantities' and 'Report Detail: Summary'. The 'Data Selection' section shows 'Span: YTD' and 'Q1 2010 to date'. The 'Output' section shows 'Printer: Adobe PDF (from MQPSTEIGH) in session 1 (Terminal Server PCL FallBack Printer)' and 'Folder: C:\OfficeMate\Export'. The 'File Name' is 'PerformanceQtySummary.csv'. The 'Process' and 'Close' buttons are at the bottom right.

12. Refine the report results by selecting the providers or staff members you want to include, as needed:
  - a. Click the **Providers** tab.
  - b. Select the **Providers**, **Staff Members**, or **Recorded By** radio button to limit the providers or staff that are available to select.
  - c. Select only the providers or staff members that you want to include in the report in the **Selected** box.

**NOTE** To select more than one provider or staff member, press and hold the **Ctrl** key and then select multiple providers or staff members.

- d. Click the single left arrow (←) to move a provider or staff member to the **Available** box, and therefore exclude the provider or staff member from the report.
- e. Click one of the double arrows (≪ or ≫) to move all the providers or staff members from one box to another.



13. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
14. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).

15. To print the report, chart, or graph, perform the following steps:
  - a. Select the **Printer** check box.
  - b. Select a printer from the drop-down menu.
  - c. Click **Process**.  
The Report Viewer window opens and displays a preview of the report, chart, or graph.
  - d. Click the **Print Report** icon.
  - e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

16. To export the data into a CSV file, perform the following steps:
  - a. Select the **CSV File** check box.
  - b. Type a folder location in the **Folder** text box.
  - c. Type a name for the file in the **File Name** text box.
  - d. Click **Process**.
  - e. Click **View File** to view the data in the CSV format.

► **To create and print custom production reports**

**NOTE**

Production reports may take a long time to process the first time you preview a report. Subsequent production report processing will be much faster. The first time you run the production reports, select a time period that encompasses the date of the start of business and most current date.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click the **Custom** tab.
3. Select **Production Reports** from the Report Name list.
4. Click **Open**.  
The Custom Business Analysis Reports window opens.
5. To open previously saved report settings, go to [To load saved custom report settings on page 395](#), and then skip to step 18.

6. Select a report from the **Report Type** drop-down menu.
  - *Production Report - Period Comparison*. Lists sales, discounts, adjustments, returns, receipts, and applied payments grouped by production or financial groups.
  - *Production Report - Location Comparison*. Compares sales, discounts, adjustments, returns receipts, and applied payments between selected locations.
  - *Production Report - Provider Comparison*. Compares sales, discounts, adjustments, returns receipts, and applied payments between selected providers.
  - *Production Report - Year-to-Year*. Compares sales, discounts, adjustments, returns receipts, and applied payments during a selected period and year-to-date and compares to the same period one year prior and prior year-to-date.
  - *Productivity Recap*. Lists Charges, Adjustments, Receipts, or Applied Payments and Refunds for a selected period. Results can be grouped by location then provider or by provider then location.
  - *Monthly Production Recap*. Lists a summary of sales, discounts, adjustments, returns receipts, and applied payments by day.
7. Select the level of detail that you want to display in the report from the **Report Detail** drop-down menu.
8. Select the **Resummarize** check box to recalculate the totals as needed.

**NOTES**

- Select the **Resummarize** check box only if you have noticed that the Production reports at the Summary and Product Group levels do not match the reports at the Patient and Product Detail levels. Selecting the Resummarize check box greatly lengthens the amount of time it takes to generate the report.
- By default, the Summary and Product Groups reports use the data that was summarized the last time the report ran as a starting point for its calculations. Using the previous summary rather than recalculating from the beginning of your recorded data saves time; however, due to irregularities, the reports may become inaccurate over time. Selecting the Resummarize check box corrects these irregularities.

9. Select a date range for the transactions you want to include in the report:
  - Select a range from the **Span** drop-down menu and use the left and right arrows to advance the time period.

OR

- Enter beginning and ending dates in the date range fields.

10. If you selected the Production Report - Period Comparison, select a period from the **Comparison Period** drop-down menu.
11. Refine the report results by selecting the report options, as needed:
  - a. Click the **Report Options** tab.
  - b. To include product fees on the report, select the **Include Fees** check box and select the check boxes that correspond to the types of fees you want to include.
  - c. To include payments received on the report, select the **Include Receipts** check box and select the check boxes that correspond to the types of receipts you want to include. If you selected Production Report - Provider Comparison report, you cannot select the Include Receipts check box and corresponding check boxes.
  - d. To include receipts applied to charges on the report, select the **Include Applied Payments** check box and select the check boxes that correspond to the types of payments you want to include.
  - e. Select the **Apply Adjustments and Applied Payments to Fee Slip Location** check box to report adjustments and payments by fee slip location. For example, if a payment or adjustment is recorded in OfficeMate Administration, that payment will be applied to the location of the fee slip rather than to the administrative location.
  - f. If you selected the Production Report - Year-to-Year Comparison report, select the **Show Change as Percentage** check box to include the percentage of change instead of the change in dollars, as needed.
  - g. If you selected the Productivity Recap or Monthly Production Recap reports, select whether you want to run the report for deposits and

receipts or by applied payments, indicate whether you want the report to list payments and adjustments by location, and select whether you want each group to start at the top of new page.

**OfficeMate Custom Business Analysis Reports**

**Report**  
 Report Name: Enter a Custom Report Name or Select from List  Use as Title   
 Report Type: Production Report - Location Comparison   
 Report Detail: Summary  Resummarize Totals

**Data Selection**  
 Transaction Dates:  
 Span: MTD August to Date  
 8/1/2010 - 8/17/2010

**Report Options** Regions - ALL Locations - ALL Providers - ALL Products - ALL

**Production Report Sections**

- Include Fees
- Gross Fees
- Adj., Disc & Returns
- Charge Backs
- Sales Taxes
- Apply Adjustments and Applied Payments to Fee Slip Location
- Show Change as Percentage
- Include Receipts
- Patient Deposits
- Insurance Deposits
- Deposit Adjustments
- Other Payment Methods
- Include Applied Payments
- Patient Payments
- Insurance Payments
- Charge Backs
- List by Payment Method
- Combine Groups

**Report Grouping**  
 Group By:  Region  Location  Provider

**Output**  
 Printer: Microsoft XPS Document Writer  
 CSV File Folder: C:\OfficeMate\Export  
 File Name: ProductionLocation.csv

**Report Description**    
 Compares each locations production for the selected period grouped by the Financial or Production Report Groups. Report outputs are Sales, Discounts, Adjustments and Returns, Receipts and Applied Payments.

12. Refine the report results by selecting the regions you want to include, as needed:
  - a. Click the **Regions** tab.
  - b. Select only the regions that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one region, press and hold the **Ctrl** key and then select multiple regions.

- c. Click the single left arrow (<) to move a region to the **Available** box, and therefore exclude the region from the report.
- d. Click one of the double arrows (<< or >>) to move all the regions from one box to another.

The screenshot shows the 'OfficeMate Custom Business Analysis Reports' dialog box. The 'Report' section at the top has 'Report Name' set to 'Enter a Custom Report Name or Select from List', 'Report Type' set to 'Production Report - Location Comparison', and 'Report Detail' set to 'Summary'. The 'Data Selection' section shows 'Transaction Dates' from 8/1/2010 to 8/17/2010. The 'Report Options' section shows 'Regions - 2 of 6', 'Locations - 3 of 8', 'Providers - ALL', and 'Products - ALL'. The 'Available' list contains '(No Region)', 'Eastern', 'Southern', and 'Western'. The 'Selected' list contains 'Central' and 'Northern'. The 'Report Grouping' section has 'Region' selected. The 'Output' section has 'Printer' selected with 'Microsoft XPS Document Writer' and 'CSV File' selected with folder 'C:\OfficeMate\Report' and file name 'ProductionLocation.csv'. The 'Process' button is highlighted.



13. Refine the report results by selecting the locations you want to include, as needed:
  - a. Click the **Locations** tab.
  - b. Select only the locations that you want to include in the report in the **Selected** box.

**NOTE** To select more than one location, press and hold the **Ctrl** key and then select multiple locations.

- c. Click the single left arrow (<) to move a location to the **Available** box, and therefore exclude the location from the report.
- d. Click one of the double arrows (<< or >>) to move all the locations from one box to another.

The screenshot displays the 'OfficeMate Custom Business Analysis Reports' window. It is divided into several sections:
 

- Report:** Includes fields for 'Report Name' (with a dropdown), 'Report Type' (set to 'Production Report - Location Comparison'), and 'Report Detail' (set to 'Summary'). There are 'Save' and 'Cancel' buttons.
- Data Selection:** Shows 'Transaction Dates' with a 'Span' of 'MTD' and 'August to Date' from '8/1/2010' to '8/17/2010'. Below this are 'Report Options' tabs for 'Regions - 2 of 6', 'Locations - 3 of 8', 'Providers - ALL', and 'Products - ALL'. A 'Select one or more Locations' section contains two lists: 'Available' (Aliso Viejo Store, Newport Beach, San Diego) and 'Selected' (None, Rancho Cordova), with arrows for moving items between them.
- Report Grouping:** A 'Group By' section with checkboxes for 'Region', 'Location', and 'Provider'.
- Output:** Includes a 'Printer' dropdown (Microsoft XPS Document Writer), a 'Folder' field (C:\OfficeMate\Export), and a 'File Name' field (ProductionLocation.csv).
- Report Description:** A text box at the bottom explaining the report's function: 'Compares each location's production for the selected period grouped by the Financial or Production Report Groups. Report outputs are Sales, discounts, Adjustments and Returns, Receipts and Applied Payments.'

14. Refine the report results by selecting the providers or staff members you want to include, as needed:
  - a. Click the **Providers** tab.
  - b. Select the **Providers**, **Staff Members**, or **Recorded By** radio button to limit the providers or staff that are available to select.
  - c. Select only the providers or staff members that you want to include in the report in the **Selected** box.

**NOTE**

To select more than one provider or staff member, press and hold the **Ctrl** key and then select multiple providers or staff members.

- d. Click the single left arrow (←) to move a provider or staff member to the **Available** box, and therefore exclude the provider or staff member from the report.
- e. Click one of the double arrows (⇐ or ⇒) to move all the providers or staff members from one box to another.

15. Refine the report results by selecting the products you want to include, as needed:
  - a. Click the **Products** tab.
  - b. Select the **Financial Groups**, **Production Groups**, or **Attributes** radio button to narrow the report results by financial group, production group, or attribute.
  - c. Select only the financial groups, production groups, or attributes that you want to include in the report in the **Selected** box.

**NOTE** To select more than one product, press and hold the **Ctrl** key and then select multiple products.

- d. Click the single left arrow (<) to move a product to the **Available** box, and therefore exclude the product from the report.
- e. Click one of the double arrows (<< or >>) to move all the products from one box to another.

16. Select the **Report Grouping** check boxes to sort the report results into groups, as needed. You can select any number of the check boxes that are available. Not all check boxes are available for all reports.
17. If you want to save the report settings for future use, go to [To save custom report settings on page 393](#).

18. To print the report, chart, or graph, perform the following steps:

- a. Select the **Printer** check box.
- b. Select a printer from the drop-down menu.
- c. Click **Process**.

The Report Viewer window opens and displays a preview of the report, chart, or graph.

- d. Click the **Print Report** icon.
- e. Close the Report Viewer window when finished.

**NOTE**

For more information about the Report Viewer window, go to [To use the Report Viewer window on page 450](#).

19. To export the data into a CSV file, perform the following steps:

- a. Select the **CSV File** check box.
- b. Type a folder location in the **Folder** text box.
- c. Type a name for the file in the **File Name** text box.
- d. Click **Process**.
- e. Click **View File** to view the data in the CSV format.

► **To use the Report Viewer window**

❖ Complete one or more of the following tasks in the Report Viewer window:

- Click the **Toggle Group Tree** icon to view the headings in the Preview tab. Click the + (plus sign) next to headings on the **Preview** tab to view the subheadings in the report. Click a heading or subheading to view that section of the report.
- Click the **Search Text** icon to search for a name or amount displayed in the report.
- Click the **Print Report** icon to open the Print window and print the report.
- Close the Report Viewer window.

The screenshot shows the Report Viewer window with a preview of an insurance payment report. The report is titled 'Applied Insurance Payment Report' and is a 'Summary by Location by Provider' for the period '9/1/2009 to 9/17/2009'. The report is displayed in a table format with two columns: 'Insurance Name' and 'Ins. Payment'. The data is organized by location and provider.

Insurance Name	Ins. Payment
Anvi Optical Store	
MINNIE MOUSE	
VSP	\$20.00
Total MINNIE MOUSE	\$20.00
Total Anvi Optical Store	\$20.00
Pacific Park Store	
Mickey Mouse	
Aetna	\$159.75
CareMore	\$221.10
Total Mickey Mouse	\$380.85
Total Pacific Park Store	\$380.85
Report Total	\$400.85

## Viewing the Business Insights Dashboard, Powered by The EDGE

Watch a [training video](#) on our YouTube channel about how to use the new business insights dashboard, powered by The EDGE.

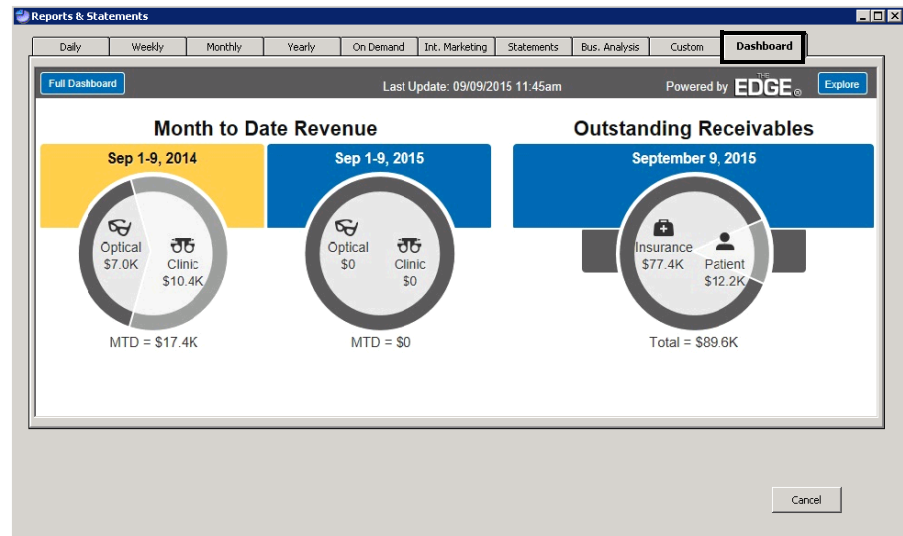
To understand the [terms and values](#) used in the new business insights dashboard, powered by The EDGE, view our corresponding knowledge base articles.

You can view a business insights financial dashboard, powered by The EDGE®, directly from within OfficeMate. This dashboard gives you an overview of month-to-date and year-to-date total clinic and optical revenue, revenue per exam, capture rates, average frame sales, and outstanding receivables in a very easy-to-understand graphical format.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).

**NOTE** If you have access to the business insights financial dashboard, powered by The EDGE, the default tab that will open when you open the Reports & Statements window will be the Dashboard tab.

2. Click the **Dashboard** tab.
3. Click the blue **Explore** button to learn more about The EDGE, or, if you are a current EDGE subscriber, to access your business's financial data.



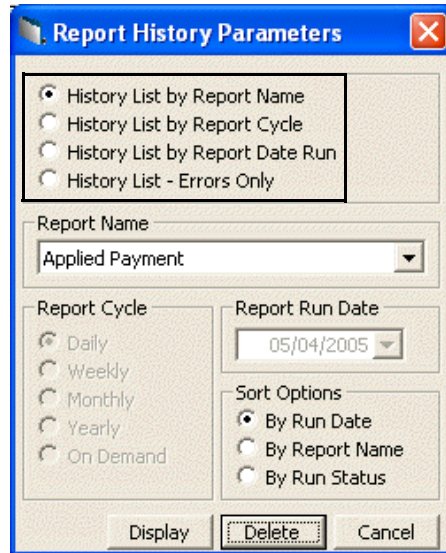
## Viewing the Report History

Follow the instructions below to view when a report was created and whether or not the report was created successfully.

**NOTE** You cannot view the report history of custom reports.

1. Open the Reports & Statements window. For more information on opening this window, go to [Opening the Reports & Statements Window on page 368](#).
2. Click **History**.  
The Report History Parameters window opens.

3. Select one of the following parameters in which to view the report:
  - History List by Report Name
  - History List by Report Cycle
  - History List by Report Date Run
  - History List - Errors Only

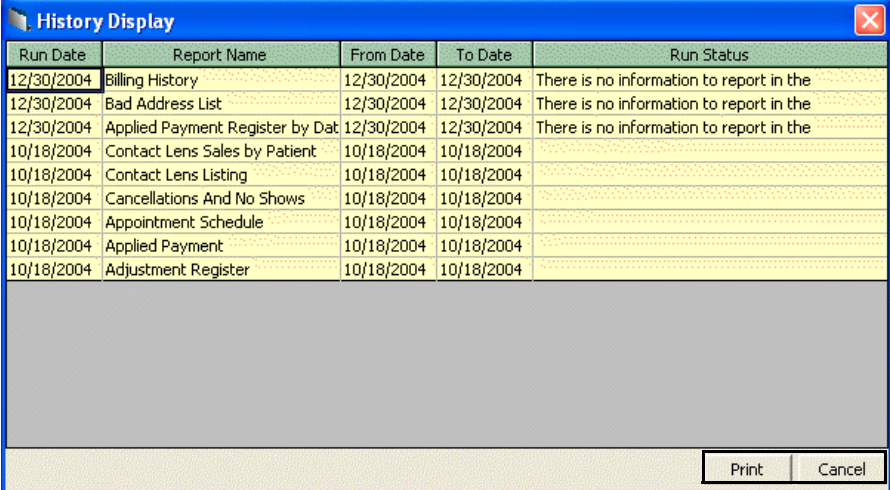


4. If you selected to view the history list by report name, select a report name from the **Report Name** drop-down menu.
5. If you selected to view the history list by report cycle, select an appropriate **Report Cycle** radio button.
6. If you selected to view the history list by date run, select or type a date in the **Date** box.
7. Select an appropriate **Sort Options** radio button.
8. Click **Display**.  
The History Display window opens.

9. Click **Print** to print the history.

OR

Click **Cancel** to close the History Display window.



The screenshot shows a window titled "History Display" with a table of report history. The table has five columns: Run Date, Report Name, From Date, To Date, and Run Status. The first three rows have a Run Status of "There is no information to report in the". The remaining rows have empty Run Status cells. At the bottom right of the window are "Print" and "Cancel" buttons.

Run Date	Report Name	From Date	To Date	Run Status
12/30/2004	Billing History	12/30/2004	12/30/2004	There is no information to report in the
12/30/2004	Bad Address List	12/30/2004	12/30/2004	There is no information to report in the
12/30/2004	Applied Payment Register by Dat	12/30/2004	12/30/2004	There is no information to report in the
10/18/2004	Contact Lens Sales by Patient	10/18/2004	10/18/2004	
10/18/2004	Contact Lens Listing	10/18/2004	10/18/2004	
10/18/2004	Cancellations And No Shows	10/18/2004	10/18/2004	
10/18/2004	Appointment Schedule	10/18/2004	10/18/2004	
10/18/2004	Applied Payment	10/18/2004	10/18/2004	
10/18/2004	Adjustment Register	10/18/2004	10/18/2004	

**NOTE**

Click **Delete** to delete the selected report history.

## List of Reports

This section lists all of the reports that you can create and print from within OfficeMate and the select criteria used to create them, including

- [Accounts Receivable, 457](#)
- [Accounts Receivable Variance, 457](#)
- [Adjustment Register, 457](#)
- [Aged A/R 30-60-90-120+, 458](#)
- [Applied Payment, 459](#)
- [Applied Payment Register by Date, 459](#)
- [Applied Payment Summary, 460](#)
- [Appointment Schedule, 460](#)
- [Appointments Scheduled with Insurance, 461](#)
- [Bad Address List, 461](#)
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- [Fee Slip Audit, 474](#)
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## Accounts Receivable

The Accounts Receivable report is a custom report that lists the outstanding balances for a selected period by region, location, provider, balance type, insurance company, patient, fee slip, or fee slip line item. You can choose for the report to include fee slip balances, unapplied deposits, or both. To create the Accounts Receivable report, go to [To create and print custom aging reports on page 397](#).

Patient Accounts Receivable Summary				
All Providers, All Locations, Patients from U to V				
Period End: 7/28/2011				
Patient Name [Guarantor]	Birth Date	Day	Phone	Balance
uePhnk, Seknev (#27449) [eDna ehukFnr]	3/2/1948		(949) 113-8166	4/27/2009 (\$90.00)
uJdd, nstGreth M (#23229)	12/21/1960		(949) 113-4030	4/27/2009 (\$40.00)
unghw, Jkac C I I (#18515)	3/29/1978		(949) 112-9706	3/12/2007 \$3.00
ureSpag, verDne (#17007)	6/11/1970		(949) 112-8202	4/27/2009 (\$0.60)
uRezgdoir, denAra R (#22911) [oAhtnny zgoRirude F]	12/17/1993		(949) 113-3743	3/19/2008 \$77.00
Urnba, Ann E (#18299) [oarLdne Ulbran J]	10/8/1947		(949) 112-9491	4/27/2009 (\$64.00)
utnProin, fyerefJ (#26634)	2/7/1965		(949) 113-5799	4/27/2009 \$170.00
<b>Report Total</b>				<b>\$55.40</b>

## Accounts Receivable Variance

The Accounts Receivable Variance report lists backdated payments and adjustments by a given date range. This information is needed to reconcile aging reports from month to month. Eyefinity suggests creating this report on a monthly basis.

- ❖ To create the Accounts Receivable Variance report, set the date parameters.

Accounts Receivable Variance Report							
Period end <= 05/01/2005							
Fee Slip	Line Item Date	Posting Date	Amount	Transaction Type	System Date	Recorded by	
21	05/05/2005	04/05/2005	(40.00)	Patient Payment	05/05/2005	Franklin, Helen	
Total Backdated Transactions			(40.00)				

**NOTE** If you set the Period End date in the past, you may not receive accurate results. For example, an unapplied amount that was applied to a balance after the report date will not appear in the report regardless of whether or not the unapplied balance was available on the report date.

## Adjustment Register

The Adjustment Register report lists adjustments to transactions in ascending date order and includes fee slip numbers, patient names, adjustment dates,

amounts, recorded by names, adjustment types, and adjustment reasons. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Adjustment Register report, set the date parameters. Optionally, select a sort order type from the **Type** drop-down menu, select a provider or staff member from the **Recorded By** drop-down menu, and select a location from the **Location** drop-down menu.

05/04/2005 4:34:19PM		Adjustment Register						
		Adjustment Date >= 04/28/2005						
		Adjustment Date <= 05/04/2005						
		Type = By Date						
Fee Slip	Patient	Date	Amount	Reason	Type	Recorded By		
45	Radmore, Michelle	05/04/2005	(50.00)	AD1-	Billing Error	Franklin, Helen		
86	Carter, Sally	05/04/2005	(20.00)	AD1-	Insurance Write-Off	Franklin, Helen		
<b>Total for 05/04/2005</b>			(70.00)					
<b>Total Adjustments</b>			(70.00)					

### Aged A/R 30-60-90-120+

The Aged A/R 30-60-90-120+ report is a custom report that lists the outstanding balances aged 30, 60, 90, and 120+ days. The report can be organized by region, location, provider, balance type, insurance company, patient, fee slip, or fee slip line item.

If you do not select the **Unapplied** check box, then the Unapplied column will not contain any data, even if there are unapplied deposits. Likewise, if you do not select the **Fee Slip Balances** check box, the Current, 31-60, 61-90, 91-120, and >120 columns will not contain any data, even if there are fee slip balances. To create the Aged A/R 30-60-90-120+ report, go to [To create and print custom aging reports on page 397](#).

AARP Health Care Options A/R Aging Detail							
All Providers, All Locations							
Period End: 7/28/2011							
Patient Name	Balance	Current	31-60	61-90	91-120	> 120	Unapplied
cbakl, Ntae (#1530) [m]ase akllbc L]	\$19.33					\$19.33	
Dep# 3429 10/9/2006 C#1100134956	(\$11.00)						(\$11.00)
Leasl, mMaai H (#22813)	\$0.03					\$0.03	
rhrWg, ryaM E (#19895)	\$3.03					\$3.03	
Rsoo, raO M (#15401)	\$0.03					\$0.03	
seniH, rRbtoe (#7987)	\$19.33					\$19.33	
<b>Report Total:</b>	<b>\$30.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$41.75</b>	<b>(\$11.00)</b>
	<b>100%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>136%</b>	

#### NOTE

Each percentage in the last row is the percentage that the balance for each column is of the total accounts receivable balance.

### Applied Insurance Payment

The Applied Insurance Payment report is a custom report that lists the applied insurance payments, refunds, and insurance chargebacks during the selected posting date period. It includes the insurance company, patient name, fee slip number, check number, and batch number. The checks refer to the original fee

slip location where the insurance charges were recorded. The report is grouped by check number and then by patient name. This report can be consolidated in a summary view, created by location with details displayed, or created by selected locations, insurance companies, and providers. To create the Applied Insurance Payment report, go to [Creating & Printing Custom Reports on page 391](#).

<b>Applied Insurance Payment Report</b>	
<b>Summary by Location by Provider</b>	
9/1/2009 to 9/17/2009	
<u>Insurance Name</u>	<u>Ins. Payment</u>
<b>Anvi Optical Store</b>	
MINNIE MOUSE	
VSP	<b>\$20.00</b>
<b>Total MINNIE MOUSE</b>	<b>\$20.00</b>
<b>Total Anvi Optical Store</b>	<b>\$20.00</b>
<b>Pacific Park Store</b>	
Mickey Mouse	
Aetna	<b>\$159.75</b>
CareMore	<b>\$221.10</b>
<b>Total Mickey Mouse</b>	<b>\$380.85</b>
<b>Total Pacific Park Store</b>	<b>\$380.85</b>
<b>Report Total</b>	<b>\$400.85</b>

### Applied Payment

**NOTE**

This report is replaced with the new Applied Payment custom report, located on the Custom tab. The Applied Payment custom report offers more flexible and, therefore, accurate reporting. For more information, go to [Creating & Printing Custom Reports on page 391](#).

### Applied Payment Register by Date

The Applied Payment Register by Date report lists money received by each provider or combined providers and the dates money was received. This report includes the total amount received for each service or product for the selected

period. It also lists the total revenue percentage for the period and year-to-date totals. Eyefinity suggests creating this report on a monthly basis.

- ❖ To create the Applied Payment Register by Date report, set the date parameters.

05/05/2005 10:36:39AM		Applied Payment Register			
		By Posting Date			
		Posting Date >= 05/05/2004			
		Posting Date <= 05/05/2005			
Patient	Fee Slip	Receipt No.	Product	Amount	Recorded By
<b>Posting Date 05/04/2005</b>					
<b>Patient Payments</b>					
Mitchell, Henry A	70	87	AR	613.59	Franklin, Helen
Underwood, Jennifer	76	88	TINTPG	280.71	Franklin, Helen
<b>Total Patient Payments</b>				<u>894.30</u>	
<b>Patient Refunds</b>					
Carter, Sally	65	0	92014	(75.00)	Franklin, Helen
<b>Total Patient Refunds</b>				<u>(75.00)</u>	
				<b>Total for 05/04/2005</b>	<u>819.30</u>
				<b>Report Total</b>	<u>819.30</u>

## Applied Payment Summary

The Applied Payment Summary report lists money received by each provider or combined providers and includes the total amount received for each service or product for the selected period. This report is grouped by payment method and also lists the total revenue percentage for the period and year-to-date totals. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Applied Payment Summary report, set the date parameters.

05/05/2005 12:48:56PM		Applied Payment Summary	
		By Provider	
		Posting Date >= 04/29/2005	
		Posting Date <= 05/05/2005	
Receipt Type	Date	Amount	
<b>Michael Miller, O.D.</b>			
Checks	05/04/2005	894.30	
Patient Refund		<u>(75.00)</u>	
		Total for 05/04/2005	<u>819.30</u>
		Provider Total	<u>\$819.30</u>
		<b>Report Total</b>	<u>\$819.30</u>

## Appointment Schedule

The Appointment Schedule report lists all patients scheduled for an appointment on the specified day. This report can be created for one provider or for all providers and with or without open time slots. It includes the time of the appointments, patient names, services, and durations of the appointments.

- ❖ To create the Appointment Schedule report, set the date parameters, select a provider from the **Provider** drop-down menu, select a service from the **Service** drop-down menu, and select the **Show All Time Slots** check box if

you want all time slots to be displayed in the report. Eyefinity suggests creating this report on a daily basis.

05/05/2005 1:32:48PM								
Appointment Schedule								
Date >= 01/05/2005 Date <= 05/05/2005								
Date & Time	Pat #	Name	Phone	Reason	Min	Insurance	Schedule Notes	Provider
01/05/05 10:00 AM								
01/05/05 10:30 AM								
01/05/05 11:00 AM								
01/05/05 11:30 AM								
01/05/05 12:00 PM								
01/05/05 12:30 PM								
01/05/05 01:00 PM								
01/05/05 01:30 PM								
01/05/05 02:00 PM								
01/05/05 02:30 PM								
01/05/05 03:00 PM								
01/05/05 03:30 PM								
03/11/05 03:45 PM	10	Harper Cole	(949) 555-7896	Unspecified	15	Vision Service Plan		Miller, O.D., Michael
01/05/05 04:00 PM								
01/05/05 04:30 PM								
01/05/05 05:00 PM								
01/05/05 05:30 PM								
01/05/05 06:00 PM								
01/05/05 06:30 PM								
<b>Total Appointments</b>				<b>1</b>				
<b>Total Estimated Minutes</b>				<b>15</b>				

### Appointments Scheduled with Insurance

The Appointments Scheduled with Insurance report is a custom report that lists patients with insurance that are scheduled for an appointment during a selected period. The report can include either patients or patients and authorized product type details. The report lists patients, their appointment dates, personal information, and insurance information. To create the Appointments Scheduled with Insurance report, go to [To create and print custom appointment reports on page 403](#).

Appointments Scheduled with Insurance									
All Resources, All Locations/Vision Service Plan									
Monday, 10/10/2005									
Appt Date	Patient Name (Patient #)	Date of Birth	Relation to Insured	Insured Party	Date of Birth	Zip Code	Insured ID #	Policy Group #	Authorization #
<b>Vision Service Plan: (800) 615-1883</b>									
10/10/2005	aDnAc, aRlph P (#3985)	1/25/1944		, (#)					N/A
10/10/2005	aegHmsaret, nelAl (#7025)	8/23/1968	Self		64157	826000003		0811452500010001	88474149
10/10/2005	enSsach, ngehniAa (#15656)	8/19/1965	Self		66106	751701157		1224882301010101	91362763
10/10/2005	hrWeele, aeVlan K (#19208)	6/17/1951		, (#)					88478840
10/10/2005	kzoTet, naeD M (#18076)	10/9/1972	Self		66226	700712633			N/A
10/10/2005	sdo, Diadv A (#4602)	8/21/1959	Self		64152	62845851--1		1205822000010001	78547533
10/10/2005	urenmrBe, IrCye (#25259)	9/24/1999	Natural Child	emrueBm, entrK C (#22093)	4/30/1963	66216	0330M3500	1202200601160001	88102607

### Bad Address List

The Bad Address List report lists all patients who have the Bad Addr check box selected in the Patient Demographics window. This report includes patient

names, addresses, cities, states, Zip codes, and phone numbers. Eyefinity suggests creating this report on demand.

05/05/2005 2:02:39PM		Bad Address Listing				
Patient Name	Address	City	State	ZIP Code	Home Phone	Day Phone
Carter, Sally	9696 Calle Dulce	San Juan Capistrano	CA	92675	(949) 555-1236	
Underwood, James	49060 Pacific Heights Drive	Mission Viejo	CA	92692	(949) 555-8631	949 555 7800
Underwood, Jennifer	49060 Pacific Heights Drive	Mission Viejo	CA	92692	(949) 555-8631	
Underwood, Tracy	49060 Pacific Heights Drive	Mission Viejo	CA	92692	(949) 555-8631	
<b>Total Bad Addresses: 4</b>						

## Billing History

The Billing History report lists transaction history by patients for the fee slip date range selected. This report is suitable for mailing to patients. Eyefinity suggests creating this report on a yearly basis.

- ❖ To create the Billing History report, set the fee slip date parameters, click in the **Patient Name** field to find and select a patient, and select the **By Family** check box if you want to sort the report by family name.

OfficeMate Software Solutions 15375 Barranca Pkwy, Bldg L Irvine, CA 92618		Page: 1				
Billing History						
To: Sally Carter 9696 Calle Dulce San Juan Capistrano, CA 92675		<b>Date Printed</b>	05/12/2005			
		<b>Statement Period</b>	05/12/2004 thru 05/12/2005			
		<b>Provider Name</b>	Michael Miller, O.D.			
		<b>Phone Number</b>	949 727 7080			
		<b>License</b>	4646-89			
		<b>Tax ID</b>	66-456872			
		<b>TPA Number</b>	345-454-234			
Fee Slip No	Transaction Date	CPT	Diagnosis	Description	Insurance	Billed To Patient
<b>Sally Carter</b>						
86	04/02/2005			Adj: Billing Error		(20.00)
	04/27/2005	99211	367.1	Level I, Established	25.00	
	04/27/2005	92012		Exam - Intermediate Estab	65.00	
	04/27/2005	92012	367.1	Exam - Intermediate Estab	65.00	
	05/04/2005			Insurance Write-Off from Eye Care Plan Of Americ	(20.00)	
	05/09/2005			Insurance Payment - Ck #	(30.00)	
	05/09/2005			Insurance Payment - Ck #	(25.00)	
87	05/05/2005	A4262	053.22	Temporary Absorbable Plugs		
88	05/03/2005			VOIDED 05/05/2005		
92	05/09/2005	V2020	054.42	\IRLOCK 760/1	107.49	107.50
	05/09/2005			Patient Payment - Cash		(20.00)
Total Due:						67.50

## Cancellations And No Shows

The Cancellations And No Shows report lists all patients who have canceled appointments or who did not show up for appointments. This report includes



appointment dates and times, patient names, phone numbers, services, and providers. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Cancellations And No Shows report, set the date parameters and choose the appropriate **Patient Name** and **Appointment Date** sort order.

05/05/2005 2:41:41PM		Cancellations and No Shows					
		Date >= 04/29/2004		Date <= 05/05/2005			
<b>Cancelled Appointments</b>							
Appt.	Patient	Phone	Service	Provider	Created	Updated	
03/11/05 02:30p	10 Harper Cole	(949) 555-7096	Unspecified	Miller, O.D., Michael	I4NCHMTRBLET1	03/11/05 09:36a	I4NCHMTRBLET1 03/11/05 09:37a
<b>Total Cancelled Appointments</b>		<b>1</b>					
<b>No Show Appointments</b>							
Appt.	Patient	Phone	Service	Provider	Created	Updated	
05/05/05 05:45p	3 Sally Carter	(949) 555-1236	Unspecified	Miller, O.D., Michael	MY	05/05/05 02:41p	MY 05/05/05 02:41p
<b>Total No Show Appointments</b>		<b>1</b>					
<b>Total Appointments</b>		<b>2</b>					
<b>Total Estimated Minutes</b>		<b>30</b>					

## Cash Reconciliation

The Cash Reconciliation report displays the amounts of cash, checks, credit cards, debit cards, and other forms of payment received in a given day. The report also shows the amounts of cash, checks, credit cards, debit cards, and other payments that were in the cash drawers at the end of the day and the differences between the recorded and the actual amounts. Use this report to look for patterns in cash shortages and overages.

- ❖ To create the Cash Reconciliation report, set the fee slip date parameters.

8/6/2008 10:38:40AM		Cash Reconciliation Report			
		Posting Date >= 08/04/2008		Posting Date <= 08/04/2008	
<b>Location: Fullerton Store</b>					
<b>Posting Date:</b>	8/4/2008 12:00:00AM	<b>Calculated</b>	<b>Entered</b>	<b>Variance</b>	<b>Explanation</b>
<b>Recorded By:</b>	Doctor, Johnny				
<b>Update Date:</b>	8/6/2008 10:38:02AM				
<b>Cash</b>		\$0.00	\$2.00	(\$2.00)	Found change on the floor
<b>Checks</b>		\$356.88	\$355.98	\$0.90	Failed to verify check
<b>Credit Cards</b>		\$0.00	\$0.00	\$0.00	
<b>Debit Cards</b>		\$0.00	\$0.00	\$0.00	
<b>Other</b>		\$0.00	\$0.00	\$0.00	
<b>Patient Refunds</b>		\$0.00	\$0.00	\$0.00	
<b>Total of Variances</b>				(\$1.10)	
<b>Total of Variances for</b>	<b>Fullerton Store</b>			(\$1.10)	

## Claim Edit Errors

The Claim Edit Errors report lists claims that cannot be submitted due to errors within the claim, the nature of the errors, and the amount of revenue associated with the claim.

- ❖ To create the Claim Edit Errors report, set the fee claim date parameters. Select a location from the **Location** drop-down menu as needed. Select a provider from the **Provider** drop-down menu as needed.

12/9/2008 3:05:26PM		<b>Claim Edit Error Report</b>
		From Claim Date >= 01/01/2008
		Thru Claim Date <= 12/07/2008
2.00	Box, Jr	United Health Care Place of Service on Line Item is Blank - Products V2520 Place of Service on Line Item is Blank - Products V2797
3.00	Cullen I, Edward	Aetna Primary Diagnosis is Blank - Fee Slip Procedure Diagnosis on Line Item is Blank Procedure Code on Line Item is Blank Procedure Diagnosis on Line Item is Blank 11444 Procedure Diagnosis on Line Item is Blank V2205 Procedure Diagnosis on Line Item is Blank V2205 Procedure Diagnosis on Line Item is Blank V2702 Procedure Diagnosis on Line Item is Blank Procedure Code on Line Item is Blank Procedure Diagnosis on Line Item is Blank V2799 Procedure Diagnosis on Line Item is Blank 68020 Procedure Diagnosis on Line Item is Blank 92015 Procedure Diagnosis on Line Item is Blank 92083 Procedure Diagnosis on Line Item is Blank Procedure Code on Line Item is Blank Procedure Diagnosis on Line Item is Blank V2521 Procedure Diagnosis on Line Item is Blank V2702 Procedure Diagnosis on Line Item is Blank Procedure Code on Line Item is Blank Procedure Diagnosis on Line Item is Blank V2799

## Consignment

### NOTE

This report is replaced with the new Consignment custom report, located on the Custom tab. The Consignment custom report offers more flexible and, therefore, accurate reporting. For more information, go to [Creating & Printing Custom Reports on page 391](#).

## Contact Lens Listing

### NOTE

This report is replaced with the new Contact Lens Listing custom report, located on the Custom tab. The Contact Lens Listing custom report offers more flexible and, therefore, accurate reporting. For more information, go to [Creating & Printing Custom Reports on page 391](#).

## Contact Lens Sales by Patient

The Contact Lens Sales by Patient report lists fee slip dates, patient names, fee slip numbers, contact lens descriptions, and prices. Eyefinity suggests creating this report on demand.

- ❖ To create the Contact Lens Sales by Patient report, set the fee slip date parameters.

05/05/2005 3:19:44PM		Contact Lens Sales by Patient									
		Fee Slip Date >= 05/05/2004									
		Fee Slip Date <= 05/05/2005									
Sales Date	Ref No	Patient Name	Fee Slip #	Qty	CL Description	UOM	SalePrice	Discount	Net Total		
03/10/2005	234 34 5797	Cole, Harper	79	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/10/2005	234 34 5797	Cole, Harper	79	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/10/2005	234 34 5797	Cole, Harper	79	1	Bitoric RGP	EACH	140.00	0.00	140.00		
03/10/2005	234 34 5797	Cole, Harper	79	1	Bitoric RGP	EACH	140.00	0.00	140.00		
03/11/2005	234 34 5797	Cole, Harper	82	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/11/2005	234 34 5797	Cole, Harper	82	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/14/2005	234 34 5797	Cole, Harper	83	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/14/2005	234 34 5797	Cole, Harper	83	1	Multipack Acuvue Lenses	PACK	30.00	0.00	30.00		
03/16/2005	234 34 5797	Cole, Harper	85	1	Acuvue	PACK	30.00	0.00	30.00		
03/16/2005	234 34 5797	Cole, Harper	85	1	Acuvue	PACK	30.00	0.00	30.00		
<b>Totals:</b>							<u>520.00</u>	<u>0.00</u>	<u>520.00</u>		

## Conversion Exception

The Conversion Exception report lists posting errors in backdated or changed fee slips. This report displays the actual dates on which items were recorded and the posting dates. Eyefinity suggests creating this report if you are upgrading from version 3.x.

- ❖ To create the Conversion Exception report, set the fee slip date parameters and select a sorting type from the **Type** drop-down menu.

## Daily Transaction Audit

The Daily Transaction Audit report lists all activity on a specific date. This report can display transactions grouped by providers. It includes patient names, fee slip numbers, transaction descriptions, and amounts. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Daily Transaction Audit report, set the date parameters, select the **By Provider** check box if you want to sort the report by providers, select a provider from the **Provider** drop-down menu, and select a recorded by

user from the **Recorded by** drop-down menu. Also, choose the appropriate **Insurance Co / Patient Name** sort order.

Insurance Co / Patient Name		Fee Slip / Deposit No	Description	Recorded By	Amount
11/13/2006 2:44:18PM Daily Transaction Audit Date >= 11/13/2005 Date <= 11/13/2006					
<b>Patient</b>					
Carter, Sally M		79	Patient Payment - Cash(O)	Frankline, Helen	(50.00)
		85	Acuvue(O)	Frankline, Helen	30.00
		86	Acuvue(O)	Frankline, Helen	30.00
		87	ATRELCN.R AF EV0018(O)	Frankline, Helen	160.99
		88	92020(O)	Frankline, Helen	25.00
		88	92070(O)	Frankline, Helen	0.00
		88	92012(O)	Frankline, Helen	65.00
		88	92014(O)	Frankline, Helen	130.00
		88	92020(O)	Frankline, Helen	25.00
		88	Multipack Acuvue Lenses(O)	Frankline, Helen	60.00
		88	Multipack Acuvue Lenses(O)	Frankline, Helen	60.00
		88	92020(O)	Frankline, Helen	25.00
		88	92081(O)	Frankline, Helen	15.00
		88	92070(O)	Frankline, Helen	0.00
		88	92015(O)	Frankline, Helen	20.00
		88	99204(O)	Frankline, Helen	120.00
		89	Patient Deposit - Cash(O)	Frankline, Helen	50.00
		89	Patient Deposit - Cash (U)	Frankline, Helen	50.00
		90	Patient Deposit - Cash(O)	Frankline, Helen	10.00
		90	Patient Deposit - Cash (U)	Frankline, Helen	10.00
		91	Patient Deposit - Cash(O)	Frankline, Helen	20.00
		91	Patient Deposit - Cash (U)	Frankline, Helen	20.00
Cole, Harper		68	Patient Payment - Cash(O)	Frankline, Helen	(50.00)
<b>Posting Date 03/10/2006</b>					
<b>Patient</b>					
Mitchell, Henry A		88	Patient Deposit - Unapplied Insurance Trans	Frankline, Helen	5.00

**NOTE**

An "O" appears next to original transactions and a "U" appears next to updated (modified) transactions.

### Day Sheet by Provider on Fee Slip

The Day Sheet by Provider on Fee Slip (formerly known as Day Sheet Summary) report lists each patient or insurance transaction made on the selected posting date. Use this report to view money collected, fee slip charges made to patients and insurance, returns, refunds, and adjustments. This report is based on providers on fee slips. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Day Sheet by Provider on Fee Slip report, set the date parameters, select the **By Provider** check box if you want to sort the report

by providers, and select a provider from the **Provider** drop-down menu. Also, choose the appropriate **Insurance Co / Patient Name** sort order.

Day Sheet by Provider on Fee Slip													
Selected Date 08/04/2008													
Provider = Johnny Doctor													
For location: Fullerton Store													
Provider	Insurance Co / Patient Name	Patient Chart #	Fee Slip	Receipts	Ins. Charge	Patient Charge	Sales Tax	Applied Payments		Ins. Adjust.	Patient Rtrn & Adjust.	Patient Refund	Receipt Type
								Ins.	Patient				
Doctor, Johnny J	Optzeph, Michael R	9133				178.44	13.59		178.44				
<b>Report Total</b>				0.00	0.00	178.44	13.59	0.00	178.44	0.00	0.00	0.00	
Total Charges						178.44							
Total Applied Ins. & Pat. Payments						178.44							
Total Adjustments & Returns						0.00							
Total Patient Returns						0.00							
Total Patient Adjustments						0.00							
Total Adjustments						0.00							

#### NOTES

- The Applied Receipts column lists the deposit amounts during the day. This column matches the Deposit Ticket, Product, and Production Summary by Provider on Fee Slip reports.
- The Insurance Charge column lists fee slip charge amounts that were incurred by insurance companies.
- The Patient Charge column lists fee slip charge amounts that were incurred by patients.
- The Applied Insurance Payment column lists insurance check amounts that were applied to fee slips.
- The Applied Patient Payment column lists patient payment amounts that were applied to fee slips.
- The Insur. Adjust. column lists insurance adjustment amounts including product returns.
- The Patient Return & Adjust. column lists patient adjustment amounts including product returns.
- The Patient Refund column lists amounts that were refunded to patients.
- The Total Charges amount matches the Fee Slip Detail report.
- The Total Applied Ins. & Pat. Payments amount matches the Applied Payment report.
- The Total Patient Returns amount matches the Returns And Refunds report's Product Return total.
- The Total Adjustments amount matches the Adjustment Register and Production Summary by Provider on Fee Slip reports.

### Day Sheet by Provider on Fee Slip by Line Item

The Day Sheet on Fee Slip by Line Item report lists each patient or insurance transaction made on the selected posting date. Use this report to view money collected, fee slip charges made to patients and insurance, returns, refunds, and adjustments. This report is based on providers on fee slip line items. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Day Sheet by Provider on Fee Slip by Line Item report, set the date parameters, select the **By Provider** check box if you want to sort the

report by providers, and select a provider from the **Provider** drop-down menu. Also, choose the appropriate **Insurance Co / Patient Name** sort order.

8/6/2008 11:18:22AM		Day Sheet by Provider on Fee Slip line item									
Selected Date 08/04/2008											
By Provider											
For location: Fullerton Store											
Provider	Insurance Co / Patient Name	Patient Chart #	Fee Slip	Ins. Charge	Patient Charge	Sales Tax	Applied Payments		Ins. Adjust.	Patient Rtrn & Adjust.	Patient Refund
Doctor, Johnny J	Opsteegh, Michael R		9133		178.44	13.59					
	Opsteegh, Michael R		R#7090					178.44			
			Sub Total	0.00	178.44	13.59	0.00	178.44	0.00	0.00	0.00
			Total Charges		178.44						
			Total Applied Ins. & Pat. Payments				178.44				
			Total Adjustments & Returns				0.00				
			Total Patient Returns				0.00				
			Total Patient Adjustments				0.00				
			Total Adjustments								

#### NOTES

- The Applied Receipts column lists the deposit amounts during the day. This column matches the Deposit Ticket, Product, and Production Summary by Provider on Fee Slip reports.
- The Insurance Charge column lists fee slip charge amounts that were incurred by insurance companies.
- The Patient Charge column lists fee slip charge amounts that were incurred by patients.
- The Applied Insurance Payment column lists insurance check amounts that were applied to fee slips.
- The Applied Patient Payment column lists patient payment amounts that were applied to fee slips.
- The Insur. Adjust. column lists insurance adjustment amounts including product returns.
- The Patient Return & Adjust. column lists patient adjustment amounts including product returns.
- The Patient Refund column lists amounts that were refunded to patients.
- The Total Charges amount matches the Fee Slip Detail report.
- The Total Applied Ins. & Pat. Payments amount matches the Applied Payment report.
- The Total Patient Returns amount matches the Returns And Refunds report's Product Return total.
- The Total Adjustments amount matches the Adjustment Register and Production Summary by Provider on Fee Slip reports.

## Deleted Patients

The Deleted Patients report lists all deleted patients and other insured parties. Eyefinity suggests creating this report on demand.

- ❖ To create the Deleted Patients report, set the date parameters.

05/06/2005 4:29:30PM		Deleted Patient Listing					
		Date Deleted >= 04/30/2005					
		Date Deleted <= 05/06/2005					
Patient Name	Address	City	State	ZIP Code	Home Phone	Day Phone	Date Deleted
Carrie, Darnochrodar	North Street	Helena	OH	43435		(949) 987-1111	05/06/2005
<b>Total Deleted Patients:</b>		<b>1</b>					

## Deposit Adjustments

The Deposit Adjustments report lists the deposit adjustments (payment reversals and deposit corrections) made on a particular day in the Receipts & Adjustments window. Eyefinity suggests creating this report on demand.

- ❖ To create the Deposit Adjustments report, set the adjustment date parameters and select the By Recorded By check box and select a recorded by user from the Recorded By drop-down menu to organize the report by recorded by user.

09/23/2010 9:27:20AM		Deposit Adjustments					
		Adjustment Date >= 09/22/2010					
		Adjustment Date <= 09/22/2010					
		For location: All					
Date	Patient/Insurance Name	Description	Amount	Reason	Location		
<b>Patient Deposit Adjustments</b>							
<b>09/22/2010</b>							
09/22/2010	Babb, Billy J	Ck-	\$220.00		Jones Home Office		
09/22/2010	Babb, Billy J	Ck-	(\$2,200.00)		Jones Home Office		
09/22/2010	Addington, Anna Marie	Ck-	(\$1,100.00)		Jones Home Office		
<b>Total</b>			<b>(\$3,080.00)</b>				
<b>Total Patient Deposit Adjustments</b>			<b>(\$3,080.00)</b>				
<b>Grand Total</b>			<b>(\$3,080.00)</b>				

## Deposit Ticket

The Deposit Ticket report lists all deposits made on a particular day. This report includes payments made by cash, check, or other methods and lists them by

patient or insurance company name. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Deposit Ticket report, set the date parameters.

Insurance Company or Patient Name		Receipt No	Check No	Bank No	Amount
<b>Checks</b>					
<b>04/05/2005</b>					
Radmore, Michelle		90			40.00
<b>05/02/2005</b>					
Mitchell, Henry A		91			20.00
<b>05/03/2005</b>					
Carter, Sally		89			90.00
<b>05/04/2005</b>					
Mitchell, Henry A		87			613.59
Underwood, Jennifer		88			280.71
<b>Total Checks</b>					1,044.30
<b>Cash</b>					
<b>05/04/2005</b>					
Carter, Sally		86			20.00
<b>Total Cash</b>					20.00
<b>Total Deposit</b>					1,064.30

#### NOTES

- The Total Deposit amount matches the Daily Production and Production reports.
- The Total Credit Card Refunds amount matches the Credit Card Return amount on the Day Sheet report.



## Deposit Ticket Summary with Variance

The Deposit Ticket Summary with Variance report has been removed.

## Diagnosis Code Listing

The Diagnosis Code Listing report lists all diagnosis codes that are setup in the Customization window. Eyefinity suggests creating this report on demand.

- ❖ To create the Diagnosis Code Listing report, select a diagnosis group from the **Diagnosis Group** drop-down menu and choose the appropriate **Diagnosis Code** and **Diagnosis Description** sort order preferences.

05/09/2005 10:13:30AM		Diagnosis Code Listing	
Code	Description	Group	
052.9	Chickenpox (varicella Virus) Without Complications	General/Symptoms/Contrib. Diseases	
053.20	Lids: Herpes Zoster Dermatitis	Eyelids	
053.21	Keratoconjunctivitis, Herpes Zoster	Cornea	
053.22	Iridocyclitis, From Herpes Zoster	Anterior Chamber	
053.29	Herpes Zoster W/ Ophthalmic Complications, Unspecifi	Globe	
054.40	Herpes Simplex W/ Ophthalmic Complications,unspecif	General/Symptoms/Contrib. Diseases	
054.41	Lids: Dermatitis, From Herpes Simplex	Eyelids	
054.42	Keratitis, Dendritic, From Herpes Simplex	Cornea	
054.43	Keratitis, Disciform, From Herpes Simplex	Cornea	
054.44	Iridocyclitis, From Herpes Simplex	Anterior Chamber	
055.71	Keratoconjunctivitis, From Measles	Cornea	
056.9	Rubella, Without Mention Of Complication	General/Symptoms/Contrib. Diseases	
076.0	Trachoma, Initial Stage	Cornea	
076.1	Trachoma, Active Stage	Cornea	
076.9	Trachoma, Unspecified	Cornea	
077.0	Conjunctivitis, Inclusion	Conjunctive & Sclera	
077.1	Keratoconjunctivitis, Epidemic	Cornea	
077.2	Conjunctivitis, Pharyngoconjunctival Fever	Conjunctive & Sclera	
077.3	Conjunctivitis, Adenoviral	Conjunctive & Sclera	
077.4	Conjunctivitis, Epidemic Hemorrhagic	Conjunctive & Sclera	
077.8	Conjunctivitis, Viral, Other	Conjunctive & Sclera	
077.98	Conjunctivitis, Chlamydial, Unspecified	Conjunctive & Sclera	
077.99	Conjunctivitis, Viral, Unspecified	Conjunctive & Sclera	
078.0	Molluscum Contagiosum	Eyelids	
078.1	Viral Warts	Eyelids	
090.3	Keratitis, Syphilitic Interstitial	Cornea	
091.0	Syphilis, Primary	General/Symptoms/Contrib. Diseases	
091.3	Syphilis, Secondary	General/Symptoms/Contrib. Diseases	
091.50	Uveitis, Syphilitic, Unspecified	Globe	
091.51	Chorioretinitis, Syphilitic, Secondary	Retina	
091.52	Iridocyclitis, Syphilitic, Secondary	Anterior Chamber	
094.83	Retinochoroiditis, Disseminated, Syphilitic	Retina	
094.84	Optic Nerve Atrophy, From Neurosyphillis	Optic Nerve	

## Discount Register

The Discount Register report lists fee slip numbers, patient names, transaction dates, fee totals, discount amounts, who recorded the transactions, and the type

of discount that was recorded. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Discount Register report, set the date parameters and select a sort order type from the **Type** drop-down menu.

Fee Slip	Patient	Date	Fee	Discount	Recorded By
<p>05/09/2005 10:37:08AM Discount Register Date &gt;= 05/03/2004 Date &lt;= 05/09/2005 Type = By Type</p>					
<b>Employee Discount</b>					
90	Radmore, Michelle	05/09/2005	100.00	(1.00)	Franklin, Helen
<b>Total for: Employee Discount</b>				(1.00)	
<b>Total Discounts</b>				<u>(1.00)</u>	

**NOTE**

The Total Discounts amount matches the Production Summary by Provider on Fee Slip and Fee Slip Detail reports.

## Fee Slip

The Fee Slip report reprints a previously recorded fee slip. Eyefinity suggests creating this report on demand.

- ❖ To create the Fee Slip report, click in the **Patient Name** text box and search for and select a patient, set the fee slip date parameters, or type a fee slip number in the **Fee Slip Number** text box. After you click **Preview**, the Fee Slip Comments Text window opens. Type appropriate descriptions in the text boxes and click **Save** or **OK**.

Service	Date	Qty	Description	CPT	Diagnosis	Amount	Patient Balance
<p>OfficeMate Software Solutions 15375 Barranca Pkwy, Bldg L Irvine, CA 92618</p> <p style="text-align: right;"><b>Statement of Charges and Payments</b></p> <p><b>Fee Slip Number:</b> 87 <b>Date Printed:</b> 05/09/2005 <b>Provider:</b> Michael Miller, O.D. <b>Office Phone:</b> 800-269-3666 <b>License:</b> 4646-89 <b>Tax ID:</b> 66-456872 <b>TPA Number:</b> 345-454-234</p> <p><b>To:</b> Sally Carter 9696 Calle Dulce San Juan Capistrano, CA 92675</p> <p><b>Patient:</b> Sally Carter <b>Next Appt:</b></p>							
05/05/2005	1		Temporary Absorbable Plugs	A4262	053.22	0.00	
Balance Due							0.00
Other Open Items							(130.00)
CREDIT Do Not Pay							<u>(130.00)</u>

## Fee Slip Adjustment and Payment

The Fee Slip Adjustment and Payment report is a custom report that lists adjustments by location, insurance applied payments by provider, patient and

insurance applied payments by provider, or product returns by provider, depending on the criteria that you select. For example, if you want to create a report that lists all adjustments and refers them back to their original fee slip locations, click the **Other Criteria** tab on the Business Analysis Custom Reports window and select the adjustments that you want to include in the report (Patient Payment, Insurance Payment, Patient Refund, and Insurance Refund for an applied payment report). The amounts listed on the report refer to the original fee slip location where the charges were recorded. This report can be consolidated or created by location with details displayed or hidden. You can use this report to research the Adjustment Register report and determine to which locations the OfficeMate Administration adjustments are related or track applied patient and insurance payments by location. For more information on the Adjustment Register report, go to [Adjustment Register on page 457](#). To create the Fee Slip Adjustment and Payment report, go to [Creating & Printing Custom Reports on page 391](#).

Fee Slip Adjustment and Payment Report	
Summary by Location by Provider	
9/1/2009 to 9/17/2009	
Product Group	Amount
<b>Anvi Optical Store</b>	
Mickey Mouse	
Transfer to Another Insurance	\$0.00
Total Mickey Mouse	\$0.00
<b>MINNIE MOUSE</b>	
Insurance Payment	\$20.00
Patient Payment	\$72.00
Transfer to Patient from Ins.	\$72.00
Transfer from Ins. to Patient	(\$72.00)
Transfer to Another Insurance	\$0.00
Total MINNIE MOUSE	\$92.00
Total Anvi Optical Store	\$92.00
<b>AV Store</b>	
Mickey Mouse	
Patient Payment	\$113.81
Total Mickey Mouse	\$113.81
Total AV Store	\$113.81
<b>Costa Mesa Store</b>	
Donald Duck	
Patient Payment	\$600.00
Patient Refund	(\$300.00)
Product Return	\$300.00
Total Donald Duck	\$600.00
Total Costa Mesa Store	\$600.00
<b>Pacific Park Store</b>	
Dennis Farina	
Finance Charge	(\$39.93)
Late Charge	(\$2.00)
Total Dennis Farina	(\$41.93)
Mickey Mouse	
Finance Charge	(\$1,259.83)
Insurance Adjustment	\$20.00
Insurance Denial	\$20.00
Insurance Payment	\$380.85
Insurance Reimbursement Tax Write-Off	\$0.80
Insurance Reimbursement Write-Off	\$93.68
Late Charge	(\$22.00)
Patient Payment	\$1,502.90

### Fee Slip Audit

The Fee Slip Audit report lists in detail all fee slips recorded during a specific period. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Fee Slip Audit report, set the fee slip date parameters, select the **By Provider** check box if you want to sort the report by providers, select a provider from the **Provider** drop-down menu, and select a staff member from the **Recorded By** drop-down menu.

Service		Slip	Patient	Product Name	Description	Insurance Co.	Coverage %	Qty	Ins Chg	Pat Chg	Pat Pmt	Pat Adj	Pat Bal
11/12/2008 11:10:56AM													
Fee Slip Audit													
Fee Slip Date >= 11/12/2007													
Fee Slip Date <= 11/12/2008													
By Provider													
For Location: All													
Daisy, Duck													
Short Date	2	Solo, Han	100 Frame	JRN FRAME	Jfn Ansi Gmm Max Allot		1	70.00	19.00	(29.00)			(10.00)
CPT:	V2020	Diagnosis 1: 10	2	3	4	Modifier 1:	2	3	4				
	2		Transfer Insurance Corre		Jfn Ansi Gmm Max Allot			(0)	(20.00)				
CPT:		Diagnosis 1:	2	3	4	Modifier 1:	2	3	4				
	2		100 Frame	JRN FRAME	Jfn Gw Medicare Db		1	20.00					
CPT:	V2020	Diagnosis 1: 10	2	3	4	Modifier 1:	2	3	4				
							1	70.00	19.00	(29.00)	0.00		(10.00)
Short Date	10	Lea, Princess	Dispensing Fee For FRW		Jfn Ansi Gmm Max Allot		1	2.00					
CPT:	11440	Diagnosis 1: 10	2	3	4	Modifier 1:	2	3	4				
	10		100 Frame	JRN FRAME	Jfn Ansi Gmm Max Allot		1	70.00	19.00	(29.00)			(10.00)
CPT:	V2020	Diagnosis 1: 10	2	3	4	Modifier 1:	2	3	4				
							2	72.00	19.00	(29.00)	0.00		(10.00)
Short Date	15	Lea, Princess	100 Frame	JRN FRAME	Jfn Ansi Gmm Max Allot		1	70.00	19.00	(29.00)			(10.00)
CPT:	V2020	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
	15		100 Lens Tx	100 Lens Tx	Jfn Ansi Gmm Max Allot		1	90.00		(10.00)			(10.00)
CPT:	V2745	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
	15		Dispensing Fee For FRW		Jfn Ansi Gmm Max Allot		1	2.00		(0.25)	0.25		
CPT:	11440	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
	15		100 CL	CL	Jfn Ansi Gmm Max Allot		1	72.00	20.00	(23.00)			(3.00)
CPT:	V2520	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
	15		100 SV	100 SV	Jfn Ansi Gmm Max Allot		1		100.00	(100.00)			
CPT:	V2100	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
	15		100 SV	100 SV	Jfn Ansi Gmm Max Allot		1	68.40	19.00	(26.60)			(7.60)
CPT:	V2100	Diagnosis 1: 7	2	3	4	Modifier 1:	2	3	4				
							6	302.40	158.00	(188.85)	0.25		(30.60)
Short Date	16	Lea, Princess	100 SV	100 SV	Jfn Ansi Gmm Max Allot		1		110.00	(110.00)			
CPT:	V2100	Diagnosis 1:	2	3	4	Modifier 1:	2	3	4				
	16		100 SV	100 SV	Jfn Ansi Gmm Max Allot		1		110.00	(110.00)			
CPT:	V2100	Diagnosis 1:	2	3	4	Modifier 1:	2	3	4				
	16		100 SV	100 SV	Jfn Ansi Gmm Max Allot		1		110.00	(110.00)			

### Fee Slip Detail

The Fee Slip Detail report lists fee slips, patients, products, posting dates, fees, discounts, sales tax, totals, and recorded by names. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Fee Slip Detail report, set the posting date parameters and select a sort order type from the **Type** drop-down menu.

Fee Slip		Patient	Product	Posting Date	Gross Fees Invoiced	Discount	Sales Tax	Total Charges	Recorded By
21	Radmore, Michelle	99213		05/05/2005	69.00			69.00	Miller, O.D., Michael
87	Carter, Sally	A4262		05/05/2005	0.00			0.00	Franklin, Helen
Total Fee Slips					69.00	0.00	0.00	69.00	
Adjustments					0.00				
Returns					0.00				
Net Fees Invoiced					69.00				
89	Mitchell, Henry A	A4262		05/06/2005	100.00			100.00	Franklin, Helen
Total Fee Slips					100.00	0.00	0.00	100.00	
Adjustments					0.00				
Returns					0.00				
Net Fees Invoiced					100.00				
90	Radmore, Michelle	A4262		05/09/2005	100.00	(1.00)		99.00	Franklin, Helen
Total Fee Slips					100.00	(1.00)	0.00	99.00	
Adjustments					0.00				
Returns					0.00				
Net Fees Invoiced					99.00				
<b>Report Total</b>					<b>269.00</b>	<b>(1.00)</b>	<b>0.00</b>	<b>268.00</b>	

**NOTES**

- The Gross Fees Invoiced column matches the Production and Production Summary by Provider on Fee Slip reports. This column does *not* include discounts or sales tax.
- The Discount column matches the Discount Register report and the discount amount on the Production Summary by Provider on Fee Slip report.
- The Sales Tax column matches the sales tax amount on the Production Summary by Provider on Fee Slip and Production reports.
- The Total Charges column matches the total charges amount on the Day Sheet report.

## Fee Slip Detail by Resource

The Fee Slip Detail by Resource report groups fee slips by resource lists products, posting dates, fees, discounts, and totals.

- ❖ To create the Fee Slip Detail by Resource report, set the posting date parameters, select a location from the **Location** drop-down menu, as needed, and select a resource type from the **Type** drop-down menu.

12/24/2007 9:39:21AM		Fee Slip Detail by Resource			
		By Provider			
		Posting Date >= 12/01/2007			
		Posting Date <= 12/31/2007			
		For location: All			
Product	Fee Slip	Date Posted	Charges	Discount	Net Charges
<b>Duck, Happy</b>					
Z Frame 3	2651	12/20/2007	20.00		20.00
Z Frame 2	2652	12/20/2007	20.00		20.00
92004	2653	12/20/2007	132.00		132.00
Ready Readers	2656	12/20/2007	55.00		55.00
Z Frame 4		12/20/2007	20.00		20.00
Lens Treatment		12/20/2007	10.00		10.00
ACUVUE		12/20/2007	24.25		24.25
Plano Sunglasses		12/20/2007	130.00		130.00
Accessory		12/20/2007	2.00		2.00
Other		12/20/2007	5.00		5.00
<b>Total Duck, Happy</b>			<u>408.25</u>	<u>0.00</u>	<u>408.25</u>
		Adjustments	0.00		
		Returns	0.00		
		Net Fees Invoiced	408.25		

## Fee Slip Listing

The Fee Slip Listing report is a custom report that lists the details of fee slips that were recorded during a selected time period. Specifically, it lists gross sales, discounts, patient amounts, insurance amounts, taxes, professional fees, optical fees, and copay amounts. This report can be created by region, location, and provider and can be consolidated in a summary view or created with details

displayed to list the products sold and their respective amounts. To create the Fee Slip Listing report, go to [Creating & Printing Custom Reports on page 391](#).

Fee Slip Listing									
9/1/2009 to 9/17/2009									
All Providers, Select Locations									
Fee Slip #	Patient (Patient #)	Gross Sales	Discount	Patient Amount	Insurance Amount	Tax	Professional Fees	Optical Fees	CoPay Amount
<b>9/1/2009</b>									
<b>Pacific Park Store</b>									
448	Favre, Brett (115)	\$227.00	\$0.00	\$113.50	\$113.50	\$0.00	\$0.00	\$227.00	\$0.00
449	Favre, Brett (115)	\$189.49	\$0.00	\$62.37	\$127.12	\$0.00	\$0.00	\$189.49	\$15.00
450	Parker, Jessica (113)	\$249.99	\$0.00	\$102.50	\$147.49	\$0.00	\$0.00	\$249.99	\$15.00
	Pacific Park Store	\$666.48	\$0.00	\$278.37	\$388.11	\$0.00	\$0.00	\$666.48	\$30.00
	9/1/2009	\$666.48	\$0.00	\$278.37	\$388.11	\$0.00	\$0.00	\$666.48	\$30.00
<b>9/10/2009</b>									
<b>Pacific Park Store</b>									
468	Mayo, Debra (99)	\$88.00	\$0.00	\$50.00	\$38.00	\$0.00	\$88.00	\$0.00	\$50.00
469	Preston, Kelly (121)	\$165.00	\$0.00	\$100.75	\$64.25	\$0.00	\$165.00	\$0.00	\$10.00
470	Parker, Jessica (113)	\$88.00	\$0.00	\$50.00	\$38.00	\$0.00	\$88.00	\$0.00	\$50.00
	Pacific Park Store	\$341.00	\$0.00	\$200.75	\$140.25	\$0.00	\$341.00	\$0.00	\$110.00
	9/10/2009	\$341.00	\$0.00	\$200.75	\$140.25	\$0.00	\$341.00	\$0.00	\$110.00
<b>9/12/2009</b>									
<b>Pacific Park Store</b>									
471	Parker, Jessica (113)	\$125.90	\$0.00	\$125.90	\$0.00	\$0.00	\$0.00	\$125.90	\$0.00
472	Parker, Jessica (113)	\$135.90	\$0.00	\$85.90	\$50.00	\$0.00	\$0.00	\$135.90	\$10.00
473	Parker, Jessica (113)	\$200.00	(\$20.00)	\$105.00	\$75.00	\$0.00	\$0.00	\$180.00	\$5.00
474	Parker, Jessica (113)	\$155.00	(\$12.00)	\$98.00	\$45.00	\$0.00	\$0.00	\$143.00	\$20.00
475	Buster, Colin (9)	\$88.00	\$0.00	\$0.00	\$88.00	\$0.00	\$88.00	\$0.00	\$0.00
476	Buster, Colin (9)	\$88.00	\$0.00	\$27.60	\$60.40	\$0.00	\$88.00	\$0.00	\$10.00
477	Parker, Jessica (113)	\$270.00	\$0.00	\$74.40	\$221.10	\$25.50	\$0.00	\$295.50	\$15.00
	Pacific Park Store	\$1,062.80	(\$32.00)	\$516.80	\$539.50	\$25.50	\$176.00	\$880.30	\$60.00
	9/12/2009	\$1,062.80	(\$32.00)	\$516.80	\$539.50	\$25.50	\$176.00	\$880.30	\$60.00
<b>9/14/2009</b>									
<b>Pacific Park Store</b>									
478	Moore, Jim (123)	\$188.00	\$0.00	\$0.00	\$197.40	\$9.40	\$92.40	\$105.00	\$0.00
479	Mayo, Debra (99)	\$100.00	\$0.00	\$20.00	\$84.00	\$4.00	\$0.00	\$104.00	\$20.00
	Pacific Park Store	\$288.00	\$0.00	\$20.00	\$281.40	\$13.40	\$92.40	\$209.00	\$20.00

### Fee Slips on Hold

The Fee Slips on Hold report lists fee slips that were placed on hold. Print this report to review the fee slip status and check whether or not the fee slips on hold should be on hold. Eyefinity suggests creating this report on a weekly basis.

- ❖ To create the Fee Slips on Hold report, select the **By Provider** check box if you want to sort the report by providers and then select a provider from the **Provider** drop-down menu.

05/09/2005 1:59:53PM											
Fee Slips On Hold											
Service	Slip Patient	Product Name	Description	Qty	Insurance Co.	Coverage %	Ins Chg	Pat Chg	Pat Pmt	Pat Adj	Pat Bal
05/09/2005	91 Carter, Sally	A262	Temporary/Absorbable Plugs	1	Eye Care Plan Of America - Regior	100	150.00	50.00			50.00
				1			150.00	50.00	0.00	0.00	50.00
<b>Grand Total</b>				<b>1</b>			<b>150.00</b>	<b>50.00</b>	<b>0.00</b>	<b>0.00</b>	<b>50.00</b>

## Frame Aging

The Frame Aging report lists the dates frames were received and sold, the quantity on hand, and the number of days since the last sale. Eyefinity suggests creating this report on demand.

**NOTE** You will only be able to create the Frame Aging report if you are maintaining inventory in OfficeMate.

- ❖ To create the Frame Aging report, choose the appropriate **Product Name** and **Last Received Date** sort order preferences.

05/09/2005 2:51:23PM		Frames Aging Report													
Product Name / Product Code	PO Number	Last Date Received	Last Date Sold	Days Since Last Sold	Qty On Hand	PTD					YTD				
						Qty Sold	Qty Return	Amount Sold	COGS Sold	Gross Profit	Qty Sold	Qty Return	Amount Sold	COGS Sold	Gross Profit
101 COACH ASTOR / 679516	3	05/09/2005		NO SALES	8	0	0	\$0.00	\$0.00	\$0.00	0	0	\$0.00	\$0.00	\$0.00

## Frame Listing

**NOTE** This report is replaced with the new Frame Listing custom report, located on the Custom tab. The Frame Listing custom report offers more flexible and, therefore, accurate reporting. For more information, go to [Creating & Printing Custom Reports on page 391](#).

## Frame Sales Detail by Manufacturer

The Frame Sales Detail by Manufacturer report lists the dates all frames were sold and sorts the frames by manufacturer. This report includes frame details, unusual fees, actual fees, actual fees changed, gross profit percentages, and month-to-date and year-to-date quantities sold. Eyefinity suggests creating this report on demand.

- ❖ To create the Frame Sales Detail by Manufacturer report, set the date parameters.

05/09/2005 3:04:58PM		Frame Sales Detail by Manufacturer													
Date of Sale >= 05/09/2004 Date of Sale <= 05/09/2005															
<b>Manufacturer:</b> Marchon Eyewear, Inc.															
<b>Designer:</b> Coach															
Name	Color	Size		Retail	Actual	Cost	Profit	GP%	PTD	YTD					
101 Coach Astor	BLACK	52	140	178.99	178.99	59.95	119.04	66.51	1	1					
101 Coach Astor	GUNMETAL	52	140	178.99	178.99	59.95	119.04	66.51	1	1					
101 Coach Astor	COFFEE	52	140	357.98	357.98	119.90	238.08	66.51	2	2					
101 Coach Astor	ANTIQUE BLUE	52	140	178.99	178.99	59.95	119.04	66.51	1	1					
102 Coach Claire	LILAC	49	135	190.99	190.99	64.95	126.04	65.99	1	1					
<b>Designer:</b> Marchon® Collection															
<b>Name</b>	<b>Color</b>	<b>Size</b>		<b>Retail</b>	<b>Actual</b>	<b>Cost</b>	<b>Profit</b>	<b>GP%</b>	<b>PTD</b>	<b>YTD</b>					
Wlock 760/1	GUNMETAL	53	140	214.99	214.99	89.95	125.04	58.16	1	1					
				1,300.93	1,300.93	454.65	846.28		7	7					



## Frame Sales Summary

The Frame Sales Summary lists the number of frames sold. Eyefinity suggests creating this report on demand.

- ❖ To create the Frame Sales Summary report, set the date parameters and select a sort order type from the **Type** drop-down menu.

05/09/2005 3:15:24PM		Frame Sales Summary by Age		
Date of Sale >= 05/05/2003				
Date of Sale <= 05/05/2005				
<u>Manufacturer</u>	<u>Designer</u>	<u>Age</u>	<u>Units</u>	<u>%</u>
Marchon Eyewear, Inc.	Coach	41 - 55	6	600.00
<b>Totals</b>			6	600.00

## Frame Stock Status

### NOTE

This report is replaced with the new Frame Stock Status custom report, located on the Custom tab. The Frame Stock Status custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom inventory reports on page 429](#).

## General Ledger Setup Listing

The General Ledger Setup Listing report lists the general ledger accounts associated with each financial group, insurance carrier, transaction type, and system accounts.

- ❖ To create the General Ledger Setup Listing report, elect the types accounts you would like to include on the report by selecting the check boxes.

12/10/2008 8:32:59AM		General Ledger Setup Report	
<u>G/L Setting</u>	<u>Account Number</u>	<u>Account Name</u>	
<b>Financial Group: Contact Lens Fees</b>			
Inventory	1234-00	GL Account Test Name	
Cost of Goods Sold	1234-00	GL Account Test Name	
Sales	1234-00	GL Account Test Name	
Returns	1234-00	GL Account Test Name	
Adjustments	1234-00	GL Account Test Name	
Purchases	1234-00	GL Account Test Name	
Inventory In Transit	1234-00	GL Account Test Name	
<b>Financial Group: Diagnostic Services Fees</b>			
Inventory		----	
Cost of Goods Sold		----	
Sales		----	
Returns		----	
Adjustments		----	
Purchases		----	
Inventory In Transit		----	

## Inactive Patient List

The Inactive Patient List report lists all patients who are marked as inactive on the Patient Demographic window. Eyefinity suggests creating this report on demand.

12/24/2007 11:10:29AM		Inactive Patient Listing			
Default Location: All					
Patient Name	Address	City	State/ZIP Code	Home Phone	Day Phone
Mogck, Miles					
Alm, Fr					
Alv, Jo					
Arens, Dale	54916 887 rd	Crofton	NE 68730	(402) 388-2416	
Arnett, Barney F	1234 West First Street, P.O. Box 1234	Pekin	IL 61554	(309) 353-1234	(309) 353-4321
Arnett, James T	1234 West First Street, P.O. Box 1234	Pekin	IL 61554	(309) 353-1234	
Arnold, Beth T	1060 Alberta Lane, PO Box 164	Metamora	IL 61548	(309) 367-1234	
Bauman, Michelle	1905 Douglas St.	Yankton	SD 57078	(605) 665-9979	(605) 665-9979
Bies, Marc				(605) 664-0490	(605) 664-0490
Birkard, Julie	409 S. Academy	Lennox	SD 57039	(605) 647-3087	(605) 647-2236
Bla, Ka					
Bocouza, Rhonda				(605) 583-4272	
Borgstrom, Annette					
Bottolfsen, Megan A	46003 Timber Road	Vermillion	SD 57069	(605) 624-5358	(605) 624-5358
Bottolfsen, Beth					(605) 624-2673
Bush, George	12345, address 1, Address2	Freeman	SD 57029	(605) 222-5555	(605) 222-5252
Bush, Onetwin	12345, address 1, Address2	Freeman	SD 57029	(605) 222-5555	

## Insurance Aging by Patient Detail

### NOTE

This report is replaced with the new Insurance Aging by Patient Detail custom report, located on the Custom tab. The Insurance Aging by Patient Detail custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom aging reports on page 397](#).

## Insurance Aging by Patient Summary

### NOTE

This report is replaced with the new Insurance Aging by Patient Summary custom report, located on the Custom tab. The Insurance Aging by Patient Summary custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom aging reports on page 397](#).

## Insurance Aging Summary

### NOTE

This report is replaced with the new Insurance Aging Summary custom report, located on the Custom tab. The Insurance Aging Summary custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom aging reports on page 397](#).

### Insurance Analysis

The Insurance Analysis report lists dates, insurance carrier names, product names, CPT codes, amounts billed to insurance, amounts paid by insurance, and insurance write-offs. Eyefinity suggests creating this report on demand.

- ❖ To create the Insurance Analysis report, set the fee slip date parameters, select an insurance carrier from the **Insurance Co.** drop-down menu, and choose to group the report by insurance carrier or CPT code using the **Group by** drop-down menu.

05/10/2005 8:51:10AM		Insurance Analysis Report										
		Fee Slip Date >= 01/01/2004										
		Fee Slip Date <= 05/05/2005										
Service Date	Slip	Patient	Product Name	CPT Code	Qty	Product Fee	Coverage %	Ins Chg	Pat Chg	Ins Pmt	Ins Write Off / Adj	Ins Bal
<b>Eye Care Plan Of America - F</b>												
04/27/2005	86	Carter, Sally	93211	93211	1	25.00	100	25.00		(55.00)		(30.00)
	86		92012	92012	1	65.00	100	65.00			(20.00)	45.00
	86		92012	92012	1	65.00	100	65.00				65.00
					3	155.00			0.00	(55.00)	(20.00)	80.00
			<b>Grand Total for Eye Care Plan Of America - F</b>		3	155.00		155.00	0.00	(55.00)	(20.00)	80.00
<b>Medicare</b>												
03/16/2005	85	Cole, Harper	Acuvue	V5520	1	30.00	80	24.00	6.00			24.00
	85		Acuvue	V5520	1	30.00	80	24.00	6.00	(24.00)		
					2	60.00		48.00	12.00	(24.00)	0.00	24.00
			<b>Grand Total for Medicare</b>		2	60.00		48.00	12.00	(24.00)	0.00	24.00
<b>Vision Service Plan</b>												
03/11/2005	80	Cole, Harper	93214	93214	1	105.00	100	105.00				105.00
					1	105.00		105.00	0.00	0.00	0.00	105.00
03/11/2005	81	Cole, Harper	93213	93213	1	69.00	100	69.00				69.00
					1	69.00		69.00	0.00	0.00	0.00	69.00
03/14/2005	83	Cole, Harper	93214	93214	1	105.00	100	105.00				105.00
					1	105.00		105.00	0.00	0.00	0.00	105.00
03/16/2005	84	Cole, Harper	93214	93214	1	105.00	100	105.00				105.00
					1	105.00		105.00	0.00	0.00	0.00	105.00
			<b>Grand Total for Vision Service Plan</b>		4	384.00		384.00	0.00	0.00	0.00	384.00
			<b>Grand Total</b>		9	599.00		587.00	12.00	(79.00)	(20.00)	488.00

### Insurance Audit

The Insurance Audit report lists insurance payments, transfers, adjustments, write-offs, and the patients to whom the transactions were applied. Eyefinity suggests creating this report on demand.

- ❖ To create the Insurance Audit report, set the posting date parameters and select an insurance carrier from the **Insurance Co.** drop-down menu.

05/10/2005 9:05:44AM		Insurance Audit List						
		Insurance Co. = Eye Care Plan Of America - Region 1						
		Posting Date >= 01/01/2004						
		Posting Date <= 05/05/2005						
Date	Patient	Fee Slip	CPT	Product	Type	Ref. #	Amount	
05/04/2005	Carter, Sally	86	92012	92012	Insurance Write-Off		(20.00)	
						Total Activity	(20.00)	

### Insurance Charge Back

**NOTE**

This report is replaced with the new Insurance Charge Backs custom report, located on the Custom tab. The Insurance Charge Backs custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom insurance reports on page 423](#).

## Insurance Deposit Audit

The Insurance Deposit Audit report is a custom report that lists all transactions against insurance deposits, including applied and unapplied insurance payments, transfers to and from patients and insurance companies, chargebacks, and reasons for returns for a selected period. The report also includes batch numbers, check numbers, deposit numbers, and fee slip numbers. The report can display transactions by patients or insurance companies. To create the Insurance Deposit Audit report, go to [To create and print custom appointment reports on page 403](#).

Insurance Deposit Audit Report							
Summary							
2010							
Posting Date	Patient Name (#)	Deposit Amt.	Amount to Apply	Applied	Trans. to (Patient) Insurance	Charge Back	Recorded By
<b>Aetna</b>							
Batch#:	201031301 Chk #: Dep #:	\$25.00	\$25.00	\$0.00	\$0.00	\$0.00	
<b>Total Aetna</b>		<b>\$25.00</b>	<b>\$25.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	
<b>Vision Service Plan</b>							
Batch#:	Chk #: 03084454 Dep #:5721	\$4,143.23	\$2,067.16	(\$1,993.71)	(\$82.36)	\$0.00	
<b>Total Vision Service Plan</b>		<b>\$4,143.23</b>	<b>\$2,067.16</b>	<b>(\$1,993.71)</b>	<b>(\$82.36)</b>	<b>\$0.00</b>	
<b>Report Total</b>		<b>\$4,168.23</b>	<b>\$2,092.16</b>	<b>(\$1,993.71)</b>	<b>(\$82.36)</b>	<b>\$0.00</b>	

## Insurance Listing

The Insurance Listing report lists all insurance companies. This report includes names, addresses, contacts, phone numbers, and fax numbers. Eyefinity suggests creating this report on demand.

- ❖ To create the Insurance Listing report, select an insurance carrier from the **Insurance Co.** drop-down menu and choose an appropriate **Insurance** sort order.

05/10/2005 10:11:26AM		Insurance Company Listing	
<b>Eye Care Plan Of America - Region 1</b>		<b>Contact</b>	
7776 S. Pointe Parkway West		<b>Phone</b>	800-426-5481
Suite 150		<b>Fax</b>	
Phoenix, Arizona 85044			
<b>Medical Eye Services</b>		<b>Contact</b>	
234 Highway 12		<b>Phone</b>	818 456 8503
Arcadia, California 92567		<b>Fax</b>	
<b>Medicare</b>		<b>Contact</b>	Joann Wilson
2343 Wilshire Blvd.		<b>Phone</b>	310 555 6486
Los Angeles, California 98565		<b>Fax</b>	310 555 6487
<b>Vision Service Plan</b>		<b>Contact</b>	
3333 Quality Drive		<b>Phone</b>	800 852-7600
Rancho Cordova, California 95670-7985		<b>Fax</b>	916 851-4855

## Insurance Charges

The Insurance Charges report lists the amounts billed to insurance companies and patients. Eyefinity suggests creating this report on demand.

- ❖ To create the Insurance Charges report, set the posting date parameters.

8/27/2009 12:38:47PM		<b>Insurance Charges Report</b>	
		Posting Date >= 06/01/2009	
		Posting Date <= 06/30/2009	
		For location: All	
	<u>Billed</u>	<u>% of Total</u>	
<b>Insurance Company</b>			
Aetna	156.16	1.37	
Anthem Blue Cross and Blue Shield	343.40	3.02	
Assurant Insurnace	701.97	6.17	
Beech Street	554.00	4.87	
CareMore	200.80	1.77	
Cigna	102.50	0.90	
DMERC	270.90	2.38	
Healthnet	127.50	1.12	
McKesson	555.00	4.88	
Medicare	85.00	0.75	
United Healthcare	613.75	5.40	
VisionWeb	847.00	7.45	
VSP	5,264.40	46.28	
WebMD	1,230.00	10.81	
Wellpoint Insurance	322.50	2.84	
Total Insurance Charges	<u>11,374.88</u>		
<b>Patient Charges</b>			
Patient Charge	10,120.76	100.00	
Total Patient Charges	<u>10,120.76</u>		
Report Total	<u><u>21,495.64</u></u>		
Percentage Billed To Insurance	52.92 %		
Percentage Billed To Patient	47.08 %		

## Insurance Sales Analysis

The Insurance Sales Analysis report is a custom report that lists patient and insurance charges. All amounts listed are net of sales tax. To be included in the report, a fee slip must have a portion charged to an insurance carrier. Specifically, this report lists gross fees, dispensing fees, non-insurance related discounts, insurance related discounts, insurance contractual adjustments, net patient fees, net insurance fees, and a memo with insurance bad debts. This report can be created to display the details for insurance carriers, insurance plans, and patients

whose accounts comprise the amounts during the period. To create the Insurance Sales Analysis report, go to [Creating & Printing Custom Reports on page 391](#).

Insurance Sales Analysis Report													
9/1/2009 to 9/17/2009													
All Providers, Select Locations													
Insurance Name	Gross Fees	Dispensing Fees	Returns	Non-Ins Discounts	Ins Related Discounts	Ins Contract Adjustment	Total Net Fees	Net Fees %	Net Patient Fees	Net Patient Fees %	Net Insurance Fees	Net Ins. Fees %	-Memo- Ins. Bad Debt
Total Mouse	\$0.00	\$0.00	(\$337.99)	\$0.00	\$0.00	(\$93.68)	(\$416.67)	\$17.10	\$0.00	0.0	(\$93.68)	0.0	(\$40.0)
Total Pacific Park Store	\$2,977.35	\$5.00	(\$337.99)	\$0.00	(\$32.00)	(\$93.68)	\$2,518.68	\$5.7	\$894.62	83.5	\$1,972.05	86.1	(\$40.0)
<b>Phernell's Vision Center</b>													
<b>Donald Duck</b>													
<b>Anthem Blue Cross and Blue Shield</b>													
Anthem Blue Cross and Blue Shi	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	100.0	\$55.00	100.0	\$45.00	100.0	\$0.0
Total Anthem Blue Cross on	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	100.0	\$55.00	100.0	\$45.00	100.0	\$0.0
Total Donald Duck	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$23.8	\$55.00	31.4	\$45.00	13.5	\$0.0
<b>MINNIE MOUSE</b>													
<b>Phernell ABC Plan</b>													
Phernell Full Benefit	\$407.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$407.99	100.0	\$119.99	100.0	\$288.00	100.0	\$0.0
Total Phernell ABC Plan	\$407.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$407.99	100.0	\$119.99	100.0	\$288.00	100.0	\$0.0
Total MINNIE MOUSE	\$407.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$407.99	\$97.1	\$119.99	68.6	\$288.00	86.5	\$0.0
<b>MOUSE</b>													
<b>Phernell ABC Plan</b>													
Phernell Full Benefit	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$88.00)	(\$88.00)	100.0	\$0.00	0.0	(\$88.00)	0.0	\$0.0
Total Phernell ABC Plan	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$88.00)	(\$88.00)	100.0	\$0.00	0.0	(\$88.00)	0.0	\$0.0
Total MOUSE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$88.00)	(\$88.00)	(\$21.0)	\$0.00	0.0	(\$88.00)	0.0	\$0.0
Total Phernell's Vision Centra	\$507.99	\$0.00	\$0.00	\$0.00	\$0.00	(\$88.00)	\$419.99	\$14.3	\$174.99	16.5	\$245.00	13.9	\$0.0
Total No Region	\$3,485.34	\$5.00	(\$337.99)	\$0.00	(\$32.00)	(\$181.68)	\$2,938.67	100.0	\$1,059.61	100.0	\$2,217.05	100.0	(\$40.0)
<b>Report Total</b>	<b>\$3,485.34</b>	<b>\$5.00</b>	<b>(\$337.99)</b>	<b>\$0.00</b>	<b>(\$32.00)</b>	<b>(\$181.68)</b>	<b>\$2,938.67</b>	<b>100.0</b>	<b>\$1,059.61</b>	<b>100.0</b>	<b>\$2,217.05</b>	<b>100.0</b>	<b>(\$40.0)</b>

#### NOTES

- The Gross Fees column represents the gross fee charged net of sales tax.
- The Dispensing Fees column represents dispensing fees to be paid by the insurance carrier. These fees are automatically calculated by OfficeMate and are based on the information set up about the insurance carrier.
- The Non-Ins Related Discounts column represents the package and regular discounts that you recorded.
- The Insurance Related Discounts column represents discounts that are automatically calculated by OfficeMate and are based on the information set up about the insurance carrier (for example, insurance discounts before or after allotments).
- The Insurance Contractual Adjustments column represents insurance reimbursement write-off amounts that are automatically calculated by OfficeMate and are based on the information set up about the insurance carrier.
- The Net pat Fees column represents the total amount of fees charged to the patient net of all discounts before adjustments.
- The Net Ins Fees column represents the total amount of fees charged to the insurance carrier net of all discounts and contractual adjustments before other adjustments.
- The Memo - Ins. Bad Debts column represents all adjustments made to insurance balances exclusive of insurance reimbursements write-off amounts (contractual adjustments) (for example, insurance write-offs and denials).

## Insurance Sales Total

The Insurance Sales Total report lists the amounts billed to insurance carriers by location for a given period of time.

- ❖ To create the Insurance Sales Total report, set the posting date parameters and select a location as needed.

1/27/2009 8:21:13AM		Insurance Sales Total Report					
		Posting Date >= 12/01/2008					
		Posting Date <= 12/31/2008					
		For location: Fullerton Store					
Insurance Name	Plan Name	Product Fee	Insurance Charge	T/P Reimbursement	Patient Discount	Patient Charge	Avg. Net Percentage
<b>Location: Fullerton Store</b>							
Beech Street	BS Max Allotment	220.00	0.00	25.00	6.00	0.00	11.36
Ulysses Insurance Co	Allotments Plan	427.50	231.00	216.32	0.00	39.00	59.72
Ulysses Insurance Co	Detailed Plan	220.00	0.00	95.00	0.00	0.00	43.18
<b>Total for Location:</b>	<b>Fullerton Store</b>	<b>867.50</b>	<b>231.00</b>	<b>336.32</b>	<b>6.00</b>	<b>39.00</b>	<b>38.09</b>

## Internal Marketing

The Internal Marketing report lists names selected for marketing letters, labels, and postcards. Eyefinity suggests creating this report on demand.

- ❖ To create the Internal Marketing report, select appropriate criteria from the Selection Criteria and Sort Order box and choose appropriate patient sort order options from the Sort Order box.

### NOTE

Click **Expand** to expand the Selection Criteria and Sort Order box.

05/12/2005		Correspondence Report							
		Birth Month = January							
		Birthdate >= 01/01/1950							
		Birthdate <= 12/31/1970							
		Recall Date >= 01/01/1947							
		Recall Date <= 09/13/2004							
Pat.#	Last Name	First Name	Address	City	State	Zip	Day Phone	Home Phone	email
4	Wiega	Valerie	16 Sandpiper	Irvine	CA	92718		(949) 525-4733	

## Inventory Adjustments

The Inventory Adjustments report lists the adjustments that were made to inventory through the Inventory Adjustment window. Eyefinity suggests creating this report on demand.

- ❖ To create the Inventory Adjustments report, select a transaction type from the **Transaction Type** drop-down menu, set the transaction date

parameters, and select a transaction reason from the **Transaction Reason** drop-down menu.

8/13/2008 10:00:42AM		<b>Inventory Adjustment Report - By Type</b>									
		Transaction Date >= 01/01/2008 Transaction Date <= 08/12/2008									
Location Name Fullerton Store											
Transaction Type Receive											
Product	Product Code	Comment	Size	Color	Date	Qty.	Cost	Reason	Created By	Extended	
DISNEY 91		Receive Inventory from PO	43-17-120	Blue	8/6/2008	3	39.95		Doctor, Johnny	119.85	
Elliot	716463215386	Receive Inventory from PO	55-14-140	Grey	8/6/2008	5	54.95		Doctor, Johnny	274.75	
Folding Halfeye	883121263437	Receive Inventory from PO	51-0-145	(714)GEP	8/6/2008	1	44.95		Doctor, Johnny	44.95	
Vistakon Lenses	890763135458	Receive Transfer	0.00,0.00,0.00,0.00,0.00	Clear Clear	7/9/2008	2	8.00		Farina, Dennis	16.00	
Receive Total										455.55	
Transaction Type Returns											
Product	Product Code	Comment	Size	Color	Date	Qty.	Cost	Reason	Created By	Extended	
Elliot	716463215386	Fee Slip Return	55-14-140	Grey	8/11/2008	1	54.95		Doctor, Johnny	54.95	
Elliot	716463215386	Fee Slip Return	55-14-140	Grey	8/11/2008	1	54.95		Doctor, Johnny	54.95	
Elliot	716463215386	Fee Slip Return	55-14-140	Grey	8/12/2008	1	54.95		Doctor, Johnny	54.95	
Returns Total										164.85	

### Inventory Transfer

The Inventory Transfer report lists inventory transferred between locations by date and by location.

- ❖ To create the Transfer Inventory report, set the date parameters.

3/11/2009 12:01:24PM		<b>Inventory Transfer Report</b>									
		Transfer Date >= 01/01/2009 Transfer Date <= 03/31/2009 From Location: All To Location: All									
Transfer Date: 2/24/2009											
Product	Product Code	Size	Color	Transfer Status	Transfer Ticket	Transfer Quantity	Cost	Extended			
Transfer From: Long Beach DC Transferred By: Dennis Farina Transfer To: Grapevine Boutique Store											
82026 Plano Sun	790321679878	0-0-	Black	Received		7	1	\$20.00	\$20.00		
Transfer Date: 2/25/2009											
Product	Product Code	Size	Color	Transfer Status	Transfer Ticket	Transfer Quantity	Cost	Extended			
Transfer From: Home Office Irvine Transferred By: Dennis Farina Transfer To: Newport Beach Store											
82026 Accessories	570064567967		Gold	Received		10	1	\$1.00	\$1.00		
82026 Frame	506546701277	0-0-	Violet	Received		10	1	\$25.00	\$25.00		
82026 Ophthalmic Lenses	657009490182	0.00,0.00,0.00,0.00		Received		10	1	\$23.00	\$23.00		
82026 Plano Sun	790321679878	0-0-	Black	Received		10	1	\$20.00	\$20.00		
82026 Contact Lenses	469078954064	0.00,0.00,0.00,0.00,0.00,0.00	( Handling Tint Clear	Received		10	1	\$12.00	\$12.00		
82026 Lens Treatment	423068705457		Demigny	Received		10	1	\$9.00	\$9.00		
82026 Other Product	370987061357		Mauve	Received		18	1	\$13.00	\$13.00		
82026 Readers	575605616087	0-0-	Tortoise	Received		18	1	\$11.00	\$11.00		

### Inventory Valuation

**NOTE**

This report is replaced with the new Inventory Valuation custom report, located on the Custom tab. The Inventory Valuation custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom inventory reports on page 429.](#)



### Lab Orders

The Lab Orders report prints lab orders.

- ❖ To create the Lab Orders report, set the order date parameters, click in the **Patient Name** text box to search for and select a patient, type an order number in the **Order Number** text box, and select an order type from the **Type** drop-down menu.

**Eyewear Order**

<b>From:</b> OfficeMate Software Solutions 15375 Barranca Pkwy, Bldg L Irvine CA 92618	<b>Order #:</b> 28 <b>Tray Number:</b> <b>Entry Date:</b> 07/30/2003 <b>Patient:</b> Justin R. Crawford D.D.S <b>Office Phone:</b> 800-269-3666 <b>Office FAX:</b> 949-727-7479 <b>Print Date:</b> 05/10/2005
<b>To:</b> Essilor Of America, Inc. 2400 118th Ave. N. St. Petersburg, FL 33716	<b>Account #:</b> <b>Vendor Phone:</b> 800-The-Eyes <b>Vendor FAX:</b>

	DPD	NPD	Sph	Cyl	Axis	Add	Seg Ht.	BC	HPrism	BS	VPrism	BS	CT	OC
OD	32.00	30.00	+3.25	-2.25	180	+2.25	18.00		1.00	I	2.00	U		
OS	34.00	32.00	+2.25	-2.00	10	+0.25	18.00		1.00	I	2.00	U		

	Category	Material	Name	Uncut	Color	Density	Shading
OD	Progressive	Polycarbonate	var	No	Grey	10%	Solid
OS	Progressive	Polycarbonate	var	No	Grey	10%	Solid

Frame Information		Frame Status:		Lens only					
Manufacturer	Name	Color	Eye	DBL	A	B	ED	Temple	
(Not Entered)	CK 245	525	46.00	18.00	45.80	30.10	46.50	135	

Add-Ons	Special Instructions
(AR) Anti-reflective Coating	

### Lab Orders Outstanding

The Lab Orders Outstanding report lists the status of lab orders including patient names, ages, phone numbers, job dispensers, and the dates the jobs were promised. Eyefinity suggests creating this report on demand.

- ❖ To create the Lab Orders Outstanding report, select the lab order status from the **Lab Order Status** drop-down menu, select a vendor from the **Order**

From drop-down menu, set the promised date parameters, and select a lens type from the **Lens Type** drop-down menu.

**NOTE**

To create the Lab Orders Outstanding report, you must have a lab selected in the Order Lens From box in the Eyewear Order window and the Supplier box in the Soft Order or Hard Lens Order window. In addition to specifying the lab, you must also record a promise date in the Promise Date box, select the Fit By and Ordered radio buttons, and select a name and date from the Name and Date drop-down menus in the Rx Order window.

05/10/2005 3:28:36PM		Lab Orders Outstanding					
		Promised Date >= 01/01/2003					
		Promised Date <= 05/05/2005					
		Lens Type = Eyewear					
Patient Name	Age	Day Phone	Home Phone	Lab Order #	Dispensed By	Dispensed	Promised
Lab Name: In Office Lab							
Phone:							
Harper Cole	55	(949) 433-7896	(949) 555-7896	39	Tom Duncan	03/10/2005	03/17/2005
Harper Cole	55	(949) 433-7896	(949) 555-7896	40	Tom Duncan	03/11/2005	03/18/2005
Harper Cole	55	(949) 433-7896	(949) 555-7896	42	Tom Duncan	03/14/2005	03/17/2005

### Lab Orders Patient Follow-Up

Use the Lab Orders Patient Follow-Up report to contact patients after their frames have been delivered to ensure that their frames fit well. This report lists patient names, phone numbers, dispenser names, and delivery names. Eyefinity suggests creating this report on demand.

- ❖ To create the Lab Orders Patient Follow-Up report, select the lab order status from the **Lab Order Status** drop-down menu, set the delivered date parameters, select the person who delivered the order from the Delivered By drop-down menu, and select a lens type from the **Lens Type** drop-down menu.

**NOTE**

To create the Lab Orders Patient Follow-Up report, you must have a lab selected in the Order Lens From box in the Eyewear Order window and the Supplier box in the Soft Order or Hard Lens Order window. In addition to specifying the lab, you must also record a promise date in the Promise Date box, select the Fit By, Ordered, Received, Notified, and Delivered radio buttons, and select a name and date from the Name and Date drop-down menus in the Rx Order window.

05/10/2005 3:45:40PM		Lab Orders Patient Follow-Up				
		Delivered Date >= 01/01/2001				
		Delivered Date <= 05/05/2005				
		Delivered By = Tom Duncan				
		Lens Type = Eyewear				
Patient Name	Age	Home Phone	Day Phone	Dispensed By	Delivered By	
Harper Cole	55	(949) 555-7896	(949) 433-7896	Tom Duncan	Duncan, Tom	
Henry A. Mitchell	70	(949) 588-6321		Tom Duncan	Duncan, Tom	

## Lab Orders Patient Notification

Use the Lab Orders Patient Notification report to notify patients to pick up frames that have been received. This report lists patient names, phone numbers, receivers, and dates received. Eyefinity suggests creating this report on demand.

- ❖ To create the Lab Orders Patient Notification report, select the lab order status from the **Lab Order Status** drop-down menu, set the received date parameters, and select a lens type from the **Lens Type** drop-down menu.

### NOTE

To create the Lab Orders Patient Notification report, you must have a lab selected in the Order Lens From box in the Eyewear Order window and the Supplier box in the Soft Order or Hard Lens Order window. In addition to specifying the lab, you must also record a promise date in the Promise Date box, select the Fit By, Ordered, and Received radio buttons, and select a name and date from the Name and Date drop-down menus in the Rx Order window.

Patient Name	Age	Home Phone	Day Phone	Received By	Received
Michelle Radmore	39	(949) 565-8874		Tom Duncan	09/08/1999
<b>DISPOSITION:</b> <input type="checkbox"/> Left Message <input type="checkbox"/> NO Answer <input type="checkbox"/> Confirmed					

## Lab Orders Received & Notified

Use the Lab Orders Received & Notified report to review the inventory that you have manufactured and about which you have notified patients, but that is still in your office. Lists the patient names, ages, phone numbers, and notification dates. Eyefinity suggests creating this report on demand.

- ❖ To create the Lab Orders Received & Notified report, select the lab order status from the **Lab Order Status** drop-down menu, set the delivered date parameters, select the person who received the order from the Received By

drop-down menu, and select a lens type from the **Lens Type** drop-down menu.

**NOTE**

To create the Lab Orders Received & Notified report, you must have a lab selected in the Order Lens From box in the Eyewear Order window and the Supplier box in the Soft Order or Hard Lens Order window. In addition to specifying the lab, you must also record a promise date in the Promise Date box, select the Fit By, Ordered, Received, and Notified radio buttons, and select a name and date from the Name and Date drop-down menus in the Rx Order window.

05/12/2005 4:21:56PM		Lab Orders Received & Notified			
Received Date >= 01/01/1995					
Received Date <= 05/12/2005					
Lens Type = Eyewear					
Patient Name	Age	Home Phone	Day Phone	Notified By	Notified
Henry A. Mitchell	70	(949) 588-6321		Michael Miller, O.D.	05/12/2005

## Labels

The Labels report prints labels. Eyefinity suggests printing labels on demand. Print labels using Avery 5260 compatible white rectangular labels.

- ❖ To create labels, select a city from the **City** drop-down menu, select a state from the **State** drop-down menu, select the **One Per Family** check box if you want to print one label per family, and select a format type from the **Type** drop-down menu. Choose appropriate **Last Name** and **ZIP Code** sort order options.

C M Abadon 25 MAIN ST IRVINE, CA 92618
C M Abadon 6925 MAIN ST Las Vegas, NY 92618
James Abel 0526 main st Las Vegas, NY 92618
Byron Adkins 15375 Barranca Pkwy Las Vegas, CA 92618

## Location Inventory

**NOTE**

This report is replaced with the new Location Inventory custom report, located on the Custom tab. The Location Inventory custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom inventory reports on page 429](#).

## Monthly Production Recap

The Monthly Production Recap report is a custom report that lists the production, by day, for the selected period. Receipts, and applied payments are displayed on the report. To create the Monthly Production Recap report, go to [Creating & Printing Custom Reports on page 391](#).

### NOTES

- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
- When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
- Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
- All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
- Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

## Monthly Production Summary

### NOTE

This report is replaced with the new Monthly Production Summary custom report, located on the Custom tab. The Monthly Production Summary custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom production reports on page 442](#).

## New Patient Demographics

The New Patient Demographics report lists all new patients entered during the month. This report is categorized by age, Zip code, gender, insurance type, and city. Eyefinity suggests creating this report on demand.

- ❖ To create the New Patient Demographics report, select a month from the **Month Patient Added** drop-down menu.

05/10/2005 5:20:38PM

**New Patient Demographics**  
Month Patient Added = May

	This Year				Last Year				Change In Patients			
	Month #	%	Year #	%	Month #	%	Year #	%	Month Totals #	%	Year Totals #	%
<b>Age</b>												
30 - 39	1	100	1	100					1	100	1	100
<b>Total Age</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<b>Gender</b>												
Male	1	100	1	100					1	100	1	100
<b>Total Gender</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<b>Source</b>												
Patient Referral	1	100	1	100					1	100	1	100
<b>Total Source</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<b>Insurance Type</b>												
(none)	1	100	1	100					1	100	1	100
<b>Total Insurance Type</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<b>City</b>												
Henderson	1	100	1	100					1	100	1	100
<b>Total City</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<b>ZIP Code</b>												
92048	1	100	1	100					1	100	1	100
<b>Total ZIP Code</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>					<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>

## Open Charges

The Open Charges report displays ExamWRITER charges that have not been recorded on a fee slip in OfficeMate. Eyefinity suggests creating this report on demand.

- ❖ To create the Open Charges report, set the date parameters and click in the **Patient Name** text box to search for and select a patient.

05/30/2006 2:16:18PM

**Open Charges**  
Date >= 05/30/2005  
Date <= 05/30/2006  
Patient Name = Sally Carter

Patient Name	Date	Description	Order #	Unit Price	Qty	Total
Sally Carter	03/23/2006	Exam 11111	0	0.00	1	0.00
Sally Carter	05/30/2006	101 COACH ASTOR	44	178.99	1	178.99

## Ophthalmic Lens Listing

The Ophthalmic Lens Listing report lists all ophthalmic lenses and their inventory. This report includes manufacturer names, descriptions, CPT codes, fees, costs,

gross profit percentages, and product numbers. Eyefinity suggests creating this report on demand.

- ❖ To create the Ophthalmic Lens Listing report, select a manufacturer from the **Manufacturer** drop-down menu, select the **Inactive only** check box if you only want to display inactive lenses, and select the **Discontinued only** check box if you only want to display discontinued lenses.

05/30/2006 12:47:40PM		Ophthalmic Lens Listing											
Manufacturer:													
Name	Description	CPT	Size	BC	Sph	Cyl	Add	Fee	Cost	GP %	Product No	Active	Discontinued
BFF T25-28	Bifocal Lens	V2200						125.00		100.0	789	True	False
CR39	Single Vision Plastic Len							65.00	32.00	50.8		True	False
OSMF	Overize Lens	V2780	56									True	False
OSV	Overize Single Vision Lens											True	False
PROSTD	Progressive Standard Lens	V2200										True	False
TFF T25-28	Trifocal Lens	V2300										True	False
var	Varilux Progressive	V2200						88.00	65.00	26.1		True	False
VIP	Sola VIP											True	False
VSPMF	Standard Plastic/Glass Le							50.00		100.0		True	False
VSPSV	Standard Plastic/Glass Lens							44.00		100.0		True	False

## Order Recommendation

### NOTE

This report is replaced with the new Order Recommendation custom report, located on the Custom tab. The Order Recommendation custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom inventory reports on page 429](#).

## Other Product Listing

The Other Product Listing report lists all other products and their inventory. This report includes manufacturers, names, descriptions, CPT codes, fees, costs, gross profit percentages, and product numbers. Eyefinity suggests creating this report on demand.

- ❖ To create the Other Product Listing report, select a manufacturer from the **Manufacturer** drop-down menu, select the **Inactive only** check box if you only want to display inactive products, and select the **Discontinued only** check box if you only want to display discontinued products.

05/30/2006 12:50:05PM		Other Products Listing									
Manufacturer:											
Name	Description	CPT	Fee	Cost	GP %	Product No	Active	Discontinued			
<b>Accessories</b>											
11440	Exdsion, Benign 0.5 CM or Less	11440					True	False			
<b>Other</b>											
AR	Anti-reflective Coating		69.00	11.00	84.1		True	False			
	Gift Certificate						True	False			
TINT	Tint - Plastic Solid	V2741	26.00	9.00	65.4		True	False			
TINTPG	Tint - Plastic Gradient		29.00	7.00	75.9		True	False			
UV	UV coating	V2755	23.00		100.0		True	False			

## Patient Aging - Detail

### NOTE

This report is replaced with the new Patient Aging Detail custom report, located on the Custom tab. The Patient Aging Detail custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom aging reports on page 397](#).

## Patient Aging - Summary

### NOTE

This report is replaced with the new Patient Aging Summary custom report, located on the Custom tab. The Patient Aging Summary custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom aging reports on page 397](#).

## Patient Refund of Unapplied Payments

The Patient Refund of Unapplied Payments report displays the credits and unapplied amounts that were refunded to patients in the Patient Credit Refund window and allows you to refund a patient credit. This report is an audit of all credit refunds. Eyefinity suggests creating this report on demand.

- ❖ To create the Patient Refund of Unapplied Payments report, set the refund date parameters, click in the **Patient Name** text box and find and select a patient, and select the **By Provider** check box if you want to sort the report by providers.

9/11/2009 4:37:13PM		Patient Refund of Unapplied Payments					
		Refund Date >= 09/11/2008					
		Refund Date <= 09/11/2009					
		For location: All					
Date	Patient Name	Type	Description	Amount	Reason	Location	Recorded By
<b>7/30/2009</b>							
7/30/2009	Buster, Colin	Check		\$75.00		AV Store	Duck, Donald
7/30/2009	Buster, Colin	Check		\$75.00		AV Store	Duck, Donald
			<b>Total</b>	<b>\$150.00</b>			
<b>6/8/2009</b>							
6/8/2009	Mayo, Debra	Credit Card	Mastercard	\$10.00		Pacific Park Store	Duck, Donald
			<b>Total</b>	<b>\$10.00</b>			
<b>2/24/2009</b>							
2/24/2009	Patient, Test	Check	11111	\$10.00	without reason - test	OSS Store	., Admin
2/24/2009	Patient, Test	Check	11111	\$10.00	testing reason	OSS Store	., Admin
2/24/2009	Patient, Test	Check	11111	\$10.00	testing reason	OSS Store	., Admin
			<b>Total</b>	<b>\$30.00</b>			
			<b>Grand Total</b>	<b>\$190.00</b>			



## Patient Demographics

The Patient Demographics report lists all patients in your database and categorizes them by age, Zip code, gender, source, insurance type, and city. Eyefinity suggests creating this report on demand.

Patient Demographics		
	Patient Total	Percent of Total
<b>Age</b>		
10 - 19	1	9
30 - 39	4	36
40 - 49	2	18
50 - 59	3	27
70 - 79	1	9
<b>Total Age</b>	<b>11</b>	<b>100</b>
<b>Gender</b>		
Female	6	55
Male	5	45
<b>Total Gender</b>	<b>11</b>	<b>100</b>
<b>Source</b>		
Patient Referral	4	36
Professional Referral	5	45
Walk in Patient	1	9
Yellow Pages	1	9
<b>Total Source</b>	<b>11</b>	<b>100</b>
<b>Insurance Type</b>		
(none)	3	27
Champus	1	9
Medicare	1	9
PPO	5	45
Private Pay	1	9
<b>Total Insurance Type</b>	<b>11</b>	<b>100</b>
<b>City</b>		
Henderson	1	9
Irvine	1	9
LaJolla	2	18
Lake Forest	2	18
Mission Viejo	4	36
San Juan Capistrano	1	9
<b>Total City</b>	<b>11</b>	<b>100</b>
<b>ZIP Code</b>		
92048	1	9
92630	2	18
92653	2	18
92675	1	9
92692	4	36
92718	1	9
<b>Total ZIP Code</b>	<b>11</b>	<b>100</b>

## Patient List

The Patient List report lists all patients in your database including their cities, states, ZIP codes, home phone numbers, day phone numbers, patient numbers, and chart numbers. Eyefinity suggests creating this report on demand.

- ❖ To create the Patient List report, select ZIP code parameters from the ZIP Code drop-down menus, select a city from the **City** drop-down menu, select the **By Provider** check box if you want to sort the report by providers, and

select a provider from the **Provider** drop-down menu. Choose appropriate **Last Name**, **City**, and **ZIP Code** sort order options.

05/11/2005 11:37:05AM		Patient Listing					
Patient Name	Address	City	State	ZIP Code	Home Phone	Day Phone	Acct Chart #
Abdul, Dandan	40388 County Road 2	Henderson	NE	92049		(856) 969-9999	14
Carter, Sally	9696 Calle Dulce	San Juan Capistrano	CA	92675	(949) 555-1236		3
Cole, Harper	990 Pleasant Valley Run	Laguna Niguel	CA	92653	(949) 555-7896	(949) 433-7896	10
Crawford D.D.S, Justin F	1006 Carlota	Lake Forest	CA	92630	(949) 555-8523	(949) 421-6000	12
Davis, Steven	343 Haverford Ave,	Laguna Niguel	CA	92653	(949) 555-7463		8
Mitchell, Henry A	663 Tressle Way	Lake Forest	CA	92630	(949) 558-6321		1
Radmore, Michelle	343 Sierra Lane	Mission Viejo	CA	92692	(949) 565-8974		2
Ressler, Margaret	33991 Festivo	Mission Viejo	CA	92692	(949) 365-8974		9
Underwood, Jennifer	49060 Pacific Heights Drive	Mission Viejo	CA	92692	(949) 555-8631		5 78070-97
Underwood, Tracy	49060 Pacific Heights Drive	Mission Viejo	CA	92692	(949) 555-8631		11
Wega, Valerie	16 Sandpiper	Irvine	CA	92718	(949) 525-4733		4

Total Patients: 11

### Patients in Quick List

Use the Patients in Quick List report as an audit report to compare patients accessed in OfficeMate to those charged during the day. This report lists all patients in the Quick List window at the time the report is created and printed. Eyefinity suggests creating this report on demand.

05/11/2005 11:47:21AM		Patients In Quick List				
New	Last Name	First Name	Initial	Phone	HIPAA	Appt Time
No	Abdul	Dandan		(856) 969-9999	Not Read	

### Patients w/No Recall Date

The Patients w/No Recall Date report lists patients in your database who do not have recall dates. Eyefinity suggests creating this report on demand.

05/11/2005		Patients w/NO Recall Date			12:05 pm
Last Name	First Name	Initial	Home Phone	Day Phone	
Abdul	Dandan			(856) 969-9999	

## Patients w/Past Due Recall

The Patient w/Past Due Recall report lists patients in your database who have recall dates that are past due.

- ❖ To create the Patient w/Past Due Recall report, set the recall date parameters. Eyefinity suggests creating this report on demand.

05/11/2005		Patients with Past Due Recall				1:31 pm	
		Recall Date >= 01/01/2001					
		Recall Date <= 05/10/2005					
<u>Last Name</u>	<u>First Name</u>	<u>Initial</u>	<u>Phone</u>	<u>Recall Date</u>	<u>Recall Type</u>		
Crawford	Justin	R	(949) 421-6000	05/16/2004	Glaucoma		
Crawford	Justin	R	(949) 421-6000	02/18/2005	12 Month		
Davis	Steven			07/30/2004	Diabetic 12 month		
Mitchell	Henry	A		08/21/2003	12 Month		
Radmore	Michelle			01/30/2004	Q1 recheck - 6 months		
Radmore	Michelle			07/30/2004	12 Month		
Petzler	Margaret			07/30/2004	12 Month		
Underwood	Jennifer			07/30/2004	12 Month		
Underwood	Tracy			08/21/2003	12 Month		
Viega	Valerie			12/03/2001	12 Month		

## Performance - Net Fees

The Performance - Net Fees report is a custom report that displays columns and data (net fees) that are defined by you. All fees are net of refunds, write-off amounts, adjustments, and returns. This report provides exam, frame, contact lens, and applied payment performance information. It displays information about the pairs of glasses, anti-reflective coatings added to glasses, second pairs of glasses, backup glasses, and the contact lens warranties and packages sold. Additionally, this report displays the performance results for comprehensive exams, medical exam, and exams performed without additional items being sold. For all items sold, it calculates the average transaction fee. You can use this report to determine how well providers and staff are selling items, how many photos are being added to exams, if anti-reflective coatings are being added to pairs of lenses sold, and other performance information. This report can be organized by region, location, and provider and consolidated in a summary view or created

with details visible. To create the Performance - Net Fees report, go to [Creating & Printing Custom Reports](#) on page 391.

**NOTES**

- If you are comparing the total amounts in the Performance - Net Fees report to the total amounts in other reports, you may notice differences in the amounts because all amounts in the Performance - Net Fees report are rounded to the nearest whole dollar.
- If you create a report that displays the applied payments by provider, the payments displayed are the payments received for the provider recorded on the fee slip.
- There is no Contact Lens Exams column in the Performance - Net Fees report. To view the fees generated by the contact lens exam CPT codes that you set up in the CL Exams tab on the Business Analysis Reports Setup Options window, create the Detail Listing report.

Performance Report - Fees																
9/1/2009 to 9/17/2009																
All Providers, Select Locations																
Provider	Comp. Exams	Exam Only	Medical Exams	Photos Fees	Photos %	CL Pks Fees	CL Pks %	Backup Glasses	Pairs of Glasses	Average Trans.	Warranty Fees	Warranty %	AR Coat %	2nd Pairs	Applied Payments Patient	Insurance
<b>No Region</b>																
<b>Anvi Optical Store</b>																
Mickey Mouse	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$0	\$
MINNIE MOUSE	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$72	\$21
<b>Anvi Optical Store Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	0%	---	\$0	\$72	\$21
<b>AV Store</b>																
Mickey Mouse	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$114	\$
<b>AV Store Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	0%	---	\$0	\$114	\$
<b>Costa Mesa Store</b>																
Donald Duck	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$300	\$
<b>Costa Mesa Store Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	0%	---	\$0	\$300	\$
<b>Pacific Park Store</b>																
Mickey Mouse	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$126	---	\$0	0%	0%	\$0	\$973	\$38
Dennis Farina	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$0	\$
<b>Pacific Park Store Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$126	---	\$0	0%	0%	\$0	\$973	\$38
<b>Phernell's Vision Center</b>																
MINNIE MOUSE	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$408	---	\$0	0%	0%	\$0	\$0	\$
Donald Duck	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$0	---	\$0	---	---	\$0	\$0	\$
<b>Phernell's Vision Center Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$408	---	\$0	0%	0%	\$0	\$0	\$
<b>No Region Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$534	---	\$0	0%	0%	\$0	\$1,459	\$40
<b>Grand Total:</b>	\$0	\$0	\$0	\$0	---	\$0	---	\$0	\$534	---	\$0	0%	0%	\$0	\$1,459	\$40

**NOTES**

- The Comprehensive Exams column represents the total amount billed during the period for the specified CPT codes on the fee slip. If there is more than one CPT code on the fee slip, the fee will include the total amount. Refunds are related to the fee slip date. The total fee at the bottom of this column is used to calculate the Photos % and Average Transaction Fee columns.
- The Exam Only column represents the total amount billed during the period for the specified CPT codes on the fee slip. Only the exams recorded on a fee slip that do not also have products on the fee slip will be displayed. If there is more than one CPT code on the fee slip, the fee will include the total amount. Refunds are related to the fee slip date.
- The Medical Exams column represents the total amount billed during the period for the specified CPT codes on the fee slip. If there is more than one CPT code on the fee slip, the fee will include the total amount. Refunds are related to the fee slip date.
- The Photos % column represents the photo fees divided by the comprehensive exam fees. Refunds are related to the fee slip date.
- The CL Package column represents the total amount of all services and products included in the contact lens packages sold. Set up packages in the Discount & Package Setup window.
- The CL Package % column represents the fees generated by the total contact lens package divided by the contact lens exam fee. The percent may be greater than 100% if the package generated more fees than the exam fee. View the contact lens exams used in the calculation in the Detail Listing.

**NOTES,  
CONT.**

- The Backup Glasses column represents the backup glasses net fees generated. Glasses are considered to be “backup glasses” when a contact lens exam is billed and one or more pairs of glasses or plano sunglasses are also purchased on the same fee slip. Refunds are related to the fee slip date.
- The Pairs of Glasses column represents the net fees of all items included in the eyewear order (for example, frames, lenses, AR coatings, etc.) and invoiced and recorded on a fee slip during the period. The fees include warranty frame fees. Refunds are related to the fee slip date.
- The Average Trans column represents the average payments, which equals the total applied payments divided by comprehensive exams.
- The Warranty column represents the number of warranties sold as defined by the Warranty production group. Refunds are related to the fee slip date.
- The Warranties % column represents the warranties sold during the period divided by the number of pairs of glasses sold during the period.
- Plano sunglasses are included when they are added to a fee slip. Refunds are related to the fee slip date.
- The % AR Coatings column represents the number of AR coatings divided by pairs of single vision, bifocal, trifocal, or progressive lenses specified in a lab order. AR coatings are set up by attributes. Refunds are related to the fee slip date.
- The 2nd Pairs column represents the number of glasses or plano sunglasses that are purchased on a fee slip when the number is greater than one. The pairs of glasses must be recorded on an eyewear order.
- The Qty column represents the total number of pairs of frames (glasses and lenses or frame packages) sold during the period and recorded in an eyewear order. Plano sunglasses are not included.
- The Fee column represents the net fees of the frame sold.
- The Applied Payments column represents the total amount applied to charges during the period. The amount includes insurance chargebacks and nonrefundable adjustments. User defined adjustments that affect applied payments are not included. Applied payments are reflected on the date on which they were applied.

### Performance - Net Quantities

The Performance - Net Quantities report is a custom report that displays columns and data (net quantities) that are defined by you. All quantities are net of refunds, write-off amounts, adjustments, and returns. This report provides exam, frame, contact lens, and applied payment performance information. It displays

information about the pairs of glasses, anti-reflective coatings added to glasses, second pairs of glasses, backup glasses, and the contact lens warranties and packages sold. Additionally, this report displays the performance results for comprehensive exams, medical exam, and exams performed without additional items being sold. For all items sold, it calculates the average transaction fee. You can use this report to determine how well providers and staff are selling items, how many photos are being added to exams, if anti-reflective coatings are being added to pairs of lenses sold, and other performance information. This report can be organized by region, location, and provider and consolidated in a summary

view or created with details visible. To create the Performance - Net Quantities report, go to [Creating & Printing Custom Reports on page 391](#).

**NOTES**

- If you are comparing the total amounts in the Performance - Net Quantities report to the total amounts in other reports, you may notice differences in the amounts because all amounts in the Performance - Net Quantities report are rounded to the nearest whole dollar.
- If you create a report that displays the applied payments by provider, the payments displayed are the payments received for the provider recorded on the fee slip.
- There is no Contact Lens Exams column in the Performance - Net Fees report. To view the quantity of contact lens exam CPT codes that you set up in the CL Exams tab on the Business Analysis Reports Setup Options window, create the Detail Listing report.

Performance Report - Quantities																
9/1/2009 to 9/17/2009																
All Providers, Select Locations																
Provider	Comp. Exams	Exam Only	Medical Exams	Photos		CL Pks.		Backup Glasses	Pairs of Glasses	Average Trans.	Warranty		AR Coat %	2nd Pairs	Applied Payments	
				Qty.	%	Qty.	%				Qty.	%			Patient	Insurance
<b>No Region</b>																
<b>Anvi Optical Store</b>																
Mickey Mouse	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$0	\$
MINNIE MOUSE	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$72	\$20
<b>Anvi Optical Store Total:</b>	0	0	0	0	---	0	---	0	0	---	0	0%	---	0	\$72	\$20
<b>AW Store</b>																
Mickey Mouse	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$114	\$
<b>AW Store Total:</b>	0	0	0	0	---	0	---	0	0	---	0	0%	---	0	\$114	\$
<b>Costa Mesa Store</b>																
Donald Duck	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$300	\$
<b>Costa Mesa Store Total:</b>	0	0	0	0	---	0	---	0	0	---	0	0%	---	0	\$300	\$
<b>Pacific Park Store</b>																
Mickey Mouse	0	0	0	0	---	0	---	0	1	---	0	0%	0%	0	\$73	\$38
Dennis Farina	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$0	\$
<b>Pacific Park Store Total:</b>	0	0	0	0	---	0	---	0	1	---	0	0%	0%	0	\$73	\$38
<b>Phernell's Vision Center</b>																
MINNIE MOUSE	0	0	0	0	---	0	---	0	1	---	0	0%	0%	0	\$0	\$
Donald Duck	0	0	0	0	---	0	---	0	0	---	0	---	---	0	\$0	\$
<b>Phernell's Vision Center Total:</b>	0	0	0	0	---	0	---	0	1	---	0	0%	0%	0	\$0	\$
<b>No Region Total:</b>	0	0	0	0	---	0	---	0	2	---	0	0%	0%	0	\$1,453	\$40
<b>Grand Total:</b>	0	0	0	0	---	0	---	0	2	---	0	0%	0%	0	\$1,453	\$40



**NOTES**

- The Comprehensive Exams column represents the number of CPT codes billed during the period specified in the Comprehensive Exams tab on the Business Analysis Reports Setup Options window. If more than one CPT code is recorded on a fee slip, the quantity will be one. The total number at the bottom of this column is used to calculate the Photos % and Average Transaction Fee columns.
- The Exam Only column represents the number of selected CPT codes without frames, contact lenses, and all other product types purchased. Only the exams recorded on a fee slip that do not also have products on the fee slip will be displayed. If more than one CPT code is recorded on a fee slip, the quantity will be one.
- The Medical Exams column represents the number of CPT codes billed during the period specified in the Medical Exams tab on the Business Analysis Reports Setup Options window.
- The Photos % column represents the number of photos divided by the number of comprehensive exams.
- The CL Package column represents the number of contact lens packages sold.
- The CL Package % column represents the number of contact lens packages sold divided by the number of contact lens exams performed as specified in the CL Exams tab on the Business Analysis Reports Setup Options window. View the contact lens exams used in the calculation in the Detail Listing.
- The Backup Glasses column represents the number of backup glasses sold. Glasses are considered to be “backup glasses” when a contact lens exam is billed and one or more pairs of glasses or plano sunglasses are also purchased on the same fee slip.
- The Pairs of Glasses column represents the number of pairs of frames (frames and two lenses or frame packages with a frame and two lenses) created on an eyewear order and invoiced and recorded on a fee slip during the period.
- The Average Trans column represents the average payments, which equals the total applied payments divided by comprehensive exams.
- The Warranty column represents the number of warranties sold as defined by the Warranty production group. Refunds are related to the fee slip date.
- The Warranties % column represents the warranties sold during the period divided by the number of pairs of glasses sold during the period.
- Plano sunglasses are included when they are added to a fee slip. Refunds are related to the fee slip date.

**NOTES,  
CONT.**

- The % AR Coatings column represents the number of AR coatings divided by pairs of single vision, bifocal, trifocal, or progressive lenses specified in a lab order. AR coatings are set up by attributes. Refunds are related to the fee slip date.
- The 2nd Pairs column represents the number of glasses or plano sunglasses that are purchased on a fee slip when the number is greater than one. The pairs of glasses must be recorded on an eyewear order.
- The Qty column represents the total number of pairs of frames (glasses and lenses or frame packages) sold during the period and recorded in an eyewear order. Plano sunglasses are not included.
- The Fee column represents the net fees of the frame sold.
- The Applied Payments column represents the total amount applied to charges during the period. The amount includes insurance chargebacks and nonrefundable adjustments. User defined adjustments that affect applied payments are not included. Applied payments are reflected on the date on which they were applied.

## Physical Inventory Variance

The Physical Inventory Variance report lists discrepancies between the physical count and recorded inventory. Eyefinity suggests creating this report on demand.

12/24/2007 12:18:10PM		Physical Count Variance Report										
Product	Product Code	Size	Color	On Hand Quantity	Physical Quantity	Quantity Variance	Unit Cost	Cost Variance				
<b>Cycle No./ Name</b>	<b>Date</b>	<b>Location</b>	<b>Recorded By</b>									
4 Monthly Cycle	10/2/2007	Laguna Beach Optical	Mouse-P, Mickey P									
<b>Bausch &amp; Lomb</b>												
NIKE MAXSITE AM				0	1	1	\$32.00	\$32.00				
NIKE MAXSITE GG				0	1	1	\$32.00	\$32.00				
OPTIMA 38 SP				0	1	1	\$29.99	\$29.99				
OPTIMA TORIC				0	1	1	\$74.99	\$74.99				
OPTIMA TORIC 2PK				0	1	1	\$128.99	\$128.99				
PUREVISION				0	65	65	\$28.00	\$1,820.00				
PUREVISION MULTIFOCAL				0	1	1	\$33.00	\$33.00				
PUREVISION TORIC				0	34	34	\$30.00	\$1,020.00				
SORLENS 1 DAY				0	3	3	\$35.50	\$106.50				
SORLENS 38				0	132	132	\$12.75	\$1,683.00				
SORLENS 59				0	1	1	\$12.75	\$12.75				
SORLENS 66 TORIC				0	1	1	\$19.50	\$19.50				
SORLENS MULTIFOCAL				0	1	1	\$30.00	\$30.00				
				0	249			\$5,022.72				

## Post Card

The Post Card report prints postcards. Eyefinity suggests creating postcards on demand. Print postcards using postcard stock with four cards on 8½" × 11" sheets.

- ❖ To print postcards, select a city from the **City** drop-down menu, select a state from the **State** drop-down menu, select the **One Per Family** check box if you only want to print one postcard per family, and select a printing type from the **Type** drop-down menu. Choose appropriate **Last Name** and **ZIP**

**Code** sort order options. After you click **Preview**, type the postcard text in the Post Card Message window and click **Save**.

Dear Patient:

Your next appointment is scheduled for 11/11/05.  
Please call our office if you have a conflict with this date. Thank you!

Dandan Abdul  
40388 County Road 2  
Henderson, NE 68048

## Procedure Code Listing

The Procedure Code Listing report lists all procedure codes that are setup in the Customization window. Eyefinity suggests creating this report on demand.

- ❖ To create the Procedure Code Listing report, select appropriate **Procedure Code** and **Procedure Description** sort order options.

05/11/2005 2:33:35 PM		Procedure Code Listing				
Code	Description	Type of Service	Min	Units	Financial Group	Production Group
11440	Excision, Benign 0.5 CM or Less	Medical Care	0	1		
11441	Excision, Benign 0.6-1.0 CM	Medical Care	0	1		
11442	Excision, Benign 1.1-2.0 CM	Medical Care	0	1		
11443	Excision, Benign 2.1-3.0 CM	Medical Care	0	1		
11444	Excision, Benign 3.1-4.0 CM	Medical Care	0	1		
11446	Excision, Benign Over 4.0 CM	Medical Care	0	1		
11640	Excision, Malignant 0.5 CM-Less	Medical Care	0	1		
11641	Excision, Malignant 0.6-1.0 CM	Medical Care	0	1		
11642	Excision, Malignant 1.1-2.0 CM	Medical Care	0	1		
11643	Excision, Malignant 2.1-3.0 CM	Medical Care	0	1		
11644	Excision, Malignant 3.1-4.0 CM	Medical Care	0	1		
11646	Excision, Malignant Over 4.0 CM	Medical Care	0	1		
11780	Eye Exam + Refraction	Medical Care	0	1		
12001	Eye Exam / Wears Glasses	Medical Care	0	1		
12011	Repair Wound, Simple 2.5 CM-Less	Medical Care	0	1		
12013	Repair Wound, Simple 2.6-5.0 CM	Medical Care	0	1		
12051	Repair Wound, Inter. 2.5 CM-Less	Medical Care	0	1		
12052	Repair Wound, Inter. 2.6-5.0 CM	Medical Care	0	1		
12053	Repair Wound, Inter. 5.1-7.5 CM	Medical Care	0	1		
12054	Repair Wound, Inter. 7.6-12.5 CM	Medical Care	0	1		
13141	Repair Wound, Complex 1.1-2.5 CM	Medical Care	0	1		
13150	Repair Wound, Complex 1.0 CM-Less	Medical Care	0	1		
13152	Repair Wound, Complex 2.6-7.5 CM	Medical Care	0	1		
13780	Eye Exam / Does Not Wear Glasses	Medical Care	0	1		
14060	Tissue Transfer, 10 sq CM-Less	Medical Care	0	1		
14061	Tissue Transfer, 10.1-30 sq CM	Medical Care	0	1		
15250	Full Thick. Graft, 20 sq CM-Less	Medical Care	0	1		
15261	Full Thick. Graft, Ea.Add. 20 sqC	Medical Care	0	1		
15820	Blepharoplasty, Lower Lid	Medical Care	0	1		
15821	Blepharoplasty, Lower Lid w/ Skin	Medical Care	0	1		
15822	Blepharoplasty, Upper Lid	Medical Care	0	1		
15823	Blepharoplasty, Upper Lid w/ Fat	Medical Care	0	1		
46625	Peripheral Iridectomy	Medical Care	0	1		
46680	Repair Iris, CB (dialysis)	Medical Care	0	1		
46682	Suture Iris CB (SP)	Medical Care	0	1		
65091	Evisceration, w/o implant	Medical Care	0	1		
65093	Evisceration, w/ implant	Medical Care	0	1		
65101	Enucleation, w/o implant	Medical Care	0	1		

### Product Transaction Details

The Product Transaction Details report lists product descriptions, UPCs, sizes, colors, transaction dates, transaction types, quantities, costs, and extended costs. Eyefinity suggests creating this report on demand.

- ❖ To create the Product Transaction Detail report, set the transaction date parameters.

05/11/2005 2:56:04PM		Product Transaction Detail Report						
		Transaction Date >= 05/01/2005						
		Transaction Date <= 05/11/2005						
Product	Product Code/UPC	Size	Color	Date	Type	Qty	Cost	Extended
UNLOCK 760/1	679516691891	53.0,140.53,37.5,55.5	GUNMETAL	05/09/2005	Sale	1	89.95	89.95
								89.95
101 COACH ASTOR	679516719302	52.0,140.52,29.5,54.5	SAND	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719289	50.0,140.50,28.5,52.5	SAND	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719043	52.0,140.52,29.5,54.5	GUNMETAL	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719029	50.0,140.50,28.5,52.5	GUNMETAL	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719173	52.0,140.52,29.5,54.5	COFFEE	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719159	50.0,140.50,28.5,52.5	COFFEE	05/09/2005	Adjustment	5	59.95	299.75
101 COACH ASTOR	679516719302	52.0,140.52,29.5,54.5	SAND	05/09/2005	Receive	3	59.95	179.85
101 COACH ASTOR	679516718916	52.0,140.52,29.5,54.5	BLACK	05/09/2005	Sale	1	59.95	59.95
								2,038.30
CINDERELLA	679516757649	42.0,115.41,28.41,5	PINK	05/09/2005	Adjustment	1	44.95	44.95
CINDERELLA	679516757625	40.0,115.39,26,39.5	PINK	05/09/2005	Adjustment	1	44.95	44.95
CINDERELLA	679516757601	38.0,110.37,24,37.5	PINK	05/09/2005	Adjustment	1	44.95	44.95
CINDERELLA	679516757151	38.0,110.37,24,37.5	MOCHA	05/09/2005	Adjustment	1	44.95	44.95
								179.80
								Report total 2,308.05

### Production

**NOTE** This report is replaced with the new Production custom report, located on the Custom tab. The Production custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom production reports on page 442.](#)

### Production - Location Comparison

The Production - Location Comparison report is a custom report that lists the production for the selected period between locations. Sales, discounts, adjustments, returns, receipts, and applied payments are displayed on the report. This report can be consolidated in a summary view or created with the product group details, product details, or patient details displayed. To create the

Production - Location Comparison report, go to [Creating & Printing Custom Reports on page 391](#).

**NOTES**

- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
- When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
- Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
- All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
- Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

## Production - Period Comparison

The Production Period Comparison report is a custom report that lists the production for the selected period and the year-to-date total amounts grouped by financial or production report groups. Sales, discounts, adjustments, returns, receipts, and applied payments are displayed on the report. This report can be consolidated in a summary view or created with the product group details,

product details, or patient details displayed. To create the Production Period Comparison report, go to [Creating & Printing Custom Reports on page 391](#).

Production Report - Financial Groups Summary			
9/1/2009 to 9/17/2009			
All Providers, Select Locations			
Product Group	Period		
	Qty	Amount	%
<b>No Region</b>			
Anvi Optical Store			
MOUSE			
<b>Applied Payments</b>			
<b>Applied Payments - Patient</b>			
Cash		(\$72.00)	100.0%
<b>Total Applied Payments - Patient</b>		<b>(\$72.00)</b>	<b>100%</b>
<b>Applied Payments - Insurance</b>			
Other		(\$20.00)	100.0%
<b>Total Applied Payments - Insurance</b>		<b>(\$20.00)</b>	<b>100%</b>
<b>Total Applied Payments</b>		<b>(\$92.00)</b>	
<b>Total MOUSE</b>		<b>(\$92.00)</b>	
<b>Total Anvi Optical Store</b>		<b>(\$92.00)</b>	
<b>AV Store</b>			
Mouse			
<b>Applied Payments</b>			
<b>Applied Payments - Patient</b>			
Debit Card		(\$113.81)	100.0%
<b>Total Applied Payments - Patient</b>		<b>(\$113.81)</b>	<b>100%</b>
<b>Total Applied Payments</b>		<b>(\$113.81)</b>	
<b>Total Mouse</b>		<b>(\$113.81)</b>	
<b>Total AV Store</b>		<b>(\$113.81)</b>	
<b>Costa Mesa Store</b>			
<b>- No Provider -</b>			
<b>Receipts</b>			
<b>Patient Deposits</b>			
Check		\$100.00	33.3%
Credit Card		\$200.00	66.7%
<b>Total Patient Deposits</b>		<b>\$300.00</b>	<b>100%</b>
<b>Total Receipts</b>		<b>\$300.00</b>	
<b>Total - No Provider -</b>		<b>\$300.00</b>	
<b>Donald Duck</b>			
<b>Fees</b>			
<b>Gross Fees</b>			
- Handwritten & No Group -	6	\$600.00	100.0%
<b>Total Gross Fees</b>	<b>6</b>	<b>\$600.00</b>	<b>100%</b>
<b>Total Fees</b>	<b>6</b>	<b>\$600.00</b>	

**NOTES**

- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
- When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
- Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
- All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
- Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

### Production - Provider Comparison

The Production - Provider Comparison report is a custom report that lists the production for the selected period between providers. Sales, discounts, adjustments, returns, receipts, and applied payments are displayed on the report. This report can be consolidated in a summary view or created with the product group details, product details, or patient details displayed. To create the

Production - Provider Comparison report, go to [Creating & Printing Custom Reports on page 391](#).

**NOTES**

- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
- When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
- Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
- All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
- Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

### Production - Year-to-Year Comparison

The Production - Year-to-Year Comparison report is a custom report that lists the production for the selected period and compares production to the prior year and prior year-to-date. Sales, discounts, adjustments, returns, receipts, and applied payments are displayed on the report. This report can be consolidated in a summary view or created with the product group details, product details, or



patient details displayed. To create the Production - Year-to-Year Comparison report, go to [Creating & Printing Custom Reports on page 391](#).

**NOTES**

- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
- When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
- Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
- All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
- Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

### Production Summary by Provider on Fee Slip

The Production Summary by Provider on Fee Slip lists the production summary organized by the provider listed at the top of the fee slip. This report also includes the production category, discounts and adjustments, collections and refunds by the provider recorded on the day's fee slips, today's fees and percentage total, and month-to-date fees and percentage total. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Production Summary by Provider on Fee Slip report, set the date parameters, select the **By Provider** check box if you want to sort the

report by providers, and select a provider from the **Provider** drop-down menu.

08/27/2009 12:03:26PM		<b>Production Summary by Provider on Fee Slip</b>			
		Selected Date 06/18/2009		For Location: All	
		Today's Amount	% of Total	MTD Amount	% of Total
<b>Fee Summary by Production Group</b>					
Handwritten & No Group		249.99	100.00	12,997.92	93.82
Plastic Frame Fees				280.80	2.03
Soft CL Revenues				575.00	4.15
	Gross Fees Invoiced	<u>249.99</u>	<u>100.00</u>	<u>13,853.72</u>	<u>100.00</u>
<b>Discounts, Adjustments &amp; Returns</b>					
Adjustments				(460.99)	
Returns				<u>(250.00)</u>	
	Total Discounts, Adjustments & Returns	<u>0.00</u>		<u>(710.99)</u>	
<b>Net Fees</b>					
	Net Fees Invoiced	<u>249.99</u>		<u>13,142.73</u>	
<b>Deposits</b>					
Cash				185.00	
Checks				40.00	
Credit Card-American Express				2,537.50	
Debit Card-Master Card				200.00	
Insurance Receipts				<u>604.50</u>	
	Total Deposits	<u>0.00</u>		<u>3,567.00</u>	
<b>Other</b>					
Gift Certificate				300.00	
Money Order				<u>100.00</u>	
	Total Other	<u>0.00</u>		<u>400.00</u>	
<b>Refunds</b>					
Pat Refund of Unapplied Pmt				(10.00)	
	Total Refunds	<u>0.00</u>		<u>(10.00)</u>	
	Net Receipts	<u>0.00</u>		<u>3,957.00</u>	

#### NOTES

- The Gross Fees Invoiced amount matches the Fee Slip Detail and Production reports.
- The Adjustments amount matches the Adjustment Register and Production reports and the Day Sheet report's Total Adjustments amount.
- The Discount amount matches the Discount Register report.
- The Returns amount matches the Product Return column on the Returns and Refunds report and the Sales Tax on Return amount minus the Discount on Return amount on the Daily Production report.
- The Sales Tax amount matches the Fee Slip Detail and Production reports.
- The Sales Tax on Return amount is also available on the Production report.
- The Net Fees Invoiced amount matches the Production Summary and Fee Slip Detail reports.
- The Deposits amount matches the Day Sheet, Deposit Ticket, and Production reports.
- The Refunds amount matches the Returns and Refunds and Production reports.

## Production Summary by Provider on Fee Slip Line Item

**NOTE** This report is replaced with the new Production Summary by Provider - Fee Slip Line Item custom report, located on the Custom tab. The Production Summary by Provider - Fee Slip Line Item custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom production reports on page 442](#).

## Productivity Recap

The Productivity Recap report is a custom report that lists the production for the selected period between locations. Sales, discounts, adjustments, returns, receipts, and applied payments are displayed on the report. Results can be grouped by location then provider or by provider then location. To create the Productivity Recap report, go to [Creating & Printing Custom Reports on page 391](#).

- NOTES**
- Discounts and adjustments are grouped by financial or production groups to indicate the amount and percentage of discounts that are being deducted by the group. To view this information by type (for example, insurance discount), create the Production, Discount Register, or Adjustment Register report. For more information on creating the Production report, go to [Production on page 506](#), for more information on creating the Discount Register report, go to [Discount Register on page 471](#), and for more information on creating the Adjustment Register report, go to [Adjustment Register on page 457](#).
  - When creating a report that will display information from a large period, an hourglass appears and then the report displays before the entire report has been processed. When a magnifying glass appears, you will know that the report has finished processing.
  - Unapplied Insurance Transfers in the Applied Payment section of the report are previously unapplied insurance amounts that were transferred to the patient's account and applied to open outstanding balances.
  - All OfficeMate Administration transactions refer to the original fee slip location where the transactions were recorded.
  - Use this report with data that was recorded in OfficeMate, not in a prior system that was then converted to OfficeMate.

### Products Sold

The Products Sold report lists the products that were sold for the entered date range. Eyefinity suggests creating this report on a yearly basis.

- ❖ To create the Products Sold report, set the fee slip date parameters and select a product type from the **Type** drop-down menu.

05/11/2005 3:10:21PM		Contact Lenses Sold										
		Fee Slip Date >= 05/10/2004 Fee Slip Date <= 05/10/2005										
Manufacturer: Specialty CIs												
Vendor: Specialty CIs												
Category: Rigid Bitoric												
Qty	Name	Unit	BC	Dia	Sph	Cyl	Axis	Add	Tint	Product Code	Unit Cost	Extended Cost
2	Bitoric RGP	Each							Handling Tint		45.00	90.00
<u>2</u>												<u>90.00</u>
Manufacturer: Vistakon, Inc. [800-874-5278]												
Vendor: Vistakon, Inc. [800-874-5278]												
Category: Soft Sphere Disposable												
Qty	Name	Unit	BC	Dia	Sph	Cyl	Axis	Add	Tint	Product Code	Unit Cost	Extended Cost
7	Aovue	Pack							Clear		15.99	111.93
1	Aovue	Pack	8.8	14.0	-1.00				Clear	733905100079	15.99	15.99
<u>8</u>												<u>127.92</u>

### Provider Listing

The Provider Listing report lists all providers and their details that are setup in the Business Names window. Eyefinity suggests creating this report on demand.

- ❖ To creating the Provider Listing report, select a provider from the **Provider** drop-down menu and select an appropriate **Provider** sort option.

05/11/2005 5:20:37PM		Provider Listing					
<b>Name</b>	Duncan, Tom	<b>Tax Id No.</b>		<b>Type</b>			
<b>Phone</b>		<b>UPIN No.</b>		<b>NPI No.</b>			
<b>Fax</b>		<b>TPA No.</b>		<b>EIN No.</b>			
<b>License</b>		<b>Sub Id</b>		<b>HIPAA Officer</b>	No		
<b>Provider</b>	No	<b>Active</b>	Yes	<b>HIPAA Training</b>	No		
<b>Name</b>	Franklin, Helen	<b>Tax Id No.</b>		<b>Type</b>			
<b>Phone</b>		<b>UPIN No.</b>		<b>NPI No.</b>			
<b>Fax</b>		<b>TPA No.</b>		<b>EIN No.</b>			
<b>License</b>		<b>Sub Id</b>		<b>HIPAA Officer</b>	Yes		
<b>Provider</b>	No	<b>Active</b>	Yes	<b>HIPAA Training</b>	No		
<b>Name</b>	Miller, O.d., Michael	<b>Tax Id No.</b>	66-456872	<b>Type</b>	Solo Practice		
<b>Phone</b>	949 727 7080	<b>UPIN No.</b>	123646	<b>NPI No.</b>			
<b>Fax</b>	949 727 7479	<b>TPA No.</b>	345-454-234	<b>EIN No.</b>			
<b>License</b>	4646-89	<b>Sub Id</b>		<b>HIPAA Officer</b>	No		
<b>Provider</b>	Yes	<b>Active</b>	Yes	<b>HIPAA Training</b>	No		
<b>Name</b>	Ruiz, M.d., Raymond	<b>Tax Id No.</b>	234 33 4556	<b>Type</b>	Corporation		
<b>Phone</b>	(949) 754-5000	<b>UPIN No.</b>	24332	<b>NPI No.</b>			
<b>Fax</b>	(949) 727-7479	<b>TPA No.</b>	TCA23555554	<b>EIN No.</b>			
<b>License</b>	CA89751	<b>Sub Id</b>		<b>HIPAA Officer</b>	No		
<b>Provider</b>	Yes	<b>Active</b>	Yes	<b>HIPAA Training</b>	No		
<b>Name</b>	Thomas, O.d., David	<b>Tax Id No.</b>	454 77 1234	<b>Type</b>	Clinic		
<b>Phone</b>	949 727 7080	<b>UPIN No.</b>	341343	<b>NPI No.</b>			
<b>Fax</b>	949 727 7479	<b>TPA No.</b>		<b>EIN No.</b>			
<b>License</b>	4524245	<b>Sub Id</b>		<b>HIPAA Officer</b>	No		
<b>Provider</b>	Yes	<b>Active</b>	Yes	<b>HIPAA Training</b>	No		

### Purchase Order

The Purchase Order report allows you to print or reprint a purchase order. Eyefinity suggest printing or reprinting purchase orders on demand.

- ❖ To print or reprint a purchase order, set the PO date parameters.

05/11/2005 5:27:08PM **Purchase Order**

<b>Ordered By :</b> Helen Franklin 15375 Barranca Pkwy, Bldg L Irvine CA 92618	<b>Purchase Order :</b> 3 <b>Reference No:</b> <b>Account No:</b> <b>Date Issued:</b> 05/09/2005 <b>Office Phone:</b> 800-269-3666
<b>To :</b> Marchon Eyewear, Inc. 35 Hub Drive Melville, NY 11747	<b>Ship To :</b> OfficeMate Software Solutions 15375 Barranca Pkwy, Bldg L Irvine CA 92618

Qty	Product Description	Patient	Unit Price	Total
5	101 COACH ASTOR, 679516719302, 52,0,140,52,29,5,54.5, 5AND		59.95	299.75
			<b>Total :</b>	<b>\$299.75</b>

**Authorized Signature :** \_\_\_\_\_

### Purchase Order - Back Order

The Purchase Order - Back Order report lists back ordered purchase orders. Eyefinity suggests creating this report on demand.

- ❖ To create the Purchase Order - Back Order report, set the back order date parameters.

05/11/2005 5:33:33PM **Purchase Order - Back Order Report**

**Back Order Date >= 03/07/2001**  
**Back Order Date <= 06/07/2005**

Vendor	Product	Product Code/UIC	Size	Color	Patient	BO Date	PO No	Qty	Cost	Extended
<b>Marchon Eyewear, Inc.</b>										
VRLOCK 760/1		679516691691	53,0,140,53,37,5,55,5	GUNMETAL	Dandn Abdul	6/1/2005	4	1	89.95	89.95
									<b>Total Vendor</b>	89.95
									<b>Total Product</b>	89.95

## Purchase Order Detailed

The Purchase Order Detailed report lists purchase orders in detail. Eyefinity suggests creating this report on demand.

- ❖ To create the Purchase Order Detailed report, click in the **Vendor Name** text box to select a vendor, select a purchase order status from the **PO Status** drop-down menu, and set the PO date parameters.

05/12/2005 9:36:13AM		Purchase Order - Detailed							
		All Orders							
		PO Date >= 01/01/2001							
		PO Date <= 05/11/2005							
<b>Vendor Name:</b>	Marchon Eyewear, Inc.							<b>Order Date:</b> 5/9/2005	
<b>Order No:</b>	3								
<b>Note:</b>									
<b>Status:</b>	In Process								
Product	Product Code/UPC	Size	Color	Qty Ordered	Qty Received	Cost	Extended Cost Value	Back Order Date	Patient Name
101 COACH ASTOR	679516719302	52,0,140,52,29,5,54,5	SAND	5	3	59.95	299.75		
<b>Vendor Name:</b>								<b>Order Date:</b> 5/11/2005	
<b>Order No:</b>									
<b>Note:</b>									
<b>Status:</b>									
Product	Product Code/UPC	Size	Color	Qty Ordered	Qty Received	Cost	Extended Cost Value	Back Order Date	Patient Name
LOCK 760/1	679516691691	53,0,140,53,37,5,55,5	GUNMETAL	1	0	89.95	89.95	06/01/2005	Dandan Abdul
<b>Total Vendor</b>							<b>389.70</b>		
<b>Total Report</b>							<b>389.70</b>		

## Purchase Order Summary

The Purchase Order Summary report summarizes purchase orders. Eyefinity suggests creating this report on demand.

- ❖ To create the Purchase Order Summary report, click in the **Vendor Name** text box to select a vendor, select a purchase order status from the **PO Status** drop-down menu, and set the PO date parameters.

05/12/2005 9:53:40AM		Purchase Order - Summary			
		All Orders			
		PO Date >= 01/01/2001			
		PO Date <= 05/11/2005			
Order No	Order Date	Vendor	Status	Total Cost	Note
3	5/9/2005	Marchon Eyewear, Inc.	In Process	\$299.75	
4	5/11/2005	Marchon Eyewear, Inc.	In Process	\$89.95	

## Receipts Journal

The Receipts Journal report lists all payments received for the selected posting date range. Payors (individuals or insurance companies) are listed in alphabetic

order and display the date, payment type description, and amount. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Receipts Journal report, set the posting date parameters.

7/2/2009 2:28:30PM		Receipts Journal					
		Posting Date >= 01/01/2009 Posting Date <= 06/23/2009 Location = Anvi Optical Store					
Payor	Date	Payment Type	Check No	Bank No	Batch No	Amount	
<b>5/28/2009</b>							
<b>Anvi Optical Store</b>							
Aetna	5/28/2009	Check			200915401	25.00	
Smith, James	5/28/2009	Check				5.00	
<b>Total for location: Anvi Optical Store</b>						\$30.00	
<b>Total for : 5/28/2009</b>						30.00	
<b>6/7/2009</b>							
<b>Anvi Optical Store</b>							
Abel, James	6/7/2009	Cash				30.00	
<b>Total for location: Anvi Optical Store</b>						\$30.00	
<b>Total for : 6/7/2009</b>						30.00	
<b>6/17/2009</b>							
<b>Anvi Optical Store</b>							
Aetna	6/17/2009	Check			200916901	5.00	
<b>Total for location: Anvi Optical Store</b>						\$5.00	
<b>Total for : 6/17/2009</b>						5.00	
<b>6/19/2009</b>							
<b>Anvi Optical Store</b>							
Aetna	6/19/2009	Check	5568		200917001	15.00	
Smith, James	6/19/2009	Check	564			127.98	
Rani, Sudha	6/19/2009	Cash				57.00	
<b>Total for location: Anvi Optical Store</b>						\$199.98	
<b>Total for : 6/19/2009</b>						199.98	
Report Total						264.98	

## Receiving History

The Receiving History report lists all of the products received within a given time frame by location.

- ❖ To create the Receiving History report, set the date parameters.

12/24/2007 12:51:36PM		Receiving History						
		Received Date >= 07/01/2007 Received Date <= 12/31/2007 For Location: Fullerton Store						
<b>Vendor Name:</b> Sax								
<b>Order No:</b> 242								
<b>Note:</b>								
<b>Status:</b> None								
Recvd Date	Product	Product Code/UPC	Size	Color	Qty Ordered	Qty Received	Cost	Extended Cost Value
11/19/2007	Blk/Silver Swirls Hdc	600024			2	2	13.00	26.00
11/19/2007	Blue Paisley Buckle E	4424			2	2	10.95	21.90
11/19/2007	Eyeglass Chain BE07	600409		Shiny Gold	2	2	4.95	9.90
11/19/2007	Mirror Purse	600418		Tee-Time	2	2	6.95	13.90
<b>Total Vendor</b>								<b>71.70</b>
<b>Total Report</b>								<b>71.70</b>

## Re-Do Lab Orders

The Re-Do Lab Orders report displays a list of lab orders that were redone. Eyefinity suggests creating this report on demand.

- ❖ To create the Re-Do Lab Orders report, set the order date parameters.

11/12/2008 11:01:58AM		Re-Do Lab Order							
		Order Date >= 11/12/2006		Order Date <= 11/12/2008		Type = Eyewear		For Location: All	
Patient Name	Order #	Order Date	Re-Do Of (Order #, Date, Recorded by, Provider)	Special Instructions	Recorded by	Reason	Location		
Nicholson, Jack	69	9/24/2008	68 9/24/2008 Not Recorded Mickey Mouse		Not Recorded	Not Recorded	Aliso Viejo Store		
			B2011 Frames \$90.00						
			B2011 Ophthalmic Lenses \$65.00						
			B2011 Ophthalmic Lenses \$65.00						
			Edge Treak-Painted Groove \$0.00						
			Order Total \$220.00						
Shambrook, Ted V	85	9/30/2008	40 9/30/2008 Not Recorded Minnie M. Mouse, (		Not Recorded	Not Recorded	Diane's Dapper		
			COACH PENNY 421AF \$0.00						
			SV POSV Asph Cr \$44.50						
			SV POSV Asph Cr \$44.50						
			Grizal Alize (AR Coating C) \$0.00						
			Order Total \$89.00						
Nicholson, Jack	125	10/8/2008	72 10/8/2008 Not Recorded Mickey Mouse	This is a redo lab orders	Not Recorded	Not Recorded	Aliso Viejo Store		
			B2011 Frames \$90.00						
			B2011 Ophthalmic Lenses \$65.00						
			B2011 Ophthalmic Lenses \$65.00						
			Order Total \$220.00						
King, Larry	131	10/8/2008	130 10/8/2008 Not Recorded Mickey Mouse		Not Recorded	Not Recorded	Grapevine Bout		
			Anita's Frame \$0.00						
			BF GH170 FT 28 Cr \$0.00						
			BF GH170 FT 28 Cr \$0.00						
			Press-on Prism \$0.00						
			Lab Choice (AR Coating A) \$30.00						
			Order Total \$30.00						
Gale, Carl	144	10/17/2008	118 10/17/2008 Not Recorded Dennis Farina		Not Recorded	Not Recorded	Anita's Optical		

## Refer to Doctor Tracking

The Refer to Doctor Tracking report lists all of the patients that your practice has referred to outside providers, who referred the patient, the date the patient was referred, the date the patient is or was expected to return to your practice, and the actual date the patient returned. This report is based on information entered on the Patient Exams tab in the Patient Demographic window.

- ❖ To create the Refer to Doctor Tracking report, narrow your results by selecting search criteria, as needed, from the **Location**, **Provider**, and **Referred To Doctor** drop-down menus. You may also type dates in the **Referral Date**, **Expected Return Date**, and **Actual Return Date** fields, and the report will only display results from those dates forward.

1/8/2009 9:03:52AM		Refer To Dr. Tracking			
		Location = [5] Fullerton Store			
Referring Provider	Patient	Referred To	Referral Date	Expected Return	Actual Return
Fullerton Store					
Watson, John	Patient, Sally J	Lane, Ian	12/1/2008	12/11/2009	1/8/2009
Doctor, Johnny	Maugham, W. Somerset	Cat, Cammy	9/14/2008	11/21/2008	



## Referrals

The Referrals report lists all referrals to your office and who referred them. Eyefinity suggests creating this report on a yearly basis.

- ❖ To create the Referrals report, select the month the patient was added to OfficeMate from the **Month Patient Added** drop-down menu and select a sort order from the **By** drop-down menu.

05/12/2005 10:31:53AM Referrals by Referring Patient			
Month Patient Added = May			
Referring Patient	Month Referred Patients	Year To Date Referred Patients	Last Year Referred Patients
Ressler, Marqaret		Cole, Harper	
Underwood, Jennifer		Davis, Steven	
<b>Total Referred</b>	<b>0</b>	<b>2</b>	<b>0</b>

## Referring Physician Listing

The Referring Physician Listing report lists all of the referring physicians recorded in the Business Names window and their contact information.

8/4/2008 2:19:14PM Referring Physician Listing							
Last Name	First Name	Address	City	State	Zip	Phone	Fax
Bell	Tinker	12345	city	CA	92691		
Carpenter	Kari		Bryantville	AL			
Chung	Randall	1025 Randolph Blvd	San Jose	CA	94111	(800) 333-4444	(800) 333-4445
Ferguson	Lance						
Kao, M.D.	Wayne	75 Vine Blvd.Suite 100	Los Angeles	CA	91111		
Kobayashi, O.D.	Arthur	960 Center St.Suite 301	Wahiawa	HI	96786	(808) 622-4121	(123) 456-7890
Maggard	Makisha						
Mattson	Clay						
Pate	Rena						
Rich	Richie	789 Fallbrook Rd	Los Angeles	CA	98989	(201) 458-6565	(988) 451-2020
Rich	Suzannah						
Scott	William	789 Medical Center Dr, Building L	Costa Mesa	CA	98777	(949) 785-6565	(949) 785-9699
Velasco, PsyD	Amee	11111 Atlantic Blvd, Suite 321	Alhambra	CA	91111	(800) 333-3333	(800) 777-7777
Wilson	Carrie	45 Medical Dr	Costa Mesa	CA	98898		
xyz	abc						

## Returns And Refunds

The Returns And Refunds report lists all returns and refunds by product type, fee slip date, or provider. Eyefinity suggests creating this report on demand.

- ❖ To create the Returns And Refunds report, set the return date parameters, select the **By Provider** check box if you want to sort the report by providers,

select a provider from the **Provider** drop-down menu, and select a product type from the **Product Type** drop-down menu.

05/12/2005 10:50:50AM		Returns And Refunds										
Return Date >= 05/12/2004												
Return Date <= 05/12/2005												
Fee Slip No	Fee Slip Date	Patient Name	Product Returned	Qty	Return Type	Date of Return	Product Return	Refund/Credit	Non-Ref Amount	Refund Method	Recorded By	
65	02/12/2002	Sally Carter	92014	1	Damaged	05/04/2005	75.00	75.00		Discover	Franklin, Helen	
Report Totals							75.00	75.00	0.00			
Refund Total							75.00					
Credit Total							0.00					

**NOTES**

- The Product Return column total matches the Total Patient Return amount on the Day Sheet report and the Returns amount on the Fee Slip Detail report.
- The Refund Total amount matches the Refund Total amount on the Production Summary by Provider on Fee Slip and Production reports.

**Sales Tax**

The Sales Tax report lists each item on which sales tax was collected for the selected posting date range. This report includes fee slip numbers, dates, products, amounts charged, tax 1, tax 2, and total tax. Eyefinity suggests creating this report on a daily basis.

- ❖ To create the Sales Tax report, set the posting date parameters and select the **Combine Pat and Ins Tax** to display the combined total of taxes collected on patient payments and taxes collected on insurance payments.

11/12/2008 11:20:13AM		Sales Tax Register										
Posting Date >= 11/12/2008												
Posting Date <= 11/12/2008												
For location: All												
Fee Slip	Date	Product	Patient					Insurance				
			Charge	State	County	Local	Total Tax	Charge	State	County	Local	Total Tax
<b>Covington Eye Designs</b>												
<b>Services</b>												
475	11/12/2008	92014	0.00	0.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	10.00
Total for 11/12/2008			0.00	0.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	10.00
<b>Total Services</b>			0.00	0.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	10.00
<b>Total Covington Eye Designs</b>			0.00	0.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	10.00
<b>Report Total</b>			0.00	0.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	10.00

## Service Listing

The Service Listing report lists all services and includes names descriptions, CPT codes, fees, costs, and gross profit percentages. Eyefinity suggests creating this report on demand.

- ❖ To create the Service Listing report, select the **Inactive only** check box if you only want to display inactive services.

05/30/2006 1:05:01PM		Services Listing				
Name	Description	CPT	Fee	Cost	GP %	Active
11441	Excision, Benign 0.6-1.0 CM	11441				True
11442	Excision, Benign 1.1-2.0 CM	11442				True
11443	Excision, Benign 2.1-3.0 CM	11443				True
11444	Excision, Benign 3.1-4.0 CM	11444				True
11640	Excision, Malignant 0.5 CM-Less	11640				True
11641	Excision, Malignant 0.6-1.0 CM	11641				True
11642	Excision, Malignant 1.1-2.0 CM	11642				True
11643	Excision, Malignant 2.1-3.0 Cm	11643	150.00	100.00	33.3	True
11643	Excision, Malignant 2.1-3.0 Cm	11643	150.00	100.00	33.3	True
11644	Excision, Malignant 3.1-4.0 CM	11644				True
11646	Excision, Malignant Over 4.0 CM	11646				True
11780	Eye Exam + Refraction	11780				True
12001	Eye Exam / Wears Glasses	12001				True
12011	Repair Wound, Simple 2.5 CM-Less	12011				True
12013	Repair Wound, Simple 2.6-5.0 CM	12013				True
12051	Repair Wound, Inter. 2.5 CM-Less	12051				True
12052	Repair Wound, Inter. 2.6-5.0 CM	12052				True
12053	Repair Wound, Inter. 5.1-7.5 CM	12053				True

## Statements

The Statements report prints statements for all patients with outstanding balances. Select to print the information on a 30, 60, or 90+ day delinquent statement. This report lists all charges that are still open. A payment coupon is printed on the last page. Eyefinity suggests creating this report on demand.

To create the Statements report, follow the instructions below:

1. Click in the **Patient Name** text box to find and select a patient.
2. Type the **Last Name** selection parameters.

3. Select the **By Family** check box if you want to sort the report by family.

**NOTE**

If the By Family check box is *deselected*, the following layout changes are displayed in the Statements report:

- All charges, payments, and adjustments related to a fee slip at a specific location are combined under the original fee slip.
- Transfers to and from patients are on a single line.
- Transfer to and from insurance carriers are on two lines.
- Payments split across multiple charges are combined into one payment. Also, the payment method and date are displayed for payments split across multiple charges.
- Insurance carrier abbreviations are used in the description of the insurance carrier.
- An entire fee slip and its associated transactions are displayed before another fee slip is displayed.
- If a fee slip is void, that fee slip and the corresponding credit fee slip are displayed.
- The Credit Card # line now includes a line for the SEC #.

4. Set the **Period end** date parameter, most likely, to the date on which you are printing the Statements (today's date).

**NOTE**

If the Period end date parameter is prior to the date on which you are printing the Statements (today's date), you will most likely be missing payments and new balances on the Statements.

5. Type the dollar amount at which you want to begin displaying balances in the **Display if balance** text box.
6. Type the number of days for which you want to display details in the **Display details (# days)** text box.

**NOTE**

The Statements report can display up to 3650 days of details. If you do not want to display details, type 0.

7. Select the **Print Ins charges/payment** check box if you want to print insurance and patient payment and charge responsibilities.
8. Select the **Print reason for Ins denial** check box if you want to print the reason for an insurance denial.

**NOTE**

Select the Print reason for Ins denial check box if you recorded a transfer from an insurance carrier to a patient.

9. Select a location from the **Location** drop-down menu, as needed.
10. Type a date range in the **Starting Fee Slip Date** text boxes to limit statements to fee slips created within that date range.

11. Select the appropriate **Patient Name** and **ZIP Code** sort order options.

OfficeMate Software Solutions 15375 Barranca Pkwy, Bldg L Irvine, CA 92618		Page: 1	
<b>Statement of Account</b>			
To: Henry A. Mitchell 663 Tressle Way Lake Forest, CA 92630		<b>Date Printed</b>	04/22/2005
		<b>Period Ending</b>	04/22/2005
		<b>Provider Name</b>	Michael Miller, O.D.
		<b>Phone Number</b>	949 727 7080
		<b>License</b>	4646-89
		<b>Tax ID</b>	66-456872
		<b>TPA Number</b>	345-454-234

Fee Slip No	Transaction Date	Qty	Description	Fee Amount	-----Responsible Party-----	
					Insurance	Patient
<b>Henry A. Mitchell</b>						
2	09/20/1998	1	Comprehensive Exam - Est	68.00	54.40	13.60
	05/19/1999		Late Charge	5.00		5.00
14	05/19/1999	1	Exam - Comp New Patient	68.00	54.40	13.60
	05/19/1999	1	Acouflex 225	201.79		201.79
	05/21/1999		Finance Charge			2.60
	05/21/1999		Late Charge	5.00		5.00
20	05/21/1999	1	Comprehensive Exam - Est	68.00	54.40	13.60
	05/21/1999	1	Multipack Acuvue Lenses	32.00	25.60	6.40
24	05/21/1999	1	Comprehensive Exam - Est	75.00		75.00
26	05/22/1999	1	Comprehensive Exam - Est	68.00	54.40	13.60
	05/22/1999	1	F74	237.40	189.92	47.48
	05/22/1999	1	Varilux Progressive	199.34	159.47	39.87
	05/02/1999	1	Anti-reflective Coating	50.00		50.00
	06/02/1999	1	Adjustment: Product Return			(50.00)
28	06/02/1999	1	Comprehensive Exam - Est	75.00		75.00
	06/02/1999	1	Multipack Acuvue Lenses	32.00		32.00
	08/29/1999		Late Charge	3.00		3.00

Statements report created after typing a positive number in the Display details (# days) selection criteria item box and selecting the **Print Ins charges/payment** selection criteria item.

OfficeMate Software Solutions  
15375 Barranca Pkwy, Bldg L  
Irvine, CA 92618

Page: 1

### Statement of Account

To: Harper Cole  
990 Pleasant Valley Run  
Laguna Niguel, CA 92653

**Date Printed** 04/21/2005  
**Period Ending** 04/21/2005  
**Provider Name** Michael Miller, O.D.  
**Phone Number** 949 727 7080  
**License** 4646-89  
**Tax ID** 66-456872  
**TPA Number** 345-454-234

---

Fee Slip No	Transaction Date	Qty	Description	Fee Amount	-----Responsible Party----- Insurance	Patient
Harper Cole						
			Previous Balance thru 04/21/2005		432.00	3,821.79
				Total Due:	432.00	3,821.79

**Thank you for your confidence and trust.**

Patient Aging:	Current	31-60 Days	61-90 Days	91-120 Days	Over 120 Days
	379.32				

---

<b>Total Due</b>	379.32	<b>Check #</b>		<b>Credit Card #</b>		<b>Code#</b>	
<b>Amount Enclosed</b>		<b>Type</b>		<b>Exp Date</b>		<b>Signature</b>	
<b>Patient/Guarantor Name</b>	Harper Cole		<b>Payment Due</b>	08/21/2002	<b>Patient #</b>	10	

OfficeMate Software Solutions  
15375 Barranca Pkwy  
Building L  
Irvine, CA 92618

Harper Cole  
990 Pleasant Valley Run  
Laguna Niguel, CA 92653

Statements report created after typing 0 in the Display details (# days) selection criteria item box.

### Stock Status

**NOTE**

This report is replaced with the new Stock Status custom report, located on the Custom tab. The Stock Status custom report offers more flexible and, therefore, accurate reporting. For more information, go to [To create and print custom inventory reports on page 429.](#)

### Top Selling Frames - Detail

The Top Selling Frames - Detail report lists the top selling frames. This report includes names, colors, sizes, numbers sold during the period, usual fees, actual

fees charged, costs, profits, and gross profits. Eyefinity suggests creating this report on a monthly basis.

- ❖ To create the Top Selling Frames - Detail report, set the fee slip date parameters and select a manufacturer from the **Manufacturer** drop-down menu.

05/12/2005 12:18:42PM										
Top Selling Frames - Detail										
Fee Slip Date >= 04/12/2005										
Fee Slip Date <= 05/12/2005										
Designer	Name	Color	Size	Fee	Actual	Cost	Profit	GP%	Units	
<b>Marchon Eyewear, Inc.</b>										
Coach	101 Coach Astor	BLACK	52	140	178.99	178.99	59.95	119.04	66.51	1
Marchon® Collecti	\rlock 760/1	GUNMETAL	53	140	214.99	214.99	89.95	125.04	58.16	1
<b>Total for Marchon Eyewear, Inc.</b>									2	
<b>Grand Total</b>					<b>393.98</b>	<b>393.98</b>	<b>149.90</b>	<b>244.08</b>		<b>2</b>

### Top Selling Frames - Summary

The Top Selling Frames - Summary report lists the top ten selling frames. This report includes names, numbers sold during the period, usual fees, actual fees charged, costs, profits, and gross profits. Eyefinity suggests creating this report on a monthly basis.

- ❖ To create the Top Selling Frames - Summary report, set the fee slip date parameters and select a manufacturer from the **Manufacturer** drop-down menu.

05/12/2005 12:22:11PM							
Top Selling Frames - Summary							
Fee Slip Date >= 04/12/2005							
Fee Slip Date <= 05/12/2005							
Designer	Name	Fee	Actual	Cost	Profit	GP%	Units
<b>Marchon Eyewear, Inc.</b>							
Coach	101 Coach Astor	178.99	178.99	59.95	119.04	66.51	1
Marchon® Collection	\rlock 760/1	214.99	214.99	89.95	125.04	58.16	1
<b>Total for: Marchon Eyewear, Inc.</b>							2
<b>Grand Total</b>			<b>393.98</b>	<b>393.98</b>	<b>149.90</b>	<b>244.08</b>	<b>2</b>

## Transfer Ticket

The Transfer Ticker report allows you to reprint the ticket for a specified transfer.

12/24/2007 12:56:11PM		<b>Transfer Ticket</b>				
<b>Transfer Ticket Number :</b> 1118			<b>Date Transferred:</b> 12/07/2007			
<b>Office Phone:</b> (562) 920-3562			<b>Recorded By :</b> Jessica Nguyen			
<b>Transfer From:</b> Alyssa's Optical 7654 Barranca Pkwy  Irvine, CA 92618			<b>Transfer To :</b> Aliso's DC 15375 Barranca Pkwy Building L Irvine, CA 94501 <b>Phone:</b> (944) 501-3222			
Transfer Item No.	Product	Product Code	Size	Color	Reason	Quantity
19226	aa accessory1111	12341234567890		Wine/Matte Black	Defective Returns	-1
<b>Received By Signature:</b> _____			<b>Received By Date:</b> _____			

## Transferred Unapplied Ins. Amount

The Transferred Unapplied Ins. Amount report displays insurance unapplied amounts and patient credit transfers. You can transfer any insurance unapplied amount to a patient that belongs to that insurance. Eyefinity suggests creating this report on demand.

- ❖ To create the Transferred Unapplied Ins. Amount report, set the transfer date parameters and select an insurance carrier from the **Insurance Co.** drop-down menu.

05/12/2005 12:30:40PM		<b>Transferred Unapplied Insurance Amounts</b>		
<b>Transfer Date &gt;= 01/01/2001</b> <b>Transfer Date &lt;= 05/12/2005</b>				
<u>Transfer Date</u>	<u>Patient Name</u>	<u>Ins Dep no</u>	<u>Trans Amount</u>	<u>Recorded By</u>
Medical Eye Services 05/12/2005	Michelle Radmore	16	\$111.00	Franklin Helen

## Unapplied Amounts

### NOTE

This report is replaced with the new Unapplied Amounts custom report, located on the Custom tab. The Unapplied Amounts custom report offers more flexible and, therefore, accurate reporting. For more information, go to [Creating & Printing Custom Reports on page 391](#).



### Vendor Listing

The Vendor Listing report lists all vendors. This report includes names, addresses, phone numbers, fax numbers, account numbers, and types. Eyefinity suggests creating this report on demand.

- ❖ To create the Vendor Listing report, select a vendor from the **Vendor** drop-down menu and choose appropriate **Vendor** sort order options.

05/12/2005 2:24:56PM		Vendor List	
<b>Name</b>	Alcon 6201 S. Freeway Fort Worth, Texas 76134	<b>Account No</b>	Solutions Manufacturer/vendor
<b>Contact</b>		<b>Type</b>	No
<b>Phone 1</b>	800-451-Eyes	<b>Frames?</b>	No
<b>Phone 2</b>		<b>Contact lens?</b>	No
<b>Fax</b>		<b>Blank lens?</b>	No
		<b>Other?</b>	Yes
		<b>Lab?</b>	No
<hr/>			
<b>Name</b>	Bausch & Lomb 1400 N. Goodman Street Rochester, New York 14692	<b>Account No</b>	Contact Lens Manufacturer/vendor
<b>Contact</b>		<b>Type</b>	No
<b>Phone 1</b>	800-828-9030	<b>Frames?</b>	No
<b>Phone 2</b>		<b>Contact lens?</b>	Yes
<b>Fax</b>		<b>Blank lens?</b>	No
		<b>Other?</b>	Yes
		<b>Lab?</b>	No
<hr/>			
<b>Name</b>	Benedict Optical 341 Bennett Lane Lewisville, Texas 75057	<b>Account No</b>	Lens Laboratory
<b>Contact</b>		<b>Type</b>	No
<b>Phone 1</b>	800-823-2361	<b>Frames?</b>	No
<b>Phone 2</b>		<b>Contact lens?</b>	No
<b>Fax</b>		<b>Blank lens?</b>	Yes
		<b>Other?</b>	No
		<b>Lab?</b>	Yes

### Void Fee Slip Register

The Void Fee Slip Register report lists details from voided fee slips. The details of the report are arranged by the date(s) the fee slips were voided and do not reflect the original sale date(s). Eyefinity suggests creating this report on demand.

- ❖ To create the Void Fee Slip Register report, set the date voided parameters.

8/13/2008 10:26:22AM		Voided Fee Slip Register					
		Date Voided >= 07/01/2008		Date Voided <= 07/31/2008			
Fee Slip	Fee Slip Date	Patient	Date Voided	Amount	Recorded By	Type	
<b>Location: Edith's Store</b>							
8774	07/08/2008	Brown, Sally	07/08/2008	50.01	Santiago, Edith	Void	
8806	07/09/2008	Shields, Brook	07/09/2008	60.00	Santiago, Edith	Void	
8889	07/17/2008	Arias, Sally R.	07/17/2008	100.00	Santiago, Edith	Void	
8901	07/17/2008	Lee, Jason A	07/17/2008	145.49	Santiago, Edith	Void	
8902	07/17/2008	Lee, Jason A	07/17/2008	145.49	Santiago, Edith	Void	
8987	07/23/2008	Shaw, Paul W	07/24/2008	285.00	Brookter, Anita	Void	
8988	07/24/2008	Shaw, Paul W	07/24/2008	218.98	Brookter, Anita	Void	
8989	07/24/2008	Shaw, Paul W	07/24/2008	-285.00	Brookter, Anita	Credit Memo	
9030	07/28/2008	Ferrel, William A	07/28/2008	18.00	Santiago, Edith	Void	
9032	07/28/2008	Ferrel, William A	07/28/2008	220.49	Santiago, Edith	Void	



## In this chapter:

- [Using the General Ledger Interface to Export Transactions, 530](#)

For more information on using the General Ledger Interface, watch the “[General Ledger](#)” video.

The General Ledger Interface, a feature of OfficeMate Administration, allows you to export general ledger (G/L) transactions to such external, business-grade accounting systems as Sage Software MAS 90 and MAS 200. The General Ledger Interface also enables you to export journal entries into Intuit QuickBooks 2005–2010. After setting up the General Ledger Interface, you will be able to export general ledger transactions from OfficeMate Administration periodically and import them into your accounting system.

Eyefinity supports setting up and using the General Ledger Interface, but does not support setting up or using QuickBooks, MAS 90, or MAS 200. Contact Intuit for information on setting up and using QuickBooks or Sage Software for information on setting up and using MAS 90 or MAS 200.

### NOTES

- This chapter assumes that you are familiar with your accounting system and with standard accounting practices. If you are unsure about how to set up your accounting system, contact your certified public accountant, or, if you need help selecting an accountant, contact your state’s board of accountancy.
- If you are using the QuickBooks interface, you should ensure that finance and late charges are posted at each location and not from the administrative location. Posting late and finance charges at locations avoids discrepancies that would otherwise occur between OfficeMate reports and QuickBooks journal entry postings. OfficeMate reports fee slip adjustments made at the administrative location on the location’s Aging report where the fee slip was recorded. The General Ledger Interface posts the fee slip adjustments made at the administrative location to the main QuickBooks company not the fee slip recorded location.
- Use the Custom Aging Reports in OfficeMate rather than the Accounts Receivable reports in QuickBooks. For more information about Custom Aging Reports, go to [To create and print custom aging reports on page 397](#).
- The General Ledger Interface is disabled if your preferences allow fee slips to be edited after the end-of-day process.

## Using the General Ledger Interface to Export Transactions

The General Ledger Export Process collects OfficeMate transactions and creates the General Ledger postings necessary to keep the accounting system in sync with OfficeMate activity.

**NOTE** Protect your practice! Back up your QuickBooks or MAS 90/MAS 200 data before importing the OfficeMate journal entries into the accounting system.

This section describes how to set up the General Ledger Interface, including how

- To open the General Ledger Export window, 530
- To export transactions to MAS 90/MAS 200, 531
- To set up MAS general ledger exchange settings, 533
- To import transactions into MAS 90/MAS 200, 534
- To post transactions to the MAS 90/MAS 200 ledger, 534
- To export journal entries to QuickBooks, 535
- To research exported transactions, 537

### ► To open the General Ledger Export window

1. From the OfficeMate Administration main window, click **Tasks**.
2. Select **General Ledger Export**.

The General Ledger Export window opens.

The screenshot shows the 'General Ledger Export' window. At the top, there are date pickers for 'From' (6/9/2009) and 'To' (6/30/2009), and a checkbox for 'Include Previously Exported'. Below this is a 'Location End-of-Day Status' table with columns for dates from 06/09/09 to 06/19/09. The table lists 14 locations, with status indicators like 'OK' or 'No EOD' for each date. A 'Process Transactions' button is located above the table. Below the table is a 'Status of Transactions' section showing 'End of Days to Process: 264', 'Clean Transactions:', and 'Errors:'. A 'Show Errors' button is next to it. The 'Processed Transactions Summary' section has a table with columns for Date, Source, Trans #, Transaction Comment, and Trans ID. At the bottom, there are buttons for 'Export Transactions to Ledger', 'View Export File', 'Research', and 'Close'.

Location	06/09/09	06/10/09	06/11/09	06/12/09	06/13/09	06/14/09	06/15/09	06/16/09	06/17/09	06/18/09	06/19/09
1 Arvi Optical Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
2 AV Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
3 Costa Mesa Store	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD
4 Fullerton Store	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD
5 glsdagf's	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD
6 Grapevine Boutique Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
7 Home Office Irvine	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
8 Jessica's Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
9 Lab	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
10 Laguna Beach Store	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD
11 Lake Forest Store	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD	No EOD
12 Long Beach DC	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
13 DSS Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
14 Pacific Park Store	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

► **To export transactions to MAS 90/MAS 200**

**NOTE** Protect your practice! Back up your MAS 90/MAS 200 data before importing the OfficeMate journal entries into the accounting system.

1. Open the General Ledger Export window. For more information about opening the General Ledger Export window, go to [To open the General Ledger Export window on page 530](#).
2. Select the beginning and ending posting dates from the **From** and **To** fields.

**NOTES**

- The To date can be no later than one day prior to the current posting date.
- To export a single day's transactions, select a posting date from the From field and click the = button.
- A maximum of 31 days can be exported at one time.

3. Review the Location End-of-Day Status table.

This status...	Means this...
OK	The location has performed the end-of-day process for this date. Transactions are ready to be exported as general ledger postings.
No EOD	The location has not performed the end-of-day process for this date. Transactions may not be exported as general ledger postings until the end-of-day process is complete.
Exported	The transactions for this date and location have already been exported. To export them again, click the <b>Include Previously Exported</b> check box.
No Prior EOD	The location has performed the end-of-day process for this date; however, this day may not be exported until the prior day has been exported for this location.
OK-Redo	The transactions for this date and location have already been exported but will be included again in the current export session. This only occurs when the Include Previously Exported check box is selected.

4. If you need to include previously exported transactions or export a prior period because changes were made, select the **Include Previously Exported** check box.
5. Click **Process Transactions** to create the general ledger export file.  
OfficeMate processes the transactions for export. When the process is finished, OfficeMate displays a list of transactions that were processed successfully and a list of errors. No transactions are exported if errors are displayed.
6. If no errors are displayed, go to step 7. If any errors are displayed, note the errors, correct the errors in the **General Ledger Setup** window or **Products**

window as needed, and reprocess the transactions in the **General Ledger Export** window.

7. Click **Export Transactions to Ledger** to export the transactions into the accounting system file, which is in the OfficeMate\DATA\GL folder (if you are a new user or were an OfficeMate Enterprise user who upgraded to OfficeMate 9.0 or above) or OMATE32\DATA\GL folder (if you were an OfficeMate user who upgraded to OfficeMate 9.0 or above).
8. To view exported general ledger transactions, click **View Export File**.

**NOTE**

The export file is in CSV format. The exported general ledger transactions opens in the program your computer associates with CSV files. Often, CSV files are opened in Notepad or Excel

9. To research the detailed data that composes each exported general ledger transaction, click **Research**. For more information about researching general ledger transactions, go to [To research exported transactions on page 537](#).

General Ledger Export

From: 01/01/2009 To: 01/01/2009  Include Previously Exported

Location End-of-Day Status

Location	01/01/09
1 HO Regional EC Home Office	
2 JF JFN Store	Exported
3 OF Regional Eyecare O'Fallon	No EOD
4 WF Regional Eyecare Wentzville	No EOD

Processed Transactions Summary

Date	Source	Trans #	Transaction Comment	Trans ID
01/01/2009	0		Sales for Site JF 01/01/2009	690
01/01/2009	0		Deposits for Site JF 01/01/2009	691
01/01/2009	0		Adjustments for Site JF 01/01/2009	692
01/01/2009	0		EOD Cash Rec. Site JF 01/01/2009	693

Status of Transactions  
 End of Days to Process: 2 Clean Transactions: 3 Errors: 0 [Show Errors](#)

Export Transactions to Ledger [View Export File](#) Research Close

10. Click **Close** when you are finished.

The general ledger transactions are now ready to be imported into MAS 90 or MAS 200. For more information about importing transactions into MAS 90 or MAS 200, go to [To set up MAS general ledger exchange settings on page 533](#).

► To set up MAS general ledger exchange settings

**NOTE** This section provides a high-level overview of setting up the MAS General Ledger Exchange to import OfficeMate general ledger transactions. For more information about importing transactions into MAS 90 or MAS 200, refer to the documentation provided by Sage Business Solutions.

1. Open MAS 90 or MAS 200.
2. Click **Modules**, select **General Ledger**, select, **Utilities**, and select **General Ledger Exchange**.  
The General Ledger Exchange Settings Wizard opens.
3. Click **Next** to continue.
4. Select the **Import Data** radio button and click **Next**.
5. Select **Transactions** from the **What Type of Data Do You Want to Import** drop-down menu and click **Next**.
6. Type a name for these exchange settings in the text field provided. For example, "OfficeMate Import."
7. Type a description for these exchange settings in the text field provided. For example, "Import OfficeMate Journal Entries."
8. Click **Next**.
9. Deselect the **Allow Out-of-Balance Transactions** check box.
10. Select the **Create Source Journals as Needed** check box.
11. Select **Import entry using the next journal number** from the **Duplicate Transaction Procedure** drop-down menu.
12. Click **Next**.
13. Select the **Create Main Accounts as Needed** check box.
14. Select the **Create Sub Accounts as Needed** check box.
15. Click **Next**.
16. Select **All from the Opened** column drop-down menus for each item listed in the Select Field column and click **Next**.
17. Select **CSV** from the **Exchange File Type** drop-down menu.
18. Type the path and filename of the OfficeMate export file in the **Exchange File Name** text field.

**NOTES**

- The default location is C:\OfficeMate\GL\GIIImport.csv.
- The file cannot be imported while it is open in Excel.
- Never modify the CSV file using Excel or other spreadsheet application. Modifying the file corrupts the necessary MAS parameters.

19. Click **Next**.
20. Select the **Standard File Format** radio button and click **Next**.
21. Deselect the **Execute the exchange when clicking Finish** check box.
22. Click **Finish** to save the exchange settings.

23. Continue by importing transactions into MAS 90/MAS 200. For more information, go to [To import transactions into MAS 90/MAS 200 on page 534](#).

► **To import transactions into MAS 90/MAS 200**

**NOTES**

This section provides a high-level overview of importing OfficeMate general ledger transactions. For more information about importing transactions into MAS 90 or MAS 200, refer to the documentation provided by Sage Business Solutions.

Prior to performing these steps, ensure that you have set up the MAS general ledger exchange settings. For more information, go to [To set up MAS general ledger exchange settings on page 533](#).

1. Open MAS 90 or MAS 200.
2. Click **Modules**, select **General Ledger**, select, **Utilities**, and select **General Ledger Exchange**.

The General Ledger Exchange window opens.

3. Select the OfficeMate exchange setting and click Proceed. If an OfficeMate exchange setting is not listed, go to [To set up MAS general ledger exchange settings on page 533](#) for information on setting up the exchange.
4. Continue by posting transactions to the MAS 90/MAS 200 ledger. For more information, go to [To post transactions to the MAS 90/MAS 200 ledger on page 534](#).

► **To post transactions to the MAS 90/MAS 200 ledger**

**NOTES**

This section provides a high-level overview of importing OfficeMate general ledger transactions. For more information about importing transactions into MAS 90 or MAS 200, refer to the documentation provided by Sage Business Solutions.

Prior to performing these steps, ensure that you have imported OfficeMate transactions into MAS 90/Mas 200. For more information, go to [To import transactions into MAS 90/MAS 200 on page 534](#).

1. Open MAS 90 or MAS 200.
2. Click **Modules**, select **General Ledger**, select, **Main**, and select **General Journal**.  
The General Journal window opens.
3. Click **Preview** to preview the journal entries as needed.
4. Click **Print** to print the journal.
5. When prompted, click **Yes** to update the general journal.
6. Click **Proceed**.
7. When prompted click **Yes** to test the exchange settings. If errors are encountered contact Sage or review the documentation provided by Sage Business Solutions.



8. Click **Yes** to post the transactions to the general journal.

► **To export journal entries to QuickBooks**

**NOTE** Protect your practice! Back up your QuickBooks data before importing the OfficeMate journal entries into the accounting system.

1. Open the General Ledger Export window. For more information about opening the General Ledger Export window, go to [To open the General Ledger Export window on page 530](#).

**NOTE** If QuickBooks is not already open on the computer on which you are exporting general ledger transactions, open QuickBooks now.

2. Select the beginning and ending transaction dates from the **From** and **To** fields.

**NOTE** The To date can be no later than one day prior to the current processing date.

3. Review the Location End-of-Day Status table.

This status...	Means this...
OK	The location has performed the end-of-day process for this date. Transactions are ready to be exported as general ledger postings.
No EOD	The location has not performed the end-of-day process for this date. Transactions may not be exported as general ledger postings until the end-of-day process is complete.
Exported	The transactions for this date and location have already been exported. To export them again, click the <b>Include Previously Exported</b> check box.
No Prior EOD	The location has performed the end-of-day process for this date; however, this day may not be exported until the prior day has been exported for this location.
OK-Redo	The transactions for this date and location have already been exported but will be included again in the current export session. This only occurs when the Include Previously Exported check box is selected.

4. If you need to include previously exported transactions, select the **Include Previously Exported** check box.

**NOTE** If you are reprocessing previously exported transactions, delete the previously exported journal entries from QuickBooks.

5. Click **Process Transactions** to create the general ledger export file.  
OfficeMate processes the transactions for export. When the process is finished, OfficeMate displays a list of transactions that were processed successfully and a list of errors. No transactions are exported if errors are displayed.
6. If no errors are displayed, go to step 7. If any errors are displayed, note the errors, correct the errors in the General Ledger Setup window or Products window as needed, and reprocess the transactions in the General Ledger Export window.
7. If you are exporting general ledger transactions to multiple QuickBooks companies, select a location from the **Export To QuickBooks Location** drop-down menu; otherwise, skip to step 8.

**NOTE** Ensure that the QuickBooks company associated with the location you select is open in QuickBooks.

8. Click **Export Transactions to Ledger** to export the transactions QuickBooks.  
The Export Complete dialog box confirms that the export file was created.

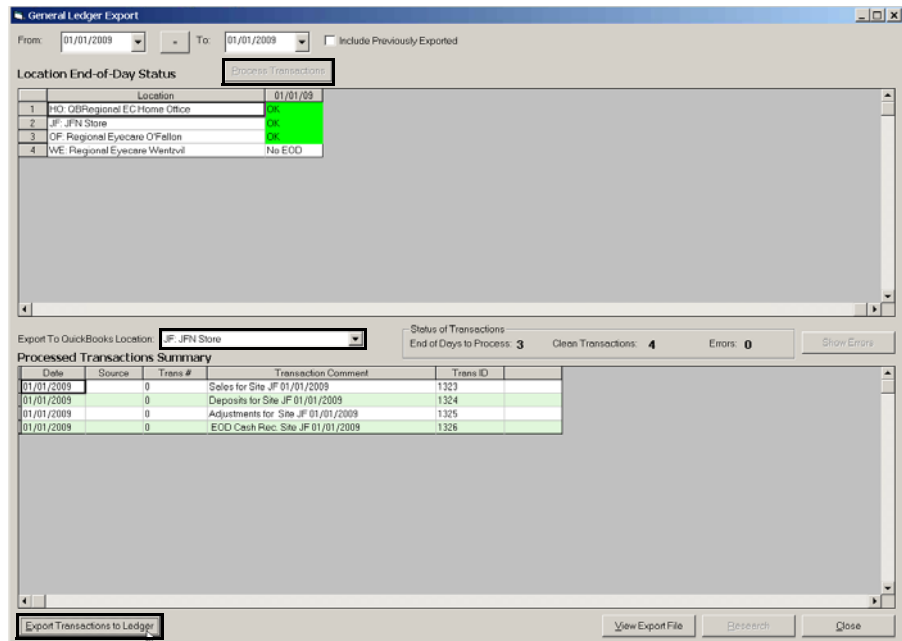
**NOTE** If, you receive an export error referring to a document number or account, there may be missing accounts. Go to the Check List tab of the General Ledger Setup window to see if there are any missing accounts. Correct the errors and export the transactions again. If no invalid accounts are listed, verify that the account number in the error message is in the QuickBooks location's Chart of Accounts.

9. Click **OK**.
10. To view exported general ledger transactions, click **View Export File**.

**NOTE** The export file is in CSV format. The exported general ledger transactions opens in the program your computer associates with CSV files. Often, CSV files are opened in Notepad or Excel

11. To research the detailed data that composes each exported general ledger transaction, click **Research**. For more information about researching

general ledger transactions, go to [To research exported transactions on page 537](#).



12. If you are exporting general ledger transactions to multiple QuickBooks companies, open the next company in QuickBooks and repeat steps 7–11.
13. Click **Close** when you are finished.

► **To research exported transactions**

**NOTE** Use the research tool to view individual OfficeMate transactions or locate fee slip numbers, adjustment transaction numbers, or patient numbers.

1. Open the General Ledger Export window. For more information about opening the General Ledger Export window, go to [To open the General Ledger Export window on page 530](#).
2. Click **Research**.  
The G/L Export Research Tool window opens.
3. Type or select a date from the **Transaction Date** field.
4. Select a location from the **Location** drop-down menu.
5. Click **Find**.  
OfficeMate displays general ledger transactions that match your search criteria.
6. Select a transaction from the list to display the general ledger transaction details.  
OR  
Type a transaction number in the **Transaction No.** field.

7. Click the **By Account** tab to view general ledger transactions by general ledger account number.

OR

Click the **By Document** tab to view general ledger transactions by fee slip number or adjustment number.

#### NOTES

- Document numbers are the same as either the fee slip number, inventory adjustment number, deposit number, or purchase order batch number, depending on the type of transaction. Use the document number to find individual transactions in OfficeMate.
- Numbers in parentheses that follow patient names are OfficeMate patient numbers.
- Numbers in parentheses that follow product names are OfficeMate product numbers.

8. Review the transaction details as needed.

The screenshot displays the 'G/L Export Research Tool' window. At the top, there are dropdown menus for 'Transaction Date' (set to 6/11/2009) and 'Location' (set to All Locations), along with a 'Find' button. Below this is a table titled 'General Ledger Transactions' with columns for 'Trans. No.', 'Location', and 'Comment'. Transaction 35 is selected, showing 'OSS Store' and 'Sales for Site # 2 06/11/2009'. Below the table is a 'Transaction No.' field with '35' entered and another 'Find' button. The 'Transaction Details' section is active, with the 'By Account' tab selected. It shows a table titled 'Transaction Details by G/L Account' with columns for 'Trans. No.', 'Account', 'Account Name', 'Debit', and 'Credit'. Transaction 35 is expanded to show details for '1000-00-X Petty Cash' with a debit of 35.00. Below this, a sub-table shows details for each line item, including 'Detail #', 'Document', 'Detail Comment', 'Debit', and 'Credit'.

Trans. No.	Account	Account Name	Debit	Credit
35	1000-00-X	Petty Cash	35.00	

Detail #	Document	Detail Comment	Debit	Credit
9	291	snAkid, rynBo (#12) - B8L 70; VSP	25.00	
9	291	snAkid, rynBo (#12) - B8L 70; VSP		15.00
10	291	snAkid, rynBo (#12) - B8L 70; VSP	50.00	
10	291	snAkid, rynBo (#12) - B8L 70; VSP		50.00
11	292	ewN, One (#91) - 92004 (0000092004); WebMD	125.00	
11	292	ewN, One (#91) - 92004 (0000092004); WebMD		110.00
12	292	ewN, One (#91) - 92015 (0000092015); WebMD	40.00	
12	292	ewN, One (#91) - 92015 (0000092015); WebMD		40.00
13	293	ewN, etrOh (#94) - 92004 (0000092004); VisionWeb	125.00	
13	293	ewN, etrOh (#94) - 92004 (0000092004); VisionWeb		115.00

9. Click **Close** when you are finished.

# Using the Task Manager, Quick List, & Internal Bulletins

# 15

## In this chapter:

- [Using the Task Manager, 539](#)
- [Using the Quick List, 543](#)
- [Viewing Internal Bulletins, 546](#)

## Using the Task Manager

You can create, track, and assign tasks to specific providers and staff members in OfficeMate. If you record an exam with surgery, examination, test, consult, or laboratory orders and schedule an examination in ExamWRITER, the scheduled orders are displayed in the Orders To Be Scheduled window, which you can then post to the Task Manager. This section tells you how to use the Task Manager, including how

- [To open the Task Manager, 539](#)
- [To add new tasks, 539](#)
- [To post scheduling tasks recorded in ExamWRITER, 540](#)
- [To update tasks, 541](#)
- [To change the date of tasks, 541](#)
- [To record completed tasks, 541](#)
- [To record open tasks, 542](#)
- [To delete tasks, 543](#)
- [To print the task list, 543](#)

For information on using the Task Manager, watch the "Task Manager" video.

### ► To open the Task Manager

- ❖ On the OfficeMate main window, click **Task Manager**.

The Task Manager window opens.

### NOTES

- Click **Refresh** to refresh the Task Manager.
- To sort the columns in the Task Manager, click the column headings.

### ► To add new tasks

1. Open the Task Manager window. For more information on opening the Task Manager, go to [To open the Task Manager on page 539](#).
2. Click **New Task**.

The New Task window opens.

3. Select a provider or staff member to whom you want to assign and send the task from the **Send To** drop-down menu.
4. Type or select a date for the task from the **Action date** field.
5. Type a task in the **Subject** text box.
6. Select a priority from the **Priority** drop-down menu.
7. Select the status (open or completed) of the task from the **Task Status Group** drop-down menu.
8. Type notes in the **Notes** text box, if necessary.

9. Click **Save**.

After a task is assigned to a specific provider or staff member, the task is visible in the Task Manager window when the provider or staff member logs into OfficeMate.

**NOTE** To refresh the Task Manager after creating a task, click **Refresh**.

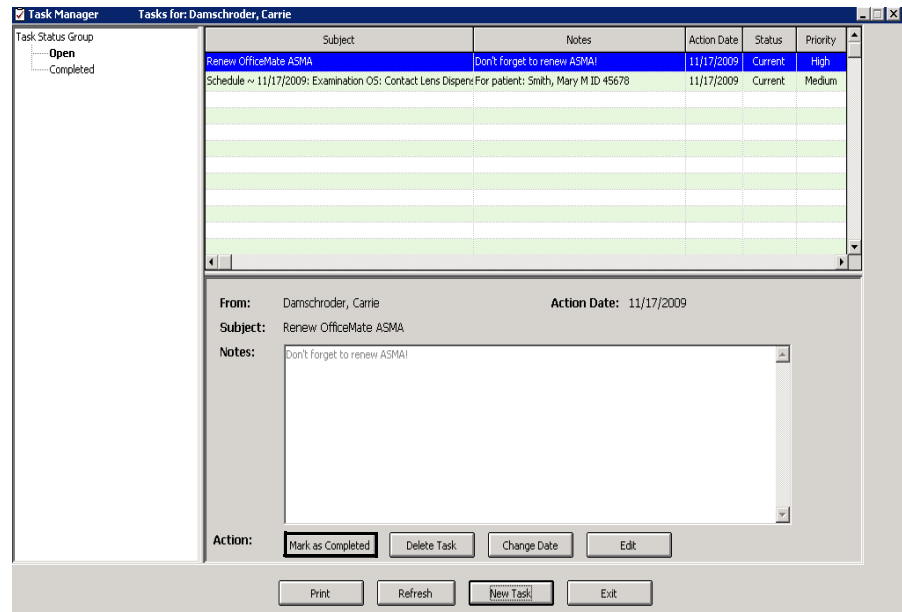
#### ► To post scheduling tasks recorded in ExamWRITER

If you record an exam with surgery, examination, test, consult, or laboratory orders and schedule an examination in ExamWRITER, the scheduled orders are displayed in the Orders To Be Scheduled window in the OfficeMate Task Manager.

1. Open the Task Manager window. For more information on opening the Task Manager, go to [To open the Task Manager on page 539](#).
2. Select the provider or staff member who you want to schedule the orders from the **Send to** drop-down menu.
3. Select the orders to schedule.



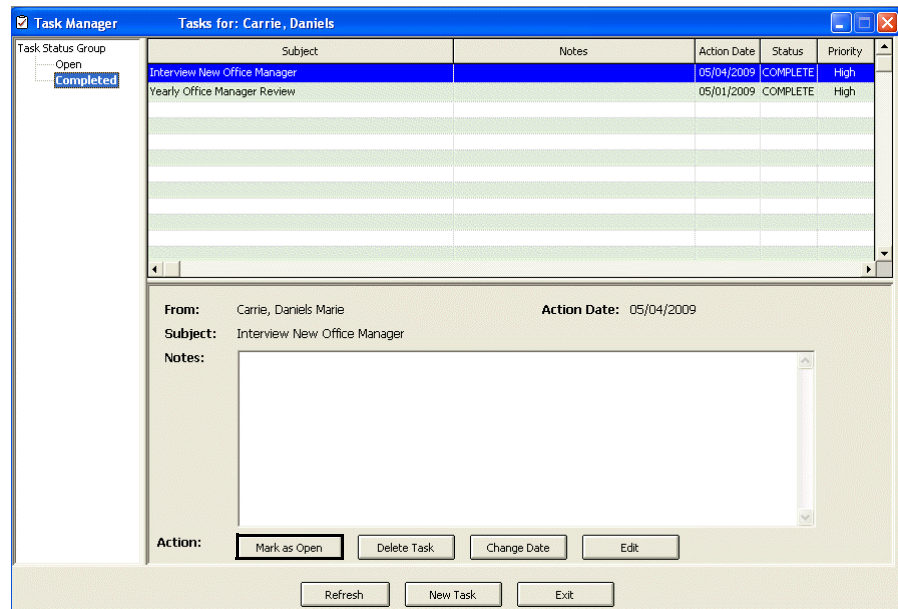
4. Click **Mark as Completed**.



The task is moved from the Open tasks table to the Completed tasks table.

► To record open tasks

1. Open the Task Manager window. For more information on opening the Task Manager, go to [To open the Task Manager on page 539](#).
2. Ensure that you are viewing the Completed tasks.
3. Select a completed task in the table.
4. Click **Mark as Open**.



The task is moved from the Completed tasks table to the Open tasks table.



**► To delete tasks**

1. Open the Task Manager window. For more information on opening the Task Manager, go to [To open the Task Manager on page 539](#).
2. Select a task.
3. Click **Delete Task**.  
The Confirm Delete window opens.
4. Click **Yes**.

**► To print the task list**

1. Open the Task Manager window. For more information on opening the Task Manager, go to [To open the Task Manager on page 539](#).
2. Click **Print**.

## Using the Quick List

You can use the Quick List to efficiently move patient information from one window to another window in OfficeMate. Patients are added to the Quick List each time you use their records and when their appointments are scheduled on the current day. The Quick List can be very beneficial to network users because every time a patient's record is accessed at one computer, it is added to the Quick List and can be accessed at other computers in the network. This section tells you how to use the Quick List, including how

- [To open the Quick List, 544](#)
- [To add patients to the Quick List, 544](#)
- [To use the Quick List, 545](#)
- [To remove patients from the Quick List, 545](#)

► To open the Quick List

Open the Quick List window using one of the following methods:

- Click the **QL/To Do** icon and select **Quick List**.
- Click **Tasks** on the main window toolbar and select **Quick List**.

The Quick List window opens.

**NOTES**

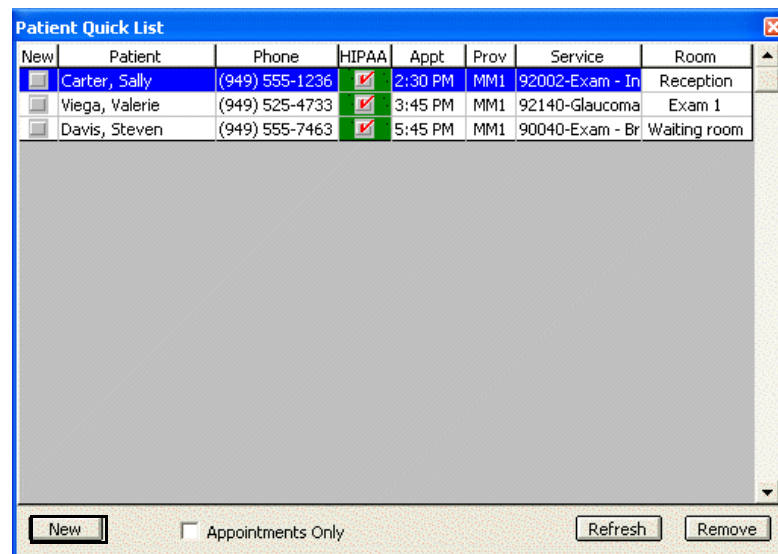
- If you want the Quick List to display automatically when you open OfficeMate, select the **Yes** radio button next to the Display quick list on startup miscellaneous system preference. For more information on modifying miscellaneous OfficeMate preferences, go to the “Getting Started” chapter of the *OfficeMate Administration User’s Guide*.
- The HIPAA column is color coded to quickly notify you of the status of the patient’s HIPAA documents. If the column is red, the patient did not sign the HIPAA documents; if the column is green, the patient read and understood the HIPAA documents; and if the column is yellow, the patient read and modified the HIPAA documents.
- To sort the list by patient, phone number, or appointment, click on the column headings.
- Although the Quick List automatically refreshes, you can click **Refresh** to refresh the Quick List manually.
- To display patients with appointments only, select the **Appointment Only** check box and click **Refresh**.

► To add patients to the Quick List

1. Click the **QL/To Do** icon and select **Quick List**.

The Quick List window opens.

2. Click **New**.



The Add New Patient Record window opens.

- Use the instructions in [Creating & Opening Patient Records on page 13](#) to add a new patient record or open an existing patient's record.

The patient appears in the Quick List after you click **OK** on the Patient Demographic window.

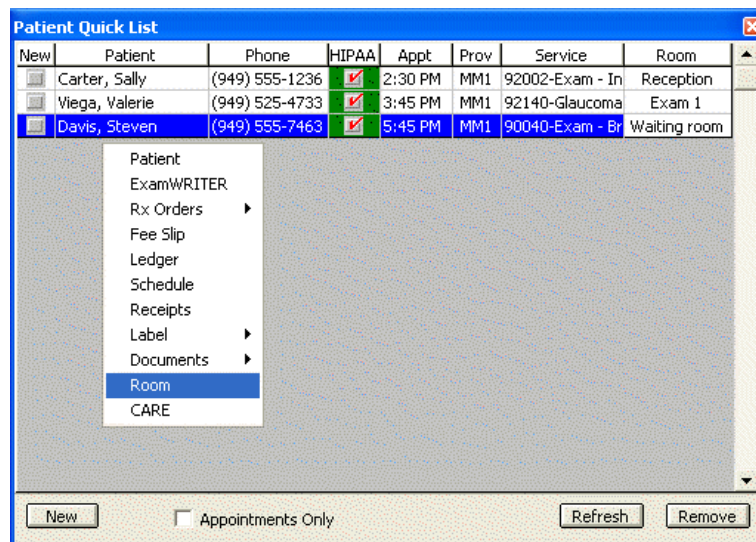
#### ► To use the Quick List

Use the Quick List in one of the following ways:

- Click on a patient's name in the Quick List window and drag and drop the patient on one of the OfficeMate icons to open an OfficeMate window for the patient.
- Right-click on a patient's name and select an appropriate option to open an OfficeMate window for the patient.
- Right-click on a patient's name and select **Room** to open the Patient Room window, select the room in the office where the patient is currently located, and click **Save** to denote the patient's location on the Quick List.

#### NOTE

For information about maintaining a list of office room locations, go to the "Getting Started" chapter of the *OfficeMate Administration User's Guide*.

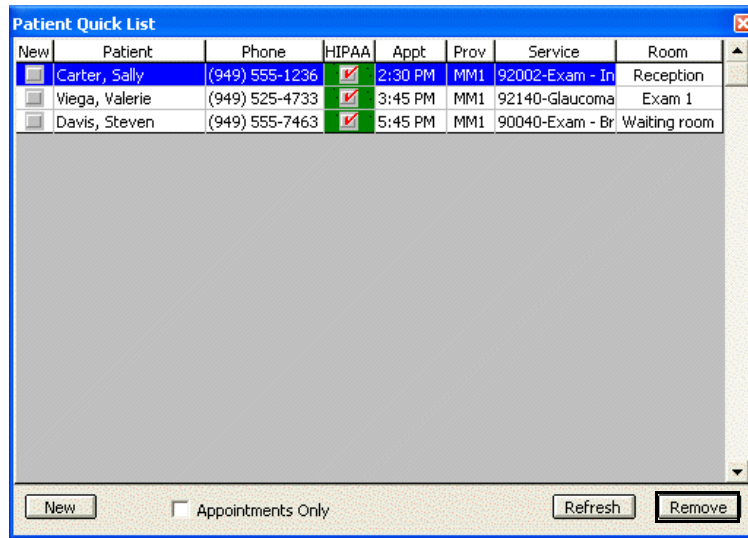


#### ► To remove patients from the Quick List

- Click the **QL/To Do** icon and select **Quick List**.

The Quick List window opens.

2. Select the patient and click **Remove**.



The Remove Patient window opens.

3. Click **Yes** to remove the patient from the Quick List.

## Viewing Internal Bulletins

For information on viewing internal bulletins, watch the "Internal Bulletin" video.

The internal bulletins feature allows you to view electronic documents and to disseminate information (e.g., policies, procedures, memos) available to all locations.

This section describes how to use the internal bulletin feature, including how

- [To open the Internal Bulletin window, 546](#)
- [To view internal bulletins, 546](#)

### ► To open the Internal Bulletin window

1. Click **Tasks**.
2. Select **Internal Bulletin**.

The Internal Bulletin window opens.

### ► To view internal bulletins

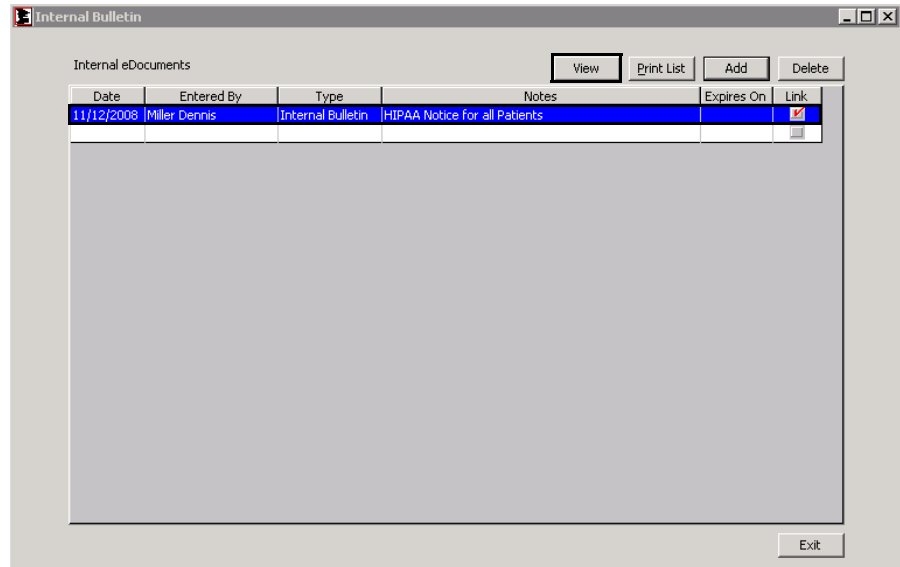
1. Open the Internal Bulletin window. For more information on opening the Internal Bulletin window, go to [To open the Internal Bulletin window on page 546](#).
2. Select an internal bulletin from the list.

3. Click **View**.

The internal bulletin opens.

**NOTE**

When you open an eDocument in OfficeMate, the eDocument opens in the application associated with that file type. For example, a PDF opens in Adobe Reader. If you do not have the application associated with that file type installed on your computer, you will not be able to open the file.



4. If you want to print a list of the internal bulletin electronic documents, click **Print List**.
5. Click **Exit** when you are finished.



## In this chapter:

- [Printing Welcome & Thank-You Correspondences, 549](#)
- [Printing Referral Correspondences, 551](#)
- [Printing Recall Correspondences, 552](#)
- [Printing Birthday Correspondences, 554](#)
- [Printing Appointment Reminders, 556](#)
- [Printing Delinquent Correspondences, 558](#)
- [Printing Service Agreement Renewals, 560](#)

### NOTES

- Print letters and lists using 8½" × 11" paper stock or office letterhead.
- Print labels using Avery 5260 compatible white rectangular labels.
- Print postcards using postcard stock with four cards on 8½" × 11" sheets.
- For information on maintaining correspondences, go to [Maintaining Documents on page 563](#).

## Printing Welcome & Thank-You Correspondences

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Welcome**.

The Welcome/Thank You Processing window opens.

### NOTES

- If you have a default welcome/thank you letter selected for a patient in the Patient Demographic>Letters window, the patient, along with all new patients, are automatically added to your welcome correspondence list. To select a default referral welcome letter or send a different welcome letter, go to [To select letters to send to a patient on page 42](#).
- Click **History** to view the welcome/thank you correspondence printing history.
- Click **Clear All** to clear all patients from the welcome/thank you correspondence list.

2. Select a communication preference for the welcome/thank you correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).

3. Select or deselect patients by clicking the check box in the **Print** column.

**NOTE** You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

4. If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the welcome/thank you correspondences that you are printing by last name or ZIP code.
5. If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button to sort the welcome/thank you correspondences that you are printing by last name or ZIP code.

The screenshot shows the 'Welcome/Thank You Processing' window. At the top, there are fields for 'Location' (Irvine Store) and 'Print Date' (7/21/2011). Below these are checkboxes for 'Select all names' and 'Filter By' (Last Name, ZIP Code). A 'Starting Lastname' field and a 'Communication Preference' dropdown are also present. There are 'Select All' and 'Unselect All' buttons, and a 'Total Selected: 1' indicator. The main table has the following data:

Print	Patient Name	Print Letter/Postcard	Location
<input checked="" type="checkbox"/>	Patient, Sally	Welcome New Patient	Irvine Store

At the bottom, the 'Printing Options' section includes:

- Do Not Print Letters / Postcards
- Print Labels
- Print Listing
- Order Letters/Postcards By:  Last Name  ZIP Code
- Order Labels and Listings By:  Last Name  ZIP Code

Buttons at the bottom include Print, Cancel, History, Printer Setup, and Clear All.

6. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
7. Click **Print** to print the welcome/thank you correspondences.

If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:

- **Print** to print the welcome/thank you correspondences for the selected patients.
- **Skip** to skip the current print selection and go to the next print selection.
- **Test Print** to print a sample welcome correspondence.
- **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).

The Correspondence Printing Window opens.



## Printing Referral Correspondences

8. Click **Yes** to clear all of the patients from the Welcome/Thank You Processing window and update the correspondence history.

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Referrals**.

The Referrals Processing window opens.

### NOTES

- If you have a default referral thank you letter selected for a patient in the Patient Demographic>Letters window, the patient is automatically added to your referrals correspondence list. To select a default referral thank you letter or send a different type of referral letter, go to [To select letters to send to a patient on page 42](#).
- Click **History** to view the referral correspondence printing history.
- Click **Clear All** to clear all patients from the referral correspondence list.

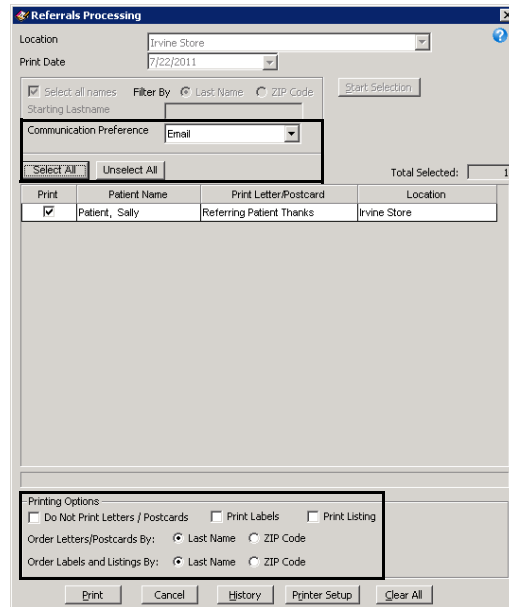
2. Select a communication preference for the referral correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
3. Select or deselect patients by clicking the check box in the **Print** column.

### NOTE

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

4. If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the referral correspondences that you are printing by last name or ZIP code.
5. If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button

to sort the referral correspondences that you are printing by last name or ZIP code.



6. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
7. Click **Print** to print the referral correspondences.  
 If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:
  - **Print** to print the referral correspondences for the selected patients.
  - **Skip** to skip the current print selection and go to the next print selection.
  - **Test Print** to print a sample referral correspondence.
  - **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).
 The Correspondence Printing Window opens.
8. Click **Yes** to clear all of the patients from the Referrals Processing window and update the correspondence history.

## Printing Recall Correspondences

**NOTE** For more information on creating and printing recalls, go to [Recalling Patients on page 137](#).

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Recall [MU]**.  
 The Process Recalls window opens.

**NOTE** Click **History** to view the recall correspondence printing history.

2. Select a communication preference for the recall correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
3. Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to whom you can send recall correspondences.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print recall correspondence for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print recall correspondences for patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

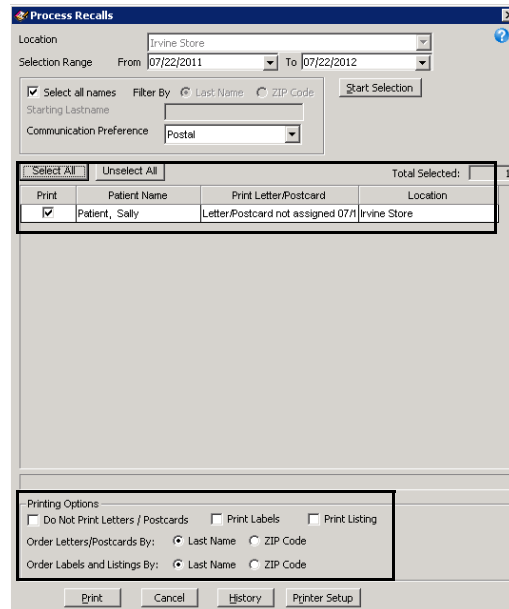
4. Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

5. If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the recall correspondences that you are printing by last name or ZIP code.
6. If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button

to sort the recall correspondences that you are printing by last name or ZIP code.



7. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
8. Click **Print** to print the recall correspondences.

If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:

- **Print** to print the recall correspondences for the selected patients.
- **Skip** to skip the current print selection and go to the next print selection.
- **Test Print** to print a sample recall correspondence.
- **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).

The Correspondence Printing Window opens.

9. Click **Yes** to clear all of the patients from the Process Recalls window and update the correspondence history.

## Printing Birthday Correspondences

**NOTE** You must have patients' dates of birth recorded in their records in order to print birthday correspondences.

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Birthday**.

The Process Birthday Correspondence window opens.

**NOTE** Click **History** to view the birthday correspondence printing history.

2. Select a communication preference for the birthday correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
3. Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to whom you can send birthday correspondences.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print birthday correspondence for patients meeting your selection criteria. For example, if you type "G" in the Starting Last Name text box, OfficeMate will print birthday correspondences for patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

4. Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

5. If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the birthday correspondences that you are printing by last name or ZIP code.
6. If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button

to sort the birthday correspondences that you are printing by last name or ZIP code.

7. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
8. Click **Print** to print the birthday correspondences.

If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:

- **Print** to print the birthday correspondences for the selected patients.
- **Skip** to skip the current print selection and go to the next print selection.
- **Test Print** to print a sample birthday correspondence.
- **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).

The Correspondence Printing Window opens.

9. Click **Yes** to clear all of the patients from the Process Birthday Correspondence window and update the correspondence history.

## Printing Appointment Reminders

**NOTE** For information on scheduling appointments, go to [Scheduling Appointments on page 179](#).

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Appointments**.

The Appointment Reminders window opens.

**NOTE** Click **History** to view the appointment correspondence printing history.

2. Select a communication preference for the appointment reminder correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
3. Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to whom you can send appointment reminder correspondences.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print appointment reminder correspondence for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print appointment reminder correspondences for patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

4. Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

5. If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the appointment reminder correspondences that you are printing by last name or ZIP code.
6. If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards,

select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button to sort the appointment reminder correspondences that you are printing by last name or ZIP code.

Print	Patient Name	Print Letter/Postcard	Location
<input checked="" type="checkbox"/>	bAbbot, Trni	Appointment - App date: 5/27/2011	Irvine Store
<input checked="" type="checkbox"/>	Patient, Sally	Appointment - App date: 6/17/2011	Irvine Store
<input checked="" type="checkbox"/>	Patient, Sally	Appointment - App date: 6/17/2011	Irvine Store
<input checked="" type="checkbox"/>	Patient, Sally	Appointment - App date: 7/8/2011	Irvine Store
<input checked="" type="checkbox"/>	Patient, Sally	Appointment - App date: 7/21/2011	Irvine Store

7. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
8. Click **Print** to print the appointment reminder correspondences.  
 If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:
  - **Print** to print the appointment reminders for the selected patients.
  - **Skip** to skip the current print selection and go to the next print selection.
  - **Test Print** to print a sample appointment reminder.
  - **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).

The Correspondence Printing Window opens.

9. Click **Yes** to clear all of the patients from the Appointment Reminders window and update the correspondence history.

## Printing Delinquent Correspondences

For information on printing delinquent correspondence, watch the “[Delinquent Notices](#)” video.

Printing delinquent correspondences prints letters, labels, or lists for all open balances over 31 days.

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Delinquent**.

The Delinquent Processing window opens.

**NOTE** Click **History** to view the delinquent correspondence printing history.



- Select a communication preference for the delinquent correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).
- Click **Start Selection** to find patients with open balances over 31 days to whom you can send delinquent correspondences.

A list of patients meeting your selection criteria is displayed.

**NOTE** To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print delinquent correspondence for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print delinquent correspondences for patients with last names that begin with G–Z.

- Select or deselect patients by clicking the check box in the **Print** column.

**NOTE** You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

- If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Letters and Listings By radio button to sort the delinquent correspondences that you are printing by last name or ZIP code.
- If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button to sort the delinquent correspondences that you are printing by last name or ZIP code.

**Delinquent Processing**

Location: Irvine Store  
As of Date: 7/22/2011

Select all names    Filter By:  Last Name     ZIP Code    **Start Selection**

Starting Lastname: \_\_\_\_\_  
Communication Preference: Email

**Select All**    **Unselect All**    Total Selected: 236

Print	Patient Name	Print Letter/Postcard	Location
<input checked="" type="checkbox"/>	wAsdern, Smulea	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	wGallaov, tLary	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	WGreinnei, eRny	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	wLnoss, cRik	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	wneolM, ahrRoid	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	wonBlg, naRy	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	wrBno, toearBR	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	yaTlor, Aaeltr	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	Yenokr, yGar	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	yerPr, ehrriteak	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	yeSarc, veSte	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	yKceirnk, Lais	120 Days Delinquent	Irvine Store
<input checked="" type="checkbox"/>	Zhnga, Lni nGag	120 Days Delinquent	Irvine Store

Printing Options:  
 Do Not Print Letters / Postcards     Print Labels     Print Listing  
Order Letters/Postcards By:  Last Name     ZIP Code  
Order Labels and Listings By:  Last Name     ZIP Code

**Print**    **Cancel**    **History**    **Printer Setup**

7. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
8. Click **Print** to print the delinquent correspondences.  
 If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:
  - **Print** to print the delinquent correspondences for the selected patients.
  - **Skip** to skip the current print selection and go to the next print selection.
  - **Test Print** to print a sample delinquent correspondence.
  - **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).

The Correspondence Printing Window opens.
9. Click **Yes** to clear all of the patients from the Delinquent Processing window and update the correspondence history.

## Printing Service Agreement Renewals

**NOTE** For information on selecting service agreements for patients, go to [To record marketing information on page 31](#).

1. Click **Tasks** on the main window toolbar, select **Correspondence [MU]**, and then select **Service Agreement**.  
 The Service Agreement Renewal Processing window opens.

**NOTE** Click **History** to view the service agreement renewal printing history.

2. Select a communication preference for the service agreement renewal correspondences from the **Communication Preference** drop-down menu. To select communication preferences for patients, go to [To record demographic information on page 19](#).

- Type or select dates in the **Selection Range From** and **To** boxes and click **Start Selection** to find patients in the selected date range to whom you can send service agreement renewal correspondences.

**NOTE**

To further narrow your selection, deselect the **Select all names** check box, select a filter option from the **Filter By** radio buttons, and type a letter (if you are filtering patients by last name) or number (if you are filtering patients by ZIP code) in the **Starting Last Name** or **Starting Zip Code** text box to print service agreement renewal correspondence for patients meeting your selection criteria. For example, if you type “G” in the Starting Last Name text box, OfficeMate will print service agreement renewal correspondences for patients with last names that begin with G–Z.

A list of patients meeting your selection criteria is displayed.

- Select or deselect patients by clicking the check box in the **Print** column.

**NOTE**

You can also click **Select All** to select all patients or **Unselect All** to deselect all patients.

- If you want to print labels and lists in addition to the letters/postcards, select the **Print Labels** and **Print Listing** check boxes and select the **Last Name** or **ZIP Code** Order Labels and Listings By radio button to sort the service agreement renewal correspondences that you are printing by last name or ZIP code.
- If you do not want to print letters or postcards, select the **Do Not Print Letters/Postcards** check box; if you do want to print letters or postcards, select the **Last Name** or **ZIP Code** Order Letters/Postcards By radio button to sort the service agreement renewal correspondences that you are printing by last name or ZIP code.

7. If you need to set up your printer, click **Printer Setup** to open the Print Setup window. For more information on setting up your printer, go to [Setting Up the Printer on page 8](#).
8. Click **Print** to print the service agreement renewal correspondences.  
If you are printing labels or lists, the Report Printer Selection window opens. Click one of the following buttons:
  - **Print** to print the service agreement renewals for the selected patients.
  - **Skip** to skip the current print selection and go to the next print selection.
  - **Test Print** to print a sample service agreement renewal.
  - **Printer Setup** to set up the printer. For more information on setting up the printer, see [Setting Up the Printer on page 8](#).The Correspondence Printing Window opens.
9. Click **Yes** to clear all of the patients from the Service Agreement Renewal Processing window and update the correspondence history.

For information on maintaining documents, watch the “[Maintaining Documents](#)” video.

## Creating & Modifying Letters

### In this chapter:

- [Creating & Modifying Letters, 563](#)
- [Creating & Modifying Postcards, 570](#)

You can create and print letters for appointment reminders, birthday greetings, delinquent notices, exam forms, routing slips, marketing communications, recall notices, referral thank you notes, service agreement renewal notices, welcome greetings, and thank you notes. Letters are organized in folders by subject. This section tells you how to create and modify letters, including how

- [To create letters, 564](#)
- [To merge letters, 565](#)
- [To modify letters, 567](#)
- [To print letters, 568](#)
- [To rename letters, 568](#)
- [To delete letters, 569](#)

#### NOTE

All letters are created with the following default specifications:

- Page size: 8.5 inches x 11 inches
- Margins: 1 inch on the left and right sides of the page and 1 inch on the top and bottom sides of the page
- Font: Arial, 12 point
- Tabs: .75 inch tab stop

To modify the page size, margins, and tabs, click **File** on the toolbar while you are working with a letter and select **Page Setup**. Record modifications in the Page Setup window and click **OK**.

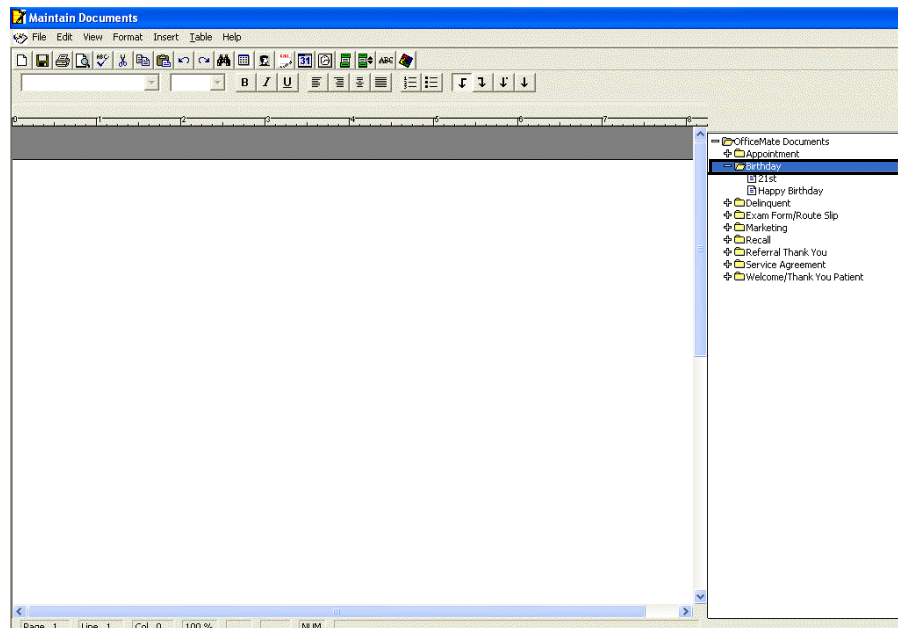
To modify the font style and size, click the icons, select new options from the font style and size drop-down menus, or click **Format** on the toolbar and select **Font**. Record modifications in the Font window and click **OK**.

► To create letters

1. Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.
2. Click **Setup** and select **Letters**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on the name of the folder where you want to store your new letter.

**NOTE**

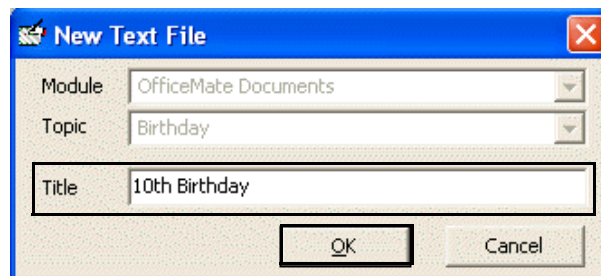
You cannot create new letters in the Delinquent folder.



5. Click **File** on the Maintain Documents window toolbar and select **New** or left-click on a letter in the folder you selected above and then right-click and select **New**.

The New Text File window opens.

6. Type a title for the new text file in the **Title** box.
7. Click **OK**.



8. Type the letter in the word processing window.

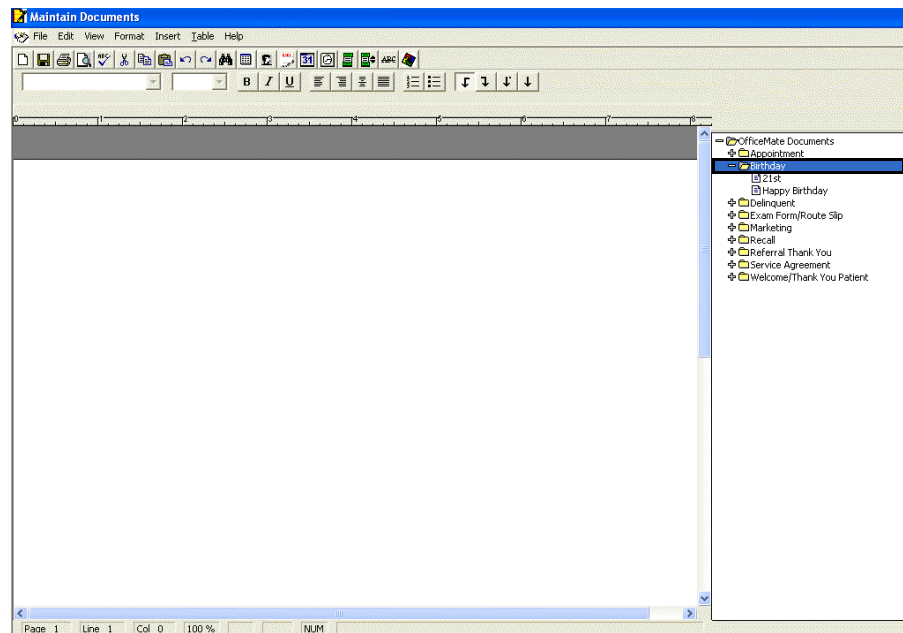
**NOTES**

- To format text, click on the icons or click **Format** on the toolbar and select appropriate font, paragraph, and color options.
- To insert page breaks, dates, times, and pictures, click **Insert** on the toolbar and select an appropriate option.
- To insert tables or table objects into your file, click the **Table** icon or click **Table** on the toolbar and select an appropriate option.
- To insert merge fields into your file, click **Insert** on the toolbar and select **Merge Fields**. Select a field from the Merge Fields window and click **Insert**.
- To insert tab stops into your file, click the arrow icons on the toolbar.

9. Click **File** on the Maintain Documents window toolbar and select **Save** or click the **Save** icon.

► **To merge letters**

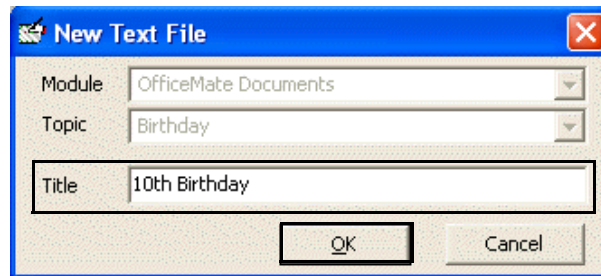
1. Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.
2. Click **Setup** and select **Letters**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on the name of the folder where you want to store your merged letter.



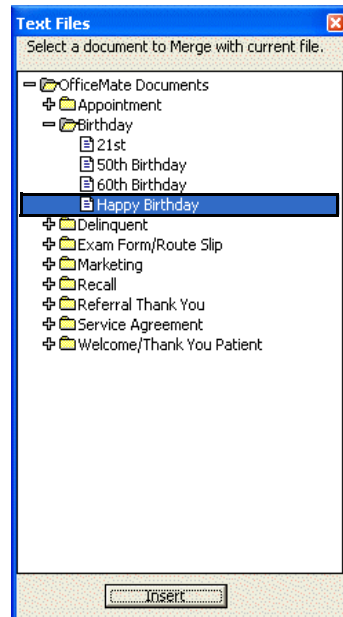
- Click **File** on the Maintain Documents window toolbar and select **New** or left-click on a letter in the folder you selected above and then right-click and select **New**.

The New Text File window opens.

- Type a title for the merged letter in the **Title** box.
- Click **OK**.



- Click **Insert** on the toolbar and select **Existing Document**.
- Click on the name of the letter that you want to merge into the letter that is already open.



- Click **Insert**.



11. Edit the text in the word processing window, if necessary.

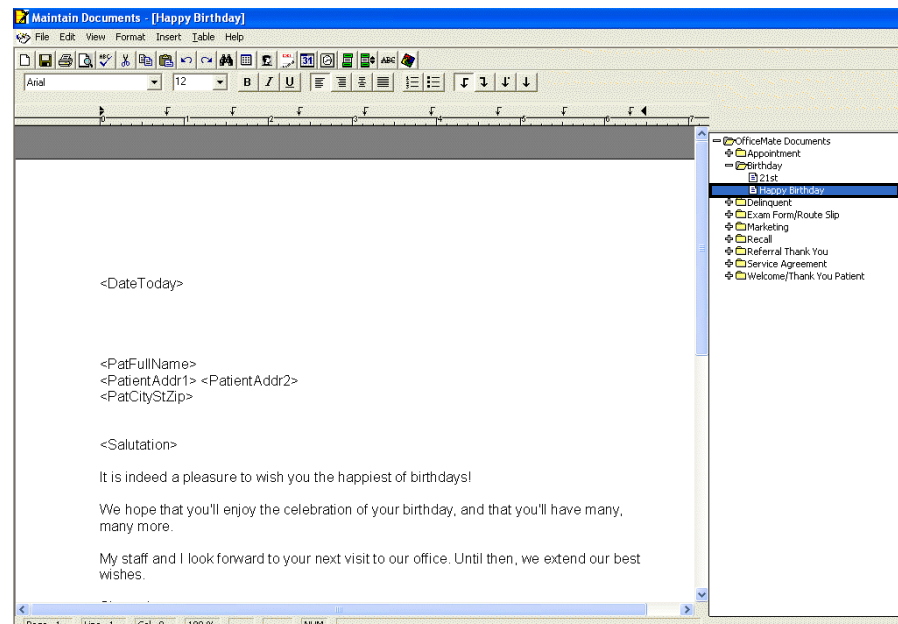
**NOTES**

- To format text, click on the icons or click **Format** on the toolbar and select appropriate font, paragraph, and color options.
- To insert page breaks, dates, times, and pictures, click **Insert** on the toolbar and select an appropriate option.
- To insert tables or table objects into your file, click the **Table** icon or click **Table** on the toolbar and select an appropriate option.
- To insert merge fields into your file, click **Insert** on the toolbar and select **Merge Fields**. Select a field from the Merge Fields window and click **Insert**.
- To insert tab stops into your file, click the arrow icons on the toolbar.

12. Click **File** on the Maintain Documents window toolbar and select **Save** or click the **Save** icon to save the file and refresh the list of folders and letters.

► **To modify letters**

1. Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window opens.
2. Click **Setup** and select **Letters**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on a folder that contains a text file that you want to modify.
5. Click on the name of the text file that you want to modify.



The letter opens in the word processing window.

6. Edit the text in the word processing window.

**NOTES**

- To format text, click on the icons or click **Format** on the toolbar and select appropriate font, paragraph, and color options.
- To insert page breaks, dates, times, and pictures, click **Insert** on the toolbar and select an appropriate option.
- To insert tables or table objects into your file, click the **Table** icon or click **Table** on the toolbar and select an appropriate option.
- To insert merge fields into your file, click **Insert** on the toolbar and select **Merge Fields**. Select a field from the Merge Fields window and click **Insert**.
- To insert tab stops into your file, click the arrow icons on the toolbar.

7. Click **File** on the Maintain Documents window toolbar and select **Save** or click the **Save** icon.

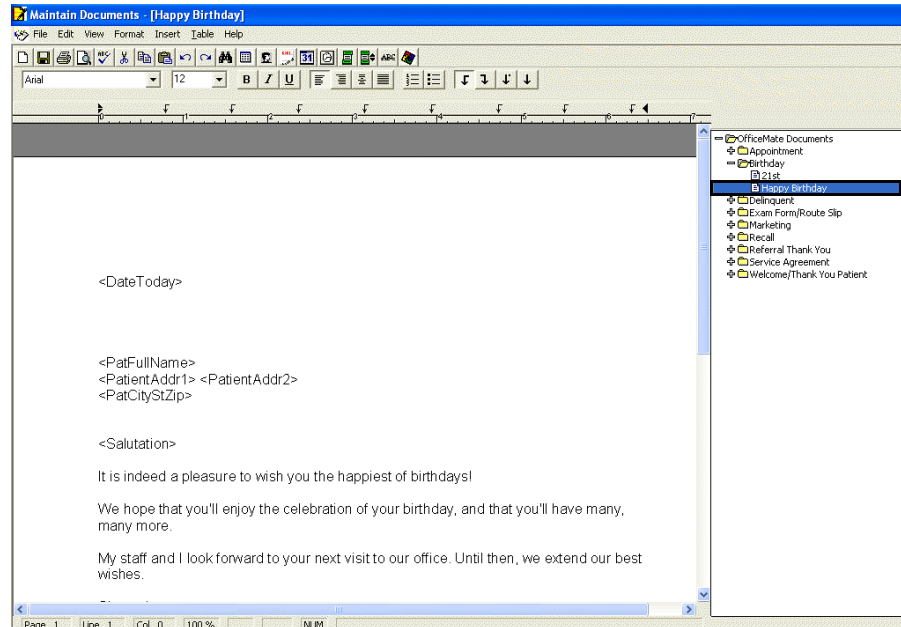
**► To print letters**

- To preview letters that you want to print, create a letter, click **File**, and select **Print Preview**. For more information on creating letters, go to [To create letters on page 564](#).
- To print letters that you have created or modified, go to [Printing Correspondences on page 549](#).

**► To rename letters**

1. Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window opens.
2. Click **Setup** and select **Letters**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on a folder that contains a text file that you want to rename.

- Click on the name of the text file that you want to rename.

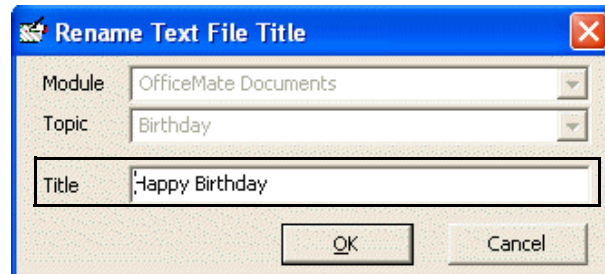


The letter opens in the word processing window.

- Click **File** on the Maintain Documents window toolbar and select **Rename Title** or left-click on a letter in the folder you selected above and then right-click and select **Rename Title**.

The Rename Text File Title window opens.

- Type the new text file title in the **Title** text box.



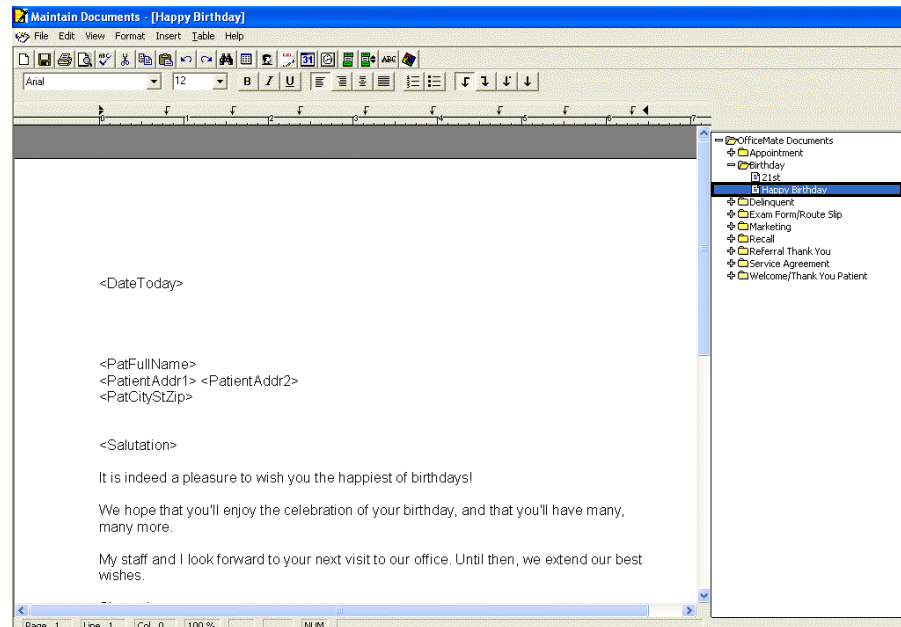
- Click **OK**.

#### ► To delete letters

**NOTE** You cannot delete letters that are assigned to a recall mailing schedule, letters assigned to a service agreement renewal notice, letters selected for correspondence printing, and delinquent letters.

- Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window opens.
- Click **Setup** and select **Letters**.
- Click on the **OfficeMate Documents** folder on the right side of the window.

- Click on a folder that contains a text file that you want to delete.
- Click on the name of the text file that you want to delete.



The letter opens in the word processing window.

- Click **File** on the Maintain Documents window toolbar and select **Delete** or left-click on a letter in the folder you selected above and then right-click and select **Delete**.

The Delete Document Warning window opens.

- Click **Yes** to delete the text file.

## Creating & Modifying Postcards

You can create and print postcards for appointment reminders, birthday greetings, recall notices, referral thank you notes, service agreement renewal notices, welcome greetings, and thank you notes. Postcards are organized in folders by subject. This section tells you how to create and modify postcards, including how

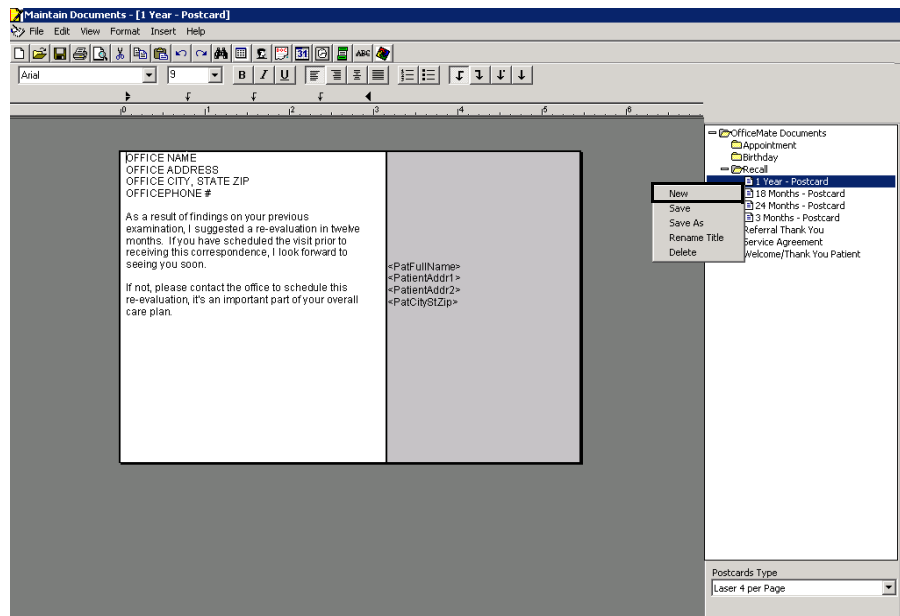
- [To create postcards, 570](#)
- [To modify postcards, 572](#)
- [To print postcards, 573](#)
- [To rename postcards, 573](#)
- [To delete postcards, 574](#)

**NOTE** To create postcards for mass mailings, go to [Post Card on page 504](#) and create and print the postcards through the Reports & Statements window.

### ► To create postcards

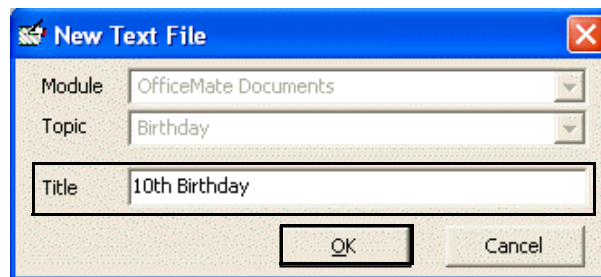
- Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.

2. Click **Setup** and select **Postcards**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on the name of the folder where you want to store your new postcard.
5. Click **File** on the Maintain Documents window toolbar and select **New** or left-click on a postcard in the folder you selected above and then right-click and select **New**.



The New Text File window opens.

6. Type a title for the new postcard in the **Title** box.
7. Click **OK**.



8. Select one of six types of postcards from the **Postcards Type** drop-down menu.

- Type the postcard text in the word processing window.

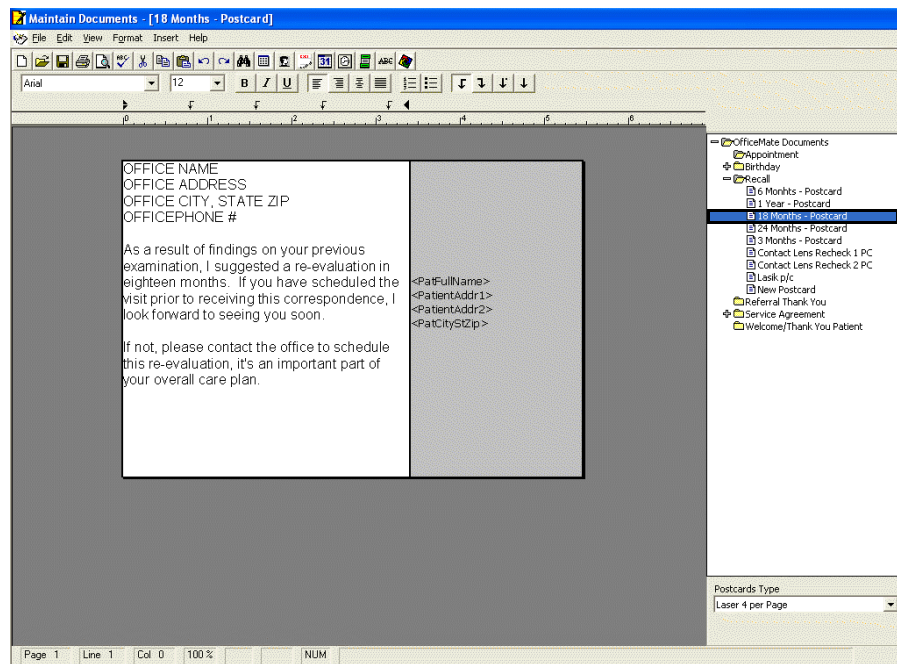
#### NOTES

- To format text, click on the icons or click **Format** on the toolbar and select appropriate font, paragraph, and color options.
- To insert dates, times, and pictures, click **Insert** on the toolbar and select an appropriate option.
- To insert merge fields into your file, click **Insert** on the toolbar and select **Merge Fields**. Select a field from the Merge Fields window and click **Insert**.
- To insert tab stops into your file, click the arrow icons on the toolbar.

- If you want to print a test page of the postcard that you just created, click **File** on the Maintain Documents toolbar and select **Print**.
- Click **File** on the Maintain Documents window toolbar and select **Save** or click the **Save** icon.

#### ► To modify postcards

- Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.
- Click **Setup** and select **Postcards**.
- Click on the **OfficeMate Documents** folder on the right side of the window.
- Click on a folder that contains a postcard that you want to modify.
- Click on the name of the postcard that you want to modify.



- Select one of six types of postcards from the **Postcards Type** drop-down menu.

7. Edit the postcard text in the word processing window.

**NOTES**

- To format text, click on the icons or click **Format** on the toolbar and select appropriate font, paragraph, and color options.
- To insert dates, times, and pictures, click **Insert** on the toolbar and select an appropriate option.
- To insert merge fields into your file, click **Insert** on the toolbar and select **Merge Fields**. Select a field from the Merge Fields window and click **Insert**.
- To insert tab stops into your file, click the arrow icons on the toolbar.

8. If you want to print a test page of the postcard that you just modified, click **File** on the Maintain Documents toolbar and select **Print**.
9. Click **File** on the Maintain Documents window toolbar and select **Save** or click the **Save** icon.

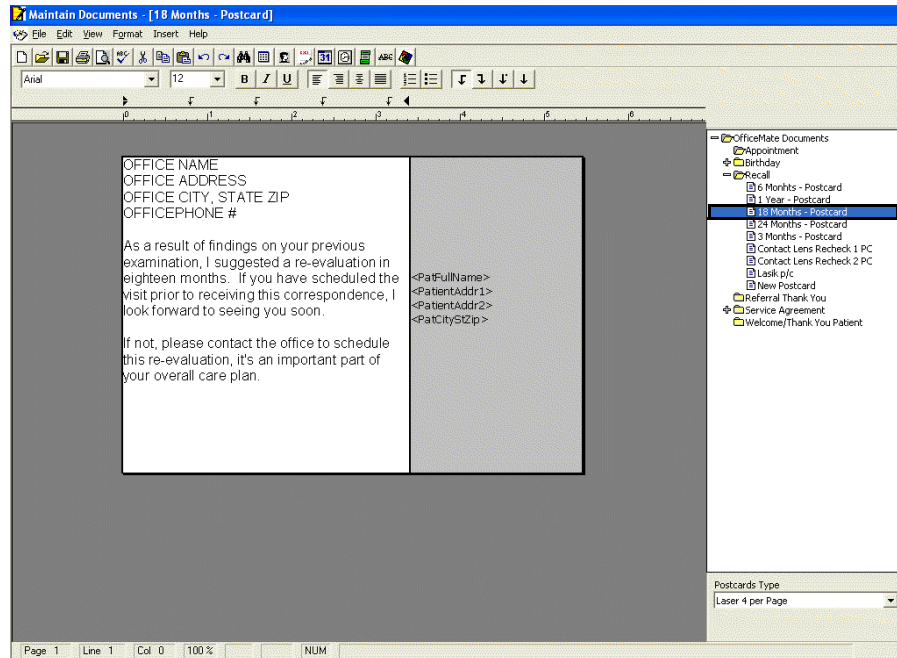
**► To print postcards**

- ❖ To print postcards that you have created or modified, go to [Printing Correspondences on page 549](#).

**► To rename postcards**

1. Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.
2. Click **Setup** and select **Postcards**.
3. Click on the **OfficeMate Documents** folder on the right side of the window.
4. Click on a folder that contains a postcard that you want to rename.

- Click on the name of the postcard that you want to rename.

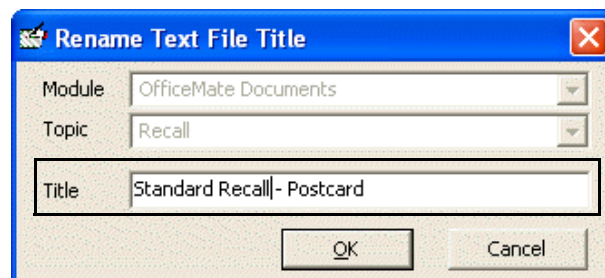


The postcard opens in the word processing window.

- Click **File** on the Maintain Documents window toolbar and select **Rename Title** or right-click on a postcard in the folder you selected above and select **Rename Title**.

The Rename Text File Title window opens.

- Type the new text file title in the **Title** text box.



- Click **OK**.

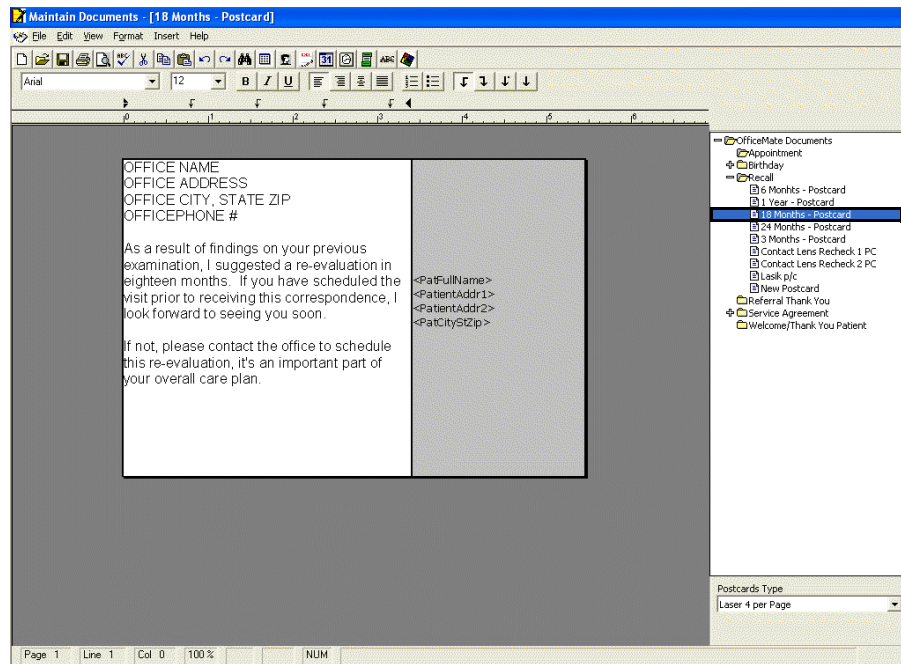
► To delete postcards

**NOTE** You cannot delete postcards that are assigned to a recall mailing schedule, postcards assigned to a service agreement renewal notice, or postcards selected for correspondence printing.

- Click **Tasks** on the main window toolbar and select **Maintain Documents**. The Maintain Documents window open.
- Click **Setup** and select **Postcards**.
- Click on the **OfficeMate Documents** folder on the right side of the window.



4. Click on a folder that contains a postcard that you want to delete.
5. Click on the name of the postcard that you want to delete.



6. Click **File** on the Maintain Documents window toolbar and select **Delete** or left-click on a postcard in the folder you selected above and then right-click and select **Delete**.  
The Delete Document Warning window opens.
7. Click **Yes** to delete the postcard.



## In this chapter:

- [Phone Support, 577](#)
- [Online Support, 577](#)
- [Terms of Support, 577](#)

Eyefinity considers our Customer Care department the backbone of a successful, positive relationship between our company and you, our client. Our goal is to continually enhance the level of service provided by our Customer Care department. Eyefinity offers reasonable annual software maintenance agreement fees and, simultaneously, must establish and enforce our service guidelines in order to retain these fees. This chapter outlines our service guidelines and policies.

## Phone Support

Eyefinity offers toll-free customer care from 6:00am to 5:00pm Pacific Time. Dial 800.942.5353 and choose option 1 to reach our Customer Care team.

Your calls are answered live by our knowledgeable Customer Care team who will assist you with your support issues. Eyefinity's service levels are equal to or better than the best service levels provided by any competitive help desk service in our industry today.

## Online Support

For more support information on OfficeMate or any of the OfficeMate Suite products, go to the Eyefinity support web page at <http://www.eyefinity.com> You can email your support questions to the Eyefinity Customer Care department at [officematesupport@eyefinity.com](mailto:officematesupport@eyefinity.com).

We highly encourage you to seek out answers to your questions in our online support community where you can create and update support cases, access our growing knowledge base of information, ask questions and get answers from your peers, and contribute your ideas to improving Eyefinity products. Go to <http://www.eyefinity.com/education-and-support/Support-Community.html> to access the new Eyefinity Support Community.

## Terms of Support

The Maintenance & Support is a mandatory agreement all clients must maintain each year through the payment of an annual fee for each software product licensed from Eyefinity. This Maintenance & Support includes the annual OfficeMate/Report WRITER/ExamWRITER license, all software upgrades, and toll-free help desk services for our software applications.

The Eyefinity business model requires us to amortize our annual investment in software application development and customer care across our broad base of clients using Eyefinity's software. By requiring that everyone invest by paying this low annual fee each year, we can retain lower fees. If fewer clients participate, the result would be substantially higher fees to amortize these services across fewer clients.

## In this chapter:

For more information on processing the end of day, watch the “End of Day” video.

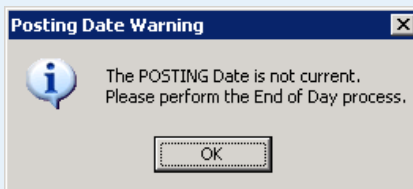
- [Processing the End of Day, 579](#)
- [Processing an Express End of Day, 581](#)
- [Skipping Days Your Location is Closed, 582](#)

This chapter tells you how to close your financial transactions for the day.

In order for OfficeMate to collect accurate information for your financial and production reports, the financial and production information must not change after the date on which it is posted. You must perform the end-of-day process to close the financial activity for the day and start a new day.

### NOTE

Eyefinity suggests running the end of day procedure at the close of business. If you do not perform the end-of-day process at the close of business, you are warned that the posting date is not correct when you open OfficeMate the next business day.



## Processing the End of Day

For more information on processing the end of day, watch the “End of Day” video.

### NOTE

If you do not want to reconcile your cash drawer or print the Cash Reconciliation and Deposit Ticket Summary with Variance reports, you can complete an “express” end-of-day process to close the financial activity for the day and start a new day. For information about completing an express end-of-day process, go to [Processing an Express End of Day on page 581](#).

1. From the OfficeMate main window, click **Tasks** and select **End of Day**. The End of Day Processing window opens.

- Enter the amount of each tender received throughout the entire day in the **Entered** column.

**NOTE** If there are no amounts to enter because your location was closed due to a weekend or holiday, refer to the instructions listed in [Skipping Days Your Location is Closed on page 582](#).

- Enter the total amount collected in cash from all of the registers in the **Cash** field, as needed.
- Enter the total amount collected in checks from all of the registers in the **Checks** field, as needed.
- Enter the total amount collected in credit card receipts from all of the registers in the **Credit Card** field, as needed.
- Enter the total amount collected in debit card receipts from all of the registers in the **Debit Card** field, as needed.
- Enter the total amount of gift certificates, patient credits, and other tenders in the **Other** field.
- Enter the total amount collected in cash refund receipts from all of the registers in the **Patient Refunded** field, as needed.

As you enter the amounts, OfficeMate marks the variances as OVER or SHORT and displays the amount of the variance in the Variance column.

- Select the reasons for any variances from the Variance Reasons drop-down menus.
- Select the check boxes corresponding to the reports you wish to print.

**NOTE** You must print the Cash Reconciliation Report. You may print the other reports at your discretion or according to your company's policy by selecting the check boxes.

The screenshot shows the 'End Of Day Processing' window. At the top, the 'Posting Date' is set to 8/7/2008. Below this is the 'Cash Drawer Reconciliation' section, which contains a table with columns for 'Calculated', 'Entered', and 'Variance'. The 'Variance' column also includes a color-coded indicator (OVER or SHORT) and a 'Variance Reason' dropdown menu. The 'Reports' section at the bottom has several checkboxes for selecting reports to print, including 'Cash Reconciliation Report', 'Daily Production Summary', 'Day Sheet Summary', and 'Deposit Ticket Summary with Variance'. A 'Print Reports' button is located below the checkboxes. At the very bottom of the window are 'Process' and 'Exit' buttons.

	Calculated	Entered	Variance	Variance Reason
Cash	536.92	538.00	-1.08 OVER	Found change on the floor
Checks	680.00	675.00	5.00 SHORT	Failed to verify check
Credit Card	1012.15	1012.15	0.00	
Debit Card	0.00	0.00	0.00	
Other	0.00	0.00	0.00	
Patient Refunded (by Cash)	0.00	0.00	0.00	
<b>Total Variance</b>			3.92	

**Reports**

- Cash Reconciliation Report
- Daily Production Summary
- Day Sheet Summary
- Deposit Ticket Summary with Variance

**Print Reports**

**Process** **Exit**

- Click **Print** Reports.
- Click **Process** when you are finished.

**NOTES**

- Once you click Process, all financial transactions for the day are closed. You cannot edit fee slips that were posted on dates that are closed.
- You must click Print Reports before you click Process. The Process button becomes active only after the reports are printed.
- If you are performing the end-of-day process at the close of business, OfficeMate warns you that the posting date is set to a date in the future. Click OK to dismiss the warning.

Processing an  
Express End of  
Day**NOTE**

The “express” end-of-date process does not require you to reconcile your cash drawer or print the Cash Reconciliation and Deposit Ticket Summary with Variance reports. To use the express method to complete the end-of-day process, select the **Yes** radio button next to the Express End of Day preference on the System Preferences window (Finance tab).

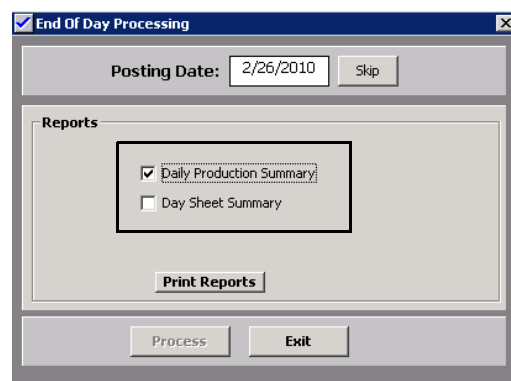
For more information on processing an express end of day, watch the “End of Day” video.

- From the OfficeMate main window, click **Tasks** and select **End of Day**. The End of Day Processing window opens.

**NOTE**

If your location was closed due to a weekend or holiday, refer to the instructions listed in [Skipping Days Your Location is Closed on page 582](#).

- Select the check boxes corresponding to the reports you wish to print.



- Click **Print Reports**.

- Click **Process** when you are finished.

#### NOTES

- Once you click Process, all financial transactions for the day are closed. You cannot edit fee slips that were posted on dates that are closed.
- You must click **Print Reports** before you click **Process**. The Process button becomes active only after the reports are printed.
- If you are performing the end-of-day process at the close of business, OfficeMate warns you that the posting date is set to a date in the future. Click OK to dismiss the warning.

## Skipping Days Your Location is Closed

#### NOTES

- Once you click Skip, you cannot return to the posting date you skipped. Do not skip a date unless you are sure no financial transaction occurred that day.
- If any financial transactions appear in the Calculated column, the Skip button will not be available. Refer to the instructions listed in [Processing the End of Day on page 579](#) to close the financial activity for the day.
- You cannot skip future dates. The Skip button will not be available once you have advanced to today's date.

For more information on skipping the end-of-day process, watch the "End of Day" video.

- From the OfficeMate main window, click **Tasks** and select **End of Day**. The End of Day Processing window opens.
- Click **Skip**.  
The End of Day Processing window advances one day.

Cash Drawer Reconciliation				Explanation
	Calculated	Entered	Variance	
Cash	0.00	0.00	0.00	
Checks	0.00	0.00	0.00	
Credit Card	0.00	0.00	0.00	
Debit Card	0.00	0.00	0.00	
Other	0.00	0.00	0.00	
Patient Refunded (by Cash)	0.00	0.00	0.00	
<b>Total Variance</b>			0.00	

**Reports**

Cash Reconciliation Report  
 Daily Production Summary  
 Day Sheet Summary  
 Deposit Ticket Summary with Variance

Print Reports

Process Exit

- Continue to click **Skip** for each day in which your location was closed.
- Click **Exit** when you are finished.



## In this chapter:

- [Determining Your SQL Database Server & Name, 584](#)
- [Determining the Location of Your DATA Folder, 584](#)
- [Automatically Backing Up Databases, 585](#)
- [Manually Backing Up Databases, 588](#)
- [Restoring Databases, 589](#)

Back up your OfficeMate/ExamWRITER database files on a regular basis! A full database backup is the best way to make sure that you can recover your OfficeMate/ExamWRITER database files in the event of a database corruption, hardware or software failure, computer virus attack, fire, theft, or natural disaster.

Share this information with your backup service provider or your certified operating system and network technician.

### NOTES

- Eyefinity limits the support it provides exclusively to its own products and, therefore, does *not* provide assistance or support for any issues related to the backup and restoration of data. Eyefinity does not guarantee nor validate the integrity of backup files.
- Eyefinity highly recommends employing a certified operating system and network technician to advise you on recommended data backup procedures.
- Eyefinity recommends backing up your OfficeMate data *every day*.
- Eyefinity recommends using *multiple* back up methods and backing up your data to *multiple* files in case one backup file is lost or corrupt.
- The OfficeMate/ExamWRITER programs do *not* provide backup functions.

Read this document carefully to ensure a successful backup and recovery plan.

There are two areas that must be backed up to ensure a successful recovery plan:

- **The database.**
- **The DATA folder.** For more information, go to [Determining the Location of Your DATA Folder on page 584](#).

## Determining Your SQL Database Server & Name

Your data backup provider or certified operating system and networking technician will need to know the SQL server instance and database name to be able to properly set up the backup system.

To determine your SQL server instance and database name, perform the following steps:

1. Open OfficeMate or ExamWRITER.
2. Click **Help**.
3. Click **About OfficeMate**, **About ExamWRITER**, or **About Administration**, depending upon which software you have open.

The About window opens.

4. Look for the *Server* and *Database Name* information.
5. Tell your data backup provider or certified operating system and networking technician the SQL server instance and database name.

## Determining the Location of Your DATA Folder

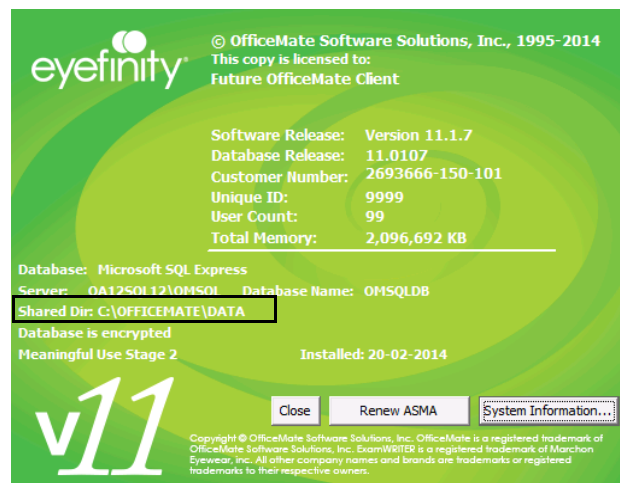
In addition to backing up your database, you must also back up critical files that are stored in your DATA folder. The DATA folder contains such files as eDocuments, electronic claims, etc. Your data backup provider or certified operating system and networking technician will need to know the location of your DATA folder to be able to properly set up the backup system.

To determine the location of your DATA folder, perform the following steps:

1. Open OfficeMate or ExamWRITER.
2. Click **Help**.
3. Click **About OfficeMate**, **About ExamWRITER**, or **About Administration**, depending upon which software you have open.

The About window opens.

4. Look for the *Shared Dir* or *Data Dir* information to determine the location of the DATA folder.



### NOTE

The DATA folder is usually located at \\Server\OfficeMate\DATA.

- Tell your data backup provider or certified operating system and networking technician where your DATA folder is located.

## Automatically Backing Up Databases

This section tells you how to automatically back up your database and includes the following topics:

- [Choosing an Automatic Backup Method, 585](#)
- [Automatically Backing Up a SQL Database, 587](#)

### Choosing an Automatic Backup Method

Eyefinity recommends using *multiple* back up methods and backing up your data to *multiple* files in case one backup file is corrupt. Work with your data backup provider or certified operating system and networking technician to determine which solution is best for you.

Use the following table to help you decide which backup method(s) are best suited for your practice.

Backup Method	Advantages	Disadvantages	Recommended Solution
Online	<ul style="list-style-type: none"> <li>Provider installs, sets up, and maintains the backup software</li> <li>Backups are automated</li> <li>Easy restoration process</li> <li>Off-site backup, not susceptible to local disasters or theft</li> <li>Low cost to set up and maintain</li> </ul>	<ul style="list-style-type: none"> <li>Backup times vary depending on the speed and reliability of your internet connection</li> <li>Backups are subject to the bandwidth and data transfer limitations set by your internet service provider</li> </ul>	<p><b>DataHEALTH</b> 800.269.3666 or <a href="mailto:sales@eyefinity.com">sales@eyefinity.com</a></p> <p><b>Practice Shadow by Think Smart Group, Inc.</b> 800.941.4913.</p>
Local	<ul style="list-style-type: none"> <li>Ideal for large practices with in-house IT</li> <li>No need to worry about data limitations or service interruptions</li> </ul>	<ul style="list-style-type: none"> <li>Requires more technical knowledge to install, backup, and restore</li> <li>Requires investment in backup software and hardware</li> <li>Additional expenses for off-site, secure, physical storage</li> <li>Unsecured backups are susceptible to theft, fire, or natural disaster</li> </ul>	<p>For SQL databases: <b>Veritas Backup Exec with Agent for Applications and Databases</b> <a href="http://www.veritas.com">www.veritas.com</a></p>

Although there are many types of backup media that you can use to back up your database files (for example, CD-R, DVD-R, USB flash drives, and external hard drives), Eyefinity recommends using DataHEALTH for data backup and off-site

storage. DataHEALTH protects your practice by automatically backing up, encrypting, and storing your data in a secure, off-site data center. If you experience a data loss, all of your lost files are recoverable anytime with the click of a button. DataHEALTH also offers the following benefits:

- Provides a level of service that exceeds industry standards for your data storage and recovery needs.
- Automatically backs up and verifies your OfficeMate/ExamWRITER database files.
- DataHEALTH is the only cloud backup company to be URAC HIPAA Security Business Accredited along with FIPS 140-2 encryption validated.
- DataHEALTH's cloud backup service is powered by Asigra: an enterprise-level, awarding-winning cloud backup software.
- DataHEALTH's cloud backup powered by Asigra goes through five key checks to ensure that your data is always restorable.
- DataHEALTH's Backup Support professionals have restored data expediently for thousands of customers.
- Cloud backup with DataHEALTH is cost effective. Pricing starts at \$20.00/month, which is less than \$1/day.
- DataHEALTH has certified advanced cloud backup professionals on staff.
- DataHEALTH's technical support and customer service staff are based in the United States. In a time of emergency, you want support that is stateside. No worries of dealing with language barriers!

DataHEALTH offers a free 30-day, obligation-free trial. For more information on this offer and DataHEALTH, contact Eyefinity at 800.269.3666 or [www.eyefinity.com/strategic-partners/CertifiedPartners.html](http://www.eyefinity.com/strategic-partners/CertifiedPartners.html).

### Automatically Backing Up a SQL Database

1. Review the documentation and recommendations provided by your backup provider or backup solution.
2. Tell your data backup provider or certified operating system and networking technician the SQL server instance and database name. For information about finding your SQL server instance and database name, go to [Determining Your SQL Database Server & Name on page 584](#).

**NOTE**

SQL databases cannot be treated like other files within Windows. SQL databases require such specialized software as SQL Server Management Studio or Veritas Backup Exec with Agent for Applications and Databases to ensure a complete and valid backup. Copying a SQL database without using specialized SQL database management software will cause irreparable damage to the database.

3. Tell your data backup provider or certified operating system and networking technician where your DATA folder is located. For information about finding

your DATA folder, go to [Determining the Location of Your DATA Folder on page 584](#).

**NOTE**

- The DATA folder contains such files as eDocuments, electronic claims, etc. These files reside outside of your SQL databases and do not require specialized software to perform a backup.
- If you are storing eDocuments or electronic claims in a location other than the DATA folder, ensure that you also navigate to the location of these documents and back them up.

## Manually Backing Up Databases

Eyefinity recommends manual backups only as a temporary measure before upgrading or applying patches to the OfficeMate/ExamWRITER software. Manual backups are not intended to replace automatic backups.

This section tells you how to manually back up your database and includes the following topics:

- [Preparing for a Manual Backup, 588](#)
- [Manually Backing Up a SQL Database, 588](#)

### Preparing for a Manual Backup

1. Review your backup device and media manufacturer's replacement recommendations and ensure that your backup device and media are within their useful product lifecycle.
2. Clearly label the backup media that you are using for each day of the week that your office is open for business.
3. Review the HIPAA security and privacy requirements and ensure that your backup procedures are compliant.

### Manually Backing Up a SQL Database

**NOTE**

Eyefinity highly recommends employing a certified operating system and network technician to advise you on recommended data backup procedures.

1. Close OfficeMate and ExamWRITER on all of your computers.

**NOTE**

The integrity of your backup is severely compromised, and in some cases invalidated, if you perform a backup while OfficeMate and ExamWRITER are open.

2. Tell your certified operating system and networking technician the SQL server instance and database name. For information about finding your SQL

server instance and database name, go to [Determining Your SQL Database Server & Name on page 584](#).

**NOTE** SQL databases cannot be treated like other files within Windows. SQL databases require such specialized software as SQL Server Management Studio or Veritas Backup Exec with Agent for Applications and Databases to ensure a complete and valid backup. Copying a SQL database without using specialized SQL database management software will cause irreparable damage to the database.

3. Tell your certified operating system and networking technician where your DATA folder is located. For information about finding your DATA folder, go to [Determining the Location of Your DATA Folder on page 584](#).

**NOTE**

- The DATA folder contains such files as eDocuments, electronic claims, etc. These files reside outside of your SQL databases and do not require specialized software to perform a backup.
- If you are storing eDocuments or electronic claims in a location other than the DATA folder, ensure that you also navigate to the location of these documents and back them up.

## Restoring Databases

**NOTE** If you need to restore data from a backup, ensure that your staff is properly trained to restore data. If you are not familiar with your restoration procedures, contact your certified operating system and networking technician or the manufacturer of your backup media.

1. Close OfficeMate and ExamWRITER on all of your computers.
2. Follow the instructions in your backup program to restore the SQL server instance and database name. For information about finding your SQL server instance and database name, go to [Determining Your SQL Database Server & Name on page 584](#).

**NOTE** SQL databases cannot be treated like other files within Windows. SQL databases require such specialized software as SQL Server Management Studio or Veritas Backup Exec with Agent for Applications and Databases to ensure a complete and valid restoration. Copying a SQL database without using specialized SQL database management software will cause irreparable damage to the database.

3. Follow the instructions in your backup program to restore your DATA folder to its proper location. For information about finding the proper location of

your DATA folder, go to [Determining the Location of Your DATA Folder on page 584](#).

**NOTE**

- The DATA folder contains the Access databases and such files as eDocuments, electronic claims, etc.
- If you are storing eDocuments or electronic claims in a location other than the DATA folder, ensure that you restore those files to their proper locations.





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