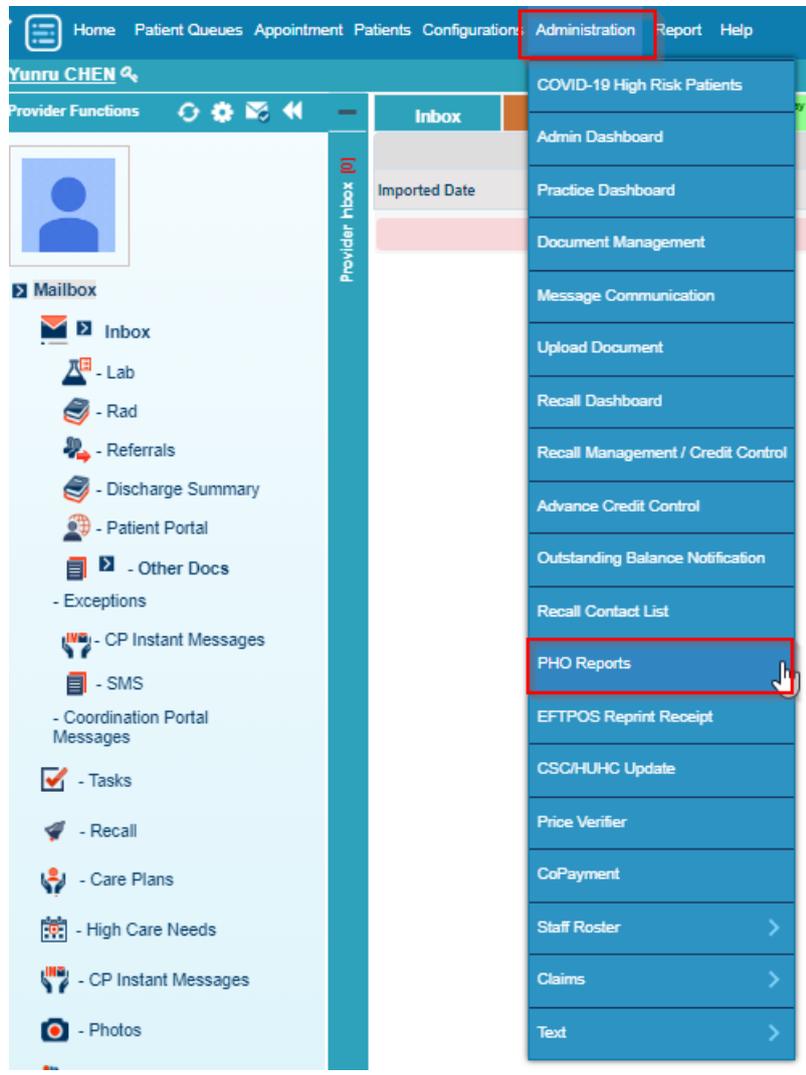
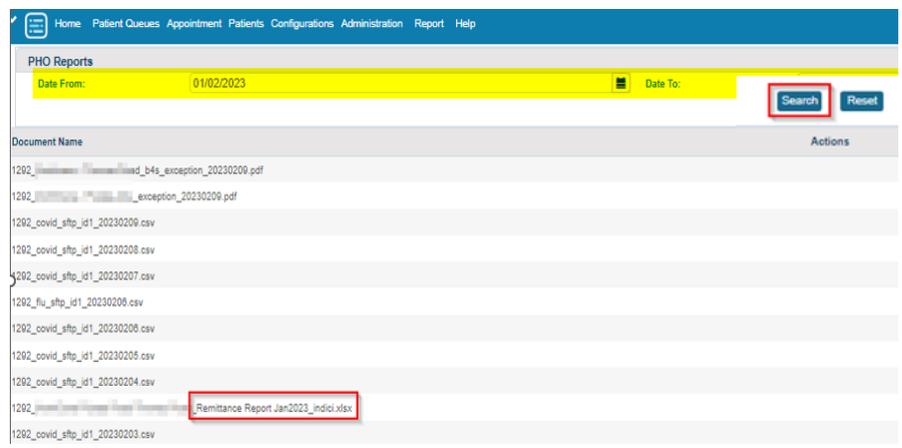


ONE POINT LESSON

Declined Report

<p>1. When investigating unpaid claims it is useful to access the Declined Report.</p> <p>Click on 'Administration' and 'PHO Reports'</p>	 <p>The screenshot shows the Pinnacle software interface. The top navigation bar includes 'Home', 'Patient Queues', 'Appointment', 'Patients', 'Configurations', 'Administration', 'Report', and 'Help'. The 'Administration' menu is open, showing options like 'COVID-19 High Risk Patients', 'Admin Dashboard', 'Practice Dashboard', 'Document Management', 'Message Communication', 'Upload Document', 'Recall Dashboard', 'Recall Management / Credit Control', 'Advance Credit Control', 'Outstanding Balance Notification', 'Recall Contact List', 'PHO Reports', 'EFTPOS Reprint Receipt', 'CSC/HUHC Update', 'Price Verifier', 'CoPayment', 'Staff Roster', 'Claims', and 'Text'. The 'PHO Reports' option is highlighted with a red box and a mouse cursor.</p>																								
<p>2. Enter the date range/month you are searching for and select 'search'</p> <p>This will bring up a list of reports, select 'Remittance report'</p>	 <p>The screenshot shows the 'PHO Reports' search results page. The 'Date From' field is set to '01/02/2023' and the 'Date To' field is empty. The 'Search' button is highlighted with a red box. Below the search bar, a table lists various reports. The 'Remittance Report Jan2023_indio.xlsx' file is highlighted with a red box.</p> <table border="1"> <thead> <tr> <th>Document Name</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>1292_..._b4s_exception_20230209.pdf</td> <td></td> </tr> <tr> <td>1292_..._exception_20230209.pdf</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230209.csv</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230208.csv</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230207.csv</td> <td></td> </tr> <tr> <td>1292_flu_stfp_id1_20230208.csv</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230208.csv</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230205.csv</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230204.csv</td> <td></td> </tr> <tr> <td>1292_..._Remittance Report Jan2023_indio.xlsx</td> <td></td> </tr> <tr> <td>1292_covid_stfp_id1_20230203.csv</td> <td></td> </tr> </tbody> </table>	Document Name	Actions	1292_..._b4s_exception_20230209.pdf		1292_..._exception_20230209.pdf		1292_covid_stfp_id1_20230209.csv		1292_covid_stfp_id1_20230208.csv		1292_covid_stfp_id1_20230207.csv		1292_flu_stfp_id1_20230208.csv		1292_covid_stfp_id1_20230208.csv		1292_covid_stfp_id1_20230205.csv		1292_covid_stfp_id1_20230204.csv		1292_..._Remittance Report Jan2023_indio.xlsx		1292_covid_stfp_id1_20230203.csv	
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