## **Write Off Batches**

**Description:** In this topic, the user will learn how to process write-off batches. This could occur when an entry violates an authorization. It could also be necessary to write off a batch if an entry exceeded the authorization remaining balance, daily max, weekly max, or monthly max while these business rules 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.

Role Required: Super User, Billing Team

Permission Required: N/A

## Create a Write Off Batch

- 1. Log in with an appropriate profile
- 2. Select Billing from the main menu
- 3. Select Unbillable Entries from the submenu
- 4. Use the filters to locate the entries to be included in the write-off batch and click Search
- 5. Use the checkboxes to select the entries or select the header row checkbox to select all available entries
  - a. Only select entries with the same units. A different batch will be required for each unit type.
- 6. Click the blue Refresh Billable Amount button if necessary
  - a. The system will verify any changes in billable amount if an authorization has been updated. This process runs automatically nightly but can be run manually. A notification will populate when the process is complete.
- Click the light blue New Write Off Batch button to create a new batch, or click the white Add to Write Off Batch button to add to an existing batch
- 8. Name the batch, add a description, and review the summary.
- 9. Click Save and Yes to confirm
- 10. Click the green Process button on the batch details page
- 11. Click Yes to confirm
  - a. The Batch status will update to InProcess. A notification will populate when the process is complete.
  - 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
- 12. Review the entries and make any manual overrides if necessary. To manually override:
  - a. Click a Billing Entry to open the Entry Details page
  - b. Click Actions
  - c. Select Edit Entry from the drop-down menu
  - d. Make the desired changes
  - e. Click Save and Yes to confirm
- 13. Click Approve on the batch details page
- 14. Click Yes to confirm
  - a. The batch status will update to Transmit InProcess. A notification will populate when the process is complete.
  - b. Once processed, the batch status will update to Transmitted. The billable billing entry will be updated to a status of Approved.
- 15. Click the Attachments tab to view the Raw Billing Dump File

After the organization has received payment for the billable entries, the batch can be reconciled by clicking **Reconcile** and uploading an appropriately formatted CSV file. Write-off entries are not reconciled.

## Related articles

- Status Quick Reference
- Write Off Batches