

# Collections Setup Guide

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This document covers setting up the Collections module.



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## Collections Security

You must assign appropriate security roles to enable the required level of access to the Collections module. You can assign 1 of the system roles of Collections Setup (system) or Collections User (system) or create a new security role. Only the security administrator can assign security roles.

After a collections role is assigned, you can associate a user to collections groups from Security Users or Groups setup. If using User Account Provisioning, a collections user can be assigned to a collections group(s) automatically when a new user is created or an update to a user is received. The user must be associated to a collections role to select a collections group.



### WARNING

After you are assigned to a collections security role, you must be assigned at least one Collections Group to notate in the Collections module. For more information, see [Creating Collections Groups Set Up on page 8](#).

## Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Security Roles.
  - Multi-community: Management Console > Standards > Financial Management > Security Roles.
2. Click **Print** to review functions assigned in role.
3. Click **Users** to assign users to the role.
4. Select the users to assign.
5. Click **Save**.

## Creating Collections Activity Types

[Click here for video: Creating Collection Activity Types - 2 minutes.](#)

Activity types are actions performed to collect an outstanding account in the Collections Module. Activity Types help specify the action taking place to collect the resident's balance. Activity Types are used as a filter when setting up the Activity Report parameters.

Activity Types can affect the hold status of a resident's account. When placing an account on hold or removing an account from hold, an Activity Type must be selected to define why that action is occurring.

Activity Types can be associated to an Activity Category to help narrow down the activities you can select when noting an account. Only corporately scoped Activities can be attached to a category.

**NOTE**

You cannot modify or delete system defined activity types.

**WARNING**

After an Activity Type is used on a resident account, it can no longer be deleted.

## Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Pick Lists > Activity Types.
  - Multi-community: Management Console > Standards > Financial Management > Collections Setup > Pick Lists > Activity Types.
2. Click **New**.
3. Complete the fields as required.
4. Click **Save**.

## Options

Below is a list of the options available to you and an explanation of the impact of each.

- **Description** - Identifies how the Activity is labeled.
- **Order No.** - Identifies the order the items appear in a list. If left blank, items appear in alphabetical order.
- Select one:
  - **Use as Reason to Put account on Hold** - When placing an account on hold, this item appears in the list.
  - **Use as Reason to remove Account on Hold** - When removing an account from hold, this item appears in the list.
  - **Does Not Affect Hold Status** - Item is used for daily noting and does not appear as a reason to put account on hold or remove account from hold.
- **Scope** - Select which communities can use this Activity Type.

## Creating Collections Account Status

[Click here for video: Creating Collections Account Status - 2 minutes.](#)

Account Status is used to identify the current status of an account in the Collections Module. The Account Status is used in the Collections Module and Activity Report to help filter the accounts you are viewing.

The Account Status pick list contains default statuses that cannot be edited or deleted. These default statuses are automatically assigned when a new collection account is created or the balance is updated. If you create additional account statuses, you can reassign accounts to your additional statuses.

## Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Pick Lists > Account Status.
  - Multi-community: Management Console > Standards > Financial Management > Collections Setup > Pick Lists > Account Status.
2. Click **New**.
3. Complete the fields as required.
4. Click **Save**.

## Creating Collections Activity Categories

[Click here for video: Creating Collections Activity Categories - 2 minutes.](#)

Activity Categories allows you to group your collections activities based on your organization's work flow. After creating an Activity Category, you can assign collection activity types to help filter the activities in the Collections Portal.

Activity Categories also restrict collections users from creating and viewing activities outside of their job responsibilities. Activity Categories are assigned in Collection Groups Setup.

Activity Categories is an optional collection setup item. If you select not to use Collection Activity Categories, all Activity Types appear when documenting on a collection account.



### NOTE

For the easiest workflow, setup Activity Types first.

## Procedure

### Create Collection Activity Category

1. Do one of the following:
  - Single community: Billing > Setup > Activity Categories.
  - Multi-community: Management Console > Standards > Financial Management > Activity Categories.
2. Click **New Activity Category**.

3. Enter **Name**.
4. Enter **Description**.
5. Click **Save**.

### Assign Activity Types to Activity Category

1. Click **Actions**.
2. Click **Mapping**.
3. Select **Activity Types** and click > to assign to the Activity Category.

### Hints and Tips

- Only Corporate scoped activity types are available to map to the activity categories.
- To simultaneously add or remove more than 1 Activity, Ctrl+click the Activities you want to move.

## Creating Collections User Defined Fields

[Click here for video: Creating Collections User Defined Fields - 2 minutes.](#)

Collections User Defined Fields allow you to track important information regarding a residents outstanding account. Items like payment plan amounts, payment due dates and move ins and move out dates can be setup as fields and assigned when creating collections letters.

Collections User Defined Fields appear on the collections outstanding account screen and can provide helpful information while talking to the resident or their responsible party. These items can also be selected to appear on the collections Activity Report.



#### WARNING

After a User Defined Field is used in a Collection Account, it can no longer be deleted. An Ineffective date must be assigned.

### Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Collections User Defined Fields.
  - Multi-community: Management Console > Standards > Financial Management > Collections Setup > Collections User Defined Fields.
2. Click **New**.
3. Complete the fields as required.
4. Click **Save**.

## Options

- **Field Name** - Type the description for the User Defined Field. Field Names must be unique.
- **Field Data Type** - Select one:
  - **Character** - Opens a free text box as the response to the User Defined Field.
  - **Date** - Allows you to type in a date as the response to the User Defined Field.
  - **Money** - Allows you type in a monetary value as the response to the User Defined Field.
  - **Number** - Allows you to type in a number value as the response to the User Defined Field.
  - **Picklist** - Allows you to setup a predefined list that can be selected as the response to the User Defined Field. When Picklist is selected and the User Defined Field is saved, a link appears next to the User Defined Field to **add items**. From this link, you can create your responses.
- **Field Length** - Type the maximum number of characters you can type as the response to the User Defined Field.
- **Order** - Identify what order items appear in your list.
- **Code for letter field** - Allows field to be used in your collections letters. Items must begin with a lowercase letter u and must be unique. Special characters cannot be used in these fields. Code for letter fields display at the bottom of the subject and body fields in Collections Letter setup.
- **Ineffective Date** - When entered, the user defined is no longer available to select in resident's collection accounts.

## Creating Collections Aging Setup

You can classify collections based on the amount of time when the accounts receivable account is overdue. These are commonly called aging buckets. For example, you can create an aging bucket from 60 to 90 days. All collections accounts between 60 to 90 days overdue appear in this aging bucket in Collections.

You can assign each group of collectors an aging bucket to collect. You can also create aging buckets specific to your organization's collection needs. Collection lists are created automatically based on the aging bucket you create.



### NOTE

You can have 1 Collections aging scoped to Corporate.

## Editing Aging Setup

### Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Aging Setup.

- Multi-community: Management Console > Standards > Financial Management > Collections Setup > Aging Setup.
2. Click **Edit**.
  3. Complete the fields as required.
  4. Click **Save**.

### Setting A/R aging parameters



#### NOTE

A value is a 30 day period. For example, 1 is 30 days, 2 is 60 days.

When the value is blank, all aging appears after the last defined aging bucket. For example, you have a period of 150 and the value is blank, all collections more than 120 days are combined.

### Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Aging Setup.
  - Multi-communities: Management Console > Standards > Financial Management > Collections Setup > Aging Setup.
2. Select **params**.
3. Complete the fields as required.
4. Click **Save**.

## Creating Collections Groups Set Up

[Click here for video: Creating Collections Groups Set Up - 4 minutes.](#)

Collections Groups are groups of users permitted to manage collection accounts. Organize your collections groups based on your organization's workflow. For example, if you assign your collectors to accounts based on:

- Account type, set up a Collections Group for each account type.
- Account age, set up collections groups for the same age ranges you use to assign collectors.

Your database comes with Collections Groups. You can edit the Name and Description in Collections Groups, delete Collections Groups, or create new Collections Groups. You can create as many Collections Groups as required.

For a user to manage and enter activities for collections accounts, you must assign the user to the appropriate Collections Group. If a user no longer manages the type of accounts, you can remove the user from the group. You can add or remove users in collections groups setup or in security setup, if you have security access.



Optional: You can manage the activity types available to collections users based on groups. In Collections Groups Setup, map the Activity Categories available for a Collections Group. Users in the collection group can create and view only the Activity Types mapped to the Activity Category you assign to the group. For more information, see [Managing Collection Template Configurations on page 12](#).



#### NOTE

To access and work collection accounts, you must create a collections group and assign a user. For example, if you have 1 user managing all collections accounts, you must create a collections group and add the user.

If your organization has User Account Provisioning (UAP) and the user is associated with a collections role, a collections user is automatically assigned to a collection group(s) when the Security User is created or updated.

All users with collections access through a collections security role can add or remove users and Activity Categories in Collections Groups.

To simultaneously add or remove more than 1 user or Activity Category, press ctrl+click the users or categories you want to move.

## Procedure

### To create a new Collections Group

1. Do one of the following:
  - Billing Setup > Collections Setup > Groups Setup.
  - EMC Standards > Financial Management > Collections Setup > Groups Setup.
2. Click **New Group**.
3. Type the **Name**. For example, Private or 0-60 Days.
4. Type the **Description**. For example, Private Collectors or 0-60 Day collectors.
5. Click **Save**.

### To add or remove a user

1. Do one of the following:
  - Billing Setup > Collections Setup > Groups Setup.
  - EMC Standards > Financial Management > Collections Setup > Groups Setup.
2. Click **users**.
3. To add a user:
  - a. In Users in system, select the **user's name**.

- b. Click >.
4. To remove a user:
  - a. In Users in group, select the **user's name**.
  - b. Click <.
5. Click **Save**.

#### Optional: To add or remove an Activity Category

1. Do one of the following:
  - Billing Setup > Collections Setup > Groups Setup.
  - EMC Standards > Financial Management > Collections Setup > Groups Setup.
2. Click **Activity Categories**.
3. To add an activity category:
  - a. Click **Activity Categories**.
  - b. Click **Name/Description** under Activity Categories.
  - c. Click >.
4. To remove an activity category
  - a. Click **Name/Description** under Activity Categories in Group.
  - b. Click <.
5. Click **Save**.

## Creating Collections Letters

[Click here for video: Creating Collections Letters - 2 minutes.](#)

Collection Letters are created based upon your organizations collections policy. Multiple letters can be setup and attached to Collection Templates to be used during the collections process.

Standard Subject and Body Fields and Collection User Defined Fields are used to populate specific community and resident information in your letters when you generate the letters.

You can add a Header Image or Footer Image such as a company logo in A/R Configuration and attached to your collection letters.



#### NOTE

If your community wants to use User Defined Fields in Collection Letters, these must be setup first.

**WARNING**

After a letter is attached to a Template Configuration or generated on a Collection account, the letter can no longer be deleted.

## Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Letters.
  - Multi-community: Management Console > Standards > Letters.
2. Click **New Letter**.
3. Complete the fields as required.
4. Click **Save**.

## Configuration Options

The following is a list of the configuration options available to you and an explanation of the impact of each configuration setting.

- **Name** - Type the name of the letter.
- **Description** - Type the description of the letter.
- **Template** - Collection Letters.
- Select to include:
  - **Header Image** - Populates from the A/R Configuration.
  - **Community Name** - When selected, name populates from the Community Configuration.
  - **Campus Name** - When selected, name populates from the Facility Groups Setup.
  - **No Header** - Use this option when printing to letterhead.
- **Subject** - Type the Subject of the letter. Subject and Body Fields can be used in this field.
- **Body** - Type the details of the letter. Subject and Body Fields can be used in this field. 2000 character maximum.
- **Subject and Body Fields** - Use the entire field including the brackets when placing in your letter. When Custom User Defined Fields are used in a letter, the Additional Account Information must be filled out in the Resident's Collection Account.
- **Closing** - Select closing of the letter. This can Include:
  - **Signature Image** - Populates from A/R Configuration.
  - **User or Signature Name** - User pulls in the long User Name setup in Security Users for the person generating the collection letter.

- **Community Name** - When selected, name populates from the Community Configuration.
- **Footer Image** - Populates from A/R Configuration.

## Managing Collections Template Configuration

[Click here for video: Managing Collections Template Configuration - 3 minutes.](#)

Creating templates allows an organization or payer the required flexibility to have different collection periods. Templates help simplify the collections process by linking groups of users to payers and supplying users with tools such as collection letters that they need to collect.

Groups are assigned to templates to determine the aging buckets and who is collecting the respective bucket. A Collections threshold is set to determine which balances appear in the collections listing.



### NOTE

Set up collection letters and groups before setting up template configuration for easiest workflow.



### WARNING

- If additional buckets are added in **Aging Setup** after template configuration is complete, you must edit all templates and update the **selecting groups that will be collecting for the respective buckets** fields.
- All payers must be removed from a collections template before the template can be deleted. Payers must be assigned to another template or an **unspecified** collections account generates for the resident.

## Procedure

### Create a Template Configuration

1. Do one of the following:
  - Single community: Billing > Setup > Template Configuration.
  - Multi-community: Management Console > Standards > Financial Management > Template Configuration.
2. Click **New Template**.
3. Complete the fields as required.
4. Click **Save**.

### Associate Payers

1. Do one of the following:
  - Single community: Billing > Setup > Template Configuration.
  - Multi-community: Management Console > Standards > Financial Management > Template Configuration.

2. Click **payers**.
3. Select payers to associate to the Template Configuration.
4. Click **Save**.

### Associate Collection Letters

1. Do one of the following:
  - Single community: Billing > Setup > Template Configuration
  - Multi-community: Management Console > Standards > Financial Management > Template Configuration.
2. Click **letters**.
3. Select **Add Letter** to attach letters to Template Configuration. Collection letters are attached in the order they are generated in the collections process.
4. Click **cancel**.

### Configuration Options

The following is a list of the configuration options available to you and an explanation of the impact of each configuration setting.

- **Name** - Type a name for the Template.
- **Description** - Type a description for the Template.
- **Collections threshold amount** - Type in an amount a collection account must be before pulling into the collections module. Accounts with balances below this amount will not be reflected in the collection account listing. Threshold amount must be set to \$0.00 for credits to appear in the collections module.
- **Template type** - Defines which payer types are available to be attached to this template.
- **Generate Combined Account for all Payers** - Select when you want all payers assigned to this collection template to appear in 1 collections account for the resident.
- **Generate 1 Account for each Payer** - Select when you want a separate collections account for each payer assigned to this collections template for the resident.
- **Collect Accounts From** - Defines who the collection account is due from. This contact is used when generating collection letters.
- **Selecting groups that will be collecting for the respective buckets** - A group must be chosen for each aging bucket. Entering the group allows the users assigned in groups setup, access to those resident collections accounts. **Do Not Include** allows you to decide when you want to start collecting. After a Group is assigned to a bucket, all subsequent buckets must have a group assigned or collection accounts do not generate and an error occurs.

## Managing Collections Resident Header

Your organization can have preferences for the details appearing in the header of the Collections Outstanding Account. In setup, you can select details for move in date, birthdate, and citizenship. Using the header detail prevents you from having to leave the Collections Outstanding Account while you are working an account. For example, if you select move in date to appear in the header, you don't need to navigate to Census/Rates to see this information.

**NOTE**

The required fields cannot be changed when you setup the Resident Header.

### Procedure

1. Do one of the following:
  - Single community: Billing > Setup > Collections Setup > Resident Header.
  - Multi-communities: Management Console > Standards > Financial Management > Collections Setup > Resident Header.
2. Select the fields to show in the header.
3. Click **Save**.