

How to Process and Distribute Insurance Payments



Learn the efficient workflow for recording and distributing insurance payments within your ledger system. This guide ensures accurate account reconciliation and proper handling of payment entries.

Ledger Access

1 Viewing patient ledger: Procedures have been posted and claim has been sent to the proper insurance.

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

Scott, Michael - SCOMI000

☒ 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: Aetnamod	\$182.00	Adjustments:
Ins 2: None	\$0.00	Ins Pmts:
HOH: Scott, Michael	\$0.00	Patient Pmts:
		Total:
		Current \$182.00

Search transactions

Second Office

Date	Name	Billing	Code	Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Ins1 Paid	Ins2 Paid	Update
6/15/26	Michael	863	D0150	comprehensive oral evaluation - new or e	ARQ00			\$38.00	Completed	\$0.00				\$38.00			tiffanyx
6/15/26	Michael	863	D0330	panoramic radiographic image	ARQ00			\$60.00	Completed	\$0.00				\$60.00			tiffanyx
6/15/26	Michael	863	D0274	bitewings - four radiographic images	ARQ00			\$30.00	Completed	\$0.00				\$30.00			tiffanyx
6/15/26	Michael	863	CLAIM	Primary insurance claim printed					Completed	\$0.00							
6/15/26	Michael	863	D1110	prophylaxis - adult	HYG02			\$54.00	Completed	\$0.00				\$54.00			tiffanyx

2 Once the payment is received: Select "New Insurance Payment"

General Close

Transactions

- New Billing
- New Transaction
- Use a Multicode
- Post From Treatment Plan
- Adjust Deductible
- Adjust Benefits Used

Enter a Payment

- New Patient 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: Scott, Michael - SCOMI000

☒ Show All Recent and Open Billings
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Detail View Sort by Date

Billing Information

Insurance	Est Due	Charges:
Ins 1: Aetnamod	\$182.00	Adjustments:
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HOH: Scott, Michael	\$0.00	Patient Pmts:
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Search transactions Second Office

Date	Name	Billing	Code	Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Ins1 Paid	Ins2 Paid	Update
6/15/26	Michael	863	D0150	comprehensive oral evaluation - new or e	ARQ00			\$38.00	Completed	\$0.00				\$38.00			tiffanye
6/15/26	Michael	863	D0330	panoramic radiographic image	ARQ00			\$60.00	Completed	\$0.00				\$60.00			tiffanye
6/15/26	Michael	863	D0274	bitewings - four radiographic images	ARQ00			\$30.00	Completed	\$0.00				\$30.00			tiffanye
6/15/26	Michael	863	CLAIM	Primary insurance claim printed					Completed	\$0.00							tiffanye
6/15/26	Michael	863	D1110	prophylaxis - adult	HYG02			\$54.00	Completed	\$0.00				\$54.00			tiffanye

3 Enter payment details: Payment method, Check number, Original Amount. Click "Distribute"

General

- Save Changes
- Cancel Changes
- Payment Options**
- Distribute

Batch Payment Entry

Payment Info

Type: Insurance Date: 06/15/2026 Insurance Code: A0001 - Aetnamod

Payment Method: Check Payment Check Number: Description: Aetnamod

Original Amount: 300.00 Distributed Total: \$0.00 Unused Amount: \$0.00

4 Apply the payment to the correct procedures as notes on the EOB

Claim

▼ All ▼

Primary Insurance

Aetnamod

Secondary Insurance

m... ▼

Payment Details

Total Check Amount: \$300.00
Previously Posted: \$0.00
Current Posted Amount: -\$300.00

Unposted Amount: \$0.00

[Distribute Full Amount](#) [Distribute to Estimate](#)

Cancel

Tooth	Fee	Pat Paid	Pat Adj	Ins Paid	Ins Adj	Balance	Ins Est	Payment	Deductible	Adjustment	Follow Up	
	\$54.00					\$54.00	\$54.00	-\$110.00		\$56.00	☐	
	\$30.00					\$30.00	\$30.00	-\$30.00			☐	
	\$60.00					\$60.00	\$60.00	-\$60.00			☐	
	\$38.00					\$38.00	\$38.00	-\$100.00		\$62.00	☐	

5 Remove any auto Adjustments that may have applied if they are not applicable. Click in the Adjustment field and delete

Claim

▼ All ▼

Primary Insurance

Aetnamod

Secondary Insurance

m... ▼

Payment Details

Total Check Amount: \$300.00
Previously Posted: \$0.00
Current Posted Amount: -\$300.00

Unposted Amount: \$0.00

[Distribute Full Amount](#) [Distribute to Estimate](#)

Overpayment

A charge has been overpaid, creating a credit. If possible, the credit will be automatically distributed to other charges for this patient and/or family.

Subsequently-entered overpayments will continue to be adjusted.

[What's this?](#)
[Change Setting](#)

Tooth	Fee	Pat Paid	Pat Adj	Ins Paid	Ins Adj	Balance	Ins Est	Payment	Deductible	Adjustment	Follow Up	
	\$54.00					\$54.00	\$54.00	-\$110.00			☐	
	\$30.00					\$30.00	\$30.00	-\$30.00			☐	
	\$60.00					\$60.00	\$60.00	-\$60.00			☐	
	\$38.00					\$38.00	\$38.00	-\$100.00			☐	

6 Click "Post and Close"

000 - Michael Scott

Claim: All

Primary Insurance: Aetnamod

Secondary Insurance: m...

Payment Details

Total Check Amount: \$300.00
Previously Posted: \$0.00
Current Posted Amount: -\$300.00

Unposted Amount: \$0.00

Distribute Full Amount Distribute to Estimate

Overpayment

A charge has been overpaid, creating a credit. If possible, the credit will be automatically distributed to other charges for this patient and/or family. Subsequently-entered overpayments will continue to be adjusted.

What's this? Change Setting

☒ Show paid charges ☒ Show charges from other ins plans

Tooth	Fee	Pat Paid	Pat Adj	Ins Paid	Ins Adj	Balance	Ins Est	Payment	Deductible	Adjustment	Follow Up
	\$54.00					\$54.00	\$54.00	-\$110.00			☐
	\$30.00					\$30.00	\$30.00	-\$30.00			☐
	\$60.00					\$60.00	\$60.00	-\$60.00			☐
	\$38.00					\$38.00	\$38.00	-\$100.00			☐

7 Verify full insurance payment has been distributed to correct ledger/procedures. Close Batch Payment Entry window

0000 - Michael Scott

Insurance Code: A0001 - Aetnamod

Description: Aetnamod

Unused Amount: -\$300.00

Payment Detail

Date	Name	Transaction Code	Description	Insurance Paid
6/15/26	Scott, Michael	INSCHECK	Insurance Check Payment	-\$100.00
6/15/26	Scott, Michael	INSCHECK	Insurance Check Payment	-\$60.00
6/15/26	Scott, Michael	INSCHECK	Insurance Check Payment	-\$30.00
6/15/26	Scott, Michael	INSCHECK	Insurance Check Payment	-\$110.00

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Now you will see a credit on the procedures that were overpaid; leaving a credit on patients account.

SCOMI000 - Michael Scott

Billing Information

Insurance	Est Due	Charges:	Primary	Individual	Family
Ins 1: Aetnamod	\$0.00	Adjustments:	Balance	\$135.00	\$135.00
Ins 2: None	\$0.00	Ins Pmts:	Std Ded	\$0.00/\$0.00	\$0.00/\$0.00
HOH: Scott, Michael	-\$118.00	Patient Pmts:	Prv Ded	\$0.00	\$0.00
		Total:	Other Ded	\$0.00	\$0.00
			Ins 1 Used	\$300.00	
			Ins 1 Max	+\$155.50	
				\$1,500.00	
		Current	30 Days	60 Days	90+ Days
		-\$118.00	\$0.00	\$0.00	\$0.00

Second Office

Description	Provider	Tooth	Surface	Amount	Status	Ins Pd	Pat Pd	Ins Adj	Pat Adj	Bal	Ins1 Paid	Ins2 Paid	Updated By	Claim Number	Note
lylaxis - adult	HYG02			\$54.00	Completed	-\$110.00				-\$56.00	☒	☒	tiffanye	545	
ance Check Payment	HYG02			-\$110.00	Completed						☒	☒	tiffanye		
ry Insurance claim printed					Completed	\$0.00					☒	☒	tiffanye		
ings - four radiographic images	ARQ00			\$30.00	Completed	-\$30.00				\$0.00	☒	☒	tiffanye	545	
ance Check Payment	ARQ00			-\$30.00	Completed						☒	☒	tiffanye		
amic radiographic image	ARQ00			\$60.00	Completed	-\$60.00				\$0.00	☒	☒	tiffanye	545	
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