

What are Underpaid Items?

07/24/2024 10:42 pm EDT

This feature will assist the biller, Office Manager, and/or provider in identifying claims that the insurance payer did not process with the expected allowed amount.

Allowed Amount = amount paid by the insurance company + the amount the patient owes. This amount is less the contractual adjustment from the billed charges.

Billed charges - contractual adjustment = allowed amount

Allowed amount = amount paid by the payer + the amount owed by the patient

Under **Billing > Fee Schedule**, you add a base price for the service and also add the expected allowed amount and payer ID. To add the expected allowed amounts for multiple payers, multiple entries will be required.

The screenshot shows a navigation menu with three main categories: 'Billing', 'Account', and 'Marketplace'. Under 'Billing', there is a sub-menu with the following items: 'BILLING', 'Billing Summary', 'Live Claims Feed', 'Patient Payments', 'Day Sheet', 'Transactions', 'Remittance Reports', 'Unmatched ERAs', 'Insurance Credit Card Payments', 'Accounts Receivable', 'Patient Statements', 'Product/Procedure', and 'Patient Balance Ledger'. The 'Fee Schedule' item is highlighted with a blue background, and its sub-menu items are listed below it: 'Underpaid Items', 'Adjustment Master', 'Sales Tax', and 'Billing Log'.

As ERAs/EOBs are posted, the DrChrono system will verify that the allowed amount matches what has been entered as the "expected reimbursement". If it does not match, the system will list it under Billing > Underpaid Items so it can be followed up on. Ensure that you enter the allowed amount, and not the actual money received from the insurance company.

Fee Schedule

Create

x

Code type

Code	<input type="text" value="99213"/>
Base price	<input type="text" value="\$ 100.00"/>
Expected Reimbursement	<input type="text" value="\$ 80.00"/> Typical allowed amount for payer. Not used if blank.

CPT/HCPCS Modifier

Office

NDC Code

NDC Quantity

NDC Units

Payer id Use 'Cash' for self pay and cash patients.

Plan Name

Custom description Custom description of code.

Picklist category

This section allows you to filter the report by *Date of service, CPT/HCPCS/Custom Code, and Insurer, and Compare by Paid/Allowed*. You can view the appointment by clicking on the Date of service and it will direct you to the **Billing Detail** Screen.

Billing Account Marketplace

BILLING

- Billing Summary
- Live Claims Feed
- Patient Payments
- Day Sheet
- Transactions
- 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
- Billing Log

Billing Summary
Live Claims Feed
Legacy Transactions
Patient Payments
Day Sheet
Transactions
Remittance Reports
Unmatched ERAs
Accounts Receivable
Patient Statements
Product / Procedure
Balance / Ledger
Fee Schedule
Underpaid Items

Underpaid Items

Service Date:
 Code (CPT/HCPCS/CUI):
 Insurer:
 Compare By:

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Date of Service	Posted	Code	Payer ID	Payer Name	Billed	Allowed	Paid	Expected
Jul 13, 2016	Jul 13, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$89.36	\$59.36	\$20.00	\$190.00
Jul 12, 2016	Jul 12, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$250.00	\$150.00	\$50.00	\$190.00
Jun 23, 2016	Jun 23, 2016	99213	62308	Cigna	\$88.15	\$58.15	\$30.00	\$190.00
Jun 20, 2016	Jun 20, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$85.02	\$0.00	\$0.00	\$190.00
Jun 14, 2016	Jun 14, 2016	99213	62308	Cigna	\$100.00	\$0.00	\$0.00	\$190.00
Jun 14, 2016	Jun 14, 2016	99213	62308	Cigna	\$93.37	\$60.00	\$30.00	\$190.00
Jun 14, 2016	Jun 14, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$96.54	\$0.00	\$0.00	\$190.00
Jun 13, 2016	Jun 13, 2016	99213	62308	Cigna	\$91.21	\$51.91	\$51.91	\$190.00
May 26, 2016	May 26, 2016	99213			\$250.00	\$0.00	\$0.00	\$190.00
May 23, 2016	May 23, 2016	99213			\$250.00	\$0.00	\$0.00	\$190.00
May 3, 2016	May 3, 2016	99213	60054	Aetna	\$250.00	\$150.00	\$50.00	\$190.00
Apr 26, 2016	Apr 26, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$85.77	\$0.00	\$0.00	\$190.00
Mar 11, 2016	Mar 11, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$92.88	\$59.30	\$56.62	\$190.00
Mar 9, 2016	Mar 9, 2016	99213	75196	UMR (formerly Harrington Benefit Services - Westerville)	\$86.86	\$44.48	\$44.04	\$190.00
Mar 7, 2016	Mar 7, 2016	99213	62308	Cigna	\$80.38	\$50.67	\$50.67	\$190.00
Mar 4, 2016	Mar 4, 2016	99213	62308	Cigna	\$91.47	\$55.38	\$43.43	\$190.00