

Void Payments

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If you void a real check or direct deposit and do not re-issue a new check/deposit for the same amount, you should also void the payment in Minute Menu HX. When you do so, the claim and/or non-claim payment adjustment records are un-marked as paid so you can re-issue payment, if needed. A record of the void remains in the system for your records.

You can void individual payments, or you can void a range of payments. See each heading below.

Voiding Individual Payments

To void a single payment:

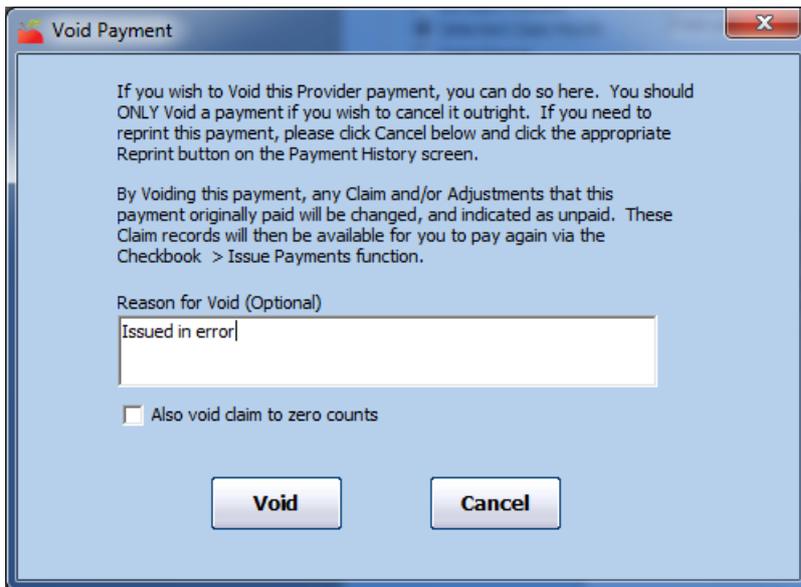
1. Click the **Checkbook** menu and select **List Payment History**. The List Payment History window opens.
2. Set filters for the payment you need to void. For more information, see [List Payment History](#).
3. Click **Refresh List**. Payments meeting the limits you set display.
4. Click **Void** next to the payment to void. The Void Payment dialog box opens.

The screenshot shows the 'List Payment History' window. It features several filter sections: 'Filter by:' with radio buttons for 'All Claim Months', 'Selected Claim Month' (selected), and 'Date Range'; 'Select Claim Month:' with a dropdown menu set to 'February 2019'; 'Select Date:' with 'Start Date' and 'End Date' dropdowns; 'Filter by:' with radio buttons for 'Selected Provider' and 'All Providers' (selected); 'Select Provider:' with a dropdown menu set to 'Active'; 'Provider:' with a dropdown menu set to '--Select--'; 'Payment Method:' with radio buttons for 'Checks', 'Direct Deposit', 'Deposit', 'Void', and 'All' (selected); and 'Filter by Reimbursement Source:' with radio buttons for 'Federal', 'State', and 'Both' (selected). A 'Refresh List' button is located to the right of these filters. Below the filters is a table with the following data:

Date	Check #	Source	Method	Payee #	Payee Name	Memo	Amount	Re-Print	Void
04/16/2019	20000	Fed	Chk	998894	Shelley, Mary	Details	1.96	Re-Print	Void

At the bottom of the window, there are buttons for 'Print', 'Void Range', and 'Close'. The 'Payment Count: 1' is displayed in the center.

5. Click the **Reason for Void** box and enter a reason for voiding this payment. This step is optional.



6. Check the **Also Void Claim to Zero Counts** box to create a claim adjustment that sets the claim counts to zero in addition to voiding this payment, if needed. This makes the provider a zero-dollar claimer and prevents you from having to take extra steps to void the claim.
7. Click **Void**. The payment is now voided. You must re-issue payment for the affected claim or non-claim payment adjustment.

Voiding a Range of Payments

To void a range of payments:

1. Click the **Checkbook** menu and select **List Payment History**. The List Payment History window opens.
2. Click **Void Range**. The Void Payment Range window opens.

