

# How Do I Set Up Courtesy Billing and How Does it Work?





07/24/2024 3:20 pm EDT

In a courtesy billing scenario, a patient pays the full cost for their care upfront and the practice then files a claim on the patient's behalf, as a courtesy, to have the insurance company reimburse the patient directly.

To redirect payment and remittance to the patient (rather than the practice) we need to make some quick changes in your DrChrono account to reflect the intentions on the HCFA-1500 form:

- 1. Add Enrolled Payers.** If you have not already done so, please ensure that all enrolled payers are listed under Billing > Insurance Setup. If not, please refer to [this page](#) for guidance on adding these to your list.
- 2. Edit Enrollments.** Click on the Edit icon (blue pencil) for each payer that you would like to enable for courtesy billing.

## Enrollments for

Payer id	Payer Name	Specialty	Proc Days	Bal Bill	Acc Assg	Group #	Indv #	Billing NPI	Eligibility NPI	Provider Name	Tax ID Number	
00156	Medicare of Utah		30	No	Yes			Group NPI Number	Group NPI Number	Practice Name (Group)	Tax ID Number	 
PRNT1824	MEDICARE		30	No	Yes			Rendering NPI Number	Group NPI Number	Practice Name (Group)	Tax ID Number	 

- 3. Uncheck 'Accept Assignment.'** Unchecking this field will adjust Box 27 on the CMS 1500 form from 'Yes' to 'No,' indicating to the payer that you will not be accepting payment on this claim.

At this point, the payer would refer to the patient's address in Box 7 for an address to send any payment. Repeat this for all payers for which you will be performing courtesy billing.

### Add/Edit Payer

Payer name	Medicare of Utah	Filing limit days	
Payer id	00156	Accept assignment	<input type="checkbox"/>
Specialty	-Same as Account Settings -	Send facility provider number	<input type="checkbox"/> Print Office Facility Provider Number in box #32b in HCFA form
Billing npi	Group NPI Number	Processing days	30
Eligibility npi	Group NPI Number	Referring doctor	
Provider name	Practice Name	Ordering doctor	
Tax id number	Tax ID Number (	Rendering taxonomy code	
Group Provider #		Billing taxonomy code	
Group provider number qualifier	-- Qualifier --	Payer grouping	
Individual Provider #		Print license numbers in hcfa	<input type="checkbox"/> Print license number on Procedures lines and box #31 in HCFA form
Individual provider number qualifier	-- Qualifier --		
Balance billing	No		

Close Save

## Troubleshooting:

**PROBLEM:** I do not have any payers listed in my Insurance Setup screen.

**SOLUTION:** Please refer to this support article [here](#) for adding your payers.

**PROBLEM:** I added all of my payers to the EDI panel but “Yes” is still checked off in Box 27 on the CMS 1500 form.

**SOLUTION:** Please check the insurance information entered in the patient’s chart and ensure that a payer ID has been populated for his/her insurance and that it matches the payer ID you have entered in the EDI panel. If this is a new payer that you have not added to your EDI panel yet, please refer to this article [here](#) for adding the additional payer.

**PROBLEM:** My patient called the office and said they have not received payment.

**SOLUTION:** If you are on an *Apollo* or *Apollo Plus* plan and are submitting claims electronically, please check this patient’s claim status in the Live Claims Feed. The ‘Ins 1 Status’ column will advise--in the red text--if there was a rejection for this claim.

Once the issue recorded in the Claim Status field has been rectified, resubmit the claim and monitor accordingly.

If you are on a *Hippocrates* or *Prometheus* plan and submit these claims on paper directly to the payer, please contact that payer for additional information.

You can also advise the patient to contact their insurance company directly for status.

---