

How to Process Patient Refund

1 From patient ledger: You can see the patient has a credit on a procedure

iria Mariana Rodriguez Yustiz

Help

Ledger (Chicken, Rubber)

Patient: CHIRU000 Chicken, Rubber

Billing Information		Est Due	Charges:	600.00	Primary	Individual	Family			
Ins 1:	ANTHEM	0.00	Adjustments:	-5.00	Balance	-160.00	-160.00			
Ins 2:	None	0.00	Ins Pmts:	-55.00	Std Ded	50/50				
HOH: Chicken, Rubber		-160.00	Patient Pmts:	-700.00	Prv Ded					
			Total:	-160.00	Other Ded	50				
					Ins 1 Max	1500				
			Current	-160.00	30 days	0.00	60 days	0.00	90+ days	0.00

Date	Billing Number	Name	Chart Number	Description	Provider	Tooth	Surface	Code	Amount	Ins Pd	Status	Pat Pd	Ins Adj	Pat Adj	Bal	Insurance 1 Pa
1/28/2026	88	Rubber	CHIRU000	surgical placement of implant body: endo	TES00	4		D6010	500.00	-50.00	Completed	-605.00	-5.00	0.00	-160.00	<input checked="" type="checkbox"/>
1/28/2026	88	Rubber	CHIRU000	Collections Payment	TES00			COLLPAY	-100.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/9/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	0.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/9/2026	88	Rubber	CHIRU000	Insurance Adjustment	TES00			INSADJ	-5.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-25.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-25.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-345.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-160.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
1/22/2026	85	Rubber	CHIRU000	PX EP periodic oral evaluation - estab	TES00			D0120	50.00	0.00	Completed	-50.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
2/9/2026	85	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	0.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/18/2026	85	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-50.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
1/22/2026	85	Rubber	CHIRU000	Amt Applied to Ded 50.00				NOTE			Completed					<input checked="" type="checkbox"/>
11/18/2025	66	Rubber	CHIRU000	Primary insurance e-claim sent				CLAIM	0.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
10/16/2025	66	Rubber	CHIRU000	prophylaxis - adult	TES00			D1110	50.00	-5.00	Completed	-45.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
11/5/2025	66	Rubber	CHIRU000	Claim Printed				CLAIM			Completed					<input type="checkbox"/>
2/9/2026	66	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-5.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>
2/18/2026	66	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-45.00	0.00	Completed	0.00	0.00	0.00		<input type="checkbox"/>

2 From the left menu select Issue Patient Refund

General
 Close Screen
Transactions
 New Transaction
 Delete Transaction
 Use a Multicode
 Post From Treatme...
 Adjust Deductible
 Adjust Benefits Used
Enter a Payment
 Add Pat Payment/Adj
 New Insurance Pay...
 Add Ledger Note
Issue a Patient Refund
Other Information
 View Details
 View Billing Options
 View Chart
 View Prescriptions
Claim Information
 Create Claim
 View Claim
 Print Claim
Print
 Print Walk-Out
 Print Family Walk-Out
 Print Statement
 Print Family Statem...
 Print Ledger
 Print Family Ledger

Billing Information
 Est Due: 600.00
 Charges: 600.00
 Adjustments: -5.00
 Ins 1: ANTHEM
 Ins 2: None
 HOH: Chicken, Rubber
 Patient Pmts: -700.00
 Total: -160.00

Primary Balance
 Primary Balance: -160.00
 Std Ded: 50.00
 Prv Ded: 50.00
 Other Ded: 150.00
 Ins 1 Used: 50.00
 Ins 1 Max: 150.00

Date	Billing Number	Name	Chart Number	Description	Provider	Tooth	Surface	Code	Amount	Ins Pd	Status	Pat Pd	Ins Adj	Pat Adj
1/28/2026	88	Rubber	CHIRU000	Surgical placement of implant body: endo	TES00	4		D6010	500.00	-50.00	Completed	-605.00	-5.00	0.00
1/28/2026	88	Rubber	CHIRU000	Collections Payment	TES00			COLLPAY	-100.00	0.00	Completed	0.00	0.00	0.00
2/9/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHEK	0.00	0.00	Completed	0.00	0.00	0.00
2/9/2026	88	Rubber	CHIRU000	Insurance Adjustment	TES00			INSADJ	-5.00	0.00	Completed	0.00	0.00	0.00
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHEK	-25.00	0.00	Completed	0.00	0.00	0.00
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHEK	-25.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-345.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-160.00	0.00	Completed	0.00	0.00	0.00
1/22/2026	85	Rubber	CHIRU000	PX EP periodic oral evaluation - estab	TES00			D0120	50.00	0.00	Completed	-50.00	0.00	0.00
2/9/2026	85	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHEK	0.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	85	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-50.00	0.00	Completed	0.00	0.00	0.00
3/22/2026	85	Rubber	CHIRU000	Amt Applied to Ded 50.00				NOTE			Completed			
3/18/2025	66	Rubber	CHIRU000	Primary insurance e-claim sent				CLAIM	0.00	0.00	Completed	0.00	0.00	0.00
10/16/2025	66	Rubber	CHIRU000	prophylaxis - adult	TES00			D1110	50.00	-5.00	Completed	-45.00	0.00	0.00
11/5/2025	66	Rubber	CHIRU000	Claim Printed				CLAIM			Completed			
2/9/2026	66	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHEK	-5.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	66	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-45.00	0.00	Completed	0.00	0.00	0.00

3 Select how the refund is being issued: Patient Check

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File Edit Lists Activities Help

General
 Save Changes
 Cancel Changes ESC
More Information
 View Billing

Refund for: CHIRU000 Chicken, Rubber
 Refund Card
 Refund Date: 2/18/2026
 Refund Code: PAT AY Patient Check Payment
 Check No.:
 Patient Est Due: 0.00
 Account Balance: 0.00
 Refund Amount: 0.00
 Distributed Rfnd: 0.00
 Adjustment Code: PATADJ Adjustment
 Adjust All to 0
 Total Adjustment:
 Charges at:
 Hide zero balance Charges
 Hide Pending Ins Charges
 Show only Today's Charges
 Show Family Charges
 Only Show Billing:
 Hide Items with a Credit Balance

Date	Name	Billing	Code	Tth	Surf	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	REFUND	Adj Today
10/16/2025	Rubber	66	D1110			TES00	50.00	5.00		-5.00	45.00		-45.00	0.00				
1/22/2026	Rubber	85	D0120			TES00	50.00				50.00		-50.00	0.00				
1/28/2026	Rubber	88	D6010	4		TES00	500.00	50.00	-5.00	-50.00	445.00		-605.00	-160.00	-5.00	-160.00		

4 Enter the Refund Amount

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File Edit Lists Activities Help

DentiMax Patient REFUND

Refund for: CHIRU000 Chicken, Rubber Refund Card

Refund Date: 2/18/2026

Refund Code: PATPAY Patient Check Payment Check No.:

Patient Est Due: 0.00
 Account Balance: 0.00
 Refund Amount: 0.00
 Distributed Rfid: 0.00

Adjustment Code: PATADJ Adjustment Adjust All to 0

Total Adjustment:

Charges at:

Hide zero balance Charges Show Family Charges
 Hide Pending Ins Charges Only Show Billing: _____
 Show only Today's Charges Hide Items with a Credit Balance

Date	Name	Billing	Code	Tth	Surf	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	REFUND	Adj Today
10/16/2025	Rubber	66	D1110			TES00	50.00	5.00		-5.00	45.00		-45.00		0.00			
1/22/2026	Rubber	85	D0120			TES00	50.00				50.00		-50.00		0.00			
1/28/2026	Rubber	88	D6010	4		TES00	500.00	50.00	-5.00	-50.00	445.00		-605.00	-160.00	-5.00	-160.00		

5 Apply the refund amount to the procedure(s) that have a credit

Save Changes

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File Edit Lists Activities Help

DentiMax Patient REFUND

Refund for: CHIRU000 Chicken, Rubber Refund Card

Refund Date: 2/18/2026

Refund Code: PATPAY Patient Check Payment Check No.:

Patient Est Due: 0.00
 Account Balance: 0.00
 Refund Amount: 160.00
 Distributed Rfid: 160.00

Adjustment Code: PATADJ Adjustment Adjust All to 0

Total Adjustment:

Charges at:

Hide zero balance Charges Show Family Charges
 Hide Pending Ins Charges Only Show Billing: _____
 Show only Today's Charges Hide Items with a Credit Balance

Date	Name	Billing	Code	Tth	Surf	Provider	Fee	Ins Est	Ins Adj	Ins Paid	Pat Est	Pat Adj	Pat Paid	Balance	Ins Due	Pat Due	REFUND	Adj Today
10/16/2025	Rubber	66	D1110			TES00	50.00	5.00		-5.00	45.00		-45.00		0.00			
1/22/2026	Rubber	85	D0120			TES00	50.00				50.00		-50.00		0.00			
1/28/2026	Rubber	88	D6010	4		TES00	500.00	50.00	-5.00	-50.00	445.00		-605.00	-160.00	-5.00	-160.00	160.00	

6 Now the ledger will show a \$0 balance

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File Edit Lists Activities Help

DentiMax

Ledger (Chicken, Rubber)

General ▼

Close Screen

Transactions ▼

New Transaction

Delete Transaction

Use a Multicode

Post From Treatme...

Adjust Deductible

Adjust Benefits Used

Enter a Payment ▼

Add Pat Payment/Adj

New Insurance Pay...

Add Ledger Note

Issue a Patient Refund

Other Information ▼

View Details

View Billing Options

View Chart

View Prescriptions

Claim Information ▼

Create Claim

View Claim

Print Claim

Print ▼

Print Walk-Out

Print Family Walk-Out

Print Statement

Print Family Statem...

Print Ledger

Print Family Ledger

Patient: CHIRU000 ▼ Chicken, Rubber

Billing Information

Charges:	600.00	Primary Balance:	0.00	Family:	0.00
Adjustments:	-5.00	Std Ded:	50.00		
Ins Pmts:	-50.00	Priv Ded:	0.00		
Pat Pmts:	-540.00	Other Ded:	50.00		
Total:	0.00	Ins 1 Used:	50		
		Ins 1 Max:	1500		

Date	Billing Number	Name	Chart Number	Description	Provider	Tooth	Surface	Code	Amount	Ins Pd	Status	Pat Pd	Ins Adj	Pat Adj
1/23/2026	88	Rubber	CHIRU000	surgical placement of implant body: endo	TES00	4		D6010	500.00	-50.00	Completed	-45.00	-5.00	0.00
1/28/2026	88	Rubber	CHIRU000	Collections Payment	TES00			COLLPAY	-100.00	0.00	Completed	0.00	0.00	0.00
2/9/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	0.00	0.00	Completed	0.00	0.00	0.00
2/9/2026	88	Rubber	CHIRU000	Insurance Adjustment	TES00			INSADJ	-5.00	0.00	Completed	0.00	0.00	0.00
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-25.00	0.00	Completed	0.00	0.00	0.00
2/10/2026	88	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-25.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-345.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	88	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-160.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	88	Rubber	CHIRU000	REFUND - Patient Check Payment	TES00			PATPAY	160.00	0.00	Completed	0.00	0.00	0.00
1/22/2026	85	Rubber	CHIRU000	PX EP periodic oral evaluation - estab	TES00			D0120	50.00	0.00	Completed	-50.00	0.00	0.00
2/9/2026	85	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	0.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	85	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-50.00	0.00	Completed	0.00	0.00	0.00
3/22/2026	85	Rubber	CHIRU000	Amt Applied to Ded 50.00				NOTE			Completed			
3/1/18/2025	66	Rubber	CHIRU000	Primary insurance e-claim sent				CLAIM	0.00	0.00	Completed	0.00	0.00	0.00
10/16/2025	66	Rubber	CHIRU000	prophylaxis - adult	TES00			D1110	50.00	-5.00	Completed	-45.00	0.00	0.00
11/5/2025	66	Rubber	CHIRU000	Claim Printed				CLAIM			Completed			
2/9/2026	66	Rubber	CHIRU000	Insurance Check Payment	TES00			INSCHECK	-5.00	0.00	Completed	0.00	0.00	0.00
2/18/2026	66	Rubber	CHIRU000	Patient American Express Payment	TES00			PATAMEX	-45.00	0.00	Completed	0.00	0.00	0.00