

## # 25 - CYMS Quick Guide – Agency Billing / Payments (10.3 - Updated May 2011)

*When to Use:* To create a “bill” or a detailed listing of charges to give to an agency you are expecting reimbursement from, to post the reimbursement you receive from the agency (even if the money is directly deposited or transferred between accounts) and to compare all the customer co-payments for a date range vs the amount of reimbursement to determine what the Agency ultimately owes you (the Agency’s receivable balance).

This guide assumes you are making Agency Payments to qualified households after installment billing is run or have set up as an Auto Pay that occurs during the billing process or are making agency payments against certain hourly visit fees. Making these payments notifies finance (via the DAR) that a particular agency owes you money.

### **Creating a “Bill” for the Agency or To See What an Agency Owes You:**



1. Click the **Agency Payment/Reimbursement Report** button (or go to Reports → CYS → CYS Admin Reports → Agency Payment/Reimbursement Report)
2. Verify that your center’s Cost Centers appear in the **Include** column. All other cost centers should be skipped. To Add your cost centers to the Include side, highlight them and click **Add**. To remove Cost Centers from the Include side, highlight them and click **Del**.
3. Select which **Pay Codes** to Include. If you select more than 1 Pay Code, each will be broken out separately and Sub-Totaled. Follow Skip/Include steps in step 2.
4. Select to **Print Household Agency Payments**.
5. Enter the **Date Range** you need to be reimbursed for. (Typically you would run this report in November for all of October, etc.)
6. De-Select the Print Agency Reimbursements option.
7. Select to **Print Detail**.
8. Click **Print**. Keep a hard copy of this report on file.

\*\* If the agency won’t accept this report as a bill, the report can still be used to give you the total you are expecting and a detailed breakdown of which households used the service.

### **Posting the Reimbursement from the Agency (Typically they are a month or so behind):**



1. Click the **CYS Misc Income & Expense Posting** button (or go to Period End → CYS → CYS Misc Inc/Exp Postings).
2. Click **Add**.
3. Enter the **Amount**. The **Posting Type** should be **Income**.
4. In the **Description** field enter the Agency name and month for reimbursement.
5. In the **Agency Link** field select which Agency the reimbursement is from. This is a required field and ultimately helps us determine how much an agency has reimbursed you over time.

6. The **G/L Code** should be the receivables account (if you are unsure what your receivables account is, call VSI for assistance) **not** your normal revenue account. If you post to your normal revenue account you will be double posting your income!!
7. The **Cost Center** should be specific to the Center that was reimbursed. If multiple centers were reimbursed with one agency check, you will have to split the amount and post once per location (cost center).
8. Enter any notes in the **Notes** field. This could be as simple as an invoice number or information that might facilitate later audits.
9. Enter the appropriate **Pay Code**: This is the form of tender the agency used for reimbursement:
  - **Check** if you received a physical check
  - **EFT** pay code if the money was Electronically Deposited
  - **TBA** pay code if the money was simply transferred between accounts.
10. Click **Post**.

### **Comparing Customer Co-Payments to Actual Agency Reimbursements (what should my Agency Receivables be?)**



1. Click the **Agency Payment/Reimbursement Report** button (or go to Reports → CYS → CYS Admin Reports → Agency Payment/Reimbursement Report)
2. Verify that your center's Cost Centers appear in the **Include** column. All other cost centers should be skipped. To add your cost centers to the Include side, highlight them and click **Add**. To remove Cost Centers from the Include side, highlight them and click **Del**.
3. Select which **Pay Codes** to Include. If you select more than 1 Pay Code, each will be broken out separately and Sub-Totaled. Follow Skip/Include steps in step 2.
4. **Select to Print Household Agency Payments.**
5. Enter the **Date Range** you wish to compare **co-payments** for. For instance, you may want to see what the total co-payments were for 1/1/2007-last month.
6. **Select the Print Agency Reimbursements** option. This will key on the **reimbursements** that have come in from a particular agency. This is derived by looking at the **Agency Link** field that is required during the **CYS Misc Income/Expense Posting** process.
7. Enter the **Date Range** you wish to look for **reimbursements**. For instance, you may want to see what the total **co-payments were for 1/1/2007-last month**, but you might want to see the **reimbursements** that were done in CYS Misc Income Expense Posting for **1/1/2007-today** since Agencies are typically 1-2 months behind in their reimbursements.
8. **De-Select to Print Detail** – unless you want to see every line item for all payments and reimbursements for the date range.
9. Click **Print**. If when you started CYMS or at some point thereafter, you made certain postings to get CYMS in synch with any outstanding agency receivables, this report will tell finance what the outstanding receivable for this agency should be. If you did not make these postings it is likely you will not match to what finance is showing.