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.

| Billing | Account | Marketplace | Help |
|--|--|-------------|--|
| Billing BILLING Billing S Live Clai Apollo P Patient F Day She | Account ummary ims Feed lus Payments et | Marketplace | Help BUSINESS INTELLIGENCE Denial Analysis Payment Analysis (beta) CODING Code Search New Custom Procedure |
| Transact Remittar Unmatcl Insuranc Account Patient S Product Patient B Fee Sch Underpa Adjustm Sales Ta | tions nee Reports ned ERAs te Credit Card s Receivable Statements (Procedure Balance Ledge edule tid Items ent Master x | Payments | Custom Procedures INSURANCE Bulk Edit Payer IDs Insurance Setup Payer Search |

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 ~ | (manual) |
| | 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 Codes | | 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 Co | odes | | Find Custom | Procedure codes 🔸 |
|--------------|-----------------|----------------|----------------------|-------------------|
| Code | Description | Price (\$) | | |
| NO.SHOW | | 50.00 | | × |
| | Quantity: | 1.00 | | |
| Include note | in EDI Billing: | Custom NTE EDI | Billing Note (a.k.a. | HCFA/CMS-1500 Li |
| | | | | Del |

• 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.