

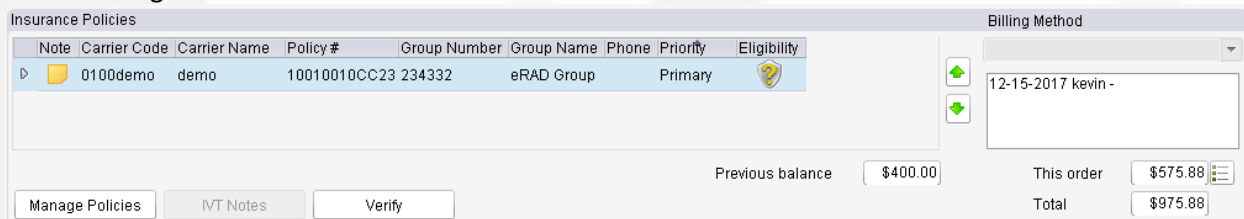
Imaging Previous Balance

It is now possible to take advantage of the Imagine web service to retrieve a patient's outstanding balance when the patient is seen for a new exam.

When scheduling or registering a Walk In patient, RIS will make a call to the Imagine web service as soon as key data elements are available. The call will take place after the following data is populated:

- ☞ Existing patient selected (Imagine will not have a prior balance for a new patient).
- ☞ A location (site) for the appointment is selected.
- ☞ An insurance carrier is selected or the order is marked as Self-Pay.

If a prior balance exists, the balance will be displayed along with the total amount to collect as shown in the following:



Note	Carrier Code	Carrier Name	Policy#	Group Number	Group Name	Phone	Priority	Eligibility
	0100demo	demo	10010010CC23	234332	eRAD Group		Primary	

Previous balance: \$400.00

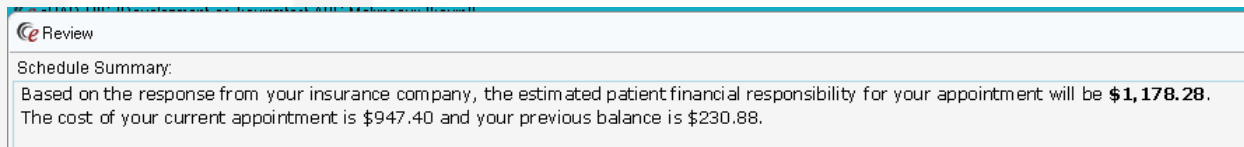
Billing Method: 12-15-2017 kevin -

This order: \$575.88

Total: \$975.88

If the previous balance is zero or is not available then the screen will display as it did before this feature was introduced.

In an effort to make sure the patient is aware ahead of time, the scheduling Review screen will include information about the patient's previous balance in the Schedule Summary, as shown below.



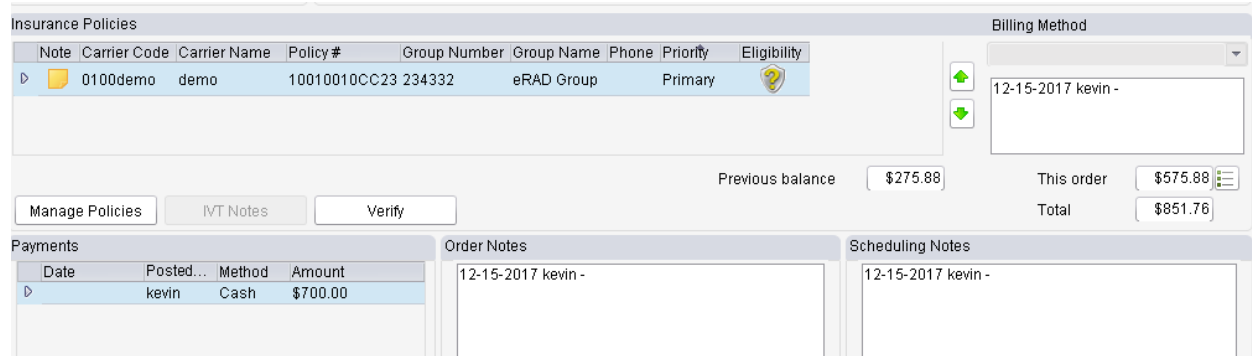
Review

Schedule Summary:

Based on the response from your insurance company, the estimated patient financial responsibility for your appointment will be **\$1,178.28**. The cost of your current appointment is \$947.40 and your previous balance is \$230.88.

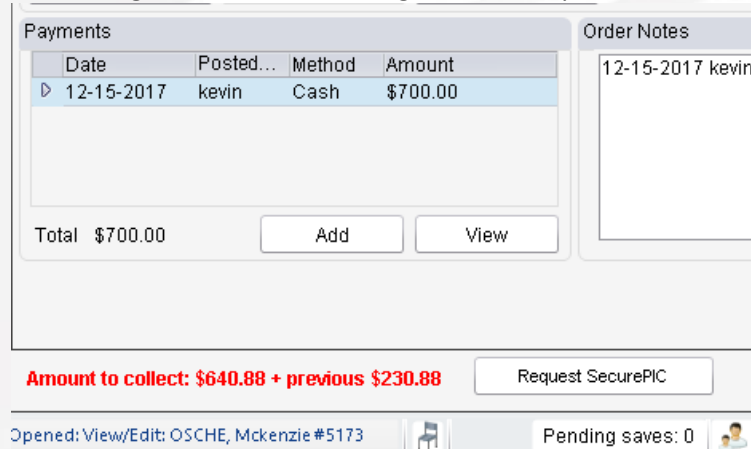
The web service will be called again to update the amount every time the screen is opened. If the patient has paid some or all of the previous balance prior to their appointment, when the patient registers for their exam, the web service call will update the previous balance to reflect the new amount.

If the user adds a partial payment, the pending balance will be reduced by the amount that was "overpaid." In other words, it will be reduced by the amount of money that was greater than the amount owed for today's exams. For example, in the above screenshot the patient owes \$575.88 for the current order and is only able to pay \$700. The following shows what is owed after the payment of \$700.00.

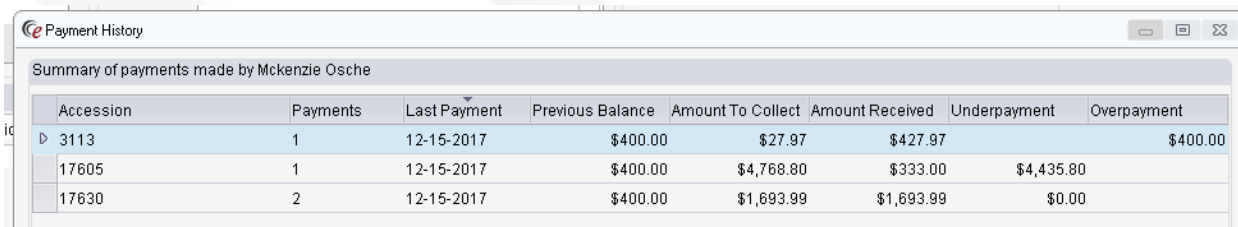


Note that the Previous Balance has decreased from \$400 to \$275.88.

On the Registration or Scheduling screens the previous balance is shown on its own for clarity.



The Imagine Integration web service will always return the same previous balance for a patient on the same calendar day. This is because payments are only processed in Imagine at the end of each day. To help troubleshoot payment issues, there is now a **Payment History** context menu on the Payments grid. This launches a Payment History screen, which summarizes payments by order. If there is more than one accession number for an order, they are listed on the same row separated by commas. The “Previous Balance” and “Amount to collect” are the latest known values for the order, **at the time a payment was received**. The Amount Received is the sum of all payments received for that order. Given those values, RIS will calculate whether there was an **overpayment** or **underpayment**. Any overpayment is assumed to be designated to the patient’s previous account balance.



Accession	Payments	Last Payment	Previous Balance	Amount To Collect	Amount Received	Underpayment	Overpayment
3113	1	12-15-2017	\$400.00	\$27.97	\$427.97		\$400.00
17605	1	12-15-2017	\$400.00	\$4,768.80	\$333.00	\$4,435.80	
17630	2	12-15-2017	\$400.00	\$1,693.99	\$1,693.99	\$0.00	