



ClientTracker
ACUPUNCTURE PRACTICE



Quickstart Guide

User Manual

Version 3.4

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ClientTracker

Quickstart Guide

This guide will help you to quickly install and become familiar with the basic functions of ClientTracker software. For more detailed information, please see the **ClientTracker user's manual** on page 12.

We recommend using the **Bookmarks** tab or drawer in your PDF reader software to quickly find the information you need in this guide.

What's New?

Among the new features in version 3.4 are:

- Electronic Billing, Section 5.8 & 5.9
- Families, Section 1.5
- Transaction Report, Section 4.6
- Insurance Payments, Section 5.7
- Reorganized Payment on Account Screen, Section 1.5

Overview

ClientTracker is practice management software solution designed for acupuncture practitioners. It enables you to manage the following types of information:

- Clients, Families
- Appointments
- SOAP Notes
- Invoices, payments and insurance claims
- Payments on account
- Register for a bank account
- Practitioners
- Vendors and inventory of retail supplies
- Insurance companies and payments
- Clearing Houses for e-billing

The following pages provide you with the necessary information for installing and configuring ClientTracker on your computer.

If you have any questions or feedback please email us using the Contact Us page on www.ginkgosoftware.com.

Installing ClientTracker

Windows

System requirements:

Requires Windows 98/ME, XP, or 2000

Recommended at least 233 MHz processor

At least 64 Megabytes system RAM

At least 40 Megabytes available disk space

Portable drive, CD or DVD writer recommended for backing up your data

To install:

1. Purchase a license, or download a demo version of the ClientTracker install package from ***www.ginkgosoftware.com/download*** appropriate to your computer operating system.
2. Double-click on the file you downloaded to start the installer. When the installer has completed, double-click on the ClientTracker icon on your desktop.

Macintosh

System requirements:

Requires Mac OS X version 10.2.2 or later

Recommended at least g3 processor

At least 64 Megabytes system RAM

At least 40 Megabytes available disk space

Portable drive, CD or DVD writer recommended for backing up your data

To install:

1. Purchase a license, or download a demo version of the ClientTracker install package from ***www.ginkgosoftware.com*** appropriate to your computer operating system.
2. The installer window may pop up on its own after the download is complete. If so, skip to step 3. Go to the folder on your computer where you first downloaded the package. Find a file called **ClientTracker.dmg**.
3. You will see a window containing a folder called ClientTracker and a PDF quickstart guide/user manual. Drag the ClientTracker folder to your Applications folder. To make the icon appear in your dock, open the ClientTracker folder and locate the 'ClientTracker' file with the round

green icon. Drag this to your dock.

Registering ClientTracker

When you first open your software you are asked to enter your practice name and registration code. These must be entered **exactly** as they appear in the e-mail you received after purchasing ClientTracker. You can copy and paste these items from the e-mail to the boxes on your software for accuracy. Be sure there are no extra spaces or other characters or it will not work.

Program Usage

Rather than leaving the program open all the time, **close it down at night and start it back up in the morning.** This is the best practice for a number of reasons involving security and data integrity. Be sure you never shut down your computer using the power button when ClientTracker is open, as this can cause file corruption. Be sure to leave backup enabled in the Settings area as a safeguard against accidental file corruption.

See Chapter 6 for more information on backup.

Getting Started

Once ClientTracker has been registered, it gives you the option of deleting the demonstration data. This demo data may be useful in helping you become familiar with how ClientTracker functions. When you are ready, you can delete this demonstration data and start entering your own data.

To delete the demonstration data anytime, click the Settings icon on the *Control Panel*, select the General tab, and click the **Start-up tips** button at the bottom. On the start-up tips page click the **Delete demo data** button.

MULTIPLE WINDOWS: ClientTracker is composed of a number of windows which are all open at once. Using the navigation icons at the top will take you to the right window, so there is no need to close or minimize individual ClientTracker windows.

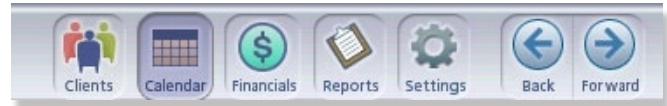
After reading through the Quickstart Guide, and familiarizing yourself with ClientTracker's interface, we suggest you enter your practice information, and set your ClientTracker preferences, enter insurance companies, vendors and inventory in *Settings*. See **Chapter 5 Settings**.

Then you can enter your clients' information **Chapter 1 Clients** and schedule client appointments. See **Chapter 2 Calendar**.

The ClientTracker Interface

At the top of the screen is the *Navigation Bar*.

On the right side of the *Navigation Bar* is the *Control Panel*:



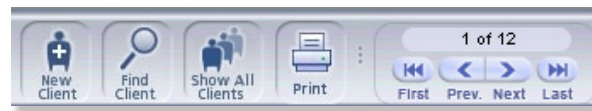
It has 5 buttons that allow you to move to any of the five main areas of the ClientTracker interface:

- Clients
- Calendar
- Financials
- Reports
- Settings

There is also a **Back** and a **Forward** button, allowing you to move back and forth between recently viewed areas.

The left side of the navigation bar, the *Functions Panel*, changes depending on which area you select, and has controls related to that area.

For example, when you are in the Clients area, the *Functions Panel* looks like this:



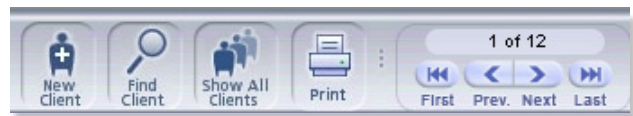
Allowing you to perform functions related to viewing and editing clients. Try clicking the buttons on the *Control Panel*, and notice how the *Functions Panel* changes.

Main areas of ClientTracker



1 Clients

This area is for adding and editing information about clients. When you enter this area, a list of clients is displayed, including basic information such as appointment dates, and contact information. To see the client's record, click on the client's name. To add a new client, click the **New Client** button on the *Functions Panel*.



This provides a blank client record where you can add all the client's information, including contact information, health insurance information, and a photograph of the client if you want to include this.

The client record allows you to schedule appointments for a client -- this can also be done from the *Calendar*.

There are tabs in the client record, allowing you to see various kinds of information about the client including insurance accounts, medical history, SOAP notes, invoices and family information. The Invoices tab allows you to view a list of the client's invoices showing payment status and method, to print invoices and summaries, and to apply payments received to the account. The Family tab allows you to group clients into families for shared billing.

For more information about adding and editing clients, see **Section 1-1**.



2 Calendar

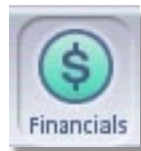
When you open the ClientTracker software, the *Calendar* is the first thing you see. The *Calendar* shows all appointments,

time and duration, as well as reminders you set. The *Calendar* opens showing the current day's appointments, but allows you to easily move to any day to check upcoming or past appointments.



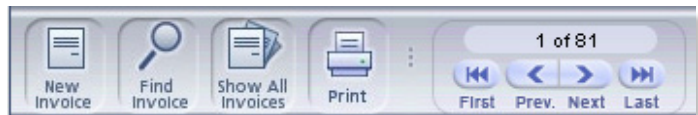
You can create appointments and recurring appointments from the *Calendar* view. Just click “New Appt” and enter the client name, appointment date and time. Another dialogue box asks you for the duration of the appointment. For more information on creating appointments and reminders, see **Chapter 2 Calendar**

You also have a choice of viewing your appointment schedule from a daily, weekly, or monthly view, and can easily print schedules.

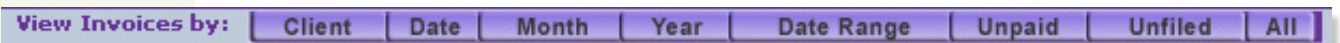


3 Financials

The *Financials* area shows a complete list of invoices for all clients. This is a good way to view billing summaries from all clients without having to look in each client's record, and this view is useful for spotting anomalies such as unpaid invoices, or appointments that have not been invoiced.



There is a purple bar at the bottom of this screen. Clicking on the buttons of this bar allows you to view only invoices which meet certain criteria, such as from a particular client, on a particular date, unpaid, or unfiled.



This is a useful function when your list of invoices gets long, to narrow down the list to show only the invoices you actually need to see.

You can also sort the list of invoices displayed by clicking on the titles at the top of each column. You could sort the

invoices displayed by client name, by date, by status, by billing type, and so on. Note in the graphic below, there is a red down-pointing arrow next to “date.” This means the records are being sorted by date in descending order.

Invoice #	Date ▼	Name	Type
1074	8-28-03	130 Oprah Winfrey	Superbill ▼
1048	8-23-03	125 Willie Nelson	CMS-1500 ▼

If you click the text at the top of a column once, you see an up-pointing arrow, and the records shown are sorted by that category in ascending order. If you click a second time, it turns into a down-pointing arrow, and sorts by that category in descending order.

For example, if you click on “name,” the records shown are sorted in ascending alphabetical order by client name

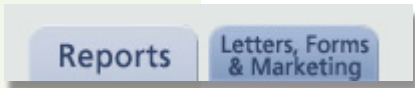
By combining the sorting abilities of the purple bar with the column headers, you can see a list of exactly the invoices you want, sorted in the order you want.

For example, if you click on “unpaid” on the purple sort bar, and then click on “date” at the top of the table twice, a list of unpaid invoices is displayed, sorted to show the oldest unpaid invoices first.



4 Reports

This allows you to generate reports from your data. There are two main areas of *Reports: Reports* and *Letters, Forms & Marketing*, which can be accessed by tabs on the upper right side of the screen.



Reports

This area allows you to summarize data about invoices, inventory, appointments, and financial records.

Invoices

Find unpaid invoices, appointments with no invoices, and invoices with no charge. Reprint invoices and account statements for delinquent accounts.

Inventory

View cost and profit of goods sold during any time period, print out inventory list and list of merchandise to be re-ordered from suppliers.

Appointments

Print SOAP notes for any client, during any time period you choose. Print a list of upcoming appointments.

Deposits

This prints deposit slips for payments received from clients.

Finances

Print a report of all financial transactions during a period of time and/or per client, as well as summaries of payments received by credit cards, and taxes collected on inventory items.

Electronic Claims

Create batches of invoices to submit to a clearing house for electronic filing.

Reconcile

This helps you to reconcile the register, if enabled, with your checking account balance.

Letters, forms & marketing

This area allows you to print forms such as legal releases and insurance forms, mailing labels and envelopes, and to send mass mail-outs, communication and marketing to clients.

Envelopes and Labels

Print envelopes and address labels for clients, insurance companies and vendors, to make mail outs of invoices and other communication easy. You can choose a specific client, or certain clients based on any criteria you wish, such as all clients with a birthday in January, or all clients with outstanding invoices.

Forms

The following forms can be printed from this area:

- Blank CMS-1500
- Consent to treatment
- HIPAA – notice of privacy practices
- HIPAA – receipt of privacy practices
- HIPAA – authorization to release

The Consent To Treatment and HIPAA – receipt of privacy practices form areas each display a list of your clients who have not signed these forms, and check boxes you can

check when they have signed. This shows you, in a glance, who still needs to sign. Each client's record also shows which forms they have signed.

Marketing

The *Marketing* area provides you with letters to help you stay in touch with your clientele. The following marketing items can be printed or e-mailed to clients:

- Referral thank-you letter
- Welcome letter
- Birthday letter
- Custom letter 1 (to specific clients)
- Custom letter 2 (general)
- Mass e-mail - create a custom email and choose which clients will receive it
- Referrals List - see who referred whom and who has been sent a thank-you

For more information about *Reports*, please see **Chapter 4**.



5 Settings

This is the area where you can customize ClientTracker to suit your practice. Program defaults can be set here, as well as backup settings and other details. By clicking on the various tabs in this section you can also configure data related to your practice, diagnosis and procedure codes, your inventory and vendors, as well as insurance companies and clearing houses for electronic claims processing.

Before getting started with the procedures in Chapter 1, we recommend that you fill out information on your practice and practitioners in Settings/General and Settings/Practice.

For a more detailed description *Settings*, please see **Chapter 5**

A NOTE ON BACKUP

As soon as you have mission-critical data stored on your computer, you should begin a regular backup schedule~not just with ClientTracker's built-in backup system, but also to an external drive. Don't wait until you've lost hours of work entering data before you begin. See chapter 6 for more information on backup.

Chapter 1 Adding and Editing Clients

Click on the Clients button in the Control Panel. This shows you a list of all clients currently in the system, as well as some information about the client such as appointment dates, account balance and so on.

List view information

You can click on the highlighted dates under the “next appt” and “last appt” headings to view the SOAP note for that date. And you can click on the highlighted number under the “balance” heading, to view a list of all invoices for that client. Click **Manage Families** to edit families or create a new one.

See Section 1.6 for more information on families.

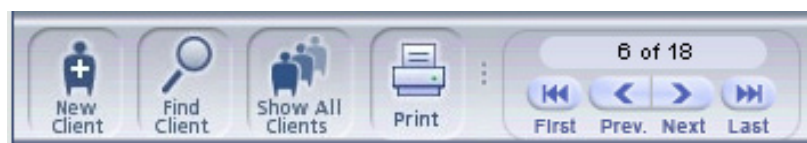
To return to the list of clients, click the **Back** button in the Control Panel.

To view detailed information about a client, Click on their name to see their client record.

To write an e-mail to a client, click the **envelope** under “e-mail.” To delete a client record, click the **trashcan** under “delete.”

There is a purple bar at the bottom of the screen, which allows you to search for a client by chart number, or you can click one of the letters in the alphabet, to show only clients whose last name begins with that letter. The **All** button in the purple bar displays all clients. And the **Advanced Find** button lets you search for clients using the Advanced Find dialogue box. See **Section 4-7** for more information on this dialogue box.

The Functions Panel



The buttons on the *Functions Panel* provide the following functions:

- **New Client** allows you to create a new client record
- **Find Client** allows you to either search for a client by entering their name, or in **advanced search**, you can specify up to four criteria for your search

Chart Numbers

To enable chart (or client) numbers, go to the Settings section using the icon at the top of your screen. Choose a title next to “Your Name for a Client’s #”. This name will show in the header in the list of clients, and a blank will appear on the client detail screen to apply a number to clients.

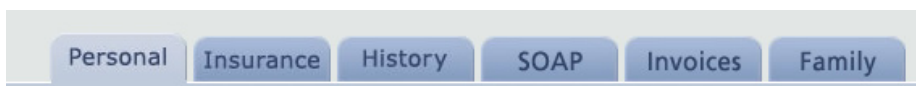
Next Appt	Last Appt	Balance
	1-24-06	\$0.00
7-7-06	6-28-03	\$2147.00
	1-1-06	\$79.06
	1-28-06	\$175.00
	1-28-06	\$0.00

1 Clients

- **Show All Clients** button returns you to the list of all clients
- **Print** Button prints either a list of clients from the list view, or all the information for a single client, from the client record view.

To create a new client record

Click the **New Client** button on the Functions Panel, and enter all information for the client. The information and reports for clients are separated into five categories that you can access by clicking on one of the tabs near the top right of the screen.



1-1 Enter Personal information

Clients/Personal

There are fields for all usual personal information, name address, date of birth, social security number, gender, and so on. You should fill out this form as completely as possible, as ClientTracker uses this information for sorting data and generating reports. In addition, the following fields are present:

Enable appt confirmations by e-mail

Check this box to enable this client to receive automatic e-mail confirmations of scheduled appointments. If this is enabled, a confirmation e-mail is sent as soon as an appointment is made.

There is also a setting In the *Settings* section of ClientTracker that lets you choose if e-mail confirmations will be sent to all clients who have confirmations enabled. **See chapter 5** for more information on *Settings*.

Referred by

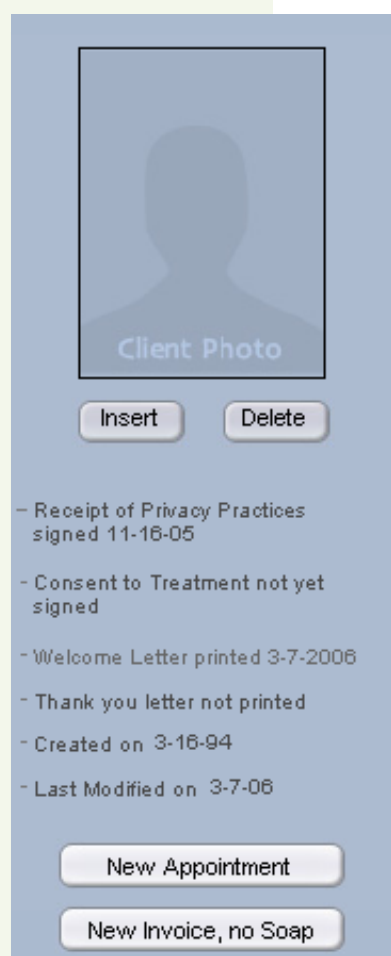
There are two empty fields for entering the name of the physician or individual who referred the client to your practice. This data is used in the *Reports* section for printing referral thank-you letters. This data is also used to track referrals by clients.

For the Physician field, click the **Edit List** link to edit the list of referring physicians. You can choose a physician from the list, or click the **New Physician** button in the *Functions Panel*.

Enter the physician information as completely as possible, as this information is used in other areas of the program. For instance, the referring physician's license number is required for CMS-1500 forms which ClientTracker can generate.

The Physician record also shows a list of clients that doctor has referred. To return to a client record after filling in information on

Tip: Blue Underlined Text next to entry fields will automatically enter the "common sense" data in the field



the client's referring doctor, click the **Done** button

Client photograph

If you have pictures of your clients available on your computer, you can add them to the client record, by clicking the **Insert** button below the picture placeholder on the right side of the client record. This opens a dialogue box allowing you to navigate your computer's hard drives to find the correct picture file. For simplicity it is best to have your client picture files named with the client's name, and in the folder called "photos," which is inside the main ClientTracker folder.

At the bottom of this dialogue box is a check box titled "store only a reference to the file." Checking this box is recommended, to prevent the ClientTracker database files from becoming too large and decreasing performance. Make sure you do not move or delete the picture files on your computer, as ClientTracker looks for them in the original location.

Other client information and controls

Below the client photograph area are reminders that show whether the client has signed the *Receipt of Privacy Practices* form and the *Consent to Treatment* form.

If a form has not been signed, you can click on the text that says the form has not been signed, and you are taken to the printing area for the appropriate form. To affirm the client has signed the form, you should enter the signing date, and then check the box next to the client's name.

If a form has been signed, the date of the signing is displayed. You have the option of resetting this date if necessary.

For more information on printing forms, see **Chapter 4 Printing Reports**

You can also see whether the following courtesy letters have been printed:

- Welcome letter for the new client
- Thank you letter for the person who referred the client.

If these letters have not been printed, you can click on the text links to print the letters. When you print a letter for clients, you are offered the option to also print envelopes or mailing labels for that client.

After a letter has been printed, the date it was printed is shown. If you need to print one of these letters again, you can click on this

1 Clients

text to print it again.

Two buttons below the client's photograph allow you to create:

New appointment

This creates a new appointment for the client, and prompts you for the date and duration of the appointment.

New Invoice, no SOAP


This is useful for invoices that are not for an appointment, such as for products. To generate an invoice for an appointment, it is better to generate the invoice from the SOAP note for that appointment. See **Section 3-3** for more information.

1-2 Assign Insurance companies

Clients/Insurance

The Insurance tab allows you to add to the client record one or several insurance companies which cover the client, and fill out the client's insurance forms for those companies.

Adding insurance companies

To add an insurance company to a client record, click on the **New Insurance Account** button and choose an insurance company from the list that appears by clicking the blue  arrow to the left of the name. If no insurance companies show, you will need to create one before proceeding.

If a client is covered by an insurance company that is not in your list, you can click on the **blue link at the bottom of the screen** to add the new insurance company to your list of insurance companies.

To edit an insurance account, click on the insurance company name in the left column. The right column now contains the information on this client's account with this company.

You can delete insurance accounts by clicking on the trash can to the right of the company name.

Filling out insurance account details

At the top of the right column are details about this client's account with the selected insurance company: Phone Number and Contact name, and optional Member Number. There is also a space for notes.

The insurance forms require a lot of common personal and contact information about the patient and the insured party, (who may or may not be the same person), such as name, address, marital status, gender, the relationship of the patient to the

A good practice is to assign insurance accounts to clients before creating insurance forms (CMS-1500). This will save time and ensure the correct data is in place.

1 Clients

insured party, etc. Also information about the client's policy:

- **Insured person's ID number**
- **Policy group or FECA**
- **Insurance plan name or program name**
- **Patient or authorized person's signature**
- **Insured's or authorized person's signature**

These two signature blanks are marked "signature on file" as soon as the client signs the "receipt of privacy practices" form. To print out this form and/or change the signed status for this client, click in box 12 or 13.

If the client has more than one insurance account, you can switch to and edit a different account by clicking on the blue arrow next to the insurance company name in the left column.

If you want to edit general information related to an insurance company (not client-specific) click on the **Edit This Company** link to the right side of the screen.

For information on adding or editing insurance company information, see **Section 5-6**. For information on creating CMS-1500 invoices, see **Section 3-5**.

1-3 View client History

Clients/History

This page can be used to track the client's medical history, medications they are taking, allergies, and so on. If you need a paper copy, click the **Print** button in the upper left. To add notes to the client history, click on any area and type.

You can also customize the standard text that appear on new history forms by clicking on the **Customize This Form** link at the bottom left of the screen, and editing the form text. Your changes do not affect existing SOAPs, only those created after the change is made.

1-4 View SOAP notes for clients

Clients/SOAP

This tab shows you a list of SOAP notes for this client, with the appointment date and time. Clicking on a note takes you to a detailed view of that note.

You can click on the Date or Chief Complaint column title to sort

1 Clients

the notes by that category. Click once for ascending order (up arrow) click a second time for descending order (down arrow)

How SOAP notes are created

After adding clients, you can schedule appointments for those clients. See **Chapter 2 Calendar** for information on creating appointments.

ClientTracker automatically creates a blank SOAP note for all scheduled appointments. Following an appointment, the practitioner may fill out the SOAP note, either by clicking on the appointment in the *Calendar*, or from the SOAP tab of the client record.

Notice in this graphic, the SOAP note shown at the bottom on 7-23-03 at 5:40 PM has notes in the Chief Complaint category, while the SOAP note at the top, for 1-9-04, has no notes, because it has not yet been filled out.

1-9-04	3:00 PM	
7-23-03	5:40 PM	last treatment was good.

If a client cancels or does not show up to an appointment, there are check boxes in the form to indicate this.

Appointment: 1-17-06 1:00 PM

No Show
 Cancelled

The SOAP note is divided into 4 main areas: Subjective, Objective, Assessment and Plan (or Treatment).

Notice that some fields in the form have text already entered, for example the text inside this text box:

Assessment

TCM DIAGNOSIS:
 MERIDIANS:
 BIOMEDICAL DIAGNOSIS:


Clicking the **customize this form** link at the bottom of the form allows you to customize the text that is inside most of the text boxes.


1 Clients

Changes made to the form text appear in all future SOAP forms that are created, but do not change notes which have already been created.

To save typing, you have the option of importing text from a previous SOAP. This is done by clicking on the **Import from previous SOAP** button. Choose a SOAP from the list by clicking it, and the data from that SOAP is filled into the current one. If you wish to clear the imported data from some sections of the your SOAP note, click the **Clear** button in the upper right of that area.

In the SOAP notes form is a button that generates an invoice for that appointment (**Generate Invoice**), which is linked to those SOAP notes. Once an invoice has been created this button instead reads **Go to Invoice**.

You also have the option of attaching a SOAP to an existing invoice. This way, it's possible to bill for several visits on one invoice. To do this, click the **Link to Existing Invoice** button (this option is only available if you have not yet linked the SOAP to an invoice). A list of all invoices for the client appear. Click the blue  arrow to the left of the invoice # to choose an invoice to associate with the SOAP. To go back, click the **Cancel** button at the bottom.

If more than one SOAP is already connected to an invoice and you wish to connect one of them to another invoice instead, click the **Change Link to Invoice** button. A list of all invoices for the client appear. Click the arrow  to the left of the invoice # to choose an invoice to associate with the SOAP. To go back, click the **Cancel** button at the bottom.

If you are in Multi-Practitioner Mode, and you wish to change the practitioner assigned to a particular visit, this can be done from the SOAP screen by clicking on the practitioner name in the upper left area of the screen. This can also be done from the calendar by clicking on the practitioner's initials next to the client's name.

See **Chapter 3** for more information on invoices.

If you are in multi-room mode, you can change the room indicated on a SOAP by clicking on the room number and selecting another from the list that appears.

See **Chapter 5** for more information on multi-practitioner and multi-room modes.

1 Clients

1-5 View Invoices and record Payments on Account (POAs)

Clients/Invoices

This view shows a summary of invoices for the current client, along with the payment status of each invoice. From this area you can print an account statement and invoices for the client, as well as make payments on the account.

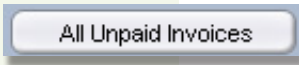
Statements Tab

This screen shows a quick view of all invoices for this client, including: Invoice #, Date, Type, Total, Status, Due and Aging. Aging refers to the number of days the invoice has had an outstanding due about. To view an actual invoice, click the invoice #. For a more detailed view of the list of invoices, click on the Financials icon at the top of your screen.

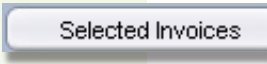
These buttons, on the left side of the screen, print summaries and invoices.



Statement



All Unpaid Invoices



Selected Invoices

Statement: Produces an account statement summary of the client account, showing all outstanding invoice dates and amounts, as well as a total due on the account.

All Unpaid Invoices: Prints all invoices for the client having outstanding balances.

Selected Invoices: Prints selected invoices. You choose which invoices you want to print, by clicking the “select” check box next to the invoice number.

Payments on Account Tab

Click on the Payments on Account Tab to view the Payments on Account (POA) screen. Payments on account can be used in any situation where one payment is used to pay for more than one invoice. On this screen the amount due is separated out into amount due in total, and amount due from client. This is necessary where insurance benefit claims are concerned.

POAs can be disbursed across families. For example, if Easter Bunny and Abominable Snowman are in the same family, a POA can be entered in Easter Bunny’s record and disbursed to invoices for both Easter Bunny and Abominable Snowman. **See Section 1-5 for more information on families.**

Under the **New Payment** button in the upper left, the total credit available for this client (or family, if the client is entered as a member of a family) is indicated. This is the total in all payments on account that remains to be disbursed to invoices.

1 Clients

Note: you also have the option of paying an invoice directly, by clicking on the invoice, and entering the payment information on the invoice itself. This is a simpler method, and should be used whenever a payment applies to just one invoice.

Making Payments on Account (POA)

1. Creating Payments on Account

To enter a payment on account for the client, click the **New Payment** button in the upper left area of the screen.

Now enter information on the payment into the boxes in the 'New Payment on Account' box that appears.

Payments on account are credited to the client account in general, and can be applied to invoices as needed.

Date

Fill in this field manually (mm-dd-yyyy) or click on the blue-underlined text of "date" to auto-enter the current date.

Method

This box also has a drop-down list to choose between cash, checks, credit cards, or other forms of payment.

Amount

Enter the payment amount in this blank.

Check Number

Enter the check number here, if the payment is by check.

Note

This blank can be used for any information about the transaction, such as the type of credit card, if you chose "other CC" in the Method box above for example.

Other credit card blanks:

CC Number

CC Exp. Date

CC Approved

Note: ClientTracker does not process credit card transactions at this time, so the credit card boxes are for recording a credit card transaction processed using another means, such as with a swipe machine, or over the telephone.

Once you have confirmed that all information in the payment boxes is complete and correct, click the **Apply** button at the bottom of the box. This adds the payment as a credit on the client's account. If you wish to cancel the process, click the **Clear** button.

The screenshot shows a 'New Payment on Account' dialog box. It has a title bar with the text 'New Payment on Account'. Below the title bar are several input fields: 'Date' (with 'Date' underlined in blue), 'Source', 'Method', 'Amount', 'Check #', 'Note', 'CC Number', 'CC Exp. Date', and 'CC Approved'. At the bottom of the dialog are two buttons: 'Clear' and 'Apply'.

1 Clients

The Payments On Account box at the top of the screen shows all payments made to the account, the remaining balance of each, and the total credit balance available. You can use the balance available to pay any outstanding invoices, which are listed below.



Once you have created a POA, you now have the option to distribute funds from it to invoices for other members of the same family. To switch to another family member, click the arrow next to their name in the Family Members box. This takes you to the POA screen for that client, with the POA you just created showing in the Payments on Account box.

	Date	Source	Method	Details	Amount	Available
Receipt	7-17-06	Client	Check	Check #1234 - Prnt on acct.	Edit \$200.00	\$200.00
Enter						

2. Applying Payments on Account to Invoices

To apply monies from a payment on account to an invoice or invoices:

a. Select the POA (payment on account) you wish to disburse

Click on the payment to be disbursed to select it. Notice in the graphic above, the payment by check of \$200 is highlighted in blue indicating it is selected. If the client has multiple POA's with balances to be disbursed, select and disburse them one at a time.

b. Enter payment amount for invoices

Type the payment amount into the "Allocated Payment" box on any invoices you wish to pay. Next to each box is a button labeled +. Clicking this button applies the full amount due from Client for that invoice, if this much is remaining in the current POA. The Total column under Balance Due includes the amount due by client and insurer, where applicable.

Balance Due		Allocated Payment	Aging
Total	Client		
\$82.25	\$32.25	\$32.25	+ 207
\$72.25			+ 120
\$42.25			+ 192
			+

Notice in the graphic to the left, the "Total Allocated" box shows \$32.25. This is the sum of all amounts entered for all invoices. This sum should not be more than the balance of the selected POA.

Total Allocated **\$32.25** [Distribute](#)
[Clear Allocated](#)

c. Click the **Distribute** button.

Funds from the selected POA are applied to the selected invoices. If you wish to distribute another POA, select it from the list, and repeat steps a through c.

You can partially or completely pay any number of outstanding

invoices in this manner, up to the total amount of credit in the client's account.

For more information on invoices see **Chapter 3**

To review or print information on a POA or to print a receipt for a POA, click the *i* button or the receipt link on the POA.


1-6 Families

When a parent or spouse pays for treatment for another family member, it can be useful to organize clients into families in ClientTracker. Payments on Account entered under one family member can be disbursed to invoices for other family members. The **Family** tab in the Client section enables you to manage families.

Manage Families

To create a new family including the current client, click the **Manage Families** button. You are shown a list of all current families. Click the **Form a New Family** button at the top. Check the box in the **Select** column for all clients who are part of this family. Click the **Form Family** button at the bottom to create a family based on selected clients, or click **Cancel** to go back without creating a family.

To Add the current client to an existing family, click the **Add to a Family** button. You are shown a list of families. Click the name of the family (e.g., Family #31 - 2 members) to add the client to this family.

Once a client has been added to a family, the other family members are shown on a list. You can easily jump to another family member by clicking the blue  arrow next to their name.

Edit This Family

To edit the family of which the current client is a member, click the **Edit This Family** button. You are show a list of all members of this family.

To remove a family member, click the **Remove** link to the right of their name.

To add another client to this family, click the **Add to This Family** button. The Add to Family screen appears. Enter the first name and/or the last name and click the **Go** button to find the client you wish to add to the family. Then names of client matching the name(s) you entered appear below. Click on one of these to choose it. Once you have selected a client, they will appear on the list. Repeat this step to add additional clients to this family. When you are finished adding to this family, click the

1 Clients

Done button.

To view details on one member of a family, click on their name.

When you are finished editing families, click the **Done** button at the top.

To view a list of all families, click the **Manage Families** button. You are shown a list of all families and family members.

To remove a family member, click the **Remove** link to the right of their name.

To add another client to this family, click the **Add to This Family** button. The Add to Family screen appears. Enter the first name and/or the last name and click the **Go** button to find the client you wish to add to the family. Once you have selected a client, they will appear on the list. Repeat this step to add additional clients to this family. When you are finished adding to this family, click the **Done** button.

To view details on one member of a family, click on their name.

When you are finished, click the **Done** button at the top.

To Switch one client from one family to another, click the **Change Family** button.

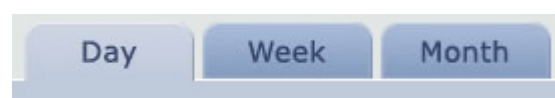
A rectangular button with a light blue gradient and a thin border, containing the text "Change Family" in a dark blue font.

Chapter 2 Calendar

2-1 How to use the Calendar

The *Calendar* lets you enter and view appointments and reminders for your practice. When you first open the calendar the current day, in day view format, is displayed.

The tabs allow you to switch to viewing by week and month as well. This is a handy of looking at upcoming or past appointments, and seeing when to schedule new appointments.



Day view shows a detailed view of the appointments on the selected day, including client name, start and end of scheduled appointment, the practitioner and room if applicable, a link to compose an e-mail to the client, and a trash can for deleting the appointment.

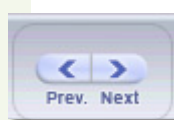
A notification shows next to an appointment if it is the Client's initial visit, or if they cancelled the appointment or did not show up. The 'Initial Visit' flag disappears as soon as a second appointment is created for a client. If a client's birthday occurs on their appointment date, this is displayed as well.

Once you have scheduled an appointment, you can change its date, time and duration by clicking on the start time or end time, and entering new information in the dialogue box.

You can also change the practitioner and room, if your clinic has multiple practitioners and rooms, by clicking on the name of the current practitioner or room, and making a new selection in the dialogue box. *To turn on or off multiple practitioners and/or rooms, go to Settings/Practice (see section 5-2).*

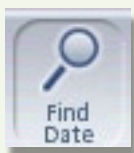
Changing days

You can select any day you want by clicking the day in the small monthly calendar displayed on the left of the screen, which is the current calendar month. You can click the arrows to the sides of the box above the calendar to step forward or backward through months.



Click the **Prev.** or **Next** buttons in the *Functions Panel* to step forward and backward through days.

2 Calendar



Click the **Find Date** button in the *Functions Panel* to quickly move to a particular date. Enter the date in the dialogue box in the format (mm/dd/yy) to jump to that date.

To quickly return to the current day, click the **Today** button in the *Functions Panel*.

The **Week** tab shows a less detailed view of the appointments and reminders for the current week. To get a more detailed look at any day, click on it. You can click the **Prev.** and **Next** buttons in the *Functions Panel* to step forward and backward through weeks.

The Week View and Month View calendars add the following codes to appointments:

- B Client's birthday
- C Client cancelled
- N No Show, the client didn't show for appointment
- I Client's initial appointment.

The **Month View** tab shows all appointments and reminders in the current month. You can click on any day in the month to get a more detailed view. You can click the **Prev.** and **Next** buttons in the *Functions Panel* to step forward and backward through months.

2-2 Create appointments from Calendar view



You can enter appointments either from the *Calendar* or from the client record. To create an appointment click the **New Appt** button.

A dialogue box prompting you to enter the client name, date and start time is displayed.

Client Name

Enter just a first name or a last name. If there is more than one Joe in your client list, for example, ClientTracker will allow you to choose the correct one from all clients with the first name Joe.

If you are unsure of the spelling of a client's name, enter a few letters, and ClientTracker lets you choose between the clients with names containing those letters.

Date

In the date field, notice that whatever day you were viewing with the calendar is pre-entered. You can either type the appointment date in this blank, in the format (mm/dd/yyyy), or select the day of the appointment with the calendar before creating the appointment.

Note that you do not have to enter the year, unless the

appointment is not in the current calendar year, so in 2006, “03/11” would be understood to be March 11, 2006.

Start Time

Enter the Start Time of the appointment in the Start Time box.

Note that ClientTracker auto-selects “am” when you enter times between 8 and 11:59, and “pm” for times between 12 and 7:59. So if you type “3”, it assumes you meant 3 pm.

This is a shortcut to save you from having to enter “am” and “pm” most of the time. You can override this by specifying “9 pm” or “3 am” for instance.

Then click the **Schedule** button to make the appointment, or **Cancel** to cancel. You are then asked for the duration of the appointment in minutes or hours.

Duration

Enter either “60”, “1 hr” or “1 hour” for an hour, or “90”, “1.5 hour” or “1.5 hrs” or one hour and a half. ClientTracker assumes you mean minutes if you don’t say hours, so typing 1.5 is interpreted as 1.5 minutes.

To verify the correct duration, click **OK**. The appointment now appears on the list of appointments for the day.

The default duration of an appointment, auto-entered in the box, is 30 minutes, but if the normal length of your appointments is different, you can change the default in *Settings*. **See Section 5-1** for more information.

That’s it! You have scheduled an appointment! At the time the appointment occurs you can click on the appointment and you are taken to a blank SOAP form where you can enter visit information and create an invoice.

If you need to change the date, time, duration, practitioner or room of the appointment, or to delete it, see section **2-1 How to Use The Calendar**.

Create recurring appointments:

Recurring appointments are created and behave in the same way as normal appointment, except that they recur on the same day of the week, at the same time and for the same duration, for a number of weeks that you choose.

For regular weekly appointments, this saves the trouble of having to enter the appointment multiple times, but the appointments do have to be at the same time and duration for this method to work.



Click the **Recurring Appt.** button.

Use the same procedure as above for entering client Name, Date, Start Time of the appointment and Duration. Then it asks you “How many appointments would you like to schedule?” Enter a number corresponding to the number of weeks the appointments recur. The program may pause for a time while the new appointments are created. Do not interrupt it until it is finished.

2-3 Create appointments from client area

Click the Clients tab in the *Control Panel*, select the client for whom you wish to make an appointment, to see their client record.

From the client record, notice that there are two buttons below their picture square: **New Appointment** and **New Invoice, No SOAP**.

Click the **New Appointment** button. This displays a dialogue box to create a new appointment. Follow the process of **2-2 Create appointments from Calendar View** above to create an appointment.

For information on finding a client using the Find Client function, see **Chapter 1 Clients**.

Chapter 3 Financials

When you enter the *Financials* area, you see two tabs: **Invoices** and **Register**. (Note: the Register tab is not visible if you have not enabled the register in the Settings area.)

3-1 Information about Invoices

Financials/Invoices

List View

Clicking the Financials tab displays a list of all invoices in ClientTracker's database. Use the scroll bar on the right side of the window to move through the list.

Click on any invoice in the list to view an invoice. You can change the type of any invoice to Simple, Superbill or CMS-1500, by clicking the invoice type in the "Type" category. See below for more information on types of invoices.

A trashcan icon is on the right side of every invoice row. Click on it to delete that invoice.

Sorting the list of invoices

Sorting the list is helpful when the list becomes long, and you need to find a particular category of invoice. You can sort the list in the following ways:

There is a purple bar at the bottom of this screen, which allows you to view only invoices in a category or date range that you specify. To see all invoices, click the **Show All Invoices** button.

Also, as in most lists, you can click on the column headers to sort the currently visible records by that category. One click of the header text sorts by that category in ascending order; a second click sorts in descending order.

Totals

To view totals for invoices, click the **Show Totals** button at the bottom of the screen.

Functions Panel

The *Functions Panel* in the *Financials* area allows you to generate new invoices, manipulate your invoices, and print.



3 Financials

New Invoice

Ordinarily, the best way to generate a new invoice is from SOAP note related to a treatment, as described in **Section 3-2** below.

If you don't need the invoice associated with a SOAP note, you can click the **New Invoice** button on the *Functions Panel*. An invoice generated in this way has a button allowing you to create a SOAP note at any time you wish.

Find Invoice

This allows you to search for an invoice by invoice number.

Show All Invoices

Selecting this command shows you the list of all invoices.

Print

If you are viewing a list of invoices, this button prints the currently visible list. You can sort the invoice list, as described above, and then print the sorted list if you like. If you are viewing an invoice, this button prints the invoice.

Navigation Palette

To select the first invoice in the list, click the **First** the button. To select the previous entry, click the **Prev.** button. To select the next entry, click the **Next** button. To select the last record, click the **Last** button.

3-2 Generating invoices

The usual order of generating an invoice is the following:

1. Create an appointment for a client in Calendar. This creates a blank SOAP note for that client.
2. Click on the appointment to access the SOAP for that visit. From the SOAP note, you can generate an invoice for that treatment by clicking the **Generate Invoice** button.

See Section 1 Clients for more information on SOAPs.

This is the best practice, as ClientTracker associates the appointment date, the SOAP note, and the invoice, making it easy for you view the SOAP note pertaining to an invoice and helping with ClientTracker's accounting of invoices.

You can also generate an invoice manually any time you want, by going to the *Financials* area and clicking the **New Invoice** button. You can also create an invoice from the Client section, under the Personal tab, by clicking the **New Invoice, no SOAP** button. Invoices created using these two methods will not be linked to a

SOAP.

3-3 Generate an invoice from a SOAP note

To fill out a SOAP note and invoice for a client, click the **Calendar** button on the *Control Panel*. Click the day of the appointment, and click on the client name to view the SOAP note for that appointment.

You can also see a list of all SOAP notes for a client in their client record, by clicking on the SOAP tab. For more information on the Client area, see **Chapter 1**.

Generate an invoice

Enter all insurance companies for your clients in the *Settings* area before creating invoices. See **Section 5-6** for more information.

From the SOAP note, click the **Generate Invoice** button. Note, the button will read **Go to Invoice** if an invoice has already been generated for that SOAP note.

For more information on connecting SOAP notes to invoices, see Section 1, Clients.

Now you have the choice of three types of invoices: CMS-1500, Superbill or Simple. Choose the type of invoice you need, and a new invoice of that type is created and displayed.

Simple invoices are for accounts paid directly, not involving insurance companies.

Superbill invoices are for accounts to be paid partly or completely by insurance companies, so include additional fields for insurance information.

CMS-1500 invoices are a federally standardized form (U.S.) for filing insurance claims for medical services. Instead of entering procedure descriptions, codes are used to designate medical procedures. ClientTracker makes this easier by allowing you to select the procedure from a list, and then it fills in the appropriate code. Always enter insurance account information on clients before creating CMS forms.

Note: depending on the size of your computer monitor, you may need to scroll down, using the scroll bar on the right side of the screen, to see the bottom portion of invoices.

See **Section 3-5** for more information about CMS-1500 invoices.

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3-4 Simple and Superbill invoices

Financials/Invoices

The right side of the screen has a number of controls. At the top is a button that reads, **Go to SOAP Note**, providing an easy way to navigate back and forth between the invoice and a SOAP note.

*Note: if you are creating an invoice not associated with any SOAP note, the button will read, **Create SOAP Note** instead.*

There are also buttons giving you the option of changing the invoice type at any time.

Client's personal information

The client personal information areas and the date of the appointment are pre-filled if you generate an invoice from a SOAP note. The invoice number field is pre-filled with an incremented number.

Note that Simple type invoices are similar to Superbill invoices except that Simple invoices do not have spaces for insurance company, and policy number, shown below, or the practitioner's name and license number.

Homer Simpson
12934 Guerrero St
Springfield, OH 39045

Invoice #	1097
Date	12-1-2006
Insurance Co.	Kaiser Permanente
Policy #	2345678
D.O.B.	1-9-1964

Diagnoses

Note: Simple invoices do not have a diagnoses area.

There are spaces for four diagnoses near the top of Superbill invoices. Just click the blank, and pick the diagnosis from the list of diagnosis codes that appears.

Once you have made an invoice using one or more diagnosis codes, the next invoice created for that client will have the same codes entered by default. You can change these at any time.

To edit diagnosis codes, click the **Edit List** link on invoices, or go to the *Settings* area, and click the **Diagnosis Codes** tab. You can download diagnosis and procedure code updates from Ginkgo's web site when required. For more information, see **Section 5-3**.

If you want to enter a diagnosis manually, click the blank a second time, and a cursor appears, allowing you to type. You can do the same in the diagnosis code number area.

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You can download diagnosis and procedure code updates from Ginkgo's web site when required. For more information, see **Section 5-3**.

Dates

Invoice date

This is the date the invoice was generated. This appears at the top of the invoice, under "Invoice #." This is auto-filled with the date of the appointment, if created from a SOAP note.

Procedure date

This is the date the procedures were performed. This appears in the Procedures header. This is set to the invoice date by default. If you assign different dates to procedures this disappears since there is no one date that applies to all procedures.

Also notice each procedure you enter on the invoice has the procedure date pre-entered. The individual procedure dates can be edited.

Taxable Status

If a procedure is taxable, it will show in the list with an 'tx' to the right of the Amount column. One or more procedure taxes must be entered in Settings/Practice and the procedure 'Tax' box must be checked in Settings/Procedure Codes.

To delete an item, click the trashcan to the left of the date field.

Products

Use the same procedure to enter any products which were sold to the client. The list of products your practice sells, if applicable, can be entered in the *Settings* menu, under the Inventory tab. See **Section 5-5** for more information.

As with procedures, you can click twice on a blank space if you want to type in an item manually, and you can click the **Edit List** link to add products to the product list.

Scrolling

You can enter up to 10 products on an invoice, though only four are visible at a time. To preserve the screen space, only the first four are shown. To see the other products, use the scroll bar to the right of the price to scroll down. The scroll bar will only appear when you click in one of the boxes in the Products area. After you have entered four items, you need to use this scroll bar to enter additional items. When you print an invoice, all items (up to 10) will show on the printed invoice.

ClientTracker can track the inventory of products you have in stock, and automatically remove products sold from the inventory

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list. It can even alert you to re-order when your products in stock reach a chosen level. See **Section 5-5** for more information.

Subtotal, Total and taxes

The invoice is automatically totaled as you add procedures and products, and taxes are added to the subtotal. Taxes on products and procedures (where applicable) are listed separately.

Important: In order for tax calculations to be correct, you need to setup tax rates for products and procedures.

Tax rates can be set in Settings/Practice. You will may also need to select the taxable status of individual products in Settings/Inventory, and individual procedures (where applicable) in Settings/Procedure Codes. See **Section 5-2** for more information.

You can subtract any discounts you are providing to the client from the total by entering a dollar amount in the 'Discount' space. If there is anything entered in the discount box, a 'discount notes' blank appears to enter notes about the discount.

Payments Made

At the bottom of the invoice is a list showing any payments that have been made to the invoice. A button labeled **Payment on Account** on the right side of the screen, takes you to the client's record to make a POA. See **Section 1-5** for more information.

Making Payments on the invoice

Third party Payor box

If an insurance company is paying all or part of the invoice, click the **Yes** button under "Third Party Payor?" The box expands, showing blanks for entering the date the date the claim was sent and the total expected. If you click in the "Date Claim Sent" blank, the current date is auto-entered; you can edit the date by clicking in the blank a second time.

The last blank in this box is "Total Expected" from the third party payor, which may or may not be the full amount of the invoice. Clicking on the blue-underlined text auto-enters the full amount of the invoice, or you can enter a number manually.

Under these boxes are the totals due from third party and from the client for this invoice.

Third Party Payer?
 Yes No

Third Party Payer?
 Yes No

Date Claim Sent:

Total Expected

Due from Third Party:
 \$110.00

Due from Client:
 \$18.25

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→ Payment on Account

New Payment

Date 10-25-2006

Source

Method

Amount

Check #

Note

CC Number

CC Exp. Date

CC Approved #

Apply Clear

New Payment area

At the bottom right side of the screen, there are controls allowing you to either make a direct payment on the invoice, or to navigate to the client's record to make a Payment on account. On CMS-1500 invoices this is located on the Other Details screen, accessed via the Other Details tab at the top.

In the "Source" blank, you can specify the source of the payment. Your choices are: Adjustment, Client, Co-Pay and Other.

Co-Pay

Often the source is the client, but if the client is required to pay a co-pay then always choose Co-Pay as the source. This is important because it affects the way ClientTracker calculates the payment. You will also need to enter an amount in the 'Expected from 3rd Party' box on the right side of the screen (see preceding paragraph). This amount should be the total amount due less the co-pay amount expected from the client.

You can make a payment on the invoice for any amount up to the invoice total by entering all applicable information in the blank spaces, and clicking the **Apply** button.

If you want to make a payment to the account in general, or to prepay services, click the **Payment on Account** button.

For more information on making payments on account, see **Section 1-5**.

3-5 Creating CMS-1500 invoices

Financials/Invoices

To save you time and typing, CMS-1500 forms are generated with a number of items filled in for you, if you have entered the information relating to the client, insurance account(s) and procedure/diagnosis codes in advance.

These items are:

- Client name and personal information,
- Insurance company information, including information specific to the client's account with an insurance company
- Information about your practice

If you click on some areas of the form, you are prompted to go to the relevant area in the program to change the information. This prevents discrepancies between information in the client record or client's insurance accounts records and the CMS-1500 form. You can also go to these areas using the **Insurance Company** and

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Client's Insurance Account(s) buttons at the top of the form.

*NOTE: If you change anything about the client's insurance account, you may need to **refresh the data** on invoices created before the change was made. To do this, click the **Refresh Information** button at the top of the invoice. If you are experiencing any issues involving old data showing on invoices, give this a try.*

Insurance Company information

If more than one insurance company covers the client, the first company entered in their client record is selected by default. If you click the insurance company name, a popup list appears showing all insurance companies associated with the client, allowing you to select a different company. To set up additional accounts or edit existing accounts, click the **Client's Insurance Account(s)** button at the top of the screen.

Other sections of the form

Each area of the CMS-1500 form is numbered

Areas 1-8

This information is drawn from the client's insurance record, and cannot be edited directly on the form.

Area 9

This can be filled out, if required, related to coverage from a second insurance program. Once entered, this data is auto-filled in subsequently created CMS forms, and can be changed at any time. Also see 11d, below.

Area 10

Enter information here about factors related to the client's condition.

Areas 11a-11c

This information is drawn from the client's insurance record, and cannot be edited directly on the form. Clicking on this area takes you to the correct screen for editing the data.

Area 11d

Check this if the client is covered by a second health benefit plan.

Areas 12-13

The boxes in this section marked "Signature on File" are checked, and the date of signing entered, if the client has signed the "HIPAA -- receipt of privacy practices" form.

TIP: On the client's Personal page, under the Client Photo blank, is a link enabling you to set or alter whether this form has been

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signed and when.

See **Section 4-8** for more information on forms.

Areas 14-20

These areas are for information related to the client’s condition and referring physician.

Areas 21-1 - 21-4

Enter up to four diagnoses for the client by clicking the blanks and choosing from the popup list. You can also enter a diagnosis manually by clicking the blank a second time, and typing. Click the **edit list** link if you want to edit the list of diagnosis codes in the settings area of ClientTracker.

Areas 22-23 Information related to Medicaid

Area 24-a Beginning and end dates of each procedure

Area 24-b -- 24-c Place and type of service

At the bottom of the form, in the areas marked “default for 24b”, “24c” and “24h” you can enter default data to be entered in future CMS-1500 forms.

Area 24-d: procedures

Enter up to six procedures performed on the client by clicking the blank under the “cpt/hcpcs” header. A popup list of your procedures appears so you can select one. If you click the blank a second time, you are able to type in the blank.

Area 24-e

Each procedure needs to be related to one or more diagnoses by diagnosis number. The diagnoses blanks are numbered 1-4. Pick a diagnosis or a combination of diagnoses that this procedure treated, by clicking the box and selecting the appropriate combination of numbers.

Box 24 -F: Unit or multiple?

Some insurance companies interpret the Box 24 - F (titled “\$ charges”) differently than others. While some expect it to reflect the cost of the item multiplied by the number of units (Box 24 - G “days or units”), others expect it to show the cost per unit of the procedure. To avoid confusion it is best to determine which method each insurance company expects, before submitting CMS-1500 forms

Multiple method

For example in the graphic to the left, we see charges for 4 units of moxibustion, which are \$50 each. In the Multiple method of calculation, box F shows the unit cost (\$50) multiplied by the

F	G	H	I	J	K
\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	EMG	COB	RESERVED FOR LOCAL USE
200.00	4				
28. TOTAL CHARGE	29. AMOUNT PAID	30. BALANCE DUE			
\$ 200.00	\$ 0.00	\$ 200.00			

3 Financials

shows in this area, as well as the signature date. It's possible to edit this date if needed.

Area 32 The address where the treatment was performed, and the NPI number associated with this facility. The practice address is filled in automatically, or you can manually enter address information. To make the practice address show again, clear the text out of the boxes and click somewhere outside of these boxes.

Area 33 Practitioner who performed the treatment. The name of your primary practitioner is auto-entered in this blank. Click the **Change Practitioner** button if you want to select a different practitioner. If you wish to have the practice name instead of the practitioner name appear in this blank, click the **Toggle Name** button. Click it again to go back to the practitioner. You can also toggle between the address for the practice and the address for the practitioner assigned to the form by clicking on the **Toggle Address** button.

33a NPI Number for this practitioner

33b Other number for practitioner. By default this contains the license number for the practitioner preceded by 'OB', which designates the state license number (this is required for submission to clearing houses). Other numbers can be entered here manually and will appear on future CMS-1500 forms for that client. [See the CMS-1500 Guide](#) for more information.

See **Section 5-2** for information on multiple practitioners.

Other details

At the top of CMS-1500 invoices there is a tab that allows you to switch back and forth between the CMS-1500 form and the other details form. The other details form is similar to Simple and Superbill invoices, except that it does not show treatments—these are entered on the CMS form itself. Products can be entered on this form (although it is a better practice to enter them on a separate invoice), as well as payments. You can create or distribute a Payment on Account using the **Payment on Account** button. The total shown on this form includes the cost of treatments from the CMS-1500 form.

For more information on making payments, see **Section 1-5**.

To have the total of payments made on the other details screen show in box 29 (Amount Paid) on the CMS form, see the paragraph about that box on the previous page.

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Printing the form

Before printing CMS-1500 forms you should choose whether you are printing on blank paper or preprinted forms. This is done with a checkbox in Settings/General under the Financial tab. Most companies accept either.

If you are printing on a preprinted form, and find that your printer is not properly aligning the printed text with the form blanks, you can use the **Adjust Printer Alignment** button at the top of the page. It prompts you to enter numbers in the boxes to shift the printout horizontally or vertically until it is correct.

Electronic Filing of CMS-1500 forms

See section 5.8 for complete instructions on this process.

3-6 Using The Register

Financials/Register

The *Financials* area has another tab called “Register,” if you have enabled the register in Settings. The register tracks all transactions for a bank account.

Note: This is not a full fledged accounting program. It tracks one checking bank account. At this time, it can only track deposits and credit cards from the day you activate it, not any earlier payments.

Each entry in the register represents either a deposit (green) or payment (red). By using the purple bar at the bottom of the screen, you are able to selectively view entries by a number of criteria.

Automatically entered transactions

When you print a deposit slip for cash, checks or credit card transactions, all transactions on the deposit slip are automatically entered in the register. See **Section 4-4 Deposits** for more information.

Manually entering transactions

In the register, manually enter all bank transactions that do not appear on deposit slips, to keep the register accurate.

Click the **New entry** button in the *Functions Panel* to manually enter a transaction. Transactions have the following fields:

Date

If you manually create a Transaction, the current date is auto-entered. You can click on this blank, and edit the date if you wish.

Check

You can enter a check number in this box, for check payments. If you click on the blank, an incremented number appears, or

3 Financials

you can choose a payment category from the popup list, that includes:

ATM

Deposit

EFT

To enter a check number manually, click the box a second time and type the number.

Payee

You can manually enter the name of the Payee in this square by clicking on the blank and typing, or if you click the down-pointing arrow on the right side of the blank, a popup box appears showing a list of all the payees currently in the system. Select a name from the list, if the name you need is in the list, and click the **Paste** button to auto-enter the name in the Payee blank.

If you click the “show individual words” square, all Payee names in the list with multiple words are separated into individual words, so you can pick any word in a name.

Category

This field indicates the category of a transaction, such as income, interest accrued, rent, and so on. If you click on the blank once, a popup list shows you a number of common categories. You can use the scroll bar to move through this list, and you can edit the list by scrolling to the bottom and selecting “edit...”

Or you can click in the blank a second time, and type the category. Note that new categories entered this way do not become part of the popup list.

Memo

You can enter notes in this blank. ClientTracker enters information here when automatically adding entries to the register after printing a deposit slip.

Payment

Enter the amount of the payment. Payments appear in red text.

Clr

When you click inside this square, a “c” appears, indicating a check has cleared. You can use this function to mark all checks that have cleared when your bank statement arrives.

When you reconcile the register, an “r” appears in this square for every transaction that has been reconciled.

Deposit

Enter the amount of the deposit. Deposits appear in green text.

Balance

The balance column shows the bank balance after each transaction. At the bottom of the screen total deposits; total payments; and bank balance are shown.

Reconciling the register with your bank statement

This function lets you enter the ending balance from your bank statement in the register, and add bank fees and subtract interest accrued to make the balances equal. You can also generate new transactions that are missing from the register, or correct errors in transactions if necessary.

Click the **Reconcile** button in the *Functions Panel*. Enter the Ending Balance from your bank statement. Enter any bank fees and interest shown on your statement.

Now check the “clr” box for all payments and deposits that have cleared. As you check each item, its amount is added or subtracted from the account total.

If the statement balance and new balance amounts are equal, the account is reconciled.

Click **Cancel** to finish later or click **Done** if completed. If it did not balance and you want to finish reconciling, select **Make Entry** to make an adjusting entry to the register.

All the cleared items are marked with an “r” for reconciled.

Note: you can also reconcile your bank statement with the register from Reports/Reconcile/Bank Statement. See **Section 4-6**

Chapter 4 Reports


The reports area allows you to print reports from your data, mailing labels, envelopes, legal forms, and marketing letters and send marketing e-mails. You can also create batch files of invoices for electronic billing.

The reports area has two sections accessible by tabs:

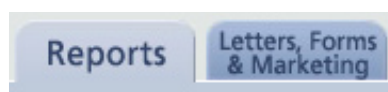
Reports

Letters, Forms & Marketing.

The Arrow

Note in the graphic below, at the right side of each report type is an  arrow pointing to the right. Click this button to create the report.

Reports/Reports



From this area, you can print the following kinds of reports:

4-1 Invoices

This section of the page allows you to print invoices, account statements and lists of invoices.

Unpaid Invoices.

You have four choices. Click on the circle next to your selection, and then click the arrow.

View List

This shows a list of all unpaid invoices, with summaries of the total money charged and owing.

Print List

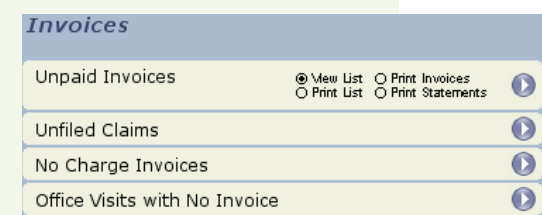
This prints a list of unpaid invoices, with summaries of the total money charged and owing.

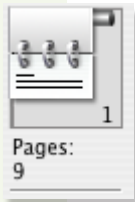
Print Invoices

This prints all invoices with a balance owing. If you want to re-send invoices to accounts with outstanding balances, this is an easy way to do it.

Print Statements

This prints account statements for all accounts with a balance owing.





Printing

When printing documents, you are shown a preview of the document to be printed, and have the option of reviewing the document before printing, by clicking the **Review** button.

In reviewing mode, you are able to look through all pages of the document to be printed, by clicking the upper and lower pages in the graphic interface, as shown below.

You can also use the small grey handle protruding from the right side of the graphic as a scroll bar to move through the pages.

The number right at the corner of the page graphic shows the current page you are viewing, and the number shown below “pages:” shows the total number of pages about to be printed. When you are ready to print, click the **Continue** button on the right side of the screen.

Unfiled Claims

Clicking on the arrow button provides a list of all invoices that have been specified as “third party payor,” but the claims have not yet been filed. This list of invoices appears when no date has been entered in the “date claim sent” box.

Once the list is on the screen you can further refine the list by using the purple filter buttons at the bottom of the screen. For example, to limit the list to unfiled claims for one client you can click the purple **Client** button and enter all or part of the client’s name. The list will now show unfiled claims for that one client.

See **Section 3-4** for more information on creating invoices.

No Charge Invoices

This shows a list of all invoices that have a balance of \$0 or less. An invoice could have a balance of \$0 or less if it has not been completely filled out, or if a discount has been applied to it. See **Section 3-4** for more information on creating invoices.

Office Visits with No Invoice

This shows a list of SOAP notes for past appointments that don’t have associated invoices. This is a good way to make sure all appointments have been invoiced.

Remember that when you create an appointment for a client, ClientTracker creates a SOAP note for that appointment, and on the SOAP note is a button to generate an invoice. It is always better to generate invoices this way, rather than directly from the client record, as this generates the association which the system uses to determine if all SOAP notes have been invoiced.

4 Reports

If a client cancels an appointment, or doesn't show up, be certain to mark the SOAP note for that appointment "no show" or "cancelled," or it will show up in this list, even though it never occurred.

The easiest way to mark an appointment as "no show" or "cancelled" is from the *Calendar*. Navigate to the day of the appointment, and click on the client's name. This opens the SOAP note for this appointment. Then simply click on the box near "no show" or "cancelled". See **Section 2-2** for more information on appointments and the *Calendar*

4-2 Inventory

This section lets you print out reports about product sales data, items in your inventory, and items to be re-ordered.

Cost of Goods Sold

This section allows you to print a list of goods sold in a specified date range, and what your cost is for them. Enter begin and end dates for the report in the "from" and "to" blanks, in the format (mm-dd-yyyy) and click the arrow.

The prices shown are from your inventory list. For more information on the inventory, see **Section 5-5**

Profit on Goods Sold

This works like Cost of Goods Sold, above, but shows the cost and sale price of inventory items sold in a specified date range, and the profit earned.

Inventory List

This prints a complete list of your inventory, and quantities stocked.

The check box allows you to choose:

All Items, no vendor: This shows the item list sorted alphabetically

All Items, sorted by vendor: This list is divided into a section for each vendor.

Items to Reorder List

This section shows a list of all stocked items that are below the "order" quantity specified in the inventory.

In Settings/Inventory, you have the option of setting an "order" quantity for each inventory item. ClientTracker can alert you to re-order when the number in stock reaches that number. See

Section 5-5 for information on inventory, and **Section 5-1** for information on enabling inventory alerts.

4-3 Appointments

Print multiple SOAP notes

This allows you to print SOAP notes that match your criteria. By clicking the radio buttons you can choose to print notes for either all clients, or a single client.

You can also choose the date range of SOAP notes to print, either “All Dates”, or in a date range you specify. For instance if you want all records for a particular client, you would enter their name, and choose “all dates”

There is also a check box labeled “only include no shows and cancelled appointments.” If you select this, only SOAP notes for the selected clients, in the selected date range, which are marked “no show” or “cancelled,” is printed.

Next you see a print preview, and a dialogue box allowing you to review the notes before printing.

Upcoming appointments

This shows you a list of the SOAP notes for all future appointments scheduled on the *Calendar*.

You can also delete appointments/SOAP notes from this screen. So for instance if a client stopped treatment, this is an easy way to delete all her upcoming appointments.

Be careful when deleting SOAP notes; if an invoice has been generated, associated with the SOAP note, deleting the SOAP note deletes the invoice as well.

Note: appointments and SOAP notes are the same thing with ClientTracker; when you create an appointment from the Calendar view, it creates a SOAP note with that date and time. If you create a SOAP note from the client record, it shows up on the Calendar at the date and time specified.

Deleting either a *Calendar* appointment or SOAP note, will erase both SOAP Note and appointment. Be very careful about deleting appointments: if the appointment occurred in the past, the SOAP note has probably been filled out.

4-4 Deposits

This area is for processing payments received from clients.

4 Reports

ClientTracker generates bank deposit slips for payments received, and enter the transactions in the register (if you have the register enabled.)

The appearance of the Deposits area changes depending on whether or not the register is enabled.

Deposits with register enabled

If the register is enabled, the Deposits area looks like this.

Deposit Slip

This section generates a deposit slip for all cash and checks that have been received as payment, but have not been deposited. After you print the slip, ClientTracker marks transactions as deposited, and enter the deposits in the register.

When you click the arrow, you are transferred to a screen that allows you to omit certain deposits from being deposited, by clicking the **Omit** button next to the item. For instance, if you were paid with a post-dated check, you could use this method to exclude it from deposit until the correct date. Click the **Continue** button when you are finished.

The next screen allows you to preview the deposit slip, and print if it is correct. After printing, a dialogue box asks you to confirm the printout completed before it enters the items in the registry and marks them as deposited. If in doubt, click **No**.

If you look at the register, in Financials/Register, you see all the newly deposited items appear in the register as deposits. For more information on the register, see **Section 3-6**

Credit Cards

This section generates a credit card transfer slip for all credit card payments that have been received, but not deposited. After you print the slip, ClientTracker marks transactions as deposited, and enters the deposits in the register.

After you click the arrow, you are able to omit certain items that are not yet being deposited by clicking the **Omit** button, and you are given a preview of the deposit slip before printing.

After printing, a dialogue box asks if the deposit slip printed correctly. Click **No** if it did not print completely, and you are able to easily reprint the slip.

Deposits

Deposit Slip	Print Deposit Slip & enter items in Register
Credit Cards	Print CC Transfer & enter items in Register



Deposits with register disabled

If the register is disabled, the Deposits area looks like this.

This works just like with the register enabled, shown above, except transactions are not entered in the register.

4-5 Finances

Transactions

This prints a report outlining and summarizing all sales activity including services and products, taxes and discounts for a given date or range of dates. For the reporting period, you can choose Today, This month, Date Range or Last Month. You can also select an individual practitioner to include in the report, or all practitioners. The report can be limited to particular client by entering the client's name in the Client box.

You can choose a report showing each individual invoice (Details) or just the subtotals for the periods within the date range (Subtotals Only). For example, if you check 'Details' and check 'Subtotals by Month', it will show each invoice with subtotals at the end of each month and a grand summary at the bottom. If you check 'Subtotals Only' and 'Subtotals by Month' it will show only the subtotal for each month and the grand summary at the bottom.

All invoices that were filed during the selected period (and meet the selected criterion) are included in the report, along with any payments made against them. Taxes and discounts are also shown and summarized. If the 'Display Payments on Account' box is checked, POA summary data will be included as well.

Payments Log

This prints a summary of all payments received from clients in a selected date range. You can choose the year to date, enter a start and end date for the summary, or check the 'Last month' box for the previous month's payments. Limit the report to payment types by checking the appropriate boxes. You can limit the report to one client or insurer by either a. clicking in the Specific Payor box and choosing them from the list, or b. clicking twice in the Specific Payor box then typing in all or part of the name. Press the **Print** button when you are ready to generate the report.

You are then shown a preview of the documents to be printed, and given the choice to review all pages, or print the document.

A screenshot of two overlapping dialog boxes. The top one is titled 'Choose Criteria' and contains several input fields: 'Dates' with radio buttons for 'Today', 'This Month', 'Last Month', and 'Date Range' (which is selected); a 'From' date field with '09/01/2002' and a 'To' date field with '11/08/2006'; a 'Practitioners' dropdown menu set to 'All Practitioners'; and a 'Client' field with 'Halle C. Berry' and an 'Optional' label. The bottom dialog box is titled 'Choose Report Format' and contains: 'Show' with radio buttons for 'Details' (selected) and 'Subtotals only'; 'Subtotals by' with radio buttons for 'Day' and 'Month' (selected); and 'Display Payments on Account' with radio buttons for 'Yes' (selected) and 'No'. Both dialog boxes have 'Print' and 'Cancel' buttons at the bottom.

4 Reports

Sales Tax

This prints a summary of all taxes collected from product sales during a chosen date range. Enter the start and end dates in the blanks.

You are then shown a preview of the documents to be printed, and are given the choice to review all pages, or print the document.

4-6 Electronic Claims

Create an E-billing Batch

This enables you to create a batch file for uploading to a clearing house for electronically filing insurance claims. Before using this you will need to get an account with a clearing house and configure this account in Settings/Insurance under the Clearing Houses tab.

See section 5.9 for instructions on creating an e-billing batch.

For instructions on configuring accounts with clearing houses, see Section 5-7. For instructions on assigning a clearing house to an insurance company, see Section 5.6. For instructions on completing CMS-1500 forms, see section 3-5.

4-7 Reconcile

Bank Statement

This allows you to reconcile the current balance shown in the register, with the actual balance of your checking account. ClientTracker asks you for the current bank account balance, and then prompts you to enter bank service charges, and interest accrued.

If all other transactions have been entered correctly, the two balances should be equal. If a transaction is missing from the register, or is incorrect, you can edit the transaction on the Reconcile screen or add an adjusting entry to reconcile the balances.

Mark items as cleared by clicking in the Cleared checkbox, or mark all items as cleared by clicking the **Mark All Cleared** button. Once you are finished editing entries and/or marking entries as cleared, click the **Done** button. To leave without completing reconciliation, click the **Cancel** button.

If the total of the items marked as cleared is different than the amount of the statement, you are given the option to make an adjustment entry in the register by clicking the **Make Entry** button on the dialog box that appears. You can leave without making an

4 Reports

entry by clicking the **No Entry** button, or go back to the Reconcile screen with the **Cancel** button.

Credit Cards

This section prints a summary of credit card payments received in a chosen date range. Enter a start date and an ending date, then click the **Date Range** button to generate the report. Or click the **Last Month** button to make the last month the reporting period.

Reports/ Letters, Forms & Marketing

4-8 Envelopes & Labels

This allows you to print out envelopes and shipping labels using address information from ClientTracker records. See “Custom Letters” in **Section 4-10** below for more information on mass mailing.

Mailing Labels

This allows you to print client addresses on Avery #5160 30-up label sheets. When you click the arrow, you are prompted to choose which clients are to be selected for label printing.

You can choose All Clients, a single client by typing their name in the blanks, all clients with birthdays in a chosen month, or you can choose clients based on advanced criteria.

After choosing clients, you are shown a preview of the printed sheets, and have the opportunity to review the print job before it is printed. Make sure the label sheets are loaded in your printer with the correct side up before printing

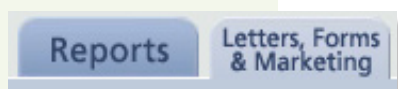
Advanced Find

The Advanced Find dialogue allows you to pick up to four criteria to find records, and enter data for each of the criterion. This is useful if you want to print labels for a specific list of clients.

For example, entering “January” for birth month selects all clients born in January. If you enter “J” for the birth month ClientTracker finds all clients born in January, June and July. If you type “Ju” in the search field you get those clients born in June and July.

You can also find based on keywords in text areas of the client record. For instance you could choose “history” for a criterion and enter “allergy” as the value, this prints labels for all clients with the word “allergy” in their history.

With a similar text search you can find those with a particular first



All Clients
 Homer Simpson
First Last
 With birthdays in: March
 Choose client(s) based on advanced criteria...

Choose Criteria

Criteria	Value
Birth Month	
Gender	
Date Modified	
Date of Last Appt	

Choose Options

- Choose only those clients who DO NOT match the above criteria
 Narrow my previous find request
 Extend my previous find request

4 Reports

or last name, the residents of a particular city or state, referred by a person, those with a particular occupation, or a word in their history or notes. For instance, choose “city” as a criterion and type “New York” as the value.

For a search where the criterion is a number, including dates, ages, amounts of money, zip codes or phone numbers, you can use the following mathematical operators in your searches:

> Indicates “More than”

< Indicates “Less than”

You can search under “age” for:

> 35 the result would be all clients older than 35 years.

< 35 the result would be all clients younger than 35 years.

And you can combine the two:

> 25 <65 would give you those older than 25 and younger than 65

Or if you want to see all clients whose first appointment was after a particular date, you can choose “date of first appt” for a criterion, and enter:

> 01/25/2001 to show all clients whose first appointment was after January 25, 2001, or:

> 01/25/2001<01/25/2004 to print labels for all clients whose first appointment was between January 25, 2001 and January 25, 2004.

Outstanding Balance:

> 100 those with an outstanding balance of more than \$100

At the bottom of the Advanced Find dialogue box are four check boxes:

Choose only those clients who DO NOT match the above criteria.

This prints labels for all clients in your database, except those who match the criteria. This function is useful for excluding certain clients from printing. For instance if you want labels for all clients, except residents of a particular state, choose “state” as a criterion, type the state you wish to exclude in the blank, and check this box.

Modifying searches

After you perform a search, a dialogue box appears telling you how many clients were found who matched the criteria, and you are asked if you want to continue, or modify the search. If you choose to modify the search you are shown the Advanced Find

4 Reports

search box again, and you can narrow or extend your previous search by checking the appropriate box.

Narrow my previous find request

This adds criteria to the previous search. For instance if you previously searched for all male clients in New York State, check this box and enter “<35” for age and “lawyer” for occupation, this causes labels to be printed for all male clients in New York State who are under 35 years of age and are lawyers.

Extend my previous find request

This removes criteria from your previous Advanced Find search. For instance, if your previous search was for all male clients in New York State, check this box, and select “gender” as a criterion, and enter “female;” this prints labels for both male and female clients who live in New York State.

Envelopes

This prints addresses for you on #10 envelopes, for clients, vendors, or insurance companies. If you want to print envelopes for some or all of your clients, follow the instructions above for printing mailing labels.

If you want to print an envelope for a vendor or insurance company, the dialogue asks you to choose the recipient from a list.

Make sure to have envelopes loaded in the correct orientation before printing.

4-9 Forms

This area allows you to print legal forms, to be filled out by hand. You can edit the text of these forms, excluding the CMS-1500 form, by clicking on the text, and typing. You are shown a preview of the form when you click the arrow next to the form name; click the **Print** button when you want to print.

When you print The Consent to Treatment Form and HIPAA - Receipt of Privacy Practices form, you see a list of clients who have not signed that form on the right side of the screen. Once a client has signed the form, enter the date on which they signed (mm-dd-yyyy) and check the box in the “signed” column. Now their name disappears from the list, and their client record indicates they signed that form on that date.

Blank CMS-1500 Form

This will open the CMS Web site in your Web browser, and allow you to print the official form to be filled out by hand. This requires

an Internet connection.

The following forms print directly from ClientTracker:

Consent to Treatment Form
 HIPAA - Notice of Privacy Practices
 HIPAA - Receipt of Privacy Practices
 HIPAA - Authorization to Release

To print one of these forms, simply click the arrow next to the form. A preview of the form to be printed is displayed, which you can edit if you wish. Click the **Print** button to print the form.

On the Consent to Treatment and Receipt of Privacy Practices Forms, you are shown a list of clients who have not signed the form. To update this information enter a date to the right of a name and check the Signed box to the left of the name.

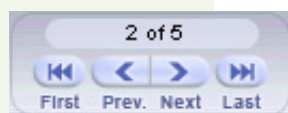
4-10 Marketing

This area allows you to generate printed letters and e-mails to send to clients and doctors. After printing letters, you are given the option of printing mailing labels or envelopes for those individuals as well.

Referral Thank You Letter

This prints thank you letters for all doctors and clients who have referred a client to your practice, and have not yet been sent a thank you letter. After selecting this option, a preview of a stock thank you letter is displayed. You can edit the text if you like, as well as the date. Your new text is retained for all future thank you letters.

You can page through all letters to be printed using the buttons at the top of the screen, in the *Functions Panel*.



This shows that you are looking at letter 2 of 5 total letters, and the navigation buttons allows you to page through the letters. If you wish to exclude a particular client from the printout, check the box labeled “do not print a letter for this client,” while viewing the letter about that client.

Each client can have a referring person and/or a referring physician. If there are both, check the box next to Physician or Person to create a thank-you letter for that individual.

To see a complete list of referrals, click the **List of Recipients** button. See Referrals List, below, for more information. Use the

Thank You Letter button at the bottom to return to the letter.

Welcome Letter

This works in the same way as the Thank You letter above, but these letters are printed for all clients who have not yet received a welcome letter. As with the Thank You letters, you can edit the letter's text and date and exclude certain clients from the printout.

Birthday Letter

Choosing this option displays the "choose client (s)" dialog box described in detail in **Section 4-7** above. The box is set to find all clients with birthdays in the current month. If that is what you want, just click the **Continue** button; or you can choose other criteria if you wish. This generates birthday letters with stock text, which can be edited. You can also choose to exclude certain clients from the printout.

Custom Letter 1 (To Specific Clients)

Custom Letter 2 (Generic)

These are two blank letters, which you can use for any standard letters you print on a regular basis. You can customize both the text of the letters, and the titles shown in the menu. To change the title click the blue link in the upper left area entitled **Edit the Title of This Letter**.

The first letter can be addresses to a list of clients using a flexible set of criterion. The first name of the chosen clients will be automatically inserted in the salutation line.

See page 49 for detailed instructions on finding clients using advanced criterion.

The second letter is completely customizable, and can be printed when you are finished editing it.

Mass E-mail

This displays the "choose client (s)" dialogue box, allowing you to choose which clients you wish to receive copies of the e-mail. See **Section 4-7** above for more information on this search function. Only clients with an e-mail address in their client record are included. After you have chosen a client or clients, you are given a blank e-mail to fill out.

This e-mail retains all text previously typed in the "cc" area (carbon copy), the title, and the body text. If you have the text you want to send as a mass e-mail in another program on your

computer, such as a word processor, you can select the text, and copy and paste it into the body of the e-mail, to save re-typing it.

You can use the navigation buttons in the *Functions Panel* to see all clients who are getting a copy of the e-mail, and can exclude any you wish, as well as changing the practitioner who is signing the letter.

Referrals List

This displays a list of clients, showing those who were referred, and the person and or physician who referred them. Also shown are the dates thank you letters were sent, first and last appointment, number of appointments and incomes from that client. Use the **CLR** link next to a referring individual to clear the contents of that box.

Chapter 5 Settings

Before you enter clients and appointments and use ClientTracker, you should go to the Settings area and setup basic information and options related to your practice. You can also customize diagnosis and procedure codes, maintain an inventory of products and a list of product vendors, and insurance companies.

Settings has the following areas:

5-1 General

- Program Settings

- Financial

5-2 Practice

5-3 Diagnosis codes

5-4 Procedure codes

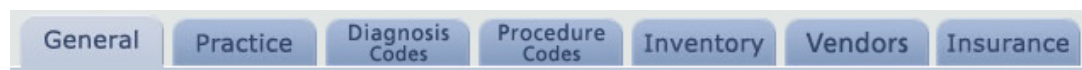
5-5 Inventory

5-6 Vendors

5-7 Insurance

- Companies

- Clearing Houses



5-1 General Tab

PROGRAM SETTINGS TAB

The General settings area has two sub-tabs: Program Settings and Financial.

In Program Settings are general settings for the software, including default client information, appointment and confirmation options, and data backup and view options. Under Financial are invoice and payment defaults and reminders.

Client Default information

In this area, you can choose a city, state, zip code and area code to be automatically entered in new client records.

You can also enter partial information if you like; for instance you can enter “913” for a default ZIP code, and then enter the last two

5 Settings

digits when filling out client records.

You can choose what you prefer to call clients' identifying numbers. The choices "chart#," "folder#," and "client#," are available, and you can also leave the space blank if you don't use client Numbers, or click twice on the blank to enter your own word. This title should be quite short, to ensure it shows correctly on all screens.

Show photos with visit details

If you check this box, the SOAP notes have an area for photos taken during visits, with spaces for notes. You are able to insert photos stored on your computer in SOAP notes, choose what body part the photo depicts from a list, and append notes.

Set default appointment duration to minutes

This option sets the default duration of appointment. When you enter new appointments, this number of minutes is pre-entered in the "duration" box.

Set Default Appointment to xx Minutes

The number of minutes that appears in this box is the default duration for all new appointment that are created. Set it to the duration that is most common for your appointments.

Enable confirmations of appointment via e-mail

If this box is checked, ClientTracker sends an e-mail confirmation to clients who have e-mail confirmations enabled, as soon as an appointment is made.

Note: you may need to check the settings in your email program to ensure these emails go out properly. Some programs will stop and check that it's okay to send emails from another program. Please consult your email software documentation for more information on this.

There is also a box you can check to include a link in the e-mail, which shows the clinic address on the Mapquest.com Web site.

Recovery of Corrupted Files

This box enables you to restore individual files of the database, if problems develop. See Chapter 7 for more information on this.

Enable automatic backups

To enable automatic backups, check this box, and choose a backup interval:

- Every time you close the program
- Daily

Recovery of Corrupted Files

Use this only if you have a corrupted file. If in doubt, call tech support.

Reco

5 Settings

- Weekly

If backups are enabled, when you close ClientTracker a dialogue box , asking if you want to make a backup, at the chosen intervals. For more information on backups see **Chapter 6**.

Select a Zoom Level

You can choose the zoom level of ClientTracker. If you find ClientTracker’s text to be too large or small, try adjusting this setting, then restart ClientTracker to make the change take affect.

Reset all dialogue boxes to show help messages?

Reset

There are a number of help messages that pop up during operations with information, which have a button **Don’t Show Again** which prevents that message from popping up again. This button makes all help messages show up.

Enable Password Protection

This allows you to set a password that is required before ClientTracker will open. This is useful for protecting your data from unauthorized access. Make sure to write down the password and keep it in a safe place, as resetting the password may be difficult.

Enable QuickDial™ to auto-dial client numbers

This allows your computer to auto-dial phone calls to clients, if your computer has a modem connected to a phone line.

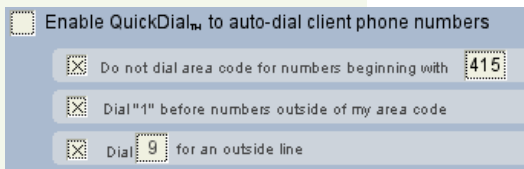
A telephone icon is placed next to clients’ contact numbers, clicking on it dials the number using your computer’s modem. After the computer dials, you can pick up your telephone handset and speak to the client.

Note: This feature is not currently supported on Macintosh computers running OS X due to the design of OS X.

Options allow you to enter your area code and set QuickDial to ignore the area code for local numbers; to dial “1” before numbers outside your area code; and to dial “9” for an outside line before all numbers.

Calibrate Dialog Boxes Size

Dialog boxes, containing messages that appear while using ClientTracker, appear differently on different computers. To ensure that the boxes appear correctly on your screen, click the **Calibrate** button and enlarge the dialog box by clicking and dragging the bottom right corner until the words ‘---THAT’S BIG ENOUGH---’ are visible at the bottom. Click **OK**. Repeat this for the second box



that appears. Click **OK** to finish.

Reset All Dialogs to Show Help Messages

When you click a button, you may see a dialog with information and options to choose from. A few of these have an introductory message which you will probably not want to see once you are more familiar with how things work. To not see a particular dialog any more, click the button on the dialog titled **Don't Show**.

If you change your mind and want to see these again, click the **Reset** button on the Settings screen.

FINANCIAL TAB

Invoice Payments defaults

You can set default data to appear in the Source and Method fields when creating payments—a time saver if these fields usually contain the same thing. Source, for example, will usually contain 'Client'. As with all defaults, this can be changed to something else on individual invoices.

Remind me to enter: Check #, Credit Card#

When creating payments, if you leave the Check # or Credit Card# blank, you have the option of being reminded to fill it in before continuing. Check the appropriate box to enable these reminders.

Show Tax ID # on Superbills

Some companies require that your tax ID # is shown at the top of Superbill invoices. Check this box if this requirement applies to you.

Print CMS-1500 Invoices on Blank Paper, Pre-printed paper

This option selects whether you print CMS-1500 invoices on blank paper or pre-printed forms. Most insurance companies accept either method.

Use the Register

Checking this box enables the register. If it is checked the register tab appears when you click the Financials icon. See **Chapter 4** for information on the register.

Inventory: alert on open for items to reorder

This notifies you when ClientTracker is opened if items in your inventory need restocking. For each inventory item you can choose an 'Order Level', and when your stock of the item reaches that level, ClientTracker alerts you when the program is opened.

5 Settings

Use pre-printed envelopes

If you are printing on pre-printed envelopes and do not wish to have the return address show, check this box.

5-2 Practice Tab

This area is for entering contact information, tax and banking information, information about practitioners, and to view ClientTracker registration information.

Practice

Enter the contact information for your practice in this area, including practice name, address, phone and fax numbers, and e-mail address.

Sales Tax

In this area, you can enter up to six tax rates. The sum of these taxes are charged on taxable products sold or taxable procedures entered on invoices. You can enter your tax number in the box marked “resale #” at the bottom.

Taxable Products

In the product inventory you can choose whether each item is taxable.

The checkbox labeled “Mark all new items taxable?” allows you to choose whether new products you create are taxable by default. You can enter your tax number in the box marked “resale #.”

Taxable Services

If you charge taxes for services, enter applicable taxes in the Procedure column

The checkbox labeled “mark all new items taxable?” allows you to choose whether new procedures you create are taxable by default.

Practitioner

In this area, enter the practitioner’s name and title, license number, and federal tax ID number and National Provider Identification number.

Below the practitioner information, are blanks where you can enter you bank account number, business license number, and renewal rate. This information is entered in relevant forms, such as deposit slips.

Multi-practitioner


If the clinic has more than one practitioner, check the “Multi-

Mark all new items taxable? Yes No

Multi-Room Mode
 Multi-Practitioner

5 Settings

Practitioner” box, this allows you to enter any number of practitioners using the **New Practitioner** button.

If you wish to enter more information on a practitioner in the list, click the arrow  symbol next to the person’s name. This takes you to the practitioner detail screen, where you can enter personal and contact information for the practitioner, as well as license and tax ID numbers. When you are finished, click the **OK** button to return.


There is a checkbox allowing you do designate a practitioner as the “primary” practitioner, to be entered by default on new appointments, SOAP notes, and invoices. If no primary practitioner is designated, you will be asked to assign a practitioner each time you create an invoice or other item. A practitioner can also be designated to individual clients. This then overrides the primary practitioner and is associated with SOAPs/ appointment and invoices.

For more on clients, see Chapter 1.

Deleting practitioners: we strongly advise against deleting practitioners when they have been assigned to SOAPs/ appointments or invoices—this will cause the practitioner field to blank on all SOAPs or invoices associated with that practitioner. The software will not function properly if there are no practitioners entered, so if you need to delete the last practitioner, add a new practitioner first by clicking the **New Practitioner** button.

Multi-room mode

If you have more than one room in your practice, click the “multi-room mode” box. This allows you to choose the room that appointments are associated with on the calendar by clicking on the blank area in the “room” column for each appointment.

To view or edit a list of referring physicians, click the **Physician List** button. Click the arrow  symbol to see details on a physician, the **New Physician** button to add one to the list, or the **Done** button to return to the practice settings.

ClientTracker’s registration date is displayed at the bottom of this page, along with a link labeled **View Registration Information** which takes you to the registration page. The registration page shows your practice name and registration code, as well as the ClientTracker software version and buttons allowing you to buy the software, or use it in demo mode.

If you need to change your practice name or if you need a new registration code, please email us using the Contact Us page on

www.ginkgosoftware.com with your existing practice name and any other relevant information.

5-3 Diagnosis and Procedure codes

ClientTracker comes with standard diagnosis (ICD-9) and procedure (CPT) codes pre-entered. The Diagnosis Codes and Procedure Codes tabs allow you to edit these codes, or add your own codes using the **New Code** button.

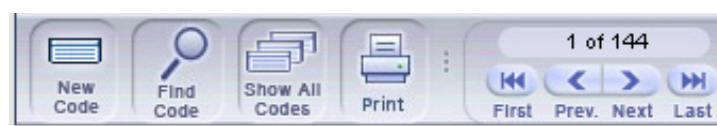
As with most lists, you can click on the header text of each column to sort the visible records by that column, in ascending or descending order. The dates when diagnosis and procedure codes were updated and modified are displayed, as well as a trashcan to delete codes. The updated date refers to the date the codes were imported into ClientTracker from the Ginkgo Software website. The modified date is when they were modified by a user.

Editing codes

To edit information in existing diagnosis or procedure codes, you can click on the description, category, price, or any other field in a code, and type new information. If you edit your codes, or download updates, the new codes are entered in new invoices, but previously created invoices are not affected.

Functions Panel

The *Functions Panel* on the diagnosis code and procedure code pages allows you to create a new code; find a code by code number; show all codes following a search; and print your code lists.



Download updates

You can download updates to standard procedure and diagnosis codes from Ginkgo Software's Web site when a newer version is available.

To get the update, click the **Update** button at the bottom of the diagnosis codes or procedure codes page while connected to the Internet. This opens Ginkgo Software's Web page download area, where you can download code updates and install them.

Note: check the "updated" date for your codes, as there is no need to download and install the update unless it is more recent than your current codes.

5 Settings

You can search for specific codes by clicking the purple **Description** or **Category** buttons at the bottom of the screen, and typing the words or partial words you want to find in the description or category. For instance, typing “neurological” in a category search returns all records in the neurological category.

PROCEDURE CODES

The procedure codes have blanks for the default quantity to apply to invoices when Auto-Fill is used, procedure price, taxable status and Auto-Fill order. Auto-Fill will enter a given number of procedures on each new invoice created, in a given order.

To enable Auto-Fill for an item, enter a number between 1 and 10 in the box in the ‘Auto-Fill Order’ column. If you want the Procedures area on new invoices to start off blank, leave all of these boxes blank. Lower numbers will appear first on invoices, followed by higher numbers. You can also select a quantity of an item to appear by default by changing the 1 in the ‘Default Qty.’ column to a different number.

You should enter your practice’s price for each procedure in the Price column before generating any invoices.


You can search for specific codes, by clicking the purple **Description** button at the bottom of the screen, and typing the words or partial words you want to find in the description.

5-4 Inventory

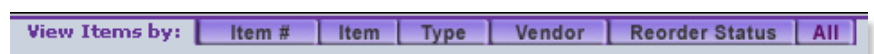
Settings/Inventory

Click the Inventory tab to view a list of items in your inventory, and add or edit items.

List View

This list shows a summary of items in your inventory. You can edit most of the fields in the list, by clicking on the field and typing new information, or selecting from a drop down list. Click the arrow  button on the left side of each row for a detailed view of that item.

There is a purple bar at the bottom of this page, allowing you to search for items by Item #, Item Name, Type, Vendor, Reorder Status and All.



You can also click the text at the head of each column in the

5 Settings

list, to sort the visible records by that category, in ascending or descending order.

The Detailed Item View

Clicking the arrow on the left side of each item row switches to a detailed item view for that item. This allows you to edit advanced information about the item, including the following fields:

Item Number

Your number for the item. Leave blank if you don't use a numbering system.

Item Name

A recognizable name for the item.

My Cost

The amount each items costs you.

Sale Price

The amount you charge per item.

Margin

Your profit margin is automatically calculated.

Tax

If this check box is checked, tax is added to the Item in invoices. If you wish to have this box checked by default, go to Settings/ Practice tab and check the box "Mark all new items taxable?" in the Product column.

Item Type

Category of the item. If you want to add item categories, you can scroll down using the scroll bar, and select "edit," then type new categories in the box, each on its own line.

Sold By

The unit by which the item is sold. To scroll down using the scroll bar, and select "edit," then type new item types in the box, each on its own line.

Description

You can add description information in this box if you wish.

Instructions

You can add instructions for use in this box if you wish.

Vendor

Use this area to select the vendor which supplies this item, using the following buttons:

Assign - assign a vendor from your list of vendors to this item

Clear - remove vendor information from this item

Create New - enter a new vendor

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Vendor item # - this box is for the vendor's number for the item

Tax rate - this shows the tax rate being charged on this item. Click the **Edit** link to edit your tax rates in Settings.

Quantity

This area displays the quantity of the item which has been ordered (Stocked), the number of items sold to date (Total Sold), and the number currently remaining in stock (On Hand). The Order Level provides an area to enter a quantity at which the item needs to be re-ordered.

Inventory adjustments

To add or remove inventory:

Action - click this blank and choose the type of adjustment from the drop down menu:

Add - add the chosen number to inventory

Subtract - remove the chosen number from inventory

Set quantity stocked to - this sets the total in stock to the chosen number.

Quantity - Enter a number in this box

Reason - choose a reason for the adjustment:

New stock

Returned stock

Physical inventory count

Data entry error

Bookkeeping adjustment

Optional details - you can enter a note about the adjustment here.

Use - click this to include the note made in the optional details box.

Click the **Make Adjustment** button to apply the adjustment.

Adjustment log - this non-edit able box records all inventory adjustments that are made. A user name is included in the log, which is the name of the profile currently active on your computer. So if you have separate computer logon accounts for all staff members, the correct names will appear in the log – this refers to computer logon accounts, not ClientTracker practitioners.

Navigation

You can step forward or backward through inventory Items by clicking the **Prev.** and **Next** buttons on the *Functions Panel*, or jump to the **First** or **Last** Item. The **Print** button allows you to print

the currently visible Item list.

Add new items


You can add new items by clicking the **New Item** button to create a blank form to enter inventory item information.

5-5 Adding Vendor Information

Settings/Vendors

List view


Click on the Vendors tab to show a list of your vendors including basic information about each vendor. You can edit information fields by clicking on the area and typing new information, or selecting from the drop down box.

Click on the blue  arrow next to a vendor's name to view the vendor in detail. To create a new vendor, click the **New Vendor** button in the functions panel.

Detailed vendor view

There are the common contact information fields to fill out; company name; address; the type of product they supply; the names, numbers, e-mail addresses and function of company contacts; an area for notes. To edit the 'Supplier of' list, click the drop-down menu and click on Edit at the bottom of the list. Then enter new product types, each on its own line.


The right side of this screen shows a list of all items in your inventory, which are supplied by this vendor, as well as the quantity in stock and order level. You can edit the items in this panel, by clicking on the boxes and typing new information -- any changes made to items on this screen are immediately applied to your inventory items.

If you click the blue  arrows at the left side of the inventory Item rows, this takes you to the detailed item view for that item. There is also a blue **Detailed List** link that will take you to the inventory area, showing a list of all items from that vendor.

5-6 Adding/Editing Insurance Company Information

Settings/Insurance

Companies Tab


This section shows a list of all insurance companies that have been entered in ClientTracker. The List view shows the company name, Payments  button, contact name and number, whether


5 Settings

the company is active or inactive and what clearing house (if any) is used for electronic filing with this company.

See Section 5-8 for more on Clearing Houses.


You can enter as many insurance companies as you want and assign as many of these as needed to any client. If you do insurance billing it is a good idea to enter insurance companies before entering clients in the system.

Clicking the blue  arrow next to the company name takes you to the detailed insurance company view.

Clicking on the Payments  button takes you to the Insurance Payments screen to apply a payment from an insurance company to more than one invoice.

If no insurance companies have been entered, click the **New Company** button in the *Functions Panel* to create a blank insurance company record.

Detailed insurance company view

There are blanks on this form for contact information: Company Name; Address information; Contact name; phone numbers; email, and an area for Notes. If a proper URL ([http:// websiteaddress.com](http://websiteaddress.com)) is entered in the Website field, clicking on the blue  arrow to the left will take you to that website.

If you do electronic billing, choose a clearing house from the Clearing Houses box. This will cause all invoices associated with this company to appear in EFT batches created for this clearing house.

To avoid unnecessary complication, it's best to choose a primary clearing house before creating insurance companies.

If you change the clearing house with which an insurance company is associated *after invoices have been created for that insurance company*, you can update those invoices that have not yet been submitted to reflect the new clearing house by using the **Update Existing Unsent Invoices** link.

There is also a radio button you can switch to designate the company as active or inactive. Inactive companies don't appear on the list when creating new insurance accounts for clients.

CMS-1500

Information in this area is specifically for CMS-1500 invoices. Use the radio buttons to choose the type of insurance coverage this

5 Settings

company provides:

Medicare

Medicaid

Champus

ChampVA

Group Health Plan

FECA Black Lung

Other

Box 24 F & G

This selection relates to how the company interprets boxes 24-F and 24-G on the CMS-1500 form; whether box F is the item cost, or the item cost times the quantity (box G). For more information on CMS-1500 invoices, see **Section 3-5**.

Box 33


Enter the PIN# and GRP# of the insurance company in these boxes. This information is entered in Box 33 (the bottom right corner) of all future CMS-1500 invoices.

*Note: If you change any CMS-1500 options, changes affect future invoices, but not those already generated. To reflect your changes on an existing CMS-1500 form, use the **Refresh** button on that invoice.*

After entering insurance companies, you can assign one or multiple insurance companies to your clients, and fill out the clients' insurance forms.

See Section 1-2 for more information


Clients Using This Company

This list shows all clients having accounts with this company, their Policy and Group numbers. You can edit these numbers, or click the blue  arrow to view or edit the client's record.

Payment made by this company

Click this button to manage payments made by this company.

5-7 Creating & Applying Insurance Payments

To manage insurance payments, click on the payment  button on the Insurance company list screen, or the **Payments made by this company** button on the insurance company detail page.

This screen functions similarly to the Payment on Account screen in the Clients section. Payments received are in the dark blue area near the top, and invoices for this company show in the pale area

5 Settings

below that.

NOTE: In order for invoices to appear on this list, they must be either CMS-1500 forms or Superbills and have the Third Party Payor box checked. Clients will need to have insurance accounts set up with the company (Client/Insurance), and this company selected at the top of the CMS-1500 forms.

Under the **New Payment** button in the upper left, the total of undistributed funds from this company is indicated.

NOTE: you also have the option of paying an invoice directly, by clicking on the invoice, and entering the payment information on the invoice itself. This is a simpler method, and can be used whenever a payment applies to just one invoice.

Making Insurance Payments

1. Creating Payments

To enter a new insurance payment, click the **New Payment** button in the upper left area of the screen.

Now enter information on the payment into the boxes in the 'New Payment' box that appears. .

The image shows a 'Payment' dialog box with the following fields and buttons:

- Date**: A text input field with a blue underlined 'Date' label.
- Method**: A text input field.
- Amount**: A text input field.
- Check #**: A text input field.
- Note**: A larger text input field.
- Buttons**: 'Clear' and 'Apply' buttons at the bottom.

Date

Fill in this field manually (mm-dd-yyyy) or click on the blue-underlined text of "date" to auto-enter the current date.

Method

This box has a drop-down list to choose between EFT (electronic funds transfer) and check as the method of payment.

Amount

Enter the payment amount in this blank.

Check Number

Enter the check number here, if the payment is by check.

Note

This blank can be used for any information about the transaction.

Once you have confirmed that all information in the payment boxes is complete and correct, click the **Apply** button at the bottom of the box. This adds the payment to the payments list at the top. If you wish to cancel the process, click the **Clear** button.

The Payments box at the top of the screen shows all payments made by this company, the remaining balance of each, and the total balance remaining of all payments. You can use the balance available on a payment to pay any outstanding invoices, which are listed below in the Invoices box.

To review or print information on a payment, click the **i** button on the payment.

2. Applying Payments to Invoices

To apply monies from a payment to an invoice or invoices:

Date	Source	Method	Details	Amount	Available
1-12-07	Insurance	EFT		\$200.00	\$200.00

a. Select the payment you wish to disburse

Click on the payment to be disbursed to select it. Notice in the graphic above, the payment for \$200 is highlighted in blue indicating it is selected. If there are multiple payments with balances to be disbursed, select and disburse them one at a time.

b. Enter payment amount for invoices

Type the payment amount into the “Allocated Payment” box on any invoices you wish to pay. Next to each box is a button labeled **+**. Clicking this button applies the full amount due from third party payor for that invoice, if this much is remaining in the current payment; if not it applies the remainder of the payment. The ‘Total’ column under Balance Due is the total amount due and ‘Expected’ is the amount expected from insurer or third party.

Balance Due		Status	Allocated Payment	Mark Final	Aging
Total	Expected				
\$67.25	\$67.25	Unfiled Claim	\$67.25	<input type="checkbox"/>	159

Notice in the graphic to the left, the ‘Total Allocated’ box shows \$67.25. This is the sum of all amounts entered for all invoices. This sum should not be more than the balance of the selected payment.


Total Allocated	\$67.25	Distribute	Clear Allocated
-----------------	---------	-------------------	---------------------------------

c. Click the **Distribute button.**

Funds from the selected payment are applied to the selected invoices. If you wish to distribute another payment, select it from the list, and repeat steps a through c.

You can partially or completely pay any number of outstanding invoices in this manner, up to the total amount of payments entered. If you wish to clear all ‘Total Allocated’ boxes in the list, click the **Clear All** link at the bottom.

Navigation

At the top of the screen is the name of the insurance company. You can go to this company using the blue  arrow next to it.


5-8 Clearing Houses

Settings, Insurance Tab, Clearing Houses Tab

A clearing house is a company that accepts batches of insurance forms in electronic format and then submits them to the appropriate insurance companies for you. ClientTracker is compatible with 3 clearing houses: Office Ally, Apex EDI and American Specialty Health.


Once you have an account set up with a clearing house and you are able to access your account via their website, you're ready to create a batch file to upload (send electronically) to the clearing house.

Setting Up a Clearing House


Clicking on the blue  arrow next to your clearing house in the list. The clearing house detail screen appears.

Active/Primary checkboxes: check that your clearing house is set to 'Active', and if you intend to do all or most of your claims processing through it make sure that 'Primary' is also chosen. This causes new insurance companies to use this clearing house by default.

*NOTE: if you stop using a clearing house, **do not delete the clearing house record**, but rather mark it as 'inactive'. It will no longer appear when you create EFT batches. Deleting a clearing house once it has been associated with insurance companies can cause data integrity problems.*

At the top of the screen are a number of boxes for contact and website information. Some of these are editable, like the phone numbers, email and website information. If there is a particular page on the website that you use to log in, you can paste this into the Website box (format: <http://websiteaddress.com>) . Clicking the blue  arrow next to the website address will open up that web page in your computer's default browser.

Boxes for username and password are also available if you wish to store your login credentials for the clearing house website.

Before you can create a batch of invoices to send, you will need to have this clearing house selected on one or more insurance companies. Click the Companies tab to view a list of insurance companies. In the right column is the 'Clearing House'. To change the clearing house for an insurance company, click the blue  arrow next to the name, then click in the Clearing House box in the left column.


5 Settings

If you have already created invoices for this insurance company before selecting the correct clearing house, you have the option of updating the clearing house that will be used for these invoices by clicking the link entitled **Update existing unspent invoices**. This will cause existing invoices for this company to appear in the next EFT batch (below). Invoices that were already submitted will not be affected.

5-9 E-Billing Batches

Once a clearing house is set up and associated with insurance companies, and some invoices have been created for customers using these companies, then you are ready to create and send an E-Billing batch file. Some practitioners do this weekly, some even more frequently. The process involves two steps:

1. Create a batch in ClientTracker and save it.
2. Go to your user account on the clearing house website and upload this file.

To create a batch, click the Reports icon at the top of your screen. In the electronic Billing section, click the blue  arrow next to 'Create an E-Billing Batch'. If you have more than one active clearing house you are asked which one to use for this batch.

A list of all invoices to be included in the batch appears. Under 'Balance Due', the total due for the invoice is indicated (Total) as well as the amount expected from the insurer/third party (Expected). The status, date the claim was sent (if there was a prior submission) and name of the insurance company are indicated. If you need to view or edit an invoice on the list, click the underlined invoice number. The invoice will appear. To return to your EFT batch, click the **Back** button.

If you are wondering why some invoices don't appear on this list, check that they meet the following criterion:

- Their type is CMS-1500 or Superbill
- Third Party Payor box is checked, and the 'date claim sent' box is blank.
- The insurance company on the invoices has this clearing house selected.


Use the small scroll bar on the right side of the list to move down the list if necessary. Check the box on the left of each item to include it in the batch, or use the **Check All** or **Uncheck All** links at the bottom to make the job quicker. When you are satisfied that

5 Settings

the list is complete click the **Send EFT Batch** button at the bottom.

Next you are asked to choose a name and a location for the batch file. It's a good practice to create a folder or folders in an easy-to-find location on your computer for storing batch files, and to name them using the date. Under file type, choose CSV. Be sure that the file extension (the 3 letters following the period in the filename) is 'csv' before you click the **Save** button.

You can now go to the website for your clearing house by clicking The blue arrow next to the website address (URL) in the upper right. Once you have logged in you will need to initiate a new batch and upload the batch file. When you upload the file you will need to locate the same file you saved in the previous step. If you encounter any problems with the website or uploading the file, contact the clearing house for help.

To review invoices that have been sent via past EFT batches, go to the Settings icon, click the Insurance tab and then the Clearing Houses tab. Go to the clearing house using the blue  arrow. In the lower right of the screen is a list of all invoices that have been submitted in the past using this clearing house.

If for any reason an invoice needs to be resent in a new batch, clicking on the **Resend** link causes it to once again show in the list of invoices to be sent.

Chapter 6 Backup

Why is it important to regularly back up your data?

Two words: **Data Loss**.

We regularly hear from people who have lost years' worth of financial information, appointments, etc. simply because they didn't have a good backup system in place. The good news is data loss is a preventable disease. Wherever critical data is involved it is vital to have good backup practices in place. This is your only insurance against loss of data in the not-uncommon event of a computer malfunction or 'power event' resulting in data loss or corruption. We recommend a two-level approach to protecting your data, as outlined below.

Backup Routine	Protects Against:	Steps Involved:
<p>1 Run regular backups using ClientTracker's built-in backup system.</p>	<p>File corruption resulting from:</p> <ul style="list-style-type: none"> • Having to reboot your computer while ClientTracker is running. • Power blackout causing computer doing a 'cold shut down' 	<ol style="list-style-type: none"> 1. Open ClientTracker 2. Go to Settings>General 3. Check the Enable Automatic Backup checkbox. Select Daily or Weekly (Daily or Shutdown are better if you enter a lot of data) <p>Highly Advisable: Connect a UPS (Uninterruptable Power Supply) between your computer and the electrical outlet.</p>
<p>2 Make regular (daily or weekly) backups of your ClientTracker folder and other critical areas to a separate drive.</p>	<p>File corruption or loss resulting from hard drive failure or damage</p>	<ol style="list-style-type: none"> 1. Set up a second drive, either a USB (thumb) drive or a second hard drive. 2. Make regular copies of your ClientTracker folder to this drive. There are good software applications available for around \$30 for Windows and Mac that do this for you automatically, so you always have a recent copy. See http://www.centered.com/ for a good Windows program or http://www.econtechologies.com/site/Pages/ChronoSync/chrono_overview.html for a good Macintosh product.

Chapter 7 Troubleshooting

What to do if a file becomes damaged

The first thing is DO NOT BACKUP. Backing up at this point overwrites your good backup copy with a corrupt one. When you shut the program down it asks you if you want to do a backup; if you have seen a message about file corruption, say **No**.

You will need to restore a recent backup, losing any data you have entered since that backup was made. This is why regular backups are important. Restoring a backup will replace your damaged files with earlier version from before the damage occurred. File damage usually results from a sudden shut-down of the computer while the program is open, either due to a power outage, unplugging, or just using the power button. At times the only way to get back up and running is to restore a backup.

Restoring a backup

Go to Settings/General and click the **Restore Backup** button. Once the restore is complete, check to see that everything is working correctly.

If this doesn't solve the problem, you need to restore a backup from your other disk (if you are using the recommended two-level approach outlined in Section 6). Make sure ClientTracker is closed first. From within your backup software, choose **Restore Backup**.

If you have damaged files and have no backup to restore, you have the option to use the Recovery of Corrupted files function in Settings/General. Begin by selecting the file that has been reported as damaged from the drop-down list. **ONLY** do this with files that have been reported as damaged **AND** if you have no backup to restore. Doing this with undamaged files can result in loss of data.

Next, hold down the CTRL key and click the **Recover** button. Repeat these two steps for all files that have reported damage. Once the recover is complete check that your data is intact in the affected files.

Program freezes

If the program becomes unresponsive for more than a minute, hold down the **CTRL** key and press the **.** (**Period**) key. On a Macintosh hold down the **Apple** key and press the **.** (**Period**) key.

If this doesn't work, try pressing **esc** button. Another option is to choose 'Close' in the File Menu.

If none of the above work you may have to do a forced quit. Only do this as a last resort, as it can result in corrupted files and loss of data. If you must force quit the program, this is done by holding down CTRL, ALT and pressing Delete on Windows, or ALT-OPTION- Esc on Macintosh. Restart your computer and follow the instructions above concerning damaged files if you see any reports of files being damaged. Don't do a backup until you're sure your files are not corrupt.

Printing Problems

If anything in ClientTracker does not print correctly, check the following settings to verify that they are correct.

1. Be sure that you are printing using the **Print** button at the top of the screen, not the File>Print command.
2. After you click **Print**, and review the print job (if applicable), you will see your printer dialog. On this dialog, be sure that:
 - The correct printer is selected
 - 'Print to File' is NOT checked (Windows)
 - **Windows:** Check that the dropdown containing 'Current Record' and other options is set to '**Records being browsed**'.
 - **Macintosh:** Click the drop-down menu titled 'Copies and Pages'. Choose ClientTracker from the list. Of the choices now shown, check that '**Records being browsed**' is checked.
3. If the print job is not fitting correctly on the page, open up Print Settings (Page Setup on Macintosh) and ensure that the page orientation is set correctly. Portrait is the correct orientation in most cases.