

How To Add CREDIT FORWARD to Ledger and Make Adjustment to Credit



Learn how to efficiently record and manage various patient fees and transaction details within your ledger system. This guide walks you through the steps to input financial data accurately while navigating notification settings for a streamlined workflow.

1 Viewing a patient ledger

General

Close

Transactions

New Billing

New Transaction

Use a Multicode

Post From Treatment Plan

Adjust Deductible

Adjust Benefits Used

Enter a Payment

New Pat Payment/Adj

New Insurance Payment

Issue a Patient Refund

Patient Info

View Chart

View Prescriptions

Claim Info

Create Claim

Print Claim

Print

Print Walk-Out

Print Statement

Print Ledger

< Ledger

Patient

Lynn, Dakota - LYNDA000

☒ Show All Recent and Open Billings

☐ Show Family

☒ Show All History

☐ Hide Zero Balances

☐ Only Ins Pending

Detail View

Sort by Date

Billing Information

Insurance	Est Due	Charges:
Ins 1:	\$0.00	Adjustments:
Ins 2:	\$0.00	Ins Pmts:
HOH: Lynn, Dakota	\$0.00	Patient Pmts:
		Total:
		Current \$0.00

Search transactions

All Facilities

Date	Name	Billing	Code	Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Ins1
No data to display															

2 Click the "+" icon to create a New Transaction.

The screenshot shows the 'Billing Information' form. It includes fields for Insurance, Charges, Adjustments, Ins Pmts, Patient Pmts, and Total. The form is divided into sections for Primary, Individual, and Family. The bottom right corner features a red circle around a '+' icon, which is used to create a new transaction. Below the form is a table with columns: Description, Provider, Tooth, Surface, Amount, Status, Ins Pd, Pat Pd, Ins Adj, Pat Adj, Bal, Ins1 Paid, Ins2 Paid, Updated By, Claim Number, and Note.

3 Enter your "Balance Forward" code in the Account Code field.

If you have not created a "Balance Forward" service code yet, see report "Add and Edit Office Service Codes and Fee Schedule Entries" from the **Flow Training Resources menu**

The screenshot shows the 'Charge Detail' form. It includes fields for Patient, Date, Billing, Provider, Status, Account Code, Description, Tooth, Fee, and Follow Up. The 'Account Code' dropdown is highlighted with a red circle, showing the option 'BalDe - Forward Balance'. Below the form are sections for 'Claim & Billing Info' and 'Diagnosis'. The 'Claim & Billing Info' section includes a 'Place of Service' dropdown and checkboxes for 'Do Not Bill Insurance', 'Do Not Bill Patient', 'No Insurance 1', and 'No Insurance 2'. The 'Diagnosis' section includes checkboxes for 'Diagnosis 1', 'Diagnosis 2', 'Diagnosis 3', and 'Diagnosis 4'.

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Enter the transaction amount in the Fee field.
For a credit you will enter a " - " dollar amount

LYNDA000 - Dakota Lynn

Date: 07/09/2026
Billing: (Auto) [Facility: Second Office]
Provider: Arquette, David - ARQ00
Status: Completed

Description: Forward Balances
Fee: \$500.00
Follow Up: ☐

Diagnosis

Estimated Responsibility

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Enter the transaction amount in the Fee field.
For a credit you will enter a " - " dollar amount

You can add a note to the transaction if needed

https://flow.dentimax.com/transactions/create/c52de293-2a7e-4312-b48a-6f09f5d568e7

LYNDA000 - Dakota Lynn

General
Save Changes
Save and New
Cancel Changes

Charge Detail

Details

Patient: Lynn, Dakota - LYNDA000
Date: 07/09/2026
Billing: (Auto) [Facility: Second Office]
Provider: Arquette, David - ARQ00
Status: Completed

Account Code: BalDe - Forward Balances
Description: Forward Balances
Fee: -500.00
Follow Up: ☐

Note:

Claim & Billing Info

Place of Service: Office
Unit of Time:

Do Not Bill Insurance
Do Not Bill Patient
No Insurance 1
No Insurance 2

Diagnosis

6 Save Changes

LYNDA000 - Dakota Lynn

126 (Auto) [Facility: Second Office] Arquette, David - ARQ00 Completed

Billing Provider Status

Fee: -\$500.00 Follow Up

Balances

Diagnosis

Estimated Responsibility

Override Estimate

Insurance 1 Insurance 2

Calc

7 Now you can add transactions to the ledger using your normal process; to the ledger directly, posting from appointments or posting from charting.

LYNDA000 - Dakota Lynn

Billing Information

Insurance	Est Due	Charges:	Primary	Individual
Ins 1: None	\$0.00	Adjustments:	Balance	-\$500.00
Ins 2: None	\$0.00	Ins Pmts:	Std Ded	\$0.00/\$0.00
HOH: Lynn, Dakota	-\$500.00	Patient Pmts:	Prv Ded	\$0.00
		Total:	Other Ded	\$0.00
			Ins 1 Used	\$0.00
			Ins 1 Max	

Current: -\$500.00 30 Days: \$0.00 60 Days: \$0.00

New Transaction

Billing	Code	Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Inst Paid	Ins2 Paid	Updated By	Claim Number	Note
058	BalDe	Forward Balances	ARQ00			-\$500.00	Completed	\$0.00				-\$500.00			tiffanye		

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Once transactions are on the ledger, you will need to make an adjustment to apply the credit transaction to the charge(s). Click the green "Money" icon to create a New Patient Payment or Adjustment.

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Billing Information

Insurance

Est Due

Ins 1: None

\$0.00

Ins 2: None

\$0.00

HOH: Lynn, Dakota

\$35.50

Charges:

\$535.50

Adjustments:

-\$500.00

Ins Pmts:

\$0.00

Patient Pmts:

\$0.00

Total:

\$35.50

Primary

Individual

Family

Balance

\$35.50

\$35.50

Std Ded

\$0.00/\$0.00

\$0.00/\$0.00

Prv Ded

\$0.00

\$0.00

Other Ded

\$0.00

\$0.00

Ins 1 Used

\$0.00

Ins 1 Max

Current

\$35.50

30 Days

\$0.00

60 Days

\$0.00

90+ Days

\$0.00

All Facilities

New Patient Payment/Adjustment

Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Inst Paid	Ins2 Paid	Updated By	Claim Number	Note
ction erupted tooth requiring remov	ARQ00	11		\$235.50	Completed	\$0.00				\$235.50	☒	☒	tiffanye		
id oral evaluation - problem focused	ARQ00			\$150.00	Completed	\$0.00				\$150.00	☒	☒	tiffanye		
ard Balances	ARQ00			-\$500.00	Completed	\$0.00				-\$500.00	☒	☒	tiffanye		
ramic radiographic image	ARQ00			\$150.00	Completed	\$0.00				\$150.00	☒	☒	tiffanye		

In the adjustment column you will enter the dollar amount to be adjusted for each procedure.

For the "Balance Forward credit" - " line you will enter a " + " dollar amount: (in this example there is a credit (-\$500.00) so you are going to adjust it to a +\$500.00.)

	Payment Date	Payment Code	Adjustment Code
\$	07/09/2026	PATCHECK - Patient Check Pymt	PATADJ - Adjustment
Familial Charges:	Patient Estimate Due	Total Payment	Total Adjustment
Daily Today's Charges:	\$35.50		\$0.00
How Billing:	Account Balance	Check/Payment Number	
	\$35.50		Process Card
	Distributed Payment		☐ Force CC Payment ☐ Save Card Info
	\$0.00		

Tooth	Surface	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	Pmt Tdy	Adj Tdy
11		ARQ00	\$235.50				\$235.50			\$235.50		\$235.50		
		ARQ00	\$150.00				\$150.00			\$150.00		\$150.00		
		ARQ00	\$150.00				\$150.00			\$150.00		\$150.00		
		ARQ00	-\$500.00				-\$500.00			-\$500.00		-\$500.00		

Tooth	Surface	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	Pmt Tdy	Adj Tdy
			\$35.50	\$0.00	\$0.00	\$0.00	\$35.50	\$0.00	\$0.00	\$35.50	\$0.00	\$35.50	\$0.00	\$0.00

☐ Default to the Ledger Selection

10 You can see below the totals are the opposites to balance out

Click Save

Alt
\$
Family Charges
Today's Charges
How Billing:

Payment Amounts

Payment Date
07/09/2026
Payment Code
PATCHECK - Patient Check Pymt
Adjustment Code
PATADJ - Adjustment

Patient Estimate Due
\$35.50
Total Payment
Total Adjustment
\$0.00

Account Balance
\$35.50
Check/Payment Number
Process Card

Distributed Payment
\$0.00
Force CC Payment
Save Card Info

Tooth	Surface	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	Pmt Tdy	Adj Tdy
11		ARQ00	\$235.50				\$235.50			\$235.50		\$235.50		-\$200.00
		ARQ00	\$150.00				\$150.00			\$150.00		\$150.00		-\$150.00
		ARQ00	\$150.00				\$150.00			\$150.00		\$150.00		-\$150.00
		ARQ00	-\$500.00				-\$500.00			-\$500.00		-\$500.00		\$500.00
			\$35.50	\$0.00	\$0.00	\$0.00	\$35.50	\$0.00	\$0.00	\$35.50	\$0.00	\$35.50	\$0.00	\$0.00
Tooth	Surface	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	Pmt Tdy	Adj Tdy

11 Click "Ledger"

and Open Billings
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I

Sort by Date

Ins 1: None \$0.00
Ins 2: None \$0.00
HOH: Lynn, Dakota \$35.50
Adjustments: -\$500.00
Ins Pmts: \$0.00
Patient Pmts: \$0.00
Total: \$35.50
Balance
Std Ded \$0.00
Prv Ded
Other Ded
Ins 1 Used
Ins 1 Max
Current \$35.50
30 Days \$0.00
60 Days \$0.00

Name	Billing	Code	Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Ins1 Paid	Ins2 Paid	Updated By	Claim Number
Dakota	1058	D0330	panoramic radiographic image	ARQ00			\$150.00	Completed	\$0.00			-\$150.00	\$0.00			tiffanye	
Dakota	1058	PATADJ	Adjustment	ARQ00			-\$150.00	Completed								tiffanye	
Dakota	1058	BalDe	Forward Balances	ARQ00			-\$500.00	Completed	\$0.00			\$500.00	\$0.00			tiffanye	
Dakota	1058	PATADJ	Adjustment	ARQ00			\$500.00	Completed								tiffanye	
Dakota	1058	D0140	limited oral evaluation - problem focused	ARQ00			\$150.00	Completed	\$0.00			-\$150.00	\$0.00			tiffanye	
Dakota	1058	PATADJ	Adjustment	ARQ00			-\$150.00	Completed								tiffanye	
Dakota	1058	D7210	extraction erupted tooth requiring remov	ARQ00	11		\$235.50	Completed	\$0.00			-\$200.00	\$35.50			tiffanye	
Dakota	1058	PATADJ	Adjustment	ARQ00			-\$200.00	Completed								tiffanye	

☒ View Ledger Items View: Detail - All