


5.32 Release Features

CareStack 5.32 invites you to an impressive line-up of features that have been hand-picked and rolled out to offer practices the most beneficial of the lot. The PMS, with its top-notch features, has, with every release, select updates, UI revamps, or integrations all dedicated to saving time, increasing productivity, and producing favorable results for practices across locations.

The amazing yet select features that the 5.32 release confers on its users include: the capability to tokenize ACH Payments, including check payments as well as enabling of payment plans with ACH via CS Pay; added ability to run an operational report on Ortho Cases; pop-up alert notifications for duplicate payments related to CS Pay; quick filtering of transactions requiring attention on Payment Transactions List besides creating receipts for those payments; the choice to generate warnings when applying payments collected in one location to treatment code(s) completed in a different location(s) - plainly a great boon for practices to reduce error and related losses & not to mention the exciting reforms to the Teamworx utility feature to unequivocally complement the presentation of treatment plans.



Clinical	3
1. Increase Case Acceptance with Teamworx	3
Patient Engagement/Patient Services	4
1. Copy Responsible Party Details to Dependents	4
2. Upload Documents for Responsible Party & Insurance Holder Accounts	4
3. Quick links to add Preferred name in Office wizard	5
4. Redesigned Forms	6
5. Patient Login Reforms	6
Revenue Cycle Management	7
1. View Claims and Pre Auth details from the Ledger	7
2. Location Warning	8
a. Practice Settings for Warning (Location Transfer of Receipt)	9
b. Taking a New Patient Payment	10
c. Applying Existing Payments	12
d. Payment Plans	13
e. Batch Posting	17
f. External (Patient Portal) Patient Payment	18
3. General Payment Plans	19
a. Editing Payment Schedule Amount in Payment Plans	19
b. Capturing Signature for General Payment Plan	21
c. Linking a Receipt to a Payment Plan	22
CS Pay	24
1. Customization of CS Pay Email Notifications	24
2. Deposit Report	25
3. Selection to View Yesterday's Transactions	27
4. Tokenization of ACH Payments	28
5. Payment Plans Using Check	31
6. Process Refund Via CS Pay - Default to Yes	37
7. Warning for Duplicate Payments	38
8. Filter out transactions that require attention & create a receipt	39
Reporting and Analytics	40
1. Ortho Case Report	40



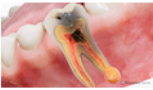
Clinical

1. Increase Case Acceptance with Teamworx


CareStack is excited to share a major update on the image file attached to the codes and conditions including its descriptions. This reform to the Teamworx utility feature has been initiated to enable users to adeptly communicate the treatment plans to their patients with confidence.

Secondary insurance: NYNA_PPO(01/01/2023) Phone:


You have been diagnosed with



Abscess
An abscess is a confined pocket of pus that collects in tissues and pockets near teeth that is formed as white blood cells fight the infection. An abscess is characterised by a painful, swollen lump. Your dentist may treat it by draining the pus from the pocket and prescribing antibiotics.




Caries
Caries refers to areas of the teeth that are permanently damaged by holes that destroy the enamel because of bacteria build up from poor cleaning after snacking or sugary drinks, genetic predisposition, and/or lack of fluoride. Your dentist may recommend a restoration and more regular cleanings with a dental hygienist.




Extracted
Extracted describes the case in which the tooth has been previously removed by another provider through extraction. Your dentist may recommend a space maintainer, implant, or other device.


Proposed Treatments



Crown
Dental crowns are caps placed on top of damaged teeth. Crowns are used to cover, protect and restore the shape of your teeth when fillings don't solve the problem.



D2393 Two or Three Surface Composite Posterior
A composite (tooth colored) filling is used to repair a tooth that is affected by decay, cracks, fractures, etc. The decayed or affected portion of the tooth will be removed and then filled with a composite filling.



Endodontic Therapy
Endodontic therapy is a dental procedure used to treat trauma in a tooth. It is another term for a root canal. The treatment restores the tooth and prevents it from being entirely lost or removed.

Treatment Plan Estimate

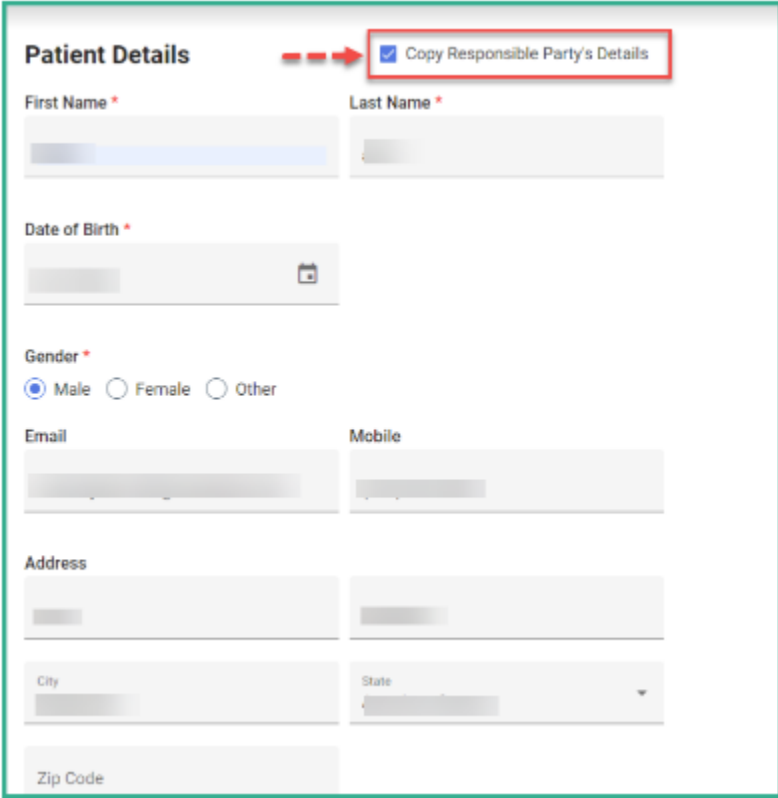
Treatment Plan: New Treatment Plan

Date	Code	Th/Surf	Tx Provider	Status	UCR	Adjustment	Ins. Est	Pat. Est	Total Est
------	------	---------	-------------	--------	-----	------------	----------	----------	-----------

Patient Engagement/Patient Services

1. Copy Responsible Party Details to Dependents

CareStack offers the **RP** the ability to copy Responsible Party details when filling up an online appointment for their dependant(s). The following feature reflects only when the **RP** selects **Another Person** for the question, **'Who will be financially responsible for this patient?'**. This would be most helpful for pediatric practices wherein parents would be filling up information for their children who are, in fact, patients. All that the Responsible Party needs to do is check mark the **Copy Responsible Party's Details** box under **Patient Details**, and the related information, i.e., **Email, Mobile, and Address**, will be duly replicated for the patients who are added on.



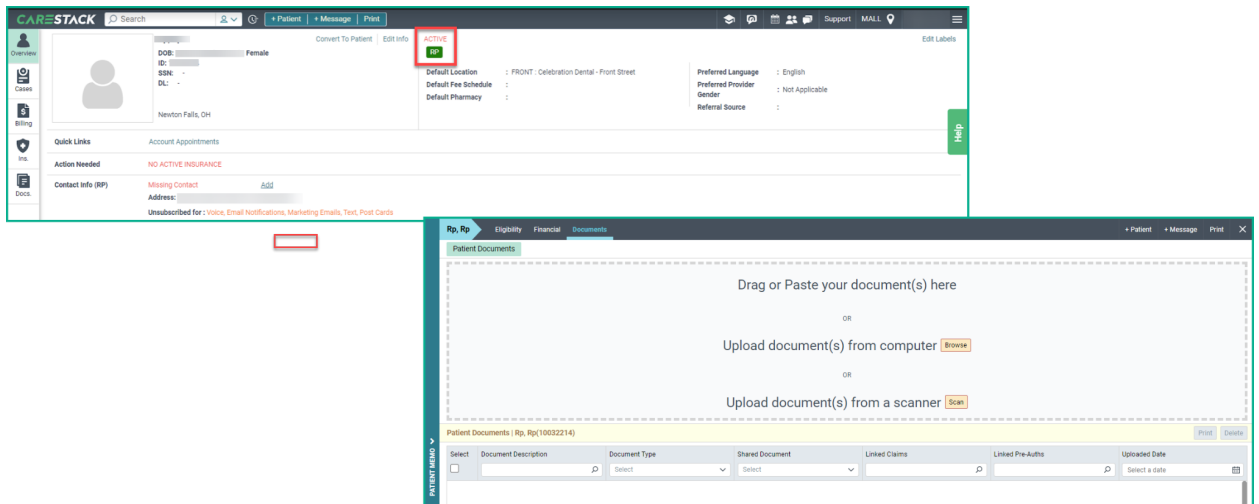
The image shows a screenshot of a web form titled "Patient Details". At the top right of the form, there is a checkbox labeled "Copy Responsible Party's Details" which is checked. A red dashed arrow points from the left towards this checkbox. Below the checkbox, the form contains several input fields: "First Name *", "Last Name *", "Date of Birth *" (with a calendar icon), "Gender *" (with radio buttons for "Male", "Female", and "Other"), "Email", "Mobile", "Address", "City", "State" (with a dropdown arrow), and "Zip Code".

2. Upload Documents for Responsible Party & Insurance Holder Accounts

Navigate to **Patient Overview > Documents** to access the ability to directly upload and refer documents such as insurance cards, registration documents, ID(s), etc., for **Responsible Party** and **Insurance Holder** accounts who are not patients. This is

specific to pediatric patients who have their parents added as **RP** using the workflow **Add New Patient > Other > Add New Responsible Party**.

Note: The **Patient Overview** of a Responsible Party would reflect only relevant features on the left-side navigation bar.



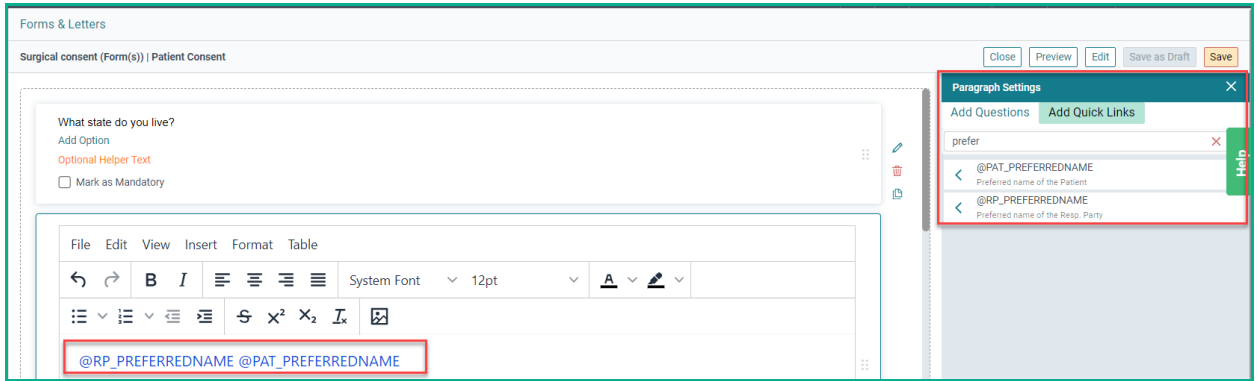
3. Quick links to add Preferred name in Office wizard

To access this feature, navigate to **Practice Settings > Office Wizard > Forms > Edit > Workflow Details > Proceed** > drag **Paragraph** from **Custom Components** and drop it in the form to customize > select **Quick Links** under **Paragraph Settings**.

It lets you include the preferred names within the **Office Wizard > Forms** using **Quick links**. This will reflect the names as captured under the related field in the **Add New Patient** page > **More Name Options > Name (Preferred Name)**.

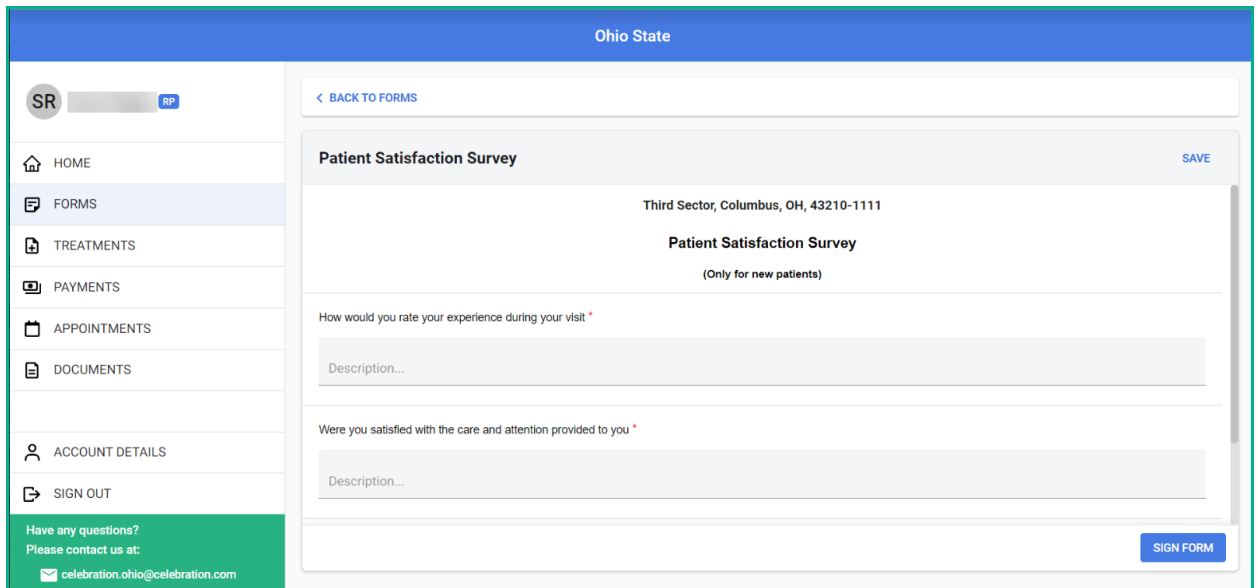
You may search or scroll down to select the **Quick Links** in order to add the preferred name for Responsible Party / Patient, i.e., **@PAT_PREFERREDNAME** and **@RP_PREFERREDNAME**.

Note: All values captured within the **Nickname field** till date can be retained via **Quick Links**. The Nickname field was renamed as Preferred Name for better understanding.



4. Redesigned Forms

Forms generated via **Patient Portal** and **Patient Connect** come with a redesigned outlook.



5. Patient Login Reforms

For easier identification and compliance with privacy standards, when a patient logs into **Patient Portal** and **Patient Connect: Kiosk**, the last four digits of their mobile number will be displayed, with the remaining masked by an 'X'. This happens only if the **two-factor authentication** has been enabled.



Revenue Cycle Management

1. View Claims and Pre Auth details from the Ledger

a. View Claims Details Modal

i. CareStack offers its users the ability to access the **Claims** details while visiting the patient's **Ledger** straight from the procedure code, provided the treatment code has been completed > just hover over the **Code Description** and click on **View Details** that appears.

All Transactions		Requires Attention 171	
Trans. Date	DOS/DOP	Code/Category	Description ⓘ
04/03/2023	04/03/2023	D4211	Ginvect/Gingipsty 1-3t Pr Quad (DOS: 04/03/2023) at FRONT
04/01/2023	04/01/2023	D4210	Ginvect/Gingipsty 4+T/Per Quad (DOS: 04/01/2023) at FRONT

You will see the newly included **Claims** tab on the **Payment Allocation Modal** that opens up. This tab includes details of all the claims associated with the code, namely, **Claim ID, Carrier, Hierarchy, Status & Actions** displayed in a grid-based layout. Selection of **View Claim** under **Actions** opens up the **Claim** slide out for users to take necessary action.

Payment Allocation - 11042: Completed Root canal

Transactions **Claims** Pre Auth


Claim ID	Carrier	Hierarchy	Status	Actions
2430	Choice Benefits	Primary	Closed	 View Claim
2430	Aethna DHMO	Secondary	Accepted	View Claim

b. View Pre Auth Details Modal

i. In the same fashion as the Claims tab within **View Details** of a completed code, the Pre Auth Tab includes associated details, namely, **Pre Auth ID, Pre-Auth No., Carrier, Pre-Auth Status & Actions**. Selection of **View Pre Auth** Tab under **Actions** opens up the Pre Auth slider for users to view and take any necessary action.

Payment Allocation - D2740 - Crown Porcln/Cer Substrate

Transactions Claims **Pre Auth**

Pre Auth ID	Pre-Auth No	Carrier	Pre-Auth Status	Actions
6757	1234567890	BS Insurance	Completed	 View Pre-Auth

View Pre-Auth: Pre-Auth #6757 | Patient: Pre-Auth Status: Completed

Details Pre-Auth Form Pre-Authorization History

Pre-Authorization Details

Patient & Subscriber Details		Pre-Authorization Information	
Patient Name	:	Claim Form	: ADA2019
Subscriber Name	:	Pre-Authorization Channel	: Paper Based
Relation to Subscriber	:	Pre-Auth. FQI	: P-10001-13428

06/21/2023, 11:56 AM **Draft**

Note: These two features offer the ability to quickly view any related claims or pre-auths that are specifically attached to that code, for a quicker way to access those details.

2. Location Warning

Patient Payments with Location Warning

This feature was built for multi-location offices that do not want money taken in one location to be applied to a code in another location to help reduce bank reconciliation between multiple locations. Imagine this feature as a softer approach to payment location restrictions. You will be warned, and many areas will default you to not cross apply money, yet every warning can be overridden with intentionally clicking a different option on the screen.

This distinctive ability, upon being enabled, notifies users via a pop-up alert when attempting to apply a payment that was collected in one location to a treatment code that was completed in a different location. This applies to both taking a new payment, applying existing payments, payment plans, the batch posting functionality, and auto applying of payments from external sources.

a. Practice Settings for Warning (Location Transfer of Receipt)

To enable this feature, navigate to **Practice Settings > Payments > Patient Payments >** select **Edit** under **General Payment Settings >** Choose **Yes** for **'Enable warning while making a location transfer of receipt'**. The following examples are with the feature enabled.

Note: This feature will be *off* as a default for all clients, meaning the setting will state **'No'**. To enable, use the steps above to change the setting to **'Yes'**.

The screenshot shows the CARESTACK Practice Settings interface. The left sidebar lists various settings categories: Basic Information, Administration, Locations, Codes, Insurance Categories, Employers, Carriers, Plans, Collection Agency, Fee Tables, Payments, General, and Patient Payments. The main content area is titled 'General Payment Settings' and contains the following configuration options:

- When Patient Credits are added from Ext. Sources ***: Automatically post the credits against the payment location (dropdown menu)
- Post Credits added from Ext. Sources in Order ***: Oldest First Order (dropdown menu)
- Apply Patient Credits added from Ext. Sources to**: Tx. Codes Completed on same payment location (selected radio button), Any location (unselected radio button)
- Enable warning while making a location transfer of receipt**: Yes (selected radio button), No (unselected radio button)

Buttons for 'Cancel' and 'Save' are located at the bottom right of the settings area.

When the question **'When Patient Credits are added from Ext (external) sources'** is chosen to **leave them as unapplied credits in the patient account**, the following 2 line items are removed: **'Post Credits added from Ext. Sources in Order'**, and **'Apply Patient Credits added from Ext. Sources to'**, because those fields are no longer applicable.

General Payment Settings

When Patient Credits are added from Ext. Sources * : Leave them as unapplied credits in the patient account ▾

Enable warning while making a location transfer of receipt : Yes No

[Cancel](#) [Save](#)

In addition to the location warning in the newly created **Patient Payments** section, we also moved the **Text to Pay** settings from **System Menu > Practice Settings > Payments > General > Others** to choose to show the account name or location name.

Practice Settings	General Payment Settings	Text To Pay Settings
Basic Information	When Patient Credits are added from Ext. Sources : Automatically post the credits against the patient balance first, then post the remaining against the account balance	Text to Pay Message Branding ⓘ : Show Location Name
Administration	Post Credits added from Ext. Sources in Order : Oldest First Order	
Locations	Apply Patient Credits added from Ext. Sources to ⓘ : Tx. Codes Completed on same payment location	
Codes	Enable warning while making a location transfer of receipt : Yes	
Insurance Categories		
Employers		
Carriers		
Plans		
Collection Agency		
Fee Tables		
Payments		
General		
Patient Payments		

To access these settings, there are permissions listed under **System Menu > Practice Settings > Administration > Profiles > select Manage Permissions** against the desired user profile > choose **Practice Settings**.

Tip: If any of the fields have been marked as **'No'**, the selected user will not be able to access those settings. Hence toggle to **'Yes'** as and where required.

Note: If the user has permission to **edit** a setting, then the permission to **view** the setting will automatically **default to 'YES'**.

b. Taking a New Patient Payment

Navigate to **Patient Overview > Billing > Payments > Add New Payment**. When adding a patient payment that is to be directly applied to codes with patient balances, there will be a checkbox auto marked to **'Only show codes in Payment Location'**. If

you uncheck that box and apply the payments to any code, regardless of location, a confirmation warning message will appear upon clicking 'Add Receipt', or 'Pay with Bluepay/Apex/CS Pay'.

Financial Clinical Alerts Prescriptions Documents Memberships + Patient + Alert + Form + Lab + Recall + Message Print X

Financial Summary Add New Payment Unapplied Credits Refund/Adjust-off All Payments Payment Plans 9 Add Migrated Balance Print Payment Summary Go to Ledger

Step 1: Add new payment.

Payment Method * : Regular Payment Advance Payment Payment Plan

Payment Amount * : \$ 10940.44 Location * : MALL : Celebration Dental X Location * : 06/27/2023

Payment Type * : Select Payment Type

Adj. Code : Select Adj. Code

Remarks : Enter remarks here

Balance Summary

Today's Account Charges : \$0.00
 Total Account Balance : \$27,201.20
 Unapplied Credits : \$36,637.65
 Net Account Payable : -\$9,436.45

Apply Credits Write-off all Balances

Step 2: Select procedure code(s) to post payments.

Only show codes in Payment Location Hide Codes Associated with Active Payment Plan(s) Hide Codes without Patient dues

<input checked="" type="checkbox"/>	DOS	Code	Tx. Provider	Tx. Location	Th/Area	BO	Allowed Amt.	Bal. Due Pat.	Bal. Due Ins.	Payment Amt (\$)	Remarks	Adjust
<input checked="" type="checkbox"/>	08/05/2022	1 - 1	SONA	MALL		M	\$110.00	\$113.00	\$0.00	113.00		+
<input checked="" type="checkbox"/>	08/05/2022	D2391 - Resin Composite One Surface Posterior	SONA	MALL	2	D	\$220.00	\$140.00	\$80.00	140.00		+

Step 2: Select procedure code(s) to post payments.

Gerrard, Alisha (10032465) Only show codes in Payment Location Hide Codes Associated with Active Payment Plan(s) Hide Codes without Patient dues

<input type="checkbox"/>	DOS	Code	Tx. Provider	Tx. Location	Th/Area	BO	Allowed Amt.	Bal. Due Pat.	Bal. Due Ins.	Payment Amt (\$)	Remarks	Adjust
<input type="checkbox"/>	06/26/2023	D4211 - Ginvect/Gingipsty 1-3t Pr Quad	WATSON	FRONT		N	\$0.08	\$0.08	\$0.00	0.00		+
<input type="checkbox"/>	06/21/2023	D2740 - Crown Porcln/Cer Substrate	ANDE	OHIO	3	D	\$900.00	\$900.00	\$0.00	0.00		+
<input type="checkbox"/>	06/19/2023	D4211 - Ginvect/Gingipsty 1-3t Pr Quad	WATSON	FRONT		N	\$0.08	\$0.08	\$0.00	0.00		+
<input type="checkbox"/>	06/12/2023	D4211 - Ginvect/Gingipsty 1-3t Pr Quad	WATSON	FRONT		N	\$0.08	\$0.08	\$0.00	0.00		+
<input type="checkbox"/>	06/05/2023	D4211 - Ginvect/Gingipsty 1-3t Pr Quad	WATSON	FRONT		N	\$0.08	\$0.08	\$0.00	0.00		+
<input type="checkbox"/>	05/31/2023	D8670 - Periodic Ortho Contract Billing	FIGUER	FRONT		N	\$83.33	\$83.33	\$0.00	0.00		+

Pat. Bal. in Selected Codes: \$10,940.44 Apply to Oldest First Text to Pay Add Receipt Add Card On File

Warning

You are applying payments mapped under one payment location against a code checked out in another location. Are you sure you wish to proceed?

Location Payment Transfer Summary

Payment Location : MALL : Celebration Dental - Mallory Circle

Tx. Location	Payment Amount
FRONT	\$0.08
Total	\$0.08

Cancel Proceed

Note: When in Practice Settings, 'Enable warning while making a location transfer of receipt' is chosen as 'Yes', then the default under add patient payment is to **HIDE codes with balances in other locations**. That checkbox can always be unchecked, but the amount listed in the "Payment Amount" does not recalculate and stays as is.

c. Applying Existing Payments

When applying an existing patient payment to codes on an individual patient or account basis, there are two ways to do this. Use the **'Apply Credits'** button on the **'Add New Payment'** tab, and within the **'Unapplied Credits'** tab.

i. To **Apply Credits**, navigate to **Patient Overview > Billing > Payments > Add New Payment**.

Financial Summary | Add New Payment | Unapplied Credits | Refund/Adjust-off | All Payments | Payment Plans 2 | Add Migrated Balance | Print Payment Summary | Go to Ledger

Discounts available with Membership plan subscription. [View Plans](#) | [Add Membership Plans](#)

Step 1: Add new payment.

Payment Method * : Regular Payment Advance Payment Payment Plan

Payment Amount * : \$ 0.00 Location * : CENT: Cent Dental X v Payment Date * : 06/30/2023

Payment Type * : Select Payment Type v

Unadj. Trans. Charge : \$21.00 Post Transaction Charges

Remarks : Enter remarks here

Balance Summary

Today's Account Charges : \$0.00
Total Account Balance : \$23,874.48
Unapplied Credits : \$89,663.97
Net Account Payable : -\$65,789.49

Apply Credits Write-off all Balances

When clicking on **'Apply Credits'** in the **balance summary** box on the upper right of the screen, a warning pop-up as the one shown below will appear, asking how you would like to apply the credits. **Same as Pay Location** will be selected by default, and the unapplied credits mentioned against a particular location will only be applied to the location where the treatment code was completed. Once done, click **Proceed**.

Warning

Describe how would you like to apply credits.

Apply to codes from Tx. Location * : Same as Pay. Location Any Location

Tx. Location	Balance Due	Unapplied Credit
SN_2	\$0.00	\$240.00
CBO	\$0.00	\$81.00
MALL	\$0.00	\$33,223.88
OHIO	\$10,393.35	\$241.60
SMILES	\$0.00	\$24,494.61
	\$10,393.35	\$58,281.09

Cancel Proceed

If you choose any location, the total **unapplied credits** mentioned in the pop-up will be applied to the total balance due, irrespective of location.

ii. To apply credits from the **Unapplied Credits** tab, navigate to **Patient Overview > Billing > Payments > Unapplied Credits**.

The screenshot shows the 'Unapplied Credits' interface. At the top, there are navigation tabs: Financial Summary, Add New Payment, Unapplied Credits (selected), Refund/Adjust-off, All Payments, Payment Plans (2), Add Migrated Balance, Print Payment Summary, and Go to Ledger. Below the tabs, there are two steps:

Step 1: Select credits to post payment from. This step includes a table with columns: Select, Receipt #, Payment Date, Method, Paid For, Category, Location, Amount, Unapplied, User's Name, and Remarks. The first row is selected, showing a receipt of 252767 for \$98.00 at the MALL location, with user 'Shaji, chinchu asdqw'.

Step 2: Select procedure code(s) to post payments. This step includes a table with columns: Mstr. Momota, Kenta (10031019), Only show codes in Payment Location (checked), Hide Codes Associated with Active Payment Plan(s) (unchecked), Hide Codes without Patient dues (checked), DOS, Code, Tx. Provider, Tx. Location, Th/Area, BO, Allowed Amt., Bal. Due Pat., Bal. Due Ins., Payment Amt (\$), Remarks, and Adjust. The table shows three procedure codes, all with 'MALL' as the Tx. Location.

Select	Receipt #	Payment Date	Method	Paid For	Category	Location	Amount	Unapplied	User's Name	Remarks
<input checked="" type="checkbox"/>	252767	09/02/2022	Payment Plan	Mstr. Momota, Kent...	CASH	MALL	\$98.00	\$98.00	Shaji, chinchu asdqw	
<input type="checkbox"/>	252650	08/23/2022	Payment Plan	Mstr. Momota, Kent...	CREDIT/DEBIT CARD	FRONT	\$50.50	\$50.50	User, System	
<input type="checkbox"/>	252125	07/23/2022	Payment Plan	Mstr. Momota, Kent...	CREDIT/DEBIT CARD	FRONT	\$50.50	\$50.50	User, System	
<input type="checkbox"/>	252060	07/14/2022	Regular	Mstr. Momota, Kent...	CREDIT/DEBIT CARD	FRONT	\$8888.88	\$8888.88	suresh, athul v	

Unadj. Trans. Charge : \$21.00 Post Transaction Charges

Selected	DOS	Code	Tx. Provider	Tx. Location	Th/Area	BO	Allowed Amt.	Bal. Due Pat.	Bal. Due Ins.	Payment Amt (\$)	Remarks	Adjust
<input checked="" type="checkbox"/>	02/16/2022	D8070 - Comprehensive Trans Dentition	ALTMAN	MALL		DD	\$404.16	\$70.83	\$333.33	0.00		+
<input checked="" type="checkbox"/>	08/19/2021	D1110 - ProphylaxisA	FIGUER	MALL		N	\$100.00	\$100.00	\$0.00	21.00		+
<input checked="" type="checkbox"/>	08/18/2021	D0180 - Compsve Perio Eval New/Est Pat	ARDM	MALL		N	\$100.00	\$77.00	\$0.00	77.00		+
Total							\$604.16	\$247.83	\$333.33	\$98.00		

If the user selects a receipt from the **Step 1 grid: 'Select credits to post payment from,'** the **Only Show Codes in Payment Location** box under **Step 2: 'Select procedure code(s) to post payments'** will be check-marked automatically, and the **Step 2 grid** will only show codes in the same location as the selected payment location in **Step 1**.

If the user selects multiple receipts from different locations in the **Step 1 grid**, the codes for all the selected locations will be displayed in the **Step 2 grid**.

If the user has not selected any receipt from the **Step 1 grid**, then the **Only Show Codes in Payment Location** box will remain unchecked and all codes from all locations will be displayed in **Step 2**.

d. Payment Plans

With Payment Plans, you can link codes at the time of a payment plan creation; link codes to an existing payment plan, as well as link an existing general payment plan to

an ortho patient payment schedule. Location warnings will populate across the said areas. Let's go over each function.

i Navigate to **Patient Overview > Billing > Payments > Payment Plans**. When creating a payment plan and linking codes, or linking codes to an existing payment plan, by default, the checkbox **'Only show codes in Payment Location'** will be marked, which will match the payment location of the payment plan, thus only showing completed codes with patient balances that match the payment location of the payment plan.

Create Payment Plan

1 Add Payment Plan Details 2 View & Sign Agreement 3 Make Payment

Contracted Treatment Codes - Summary

Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	St.	Action
No linked treatment procedures								

Link Treatment Codes

Payment Plan Details

Patient Name : Gerrard, Alisha

Payment Plan Name* : Payment Plan #15

Location* : OHIO: Ohio State

Link Treatment Procedure to Payment Plan

Select Procedure Code(s) to Link to Payment Plan

Only show codes in Payment Location Hide Codes Associated with Active Payme

<input type="checkbox"/>	Date Of Service	Code	Tx. Provider	Billing Order	Location	Allowed Amt.
<input type="checkbox"/>	07/11/2023	D0120 - Periodic Oral Evaluation	BARN	N	OHIO	\$87.00
<input type="checkbox"/>	06/29/2023	D1206 - Topical Fluoride Varnish - Therapeutic ...	ANDE	D	OHIO	\$45.00
<input type="checkbox"/>	06/29/2023	D0120 - Periodic Oral Evaluation	ANDE	D	OHIO	\$25.00
<input type="checkbox"/>	06/21/2023	D2740 - Crown Porcln/Cer Substrate	ANDE	D	OHIO	\$900.00
<input type="checkbox"/>	05/09/2023	D0120-1 - cleaning 1	SHAJI	N	OHIO	\$500.00
<input type="checkbox"/>	04/11/2023	D1110 - ProphylaxisA	SUNNY	N	OHIO	\$98.00
<input type="checkbox"/>	04/10/2023	MSB - Migrated Starting Balance	ANDE	H	OHIO	\$20.00
<input type="checkbox"/>	04/04/2023	MSB - Migrated Starting Balance	FIGUER	H	OHIO	\$20.00
<input type="checkbox"/>	02/07/2023	D0330 - Panoramic Film	ANDE	D	OHIO	\$88.00

Note: If the box is unchecked, you can select codes in other locations. After the codes are linked and you click on **'View & Sign Agreement'**, the following warning message will appear to confirm the actions.


Warning

This would result in applying credits from one location to balances in another location. Do you wish to proceed?

ii Navigate to **Patient Overview > Billing > Ortho Cases > Payment Plans**. When the user tries to link an existing general payment plan to the an ortho plan, if there is a mismatch between the location of the corresponding ortho case and the general payment plan, the below warning will be displayed upon selecting the payment plan from the dropdown:

Link General Payment Plan ✕

Do you want to create a new payment plan or link an existing payment schedule for the selected ortho patient payment plan?

i Location of the selected payment plan is different from that of the Ortho Case. 

Choose Action : Create New Payment Plan Link existing Payment Plan Do not create Payment Plan

Payment Plan * : ✕ ▼

iii. When the user tries to edit the location of an ortho case after a payment plan has been linked to the plan, and it no longer matches the location of the payment plan, the below warning will be displayed when the user selects the non matching location.



Case Summary: Case #1
✕

ⓘ Selected location of the Ortho case is different from that of the linked payment plan(s).

Case Name *	:	Case #1	
Treatment Provider *	:	DHRAN: Randhawa, Haroon	▼
Location *	:	HV : Dental Depot of Highland Village	▼

Visit Details

Treatment Start Date *	:	01/01/2023	✕ 📅
Treatment End Date *	:	01/01/2023	✕ 📅
Banding Date (DOS) *	:	01/01/2023	✕ 📅
Expected Number of visits	:		

Treatment Details

Treatment Code *	:	D8010 - LIMITED ORTHO TREAT OF THE PRIM DENTITIO	▼
Periodic Billing Code *	:	D8010 - LIMITED ORTHO TREAT OF THE PRIM DENTITIO	▼
Billing Interval *	:	Weekly	▼
First Periodic Billing Date *	:	01/13/2023	✕ 📅
Patient Amount *	:	\$ 50	
Insurance Amount *	:	\$ 100	
Total Amount	:	\$150.00	
Notes	:		

Cancel
Save

iv. When the user creates a new ortho patient payment plan for an ortho plan (rather than linking an existing general payment plan), and if there is a mismatch between the locations of the corresponding ortho case and the ortho payment plan, the below warning will be displayed when the user selects the non matching location:



Create Payment Plan
✕

1 Add Payment Plan Details
 2 View & Sign Agreement
3 Make Payment

Contracted Ortho Payment Plan - Summary

Plan Name	: Patient Payment Plan #1	Contracted Amount	: \$808.00
Total Amount	: \$900.00	Number Of Terms	: 10 (Pending 10)
Down Payment	: \$100.00	Periodic Payment Amount	: \$80.00
Down Payment Date	: 09/20/2021	Payment Frequency	: Weekly
Financed Amount	: \$800.00	Location	: Mallory
APR(%)	: 1%	First Payment Date	: 09/20/2021

Payment Plan Details

Create Payment Plan for :

Entire Ortho Plan: \$808.00
For the whole ortho schedule

Pending Codes: \$640.00
For the rest of the ortho schedule

Customize
Make your custom payment plan

Include Down Payment Code in Total Amount : Yes No

Basic Details

i Selected location of the payment plan is different from that of the Ortho Case.

Payment Plan Name *	: Plan 1	Location *	: Mall
Plan Type	: Ortho	Total Amount *	: \$ 800.00

Down Payment Details and Financial Details

Down Payment	: \$ 0.00	No Of Payments *	: 10
Financed Amount	: \$ 800.00	Periodic Pay Amount *	: \$ 80.00
APR	: 1%	Payment Frequency *	: Weekly
Contracted Amount	: \$ 800.00	First Per. Pay. Date *	: 09/27/2021 i

Additional Settings

View & Sign Agreement

e. Batch Posting

When the users initiate a Batch Posting on the unapplied credits i.e. from **System Menu > Patient Payments > Batch Posting > Post Unapplied Credits**; by default, **'Same as Pay Location'** in response to **Apply Credits** will be checked by default, which will only post credits to codes in matching locations.



Post Unapplied Credits
✕

Source of the Credits

Narrow the credits to be batch posted with payment filters.

Payment Date Between * : 07/07/2023 to 07/07/2023

Payment Method * :

Payment Location * :

Payment Category * :

Apply Credits to

Describe how the credits should be batch posted.

Post Credits to * : Patient Balance Account Balance

Apply to * : Oldest First Newest First

Apply to codes from Tx. Location * : Same as Pay. Location Any Locations

Remarks :

f. External (Patient Portal) Patient Payment

If the patient makes a payment from an external source, such as **Patient Portal** or **Text to Pay**, practices can set it to be applied only to the location where the treatment code was completed. If the payment location and the code location are different, the payment will be collected but will not be applied to the balance due.

Navigate to **System Menu > Practice Setting > Payments > Patient Payments > General Payment Settings**.

- i. If you select **Tx. Codes Completed on Same Payment Location**, the payment will be applied only to the location where the treatment was completed.
- ii. If you choose **Any Location**, the payment collected from the external source will be applied to the balance due irrespective of location.

General Payment Settings		Text To Pay Settings	
When Patient Credits are added from Ext. Sources *	: Automatically post the credits against the patient balance first	Text to Pay Message Branding ⓘ	: Show Location Name
Post Credits added from Ext. Sources in Order *	: Oldest First Order		
Apply Patient Credits added from Ext. Sources to ⓘ	: <input checked="" type="radio"/> Tx. Codes Completed on same payment location <input type="radio"/> Any location		
Enable warning while making a location transfer of receipt	: <input checked="" type="radio"/> Yes <input type="radio"/> No		
<input type="button" value="Cancel"/> <input type="button" value="Save"/>			

3. General Payment Plans

a. Editing Payment Schedule Amount in Payment Plans

i. CareStack offers users the ability to **Edit** an Overdue/Pending Amount on a Payment Plan provided the **Pending Schedule** has one or more Overdue/Failed schedules. The ability to edit an overdue payment schedule in the past was not allowed, reducing flexibility in the feature. This feature lays the framework for the **'Link Receipts to Payment Plan'** feature, listed a couple items below in this article. In such an instance, the effect of the change will be applied only to the payment amount in the pending schedule without affecting the **Overdue/Failed schedules**.

Note: Users will not be able to edit when there is only one pending schedule in the payment plan.

Payment Plan Overview ⓘ		Contracted Treatment Procedure - Summary								
Plan Name	: Payment Plan #6	Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	Pat. Paid	Status
Patient Name	:	03/13/2023	D4211	WATSON	FRONT	\$0.08	\$0.08	\$0.08	\$0.00	Completed
Location	: OHIO - Ohio State	03/06/2023	D4211	WATSON	FRONT	\$0.08	\$0.08	\$0.08	\$0.00	Completed
Plan Type	: General	06/15/2022	D6057	2.JJP	MALL	\$992.00	\$992.00	\$1,017.59	\$0.00	Completed
Status	: Active	06/20/2022	D4211	WATSON	FRONT	\$4.00	\$4.00	\$4.00	\$0.00	Completed
Total Amount	: \$1,400.00	02/27/2023	D4211	WATSON	FRONT	\$0.08	\$0.08	\$0.08	\$0.00	Completed
Down Payment Details		03/01/2023	D4210	WATSON	FRONT	\$130.31	\$130.31	\$120.31	\$0.00	Completed
Down Payment Amount	: \$0.00	06/20/2022	D4211	WATSON	FRONT	\$0.08	\$0.08	\$0.08	\$0.00	Completed
Financial Details		TOTAL \$1,126.63 \$1,142.22 \$0.00								
Financed Amount	: \$1,400.00	Amortization Schedule								
APR (%)	: 0	Amount Paid	: \$1,016.12			Remaining No. of Payments	: 2			
Contracted Amount	: \$1,400.00	Past Due Amount	: \$0.00			Last Payment Date	: 07/15/2023			
Number of Payments	: 6	Future Scheduled	: \$383.88			Next Payment Date	: 08/15/2023			
Periodic Payment Amount	: \$191.93	Exempted Amount	: \$0.00			No. of Exempted Payments	: 0			
Payment Frequency	: Monthly	Date Auto-Debit Amount Payment Date Receipt Details Status Actions								
First Periodic Payment Date	: 04/15/2023	04/15/2023	\$440.33	03/16/2023	Receipt Deleted	Success				
Additional Details		05/15/2023	\$191.93	03/16/2023	Receipt Deleted	Success				
Payment Posting Preference	: Post against patient balance	06/15/2023	\$191.93	06/12/2023	#255278 Paid	Success	View Receipt Details			
Order of Posting	: Oldest First Order	07/15/2023	\$191.93	04/26/2023	Receipt Deleted	Success				
Notes	:	08/15/2023	\$191.93			Pending	Pay Now Edit Skip Skip & Add Exempt Link Receipt			
Payment Details		09/15/2023	\$191.95			Pending	Edit Skip & Add Exempt			
Payment Type	: CREDIT/DEBIT CARD - American Express									
Auto-Debit	: Enabled									
Agreement Details										
		<input type="button" value="Terminate"/> <input type="button" value="Complete"/> <input type="button" value="Pause"/> <input type="button" value="New Payment Agreement"/> <input type="button" value="Edit Payment Details"/> <input type="button" value="Edit Payment Plan"/>								

ii. When an **Overdue Amount** is changed to (**Current Overdue Amount + Pending Amount**), this increases the overdue amount, which in turn may lead to one or more **pending schedules** being removed and the number of terms reduced. This happens when the pending amount gets covered while adjusting the Overdue amount.

Let's take a look at the screenshot below. In this example, you will see 2 Overdue payments of \$80 and 2 Pending payments of \$80. In such an instance, if one of the Overdue is adjusted to \$160, then from the remaining two terms of pending payment, one term of paying the pending amount of \$80 will be removed.

Note: Users will not be able to edit overdue payments with no pending schedule.

Date	Auto-Debit Amount	Payment Date	Receipt Details	Status
06/20/2023	\$80.00			Overdue
06/27/2023	\$80.00			Overdue
07/04/2023	\$80.00			Pending
07/05/2023	\$80.00			Pending

iii. When a payment Plan has two or more pending schedules and only one overdue/failed schedule, the user can edit a pending schedule amount to cover the future scheduled amount. In such an instance, the remaining pending schedules and number of terms will be reduced.

a. If the **initial payment** transaction gets declined while creating a payment plan, the users can use the **Previous** button in the **Make Payment** section to navigate to the previous pages and retry the down payment without having to begin again.



Create Payment Plan


1 — 2 — 3

Add Payment Plan Details **View & Sign Agreement** **Make Payment**

Payment Summary

Patient	Down Payment Amount
	0.00

[Add Receipt & Complete](#)



[Previous](#)

b. Capturing Signature for General Payment Plan

While creating a Payment Plan, users have four options to select from in order to capture their patient's signature on the Payment Plan Agreement.

- i. Use the **electronic signature** pad to capture the signature if one is available and connected to the user's system. This option would be shown only if an **e-sign pad** is connected, else it will remain hidden.
- ii. Use **mouse input** to capture the patient's signature.



iii. The users can also collect the signature from the patient externally by printing out the agreement and the same can be marked inside CareStack, with the option , **'Confirm that the patient's signature has been captured externally.'**

iv. Use **Patient Connect/Patient Portal** to capture signature (**Agreement will be saved as Draft**)

Note: When opting for the **4th option**, users will be notified with the following message, i.e., **'The patient can sign the agreement either via Patient Connect or logging into their Patient Portal'.**

Capture Patient Signature [X]

⚠ Electronic signature pad integration failed. Use mouse input to sign.

Use mouse input to capture signature

Confirm that the patient's signature has been captured externally [Print Agreement](#)

Use Patient Connect/Patient Portal to capture signature (Agreement will be saved as Draft)

Use Patient Connect/Patient Portal to capture signature (Agreement will be saved as Draft)

Note :

- The patient can sign the agreement either via Patient connect or logging in to their Patient Portal.

Cancel Confirm

[Clear Signature](#) Cancel Save

c. Linking a Receipt to a Payment Plan

We have brought in a new addition to Payment Plans i.e. linking an external receipt from the patient ledger that is unapplied, to a payment plan, to fulfill a payment schedule of a payment plan. ***This feature is helpful in 2 ways;***

- When a patient pays an overdue or future payment schedule with a different card than the card on file for an auto debit payment plan.

- When a cash or check payment was made to fulfill an overdue or future payment schedule for a payment plan.

i. Navigate to **Patient Overview > Billing > Payments > Payment Plans**, open the desired payment plan by clicking **View Details**, and on the desired payment schedule, click **'Link Receipt'**.

Payment Plan : Payment Plan #16

Payment Plan Overview

Pending Agreement Signature [View Agreement](#)

Plan Name : Payment Plan #16
 Patient Name : Gerrard, Alisha (10032465)
 Location : OHIO : Ohio State
 Plan Type : General
 Status : Active
 Total Amount : \$100.00

Down Payment Details

Down Payment Amount : \$0.00

Financial Details

Financed Amount : \$100.00
 APR (%) : 0
 Contracted Amount : \$100.00
 Number of Payments : 1
 Periodic Payment Amount : \$100.00
 Payment Frequency : Weekly
 First Periodic Payment Date : 07/19/2023

Additional Details

Payment Posting Preference : Post against patient balance
 Order of Posting : Oldest First Order
 Notes :

Payment Details

Payment Type : CHECK - Check
 Auto-Debit : Disabled

Agreement Details

Payment Plan #16 - Consent Form [\(Most Recent\)](#)

Contracted Treatment Procedure - Summary

Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	Pat. Paid	Status
No Contracted Treatment Procedures								

Amortization Schedule

Amount Paid : \$0.00 Remaining No. of Payments : 1
 Past Due Amount : \$0.00 Last Payment Date : -
 Future Scheduled : \$100.00 Next Payment Date : 07/19/2023
 Exempted Amount : \$0.00 No. of Exempted Payments : 0

Date	Auto-Debit Amount	Payment Date	Receipt Details	Status	Actions
07/19/2023	\$100.00			Pending	Pay Now Skip & Add Exemp Link Receipt

Link Receipt

Payment Plan Location : OHIO : Ohio State Schedule Date : 07/19/2023 Schedule Amount : \$100.00

Select a Receipt to link to Payment Plan Show Receipts in All Locations Show Receipts without Available Credits

Receipt #	Payment Date	Method	Paid For	Category	Location	Amount	Unapplied	User's Name	Remarks	Action
255678	07/13/2023	Regular	Gerrard, Alisha (100...	CREDIT/DEBIT CARD	OHIO	\$100.00	\$100.00	Shaji, chinchu asdqw		Link Receipt

Confirm Action

Payment Plan Location : OHIO : Ohio State
 Schedule Date : 07/19/2023 Schedule Amount : \$100.00

Are you sure you want to link the following receipt to the schedule?

Receipt #	Payment Date	Location	Amount
255678	07/13/2023	OHIO	\$100.00

[Cancel](#) [Proceed](#)

ii. For a receipt to show up in the grid after clicking **Link Receipt** in the payment plan, it has to be the **same dollar amount** as the **payment schedule**, and the **same location**. If you wish to link a receipt that is in a location different from the payment plan location, simply click the box to **'Show Receipts in All Locations'**.

Link Receipt

Payment Plan Location : OHIO : Ohio State Schedule Date : 07/19/2023 Schedule Amount : \$100.00

Select a Receipt to link to Payment Plan Show Receipts in All Locations Show Receipts without Available Credits

Receipt #	Payment Date	Method	Paid For	Category	Location	Amount	Unapplied	User's Name	Remarks	Action
255674	07/13/2023	Regular	Gerrard, Alisha (100...	CHECK	MALL	\$100.00	\$100.00	Shaji, chinchu asdqw		Link Receipt
255678	07/13/2023	Regular	Gerrard, Alisha (100...	CREDIT/DEBIT CARD	OHIO	\$100.00	\$100.00	Shaji, chinchu asdqw		Link Receipt

Note: For reference, the Payment Plan Location and other important information is listed on the upper left-side of the grid, when choosing which receipt to link.

iii. You can also click to **Show Receipts without Available Credits**, which will allow you to connect a previously applied receipt, that has no unapplied amount left, to this payment plan, if desired.

Payment Plan Location : OHIO: Ohio State Schedule Date : 07/19/2023 Schedule Amount : \$100.00

Select a Receipt to link to Payment Plan Show Receipts in All locations Show Receipts without Available Credits

Receipt #	Payment Date	Method	Paid For	Category	Location	Amount	Unapplied	User's Name	Remarks	Action
255678	07/13/2023	Regular	Gerrard, Alisha (100...	CREDIT/DEBIT CARD	OHIO	\$100.00	\$100.00	S. S. chinchu asdqw		Link Receipt
255708	07/13/2023	Regular	Gerrard, Alisha (100...	CASH	OHIO	\$100.00	\$0.00	Gerrard, Alisha		Link Receipt

iv. The types of receipts that will populate in the list of receipts that can be linked are **Cash, Check, and Credit/Debit**.

v. The Payment Method will be updated from a **General** receipt to a **Payment Plan** receipt, after it is linked.

Note: You can only link one receipt at a time, meaning **one receipt to one payment schedule**. This feature is available for both pending scheduled (**future payments**) as well as overdue schedules (**past payments**). The amount remaining in the payment plan will be reduced, and the amount paid will be increased, by the receipt amount.

CS Pay

1. Customization of CS Pay Email Notifications

a. Here is what users can achieve when provided with login access to the **CS Pay Portal**, via **Practice Settings > Administration > Users > select user** from the grid > click on **Login Details** on the user details pop-up > select **Edit** > checkmark **CS Pay** for **Allow Login to**. Upon doing so, an additional field, **Send Email Notifications for** will automatically appear for the user to select the options for which the email notification(s) will be triggered. The options include:- **Check Settlement Failure, Disputes Raised, and Merchant Account Activation**.

The screenshot shows a 'User Setup' window with a sidebar on the left containing 'User Setup', 'Provider Details', 'Login Details', and 'Working Hours'. The 'Login Details' section is active, showing fields for 'Allow login access' (Yes), 'Allow login to' (Carestack PMS, Patient Connect, CS Pay), 'Send Email Notifications for' (Check Settlement Failure, Disputes Raised, Merchant Account Activation), 'Username' (arnameyer), 'Email' (arnapaulinemeyer@gmail.com), 'Profiles' (Super Admin, Front office), 'Default profile' (Super Admin), 'Auto clock in on login' (No), and 'Hourly pay' (No). The 'Merchant Account Activation' checkbox is checked and highlighted with a red box. 'Cancel' and 'Save' buttons are at the bottom right.

b. Merchant Account Activation

Once the '**Merchant Account Activation**' for **CS Pay** has been checkmarked in **Login Details** of the said user, then the following email confirmation upon successful activation of their **CS Pay merchant account** will be generated.

The screenshot shows an email confirmation message with the following text: "Greetings, We have approved your CS Pay merchant account application and it is now active. To activate CS Pay within CareStack there are some setup steps that are required. You'll find all the instructions in this document: [Enable CS Pay in CareStack](#). Once your setup is complete, you can process card payments immediately. Please contact us at cspay.support@carestack.com should you have further questions. Regards,"

2. Deposit Report

a. In the CS Pay Portal, the **Deposit Report** is available on the following URL: <https://pay.uat.carestack.com/#/deposit-reports>.

- i. Users can filter the Payment Transactions using the **Select Period** option on the table header.
- ii. The existing '**Export Deposit Report**' button, which enables users to download the currently filtered transactions as a CSV file, has added a new column titled '**Transaction ID**'.

CSPay_DepositReport_03272023_163034

Deposit ID	Transaction ID	Batched At	Card Type	Last Four	Authorization Code	Total	Fees
714	10000000143	07/14/2022 06:55:53 PM	VISA	1111	34a1e756-fa13-47be-82b1-6afcf332c7f	-50	1.75
713	10000000141	07/14/2022 06:55:53 PM	VISA	1111	616dfd2d-52ef-4c8f-b7a1-58d089f5bd72	0.01	0.3
712	10000000140	07/14/2022 06:55:53 PM	VISA	1111	c77540c7-30ef-4158-b43d-0da1121cd067	-0.01	0.3
712	10000000139	07/14/2022 06:55:53 PM	VISA	1111	41e4ba37-6e46-4360-84c5-fa5748816d84	0.01	0.3

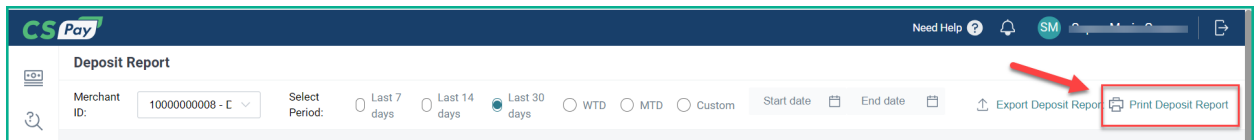
iii. Users will see **ACH Transactions** indicated as **ACH** under the column header 'Type'.

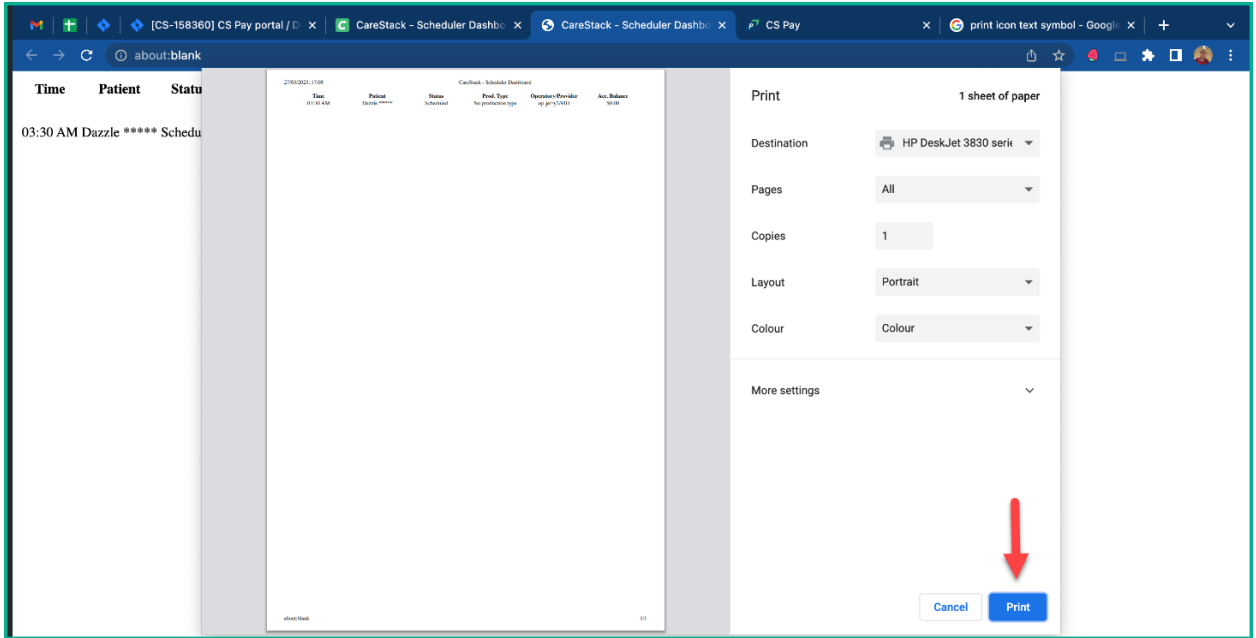
The screenshot shows the CS Pay interface for a Deposit Report. The 'Type' column header in the transaction table is highlighted with a red box and a red arrow. The table contains three rows of ACH transactions.

Transaction ID	Date & Time	Type	Authorization Code	Collection	Fee
10000001049	06/13/2023 03:03 PM	ACH	ccbc60d-a0ac-4b60-a880-e7266e1e5074	\$10.00	\$0.24
10000001048	06/13/2023 03:02 PM	ACH	d29d62e2-9bb1-497e-8bfe-45a6ab50c528	\$1.00	\$0.16
10000001051	06/13/2023 03:13 PM	ACH	56cfe7a-07b1-4646-b7d6-d4f4daa7298a	\$2.00	\$0.17

b. Ability to Print Deposit Report

The inclusion of the **Print Deposit Report** will enable users to directly print the report without having to first download the report. To access this feature navigate to **CS Pay > Deposit Report > Print Deposit Report**.

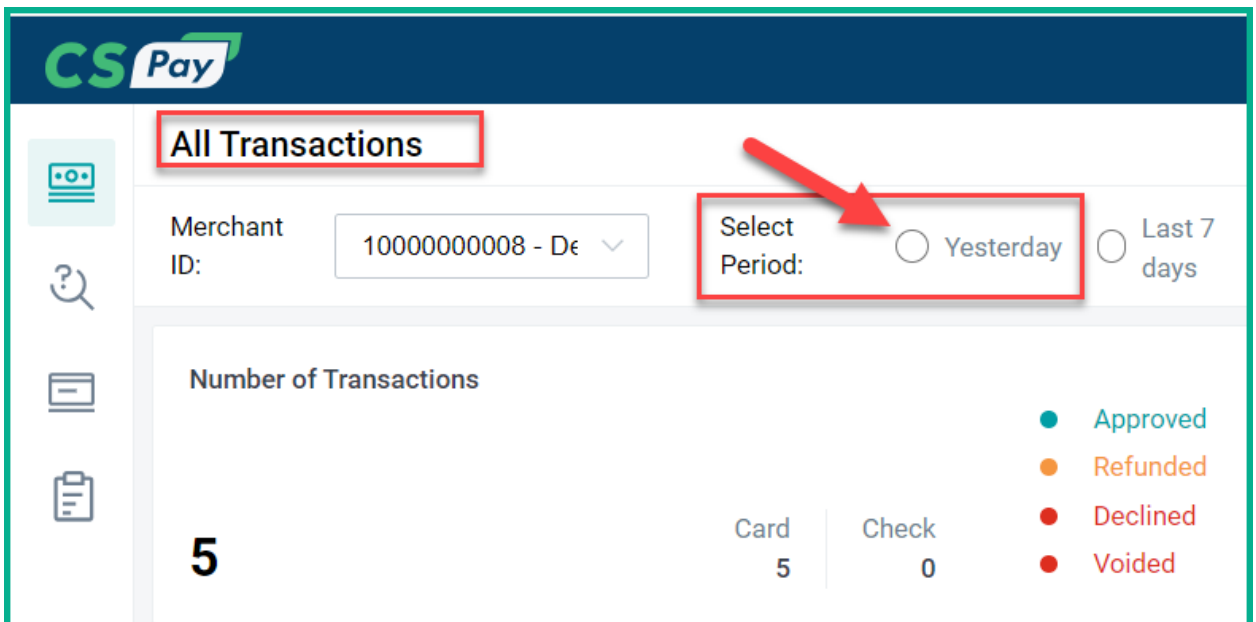




3. Selection to View Yesterday's Transactions

a. In the CS Pay Portal, as you navigate to the **All Transactions** page, you will find in the **Select Period** section, an option button that lets you make a selection for **'Yesterday'**.

Note: Selecting **'Yesterday'** lets you filter out transactions from the previous day that are within the **time range of 12 am to 11:59 pm**. The suggested time range shall be relative to the system time zone of the user who has logged in.



4. Tokenization of ACH Payments

- a. To increase efficiency in managing payments made with **CS Pay**, CareStack brings to its users a handful of advantages.
 - i. The foremost is the ability to **tokenize ACH payments** as you **'Pay with CS Pay'** for **Check payments**.

The screenshot shows the 'Add New Payment' interface in CareStack. The 'Payment Type' is set to 'CHECK - Check' and is highlighted with a red box. The 'Payment Amount' is \$100.00, and the 'Payment Date' is 06/22/2023. The 'Location' is MALL: Celebration Dental. The 'Payment Method' is Regular Payment. The 'Reference No.' is 12345. The 'Balance Summary' on the right shows Today's Account Charges: \$0.00, Total Account Balance: \$1,851.15, Unapplied Credits: \$454.20, and Net Account Payable: \$1,396.95. The 'Step 2: Select procedure code(s) to post payments.' section shows a table with columns for DOS, Code, Tx. Provider, Tx. Location, Th/Area, BO, Allowed Amt., Bal. Due Pat., Bal. Due Ins., Payment Amt (\$), Remarks, and Adjust. The table is currently empty with the message 'No Results Found'. At the bottom right, there are buttons for 'Add Receipt', 'Text to Pay', and 'Pay with CS Pay', with a red arrow pointing to the 'Pay with CS Pay' button.

- ii. To successfully tokenize, users need to input the patient's **Routing Number** and **Account Number**. Checkmark the **'Save Account Information for Later Use'** to save the bank account on file & click the **Pay** button to proceed with the payment.
- iii. Checkmarking the **'Save Account Information for Later Use'** will prompt a **Confirm Patient Consent** pop-up. Choosing the desired option will enable the **'Confirm & Save Payment Method'** button.

Note: Click on **Send Patient Portal Link** if you are choosing the third option. This will send the patient an email through which they will receive the link for their agreement, which they can view and easily sign via the **Patient Portal**.

Confirm Patient Consent [X]

Action Required
Please avoid closing this or refreshing the screen without taking the necessary action. The saved payment method information would be lost and will not be available for future use if the Payment Method Agreement is not printed or signed.

Warning: Electronic signature pad integration failed. Use mouse input to sign.

Use mouse to capture signature

Confirm that account holder's signature has been captured externally

Save the Payment Method Agreement as Draft, and capture signature later

[View Agreement](#)

[Send Patient Portal Link](#)

[Skip Saving Payment Method](#) [Confirm & Save Payment Method](#)

iv. 5 to 7 working days are expected for **Check Payments** to reach the merchant bank account and to be settled (*provided the charge went through with no issues like a bounced check*). If you attempt to make a payment during this time, you will see the **'Settlement Pending'** highlighted against the **tokenized payment**.

Tip: Therefore, the same token for this location cannot be reused until the payment has been settled for this location. Once the payment has been settled, you will be able to **'Use Saved Account'** to make further payments.

Paying with CS Pay

Payment Summary

Patient	Amount
[Redacted]	\$8,948.00
[Redacted]	\$1,226.00
[Redacted]	\$1,050.60
Total Amount Payable	\$11,224.60

Use Saved Account

[Bank Icon] xx 3210 [Redacted] Settlement Pending [Trash Icon]

Paying with CS Pay

Payment Summary

Patient	Amount
[Redacted]	\$0.00
[Redacted]	\$3,081.00
Total Amount Payable	\$3,081.00

Use Saved Account

[Bank Icon] xx 3210 [Redacted] [Trash Icon]

[+ Add New Account](#)

[Pay \\$3,081.00](#)

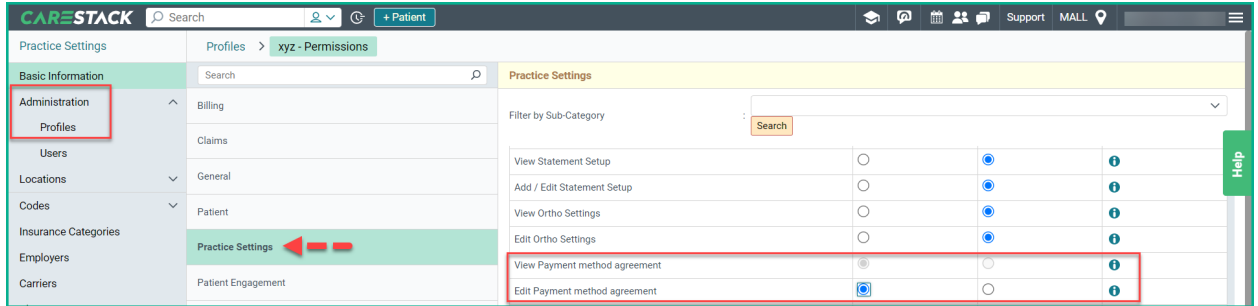
Note: Users cannot tokenize ACH payment methods with zero-dollar payments.

b. Permission to View & Update Card on File Agreement

i. To access this setting, navigate to **Practice Settings > Administration > Profiles > select Manage Permission for the desired profile > Practice Settings > Payment Settings > View Payment Method Agreement / Edit Payment Method Agreement.**

To enable permission to **View Payment Method Agreement**, ensure to select 'Yes'. Also, users who have been given permission to **Edit Payment Method Agreement** will have the corresponding **View Payment Method Agreement** permission automatically switched to 'Yes'. In such a scenario, the permission to **View** will remain uneditable.

ii. **"Payment Method Agreement"** has replaced the previously worded **"Card on File Agreement"**, since this agreement now supports both **Card on File**, and **ACH on file**.



5. Payment Plans Using Check

a. The ability to create auto-debiting payment plans using tokenized ACH payments have been introduced. While creating a new payment plan, if the down payment amount is greater than zero and the user chooses the **Payment Type** as **Check**, the **Enable Auto Debit** checkbox will be activated, provided that ACH tokenization of check payment is enabled in the selected **location in Practice Settings**.

Note: *Payment types under the Direct Transfer payment category are currently not supported for auto-debiting. Only payment types under Check can be used to create auto-debiting payment plans.*

b. Since check payments take at least 5 to 7 days to settle, while creating the payment plan using the same and if auto-debit is enabled, then the first periodic

payment date should be at least two weeks after the down payment date to accommodate the down payment's settlement period.

Create Payment Plan

1 Add Payment Plan Details 2 View & Sign Agreement 3 Make Payment

Contracted Treatment Codes - Summary [Link Treatment Codes](#)

Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	Status	Action
⚠ First periodic payment date should be 2 weeks after the current date to account for the initial ACH payment settlement period								

Payment Plan Details

Patient Name : Flinstone, Wilma

Payment Plan Name * : Location * :

Plan Type : General Total Amount * : \$ 1000.00

Down Payment & Financial Details

Down Payment : \$ 100.00 No Of Payment * : 5

Financed Amount : \$900.00 Periodic Pay. Amt. * : \$ 180.00

APR : 0 % Payment Frequency * : Weekly

Contracted Amount : \$900.00 First Per. Pay. Date * :

Additional Settings

Add Credits as * : Notes :

Order of Posting * : Oldest First Order Newest First Order

[View & Sign Agreement](#)

c. Once the agreement is signed and when the user moves on to the **Make Payment** section, the user would be able to either use a previously tokenized bank account or enter the ACH payment details in the payment form.

Create Payment Plan

1 Add Payment Plan Details 2 View & Sign Agreement 3 Make Payment

100.00

Use Saved Account

ACH Account Information

First Name * :

Last Name * :

Routing Number * :

Account Number * :

Account Type * : Savings Checking

Ownership * : Consumer Business

Billing Address Information

Account Holder's Billing Address: This patient's communication address has been pre-filled below. Please update if the billing address is different.

Address Line 1 * :

Address Line 2 :

Zip * : [Verify](#)

City * :

State * :

Save Account Information For Later Use

[Pay \\$100.00 Via CS Pay](#)

d. Once the payment has been successfully added and the payment plan is created, the plan status will be **Pending** till the initial down payment is settled, and an information section will appear helping users understand why the payment plan is still pending.

Payment Plan: Payment Plan #4

Payment Plan Overview

Payment Plan Activation is still Pending
 This payment plan has not been activated because the down payment amount has not been settled yet from the bank's end. It usually takes up to 5 to 7 days for the payment to settle.

Plan Name : Payment Plan #4
 Patient Name : Finstone, Wilma (10032823)
 Location : MALL - Celebration Dental - Mallory Circle
 Plan Type : General
 Status : Pending
 Total Amount : \$2,000.00

Down Payment Details

Down Payment Amount : \$500.00
 Receipt Details : #255592 | Unapplied \$500.00
 Receipt Actions : [Make a Payment](#)
 Down Payment Date : 07/07/2023

Financial Details

Financed Amount : \$1,500.00
 APR (%) : 0
 Contracted Amount : \$1,500.00
 Number of Payments : 3
 Periodic Payment Amount : \$500.00

Contracted Treatment Procedure - Summary

Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	Pat. Paid	Status
No Contracted Treatment Procedures								

Amortization Schedule

Amount Paid : \$0.00 Remaining No. of Payments : 3
 Past Due Amount : \$0.00 Last Payment Date : -
 Future Scheduled : \$1,500.00 Next Payment Date : -
 Exempted Amount : \$0.00 No. of Exempted Payments : 0

Date	Auto-Debit Amount	Payment Date	Receipt Details	Status	Actions
07/21/2023	\$500.00			Pending	
07/28/2023	\$500.00			Pending	
08/04/2023	\$500.00			Pending	

i. For payment plans that are in **Pending state**, all its corresponding details will be **non-editable**.

ii. In case, the initial payment settles after the periodic billing start date, all the schedules that are crossed would get skipped.

iii. If the payment plan was **terminated before its activation**, all the schedules will be terminated. However, the down payment collection will not be impacted.

iv. Once the down payment transaction is settled, the payment plan status will automatically change to **Active**.

e. If the down payment transaction fails to settle, then the Payment Plan status will be changed to **Failed**. The same would be indicated with a warning to inform the user of the same. The schedules will remain in the **Pending** status.

Payment Plan : Payment Plan #6

Payment Plan Overview

The payment plan activation failed because the associated ACH transaction for downpayment collection failed to settle. Please terminate and recreate the payment plan to collect the payment.

Plan Name : Payment Plan #6
 Patient Name : Milton, John (10033534)
 Location : MALL: Celebration Dental - Mallory Circle
 Plan Type : General
 Status : Failed
 Total Amount : \$2,920.56

Down Payment Details

Down Payment Amount : \$730.14
 Receipt Details :

Financial Details

Financed Amount : \$2,190.42
 APR (%) : 0
 Contracted Amount : \$2,190.42
 Number of Payments : 3
 Periodic Payment Amount : \$730.14
 Payment Frequency : Weekly

Contracted Treatment Procedure - Summary

Date	Code	Tx. Provider	Location	Fee	Pat. Amt.	Balance Due Pat.	Pat. F
No Contracted Treatment Procedures							

Amortization Schedule

Amount Paid : \$0.00 Remaining No. of Payments : 3
 Past Due Amount : \$0.00 Last Payment Date : -
 Future Scheduled : \$2,190.42 Next Payment Date : -
 Exempted Amount : \$0.00 No. of Exempted Payments : 0

Date	Auto-Debit Amount	Payment Date	Receipt Details	Status	Actions
07/17/2023	\$730.14			Pending	
07/24/2023	\$730.14			Pending	
07/31/2023	\$730.14			Pending	

i. If a payment plan has failed, the user can either terminate or recreate the payment plan.

Warning

Terminating this payment plan will stop all the upcoming payment schedules and will remove the associated payment token if auto-debit is enabled. This will terminate all the pending, overdue, and failed transactions of this payment plan. Please select an action to proceed.

Choose Action:

Terminate Payment Plan

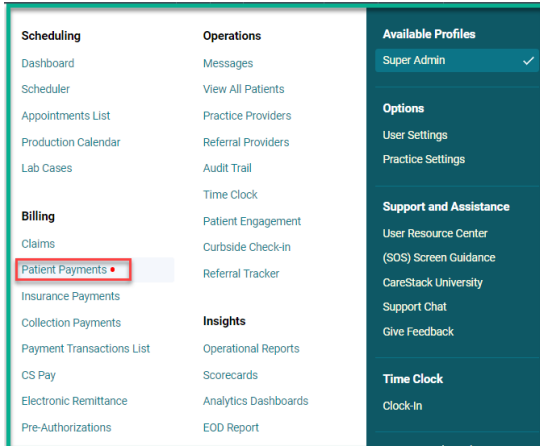
Terminate & Create New Payment Plan

Cancel Proceed

The user will have two options,

- **Terminate Payment Plan:** Choosing this option will terminate the payment plan.
- **Terminate & Create New Payment Plan:** This option will terminate the existing payment plan and create a new plan. In this new plan, all the basic details will be pre-populated from the terminated plan except for the payment details.

ii. A tiny red dot will appear against the Patient Payments option in the **System Menu** in case of failed payments. This red dot will disappear only when the user terminates the failed payment plan. Besides, an **F** will be displayed adjacent to **Plan Name**.

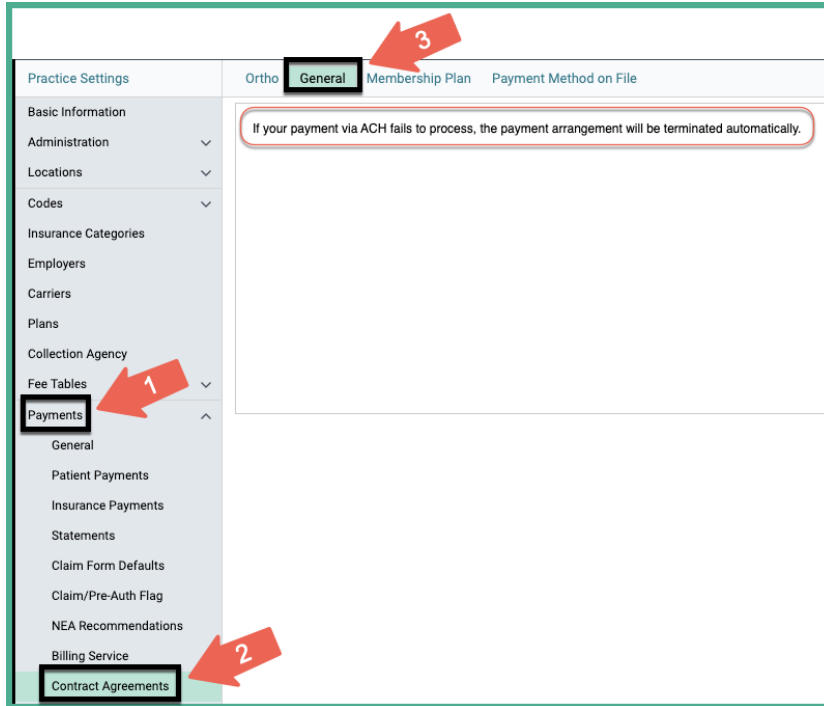


f. i. Post the activation of a payment plan if an interim payment schedule fails to settle or if the initial down payment did not go through, then the ACH payment receipt that was created will be automatically marked as an **NSF check** after reversing all transactions associated with it, if any.

ii. If the very last payment schedule fails to settle, the payment schedule status will change from **Success** to **Failed**, and the payment plan's status will no longer be **Completed** but will be changed to **Active**.

iii. If a payment plan is terminated after activation and then the last settlement has failed, the schedule status will remain as **Terminated(F)**.

Note: If you are utilizing **ACH Payment Plans** with **CS Pay**, ensure to update your payment agreement to state that if a payment fails to process, the plan will be terminated automatically. Payment agreements can be found via **Practice Settings > Payments > Contract Agreements > General** as provided in the image below:



g. The **Pay Now** button will now be enabled for tokenized check payment plans which will run the payment using the saved ACH token.

Down Payment Details		Amortization Schedule					
Down Payment Amount	: \$100.00	Amount Paid	: \$150.00	Remaining No. of Payments	: 5		
Receipt Details	: #255990 Unapplied \$100.00	Past Due Amount	: \$0.00	Last Payment Date	: 07/14/2023		
Receipt Actions	: Manage Payment	Future Scheduled	: \$750.00	Next Payment Date	: 07/21/2023		
Down Payment Date	: 07/07/2023	Exempted Amount	: \$0.00	No. of Exempted Payments	: 0		
Financial Details		Date	Auto-Debit Amount	Payment Date	Receipt Details	Status	Actions
Financed Amount	: \$900.00	07/14/2023	\$150.00	07/07/2023	#255991 Unapplied: \$150.00	Success	Manage Payments
APR (%)	: 0	07/21/2023	\$150.00			Pending	Pay Now Edit Skip Skip & Add Exempt Link Receipt
Contracted Amount	: \$900.00	07/28/2023	\$150.00			Pending	Edit Skip Skip & Add Exempt
Number of Payments	: 6	08/04/2023	\$150.00			Pending	Edit Skip Skip & Add Exempt
Periodic Payment Amount	: \$150.00	08/11/2023	\$150.00			Pending	Edit Skip Skip & Add Exempt
Payment Frequency	: Weekly	08/18/2023	\$150.00			Pending	Edit Skip Skip & Add Exempt
First Periodic Payment Date	: 07/14/2023						
Additional Details							
Payment Posting Preference	: Post against patient balance						
Order of Posting	: Oldest First Order						
Notes	:						
Payment Details							
Payment Type	: CHECK - Check						
Auto-Debit	: Disabled						

h. **Changes in Practice Settings for ACH Payment Plans** - Users have the option to enable payment plans with **ACH Payments**, to access, navigate to **Practice Settings** > **Payments** > **General** > **Payment Services** > click **Edit** under the **CS Pay** section > checkmark **Check/ACH** box within **Enable Gateway for** > click **Save**. Ensure the **Enable Payment Plan**, along with the remaining options, are check-marked as 'Yes.'

CARESTACK Search [User] [Clock] + Patient [Home]

Practice Settings Billing Payment Services Payment Types Others

CS Pay

Basic Information

Administration Administration

Locations Locations

Codes Codes

Insurance Categories Insurance Categories

Employers Employers

Carriers Carriers

Plans Plans

Collection Agency Collection Agency

Fee Tables Fee Tables

Payments Payments

General General

Patient Payments Patient Payments

Enable CS Pay : Yes No

Merchant ID* : 10000000038 : Brightsmiles

Enable Gateway for* : Check/ACH Credit/Debit Card Direct Transfer

Enable Payment Plan : Yes No

Enable Terminal Payments : Yes No

Enroll new Merchant Account Cancel Save

6. Process Refund Via CS Pay - Default to Yes

When attempting a refund for a receipt added via **CS Pay**, an option such as **Process Refund via CS Pay** will appear. You will see this option defaulted to **Yes**. Users can change the said option to **No** if desired.

Note: If you select a **CS Pay transaction** and a **non CS Pay transaction**, **ONLY** the **CS Pay transaction** amount will go back to the patient’s card, even though both transactions will show ‘**refund**’ in the patient’s ledger.

7. Warning for Duplicate Payments

In certain instances, you will see, owing to a disrupted connection or the like, a payment that was made via **CS Pay** to be debited but not a receipt created for the same. In such a scenario, if the user attempts to retry another payment with the **same dollar amount and same payment date**, then a warning modal will appear, alerting the user of the **Duplicate Payment**. The warning modal further offers users the option to a) **cancel**, b) **Ignore and Make Payment** or c) **Navigate to Payment Transaction** to filter out related transactions and create a receipt for the payment that was debited but not recorded.



Warning
✕

!
Duplicate Payment Warning

For the same payment amount and payment date, this patient has an existing payment record for which a receipt has not yet been attached. To create a receipt for an existing payment, please go to the Payment Transaction tab.

Warning: Duplicate payment will cause the money to be debited from the patient's account twice.

Cancel
Ignore and Make Payment
Navigate to Payment Transaction

8. Filter out transactions that require attention & create a receipt

Select **Navigate to Payment Transaction** and check mark the **Show Transactions that Require Attention** box to display the transaction(s) for which the payment amount was debited via **CS pay**, but a receipt was not created inside CareStack. An alternative manner to access this page is by navigating to **System Menu > Payment Transactions List**. Click on **Create Receipt** against the desired transaction to create one, and you will see the related record immediately reflected within **Patient Overview > Payments > All Payments**, as well as on the patient's **Ledger**.

Payment Date	Receipt #	Location	Transaction #	Method	Paying Entity Name	Amount	Unapplied	Payment Category	User's Name	Status	Actions
Select a date		Select		Select				Select		Select	ⓧ Create Receipt
		Celebration Dental - Mallory Circle	10000001165	Regular	John, Milton (10034102)	\$1.00		\$0.00 CREDIT/DEBIT CARD	Shaji, chinchu asdqw	Approved	

Reporting and Analytics

1. Ortho Case Report

To complement the existing feature of adding Ortho Cases to patients, CareStack has brought in the added ability to run an **Ortho Case Report**. The key benefit of this report is that it allows users to track all the ortho cases added within the PMS and its related statuses.

To access this exciting feature, navigate to **System Menu > Operational Reports** under **Insights > select Ortho Case Report**.

The screenshot shows the CareStack Operational Reports interface. At the top, there is a notification: "A new version of Operational Reports is available. Switch to the new". Below this, the "Report" dropdown is set to "Ortho Case Report". The "Filter Criteria" is set to "Default". The "Date As" is set to "Treatment Start Date". The "Date Range (Max 2 years)" is set to "07/05/2023 - 07/05/2023". A red arrow points from a box labeled "Older Version of Operational Reports" to the "Switch to the new" link. Another red arrow points from a box labeled "Newer Version of Operational Reports" to the "Switch to the older version" link. Below the configuration, there is a table of reports:

Filter Name	View	Date Range	Last Generated	Actions
1/5/15/5	Income Allocation	05/17/2023 - 05/17/2023	05/17/2023	Generate Download Edit Delete

When users run an Ortho report, it enables them to retrieve information related to the **Ortho Case Summary** and its status as captured in the PMS via **Patient Overview > Billing > Ortho Cases > select Ortho Case > click on Payment Plans** which lets you view the selected **Ortho Case(s) Summary details** particular to the chosen patient.

The screenshot shows the CareStack Patient Overview interface. The "Ortho Cases" section is active, showing "Case #1 (in Progress)". The "Payment Plans" section is also active, showing "Case Summary: Case #1 (IN PROGRESS)". The summary details are as follows:

Case Name	: Case #1	Periodic Billing Code	: D4211 - Gingect/Gingipsty 1-3t Pr Quad
Treatment Provider	: WATSON, Watson III, DMD, William T.	Billing Interval	: Weekly
Location	: FRONT : Celebration Dental - Front Street	First Periodic Billing Date	: 05/23/2022
Treatment Start Date	: 05/01/2022	Patient Amount	: \$250.00
Treatment End Date	: 09/01/2022	Insurance Amount	: \$650.00
Banding Date (DOS)	: 05/01/2022	Total Amount	: \$900.00
Expected Number of visits	:	Notes	:
Treatment Code	: D4210 - Gingect/Gingipsty 4+T/Per Quad		