How Do I Bill For a No-Show Appointment?

07/24/2024 3:20 pm EDT

If a patient does not show up for an appointment and your office has a policy of charging if not canceled within a certain time frame, you can bill the patient a fee for that missed visit by using custom codes.

First, you want to set up the custom code. Navigate to Billing > New Custom Procedure.

BILLINGBUSINESS INTELLIGENCEBilling SummaryDenial AnalysisLive Claims FeedPayment Analysis (beta)Apollo PlusCODINGPatient PaymentsCode SearchDay SheetNew Custom ProcedureTransactionsCustom ProceduresRemittance ReportsINSURANCEUnmatched ERAsBulk Edit Payer IDsInsurance Credit Card PaymentsInsurance SetupAccounts ReceivablePayer SearchProduct/ProcedurePayer SearchPatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxBilling Log	Billing	Account	Marketplace	Help
Live Claims FeedPayment Analysis (beta)Apollo PlusCODINGPatient PaymentsCode SearchDay SheetNew Custom ProcedureTransactionsCustom ProceduresRemittance ReportsINSURANCEUnmatched ERAsInsurance Credit Card PaymentsAccounts ReceivablePatient StatementsProduct/ProcedurePayer SearchPatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxSales Tax	BILLING			BUSINESS INTELLIGENCE
Apollo PlusCODINGPatient PaymentsCode SearchDay SheetNew Custom ProcedureTransactionsCustom ProceduresRemittance ReportsINSURANCEUnmatched ERAsInsurance Credit Card PaymentsAccounts ReceivablePatient StatementsProduct/ProcedurePayer SearchPatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxSales Tax	Billing S	ummary		Denial Analysis
Patient PaymentsCode SearchDay SheetNew Custom ProcedureTransactionsCustom ProceduresRemittance ReportsINSURANCEUnmatched ERAsBulk Edit Payer IDsInsurance Credit Card PaymentsInsurance SetupAccounts ReceivablePayer SearchPatient StatementsPayer SearchProduct/ProcedureFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxSales Tax	Live Cla	ims Feed		Payment Analysis (beta)
Day SheetNew Custom ProcedureTransactionsCustom ProceduresRemittance ReportsCustom ProceduresUnmatched ERAsINSURANCEInsurance Credit Card PaymentsBulk Edit Payer IDsAccounts ReceivableInsurance SetupPatient StatementsPayer SearchProduct/ProcedurePatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales Tax	Apollo P	lus		CODING
TransactionsCustom ProcedureTransactionsCustom ProceduresRemittance ReportsInsurance AccountsUnmatched ERAsInsurance Credit Card PaymentsInsurance Credit Card PaymentsInsurance SetupAccounts ReceivablePayer SearchPatient StatementsProduct/ProcedurePatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxSales Tax	Patient I	Payments		Code Search
Remittance Reports Unmatched ERAs Insurance Credit Card Payments Accounts Receivable Patient Statements Product/Procedure Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax Custom Procedures INSURANCE Bulk Edit Payer IDs Insurance Setup Payer Search Patient Statements Sales Tax	Day She	et		New Custom Procedure
Unmatched ERAsINSURANCEInsurance Credit Card PaymentsBulk Edit Payer IDsAccounts ReceivableInsurance SetupPatient StatementsPayer SearchProduct/ProcedurePatient Balance LedgerFee ScheduleUnderpaid ItemsAdjustment MasterSales Tax	Transact	tions		Custom Procedures
Unmatched ERAsBulk Edit Payer IDsInsurance Credit Card PaymentsInsurance SetupAccounts ReceivablePayer SearchPatient StatementsPayer SearchProduct/ProcedureFee ScheduleUnderpaid ItemsAdjustment MasterSales TaxSales Tax	Remitta	nce Reports		INSURANCE
Insurance Credit Card Payments Accounts Receivable Patient Statements Product/Procedure Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax	Unmatc	hed ERAs		
Accounts Receivable Patient Statements Product/Procedure Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax	Insuranc	e Credit Card	Payments	
Patient Statements Product/Procedure Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax	Account	s Receivable		
Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax	Patient \$	Statements		r ayer ocaren
Fee Schedule Underpaid Items Adjustment Master Sales Tax	Product	/Procedure		
Underpaid Items Adjustment Master Sales Tax	Patient I	Balance Ledge	r	
Adjustment Master Sales Tax	Fee Sch	edule		
Sales Tax	Underpa	aid Items		
	Adjustm	ent Master		
Billing Log	Sales Ta	X		
	Billing L	og		

Once there, you will have the ability to enter a custom procedure to bill for your no-show appointments.

- At a minimum, you will want to add the Code and Price.
 - **Code:** This will be what you use to look up and enter the charge on a patient's appointment. The field will not accept spaces, but you could use something like **no.show**, using a period instead of a space.
 - **Price**: This will be the charge for not canceling the appointment within the required amount of time.

New Custom	Procedure	
Code	Á	ID of procedure in system.
Quantity units		
Description		
Note		
Sales tax applicable	Is sales tax applicable to this service	/product?
Price		
Price with tax]
Allowed amount]
Cost		Base cost for consumables.
Duration		Length of a procedure in minutes.
Type of product	Service ~	(marked)
	Save Cancel	

Once the code is established, you can begin assigning it to your no-show appointments. As a general rule, no-show appointments do not show in your Live Claims Feed if they do not have a charge.

However, you can add the no-show custom code from the appointment window and the appointment will then show in your Live Claims Feed and will appear on patient statements.

• From the appointment window, first, mark the appointment status as a no-show.

Sup	pervising	- If different to provider -	~		
	Office:	Primary Office	~	+	<i>(</i>
	Profile:		~		
	Eligibility Profile:		~		
	Exam:	Exam 1	~		
	Color:				
	Status:	No Show	~	0	
		0h 23m			
		View Clinical Note			
		View All Appointments			

• Then, navigate to the Billing tab.

Appointment	Billing	Eligibility	Vitals	Growthch	narts	Flags	Log Comm.	Revisions	Custom Data	MU Helper
Туре	 Appointr 	nent OVi	deo Visit	Walk-in	Trans	sition of Ca	are 🗌 Referral			

• Scroll down to the Custom Codes section.

Custom	Codes	Find Custom Procedure codes 🔸
Code	Description	Price (\$)

• In the **Find Custom Procedure codes** section, type the name you assigned to your no-show appointment charge.

Custom Code	S	no.show +	
Code	Description	NO.SHOW:	

• Once selected, it will populate the price that was assigned when it was created.

Custom C	odes		Find Custom Procedure codes 🖊
Code	Description	Price (\$)	
NO.SHOW		50.00	×
	Quantity:	1.00	

• Just click on **Save** and the charge will be assigned to the appointment.

Custom C	odes		Find Custom I	Procedure codes 🔸
Code	Description	Price (\$)		
NO.SHOW		50.00		x
	Quantity:	1.00		
Include note	e in EDI Billing:	Custom NTE EDI	Billing Note (a.k.a.	HCFA/CMS-1500 Lir
				Dele

• Now the appointment and charge will be visible under your Live Claims Feed and will appear on their patient statement if the amount is still outstanding when their next patient statement is generated.