



## Integration Guide

This document will provide you guidance on how to find, apply, delete and refund one-time and auto-debit (recurring) payments within the FortisPay-PayDC integration.

# How to Find, Apply, Delete, or Refund One-Time and Auto-Debit (Recurring) Payments

Note: Once a Fortis Payment is completed, we can see that payment listed in the **'Card Transactions'** screen with the option to **'Apply'** or **'Delete'** the payment.

(To locate 'card transactions' go to Billing Tab > Posting > **Card Transactions**)

PayDC (S:\AGIN02) -- Fortis Staging\z

File View Forms Help

Home Appointments Patient Account Find Patient Billing

Billing

- Claims
  - Primary Claims
  - Secondary Claims
  - Self-Pay Claims
  - Miscellaneous Charges
- Posting
  - Insurance Payment
  - Patient Payment
  - Card Transactions
  - Find Payment
  - Find Refund
  - ERA Worklist
  - Patient Ledger
- Reports
  - Aging Report
  - Availability
  - Other Reports
  - Security Report
  - Archive
  - EClaims Reports

Card Transactions

Integrated Credit Card Transactions

Patients: All Date From: 4/16/2020

Transaction ID: Date To: 4/16/2020

Status: All Payment Type: One-Time

Transaction Type: All

Search

Date	Patient	Card	Amount (\$)	Status	Transaction ID	Transaction Type	Transaction Notes	Apply	Delete
4/16/2020 3:07:08 PM	test himaja	mc ending in 4111	2.36	Success	11ea801dd9ca23	SALE	Successful transaction: The tr	Apply	X
4/16/2020 3:06:10 PM	test himaja	mc ending in 4111	0.00	Success		AUTH			
4/16/2020 3:03:54 PM	test himaja		3.36	Success	11ea801d661f01:	CREDIT			
4/16/2020 2:59:31 PM	test himaja	visa ending in 1111	3.36	Success	11ea801cf4f8168	SALE	Successful transaction: The tr		
4/16/2020 2:16:00 PM	Archbald Andrew	mc ending in 4111	1.27	Success	300837	VOID	Successful transaction: The tr		
4/16/2020 2:15:16 PM	Archbald Andrew	mc ending in 4111	1.27	Success	11ea80169b4277	SALE	Successful transaction: The tr		
4/16/2020 2:09:49 PM	Ebert Rob	visa ending in 1111	1.26	Success	11ea8015efff555:	SALE	Successful transaction: The tr	Apply	X
4/16/2020 1:59:11 PM	Archbald Andrew	visa ending in 1111	1.24	Success	faa9495674fd418	VOID	Successful transaction: The tr		
4/16/2020 1:56:05 PM	Archbald Andrew	mc ending in 4111	1.25	Success	11ea8013ecf085f	SALE	Successful transaction: The tr	Apply	X
4/16/2020 1:54:42 PM	Archbald Andrew	visa ending in 1111	1.24	Success	11ea8013bfe44e:	SALE	Successful transaction: The tr		

Note: Once a Fortis Payment is completed, we can see that payment listed in **'Find Payment'** under the Payment Search tab with the option to **'Apply'** or **'Delete'** the payment.

(To locate 'Find Payments' go to Billing Tab > Posting > **Find Payment**)

The screenshot shows the PayDC (STAGING2) software interface. The navigation menu on the left includes 'Billing', 'Claims', 'Posting', and 'Reports'. The 'Posting' section is expanded, and 'Find Payment' is highlighted with a red arrow. The main area displays the 'Payment Search' tab with a search filter section. The search filter includes 'Payer Type' (Patient), 'Reference #' (empty), 'Batch #' (empty), and 'Patient' (test.himaja). There are buttons for 'Search', 'Clear', 'Print', and 'Export To Excel'. Below the search filter is a table of results with columns: Patient, Batch #, Post Date, Reference #, Amount, Payment Processing Comp, Notes, and an 'Apply' button with a red 'X' icon. A red arrow points to the 'Apply' button in the table.

Patient	Batch #	Post Date	Reference #	Amount	Payment Processing Comp	Notes	Apply
test.himaja		4/16/2020	6321870c38d8	\$2.36	Fortis Payments		Apply X
test.himaja		4/16/2020	3918a5d7089e	\$3.36	Fortis Payments		Apply
test.himaja		4/8/2020	cd7bf6517f574	\$4.60	Fortis Payments		Apply
test.himaja		4/7/2020	1277d927a6bb	\$4.60	Fortis Payments		Apply
test.himaja		4/7/2020	ecd64226cd96	\$3.00	Fortis Payments		Apply X
test.himaja		4/7/2020	bd808e58500c	\$4.00	Fortis Payments		Apply
test.himaja		4/7/2020	244f9ec2d056	\$3.69	Fortis Payments		Apply
test.himaja		4/7/2020	477a8bf274d1	\$3.60	Fortis Payments		Apply
test.himaja		4/7/2020		\$2.36			Apply X

Note: To find a refund, from 'Find Payment' > select a 'Fortis payment' > Click on 'Patient Name' > Click on 'Refund' '

The screenshot shows the PayDC software interface. The top navigation bar includes 'File', 'View', 'Forms', and 'Help'. Below this are icons for 'Home', 'Appointments', 'Patient Account', 'Find Patient', and 'Billing'. The left sidebar is expanded to 'Billing', with 'Find Payment' selected and highlighted by a red arrow. The main content area displays the details for a payment transaction. The 'Details' section includes 'Patient Name' (test\_himaja), 'Post Date' (6/4/2020), 'Batch No.', and 'Provider' (Alugula, Krishna). The 'Payment Information' section shows 'Method' (Credit Card on File), 'Account' (test fortis), 'Patient Card' (Mc ending in 4111 - 12/21), and 'Self-Pay' (checked) with an 'Amount (\$)' of 2.00. A 'Print' button is located above a table of transaction details. The table shows: Transaction Amount (\$2.00), Transaction Type (Sale), Transaction Status (Approved), and Transaction (Test 5345). Below the table are three summary boxes: 'Summary' (Total Amount: 2.00, Unapplied Amount: 2.00, Applied Amount: 0.00, Refund Amount: 0.00), 'Balance Details' (Patient Due: -104.08, Primary Due: 0.00, Secondary Due: 0.00), and 'Primary Insurance' (Primary Insurance Carrier, Co-pay: 0.00, Co-Insurance: 0.00). A 'Notes' section is at the bottom, and a red arrow points to the 'Refund' button in the bottom right corner. Other buttons at the bottom include 'Back', 'Edit', and 'Apply'.

PayDC (D:\AGIN02) -- Fortis Staging2

File View Forms Help

Home Appointments Patient Account Find Patient Billing

Billing

- Claims
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- Posting
  - Insurance Payment
  - Patient Payment
  - Card Transactions
  - Find Payment**
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  - Archive
  - EClaims Reports

Details

Patient Name: test\_himaja Post Date: 6/4/2020

Batch No.: Provider: Alugula, Krishna

Payment Information

Method: Credit Card on File  Self-Pay

Account: test fortis Amount (\$): 2.00

Patient Card: Mc ending in 4111 - 12/21

Print

Transaction Amount	\$2.00
Transaction Type	Sale
Transaction Status	Approved
Transaction	Test 5345

Summary

Total Amount (\$): 2.00

Unapplied Amount (\$): 2.00

Applied Amount(\$): 0.00

Refund Amount (\$): 0.00

Balance Details

Patient Due (\$): -104.08

Primary Due (\$): 0.00

Secondary Due(\$): 0.00

Primary Insurance

Primary Insurance Carrier:

Co-pay (\$): 0.00

Co-Insurance (%): 0.00

Notes:

Back Edit Apply Print Refund

Then in 'Refund Details' screen, select integrated card as 'Refund Method' and Click on 'Save'.

The screenshot shows the 'Refund Details' screen in the PayDC application. The interface includes a navigation menu on the left with categories like Billing, Claims, Posting, and Reports. The main area contains form fields for Payer Type, Payer, Refund Amount, Refund Date, Refund Method, and Merchant Account. A red arrow points to the 'Refund Method' dropdown, which is currently set to 'Integrated Card'. Another red arrow points to the 'Save' button at the bottom of the screen.

**Refund Details**

Payer Type: Patient  
Refund Date: 6/4/2020  
Payer: test, himaja  
Refund Method: Integrated Card  
Refund Amount: 2.00  
Merchant Account: test fortis

Notes:

Print

Transaction Amount	\$2.00
Transaction Type	Refund
Transaction Status	Refunded
Transaction Version	Test 8197

Save Back Print

In **'Find Refund'**, view refunded payments.

(To locate 'Find Payments' go to Billing Tab > Posting > **Find Refund**)

The screenshot displays the PayDC (STAGING2) web application interface. The top navigation bar includes 'File', 'View', 'Forms', and 'Help'. Below this is a secondary navigation bar with icons for 'Home', 'Appointments', 'Patient Account', 'Find Patient', and 'Billing'. The left sidebar contains a 'Billing' menu with sub-items: 'Claims' (Primary Claims, Secondary Claims, Self-Pay Claims, Miscellaneous Charges), 'Posting' (Insurance Payment, Patient Payment, Card Transactions, Find Payment, **Find Refund**, ERA Worklist, Patient Ledger), and 'Reports' (Aging Report, Availability, Other Reports, Security Report, Archive, EClaims Reports). The main content area is titled 'Payment Search' and 'Refund Search'. It features a 'Filter Criteria' section with dropdown menus for 'Payer Type' (set to 'Patient'), 'Payer' (set to 'test, himaja'), 'Reference #', and 'Refund Method'. 'Search' and 'Clear' buttons are present. Below the filters is a 'Results' table with columns: Payer, Payer Type, Status, Refund Amount, Reference #, and Notes. The table contains 10 rows of data for 'test, himaja' patients, with refund amounts ranging from \$1.00 to \$4.60. A red arrow points to the 'Find Refund' option in the sidebar, and another red arrow points to the first row of the results table.

Payer	Payer Type	Status	Refund Amount	Reference #	Notes
test, himaja	Patient		\$2.00	Trans ID: 11eaa6b0f821cf0a8fbc900, Order ID: 301115	
test, himaja	Patient		\$3.36	Trans ID: 11eaa59219f22776b31972dc, Order	
test, himaja	Patient		\$1.00	Trans ID: 11eaa4d4b3c3ae9cb2d4fd08, Order	
test, himaja	Patient		\$3.36	Trans ID: 11ea801d661f0172aa09cccf, Order	
test, himaja	Patient		\$4.60	Trans ID: 11ea7990ed7f94a880103b2b, Order	
test, himaja	Patient		\$4.60	Trans ID: 11ea78edc7d95c288938f3c5, Order	
test, himaja	Patient		\$1.00	Trans ID: 11ea78d78b471bee91ddb486, Order	
test, himaja	Patient		\$1.00	Trans ID: 11ea78d70b621212a6c25070, Order	
test, himaja	Patient		\$3.60	Trans ID: 11ea78d65241e2588832944c, Order	

Note: Once payment is completed, we can see the payments in 'Patient Ledger' with the 'Order ID' details under the description column.

(To locate 'Find Payments' go to Billing Tab > Posting > Patient Ledger)

PayDC (STAGING2) -- Fortis Staging2

File View Forms Help

Home Appointments Patient Account Find Patient Billing

Filter  
Patient: test, himaja [View Demographics](#)  
From: 12/4/2019 PLIN (15) To: 6/4/2020 PLIN (15) [Search](#)

Payer Information  
Primary: Self  
Secondary:  
Current Patient Balance: **-\$102.08**

Payment Summary for 12/4/2019 to 6/4/2020

Total Charges (\$)	Patient Payment (\$)	Applied Amount (\$)	Refund Amount (\$)	Patient Unapplied (\$)	Insurance Applied (\$)	Insurance Total (\$)
0.00		126.60	0.00	24.52	102.08	0.00

Posting

- Insurance Payment
- Patient Payment
- Card Transactions
- Find Payment
- Find Refund
- ERA Worklist
- Patient Ledger**

Reports

- Aging Report
- Availability
- Other Reports
- Security Report
- Archive
- EClaims Reports

Detailed Ledger Basic Ledger

Claim #	Status	Date	Code	Description	\$ Amt	Line Due	Bal Cash	Bal Ins
	PTPAY	05/27/2020		Credit Card Paid Amt 2.36 Order ID: 1a662c0e52544b4d9ee0e579do41f51b	-2.36	-2.36	-19.37	0.00
	PTPAY	05/27/2020		Credit Card Paid Amt 9.00 Order ID: 300950	-9.00	-9.00	-28.37	0.00
	PTPAY	05/28/2020		Credit Card Paid Amt 25.60 Order ID: 97e6811429794dda929705f5f6b768b5	-25.60	-25.60	-53.97	0.00
	PTPAY	05/28/2020		Credit Card Paid Amt 23.60 Order ID: 300973	-23.60	-23.60	-77.57	0.00
	PTPAY	05/02/2020		Credit Card Paid Amt 3.60 Order ID: d15840f5eaf74d62b27a4e10162e3357	-3.60	-3.60	-81.17	0.00
	PTPAY	06/02/2020		Credit Card Paid Amt 2.36 Order ID: 301001	-2.36	-2.36	-83.53	0.00
	REFUNDED_TO_PT	06/02/2020		Refund Amount 1.00 Order ID: 301007	1.00	0.00	-82.53	0.00
	PTPAY	06/02/2020		Credit Card Paid Amt 3.00 Order ID: 301018	-3.00	-3.00	-85.53	0.00
	PTPAY	06/02/2020		Credit Card Paid Amt 3.36 Order ID: c505b738c2e449d4af544b1fe917a91a	-3.36	-3.36	-88.89	0.00
	REFUNDED_TO_PT	06/03/2020		Refund Amount 3.36 Order ID: 301075	3.36	0.00	-85.53	0.00
	PTPAY	06/03/2020		Credit Card Paid Amt 2.00 Order ID: ce367e82b0904b64aadf69275bfc760	-2.00	-2.00	-87.53	0.00
	PTPAY	06/03/2020		Credit Card Paid Amt 2.35 Order ID: f9e58b89343e400683a7b89945d0f12d	-2.35	-2.35	-89.88	0.00
	PTPAY	06/03/2020		Credit Card Paid Amt 4.30 Order ID: c50897e69152464eb20921a8024b4b7d	-4.30	-4.30	-94.18	0.00
	PTPAY	06/03/2020		Credit Card Paid Amt 3.60 Order ID: 58362d56e7bc48c286724a7c911d124f	-3.60	-3.60	-97.78	0.00
	PTPAY	06/04/2020		Credit Card Paid Amt 2.00 Order ID: a9f5a841c24a2e9a5d39027e937fe	-2.00	-2.00	-99.78	0.00
	PTPAY	06/04/2020		Credit Card Paid Amt 2.30 Order ID: 0018b0907e524ca88669f6e694298dc6	-2.30	-2.30	-102.08	0.00
	REFUNDED_TO_PT	06/04/2020		Refund Amount 2.00 Order ID: 301115	2.00	0.00	-100.08	0.00
	PTPAY	06/04/2020		Credit Card Paid Amt 2.00 Order ID: 301111	-2.00	-2.00	-102.08	0.00

[Internal Comments](#) [Add Misc Charge](#) [Print Ledger](#) [Print Statement](#)



Note: The payments are displayed under the 'Card' column in 'Deposit Report'

(To locate 'Find Payments' go to Billing Tab > Posting > Deposit Report)

PayDC (STAGING2) -- Fortis Staging2

File View Forms Help

Home Appointments Patient Account Find Patient Billing

Billing

- Claims
  - Primary Claims
  - Secondary Claims
  - Self-Pay Claims
  - Miscellaneous Charges
- Posting
  - Insurance Payment
  - Patient Payment
  - Card Transactions
  - Find Payment
  - Find Refund
  - ERA Worklist
  - Patient Ledger
- Reports
  - Aging Report
  - Availability
    - Activity Summary by Process
    - Billing Payment Status Report
    - Deposit Report**
    - Monthly AR Report
    - Practice Analysis Report
  - Other Reports
  - Security Report
  - Archive
  - EClaims Reports

Deposit Report

Payment Date From: 5/5/2020 (15) Payment Date To: 6/4/2020 (15)

Payer Type: Patient Branch: All

Payer: All Provider: All

Create Report  Show Applied Payments

1 of 2 Page Width Find Next

From Date: 5/5/2020 To Date: 6/4/2020

Patient: All Branch: All

Carrier: Provider: All

Check No.	Payer	Check (\$)	Cash (\$)	Card (\$)	Electronic (\$)	Refund (\$)	Total (\$)
<b>Wed - May 27, 2020</b>							
	Alugula, Krish	0.00	0.00	45.00	0.00	0.00	45.00
	test, himaja	0.00	0.00	11.36	0.00	0.00	11.36
Items: 2		\$0.00	\$0.00	\$56.36	\$0.00	\$0.00	\$56.36
<b>Thu - May 28, 2020</b>							

# Need help? Contact Us!

## To reach FortisPay:



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