

# Receipting and Invoicing Diary Items



## Overview

The first question here is how do you receive your fee? The answer is either *cash* or by *invoice*.

Cash receipts include payments to you by actual cash, credit card, debit card, cheque, bulkbilling, EFT, etc. A cash receipt means that you are paid at the time of the consultation without delay. In this case your client could ask for a receipt document for the payment to you. Your client might need this receipt document to claim your service as a business expense, or to make a claim for a Medicare rebate, or some other insurance rebate. In this case your receipt document needs to contain the relevant information so that your client is able to make the claim (see below).

Invoices are usually issued to a third party who is funding your client's treatment. Typically you will process all your invoices in the first week of every month for the month just past. In other words, you will process all your billable items for December 2011 in January 2012, and then all your January items will be processed in the first week of February, etc. Your invoice to the third party will contain all the billable items for the month such as clinical sessions, case conferences, reports, etc.

## Receipt Document

A receipt is issued in relation to a particular appointment. The sequence is as follows...

1. Go to your Diary Page
2. Double-click on the appointment
3. Click the Print Receipt button
4. You will then be taken to the Print Diary Receipt window.

In the Print Diary Receipt window you can print to the screen to preview the receipt or you can print directly to your default printer. If you wish to print to some other printer, click the Printer Set Up button and chose the printer.

The receipt document might be issued for at least two reasons.

1. **Business Expense:** Your client might simply need the receipt to claim your service as a business expense, in which case your receipt document will need to identify your business and tax details. (In Australia your receipt needs to show your ABN).
2. **Insurance/Medicare Rebate:** Your client could need the receipt to claim a rebate from Medicare or private health insurance. If your client is making a claim for a rebate then your receipts needs to show all the relevant information. For example, for your client to make a Medicare claim your receipt needs to show the referring GP's name and provider number and the date of the referral, and all your business information as well as your provider number.

When you're setting up your Fee Codes, make sure that the Invoice/Receipt Item Description is set to what you want to appear on the receipt as the item description, eg. *Standard Item 80110*.

You can print your receipt on your pre-printed letterhead that contains your details, or you can print all your details on each receipt as you have them stored in *PsycPrac*.

Information that appears on each receipt is collected from four places within *PsycPrac*. See the table below.

Information that could be needed on receipts.

The Window	The Information
<p>1 Owner's Name and Details</p> <p>Under Utilities menu</p> <p>If you print on pre-printed letter head, then the letter-head will ideally contain all these items of information. If so, in the Print Diary Receipt window select YES for the Pre-Printed Letter-Head option.</p>	<p>* Practice Name</p> <p>* Practice Address</p> <p>* Provider Number 1 (eg. Medicare)</p> <p>* Provider Number 2 (eg. WorkCover)</p> <p>* Registration Number (eg. Psyc Reg Board)</p> <p>* Tax Business Number (eg. ABN)</p>
<p>2 Client details</p> <p>Under Actions/Details Maintenance/Clients menu options</p>	<p>* Client's Name</p> <p>* Client's Address</p> <p>* Client's Medicare Number, or other</p> <p>* Client's Social Security Number, or other</p>
<p>3 Referral details</p> <p>Under Actions/Details Maintenance/Referrals menu options</p>	<p>* GP's Name</p> <p>* GP's Provider Number</p> <p>* Date of Referral</p>
<p>4 Fee Code Maintenance</p> <p>Under Actions/Details Maintenance/Fee Code Maintenance menu options</p>	<p>* Invoice/Receipt Item Description</p> <p>* Fee</p> <p>* GST/VAT percentage</p>

### Invoice Document

As a psychologist the vast majority of your revenue is based on time and not quantity. Therefore, it is possible to harvest your billable items from your Diary Pages. For quantity based revenue items see the Off Diary Sales section.

Invoices are sent to your debtors, these are the entities who owe you money for services rendered. Typically your debtors are third-parties who fund your clients' treatments. These third-parties are usually insurance companies, Employee Assistance Providers, Legal Aid, NGO's, etc.

All billable items need to be in your Diary. This includes all clinical sessions, case conferences, reports, travel time, delivering a seminar, coaching, etc. Because these are all activities that take time they can be represented in your Diary.

Invoices are issued by Referral. Go to your Referral details window for each Client who is funded by a third-party. Make sure that the Current flag is set to YES. Look at the Debtors section. Make sure that the Invoicing flag is set to YES. Also fill in all the data fields that apply. For example, the Debtor's Name and address, claim number, in reference to, your provider number for that debtor, etc.

When the invoices are being generated the initial automated process flicks through the Referrals and when it finds an Invoicing flag set to YES and Current set to YES, the automated process then searches your Diary for the month and harvests the billable items to create the invoices.

The sequence for producing invoices is as follows...

1. On accepting a new client who is funded by a third-party, complete the Debtors section in the Referral window, including GP's Name as the referral source.
2. Enter all activities as billable items in your Diary Pages; these include clinical sessions, case conferences, reports, travel time, etc. All these activities take time therefore there is a place for them in your Diary.
3. In the first week of every month click on the End Of Month Check List button. This window will show the month to which the processes apply. For example, if this is now May, then the month of interest is April.

4. In the End Of Month (EOM) window print the Diary Check List to see all Diary items by referral for the month of interest. Check to see that nothing is left out or that nothing is duplicated.
5. In the EOM window click Generate Invoices From Diary.
6. In the Generate Invoices From Diary window, select the month and year and the date for the invoices. Typically, you chose the prior month and the invoice date will be the default current date. Say today is the 2<sup>nd</sup> of March 2012, this will be the invoice date, and February 2012 will be the month and year for the invoicing period. Click "Do It".
7. You will be taken to the Diary Harvest window where you will see all the potential invoices for the selected month; you can print this list. The list will tell you the Debtors and the number of items that will appear on the invoice. You can compare the Diary Harvest list against the Diary Check List for anomalies, if any.
8. If there are corrections to be made at this point in the process, the corrections will be made in the Dairy and/or the Referral window. If all the Diary items have the correct Referral Id, Fee Code, and Duration then the invoice items will be correct. In the Referral window check that the Current and Invoicing flags are set to YES; and check that the Debtor's and referral source details are correct. After making the corrections in the Diary and Referral details, go back to step 6.
9. If the Diary Harvest details are correct then click the Generate Invoices button.
10. Click the Print Invoices button. You can select the month for the invoices to be printed. You can view the invoices on the screen before committing them to paper.
11. Once the invoices are produces and viewed and further corrections are needed then use the Edit Invoices window. Invoice items are corrected in the Diary and Updated to the invoice in the Edit Invoices window. The debtor's details can be corrected in the Edit Invoices window; and the corrections will be reflected in the Debtor's section of the Referral details.
12. You can print your invoices on your pre-printed letter-head where you display all your relevant business details. Or you can print all you business details as they are stored in PsycPrac (see the table below). If you have a pre-printed letter-head then select YES for the Pre-Printed Letter-Head flag in the invoice printing window.

Information that could be needed on invoices.

	The Window	The Information
1	<p>Owner's Name and Details</p> <p>Under Utilities menu</p> <p>If you print on pre-printed letter head, then the letter-head will ideally contain all these items of information. If so, in the Print Invoices window select YES for the Pre-Printed Letter-Head option.</p>	<ul style="list-style-type: none"> <li>* Practice Name</li> <li>* Postal Address</li> <li>* Provider Number 1 (eg. Medicare)</li> <li>* Provider Number 2 (eg. WorkCover)</li> <li>* Registration Number (eg. Psyc Reg Board)</li> <li>* Tax Business Number (eg. ABN)</li> <li>* Electronic Funds Transfer details</li> </ul>
2	<p>Referral details</p> <p>Under Actions/Details Maintenance/Referrals menu options</p>	<ul style="list-style-type: none"> <li>* Current flag set to YES</li> <li>* Invoicing flag set to YES</li> <li>* Debtor's name and address</li> <li>* GP/Referral source</li> <li>* Claim number</li> <li>* In reference to...</li> <li>* Provider number for the third-party</li> </ul>