How to delete payer adjustments and/or patient responsibility amounts

07/24/2024 5:10 pm EDT

If you need to delete payer adjustments or patient responsibility amounts, you can do so through the Live Claims Feed (LCF).

• Navigate to Billing > Live Claims Feed

Billing	
BILLING	Summary
Live C	laims Feed
Patien	t Payments
Day Sł	neet
Transa	ctions
Remitt	ance Reports
Unmat	ched ERAs
Insura	nce Credit Card Payments
Accou	nts Receivable
Patien	t Statements
Produc	ct/Procedure
Patien	t Balance Ledger
Fee So	chedule
Under	paid Items
Adjust	ment Master
Sales ⁻	Tax
Billing	Log

• Pull up the patient's account via their name, chart ID, or claim number. Click on the date of service to enter the appointment specifics.

🗆 Info	Claim ID	Patient	Date of Service	Office
	203480480		2/24/2022 11:30AM	B Assisted Living

• Scroll down to where the charges are located

	Code/Check Date	Description	Mods/Posted Date	Service Date 📀	EPSDT
	C 99203 🕂			From date To date	
0	03/07/2022		03/16/2022	Check # 123465478	+ Q
0	03/07/2022		03/16/2022	Check # 123465478	+ Q
0	03/07/2022		03/16/2022	Check # 123465478	4
+	Add Line Item	Delete Selected]		

• Scroll over to the right where the red Xs are located. Click on the red X on the line you wish to delete.

	Status/Adj Type	Pt Bal	Ins Bal	Pt Paid	Ins 2 paid	Ins 1 paid	Adjmt	lowed	Billed Allow
	Balance Due	\$45.00	\$0.00	\$0.00	\$0.00	\$80.00	\$25.00	\$125.00	\$150.00
\$ = +	Balance Due	\$45.00	\$0.00	\$0.00	\$0.00	\$80.00	\$25.00	\$125.00	\$150.00
×		~	sed v	al 🗸 1: Process	[1] Aetna He	80.00	0	ei 🗸	djmt Reas: Insurance Paymei 🗸
×	ADJ INSURER	~	sed v	al 🗸 1: Process	[1] Aetna He	0	25.00	ə 🗸	djmt Reas: 45: Charge excee 🗸
×	SKIP SECONDARY	~ :	sed v	al 🗸 1: Process	[1] Aetna He	0	45.00	u 🗸	djmt Reas: 3: Co-payment Ar 🗸

• The system will show a warning message to verify that you want to delete the line item. Once you click "OK", the line item will be deleted.

.drchrono.com says

Are you sure to delete this transaction?

