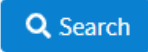


Process a Refund or Reversal with an Existing Check Number

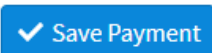
† Modified on 02/19/2024 3:05 pm EST

Did your payer send back an EOB that contains a refund or reversal? If the EOB contains a **check number is the same as the original payment**, learn how to edit the original check to process the refund/reversal.

 Processing a refund/reversal with a new check number? Reference our [Process a Refund or Reversal with a New Check Number Help Article](#) for step by step instructions.

1. Select **Payment > View**.
2. Fill in the option for **Insurance Payment**.
3. **Enter the check number** in the **Search** field.
4. **Optional:** Include **Additional Options** in your search criteria, such as Payer, Received/Check Date, or Type (EOB, Payment) or choose from the **Recently Opened** list.
5. Click  .
6. Select the **Insurance Payment** that meets your criteria from the **Insurance Payments** window.
7. Select the Add Payment for **Claim** button and find/select the same claim previously paid.
8. When the warning "A payment has already been entered for the claim. Would you still like to add a new payment?" appears, click **Add Payment**.
9. Click the **Action** drop-down and select **Refund/Reversal**.
10. Select the radio button with the existing payment/adjustment (check # -date) and click **Automatically Reverse Payment**.

The system will automatically add the correct payment/adjustment amounts with negative signs, and the balance will behave as expected since it includes both the original payment/adjustment and the new refund/reversal.

11. Click the **Done** button.
12. Click  .

