

Write-off Remaining Balance

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Assign to Write-Off will write off the remaining balance of a selected charge(s) that is set at **Due Patient** or **Collections**.

Who can use this feature?

Users with the Debit/Credit permission can apply credit codes in the A/R screen.

1. Select **Patient > A/R Control**.
2. Enter your **Search Criteria** or **Load a Search Filter**.
3. Click the **Charge Status** drop-down menu and select **Due Patient, Collections, At Insurance** or **Paid**.

 Due Patient, Collections, At Insurance or Paid are the only charge statuses that can be written off on a batch level.

4. Click  .
5. The search results page will display patients who match your search terms.
6. Place a checkmark next to the patient(s) you want to include in a specific batch action.
7. Click  and select **Write-Off Charges**.
8. Use the **Apply on Charges** drop-down menu to select the types of charges to apply the discount towards.
9. Select the **Write-off adjustment code** that is appropriate to the write off your completing.
10. *Optional:* Edit the **Write-off memo line field** to reflect on the patient's activity.
11. *Optional:* Edit the **Claim Status** to update the claim statuses to a different status than "Paid" (including custom claim statuses) when writing off balances.
12. Click **Submit**.
13. A confirmation will appear asking: "**Are you sure you want to write-off all selected charges currently at DUE PATIENT with an adjustment code of () for the selected patients?**"
14. Click **Submit Batch**.

