

Authorization - Manage Remaining Balances

Description: In this topic, the user will learn how to manage authorization balance adjustment reasons and adjust authorization available remaining balances. This applies to both dollar and unit-based authorizations. Enabling this feature requires an instance-level setting.

Role Required: Super User, Billing Team

Permission Required: Authorization Admin, Import Admin

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Search, View, Edit, and Export Authorization Balance Adjustment Reasons

1. Log in to profile
2. Select **Settings** from the main menu
3. Select **Custom Drop Down** from the submenu
4. In the filter, Select Item Type, choose **Authorization Balance Adjustment Reason** from the drop-down options.
5. Click **Search**
6. To export the **Authorization Balance Adjustment Reason** table to a CSV file, click the **Export** button.
7. **Click anywhere in the appropriate row** to open the custom drop down details page
8. Click **Actions**
9. Select **Edit Custom Drop Down Item** from the drop-down menu
10. Complete edits using the Edit Custom Drop Down Item form wizard
11. Click **Save** and **Yes** to confirm

Create Authorization Balance Adjustment Reasons

1. Log in to profile
2. Select **Settings** from the main menu
3. Select **Custom Drop Down** from the submenu
4. Click **Actions**
5. Select **Add New Custom Drop Down Item** from the drop-down menu
6. Complete the Add New Custom Drop Down Item form wizard
 - a. Item Type: Select **Authorization Balance Adjustment Reason**
 - b. Item Name: Add a name
 - c. Item Status: Select Active or Inactive
7. Click **Save** and **Yes** to confirm

Filter/Export Authorization Balance Adjustment Reason Events

1. Log in to profile
2. Select **Settings** from the main menu
3. Select **Custom Drop Down** from the submenu
4. In the filter, Select Item Type, choose **Authorization Balance Adjustment Reason** from the drop-down options.
5. Click **Search**
6. **Click anywhere in the appropriate row** to open the custom drop down details page
7. View all events associated with the authorization balance adjustment reason. Use filters as needed.
8. Export events by clicking the **Export** button
9. The file will automatically download and save to the computer's download folder as a CSV file. It is compatible with Excel.

Adjust Authorization Remaining Balance

1. Log in to DCI
2. Click **Authorization** on the main menu
3. Click **Authorizations** on the submenu
4. Use the filters to search by client name and service code and click **Search**
5. **Click anywhere on the authorization row** to open the Authorization Details page
6. Click **Actions**
7. Select **Adjust Remaining Balance** from the drop-down menu
8. Complete the form wizard
 - i. The adjustment cannot result in the new balance exceeding the initial balance
 - ii. The balance cannot be negative
 1. Consider all preauthorization holds and add those to the remaining balance in addition to the adjustment amount
- a. Entry Type: Defaults to Adjustment
- b. Date (**required**): Enter date of adjustment

- c. Amount **(required)**: Enter + or - with the number of units (e.g., -5, +10, etc.)
 - d. Reason **(required)**: Select from the drop-down
 - e. Description (optional): Must be at least five characters
 - f. Click **Save** and **Yes** to confirm
9. The Authorization Balance Adjustment has now moved to the **Pending Fees and Adjustments** tab on the submenu where it must be approved
- i. Alternatively, from the details page, click **Actions** and select **Approve** or **Reject** from the drop-down menu.
 - a. Use the filters to locate the pending adjustment and click **Search**
 - b. Click **A** to approve or the red **R** to reject the adjustment
 - c. **Click anywhere on the adjustment row** to view the Adjustment Remaining Balance Details page

Authorization Remaining Balance Details

1. Log in to DCI
2. Click **Authorization** on the main menu
3. Click **Pending Fees and Adjustments** on the submenu
4. **Click anywhere on the adjustment row** to open the Adjustment Remaining Balance Details page
 - a. View/filter reference entries, notes, and attachments. Add a new note or attachment and either approve, edit, or reject the adjustment.
 - i. To Add a new Adjustment Remaining Balance Note:
 1. Click **Actions** then select **New Note** from the drop-down menu
 2. Choose the **Note Type** from the drop-down then enter the **Subject** and **Body** text
 - a. To associate an attachment with the note, click the **Choose File** button in the Attachment field. Select the file then click **Open** to upload.
 - i. To remove the attachment, hover over the circle icon until it turns red then click it.
 3. Click **Save** then **Yes** to confirm
 - ii. To Add a new Adjustment Remaining Balance Attachment:
 1. Click **Actions** then select **New Attachment** from the drop-down menu
 2. Enter the Attachment Name
 3. Click the **Choose File** button in the Attachment field. Select the file then click **Open** to upload.
 4. Click **Choose File** in the Attachment field. Select the file then click **Open** to upload.
 - i. To remove the attachment, hover over the circle icon until it turns red then click it.
 5. Click **Save** then **Yes** to confirm
 - iii. To Edit a Pending Authorization Balance Adjustment:
 1. Click **Actions** then select **Edit Adjustment Remaining Balance** from the drop-down menu
 2. Complete edits as needed
 - a. Editable fields are **Date**, **Amount**, **Reason Type**, and **Description** (description must be at least five character s).
 - b. **Entry Type** field is locked to reflect Adjustment
 3. Click **Update** and **Yes** to confirm

Approve/Reject Pending Authorization Balance Adjustment from the Pending Fees and Adjustments Submenu

1. Log in with personal profile
2. Select **Authorization** from the main menu
3. Select **Pending Fees and Adjustments** from the submenu
4. In the appropriate authorization balance adjustment row, click **A** to approve or the red **R** to reject the adjustment.

Import Authorizations

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

Related articles

- [Authorization - Manage Remaining Balances](#)
- [Enter a Punch - Mobile App](#)