



## ADMIN GUIDE: AUTHORIZATION REMAINING BALANCE ADJUSTMENTS

Authorization Remaining Balance is a way for DCI to allow a user to change the remaining balance available on an existing authorization. This update applies to both dollar and unit based authorizations. Now let's learn how to use the Authorization Remaining Balance features and all they have to offer.

### Settings

#### Authorization Balance Adjustment Reasons

*Permissions/Roles Needed: Billing Role*

To search for an Authorization Balance Adjustment Reason:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar
3. Enter the Authorization Balance Adjustment Reason name or status into the search fields then click 'Search'
4. The view below will populate with relevant data associated with your search criteria
5. To reset the search and show all Authorization Balance Adjustment Reasons, click 'Reset'

To export all Authorization Balance Adjustment Reasons:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar
3. There are two options to export:
  - a. Export all Authorization Balance Adjustment Reasons by clicking the 'Export' button located beneath the search filters
  - b. Use the search criteria referenced in the instructions above to show a group of filtered Authorization Balance Adjustment Reasons, then click the 'Export' button located beneath the search filters
4. The file will automatically download and save to the 'Download' folder on your PC as a CSV file
  - a. This file is compatible with Microsoft Excel

To view an Authorization Balance Adjustment Reason:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar
3. Click anywhere in the row to select a particular Authorization Balance Adjustment Reason
4. This will open the Authorization Balance Adjustment Reason details screen where you can view/filter events and edit the Authorization Balance Adjustment Reason

To add a new Authorization Balance Adjustment Reason:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar

3. Choose 'Actions' then 'Add Authorization Balance Adjustment Reason'
4. Specify the Authorization Balance Adjustment Reason name and identify whether it is 'Active' or 'Inactive'
5. Click 'Save' then select 'Yes' on the confirmation window

To edit an existing Authorization Balance Adjustment Reason:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar
3. Click anywhere in the row to select the particular Authorization Balance Adjustment Reason you wish to edit; this will open the Authorization Balance Adjustment Reason details screen
4. Select 'Actions' then choose 'Edit Authorization Balance Adjustment Reason'
5. You can edit the name and change the status to 'Active' or 'Inactive' from this screen
6. Click 'Save' then select 'Yes' on the confirmation window
  - a. If you wish to terminate the changes, click 'No' on the confirmation window then 'Cancel'

To filter/export Authorization Balance Adjustment Reason Events:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Settings' from the header then click 'Authorization Balance Adjustment Reason' in the sidebar
3. Click anywhere in the row to select a particular Authorization Balance Adjustment Reason
4. This will open the Authorization Balance Adjustment Reason details screen. Underneath the Authorization Balance Adjustment Reason details you will view all Events associated with that Authorization Balance Adjustment Reason
5. You have the ability to filter the Events by start and end dates, subject, and who is associated with the event
6. Simply enter the search criteria into the relevant fields then click 'Search'. If you wish to reset the search filters, click 'Reset'
7. There are two options to export:
  - a. Export all Authorization Balance Adjustment Reasons by clicking the 'Export' button located beneath the search filters
  - b. Use the search criteria referenced in the instructions above to show a group of filtered Authorization Balance Adjustment Reasons, then click the 'Export' button located beneath the search filters
8. The file will automatically download and save to the 'Download' folder on your PC as a CSV file
  - a. This file is compatible with Microsoft Excel

## Authorization

### Create Adjustment to Remaining Balance

*Permissions/Roles Needed: Billing Role*

To search for an Approved Authorization:

1. Login to a profile with the appropriate role and/or permission via the DCI website

2. Select 'Authorization' from the header then ensure 'Approved Authorization' is selected in the sidebar
3. Enter any of the following criteria into the search fields then click 'Search'
  - a. Start and End Dates
  - b. Client Name
  - c. Service Code
  - d. Initial Balance Cost Center
  - e. Status
4. The view below will populate with relevant data associated with your search criteria. Click anywhere in the row to select a particular Authorization
5. To reset the search and show all Pending Client Fees, click 'Reset'

To add a new Authorization Balance Adjustment:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then ensure 'Approved Authorization' is selected in the sidebar
3. Using the search filters described in the instructions above or scrolling, find the authorization you wish to deduct the create an Authorization Remaining Balance Adjustment for
4. Click anywhere in the row to select a particular Authorization
5. Select 'Actions' then 'Adjust Remaining Balance'
6. Choose the Date, Amount, Reason and Description (description has to be at least 5 characters). You will notice the 'Entry Type' field is locked.
  - a. Restrictions to Adjustments
    - i. The remaining balance adjustment cannot result in new balance exceeding the initial balance
    - ii. Remaining balance cannot be negative
      1. Consider all pre authorization holds and add those to the remaining balance in addition to the adjustment amount
7. Click 'Save' then select 'Yes' on the confirmation window

To search for a Pending Authorization Balance Adjustment:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
  - a. Please note: This view includes all pending Client Fees and Authorization Balance Adjustments
3. Enter any of the following criteria into the search fields then click 'Search'
  - a. Start and End Dates
  - b. Client Name
  - c. Account Type
  - d. Client Fee Type Amount
  - e. Entry Type
4. The view below will populate with relevant data associated with your search criteria. Click anywhere in the row to select a particular Authorization Balance Adjustment

5. To reset the search and show all pending Client Fees and Authorization Balance Adjustments, click 'Reset'

## Adjustment Remaining Balance Details

*Permissions/Roles Needed: Billing Role*

To view Authorization Balance Adjustment Details screen:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. This will open the Adjustment Remaining Balance Details screen where you can view/filter reference entries, notes and attachments. You can also add a new note or attachment and either approve, edit or reject the adjustment.

To add a new Adjustment Remaining Balance Note:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. Select 'Actions' then click 'New Note'
5. Choose the Note Type from the dropdown menu then enter the Subject and Body text
6. To associate an attachment with the note, click 'Add Attachment' on the New Note screen and browse your PC to find the associated file then click open
7. Once the file has been loaded, verify it is the correct file.
  - a. If you notice an error in the file upload, hover over the black circle icon until it turns red then click on it. This will remove the attachment from the Note and allow you to re-upload a new attachment
8. Click 'Save' then select 'Yes' on the confirmation window

To add a new Adjustment Remaining Balance Attachment:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. Select 'Actions' then click 'New Attachment'
5. Enter the Attachment Name
6. To associate an attachment, click 'Add Attachment' and browse your PC to find the associated file then click open
7. Once the file has been loaded, verify it is the correct file.
  - a. If you notice an error in the file upload, hover over the black circle icon until it turns red then click on it. This will remove the attachment and allow you to re-upload a new attachment
8. Click 'Save' then select 'Yes' on the confirmation window

To view/filter Adjustment Remaining Balance Reference Entries/Notes/Attachments:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. Enter any of the following criteria in the search fields then click 'Search'
  - a. Reference Entries – Start and End Dates, Account Type, Reference Entry Type, Client Name, Employee Name, Service Code, Entry Unit, Status
  - b. Notes – Start and End Dates, Note Type, Subject, Added By
  - c. Attachments – Start and End Dates, File Name, Attachment Type, Added By
5. The view below will populate with relevant data associated with your search criteria. Click anywhere in the row to select a particular data line item
6. To reset the search and show all associated data, click 'Reset'

### Approve/Reject/Edit Adjustment to Remaining Balance

*Permissions/Roles Needed: Billing Role*

To quick approve/reject Adjustment Remaining Balance:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Under the 'Approve' column you will see an 'A' and 'R' for Approve/Reject
4. Click either the 'A' to Approve or the 'R' to Reject
5. Select 'Yes' on the confirmation window

To manually approve/reject Adjustment Remaining Balance:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. Choose 'Actions' then 'Approve' or 'Reject'
5. Select 'Yes' on the confirmation window

To edit an existing Adjustment Remaining Balance:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar
3. Click anywhere in the row to select a particular adjustment
4. Choose 'Actions' then 'Edit Client Fee'
5. You have the ability to edit the fee type, date, amount and description
6. Click 'Update' then select 'Yes' on the confirmation window
7. Edits to Authorization Balance Adjustments will function just as edits to punch entries do. You will notice a Reference Entry created below with the new amount and the previous Adjustment Remaining Balance will have a status of Rejected. The new entry will remain in Pending status until approved.
8. There are two options to approve the edited Adjustment Remaining Balance:
  - a. Scroll down to the Reference Entries section of the original punch
    - i. You will see the new punch with a status of Pending
    - ii. Click anywhere in the row to select the entry
    - iii. This will open the Adjustment Remaining Balance Details view of the new punch

- iv. Choose 'Actions' then 'Approve' or 'Reject'
    - v. Select 'Yes' on the confirmation window
  - b. Navigate to the Pending Fees and Adjustments tab (Select 'Authorization' from the header then click 'Pending Fees and Adjustments' in the sidebar)
    - i. Under the 'Approve' column you will see an 'A' and 'R' for Approve/Reject
    - ii. Click either the 'A' to Approve or the 'R' to Reject
    - iii. Select 'Yes' on the confirmation window

\* The auto approval process will not affect pending Authorization Remaining Balance Adjustments

## Import

### Import Adjustment to Remaining Balance

*Permissions/Roles Needed: Import Admin Permission*

Authorizations can be mass imported, including initial balance, updates to remaining balance, and authorization approvals. To learn how to import authorizations, see the "Admin Guide - Import Module" in the Help Center.