Collections End User Guide

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This document covers using the Collections module.

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Overview of Collections Portal

The Collections module helps you track and manage your collection accounts. The module is simple and straight forward, enabling you to generate your activity lists and manage your upcoming collection activities.

Collections allows you to view resident specific collection information, create notes, add activities, generate outstanding accounts, print collection letters and list account templates. In addition, you can view and refresh collection details, create, track, and manage specific activities and create an activity report.

Generating Collection Accounts

Click here for video: Generating Collection Accounts - 2 minutes.

Collection accounts are a list of overdue account balances you are trying to collect. An account is overdue based on the aging identified in collections setup. A work list of accounts by group is created when you generate collections for outstanding accounts. You see the group(s) that are assigned to you. You can view the work lists for other users if proper access is assigned.

Every time you enter the collections portal, you can generate accounts to update the accounts with the most recent changes. For example, charges posted to the account.

In addition to manually generating accounts, you can specify the overdue accounts list to be generated overnight. The update can be scheduled to run overnight between 2:00 am and 4:00 am Eastern Time. Contact your project manager for more details.

After collection accounts are generated, you can use the sort and filter options to view the accounts list per your requirements. The filters help you narrow the list by status, group, template, category, or resident. You can then use the column headings to sort the order of the accounts.

> **NOTE**
> Accounts are generated based on the Template Configuration setup.

> **WARNING**
> If you delete a collection account from the list, the account returns based on template configuration the next time you generate accounts.
>
> If you update a collection account status, it returns based on template configuration the next time you generate accounts. For example, from Open to On hold.

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Procedure

1. Do one of the following:

   - Single community: Billing > Collections > Collections Accounts tab.

   - Multi-community: Management Console > Operations > A/R Collections > Collections Accounts tab.

2. Click **Generate Accounts**.

3. Click **Save**.

Managing the Collections Account Portal

The Collections module helps you track and manage your collections account. The Collections Account tab is where you generate accounts each time you enter the portal to update the collections accounts. This ensures you are working the most up-to-date account information.

You can use sort, filter, and search to define the collections account list. The Collections Account tab is also where you can print an activity report, edit an outstanding account, and generate and manage collections letters.

> **NOTE**
> If a collections account is deleted, the account returns to the collections account list the next time you generate accounts based on the defined template rule.

> **WARNING**
> If an account is deleted, all the activity history is lost and cannot be regenerated. Activity can be retrieved by Data Services at an additional cost.

Procedure

1. Do one of the following:

   - Single community: Billing > Collections > Collections Account.

   - Multi-community: Management Console > Operations > A/R Collections > Collections Account.

2. Click **Generate Accounts**.

3. Select filters as required.

4. Click **Refresh**.

5. Click **Clear**.

Options

- **Activity Report** - Select Collections Activity report options.

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- **+ symbol** - Use to expand collections account to view collection activity.

- **edit** - Click to open the collections outstanding account.

- **Resident Name** - Click to redirect to the Collections tab of the resident chart.

Managing Collections Additional Account Information

Click here for video: Managing Collections Additional Account Information - 1 minute.

You can select User Defined Fields to create Additional Account Information on a collections outstanding account. This information is used in collection efforts and letters. Your collections user defined fields should include information not found on the collections outstanding account. For example, payment plan amount and attorney information.

The additional account information is tied to user defined fields included in the letter template and must be specified for each resident's outstanding collections account. If not, an error occurs when generating collection letters.

> **NOTE**
> Collections User Defined Fields must be setup in collections setup to appear in the collections outstanding account.
>
> The additional account information must be entered for each outstanding collection account. Detail does not track according to resident.

Procedure

1. Do one of the following:

   - Single community: Billing > Collections > Collections Account tab > Edit Resident's Collection Account > Additional Account Information.

   - Multi-community: Management Console > Standards > Operations > A/R Collections > Collections Account tab > Edit Resident's Collection Account > Additional Account Information.

2. Click **Add**.

3. Select **User Defined Field**.

4. Select or enter **Value**.

5. Click **OK**.

Updating Collections Account Status

The Status of an outstanding collections account identifies if an account is open, closed, new, credit balance, or on hold. The status is automatically selected when the outstanding collections account is generated, however, you can

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change the status. Changing the status of an outstanding collections account is temporary. After you generate accounts, the account returns back to the template rule defined in setup. An example of manually updating a status of an outstanding collections account is placing an open account into closed moving it from the open accounts you are working on at that time.

> **NOTE**
>
> You must selected activity types as a reason to put an account on hold in collections setup pick lists.
>
> If you use account on hold and off hold activity types, and you setup activity categories, be sure the activity types are included in a category and mapped to a collections group for the Users to use the account on hold/off hold in the resident's collections account.

Procedure

1. Do one of the following:

    •   Single community: Billing > Collections > Collections Account tab > edit Resident's Collections Account > Account Status.

    •   Multi-community: Management Console > Operations > A/R Collections > Collections Account tab > edit Resident's Collections Account > Account Status.

2. Select **Status**.

3. Click **Save**.

Logging Activities for a Collections Account

Click here for video: Logging Activities for a Collections Account - 2 minutes.

Activities list the logged activities on a resident's outstanding collections account. Activities are entered manually or created automatically. When you are meeting with a resident or family member, you can log activity related to your discussion. System notes are automatically created when an account or collection letter is generated, or when cash receipts, ancillary, and adjustment batches are posted. If you add a comment in any billing batch, the comment shows as an activity note.

You create a follow-up activity to remind you to make a call or send a letter. This is helpful to ensure you complete all required documentation on an outstanding account. Collections activity logged to a resident's outstanding account can be printed and used for auditing accounts and legal documentation.

You can view the cash receipts report from collections log activity. After a cash receipts batch is posted to a resident's outstanding account, you see batch post link as the type of activity. You can use this to quickly view the batch report as you are working the account.

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> **NOTE**
>
> You see only the activity types you are assigned to from collections groups setup .
>
> The activity status is not related to the account status.
>
> When you log collections activity the status is closed. If you have not yet performed the activity, select open as the activity status and close it after the activity is performed.

Procedure

1. Do one of the following:

    *   Single community: Billing > Collections > Collections Account tab > Edit > Activities.

    *   Multi-community: Management Console > Operations > A/R Collections > Collections Account tab > Edit > Activities.

2. Click **Log Activities**.

3. Complete the fields as required.

4. Create Follow-up Activity, if required.

5. Click **Save**.

Reviewing Collections Account History

In a collections outstanding account and on the Collections tab of the resident chart, you see account history. The account history shows additional outstanding collections accounts for the resident. This is helpful for you to move directly from one resident's outstanding account to another.

You see specific account detail such as activities, amount due, collections group, move out date, and status of the account. You can expand each payer to view account related activities and use edit to open the outstanding collections detail. You can arrange and re-arrange your list by using the column heading. For example if you want to see the highest balance on top of the list, you click amount due.

Procedure

1. Do one of the following:

    *   Single community: Billing > Collections > Collections Account tab > edit or Resident Chart > Collections tab.

    *   Multi-community: Management Console > Operations > A/R Collections > Collections Account tab > edit or Resident Chart > Collections tab.

2. View **Account History**.

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Adding General Notes

After a general note is entered on the resident's chart with a collections note type, it appears on the resident's collections outstanding account(s). This is helpful when working on a collections outstanding account to remain on one page and see all related notes. In addition, the general notes entered from the collection outstanding account flow to the notes section of the resident's chart. This ensures the capture of all pertinent information from both the resident chart and from the collections module.

> **NOTE**
> You must first create a Note Type in general notes organization setup and select Collections View to appear when creating general notes.
>
> General notes created from the resident chart in notes flow to all of the resident's collections outstanding accounts.

Procedure

1. Do one of the following:

   - Billing > Collections > Edit Collection Account > General Notes.

   - Management Console > Operations > A/R Collections > Edit Collection Account > General Notes.

2. Click **New Note**.

3. Complete the fields as required.

4. Click **Save**.

Adding Documents

The Misc (Miscellaneous) section in documents on the resident chart is where you upload and store resident specific documents. For example, move in and move out agreements, copies of insurance cards, medical reports, Power of Attorney, and other legal documents.

You place the documents in categories to help you organize and manage the information. Categories are also used to determine the modules from where documents can be accessed and viewed. In addition to categories, you can use filters to find documents by uploaded date, category, effective date, and effective date of document.

With security permission you can view online document storage space statistics for your organization. For example, storage space used, average file size, number of files uploaded, and average number of files uploaded per resident. This can be viewed under Billing > Setup > Online Documentation Storage Configuration.

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> **NOTE**
>
> One Gigabyte of storage is included across an organization. Additional space may be purchased by contacting customer support.
>
> You must enable online documentation storage to upload to Misc.
>
> You cannot edit or delete system created categories, however you can create new categories to meet your requirements.

Procedure

1. Billing > Resident Chart > Documents.

2. Click **New Document**.

3. Complete the fields as required.

4. Upload **Document**.

5. Click **Upload**.

Hints and Tips

- **Category** - Options are based on the module(s) selected in online documentation storage category.

- You can upload these file types: BMP, CSV, DOC, DOCX, GIF, HTM, HTML, JPEG, JPG, PDF, PJPEG, PNG, PPT, RTF, TXT, WPD, WPS, XLS, XLSX, XML, ZIP.

- You can upload a file size of a maximum of 5 MB.

Managing Collections Upcoming Activities

Click here for video: Managing Collections Upcoming Activities - 2 minutes.

In Collections Upcoming Activities, you see the logged activity from the outstanding account marked for follow-up. The upcoming activities include an activity date to identify the due date. A red date indicates the upcoming activity is past due and a black date is a current date or future date.

You can filter the activities list by activity date, activity category or type in addition to users, groups, and user status. You can arrange and re-arrange your list by using the column heading.

> **NOTE**
>
> Click the resident name to open the Collections tab on the resident chart.
>
> Edit opens the collections outstanding account.

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Procedure

1. Do one of the following:

    - Single community: Billing > Collections > Upcoming Activities tab.

    - Multi-community: Management Console > Operations < A/R Collections > Upcoming Activities tab.

2. Update Activities as required.

Collections Activity Report

The Collection Activity Report provides a list of the activities performed on outstanding accounts for a specific resident or all residents. You can filter the report by payer or payer type and specify options to show collection history, A/R aging, and the balance on the last statement.

- If you run the report for all residents, only one status can be selected.

- After you select the required activity type, select Only Display these Activities to see only the selected activities.

Procedure

1. Do one of the following:

    - Billing > Reports > Collection Activity Report.

    - Multi-community: Management Console > Reporting > Financial Reports > Collection Activity Report.

2. Select the report options as required > click **Run Report**.

Generating Collections Letters

Click here for video: Generating Collection Letters - 1 minute.

The Collections module is where you generate and print collections letters. Collections Letters reflect the outstanding account balances due. Collection letters are populated based on your Collections Letter Template setup.

You use Manage Letters to select the collections template and letter you want to generate. You can also select accounts to display as marked or unmarked accounts. After you make these selections, a list of accounts appear for you to select all or to select individual residents. You can arrange and re-arrange your list using the column headings. This is helpful to change the list alphabetically by the resident name or sort by lowest to highest amount due.

After you generate the letter(s), an activity note is added to the template's outstanding account. In addition to the activity note, a copy of the generated letter is added to the Print Letter section of that outstanding account. You use Print Generated Letters to select the generated collections letter to print and send to the responsible party.

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> ✎ **NOTE**
> You can generate only one letter template at a time.
>
> If you receive an error after generating letters, make the corrections on the outstanding account and re-generate the collection letter(s). For example, an A/R contact can be missing or additional information is not selected that is used in the collections letter template.
>
> Resident's are automatically selected in manage letters if you select accounts to display as marked if you add an open activity of generate letter in the outstanding account before you manage letters.
>
> At management console, you can select all communities or select one or more communities to generate the collections letters.

Procedure

To Manage Letters

1. Do one of the following:

   - Single community: Billing > Collections > Collections Account tab > Manage Letters.

   - Multi-community: Management Console > Operations > A/R Collections > Collections Account tab > Manage Letters.

2. Select **Template**.

3. Select **Date**.

4. Select **Letter to Generate**.

5. Select **Accounts to Display**.

6. Select **Resident(s)**.

7. Click **Save & Generate**.

To Print Generated Letters

1. Do one of the following:

   - Single community: Billing > Collections > Collections Account tab > Print Generated Letters.

   - Multi-community: Management Console > Operations > A/R Collections > Collections Account tab > Print Generated Letters.

2. Select **Letter**.

3. Select **Paper Size**.

4. Select **Start Date and End Date**.

5. Select **communities**, when applicable.

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6.   Select **Print letters**.

Collections Dashboards and Reports

These reports and dashboards are related to Collections.

> **NOTE**
> Activities Dashboard coming soon for Canada!

Reports

- Collection Activity Report - use to generate a list of activities performed on outstanding accounts for a specific resident or all residents.

- Statements Report - use to see the last statement generated and all previously generated statements by billing date and statement date.

- Billing Log Report - use to see the last billing log generated and all previously generated billing logs by invoice date.

- Transaction Report - use to see the transactions posted or generated to a resident's account for a specific date range.

- Resident Ledger Report - use to see the resident's transaction history.

- Move In Record Report - use to see the resident's move in record.

Dashboards

- Collections Upcoming Activities Dashboard