

OVERPAYMENT ADJUSTMENTS

USER GUIDE

OVERPAYMENT ADJUSTMENTS – TRAINER GUIDE

FUNCTIONALITY ADDRESSED:

- This guide outlines the steps to perform key tasks to document **Overpayments and Overpayment Adjustments**.

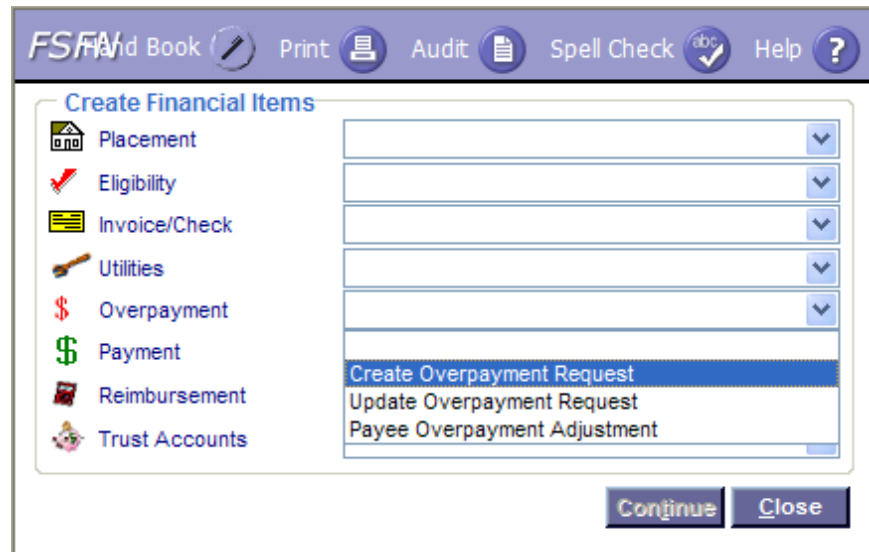
LEARNING OBJECTIVES:

Upon completion of this course, the student will demonstrate the ability to:

- Create Overpayment records within Florida Safe Families Network (FSFN)
- Update and View Overpayment records within Florida Safe Families Network (FSFN)
- Create Historic Overpayments within Florida Safe Families Network (FSFN)
- View and Adjust Overpayment records for a particular Payee in Florida Safe Families Network (FSFN).



DESKTOP



FINANCIAL WORK PAGE

1. Review relevant **scenario** information.

2. From the **Desktop**, click on the **Financial Work** icon on the banner bar.

3. From the **Overpayment** dropdown, select *Create Overpayment Request* and click **Continue**.

CREATE OVERPAYMENT REQUEST PAGE

4. Review the **Overpayment Request** page.

5. Click the **Search** button.

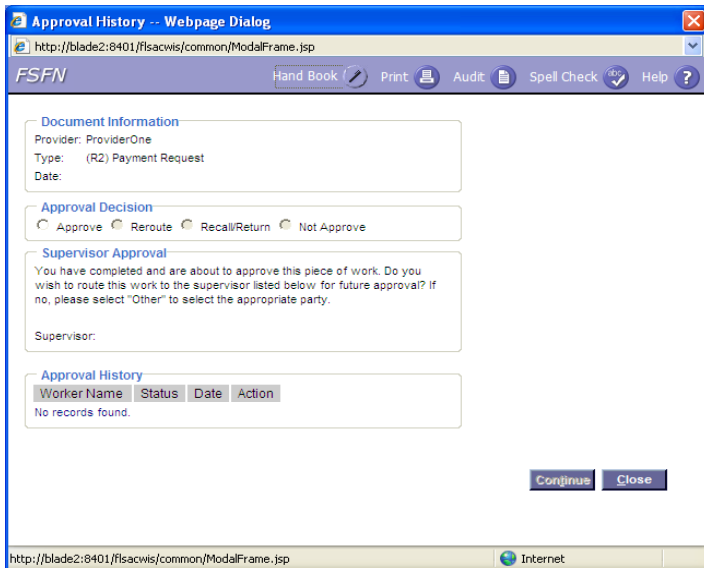
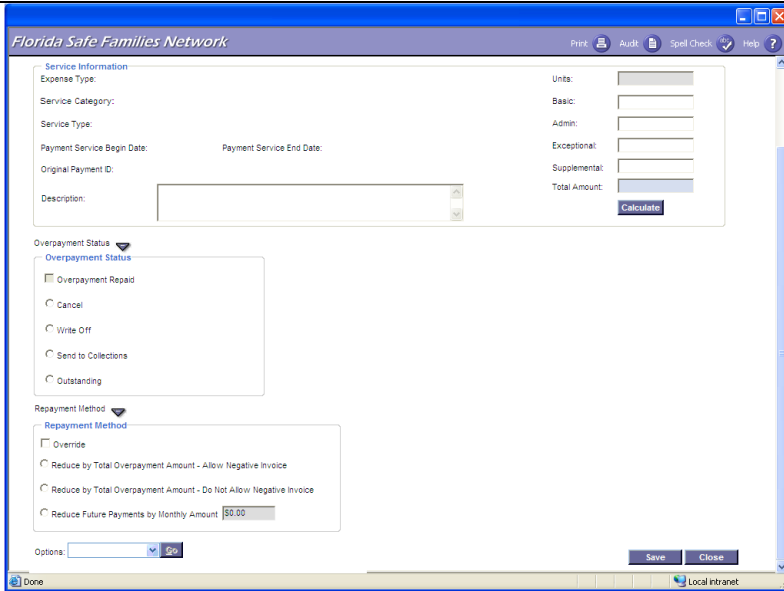
6. In the Provider/Organizaton Name field enter the name of the provider and click the **Search** button.

7. Select a provider, drill down to find the Payment for which the Overpayment is being created, select the radio button next to the Payment icon and click **Continue**.

8. Enter the overpayment amount (negative) in the **Total Amount** field.

9. Select the **Overpayment Status** expando.

10. Select the **Repayment Method** expando.



APPROVAL HISTORY PAGE

11. Select the **Override** checkbox.

12. Select the **Reduce Future Payments by Monthly Amount** and specify an amount in the amount field.

13. From the **Options** dropdown, select 'Approve' and click the **Go** button.

14. On the Approval History page, select the Approve radio button and click the **Continue** button on the bottom of the page.

15. **Save** and **Close** window.

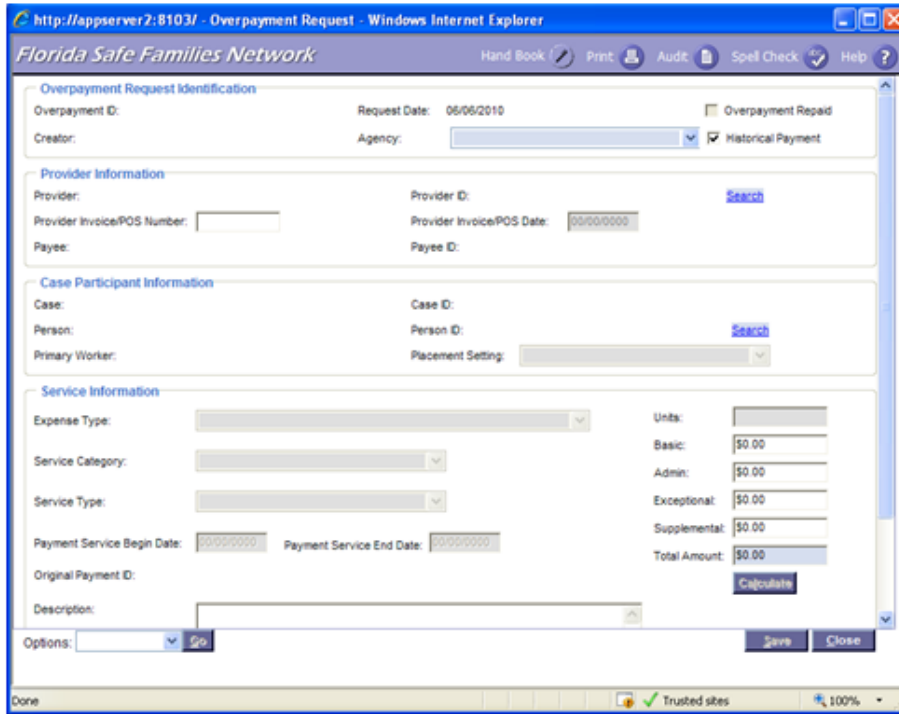
UPDATE OVERPAYMENT REQUEST PAGE

16. From the **Desktop**, click on the **Financial Work** icon on the banner bar.

17. From the **Overpayment** dropdown, select *Update Overpayment Request* and click **Continue**.

18. Search for the overpayment record that was just created by entering the Overpayment ID in the text box and clicking the **Retrieve** button. The Overpayment can also be retrieved via Provider search by clicking on the **Provider search hyperlink** and drilling down to the appropriate Overpayment record.

19. In the Repayment Method group box, change the repayment method to **Reduce by Total Overpayment Amount – Do Not Allow Negative Invoice**.



CREATE OVERPAYMENT REQUEST PAGE – create a historical payment

20. From the **Desktop**, click on the **Financial Work icon** on the banner bar.

21. From the **Overpayment** dropdown, select **Create Overpayment Request** and click **Continue**.

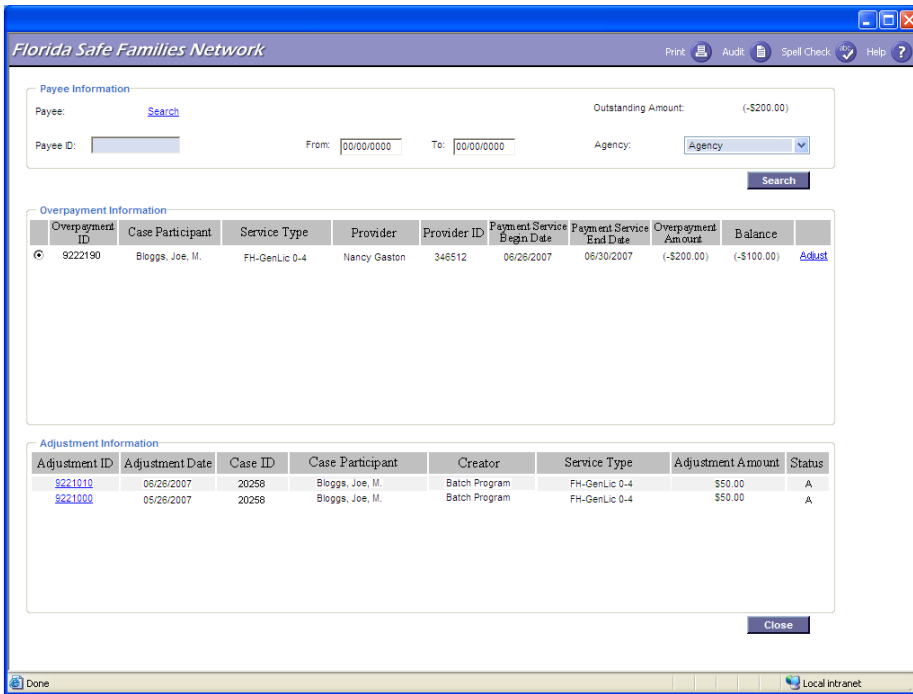
22. In the Overpayment Request Identification group box on the Create Overpayment Request page, select the Historical Payment check box.

- 23. Select appropriate Fiscal Agency.
- 24. Click the **Search** hyperlink in the **Provider Information** group box. Provider Search page displays.
- 25. Search the appropriate provider
- 26. Select the Radio button
- 27. Click **Continue**
- 28. The Provider information is returned to the **Overpayment Request** page.
- 29. Click the **Search** hyperlink in the **Case Participant Information** group box. **Person Search** page displays.
- 30. Search the appropriate Case Participant
- 31. Expand the person
- 32. Expand the Case
- 33. Select the Radio button next the appropriate case

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- 34. Click Continue
- 35. The Case Participant information is returned to the **Overpayment Request** page.
- 36. From the **Service Information** group box, complete applicable fields.
- 37. Select a Service Category
- 38. Select a Service Type
- 39. Enter the Payment Service Begin Date
- 40. Enter Payment Service End Date (if applicable)
- 41. Select Calculate – the (negative) Total will be calculated .
- 42. Approve the record, click **Save**, and then click **Close**.

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PAYEE OVERPAYMENT PAGE

43. Review the **Payee Overpayment** page.

44. Search for the appropriate payee by entering the **Payee ID** in the text box or by clicking on the **Search** hyperlink and performing a **Provider** search.

45. Enter Date range within which the desired Overpayment records were created, in the From and To date fields.

46. From the Agency, select the appropriate logged-in user's **Fiscal Agency** and click the **Search** button

47. From the Payee Overpayment page, click the **Adjust** hyperlink.

OVERPAYMENT ADJUSTMENT PAGE

48. Review the **Overpayment Adjustment** page.

49. Enter the amount to be adjusted in the **Adjustment Amount** field.

50. From the **Options** dropdown, select **Invoice – 188** and click the **Go** button. Print the 188 form. **Close and Return to FSFN.** Again from the **Options** dropdown select **Approve** and click the **Go** button.

51. Select the **Approve** radio button and click the **Continue** button on the bottom of the page.

52. **Save** and **Close** window.

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