### Issuing Credits

There may be times when you need to issue a credit against a specific claim. The credit might be for a particular payment when there was an overpayment. A credit may also be issued when there has been money recovered and the amount should be subtracted from the amount paid. In that case, there would be no prior payment involved. Regardless, if the claim is closed and the futures are zero, they will remain zero after the transaction has been made. Each of these type of credits will be covered in this section.

#### A Standard Credit

Select the Payment History button if you need to issue a credit for all or a part of a specific payment. The following screen will appear with a list of the payments that have been made. The list may include some existing credits where the form number ends with \*R and a number.

Scroll through the list until you find the payment you want. Then, select the payment and click the Credit button. The program will display the Credit screen along with the data from the original payment. Note the Status field. A warning message will appear if you attempt to credit a payment that has been voided.

The cursor will be positioned in the Credit Date field so that you can modify the following items. Save the record to complete the transaction.

| **Field Name** | **Description** |
| --- | --- |
| Credit Date - Time | The current date and time appear by default. |
| Amount | The amount to credit may not exceed the amount of the original payment. If a credit has already been applied, it will be subtracted from this value. |
| Note | The note or memo that appeared on the original payment is displayed. It may be modified to indicate the reason for the credit. |

#### Credit No Check

This option allows you to issue a credit for a claim when there is no particular payment involved (e.g. the credit applies to a group of payments). This feature should also be used when the money recovered on a claim must be deducted from the amount paid. In this case, the amount could not be entered as a recovery since these are tracked separately in the ATS System.

After selecting the desired claim, pick the Credit (no check) button. The program will display the same form used to issue standard credits, but the information has to be entered manually since there is no payment record..

The fields on the form are described as follows:

| **Field Name** | **Description** |
| --- | --- |
| Vendor Code | If the payee is any of the following, enter the code and the vendor code, name, and address will be filled in with the information in the claim record.   * C claimant * P medical provider * CA claimant’s attorney * DA defense attorney   If the payee is someone else, press the Ellipsis button to search for the vendor. |
| Reserve Cat | The code for the reserve category to be credited. |
| Amount PTD | As soon as the reserve category has been specified, the total amount paid for that category will be displayed. |
| Payment Type | The type is either check or voucher. |
| Credit Date/Time | Normally, this data is not changed. |
| Reason | A note explaining why the credit was issued. |
| Credit Amount | The amount to be credited may not exceed the amount paid. |