



ADMIN GUIDE: WRITE OFF BATCHES v1.0

Write Off Batches

Permissions/Roles Needed: Billing Role

The purpose of this is to provide a process for the situation when an entry violates an authorization; thus the entry would need to be written off in part or entirely. This could happen if an entry exceeded the authorization remaining balance, daily max, weekly max, or monthly max while these scrubs were enabled in Mode 2 (allow punch through). The write off batch process will create up to two billing entries, one as a write off for the unbillable amount and one for the billable amount, if any.

To create a Write Off Batch:

1. Login to a profile with the appropriate role and/or permission via the DCI website
2. Select Billing from the header
3. Choose 'Unbillable Entries' from the side bar
4. Use the filters to find the entries you want to include in a write off batch
5. Use the checkboxes to select the entries you want to include. Selecting the top checkbox will select all available entries.
6. Click 'Refresh Billable Amount' if necessary. The system will check to see if any entries had a change in billable amount if an authorization has been updated. This process runs automatically every night, but can be run manually by clicking the blue button on this page. You will receive a notification when the process completes.
7. Click 'New Write Off Batch' to create a new batch, or click 'Add to Write Off Batch' to add to an existing batch.
8. Give the batch a name and description. Review the summary.
9. Click Save then yes on the confirmation alert.
10. Click Process on the Batch Details Page, then Yes on the confirmation alert.
 - a. The Batch status will update to "InProgress." You will receive a notification when the process has completed.
 - b. Once processed, the Batch status will update to Pending. Billing entries will be created for each punch entry. If an entry was partially billable, two billing entries will be created:
 - i. Entry in Write-Off status for the unbillable portion
 - ii. Entry in Pending status for the billable portion
11. Review the entries and make any manual overrides if necessary. To make a manual override:
 - a. Click a Billing Entry to open the Entry Details Page.
 - b. Click Actions -> Edit Entry
 - c. Add any modifications necessary
 - d. Click Save then Yes on the confirmation alert
12. Click Approve on the Batch Details Page, then Yes on the confirmation alert.
 - a. The Batch status will update to "Approve InProcess." You will receive a notification when the process has completed.
 - b. Once process, the Batch status will update to Transmitted. The billable billing entry will be updated to a status of Approved.

13. Click Attachments to view the Raw Billing Dump File.

After the company has received payment for the billable entries, the batch can be reconciled by clicking 'Reconcile' and uploading an appropriately formatted CSV file. See Admin Guide - Reconcile Billing Batch for full instructions. Write-Off entries are not reconciled.