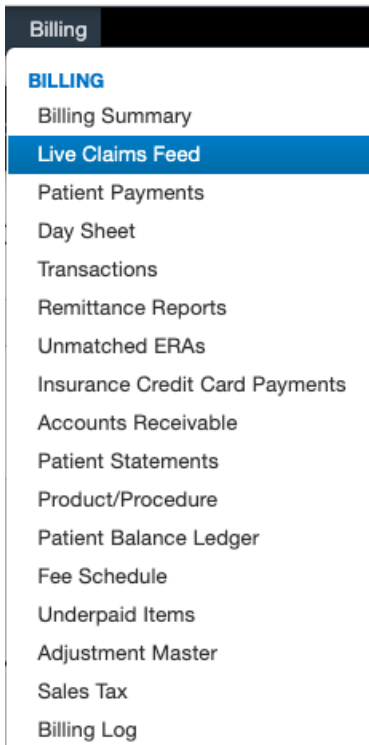


Can I Submit a Claim with a Zero Charge?

07/24/2024 12:55 pm EDT

Yes, you can submit a claim with a zero charge to a payer.

First, navigate to the Live Claims Feed by hovering over Billing and selecting Live Claims Feed.



Pull up the patient by name or chart ID number. Click on the date of service to enter the details of the appointment.

The screenshot shows the 'Live Claims Feed' interface. At the top, there are filters for 'Select All Offices', 'Select None', 'C new office All', 'D Inpatient Hospital All', and 'Primary Office All'. Below these are 'Claim Type All', 'Claim St All', 'Billing St All', 'Appt Profiles All', and buttons for 'Calculate Counts', 'What's this?', and 'TFL Warning'. A search bar contains 'Patient', 'Payer Name', 'Payer ID', 'drc claim #', '07/11/2022', '08/11/2022', and 'Clinical Note'. There are buttons for 'Open window in new tab', 'Check All', 'Clear', and 'Update Filter'. Below the search bar are buttons for 'Batch Status Change', 'Export to File', 'Custom Export', 'Display', '+ Schedule', and 'Internal'. The table below has columns: Info, Claim ID, Patient, Date of Service, Office, Provider, Supervising Provider, Billing Provider, Billed, Allowed, Adjmt, Ins 1 Paid, Ins 2 Paid, Pt Paid, Ins Bal, Pt Line Item Bal, Claim Bal, Exp Reimbr, Ins 1 Status, Ins 2 Status, First EDI, Last EDI, Service Notes, and Billing Notes. A red arrow points to the 'Date of Service' column for the first row. The first row is for patient 221136984, dated 8/10/2022 at 10:15AM, with a billed amount of \$18.38. A note at the end of the row says 'This is a demo appointment'.

The patient listed above is a test patient with sample data.

First, add the CPT/HCPCS code to the appointment. If the code is not loaded into your fee schedule, the billed amount listed will be zero. If the code is listed on your fee schedule, but you would like to bill the service at zero, you can remove the fee by clicking into the box where the fee is showing and clearing it out.

Code/Check Date	Description	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	
Totals:							\$0.00	\$0.00
<input type="checkbox"/>	C 36415		From date To date	1.00	1 0 0 0	0.00	\$0.00	

+ Add Line Item x Delete Selected

Next, choose the applicable Billing Status of **Bill Insurance/Bill Secondary/Workers Comp Claim/Auto Accident Claim or Durable Medical Equipment Claim** and select **Verify & Save**.

Emily (Demo) Henry 03/10/2022
Primary Office [11] - Exam

- Institutional Claim
- Billing Status**
 - ✓ Bill Insurance
 - Bill Secondary Insurance
 - Worker's Comp Claim
 - Auto Accident Claim
 - Durable Medical Equipment Claim
- ICD Version
- Primary Insurer
- Secondary Insurer
- Billing Provider:
- Supervising Provider:
- Pt Payment
- Payment Profile
- Pt Payment Due
- Billing Profile
- Billing Pick List

A warning message will pop up reading "Do you want to submit this claim for \$0?" Select **ok** and the claim will be submitted to the insurance company.

drchrono.com says

Do you want to submit this claim for \$0?

Cancel OK